3 Profile of met demand

This chapter presents analyses of the 2004–05 CSTDA NMDS data to provide a picture of the current patterns of specialist disability service use and provision, both nationally and in every jurisdiction. Some comparisons between 2003–04 and 2004–05 are presented in order to obtain an estimate of increase in met demand over the 12-month period.

While data on supply of CSTDA services are used to indicate met demand, it is acknowledged that some people using CSTDA services may not be receiving adequate or appropriate services, that is, they may have their demand only partially met.

Refer to Chapters 1 and 2 of this report for an overview of CSTDA NMDS (including data limitations) and for further information on defining met demand (Figure 2.1).

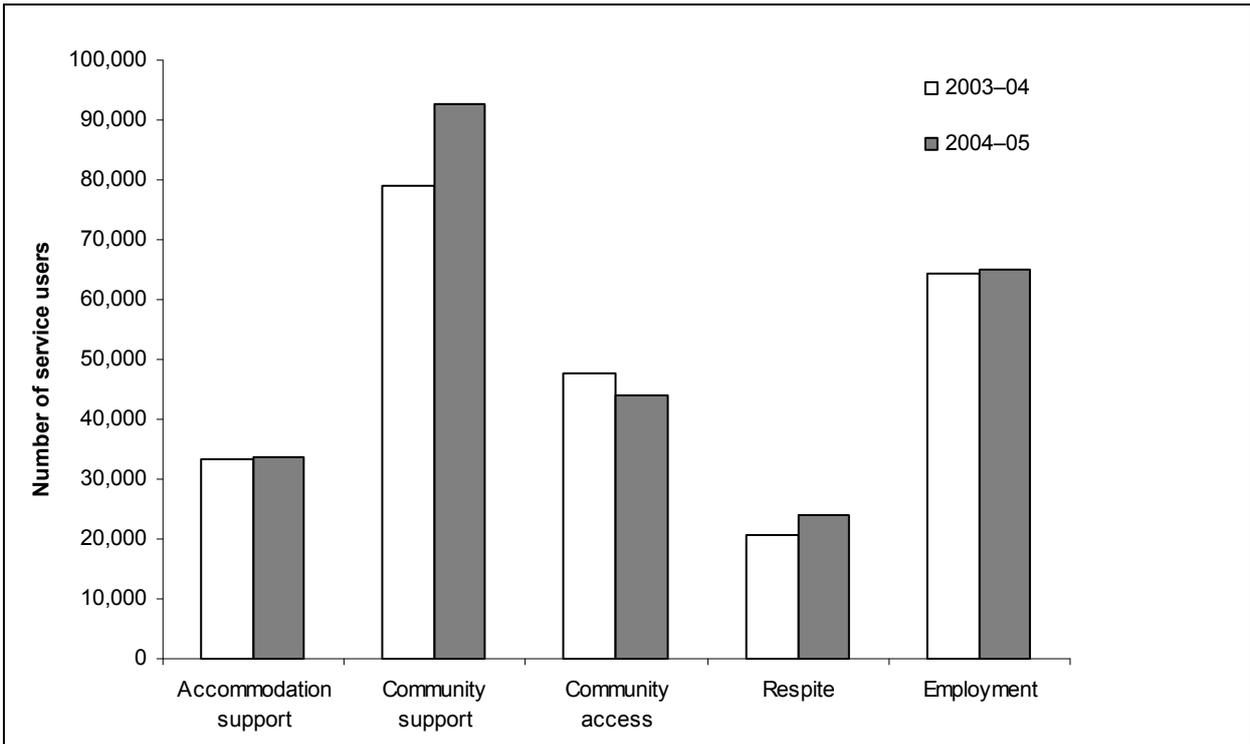## 3.1 Overview of services accessed, 2003–04 and 2004–05

Overall, there were 200,493 people recorded as accessing CSTDA-funded services during 2004–05, up from 187,806 in 2003–04. There was an increase across all broad service groups except community access (Figure 3.1). The largest increase was for users of community support—from 78,847 to 92,610 service users— followed by respite (from 20,547 to 23,951 service users).

There were notable increases in the following service types over the two years: therapy support for individuals (21,372 to 29,111 service users); in-home accommodation support (14,890 to 16,055 service users); other community access[1] (11,270 to 13,212 service users) and flexible/combination respite (9,141 to 11,103 service users) (Table 3.1).

Service user numbers increased across all states and territories between 2003–04 and 2004–05, with the largest increase being in Victoria (Figure 3.2).
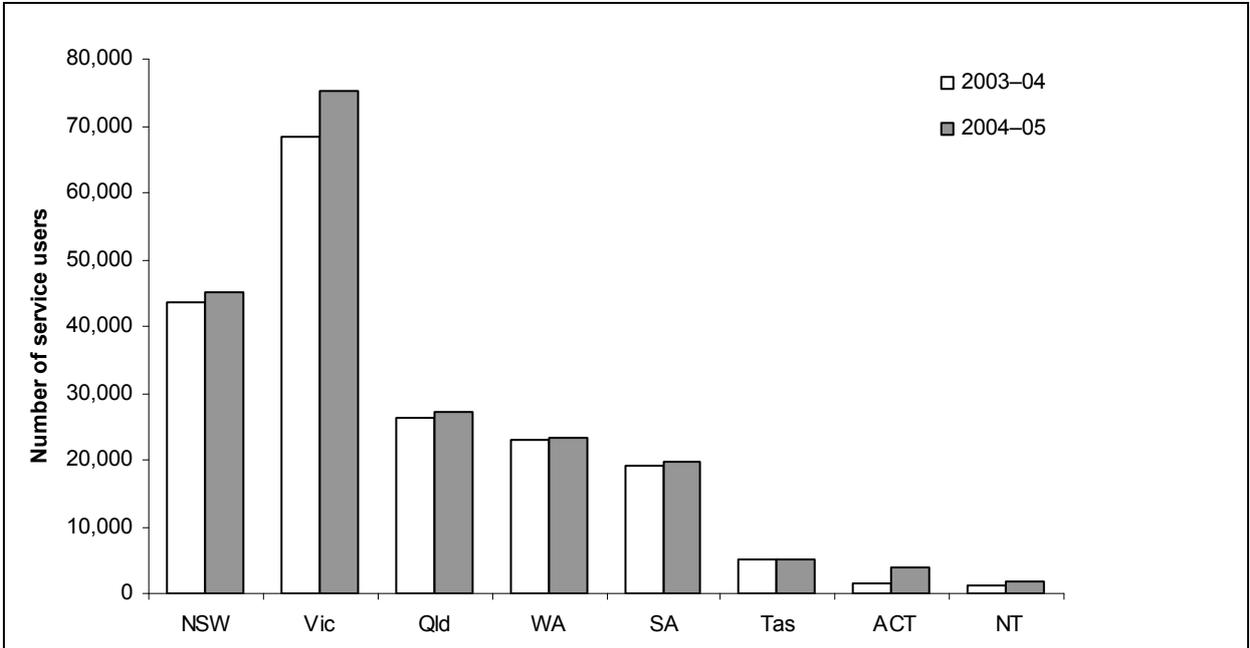
The vast majority of service users accessing both state/territory and Australian government funded services used services in the non-government sector (167,479 service users or 84%) (AIHW 2006b:Tables 3.2 and 3.3).

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1 'Other community access' includes services other than learning and life skills development services and recreation/holiday programs, for example, activities designed to improve service users' physical, cognitive and perceptual abilities, encourage self-esteem growth and providing opportunities to socialise (AIHW 2006f).

Figure 3.1: Users of CSTDA–funded services, number of service users by service group, 2003–04 and 2004–05

Figure 3.2: Users of CSTDA–funded services, number of service users by state/territory, 2003–04 and 2004–05

Table 3.1: Users of CSTDA-funded services, by service type, 2003–04 and 2004–05

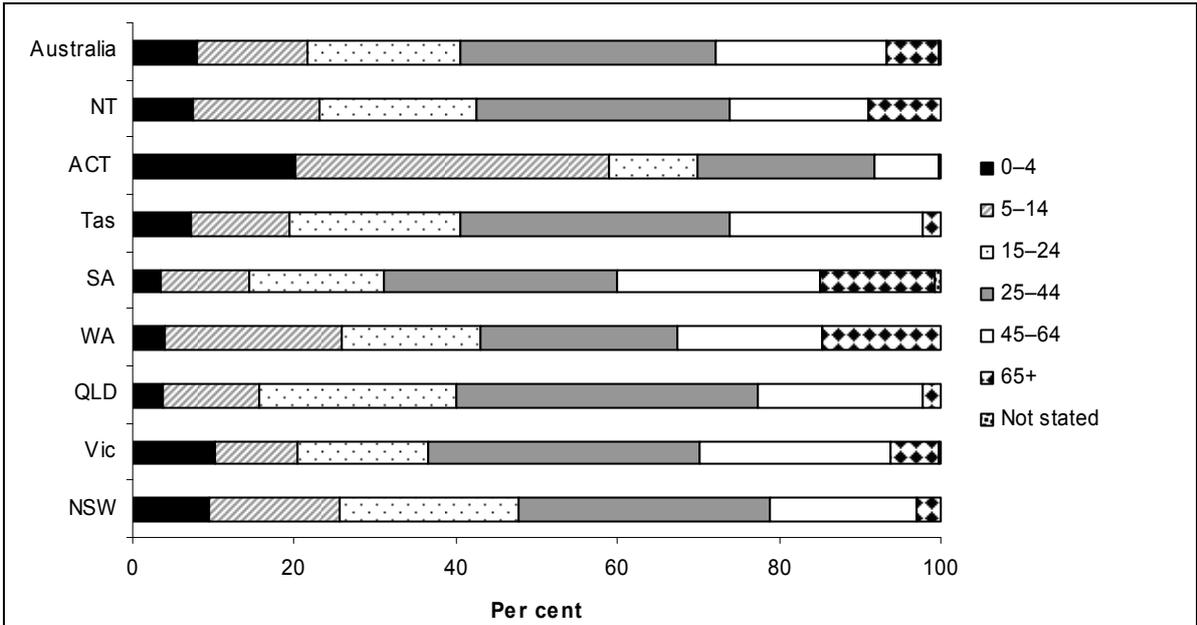| Service type	2003–04 No.	%	2004–05 No.	%	Change in number of service users
Accommodation support					
Large residential/institution	3,939	11.9	3,848	11.4	–91
Small residential/institution	964	2.9	897	2.7	–67
Hostels	408	1.2	326	1.0	–82
Group homes	11,308	34.1	10,722	31.7	–586
Attendant care/personal care	1,718	5.2	2,064	6.1	+346
In-home accommodation support	14,890	44.9	16,055	47.5	+1,165
Alternative family placement	346	1.0	351	1.0	+5
Other accommodation support	875	2.6	772	2.3	–103
Total accommodation support	*33,175*	*100.0*	*33,787*	*100.0*	*+612*
Per cent of column total	*17.7*		*16.9*		
Community support					
Therapy support for individuals	21,372	27.1	29,111	31.4	+7,739
Early childhood intervention	15,568	19.7	15,688	16.9	+120
Behaviour/specialist intervention	4,978	6.3	5,454	5.9	+476
Counselling (individual/family/group)	2,717	3.4	3,083	3.3	+366
Regional resource and support	9,201	11.7	9,273	10.0	+72
Case management, local	39,676	50.3	42,614	46.0	+2,938
Other community support	4,516	5.7	6,369	6.9	+1,853
Total community support	*78,847*	*100.0*	*92,610*	*100.0*	*+13,763*
Per cent of column total	*42.0*		*46.2*		
Community access					
Learning and life skills development	24,821	52.1	25,111	56.9	+290
Recreation/holiday programs	13,631	28.6	7,822	17.7	–5,809
Other community access	11,270	23.7	13,212	29.9	+1,942
Total community access	*47,636*	*100.0*	*44,166*	*100.0*	*–3,470*
Per cent of column total	*25.4*		*22.0*		
Respite					
Own home respite	1,798	8.8	2,792	11.7	+994
Centre-based respite/respite homes	9,601	46.7	11,011	46.0	+1,410
Host family respite/peer support	1,229	6.0	1,150	4.8	–79
Flexible/combination respite	9,141	44.5	11,103	46.4	+1,962
Other respite	1,522	7.4	1,655	6.9	+133
Total respite	*20,547*	*100.0*	*23,951*	*100.0*	*+3,404*
Per cent of column total	*10.9*		*11.9*		
Employment					
Open employment	43,042	67.0	43,831	67.6	+789
Supported employment	18,637	29.0	18,615	28.7	–22
Open and supported	4,100	6.4	3,635	5.6	–465
Total employment	*64,281*	*100.0*	*64,835*	*100.0*	*+554*
Per cent of column total	*34.2*		*32.3*		
Total	**187,806**		**200,493**		**+12,687**

Notes
1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of the components since individuals may have accessed services in more than one state or territory during the 12-month period. Service group totals may not be the sum of service components since individuals may have accessed more than one service type outlet from a service group over the 12-month period. Grand totals may not be the sum of service group components since individuals may have accessed more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types.
2. Differences in service type outlet response rates between jurisdictions should be considered when comparing jurisdictional data (see Section 2.3).
3. Victorian data for 2003–04 are reported to be significantly understated; errors in the 'date of last service received' as well as lower than expected response rates have led to under-counting of service users in that year.

Sources: AIHW 2005d,2006b.

3.2 Profile of service users, 2004–05

Age, sex and disability group

Of the 200,493 service users in Australia, 113,066 (56%) were males and 81,667 (41%) were females (Table A3.3). Of all service users, 22% were aged under 15 years and 7% were aged over 65 years. The age distribution of service users varied across jurisdictions (Figure 3.3). With Australian Capital Territory data excluded, the proportion of service users aged under 15 years was slightly less (21%).

Source: Table A3.3.

Figure 3.3: Users of CSTDA-funded services, by age and state/territory, 2004–2005

The median age of service users was higher in South Australia (38.5 years) and considerably lower in the Australian Capital Territory (9.8 years) than nationally (30.9 years) (Table 3.2). Of all service groups, community support and respite services had the lowest median age, 20.0 and 20.4 years respectively.

Table 3.2: Users of CSTDA-funded services, median age (years) by service group and state/territory, 2004–05

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Accommodation support	42.5	40.3	39.8	38.4	52.0	42.7	38.9	31.6	41.7
Community support	11.9	22.8	19.3	26.1	31.4	17.8	6.6	31.0	20.0
Community access	33.9	39.8	32.4	33.1	50.9	35.5	30.3	30.3	37.5
Respite	17.2	23.4	19.1	17.4	25.2	19.4	21.0	30.5	20.4
Employment	31.9	35.9	32.2	33.3	34.3	32.6	30.9	27.5	33.5
All services	**26.2**	**33.1**	**30.0**	**30.8**	**38.5**	**31.0**	**9.8**	**29.9**	**30.9**

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. Information was not collected for service users accessing advocacy, information and print disability, other support and recreation/holiday programs services.

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 median age calculations as aged 2.5 years.

Source: AIHW analysis of 2004–05 CSTDA NMDS data.

The CSTDA NMDS disability groups can be placed into five major categories—intellectual/learning, physical/diverse, sensory/speech, acquired brain injury (ABI) and psychiatric. A primary disability group and one or more other significant disabilities can be recorded for each service user. Intellectual/learning disability was the most commonly reported primary disability by all service users (45%), followed by physical/diverse disability (19%), psychiatric (8%) and sensory/speech (7%) (Table 3.3).

A similar pattern was observed when all disabilities were considered. Interestingly, the proportion of service users with sensory/speech disability as a primary disability group was markedly lower (7%) than the proportion of service users with sensory disability recorded as primary or other significant disability (27%), suggesting that, compared with other types of disabilities, sensory disabilities may often be experienced as accompanying and secondary to other disabilities.

Variation in disability group profile across jurisdictions may reflect state/territory policy priorities, that is, different disability groups may be particularly targeted in different jurisdictions. The high number of not stated responses for this data item makes analysis very difficult. In particular, data for the Australian Capital Territory, Victoria and the Northern Territory have not stated responses of 51%, 34% and 25% respectively.

The average number of disability groups reported per service user was 1.7. This number varied across jurisdictions, ranging from 1.5 in Western Australia to 2.0 in the Northern Territory.

Table 3.3: Users of CSTDA–funded services, primary disability group and all significant disability groups, by state/territory, 2004–05 (per cent)

Disability group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Primary									
Intellectual/learning	59.0	33.3	49.6	50.2	44.4	56.3	28.8	34.7	44.8
Physical/diverse	16.2	16.1	24.2	29.3	21.1	22.0	7.7	23.3	19.2
ABI	2.8	3.7	4.0	2.9	8.7	6.9	2.1	5.3	4.0
Sensory/speech	7.1	5.9	5.5	4.2	16.5	3.1	4.8	6.7	6.9
Psychiatric	9.0	7.5	14.1	4.3	4.1	8.4	5.8	4.9	8.0
Not stated/not collected	5.9	33.6	2.6	9.0	5.2	3.3	50.9	25.1	17.1
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
All significant disabilities									
Intellectual/learning	75.9	45.2	68.6	62.8	56.5	69.1	38.4	54.4	58.9
Physical/diverse	38.4	32.5	49.3	45.3	50.6	48.1	21.6	45.9	39.6
ABI	4.1	6.2	6.7	3.9	10.0	7.9	5.2	6.7	5.9
Sensory/speech	28.9	22.1	31.2	18.9	42.0	25.7	20.2	33.8	26.5
Psychiatric	14.4	12.1	19.1	7.3	10.9	16.3	9.8	7.8	12.9
Average number of disability groups	**1.7**	**1.8**	**1.8**	**1.5**	**1.8**	**1.7**	**1.9**	**2.0**	**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. Data on primary disability were not collected for all CSTDA service types. Information was not collected for service users accessing advocacy, information and print disability, other support, and recreation/holiday programs services.

2. 'Not stated/not collected' includes both service users accessing only recreation/holiday programs for whom disability data were not collected (see AIHW 2006b:Section 2.2) and other service users with no response.

3. All significant disabilities includes primary and all other disabilities recorded.

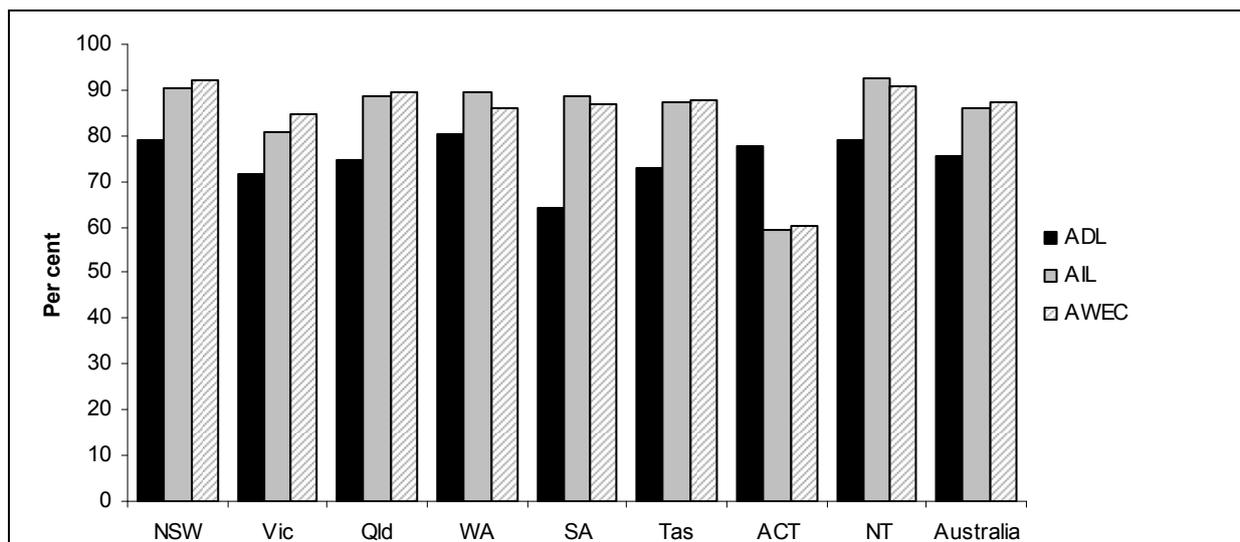*Source:* AIHW analysis of 2004–05 CSTDA NMDS data.

Support needs and informal care

Data on support needs are collected in nine life areas that can be categorised into three main groups: activities of daily living (ADL), activities of independent living (AIL) and activities of work, education and community living (AWEC).[2] CSTDA service users generally have high support needs: 59% sometimes or always needed support with at least one ADL; 69% with at least one AIL; and 68% with at least one AWEC (Table A3.4). Across all jurisdictions (except the Australian Capital Territory), greater proportions of service users always or sometimes needed support in AWEC or AIL than in ADL (Figure 3.4).

As the support needs question had a high rate of 'not stated/not collected' responses, these data should be interpreted cautiously.

2 Each category includes the following life areas:

- ADL—self-care; mobility; and communication
- AIL—interpersonal interactions and relationships; learning, applying knowledge and general tasks and demands; and domestic life
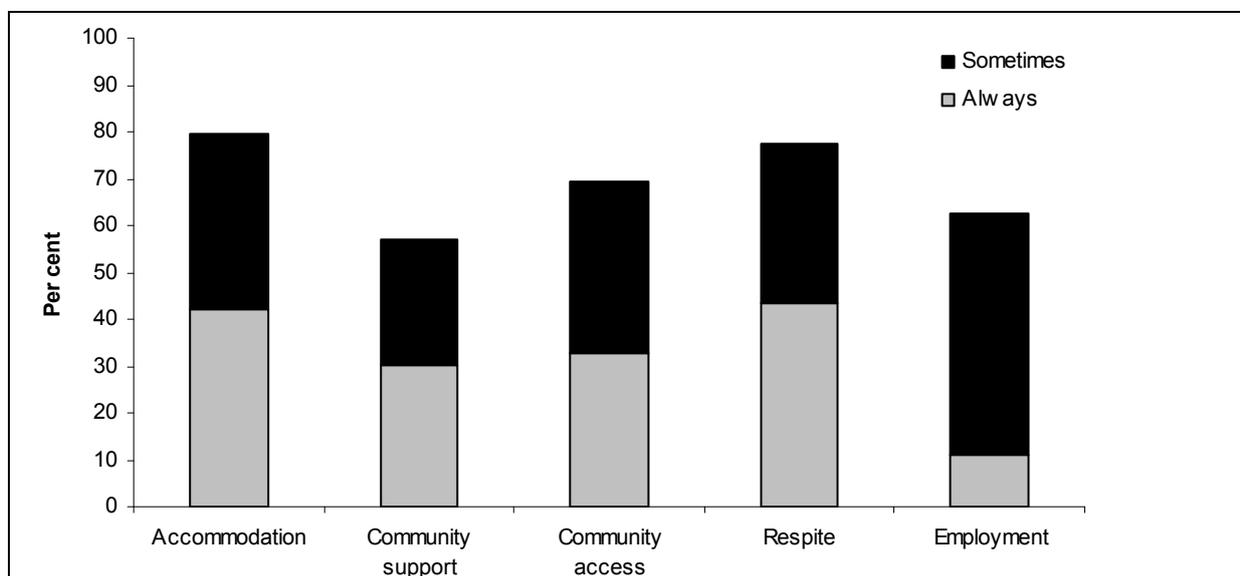- AWEC— includes education; community (civic) and economic life; and working.

Note: Percentages exclude service users whose data on support needs were not stated/not collected.
Source: Table A3.4.

Figure 3.4: Users of CSTDA–funded services, percentage of service users who always or sometimes needed support, by life area, 2004–05

Figure 3.5 shows that a higher proportion of service users reported always needing assistance in ADL across all service groups, except community access and employment. Respite and accommodation and service users were more likely, and employment service users less likely, than other users to report always needing assistance in ADL (Table A3.5).
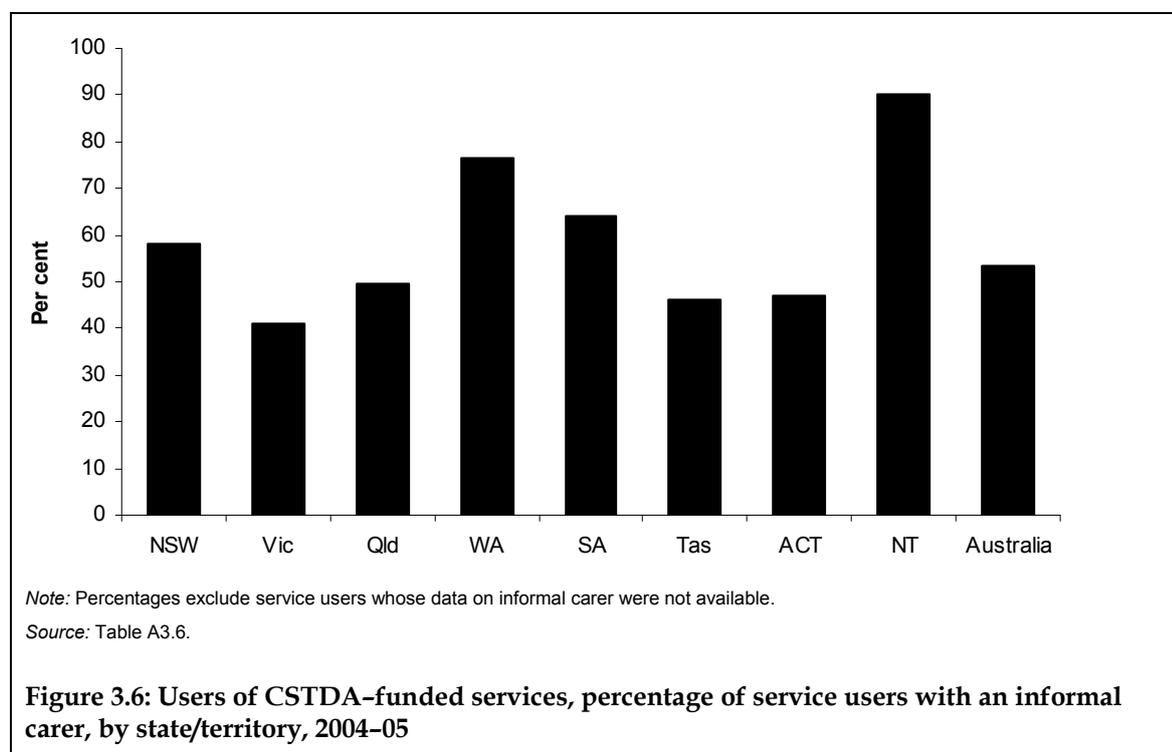

Note: Percentages exclude service users whose data on support needs were not stated/not collected.
Source: Table A3.5

Figure 3.5: Users of CSTDA–funded services, percentage of service users who always or sometimes needed support in activities of daily living, 2004–05

Of the 159,500 service users who reported information on informal care, 84,964 (53%) reported that they had an informal carer (Figure 3.6). This proportion varied across jurisdictions from 41% in Victoria to 90% in the Northern Territory.

Note: Percentages exclude service users whose data on informal carer were not available.

Source: Table A3.6.

Figure 3.6: Users of CSTDA–funded services, percentage of service users with an informal carer, by state/territory, 2004–05

Of those service users with an informal carer, the majority (68%) reported that this carer was their mother (Table A3.7). When considering only those informal carers whose age was reported, the majority of carers in each jurisdiction were aged 25–44 years (Figure 3.7). A very small proportion of all informal carers in Australia were aged less than 15 years (0.3%) and 9% were aged 65 years and over (Table A3.8). Ageing informal carers (aged 65 years and over) were most likely to be mothers caring for a son or daughter (58%) (Table A3.7). Across all states and territories (except Tasmania), a greater proportion of Indigenous than non-Indigenous people reported an informal carer (Table A3.9). However, this statement should be interpreted with caution given the relatively high rate of 'not stated' responses for existence of an informal carer and Indigenous status. It is possible these data may reflect the extended kinship patterns that exist in many Aboriginal and Torres Strait Islander families (ABS & AIHW 2005), however, further information and analysis are required to explore the differences between Indigenous and non-Indigenous service users.
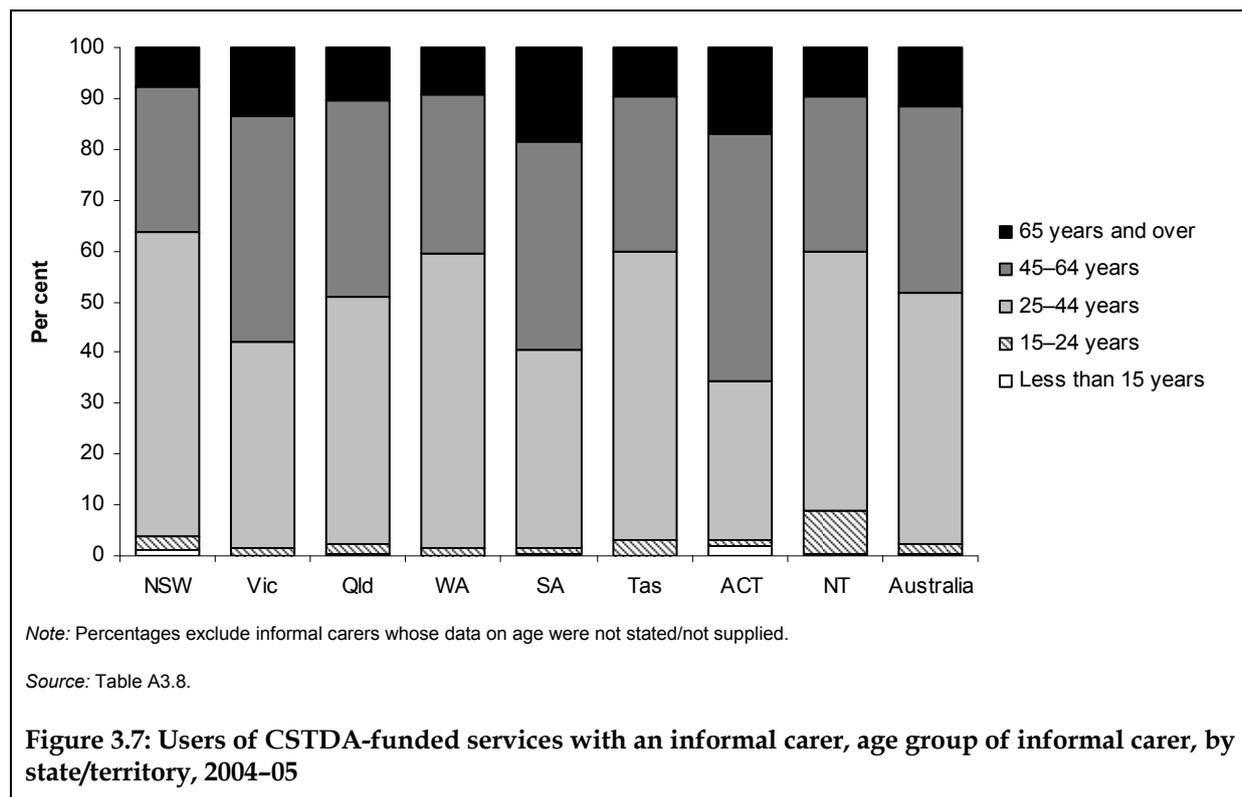
Note: Percentages exclude informal carers whose data on age were not stated/not supplied.

Source: Table A3.8.

Figure 3.7: Users of CSTDA-funded services with an informal carer, age group of informal carer, by state/territory, 2004–05

Table 3.4 shows that of the 7,245 service users with an ageing informal carer, there were 5,572 ageing primary carers. A carer was considered to be 'a primary carer' if he or she assisted the service user in one or more of the three activities of daily living—self-care, mobility or communication (AIHW 2004a). Of the 5,572 ageing primary carers, over three-quarters were co-resident.

Table 3.4: Users of CSTDA-funded services with an informal carer aged 65 years or more, residency status of carer by primary status of carer, 2004–05

| Residency status of carer | Primary status of carer | | | | | | | |
| | Yes | | No | | Not stated/not collected | | Total | |
	No.	%	No.	%	No.	%	No.	%
Co-resident carer	4,436	79.6	581	36.2	26	38.2	5,043	69.6
Non-resident carer	953	17.1	785	48.9	25	36.8	1,763	24.3
Not stated/not collected	183	3.3	239	14.9	17	25.0	439	6.1
Total	**5,572**	**100.0**	**1,605**	**100.0**	**68**	**100.0**	**7,245**	**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.

2. 'Not stated/not collected' includes both service users accessing only recreation/holiday programs for whom informal carer data were not collected (see AIHW 2006b:Section 2.2) and other service users with no response.

Source: AIHW analysis of 2004–05 CSTDA NMDS data.

Indigenous status

A total of 6,285 service users (3.1%) were of Aboriginal and/or Torres Strait Islander background, compared with 2.7% in the general population (Table 3.5). Not surprisingly, the Northern Territory had the highest percentage of Indigenous service users (31% of service users), followed by Western Australia and Queensland (5%) and New South Wales (4%).

This information should be interpreted with caution due to the high 'not stated/not collected' rates. Information about Indigenous status was not collected for 21% of service users, with particularly high missing rates in certain jurisdictions.

Table 3.5: Users of CSTDA-funded services, Indigenous status by state/territory and proportion of Indigenous people in the general population aged 0–64 years, 2004–05

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

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. Totals for Australia may not be the sum of components since individuals may have accessed services in more than one state/territory during the 12-month period. Service user data were not collected for all CSTDA service types. Information was not collected for service users accessing advocacy, information and print disability, other support and recreation/holiday programs services.

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 recreation/holiday programs for whom Indigenous data were not collected (see AIHW 2006b: \Section 2.2) and other service users with no response.

Sources: AIHW analysis of 2004–05 CSTDA NMDS and ABS 2004b, 2004c (for population data).
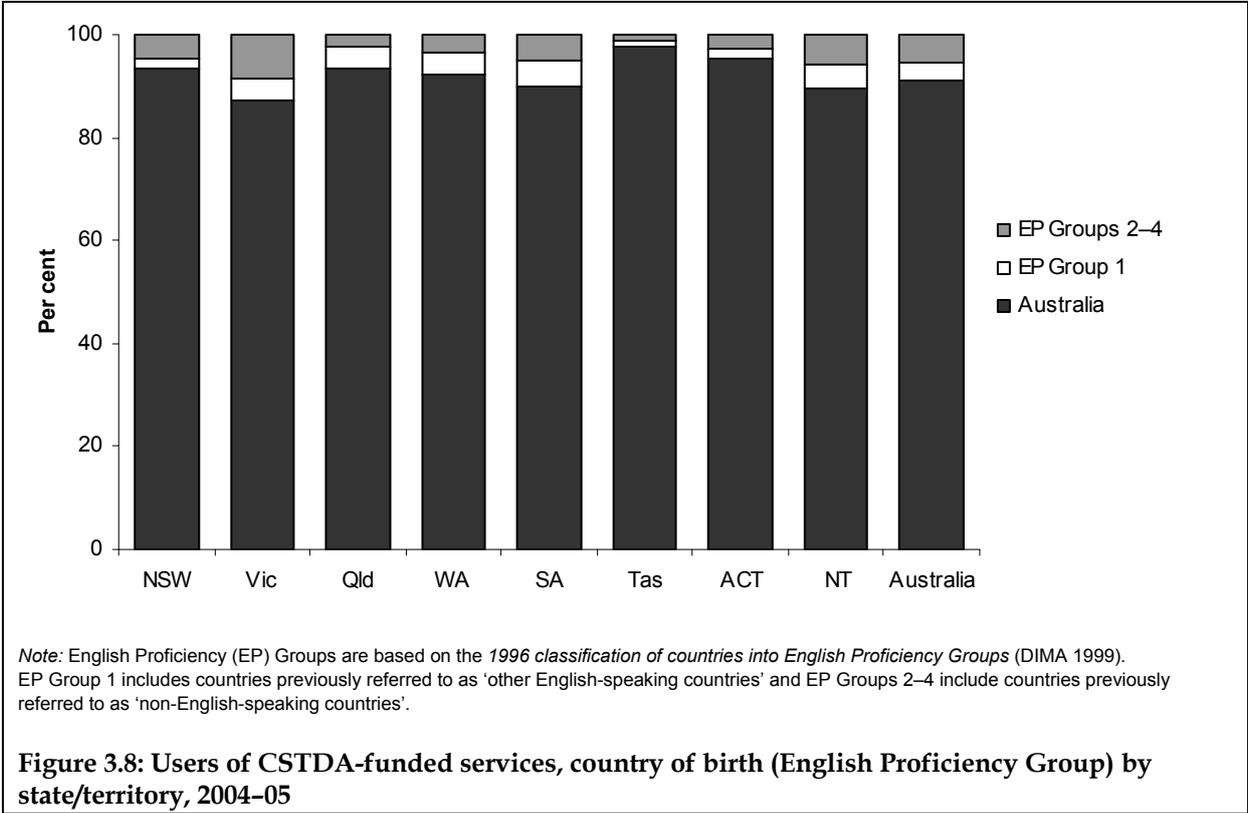
The median age of Indigenous service users (23.9 years) was lower than for other service users (30.4 years) (Table A1.10; AIHW 2006b).

As for the overall service user population, Indigenous service users most commonly reported intellectual/learning disability (53%), followed by physical/diverse (21%) (Table A3.10).

A larger proportion of Indigenous service users accessed respite (4.0%) and community support (3.9%) services than for all service groups (3.1%). Correspondingly, a smaller proportion of Indigenous service users accessed employment and community access services (both 2.7%) (Table A3.11).

Country of birth

The vast majority of CSTDA service users (91%) were born in Australia, ranging from 87% in Victoria to 98% in Tasmania (Figure 3.8). A further 3.6% were born in 'other English-speaking countries' classified under English Proficiency Group 1, and the remaining 5.5% in non-English-speaking countries (English Proficiency Groups 2–4).

Note: English Proficiency (EP) Groups are based on the *1996 classification of countries into English Proficiency Groups* (DIMA 1999). EP Group 1 includes countries previously referred to as 'other English-speaking countries' and EP Groups 2–4 include countries previously referred to as 'non-English-speaking countries'.

Figure 3.8: Users of CSTDA-funded services, country of birth (English Proficiency Group) by state/territory, 2004–05

Location of service users

The majority of service users lived in major cities (Table 3.6). Of all the states and territories, the Northern Territory had the highest proportion of service users from remote and very remote areas (31%). Compared to the general population, people from remote and very remote areas were under-represented among service users in the Northern Territory, Western Australia, Tasmania and Queensland.

Table 3.6: Users of CSTDA-funded services, service user location by state/territory, 2004–05

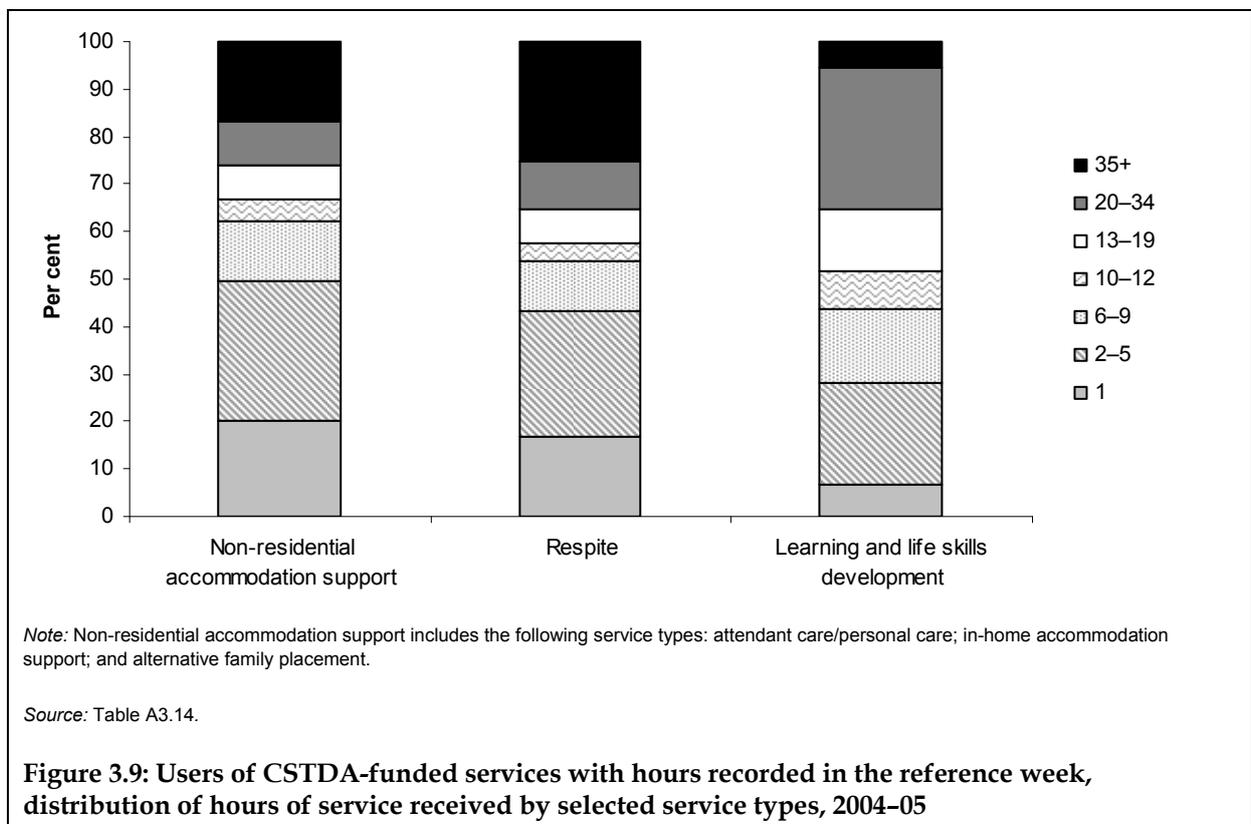| Location of service user	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Service users (number)									
Major cities	28,814	45,374	14,234	15,619	14,069	12	3,590	4	121,471
Inner regional	11,052	18,270	7,020	2,896	2,155	3,503	32	1	44,753
Outer regional	4,041	4,062	4,524	2,257	1,928	1,412	3	1,054	19,206
Remote	247	71	478	802	640	43	0	318	2,587
Very remote	88	2	341	380	141	7	1	201	1,155
All service users	*45,148*	*75,110*	*27,229*	*23,346*	*19,612*	*5,154*	*3,753*	*1,655*	*200,493*
Service users (per cent)									
Major cities	63.8	60.4	52.3	66.9	71.7	0.2	95.7	0.2	60.6
Inner regional	24.5	24.3	25.8	12.4	11.0	68.0	0.9	0.1	22.3
Outer regional	9.0	5.4	16.6	9.7	9.8	27.4	0.1	63.7	9.6
Remote	0.5	0.1	1.8	3.4	3.3	0.8	0.0	19.2	1.3
Very remote	0.2	0.0	1.3	1.6	0.7	0.1	0.0	12.1	0.6
All service users	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*
General population—people aged under 65 years (per cent)									
Major cities	72.2	73.8	53.0	70.4	71.7	0.0	99.8	0.0	66.6
Inner regional	20.1	21.1	25.5	12.8	12.8	63.9	0.2	0.0	20.6
Outer regional	6.9	4.9	17.6	9.3	11.5	33.9	0.0	54.6	10.1
Remote	0.6	0.1	2.5	4.7	3.1	1.7	0.0	20.5	1.7
Very remote	0.1	0.0	1.4	2.7	0.9	0.5	0.0	24.9	1.0
All Australians	*100.0*	*100.0*	*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. Service user data were not collected for all CSTDA service types. Information was not collected for service users accessing advocacy, information and print disability, other support and recreation/holiday programs services.

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. Data for all service users include 11,321 service users whose location was not known. Location was classified as 'not known' only if all the service user postcodes provided by all services attended by the service user were not stated or not collected.

4. Service users may appear in remoteness areas for which there is no population within that state or territory. In such cases, the user's residential postcode is located within another jurisdiction. This may be due to service users living in one jurisdiction and accessing one or more services in another jurisdiction, or service users moving between jurisdictions within the reporting period.

Sources: AIHW analysis of 2004–05 CSTDA NMDS data and ABS Statistical Local Area estimates for June 2004.

3.3 Service quantity

Hours of service received

Hours of service received are collected under the CSTDA NMDS for selected service types (see AIHW 2006b:Section 2.2 for a list of these services). Figure 3.9 shows that around 50% of non-residential accommodation service users, and a similar proportion of respite service users, received less than 6 hours of service in the reference week. Just under 30% of service users accessing learning and life skills development (community access service type 3.01) received less than 6 hours of service in the reference week. Non-residential accommodation support service users were the most likely to receive 35 hours or more of service in the reference week (around 18%).

Note: Non-residential accommodation support includes the following service types: attendant care/personal care; in-home accommodation support; and alternative family placement.

Source: Table A3.14.

Figure 3.9: Users of CSTDA-funded services with hours recorded in the reference week, distribution of hours of service received by selected service types, 2004–05

Staff hours

Figure 3.10 shows that institutions and group homes (that is, residential accommodation services) have by far the highest total staff hours nationally. Community access, other accommodation support, and employment services are the next highest in terms of total hours of support available from staff.

Source: Table A3.12.

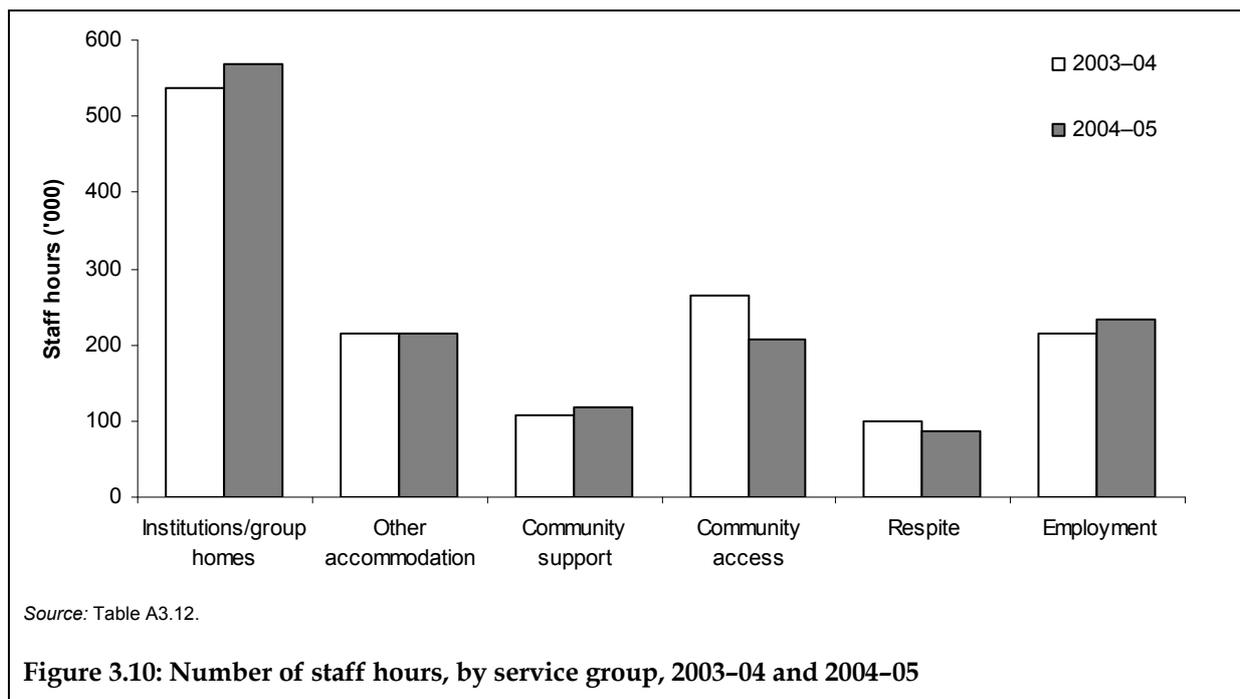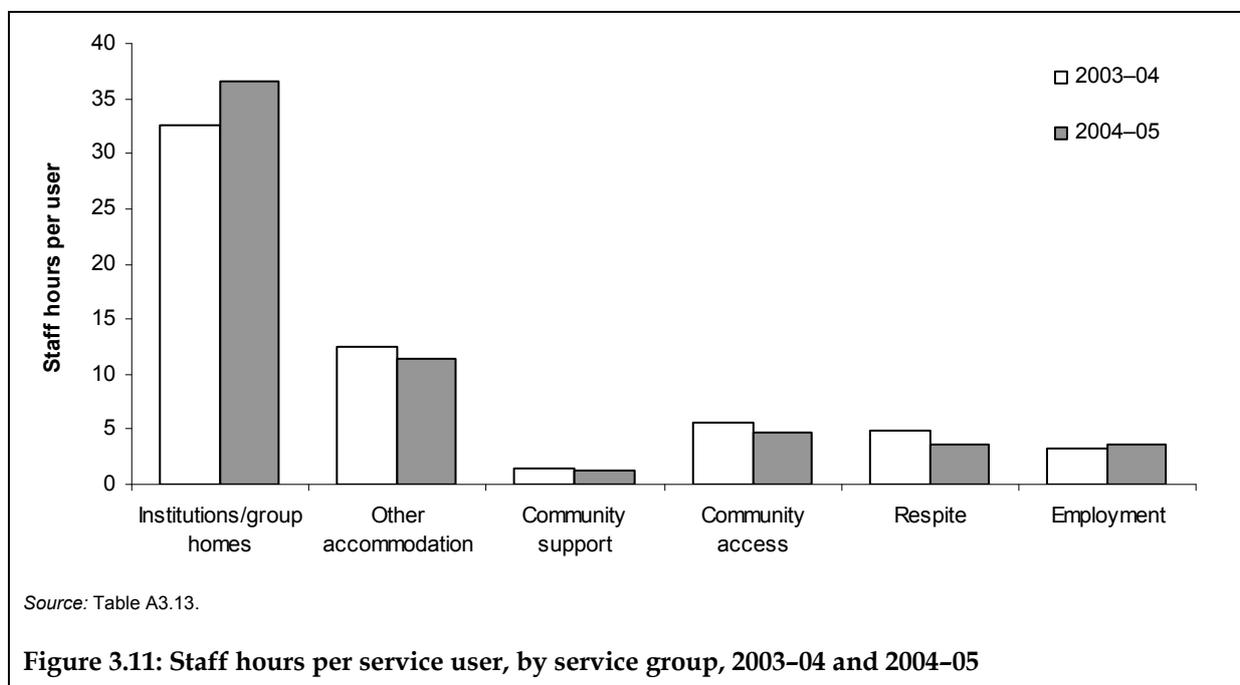**Figure 3.10: Number of staff hours, by service group, 2003–04 and 2004–05**

Figure 3.11 shows that residential support services (institutions/group homes) had the highest staff hours per service user, followed by other accommodation support services and community access services. Staff hours per user were quite similar across the 2 years (2003–04 and 2004–05) except for institutions/group homes for which hours per service user increased substantially.

Source: Table A3.13.

Figure 3.11: Staff hours per service user, by service group, 2003–04 and 2004–05

3.4 Summary

Information on met demand for specialist disability services is important in the development of estimates of unmet demand. The number of people recorded as accessing CSTDA-funded services increased from 187,806 service users in 2003–04 to 200,493 service users in 2004–05. The largest increase was for service users of community support, which increased from 78,847 to 92,610 service users, followed by respite (20,547 to 23,951 service users).

The extent to which some CSTDA items can be confidently used in analysis is limited by poor data quality. Efforts by the states and territories to refine their data collections are expected to improve data quality and coverage in the future.

Key points regarding the profile of 2004–05 service users are summarised below:

- CSTDA service users have high support needs; 59% sometimes or always needed support with at least one ADL, 69% with at least one AIL and 68% with at least one AWEC.

- The age distribution of service users varied across jurisdictions, with median age ranging from 9.8 years to 38.5 years, compared to 30.9 years nationally.

- A total of 6,285 services users (3.1%) reported that they were of Aboriginal and/or Torres Strait Islander background, compared with 2.7% in the general population aged 0–64 years.

- Intellectual/learning disability was the most commonly reported primary disability by all service users (45%), followed by physical/diverse disability (19%), psychiatric (8%) and sensory/speech (7%).

- Of the 159,500 service users who reported information on informal care, 84,964 (53%) reported that they had an informal carer.

- Ageing carers (over 65 years) comprised 9% of all informal carers for whom information on age was available. The majority of these ageing informal carers were living with the service user (70%).

- Service users accessing non-residential accommodation support and respite during the reference week received a relatively small quantity of service, with approximately half of all service users within each of these service types receiving less than 6 hours. On the other hand, over 70% of service users in 'learning and life skills development' services received 6 hours or more in the reference week.