

# 3 Consumers of CSDA services

Previous CSDA MDS data collections have been unable to identify instances where consumers have accessed multiple services on a snapshot day. This led to the trial of a statistical linkage key in four jurisdictions in 1998 and in all jurisdictions except Western Australia in 1999 (see Section 2).

The use of the linkage key to remove and account for multiple service use by individual consumers gives 62,752 as the overall estimate of consumers on the snapshot day. This compares with 74,216 services received, a difference of 15.4%. The linkage key identified 11,464 multiple recipients (Table 3.18). Appendix 6 includes details of the linkage processes.

A copy of the national template of the Consumer Form used to obtain these data is included in Appendix 4.

## 3.1 Age and sex

Males were 58% of consumers of CSDA-funded services (36,215 of 62,752, Table 3.1). The number of consumers in each five-year age group varied substantially (Table A3.22). The 30–34 year age group comprised the highest numbers of consumers (7,145 or 11%) and the 65–69 year age group the lowest (841 or 1%) five-year age group. Though the shape of the age distribution was similar for each sex, there were greater numbers of males for most age groups. The exception was for the 70 years plus age group (2% of males compared to 5% of females).

## 3.2 Disability group

Of the 62,752 consumers on the snapshot day, 38,230 (61%) were reported as having a primary disability group of 'intellectual' (Table 3.1). The proportion was similar for both sexes.

The next most frequently reported primary disability groups were physical disability (7,889 or 13%), psychiatric disability (5,146 or 8%), acquired brain injury (2,134 or 3%) and autism (1,935 or 3%). The category of 'deafblind' was the least frequently reported, being recorded for 213 consumers.

Thirty per cent of CSDA consumers were aged 25–44 and reported an intellectual disability as their primary disability group (Table 3.1).

Some primary disability groups showed differences between male and female consumers. There was a higher number and proportion of males reported with autism, speech disability, acquired brain injury and specific learning disability relative to females.

**Table 3.1: Consumers of CSDA-funded services on a snapshot day, sex and primary disability group by age group, Commonwealth, States and Territories, 1999**

Primary disability group	Age group (years)						Not stated	Total	
	0-4	5-14	15-24	25-44	45-59	60+		No.	%
<b>Males</b>									
Developmental delay	746	163	13	30	12	3	18	985	2.7
Intellectual	157	1,507	4,588	10,900	3,746	784	310	21,992	60.7
Specific learning/ADD	36	167	222	62	13	3	9	512	1.4
Autism	231	545	403	316	29	3	22	1,549	4.3
Physical	228	658	634	1,439	858	351	33	4,201	11.6
Acquired brain injury	11	41	217	729	380	113	11	1,502	4.1
Deafblind	2	11	15	39	12	15	3	97	0.3
Vision	20	30	75	161	103	278	11	678	1.9
Hearing	55	57	75	115	53	53	4	412	1.1
Speech	127	61	13	24	3	1	0	229	0.6
Psychiatric	4	14	342	1,693	724	149	21	2,947	8.1
Neurological	55	116	116	279	226	84	11	887	2.4
Not stated	3	41	27	41	17	3	92	224	0.6
<b>Total males</b>	<b>1,675</b>	<b>3,411</b>	<b>6,740</b>	<b>15,828</b>	<b>6,176</b>	<b>1,840</b>	<b>545</b>	<b>36,215</b>	<b>100.0</b>
<b>Females</b>									
Developmental delay	417	74	10	20	11	4	17	553	2.1
Intellectual	127	985	3,287	8,056	2,844	644	269	16,212	61.3
Specific learning/ADD	12	55	97	35	3	3	8	213	0.8
Autism	58	107	116	90	9	0	3	383	1.4
Physical	180	462	533	1,198	739	507	41	3,660	13.8
Acquired brain injury	11	32	85	289	171	35	5	628	2.4
Deafblind	2	4	13	51	9	34	3	116	0.4
Vision	17	25	52	123	87	605	11	920	3.5
Hearing	56	51	70	104	36	89	13	419	1.6
Speech	44	25	3	13	0	2	1	88	0.3
Psychiatric	3	2	220	1,210	588	142	30	2,195	8.3
Neurological	55	82	96	247	219	163	1	863	3.3
Not stated	3	23	19	31	8	7	88	179	0.7
<b>Total females</b>	<b>985</b>	<b>1,927</b>	<b>4,601</b>	<b>11,467</b>	<b>4,724</b>	<b>2,235</b>	<b>490</b>	<b>26,429</b>	<b>100.0</b>
<b>Consumers</b>									
Developmental delay	1,165	238	23	50	23	7	35	1,541	2.5
Intellectual	284	2,497	7,882	18,964	6,592	1,430	581	38,230	60.9
Specific learning/ADD	48	224	319	97	16	6	17	727	1.2
Autism	289	654	519	407	38	3	25	1,935	3.1
Physical	409	1,124	1,169	2,644	1,599	859	85	7,889	12.6
Acquired brain injury	22	74	303	1,019	551	149	16	2,134	3.4
Deafblind	4	15	28	90	21	49	6	213	0.3
Vision	37	55	128	284	191	884	22	1,601	2.6
Hearing	111	109	145	219	89	142	17	832	1.3
Speech	171	86	16	37	3	3	1	317	0.5
Psychiatric	7	16	563	2,904	1,313	291	52	5,146	8.2
Neurological	111	198	212	527	445	247	13	1,753	2.8
Not stated	7	64	46	72	25	11	209	434	0.7
<b>Total consumers</b>	<b>2,665</b>	<b>5,354</b>	<b>11,353</b>	<b>27,314</b>	<b>10,906</b>	<b>4,081</b>	<b>1,079</b>	<b>62,752</b>	<b>100.0</b>

*Notes*

1. Consumer data are estimates after use of a statistical linkage key to account for individuals who have received more than one service on the snapshot day. An adjustment between employment and other service types was not possible for the Western Australian data.
2. Data for consumers of CSDA-funded services with service types Advocacy, Information/referral, Combined advocacy/information, Print disability/alternative formats of communication, Service evaluation/training, Peak bodies, Research/development and Other were not collected.
3. Data for consumers includes 108 consumers whose sex was not stated.
4. Data provided by the Commonwealth are preliminary and cover 98% of Commonwealth-funded services.

The distribution of reported primary disability groups varied between age groups and sex. Developmental delay<sup>11</sup> was recorded as the primary disability group for 1,165 (44%) of consumers aged 0–4 years. This was followed by autism for boys, or physical disability for girls, with intellectual disability the fourth most common primary disability in this age group. Intellectual disability was the most common primary disability group for children 5–14 years (for 2,497 or 47% of these consumers), followed by physical disability and autism, for both sexes. Autism remained the third most common primary disability group for male consumers aged 15–24, though for females psychiatric disability was the third most common group reported as primary. Psychiatric disability was the second most commonly reported primary disability group for consumers aged 25–44 years, after intellectual disability but before physical disability. For the older adult age group 45–59 years, the number of consumers with a primary physical disability exceeded those with a primary psychiatric disability. For male consumers aged 60 years and over, a physical disability remained the second most common primary disability; however, vision disability was the third most commonly reported primary disability. Of female consumers aged 60 years and over, a vision disability was reported as the second most common primary disability.

Most consumers reporting ‘speech’ as their primary disability group were aged 0–4 years (171 of 317); while the largest group reporting ‘autism’ were aged 5–14 years (654 of 1,935), and most reporting ‘specific learning/ADD’ were aged 15–24 years (319 of 727).

The CSDA service types most frequently reported as being received on the snapshot day were:

- supported employment;
- group homes;
- post-school options/social and community support/community access services;
- institutions/large residential; and
- outreach/other ‘in-home’/drop-in support (Tables 3.2 and A3.23).

This pattern of service type received varied with primary disability group reported. For consumers reporting physical disability, attendant care, post-school options/social and community support/community access services, supported employment and therapy (PT OT ST) services were the most commonly received services. For consumers reporting a psychiatric disability (as primary), outreach/other ‘in-home’/drop-in support, other community access and day programs, open employment, mutual support/self help groups and supported employment were the most commonly received services.

Consumers reporting an intellectual disability as their primary disability were the most common users of most of the service types with large total consumer numbers. Exceptions were early childhood intervention services for which consumers reporting developmental delay were most common, attendant care services for which consumers with a physical disability were most common, and mutual support/self-help groups for which consumers with a psychiatric disability were most common.

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11 Developmental delay may be recorded for children with conditions that are not specifically diagnosed that appear in the early developmental period. In this collection, it is intended to apply to 0–5 year olds.

**Table 3.2: Consumers of CSDA-funded services on a snapshot day, service type by primary disability group, Commonwealth, States and Territories, 1999**

<b>Service type</b>	<b>Develop- mental delay</b>	<b>Intellec- tual</b>	<b>Specific learning/ ADD</b>	<b>Autism</b>	<b>Physical</b>	<b>Acquired brain injury</b>	<b>Deafblind</b>
<b>Accommodation support</b>							
Institutions/large residentials	27	4,340	2	39	369	273	7
Hostels	4	630	7	18	182	28	1
Group homes	28	7,397	11	230	612	159	31
Attendant care	11	227	10	9	931	60	1
Outreach/other 'in-home'/drop-in support	11	2,109	11	70	531	117	7
Alternative family placement	3	74	0	18	12	6	2
Accommodation support: other/not stated	5	265	2	16	37	4	0
<i>Total accommodation support</i>	<i>89</i>	<i>15,014</i>	<i>43</i>	<i>397</i>	<i>2,643</i>	<i>647</i>	<i>49</i>
<b>Community support</b>							
Early childhood intervention	963	283	46	227	289	9	4
Recreation/holiday programs	6	1,253	81	127	311	89	25
Therapy (PT OT ST)	96	1,088	86	107	817	85	30
Family/individual case practice/management	57	1,822	13	176	461	247	25
Behaviour/specialist intervention	10	474	1	78	52	12	1
Counselling: individual/family/group	5	148	8	16	61	8	0
Brokerage/direct funding	25	848	6	183	385	160	4
Mutual support/self-help groups	0	62	5	64	21	5	1
Resource teams/regional teams	255	979	15	93	299	41	3
Community support: other or not stated	25	187	23	29	103	9	0
<i>Total community support</i>	<i>1,395</i>	<i>6,484</i>	<i>275</i>	<i>997</i>	<i>2,592</i>	<i>628</i>	<i>90</i>
<b>Community access</b>							
Continuing education/independent living training/adult training centre	8	2,975	22	69	383	96	13
Post-school options/social and community support/community access	6	6,306	29	247	916	164	36
Community access and day programs: other/not stated	4	893	7	34	202	131	6
<i>Total community access</i>	<i>18</i>	<i>10,079</i>	<i>53</i>	<i>343</i>	<i>1,481</i>	<i>386</i>	<i>55</i>
<b>Respite</b>							
Own home respite	9	247	5	33	191	27	4
Respite: centre/respite home	10	647	17	107	198	43	2
Respite: host family/peer support	5	265	8	37	37	15	2
Respite: other/flexible/combination	25	389	20	84	209	44	4
<i>Total respite</i>	<i>49</i>	<i>1,540</i>	<i>50</i>	<i>260</i>	<i>630</i>	<i>129</i>	<i>11</i>
<b>Employment</b>							
Open employment	0	1,748	196	45	615	169	9
Supported employment	0	10,195	91	113	844	292	33
Open and supported employment	0	612	19	17	89	50	1
Other employment	0	29	12	0	4	3	0
<i>Total employment</i>	<i>0</i>	<i>12,516</i>	<i>318</i>	<i>175</i>	<i>1,543</i>	<i>512</i>	<i>42</i>
<b>Total</b>	<b>1,541</b>	<b>38,230</b>	<b>727</b>	<b>1,935</b>	<b>7,889</b>	<b>2,134</b>	<b>213</b>

(continued)

**Table 3.2 (continued): Consumers of CSDA-funded services on a snapshot day, service type by primary disability group, Commonwealth, States and Territories, 1999**

<b>Service type</b>	<b>Vision</b>	<b>Hearing</b>	<b>Speech</b>	<b>Psychi- atric</b>	<b>Neuro- logical</b>	<b>Not stated</b>	<b>Total</b>
<b>Accommodation support</b>							
Institutions/large residentials	5	4	1	23	155	7	5,252
Hostels	8	23	1	35	9	2	948
Group homes	14	31	3	139	90	10	8,755
Attendant care	1	1	0	3	56	10	1,320
Outreach/other 'in-home'/drop-in support	36	12	10	1,231	39	32	4,216
Alternative family placement	1	0	0	0	5	0	121
Accommodation support: other/not stated	7	1	0	129	3	2	471
<i>Total accommodation support</i>	<i>72</i>	<i>72</i>	<i>15</i>	<i>1,558</i>	<i>356</i>	<i>63</i>	<i>21,018</i>
<b>Community support</b>							
Early childhood intervention	19	94	198	10	55	3	2,200
Recreation/holiday programs	137	18	5	93	34	207	2,386
Therapy (PT OT ST)	166	65	42	3	175	46	2,806
Family/individual case practice/management	235	101	5	34	312	8	3,496
Behaviour/specialist intervention	2	0	0	12	5	3	650
Counselling: individual/family/group	8	0	0	1	17	5	277
Brokerage/direct funding	7	13	3	30	118	4	1,786
Mutual support/self-help groups	26	16	1	710	28	0	939
Resource teams/regional teams	6	4	10	7	38	3	1,753
Community support: other or not stated	1	0	4	3	54	5	443
<i>Total community support</i>	<i>595</i>	<i>307</i>	<i>267</i>	<i>897</i>	<i>810</i>	<i>280</i>	<i>15,617</i>
<b>Community access</b>							
Continuing education/independent living training/adult training centre	207	136	3	57	63	7	4,039
Post-school options/social and community support/community access	303	17	4	67	124	12	8,231
Community access and day programs: other/not stated	22	7	5	1,162	31	3	2,507
<i>Total community access</i>	<i>530</i>	<i>160</i>	<i>12</i>	<i>1,286</i>	<i>217</i>	<i>22</i>	<i>14,642</i>
<b>Respite</b>							
Own home respite	7	0	0	8	32	2	565
Respite: centre/respite home	22	3	1	27	30	4	1,111
Respite: host family/peer support	2	3	1	2	11	4	392
Respite: other/flexible/combination	62	1	0	78	41	1	958
<i>Total respite</i>	<i>93</i>	<i>7</i>	<i>2</i>	<i>114</i>	<i>114</i>	<i>11</i>	<i>3,010</i>
<b>Employment</b>							
Open employment	117	159	5	782	135	5	3,985
Supported employment	207	126	20	620	184	58	12,783
Open and supported employment	33	23	4	123	26	0	997
Other employment	0	0	0	3	1	0	52
<i>Total employment</i>	<i>357</i>	<i>307</i>	<i>28</i>	<i>1,527</i>	<i>346</i>	<i>63</i>	<i>17,734</i>
<b>Total</b>	<b>1,601</b>	<b>832</b>	<b>317</b>	<b>5,146</b>	<b>1,753</b>	<b>434</b>	<b>62,752</b>

*Notes*

1. Consumer data are estimates after use of a statistical linkage key to account for individuals who have received more than one service on the snapshot day. An adjustment between employment and other service types was not possible for the Western Australian data. Column totals may not be the sum of the components since individuals may access more than one service type on the snapshot day.
2. Data for consumers of CSDA-funded services with service types Advocacy, Information/referral, Combined advocacy/information, Print disability/alt. formats of communication, Service evaluation/training, Peak bodies, Research/development and Other were not collected.
3. Data provided by the Commonwealth are preliminary and cover 98% of Commonwealth-funded services.

The proportion of consumers reporting each primary disability group is different from the proportion reporting each group when all significant disability groups are included (Table 3.3). The category 'intellectual disability' remains the most frequently reported, increasing from 60.9% of consumers to 68.6% when all disability groups are considered. The proportion of consumers who reported 'physical disability' as one of their disabilities was 28.4%, compared with 12.6% of consumers who reported this as their primary disability. While 0.5% of consumers reported speech disability as their primary disability, 19.0% reported this as one of their disabilities. This indicates that speech and physical disabilities often occur in association with other primary disabilities.

**Table 3.3: Consumers of CSDA-funded services on a snapshot day, primary disability group and all significant disability groups, Commonwealth, States and Territories, 1999**

<b>Disability group</b>	<b>Primary disability group reported</b>	<b>% of all consumers</b>	<b>All significant disability groups reported, including primary</b>	<b>% of all consumers</b>
Developmental delay	1,541	2.5	2,116	3.4
Intellectual	38,230	60.9	42,733	68.6
Specific learning/ADD	727	1.2	1,999	3.2
Autism	1,935	3.1	3,665	5.9
Physical	7,889	12.6	17,703	28.4
Acquired brain injury	2,134	3.4	2,909	4.7
Deafblind	213	0.3	516	0.8
Vision	1,601	2.6	6,114	9.8
Hearing	832	1.3	3,853	6.2
Speech	317	0.5	11,847	19.0
Psychiatric	5,146	8.2	8,992	14.4
Neurological	1,753	2.8	8,785	14.1
Not stated	434	0.7	n.a.	n.a.

*Notes*

1. Consumer data are estimates after use of a statistical linkage key to account for individuals who have received more than one service on the snapshot day. An adjustment between employment and other service types was not possible for the Western Australian data.
2. Data for consumers of CSDA-funded services with service types Advocacy, Information/referral, Combined advocacy/information, Print disability/alt. formats of communication, Service evaluation/training, Peak bodies, Research/development and Other were not collected.
3. The total for 'all significant disability groups' adds to more than the total number of consumers, and the total for '% of all consumers' adds to more than 100%, since consumers may be counted in more than one disability group.
4. Data provided by the Commonwealth are preliminary and cover 98% of Commonwealth-funded services.

Many consumers reported multiple disability in 1999. The extent of multiple disability varied with primary disability group (see Table 3.4). Overall, 47% of service consumers reported at least one other significant disability group. Of those consumers whose reported primary disability group was acquired brain injury, 65% reported the presence of other significant disabilities. In contrast, other significant disabilities were reported by only 19% of consumers with a primary psychiatric disability.

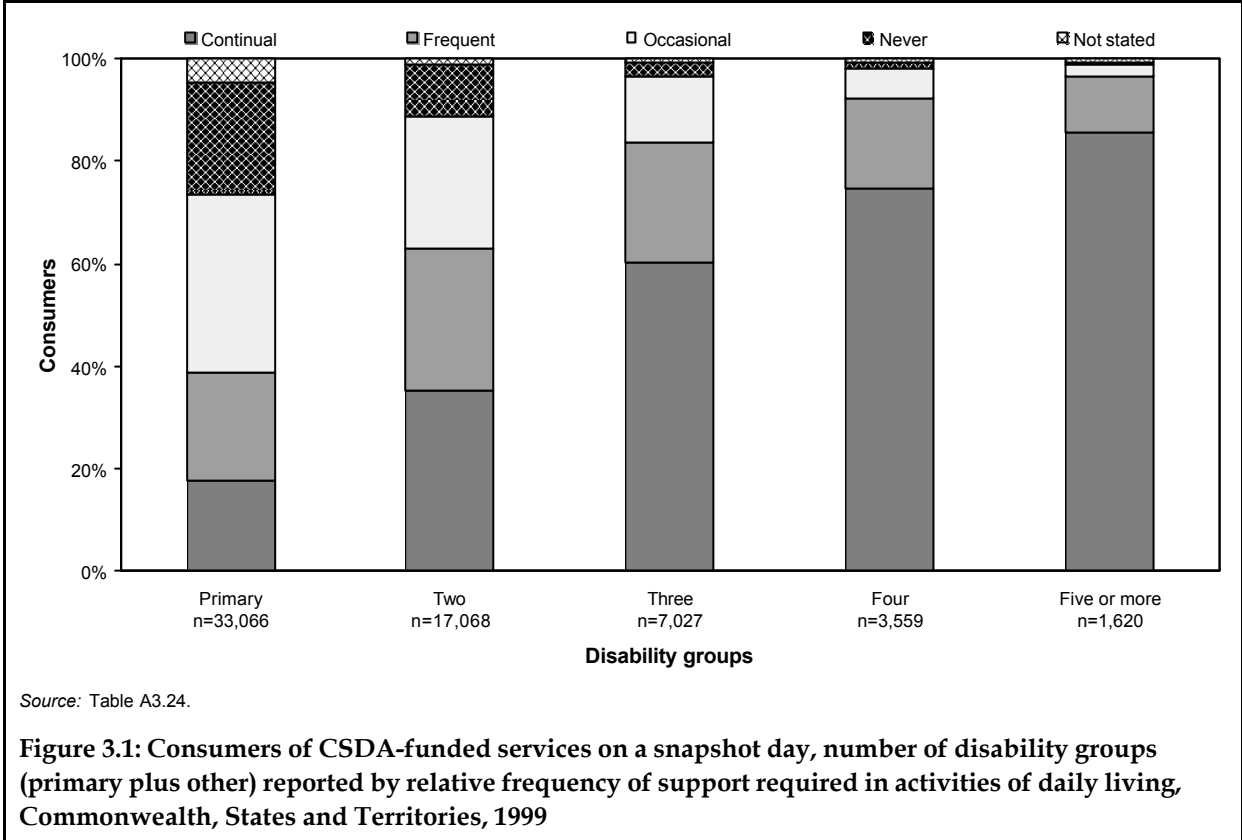
**Table 3.4: Consumers of CSDA-funded services on a snapshot day, primary disability group, with or without the presence of other significant disability groups, Commonwealth, States and Territories, 1999**

Primary disability group	With other significant disability groups		Without other significant disability groups		Other significant disability groups not known or not stated		Total	
	No.	%	No.	%	No.	%	No.	%
Developmental delay	861	55.9	534	34.7	146	9.5	1,541	100.0
Intellectual/learning	18,907	49.5	16,399	42.9	2,924	7.6	38,230	100.0
Specific learning/ADD	190	26.1	446	61.3	91	12.5	727	100.0
Autism	1,069	55.2	575	29.7	291	15.0	1,935	100.0
Physical	3,679	46.6	3,343	42.4	867	11.0	7,889	100.0
Acquired brain injury	1,396	65.4	663	31.1	75	3.5	2,134	100.0
Deafblind	124	58.2	75	35.2	14	6.6	213	100.0
Vision	615	38.4	844	52.7	142	8.9	1,601	100.0
Hearing	341	41.0	455	54.7	36	4.3	832	100.0
Speech	117	36.9	171	53.9	29	9.1	317	100.0
Psychiatric	997	19.4	3,916	76.1	233	4.5	5,146	100.0
Neurological	1,040	59.3	643	36.7	70	4.0	1,753	100.0
Not stated	22	5.1	79	18.2	333	76.7	434	100.0
<b>Total</b>	<b>29,358</b>	<b>46.8</b>	<b>28,143</b>	<b>44.8</b>	<b>5,251</b>	<b>8.4</b>	<b>62,752</b>	<b>100.0</b>

*Notes*

1. Consumer data are estimates after use of a statistical linkage key to account for individuals who have received more than one service on the snapshot day. An adjustment between employment and other service types was not possible for the Western Australian data.
2. Data for consumers of CSDA-funded services with service types Advocacy, Information/referral, Combined advocacy/information, Print disability/alt. formats of communication, Service evaluation/training, Peak bodies, Research/development and Other were not collected.
3. Data provided by the Commonwealth are preliminary and cover 98% of Commonwealth-funded services.

The importance of examining multiple disability is further highlighted when data on the frequency of support required in the activities of daily living are examined.<sup>12</sup> Figure 3.1 shows that the frequency of need for this support increases with increasing number of disability groups reported. Of those consumers with only one (the primary) disability, 22% were reported as needing no support in the activities of daily living, and 18% as having a continual need. As the number of disability groups reported for each individual increased, the proportion needing no assistance decreased, to 1% or less for consumers with four or more disability groups (including the primary) recorded.



12 To enable comparisons (if desired) to be drawn between CSDA consumers and the general population, areas of support or assistance needed which have been used by the ABS to categorise 'severity of disability' have been used (ABS 1999). These areas of support are self-care, mobility and communication, which, for the purposes of this report, are collectively known as 'activities of daily living'.

### 3.3 Country of birth

Information on the country of birth of consumers was recorded in the categories of Australia, 'other English-speaking countries', other countries, and country not known.

Data presented in Table 3.5 indicate that, of the 62,752 consumers, 55,729 (89%) were born in Australia, 1,618 (3%) in 'other English-speaking countries' and 2,330 (4%) in 'other' countries. These last two figures can be added to compare with the considerably higher figure of 22.2% of the Australian population aged 0 to 64 years born overseas (ABS 1997a). Country of birth was 'not known or not stated' for 3,075 (5%) of the total consumers.

The distribution of reported primary disability group varies among country of birth groups. Intellectual disability was the primary disability group for 63% of consumers born in Australia, but for only 35% of those born in other English-speaking countries and 37% of those born in other countries. Physical disability, psychiatric disability, vision disability, neurological disability and acquired brain injury were more likely to be reported for those consumers born outside Australia.

**Table 3.5: Consumers of CSDA-funded services on a snapshot day, primary disability group by country of birth, Commonwealth, States and Territories, 1999**

Primary disability group	Australia		Other English-speaking		Non-English-speaking countries		Not known/not stated		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%
Developmental delay	1,468	2.6	14	0.9	28	1.2	31	1.0	1,541	2.5
Intellectual	34,928	62.7	572	35.4	858	36.8	1,872	60.9	38,230	60.9
Specific learning/ADD	625	1.1	8	0.5	13	0.6	81	2.6	727	1.2
Autism	1,763	3.2	37	2.3	43	1.8	92	3.0	1,935	3.1
Physical	6,814	12.2	357	22.1	475	20.4	243	7.9	7,889	12.6
Acquired brain injury	1,800	3.2	132	8.2	137	5.9	65	2.1	2,134	3.4
Deafblind	179	0.3	12	0.7	16	0.7	6	0.2	213	0.3
Vision	1,250	2.2	118	7.3	110	4.7	123	4.0	1,601	2.6
Hearing	742	1.3	25	1.5	37	1.6	28	0.9	832	1.3
Speech	297	0.5	2	0.1	4	0.2	14	0.5	317	0.5
Psychiatric	4,210	7.6	258	15.9	490	21.0	188	6.1	5,146	8.2
Neurological	1,499	2.7	79	4.9	113	4.8	62	2.0	1,753	2.8
Not stated	154	0.3	4	0.2	6	0.3	270	8.8	434	0.7
<b>Total</b>	<b>55,729</b>	<b>100.0</b>	<b>1,618</b>	<b>100.0</b>	<b>2,330</b>	<b>100.0</b>	<b>3,075</b>	<b>100.0</b>	<b>62,752</b>	<b>100.0</b>

*Notes*

1. Consumer data are estimates after use of a statistical linkage key to account for individuals who have received more than one service on the snapshot day. An adjustment between employment and other service types was not possible for the Western Australian data.
2. Data for consumers of CSDA-funded services with service types Advocacy, Information/referral, Combined advocacy/information, Print disability/alt. formats of communication, Service evaluation/training, Peak bodies, Research/development and Other were not collected.
3. Other English-speaking countries named were New Zealand, Canada, United Kingdom, South Africa, Ireland and United States of America.
4. Data provided by the Commonwealth are preliminary and cover 98% of Commonwealth-funded services.

Consumers born outside Australia were more likely than those born in Australia to be represented in the older age groupings (Table 3.6). Of consumers born in Australia, 23% were aged 45 or over, compared with 44% of consumers born in 'other English-speaking countries' and 40% of consumers born in 'non-English-speaking countries'.

**Table 3.6: Consumers of CSDA-funded services on a snapshot day, age group by country of birth, Commonwealth, States and Territories, 1999**

Age group (years)	Australia		Other English-speaking		Non-English-speaking countries		Not known/not stated		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%
0-4	2,547	4.6	27	1.7	33	1.4	58	1.9	2,665	4.2
5-14	4,702	8.4	55	3.4	121	5.2	476	15.5	5,354	8.5
15-24	10,376	18.6	176	10.9	339	14.5	462	15.0	11,353	18.1
25-44	24,634	44.2	623	38.5	873	37.5	1,184	38.5	27,314	43.5
45-59	9,473	17.0	428	26.5	585	25.1	420	13.7	10,906	17.4
60+	3,301	5.9	287	17.7	355	15.2	138	4.5	4,081	6.5
Not stated	696	1.2	22	1.4	24	1.0	337	11.0	1,079	1.7
<b>Total</b>	<b>55,729</b>	<b>100.0</b>	<b>1,618</b>	<b>100.0</b>	<b>2,330</b>	<b>100.0</b>	<b>3,075</b>	<b>100.0</b>	<b>62,752</b>	<b>100.0</b>

*Notes*

1. Consumer data are estimates after use of a statistical linkage key to account for individuals who have received more than one service on the snapshot day. An adjustment between employment and other service types was not possible for the Western Australian data.
2. Data for consumers of CSDA-funded services with service types Advocacy, Information/referral, Combined advocacy/information, Print disability/alt. formats of communication, Service evaluation/training, Peak bodies, Research/development and Other were not collected.
3. Other English-speaking countries named were New Zealand, Canada, United Kingdom, South Africa, Ireland and United States of America.
4. Data provided by the Commonwealth are preliminary and cover 98% of Commonwealth-funded services.

### 3.4 Indigenous Australians

On the 1999 snapshot day, 1,563 CSDA consumers (2.5%) were identified as Indigenous Australians (Table 3.7). This is commensurate with their overall representation in the population; 2.4% of the population aged less than 65 years projected for 1998 (ABS 1998c).

The primary disability groups of physical, developmental delay, acquired brain injury, specific learning/ADD and hearing were more commonly reported among consumers of Indigenous origin than among consumers of non-Indigenous origin. This pattern appears consistent with patterns of Indigenous morbidity, including relatively high rates of injury and hearing disorders (ABS & AIHW 1997). Vision and intellectual primary disability groups were less commonly reported among consumers of Indigenous origin than among non-Indigenous consumers. Some caution is needed in interpreting these data, as for 4,969 consumers (8.0% of the total), Indigenous origin was not known or not stated.

Consumers of Indigenous origin were more likely to be represented in State-funded services than in the general population, with the exception of Tasmania where the proportion was lower (Table 3.8).

Compared to the total population there was relatively greater provision of Commonwealth-funded services to Indigenous Australians in the Northern Territory, the Australian Capital Territory, Tasmania, Queensland and Victoria. Consumers of Indigenous origin were less likely to be represented in Commonwealth-funded services provided in Western Australia, South Australia and New South Wales.

**Table 3.7: Consumers of CSDA-funded services on a snapshot day, primary disability group by Indigenous status, Commonwealth, States and Territories, 1999**

Primary disability group	Indigenous		Non-Indigenous		Not known		Not stated		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%
Developmental delay	66	4.2	1,423	2.5	43	0.9	9	11.5	1,541	2.5
Intellectual	873	55.9	33,973	60.4	3,352	68.5	32	41.0	38,230	60.9
Specific learning/ADD	27	1.7	622	1.1	75	1.5	3	3.8	727	1.2
Autism	35	2.2	1,770	3.1	128	2.6	2	2.6	1,935	3.1
Physical	248	15.9	7,168	12.7	469	9.6	4	5.1	7,889	12.6
Acquired brain injury	84	5.4	1,993	3.5	54	1.1	3	3.8	2,134	3.4
Deafblind	3	0.2	200	0.4	10	0.2	0	—	213	0.3
Vision	22	1.4	1,415	2.5	161	3.3	3	3.8	1,601	2.6
Hearing	34	2.2	768	1.4	27	0.6	3	3.8	832	1.3
Speech	12	0.8	295	0.5	9	0.2	1	1.3	317	0.5
Psychiatric	104	6.7	4,768	8.5	271	5.5	3	3.8	5,146	8.2
Neurological	47	3.0	1,637	2.9	66	1.3	3	3.8	1,753	2.8
Not stated	8	0.5	188	0.3	226	4.6	12	15.4	434	0.7
<b>Total</b>	<b>1,563</b>	<b>100.0</b>	<b>56,220</b>	<b>100.0</b>	<b>4,891</b>	<b>100.0</b>	<b>78</b>	<b>100.0</b>	<b>62,752</b>	<b>100.0</b>

*Notes*

1. Consumer data are estimates after use of a statistical linkage key to account for individuals who have received more than one service on the snapshot day. An adjustment between employment and other service types was not possible for the Western Australian data.
2. Data for consumers of CSDA-funded services with service types Advocacy, Information/referral, Combined advocacy/information, Print disability/alt. formats of communication, Service evaluation/training, Peak bodies, Research/development and Other were not collected.
3. Data provided by the Commonwealth are preliminary and cover 98% of Commonwealth-funded services.

**Table 3.8: Percentage of consumers of Indigenous status on a snapshot day, State/Territory distribution by State or Commonwealth funding of CSDA services, compared with the proportion of people of Indigenous status in the total population, Commonwealth, States and Territories, 1999**

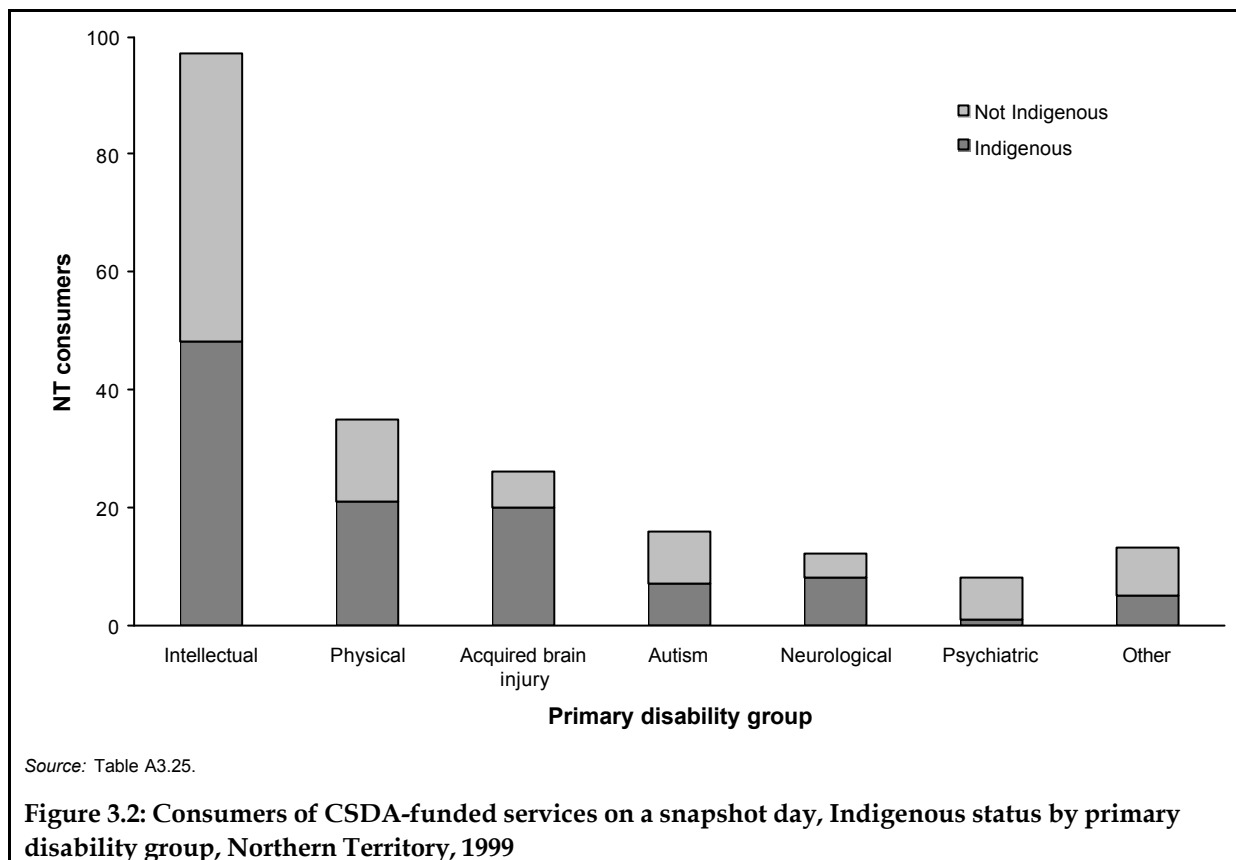
State/Territory	People of Indigenous origin in the population, aged 0–64		People of Indigenous origin in the population, aged 15–64	
	State-funded	Commonwealth-funded	State-funded	Commonwealth-funded
New South Wales	3.3	1.9	1.4	1.5
Victoria	1.2	0.5	0.5	0.4
Queensland	5.3	3.3	4.0	2.6
Western Australia	4.9	3.3	2.1	2.6
South Australia	1.8	1.6	1.0	1.3
Tasmania	2.8	3.5	3.5	2.7
Australian Capital Territory	1.0	1.0	1.1	0.8
Northern Territory	50.0	27.4	34.2	23.1

*Notes*

1. Consumer data are estimates after use of a statistical linkage key to account for individuals who have received more than one service on the snapshot day. An adjustment between employment and other service types was not possible for the Western Australian data.
2. Data for consumers of CSDA-funded services with service types Advocacy, Information/referral, Combined advocacy/information, Print disability/alt. formats of communication, Service evaluation/training, Peak bodies, Research/development and Other were not collected.
3. People of Indigenous origin means those of Aboriginal or Torres Strait Islander origin in the 1999 CSDA MDS collection. The data for the total population were obtained from *Experimental Projections of the Aboriginal and Torres Strait Islander Population 30 June 1996 to 30 June 2006* Australian Bureau of Statistics, 1998c, Cat. No. 3231.0.
4. CSDA consumers totalled 62,752, of which 1,563 were consumers of Indigenous origin. Indigenous origin was 'not known' or 'not stated' for 4,969 consumers. These have been excluded from the percentages.
5. Data provided by the Commonwealth are preliminary and cover 98% of Commonwealth-funded services.

Source: ABS 1997b.

Indigenous Australians in the Northern Territory are a substantial proportion of consumers of Territory-funded services (Figure 3.2).



### 3.5 Communication

Most consumers (63%) communicated by using a spoken language; however, 5% used a sign language or other non-spoken method of communication and 25% used little or no method of effective communication<sup>13</sup> (Table 3.9).

Speech disability was found to be the third most numerous disability group affecting consumers, most often as a non-primary disability group (Figure 1.2). This may explain to some degree the high proportion of consumers who had little or no method of effective communication.

As might be expected, consumers who were deafblind and those with a hearing disability were more likely to use a non-spoken method of communication than other consumers (Table 3.9). However, the greatest numbers of consumers using a non-spoken method of communication were those with intellectual and physical disabilities, reflecting their predominance among consumers.

13 Effective communication involves the person being able to communicate more than just basic needs to unfamiliar people.

Consumers with autism, an intellectual disability or who were deafblind were more commonly recorded as having little or no method of effective communication than other consumers. (Again, the greatest numbers of consumers using little or no effective method of communication were those with intellectual (12,037) and physical disabilities (1,435).)

**Table 3.9: Consumers of CSDA-funded services on a snapshot day, primary disability group by method of effective communication, Commonwealth, States and Territories, 1999**

Primary disability group	Little or none		Sign or other non-spoken		Spoken language		Child aged under 5 years		Not known/not stated		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Developmental delay	150	9.7	13	0.8	103	6.7	1,210	78.5	65	4.2	1,541	100.0
Intellectual	12,037	31.5	2,062	5.4	23,132	60.5	322	0.8	677	1.8	38,230	100.0
Specific learning/ADD	31	4.3	14	1.9	596	82.0	50	6.9	36	5.0	727	100.0
Autism	730	37.7	112	5.8	727	37.6	283	14.6	83	4.3	1,935	100.0
Physical	1,435	18.2	588	7.5	4,982	63.2	403	5.1	481	6.1	7,889	100.0
Acquired brain injury	388	18.2	139	6.5	1,558	73.0	23	1.1	26	1.2	2,134	100.0
Deafblind	50	23.5	67	31.5	88	41.3	5	2.3	3	1.4	213	100.0
Vision	53	3.3	11	0.7	1,467	91.6	38	2.4	32	2.0	1,601	100.0
Hearing	58	7.0	268	32.2	375	45.1	115	13.8	16	1.9	832	100.0
Speech	36	11.4	24	7.6	75	23.7	172	54.3	10	3.2	317	100.0
Psychiatric	68	1.3	24	0.5	5,032	97.8	9	0.2	13	0.3	5,146	100.0
Neurological	324	18.5	69	3.9	1,213	69.2	116	6.6	31	1.8	1,753	100.0
Not stated	41	9.4	12	2.8	113	26.0	6	1.4	262	60.4	434	100.0
<b>Total</b>	<b>15,401</b>	<b>24.5</b>	<b>3,403</b>	<b>5.4</b>	<b>39,461</b>	<b>62.9</b>	<b>2,752</b>	<b>4.4</b>	<b>1,735</b>	<b>2.8</b>	<b>62,752</b>	<b>100.0</b>

*Notes*

1. Consumer data are estimates after use of a statistical linkage key to account for individuals who have received more than one service on the snapshot day. An adjustment between employment and other service types was not possible for the Western Australian data.
2. Data for consumers of CSDA-funded services with service types Advocacy, Information/referral, Combined advocacy/information, Print disability/alt. formats of communication, Service evaluation/training, Peak bodies, Research/development and Other were not collected.
3. 'Non-spoken' encompasses sign language and other effective non-spoken communication.
4. Data provided by the Commonwealth are preliminary and cover 98% of Commonwealth-funded services.

### 3.6 Frequency and area of support

Data on the overall support needs of consumers have been recorded in the CSDA MDS. In addition to activities of daily living (that is, self-care, mobility and communication), data were sought on needs in seven other areas of support: social skills, managing emotions, learning, working, home living, self-direction and other day activity.

Table 3.10 indicates the variation in reported need for assistance for consumers, and for consumers reporting intellectual disability and psychiatric disability separately. Some caution is needed in interpreting these data, because of variability in the 'not known/not stated' response rates for each of the areas of support need. Some data are absent in the areas of managing emotions.

In almost every area of support need, between 20% and 35% of consumers reported a need for continual support when considering all primary disability groups together. A lower percentage of need for continual support was obtained for the area of 'mobility' (18%).

**Table 3.10: Consumers of CSDA-funded services on a snapshot day, primary disability group and area of support needed by frequency of support or assistance needed, Commonwealth, States and Territories, 1999**

Area of support	None		Occasional		Frequent		Continual		Not applicable		Not stated/ not known		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<b>All primary disability groups</b>														
Self-care	18,869	30.1	14,949	23.8	10,491	16.7	14,676	23.4	1,070	1.7	2,697	4.3	62,752	100.0
Mobility	26,027	41.5	14,388	22.9	8,889	14.2	11,018	17.6	604	1.0	1,826	2.9	62,752	100.0
Communication	17,761	28.3	17,011	27.1	11,118	17.7	14,374	22.9	656	1.0	1,832	3.0	62,752	100.0
Home living	6,650	10.6	11,597	18.5	13,890	22.1	20,428	32.6	5,951	9.5	4,236	6.8	62,752	100.0
Social skills	9,851	15.7	17,950	28.6	14,675	23.4	16,312	26.0	1,338	2.1	2,626	4.2	62,752	100.0
Self-direction	6,423	10.2	16,053	25.6	17,138	27.3	19,051	30.4	1,526	2.4	2,561	4.1	62,752	100.0
Managing emotions	8,113	14.5	16,835	30.2	13,852	24.8	14,645	26.2	895	1.6	1,479	2.7	55,819	100.0
Learning	6,405	10.2	15,317	24.4	17,651	28.1	19,324	30.8	1,324	2.1	2,731	4.4	62,752	100.0
Working	3,353	5.3	11,328	18.1	10,546	16.8	21,669	34.5	12,157	19.4	3,699	5.9	62,752	100.0
Other day activity	8,841	14.1	14,853	23.7	12,951	20.6	16,022	25.5	4,861	7.7	5,224	8.3	62,752	100.0
<b>Intellectual disability</b>														
Self-care	10,212	26.7	10,840	28.4	7,111	18.6	8,631	22.6	148	0.4	1,288	3.4	38,230	100.0
Mobility	16,715	43.7	9,119	23.9	5,384	14.1	6,270	16.4	101	0.3	641	1.7	38,230	100.0
Communication	8,306	21.7	11,577	30.3	7,573	19.8	9,996	26.1	120	0.3	658	1.7	38,230	100.0
Home living	2,390	6.3	7,320	19.1	10,040	26.3	14,458	37.8	1,570	4.1	2,452	6.4	38,230	100.0
Social skills	3,619	9.5	11,677	30.5	9,984	26.1	11,737	30.7	218	0.6	995	2.6	38,230	100.0
Self-direction	1,571	4.1	9,576	25.0	11,800	30.9	14,016	36.7	262	0.7	1,005	2.6	38,230	100.0
Managing emotions	2,976	8.7	10,450	30.6	9,329	27.3	10,623	31.1	122	0.4	666	2.0	34,166	100.0
Learning	900	2.4	9,082	23.8	12,615	33.0	14,241	37.3	335	0.9	1,057	2.7	38,230	100.0
Working	1,249	3.3	7,688	20.1	7,799	20.4	15,439	40.4	4,465	11.7	1,590	4.2	38,230	100.0
Other day activity	4,171	10.9	9,411	24.6	8,783	23.0	11,304	29.6	1,622	4.2	2,939	7.7	38,230	100.0
<b>Psychiatric disability</b>														
Self-care	3,740	72.7	830	16.1	214	4.2	115	2.2	7	0.1	240	4.7	5,146	100.0
Mobility	3,626	70.5	918	17.8	302	5.9	83	1.6	6	0.1	211	4.1	5,146	100.0
Communication	2,843	55.2	1,537	29.9	437	8.5	123	2.4	5	0.1	201	3.9	5,146	100.0
Home living	1,877	36.5	1,594	31.0	1,001	19.5	340	6.6	39	0.8	295	5.7	5,146	100.0
Social skills	1,337	26.0	2,010	39.1	1,195	23.2	367	7.1	5	0.1	232	4.5	5,146	100.0
Self-direction	834	16.2	2,196	42.7	1,474	28.6	432	8.4	3	0.1	207	4.0	5,146	100.0
Managing emotions	899	17.8	2,098	41.6	1,386	27.5	441	8.8	2	<0.05	213.0	4.2	5,039	100.0
Learning	1,598	31.1	2,078	40.4	888	17.3	334	6.5	15	0.3	233	4.5	5,146	100.0
Working	838	16.3	1,302	25.3	1,003	19.5	1,251	24.3	304	5.9	448	8.7	5,146	100.0
Other day activity	1,547	30.1	1,831	35.6	1,058	20.6	306	5.9	26	0.5	378	7.4	5,146	100.0

*Notes*

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2. Data for consumers of CSDA-funded services with service types Advocacy, Information/referral, Combined advocacy/information, Print disability/alt. formats of communication, Service evaluation/training, Peak bodies, Research/development and Other were not collected.
3. Data on managing emotions for consumers of CSDA services funded by Western Australia were not collected and 6,933 consumers are excluded from this support area.
4. Data provided by the Commonwealth are preliminary and cover 98% of Commonwealth-funded services.

At the other end of the scale for frequency of support need, 42% of consumers needed no support or assistance for mobility. Support was reported as not needed by between 5% to 16% of consumers, for each of the areas of support need which were not those termed activities of daily living (that is, those other than self-care, mobility and communication).

In relation to the need for working support, 'not applicable' was reported for a large number of consumers (19%). Many of these consumers were children aged under 15 years and people aged 60 years or over. Younger or older people for whom employment is either not yet or no longer a consideration, even if they had no disability, were asked to specify 'not applicable'.

These observations are generally consistent when consumers with a primary disability group of 'intellectual' are considered separately, although for some support areas, such as 'working', continual support was needed by 40% of consumers with a primary intellectual disability.

Consumers with a psychiatric disability as the primary group were the most likely to be recorded as needing no assistance in the activities of daily living (self-care 73%, mobility 71% and communication 55%). Need for continual support was reported for 9% or fewer consumers for all support areas except working (24%). Between 57% and 80% of consumers with a psychiatric disability reported a need for some support – occasional, frequent or continual – in all areas of support need that were not activities of daily living, notably self-direction and managing emotions.

The proportion of consumers with spoken language decreased as the need for support with self-care increased (Table A3.26). Spoken language was the method of communication for 17,436 (92%) of consumers needing no support with self-care. The proportion of consumers with 'little or no effective communication' increased as the need for support with self-care increased. Of consumers needing continual support with self-care, 9,009 (61%) had little or no effective communication and a further 1,042 (7%) used sign language or other non-spoken methods of effective communication. This example illustrates the correlation between support need and method of effective communication, in the area of self-care.

### **3.7 Income source**

The reported main income source of service consumers aged 16 years or more varied with reported primary disability group (Table 3.11). The Disability Support Pension was the main income source for most consumers in 1999 (83% overall). Those with a vision disability (35%) or a hearing disability (45%) reported proportionately lower levels of receipt of Disability Support Pension as a main source of income. Paid employment was reported as the main income source by only 5% of adult consumers.

People with primary disability groups of vision disability were the most likely to report 'other pension or benefit' as the main income source (46%). When all pensions are considered, people with a hearing disability or specific learning/ADD disability (as primary) were the groups where less than three-quarters of consumers reported a pension as the main source of income. These two groups had the highest reported proportions of consumers with paid employment as the reported main income source.

Compensation income was the main source of income reported for 8.0% of consumers with acquired brain injury as the primary disability group. This was by far the highest proportion among the primary disability groups, and constituted two-thirds of the 249 consumers reporting compensation income as the main income source.

**Table 3.11: Adult consumers (aged 16 years or more) of CSDA-funded services on a snapshot day, main income source by primary disability group, Commonwealth, States and Territories, 1999**

Primary disability group	Disability Support Pension	Other pension or benefit	Paid employment	Compen - sation	Other incom e	No income	Not known/ not stated	Total
<b>Number</b>								
Developmental delay	90	3	0	0	3	3	14	113
Intellectual	32,037	475	1,099	29	62	71	1,280	35,055
Specific learning/ADD	255	48	82	0	10	17	37	449
Autism	852	9	23	0	6	1	57	946
Physical	4,363	513	492	29	140	93	626	6,255
Acquired brain injury	1,498	82	90	166	45	6	143	2,030
Deafblind	119	44	4	0	2	1	23	192
Vision	519	688	114	5	24	11	131	1,493
Hearing	272	126	124	0	22	14	47	605
Speech	45	3	3	0	0	0	5	56
Psychiatric	3,760	535	388	17	111	72	239	5,122
Neurological	980	164	106	3	65	26	76	1,421
Not stated	109	4	3	0	0	0	248	364
<b>Total</b>	<b>44,899</b>	<b>2,694</b>	<b>2,528</b>	<b>249</b>	<b>490</b>	<b>315</b>	<b>2,926</b>	<b>54,101</b>
<b>Percentage</b>								
Developmental delay	79.6	2.7	—	—	2.7	2.7	12.4	100.0
Intellectual	91.4	1.3	3.1	0.1	0.2	0.2	3.7	100.0
Specific learning/ADD	56.8	10.7	18.3	—	2.2	3.8	8.2	100.0
Autism	89.9	1.0	2.4	—	0.6	0.1	6.0	100.0
Physical	69.8	8.2	7.8	0.5	2.2	1.5	10.0	100.0
Acquired brain injury	73.8	4.0	4.4	8.2	2.2	0.3	7.0	100.0
Deafblind	61.5	22.9	2.1	—	1.0	0.5	12.0	100.0
Vision	34.8	46.1	7.6	0.3	1.6	0.7	8.8	100.0
Hearing	45.0	20.8	20.5	—	3.6	2.3	7.8	100.0
Speech	80.4	5.4	5.4	—	—	—	8.9	100.0
Psychiatric	73.4	10.4	7.6	0.3	2.2	1.4	4.7	100.0
Neurological	69.0	11.5	7.5	0.2	4.6	1.8	5.3	100.0
Not stated	29.9	1.1	0.8	—	—	—	68.1	100.0
<b>Total</b>	<b>83.0</b>	<b>5.0</b>	<b>4.7</b>	<b>0.5</b>	<b>0.9</b>	<b>0.6</b>	<b>5.4</b>	<b>100.0</b>

*Notes*

1. Consumer data are estimates after use of a statistical linkage key to account for individuals who have received more than one service on the snapshot day. An adjustment between employment and other service types was not possible for the Western Australian data.
2. Data for consumers of CSDA-funded services with service types Advocacy, Information/referral, Combined advocacy/information, Print disability/alt. formats of communication, Service evaluation/training, Peak bodies, Research/development and Other were not collected.
3. Adults were those CSDA consumers where a response was provided about income sources other than the Child Disability Allowance (CDA). Only those aged 16 or more were asked to respond about non-CDA income; however, 107 consumers whose age was given as 0–15 years responded about non-CDA income and are included. Also 111 consumers whose ages were given as 0–15 did not respond about CDA and are included as 'not known/not stated'.
4. Data provided by the Commonwealth are preliminary and cover 98% of Commonwealth-funded services.

There were 5,625 child consumers of CSDA-funded services whose parents were known to receive Child Disability Allowance (CDA) income, and 856 known not to receive CDA income (Table 3.12). The number of 'not known' responses was quite high at 2,170 (25%).

**Table 3.12: Child consumers of CSDA-funded services on a snapshot day, income to parents from the Child Disability Allowance by primary disability group, Commonwealth, States and Territories, 1999**

Primary disability group	With CDA		Without CDA		CDA not known		Total	
	No.	%	No.	%	No.	%	No.	%
Developmental delay	930	65.1	314	22.0	184	12.9	1,428	100.0
Intellectual	2,082	65.5	198	6.2	897	28.2	3,177	100.0
Specific learning/ADD	97	34.9	43	15.5	138	49.6	278	100.0
Autism	687	69.6	50	5.1	250	25.3	987	100.0
Physical	1,134	69.4	56	3.4	443	27.1	1,633	100.0
Acquired brain injury	73	70.2	10	9.6	21	20.2	104	100.0
Deafblind	15	75.0	2	10.0	3	15.0	20	100.0
Vision	67	61.5	18	16.5	24	22.0	109	100.0
Hearing	159	70.0	14	6.2	54	23.8	227	100.0
Speech	93	35.6	123	47.1	45	17.2	261	100.0
Psychiatric	11	45.8	9	37.5	4	16.7	24	100.0
Neurological	255	76.6	17	5.1	61	18.3	333	100.0
Not stated	22	31.4	2	2.9	46	65.7	70	100.0
<b>Total</b>	<b>5,625</b>	<b>65.0</b>	<b>856</b>	<b>9.9</b>	<b>2,170</b>	<b>25.1</b>	<b>8,651</b>	<b>100.0</b>

*Notes*

1. Consumer data are estimates after use of a statistical linkage key to account for individuals who have received more than one service on the snapshot day. An adjustment between employment and other service types was not possible for the Western Australian data.
2. Data for consumers of CSDA-funded services with service types Advocacy, Information/referral, Combined advocacy/information, Print disability/alt. formats of communication, Service evaluation/training, Peak bodies, Research/development and Other were not collected.
3. Children were those CSDA consumers where a response was provided about CDA income source. Only those aged 0–15 were asked to respond about CDA income; however, 189 consumers whose age was given as 16 or more years responded about CDA and are included. Also, 111 consumers whose ages were given as 0–15 did not respond about CDA or non-CDA income source and are included in Table 3.11 as 'not known/not stated'.
4. Data provided by the Commonwealth are preliminary and cover 98% of Commonwealth-funded services.

### 3.8 Accommodation

The living arrangement/accommodation type of consumers is presented for each primary disability group in Table 3.13. Most consumers lived with family members and/or their spouse (29,866 or 48%). Smaller numbers lived in special purpose (disability) community accommodation (14,633 or 23%), institutional accommodation other than hospitals or nursing homes (5,917 or 9%) or lived alone (6,896 or 11%). Some lived in nursing homes or hospitals (1,037 or 2%).

People with a primary disability in the psychiatric or vision disability groups were the most likely to report living alone (33% and 32% respectively), followed by people with a hearing disability (21% living alone) and those who were deafblind (20% living alone).

People reporting developmental delay and speech as their primary disability were most likely to be living with family members (94% and 90% respectively), reflecting the young age of most people in these categories (see Table 3.1).

**Table 3.13: Consumers of CSDA-funded services on a snapshot day, primary disability group by 'living arrangement/accommodation type', Commonwealth, States and Territories, 1999**

Primary disability group	Lives with family member		Special purpose (disability) community	Other community	Nursing home	Hospital	Other institutional	No usual residence	Not known/not stated	Total
	Lives alone	and/or spouse	accommodation	arrangement			accommodation	residence	stated	
<b>Number</b>										
Developmental delay	14	1,442	43	1	2	2	26	0	11	1,540
Intellectual	2,637	16,170	11,604	1,837	266	205	4,886	28	597	38,234
Specific learning/ADD	45	595	28	11	0	1	7	1	39	727
Autism	52	1,377	372	46	2	2	53	2	29	1,933
Physical	1,117	4,485	1,086	164	159	122	326	4	426	7,887
Acquired brain injury	361	973	312	76	74	16	294	5	23	2,134
Deafblind	43	92	48	11	3	0	13	0	3	212
Vision	510	791	70	26	49	3	52	0	100	1,602
Hearing	171	538	69	16	4	1	8	0	25	832
Speech	12	285	8	5	0	0	1	0	6	317
Psychiatric	1,696	1,909	798	370	19	38	95	21	200	5,146
Neurological	218	1,080	171	37	59	8	151	3	25	1,754
Not stated	20	129	23	11	2	0	5	0	244	434
<b>Total</b>	<b>6,896</b>	<b>29,866</b>	<b>14,633</b>	<b>2,611</b>	<b>639</b>	<b>398</b>	<b>5,917</b>	<b>64</b>	<b>1,728</b>	<b>62,752</b>
<b>Percentage</b>										
Developmental delay	0.9	93.6	2.8	0.1	0.1	0.1	1.7	—	0.7	100.0
Intellectual	6.9	42.3	30.3	4.8	0.7	0.5	12.8	0.1	1.6	100.0
Specific learning/ADD	6.2	81.8	3.9	1.5	—	0.1	1.0	0.1	5.4	100.0
Autism	2.7	71.2	19.2	2.4	0.1	0.1	2.7	0.1	1.5	100.0
Physical	14.2	56.9	13.8	2.1	2.0	1.5	4.1	0.1	5.4	100.0
Acquired brain injury	16.9	45.6	14.6	3.6	3.5	0.7	13.8	0.2	1.1	100.0
Deafblind	20.3	43.4	22.6	5.2	1.4	—	6.1	—	1.4	100.0
Vision	31.8	49.4	4.4	1.6	3.1	0.2	3.2	—	6.2	100.0
Hearing	20.6	64.7	8.3	1.9	0.5	0.1	1.0	—	3.0	100.0
Speech	3.8	89.9	2.5	1.6	—	—	0.3	—	1.9	100.0
Psychiatric	33.0	37.1	15.5	7.2	0.4	0.7	1.8	0.4	3.9	100.0
Neurological	12.4	61.6	9.7	2.1	3.4	0.5	8.6	0.2	1.4	100.0
Not stated	4.6	29.7	5.3	2.5	0.5	—	1.2	—	56.2	100.0
<b>Total</b>	<b>11.0</b>	<b>47.6</b>	<b>23.3</b>	<b>4.2</b>	<b>1.0</b>	<b>0.6</b>	<b>9.4</b>	<b>0.1</b>	<b>2.8</b>	<b>100.0</b>

*Notes*

1. Consumer data are estimates after use of a statistical linkage key to account for individuals who have received more than one service on the snapshot day. An adjustment between employment and other service types was not possible for the Western Australian data.
2. Data for consumers of CSDA-funded services with service types Advocacy, Information/referral, Combined advocacy/information, Print disability/alt. formats of communication, Service evaluation/training, Peak bodies, Research/development and Other were not collected.
3. Data provided by the Commonwealth are preliminary and cover 98% of Commonwealth-funded services.

People reporting intellectual, deafblind and autism as the primary disability were the groups most likely to be reported as being in special purpose (disability) community accommodation (30%, 23% and 19% respectively). Those with psychiatric disability as the primary disability group were the most likely to be living in other community accommodation (defined as being non-disability specific) (7%), and least likely to live with family members (37%).

Living in institutional accommodation was most common for people reporting acquired brain injury (18%), intellectual disability (14%) and neurological disability (12%) as their primary disability group. When nursing homes and hospitals are excluded, the percentage of people reporting these primary disability groups who live in institutional accommodation is 14%, 13% and 9% respectively.

A third of consumers (20,240) reported a continual need for support (the highest level of need) with activities of daily living,<sup>14</sup> and most of these lived in special purpose (disability) community accommodation or with family members and/or their spouse (6,118 and 8,114 respectively, Table 3.14).

Institutional settings – nursing homes, hospitals and other institutions – had the largest proportion of those requiring continual support with activities of daily living, 64% of 6,954 when combined. Next was special purpose (disability) community accommodation (42% of 14,633), those living with family members (27% of 29,866), those living in ‘other community’ accommodation (22% of 2,611), and those living alone (10% of 6,896).

Some 9,191 consumers (15%) reported no need for support with activities of daily living. The ‘living arrangement/accommodation type’ pattern for those consumers was the reverse to that described for consumers needing continual support with activities of daily living.

In the support area of home living – support involving housekeeping, cooking, budgeting, home maintenance, etc. – 20,428 consumers reported a need for continual support. Many of these people lived in special purpose (disability) community accommodation or with family (7,477 and 6,397 respectively), and ‘other institutional’ 4,297.

The pattern for consumers reporting a continual need for support with home living is the same as that for activities of daily living described above. The highest proportions of consumers reporting a continual need for support with home living were in institutional settings – nursing homes, hospitals and other institutions – 71% of 6,954 when combined. Next were those living in special purpose (disability) community accommodation (51%), those living with family members (21%), those living in other community accommodation (26%), and those living alone (11%).

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14 Activities of daily living encompasses the areas of self-care, mobility and communication. Frequency of need for support with activities of daily living is the most frequent need for support reported for any of the support areas of self-care, mobility or communication for each consumer.

**Table 3.14: Consumers of CSDA-funded services on a snapshot day, frequency of support or assistance needed in activities of daily living and home living by 'living arrangement/accommodation type', Commonwealth, States and Territories, 1999**

Area of support	Live alone	Lives with family member and/or spouse	Special purpose (disability) community accommodation	Other community arrangement	Nursing home	Hospital	Other institutional accommodation	No usual residence	Not known/not stated	Total
<b>Activities of daily living</b>										
None	2,130	5,183	997	455	23	4	188	10	201	9,191
Occasional	2,794	8,738	3,508	977	78	33	722	16	258	17,124
Frequent	1,166	6,885	3,935	583	124	63	1,233	13	153	14,155
Continual	718	8,114	6,118	582	405	292	3,759	24	228	20,240
Not stated	88	946	75	14	9	6	15	1	888	2,042
<b>Total</b>	<b>6,896</b>	<b>29,866</b>	<b>14,633</b>	<b>2,611</b>	<b>639</b>	<b>398</b>	<b>5,917</b>	<b>64</b>	<b>1,728</b>	<b>62,752</b>
<b>Home living</b>										
None	1,821	4,067	318	234	34	2	55	5	114	6,650
Occasional	2,479	5,853	2,027	726	37	14	305	17	139	11,597
Frequent	1,571	6,000	4,299	811	86	39	942	10	132	13,890
Continual	722	6,397	7,477	668	412	225	4,297	29	201	20,428
Not applicable	15	5,379	133	8	30	70	180	0	136	5,951
Not known	285	2,055	371	160	39	48	132	3	461	3,554
Not stated	3	115	8	4	1	0	6	0	545	682
<b>Total</b>	<b>6,896</b>	<b>29,866</b>	<b>14,633</b>	<b>2,611</b>	<b>639</b>	<b>398</b>	<b>5,917</b>	<b>64</b>	<b>1,728</b>	<b>62,752</b>
<b>Percentage</b>										
<b>Activities of daily living</b>										
None	30.9	17.4	6.8	17.4	3.6	1.0	3.2	15.6	11.6	14.6
Occasional	40.5	29.3	24.0	37.4	12.2	8.3	12.2	25.0	14.9	27.3
Frequent	16.9	23.1	26.9	22.3	19.4	15.8	20.8	20.3	8.9	22.6
Continual	10.4	27.2	41.8	22.3	63.4	73.4	63.5	37.5	13.2	32.3
Not stated	1.3	3.2	0.5	0.5	1.4	1.5	0.3	1.6	51.4	3.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Home living</b>										
None	26.4	13.6	2.2	9.0	5.3	0.5	0.9	7.8	6.6	10.6
Occasional	35.9	19.6	13.9	27.8	5.8	3.5	5.2	26.6	8.0	18.5
Frequent	22.8	20.1	29.4	31.1	13.5	9.8	15.9	15.6	7.6	22.1
Continual	10.5	21.4	51.1	25.6	64.5	56.5	72.6	45.3	11.6	32.6
Not applicable	0.2	18.0	0.9	0.3	4.7	17.6	3.0	—	7.9	9.5
Not known	4.1	6.9	2.5	6.1	6.1	12.1	2.2	4.7	26.7	5.7
Not stated	<0.05	0.4	0.1	0.2	0.2	—	0.1	—	31.5	1.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

*Notes*

1. Consumer data are estimates after use of a statistical linkage key to account for individuals who have received more than one service on the snapshot day. An adjustment between employment and other service types was not possible for the Western Australian data.
2. Data for consumers of CSDA-funded services with service types Advocacy, Information/referral, Combined advocacy/information, Print disability/alt. formats of communication, Service evaluation/training, Peak bodies, Research/development and Other were not collected.
3. Data provided by the Commonwealth are preliminary and cover 98% of Commonwealth-funded services.
4. Frequency of need for support with activities of living is the most frequent need for support reported for any of the support areas of self-care, mobility or communication for each consumer.

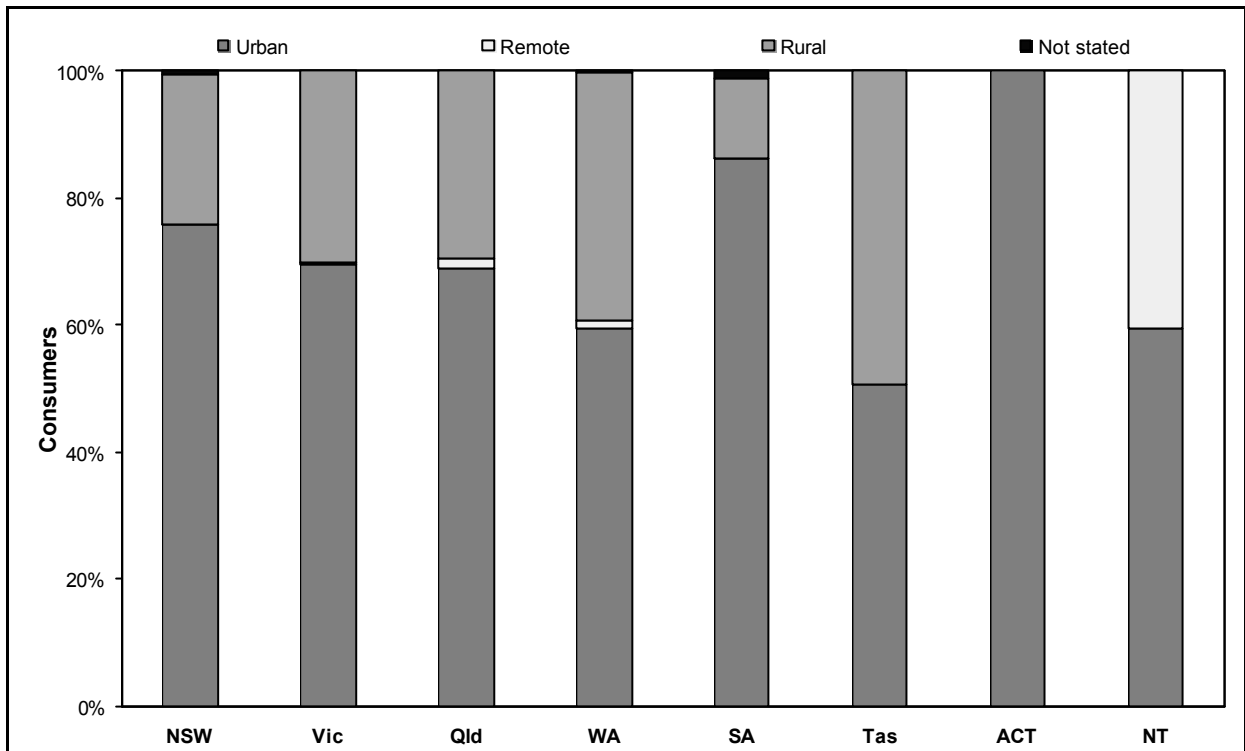
### 3.9 Urban, rural and remote area distribution

Data on the postcode of the service outlets were collected in two formats, dependent on whether jurisdictions collected data from each specific outlet controlled by the funded organisations or collected at a more aggregated level. For those jurisdictions collecting at outlet level, postcode of outlet was collected on the Service Form, while for the other jurisdictions postcode of outlet had to be obtained from the Consumer Forms as in these cases one Service Form may cover a number of geographically separated outlets.

Recorded postcode can therefore be considered only a broad indication of geographic location of the consumers accessing CSDA-funded services on the selected snapshot day. The location is classified as urban, rural or remote and postcodes have been allocated to one of these according to algorithms developed by Strong et al. (1998). It is important to note that this method of allocating postcodes is imperfect since it is possible, for example, for a large postcode allocated as 'remote' to include pockets of recipients of rural services. The size of postcodes can be very large and the distribution of people within them can vary in their remoteness from a centre of service.

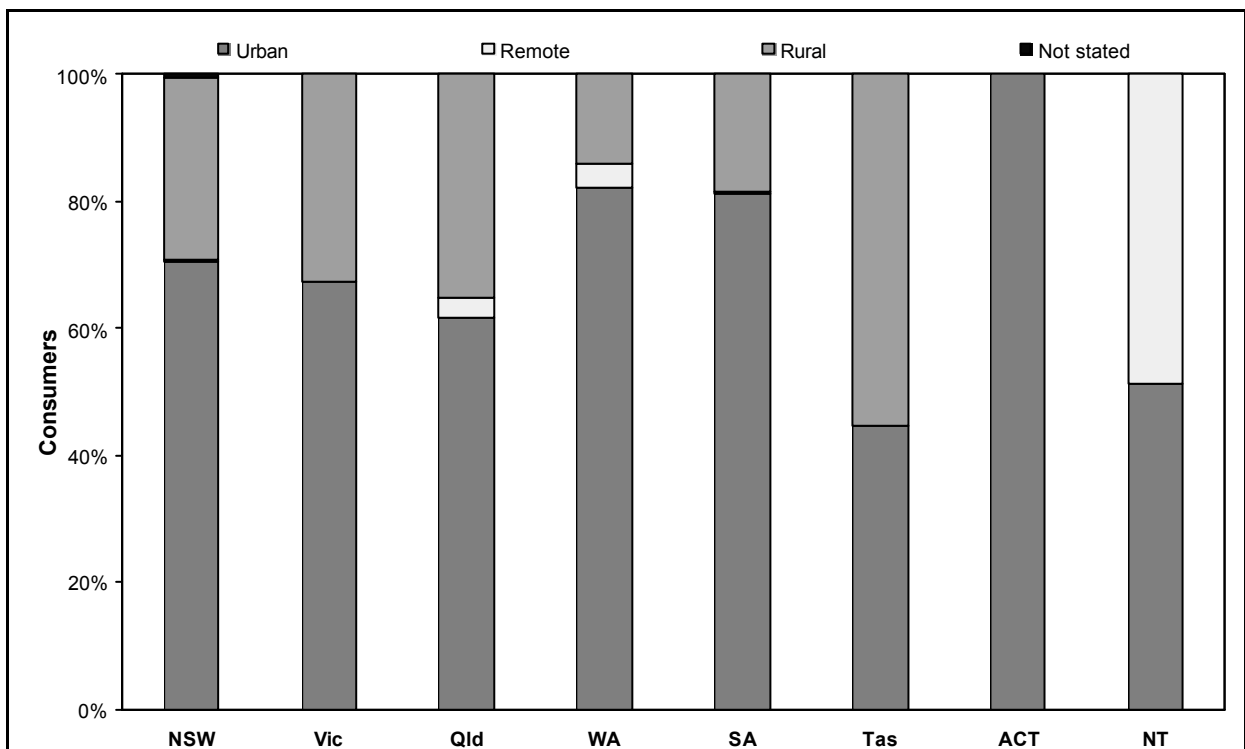
The distribution of consumers by the geographic location of service outlets is presented in Figure 3.3 for State- and Territory-funded services, and in Figure 3.4 for Commonwealth-funded services. The geographic distribution of outlets among urban, rural and remote areas is similar for State- and Territory-funded services, and Commonwealth-funded services, with the exception of Western Australia, where a greater proportion of consumers of State-funded services are in rural locations.

There is greater variation between the States and Territories. Apart from the Australian Capital Territory which is totally urban (other than in relation to cross-border services), South Australia has the highest proportion of consumers using urban-located service outlets (87% for State-funded), followed by New South Wales (76% for State-funded). Tasmania has by far the highest rural proportion (49% for State-funded, 55% for Commonwealth-funded), and the Northern Territory has the highest proportion of remote service outlets (41% and 49% respectively).



Source: Table A3.27.

**Figure 3.3: Consumers of CSDA-funded services on a snapshot day, location of service outlet for State- and Territory-funded services, 1999**



Source: Table A3.27.

**Figure 3.4: Consumers of CSDA-funded services on a snapshot day, location of service outlet for Commonwealth-funded services by State and Territory, 1999**

### 3.10 State distribution

Data on the number of consumers of various service types in each State and Territory are presented in Table 3.15. Of the 62,752 consumers, 34% (21,157) were in Victoria. New South Wales had the next largest number of consumers (16,350), followed by Western Australia (9,109).

The service use pattern of consumers varies from State to State. Overall 34% of consumers were using an accommodation support service and 28% were using an employment service. In New South Wales, 36% of consumers were using an employment service. In Victoria, this proportion was lower at 18%, although this may partly result from the large number of community access consumers (38%). Community support and community access consumers also show variation in the proportion of consumers between jurisdictions. For example, in Western Australia, 41% of consumers were using a community support service and 7% were using a community access service, compared with the overall proportions of 25% and 23% respectively.

There were 21,018 accommodation support consumers: 42% were living in a group home, 25% were living in an institution or large residential facility, 20% were receiving outreach support, and 6% were receiving attendant care.

In South Australia this pattern shifted towards use of institutions or large residentials, rather than group homes and hostels. In New South Wales there was greater use of institutions or large residential facilities and group homes, rather than outreach support, relative to the overall pattern. In Victoria, a higher proportion of consumers used group homes and outreach services. In Tasmania, there was greater use of group homes rather than large institutions and outreach support. In the two Territories, use of group homes predominated.

Forty-two per cent (2,179) of consumers of institution/large residential services were in New South Wales, as were 52% (246) of those using 'other/not stated' accommodation support. Of those receiving hostel services, 45% (428) were in Victoria, as were 43% (573) of those using attendant care.

There were 17,734 employment service consumers: 72% were using supported employment; 22% were using open employment and 6% were using a combined employment service. Consumers of combined employment services were proportionally more common in the Territories. Thirty-seven per cent (4,713) of all supported employment service consumers were in New South Wales.

Of the 3,010 respite service consumers, the overall pattern of usage was: 37% (1,111) centre-based respite; 32% (958) other/flexible/combo respite; 19% (565) own home respite; and 13% (392) host family/peer support respite. This pattern was different in New South Wales, with greater use of centre-based respite rather than own home respite.

There were 14,642 community access service consumers, 56% (8,231) of whom were using post-school options/social and community support/community access, 28% (4,039) were using continuing education/independent living training/activity therapy centre, and 17% (2,507) were using other community access services.

In Queensland there was greater use of continuing education/independent living training/activity therapy centre than the other two service types. In Western Australia and South Australia there was greater use of post-school options. Tasmanian community access service consumers tended to use 'other' community access services rather than the other two service types.

**Table 3.15: Consumers of CSDA-funded services on a snapshot day, service type by State and Territory, Commonwealth, States and Territories, 1999**

<b>Service type</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
<b>Accommodation support</b>									
Institutions/large residentials	2,179	918	390	532	1,066	167	0	0	5,252
Hostels	258	428	72	90	12	88	0	0	948
Group homes	2,217	3,094	1,296	859	618	338	241	92	8,755
Attendant care	170	573	92	378	63	35	0	9	1,320
Outreach/other 'in-home'/drop-in support	602	1,450	1,384	440	238	50	35	17	4,216
Alternative family placement	8	61	39	13	0	0	0	0	121
Accommodation support: other/not stated	246	153	38	29	0	0	0	5	471
<i>Total accommodation support</i>	<i>5,672</i>	<i>6,649</i>	<i>3,295</i>	<i>2,341</i>	<i>1,989</i>	<i>673</i>	<i>276</i>	<i>123</i>	<i>21,018</i>
<b>Community support</b>									
Early childhood intervention	763	1,057	72	130	168	0	0	10	2,200
Recreation/holiday programs	302	911	143	644	283	39	47	17	2,386
Therapy (PT OT ST)	588	766	237	978	207	0	30	0	2,806
Family/individual case practice/management	181	1,281	114	1,263	521	118	18	0	3,496
Behaviour/specialist intervention	246	196	27	161	20	0	0	0	650
Counselling: individual/family/group	10	0	83	168	16	0	0	0	277
Brokerage/direct funding	22	511	124	831	227	0	70	1	1,786
Mutual support/self-help groups	41	761	4	57	76	0	0	0	939
Resource teams/regional teams	1,317	0	298	90	0	43	0	5	1,753
Community support: other or not stated	237	0	20	162	11	1	0	12	443
<i>Total community support</i>	<i>3,621</i>	<i>5,340</i>	<i>1,072</i>	<i>3,711</i>	<i>1,472</i>	<i>196</i>	<i>160</i>	<i>45</i>	<i>15,617</i>
<b>Community access</b>									
Continuing education/independent living training/adult training centre	1,152	1,179	1,414	73	121	67	19	14	4,039
Post-school options/social and community support/community access	1,140	5,762	506	474	259	15	69	8	8,231
Community access and day programs: other/not stated	570	1,229	120	136	22	404	2	24	2,507
<i>Total community access</i>	<i>2,847</i>	<i>8,137</i>	<i>2,006</i>	<i>639</i>	<i>402</i>	<i>477</i>	<i>90</i>	<i>46</i>	<i>14,642</i>
<b>Respite</b>									
Own home respite	6	144	100	216	27	27	27	18	565
Respite: centre/respite home	252	299	187	273	42	36	19	3	1,111
Respite: host family/peer support	52	60	28	177	70	5	0	0	392
Respite: other/flexible/combination	150	384	196	175	34	0	8	11	958
<i>Total respite</i>	<i>459</i>	<i>879</i>	<i>505</i>	<i>841</i>	<i>173</i>	<i>67</i>	<i>54</i>	<i>32</i>	<i>3,010</i>
<b>Employment</b>									
Open employment	1,071	893	919	526	336	138	74	28	3,985
Supported employment	4,713	2,626	1,685	1,512	1,734	392	53	69	12,783
Open and supported combined	112	320	218	146	14	33	120	34	997
Employment: other, and not stated	6	46	0	0	0	0	0	0	52
<i>Total employment</i>	<i>5,879</i>	<i>3,860</i>	<i>2,806</i>	<i>2,176</i>	<i>2,075</i>	<i>562</i>	<i>246</i>	<i>131</i>	<i>17,734</i>
<b>Total</b>	<b>16,350</b>	<b>21,157</b>	<b>8,012</b>	<b>9,109</b>	<b>5,392</b>	<b>1,698</b>	<b>719</b>	<b>338</b>	<b>62,752</b>

**Notes**

1. Consumer data are estimates after use of a statistical linkage key to account for individuals who have received more than one service on the snapshot day. An adjustment between employment and other service types was not possible for the Western Australian data. Totals may not be the sum of the components since individuals may access more than one service type on the snapshot day. There were 23 consumers who accessed services in more than one State or Territory.
2. Data for consumers of CSDA-funded services with service types Advocacy, Information/referral, Combined advocacy/information, Print disability/alt. formats of communication, Service evaluation/training, Peak bodies, Research/development and Other were not collected.
3. Data provided by the Commonwealth are preliminary and cover 98% of Commonwealth-funded services.

Community support services were the other service type category, provided to 15,617 consumers in 1999. However, consumers of some community support service types, such as advocacy and information and print disability, were not counted in this collection (see Section 2.3). The overall pattern for community support consumers was that 22% (3,496) received family/individual case practice/management services, 18% (2,806) were receiving therapy (physiotherapy, occupational therapy or speech therapy) services, 15% (2,386) recreation/holiday programs, and 14% (2,200) early childhood intervention. Individual States differ from this overall national pattern. Notable are the use of resource teams/regional teams in New South Wales and Queensland, family/individual case practice/management in Tasmania, Western Australia and South Australia, and brokerage/direct funding in the Australian Capital Territory.

Tables 3.16 and 3.17 shows the distribution of consumers by service type and auspicing organisation for each State and Territory, firstly in Table 3.16 for State-funded services and secondly in Table 3.17 for Commonwealth-funded services. There were 47,704 consumers of State-funded services, with 35% (16,607) receiving their service on the snapshot day from a government-auspiced service. For accommodation support services, this proportion was 41%, although there was variation for State and Territory Governments – from none for the Northern Territory, 12% for Tasmania, 49% for New South Wales and 52% for the Australian Capital Territory.

Thirty-one per cent of respite service consumers and 46% of community support service consumers were receiving services from government auspiced organisations. For Victorian community support service consumers this proportion was 23%. Ten per cent of consumers of community access services were receiving services from government-auspiced organisations.

Almost all consumers (98%) of Commonwealth-funded employment services were receiving services from non-government-auspiced organisations (Table 3.17). A large number of these consumers were receiving services from charitable/religious organisations (17,367 of 17,424).

**Table 3.16: Consumers of State and Territory CSDA-funded services on a snapshot day, auspicing organisation by service type, 1999**

<b>Auspicing organisation</b>	<b>Accommodation support</b>	<b>Community support</b>	<b>Community access</b>	<b>Respite</b>	<b>Total</b>
<b>New South Wales</b>					
Government	2,791	1,879	898	219	5,165
Non-government	2,883	1,783	1,960	240	6,465
<i>Total New South Wales</i>	<i>5,672</i>	<i>3,621</i>	<i>2,847</i>	<i>459</i>	<i>11,323</i>
<b>Victoria</b>					
Government	3,062	1,238	336	143	4,444
Non-government	3,591	4,144	7,809	739	14,901
<i>Total Victoria</i>	<i>6,649</i>	<i>5,340</i>	<i>8,137</i>	<i>879</i>	<i>17,887</i>
<b>Queensland</b>					
Government	794	571	30	79	1,287
Non-government	2,502	507	1,979	428	4,725
<i>Total Queensland</i>	<i>3,295</i>	<i>1,072</i>	<i>2,006</i>	<i>505</i>	<i>5,811</i>
<b>Western Australia</b>					
Government	850	2,477	114	426	3,443
Non-government	1,491	1,234	525	415	3,490
<i>Total Western Australia</i>	<i>2,341</i>	<i>3,711</i>	<i>639</i>	<i>841</i>	<i>6,933</i>
<b>South Australia</b>					
Government	844	845	16	20	1,713
Non-government	1,146	640	386	153	2,163
<i>Total South Australia</i>	<i>1,989</i>	<i>1,472</i>	<i>402</i>	<i>173</i>	<i>3,788</i>
<b>Tasmania</b>					
Government	80	122	124	28	309
Non-government	593	75	356	40	963
<i>Total Tasmania</i>	<i>673</i>	<i>196</i>	<i>477</i>	<i>67</i>	<i>1,211</i>
<b>Australian Capital Territory</b>					
Government	144	86	0	18	246
Non-government	133	78	90	36	321
<i>Total Australian Capital Territory</i>	<i>276</i>	<i>160</i>	<i>90</i>	<i>54</i>	<i>540</i>
<b>Northern Territory</b>					
Government	0	0	0	0	0
Non-government	123	45	46	32	222
<i>Total Northern Territory</i>	<i>123</i>	<i>45</i>	<i>46</i>	<i>32</i>	<i>222</i>
<b>All States and Territories</b>					
<i>Total government</i>	<i>8,565</i>	<i>7,218</i>	<i>1,518</i>	<i>933</i>	<i>16,607</i>
<i>Total non-government</i>	<i>12,462</i>	<i>8,506</i>	<i>13,149</i>	<i>2,083</i>	<i>33,246</i>
<b>Total</b>	<b>21,018</b>	<b>15,617</b>	<b>14,642</b>	<b>3,010</b>	<b>47,704</b>

*Notes*

1. Consumer data are estimates after use of a statistical linkage key to account for individuals who have received more than one service on the snapshot day. An adjustment between employment and other service types was not possible for the Western Australian data. Totals may not be the sum of the components since individuals may access more than one service type on the snapshot day. There were 23 consumers who accessed services in more than one State or Territory.
2. Data for consumers of CSDA-funded services with service types Advocacy, Information/referral, Combined advocacy/information, Print disability/alt. formats of communication, Service evaluation/training, Peak bodies, Research/development and Other were not collected.
3. Totals include 1 consumer where the auspicing organisation was not stated.

**Table 3.17: Consumers of Commonwealth CSDA-funded employment support services on a snapshot day, auspicing organisation by State and Territory, 1999**

Auspicing organisation	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Government	173	69	29	7	0	5	9	0	292
Non-government	5,683	3,796	2,777	2,169	2,075	557	237	131	17,424
<b>Total</b>	<b>5,879</b>	<b>3,860</b>	<b>2,806</b>	<b>2,176</b>	<b>2,075</b>	<b>562</b>	<b>246</b>	<b>131</b>	<b>17,734</b>

*Notes*

1. Consumer data are estimates after use of a statistical linkage key to account for individuals who have received more than one service on the snapshot day. An adjustment between employment and other service types was not possible for the Western Australian data. Totals may not be the sum of the components since individuals may access more than one service type on the snapshot day.
2. Consumer data for government-aided services includes 97 consumers using services provided by organisations, such as universities, that are classified as 'Commonwealth', although the Commonwealth does not directly provide these services. There were 143 and 52 consumers using State/Territory and local government-aided services respectively.
3. Data provided by the Commonwealth are preliminary and cover 98% of Commonwealth-funded services.
4. Totals include 23 consumers where the aiding organisation was not stated.

### 3.11 Consumers of multiple services

Most consumers (86%) received a service in only one of the five service type categories of accommodation, community support, community access, respite and employment. About one-eighth of all consumers (12.7% or 7,989) used services in two of these categories and a small number (636 or 1.0%) used services in three or four service categories (Table 3.18).

There were also a small number of consumers (1,939 or 3.1%) who used two or more services within the same service type category, such as two community support services. Over a third of these (716 or 37%) were recorded as using two or more services of the same type (for example, two different counselling services). Nearly a half (956 or 49%) used two or more community support services, one of which was most commonly family or individual case management (575 or 30%). The remaining 267 consumers were using two different service types within one of the other four categories.

**Table 3.18: Consumers of CSDA-funded services and services received on a snapshot day, number of service type categories, Commonwealth, States and Territories, 1999**

Number of services type categories	Consumers		Services received	
	No.	%	No.	%
One	54,127	86.3	54,127	72.9
Two	7,989	12.7	15,978	21.5
Three	628	1.0	1,884	2.5
Four	8	<0.05	32	<0.05
<i>Total of different categories</i>	62,752	100.0	72,021	97.0
<i>Total of same category</i>	1,939	3.1	2,195	3.0
<b>Total</b>	<b>62,752</b>	<b>100.0</b>	<b>74,216</b>	<b>100.0</b>

*Notes*

1. Consumer numbers reflect use of any of five service type categories: accommodation support, community support, community access, respite and employment. Linkage between employment and other service type categories was not possible for Western Australia.
2. Consumers who received two or more services of the same service type category are shown in the shaded cell. Consumers who received one or more services of different service type categories include these consumers.

Table 3.19 shows the different combinations of service type categories. The shaded figures in the central diagonal show those consumers who used only one service type category in 1999, for example, 13,956 consumers used an accommodation service only and they were 66.4% of all consumers who used an accommodation service. (Consumers with three or four service type categories are included under all relevant combinations.)

**Table 3.19: Consumers of CSDA-funded services on a snapshot day, service type category combinations received, Commonwealth, States and Territories, 1999**

Second service type category	First service type category									
	Accommodation		Community support		Community access		Respite		Employment	
	No.	%	No.	%	No.	%	No.	%	No.	%
Accommodation	13,956	66.4	1,298	8.3	4,084	27.9	96	3.2	2,168	12.2
Community support	1,298	6.2	13,250	84.8	796	5.4	443	14.7	354	2.0
Community access	4,084	19.4	796	5.1	9,649	65.9	281	9.3	327	1.8
Respite	96	0.5	443	2.8	281	1.9	2,224	73.9	74	0.4
Employment	2,168	10.3	354	2.3	327	2.2	74	2.5	15,048	84.9
<b>Total</b>	<b>21,018</b>	<b>100.0</b>	<b>15,617</b>	<b>100.0</b>	<b>14,642</b>	<b>100.0</b>	<b>3,010</b>	<b>100.0</b>	<b>17,734</b>	<b>100.0</b>

*Notes*

1. Consumers with the same first and second service type categories (shaded) are those consumers who used only one service type category, for example, 13,956 consumers used an accommodation service only and they were 66.4% of all consumers who used an accommodation service.
2. Consumers with three or four service type categories are included under all relevant combinations. Thus numbers in a column do not necessarily add up to the total.
3. Linkage between employment and other service type categories was not possible for Western Australia.

Consumers of accommodation and community access were the most likely to have used another category of service (in each case 66% used only one service type category; Table 3.19). These two service categories were the most common form of multiple service usage (47% of consumers using two or more service categories; Table 3.20). Consumers of employment and community support services were the least likely to be using another category of service (in each case 85% used only one service type category; Table 3.19) however, if they were it was most likely to be accommodation. Accommodation and employment, and accommodation and community support were the next most frequent combinations (Table 3.20). The other common combination of service type categories was community support with community access. The least frequent combinations were respite with either employment or accommodation.

For consumers who used three or four service type combinations, the pattern of service usage reflected the above analysis, with the most common combinations being accommodation, community support and either community access and/or employment.

**Table 3.20: Consumers of CSDA-funded services on a snapshot day, service type category combinations most commonly received, Commonwealth, States and Territories, 1999**

<b>Service type categories used</b>	<b>Number</b>	<b>% of consumers using two or more services</b>	<b>% of all consumers</b>
<b>Combination of:</b>			
Accommodation and community access	4,084	47.3	6.5
Accommodation and employment	2,168	25.1	3.5
Accommodation and community support	1,298	15.0	2.1
Community access and community support	796	9.2	1.3
<b>Other combinations</b>			
As well as one or more of the above	311	3.6	0.5
Without one or more of the above	1,133	13.1	1.8
<i>All other combinations</i>	<i>1,444</i>	<i>16.7</i>	<i>2.3</i>
<b>Total</b>	<b>8,625</b>	<b>100.0</b>	<b>13.7</b>

*Notes*

1. Consumer numbers reflect use of any of five service type categories: accommodation support, community support, community access, respite and employment. Linkage between employment and other service type categories was not possible for Western Australia.
2. Consumers with three or four service type categories are included under all relevant combinations, thus numbers in a column do not necessarily add up to the total.

Table 3.21 shows the ten most common combinations of specific service types from different service type categories, which together account for nearly two-thirds (64%) of consumers who used multiple service categories on the snapshot day. All except one of these combinations include an accommodation service, most commonly group home or institutional accommodation.

The three most common combinations on the snapshot day were group home accommodation with one of post-school options, continuing education or supported employment. The next most common combinations included institutional accommodation with supported employment or one of the three community access service types, and outreach accommodation support with supported employment. Overall, 44% (3,828 of 8,755) of all consumers living in group homes accessed at least one other service type category on the snapshot day compared to 28% (1,481 of 5,252) of consumers in institutional accommodation.

**Table 3.21: Consumers of CSDA-funded services on a snapshot day, service type combinations most commonly received, Commonwealth, States and Territories, 1999**

Combination of service types used	Number	% of consumers using two or more service type categories	% of consumers using the two service type categories
<i>Accommodation and community access</i>			
Group home and post-school options	1,602	18.6	39.2
Group home and continuing education	675	7.8	16.5
Institution/large residential and post-school options	506	5.9	12.4
Institution/large residential and continuing education	388	4.5	9.5
Institution/large residential and other community access	222	2.6	5.4
Hostel and post-school options	161	1.9	3.9
<i>Accommodation and employment</i>			
Supported employment and group home	1,014	11.8	46.8
Supported employment and outreach/other 'in-home' support	394	4.6	18.2
Supported employment and institution/large residential	364	4.2	16.8
<i>Community support and community access</i>			
Therapy and post-school options	157	1.8	19.7
<b>Ten most common combinations</b>	<b>5,483</b>	<b>63.6</b>	

*Notes*

1. Consumer numbers reflect use of service types from within the five categories: accommodation support, community support, community access, respite and employment. Linkage between employment and other service types was not possible for Western Australia.
2. Consumers with three or four service type categories are included under all relevant combinations, thus numbers in a column do not necessarily add up to the total.

Multiple service usage varied with disability (Table 3.22). Consumers whose primary disability group was intellectual were the most likely to have used more than one service type category, followed by people whose primary disability was deafblind. Most people whose primary disability group was developmental delay or speech had used only a community support service (90% and 83% respectively). Consumers whose primary disability group was specific learning/ADD, speech, vision or hearing tended to use only one of a community support, employment or community access (for vision and hearing) service.

**Table 3.22: Consumers of CSDA-funded services on a snapshot day, pattern of single or multiple service use by primary disability group, Commonwealth, States and Territories, 1999**

Combination of service type categories used	Primary disability group (%)						
	Develop- mental delay	Intellec- tual	Specific learning/ ADD	Autism	Physical	Acquired brain injury	Deafblind
Accommodation only	5.6	23.8	5.1	13.5	25.6	25.4	13.6
Community support only	89.9	12.9	37.1	45.5	26.9	26.0	35.7
Community access only	1.2	15.8	6.9	12.0	12.6	14.6	16.4
Respite only	2.7	2.7	6.3	10.3	6.1	4.9	3.3
Employment only	—	26.6	43.2	7.3	17.7	21.8	17.4
Accommodation and community access	—	8.3	0.1	3.4	3.0	1.9	5.2
Accommodation and employment	—	4.6	0.4	0.9	1.3	1.4	0.5
Accommodation and community support	0.2	1.5	0.3	1.8	2.0	1.1	1.4
Community access and community support	—	0.6	—	0.8	1.4	0.7	1.9
Other two service type categories	0.5	2.0	0.3	3.6	1.9	1.5	2.3
Three or four service type categories	—	1.2	0.3	0.9	1.5	0.6	2.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total number</b>	<b>1,541</b>	<b>38,230</b>	<b>727</b>	<b>1,935</b>	<b>7,889</b>	<b>2,134</b>	<b>213</b>
	Vision	Hearing	Speech	Psychi- atric	Neuro- logical	Not stated	Total
Accommodation only	3.4	6.9	3.8	27.0	17.6	14.1	22.2
Community support only	35.4	35.7	83.3	16.6	43.3	63.6	21.1
Community access only	31.7	18.5	2.5	21.7	10.0	4.4	15.4
Respite only	5.4	0.7	—	1.8	5.4	2.3	3.5
Employment only	21.4	35.9	8.2	28.5	18.8	14.5	24.0
Accommodation and community access	0.2	0.2	0.6	2.2	1.1	—	5.8
Accommodation and employment	0.3	0.6	0.3	0.6	0.6	—	3.1
Accommodation and community support	0.6	0.7	—	0.3	0.9	0.5	1.3
Community access and community support	0.8	0.2	0.3	0.3	0.9	0.5	0.7
Other two service types	0.7	0.2	0.9	0.9	1.3	0.2	1.8
Three or four service types	0.1	0.2	—	0.1	0.2	—	1.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total number</b>	<b>1,601</b>	<b>832</b>	<b>317</b>	<b>5,146</b>	<b>1,753</b>	<b>434</b>	<b>62,752</b>

*Notes*

1. Consumer numbers reflect use of any of five service type categories: accommodation support, community support, community access, respite and employment. Linkage between employment and other service type categories was not possible for Western Australia.
2. Combinations are mutually exclusive so totals do not match precisely with Table 3.20.

People with psychiatric, neurological or acquired brain injury as their primary disability group also had lower than average multiple service use. Consumers with autism or a physical disability had somewhat higher multiple service usage than these groups, particularly if one of the services was community support.

Consumers with little or no effective communication were much more likely than those with effective spoken language to be using two or more service type categories, particularly accommodation and community access (Table 3.23). Multiple service usage generally increased with the frequency of support needed for activities of daily living (Table 3.24). However, very few people who needed continual support were using an employment service either alone or in combination with another service.

**Table 3.23: Consumers of CSDA-funded services on a snapshot day, pattern of single or multiple service use by method of effective communication, Commonwealth, States and Territories, 1999**

Combination of service type categories used	Method of effective communication (%)				Total
	Little or none	Sign or other non-spoken	Spoken language	Child aged under 5	
Accommodation only	32.9	26.9	18.8	3.1	22.2
Community support only	14.8	18.2	17.8	90.5	21.1
Community access only	17.2	19.8	15.5	1.0	15.4
Respite only	4.0	5.5	2.9	4.2	3.5
Employment only	7.5	12.3	34.1	—	24.0
Accommodation and community access	12.8	8.6	3.5	—	5.8
Accommodation and employment	3.4	2.4	3.4	—	3.1
Accommodation and community support	2.6	1.6	0.9	0.3	1.3
Community access and community support	1.2	0.8	0.5	—	0.7
Other two service type categories	2.0	2.2	1.8	0.9	1.8
Three or four service type categories	1.7	1.8	0.8	0.1	1.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total number</b>	<b>15,401</b>	<b>3,403</b>	<b>39,461</b>	<b>2,752</b>	<b>62,752</b>

*Notes*

1. Consumer numbers reflect use of any of five service type categories: accommodation support, community support, community access, respite and employment. Linkage between employment and other service type categories was not possible for Western Australia.
2. Combinations are mutually exclusive so totals do not match precisely with Table 3.20.
3. Total includes consumers for whom method of effective communication was not known or not stated.

**Table 3.24: Consumers of CSDA-funded services on a snapshot day, pattern of multiple service use by frequency of support or assistance needed in activities of daily living, Commonwealth, States and Territories, 1999**

Combination of service type categories used	Frequency of support or assistance (%)				Total
	None	Occasional	Frequent	Continual	
Accommodation only	11.8	16.6	21.6	33.1	22.2
Community support only	17.7	17.8	22.4	20.9	21.1
Community access only	17.3	15.0	16.6	14.6	15.4
Respite only	1.7	2.6	3.8	4.5	3.5
Employment only	45.2	35.1	20.6	8.6	24.0
Accommodation and community access	1.5	3.9	6.8	9.3	5.8
Accommodation and employment	2.6	4.9	3.4	2.0	3.1
Accommodation and community support	0.5	0.9	1.0	2.4	1.3
Community access and community support	0.3	0.4	0.7	1.0	0.7
Other two service type categories	1.1	2.0	2.1	1.9	1.8
Three or four service type categories	0.3	0.8	1.0	1.6	1.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total number</b>	<b>9,191</b>	<b>17,124</b>	<b>14,155</b>	<b>20,240</b>	<b>62,752</b>

*Notes*

1. Consumer numbers reflect use of any of five service type categories: accommodation support, community support, community access, respite and employment. Linkage between employment and other service type categories was not possible for Western Australia.
2. Combinations are mutually exclusive so totals do not match precisely with Table 3.20.
3. Total includes consumers for whom support or assistance needed for activities of daily living was not known or not stated.