

# 6 Data quality and development of the collection

The CSDA MDS collections provide national data on services provided and funded under the CSDA, and are a useful, sometimes primary, source of data in individual jurisdictions. The data are also recognised as a useful source of information by service providers and others interested in national data. They are used for developing national performance indicators, through which the outcomes and performances of services can be monitored. These indicators can be found in *Disability Support Services: First National Results, 2000* (AIHW 2000c) and were sent out to all service providers.

The CSDA MDS collections have benefited greatly from development and testing in successive years. The ability to continue to improve will be enhanced by ongoing input from the disability field.

## 6.1 Response rates and data quality

The national rate for returning of Service Forms in 2000 was 98%, slightly higher than the rate for 1999 (Table 6.1).

National analysis of trends over time is possible from 1997 onwards for most data items in the collections. Data from one or more jurisdictions were absent in the 1995 and 1996 collections.

**Table 6.1: Response rates for Service Forms, Commonwealth, States and Territories, 1995–2000**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Cwlth	Total
	Percentage									
1995	94	80	96	n.a.	94	88	99	67	99	93
1996	97	95	97	99	94	88	n.a.	94	94	96
1997	97	96	100	100	99	90	90	90	100	97
1998	95	97	98	100	100	89	97	93	99	98
1999	94	99	100	100	100	82	100	91	98	97
2000	100	96	99	100	99	99	100	80	99	98

### Notes

1. Figures are the percentage of services responding to each data source.
2. The response rate for Victoria in 1995 is an estimate only, due to incomplete regional records.
3. Data for CSDA services funded by Western Australia were not supplied in 1995.
4. Data for CSDA services funded by the Australian Capital Territory were not collected in 1996.
5. Data for CSDA services funded by the Commonwealth were not collected in 1996, except for those in the National Information Management System collection which relate to open employment services.
6. Data from 934 of the expected 945 Commonwealth-funded CSDA services (99%) participating in the Commonwealth Disability Services Census of 2000 were available to the Institute as at 28 November 2000. These include data from 853 of the 860 employment services. The Census identified 17,485 employment consumers on the 30 June 2000 Census snapshot day. Data integrity and quality checking by the Department of Family and Community Services (FaCS) was incomplete; hence, data published in the forthcoming FaCS Disability Services Census 2000 report will cover 100% of Commonwealth-funded services.

**Table 6.2: 'Not stated' response rates for Service and Consumer Form data items, Commonwealth, States and Territories, 2000**

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Cwlth	National
<b>Service items</b>										
Staff hours:										
Paid staff: direct support	0.7	6.7	12.0	31.2	3.7	8.8	6.0	4.4	—	7.1
Paid staff: indirect support	0.9	17.0	12.0	46.9	3.7	8.8	6.0	4.4	—	11.8
Unpaid staff: direct support	0.8	25.7	12.0	84.4	3.7	8.8	6.0	4.4	—	17.8
Unpaid staff: indirect support	0.7	28.1	12.0	85.6	3.7	8.8	6.0	4.4	—	18.7
Full 1999–00 financial year	0.2	4.2	2.8	1.0	0.2	5.0	—	—	0.1	2.0
Operating hours per day	—	4.2	3.2	1.5	0.4	6.9	—	—	—	2.1
Operating days per week	—	4.2	3.2	19.9	9.7	6.9	—	—	—	4.2
Operating weeks per year	—	4.1	3.2	17.8	0.4	6.9	—	—	—	3.4
Consumer numbers:										
Snapshot day	0.4	5.7	2.3	4.0	0.7	5.3	—	17.1	0.1	2.9
Typical 1999–00 day	0.4	6.0	4.5	24.7	3.3	3.1	1.8	9.8	—	5.2
Total week ending on snapshot day	0.8	7.2	8.5	29.2	3.5	1.5	1.8	12.2	0.1	6.6
Total 1999–00 financial year	0.4	5.8	2.3	23.7	0.9	1.5	1.8	12.2	—	4.5
<b>Consumer items</b>										
Age	0.3	4.5	0.5	6.0	1.9	—	2.6	—	—	2.1
Sex	0.1	<0.05	0.1	0.5	0.3	—	0.8	—	—	0.1
Country of birth	<0.05	—	<0.05	18.2	0.5	—	—	—	—	1.9
Indigenous status	0.3	<0.05	<0.05	—	5.9	—	—	—	0.1	0.4
Method of communication	0.3	—	0.5	—	0.9	—	0.1	—	—	0.2
Main language spoken at home	0.1	—	0.1	—	0.8	—	—	—	—	0.1
Primary disability group	0.3	<0.05	0.1	5.8	1.2	—	0.3	—	—	0.7
Other significant disability groups	0.2	—	—	26.1	8.2	0.1	—	—	—	3.2
Frequency of support or assistance needed:										
Self-care	—	—	<0.05	16.2	0.6	—	—	—	<0.05	1.7
Mobility	—	—	0.1	14.5	0.5	—	0.1	—	<0.05	1.5
Communication	—	—	0.1	16.0	1.1	—	—	—	0.1	1.7
Home living	—	—	0.1	18.3	0.4	—	0.3	—	<0.05	1.9
Social skills	—	—	0.1	16.2	0.5	—	0.1	—	<0.05	1.7
Self-direction	—	—	0.1	16.2	0.4	—	—	—	—	1.7
Managing emotions	—	—	0.1	86.2	0.6	—	0.1	—	<0.05	8.8
Learning	—	—	0.1	16.3	0.4	—	0.1	—	<0.05	1.7
Working	—	—	0.1	18.6	7.1	—	0.1	—	<0.05	2.3
Other day activity	—	—	<0.05	18.8	2.8	—	—	—	—	2.1
Main income source	<0.05	—	0.1	16.1	2.4	—	0.1	—	<0.05	1.8
Living arrangement/accommodation type	0.1	—	0.2	12.1	1.2	—	—	—	—	1.3

**Notes**

1. Figures are the percentage of total data item responses for each data source.
2. Data for CSDA service outlets, when responding to the consumer numbers questions, were 'excluded' when their service type was Advocacy, Information/referral, Combined advocacy/information, Print disability/alt. formats of communication, Service evaluation/training, Peak bodies, Research/development, and Other. These were the service types for which full Consumer Form data were not collected.
3. For consumer and service response rates, a response of '0' was considered as a 'not stated' response, except in the case of numbers on the snapshot day, where 0 can be a valid response.
4. Data provided by the Commonwealth are preliminary and cover 99% of Commonwealth-funded services.

'Not stated' (missing data) and 'not known' ('not known' as a valid response option to some data items) responses are described in Tables 6.2 and 6.3, as a proportion of total responses for each data item. Data for items from the Service Form are included only for items supplied by service providers, not those supplied by funding organisations. The response rates for the 2000 data collections had several key areas of concern.

For the Service Form:

- Staff hours had very high levels of 'not stated' for Western Australian and Victorian data. In particular, more than 84% of hours were not stated in the Western Australia data for unpaid staff. This pushed these national unstated proportions up to 18%.
- Consumer numbers were also problematic in two of the jurisdictions. Western Australia had high 'not stated' rates for estimates relating to a typical day (25%), the week ending snapshot day (29%) and the financial year (24%). The Northern Territory recorded high 'not stated' proportions for all four consumer number estimates (10-17%)

For the Consumer Form:

- The biggest concern is 'not stated' data for frequency of support needed in Western Australia. These rates range from 15% for mobility to 86% for managing emotions. The latter rate in WA contributes considerably to the total 'not stated' managing emotions rate of 9%.
- Country of birth data had a high 'not stated' rate in Western Australia (18%) and 'not known' rate (10%) in Queensland.
- Indigenous status had a 'not known' rate of 29% in Queensland data (Table 6.3). Other relatively high rates were in the ACT (10%), Tasmania (9%), the Commonwealth (8%) and Western Australia (7%). The national 'not known' rate for this variable was 8%.
- Two of the support areas had high 'not known' rates for the Commonwealth data. These were home living (13%) and other day activity (16%).
- Western Australian data had a 'not stated' rate of 16% for main income source, and high 'not known' rates for method of communication (21%) and main language spoken at home (20%).

**Table 6.3: 'Not known' response rates for Service and Consumer Form data items, Commonwealth, States and Territories, 2000**

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Cwlth	Total
<b>Service items</b>										
Full 1999–00 financial year	0.1	0.2	0.1	—	—	—	—	—	—	0.1
<b>Consumer items</b>										
Country of birth	1.7	2.6	9.9	5.0	1.4	0.9	5.9	0.8	0.1	2.7
Indigenous status	5.2	2.5	28.6	7.4	4.6	8.7	10.3	—	8.4	7.8
Method of communication	2.2	1.3	0.7	20.9	1.3	0.9	1.5	0.8	0.2	3.1
Main language spoken at home	1.2	2.3	0.3	20.1	1.1	—	3.6	2.3	0.8	3.2
Other significant disability groups	3.8	5.4	1.4	5.3	3.1	2.9	11.3	4.6	2.6	3.9
Frequency of support or assistance needed:										
Self-care	1.0	1.8	0.8	2.8	0.6	0.2	1.8	—	8.3	3.0
Mobility	0.7	1.8	0.7	3.3	0.6	0.2	0.3	—	3.4	1.9
Communication	0.6	1.6	0.7	2.4	0.6	0.3	1.2	0.8	2.8	1.6
Home living	1.3	3.2	0.8	3.5	1.4	0.2	3.8	—	13.3	4.8
Social skills	1.1	2.6	1.0	2.9	1.7	0.4	4.8	0.4	3.9	2.4
Self-direction	1.2	2.5	1.2	2.9	1.7	0.3	3.4	1.2	3.9	2.4
Managing emotions	1.3	2.5	1.5	0.3	2.3	0.4	4.7	1.9	3.9	2.2
Learning	1.4	3.2	1.4	4.5	2.4	0.9	4.0	1.2	3.6	2.8
Working	4.0	9.5	3.9	5.6	5.0	0.6	5.6	2.3	3.2	5.5
Other day activity	1.8	3.9	1.3	7.9	1.8	0.4	1.5	3.9	16.2	6.3
CDA income source: child under 16 yrs	6.0	3.0	2.7	10.6	2.8	3.2	4.7	0.8	0.2	3.7
Main income source: person 16 yrs or more	2.3	3.2	7.0	5.3	5.1	0.9	3.7	1.2	3.1	3.7
Living arrangement/accommodation type	0.5	0.9	0.2	1.1	0.3	—	1.5	—	1.9	1.0

*Notes*

1. Figures are the percentage of total data item responses for each data source.
2. Data provided by the Commonwealth are preliminary and cover 99% of Commonwealth-funded services.

## 6.2 Change in the collection

The collection in 2000 was very similar to that for 1999. The exceptions were the inclusion of additional classifying categories for data about Indigenous status and country of birth. For changes relating to previous years, see AIHW 2000: Appendix 2.

Since the original design of the CSDA MDS, much has changed in the disability services field. These changes have made it necessary to review and develop the MDS so that the data remain relevant to policy directions and program administration. A process of redevelopment of the CSDA MDS collection is currently in train, involving the National Disability Administrators and the AIHW in partnership. For the latest information regarding the CSDA MDS redevelopment process, please visit: [www.aihw.gov.au/disability/csda\\_public/index.html](http://www.aihw.gov.au/disability/csda_public/index.html).