

Appendix 5: Performance indicators

Background

The development of performance indicators supports national outcome and performance monitoring in many community services areas (see AIHW 1997a, pages 2–6; SCRCSSP 1997). The report on the 1996 CSDA MDS collection included some of these effectiveness performance indicators for disability services at the request of the National Disability Administrators, together with background information about their development (Black et al. 1998, AIHW 1997b).

The ‘effectiveness’ performance indicators for which data are available on a comparable basis are replicated here using 1999 data, that is, indicators for:

- users of accommodation services relative to estimated potential population (Table A5.4;
- users of employment services relative to estimated potential population (Table A5.5;
- service use by disability status (Tables 5.6 and 5.7 relating to accommodation support services and to employment services);
- service use by particular population groups (Tables 5.8–5.11 relating to accommodation support services and to employment services for Indigenous Australians and for people of non-English-speaking origin); and
- the proportion of people receiving community care and support (Table A5.12 relating to accommodation support services).

The data used for the indicators differ from the CSDA MDS collection and data in other sections of this report (other than Table 3.17) by the exclusion of psychiatric services. This exclusion was performed by removing from the 1999 CSDA MDS data set, records of recipients of services specified by each jurisdiction²⁰ as being psychiatric services. The number of service outlets and recipients thereby excluded from each jurisdiction was:

	Service outlets	Recipients
Victoria	340	3,189
Queensland	29	270
Western Australia	8	64
Tasmania	2	19

There were no specific psychiatric services identified in the other jurisdictions.

A linkage key has been used to estimate consumer numbers. This follows a decision of the SCRCSSP in early 1999.²¹ Consumers of services included in the analysis are consistent with the number of consumers given in Table A5.1 for States and Territories (that is, for State/Territory jurisdictions). There were no exclusions from the data for Commonwealth services to account for people with a psychiatric disability. (Equivalent Commonwealth data to that shown for States and Territories in Table A5.1 is included in Table 3.17).

20 The Commonwealth has no exclusion of such records, as the reason for exclusion was to facilitate interstate comparisons.

21 Before 1999, these performance indicators have been prepared using services received data.

Table A5.1: Consumers of CSDA-funded services on a snapshot day, excluding consumers of specific psychiatric services, auspicing organisation by State and Territory by service type, States and Territories, 1999

Auspicing organisation	Accommodation support	Community support	Community access	Respite	Other/ not stated	Total
Government	2,726	353	899	219	25	3,737
Non-government	2,394	1,672	1,802	235	33	5,843
Auspicing org. not stated	473	119	150	0	59	740
<i>Total New South Wales</i>	<i>5,593</i>	<i>2,140</i>	<i>2,846</i>	<i>454</i>	<i>117</i>	<i>10,174</i>
Government	3,062	1,238	293	143	0	4,401
Non-government	2,488	3,389	6,626	656	0	11,923
<i>Total Victoria</i>	<i>5,547</i>	<i>4,585</i>	<i>6,913</i>	<i>796</i>	<i>0</i>	<i>14,879</i>
Government	794	568	26	79	0	1,280
Non-government	2,277	487	1,967	428	0	4,475
<i>Total Queensland</i>	<i>3,070</i>	<i>1,049</i>	<i>1,990</i>	<i>505</i>	<i>0</i>	<i>5,555</i>
Government	850	2,477	114	426	0	3,443
Non-government	1,491	1,234	525	415	0	3,490
<i>Total Western Australia</i>	<i>2,341</i>	<i>3,711</i>	<i>639</i>	<i>841</i>	<i>0</i>	<i>6,933</i>
Government	843	848	16	20	0	1,718
Non-government	1,139	637	383	153	0	2,150
Auspicing org. not stated	0	0	0	0	17	16
<i>Total South Australia</i>	<i>1,981</i>	<i>1,478</i>	<i>399</i>	<i>173</i>	<i>17</i>	<i>3,828</i>
Government	63	122	124	28	0	293
Non-government	581	70	349	40	0	939
Auspicing org. not stated	0	0	0	0	5	5
<i>Total Tasmania</i>	<i>644</i>	<i>192</i>	<i>470</i>	<i>67</i>	<i>5</i>	<i>1,180</i>
Government	144	86	0	18	0	246
Non-government	133	78	90	36	0	321
<i>Total Australian Capital Territory</i>	<i>276</i>	<i>160</i>	<i>90</i>	<i>54</i>	<i>0</i>	<i>540</i>
Government	0	0	0	0	0	0
Non-government	123	45	46	32	0	221
<i>Total Northern Territory</i>	<i>123</i>	<i>45</i>	<i>46</i>	<i>32</i>	<i>0</i>	<i>221</i>
Total government	8,482	5,692	1,472	933	25	15,118
Total non-government	10,626	7,612	11,788	1,995	33	29,362
<i>Total auspicing org. not stated</i>	<i>473</i>	<i>119</i>	<i>150</i>	<i>0</i>	<i>81</i>	<i>761</i>
Total excluding consumers of specific psychiatric services	19,575	13,360	13,393	2,922	139	43,310

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. 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 for consumers of CSDA-funded psychiatric services are excluded to enable a more direct comparison between States and Territories.

The data used for the performance indicators following are the same as were supplied to the SCRCSSP by the AIHW in late 1999.

‘Potential population’

This section explains the ‘potential population’ estimates used as the denominators for performance indicators for disability support services on access to, and use of, accommodation support services and employment support services. These estimates are derived from data from ABS surveys and are presented in Table A5.2. A detailed rationale for the use of ABS survey data for the ‘potential population’ estimates is given in AIHW 1997b. Briefly, the ABS survey data is considered the most appropriate available source of ‘potential population’ estimates, since the:

- ABS grouping of ‘severe or profound core activity restriction’²² is relevant to the concepts of the CSDA, being based on the person’s ongoing need for assistance with ‘activities of daily living’;
- 1998 ABS Survey of Disability, Ageing and Carers data can be updated for future years using ABS population data for each State and Territory for the appropriate year; and
- national rates of ‘severe or profound core activity restriction’ (which have greater accuracy than State or Territory rates) can be applied to the age and sex structure of each State or Territory’s 1998 population.

The term ‘potential population’ is not the same as the population actually needing services, but indicates those with the potential to need disability support services (see AIHW 1997b). Care should be taken with these ‘potential population’ data, particularly in relation to the standard errors.

Table A5.2 provides 1998 estimates of the number of people with profound or severe core activity restriction for each State/Territory and each relevant age group. These data have not been updated to 1999 since relevant population data were not available at the time that performance indicators were required for use by the SCRCSSP; no analysis of the stability over time of the population of people with profound and severe core activity restrictions has yet been undertaken. Information about how the ‘potential population’ figures were derived from these ABS data (which were split by age group and sex) is given in AIHW 1997b.

Employment support services have a different target population from accommodation support services. The modifications to ‘potential population’ for employment support services involved:

- excluding people aged less than 15 years from the denominator (both the general population and Indigenous Australians); and
- scaling back the denominator by a factor reflecting the labour force participation rates of the overall population, aged 15 and over, in each jurisdiction.²³

The denominators for the performance indicators on recipients of accommodation support services (people under 65 years) and employment services (people 15–64 years) are given in Table A5.2 as people with severe or profound core activity restriction.

22 Table A3.31 provides some background information on severity of disability and disability status by State and Territory from the ABS 1998 Survey of Disability, Ageing and Carers.

23 While the participation rates for people with a disability are generally lower than participation rates for the overall population, it is considered more appropriate to use the overall rates.

Table A5.2: People aged less than 65 years by State and Territory, 1998

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
People under 65 years									
All	5,533,729	4,072,364	3,065,799	1,639,448	1,275,286	409,816	284,389	183,687	16,467,625
All (%)	33.6	24.7	18.6	10.0	7.7	2.5	1.7	1.1	100.0
With profound or severe core activity restriction	222,161	162,938	122,015	64,866	51,920	16,701	11,043	6,717	658,367
With profound or severe core activity restriction (%)	33.7	24.7	18.5	9.9	7.9	2.5	1.7	1.0	100.0
People 15–64 years									
With profound or severe core activity restriction	173,543	127,819	94,430	50,159	40,945	12,916	8,619	4,863	513,294
With profound or severe core activity restriction (adjusted for labour force participation)	106,555	81,421	60,908	33,406	24,444	7,749	6,214	3,419	323,889
Labour force participation rate (%)	61.4	63.7	64.5	66.6	59.7	60.0	72.1	70.3	63.1

Notes

1. Data for all people are ABS estimated resident populations at 30 June 1998.
2. Data for people with profound or severe core activity restriction are estimates derived using the 1998 Survey of Disability, Ageing and Carers. Estimates of 1,900 or less have a relative standard error of 50% or more. Estimates of 8,000 or less have a relative standard error of 25% or more.
3. Labour force participation rates are for people 15 years and over.

Sources: ABS 1998a; ABS 1998b; ABS 1998d; and AIHW analysis of the ABS 1998 Survey of Disability, Ageing and Carers.

Indigenous status has the potential to affect the 'potential population' estimates for some State or Territory populations, particularly those with large numbers of Indigenous Australians. The factors used to adjust the 'potential population' estimates for Indigenous Australians are presented in Table A5.3. These have been used for performance indicators where 'potential population' denominators are used. A weight of two has been applied to the number of Indigenous Australians in each State and Territory (see AIHW 1997b).

Table A5.3: People aged less than 65 years, Indigenous factor by State and Territory, 1998

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
People under 65 years									
Indigenous Australians	111,564	22,674	107,474	56,698	22,368	15,505	3,238	52,301	392,012
Non-Indigenous Australians	5,422,165	4,049,690	2,958,325	1,582,750	1,252,918	394,311	281,151	131,386	16,075,613
All people (weighted)	5,645,293	4,095,038	3,173,273	1,696,146	1,297,654	425,321	287,627	235,988	16,859,637
All people (weighted per person)	1.02	1.01	1.04	1.03	1.02	1.04	1.01	1.28	1.02
Indigenous factor	99.64	98.22	101.10	101.05	99.39	101.37	98.79	125.49	100.00
People 15–64 years									
Indigenous Australians	65,514	13,640	63,114	33,841	13,394	9,302	1,978	32,290	233,214
Non-Indigenous Australians	4,151,979	3,108,876	2,257,889	1,209,006	965,914	298,486	216,913	100,978	12,312,044
All people (weighted)	4,283,007	3,136,156	2,384,117	1,276,688	992,702	317,090	220,869	165,558	12,778,472
All people (weighted per person)	1.02	1.00	1.03	1.03	1.01	1.03	1.01	1.24	1.02
Indigenous factor	99.70	98.60	100.84	100.85	99.52	101.14	99.06	121.96	100.00

Notes

1. Data for all people (weighted) were calculated by multiplying the data for Indigenous Australians by two and adding the data for non-Indigenous Australians. Hence Indigenous Australians are weighted at two and non-Indigenous Australians at one.
2. Data for all people (weighted per person) were calculated by dividing the all people (weighted) data by the sum of the Indigenous Australians data and the non-Indigenous Australians data.
3. The Indigenous factors adjust the data for all people (weighted per person) to figures relative to an arbitrary figure for Australia of 100. They were calculated by multiplying the all people (weighted per person) data by 100 and dividing by the all people (weighted per person) total for Australia. These are the Indigenous factors used in Tables A5.4 and A5.5.
4. Calculated data are rounded estimates, though unrounded figures have been used for further calculations.

Sources: ABS 1998a, ABS 1998c.

For the first time in four ABS surveys, spread over almost two decades, there has been a rise in the age–sex-standardised rates of profound and severe core activity restriction. As far as can be ascertained at this stage, these changes arise mainly from changes in survey methodology, in particular the addition of two screening questions, and possibly increased identification, for example of boys with learning difficulties, ADD and autism (see AIHW 1999a). While these changes do not affect the relevant population distribution among States, they do affect the denominators of some of the following indicators, in particular for Tables A5.4 and A5.5.

Performance indicators of effectiveness

This section contains a table for each of the performance indicators of effectiveness agreed to by the Disability Services Working Group of the SCRCSSP (Tables A5.4 to A5.12).²⁴

Indicators of access to accommodation support services by people with a disability, relative to the estimated 'potential population', are presented in Table A5.4. Accommodation support services were received by 29.7 consumers under the CSDA for every 1,000 people in the 'potential population', similar to the figure of 30.0 per 1,000 in 1998.²⁵ The States and the Territories (in 1999) varied from 14.6 per 1,000 people in the 'potential population' in the Northern Territory to 38.4 per 1,000 in South Australia.

Table A5.4: Consumers of CSDA-funded accommodation support services on a snapshot day relative to the 'potential population' by State and Territory, 1999

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
People with profound or severe core activity restriction	222,161	162,938	122,015	64,866	51,920	16,701	11,043	6,717	658,367
Indigenous factor	99.64	98.22	101.10	101.05	99.39	101.37	98.79	125.49	100.00
People with profound or severe core activity restriction (adjusted)	221,370	160,036	123,356	65,549	51,602	16,930	10,909	8,429	658,367
Consumers	5,593	5,547	3,070	2,341	1,981	644	276	123	19,575
Consumers (per 1,000)	25.27	34.66	24.89	35.71	38.39	38.04	25.30	14.59	29.73
Consumers (per 1,000) index	84.98	116.58	83.70	120.12	129.12	127.94	85.09	49.08	100.00

Notes

1. Data for people with profound or severe core activity restriction are as shown in Table A5.2 for people under 65 years.
2. The Indigenous factors were calculated as shown in Table A5.3 for people under 65 years.
3. Data for people with profound or severe core activity restriction (adjusted) were calculated by multiplying the people with profound or severe core activity restriction data by the Indigenous factors. This adjusts for the effects of Indigenous Australians. These are the 'potential population' data.
4. Data for consumers of CSDA-funded accommodation support services exclude services identified by jurisdictions as being psychiatric services. 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. They are not restricted by age.
5. Data for consumers (per 1,000) were calculated by dividing the consumer data by the people with profound or severe core activity restriction (adjusted) data and multiplying by 1,000. Hence they are figures per 1,000 people.
6. The indexes adjust the figures relative to an arbitrary figure of 100. They were calculated by multiplying the recipients (per 1,000) data by 100 and dividing by the total figure for recipients (per 1,000).
7. Calculated data are rounded estimates, though unrounded figures have been used for further calculations.

Sources: AIHW analysis of the ABS 1998a; ABS 1998a; and ABS 1998c.

24 Several of the indicators are presented in two formats. 'Performance indicator units per 1,000 potential population units' enables trends over time to be monitored, but is perhaps less useful for making comparisons between States/Territories at a single point in time (typically the most recent annual data). The 'performance indicator index' is a relative measure facilitating comparisons between States at a single point in time, but does not enable trends over time to be monitored for each State/Territory. Due to the early stage of development of the data and indicators it is considered that, for the time being, the use of the conceptually simpler 'performance indicator units per 1,000 potential population units' is more appropriate.

25 This figure for 1998 is based on services received data as estimated consumer data were not available before 1999.

Table A5.5 presents indicators of access to employment support services by people with a disability relative to the estimated 'potential population'. Employment support services were received by 54.7 consumers for every 1,000 people in the 'potential population'. The States and Territories varied from 31.4 per 1,000 people in the 'potential population' in the Northern Territory to 85.3 in South Australia.

Table A5.5: Consumers of CSDA-funded employment services on a snapshot day relative to the 'potential population' by State and Territory, 1999

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
People with profound or severe core activity restriction	106,555	81,421	60,908	33,406	24,444	7,749	6,214	3,419	323,889
Indigenous factor	99.70	98.60	100.84	100.85	99.52	101.14	99.06	121.96	100.00
People with profound or severe core activity restriction (adjusted)	106,235	80,281	61,420	33,690	24,327	7,837	6,156	4,170	323,889
Consumers	5,856	3,860	2,806	2,176	2,075	562	246	131	17,712
Consumers (per 1,000)	55.12	48.08	45.69	64.59	85.30	71.71	39.96	31.42	54.69
Consumers (per 1,000) index	100.80	87.92	83.54	118.11	155.98	131.13	73.08	57.45	100.00

Notes

1. Data for people with profound or severe core activity restriction were calculated as shown in Table A5.2 for people 15–64 years (adjusted for labour force participation rates).
2. The Indigenous factors were calculated as shown in Table A5.3 for people 15–64 years.
3. Data for people with profound or severe core activity restriction (adjusted) were calculated by multiplying the people with profound or severe core activity restriction data by the Indigenous factors. This adjusts for the effects of Indigenous Australians. These are the 'potential population' data.
4. Data for consumers of CSDA-funded employment support services exclude services identified by jurisdictions as being psychiatric services. 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. They are not restricted by age.
5. Data for consumers (per 1,000) were calculated by dividing the consumer data by the people with profound or severe core activity restriction (adjusted) data and multiplying by 1,000. Hence they are figures per 1,000 people.
6. The indexes adjust the figures relative to an arbitrary figure of 100. They were calculated by multiplying the consumers (per 1,000) data by 100 and dividing by the Australia total figure for consumers (per 1,000).
7. Calculated data are rounded estimates, though unrounded figures have been used for further calculations.
8. Data are preliminary and cover 98% of Commonwealth-funded services.

Sources: AIHW analysis of ABS 1999; ABS 1998a; ABS 1998c; and ABS 1998d.

The distribution of consumers in accommodation support services, by severity of disability, is presented in Table A5.6.²⁶ Consumers with a profound core activity restriction comprised 50.1% of consumers of accommodation support services in 1999, similar to the figure of 49.0% in 1998.²⁷ In 1999, the Australian Capital Territory had the lowest percentage (39.9%) and the Northern Territory had the highest (63.1%).

Table A5.6: Consumers of CSDA-funded accommodation support services on a snapshot day, 'severity' of core activity restriction by State and Territory, 1999

'Severity' of core activity restriction	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
	Number								
Profound	3,041	2,656	1,398	974	1,084	316	110	77	9,656
Severe	2,225	2,531	1,487	1,001	796	298	145	39	8,522
Moderate to none	302	354	183	122	79	30	21	6	1,097
Total	5,568	5,541	3,068	2,097	1,959	644	276	122	19,275
	Percentage								
Profound	54.6	47.9	45.6	46.4	55.3	49.1	39.9	63.1	50.1
Severe	40.0	45.7	48.5	47.7	40.6	46.3	52.5	32.0	44.2
Moderate to none	5.4	6.4	6.0	5.8	4.0	4.7	7.6	4.9	5.7
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Notes

1. Data for consumers of CSDA-funded accommodation support services exclude services identified by jurisdictions as being psychiatric services. 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. They are not restricted by age.
2. 'Severity' of core activity restriction is derived using data on level of support needed in one or more of the support areas: self-care, mobility and communication. Consumers with profound core activity restriction reported a continual need for support in one or more of these areas. Consumers with severe core activity restriction reported occasional or frequent need for support in one or more of these areas. Consumers with moderate or no core activity restriction reported needing no support in one or more of these areas.
3. Where the level of support need was inconsistently recorded for the same consumer, the maximum level recorded was regarded as the level of support needed for that consumer.
4. The table excludes 300 consumers who did not report a need for support with one or more of the areas: self-care, mobility, or communication. Hence consumer totals do not necessarily match those in Table A5.4.

²⁶ If an indicator of access were needed it would be preferable to relate the number of consumers with various levels of disability to the relevant population numbers.

²⁷ This figure for 1998 is based on services received data as estimated consumer data were not available before 1999.

The percentage of people with profound core activity restriction in employment support services (13.2%, Table A5.7)²⁸ was much lower than for accommodation support services (50.1%, Table A5.6) and the percentage with severe core activity restriction higher: 61.3% of those in employment support services compared to 44.2% in accommodation support services.

Table A5.7: Consumers of CSDA-funded employment services on a snapshot day, 'severity' of core activity restriction by State and Territory, 1999

'Severity' of core activity restriction	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Number									
Profound	896	386	244	410	264	65	21	27	2,313
Severe	3,420	2,391	1,805	1,257	1,304	301	175	71	10,724
Moderate to none	1,406	1,021	725	508	507	196	50	33	4,446
Total	5,722	3,798	2,774	2,175	2,075	562	246	131	17,483
Percentage									
Profound	15.7	10.2	8.8	18.8	12.7	11.6	8.5	20.6	13.2
Severe	59.8	62.9	65.1	57.8	62.8	53.6	71.1	54.2	61.3
Moderate to none	24.6	26.9	26.1	23.4	24.4	34.9	20.3	25.2	25.4
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

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. They are not restricted by age.
2. 'Severity' of core activity restriction is derived using data on level of support needed in one or more of the support areas self-care, mobility and communication. Consumers with profound core activity restriction reported a continual need for support in one or more of these areas. Consumers with severe core activity restriction reported occasional or frequent need for support in one or more of these areas. Consumers with moderate or no core activity restriction reported needing no support in one or more of these areas.
3. Where the level of support need was inconsistently recorded for the same consumer, the maximum level recorded was regarded as the level of support needed for that consumer.
4. The table excludes 229 consumers who did not report a need for support with one or more of the areas: self-care, mobility, or communication. Hence consumer totals do not necessarily match those in Table A5.5.
5. Data are preliminary and cover 98% of Commonwealth-funded services.

Tables A5.8 to A5.11 concern Indigenous Australians and people of non-English-speaking origin. Some caution should be used when interpreting performance indicators in these tables, since the level of 'not known' or 'not stated' response in 1999 is high enough in some jurisdictions to require care when interpreting the data. Indigenous status and country of birth data had a national combined 'not known' and 'not stated' response rate of 8.6% and 4.9% respectively in the 1999 collection (see Tables 6.2 and 6.3 for jurisdiction-specific data).

²⁸ If an indicator of access were needed it would be preferable to relate the number of consumers with various levels of core activity restriction to the relevant population numbers.

Access to accommodation support services by Indigenous Australians is presented in Table A5.8. Accommodation support services were received by 1.4 Indigenous Australians for every 1,000 Indigenous Australians, compared with 1.1 people per 1,000 in the general population (18,172 of 16,467,625). Indigenous recipients (per 1,000) varied from 0.3 in the Australian Capital Territory to 3.0 in Western Australia.

Table A5.8: Consumers of CSDA-funded accommodation support services on a snapshot day, Indigenous status by State and Territory, 1999

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
People under 65 years									
All Australian	5,533,729	4,072,364	3,065,799	1,639,448	1,275,286	409,816	284,389	183,687	16,467,625
Indigenous Australians	111,564	22,674	107,474	56,698	22,368	15,505	3,238	52,301	392,012
Indigenous (% of all)	2.02	0.56	3.51	3.46	1.75	3.78	1.14	28.47	2.38
Consumers									
All consumers	5,451	5,497	2,165	2,155	1,917	592	272	123	18,172
Indigenous consumers	132	34	105	168	33	19	1	64	556
Indigenous (% of all)	2.4	0.6	4.8	7.8	1.7	3.2	0.4	52.0	3.1
Indigenous (per 1,000)	1.18	1.50	0.98	2.96	1.48	1.23	0.31	1.22	1.42
Indigenous (per 1,000) index	83.42	105.72	68.88	208.91	104.02	86.40	21.77	86.28	100.00

Notes

1. The population data are from Tables A5.2 and A5.3.
2. Data for consumers of CSDA-funded accommodation support services exclude services identified by jurisdictions as being psychiatric services. 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. They are not restricted by age.
3. Where Indigenous status was inconsistently recorded for the same consumer, the consumer was counted as an Indigenous Australian.
4. Data for all consumers excludes consumers whose Indigenous origin was 'not known' or 'not stated', thus totals may differ from other sections of this report (see Tables 6.2 and 6.3).
5. Data for Indigenous consumers (per 1,000) are per 1,000 Indigenous people, that is, the Indigenous consumer data divided by the Indigenous Australians data multiplied by 1,000.
6. The indexes adjust the figures relative to an arbitrary figure of 100. They were calculated by multiplying the Indigenous (per 1,000) data by 100 and dividing by the total figure for Indigenous (per 1,000).

Sources: ABS 1998a; and ABS 1998c.

Employment support services were received by 1.3 Indigenous Australians for every 1,000 Indigenous Australians, compared with 1.9 people per 1,000 in the general population (Table A5.9). Indigenous recipients (per 1,000) varied from 1.0 in Queensland and the Australian Capital Territory and the Northern Territory to 1.8 in Tasmania.

Table A5.9: Consumers of CSDA-funded employment services on a snapshot day, Indigenous status by State and Territory, 1999

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
People 15–64 years									
All Australians	4,217,493	3,122,516	2,321,003	1,242,847	979,308	307,788	218,891	133,268	12,545,258
Indigenous Australians	65,514	13,640	63,114	33,841	13,394	9,302	1,978	32,290	233,214
Indigenous (% of all)	1.55	0.44	2.72	2.72	1.37	3.02	0.90	24.23	1.86
Consumers									
All consumers	5,778	3,631	1,556	2,139	2,062	494	245	129	16,034
Indigenous consumers	83	20	65	45	23	17	2	39	294
Indigenous (% of all)	1.4	0.5	4.2	2.1	1.1	3.4	0.8	30.2	1.8
Indigenous (per 1,000)	1.27	1.47	1.03	1.33	1.72	1.83	1.01	1.21	1.26
Indigenous (per 1,000) index	100.50	116.31	81.69	105.48	136.21	144.97	80.21	95.81	100.00

Notes

1. The population data are from Tables A5.2 and A5.3.
2. 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. They are not restricted by age.
3. Where Indigenous status was inconsistently recorded for the same consumer, the consumer was counted as an Indigenous Australian.
4. Data for all consumers excludes consumers whose Indigenous origin was 'not known' or 'not stated', thus totals may differ from other sections of this report (see Tables 6.2 and 6.3).
5. Data for Indigenous consumers (per 1,000) are per 1,000 Indigenous people, that is, the Indigenous consumer data divided by the Indigenous Australians data multiplied by 1,000.
6. The indexes adjust the figures relative to an arbitrary figure of 100. They were calculated by multiplying the Indigenous (per 1,000) data by 100 and dividing by the Australia total figure for Indigenous (per 1,000).
7. Data are preliminary and cover 98% of Commonwealth-funded services.

Sources: ABS 1998a; ABS 1998c; and ABS 1998d.

Access to accommodation support services for people of non-English-speaking origin is presented in Table A5.10. Accommodation support services were received by 0.2 consumers of non-English-speaking origin for every 1,000 people of non-English-speaking origin (compared with 1.2 people per 1,000 in the general population, calculated from Table A5.10). Consumers of non-English-speaking origin varied from 0.1 per 1,000 people of non-English-speaking origin in New South Wales to 0.5 per 1,000 in the Western Australia.

Table A5.10: Consumers of CSDA-funded accommodation support services on a snapshot day, non-English-speaking origin by State and Territory, 1999

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
People under 65 years									
All Australians	5,533,729	4,072,364	3,065,799	1,639,448	1,275,286	409,816	284,389	183,687	16,467,625
Non-English-speaking origin Australians	910,761	694,192	225,873	189,484	129,984	15,746	39,789	15,635	2,221,464
Non-English-speaking origin (% of all)	16.46	17.05	7.37	11.56	10.19	3.84	13.99	8.51	13.49
Consumers									
All consumers	5,515	5,507	2,717	2,249	1,949	640	274	122	18,973
Non-English-speaking origin consumers	129	153	51	88	49	7	7	3	487
Non-English-speaking origin (% of all)	2.3	2.8	1.9	3.9	2.5	1.1	2.5	2.5	2.6
Non-English-speaking origin (per 1,000)	0.14	0.22	0.23	0.46	0.38	0.44	0.18	0.19	0.22
Non-English-speaking origin (per 1,000) index	64.61	100.54	103.00	211.85	171.96	202.79	80.25	87.53	100.00

Notes

1. The State and Territory data on the non-English-speaking origin population are derived from the corresponding 1996 Australian Census proportional distribution applied to the ABS national estimate of 1998 country of birth data. They exclude people whose non-English-speaking origin was not stated or who were visitors to Australia from overseas.
2. Data for consumers of CSDA-funded accommodation support services exclude services identified by jurisdictions as being psychiatric services. 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. They are not restricted by age.
3. Where non-English-speaking origin was inconsistently recorded for the same consumer, the consumer was counted as a non-English-speaking origin consumer.
4. Data for all consumers excludes consumers whose non-English-speaking origin was 'not known' or 'not stated', thus totals may differ from other sections of this report (see Tables 6.2 and 6.3).
5. Data for consumers of non-English-speaking origin were based on consumer responses for country of birth being other than Australia, New Zealand, Canada, United Kingdom, South Africa, Ireland or the United States of America.
6. Data for consumers of non-English-speaking origin (per 1,000) are per 1,000 people of non-English-speaking origin, that is, the non-English-speaking origin consumer data divided by the non-English-speaking origin Australians data multiplied by 1,000.
7. The indexes adjust the figures relative to an arbitrary figure of 100. They were calculated by multiplying the non-English-speaking origin (per 1,000) data by 100 and dividing by the total figure for non-English-speaking origin (per 1,000).

Source: ABS unpublished data from the 1996 Australian Census.

The equivalent indicators for access to employment support services for people of non-English-speaking origin were higher than for accommodation support services (Table A5.11). Employment support services were received by 0.3 consumers of non-English-speaking origin for every 1,000 people of non-English-speaking origin (compared with 1.3 people per 1,000 in the general population). Consumers of non-English-speaking origin varied from 0.2 per 1,000 in the Australian Capital Territory, Victoria and Queensland to 0.4 per 1,000 in Western Australia and New South Wales.

Table A5.11: Consumers of CSDA-funded employment services on a snapshot day, non-English-speaking origin by State and Territory, 1999

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
People 15–64 years									
All Australians	4,217,493	3,122,516	2,321,003	1,242,847	979,308	307,788	218,891	133,268	12,545,258
Non-English-speaking origin Australians	848,062	655,405	209,684	176,478	123,278	14,769	36,868	14,536	2,079,078
Non-English-speaking origin (% of all)	20.11	20.99	9.03	14.20	12.59	4.80	16.84	10.91	16.57
Consumers									
All consumers	5,800	3,675	2,342	2,050	2,039	559	245	130	16,840
Non-English-speaking origin consumers	301	136	48	77	32	5	7	5	611
Non-English-speaking origin (% of all)	5.19	3.70	2.05	3.76	1.57	0.89	2.86	3.85	3.63
Non-English-speaking origin (per 1,000)	0.35	0.21	0.23	0.44	0.26	0.34	0.19	0.34	0.29
Non-English-speaking origin (per 1,000) index	120.77	70.61	77.89	148.47	88.33	115.20	64.61	117.05	100.00

Notes

1. The State and Territory data on the non-English-speaking origin population are derived from the corresponding 1996 Australian Census proportional distribution applied to the ABS national estimate of 1998 country of birth data. They exclude people whose non-English-speaking origin was not stated or who were visitors to Australia from overseas.
2. 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. They are not restricted by age.
3. Where non-English-speaking origin was inconsistently recorded for the same consumer, the consumer was counted as a non-English-speaking origin consumer.
4. Data for all consumers excludes consumers whose non-English-speaking origin was 'not known' or 'not stated', thus totals may differ from other sections of this report (see Tables 6.2 and 6.3).
5. Data for consumers of non-English-speaking origin were based on consumer responses for country of birth being other than Australia, New Zealand, Canada, United Kingdom, South Africa, Ireland or the United States of America.
6. Data for consumers of non-English-speaking origin (per 1,000) are per 1,000 people of non-English-speaking origin, that is, the consumers of non-English-speaking origin divided by the non-English-speaking origin Australians data multiplied by 1,000.
7. The indexes adjust the figures relative to an arbitrary figure of 100. They were calculated by multiplying the non-English-speaking origin (per 1,000) data by 100 and dividing by the Australia total figure for non-English-speaking origin (per 1,000).
8. Data are preliminary and cover 98% of Commonwealth-funded services.

Source: ABS unpublished data from the 1996 Australian Census.

The proportion of consumers receiving accommodation support services as community-based or 'in-home' support was 68.8% and varied across the States and Territories (Table A5.12). All consumers of accommodation support services in the Australian Capital Territory and the Northern Territory received community-based or 'in-home' support, whereas in South Australia, less than half did so (45.6%). In 1998 the equivalent national figure was 65.9%.²⁹

Table A5.12: Consumers of CSDA-funded community-based or 'in-home' accommodation support services on a snapshot day, service type by State and Territory, 1999

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
All accommodation support	5,593	5,547	3,070	2,341	1,981	644	276	123	19,575
Institution/large residential or hostel	2,393	1,346	462	622	1,077	200	—	—	6,100
Community-based or 'in-home'	3,200	4,201	2,608	1,719	904	444	276	123	13,475
Community-based or 'in-home' (% of all)	57.21	75.73	84.95	73.43	45.63	68.94	100	100	68.84

Notes

1. Data for consumers of CSDA-funded accommodation support services exclude services identified by jurisdictions as being psychiatric services. 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. They are not restricted by age.
2. Where the service type was inconsistently recorded for the same consumer, the consumer was counted as receiving an 'institution/large residential or hostel' accommodation support service.
3. Community-based or 'in-home' accommodation support services are Group homes, Attendant care, Outreach/other 'in-home'/drop-in support, Alternative family placement, and Other accommodation.

²⁹ This figure for 1998 is based on services received data as estimated consumer data were not available before 1999. In 1999, the national figure for the proportion of accommodation support services received as community-based or 'in-home' support was 67.7%.