

5 CSDA service outlets

This section presents tables and discussion of service outlet data¹⁰ provided by service providers and funding organisations.¹¹

A copy of the standard Service Form used to obtain these data is included at Appendix 3. Table A2.6 provides basic service outlet frequency counts of data items supplied by service providers, by jurisdiction.

5.1 Auspice

There were 7,378 service outlets reported in 2000. Of these, 1,847 (25%) were auspiced by government, the vast majority (1,726) by State or Territory Governments (see Table 5.1).

Three-quarters (5,531) of the 7,378 service outlets were in the funded non-government sector, which all but two of the service types, namely behaviour/specialist intervention and resource teams/regional teams, were predominant. Services auspiced by charitable or religious organisations accounted for 3,166 (57%) of the 5,531 service outlets in this sector.

The total number of service outlets has increased by 766 since 1999, when a total of 6,612 service outlets were reported (AIHW 2000b: Table 5.1). This change was largely attributable to 'other' non-government-auspiced service outlets, which increased by 764.¹²

5.2 State distribution

State- and Territory-funded outlets

There were 6,444 State- or Territory-funded CSDA service outlets in 2000 (see Table 5.2). The largest group of State or Territory service outlets was the service type accommodation support service outlets (3,143). Of these, 2,041 (65%) were group homes and 739 (24%) were outreach or other 'in-home'/drop-in support service outlets.

The next most common service type was community support, consisting of 1,666 outlets, followed by 1,013 in community access and 545 in respite services.

10 A description of the service outlet counts is given in Section 2.4.

11 The CSDA MDS collections have previously reported data (supplied by jurisdictions on the Service Form) about the funding received by services from governments to enable more direct cross-reference to be made between data on funding of specific service types and data on the people receiving those service types. These data are available for 2000 in Table A2.6.

12 Some of the increase may result from better recognition of discrete service outlets for organisations.

Table 5.1: CSDA-funded service outlets, service type by auspicing organisation, Commonwealth, States and Territories, 2000

Service type	Government				Non-government			Total
	C'wlth	State/ Territory	Local	Sub- total	Charit./ religious	Other	Sub- total	
Institutions/large residentials	0	32	0	32	15	24	39	71
Hostels	0	7	0	7	19	31	50	57
Group homes	0	989	13	1,002	478	561	1,039	2,041
Attendant care	0	1	8	9	38	76	114	123
Outreach/other 'in-home'/drop-in support	0	34	8	42	225	472	697	739
Alternative family placement	0	0	0	0	16	5	21	21
Accommodation support: other/not stated	0	17	1	18	57	16	73	91
<i>Total accommodation support</i>	<i>0</i>	<i>1,080</i>	<i>30</i>	<i>1,110</i>	<i>848</i>	<i>1,185</i>	<i>2,033</i>	<i>3,143</i>
Advocacy	0	0	0	0	84	31	115	115
Information/referral	0	3	2	5	73	47	120	125
Combined advocacy/information	0	1	1	2	35	30	65	67
Early childhood intervention	0	38	5	43	114	65	179	222
Recreation/holiday programs	0	9	24	33	96	81	177	210
Therapy (PT OT ST)	0	24	0	24	92	35	127	151
Family/individual case practice/management	1	81	4	86	90	40	130	216
Behaviour/specialist intervention	0	55	0	55	2	10	12	67
Counselling: individual/family/group	0	2	0	2	3	10	13	15
Brokerage/direct funding/ind. support pack.	0	124	4	128	69	88	157	285
Mutual support/self-help groups	0	0	0	0	114	13	127	127
Print disability/alt. formats of communication	0	0	1	1	17	10	27	28
Resource teams/regional teams	0	80	0	80	7	6	13	93
Community support: other/not stated	0	9	0	9	7	21	28	37
<i>Total community support</i>	<i>1</i>	<i>426</i>	<i>41</i>	<i>468</i>	<i>803</i>	<i>487</i>	<i>1,290</i>	<i>1,758</i>
Continuing education/independent living training/adult training centre	0	44	3	47	92	115	207	254
Post-school options/social and community support/community access	0	12	19	31	310	242	552	583
Other Community access and day programs	0	5	3	8	86	82	168	176
<i>Total community access</i>	<i>0</i>	<i>61</i>	<i>25</i>	<i>86</i>	<i>488</i>	<i>439</i>	<i>927</i>	<i>1,013</i>
Own-home respite	0	3	2	5	23	20	43	48
Respite: centre/respite home	0	91	1	92	61	105	166	258
Respite: host family/peer support	0	31	1	32	21	12	33	65
Respite: other/flexible/combination/not stated	0	4	11	15	92	67	159	174
<i>Total respite</i>	<i>0</i>	<i>129</i>	<i>15</i>	<i>144</i>	<i>197</i>	<i>204</i>	<i>401</i>	<i>545</i>
Open employment	4	1	1	6	294	7	301	307
Supported employment	1	5	2	8	471	0	471	479
Combined open and supported employment	0	0	0	0	56	2	58	58
<i>Total employment support</i>	<i>5</i>	<i>6</i>	<i>3</i>	<i>14</i>	<i>821</i>	<i>9</i>	<i>830</i>	<i>844</i>
Service type other/not stated	0	24	1	25	9	41	50	75
Total	6	1,726	115	1,847	3,166	2,365	5,531	7,378

Notes

1. A service 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 outlet'.)
2. Commonwealth-aided employment services are not directly provided services, but funded organisations such as universities classified as 'Commonwealth Related'.
3. 'Service type other/not stated' includes evaluation/training, peak bodies, research & development.
4. Data provided by the Commonwealth are preliminary and cover 99% of Commonwealth-funded services.

The number of State- or Territory-funded CSDA service outlets increased by 781, a 14% increase from 1999 (AIHW 2000b: Table 5.2). This increase reflects the large increases in community support services (an 18% increase from 1,411 to 1,668 outlets) and accommodation support services (a 16% increase from 2,712 to 3,143).

Of all States and Territories, the largest increase in the number of service outlets occurred in South Australia. There were 464 outlets in South Australia in 2000 compared with only 184 in 1999, an increase of 280 outlets (a 152% increase). This massive change is mainly attributable to a greater efficiency in 'outlet-based' collection. In particular, group homes (which rose from 18 to 149 outlets) and outreach/other 'in-home'/drop-in support services (which jumped from 20 to 149) are now being more accurately recognised as discrete service outlets.

Table 5.2: State- and Territory-funded CSDA service outlets, service type by State and Territory, 2000

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Institutions/large residentials	31	7	8	14	5	6	0	0	71
Hostels	17	19	3	10	1	7	0	0	57
Group homes	664	713	252	213	149	33	9	8	2,041
Attendant care	26	47	14	7	9	16	0	4	123
Outreach/other 'in-home'/drop-in support	119	202	128	121	149	11	6	3	739
Alternative family placement	2	12	7	0	0	0	0	0	21
Accommodation support: other/not stated	57	27	5	1	0	0	0	1	91
<i>Total accommodation support</i>	<i>916</i>	<i>1,027</i>	<i>417</i>	<i>366</i>	<i>313</i>	<i>73</i>	<i>15</i>	<i>16</i>	<i>3,143</i>
Advocacy	6	18	6	0	2	4	2	3	41
Information/referral	18	67	9	0	10	14	4	0	122
Combined advocacy/information	11	40	2	1	8	5	0	0	67
Early childhood intervention	85	126	4	4	2	0	0	1	222
Recreation/holiday programs	29	129	16	16	10	6	3	1	210
Therapy (PT OT ST)	24	84	9	24	7	0	2	1	151
Family/individual case practice/management	11	129	46	1	21	6	2	0	216
Behaviour/specialist intervention	19	34	8	2	4	0	0	0	67
Counselling: individual/family/group	1	0	3	4	7	0	0	0	15
Brokerage/direct funding/individual support packages	11	62	87	98	3	3	19	2	285
Mutual support/self-help groups	3	117	2	0	4	0	1	0	127
Print disability/alt. formats of communication	4	0	6	0	1	2	2	0	15
Resource teams/regional teams	64	0	18	0	1	3	0	7	93
Community support: other/not stated	17	0	6	5	5	1	0	3	35
<i>Total community support</i>	<i>303</i>	<i>806</i>	<i>222</i>	<i>155</i>	<i>85</i>	<i>44</i>	<i>35</i>	<i>18</i>	<i>1,668</i>
Continuing education/independent living training/adult training centre	86	88	59	2	9	7	1	2	254
Post-school options/social and community support/community access	138	288	106	29	15	0	6	1	583
Other community access and day programs	51	73	20	3	3	23	1	2	176
<i>Total community access</i>	<i>275</i>	<i>449</i>	<i>185</i>	<i>34</i>	<i>27</i>	<i>30</i>	<i>8</i>	<i>5</i>	<i>1,013</i>
Own home respite	3	21	13	2	2	4	1	2	48
Respite: centre/respite home	61	83	71	25	9	4	5	0	258
Respite: host family/peer support	16	13	32	0	3	1	0	0	65
Respite: other/flexible/comboination/not stated	41	71	37	15	6	0	1	3	174
<i>Total respite</i>	<i>121</i>	<i>188</i>	<i>153</i>	<i>42</i>	<i>20</i>	<i>9</i>	<i>7</i>	<i>5</i>	<i>545</i>
Service type other or not stated	8	11	31	0	19	3	2	1	75
Total	1,623	2,481	1,008	597	464	159	67	45	6,444

Notes

1. A service 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 outlet'.)
2. 'Service type other/not stated' includes evaluation/training, peak bodies, research & development.

Commonwealth-funded outlets

The distribution of the various types of Commonwealth-funded CSDA service outlets among the States and Territories for 2000 is shown in Table 5.3. Of the 934 total outlets provided, 844 (90%) were employment services. Of these, 479 were supported employment, 307 open employment and 58 combined open and supported employment services.

In anticipation of GST implementation, some amalgamation of service outlets occurred, resulting in 13 fewer Commonwealth-funded employment service outlets being reported than the 857 reported in 1999.

Of the 844 employment support service outlets, New South Wales contained the most with 321 (38%), followed by Victoria (189 or 22%) and Queensland (130 outlets, 15%). The ratio of supported employment service outlets to open employment service outlets varied across the States and Territories. The number of supported employment services in New South Wales was more than double the number of open employment services. In Victoria and South Australia this ratio was just below 2:1, and in Queensland it was reversed (that is, there were almost double the number of open employment services compared with supported employment services). Queensland also had by far the most combined open and supported employment service outlets (27 of 58). In the other States and Territories, the number of open and supported employment services was approximately the same.

Other services funded by the Commonwealth included 74 advocacy service outlets, 3 information/referral service outlets and 13 print disability service outlets, totalling 90 service outlets. Under the CSDA, the Commonwealth shares responsibility with States and Territories for advocacy, information, print disability and research services.

Table 5.3: Commonwealth-funded CSDA service outlets, service type by State and Territory, 2000

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Open employment	96	68	66	27	29	14	4	3	307
Supported employment	222	113	37	30	52	17	5	3	479
Combined open and supported employment	3	8	27	5	4	3	4	4	58
<i>Total employment support</i>	<i>321</i>	<i>189</i>	<i>130</i>	<i>62</i>	<i>85</i>	<i>34</i>	<i>13</i>	<i>10</i>	<i>844</i>
Advocacy	19	23	6	7	7	3	6	3	74
Information/referral	2	0	0	0	0	0	1	0	3
Print disability/alternative formats of communication	4	3	1	2	1	1	1	0	13
<i>Total other than employment support</i>	<i>25</i>	<i>26</i>	<i>7</i>	<i>9</i>	<i>8</i>	<i>4</i>	<i>8</i>	<i>3</i>	<i>90</i>
Total	346	215	137	71	93	38	21	13	934

Note: Data provided by the Commonwealth are preliminary and cover 99% of Commonwealth-funded services.

5.3 Staff hours

Table 5.4 shows the mean number of staff hours worked for each CSDA service type in the week leading up to the snapshot day. Community support services reported the lowest average number of staff hours per week overall – the 1,303 services in this category averaged 142 staff hours per week. In contrast, the average accommodation support service averaged 322 staff hours for the week. This is not surprising considering the fact that most accommodation services operate 7 days a week; in fact 88% reported that they operated

7 days a week in 1999 (AIHW 2000b: Table A3.29). Non-government-aided services reported a higher mean number of staff hours in all but one service type – accommodation support. For this service type, a very large difference was found. Government-aided CSDA accommodation support services had staff working, on average, 502 hours per week whereas those under non-government-aided, on average, worked for 218 hours per week. This large difference is partly attributable to the very high average number of staff hours worked in government institutions/large residential (6,434) and outreach/other ‘in-home’/drop-in support services (3,261) (Table 5.4).

When considering all CSDA service outlets, the average number of full-time equivalent (FTE) staff in the reported week was 6.7. This value varied considerably across the different service types – ranging from 0.7 FTE staff working in mutual support/self-help groups to 99.0 in institutions/large residential. Without these two rather extreme values, the range is much smaller – the next lowest average value is 2.5 FTE staff per week (combined advocacy/information service outlets) and the next highest is 12.0 (print disability service outlets).

Table 5.4: Mean hours worked by all staff and volunteers for CSDA-funded service outlets, service type and auspicing organisation, Commonwealth, States and Territories, 2000

Service type	Government		Non-government		All services		
	No. of service outlets	Mean hours per week per service	No. of service outlets	Mean hours per week per service	No. of service outlets	Mean hours per week per service	Mean no. of full-time equivalent staff per week
Institutions/large residentials	25	6,434	29	1,462	54	3,764	99.0
Hostels	3	762	43	349	46	376	9.9
Group homes	827	214	805	197	1,632	206	5.4
Attendant care	5	211	92	211	97	211	5.6
Outreach/other 'in-home'/drop-in support	34	3,261	533	175	567	360	9.5
Alternative family placement	0	—	17	368	17	368	9.7
Accommodation support: other/not stated	17	296	61	162	78	191	5.0
<i>Total accommodation support</i>	<i>911</i>	<i>502</i>	<i>1,580</i>	<i>218</i>	<i>2,491</i>	<i>322</i>	<i>8.5</i>
Advocacy	0	—	108	106	108	106	2.8
Information/referral	5	99	87	122	92	121	3.2
Combined advocacy/information	2	87	50	96	52	96	2.5
Early childhood intervention	33	195	143	113	176	128	3.4
Recreation/holiday programs	17	90	126	119	143	116	3.0
Therapy (PT OT ST)	21	206	77	235	98	229	6.0
Family/individual case practice/management	73	199	100	107	173	146	3.8
Behaviour/specialist intervention	44	138	11	143	55	139	3.7
Counselling: individual/family/group	2	105	10	91	12	93	2.4
Brokerage/direct funding/individual support packages	21	59	120	137	141	125	3.3
Mutual support/self-help groups	0	—	101	25	101	25	0.7
Print disability/alt. formats of communication	1	121	27	469	28	457	12.0
Resource teams/regional teams	80	261	13	208	93	254	6.7
Community support: other/not stated	7	509	24	92	31	186	4.9
<i>Total community support</i>	<i>306</i>	<i>195</i>	<i>997</i>	<i>126</i>	<i>1,303</i>	<i>142</i>	<i>3.7</i>
Continuing education/independent living training/adult training centre	45	221	179	163	224	175	4.6
Post-school options/social and community support/community access	27	148	439	266	466	259	6.8
Other community access and day programs	7	365	144	184	151	192	5.1
<i>Total community access</i>	<i>79</i>	<i>209</i>	<i>762</i>	<i>226</i>	<i>841</i>	<i>224</i>	<i>5.9</i>
Own home respite	5	81	33	117	38	112	2.9
Respite: centre/respite home	81	276	90	217	171	245	6.4
Respite: host family/peer support	20	45	26	224	46	146	3.8
Respite: other/flexible/combination/not stated	11	209	128	318	139	309	8.1
<i>Total respite</i>	<i>117</i>	<i>222</i>	<i>277</i>	<i>252</i>	<i>394</i>	<i>243</i>	<i>6.4</i>
Open employment	6	122	301	230	307	228	6.0
Supported employment	8	247	471	273	479	273	7.2
Combined open and supported employment	0	—	58	280	58	280	7.4
<i>Total employment support</i>	<i>14</i>	<i>193</i>	<i>830</i>	<i>258</i>	<i>844</i>	<i>257</i>	<i>6.8</i>
Service type other and not stated	11	236	29	171	40	189	5.0
Total	1,438	393	4,475	208	5,913	253	6.7

Notes

1. A service 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 outlet'.)
2. Data for hours worked are the mean number of hours worked over one 7-day week in May. They are used here as a guide and should not be considered a typical week in 2000 for all service types.
3. Data exclude 1,465 services where mean staff hours could not be calculated due to missing data.
4. Government-aided employment services include university-aided employment services. (See footnote 2 to table 3.24.)
5. Full-time equivalent staff numbers are based on a 38-hour working week.
6. Data provided by the Commonwealth are preliminary and cover 99% of Commonwealth-funded services.