

5 CSDA service outlets

This section presents tables and discussion of service outlet data¹⁶ provided by service providers and funding organisations.¹⁷

A copy of the Service Form used to obtain this data is included in Appendix 4. Table A3.28 provides basic service outlet frequency counts of all data items supplied by service providers by jurisdiction.

5.1 Auspice

Of the 6,612 service outlets reported, 1,657 (25.1%) service outlets were auspiced by government with the vast majority of these (1,522) by State or Territory Governments (see Table 5.1).

The majority (4,950 or 74.9%) of service outlets were in the funded non-government sector, which predominated in most service types. Those auspiced by charitable or religious organisations accounted for 3,349 (67.7%) of the 4,950 service outlets reported for this sector and were the most frequently recorded in most service types.

For several service types, government-auspiced service outlets approximately equalled or outnumbered non-government-auspiced service outlets. These were: group homes (904 auspiced by government compared with 846 auspiced by non-government organisations); behaviour/specialist intervention services (45 compared with 12); resource/regional teams (85 compared with 16); and respite: host family/peer support (40 to 29).

Local government auspiced 130 service outlets overall (2.0%; Table 5.1). This percentage was higher for recreation/holiday programs (44 services), attendant care (9), other/flexible/ combination respite (11) and own home respite (3).

There has been an increase of 438 service outlets since 1998, when a total of 6,174 service outlets were reported (AIHW 1999b: Table 4.1). This increase was largely associated with non-government-auspiced service outlets, with an increase in charitable- or religious- auspiced service outlets of 140 and in other non-government-auspiced service outlets of 253.¹⁸ Compared with 1998, in 1999 there were:

- 88 more non-government-auspiced outreach/other 'in home'/drop-in support service outlets;
- 55 more State- or Territory-Government-auspiced group homes;
- 86 more charitable/religious-auspiced mutual support/self help groups;

16 A description of the service outlet counts are given in Section 2.4.

17 The CSDA MDS collections have previously reported data (supplied by jurisdictions on the Service Form) about the funding received by services from governments to enable more direct cross-reference to be made between data on funding of specific service types and data on the people receiving those service types. These data are available for 1999 in Table A3.28 and are discussed further in Section 6.2.

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

- 51 fewer government-auspiced brokerage/direct funding service outlets;
- 63 more non-government-auspiced post-school options/social and community support/community access service outlets; and
- 60 more non-charitable or non-religious non-government-auspiced respite service outlets, notably including 49 centre-based respite/respite homes.

5.2 State distribution

State- and Territory-funded outlets

Table 5.2 shows the service types of the 5,663 State- or Territory-funded CSDA service outlets in 1999. The largest group of State or Territory service outlets reported in 1999 were accommodation support service outlets (2,712). Of these, 1,750 (65%) were group homes and 580 (21%) were outreach or other in-home/drop-in support service outlets.

The remaining service outlets reported were spread widely across the service types with 1,411 in the category of community support, 961 in community access and 535 in respite.

The number of State- or Territory-funded CSDA service outlets has increased by 9% from 5,212 in 1998 (AIHW 1999b: Table 4.2). The number of respite service outlets increased by 13% from 475 outlets in 1998 to 535 outlets in 1999.

The number of accommodation support service outlets in 1999 remained similar to 1998 numbers, although Western Australian accommodation support service outlets increased from 329 outlets in 1998 to 397 outlets in 1999, notably increasing for group homes and outreach/other 'in-home' / drop-in support service outlets.

The number of community support service outlets increased in Victoria from 565 in 1998 to 747 in 1999, notably for mutual support/self help groups, recreation/holiday programs and information service outlets. Significant improvements in recognition of service outlets for mutual support/self-help groups in Victoria was a factor in this increase. Community support service outlets decreased in number for Western Australia from 143 in 1998 to 78 in 1999, notably for brokerage/direct funding services.

The number of Tasmanian-funded service outlets increased from 1998 to 1999 by 17%, with community access service outlets increasing from 14 in 1998 to 27 in 1999.

Table 5.1: CSDA-funded service outlets, service type by auspicing organisation, Commonwealth, States and Territories, 1999

Service type	Government				Non-government				Total
	State/ Territor			Sub- total	Charit./ religious		Sub- total	Not stated	
	C'wlt h	y	Local		Other	Other			
Institutions/large residentials	0	40	0	40	24	20	44	0	84
Hostels	0	11	0	11	36	26	62	0	73
Group homes	0	888	16	904	506	340	846	0	1,750
Attendant care	0	0	9	9	64	57	121	0	130
Outreach/other 'in-home'/drop-in support	0	37	6	43	316	220	536	1	580
Alternative family placement	0	0	0	0	19	2	21	0	21
Accommodation support: other/not stated	0	26	1	27	34	13	47	0	74
<i>Total accommodation support</i>	<i>0</i>	<i>1,002</i>	<i>32</i>	<i>1,034</i>	<i>999</i>	<i>678</i>	<i>1,677</i>	<i>1</i>	<i>2,712</i>
Advocacy	0	0	0	0	85	18	103	1	104
Information/referral	0	4	2	6	69	40	109	0	115
Combined advocacy/information	0	1	0	1	36	28	64	0	65
Early childhood intervention	0	37	6	43	108	60	168	0	211
Recreation/holiday programs	0	10	44	54	83	76	159	0	213
Therapy (PT OT ST)	0	40	0	40	82	9	91	0	131
Family/individual case practice/management	0	45	3	48	97	29	126	0	174
Behaviour/specialist intervention	0	45	0	45	7	5	12	0	57
Counselling: individual/family/group	0	1	0	1	4	8	12	0	13
Brokerage/direct funding	0	42	4	46	32	51	83	0	129
Mutual support/self-help groups	0	1	0	1	122	8	130	0	131
Print disability	0	0	1	1	15	11	26	0	27
Resource teams/regional teams	0	85	0	85	12	4	16	0	101
Community support: other/not stated	0	7	1	8	11	13	24	0	32
<i>Total community support</i>	<i>0</i>	<i>318</i>	<i>61</i>	<i>379</i>	<i>763</i>	<i>360</i>	<i>1,123</i>	<i>1</i>	<i>1,503</i>
Continuing education/independent living training/adult training centre	0	35	4	39	122	107	229	0	268
Post-school options/social and community support/community access	0	13	13	26	340	169	509	0	535
Community access and day programs: other/not stated	0	9	1	10	76	72	148	0	158
<i>Total community access</i>	<i>0</i>	<i>57</i>	<i>18</i>	<i>75</i>	<i>538</i>	<i>348</i>	<i>886</i>	<i>0</i>	<i>961</i>
Own-home respite	0	3	3	6	21	16	37	0	43
Respite: centre/respite home	0	87	1	88	76	93	169	0	257
Respite: host family/peer support	0	40	0	40	15	14	29	0	69
Respite: other/flexible/comboination/not	0	4	11	15	95	56	151	0	166
<i>Total respite</i>	<i>0</i>	<i>134</i>	<i>15</i>	<i>149</i>	<i>207</i>	<i>179</i>	<i>386</i>	<i>0</i>	<i>535</i>
Open employment	3	1	1	5	273	5	278	3	286
Supported employment	1	4	2	7	510	0	510	0	517
Combined open and supported employment	0	0	1	1	48	2	50	0	51
Employment: other/not stated	1	0	0	1	2	0	2	0	3
<i>Total employment support</i>	<i>5</i>	<i>5</i>	<i>4</i>	<i>14</i>	<i>833</i>	<i>7</i>	<i>840</i>	<i>3</i>	<i>857</i>
Service type other/not stated	0	6	0	6	9	29	38	0	44
Total	5	1,522	130	1,657	3,349	1,601	4,950	5	6,612

Notes

1. A service outlet may be a single outlet, or an aggregation of two or more outlets of the same service type, for a service provider.
2. Commonwealth-aided employment services are not directly provided services, but funded organisations such as universities classified as 'Commonwealth'. Data for Commonwealth-funded CSDA services are preliminary and cover 98% of Commonwealth-funded services.
3. This table is revised since published in *Disability Data Briefing No. 17* in March 2000, following small changes in Tasmanian data.

Table 5.2: State- and Territory-funded CSDA service outlets, service type by State and Territory, 1999

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Institutions/large residentials	39	7	9	18	5	6	0	0	84
Hostels	23	31	3	10	1	5	0	0	73
Group homes	571	652	252	206	18	31	9	11	1,750
Attendant care	42	47	11	8	11	7	0	4	130
Outreach/other 'in-home'/drop-in support	102	165	122	154	20	8	7	2	580
Alternative family placement	2	14	5	0	0	0	0	0	21
Accommodation support: other/not stated	44	23	5	1	0	0	0	1	74
<i>Total accommodation support</i>	<i>823</i>	<i>939</i>	<i>407</i>	<i>397</i>	<i>55</i>	<i>57</i>	<i>16</i>	<i>18</i>	<i>2,712</i>
Advocacy	4	13	2	0	2	3	2	2	28
Information/referral	14	65	9	0	9	9	4	2	112
Combined advocacy/information	13	37	0	0	9	6	0	0	65
Early childhood intervention	83	116	4	4	3	0	0	1	211
Recreation/holiday programs	33	130	16	11	11	6	5	1	213
Therapy (PT OT ST)	19	68	10	24	7	0	3	0	131
Family/individual case practice/management	16	130	8	4	7	6	3	0	174
Behaviour/specialist intervention	19	29	4	2	3	0	0	0	57
Counselling: individual/family/group	1	0	3	3	6	0	0	0	13
Brokerage/direct funding	5	39	33	27	7	0	17	1	129
Mutual support/self-help groups	5	120	2	0	4	0	0	0	131
Print disability	3	0	6	0	1	2	2	0	14
Resource teams/regional teams	78	0	19	0	1	2	0	1	101
Community support: other/not stated	18	0	5	3	2	2	0	2	32
<i>Total community support</i>	<i>311</i>	<i>747</i>	<i>121</i>	<i>78</i>	<i>72</i>	<i>36</i>	<i>36</i>	<i>10</i>	<i>1,411</i>
Continuing education/independent living training/adult training centre	74	117	58	2	8	5	1	3	268
Post-school options/social and community support/community access	121	295	79	21	12	1	5	1	535
Community access and day programs: other/not stated	49	63	14	2	5	21	1	3	158
<i>Total community access</i>	<i>244</i>	<i>475</i>	<i>151</i>	<i>25</i>	<i>25</i>	<i>27</i>	<i>7</i>	<i>7</i>	<i>961</i>
Own home respite	2	18	13	1	2	4	1	2	43
Respite: centre/respite home	54	73	82	30	8	4	5	1	257
Respite: host family/peer support	12	9	43	0	3	1	0	1	69
Respite: other/flexible/combination/not stated	37	70	34	14	6	0	2	3	166
<i>Total respite</i>	<i>105</i>	<i>170</i>	<i>172</i>	<i>45</i>	<i>19</i>	<i>9</i>	<i>8</i>	<i>7</i>	<i>535</i>
Service type other or not stated	8	5	8	4	13	3	3	0	44
Total	1,491	2,336	859	549	184	132	70	42	5,663

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

Commonwealth-funded outlets

The distribution of the various types of Commonwealth-funded CSDA service outlets among the States and Territories is shown in Table 5.3 for 1999. There were 857 employment service outlets, with the majority offering either supported employment services (517) or open employment services (286). The total number of Commonwealth-funded employment service outlets is less than the 897 reported in 1997, with 772 reported in 1995.

Of these 857 employment support service outlets in 1999, 330 (39%) were in New South Wales and 189 (22%) were in Victoria. There were more than twice as many supported employment service outlets relative to open employment service outlets in New South Wales. Other States and Territories had lower proportions.

Other services funded by the Commonwealth included: 76 advocacy service outlets, 3 information/referral service outlets and 13 print disability service outlets, totalling 92 service outlets. Under the CSDA, the Commonwealth shares responsibility with States and Territories for advocacy, information, print disability and research services.

Table 5.3: Commonwealth-funded CSDA service outlets, service type by State and Territory, 1999

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Open employment	89	57	63	29	26	15	4	3	286
Supported employment	232	114	58	30	56	17	6	4	517
Combined open and supported employment	8	16	9	6	3	2	3	4	51
Employment other/not stated	1	2	0	0	0	0	0	0	3
<i>Total employment support</i>	330	189	130	65	85	34	13	11	857
Advocacy	19	23	7	8	7	3	6	3	76
Information/referral	2	0	0	0	0	0	1	0	3
Print disability	4	3	1	2	1	1	1	0	13
<i>Total other than employment support</i>	25	26	8	10	8	4	8	3	92
Total	355	215	138	75	93	38	21	14	949

Notes

1. A service outlet may be a single outlet, or an aggregation of two or more outlets of the same service type, for a service provider.
2. Data are preliminary and cover 98% of Commonwealth-funded services.

5.3 Operating periods

Differences in operating periods reflect the wide range of service types and service delivery methods provided under the CSDA. The number of days per week, hours per day and weeks per year of operation varied greatly, although two particular patterns commonly appeared. One pattern of operation was 7 to 8 hours a day for 5 days a week (2,041 or 31% of all service outlets), and another was 24 hours a day for 7 days a week (2,104 or 32% of all service outlets) (see Table 5.4).

Since 1998, there has been an increase of 415 in the number of service outlets operating 24 hours a day, 7 days a week (AIHW 1999b: Table 4.6).

Table 5.4: CSDA-funded service outlets, days of operation per week by hours of operation per day, States and Territories, 1999

Days of operation per week	Less than		More than 8, less than		No regular		Total
	7 hours	7–8 hours	24 hours	24 hours	hours	Not stated	
1 day	167	27	3	0	24	0	221
2 days	24	23	3	3	25	0	78
3 days	34	50	2	7	19	0	112
4 days	36	50	9	6	12	0	113
5 days	214	2,041	225	22	96	1	2,599
6 days	13	39	23	1	17	0	93
7 days	87	109	240	2,104	376	1	2,917
No regular	8	7	0	7	405	2	429
Not stated	1	0	0	1	1	47	50
Total	584	2,346	505	2,151	975	51	6,612

Notes

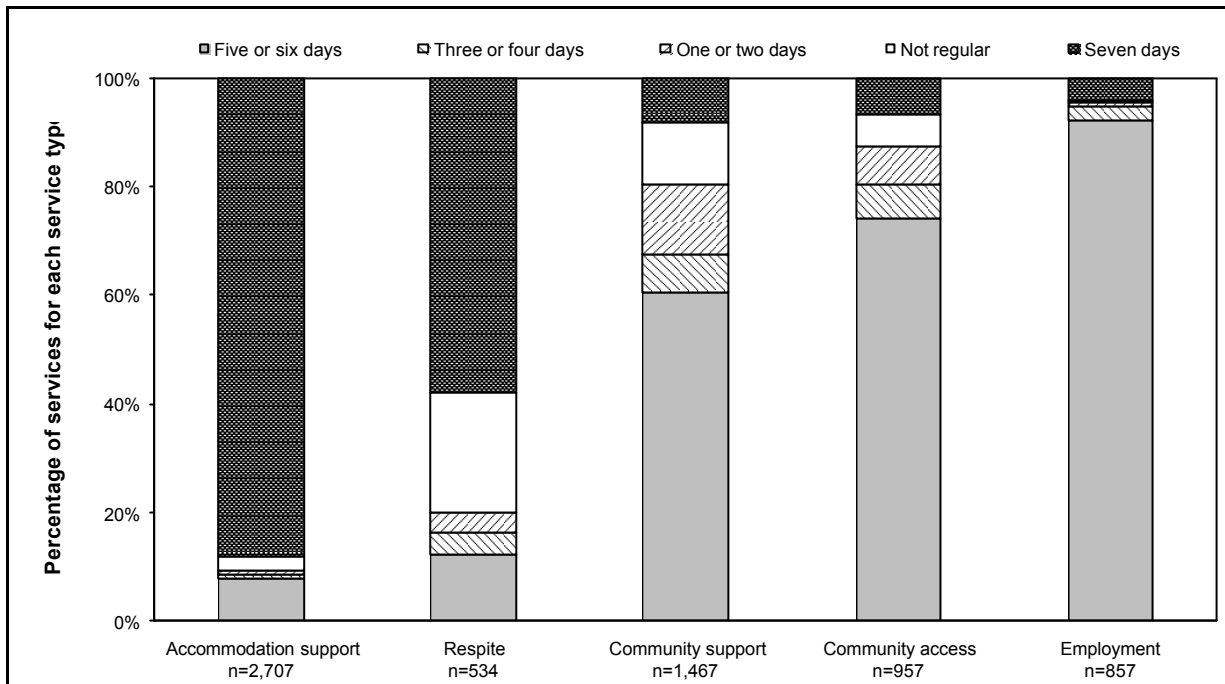
1. A service outlet may be a single outlet, or an aggregation of two or more outlets of the same service type, for a service provider.
2. Data for Commonwealth funded services are preliminary and cover 98% of Commonwealth-funded services.

Accommodation support service outlets generally operated 7 days per week (88%), as did respite service outlets (58%; Figure 5.3).

Other types of service outlets predominantly operated for 5 or 6 days per week (92% of employment support, 74% of community access, 59% of community support service outlets). Many respite service outlets had no regular pattern of operation through a week (22%). Eleven per cent of community support service outlets had no regular pattern of operation through a week and 10% operated on only one day per week.

Distinct patterns of operation were also apparent when weeks of operation per year were considered for each service type (Table 5.5). About 64% (4,238) of service outlets reported that they operated for the whole year. These include 93% (2,522) of accommodation support, 63% (339) of respite, 47% (405) of employment, 47% (713) of community support service outlets and 25% (238) of community access service outlets.

Of the remaining service outlets, 1,457 outlets operated for 1 to 4 weeks short of the whole year, including 49% (423) of employment service outlets and 41% (395) of community access service outlets; 644 outlets operated for from 1 to 47 weeks of the year; and 220 outlets reported that they had no regular pattern of annual operation.



Source: Table A3.29.

Figure 5.1: CSDA-funded service outlets, service type by days of operation per week, States and Territories, 1999

Table 5.5: CSDA-funded service outlets, service type by weeks of operation per year, Commonwealth, States and Territories, 1999

Service type	1-3 weeks	40-47 weeks	48-51 weeks	52 weeks	No regular pattern	Not stated	Total
Accommodation support	28	41	81	2,522	35	5	2,712
Community support	68	159	446	713	80	37	1,503
Community access	32	270	395	238	22	4	961
Respite	10	7	101	339	77	1	535
Employment	4	22	423	405	1	2	857
Other service type	1	2	11	17	5	4	40
Not stated	0	0	0	4	0	0	4
Total all service types	143	501	1,457	4,238	220	53	6,612

Notes

1. A service outlet may be a single outlet, or an aggregation of two or more outlets of the same service type, for a service provider.
2. Data for Commonwealth funded services are preliminary and cover 98% of Commonwealth-funded services.

5.4 Staff hours

Data on staff hours were collected as total hours worked by staff and volunteers, for each service outlet, during the week of the snapshot day. The data relate to staff working in direct contact with service recipients, or with no direct contact. Paid staff, including contract staff,¹⁹ and unpaid staff, including volunteers, were recorded separately for both direct and indirect staff hours worked.

Paid staff were a high proportion of all staff for most CSDA service types. For service outlets provided directly by governments, nearly 100% of hours worked were worked by paid staff and 86% of hours worked were worked in direct service provision (Table 5.6). One exception was for government-provided family/individual case practice/management, where 66% of hours worked were worked in direct service provision.

For service outlets provided by non-government organisations, 95% of hours worked were worked by paid staff and 79% of hours worked were worked in direct service provision. For some non-government-provided service types the pattern of staff hours was different from the overall pattern, notably for host family/peer support respite, alternative family placement, print disability, mutual support/self-help groups and recreation/holiday programs.

Staff hours worked in the week in government-provided institutions/large residential was about 153,000 hours spread among 38 services (Table 5.6). For government-provided group homes, about 255,000 hours were worked by staff in the week, though this was spread over 892 service outlets. For these two service types in the non-government sector, the hours worked were much lower than for government-provided service outlets (about 68,000 for institutions/large residential and 185,000 for group homes), although the number of service outlets was similar (43 for institutions/large residential and 834 for group homes).

An examination of reasons for these differences between the government and non-government sectors is beyond the scope of this report. However, the number of services received in each sector, and the support needs of recipients, are likely to be important considerations.

19 'Paid staff, including contract staff' includes permanent staff and non-permanent staff employed on a contract basis for a specific job and usually for a specific time period.

Table 5.6: Hours worked by all staff and volunteers for CSDA-funded service outlets, service type and auspicing organisation, Commonwealth, States and the Territories, 1999

Service type	Government				Non government			
	Total hours (in a week)	Paid staff hours	Direct service hours	Services	Total hours (in a week)	Paid staff hours	Direct service hours	Services
	No.	% of total hours	No.	No.	No.	% of total hours	No.	No.
Institutions/large residentials	153,415	99.5	73.9	38	67,685	99.2	82.9	43
Hostels	4,882	99.7	95.6	11	19,537	98.1	84.7	61
Group homes	254,965	99.9	95.2	892	185,278	98.6	91.2	834
Attendant care	607	100.0	91.9	9	24,711	99.1	91.3	114
Outreach/other 'in-home'/drop-in support	2,725	99.0	86.6	38	84,147	98.1	86.1	487
Alternative family placement	0	—	—	0	6,080	35.1	26.5	20
Accommodation support: other/not stated	6,978	100.0	94.0	27	5,186	97.8	85.8	45
<i>Total accommodation support</i>	<i>423,572</i>	<i>99.7</i>	<i>87.4</i>	<i>1,015</i>	<i>373,131</i>	<i>97.5</i>	<i>86.6</i>	<i>1,604</i>
Advocacy	0	—	—	0	12,776	83.3	56.3	101
Information/referral	688	100.0	63.1	6	8,425	84.6	64.7	100
Combined advocacy/information	130	100.0	65.4	1	4,781	81.8	65.0	59
Early childhood intervention	7,218	97.1	87.9	41	20,771	93.5	81.7	167
Recreation/holiday programs	2,637	94.1	69.1	39	22,606	65.2	48.1	135
Therapy (PT OT ST)	4,656	99.2	87.0	34	19,934	97.3	84.4	89
Family/individual case practice/management	15,097	99.3	65.6	44	11,432	96.3	81.3	120
Behaviour/specialist intervention	6,645	99.8	79.7	45	1,492	98.5	84.2	11
Counselling: individual/family/group	374	100.0	51.3	1	1,471	92.7	73.0	12
Brokerage/direct funding	2,697	99.3	76.1	17	9,192	98.0	83.7	81
Mutual support/self-help groups	291	22.3	18.9	1	2,534	53.5	38.7	127
Print disability	122	83.6	83.6	1	11,952	63.8	29.9	25
Resource teams/regional teams	16,916	99.8	90.0	84	3,530	92.5	76.2	16
Community support: other/not stated	1,055	99.4	89.9	8	2,436	84.8	72.3	24
<i>Total community support</i>	<i>58,526</i>	<i>98.6</i>	<i>79.5</i>	<i>322</i>	<i>133,332</i>	<i>84.3</i>	<i>66.6</i>	<i>1,067</i>
Continuing education/independent living training/adult training centre	8,685	99.4	82.3	39	35,688	91.3	80.2	213
Post-school options/social and community support/community access	5,771	97.6	89.0	26	130,403	96.2	79.3	502
Community access and day programs: other/not stated	3,824	99.0	84.8	10	27,408	95.7	84.7	146
<i>Total community access</i>	<i>18,280</i>	<i>98.8</i>	<i>84.9</i>	<i>75</i>	<i>193,499</i>	<i>95.2</i>	<i>80.2</i>	<i>861</i>
Own home respite	483	95.9	66.0	6	5,644	93.8	79.0	36
Respite: centre/respite home	27,591	99.7	91.8	87	32,613	98.1	87.2	118
Respite: host family/peer support	120	<0.05	<0.05	5	6,445	45.4	35.5	28
Respite: other/flexible/comboination/not stated	1,881	98.4	85.1	14	19,180	82.6	67.0	147
<i>Total respite</i>	<i>30,075</i>	<i>99.2</i>	<i>90.6</i>	<i>112</i>	<i>63,882</i>	<i>87.7</i>	<i>75.2</i>	<i>329</i>
Open employment	500	100.0	78.8	5	56,807	99.5	72.6	278
Supported employment	1,509	99.7	86.2	7	130,993	97.7	67.3	508
Combined open and supported employment	290	100.0	72.4	1	13,713	99.2	73.8	50
Employment: other/not stated	167	100.0	100.0	1	107	100.0	80.4	2
<i>Total employment support</i>	<i>2,466</i>	<i>99.8</i>	<i>84.0</i>	<i>14</i>	<i>201,620</i>	<i>98.3</i>	<i>69.2</i>	<i>838</i>
Service type other and not stated	4,178	100.0	45.6	4	3,836	78.1	42.0	27
Total	537,097	99.5	86.3	1,542	988,793	94.8	78.5	4,726

Notes

1. A service outlet may be a single outlet, or an aggregation of two or more outlets of the same service type, for a service provider.
2. Data for hours worked are the number of hours worked over one 7-day week in May and exclude 339 services where no staff hours were recorded. They are used here as a guide and should not be considered a typical week in 1999 for all service types. Also excluded are data for 5 services, contributing 721 hours in the week, for which no auspicing organisation was given.
3. Paid staff includes permanent staff and non-permanent staff employed on a contract basis for a specific job and usually for a specific period.
4. This table is revised since published in *Disability Data Briefing No. 17* in March 2000, following small changes in Tasmanian and SA data.
5. Data provided by the Commonwealth are preliminary and cover 98% of Commonwealth-funded services. Government-auspiced employment services can include university-auspiced employment services (see footnote 3 on page 5).