

4 Consumers of multiple services

The statistical linkage key makes it possible to analyse the use of multiple services by consumers on the snapshot day. This will not give the full picture of multiple service use, because the data relates to usage on a snapshot day only. For example, many consumers who used one service on the snapshot day may have used one or more other services at other times during the year. However, an analysis of service usage on the snapshot day provides an indication of some common combinations of services used and the groups of consumers who are likely to use them.

4.1 Combinations of services used

Most consumers (84%) received a service in only one of the five service type categories of accommodation, community support, community access, respite and employment, on the snapshot day. The other 16% received between two and four services in different categories. About one-seventh of all consumers (14.5% or 9,030) used services in two service categories and a small number (806 or 1.3%) used services in three or four categories (Table 4.1).

A small proportion of consumers (1,702 or 2.7%; Table 4.1), regardless of the number of services received in different service type categories, also used two or more services within the same service type category, for example two community support services.

Table 4.1: Consumers of CSDA-funded services and services received on a snapshot day, number of service type categories, Commonwealth, States and Territories, 2000

Number of service type categories	Consumers		Services received	
	No.	%	No.	%
One	52,505	84.2	52,505	70.1
Two	9,030	14.5	18,060	24.1
Three	793	1.3	2,379	3.2
Four	13	0.0	52	0.1
<i>Total of different categories</i>	62,341	100.0	72,996	97.4
<i>Total of same category</i>	1,702	2.7	1,933	2.6
Total	62,341	100.0	74,929	100.0

Notes

1. Consumer numbers reflect use of any of five service type categories: accommodation support, community support, community access, respite and employment.
2. Consumers who received two or more services of the same service type category are shown in the shaded cell. Consumers who received one or more services of different service type categories include these consumers.
3. Data provided by the Commonwealth are preliminary and cover 99% of Commonwealth-funded services.

Table 4.2 shows the different combinations of service type categories. The shaded figures in the central diagonal show those consumers who used only one service type category on the snapshot day in 2000; for example, 13,406 consumers used an accommodation service only and they were 62.8% of all consumers who used an accommodation service. (Consumers with three or four service type categories are included under all relevant ‘pair’ combinations in this table.)

Table 4.2: Consumers of CSDA-funded services on a snapshot day, service type category combinations received, Commonwealth, States and Territories, 2000

Service type category 2	Service type category 1									
	Accommodation		Community support		Community access		Respite		Employment	
	No.	%	No.	%	No.	%	No.	%	No.	%
Accommodation	13,406	62.8	1,468	8.6	4,542	31.0	87	3.3	2,594	14.9
Community support	1,468	6.9	14,243	83.7	930	6.3	379	14.6	649	3.7
Community access	4,542	21.3	930	5.5	9,074	61.9	317	12.2	421	2.4
Respite	87	0.4	379	2.2	317	2.2	1,814	69.8	100	0.6
Employment	2,594	12.1	649	3.8	421	2.9	100	3.8	13,968	80.4
Total consumers	21,356	100.0	17,011	100.0	14,658	100.0	2,598	100.0	17,373	100.0

Notes

1. Consumers with service type categories 1 and 2 the same (shaded) are those consumers who used only one service type category; for example, 13,406 consumers used an accommodation service only and they were 62.8% of all consumers who used an accommodation service.
2. Consumers with three or four service type categories are included under all relevant combinations. Thus, numbers in a column do not necessarily add up to the total number of consumers.
3. Data provided by the Commonwealth are preliminary and cover 99% of Commonwealth-funded services.

Consumers of accommodation or community access were the most likely to have used another category of service (38% of consumers using community access services and 37% of those using accommodation services on the snapshot day used a service from another category; Table 4.2). These two service type categories also formed the most common combinations of multiple service usage (46% of consumers using two or more service categories; Table 4.3). Consumers of community support and employment services were the least likely to be using another category of service (16% and 20% of consumers respectively used another service type; Table 4.2); however, if they were, it was most likely to be accommodation. Accommodation and employment, and accommodation and community support, were the next most frequent combinations (Table 4.3). The other two common combinations of service type categories were community support with either community access or employment. The least frequent combinations were respite with either employment or accommodation.

For consumers who used three or four service type combinations, the pattern of service usage reflected the above analysis, with the most common three-way combinations being accommodation, with any two of community support, community access and employment.

Table 4.3: Consumers of CSDA-funded services on a snapshot day, service type category combinations most commonly received, Commonwealth, States and Territories, 2000

Service type categories used	No.	% of consumers using two or more services	% of all consumers
Combination of:			
Accommodation and community access	4,542	46.2	7.3
Accommodation and employment	2,594	26.4	4.2
Accommodation and community support	1,468	14.9	2.4
Community support and community access	930	9.5	1.5
Community support and employment	649	6.6	1.0
Other combinations			
One or more of the above plus other(s)	448	4.6	0.7
Without one or more of the above	799	8.1	1.3
<i>All other combinations</i>	<i>1,247</i>	<i>12.7</i>	<i>2.0</i>
Total	9,836	100.0	15.8

Notes

1. Consumer numbers reflect use of any of five service type categories: accommodation support, community support, community access, respite and employment.
2. Consumers with three or four service type categories are included under all relevant combinations. Thus, numbers in a column do not necessarily add up to the total.
3. Data provided by the Commonwealth are preliminary and cover 99% of Commonwealth-funded services.

Table 4.4 shows the 10 most common combinations of specific service types from different service type categories. Together, these account for nearly three-fifths (59%) of consumers who used multiple service categories on the snapshot day. All but one of these combinations include an accommodation service, most commonly group home (five combinations) or institutional accommodation (three combinations). Overall, 47% (4,481 of 9,498) of all consumers living in group homes accessed at least one other service type category on the snapshot day compared with 33% (1,620 of 4,921) of consumers in institutional accommodation.

As in 1999, the three most common combinations on the snapshot day were group home accommodation with one of post-school options, continuing education or supported employment. The next most common combinations included institutional accommodation with post-school options, continuing education or supported employment, and outreach accommodation support with supported employment. The most frequent combination of a community support and a community access service was therapy with post-school options.

Of the 1,702 consumers who used two or more services within the same service type category (Table 4.1), over one-third (605 or 36%) were recorded as using two or more services of the same particular type (for example, two different counselling services). Nearly three-quarters of the remaining 1,097 consumers in this group (808 or 74%) used two or more community support services, one of which was most commonly either therapy or brokerage/direct funding/individual support packages. The other 289 consumers were using two different service types within one of the other four categories.

Table 4.4: Consumers of CSDA-funded services on a snapshot day, service type combinations most commonly received, Commonwealth, States and Territories, 2000

Combination of service types used	No.	% of consumers using two or more service type categories	% of consumers using the two service type categories
<i>Accommodation and community access</i>			
Group home and post-school options	1,747	17.8	38.5
Group home and continuing education	781	7.9	17.2
Group home and other community access	320	3.3	7.0
Institution/large residential and post-school options	486	4.9	10.7
Institution/large residential and continuing education	451	4.6	9.9
<i>Accommodation and employment</i>			
Supported employment and group home	1,097	11.2	42.3
Supported employment and outreach/other 'in-home' support	427	4.3	16.5
Supported employment and institution/large residential	423	4.3	16.3
<i>Accommodation and community support</i>			
Group home and recreation/holiday programs	217	2.2	14.8
<i>Community support and community access</i>			
Therapy and post-school options	193	2.0	20.8
Ten most common combinations	5,837	59.3	

Notes

1. Consumer numbers reflect use of service types from within the five categories: accommodation support, community support, community access, respite and employment.
2. Consumers with three or four service type categories are included under all relevant combinations. Thus, numbers in a column do not necessarily add up to the total.
3. Data provided by the Commonwealth are preliminary and cover 99% of Commonwealth-funded services.

4.2 Multiple service usage by consumer groups

Multiple service usage on the snapshot day varied with disability (Table 4.5). Consumers whose primary disability group was intellectual were clearly the most likely to have used more than one service type category, followed by people whose primary disability was deafblind, physical or autism. Most people whose primary disability group was developmental delay or speech had used only a community support service (96% and 83% respectively). Consumers whose primary disability group was specific learning/ADD, vision or hearing tended to use only one of a community support, employment or, to a lesser extent, community access service. People with psychiatric, neurological or acquired brain injury as their primary disability group also had lower than average multiple service use.

The use of more than one service type category also increased with the total number of disability groups recorded (Table 4.6). The most frequent combination used by people with more than one disability was accommodation and community access, and they were also more likely to use community support with either accommodation or community access. For consumers with more than one disability using only one service type, this was most likely to be accommodation and least likely to be employment.

Table 4.5: Consumers of CSDA-funded services on a snapshot day, pattern of single or multiple service use by primary disability group, Commonwealth, States and Territories, 2000

Combination of service type categories used	Primary disability group (%)						
	Developmental delay	Intellectual	Specific learning/ ADD	Autism	Physical	Acquired brain injury	Deafblind
Accommodation only	1.3	23.0	3.6	13.4	24.6	26.5	15.5
Community support only	95.7	13.9	40.0	47.1	29.7	27.5	30.4
Community access only	0.1	16.3	6.7	11.5	8.9	13.3	10.1
Respite only	2.3	2.1	3.4	8.3	5.0	5.3	3.6
Employment only	0.0	23.7	44.5	7.7	18.6	20.3	26.8
Accommodation and community access	0.0	9.0	0.3	4.1	4.1	1.6	7.7
Accommodation and employment	0.0	5.4	0.0	1.4	1.6	1.3	1.2
Accommodation and community support	0.0	1.6	0.5	1.9	1.8	1.1	2.4
Community access and community support	0.0	0.7	0.0	0.6	1.3	0.5	1.2
Community access and employment	0.0	1.0	0.2	0.6	0.4	0.5	0.0
Other two service type categories	0.7	1.5	0.8	2.3	2.2	1.2	1.2
Three or four service type categories	0.0	1.6	0.0	1.1	1.9	0.8	0.0
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total number	1,576	37,484	923	2,133	7,673	2,285	168
	Vision	Hearing	Speech	Psychiatric	Neurological	Not stated	Total
Accommodation only	5.9	11.0	1.5	24.6	21.5	10.9	21.5
Community support only	42.4	38.3	83.3	18.0	38.7	84.7	22.8
Community access only	16.9	7.7	3.0	21.9	8.6	1.6	14.6
Respite only	4.6	0.8	1.2	1.7	5.2	1.6	2.9
Employment only	26.9	35.9	9.6	28.9	18.0	0.0	22.4
Accommodation and community access	0.3	0.6	0.3	2.1	1.0	0.9	6.4
Accommodation and employment	0.4	0.5	0.6	0.6	1.3	0.0	3.7
Accommodation and community support	0.8	0.5	0.0	0.4	2.0	0.0	1.4
Community access and community support	0.3	4.1	0.0	0.5	0.3	0.2	0.7
Community access and employment	0.5	0.6	0.0	0.1	0.5	0.0	0.7
Other two service types	1.0	0.1	0.3	1.0	1.8	0.0	1.5
Three or four service types	0.1	0.0	0.3	0.2	1.2	0.0	1.3
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total number	1,359	847	335	5,381	1,738	439	62,341

Notes

1. Consumer numbers reflect use of any of five service type categories: accommodation support, community support, community access, respite and employment.
2. Combinations are mutually exclusive so totals do not match precisely with those in Table 4.3.
3. Data provided by the Commonwealth are preliminary and cover 99% of Commonwealth-funded services.

Table 4.6: Consumers of CSDA-funded services on a snapshot day, pattern of single or multiple service use by number of disability groups, Commonwealth, States and Territories, 2000

Combination of service type categories used	Number of disability groups (%)					Total
	One	Two	Three	Four or more	Not known	
Accommodation only	17.7	22.8	27.6	29.3	20.3	21.5
Community support only	21.3	22.0	19.3	19.5	46.3	22.8
Community access only	13.9	16.3	15.1	10.5	15.7	14.6
Respite only	2.9	2.9	2.9	2.7	3.5	2.9
Employment only	34.8	18.5	7.1	2.4	10.3	22.4
Accommodation and community access	3.0	6.4	12.9	18.4	1.8	6.4
Accommodation and employment	3.3	4.6	4.9	3.2	0.8	3.7
Accommodation and community support	0.5	1.7	3.0	4.0	0.4	1.4
Community access and community support	0.4	0.8	1.4	1.8	0.2	0.7
Community access and employment	0.7	1.0	0.7	0.4	0.1	0.7
Other two service type categories	1.0	1.8	2.5	3.1	0.3	1.5
Three or four service type categories	0.5	1.3	2.6	4.6	0.2	1.3
Total	100.0	100.0	100.0	100.0	100.0	100.0
Total number	27,775	17,107	7,604	5,442	4,413	62,341

Notes

1. Consumer numbers reflect use of any of five service type categories: accommodation support, community support, community access, respite and employment.
2. Combinations are mutually exclusive so totals do not match precisely with those in Table 4.3.
3. The 4,423 consumers with number of disability groups 'not known' include those for whom the presence of other significant disability groups was not known or not recorded (4,120), and those for whom other disability groups were recorded as present but the particular disability groups were not specified (293).
4. Data provided by the Commonwealth are preliminary and cover 99% of Commonwealth-funded services.

Although there is a different pattern of service type use between Aboriginal and Torres Strait Islanders and other consumers (see Section 3.5), multiple service usage patterns were similar between the two groups (Table 4.7).

Table 4.7: Consumers of CSDA-funded services on a snapshot day, pattern of single or multiple service use by Indigenous status, Commonwealth, States and Territories, 2000

Combination of service type categories used	Indigenous status (%)			Total
	Aboriginal or Torres Strait Islander	Not Aboriginal or Torres Strait Islander	Not known	
Accommodation only	23.3	22.0	15.2	21.5
Community support only	31.8	22.3	26.1	22.8
Community access only	10.8	14.2	19.7	14.6
Respite only	6.9	2.9	1.7	2.9
Employment only	13.1	22.7	21.9	22.4
Accommodation and community access	4.1	6.3	7.8	6.4
Accommodation and employment	2.7	3.5	5.9	3.7
Accommodation and community support	2.4	1.5	0.1	1.4
Community access and community support	0.7	0.8	0.1	0.7
Community access and employment	0.9	0.8	0.0	0.7
Other two service type categories	2.3	1.6	0.9	1.5
Three or four service type categories	1.0	1.4	0.6	1.3
Total	100.0	100.0	100.0	100.0
Total number	1,629	55,980	4,732	62,341

Notes

1. Consumer numbers reflect use of any of five service type categories: accommodation support, community support, community access, respite and employment
2. Combinations are mutually exclusive so totals do not match precisely with those in Table 4.3.
3. Data provided by the Commonwealth are preliminary and cover 99% of Commonwealth-funded services.

Consumers with little or no effective communication were much more likely than those with effective spoken language to be using two or more service type categories, particularly accommodation and community access (Table 4.8). Consumers using sign or other non-spoken language were intermediate in their usage of more than one service category.

Multiple service usage generally increased with the frequency of support needed for activities of daily living (Table 4.9). However, very few people who needed continual support were using an employment service either alone or in combination with another service.

Adult consumers whose main source of income was the Disability Support Pension had the highest rate of multiple service usage, particularly for accommodation and community access or employment (Table 4.10). Consumers whose main source of income was compensation were the most likely to be receiving an accommodation service alone. Not unexpectedly, nearly three-quarters (73%) of those for whom paid employment was their main source of income were using an employment service as their only service on the snapshot day.

Table 4.8: Consumers of CSDA-funded services on a snapshot day, pattern of single or multiple service use by method of effective communication, Commonwealth, States and Territories, 2000

Combination of service type categories used	Method of effective communication (%)				Total
	Little or none	Sign or other non-spoken	Spoken language	Child aged under 5	
Accommodation only	30.1	28.9	18.7	1.5	21.5
Community support only	17.1	18.3	18.8	94.7	22.8
Community access only	16.5	19.1	14.6	0.1	14.6
Respite only	3.3	3.8	2.6	2.8	2.9
Employment only	5.2	11.7	32.9	0.0	22.4
Accommodation and community access	14.6	8.7	3.5	0.0	6.4
Accommodation and employment	3.8	2.8	4.1	0.0	3.7
Accommodation and community support	2.9	1.6	1.0	0.1	1.4
Community access and community support	1.3	1.0	0.6	0.0	0.7
Community access and employment	0.3	0.5	1.0	0.0	0.7
Other two service type categories	2.4	1.7	1.2	0.8	1.5
Three or four service type categories	2.5	1.8	0.9	0.0	1.3
Total	100.0	100.0	100.0	100.0	100.0
Total number	15,650	3,279	38,681	2,759	62,341

Notes

1. Consumer numbers reflect use of any of five service type categories: accommodation support, community support, community access, respite and employment.
2. Combinations are mutually exclusive so totals do not match precisely with those in Table 4.3.
3. Total includes 1,972 consumers for whom method of effective communication was not known or not stated.
4. Data provided by the Commonwealth are preliminary and cover 99% of Commonwealth-funded services.

Table 4.9: Consumers of CSDA-funded services on a snapshot day, pattern of multiple service use by frequency of support or assistance needed in activities of daily living, Commonwealth, States and Territories, 2000

Combination of service type categories used	Frequency of support or assistance (%)				Total
	None	Occasional	Frequent	Continual	
Accommodation only	12.3	16.3	20.7	31.2	21.5
Community support only	18.4	18.9	25.3	22.6	22.8
Community access only	17.2	14.3	14.6	14.6	14.6
Respite only	1.6	2.4	3.3	3.7	2.9
Employment only	42.8	33.5	19.3	7.1	22.4
Accommodation and community access	1.6	4.3	6.3	10.6	6.4
Accommodation and employment	3.0	5.4	5.0	2.1	3.7
Accommodation and community support	0.4	0.8	1.4	2.6	1.4
Community access and community support	0.5	0.5	0.8	1.1	0.7
Community access and employment	1.0	1.1	0.7	0.4	0.7
Other two service type categories	0.8	1.3	1.5	2.1	1.5
Three or four service type categories	0.4	1.0	1.2	2.1	1.3
Total	100.0	100.0	100.0	100.0	100.0
Total number	8,699	16,910	13,930	20,493	62,341

Notes

1. Consumer numbers reflect use of any of five service type categories: accommodation support, community support, community access, respite and employment.
2. Combinations are mutually exclusive so totals do not match precisely with those in Table 4.3.
3. Frequency of need for support with activities of daily living is the most frequent need for support or assistance reported for any of the support areas of self-care, mobility or communication for each consumer.
4. Total includes 2,309 consumers for whom support or assistance needed for activities of daily living was not known or not stated.
5. Data provided by the Commonwealth are preliminary and cover 99% of Commonwealth-funded services.

Table 4.10: Consumers of CSDA-funded services on a snapshot day, age 16 and older, pattern of single or multiple service use by main source of income, Commonwealth, States and Territories, 2000

Combination of service type categories used	Main source of income (%)						
	Disability Support Pension	Other pension/benefit	Paid employment	Compensation income	Other income	Nil income	Not known
Accommodation only	25.4	24.3	8.0	31.1	23.0	12.8	20.1
Community support only	10.0	25.6	10.4	16.4	27.7	39.5	35.5
Community access only	17.9	16.8	1.7	17.5	10.9	13.2	17.0
Respite only	1.8	4.1	0.3	8.4	2.9	4.9	4.7
Employment only	24.6	22.7	73.2	19.2	29.9	28.0	15.9
Accommodation and community access	8.6	3.1	0.1	1.0	1.8	0.4	3.4
Accommodation and employment	4.8	0.3	3.9	0.7	0.7	0.0	2.0
Accommodation and community support	1.8	0.7	0.1	0.3	1.5	0.4	0.2
Community access and community support	0.9	1.3	0.1	2.1	0.9	0.0	0.2
Community access and employment	0.9	0.3	1.0	0.3	0.0	0.4	0.0
Other two service type categories	1.5	0.5	0.8	2.1	0.4	0.4	0.7
Three or four service type categories	1.8	0.2	0.4	0.7	0.4	0.0	0.3
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total number	44,391	2,526	2,352	286	549	243	2,635

Notes

1. Consumer numbers reflect use of any of five service type categories: accommodation support, community support, community access, respite and employment.
2. Combinations are mutually exclusive so totals do not match precisely with those in Table 4.3.
3. Only those aged 16 or more were asked to respond about non-Carer Allowance income. Adults include those CSDA consumers in this age group or consumers whose age was unknown but where a response was provided about income sources other than the Carer Allowance.
4. Data provided by the Commonwealth are preliminary and cover 99% of Commonwealth-funded services.

4.3 Use of services in 1999 and 2000

The collection of the statistical linkage key in 1999 and 2000 makes it possible to match the services used by consumers on the snapshot day in both years. In 1999 Western Australian State services did not use the standard linkage key. Hence, consumers from this jurisdiction could not be included, along with those who had an invalid or missing linkage key in either year. This left 54,280 consumers in 2000 compared with 53,775 in 1999.

The results of this linkage across years can be viewed from the perspective of either year. About one-half (51%) of all consumers recorded as using a service on the snapshot day in 2000 were also recorded on the snapshot day in 1999. The other half were 'new' consumers in the 2000 collection. This means that these consumers either (a) did not use a service at all in 1999, or else (b) were using a service in 1999 but not on the snapshot day. It is not possible to distinguish between these two possibilities using snapshot data. (It is also possible that a small proportion of consumers had an invalid or missing linkage key in one of the two years.)

Similarly, about half the consumers (27,432 or 51%) recorded on the snapshot day in 1999 were also recorded on the snapshot day in 2000. The other half did not use a service on the snapshot day in 2000.

Over three-fifths (61%) of consumers receiving an accommodation service on the snapshot day in 1999 were also recorded as receiving an accommodation service in 2000. The comparative proportions for the other service type categories were community support 21%, community access 53%, respite 24% and employment 51%. This variation between categories would at least partly reflect the variation in the proportion of consumers using the particular service during the year who were actually using it on the snapshot day.

In contrast to other service categories, the nature of accommodation services means that most consumers of these services would be using them every day and so would be recorded on the snapshot day. Thus, it is meaningful to examine the pattern of usage for these services between 1999 and 2000 more closely. Table 4.11 shows the types of accommodation services (as grouped into four groups of institutional accommodation and hostels, group homes, attendant care and outreach/other in-home services, and alternative family placement and other services) used by consumers on the snapshot days in 1999 and 2000.

In 1999, 5,527 consumers (with valid linkage keys and not in Western Australia) used institutional accommodation or hostels on the snapshot day. About three-fifths (61%) of these also used these same services on the 2000 snapshot day. Almost all of the remainder either had not been recorded on the snapshot day in 2000 (1,591 or 29%) or had been recorded as using services other than accommodation (285 or 5%). Only 4% (240) moved to using group houses in 2000 and a very small number (41 or 0.7%) were recorded as using an accommodation service of some other type in 2000.

Similarly, about two-thirds (5,162 or 66%) of consumers in group homes on the 1999 snapshot day were also in group homes on the 2000 snapshot day; that is, they were continuing or repeat users of group homes. (This can also be looked at from a different perspective as in the lower half of Table 4.11, as 61% of the consumers of group homes in 2000 had been in group homes in 1999.) About another third (32%) either had not been recorded on the snapshot day in 2000 or had been recorded as using services other than accommodation. Only about 1% moved to some other accommodation service in 2000, including a small proportion to institutions/hostels (0.4% or 32).

Consumers of attendant care and outreach (43%), and alternative family placement and other accommodation services (37%), were less likely than consumers in institutions, hostels or group homes to be using the same accommodation service on the snapshot day in 2000 as in 1999. This could be due to one or both of two possibilities: (a) these services had a greater turnover of consumers, or (b) consumers of these services were less likely to use them every day and thus less likely to be recorded on snapshot day. Either way, there appears to have been little movement between service types for these groups from snapshot day 1999 to snapshot day 2000. The largest movement in proportional terms was the 5% of consumers of 'other' accommodation services in 2000, who used attendant care and outreach services in 1999.

Even allowing for the fact that some consumers of accommodation services in 1999 and 2000 would have been missed by the snapshot day collections, the above trends suggest there was little movement of consumers between any of these accommodation service types. In particular, there has been little movement from institutions and hostels to group homes over 1999 to 2000. Instead, the growth in the number of consumers in group homes appears to have been mainly due to an influx of people who had not been using an accommodation service previously, or possibly may have been using an intermittent service not picked up on snapshot day. Conversely, most of the decline in the numbers using institutions and hostels appears to be due to people who previously used these services no longer using a CSDA accommodation service at all.

The nature of the snapshot day collection limits the analyses that can be done by linking consumer data across years. However, with the planned redevelopment of the CSDA Minimum Data Set to include all consumers throughout the financial year, such analyses will be a powerful tool in understanding how consumers use services over time.

Table 4.11: Comparison of consumer use of CSDA-funded accommodation services on snapshot days in 1999 and 2000, Commonwealth, States and Territories (excluding Western Australia)

Service usage on snapshot day in 2000	Consumers of accommodation services on snapshot day in 1999									
	Institutional/ hostel		Group homes		Attendant care and outreach		Other		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
<i>Not using an accommodation service in 2000</i>										
Not recorded as using any service	1,591	28.8	1,901	24.4	2,036	46.6	236	45.0	5,864	31.7
Using a service other than accommodation	285	5.2	624	8.0	410	9.4	53	10.1	1,395	7.5
<i>Subtotal</i>	<i>1,876</i>	<i>33.9</i>	<i>2,525</i>	<i>32.4</i>	<i>2,446</i>	<i>55.9</i>	<i>289</i>	<i>55.0</i>	<i>7,258</i>	<i>39.2</i>
<i>Using an accommodation service in 2000</i>										
Institutional/hostel	3,370	61.0	32	0.4	10	0.2	2	0.4	3,476	18.8
Group homes	240	4.3	5,162	66.3	44	1.0	12	2.3	5,530	29.9
Attendant care & outreach	7	0.1	52	0.7	1,870	42.8	26	5.0	1,999	10.8
Other (including alternative family placement)	34	0.6	12	0.2	3	0.1	196	37.3	246	1.3
<i>Subtotal</i>	<i>3,651</i>	<i>66.1</i>	<i>5,258</i>	<i>67.6</i>	<i>1,927</i>	<i>44.1</i>	<i>236</i>	<i>45.0</i>	<i>11,250</i>	<i>60.8</i>
Total	5,527	100.0	7,783	100.0	4,373	100.0	525	100.0	18,508	100.0
Service usage on snapshot day in 1999	Consumers of accommodation services on snapshot day in 2000									
	Institutional/ hostel		Group homes		Attendant care and outreach		Other		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
<i>Not using an accommodation service in 1999</i>										
Not recorded as using any service	1,473	28.4	2,202	25.8	2,096	46.5	343	53.1	6,215	32.4
Using a service other than accommodation	306	5.9	874	10.2	458	10.2	58	9.0	1,722	9.0
<i>Subtotal</i>	<i>1,779</i>	<i>34.3</i>	<i>3,076</i>	<i>36.0</i>	<i>2,554</i>	<i>56.6</i>	<i>401</i>	<i>62.1</i>	<i>7,937</i>	<i>41.4</i>
<i>Using an accommodation service in 1999</i>										
Institutional/hostel	3,370	64.9	240	2.8	7	0.2	34	5.3	3,719	19.4
Group homes	32	0.6	5,162	60.5	52	1.2	12	1.9	5,320	27.7
Attendant care and outreach	10	0.2	44	0.5	1,870	41.5	3	0.5	1,969	10.3
Other (including alternative family placement)	2	0.0	12	0.1	26	0.6	196	30.3	237	1.2
<i>Subtotal</i>	<i>3,414</i>	<i>65.7</i>	<i>5,458</i>	<i>64.0</i>	<i>1,955</i>	<i>43.4</i>	<i>245</i>	<i>37.9</i>	<i>11,245</i>	<i>58.6</i>
Total	5,193	100.0	8,534	100.0	4,509	100.0	646	100.0	19,182	100.0

Notes

1. Consumers of Western Australian State services and those with an invalid or missing linkage key were not included.
2. Data provided by the Commonwealth are preliminary and cover 98% of Commonwealth-funded services for 1999 data, and 99% of Commonwealth-funded services for 2000 data.