

6 Service use

6.1 Multiple service use

Multiple service outlets, service types and service groups

During 2006–07, there were a total of 232,253 users of CSTDA-funded services. Almost one-third of service users (71,439) accessed services from more than one CSTDA-funded service type outlet (Table 6.1). Of these service users, half (35,991) accessed service outlets from two service groups (see Box 1.2 for the definition of service groups) and a further 38% (or 27,226) used more than one outlet for the same service type. In all, 20% of all service users accessed between three and five different service groups. Additionally, slightly more than a quarter of all service users (26%) accessed more than one service type.

Across all service types, service users accessed an average of 1.6 service type outlets (Table 6.2). The highest mean number of service type outlets per service user was for users of the respite service group (2.7 per user) and the least was for users of the employment service group (1.3). Within specific service types, users of small residential/institutions were most likely to access multiple service type outlets (82% of these users accessed multiple outlets; with a mean of 2.4 outlets per user) – as Table 6.3 shows, these users were most likely to also access a ‘learning and life skills development’ service (type 3.01), showing that this type of residential support is often complemented by other community-based programs. Open employment service users were the least likely to use more than one service outlet (11%; with a mean of 1.2 outlets). Community support service users were most likely to be using a range of other services within the same service group (26% of multiple service users within that service group), with service users who accessed regional resource and support teams the most likely to also use another service of the same type (34%).

The mean number of service groups accessed by service users in 2006–07 was 1.3 (Table 6.3). Accommodation support service users reported the highest mean number of service groups (2.0) and employment service users reported the lowest mean number of service groups (1.2). The group of service users most likely to access services from multiple service groups were community support service users (14%) and the least likely were employment service users (5%) (see total row of Table 6.3).

Within the 26 service types, there were 16 for which service users’ other most frequently accessed service was case management, local coordination and development (service type 2.06). This was the second most frequently accessed specific service type overall (after open employment).

Table 6.1: Users of CSTDA-funded services, multiple service use, 2006-07

Service use	Service users		
	No.	%	% of service users accessing more than one outlet
Total with known service use	232,253	100.0	
Using only one service type outlet	160,814	69.2	
Using more than one service type outlet	71,439	30.8	100.0
Using more than one service type	60,858	26.2	85.2
Using more than one service group (number of groups)			
Two	35,991	15.5	50.4
Three	12,493	5.4	17.5
Four	1,921	0.8	2.7
Five	95	0.0	0.1
<i>Subtotal</i>	50,500	21.7	70.7
Using more than one outlet of the same service group	42,739	18.4	59.8
Using more than one outlet of the same service type	27,226	11.7	38.1

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, service type by multiple service use, 2006–07

Service type	Number of service users	Mean outlets per service user	Service users accessing more than one service type outlet					
			Total accessing more than one service type outlet		Multiple service types	Multiple service groups	Same service group	Same service type
			No.	%	%	%	%	%
Accommodation support								
1.01 Large residential/institutions	3,544	2.3	2,659	75.0	69.4	67.6	20.6	14.0
1.02 Small residential/institutions	865	2.4	705	81.5	79.7	78.7	14.5	6.2
1.03 Hostels	404	2.4	278	68.8	67.1	65.8	9.2	3.0
1.04 Group homes	12,274	2.8	9,866	80.4	78.8	77.8	12.0	7.0
1.05 Attendant care/personal care	2,482	2.8	1,711	68.9	67.8	64.9	22.6	6.0
1.06 In-home accommodation support	18,150	2.5	12,400	68.3	66.5	65.3	13.8	8.0
1.07 Alternative family placement	242	3.2	179	74.0	74.0	73.1	12.4	0.4
1.08 Other accommodation support	959	2.3	595	62.0	61.7	52.7	30.3	2.3
<i>Total accommodation support</i>	<i>37,473</i>	<i>2.5</i>	<i>26,946</i>	<i>71.9</i>	<i>69.8</i>	<i>69.0</i>	<i>11.5</i>	<i>8.1</i>
Community support								
2.01 Therapy support for individuals	21,558	2.2	11,180	51.9	50.6	31.9	40.3	7.2
2.02 Early childhood intervention	19,577	1.4	5,151	26.3	18.3	3.6	24.9	10.8
2.03 Behaviour/specialist intervention	6,135	3.2	4,899	79.9	79.6	55.1	63.9	4.6
2.04 Counselling (individual/family/group)	3,160	2.5	1,933	61.2	61.0	41.4	37.3	2.6
2.05 Regional resource and support teams	15,520	2.6	10,608	68.4	53.4	40.2	49.3	34.1
2.06 Case management, local coordination and development	44,909	2.3	25,732	57.3	53.4	41.7	33.5	13.0
2.07 Other community support	5,604	2.6	3,828	68.3	66.2	51.7	43.4	4.3
<i>Total community support</i>	<i>98,598</i>	<i>2.0</i>	<i>45,466</i>	<i>46.1</i>	<i>40.0</i>	<i>31.8</i>	<i>26.3</i>	<i>15.0</i>
Community access								
3.01 Learning and life skills development	33,032	2.5	21,782	65.9	62.2	60.8	21.4	14.3
3.02 Recreation/holiday programs	8,759	2.7	5,700	65.1	64.1	60.9	26.7	5.5
3.03 Other community access	14,597	2.0	8,001	54.8	51.6	49.4	17.3	9.4
<i>Total community access</i>	<i>53,236</i>	<i>2.3</i>	<i>32,331</i>	<i>60.7</i>	<i>57.4</i>	<i>56.4</i>	<i>16.5</i>	<i>12.2</i>
Respite								
4.01 Own home respite	2,514	3.3	1,938	77.1	76.7	71.4	36.1	3.1
4.02 Centre-based respite/respite homes	12,541	3.2	9,651	77.0	75.4	70.5	36.8	13.8
4.03 Host family respite/peer support respite	948	3.1	666	70.3	69.9	62.2	40.1	9.0
4.04 Flexible respite	16,650	2.7	10,925	65.6	63.1	59.0	29.6	12.7
4.05 Other respite	2,004	2.6	1,290	64.4	64.2	57.5	26.8	1.3
<i>Total respite</i>	<i>30,058</i>	<i>2.7</i>	<i>19,871</i>	<i>66.1</i>	<i>64.0</i>	<i>61.4</i>	<i>22.6</i>	<i>12.8</i>
Employment								
5.01 Open employment	59,478	1.2	6,768	11.4	9.5	8.4	3.7	2.1
5.02 Supported employment	21,140	1.7	7,908	37.4	36.4	33.0	6.7	1.7
5.04 Targeted support	477	2.7	356	74.6	74.6	62.1	24.5	0.6
<i>Total employment</i>	<i>80,008</i>	<i>1.3</i>	<i>13,945</i>	<i>17.4</i>	<i>15.8</i>	<i>14.9</i>	<i>3.3</i>	<i>2.0</i>
Total	232,253	1.6	71,439	30.8	26.2	21.7	18.4	11.7

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.
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 multiple service types. Service users using three or more service types are included under all relevant combinations.
3. 'Open and supported' employment services (service type 5.03) ceased to be operational from 1 December 2004.
4. '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. This service type is reported for the first time in 2006–07.

Table 6.3: Users of CSTDA-funded services, service type by use of other service types/groups, 2006–07

Service type	Number of service users	Mean service groups per service user	Percentage of service users accessing other service groups (or types within groups)					Code of most frequent other service type
			Accommodation support	Community support	Community access	Respite	Employment	
Accommodation support								
1.01 Large residential/institutions	3,544	1.8	6.9	17.0	52.9	1.8	10.6	3.01
1.02 Small residential/institutions	865	2.0	8.3	19.4	45.2	8.2	28.7	3.01
1.03 Hostels	404	1.9	6.2	28.5	39.9	5.4	17.8	3.01
1.04 Group homes	12,274	2.2	5.2	42.7	53.0	8.7	14.0	3.01
1.05 Attendant care/personal care	2,482	2.0	17.9	47.7	28.8	14.5	7.0	2.06
1.06 In-home accommodation support	18,150	2.0	6.2	32.0	38.6	13.6	13.4	2.06
1.07 Alternative family placement	242	2.4	12.4	57.4	31.8	36.4	9.9	2.06
1.08 Other accommodation support	959	1.8	29.5	16.2	35.3	10.3	13.2	1.06
<i>Total accommodation support</i>	<i>37,473</i>	<i>2.0</i>	<i>3.8</i>	<i>33.8</i>	<i>43.7</i>	<i>10.6</i>	<i>13.2</i>	<i>2.06</i>
Community support								
2.01 Therapy support for individuals	21,558	1.5	14.9	37.8	14.7	14.3	2.7	2.06
2.02 Early childhood intervention	19,577	1.0	0.5	16.7	0.7	2.9	0.0	2.06
2.03 Behaviour/specialist intervention	6,135	1.9	32.6	63.2	28.5	20.1	6.3	2.06
2.04 Counselling (individual/family/group)	3,160	1.6	21.1	35.3	25.6	11.2	5.5	3.01
2.05 Regional resource and support teams	15,520	1.6	13.6	22.1	16.6	19.9	7.8	4.02
2.06 Case management, local coord & dev't	44,909	1.6	17.0	24.8	19.1	18.1	7.1	3.01
2.07 Other community support	5,604	1.7	21.2	40.6	30.4	16.1	5.5	2.06
<i>Total community support</i>	<i>98,598</i>	<i>1.5</i>	<i>12.9</i>	<i>15.6</i>	<i>14.9</i>	<i>13.1</i>	<i>5.2</i>	<i>2.06</i>
Community access								
3.01 Learning and life skills development	33,032	1.9	34.6	32.1	8.6	16.1	8.3	2.06
3.02 Recreation/holiday programs	8,759	2.0	27.7	37.0	23.5	18.1	14.4	2.06
3.03 Other community access	14,597	1.7	28.9	15.9	9.0	12.4	8.9	1.06
<i>Total community access</i>	<i>53,236</i>	<i>1.8</i>	<i>30.8</i>	<i>27.6</i>	<i>5.8</i>	<i>15.1</i>	<i>9.2</i>	<i>2.06</i>
Respite								
4.01 Own home respite	2,514	2.1	15.0	60.6	25.5	35.1	4.7	2.06
4.02 Centre-based respite/respite homes	12,541	2.1	12.9	53.5	32.9	28.0	7.4	2.06
4.03 Host family respite/peer support respite	948	2.0	13.3	42.3	25.9	38.4	13.8	2.06
4.04 Flexible respite	16,650	1.9	13.1	38.5	26.9	21.4	6.9	2.06
4.05 Other respite	2,004	1.9	17.0	40.5	18.2	26.0	12.8	2.06
<i>Total respite</i>	<i>30,058</i>	<i>1.9</i>	<i>13.2</i>	<i>42.9</i>	<i>26.8</i>	<i>14.1</i>	<i>7.6</i>	<i>2.06</i>
Employment								
5.01 Open employment	59,478	1.1	2.4	4.0	3.8	1.3	1.6	2.06
5.02 Supported employment	21,140	1.5	16.4	13.4	12.2	7.3	5.1	2.06
5.04 Targeted support	477	2.1	50.1	11.9	38.6	9.9	24.3	3.01
<i>Total employment</i>	<i>80,008</i>	<i>1.2</i>	<i>6.2</i>	<i>6.4</i>	<i>6.1</i>	<i>2.8</i>	<i>1.4</i>	<i>2.06</i>
Total	232,253	1.3	11.1	13.5	12.9	7.9	5.1	2.06

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. Where the service groups are the same, the 'percentage of service users accessing other service groups' includes service users who use two or more different service types in that group. For example, 37.8% of the 21,558 service users who accessed a therapy support service (2.01) also accessed another type of community support.
3. The overall 'mean service groups per service user' does not equal the average across service groups. This is because service users accessing more than one service group are counted once in the overall mean, but are counted multiple times if all service group means are considered separately.
4. '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. This service type is reported for the first time in 2006–07.

Most common service combinations

Accommodation support *and* community access were the service groups most commonly used in combination (Table 6.4). Almost one-third of service users (16,392) using two or more services used services from these two service groups. Community support *and* community access (29%), accommodation support *and* community support (26%) and community support *and* respite (25%) were also common combinations of service groups.

Table 6.4: Users of CSTDA-funded services, service group combinations most commonly received by people using two or more services, 2006–07

Service groups used	No.	% of service users using two or more services	% of all service users
Five most common combinations			
Accommodation support and community access	16,392	32.5	7.1
Community support and community access	14,709	29.1	6.3
Accommodation support and community support	12,889	25.5	5.5
Community support and respite	12,677	25.1	5.5
Community access and respite	8,063	16.0	3.5
Other combinations			
Three or more services involving above combinations	14,353	28.4	6.2
All other combinations	8,438	16.7	3.6
Total	50,500	100.0	21.7

Notes

1. Service user numbers reflect use of any of five service groups: accommodation support, community support, community access, respite, and employment.
2. Service users with three, four or five service groups are included under all relevant combinations. Thus, numbers in a column may not add up to the total.
3. 'All other combinations' includes three two-way combinations for service users of respite services other than with accommodation support, the combination of community support and employment, and other three-, four- and five-way combinations of service groups.

Within specific service groups, the most common combination was therapy support for individuals *and* case management, local coordination and development (Table 6.5). This combination was received by 5,904 service users, 12% of those accessing two or more service groups. Case management, local coordination and development *and* learning and life skills development was the most common combination of services across service groups – a total of 6,465 received both these service types during 2006–07 (13% of service users accessing two or more service groups, and 44% of users accessing a combination of community access and community support services).

Table 6.5: Users of CSTDA-funded services, people accessing the ten most common service type combinations, 2006–07

Combination of service types used	Number of service users	% of service users using two or more service groups	% of service users using the two service groups
Case management, local coordination and development <i>and</i> learning and life skills development (2.06 and 3.01)	6,465	12.8	44.0
Therapy support for individuals <i>and</i> case management, local coordination and development (2.01 and 2.06)	5,904	11.7	n.a.
Group homes <i>and</i> learning and life skills development (1.04 and 3.01)	5,368	10.6	32.7
In-home accommodation support <i>and</i> case management, local coordination and development (1.06 and 2.06)	4,603	9.1	35.7
Case management, local coordination and development <i>and</i> flexible respite (2.06 and 4.04)	4,142	8.2	32.7
Case management, local coordination and development <i>and</i> centre-based respite/respite homes (2.06 and 4.02)	4,049	8.0	31.9
In-home accommodation support <i>and</i> learning and life skills development (1.06 and 3.01)	3,799	7.5	23.2
Learning and life skills development <i>and</i> centre-based respite/respite homes (3.01 and 4.02)	3,004	5.9	37.3
Centre-based respite/respite homes <i>and</i> flexible respite (4.02 and 4.04)	2,880	5.7	n.a.
In-home accommodation support <i>and</i> other community access (1.06 and 3.03)	2,814	5.6	17.2
<i>Ten most common combinations</i>	<i>43,028</i>		
Total service users	19,983	39.6	

Notes

1. Service user numbers reflect use of service types from within the five service groups: accommodation support, community support, community access, respite, and employment.
2. Service users with three, four or five service groups are included under all relevant combinations. Thus, the total number of combinations (43,028) is greater than the total number of users accessing these combinations (19,983).

6.2 Measures of service quantity

Data on service quantity include both hours of service provided (staff hours) and hours of service received (for users of selected service types; see below for details). These data were based on two measures:

- hours in the reference week – for most jurisdictions, this was the last week of the reporting period
- hours in a typical week – this item was collected so that, if hours reported for the reference week were not considered typical by the agency, an indication of average or typical hours could be provided.

Hours received

Data on hours received were collected for selected service types. These data were not collected for all service types within each service group – for example, they were collected for service users of all respite service types but not all accommodation support service types (see Appendix 6 and footnotes to Tables A1.18 and A1.19 for details).

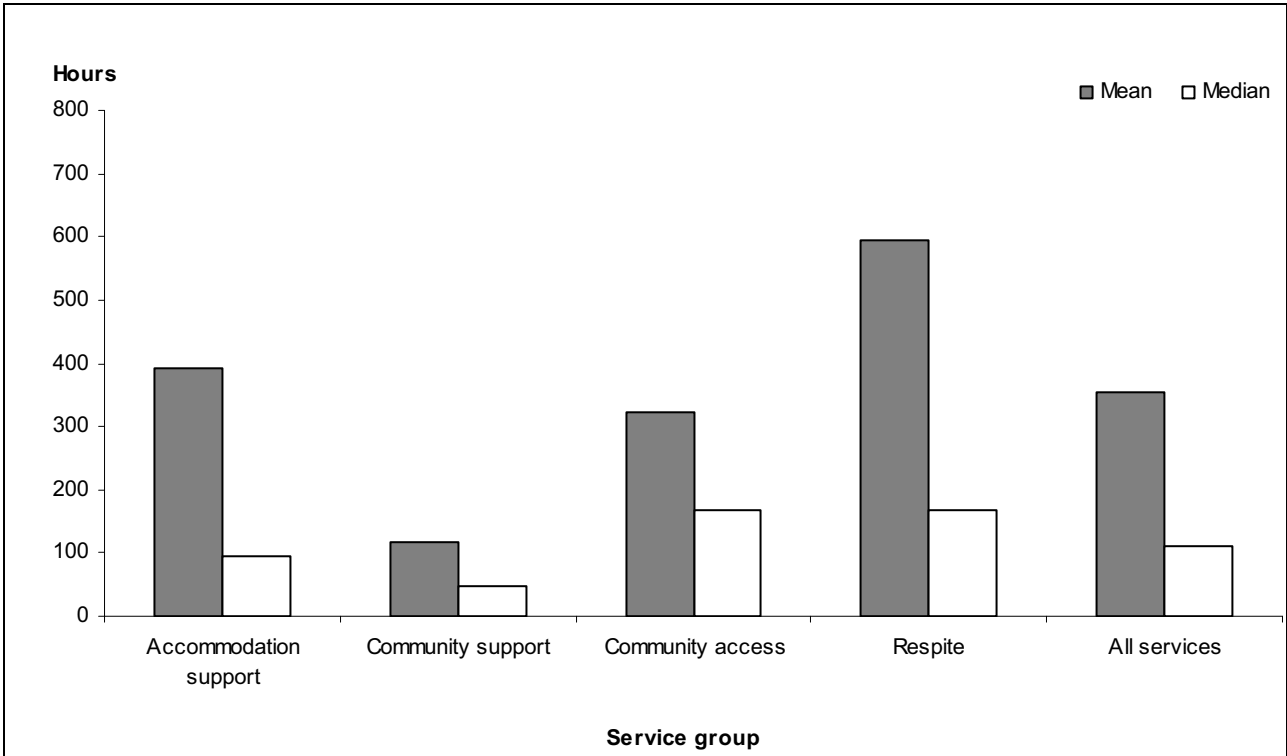
Hours received—reference week

Hours received in the reference week were reported by 3,244 service type outlets. The mean number of hours received in the reference week per service type outlet (all service users) was 355. The median number of hours for these outlets was 112; on average, each of these outlets supported 20 service users (Table A1.18). The highest mean (595) and median (168) number of hours provided by a service type was for respite services. Within the respite service type, centre-based respite/respite homes provided the highest mean number of hours (1,027). Of all service types, the alternative family placement service type had the highest mean number of hours (1,081). Community access also had a median of 168 hours in the reference week; however, the mean number of hours for this group was 322. Community support outlets reported the lowest mean (118) and median (47) number of hours (data for this group were collected only for the single service type, case management, local coordination and development).

Hours received—typical week

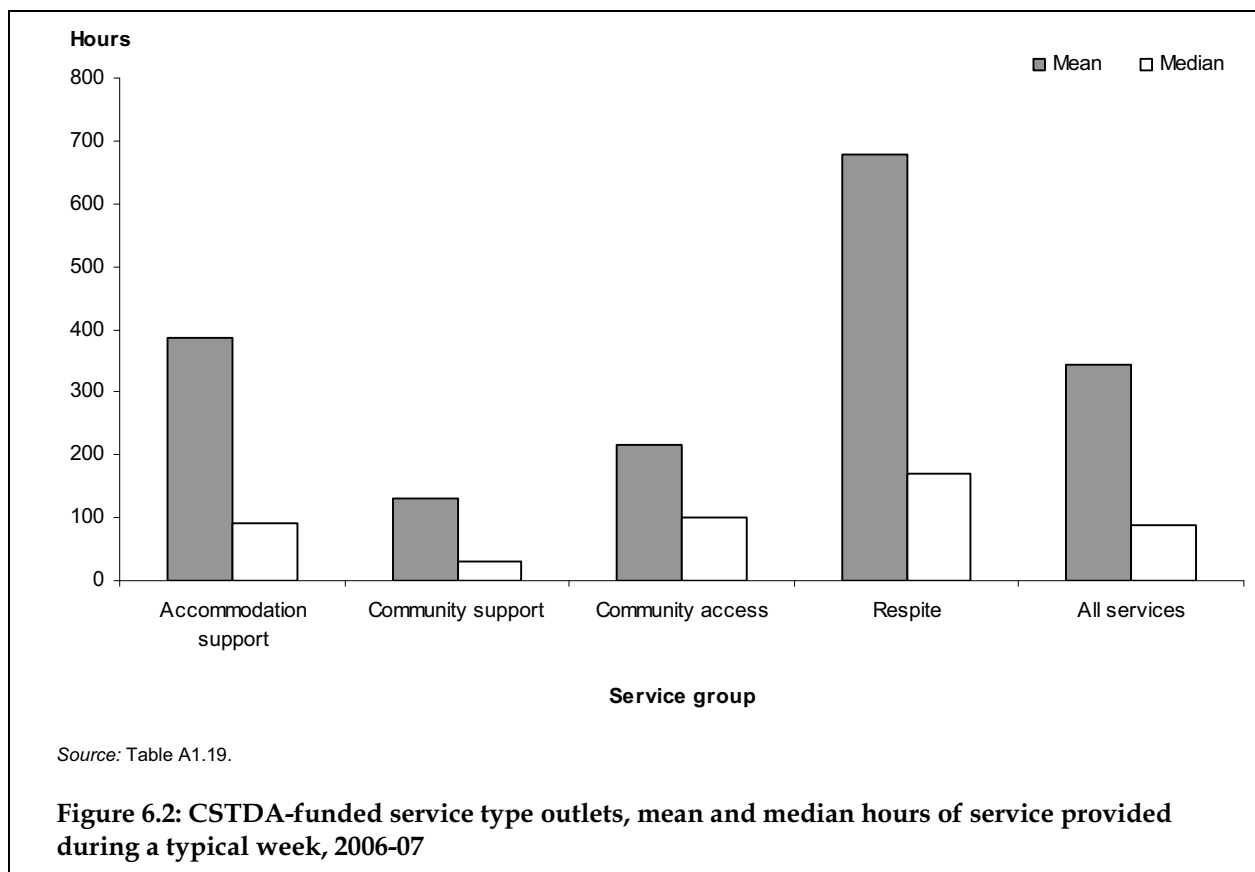
Hours received in a typical week were reported by 3,145 service type outlets (Table A1.19). Overall, mean and median hours for a 'typical' week were lower than for the reference week – 344 and 89 hours, respectively. As with hours received in the reference week, respite outlets reported the highest mean number of hours in a typical week (677) and community support (131) reported the lowest. Of the service type categories, the highest mean hours of 1,423 was reported by centre-based respite/respite homes service type and the lowest (131) by case management, local coordination and development.

Mean hours were higher than median hours overall for both reference and typical week for two main reasons. First, several outlets reported large numbers, which increased the overall calculated mean. Second, there were a large number of outlets with a very small number of hours reported, which caused the median to be substantially lower than the mean.



Source: Table A1.18.

Figure 6.1: CSTDA-funded service type outlets, mean and median hours of service provided during the reference week, June 2007



Duration—residential accommodation

Service duration has been calculated for users of residential accommodation support services (1.01 to 1.04). This provides a measure of the amount of time a service user received support from a particular accommodation service within the 12-month reporting period. Calculations were based on the number of days between 1 July 2006 (or the service user's start date, if later) and the service end date (exit date if recorded; otherwise last date of service received, or end of financial year if last date is missing).

Residential accommodation support services had 16,853 service users in 2006-07. The mean duration of service for these service users was 335 days (Table 6.6), that is, approximately 11 months of service in the year. The lowest mean duration was for hostels (295 days) and the highest was for large residentials/institutions (352 days). Lower mean values are indicative of a higher number of service users joining the service part way through the financial year or a higher number of service users exiting the service before the end of the year. A median value of 365 days (a full year) indicates that the majority of service users were supported by these services all year round.

When considering overall duration of residential accommodation services (based on all reported start dates), on average service users have accessed the same service for 1,986 days (around 5 years and 5 months) – this ranged from 512 days (1 year 5 months) for small residentials/institutions to 2,405 days (just over 6 and a half years) for large residentials/institutions. The median duration overall for these service types was 1,098 days – meaning around half of all service users have remained in the same residential accommodation service for 3 years or more.

Median duration of service was longer in group homes and large residential (1,204 and 1,370 days respectively) compared with small residential and hostels (365 and 601 days respectively). The difference in mean (2,008 days) and median (601 days) duration for hostels illustrates the two large distinct groups accessing these services – one of which has been with the service for many years, and the other for a much shorter duration (1–2 years).

Table 6.6: Users of CSTDA-funded services, mean and median days of service by service type for residential accommodation support services (1.01–1.04), 2006–07

Service type	Number of service users	Duration of service over the 12-month period (2006–07)		Overall duration of service	
		Mean duration (days)	Median duration (days)	Mean duration (days)	Median duration (days)
1.01 Large residential/institutions	3,544	352	365	2,405	1,370
1.02 Small residential/institutions	865	336	365	512	365
1.03 Hostels	404	295	365	2,008	601
1.04 Group homes	12,274	326	365	1,931	1,204
All residential accommodation services (1.01–1.04)	16,853	335	365	1,986	1,098

Notes

1. For each service user, duration over the 12-month period is calculated as the number of days between 1 July 2006 or the start date, if later, and either the exit date, if applicable, or date of last service inclusive.
2. Overall duration of service is calculated as the number of days between the recorded start date and the end of the current reporting period (30 June 2007).
3. Service users who were missing start and/or end dates were assumed to have been accessing the service from 1 July 2006 and/or until 30 June 2007, unless they were recorded as accessing more than one accommodation support outlet, in which case they were not included.
4. The 12-month collection period lasted for a total of 365 days (1 July 2006 to 30 June 2007).

Staff hours

Staff hours—reference week

In the 2006–07 reference week, the mean number of paid staff hours per service type outlet was 195 (Table 6.7). The mean number of paid staff (full-time equivalent or FTE) per outlet was 5.1. The mean paid hours was highest for the employment service group (288 hours; 7.6 FTE staff) and accommodation support services (240 hours; 6.3 FTE staff). For unpaid staff the mean was much lower – 18 hours per outlet, or 0.5 FTE staff. The unpaid staff figure includes regular staff, volunteers, students and others who do not receive payment for the work they perform (AIHW 2006a). On average, there were 0.19 FTE staff for each service user – ranging from 0.04 in community support services to 0.75 in accommodation support services (Table 6.7).

Staff hours per user in the reference week were highest for accommodation support services – in particular the residential support offered through group homes and institutions (42.0 staff hours per user) (Figure 6.3). In-home accommodation support services reported the next highest staff hours per user (12.2), followed by community access services (6.9).

Staff hours—typical week

In 2006–07, the mean staff hours for a typical, or average, week were slightly higher than hours in the reference week – 227 paid (6.0 FTE) and 21 unpaid (0.6 FTE) staff hours (Table 6.8). Over a

typical week, the highest mean staff hours were for accommodation support services (294); employment services had the next highest mean with 219 staff hours.

Table 6.7: Mean hours worked in the reference week by paid and unpaid staff for CSTDA-funded service type outlets, by service group, 2006–07

Service group	Mean paid staff hours per outlet	Mean FTE paid staff per outlet	Mean unpaid staff hours per outlet	Mean FTE unpaid staff per outlet	Total mean FTE staff per outlet	Users per outlet	Mean FTE staff per user
Accommodation support	240	6.3	13.5	0.4	6.7	8.9	0.75
Community support	108	2.9	1.3	0.0	2.9	66.4	0.04
Community access	184	4.8	7.4	0.2	5.0	25.4	0.20
Respite	124	3.3	8.3	0.2	3.5	29.8	0.12
Employment	288	7.6	76.8	2.0	9.6	74.6	0.13
Advocacy, information and print disability	65	1.7	27.8	0.7	n.a.	n.a.	n.a
Other support services	137	3.6	8.7	0.2	n.a.	n.a.	n.a
All services	195	5.1	17.8	0.5	5.8^(a)	30.3^(a)	0.19^(a)

(a) Excludes 'advocacy, information and print disability' and 'other support services'.

Notes

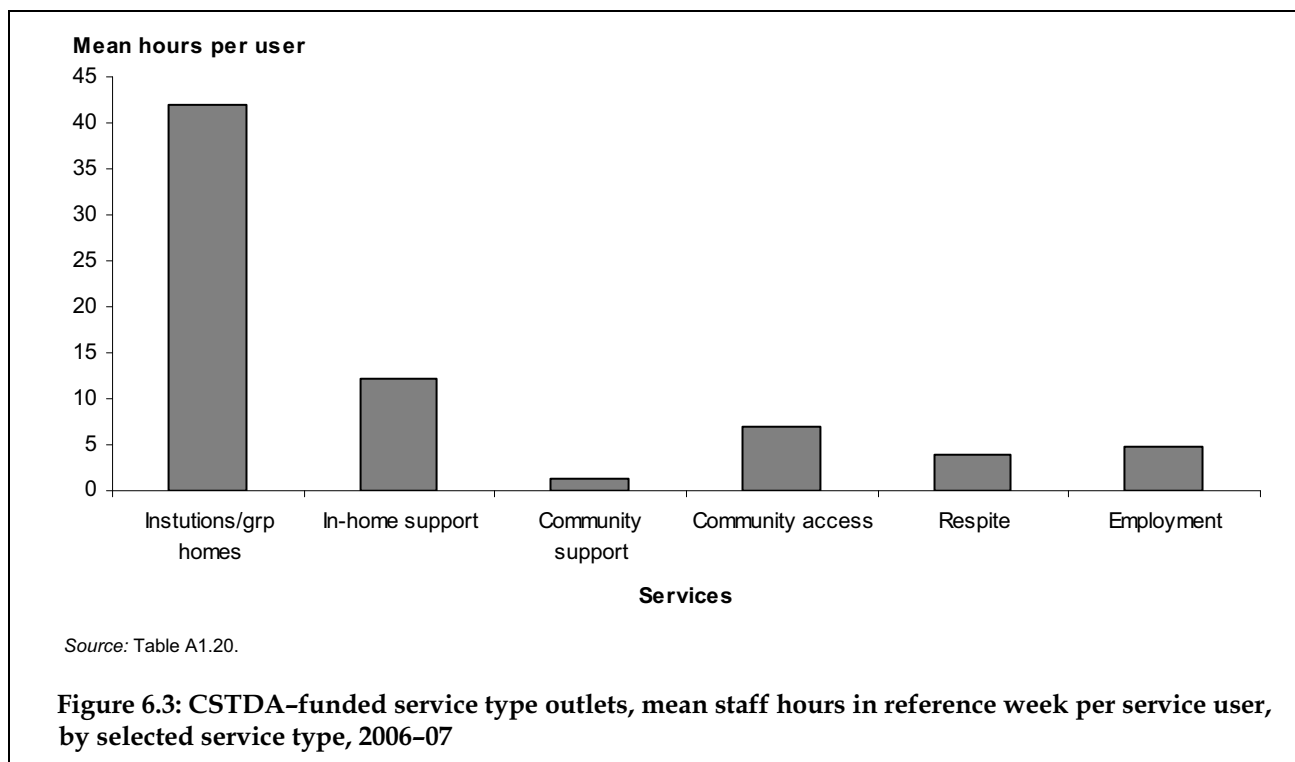
1. Data for hours worked are the mean number of hours worked over one 7-day week in June 2007.
2. Data exclude 880 services where mean staff hours could not be calculated because of missing data. These were for outlets with both paid and unpaid staff hours in the reference week missing; if only one of these variables was missing, it was assumed to be zero.
3. Full-time equivalent (FTE) staff numbers are based on a 38-hour working week.
4. Service user counts are not available for 'advocacy, information and print disability' and 'other support services'.

Table 6.8: Mean hours worked in a typical week by paid and unpaid staff for CSTDA-funded service type outlets, by service group, 2006–07

Service group	Mean paid staff hours per outlet	Mean FTE paid staff per outlet	Mean unpaid staff hours per outlet	Mean FTE unpaid staff per outlet
Accommodation support	294	7.7	6.0	0.2
Community support	126	3.3	2.8	0.1
Community access	212	5.6	12.8	0.3
Respite	177	4.6	18.2	0.5
Employment	219	5.8	59.4	1.6
Advocacy, information and print disability	187	4.9	34.1	0.9
Other support services	126	3.3	291.1	7.7
All services	227	6.0	21.0	0.6

Notes

1. Data for hours worked are the mean number of hours worked over one 7-day week in June 2007.
2. Data exclude 3,494 services where the mean staff hours could not be calculated because of missing data. These were for outlets with both paid and unpaid staff hours in a typical week missing; if only one of these variables was missing, it was assumed to be zero.
3. Full-time equivalent (FTE) staff numbers are based on a 38-hour working week.



6.3 Service exits

A total of 47,828 service users (21%) were recorded as leaving one or more services during 2006-07 (Table 6.9). Exits were most commonly reported by employment service users (25%), whereas users of community access services were the least likely to leave their service (7.0%). No longer needing assistance (36%) was the reason most often given for leaving a service – either because the service user moved to mainstream services (15%) or another reason (21%). More than two-fifths (42%) of service users leaving employment services no longer needed assistance – either because of moving to mainstream services (including employment) (19%) or another reason (23%). Of service users with an exit date, the exit reason was reported as ‘other’ for almost one-third (31%). This included 46% of exits from community support, 32% of exits from respite and 30% of exits from community access services. Moving out of the geographical area was the reason given for cessation of services by 3.5% of service users. No reason for leaving the service was reported for 6.3% of service users with an exit date.

Table 6.9: Service users with an exit date, main reason for cessation of services by service group, 2006–07

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	357	10.6	2,241	11.2	389	10.4	284	11.4	3,883	19.1	6,998	14.6
No longer needs assistance—other reason	449	13.4	4,233	21.1	658	17.7	522	21.0	4,598	22.7	10,117	21.2
Moved to residential, institutional or supported accommodation setting	251	7.5	145	0.7	74	2.0	113	4.5	29	0.1	520	1.1
Needs have increased—other service type required	123	3.7	446	2.2	115	3.1	30	1.2	2,241	11.0	2,867	6.0
Services terminated due to budget/staffing constraints	29	0.9	101	0.5	47	1.3	35	1.4	20	0.1	223	0.5
Services terminated due to OHS reasons	15	0.4	20	0.1	6	0.2	5	0.2	36	0.2	75	0.2
Service user moved out of area	227	6.8	938	4.7	227	6.1	129	5.2	295	1.5	1,680	3.5
Service user died	330	9.8	493	2.5	275	7.4	79	3.2	158	0.8	1,100	2.3
Service user terminated service	205	6.1	1,064	5.3	230	6.2	66	2.7	4,888	24.1	6,294	13.2
Other reason	870	25.9	9,200	45.9	1,133	30.4	794	32.0	3,511	17.3	14,943	31.2
Reason not stated	497	14.8	1,157	5.8	574	15.4	427	17.2	638	3.1	3,011	6.3
Total number of service users with an exit date	3,353	100.0	20,038	100.0	3,728	100.0	2,484	100.0	20,297	100.0	47,828	100.0
Total % of service users within service group	8.9		20.3		7.0		8.3		25.4		20.6	

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.