

10 Support services for people with psychiatric disability

10.1 Introduction

Specialist support services are provided to persons with a disability through the Commonwealth State/Territory Disability Agreement (CSTDA), with the current agreement covering the period from 2002 to 2007 (FaCS 2002). This agreement provides the framework for the Australian and state and territory governments to work collaboratively in providing specialist services to help people with disabilities live and participate equally with others in the community. Under the CSTDA, the Australian Government has responsibility for the planning, policy setting and management of employment services, and the states and territories are responsible for all other disability support services, with the exception of advocacy, information and print disability services. Both levels of government are responsible for these latter services (AIHW 2006c:5).

Under the CSTDA, 'people with disabilities' refers to people with disabilities that are attributable to an intellectual, psychiatric, sensory, physical or neurological impairment or acquired brain injury (or some combination of these) and that:

- are likely to be permanent;
- result in substantially reduced capacity in at least one of the following: self-care/management, mobility or communication;
- are likely to require significant ongoing and/or long-term episodic support; and
- are evident before 65 years of age (FaCS 2002).

A person that fulfils the above criteria can receive a range of CSTDA-funded *service types* depending on availability and their individual needs. Services can be either *residential* or *non-residential*, or a combination of the two. The data presented in this chapter covers both of these types of services. For further details on CSTDA-funded services, refer to *Disability support services 2004–05* (AIHW 2006c:118–122).

Overall, 200,493 people across Australia made use of residential and/or non-residential CSTDA-funded services during 2004–05. The most common *primary disability* among these clients was intellectual disability (35.2%), followed by physical disability (13.1%) (AIHW 2006c). Psychiatric disability rated as the third most commonly reported primary disability, with 8.0% (or 16,018) of service users having this disability as their primary disability.

This chapter presents information on CSTDA-funded disability support services provided to service users with a '*psychiatric disability*' either as their primary disability or as an '*other significant disability*'. The information has been extracted from the CSTDA National Minimum Data Set (NMDS), which is a collation of data on disability support services that receive CSTDA funding and the estimated number of service users. There are some jurisdictional variations in the services funded under the CSTDA and thus comparisons across the states and territories must be undertaken with caution.

Note that no data on the quantity (for example, hours) of support received is provided in this chapter. While some information is collected on the hours of support received by the service user in a reference week over the reporting period, this information only relates to selected non-residential services (such as personal care, case management, community access and

respite). Furthermore, there is an unacceptably high proportion of missing information in relation to these hours of support data.

See Appendix 1 for further information on data quality, coverage and other aspects of the CSTDA data collection.

While data on disability support services were collected before 2003, the first full financial year of data was collected in relation to 2003–04. In this report, information from the most recent data collection (pertaining to 2004–05) are presented, along with information from the 2003–04 collection for comparison purposes.

Key concepts

Disability groups are a broad categorisation of disabilities in terms of the underlying health condition, impairment, activity limitations, participation restrictions, environmental factors and support needs (NCSDC 2006). The 12 categories are: intellectual; specific learning/Attention deficit disorder; autism; physical; acquired brain injury; neurological; deafblind; vision; hearing; speech; psychiatric; and developmental delay. For the CSTDA data, the relevant disability groups are identified by the service user, carer and/or service provider.

Primary disability is the disability group that most clearly expresses the experience of disability by a person, causing the most difficulty to the person in their daily life.

Other significant disability refers to disability group(s) other than that indicated as being 'primary' that also clearly expresses the experience of disability by a person and/or causes difficulty for the person. A number of other significant disabilities may be identified for each service user from the categories mentioned above.

Psychiatric disability in the CSTDA collection includes clinically recognisable symptoms and behaviour patterns frequently associated with distress and which may impair functioning in normal social activity. The typical effects of conditions such as schizophrenia, affective disorders, anxiety disorders, addictive behaviours, personality disorders, stress, psychosis, depression and adjustment disorders are included but dementias, specific learning disorders (such as Attention deficit disorder) and autism are excluded.

Service type refers to the classification of services according to the support activity which the service provider has been funded to provide under the CSTDA. For the purpose of this report, service types are divided into residential and non-residential.

Residential services are services that provide accommodation to people with a disability. They include accommodation in large and small residential/institutions; hostels; and group homes.

Non-residential services are services that support people with a disability to live in a non-institutional setting through the provision of community support, community access, accommodation support in the community, respite and/or employment services.

10.2 CSTDA services

In 2004–05, a total of 25,922 people with a psychiatric disability made use of residential and/or non-residential CSTDA-funded services. In comparison, 24,753 people did so during 2003–04. For most of the service users in 2004–05, the psychiatric disability was the service user's primary disability (61.8%, or 16,018 service users) rather than 'other significant disability' (9,904 service users).

In 2004–05, there were 25,156 users who accessed non-residential services, 3,007 who accessed residential services and 2,241 who accessed both types of service (Table 10.1).

While at the national and the state and territory levels, the number of non-residential service users outweighed the number of residential service users, the percentages differed somewhat across the states and territories. In particular, non-residential services accounted for 99.1% of service users in Queensland, compared with a lower percentage (89.9%) in the Northern Territory.

New South Wales had the largest number of residential service users, accounting for 38.0% (or 1,142) of all residential users, while non-residential users in Victoria represented over one third of the total non-residential users (35.6%, or 8,954).

Table 10.1: CSTDA-funded service users with a psychiatric disability, states and territories, 2003–04 and 2004–05

State or territory	2003–04			2004–05			Percentage change		
	Residential	Non-residential	Total ^(a)	Residential	Non-residential	Total ^(a)	Residential	Non-residential	Total
NSW	1,072	5,993	6,217	1,142	6,172	6,492	6.5	3.0	4.4
Vic ^(b)	983	8,396	8,585	941	8,954	9,121	-4.3	6.6	6.2
Qld	203	4,711	4,752	166	5,157	5,204	-18.2	9.5	9.5
WA	186	1,915	1,936	208	1,675	1,711	11.8	-12.5	-11.6
SA	271	2,000	2,095	317	2,027	2,143	17.0	1.4	2.3
Tas	183	707	764	193	775	839	5.5	9.6	9.8
ACT	34	340	348	19	365	369	-44.1	7.4	6.0
NT	26	133	145	21	116	129	-19.2	-12.8	-11.0
Total^(c)	2,958	24,108	24,753	3,007	25,156	25,922	1.7	4.3	4.7

(a) The number of the residential and non-residential service users may not sum to the total because service users may utilise both types of services.

(b) Advice was received from the Victorian Department of Human Services shortly before the publication of this report that there had been an error in the data supplied to the AIHW. In addition to those service users included in this table (and, more broadly, in this chapter), there were an additional 7,971 CSTDA-funded service users with a psychiatric disability in 2003–04 in Victoria and an additional 9,590 such service users in 2004–05. Given the late notification of this error, the information about these service users could not be incorporated into the data presented in this chapter.

(c) The number of service users may not sum to the total because service users may access services in more than one state or territory. Source: AIHW analysis of data from the 2003–04 and 2004–05 Commonwealth State/Territory Disability Agreement NMDS.

10.3 Residential services

A range of residential CSTDA-funded services are provided to service users as follows:

- *large residential/institutions* provide 24-hour residential support in a setting of more than 20 beds (these are referred to as large institutions in this report);
- *small residential/institutions* provide 24-hour residential support in a setting of 7 to 20 beds (these are referred to as small institutions in this report);
- *hostels* provide residential support in a setting of usually less than 20 beds and may or may not provide 24-hour residential support; and
- *group homes* provide combined accommodation and community-based residential support to people in a residential setting and are generally staffed 24 hours a day.

Usually, no more than 6 service users are located in any one home.

Of the service users who accessed residential services during 2004–05, 2,061 (or 68.5%) accessed group homes, followed by large institutions (26.7%), small institutions (3.6%) and hostels (2.6%, Table 10.2). With one exception, the number of service users who accessed group homes was higher than for other residential service types in each of the jurisdictions

and, in particular, in the Australian Capital Territory (100%), Northern Territory (100%), and Victoria (88.8%). South Australia was the exception, with most users (62.1%) accessing large institutions in that state.

Nationally, users accessed residential services at a rate of 14.9 clients per 100,000 population. This rate was highest in South Australia (20.6) and lowest in Queensland (4.2).

Table 10.2: CSTDA-funded residential service users with a psychiatric disability, by residential service type, states and territories, 2004–05

Residential service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)	Total (%)
Large institution	437	87	33	28	197	21	0	0	803	26.7
Small institution	8	n.p.	56	37	n.p.	n.p.	0	0	108	3.6
Hostels	8	26	0	0	8	37	0	0	79	2.6
Group homes	714	836	79	143	115	134	19	21	2,061	68.5
Total^(b)	1,142	941	166	208	317	193	19	21	3,007	..
Rate (per 100,000 population) ^(c)	16.9	18.8	4.2	10.4	20.6	39.9	5.9	10.5	14.9	..

(a) The number of service users may not sum to the total because users may have accessed services from more than one state and/or territory.

(b) The number of service users may not sum to the total because users may have accessed services from more than one residential service type.

(c) Crude rate based on the Australian estimated resident population as at 31 December 2004.

n.p. Not published.

Note: Numbers under 5 have been suppressed due to confidentiality reasons.

.. Not applicable.

Source: AIHW analysis of data from the 2004–05 Commonwealth State/Territory Disability Agreement NMDS.

Profile of residential service users

As previously mentioned, there were 3,007 service users with a psychiatric disability (classified either as their 'primary' or as an 'other significant' disability) that accessed CSTDA-funded residential services during 2004–05. For 9.8% of these (or 294 service users), their psychiatric disability was reported as their primary disability, in contrast with 90.2% (or 2,713) that had it reported as 'other significant disability' (Table 10.3).

Table 10.3: CSTDA-funded residential service users with a psychiatric disability, by primary disability group, 2004–05

Primary disability group	Service users (number)	Service users (per cent)
Intellectual	2,385	79.3
Psychiatric	294	9.8
Physical	97	3.2
Acquired brain injury	95	3.2
Autism	66	2.2
Neurological	57	1.9
Other disability ^(a)	13	0.4
Total	3,007	100.0

(a) Includes the following disability groups: specific learning/Attention deficit disorder; sensory; speech; and developmental delay.

Source: AIHW analysis of data from the 2004–05 Commonwealth State/Territory Disability Agreement NMDS.

Intellectual disability was the most prominent primary disability among those residential service users identified with psychiatric disability group; this disability was reported for 79.3% (or 2,385) of the service users.

More male users accessed the CSTDA-funded residential services than females (58.2% compared to 41.8%) and over half (53.6%) of residential users were aged 35 to 54 years (Table 10.4).

Table 10.4: Demographic characteristics of CSTDA-funded residential service users with a psychiatric disability, 2004–05

Service user demographics	Number of service users ^(a)	Per cent of service users ^(b)	Rate (per 1,000,000 population) ^(c)
Age group			
Less than 15 years	3	0.1	1
15–24 years	182	6.1	65
25–34 years	528	17.7	184
35–44 years	817	27.4	272
45–54 years	781	26.2	281
55–64 years	505	16.9	235
65 years and over	168	5.6	64
Sex			
Male	1,748	58.2	173
Female	1,258	41.8	122
Indigenous status^(d)			
Indigenous Australians	96	3.4	264
Other Australians	2,761	96.6	139
Country of birth			
Australia	2,778	93.6	196
Overseas	191	6.4	33
Remoteness area of usual residence			
Major cities	2,110	72.0	156
Inner regional	674	23.0	162
Outer regional	139	4.7	70
Remote	9	0.3	26
Very remote	0	0.0	0
Total^(c)	3,007	100.0	149

(a) The numbers of service users for each demographic variable may not sum to the total due to missing and/or not reported data.

(b) The percentages shown do not include those service users for which the demographic information was missing and/or not reported.

(c) Rates were directly age-standardised, with the exception of age which is a crude rate, as detailed in Appendix 2.

(d) These data should be interpreted with caution due to likely under identification of Indigenous Australians.

Source: AIHW analysis of data from the 2004–05 Commonwealth State/Territory Disability Agreement NMDS.

Furthermore, 3.4% of residential service users identified as Aboriginal and/or Torres Strait Islanders. Although Indigenous peoples make up a small percentage of CSTDA-funded

residential service users, when their age structure and population size are taken into account, they were relatively more likely than other Australians to utilise these services (264 and 139 per 1,000,000 population, respectively).

The majority of residential service users were born in Australia (93.6%). When relative population sizes and age structures are considered, there is an under-representation of residential service users who were born overseas (33 per 1,000,000 population for overseas-born compared with 196 per 1,000,000 population for Australian-born).

Most residential service users accessed CSTDA-funded services in Major cities (72.0%), followed by Inner regional areas (23.0%). However, when relative population sizes and age structures are taken into account, users accessed services in Inner regional areas at a higher rate than in Major cities (162 and 156 per 1,000,000 population, respectively).

As part of CSTDA data collection activities, information on the service users' usual residential setting is collected. This refers to the type of physical accommodation in which the person resides for 4 or more days per week on average while receiving CSTDA-funded services. Among service users with a psychiatric disability who accessed CSTDA-funded residential services during 2004–05, over half (59.2% or 1,777 service users) usually lived in a 'domestic-scale supported living facility' (which provides some support by staff or volunteers), followed by 37.2% (1,118) who lived in a 'supported accommodation facility' (which provides a 24-hour care by rostered care workers). About 1.4% of residential service

Table 10.5: CSTDA-funded residential service users with a psychiatric disability, by residential setting, living arrangement and income source, 2004–05

	Service users (number) ^(a)	Service users (per cent) ^(b)
Residential setting^(c)		
Private residence	42	1.4
Domestic-scale supported living facility	1,777	59.2
Supported accommodation facility	1,118	37.2
Psychiatric/mental health community care facility	43	1.4
Other	24	0.8
Living arrangement		
Lives alone	72	2.4
Lives with family	19	0.6
Lives with others	2,908	97.0
Income source (service users aged 16 years and over)^(d)		
Disability Support Pension	2,884	97.5
Other pension or benefit	44	1.5
Paid employment	19	0.6
Other	11	0.4
Total	3,007	100.0

(a) The numbers of service users for each data item may not sum to the total due to missing and/or not reported data.

(b) The percentages shown do not include those services for which information was missing and/or not reported.

(c) Other residential settings are collected under the CSTDA NMDS (i.e., residence within an Aboriginal community, boarding house or private hotel, independent living within a retirement village, hospital, and public place or temporary shelter) but none of the service users with a psychiatric disability reported them.

(d) A total of 2,977 of the non-residential service users with a psychiatric disability were aged 16 years or more. Each user can have more than one income source.

Source: AIHW analysis of data from the 2004–05 Commonwealth State/Territory Disability Agreement NMDS.

users lived in a 'psychiatric or mental health community care facility' (which provides temporary accommodation and non-acute care to people with mental illness or psychological disabilities) (Table 10.5).

In reference to usual living arrangements, most residential service users lived with persons other than family members (97.0%). This corresponds with the relatively high percentage of service users whose usual accommodation was in a facility rather than a private residence.

Among those residential service users aged 16 years and over who provided information on their source of income (2,958 users), 97.5% received their income from the Disability Support Pension.

10.4 Non-residential services

A range of non-residential CSTDA-funded services are provided to service users as follows:

- *in-home accommodation support* involves support with the basic needs of living. It includes personal care by an attendant, in-home living support, alternative placement (such as shared-care arrangements and host family placements), and crisis accommodation support;
- *community support* includes services such as specialised therapeutic services, early childhood intervention, behaviour and/or specialist intervention, counselling and case management;
- *community access* services are designed to provide opportunities for people with a disability to gain and use their abilities to enjoy their full potential for social independence. They include learning and life skills development, and recreation and holiday programs;
- *respite services* provide a short-term and time-limited break for caregivers of people with a disability and includes services such as those provided in the individual's home, in centres, in respite homes and with host families;
- *employment support services* includes providing assistance in obtaining and/or retaining paid employment in both general employment as well as specialised and supported environments;
- *advocacy, information and print disability and other support* includes services such as advocacy, information, referral, mutual support, self-help groups, research, evaluation, training and development. Note that no service user counts are collected for these services.

During 2004–05, 66.4% of the non-residential service users with a psychiatric disability accessed employment support services, followed by 21.4% of users using community access services, 20.8% using community support, 11.7% using accommodation support and 6.6% using respite services (see Table 10.6).

With one exception, the number of non-residential service users who accessed employment support services was higher than for other service types in each of the jurisdictions, and in particular in New South Wales (73.1%) and the Australian Capital Territory (71.2%).

Tasmania was the exception, with most users (45.9%) accessing community access services in that state.

Nationally, users accessed non-residential services at a rate of 125 clients per 100,000 population. The rate was highest in Victoria (179), and lowest in the Northern Territory (58).

Table 10.6: CSTDA-funded non-residential service users with a psychiatric disability, by non-residential service type, states and territories, 2004–05

Non-residential service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total ^(a)	Total (%)
Accommodation support	317	963	980	341	211	75	45	6	2,938	11.7
Community support	959	2,067	819	402	689	192	83	28	5,222	20.8
Community access	1,083	2,019	1,228	277	388	356	20	18	5,385	21.4
Respite	211	767	421	82	96	24	64	5	1,666	6.6
Employment	4,509	6,204	2,923	1,164	1,282	337	260	75	16,711	66.4
Total^(b)	6,172	8,954	5,157	1,675	2,027	775	365	116	25,156	..
Rate (per 100,000 population) ^(c)	91.4	179.3	131.3	84.0	131.9	160.2	112.6	57.8	124.5	..

(a) The number of service users may not sum to the total because users may have accessed services from more than one state and/or territory.

(b) The number of service users may not sum to the total because users may have accessed services from more than one non-residential service type.

(c) Crude rate based on the Australian estimated resident population as at 31 December 2004.

.. Not applicable.

Source: AIHW analysis of data from the 2004–05 Commonwealth State/Territory Disability Agreement NMDS.

Profile of non-residential service users

As noted above, there were 25,156 service users with a psychiatric disability (classified either as the 'primary' or as an 'other significant' disability) that accessed non-residential CSTDA-funded services during 2004–05. Of these, 63.1% (or 15,869 service users) reported psychiatric disability as their 'primary disability' and 36.9% (or 9,287) as an 'other significant disability' (Table 10.7). This contrasts with those clients who made use of residential services; for those service users, the psychiatric disability was the primary disability for 9.8% of service users. The next most commonly reported primary disability group of the clients with a psychiatric disability that made use of non-residential services was intellectual disability (5,675 users, or 22.6%), followed by physical disability (1,175 users, or 4.7%).

Table 10.7: CSTDA-funded non-residential service users with a psychiatric disability, by primary disability group, 2004–05

Primary disability group	Service users (number)	Service users (per cent)
Psychiatric	15,869	63.1
Intellectual	5,675	22.6
Physical	1,175	4.7
Acquired brain injury	992	3.9
Neurological	473	1.9
Autism	352	1.4
Sensory	319	1.3
Specific learning/Attention deficit disorder	285	1.1
Other disability ^(a)	16	0.1
Total	25,156	100.0

(a) Includes the following disability groups: speech and developmental delay.

Source: AIHW analysis of data from the 2004–05 Commonwealth State/Territory Disability Agreement NMDS.

More male users accessed the CSTDA-funded non-residential services than females (59.9% compared with 40.1%), and over half (52.6%) of non-residential users were aged 25 to 44 years (Table 10.8).

Although Aboriginal and Torres Strait Islander Australians made up a small percentage of users (3.2%), when the relative age structures and population sizes were taken into account, Indigenous Australians were relatively more likely than other Australians to have utilised non-residential CSTDA-funded services (1,870 per 1,000,000 population and 1,146, respectively).

Table 10.8: Demographic characteristics of CSTDA-funded non-residential service users with a psychiatric disability, 2004–05

Service user demographics	Number of service users ^(a)	Per cent of service users ^(b)	Rate (per 1,000,000 population) ^(c)
Age group			
Less than 15 years	290	1.2	73
15–24 years	3,773	15.0	1,354
25–34 years	6,481	25.8	2,253
35–44 years	6,734	26.8	2,239
45–54 years	5,169	20.6	1,862
55–64 years	2,199	8.7	1,023
65 years and over	500	2.0	190
Sex			
Male	15,069	59.9	1,502
Female	10,082	40.1	1,002
Indigenous status^{(d)(e)}			
Indigenous Australians	749	3.2	1,870
Other Australians	22,483	96.8	1,146
Country of birth			
Australia	21,371	88.4	1,464
Overseas	2,815	11.6	514
Remoteness area of usual residence			
Major cities	16,420	65.7	1,208
Inner regional	5,834	23.2	1,480
Outer regional	2,452	9.8	1,265
Remote	218	0.9	685
Very remote	70	0.3	371
Total	25,156	100.0	1,245

(a) The numbers of service users for each demographic variable may not sum to the total due to missing and/or not reported data.

(b) The percentages shown do not include those service users for which the demographic information was missing and/or not reported.

(c) Rates were directly age-standardised, with the exception of age which is a crude rate, as detailed in Appendix 2.

(d) These data should be interpreted with caution due to likely under identification of Indigenous Australians.

(e) Information on this data element was missing or not reported for more than 5 per cent of service users.

Source: AIHW analysis of data from the 2004–05 Commonwealth State/Territory Disability Agreement NMDS.

As was the case for the residential service users, most non-residential service users were born in Australia (88.4%) and those who were born overseas were relatively less likely than their Australian-born counterparts to have used these services (1,464 per 1,000,000 population for Australian-born compared with 514 for overseas-born).

Almost two-thirds (65.7%) of non-residential service users accessed CSTDA-funded services in Major cities, followed by 23.2% of users who accessed services in Inner regional areas. However, when relative population sizes and age structures are taken into account, users accessed services in Inner regional areas and in Outer regional areas at a higher rate than in Major cities (1,480 and 1,265 per 1,000,000 population, respectively, compared with 1,208 in Major cities).

Table 10.9: CSTDA-funded non-residential service users with a psychiatric disability, by residential setting, living arrangement and income source, 2004–05

	Service users (number) ^(a)	Service users (per cent) ^(b)
Residential setting		
Private residence	18,993	76.0
Residence within an Aboriginal community	36	0.1
Domestic-scale supported living facility	1,997	8.0
Supported accommodation facility	2,070	8.3
Boarding house/private hotel	549	2.2
Independent living within a retirement village	15	0.1
Residential aged care facility	115	0.5
Psychiatric/mental health community care facility	415	1.7
Hospital	42	0.2
Short-term crisis, emergency or transitional accommodation	251	1.0
Public place/temporary shelter	22	0.1
Other	476	1.9
Living arrangement		
Lives alone	6,663	27.5
Lives with family	10,772	44.4
Lives with others	6,818	28.1
Income source (service users aged 16 years and over)^(c)		
Disability Support Pension	16,850	71.4
Other pension or benefit	4,046	17.2
Paid employment	1,984	8.4
Compensation income	70	0.3
Other income	429	1.8
No income	207	0.9
Total	25,156	100.0

(a) The numbers of service users for each data item may not sum to the total due to missing and/or not reported data.

(b) The percentages shown do not include those services for which information was missing and/or not reported.

(c) A total of 24,739 of the non-residential service users with a psychiatric disability were aged 16 years or more. Each user can have more than one income source.

Source: AIHW analysis of data from the 2004–05 Commonwealth State/Territory Disability Agreement NMDS.

Among service users with a psychiatric disability that accessed CSTDA-funded non-residential services during 2004–05, about three in four (76.0% or 18,993 service users) usually lived in a private residence, followed by 8.3% (2,070) in a supported accommodation facility and 8.0% (1,997) in a ‘domestic-scale supported living facility’ such as a group home (Table 10.9).

In reference to usual living arrangements, most users lived with their family (44.4%), followed by living with others (that is, non-family members) (28.1%) and living alone (27.5%).

Among those non-residential service users aged 16 years and over who provided information on their source of income (23,586 users), 71.4% received their income from the Disability Support Pension, while 17.2% received some other type of pension or benefit, and 8.4% received income from paid employment.