

## 2 Introduction

This report is based on data collected during the 2004–05 financial year from services funded under the Commonwealth State/Territory Disability Agreement (CSTDA) of 2002–07. Under this Agreement – the third such agreement – the Australian Government (Commonwealth) is responsible for the planning, policy setting and management of employment services<sup>2</sup>, and the states and territories are responsible for all other disability support services (including accommodation support, community access, community support and respite services). All governments share responsibility for advocacy, information and print disability services.

### 2.1 Brief history of the CSTDA NMDS

Before 1994, no national data on disability support services were available. Two pilot tests were conducted during 1994, and in 1995 the first collection was undertaken, then known as the Commonwealth/State Disability Agreement Minimum Data Set (CSDA MDS). The collection was undertaken annually from 1995 to 2002 on a ‘snapshot’ day basis – that is, data were collected on a single day, usually in May or June.

In 1998, a statistical linkage key was developed and pilot tested in three jurisdictions, following development in the Home and Community Care context (AIHW: Ryan et al. 1999), before being introduced into the national collection in 1999. This statistical linkage key enabled the estimation of the number of service users (individuals) using services on the snapshot day. Before this, reporting was carried out only on a ‘services received’ basis, meaning that individuals accessing more than one service on the snapshot day were counted more than once (see Box 2.4 for more details on the statistical linkage key).

In 1999, a decision was made to redevelop the data collection in order to reflect significant changes in the nature and delivery of disability services, and to cater for increasing information needs. The Australian Institute of Health and Welfare (AIHW) and the National Disability Administrators (NDA) began work on the redevelopment of the data collection in collaboration with the Australian Government, state and territory governments and non-government organisations. Three rounds of field testing were carried out on the new CSTDA NMDS during 2000–01, and the new collection was implemented during 2002 (July for Western Australia and the Australian Government, October for all other jurisdictions).

The most significant change brought about by the redevelopment of the collection was that data were to be collected on a full-year basis rather than on a single ‘snapshot’ day. A

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2 Following the federal election in October 2004, a number of machinery of government (MoG) changes were made to the structure and responsibilities of Australian Government departments. These changes, which became effective on 1 December 2004, included the transfer of responsibility of open employment services to the Department of Employment and Workplace Relations (DEWR). Responsibility for supported employment services remained with the Department of Family and Community Services (FaCS), and dual open/supported employment services ceased to be operational. Therefore, caution should be used when comparing employment data from 2003–04 to 2004–05.

number of new data items were also introduced into the collection. These changes significantly improve the power of the information collected.

For example:

- a profile of all people receiving a CSTDA-funded service in a financial year is now available
- new data on carer arrangements enable the issue of ageing carers to be monitored and planned for
- information is now available about the quantity of service provided to service users and this can be examined in relation to various characteristics of these service users, such as their support needs, disability group and other carer arrangements, and whether they live in metropolitan or rural locations.

Data collected between 1 January 2003 and 30 June 2003 were analysed in the first national report on the redeveloped collection (see AIHW 2004a). The first report based on a full 12-month collection period was based on data from the 2003–04 collection (AIHW 2005a). This report is the second annual AIHW report on disability services based on a full 12-month collection period (1 July 2004 to 30 June 2005).

For more detailed information on the redevelopment of the data collection, please refer to the AIHW report describing this process (AIHW 2003).

## 2.2 Collection method and data included

Service providers complete a service type outlet form<sup>3</sup> and multiple service user forms to capture the data. In general, a service type outlet form was completed for each service type at each outlet. A service user form was completed for each person receiving that service type at the outlet over the 2004–05 collection period, or a service user form was completed for each person receiving one or more service types at outlets of the same agency, with the appropriate details of each service type received (see Appendix 2 for copies of the 2004–05 forms). Each year the AIHW develops, in cooperation with all jurisdictions, standard versions of a service type outlet form, a service user form and a data guide (see AIHW 2004b for the 2004–05 version of the data guide). Paper forms are only one way in which data may be collected – many agencies use software to collate data as an alternative to these forms.

The data items collected on the 2004–05 service type outlet form included information about the service type provided, agency sector of the outlet (government or non-government), location of the service type outlet, hours worked by staff (both paid and unpaid), times of operation and number of service users.

The data items collected on the 2004–05 service user form included demographic information, items for the statistical linkage key (see Box 2.4), Indigenous status, communication method, primary and other significant disabilities, support needs, and living arrangements. Selected service types also collected information regarding service dates (including start date, exit date, and date of last service receipt). The quantity of service (e.g. in terms of hours) for each service received by a service user was also collected for particular service types.

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3 Some information on the service type outlet form is completed by the funding organisation. This includes service type, agency sector and geographic location of the service.

As noted above, some service types are not required to collect all service user data items. In particular:

- service groups advocacy, information and print disability (service types 6.01–6.05) and other support (service types 7.01–7.04) are not required to collect any service user information
- ‘recreation/holiday programs’ (service type 3.02) are required to collect only information related to the statistical linkage key (selected letters of name, date of birth and sex)
- a large number of service types are not required to collect information on hours of service received by the service user<sup>4</sup>
- employment services (service types 5.01–5.03) are not required to collect selected informal carer information, including primary status, residency status and age group of the service user’s carer.

Forms are completed by service providers and sent (as hard copy or electronic file) to the government funding organisation in each jurisdiction. Data are then edited and a data file finalised by each jurisdiction.<sup>5</sup> This file is used for analysis by each jurisdiction, and a copy containing the nationally agreed CSTDA NMDS data items is sent to the AIHW for further checking, editing and national collation.

## 2.3 Scope of the CSTDA NMDS

The CSTDA NMDS covers disability support services receiving some funding under the CSTDA during 2004–05, and the users of those services. In the context of this collection, CSTDA-funded services generally consist of:

- those services for people with a disability that were funded or provided by the ‘disability program area’ within each state and territory and by the Australian Government before the first CSDA (signed in 1991), and which were considered to be of a type to be included in the initial ‘CSDA base’
- those services for people with a disability that were transferred between the Australian Government, states and territories at the start of the first CSDA in 1991
- services provided or funded under the CSDA since the signing of the first CSDA and included under the second agreement signed in 1998 and the third agreement signed in 2003.

There is some variation between jurisdictions in the services included under the CSTDA. Table 2.1 highlights the main areas where the borders between CSTDA-funded services and services funded under other programs are not consistent across jurisdictions.

People with psychiatric disability (that is, generally people who experience ongoing limitations in the activities they undertake, related to a mental illness or mental health problem) access a range of CSTDA-funded service types. In some jurisdictions (Victoria, Queensland and Western Australia), specialist psychiatric disability services are also funded specifically to provide such support. However, the bulk of specific mental health services is

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4 Service types 1.01–1.04, 1.08, 2.01–2.05, 2.07, 3.02, 5.01–5.03, 6.01–6.05 and 7.01–7.04 are not required to collect the two applicable data items – hours received (reference week) and hours received (typical week). See Box 2.3 for a list of service type codes.

5 Some jurisdictions add data items of particular interest to them, sometimes for a single year.

funded and provided under the health portfolio. There appears to be no sharp distinction between what is classified as a 'psychiatric disability service' and a 'mental health service', with some mental health services providing support to people with psychiatric disability. Similarly, most jurisdictions fund early childhood intervention services under the CSTDA to help children with a developmental delay to integrate with peers in preschools and the community more broadly. However, similar services are also funded under health and education portfolios.

**Table 2.1: Scope of services included in the CSTDA NMDS collection, by state/territory, 2004–05**

State/territory	Specialist psychiatric disability services	Early childhood intervention
NSW	X	✓
Vic	✓	✓
Qld	✓	✓
WA	Some (dual diagnosis services only)	✓
SA	X <sup>(a)</sup>	✓
Tas	X	X
ACT	X	X <sup>(b)</sup>
NT	X	Some

(a) From 1 July 2005, some South Australian psychiatric services will be funded under the CSTDA.

(b) Although there were no CSTDA-funded early intervention services provided in the Australian Capital Territory, 47% of service users accessing ACT therapy support services were children aged 0–5 years.

During 2004–05, the Australian Government supported 804 people in employment services who were classified as 'independent workers'; these people are not included in tables in this report as they did not record a date of last service within the 12-month period.

The Australian Government also funded 57 respite outlets during 2004–05. However, these services were funded outside of the CSTDA funding arrangement and are therefore excluded from analyses in this report.

## 2.4 Counts and definitions

The main counts of the NMDS collection in 2004–05 are service type outlets and service users (see Box 2.1). A service type outlet is a unit of a funded agency that is funded to provide a particular CSTDA service type at a discrete location. A separate service type outlet form is completed (usually by funded agencies) for each service type outlet.

The CSTDA NMDS is progressing towards an outlet-based collection, but this has not been completely achieved in all jurisdictions owing to some of the complexities of funding processes. Aggregation may occur because either two or more service types are combined at the one location and recorded on the one form, or multiple sites providing the same type of service are recorded as one service type outlet. For example, a single site that provides

mainly accommodation support may also provide respite services; or a number of group homes of one organisation may be combined on one service type outlet form.

A funded agency is an organisation that delivers one or more CSTDA-funded service types to service users. The funded agency has an administrative base from which services of one or more service types are delivered to service users, or from which a team operates when it delivers services to service users at other locations.

A person may receive more than one service over any time period. For each service type (and consequently for each service type outlet), a service user form is completed for every service user receiving a service of that type over the collection period (see Box 2.1). Box 2.2 provides definitions of each of the service groups (categories of service type) in the CSTDA NMDS collection. Box 2.3 provides a list of service type codes (which are referenced throughout this report).

Box 2.4 provides information on the statistical linkage key. The statistical linkage key enables the number of service users to be estimated from the data collected at service type outlet or agency level. Service users may have received services from more than one service type outlet or agency, in which case they may have had their personal characteristics recorded on two or more service user forms. Service user counts for these characteristics can be estimated by using the statistical linkage key, and the focus of this report is on these counts.

In previous reports, up to and including 1998, counts were largely based on the number of service type outlets accessed on the snapshot day. Because these collections were restricted to a snapshot day, such counts were regarded as being roughly equivalent to the number of episodes of service, and were termed 'services received' or 'recipients'. Some analysis of these counts was also done in reports up to 2002. Owing to changes in the collection period and procedures, the equivalent counts in the redeveloped, ongoing collection are not directly comparable to previous counts of 'services received'.

### **Box 2.1: Definitions and major counts of the CSTDA NMDS collection**

<i>Service user</i>	<p><i>A service user is a person with a disability who receives a CSTDA-funded service. A service user may receive more than one service over a period of time or on a single day.</i></p> <p><i>Service users were previously referred to as 'consumers' in CSDA MDS snapshot collections.</i></p>
<i>Service</i>	<p><i>A service is a support activity delivered to a service user, in accord with the CSTDA. Services within the scope of the collection are those for which funding has been provided, during the specified period, by a government organisation operating under the CSTDA.</i></p>
<i>Service type and service group</i>	<p><i>Service type is the support activity that the service type outlet has been funded to provide under the CSTDA.</i></p> <p><i>The NMDS classifies services according to 'service type'. The service type classification groups services into seven distinct categories known as 'service groups': accommodation support; employment support; community access; community support; respite; advocacy, information and print disability; and other support (see Box 2.2 for definitions). Within each of these service groups there are service types (see, for example, Box 2.3 and Table 3.1).</i></p>
<i>Service type outlet</i>	<p><i>A service type outlet is the unit of the funded agency that delivers a particular CSTDA service type at or from a discrete location.</i></p> <p><i>If a funded agency provides, for example, both accommodation support and respite services, it is counted as two service type outlets. Similarly, if an agency is funded to provide more than one accommodation support service type (for example, group homes and attendant care) then it is providing (and is usually separately funded for) two different service types, that is, there are two service type outlets for the funded agency.</i></p>
<i>Funded agency</i>	<p><i>A funded agency is an organisation that delivers one or more CSTDA service types (service type outlets). Funded agencies are usually legal entities. They are generally responsible for providing CSTDA NMDS data to jurisdictions. Where a funded agency operates only one service type outlet, the service type outlet and the funded agency are one and the same entity.</i></p>
<i>Scope of the CSTDA NMDS collection</i>	<p><i>Services within the scope of the collection are those for which funding has been provided, during the specified period, by a government organisation operating under the CSTDA. A funded agency may receive funding from multiple sources. Where a funded agency is unable to differentiate service users and/or staff according to funding source (i.e. CSTDA or other), it is asked to provide details of all service users and staff (for each service type).</i></p>

## **Box 2.2: Definitions of service groups covered by the Commonwealth State/Territory Disability Agreement<sup>6</sup>**

<i>Accommodation support</i>	<i>These are services that provide accommodation to people with a disability and services that provide the support needed to enable a person with a disability to remain in his or her existing accommodation or move to a more suitable or appropriate accommodation.</i>
<i>Community support</i>	<i>These services provide the support needed for a person with a disability to live in a non-institutional setting (not including support with the basic needs of living such as meal preparation and dressing included under accommodation support).</i>
<i>Community access</i>	<i>These are services designed to provide opportunities for people with a disability to gain and use their abilities to enjoy their full potential for social independence. People who do not attend school or who are not employed full time mainly use these services.</i>
<i>Respite</i>	<i>Respite services provide a short-term and time-limited break for families and other voluntary caregivers of people with a disability, to assist in supporting and maintaining the primary caregiving relationship, while providing a positive experience for the person with a disability. Although there are therefore two 'clients' – the carer and the person with a disability – in the CSTDA NMDS collection, the person with a disability is regarded as the client. Statistical tables in this report reflect this perspective.</i>
<i>Employment</i>	<i>There are two types of employment services which provide employment assistance to people with a disability. The first type, open employment, provides assistance in obtaining and/or retaining paid employment in the open labour market. The second type, supported employment, provides employment opportunities and assistance to people with disabilities to work in specialised and supported work environments. Before 1 December 2004, there was also a third employment service type, dual open/supported services, which provided a combination of both open and supported employment services.</i>
<i>Advocacy, information and print disability</i>	<i>Advocacy services are designed to enable people with a disability to increase the control they have over their lives through the representation of their interests and views in the community. Information services provide accessible information to people with disabilities, their carers, families and related professionals. This service group also includes mutual support/self-help groups – special interest groups which promote self-advocacy – and print disability, which includes alternative formats of communication for people who by reason of their disabilities are unable to access information provided in a print medium.</i>
<i>Other</i>	<i>Includes research and evaluation, training and development, peak bodies, and any other support services completely outside any of the defined service types above.</i>

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6 See Appendix 4 for definitions of specific service types.

### **Box 2.3: CSTDA NMDS service type codes for the 2004–05 collection**

#### ***Accommodation support***

- 1.01 *Large residential/institution*
- 1.02 *Small residential/institution*
- 1.03 *Hostels*
- 1.04 *Group homes*
- 1.05 *Attendant care/personal care*
- 1.06 *In-home accommodation support*
- 1.07 *Alternative family placement*
- 1.08 *Other accommodation support*

#### ***Community support***

- 2.01 *Therapy services for individuals*
- 2.02 *Early childhood intervention*
- 2.03 *Behaviour/specialist intervention*
- 2.04 *Counselling (individual/family/group)*
- 2.05 *Regional resource and support teams*
- 2.06 *Case management, local coordination and development*
- 2.07 *Other community support*

#### ***Community access***

- 3.01 *Learning and life skills development*
- 3.02 *Recreation/holiday programs*
- 3.03 *Other community access*

#### ***Respite***

- 4.01 *Own home respite*
- 4.02 *Centre-based respite/respite homes*
- 4.03 *Host family respite/peer support respite*
- 4.04 *Flexible respite*
- 4.05 *Other respite*

#### ***Employment***

- 5.01 *Open employment*
- 5.02 *Supported employment*
- 5.03 *Open and supported employment<sup>(a)</sup>*

#### ***Advocacy, information and print disability***

- 6.01 *Advocacy*
- 6.02 *Information/referral*
- 6.03 *Combined information/advocacy*
- 6.04 *Mutual support/self-help groups*
- 6.05 *Alternative formats of communication*

#### ***Other***

- 7.01 *Research and evaluation*
- 7.02 *Training and development*
- 7.03 *Peak bodies*
- 7.04 *Other*

(a) This service type ceased to be operational from 1 December 2004.

#### **Box 2.4: Statistical linkage key**

*The statistical linkage key enables the number of service users to be estimated from data collected from service outlets and agencies.*

*To link records within the CSTDA data set, the statistical linkage key components of each record for a service received (questions 2a–2c and 2e on the service user form – see Appendix 2) are compared electronically with the statistical linkage key components of all other records. Records that have matching statistical linkage keys are assumed to belong to the same individual service user and are ‘linked’. Some degree of false linking is expected. Because the statistical linkage key is not a unique identifier, there is a small probability that some of the linked records do not actually belong to the same individual and, conversely, that some records that did not link do belong to the same individual. For privacy reasons, the statistical linkage key is not constructed to enable the linking of records to the extent needed to be totally certain that a ‘service user’ is one individual person.*

*Linkage can identify two, three or more records as probably relating to the same person. These linked records are assumed to be for one person and are counted as one service user. Thus the total number of service users can be estimated.*

*Missing or invalid statistical linkage keys cannot be linked to other records and so must be treated as belonging to separate individual service users. This may result in the number of service users being overestimated.*

*Most linked records specify a response for each data item consistently, and the appropriate data for the service user (now counted as one) are easily determined. Sometimes linked records have inconsistent responses for some data items. Rules to resolve these inconsistencies have been used. Further details of the linkage processes, including a discussion of the impact of data quality issues, are given in Appendix 3.*

*The AIHW Ethics Committee approved a trial of the statistical linkage key in July 1998. The Committee reviews its approval regularly – most recently in August 2004 – and has noted that the statistical linkage key is now being collected routinely, and data sets with the statistical linkage key components are being transmitted to the AIHW. All state and territory jurisdictions have signed assurances in relation to the CSTDA NMDS collection that:*

- *the ‘information subjects’ (people with a disability who are the service users) will be informed about the information being recorded and its purpose*
- *the unit record file will not be matched, in whole or part, with any other information for the purposes of attempting to identify individuals, nor will any other attempt be made to identify an individual*
- *the person/organisation will not disclose, release or grant access to the information to any other person or organisation, except as statistical information that does not identify an individual*
- *the information will be used only for statistical purposes and will not be used as a basis for any legal, administrative or other purpose.*

*The Australian Government undertakes its collection for CSTDA NMDS purposes as well as for policy development and program management purposes, meeting its legislative obligations under the Privacy Act 1988 and its Information Privacy Principles.*

## 2.5 Outputs from the CSTDA NMDS collection

The CSTDA NMDS collection provides national data on services provided and funded under the CSTDA. These data are a useful, sometimes primary, source of data in individual jurisdictions used for a range of service planning and monitoring purposes. The data are also recognised as a useful source of information by service providers and others interested in national disability data. They are used for developing national performance indicators.

Performance indicators constitute part of the accountability measures that jurisdictions report on under Schedule 3 of the 2002–07 agreement – published annually as part of the *Commonwealth State/Territory Disability Agreement Annual Public Report* (see NDA 2005). The AIHW also releases a supporting web publication, which includes these indicator tables in more detail (see AIHW 2005b). A set of performance indicators is also published on an annual basis by the Steering Committee for the Review of Commonwealth/State Service Provision (see SCRCSSP 2006).

The AIHW has an interactive disability data site containing subsets of national information from the 2004–05 data collection, as well as previous snapshot collections (1999 to 2002). This site can be found at <[www.aihw.gov.au/disability/datacubes/index.html](http://www.aihw.gov.au/disability/datacubes/index.html)>, and allows anyone who has access to the Internet to view data via the web interface. Users can construct their own data tables and present them in a way meaningful to their needs. (See Box 2.5 for more information on the contents of this site, and some hints for using it effectively.)

## 2.6 Data quality

Data quality considerations should be taken into account when interpreting data in this report. Service type outlet response rates, service user response rates, and ‘not stated’/‘not known’ rates for individual data items all affect the accuracy and reliability of data. In particular, data quality should be considered when making comparisons between jurisdictions, and between collection periods, and when analysing data items with particularly high ‘not stated’ rates.

See Chapter 7 for a detailed discussion of these issues.

## 2.7 Outline of the report

Chapter 3 gives a detailed description of service user characteristics and services they used over the 12 months, presenting data on the majority of service user data items.

Chapter 4 deals with data relating to informal carers, support needs and living arrangements for service users who were accessing services during 2004–05.

Chapter 5 presents data on service type outlets in 2004–05.

Chapter 6 relates to service use, including an analysis of multiple service use, hours received, staff hours and service exit data.

Chapter 7 deals with data quality issues and response rates affecting the 2004–05 data.

Technical issues such as ‘potential population’ calculations and use of the statistical linkage key are discussed in further detail in the Appendixes.

## **Box 2.5: Interactive disability data**

*Interactive data are presented on the AIHW's web site as 'data cubes'. National service user data relating to age, sex, country of birth, primary disability, Indigenous status, presence of other disability, living arrangements, residential setting and need for support or assistance in activities of daily living are included and can be shaped by the user to suit different purposes. Each cube initially produces values for all service users, but by changing the 'measures' one can view the same values for service users in any of the five service groups (accommodation support, community support, community access, respite and employment).*

*The site for the cubes is <[www.aihw.gov.au/disability/datacubes/index.html](http://www.aihw.gov.au/disability/datacubes/index.html)>.*

*Due to the multidimensional nature of the disability data cubes, extra steps have been taken to ensure the confidentiality of service user data. This means that only a selection of variables has been included in the cube, and data are not available by state/territory. In cases where numbers are small and potentially identifiable, categories have been grouped.*

*Following are some handy hints to access the data cube and obtain data as required:*

**Selecting and changing variables:** *The data cube is initially populated with the first two variables listed on the dimension toolbar found above the data cube. To change these variables, click on the down arrow situated next to the variable name on either the last coloured column or row of the cube and scroll down to select the variable you would like presented.*

**Definition function:** *By clicking on the word 'definitions' located at the top of the screen, a pop-up window is opened providing definitions for variables and categories. The source of these definitions is the CSTDA NMDS Data Guide: Data Items and Definitions for the specific collection year.*

**Presenting data values as percentages:** *The data cube can be customised to display the data values as a percentage of the row or column subtotals or of the table total. Examining a variable as a percentage can provide new insight into the data. To display the data as a percentage, click on the down arrow next to the 'as values' window found in the first cell of the table and select the percentage display that interests you.*

**Graphically presenting the data:** *To view the data presented in the table in a graphical representation, select one of the five graph symbols located on the bottom toolbar of the cube. Once selected, the variables of the graph may be changed by using the drop-down menus which appear next to the graph.*

**Saving and exporting the data:** *Once the data cube has been customised to your needs, there are various avenues for saving the data. These include printing the table, exporting the data as comma-separated value (.csv) tables which can be opened in other applications such as Microsoft Excel, and bookmarking the table so it can be opened at a future time.*

*Comments and feedback relating to the use of the interactive disability data cubes can be made by email to [disability@aihw.gov.au](mailto:disability@aihw.gov.au).*

# 3 Service users: characteristics and service use

This chapter examines the characteristics of service users, and provides details of the service types they received during the 12-month period from 1 July 2004 to 30 June 2005.

During 2004–05, 200,493 service users were recorded as receiving CSTDA-funded services (Table 3.1). Of the total 200,493 service users, 147,748 (74%) accessed state/territory-funded services, and 64,835 (32%) accessed Australian government employment services (Tables 3.2 and 3.3).

## 3.1 State distribution and service type

The highest proportion of service users were in Victoria, accounting for 75,110 of the total 200,493 (37%) (Tables 1.1 and 3.1). New South Wales was next highest with 45,148 service users (23%), followed by Queensland with 27,229 service users (14%). This pattern is generally in keeping with the size of the total population in each state and territory.

In 2004–05, community support services were accessed by more service users than any other service group – close to one in two service users (46%) accessed one or more services from this service group (a total of 92,610 service users). The next most commonly accessed service group was employment services (64,835 service users, or 32%), followed by community access (44,166, or 22%), accommodation support (33,787 or 17%), and finally respite services (23,951 or 12%).

Looking at individual service types, the largest number of service users was found in open employment services (43,831 service users), followed by case management (42,614), and therapy support (29,111) (Table 3.1).

Accommodation support services can be grouped into three main categories: institutional accommodation (consisting of residentials/institutions and hostels), group homes, and in-home support (all other accommodation support service types). The majority (55%) of accommodation support users received in-home support – ranging from 24% in New South Wales to 68% in Queensland (Table A1.4). Close to one-third (32%) of accommodation support users were in group homes, and 15% of accommodation support service users were in institutional accommodation.

‘Potential’ populations for CSTDA-funded services were calculated to provide an estimate of the size of the population from which the target group is likely to come. This estimate is intended to broadly indicate the number of people with the potential to require specialist disability services at some time. These figures were calculated based on national age- and sex-specific rates of severe/profound core activity limitation from the ABS Survey of Disability, Ageing and Carers, an Indigenous factor and labour force participation rates (for employment) – see Appendix 1 and Tables A1.6 and A1.7 for detailed calculations of these figures. Table A1.5 shows that, in terms of service users per 1,000 potential population, employment services had the highest rate (193.8 per 1,000 potential population), followed by

community support services (132.8). The lowest rate of service users per 1,000 potential population was for accommodation support (48.5).

**Table 3.1: Users of CSTDA-funded services, service type by state and territory, 2004–05**

<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>									
Large residential/institution	1,615	599	300	293	912	129	0	0	3,848
Small residential/institution	78	45	523	215	12	24	0	0	897
Hostels	51	166	0	0	15	94	0	0	326
Group homes	2,970	4,243	889	1,109	699	450	223	139	10,722
Attendant care/personal care	9	413	408	15	963	248	2	6	2,064
In-home accommodation support	1,273	7,594	2,890	1,769	2,134	234	121	42	16,055
Alternative family placement	13	94	94	29	114	0	0	7	351
Other accommodation support	115	528	78	37	1	13	0	0	772
<i>Total accommodation support</i>	<i>5,980</i>	<i>13,199</i>	<i>5,034</i>	<i>3,371</i>	<i>4,550</i>	<i>1,128</i>	<i>338</i>	<i>190</i>	<i>33,787</i>
<i>Per cent of column total</i>	<i>13.2</i>	<i>17.6</i>	<i>18.5</i>	<i>14.4</i>	<i>23.2</i>	<i>21.9</i>	<i>9.0</i>	<i>11.5</i>	<i>16.9</i>
<b>Community support</b>									
Therapy support for individuals	2,876	9,012	1,960	10,787	1,711	258	2,316	207	29,111
Early childhood intervention	4,821	8,029	950	1,100	709	0	0	94	15,688
Behaviour/specialist intervention	799	2,196	729	1,230	421	0	0	80	5,454
Counselling (individual/family/group)	93	0	1,395	128	1,153	0	0	314	3,083
Regional resource and support teams	5,711	0	547	842	1,208	956	0	12	9,273
Case management, local coordination and development	4,047	18,686	5,025	7,175	6,342	1,027	197	166	42,614
Other community support	3,286	0	242	2,177	421	0	61	182	6,369
<i>Total community support</i>	<i>19,082</i>	<i>33,521</i>	<i>8,497</i>	<i>16,511</i>	<i>9,832</i>	<i>1,943</i>	<i>2,508</i>	<i>910</i>	<i>92,610</i>
<i>Per cent of column total</i>	<i>42.3</i>	<i>44.6</i>	<i>31.2</i>	<i>70.7</i>	<i>50.1</i>	<i>37.7</i>	<i>66.8</i>	<i>55.0</i>	<i>46.2</i>
<b>Community access</b>									
Learning and life skills development	3,255	12,749	3,886	1,328	3,333	284	179	98	25,111
Recreation/holiday programs	1,001	551	1,580	2,040	2,004	330	181	135	7,822
Other community access	2,762	6,361	1,370	1,505	105	1,007	23	82	13,212
<i>Total community access</i>	<i>6,761</i>	<i>19,540</i>	<i>6,392</i>	<i>4,431</i>	<i>4,863</i>	<i>1,513</i>	<i>374</i>	<i>305</i>	<i>44,166</i>
<i>Per cent of column total</i>	<i>15.0</i>	<i>26.0</i>	<i>23.5</i>	<i>19.0</i>	<i>24.8</i>	<i>29.4</i>	<i>10.0</i>	<i>18.4</i>	<i>22.0</i>
<b>Respite</b>									
Own home respite	12	1,122	804	445	355	41	0	13	2,792
Centre-based respite/respite homes	2,268	4,676	1,648	1,456	493	225	208	49	11,011
Host family respite/peer support respite	276	668	83	0	105	0	0	18	1,150
Flexible respite	1,925	5,613	1,604	1,380	390	0	92	108	11,103
Other respite	99	971	172	55	348	6	0	4	1,655
<i>Total respite</i>	<i>4,129</i>	<i>11,150</i>	<i>3,761</i>	<i>2,744</i>	<i>1,470</i>	<i>265</i>	<i>287</i>	<i>182</i>	<i>23,951</i>
<i>Per cent of column total</i>	<i>9.1</i>	<i>14.8</i>	<i>13.8</i>	<i>11.8</i>	<i>7.5</i>	<i>5.1</i>	<i>7.6</i>	<i>11.0</i>	<i>11.9</i>

(continued)

**Table 3.1 (continued): Users of CSTDA-funded services, service type by state and territory, 2004–05**

<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>Employment</b>									
Open employment	11,787	13,472	10,164	3,861	2,981	968	594	90	43,831
Supported employment	6,691	4,114	2,091	1,915	2,905	707	92	117	18,615
Open and supported	995	1,299	215	507	193	110	111	206	3,635
<i>Total employment</i>	<i>19,037</i>	<i>18,567</i>	<i>12,340</i>	<i>6,151</i>	<i>5,919</i>	<i>1,768</i>	<i>793</i>	<i>395</i>	<i>64,835</i>
<i>Per cent of column total</i>	<i>42.2</i>	<i>24.7</i>	<i>45.3</i>	<i>26.3</i>	<i>30.2</i>	<i>34.3</i>	<i>21.1</i>	<i>23.9</i>	<i>32.3</i>
<b>Total</b>	<b>45,148</b>	<b>75,110</b>	<b>27,229</b>	<b>23,346</b>	<b>19,612</b>	<b>5,154</b>	<b>3,753</b>	<b>1,655</b>	<b>200,493</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of the components since individuals may have accessed services in more than one state or territory during the 12-month period. Service group totals may not be the sum of service components since individuals may have accessed more than one service type outlet from a service group over the 12-month period. Grand totals may not be the sum of service group components since individuals may have accessed more than one service group over the 12-month period.
2. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
3. Employment totals do not include 804 people categorised as 'independent workers' during 2004–05.
4. 'Open and supported' employment services ceased to be operational from 1 December 2004.

Around 70% of service users accessing state/territory-funded services used services in the non-government sector (103,093 of 147,748) (Table 3.2). Community access had the largest proportion of non-government service users (37,758 of 44,166 or 86%), and community support had the smallest proportion (46,916 of 92,610 or 51%).

The vast majority of service users accessing Australian government-funded services (64,386 of 64,835 or 99%) used services in the non-government sector (Table 3.3).

**Table 3.2: Users of state and territory CSTDA-funded services, agency sector by state and territory and by service group, 2004–05**

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Accommodation support</b>									
Government	3,833	4,507	763	1,473	818	167	170	34	11,765
Non-government	2,175	9,084	4,282	1,991	3,749	1,009	168	158	22,616
Not stated	0	203	0	0	0	0	0	0	203
<i>Total</i>	<i>5,980</i>	<i>13,199</i>	<i>5,034</i>	<i>3,371</i>	<i>4,550</i>	<i>1,128</i>	<i>338</i>	<i>190</i>	<i>33,787</i>
<b>Community support</b>									
Government	11,199	12,317	5,297	13,263	7,054	1,067	2,316	404	52,830
Non-government	9,039	22,803	3,652	6,182	3,583	947	234	521	46,916
Not stated	0	143	0	0	0	0	0	0	143
<i>Total</i>	<i>19,082</i>	<i>33,521</i>	<i>8,497</i>	<i>16,511</i>	<i>9,832</i>	<i>1,943</i>	<i>2,508</i>	<i>910</i>	<i>92,610</i>
<b>Community access</b>									
Government	4,103	1,284	562	791	255	241	75	90	7,399
Non-government	2,855	18,556	5,972	3,850	4,648	1,347	313	226	37,758
Not stated	20	268	0	0	0	0	0	0	288
<i>Total</i>	<i>6,761</i>	<i>19,540</i>	<i>6,392</i>	<i>4,431</i>	<i>4,863</i>	<i>1,513</i>	<i>374</i>	<i>305</i>	<i>44,166</i>
<b>Respite</b>									
Government	2,578	1,925	583	744	82	195	176	54	6,330
Non-government	1,834	9,756	3,343	2,313	1,404	78	126	134	18,972
Not stated	28	130	0	0	0	0	0	0	158
<i>Total</i>	<i>4,129</i>	<i>11,150</i>	<i>3,761</i>	<i>2,744</i>	<i>1,470</i>	<i>265</i>	<i>287</i>	<i>182</i>	<i>23,951</i>
<b>Total state/territory service users</b>									
Government	17,103	16,597	5,822	13,603	7,795	1,266	2,544	523	65,138
Non-government	14,255	50,233	13,064	10,803	10,195	2,988	724	946	103,093
Not stated	41	602	0	0	0	0	0	0	643
<b>Total</b>	<b>28,521</b>	<b>60,069</b>	<b>16,432</b>	<b>19,499</b>	<b>15,447</b>	<b>3,658</b>	<b>3,087</b>	<b>1,350</b>	<b>147,748</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of the components since individuals may have accessed services in more than one state or territory during the 12-month period. Totals for each service group may not be the sum of components since individuals may have accessed both government and non-government services during the 12-month period.
2. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

**Table 3.3: Users of Australian Government CSTDA-funded employment support services, agency sector by state and territory, 2004–05**

Agency sector	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Government	164	167	95	0	0	39	15	0	480
Non-government	18,879	18,424	12,245	6,151	5,919	1,729	779	395	64,386
<b>Total</b>	<b>19,037</b>	<b>18,567</b>	<b>12,340</b>	<b>6,151</b>	<b>5,919</b>	<b>1,768</b>	<b>793</b>	<b>395</b>	<b>64,835</b>

*Note:* Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of the components since individuals may have accessed services in more than one state or territory during the 12-month period. Totals for each state or territory may not be the sum of components since individuals may have accessed both government and non-government services during the 12-month period.

## 3.2 Age, sex and disability group

During 2004–05, the most commonly reported primary disability group was intellectual disability, reported by 70,614 service users (35% of all service users). The next most commonly reported was physical (13%), followed by psychiatric (8%) and neurological (6%) (Table 3.4).

The proportion of service users reporting intellectual disability as their primary group decreased slightly between 2003–04 (38%) and 2004–05 (35%) (Table 3.4 and AIHW 2005a). Service users reporting developmental delay also decreased (from 5.2% to 2.3%), as did the proportion reporting vision (4.9% to 2.7%). There was a slight increase in the proportion who reported a neurological primary disability (5.4% to 6.1%). Note that ‘not stated’ rates for this item have increased from 9% in 2003–04 to around 17% in 2004–05.

Males were more likely than females to report autism (6.3% compared with 2.0%), acquired brain injury (5.0% compared with 2.9%) or specific learning/ADD (3.7% compared with 2.0%) as their primary disability group. In contrast, females were more likely report neurological (8.3% compared with 4.9% for males) or vision (3.5% compared with 2.3%) as a primary disability.

Reported primary disability groups varied somewhat between age groups, mainly in the youngest and oldest age groups. The most frequently reported primary disability for service users in all age groups from 5–14 years to 45–64 years was intellectual disability, with the highest rate found among users aged 15–24 years (18,766 of 37,966, or 49%). In contrast the most commonly reported disability for users aged 65 years and over was physical, and for users aged 0–4 years the most commonly reported primary disability was developmental delay. Note that the primary disability group was not reported for more than half (8,049 of 15,768, or 51%) of users aged 0–4 years.

Of the 200,493 service users, 113,066 (56%) were male. This proportion of males represents a slightly lower proportion than for the 2003–04 collection, where males made up 59% of CSTDA service users (AIHW 2005a). As in 2003–04, there were larger numbers of males in all age groups, though this gap tended to decrease with age (Figure 3.1). For both sexes, 20–24 years was the most common age group. The median age of CSTDA-funded service users was 30.9 years; females had a higher median age than males for all service groups (Figure 3.2), with an overall median age of 35.1 years for females and 29.4 years for males (Table A1.9). This pattern was the same across all service groups, though the difference was most pronounced among community support users (30.5 years for females, and 17.9 years for males). The smallest difference in median ages was for users of employment services (34.2 years for females, 33.1 years for males).

Among community support users, there was a large difference between the median ages of males and females accessing counselling services (12.2 years for males, 22.8 years for females) and therapy support for individuals (14.4 years for males, 29.2 years for females) (Table A1.11). This difference in median ages may be partly explained by the fact that, as noted above, males were more likely to report primary disability groups usually associated with young people, such as developmental delay and autism.

Males accessing community support were more likely to be aged less than 15 years than females accessing the same service group (44% of males aged 0–14 years were in community support compared with 30% of females). Similarly, male respite service users tended to be younger than females using services from that service group (36% were aged 0–14 years compared with 26% of females) (Table 3.5). Females in accommodation support were more likely than males to be aged 45 years and over (45% of females in this service group were 45 years and over compared with 39% of males) as were those in community access (40% of females were aged 45 years and over compared with 33% of males).

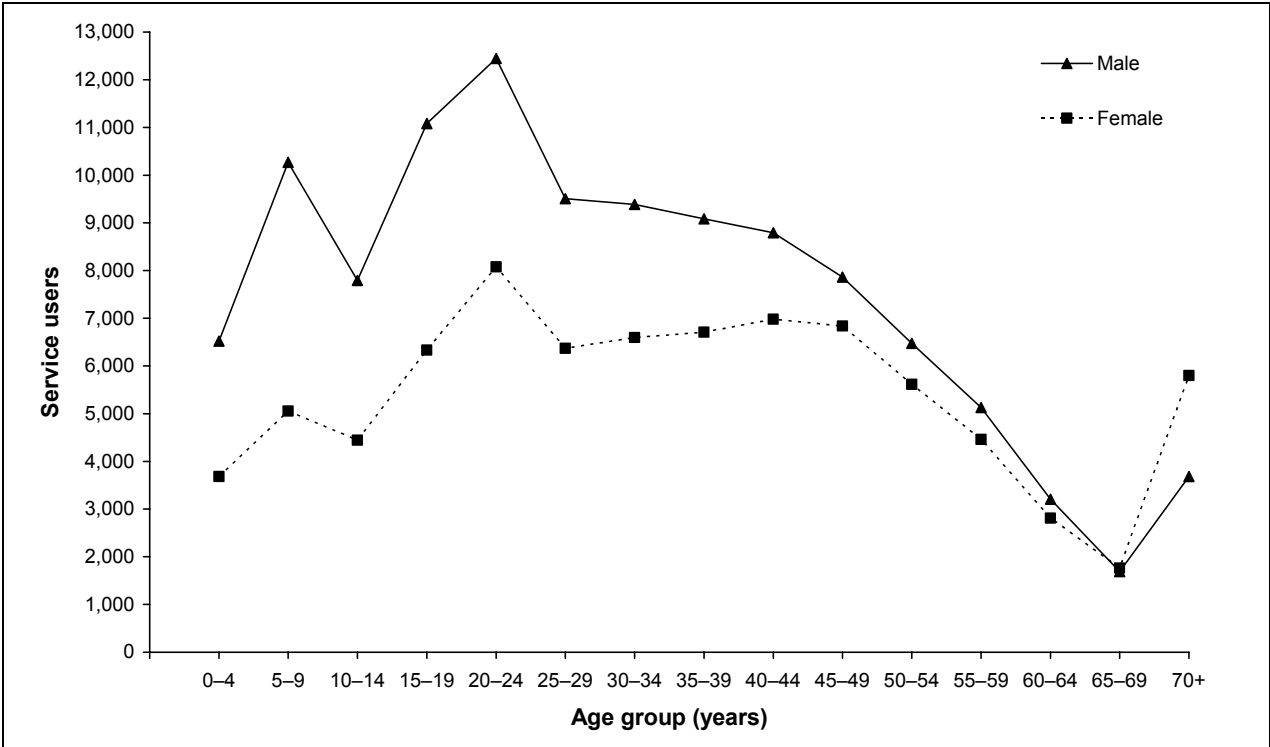
Overall, the median age of service users rose slightly between 2003–04 and 2004–05 – from 30.4 years to 30.9 years (Figure 3.3 and Table A1.9). There was a rise in median ages across all five main service groups – the largest increases in median age were for users of community support (18.4 to 20.0 years) and community access services (36.0 to 37.5 years), and the smallest was for employment (33.3 to 33.5 years).

**Table 3.4: Users of CSTDA-funded services, sex and primary disability group by age group, 2004–05**

Primary disability group	Age group (years)						Not stated	Total	
	0–4	5–14	15–24	25–44	45–64	65+		No.	%
<b>Males</b>									
Intellectual	396	5,648	11,187	15,874	7,459	696	82	41,342	36.6
Specific learning/ADD	48	515	2,836	691	120	0	1	4,211	3.7
Autism	699	3,552	2,081	711	84	4	4	7,135	6.3
Physical	618	2,367	2,165	4,218	4,379	1,032	8	14,787	13.1
Acquired brain injury	49	163	589	2,375	2,178	306	3	5,663	5.0
Neurological	209	689	751	1,621	1,714	536	3	5,523	4.9
Deafblind	112	225	111	108	115	250	0	921	0.8
Vision	29	143	316	671	651	777	0	2,587	2.3
Hearing	35	102	444	837	590	537	2	2,547	2.3
Speech	437	450	116	54	36	8	0	1,101	1.0
Psychiatric	5	32	1,382	5,759	2,476	120	0	9,774	8.6
Developmental delay	2,320	713	0	0	0	0	1	3,034	2.7
Not stated/not collected	1,565	3,462	1,548	3,852	2,874	1,103	37	14,441	12.8
<b>Total males</b>	<b>6,522</b>	<b>18,061</b>	<b>23,526</b>	<b>36,771</b>	<b>22,676</b>	<b>5,369</b>	<b>141</b>	<b>113,066</b>	<b>100.0</b>
<b>Females</b>									
Intellectual	339	3,437	7,575	11,358	5,857	621	74	29,261	35.8
Specific learning/ADD	26	173	1,003	372	78	1	0	1,653	2.0
Autism	170	748	434	229	34	6	0	1,621	2.0
Physical	443	1,772	1,686	2,929	3,121	1,550	8	11,509	14.1
Acquired brain injury	38	100	240	883	919	170	2	2,352	2.9
Neurological	162	576	690	2,157	2,457	709	5	6,756	8.3
Deafblind	87	178	95	110	78	234	0	782	1.0
Vision	23	97	213	533	560	1,437	0	2,863	3.5
Hearing	37	75	363	769	664	690	4	2,602	3.2
Speech	167	176	33	15	12	3	0	406	0.5
Psychiatric	1	23	858	3,293	1,969	96	1	6,241	7.6
Developmental delay	1,265	315	0	0	0	0	0	1,580	1.9
Not stated/not collected	923	1,829	1,220	4,005	3,979	2,043	42	14,041	17.2
<b>Total females</b>	<b>3,681</b>	<b>9,499</b>	<b>14,410</b>	<b>26,653</b>	<b>19,728</b>	<b>7,560</b>	<b>136</b>	<b>81,667</b>	<b>100.0</b>
<b>All service users</b>									
Intellectual	737	9,086	18,766	27,234	13,316	1,317	158	70,614	35.2
Specific learning/ADD	74	688	3,839	1,063	198	1	1	5,864	2.9
Autism	869	4,303	2,515	940	118	10	4	8,759	4.4
Physical	1,061	4,142	3,851	7,148	7,503	2,582	16	26,303	13.1
Acquired brain injury	87	263	829	3,258	3,098	477	5	8,017	4.0
Neurological	372	1,267	1,441	3,780	4,172	1,246	8	12,286	6.1
Deafblind	199	403	207	218	194	484	0	1,705	0.9
Vision	52	240	529	1,204	1,211	2,214	0	5,450	2.7
Hearing	72	177	808	1,606	1,256	1,227	6	5,152	2.6
Speech	605	626	149	69	48	11	0	1,508	0.8
Psychiatric	6	56	2,240	9,052	4,447	216	1	16,018	8.0
Developmental delay	3,586	1,028	0	0	0	0	1	4,615	2.3
Not stated/not collected	8,048	5,322	2,792	7,904	6,890	3,150	96	34,202	17.1
<b>Total service users</b>	<b>15,768</b>	<b>27,601</b>	<b>37,966</b>	<b>63,476</b>	<b>42,451</b>	<b>12,935</b>	<b>296</b>	<b>200,493</b>	<b>100.0</b>

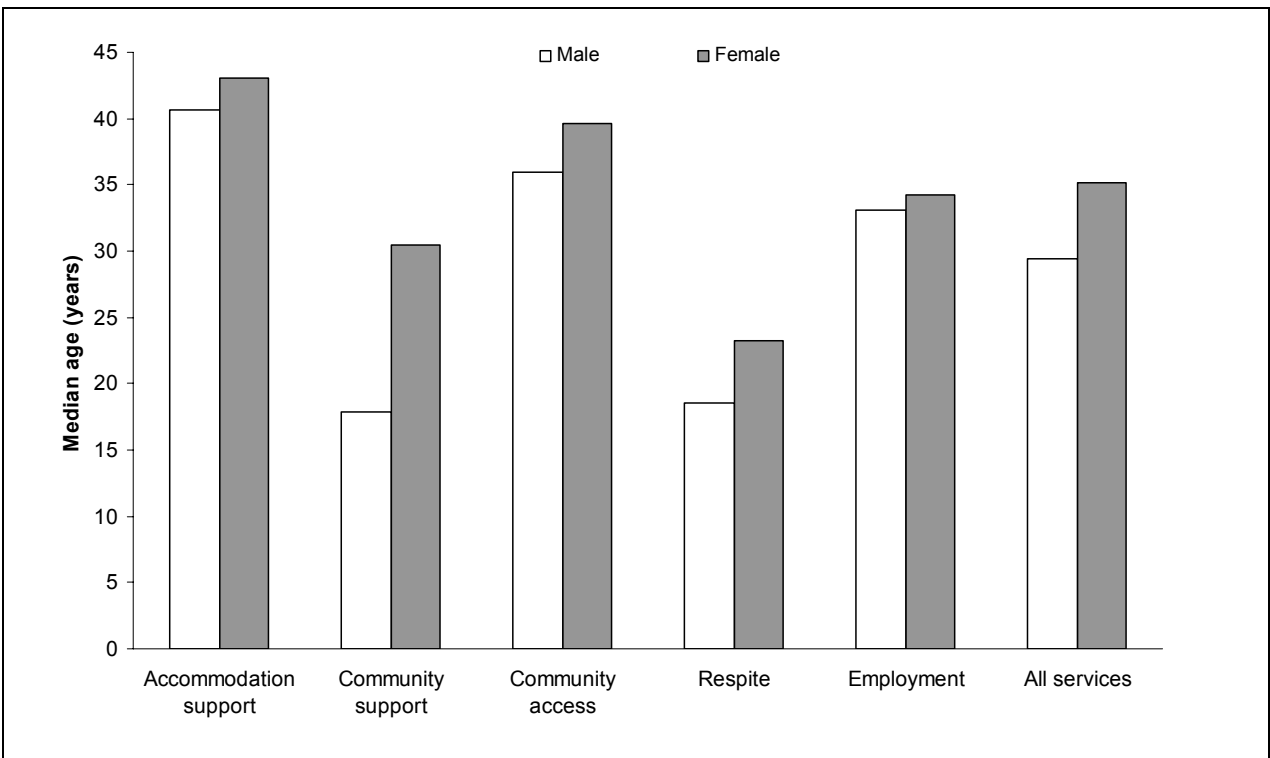
*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2).
2. 'All service users' includes 5,760 service users whose sex was not stated.
3. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–4 years age group.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.



Source: Table A1.8.

**Figure 3.1: Users of CSTDA-funded services, age group by sex, 2004-05**



Source: Table A1.9.

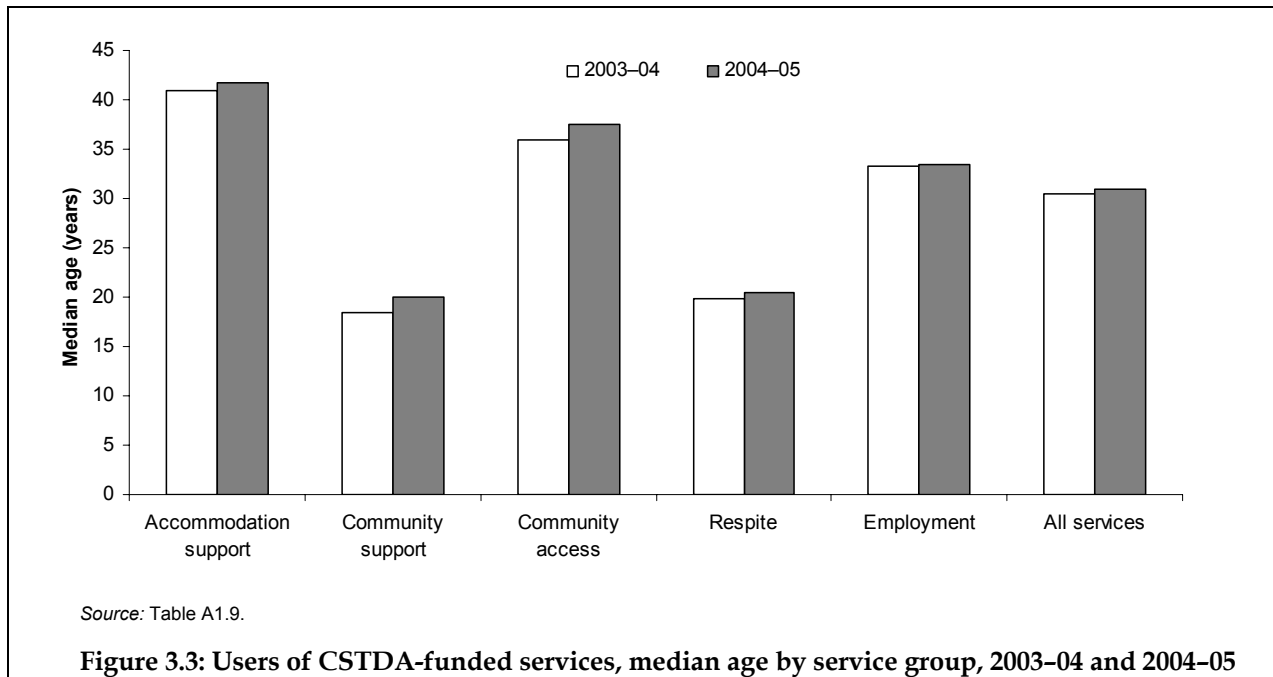
**Figure 3.2: Users of CSTDA-funded services, median age by sex and service group, 2004-05**

**Table 3.5: Users of CSTDA-funded services, age group by sex and service group, 2004–05**

Age group	Accommodation support		Community support		Community access		Respite		Employment		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<b>Males</b>												
0–4	104	0.6	6,332	13.0	81	0.3	357	2.6	0	0.0	6,522	5.8
5–14	644	3.4	15,259	31.2	1,336	5.6	4,635	33.5	6	0.0	18,061	16.0
15–24	2,245	12.0	7,727	15.8	5,035	21.3	3,884	28.1	12,306	29.7	23,526	20.8
25–44	8,374	44.7	9,448	19.3	9,518	40.2	3,248	23.5	19,474	47.0	36,771	32.5
45–64	6,150	32.8	7,242	14.8	5,794	24.5	1,485	10.7	9,356	22.6	22,676	20.1
65+	1,173	6.3	2,819	5.8	1,889	8.0	185	1.3	257	0.6	5,369	4.7
Not stated	52	0.3	43	0.1	20	0.1	33	0.2	0	0.0	141	0.1
<b>Total males</b>	<b>18,742</b>	<b>100.0</b>	<b>48,870</b>	<b>100.0</b>	<b>23,673</b>	<b>100.0</b>	<b>13,827</b>	<b>100.0</b>	<b>41,399</b>	<b>100.0</b>	<b>113,066</b>	<b>100.0</b>
<i>% of all service users</i>	<i>55.5</i>		<i>52.8</i>		<i>53.6</i>		<i>57.7</i>		<i>63.9</i>		<i>56.4</i>	
<b>Females</b>												
0–4	80	0.5	3,542	9.3	68	0.3	261	2.6	0	0.0	3,681	4.5
5–14	353	2.4	7,977	20.9	852	4.2	2,388	23.7	2	0.0	9,499	11.6
15–24	1,522	10.1	5,328	14.0	3,806	18.6	2,730	27.1	6,378	27.2	14,410	17.6
25–44	6,308	42.0	8,988	23.6	7,544	36.9	2,867	28.5	11,103	47.4	26,653	32.6
45–64	5,073	33.8	8,059	21.2	5,422	26.5	1,513	15.0	5,871	25.1	19,728	24.2
65+	1,644	10.9	4,143	10.9	2,751	13.4	276	2.7	82	0.3	7,560	9.3
Not stated	35	0.2	47	0.1	22	0.1	36	0.4	0	0.0	136	0.2
<b>Total females</b>	<b>15,015</b>	<b>100.0</b>	<b>38,084</b>	<b>100.0</b>	<b>20,465</b>	<b>100.0</b>	<b>10,071</b>	<b>100.0</b>	<b>23,436</b>	<b>100.0</b>	<b>81,667</b>	<b>100.0</b>
<i>% of all service users</i>	<i>44.4</i>		<i>41.1</i>		<i>46.3</i>		<i>42.0</i>		<i>36.1</i>		<i>40.7</i>	
<b>Persons</b>												
0–4	185	0.5	15,437	16.7	150	0.3	619	2.6	0	0.0	15,768	7.9
5–14	999	3.0	23,258	25.1	2,189	5.0	7,040	29.4	8	0.0	27,601	13.8
15–24	3,771	11.2	13,068	14.1	8,845	20.0	6,623	27.7	18,684	28.8	37,966	18.9
25–44	14,697	43.5	18,453	19.9	17,072	38.7	6,129	25.6	30,577	47.2	63,476	31.7
45–64	11,229	33.2	15,325	16.5	11,225	25.4	3,007	12.6	15,227	23.5	42,451	21.2
65+	2,819	8.3	6,965	7.5	4,640	10.5	462	1.9	339	0.5	12,935	6.5
Not stated	87	0.3	104	0.1	45	0.1	71	0.3	0	0.0	296	0.1
<b>Total persons</b>	<b>33,787</b>	<b>100.0</b>	<b>92,610</b>	<b>100.0</b>	<b>44,166</b>	<b>100.0</b>	<b>23,951</b>	<b>100.0</b>	<b>64,835</b>	<b>100.0</b>	<b>200,493</b>	<b>100.0</b>
<i>% of all service users</i>	<i>100.0</i>		<i>100.0</i>		<i>100.0</i>		<i>100.0</i>		<i>100.0</i>		<i>100.0</i>	

*Notes*

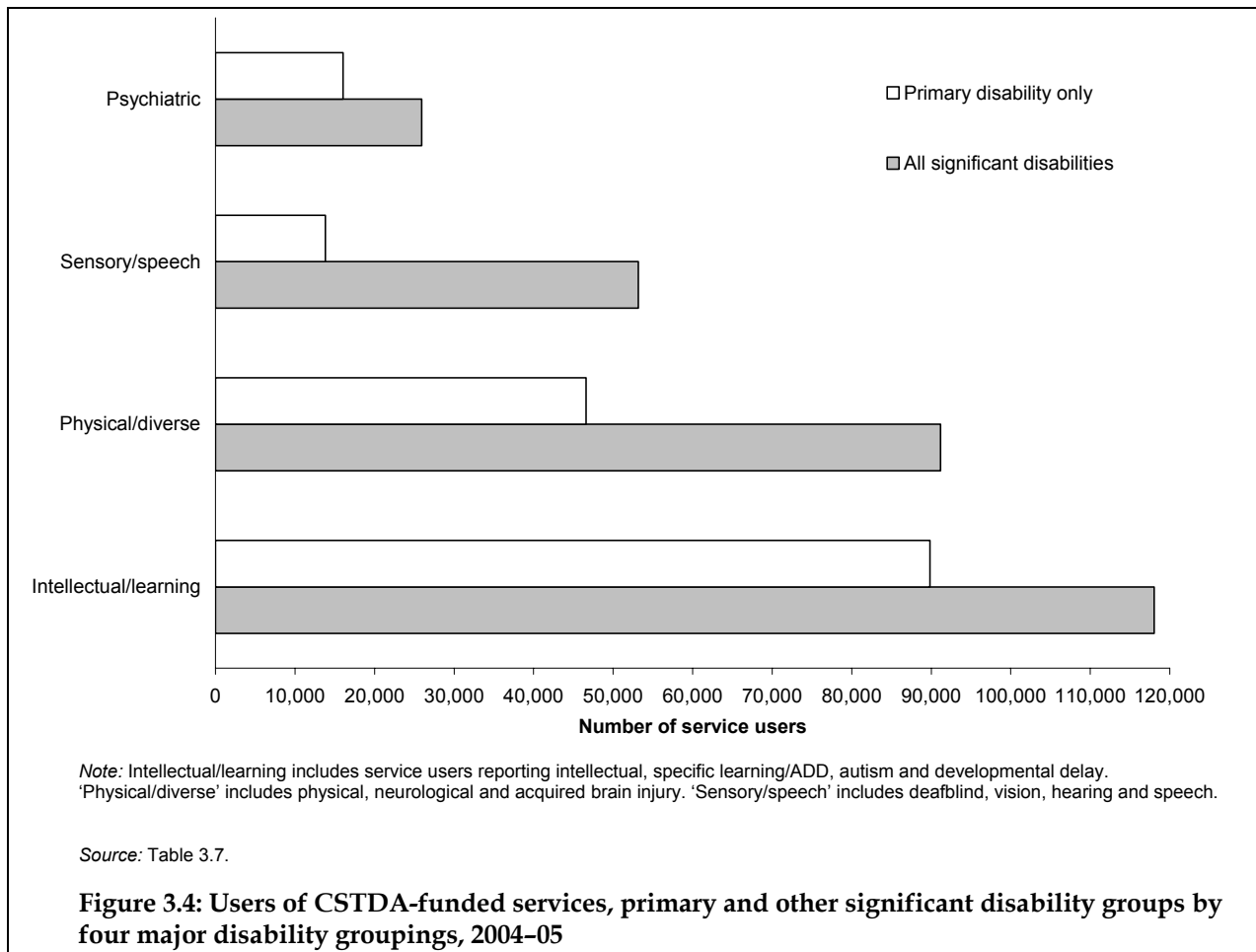
1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. 'Persons' includes 5,760 service users whose sex was not stated.
3. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–4 years age group.



Of the 166,286 service users whose primary disability group was known, 71,336 (43%) reported at least one other significant disability group (Table 3.6). The average number of disability groups reported per service user was 1.7 – this ranged from 1.2 for service users reporting a psychiatric or hearing disability, to 2.0 for those reporting acquired brain injury.

The three most commonly reported disability groups, including both primary and other significant disability groups, were intellectual (reported by 41% of all service users), physical (25%), and neurological (15%) (Table 3.7 and Figure 1.1). There was a notable difference between the rates of service users reporting speech as a primary disability versus an other significant disability group. For example, less than 1% of service users reported speech as a primary disability group, but 11% reported speech as a significant other disability group.

Disability groups can also be placed into four major groupings – intellectual/learning, physical/diverse, sensory/speech and psychiatric (Figure 3.4). Within these groupings, service users were most likely to report an intellectual/learning disability both as primary (91,179 service users) and overall (118,034). Physical/diverse disabilities were the next most commonly reported (around 46,606 for primary and 91,179 for all disabilities). Psychiatric was the next most common group reported for primary disability (13,815) but sensory/speech was the third most commonly reported overall (53,169 users).



**Table 3.6: Users of CSTDA-funded services with known primary disability group, with or without the presence of other significant disability groups, 2004–05**

Primary disability group	With other significant disability groups		Without other significant disability groups		Total	Average number of disability groups recorded	
	No.	%	No.	%	No.	%	
Intellectual	36,348	51.5	34,266	48.5	70,614	100.0	1.92
Specific learning/ADD	1,403	23.9	4,461	76.1	5,864	100.0	1.30
Autism	4,477	51.1	4,282	48.9	8,759	100.0	1.85
Physical	10,162	38.6	16,141	61.4	26,303	100.0	1.70
Acquired brain injury	4,437	55.3	3,580	44.7	8,017	100.0	2.01
Neurological	5,788	47.1	6,498	52.9	12,286	100.0	1.76
Deafblind	417	24.5	1,288	75.5	1,705	100.0	1.41
Vision	2,267	41.6	3,183	58.4	5,450	100.0	1.57
Hearing	863	16.8	4,289	83.2	5,152	100.0	1.22
Speech	388	25.7	1,120	74.3	1,508	100.0	1.33
Psychiatric	2,850	17.8	13,168	82.2	16,018	100.0	1.21
Developmental delay	1,936	42.0	2,679	58.0	4,615	100.0	1.70
<b>Total</b>	<b>71,336</b>	<b>42.9</b>	<b>94,955</b>	<b>57.1</b>	<b>166,291</b>	<b>100.0</b>	<b>1.73</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. This table excludes 34,202 service users for whom no disability information was available; hence the total does not match those in other tables.

**Table 3.7: Users of CSTDA-funded services, primary disability group and all significant disability groups, 2004–05**

Disability group	Primary disability group reported	% of all service users	Other significant disability groups reported	% of all service users	All significant disability groups reported, including primary	% of all service users
Intellectual	70,614	35.2	12,429	6.2	83,043	41.4
Specific learning/ADD	5,864	2.9	6,687	3.3	12,551	6.3
Autism	8,759	4.4	7,416	3.7	16,175	8.1
Physical	26,303	13.1	23,460	11.7	49,763	24.8
Acquired brain injury	8,017	4.0	3,849	1.9	11,866	5.9
Neurological	12,286	6.1	17,264	8.6	29,550	14.7
Deafblind	1,705	0.9	4,164	2.1	5,869	2.9
Vision	5,450	2.7	8,034	4.0	13,484	6.7
Hearing	5,152	2.6	5,416	2.7	10,568	5.3
Speech	1,508	0.8	21,740	10.8	23,248	11.6
Psychiatric	16,018	8.0	9,904	4.9	25,922	12.9
Developmental delay	4,615	2.3	1,650	0.8	6,265	3.1
Not stated/not collected	34,202	17.1	n.a	n.a.	n.a	n.a.

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom disability data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

### 3.3 Aboriginal and Torres Strait Islander service users

A total of 6,285 service users (3.1%) reported that they were of Aboriginal and/or Torres Strait Islander background (Table 3.8). This proportion is slightly higher than that for the general population aged under 65 years (2.7%), and slightly lower than in 2003–04, where it was reported by 3.5% of people accessing CSTDA-funded services (AIHW 2005a). However, information about Indigenous status was not collected for 21% of service users – with missing rates ranging from 1.7% in Queensland to 46% in Victoria – so findings should be interpreted with caution (see Table 7.1).

As would be expected from overall population rates, the Northern Territory had the highest percentage of Indigenous service users (31% of Northern Territory service users) (Table 3.8). The next highest proportion of Indigenous service users was found in Western Australia (4.9%), followed by Queensland (4.7%) and New South Wales (3.5%). The proportion of service users who were of Aboriginal and/or Torres Strait Islander background was higher than for the general population in all states and territories except for Tasmania and the Australian Capital Territory.

Disability prevalence data for Aboriginal and Torres Strait Islander peoples were available for the first time through the 2002 National Aboriginal and Torres Strait Islander Social Survey (NATSISS). Through analysis of these data, the AIHW proposed an updated Indigenous factor of 2.4 to be used in the 'potential population' calculations (previously a factor of 2.0 was used). (See AIHW 2006 for details.) This indicates that Aboriginal and

Torres Strait Islander peoples have severe disability rates 2.4 times those of other Australians. Tables A1.6 and A1.7 show detailed potential population and Indigenous factor calculations using the updated Indigenous factor.

Indigenous service users were more likely to be in younger age groups (0–19 years) than non-Indigenous service users and, similarly, less likely to be in the older age groups (40–44 years and older) (Figure 3.5). Consistent with this finding, the median age for Indigenous service users (23.9 years) was lower than that for other service users (30.4 years) (Table A1.10). This finding is consistent with the younger age profile of the Indigenous population generally, when compared with the non-Indigenous population.

As for the overall population of service users, the most commonly reported primary disability groups for Indigenous service users were intellectual (34%) and physical (14%). Although the patterns of reported primary disability groups were similar for Indigenous and non-Indigenous service users, Indigenous service users were more likely to report a primary disability of developmental delay (6.1% for Indigenous service users compared with 2.6% for non-Indigenous), and less likely to report a psychiatric primary disability (5.4% compared with 9.5%) (Table 3.9).

A smaller proportion of Aboriginal and Torres Strait Islanders accessed employment (2.7%) and community access (2.7%) services than for all service groups (3.1%) (Table 3.10). Correspondingly, there was a larger proportion of Indigenous service users accessing respite (4.0%), community support (3.9%) and accommodation support (3.4%) services (Table 3.10).

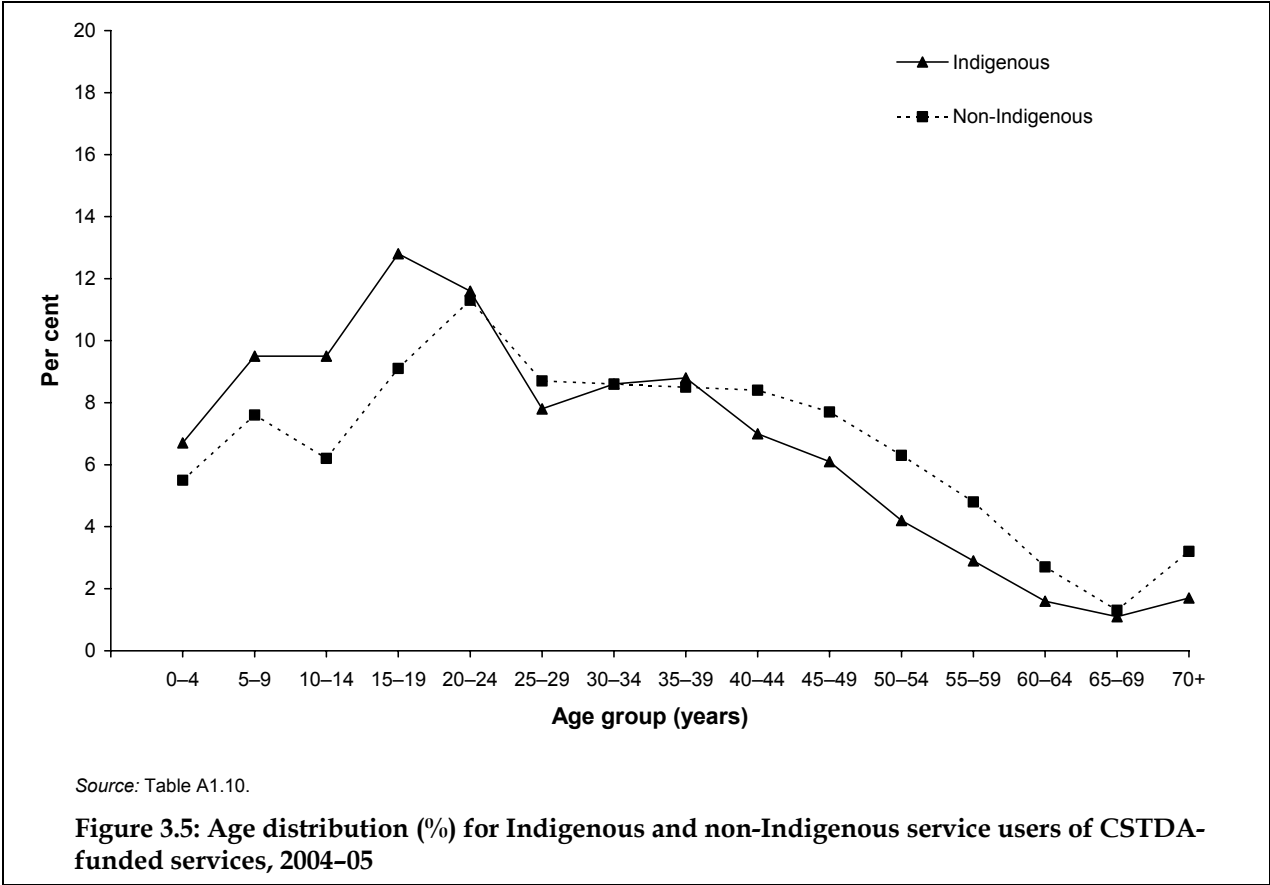
**Table 3.8: Users of CSTDA-funded services, Indigenous status by state/territory and proportion of Indigenous people aged 0–64 years, 2004–05**

State/territory	Indigenous		Non-Indigenous		Not stated/ not collected		Total		People of Indigenous origin in the population aged 0–64 years
	No.	%	No.	%	No.	%	No.	%	
NSW	1,566	3.5	41,853	92.7	1,729	3.8	45,148	100.0	2.4
Vic	986	1.3	39,900	53.1	34,224	45.6	75,110	100.0	0.7
Qld	1,268	4.7	25,495	93.6	466	1.7	27,229	100.0	3.8
WA	1,142	4.9	17,649	75.6	4,555	19.5	23,346	100.0	3.9
SA	637	3.2	18,042	92.0	933	4.8	19,612	100.0	2.0
Tas	154	3.0	4,734	91.9	266	5.2	5,154	100.0	4.3
ACT	50	1.3	3,531	94.1	172	4.6	3,753	100.0	1.4
NT	518	31.3	1,043	63.0	94	5.7	1,655	100.0	30.3
<b>Australia</b>	<b>6,285</b>	<b>3.1</b>	<b>151,774</b>	<b>75.7</b>	<b>42,434</b>	<b>21.2</b>	<b>200,493</b>	<b>100.0</b>	<b>2.7</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of components since individuals may have accessed services in more than one state/territory during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. In tables the term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Sources: ABS 2004a and ABS 2004d (for population data).



**Table 3.9: Users of CSTDA-funded services, primary disability group by Indigenous status, 2004–05**

Primary disability group	Indigenous		Non-Indigenous		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Intellectual	2,583	41.1	61,582	40.6	6,449	15.2	70,614	35.2
Specific learning/ADD	237	3.8	5,171	3.4	456	1.1	5,864	2.9
Autism	235	3.7	7,625	5.0	899	2.1	8,759	4.4
Physical	1,046	16.6	20,866	13.7	4,391	10.3	26,303	13.1
Acquired brain injury	406	6.5	6,315	4.2	1,296	3.1	8,017	4.0
Neurological	248	3.9	9,078	6.0	2,960	7.0	12,286	6.1
Deafblind	66	1.1	1,539	1.0	100	0.2	1,705	0.9
Vision	112	1.8	4,921	3.2	417	1.0	5,450	2.7
Hearing	145	2.3	3,144	2.1	1,863	4.4	5,152	2.6
Speech	76	1.2	1,299	0.9	133	0.3	1,508	0.8
Psychiatric	416	6.6	14,472	9.5	1,130	2.7	16,018	8.0
Developmental delay	273	4.3	3,905	2.6	437	1.0	4,615	2.3
Not stated/not collected	442	7.0	11,857	7.8	21,903	51.6	34,202	17.1
<b>Total</b>	<b>6,285</b>	<b>100.0</b>	<b>151,774</b>	<b>100.0</b>	<b>42,434</b>	<b>100.0</b>	<b>200,493</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. In tables the term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous and primary disability data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

**Table 3.10: Users of CSTDA-funded services, service group by Indigenous status, 2004–05**

Aboriginal and/or Torres Strait Islander	Accommodation support		Community support		Community access		Respite		Employment		All service groups	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	1,159	3.4	3,573	3.9	1,210	2.7	956	4.0	1,722	2.7	6,285	3.1
No	28,263	83.7	61,681	66.6	35,386	80.1	18,810	78.5	60,448	93.2	151,774	75.7
Not stated/not collected	4,365	12.9	27,356	29.5	7,570	17.1	4,185	17.5	2,665	4.1	42,434	21.2
<b>Total</b>	<b>33,787</b>	<b>100.0</b>	<b>92,610</b>	<b>100.0</b>	<b>44,166</b>	<b>100.0</b>	<b>23,951</b>	<b>100.0</b>	<b>64,835</b>	<b>100.0</b>	<b>200,493</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Total for all service groups may not be the sum of components since individuals may have accessed services from more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

### 3.4 Country of birth

The Australian Bureau of Statistics has developed a set of standards for statistics on cultural and language diversity (ABS 1999). These standards were designed to provide a comparative basis for the collection of data on cultural and linguistic backgrounds. In line with these standards, analyses in this report use the *1996 Classification of countries into English Proficiency Groups* (DIMA 1999). This classification places every country into one of four groups based on the relative English proficiency (EP) of its recent arrivals to Australia from the 1996 census data. English Proficiency Group 1 (EP1) is the group with highest proficiency and English Proficiency Group 4 (EP4) the lowest. This is considered to be a more objective grouping than the former 'English-speaking countries' and 'other countries' grouping. See Appendix 5 for more details, including a full list of countries and their EP group.

In 2004–05, the majority of service users reported that they were born in Australia (159,724 of 200,493 or 80%) (Table 3.11). A further 6,322 (3.2%) were born in countries belonging to English Proficiency Group 1 (EP1), 3,693 (1.8%) to English Proficiency Group 2 (EP2), 4,556 (2.3%) to English Proficiency Group 3 (EP3) and 1,367 (0.7%) to English Proficiency Group 4 (EP4).

Service users born outside Australia were more likely than Australian-born service users to report primary disability groups of physical (15.1–17.2% for EP1–EP4 service users, compared with 12.8% for those born in Australia), acquired brain injury (6.2–7.4% compared with 4.1%), hearing (4.2–5.3% compared with 2.5%) and psychiatric (11.7–13.0% compared with 8.3%), and less likely to report developmental delay (0.3–0.6% compared with 2.7%), intellectual (20.1–28.2% compared with 40.9%), or autism (1.6–3.5% compared with 5.0%) (Table 3.11).

Service users born in Australia also had a lower median age (29.6 years) than users born outside Australia (Table A1.12). Among service users born outside Australia, those born in EP4 countries had the youngest median age (32.8 years), followed by EP2 (39.9 years), EP3 (41.9 years) and EP1 (44.0 years). The varying age structures of the four EP groups may reflect the historical pattern of migration 'waves' from the various countries categorised into each EP group.

**Table 3.11: Users of CSTDA-funded services, primary disability group by English Proficiency Group, 2004–05**

Primary disability group	Australia	English Proficiency Group 1	English Proficiency Group 2	English Proficiency Group 3	English Proficiency Group 4	Not stated/ not collected	Total
<b>Number</b>							
Intellectual	65,321	1,271	966	1,037	385	1,634	70,614
Specific learning/ADD	5,469	115	51	50	18	161	5,864
Autism	7,992	185	130	75	42	335	8,759
Physical	20,400	1,012	590	690	235	3,376	26,303
Acquired brain injury	6,619	393	264	338	98	305	8,017
Neurological	9,467	810	298	412	61	1,238	12,286
Deafblind	1,566	46	20	35	5	33	1,705
Vision	4,199	490	174	269	32	286	5,450
Hearing	4,031	332	169	191	57	372	5,152
Speech	1,339	17	14	13	7	118	1,508
Psychiatric	13,244	764	456	533	178	843	16,018
Developmental delay	4,238	37	23	24	4	289	4,615
Not stated/not collected	15,839	850	538	889	245	15,841	34,202
<b>Total</b>	<b>159,724</b>	<b>6,322</b>	<b>3,693</b>	<b>4,556</b>	<b>1,367</b>	<b>24,831</b>	<b>200,493</b>
<b>Per cent</b>							
Intellectual	40.9	20.1	26.2	22.8	28.2	6.6	35.2
Specific learning/ADD	3.4	1.8	1.4	1.1	1.3	0.6	2.9
Autism	5.0	2.9	3.5	1.6	3.1	1.3	4.4
Physical	12.8	16.0	16.0	15.1	17.2	13.6	13.1
Acquired brain injury	4.1	6.2	7.1	7.4	7.2	1.2	4.0
Neurological	5.9	12.8	8.1	9.0	4.5	5.0	6.1
Deafblind	1.0	0.7	0.5	0.8	0.4	0.1	0.9
Vision	2.6	7.8	4.7	5.9	2.3	1.2	2.7
Hearing	2.5	5.3	4.6	4.2	4.2	1.5	2.6
Speech	0.8	0.3	0.4	0.3	0.5	0.5	0.8
Psychiatric	8.3	12.1	12.3	11.7	13.0	3.4	8.0
Developmental delay	2.7	0.6	0.6	0.5	0.3	1.2	2.3
Not stated/not collected	9.9	13.4	14.6	19.5	17.9	63.8	17.1
<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>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and country of birth data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

### **3.5 Communication method and need for an interpreter**

The majority (63%) of service users reported spoken language as their most effective method of communication (Table 3.12). A further 13% of service users reported little or no effective communication, and 2% of service users reported effective sign language. The communication method of an additional 8% of service users was not collected as these were children under 5 years. Communication method was not stated for 12% of service users.

Service users with a primary disability of psychiatric, vision or specific learning were the most likely to report using spoken language as their most effective method of communication (97%, 95% and 93% respectively). Not surprisingly, service users with a primary disability of hearing (27%) or deafblind (12%) were most likely to report sign language as their main method of communication than other service users. Little or no effective communication was reported most frequently for those with primary disabilities of intellectual (26%) and autism (25%).

A total of 3,095 service users (1.5% of all service users) needed an interpreter for a spoken language other than English, 5,468 (2.7%) needed an interpreter for non-spoken communication, and 163,629 (82%) did not need an interpreter (Tables 3.13 and 3.14). For a further 28,301 service users (14%), no response was recorded for this item.

Of those service users who reported needing an interpreter for non-spoken communication, 55% reported little or no effective communication and 29% used effective sign language (Table 3.13). For the majority (57%) of service users needing an interpreter for a spoken language other than English, the main method of communication was effective spoken language. Almost one-quarter (23%) of service users needing an interpreter for a spoken language other than English had no effective spoken language.

Service users with a primary disability of deafblind (12%) or hearing (22%) were more likely to report needing an interpreter for non-spoken communication than other service users (Table 3.14). Service users with a primary disability of acquired brain injury (3.4%) were more likely than other service users to report needing an interpreter for a spoken language other than English.

**Table 3.12: Users of CSTDA-funded services, primary disability group by most effective method of communication, 2004–05**

Primary disability group	Spoken language (effective)	Sign language (effective)	Other effective non-spoken communication	Little, or no effective	Child aged under 5 years	Not stated/not collected	Total
<b>Number</b>							
Intellectual	46,957	1,515	1,547	18,559	737	1,299	70,614
Specific learning/ADD	5,475	66	16	74	74	159	5,864
Autism	4,781	133	273	2,208	869	495	8,759
Physical	18,111	459	620	3,002	1,061	3,050	26,303
Acquired brain injury	6,604	113	222	783	87	208	8,017
Neurological	8,629	135	150	986	372	2,014	12,286
Deafblind	1,011	203	18	165	199	109	1,705
Vision	5,191	38	8	43	52	118	5,450
Hearing	3,177	1,372	77	150	72	304	5,152
Speech	366	21	16	113	605	387	1,508
Psychiatric	15,471	132	23	154	6	232	16,018
Developmental delay	160	1	15	196	3,586	657	4,615
Not stated/not collected	10,717	141	72	319	8,047	14,906	34,202
<b>Total</b>	<b>126,650</b>	<b>4,329</b>	<b>3,057</b>	<b>26,752</b>	<b>15,767</b>	<b>23,938</b>	<b>200,493</b>
<b>Per cent</b>							
Intellectual	66.5	2.1	2.2	26.3	1.0	1.8	100.0
Specific learning/ADD	93.4	1.1	0.3	1.3	1.3	2.7	100.0
Autism	54.6	1.5	3.1	25.2	9.9	5.7	100.0
Physical	68.9	1.7	2.4	11.4	4.0	11.6	100.0
Acquired brain injury	82.4	1.4	2.8	9.8	1.1	2.6	100.0
Neurological	70.2	1.1	1.2	8.0	3.0	16.4	100.0
Deafblind	59.3	11.9	1.1	9.7	11.7	6.4	100.0
Vision	95.2	0.7	0.1	0.8	1.0	2.2	100.0
Hearing	61.7	26.6	1.5	2.9	1.4	5.9	100.0
Speech	24.3	1.4	1.1	7.5	40.1	25.7	100.0
Psychiatric	96.6	0.8	0.1	1.0	0.0	1.4	100.0
Developmental delay	3.5	0.0	0.3	4.2	77.7	14.2	100.0
Not stated/not collected	31.3	0.4	0.2	0.9	23.5	43.6	100.0
<b>Total</b>	<b>63.2</b>	<b>2.2</b>	<b>1.5</b>	<b>13.3</b>	<b>7.9</b>	<b>11.9</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and communication data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

**Table 3.13: Users of CSTDA-funded services, need for interpreter services by most effective method of communication, 2004–05**

Main method of communication	Needs an interpreter for spoken language other than English		Needs an interpreter for non-spoken communication		Does not need an interpreter		Not stated/not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Spoken language (effective)	1,750	56.5	271	5.0	124,110	75.8	519	1.8	126,650	63.2
Sign language (effective)	155	5.0	1,597	29.2	2,560	1.6	17	0.1	4,329	2.2
Other effective non-spoken communication	76	2.5	436	8.0	2,523	1.5	22	0.1	3,057	1.5
Little, or no effective	717	23.2	2,997	54.8	22,922	14.0	116	0.4	26,752	13.3
Child aged under 5 years	171	5.5	125	2.3	7,508	4.6	7,963	28.1	15,767	7.9
Not stated/not collected	226	7.3	42	0.8	4,006	2.4	19,664	69.5	23,938	11.9
<b>Total</b>	<b>3,095</b>	<b>100.0</b>	<b>5,468</b>	<b>100.0</b>	<b>163,629</b>	<b>100.0</b>	<b>28,301</b>	<b>100.0</b>	<b>200,493</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and need for interpreter data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

**Table 3.14: Users of CSTDA-funded services, need for interpreter services by primary disability, 2004–05**

Primary disability group	Needs an interpreter for spoken language other than English		Needs an interpreter for non-spoken communication		Does not need an interpreter		Not stated/not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Intellectual	1,279	1.8	2,655	3.8	65,941	93.4	739	1.0	70,614	100.0
Specific learning/ADD	47	0.8	17	0.3	5,734	97.8	66	1.1	5,864	100.0
Autism	135	1.5	305	3.5	7,998	91.3	321	3.7	8,759	100.0
Physical	406	1.5	659	2.5	22,502	85.5	2,736	10.4	26,303	100.0
Acquired brain injury	269	3.4	127	1.6	7,455	93.0	166	2.1	8,017	100.0
Neurological	157	1.3	160	1.3	10,002	81.4	1,967	16.0	12,286	100.0
Deafblind	44	2.6	197	11.6	1,439	84.4	25	1.5	1,705	100.0
Vision	98	1.8	18	0.3	5,209	95.6	125	2.3	5,450	100.0
Hearing	135	2.6	1,112	21.6	3,594	69.8	311	6.0	5,152	100.0
Speech	21	1.4	30	2.0	1,425	94.5	32	2.1	1,508	100.0
Psychiatric	125	0.8	55	0.3	15,740	98.3	98	0.6	16,018	100.0
Developmental delay	132	2.9	75	1.6	4,016	87.0	392	8.5	4,615	100.0
Not stated/not collected	247	0.7	58	0.2	12,574	36.8	21,323	62.3	34,202	100.0
<b>Total</b>	<b>3,095</b>	<b>1.5</b>	<b>5,468</b>	<b>2.7</b>	<b>163,629</b>	<b>81.6</b>	<b>28,301</b>	<b>14.1</b>	<b>200,493</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and need for interpreter data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

## 3.6 Income and labour force status

Information on service users' main income source was collected for service users aged 16 years and over, and information about whether a parent/guardian was in receipt of the Carer Allowance (child) was collected for service users aged under 16 years. Of the 45,865 service users aged under 16 years, 35% had a parent/guardian receiving the Carer Allowance (child) and 13% did not (Table 3.15). This information was not known for 52% of service users aged under 16 years. Service users whose primary disability was physical or autism (both around 53%) were more likely than other service users to have a parent/guardian in receipt of the Carer Allowance (child).

Of the 154,344 service users aged 16 years and over, the most commonly reported main source of income was the Disability Support Pension (DSP) (59%), followed by other pension or benefit (10%), and paid employment (9%) (Table 3.16). This information was not stated for one-fifth (20%) of all service users in this age group. Looking only at service users whose main source of income was known, almost three-quarters (73%) reported the DSP as their main source of income.

Service users were considered to be of working age if they were 15 years and over, and were therefore asked to report their labour force status. Of the 156,828 service users in this age group, 50,049 (32%) were employed, 32,861 (21%) were unemployed, and 54,484 (35%) were not in the labour force (Table 3.17). A further 19,434 (12%) did not provide information for this item.

The majority (54%) of service users aged 65 years and over reported that they were not in the labour force (Table 3.17). This compares with around one-third (33%) of those aged 15–64 years. For both age groups (15–64 years and 65 years and over), employment service users were the most likely to report being employed (64% and 85% respectively) and community access users were the most likely to report not being in the labour force (61% and 82% respectively). Most service users aged 15–64 years who reported being employed were accessing employment services (41,183 of 49,427, or 83%).

**Table 3.15: Users of CSTDA-funded services aged under 16 years, income to parents from the Carer Allowance (child) by primary disability group, 2004–05**

Primary disability group	With Carer Allowance (child)		Without Carer Allowance (child)		Carer Allowance (child) not known/not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Intellectual	5,083	46.6	457	4.2	5,379	49.3	10,919	100.0
Specific learning/ADD	177	19.8	270	30.2	446	49.9	893	100.0
Autism	2,930	53.1	425	7.7	2,164	39.2	5,519	100.0
Physical	2,950	52.7	593	10.6	2,055	36.7	5,598	100.0
Acquired brain injury	164	41.8	28	7.1	200	51.0	392	100.0
Neurological	789	45.2	145	8.3	810	46.4	1,744	100.0
Deafblind	245	39.3	164	26.3	214	34.3	623	100.0
Vision	131	40.9	20	6.3	169	52.8	320	100.0
Hearing	71	26.2	10	3.7	190	70.1	271	100.0
Speech	153	12.4	342	27.6	742	60.0	1,237	100.0
Psychiatric	26	31.7	20	24.4	36	43.9	82	100.0
Developmental delay	1,518	32.9	1,080	23.4	2,016	43.7	4,614	100.0
Not stated	1,745	12.8	2,302	16.9	9,606	70.4	13,653	100.0
<b>Total</b>	<b>15,982</b>	<b>34.8</b>	<b>5,856</b>	<b>12.8</b>	<b>24,027</b>	<b>52.4</b>	<b>45,865</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Only those aged less than 16 years were asked to respond about Carer Allowance (child) income. Children include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about child income sources.
3. There were 284 service users of unknown age and income source who are not included in this table or in Table 3.16.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and income data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

**Table 3.16: Users of CSTDA-funded services aged 16 years and over, main income source by primary disability group, 2004–05**

Primary disability group	Disability Support Pension	Other pension or benefit	Paid employment	Compensation payments	Other income	No income	Not known/not stated/not collected	Total
Intellectual	48,393	1,727	3,901	149	217	477	4,685	59,549
Specific learning/ADD	1,688	1,064	1,396	12	125	194	491	4,970
Autism	2,292	118	243	35	26	90	432	3,236
Physical	10,740	2,663	2,209	243	357	301	4,176	20,689
Acquired brain injury	5,309	493	482	298	166	80	792	7,620
Neurological	4,408	936	1,354	26	319	249	3,242	10,534
Deafblind	346	556	55	4	10	15	96	1,082
Vision	1,330	633	549	6	48	25	2,539	5,130
Hearing	1,075	1,365	1,193	10	313	91	828	4,875
Speech	103	62	50	1	8	9	38	271
Psychiatric	9,532	3,470	1,638	23	356	143	773	15,935
Not stated/not collected	5,731	1,668	280	40	201	128	12,405	20,453
<b>Total</b>	<b>90,947</b>	<b>14,755</b>	<b>13,350</b>	<b>847</b>	<b>2,146</b>	<b>1,802</b>	<b>30,497</b>	<b>154,344</b>
<i>% of all service users aged 16 years and over</i>	<i>58.9</i>	<i>9.6</i>	<i>8.6</i>	<i>0.5</i>	<i>1.4</i>	<i>1.2</i>	<i>19.8</i>	<i>100.0</i>
<i>% of service users with valid income information</i>	<i>73.4</i>	<i>11.9</i>	<i>10.8</i>	<i>0.7</i>	<i>1.7</i>	<i>1.5</i>	<i>24.6</i>	<i>124.6</i>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Only those aged 16 years and over were asked to respond about income other than Carer Allowance. Adults include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about income sources other than the carer allowance.
3. There were 284 service users of unknown age and income source who are not included in this table, or in Table 3.15.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and income data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

**Table 3.17: Users of CSTDA-funded services aged 15 years and over, labour force status by service group, 2004–05**

Service user age and service group	Employed		Unemployed		Not in the labour force		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
<b>Service users aged 15–64 years</b>										
Accommodation support	6,159	20.7	3,931	13.2	18,057	60.8	1,550	5.2	29,697	100.0
Community support	9,803	20.9	5,917	12.6	23,242	49.6	7,884	16.8	46,846	100.0
Community access	5,166	13.9	4,867	13.1	22,673	61.0	4,436	11.9	37,142	100.0
Respite	2,387	15.1	1,881	11.9	9,164	58.2	2,327	14.8	15,759	100.0
Employment	41,183	63.9	23,303	36.1	2	0.0	0	0.0	64,488	100.0
<b>Total</b>	<b>49,427</b>	<b>34.3</b>	<b>32,322</b>	<b>22.5</b>	<b>47,457</b>	<b>33.0</b>	<b>14,687</b>	<b>10.2</b>	<b>143,893</b>	<b>100.0</b>
<b>Service users aged 65 years and over</b>										
Accommodation support	128	4.5	151	5.4	2,209	78.4	331	11.7	2,819	100.0
Community support	187	2.7	243	3.5	2,579	37.0	3,956	56.8	6,965	100.0
Community access	178	3.8	174	3.8	3,803	82.0	485	10.5	4,640	100.0
Respite	21	4.5	47	10.2	282	61.0	112	24.2	462	100.0
Employment	288	85.0	51	15.0	0	0.0	0	0.0	339	100.0
<b>Total</b>	<b>622</b>	<b>4.8</b>	<b>539</b>	<b>4.2</b>	<b>7,027</b>	<b>54.3</b>	<b>4,747</b>	<b>36.7</b>	<b>12,935</b>	<b>100.0</b>
<b>All service users</b>	<b>50,049</b>	<b>31.9</b>	<b>32,861</b>	<b>21.0</b>	<b>54,484</b>	<b>34.7</b>	<b>19,434</b>	<b>12.4</b>	<b>156,828</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Total for all service groups may not be the sum of components since individuals may have accessed services from more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Only those aged 15 years and over were asked to respond about labour force status. Working-age service users include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about labour force status.
3. Please refer to AIHW 2004b for full definitions of 'employed', 'unemployed' and 'not in the labour force'.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and labour force status data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

### 3.7 Individualised funding

As well as funding agencies directly, jurisdictions may provide 'individualised funding' for the purchase of approved services. Individualised funding is allocated to individual service users on the basis of a needs assessment, funding application or similar process. It involves the application of funding to a particular service outlet or outlets which the service user (or advocate/carer) has chosen as relevant to his or her needs. Individual funding programs allow for greater flexibility and choice of services, and funding is transportable and able to move with the individual if he or she chooses to use another service.

Close to one-fifth (18%) of service users reported that they received individualised funding (Table 3.18). This proportion was similar for males and females (19% and 17% respectively). For both males and females, service users aged 15–24 years were more likely than other service users in other age groups to report receiving individualised funding (both 30%). Service users accessing employment services (27%) were the most likely to report receipt of individualised funding. Those in community support services (15%) were the least likely (Table 3.19).

**Table 3.18: Service users of CSTDA-funded services, individual funding status by age and sex, 2004–05**

Age group (years)	Has individualised funding		Does not have individualised funding		Not known		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
<b>Males</b>										
0–4	313	4.8	3,809	58.4	1,087	16.7	1,313	20.1	6,522	100.0
5–14	2,094	11.6	11,007	60.9	1,711	9.5	3,249	18.0	18,061	100.0
15–24	6,971	29.6	14,338	60.9	656	2.8	1,561	6.6	23,526	100.0
25–44	7,799	21.2	26,114	71.0	701	1.9	2,157	5.9	36,771	100.0
45–59	3,348	17.2	13,975	71.8	504	2.6	1,643	8.4	19,470	100.0
60+	613	7.1	6,129	71.5	849	9.9	984	11.5	8,575	100.0
Not stated	26	18.4	40	28.4	0	0	75	53.2	141	100.0
<b>Total</b>	<b>21,164</b>	<b>18.7</b>	<b>75,412</b>	<b>66.7</b>	<b>5,508</b>	<b>4.9</b>	<b>10,982</b>	<b>9.7</b>	<b>113,066</b>	<b>100.0</b>
<b>Females</b>										
0–4	186	5.1	2,187	59.4	552	15.0	756	20.5	3,681	100.0
5–14	1,059	11.1	5,974	62.9	904	9.5	1,562	16.4	9,499	100.0
15–24	4,375	30.4	8,327	57.8	502	3.5	1,206	8.4	14,410	100.0
25–44	5,426	20.4	18,476	69.3	617	2.3	2,134	8.0	26,653	100.0
45–59	2,644	15.6	11,894	70.3	525	3.1	1,854	11.0	16,917	100.0
60+	459	4.4	7,374	71.1	1,429	13.8	1,109	10.7	10,371	100.0
Not stated	18	13.2	45	33.1	1	0.7	72	52.9	136	100.0
<b>Total</b>	<b>14,167</b>	<b>17.3</b>	<b>54,277</b>	<b>66.5</b>	<b>4,530</b>	<b>5.5</b>	<b>8,693</b>	<b>10.6</b>	<b>81,667</b>	<b>100.0</b>
<b>All service users</b>										
0–4	507	3.2	7,037	44.6	1,639	10.4	6,585	41.8	15,768	100.0
5–14	3,157	11.4	17,002	61.6	2,616	9.5	4,826	17.5	27,601	100.0
15–24	11,348	29.9	22,682	59.7	1,159	3.1	2,777	7.3	37,966	100.0
25–44	13,227	20.8	44,632	70.3	1,318	2.1	4,299	6.8	63,476	100.0
45–59	5,992	16.4	25,907	71.1	1,029	2.8	3,502	9.6	36,430	100.0
60+	1,073	5.7	13,512	71.3	2,278	12.0	2,093	11.0	18,956	100.0
Not stated	49	16.6	97	32.8	1	0.3	149	50.3	296	100.0
<b>Total</b>	<b>35,353</b>	<b>17.6</b>	<b>130,869</b>	<b>65.3</b>	<b>10,040</b>	<b>5.0</b>	<b>24,231</b>	<b>12.1</b>	<b>200,493</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Totals include 5,760 service users whose sex was not stated.
3. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–4 years age group.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom individualised funding data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

**Table 3.19: Users of CSTDA-funded services, individual funding status by service group, 2004–05**

Service group	Has individualised funding		Does not have individualised funding		Not known		Not stated/not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Accommodation support	8,381	24.8	20,719	61.3	2,157	6.4	2,530	7.5	33,787	100.0
Community support	14,050	15.2	54,532	58.9	5,926	6.4	18,102	19.5	92,610	100.0
Community access	10,132	22.9	26,148	59.2	3,080	7.0	4,806	10.9	44,166	100.0
Respite	5,493	22.9	15,749	65.8	1,468	6.1	1,241	5.2	23,951	100.0
Employment	17,334	26.7	47,501	73.3	0	—	0	—	64,835	100.0
<b>Total</b>	<b>35,353</b>	<b>17.6</b>	<b>130,869</b>	<b>65.3</b>	<b>10,040</b>	<b>5.0</b>	<b>24,231</b>	<b>12.1</b>	<b>200,493</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Total for all service groups may not be the sum of components since individuals may have accessed services from more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Case-based funding is currently being implemented within employment services. Once fully implemented, 100% of employment service users will be funded under this mechanism.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom individualised funding data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

### 3.8 Location of service users

The location of service users was analysed using the Remoteness Areas (RAs) of the ABS Australian Standard Geographical Classification (ASGC). Location data were based on the residential postcodes of service users. There are five major RAs into which service user postcodes are placed: major cities; inner regional areas; outer regional areas; remote areas; and very remote areas.

The rate of people accessing CSTDA-funded services was highest in inner regional areas (12.4 service users per 1,000 population aged under 65 years), followed by outer regional areas (10.8) and major cities (10.4) (Table 3.20). People in remote areas and very remote areas were the least likely to access CSTDA-funded services (8.9 and 6.9 respectively).

The number of service users per 1,000 population aged under 65 years in major cities was highest for South Australia (15.1) and Victoria (14.3) (Table 3.20). In inner regional areas, this rate was highest for the Australian Capital Territory (53.9) (note that the absolute numbers in Australian Capital Territory were very small) and Victoria (20.1); for outer regional areas Victoria (19.2) and Western Australia (13.8) had the highest rates. In remote areas, rates were highest in South Australia (16.1) and Victoria (15.1), and in very remote areas New South Wales (12.4) and South Australia (11.4) had the highest rates.

**Table 3.20: Users of CSTDA-funded services, service user location by state/territory, 2004–05**

Location of service user	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>People aged under 65 years</b>									
Major cities	4,199,883	3,175,362	1,813,137	1,230,993	933,659	0	293,408	0	11,646,441
Inner regional	1,171,289	908,485	872,100	223,253	166,614	264,049	593	0	3,606,925
Outer regional	401,877	211,257	603,543	163,042	149,609	139,937	0	104,261	1,773,527
Remote	33,403	4,693	84,947	82,752	39,841	7,232	0	39,227	292,096
Very remote	7,088	0	48,624	47,874	12,351	2,129	0	47,541	167,617
<i>All Australians</i>	<i>5,813,541</i>	<i>4,299,797</i>	<i>3,422,352</i>	<i>1,747,914</i>	<i>1,302,074</i>	<i>413,347</i>	<i>294,001</i>	<i>191,029</i>	<i>17,486,605</i>
<b>Service users</b>									
Major cities	28,814	45,374	14,234	15,619	14,069	12	3,590	4	121,471
Inner regional	11,052	18,270	7,020	2,896	2,155	3,503	32	1	44,753
Outer regional	4,041	4,062	4,524	2,257	1,928	1,412	3	1,054	19,206
Remote	247	71	478	802	640	43	0	318	2,587
Very remote	88	2	341	380	141	7	1	201	1,155
<i>All service users</i>	<i>45,148</i>	<i>75,110</i>	<i>27,229</i>	<i>23,346</i>	<i>19,612</i>	<i>5,154</i>	<i>3,753</i>	<i>1,655</i>	<i>200,493</i>
<b>Service users per 1,000 population aged under 65 years</b>									
Major cities	6.9	14.3	7.9	12.7	15.1	—	12.2	—	10.4
Inner regional	9.4	20.1	8.0	13.0	12.9	13.3	53.9	—	12.4
Outer regional	10.1	19.2	7.5	13.8	12.9	10.1	—	10.1	10.8
Remote	7.4	15.1	5.6	9.7	16.1	5.9	—	8.1	8.9
Very remote	12.4	—	7.0	7.9	11.4	3.3	—	4.2	6.9
<i>All service users</i>	<i>7.8</i>	<i>17.5</i>	<i>8.0</i>	<i>13.4</i>	<i>15.1</i>	<i>12.5</i>	<i>12.8</i>	<i>8.7</i>	<i>11.5</i>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. The number of service users in each remoteness area (RA) were estimated based on service users' residential postcodes. Some postcode areas were split between two or more RAs. Where this was the case the data were weighted according to the proportion of the population of the postcode area in each RA.
3. Data for all service users include 11,321 service users whose location was not known. Location was classified as 'not known' only if all the service user postcodes provided by all services attended by the service user were not stated or not collected.
4. Service users may appear in remoteness areas for which there is no population within that state or territory. In such cases, the user's residential postcode is located within another jurisdiction. This may be due to service users living in one jurisdiction and accessing one or more services in another jurisdiction, or service users moving between jurisdictions within the reporting period.

*Source:* ABS Statistical Local Area estimates for June 2004.