Disability support services 2004–05

National data on services provided under the Commonwealth State/Territory Disability Agreement

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Preface

This is the second full annual report about the services funded by governments across Australia for people with a disability. It provides information that will help agencies, government departments, users of CSTDA-funded services and the general public to better understand the services and their clients.

The report examines data from the 2004–05 Commonwealth State/Territory Disability Agreement National Minimum Data Set (CSTDA NMDS). This NMDS was originally developed in 1993 and 1994, with the first collection taking place in 1995. From 1995 to 2002 the collection was conducted on a single 'snapshot' day basis. The redeveloped CSTDA NMDS was implemented nationally in late 2002 and collection began on a full financial year basis. The full-year collection has significantly improved our ability to enumerate and compile a comprehensive picture of CSTDA service users and the services they receive.

This report presents data relating to disability support services operating under the CSTDA, and the people who accessed them over the financial year. This is the second full financial year of data available from this collection, based on data collected from 1 July 2004 to 30 June 2005.

For the first time, this report is able to examine some comparative data between two full financial years (2003–04 and 2004–05). The capacity to do this will increase with each year of collection. The report also contains a strong focus on data items relating to support needs, informal carers and living arrangements of people who access CSTDA-funded services.

Penny Allbon
Director

Acknowledgments

Abbreviations

ABS	Australian Bureau of Statistics
ADD	attention deficit disorder
ADL	activities of daily living
AIHW	Australian Institute of Health and Welfare
AIL	activities of independent living
ASGC	Australian Standard Geographical Classification
Aus Gov	Australian Government (formerly referred to as 'Commonwealth')
AWEC	activities of work, education and community living
CSDA	Commonwealth/State Disability Agreement of 1998
CSTDA	Commonwealth State/Territory Disability Agreement of 2002–07
CSTDA NMDS Network	Network of people responsible for the CSTDA NMDS collection (comprises representatives from AIHW and all jurisdictions listed in the Acknowledgments)
DIMA	Department of Immigration and Multicultural Affairs
DSP	Disability Support Pension
EP Groups	English Proficiency Groups
FTE	full-time equivalent
HACC	Home and Community Care
MDS	minimum data set
NDA	National Disability Administrators
nfd	no further definition
NMDS	national minimum data set
OHS	occupational health and safety
RA	remoteness area (geographical classification)
SCRCSSP	Steering Committee for the Review of Commonwealth/State Service Provision

Symbols

n.a.	not applicable
—	zero, or null cells
0.0	rounded to zero (less than 0.5 but more than zero)

1 Summary

This report presents information on:

- service type outlets[1] that are funded to deliver CSTDA services

- characteristics of the people who use CSTDA-funded services

- support needs and informal carers of people using CSTDA-funded services.

The data source for this information is the 2004–05 Commonwealth State/Territory Disability Agreement National Minimum Data Set (CSTDA NMDS) collection, for the period 1 July 2004 to 30 June 2005.

Data on each previous annual collection have been published by the AIHW. For more information, see the reference section of this report and the AIHW web site (www.aihw.gov.au).

Service users and service groups

There were 200,493 users of CSTDA-funded services during 2004–05 (Table 1.1). Victoria recorded the highest percentage of service users (38%), followed by New South Wales (23%) and Queensland (14%). This pattern is generally in keeping with the size of the total population in each state and territory.

Of the five service groups, the most commonly accessed was community support, used by 46% of all service users (Table 1.1). Service types in this group include therapy support, early childhood intervention and case management. Employment services were the next most commonly accessed service group (32%), followed by community access (22%) and accommodation support (17%) services. A further 12% of service users accessed respite services. Patterns of service usage varied among jurisdictions.

Table 1.1: Users of CSTDA-funded services, service group by state and territory, 2004–05

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	%
Accommodation support	5,980	13,199	5,034	3,371	4,550	1,128	338	190	33,787	**16.9**
Community support	19,082	33,521	8,497	16,511	9,832	1,943	2,508	910	92,610	**46.2**
Community access	6,761	19,540	6,392	4,431	4,863	1,513	374	305	44,166	**22.0**
Respite	4,129	11,150	3,761	2,744	1,470	265	287	182	23,951	**11.9**
Total state/territory services	*28,521*	*60,069*	*16,432*	*19,499*	*15,447*	*3,658*	*3,087*	*1,350*	*147,748*	
Employment	19,037	18,567	12,340	6,151	5,919	1,768	793	395	64,835	**32.3**
Total service users	**45,148**	**75,110**	**27,229**	**23,346**	**19,612**	**5,154**	**3,753**	**1,655**	**200,493**	
Total per cent	**22.5**	**37.5**	**13.6**	**11.6**	**9.8**	**2.6**	**1.9**	**0.8**		

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period from 1 July 2004 to 30 June 2005. Totals for each state/territory may not be the sum of components since individuals may have accessed services in more than one service group during the 12-month period. Totals for Australia may not be the sum of the components since individuals may have accessed services in more than one state or territory during the 12-month period.

2. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

3. Employment totals do not include the 804 people categorised as 'independent workers' during 2004–05.

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1   A service type outlet is the unit of a CSTDA-funded agency that delivers a particular CSTDA service type at or from a discrete location.

Service users

Sex and age

Around 56% of service users were male (Table 3.5). There were more males than females in all 5-year age groups, with the exception of those aged 70 years and over (Figure 3.1). The largest number of service users was in the 20–24 year age bracket, for both males and females.

Females had a higher median age than males in all five service groups (Figure 3.2). The overall difference in median ages was 5.7 years—35.1 years for females and 29.4 years for males (Appendix Table A1.9). The overall median age of CSTDA service users increased by 0.5 years between 2003–04 and 2004–05—from 30.4 years to 30.9 years (Figure 3.3).

Disability groups

Intellectual disability was the most commonly reported disability group, both in terms of the reported primary disability (35%) and overall (when considering reporting of both primary and 'other significant' disabilities) (41%) (Tables 3.4 and 3.7; Figure 1.1). Physical disability was the next most frequently reported group (13% as a primary disability and 25% overall). Psychiatric disability was the third most commonly reported primary disability group (8%), and neurological the third overall (15%).

Males were more likely than females to report a primary disability of autism, acquired brain injury or specific learning/ADD; females were more likely to report neurological or vision as their primary disability (Table 3.4).

The average number of disability groups reported per service user was 1.7 (including primary)—ranging from 1.2 for those reporting psychiatric or hearing as their primary disability to 2.0 for those with an acquired brain injury (Table 3.6).

Indigenous status

Around 3.1% of service users reported that they were of Aboriginal and/or Torres Strait Islander origin (Table 3.8). This proportion ranged from 1.3% in Victoria and the Australian Capital Territory to 31% in the Northern Territory. Indigenous users were more likely to be in younger age groups (0–19 years) than non-Indigenous service users (Figure 3.5). This finding is consistent with the younger age profile of the Indigenous population generally, when compared with the non-Indigenous population.

Indigenous service users were more likely to report developmental delay as a primary disability group than non-Indigenous service users (6.1% compared with 2.6%). They were less likely to report psychiatric as their primary disability group (5.4% compared with 9.5%) (Table 3.9). Apart from this, patterns of reporting primary disability groups for Indigenous service users were similar to those reported by non-Indigenous users.

Communication method and need for interpreter services

Overall, 63% of service users reported spoken language as their most effective method of communication. Little or no effective communication was reported by 13% of service users, and 2% reported effective sign language (Table 3.12). More than four-fifths of service users (82%) reported that they did not need an interpreter (Table 3.14). Around 2.7% of service users reported needing an interpreter for non-spoken communication and 1.5% for spoken

language other than English. (This data item was missing for 14.1% of service users.) Of those service users needing an interpreter for non-spoken communication, 55% had little or no effective communication, and 29% used effective sign language.

Source: Table 3.7.

Figure 1.1: Users of CSTDA-funded services, primary disability group and all significant disability groups, 2004–05
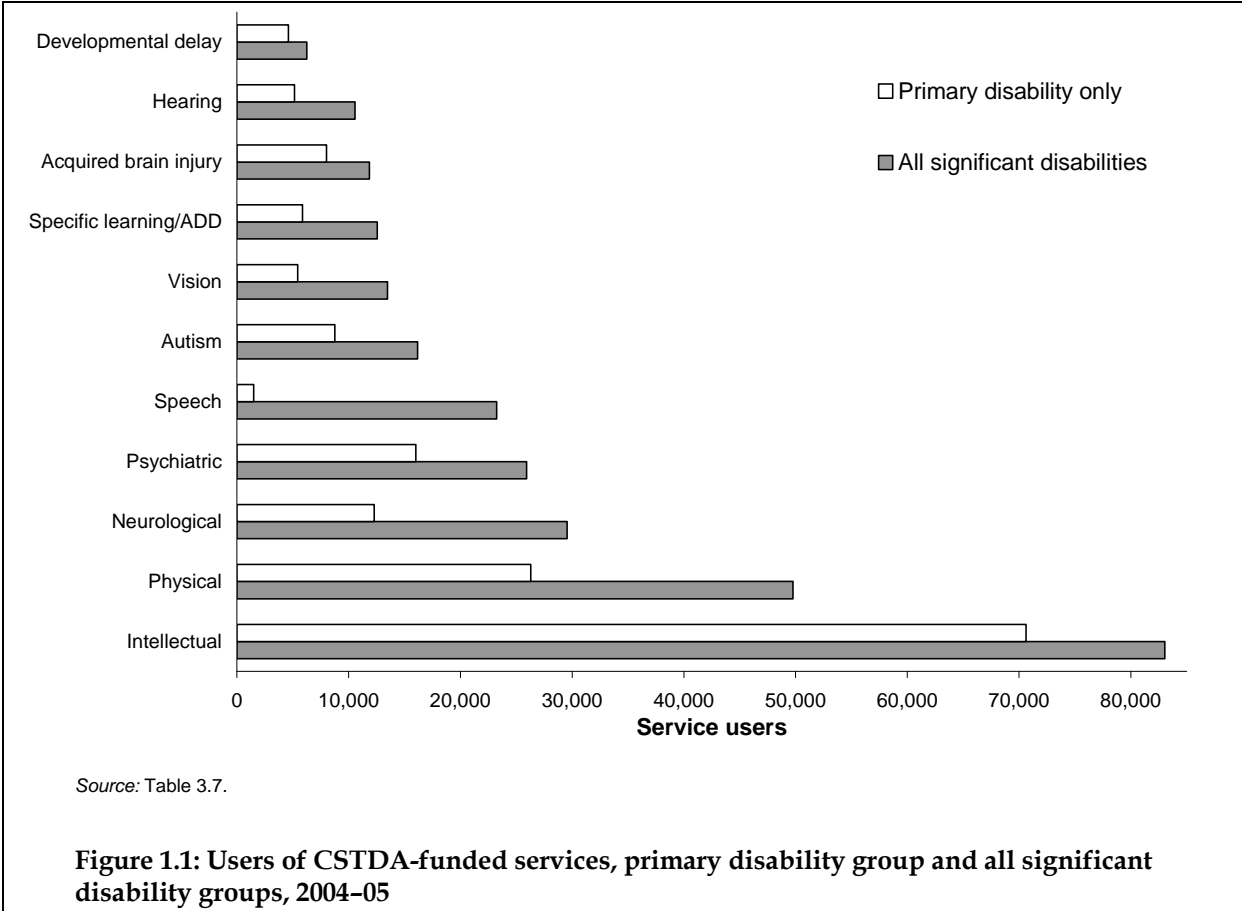
Income source and labour force status

Almost three-fifths (59%) of service users aged 16 years and over reported that the Disability Support Pension was their main source of income, followed by other pensions or benefits (10%) and paid employment (9%) (Table 3.16). (This data item was not reported for 20% of service users aged 16 years and over.)

There were 156,828 service users aged 15 years and over—of these, 35% were not in the labour force, 32% were employed, and 21% were unemployed (Table 3.17).

For more than half (52%) of service users under the age of 16 years it was not known whether the carer allowance (child) was received (Table 3.15); a further 35% of service users in that age group reported a parent/guardian was receiving this allowance.

Location

The rate of people accessing CSTDA-funded services was highest in inner regional areas (12.4 service users per 1,000 population aged under 65 years), followed by outer regional (10.8), major cities (10.4), remote (8.9) and very remote areas (6.9) (Table 3.20).

Presence of an informal carer

A total of 84,964 service users (42%) reported that they had an informal carer (i.e. a person such as a family member, friend or neighbour, who provides unpaid care and assistance on a regular and sustained basis). Respite service users had the highest proportion of service users with an informal carer (86%), and employment service users the lowest (30%) (Table 4.1).

The proportion of service users with an informal carer decreased with age, and reporting of an informal carer was very similar between males and females (Figure 4.1).

Age and relationship of informal carers

Over two-thirds of carers were reported to be the mother of a service user (68%), followed by father (7%) and other female relative (6%) (Table 4.3). Almost half (49%) of informal carers whose age was reported were aged between 25 and 44 years, and 37% were aged between 45 and 64 years. A further 12% were aged 65 years and over (Table 4.4).

Primary status and co-residency of carers

An informal carer was considered to be a 'primary carer' if he or she assisted the service user in one or more of three activities of daily living—self-care, mobility or communication. Over two-thirds (67%) of service users who reported having an informal carer indicated that the person was a primary carer. Primary informal carers were much more likely to be co-resident than non-primary carers (90% compared with 49%) (Table 4.6).

Support needs

Information was collected concerning service users' overall support needs in each of nine life areas: self-care; mobility; communication; interpersonal interactions and relationships; learning, applying knowledge and general tasks and demands; domestic life; education; community (civic) and economic life; and working.

Within these life areas, the largest proportions of service users always needing support were in the areas of working (24%), education (22%) and community (civic) and economic life (21%). Life areas with the largest proportions of service users needing no assistance were the three activities of daily living—mobility (36%), self-care (31%) and communication (28%) (Table 4.7).

When the nine life areas were grouped into three more general areas, the proportion of service users always needing assistance was highest for activities of work, education and community living (AWEC) (33%), followed by activities of independent living (AIL) (28%) and activities of daily living (ADL) (24%) (Table 4.7).

Living arrangements and residential setting

More than half (56%) of all service users lived with their family, 19% with others and 12% alone (Table 4.9). Service users reporting living with others had the highest support needs in all three broad life area groupings (AWEC, AIL and ADL), followed by those living with family (Figure 4.3).

A total of 137,238 service users (68%) lived in a private residence (Table 4.10). Of these, 104,056 (76%) lived with their family.

Service outlets

A total of 8,448 service type outlets were identified as providing CSTDA-funded services during 2004–05 (Table 5.1). Of these, around two-thirds (67%) were non-government-provided services.

There were 7,651 state/territory-funded service type outlets, almost half (48%) of which provided accommodation support services (Table 5.2). Most state/territory-funded outlets were in Victoria (2,570), followed by New South Wales (1,600) and Queensland (1,513). There were 797 Australian government-funded outlets in 2004–05—most (89%) of these provided employment services (Table 5.3).

During 2004–05, most service type outlets operated 7 or more hours a day (80%), 5 days (40%) or 7 days (46%) a week, for 48 or more weeks (92%) each year (Tables 5.4, 5.5 and 5.6).

Service use

Of those service types that collected hours of service received, the mean overall hours received per outlet were 266 in the reference week and 364 in a typical week (Tables 6.1 and 6.2). Respite outlets reported the highest mean number of hours received during both the reference week (478) and a typical week (690), and community support outlets the lowest (148 and 142 respectively).

Users of residential accommodation support services (such as group homes or institutional accommodation) recorded a mean duration of service of 307 days, and a median duration of 365 days during 2004–05 (Table 6.3).

About 29% of service users accessed services from multiple outlets during 2004–05 (Table 6.6). Just over one-fifth of service users (22%) accessed services from more than one service group—the most common combination being accommodation support and community access services (Tables 6.6 and 6.9). The most commonly combined service types were therapy support for individuals and case management, local coordination and development (Table 6.10).

Exiting services

There were 42,534 service users (21%) who recorded an exit date in one or more service outlet during 2004–05 (Table 6.11). Employment service users were most likely to record an exit date (24%); respite and community access service users were the least likely (both 9%). The most commonly reported reason for exiting a service was no longer needing assistance, reported by 33% of exiting service users.

Government expenditure

Government expenditure on CSTDA-funded services during 2004–05 totalled $3.6 billion, or $3.3 billion when identified administration expenditure is excluded (Table 1.2). Amounts paid to state/territory governments by the Australian Government are included in state/territory totals for Table 1.2.

Accommodation support services accounted for 50% of the total expenditure on CSTDA services in 2004–05 ($1,799 million). Community access services received around $419 million (12%), community support $399 million (11%), employment $325 million (9%) and respite $197 million (5%). 'Other' support services received a total of $137 million (4%) and advocacy, information and print disability services $45 million (1%). A further $300 million (8%) went towards administrative costs.

Table 1.2: Expenditure on disability support services by Australian, state and territory governments, by service group and administration expenditure, 2004–05

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
	\$ million									
Accommodation support	652.8	515.5	233.3	158.3	142.7	54.9	27.5	13.8	—	1,798.8
Community support	85.6	146.1	53.7	49.9	33.9	9.1	11.0	9.9	—	399.2
Community access	125.8	165.9	61.3	22.5	16.4	13.2	3.6	2.1	7.7[a]	418.6
Respite	65.6	46.5	40.3	19.6	8.9	5.9	4.0	1.5	4.5[a]	196.7
Employment	—	—	—	—	—	—	—	—	324.5	324.5
Advocacy, information and print disability	8.0	7.2	6.6	2.2	4.0	2.0	0.9	0.1	14.1	45.1
Other support	2.1	41.5	3.9	14.3	13.6	1.0	1.7	0.1	58.9	137.0
Subtotal	*940.0*	*922.7*	*399.1*	*266.6*	*219.4*	*86.1*	*48.7*	*27.5*	*409.7*	*3,319.9*
Administration	112.0	81.7	38.2	14.7	5.2	5.4	8.5	1.2	32.6	299.5
Total	**1,052.0**	**1,004.5**	**437.3**	**281.3**	**224.6**	**91.4**	**57.2**	**28.8**	**442.3**	**3,619.4**

(a)   Australian government-funded community access and respite services are not funded under the CSTDA. They are funded under the Disability Services Act Discretionary Fund.

Note: Figures may vary from those published in the *Report on government services 2006* (SCRCSSP 2006) owing to the use of different counting rules in particular jurisdictions (e.g. some jurisdictions may include funding for psychiatric-specific services in Table 1.2 but not in SCRCSSP 2006).

Sources: SCRCSSP 2006; and unpublished data provided to AIHW from each jurisdiction.

Data quality

The overall service type outlet response rate was 94%, varying in the range 70–100% among jurisdictions (Table 7.1). 'Not stated' rates for data items varied widely and should be considered when interpreting data (Tables 7.2 to 7.4). National Disability Administrators are supporting initiatives to enhance data quality.

2 Introduction

This report is based on data collected during the 2004–05 financial year from services funded under the Commonwealth State/Territory Disability Agreement (CSTDA) of 2002–07. Under this Agreement—the third such agreement—the Australian Government (Commonwealth) is responsible for the planning, policy setting and management of employment services[2], and the states and territories are responsible for all other disability support services (including accommodation support, community access, community support and respite services). All governments share responsibility for advocacy, information and print disability services.

2.1 Brief history of the CSTDA NMDS

Before 1994, no national data on disability support services were available. Two pilot tests were conducted during 1994, and in 1995 the first collection was undertaken, then known as the Commonwealth/State Disability Agreement Minimum Data Set (CSDA MDS). The collection was undertaken annually from 1995 to 2002 on a 'snapshot' day basis—that is, data were collected on a single day, usually in May or June.

In 1998, a statistical linkage key was developed and pilot tested in three jurisdictions, following development in the Home and Community Care context (AIHW: Ryan et al. 1999), before being introduced into the national collection in 1999. This statistical linkage key enabled the estimation of the number of service users (individuals) using services on the snapshot day. Before this, reporting was carried out only on a 'services received' basis, meaning that individuals accessing more than one service on the snapshot day were counted more than once (see Box 2.4 for more details on the statistical linkage key).

In 1999, a decision was made to redevelop the data collection in order to reflect significant changes in the nature and delivery of disability services, and to cater for increasing information needs. The Australian Institute of Health and Welfare (AIHW) and the National Disability Administrators (NDA) began work on the redevelopment of the data collection in collaboration with the Australian Government, state and territory governments and non-government organisations. Three rounds of field testing were carried out on the new CSTDA NMDS during 2000–01, and the new collection was implemented during 2002 (July for Western Australia and the Australian Government, October for all other jurisdictions).

The most significant change brought about by the redevelopment of the collection was that data were to be collected on a full-year basis rather than on a single 'snapshot' day. A

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2   Following the federal election in October 2004, a number of machinery of government (MoG) changes were made to the structure and responsibilities of Australian Government departments. These changes, which became effective on 1 December 2004, included the transfer of responsibility of open employment services to the Department of Employment and Workplace Relations (DEWR). Responsibility for supported employment services remained with the Department of Family and Community Services (FaCS), and dual open/supported employment services ceased to be operational. Therefore, caution should be used when comparing employment data from 2003–04 to 2004–05.

number of new data items were also introduced into the collection. These changes significantly improve the power of the information collected.

For example:

- a profile of all people receiving a CSTDA-funded service in a financial year is now available
- new data on carer arrangements enable the issue of ageing carers to be monitored and planned for
- information is now available about the quantity of service provided to service users and this can be examined in relation to various characteristics of these service users, such as their support needs, disability group and other carer arrangements, and whether they live in metropolitan or rural locations.

Data collected between 1 January 2003 and 30 June 2003 were analysed in the first national report on the redeveloped collection (see AIHW 2004a). The first report based on a full 12-month collection period was based on data from the 2003–04 collection (AIHW 2005a). This report is the second annual AIHW report on disability services based on a full 12-month collection period (1 July 2004 to 30 June 2005).

For more detailed information on the redevelopment of the data collection, please refer to the AIHW report describing this process (AIHW 2003).

2.2   Collection method and data included

Service providers complete a service type outlet form[3] and multiple service user forms to capture the data. In general, a service type outlet form was completed for each service type at each outlet. A service user form was completed for each person receiving that service type at the outlet over the 2004–05 collection period, or a service user form was completed for each person receiving one or more service types at outlets of the same agency, with the appropriate details of each service type received (see Appendix 2 for copies of the 2004–05 forms). Each year the AIHW develops, in cooperation with all jurisdictions, standard versions of a service type outlet form, a service user form and a data guide (see AIHW 2004b for the 2004–05 version of the data guide). Paper forms are only one way in which data may be collected—many agencies use software to collate data as an alternative to these forms.

The data items collected on the 2004–05 service type outlet form included information about the service type provided, agency sector of the outlet (government or non-government), location of the service type outlet, hours worked by staff (both paid and unpaid), times of operation and number of service users.

The data items collected on the 2004–05 service user form included demographic information, items for the statistical linkage key (see Box 2.4), Indigenous status, communication method, primary and other significant disabilities, support needs, and living arrangements. Selected service types also collected information regarding service dates (including start date, exit date, and date of last service receipt). The quantity of service (e.g. in terms of hours) for each service received by a service user was also collected for particular service types.

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3   Some information on the service type outlet form is completed by the funding organisation. This includes service type, agency sector and geographic location of the service.

As noted above, some service types are not required to collect all service user data items. In particular:

- service groups advocacy, information and print disability (service types 6.01–6.05) and other support (service types 7.01–7.04) are not required to collect any service user information

- 'recreation/holiday programs' (service type 3.02) are required to collect only information related to the statistical linkage key (selected letters of name, date of birth and sex)

- a large number of service types are not required to collect information on hours of service received by the service user[4]

- employment services (service types 5.01–5.03) are not required to collect selected informal carer information, including primary status, residency status and age group of the service user's carer.

Forms are completed by service providers and sent (as hard copy or electronic file) to the government funding organisation in each jurisdiction. Data are then edited and a data file finalised by each jurisdiction.[5] This file is used for analysis by each jurisdiction, and a copy containing the nationally agreed CSTDA NMDS data items is sent to the AIHW for further checking, editing and national collation.

2.3   Scope of the CSTDA NMDS

The CSTDA NMDS covers disability support services receiving some funding under the CSTDA during 2004–05, and the users of those services. In the context of this collection, CSTDA-funded services generally consist of:

- those services for people with a disability that were funded or provided by the 'disability program area' within each state and territory and by the Australian Government before the first CSDA (signed in 1991), and which were considered to be of a type to be included in the initial 'CSDA base'

- those services for people with a disability that were transferred between the Australian Government, states and territories at the start of the first CSDA in 1991

- services provided or funded under the CSDA since the signing of the first CSDA and included under the second agreement signed in 1998 and the third agreement signed in 2003.

There is some variation between jurisdictions in the services included under the CSTDA. Table 2.1 highlights the main areas where the borders between CSTDA-funded services and services funded under other programs are not consistent across jurisdictions.

People with psychiatric disability (that is, generally people who experience ongoing limitations in the activities they undertake, related to a mental illness or mental health problem) access a range of CSTDA-funded service types. In some jurisdictions (Victoria, Queensland and Western Australia), specialist psychiatric disability services are also funded specifically to provide such support. However, the bulk of specific mental health services is

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4   Service types 1.01–1.04, 1.08, 2.01–2.05, 2.07, 3.02, 5.01–5.03, 6.01–6.05 and 7.01–7.04 are not required to collect the two applicable data items—hours received (reference week) and hours received (typical week). See Box 2.3 for a list of service type codes.

5   Some jurisdictions add data items of particular interest to them, sometimes for a single year.

funded and provided under the health portfolio. There appears to be no sharp distinction between what is classified as a 'psychiatric disability service' and a 'mental health service', with some mental health services providing support to people with psychiatric disability.

Similarly, most jurisdictions fund early childhood intervention services under the CSTDA to help children with a developmental delay to integrate with peers in preschools and the community more broadly. However, similar services are also funded under health and education portfolios.

Table 2.1: Scope of services included in the CSTDA NMDS collection, by state/territory, 2004–05

State/territory	Specialist psychiatric disability services	Early childhood intervention
NSW	X	✓
Vic	✓	✓
Qld	✓	✓
WA	Some (dual diagnosis services only)	✓
SA	X[a]	✓
Tas	X	X
ACT	X	X[b]
NT	X	Some

(a) From 1 July 2005, some South Australian psychiatric services will be funded under the CSTDA.

(b) Although there were no CSTDA-funded early intervention services provided in the Australian Capital Territory, 47% of service users accessing ACT therapy support services were children aged 0–5 years.

During 2004–05, the Australian Government supported 804 people in employment services who were classified as 'independent workers'; these people are not included in tables in this report as they did not record a date of last service within the 12-month period.

The Australian Government also funded 57 respite outlets during 2004–05. However, these services were funded outside of the CSTDA funding arrangement and are therefore excluded from analyses in this report.

2.4   Counts and definitions

The main counts of the NMDS collection in 2004–05 are service type outlets and service users (see Box 2.1). A service type outlet is a unit of a funded agency that is funded to provide a particular CSTDA service type at a discrete location. A separate service type outlet form is completed (usually by funded agencies) for each service type outlet.

The CSTDA NMDS is progressing towards an outlet-based collection, but this has not been completely achieved in all jurisdictions owing to some of the complexities of funding processes. Aggregation may occur because either two or more service types are combined at the one location and recorded on the one form, or multiple sites providing the same type of service are recorded as one service type outlet. For example, a single site that provides

mainly accommodation support may also provide respite services; or a number of group homes of one organisation may be combined on one service type outlet form.

A funded agency is an organisation that delivers one or more CSTDA-funded service types to service users. The funded agency has an administrative base from which services of one or more service types are delivered to service users, or from which a team operates when it delivers services to service users at other locations.

A person may receive more than one service over any time period. For each service type (and consequently for each service type outlet), a service user form is completed for every service user receiving a service of that type over the collection period (see Box 2.1). Box 2.2 provides definitions of each of the service groups (categories of service type) in the CSTDA NMDS collection. Box 2.3 provides a list of service type codes (which are referenced throughout this report).

Box 2.4 provides information on the statistical linkage key. The statistical linkage key enables the number of service users to be estimated from the data collected at service type outlet or agency level. Service users may have received services from more than one service type outlet or agency, in which case they may have had their personal characteristics recorded on two or more service user forms. Service user counts for these characteristics can be estimated by using the statistical linkage key, and the focus of this report is on these counts.

In previous reports, up to and including 1998, counts were largely based on the number of service type outlets accessed on the snapshot day. Because these collections were restricted to a snapshot day, such counts were regarded as being roughly equivalent to the number of episodes of service, and were termed 'services received' or 'recipients'. Some analysis of these counts was also done in reports up to 2002. Owing to changes in the collection period and procedures, the equivalent counts in the redeveloped, ongoing collection are not directly comparable to previous counts of 'services received'.

Box 2.1: Definitions and major counts of the CSTDA NMDS collection

Service user	*A service user is a person with a disability who receives a CSTDA-funded service. A service user may receive more than one service over a period of time or on a single day.*
	Service users were previously referred to as 'consumers' in CSDA MDS snapshot collections.
Service	*A service is a support activity delivered to a service user, in accord with the CSTDA. Services within the scope of the collection are those for which funding has been provided, during the specified period, by a government organisation operating under the CSTDA.*
Service type and service group	*Service type is the support activity that the service type outlet has been funded to provide under the CSTDA.*
	The NMDS classifies services according to 'service type'. The service type classification groups services into seven distinct categories known as 'service groups': accommodation support; employment support; community access; community support; respite; advocacy, information and print disability; and other support (see Box 2.2 for definitions). Within each of these service groups there are service types (see, for example, Box 2.3 and Table 3.1).
Service type outlet	*A service type outlet is the unit of the funded agency that delivers a particular CSTDA service type at or from a discrete location.*
	If a funded agency provides, for example, both accommodation support and respite services, it is counted as two service type outlets. Similarly, if an agency is funded to provide more than one accommodation support service type (for example, group homes and attendant care) then it is providing (and is usually separately funded for) two different service types, that is, there are two service type outlets for the funded agency.
Funded agency	*A funded agency is an organisation that delivers one or more CSTDA service types (service type outlets). Funded agencies are usually legal entities. They are generally responsible for providing CSTDA NMDS data to jurisdictions. Where a funded agency operates only one service type outlet, the service type outlet and the funded agency are one and the same entity.*
Scope of the CSTDA NMDS collection	*Services within the scope of the collection are those for which funding has been provided, during the specified period, by a government organisation operating under the CSTDA. A funded agency may receive funding from multiple sources. Where a funded agency is unable to differentiate service users and/or staff according to funding source (i.e. CSTDA or other), it is asked to provide details of all service users and staff (for each service type).*

Box 2.2: Definitions of service groups covered by the Commonwealth State/Territory Disability Agreement[6]

Accommodation support	*These are services that provide accommodation to people with a disability and services that provide the support needed to enable a person with a disability to remain in his or her existing accommodation or move to a more suitable or appropriate accommodation.*
Community support	*These services provide the support needed for a person with a disability to live in a non-institutional setting (not including support with the basic needs of living such as meal preparation and dressing included under accommodation support).*
Community access	*These are services designed to provide opportunities for people with a disability to gain and use their abilities to enjoy their full potential for social independence. People who do not attend school or who are not employed full time mainly use these services.*
Respite	*Respite services provide a short-term and time-limited break for families and other voluntary caregivers of people with a disability, to assist in supporting and maintaining the primary caregiving relationship, while providing a positive experience for the person with a disability. Although there are therefore two 'clients' – the carer and the person with a disability – in the CSTDA NMDS collection, the person with a disability is regarded as the client. Statistical tables in this report reflect this perspective.*
Employment	*There are two types of employment services which provide employment assistance to people with a disability. The first type, open employment, provides assistance in obtaining and/or retaining paid employment in the open labour market. The second type, supported employment, provides employment opportunities and assistance to people with disabilities to work in specialised and supported work environments. Before 1 December 2004, there was also a third employment service type, dual open/supported services, which provided a combination of both open and supported employment services.*
Advocacy, information and print disability	*Advocacy services are designed to enable people with a disability to increase the control they have over their lives through the representation of their interests and views in the community. Information services provide accessible information to people with disabilities, their carers, families and related professionals. This service group also includes mutual support/self-help groups – special interest groups which promote self-advocacy – and print disability, which includes alternative formats of communication for people who by reason of their disabilities are unable to access information provided in a print medium.*
Other	*Includes research and evaluation, training and development, peak bodies, and any other support services completely outside any of the defined service types above.*

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6   See Appendix 4 for definitions of specific service types.

Box 2.3: CSTDA NMDS service type codes for the 2004–05 collection

Accommodation support

1.01	Large residential/institution
1.02	Small residential/institution
1.03	Hostels
1.04	Group homes
1.05	Attendant care/personal care
1.06	In-home accommodation support
1.07	Alternative family placement
1.08	Other accommodation support

Community support

2.01	Therapy services for individuals
2.02	Early childhood intervention
2.03	Behaviour/specialist intervention
2.04	Counselling (individual/family/group)
2.05	Regional resource and support teams
2.06	Case management, local coordination and development
2.07	Other community support

Community access

3.01	Learning and life skills development
3.02	Recreation/holiday programs
3.03	Other community access

Respite

4.01	Own home respite
4.02	Centre-based respite/respite homes
4.03	Host family respite/peer support respite
4.04	Flexible respite
4.05	Other respite

Employment

5.01	Open employment
5.02	Supported employment
5.03	Open and supported employment[a]

Advocacy, information and print disability

6.01	Advocacy
6.02	Information/referral
6.03	Combined information/advocacy
6.04	Mutual support/self-help groups
6.05	Alternative formats of communication

Other

7.01	Research and evaluation
7.02	Training and development
7.03	Peak bodies
7.04	Other

(a) This service type ceased to be operational from 1 December 2004.

Box 2.4: Statistical linkage key

The statistical linkage key enables the number of service users to be estimated from data collected from service outlets and agencies.

To link records within the CSTDA data set, the statistical linkage key components of each record for a service received (questions 2a–2c and 2e on the service user form – see Appendix 2) are compared electronically with the statistical linkage key components of all other records. Records that have matching statistical linkage keys are assumed to belong to the same individual service user and are 'linked'. Some degree of false linking is expected. Because the statistical linkage key is not a unique identifier, there is a small probability that some of the linked records do not actually belong to the same individual and, conversely, that some records that did not link do belong to the same individual. For privacy reasons, the statistical linkage key is not constructed to enable the linking of records to the extent needed to be totally certain that a 'service user' is one individual person.

Linkage can identify two, three or more records as probably relating to the same person. These linked records are assumed to be for one person and are counted as one service user. Thus the total number of service users can be estimated.

Missing or invalid statistical linkage keys cannot be linked to other records and so must be treated as belonging to separate individual service users. This may result in the number of service users being overestimated.

Most linked records specify a response for each data item consistently, and the appropriate data for the service user (now counted as one) are easily determined. Sometimes linked records have inconsistent responses for some data items. Rules to resolve these inconsistencies have been used. Further details of the linkage processes, including a discussion of the impact of data quality issues, are given in Appendix 3.

The AIHW Ethics Committee approved a trial of the statistical linkage key in July 1998. The Committee reviews its approval regularly – most recently in August 2004 – and has noted that the statistical linkage key is now being collected routinely, and data sets with the statistical linkage key components are being transmitted to the AIHW. All state and territory jurisdictions have signed assurances in relation to the CSTDA NMDS collection that:

- *the 'information subjects' (people with a disability who are the service users) will be informed about the information being recorded and its purpose*
- *the unit record file will not be matched, in whole or part, with any other information for the purposes of attempting to identify individuals, nor will any other attempt be made to identify an individual*
- *the person/organisation will not disclose, release or grant access to the information to any other person or organisation, except as statistical information that does not identify an individual*
- *the information will be used only for statistical purposes and will not be used as a basis for any legal, administrative or other purpose.*

The Australian Government undertakes its collection for CSTDA NMDS purposes as well as for policy development and program management purposes, meeting its legislative obligations under the Privacy Act 1988 *and its Information Privacy Principles.*

2.5 Outputs from the CSTDA NMDS collection

The CSTDA NMDS collection provides national data on services provided and funded under the CSTDA. These data are a useful, sometimes primary, source of data in individual jurisdictions used for a range of service planning and monitoring purposes. The data are also recognised as a useful source of information by service providers and others interested in national disability data. They are used for developing national performance indicators.

Performance indicators constitute part of the accountability measures that jurisdictions report on under Schedule 3 of the 2002–07 agreement—published annually as part of the *Commonwealth State/Territory Disability Agreement Annual Public Report* (see NDA 2005). The AIHW also releases a supporting web publication, which includes these indicator tables in more detail (see AIHW 2005b). A set of performance indicators is also published on an annual basis by the Steering Committee for the Review of Commonwealth/State Service Provision (see SCRCSSP 2006).

The AIHW has an interactive disability data site containing subsets of national information from the 2004–05 data collection, as well as previous snapshot collections (1999 to 2002). This site can be found at <www.aihw.gov.au/disability/datacubes/index.html>, and allows anyone who has access to the Internet to view data via the web interface. Users can construct their own data tables and present them in a way meaningful to their needs. (See Box 2.5 for more information on the contents of this site, and some hints for using it effectively.)

2.6 Data quality

Data quality considerations should be taken into account when interpreting data in this report. Service type outlet response rates, service user response rates, and 'not stated'/'not known' rates for individual data items all affect the accuracy and reliability of data. In particular, data quality should be considered when making comparisons between jurisdictions, and between collection periods, and when analysing data items with particularly high 'not stated' rates.

See Chapter 7 for a detailed discussion of these issues.

2.7 Outline of the report

Chapter 3 gives a detailed description of service user characteristics and services they used over the 12 months, presenting data on the majority of service user data items.

Chapter 4 deals with data relating to informal carers, support needs and living arrangements for service users who were accessing services during 2004–05.

Chapter 5 presents data on service type outlets in 2004–05.

Chapter 6 relates to service use, including an analysis of multiple service use, hours received, staff hours and service exit data.

Chapter 7 deals with data quality issues and response rates affecting the 2004–05 data.

Technical issues such as 'potential population' calculations and use of the statistical linkage key are discussed in further detail in the Appendixes.

Box 2.5: Interactive disability data

Interactive data are presented on the AIHW's web site as 'data cubes'. National service user data relating to age, sex, country of birth, primary disability, Indigenous status, presence of other disability, living arrangements, residential setting and need for support or assistance in activities of daily living are included and can be shaped by the user to suit different purposes. Each cube initially produces values for all service users, but by changing the 'measures' one can view the same values for service users in any of the five service groups (accommodation support, community support, community access, respite and employment).

The site for the cubes is <www.aihw.gov.au/disability/datacubes/index.html>.

Due to the multidimensional nature of the disability data cubes, extra steps have been taken to ensure the confidentiality of service user data. This means that only a selection of variables has been included in the cube, and data are not available by state/territory. In cases where numbers are small and potentially identifiable, categories have been grouped.

Following are some handy hints to access the data cube and obtain data as required:

Selecting and changing variables: The data cube is initially populated with the first two variables listed on the dimension toolbar found above the data cube. To change these variables, click on the down arrow situated next to the variable name on either the last coloured column or row of the cube and scroll down to select the variable you would like presented.

Definition function: By clicking on the word 'definitions' located at the top of the screen, a pop-up window is opened providing definitions for variables and categories. The source of these definitions is the CSTDA NMDS Data Guide: Data Items and Definitions *for the specific collection year.*

Presenting data values as percentages: The data cube can be customised to display the data values as a percentage of the row or column subtotals or of the table total. Examining a variable as a percentage can provide new insight into the data. To display the data as a percentage, click on the down arrow next to the 'as values' window found in the first cell of the table and select the percentage display that interests you.

Graphically presenting the data: To view the data presented in the table in a graphical representation, select one of the five graph symbols located on the bottom toolbar of the cube. Once selected, the variables of the graph may be changed by using the drop-down menus which appear next to the graph.

Saving and exporting the data: Once the data cube has been customised to your needs, there are various avenues for saving the data. These include printing the table, exporting the data as comma-separated value (.csv) tables which can be opened in other applications such as Microsoft Excel, and bookmarking the table so it can be opened at a future time.

Comments and feedback relating to the use of the interactive disability data cubes can be made by email to disability@aihw.gov.au.

3 Service users: characteristics and service use

This chapter examines the characteristics of service users, and provides details of the service types they received during the 12-month period from 1 July 2004 to 30 June 2005.

During 2004–05, 200,493 service users were recorded as receiving CSTDA-funded services (Table 3.1). Of the total 200,493 service users, 147,748 (74%) accessed state/territory-funded services, and 64,835 (32%) accessed Australian government employment services (Tables 3.2 and 3.3).

3.1 State distribution and service type

The highest proportion of service users were in Victoria, accounting for 75,110 of the total 200,493 (37%) (Tables 1.1 and 3.1). New South Wales was next highest with 45,148 service users (23%), followed by Queensland with 27,229 service users (14%). This pattern is generally in keeping with the size of the total population in each state and territory.

In 2004–05, community support services were accessed by more service users than any other service group—close to one in two service users (46%) accessed one or more services from this service group (a total of 92,610 service users). The next most commonly accessed service group was employment services (64,835 service users, or 32%), followed by community access (44,166, or 22%), accommodation support (33,787 or 17%), and finally respite services (23,951 or 12%).

Looking at individual service types, the largest number of service users was found in open employment services (43,831 service users), followed by case management (42,614), and therapy support (29,111) (Table 3.1).

Accommodation support services can be grouped into three main categories: institutional accommodation (consisting of residentials/institutions and hostels), group homes, and in-home support (all other accommodation support service types). The majority (55%) of accommodation support users received in-home support—ranging from 24% in New South Wales to 68% in Queensland (Table A1.4). Close to one-third (32%) of accommodation support users were in group homes, and 15% of accommodation support service users were in institutional accommodation.

'Potential' populations for CSTDA-funded services were calculated to provide an estimate of the size of the population from which the target group is likely to come. This estimate is intended to broadly indicate the number of people with the potential to require specialist disability services at some time. These figures were calculated based on national age- and sex-specific rates of severe/profound core activity limitation from the ABS Survey of Disability, Ageing and Carers, an Indigenous factor and labour force participation rates (for employment)—see Appendix 1 and Tables A1.6 and A1.7 for detailed calculations of these figures. Table A1.5 shows that, in terms of service users per 1,000 potential population, employment services had the highest rate (193.8 per 1,000 potential population), followed by

community support services (132.8). The lowest rate of service users per 1,000 potential population was for accommodation support (48.5).

Table 3.1: Users of CSTDA-funded services, service type by state and territory, 2004–05

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Accommodation support									
Large residential/institution	1,615	599	300	293	912	129	0	0	3,848
Small residential/institution	78	45	523	215	12	24	0	0	897
Hostels	51	166	0	0	15	94	0	0	326
Group homes	2,970	4,243	889	1,109	699	450	223	139	10,722
Attendant care/personal care	9	413	408	15	963	248	2	6	2,064
In-home accommodation support	1,273	7,594	2,890	1,769	2,134	234	121	42	16,055
Alternative family placement	13	94	94	29	114	0	0	7	351
Other accommodation support	115	528	78	37	1	13	0	0	772
Total accommodation support	*5,980*	*13,199*	*5,034*	*3,371*	*4,550*	*1,128*	*338*	*190*	*33,787*
Per cent of column total	*13.2*	*17.6*	*18.5*	*14.4*	*23.2*	*21.9*	*9.0*	*11.5*	*16.9*
Community support									
Therapy support for individuals	2,876	9,012	1,960	10,787	1,711	258	2,316	207	29,111
Early childhood intervention	4,821	8,029	950	1,100	709	0	0	94	15,688
Behaviour/specialist intervention	799	2,196	729	1,230	421	0	0	80	5,454
Counselling (individual/family/group)	93	0	1,395	128	1,153	0	0	314	3,083
Regional resource and support teams	5,711	0	547	842	1,208	956	0	12	9,273
Case management, local coordination and development	4,047	18,686	5,025	7,175	6,342	1,027	197	166	42,614
Other community support	3,286	0	242	2,177	421	0	61	182	6,369
Total community support	*19,082*	*33,521*	*8,497*	*16,511*	*9,832*	*1,943*	*2,508*	*910*	*92,610*
Per cent of column total	*42.3*	*44.6*	*31.2*	*70.7*	*50.1*	*37.7*	*66.8*	*55.0*	*46.2*
Community access									
Learning and life skills development	3,255	12,749	3,886	1,328	3,333	284	179	98	25,111
Recreation/holiday programs	1,001	551	1,580	2,040	2,004	330	181	135	7,822
Other community access	2,762	6,361	1,370	1,505	105	1,007	23	82	13,212
Total community access	*6,761*	*19,540*	*6,392*	*4,431*	*4,863*	*1,513*	*374*	*305*	*44,166*
Per cent of column total	*15.0*	*26.0*	*23.5*	*19.0*	*24.8*	*29.4*	*10.0*	*18.4*	*22.0*
Respite									
Own home respite	12	1,122	804	445	355	41	0	13	2,792
Centre-based respite/respite homes	2,268	4,676	1,648	1,456	493	225	208	49	11,011
Host family respite/peer support respite	276	668	83	0	105	0	0	18	1,150
Flexible respite	1,925	5,613	1,604	1,380	390	0	92	108	11,103
Other respite	99	971	172	55	348	6	0	4	1,655
Total respite	*4,129*	*11,150*	*3,761*	*2,744*	*1,470*	*265*	*287*	*182*	*23,951*
Per cent of column total	*9.1*	*14.8*	*13.8*	*11.8*	*7.5*	*5.1*	*7.6*	*11.0*	*11.9*

(continued)

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Table 3.1 (continued): Users of CSTDA-funded services, service type by state and territory, 2004–05

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Employment									
Open employment	11,787	13,472	10,164	3,861	2,981	968	594	90	43,831
Supported employment	6,691	4,114	2,091	1,915	2,905	707	92	117	18,615
Open and supported	995	1,299	215	507	193	110	111	206	3,635
Total employment	*19,037*	*18,567*	*12,340*	*6,151*	*5,919*	*1,768*	*793*	*395*	*64,835*
Per cent of column total	*42.2*	*24.7*	*45.3*	*26.3*	*30.2*	*34.3*	*21.1*	*23.9*	*32.3*
Total	**45,148**	**75,110**	**27,229**	**23,346**	**19,612**	**5,154**	**3,753**	**1,655**	**200,493**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of the components since individuals may have accessed services in more than one state or territory during the 12-month period. Service group totals may not be the sum of service components since individuals may have accessed more than one service type outlet from a service group over the 12-month period. Grand totals may not be the sum of service group components since individuals may have accessed more than one service group over the 12-month period.

2. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

3. Employment totals do not include 804 people categorised as 'independent workers' during 2004–05.

4. 'Open and supported' employment services ceased to be operational from 1 December 2004.

Around 70% of service users accessing state/territory-funded services used services in the non-government sector (103,093 of 147,748) (Table 3.2). Community access had the largest proportion of non-government service users (37,758 of 44,166 or 86%), and community support had the smallest proportion (46,916 of 92,610 or 51%).

The vast majority of service users accessing Australian government-funded services (64,386 of 64,835 or 99%) used services in the non-government sector (Table 3.3).

Table 3.2: Users of state and territory CSTDA-funded services, agency sector by state and territory and by service group, 2004–05

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Accommodation support									
Government	3,833	4,507	763	1,473	818	167	170	34	11,765
Non-government	2,175	9,084	4,282	1,991	3,749	1,009	168	158	22,616
Not stated	0	203	0	0	0	0	0	0	203
Total	*5,980*	*13,199*	*5,034*	*3,371*	*4,550*	*1,128*	*338*	*190*	*33,787*
Community support									
Government	11,199	12,317	5,297	13,263	7,054	1,067	2,316	404	52,830
Non-government	9,039	22,803	3,652	6,182	3,583	947	234	521	46,916
Not stated	0	143	0	0	0	0	0	0	143
Total	*19,082*	*33,521*	*8,497*	*16,511*	*9,832*	*1,943*	*2,508*	*910*	*92,610*
Community access									
Government	4,103	1,284	562	791	255	241	75	90	7,399
Non-government	2,855	18,556	5,972	3,850	4,648	1,347	313	226	37,758
Not stated	20	268	0	0	0	0	0	0	288
Total	*6,761*	*19,540*	*6,392*	*4,431*	*4,863*	*1,513*	*374*	*305*	*44,166*
Respite									
Government	2,578	1,925	583	744	82	195	176	54	6,330
Non-government	1,834	9,756	3,343	2,313	1,404	78	126	134	18,972
Not stated	28	130	0	0	0	0	0	0	158
Total	*4,129*	*11,150*	*3,761*	*2,744*	*1,470*	*265*	*287*	*182*	*23,951*
Total state/territory service users									
Government	17,103	16,597	5,822	13,603	7,795	1,266	2,544	523	65,138
Non-government	14,255	50,233	13,064	10,803	10,195	2,988	724	946	103,093
Not stated	41	602	0	0	0	0	0	0	643
Total	**28,521**	**60,069**	**16,432**	**19,499**	**15,447**	**3,658**	**3,087**	**1,350**	**147,748**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of the components since individuals may have accessed services in more than one state or territory during the 12-month period. Totals for each service group may not be the sum of components since individuals may have accessed both government and non-government services during the 12-month period.

2. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

Table 3.3: Users of Australian Government CSTDA-funded employment support services, agency sector by state and territory, 2004–05

Agency sector	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Government	164	167	95	0	0	39	15	0	480
Non-government	18,879	18,424	12,245	6,151	5,919	1,729	779	395	64,386
Total	**19,037**	**18,567**	**12,340**	**6,151**	**5,919**	**1,768**	**793**	**395**	**64,835**

Note: Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of the components since individuals may have accessed services in more than one state or territory during the 12-month period. Totals for each state or territory may not be the sum of components since individuals may have accessed both government and non-government services during the 12-month period.

3.2 Age, sex and disability group

During 2004–05, the most commonly reported primary disability group was intellectual disability, reported by 70,614 service users (35% of all service users). The next most commonly reported was physical (13%), followed by psychiatric (8%) and neurological (6%) (Table 3.4).

The proportion of service users reporting intellectual disability as their primary group decreased slightly between 2003–04 (38%) and 2004–05 (35%) (Table 3.4 and AIHW 2005a). Service users reporting developmental delay also decreased (from 5.2% to 2.3%), as did the proportion reporting vision (4.9% to 2.7%). There was a slight increase in the proportion who reported a neurological primary disability (5.4% to 6.1%). Note that 'not stated' rates for this item have increased from 9% in 2003–04 to around 17% in 2004–05.

Males were more likely than females to report autism (6.3% compared with 2.0%), acquired brain injury (5.0% compared with 2.9%) or specific learning/ADD (3.7% compared with 2.0%) as their primary disability group. In contrast, females were more likely report neurological (8.3% compared with 4.9% for males) or vision (3.5% compared with 2.3%) as a primary disability.

Reported primary disability groups varied somewhat between age groups, mainly in the youngest and oldest age groups. The most frequently reported primary disability for service users in all age groups from 5–14 years to 45–64 years was intellectual disability, with the highest rate found among users aged 15–24 years (18,766 of 37,966, or 49%). In contrast the most commonly reported disability for users aged 65 years and over was physical, and for users aged 0–4 years the most commonly reported primary disability was developmental delay. Note that the primary disability group was not reported for more than half (8,049 of 15,768, or 51%) of users aged 0–4 years.

Of the 200,493 service users, 113,066 (56%) were male. This proportion of males represents a slightly lower proportion than for the 2003–04 collection, where males made up 59% of CSTDA service users (AIHW 2005a). As in 2003–04, there were larger numbers of males in all age groups, though this gap tended to decrease with age (Figure 3.1). For both sexes, 20–24 years was the most common age group. The median age of CSTDA-funded service users was 30.9 years; females had a higher median age than males for all service groups (Figure 3.2), with an overall median age of 35.1 years for females and 29.4 years for males (Table A1.9). This pattern was the same across all service groups, though the difference was most pronounced among community support users (30.5 years for females, and 17.9 years for males). The smallest difference in median ages was for users of employment services (34.2 years for females, 33.1 years for males).

Among community support users, there was a large difference between the median ages of males and females accessing counselling services (12.2 years for males, 22.8 years for females) and therapy support for individuals (14.4 years for males, 29.2 years for females) (Table A1.11). This difference in median ages may be partly explained by the fact that, as noted above, males were more likely to report primary disability groups usually associated with young people, such as developmental delay and autism.

Males accessing community support were more likely to be aged less than 15 years than females accessing the same service group (44% of males aged 0–14 years were in community support compared with 30% of females). Similarly, male respite service users tended to be younger than females using services from that service group (36% were aged 0–14 years compared with 26% of females) (Table 3.5). Females in accommodation support were more likely than males to be aged 45 years and over (45% of females in this service group were 45 years and over compared with 39% of males) as were those in community access (40% of females were aged 45 years and over compared with 33% of males).

Overall, the median age of service users rose slightly between 2003–04 and 2004–05—from 30.4 years to 30.9 years (Figure 3.3 and Table A1.9). There was a rise in median ages across all five main service groups—the largest increases in median age were for users of community support (18.4 to 20.0 years) and community access services (36.0 to 37.5 years), and the smallest was for employment (33.3 to 33.5 years).

Table 3.4: Users of CSTDA-funded services, sex and primary disability group by age group, 2004–05

Primary disability group	Age group (years)							Total	
	0–4	5–14	15–24	25–44	45–64	65+	Not stated	No.	%
Males									
Intellectual	396	5,648	11,187	15,874	7,459	696	82	41,342	36.6
Specific learning/ADD	48	515	2,836	691	120	0	1	4,211	3.7
Autism	699	3,552	2,081	711	84	4	4	7,135	6.3
Physical	618	2,367	2,165	4,218	4,379	1,032	8	14,787	13.1
Acquired brain injury	49	163	589	2,375	2,178	306	3	5,663	5.0
Neurological	209	689	751	1,621	1,714	536	3	5,523	4.9
Deafblind	112	225	111	108	115	250	0	921	0.8
Vision	29	143	316	671	651	777	0	2,587	2.3
Hearing	35	102	444	837	590	537	2	2,547	2.3
Speech	437	450	116	54	36	8	0	1,101	1.0
Psychiatric	5	32	1,382	5,759	2,476	120	0	9,774	8.6
Developmental delay	2,320	713	0	0	0	0	1	3,034	2.7
Not stated/not collected	1,565	3,462	1,548	3,852	2,874	1,103	37	14,441	12.8
Total males	*6,522*	*18,061*	*23,526*	*36,771*	*22,676*	*5,369*	*141*	*113,066*	*100.0*
Females									
Intellectual	339	3,437	7,575	11,358	5,857	621	74	29,261	35.8
Specific learning/ADD	26	173	1,003	372	78	1	0	1,653	2.0
Autism	170	748	434	229	34	6	0	1,621	2.0
Physical	443	1,772	1,686	2,929	3,121	1,550	8	11,509	14.1
Acquired brain injury	38	100	240	883	919	170	2	2,352	2.9
Neurological	162	576	690	2,157	2,457	709	5	6,756	8.3
Deafblind	87	178	95	110	78	234	0	782	1.0
Vision	23	97	213	533	560	1,437	0	2,863	3.5
Hearing	37	75	363	769	664	690	4	2,602	3.2
Speech	167	176	33	15	12	3	0	406	0.5
Psychiatric	1	23	858	3,293	1,969	96	1	6,241	7.6
Developmental delay	1,265	315	0	0	0	0	0	1,580	1.9
Not stated/not collected	923	1,829	1,220	4,005	3,979	2,043	42	14,041	17.2
Total females	*3,681*	*9,499*	*14,410*	*26,653*	*19,728*	*7,560*	*136*	*81,667*	*100.0*
All service users									
Intellectual	737	9,086	18,766	27,234	13,316	1,317	158	70,614	35.2
Specific learning/ADD	74	688	3,839	1,063	198	1	1	5,864	2.9
Autism	869	4,303	2,515	940	118	10	4	8,759	4.4
Physical	1,061	4,142	3,851	7,148	7,503	2,582	16	26,303	13.1
Acquired brain injury	87	263	829	3,258	3,098	477	5	8,017	4.0
Neurological	372	1,267	1,441	3,780	4,172	1,246	8	12,286	6.1
Deafblind	199	403	207	218	194	484	0	1,705	0.9
Vision	52	240	529	1,204	1,211	2,214	0	5,450	2.7
Hearing	72	177	808	1,606	1,256	1,227	6	5,152	2.6
Speech	605	626	149	69	48	11	0	1,508	0.8
Psychiatric	6	56	2,240	9,052	4,447	216	1	16,018	8.0
Developmental delay	3,586	1,028	0	0	0	0	1	4,615	2.3
Not stated/not collected	8,048	5,322	2,792	7,904	6,890	3,150	96	34,202	17.1
Total service users	**15,768**	**27,601**	**37,966**	**63,476**	**42,451**	**12,935**	**296**	**200,493**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2).

2. 'All service users' includes 5,760 service users whose sex was not stated.

3. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–4 years age group.

4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

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Source: Table A1.8.

Figure 3.1: Users of CSTDA-funded services, age group by sex, 2004–05

Source: Table A1.9.

Figure 3.2: Users of CSTDA-funded services, median age by sex and service group, 2004–05

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Table 3.5: Users of CSTDA-funded services, age group by sex and service group, 2004–05

Age group	Accommodation support		Community support		Community access		Respite		Employment		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
						Males							
0–4	104	0.6	6,332	13.0	81	0.3	357	2.6	0	0.0	6,522	5.8
5–14	644	3.4	15,259	31.2	1,336	5.6	4,635	33.5	6	0.0	18,061	16.0
15–24	2,245	12.0	7,727	15.8	5,035	21.3	3,884	28.1	12,306	29.7	23,526	20.8
25–44	8,374	44.7	9,448	19.3	9,518	40.2	3,248	23.5	19,474	47.0	36,771	32.5
45–64	6,150	32.8	7,242	14.8	5,794	24.5	1,485	10.7	9,356	22.6	22,676	20.1
65+	1,173	6.3	2,819	5.8	1,889	8.0	185	1.3	257	0.6	5,369	4.7
Not stated	52	0.3	43	0.1	20	0.1	33	0.2	0	0.0	141	0.1
Total males	**18,742**	**100.0**	**48,870**	**100.0**	**23,673**	**100.0**	**13,827**	**100.0**	**41,399**	**100.0**	**113,066**	**100.0**
% of all service users	*55.5*		*52.8*		*53.6*		*57.7*		*63.9*		*56.4*	
						Females							
0–4	80	0.5	3,542	9.3	68	0.3	261	2.6	0	0.0	3,681	4.5
5–14	353	2.4	7,977	20.9	852	4.2	2,388	23.7	2	0.0	9,499	11.6
15–24	1,522	10.1	5,328	14.0	3,806	18.6	2,730	27.1	6,378	27.2	14,410	17.6
25–44	6,308	42.0	8,988	23.6	7,544	36.9	2,867	28.5	11,103	47.4	26,653	32.6
45–64	5,073	33.8	8,059	21.2	5,422	26.5	1,513	15.0	5,871	25.1	19,728	24.2
65+	1,644	10.9	4,143	10.9	2,751	13.4	276	2.7	82	0.3	7,560	9.3
Not stated	35	0.2	47	0.1	22	0.1	36	0.4	0	0.0	136	0.2
Total females	**15,015**	**100.0**	**38,084**	**100.0**	**20,465**	**100.0**	**10,071**	**100.0**	**23,436**	**100.0**	**81,667**	**100.0**
% of all service users	*44.4*		*41.1*		*46.3*		*42.0*		*36.1*		*40.7*	
						Persons							
0–4	185	0.5	15,437	16.7	150	0.3	619	2.6	0	0.0	15,768	7.9
5–14	999	3.0	23,258	25.1	2,189	5.0	7,040	29.4	8	0.0	27,601	13.8
15–24	3,771	11.2	13,068	14.1	8,845	20.0	6,623	27.7	18,684	28.8	37,966	18.9
25–44	14,697	43.5	18,453	19.9	17,072	38.7	6,129	25.6	30,577	47.2	63,476	31.7
45–64	11,229	33.2	15,325	16.5	11,225	25.4	3,007	12.6	15,227	23.5	42,451	21.2
65+	2,819	8.3	6,965	7.5	4,640	10.5	462	1.9	339	0.5	12,935	6.5
Not stated	87	0.3	104	0.1	45	0.1	71	0.3	0	0.0	296	0.1
Total persons	**33,787**	**100.0**	**92,610**	**100.0**	**44,166**	**100.0**	**23,951**	**100.0**	**64,835**	**100.0**	**200,493**	**100.0**
% of all service users	*100.0*		*100.0*		*100.0*		*100.0*		*100.0*		*100.0*	

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Persons' includes 5,760 service users whose sex was not stated.

3. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–4 years age group.

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Source: Table A1.9.

Figure 3.3: Users of CSTDA-funded services, median age by service group, 2003–04 and 2004–05

Of the 166,286 service users whose primary disability group was known, 71,336 (43%) reported at least one other significant disability group (Table 3.6). The average number of disability groups reported per service user was 1.7—this ranged from 1.2 for service users reporting a psychiatric or hearing disability, to 2.0 for those reporting acquired brain injury.

The three most commonly reported disability groups, including both primary and other significant disability groups, were intellectual (reported by 41% of all service users), physical (25%), and neurological (15%) (Table 3.7 and Figure 1.1). There was a notable difference between the rates of service users reporting speech as a primary disability versus an other significant disability group. For example, less than 1% of service users reported speech as a primary disability group, but 11% reported speech as a significant other disability group.

Disability groups can also be placed into four major groupings—intellectual/learning, physical/diverse, sensory/speech and psychiatric (Figure 3.4). Within these groupings, service users were most likely to report an intellectual/learning disability both as primary (91,179 service users) and overall (118,034). Physical/diverse disabilities were the next most commonly reported (around 46,606 for primary and 91,179 for all disabilities). Psychiatric was the next most common group reported for primary disability (13,815) but sensory/speech was the third most commonly reported overall (53,169 users).

Note: Intellectual/learning includes service users reporting intellectual, specific learning/ADD, autism and developmental delay. 'Physical/diverse' includes physical, neurological and acquired brain injury. 'Sensory/speech' includes deafblind, vision, hearing and speech.

Source: Table 3.7.

Figure 3.4: Users of CSTDA-funded services, primary and other significant disability groups by four major disability groupings, 2004–05

Table 3.6: Users of CSTDA-funded services with known primary disability group, with or without the presence of other significant disability groups, 2004–05

Primary disability group	With other significant disability groups		Without other significant disability groups		Total		Average number of disability groups recorded
	No.	%	No.	%	No.	%	
Intellectual	36,348	51.5	34,266	48.5	70,614	100.0	1.92
Specific learning/ADD	1,403	23.9	4,461	76.1	5,864	100.0	1.30
Autism	4,477	51.1	4,282	48.9	8,759	100.0	1.85
Physical	10,162	38.6	16,141	61.4	26,303	100.0	1.70
Acquired brain injury	4,437	55.3	3,580	44.7	8,017	100.0	2.01
Neurological	5,788	47.1	6,498	52.9	12,286	100.0	1.76
Deafblind	417	24.5	1,288	75.5	1,705	100.0	1.41
Vision	2,267	41.6	3,183	58.4	5,450	100.0	1.57
Hearing	863	16.8	4,289	83.2	5,152	100.0	1.22
Speech	388	25.7	1,120	74.3	1,508	100.0	1.33
Psychiatric	2,850	17.8	13,168	82.2	16,018	100.0	1.21
Developmental delay	1,936	42.0	2,679	58.0	4,615	100.0	1.70
Total	**71,336**	**42.9**	**94,955**	**57.1**	**166,291**	**100.0**	**1.73**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. This table excludes 34,202 service users for whom no disability information was available; hence the total does not match those in other tables.

Table 3.7: Users of CSTDA-funded services, primary disability group and all significant disability groups, 2004–05

Disability group	Primary disability group reported	% of all service users	Other significant disability groups reported	% of all service users	All significant disability groups reported, including primary	% of all service users
Intellectual	70,614	35.2	12,429	6.2	83,043	41.4
Specific learning/ADD	5,864	2.9	6,687	3.3	12,551	6.3
Autism	8,759	4.4	7,416	3.7	16,175	8.1
Physical	26,303	13.1	23,460	11.7	49,763	24.8
Acquired brain injury	8,017	4.0	3,849	1.9	11,866	5.9
Neurological	12,286	6.1	17,264	8.6	29,550	14.7
Deafblind	1,705	0.9	4,164	2.1	5,869	2.9
Vision	5,450	2.7	8,034	4.0	13,484	6.7
Hearing	5,152	2.6	5,416	2.7	10,568	5.3
Speech	1,508	0.8	21,740	10.8	23,248	11.6
Psychiatric	16,018	8.0	9,904	4.9	25,922	12.9
Developmental delay	4,615	2.3	1,650	0.8	6,265	3.1
Not stated/not collected	34,202	17.1	n.a	n.a.	n.a	n.a.

Notes

1.   Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2.   'Not stated/not collected' includes both service users accessing only 3.02 services for whom disability data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

3.3 Aboriginal and Torres Strait Islander service users

A total of 6,285 service users (3.1%) reported that they were of Aboriginal and/or Torres Strait Islander background (Table 3.8). This proportion is slightly higher than that for the general population aged under 65 years (2.7%), and slightly lower than in 2003–04, where it was reported by 3.5% of people accessing CSTDA-funded services (AIHW 2005a). However, information about Indigenous status was not collected for 21% of service users—with missing rates ranging from 1.7% in Queensland to 46% in Victoria—so findings should be interpreted with caution (see Table 7.1).

As would be expected from overall population rates, the Northern Territory had the highest percentage of Indigenous service users (31% of Northern Territory service users) (Table 3.8). The next highest proportion of Indigenous service users was found in Western Australia (4.9%), followed by Queensland (4.7%) and New South Wales (3.5%). The proportion of service users who were of Aboriginal and/or Torres Strait Islander background was higher than for the general population in all states and territories except for Tasmania and the Australian Capital Territory.

Disability prevalence data for Aboriginal and Torres Strait Islander peoples were available for the first time through the 2002 National Aboriginal and Torres Strait Islander Social Survey (NATSISS). Through analysis of these data, the AIHW proposed an updated Indigenous factor of 2.4 to be used in the 'potential population' calculations (previously a factor of 2.0 was used). (See AIHW 2006 for details.) This indicates that Aboriginal and

Torres Strait Islander peoples have severe disability rates 2.4 times those of other Australians. Tables A1.6 and A1.7 show detailed potential population and Indigenous factor calculations using the updated Indigenous factor.

Indigenous service users were more likely to be in younger age groups (0–19 years) than non-Indigenous service users and, similarly, less likely to be in the older age groups (40–44 years and older) (Figure 3.5). Consistent with this finding, the median age for Indigenous service users (23.9 years) was lower than that for other service users (30.4 years) (Table A1.10). This finding is consistent with the younger age profile of the Indigenous population generally, when compared with the non-Indigenous population.

As for the overall population of service users, the most commonly reported primary disability groups for Indigenous service users were intellectual (34%) and physical (14%). Although the patterns of reported primary disability groups were similar for Indigenous and non-Indigenous service users, Indigenous service users were more likely to report a primary disability of developmental delay (6.1% for Indigenous service users compared with 2.6% for non-Indigenous), and less likely to report a psychiatric primary disability (5.4% compared with 9.5%) (Table 3.9).

A smaller proportion of Aboriginal and Torres Strait Islanders accessed employment (2.7%) and community access (2.7%) services than for all service groups (3.1%) (Table 3.10). Correspondingly, there was a larger proportion of Indigenous service users accessing respite (4.0%), community support (3.9%) and accommodation support (3.4%) services (Table 3.10).

Table 3.8: Users of CSTDA-funded services, Indigenous status by state/territory and proportion of Indigenous people aged 0–64 years, 2004–05

State/territory	Indigenous		Non-Indigenous		Not stated/ not collected		Total		People of Indigenous origin in the population aged 0–64 years
	No.	%	No.	%	No.	%	No.	%	%
NSW	1,566	3.5	41,853	92.7	1,729	3.8	45,148	100.0	2.4
Vic	986	1.3	39,900	53.1	34,224	45.6	75,110	100.0	0.7
Qld	1,268	4.7	25,495	93.6	466	1.7	27,229	100.0	3.8
WA	1,142	4.9	17,649	75.6	4,555	19.5	23,346	100.0	3.9
SA	637	3.2	18,042	92.0	933	4.8	19,612	100.0	2.0
Tas	154	3.0	4,734	91.9	266	5.2	5,154	100.0	4.3
ACT	50	1.3	3,531	94.1	172	4.6	3,753	100.0	1.4
NT	518	31.3	1,043	63.0	94	5.7	1,655	100.0	30.3
Australia	**6,285**	**3.1**	**151,774**	**75.7**	**42,434**	**21.2**	**200,493**	**100.0**	**2.7**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of components since individuals may have accessed services in more than one state/territory during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. In tables the term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.

3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Sources: ABS 2004a and ABS 2004d (for population data).

Source: Table A1.10.

Figure 3.5: Age distribution (%) for Indigenous and non-Indigenous service users of CSTDA-funded services, 2004–05
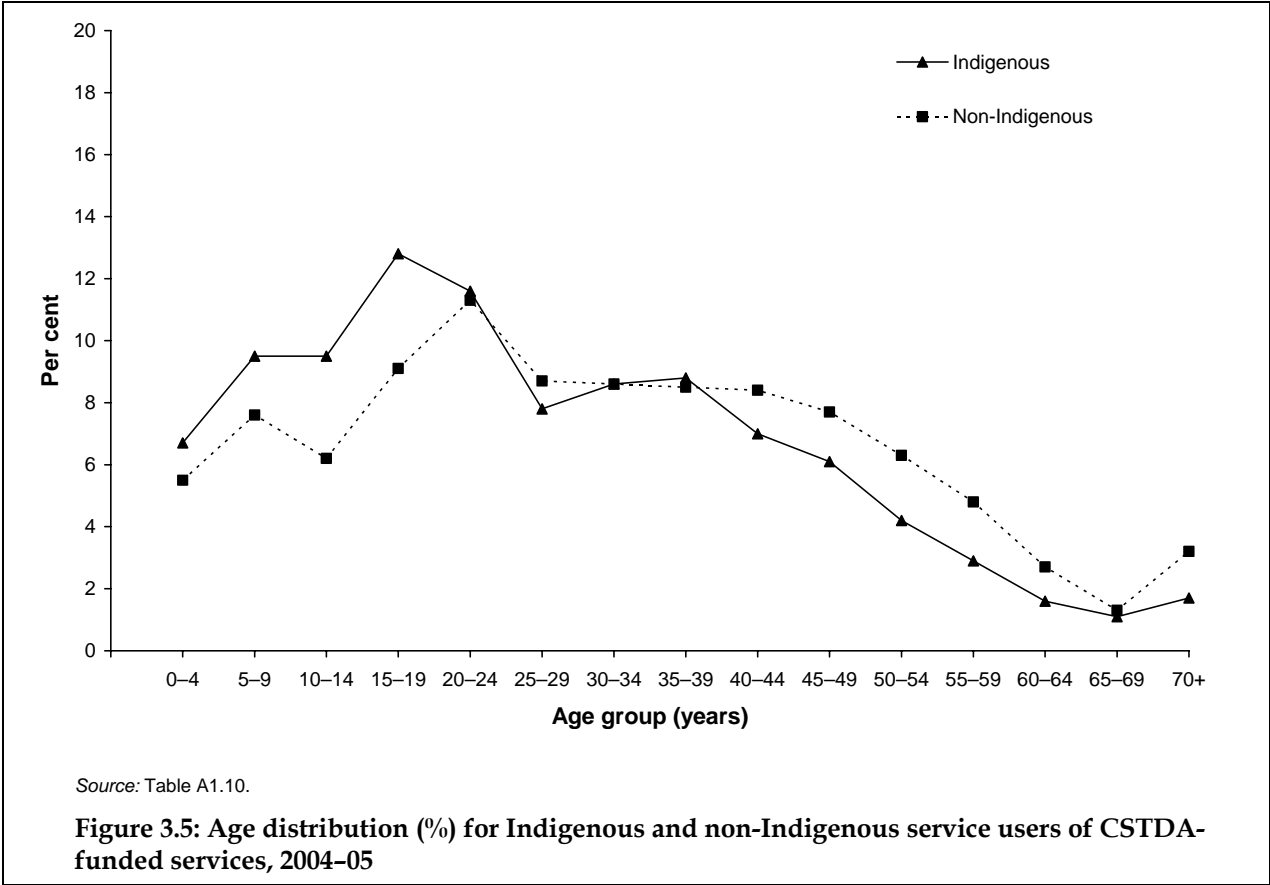
Table 3.9: Users of CSTDA-funded services, primary disability group by Indigenous status, 2004–05

Primary disability group	Indigenous No.	Indigenous %	Non-Indigenous No.	Non-Indigenous %	Not stated/ not collected No.	Not stated/ not collected %	Total No.	Total %
Intellectual	2,583	41.1	61,582	40.6	6,449	15.2	70,614	35.2
Specific learning/ADD	237	3.8	5,171	3.4	456	1.1	5,864	2.9
Autism	235	3.7	7,625	5.0	899	2.1	8,759	4.4
Physical	1,046	16.6	20,866	13.7	4,391	10.3	26,303	13.1
Acquired brain injury	406	6.5	6,315	4.2	1,296	3.1	8,017	4.0
Neurological	248	3.9	9,078	6.0	2,960	7.0	12,286	6.1
Deafblind	66	1.1	1,539	1.0	100	0.2	1,705	0.9
Vision	112	1.8	4,921	3.2	417	1.0	5,450	2.7
Hearing	145	2.3	3,144	2.1	1,863	4.4	5,152	2.6
Speech	76	1.2	1,299	0.9	133	0.3	1,508	0.8
Psychiatric	416	6.6	14,472	9.5	1,130	2.7	16,018	8.0
Developmental delay	273	4.3	3,905	2.6	437	1.0	4,615	2.3
Not stated/not collected	442	7.0	11,857	7.8	21,903	51.6	34,202	17.1
Total	**6,285**	**100.0**	**151,774**	**100.0**	**42,434**	**100.0**	**200,493**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. In tables the term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.

3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous and primary disability data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 3.10: Users of CSTDA-funded services, service group by Indigenous status, 2004–05

Aboriginal and/or Torres Strait Islander	Accommodation support No.	Accommodation support %	Community support No.	Community support %	Community access No.	Community access %	Respite No.	Respite %	Employment No.	Employment %	All service groups No.	All service groups %
Yes	1,159	3.4	3,573	3.9	1,210	2.7	956	4.0	1,722	2.7	6,285	3.1
No	28,263	83.7	61,681	66.6	35,386	80.1	18,810	78.5	60,448	93.2	151,774	75.7
Not stated/not collected	4,365	12.9	27,356	29.5	7,570	17.1	4,185	17.5	2,665	4.1	42,434	21.2
Total	**33,787**	**100.0**	**92,610**	**100.0**	**44,166**	**100.0**	**23,951**	**100.0**	**64,835**	**100.0**	**200,493**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Total for all service groups may not be the sum of components since individuals may have accessed services from more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.
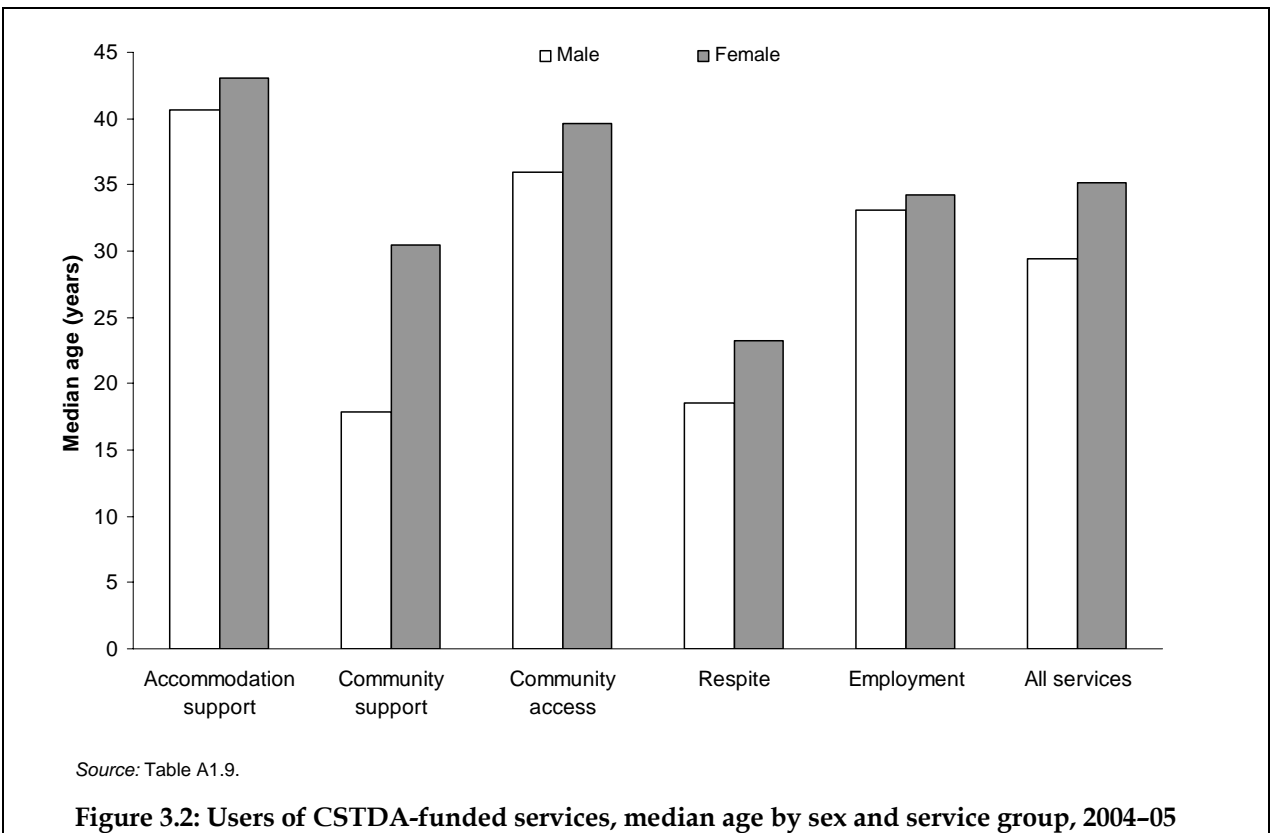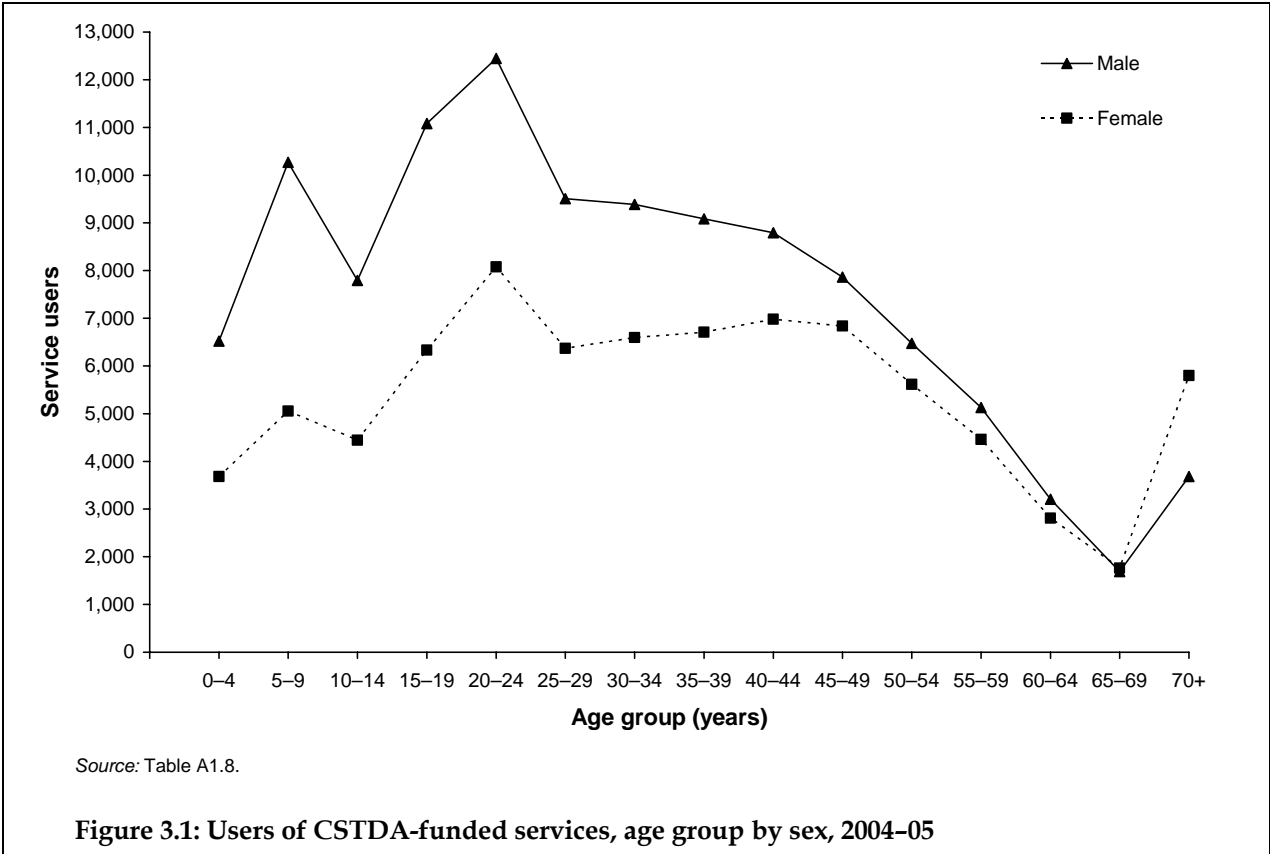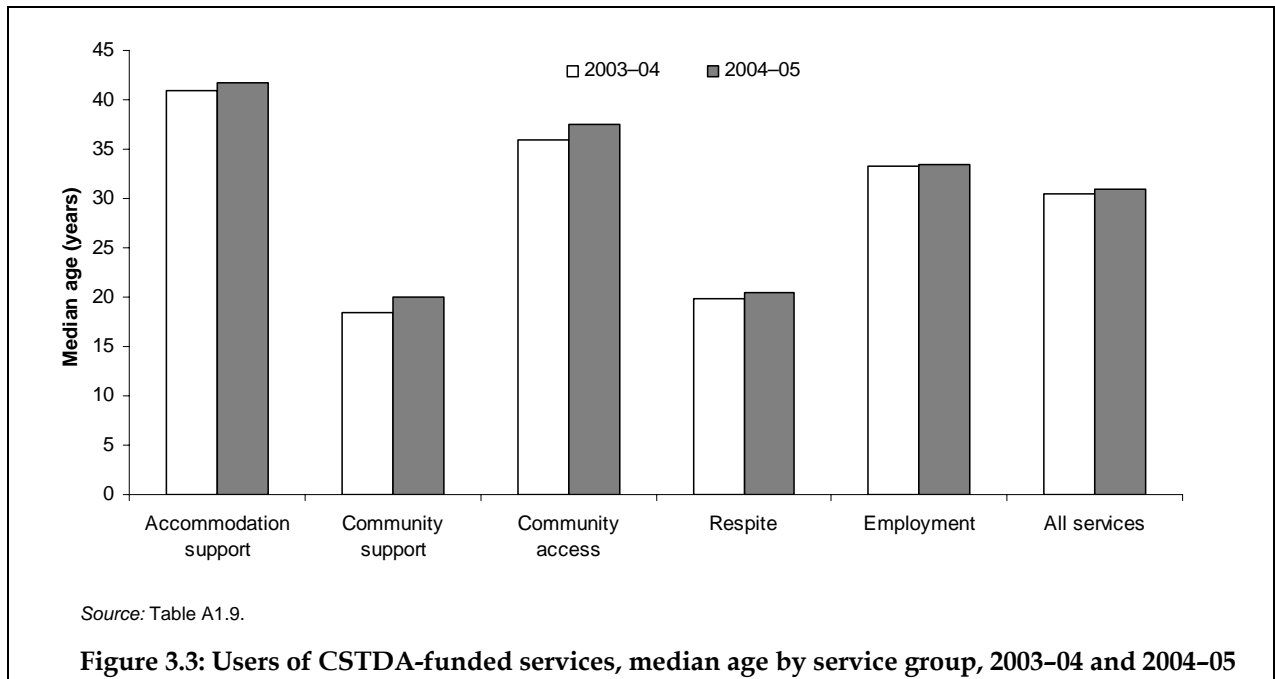
3.4 Country of birth

The Australian Bureau of Statistics has developed a set of standards for statistics on cultural and language diversity (ABS 1999). These standards were designed to provide a comparative basis for the collection of data on cultural and linguistic backgrounds. In line with these standards, analyses in this report use the *1996 Classification of countries into English Proficiency Groups* (DIMA 1999). This classification places every country into one of four groups based on the relative English proficiency (EP) of its recent arrivals to Australia from the 1996 census data. English Proficiency Group 1 (EP1) is the group with highest proficiency and English Proficiency Group 4 (EP4) the lowest. This is considered to be a more objective grouping than the former 'English-speaking countries' and 'other countries' grouping. See Appendix 5 for more details, including a full list of countries and their EP group.

In 2004–05, the majority of service users reported that they were born in Australia (159,724 of 200,493 or 80%) (Table 3.11). A further 6,322 (3.2%) were born in countries belonging to English Proficiency Group 1 (EP1), 3,693 (1.8%) to English Proficiency Group 2 (EP2), 4,556 (2.3%) to English Proficiency Group 3 (EP3) and 1,367 (0.7%) to English Proficiency Group 4 (EP4).

Service users born outside Australia were more likely than Australian-born service users to report primary disability groups of physical (15.1–17.2% for EP1–EP4 service users, compared with 12.8% for those born in Australia), acquired brain injury (6.2–7.4% compared with 4.1%), hearing (4.2–5.3% compared with 2.5%) and psychiatric (11.7–13.0% compared with 8.3%), and less likely to report developmental delay (0.3–0.6% compared with 2.7%), intellectual (20.1–28.2% compared with 40.9%), or autism (1.6–3.5% compared with 5.0%) (Table 3.11).

Service users born in Australia also had a lower median age (29.6 years) than users born outside Australia (Table A1.12). Among service users born outside Australia, those born in EP4 countries had the youngest median age (32.8 years), followed by EP2 (39.9 years), EP3 (41.9 years) and EP1 (44.0 years). The varying age structures of the four EP groups may reflect the historical pattern of migration 'waves' from the various countries categorised into each EP group.

Table 3.11: Users of CSTDA-funded services, primary disability group by English Proficiency Group, 2004–05

Primary disability group	Australia	English Proficiency Group 1	English Proficiency Group 2	English Proficiency Group 3	English Proficiency Group 4	Not stated/ not collected	Total
			Number				
Intellectual	65,321	1,271	966	1,037	385	1,634	70,614
Specific learning/ADD	5,469	115	51	50	18	161	5,864
Autism	7,992	185	130	75	42	335	8,759
Physical	20,400	1,012	590	690	235	3,376	26,303
Acquired brain injury	6,619	393	264	338	98	305	8,017
Neurological	9,467	810	298	412	61	1,238	12,286
Deafblind	1,566	46	20	35	5	33	1,705
Vision	4,199	490	174	269	32	286	5,450
Hearing	4,031	332	169	191	57	372	5,152
Speech	1,339	17	14	13	7	118	1,508
Psychiatric	13,244	764	456	533	178	843	16,018
Developmental delay	4,238	37	23	24	4	289	4,615
Not stated/not collected	15,839	850	538	889	245	15,841	34,202
Total	**159,724**	**6,322**	**3,693**	**4,556**	**1,367**	**24,831**	**200,493**
			Per cent				
Intellectual	40.9	20.1	26.2	22.8	28.2	6.6	35.2
Specific learning/ADD	3.4	1.8	1.4	1.1	1.3	0.6	2.9
Autism	5.0	2.9	3.5	1.6	3.1	1.3	4.4
Physical	12.8	16.0	16.0	15.1	17.2	13.6	13.1
Acquired brain injury	4.1	6.2	7.1	7.4	7.2	1.2	4.0
Neurological	5.9	12.8	8.1	9.0	4.5	5.0	6.1
Deafblind	1.0	0.7	0.5	0.8	0.4	0.1	0.9
Vision	2.6	7.8	4.7	5.9	2.3	1.2	2.7
Hearing	2.5	5.3	4.6	4.2	4.2	1.5	2.6
Speech	0.8	0.3	0.4	0.3	0.5	0.5	0.8
Psychiatric	8.3	12.1	12.3	11.7	13.0	3.4	8.0
Developmental delay	2.7	0.6	0.6	0.5	0.3	1.2	2.3
Not stated/not collected	9.9	13.4	14.6	19.5	17.9	63.8	17.1
Total	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and country of birth data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

3.5 Communication method and need for an interpreter

The majority (63%) of service users reported spoken language as their most effective method of communication (Table 3.12). A further 13% of service users reported little or no effective communication, and 2% of service users reported effective sign language. The communication method of an additional 8% of service users was not collected as these were children under 5 years. Communication method was not stated for 12% of service users.

Service users with a primary disability of psychiatric, vision or specific learning were the most likely to report using spoken language as their most effective method of communication (97%, 95% and 93% respectively). Not surprisingly, service users with a primary disability of hearing (27%) or deafblind (12%) were most likely to report sign language as their main method of communication than other service users. Little or no effective communication was reported most frequently for those with primary disabilities of intellectual (26%) and autism (25%).

A total of 3,095 service users (1.5% of all service users) needed an interpreter for a spoken language other than English, 5,468 (2.7%) needed an interpreter for non-spoken communication, and 163,629 (82%) did not need an interpreter (Tables 3.13 and 3.14). For a further 28,301 service users (14%), no response was recorded for this item.

Of those service users who reported needing an interpreter for non-spoken communication, 55% reported little or no effective communication and 29% used effective sign language (Table 3.13). For the majority (57%) of service users needing an interpreter for a spoken language other than English, the main method of communication was effective spoken language. Almost one-quarter (23%) of service users needing an interpreter for a spoken language other than English had no effective spoken language.

Service users with a primary disability of deafblind (12%) or hearing (22%) were more likely to report needing an interpreter for non-spoken communication than other service users (Table 3.14). Service users with a primary disability of acquired brain injury (3.4%) were more likely than other service users to report needing an interpreter for a spoken language other than English.

Table 3.12: Users of CSTDA-funded services, primary disability group by most effective method of communication, 2004–05

Primary disability group	Spoken language (effective)	Sign language (effective)	Other effective non-spoken communication	Little, or no effective	Child aged under 5 years	Not stated/not collected	Total
			Number				
Intellectual	46,957	1,515	1,547	18,559	737	1,299	70,614
Specific learning/ADD	5,475	66	16	74	74	159	5,864
Autism	4,781	133	273	2,208	869	495	8,759
Physical	18,111	459	620	3,002	1,061	3,050	26,303
Acquired brain injury	6,604	113	222	783	87	208	8,017
Neurological	8,629	135	150	986	372	2,014	12,286
Deafblind	1,011	203	18	165	199	109	1,705
Vision	5,191	38	8	43	52	118	5,450
Hearing	3,177	1,372	77	150	72	304	5,152
Speech	366	21	16	113	605	387	1,508
Psychiatric	15,471	132	23	154	6	232	16,018
Developmental delay	160	1	15	196	3,586	657	4,615
Not stated/not collected	10,717	141	72	319	8,047	14,906	34,202
Total	**126,650**	**4,329**	**3,057**	**26,752**	**15,767**	**23,938**	**200,493**
			Per cent				
Intellectual	66.5	2.1	2.2	26.3	1.0	1.8	100.0
Specific learning/ADD	93.4	1.1	0.3	1.3	1.3	2.7	100.0
Autism	54.6	1.5	3.1	25.2	9.9	5.7	100.0
Physical	68.9	1.7	2.4	11.4	4.0	11.6	100.0
Acquired brain injury	82.4	1.4	2.8	9.8	1.1	2.6	100.0
Neurological	70.2	1.1	1.2	8.0	3.0	16.4	100.0
Deafblind	59.3	11.9	1.1	9.7	11.7	6.4	100.0
Vision	95.2	0.7	0.1	0.8	1.0	2.2	100.0
Hearing	61.7	26.6	1.5	2.9	1.4	5.9	100.0
Speech	24.3	1.4	1.1	7.5	40.1	25.7	100.0
Psychiatric	96.6	0.8	0.1	1.0	0.0	1.4	100.0
Developmental delay	3.5	0.0	0.3	4.2	77.7	14.2	100.0
Not stated/not collected	31.3	0.4	0.2	0.9	23.5	43.6	100.0
Total	**63.2**	**2.2**	**1.5**	**13.3**	**7.9**	**11.9**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and communication data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 3.13: Users of CSTDA-funded services, need for interpreter services by most effective method of communication, 2004–05

Main method of communication	Needs an interpreter for spoken language other than English		Needs an interpreter for non-spoken communication		Does not need an interpreter		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Spoken language (effective)	1,750	56.5	271	5.0	124,110	75.8	519	1.8	126,650	63.2
Sign language (effective)	155	5.0	1,597	29.2	2,560	1.6	17	0.1	4,329	2.2
Other effective non-spoken communication	76	2.5	436	8.0	2,523	1.5	22	0.1	3,057	1.5
Little, or no effective	717	23.2	2,997	54.8	22,922	14.0	116	0.4	26,752	13.3
Child aged under 5 years	171	5.5	125	2.3	7,508	4.6	7,963	28.1	15,767	7.9
Not stated/not collected	226	7.3	42	0.8	4,006	2.4	19,664	69.5	23,938	11.9
Total	**3,095**	**100.0**	**5,468**	**100.0**	**163,629**	**100.0**	**28,301**	**100.0**	**200,493**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and need for interpreter data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 3.14: Users of CSTDA-funded services, need for interpreter services by primary disability, 2004–05

Primary disability group	Needs an interpreter for spoken language other than English		Needs an interpreter for non-spoken communication		Does not need an interpreter		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Intellectual	1,279	1.8	2,655	3.8	65,941	93.4	739	1.0	70,614	100.0
Specific learning/ADD	47	0.8	17	0.3	5,734	97.8	66	1.1	5,864	100.0
Autism	135	1.5	305	3.5	7,998	91.3	321	3.7	8,759	100.0
Physical	406	1.5	659	2.5	22,502	85.5	2,736	10.4	26,303	100.0
Acquired brain injury	269	3.4	127	1.6	7,455	93.0	166	2.1	8,017	100.0
Neurological	157	1.3	160	1.3	10,002	81.4	1,967	16.0	12,286	100.0
Deafblind	44	2.6	197	11.6	1,439	84.4	25	1.5	1,705	100.0
Vision	98	1.8	18	0.3	5,209	95.6	125	2.3	5,450	100.0
Hearing	135	2.6	1,112	21.6	3,594	69.8	311	6.0	5,152	100.0
Speech	21	1.4	30	2.0	1,425	94.5	32	2.1	1,508	100.0
Psychiatric	125	0.8	55	0.3	15,740	98.3	98	0.6	16,018	100.0
Developmental delay	132	2.9	75	1.6	4,016	87.0	392	8.5	4,615	100.0
Not stated/not collected	247	0.7	58	0.2	12,574	36.8	21,323	62.3	34,202	100.0
Total	**3,095**	**1.5**	**5,468**	**2.7**	**163,629**	**81.6**	**28,301**	**14.1**	**200,493**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and need for interpreter data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

3.6 Income and labour force status

Information on service users' main income source was collected for service users aged 16 years and over, and information about whether a parent/guardian was in receipt of the Carer Allowance (child) was collected for service users aged under 16 years. Of the 45,865 service users aged under 16 years, 35% had a parent/guardian receiving the Carer Allowance (child) and 13% did not (Table 3.15). This information was not known for 52% of service users aged under 16 years. Service users whose primary disability was physical or autism (both around 53%) were more likely than other service users to have a parent/guardian in receipt of the Carer Allowance (child).

Of the 154,344 service users aged 16 years and over, the most commonly reported main source of income was the Disability Support Pension (DSP) (59%), followed by other pension or benefit (10%), and paid employment (9%) (Table 3.16). This information was not stated for one-fifth (20%) of all service users in this age group. Looking only at service users whose main source of income was known, almost three-quarters (73%) reported the DSP as their main source of income.

Service users were considered to be of working age if they were 15 years and over, and were therefore asked to report their labour force status. Of the 156,828 service users in this age group, 50,049 (32%) were employed, 32,861 (21%) were unemployed, and 54,484 (35%) were not in the labour force (Table 3.17). A further 19,434 (12%) did not provide information for this item.

The majority (54%) of service users aged 65 years and over reported that they were not in the labour force (Table 3.17). This compares with around one-third (33%) of those aged 15–64 years. For both age groups (15–64 years and 65 years and over), employment service users were the most likely to report being employed (64% and 85% respectively) and community access users were the most likely to report not being in the labour force (61% and 82% respectively). Most service users aged 15–64 years who reported being employed were accessing employment services (41,183 of 49,427, or 83%).

Table 3.15: Users of CSTDA-funded services aged under 16 years, income to parents from the Carer Allowance (child) by primary disability group, 2004–05

Primary disability group	With Carer Allowance (child)		Without Carer Allowance (child)		Carer Allowance (child) not known/not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Intellectual	5,083	46.6	457	4.2	5,379	49.3	10,919	100.0
Specific learning/ADD	177	19.8	270	30.2	446	49.9	893	100.0
Autism	2,930	53.1	425	7.7	2,164	39.2	5,519	100.0
Physical	2,950	52.7	593	10.6	2,055	36.7	5,598	100.0
Acquired brain injury	164	41.8	28	7.1	200	51.0	392	100.0
Neurological	789	45.2	145	8.3	810	46.4	1,744	100.0
Deafblind	245	39.3	164	26.3	214	34.3	623	100.0
Vision	131	40.9	20	6.3	169	52.8	320	100.0
Hearing	71	26.2	10	3.7	190	70.1	271	100.0
Speech	153	12.4	342	27.6	742	60.0	1,237	100.0
Psychiatric	26	31.7	20	24.4	36	43.9	82	100.0
Developmental delay	1,518	32.9	1,080	23.4	2,016	43.7	4,614	100.0
Not stated	1,745	12.8	2,302	16.9	9,606	70.4	13,653	100.0
Total	**15,982**	**34.8**	**5,856**	**12.8**	**24,027**	**52.4**	**45,865**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. Only those aged less than 16 years were asked to respond about Carer Allowance (child) income. Children include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about child income sources.

3. There were 284 service users of unknown age and income source who are not included in this table or in Table 3.16.

4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and income data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 3.16: Users of CSTDA-funded services aged 16 years and over, main income source by primary disability group, 2004–05

Primary disability group	Disability Support Pension	Other pension or benefit	Paid employ-ment	Compen-sation payments	Other income	No income	Not known/ not stated/ not collected	Total
Intellectual	48,393	1,727	3,901	149	217	477	4,685	59,549
Specific learning/ADD	1,688	1,064	1,396	12	125	194	491	4,970
Autism	2,292	118	243	35	26	90	432	3,236
Physical	10,740	2,663	2,209	243	357	301	4,176	20,689
Acquired brain injury	5,309	493	482	298	166	80	792	7,620
Neurological	4,408	936	1,354	26	319	249	3,242	10,534
Deafblind	346	556	55	4	10	15	96	1,082
Vision	1,330	633	549	6	48	25	2,539	5,130
Hearing	1,075	1,365	1,193	10	313	91	828	4,875
Speech	103	62	50	1	8	9	38	271
Psychiatric	9,532	3,470	1,638	23	356	143	773	15,935
Not stated/not collected	5,731	1,668	280	40	201	128	12,405	20,453
Total	**90,947**	**14,755**	**13,350**	**847**	**2,146**	**1,802**	**30,497**	**154,344**
% of all service users aged 16 years and over	*58.9*	*9.6*	*8.6*	*0.5*	*1.4*	*1.2*	*19.8*	*100.0*
% of service users with valid income information	*73.4*	*11.9*	*10.8*	*0.7*	*1.7*	*1.5*	*24.6*	*124.6*

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. Only those aged 16 years and over were asked to respond about income other than Carer Allowance. Adults include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about income sources other than the carer allowance.

3. There were 284 service users of unknown age and income source who are not included in this table, or in Table 3.15.

4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and income data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 3.17: Users of CSTDA-funded services aged 15 years and over, labour force status by service group, 2004–05

Service user age and service group	Employed		Unemployed		Not in the labour force		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Service users aged 15–64 years										
Accommodation support	6,159	20.7	3,931	13.2	18,057	60.8	1,550	5.2	29,697	100.0
Community support	9,803	20.9	5,917	12.6	23,242	49.6	7,884	16.8	46,846	100.0
Community access	5,166	13.9	4,867	13.1	22,673	61.0	4,436	11.9	37,142	100.0
Respite	2,387	15.1	1,881	11.9	9,164	58.2	2,327	14.8	15,759	100.0
Employment	41,183	63.9	23,303	36.1	2	0.0	0	0.0	64,488	100.0
Total	**49,427**	**34.3**	**32,322**	**22.5**	**47,457**	**33.0**	**14,687**	**10.2**	**143,893**	**100.0**
Service users aged 65 years and over										
Accommodation support	128	4.5	151	5.4	2,209	78.4	331	11.7	2,819	100.0
Community support	187	2.7	243	3.5	2,579	37.0	3,956	56.8	6,965	100.0
Community access	178	3.8	174	3.8	3,803	82.0	485	10.5	4,640	100.0
Respite	21	4.5	47	10.2	282	61.0	112	24.2	462	100.0
Employment	288	85.0	51	15.0	0	0.0	0	0.0	339	100.0
Total	**622**	**4.8**	**539**	**4.2**	**7,027**	**54.3**	**4,747**	**36.7**	**12,935**	**100.0**
All service users	**50,049**	**31.9**	**32,861**	**21.0**	**54,484**	**34.7**	**19,434**	**12.4**	**156,828**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Total for all service groups may not be the sum of components since individuals may have accessed services from more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. Only those aged 15 years and over were asked to respond about labour force status. Working-age service users include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about labour force status.

3. Please refer to AIHW 2004b for full definitions of 'employed', 'unemployed' and 'not in the labour force'.

4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and labour force status data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

3.7 Individualised funding

As well as funding agencies directly, jurisdictions may provide 'individualised funding' for the purchase of approved services. Individualised funding is allocated to individual service users on the basis of a needs assessment, funding application or similar process. It involves the application of funding to a particular service outlet or outlets which the service user (or advocate/carer) has chosen as relevant to his or her needs. Individual funding programs allow for greater flexibility and choice of services, and funding is transportable and able to move with the individual if he or she chooses to use another service.

Close to one-fifth (18%) of service users reported that they received individualised funding (Table 3.18). This proportion was similar for males and females (19% and 17% respectively). For both males and females, service users aged 15–24 years were more likely than other service users in other age groups to report receiving individualised funding (both 30%). Service users accessing employment services (27%) were the most likely to report receipt of individualised funding. Those in community support services (15%) were the least likely (Table 3.19).

Table 3.18: Service users of CSTDA-funded services, individual funding status by age and sex, 2004–05

Age group (years)	Has individualised funding No.	Has individualised funding %	Does not have individualised funding No.	Does not have individualised funding %	Not known No.	Not known %	Not stated/ not collected No.	Not stated/ not collected %	Total No.	Total %
Males										
0–4	313	4.8	3,809	58.4	1,087	16.7	1,313	20.1	6,522	100.0
5–14	2,094	11.6	11,007	60.9	1,711	9.5	3,249	18.0	18,061	100.0
15–24	6,971	29.6	14,338	60.9	656	2.8	1,561	6.6	23,526	100.0
25–44	7,799	21.2	26,114	71.0	701	1.9	2,157	5.9	36,771	100.0
45–59	3,348	17.2	13,975	71.8	504	2.6	1,643	8.4	19,470	100.0
60+	613	7.1	6,129	71.5	849	9.9	984	11.5	8,575	100.0
Not stated	26	18.4	40	28.4	0	0	75	53.2	141	100.0
Total	**21,164**	**18.7**	**75,412**	**66.7**	**5,508**	**4.9**	**10,982**	**9.7**	**113,066**	**100.0**
Females										
0–4	186	5.1	2,187	59.4	552	15.0	756	20.5	3,681	100.0
5–14	1,059	11.1	5,974	62.9	904	9.5	1,562	16.4	9,499	100.0
15–24	4,375	30.4	8,327	57.8	502	3.5	1,206	8.4	14,410	100.0
25–44	5,426	20.4	18,476	69.3	617	2.3	2,134	8.0	26,653	100.0
45–59	2,644	15.6	11,894	70.3	525	3.1	1,854	11.0	16,917	100.0
60+	459	4.4	7,374	71.1	1,429	13.8	1,109	10.7	10,371	100.0
Not stated	18	13.2	45	33.1	1	0.7	72	52.9	136	100.0
Total	**14,167**	**17.3**	**54,277**	**66.5**	**4,530**	**5.5**	**8,693**	**10.6**	**81,667**	**100.0**
All service users										
0–4	507	3.2	7,037	44.6	1,639	10.4	6,585	41.8	15,768	100.0
5–14	3,157	11.4	17,002	61.6	2,616	9.5	4,826	17.5	27,601	100.0
15–24	11,348	29.9	22,682	59.7	1,159	3.1	2,777	7.3	37,966	100.0
25–44	13,227	20.8	44,632	70.3	1,318	2.1	4,299	6.8	63,476	100.0
45–59	5,992	16.4	25,907	71.1	1,029	2.8	3,502	9.6	36,430	100.0
60+	1,073	5.7	13,512	71.3	2,278	12.0	2,093	11.0	18,956	100.0
Not stated	49	16.6	97	32.8	1	0.3	149	50.3	296	100.0
Total	**35,353**	**17.6**	**130,869**	**65.3**	**10,040**	**5.0**	**24,231**	**12.1**	**200,493**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. Totals include 5,760 service users whose sex was not stated.

3. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–4 years age group.

4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom individualised funding data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 3.19: Users of CSTDA-funded services, individual funding status by service group, 2004–05

Service group	Has individualised funding		Does not have individualised funding		Not known		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Accommodation support	8,381	24.8	20,719	61.3	2,157	6.4	2,530	7.5	33,787	100.0
Community support	14,050	15.2	54,532	58.9	5,926	6.4	18,102	19.5	92,610	100.0
Community access	10,132	22.9	26,148	59.2	3,080	7.0	4,806	10.9	44,166	100.0
Respite	5,493	22.9	15,749	65.8	1,468	6.1	1,241	5.2	23,951	100.0
Employment	17,334	26.7	47,501	73.3	0	—	0	—	64,835	100.0
Total	**35,353**	**17.6**	**130,869**	**65.3**	**10,040**	**5.0**	**24,231**	**12.1**	**200,493**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Total for all service groups may not be the sum of components since individuals may have accessed services from more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. Case-based funding is currently being implemented within employment services. Once fully implemented, 100% of employment service users will be funded under this mechanism.

3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom individualised funding data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

3.8 Location of service users

The location of service users was analysed using the Remoteness Areas (RAs) of the ABS Australian Standard Geographical Classification (ASGC). Location data were based on the residential postcodes of service users. There are five major RAs into which service user postcodes are placed: major cities; inner regional areas; outer regional areas; remote areas; and very remote areas.

The rate of people accessing CSTDA-funded services was highest in inner regional areas (12.4 service users per 1,000 population aged under 65 years), followed by outer regional areas (10.8) and major cities (10.4) (Table 3.20). People in remote areas and very remote areas were the least likely to access CSTDA-funded services (8.9 and 6.9 respectively).

The number of service users per 1,000 population aged under 65 years in major cities was highest for South Australia (15.1) and Victoria (14.3) (Table 3.20). In inner regional areas, this rate was highest for the Australian Capital Territory (53.9) (note that the absolute numbers in Australia Capital Territory were very small) and Victoria (20.1); for outer regional areas Victoria (19.2) and Western Australia (13.8) had the highest rates. In remote areas, rates were highest in South Australia (16.1) and Victoria (15.1), and in very remote areas New South Wales (12.4) and South Australia (11.4) had the highest rates.

Table 3.20: Users of CSTDA-funded services, service user location by state/territory, 2004–05

Location of service user	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
People aged under 65 years									
Major cities	4,199,883	3,175,362	1,813,137	1,230,993	933,659	0	293,408	0	11,646,441
Inner regional	1,171,289	908,485	872,100	223,253	166,614	264,049	593	0	3,606,925
Outer regional	401,877	211,257	603,543	163,042	149,609	139,937	0	104,261	1,773,527
Remote	33,403	4,693	84,947	82,752	39,841	7,232	0	39,227	292,096
Very remote	7,088	0	48,624	47,874	12,351	2,129	0	47,541	167,617
All Australians	*5,813,541*	*4,299,797*	*3,422,352*	*1,747,914*	*1,302,074*	*413,347*	*294,001*	*191,029*	*17,486,605*
Service users									
Major cities	28,814	45,374	14,234	15,619	14,069	12	3,590	4	121,471
Inner regional	11,052	18,270	7,020	2,896	2,155	3,503	32	1	44,753
Outer regional	4,041	4,062	4,524	2,257	1,928	1,412	3	1,054	19,206
Remote	247	71	478	802	640	43	0	318	2,587
Very remote	88	2	341	380	141	7	1	201	1,155
All service users	*45,148*	*75,110*	*27,229*	*23,346*	*19,612*	*5,154*	*3,753*	*1,655*	*200,493*
Service users per 1,000 population aged under 65 years									
Major cities	6.9	14.3	7.9	12.7	15.1	—	12.2	—	10.4
Inner regional	9.4	20.1	8.0	13.0	12.9	13.3	53.9	—	12.4
Outer regional	10.1	19.2	7.5	13.8	12.9	10.1	—	10.1	10.8
Remote	7.4	15.1	5.6	9.7	16.1	5.9	—	8.1	8.9
Very remote	12.4	—	7.0	7.9	11.4	3.3	—	4.2	6.9
All service users	*7.8*	*17.5*	*8.0*	*13.4*	*15.1*	*12.5*	*12.8*	*8.7*	*11.5*

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. The number of service users in each remoteness area (RA) were estimated based on service users' residential postcodes. Some postcode areas were split between two or more RAs. Where this was the case the data were weighted according to the proportion of the population of the postcode area in each RA.

3. Data for all service users include 11,321 service users whose location was not known. Location was classified as 'not known' only if all the service user postcodes provided by all services attended by the service user were not stated or not collected.

4. Service users may appear in remoteness areas for which there is no population within that state or territory. In such cases, the user's residential postcode is located within another jurisdiction. This may be due to service users living in one jurisdiction and accessing one or more services in another jurisdiction, or service users moving between jurisdictions within the reporting period.

Source: ABS Statistical Local Area estimates for June 2004.

4 Informal carers, support needs and living arrangements

This chapter presents information relating to informal care, support needs and living arrangements for CSTDA-funded service users during 2004–05.

4.1 Presence of an informal carer

An informal carer is defined as a person such as a family member, friend or neighbour who provides unpaid care and assistance on a regular and sustained basis (AIHW 2004b). Of the 200,493 service users accessing services during 2004–05, 84,964 (42%) reported the existence of an informal carer, and 74,536 service users (37%) reported that they did not have such a carer (Table 4.1). For around one-fifth of service users (40,993 or 20%) this information was not stated or not collected.

Service users accessing respite services were the most likely to report the existence of an informal carer (86%), followed by community support (54%). Service users accessing employment services were the least likely to report the presence of such a carer (30%).

Table 4.1: Users of CSTDA-funded services, existence of an informal carer by service group, 2004–05

Service group	Has an informal carer		Does not have an informal carer		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Accommodation support	11,583	34.3	18,928	56.0	3,276	9.7	33,787	100.0
Community support	49,922	53.9	16,233	17.5	26,455	28.6	92,610	100.0
Community access	19,119	43.3	19,904	45.1	5,143	11.6	44,166	100.0
Respite	20,658	86.3	2,000	8.4	1,293	5.4	23,951	100.0
Employment	19,364	29.9	37,354	57.6	8,117	12.5	64,835	100.0
Total	**84,964**	**42.4**	**74,536**	**37.2**	**40,993**	**20.4**	**200,493**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Column totals may not be the sum of components since individuals may have accessed services in more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

The existence of an informal carer was less likely in older age groups—service users aged 0–14 years were most likely to report the existence of a carer (74% for males; 73% for females), whereas those aged 65 years and over were least likely (23% and 21% respectively) (Figure 4.1). The proportion of service users with an informal carer was very similar overall between males and females, with the largest difference being in the 15–24 year age group (49% for males; 53% for females).

Source: Table A1.13

Figure 4.1: Users of CSTDA-funded services, percentage of service users reporting the existence of an informal carer by age group and sex, 2004–05
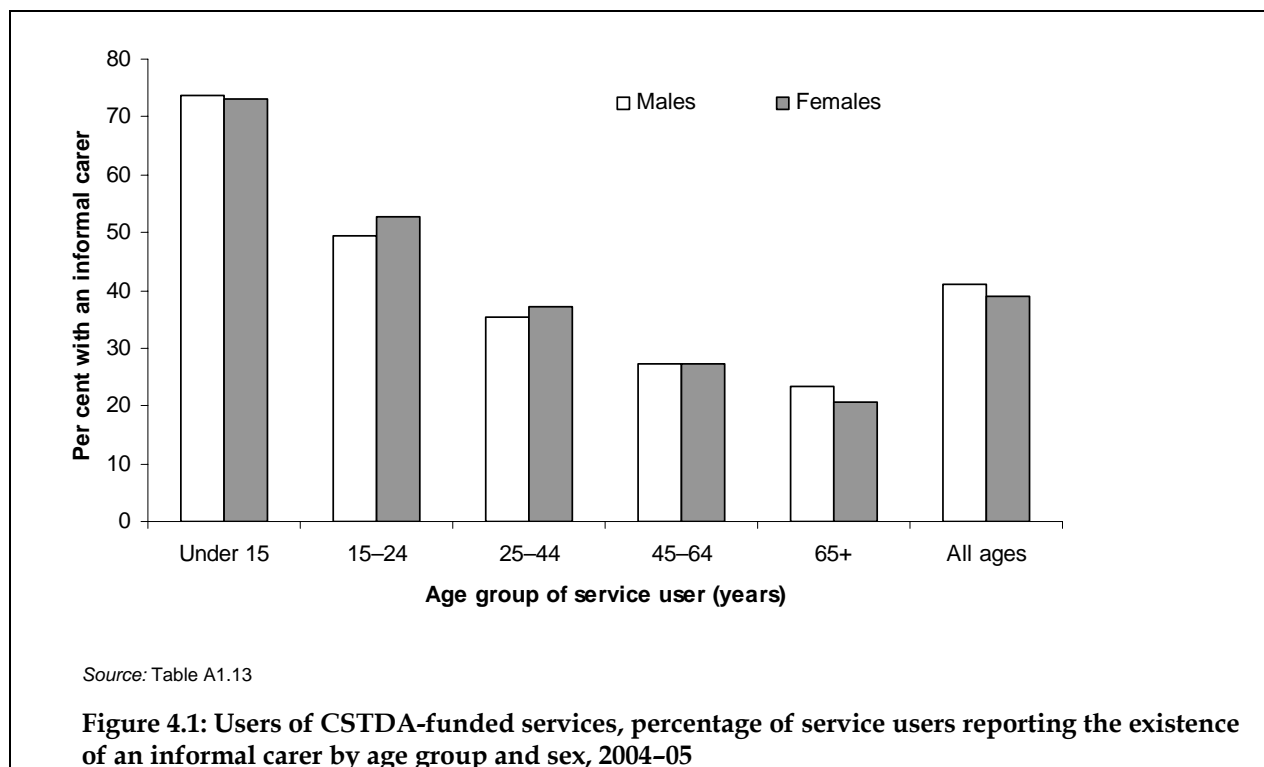
Service users located in major cities and inner regional areas were approximately equally likely to report the existence of an informal carer (both around 43%) (Table 4.2). The likelihood of reporting an informal carer was higher in more remote areas—rates ranged from 50% for service users in outer regional areas, to 62% for those in remote areas and 67% for those in very remote areas.

Table 4.2: Users of CSTDA-funded services, existence of an informal carer by location, 2004–05

Service group	Has an informal carer		Does not have an informal carer		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Major cities	52,107	42.9	47,111	38.8	22,252	18.3	121,471	100.0
Inner regional	19,258	43.0	18,426	41.2	7,069	15.8	44,753	100.0
Outer regional	9,634	50.2	7,231	37.6	2,341	12.2	19,206	100.0
Remote	1,592	61.5	633	24.5	362	14.0	2,587	100.0
Very remote	776	67.2	216	18.7	162	14.1	1,155	100.0
Not stated/collected	1,596	14.1	918	8.1	8,807	77.8	11,321	100.0
Total	**84,964**	**42.4**	**74,536**	**37.2**	**40,993**	**20.4**	**200,493**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Column totals may not be the sum of components since individuals may have accessed services in more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

4.2 Carer age and relationship to service user

Of the 84,964 service users with an informal carer, 57,712 (68%) reported that this carer was their mother (Table 4.3). The next most commonly reported carer relationships were father (6.5%), other female relative (6.3%), wife/female partner (4.6%) and husband/male partner (4.3%).

Mothers were the most common informal carers for all age groups except those aged 65 years and over—almost half (47%) of these service users reported that their spouse or partner was their informal carer (28% wife/female partner; 20% husband/male partner), and a further 15% reported being cared for by their daughter.

Of the 62,479 informal carers whose age was reported, almost half (30,875 or 49%) were in the 25–44 year age group (Table 4.4). A further 22,909 (37%) were aged 45–64 years, and 7,245 (12%) 65 years and over. There were also 230 carers reported to be under 15 years of age.

Around one-third (28,291 of 84,964, or 33%) of service users with an informal carer were aged under 15 years (Table 4.5). More than three-quarters (78%) of service users in this age group were cared for by a person aged 25–44 years. Service users in the age groups 15–24 years, 25–44 years and 45–64 years were most likely to be cared for by a person aged 45–64 years (38%, 36% and 33% respectively) and service users in the oldest age group, 65 years and over, were most likely cared for by another person aged 65 years or over (42%).

Table 4.3: CSTDA-funded service users with an informal carer, relationship of carer to service user by service user age, 2004–05

Relationship of carer to service user	Age group of service user (years)						
	0–14	15–24	25–44	45–64	65+	Not stated	Total
	Number						
Wife/female partner	0	75	1,059	1,969	780	2	3,885
Husband/male partner	0	117	1,290	1,666	552	3	3,628
Mother	24,733	15,324	14,445	3,072	69	69	57,712
Father	1,252	1,577	2,063	569	19	10	5,490
Daughter	0	18	106	356	425	1	906
Son	0	25	83	233	199	3	543
Daughter-in-law	0	2	1	10	26	0	39
Son-in-law	0	0	4	2	1	0	7
Other female relative	954	1,007	1,539	1,595	240	5	5,340
Other male relative	80	134	393	516	79	1	1,203
Friend/neighbour—female	121	242	495	432	111	1	1,402
Friend/neighbour—male	5	68	275	235	45	0	628
Not stated/not collected	1,146	635	1,217	882	280	21	4,181
Total	**28,291**	**19,224**	**22,970**	**11,537**	**2,826**	**116**	**84,964**
	Per cent						
Wife/female partner	—	0.4	4.6	17.1	27.6	1.7	4.6
Husband/male partner	—	0.6	5.6	14.4	19.5	2.6	4.3
Mother	87.4	79.7	62.9	26.6	2.4	59.5	67.9
Father	4.4	8.2	9.0	4.9	0.7	8.6	6.5
Daughter	—	0.1	0.5	3.1	15.0	0.9	1.1
Son	—	0.1	0.4	2.0	7.0	2.6	0.6
Daughter-in-law	—	0.0	0.0	0.1	0.9	—	0.0
Son-in-law	—	—	0.0	0.0	0.0	—	0.0
Other female relative	3.4	5.2	6.7	13.8	8.5	4.3	6.3
Other male relative	0.3	0.7	1.7	4.5	2.8	0.9	1.4
Friend/neighbour—female	0.4	1.3	2.2	3.7	3.9	0.9	1.7
Friend/neighbour—male	0.0	0.4	1.2	2.0	1.6	—	0.7
Not stated/not collected	4.1	3.3	5.3	7.6	9.9	18.1	4.9
Total	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–4 years age group.

3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 4.4: CSTDA-funded service users with an informal carer, relationship of carer to service user by age group of carer, 2004–05

Relationship of carer to service user	0–14	15–24	25–44	45–64	65+	Not stated/ not collected	Total
						Age group of carer (years)	
			Number				
Wife/female partner	0	42	766	1,501	573	1,003	3,885
Husband/male partner	0	37	834	1,508	644	605	3,628
Mother	0	758	25,943	14,896	4,222	11,893	57,712
Father	0	12	1,199	1,765	920	1,594	5,490
Daughter	37	123	259	269	27	191	906
Son	24	101	155	124	9	130	543
Daughter-in-law	0	1	10	18	2	8	39
Son-in-law	0	0	1	4	0	2	7
Other female relative	10	78	822	1,614	555	2,261	5,340
Other male relative	2	27	235	399	100	440	1,203
Friend/neighbour—female	1	13	257	441	96	594	1,402
Friend/neighbour—male	0	4	125	148	57	294	628
Not stated/not collected	156	24	269	222	40	3,470	4,181
Total	**230**	**1,220**	**30,875**	**22,909**	**7,245**	**22,485**	**84,964**
			Per cent				
Wife/female partner	—	3.4	2.5	6.6	7.9	4.5	4.6
Husband/male partner	—	3.0	2.7	6.6	8.9	2.7	4.3
Mother	—	62.1	84.0	65.0	58.3	52.9	67.9
Father	—	1.0	3.9	7.7	12.7	7.1	6.5
Daughter	16.1	10.1	0.8	1.2	0.4	0.8	1.1
Son	10.4	8.3	0.5	0.5	0.1	0.6	0.6
Daughter-in-law	—	0.1	0.0	0.1	0.0	0.0	0.0
Son-in-law	—	—	0.0	0.0	—	0.0	0.0
Other female relative	4.3	6.4	2.7	7.0	7.7	10.1	6.3
Other male relative	0.9	2.2	0.8	1.7	1.4	2.0	1.4
Friend/neighbour—female	0.4	1.1	0.8	1.9	1.3	2.6	1.7
Friend/neighbour—male	—	0.3	0.4	0.6	0.8	1.3	0.7
Not stated/not collected	67.8	2.0	0.9	1.0	0.6	15.4	4.9
Total	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories. Service users who accessed employment services only (service types 5.01–5.03) and did not submit a response are also included in the 'not collected' category for 'age group of carer'. These service users were not required to complete this data item.

Table 4.5: CSTDA-funded service users with an informal carer, age of service user by age of carer, 2004–05

Age group of service user (years)	Age group of carer (years)						
	0–14	15–24	25–44	45–64	65+	Not stated/ not collected	Total
	Number						
0–14	128	796	22,099	2,855	278	2,135	28,291
15–24	24	78	5,460	7,262	356	6,044	19,224
25–44	52	137	2,200	8,188	2,975	9,418	22,970
45–64	23	196	877	3,756	2,458	4,227	11,537
65+	2	11	223	820	1,174	596	2,826
Not stated	1	2	16	28	4	65	116
Total	**230**	**1,220**	**30,875**	**22,909**	**7,245**	**22,485**	**84,964**
	Per cent						
0–14	0.5	2.8	78.1	10.1	1.0	7.5	100.0
15–24	0.1	0.4	28.4	37.8	1.9	31.4	100.0
25–44	0.2	0.6	9.6	35.6	13.0	41.0	100.0
45–64	0.2	1.7	7.6	32.6	21.3	36.6	100.0
65+	0.1	0.4	7.9	29.0	41.5	21.1	100.0
Not stated	0.9	1.7	13.8	24.1	3.4	56.0	100.0
Total	**0.3**	**1.4**	**36.3**	**27.0**	**8.5**	**26.5**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–14 years age group.

3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories. Service users who accessed employment services only (service types 5.01–5.03) and did not submit a response are also included in the 'not collected' category for 'age group of carer'. These service users were not required to complete this data item.

4.3 Carer primary status and co-residency

A carer was considered to be a 'primary carer' if he or she assisted the service user in one or more of the three activities of daily living—self-care, mobility or communication (AIHW 2004b). Just over two-thirds (67%) of service users with a carer reported that he or she was a primary carer (Table 4.6). A similar proportion of service users (57,061 of 84,964, or 67%) reported that their carer was co-resident. The vast majority (90%) of primary carers were reported to be co-resident carers, and less than half (49%) of non-primary carers were reported as being co-resident.

Table 4.6: CSTDA-funded service users with an informal carer, residency status of carer by primary status of carer, 2004–05

Residency status of carer	Primary status of carer							
	Yes		No		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Co-resident carer	51,249	89.6	4,665	48.6	1,147	6.3	57,061	67.2
Non-resident carer	4,618	8.1	3,703	38.6	527	2.9	8,848	10.4
Not stated/not collected	1,354	2.4	1,224	12.8	16,477	90.8	19,055	22.4
Total	**57,221**	**100.0**	**9,592**	**100.0**	**18,151**	**100.0**	**84,964**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories. Service users who accessed employment services only (service types 5.01–5.03) and did not submit a response are also included in the 'not collected' category for both 'primary status of carer' and 'residency status of carer'. These service users were not required to complete either of these data items.

4.4 Support needs

Data on the support needs of service users, in nine main life areas, are collected as part of the CSTDA NMDS (see question 11 of the service user form in Appendix 2). There is a wide range of assessment tools and methods currently used in the disability services field. The support needs data item was designed so that such information could be transcribed into a common framework that is consistent with national data standards and international classification standards, including the International Classification of Functioning, Disability and Health (ICF) (see AIHW 2003: Chapter 8). The support needs data item also relates to the concepts used in population surveys about disability (see, for example, ABS 2004b).

The support needs question had a high rate of 'not stated/not collected' responses—up to 23% for some categories—and data should be interpreted in this context.

For simplicity of analysis, data on the overall support needs of service users are further grouped into three main areas:

- activities of daily living (ADL)—self-care; mobility; and communication

- activities of independent living (AIL)—interpersonal interactions and relationships; learning, applying knowledge and general tasks and demands; and domestic life

- activities of work, education and community living (AWEC)—education; community (civic) and economic life; and working. This category is analysed for service users aged 5 years and over, as service users under 5 years are allowed to respond 'not applicable due to age' for all three of these life areas. In Table 4.7, however, all age groups are shown for life areas in this category to show responses over all ages.

Of all reported life areas, the largest proportion of service users who reported that they always needed support (or were unable to undertake that activity) were found in the three AWEC groups—working (24%), education (22%) and community (civic) and economic life (21%) (Table 4.7). In contrast, the life areas with the smallest proportion of service users always needing support were mobility (14%), communication (16%), and interpersonal interactions (each 17%).

Overall, CSTDA service users have high support needs. Around 90% always or sometimes needed support in activities of work, education and community living (AWEC) and activities of independent living (AIL), and just over 70% in activities of daily living (ADL) (Figure 4.2).

The proportion of service users always needing support was highest for AWEC (33% of those aged 5 years and over), followed by AIL (28%) and ADL (24%) (Table 4.8). When missing data are excluded, comparisons between the three broad categories are quite similar—30% of service users reported always needing support for ADL, 35% for AIL and 44% for AWEC (Figure 4.2).

Table 4.7: Users of CSTDA-funded services, life area by frequency of support or assistance needed, 2004–05

Frequency of support needed	Always or unable to do		Sometimes		None but uses aids		None		Not applicable		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Activities of daily living (ADL)														
Self-care	35,588	17.8	52,485	26.2	6,108	3.0	61,130	30.5	0	—	45,182	22.5	200,493	100.0
Mobility	27,301	13.6	47,131	23.5	10,187	5.1	72,108	36.0	0	—	43,766	21.8	200,493	100.0
Communication	32,889	16.4	61,921	30.9	5,621	2.8	57,008	28.4	0	—	43,054	21.5	200,493	100.0
Any ADL	*47,607*	*23.7*	*71,575*	*35.7*	*7,184*	*3.6*	*31,670*	*15.8*	*0*	*—*	*42,457*	*21.2*	*200,493*	*100.0*
Activities of independent living (AIL)														
Interpersonal interactions[a]	34,144	17.0	80,551	40.2	4,346	2.2	35,821	17.9	0	—	45,631	22.8	200,493	100.0
Learning[b]	37,722	18.8	79,464	39.6	5,336	2.7	27,153	13.5	9,797	4.9	41,021	20.5	200,493	100.0
Domestic life	35,747	17.8	56,431	28.1	5,046	2.5	35,223	17.6	18,440	9.2	49,606	24.7	200,493	100.0
Any AIL	*55,183*	*27.5*	*83,143*	*41.5*	*3,725*	*1.9*	*14,136*	*7.1*	*8,046*	*4.0*	*36,260*	*18.1*	*200,493*	*100.0*
Activities of work, education and community living (AWEC)														
Education	44,731	22.3	68,451	34.1	5,747	2.9	27,315	13.6	10,083	5.0	44,166	22.0	200,493	100.0
Community (civic) and economic life	41,756	20.8	64,108	32.0	5,848	2.9	33,103	16.5	10,388	5.2	45,290	22.6	200,493	100.0
Working	48,609	24.2	62,607	31.2	4,286	2.1	13,774	6.9	21,241	10.6	49,976	24.9	200,493	100.0
Any AWEC	*66,168*	*33.0*	*70,944*	*35.4*	*4,345*	*2.2*	*9,364*	*4.7*	*12,103*	*6.0*	*37,569*	*18.7*	*200,493*	*100.0*

(a)   The full name for the life area 'interpersonal interactions' is 'interpersonal interactions and relationships'.

(b)   The full name for the life area 'learning' is 'learning, applying knowledge and general tasks and demands'.

Notes

1.   Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2.   The frequency of support needed for a service user for each of the three broad groups (ADL, AIL and AWEC) is based on the highest support need category of the service user for that group. For example, if a service user reports 'always or unable to do' for the life area of self-care (one of the ADL areas) then that service user will be placed into the 'always or unable to do' category for ADL, regardless of their support needs for mobility or communication (the other two ADL areas). Therefore the totals for each of the broad groups (ADL, AIL and AWEC) cannot be calculated by adding totals from the three component life areas.

3.   'Not stated/not collected' includes both service users accessing only 3.02 services for whom support needs data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Accommodation support and respite service users were more likely than other users to report always needing assistance in each of the three broad life areas. Rates ranged from 42% in ADL to 60% in AWEC for accommodation support service users, and from 44% in ADL to 57% in AWEC for respite service users (Table 4.8). Users of employment services were the

53

least likely to report always needing assistance in each of the three life areas (25% in AWEC, 17% in AIL and 11% in ADL, compared with 35% in AWEC, 28% in AIL and 24% in ADL across all service groups).

Per cent

Note: Percentages exclude service users whose data on support needs were not stated/not collected.

Source: Table 4.8.

Figure 4.2: Users of CSTDA-funded services, percentage of service users by frequency of support needed in activities of daily living (ADL), activities of independent living (AIL), and activities of work, education and community living (AWEC), 2004–05
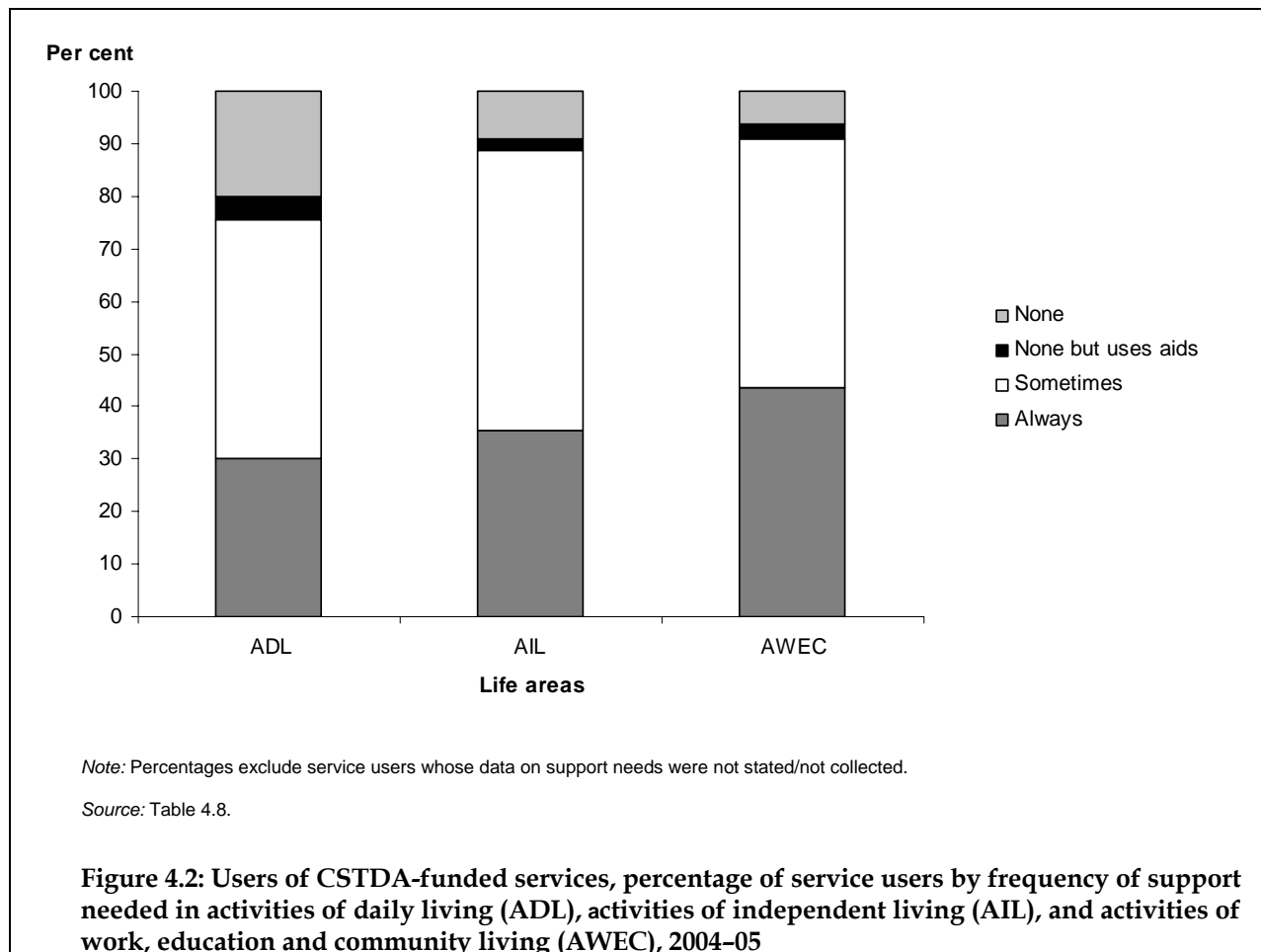
Table 4.8: Users of CSTDA-funded services, service group by frequency of support needed in activities of daily living (ADL), activities of independent living (AIL) and activities of work, education and community living (AWEC), 2004–05

Frequency of support needed	Accommodation support		Community support		Community access		Respite		Employment		All service groups	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
ADL												
Always or unable to do	14,180	42.0	28,108	30.4	14,539	32.9	10,428	43.5	7,231	11.2	47,607	23.7
Sometimes	12,744	37.7	24,583	26.5	16,163	36.6	8,099	33.8	33,236	51.3	71,575	35.7
None but uses aids	813	2.4	2,853	3.1	1,681	3.8	299	1.2	2,958	4.6	7,184	3.6
None	3,993	11.8	6,769	7.3	5,700	12.9	1,721	7.2	19,407	29.9	31,670	15.8
Not stated/not collected	2,057	6.1	30,297	32.7	6,083	13.8	3,404	14.2	2,003	3.1	42,457	21.2
Total	**33,787**	**100.0**	**92,610**	**100.0**	**44,166**	**100.0**	**23,951**	**100.0**	**64,835**	**100.0**	**200,493**	**100.0**
AIL												
Always or unable to do	16,197	47.9	29,795	32.2	17,014	38.5	11,378	47.5	11,230	17.3	55,183	27.5
Sometimes	13,781	40.8	26,174	28.3	17,227	39.0	8,330	34.8	42,058	64.9	83,143	41.5
None but uses aids	386	1.1	1,161	1.3	1,146	2.6	155	0.6	1,532	2.4	3,725	1.9
None	1,273	3.8	3,966	4.3	2,350	5.3	588	2.5	7,742	11.9	14,136	7.1
Not stated/not collected/ not applicable	2,150	6.4	31,514	34.0	6,429	14.6	3,500	14.6	2,273	3.5	44,306	22.1
Total	**33,787**	**100.0**	**92,610**	**100.0**	**44,166**	**100.0**	**23,951**	**100.0**	**64,835**	**100.0**	**200,493**	**100.0**
AWEC (5 years and over)												
Always or unable to do	20,126	59.9	31,129	40.4	22,334	50.8	13,268	56.9	15,925	24.6	65,350	35.4
Sometimes	9,407	28.0	19,384	25.1	11,362	25.8	5,856	25.1	41,722	64.4	70,573	38.2
None but uses aids	475	1.4	1,394	1.8	1,642	3.7	186	0.8	1,287	2.0	4,312	2.3
None	1,372	4.1	2,920	3.8	2,198	5.0	504	2.2	3,639	5.6	9,320	5.0
Not stated/not collected/ not applicable	2,210	6.6	22,268	28.9	6,452	14.7	3,506	15.0	2,262	3.5	35,043	19.0
Total	**33,590**	**100.0**	**77,095**	**100.0**	**43,988**	**100.0**	**23,320**	**100.0**	**64,835**	**100.0**	**184,598**	**100.0**

Notes

1.   Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Row totals may not be the sum of components since individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2.   'Not stated/not collected' includes both service users accessing only 3.02 services for whom support needs data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

4.5 Living arrangements and residential setting

A total of 111,705 service users (56%) reported that they lived with their family, 37,227 (19%) with others, and 24,645 (12%) reported that they lived alone (Table 4.9). Service users accessing respite services were most likely to report living with family (77%) and accommodation support service users were most likely to report living with others (58%). Of all service users, those using employment services were most likely to report living alone (19%).

Service users living with people other than their family were the most likely users to always need support in all three of the broad life area groupings, ranging from 42% in ADL to 60% in AWEC (Figure 4.3 and Table A1.14). A high proportion of users living with family also reported always needing support, ranging from 26% for ADL to 36% for AWEC. In contrast,

service users living alone were the least likely to always need support, with rates ranging from 10% for ADL to 26% for AWEC.

Table 4.9: Users of CSTDA-funded services, living arrangements by service group, 2004–05

Service group	Lives alone		Lives with family		Lives with others		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Accommodation support	6,046	17.9	7,165	21.2	19,496	57.7	1,080	3.2	33,787	100.0
Community support	6,470	7.0	53,790	58.1	14,253	15.4	18,097	19.5	92,610	100.0
Community access	5,684	12.9	18,631	42.2	14,989	33.9	4,862	11.0	44,166	100.0
Respite	1,282	5.4	18,508	77.3	2,581	10.8	1,580	6.6	23,951	100.0
Employment	12,044	18.6	40,987	63.2	10,069	15.5	1,735	2.7	64,835	100.0
Total	**24,645**	**12.3**	**111,705**	**55.7**	**37,227**	**18.6**	**26,916**	**13.4**	**200,493**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Column totals may not be the sum of components since individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom living arrangement data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Source: Table A1.14.

Figure 4.3: Users of CSTDA-funded services, percentage of service users reporting always needing support, by broad life areas and living arrangements, 2004–05

The most commonly reported residential setting was a private residence (137,238 of 200,493 service users, or 68%). Just over three-quarters (76%) of service users living in a private residence were living with family, and a further 16% alone. The next most common residential setting was domestic-scale supported accommodation (13,770 or 7%) and supported accommodation facilities (10,727 or 5%); the vast majority of users residing in these settings were living with others (96% and 95% respectively) (Table 4.10).

Table 4.10: Users of CSTDA-funded services, living arrangement by residential setting, 2004–05

Residential setting	Lives alone		Lives with family		Lives with others		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Private residence	21,731	15.8	104,056	75.8	9,160	6.7	2,291	1.7	137,238	100.0
Aboriginal/Torres Strait Islander community	38	4.9	619	80.0	63	8.1	54	7.0	774	100.0
Domestic-scale supported	275	2.0	202	1.5	13,236	96.1	57	0.4	13,770	100.0
Supported accommodation facility	333	3.1	106	1.0	10,238	95.4	50	0.5	10,727	100.0
Boarding house/private hotel	270	18.0	196	13.0	994	66.1	44	2.9	1,504	100.0
Independent unit (retirement village)	267	58.0	118	25.7	70	15.2	5	1.1	460	100.0
Residential aged care	53	4.8	46	4.2	990	89.4	19	1.7	1,108	100.0
Psychiatric community care	73	6.5	60	5.4	498	44.5	488	43.6	1,119	100.0
Hospital	30	9.7	24	7.7	236	76.1	20	6.5	310	100.0
Short-term crisis accommodation	267	26.8	168	16.9	386	38.8	174	17.5	995	100.0
Public place/temporary shelter	74	40.2	43	23.4	60	32.6	7	3.8	184	100.0
Other	687	23.3	959	32.5	602	20.4	699	23.7	2,947	100.0
Not stated/not collected	547	1.9	5,108	17.4	694	2.4	23,008	78.4	29,357	100.0
Total	**24,645**	**12.3**	**111,705**	**55.7**	**37,227**	**18.6**	**26,916**	**13.4**	**200,493**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom living arrangement and residential setting data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Two–thirds (66%) of service users who reported always needing help with ADL had an informal carer (Table 4.11). But more than a quarter (27%) of these service users did not have an informal carer. Of service users reporting sometimes needing help, 49% reported the presence of a carer and 43% had no carer.

When considering the 137,238 service users living in a private residence, the proportion of service users reporting the existence of an informal carer was higher than for all service users (53% compared with 42% overall) (Tables 4.1 and 4.11). In particular, the proportion of service users always needing help with ADL was 85%, with only 12% reporting they did not have such a carer. For those service users in a private residence sometimes needing help with ADL, 53% reported they had an informal carer.

Table 4.11: Users of CSTDA-funded services, existence of an informal carer by frequency of support needed in activities of daily living (ADL), 2004–05

Frequency of support needed in ADL	Has an informal carer		Does not have an informal carer		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
	All service users							
Always or unable to do	31,382	65.9	12,830	26.9	3,395	7.1	47,607	100.0
Sometimes	34,931	48.8	30,802	43.0	5,842	8.2	71,575	100.0
None but uses aids	2,348	32.7	4,288	59.7	548	7.6	7,184	100.0
None	7,908	25.0	20,470	64.6	3,292	10.4	31,670	100.0
Not stated/not collected	8,395	19.8	6,146	14.5	27,916	65.8	42,457	100.0
Total	**84,964**	**42.4**	**74,536**	**37.2**	**40,993**	**20.4**	**200,493**	**100.0**
	Service users living in a private residence							
Always or unable to do	26,975	85.3	3,621	11.5	1,013	3.2	31,609	100.0
Sometimes	31,177	53.3	22,888	39.1	4,458	7.6	58,523	100.0
None but uses aids	2,142	33.6	3,776	59.2	456	7.2	6,374	100.0
None	7,171	25.5	18,036	64.1	2,915	10.4	28,122	100.0
Not stated/not collected	5,796	46.0	1,949	15.5	4,865	38.6	12,610	100.0
Total	**73,261**	**53.4**	**50,270**	**36.6**	**13,707**	**10.0**	**137,238**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom support needs data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

5 Service outlets

During 2004–05, a total of 8,448 service type outlets were identified as providing CSTDA-funded services nationwide (Table 5.1). Data items collected about these outlets are provided mainly by the funded agencies themselves. However, selected items are provided by funding jurisdictions (for example, service type and agency sector information). See Appendix 2 for more details.

5.1 Agency sector

Approximately two-thirds (67%) of the 8,448 service type outlets providing CSTDA-funded services during 2004–05 were classified as non-government and just under one-third (32%) as government (Table 5.1).

The 5,697 non-government service type outlets consisted of 3,847 (46% of all service type outlets) income tax exempt charities and 1,850 (22% of all service type outlets) non-income tax exempt (Table 5.1). Of the 2,724 government service type outlets, 2,552 (30% of all service type outlets) were provided by state/territory governments, and 169 (2% of all service type outlets) by local governments. A further 3 outlets were directly provided by the Australian Government.

5.2 State distribution and service type

State/territory-funded outlets

Of the 8,448 CSTDA-funded service type outlets, 7,651 (91%) were funded by state/territory governments (Table 5.2). The largest numbers of outlets were in Victoria (2,570), followed by New South Wales (1,600) and Queensland (1,513).

Service type outlets providing accommodation support services made up almost half (3,637 of 7,651, or 48%) of state/territory-funded outlets during 2004–05 (Table 5.2). A further 1,551 service type outlets (20%) provided community access services, 1,301 (17%) provided community support and 709 (9%) were respite services. Advocacy, information and print disability services were provided by a total of 299 outlets (4%) and other support services (such as training and research) were provided by the remaining 154 outlets (2%).

The proportions of state/territory-funded service type outlets providing particular services were similar across jurisdictions. Advocacy, information and print disability services were notably low in New South Wales with only 1 of their 1,600 outlets providing these services (Table 5.2).

Australian government-funded outlets

A total of 797 service type outlets were funded by the Australian Government during 2004–05 (Table 5.3). The vast majority (711, or 89%) of these outlets provided employment support services—378 provided supported employment, 297 open employment, and 36 open and supported employment services. The remaining 86 service type outlets (11%) provided advocacy, information and print disability services.

Table 5.1: CSTDA-funded service type outlets, service type by agency sector, 2004–05

Service type	Government				Non-government				
	Aus Gov	State/ territory	Local	Sub- total	Income tax exempt (charity)	Non- income tax exempt	Sub- total	Not stated	Total
Large residential/institution	0	26	0	26	19	12	31	0	0
Small residential/institution	0	8	0	8	13	58	71	0	0
Hostels	0	3	0	3	14	7	21	0	0
Group homes	0	1,318	40	1,358	748	307	1,055	0	0
Attendant care/personal care	0	8	7	15	44	87	131	0	0
In-home accommodation support	0	104	7	111	413	278	691	8	0
Alternative family placement	0	3	0	3	23	14	37	0	0
Other accommodation support	0	7	4	11	44	13	57	0	0
Total accommodation support	*0*	*1,477*	*58*	*1,535*	*1,318*	*776*	*2,094*	*8*	*3,637*
Therapy support for individuals	0	49	0	49	65	24	89	4	142
Early childhood intervention	0	94	8	102	113	11	124	0	226
Behaviour/specialist intervention	0	68	0	68	24	12	36	0	104
Counselling (individual/family/group)	0	14	0	14	14	16	30	0	44
Regional resource and support teams	0	53	0	53	2	3	5	0	58
Case management, local coord. & development	0	377	11	388	178	88	266	2	656
Other community support	0	14	2	16	32	23	55	0	71
Total community support	*0*	*669*	*21*	*690*	*428*	*177*	*605*	*6*	*1,301*
Learning and life skills development	0	118	14	132	630	358	988	0	1,120
Recreation/holiday programs	0	13	7	20	57	53	110	0	130
Other community access	0	80	7	87	144	64	208	6	301
Total community access	*0*	*211*	*28*	*239*	*831*	*475*	*1,306*	*6*	*1,551*
Own home respite	0	5	3	8	34	35	69	0	77
Centre-based respite/respite homes	0	110	3	113	101	65	166	1	280
Host family respite/peer support respite	0	7	0	7	16	12	28	0	35
Flexible respite	0	24	19	43	152	81	233	3	279
Other respite	0	6	1	7	17	14	31	0	38
Total respite	*0*	*152*	*26*	*178*	*320*	*207*	*527*	*4*	*709*
Open employment	2	0	1	3	282	12	294	0	297
Supported employment	1	5	2	8	368	2	370	0	378
Open and supported employment	0	1	0	1	34	1	35	0	36
Total employment	*3*	*6*	*3*	*12*	*684*	*15*	*699*	*0*	*711*
Advocacy	0	0	0	0	96	33	129	1	130
Information/referral	0	18	0	18	44	36	80	0	98
Combined information/advocacy	0	0	0	0	12	21	33	0	33
Mutual support/self-help groups	0	0	1	1	62	34	96	1	98
Alternative formats of communication	0	0	0	0	18	8	26	0	26
Total advocacy, information and print disability	*0*	*18*	*1*	*19*	*232*	*132*	*364*	*2*	*385*
Research and evaluation	0	2	0	2	2	0	2	0	4
Training and development	0	2	1	3	4	5	9	0	12
Peak bodies	0	3	0	3	3	8	11	0	14
Other support services	0	12	31	43	25	55	80	1	124
Total other support	*0*	*19*	*32*	*51*	*34*	*68*	*102*	*1*	*154*
Total	3	2,552	169	2,724	3,847	1,850	5,697	27	8,448
Total per cent	0.0	30.2	2.0	32.2	45.5	21.9	67.4	0.3	100.0

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 2.4 for discussion of the definition of 'service type outlet').

2. Australian government-related employment services are not directly provided services, but funded organisations such as universities classified as 'Australian government-related'.

3. 'Open and supported' employment services ceased to be operational from 1 December 2004.

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Table 5.2: State/territory-funded CSTDA service type outlets, service type by state/territory, 2004–05

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Large residential/institution	22	4	12	9	7	3	0	0	57
Small residential/institution	6	2	57	12	1	1	0	0	79
Hostels	4	14	0	0	1	5	0	0	24
Group homes	688	847	293	231	214	34	65	41	2,413
Attendant care/personal care	3	33	41	1	34	31	1	2	146
In-home accommodation support	116	244	232	144	49	14	6	5	810
Alternative family placement	3	9	16	8	2	0	0	2	40
Other accommodation support	16	33	11	5	1	2	0	0	68
Total accommodation support	*858*	*1,186*	*662*	*410*	*309*	*90*	*72*	*50*	*3,637*
Therapy support for individuals	15	51	30	23	15	1	1	6	142
Early childhood intervention	95	89	17	12	12	0	0	1	226
Behaviour/specialist intervention	23	41	26	4	7	0	0	3	104
Counselling (individual/family/group)	3	0	25	2	13	0	0	1	44
Regional resource and support teams	44	0	1	2	5	4	0	2	58
Case management, local coordination and development	49	208	168	141	59	7	17	7	656
Other community support	25	0	10	18	13	0	2	3	71
Total community support	*254*	*389*	*277*	*202*	*124*	*12*	*20*	*23*	*1,301*
Learning and life skills development	172	520	248	96	53	22	6	3	1,120
Recreation/holiday programs	26	6	22	29	37	6	3	1	130
Other community access	144	64	49	3	8	27	2	4	301
Total community access	*342*	*590*	*319*	*128*	*98*	*55*	*11*	*8*	*1,551*
Own home respite	1	13	25	14	21	2	0	1	77
Centre-based respite/respite homes	63	99	54	28	18	8	6	4	280
Host family respite/peer support respite	8	14	5	0	6	1	0	1	35
Flexible respite	65	78	64	48	17	0	4	3	279
Other respite	6	9	11	2	8	1	0	1	38
Total respite	*143*	*213*	*159*	*92*	*70*	*12*	*10*	*10*	*709*
Advocacy	0	24	10	10	3	6	5	0	58
Information/referral	0	38	12	4	17	16	7	2	96
Combined information/advocacy	0	9	7	4	5	7	1	0	33
Mutual support/self-help groups	0	69	19	0	9	0	1	0	98
Alternative formats of communication	1	0	6	0	1	3	3	0	14
Total advocacy, information and print disability	*1*	*140*	*54*	*18*	*35*	*32*	*17*	*2*	*299*
Research and evaluation	0	0	2	1	0	1	0	0	4
Training and development	0	6	2	1	0	1	1	1	12
Peak bodies	0	3	3	1	1	3	1	2	14
Other support services	2	43	35	13	25	3	3	0	124
Total other support	*2*	*52*	*42*	*16*	*26*	*8*	*5*	*3*	*154*
Total	**1,600**	**2,570**	**1,513**	**866**	**662**	**209**	**135**	**96**	**7,651**

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 2.4 for discussion of the definition of 'service type outlet').

2. ACT therapy support for individuals represents an agency count and is therefore understated. This agency consists of 7 service type outlets providing services in different geographical locations.

Table 5.3: Australian Government-funded CSTDA service type outlets, service type by state and territory, 2004–05

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Open employment	87	65	70	27	28	13	4	3	297
Supported employment	141	91	46	24	48	19	5	4	378
Open and supported employment	13	6	2	5	3	3	1	3	36
Total employment support	*241*	*162*	*118*	*56*	*79*	*35*	*10*	*10*	*711*
Advocacy	19	22	8	8	7	3	3	2	72
Information/referral	1	—	—	—	—	—	1	—	2
Alternative formats of communication	3	3	1	2	1	1	1	—	12
Total advocacy, information and print disability	*23*	*25*	*9*	*10*	*8*	*4*	*5*	*2*	*86*
Total	**264**	**187**	**127**	**66**	**87**	**39**	**15**	**12**	**797**

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 2.4 for discussion of the definition of 'service type outlet').

2. 'Open and supported' employment services ceased to be operational from 1 December 2004.

5.3 Period of operation

Of the 8,071 service type outlets providing information about their operating hours, 6,427 (80%) were operating for 7 hours or more a day and 3,058 (38%) were operating for 24 hours a day (Table 5.4). Around 10% of outlets (847 of 8,135) reported having no regular pattern of daily operation.

Three-quarters (2,594 of 3,481, or 75%) of service type outlets providing accommodation support and almost half (302 of 653, or 46%) of outlets providing respite services were open 24 hours a day (Table 5.4). For all other outlets, the most common number of operating hours was 7–9 hours—proportions ranged from 44% of outlets providing community access services to 93% of outlets providing employment services. Service type outlets providing community access services were more likely than other outlets to operate for less than 7 hours a day, with over one-third (487 of 1,450, or 34%) reporting less than 7 operating hours a day.

Most service type outlets operated for either 5 days a week (40%, or 3,282 of 8,135) or 7 days a week (46%, or 3,735 of 8,135) (Table 5.5). As with hours per day of operation, service type outlets providing either accommodation support or respite services most commonly reported operating for the maximum period, 7 days a week (87% and 54% respectively). The most common number of days of operation was 5 for all other service type outlets, with proportions ranging from 65% (250 of 382) for outlets providing advocacy, information and print disability services to 92% (654 of 711) for outlets providing employment services.

A total of 7,507 service type outlets (92% of all outlets) were operating for 48 weeks or more a year, including 5,692 (70% of all outlets) that were operating for the full 52 weeks a year (Table 5.6). For all service groups other than community access, the most commonly reported number of operating weeks per year was the maximum 52, with rates ranging from 50% (190 of 381) for outlets providing advocacy, information and print disability services to 93% (654 3,305 of 3,548) for outlets providing accommodation support services. Outlets providing community access most commonly reported operating for 48–51 weeks (712 of 1,442, or 49%).

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Table 5.4: CSTDA-funded service type outlets, number of operating hours per day by service group, 2004–05

Hours of operation per day	Accom-modation support	Community support	Community access	Respite	Employment	Advocacy, info. & print disability	Other	Total
Less than 3 hours	15	13	6	5	0	2	3	44
3–6 hours	97	36	481	32	19	81	7	753
7–9 hours	246	986	637	105	661	257	109	3,001
10–12 hours	75	24	38	17	19	3	1	177
13–18 hours	98	6	12	12	1	0	0	129
19–23 hours	49	3	2	7	0	0	1	62
24 hours	2,594	70	82	302	3	5	2	3,058
No regular pattern	307	110	192	173	8	34	23	847
Total	**3,481**	**1,248**	**1,450**	**653**	**711**	**382**	**146**	**8,071**

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 2.4 for discussion of the definition of 'service type outlet').

2. Column totals exclude 377 service type outlets for which hours of operation per day were missing.

Table 5.5: CSTDA-funded service type outlets, number of operating days per week by service group, 2004–05

Days of operation per week	Accom-modation support	Community support	Community access	Respite	Employment	Advocacy, info. & print disability	Other	Total
1 day	5	21	30	20	0	55	2	133
2 days	15	20	20	16	2	8	1	82
3 days	20	26	35	17	5	11	4	118
4 days	11	21	29	21	10	19	6	117
5 days	219	964	999	84	654	250	112	3,282
6 days	58	12	60	18	9	3	5	165
7 days	3,076	97	169	353	25	11	4	3,735
No regular pattern	139	85	111	124	6	25	13	503
Total	**3,543**	**1,246**	**1,453**	**653**	**711**	**382**	**147**	**8,135**

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 2.4 for discussion of the definition of 'service type outlet').

2. Column totals exclude 313 service type outlets for which days of operation per week were missing.

Table 5.6: CSTDA-funded service type outlets, number of operating weeks per year by service group, 2004–05

Weeks of operation per year	Accom-modation support	Community support	Community access	Respite	Employment	Advocacy, info. & print disability	Other	Total
1–39 weeks	36	10	30	33	4	7	5	125
40–47 weeks	22	61	162	11	11	7	3	277
48–51 weeks	132	346	712	112	290	173	50	1,815
52 weeks	3,305	779	495	438	403	190	82	5,692
No regular pattern	53	52	43	62	3	4	9	226
Total	**3,548**	**1,248**	**1,442**	**656**	**711**	**381**	**149**	**8,135**

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 2.4 for discussion of the definition of 'service type outlet').

2. Column totals exclude 313 service type outlets for which weeks of operation per year were missing.

6 Service use

6.1 Measures of service quantity

Data on service quantity include:

- Hours of service received—collected for each service received by a service user (for selected service types; see below for more information).

- Hours of service provided (staff hours)—collected for each service type outlet.

These data were collected based on two measures:

- Hours in the reference week—for most jurisdictions, this was the last week of the reporting period.

- Hours in a typical week—this item was collected so that, if hours reported for the reference week were not considered typical by the agency, an indication of average or typical hours could be provided.

Hours received

Hours received data were collected for selected service types. These data were not collected for all service types within each service group—for example, they were collected for service users of all respite service types but not all accommodation support service types (see Section 2.2 and footnotes to Tables 6.1 and 6.2 for details).

For the 2,541 service type outlets from which hours of service received by service users in the reference week were collected, the mean number of hours reported in the reference week was 266, with a median value of 72 hours (Table 6.1). Outlets reporting reference week hours supported 22 service users on average. Respite outlets provided the highest mean and median number of hours during the reference week (478 and 128 respectively), with 'other respite' services providing the highest mean number of hours (606). The lowest mean and median hours were reported by community support outlets (collected only by the single service type, case management, local coordination and development)—with 148 and 43 hours respectively.

There were 2,349 service type outlets that reported hours of service received by service users in a typical week (Table 6.2). The overall mean and median reported hours were higher than those for a reference week—364 and 105 hours respectively. Respite outlets reported the highest mean typical hours of service (690) and community support services (142) the lowest. Within specific service type categories, the highest mean typical hours reported was 1,102, for centre-based respite/respite homes. The lowest was also within the respite category—own home respite reported a mean value of 96 hours.

Mean hours were found to be higher than median hours overall for both reference and typical week for two main reasons. There were several outlets with large numbers of hours reported, which increased the overall calculated mean. There were also a large number of outlets with a very small number of hours reported, which decreased the overall median.

Table 6.1: Mean and median hours of service received by users from CSTDA-funded service type outlets during the reference week, June 2005

Service type	Number of service type outlets	Mean hours in the reference week per outlet	Median hours in the reference week per outlet	Mean number of service users with hours received in reference week
Accommodation support				
Attendant care/personal care	90	197	40	12
In-home accommodation support	569	211	53	12
Alternative family placement	28	857	107	8
Total	*687*	*236*	*53*	*12*
Community support				
Case management, local coordination and development	471	148	43	43
Community access				
Learning and life skills development	750	242	96	17
Other community access	212	291	136	25
Total	*962*	*253*	*102*	*18*
Respite				
Own home respite	52	184	29	20
Centre-based respite/respite homes	151	576	315	23
Host family respite/peer support respite	18	444	59	8
Flexible respite	184	473	84	23
Other respite	16	606	98	20
Total	*421*	*478*	*128*	*22*
All services reporting hours	**2,541**	**266**	**72**	**22**

Notes

1. Service users who, according to their start date and date of last service received or exit date, were not receiving a service in the reference week were not included even if they had recorded hours received in the reference week. Service type outlets for which no service users have hours received in the reference week recorded were not included. Where a service type outlet had both service users with valid hours received data and service users with missing hours received data, the latter were assigned the average number of hours per service user for that outlet before the total hours received for the outlet was calculated.

2. Not all service types were required to collect data on hours received—reference week. The following service types did not collect this data item—1.01–1.04, 1.08, 2.01–2.05, 2.07, 3.02, 5.01–5.03, 6.01–6.05 and 7.01–7.04.

3. Data are based on a reference week during June 2005 and should be interpreted accordingly.

Table 6.2: Mean and median hours of service received by users from CSTDA-funded service type outlets during a typical week, 2004–05

Service type	Number of service type outlets	Mean hours in a typical week per outlet	Median hours in a typical week per outlet
Accommodation support			
Attendant care/personal care	108	207	70
In-home accommodation support	530	352	89
Alternative family placement	29	1,141	168
Total	*667*	*363*	*91*
Community support			
Case management, local coordination and development	414	142	49
Community access			
Learning and life skills development	578	273	126
Other community access	235	353	207
Total	*813*	*296*	*151*
Respite			
Own home respite	60	96	38
Centre-based respite/respite homes	165	1,102	511
Host family respite/peer support respite	19	665	229
Flexible respite	186	569	174
Other respite	25	304	127
Total	*455*	*690*	*217*
All services reporting hours	**2,349**	**364**	**105**

Notes

1. Service type outlets for which no service users have hours received in the typical week recorded were not included. Where a service type outlet had both service users with valid hours received data and service users with missing hours received data, the latter were assigned the average number of hours per service user for that outlet before the total hours received for the outlet was calculated.

2. Not all service types were required to collect data on hours received—typical week. The following service types did not collect this data item—1.01–1.04, 1.08, 2.01–2.05, 2.07, 3.02, 5.01–5.03, 6.01–6.05 and 7.01–7.04.

3. Victoria did not collect data on hours received in a typical week.

Duration

Service duration has been calculated for users of residential accommodation support services (1.01–1.04). This provides a measure of the amount of time a service user has been receiving support from a particular service within the 12-month reporting period. It was calculated based on the number of days between 1 July 2004 (or the service user's start date, if later) and the service end date (exit date if recorded, otherwise last date of service received).

Table 6.3 shows that, for the 15,360 service users accessing residential accommodation support services, the mean duration of service was 307 days. This equates to just over 10 months of service per service user. There was some variation within the specific service type categories—mean duration was lowest for large residentials/institutions (281 days) and highest for small residentials/institutions (323 days). Lower mean values indicate that a higher number of service users either joined the service after the start of the financial year, or exited before the end of the year. The median value of 365 days (a full year) indicates that the majority of service users are supported by these services all year round.

Table 6.3: Users of CSTDA-funded services, mean and median duration of service (in total days) by service type for residential accommodation support services (1.01–1.04), 2004–05

Service type	Number of service users	Mean duration (days)	Median duration (days)
Large residential/institution	3,828	281	364
Small residential/institution	874	323	365
Hostels	326	309	365
Group homes	10,555	309	365
All services (1.01–1.04)	**15,360**	**307**	**365**

Notes

1. For each service user, duration is calculated as the number of days between 1 July 2004 or the start date if later, and either the exit date if applicable, or date of last service inclusive. Service users who were missing start and/or end dates were assumed to have been accessing the service from 1 July 2004 and/or until 30 June 2005, unless they were recorded as accessing more than one accommodation support outlet, in which case they were not included.

2. The 12-month collection period lasted for a total of 365 days (1 July 2004 to 30 June 2005).

Staff hours

The mean reported number of paid staff hours per service type outlet during the 2004–05 reference week was 185 (Table 6.4). This was equivalent to approximately 4.9 paid full-time equivalent (FTE) staff per outlet. Paid staff hours were highest for employment (322 hours; 8.5 FTE staff) and accommodation support (232 hours; 6.1 FTE staff). Mean unpaid staff hours during the reference week were much lower—6 hours per outlet, or 0.2 FTE staff.

Staff hours during the typical week were slightly higher overall than for the reference week—235 paid (6.2 FTE) and 9 unpaid (0.2 FTE) staff hours were reported on average (Table 6.5). Patterns of reporting were very similar to reference week staff hours, with employment (309 hours) and accommodation support services (296) reporting the highest mean hours.

During the reference week, CSTDA-funded services reported, on average, 7.5 staff hours per user. Institutions and group homes (residential services) reported by far the highest average, with 36.5 staff hours per service user, followed by in-home support services (11.5). The next highest reported average was for community access (4.7 hours) (Figure 6.1).

Table 6.4: Mean hours worked in the reference week by paid and unpaid staff for CSTDA-funded service type outlets, by service group, 2004–05

Service group	Mean paid staff hours per outlet	Mean FTE paid staff per outlet	Mean unpaid staff hours per outlet	Mean FTE unpaid staff per outlet
Accommodation support	232	6.1	4	0.1
Community support	94	2.5	2	0.0
Community access	140	3.7	7	0.2
Respite	127	3.4	8	0.2
Employment	322	8.5	7	0.2
Advocacy, information and print disability	104	2.7	31	0.8
Other support services	93	2.4	8	0.2
All services	**185**	**4.9**	**6**	**0.2**

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type (see Section 2.4).

2. Data for hours worked are the mean number of hours worked over one 7-day week in June 2005.

3. Data exclude 616 services where mean staff hours could not be calculated owing to missing data. These were for outlets with both paid and unpaid staff hours in the reference week missing; if only one of these variables was missing, it was assumed to be zero.

4. Full-time equivalent (FTE) staff numbers are based on a 38-hour working week.

Table 6.5: Mean hours worked in a typical week by paid and unpaid staff for CSTDA-funded service type outlets, by service group, 2004–05

Service group	Mean paid staff hours per outlet	Mean FTE paid staff per outlet	Mean unpaid staff hours per outlet	Mean FTE unpaid staff per outlet
Accommodation support	296	7.8	5	0.1
Community support	122	3.2	4	0.1
Community access	197	5.2	13	0.3
Respite	160	4.2	14	0.4
Employment	309	8.1	7	0.2
Advocacy, information and print disability	137	3.6	43	1.1
Other support services	129	3.4	8	0.2
All services	**235**	**6.2**	**9**	**0.2**

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type (see Section 2.4).

2. Data for hours worked are the mean number of hours worked over one 7-day week in June 2004.

3. Data exclude 2,793 services where mean staff hours could not be calculated due to missing data. These were for outlets with both paid and unpaid staff hours in a typical week missing; if only one of these variables was missing, it was assumed to be zero.

4. Full-time equivalent (FTE) staff numbers are based on a 38-hour working week.

Source: Table A1.15

Figure 6.1: CSTDA-funded service type outlets, mean staff hours in a reference week per service user, by service type, 2004–05
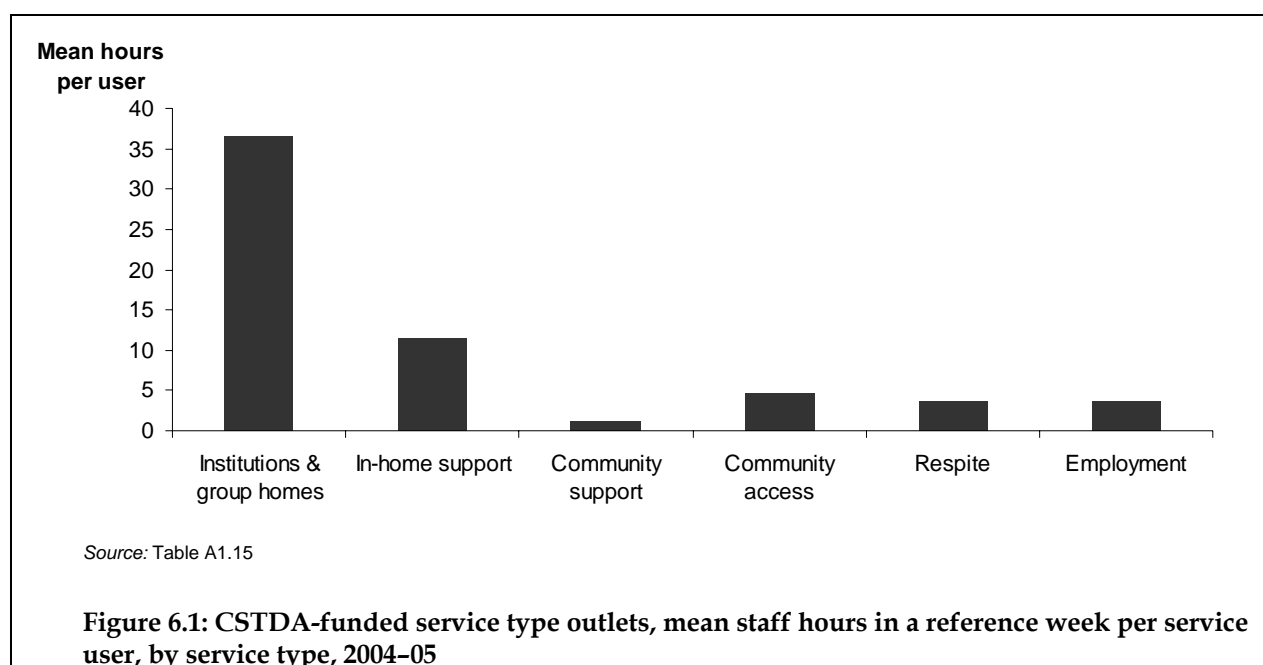
6.2 Multiple service use

Multiple service outlets, service types and service groups

During 2004–05, 58,431 (29%) of 200,493 service users accessed more than one CSTDA-funded service type outlet (Table 6.6). Of these service users, 30,015 (51%) used service outlets from two service groups, 11,331 (19%) used three, 1,889 (3%) used four, and 128 service users (0.2%) accessed service outlets from all five service groups. Over a quarter of all

service users (27%) accessed more than one service type and 22% accessed multiple service groups.

Overall, service users accessed an average of 1.5 service type outlets (Table 6.7). Users of respite accessed the most service type outlets on average (2.6 per user) and users of employment the least (1.4). Within specific service types, users of behaviour/specialist intervention were most likely to access multiple service type outlets (83%; with a mean of 3.4 outlets per user), and users of open employment were the least likely (15%; with a mean of 1.2 outlets). Community support service users were most likely to use other services within the same service group (22% of multiple service users within that service group), and service users accessing centre-based respite/respite homes were the most likely to use another service of the same type (13%).

On average, each user accessed services from 1.3 service groups during 2004–05 (Table 6.8). Service users in accommodation support had the highest mean service group use (2.0) and those in employment the lowest (1.3). Overall, community support service users were most likely to access services from other service groups (14%) and employment users the least (6%) (see total row of Table 6.8). Of the 26 service type categories (1.01–5.03), 17 contained service users whose most other frequently accessed service type was case management, local coordination and development (service type 2.06). This was the most frequently accessed specific service type among all service groups except accommodation support (where it was 3.01—learning and life skills development).

Table 6.6: Users of CSTDA-funded services, multiple service use, 2004–05

Service use	Service users		
	No.	% total	% of service users accessing more than one outlet
Total with known service use	200,493	100.0	
Using only one service type outlet	142,062	70.9	
Using more than one service type outlet	58,431	29.1	100.0
Using more than one service type	53,057	26.5	90.8
Using more than one service group (number of groups)			
Two	30,015	15.0	51.4
Three	11,331	5.7	19.4
Four	1,889	0.9	3.2
Five	128	0.1	0.2
Subtotal	*43,363*	*21.6*	*74.2*
Using more than one outlet of the same service group	32,377	16.1	55.4
Using more than one outlet of the same service type	17,142	8.5	29.3

Notes

1. Service user numbers reflect use of any of five service groups: accommodation support, community support, community access, respite and employment.

2. Groups of users of multiple services are not mutually exclusive. For example, a service user can have accessed two outlets of the one service type and another outlet of a different service type, and would be included in those users accessing outlets of the same service type as well as those accessing outlets of different service types.

3. See Box 2.1 for definitions of service types, service groups and service outlets.

Table 6.7: Users of CSTDA-funded services, service type by multiple service use, 2004–05

| Service type | Number of service users | Mean outlets per service user | Service users accessing more than one service type outlet | | Multiple service types | Multiple service groups | Same service group | Same service type |
| | | | Total accessing more than one service type outlet | | | | | |
			No.	%	%	%	%	%
Accommodation support								
Large residential/institution	3,848	2.3	2,611	67.9	67.7	67.0	6.7	0.7
Small residential/institution	897	2.5	745	83.1	82.4	81.8	11.3	4.5
Hostels	326	2.2	196	60.1	60.1	57.4	9.5	0.0
Group homes	10,722	2.7	8,408	78.4	77.7	77.1	8.5	4.0
Attendant care/personal care	2,064	2.6	1,382	67.0	66.3	60.8	30.1	8.6
In-home accommodation support	16,055	2.5	10,567	65.8	64.2	63.1	14.0	8.8
Alternative family placement	351	3.4	282	80.3	79.5	77.8	15.1	5.4
Other accommodation support	772	1.9	359	46.5	46.1	42.1	15.2	0.8
Total accommodation support	*33,787*	*2.5*	*23,302*	*69.0*	*67.9*	*67.3*	*9.1*	*6.1*
Community support								
Therapy support for individuals	29,111	2.1	13,706	47.1	45.5	28.1	37.7	9.0
Early childhood intervention	15,688	1.4	3,358	21.4	17.7	4.2	20.5	5.8
Behaviour/specialist intervention	5,454	3.4	4,502	82.5	82.2	58.4	68.8	6.3
Counselling (individual/family/group)	3,083	2.3	1,769	57.4	57.0	33.9	39.5	3.1
Regional resource and support teams	9,273	2.4	6,179	66.6	64.1	49.4	37.0	9.3
Case management, local coordination and development	42,614	2.3	24,846	58.3	55.3	42.5	34.4	9.5
Other community support	6,369	2.5	3,053	47.9	47.5	38.2	36.7	6.9
Total community support	*92,610*	*1.9*	*38,431*	*41.5*	*38.7*	*30.4*	*22.2*	*9.5*
Community access								
Learning and life skills development	25,111	2.4	16,164	64.4	61.5	60.6	17.5	11.6
Recreation/holiday programs	7,822	2.7	4,933	63.1	62.6	60.4	21.6	5.2
Other community access	13,212	2.0	6,855	51.9	49.7	48.4	12.2	6.1
Total community access	*44,166*	*2.3*	*25,973*	*58.8*	*56.4*	*55.8*	*12.9*	*9.3*
Respite								
Own home respite	2,792	3.4	2,279	81.6	81.1	77.8	36.1	3.4
Centre-based respite/respite homes	11,011	3.2	8,409	76.4	74.9	69.9	34.7	13.0
Host family respite/peer support	1,150	2.7	764	66.4	66.3	56.8	33.8	0.1
Flexible respite	11,103	2.6	6,849	61.7	60.5	56.0	26.4	7.0
Other respite	1,655	2.6	1,057	63.9	63.8	59.3	21.7	0.5
Total respite	*23,951*	*2.6*	*15,598*	*65.1*	*63.8*	*61.1*	*19.8*	*9.2*
Employment								
Open employment	43,831	1.2	6,529	14.9	12.9	11.1	5.0	2.6
Supported employment	18,615	1.8	7,628	41.0	40.2	36.3	7.2	1.6
Open and supported employment	3,635	1.6	1,072	29.5	29.2	23.5	9.0	0.5
Total employment	*64,835*	*1.4*	*13,983*	*21.6*	*20.0*	*18.6*	*4.0*	*2.2*
Total	**200,493**	**1.5**	**58,431**	**29.1**	**26.5**	**21.6**	**16.1**	**8.5**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.

2. Groups of users of multiple services are not mutually exclusive. For example, a service user can have accessed two outlets of the one service type and another outlet of a different service type, and would be included in those users accessing outlets of the same service type as well as those accessing multiple service types. Service users using three or more service types are included under all relevant combinations.

3. 'Open and supported' employment services ceased to be operational from 1 December 2004.

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Table 6.8: Users of CSTDA-funded services, service type by use of other service groups, 2004–05

Service type	Number of service users	Mean service groups per service user	Percentage of service users accessing other service groups					Code of most frequent other service type
			Accom-modation support	Com-munity support	Com-munity access	Respite	Employ-ment	
Accommodation support								
1.01 Large residential/institution	3,848	2.0	6.0	32.8	49.2	1.3	14.0	3.01
1.02 Small residential/institution	897	2.1	7.0	23.5	51.2	3.6	32.4	3.01
1.03 Hostels	326	1.9	9.5	32.2	35.3	5.8	16.0	3.01
1.04 Group homes	10,722	2.2	4.9	44.2	53.2	5.3	15.9	3.01
1.05 Attendant care/personal care	2,064	1.9	25.7	46.2	22.5	14.0	6.9	2.06
1.06 In-home accommodation support	16,055	2.0	5.9	31.4	34.9	14.1	14.9	2.06
1.07 Alternative family placement	351	2.4	10.5	64.7	23.6	41.0	6.0	2.06
1.08 Other accommodation support	772	1.6	14.5	10.6	22.2	6.6	18.9	3.03
Total accommodation support	*33,787*	*2.0*	*3.7*	*35.3*	*41.4*	*9.5*	*15.0*	*3.01*
Community support								
2.01 Therapy support for individuals	29,111	1.4	13.2	34.8	13.4	12.3	3.3	2.06
2.02 Early childhood intervention	15,688	1.0	0.9	16.6	1.0	3.0	0.1	2.06
2.03 Behaviour/specialist intervention	5,454	1.9	34.0	67.6	29.5	20.7	8.4	2.06
2.04 Counselling (individual/family/group)	3,083	1.5	19.6	38.1	19.0	8.9	3.5	2.01
2.05 Regional resource and support	9,273	1.7	18.8	31.7	20.4	22.5	9.7	2.06
2.06 Case management, local coordination and development	42,614	1.6	16.9	27.9	19.2	17.3	10.2	2.01
2.07 Other community support	6,369	1.7	19.9	35.7	20.8	14.6	11.1	2.01
Total community support	*92,610*	*1.4*	*12.9*	*17.0*	*13.9*	*11.5*	*6.5*	*2.06*
Community access								
3.01 Learning and life skills development	25,111	1.9	35.9	34.7	6.7	13.6	8.7	2.06
3.02 Recreation/holiday programs	7,822	2.0	27.9	37.0	17.9	15.9	20.4	2.06
3.03 Other community access	13,212	1.7	29.5	17.8	6.4	12.4	11.0	1.06
Total community access	*44,166*	*1.9*	*31.6*	*29.2*	*4.4*	*13.3*	*11.0*	*2.06*
Respite								
4.01 Own home respite	2,792	2.2	16.8	69.5	25.0	34.0	4.7	2.06
4.02 Centre-based respite/respite homes	11,011	2.1	14.6	54.2	31.1	27.2	8.7	2.06
4.03 Host family respite/peer support	1,150	1.8	10.9	38.5	24.1	33.7	11.5	2.06
4.04 Flexible respite	11,103	1.8	12.6	38.9	22.1	22.4	8.0	2.06
4.05 Other respite	1,655	1.9	18.9	32.7	23.3	21.4	18.4	2.06
Total respite	*23,951*	*1.9*	*13.4*	*44.6*	*24.5*	*14.3*	*8.9*	*2.06*
Employment								
5.01 Open employment	43,831	1.2	3.1	5.9	4.9	1.7	2.5	2.06
5.02 Supported employment	18,615	1.6	18.9	17.1	13.5	6.9	5.8	2.06
5.03 Open and supported employment	3,635	1.4	9.9	12.6	10.2	4.0	8.6	2.06
Total employment	*64,835*	*1.3*	*7.8*	*9.3*	*7.5*	*3.3*	*1.9*	*2.06*
Total	**200,493**	**1.3**	**11.3**	**14.0**	**12.3**	**7.3**	**6.0**	**2.06**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.

2. Where the service groups are the same, the 'percentage of service users accessing other service groups' includes service users who use two or more different service types in that group. For example, 35% of the 29,111 service users who accessed a therapy support service (2.01) also accessed another type of community support.

3. The overall 'mean service groups per service user' does not align clearly with the service group means, which are generally higher. This is because service users accessing more than one service group are counted once in the overall mean, but are counted multiple times within each service group, to derive the mean for the group.

4. 'Open and supported' employment services ceased to be operational from 1 December 2004.

Most common service combinations

The most common combination of service groups accessed was accommodation support and community access (Table 6.9). This combination of services was received by 13,975 service users (32% of those using two or more services). Other common combinations included community support and community access (30%), and accommodation support and community support (28%).

Within specific service types, the most common combination was therapy support for individuals and case management, local coordination and development (Table 6.10). This combination was received by 7,209 service users, 17% of those accessing two or more service groups. The most common combination of services across service groups was that of case management, local coordination and development and learning and life skills development—a total of 5,504 received both these service types during 2004–05 (13% of service users accessing two or more service groups, and 43% of service users accessing a combination of community access and community support services).

Table 6.9: Users of CSTDA-funded services, service group combinations most commonly received by people using two or more services, 2004–05

Service groups used	No.	% of service users using two or more services	% of all service users
Five most common combinations			
Accommodation support and community access	13,975	32.2	7.0
Community support and community access	12,917	29.8	6.4
Accommodation support and community support	11,913	27.5	5.9
Community support and respite	10,688	24.6	5.3
Accommodation support and employment	6,019	13.9	3.0
Other combinations			
Three or more services involving above combinations	12,976	29.9	6.5
All other combinations	7,266	16.8	3.6
Total	**43,363**	**100.0**	**21.6**

Notes

1. Service user numbers reflect use of any of five service groups: accommodation support, community support, community access, respite and employment.

2. Service users with three, four or five service groups are included under all relevant combinations. Thus, numbers in a column may not add up to the total.

3. 'All other combinations' includes three two-way combinations for service users of respite services other than with accommodation support, the combination of community support and employment, and other three-, four- and five-way combinations of service groups.

Table 6.10: Users of CSTDA-funded service users, people accessing the ten most common service type combinations, 2004–05

Combination of service types used	No.	% of service users using two or more service groups	% of service users using the two service groups
More than one service from community support			
Therapy support for individuals and case management, local coordination and development (2.01 and 2.06)	7,209	16.6	n.a.
Behaviour/specialist intervention and case management, local coordination and development (2.02 and 2.06)	2,723	6.3	n.a.
Accommodation support and community access			
Group homes and learning & life skills development (1.04 and 3.01)	4,479	10.3	32.1
In-home accommodation support and learning & life skills development (1.06 and 3.01)	2,616	6.0	18.7
In-home accommodation support and other community access (1.06 and 3.03)	2,574	5.9	18.4
Community access and community support			
Case management, local coordination & development and learning & life skills development (2.06 and 3.01)	5,504	12.7	42.6
Therapy support for individuals and learning & life skills development (2.01 and 3.01)	2,465	5.7	19.1
Accommodation support and community support			
In-home accommodation support and case management, local coordination & development (1.04 and 2.06)	4,040	9.3	33.9
Community support and respite			
Case management, local coordination & development and centre-based respite/respite homes (2.06 and 4.02)	4,196	9.7	39.3
Case management, local coordination & development and flexible respite (2.06 and 4.04)	3,170	7.3	29.7
Ten most common combinations	*38,976*		
Total service users	**17,830**	**45.7**	

Notes

1. Service user numbers reflect use of service types from within the five service groups: accommodation support, community support, community access, respite and employment.

2. Service users with three, four or five service groups are included under all relevant combinations. Thus, the total number of combinations (38,976) is greater than the total number of users accessing these combinations (17,830).

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6.3 Exiting services

A total of 42,534 service users (21%) were recorded as exiting one or more services during 2004–05 (Table 6.11). Employment service users were most likely to report an exit date (24%), and users of community access and respite services least likely (both around 9%).

The main reason reported for exiting a service was that the service user no longer needed assistance (33%)—either due to moving to mainstream services (7%) or some other reason (26%). A further 27% of service users reported an 'other' reason, and 6% of service users had moved out of the geographical area. Around 15% of service users with an exit date did not report a reason for leaving the service.

Table 6.11: Service users with an exit date, main reason for cessation of services by service group, 2004–05

Main reason for cessation of services	Accommodation support No.	%	Community support No.	%	Community access No.	%	Respite No.	%	Employment No.	%	All service groups No.	%
No longer needs assistance—moved to mainstream services	324	7.7	1,445	7.4	210	5.6	154	7.0	767	5.0	2,774	6.5
No longer needs assistance—other reason	574	13.6	5,556	28.3	683	18.1	420	19.1	4,357	28.4	11,205	26.3
Moved to residential, institutional or supported accommodation setting	323	7.6	207	1.1	63	1.7	116	5.3	0	—	605	1.4
Needs have increased—other service type required	174	4.1	499	2.5	131	3.5	36	1.6	1,327	8.6	2,041	4.8
Services terminated due to budget/staffing constraints	18	0.4	158	0.8	103	2.7	60	2.7	94	0.6	404	0.9
Services terminated due to OHS reasons	30	0.7	22	0.1	7	0.2	2	0.1	108	0.7	158	0.4
Service user moved out of area	227	5.4	1,017	5.2	244	6.5	143	6.5	1,202	7.8	2,633	6.2
Service user died	289	6.8	420	2.1	219	5.8	48	2.2	116	0.8	883	2.1
Service user terminated service	220	5.2	424	2.2	314	8.3	102	4.6	3,125	20.3	4,051	9.5
Other reason	1,274	30.1	4,613	23.5	1,034	27.4	781	35.5	4,271	27.8	11,377	26.7
Reason not stated	774	18.3	5,275	26.9	772	20.4	335	15.2	0	—	6,403	15.1
Total number	**4,227**	**100.0**	**19,636**	**100.0**	**3,780**	**100.0**	**2,197**	**100.0**	**15,367**	**100.0**	**42,534**	**100.0**
Total % of all service users	**12.5**		**21.2**		**8.6**		**9.2**		**23.7**		**21.2**	

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Row totals may not be the sum of components since individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. Total number includes all service users who reported an exit date. Although service users of 3.02 services were not required to report an exit date or exit reason, some did so and are therefore included in this table.

3. In cases where an individual service user exited more than one service within the same service group, the most recent exit reason was included in this table.

7 Data quality

There are three aspects of the quality of data reported on in this chapter:

- service type outlet response rates
- service user response rates
- 'not stated'/'not known' rates for individual data items.

The first two of these affect the accuracy of the counts for service users—nationally and by jurisdiction and service type—and all three affect the accuracy of analyses of individual data items.

7.1 Service type outlet response rates

Jurisdictions reported response rates based on the number of service type outlets responding out of the total number of outlets in the jurisdiction. These reported response rates are shown in Table 7.1.

The overall national service type outlet response rate increased from 82% in 2002–03 to 93% in 2003–04 and to 94% in 2004–05. Since the 2002–03 collection, service type outlet response rates have increased for all jurisdictions except Tasmania, where the rate has dropped from 100% to 96%, and the Northern Territory, where the rate has dropped from 97% to 70%.

Table 7.1: Response rates for service type outlets reported by jurisdictions, 2002–03 to 2004–05

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
2002–03 (%)	70	79	93	100	100	100	98	97	100	82
2003–04 (%)	80	94	97	100	100	100	93	95	100	93
2004–05 (%)	85	92	99	100	100	96	98	70	100	94

Notes

1. Response rates are based on figures provided by jurisdictions.

2. The 'total' response rate is based on the number of outlets in the data set, divided by the number of total outlets that would have been in the data set if all jurisdictions had a 100% response rate.

3. The response rate for Australian Capital Territory in 2003–04 is based on agency response rates rather than service type outlets.

4. During 2003–04, Queensland reported 38 service users as not providing consent for their data to be transmitted, and Australian Capital Territory reported 35 service users.

5. During 2004–05, Queensland reported 133 service users as not providing consent for their data to be transmitted, and Australian Capital Territory reported 36 service users.

7.2 Service user response rate

Service user information may be missing from the data set for a number of reasons. There are outlets that, through administrative or other error, neglect to report on all of their service users. It is not possible to estimate the number of service users who may be missing from the data set for this reason. It should also be recognised that particular service types with a high volume of users and minimal contact (for example, information/referral services) are not

required to report service user information under the CSTDA NMDS. The data item *number of service users* on the service type outlet form was designed to provide this information for all service types but it is apparent, both from examination of the data for this item and reports from jurisdictions, that it is not reliable enough to do so.

7.3 'Not stated' and 'not known' rates

Service user data items

'Not stated' and 'not known' rates for service user data items were generally higher in 2004–05 than in 2003–04 (Table 7.2; see also AIHW 2005a: Table 7.2). Of particular concern was the increase in 'not stated' rates for basic demographic and disability items such as *Indigenous status* (21%, up from 8% in 2003–04) and *primary disability group* (16%, up from 9.7%). Large increases were also observed in carer items such as *carer – residency status* (9.9%, up from 1.8%) and *carer – age group* (15%, up from 4.3%). The tables in this report have not been adjusted for 'not stated' or 'not known' responses. All tables in this report include information about the number and percentage of missing data.

'Not stated' rates varied quite widely between jurisdictions for most data items. *Date of birth* and *sex* had generally low missing rates, and rates for Indigenous status ranged from zero in Queensland to 55% in Victoria and rates for *receipt of carer allowance (child)* ranged from zero in the Australian Government to over 90% in the Australian Capital Territory. This wide variation in 'not stated' rates may in part reflect the considerable variation in the size and profile of service user populations across jurisdictions.

A possible reason for the higher level of 'not stated' responses to some data items may relate to increased efforts to improve the coverage and completeness of the CSTDA NMDS collection overall. For example, therapy services in the Australian Capital Territory participated for the first time in this 2004–05 collection. In an effort to include all users of therapy services, provisional data collection processes were put in place which meant that minimal data were provided for each user. This has resulted in a substantial increase in the proportion of 'not stated' and 'not known' responses for the Australian Capital Territory. In response to these data quality issues, the Australian Capital Territory is working at refining its data collection in future.

Table 7.2: 'Not stated' and 'not known' response rates for service user data items, 2004–05

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Not stated										
Age	—	0.2	—	0.1	0.9	—	0.1	—	—	0.1
Date of birth	—	9.5	—	0.1	0.8	—	0.1	—	—	2.9
Sex	0.2	9.4	0.0	0.0	0.0	0.1	0.4	—	—	2.9
Indigenous status	3.6	54.8	0.0	23.3	2.2	0.4	1.2	1.9	4.1	20.8
Country of birth	7.4	19.9	1.0	29.4	3.7	0.2	2.5	0.6	3.5	11.4
Need for interpreter services	7.2	30.6	1.4	25.1	3.8	1.5	1.6	1.0	—	13.1
Method of communication	16.5	17.4	1.7	24.6	5.0	2.0	8.7	4.1	0.8	10.9
Living arrangement	9.8	24.6	1.2	24.9	2.4	1.4	1.9	2.3	2.7	12.4
Postcode of usual residence	1.7	12.2	0.2	7.2	0.9	0.3	0.3	0.8	—	4.7
Residential setting	8.0	32.4	1.1	24.4	2.2	0.7	4.0	11.5	0.0	13.7
Primary disability group	8.0	41.7	0.9	10.6	3.1	0.1	60.3	27.1	—	16.2
Frequency of support or assistance needed										
Self-care	34.3	35.5	3.5	26.7	5.9	1.1	69.3	29.8	4.7	21.6
Mobility	34.1	34.7	1.7	26.7	5.9	1.0	69.3	29.8	3.7	20.9
Communication	33.9	34.2	1.8	25.8	5.9	1.5	69.3	30.9	3.3	20.5
Interpersonal interactions and relationships	34.2	36.2	1.9	27.1	6.1	2.1	69.5	29.9	4.6	21.8
Learning, applying knowledge & general tasks & demands	30.4	30.4	4.2	28.8	7.1	3.4	45.7	31.6	4.2	19.5
Education	31.6	31.3	5.4	29.5	7.4	5.1	46.3	35.3	7.1	21.1
Community (civic) & economic life	35.0	30.6	3.4	27.4	7.3	2.3	47.3	31.8	9.4	21.6
Domestic life	39.2	38.4	3.5	26.3	6.9	2.8	3.5	29.8	9.5	23.9
Working	43.5	40.0	7.3	29.6	7.8	6.3	4.2	33.8	4.4	24.1
Carer—existence of	26.2	26.5	1.5	27.4	0.4	2.0	68.4	—	12.5	19.6
Carer—primary status	4.8	10.5	8.3	6.3	8.8	5.5	4.8	54.9	n.a.	8.6
Carer—residency status	4.8	13.4	8.7	3.5	15.8	4.5	16.0	41.0	n.a.	9.9
Carer—relationship to service user	2.7	3.7	6.0	6.6	8.3	1.1	6.0	25.2	2.4	4.6
Carer—age group	9.7	16.7	12.3	10.5	20.1	7.4	30.0	53.7	n.a.	14.6
Main income source (adult)	13.6	30.6	2.6	38.8	6.0	3.7	6.1	12.2	—	14.3
Receipt of carer allowance (child)	8.6	52.3	7.6	9.7	55.5	5.9	91.3	3.3	—	31.1
Labour force status	15.2	17.6	3.2	42.1	6.6	9.8	11.6	22.7	—	11.4
Individual funding status	11.9	9.7	2.2	0.4	65.6	14.7	70.1	7.2	—	11.1
Not known										
Main income source (adult)	3.2	0.1	2.5	2.3	21.7	3.5	21.7	4.3	4.8	4.6
Receipt of carer allowance (child)	39.8	0.9	24.5	34.1	14.9	42.6	5.0	18.9	30.0	20.4
Individual funding status	17.9	—	8.7	2.8	16.5	4.3	10.8	11.1	—	5.0

Notes

1. Figures are the percentage of total data item responses for each data source.

2. Service users accessing service type 3.02 were required to report only on data items relating to age and sex. Service users who accessed only this service type over the 12-month period are therefore excluded from calculations of 'not stated' rates for all other data items.

3. Service types 6.01–6.05 and 7.01–7.04 did not collect service user data and are therefore excluded from this table.

4. Service types 5.01–5.03 were not required to collect data on carer—primary status, carer—residency status, and carer—age group. 'Not stated' rate calculations therefore exclude 5.01–5.03 service types for these data items.

5. 'Not stated' rates for carer—primary status, carer—residency status, carer—relationship to service user, and carer—age group are based only on those service users who answered 'yes' to the item carer—existence of.

6. The high level of data missing on some data items for the Australian Capital Territory is due to the inclusion of clients of therapy services in the collection process for the first time, for which minimal client information was submitted.

7. Data from a new electronic database which is under development have contributed to a number of 'not stated' data items in Western Australia.

Service use data items

'Not stated' rates decreased between 2003–04 and 2004–05 for three of the six service use data items—*service start date* decreased from 5% to 3%, *snapshot date flag* decreased from 11% to 6% and *hours received in a typical week* decreased from 18% to 7% (Table 7.3; see also AIHW 2005a:Table 7.3). The three remaining service use data items all saw increases in their 'not stated' rates—*date service last received* increased from 10% in 2003–04 to 11% in 2004–05, *main reason for cessation of services* increased from 7% to 16% and *hours received in the reference week* increased from 31% to 38%.

As with service user items, service use items showed considerable variation in 'not stated' rates across jurisdictions. For example, Queensland, Western Australia, South Australia and the Australian Government did not record any 'not stated' responses for *service start date*, whereas almost one-fifth (18%) of *service start date* responses in New South Wales were 'not stated'.

Table 7.3: 'Not stated' response rates for service use data items, 2004–05 (for applicable service types)

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Service start date	18.1	0.6	—	—	—	3.0	1.8	4.0	—	2.8
Date service last received	—	31.4	—	0.1	—	3.9	62.8	3.9	—	10.5
Snapshot date flag	2.4	15.3	—	—	1.8	3.0	68.9	—	—	6.0
Main reason for cessation of services	29.5	29.8	0.7	2.0	1.5	0.7	16.3	40.0	—	16.3
Hours received in the reference week	—	50.5	50.1	20.4	33.2	34.9	45.3	17.5	n.a.	38.4
Hours received in a typical week	—	n.a.	0.0	3.4	26.0	—	27.9	0.3	n.a.	6.9

Notes

1. Figures are the percentage of total data item responses for each data source.

2. Service users accessing service types 3.02, 6.01–6.05 and 7.01–7.04 were not required to collect service use data, and are therefore excluded from this table.

3. Some service types were not required to report on hours received (reference week) and hours received (typical week). These service types are therefore excluded from calculations of 'not stated' rates for these data items (namely service types 1.01–1.04, 1.08, 2.01–2.05, 2.07, and 5.01–5.03).

4. Victoria did not collect data on hours received in a typical week.

5. 'Not stated' rates for main reason for cessation of services are based only on service users who entered a service exit date. Exit dates left blank were treated as indicating that the service user had remained with the service; therefore the response rate for this item was 100%.

6. A response of '0' was considered as a 'not stated' response, except for snapshot date flag and hours received (both reference week and typical week).

7. The high level of data missing on some data items for the Australian Capital Territory is due to the inclusion of clients of therapy services in the collection process for the first time, for which minimal information was submitted.

Service type outlet data items

All but one of the service type outlet items saw a decrease in 'not stated' rates between 2003–04 and 2004–05 (Table 7.4; see also AIHW 2005a:Table 7.4). The most notable decreases in these rates were for *staff hours in the reference week* (down to 7% from 17%), *staff hours in a typical week* (4% from 14%) and *number of service users over the year* (4% from 8%). As in 2003–04, there were no missing service types in 2004–05. The only service type outlet data item to have an increased 'not stated' rate between 2003–04 and 2004–05 was *full financial year of operation*, increasing from zero to 2%.

Table 7.4: 'Not stated' response rates for service type outlet data items, 2004–05

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Agency sector	0.1	1.0	—	—	—	—	—	—	—	0.3
Service type	—	—	—	—	—	—	—	—	—	—
Full 2004–05 financial year operation	3.6	3.1	—	3.9	—	1.0	6.7	—	—	2.2
Staff hours in the reference week	—	22.1	—	1.2	3.5	—	10.4	—	—	7.3
Staff hours in a typical week	4.4	n.a.	5.6	1.3	4.8	1.9	14.1	1.0	—	3.8
Operating weeks per year	2.6	8.2	2.2	—	2.4	—	6.7	—	—	3.7
Operating days per week	2.6	7.6	2.3	—	5.0	—	5.9	—	—	3.7
Operating hours per day	2.7	9.3	2.2	—	8.2	—	5.9	—	—	4.5
Number of service users over the year	1.9	3.5	3.3	1.1	2.8	8.5	16.2	6.5	9.0	3.8

Notes

1. Figures are the percentage of total data item responses for each data source.

2. Service types 7.01–7.04 were not required to report on the data item 'number of service users over the year'; hence these outlets are excluded from the 'not stated' calculations for this data item.

3. Victoria did not collect data on staff hours in a typical week.

4. A response of '0' was considered as a 'not stated' response, except for staff hours (for both reference week and typical week)—if only one staff hours (paid or unpaid) variable was missing, it was assumed to be validly recorded as zero.

Appendixes

Appendix 1: Detailed tables

Data item frequencies

Tables A1.1–A1.3 list service user, service use, and service type outlet data item frequencies by state/territory.

Accommodation support categories

Table A1.4 lists service users by three main accommodation support categories and by state/territory.

Potential population

Tables A1.5–A1.7 provide information on 'potential population' data, including calculations of these populations (Table A1.6) and the Indigenous factor (Table A1.7).

Potential population figures were calculated as follows.

- National 5-year age- and sex-specific rates of severe/profound core activity limitation were calculated using data from the 2003 ABS Survey of Disability, Ageing and Carers (number of people in Australia with a severe/profound core activity limitation in each sex and 5-year age group, divided by total population for each age group within each sex).

- These rates were applied to (multiplied by) estimated resident population numbers in each state and territory, as at 30 June 2004, to produce estimates of the number of people with severe/profound core activity limitations in each sex and 5-year age group.

- Five-year age group estimates were then appropriately summed into age categories (0–64 years and 15–64 years) to produce an estimated number of people with a severe/profound core activity limitation in each state/territory as at 30 June 2004.

- An Indigenous factor was calculated (for people aged 0–64 years and 15–64 years) by weighting the Indigenous population at 2.4, and all other Australians at 1.

- Potential populations for accommodation support, community support and community access (0–64 years) were calculated by multiplying the estimated number of people with a severe/profound core activity limitation aged 0–64 years by the Indigenous factor.

- Potential populations for respite were obtained as above, but by selecting only people from the 2003 ABS Survey of Disability, Ageing and Carers who had a primary carer.

- Potential populations for employment (i.e. 15–64 years) were calculated by multiplying the estimated number of people with a severe/profound core activity limitation aged 15–64 years by the Indigenous factor and by state/territory-specific labour force participation rates.

Other supporting tables

Tables A1.8–A1.15 provide source data for the figures presented throughout this report (Figures 3.1–3.4, 4.1–4.2, and 6.1) as well as median age tables.

Table A1.1: Characteristics of service users, CSTDA-funded services, 2004–05

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Age (years)									
0–4	4,236	7,664	1,049	902	705	378	754	125	15,768
5–14	7,301	7,616	3,211	5,128	2,102	621	1,455	259	27,601
15–24	10,057	12,230	6,678	4,033	3,272	1,088	415	321	37,966
25–44	13,971	25,190	10,113	5,649	5,683	1,716	820	516	63,476
45–59	7,204	15,247	4,930	3,463	4,050	1,087	273	234	36,430
60+	2,379	7,029	1,248	4,143	3,668	264	34	200	18,956
Not stated	0	134	0	28	132	0	2	0	296
Sex									
Male	27,697	39,127	16,381	12,985	10,871	3,145	2,335	838	113,066
Female	17,393	30,309	10,847	10,355	8,735	2,006	1,406	817	81,667
Not stated	58	5,674	1	6	6	3	12	0	5,760
Indigenous status									
Aboriginal	1,321	752	972	970	608	134	38	500	5,267
Torres Strait Islander	45	38	174	12	8	3	1	5	285
Aboriginal and Torres Strait Islander	199	196	122	159	20	17	11	13	733
Not Indigenous	41,854	39,900	25,495	17,650	18,043	4,734	3,531	1,043	151,774
Not stated	1,724	33,946	420	4,504	370	99	55	27	41,140
Not collected (recreation/holiday program service users)	5	278	46	51	563	167	117	67	1,294
Country of birth									
Australia	39,511	54,053	24,444	15,944	16,643	4,822	3,367	1,407	159,727
English Proficiency Group 1	881	2,468	1,049	805	922	76	73	71	6,322
English Proficiency Group 2	759	1,914	351	256	304	26	43	46	3,693
English Proficiency Group 3	859	2,625	223	250	512	22	37	37	4,554
English Proficiency Group 4	270	858	53	64	92	2	18	10	1,366
Not stated or not specified	2,446	12,915	539	5,915	575	39	98	17	22,535
Not collected (recreation/holiday program service users)	422	277	570	112	564	167	117	67	2,296
Need for interpreter services									
For spoken language other than English	1,133	708	352	210	461	36	33	184	3,095
For non-spoken communication	929	749	1,743	885	779	217	138	61	5,468
Does not need an interpreter	40,632	55,113	24,301	17,363	17,246	4,681	3,417	1,330	163,629
Not stated	2,028	18,261	215	4,775	563	53	48	13	25,951
Not collected (recreation/holiday program service users)	426	279	618	113	563	167	117	67	2,350

(continued)

Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2004–05

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Method of communication									
Spoken language (effective)	26,934	45,435	19,937	13,703	14,076	3,611	2,125	1,134	126,650
Sign language (effective)	657	2,262	691	306	294	47	40	47	4,329
Other effective non-spoken communication	598	1,200	461	391	297	46	56	20	3,057
Little, or no, effective communication	7,562	7,757	3,990	3,203	2,921	836	400	208	26,752
Child aged under 5 years (not applicable)	4,236	7,663	1,049	902	705	378	754	125	15,767
Not stated	4,738	10,521	500	4,704	758	73	261	54	21,597
Not collected (recreation/holiday program service users)	423	272	601	137	561	163	117	67	2,341
Living arrangements									
Lives alone	4,159	9,331	3,944	2,164	3,952	747	220	186	24,645
Lives with family	28,690	35,443	16,825	13,132	11,094	2,907	2,863	1,108	111,705
Lives with others	8,740	14,543	5,308	3,173	3,580	1,264	456	259	37,227
Not stated	3,140	15,515	534	4,783	423	69	97	35	24,593
Not collected (recreation/holiday program service users)	419	278	618	94	563	167	117	67	2,323
Residential setting									
Private residence	34,233	42,414	22,172	16,076	14,893	3,796	3,165	921	137,238
Residence within an Aboriginal community	123	59	124	113	157	4	2	200	774
Domestic-scale supported living facility	3,248	6,093	1,230	1,384	854	664	212	109	13,770
Supported accommodation facility	3,088	2,824	1,827	729	1,662	374	92	154	10,727
Boarding house/private hotel	713	520	175	32	52	10	2	5	1,504
Independent unit within a retirement village	51	158	38	35	173	5	1	2	460
Residential aged care facility	178	367	133	57	332	27	2	12	1,108
Psychiatric/mental health community care facility	113	778	120	38	50	11	1	9	1,119
Hospital	31	68	126	28	32	21	1	3	310
Short-term crisis, emergency or transitional accommodation	127	684	91	39	34	21	4	4	995
Public place/temporary shelter	9	140	13	0	15	2	3	3	184
Other	570	1,369	379	82	472	26	31	19	2,947
Not stated	2,244	19,357	180	4,642	323	26	120	147	27,032
Not collected (recreation/holiday program service users)	420	279	621	91	563	167	117	67	2,325

(continued)

Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2004–05

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Primary disability group									
Intellectual	20,543	21,013	10,183	8,697	6,955	2,247	817	382	70,614
Specific learning/ADD	1,685	1,600	1,109	639	383	319	90	50	5,864
Autism	1,922	2,069	1,593	1,822	948	205	130	101	8,759
Physical	4,801	7,740	4,993	5,078	2,429	828	224	301	26,303
Acquired brain injury	1,264	2,796	1,080	682	1,699	356	77	88	8,017
Neurological	2,494	4,322	1,588	1,763	1,706	307	66	85	12,282
Deafblind	1,317	206	68	59	41	6	6	8	1,705
Vision	463	1,082	647	407	2,740	40	20	56	5,449
Hearing	441	3,027	683	459	427	49	51	22	5,152
Speech	990	126	112	54	35	63	103	25	1,508
Psychiatric	4,067	5,598	3,846	1,007	808	435	218	81	16,018
Developmental delay	2,501	312	615	567	425	130	42	41	4,615
Not stated	2,233	24,942	149	2,024	453	2	1,792	348	31,938
Not collected (recreation/holiday program service users)	427	277	563	88	563	167	117	67	2,269
Other significant disability groups									
Intellectual	2,712	4,188	2,641	1,423	914	309	162	181	12,432
Specific learning/ADD	1,542	2,095	1,248	920	616	162	99	60	6,687
Autism	2,596	2,498	940	484	650	168	100	22	7,416
Physical	5,936	6,540	3,941	1,976	3,774	881	302	229	23,461
Acquired brain injury	598	1,889	731	219	253	50	119	23	3,849
Neurological	4,088	5,802	2,895	1,749	2,014	462	217	145	17,268
Deafblind	3,474	253	131	122	82	19	111	6	4,164
Vision	437	3,605	1,717	652	1,235	279	67	90	8,035
Hearing	394	1,971	1,045	522	1,241	175	42	57	5,416
Speech	5,538	6,294	4,100	2,137	2,441	693	358	295	21,740
Psychiatric	2,425	3,523	1,358	704	1,335	404	151	48	9,904
Developmental delay	781	154	353	104	184	26	1	63	1,650
Support needed: self-care									
Always	8,613	9,998	6,112	4,303	4,584	1,330	384	420	35,588
Sometimes	12,103	16,933	7,885	7,360	6,055	1,503	467	336	52,485
None but uses aids	1,147	1,494	1,007	602	1,626	166	33	47	6,108
None	12,301	24,272	10,320	5,675	5,807	1,872	645	399	61,130
Not stated	10,548	22,135	1,288	5,213	974	116	2,107	386	42,741
Not collected (recreation/holiday program service users)	436	278	617	193	566	167	117	67	2,441
Support needed: mobility									
Always	6,544	7,594	5,125	2,632	3,803	1,104	273	345	27,301
Sometimes	10,340	16,162	7,556	5,059	6,178	1,260	360	357	47,131
None but uses aids	1,818	2,785	1,686	1,160	2,350	277	81	69	10,187
None	15,644	26,907	11,301	9,162	5,759	2,264	829	433	72,108
Not stated	10,366	21,384	908	5,171	956	82	2,093	384	41,320
Not collected (recreation/holiday program service users)	436	278	653	162	566	167	117	67	2,446

(continued)

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Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2004–05

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Support needed: communication									
Always	8,401	10,591	5,318	3,161	3,769	1,118	330	342	32,889
Sometimes	15,005	19,034	9,934	8,502	6,862	1,713	681	386	61,921
None but uses aids	1,026	1,918	860	568	1,039	147	44	30	5,621
None	10,112	22,231	9,576	5,951	6,436	1,917	495	432	57,008
Not stated	10,168	21,058	888	4,988	940	92	2,086	398	40,594
Not collected (recreation/holiday program service users)	436	278	653	176	566	167	117	67	2,460
Support needed: interpersonal interactions & relationships									
Always	9,179	8,410	6,516	3,949	4,216	1,265	388	362	34,144
Sometimes	18,161	28,678	12,581	9,707	8,100	2,261	830	488	80,551
None but uses aids	782	1,470	714	414	821	108	34	11	4,346
None	6,120	13,686	5,744	3,702	4,872	1,162	280	340	35,821
Not stated	10,471	22,587	1,021	5,294	1,037	191	2,104	387	43,067
Not collected (recreation/holiday program service users)	435	279	653	280	566	167	117	67	2,564
Support needed: learning, applying knowledge & general tasks & demands									
Always	10,184	10,650	6,820	3,964	4,219	1,308	386	332	37,722
Sometimes	19,023	26,223	12,469	9,759	8,549	2,264	885	532	79,464
None but uses aids	766	2,237	795	472	949	87	25	18	5,336
None	3,690	11,939	4,369	2,393	3,671	762	187	202	27,153
Not applicable	1,798	4,635	768	899	504	378	754	93	9,797
Not stated	9,249	19,148	1,355	5,578	1,154	188	1,399	411	38,454
Not collected (recreation/holiday program service users)	438	278	653	281	566	167	117	67	2,567
Support needed: education									
Always	11,561	13,737	8,016	4,592	4,722	1,490	406	379	44,731
Sometimes	16,170	22,541	10,292	8,975	7,554	1,927	746	441	68,451
None but uses aids	815	2,267	969	530	1,026	96	38	20	5,747
None	4,060	11,460	4,503	2,262	3,885	779	244	193	27,315
Not applicable	2,052	4,635	807	872	526	378	754	94	10,083
Not stated	10,053	20,192	1,987	5,833	1,333	317	1,448	461	41,597
Not collected (recreation/holiday program service users)	437	278	655	282	566	167	117	67	2,569
Support needed: community (civic) & economic life									
Always	10,115	12,780	7,479	4,587	4,926	1,265	396	366	41,756
Sometimes	12,778	23,116	9,423	8,606	7,364	1,914	686	405	64,108
None but uses aids	914	2,067	935	632	1,137	123	33	23	5,848
None	6,862	12,135	6,054	2,889	3,675	1,031	269	280	33,103
Not applicable	2,336	4,635	825	872	526	378	754	96	10,388
Not stated	11,707	20,098	1,860	5,495	1,418	275	1,498	418	42,739
Not collected (recreation/holiday program service users)	436	279	653	265	566	168	117	67	2,551

(continued)

Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2004–05

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Support needed: domestic life									
Always	8,836	10,046	6,746	3,290	5,005	1,131	404	413	35,747
Sometimes	12,119	18,971	8,588	7,580	6,968	1,500	546	348	56,431
None but uses aids	924	2,037	911	360	667	107	33	14	5,046
None	7,363	14,298	6,216	2,918	2,996	998	314	213	35,223
Not applicable	2,530	4,652	2,350	3,801	1,908	952	2,116	207	18,440
Not stated	12,930	24,818	1,767	5,270	1,502	299	223	393	47,177
Not collected (recreation/holiday program service users)	446	288	651	127	566	167	117	67	2,429
Support needed: working									
Always	10,719	16,603	8,658	4,135	6,127	1,658	405	468	48,609
Sometimes	16,266	20,435	10,613	5,968	6,523	1,754	849	392	62,607
None but uses aids	577	1,780	695	363	801	45	20	15	4,286
None	1,594	6,536	1,809	1,096	2,303	321	92	45	13,774
Not applicable	2,541	4,658	2,831	5,941	2,058	954	2,118	230	21,241
Not stated	13,003	24,810	1,968	5,716	1,234	255	152	438	47,541
Not collected (recreation/holiday program service users)	448	288	655	127	566	167	117	67	2,435
Carer—existence of									
Yes	20,598	22,983	12,444	13,087	11,922	2,168	699	1,430	84,964
No	14,794	33,045	12,583	4,047	6,736	2,522	785	157	74,536
Not stated	9,321	18,814	1,572	5,860	637	296	2,152	68	38,706
Not collected (recreation/holiday program service users)	435	268	630	352	317	168	117	0	2,287
Carer—primary status									
Yes	13,605	15,104	8,549	10,102	7,478	1,648	466	535	57,208
No	1,438	3,543	826	1,297	2,209	159	97	44	9,589
Not stated	754	2,188	850	764	933	105	28	705	6,299
Not collected (recreation/holiday program service users)	1	0	2	1	248	0	0	67	319
Carer—residency status									
Yes, co-resident carer	13,976	15,230	8,316	9,852	7,160	1,661	429	683	57,046
No, non-resident carer	1,052	2,816	1,024	1,889	1,793	166	68	75	8,847
Not stated	769	2,789	886	422	1,667	85	94	526	7,204
Not collected (recreation/holiday program service users)	1	0	1	1	248	0	0	67	318

(continued)

Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2004–05

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Carer—relationship to service user									
Wife/female partner	574	1,456	419	317	950	83	12	85	3,885
Husband/male partner	338	1,299	471	450	933	81	8	57	3,628
Mother	16,255	14,277	8,797	9,568	6,391	1,650	504	520	57,712
Father	1,353	1,410	797	797	871	150	84	58	5,490
Daughter	72	345	89	51	271	12	0	69	906
Son	32	221	66	29	166	9	0	21	543
Daughter-in-law	4	16	4	4	7	1	0	4	39
Son-in-law	2	3	0	2	0	0	0	0	7
Other female relative	950	2,372	579	620	573	100	33	143	5,340
Other male relative	269	326	160	155	209	23	9	57	1,203
Friend/neighbour—female	225	306	311	207	318	18	8	18	1,402
Friend/neighbour—male	92	178	140	82	102	21	5	8	628
Not stated	432	774	611	803	883	20	36	323	3,864
Not collected (recreation/holiday program service users)	0	0	0	2	248	0	0	67	317
Carer—age group									
Under 15 years	153	14	23	6	24	2	8	3	230
15–24 years	402	254	186	163	116	51	5	50	1,220
25–44 years	8,550	7,065	4,355	6,307	3,298	1,006	130	304	30,873
45–64 years	4,034	7,670	3,475	3,405	3,488	539	200	181	22,906
65 years and over	1,118	2,352	922	1,012	1,573	172	71	57	7,245
Not stated	1,538	3,479	1,261	1,270	2,121	142	177	689	10,616
Not collected (recreation/holiday program service users)	3	1	5	1	248	0	0	67	325
Income source									
Carer Allowance (child): child under 16 yrs									
Yes	4,122	4,797	2,597	3,398	741	237	58	136	15,982
No	2,117	2,673	329	129	115	307	24	169	5,856
Not known	4,783	154	1,091	2,129	438	434	108	79	9,192
Not stated	1,028	8,344	322	607	1,594	59	1,987	13	13,945
Not collected (recreation/holiday program service users)	38	86	306	177	155	53	61	14	890

(continued)

Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2004–05

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Income source (continued)									
Main income source: adult 16+ yrs									
Disability Support Pension	21,097	31,346	15,746	8,672	9,968	2,964	865	575	90,947
Other pension/benefit	3,108	7,062	2,256	779	941	365	57	217	14,755
Paid employment	3,680	4,185	2,214	1,405	1,228	226	243	188	13,350
Compensation payments	157	186	77	251	117	52	5	6	847
Other income	386	1,086	212	146	226	59	24	14	2,146
No income	588	625	305	143	81	48	11	6	1,802
Not known	1,462	859	1,156	387	2,776	142	204	76	7,056
Not stated	2,193	13,375	301	4,960	712	93	48	109	21,778
Not collected (recreation/holiday program service users)	389	198	317	135	400	115	56	53	1,663
Both age and income source not stated	*0*	*134*	*0*	*28*	*120*	*0*	*2*	*0*	*284*
Labour force status (ages 15+)									
Employed	14,170	15,401	7,836	5,379	5,153	1,261	591	385	50,049
Unemployed	7,660	12,796	6,306	2,381	2,261	945	332	291	32,861
Not in the labour force	8,866	23,433	8,099	3,787	8,053	1,577	468	331	54,484
Not stated	2,515	7,860	383	5,558	803	248	95	206	17,659
Not collected (recreation/holiday program service users)	400	206	345	183	413	124	57	58	1,786
Age range unknown	*0*	*133*	*0*	*28*	*122*	*0*	*1*	*0*	*284*
Individual funding status									
Yes	7,325	11,013	8,397	4,736	2,393	1,001	196	461	35,353
No	29,022	58,053	16,451	17,989	4,431	3,323	1,035	892	130,869
Not known	5,036	0	1,413	550	2,442	150	322	143	10,040
Not stated	3,344	5,782	349	71	9,714	511	2,083	92	21,944
Not collected (recreation/holiday program service users)	421	262	619	0	632	169	117	67	2,287

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Row totals may not be the sum of components since service users may have accessed services in more than one state/territory. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not collected (recreation/holiday program service users)' is a count of service users who accessed *only* services from this service type and did not provide a response for that particular data item.

3. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–4 years age group.

4. Service types 6.01–6.05 and 7.01–7.04 did not collect service user data and are therefore excluded from this table.

5. Service types 5.01–5.03 were not required to collect data on *carer—primary status*, *carer—residency status*, and *carer—age group*. Service user frequencies for these data items therefore exclude users of these service types.

6. Service user frequencies for *carer—primary status*, *carer—residency status*, *carer—relationship to service user* and *carer—age group* are based only on those service users who answered 'yes' to the item *carer—existence of*.

7. The high level of data missing on some data items for the Australian Capital Territory is due to the inclusion of clients of therapy services in the collection process for the first time, for which minimal client information was submitted.

8. Data from a new electronic database which is under development have contributed to a number of 'not stated' data items in Western Australia.

Table A1.2: Service use data item frequencies for applicable service types, CSTDA-funded services, 2004–05

Service use item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Start date									
Before 1970	107	325	11	18	109	16	—	—	586
1970–1979	428	619	97	179	489	115	2	2	1,931
1980–1989	1,362	2,613	331	436	969	316	28	17	6,072
1990–1999	4,749	14,867	2,488	1,385	5,104	1,623	539	205	30,960
2000	1,230	3,820	852	376	852	409	204	100	7,843
2001	1,925	5,819	1,313	528	1,153	382	361	143	11,624
2002	3,771	13,601	2,964	4,612	3,221	1,030	731	375	30,305
2003	5,268	20,593	2,640	1,603	3,667	797	606	385	35,559
2004 (January–June)	26,034	33,405	21,659	30,986	9,903	1,290	1,155	628	125,060
Not stated	16,435	17,288	7,901	2,382	4,608	1,008	648	227	50,497
Date of last service									
July 2003	1,762	3,094	845	784	851	104	30	78	7,548
August 2003	1,454	2,765	733	306	789	110	46	52	6,255
September 2003	2,720	4,426	1,410	284	874	252	62	134	10,162
October 2003	1,645	3,021	821	320	797	93	30	108	6,835
November 2003	1,854	2,775	811	401	903	135	26	101	7,006
December 2003	6,033	4,388	1,526	516	790	200	118	174	13,745
January 2004	1,695	3,828	763	482	767	97	22	65	7,719
February 2004	2,220	3,959	1,054	499	1,028	151	42	73	9,026
March 2004	9,793	6,643	2,905	755	1,174	367	74	149	21,860
April 2004	2,268	5,040	1,823	731	1,678	235	40	162	11,977
May 2004	2,939	6,530	2,818	1,108	2,262	547	118	173	16,495
June 2004	26,926	37,284	24,747	36,279	18,162	4,646	1,496	813	150,353
Not stated	—	29,197	—	40	—	49	2,170	—	31,456
Snapshot date flag									
Yes	9,122	16,544	11,149	7,492	3,557	2,264	735	228	51,091
No	51,550	82,249	29,107	35,013	26,053	4,722	1,163	1,854	231,711
Not stated	637	14,157	—	—	465	—	2,376	—	17,635
Exit date									
July 2003	845	1,783	427	631	308	33	7	20	4,054
August 2003	758	1,674	323	176	283	48	10	6	3,278
September 2003	795	2,568	367	165	318	40	16	15	4,284
October 2003	794	1,767	389	184	308	51	21	10	3,524
November 2003	849	1,462	325	153	266	54	17	10	3,136
December 2003	1,055	2,114	352	228	273	70	31	10	4,133
January 2004	857	1,962	372	188	258	38	15	12	3,702
February 2004	1,040	1,973	428	200	282	75	32	8	4,038
March 2004	1,030	2,677	500	333	310	46	31	10	4,937
April 2004	856	1,615	377	187	467	55	15	17	3,589
May 2004	951	1,794	417	172	291	57	27	28	3,737
June 2004	2,100	2,339	432	215	445	56	22	27	5,636
No exit date recorded	49,379	89,222	35,547	39,673	26,266	6,363	4,030	1,909	252,389

(continued)

Table A1.2 (continued): Service use data item frequencies for applicable service types, CSTDA-funded services, 2004–05

Service use item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Main reason for cessation of services									
No longer needs assistance—moved to mainstream services	788	1,256	459	264	211	27	14	12	3,031
No longer needs assistance—other reason	2,569	6,774	1,294	701	686	235	105	41	12,405
Moved to residential, institutional or supported accommodation setting	341	235	88	46	46	9	—	4	769
Needs have increased—other service type required	549	1,110	304	110	103	54	14	22	2,266
Services terminated due to budget/staffing constraints	119	208	62	42	13	11	—	—	455
Services terminated due to OHS reasons	31	95	17	14	18	2	—	2	179
Service user moved out of area	707	917	587	263	455	35	8	32	3,004
Service user died	135	356	148	99	395	35	—	10	1,178
Service user terminated service	1,089	1,535	642	418	498	94	51	8	4,335
Other reason	3,323	5,868	1,118	886	1,409	119	36	12	12,771
Not stated	2,282	5,450	12	33	40	2	16	30	7,865
Hours received (reference week)									
Zero	9,099	24,970	4	7,655	5,714	734	—	325	48,501
1–11	3,857	4,783	8,552	3,316	3,575	913	343	106	25,445
12–23	1,456	1,026	478	653	524	128	31	14	4,310
24–47	1,882	2,186	550	452	594	285	38	35	6,022
48–71	301	103	100	147	124	27	11	15	828
72–103	158	25	55	63	69	11	6	7	394
104–135	72	8	14	39	48	3	4	1	189
136–167	51	4	14	66	59	—	9	2	205
168	240	98	22	92	262	5	30	—	749
Not stated	—	33,932	9,822	3,408	5,454	1,127	391	107	54,241
Hours received (typical week)									
Zero	3	n.a.	109	624	1,179	213	—	127	2,255
1–11	11,529	n.a.	14,454	7,873	9,399	2,022	440	343	46,060
12–23	2,394	n.a.	2,126	823	526	284	39	64	6,256
24–47	1,948	n.a.	1,821	766	735	593	66	46	5,975
48–71	417	n.a.	309	219	144	53	10	7	1,159
72–103	110	n.a.	182	75	30	27	6	4	434
104–135	83	n.a.	135	130	21	5	3	5	382
136–167	145	n.a.	166	64	27	2	10	1	415
168	487	n.a.	300	106	95	29	48	13	1,078
Not stated	—	n.a.	9	5,211	4,267	5	241	2	9,735

Notes

1.   Service use data were not collected for all CSTDA service types (see Section 2.2 for details).

2.   Service users accessing recreation/holiday programs (service type 3.02) were not required to report on any service use data items and are therefore excluded from this table.

3.   Service users accessing service types 1.01–1.04, 1.08, 2.01–2.05, 2.07, 3.02, 5.01–5.03, 6.01–6.05 and 7.01–7.04 were not required to report on the data items hours received (reference week) and hours received (typical week) and are therefore excluded from analysis of these data items in this table.

4.   Counts of "main reason for cessation of services" only include records where a service date has been recorded.

5.   Victoria did not collect data on hours received in a typical week.

6.   Some Australian Capital Territory service type outlets did not provide a full year of data. This may have affected the date of last service, the snapshot date flag, exit date and hours of service received in the reference week.

7.   Data from a new electronic database which is under development have contributed to a number of 'not stated' data items in Western Australia.

Table A1.3: CSTDA-funded service type outlets, data item response categories, 2004–05

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Agency sector										
Australian Government	0	0	0	0	0	0	0	0	3	3
State/territory government	834	669	466	258	177	34	63	45	6	2,552
Local government	72	66	11	10	4	3	0	0	3	169
Income tax exempt (charity)	612	1,471	292	561	19	21	67	39	765	3,847
Non-income tax exempt	80	339	744	37	462	151	5	12	20	1,850
Not stated	2	25	0	0	0	0	0	0	0	27
Full 2004–05 financial year of operation										
Yes	1,425	2,373	1,415	832	609	207	124	83	785	7,853
No	117	117	98	0	53	0	2	13	12	412
Not stated	58	80	0	34	0	2	9	0	0	183
Weeks of operation per year										
1–39 weeks	28	33	9	25	17	6	1	0	6	125
40–47 weeks	88	104	15	27	10	19	2	0	12	277
48–51 weeks	365	377	391	125	135	52	22	11	337	1,815
52 weeks	1,031	1,825	965	645	484	125	98	80	439	5,692
No regular annual pattern	46	19	99	44	0	7	3	5	3	226
Not stated	42	212	34	0	16	0	9	0	0	313
Days of operation per week										
1 day	20	81	10	10	6	6	0	0	0	133
2 days	18	31	7	13	8	3	0	0	2	82
3 days	30	36	17	15	5	7	2	0	6	118
4 days	23	41	15	16	6	3	0	0	13	117
5 days	477	981	407	312	232	74	33	32	734	3,282
6 days	30	76	30	9	5	3	3	0	9	165
7 days	884	1,085	778	365	359	95	86	56	27	3,735
No regular weekly pattern	77	43	214	126	8	18	3	8	6	503
Not stated	41	196	35	0	33	0	8	0	0	313
Hours of operation per day										
Less than 3 hours	9	12	9	6	5	3	0	0	0	44
3–6 hours	162	344	56	100	32	28	5	2	24	753
7–9 hours	378	850	392	299	230	58	27	29	738	3,001
10–12 hours	25	73	37	9	6	2	3	0	22	177
13–18 hours	29	53	29	13	1	1	1	1	1	129
19–23 hours	2	37	5	10	3	0	0	5	0	62
24 hours	773	876	569	319	328	66	84	40	3	3,058
No regular daily pattern	179	87	382	110	3	51	7	19	9	847
Not stated	43	238	34	0	54	0	8	0	0	377

(continued)

Table A1.3 (continued): CSTDA-funded service type outlets, data item response categories, 2004–05

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Staff hours in the reference week: paid staff										
Zero hours	350	161	207	35	41	21	1	21	4	841
Less than 20 hours	178	216	190	99	90	18	10	5	3	809
20 to less than 38 hours	107	153	127	75	80	22	10	4	19	597
38 to less than 114 hours	250	425	359	269	143	57	20	23	198	1,744
114 to less than 228 hours	370	580	375	162	133	24	36	25	234	1,939
228 to less than 418 hours	287	349	180	152	100	34	30	17	198	1,347
418 to less than 570 hours	29	52	16	29	15	7	1	0	62	211
570 hours or more	29	57	59	34	37	26	8	1	79	330
Not stated	0	577	0	11	23	0	19	0	0	630
Staff hours in the reference week: unpaid staff										
Zero hours	1,441	1,283	900	218	439	143	65	86	551	5,126
Less than 20 hours	92	305	172	57	84	39	12	4	130	895
20 to less than 38 hours	19	56	34	10	14	4	6	4	51	198
38 to less than 114 hours	16	38	31	14	15	14	5	1	50	184
114 to less than 228 hours	0	10	7	7	5	7	2	1	10	49
228 to less than 418 hours	2	4	8	1	2	2	1	0	2	22
418 to less than 570 hours	0	1	0	3	0	0	0	0	1	5
570 hours or more	1	0	3	1	4	0	0	0	2	11
Not stated	29	873	358	555	99	0	44	0	0	1,958
Staff hours in a typical week: paid staff										
Zero hours	89	n.a.	101	6	11	16	0	1	1	225
Less than 20 hours	127	n.a.	192	109	108	22	11	6	3	578
20 to less than 38 hours	106	n.a.	125	85	80	20	11	8	21	456
38 to less than 114 hours	304	n.a.	393	280	144	61	19	23	181	1,405
114 to less than 228 hours	455	n.a.	402	167	140	25	37	37	238	1,501
228 to less than 418 hours	415	n.a.	217	149	101	31	29	18	206	1,166
418 to less than 570 hours	28	n.a.	29	33	20	8	1	2	66	187
570 hours or more	76	n.a.	54	32	35	26	8	1	81	313
Not stated	0	n.a.	0	5	23	0	19	0	0	47
Staff hours in a typical week: unpaid staff										
Zero hours	1,230	n.a.	1,142	220	435	143	63	83	544	3,860
Less than 20 hours	235	n.a.	273	75	87	40	16	6	142	874
20 to less than 38 hours	46	n.a.	38	10	11	4	4	4	45	162
38 to less than 114 hours	45	n.a.	34	14	20	13	7	2	52	187
114 to less than 228 hours	8	n.a.	13	7	3	7	2	1	9	50
228 to less than 418 hours	4	n.a.	8	1	2	2	1	0	2	20
418 to less than 570 hours	1	n.a.	1	2	0	0	0	0	1	5
570 hours or more	2	n.a.	4	2	4	0	0	0	2	14
Not stated	29	n.a.	0	535	100	0	42	0	0	706

(continued)

Table A1.3 (continued): CSTDA-funded service type outlets, data item response categories, 2004–05

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Service users over the 2004–05 year										
1–4	555	491	563	285	239	54	70	38	10	2,305
5–9	369	717	189	149	83	22	11	21	32	1,593
10–19	213	292	193	91	56	28	2	9	75	959
20–49	247	419	269	183	89	36	13	11	186	1,453
50–99	119	247	131	75	42	15	5	6	170	810
100 or more	64	263	77	58	109	29	8	2	252	862
Zero or not stated	31	89	49	9	18	17	21	6	72	213

Notes

1. A service outlet may be a single outlet, or an aggregation of two or more outlets of the same service type for an organisation.

2. Data for CSTDA service outlets, including the data on service user numbers, were from the service form completed by funding jurisdictions and service providers. These data do not use a linkage key to estimate service user numbers. Service user numbers reflect the estimated number of people who received a service at the service outlet during the 2004–05 financial year.

3. Service type outlets with a service type of research & evaluation, training & development, peak bodies, and other support services (7.01–7.04) were excluded from the item 'service users over the financial year', as they are not required to report this data item.

Table A1.4: Users of CSTDA-funded accommodation support services, by accommodation support category and state/territory, 2004–05

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Accommodation support category					**Number**				
Institutional accommodation	1,743	810	823	508	939	245	—	—	5,068
Group homes	2,970	4,243	889	1,109	699	450	223	139	10,722
Other accommodation types	1,405	8,313	3,396	1,842	3,012	478	123	55	18,621
Total accommodation support	**5,980**	**13,199**	**5,034**	**3,371**	**4,550**	**1,128**	**338**	**190**	**33,787**
					Per cent				
Institutional accommodation	29.1	6.1	16.3	15.1	20.6	21.7	—	—	15.0
Group homes	49.7	32.1	17.7	32.9	15.4	39.9	66.0	73.2	31.7
Other accommodation types	23.5	63.0	67.5	54.6	66.2	42.4	36.4	28.9	55.1

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of the components since individuals may have accessed services in more than one state or territory during the 12-month period. Total for accommodation support (numbers and percentages) may not be the sum of components since service users may have accessed services from more than one of the accommodation support categories listed.

2. 'Institutional accommodation' refers to service users accessing service types 1.01–1.03. 'Group homes' refers to service users accessing service type 1.04. 'In-home support' refers to service users accessing service types 1.05–1.08.

Table A1.5: Service users per 1,000 'potential' population by service group, for CSTDA-funded services, by state and territory, 2004–05

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Accommodation support									
Number of service users	5,980	13,199	5,034	3,371	4,550	1,128	338	190	33,787
Potential population	230,833	166,114	138,657	70,560	52,368	17,355	11,245	9,842	697,124
Service users per 1,000 potential population	25.9	79.5	36.3	47.8	86.9	65.0	30.1	19.3	48.5
Community support									
Number of service users	19,082	33,521	8,497	16,511	9,832	1,943	2,508	910	92,610
Potential population	230,833	166,114	138,657	70,560	52,368	17,355	11,245	9,842	697,124
Service users per 1,000 potential population	82.7	201.8	61.3	234.0	187.7	112.0	223.0	92.5	132.8
Community access									
Number of service users	6,761	19,540	6,392	4,431	4,863	1,513	374	305	44,166
Potential population	230,833	166,114	138,657	70,560	52,368	17,355	11,245	9,842	697,124
Service users per 1,000 potential population	29.3	117.6	46.1	62.8	92.9	87.2	33.3	31.0	63.4
Respite									
Number of service users	4,129	11,150	3,761	2,744	1,470	265	287	182	23,951
Potential population	71,681	51,513	43,118	21,894	16,316	5,427	3,482	3,029	216,511
Service users per 1,000 potential population	57.6	216.5	87.2	125.3	90.1	48.8	82.4	60.1	110.6
Employment									
Number of service users	19,037	18,567	12,340	6,151	5,919	1,768	793	395	64,835
Potential population	109,178	80,163	67,354	34,521	24,820	7,715	6,147	4,740	334,474
Service users per 1,000 potential population	174.4	231.6	183.2	178.2	238.5	229.2	129.0	83.3	193.8

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of the components since individuals may have accessed services in more than one state or territory during the 12-month period.

2. Potential population calculations are presented in Table A1.6; see also the introduction to Appendix 1 for more details.

Table A1.6: Calculation of 'potential' populations: people aged less than 65 years and 15–64 years, by state and territory, 30 June 2004

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
People under 65 years									
All	5,813,541	4,299,797	3,422,352	1,747,914	1,302,074	413,347	294,001	191,029	17,486,605
All (%)	33.2	24.6	19.6	10.0	7.4	2.4	1.7	1.1	100.0
With profound or severe core activity limitation	231,851	170,767	136,591	69,458	52,846	16,996	11,443	7,172	697,124
Potential population (accommodation support, community support, community access)	**230,833**	**166,114**	**138,657**	**70,560**	**52,368**	**17,355**	**11,245**	**9,842**	**697,124**
With profound or severe core activity limitation and a primary carer	71,997	52,956	42,476	21,552	16,465	5,315	3,544	2,207	216,511
Potential population (respite)	**71,681**	**51,513**	**43,118**	**21,894**	**16,316**	**5,427**	**3,482**	**3,029**	**216,511**
People 15–64 years									
With profound or severe core activity limitation	175,325	129,806	102,352	52,368	40,596	12,834	8,747	5,042	527,071
Labour force participation rate (%)	62.5	63.1	65.1	65.1	61.6	59.1	71.3	70.7	63.5
Potential population (employment)	**109,178**	**80,163**	**67,354**	**34,521**	**24,820**	**7,715**	**6,147**	**4,740**	**334,474**

Notes

1. Data are estimates. Population estimates of 9,000 or less have a relative standard error of 25% or more.

2. Data for all people are ABS estimated resident populations at 30 June 2004 for people aged less than 65 years and 15–64 years.

3. 30 June 2004 data for people with profound or severe core activity limitation are estimates derived using the ABS 2003 Survey of Disability, Ageing and Carers data.

4. The potential population for accommodation support, community support and community access is the number of people aged under 65 years with severe or profound core activity limitation, multiplied by the Indigenous factor (Table A1.7) for that jurisdiction.

5. The potential population for respite is the number of people aged under 65 years with severe or profound core activity limitation and a primary carer, multiplied by the Indigenous factor (Table A1.7) for that jurisdiction.

6. The potential population for employment services is the number of people aged 15–64 years with severe or profound core activity limitation, multiplied by both the Indigenous factor (see Table A1.7) and the labour force participation rate for that jurisdiction.

7. Owing to the adjustment used in calculating the potential populations in each case, the sum of the jurisdictions is not necessarily equal to the total population for Australia.

Sources: ABS 2004a; ABS 2004c; ABS 2004d; and AIHW analysis of the ABS 2003 Survey of Disability, Ageing and Carers data.

Table A1.7 Calculation of Indigenous factor: people aged less than 65 years and 15–64 years, Indigenous factor by state and territory, 2004

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
People under 65 years									
Indigenous Australians	137,530	28,864	130,475	67,587	26,301	17,598	4,136	57,853	470,572
Non-Indigenous Australians	5,676,011	4,270,933	3,291,877	1,680,327	1,275,773	395,749	289,865	133,176	17,016,033
All people (weighted)	6,006,083	4,340,207	3,605,017	1,842,536	1,338,895	437,984	299,791	272,023	18,145,406
All people (weighted per person)	1.03	1.01	1.05	1.05	1.03	1.06	1.02	1.42	1.04
Indigenous factor	*99.56*	*97.28*	*101.51*	*101.59*	*99.09*	*102.11*	*98.27*	*137.23*	*100.00*
People 15–64 years									
Indigenous Australians	83,246	17,962	78,449	41,824	16,390	10,766	2,571	37,180	288,540
Non-Indigenous Australians	4,406,162	3,322,775	2,544,229	1,307,409	999,934	305,510	228,214	103,449	13,219,314
All people (weighted)	4,605,952	3,365,884	2,732,507	1,407,787	1,039,270	331,348	234,384	192,681	13,911,810
All people (weighted per person)	1.03	1.01	1.04	1.04	1.02	1.05	1.02	1.37	1.03
Indigenous factor	*99.62*	*97.83*	*101.16*	*101.31*	*99.29*	*101.72*	*98.61*	*133.04*	*100.00*

Notes

1. Data are estimates. Figures for all people (weighted per person) and Indigenous factor are rounded to the nearest 0.01, though unrounded figures have been used for further calculations.

2. Indigenous population figures are based on ABS projections of the Indigenous population by state/territory for June 2004.

3. Data for all people (weighted) were calculated by multiplying the data for Indigenous Australians by 2.4 and adding the data for non-Indigenous Australians. Hence Indigenous Australians are weighted at 2.4 and non-Indigenous Australians at 1.

4. Data for all people (weighted per person) were calculated by dividing the all people (weighted) data by the sum of the Indigenous Australians data and the non-Indigenous Australians data.

5. The Indigenous factors adjust the data for all people (weighted per person) to figures relative to an arbitrary figure for Australia of 100. They were calculated by multiplying the all people (weighted per person) data by 100 and dividing by the all people (weighted per person) total for Australia.

Sources: ABS 2004a; ABS 2004c; and AIHW 2006.

Table A1.8: Users of CSTDA-funded services, age group by sex, 2004–05

Age group (years)	Males No.	%	Females No.	%	Not stated No.	%	Total No.	%
0–4	6,522	5.8	3,681	4.5	5,565	96.6	15,768	7.9
5–9	10,270	9.1	5,053	6.2	27	0.5	15,350	7.7
10–14	7,791	6.9	4,446	5.4	14	0.2	12,251	6.1
15–19	11,082	9.8	6,333	7.8	13	0.2	17,428	8.7
20–24	12,444	11.0	8,077	9.9	17	0.3	20,538	10.2
25–29	9,508	8.4	6,369	7.8	11	0.2	15,888	7.9
30–34	9,384	8.3	6,596	8.1	15	0.3	15,995	8.0
35–39	9,086	8.0	6,708	8.2	10	0.2	15,804	7.9
40–44	8,793	7.8	6,980	8.5	16	0.3	15,789	7.9
45–49	7,865	7.0	6,836	8.4	14	0.2	14,715	7.3
50–54	6,477	5.7	5,618	6.9	12	0.2	12,107	6.0
55–59	5,128	4.5	4,463	5.5	17	0.3	9,608	4.8
60–64	3,206	2.8	2,811	3.4	4	0.1	6,021	3.0
65–69	1,689	1.5	1,762	2.2	3	0.1	3,454	1.7
70+	3,680	3.3	5,798	7.1	3	0.1	9,481	4.7
Not stated	141	0.1	136	0.2	19	0.3	296	0.1
Total	**113,066**	**100.0**	**81,667**	**100.0**	**5,760**	**100.0**	**200,493**	**100.0**
Total per cent	*56.4*		*40.7*		*2.9*		*100.0*	

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–4 years age group.

Table A1.9: Users of CSTDA-funded services, median age (years) by sex and service group, 2003–04 and 2004–05

Service group	Males	Females	All service users
	2003–04		
Accommodation support	39.7	42.3	40.9
Community support	15.5	23.4	18.4
Community access	34.5	38.3	36.0
Respite	18.0	22.6	19.8
Employment	33.1	33.8	33.3
All services	**28.6**	**33.1**	**30.4**
	2004–05		
Accommodation support	40.7	43.0	41.7
Community support	17.9	30.5	20.0
Community access	35.9	39.6	37.5
Respite	18.6	23.2	20.4
Employment	33.1	34.2	33.5
All services	**29.4**	**35.1**	**30.9**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'All service users' includes median ages for 174 service users missing sex in 2003–04 and 5,760 service users missing sex in 2004–05.

3. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the median age calculations as aged 2.5 years.

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Table A1.10: Users of CSTDA-funded services, age group by Indigenous status, 2004–05

Age group (years)	Indigenous No.	Indigenous %	Non-Indigenous No.	Non-Indigenous %	Not stated No.	Not stated %	Total No.	Total %
0–4	420	6.7	8,308	5.5	7,040	16.6	15,768	7.9
5–9	600	9.5	11,509	7.6	3,241	7.6	15,350	7.7
10–14	595	9.5	9,444	6.2	2,212	5.2	12,251	6.1
15–19	806	12.8	13,737	9.1	2,885	6.8	17,428	8.7
20–24	731	11.6	17,179	11.3	2,628	6.2	20,538	10.2
25–29	490	7.8	13,187	8.7	2,211	5.2	15,888	7.9
30–34	538	8.6	13,060	8.6	2,397	5.6	15,995	8.0
35–39	555	8.8	12,852	8.5	2,397	5.6	15,804	7.9
40–44	437	7.0	12,750	8.4	2,602	6.1	15,789	7.9
45–49	381	6.1	11,702	7.7	2,632	6.2	14,715	7.3
50–54	266	4.2	9,547	6.3	2,294	5.4	12,107	6.0
55–59	182	2.9	7,287	4.8	2,139	5.0	9,608	4.8
60–64	101	1.6	4,153	2.7	1,767	4.2	6,021	3.0
65–69	68	1.1	2,046	1.3	1,340	3.2	3,454	1.7
70+	108	1.7	4,858	3.2	4,515	10.6	9,481	4.7
Not stated	7	0.1	155	0.1	134	0.3	296	0.1
Total	**6,285**	**100.0**	**151,774**	**100.0**	**42,434**	**100.0**	**200,493**	**100.0**
Total per cent	*3.1*		*75.7*		*21.2*		*100.0*	
Median age (years)	*23.9*		*30.4*		*32.5*		*30.4*	

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–4 years age group.

Table A1.11: Users of CSTDA-funded community support services, median age (years) by sex and service group, 2004–05

Service type	Males	Females	All service users
Therapy support for individuals	14.4	29.2	18.1
Early childhood intervention	4.6	4.4	3.2
Behaviour/specialist intervention	20.6	24.7	21.7
Counselling (individual/family/group)	12.2	22.8	15.5
Resource teams/regional teams	14.9	17.9	16.0
Case management, local coordination & development	23.7	33.8	28.0
Other community support	38.2	41.1	40.0

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'All service users' includes median ages for the 5,760 service users with missing sex.

3. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the median age calculations as aged 2.5 years.

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Table A1.12: Users of CSTDA-funded services, median age (years) by English Proficiency Group, 2004–05

	Males	Females	All service users
Australia	27.7	32.3	29.6
EP group 1	41.4	46.8	44.0
EP group 2	38.0	42.7	39.9
EP group 3	40.6	44.1	41.9
EP group 4	32.5	33.7	32.8
COB missing	31.8	45.5	26.0

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'All service users' includes median ages for the 5,760 service users with missing sex.

3. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the median age calculations as aged 2.5 years.

Table A1.13: Users of CSTDA-funded services, existence of an informal carer by service user age group and sex, 2004–05

Age group of service user (years)	Has an informal carer		Does not have an informal carer		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
				Males				
0–14	18,124	73.7	1,051	4.3	5,408	22.0	24,583	100.0
15–24	11,606	49.3	8,682	36.9	3,238	13.8	23,526	100.0
25–44	13,070	35.5	18,790	51.1	4,911	13.4	36,771	100.0
45–64	6,157	27.2	12,604	55.6	3,915	17.3	22,676	100.0
65+	1,254	23.4	2,478	46.2	1,637	30.5	5,369	100.0
Not stated	58	41.1	62	44.0	21	14.9	141	100.0
Total	**50,269**	**44.5**	**43,667**	**38.6**	**19,130**	**16.9**	**113,066**	**100.0**
				Females				
0–14	9,639	73.1	694	5.3	2,847	21.6	13,180	100.0
15–24	7,610	52.8	4,845	33.6	1,955	13.6	14,410	100.0
25–44	9,893	37.1	12,319	46.2	4,441	16.7	26,653	100.0
45–64	5,372	27.2	9,736	49.4	4,620	23.4	19,728	100.0
65+	1,570	20.8	3,121	41.3	2,869	37.9	7,560	100.0
Not stated	53	39.0	50	36.8	33	24.3	136	100.0
Total	**34,137**	**41.8**	**30,765**	**37.7**	**16,765**	**20.5**	**81,667**	**100.0**
				All service users				
0–14	28,291	65.2	1,761	4.1	13,317	30.7	43,369	100.0
15–24	19,224	50.6	13,542	35.7	5,200	13.7	37,966	100.0
25–44	22,970	36.2	31,148	49.1	9,358	14.7	63,476	100.0
45–64	11,537	27.2	22,370	52.7	8,544	20.1	42,451	100.0
65+	2,826	21.8	5,603	43.3	4,506	34.8	12,935	100.0
Not stated	116	39.2	112	37.8	68	23.0	296	100.0
Total	**84,964**	**42.4**	**74,536**	**37.2**	**40,993**	**20.4**	**200,493**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'All service users' includes 5,760 service users whose sex was not stated.

3. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–14 years age group.

4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table A1.14: Users of CSTDA-funded services, living arrangements by frequency of need for support for activities of daily living (ADL), activities of independent living (AIL) and activities of work, education and community living (AWEC), 2004–05

Frequency of support needed	Lives alone		Lives with family		Lives with others		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
ADL										
Always or unable to do	2,332	9.5	29,039	26.0	15,549	41.8	687	2.6	47,607	23.7
Sometimes	11,444	46.4	44,934	40.2	13,731	36.9	1,466	5.4	71,575	35.7
None but uses aids	1,951	7.9	4,218	3.8	772	2.1	243	0.9	7,184	3.6
None	7,345	29.8	18,818	16.8	4,803	12.9	704	2.6	31,670	15.8
Not stated/not collected/ not applicable	1,573	6.4	14,696	13.2	2,372	6.4	23,816	88.5	42,457	21.2
Total	**24,645**	**100.0**	**111,705**	**100.0**	**37,227**	**100.0**	**26,916**	**100.0**	**200,493**	**100.0**
AIL										
Always or unable to do	3,603	14.6	33,148	29.7	17,918	48.1	514	1.9	55,183	27.5
Sometimes	15,235	61.8	51,855	46.4	14,418	38.7	1,635	6.1	83,143	41.5
None but uses aids	989	4.0	2,239	2.0	435	1.2	62	0.2	3,725	1.9
None	3,113	12.6	8,836	7.9	1,785	4.8	402	1.5	14,136	7.1
Not stated/not collected/ not applicable	1,705	6.9	15,627	14.0	2,671	7.2	24,303	90.3	44,306	22.1
Total	**24,645**	**100.0**	**111,705**	**100.0**	**37,227**	**100.0**	**26,916**	**100.0**	**200,493**	**100.0**
AWEC (5 years and over)										
Always or unable to do	6,358	25.8	36,490	35.5	22,014	59.6	488	2.4	65,350	35.4
Sometimes	13,149	53.4	45,274	44.1	10,644	28.8	1,506	7.4	70,573	38.2
None but uses aids	1,134	4.6	2,720	2.6	408	1.1	50	0.2	4,312	2.3
None	2,243	9.1	5,686	5.5	1,208	3.3	183	0.9	9,320	5.0
Not stated/not collected/ not applicable	1,761	7.1	12,584	12.2	2,683	7.3	18,015	89.0	35,043	19.0
Total	**24,645**	**100.0**	**102,754**	**100.0**	**36,957**	**100.0**	**20,242**	**100.0**	**184,598**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Column totals may not be the sum of components since individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom living arrangement data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table A1.15: CSTDA-funded service type outlets, mean staff hours in the reference week per service user by service type, 2004–05

Service type	Total staff hours	Number of service users	Mean staff hours per service user
Institutions & group homes	568,132	15,566	36.5
In-home support	213,930	18,621	11.5
Community support	117,881	92,610	1.3
Community access	207,154	44,166	4.7
Respite	86,302	23,951	3.6
Employment	233,677	64,835	3.6
Total	**1,493,820**	**200,493**	**7.5**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 2.4 for discussion of the definition of 'service type outlet').

3. 'Institutions and group homes' refers to service types 1.01–1.04. 'In-home support' refers to service users accessing service types 1.05–1.08.

Appendix 2: CSTDA NMDS 2004–05 collection forms

The following CSTDA NMDS 2004–05 collection forms were used by service type outlets that did not collect data electronically.

CSTDA*NMDS*

Commonwealth-State/Territory Disability Agreement
National Minimum Data Set Collection

Service User Form
2004–2005

Service types 1.05-1.07, 2.06, 3.01, 3.03, 4.01–4.05 should complete <u>all</u> questions on this form for each service user who received a service within the reporting period. Service types 1.01–1.04, 1.08, 2.01–2.05 and 2.07 should complete all questions except 17f and 17g; service type 3.02 should fill out questions B, 1 and 2—Linkage key elements only; and service types 5.01–5.03 should fill out all questions except 12b–c and 12e (some carer questions).

B. Service type outlet ID

See Data Guide page 41

Please copy the Service type outlet ID from the related Service Type Outlet Form.

1. Record ID

See Data Guide page 42

2. Statistical Linkage Key

2a. Letters of **surname**

1st | 2nd | 3rd | 4th | 5th | 6th

See Data Guide page 43

2b. Letters of **given name**

See Data Guide page 44

2c. Date of birth

d d m m y y y y

If not known, estimate year, enter 01/01 for day and month and tick 2d.

2d. Is the service user's date of birth an **estimate**?   Yes [ ]1

See Data Guide page 47

2e. What is the service user's **sex**?   Male [ ]1   Female [ ]2

Service type 3.02 - Recreation/holiday program services, please stop here.

3. Is the service user of **Aboriginal** or **Torres Strait Islander origin**?

See Data Guide page 48

Aboriginal but not Torres Strait Islander origin [ ]1

Torres Strait Islander but not Aboriginal origin [ ]2

Both Aboriginal and Torres Strait Islander origin [ ]3

Neither Aboriginal nor Torres Strait Islander origin [ ]4

Responses must not be based on the perceptions of anyone other than the person, or their advocate. The 'look' of a person has proven to be an unreliable way for another person to assess someone's Indigenous origin.

4. In which **country** was the service user **born**?

Australia	☐ 1101	Scotland	☐ 2105
England	☐ 2102	Greece	☐ 3207
New Zealand	☐ 1201	Germany	☐ 2304
Italy	☐ 3104	Philippines	☐ 5204
Viet Nam	☐ 5105	Netherlands	☐ 2308

If other country please specify _____

Where the country of birth is known but is not specified in the classification, please specify it in the space provided.

---

5. Does the service user require **interpreter services**?

Yes - for spoken language other than English ☐ 1   Yes - for non-spoken communication ☐ 2   No ☐ 3

---

6. What is the service user's most effective **method of communication?**

Spoken language (effective) ☐ 1

Sign language (effective) ☐ 2

Other effective non-spoken communication
- e.g. Canon Communicator, Compic ☐ 3

Little, or no effective communication ☐ 4

Child aged under 5 years (not applicable) ☐ 5

This item is considered 'not applicable' to young children. Hence children aged 0–4 years should be coded as 'Child aged under 5 years'.

---

7. Does the service user usually **live alone** or **with others?**

Lives alone ☐ 1

Lives with family ☐ 2

Lives with others ☐ 3

'Usually' means 4 or more days per week on average.

The service user's living arrangements must relate to the same place described in residential setting (see question 9).

---

8. What is the **postcode** of the service user's usual residence?

☐☐☐☐

The service user's postcode must relate to their residential setting (see question 9).

9. What is the service users usual **residential setting**?

Private residence ☐ 1

Residence within an Aboriginal community ☐ 2

Domestic-scale supported living facility ☐ 3
– e.g. group homes

Supported accommodation facility ☐ 4
– e.g. hostels, supported residential services or facilities

Boarding house/private hotel ☐ 5

Independent living unit within a retirement village ☐ 6

Residential aged care facility ☐ 7
– nursing home or aged care hostel

Psychiatric/mental health community care facility ☐ 8

Hospital ☐ 9

Short term crisis, emergency or transitional accommodation ☐ 10
– e.g. night shelters, refuges, hostels for the homeless, halfway houses

Public place/temporary shelter ☐ 11

Other ☐ 12

The type of physical accommodation the person usually resides in ('usually' means four or more days per week on average).

10. What are the service user's **primary** and **other significant disability group(s)**?

a. Primary disability group   **b. Other significant disability group(s)**

Tick 1 box only   *Tick all other significant disabilities*

☐ 1	Intellectual	☐
☐ 2	Specific learning/ADD - other than Intellectual	☐
☐ 3	Autism - including Asperger's syndrome	☐
☐ 4	Physical	☐
☐ 5	Aquired brain injury	☐
☐ 6	Neurological - including epilepsy & Alzheimer's Disease	☐
☐ 7	Deafblind - dual sensory	☐
☐ 8	Vision	☐
☐ 9	Hearing	☐
☐ 10	Speech	☐
☐ 11	Psychiatric	☐
☐ 12	Developmental Delay - only valid for a child aged 0 – 5 years	☐

Disability group(s) (other than that indicated as being 'primary') that also cause difficulty for the person.

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11. How often does the service user need personal **help** or **supervision** with **activities** or **participation** in the following life areas?

Please indicate the level of help or supervision required for each life area (rows a–i) by ticking only one level of help or supervision (columns 1–5).

The person can undertake activities or participate in this life area with this level of personal help or supervision (or would require this level of help or supervision if the person currently helping were not available)	1) Unable to do or always needs help/ supervision in this life area	2) Sometimes needs help/ supervision in this life area	3) Does not need help/ supervision in this life area but uses aids or equipment	4) Does not need help/ supervision in this life area and does not use aids or equipment	5) Not applicable
LIFE AREA					
a) Self-care e.g. washing oneself, dressing, eating, toileting	☐ 1	☐ 2	☐ 3	☐ 4	■
b) Mobility e.g. moving around the home and/or moving around away from home (including using public transport or driving a motor vehicle), getting in or out of bed or a chair	☐ 1	☐ 2	☐ 3	☐ 4	■
c) Communication e.g. making self understood, in own native language or preferred method of communication if applicable, and understanding others	☐ 1	☐ 2	☐ 3	☐ 4	■
d) Interpersonal interactions and relationships e.g. actions and behaviours that an individual does to make and keep friends and relationships, behaving within accepted limits, coping with feelings and emotions	☐ 1	☐ 2	☐ 3	☐ 4	■

NOTE: In the following questions **'not applicable'** is a valid response **only if** the person is **0–4** years old.

	1)	2)	3)	4)	5)
e) Learning, applying knowledge and general tasks and demands e.g. understanding new ideas, remembering, problem solving, decision making, paying attention, undertaking single or multiple tasks, carrying out daily routine	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
f) Education e.g. the actions, behaviours and tasks an individual performs at school, college, or any educational setting	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
g) Community (civic) and economic life e.g. recreation and leisure, religion and spirituality, human rights, political life and citizenship, economic life such as handling money	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

NOTE: In the following questions **'not applicable'** is a valid response **only if** the person is **0–14** years old.

	1)	2)	3)	4)	5)
h) Domestic life e.g. organising meals, cleaning, disposing of garbage, housekeeping, shopping, cooking, home maintenance	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
i) Working e.g. actions, behaviours and tasks to obtain and retain paid employment	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

12. Carer arrangements (informal)

*The following questions are asking about the presence of an **informal carer** who provides support to the service user (i.e. these questions are **not about paid carers**)*

12a. Does the service user have an **informal carer,** such as a family member, friend or neighbour, **who provides care and assistance** on a regular and sustained basis?

Yes ☐1   **>Go to 12b**   No ☐2   **>Go to 13**

'Regular' and 'sustained' in this instance means that care or assistance has been ongoing, or likely to be ongoing for at least six months.

12b. Does the carer assist the service user in the area(s) of **self-care, mobility** or **communication**?

Yes ☐1   No ☐2

Questions 12b-e relate the informal carer identified in 12a

12c. Does the carer live in the **same household** as the service user?

Yes, Co-resident carer ☐1   No, Non-resident carer ☐2

12d. What is the **relationship** of the carer to the service user?

Wife/female partner ☐1	Daughter-in-law ☐7
Husband/male partner ☐2	Son-in-law ☐8
Mother ☐3	Other female relative ☐9
Father ☐4	Other male relative ☐10
Daughter ☐5	Friend/neighbour – female ☐11
Son ☐6	Friend/neighbour – male ☐12

*When answering this question complete the sentence **The carer is the service user's…***

This question relates to the informal carer identified in 12a

12e. What is the **age group** of the **carer**?

Less than 15 years ☐1	45 - 64 years ☐4
15 - 24 years ☐2	65 years and over ☐5
25 - 44 years ☐3	

When asking the service user about the age of their carer it is considered more appropriate to ask about broad age groups rather than actual age.

13. If aged under 16 years: do the service user's parents or guardians receive the **Carer Allowance (Child)**?

Yes ☐ 1   No ☐ 2   Not known ☐ 3

This question is not asking about Carer Payment even though some parents of children aged less than 16 years receive it in addition to Carer Allowance (Child).

14. If aged 15 years or more:

What is the service user's **labour force status**?

Employed ☐ 1   Unemployed ☐ 2   Not in the labour force ☐ 3

15. If aged 16 years or more:

What is the service user's **main source of income**?

Disability Support Pension ☐ 1   Other income ☐ 5

Other pension or benefit ☐ 2   Nil income ☐ 6

Paid employment ☐ 3   Not known ☐ 7

Compensation payments ☐ 4

This item refers to the source by which a person derives most (equal to or greater than 50%) of his/her income. If the person has multiple sources of income and none are equal to or greater than 50%, the one which contributes the largest percentage should be counted.

16. Is the service user currently receiving **individualised funding** under the CSTDA?

Yes ☐ 1   No ☐ 2   Not known ☐ 3

17. Services received 2004–2005

Responses to the remaining questions must relate to the service type outlet ID indicated in data item B of the Service User Form.

Note: if the service user received more than 1 service type from your agency you will need to complete a separate Service User Form (see Data Guide pages 14–15).

17a. When did the service user **commence** using this service type?

d	d	m	m	y	y	y	y

See Data Guide page 79

A service is a support activity delivered to a person, in accord with the CSTDA. Services within the scope of the collection are those for which funding has been provided, during the specified period, by a government organisation operating under the CSTDA.

17b. When did the service user **last receive** this service type?

d	d	m	m	y	y	y	y

See Data Guide page 80

17c. Did the service user receive this service type **on the snapshot day?**

Yes ☐ 1   No ☐ 2

The snapshot day refers to a single day during the annual reporting period.

See Data Guide page 81

17d. When did the service user **leave** this service type?

See Data Guide page 82

d	d	m	m	y	y	y	y

If the service user is still with the service leave blank and
>Go to question 17f

A service user is considered to leave a service when either:

1. the service user ends the support relationship with the service outlet;
2. the service outlet ends the support relationship with the service user; or
3. twelve months have elapsed since the service user last received support.

17e. What **reason** did the service user report for **leaving** this service?

Service user no longer needs assistance from □ 1   *See Data Guide page 83*
service type outlet – moved to mainstream services

Service user no longer needs assistance from □ 2
service type outlet – other

Service user moved to residential, institutional □ 3
or supported accommodation setting

Service user's needs have increased □ 4
– other service type required

Services terminated due to budget/staffing constraints □ 5

Services terminated due to Occupational Health □ 6
and Safety reasons

Service user moved out of area □ 7

Service user died □ 8

Service user terminated service □ 9

Other □ 10

Hours received – please indicate the **number of hours** of support received by to the service user for this CSTDA service type:

The amount of CSDA-funded support received by a person for this CSDA service type during the reporting period.

17f. In the **7-day reference week preceding the end of the reporting period?** □□□□

See Data Guide page 85

17g. In a **typical 7-day week?** □□□□

See Data Guide page 87

Thank you for your time and effort.

CSTDA*NMDS*

Commonwealth-State/Territory Disability Agreement
National Minimum Data Set Collection

Service type outlet form 2004–2005

A separate Service type outlet form should be filled in for each CSTDA-funded service type outlet (i.e. for each CSTDA-funded service type provided at or from a given location). Your CSTDA funding department should have filled in items A–G before your agency received this form. Please check the responses using the Data Guide—pages 16–30, initially for any queries you may have.

A. Funded agency ID

B. Service type outlet ID   C. Service type

D. Service type outlet postcode   E. Service type outlet SLA

F. Funding jurisdiction   G. Agency sector

Service type outlet name:

Funded service type:

Please verify the information provided above.

Please name a person in your service type outlet/funded agency who is involved in completing the forms and can be contacted about any queries. Please print.

Contact Name

Title or position   Email

Phone number   Fax number

Please turn over >

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1. Has this service type outlet operated for the

   full 2004–05 financial year?

   Yes ☐ 1   No ☐ 2

---

2. How many **weeks per year** does this service type outlet usually operate?

   ☐☐

   'No regular pattern of operation through a year' includes seasonal services such as Christmas holiday programs.

   or

   No regular pattern ☐ 90

---

3. How many **days per week** does this service type outlet usually operate?

   ☐

   'No regular pattern of operation through a week' includes school holiday programs.

   or

   No regular pattern ☐ 90

---

4. How many **hours per day** does this service type outlet usually operate?

   ☐☐

   'No regular daily pattern of operation' includes flexible hours, on call, 24 hour sleepover etc. Please do not provide the number of hours per week.

   or

   No regular pattern ☐ 90

Staff hours: What were the **total hours** worked by staff (including those worked by contracted staff) and volunteers working on behalf of this service type outlet:

Paid staff – paid hours worked by staff including contracted staff.	**Unpaid staff** – unpaid hours worked by staff and volunteers.

5. In the **7-day reference preceding the end of the reporting period?**

   a) ☐☐☐☐☐   b) ☐☐☐☐☐

6. In a **typical 7-day week?**

   a) ☐☐☐☐☐   b) ☐☐☐☐☐

Please enter a dash (–) in the right hand box for any category where the value is 'nil'. Please round hours up to the nearest whole hour.

If the service type of this service outlet is 'Other support' (7.01–7.04) please do not complete question 7 and do not fill out any Service user forms.

---

7. How many service users received this service type from this service type outlet **during the reporting period?**

   ☐☐☐☐☐

   *Please **do not** provide numbers of 'beds' or 'places' or 'instances of service'.*

Thank you for your time and effort.

Appendix 3: Using the statistical linkage key

This appendix provides a description of the linkage processes, including the validation of the linkage key, the results of linkage and an overview of the rules used to allocate responses that are inconsistent between linked records.

Record linkage

The linkage of service user records was carried out on the basis that two or more records with fully valid linkage keys that completely matched were regarded as referring to the same service user. Therefore, in the final linked data set for service users there is only one record for each unique linkage key, which is taken to be one service user.

The data for Victoria had a large number of invalid statistical linkage keys owing to service users not giving the letters of names component, and as for the previous two collections (2002–03 and 2003–04) a 'pseudo' linkage key was used where necessary, comprising date of birth, sex and postcode. By matching to other records within the data set, this key was then used to assign valid linkage keys wherever possible.

This process increased the proportion of records in the unlinked Victoria data with valid linkage keys from 74% to 80%. A further 10% remained with pseudo linkage keys. Through the matching process, the number of missed matches between records with these keys and other records in the national data has been reduced to a minimum. However, the use of the pseudo key means that some records would have been wrongly matched and other records not matched when they should have been.

There were 5,908 records (1.9%) for which sex was unknown. These records were tested for matches within the same geographical state or territory using the linkage key without sex, with all other records in 2004–05, as well as all records in the 2003–04 and 2002–03 6-monthly data set and the snapshot day data sets for 1999 to 2002. This resulted in the allocation of sex to 128 of these records.

For a small number of records (94) that were missing one component other than sex (e.g. date of birth, last or first name characters), it was possible to assign the full linkage key by similar comparison methods. Of the other records (8,045) that were missing one or more parts of the linkage key other than sex, a group of 40 (0.5%) had been identified by other means by the jurisdiction as having one or more matches. The remaining 8,005 were not matched and were given a unique key for all future analyses.

For 2,920 records (1.1%), the date of birth was recorded as being an estimate and for a further 4,566 records it appeared from examination of the frequency of dates for particular agencies that the date was an estimate, even though it was not flagged as such. Generally this meant that the day and month were recorded as 1 January. A matching analysis was carried out to determine whether any service users may have had both estimated and actual dates of birth recorded in the data set. As a result, estimated dates of birth were reassigned in 439 cases with the corresponding linkage keys changed accordingly.

The letter part of the linkage key was examined to check whether any unlikely or possibly false sequences (such as 'ABCDE') or repetitions (such as 'AAAA') appeared at a higher frequency than might be expected. There were no such apparently invalid linkage keys in the 2004–05 collection.

Date of birth frequencies

For those records for which the date of birth was not treated as being an estimate, the frequency distribution of days and months was examined for any unexpected patterns. The date of 1 January was still more common than expected, with 1,380 dates recorded compared with an expected number of 685. Presumably 1 January was sometimes recorded when the year of birth was known but the day and month were not, without this being indicated by either the date estimate flag or a high frequency of this date for the relevant agency. This does appear to have occurred, as the average number of records per service user is lower for these cases than for the remaining non-estimated cases. However, if the true ratio of the cases with these 1 January birthdates was the same as for other non-estimated cases, then the number of service users would be overestimated by only 108.

For the other 11 months of the year, the number of birth dates on the first of the month was only slightly higher than expected, with 7,985 (3.2%) such dates recorded compared with an expected number of 7,515 (3.0%). This may indicate that for a small number of these dates the day of the month was in fact unknown. The average number of service records per service user for this group was slightly lower than for the remaining non-estimated cases. A similar calculation can be made as that made above for 1 January birthdates, and this suggests that the number of service users would be overestimated by 141 owing to dates for which the day of the month was unknown, but which were not flagged as estimated.

Results of linkage

There were 263,610 service user records relating to service users who accessed services between 1 July 2004 and 30 June 2005. After linkage, the estimated total number of service users was 200,493. Almost all linkage occurred within the one jurisdiction (state, territory or Australian Government) or between state/territory and Australian government services located within the same state or territory. However, there were 494 matches of the linkage key between states and territories, meaning that these service users were assumed to be using services from two different states or territories (or in three cases, three different states) during the 12-month period. Of these, 114 were between matching records having the same postcode. It is assumed that the remaining 380 service users (0.2% of the total number of service users) either moved from one state or territory to another during the period, or somehow otherwise relocated and/or accessed services from more than one state or territory.

Table A3.1 shows the number of records per linkage key. Around 57% (149,704) of all records had a unique, valid linkage key—that is, a valid linkage key that did not match with any other record. A further 3.1% (8,005) of records had an invalid linkage key and thus could not be matched. The proportion of invalid linkage keys was under 1% for all jurisdictions except Victoria (9.7%) (Table A3.2).

Overall, about 60% (157,709) of all records were unmatched, meaning there were 157,709 service users for whom there was only one record (79% of all service users) (Table A3.1). The other 40% (105,901) of records did have at least one match and were shared between 42,784 service users. For example, there were 57,894 records (28,947 multiplied by 2) for the 28,947 service users who had two matching records. The number of records with the same linkage key ranged from one to ten. Over two-thirds (68%) of all matches found were between two records only (28,947 of 42,784).

Note that the number of service user records in the database does not necessarily correspond with the number of service type outlets that service users have accessed. This is because it is

possible for service user data to be recorded once by an agency even if the service user has accessed more than one service type outlet within the agency.

Records with invalid linkage keys cannot, of course, be matched with any other records, so result in an overestimate of the number of service users. From the results of linkage among records with valid linkage keys, it is estimated that 3,317 of the records with invalid keys would be expected to show a match if they had a valid key, and as a result the total for service users would decrease by 1,977. To this can be added the estimated extra 249 counted owing to estimated dates of birth that could not be recognised as such. This would mean that the total number of service users is overestimated by 2,226 or 1.1%. However, the statistical linkage key by its nature does not result in perfect matching and can result in both false matches and missed matches. Previous testing of the linkage key indicated a false match rate of 1% or less (AIHW: Ryan et al. 1999).

Table A3.1: Number of service user records that match using the statistical linkage key and resulting number of service users, 2004–05

Effect of linkage key	Records		Service users	
	No.	%	No.	%
Unmatched records				
Valid linkage key	149,704	56.8	149,704	74.7
Invalid linkage key[a]	8,005	3.0	8,005	4.0
Total	*157,709*	*59.8*	*157,709*	*78.7*
Linked records				
2 records	57,894	22.0	28,947	14.4
3 records	27,819	10.6	9,273	4.6
4 records	12,716	4.8	3,179	1.6
5 records	4,945	1.9	989	0.5
6 records	1,668	0.6	278	0.1
7 records	658	0.2	94	0.0
8 or more records[b]	207	0.1	24	0.0
Total	*105,901*	*40.2*	*42,784*	*21.3*
Grand total	**263,610**	**100.0**	**200,493**	**100.0**

(a)   Pseudo linkage keys used for some Victorian cases are included with valid linkage keys. See 'record linkage' for further information. A further 40 records were matched by other means by the jurisdiction and are included as cases with 2 to 6 records as appropriate.

(b)   There were 136 service users who had 8 records, 45 with 9 records, and 26 had 10 records.

Table A3.2: Validity of the statistical linkage key in the CSTDA NMDS, by jurisdiction, 2004–05

	NSW	Vic[a]	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Number of service user records (unlinked)	33,812	78,878	21,141	31,182	20,354	5,504	3,509	1,664	67,566	263,610
Number with invalid linkage keys	2	7,638	140	68	191	3	2	0	1	8,045
% invalid linkage keys[b]	**0.0**	**9.7**	**0.7**	**0.2**	**0.9**	**0.1**	**0.1**	**0.0**	**0.0**	**3.1**

(a)   For Victoria, 'psuedo' linkage keys are included as valid.

(b)   Statistical linkage keys missing sex only are counted as valid.

Methods for resolving discrepancies between linked records

When records are matched by linkage key, they are assumed to then relate to the same service user. In the majority of cases, all the information on matching records will be the same. However, in some cases the other information on two or more matching records is not entirely consistent; that is, for some items the values recorded will differ between records. For example, of two records with the same linkage key, one may record the service user as 'living with others' and having 'other effective non-spoken communication', with the other recording the service user as 'living with family 'and having 'little or no effective communication'. Depending on the item in question, this may be due to differences in opinion, judgment or quality of information, or possibly because of miscoding on one record.

In order to produce any tabulations or analysis of items by service user, it is necessary to reconcile such discrepancies by some method that is consistent for each item. Standard agreed processes have been designed to select the data from the most reliable source. Depending on the nature of the item, these may involve selection on the basis of one or more of (a) the frequency of each value recorded, (b) an order of preference by the actual value of the item (this is also used to resolve any inconsistencies within a single record), (c) an order of precedence by service type of the outlets that recorded the data, or (d) some form of summation of all values for the item. A further general principle used in all cases is that valid values for an item take precedence over missing ('not stated') or 'not known' values. This is on the basis that valid values imply the relevant information was known and could be given, whereas missing/not known values imply that the information was either unknown or would not be disclosed. Thus, where there are only two records and one has a particular item missing or not known, the value on the other record will be the one assigned to the service user.

Appendix 4: Service type classification (definitions)

The following definitions are taken from the 2004–05 CSTDA NMDS Data Guide (AIHW 2004b).

Accommodation support

1.01 Large residentials/institutions (>20 places)

Large residentials/institutions are usually located on large parcels of land and provide 24-hour residential support in a congregate setting of more than 20 beds. In some cases a range of residential and vocational/day services, and/or respite services are provided on the one site. (Where this is the case, each additional service type should be funded and/or reported against under the CSTDA NMDS as a separate service type outlet.)

1.02 Small residentials/institutions (7–20 places)

Small residentials/institutions are usually located on large parcels of land and provide 24-hour residential support in a congregate or cluster setting of 7 to 20 beds. In some cases a range of residential and vocational/day services, and/or respite services are provided on the one site. (Where this is the case, each additional service type should be funded and/or reported against under the CSTDA NMDS as a separate service type outlet.)

1.03 Hostels

Hostels provide residential support in a congregate setting of usually less than 20 beds, and may or may not provide 24-hour residential support. Many are situated in an institutional setting and also have respite beds included on the premises. In contrast to residentials/institutions (1.01 and 1.02), hostels usually do not provide segregated specialist services. (Where this is the case, each additional service type should be funded and/or reported against under the CSTDA NMDS as a separate service type outlet.)

1.04 Group homes (<7 places)

Group homes provide **combined** accommodation and community-based residential support to people in a residential setting. Usually no more than 6 service users are located in any one house, although this can vary. Group homes are generally staffed 24 hours a day. The agency being funded to provide the service must have control of the residence, i.e. own, lease, hold in trust, or in other ways be responsible for the residence, not just the support to enable the residents to remain in the residence. If the only service being provided is support to enable residents to remain in their existing accommodation, then see category 1.05 'attendant care/personal care' or 1.06 'in-home accommodation support'.

1.05 Attendant care/personal care

An attendant care program provides for an attendant(s) to assist people with daily activities that they are unable to complete for themselves because of physical, intellectual or any other disability. The service is provided to people to assist them to live in the community, and to live on their own.

1.06   In-home accommodation support

Support involves individual in-home living support and/or developmental programming services for people with a disability, **supplied independently of accommodation**. The accommodation may be owned, rented, or otherwise provided, but should be independent of the agency providing the in-home support service, otherwise see code 1.04 'group homes'. Where an in-home accommodation support services also provides some other limited assistance, for example help with banking once a week, then in-home accommodation should be recorded, as it is the primary focus of the support provided.

1.07   Alternative family placement

Placements of a person with a disability with an alternative family who will provide care and support. Includes shared-care arrangements and host family placements.

1.08   Other accommodation support

Accommodation support services that provide short-term, one-off instances of accommodation such as:

• accommodation provided so that individuals or families can access specialist services, or further education;

• emergency or crisis accommodation support (e.g. following the death of a parent or carer);

• houses or flats for holiday accommodation.

If the accommodation support is primarily for respite (i.e. involves the separation of the service user from their usual support arrangements or the addition of extra support in their current environment) please refer to the relevant service type 4.01–4.05.

Community support

2.01   Therapy support for individuals

Specialised, therapeutic care services including occupational therapy, physiotherapy, speech pathology. These services are intended to improve, maintain or slow deterioration of a person's functional performance, and/or assist in the assessment and recommendation of equipment to enable people to perform as independently as possible in their environment.

2.02   Early childhood intervention

Support services to assist children up to (but not including) 6 years of age with a developmental delay to integrate with peers into pre-schools and the wider community. This will include the full range of services that the child receives.

2.03   Behaviour/specialist intervention

These include the range of services relating to the management of challenging behaviours, including dangerous antisocial behaviour. Services include intensive intervention support, training and education in behaviour management, and consultancy services for other professionals. Behaviour/specialist intervention is often provided as a by-product of other services.

2.04   Counselling (individual/family/group)

Services that provide counselling to individuals, families or groups.

2.05   Regional resource and support teams

Regional resource and support teams are generally inter-disciplinary teams that provide a combination of services in the categories 2.01, 2.02 and 2.03, that cannot be broken down into the component parts. Regional resource and support teams may also assist service users to access mainstream services and/or support mainstream-funded agencies. Except for early childhood intervention teams, these teams usually have an individual, rather than a family, focus.

2.06   Case management, local coordination and development

This is a broad service type category, including elements of individual or family-focused case management and brokerage as well as coordination and development activity within a specified geographical area. Services assist people with disabilities to maximise their independence and participation in the community through working with the individual, family and/or carers in care planning and/or facilitating access to appropriate services.

Case management services are targeted to individuals who require assistance, for a period of time, to access necessary supports, including help with service coordination and with assisting services to respond to their service needs. Brokerage is one method of purchasing appropriate supports for an individual and should be included in this category.

Other forms of local coordination and development generally involve working with the individual, family and/or carers and at the community level to facilitate positive changes that assist people with a disability to live and participate in the community and assist families in their continued provision of care. Local coordination does not generally involve management of individuals' funds and does not generally involve ongoing case management. However, discretionary funds are sometimes available for one-off purchases (e.g. respite, therapy) to enable a quick response until longer term supports can be put in place.

2.07   Other community support

Community access

3.01   Learning and life skills development

These programs provide ongoing day-to-day support for service users to gain greater access and participate in community-based activities. Programs may focus on continuing education to develop skills and independence in a variety of life areas (e.g. self-help, social skills and literacy and numeracy) or enjoyment, leisure and social interaction. They are often called Day Programs.

3.02   Recreation/holiday programs

Recreation services and holiday programs aim to facilitate the integration and participation of people with disabilities in recreation and leisure activities available in the general community. These services may also enhance the capacity and responsiveness of mainstream sport and recreation agencies and community organisations to provide for people with disabilities.

3.03   Other community access

Respite

4.01   Own home respite

Respite care provided in the individual's own home location.

4.02 Centre-based respite/respite homes

Respite care provided in community setting similar to a 'group home' structure and respite care provided in other centre-based settings. This service type includes respite care provided in any of the accommodation settings 1.01–1.04.

4.03 Host family respite/peer support respite

Host family respite provides a network of 'host families' matched to the age, interests and background of the individual and their carer. Peer support is generally targeted at children or young adults up to 25 years of age, and matches the individual with a peer of similar age and interests, usually for group activities. Usually provided on a voluntary basis.

4.04 Flexible respite

Respite services that offer any combination of own home, host family or peer support respite. Includes respite where day outings and camping trips are taken (this service type is distinguished from service type 3.02 'Recreation/holiday programs' because the primary purpose is respite). Flexible respite to meet an individual's needs may include brokerage for respite, only when the funding dollars come from respite resources.

4.05 Other respite

Respite services other than those outlined above, including:

- crisis respite
- holidays for the person with the disability where the primary intention of the service is to provide respite support (rather than primarily a holiday experience) and the service user is generally separated from their usual support arrangements, e.g. family.

Employment

5.01 Open employment

Services that provide employment assistance to people with a disability in obtaining and/or retaining paid employment in **another** organisation.

5.02 Supported employment

Services that support or employ people with a disability within the <u>same</u> organisation.

5.03 Open and supported employment[7]

Services that provide both open and supported employment assistance.

Advocacy, information and print disability

6.01 Advocacy

Services designed to enable people with a disability to increase the control they have over their lives through the representation of their interests and views in the community. Examples include:

- self advocacy/individual advocacy
- citizen advocacy
- group advocacy
- system/systematic advocacy

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7   This service type ceased to be operational from 1 December 2004.

6.02 *Information/referral*

Information services provide accessible information to people with disabilities, their carers, families and related professionals. This service type provides specific information about disability-specific and generic services, equipment, and promotes the development of community awareness. Information includes contact by phone, print or email that recommends a person to another service.

6.03 *Combined information/advocacy*

Services that offer both information and advocacy services to individuals where these two components cannot reasonably be separated.

6.04 *Mutual support/self-help groups*

Focus, or special interest groups to provide support and assistance for people with disabilities, their families and carers. These groups promote self advocacy through the provision of information, support and assistance.

6.05 *Alternative formats of communication*

Includes alternative formats of communication for people who by reason of their disabilities are unable to access information provided in the standard format. May include interpreter services, radio and alternative formats of print medium, e.g. TTY, braille etc.

Other support

7.01 *Research and evaluation*

Research and evaluation with respect to the provision of services funded under the CSTDA for people with disabilities. This includes the investigation of the need for new services or enhancement of existing services and the measurement of outcomes for people with disabilities using these services. Responsibility for this service type is shared between the Commonwealth and state/territory governments.

7.02 *Training and development*

Training and development services may be funded for example, to train disability-funded agencies to deliver higher quality or more appropriate services to people with disabilities or to develop materials or methods that promote service system improvements.

7.03 *Peak bodies*

Peak bodies are generally funded to support non-government disability-funded agencies in achieving positive outcomes for people with disabilities.

7.04 *Other support services*

Services that are completely outside any of the defined service types above (that is, outside service types, 1.01–1.08, 2.01–2.07, 3.01–3.03, 4.01–4.05, 5.01–5.03, 6.01–6.05 and 7.01–7.03). This service type also includes the provision of one-off funding for a defined event (e.g. for promotional activities) or for the purchase of aids and equipment for a community facility (not for an individual).

Appendix 5: English proficiency groupings

An 'English proficiency index', a standard tool developed by the Bureau of Immigration, Multicultural and Population Research, was used to construct each of the English Proficiency (EP) Groups (see AIHW: Benham et al. 2000). Those countries with immigrants who scored 98% or higher on this index and had an immigrant population of 10,000 or more were rated as EP Group 1. This group includes those countries referred to in previous CSDA MDS reports as 'Other English-speaking countries' (Canada, Ireland, New Zealand, South Africa, United Kingdom and United States of America).

The remaining EP Groups were determined by their EP index score as follows:

- those countries with a 'high' level of English proficiency (80–98%, or above 98% but with an immigrant population of less than 10,000) were placed in EP Group 2

- those countries with a 'moderate' level of English proficiency (a rating of more than 50% but less than 80%) fell into EP Group 3

- the remaining countries (i.e. those with a rating on the EP index of less than 50%) were labelled as having a 'low' level of English proficiency and placed in EP Group 4.

English Proficiency Group 1

Canada

Ireland

New Zealand

South Africa

United Kingdom

United States of America

English Proficiency Group 2

Africa (excl. North Africa) nfd	Brunei	Estonia
Algeria	Bulgaria	Faeroe Islands
Andorra	Burundi	Falkland Islands
Anguilla	Cameroon	Fiji
Antigua and Barbuda	Cayman Islands	Finland
At sea	Central African Republic	Former Czechoslovakia nfd
Australian ext. territories nfd	Central America nfd	France
Austria	Central and West Africa nfd	French Guiana
Bahamas	Chad	French Polynesia
Bahrain	Comoros (excl. Mayotte)	Gabon
Bangladesh	Congo	Gambia
Barbados	Cook Islands	Germany, Federal Republic of
Belgium	Cote D'Ivoire	Ghana
Belize	Czech Republic	Gibraltar
Benin	Denmark	Greenland
Bermuda	Dominica	Grenada
Bhutan	Dominican Republic	Guadeloupe
Botswana	Eastern Europe nfd	Guatemala
Brazil	Equatorial Guinea	Guinea

(continued)

English Proficiency Group 2 (continued)

Guinea-Bissau	Nepal	Southern and East Africa nfd
Guyana	Netherlands	Southern Asia nfd
Haiti	Netherlands Antilles	Southern Europe nfd
Holy See	New Caledonia	Spain
Iceland	Niger	Sri Lanka
India	Nigeria	St Helena
Israel	Niue	St Kitts-Nevis
Jamaica	Norfolk Island	St Lucia
Jordan	North Africa nfd	St Vincent and the Grenadines
Kenya	Northern America nfd	Sth/Ctrl America & Caribbean nfd
Kiribati	Northern Europe nfd	Suriname
Kuwait	Northern Mariana Islands	Swaziland
Lesotho	Norway	Sweden
Liberia	Oceania and Antarctica nfd	Switzerland
Libya	Oman	Tadjikistan
Liechtenstein	Other Australian ext. territories	Tanzania
Luxembourg	Other Polynesia (excl. Hawaii)	The Caribbean nfd
Madagascar	Pakistan	Togo
Malawi	Palau	Tonga
Malaysia	Papua New Guinea	Trinidad and Tobago
Maldives	Philippines	Turks and Caicos Islands
Mali	Qatar	Tuvalu
Malta	Reunion	Uganda
Marshall Islands	Rwanda	United Arab Emirates
Martinique	Samoa, American	Vanuatu
Mauritania	Samoa, Western	Venezuela
Mauritius	San Marino	Virgin Islands, British
Mexico	Sao Tome and Principe	Virgin Islands, United States
Micronesia nfd	Seychelles	Wallis and Futuna
Monaco	Sierra Leone	Western Europe nfd
Montserrat	Singapore	Yemen
Morocco	Slovak Republic	Zaire
Mozambique	Slovenia	Zambia
Namibia	Solomon Islands	Zimbabwe
Nauru	Southeast Asia nfd	Zimbabwe

English Proficiency Group 3

Afghanistan	Belarus	Costa Rica
Albania	Bolivia	Croatia
Angola	Bosnia-Herzegovina	Cuba
Antarctica nfd	Burkina Faso	Cyprus
Argentina	Burma (Myanmar)	Djibouti
Armenia	Cape Verde	Ecuador
Aruba	Chile	Egypt
Azerbaijan	Colombia	El Salvador

English Proficiency Group 3 (continued)

Eritrea	Kazakhstan	Romania
Ethiopia	Korea, Republic of	Russian Federation
Europe and the Former USSR nfd	Kyrgyzstan	Saudi Arabia
Fmr Yslav Rep Macedonia (FYROM)	Latvia	Senegal
Fmr Yslav Rep Serbia/Montenegro	Lebanon	Somalia
Former USSR & Baltic States nfd	Lithuania	South America nfd
Former Yugoslavia nfd	Macau	Sudan
Georgia	Middle East & North Africa nfd	Syria
Greece	Middle East nfd	Taiwan (Province of China)
Guam	Moldova	Thailand
Honduras	Mongolia	Tokelau
Hong Kong	Nicaragua	Tunisia
Hungary	Panama	Turkmenistan
Indonesia	Paraguay	Ukraine
Iran	Peru	Uruguay
Iraq	Poland	Uzbekistan
Italy	Portugal	West Bank/Gaza Strip
Japan	Puerto Rico	

English Proficiency Group 4

Cambodia

Chilean Antarctic Territory

China (excl. Taiwan Province)

Korea, Democratic People's Republic of

Laos

Turkey

Viet Nam

Note: nfd—no further definition.

Source: DIMA 1999.

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