

1 Introduction

This report presents information about people who used specialist disability services funded under the third Commonwealth State/Territory Disability Agreement (CSTDA), and the services they received. The CSTDA was a financial agreement between the Australian and state and territory governments for the provision of services to benefit people with disabilities. CSTDA-funded services were targeted at people with disability attributable to an intellectual, psychiatric, sensory, physical or neurological impairment or acquired brain injury, manifest before the age of 65. The disability is likely to be permanent and result in substantially reduced capacity in self-care, mobility and/or communication and a need for ongoing or long-term episodic support (CSTDA 2003).

One policy priority of the CSTDA was to strengthen access to generic services for people with disabilities to assist them to access the range of services that exist for all Australians. Thus, the data in this report reflect just one part of a broader service system. Many people with a disability receive disability support through other government programs, such as Home and Community Care, in addition to generic health, education, transport and other services.

The reference year for this report is 2007–08, based on data collected for the CSTDA National Minimum Data Set.

1.1 Brief history of the CSTDA and the NMDS

In recent years, specialist disability services in Australia were funded and provided under three national disability agreements spanning the period 1991 to 2008. Under these agreements, the Australian Government (Commonwealth) was responsible for the planning, policy setting and management of employment services¹ for people with disability, and the states and territories were responsible for all other disability support services (including accommodation support, community access, community support and respite services). Responsibility for advocacy, information and print disability services was shared between the two levels of government.

Since 1995, information relating to the services provided under the CSTDA, and the people accessing services, have been collected in the National Minimum Data Set (NMDS). For more information about the development and history of the CSTDA NMDS, see AIHW 2008a (Section 1.2) and AIHW 2003.

The first Commonwealth/State Disability Agreement (CSDA) of 1991 aimed to reduce the amount of duplication and administrative complexity involved in disability services, and to minimise gaps in service provision (AIHW 1993). The second agreement was signed in 1998, and the third in 2002. Key changes in the disability services field over this period included changes in the nature of services, including a trend towards more flexible service delivery models; increased need for accountability and performance reporting; and increased use of

¹ Responsibility for open employment services currently rests with the Department of Education, Employment and Workplace Relations (DEEWR), and supported employment services (also known as 'business services') with the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA).

technology in the disability services field (AIHW 2003). These issues were reflected in the third CSTDA, which also aimed to strengthen support for families and carers and improve cross-government linkages and access to generic services (CSTDA 2003). The third Agreement was due to expire in 2007, but was extended to 31 December 2008 to allow for the negotiation of a new National Disability Agreement (NDA).

The NDA replaced the CSTDA on 1 January 2009. Similar to previous Agreements, the NDA outlines state/territory and Australian Government roles and responsibilities and provides agreed objectives, outcomes and national priorities for disability service delivery in Australia (COAG 2008a). Key reforms outlined in the NDA aim to improve the effectiveness, efficiency and equitability of disability services, with a focus on person-centred approaches, improved access and lifelong planning. The overarching objective of the NDA is that 'people with disability and their carers have an enhanced quality of life and participate as valued members of the community' (COAG 2008b).

This report presents data from the fifth full year of CSTDA data collection, and covers the period 1 July 2007 to 30 June 2008. Data presented are consistent with earlier AIHW annual reports on the CSTDA NMDS (from 1 July 2009 the NMDS is known as the Disability Services National Minimum Data Set).

1.2 Details of the collection

Scope of the collection

The 2007–08 CSTDA NMDS collection includes services that were received, or were purchased with, funding under the CSTDA during 2007–08. The scope of services varied in terms of programs that received CSTDA funding across jurisdictions. For example, in Victoria, Queensland (and Western Australia in some cases), specialist psychiatric disability services were funded under the CSTDA. However, in all other jurisdictions, specific mental health services were funded and provided under health, rather than disability, portfolios.

Table 1.1: highlights the main areas where the borders between CSTDA-funded services and services funded under other programs differed across jurisdictions.

Table 1.1: Scope of services included in the CSTDA NMDS collection, by state/territory, 2007–08

State/territory	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Specialist psychiatric disability services	X	✓	✓	✓ ^(a)	X	X	X	X
Early childhood intervention	✓	✓	✓	✓	✓	X	✓	✓ ^(b)

(a) CSTDA NMDS data were included for users of specialist psychiatric disability services in WA who have psychiatric disability and at least one other disability group.

(b) Selected services only.

Counts and definitions

The main counts of the NMDS collection are service users and service type outlets (see Box 1.1). A **service type outlet** is a unit of a funded agency (see following page) that provides a particular CSTDA service type at or from a designated location. Data are collected, usually by funded agencies, for each service type outlet.

A **funded agency** is an organisation that delivers one or more CSTDA-funded service types to service users. Each 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.

For each **service type** (and therefore for each service type outlet), data are collected for every service user over the collection period (see Box 1.1). Box 1.2 provides definitions of each of the service groups (categories of service type) in the CSTDA NMDS collection, and Appendix 5 provides detailed definitions of each specific service type category. Note that service user data are not collected in relation to two of the seven service groups.

A **statistical linkage key** (SLK) enables the number of service users to be estimated from the data collected at service type outlet or agency level. During any given financial year, a service user can receive services from:

- more than one service type outlet
- more than one funded agency
- multiple jurisdictions – across state/territory borders, and/or a combination of Australian Government and state/territory services.

In each of these cases, unique service user counts can be estimated by using the statistical linkage key. The focus of this report is on these counts – that is, person-based estimates. See Appendix 4 for more information on the SLK.

Data compilation

Service providers collate data relating to each of their CSTDA-funded service type outlets, as well as all service users who access each of these outlets. Service user data were collected for each person receiving that service type at the outlet over the 2007–08 collection period, and may have been reported by the service user, their carer, an advocate, or their service provider.

Each year the AIHW develops, in cooperation with all jurisdictions, standard versions of service type outlet and service user forms (see Appendix 3 for the 2007–08 versions). Most agencies use computerised means to collate the data. The AIHW annually updates a national data guide (see AIHW 2007a), which provides guidance for completion of all data items in the collection.

Upon completion, data are sent in electronic format or hard copy to the responsible government funding organisation in each jurisdiction. Data are then verified and a final database compiled.² This database 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 validation and compilation.

² Some jurisdictions add additional data items, sometimes for a single year.

Data items in the NMDS

The data items collected for service type outlets include:

- service type classification (see Appendix 5)
- agency sector (government or non-government)
- location
- hours worked by staff (both paid and unpaid)
- times of operation
- number of service users.

Data items relating to service users include:

- items for the SLK (including selected letters of names, sex and date of birth)
- other items including Indigenous status, communication method, primary and other significant disabilities, support needs and living arrangements
- information regarding service dates (including start date, exit date, and date of last service) and the quantity of service received (hours) – for selected service types.

Use of CSTDA NMDS information

In addition to their use in service planning and monitoring in individual jurisdictions, CSTDA NMDS data are used for developing national performance indicators. Performance indicators form part of the accountability measures that jurisdictions were required to report under Schedule 3 of the 2002–07 agreement, and published annually as part of the *Commonwealth State/Territory Disability Agreement annual public report* (see DPRWG forthcoming). The AIHW also releases a supporting web publication, which includes these indicator tables in more detail (see AIHW forthcoming). A set of performance indicators relating to disability is also published annually in the *Report on Government Services* (see, for example, SCRGSP 2009).

The AIHW has an interactive disability data site containing subsets of national information from the 2007–08 data collection, as well as previous data collections from 1999 onwards. This is available at <www.aihw.gov.au/disability/datacubes/index.html>, and allows anyone who has access to the internet to view data. People accessing this site can construct their own data tables according to their needs (see AIHW 2006b: Box 2.5 for more information).

Data quality

Data quality should be taken into account when interpreting data in this report. Service type outlet response rates, service user response rates, the accuracy of the statistical linkage key, 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 high ‘not stated’ rates. See Chapter 7 for a detailed discussion of these issues.

Box 1.1: CSTDA NMDS collection definitions and scope

Service user

A person with 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.

Service

A support activity delivered to a service user, in accordance 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.

Service type and service group

The support activity that the service type outlet has been funded to provide under the CSTDA.

The NMDS classifies services according to 'service type'. This classification arranges services into seven distinct categories known as 'service groups': accommodation support; community support; community access; respite; employment; advocacy, information and print disability; and 'other support' (see Box 1.2 for definitions). Within each of these service groups are various service types (see Appendix 5 for a full list of service type codes and definitions).

Service type outlet

The unit of the funded agency that delivers a particular CSTDA service type at, or from, a discrete location.

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.

Funded agency

An organisation that delivers one or more CSTDA-funded 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.

Scope of the CSTDA NMDS collection

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 (that is, CSTDA or other), it is asked to provide details of all service users and staff (for each service type).

Box 1.2: Service groups covered by the CSTDA³

Accommodation support

Services that provide accommodation to people with disability and services that provide the support needed to enable a person with disability to remain in his or her existing accommodation or move to more suitable or appropriate accommodation.

Community support

Services that provide the support needed for a person with disability to live in a non-institutional setting (not including support with the basic needs of living, such as meal preparation and dressing, which are included under accommodation support).

Community access

Services designed to provide opportunities for people with 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.

Respite

Services providing a short-term and time-limited break for families and other voluntary caregivers of people with disability, to assist in supporting and maintaining the primary care-giving relationship, while providing a positive experience for the person with disability. Although there are therefore two 'clients' – the carer and the person with disability – in the CSTDA NMDS collection, the person with disability is regarded as the client. Statistical tables in this report reflect this perspective.

Employment

There are three types of employment services which provide employment assistance to people with disability:

- *Open employment provides assistance in obtaining and/or retaining paid employment in the open labour market.*
- *Supported employment provides employment opportunities and assistance to people with disability to work in specialised and supported work environments.*
- *Targeted support provides people with disability structured training and support to work towards social and community participation, or opportunities to develop skills, or retrain, for paid employment.*

Advocacy, information and print disability

Advocacy services are designed to help people with disability increase the control they have over their lives by representing their interests and views in the community. Information services provide accessible information to people with disability, 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.

Other

Includes research and evaluation; training and development; peak bodies; and any other support services completely outside any of the defined service types above.

³ See Appendix 5 for full lists and definitions of specific service types.

1.3 Government expenditure on CSTDA services

Government expenditure on CSTDA-funded services during 2007–08 was \$4.8 billion, including \$0.4 billion (8%) of administrative expenditure (Table 1.2). Amounts paid to state/territory governments by the Australian Government are included in state/territory totals in Table 1.2. Almost half of all CSTDA expenditure (48%) was on accommodation support, followed by community support and community access (each 12%) and employment services (11%).

Table 1.2: Expenditure on disability support services by Australian, state and territory governments, by service group and administrative expenditure, 2007–08

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia	
	\$ million										%
Accommodation support	789.6	651.5	343.1	213.6	175.1	73.2	33.6	19.3	—	2,298.9	47.7
Community support	142.8	217.9	82.3	60.6	44.9	10.0	12.9	9.3	—	580.7	12.1
Community access	178.2	190.7	120.4	30.7	24.5	17.0	6.2	2.8	7.0 ^(a)	577.6	12.0
Respite	100.7	68.5	54.4	23.5	10.3	7.5	5.6	2.3	13.9 ^(a)	286.8	6.0
Employment	—	—	—	—	—	—	—	—	520.7	520.7	10.8
Advocacy, information and print disability	16.3	12.9	9.6	1.5	1.4	2.3	1.0	0.1	14.1	59.3	1.2
Other support	5.3	14.9	11.9	15.2	46.8	1.4	0.7	—	7.2	103.4	2.1
<i>Subtotal</i>	<i>1,232.9</i>	<i>1,156.5</i>	<i>621.8</i>	<i>345.0</i>	<i>302.9</i>	<i>111.4</i>	<i>60.0</i>	<i>33.9</i>	<i>563.0</i>	<i>4,427.3</i>	<i>91.9</i>
Administration	146.6 ^(b)	91.0	60.3	18.5	17.1	8.2	5.3	1.7	39.6	388.3	8.1
Total	1,380.3	1,247.5	682.0	363.5	320.1	119.6	65.3	35.5	602.6	4,815.7	100.0

(a) Some Australian Government-funded community access and respite services are funded under the CSTDA from the Employment Assistance and Other Services appropriation. A further initiative, the *Respite for Older Carers of Children with Disability* program was introduced by the Commonwealth Government in late 2007 and related expenditure data are not included in this table. The program assists carers aged 60 years and over who are caring for adult children aged 25 years and over with severe or profound disability. The program will come under the CSTDA when it is transferred to state and territory governments in 2008–09. This will ensure respite services become progressively available across Australia. Funding provided directly by the Commonwealth to services in each state/territory totalled \$20.3 million during 2007–08.

(b) NSW administrative expenditure includes \$0.73 million of capital grants.

Note: Figures may vary from those published in the *Report on government services 2009* (SCRGSP 2009) and Table 1.3 owing to the use of different counting rules in particular jurisdictions (for example, some jurisdictions may include funding for psychiatric-specific services in Table 1.2 that is not reported in SCRGSP 2009).

Sources: Unpublished data provided to AIHW by each jurisdiction.

Government expenditure has increased by around 22% in real terms since 2003–04 (Table 1.3). Figures for 2007–08 in Table 1.3 vary slightly from those in Table 1.2 owing to the exclusion of specialist psychiatric services from the disability services chapter of the *Report on Government Services*, which is the source of expenditure time series data in Table 1.3. Administrative expenditure showed lower growth (16%) than expenditure on direct service delivery.

Employment services registered the highest growth in real expenditure over the 5-year period (46%). Expenditure per employment service user also increased, albeit at a lower level (4.4%), due to strong growth in the number of people using disability employment services. Community access services registered the highest growth in real expenditure per service user (13%); total expenditure on community access services increased by 24% in real terms. Respite services were the only service group to record a drop in expenditure per service user since 2003–04 (–16%).

Table 1.3: Real expenditure on CSTDA-funded disability support services by Australian, state and territory governments, by service group and administrative expenditure, 2003–04 to 2007–08

Service group	2003–04	2004–05	2005–06	2006–07	2007–08	Change 2003–04 to 2007–08	
	\$ million (2007–08 dollars)					\$ million	Per cent
Accommodation support	1,940.40	2,057.20	2,055.90	2,129.00	2,235.90	295.6	15.2
Community support	415.3	449.4	502.8	540.7	557.9	142.6	34.3
Community access	457	473.5	500.5	537	566.3	109.3	23.9
Respite	218.7	223	243.9	259.3	281.4	62.7	28.7
Employment	356.5	402.1	436.4	449.6	520.7	164.1	46.0
Advocacy, information and print disability	45.8	50.9	49.8	54	55	9.1	19.9
Other support	112.3	124.1	109.3	129.4	128	15.7	13.9
<i>Subtotal</i>	<i>3,546.00</i>	<i>3,780.20</i>	<i>3,898.60</i>	<i>4,099.00</i>	<i>4,345.20</i>	<i>799.2</i>	<i>22.5</i>
Administration	332.7	348.8	346.8	381.9	386.8	54.1	16.2
Total	3,878.80	4,129.00	4,245.30	4,480.90	4,732.00	853.3	22.0
	Expenditure per service user (2007–08 dollars)					\$	Per cent
Accommodation support	69,053	72,552	69,430	68,560	73,066	4,013	5.8
Community support	5,271	4,854	5,212	5,493	5,386	116	2.2
Community access	11,001	12,802	12,731	11,976	12,460	1,459	13.3
Respite	11,437	10,231	9,679	9,295	9,556	–1,881	–16.4
Employment	5,546	6,202	5,965	5,619	5,790	244	4.4

Note: Figures vary from those in Table 1.2 owing to the use of different counting rules in particular jurisdictions (for example, some jurisdictions may include funding for psychiatric-specific services in Table 1.2 but not in SCRGSP 2009).

Source: SCRGSP 2009: Tables 14A.5 and 14A.7.

1.4 Overview of services used in 2007–08

In total, 245,746 people used CSTDA-funded services during 2007–08 (Table 1.4). Over one-third (36%) accessed services in Victoria, and one-quarter (25%) in New South Wales. The most commonly used services were community support (42%) and employment (37%).

Around 15% of service users accessed accommodation support services, accounting for nearly half of all government expenditure (Table 1.4). In contrast, community support and employment services have much higher proportions of service users relative to expenditure.

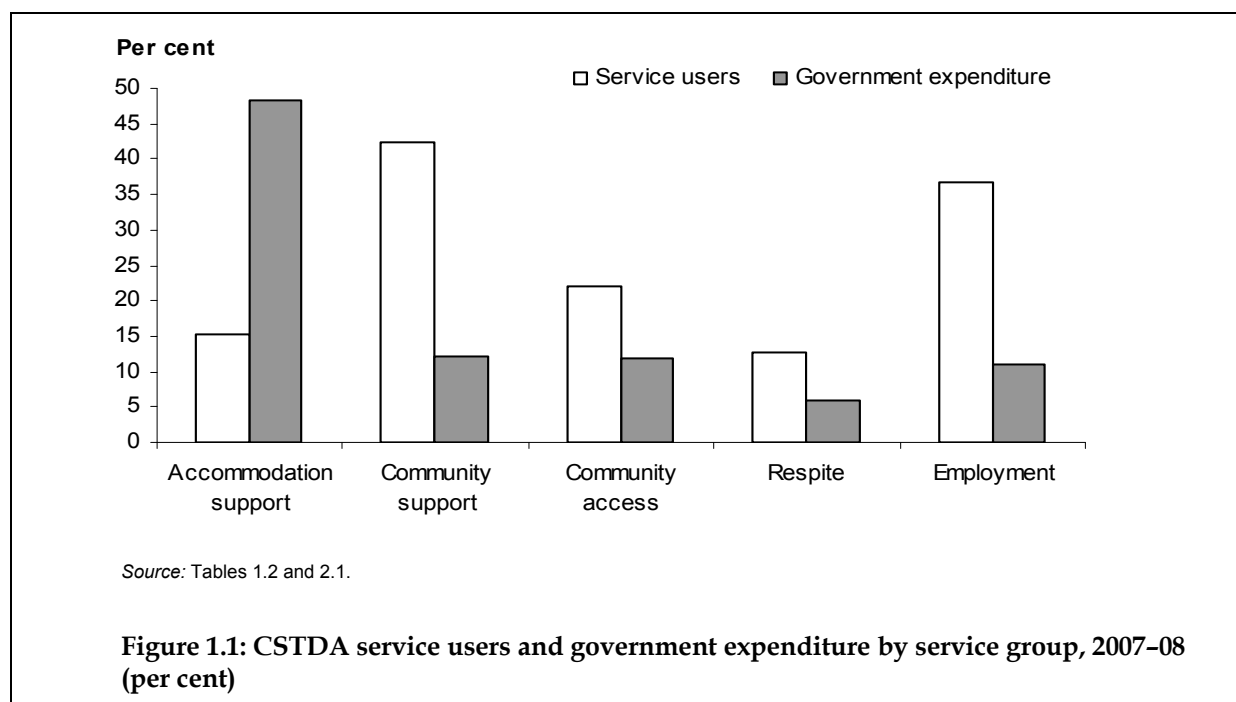
These comparisons reflect the different nature of service delivery between different service types – in particular, the relatively high cost of delivering accommodation support services (Figure 1.1).

Table 1.4: Users of CSTDA-funded services, by service type and state and territory, 2007–08

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust	%
Accommodation support	7,309	14,437	6,020	3,606	4,602	1,132	338	258	37,690	15.3
Community support	22,044	36,789	12,494	11,535	14,263	2,451	3,260	1,502	103,976	42.3
Community access	11,910	22,376	8,307	3,789	5,735	1,544	447	311	54,374	22.1
Respite	6,457	14,973	4,799	2,854	1,660	301	320	214	31,524	12.8
<i>Total state/territory services</i>	<i>35,923</i>	<i>69,292</i>	<i>20,902</i>	<i>15,739</i>	<i>19,350</i>	<i>4,172</i>	<i>3,675</i>	<i>1,912</i>	<i>170,229</i>	
Employment	29,043	23,446	17,566	7,929	8,223	2,318	1,087	661	89,935	36.6
Total (number)	61,767	89,053	36,468	21,299	25,224	6,141	4,521	2,476	245,746	100.0
Total (per cent)	25.1	36.2	14.8	8.7	10.3	2.5	1.8	1.0	100.0	

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 service components because individuals may have accessed services in more than one state or territory during the 12-month period. Total service users may not be the sum of service group components because individuals may have accessed more than one service group over the 12-month period.
2. There are discrepancies for South Australia for service groups 'Accommodation support', 'Community access' and 'Respite' due to miscoding of service types for two service type outlets.



2 Service users

This chapter outlines the characteristics of people who used CSTDA-funded services during the 2007–08 reference period, along with key trends over the 5 years to 2007–08.

In total, almost one quarter of a million people (245,746) used at least one CSTDA-funded service in 2007–08. This was an increase of 13,493 people (5.8%) on 2006–07 (232,253) and a 31% increase since 2003–04 (7% average annual growth).

Each of the five main service groups registered increases in the number of service users over the 5 years to 2007–08, ranging from around 14% for accommodation support and community access to 53% for respite. The increasing numbers of service users also represent increases relative to the CSTDA target group – people with substantially reduced capacity in the core activities of self-care, mobility and communication (see Table A2.1).

2.1 State distribution and service type

In 2007–08, Victoria accounted for the highest proportion (36%) of all CSTDA service users, followed by New South Wales (25%), Queensland (15%), South Australia (10%), Western Australia (9%), Tasmania (2.5%), Australian Capital Territory (1.8%) and the Northern Territory (2,476 people or 1%) (Table 1.4). A comparison of state distribution over the 5-year collection period shows little change, with the exception of Western Australia. In 2007–08, Western Australia reported 21,299 service users (9%), a fall from 22,896 service users (12%) in 2003–04.

A comparison of 2003–04 and 2007–08 for employment services shows some substantial increases in the number of service users, most notably in the Northern Territory (62%), Victoria (53%) and Queensland (50%). The number of service users in Tasmania and South Australia both rose 39%; similarly, New South Wales and Western Australia both rose by 28%, while ACT recorded the smallest increase in employment service users over the period at 21% (AIHW 2005).

Open employment services were the most commonly accessed employment service type in 2007–08, with 69,172 people or 28% of all service users accessing this service type (Table 2.1). Case management, local coordination and development services (classified under community support) were the second most used service type, having been accessed by 49,210 service users (20%) in 2007–08. Learning and life skills development services (under community access) were used by 35,770 people or about 15% of all service users.

The relationship between the number of people who use specialist disability services and the population potentially needing these services is of considerable interest, as it highlights the level of access to, and take-up, of services. While there is no definitive measure of the population in need of CSTDA services, the term ‘potential population’ is used here to refer to the number of people in Australia who might have needed specialist disability services at a given point in time, in this case, the year 2007–08. Estimated potential population is derived by applying national age and sex-specific rates of severe or profound core activity limitation from the ABS Survey of Disability, Ageing and Carers (ABS 2004) to estimated resident population in the reference year. Potential population is used to calculate rates of service use by broad service group, expressed as the number of service users per 1,000 potential population (Table A2.1).

Table 2.1: Users of CSTDA-funded services, service type by state and territory, 2007–08

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Accommodation support									
Large residential/institutions	1,509	179	335	261	727	115	—	—	3,126
Small residential/institutions	93	101	534	138	26	20	—	—	912
Hostels	77	174	—	56	14	89	—	—	410
Group homes	3,874	4,811	1,036	1,356	991	490	211	154	12,923
Attendant care/personal care	335	354	566	n.p.	793	199	n.p.	29	2,280
In-home accommodation support	1,487	8,774	3,883	1,941	2,307	184	130	62	18,762
Alternative family placement	60	8	52	27	74	—	—	25	246
Other accommodation	81	503	90	77	5	100	n.p.	n.p.	859
<i>Total accommodation support</i>	<i>7,309</i>	<i>14,437</i>	<i>6,020</i>	<i>3,606</i>	<i>4,602</i>	<i>1,132</i>	<i>338</i>	<i>258</i>	<i>37,690</i>
<i>Per cent of column total</i>	<i>11.8</i>	<i>16.2</i>	<i>16.5</i>	<i>16.9</i>	<i>18.2</i>	<i>18.4</i>	<i>7.5</i>	<i>10.4</i>	<i>15.3</i>
Community support									
Therapy support for individuals	2,288	9,438	2,141	4,341	2,006	267	1,479	748	22,689
Early childhood intervention	6,234	10,331	1,992	1,280	951	—	1,317	104	22,140
Behaviour/specialist intervention	978	2,124	1,141	1,251	489	—	108	91	6,182
Counselling (individual/family/group)	91	—	940	112	1,579	—	11	187	2,920
Resource teams/regional teams	12,299	—	456	173	4,665	1,121	—	n.p.	18,711
Case management, local coordination and development	2,927	18,404	8,754	8,334	8,608	1,358	530	377	49,210
Other community support	1,164	357	601	1,343	1,047	—	89	146	4,747
			12,49	11,53	14,26				
<i>Total community support</i>	<i>22,044</i>	<i>36,789</i>	<i>4</i>	<i>5</i>	<i>3</i>	<i>2,451</i>	<i>3,260</i>	<i>1,502</i>	<i>103,976</i>
<i>Per cent of column total</i>	<i>35.7</i>	<i>41.3</i>	<i>34.3</i>	<i>54.2</i>	<i>56.5</i>	<i>39.9</i>	<i>72.1</i>	<i>60.7</i>	<i>42.3</i>
Community access									
Learning and life skills development	7,931	14,164	6,822	1,930	4,185	283	295	185	35,770
Recreation/holiday programs	1,805	810	1,655	2,160	2,206	330	142	132	9,237
Other community access & day programs	2,860	7,661	643	n.p.	175	1,040	25	13	12,418
<i>Total community access</i>	<i>11,910</i>	<i>22,376</i>	<i>8,307</i>	<i>3,789</i>	<i>5,735</i>	<i>1,544</i>	<i>447</i>	<i>311</i>	<i>54,374</i>
<i>Per cent of column total</i>	<i>19.3</i>	<i>25.1</i>	<i>22.8</i>	<i>17.8</i>	<i>22.7</i>	<i>25.1</i>	<i>9.9</i>	<i>12.6</i>	<i>22.1</i>
Respite									
Own home respite	98	1,333	730	230	272	50	9	21	2,743
Centre-based respite/respite homes	3,143	5,075	2,519	1,211	823	236	225	73	13,288
Host family/peer support respite	301	524	74	—	172	—	n.p.	16	1,088
Flexible/combination respite	3,737	9,281	2,460	1,680	376	32	120	106	17,777
Other respite	105	1,151	170	329	324	—	—	4	2,083
<i>Total respite</i>	<i>6,457</i>	<i>14,973</i>	<i>4,799</i>	<i>2,854</i>	<i>1,660</i>	<i>301</i>	<i>320</i>	<i>214</i>	<i>31,524</i>
<i>Per cent of column total</i>	<i>10.5</i>	<i>16.8</i>	<i>13.2</i>	<i>13.4</i>	<i>6.6</i>	<i>4.9</i>	<i>7.1</i>	<i>8.6</i>	<i>12.8</i>

(continued)

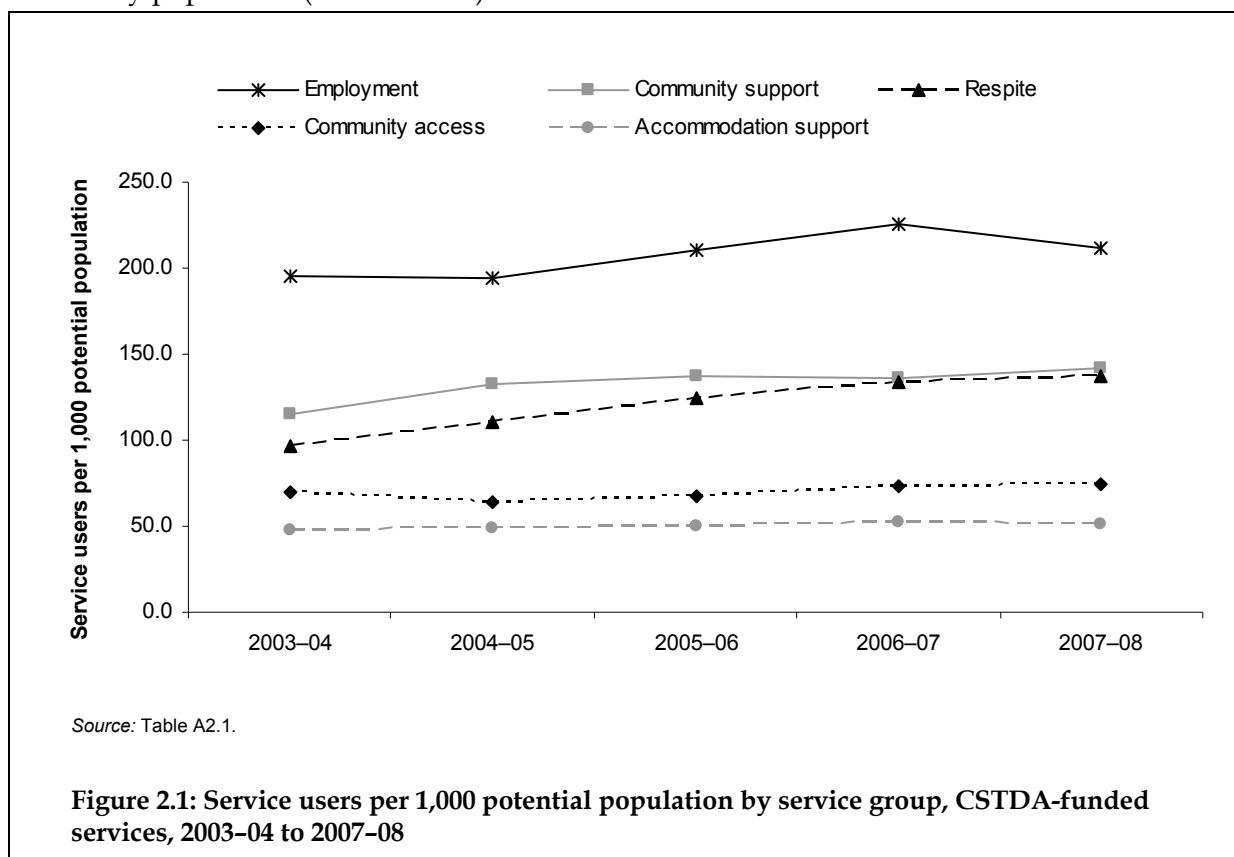
Table 2.1 (continued): Users of CSTDA-funded services, service type by state and territory, 2007-08

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Employment									
Open employment services	21,187	18,772	15,225	5,775	5,407	1,735	825	539	69,172
Supported employment services	8,079	4,833	2,263	2,212	2,913	603	272	112	21,264
Targeted support	107	49	166	48	—	—	n.p.	16	387
<i>Total employment</i>	<i>29,043</i>	<i>23,446</i>	<i>17,566</i>	<i>7,929</i>	<i>8,223</i>	<i>2,318</i>	<i>1,087</i>	<i>661</i>	<i>89,935</i>
<i>Per cent of column total</i>	<i>47.0</i>	<i>26.3</i>	<i>48.2</i>	<i>37.2</i>	<i>32.6</i>	<i>37.7</i>	<i>24.0</i>	<i>26.7</i>	<i>36.6</i>
Total	61,767	89,053	36,468	21,299	25,224	6,141	4,521	2,476	245,746

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 service components because 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 because 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 the service group components because individuals may have accessed more than one service group over the 12-month period.
2. There are discrepancies for South Australia for service types 'Attendant care/personal care', 'Learning and life skills development', 'Other community access' and 'Own home respite' due to miscoding of service types for two service type outlets.

In 2007-08, employment services showed the highest usage rate at 212 service users per 1,000 potential population, continuing a trend over 5 years of the CSTDA (Figure 2.1). It should be noted that the definition of potential population does not align as well with the service user profile of employment services (with markedly lower representation of people profound or severe core activity limitation) as with other service groups. This makes the usage rate seem higher when in fact employment, particularly open employment, services target a broader disability population (see Table 3.9).



Community support (142 per 1,000) and respite (137 per 1,000) followed with the second and third highest usage rates. Respite services also showed the highest growth in service users since 2003–04. Community access (74 per 1,000) and accommodation support (51 per 1,000) reported lower rates of use. Use of these services was fairly stable over the period 2003–04 to 2007–08.

Agency sector and service provision

Both government and non-government providers deliver CSTDA-funded services. In 2007–08, almost three-quarters (74%) of state/territory service users, or 126,406 people, accessed non-government providers. This represented an increase in the number of service users since 2003–04, but a slight decrease in proportion (AIHW 2005, 2008a). In 2007–08, 72,222 state/territory service users (42%) accessed government providers. Non-government agencies most commonly provided accommodation support, community access and respite, whereas community support services were more equally accessed from both government and non-government agencies (Table 2.2). Of the 89,935 service users who accessed employment services, almost all accessed these services through non-government agencies (Table 2.3).

Table 2.2: Users of CSTDA-funded services, agency sector by state and territory and by service group, 2007–08

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	%
Accommodation support										
Government	2,890	3,836	759	1,845	853	154	167	60	10,564	28.0
Non-government	4,461	11,058	5,271	1,887	3,771	1,057	176	224	27,894	74.0
Not stated	—	—	—	—	—	—	—	—	—	—
Total	7,309	14,437	6,020	3,606	4,602	1,132	338	258	37,690	100.0
Community support										
Government	12,942	14,547	8,885	9,332	10,734	1,140	3,029	941	61,365	59.0
Non-government	11,178	25,783	4,723	4,383	4,887	1,402	359	609	53,248	51.2
Not stated	—	—	—	—	—	—	—	—	—	—
Total	22,044	36,789	12,494	11,535	14,263	2,451	3,260	1,502	103,976	100.0
Community access										
Government	2,561	2,131	512	672	366	183	78	0	6,503	11.9
Non-government	9,593	21,316	7,933	3,227	5,434	1,415	419	311	49,611	91.2
Not stated	12	—	—	—	—	—	—	—	12	—
Total	11,910	22,376	8,307	3,789	5,735	1,544	447	311	54,374	100.0
Respite										
Government	2,456	2,451	536	979	62	219	184	16	6,894	21.8
Non-government	4,695	13,437	4,441	2,170	1,602	91	162	206	26,770	84.9
Not stated	14	—	—	—	—	—	—	—	14	—
Total	6,457	14,973	4,799	2,854	1,660	301	320	214	31,524	100.0

(continued)

Table 2.2 (continued): Users of CSTDA-funded services, agency sector by state and territory and by service group, 2007–08

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	%
Total state/territory service users										
Government	15,660	20,423	9,223	10,466	11,197	1,321	3,177	988	72,222	42.4
Non-government	25,716	58,095	16,213	9,515	11,708	3,477	900	1,148	126,406	74.3
Not stated	23	—	—	—	—	—	—	—	23	—
Total	35,923	69,292	20,902	15,739	19,350	4,172	3,675	1,912	170,229	100.0

Note: There are discrepancies for South Australia for service groups 'Accommodation support', 'Community access' and 'Respite' due to miscoding of service types for two service type outlets.

Table 2.3: Users of CSTDA-funded employment services, agency sector by state and territory, 2007–08

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia	%
Government	—	—	109	1	—	—	—	—	110	—
Non-government	29,043	23,446	17,462	7,928	8,223	2,318	1,087	661	89,831	99.9
Total	29,043	23,446	17,566	7,929	8,223	2,318	1,087	661	89,935	100.0

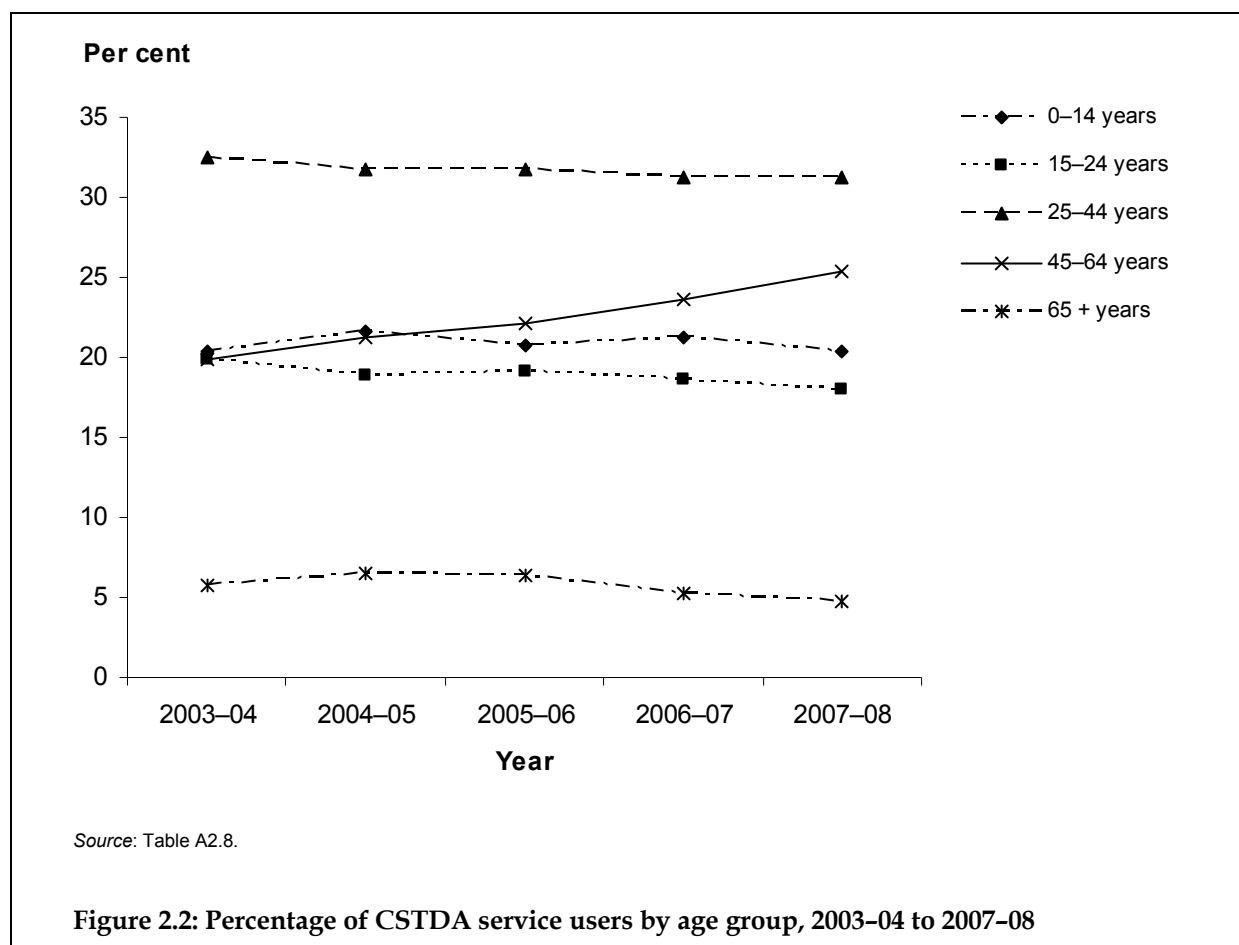
2.2 Age, sex and disability

The median age of service users in 2007–08 was 32.6 years: 29.7 years for males and 36.5 years for females (Table A2.2). The difference between male and female median ages has increased, from 4.5 years in 2003–04 to 6.8 years in 2007–08.

Service users aged 25–44 years and 45–64 years represented the largest proportions of service users in 2007–08 (31% and 25% respectively; Table 2.4). At these ages, intellectual, physical and psychiatric disabilities were the most common primary disability. Children and young people aged up to 24 years accounted for a further 38.4% of service users (Table 2.4).

Analysis of age groups reveals a year-on-year rise in the number and proportion of service users aged 45–64 years (Figure 2.2). In 2003–04, some 20% of service users were aged 45–64 years, which grew to around 25% in 2007–08. In contrast, all other age groups (less than 65 years) have either decreased (as a proportion) or showed minor year-on-year fluctuations.

In 2007–08, service users were more likely to be male than female (Table 2.4). Notable differences between the sexes in relation to primary disability include: males were more likely to report autism (8.2% compared to 2.6%) and females were more likely to report neurological disability (7.0% compared to 4.0%). Similar patterns were seen in 2006–07.



Service users were asked to report their main disability as well as any other types of disability that caused them difficulty. These are referred to respectively as 'primary' and 'other significant' disability groups. While only one primary disability is recorded, the ability to report multiple other significant disabilities facilitates a broader understanding of the diverse needs and circumstances of service users.

The most commonly reported disability for the five year collection period has been intellectual disability, with 32% or 77,320 service users in 2007-08 reporting intellectual disability as their primary disability (Table 2.4).

In 2007-08, around 2 in 5 service users identified at least one other significant disability (Table 2.5). More than half of service users who reported intellectual disability (54%), acquired brain injury (59%) or being deafblind (57%) as their primary disability also reported other significant disability. This shows an increase on 2003-04 (49%, 54% and 41% respectively) (AIHW 2005). Based on data for 2007-08, people who identified acquired brain injury or being deafblind as their primary disability were also the most likely to experience other significant disability, with an average of more than two disability types per service user. Of service users who reported autism or neurological disability as their primary condition, nearly half (49% and 47% respectively) also reported other significant disability.

Table 2.4: Users of CSTDA-funded services, sex and primary disability group by age group, 2007–08

Primary disability	Age group (years)						Not stated	Total	
	0–4	5–14	15–24	25–44	45–64	65+		No.	%
Males									
Intellectual	413	6,622	11,828	16,157	9,197	888	24	45,129	31.1
Specific learning/ADD	89	536	3,327	1,314	295	6	1	5,568	3.8
Autism	1,377	5,483	3,669	1,226	172	8	9	11,944	8.2
Physical	721	2,260	2,461	5,924	8,626	825	10	20,827	14.3
Acquired brain injury	50	278	621	2,657	2,806	537	6	6,955	4.8
Neurological	261	704	733	1,670	1,963	521	6	5,858	4.0
Deafblind	26	43	43	61	64	36	1	274	0.2
Vision	142	311	398	839	1,037	843	—	3,570	2.5
Hearing	313	286	513	807	734	362	—	3,015	2.1
Speech	811	1,080	154	82	62	17	—	2,206	1.5
Psychiatric	18	73	2,495	12,366	6,914	749	7	22,622	15.6
Developmental delay	3,710	929	—	—	—	—	1	4,640	3.2
Not stated/not collected	3,258	3,942	1,424	1,622	1,666	628	35	12,575	8.7
<i>Total males</i>	<i>11,189</i>	<i>22,547</i>	<i>27,666</i>	<i>44,725</i>	<i>33,536</i>	<i>5,420</i>	<i>100</i>	<i>145,183</i>	<i>100.0</i>
<i>% total males</i>	<i>7.7</i>	<i>15.5</i>	<i>19.1</i>	<i>30.8</i>	<i>23.1</i>	<i>3.7</i>	<i>0.1</i>	<i>100.0</i>	
Females									
Intellectual	306	3,898	7,994	12,013	7,125	809	23	32,168	32.1
Specific learning/ADD	31	201	1,359	636	166	—	—	2,393	2.4
Autism	310	1,118	782	317	59	6	—	2,592	2.6
Physical	565	1,687	1,826	4,085	6,659	711	15	15,548	15.5
Acquired brain injury	31	148	274	1,011	1,265	260	4	2,993	3.0
Neurological	173	587	612	2,142	2,857	644	3	7,018	7.0
Deafblind	10	43	24	77	55	46	—	255	0.3
Vision	91	232	352	721	987	1,554	3	3,940	3.9
Hearing	192	233	411	807	700	417	—	2,760	2.8
Speech	290	430	48	36	27	6	—	837	0.8
Psychiatric	21	48	1,818	8,077	6,494	913	6	17,377	17.3
Developmental delay	1,978	386	—	—	—	—	—	2,364	2.4
Not stated/not collected	1,506	1,686	1,088	2,044	2,543	1,041	27	9,935	9.9
<i>Total females</i>	<i>5,504</i>	<i>10,697</i>	<i>16,588</i>	<i>31,966</i>	<i>28,937</i>	<i>6,407</i>	<i>81</i>	<i>100,180</i>	<i>100.0</i>
<i>% total females</i>	<i>5.5</i>	<i>10.7</i>	<i>16.6</i>	<i>31.9</i>	<i>28.9</i>	<i>6.4</i>	<i>0.1</i>	<i>100.0</i>	

(continued)

Table 2.4 (continued): Users of CSTDA-funded services, sex and primary disability group by age group, 2007–08

Primary disability	Age group (years)						Not stated	Total	
	0–4	5–14	15–24	25–44	45–64	65+		No.	%
All service users									
Intellectual	722	10,524	19,826	28,176	16,326	1,697	49	77,320	31.5
Specific learning/ADD	120	737	4,686	1,950	461	6	1	7,961	3.2
Autism	1,690	6,609	4,451	1,543	231	14	9	14,547	5.9
Physical	1,286	3,949	4,287	10,010	15,288	1,537	25	36,382	14.8
Acquired brain injury	81	426	898	3,668	4,077	797	10	9,957	4.1
Neurological	437	1,291	1,346	3,817	4,823	1,166	9	12,889	5.2
Deafblind	36	86	67	138	119	82	1	529	0.2
Vision	233	543	750	1,561	2,025	2,401	3	7,516	3.1
Hearing	506	519	931	1,621	1,435	781	—	5,793	2.4
Speech	1,101	1,510	202	118	89	23	—	3,043	1.2
Psychiatric	41	121	4,315	20,455	13,423	1,662	14	40,031	16.3
Developmental delay	5,691	1,315	—	—	—	—	1	7,007	2.9
Not stated/not collected	4,819	5,707	2,533	3,718	4,239	1,679	76	22,771	9.3
Total service users	16,763	33,337	44,292	76,775	62,536	11,845	198	245,746	100.0
% of total users	6.8	13.6	18.0	31.2	25.4	4.8	0.0	—	100.0

Notes:

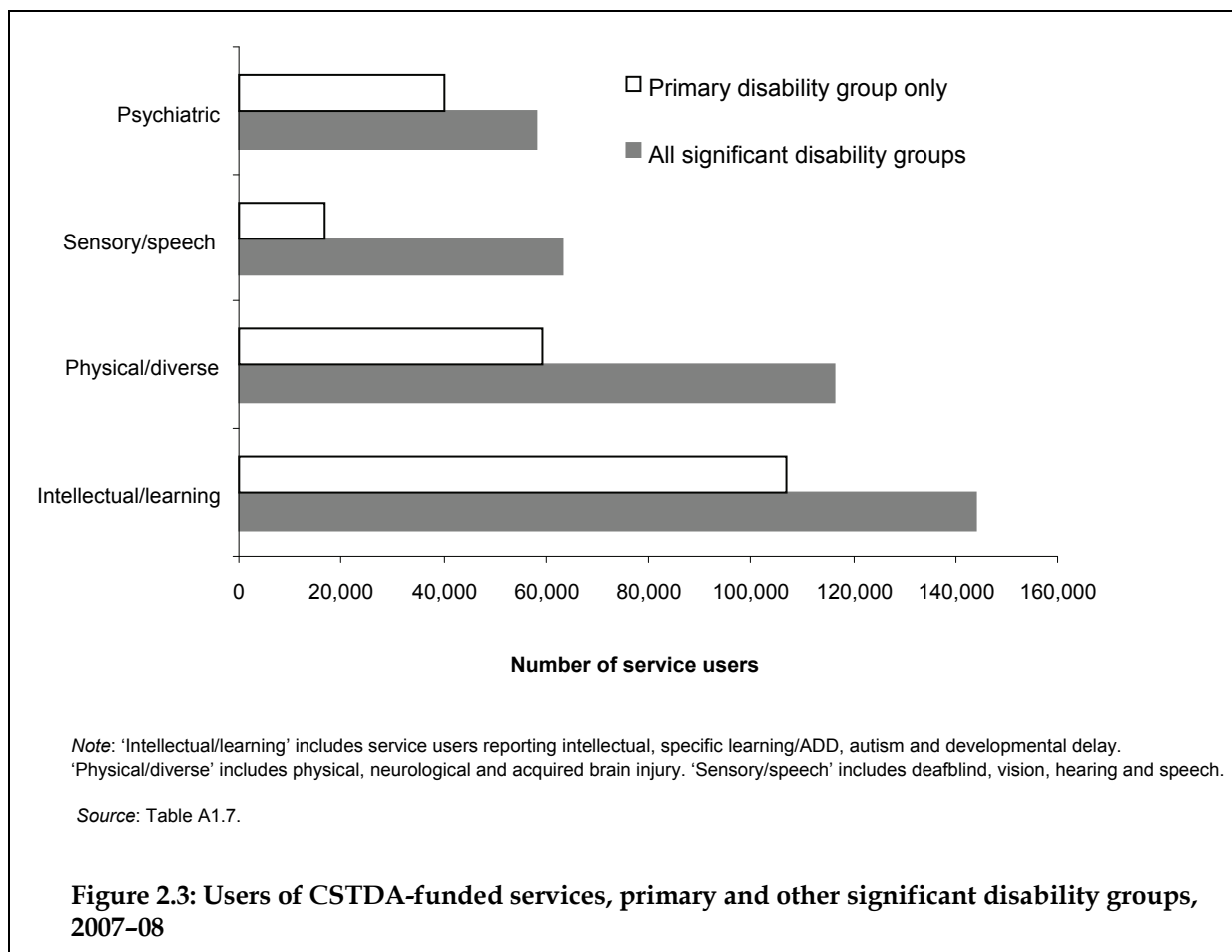
1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. 'All service users' includes 383 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 (Recreation/holiday programs) for whom primary disability data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 2.5: Users of CSTDA-funded services, primary disability with or without other significant disability, 2007–08

Primary disability	With other significant disability groups		Without other significant disability groups		Total		Average number of disability groups recorded
	No.	%	No.	%	No.	%	
Intellectual	41,480	53.6	35,840	46.4	77,320	100.0	2.0
Specific learning	2,909	36.5	5,052	63.5	7,961	100.0	1.5
Autism	7,100	48.8	7,447	51.2	14,547	100.0	1.8
Physical	15,414	42.4	20,968	57.6	36,382	100.0	1.7
ABI	5,822	58.5	4,135	41.5	9,957	100.0	2.1
Neurological	6,066	47.1	6,823	52.9	12,889	100.0	1.8
Deafblind	299	56.5	230	43.5	529	100.0	2.2
Vision	3,020	40.2	4,496	59.8	7,516	100.0	1.6
Hearing	1,571	27.1	4,222	72.9	5,793	100.0	1.4
Speech	571	18.8	2,472	81.2	3,043	100.0	1.2
Psychiatric	8,445	21.1	31,586	78.9	40,031	100.0	1.3
Developmental delay	1,956	27.9	5,051	72.1	7,007	100.0	1.4
Total^(a)	94,653	42.5	128,322	57.5	222,975	100.0	1.7

(a) Excludes 22,771 service users with primary disability not stated.

Figure 2.3 is a visual account of the four main disability groups, similar to those used in the Survey of Disability Ageing and Carers (ABS 2004). In 2007–08, specific learning disorder, neurological, deafblind, vision, hearing and speech disabilities were more likely to be reported as an additional significant disability than a primary disability (see Table A2.7).



2.3 Country of birth

Information on country of birth provides an indication of sociocultural diversity of people using disability services. Each year, people born in Australia account for around 4 in 5 CSTDA service users (Table 2.6). The proportion of people born outside Australia has increased from 7.6% in 2003-04 to 11% in 2007-08. This result may be linked to a decline in the 'not stated' rate from 9.4% in 2003-04 to 5.9% in 2007-08. Some of the largest increases over the five-year period were for people born in China, Lebanon and Viet Nam.

CSTDA service users were less likely than the total Australian population to have been born outside Australia (11% of service users compared with 22% of the population in the 2006 Census of Population and Housing, ABS 2006). There were also some differences in the most common countries of birth for CSTDA service users and the total Australian population – for example, India, Scotland and the Philippines were in the 10 most common countries of birth in the 2006 Census, but were less common among CSTDA service users. The so-called 'healthy migrant effect', in part due to the health screening of potential migrants, may contribute to this pattern.

Table 2.6: CSTDA-funded service users by 10 most common countries of birth, 2003–04 to 2007–08

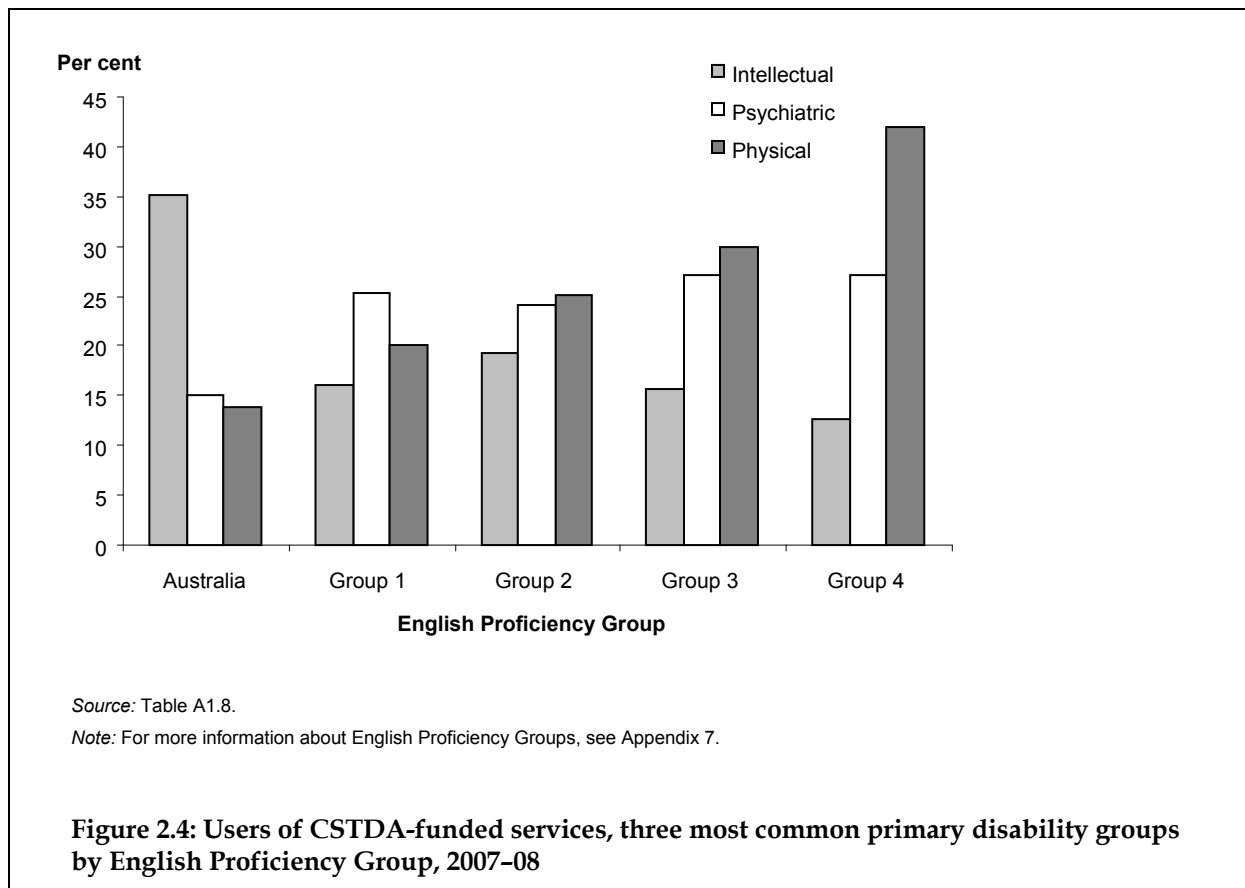
Country of birth	2003–04	2004–05	2005–06	2006–07	2007–08	2007–08 (%)	Australia 2006 Census (%)
Australia	156,181	159,724	171,143	193,444	203,399	82.8	70.9
Outside Australia	14,247	15,938	17,642	23,844	27,802	11.3	22.2
England	2,824	3,144	2,492	4,439	5,134	2.1	4.3
New Zealand	1,476	1,588	2,039	2,316	2,708	1.1	2.0
Viet Nam	756	833	868	1,332	1,881	0.8	0.8
Italy	812	861	982	1,094	1,203	0.5	1.0
Greece	491	568	583	670	781	0.3	0.6
Lebanon	250	272	324	523	770	0.3	0.4
China ^(a)	159	216	325	530	684	0.3	1.0
Philippines	309	357	433	561	657	0.3	0.6
Germany	429	451	500	598	645	0.3	0.5
Not stated	17,378	24,831	28,358	14,965	14,605	5.9	6.9
Total	187,806	200,493	217,143	232,253	245,746	100.0	100.0

(a) Excludes SAR and Taiwan province.

Note: SAR—special administrative region.

Countries can be classified into five categories based on English proficiency: one group for people born in Australia, and four groups for those born overseas (DIMA 2003). For those born overseas, groupings are based on the typical ability of migrants from each country to speak English. Countries with the most skilled English speakers, on average, are in English Proficiency Group 1 (EP1), and the least proficient in Group 4 (EP4). For more details and lists of countries in each group, see Appendix 7.

As in previous years, there were differences in the primary disability groups of service users according to English Proficiency Group. Figure 2.4 shows the proportion of people in each proficiency group contributing to the three most common disability groups—intellectual, psychiatric and physical. Service users born in Australia were more likely than overseas-born service users to have a primary intellectual disability (35% and 13–19% respectively), while service users born overseas were more likely to have psychiatric disability (24–27% of overseas-born compared with 15% of Australian-born) or physical primary disability (20–42% compared with 14%). Notably, the proportion of service users with physical disability was higher among those with lower levels of English proficiency.



2.4 Communication method and need for an interpreter

About two-thirds (66%) or 161,235 CSTDA service users reported spoken language as their most effective method of communication (Table 2.7). This is consistent with 2003-04 data (64%). Service users with primary disabilities of being deafblind, speech and developmental delay were the only groups with less than half of service users reporting spoken language as their most effective method of communication. For service users with a primary disability of autism, about half reported that spoken language was their most effective method of communication.

In 2007-08, 94% of service users with a primary disability of specific learning/ADD reported spoken language was the most effective method of communication. Coinciding with the increase from 76% in 2006-07, the group recorded a fall in the proportion (from 11% to 1.9%) having little, or no effective communication.

Service users with primary disabilities of intellectual (26%), autism (21%) and being deafblind (17%) were the most likely to have little or no effective communication.

There is no requirement to report method of communication for children under 5 years of age. Excluding these children and 'Not stated/not collected', it is possible to analyse just those service users who reported method of communication. Of those responses, 81% (161,235) reported spoken language as their most effective method of communication; 16%

(31,137) had little or no effective communication and therefore, may face considerable barriers to social participation (AIHW 2007a).

Table 2.7: Users of CSTDA-funded services, primary disability group by most effective method of communication, 2007-08 (per cent)

Primary disability group	Spoken language (effective)	Sign language (effective)	Other effective non-spoken communication	Little, or no effective communication	Child aged under 5 years	Not stated/not collected	Total
Intellectual	64.2	2.0	2.5	25.9	0.9	4.4	100.0
Specific learning/ADD	93.8	0.4	0.2	1.9	1.5	2.1	100.0
Autism	54.1	1.3	2.8	21.2	11.6	8.9	100.0
Physical	79.4	1.2	1.7	10.1	3.5	4.0	100.0
Acquired brain injury	81.2	1.3	2.3	10.1	0.8	4.3	100.0
Neurological	75.5	1.2	1.6	9.6	3.4	8.7	100.0
Deafblind	40.5	25.5	3.6	16.6	6.6	7.2	100.0
Vision	79.1	0.8	0.3	2.4	3.1	14.4	100.0
Hearing	55.8	20.8	0.8	7.3	8.7	6.5	100.0
Speech	35.5	1.2	0.8	8.7	36.2	17.6	100.0
Psychiatric	92.5	0.7	0.2	1.3	0.1	5.3	100.0
Developmental delay	2.6	0.0	0.2	2.9	81.2	13.1	100.0
Not stated/not collected	8.0	0.2	0.5	1.4	21.2	68.8	100.0
Total %	65.6	1.7	1.5	12.7	6.8	11.6	100.0
Total number	161,235	4,257	3,734	31,137	16,756	28,627	245,746
<i>% of valid responses (excl. child under 5)</i>	<i>80.5</i>	<i>2.1</i>	<i>1.9</i>	<i>15.5</i>	<i>n.a.</i>	<i>n.a.</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 Appendix 6 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services (Recreation/holiday programs) for whom primary disability and communication data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Interpreter services were not needed for the majority (85%) of service users (Table 2.8). Excluding service users who did not report on need for interpreter services, the proportion with no need for these services was 94%.

Table 2.8: Users of CSTDA-funded services, need for interpreter services by primary disability, 2007–08

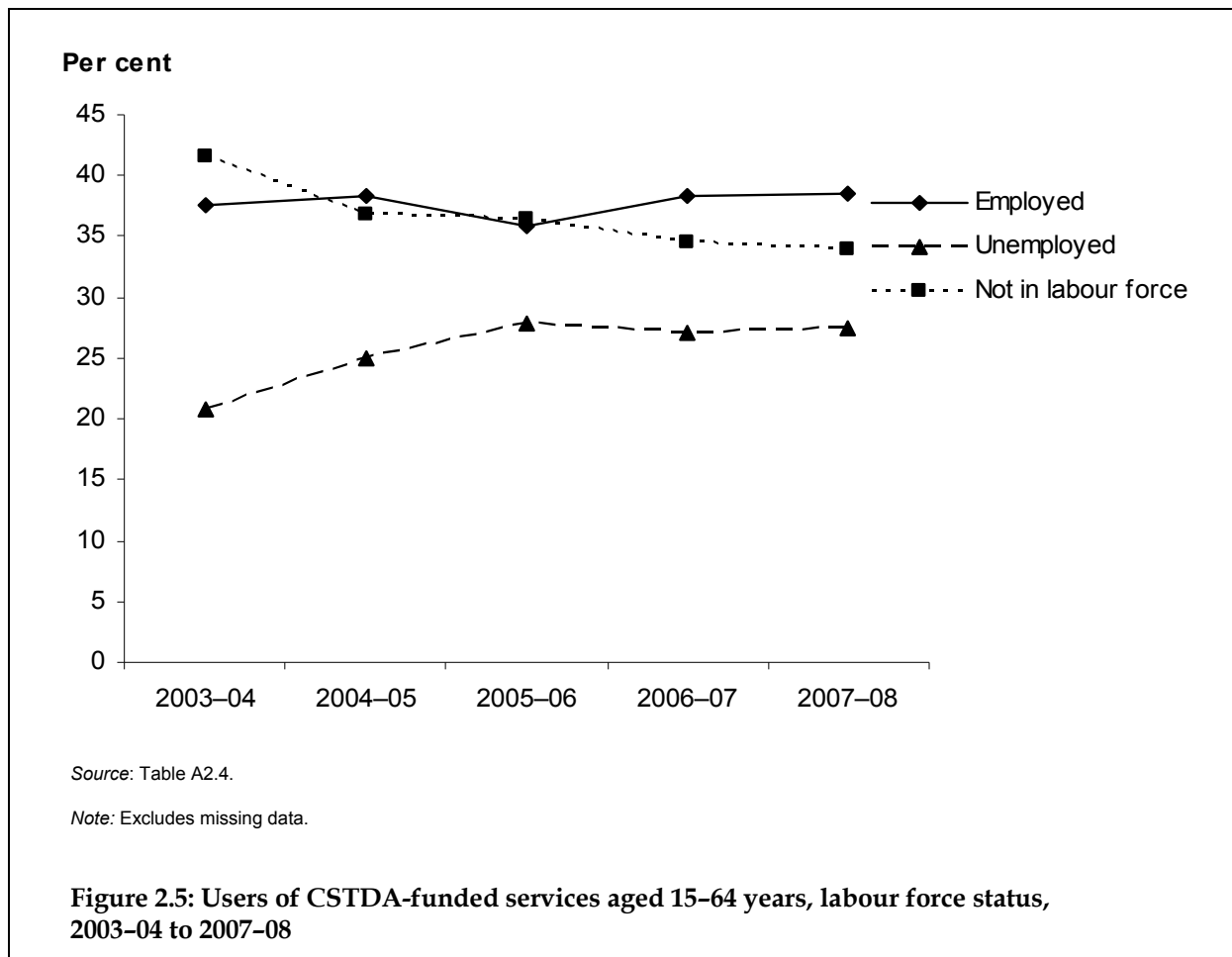
Primary disability type	Needs an interpreter for spoken language other than English		Needs an interpreter for non-spoken communication		Does not need an interpreter		Not stated/not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Intellectual	2,214	2.9	3,227	4.2	70,266	90.9	1,613	2.1	77,320	100.0
Specific learning/ADD	56	0.7	127	1.6	7,706	96.8	72	0.9	7,961	100.0
Autism	206	1.4	445	3.1	12,835	88.2	1,061	7.3	14,547	100.0
Physical	585	1.6	1,302	3.6	33,528	92.2	967	2.7	36,382	100.0
Acquired brain injury	318	3.2	183	1.8	9,244	92.8	212	2.1	9,957	100.0
Neurological	256	2.0	207	1.6	11,407	88.5	1,019	7.9	12,889	100.0
Deafblind	20	3.8	132	25.0	356	67.3	21	4.0	529	100.0
Vision	146	1.9	422	5.6	6,702	89.2	246	3.3	7,516	100.0
Hearing	89	1.5	1,137	19.6	4,161	71.8	406	7.0	5,793	100.0
Speech	44	1.4	49	1.6	2,643	86.9	307	10.1	3,043	100.0
Psychiatric	617	1.5	433	1.1	36,847	92.0	2,134	5.3	40,031	100.0
Developmental delay	93	1.3	43	0.6	5,497	78.5	1,374	19.6	7,007	100.0
Not stated/not collected	311	1.4	20	0.1	8,534	37.5	13,906	61.1	22,771	100.0
Total	4,955	2.0	7,727	3.1	209,726	85.3	23,338	9.5	245,746	100.0
<i>% of valid responses</i>	—	2.2	—	3.5	—	94.3	—	—	—	100.0

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 Appendix 6 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services (Recreation/holiday programs) for whom primary disability and need for interpreter data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

2.5 Income and labour force status

In 2007–08, more than one-third of service users were employed (35%) and one-quarter were unemployed (25%) (Table 2.9). When missing data are excluded, the proportion of service users who were unemployed has increased over the five-year period to 2007–08 (from 21% to 28%), while the proportion not in the labour force decreased (from 42% to 34%) (Figure 2.5). The proportion of employed service users has been fairly stable at around 36% to 39% each year.



Patterns of labour force status varied across service groups (Table 2.9). As would be expected, almost all people using employment services were in the labour force; around three in five were employed (61%). For the remaining service groups, approximately three in five service users of working age were not in the labour force (54-60%). Just over one in five accommodation support and community support services service users were employed (21-22%) – slightly higher than the corresponding proportions of community access and respite service users (15-16%). These patterns were stable over the 5 years to 2007-08 (AIHW 2005, 2006, 2007, 2008a).

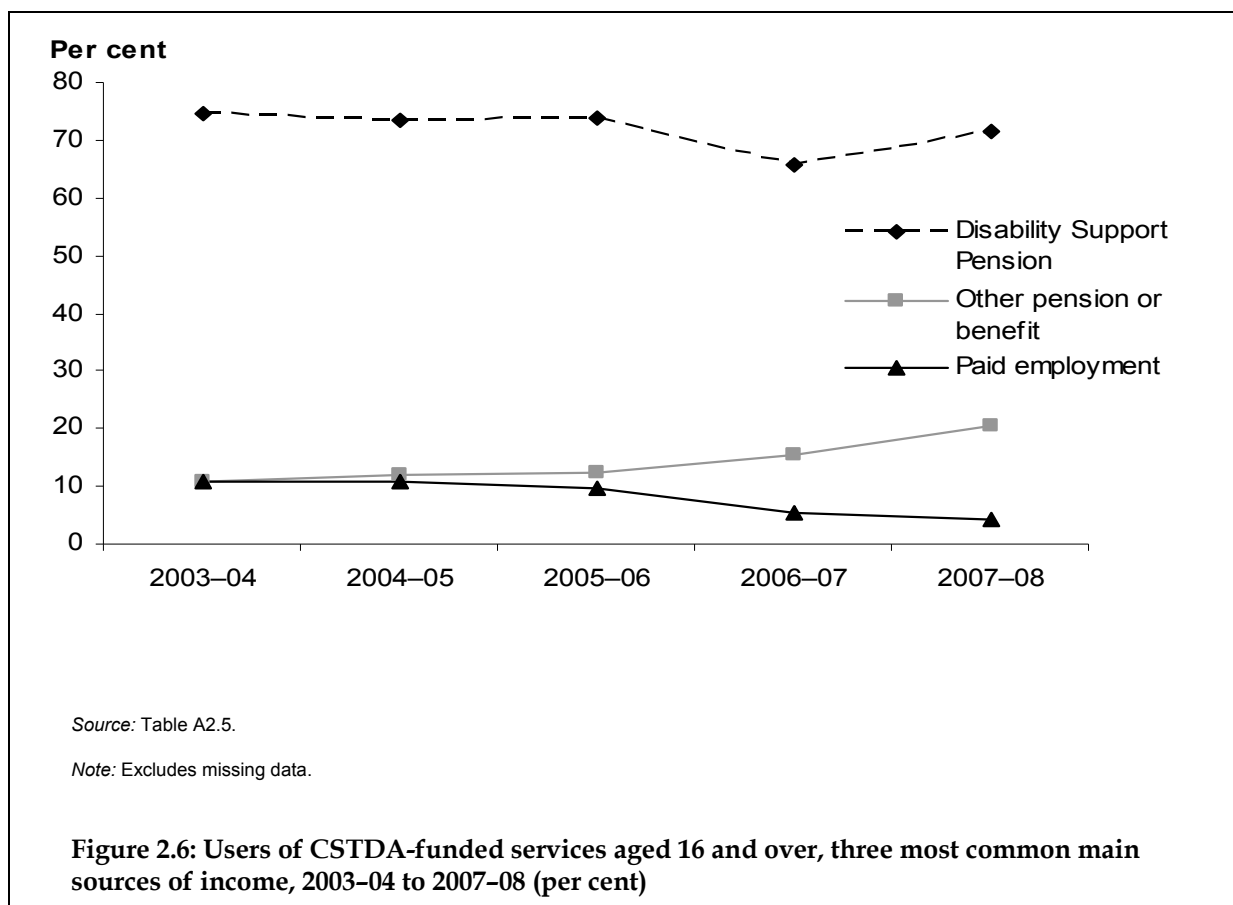
Disability Support Pension (DSP) was the main source of income for between two-thirds and three-quarters of CSTDA service users aged 16 years and over throughout the five-year period (66-75%; missing data excluded) (Figure 2.6). Overall, there was a slight decrease in the proportion of service users who reported the DSP as their main source of income, from 75% in 2003-04 to 72% in 2007-08. The proportion who reported paid employment as their main source of income more than halved over the period, from 11% to 4.4%; conversely, the proportion who received a pension or benefit other than the DSP almost doubled (11% to 21%). Smaller proportions each year reported other income sources, compensation payments and no income (Table A2.5).

Table 2.9: Users of CSTDA-funded services aged 15–64 years, labour force status by service group, 2007–08

Service group	Employed		Unemployed		Not in the labour force		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Accommodation support	7,110	21.2	4,548	13.6	20,256	60.4	1,609	4.8	33,523	100.0
Community support	11,690	21.8	6,366	11.9	29,223	54.5	6,381	11.9	53,660	100.0
Community access	7,120	15.2	5,764	12.3	27,779	59.4	6,127	13.1	46,790	100.0
Respite	3,411	15.6	2,068	9.5	13,172	60.4	3,166	14.5	21,817	100.0
Employment	54,492	61.0	34,578	38.7	324	0.4	—	0.0	89,394	100.0
Total	63,970	34.8	45,918	25.0	58,017	31.6	15,698	8.5	183,603	100.0

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 because 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 Appendix 6 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 2007a (Service user and services received section) 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 Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.



Of the 68,894 service users accessing open employment services, about 38% reported the DSP as their main source of income and a further 36% reported another pension or benefit as main source of income (Figure 2.7; Table 2.10). A relatively high number of missing responses (19%) from open employment service users means it is difficult to compare with supported employment users. Almost 90% of people who used supported employment services reported the DSP as their main source of income.

As in previous years, in 2007–08, service users with an intellectual or learning primary disability were the most likely of all disability groups to receive the DSP as their main source of income (88% compared with 50–61% of other primary disability groups), and the least likely to receive another pension or benefit (7.3% compared with 27–37% of other primary disability groups) (Figure 2.8; AIHW 2005, 2006, 2007, 2008a).

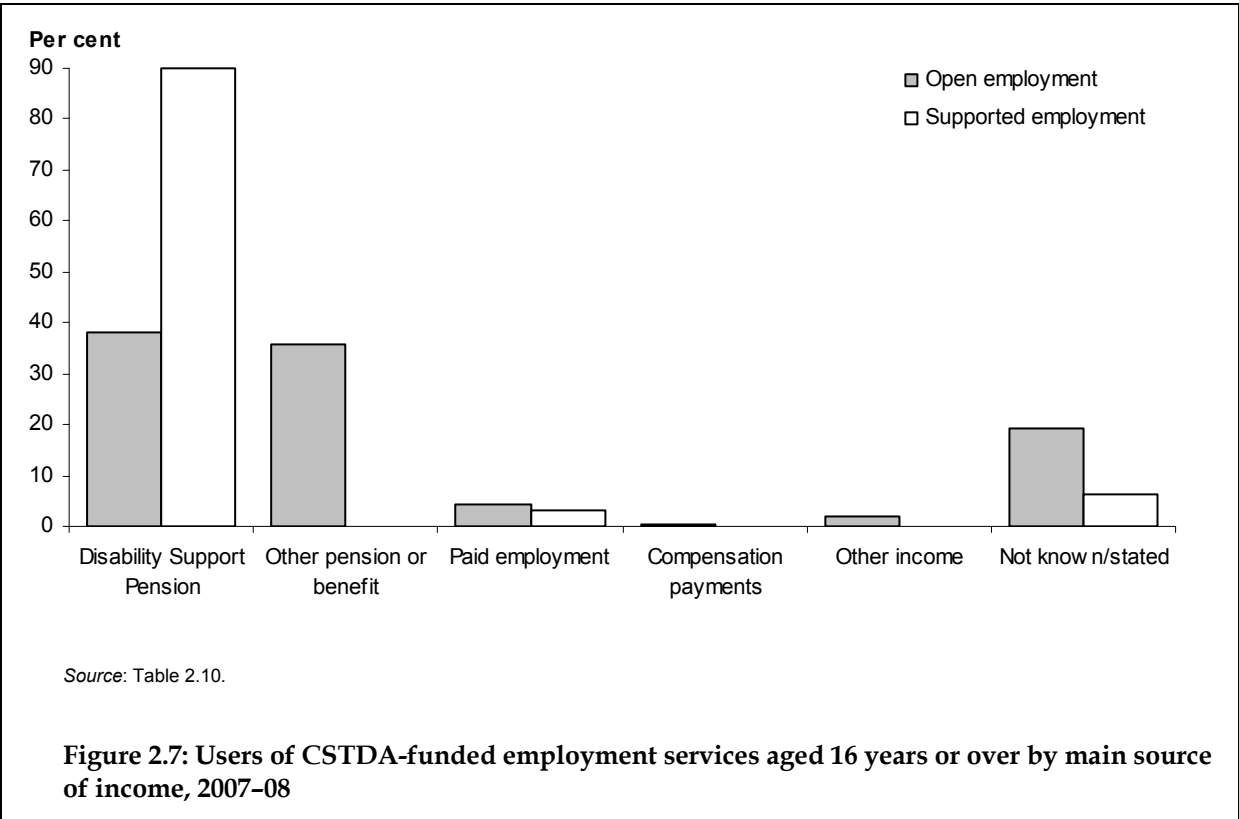


Table 2.10: Users of CSTDA-funded employment services by service type, 2007–08

Main source of income	Open employment	Supported employment
Disability Support Pension	26,370	19,114
Other pension or benefit	24,625	37
Paid employment	2,857	674
Compensation payments	209	15
Other income	1,478	26
Nil income	20	20
Not known/stated	13,335	1,372
Total	68,894	21,258

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 because 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 Appendix 6 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.

Table 2.11 provides a breakdown by primary disability for open and supported employment services in 2007–08. This shows that supported employment services cater overwhelmingly for people with a primary intellectual disability (70%) (note, however, that 43% (11,061) of employment service users with intellectual disability accessed open employment services). By contrast, open employment services in general cater for a broader disability population, including relatively high proportions of service users with a primary disability of psychiatric (32%), physical (27%), and intellectual (16%) disability.

Table 2.11: Open and supported employment service users by disability group, 2007–08 (per cent)

	Open employment		Supported employment	
	Primary disability	Any significant disability	Primary disability	Any significant disability
Intellectual	16.0	19.6	70.3	77.3
Specific learning	9.3	16.2	1.4	7.6
Autism	3.5	4.2	2.5	5.5
Physical	26.6	38.7	6.4	16.8
ABI	2.8	4.0	2.9	4.7
Neurological	3.4	6.6	2.0	10.1
Deafblind	0.0	0.1	0.2	0.7
Vision	2.8	4.9	1.4	6.5
Hearing	3.6	5.6	0.9	5.1
Speech	0.4	2.3	0.2	7.3
Psychiatric	31.5	43.6	11.9	19.1

Notes:

1. Excludes 5 service users in open employment and 26 service users in supported employment for whom primary disability was not stated/not collected.
2. Table A2.6 contains raw data from which percentages were calculated. Data from the 2003–04 to 2007–08 collections are included.

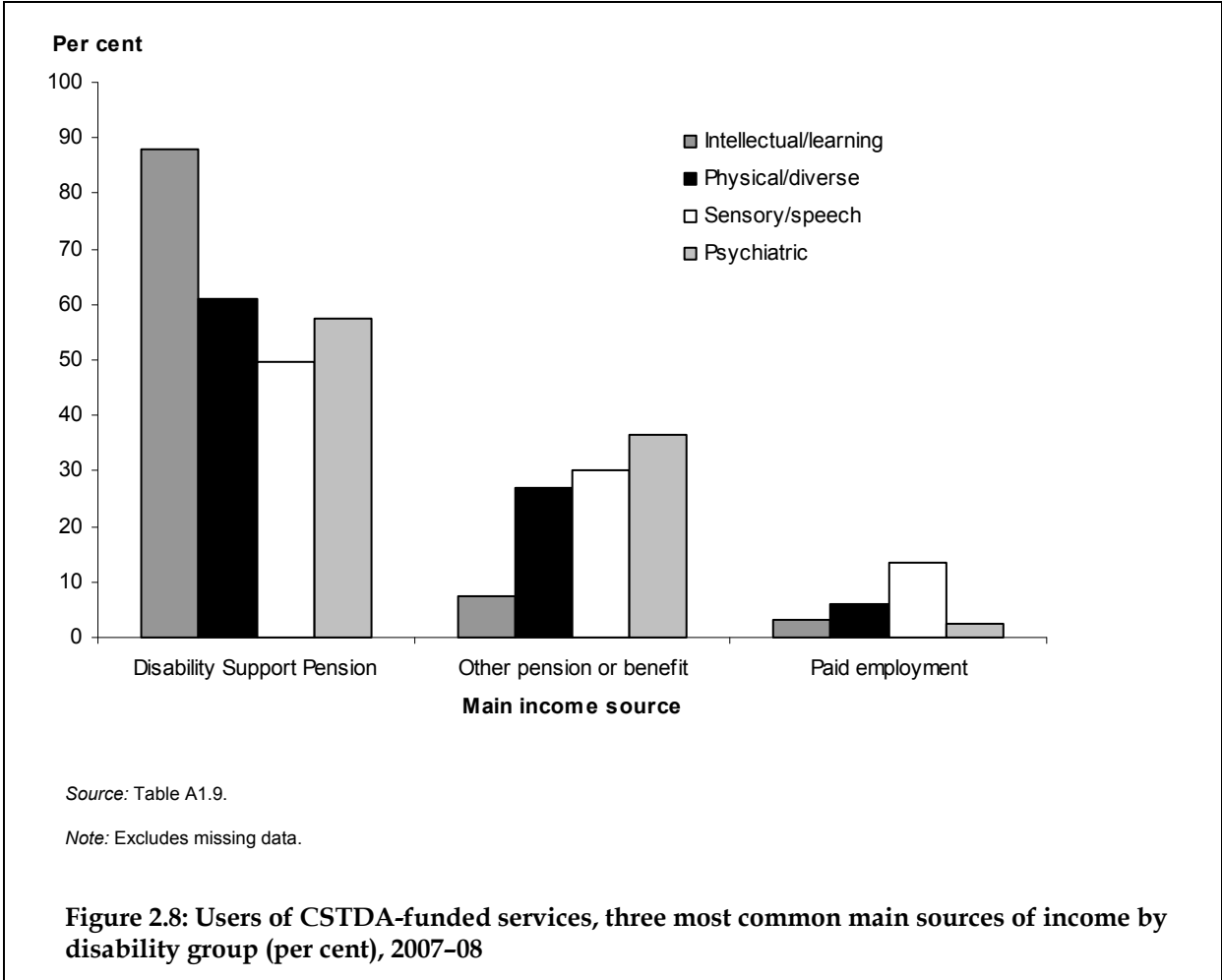


Table 2.12 summarises the range of employment and income circumstances of adults using CSTDA services in 2007-08. One-third of service users receiving the DSP were employed; one-fifth were unemployed and close to half were not in the labour force. By contrast, the majority of service users who received another pension or benefit were unemployed, one-quarter were employed, and 14% were not in the labour force.

Table 2.12: Users of CSTDA-funded services aged 16 years and over, labour force status by main source of income, 2007–08

Main source of income	Employed		Unemployed		Not in the labour force		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Disability Support Pension	35,540	33.1	21,415	20.0	49,277	46.0	983	0.9	107,215	100.0
Other pension or benefit	7,670	25.0	18,470	60.2	4,232	13.8	314	1.0	30,686	100.0
Paid employment	5,975	91.6	453	6.9	75	1.1	23	0.4	6,526	100.0
Compensation payments	185	21.2	200	22.9	481	55.0	8	0.9	874	100.0
Other income	1,133	37.9	690	23.1	1,110	37.1	57	1.9	2,990	100.0
Nil income	56	3.7	175	11.5	1,225	80.5	65	4.3	1,521	100.0
Not known/stated/collected	14,159	33.1	4,891	11.4	8,535	19.9	15,234	35.6	42,819	100.0
Total	64,718	33.6	46,294	24.0	64,935	33.7	16,684	8.7	192,631	100.0

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 Appendix 6).
2. Only service users 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 is unknown but where a response was provided.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and income data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.
4. Service users with unknown age and income source are not included in this table.
5. Total for *Other income* includes 3 users whose age is unknown; total for *Nil income* includes 23 users whose age is unknown.

One-third of parents of young service users (aged under 16 years) reported receiving the Carer Allowance (Child) in 2007–08; 1 in 10 said they did not receive it and more than half (57%) did not know or did not respond (Table 2.13). As with Carer Allowance (Adult), receipt of Carer Allowance (Child) varied across primary disability groups. When missing data are excluded, around 4 in 5 parents of young service users with intellectual/learning and physical/diverse disability reported receiving the payment (80% and 77% respectively), compared with just over half of those with sensory/speech disability (54%). This is self-reported data – due to a high number of missing responses, results should be viewed with caution. High and variable not stated/not collected response rates make it difficult to discern trends over time.

Table 2.13: Users of CSTDA-funded services aged under 16 years, parents in receipt of Carer Allowance (Child) by primary disability group, 2007–08

Primary disability group	With Carer Allowance (Child)		Without Carer Allowance (Child)		Carer Allowance (Child) not known/collected		Total	
	No.	%	No.	%	No.	%	No.	%
Intellectual/learning	12,227	41.7	3,078	10.5	14,031	47.8	29,336	100.0
Physical/diverse	3,939	49.2	1,162	14.5	2,908	36.3	8,009	100.0
Sensory/speech	1,057	22.6	898	19.2	2,715	58.1	4,670	100.0
Psychiatric	21	11.5	18	9.9	143	78.6	182	100.0
Not stated/not collected	299	2.8	366	3.4	10,104	93.8	10,769	100.0
Total	17,543	33.1	5,522	10.4	29,901	56.5	52,966	100.0

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 Appendix 6).
2. Information about Carer Allowance (Child) was requested only for those aged less than 16 years. 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. Service users of unknown age and income source were not included in this table.
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 Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

2.6 Location of service users

Information on service user location is presented using remoteness areas (RAs). The RAs are structured on the Australian Standard Geographical Classification (ASGC) developed by the ABS. Categories include *Major cities*, *Inner regional*, *Outer regional*, *Remote* and *Very remote* areas. These areas are structured to provide an indication of the degree of remoteness, or distance, from major cities.

In 2007–08 there were 233,703 service users aged less than 65 years; most lived in Major cities (62%) or Inner regional areas (24%) (Table 2.14).

Some 13 people per 1,000 total population aged less than 65 years accessed CSTDA services in 2007–08. This was up from 12 per 1,000 in 2006–07 and 11 per 1,000 in 2003–04 (AIHW 2008a; AIHW 2005). The highest rates of service use were in Inner regional areas (16 service users per 1,000 population), followed by Outer regional areas (13 per 1,000) and Major cities (11 per 1,000 population). Very remote areas showed the lowest rate of 9 per 1,000.

Victoria and South Australia recorded the highest rates of service use (18 and 17 service users per 1,000 respectively). The lowest rate of access relative to population occurred in Queensland and New South Wales, each with around 10 service users per 1,000 population under 65 years of age.

Table 2.14: Users of CSTDA-funded services, service user remoteness by state/territory, 2007–08

Remoteness area	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
People aged under 65 years									
Major cities	4,386,726	3,413,386	2,205,524	1,327,713	979,396	—	307,408	—	12,620,153
Inner regional	1,174,730	893,415	789,429	231,804	161,644	272,032	446	—	3,523,500
Outer regional	368,921	208,091	567,234	170,812	152,280	139,454	—	111,795	1,718,587
Remote	28,645	3,723	76,968	87,543	38,903	6,502	—	44,590	286,874
Very remote	3,975	—	45,634	44,589	12,504	2,195	—	47,933	156,830
<i>All Australians</i>	<i>5,962,997</i>	<i>4,518,615</i>	<i>3,684,789</i>	<i>1,862,461</i>	<i>1,344,727</i>	<i>420,183</i>	<i>307,854</i>	<i>204,318</i>	<i>18,305,944</i>
Service users aged under 65 years									
Major cities	39,298	53,292	17,711	14,431	15,278	19	4,376	23	143,977
Inner regional	15,815	21,022	10,249	2,564	2,785	4,043	55	11	56,166
Outer regional	4,847	5,203	6,025	1,886	2,411	1,653	n.p.	1,119	22,963
Remote	274	n.p.	642	725	532	56	n.p.	487	2,769
Very remote	70	n.p.	353	402	193	6	—	427	1,347
<i>All remoteness areas^(a)</i>	<i>60,463</i>	<i>83,087</i>	<i>35,639</i>	<i>20,783</i>	<i>22,338</i>	<i>5,938</i>	<i>4,499</i>	<i>2,150</i>	<i>233,703</i>
Service users per 1,000 population aged under 65 years									
Major cities	9.0	15.6	8.0	10.9	15.6	—	14.2	—	11.4
Inner regional	13.5	23.5	13.0	11.1	17.2	14.9	123.3	—	15.9
Outer regional	13.1	25.0	10.6	11.0	15.8	11.9	—	10.0	13.4
Remote	9.6	28.5	8.3	8.3	13.7	8.6	—	10.9	9.7
Very remote	17.6	—	7.7	9.0	15.4	2.7	—	8.9	8.6
<i>All remoteness areas^(a)</i>	<i>10.1</i>	<i>18.4</i>	<i>9.7</i>	<i>11.2</i>	<i>16.6</i>	<i>14.1</i>	<i>14.6</i>	<i>10.5</i>	<i>12.8</i>

(a) Excludes 6,481 service users whose remoteness area is unknown (all the service user postcodes provided by all services attended by the service user were 'Not stated or not collected').

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 Appendix 6 for details).
2. The number of service users in each remoteness area (RA) was 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. 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: Population data are based on AIHW analysis of ABS statistical local population area estimates as at June 30, 2007. Population data excludes Australian external territories.

3 Informal carers, support needs and living arrangements

This chapter focuses on three characteristics of CSTDA-funded service users during 2007–08:

- informal care arrangements
- support needs across a range of life areas
- residential setting and living arrangements.

3.1 Presence of an informal carer

An ‘informal carer’ is a person such as a family member, friend or neighbour who provides regular and sustained care and assistance to the person requiring support (AIHW 2007a). This includes people who may receive a pension or benefit associated with their caring role, but does not include people, either paid or voluntary, who are arranged by formal service organisations.

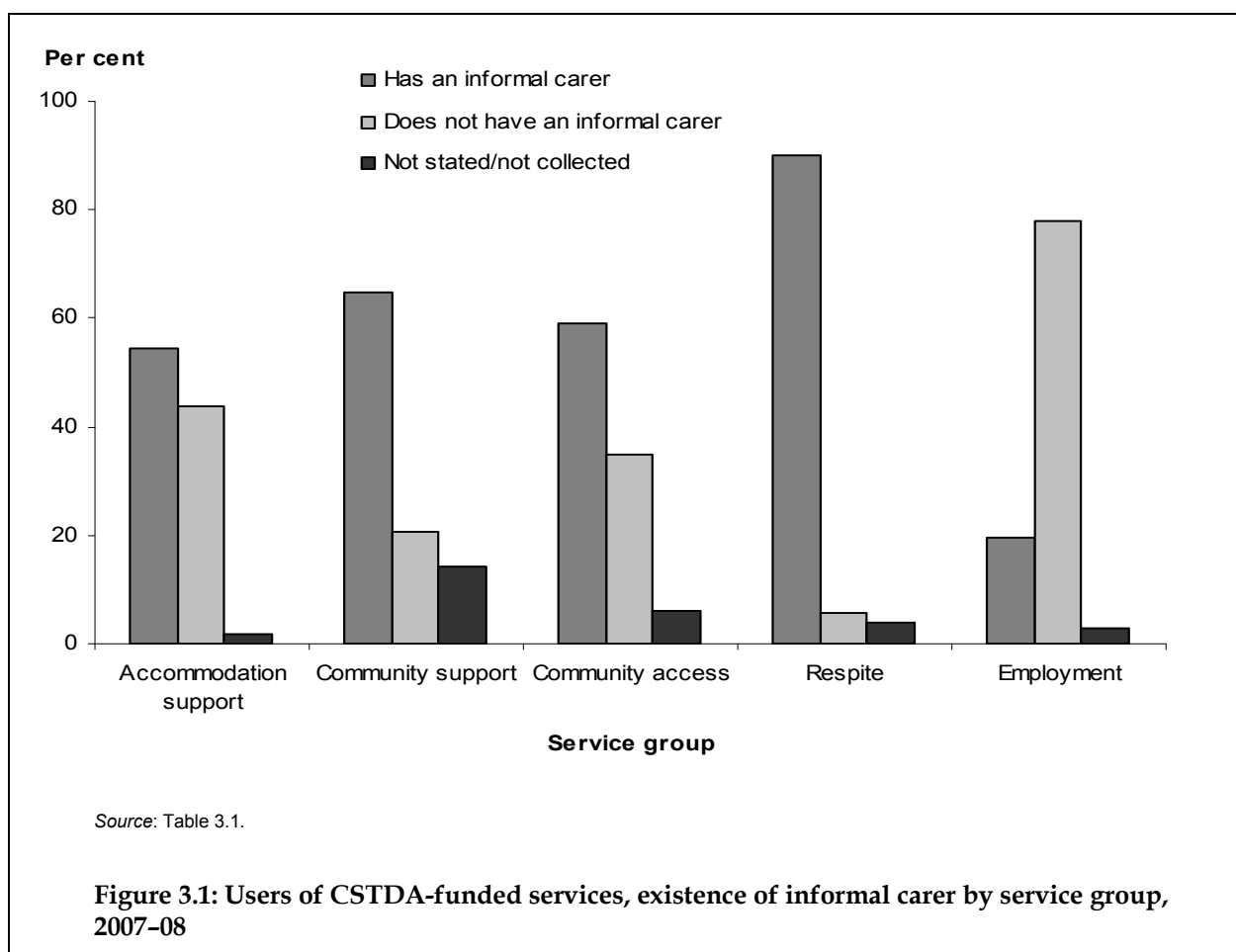
In 2007–08, 46% of service users had an informal carer (Table 3.1), an increase of 4 percentage points on 2003–04. Users of respite services continue to be more likely than other service users to have an informal carer (90%), with users of community support services the next most likely (65%) (Figure 3.1). Employment service users were the least likely to have an informal carer (20%), reflecting the nature of the service and age group of service users.

Table 3.1: Users of CSTDA-funded services, existence of an informal carer by service group, 2007–08

Service group	Has an informal carer		Does not have an informal carer		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Accommodation support	20,551	54.5	16,466	43.7	673	1.8	37,690	100.0
Residential accommodation support	8,137	47.4	8,771	51.0	276	1.6	17,184	100.0
Non-residential accommodation support	12,921	60.6	7,988	37.5	399	1.9	21,308	100.0
Community support	67,401	64.8	21,622	20.8	14,953	14.4	103,976	100.0
Community access	32,139	59.1	19,033	35.0	3,202	5.9	54,374	100.0
Respite	28,419	90.2	1,830	5.8	1,275	4.0	31,524	100.0
Employment	17,569	19.5	69,974	77.8	2,392	2.7	89,935	100.0
Total	112,293	45.7	111,466	45.4	21,987	8.9	245,746	100.0

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. Column totals may not be the sum of components because individuals may have accessed services in more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. ‘Not stated/not collected’ includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.



The proportion of service users who did not have an informal carer in 2007-08 was 45%, up from 38% in 2003-04. The seeming contradiction – increases since 2003-04 in both the proportion with a carer and without a carer – is mainly due to a change in quality of carer data (Table 3.2). The ‘Not stated/not collected’ rate has fallen from 20% in 2003-04 to 9% in 2007-08.

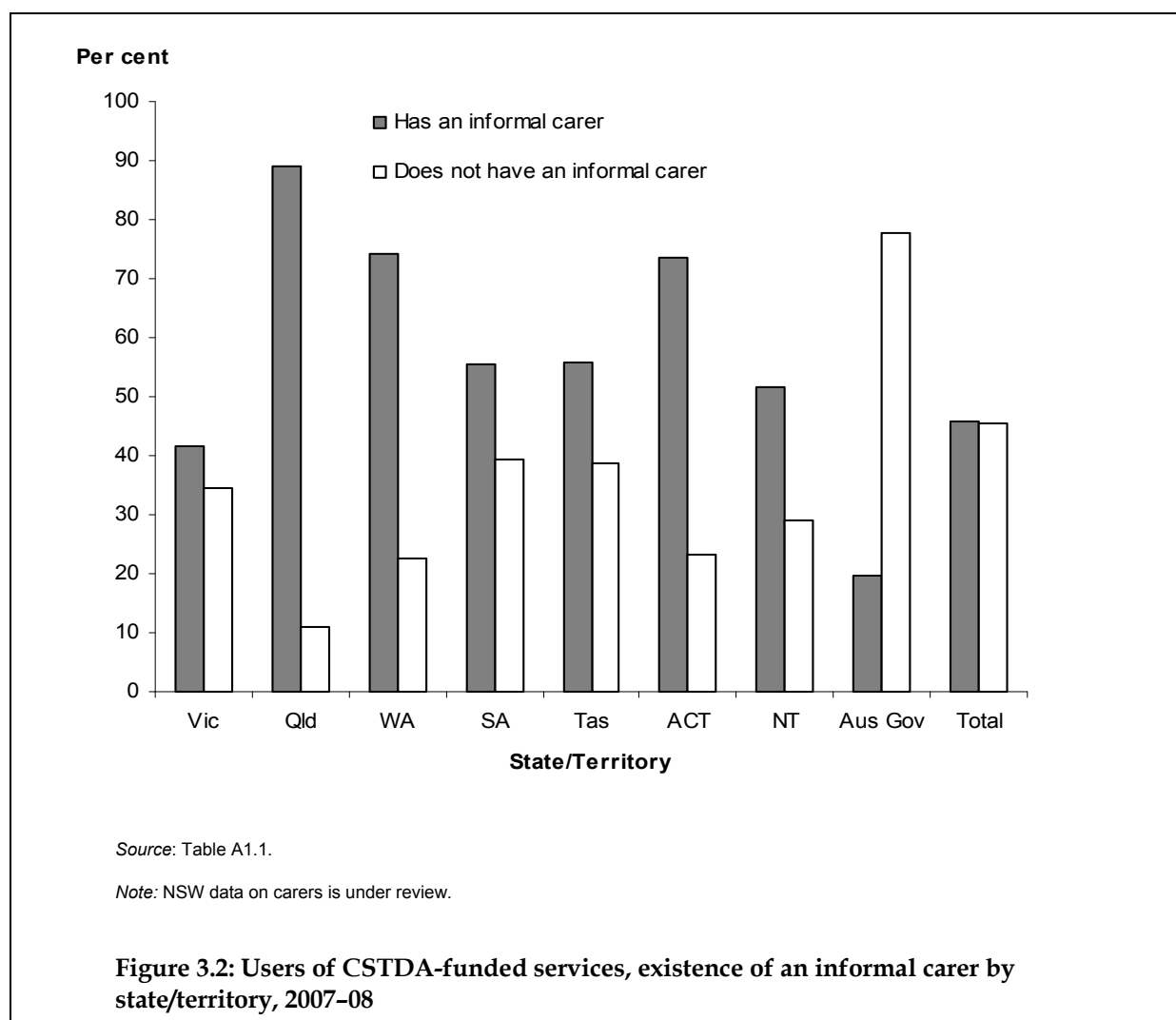
Table 3.2: Users of CSTDA-funded services, existence of an informal carer, 2003-04 to 2007-08

	Has an informal carer		Does not have an informal carer		Not stated/not collected		Total	
	No.	%	No.	%	No.	%	No.	%
2003-04	78,360	41.7	72,138	38.4	37,308	19.9	187,806	100.0
2004-05	84,964	42.4	74,536	37.2	40,993	20.4	200,493	100.0
2005-06	97,410	44.9	77,268	35.6	42,465	19.6	217,143	100.0
2006-07	104,401	45.0	107,768	46.4	20,084	8.6	232,253	100.0
2007-08	112,293	45.7	111,466	45.4	21,987	8.9	245,746	100.0

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 Appendix 6 for details.)
2. ‘Not stated/not collected’ includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Service users in the Queensland were more likely than those in other states and territories to have an informal carer (Figure 3.2).



In 2007-08, more than half (55%) of users of accommodation support services had an informal carer, an increase from 45% in 2006-07 and 35% in 2003-04 (Table A2.9). This group can be further broken down into residential accommodation support and non-residential accommodation support service users. In 2007-08, almost half (47%) of users of residential accommodation support services had an informal carer, up from 41% in 2006-07 and 24% in 2003-04. For users of non-residential accommodation support services, more than three-fifths (61%) had an informal carer in 2007-08 compared with 49% in 2006-07 and 45% in 2003-04.

Over the same period the proportion of users of community access services with an informal carer increased from 41% to 59%. The proportion of service users with an informal carer accessing employment services decreased from 29% in 2003-04 to 20% in 2007-08.

However, between 2003-04 and 2007-08, there was substantial growth in the number of people using CSTDA-funded open employment services, relatively few of whom need

assistance in activities of daily living and receive informal care, compared to users of supported employment or state/territory-delivered CSTDA services.

In 2007–08, service users in Very remote (65%) and Remote (52%) areas were more likely to have informal carers than those in other remoteness areas (Table 3.3). Service users in Major cities were the least likely to have an informal carer (45%). The size and distribution of ‘not stated/not collected’ data should be considered when interpreting these data.

Table 3.3: Users of CSTDA-funded services, existence of an informal carer by remoteness, 2007–08

Remoteness area	Has an informal carer		Does not have an informal carer		Not stated/not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Major cities	68,778	45.3	70,678	46.6	12,219	8.1	151,674	100.0
Inner regional	28,197	48.0	25,801	44.0	4,706	8.0	58,705	100.0
Outer regional	11,323	47.4	11,016	46.1	1,537	6.4	23,876	100.0
Remote	1,571	52.3	1,344	44.8	88	2.9	3,003	100.0
Very remote	963	64.5	472	31.6	57	3.8	1,492	100.0
Not stated/collected	1,462	20.9	2,154	30.8	3,380	48.3	6,996	100.0
Total	112,293	45.7	111,466	45.4	21,987	8.9	245,746	100.0

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. Column totals may not be the sum of components because individuals may have accessed services in more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. ‘Not stated/not collected’ includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

3.2 Carer age and relationship to service user

Nearly 60% of the 112,293 service users with an informal carer identified their mother as the carer (Table 3.4). Mothers were consistently the most likely informal carers of CSTDA service users over the period 2003–04 to 2007–08. Year-on-year variations in the proportions were most likely due to changes in the ‘not stated’ rate, rather than actual changes in the profile of informal carers. Service users aged 45–64 years were as likely to receive care from a spouse or partner as from their mother (21% in each case) (Table 3.4).

Table 3.4: CSTDA-funded service users with an informal carer, carer relationship to service user, 2007–08

Relationship of carer to service user	Age group of service user (years)						Total
	0–14	15–24	25–44	45–64	65+	Not stated	
	Number						
Spouse	—	168	2,165	4,103	1,788	5	8,229
Mother	29,909	16,083	15,322	4,119	96	33	65,562
Father	1,439	1,419	1,891	650	15	4	5,418
Child	—	26	172	677	810	2	1,687
Other family	1,220	1,032	1,554	2,450	464	5	6,725
Friend/neighbour	132	256	493	625	179	—	1,685
Not stated	2,882	3,462	7,991	7,129	1,505	18	22,987
Total	35,582	22,446	29,588	19,753	4,857	67	112,293
	Per cent						
Spouse	—	0.7	7.3	20.8	36.8	7.5	7.3
Mother	84.1	71.7	51.8	20.9	2.0	49.3	58.4
Father	4.0	6.3	6.4	3.3	0.3	6.0	4.8
Child	—	0.1	0.6	3.4	16.7	3.0	1.5
Other family	3.4	4.6	5.3	12.4	9.6	7.5	6.0
Friend/neighbour	0.4	1.1	1.7	3.2	3.7	—	1.5
Not stated	8.1	15.4	27.0	36.1	31.0	26.9	20.5
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0

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 Appendix 6 for details).
2. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the 'communication method' data item were included in the 0–14 years age group.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.
4. Informal carer relationship categories are as follows: 'spouse' includes 'wife/female partner' and 'husband/male partner'; 'child' includes 'daughter' and 'son'; 'other family' includes 'daughter-in-law', 'son-in-law', 'other female relative' and 'other male relative'; 'friend /neighbour' includes 'friend/neighbour—female' and 'friend/neighbour—male'. Refer to Table A1.1 for a breakdown of these categories.

Age group was reported for around 81,200 informal carers: 46% aged 25–44 years, 39% aged 45–64 years and 13% aged 65 or over (Table A1.29). Over 7,500 carers were older parent carers (aged 65 or over and providing care to a son or daughter with disability). More than half (57%) were providing care to a son or daughter aged 45–64 years, indicating a substantial number of very long-term older carers – in the main mothers – among informal carers of CSTDA service users.

Table 3.5: CSTDA-funded service users with an informal carer, age of service user by age of carer, 2007–08

Age group of service user (years)	Age group of carer (years)					Not stated/ 65+ not collected	Total
	0–14	15–24	25–44	45–64	65+		
Number							
0–14	31	906	25,853	3,255	292	5,245	35,582
15–24	n.p.	n.p.	7,239	9,382	403	5,296	22,446
25–44	59	148	2,864	12,385	3,940	10,192	29,588
45–64	32	256	1,319	5,246	4,277	8,623	19,753
65+	n.p.	n.p.	254	1,245	1,625	1,725	4,857
Not stated	1	1	12	28	1	24	67
Total	128	1,440	37,541	31,541	10,538	31,105	112,293
Per cent							
0–14	0.1	2.5	72.7	9.1	0.8	14.7	100.0
15–24	n.p.	n.p.	32.3	41.8	1.8	23.6	100.0
25–44	0.2	0.5	9.7	41.9	13.3	34.4	100.0
45–64	0.2	1.3	6.7	26.6	21.7	43.7	100.0
65+	n.p.	n.p.	5.2	25.6	33.5	35.5	100.0
Not stated	1.5	1.5	17.9	41.8	1.5	35.8	100.0
Total	0.1	1.3	33.4	28.1	9.4	27.7	100.0

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 Appendix 6 for details).
2. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the communication method data item were included in the 0–14 years age group.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories. Service users who accessed employment services only (service types 5.01, 5.02 and 5.04) and did not submit a response are also included in the 'not collected' category for 'age group of carer'. These services were not required to complete this data item.

Table 3.6 examines CSTDA-funded services users with an older parent carer. Older carers have been a specific policy focus in recent years (see, for example, 'Succession planning for carers: final report on consultations', FaHCSIA (2009c)). In 2007–08 around 10,500 informal carers of CSTDA service users were aged 65 or over (Table 3.5); 71% were a parent of the service user (Table 3.6). Looking at the age group of the service users being cared for, 47% were aged over 45 years and a further 48% were aged 25–44 years.

Table 3.6: CSTDA-funded service users who received informal care from a parent aged 65 or over, relationship of carer to service user by age group of service user, 2007–08

Relationship of carer to service user	Age group of service user (years)					Total
	0–14	15–24	25–44	45–64	65+	
Mother	108	123	3,011	3,084	56	6,382
Father	19	46	601	473	8	1,147
Total	127	168	3,612	3,557	64	7,529

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 Appendix 6 for details).
2. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the 'communication method' data item were included in the 0–14 years age group.

3.3 Primary carer status and co-residency

A 'primary carer' is defined here as an informal carer who assists with one or more of the following activities of daily living – self-care, mobility or communication (often also assisting with other activities) (AIHW 2007a). Almost one-third (31%) of all service users in 2007–08 had a primary carer.

Just over two-thirds of informal carers of CSTDA service users in 2007–08 were primary carers (Table 3.7). Most informal carers lived with the person for whom they provided care.

Table 3.7: CSTDA-funded service users with an informal carer, residency status by primary carer status, 2007–08

Residency status of carer	Primary carer		Not a primary carer		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Co-resident	65,905	87.0	6,142	59.2	2,984	11.4	75,031	66.8
Non-resident	7,405	9.8	3,906	37.7	700	2.7	12,011	10.7
Not stated/not collected	2,478	3.3	324	3.1	22,449	85.9	25,251	22.5
Total	75,788	100.0	10,372	100.0	26,133	100.0	112,293	100.0

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 Appendix 6 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories. Service users who accessed employment services only (service types 5.01, 5.02 and 5.04) and did not submit a response are also included in the 'not collected' category for 'primary status of carer' and 'residency status of carer'. These services were not required to complete this data item.

3.4 Support needs

The NMDS includes nine data items that are used to indicate the support needs of service users (see Appendix 3). These items conform to a framework that is consistent with national and international classification standards, including the International Classification of Functioning, Disability and Health (ICF) (see AIHW 2003: Chapter 8). The support needs

data items also relate to the concepts used in population-based data collections about disability, such as the ABS Survey of Disability, Ageing and Carers (SDAC) (ABS 2004).

The items used to indicate support needs can be grouped into three broad areas of activity:

- Activities of daily living (ADL) – self-care, mobility and communication. These correspond to the three ‘core activity’ areas reported in the SDAC and in the 2006 Census of Population and Housing (ABS 2004, 2006b).
- Activities of independent living (AIL) – interpersonal interactions and relationships; learning, applying knowledge and general tasks and demands; and domestic life.
- Activities of work, education and community living (AWEC) – education; community (civic) and economic life; and work. This category is collected and analysed for service users aged 5 years and over, as a response of ‘not applicable due to age’ for all three of these life areas is allowed for service users aged less than 5 years.

Support needs data should be interpreted with caution because of high rates of ‘not stated/not collected’ responses. There is an additional specific concern about the quality of data on the ADL support needs of open employment service users, 2003–04 to 2006–07. Particular caution should be taken when comparing the ADL profiles of open employment, and all employment service users, and all CSTDA service users in 2007–08 with corresponding data for earlier years (for more information see Chapter 7 and appendix tables A2.12 and A2.13).

Service users recorded as always or sometimes requiring assistance with ADL in the NMDS are conceptually similar to people reported as having a ‘severe or profound core-activity limitation’ in the SDAC.

‘Core’ activities as defined in the SDAC are communication, mobility and self-care.

SDAC defines profound limitation as:

- ‘The person is unable to do, or always needs help with, a core-activity task.’

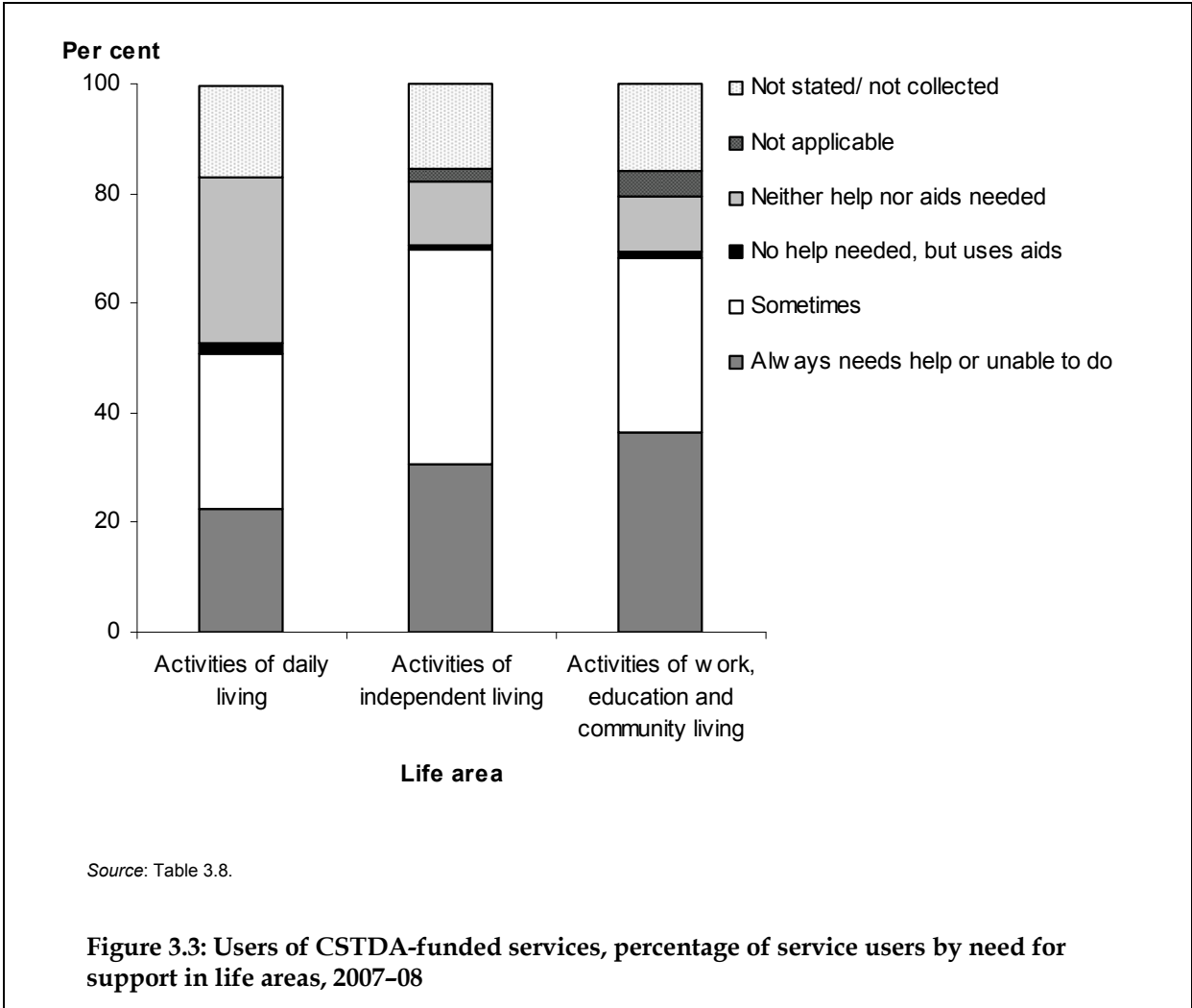
‘Severe limitation’ is defined as:

‘The person

- sometimes needs help with a core-activity task
- has some difficulty understanding or being understood by family or friends
- can communicate more easily using sign language or other non-spoken forms of communication.’

In 2007–08, higher proportions of service users needed help with AIL (70%) than with AWEC (68%) or with ADL (51%) (Figure 3.5, Table 3.8). The proportion of service users who always needed support (or were unable to perform these activities) was highest for AWEC (36%). This could be partially due to the fact that almost one-third (32%) of CSTDA service users have intellectual primary disability. The 2003 SDAC found that almost 60% of people with intellectual disability have severe limitation in communication. This is one distinguishing feature of intellectual disability, compared with some other disability groups. People with intellectual disability are also highly likely to have severe limitations in all three core activities – self-care, mobility and communication. Need for assistance with activities of daily living might not fully reflect the level of support that a person with intellectual disability requires to participate in society. Even though they may function relatively well in the familiar routines of self-care and domestic life, and be independently mobile, people with intellectual disability often have considerable difficulty in managing emotions and relating

to other people. It is therefore important to also consider the level of support that is needed in non-core activity areas, especially social interaction and activities associated with work and education (AIHW 2008b).



Analysis of support needs showed that:

- almost 70% of service users needed support in education, work or community life, considerably higher than the proportion that needed help with ADL (Table 3.8)
- users of respite services were the most likely to always need assistance or be completely unable to perform in each of the three broad life areas – ADL: 43%; AIL: 50%; AWEC: 50% (Table 3.9)
- users of employment services were the least likely to always need assistance across the three areas (ADL: 5.7%; AIL: 21%; AWEC: 21%).

Consistent with users of respite being most likely to have an informal carer (90%), service users with an informal carer are a group with very high support needs, who typically require a combination of informal and formal care to enable them to live in the community. This can be contrasted with, for example, employment service users, almost 80% of whom do not have an informal carer. Therefore, CSTDA service users represent a diverse mix of support

needs – some with a very high need for assistance with core activities and others with higher levels of functioning in activities of daily living but substantial support needs in the areas of community participation, work and education.

Table 3.8: Users of CSTDA-funded services, life area by need for support in life areas, 2007–08

Frequency of support needed	Always or unable to do		Some-times		None, but uses aids		None		Not applicable		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Activities of daily living (ADL)														
Self-care	44,706	18.2	54,668	22.2	4,516	1.8	95,579	38.9	—	—	46,277	18.8	245,746	100.0
Mobility	32,320	13.2	50,114	20.4	9,033	3.7	109,919	44.7	—	—	44,360	18.1	245,746	100.0
Communication	36,991	15.1	60,298	24.5	3,802	1.5	67,827	27.6	—	—	76,828	31.3	245,746	100.0
<i>Any ADL</i>	55,377	22.5	69,638	28.3	5,259	2.1	73,585	29.9	—	—	41,887	17.0	245,746	100.0
Activities of independent living (AIL)														
Interpersonal interactions ^(a)	46,072	18.7	96,329	39.2	2,626	1.1	51,802	21.1	—	—	48,917	19.9	245,746	100.0
Learning ^(b)	52,496	21.4	92,772	37.8	3,551	1.4	45,765	18.6	7,751	3.2	43,411	17.7	245,746	100.0
Domestic life	41,810	17.0	55,974	22.8	2,555	1.0	68,706	28.0	22,402	9.1	54,299	22.1	245,746	100.0
<i>Any AIL</i>	75,363	30.7	96,199	39.1	2,283	0.9	27,825	11.3	6,501	2.6	37,575	15.3	245,746	100.0
Activities of work, education and community living (AWEC)														
Education	54,442	22.2	76,622	31.2	3,872	1.6	54,042	22.0	8,294	3.4	48,474	19.7	245,746	100.0
Community (civic) and economic life	59,752	24.3	86,257	35.1	3,723	1.5	38,093	15.5	8,883	3.6	49,038	20.0	245,746	100.0
Working	62,379	25.4	58,727	23.9	2,374	1.0	44,387	18.1	23,853	9.7	54,026	22.0	245,746	100.0
<i>Any AWEC</i>	89,401	36.4	78,386	31.9	2,721	1.1	24,329	9.9	11,650	4.7	39,259	16.0	245,746	100.0

(a) The full name for the life area 'interpersonal interactions' is 'interpersonal interactions and relationships'.

(b) The full name for the life area 'learning' is 'learning, applying knowledge and general tasks and demands'.

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.
2. The frequency of support needed for a service user for each of the three broad groups (ADL, AIL and AWEC) is based on the highest support need category of the service user for that group. For example, if a service user reports 'always or unable to do' for the life area of self-care (one of the ADL areas) then that service user will be placed into the 'always or unable to do' category for ADL, regardless of their support needs for mobility or communication (the other two ADL areas). Therefore the totals for each of the broad groups (ADL, AIL and AWEC) cannot be calculated by adding totals from the three component life areas.
3. 'Not stated/not collected' includes both service users accessing only recreation/holiday programs (service type 3.02) for whom support needs data were not collected and other service users with no response. Refer to Table A1.1.

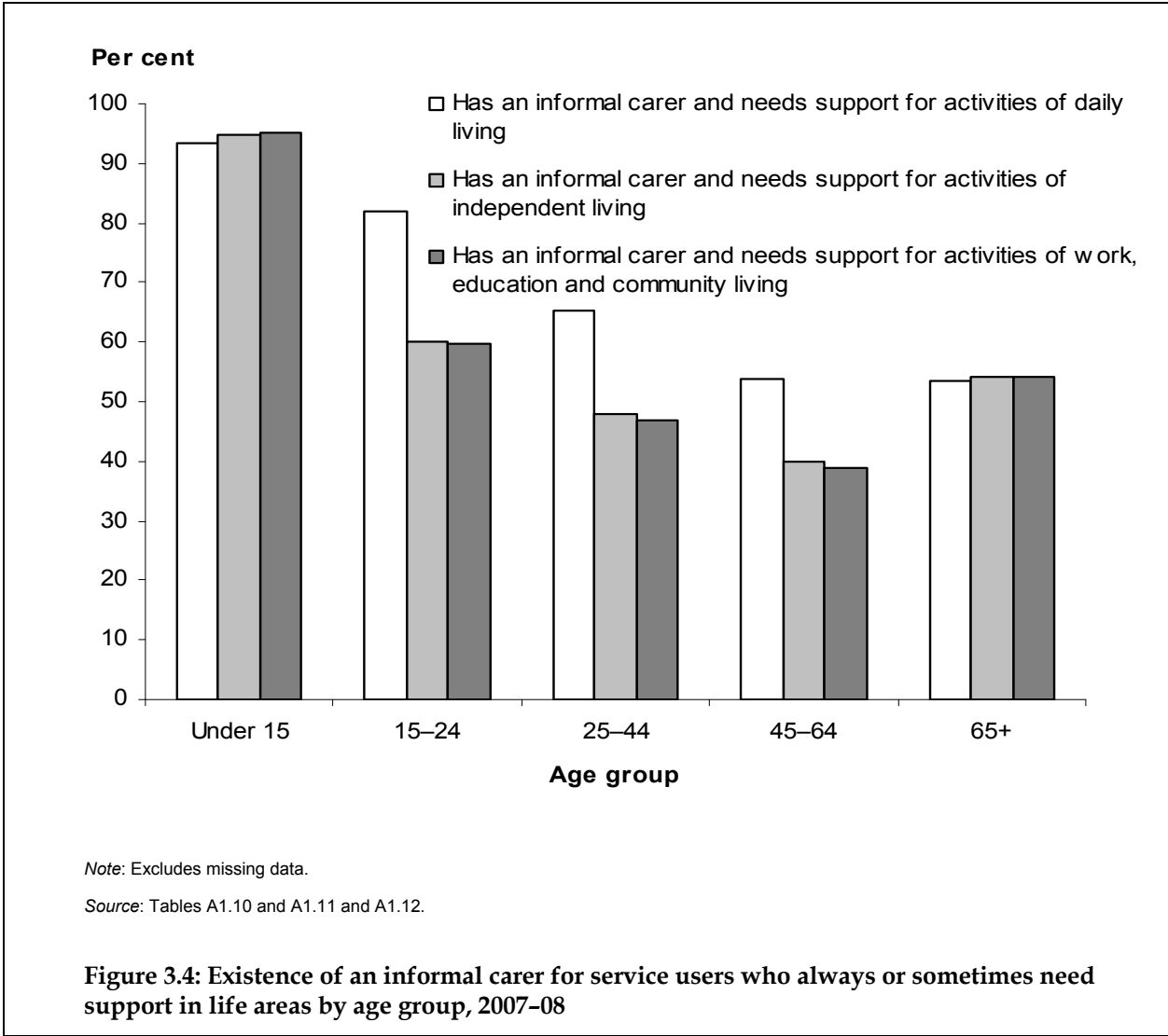
Table 3.9: Users of CSTDA-funded services, service group by need for support in life areas, 2007–08

Frequency of support need	Accommodation support		Community support		Community access		Respite		Employment		All service groups	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Activities of daily living (ADL)												
Always or unable to do	15,039	39.9	36,367	35.0	17,072	31.4	13,626	43.2	5,091	5.7	55,377	22.5
Sometimes	14,966	39.7	32,389	31.2	19,856	36.5	11,437	36.3	20,162	22.4	69,638	28.3
None, but uses aids	941	2.5	3,276	3.2	1,663	3.1	377	1.2	572	0.6	5,259	2.1
None	4,781	12.7	7,561	7.3	6,866	12.6	2,316	7.3	59,604	66.3	73,585	29.9
Not stated/not collected	1,963	5.2	24,383	23.5	8,917	16.4	3,768	12.0	4,506	5.0	41,887	17.0
Total	37,690	100.0	103,976	100.0	54,374	100.0	31,524	100.0	89,935	100.0	245,746	100.0
Activities of independent living (AIL)												
Always or unable to do	17,836	47.3	39,774	38.3	21,376	39.3	15,701	49.8	18,963	21.1	75,363	30.7
Sometimes	15,885	42.1	31,791	30.6	19,880	36.6	10,974	34.8	46,388	51.6	96,199	39.1
None, but uses aids	429	1.1	1,295	1.2	884	1.6	212	0.7	223	0.2	2,283	0.9
None	1,546	4.1	4,323	4.2	3,228	5.9	732	2.3	20,210	22.5	27,825	11.3
Not stated/not collected/ not applicable	1,994	5.3	26,793	25.8	9,006	16.6	3,905	12.4	4,151	4.6	44,076	17.9
Total	37,690	100.0	103,976	100.0	54,374	100.0	31,524	100.0	89,935	100.0	245,746	100.0
Activities of work, education and community living (AWEC) (5 years and over)												
Always or unable to do	17,836	47.3	39,774	38.3	21,376	39.3	15,701	49.8	18,963	21.1	75,363	30.7
Sometimes	10,250	27.4	21,644	24.7	12,710	23.5	7,202	23.3	43,767	48.7	77,587	33.9
None, but uses aids	559	1.5	1,549	1.8	1,031	1.9	218	0.7	172	0.2	2,704	1.2
None	1,789	4.8	3,445	3.9	2,924	5.4	701	2.3	17,608	19.6	24,297	10.6
Not stated/not collected/ not applicable	2,088	5.6	19,517	22.3	9,127	16.8	4,060	13.2	3,916	4.4	36,763	16.1
Total	37,460	100.0	87,488	100.0	54,168	100.0	30,868	100.0	89,935	100.0	228,843	100.0

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. Row totals may not be the sum of components because individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types.
2. 'Not stated/not collected' includes both service users accessing only recreation/holiday programs (service type 3.02) for whom support needs data were not collected and other service users with no response. Refer to Table A1.1.

Figure 3.4 illustrates the higher proportion of younger service users with an informal carer who needed ADL support, compared to older service users: 94% for service users aged 0–14 compared to 54% for those aged 45 years and over. A similar pattern is seen for service users who need support for AIL and AWEC.



3.5 Living arrangements and residential setting

In 2007–08, more than half (56%) of the 245,746 service users lived with family; 19% lived with others and 14 lived alone (Table 3.10). These proportions have been at similar levels since 2003–04. (Table A2.14). Figure 3.5 displays the living arrangements of service users who ‘always or sometimes’ needed support.

Table 3.10: Users of CSTDA-funded services, living arrangements by service group, 2007–08

Service group	Lives alone		Lives with family		Lives with others		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Accommodation support	6,936	18.4	8,736	23.2	20,571	54.6	1,447	3.8	37,690	100.0
Community support	7,934	7.6	73,818	71.0	14,644	14.1	7,580	7.3	103,976	100.0
Community access	6,545	12.0	23,903	44.0	17,205	31.6	6,721	12.4	54,374	100.0
Respite	1,457	4.6	24,868	78.9	3,136	9.9	2,063	6.5	31,524	100.0
Employment	18,928	21.0	42,218	46.9	16,429	18.3	12,360	13.7	89,935	100.0
Total	33,464	13.6	136,769	55.7	46,089	18.8	29,424	12.0	245,746	100.0

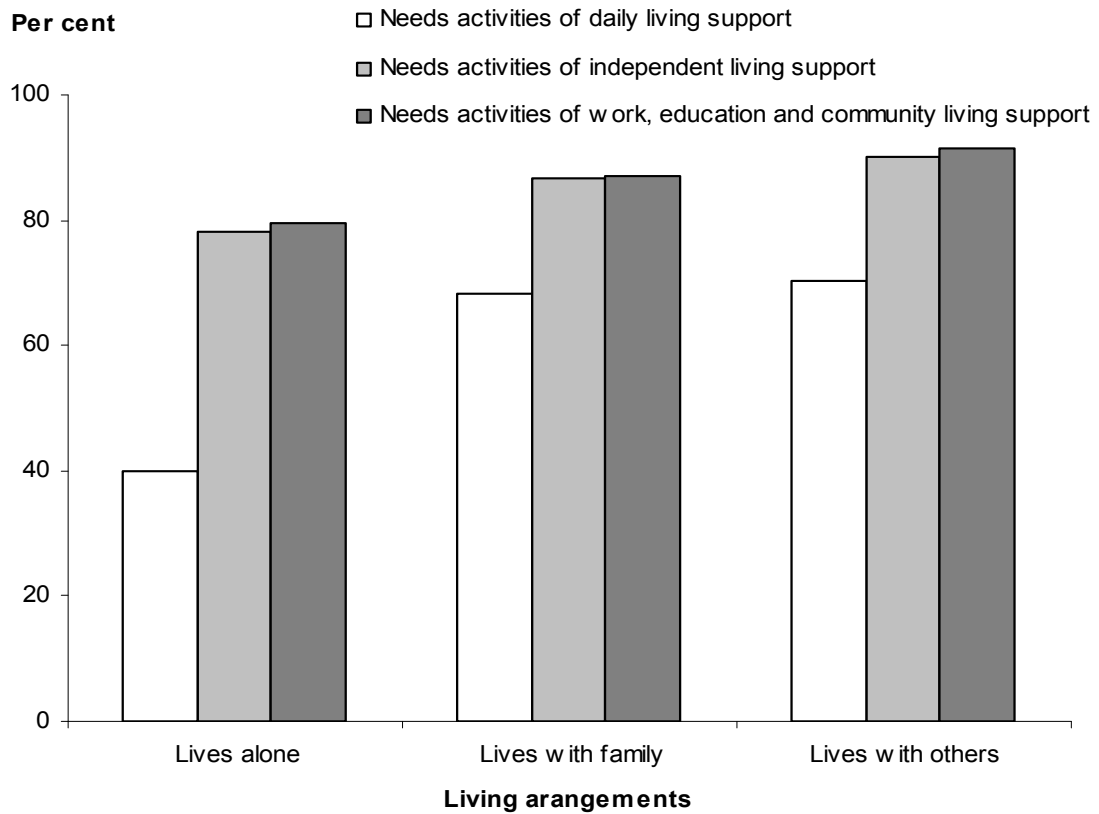
Notes:

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. Column totals may not be the sum of components because individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. ‘Not stated/not collected’ includes both service users accessing only 3.02 services for whom living arrangement data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Three-quarters of service users in 2007–08 lived in private residences. The next most common residential settings were domestic-scale supported accommodation (5.4%) and supported accommodation facilities (4.1%). Living arrangements of the remaining 16% of service users were either not stated (11%) or they have been grouped together under ‘Other’ (4%) (Table A1.14).

The majority (82%) of service users living in domestic-scale supported accommodation had an intellectual or learning primary disability; similarly, 73% of those in supported accommodation had intellectual or learning primary disability (Figure 3.6). Almost half of service users in private residences (46%) had an intellectual or learning primary disability, and nearly one-quarter (24%) had physical/diverse primary disability.

The most common primary disability of service users in ‘Other’ residential settings was psychiatric disability (35%).

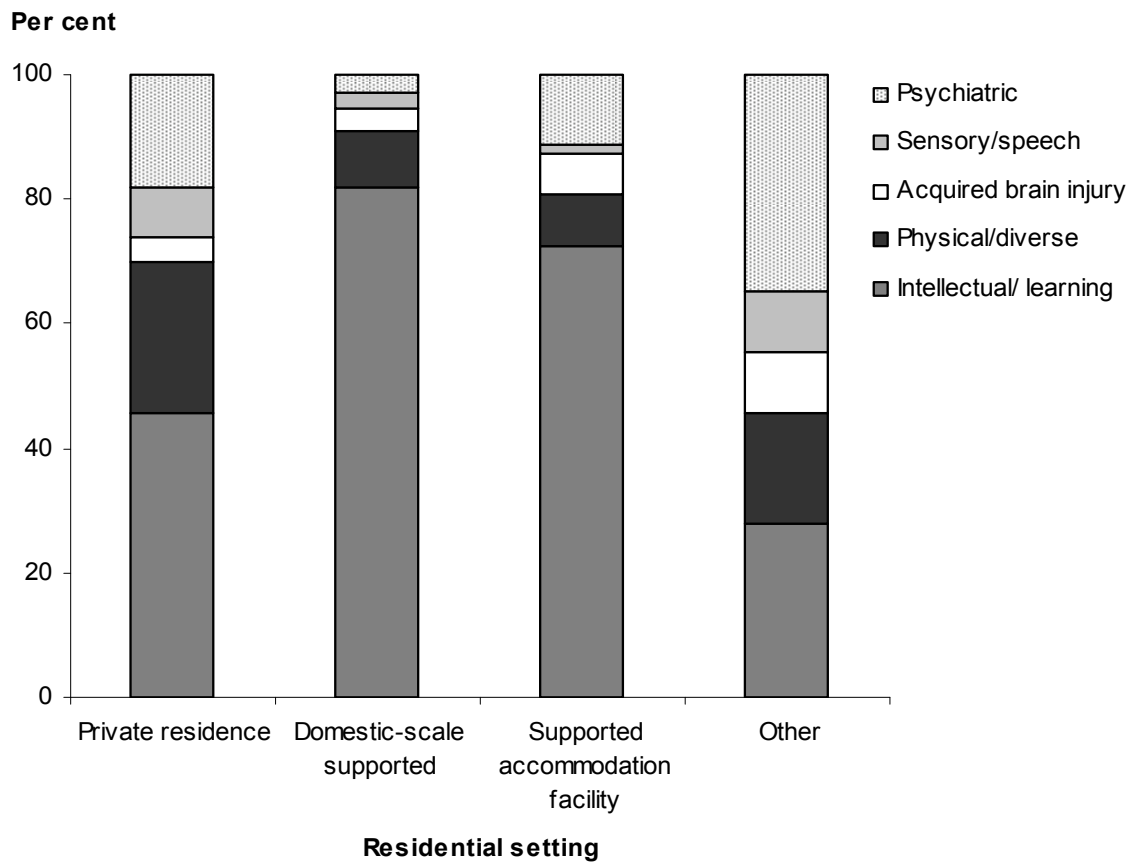


Source: Table A1.13.

Notes:

1. Excludes missing data.
2. 'Needs support' refers to those that 'always and sometimes' need support.

Figure 3.5: Users of CSTDA-funded services, always or sometimes need support in life areas and living arrangements, 2007-08 (per cent)



Source: Table A1.14.

Notes:

1. Excludes missing data.

2. 'Other' includes the categories of: 'Residence within an Aboriginal/Torres Strait Islander community', 'Boarding house/private hotel', 'Independent living unit within a retirement village', 'Residential aged care facility', 'Psychiatric/mental health community care facility', 'Hospital', 'Short-term crises, emergency or transitional accommodation facility', 'Public place/temporary shelter', 'Other'.

Figure 3.6: Users of CSTDA-funded services, proportion of reported primary disability by residential setting 2007-08

4 Aboriginal and Torres Strait Islander service users

This special focus chapter summarises some key characteristics of the Aboriginal and Torres Strait Islander people who used specialist disability services between 2003–04 and 2007–08.

Disability is more common among Indigenous Australians. In the 2006 Census, 3.6% of Aboriginal and Torres Strait Islander people and 2.2% of non-Indigenous people aged 0–64 years needed assistance with core activities of daily living (ABS 2006). After accounting for differences in age structure and response rates, on average, Indigenous people were 2.4 times more likely to need assistance than non-Indigenous people. An ‘Indigenous factor’ of 2.4 has historically been used when calculating rates of Indigenous access to disability support services under the CSTDA (potential population measures) to account for this higher prevalence of severe and profound limitations (AIHW 2006a).

The Australian Government’s *Closing the Gap on Indigenous disadvantage* initiative aims to address the high levels of disadvantage in Indigenous Australian communities (FaHCSIA 2009a). While Indigenous people are generally disadvantaged compared with non-Indigenous people, research has found that those with disability are likely to experience an additional degree of social and economic disadvantage (ABS & AIHW 2008). The heightened vulnerability of Indigenous people with disability was recognised in the CSTDA, and increased access to disability services for Indigenous people is a national priority area for reform under the National Disability Agreement (COAG 2008b; CSTDA 2003).

This analysis focuses on the differences between Indigenous and non-Indigenous service users, along with trends over the five-year period from 2003–04 to 2007–08. Three major issues are discussed:

- number and distribution of Indigenous service users across Australia
- characteristics of Indigenous service users and their carers
- CSTDA-funded services used.

Variable data quality and rates of Indigenous identification across years, as well as trends in service provision and funding, influence the trends in Indigenous service user numbers, demographics and service use discussed in this chapter. For example, the ‘not stated’ rate for Indigenous status has varied between 5.0% and 21% over the five-year period (Table 7.2). In addition, not all service types were required to collect this information (see Appendix 6). This means that trend data should be interpreted with caution. Data presented throughout the chapter are crude rates, which do not take into account the different age structures of Indigenous and non-Indigenous service user groups. For more details on data quality, see Chapter 7.

4.1 Number, location and distribution

Number and state/territory distribution

In 2007–08, there were almost 11,000 Aboriginal and Torres Strait Islander service users, accounting for 4.5% of all CSTDA service users (Table 4.1). Nine in ten (90%) Indigenous service users were of Aboriginal origin.

Indigenous service users are a growing group – the number of Indigenous service users increased by more than two-thirds (68%) over the last 5 years, compared with close on one-third (31%) for all service users. Between 2003–04 and 2007–08:

- Aboriginal service users increased by 80%
- Torres Strait Islander service users increased by 49%
- service users of both Aboriginal and Torres Strait Islander origin decreased slightly (down 11%).

Table 4.1: Users of CSTDA-funded services by Indigenous status, 2003–04 to 2007–08

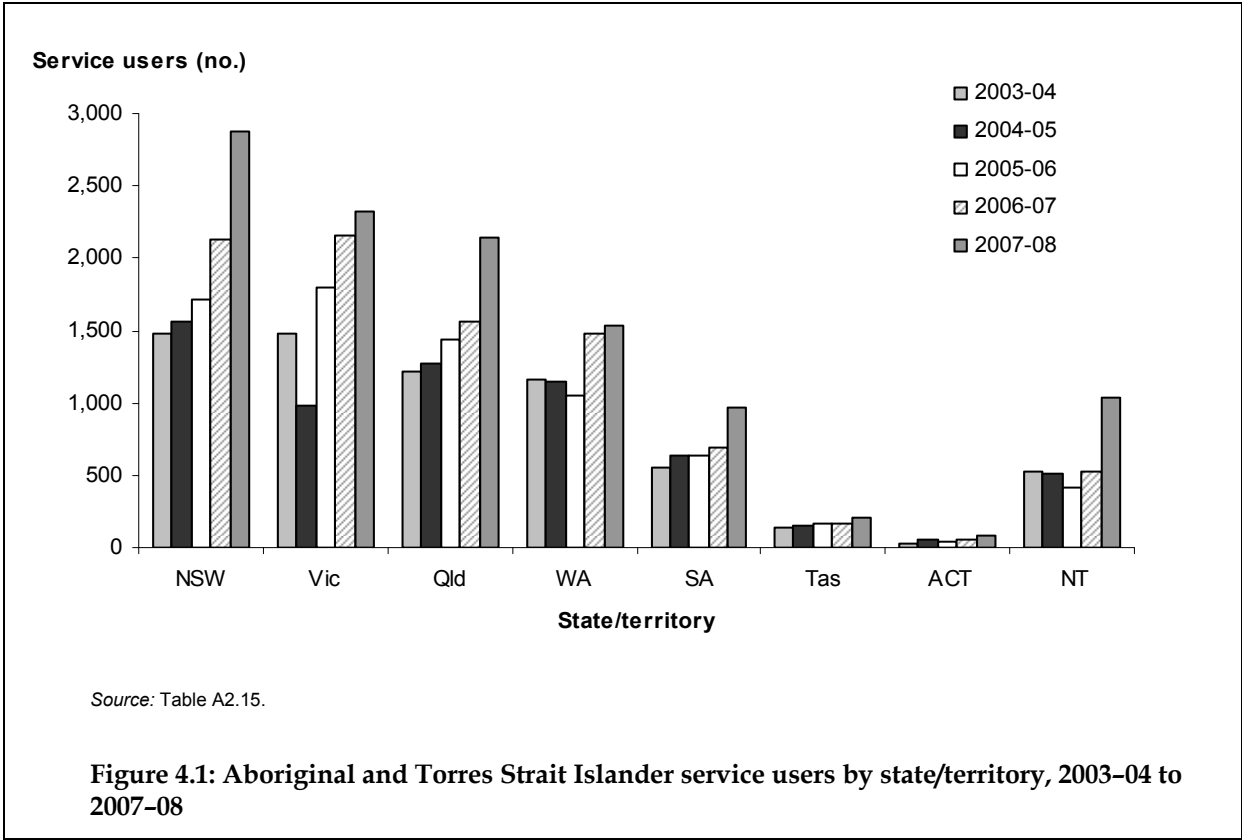
	Aboriginal	Torres Strait Islander	Both Aboriginal and Torres Strait Islander	Total Indigenous	Non-Indigenous	Not stated/not collected	Total
Number							
2003–04	5,437	317	770	6,524	163,400	17,882	187,806
2004–05	5,267	285	733	6,285	151,774	42,434	200,493
2005–06	6,443	263	476	7,182	186,805	23,156	217,143
2006–07	7,574	372	789	8,735	210,697	12,821	232,253
2007–08	9,794	471	683	10,948	221,215	13,583	245,746
<i>Increase (number)</i>	<i>4,357</i>	<i>154</i>	<i>-87</i>	<i>4,424</i>	<i>57,815</i>	<i>-4,299</i>	<i>57,940</i>
<i>Increase (per cent)</i>	<i>80.1</i>	<i>48.6</i>	<i>-11.3</i>	<i>67.8</i>	<i>35.4</i>	<i>-24</i>	<i>30.9</i>
Per cent							
2003–04	2.9	0.2	0.4	3.5	87.0	9.5	100.0
2004–05	2.6	0.1	0.4	3.1	75.7	21.2	100.0
2005–06	3.0	0.1	0.2	3.3	86.0	10.7	100.0
2006–07	3.3	0.2	0.3	3.8	90.7	5.5	100.0
2007–08	4.0	0.2	0.3	4.5	90.0	5.5	100.0

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 Appendix 6).
2. 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 Appendix 6) and other service users with no response.

In 2007–08, around one-quarter (26%) of Indigenous service users lived in New South Wales; 21% in Victoria; and 20% in Queensland (Figure 4.1). Over the five-year period to 2007–08, the number of Indigenous service users doubled in the Northern Territory (525 to 1,042) and

New South Wales (1,473 to 2,881). It should be noted that the rates of 'not stated' responses for Indigenous status changed over the period, and this may have influenced these trends.



The Northern Territory recorded the highest Indigenous proportion of all service users in 2007-08 (42%) (Table 4.2). This is consistent with the high proportion of Aboriginal and Torres Strait Islander peoples in the Northern Territory population aged 0-64 years; however, it was higher than the population level of 30% (ABS 2009a). The Northern Territory was followed by Western Australia (7.2%) and Queensland (5.9%).

Despite fluctuations in the proportion of Indigenous service users from year to year in some states and territories, all reported an overall increase in the proportion of Indigenous service users between 2003-04 and 2007-08 (Table A2.15). The largest increase was in Western Australia, where the proportion of service users of Aboriginal and Torres Strait Islander origin increased from 5.1% to 7.2%.

Table 4.2: Users of CSTDA-funded services, Indigenous status and proportion of Indigenous Australians aged 0–64 years in the population by state/territory, 2007–08

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	2,881	4.7	57,289	92.8	1,597	2.6	61,767	100.0	2.5
Vic	2,316	2.6	77,385	86.9	9,352	10.5	89,053	100.0	0.7
Qld	2,143	5.9	33,322	91.4	1,003	2.8	36,468	100.0	3.9
WA	1,528	7.2	19,630	92.2	141	0.7	21,299	100.0	3.8
SA	961	3.8	23,138	91.7	1,125	4.5	25,224	100.0	2.1
Tas	208	3.4	5,770	94.0	163	2.7	6,141	100.0	4.3
ACT	82	1.8	4,350	96.2	89	2.0	4,521	100.0	1.4
NT	1,042	42.1	1,319	53.3	115	4.6	2,476	100.0	31.0
Australia	10,948	4.5	221,215	90	13,583	5.5	245,746	100.0	2.8

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 because 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 Appendix 6).
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 Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

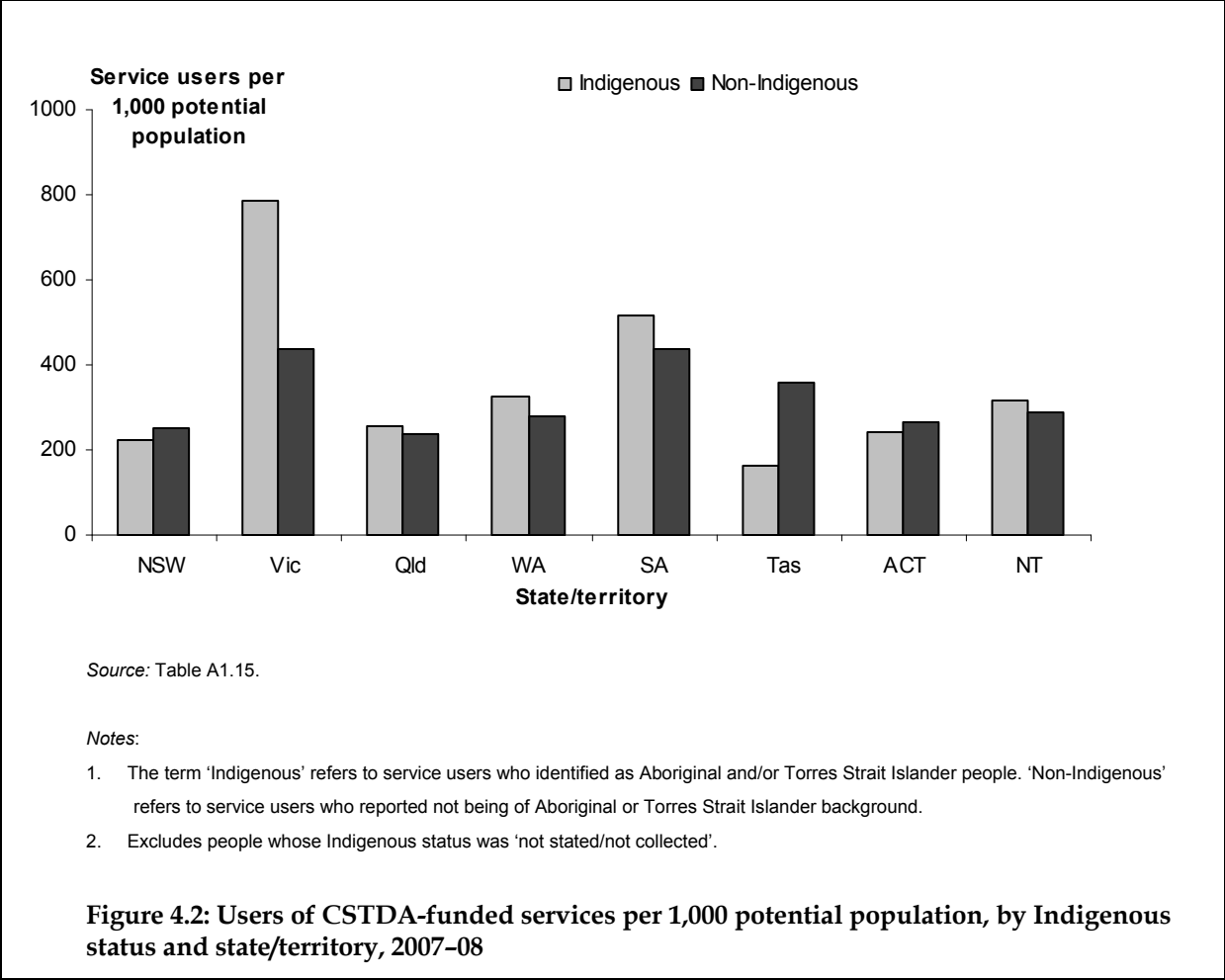
Sources: ABS 2009a (population data).

Rates of service use

Rates of disability service use among Indigenous Australians can be calculated using estimates of the Indigenous potential population. As discussed in Chapter 2, potential population provides an estimate of the total number of people in the population who are likely to need disability services at some time (see Section 2.1 and Appendix 1). These estimates can be compared with the number of service users. A higher number of service users per 1,000 potential population means that a greater proportion of the target population is using services. The following comparison of rates of service use by Indigenous and non-Indigenous Australians uses estimated Indigenous and non-Indigenous potential populations respectively. These estimates are calculated by applying age and sex-specific rates of profound and severe core activity limitation from the ABS Survey of Disability, Ageing and Carers to ABS projected Indigenous population and estimated resident populations with adjustments for differences between Indigenous and non-Indigenous people in the need for assistance with core activities, according to the 2006 Census (see Table A1.15).

In 2007–08, Indigenous Australians used disability services at a slightly lower rate than non-Indigenous Australians. Overall, there were 306 Indigenous service users per 1,000 Indigenous potential population, compared with 315 non-Indigenous service users per 1,000 non-Indigenous potential population. Rates of service use varied considerably across the states and territories, with Victoria recording the highest rates of 784 Indigenous service

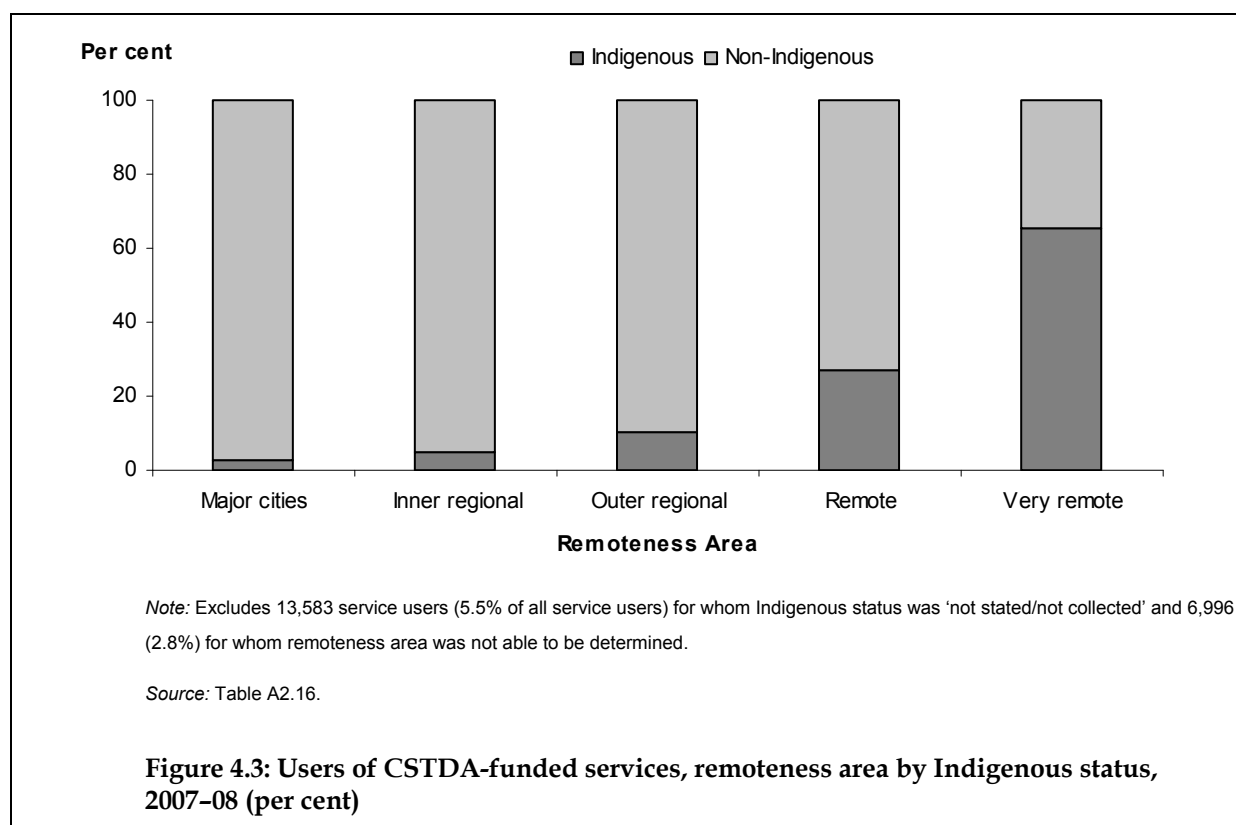
users and 437 non-Indigenous service users per 1,000 potential population (Figure 4.2). It is important to note that there are concerns about the quality of Indigenous identification data reported by specialist disability services in Victoria. Comparison of rates of disability service use by Indigenous Australians over the time series are not included here due to changes in the rates of Indigenous identification over time.



Remoteness

The distribution of Indigenous service users by remoteness was relatively stable between 2003-04 and 2007-08 (Table A2.16). Each year, around three in five Indigenous service users lived in Major cities or Inner regional areas; more than one in five (22%) lived in Outer regional areas; and smaller proportions lived in Remote (7.4%) and Very remote (7.6%) areas. This was different to the distribution of non-Indigenous service users, where almost nine in ten lived in Major cities and Inner regional areas, and just 1.3% lived in Remote and Very remote areas.

Although the majority of Indigenous service users lived in cities and urban areas, the proportion of all service users who were Indigenous was higher with increasing remoteness (Figure 4.3). In 2007-08, just 2.7% of all service users in Major cities were Indigenous; this proportion increased to more than one-quarter of those in Remote areas (27%) and almost two-thirds of those in Very remote areas (65%).



4.2 Characteristics

Age and sex

In 2007-08, around three in five (59%) CSTDA service users were male; this was true for both Indigenous and non-Indigenous service users (Table A2.17).

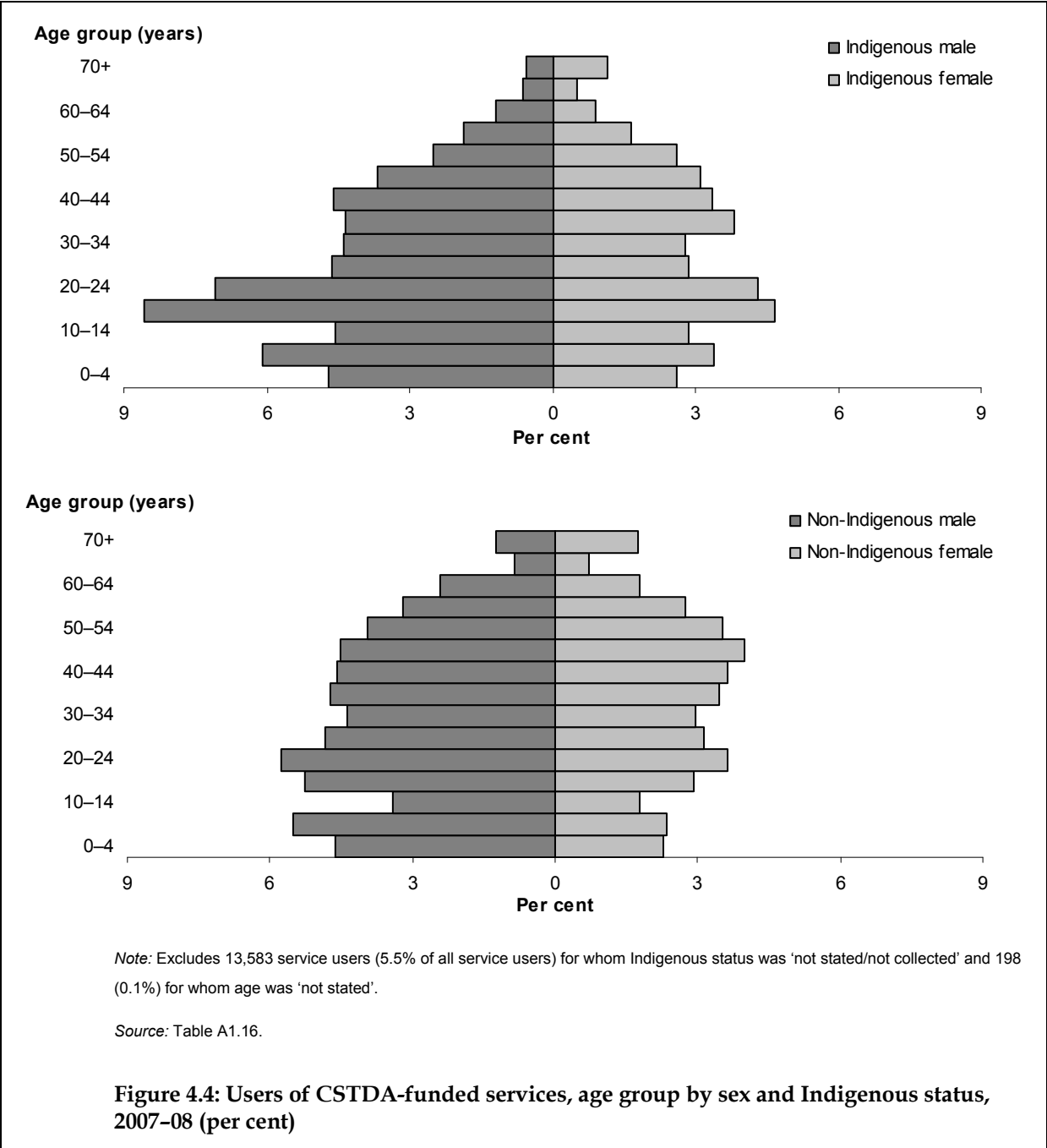
On average, Indigenous users of CSTDA-funded services were younger than their non-Indigenous counterparts (Figure 4.4). In 2007-08:

- Indigenous service users had a median age of 25.7 years, compared with 33.0 years for non-Indigenous service users (Table A2.18)
- around one in four Indigenous service users was aged under 15 years (24%) compared with one in five non-Indigenous service users (20%) (Table A2.19)
- almost half of Indigenous service users were aged under 25 years (49%) compared with 38% of non-Indigenous service users.

These results are consistent with the younger age structure of the Indigenous Australian population (ABS & AIHW 2008). It should be noted that these differences in the age structures of the Indigenous and non-Indigenous service user groups may influence patterns of service use and demographics observed throughout this chapter.

The most common age group for both male and female Indigenous service users was 15–19 years (Figure 4.4). For non-Indigenous males, the most common age group was 20–24 years, while for non-Indigenous female service users, the most common age group was much older – 45–49 years.

Over the five-year period to 2007–08, the median age of non-Indigenous service users increased at a faster rate than Indigenous service users (Table A2.18). Between 2003–04 and 2007–08, the median age of Indigenous service users increased from 24.7 to 25.7 years, while the median age of non-Indigenous service users increased from 30.3 to 33.0 years. Both groups experienced increases in the proportions of service users aged 0–4 years and in the 45–69 years age groups (Table A2.19).

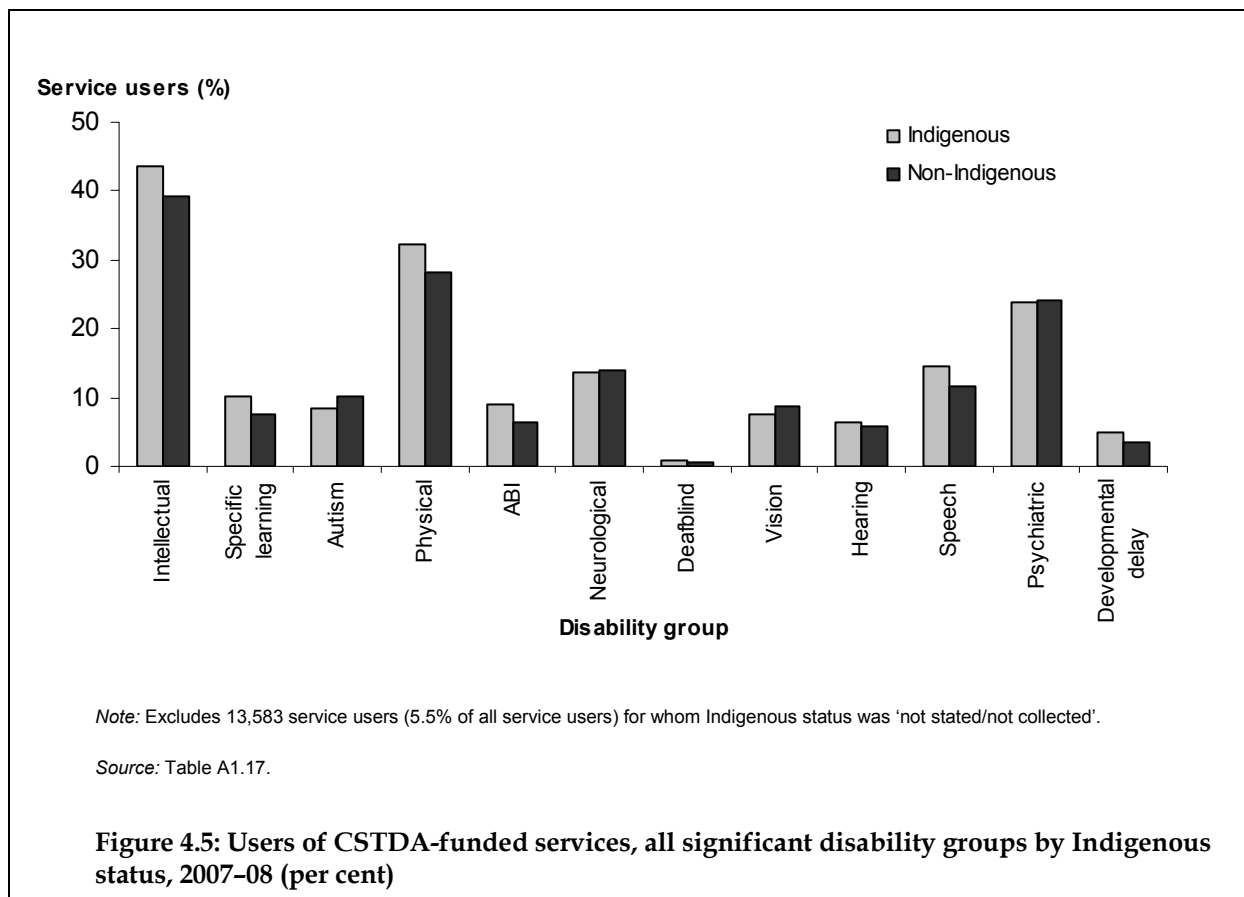


Disability groups

Indigenous service users were more likely to have multiple disabilities and to have a higher number of disability groups on average. Almost half (48%) of Indigenous and 43% of non-Indigenous service users reported more than one disability group in 2007–08 (Table A2.20). Although the proportions reporting more than one disability group fluctuated over the five-year period, each year a higher proportion of Indigenous service users than non-Indigenous service users had more than one disability group. On average, Indigenous service users had 1.84 disability groups in 2007–08 (down slightly from 1.92 in 2003–04), compared with 1.71 for non-Indigenous service users (as in 2003–04) (Table A2.21).

In 2007–08, Indigenous service users were most likely to have an intellectual (34%), physical (18%) or a psychiatric primary disability (16%) (Table A2.22). These results were similar to non-Indigenous service users, who were most likely to have an intellectual (33%), psychiatric (16%) or physical primary disability (15%). Over the five-year period, both groups experienced a similar decrease in the proportion of service users with an intellectual primary disability and an increase in the proportion with psychiatric primary disability.

When all significant disability groups are considered, in 2007–08 Indigenous service users were slightly more likely than non-Indigenous service users to have intellectual disability, specific learning disability, physical disability, acquired brain injury or speech disability (Figure 4.5).



Residential setting and living arrangements

In 2007–08, Indigenous service users were slightly more likely than non-Indigenous service users to live with family or with others, and less likely to live alone (Table 4.3).

As might be expected, Indigenous service users were more likely to live in an Aboriginal community. In 2007–08, 7.8% Indigenous service users lived in an Aboriginal community, compared with 0.1% of non-Indigenous service users. Indigenous service users were less likely than non-Indigenous service users to live in a private residence (72% compared with 79%) and twice as likely to be living in short-term crisis accommodation (1.0% compared with 0.5%).

Table 4.3: Users of CSTDA-funded services, selected trends in living arrangements and residential setting by Indigenous status, 2003–04 to 2007–08 (per cent)

Selected living arrangements and residential settings	2003–04	2004–05	2005–06	2006–07	2007–08
Indigenous					
<i>Living arrangements</i>					
Lives alone	10.5	10.6	10.3	12.5	12.1
Lives with family	64.1	64.7	61.7	59.5	59.9
Lives with others	22.4	21.6	22.0	24.8	21.1
<i>Residential setting</i>					
Private residence	69.0	71.0	67.5	71.6	71.6
Aboriginal community	9.7	8.5	8.8	7.8	7.8
Domestic-scale supported	6.6	6.7	6.2	5.4	5.4
Supported accommodation	6.5	6.3	5.8	5.5	5.5
Short-term crisis accommodation	0.7	0.6	0.9	1.0	1.0
Non-Indigenous					
<i>Living arrangements</i>					
Lives alone	13.3	13.7	13	16.1	14.3
Lives with family	57.7	60.7	58.6	52.6	57.5
Lives with others	20.3	20.6	19.2	22.7	19.4
<i>Residential setting</i>					
Private residence	74.2	77.8	74.1	75.9	78.6
Aboriginal community	0.0	0.1	0.1	0.2	0.1
Domestic-scale supported	8.1	8.1	7.3	5.9	5.7
Supported accommodation	6.0	6.1	5.1	4.9	4.3
Short-term crisis accommodation	0.4	0.4	0.5	0.5	0.5

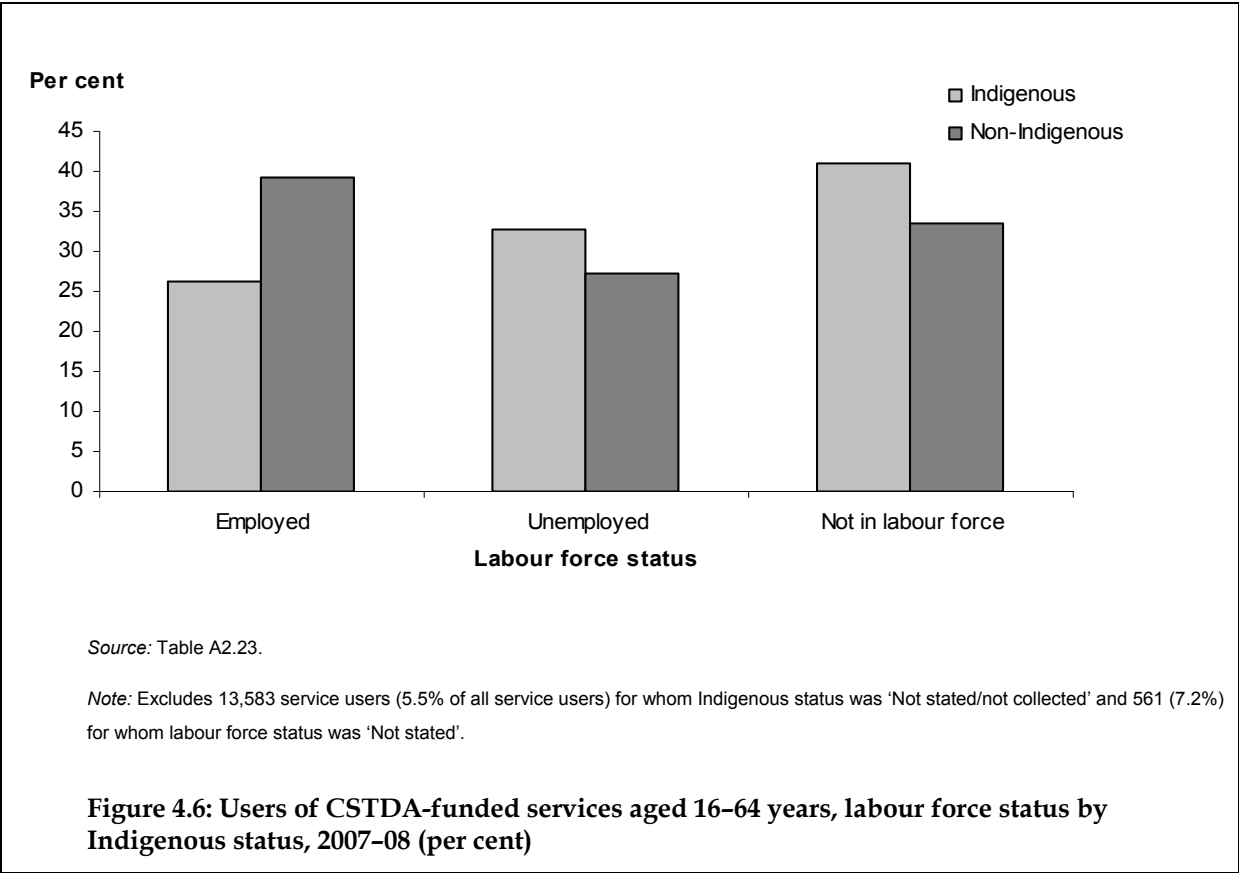
Notes:

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 Appendix 6).
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. Excludes 13,583 service users (5.5% of all service users) for whom Indigenous status was 'Not stated/not collected'.

Labour force participation and employment

In 2007–08, Indigenous service users were less likely than non-Indigenous service users to be employed, and more likely to be unemployed or not in the labour force (Figure 4.6). When missing data are excluded, around one-quarter (26%) of Indigenous service users aged 16–64 years were employed, compared with 39% of non-Indigenous service users. Forty-one per cent of Indigenous service users were not in the labour force, compared with about 34% of non-Indigenous service users. These patterns were present throughout the five-year period (Table A2.23).

These results are broadly consistent with rates of labour force participation and employment among Indigenous and non-Indigenous Australians in recent years. In the wider population, Indigenous Australians have lower rates of labour force participation and higher rates of unemployment than non-Indigenous Australians (ABS 2008). A number of factors should be considered when making these comparisons, including differences in the age structures and geographical distributions of Indigenous and non-Indigenous people. Indigenous service users were also less likely to use CSTDA-funded employment services (see Section 4.3), in which almost all service users were in the labour force and the majority were employed (Table A1.1)⁴.

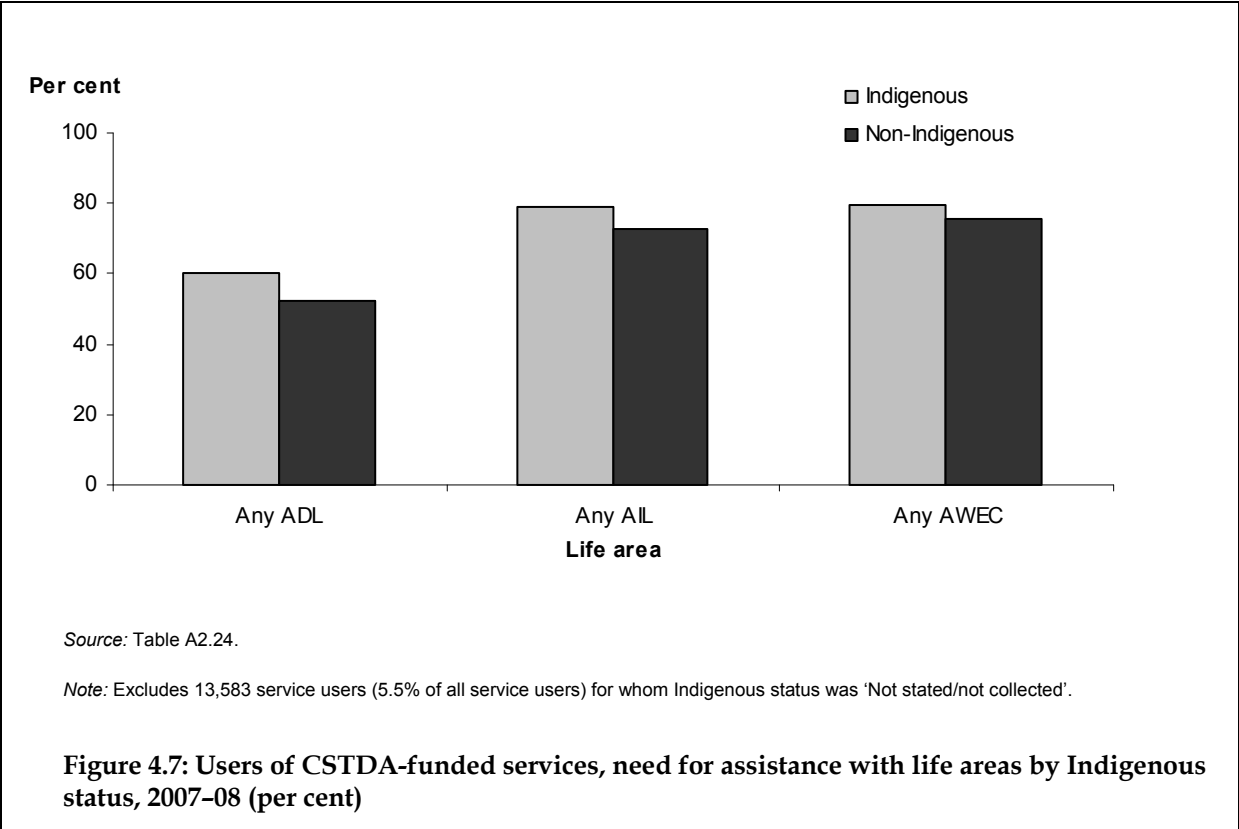


⁴ Aboriginal and Torres Strait Islander peoples may access other government employment services, such as the Indigenous Programs under Community Development Employment Projects (CDEP) program. Use of these other employment services is not reflected in service use statistics in this report.

Support needs

Indigenous service users were somewhat more likely than non-Indigenous service users to always or sometimes need assistance in each of the three life areas – ADL, AIL and AWEC (Figure 4.7). In 2007–08, slightly more than three in five (61%) Indigenous service users always or sometimes needed assistance with ADL and about four in five needed assistance with AIL and AWEC (79% and 80% respectively). In comparison, around half (52%) of non-Indigenous service users needed help with ADL and three-quarters with AIL and AWEC (73% and 76%).

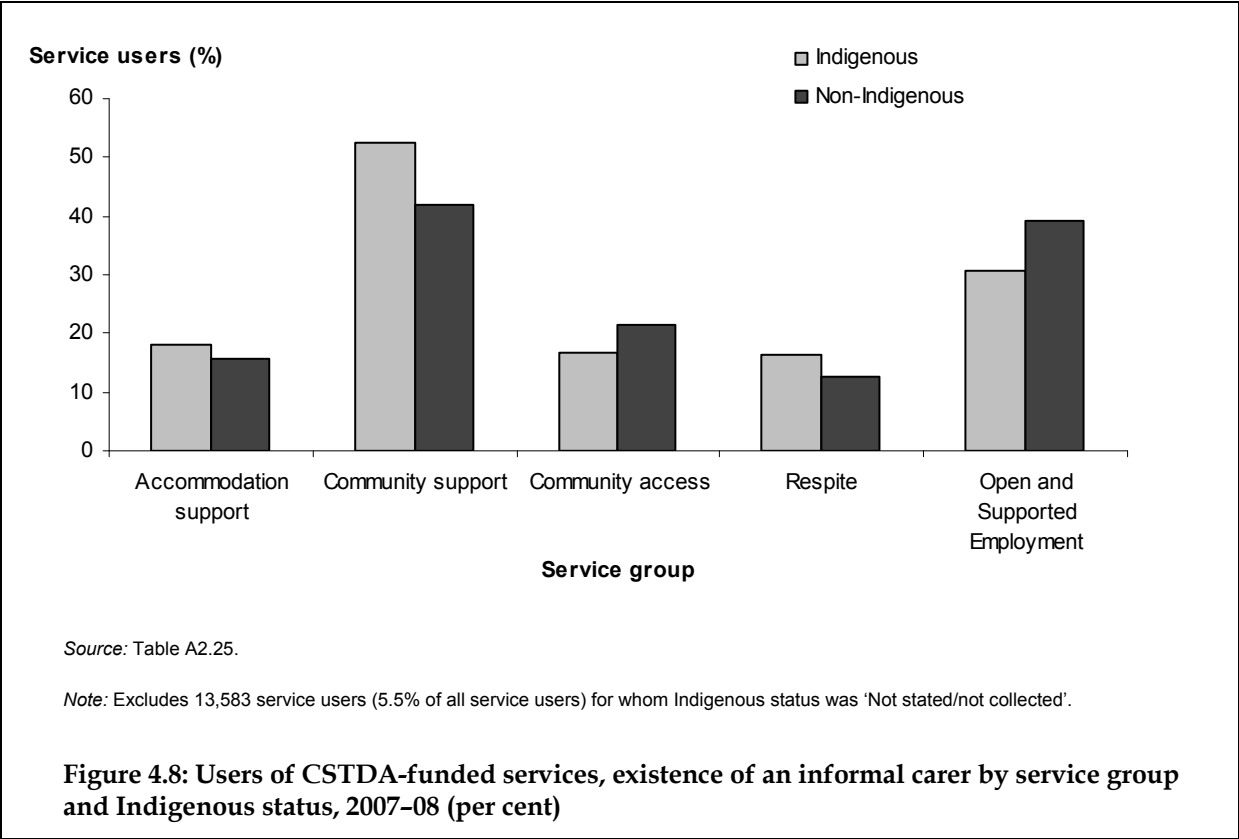
Much of this difference between Indigenous and non-Indigenous service users was due to the higher proportion of Indigenous service users who reported they ‘always needed assistance or were unable to do’ activities in each category – that is, the most severe end of the spectrum. For example, in 2007–08, 38% of Indigenous service users always needed assistance or were unable to do AIL, compared with 32% of non-Indigenous service users (Table A2.24).



Carers

In 2007–08, more than half (55%) of Indigenous service users reported having an informal carer, compared with 47% of non-Indigenous service users (Table A2.25). Of all service groups in 2007–08, people accessing respite services were the most likely to have a carer, and the proportions of Indigenous and non-Indigenous respite users with a carer were similarly high (90% and 93% respectively) (Figure 4.8). Indigenous service users accessing community support and community access services were more likely to have a carer (76% and 72% respectively) than their non-Indigenous counterparts (66% and 64% respectively).

Indigenous service users were more likely to have an informal carer throughout the five-year period, and both groups had similar trends in the existence of an informal carer by service group (Table A2.25). The proportions of accommodation support, community support and community access service users with a carer increased for both Indigenous and non-Indigenous service users, with the largest increase in community access services (from 54% to 72% of Indigenous service users and from 48% to 64% of non-Indigenous service users).



Older Indigenous service users were more likely than older non-Indigenous service users to have an informal carer (Table A2.26). In 2007-08, 38% of Indigenous service users aged 45-64 years had a carer, compared with 34% of non-Indigenous service users; in the 65 years and over age group, these proportions increased to 61% of Indigenous and 47% of non-Indigenous service users.

There were differences between Indigenous and non-Indigenous service users in the relationship between the service users and their carer (Table A2.27). The carer of an Indigenous service user was less likely to be the person's mother (52% of Indigenous compared with 60% of non-Indigenous service users in 2007-08) or spouse (5.9% compared with 7.4%), and more likely to be another family member (14% compared with 5.6%) or a friend or neighbour (2.8% compared with 1.4%). This is consistent with the family structures of Indigenous communities, where overlapping and extensive kinship networks are common, and households tend to be larger, more fluid in composition and involve extended family (ABS & AIHW 2008).

Carers of Indigenous service users were also younger, on average, than carers of non-Indigenous service users (Table A2.28). Most of the difference was in the youngest and

oldest adult age groups. When missing data are excluded, Indigenous service users were more likely to have a carer aged 15–24 years (4.7% compared with 1.6%) and less likely to have a carer aged 65 years and over (7.1% compared with 13%).

As discussed in Chapter 3, a primary carer is one who assists the service user with activities of daily living (self-care, mobility and communication). Each year, Indigenous service users were more likely than non-Indigenous service users to have a primary carer (77% of Indigenous service users with a carer on average over the 5-year period compared with 71% of non-Indigenous service users) (Table 4.4). Indigenous service users were also more likely to have a co-resident carer – that is, a carer who lives in the same household as the service user (on average, 73% compared with 66%).

Table 4.4: Users of CSTDA-funded services, proportion with a carer who is a primary carer and co-resident carer by Indigenous status, 2003–04 to 2007–08 (per cent)

	2003–04	2004–05	2005–06	2006–07	2007–08
Primary carer					
Indigenous	77.0	72.7	85.4	78.9	71.2
Non-Indigenous	67.3	67.2	81.0	73.4	67.9
Total	67.7	67.3	81.4	73.4	67.5
Co-resident carer					
Indigenous	76.7	72.7	68.3	77.1	69.7
Non-Indigenous	68.4	66.4	57.4	71.5	67.3
Total	68.4	67.2	57.1	71.2	66.8

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 Appendix 6).
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. Excludes 13,583 service users (5.5% of all service users) for whom Indigenous status was 'Not stated/not collected'.

4.3 Service use

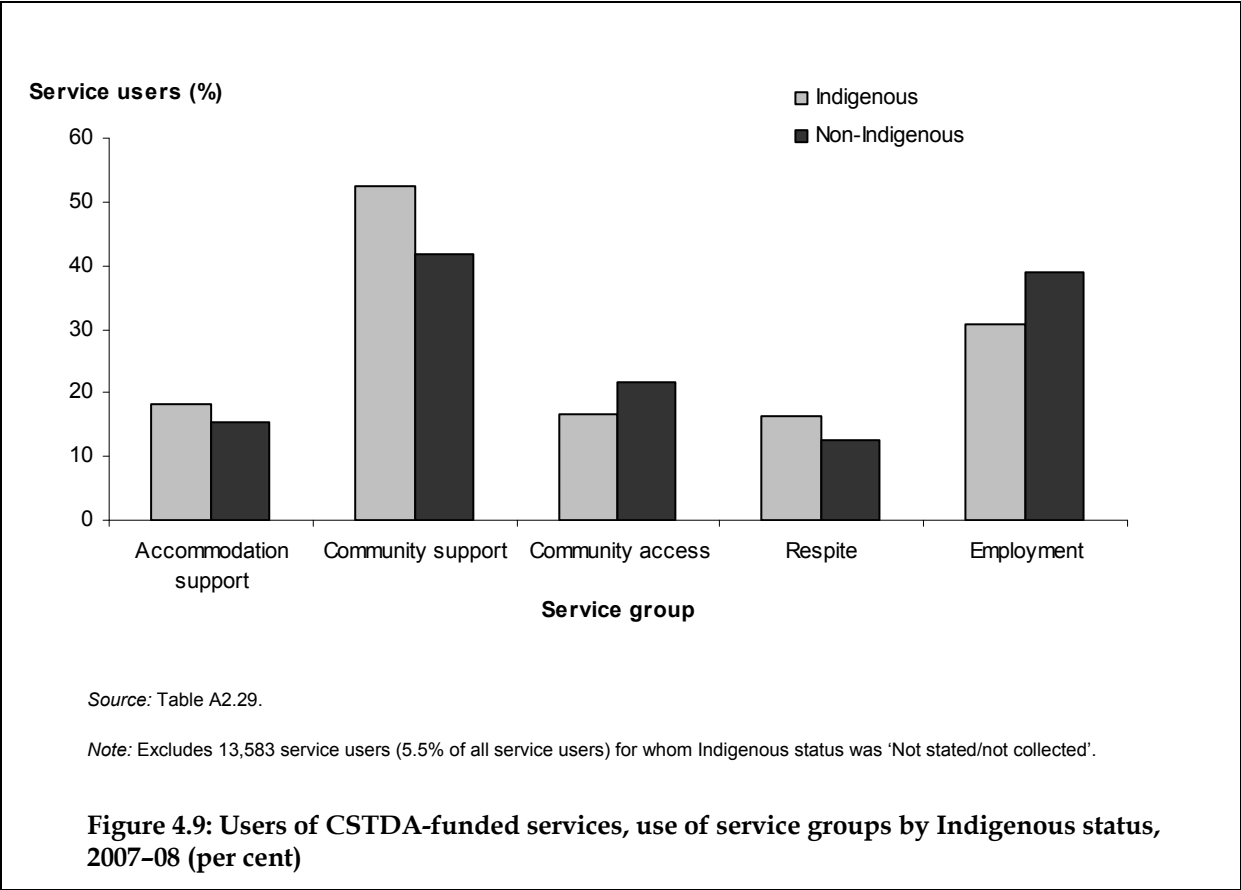
Service groups

There were several differences in the broad groups of services used by Indigenous and non-Indigenous service users in 2007–08 (Figure 4.9). Indigenous service users were more likely than non-Indigenous service users to use community support (52% compared with 42% of non-Indigenous service users), accommodation support (18% compared with 16%) and respite services (16% compared with 13%). They were less likely to use CSTDA-funded employment services (31% compared with 39%) or community access services (17% compared with 22%). It should be noted that Aboriginal and Torres Strait Islander peoples may access government employment services other than those funded under the CSTDA, such as the Indigenous Programs under the Community Development Employment Projects program (see FaHCSIA 2009b). Use of these other employment services is not reflected in service use statistics in this report.

These differences were largely consistent over the 5 years (Table A2.29). For Indigenous service users, an increase in the proportion of people using employment services (from 26%

to 31%) was coupled with small decreases in the proportions using community support (55% to 52%) and community access services (20% to 17%). For non-Indigenous service users, there was a smaller increase in the proportion using employment services (37% to 39%) and a decrease in the proportion using accommodation support (19% to 16%).

Note that rates of service use presented here are crude rates; it is possible that some differences between service groups may be due to the different age structures of Indigenous and non-Indigenous service user groups.

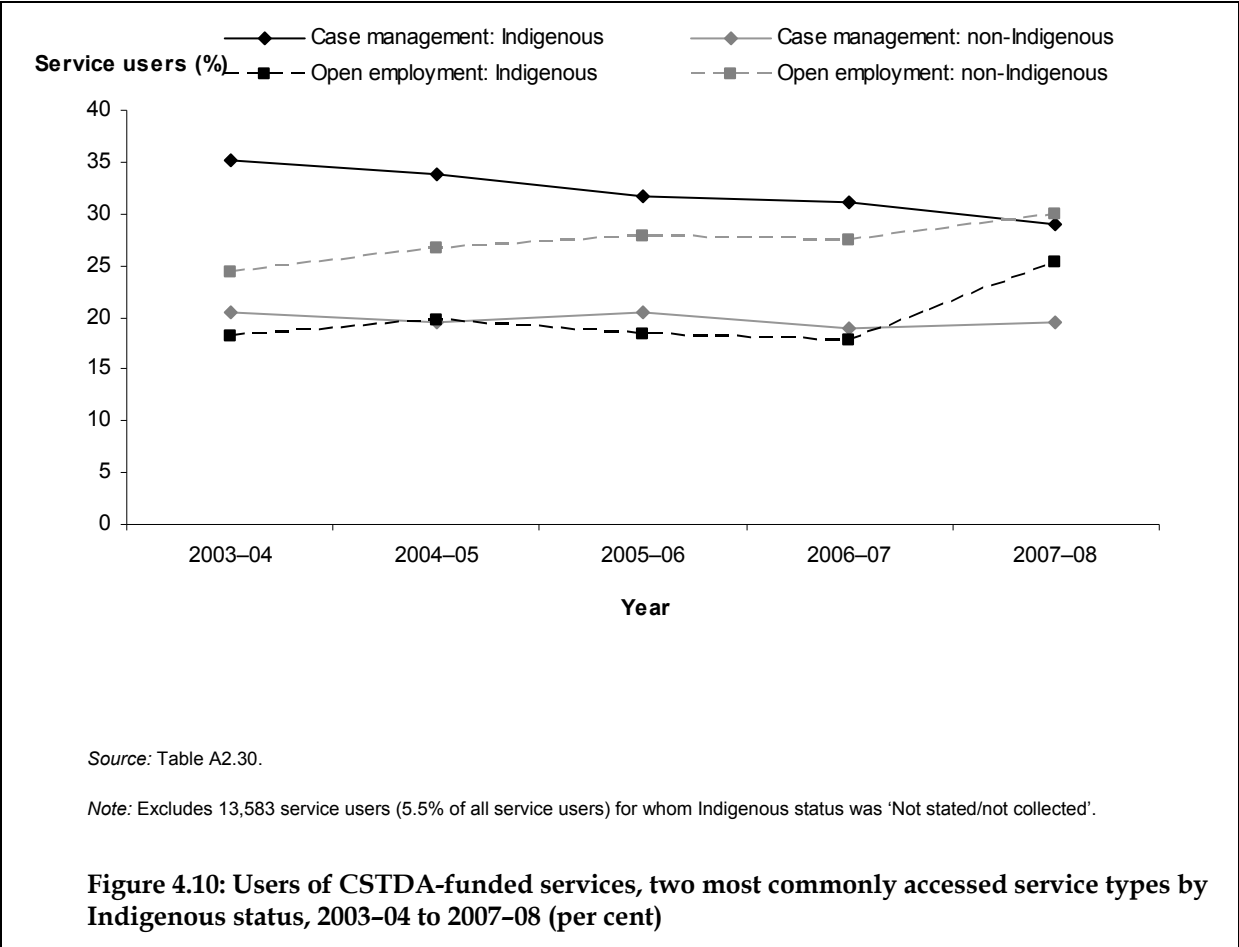


Service types

In 2007-08, the service types most commonly accessed by Indigenous service users were case management, local coordination and development (29%), followed by open employment (25%) and learning and life skills development (12%) (Figure 4.10; Table A2.30). These were also the most commonly accessed service types for non-Indigenous service users – but in a different order. Non-Indigenous service users most commonly accessed open employment services (30%), followed by case management (20%) and learning and life skills development (15%).

Since 2003-04, the proportion of Indigenous service users accessing case management services has decreased steadily (from 35% to 29%), while the proportion of non-Indigenous service users accessing this service type has remained steady at around 20%. The use of open employment services has increased for all service users; while the proportion of non-Indigenous service users increased steadily between 2003-04 and 2007-08, the

proportion of Indigenous service users accessing open employment did not increase until 2007-08, when an increase from 18% to 25% was recorded.



Other service types with notable differences in proportions of Indigenous and non-Indigenous service users in 2007-08 were:

- large residential/institutions (0.7% of Indigenous compared with 1.4% of non-Indigenous service users)
- supported employment services (5.6% compared with 9.3%)
- recreation/holiday programs (2.0% compared with 3.4%)
- other community access (3.0% compared with 4.8%)
- in-home accommodation support (11% compared with 7.5%).

Overall, the proportion of Indigenous service users in each service type ranged between 2.0% and 7.3% – except for alternative family placement, in which one in five (47 of 244, 19%) service users were Indigenous (up from 10% in 2003-04) (Table A2.30).

Multiple service use

Each year between 2003-04 and 2007-08, Indigenous service users were more likely to use multiple service type outlets over the year, and used more outlets on average than non-Indigenous service users (Table 4.5). Around one-third of non-Indigenous service users

accessed more than one outlet during the year (32–34%); this proportion was consistently higher for Indigenous service users (37–39%).

Indigenous service users were more likely to use more than one outlet from the same service group (26% compared with 22% for non-Indigenous) and were slightly more likely to use more than one outlet from the same service type (18% compared with 16%).

Table 4.5: Users of CSTDA-funded services, multiple service use by Indigenous status, 2003–04 to 2007–08

Service use	2003–04	2004–05	2005–06	2006–07	2007–08
Indigenous					
Using only one service type outlet	62.9	62.6	60.7	61.6	62.3
Using more than one service type outlet	37.1	37.4	39.3	38.4	37.7
Using more than one service type	34.0	34.5	34.5	32.8	30.4
Using more than one service group	26.7	26.8	27.1	27.4	25.0
Using more than one outlet of same group	23.1	23.8	25.2	24	25.5
Using more than one outlet of same type	11.4	12.2	14.8	15.4	17.8
Average outlets per user	1.7	1.8	1.8	1.8	1.8
Non-Indigenous					
Using only one service type outlet	67.6	66.9	67.0	68.3	65.9
Using more than one service type outlet	32.4	33.1	33.0	31.7	34.1
Using more than one service type	29.4	30.4	29.0	27.1	27.5
Using more than one service group	24.1	25.4	23.7	22.5	22.5
Using more than one outlet of same group	17.6	17.9	18.9	18.9	22.2
Using more than one outlet of same type	9.0	9.4	10.9	12.0	15.5
Average outlets per user	1.6	1.6	1.6	1.6	1.7

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 Appendix 6).
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. Excludes 13,583 service users (5.5% of all service users) for whom Indigenous status was 'Not stated/not collected'.

5 Service agencies and outlets

Over 2,000 CSTDA-funded agencies delivered specialist disability services through some 10,800 outlets Australia-wide. This chapter focuses on the distribution and characteristics of agencies and their associated service type outlets in 2007–08. Trends over the five-year period to 2007–08 are also discussed. Agencies provided most service-level data, though some data items such as service type and agency sector were provided by jurisdictions (see Appendix 3, questions A–G of service type outlet form).

5.1 Distribution of agencies

In 2007–08, a total of 2,283 CSTDA-funded agencies provided disability support services across Australia (Table 5.1). State/territory governments funded just over two-thirds (68%), while the Australian Government funded the remainder (32%). As in previous years, Victoria and New South Wales had the highest number of agencies (29% and 27% respectively) followed by Queensland (17%) (Table A2.31).

There was a slight decrease in the number of CSTDA-funded agencies between 2006–07 and 2007–08 (47 or 2% fewer). However, over the five-year period from 2003–04 to 2007–08, there was an overall increase of 16% in the number of CSTDA-funded agencies in Australia (from 1,973 to 2,283). States/territories with the largest relative increases were New South Wales, the Australian Capital Territory and the Northern Territory, where the number of agencies increased by more than one-third each (36%, 35% and 33% respectively); most of these increases occurred between 2005–06 and 2007–08. By contrast, the number of agencies in Tasmania was stable over time (less than 1% decrease overall).

Table 5.1: CSTDA-funded agencies, by funding source, 2007–08

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
State/territory-funded agencies	372	476	281	104	128	98	48	43	1,550
Australian Government-funded agencies	240	183	114	70	67	25	21	13	733
Total (number)	612	659	395	174	195	123	69	56	2,283
Total (per cent)	26.8	28.9	17.3	7.6	8.5	5.4	3.0	2.5	100.0

5.2 Service type outlets

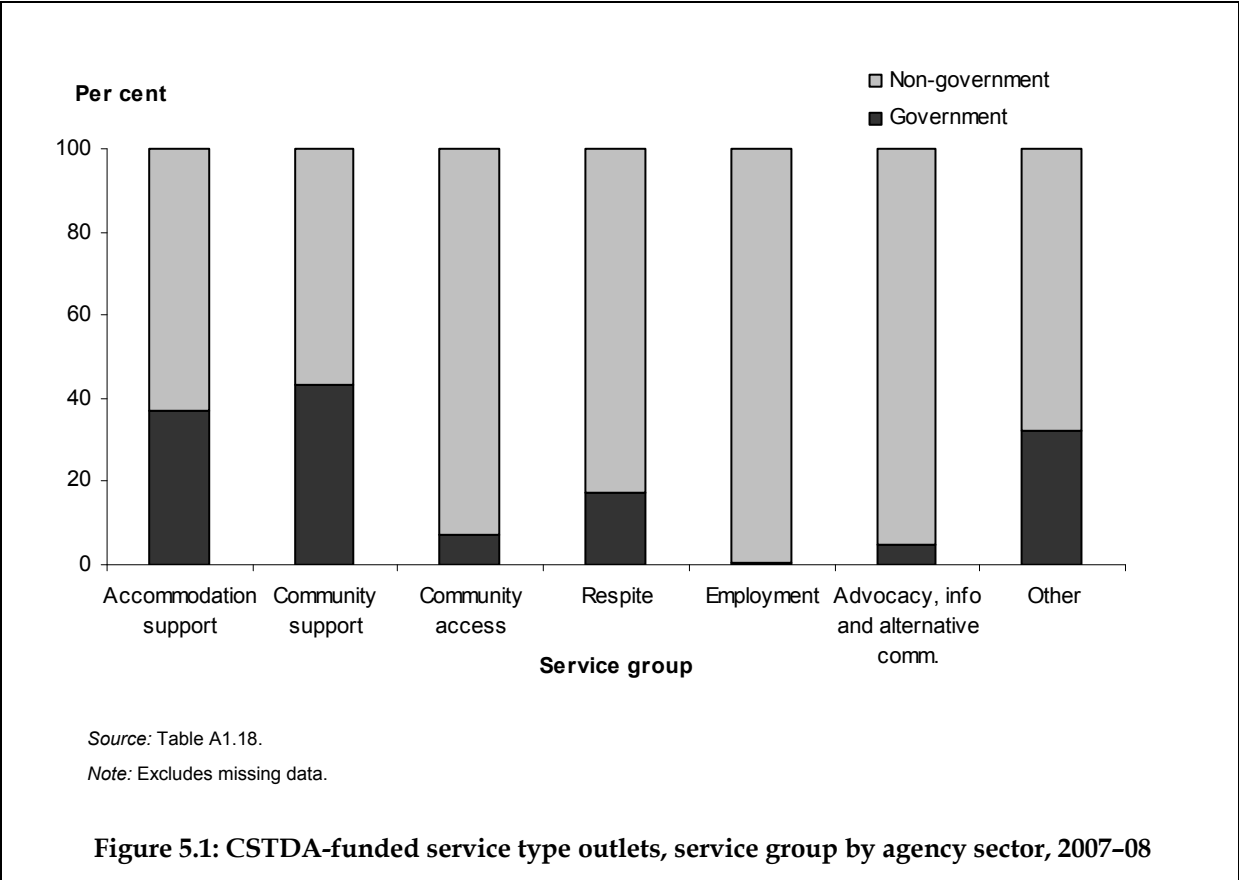
Government and non-government outlets

In 2007–08, 10,836 CSTDA-funded service type outlets operated in Australia (Table A1.18). The number of outlets has increased by almost one-quarter (23%) since 2003–04 (Table A2.32).

Service type outlets can be classified according to ‘agency sector’ – that is, level of government (Australian Government, state/territory or local) or non-government (income tax exempt or non-income tax exempt) sector.

In 2007–08, three-quarters of outlets were classified as non-government, and one-quarter government. State/territory governments operated most government outlets (2,380 of 2,664, 89%), while most non-government outlets were income tax exempt charities (5,841 of 8,169, 72%). The proportion of service type outlets classified as non-government has remained stable since 2003–04 (Table A2.32).

The proportion of government outlets varied across service groups in 2007–08 (Figure 5.1). Relatively high proportions of community support (43%), accommodation support (37%) and ‘other support’ (32%) outlets belonged to the government sector. Almost all employment services outlets and advocacy, information and alternative formats of communication services were non-government.



Outlet distribution and service type

State/territory-funded outlets

Of the 10,836 CSTDA-funded service type outlets in 2007–08, state/territory governments funded a high proportion (9,681 or 89%) (Table 5.2). Over two-fifths of all state/territory-funded service type outlets (44%) provided accommodation support services. Among the state/territory-funded outlets, 23% provided community access services, 16% provided community support and 11% provided respite.

The total number of state/territory-funded outlets has risen by 1,705 or 21% since 2003–04 (Table A2.33). Most of this increase was in New South Wales, where the number of outlets

increased by 1,281 (81%). This is at least partly due to changes in the classification and counting of outlets, particularly in relation to individualised funding, rather than an increase in the actual number of service providers. By contrast, the number of outlets fell over the five-year period in Western Australia (by 11%) and Victoria (2.5%). The proportion of state/territory-funded outlets providing each service group remained similar over the period (AIHW 2005, 2006, 2007b, 2008a).

Australian Government-funded outlets

During 2007–08, the Australian Government provided funding for around one in ten service type outlets (1,155 of 10,836) (Table 5.3). Most Australian Government-funded outlets delivered employment services (93%), while the remainder delivered advocacy, information and alternative communication services (6.9%).

There has been an increase of more than one-third (36%) in the number of Australian Government-funded outlets since 2003–04 (Table A2.33). Growth in open employment has been the main driver, with the number of service type outlets more than doubling (from 305 to 662 outlets) (AIHW 2005). Over this period there was a 10% decrease in the number of supported employment outlets.

All outlets

In 2007–08, the proportion of service type outlets in each service group varied across the states and territories (Figure 5.2). Some of the largest differences were in community support services, provided by 6.4% of all outlets in Tasmania and 23% of outlets in the Northern Territory and advocacy, information and alternative formats of communication, which were provided by 1.4% of outlets in New South Wales and 12% in Tasmania.

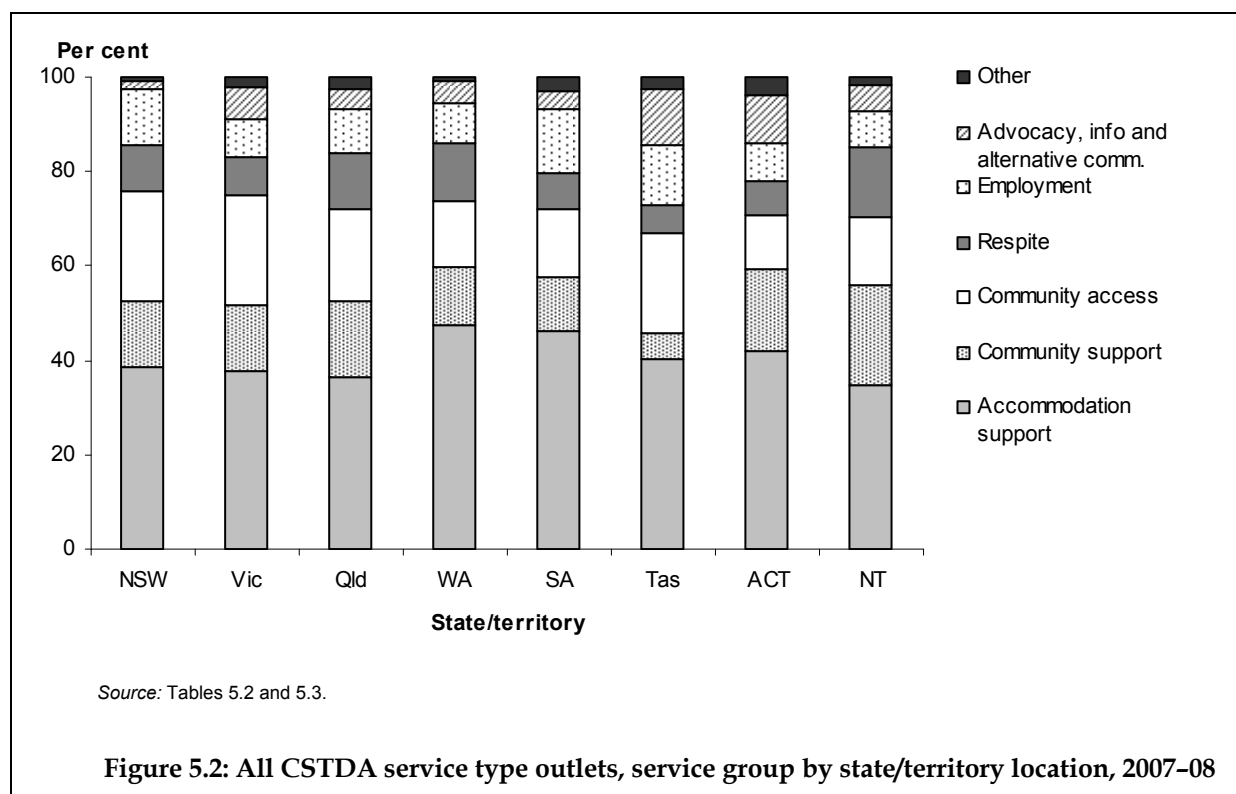
Table 5.2: State/territory-funded CSTDA service type outlets, service type by state/territory, 2007–08

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Large residential/institutions	21	2	12	6	8	3	0	0	52
Small residential/institutions	10	5	57	12	3	1	0	0	88
Hostels	7	13	0	1	1	5	0	0	27
Group homes	951	850	336	298	281	40	64	40	2,860
Attendant care/personal care	28	26	53	1	29	28	2	8	175
In-home accommodation support	195	270	233	121	66	22	24	13	944
Alternative family placement	21	1	11	3	1	0	0	3	40
Other accommodation support	27	29	14	2	3	4	1	2	82
<i>Total accommodation support</i>	<i>1,260</i>	<i>1,196</i>	<i>716</i>	<i>444</i>	<i>392</i>	<i>103</i>	<i>91</i>	<i>66</i>	<i>4,268</i>
Therapy support for individuals	18	49	38	17	11	2	3	10	148
Early childhood intervention	128	90	44	15	13	0	1	1	292
Behaviour/specialist intervention	46	37	35	17	7	0	2	3	147
Counselling (individual/family/group)	2	0	31	1	13	0	1	1	49
Regional resource and support teams	166	0	1	5	6	4	0	2	184
Case management, local coordination and development	56	261	157	49	37	8	27	13	608
Other community support	33	4	8	8	13	0	4	10	80
<i>Total community support</i>	<i>449</i>	<i>441</i>	<i>314</i>	<i>112</i>	<i>100</i>	<i>14</i>	<i>38</i>	<i>40</i>	<i>1,508</i>
Learning and life skills development	606	658	332	108	81	13	20	12	1,830
Recreation/holiday programs	35	7	24	22	32	6	2	3	131
Other community access	130	69	22	2	7	35	3	12	280
<i>Total community access</i>	<i>771</i>	<i>734</i>	<i>378</i>	<i>132</i>	<i>120</i>	<i>54</i>	<i>25</i>	<i>27</i>	<i>2,241</i>
Own home respite	8	16	38	2	15	5	1	4	89
Centre-based respite/respite homes	90	92	83	31	21	9	8	10	344
Host family respite/peer support respite	10	6	4	0	5	1	1	4	31
Flexible respite	201	140	104	69	16	1	5	6	542
Other respite	8	7	10	11	11	0	0	4	51
<i>Total respite</i>	<i>317</i>	<i>261</i>	<i>239</i>	<i>113</i>	<i>68</i>	<i>16</i>	<i>15</i>	<i>28</i>	<i>1,057</i>
Advocacy	6	27	12	21	1	6	3	3	79
Information/referral	13	65	27	9	14	13	10	2	153
Combined information/advocacy	17	11	8	1	2	5	2	2	48
Mutual support/self-help groups	0	92	17	1	9	0	0	0	119
Alternative formats of communication	3	0	7	1	1	3	3	1	19
<i>Total advocacy, information and alternative comm.</i>	<i>39</i>	<i>195</i>	<i>71</i>	<i>33</i>	<i>27</i>	<i>27</i>	<i>18</i>	<i>8</i>	<i>418</i>
Research and evaluation	0	0	1	0	0	1	2	0	4
Training and development	11	6	10	1	0	1	3	1	33
Peak bodies	4	0	2	1	1	3	1	2	14
Other support services	6	63	36	6	24	1	2	0	138
<i>Total other support</i>	<i>21</i>	<i>69</i>	<i>49</i>	<i>8</i>	<i>25</i>	<i>6</i>	<i>8</i>	<i>3</i>	<i>189</i>
Total	2,857	2,896	1,767	842	732	220	195	172	9,681

Note: There are discrepancies for South Australia for service types 'Attendant care/personal care', 'Learning and life skills development', 'Other community access' and 'Own home respite' due to miscoding of service types for two service type outlets.

Table 5.3: Australian Government-funded CSTDA service type outlets, service type by state and territory, 2007–08

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Open employment	229	149	134	45	70	17	9	9	662
Supported employment	141	94	41	29	43	15	8	3	374
Targeted support	15	7	9	5	—	—	1	2	39
<i>Total employment support</i>	<i>385</i>	<i>250</i>	<i>184</i>	<i>79</i>	<i>113</i>	<i>32</i>	<i>18</i>	<i>14</i>	<i>1,075</i>
Advocacy	16	21	8	9	6	3	2	3	68
Information/referral	1	—	—	—	—	—	1	—	2
Alternative formats of communication	2	2	1	2	1	1	1	—	10
<i>Total advocacy, information and alternative comm.</i>	<i>19</i>	<i>23</i>	<i>9</i>	<i>11</i>	<i>7</i>	<i>4</i>	<i>4</i>	<i>3</i>	<i>80</i>
Total	404	273	193	90	120	36	22	17	1,155



The location of service type outlets across Australia can also be examined using Remoteness Areas (RAs). More information about remoteness areas, and the location of service users according to remoteness area, is provided in Section 2.6.

As in previous years, the distribution of service type outlets across remoteness areas in 2007–08 was similar to the distribution of service users (see also AIHW 2007b, 2008a). Almost nine out of ten outlets were located in Major cities or Inner regional areas (9,423 of 10,836, 87%) The proportion of outlets in Major cities was similar to the proportion of service users (61% compared with 62% of service users), while the proportions of outlets in Inner regional, Outer regional and Very remote areas were slightly higher than the corresponding proportions of service users.

There were some differences in the distribution of service type outlets according to the service provided. For example, around two-thirds (67%) of advocacy, information and alternative communication outlets were located in Major cities, compared with just over half (54%) of respite outlets. Outer regional areas contained 15% of all employment outlets, compared with just 7.2% of all advocacy, information and alternative communication outlets, which means it may be more difficult for people with disability in remote locations to access these services.

Table 5.4: CSTDA-funded service type outlets, remoteness area by service group, 2007-08

	Major cities	Inner regional	Outer regional	Remote	Very remote	Subtotal	Not known	Total
Number								
Accommodation support	2,778	1,055	381	21	26	4,261	7	4,268
Community support	882	375	167	30	31	1,485	22	1,508
Community access	1,307	645	254	20	12	2,238	3	2,241
Respite	575	296	142	25	18	1,056	1	1,057
Employment	600	286	156	24	9	1,075	0	1,075
Advocacy, information and alternative communication formats	335	121	36	5	0	497	1	498
Other support	113	56	16	2	3	190	1	189
Total	6,590	2,833	1,152	128	100	10,803	35	10,836
Per cent								
Accommodation support	65.2	24.8	8.9	0.5	0.6	100	—	—
Community support	59.4	25.3	11.2	2.0	2.1	100	—	—
Community access	58.4	28.8	11.3	0.9	0.5	100	—	—
Respite	54.5	28.0	13.4	2.4	1.7	100	—	—
Employment	55.8	26.6	14.5	2.2	0.8	100	—	—
Advocacy, information and alternative communication formats	67.4	24.3	7.2	1.0	—	100	—	—
Other support	59.5	29.5	8.4	1.1	1.6	100	—	—
Total	61.0	26.2	10.7	1.2	0.9	100	—	—

Note: The number of outlets in each remoteness area (RA) was estimated based on outlets' 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. Totals may not be the sum of the components because of rounding.

In Major cities, Inner regional and Outer regional areas, service type outlets most commonly provided accommodation support services (42%, 37% and 33% respectively), followed by community access services (20%, 23% and 22%) (Figure 5.3). The profile was somewhat different in Remote and Very remote areas. In Remote areas, outlets most commonly provided community support services (23%), followed by respite (20%) and employment

(19%). In Very remote areas, outlets most commonly provided community support (31%), accommodation support (26%) or respite services (18%).

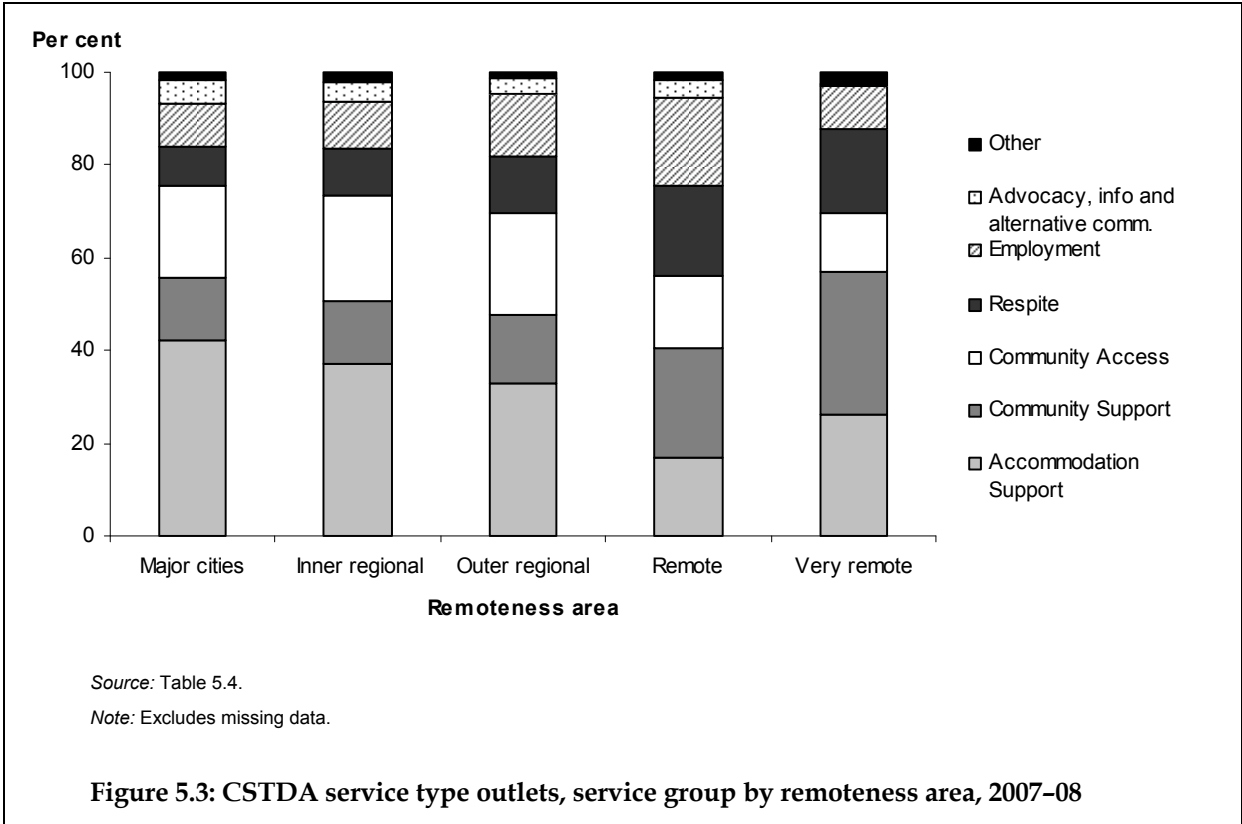
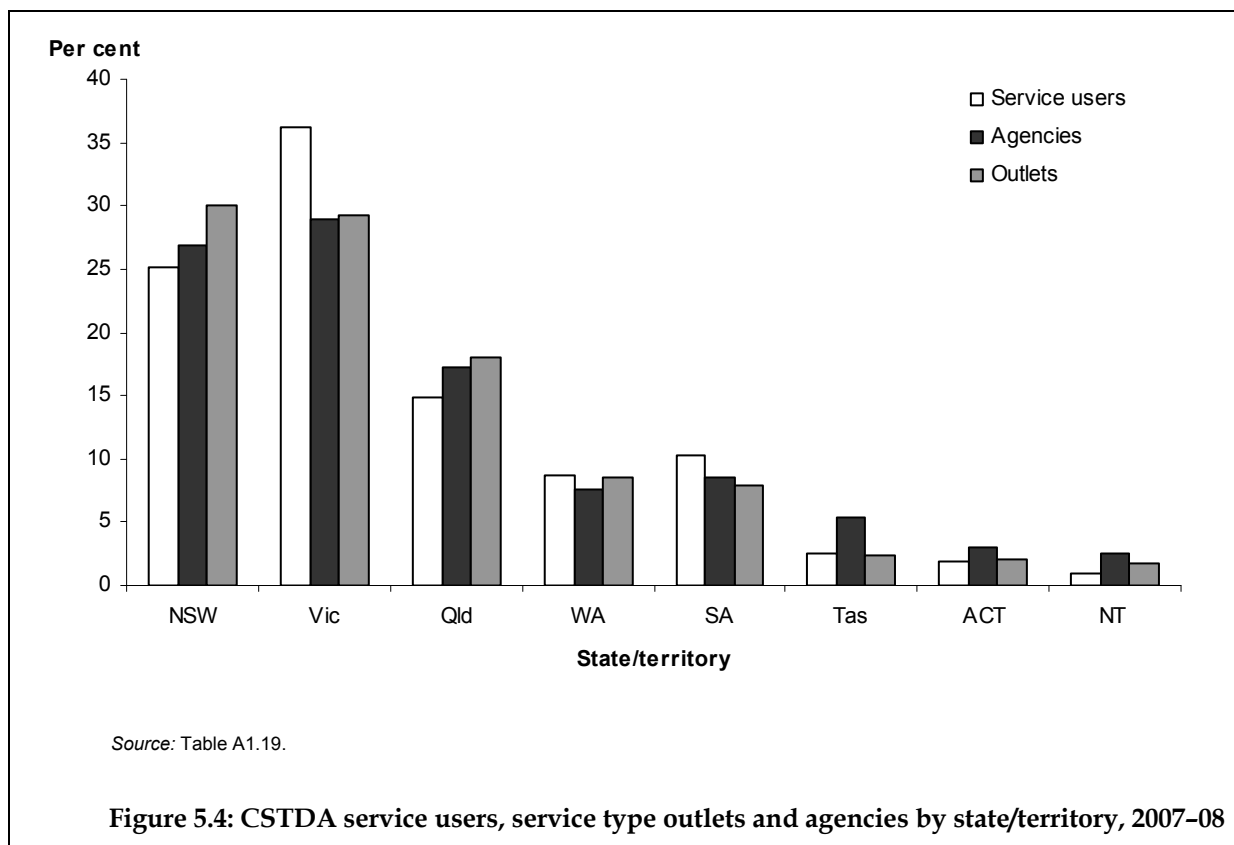


Figure 5.4 compares the proportions of CSTDA service users, agencies and service type outlets across states and territories in 2007-08. Of the two states with the largest populations, Victoria had the highest proportion of service users (36%) and relatively lower proportions of CSTDA-funded agencies and service type outlets (29% each). By contrast, New South Wales had around one-quarter of all service users (25%), and higher proportional shares of agencies (27%) and outlets (30%). The three states and territories with the smallest populations – Tasmania, Australian Capital Territory and Northern Territory – had higher proportions of agencies relative to service users and outlets. For more information about the state/territory distribution of service users, see Section 2.6.

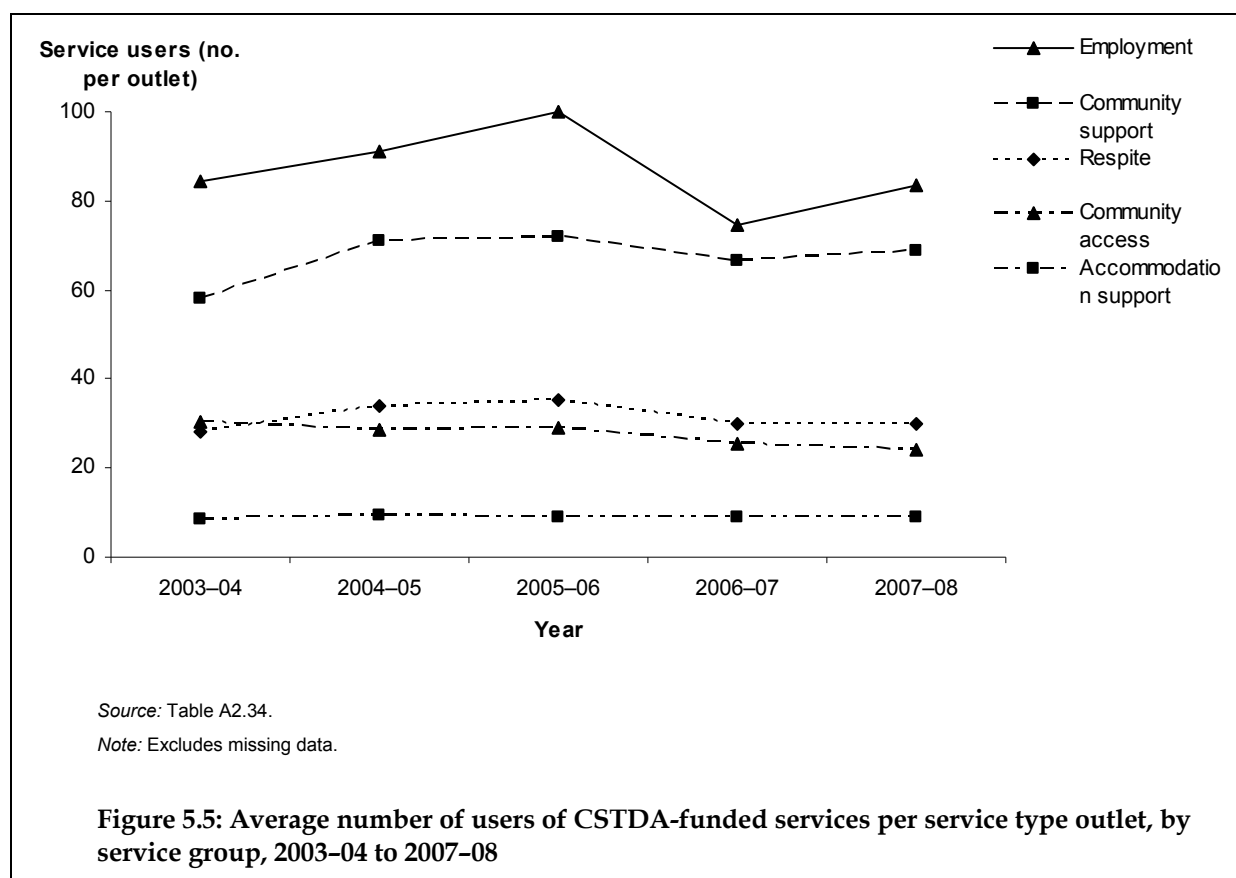


5.3 Outlets and service users

On average, employment outlets delivered services to the highest number of service users (Figure 5.5). There were 1,075 employment outlets (10% of all outlets excluding advocacy and other services) that provided support to 89,935 service users over the year (37% of service users), averaging 84 service users per outlet. This was followed by community support services, with 1,508 outlets (15%), 103,976 service users (42%) and an average of 69 service users per outlet. At the other extreme, accommodation support services had 4,268 outlets (42%), 37,690 service users (15%) and an average of 9 service users per outlet. When comparing the number of outlets to the number of service users, it is important to consider that the nature of service provision means that the number of service users accessing each outlet varies greatly across service groups. It should also be noted that the intensity of service provision varies, both across service groups and between jurisdictions. For more information about measures of service quantity, see Section 6.2.

Between 2003-04 and 2007-08, the average number of service users per outlet increased for both respite (from 28 to 30) and community support services (from 58 to 69). There was a steady decline over time for community access services (from 31 to 24 service users per outlet), while accommodation services remained stable with an average 9 service users per outlet each year. The average number of service users per outlet for employment services rose from 85 in 2003-04 to 100 in 2005-06, before dropping back to 84 in 2007-08. Most of this variability was in the open employment services category. While the average number of service users per outlet for supported employment increased steadily from 45 in 2003-04 to 57 in 2007-08, the average number for open employment rose from 141 in 2003-04 to 160 in 2005-06, then dropped sharply to 91 in 2006-07 as the number of outlets doubled (from 334

in 2005–06 to 657 in 2006–07) (AIHW 2005, 2006, 2007b, 2008a). There was a slight rise in average service users per outlet for open employment to 105 in 2007–08 (see Tables 2.1 and 5.3).



5.4 Outlet period of operation

Three aspects of period of operation were reported for service type outlets – hours of operation per day, days per week, and weeks per year.

Of the 9,664 service type outlets that provided information about their operating hours, more than two-thirds operated for either 7–9 hours per day (36%) or 24 hours per day (34%) (Table 5.5). A further 15% had no regular daily pattern. Hours of operation per day varied across service groups – for example, the proportion of outlets operating 7–9 hours per day ranged from 7.2% of accommodation support outlets to 92% of employment outlets.

Overall, results were similar to previous years (Table A2.35). Since 2003–04, the proportion of outlets operating 7–9 hours per day has decreased slightly (from 41% to 36%), while those operating 3–6 hours and with no regular pattern have increased slightly (from 8.9% to 12% for those operating 3–6 hours; and from 12% to 15% for those with no regular pattern).

In 2007–08, 9,391 outlets provided information on days of operation per week.

- Around 9 in 10 operated either 5 days (48%) or 7 days per week (42%).
- Accommodation support outlets reported the longest operating hours, both per day and per week – 71% operated for 24 hours per day and 81% for 7 days per week (services may not be staffed for the entire period of operation).

Since 2003–04, the proportion of outlets operating for 5 days per week has increased from 40% to 48%. There was a corresponding decrease over the period in the proportions operating for 7 days per week (from 46% to 42%) and with no regular pattern (from 7.2% to 2.9%).

Table 5.5: CSTDA-funded service type outlets, period of operation by service group, 2007–08

	Accom- modation support	Community support	Community access	Respite	Employment	Advocacy, info. and alternative communi- cation	Other	Total	Total (%)
Hours of operation per day									
Less than 3 hours	13	16	10	3	5	0	3	50	0.5
3–6 hours	92	76	793	38	28	104	11	1,142	11.8
7–9 hours	278	928	780	166	937	276	121	3,486	36.1
10–12 hours	52	11	39	15	24	4	4	149	1.5
13–18 hours	68	9	10	17	6	0	1	111	1.1
19–23 hours	10	1	0	7	0	0	0	18	0.2
24 hours	2,725	81	82	408	1	7	3	3,307	34.2
No regular pattern	621	249	239	217	21	34	20	1,401	14.5
Total	3,859	1,371	1,953	871	1,022	425	163	9,664	100.0
Days of operation per week									
1 day	4	22	31	30	19	76	3	185	2.0
2 days	9	21	29	19	24	9	5	116	1.2
3 days	8	30	50	20	14	18	3	143	1.5
4 days	14	27	42	15	11	14	10	133	1.4
5 days	625	988	1,452	174	886	267	113	4,505	48.0
6 days	23	8	53	20	18	4	3	129	1.4
7 days	3,102	118	184	462	27	6	13	3,912	41.7
No regular pattern	58	27	47	67	27	29	13	268	2.9
Total	3,843	1,241	1,888	807	1,026	423	163	9,391	100.0
Weeks of operation per year									
1–39 weeks	59	45	97	60	25	18	3	307	3.2
40–47 weeks	23	82	166	12	15	10	6	314	3.3
48–51 weeks	115	423	1,051	150	469	193	56	2,457	25.8
52 weeks	3,642	676	586	570	527	193	85	6,279	66.0
No regular pattern	35	21	25	45	8	16	13	163	1.7
Total	3,874	1,247	1,925	837	1,044	430	163	9,520	100.0

Note: Missing data excluded.

Two-thirds (66%) of all service type outlets that provided data on weeks of operation per year operated for the full 52 weeks in 2007–08. In addition, one-quarter of outlets (26%) operated for 48–51 weeks of the year – meaning that more than 9 in 10 operated for 48 or more weeks (92%). This proportion has remained stable since 2003–04 (92–93% each year);

however, while the proportion operating for 52 weeks per year decreased (from 71% to 66%), the proportion operating 48-51 weeks increased (from 22% to 26%).

6 Patterns of service use

This chapter examines the various aspects of service use in 2007–08, including:

- multiple service use – across service outlets, service types and service groups
- hours of service received
- hours of service outlets provided (staff hours)
- new users of services
- exits from services.

6.1 Multiple service use

Multiple service users

One-third of service users (80,976) could be described as multiple service users during 2007–08 – that is, people who accessed more than one CSTDA-funded service type outlet (Table 6.1). Of these users:

- four in five used more than one service *type* (for example, group homes and learning and life skills development), including use of multiple service types within the same broad service group, or service types in different groups
- two in three used more than one service *group* (for example, accommodation support and community access)
- two in three used multiple services from within the same service group (for example two community support services).

The use of multiple services was most common among service users accessing behaviour/ specialist intervention and centre-based respite, with 3.6 outlets recorded per user of these service types (Table A1.20). In contrast, open employment users were least likely to access other service types, accessing only 1.2 outlets per user. This may be related to service users' need for support – users of respite services had some of the highest support needs, on average, while users of open employment services had the lowest (Section 3.4; Table 3.9).

Overall, just over one in five service users (22%) accessed services across multiple groups (Table 6.1). Around 15% used two service groups; with 6% using three and 1% four groups. A small proportion of users (0.1%) accessed services across all five service groups. Users of employment services accessed the lowest number of service groups on average (1.2), and accommodation support and respite the highest (2.0) (Table A1.21).

Multiple service use was most common among users with a primary disability of being deafblind (3.1 outlets per user) and intellectual (2.9), and least common among those with hearing, speech and specific learning/ADD (1.3 outlets) (Table 6.2). Users aged 15–24 years tended to access multiple services more than those in other age groups (2.8 per user). People living in Remote and Very remote areas were less likely to access multiple outlets than those in other areas. As might be expected, users with the highest level of support for ADL (3.3 outlets per user) were much more likely to access multiple outlets than service users with less frequent need for ADL assistance (1.5–2.5 outlets per user).

Table 6.1: Users of CSTDA-funded services, multiple service use, 2007–08

	Service users (number)	Service users (%)	% of service users accessing more than one outlet
One service type outlet	164,770	67.0	
Two or more service type outlets	80,976	33.0	
Total service users	245,746	100.0	
Using multiple service groups			
Two	37,182	15.1	45.9
Three	13,408	5.5	16.6
Four	2,405	1.0	3.0
Five	135	0.1	0.2
<i>Subtotal</i>	<i>53,130</i>	<i>21.6</i>	<i>65.6</i>
Using more than one service type	65,119	26.5	80.4
Using more than one outlet of the same service group	53,051	21.6	65.5
Using more than one outlet of the same service type	36,822	15.0	45.5

Notes:

1. Service user numbers reflect use of any of five service groups: accommodation support, community support, community access, respite, and employment.
2. Groups of users of multiple services are not mutually exclusive. For example, a service user can have accessed two outlets of the one service type and another outlet of a different service type, and would be included in those users accessing outlets of the same service type as well as those accessing outlets of different service types.
3. See Box 1.1 for definitions of service types, service groups and service outlets.

Table 6.2: Users of CSTDA-funded services, mean service usage by selected demographics, 2007-08

	Mean outlets used	Mean service groups used
Primary disability group		
Intellectual	2.9	2.0
Specific learning/ADD	1.3	1.1
Autism	2.6	1.6
Physical	2.3	1.5
ABI	2.2	1.6
Neurological	2.3	1.5
Deafblind	3.1	1.9
Vision	2.3	1.7
Hearing	1.3	1.1
Speech	1.3	1.0
Psychiatric	1.5	1.4
Developmental delay	2.0	1.1
Age group (years)		
0-4	1.9	1.1
5-14	2.5	1.4
15-24	2.8	1.8
25-44	2.3	1.7
45-64	2.0	1.6
65+	1.9	1.5
Sex		
Male	2.3	1.6
Female	2.3	1.6
Indigenous status		
Indigenous	2.5	1.7
Non-Indigenous	2.4	1.6
Remoteness area		
Major cities	2.4	1.6
Inner regional	2.2	1.6
Outer regional	2.3	1.7
Remote	2.0	1.5
Very remote	1.8	1.5
ADL support needs		
Always needs help or unable to do	3.3	2.0
Sometimes needs help	2.5	1.8
None	1.5	1.3
All service users	1.7	1.3

Note: Means exclude 'Not stated' categories for all items.

Combinations of services accessed

The most commonly combined service groups were accommodation support and community access – 16,791 people used this combination of services during 2007–08 (Table 6.3). This represents 45% of accommodation support users, and 31% of community access users. Other common combinations were community support with community access (15,064 users); respite with community support (14,214) and accommodation support with community support (13,012). Users of employment services were the least likely to access other service groups: 84% of employment users accessed only those services. Over two-thirds (68%) of community support users accessed services from that group only.

Table 6.3: Users of CSTDA-funded services, service use patterns across groups, 2007–08

	Accommodation support		Community support		Community access		Respite		Employment	
	No.	%	No.	%	No.	%	No.	%	No.	%
Accommodation support	11,628	30.9	13,012	12.5	16,791	30.9	4,187	13.3	5,349	5.9
Community support	13,012	34.5	70,324	67.6	15,064	27.7	14,214	45.1	7,242	8.1
Community access	16,791	44.6	15,064	14.5	23,742	43.7	8,847	28.1	5,429	6.0
Respite	4,187	11.1	14,214	13.7	8,847	16.3	11,592	36.8	2,722	3.0
Employment	5,349	14.2	7,242	7.0	5,429	10.0	2,722	8.6	75,403	83.8
Total	37,690	100.0	103,976	100.0	54,374	100.0	31,524	100.0	89,935	100.0

Notes:

1. Totals may exceed the sum of components because individuals may have accessed more than one service group combination within the 12-month period. Totals may be less than the sum of components because users of one service group only are excluded from this table.
2. Users along the diagonal from top left to bottom right represent people who accessed only that service group. For example, 70,324 users accessed community support services only (67.6% of all community support users).
3. Service users accessing three, four or five service groups are included under all relevant combinations.

Trends in multiple service use

Overall, levels of multiple service use have been very stable across the past five CSTDA NMDS collections (Table 6.4). All five service groups recorded an increase in mean outlets accessed per user, the largest of these for users of respite (2.9, up from 2.6). The proportion of service users accessing multiple outlets increased from 31% in 2003–04 to 33% in 2007–08, indicating that relatively more users are accessing multiple services each year. The variety of services accessed has remained unchanged over the same period, with 22% of users consistently being recorded under two separate service groups.

Table 6.4: Users of CSTDA-funded services, trends in multiple service use, 2003–04 to 2007–08

	2003–04	2004–05	2005–06	2006–07	2007–08
Mean outlets accessed during the year (number)					
Accommodation support	2.4	2.5	2.5	2.5	2.6
Community support	2.0	1.9	1.9	2.0	2.2
Community access	2.2	2.3	2.3	2.3	2.4
Respite	2.6	2.6	2.6	2.7	2.9
Employment	1.4	1.4	1.4	1.3	1.4
All service users	1.6	1.5	1.6	1.6	1.7
Multiple service users (%)					
Using multiple outlets	30.7	29.1	30.3	30.8	33.0
Using multiple service groups	22.5	21.6	21.5	21.7	21.6

6.2 Measures of service quantity

Data relating to service quantity are collected in two ways under the CSTDA NMDS:

- hours of service received
- hours of service provided (that is, staff hours).

Each of these data items was collected using two measures – hours in the reference week (generally the last week of the collection period), and hours in a typical, or average, week. Due to the incompleteness of typical week data (not reported by Victoria) and general concerns about the quality of the data that were collected, the following discussion focuses on hours of service received in the reference week and staff hours provided.

Hours received

Data on the number of hours of support that service users received were collected for selected service types (see Appendix 6 for details).

Average hours of support received by all service users per outlet varied between service types (Figure 6.1). Respite outlets provided the highest number of hours of support on average during 2007–08 (500 hours per outlet in total).

On average, service users received 12 hours of support in the reference week (Table 6.5). Average hours of support received per service user varied across service types.

- In the reference week, users of non-residential accommodation services received the most hours of support (17 hours on average per user), followed by users of community access services (12 hours).
- Case management, local coordination and development services delivered substantially fewer hours on average than other types (1–2), indicating significantly lower direct contact hours involved with this service type.

The available data indicate an increase in the average weekly hours of non-residential accommodation support per service user (includes in-home accommodation support and attendant care/personal care) and a decrease in average weekly hours of respite since

2003–04. It should be noted that it is not possible to compare the quality of hours received data across years due to zero hours being coded as both real zeroes and missing values. This data limitation clouds the discernment of trends in hours of service received.

Table 6.5: Users of CSTDA-funded services, mean hours received per service user, by selected service type category, 2003–04 to 2007–08

	2003–04	2004–05	2005–06	2006–07	2007–08
Mean hours per service user—reference week					
Non-residential accommodation support	11.9	9.0	13.4	15.7	17.0
Case management, local coordination and development	1.0	1.6	0.7	1.3	1.7
Community access ^(a)	9.5	6.4	5.6	9.8	11.7
Respite	12.1	8.4	10.1	10.6	10.5
All services	8.1	7.1	7.7	10.4	11.5

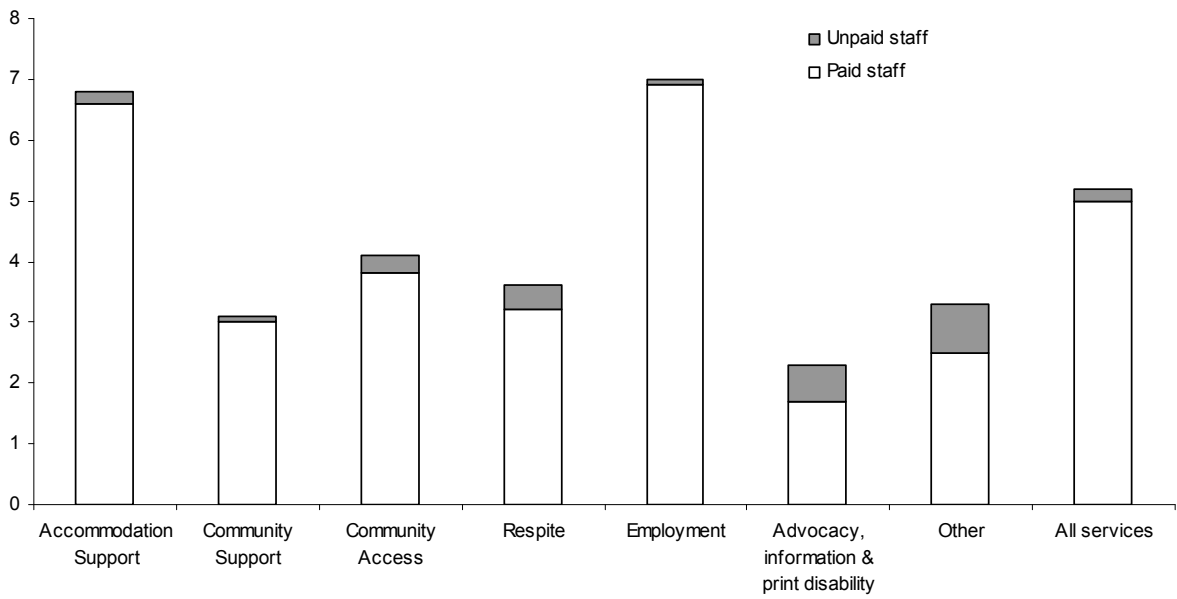
(a) Excludes 'other accommodation support' and 'recreation/holiday programs'.

Hours provided—staff hours

Service type outlets reported the total number of hours both paid and unpaid staff worked within a one-week period. Hours provided include client contact, administration, training and other duties, and are presented here as full-time equivalent (FTE) hours. During the 2007–08 reference week, accommodation support (6.8 FTE staff per outlet) and employment services (7.0) provided the highest number of staff hours (Figure 6.1). Across all service groups, the majority of staff CSTDA-funded services employed were paid. Advocacy, information and print disability services and 'other' support services had the highest level of unpaid FTE staff (0.6 and 0.8 respectively). Staff hours reported based on a typical week show a broadly similar profile with slightly higher reported hours overall (see Table A1.25 for details).

FTE staff hours have remained relatively stable overall between 2003–04 and 2006–07 (averaging between 5.1–5.5 FTE staff per outlet) (See Table A2.36). Respite outlets and advocacy, information and print disability outlets have shown a decline over the period, while accommodation support service outlets have seen a steady increase (Figure 6.2). An increase in the rate of 'Not stated' responses for employment services outlets may have contributed to a decline in average FTE in 2007–08.

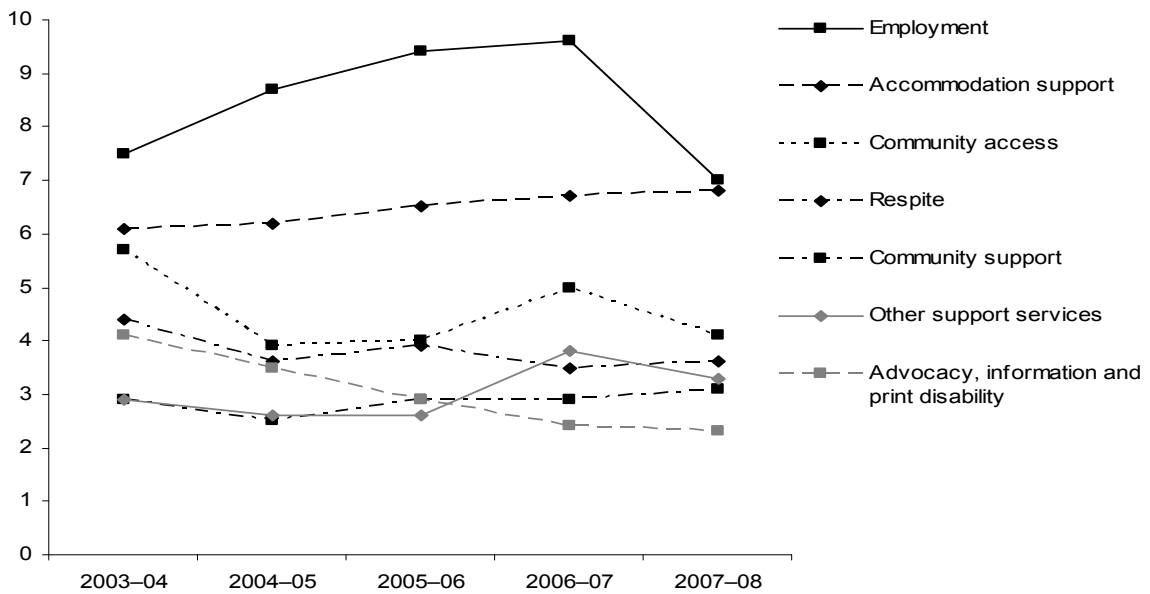
Mean FTE staff hours



Source: Table A1.24.

Figure 6.1: CSTDA-funded service type outlets, mean FTE staff hours in the reference week per outlet, 2007-08

Mean FTE staff hours



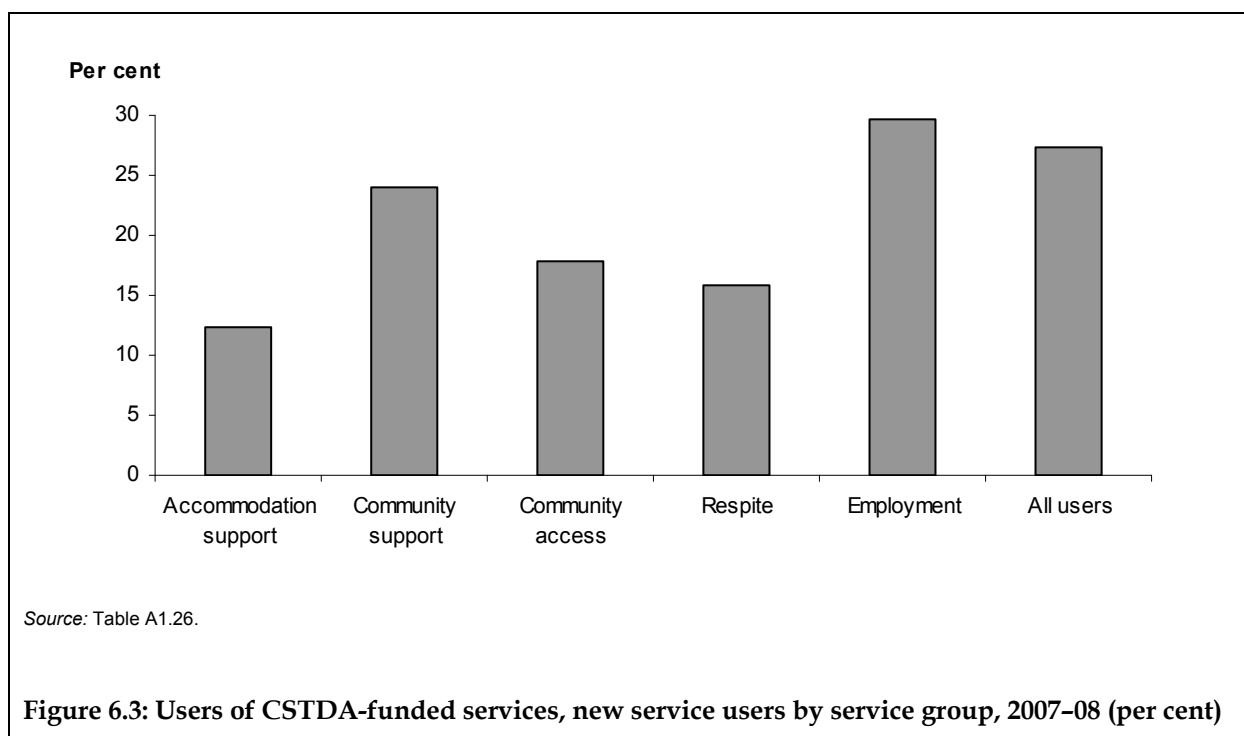
Source: Table A2.36.

Figure 6.2: CSTDA-funded service type outlets, mean FTE staff hours per outlet in the reference week, 2003-04 to 2007-08

6.3 New users

Over one-quarter (66,992 or 27%) of all service users in 2007–08 were classified as ‘new users’ – that is, people who received services in 2007–08 but who had not been recorded as receiving any CSTDA-funded service between 2003–04 and 2006–07.

The proportion of new service users in each service group ranged from one in eight users (12%) for accommodation support, to almost one in three for employment (30%) (Figure 6.3). Within specific service type categories, new users were most likely to appear in early childhood intervention (43% of all users), counselling (39%) and open employment (37%) services (Table A1.26). Apart from targeted support, with only 2 new users, residential accommodation had the lowest proportions of new users (4% for small and large residential/institutions; 6% hostels and 7% for group homes). Similarly, in contrast to open employment, supported employment had only a small proportion of new users (7%).



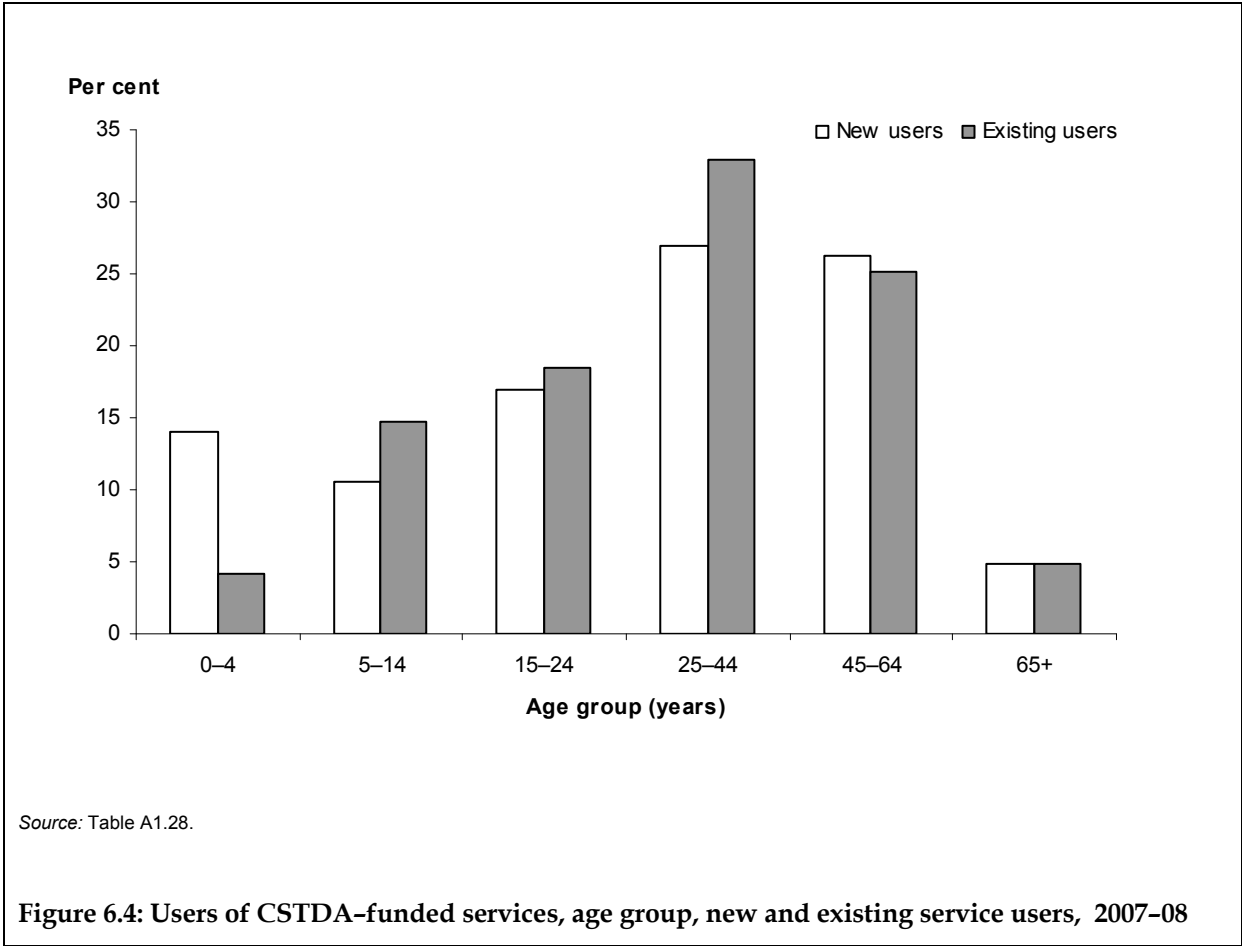
New service users had a slightly younger age profile (Table 6.6). They were more likely to be aged under 5 years (14%, compared with 4% of existing users) and less likely to be in the predominant age group of 25–44 years (27% compared with 33%) (Figure 6.4).

New service users were more likely to be recorded as Indigenous (5.2%, compared with 4.2% of existing users) and less likely to live in Major Cities (59% compared with 63%). New service users were less likely than existing users to have an informal carer (33% compared with 50%). New users also reported lower levels of support in activities of daily living, partly reflecting the intake of open employment service users. Only 14% of new service users reported always needing assistance in these areas, compared with 26% of existing users. New users of employment services had the lowest need for support in core activities, with just 1.2% always needing support or unable to do these activities (Table A1.27). By

comparison, around one-quarter of new respite (26%) and community support (25%) service users always needed support with activities of daily living.

Table 6.6: Users of CSTDA-funded services, new and existing service users by selected demographics, 2007-08

	New service users	Existing service users	All service users
Median age (years)	31.9	32.7	32.6
Males (%)	58.3	59.4	59.1
Indigenous (%)	5.2	4.2	4.5
Always needs support in ADL (%)	13.5	25.9	22.5
Has an informal carer (%)	33.1	50.4	45.7
Living in a major city (%)	58.5	62.9	61.7



6.4 Service exits

Almost one quarter of service users exited from one or more services during 2007–08 (Table 6.7). One quarter (25%) of employment users and 23% of community support users exited, compared with 8% of respite, 9% of community access and 10% of accommodation support users. The most common reason for leaving a service was that a person no longer needed assistance (34%) – evenly split between those who moved to mainstream services (17%) and ‘other’ reasons (17%). A further 14% of users exited because they moved to new or different accommodation settings, 9% opted to terminate the service themselves, and 29% cited some other reason. Users of employment services were most likely to report exiting due to increased support needs (8% compared to 4% of all users). Service exit rates have seen a small increase since 2003–04, from 20% to 23% (AIHW 2005). The largest increase over that time was for community support users (from 19% to 23%).

Together, the proportions of new and exiting service users illustrate some differences between short episodic and longer-term service provision across service groups. Employment and community support services had relatively high proportions of service users who left services (25% and 23% respectively) along with high proportions of new service users (30% and 24%) in 2007–08. By contrast, accommodation support and respite services had a more stable user group, with relatively few people leaving services (10% and 8% respectively) and few new service users (12% and 16%).

Table 6.7: Service users with an exit date, main reason for cessation of services by service group, 2007–08

Main reason for cessation of services	Accommodation support		Community support		Community access		Respite		Employment		All service groups	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
No longer needs assistance—moved to mainstream services	74	2.1	2,180	9.0	352	6.9	137	5.7	6,852	29.9	9,505	17.0
No longer needs assistance—other reason	129	3.6	2,997	12.3	933	18.3	270	11.2	5,334	23.3	9,443	16.9
Moved to residential, institutional or supported accommodation setting	2,368	65.7	6,022	24.8	73	1.4	89	3.7	—	—	7,804	13.9
Needs have increased—other service type required	98	2.7	337	1.4	108	2.1	23	1.0	1,859	8.1	2,358	4.2
Services terminated due to budget/staffing constraints	33	0.9	80	0.3	91	1.8	39	1.6	—	—	218	0.4
Services terminated due to OHS reasons	27	0.7	12	0.0	11	0.2	5	0.2	—	—	47	0.1
Service user moved out of area	146	4.1	1,042	4.3	260	5.1	125	5.2	194	0.8	1,626	2.9
Service user died	277	7.7	371	1.5	259	5.1	66	2.7	173	0.8	910	1.6
Service user terminated service	109	3.0	807	3.3	315	6.2	104	4.3	4,106	17.9	5,286	9.4
Other reason	323	9.0	8,737	35.9	1,916	37.6	1,161	48.2	4,363	19.1	15,983	28.6
Reason not stated	18	0.5	1,726	7.1	777	15.3	391	16.2	3	0.0	2,786	5.0
Total number of service users with an exit date	3,602	100.0	24,311	100.0	5,095	100.0	2,410	100.0	22,884	100.0	55,966	100.0
Total % of service users within service group	9.6		23.4		9.4		7.6		25.4		22.8	

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. Row totals may not be the sum of components because individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Total number includes all service users who reported an exit date. Although service users of 3.02 services were not required to report an exit date or exit reason, some did so and are therefore included in this table.
3. In cases where an individual service user exited more than one service within the same service group, the most recent exit reason was included in this table.

7 Data quality

This chapter examines three key aspects of data quality in the CSTDA NMDS:

- service type outlet response rates
- service user response rates
- rates of 'Not stated' and 'not known' responses.

Service type outlet and service user response rates affect the accuracy of counts of service users – nationally and by jurisdiction and service type. All three aspects of data quality affect the accuracy of results.

Other specific issues that limit time series comparisons are discussed.

7.1 Service type outlet response rate

While every effort is made to incorporate responses from all CSTDA-funded service type outlets in the annual data collection, each year a small number are not included. Jurisdictions reported their service type outlet response rates. These are the proportion of outlets that contributed to the NMDS collection, out of the total number of outlets in the jurisdiction.

The national service type outlet response rate was 95% in 2007–08, and the majority of jurisdictions had response rates of 99–100%. In other words, the NMDS captured data from nearly every CSTDA-funded outlet.

This rate has increased from 93% in 2003–04 (Table 7.1). Several jurisdictions had complete or almost-complete response rates in 2003–04. The greatest improvement over the period was made in New South Wales, where the response rate increased from 80% to 90%.

Table 7.1: Response rates for service type outlets by jurisdiction, 2003–04 to 2007–08 (per cent)

	2003–04	2004–05	2005–06	2006–07	2007–08
New South Wales	80	85	89	89	90
Victoria	94	92	90	90	93
Queensland	97	99	99	100	100
Western Australia	100	100	100	100	99
South Australia	100	100	100	100	99
Tasmania	100	96	100	100	100
Australian Capital Territory	93	98	100	100	100
Northern Territory	95	70	100	100	99
Australian Government	100	100	100	100	100
Total	93	94	94	94	95

Notes:

1. Response rates are based on figures provided by jurisdictions.
2. The total response rate is based on the number of outlets in the data set divided by the number of total outlets that would have been in the data set if all jurisdictions had a 100% response rate.
3. The response rate for the Australian Capital Territory in 2003–04 is based on agency response rates rather than service type outlets.
4. In 2003–04, Queensland reported 38 and the Australian Capital Territory 35 service users as not providing consent for their data to be transmitted.
5. In 2004–05, Queensland reported 133 and the Australian Capital Territory 36 service users as not providing consent for their data to be transmitted.
6. The 2006–07 and 2007–08 NSW response rates are estimated. Because of the way NSW organises its funding allocations, particularly in relation to individualised funding arrangements and the limitations of the existing funding management system, it is impossible to accurately measure the rate of the return.

7.2 Service user response rate

Information about service users may be missing from the data set for a number of reasons. It is recognised that there are outlets that do not report on all service users (due to administrative or other errors), and it is not possible to estimate the number of service users who may be missing from the data set as a result. In addition, some types of services have a large number of users and minimal contact (for example, information and referral services). These service types are not required to report service user information to the CSTDA NMDS. Although all service type outlets are required to estimate the number of service users they had over the year, examination of the data and reports from jurisdictions indicate that the estimates provided are of poor quality and therefore have limited usefulness.

7.3 ‘Not stated’ and ‘not known’ rates

Service user data items

As in previous years, the ‘Not stated’ rates for most service user data items in 2007–08 varied across jurisdictions (Table 7.2). These results should be taken into account when interpreting data. The largest variations between jurisdictions were in the ‘Not stated’ rates for Carer Allowance (up to 72 percentage points difference) and support needs data items; the smallest were for age/date of birth and sex (0.3 percentage points). Overall, the national ‘Not stated’

rates for service user data items ranged between 0.1% and 38% in 2007–08, with an average rate of 14%.

Differences in the 'Not stated' rates should also be considered when comparing data across collection years. Although the average 'Not stated' rate has remained relatively stable at around 13–17% each year, the rates for some data items have changed markedly (Table A2.37). Data items with improvements in the 'Not stated' rates include:

- Indigenous status: dropped from 21% in 2004–05 to 5.0% in 2006–07 and 2007–08
- country of birth: from 11% in 2004–05 to 5.0% in 2007–08
- primary disability group: from 16% in 2004–05 to 8.5% in 2007–08
- labour force status: from 22% in 2003–04 to 8.4% in 2007–08
- support needs items (except communication): from 25–30% in 2003–04 to 17–21% in 2007–08.

The national 'Not stated' rates for several data items increased between 2003–04 and 2007–08:

- carer data items (except existence of carer), from 1.4–4.3% to 20–27%; the highest rates in 2007–08 were in Queensland (33–37%)
- receipt of Carer Allowance, from 7.9% to 38%; highest rates in Victoria (72%) and Australian Government (67%)
- main income source (adult), from 8.1% to 18%; highest in Victoria (32%).

In the 'not known' category, results fluctuated from year to year; for example, the 'not known' rate for receipt of Carer Allowance was between 4.6% and 27% during the period.

Table 7.2: 'Not stated' and 'not known' response rates for service user data items, 2007–08 (per cent)

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Not stated										
Age	0.0	0.3	—	0.1	—	—	—	—	—	0.1
Date of birth	0.0	0.3	—	0.1	—	—	—	—	—	0.1
Sex	0.3	0.3	0.2	0.0	0.0	0.1	—	—	—	0.2
Indigenous status	4.4	13.0	2.9	0.8	3.3	0.4	1.1	2.6	0.1	5.0
Country of birth	3.6	12.3	2.5	3.4	2.8	0.1	1.5	2.2	0.8	5.0
Need for interpreter services	8.4	24.3	3.8	0.2	2.2	1.0	1.7	6.3	0.0	8.7
Method of communication	14.4	23.8	5.4	2.8	3.1	1.8	6.1	7.1	2.9	10.9
Living arrangements	8.9	14.9	2.6	1.5	3.5	1.1	2.0	2.2	13.7	11.2
Postcode of usual residence	0.0	5.3	0.7	4.4	1.2	0.1	0.2	0.7	0.1	2.0
Residential setting	8.3	22.6	1.5	3.8	4.4	0.6	1.6	8.9	6.1	10.6
Primary disability group	8.0	23.4	1.4	1.6	3.6	0.3	3.3	16.2	0.0	8.5
Frequency of support or assistance needed										
Self-care	21.3	37.6	4.7	3.8	7.3	0.5	7.3	25.5	7.6	18.0
Mobility	20.8	36.6	5.1	3.8	7.3	0.4	6.8	28.6	6.2	17.2
Communication	19.9	36.6	5.3	3.9	7.4	2.0	3.7	40.8	42.7	30.6
Interpersonal interactions and relationships	30.0	39.1	5.2	4.1	7.4	0.6	6.6	36.5	5.4	19.1
Learning, applying knowledge and general tasks and demands	18.9	36.7	6.8	4.0	7.6	2.9	11.7	36.7	4.7	16.8
Education	20.5	37.7	9.4	5.5	8.0	4.3	12.0	40.8	8.1	18.9
Community (civic) and economic life	22.6	37.1	8.3	4.2	7.2	2.4	16.9	34.5	9.1	19.1
Domestic life	29.7	42.0	7.3	3.2	5.6	2.8	1.7	18.2	10.4	21.4
Working	35.4	43.7	11.3	5.9	6.1	5.1	2.2	29.3	4.4	21.3
Carer—existence of	2.2	23.5	—	2.5	2.8	2.1	2.3	16.6	2.7	8.5
Carer—primary status	24.2	26.6	35.1	7.0	0.9	4.4	1.7	14.4	24.6	21.5
Carer—residency status	28.6	25.6	35.0	1.0	2.3	3.5	1.2	15.9	25.0	21.9
Carer—relationship to service user	26.1	27.6	32.8	1.4	1.7	1.4	1.2	3.4	15.2	20.2
Carer—age group	36.0	30.9	36.7	4.7	6.5	3.6	11.2	9.3	28.3	26.8
Main income source (adult)	14.5	32.3	5.9	0.0	3.6	4.9	0.4	6.1	15.2	18.1
Receipt of Carer Allowance (Child)	38.7	72.4	7.7	—	2.1	3.2	13.9	2.7	67.3	37.9
Labour force status	14.5	20.9	6.6	0.0	3.6	7.9	5.3	36.5	—	8.4
Individual funding status	12.5	16.9	9.1	0.2	—	6.9	—	9.8	—	7.6
<i>Average 'not stated' rate</i>	<i>16.3</i>	<i>26.4</i>	<i>8.7</i>	<i>2.5</i>	<i>3.8</i>	<i>2.2</i>	<i>4.3</i>	<i>15.6</i>	<i>10.4</i>	<i>14.3</i>
Not known										
Main income source (adult)	4.9	0.1	3.0	10.1	17.1	1.8	7.6	12.0	1.4	3.3
Receipt of Carer Allowance (Child)	26.5	0.6	22.1	26.0	7.1	57.9	52.8	70.2	3.5	17.9

Notes:

1. Figures are the percentage of total data item responses for each data source.
2. Service users accessing service type 3.02 were only required to report on data items relating to age and sex. Service users who accessed only this service type over the 12-month period are therefore excluded from calculations of 'Not stated' rates for all other data items.
3. Service types 6.01–6.05 and 7.01–7.04 did not collect service user data and are therefore excluded from this table.
4. Service types 5.01 and 5.02 were not required to collect data on 'Carer—primary status', 'Carer—residency status', and 'Carer—age group'. 'Not stated' rate calculations therefore exclude 5.01 and 5.02 service types for these data items.
5. 'Not stated' rates for 'Carer—primary status', 'Carer—residency status', 'Carer—relationship to service user', and 'Carer—age group' are based only on those service users who answered 'yes' to the item 'Carer—existence of'.

Service use data items

There was considerable variation in the 'Not stated' rates between jurisdictions for most service use data items in 2007–08 (Table 7.3). For example, Western Australia recorded nil 'Not stated' responses for main reason for cessation, while the Northern Territory recorded 92%.

There were also differences in these rates between 2003–04 and 2007–08 (Table A2.38). The national 'Not stated' rate for service start date has decreased steadily from 5.3% to almost zero. 'Not stated' rates for the other items have fluctuated from year to year; for example, hours received in a typical week ranged between 2.2% and 18%, and main reason for cessation between 5.2% and 28%.

Table 7.3: 'Not stated' response rates for service use data items, for applicable service types, 2007–08 (per cent)

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Service start date	—	0.1	—	—	—	—	—	—	—	0.0
Date service last received	18.1	32.1	—	—	—	—	—	—	—	12.0
Main reason for cessation of services	17.2	4.6	4.6	—	0.3	11.5	19.5	92.1	0.0	5.2
Hours received in the reference week	—	68.9	—	7.6	54.3	22.4	—	41.4	n.a.	37.6

Notes:

1. Figures are the percentage of total data item responses for each data source.
2. Service users accessing service types 3.02, 6.01–6.05 and 7.01–7.04 were not required to collect service use data, and are therefore excluded from this table.
3. Some service types were not required to report on hours received (reference week) and hours received (typical week). These service types are therefore excluded from calculations of 'Not stated' rates for these data items (namely service types 1.01–1.04, 1.08, 2.01–2.05, 2.07, 5.01 and 5.02).
4. Victoria did not collect data on hours received in a typical week.
5. 'Not stated' rates for *main reason for cessation of services* are based only on service users who entered a service exit date. Exit dates left blank were treated as indicating that the service user had remained with the service; therefore the response rate for this item was 100%.
6. A response of '0' was considered as a 'Not stated' response, except for *hours received* (both reference week and typical week).

Service type outlet data items

As with service user and service use data items, there were large differences in the 'Not stated' rates of service type outlet items between jurisdictions in 2007–08 (Table 7.4). In particular, rates for the number of service users over the year ranged from zero to 42%.

In general, the national 'Not stated' response rates for service type outlet items decreased slightly between 2003–04 and 2004–05, but have increased steadily since (Table A2.39). For example, the 'Not stated' rate for full financial year of operation increased from 2.2% in 2004–05 to 10% in 2007–08, while operating days per week increased from 3.7% to 13%. The exception was the agency sector item, which had a 'Not stated' rate of less than 0.05% in 2007–08, after a peak of 2.5% in 2005–06.

Table 7.4: 'Not stated' response rates for service type outlet data items, 2007–08 (per cent)

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Agency sector	0.1	—	—	—	—	—	—	—	0.1	0.0
Service type	—	—	—	—	—	—	—	—	—	—
Full financial year operation	0.1	37.8	—	—	—	5.9	—	—	0.1	10.3
Staff hours in the reference week	7.9	27.3	—	1.0	1.5	—	—	—	6.7	10.3
Staff hours in a typical week	14.1	n.a.	0.3	11.8	2.5	2.7	—	—	29.6	11.0
Operating weeks per year	10.9	9.4	37.3	0.0	1.6	1.4	—	—	5.1	12.1
Operating days per week	13.9	8.8	37.3	3.7	3.0	1.4	—	—	6.8	13.3
Operating hours per day	0.5	10.1	37.3	6.8	8.7	1.4	—	—	7.2	10.8
Number of service users over the year	20.7	0.7	—	1.0	0.6	10.7	0.5	2.4	42.2	10.7

Notes:

1. Figures are the percentage of total data item responses for each data source.
2. Service types 7.01–7.04 were not required to report on the data item *number of service users over the year*, hence these outlets are excluded from the 'Not stated' calculations for this data item.
3. Victoria did not collect data on *staff hours in a typical week*.
4. A response of '0' was considered as a 'Not stated' response, except for *staff hours* (for both reference week and typical week)—if only one staff hours (paid or unpaid) variable was missing, it was assumed to be validly recorded as zero.

Statistical linkage key validity

A statistical linkage key is considered invalid if any or all of the parts of the key are missing (excluding sex). The accuracy of the linkage key is essential to obtaining accurate counts of service users. For more information about the statistical linkage key, see Appendix 4.

In 2007–08, the proportion of invalid linkage keys was 0.9% overall, ranging from zero to 2.7% of the total number of service user records in each jurisdiction (Table 7.5). All jurisdictions except Victoria had an invalid rate below 1%. This was similar to the results in 2006–07 (0.8%) and 2005–06 (0.9%). A small number of invalid linkage keys were recovered for the final data set by comparison with records from current or previous years.

Table 7.5: Validity of the statistical linkage key, 2007–08

	NSW	Vic ^(a)	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Number of service user records (unlinked)	44,976	93,862	28,824	22,693	25,543	6,087	4,943	2,228	93,007	322,163
Number with invalid linkage keys	1	2,577	169	43	11	—	—	—	4	2,805
% invalid linkage keys^(b)	0.0	2.7	0.6	0.2	0.0	—	—	—	0.0	0.9

(a) For Victoria, 'pseudo' linkage keys are included as valid—see Appendix 4 for details.

(b) Statistical linkage keys missing sex only are counted as valid.

7.4 Other data quality issues

Support needs data items

In the process of finalising the 2007–08 data, the AIHW was notified of an error in the coding of communication support needs of open employment service users. The error was corrected via a data resubmission with service user records initially coded as needing support with communication being changed to not needing support with communication, involving over 25,000 open employment service user records.

The drop from a recorded 12% of all (open and supported) employment service users each year who always needed support in activities of daily living to 6% in 2007–08 (Table A2.12) is thought to be related to this. Another related issue is the decrease from 113,332 CSTDA service users overall in 2006–07 who always or sometimes needed support in activities of daily living (self-care, mobility, communication) to 97,289 in 2007–08 (Table A2.13). In summary, the coding error identified in the 2007–08 data calls into question the data on ADL support needs of CSTDA service users recorded in previous years, which likely renders unreliable any time series comparisons of the ADL profile of all service users, open or total employment service users. The time series of ADL support needs of accommodation support, community support, community access, and respite service users are thought to be reliable, subject to caveats of Section 7.3 (see Table A2.12).

Informal care data items

Data on informal carers of CSTDA service users in New South Wales have been suppressed in Figure 3.2 and Table A1.1 due to concerns about data quality. New South Wales data are included in national totals in Chapter 3, pending the outcome of the state's investigation of these items.

Service types

There are discrepancies for South Australia for service types 1.05 (Attendant care/personal care), 3.04 (Learning and life skills development), 3.03 (Other community access) and 4.01 (Own home respite) due to the miscoding of service types for two service type outlets. This affects the totals for service group and national service type and service group.