



Disability support services

Services provided under the National Disability Agreement 2011–12

Summary

Many people with disability are able to live independently and participate in society without assistance, or with the help of informal carers. However, others require formal specialist disability services to study, work, interact with the community or carry out everyday activities. This bulletin presents data collected in the Disability Services National Minimum Data Set (DS NMDS) on the number and types of disability support services provided under the National Disability Agreement (NDA), including community support (received by 43% of service users), employment (42%), community access (20%), accommodation support (13%) and respite (12%). This information is important as the disability policy and service delivery environment continues to evolve, for example, with the introduction of DisabilityCare Australia (formerly the National Disability Insurance Scheme).

How much was spent on disability support services?

In 2011–12, expenditure on disability support services was \$6.9 billion, of which \$6.4 billion was allocated for service delivery. Expenditure on disability support services, adjusted for inflation, has increased in recent years—by 10% between 2010–11 and 2011–12, and by 28% since 2007–08.

How has service use changed?

In 2011–12, 317,616 people used disability support services, an increase of 29% from 2007–08. Growth in the use of services has slowed since 2010–11, with a 1% increase between 2010–11 and 2011–12, compared with 7% between 2009–10 and 2010–11. This was reflected in the rate of service use which remained steady between 2010–11 and 2011–12, at an estimated 1 in 70 people in the general Australian population, after increasing each year up to that point (from 1 in 85 in 2007–08).

There were decreases in the use of some service types between 2010–11 and 2011–12, notably accommodation support and community support services, both of which decreased by around 3%. In contrast, the use of community access and employment services both increased over that time (by 5% and 4% respectively).

What are the support needs of service users?

The most commonly-reported disability groups continue to be intellectual (33%), physical (32%) and psychiatric (28%), though the proportion of service users with an intellectual disability has decreased over the 5 years to 2011–12.

Most service users needed some assistance in the activities of daily living (52%), independent living (61%) and in work, education and community living (57%).

The number of service users with an informal carer increased by 24% between 2007–08 (108,091) and 2011–12 (133,841), and by 5% between 2010–11 (127,777) and 2011–12.

In 2011–12, around 1 in 4 service users (26%) used more than one type of service.

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1 What are disability support services?

Under the National Disability Agreement (NDA), Australian governments fund a range of disability support services which aim to improve the lives of people with disability, and of their carers, and ensure that both have the opportunity to participate in the community.

Data on these services are collected in the DS NMDS. Further information on the DS NMDS is included in the online appendix accompanying this bulletin (see AIHW 2013a). This appendix also contains additional tables (including selected breakdowns of data by state and territory) and technical information (such as a data quality statement and glossary of terms).

Services available under the NDA include 34 individual service types which can be grouped into the following service groups:

- accommodation support—services that provide accommodation to people with disability and services that provide support to enable a person with disability to remain in their existing accommodation or to move to more suitable or appropriate accommodation
- community support—services that provide the support needed for a person with disability to live in a non-institutional setting
- community access—services designed to provide opportunities for people with disability to gain and use their abilities to enjoy their full potential for social independence
- respite—services that provide a short-term and time-limited break for families and other voluntary care-givers of people with disability, to assist in supporting and maintaining the primary care-giving relationship, while providing a positive experience for the person with disability
- employment—services that provide employment assistance to people with disability in obtaining and/or retaining paid employment in the open labour market (open employment) or services that provide employment opportunities and assistance to people with disability to work in specialised and supported work environments (supported employment)
- advocacy, information, alternative forms of communication
- ‘other support’ services (see also AIHW 2013a).

Under the NDA, the Australian Government has responsibility for the provision of employment services for people with disability and the states and territories have responsibility for the provision of other services. Service-user data are not collected for the service groups of ‘advocacy, information, alternative forms of communication’ and ‘other support’.

This bulletin describes just one part of a broader service system which assists people with disability. Many people with disability receive support through other government programs, such as the former Home and Community Care (HACC) program, in addition to mainstream services including health, education and transport.

1.1 Who provides disability support services?

Agencies that deliver disability support services under the NDA collect data against each 'service type outlet' they operate (see AIHW 2013a: Glossary). In 2011–12, there were 2,277 agencies managing 14,306 service type outlets (AIHW 2013a: Appendix B, Table B4).

In 2011–12:

- most agencies were state/territory-funded (73%); the remaining 27% were Australian Government-funded, reflecting the responsibilities outlined in the NDA (AIHW 2013a: Appendix B, Table B3)
- the majority (80%) of service type outlets were in the non-government sector and most of these were income tax exempt charities (69% of all service type outlets) (Table 1.1).

For further information on agencies and service type outlets, see AIHW 2013a: Appendix B, tables B2–B17.

Table 1.1: Number of disability support service type outlets, by service group and agency sector, 2011–12

Service group	Government			Non-government			Total
	Australian/ state/ territory	Local	Sub-total	Income tax exempt (charity)	Non- income tax exempt	Sub-total	
Accommodation support	1,528	61	1,589	3,551	716	4,267	5,856
Community support	649	40	689	917	104	1,021	1,710
Community access	119	65	184	2,602	285	2,887	3,071
Respite ^(a)	155	51	206	1,120	171	1,291	1,497
Employment ^(b)	46	2	48	1,152	202	1,354	1,402
Advocacy, information, alternative forms of communication	55	5	60	356	90	446	506
Other support	15	55	70	158	36	194	264
Total	2,567	279	2,846	9,856	1,604	11,460	14,306

(a) Information on Australian Government-funded respite services is not included in the table.

(b) Includes only Australian Government-funded employment services.

1.2 How much was spent on disability support services?

In 2011–12, expenditure on disability support services was \$6.9 billion, of which \$6.4 billion was allocated for service delivery (Table 1.2 and AIHW 2013a: Appendix B, Table B1). Of this, 86% was contributed by the states and territories and 14% by the Australian Government. For a breakdown of expenditure data by jurisdiction, see AIHW 2013a: Appendix B, Table B1.

Expenditure on disability support services in constant dollars (that is, adjusted for inflation or deflation over years) has increased by 10% between 2010–11 and 2011–12 and by 28% since 2007–08. This is in contrast to a 2% increase between 2009–10 and 2010–11 (Table 1.2).

Between 2010–11 and 2011–12:

- the largest increases in expenditure were in accommodation support (9%), employment (8%), and community access (6%) services
- average expenditure per service user generally increased, largely due to increases in the funding for disability support services and a steadying of the number of service users (Table 1.2 and Figure 2.1).

Table 1.2: Expenditure in constant dollars on disability support services, by service group, 2007–08 to 2011–12

Service group	2007–08	2008–09	2009–10	2010–11	2011–12	Percentage change	
	\$ million (constant prices in 2011–12 dollars)					2007–08 to 2011–12	2010–11 to 2011–12
Accommodation support	2,555.4	2,580.3	2,753.0	2,835.1	3,103.4	21.4	9.5
Community support	637.6	838.3	887.3	981.7	1,022.6	60.4	4.2
Community access	647.2	648.0	691.7	674.8	717.1	10.8	6.3
Respite	321.6	365.2	391.6	379.0	388.0	20.6	2.4
Employment	595.1	588.3	675.7	693.9	746.2	25.4	7.5
Advocacy, information, alternative forms of communication	62.8	52.7	58.3	58.9	59.6	-5.2	1.0
Other support	146.3	187.8	246.6	187.8	369.8	152.9	96.9
<i>Subtotal</i>	<i>4,966.0</i>	<i>5,260.7</i>	<i>5,704.1</i>	<i>5,811.1</i>	<i>6,406.7</i>	<i>29.0</i>	<i>10.2</i>
Administration	442.0	425.2	443.3	478.5	504.4	14.1	5.4
Capital grants to non-government providers	0.9	24.4	46.2	12.2	3.1	234.9	-74.6
Total	5,408.9	5,710.3	6,193.6	6,301.9	6,914.2	27.8	9.7
Expenditure per service user (2011–12 dollars)							
Accommodation support	83,552	81,747	84,363	81,451	89,136	6.7	9.4
Community support	6,145	6,974	6,966	7,029	7,525	22.5	7.1
Community access	14,235	13,337	13,917	13,147	12,906	-9.3	-1.8
Respite	10,901	11,361	11,678	11,161	11,147	2.3	-0.1
Employment	6,617	5,397	5,688	5,407	5,613	-15.2	3.8
Total	20,508	19,012	19,262	18,616	19,646	-4.2	5.5

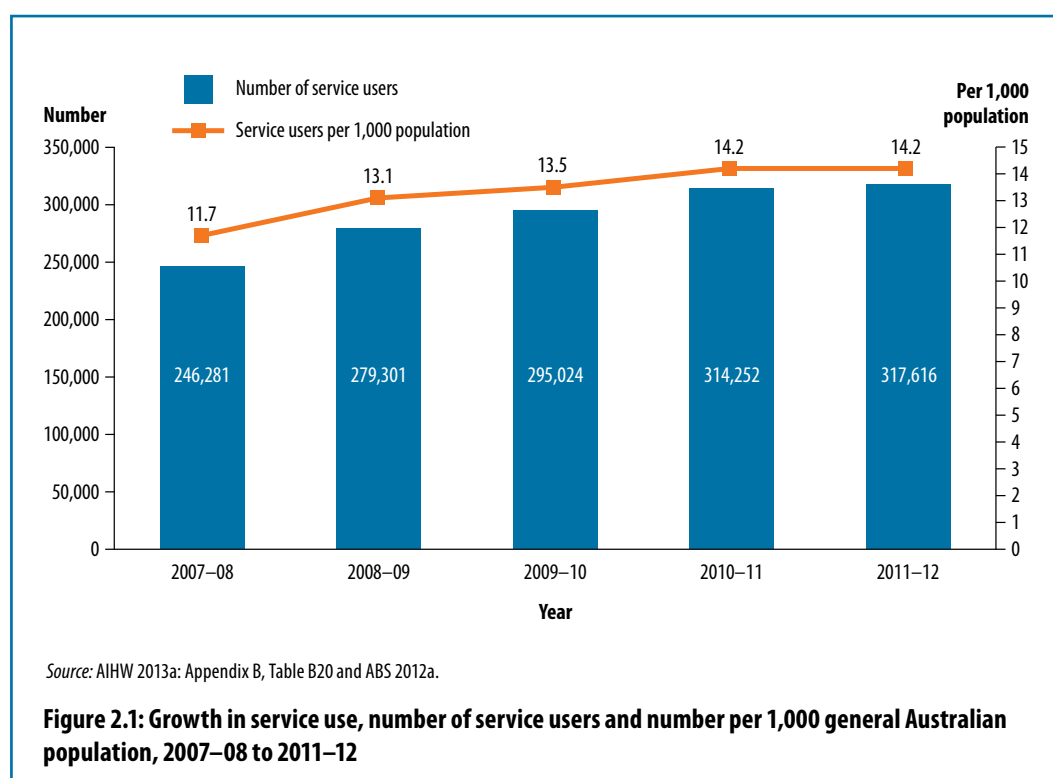
Notes

1. Excludes expenditure on, and service users of, specialist psychiatric disability services.
2. Expenditure data includes actual payroll tax for New South Wales (for 2007–08), Victoria (in part, for 2007–08), South Australia (in part to 2008–09), Tasmania and the Northern Territory.
3. Expenditure figures may not add to total because of rounding.
4. 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.
5. Total service users may not be the sum of service group components because individuals may have used more than one service group over the 12-month period.

Sources: DS NMDS 2011–12; SCRGSP 2013: tables 14A.4 and 14A.8.

2 How many people used disability support services?

In 2011–12, 317,616 people used disability support services (Figure 2.1). This equated to an estimated 1 in 70 people in the general Australian population (or 14 per 1,000).



In general, both the number of service users and the rate of service use increased between 2007–08 and 2011–12, however, both slowed in the last year. The number of service users increased by 29% in these 5 years (from 246,281 to 317,616), and the rate of service use increased from an estimated 1 in 85 to 1 in 70 in the general Australian population (or from 12 per 1,000 to 14 per 1,000). Between 2010–11 and 2011–12, the number of services users increased by 1% (in contrast to a 7% increase between 2009–10 and 2010–11) and the rate of service use in the general Australian population did not change (at 14 per 1,000 people in the general Australian population in both years).

In 2011–12, an estimated 203,371 service users (64%) used state- or territory- delivered services, such as accommodation support, community support, community access and respite services, and 132,949 (42%) used Australian Government-delivered employment services (Table 5.1).

For further information on service users, see the following sections and AIHW 2013a: Appendix B, tables B18–B80.

3 Who used disability support services?

3.1 Age and sex

The average (mean) age of service users overall was 34 (Table 3.1). The median age was similar, at 33 years, indicating that there were few outlying ages which were very high or very low compared to the rest (AIHW 2013a: Appendix B, Table B18).

Most service users (59%) were male (tables 3.1 and 3.2). They were generally slightly younger with a mean age of 32 in 2011–12 compared with female service users whose mean age was 37. This was influenced by the relatively high number of young male service users with an intellectual or learning disability (see Section 7).

The overall sex and age distribution of service users has remained relatively steady over time (Table 3.1 and AIHW 2013a: Appendix B, Table B20).

For further information on service users by age and sex, see Section 7 and AIHW 2013a: Appendix B, tables B18, B20–22, B24, B33, B35, B36, B40, B44–46, and B61–B63.

Table 3.1: Age and sex of service users, 2007–08 to 2011–12

Sex	2007–08		2008–09		2009–10		2010–11		2011–12	
	Mean age (years)	Per cent	Mean age (years)	Per cent	Mean age (years)	Per cent	Mean age (years)	Per cent	Mean age (years)	Per cent
Male	31.6	59.2	32.1	58.9	31.9	59.3	31.9	59.3	31.6	59.1
Female	36.5	40.8	37.8	41.1	37.4	40.7	37.6	40.7	37.2	40.9
All service users^(a)	33.7	100.0	34.4	100.0	34.1	100.0	34.2	100.0	33.9	100.0

(a) 'All service users' includes service users for whom sex was 'not stated/not collected' for 2008–09 to 2011–12 and for whom age and sex was 'not stated/not collected' for 2007–08.

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. Service user data were not collected for all NDA service types. See the appendix to this bulletin for more information (AIHW 2013a).

Table 3.2: Service users, by sex and age group, 2011–12

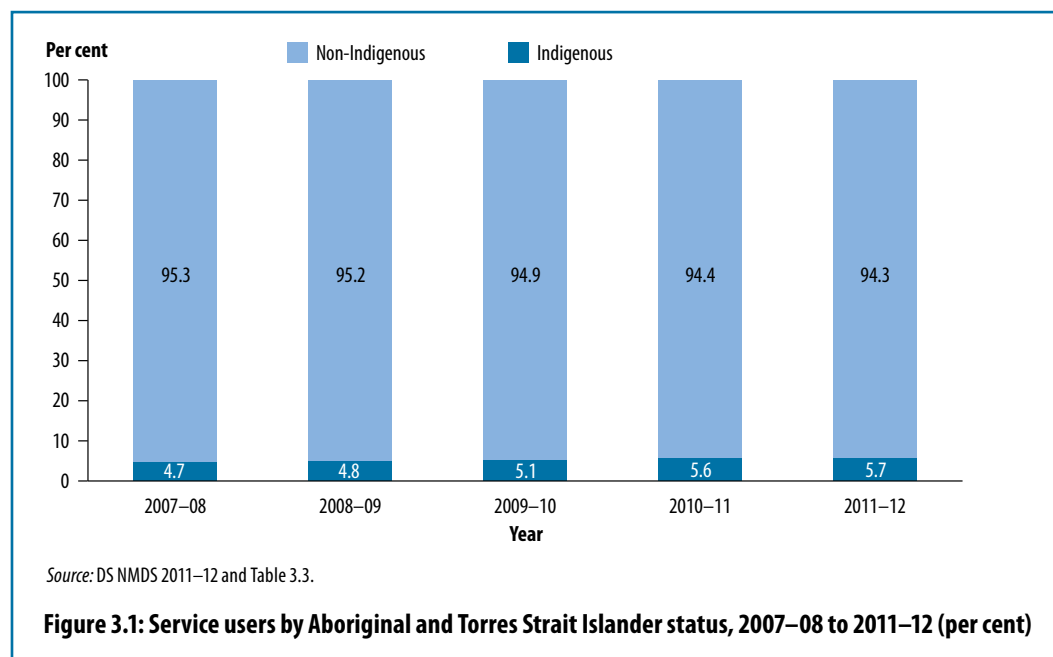
Sex	0–49	50–64	65+	Total
	Number			
Male	147,247	31,899	8,391	187,537
Female	91,226	28,778	9,865	129,869
Not stated/not collected	164	37	9	210
Total	238,637	60,714	18,265	317,616
Sex	Per cent			
	0–49	50–64	65+	Total
Male	61.7	52.6	46.0	59.1
Female	38.3	47.4	54.0	40.9
Not stated/not collected	..	..	..	..
Total	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.
2. Service user data were not collected for all NDA service types. See the appendix to this bulletin for more information (AIHW 2013a).

3.2 Aboriginal and Torres Strait Islander people

In 2011–12, 6% of service users were Aboriginal and Torres Strait Islander people, higher than the estimated 3% of Indigenous people in the Australian population (Figure 3.1; ABS 2012a). The proportion of Indigenous service users has increased slightly from 5% in 2007–08.



Most Indigenous service users (84%) were aged under 50 (Table 3.3). This was higher than the proportion of non-Indigenous service users in this age bracket (75%), reflecting the relatively younger age profile of Indigenous Australians.

For further information on service users by Indigenous status, see Section 7 and AIHW 2013a: Appendix B, tables B18, B22–24, B40, B55, B68 and B79.

Table 3.3: Service users, by Indigenous status and age group, 2011–12

Aboriginal and/or Torres Strait Islander status	0–49	50–64	65+	Total
Number				
Indigenous	14,150	2,086	701	16,937
Non-Indigenous	210,659	55,983	15,486	282,128
Not stated/not collected	13,828	2,645	2,078	18,551
Total	238,637	60,714	18,265	317,616
Per cent				
Indigenous	6.3	3.6	4.3	5.7
Non-Indigenous	93.7	96.4	95.7	94.3
Not stated/not collected	..	..	..	..
Total	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.
2. Service user data were not collected for all NDA service types. See the appendix to this bulletin for more information (AIHW 2013a).
3. 'Not stated/not collected' includes both service users accessing only 3.02 services (recreation/holiday programs) for whom Indigenous data were not collected, and other service users with no response. See the separate appendix accompanying this bulletin for more information.

3.3 Country of birth

The majority of service users (87%) were born in Australia (Table 3.4). Thirteen percent were born overseas—9% in a predominantly non-English speaking country (English Proficiency Group (EPG) 2–4 countries), and 4% in a predominantly English-speaking country (EPG 1 countries). The proportion of Australian-born service users was higher than the proportion of those who were Australian-born in the overall population (73%) (ABS 2012b).

The proportions of Australian-born and overseas-born service users have remained relatively steady over time, with a slight decrease in Australian-born service users and a slight increase in those born in a predominantly non-English-speaking country (EPG 2–4 countries).

For further information on service users by country of birth, see Section 7 and AIHW 2013a: Appendix B, tables B18, B25, B26 and B40.

Table 3.4: Service users, by country of birth (English Proficiency Group countries), 2007–08 to 2011–12

	Australia ^(a)	Born overseas, EPG 1	Born overseas, EPG 2–4	Not stated/ not collected	Total
Number					
2007–08	203,779	9,891	17,867	14,744	246,281
2008–09	228,050	11,390	21,767	18,094	279,301
2009–10	242,724	11,940	24,225	16,135	295,024
2010–11	257,769	12,539	26,827	17,117	314,252
2011–12	258,527	12,810	27,493	18,786	317,616
Per cent					
2007–08	88.0	4.3	7.7	..	100.0
2008–09	87.3	4.4	8.3	..	100.0
2009–10	87.0	4.3	8.7	..	100.0
2010–11	86.8	4.2	9.0	..	100.0
2011–12	86.5	4.3	9.2	..	100.0

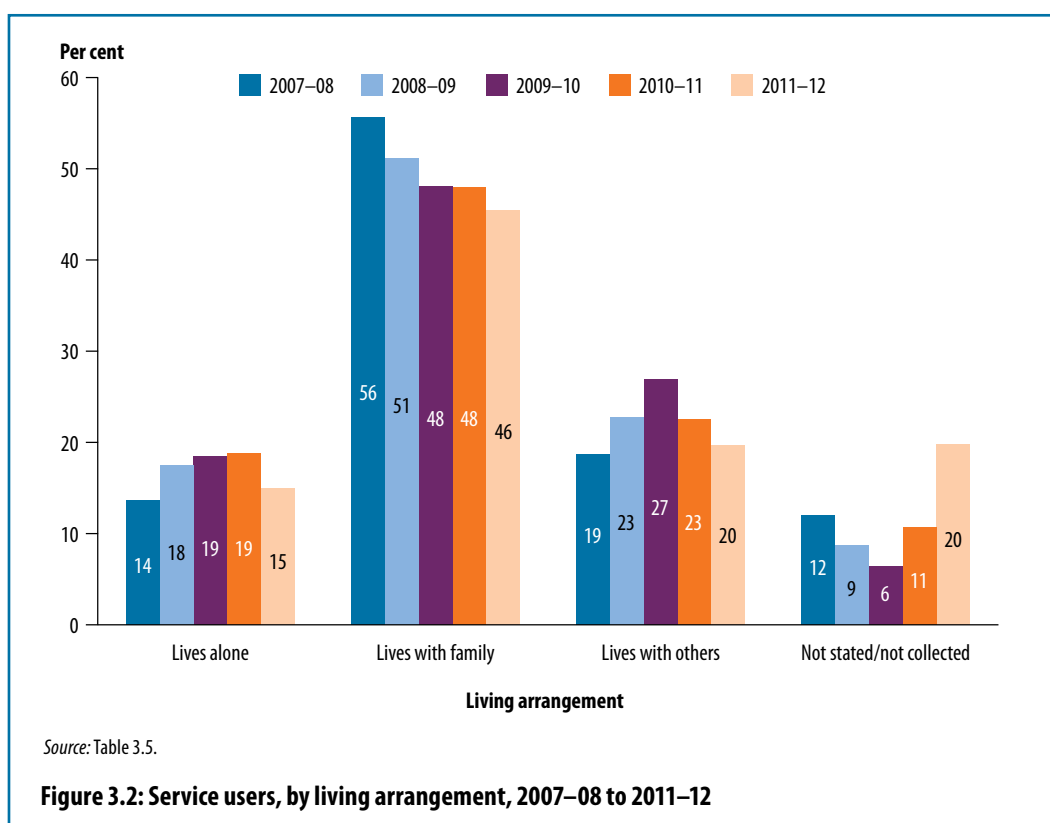
(a) Includes external territories, excludes Norfolk Island.

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. Service user data were not collected for all NDA service types. See the appendix to this bulletin for more information (AIHW 2013a).

3.4 Living arrangement

Around half (46%) of service users lived with family, 20% lived with ‘others’ (such as sharing with a friend or a non-related carer) and 15% lived alone. Information was not stated or not collected for 20%. The proportion living with family has declined between 2007–08 (56%) and 2011–12 (46%) (Figure 3.2).



The majority (63%) of service users lived in a private residence, 5% lived in a domestic-scale supported living facility (such as a group home), 4% lived in a boarding house or private hotel and 3% lived in a supported accommodation facility (AIHW 2013a: Appendix B, tables B18 and B34).

Most of the service users who lived in a domestic-scale supported living facility or in a supported accommodation facility had an intellectual or learning disability (AIHW 2013a: Appendix B, Table B34).

For further information on service users by living arrangement and/or residential setting, see AIHW 2013a: Appendix B, tables B18, B22, B31, B34, B35 and B54.

Table 3.5: Service users, by living arrangement^(a), 2007–08 to 2011–12

	Lives alone	Lives with family	Lives with others	Not stated/ not collected	Total
	Number				
2007–08	33,501	137,038	46,163	29,579	246,281
2008–09	48,998	142,730	63,275	24,298	279,301
2009–10	54,697	142,011	79,487	18,829	295,024
2010–11	59,223	150,754	70,777	33,498	314,252
2011–12	47,766	144,424	62,521	62,905	317,616

(a) Changed data-collection arrangements for clients of open employment services affected the non-response rates for living arrangement for these clients in 2011–12. It is intended that revised figures incorporating further responses received will be updated in future publications.

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. Service user data were not collected for all NDA service types. See the appendix to this bulletin for more information (AIHW 2013a).

3.5 Employment and income

Close to half (45%) of service users aged 15–64 were unemployed, 27% were employed and 28% were not in the labour force (Table 3.6). Between 2007–08 and 2011–12, the proportion of service users who were unemployed increased while the proportion who were employed or who were not in the labour force decreased (Figure 3.3).

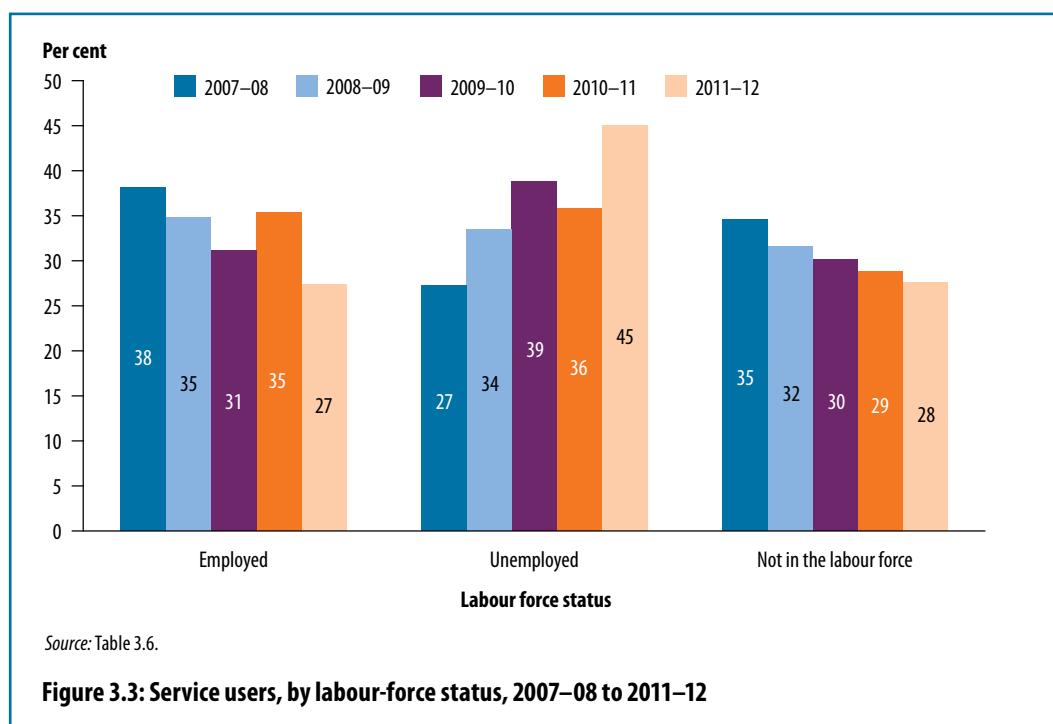
Table 3.6: Service users aged 15–64, by labour force status, 2007–08 to 2011–12

	Employed	Unemployed	Not in the labour force	Not stated/ not collected ^(a)	Total
	Number				
2007–08	64,005	45,977	58,196	15,825	184,003
2008–09	64,708	62,297	58,763	20,628	206,396
2009–10	62,002	77,351	60,183	19,806	219,342
2010–11	74,111	75,027	60,211	23,632	232,981
2011–12	57,622	94,773	58,124	27,235	237,754

(a) Includes service users for whom labour force status information was required but not collected due to the service users' age at the time of their last service date.

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. Service user data were not collected for all NDA service types. See the appendix to this bulletin for more information (AIHW 2013a).



The most common source of income of service users aged 16–64, regardless of their labour force status, was the Disability Support Pension (48%), followed by ‘other pension or benefit’ (12%) (AIHW 2013a: Appendix B, Table B29).

Of the service users who received the Disability Support Pension, 30% were employed, 28% were unemployed and 41% were not in the labour force. Over half (59%) of employed service users were also receiving the Disability Support Pension.

For further information on service users by main source of income and labour force status, see Section 7 and AIHW 2013a: Appendix B, tables B18, B22, B27–B30 and B43.

3.6 Disability group

The term ‘disability group’ defines a broad categorisation of disabilities in terms of underlying health condition, impairment, activity limitations, participation restrictions and environmental factors (AIHW 2013b). ‘Disability group’ is not a diagnostic grouping, and there is not a one-to-one correspondence between a health condition and a disability group.

In the DS NMDS, service users are asked to record their primary disability, that is, the disability that most clearly expresses their experience of disability and which can be considered the one that causes the person the most difficulty in everyday life. (See AIHW 2013a: Glossary). They are also asked about any other types of disability that caused them difficulty (referred to as ‘other significant disability group’).

Service users with an intellectual disability are the largest group across years. Around a third of service users had an intellectual disability in 2011–12 (29% as a primary disability or 33% when ‘other significant disability’ is included) (Table 3.7 and Figure 3.4). Other common types of disability are physical disability and psychiatric disability.

Table 3.7: Service users, by primary or other significant disability group, 2011–12

Disability group	Primary disability group		Other significant disability group		Total	
	Number	Per cent	Number	Per cent	Number	Per cent
Intellectual/learning	128,289	43.5	50,560	15.9	178,849	56.3
Intellectual	85,550	29.0	20,408	6.4	105,958	33.4
Specific learning/ADD	13,709	4.6	15,659	4.9	29,368	9.2
Autism	18,639	6.3	12,764	4.0	31,403	9.9
Developmental delay	10,391	3.5	1,729	0.5	12,120	3.8
Physical/diverse	79,731	27.0	85,042	26.8	164,773	51.9
Physical	50,682	17.2	50,026	15.8	100,708	31.7
Acquired brain injury	10,989	3.7	7,955	2.5	18,944	6.0
Neurological	18,060	6.1	27,061	8.5	45,121	14.2
Sensory/speech	30,428	10.3	50,540	15.9	80,968	25.5
Deaf–blind	999	0.3	4,343	1.4	5,342	1.7
Vision	13,928	4.7	12,609	4.0	26,537	8.4
Hearing	11,658	3.9	7,756	2.4	19,414	6.1
Speech	3,843	1.3	25,832	8.1	29,675	9.3
Psychiatric	56,733	19.2	30,916	9.7	87,649	27.6
Psychiatric	56,733	19.2	30,916	9.7	87,649	27.6
Total^(a)	295,181	100.0	317,616	100.0	317,616	100.0

(a) Primary disability group was ‘not stated/not collected’ for 22,435 service users. The total for ‘primary disability group’ excludes these records, while the total for ‘total disability group’ includes these records.

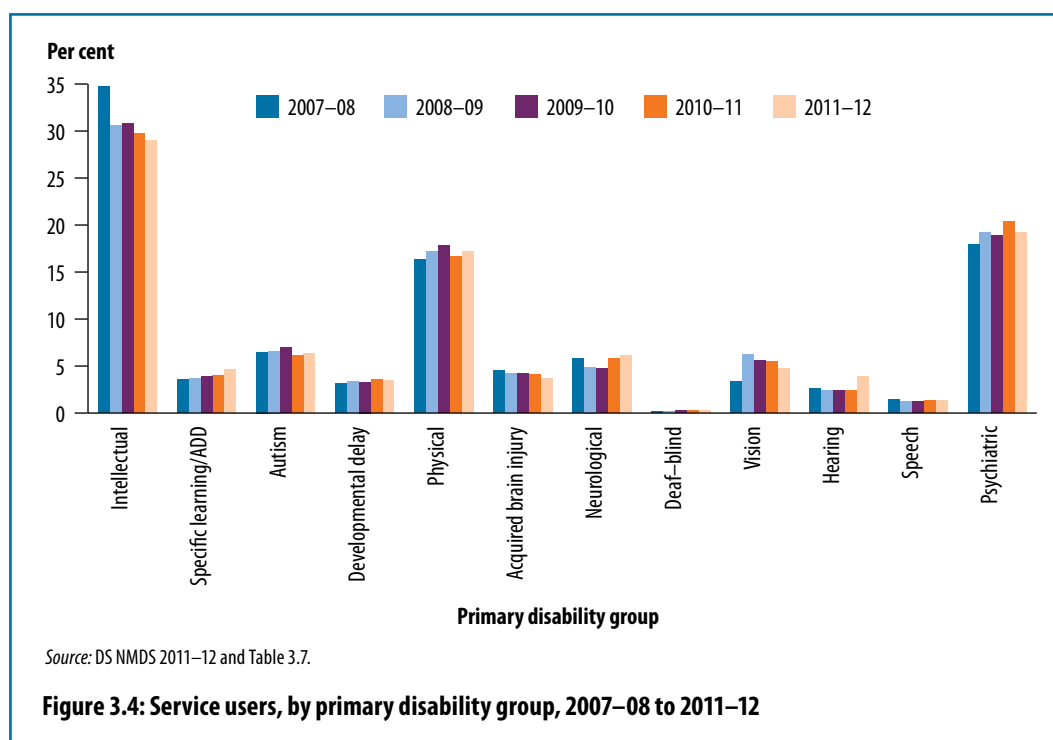
Notes

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. Service user data were not collected for all NDA service types. See the appendix to this bulletin for more information (AIHW 2013a).
3. Totals for ‘other significant disability’ and ‘total disability’ are not the sum of components because individuals may report multiple types of disability.

On average, around two disability groups per service user were reported (AIHW 2013a: Appendix B, Table B32). Service users who reported their primary disability as deaf-blind had the highest average number of disabilities per service user (4.1 disabilities per service user).

The prevalence of some primary disabilities has shifted over the five years to 2011–12 (Figure 3.4). In particular, the proportion of service users with an intellectual disability has decreased and the proportion with a psychiatric or physical disability has increased.

For further information on service users by disability group, see Section 7 and AIHW 2013a: Appendix B, tables B18, B22, B26, B30, B32–B34, B36, B41, B43, B56–B58, B63 and B68.

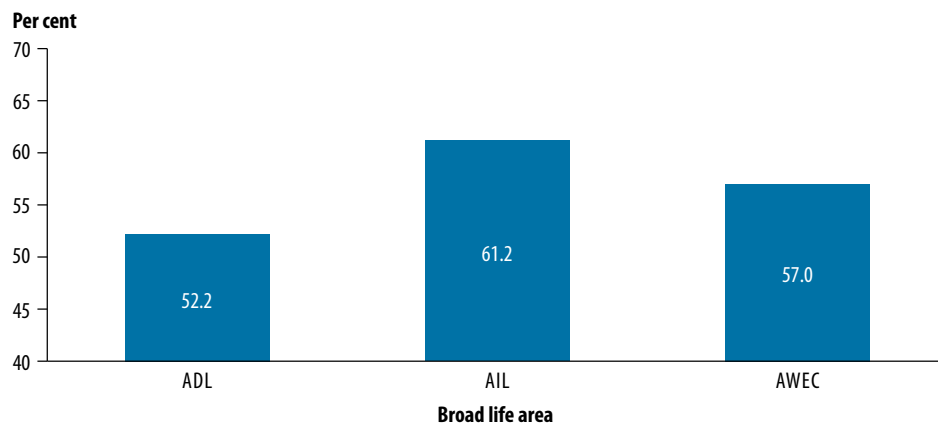


4 In what life areas was assistance needed?

People with disability may require support to perform activities associated with the three 'life areas' of daily living, living independently and participating in work, education and community life. The level of that support can vary substantially. The DS NMDS includes nine data items to indicate at least some of the functional needs of service users and these can be grouped into the categories of 'activities of daily living' (ADL), 'activities of independent living' (AIL) and 'activities of work, education and community living' (AWEC). (For more information see AIHW 2013a: Glossary).

Data about support needs should be interpreted with caution because there were high rates of 'not stated/not collected' responses, particularly in 2010–11 and 2011–12. Because of this, comparisons over time should be made with care.

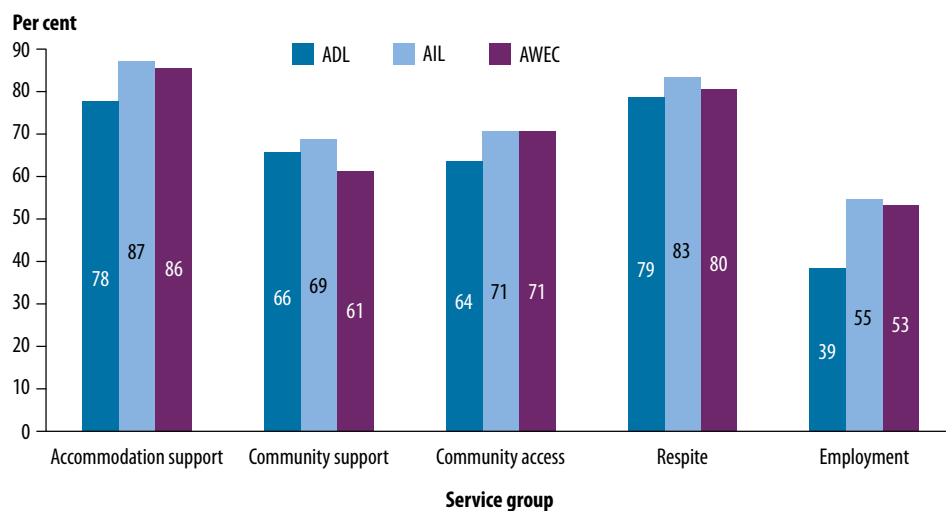
The majority of service users needed some assistance in one or more of three broad life areas. Service users were more likely to need assistance with 'activities of independent living' (AIL) and 'activities of work, education and community living' (AWEC) than with 'activities of daily living' (ADL) (Figure 4.1). (See AIHW 2013a: Appendix B, tables B51 and B52 for a breakdown of the life area groups).



Source: AIHW 2013a: Appendix B, Table B52.

Figure 4.1: Service users who 'always' or 'sometimes' need assistance, by broad life area, 2011–12

Users of accommodation or respite services were the most likely to 'always' or 'sometimes' need assistance to perform activities in all three broad life areas (Figure 4.2). Users of employment services were the least likely to always need assistance across the three areas. This is consistent with data from previous years.



Source: AIHW 2013a: Appendix B, Table B53.

Figure 4.2: Service users who 'always' or 'sometimes' need assistance, broad life area by service group, 2011–12

For further information on service users and their need for support in a life area, see Section 7 and AIHW 2013a: Appendix B, tables B18, B51–B58 and B80.

5 What were the most common services used?

In 2011–12, community support (43%) and employment services (42%) were the most common service groups used (Table 5.1 and Figure 5.1).

While the use of most service groups has remained relatively stable in recent years (Table 5.2 and Figure 5.1), the use of employment services has increased each year. For example, the proportion of service users receiving employment services has increased from 37% of service users in 2007–08 to 42% in 2011–12, and the number of service users receiving employment services has increased by 48% since 2007–08.

The steady growth in the number of service users overall (see Section 2) was influenced by declines in the use of some service types. Both accommodation support and community support services decreased by around 3% between 2010–11 and 2011–12. In contrast, the use of community access and employment services increased (by 5% and 4% respectively).

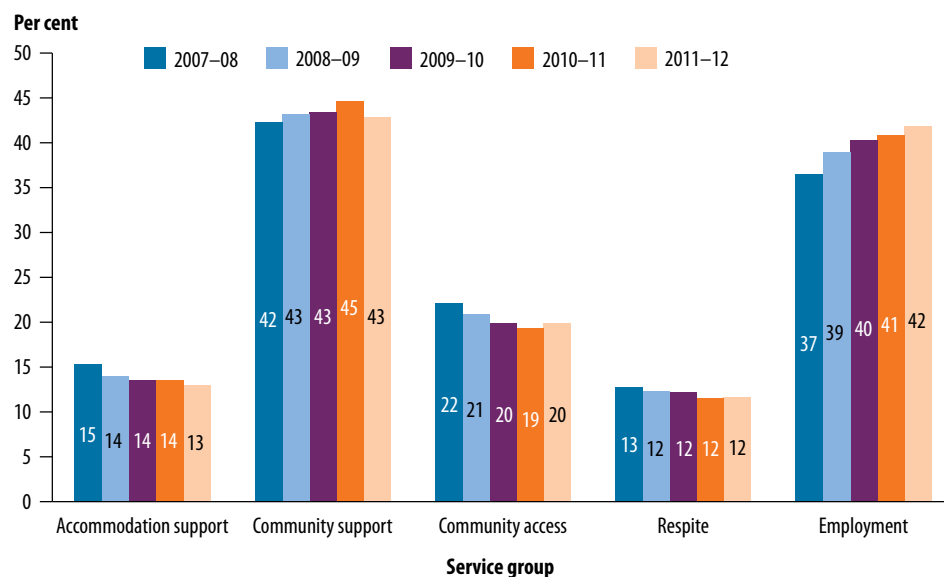
For further information on the use of services, see Section 7 and AIHW 2013a: Appendix B, tables B22, B28, B31, B37, B38–B43, B47–B50, B53, B59–B68, B72 and B73.

Table 5.1: Service users, service group, by state and territory, 2011–12

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Accommodation support	10,182	13,649	6,799	3,609	5,150	1,301	465	283	41,421
Community support	36,893	44,744	16,253	13,649	14,337	4,772	4,095	1,962	136,236
Community access	15,312	24,740	9,505	4,831	6,624	1,533	455	292	63,247
Respite	9,912	15,723	5,203	3,609	1,735	426	353	125	37,015
<i>Total state/territory services</i>	<i>52,617</i>	<i>76,170</i>	<i>25,477</i>	<i>16,783</i>	<i>19,561</i>	<i>6,463</i>	<i>4,593</i>	<i>2,471</i>	<i>203,371</i>
Employment	43,482	33,370	27,808	11,345	11,591	3,207	1,605	676	132,949
Total (number)	91,313	104,718	50,406	25,265	28,980	9,243	5,949	3,059	317,616

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. Totals for Australia may not be the sum of service components because individuals may have used services in more than one state or territory during the 12-month period.
3. Total service users may not be the sum of service group components because individuals may have used more than one service group over the 12-month period.
4. See AIHW 2013a: Appendix B, Table B59 for a breakdown by state and territory of the service types that comprise the service groups.



Source: Table 5.2.

Figure 5.1: Service users by service group, 2007-08 to 2011-12 (per cent)

Table 5.2: Service users, service group, 2007-08 to 2011-12

Service group	2007-08	2008-09	2009-10	2010-11	2011-12	Percentage change 2007-08 to 2011-12	Percentage change 2010-11 to 2011-12
Accommodation support	37,704	39,169	39,854	42,579	41,421	9.9	-2.7
Community support	104,165	120,629	127,909	140,156	136,236	30.8	-2.8
Community access	54,416	58,274	58,632	60,509	63,247	16.2	4.5
Respite	31,604	34,331	35,978	36,266	37,015	17.1	2.1
<i>Total state/territory services</i>	<i>170,728</i>	<i>186,961</i>	<i>193,218</i>	<i>204,266</i>	<i>203,371</i>	<i>19.1</i>	<i>-0.4</i>
Employment	89,935	109,033	118,801	128,321	132,949	47.8	3.6
Total (number)	246,281	279,301	295,024	314,252	317,616	29.0	1.1

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.
2. Total service users may not be the sum of service group components because individuals may have used more than one service group over the 12-month period.
3. Service user data were not collected for all NDA service types. See the appendix to this bulletin for more information (AIHW 2013a).

5.1 Users of multiple services

Around 1 in 4 service users (26%) used more than one type of service (AIHW 2013a: Appendix B, Table B64). These could be service types in one service group (for example, within community access) or across service groups (for example, in both accommodation support and community access) (see Section 1). Just over 1 in 5 service users (21%) used services across multiple service groups. Most of those using multiple service groups used two or three different service groups.

The most commonly-combined service groups were community support and community access, with 24,767 service users using this combination of services (AIHW 2013a: Appendix B, Table B67). This combination was used by 18% of community support users, and 39% of community access users. Other common combinations were community support with respite, accommodation support with community access and accommodation support with community support services.

As might be expected, users with the highest level of need for support in the activities of daily living were much more likely to use multiple service types and to use services across more than one service group than were service users with less-frequent or no need for help (AIHW 2013a: Appendix B, Table B68).

The use of multiple service types and service groups was least common among those who used employment services and most common among those who used accommodation, respite or community access service groups (AIHW 2013a: Appendix B, tables B65 and B66).

6 Informal care

Informal carers play an important role in the lives of many people with disability. They provide essential support either in place of, or in addition to, NDA-provided services.

An informal carer is a person such as a family member, friend or neighbour who provides regular and sustained care and assistance to the person requiring support. This includes people who may receive a pension or benefit associated with their caring role, but does not include people, either paid or voluntary, whose services are arranged by a formal service organisation (see AIHW 2011 for a more detailed definition of informal care and the ways in which definitions are used in various data collections).

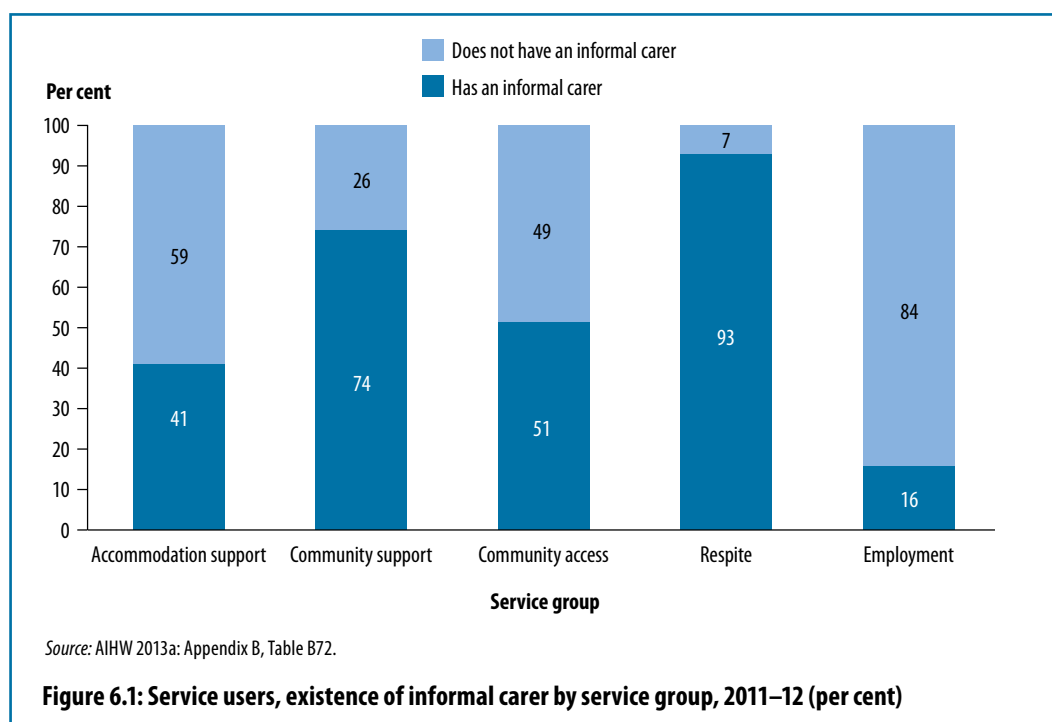
For further information on service users with an informal carer, see Section 7 and AIHW 2013a: Appendix B, tables B44, B69–B80.

6.1 How many service users had an informal carer?

In 2011–12, 133,841 (44%) service users had an informal carer (AIHW 2013a: Appendix B: Table B70). This was an increase of 24% from 108,091 service users with an informal carer in 2007–08, and of 5% from 127,777 service users with an informal carer in 2010–11. This compares with an increase of 9% between 2009–10 and 2010–11.

Since 2008–09, the proportion of service users with an informal carer has remained relatively steady at between 43% and 44% (AIHW 2013a: Appendix B: Table B70, excluding 'not stated/not collected').

Not surprisingly, the service users most likely to report having an informal carer were those who used respite services. Users of community support services also reported high levels of informal carer support while users of employment services were least likely to report having an informal carer (Figure 6.1).



6.2 Who provided informal care?

In 2011–12, most service users with an informal carer (74%) reported that their informal carer was also their primary carer—that is, an informal carer who helps with one or more of the activities of daily living: self-care, mobility or communication (AIHW 2013a: Appendix B: Table B78).

The majority of service users with an informal carer (73%) reported having a female carer, most often their mother (61%) (AIHW 2013a: Appendix B: tables B73 and B75).

In most cases (69% of service users with an informal carer), the informal carer was co-resident with the service user (AIHW 2013a: Appendix B: Table B73). As expected, there is a relationship between living arrangement and service group use. Users of service groups such as respite services and community support were more likely to have a co-resident carer than users of other service groups.

About 9% of service users with an informal carer reported that their carer was their spouse; however, as service user age increased, the likelihood of a spouse being identified as a carer also increased (AIHW 2013a: Appendix B, Table B75). Being cared for by a spouse was the most common informal care arrangement for service users aged 65 and over (45%).

Most service users with an informal carer (64%) had a carer who was aged under 65 (AIHW 2013a: Appendix B: Table B74). Around 1 in 10 services users with an informal carer (11%) reported having a carer aged 65 and over. Many of these (65%) were the parent of the service user, most often the mother (55%) (AIHW 2013a: Appendix B, Table B76).

7 Profile of a service user by broad primary disability group

People using disability support services are diverse and, as such, it is not surprising that their characteristics and use of services vary. As an example of this, some selected characteristics of service users by broad primary disability group are presented in Table 7.1. The broad disability groups presented here are based on the national standard disability groups (AIHW 2013b; see also Section 3).

Compared with other service users:

- service users with an intellectual or learning disability were generally younger; more often male and born in Australia; slightly more likely to be Indigenous; more likely to use accommodation support, community support and respite services; more likely to be employed; and more likely to have an informal carer and to require assistance in the three broad life areas
- service users with a sensory or speech disability were often older; less likely to be Indigenous; more likely to use community access services; the least likely to use employment services; and generally less likely to have an informal carer or to need assistance in the three broad life areas
- service users with a psychiatric disability were the least likely to have an informal carer; the most likely to be in the labour force but unemployed; and the most likely to use employment services
- service users with a physical or diverse disability were the most likely to be born overseas; and the second most likely (after service users with a psychiatric disability) to use employment services (Table 7.1 and Figure 7.1).

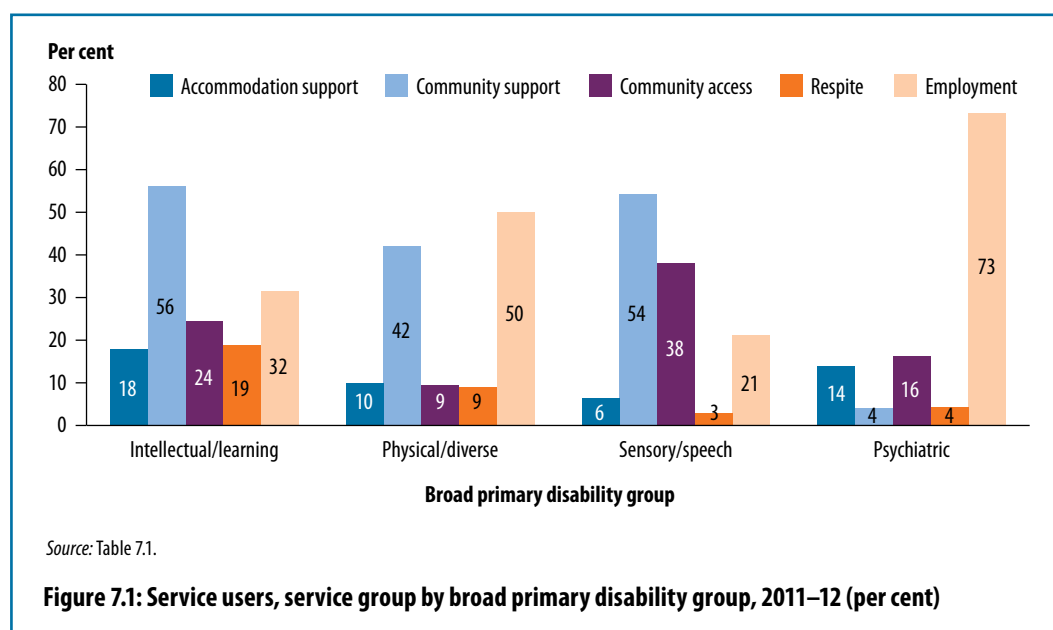


Table 7.1: Selected characteristics of service users by broad primary disability group, 2011–12

Selected characteristics	Intellectual/ learning	Physical/ diverse	Sensory/ speech	Psychiatric	All service users ^(a)
Service users (number)	128,289	79,731	30,428	56,733	317,616
Percentage change since 2007–08	19.9	34.4	80.1	41.6	29.0
Percentage change since 2010–11	1.1	3.2	9.2	-4.5	1.1
Age					
Mean	25.7	41.7	44.7	40.3	33.9
Median	22	45	42	40	33
Sex (%)					
Male	64.0	55.6	49.5	54.9	59.1
Female	36.0	44.4	50.5	45.1	40.9
Indigenous status (%)					
Indigenous	6.2	5.5	4.0	4.8	5.7
Non-Indigenous	93.8	94.5	96.0	95.2	94.3
English proficiency group (%)					
Australia	94.1	78.0	81.3	80.9	86.5
Born overseas, EPG 1	2.1	6.2	6.5	6.2	4.3
Born overseas, EPG 2–4	3.8	15.8	12.2	12.9	9.2
Services used (%)					
Accommodation support	17.9	10.0	6.4	13.9	13.0
Community support	56.2	42.1	54.2	4.0	42.9
Community access	24.4	9.4	38.2	16.2	19.9
Respite	18.9	9.1	2.9	4.4	11.7
Employment	31.6	50.0	21.3	73.2	41.9
Labour force status (%)^(b)					
Employed	33.9	21.8	33.6	22.4	27.4
Unemployed	26.1	51.8	49.5	64.6	45.0
Not in the labour force	40.0	26.4	17.0	13.0	27.6
Has an informal carer? (%)					
Yes	63.8	38.3	29.7	12.5	44.2
No	36.2	61.7	70.3	87.5	55.8
Always/sometimes need assistance in? (%)^(c)					
Activities of daily living	73.5	52.0	30.3	30.0	52.2
Activities of independent living	81.8	58.9	30.2	50.7	61.2
Activities of work, education and community living	77.1	53.9	26.8	47.5	57.0

(a) 'All service users' includes 22,435 service users for whom primary disability group was 'not stated/not collected'.

(b) Service users aged 15–64.

(c) This data item has high rates of 'not stated/not collected'. Percentages based on total including 'not stated/not collected'.

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. Service user data were not collected for all NDA service types. See the appendix to this bulletin for more information (AIHW 2013a).
3. 'Intellectual/learning' includes the categories of 'intellectual', 'specific learning/Attention Deficit Disorder', 'autism', and 'developmental delay'; 'physical/diverse' includes the categories of 'physical', 'acquired brain injury', and 'neurological'; 'sensory/speech' includes the categories of 'deaf-blind', 'vision', 'hearing' and 'speech'. See AIHW 2013a and 2013b for more information.

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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
AWEC	activities of work, education and community living
DS NMDS	Disability Services National Minimum Data Set
NDA	National Disability Agreement
SCRGSP	Steering Committee for the Review of Government Service Provision

Symbols

—	nil or rounded to zero
..	not applicable

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ABS 2012b. Migration, Australia, 2010-11. ABS cat. no. 3412.0. Canberra: ABS.

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Related publications

This bulletin is part of an annual series of reports. The earlier editions and any published subsequently can be downloaded for free from the AIHW website <<http://www.aihw.gov.au/disability-publications/>>. The website also includes information on ordering printed copies.

Additional tables and technical information relating to this bulletin are published separately online as Disability support services: Appendix 2011–12 (AIHW 2013a).

The following AIHW publications relating to disability might also be of interest:

- AIHW 2012. Changes in life expectancy and disability in Australia 1998 to 2009. Bulletin no. 111. Cat. no. AUS 166. Canberra: AIHW.
- AIHW 2012. Incontinence in Australia: prevalence, experience and cost 2009. Bulletin no. 112. Cat. no. AUS 167. Canberra: AIHW.
- AIHW 2013. Incontinence in Australia. Cat. no. DIS 61. Canberra: AIHW.

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