1 Introduction

This report is based on data collected during the 2005–06 financial year from services funded under the third Commonwealth State/Territory Disability Agreement (CSTDA) of 2002–07. Under this Agreement the Australian Government (Commonwealth) is responsible for the planning, policy setting and management of employment services[1] for those with disability, and the states and territories are responsible for all other disability support services (including accommodation support, community access, community support and respite services). Responsibility for advocacy, information and print disability services is shared between these governments.

1.1 Outline of the report

Chapter 2 gives a detailed description of service user characteristics and the services they used over the 12 month period, presenting data on the majority of service user data items.

Chapter 3 deals with data relating to informal carers, support needs and living arrangements for service users who accessed services during 2005–06.

Chapter 4 is a special focus chapter, looking at service users with autism in the 2005–06 collection. Future special focus chapters will examine other groups of service users.

Chapter 5 presents data on service type outlets in 2005–06.

Chapter 6 relates to service use, including an analysis of multiple service use, hours received, staff hours and service exit data.

Chapter 7 deals with data quality issues and response rates affecting the 2005–06 data.

Technical issues such as 'potential population' calculations and use of the statistical linkage key are discussed in further detail in the Appendixes.

1.2 Brief history of the CSTDA NMDS

Before 1994, no national data on disability support services were available. Two pilot tests were conducted during 1994, and in 1995 the first collection was undertaken, which was then known as the Commonwealth/State Disability Agreement Minimum Data Set (CSDA MDS). The collection was undertaken annually from 1995 to 2002 on a 'snapshot' day basis—that is, data were collected on a single day, usually in May or June.

A statistical linkage key was introduced into the national collection in 1999, following development and pilot testing during 1998. This statistical linkage key enabled the estimation of the number of service users (individuals) accessing services on the snapshot day. See Appendix 4 for more details on the statistical linkage key.

Between 1999 and 2002 a major redevelopment of the data collection was carried out by AIHW in collaboration with the National Disability Administrators (NDA), the Australian

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1 Responsibility of open employment services rests with the Department of Employment and Workplace Relations (DEWR), and supported employment services with the Department of Families, Community Services and Indigenous Affairs (FaCSIA).

Government, state and territory governments and non-government organisations. The new CSTDA NMDS was implemented during 2002. The most significant change brought about by the redevelopment was that data are now collected on a full-year basis rather than on a single 'snapshot' day, meaning complete counts of service users over a full financial year are available. A number of new data items were also introduced into the collection, including data on carer arrangements and quantity of services provided. For more detailed information on the redevelopment of the data collection, please refer to the AIHW report describing this process (AIHW 2003).

This report is the third annual AIHW report on disability services based on a full 12-month collection period (in this case 1 July 2005 to 30 June 2006).

1.3 Counts and definitions

The main counts of the NMDS collection are service type outlets and service users (see Box 1.1). A service type outlet is a unit of a funded agency (see below) that is funded to provide a particular CSTDA service type at a discrete location. Separate data are completed (usually by funded agencies) for each service type outlet.

A funded agency is an organisation that delivers one or more CSTDA-funded service types to service users. The funded agency has an administrative base from which services of one or more service types are delivered to service users, or from which a team operates when it delivers services to service users at other locations.

A person may receive more than one service over any time period. For each service type (and therefore for each service type outlet), service user data are completed for every service user receiving a service of that type over the collection period (see Box 1.1). Box 1.2 provides definitions of each of the service groups (categories of service type) in the CSTDA NMDS collection, and Appendix 5 provides detailed definitions of each specific service type category.

The statistical linkage key enables the number of service users to be estimated from the data collected at service type outlet or agency level. Service users may have received services from more than one service type outlet or agency, in which case they may have had their personal characteristics recorded on two or more service user forms. Service user counts for these characteristics can be estimated by using the statistical linkage key, and the focus of this report is on these counts. See Appendix 4 for more information on the statistical linkage key.

Box 1.1: Definitions and major counts of the CSTDA NMDS collection

Service user	*A service user is a person with disability who receives a CSTDA-funded service. A service user may receive more than one service over a period of time or on a single day. Service users were previously referred to as 'consumers' in CSDA MDS snapshot collections.*
Service	*A service is a support activity delivered to a service user, in accordance with the CSTDA. Services within the scope of the collection are those for which funding has been provided, during the specified period, by a government organisation operating under the CSTDA.*
Service type and service group	*Service type is the support activity that the service type outlet has been funded to provide under the CSTDA.*
	The NMDS classifies services according to 'service type'. This classification arranges services into seven distinct categories known as 'service groups': accommodation support; employment support; community access; community support; respite; advocacy, information and print disability; and other support (see Box 1.2 for definitions). Within each of these service groups there are various service types (see Appendix 5 for a full list of service type codes and definitions).
Service type outlet	*A service type outlet is the unit of the funded agency that delivers a particular CSTDA service type at, or from, a discrete location.*
	If a funded agency provides, for example, both accommodation support and respite services, it is counted as two service type outlets. Similarly, if an agency is funded to provide more than one accommodation support service type (for example, group homes and attendant care) then it is providing (and is usually separately funded for) two different service types; that is, there are two service type outlets for the funded agency.
Funded agency	*A funded agency is an organisation that delivers one or more CSTDA service types (service type outlets). Funded agencies are usually legal entities. They are generally responsible for providing CSTDA NMDS data to jurisdictions. Where a funded agency operates only one service type outlet, the service type outlet and the funded agency are one and the same entity.*
Scope of the CSTDA NMDS collection	*Services within the scope of the collection are those for which funding has been provided, during the specified period, by a government organisation operating under the CSTDA. A funded agency may receive funding from multiple sources. Where a funded agency is unable to differentiate service users and/or staff according to funding source (that is, CSTDA or other), it is asked to provide details of all service users and staff (for each service type).*

Box 1.2: Definitions of service groups covered by the Commonwealth State/Territory Disability Agreement²

Accommodation support	*These are services that provide accommodation to people with disability and services that provide the support needed to enable a person with disability to remain in his or her existing accommodation or move to a more suitable or appropriate accommodation.*
Community support	*These services provide the support needed for a person with disability to live in a non-institutional setting (not including support with the basic needs of living, such as meal preparation and dressing, included under accommodation support).*
Community access	*These are services designed to provide opportunities for people with disability to gain and use their abilities to enjoy their full potential for social independence. People who do not attend school or who are not employed full time mainly use these services.*
Respite	*Respite services provide a short-term and time-limited break for families and other voluntary caregivers of people with disability, to assist in supporting and maintaining the primary caregiving relationship, while providing a positive experience for the person with disability. Although there are therefore two 'clients' – the carers and the person with disability – in the CSTDA NMDS collection, the person with disability is regarded as the client. Statistical tables in this report reflect this perspective.*
Employment	*There are two types of employment services which provide employment assistance to people with disability. The first type, open employment, provides assistance in obtaining and/or retaining paid employment in the open labour market. The second type, supported employment, provides employment opportunities and assistance to people with disability to work in specialised and supported work environments. Before 1 December 2004, there was also a third employment service type, dual open/supported services, which provided a combination of both open and supported employment services.*
Advocacy, information and print disability	*Advocacy services are designed to help people with disability increase the control they have over their lives by representing their interests and views in the community. Information services provide accessible information to people with disability, their carers, families and related professionals. This service group also includes mutual support/self-help groups – special interest groups which promote self-advocacy – and print disability, which includes alternative formats of communication for people who by reason of their disabilities are unable to access information provided in a print medium.*
Other	*Includes research and evaluation, training and development, peak bodies, and any other support services completely outside any of the defined service types above.*

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

1.4 Collection method and data included

Service providers collate data in relation to each of their CSTDA-funded service type outlets, as well as all service users who access each of these outlets. Service user data were collected for each person receiving that service type at the outlet over the 2005–06 collection period, and may have been reported by the service user, their carer, an advocate, or their service provider. Each year the AIHW develops, in cooperation with all jurisdictions, standard versions of service type outlet and service user forms (which are used by agencies collecting data manually—see Appendix 3 for the 2005–06 versions). Paper forms are only one way data may be collected—many agencies use software as an alternative method for collating data. The AIHW also updates a national data guide on an annual basis (see AIHW 2005a), which provides guidance relating to all data items in the collection.

The data items collected on the 2005–06 service type outlet form included information about the service type provided, agency sector of the outlet (government or non-government), location of the service type outlet, hours worked by staff (both paid and unpaid), times of operation (days per week, hours per day and weeks per year) and number of service users.

The data items collected on the 2005–06 service user form included demographic information, items for the statistical linkage key (including selected letters of names, sex and date of birth), Indigenous status, communication method, primary and other significant disabilities, support needs and living arrangements. Selected service types also collected information regarding service dates (including start date, exit date, and date of last service receipt). The quantity of service (for example, in terms of hours of services received) was also collected for particular service types.

As noted above, some service types are not required to collect all service user data items. In particular:

- service groups advocacy, information and print disability (service types 6.01–6.05) and other support (service types 7.01–7.04) are not required to collect any service user information

- 'recreation/holiday programs' (service type 3.02) are required to collect only information related to the statistical linkage key (selected letters of name, date of birth and sex)

- a large number of service types are not required to collect information on hours of service received by the service user[3]

- employment services (service types 5.01 and 5.02) are not required to collect selected informal carer information, including primary status, residency status and age group of the service user's carer.

Upon completion data are sent (as hard copy or electronic file) to the government funding organisation in each jurisdiction. Data are then edited and a data file finalised by each jurisdiction.[4] This file is used for analysis by each jurisdiction, and a copy containing the nationally agreed CSTDA NMDS data items is sent to the AIHW for further checking, editing and national collation.

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3   Service types 1.01–1.04, 1.08, 2.01–2.05, 2.07, 3.02, 5.01, 5.02, 6.01–6.05 and 7.01–7.04 are not required to collect the two applicable data items—hours received (reference week) and hours received (typical week). See Appendix 5 for a list of service type codes.

4   Some jurisdictions add data items of particular interest to them, sometimes for a single year.

1.5 Scope of the CSTDA NMDS

The CSTDA NMDS covers disability support services receiving some funding under the CSTDA during 2005–06, and the users of those services. In the context of this collection, CSTDA-funded services generally consist of:

- those services for people with disability that were funded or provided by the 'disability program area' within each state and territory and by the Australian Government before the first Commonwealth/State Disability Agreement (CSDA) (signed in 1991), and which were considered to be of a type to be included in the initial 'CSDA base'

- those services for people with disability that were transferred between the Australian Government and states and territories at the start of the first CSDA in 1991

- services provided or funded under the CSDA since the signing of the first CSDA and included under the second and third agreements, signed in 1998 and 2003, respectively.

There is some variation between jurisdictions in the services included under the CSTDA. Table 1.1 highlights the main areas where the borders between CSTDA-funded services and services funded under other programs are not consistent across jurisdictions.

Table 1.1: Scope of services included in the CSTDA NMDS collection, by state/territory, 2005–06

State/Territory	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Specialist psychiatric disability services	X	✓	✓	✓ [a]	X	X	X	X
Early childhood intervention	✓	✓	✓	✓	✓	X	X[b]	✓ [c]

(a)   Dual diagnosis services only.

(b)   Although there were no CSTDA-funded early childhood intervention services provided in the Australian Capital Territory, 49% of service users accessing ACT therapy support services were children aged 0–5 years.

(c)   Selected services only.

People with psychiatric disability (that is, generally people who experience ongoing limitations in the activities they undertake due to a mental illness or mental health problem) access a range of CSTDA-funded service types. In some jurisdictions (Victoria, Queensland and Western Australia), specialist psychiatric disability services are also funded specifically to provide such support. However, most specific mental health services are funded and provided under the health, rather than disability, portfolio. There appears to be no sharp distinction between what is classified as a 'psychiatric disability service' and a 'mental health service', with some mental health services providing support to people with psychiatric disability.

Similarly, most jurisdictions fund early childhood intervention services under the CSTDA to help children with a developmental delay to integrate with peers in preschools and the community more broadly. However, similar services are also funded under health and education portfolios.

The Australian Government also funded 53 respite outlets during 2005–06. However, these services were funded outside of the standard CSTDA funding arrangement and are therefore excluded from analyses in this report.

1.6 Government expenditure

Government expenditure on CSTDA-funded services during 2005–06 totalled $3.95 billion, or $3.64 billion when identified administration expenditure is excluded (Table 1.2). Amounts paid to state/territory governments by the Australian Government are included in state/territory totals for Table 1.2.

Almost half (49%) of all CSTDA expenditure in 2005–06 was on accommodation support services ($1,922 million). Community support services received around $484 million (12%), community access $463 million (12%), employment $400 million (10%) and respite $228 million (6%). 'Other' support services received a total of $92 million (2%) and advocacy, information and print disability services $46 million (1%). A further $315 million (8%) went towards administrative costs.

Table 1.2: Expenditure on disability support services by Australian, state and territory governments, by service group and administration expenditure, 2005–06

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
	\$ million									
Accommodation support	672.9	590.0	237.3	171.6	145.0	59.5	29.9	16.1	—	1,922.3
Community support	98.4	193.5	70.3	54.5	38.1	9.1	11.8	8.2	—	483.9
Community access	139.5	169.7	83.7	24.5	16.8	15.1	4.7	2.3	7.0[(a)]	463.3
Respite	73.0	59.8	48.6	20.9	8.7	5.9	4.5	1.9	4.9[(a)]	228.2
Employment	—	—	—	—	—	—	—	—	400.2	400.2
Advocacy, information and print disability	6.9	7.4	7.3	4.9	2.8	1.9	1.1	0.2	13.8	46.3
Other support	2.6	22.9	9.3	11.2	21.6	1.5	2.1	0.0	20.9	92.1
Subtotal	*993.3*	*1,043.3*	*456.5*	*287.6*	*233.0*	*93.0*	*54.1*	*28.7*	*446.7*	*3,636.2*
Administration	122.0	78.3	49.2	15.9	8.1	8.7	5.3	1.6	26.1	315.2
Total	**1,115.3**	**1,121.6**	**505.7**	**303.5**	**241.1**	**101.7**	**59.4**	**30.3**	**472.8**	**3,951.4**

(a)   Some Australian Government-funded community access and respite services are funded under the CSTDA from the Employment Assistance and Other Services appropriation.

Note: Figures may vary from those published in the *Report on government services 2007* (SCRGSP 2007) owing to the use of different counting rules in particular jurisdictions (for example, some jurisdictions may include funding for psychiatric-specific services in Table 2.2 but not in SCRCSSP 2007).

Sources: SCRCSSP 2007; and unpublished data provided to AIHW from each jurisdiction.

1.7 Outputs from the CSTDA NMDS collection

In addition to their use in service planning and monitoring in individual jurisdictions, CSTDA NMDS data are used for developing national performance indicators. Performance indicators form part of the accountability measures that jurisdictions report on under Schedule 3 of the 2002–07 agreement, which is published annually as part of the *Commonwealth State/Territory Disability Agreement Annual Public Report* (see NDA 2006). The AIHW also releases a supporting web publication, which includes these indicator tables in more detail (see AIHW 2006a). A set of performance indicators relating to disability is also published on an annual basis as part of the *Report on Government Services* (see SCRGSP 2007).

The AIHW has an interactive disability data site containing subsets of national information from the 2005–06 data collection, as well as previous data collections from 1999 onwards. This site can be found at <www.aihw.gov.au/disability/datacubes/index.html>, and allows anyone who has access to the Internet to view data via the web interface. Users can construct their own data tables and present them in a way meaningful to their needs.
(See AIHW 2006b: Box 2.5 for more information).

1.8 Data quality

Data quality should be taken into account when interpreting data in this report. Service type outlet response rates, service user response rates, the accuracy of the statistical linkage key, and 'not stated'/'not known' rates for individual data items all affect the accuracy and reliability of data. In particular, data quality should be considered when making comparisons between jurisdictions, between collection periods, and when analysing data items with particularly high 'not stated' rates.

See Chapter 7 for a detailed discussion of these issues.

2 Service users: characteristics and service use

This chapter examines the characteristics of service users, and provides details of the service types they received during the 12-month period from 1 July 2005 to 30 June 2006.

During 2005–06, 217,143 service users were recorded as receiving CSTDA-funded services (Table 2.1). Of these, 156,878 (72%) accessed state/territory-funded services, and 73,157 (34%) accessed Australian Government employment services (tables 2.3 and 2.4).

2.1 State distribution and service type

There are some differences across states and territories in both the proportion of service users and the number service types being accessed. This variation may reflect differing population structures of the states and territories, as well as jurisdiction priorities.

The total number of service users in each jurisdiction was, in general, related to the total population within each jurisdiction (Table 2.1). Victoria had the highest number of users, 80,953 (37% of all service users), followed by New South Wales (51,133 or 24%), Queensland (30,804 or 14%) and Western Australia (24,042 or 11%).

Consistent with previous years, community support services provided support to the most service users, with 96,664 people (45%) accessing these services in 2005–06 (Table 2.1). The next most commonly accessed service group was employment services (73,157 or 34%), followed by community access (47,738 or 22%), accommodation support (35,566 or 16%), and finally respite services (27,319 or 13%). Community support was the most common service group provided for six of the eight states/territories, with only Queensland and New South Wales reporting higher numbers of people accessing employment services.

Despite providing services to the fewest service users, respite services showed the greatest rate of growth in service user numbers, increasing by 33% over the past three years (2003–04 to 2005–06). This was followed by community support, which increased by 23%, and employment, 14% (Table A2.3).

Looking at individual service types, those with the greatest number of service users were open employment services (53,440 users), followed by case management, local coordination and development (42,702), and learning and life skills development (28,784) (Table 2.1).

Accommodation support services can be grouped into three broad categories: institutional accommodation (consisting of residentials/institutions and hostels), group homes, and in-home support (all other accommodation support service types). The majority (57%) of accommodation support users received in-home support. Close to one-third (32%) of accommodation support users were in group homes, and 14% were in institutional accommodation. While more service users accessed in-home support services than 3 years ago (from 17,829 in 2003–04 to 20,291 in 2005–06), the proportion of users in institutions or group homes has remained very stable (Figure 2.1 and Table A2.1).

Table 2.1: Users of CSTDA-funded services, service type by state and territory, 2005–06

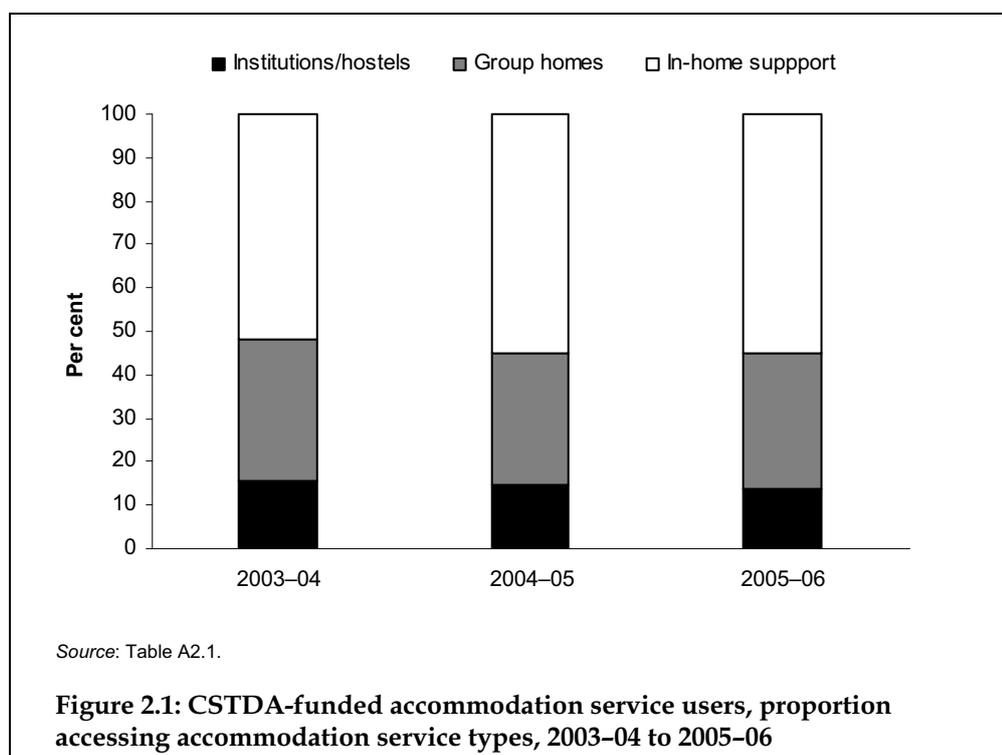| Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Accommodation support									
Large residential/institution	1,647	572	318	300	882	125	0	0	3,844
Small residential/institution	139	0	554	142	12	21	0	0	868
Hostels	80	167	0	0	14	88	0	0	349
Group homes	3,398	4,331	943	1,157	787	452	201	145	11,414
Attendant care/personal care	205	264	377	16	711	225	18	19	1,835
In-home accommodation support	1,481	8,104	3,260	1,832	2,141	201	113	47	17,175
Alternative family placement	24	7	90	25	83	0	0	13	242
Other accommodation support	174	686	93	37	0	41	0	8	1,039
Total accommodation support	*7,095*	*13,666*	*5,394*	*3,441*	*4,333*	*1,100*	*324*	*217*	*35,566*
Per cent of column total	*13.9*	*16.9*	*17.5*	*14.3*	*21.0*	*19.2*	*9.7*	*15.6*	*16.4*
Community support									
Therapy support for individuals	2,229	9,451	1,975	9,329	2,069	353	1,807	0	27,203
Early childhood intervention	4,928	8,444	1,125	1,095	887	0	0	96	16,552
Behaviour/specialist intervention	666	2,073	910	1,639	478	1	82	3	5,851
Counselling (individual/family/group)	99	0	1,239	114	1,196	0	0	254	2,902
Regional resource and support teams	11,036	0	497	399	1,344	996	0	0	14,270
Case management, local coordination	1,365	18,943	6,099	7,605	7,306	1,121	273	46	42,702
Other community support	3,164	0	397	2,612	663	0	50	31	6,917
Total community support	*21,067*	*34,121*	*9,654*	*16,048*	*11,348*	*2,163*	*2,073*	*423*	*96,664*
Per cent of column total	*41.2*	*42.1*	*31.3*	*66.7*	*55.1*	*37.8*	*62.3*	*30.5*	*44.5*
Community access									
Learning and life skills development	3,954	13,836	5,016	1,642	3,596	324	213	209	28,784
Recreation/holiday programs	1,369	621	1,536	2,177	1,404	464	157	140	7,867
Other community access	2,656	7,349	1,210	882	119	949	15	21	13,200
Total community access	*7,690*	*21,585*	*7,172*	*4,358*	*4,629*	*1,592*	*376*	*355*	*47,738*
Per cent of column total	*15.0*	*26.7*	*23.3*	*18.1*	*22.5*	*27.9*	*11.3*	*25.6*	*22.0*
Respite									
Own home respite	19	1,103	929	78	310	34	14	33	2,520
Centre-based respite/respite homes	2,737	4,851	1,997	937	677	234	207	64	11,691
Host family respite/peer support respite	259	522	52	8	193	0	0	17	1,051
Flexible respite	1,967	8,558	2,024	1,449	249	21	87	88	14,435
Other respite	88	1,124	273	33	318	5	0	0	1,841
Total respite	*4,593*	*13,719*	*4,451*	*2,293*	*1,538*	*279*	*292*	*195*	*27,319*
Per cent of column total	*9.0*	*16.9*	*14.4*	*9.5*	*7.5*	*4.9*	*8.8*	*14.0*	*12.6*

(continued)

Table 2.1 (continued): Users of CSTDA-funded services, service type by state and territory, 2005–06

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Employment									
Open employment	14,556	15,467	12,079	5,126	3,831	1,540	662	321	53,440
Supported employment	7,797	4,770	2,336	2,195	2,820	607	234	120	20,810
Total employment	*21,981*	*19,949*	*14,292*	*7,193*	*6,536*	*2,121*	*887*	*433*	*73,157*
Per cent of column total	*43.0*	*24.6*	*46.4*	*29.9*	*31.7*	*37.1*	*26.7*	*31.2*	*33.7*
Total	**51,133**	**80,953**	**30,804**	**24,042**	**20,607**	**5,716**	**3,327**	**1,389**	**217,143**

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 because individuals may have accessed services in more than one state or territory during the 12-month period. Service group totals may not be the sum of service components because individuals may have accessed more than one service type outlet from a service group over the 12-month period. Grand totals may not be the sum of service group components because individuals may have accessed more than one service group over the 12-month period.

2. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

3. Employment totals do not include 541 people categorised as 'independent workers' during 2005–06.

4. Due to coding inconsistencies, accommodation support service user numbers in the ACT are estimated to be undercounted by 15 service users.

5. 'Open and supported' employment services ceased to be operational from 1 December 2004.

Source: Table A2.1.

Figure 2.1: CSTDA-funded accommodation service users, proportion accessing accommodation service types, 2003–04 to 2005–06

To give an indication of the proportion of the CSTDA target population who are provided with a service, a rate of service users per 'potential' population is used (Table 2.2). 'Potential' populations are an estimate of the size of the population from which the target group is likely to come. This estimate is intended to broadly indicate the number of people with the potential to require specialist disability services for each of the service groups. These figures were calculated based on national age- and sex-specific rates of people with a severe or profound core activity limitation from the ABS 2003 Survey of Disability, Ageing and Carers (SDAC) (ABS 2004a). An Indigenous factor and labour force participation rates (for

employment) were also applied to the SDAC estimates—see Appendix 1 and Tables A1.5 and A1.6 for detailed calculations of these figures.

In 2005–06 employment services had the highest rate of service users compared with the potential population (210.7 per 1,000 potential population) (Table 2.2). This was followed by community support (136.8), respite (124.3), community access (67.6) and accommodation support (50.3).

Within state, territory or Australian government-funded services, users may access services run by government or non-government organisations. Around 69% of service users accessing state/territory-funded services used non-government services (108,737 of 156,878) (Table 2.3). Of theses services, community access had the largest proportion of non-government service users (41,623 of 47,738 or 87%), and community support the smallest proportion (47,528 of 96,664 or 49%).

Of service users accessing Australian Government-funded (employment) services, the vast majority (73,013 of 73,157) used services in the non-government sector (Table 2.4).

Table 2.2: Service users per 1,000 'potential' population by service group, for CSTDA-funded services, by state and territory, 2005–06

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Accommodation support									
Number of service users	7,095	13,666	5,394	3,441	4,333	1,100	324	217	35,566
Potential population	233,061	168,354	141,593	71,817	52,824	17,513	11,286	10,011	706,608
Service users per 1,000 potential population	*30.4*	*81.2*	*38.1*	*47.9*	*82.0*	*62.8*	*28.7*	*21.7*	*50.3*
Community support									
Number of service users	21,067	34,121	9,654	16,048	11,348	2,163	2,073	423	96,664
Potential population	233,061	168,354	141,593	71,817	52,824	17,513	11,286	10,011	706,608
Service users per 1,000 potential population	*90.4*	*202.7*	*68.2*	*223.5*	*214.8*	*123.5*	*183.7*	*42.3*	*136.8*
Community access									
Number of service users	7,690	21,585	7,172	4,358	4,629	1,592	376	355	47,738
Potential population	233,061	168,354	141,593	71,817	52,824	17,513	11,286	10,011	706,608
Service users per 1,000 potential population	*33.0*	*128.2*	*50.7*	*60.7*	*87.6*	*90.9*	*33.3*	*35.5*	*67.6*
Respite									
Number of service users	4,593	13,719	4,451	2,293	1,538	279	292	195	27,319
Potential population	72,497	52,296	44,110	22,326	16,491	5,488	3,503	3,087	219,848
Service users per 1,000 potential population	*63.4*	*262.3*	*100.9*	*102.7*	*93.3*	*50.8*	*83.4*	*63.2*	*124.3*
Employment									
Number of service users	21,981	19,949	14,292	7,193	6,536	2,121	887	433	73,157
Potential population	111,575	83,643	70,712	37,026	25,407	7,918	6,258	4,608	347,208
Service users per 1,000 potential population	*197.0*	*238.5*	*202.1*	*194.3*	*257.3*	*267.9*	*141.7*	*94.0*	*210.7*

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 months from 1 July 2003 to 30 June 2004. Totals for Australia may not be the sum of the components because individuals may have accessed services in more than one state or territory during the 12-month period.

2.   Potential population calculations are presented in Table A1.5; see also the introduction to Appendix 1 for more details.

Table 2.3: Users of state and territory CSTDA-funded services, agency sector by state and territory and by service group, 2005–06

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Accommodation support									
Government	4,274	4,266	736	1,513	864	148	149	41	11,992
Non-government	2,830	9,955	4,676	2,015	3,493	979	172	177	24,294
Not stated	3	0	0	0	0	0	10	0	13
Total	*7,095*	*13,666*	*5,394*	*3,441*	*4,333*	*1,100*	*324*	*217*	*35,566*
Community support									
Government	14,471	13,213	6,181	13,537	7,995	1,110	1,908	0	58,296
Non-government	8,084	23,594	4,086	5,489	4,540	1,140	217	423	47,528
Not stated	0	0	0	0	0	0	0	0	0
Total	*21,067*	*34,121*	*9,654*	*16,048*	*11,348*	*2,163*	*2,073*	*423*	*96,664*
Community access									
Government	4,138	1,514	647	300	311	211	82	71	7,273
Non-government	3,702	20,688	6,714	4,109	4,367	1,447	314	293	41,623
Not stated	13	0	0	0	0	0	0	0	13
Total	*7,690*	*21,585*	*7,172*	*4,358*	*4,629*	*1,592*	*376*	*355*	*47,738*
Respite									
Government	2,895	2,256	604	67	371	225	169	38	6,620
Non-government	2,051	12,257	4,022	2,245	1,177	70	140	159	22,101
Not stated	7	0	0	0	0	0	0	0	7
Total	*4,593*	*13,719*	*4,451*	*2,293*	*1,538*	*279*	*292*	*195*	*27,319*
Total state/territory service users									
Government	20,548	18,260	6,674	13,856	8,939	1,313	2,111	130	71,688
Non-government	14,897	54,340	14,588	10,260	9,958	3,188	706	936	108,737
Not stated	23	0	0	0	0	0	10	0	33
Total	**31,897**	**64,515**	**18,190**	**19,191**	**15,958**	**3,902**	**2,606**	**1,021**	**156,878**

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 because individuals may have accessed services in more than one state or territory during the 12-month period. Totals for each service group may not be the sum of components because individuals may have accessed both government and non-government services during the 12-month period.

2. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

Table 2.4: Users of Australian Government CSTDA-funded employment support services, agency sector by state and territory, 2005–06

Agency sector	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Government	23	13	113	0	0	0	0	0	149
Non-government	21,959	19,936	14,183	7,193	6,536	2,121	887	433	73,013
Total	**21,981**	**19,949**	**14,292**	**7,193**	**6,536**	**2,121**	**887**	**433**	**73,157**

Note: 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 because individuals may have accessed services in more than one state or territory during the 12-month period. Totals for each state or territory may not be the sum of components because individuals may have accessed both government and non-government services during the 12-month period.

2.2 Age, sex and disability group

Under the CSTDA NMDS, data are collected for service users relating to one primary disability group, and up to eleven 'other significant' disability groups. During 2005–06, intellectual disability (72,226 users, or 33%) was the most commonly reported primary disability group for service users, followed by psychiatric disability (30,064 or 14%) and physical disability (25,712 or 12%) (Table 2.5). While intellectual disability has consistently been the most commonly reported disability group by CSTDA users (for both main and all significant disability groups over the past 5 collections), physical/diverse disabilities were those most commonly reported in the broader population in 2003 (AIHW 2005b).[5] One possible explanation for the difference between the whole population and service user population is a historical one—CSTDA funded services were originally targeted at people with intellectual disabilities and services may still to an extent target this group. Alternatively this may reflect a higher need for services for people with intellectual disability.

Overall the proportion of service users reporting intellectual disability as their primary disability group decreased between 2003–04 (38%) and 2005–06 (33%) (Table 2.5 and AIHW 2005b)[6]. Additionally, excluding missing data, the reporting of autism as a primary disability has increased from 4.8% to 5.9% over the same period (Table A2.4). The proportion reporting neurological primary disability has increased from 5.9% to 6.8% with psychiatric disability from 9.1% to 16.4%[7]. Notable decreases in reporting were seen for developmental delay (from 5.7% to 2.5%), vision (5.4% to 3.3%) and specific learning/ADD (3.3% to 2.5%).

As per the previous two years, there were more males than females across all age groups, except for those aged 65 or older. In general the gap between the sexes in terms of user numbers tended to decrease with age (Figure 2.2). For both sexes, 20–24 years was the age group with the most service users.

In 2005–06 there were some marked differences between male and female service users—in particular the disability groups they reported. As with previous years, there were more male

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5   Although the group of people described by the Survey of Disability Ageing and Carers as being aged under 65 with a severe or profound core activity limitation are broadly those who would be eligible for services, they are different to the group of people who actually use the services. Inferences should not be drawn from the CSTDA service user population to the broader Australian population of people with disability.

6   Total numbers of service users with intellectual disability have increased indicating this reflects a greater increase in other disability types rather than a reduction of service users with an intellectual disability.

7   Note that there was a large increase in this proportion between 2004–05 and 2005–06 due to changes in reporting methods in Victoria.

service users (126,072 or 58%) than female (90,135 or 42%) (Table 2.5). A greater proportion of males reported autism as their primary disability group (7.1% of males compared with 2.1% of females), acquired brain injury (ABI)(4.6% compared with 2.8%) and specific learning/ADD (2.6% compared with 1.4%). In contrast, females were more likely to report neurological (7.8% compared with 4.3% for males) or vision (3.6% compared with 2.3%) as a primary disability.

Reported primary disability groups also varied between age groups—in particular between the youngest and oldest age groups. The most frequently reported primary disability for service users in all age groups from 5–64 years was intellectual disability, with the highest rate found among users aged 15–24 years (18,964 of 41,422 or 46%) (Table 2.5). The most commonly reported disability group for users aged 65 years and over was physical (3,371 of 13,873 or 24%) and for users aged 0–4 years the most commonly reported primary disability was developmental delay (26%). Note that primary disability group was not reported for more than a third (5,913 of 14,724 or 40%) of users aged 0–4 years.

The median age of CSTDA-funded service users was 31.4 years (35.3 years for females and 28.7 years for males), which is lower than for the Australian population overall (ABS 2007a). This pattern was similar across all service groups, although the difference was most pronounced among community support users (29.5 years for females, and 16.2 years for males) (Table A2.2).

Among community support users, there was a large difference between the median ages of males and females accessing counselling services (12.9 years for males, 33.4 years for females) and therapy support for individuals (15.6 years for males, 33.6 years for females) (Table A1.8). This difference in median ages may partly be explained by the fact that males were more likely to report primary disability groups usually associated with young people, such as developmental delay and autism (see above).

Overall, the median age of service users rose from 30.4 years to 31.4 years between 2003–04 and 2005–06. There was a rise in median ages across all five main service groups (Table A2.2).

Table 2.5: Users of CSTDA-funded services, sex and primary disability group by age group, 2005–06

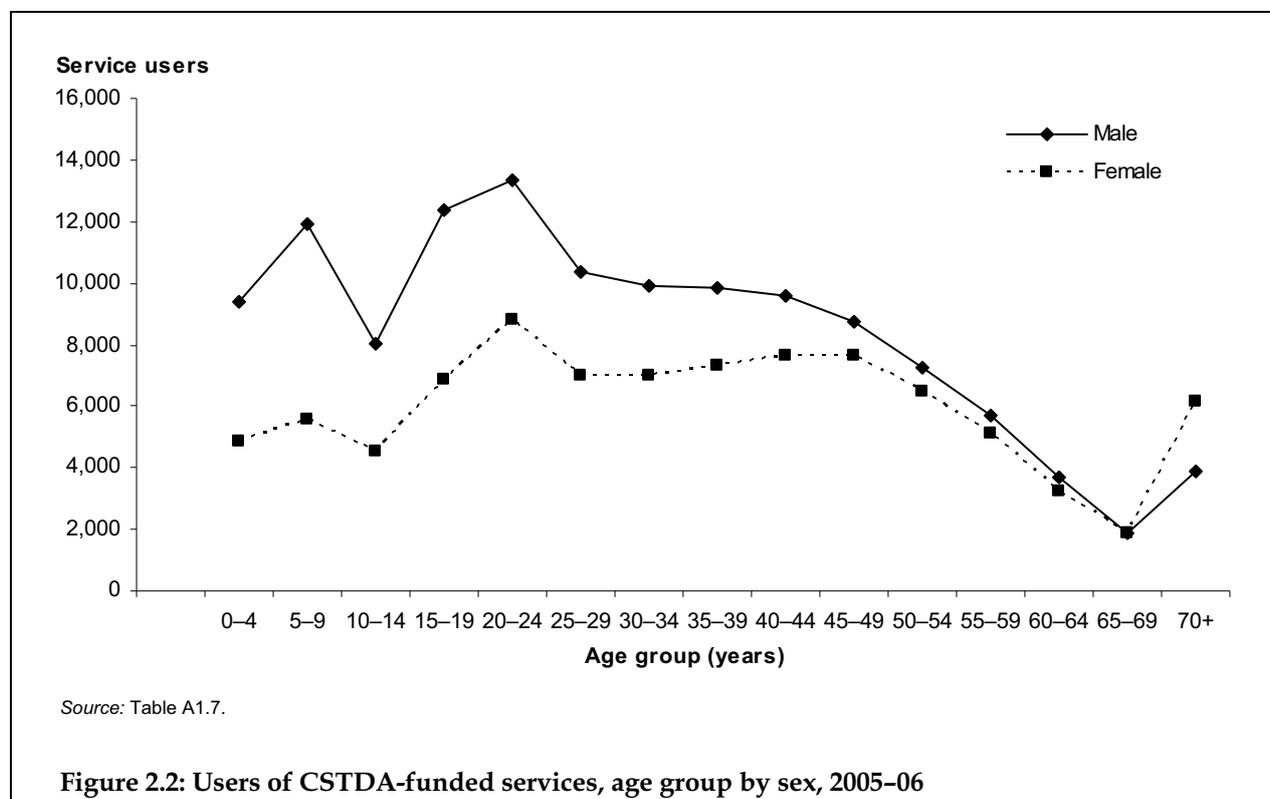| Primary disability group	Age group (years)							Total	
	0–4	5–14	15–24	25–44	45–64	65+	Not stated	No.	%
Males									
Intellectual	415	5,809	11,234	15,950	7,963	733	14	42,118	33.4
Specific learning/ADD	78	653	1,841	588	109	1	1	3,271	2.6
Autism	909	4,281	2,710	958	112	5	2	8,977	7.1
Physical	782	2,658	2,045	3,470	3,672	1,312	5	13,944	11.1
Acquired brain injury	59	174	515	2,276	2,348	383	3	5,758	4.6
Neurological	216	674	723	1,579	1,683	537	0	5,412	4.3
Deafblind	23	36	53	72	63	31	0	278	0.2
Vision	101	262	354	691	693	760	0	2,861	2.3
Hearing	112	230	514	857	685	872	0	3,270	2.6
Speech	531	627	82	39	25	14	0	1,318	1.0
Psychiatric	73	96	2,186	9,408	4,894	568	9	17,234	13.7
Developmental delay	2,430	487	0	0	0	0	0	2,917	2.3
Not stated/not collected	3,669	3,977	3,461	3,843	3,186	560	18	18,714	14.8
Total males	*9,398*	*19,964*	*25,718*	*39,731*	*25,433*	*5,776*	*52*	*126,072*	*100.0*
% total males	*7.5*	*15.8*	*20.4*	*31.5*	*20.2*	*4.6*	*0.0*	*100.0*	
Females									
Intellectual	284	3,540	7,714	11,567	6,252	692	6	30,055	33.3
Specific learning/ADD	39	197	694	287	72	1	2	1,292	1.4
Autism	191	865	557	263	43	6	1	1,926	2.1
Physical	543	1,912	1,546	2,642	3,009	2,059	2	11,713	13.0
Acquired brain injury	32	131	235	902	995	196	0	2,491	2.8
Neurological	154	581	621	2,262	2,671	762	2	7,053	7.8
Deafblind	15	28	51	76	35	49	1	255	0.3
Vision	98	206	240	552	593	1,542	0	3,231	3.6
Hearing	78	210	425	856	759	1,042	0	3,370	3.7
Speech	198	220	21	15	10	6	0	470	0.5
Psychiatric	53	60	1,524	6,046	4,305	783	7	12,778	14.2
Developmental delay	1,355	229	0	0	0	0	0	1,584	1.8
Not stated/not collected	1,839	1,894	2,018	3,484	3,724	946	12	13,917	15.4
Total females	*4,879*	*10,073*	*15,646*	*28,952*	*22,468*	*8,084*	*33*	*90,135*	*100.0*
% total females	*5.4*	*11.2*	*17.4*	*32.1*	*24.9*	*9.0*	*0.0*	*100.0*	

(continued)

Table 2.5 (continued): Users of CSTDA-funded services, sex and primary disability group by age group, 2005–06

All service users	0–4	5–14	15–24	25–44	45–64	65+	Not stated	No.	%
Intellectual	708	9,357	18,964	27,523	14,221	1,425	28	72,226	33.3
Specific learning/ADD	120	854	2,535	875	181	2	4	4,571	2.1
Autism	1,101	5,151	3,268	1,221	155	11	5	10,912	5.0
Physical	1,342	4,589	3,592	6,119	6,683	3,371	16	25,712	11.8
Acquired brain injury	91	305	750	3,178	3,346	580	4	8,254	3.8
Neurological	370	1,255	1,344	3,841	4,359	1,299	3	12,471	5.7
Deafblind	39	66	104	148	98	80	1	536	0.2
Vision	201	468	594	1,251	1,286	2,303	2	6,105	2.8
Hearing	191	440	940	1,713	1,446	1,915	1	6,646	3.1
Speech	730	847	103	54	35	20	1	1,790	0.8
Psychiatric	129	159	3,713	15,474	9,216	1,351	22	30,064	13.8
Developmental delay	3,789	717	0	0	0	0	0	4,506	2.1
Not stated/not collected	5,913	5,984	5,515	7,391	6,951	1,516	80	33,350	15.4
Total service users	**14,724**	**30,192**	**41,422**	**68,788**	**47,977**	**13,873**	**167**	**217,143**	**100.0**
% of total users	**6.8**	**13.9**	**19.1**	**31.7**	**22.1**	**6.4**	**0.1**	**100.0**	

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4).

2. 'All service users' includes 936 service users whose sex was not stated.

3. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–4 years age group.

4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Source: Table A1.7.

Figure 2.2: Users of CSTDA-funded services, age group by sex, 2005–06

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Many service users reported more than one disability group. Of the 183,793 users whose primary disability group was known, 61,718 (34%) reported at least one other significant disability group (Table 2.6). Some disability groups were more likely to be associated with multiple disabilities. For example, 50% of people with acquired brain injury (ABI) as a primary disability reported other significant disabilities, whereas only 10% of people with a primary hearing disability reported other significant disabilities.

The average number of disability groups reported per service user was 1.6—this ranged from 1.1 for service users reporting a psychiatric or hearing disability, to 2.0 for those reporting ABI as a primary disability.

Taking into account both primary disability groups and other significant disability groups, the three most commonly reported disability groups were intellectual (reported by 39% of all service users), physical (21%) and psychiatric (18%) (Table 2.7).

Some disabilities were more likely to be reported as an 'other significant' disability than as a primary disability. Such disabilities included speech, vision, deafblind, and neurological disabilities. The most significant of these was speech; less than 1% of service users reported speech as a primary disability group, whereas 9.5% reported speech as a significant other disability group.

Table 2.6: Users of CSTDA-funded services with known primary disability group, with or without the presence of other significant disability groups, 2005–06

Primary disability group	With other significant disability groups		Without other significant disability groups		Total		Average number of disability groups recorded
	No.	%	No.	%	No.	%	
Intellectual	31,899	44.2	40,327	55.8	72,226	100.0	1.8
Specific learning/ADD	676	14.8	3,895	85.2	4,571	100.0	1.2
Autism	4,837	44.3	6,075	55.7	10,912	100.0	1.7
Physical	8,803	34.2	16,909	65.8	25,712	100.0	1.7
Acquired brain injury	4,123	50.0	4,131	50.0	8,254	100.0	2.0
Neurological	4,278	34.3	8,193	65.7	12,471	100.0	1.6
Deafblind	239	44.6	297	55.4	536	100.0	1.8
Vision	2,181	35.7	3,924	64.3	6,105	100.0	1.5
Hearing	659	9.9	5,987	90.1	6,646	100.0	1.1
Speech	272	15.2	1,518	84.8	1,790	100.0	1.2
Psychiatric	2,064	6.9	28,000	93.1	30,064	100.0	1.1
Developmental delay	1,687	37.4	2,819	62.6	4,506	100.0	1.6
Total	**61,718**	**33.6**	**122,075**	**66.4**	**183,793**	**100.0**	**1.6**

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. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. This table excludes 33,350 service users for whom no disability information was available; hence the total does not match those in other tables.

Table 2.7: Users of CSTDA-funded services, primary disability group and all significant disability groups, 2005–06

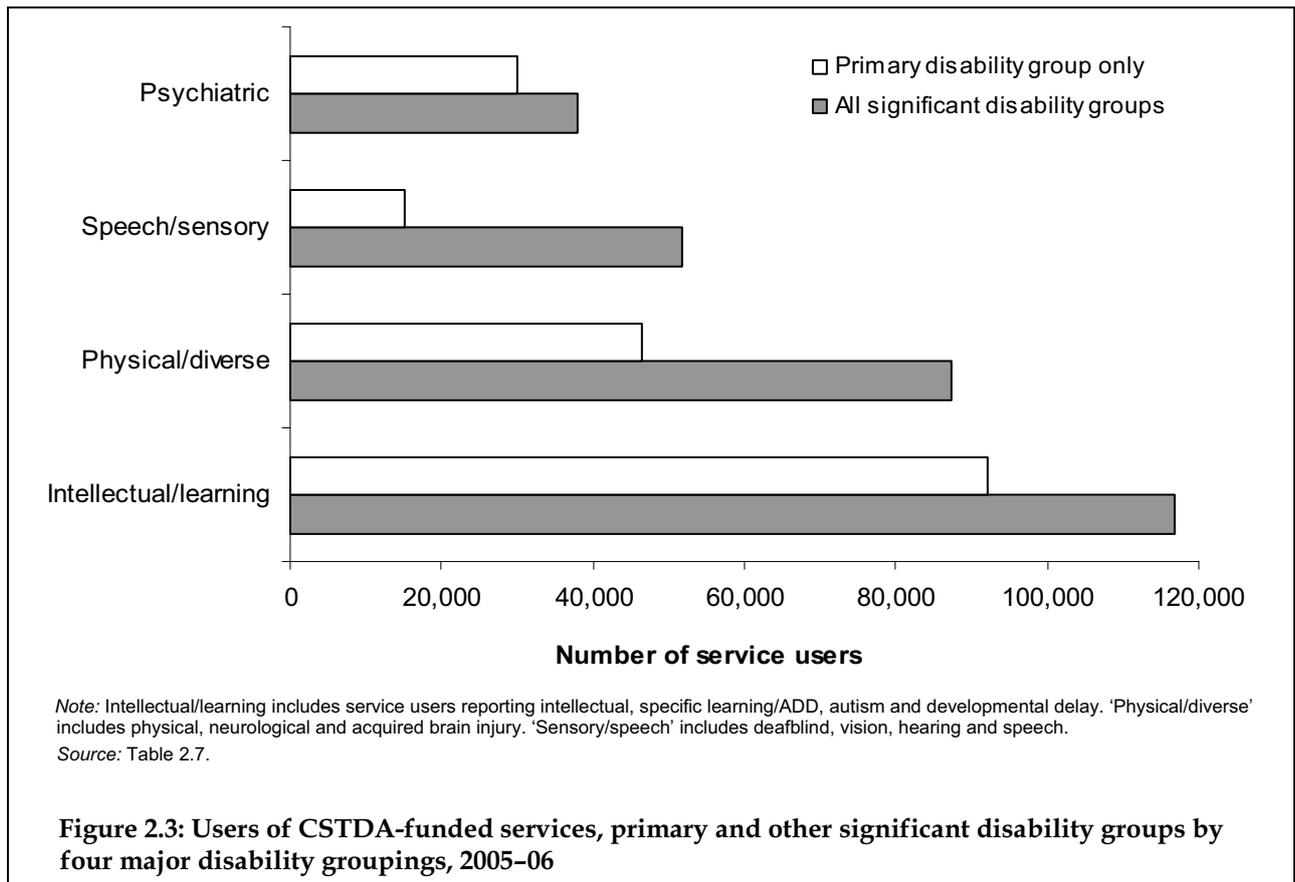| Disability group	Number reporting as a primary disability	Percentage of all service users	Number reporting as a significant other disability	Percentage of all service users	Total number reporting disability group	Percentage of all service users
Intellectual	72,226	33.3	11,507	5.3	83,733	38.6
Specific learning/ADD	4,571	2.1	4,783	2.2	9,354	4.3
Autism	10,912	5	6,801	3.1	17,713	8.2
Physical	25,712	11.8	20,462	9.4	46,174	21.3
Acquired brain injury	8,254	3.8	3,894	1.8	12,148	5.6
Neurological	12,471	5.7	16,425	7.6	28,896	13.3
Deafblind	536	0.2	809	0.4	1,345	0.6
Vision	6,105	2.8	10,140	4.7	16,245	7.5
Hearing	6,646	3.1	5,198	2.4	11,844	5.5
Speech	1,790	0.8	20,597	9.5	22,387	10.3
Psychiatric	30,064	13.8	8,022	3.7	38,086	17.5
Developmental delay	4,506	2.1	1,514	0.7	6,020	2.8
Not stated/not collected	33,350	15.4	n.a.	n.a.	n.a.	n.a.

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom disability data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Note: Intellectual/learning includes service users reporting intellectual, specific learning/ADD, autism and developmental delay. 'Physical/diverse' includes physical, neurological and acquired brain injury. 'Sensory/speech' includes deafblind, vision, hearing and speech.
Source: Table 2.7.

Figure 2.3: Users of CSTDA-funded services, primary and other significant disability groups by four major disability groupings, 2005–06

2.3   Aboriginal and Torres Strait Islander service users

People of Aboriginal and Torres Strait Islander origin have been found to experience a higher rate of disability than non-Indigenous people. Data from the 2002 National Aboriginal and Torres Strait Islander Social Survey (NATSISS) indicated that around 8% of Indigenous Australians aged 15 years or over had a severe or profound core activity limitation (ABS & AIHW 2005), and that Aboriginal and Torres Strait Islander peoples have severe disability rates approximately 2.4 times that of other Australians (AIHW 2006c).

In 2005–06, there were 7,182 Indigenous CSTDA-funded service users (3.3% of all users). The percentage of service users who were of Indigenous origin has changed little over the past three years. However, the 'not stated' rate for this item has changed radically since the 2003–04 collection, from 9.5% to 21.2% and back to 10.7% (Table 2.8; AIHW 2005b; AIHW 2006b). Given this high and variable not stated rate for the data item, it is very difficult to make comparisons over years.

The percentage of Indigenous service users varies between jurisdictions, and is generally consistent with overall population rates (Table 2.8). The Northern Territory reported the highest percentage of Indigenous users (30%), followed by Queensland (4.7%) followed by Western Australia (4.3%) and New South Wales (3.3%).

The Australian Indigenous population as a whole has a younger age structure than non-Indigenous population (ABS & AIHW 2005), which is reflected in the service user population. Indigenous service users were more likely to be in younger age groups (0–19 years) than non-Indigenous users and less likely to be in the older age groups (40–44 years and older) (Figure 2.4). The median age for Indigenous service users was 24.7 years compared with 31.5 years for non-Indigenous users (Table A1.9).

In general, reported primary disability groups were similar for Indigenous and non-Indigenous service users. The most commonly reported primary disability groups for Indigenous service users were intellectual (39%) and physical (14%), followed by psychiatric (12%) and acquired brain injury (6.3%) (Table 2.9). In comparison, non-Indigenous service users most commonly reported intellectual (36%), psychiatric (15%), physical (11%) and neurological (6.1%) disability. Indigenous service users were more likely than non-Indigenous users to report a primary disability of physical (14% compared with 11%), developmental delay (3.8% compared with 2.2%) and ABI (6.3% compared with 4.0%). Indigenous users were less likely to report a psychiatric primary disability (12% compared with 15%).

Service users who were Indigenous more often reported multiple disability groups; 46% reported a primary disability group and at least one other significant disability group, compared with 34% of non-Indigenous users (Table 2.10). Similarly, for Indigenous users the mean number of disability groups reported was 1.9 and whereas for non-Indigenous users it was 1.6. For all disability types the mean number of disability groups recorded was higher for people of Indigenous origin (Table A1.10) indicating that Indigenous service users may experience more complex disabilities than non-Indigenous service users.

Patterns of service use were very similar for Indigenous and non-Indigenous users. As for non-Indigenous users, community support provided services to the most Indigenous service users followed by employment, accommodation, community access, and respite services. However, Indigenous service users were more likely than non-Indigenous users to access respite (20% compared with 13%), and accommodation (20% and 18%) and community support (53% compared with 42%) services. A lower proportion of Indigenous users accessed employment (24% compared with 38%) and community access (20% compared with 23%) services (Table 2.11). Differences in services accessed may reflect different availability of services in regional/remote areas rather than differing needs of Indigenous and non-Indigenous service users.

Table 2.8: Users of CSTDA-funded services, Indigenous status by state/territory and proportion of Indigenous people aged 0–64 years, 2005–06

State/territory	Indigenous		Non-Indigenous		Not stated/ not collected		Total		People of Indigenous origin in the population aged 0–64 years
	No.	%	No.	%	No.	%	No.	%	%
NSW	1,709	3.3	47,860	93.6	1,564	3.1	51,133	100.0	2.4
Vic	1,795	2.2	64,727	80.0	14,431	17.8	80,953	100.0	0.7
Qld	1,433	4.7	28,270	91.8	1,101	3.6	30,804	100.0	3.8
WA	1,045	4.3	18,282	76.0	4,715	19.6	24,042	100.0	3.9
SA	634	3.1	19,212	93.2	761	3.7	20,607	100.0	2.1
Tas	168	2.9	5,291	92.6	257	4.5	5,716	100.0	4.3
ACT	42	1.3	3,082	92.6	203	6.1	3,327	100.0	1.4
NT	410	29.5	853	61.4	126	9.1	1,389	100.0	30.3
Australia	**7,182**	**3.3**	**186,805**	**86.0**	**23,156**	**10.7**	**217,143**	**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 because individuals may have accessed services in more than one state/territory during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. In tables the term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.

3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

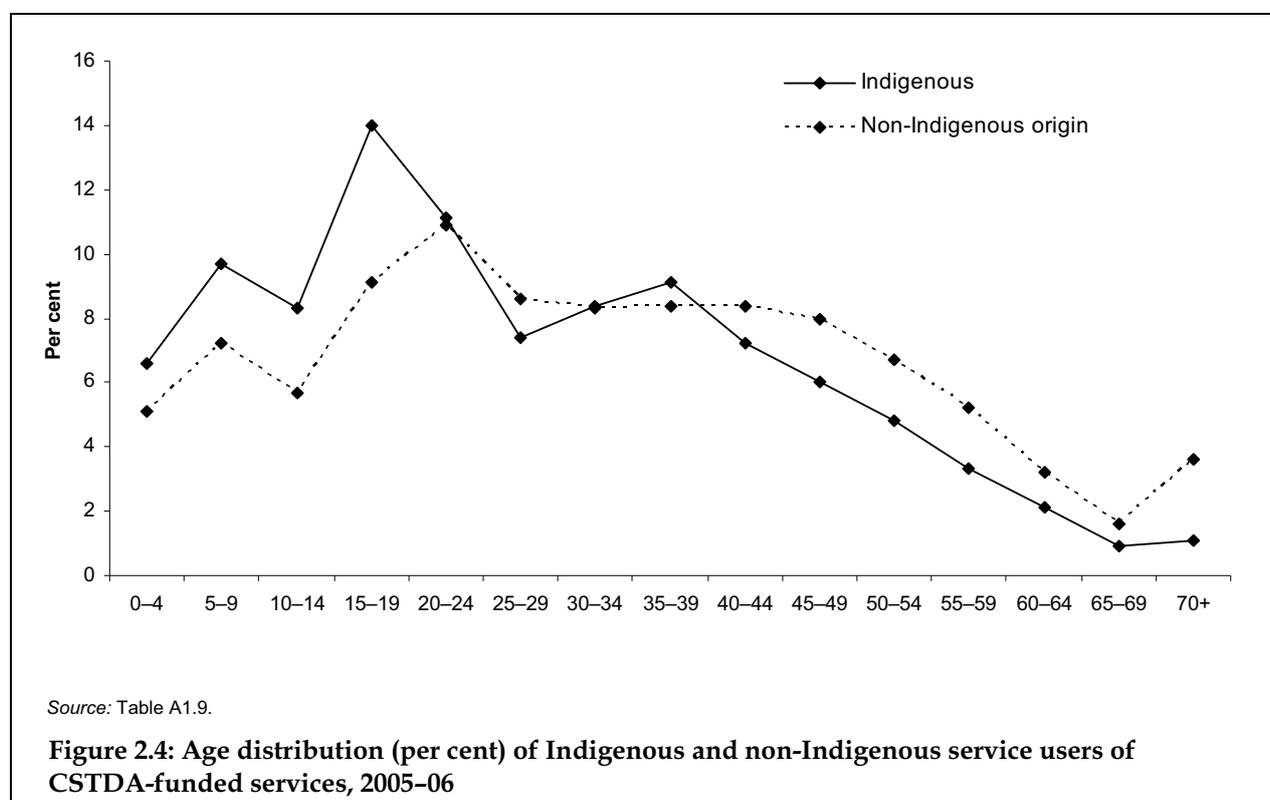*Sources:* ABS 2005a and ABS 2004b (for population data).

Source: Table A1.9.

Figure 2.4: Age distribution (per cent) of Indigenous and non-Indigenous service users of CSTDA-funded services, 2005–06

Table 2.9: Users of CSTDA-funded services, primary disability group by Indigenous status, 2005–06

Primary disability group	Indigenous No.	Indigenous %	Non-Indigenous No.	Non-Indigenous %	Not stated/ not collected No.	Not stated/ not collected %	Total No.	Total %
Intellectual	2,765	38.5	67,483	36.1	1,978	8.5	72,226	33.3
Specific learning/ADD	160	2.2	4,207	2.3	204	0.9	4,571	2.1
Autism	291	4.1	10,391	5.6	230	1.0	10,912	5.0
Physical	1,014	14.1	20,388	10.9	4,310	18.6	25,712	11.8
Acquired brain injury	456	6.3	7,484	4.0	314	1.4	8,254	3.8
Neurological	299	4.2	11,357	6.1	815	3.5	12,471	5.7
Deafblind	25	0.3	489	0.3	22	0.1	536	0.2
Vision	145	2.0	5,839	3.1	121	0.5	6,105	2.8
Hearing	159	2.2	6,106	3.3	381	1.6	6,646	3.1
Speech	67	0.9	1,600	0.9	123	0.5	1,790	0.8
Psychiatric	862	12.0	27,140	14.5	2,062	8.9	30,064	13.8
Developmental delay	276	3.8	4,053	2.2	177	0.8	4,506	2.1
Not stated/not collected	663	9.2	20,268	10.8	12,419	53.6	33,350	15.4
Total	**7,182**	**100.0**	**186,805**	**100.0**	**23,156**	**100.0**	**217,143**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. In tables the term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.

3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous and primary disability data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

4. Row percentages may not add to 100% due to rounding.

Table 2.10: Users of CSTDA-funded services, number of disability groups reported by Indigenous status, 2005–06

Number of disability groups reported	Indigenous		Non-Indigenous		Total	
	No.	%	No.	%	No.	%
1	3,506	53.8	109,188	65.6	122,075	66.4
2	1,539	23.6	31,003	18.6	33,279	18.1
3	701	10.8	14,349	8.6	15,522	8.4
4	440	6.7	7,335	4.4	7,876	4.3
5	210	3.2	3,233	1.9	3,471	1.9
6	82	1.3	1,099	0.7	1,196	0.7
7	34	0.5	267	0.2	303	0.2
8 or more	7	0.1	63	0.0	71	0.0
Total	**6,519**	**100.0**	**166,537**	**100.0**	**183,793**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. In tables the term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.

3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous and primary disability data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 2.11: Users of CSTDA-funded services, service group by Indigenous status, 2005–06

	Accommodation support		Community support		Community access		Respite		Employment		All service groups	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Indigenous	1,443	20.1	3,819	53.2	1,402	19.5	1,404	19.5	1,748	24.3	7,182	100.0
Non-Indigenous	32,909	17.6	77,831	41.7	42,063	22.5	23,971	12.8	70,121	37.5	186,805	100.0
Not stated/not collected	1,214	5.2	15,014	64.8	4,273	18.5	1,944	8.4	1,288	5.6	23,156	100.0
Total	**35,566**	**16.4**	**96,664**	**44.5**	**47,738**	**22.0**	**27,319**	**12.6**	**73,157**	**33.7**	**217,143**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Total for all service groups may not be the sum of components because individuals may have accessed services from more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

2.4 Country of birth

The CSTDA NMDS collects the country of birth of service users. In this report the 2001 Classification of Countries into English Proficiency Groups (DIMA 2003) is used to classify country of birth for analysis. This classification places countries into one of four groups based on the relative English proficiency (EP) of its recent arrivals to Australia, based on 1996 census data. English Proficiency Group 1 (EP1) is the group with the highest relative proficiency and English Proficiency Group 4 (EP4) the lowest. This is considered to be a more objective grouping than the former 'English-speaking countries' and 'other countries' grouping. See Appendix 6 for more details, including a full list of countries and their EP group.[8]

CSTDA services are predominately accessed by people who were born in Australia, (171,144 of 217,143 users, or 79%) (Table 2.12). An additional 6,229 service users (2.9%) were born in countries belonging to EP1, 4,646 (2.1%) to EP2, 5,446 (2.5%) to EP3 and 1,320 (0.6%) to EP4. There has been little change over the past three years in the proportion of service users from non-English speaking backgrounds. The proportion of users who were born in Australia has dropped from 83% in 2003–04 to 79% in 2005–06, and a slight rise has occurred in the proportion of people from EP Groups 2 and 3 (Table A2.5). When considering specific countries, England was the second-most reported country of birth (1.1%), followed by New Zealand (0.9%) and Italy (0.5%) (Table 2.13). The top 10 reported countries of birth have remained unchanged between 2004–05 and 2005–06.

Patterns of reported disability groups were similar for people born outside Australia to those born in Australia, with some small differences. Service users born outside Australia were more likely than Australian-born service users to report primary disability groups of neurological (3.1–13% compared with 5.6%), and psychiatric (19–32% compared with 13%), and less likely to report developmental delay (0.2–0.6% compared with 2.5%), intellectual (20–25% compared with 39%), or autism (2.3–3.6% compared with 5.8%) (Table 2.12).

Service users born in Australia also had a lower median age (30 years) than users born outside Australia (Table A1.11). Among service users born outside Australia, those born in EP4 countries had the youngest median age (36 years), followed by EP2 (40 years), EP3 (42 years) and EP1 (44 years). The varying age structures of the four EP groups may reflect the historical pattern of migration 'waves' from the various countries categorised into each EP group.

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8 The Australian Bureau of Statistics has developed a set of standards for statistics on cultural and language diversity (ABS 1999). These standards were designed to provide a comparative basis for the collection of data on cultural and linguistic backgrounds. The classification used in the report is consistent with these standards.

Table 2.12: Users of CSTDA-funded services, primary disability group by English Proficiency Group, 2005–06 (per cent)

Primary disability group	Australia	English Proficiency Group 1	English Proficiency Group 2	English Proficiency Group 3	English Proficiency Group 4	Not stated/ not collected	Total
Intellectual	38.7	19.8	22.4	20.9	25.0	8.2	33.3
Specific learning/ADD	2.4	1.1	1.2	0.9	1.2	1.0	2.1
Autism	5.8	3.6	3.4	2.3	2.7	1.7	5.0
Physical	11.0	11.3	13.1	12.2	12.9	16.8	11.8
Acquired brain injury	3.9	6.5	5.8	6.5	8.3	1.3	3.8
Neurological	5.6	13.1	6.7	8.2	3.1	4.4	5.7
Deafblind	0.3	0.4	0.3	0.4	0.2	0.1	0.2
Vision	2.8	8.1	5.0	4.4	2.1	1.4	2.8
Hearing	3.1	5.6	5.3	4.6	2.7	1.8	3.1
Speech	0.9	0.1	0.4	0.2	0.3	0.5	0.8
Psychiatric	13.4	18.8	22.4	27.2	31.8	10.7	13.8
Developmental delay	2.5	0.6	0.5	0.4	0.2	0.8	2.1
Not stated/not collected	9.8	11.0	13.4	11.8	9.6	51.3	15.4
Total	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total number	**171,144**	**6,229**	**4,646**	**5,446**	**1,320**	**28,358**	**217,143**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and country of birth data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 2.13: CSTDA-funded service users by top 10 reported countries of birth, 2004–05 and 2005–06

Country of birth	2004–05		2005–06	
	Number	%	Number	%
Australia	159,724	79.7	171,144	78.8
England	3,144	1.6	2,492	1.1
New Zealand	1,588	0.8	2,039	0.9
Italy	861	0.4	982	0.5
Viet Nam	833	0.4	868	0.4
Greece	568	0.3	583	0.3
Germany	451	0.2	500	0.2
India	405	0.2	456	0.2
Philippines	357	0.2	433	0.2
Scotland	462	0.2	370	0.2

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and country of birth data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

2.5 Communication method and need for an interpreter

Most service users (60%) reported 'spoken language' as their most effective method of communication (Table 2.14). A further 13% of users reported little or no effective communication, and 2% of users reported effective sign language. The communication method of an additional 7% of service users was not collected as these were children under 5 years. Communication method was not stated for 16% of users.

Service users reporting a primary disability of developmental delay, speech or deafblind were least likely to report spoken language as the most effective method of communication (2.5%, 27% and 42%, respectively—compared with 88% of service users with a primary disability of psychiatric). However, note that many of the users reporting developmental delay and speech as their primary disability were aged under 5 years and were therefore not able to report effective spoken language as a response. Just over one in four users (26%) with a primary disability of intellectual reported little or no effective method of communication. Other groups with a high representation of people with little or no effective communication were autism (24%), deafblind (16%) and physical (12%).

The majority of service users did not need interpreter services (81%). However, a total of 4,953 (2.3%) needed an interpreter for non-spoken communication, and 3,768 service users (1.7%) needed an interpreter for a spoken language other than English (Table 2.15). For 31,592 users (15%), no response was recorded for this item.

Service users with a primary disability of deafblind (21%) and hearing (11%) were more likely to report needing an interpreter for non-spoken communication than other users (Table 2.15). Service users with a primary disability of hearing (8.9%) were more likely than other users to report needing an interpreter for a spoken language other than English.

Table 2.14: Users of CSTDA-funded services, primary disability group by most effective method of communication, 2005–06 (per cent)

Primary disability group	Spoken language (effective)	Sign language (effective)	Other effective non-spoken communication	Little, or no effective	Child aged under 5 years	Not stated/not collected	Total
Intellectual	63.9	2.1	2.3	26.3	1.0	4.5	100.0
Specific learning/ADD	83.6	1.2	0.2	2.0	2.6	10.3	100.0
Autism	54.2	1.4	3.1	23.9	10.1	7.2	100.0
Physical	59.2	1.6	2.4	12.2	5.2	19.3	100.0
Acquired brain injury	78.4	1.7	2.6	10.7	1.1	5.5	100.0
Neurological	70.3	1.3	1.3	8.2	3.0	15.9	100.0
Deafblind	42.4	22.9	3.7	15.7	7.3	8.0	100.0
Vision	81.6	1.1	0.2	2.0	3.3	11.7	100.0
Hearing	61.1	22.6	0.6	3.2	2.9	9.6	100.0
Speech	27.0	1.2	1.0	8.1	40.8	21.8	100.0
Psychiatric	87.5	1.0	0.1	0.8	0.4	10.1	100.0
Developmental delay	2.5	0.0	0.4	5.3	84.1	7.7	100.0
Not stated/not collected	25.4	0.5	0.2	1.2	17.7	55.0	100.0
Total %	**60.3**	**2.1**	**1.5**	**13.0**	**6.8**	**16.3**	**100.0**
Total number	**130,976**	**4,625**	**3,199**	**28,168**	**14,724**	**35,451**	**217,143**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and communication data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 2.15: Users of CSTDA-funded services, need for interpreter services by primary disability, 2005–06

Primary disability group	Needs an interpreter for spoken language other than English		Needs an interpreter for non-spoken communication		Does not need an interpreter		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Intellectual	1,206	1.7	2,587	3.6	66,428	92.0	2,005	2.8	72,226	100.0
Specific learning/ADD	81	1.8	12	0.3	4,231	92.6	247	5.4	4,571	100.0
Autism	148	1.4	346	3.2	9,927	91.0	491	4.5	10,912	100.0
Physical	432	1.7	677	2.6	20,224	78.7	4,379	17.0	25,712	100.0
Acquired brain injury	245	3.0	126	1.5	7,639	92.5	244	3.0	8,254	100.0
Neurological	169	1.4	147	1.2	10,371	83.2	1,784	14.3	12,471	100.0
Deafblind	16	3.0	113	21.1	358	66.8	49	9.1	536	100.0
Vision	100	1.6	20	0.3	5,776	94.6	209	3.4	6,105	100.0
Hearing	591	8.9	749	11.3	4,905	73.8	401	6.0	6,646	100.0
Speech	23	1.3	26	1.5	1,672	93.4	69	3.9	1,790	100.0
Psychiatric	494	1.6	76	0.3	27,353	91.0	2,141	7.1	30,064	100.0
Developmental delay	57	1.3	54	1.2	4,193	93.1	202	4.5	4,506	100.0
Not stated/not collected	206	0.6	20	0.1	13,753	41.2	19,371	58.1	33,350	100.0
Total	**3,768**	**1.7**	**4,953**	**2.3**	**176,830**	**81.4**	**31,592**	**14.5**	**217,143**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and need for interpreter data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

2.6 Income and labour force status

The NMDS collects selected information relating to income and employment. Labour force status was collected for service users aged 15 years or over (that is, those of working age). For users aged 16 years or over, information was also collected on main income source. For users aged under 16 years, information was collected about whether a parent/guardian was in receipt of the Carer Allowance (child).

Of the 158,187 service users who were aged between 15 and 64 years, 50,905 (32%) were employed, 39,650 (25%) were unemployed, and 51,769 (33%) were not in the labour force (Table 2.16). A further 15,863 (10%) did not provide information for this item. Within the general population in 2005–06, approximately 72% were employed, 3.8% were unemployed, and 24% were not in the labour force (ABS 2007b).

Service users who were using employment services were most likely to be employed. For those aged 15–64 years, 41,852 (58%) were employed. An alternative way of viewing this is that 82% of users who were employed were using employment services. Service users accessing community support were most likely to report that they were not in the labour force (62%) and least likely to be employed (14%) (Table 2.16).

Of service users aged 16 years and over, the most commonly reported main source of income was the Disability Support Pension (DSP) (56%), followed by other pension or benefit (10%),

and paid employment (7%) (Table 2.17). However, this information was not stated for almost a quarter (24%) of all users in this age group. Among service users whose main source of income was known, almost three-quarters (74%) reported the DSP as their main source of income. Of those users who were employed, only 23% recorded paid employment as their main source of income and 55% recorded disability support pension as their main source of income (Table 2.18).

Of the 47,614 service users aged under 16 years, 29% had a parent/guardian receiving the Carer Allowance (child) and 8% did not (Table 2.19). The remaining 63% of users aged under 16 years did not report this item. A higher proportion of users whose primary disability was in the broad group of physical/diverse or intellectual/learning (47% and 38% respectively) reported that a parent/guardian was in receipt of the Carer Allowance (child).

Table 2.16: Users of CSTDA-funded services aged 15–64 years, labour force status by service group, 2005–06

Service user age and service group	Employed		Unemployed		Not in the labour force		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Service users aged 15–64 years										
Accommodation support	6,626	21.1	4,107	13.1	19,010	60.6	1,637	5.2	31,380	100.0
Community support	10,381	21.0	6,682	13.5	24,922	50.4	7,426	15.0	49,411	100.0
Community access	5,522	13.7	5,211	13.0	24,967	62.1	4,527	11.3	40,227	100.0
Respite	2,622	14.2	2,129	11.6	10,723	58.2	2,946	16.0	18,420	100.0
Employment	41,897	57.7	29,556	40.7	395	0.5	777	1.1	72,625	100.0
Total	**50,905**	**32.2**	**39,650**	**25.1**	**51,769**	**32.7**	**15,863**	**10.0**	**158,187**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Total for all service groups may not be the sum of components because individuals may have accessed services from more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. Only those aged 15 years and over were asked to respond about labour force status. Working-age service users include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about labour force status.

3. Please refer to AIHW 2005a for full definitions of 'employed', 'unemployed' and 'not in the labour force'.

4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and labour force status data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 2.17: Users of CSTDA-funded services aged 16 years and over, main income source by primary disability group (per cent), 2005–06

Broad primary disability group	Disability support pension	Other pension or benefit	Paid employment	Compensation payments	Other income	Nil income	Not known/ stated	Total	Total number
Intellectual/learning	76.0	5.1	5.1	0.1	0.4	1.1	12.1	100.0	68,702
Physical/diverse	51.5	8.2	8.7	1.2	1.9	1.8	26.6	100.0	37,948
Sensory/speech	26.5	23.6	11.7	0.3	3.7	1.3	32.9	100.0	11,971
Psychiatric	55.0	15.8	8.7	0.3	1.5	2.0	16.8	100.0	29,728
Not stated	19.7	9.0	8.0	0.2	0.7	1.5	60.9	100.0	21,020
Total	**56.4**	**9.5**	**7.3**	**0.4**	**1.2**	**1.5**	**23.7**	**100.0**	**169,369**
% of valid responses	*73.9*	*12.4*	*9.6*	*0.6*	*1.6*	*1.9*	*31.1*		

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. Only those aged 16 years and over were asked to respond about income other than Carer Allowance. Adults include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about income sources other than the carer allowance.

3. There were 284 service users of unknown age and income source who are not included in this table, or in Table 3.19.

4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and income data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 2.18: Users of CSTDA-funded services aged 16 to 64 years, labour force status by main source of income, 2005–06

Main source of income	Employed No.	Employed %	Unemployed No.	Unemployed %	Not in the labour force No.	Not in the labour force %	Not stated/ known No.	Not stated/ known %	Total No.	Total %
Disability support pension	28,460	55.3	22,128	55.1	43,986	70.9	894	5.7	95,468	56.4
Other pension or benefit	3,383	6.6	7,713	19.2	4,735	7.6	245	1.6	16,076	9.5
Paid employment	12,028	23.4	99	0.2	273	0.4	27	0.2	12,427	7.3
Compensation payments	128	0.2	181	0.5	402	0.6	5	0.0	716	0.4
Other income	443	0.9	520	1.3	1,027	1.7	31	0.2	2,021	1.2
Nil income	522	1.0	1,160	2.9	769	1.2	61	0.4	2,512	1.5
Not known/stated/collected	6,525	12.7	8,325	20.7	10,810	17.4	14,489	92.0	40,149	23.7
Total	**51,489**	**100.0**	**40,126**	**100.0**	**62,002**	**100.0**	**15,752**	**100.0**	**169,369**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. Only those aged 16 years and over were asked to respond about income other than Carer Allowance. Adults include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about income sources other than the carer allowance.

3. 'Not known/stated/collected' includes both service users accessing only 3.02 services for whom primary disability and income data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 2.19: Users of CSTDA-funded services aged under 16 years, income to parents from the Carer Allowance (child) by primary disability group, 2005–06

Primary disability group	With Carer Allowance (child)		Without Carer Allowance (child)		Carer Allowance (child) not known/collected			Total
	No.	%	No.	%	No.	%	No.	%
Intellectual/learning	8,936	38.1	1,794	7.6	12,746	54.3	23,476	100.0
Physical/diverse	3,968	46.9	859	10.1	3,640	43.0	8,467	100.0
Sensory/speech	681	22.0	596	19.2	1,824	58.8	3,101	100.0
Psychiatric	53	16.6	39	12.2	228	71.3	320	100.0
Not stated/not collected	263	2.1	618	5.0	11,369	92.8	12,250	100.0
Total	**13,901**	**29.2**	**3,906**	**8.2**	**29,807**	**62.6**	**47,614**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. Only those aged less than 16 years were asked to respond about Carer Allowance (child) income. Children include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about child income sources.

3. There were 284 service users of unknown age and income source who are not included in this table or in Table 2.17.

4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and income data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

2.7 Individualised funding

As well as funding agencies directly, jurisdictions may provide 'individualised funding' for the purchase of approved services. Individualised funding is allocated to individual service users on the basis of a needs assessment, funding application or similar process. It involves the application of funding to a particular service outlet or outlets that the service user (or advocate/carer) has chosen as relevant to his or her needs. Individual funding programs allow for greater flexibility and choice of services, and funding is able to move with the individual if he or she chooses to use another service.

A total of 93,476 service users (43%) reported that they received individualised funding during 2005–06 (Table 2.20). Those in community support services were the least likely to report being in receipt of individualised funding (20%). All service users accessing employment services are recorded as receiving individualised funding. However, it should be noted that employment service users receive 'case based' funding, which is different to individualised funding.[9] There has been an increase in the percentage of people receiving individualised funding over the last 3 years, across all five service groups (Figure 2.5 and Table A2.6). Respite has risen from 6% to 28%, accommodation support from 21% to 37%, community access from 15% to 29%, and community support from 14% to 20%.
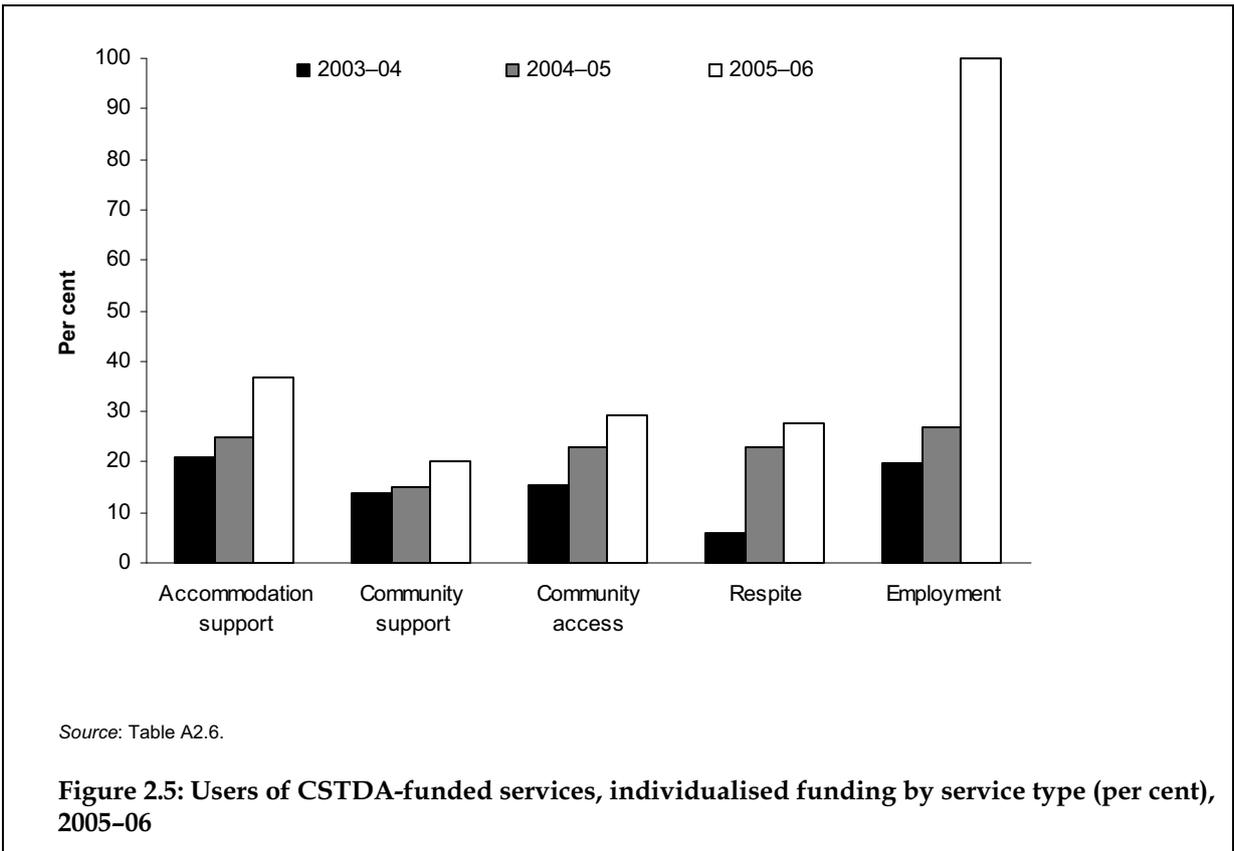
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9   Case-based funding is a fee-for-service arrangement in which fees are paid to providers to assist job seekers with disability to find and keep employment. The fees are based on the job seekers' support needs and their employment outcomes.

Table 2.20: Users of CSTDA-funded services, individual funding status by service group, 2005–06

Service group	Has individualised funding		Does not have individualised funding		Not known		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Accommodation support	13,094	36.8	21,324	60.0	589	1.7	559	1.6	35,566	100.0
Community support	19,648	20.3	60,227	62.3	4,684	4.8	12,105	12.5	96,664	100.0
Community access	14,017	29.4	29,598	62.0	1,203	2.5	2,920	6.1	47,738	100.0
Respite	7,590	27.8	17,998	65.9	1,069	3.9	662	2.4	27,319	100.0
Employment	73,157	100.0	0	0.0	0	0.0	0	0.0	73,157	100.0
Total	**93,476**	**43.0**	**100,668**	**46.4**	**6,916**	**3.2**	**16,083**	**7.4**	**217,143**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Total for all service groups may not be the sum of components because individuals may have accessed services from more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. Case-based funding is currently being implemented within employment services. Once fully implemented, 100% of employment service users will be funded under this mechanism.

3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom individualised funding data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Source: Table A2.6.

Figure 2.5: Users of CSTDA-funded services, individualised funding by service type (per cent), 2005–06

2.8   Location of service users

Service user information collected in the NMDS included the residential postcode of service users. This report uses Remoteness Areas (RAs) of the ABS Australian Standard Geographical Classification (ASGC) (ABS 2001) to classify remoteness of service user location based on postcode. There are five major RAs into which service user postcodes are placed: major cities; inner regional areas; outer regional areas; remote areas; and very remote areas.

Of the 203,103 service users whose residential location was known, 125,750 (62%) lived in major cities. A further 49,229 (24%) were in inner regional areas, 20,278 (10%) outer regional, 2,217 (1.1%) remote and 982 (0.7%) very remote (Table 2.21). The rate of people accessing CSTDA-funded services was highest in inner regional areas (13.4 users per 1,000 population aged under 65 years), followed by outer regional areas (11.3) and major cities (10.7). People in remote areas and very remote areas were the least likely to access CSTDA-funded services (7.6 and 5.9, respectively).

The number of service users per 1,000 population aged under 65 years in major cities was highest for Victoria (15.1) and South Australia (13.8) (Table 2.21). In inner regional areas, the rate was highest for the Australian Capital Territory (85.8) (note that the absolute numbers in Australia Capital Territory were very small) and Victoria (21.8); for outer regional areas Victoria (21.6) and Western Australia (13.1) had the highest rates. In remote areas, rates were highest in Victoria (20.4), Western Australia (9.7) and South Australia (also 9.7), and in very remote areas New South Wales (9.4) and Western Australia (8.1) had the highest rates.

The proportion of Indigenous service users was lower in major cities (2.0%) and inner regional areas (3.4%) compared with for other geographical areas. As remoteness increased, so too did the proportion of Indigenous users, who represented 8% of service users in outer regional areas 19% in remote areas and 39% in very remote areas (Table A1.12).

Table 2.21: Users of CSTDA-funded services, service user location by state/territory, 2005–06

Location of service user	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
People aged under 65 years									
Major cities	4,222,850	3,203,386	1,849,710	1,245,906	937,160	0	293,991	0	11,753,003
Inner regional	1,178,355	924,128	896,838	233,628	169,170	265,959	583	0	3,669,197
Outer regional	401,717	212,614	615,168	163,747	149,320	139,928	0	105,648	1,788,142
Remote	33,153	4,651	85,733	82,142	39,899	7,264	0	40,326	293,169
Very remote	7,030	0	48,581	47,756	12,152	2,092	0	47,984	167,600
All Australians	*5,843,105*	*4,344,779*	*3,496,030*	*1,773,179*	*1,307,701*	*415,243*	*294,574*	*193,958*	*17,671,111*
Service users aged under 65									
Major cities	31,575	48,412	15,640	14,441	12,905	30	3,160	15	125,750
Inner regional	12,890	20,124	7,995	2,565	2,141	3,699	50	18	49,229
Outer regional	4,409	4,593	4,998	2,148	1,826	1,561	9	856	20,278
Remote	199	95	513	798	388	51	1	182	2,217
Very remote	66	1	344	388	62	7	0	120	982
All service users	*49,719*	*75,485*	*29,993*	*20,592*	*17,995*	*5,564*	*3,307*	*1,273*	*203,103*
Service users per 1,000 population aged under 65 years									
Major cities	7.5	15.1	8.5	11.6	13.8	—	10.7	—	10.7
Inner regional	10.9	21.8	8.9	11.0	12.7	13.9	85.8		13.4
Outer regional	11.0	21.6	8.1	13.1	12.2	11.2	—	8.1	11.3
Remote	6.0	20.4	6.0	9.7	9.7	7.0	—	4.5	7.6
Very remote	9.4	—	7.1	8.1	5.1	3.3	—	2.5	5.9
All service users	*8.5*	*17.4*	*8.6*	*11.6*	*13.8*	*13.4*	*11.2*	*6.6*	*11.5*

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. The number of service users in each remoteness area (RA) were 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 service users aged under 65 years include 4,648 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 service in another jurisdiction, or service users moving between jurisdictions within the reporting period.

Source: ABS Statistical Local Area estimates for June 2005.

3   Informal carers, support needs and living arrangements

This chapter presents information on informal carers, support needs and living arrangements for CSTDA-funded service users during 2005–06.

3.1   Presence of an informal carer

An informal carer is considered to be a person, such as a family member, friend or neighbour, who provides regular and sustained care and assistance to a person requiring support (AIHW 2005a). Informal care is generally unpaid, though it does include carers who may receive a pension or benefit for their caring role.

In 2005–06, about 45% (or 97,410) of the 217,143 service users reported having an informal carer (Table 3.1). A further 36% (or 77,268) of users indicated that they did not have an informal carer, while for the remaining users, this information was either not stated or not collected. The proportion of service users who have an informal carer has slightly increased since 2003–04, when it was 42% (AIHW 2005b).

Service users accessing respite services were much more likely to report having an informal carer (90%) than those accessing any other service group (see Table 3.1). While the proportion of users with an informal carer was the lowest for employment services (33%), people accessing accommodation services where the most likely to state not having an informal carer (55%). This may, in part, be due to the high level of 'not stated' responses for employment services.

Service users located in inner regional areas (44%) and major cities (45%) were less likely than those in any other locations to report the presence of an informal carer (Table 3.2). The likelihood of reporting an informal carer was considerably higher in remote (56%) and very remote (59%) locations.

Table 3.1: Users of CSTDA-funded services, existence of an informal carer by service group, 2005–06

Service group	Has an informal carer		Does not have an informal carer		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Accommodation support	14,696	41.3	19,536	54.9	1,334	3.8	35,566	100.0
Community support	53,341	55.2	22,307	23.1	21,016	21.7	96,664	100.0
Community access	22,396	46.9	21,426	44.9	3,916	8.2	47,738	100.0
Respite	24,648	90.2	2,095	7.7	576	2.1	27,319	100.0
Employment	24,448	33.4	32,332	44.2	16,377	22.4	73,157	100.0
Total	**97,410**	**44.9**	**77,268**	**35.6**	**42,465**	**19.6**	**217,143**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Column totals may not be the sum of components because individuals may have accessed services in more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 3.2: Users of CSTDA-funded services, existence of an informal carer by location, 2005–06

Location	Has an informal carer		Does not have an informal carer		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Major cities	60,522	45.2	48,535	36.2	24,983	18.6	134,040	100.0
Inner regional	23,022	43.9	19,477	37.1	9,972	19.0	52,471	100.0
Outer regional	10,686	48.4	7,112	32.2	4,269	19.3	22,067	100.0
Remote	1,385	56.1	648	26.3	436	17.7	2,469	100.0
Very remote	657	58.8	223	20.0	237	21.2	1,117	100.0
Not stated/collected	1,139	22.9	1,272	25.5	2,568	51.6	4,979	100.0
Total	**97,410**	**44.9**	**77,268**	**35.6**	**42,465**	**19.6**	**217,143**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Column totals may not be the sum of components because individuals may have accessed services in more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

3.2 Carer age and relationship to service user

Of the 97,410 service users who indicated the presence of an informal carer, the majority (59% or 57,786 users) also identified that this role was held by their mother (Table 3.3). A further 7,775 users (8%) reported a spouse/partner as their informal carer, followed by fathers or other family (both approximately 6%).

Mothers were most likely to be the informal carer of service users in the three youngest age groups, with the highest proportion (81%) reported for users aged 0–14 years. For the age groups 45–64 years and 65 and over, an informal carer was most likely to be a spouse/ partner (25% and 43%, respectively). Additionally, 'child' informal carers were reported for 21% of carer relationships for service users aged 65 or over.

Of the 68,984 informal carers for whom age was known, the majority were between 25–44 years (45% or 30,850 carers) or 45–64 years (40% or 27,865 carers) (Table 3.4). A further 8,554 (12%) of informal carers were aged 65+, with 1,483 aged 15–24, and 232 aged 0–14 years.

The highest number of service users with an informal carer was reported for the age group 0–14 years (29,538 users), followed by users aged 25–44 years (27,574) then 15–24 years (22,280) (Table 3.5). For 0–14 year olds, more than two-thirds (69% or 20,495) of informal carers were aged 25–44 years. Service users aged 15–24 years or 25–44 years were most likely to have an informal carer aged 45–64 years (both 40%).

Table 3.3: CSTDA-funded service users with an informal carer, relationship of carer to service user by service user age, 2005–06

Relationship of carer to service user	Age group of service user (years)						
	0–14	15–24	25–44	45–64	65+	Not stated	Total
	Number						
Spouse	—	214	2,450	3,739	1,358	14	7,775
Mother	23,767	15,502	14,996	3,456	44	21	57,786
Father	1,351	1,681	2,139	623	8	3	5,805
Child	—	65	178	580	661	2	1,486
Other family	713	886	1,576	2,048	378	4	5,605
Friend/neighbour	138	298	692	626	166	—	1,920
Not stated	3,569	3,634	5,543	3,692	583	12	17,033
Total	**29,538**	**22,280**	**27,574**	**14,764**	**3,198**	**56**	**97,410**
	Per cent						
Spouse	—	1.0	8.9	25.3	42.5	25.0	8.0
Mother	80.5	69.6	54.4	23.4	1.4	37.5	59.3
Father	4.6	7.5	7.8	4.2	0.3	5.4	6.0
Child	—	0.3	0.6	3.9	20.7	3.6	1.5
Other family	2.4	4.0	5.7	13.9	11.8	7.1	5.8
Friend/neighbour	0.5	1.3	2.5	4.2	5.2	—	2.0
Not stated	12.1	16.3	20.1	25.0	18.2	21.4	17.5
Total	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–4 years age group.

3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

4. Informal carer relationship categories are grouped as follows: 'spouse' includes the categories 'wife/female partner' and 'husband/male partner'; 'child' includes 'daughter' and 'son'; 'other family' includes 'daughter-in-law', 'son-in-law', 'other female relative' and 'other male relative'; 'friend /neighbour' includes 'friend/neighbour—female' and 'friend/neighbour—male'.

Table 3.4: CSTDA-funded service users with an informal carer, relationship of carer to service user by age group of carer, 2005–06

Relationship of carer to service user	Age group of carer (years)					Not stated/ not collected	Total
	0–14	15–24	25–44	45–64	65+		
			Number				
Spouse	—	210	2,103	3,476	1,246	740	7,775
Mother	—	797	25,078	18,112	5,182	8,617	57,786
Father	—	20	1,109	2,241	1,048	1,387	5,805
Child	74	266	415	450	47	234	1,486
Other family	9	91	1,141	2,259	743	1,362	5,605
Friend/neighbour	2	22	510	743	174	469	1,920
Not stated	147	77	494	584	114	15,617	17,033
Total	**232**	**1,483**	**30,850**	**27,865**	**8,554**	**28,426**	**97,410**
			Per cent				
Spouse	—	14.2	6.8	12.5	14.6	2.6	8.0
Mother	—	53.7	81.3	65.0	60.6	30.3	59.3
Father	—	1.3	3.6	8.0	12.3	4.9	6.0
Child	31.9	17.9	1.3	1.6	0.5	0.8	1.5
Other family	3.9	6.1	3.7	8.1	8.7	4.8	5.8
Friend/neighbour	0.9	1.5	1.7	2.7	2.0	1.6	2.0
Not stated	63.4	5.2	1.6	2.1	1.3	54.9	17.5
Total	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories. Service users who accessed employment services only (service types 5.01 and 5.02) and did not submit a response are also included in the 'not collected' category for 'age group of carer'. These service users were not required to complete this data item.

3. Informal carer relationship categories are grouped as follows: 'spouse' includes the categories 'wife/female partner' and 'husband/male partner'; 'child' includes 'daughter' and 'son'; 'other family' includes 'daughter-in-law', 'son-in-law', 'other female relative' and 'other male relative'; 'friend /neighbour' includes 'friend/neighbour—female' and 'friend/neighbour—male'.

Table 3.5: CSTDA-funded service users with an informal carer, age of service user by age of carer, 2005–06

Age group of service user (years)	Age group of carer (years)						
	0–14	15–24	25–44	45–64	65+	Not stated/ not collected	Total
	Number						
0–14	33	830	20,495	2,382	148	5,650	29,538
15–24	31	143	6,120	8,904	377	6,705	22,280
25–44	130	231	2,922	11,075	3,640	9,576	27,574
45–64	36	271	1,121	4,559	3,120	5,657	14,764
65+	2	7	183	927	1,265	814	3,198
Not stated	—	1	9	18	4	24	56
Total	**232**	**1,483**	**30,850**	**27,865**	**8,554**	**28,426**	**97,410**
	Per cent						
0–14	0.1	2.8	69.4	8.1	0.5	19.1	100.0
15–24	0.1	0.6	27.5	40.0	1.7	30.1	100.0
25–44	0.5	0.8	10.6	40.2	13.2	34.7	100.0
45–64	0.2	1.8	7.6	30.9	21.1	38.3	100.0
65+	0.1	0.2	5.7	29.0	39.6	25.5	100.0
Not stated	—	1.8	16.1	32.1	7.1	42.9	100.0
Total	**0.2**	**1.5**	**31.7**	**28.6**	**8.8**	**29.2**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

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

3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories. Service users who accessed employment services only (service types 5.01 and 5.02) and did not submit a response are also included in the 'not collected' category for 'age group of carer'. These service users were not required to complete this data item.

3.3 Carer primary status and co-residency

A 'primary carer' is a carer who assists the service user with one of the core activities of daily living—self-care, mobility or communication (AIHW 2005a). In 2005–06, roughly 81% (79,316 of 97,410 users) of service users with an informal carer considered that carer to be a primary carer (Table 3.6). Almost two-thirds (65%) of these primary carers were reported to be co-resident carers, with 18% reported as non-resident primary carers. The remaining 17 % of primary carers did not provide information on their residency status. Co-resident carers accounted for over half (57%) of all informal carers during 2005–06. Of all users with an informal carer, respite service users were most likely to report that this was a primary carer (93%) and community support users a co-resident carer (78%) (Table A1.13). Mothers are even more likely to be considered as primary carers (65%) than informal carers overall (59%) (Tables 3.3 and A1.13).

Table 3.6: CSTDA-funded service users with an informal carer, residency status of carer by primary status of carer, 2005–06

Residency status of carer	Primary Carer		Not a Primary Carer		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Co-resident carer	51,383	64.8	3,536	24.7	700	18.6	55,619	57.1
Non-resident carer	14,369	18.1	7,847	54.8	690	18.3	22,906	23.5
Not stated/not collected	13,564	17.1	2,940	20.5	2,381	63.1	18,885	19.4
Total	**79,316**	**100.0**	**14,323**	**100.0**	**3,771**	**100.0**	**97,410**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories. Service users who accessed employment services only (service types 5.01 and 5.02) and did not submit a response are also included in the 'not collected' category for both 'primary status of carer' and 'residency status of carer'. These service users were not required to complete either of these data items.

3.4 Support needs

Information on the support needs of service users are collected as part of the CSTDA NMDS (see question 11 of the service user form in Appendix 2). The nine data items, used to provide an indication of support needs, conform to a common framework that is consistent with national data standards and international classification standards, including the International Classification of Functioning, Disability and Health (ICF) (see AIHW 2003: Chapter 8). The support needs data item also relates to the concepts used in population surveys about disability (see, for example, ABS 2004a).

The nine data items used in the CSTDA to assess support needs can be simplified into three broad areas. These are defined as follows:

* activities of daily living (ADL)—self-care; mobility; and communication

* activities of independent living (AIL)—interpersonal interactions and relationships; learning, applying knowledge and general tasks and demands; and domestic life

* activities of work, education and community living (AWEC)—education; community (civic) and economic life; and working. This category is analysed for service users aged 5 years and over, as users under 5 years are allowed to respond 'not applicable due to age' for all three of these life areas. In Table 3.7, however, all age groups are shown for life areas in this category to show responses over all ages.

The data for support needs should be interpreted with some caution due to a high rate of 'not stated/not collected' responses.

Of all nine life areas, working (24%) had the highest proportion of those who indicated always needing support (or were unable perform that activity). Education (22%) was the next highest proportion, followed by community and economic life (21%). The lowest proportion was reported for mobility (14%). The highest three proportions for those always needing assistance were encompassed within the AWEC group. As such, the AWEC group (33%) had the highest proportion of service users who always needed assistance, followed by the AIL group (28%) with the lowest proportion reported for the ADL group (23%).

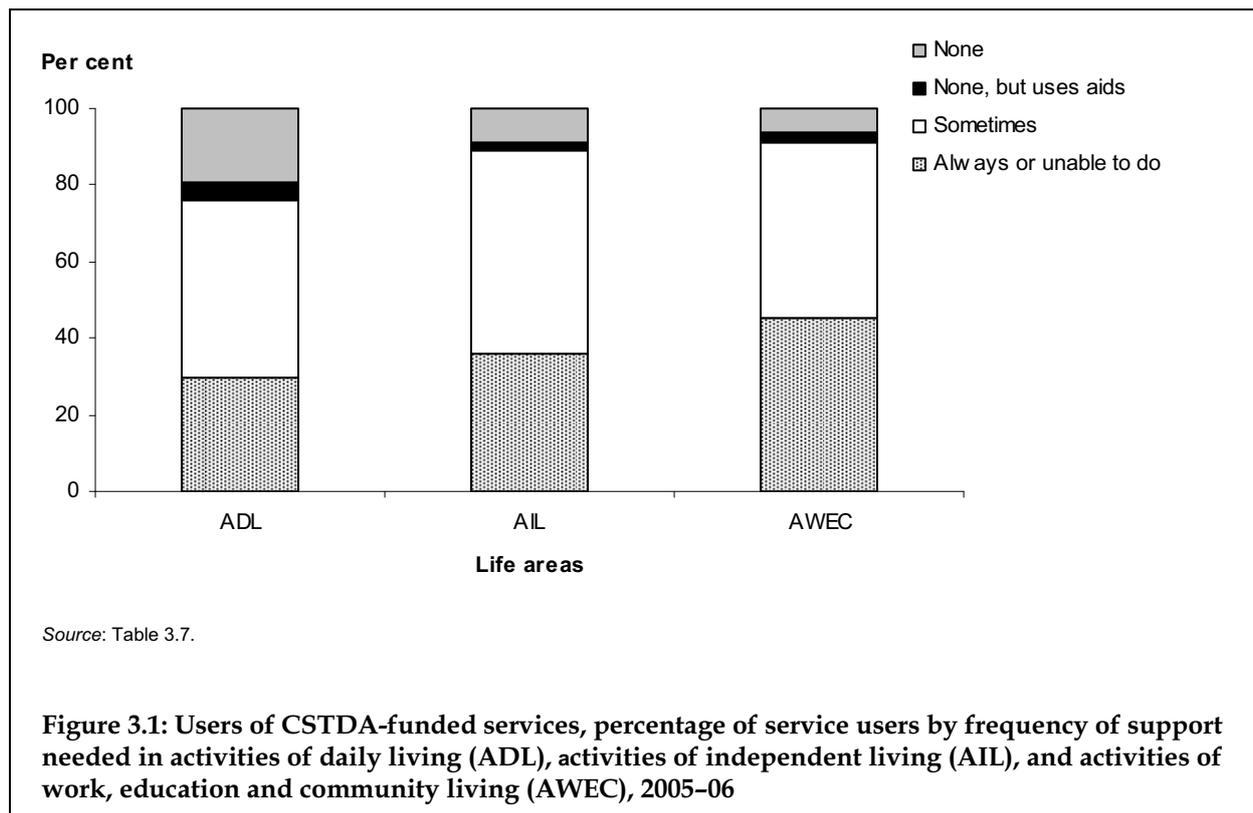**Table 3.7: Users of CSTDA-funded services, life area by frequency of support or assistance needed, 2005–06**

Frequency of support needed	Always or unable to do		Sometimes		None, but uses aids		None		Not applicable		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Activities of daily living (ADL)														
Self-care	38,998	18.0	56,786	26.2	5,873	2.7	63,340	29.2	—	—	52,146	24.0	217,143	100.0
Mobility	29,522	13.6	50,171	23.1	11,073	5.1	75,169	34.6	—	—	51,208	23.6	217,143	100.0
Communication	33,091	15.2	69,140	31.8	5,431	2.5	58,480	26.9	—	—	51,001	23.5	217,143	100.0
Any ADL	*50,443*	*23.2*	*77,878*	*35.9*	*7,396*	*3.4*	*32,797*	*15.1*	*—*	*—*	*48,629*	*22.4*	*217,143*	*100.0*
Activities of independent living (AIL)														
Interpersonal interactions[a]	35,956	16.6	85,763	39.5	3,811	1.8	37,362	17.2	—	—	54,251	25.0	217,143	100.0
Learning[b]	40,691	18.7	84,131	38.7	5,326	2.5	28,401	13.1	6,675	3.1	51,919	23.9	217,143	100.0
Domestic life	37,525	17.3	57,392	26.4	4,773	2.2	35,326	16.3	18,802	8.7	63,325	29.2	217,143	100.0
Any AIL	*59,918*	*27.6*	*88,636*	*40.8*	*3,448*	*1.6*	*14,655*	*6.7*	*5,962*	*2.7*	*44,524*	*20.5*	*217,143*	*100.0*
Activities of work, education and community living (AWEC)														
Education	48,076	22.1	71,765	33.0	5,868	2.7	28,254	13.0	7,152	3.3	56,028	25.8	217,143	100.0
Community (civic) and economic life	45,186	20.8	68,096	31.4	5,997	2.8	32,640	15.0	7,499	3.5	57,725	26.6	217,143	100.0
Working	52,110	24.0	63,989	29.5	4,199	1.9	14,249	6.6	19,867	9.1	62,729	28.9	217,143	100.0
Any AWEC	*72,611*	*33.4*	*73,527*	*33.9*	*4,296*	*2.0*	*9,920*	*4.6*	*10,424*	*4.8*	*46,365*	*21.4*	*217,143*	*100.0*

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

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

Notes

1.   Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2.   The frequency of support needed for a service user for each of the three broad groups (ADL, AIL and AWEC) is based on the highest support need category of the service user for that group. For example, if a service user reports 'always or unable to do' for the life area of self-care (one of the ADL areas) then that service user will be placed into the 'always or unable to do' category for ADL, regardless of their support needs for mobility or communication (the other two ADL areas). Therefore the totals for each of the broad groups (ADL, AIL and AWEC) cannot be calculated by adding totals from the three component life areas.

3.   'Not stated/not collected' includes both service users accessing only 3.02 services for whom support needs data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Per cent

Figure 3.1: Users of CSTDA-funded services, percentage of service users by frequency of support needed in activities of daily living (ADL), activities of independent living (AIL), and activities of work, education and community living (AWEC), 2005–06

Source: Table 3.7.

Across the three life areas, those who sometimes need assistance comprised the highest proportion of service users—accounting for at least 45% of users within each life area who responded to the question (Figure 3.1). Between 30–45% of service users reported always needing support with specific life areas, with the highest proportion reported for AWEC support needs, while those who indicated no need for support (including those who used aids) ranged from 9% to 24% of users.

Across all the three life areas, accommodation support (40% for ADL, 47% for AIL, 60% for AWEC) and respite (41% for ADL, 47% for AIL, 57% AWEC) service users were most likely to report always needing assistance (Table 3.8). The highest proportion of people always needing assistance was for accommodation support users (60%), who required assistance with AWEC. Users of employment services were more likely to sometimes require assistance, with high proportions across all three life areas— AIL 58%, AWEC 57%, and ADL 46%.

Table 3.8: Users of CSTDA-funded services, service group by frequency of support needed in activities of daily living (ADL), activities of independent living (AIL) and activities of work, education and community living (AWEC), 2005–06

Frequency of support needed	Accommodation support		Community support		Community access		Respite		Employment		All service groups	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
ADL												
Always or unable to do	14,190	39.9	30,503	31.6	14,649	30.7	11,092	40.6	7,177	9.8	50,443	23.2
Sometimes	14,394	40.5	28,080	29.0	18,424	38.6	10,009	36.6	33,457	45.7	77,878	35.9
None, but uses aids	842	2.4	3,209	3.3	1,880	3.9	309	1.1	2,734	3.7	7,396	3.4
None	4,259	12.0	7,488	7.7	6,208	13.0	2,092	7.7	19,152	26.2	32,797	15.1
Not stated/not collected	1,881	5.3	27,384	28.3	6,577	13.8	3,817	14.0	10,637	14.5	48,629	22.4
Total	**35,566**	**100.0**	**96,664**	**100.0**	**47,738**	**100.0**	**27,319**	**100.0**	**73,157**	**100.0**	**217,143**	**100.0**
AIL												
Always or unable to do	16,797	47.2	33,063	34.2	18,154	38.0	12,703	46.5	11,623	15.9	59,918	27.6
Sometimes	15,178	42.7	29,148	30.2	19,041	39.9	9,762	35.7	42,037	57.5	88,636	40.8
None, but uses aids	397	1.1	1,331	1.4	1,174	2.5	183	0.7	1,089	1.5	3,448	1.6
None	1,255	3.5	4,457	4.6	2,535	5.3	733	2.7	7,478	10.2	14,655	6.7
Not stated/not collected/ not applicable	1,939	5.5	28,665	29.7	6,834	14.3	3,938	14.4	10,930	14.9	50,486	23.3
Total	**35,566**	**100.0**	**96,664**	**100.0**	**47,738**	**100.0**	**27,319**	**100.0**	**73,157**	**100.0**	**217,143**	**100.0**
AWEC (5 years and over)												
Always or unable to do	21,265	60.1	34,367	41.7	24,009	50.5	15,112	56.7	17,110	23.4	71,578	35.4
Sometimes	10,210	28.9	20,831	25.3	12,197	25.7	6,692	25.1	41,306	56.5	72,968	36.1
None, but uses aids	499	1.4	1,534	1.9	1,979	4.2	187	0.7	758	1.0	4,256	2.1
None	1,385	3.9	3,550	4.3	2,458	5.2	649	2.4	3,290	4.5	9,839	4.9
Not stated/not collected/ not applicable	1,997	5.6	22,048	26.8	6,905	14.5	4,025	15.1	10,586	14.5	43,622	21.6
Total	**35,356**	**100.0**	**82,330**	**100.0**	**47,548**	**100.0**	**26,665**	**100.0**	**73,050**	**100.0**	**202,263**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Row totals may not be the sum of components because individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom support needs data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Per cent

□ Does not have an informal carer
■ Has an informal carer

Source: Table A1.15.

Figure 3.2: Existence of an informal carer for service users who always or sometimes need support for ADL by age group, 2005–06
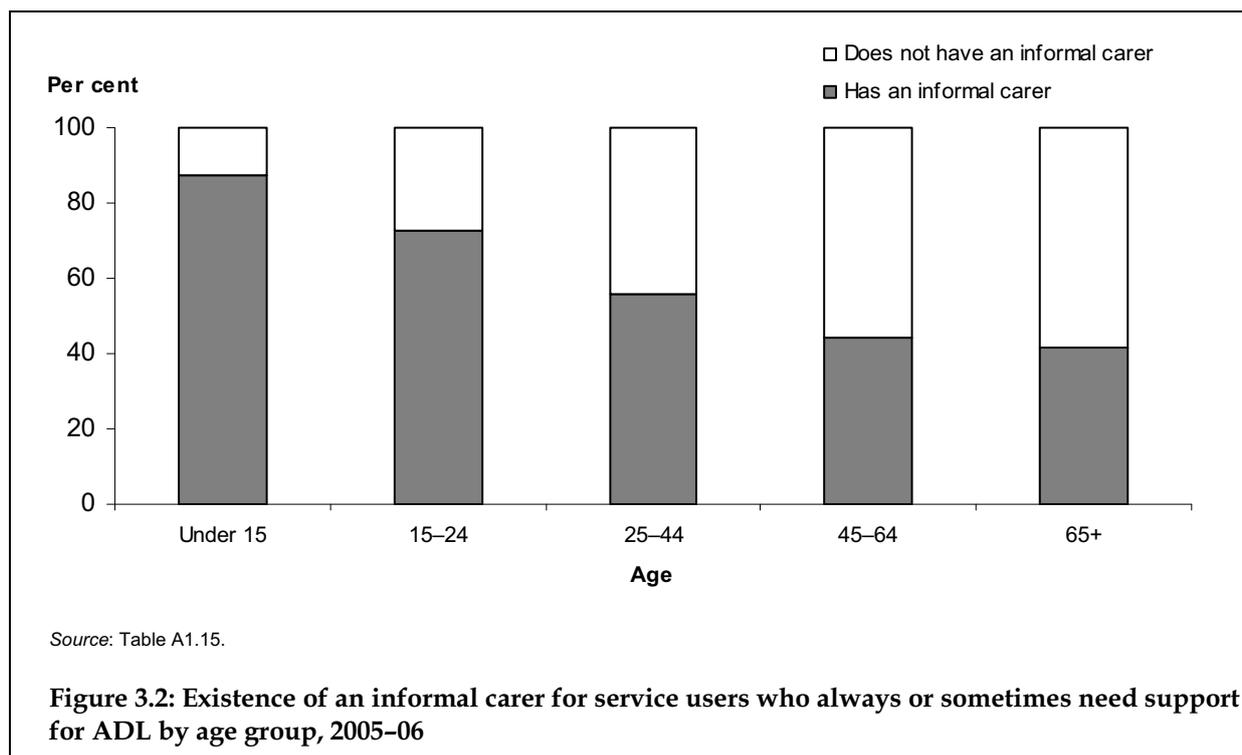
Figure 3.2 represents the proportion of service users within a given age group who always or sometimes need help with ADL, and whether they had an informal carer. For service users under 15 years of age, approximately 87% had an informal carer and always or sometimes required assistance with ADL. With an increase in age, the proportion of users who had an informal carer decreases (to roughly 41% for the age group 65+). This indicates that, proportionally, older service users were less likely to have an informal carer despite requiring assistance with ADL.

3.5 Living arrangements and residential setting

Of the 217,143 service users, more than half (55% or 119,060) reported living with their family (Table 3.9). A further 18% (38,279 users) indicated that they lived with others, while 12% (25,424 users) reported living alone. Service users accessing accommodation support were the most likely to report living with others (57%), while respite users were the most likely to report living with family (77%). Those using accommodation support services also had the highest proportion of service users who reported living alone (18%).

Approximately 80–90% of service users living with others (not including family) always or sometimes needed assistance with ADL (79%), AIL (87%) or AWEC (88%; Figure 3.3). For those who live alone or live with family, these proportions were somewhat lower, ranging from 56–77%. The proportion of those needing support for ADL was lower than for AIL or AWEC across the various types of living arrangements.

The three most common residential settings reported among CSTDA service users in 2005–06 were private residential setting (68%), domestic-scale supported (for example, group homes; 7%) and supported accommodation facility (e.g. hostels or supported residential services; 5%) (Table A1.17). Service users with a primary intellectual/learning disability were the most likely to report living in these residential settings (ranging from 50–82%) (Figure 3.4).
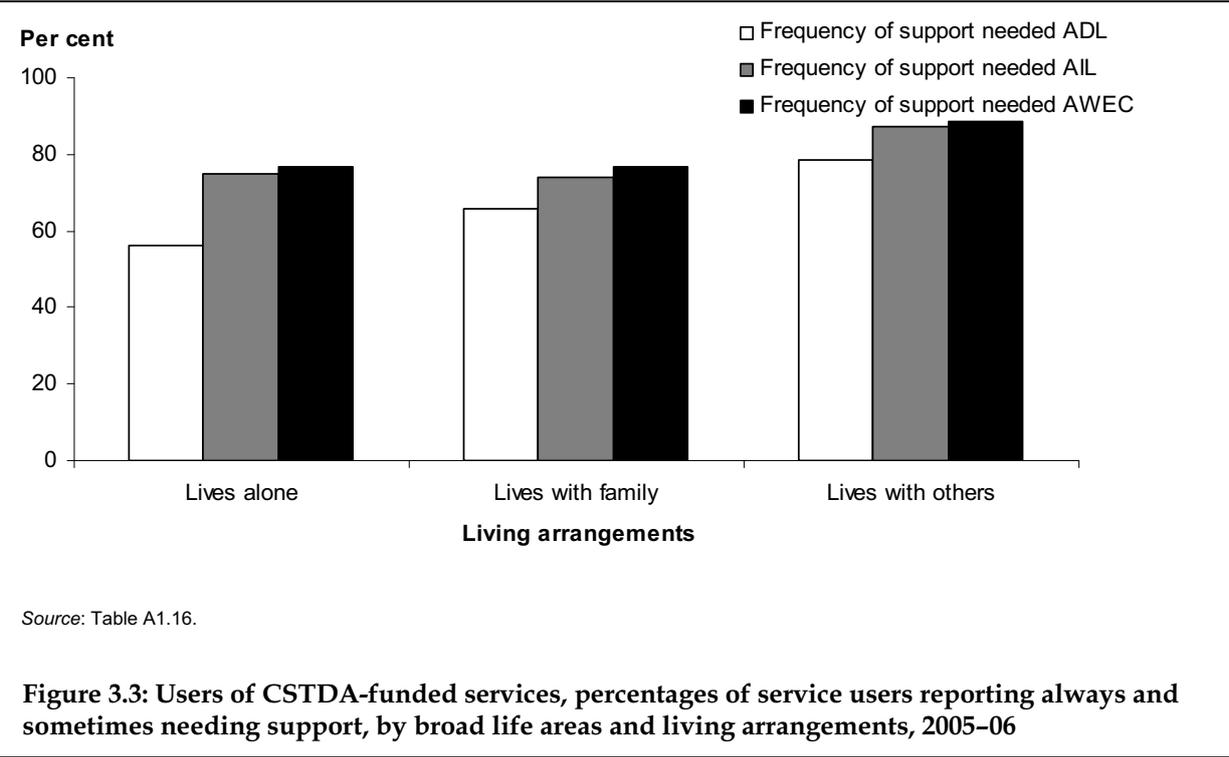
For all other residential settings people with psychiatric disability were a more common resident than other primary disability types.
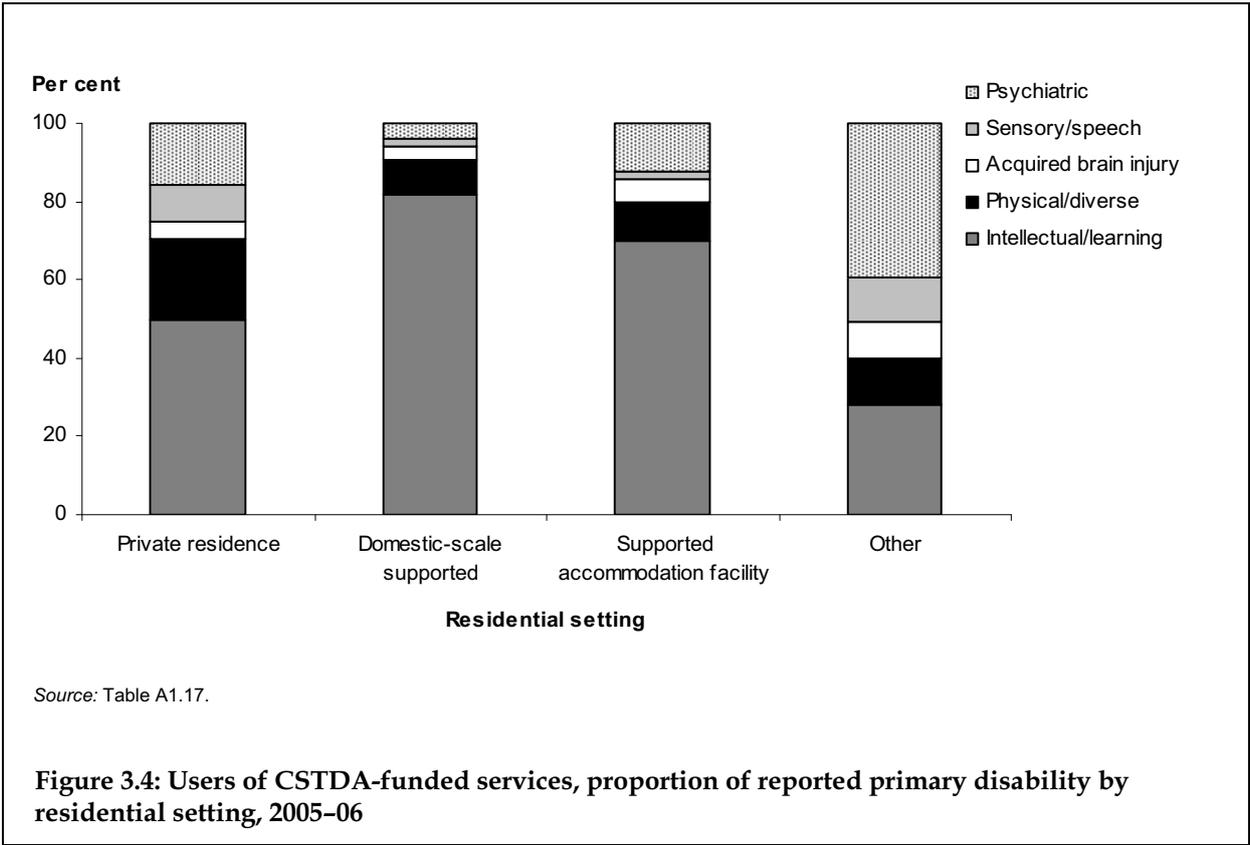
Table 3.9: Users of CSTDA-funded services, living arrangements by service group, 2005–06

Service group	Lives alone		Lives with family		Lives with others		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Accommodation support	6,241	17.5	7,585	21.3	20,376	57.3	1,364	3.8	35,566	100.0
Community support	6,951	7.2	59,885	62.0	14,192	14.7	15,636	16.2	96,664	100.0
Community access	6,400	13.4	20,409	42.8	15,627	32.7	5,302	11.1	47,738	100.0
Respite	1,450	5.3	20,922	76.6	2,948	10.8	1,999	7.3	27,319	100.0
Employment	11,970	16.4	40,033	54.7	10,451	14.3	10,703	14.6	73,157	100.0
Total	**25,424**	**11.7**	**119,060**	**54.8**	**38,279**	**17.6**	**34,380**	**15.8**	**217,143**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Column totals may not be the sum of components because individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom living arrangement data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Source: Table A1.16.

Figure 3.3: Users of CSTDA-funded services, percentages of service users reporting always and sometimes needing support, by broad life areas and living arrangements, 2005–06

Per cent

Legend:
- Psychiatric
- Sensory/speech
- Acquired brain injury
- Physical/diverse
- Intellectual/learning

Residential setting

Source: Table A1.17.

Figure 3.4: Users of CSTDA-funded services, proportion of reported primary disability by residential setting, 2005–06

4 Service users with autism spectrum disorders

Chapter 4 is a special focus chapter, included for the first time in the *Disability support services* report. This chapter illustrates the type of analyses that can be conducted for any disability type, or any subgroup, within the CSTDA. The intention for future annual reports is to focus on a different subgroup of service users each year.

Autism is a lifelong disability that can affect many aspects of a person's life—in particular communication (understanding and being understood by others), forming and managing personal relationships, behaviour and interaction with one's environment (A4 2006).

This chapter focuses on CSTDA service users who have reported autism as their primary or 'other significant' disability group. Under the CSTDA NMDS definition, autism is defined as 'a pervasive developmental disorder involving disturbances in cognition, interpersonal communication, social interactions and behaviour (in particular obsessional, ritualistic, stereotyped and rigid behaviours)' (AIHW 2005a). All conditions under the autism spectrum are included under this category for CSTDA NMDS reporting purposes—including Asperger's syndrome and Pervasive Developmental Delay. Throughout this chapter, 'autism' will refer to this broad definition. It should be noted that CSTDA services are only one means of assistance for people with an autism spectrum disorder, and that other services, such as clinical/health services, also provide assistance.

4.1 Autism in the Australian population

According to the 2003 ABS Survey of Disability, Ageing and Carers, an estimated 30,000 people had autism as a health condition (AIHW 2007 forthcoming). Of these, 24,100 (80%) also reported a severe or profound core activity limitation[10]. This equates to a prevalence rate of 0.1% of the Australian population (AIHW 2005c). There is an increasing trend in the estimated number of people with autism—since 1998 the number of people with autism has doubled from 13,000 people (including 12,400 as a severe or profound core activity limitation) (AIHW 2007). This trend is at least partly due to increased public awareness about autism spectrum disorders and a greater understanding by the community and medical practitioners in the diagnosis and/or reporting of autism.

Autism spectrum diagnoses are most common among primary school-aged children. A report from the Australian Advisory Board on Autism Spectrum Disorders (AABASD 2007) estimated the prevalence rate for children aged 6–12 years to be 62.5 per 10,000, which equates to more than 10,000 children in this age group nationally[11].

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10 The three 'core' activities relate to the three Activities of Daily Living (ADL)—self-care, mobility and communication. A person's overall level of core activity limitation is determined by the highest level of limitation the person experienced in any of the core activity areas. A profound limitation means that the person is unable to perform a core activity or always needs assistance; a severe limitation means that they sometimes need assistance to perform a core activity, they have difficulty understanding or being understood by family or friends, or can communicate more easily using sign language or other non-spoken forms of communication.

11 Note that this report stated that 'the prevalence of ASD in Australia is not certain from existing data'.

4.2 Disability groups, age and sex

In 2005–06, there were 17,713 service users who reported autism as either a primary (10,912) or an 'other significant' (6,801) disability group (Table 4.1). This represents 8.2% of all 217,143 users; a similar proportion reported autism in 2004–05 (8.1%) and 2003–04 (8.0%) (AIHW 2005b; AIHW 2006b). The proportion of service users reporting a primary disability of autism has increased from 4.8% in 2003–04 and 2004–05 to 5.9% in 2005–06 (Table A2.4), while over the same period the proportion of users reporting an 'other significant' disability of autism has decreased from 3.6% to 3.1% (AIHW 2005b; AIHW 2006b).

Just over three-fifths (61%) of the 10,912 service users reporting a primary disability of autism in 2005–06 did not report any other disability groups (Table 4.1). A further 27% of these users reported an intellectual disability and 17% a speech disability. Of the 6,801 users reporting autism as a secondary disability group, the vast majority (6,218 or 91%) also reported an intellectual disability. Over one-third (35%) of users who reported autism as an 'other' disability also reported a speech disability, a quarter (25%) neurological and 23% physical. Service users with a primary disability of autism reported an average of 1.74 disability groups (see Table 2.6), meaning they were slightly more likely than other users to report multiple disability groups (overall, the average was 1.60 disability groups).

Table 4.1: Users of CSTDA-funded services reporting autism, by other disability groups reported, 2005–06

Additional disability group(s) reported	Autism reported as a primary disability		Autism reported as an 'other significant' disability	
	No.	%	No.	%
Intellectual	2,901	26.6	6,218	91.4
Specific learning/ADD	834	7.6	710	10.4
Physical	540	4.9	1,566	23.0
Acquired brain injury	68	0.6	312	4.6
Neurological	624	5.7	1,701	25.0
Deafblind	19	0.2	103	1.5
Vision	213	2.0	830	12.2
Hearing	156	1.4	477	7.0
Speech	1,807	16.6	2,343	34.5
Psychiatric	353	3.2	916	13.5
Developmental delay	543	5.0	288	4.2
No additional groups reported	6,075	61.4	—	—
Total	**10,912**	**100.0**	**6,801**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. Totals do not represent the sum of their components because service users may nominate more than one additional disability group alongside their primary disability.

Four in five service users with autism (14,074 of 17,713, or 80%) were male (Table 4.2). Males outnumbered females in all 5-year age groups, particularly in the younger ages.
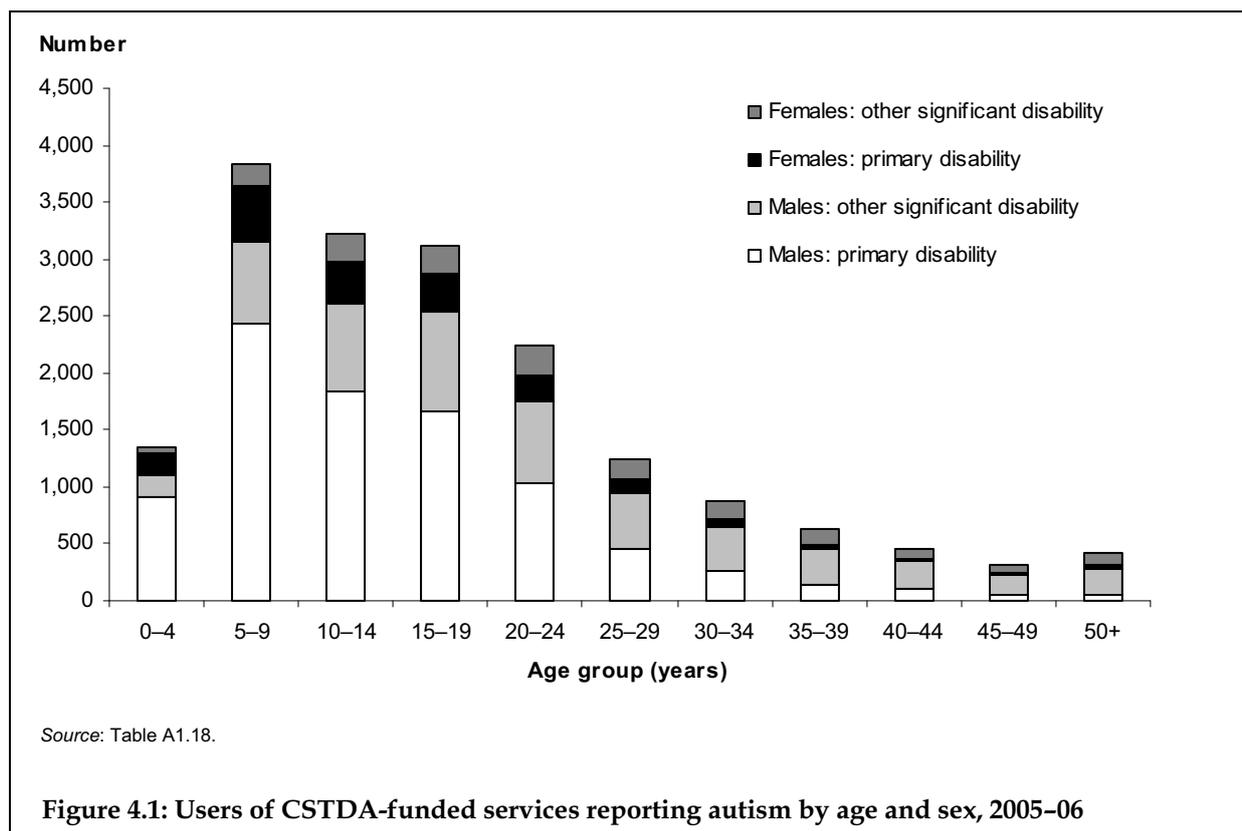
The majority of service users with autism (70%) were aged between 5 and 24 years; with the peak age group being those aged 5–9 years (22%) (Figure 4.1 and Table 4.2). Around 8% of users with autism were aged under 5 years, while 7% were aged 25–29 years. A further 15% of service users with autism were 30 years or older. The median age of service users with autism was 15.8 years—males with autism were on the whole younger than females (15.4 years, compared with 17.8 years; Table 4.2).

Table 4.2: Users of CSTDA-funded services reporting a primary or 'other significant' disability group of autism by age and sex, 2005–06

Age group (years)	Male		Female		Total	
	No.	%	No.	%	No.	%
0–4	1,103	7.8	240	6.6	1,343	7.6
5–9	3,146	22.4	687	19.0	3,833	21.7
10–14	2,617	18.6	597	16.5	3,214	18.2
15–19	2,546	18.1	575	15.9	3,121	17.6
20–24	1,753	12.5	494	13.6	2,247	12.7
25–29	945	6.7	300	8.3	1,245	7.0
30–34	650	4.6	226	6.2	876	4.9
35–39	460	3.3	168	4.6	628	3.5
40–44	343	2.4	116	3.2	459	2.6
45–49	224	1.6	85	2.3	309	1.7
50+	287	2.0	134	3.7	421	2.4
Total	**14,076**	**100.0**	**3,623**	**100.0**	**17,713**	**100.0**
Median age (years)	*15.4*		*17.6*		*15.8*	

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. Row totals include 14 service users whose sex was 'not stated'. Column totals include 5 service users whose age was 'not stated'.

Figure 4.1: Users of CSTDA-funded services reporting autism by age and sex, 2005–06

4.3 Service usage

Service users with autism were most likely to access community support services (66%), followed by respite (29%) and community access (23%) services (Table 4.3). There was some variation between the proportion of users accessing different service groups depending on whether autism was reported as a primary or 'other significant' disability group. Service users with an 'other significant' disability of autism were much more likely to use community access (39%, compared with 13% for those with a primary disability of autism), accommodation support (32% compared with 8%) and respite (36% compared with 25%). In contrast, employment services were much more widely accessed by users with autism as a primary disability (20%) than as an 'other' disability (8%).

Service users with autism were much more likely than the general service user population to access respite services (29% of users with autism, compared with 13% of all users) and community support services (66% compared with 45%) (Table 4.3). In contrast, service users with autism were much less likely to access employment services (15% compared with 34% overall). Rates of usage for accommodation support and community access services were very similar across the two groups.

Table 4.3: Users of CSTDA-funded services reporting autism by service group, 2005–06

	Accommodation support		Community support		Community access		Respite		Employment		All service groups	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Autism reported as a primary disability group	867	7.9	7,004	64.2	1,395	12.8	2,739	25.1	2,131	19.5	10,912	100.0
Autism reported as an 'other significant' disability group	2,126	31.3	4,610	67.8	2,679	39.4	2,438	35.8	558	8.2	6,801	100.0
Total	**2,993**	**16.9**	**11,614**	**65.6**	**4,074**	**23.0**	**5,177**	**29.2**	**2,689**	**15.2**	**17,713**	**100.0**
All CSTDA service users	*35,566*	*16.4*	*96,664*	*44.5*	*47,738*	*22.0*	*27,319*	*12.6*	*73,157*	*33.7*	*217,143*	*100.0*

Note: Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Total for all service groups may not be the sum of components because individuals may have accessed services from more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

4.4   Support needs

Service users with autism reported high support needs over most life areas. The proportion of users with autism always needing support in the nine life areas ranged from 20% for mobility to 48% in community (civic) and economic life (Table 4.4). The proportion of service users with autism needing no support was by far the highest for mobility (39%), followed by self-care (14%) and communication (13%).

Service users with autism generally reported a much higher level of support needs than service users overall (Figure 4.2). Similar proportions of the two groups reported sometimes needing help with the three broad life areas (ADL, AIL and AWEC); however, for those with autism the proportion of users reporting always needing help was substantially higher for all three areas— 48% for ADL (compared with 23% of all users), 56% for AIL (compared with 28%) and 58% for AWEC (compared with 33%). The proportion of service users with autism needing some form of help (always or sometimes) within these three areas was between 80 and 90%, compared with around 60–70% for all users.

Table 4.4: Users of CSTDA-funded services with autism, life area by frequency of support or assistance needed, 2005–06
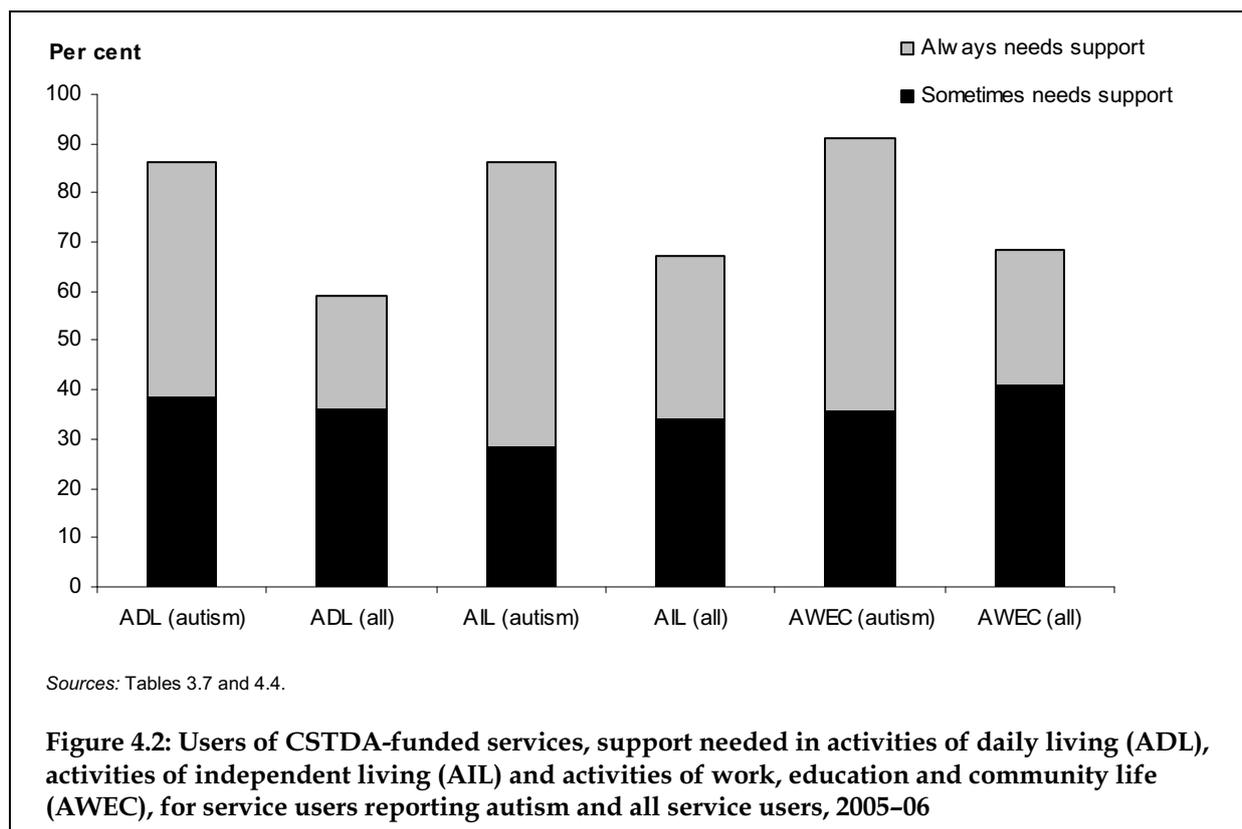
Frequency of support needed	Always or unable to do		Sometimes		None, but uses aids		None		Not applicable		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Activities of daily living (ADL)														
Self-care	6,471	36.5	7,017	39.6	195	1.1	2,507	14.2	—	—	1,523	8.6	17,713	100.0
Mobility	3,552	20.1	5,316	30.0	451	2.5	6,986	39.4	—	—	1,408	7.9	17,713	100.0
Communication	6,581	37.2	7,301	41.2	296	1.7	2,338	13.2	—	—	1,197	6.8	17,713	100.0
Any ADL	*8,444*	*47.7*	*6,828*	*38.5*	*164*	*0.9*	*1,195*	*6.7*	*—*	*—*	*1,082*	*6.1*	*17,713*	*100.0*
Activities of independent living (AIL)														
Interpersonal interactions[a]	7,348	41.5	7,707	43.5	126	0.7	763	4.3	—	—	1,769	10.0	17,713	100.0
Learning[b]	7,456	42.1	7,273	41.1	173	1.0	591	3.3	640	3.6	1,580	8.9	17,713	100.0
Domestic life	5,011	28.3	3,793	21.4	118	0.7	879	5.0	3,561	20.1	4,351	24.6	17,713	100.0
Any AIL	*9,812*	*55.4*	*6,291*	*35.5*	*80*	*0.5*	*278*	*1.6*	*189*	*1.1*	*1,063*	*6.0*	*17,713*	*100.0*
Activities of work, education and community living (AWEC)														
Education	8,015	45.2	6,549	37.0	179	1.0	572	3.2	692	3.9	1,706	9.6	17,713	100.0
Community (civic) and economic life	8,521	48.1	5,419	30.6	130	0.7	766	4.3	750	4.2	2,127	12.0	17,713	100.0
Working	5,435	30.7	2,952	16.7	81	0.5	300	1.7	4,073	23.0	4,872	27.5	17,713	100.0
Any AWEC	*10,257*	*57.9*	*5,029*	*28.4*	*59*	*0.3*	*163*	*0.9*	*875*	*4.9*	*1,330*	*7.5*	*17,713*	*100.0*

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

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

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. The frequency of support needed for a service user for each of the three broad groups (ADL, AIL and AWEC) is based on the highest support need category of the service user for that group. For example, if a service user reports 'always or unable to do' for the life area of self-care (one of the ADL areas) then that service user will be placed into the 'always or unable to do' category for ADL, regardless of their support needs for mobility or communication (the other two ADL areas). Therefore the totals for each of the broad groups (ADL, AIL and AWEC) cannot be calculated by adding totals from the three component life areas.

3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom support needs data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Sources: Tables 3.7 and 4.4.

Figure 4.2: Users of CSTDA-funded services, support needed in activities of daily living (ADL), activities of independent living (AIL) and activities of work, education and community life (AWEC), for service users reporting autism and all service users, 2005–06

4.5 Informal carers

Of the 17,713 service users with autism, 13,779 (78%) reported that they had an informal carer during 2005–06 (Table 4.5). This proportion was much higher than for all CSTDA-funded service users (45%). This can, in part, be attributed to the low median age of users with autism (15.8 years; see Table 4.2), as younger people are generally more likely to require a carer. People with a primary disability of autism (81%) were slightly more likely than other users with autism (72%) to report having a carer.

Table 4.5: Users of CSTDA-funded services with autism, existence of an informal carer, 2005–06

Service group	Has an informal carer		Does not have an informal carer		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Autism reported as a primary disability group	8,861	81.2	1,547	14.2	504	4.6	10,912	100.0
Autism reported as an 'other significant' disability group	4,918	72.3	1,788	26.3	95	1.3	6,801	100.0
Total	**13,779**	**77.8**	**3,335**	**18.8**	**599**	**3.4**	**17,713**	**100.0**
All CSTDA service users	*97,410*	*44.9*	*77,268*	*35.6*	*42,465*	*19.6*	*217,143*	*100.0*

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Column totals may not be the sum of components because individuals may have accessed services in more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

The vast majority of the 13,779 service users with autism who reported having an informal carer (12,761, or 93%) reported that this was their primary carer (Table 4.6). More than three quarters (76%) of informal carers for this service user group were mothers—this was much higher for primary carers (78%) than for non-primary (53%), and was higher than the proportion of service users overall reporting their mother as a carer (59%; see Table 3.4). Fathers were the next most commonly reported carer (6.1%) for users with autism, followed by other family members (2.6%).

Table 4.6: Users of CSTDA-funded services with autism, relationship of carer to service user by primary status of carer, 2005–06

Relationship of carer to service user	Primary carer		Non-primary carer		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Spouse	27	0.2	12	1.7	2	0.6	41	0.3
Mother	9,931	77.8	377	53.4	99	31.7	10,407	75.5
Father	771	6.0	53	7.5	21	6.7	845	6.1
Child	13	0.1	4	0.6	—	—	17	0.1
Other family member	318	2.5	35	5.0	9	2.9	362	2.6
Friend/neighbour	109	0.9	6	0.8	4	1.3	119	0.9
Not stated	1,592	12.5	219	31.0	177	56.7	1,988	14.4
Total	**12,761**	**100.0**	**706**	**100.0**	**312**	**100.0**	**13,779**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Column totals may not be the sum of components because individuals may have accessed services in more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 1.4) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

3. Informal carer relationship categories are grouped as follows: 'spouse' includes the categories 'wife/female partner' and 'husband/male partner'; 'child' includes 'daughter' and 'son'; 'other family' includes 'daughter-in-law', 'son-in-law', 'other female relative' and 'other male relative'; 'friend /neighbour' includes 'friend/neighbour—female' and 'friend/neighbour—male'.

4.6 Summary

There were 17,713 service users with autism in 2005–06, making up a little over 8% of the service user group. The disability profile of these users shows a strong link with intellectual disability in particular, but also speech and neurological disabilities.

CSTDA service users with autism, when compared with the general CSTDA service user group were:

- much younger, with a median age of 15.8 years (compared with 31.4 years)

- more likely to be male (80% compared with 58%)

- more likely to access respite and community support services

- in need of a greater level of support across all life areas

- much more likely to report having an informal carer (78% compared with 46%).

5　Service outlets

At total of 9,093 service type outlets were identified as providing CSTDA-funded services throughout Australia in 2005–06 (Table 5.1)—an increase of 645 outlets from 2004–05 (AIHW 2006b). The data items within this section are provided mainly by the funded agencies themselves. Selected items are provided by jurisdictions; see Appendix 3 for more details.

5.1　Agency sector

In 2005–06, 2,802 service type outlets (31%) providing CSTDA-funded services were classified as government outlets (Table 5.1). Non-government outlets accounted for 69% (6,284). Of the 2,802 government outlets, the majority were for accommodation support (1,606 outlets or 57%), followed by community support (690 outlets or 25%). Among the 6,284 non-government outlets, accommodation support was also most prominent (2,316 or 37%), followed by community access (1,421 or 23%), then community support (651 or 10%). A large proportion of non-government outlets were classified as charities; however, a cumulative total of charities is not available.

5.2　State distribution and service type

State/territory-funded outlets

Of the 9,093 CSTDA-funded service type outlets, a total of 8,288 (91%) were funded by state/territory governments (Table 5.2). The total number of state/territory-funded outlets has increased by 637 outlets from 2004–05 (AIHW 2006b). Victoria (2,725) had the most service type outlets, followed by New South Wales (1,880) then Queensland (1,557).

Accommodation support services accounted for the majority of state/territory-funded service type outlets (3,926 of the 8,288 outlets or 47%) in 2005–06. Within accommodation support, 2,580 outlets were group homes and a further 904 outlets provided in-home support. Community access services provided 1,646 (20%) outlets, with community support contributing a further 1,341 (16%) service type outlets. Respite (776 outlets), advocacy, information and print disability (389) and other support (210) provided the remaining state/territory-funded outlets.

Australian Government-funded outlets

During 2005–06, the Australian Government provided funding for 805 CSTDA service type outlets. Employment support accounted for 91% (or 729 outlets) of all Australian Government-funded outlets (Table 5.3). Within employment support, there were 395 outlets providing supported employment services with a further 334 outlets providing open employment services. The remaining 76 Australian Government-funded service type outlets comprised advocacy, information and print disability services.

Table 5.1: CSTDA-funded service type outlets, service type by agency sector, 2005–06

| Service type | Government | | | | Non-government | | | | |
	Aus Gov	State/ territory	Local	Sub-total	Income tax exempt (charity)	Non-income tax exempt	Sub-total	Not stated	Total
Large residential/institution	0	30	0	30	20	13	33	0	63
Small residential/institution	0	11	0	11	5	61	66	0	77
Hostels	0	3	0	3	17	6	23	0	26
Group homes	0	1,362	48	1,410	835	332	1,167	3	2,580
Attendant care/personal care	0	10	4	14	43	96	139	0	153
In-home accommodation support	0	120	7	127	463	313	776	1	904
Alternative family placement	0	1	0	1	30	13	43	0	44
Other accommodation support	0	9	1	10	59	10	69	0	79
Total accommodation support	*0*	*1,546*	*60*	*1,606*	*1,472*	*844*	*2,316*	*4*	*3,926*
Therapy support for individuals	0	43	0	43	67	26	93	0	136
Early childhood intervention	0	92	7	99	119	15	134	0	233
Behaviour/specialist intervention	0	66	0	66	34	16	50	0	116
Counselling (individual/family/group)	0	9	0	9	14	17	31	0	40
Regional resource and support teams	0	99	0	99	1	3	4	0	103
Case management, local coord. and development	0	346	10	356	183	104	287	0	643
Other community support	0	17	1	18	33	19	52	0	70
Total community support	*0*	*672*	*18*	*690*	*451*	*200*	*651*	*0*	*1,341*
Learning and life skills development	0	117	14	131	655	409	1,064	1	1,196
Recreation/holiday programs	0	14	7	21	58	58	116	0	137
Other community access	0	61	10	71	170	71	241	1	313
Total community access	*0*	*192*	*31*	*223*	*883*	*538*	*1,421*	*2*	*1,646*
Own home respite	0	4	4	8	31	41	72	0	80
Centre-based respite/respite homes	0	110	2	112	94	81	175	0	287
Host family respite/peer support respite	0	5	0	5	15	9	24	0	29
Flexible respite	0	28	22	50	187	108	295	1	346
Other respite	0	6	0	6	15	13	28	0	34
Total respite	*0*	*153*	*28*	*181*	*342*	*252*	*594*	*1*	*776*
Open employment	0	0	1	1	n.a.	n.a.	333	0	334
Supported employment	0	2	1	3	389	3	392	0	395
Total employment	*0*	*2*	*2*	*4*	*n.a.*	*n.a.*	*725*	*0*	*729*
Advocacy	0	0	0	0	99	32	131	0	131
Information/referral	0	18	0	18	79	40	119	0	137
Combined information/advocacy	0	1	0	1	26	20	46	0	47
Mutual support/self-help groups	0	1	0	1	85	35	120	0	121
Alternative formats of communication	0	0	0	0	18	11	29	0	29
Total advocacy, information and print disability	*0*	*20*	*0*	*20*	*307*	*138*	*445*	*0*	*465*
Research and evaluation	0	5	0	5	0	1	1	0	6
Training and development	0	6	1	7	6	5	11	0	18
Peak bodies	0	2	0	2	5	7	12	0	14
Other support services	0	21	43	64	27	81	108	0	172
Total other support	*0*	*34*	*44*	*78*	*38*	*94*	*132*	*0*	*210*
Total	**0**	**2,619**	**183**	**2,802**	**n.a.**	**n.a.**	**6,284**	**7**	**9,093**
Total per cent	**0.0**	**28.8**	**2.0**	**30.8**	**n.a.**	**n.a.**	**69.1**	**0.0**	**100.0**

Notes

1. Australian government-related employment services are not directly provided services, but funded organisations such as universities classified as 'Australian government-related'.

2. 'Open and supported' employment services ceased to be operational from 1 December 2004.

Table 5.2: State/territory-funded CSTDA service type outlets, service type by state/territory, 2005–06

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Large residential/institution	25	6	11	11	7	3	0	0	63
Small residential/institution	6	0	59	10	1	1	0	0	77
Hostels	7	13	0	0	1	5	0	0	26
Group homes	798	857	316	239	234	37	62	37	2,580
Attendant care/personal care	10	30	40	1	35	29	2	6	153
In-home accommodation support	138	257	232	185	53	14	14	11	904
Alternative family placement	3	1	10	24	2	0	0	4	44
Other accommodation support	22	37	11	5	0	3	0	1	79
Total accommodation support	*1,009*	*1,201*	*679*	*475*	*333*	*92*	*78*	*59*	*3,926*
Therapy support for individuals	12	51	27	24	13	2	1	6	136
Early childhood intervention	96	94	19	10	13	0	0	1	233
Behaviour/specialist intervention	34	39	26	4	7	1	1	4	116
Counselling (individual/family/group)	4	0	20	2	13	0	0	1	40
Regional resource and support teams	90	0	1	1	5	4	0	2	103
Case management, local coordination and development	27	226	157	136	64	7	16	10	643
Other community support	28	0	9	15	13	0	2	3	70
Total community support	*291*	*410*	*259*	*192*	*128*	*14*	*20*	*27*	*1,341*
Learning and life skills development	203	531	258	105	61	16	10	12	1,196
Recreation/holiday programs	27	7	23	28	40	7	3	2	137
Other community access	152	67	46	3	10	28	2	5	313
Total community access	*382*	*605*	*327*	*136*	*111*	*51*	*15*	*19*	*1,646*
Own home respite	3	15	22	10	24	2	1	3	80
Centre-based respite/respite homes	78	82	58	24	23	6	7	9	287
Host family respite/peer support respite	9	6	4	1	6	1	0	2	29
Flexible respite	73	125	75	52	13	1	3	4	346
Other respite	4	6	11	3	9	1	0	0	34
Total respite	*167*	*234*	*170*	*90*	*75*	*11*	*11*	*18*	*776*
Advocacy	3	26	11	15	3	6	4	2	70
Information/referral	10	67	18	2	17	13	6	2	135
Combined information/advocacy	6	17	6	3	5	7	1	2	47
Mutual support/self-help groups	0	91	18	1	10	0	1	0	121
Alternative formats of communication	1	0	8	0	1	3	3	0	16
Total advocacy, information and print disability	*20*	*201*	*61*	*21*	*36*	*29*	*15*	*6*	*389*
Research and evaluation	0	0	5	0	0	1	0	0	6
Training and development	5	6	3	1	0	1	1	1	18
Peak bodies	0	3	3	1	1	3	1	2	14
Other support services	6	65	50	8	37	3	3	0	172
Total other support	*11*	*74*	*61*	*10*	*38*	*8*	*5*	*3*	*210*
Total	**1,880**	**2,725**	**1,557**	**924**	**721**	**205**	**144**	**132**	**8,288**

Table 5.3: Australian Government-funded CSTDA service type outlets, service type by state and territory, 2005–06

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Open employment	102	65	70	33	37	15	6	6	334
Supported employment	148	97	47	30	44	16	8	5	395
Total employment support	*250*	*162*	*117*	*63*	*81*	*31*	*14*	*11*	*729*
Advocacy	12	20	7	8	6	3	2	3	61
Information/referral	1	—	—	—	—	—	1	—	2
Alternative formats of communication	4	3	1	2	1	1	1	—	13
Total advocacy, information and print disability	*17*	*23*	*8*	*10*	*7*	*4*	*4*	*3*	*76*
Total	**267**	**185**	**125**	**73**	**88**	**35**	**18**	**14**	**805**

Note: 'Open and supported' employment services ceased to be operational from 1 December 2004.

5.3   Period of operation

Of the 8,552 service type outlets that provided information relating to operating hours, 6,328 outlets (74%) were operating more than 7 hours per day (Table 5.4). This included 3,015 outlets (35%) which operated for 24 hours a day, with the majority of these being for accommodation support services. Approximately 16% (1,346) of all service type outlets reported no regular pattern of daily operating hours.

More than two-thirds (2,553 or 69%) of service type outlets providing accommodation services and roughly two-fifths (297 or 42%) of respite services were open 24 hours a day (Table 5.4). For all other service groups, the most commonly reported number of hours provided was between 7–9 hours per day—ranging from 42% of all community access outlets to 94% of all outlets providing employment services. Outlets providing community access services were the most likely to operate less than 7 hours per day with one-third (33%) of outlets open between 3–6 hours per day.

Of the 8,467 outlets which provided information on days of operation per week, 3,439 outlets (41%) indicated opening 5 days per week and 4,078 outlets (48%) reported opening 7 days per week (Table 5.5). Accommodation support services and respite services were most likely of all service groups to operate 7 days per week (89% of accommodation outlets and 59% of respite outlets), with all other services more commonly reporting 5 days per week. The proportion of services operating 5 days per week ranged between 66% (advocacy, information and print disability; 285 of 437) and 94% (employment; 652 of 696) within each service group.

The vast majority of service type outlets (93% or 7,890 out of 8,519) reported operating for at least 48 weeks per year, with 71% (6,079) indicating that they remained open for the full 52 weeks (Table 5.6). All service groups, except for community access, were most likely to report operating for 52 weeks per year. Approximately 94% of accommodation services, 63% of community support services, 68% of respite services, 60% of employment services and 48% of advocacy, information and print services were provided year round. Almost half (48%) of community access outlets operated between 48 and 51 weeks, with slightly more than a third (36%) open for the full 52 weeks.

Table 5.4: CSTDA-funded service type outlets, number of operating hours per day by service group, 2005–06

Hours of operation per day	Accom-modation support	Community support	Community access	Respite	Employment	Advocacy, info. and print disability	Other	Total
Less than 3 hours	14	10	6	8	0	0	1	39
3–6 hours	111	51	510	36	26	90	15	839
7–9 hours	244	925	648	126	654	305	111	3,013
10–12 hours	44	24	36	14	13	5	4	140
13–18 hours	91	9	10	17	2	0	0	129
19–23 hours	18	2	4	7	0	0	0	31
24 hours	2,553	65	89	297	0	5	6	3,015
No regular pattern	652	186	231	209	0	34	34	1,346
Total	**3,727**	**1,272**	**1,534**	**714**	**695**	**439**	**171**	**8,552**

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 1.4 for discussion of the definition of 'service type outlet').

2. Column totals exclude 641 service type outlets for which hours of operation per day were missing.

Table 5.5: CSTDA-funded service type outlets, number of operating days per week by service group, 2005–06

Days of operation per week	Accom-modation support	Community support	Community access	Respite	Employment	Advocacy, info. and print disability	Other	Total
1 day	6	18	29	20	0	66	3	142
2 days	16	20	26	18	1	11	2	94
3 days	17	32	39	23	4	11	3	129
4 days	15	24	28	21	6	25	5	124
5 days	240	982	1,067	91	652	285	122	3,439
6 days	23	10	59	16	11	4	2	125
7 days	3,325	98	203	408	22	8	14	4,078
No regular pattern	91	53	54	93	0	27	18	336
Total	**3,733**	**1,237**	**1,505**	**690**	**696**	**437**	**169**	**8,467**

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 1.4 for discussion of the definition of 'service type outlet').

2. Column totals exclude 726 service type outlets for which days of operation per week were missing.

Table 5.6: CSTDA-funded service type outlets, number of operating weeks per year by service group, 2005–06

Weeks of operation per year	Accom-modation support	Community support	Community access	Respite	Employment	Advocacy, info. and print disability	Other	Total
1–39 weeks	51	8	37	41	3	12	3	155
40–47 weeks	32	63	178	17	7	20	4	321
48–51 weeks	112	356	725	112	269	189	48	1,811
52 weeks	3,539	781	548	480	417	212	102	6,079
No regular pattern	20	33	25	53	0	4	18	153
Total	**3,754**	**1,241**	**1,513**	**703**	**696**	**437**	**175**	**8,519**

Notes

1.   A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 1.4 for discussion of the definition of 'service type outlet').

2.   Column totals exclude 674 service type outlets for which weeks of operation per year were missing.

5.4   Location of service type outlet

Of the 9,093 CSTDA-funded service type outlets throughout Australia, the majority were located in major cities (61% or 5,570 outlets; Table 5.7). Inner regional areas accounted for approximately one quarter of all outlets (25% or 2,256 outlets), while outer regional, remote, and very remote areas represented a combined total of 1,232 outlets (14%). Service type outlets in very remote areas represented the smallest proportion, and accounted for less than 1% of all outlets (0.7%). This distribution of outlets is very similar to proportions of service users based on residential postcode (see Section 2.8), with the only notable difference being the proportion of users in very remote areas (0.5%) being slightly lower than the comparable outlet proportion (0.7%).

The potential population of service users can offer some context to the fewer number of outlets in the more remote regions. Approximately 62% of users under 65 years live in major cities, with 24% living in inner regional areas and a combined 12% of service users living in outer regional, remote and very remote locations. However, the proportion of service users in very remote areas is only 0.48% of the potential population. When the proportions of outlets are compared with the potential populations in each location type it is apparent that the percentages are roughly the same.

Accommodation support service type outlets had the highest number in all geographical locations except very remote areas (Table 5.7). As the level of remoteness increased, the proportion of accommodation support outlets decreased, from 47% in major cities to 40% in inner regional areas, 36% in outer regional, 27% in remote and 12% in very remote. Community support outlets followed the reverse trend, making up 14–17% of all outlets in major cities, inner regional and outer regional areas, but a much larger proportion of remote (26%) and very remote (39%) outlets. A similar pattern was seen for respite outlets, with 8–11% of outlets in major cities, inner and outer regional areas increasing to 13% of remote and 19% of very remote outlets.

Table 5.7: CSTDA-funded service type outlets, remote location by service group, 2005–06

	Major cities	Inner regional	Outer regional	Remote	Very remote	Not Known	Total
				Number			
Accommodation Support	2,600	908	368	37	8	6	3,926
Community Support	769	327	171	35	25	13	1,341
Community Access	933	461	220	19	9	3	1,646
Respite	451	181	111	18	12	3	776
Employment	396	202	98	17	7	9	729
Advocacy, info. and print disability	300	127	32	5	0	1	465
Other support	121	50	30	5	3	0	210
Total	**5,570**	**2,256**	**1,031**	**136**	**65**	**35**	**9,093**
				Per cent			
Accommodation Support	46.7	40.2	35.7	27.2	12.3	17.1	43.2
Community Support	13.8	14.5	16.6	25.7	38.5	37.1	14.7
Community Access	16.8	20.4	21.3	14.0	13.8	8.6	18.1
Respite	8.1	8.0	10.8	13.2	18.5	8.6	8.5
Employment	7.1	9.0	9.5	12.5	10.8	25.7	8.0
Advocacy, info. and print disability	5.4	5.6	3.1	3.7	0.0	2.9	5.1
Other support	2.2	2.2	2.9	3.7	4.6	0.0	2.3
Total	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Note: A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 1.4 for discussion of the definition of 'service type outlet').

6   Service usage

6.1   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 collected 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 Section 1.4 and footnotes to Tables 6.1 and 6.2 for details).

For the 2,430 service type outlets for which hours of service received in the reference week were collected, the mean number of hours reported in the reference week was 325, with a median value of 82 hours (Table 6.1). Outlets which reported reference week hours supported 17 service users on average. Respite services provided the highest mean and median number of hours during the reference week (641 and 155, respectively), with 'centre-based respite/respite homes 'providing the highest mean number of hours (1,136). The lowest mean and median hours were reported by community support outlets (collected only by the single service type, case management, local coordination and development)—with 69 and 24 hours, respectively.

There were 2,599 service type outlets that reported hours received in a typical week (Table 6.2). The overall mean and median reported hours were higher than those for a reference week—350 and 103 hours, respectively. Respite outlets reported the highest mean typical hours of service (644) and community support services (119) the lowest. Within specific service type categories, centre-based respite/respite homes reported the highest mean typical hours (1,120). The lowest reported mean hours was reported for case management, local coordination and development (119), which was marginally lower than own home respite services (138).

Mean hours were higher than median hours overall for both reference and typical week for two main reasons. Firstly, several outlets reported large numbers, which increased the overall calculated mean. Secondly, there were a large number of outlets with a very small number of hours reported, which decreased the overall median.

Table 6.1: Mean and median hours of service provided by CSTDA-funded service type outlets during the reference week, June 2006

Service type	Number of service type outlets	Mean hours in the reference week per outlet	Median hours in the reference week per outlet	Mean number of service users with hours received in reference week
Accommodation support				
1.05 Attendant care/personal care	118	179	59	10
1.06 In-home accommodation support	610	333	80	11
1.07 Alternative family placement	34	843	168	6
Total accommodation support	*762*	*332*	*82*	*11*
Community support				
2.06 Case management, local coordination and development	414	69	24	28
Community access				
3.01 Learning and life skills development	618	271	135	17
3.03 Other community access	205	318	132	20
Total community access	*823*	*283*	*133*	*18*
Respite				
4.01 Own home respite	60	96	29	10
4.02 Centre-based respite/respite homes	163	1,136	432	22
4.03 Host family respite/peer support respite	15	284	105	15
4.04 Flexible respite	173	411	94	17
4.05 Other respite	20	507	26	22
Total respite	*431*	*641*	*155*	*18*
All services reporting hours	**2,430**	**325**	**82**	**17**

Notes

1. Service users who, according to their start date and date of last service received or exit date, were not receiving a service in the reference week were not included even if they had recorded hours received in the reference week. Service type outlets for which no service users have hours received in the reference week recorded were not included. Where a service type outlet had both service users with valid hours received and service users with missing hours received data, then the latter were assigned the average number of hours per service user for that outlet, before the total hours received for the outlet was calculated.

2. Not all service types were required to collect data on hours received—reference week. The following service types did not collect this data item—1.01–1.04, 1.08, 2.01–2.05, 2.07, 3.02, 5.01, 5.02, 6.01–6.05 and 7.01–7.04.

3. Data are based on a reference week during June 2006 and should be interpreted accordingly.

Table 6.2: Mean and median hours of service provided by CSTDA-funded service type outlets during a typical week, 2005–06

Service type	Number of service type outlets	Mean hours in a typical week per outlet	Median hours in a typical week per outlet
Accommodation support			
1.05 Attendant care/personal care	121	222	66
1.06 In-home accommodation support	628	356	104
1.07 Alternative family placement	42	693	168
Total accommodation support	*791*	*354*	*105*
Community support			
2.06 Case management, local coordination and development	395	119	50
Community access			
3.01 Learning and life skills development	650	271	120
3.03 Other community access	240	294	161
Total community access	*890*	*277*	*136*
Respite			
4.01 Own home respite	64	138	38
4.02 Centre-based respite/respite homes	197	1,120	541
4.03 Host family respite/peer support respite	20	534	299
4.04 Flexible respite	214	417	130
4.05 Other respite	28	253	61
Total respite	*523*	*644*	*178*
All services reporting hours	**2,599**	**350**	**103**

Notes

1.   Service type outlets for which no service users have hours received in the typical week recorded were not included. Where a service type outlet had both service users with valid hours received and service users with missing hours received data, then the latter were assigned the average number of hours per service user for that outlet, before the total hours received for the outlet was calculated.

2.   Not all service types were required to collect data on hours received—typical week. The following service types did not collect this data item—1.01–1.04, 1.08, 2.01–2.05, 2.07, 3.02, 5.01, 5.02, 6.01–6.05 and 7.01–7.04.

3.   Victoria did not collect data on hours received in a typical week.

Duration

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 has been receiving support from a particular accommodation service within the 12 month reporting period. Calculations were based on the number of days between 1 July 2005 (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).

For the 16,475 service users accessing residential accommodation support services, the mean duration of service was 306 days (Table 6.3). This is close to 10 months of service per service user. There was some variation within the specific service type categories—mean duration was highest for large residentials/institutions (338 days) and lowest for hostels (258 days). Lower mean values indicate that a higher number of service users either joined the service after the start of the financial year, or exited before the end of the year. The median value of 365 days (a full year) indicates that the majority of service users were supported by these services all year round.

Table 6.3: Users of CSTDA-funded services, mean and median duration of service (in total days) by service type for residential accommodation support services (1.01–1.04), 2005–06

Service type	Number of service users	Mean duration (days)	Median duration (days)
1.01 Large residential/institution	3,844	338	365
1.02 Small residential/institution	868	304	365
1.03 Hostels	349	258	365
1.04 Group homes	11,414	298	365
All services (1.01–1.04)	**16,475**	**306**	**365**

Notes

1. For each service user, duration is calculated as the number of days between 1 July 2005 or the start date, if later, and either the exit date, if applicable, or date of last service inclusive. Service users who were missing start and/or end dates were assumed to have been accessing the service from 1 July 2005 and/or until 30 June 2006, unless they were recorded as accessing more than one accommodation support outlet, in which case they were not included.

2. The 12-month collection period lasted for a total of 365 days (1 July 2005–30 June 2006).

Staff hours

The mean reported number of paid staff hours per service type outlet during the 2005–06 reference week was 196 (Table 6.4). This was equivalent to approximately 5.2 paid Full Time Equivalent (FTE) staff per outlet. Paid staff hours were highest for employment (353 hours; 9.3 FTE staff) and accommodation support (244 hours; 6.4 FTE staff). Mean unpaid staff hours during the reference week were much lower—6 hours per outlet, or 0.2 FTE staff. Unpaid staff includes regular staff, volunteers, students and others who do not receive payment for the work they perform (AIHW 2005a).

Staff hours during the typical week were slightly higher overall than for the reference week—230 paid (6.0 FTE) and 9 unpaid (0.2 FTE) staff hours were reported on average (Table 6.5). Patterns of reporting were very similar to reference week staff hours, with employment (374 hours) and accommodation support services (277) reporting the highest mean hours.

During the reference week, CSTDA-funded services reported, on average, 7.7 staff hours per user. Institutions and group homes (residential services) reported by far the highest average, with 36.5 staff hours per service user, followed by in-home support services (15.0 hours; Figure 6.1).

Table 6.4: Mean hours worked in the reference week by paid and unpaid staff for CSTDA-funded service type outlets, by service group, 2005–06

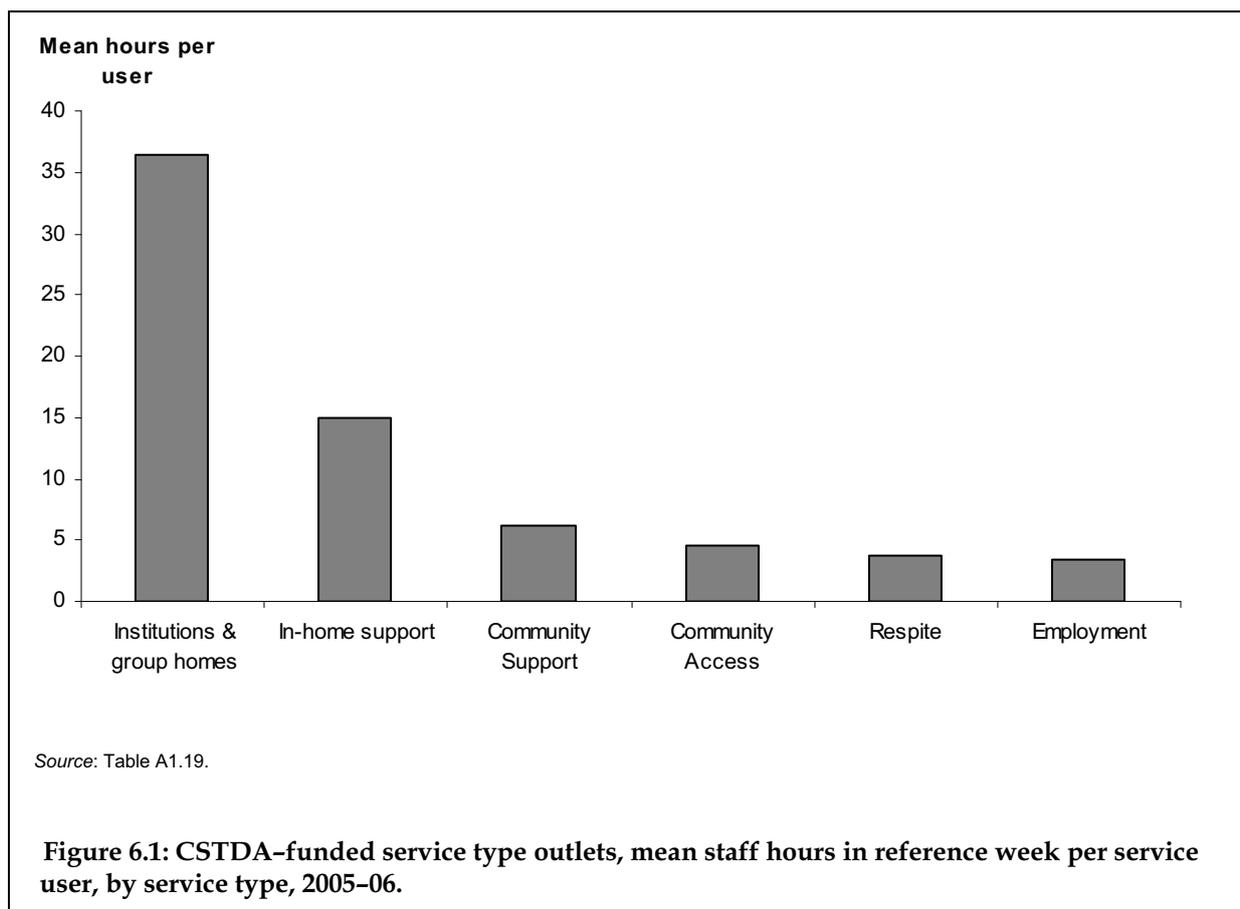| Service group	Mean paid staff hours per outlet	Mean FTE paid staff per outlet	Mean unpaid staff hours per outlet	Mean FTE unpaid staff per outlet
Accommodation support	244	6.4	3	0.1
Community support	110	2.9	1	0.0
Community access	139	3.7	10	0.3
Respite	140	3.7	9	0.2
Employment	353	9.3	6	0.1
Advocacy, information and print disability	84	2.2	27	0.7
Other support services	96	2.5	5	0.1
All services	**196**	**5.2**	**6**	**0.2**

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type (see Section 1.4).

2. Data for hours worked are the mean number of hours worked over one 7-day week in June 2006.

3. Data exclude 955 services where mean staff hours could not be calculated due to 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.

4. Full-time equivalent (FTE) staff numbers are based on a 38-hour working week.

Table 6.5: Mean hours worked in a typical week by paid and unpaid staff for CSTDA-funded service type outlets, by service group, 2005–06

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	277	7.3	5	0.1
Community support	129	3.4	3	0.1
Community access	168	4.4	13	0.3
Respite	171	4.5	18	0.5
Employment	374	9.8	6	0.1
Advocacy, information and print disability	119	3.1	38	1.0
Other support services	126	3.3	11	0.3
All services	**230**	**6.0**	**9**	**0.2**

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type (see Section 1.4).

2. Data for hours worked are the mean number of hours worked over one 7-day week in June 2005.

3. Data exclude 3,137 services where the mean staff hours could not be calculated due to 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.

4. Full-time equivalent (FTE) staff numbers are based on a 38-hour working week.

Mean hours per user

Figure 6.1: CSTDA–funded service type outlets, mean staff hours in reference week per service user, by service type, 2005–06.

Source: Table A1.19.

6.2 Multiple service usage

Multiple service outlets, service types and service groups

During 2005–06, 65,875 of 217,143 service users (30%) accessed outlets from more than one CSTDA-funded service type (Table 6.6). Of these users, approximately half (32,622) accessed service outlets from two service groups. A further 18% (11,940) used three service groups, with 3% and 0.2% (respectively) accounting for those who accessed four and five service groups. This equates to approximately 22% of all service users who accessed between two and five different service groups. Additionally, slightly more than a quarter of all service users (26%) accessed more than one service type.

Overall, service users accessed an average of 1.6 service type outlets (Table 6.7). Users of respite accessed the most service type outlets on average (2.6 per user) and users of employment the least (1.4). Within specific service types, users of behaviour/specialist intervention were most likely to access multiple service type outlets (83% of these users accessed multiple outlets; with a mean of 3.4 outlets per user), and open employment the least likely (14%; with a mean of 1.2 outlets). Community support service users were most likely to be using other services within the same service group (26% of multiple service users within that service group), with service users accessing regional resource and support teams the most likely to use another service of the same type (26%).

On average, each user accessed services from 1.3 service groups during 2005–06 (Table 6.8). Service users in accommodation support had the highest mean service group usage (2.0) and those in employment the lowest (1.3). Overall, community support service users were most likely to access services from other service groups (14%) and employment the least (6%) (see total row of Table 6.8). Of the 25 service type categories (1.01–5.02), 15 contained service users whose most other frequently accessed service type was case management, local coordination and development (service type 2.06). This was the most frequently accessed specific service type amongst all service groups except accommodation support (where it was 3.01—learning and life skills development).

Table 6.6: Users of CSTDA-funded services, multiple service use, 2005–06

	Service users		
Service usage	No.	%	% of service users accessing more than one outlet
Total with known service usage	**217,143**	**100.0**	
Using only one service type outlet	151,268	69.7	
Using more than one service type outlet	65,875	30.3	100.0
Using more than one service type	57,370	26.4	87.1
Using more than one service group (number of groups)			
Two	32,622	15.0	49.5
Three	11,940	5.5	18.1
Four	2,077	1.0	3.2
Five	142	0.1	0.2
Subtotal	*46,781*	*21.5*	*71.0*
Using more than one outlet of the same service group	38,094	17.5	57.8
Using more than one outlet of the same service type	22,243	10.2	33.8

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 6.7: Users of CSTDA-funded services, service type by multiple service usage, 2005–06

| Service type | Number of service users | Mean outlets per service user | Service users accessing more than one service type outlet | | Multiple service types | Multiple service groups | Same service group | Same service type |
| | | | Total accessing more than one service type outlet | | | | | |
			No.	%	%	%	%	%
Accommodation support								
1.01 Large residential/institution	3,844	2.3	2,896	75.3	70.5	70.0	10.5	5.7
1.02 Small residential/institution	868	2.4	694	80.0	79.4	78.7	10.4	2.9
1.03 Hostels	349	2.2	224	64.2	64.2	63.9	4.9	0.0
1.04 Group homes	11,414	2.7	8,936	78.3	78.0	77.5	7.1	2.7
1.05 Attendant care/personal care	1,835	2.8	1,237	67.4	67.2	64.0	24.7	2.3
1.06 In-home accommodation support	17,175	2.5	11,554	67.3	65.7	64.8	13.4	8.4
1.07 Alternative family placement	242	3.1	175	72.3	71.5	68.6	16.9	1.2
1.08 Other accommodation support	1,039	2.0	529	50.9	49.6	45.4	18.7	2.8
Total accommodation support	*35,566*	*2.5*	*25,045*	*70.4*	*69.0*	*68.5*	*8.8*	*5.8*
Community support								
2.01 Therapy support for individuals	27,203	2.2	13,994	51.4	49.2	29.4	42.1	10.0
2.02 Early childhood intervention	16,552	1.4	4,371	26.4	18.9	3.8	25.3	9.8
2.03 Behaviour/specialist intervention	5,851	3.4	4,833	82.6	82.5	57.0	67.1	4.8
2.04 Counselling	2,902	2.5	1,704	58.7	58.6	39.5	37.6	3.1
2.05 Regional resource and support	14,270	2.3	9,331	65.4	53.9	40.9	43.1	26.0
2.06 Case management, local coordination and development	42,702	2.4	25,704	60.2	57.0	42.4	37.1	10.9
2.07 Other community support	6,917	2.2	3,100	44.8	44.5	35.0	32.4	2.7
Total community support	*96,664*	*1.9*	*43,304*	*44.8*	*39.8*	*30.8*	*26.0*	*13.3*
Community access								
3.01 Learning and life skills	28,784	2.4	18,332	63.7	61.4	60.6	15.7	10.2
3.02 Recreation/holiday programs	7,867	2.8	4,972	63.2	62.8	60.3	21.6	3.7
3.03 Other community access	13,200	1.9	6,720	50.9	48.9	47.5	12.2	6.2
Total community access	*47,738*	*2.3*	*27,911*	*58.5*	*56.5*	*55.8*	*12.0*	*8.4*
Respite								
4.01 Own home respite	2,520	3.1	2,042	81.0	81.0	75.8	32.6	2.9
4.02 Centre-based respite/respite	11,691	3.2	9,046	77.4	75.7	70.6	37.1	14.0
4.03 Host family respite/peer support	1,051	2.8	679	64.6	64.6	60.1	28.6	0.2
4.04 Flexible respite	14,435	2.6	8,946	62.0	60.6	56.5	27.2	9.1
4.05 Other respite	1,841	2.4	1,042	56.6	56.4	50.6	23.5	1.2
Total respite	*27,319*	*2.6*	*17,536*	*64.2*	*62.7*	*60.1*	*20.5*	*10.5*
Employment								
5.01 Open employment	53,440	1.2	7,576	14.2	11.2	9.9	5.4	3.5
5.02 Supported employment	20,810	1.8	8,897	42.8	41.8	38.4	7.0	2.0
Total employment	*73,157*	*1.4*	*15,380*	*21.0*	*18.6*	*17.6*	*4.5*	*3.1*
Total	**217,143**	**1.6**	**65,875**	**30.3**	**26.4**	**21.5**	**17.5**	**10.2**

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 ceased to be operational from 1 December 2004.

Table 6.8: Users of CSTDA-funded services, service type by use of other service groups, 2005–06

Service type	Number of service users	Mean service groups per service user	Accom-modation support	Com-munity support	Com-munity access	Respite	Employ-ment	Code of most frequent other service type
Accommodation support								
1.01 Large residential/institution	3,844	2.0	4.9	29.4	54.3	2.4	12.1	3.01
1.02 Small residential/institution	868	2.0	7.7	20.9	46.1	3.9	33.3	3.01
1.03 Hostels	349	1.9	4.9	32.7	38.1	4.0	19.2	3.01
1.04 Group homes	11,414	2.2	4.6	44.2	52.4	6.4	17.4	3.01
1.05 Attendant care/personal care	1,835	2.0	23.4	50.0	24.0	15.3	7.2	2.06
1.06 In-home accommodation support	17,175	2.0	5.5	31.9	37.2	14.1	15.7	2.06
1.07 Alternative family placement	242	2.3	16.1	54.1	30.6	31.4	10.3	2.06
1.08 Other accommodation support	1,039	1.6	16.6	12.2	31.3	6.8	14.3	3.03
Total accommodation support	*35,566*	*2.0*	*3.3*	*34.8*	*42.8*	*9.9*	*15.8*	*3.01*
Community support								
2.01 Therapy support for individuals	27,203	1.4	14.0	38.0	13.7	12.7	3.7	2.06
2.02 Early childhood intervention	16,552	1.0	0.6	17.6	0.8	3.0	0.0	2.06
2.03 Behaviour/specialist intervention	5,851	1.9	34.2	66.6	28.9	19.8	9.5	2.06
2.04 Counselling (individual/family/group)	2,902	1.6	24.3	36.0	24.7	9.8	3.7	2.01
2.05 Regional resource and support	14,270	1.6	13.3	22.7	14.8	20.9	8.0	4.02
2.06 Case management, local coordination and development	42,702	1.6	17.1	30.1	18.7	17.4	10.1	2.01
2.07 Other community support	6,917	1.6	18.4	31.8	17.4	9.1	13.2	2.06
Total community support	*96,664*	*1.5*	*12.8*	*17.3*	*13.8*	*12.1*	*6.7*	*2.06*
Community access								
3.01 Learning and life skills development	28,784	1.9	35.5	33.7	6.4	14.8	9.1	2.06
3.02 Recreation/holiday programs	7,867	2.0	26.6	39.2	19.0	18.2	18.4	2.06
3.03 Other community access	13,200	1.7	30.7	12.8	6.4	11.7	9.8	1.06
Total community access	*47,738*	*1.8*	*31.9*	*27.9*	*4.3*	*14.2*	*10.5*	*2.06*
Respite								
4.01 Own home respite	2,520	2.0	14.0	65.4	20.8	31.7	4.6	2.06
4.02 Centre-based respite/respite homes	11,691	2.1	13.4	54.6	30.9	28.8	8.1	2.06
4.03 Host family respite/peer support	1,051	1.9	10.8	46.9	19.2	28.6	9.1	1.06
4.04 Flexible respite	14,435	1.8	12.8	37.0	25.3	22.3	8.0	2.06
4.05 Other respite	1,841	1.8	18.7	32.1	16.2	22.9	16.3	2.06
Total respite	*27,319*	*1.9*	*12.9*	*42.8*	*24.8*	*14.3*	*8.5*	*2.06*
Employment								
5.01 Open employment	53,440	1.1	2.8	5.2	4.3	1.5	2.0	2.06
5.02 Supported employment	20,810	1.6	20.4	18.7	13.8	7.5	5.3	2.06
Total employment	*73,157*	*1.3*	*7.7*	*8.8*	*6.8*	*3.2*	*1.5*	*2.06*
Total	**217,143**	**1.3**	**11.2**	**13.7**	**12.3**	**7.6**	**5.9**	**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, 38% of the 27,203 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 equate to 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. 'Open and supported' employment services ceased to be operational from 1 December 2004.

Most common service combinations

The most common combination of service groups accessed was accommodation support and community access (Table 6.9). This combination of services was received by 15,240 service users (33% of those using two or more services). Other common combinations included community support and community access (29%), and accommodation support and community support (27%).

Within specific service types, the most common combination was therapy support for individuals and case management, local coordination and development (Table 6.10). This combination was received by 7,927 service users, 17% of those accessing two or more service groups. The most common combination of services across service groups was that of case management, local coordination and development and learning and life skills development—a total of 6,019 received both these service types during 2005–06 (13% of service users accessing two or more service groups, and 45% of users accessing a combination of community access and community support services).

Table 6.9: Users of CSTDA-funded services, service group combinations most commonly received by people using two or more services, 2005–06

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	15,240	32.6	7.0
Community support and community access	13,340	28.5	6.1
Accommodation support and community support	12,386	26.5	5.7
Community support and respite	11,691	25.0	5.4
Community access and respite	6,776	14.5	3.1
Other combinations			
Three or more services involving above combinations	13,987	29.9	6.4
All other combinations	8,671	18.5	4.0
Total	**46,781**	**100.0**	**21.5**

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.

Table 6.10: Users of CSTDA-funded service users, people accessing the ten most common service type combinations, 2005–06

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
More than one service from community support			
Therapy support for individuals and case management, local coordination and development (2.01 and 2.06)	7,927	17.0	n.a.
Behaviour/specialist intervention and case management, local coordination and development (2.03 and 2.06)	2,765	5.9	n.a.
Accommodation support and community access			
Group homes and learning and life skills development (1.04 and 3.01)	4,817	10.3	31.6
In-home accommodation support and learning and life skills development (1.06 and 3.01)	3,215	6.9	21.1
In-home accommodation support and other community access (1.06 and 3.03)	2,724	5.8	17.9
Community access and community support			
Case management, local coordination and development and learning and life skills development (2.06 and 3.01)	6,019	12.9	45.1
Accommodation support and community support			
In-home accommodation support and case management, local coordination and development (1.06 and 2.06)	4,439	9.5	35.8
Community support and respite			
Case management, local coordination and development and centre-based respite/respite homes (2.06 and 4.02)	3,892	8.3	33.3
Case management, local coordination and development and flexible respite (2.06 and 4.04)	3,857	8.2	33.0
More than one service from respite support			
Centre-based respite/respite homes and flexible respite (4.02 and 4.04)	2,757	5.9	n.a.
Ten most common combinations	*42,412*		
Total service users	**19,654**	**46.3**	

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 (42,412) is greater than the total number of users accessing these combinations (19,654).

6.3 Service exits

A total of 45,691 service users (21%) were recorded as exiting one or more services during 2005–06 (Table 6.11). Employment service users were most likely to report an exit date (24%), while users of community access services were the least likely (9.2%).

Around 28% of service users with an exit date did not report a reason for leaving the service. For a further 29% service of users the exit reason was reported as 'other'. The main specific reason reported for exiting a service was that the service user no longer needed assistance (23%)—either due to moving to mainstream services (8.3%) or some other reason (14%). Three per cent of service users had moved out of the geographical area.

Table 6.11: Service users with an exit date, main reason for cessation of services by service group, 2005–06

Main reason for cessation of services	Accommodation support No.	%	Community support No.	%	Community access No.	%	Respite No.	%	Employment No.	%	All service groups No.	%
No longer needs assistance—moved to mainstream services	346	8.8	1,490	7.9	374	8.5	626	15.9	1,136	6.4	3,794	8.3
No longer needs assistance—other reason	451	11.5	4,217	22.5	635	14.4	429	10.9	1,101	6.2	6,540	14.3
Moved to residential, institutional or supported accommodation setting	278	7.1	151	0.8	75	1.7	98	2.5	1	0.0	496	1.1
Needs have increased—other service type required	147	3.7	339	1.8	88	2.0	47	1.2	685	3.9	1,213	2.7
Services terminated due to budget/staffing constraints	21	0.5	90	0.5	221	5.0	152	3.9	36	0.2	489	1.1
Services terminated due to OHS reasons	24	0.6	24	0.1	14	0.3	5	0.1	74	0.4	129	0.3
Service user moved out of area	215	5.5	814	4.3	225	5.1	81	2.1	118	0.7	1,303	2.9
Service user died	334	8.5	480	2.6	217	4.9	81	2.1	135	0.8	1,001	2.2
Service user terminated service	200	5.1	438	2.3	301	6.8	98	2.5	3,812	21.4	4,671	10.2
Other reason	963	24.5	6,772	36.1	1,419	32.2	1,788	45.5	3,317	18.6	13,232	29.0
Reason not stated	944	24.1	3,966	21.1	833	18.9	524	13.3	7,375	41.5	12,823	28.1
Total number	**3,923**	**100.0**	**18,781**	**100.0**	**4,402**	**100.0**	**3,929**	**100.0**	**17,790**	**100.0**	**45,691**	**100.0**
Total % of all service users	**11.0**		**19.4**		**9.2**		**14.4**		**24.3**		**21.0**	

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Row totals may not be the sum of components because individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 1.4 for details).

2. Total number includes all service users who reported an exit date. Although service users of 3.02 services were not required to report an exit date or exit reason, some did so and are therefore included in this table.

3. In cases where an individual service user exited more than one service within the same service group, the most recent exit reason was included in this table.

7   Data quality

There are three aspects of the quality of data reported on in this chapter:

- service type outlet response rates
- service user response rates
- 'not stated'/'not known' rates for individual data items.

The first two of these affect the accuracy of the counts for service users—nationally and by jurisdiction and service type—and all three affect the accuracy of analyses of individual data items.

7.1   Service type outlet response rates

Jurisdictions reported response rates based on the number of service type outlets responding out of the total number of outlets in the jurisdiction. These reported response rates are shown in Table 7.1.

The overall national service type outlet response rate has increased from 82% in 2002–03 to 94% in 2005-06. Since the 2002–03 collection, service type outlet response rates have reached 100% in most jurisdictions. The response rate in New South Wales has increased from 70% to 89% over the period and similarly the Queensland rate has increased from 93% to 99%. The service type outlet response rate in Victoria has declined in the last three years from 94% in 2003–04 to 90% in the current reporting year. Table 7.1 shows the effect that response rates in the larger jurisdictions have on the overall response rate.

Table 7.1: Response rates for service type outlets by jurisdictions, 2002–03 to 2005–06 (per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
2002–03	70	79	93	100	100	100	98	97	100	82
2003–04	80	94	97	100	100	100	93	95	100	93
2004–05	85	92	99	100	100	96	98	70	100	94
2005–06	89	90	99	100	100	100	100	100	100	94

Notes

1. Response rates are based on figures provided by jurisdictions.

2. The 'total' response rate is based on the number of outlets in the data set, divided by the number of total outlets that would have been in the data set if all jurisdictions had a 100% response rate.

3. The response rate for ACT in 2003–04 is based on agency response rates rather than service type outlets.

4. During 2003–04, Queensland reported 38 service users as not providing consent for their data to be transmitted, and ACT 35 service users.

5. During 2004–05, Queensland reported 133 service users as not providing consent for their data to be transmitted, and ACT 36 service users.

7.2 Service user response rate

Service user information may be missing from the data set for a number of reasons. There are outlets that, through administrative or other error, neglect to report on all of their service users. It is not possible to estimate the number of service users who may be missing from the data set for this reason. It should also be recognised that particular service types with a high volume of users and minimal contact (for example, information/referral services) are not required to report service user information under the CSTDA NMDS. The data item *number of service users* on the service type outlet form was designed to provide this information for all service types, but it is apparent, both from examination of the data for this item and reports from jurisdictions, that the quality of analysis may be somewhat hindered by the reliability of the data.

7.3 'Not stated' and 'not known' rates

Service user data items

There were some marked improvements in 'not stated' rates for service user data items in the 2005–06 collection compared with corresponding rates in 2004–05 (Table 7.2; see also AIHW 2006b: Table 7.2). Most basic demographic details were recorded well. *Age, date of birth, sex* and *postcode* had 'not stated' responses of 0.1%, 0.2%, 0.4% and 1.5%—an improvement from the 2004–05 rates of 0.1%, 2.9% 2.9% and 4.7%, respectively. Importantly, the 'not stated' for Indigenous status had improved from the previous years reporting from 21% to 10%, but was still above the 2003–04 collection level of 8%. The 'not stated' rate for *primary disability* continued to increase—from 10% in 2003–04 up to 20% in 2005–06. However, the principal contribution to the overall figure was from Victoria (42%). In areas of support and assistance the 'not stated' response rates were between 20% and 30%, which were mostly higher than the 2004–05 numbers but lower than those recorded for the 2003–04 collection. The exception was in the support area of *working*, which had one of the highest 'not stated' rates in the support area (28%), and had a 'not stated' response rate higher than both the previous two years.

Data collection relating to carers appears to be an increasing problem for certain categories. In particular, increases in the 'not stated' over the last three years for *carer-residency status, carer-relationship to service user, carer-age group and receipt of carer allowance* indicates a need for closer focus on these items. In fact the 'not stated' figure for carer allowance (44%) is by far the highest of figures reported against items of interest.

'Not stated' rates once again varied quite widely between jurisdictions for most data items. Western Australia and Victoria both recorded high levels of 'not stated' responses for *Indigenous status, country of birth, need for interpreter services, method of communication, living arrangement* and *residential setting,* which strongly influenced the national aggregate measures for these user characteristics. Queensland is quite outstanding in reporting low 'not stated' responses across all reported data items in Table 7.2, with South Australia and Tasmania also having low 'not stated' levels in all data items except those related to carers.

In the 'not known' category, South Australia had a high recorded rate (21%) for *main income source* compared with other jurisdictions, but the aggregate rate across all jurisdictions was 8%. Victoria stood out in the 'not known' categories *main income source, carer allowance* and

individual funding in Table 7.2 with reported rates of 0.2%, 0.9% and 0.0%, respectively compared with the corresponding Australia wide rates of 8%, 18% and 3.2%.

Table 7.2: 'Not stated' and 'not known' response rates for service user data items, 2005–06

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Not stated										
Age	—	0.0	—	0.2	—	—	—	—	0.1	0.1
Date of birth	—	0.3	—	0.2	—	0.0	—	—	0.1	0.2
Sex	0.4	1.0	0.1	0.1	0.1	0.6	0.5	—	0.1	0.4
Indigenous status	3.5	21.6	2.8	23.7	1.1	0.4	4.6	2.2	1.8	10.0
Country of birth	6.9	20.2	1.2	29.4	1.5	0.2	11.5	0.6	6.8	12.3
Need for interpreter services	9.7	30.7	1.4	27.2	0.6	1.1	5.8	1.8	1.4	13.7
Method of communication	15.0	21.0	2.2	25.5	3.5	1.8	8.2	3.6	12.6	15.5
Living arrangement	10.7	20.6	1.3	23.8	1.1	0.9	8.2	1.5	14.6	15.1
Postcode of usual residence	0.3	3.8	0.1	1.5	1.6	0.7	0.0	—	0.3	1.5
Residential setting	8.8	26.6	1.0	23.3	2.4	1.2	3.0	8.9	10.6	15.2
Primary disability group	11.1	41.8	0.8	3.5	1.8	0.6	21.0	27.6	13.9	19.7
Frequency of support or assistance needed										
Self-care	24.7	35.5	2.3	26.1	4.7	1.0	38.1	29.8	16.6	23.2
Mobility	24.5	34.8	2.3	25.5	4.7	0.8	37.9	29.3	16.5	22.8
Communication	23.8	34.4	2.5	26.2	4.8	0.9	36.1	29.3	16.5	22.7
Interpersonal interactions and relationships	29.9	36.4	3.0	26.4	4.8	1.5	31.2	29.2	16.5	24.2
Learning, applying knowledge and general tasks and demands	20.3	35.0	5.2	29.8	6.8	3.8	48.7	29.3	16.0	23.1
Education	21.9	35.9	6.8	30.6	5.8	5.2	49.1	29.6	19.8	25.0
Community (civic) and economic life	25.5	35.3	4.9	28.3	6.0	2.6	63.9	30.0	21.8	25.8
Domestic life	35.1	39.4	4.6	27.4	5.0	3.7	66.7	25.6	22.5	28.5
Working	41.0	40.9	8.8	30.4	7.2	6.5	62.9	25.5	15.5	28.2
Carer—existence of	9.8	22.4	2.0	26.1	1.6	—	31.8	28.2	22.4	18.7
Carer—primary status	1.5	2.7	6.8	0.7	2.1	44.2	13.5	6.6	7.5	4.7
Carer—residency status	18.6	34.4	7.6	1.8	20.4	43.6	8.9	5.4	18.4	20.7
Carer—relationship to service user	5.2	33.2	7.3	6.0	22.0	43.0	15.8	4.3	19.3	18.7
Carer—age group	30.1	37.3	10.8	7.9	27.6	44.5	19.8	5.0	29.3	26.6
Main income source (adult)	15.7	30.9	3.3	38.7	2.4	3.5	6.4	10.8	1.6	14.7
Receipt of carer allowance (child)	40.9	70.5	9.7	10.0	57.4	7.2	14.7	10.3	96.7	44.2
Labour force status	15.4	18.5	3.9	16.6	2.3	7.4	6.9	8.5	1.1	9.3
Individual funding status	11.3	14.3	3.1	—	—	16.8	23.3	9.3	—	6.8
Not known										
Main income source (adult)	3.7	0.2	3.0	3.0	20.9	2.9	8.9	7.4	13.6	8.3
Receipt of carer allowance (child)	23.8	0.9	25.7	25.1	17.3	42.4	71.8	43.2	1.1	17.7
Individual funding status	10.9	0.0	8.4	3.0	—	4.8	41.6	17.3	—	3.2

Notes

1. Figures are the percentage of total data item responses for each data source.

2. Service users accessing service type 3.02 were only required to report on data items relating to age and sex. Service users who accessed only this service type over the 12-month period are therefore excluded from calculations of 'not stated' rates for all other data items.

3. Service types 6.01–6.05 and 7.01–7.04 did not collect service user data and are therefore excluded from this table.

4. Service types 5.01 and 5.02 were not required to collect data on carer—primary status, carer—residency status, and carer—age group. 'Not stated' rate calculations therefore exclude 5.01and 5.02 service types for these data items.

5. 'Not stated' rates for carer—primary status, carer—residency status, carer—relationship to service user, and carer—age group are based only on those service users who answered 'yes' to the item carer—existence of.

6. The high level 'not stated/not known' on some data items for the ACT is due to the inclusion of therapy services in the collection process, which were able to submit minimal client information only. Therapy ACT have committed to improving their data collection processes.

Service usage data items

'Not stated' rates decreased between 2004–05 and 2005–06 for three of the six service usage data items—*service start date* decreased from 3% to 0.7%, *hours received in the reference week* decreased from 38% to 23% and *hours received in a typical week* decreased from 7% to 2% (Table 7.3; see also AIHW 2005b: Table 7.3). The three remaining service usage data items all saw increases in their 'not stated' rates—*date service last received* increased from 11% in 2004–05 to 14% in 2005–06, *main reason for cessation of services* increased from 16% to 28% and *snapshot date flag* increased from 6% to 13%.

As with service user items, service usage items showed considerable variation in 'not stated' rates across jurisdictions. For example, while Queensland, South Australia and the Northern Territory recorded responses for *main reason for cessation of services* around 2%, the remaining jurisdictions recorded responses ranging from 8.1% to 41%.

Table 7.3: 'Not stated' response rates for service usage data items, 2005–06 (for applicable service types)

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Service start date	—	0.2	—	—	—	2.8	1.1	4.4	2.3	0.7
Date service last received	—	28.4	—	44.5	—	3.1	22.4	4.4	0.1	13.8
Snapshot date flag	48.3	13.7	—	9.9	—	2.7	21.7	1.0	0.1	12.7
Main reason for cessation of services	31.4	19.6	1.5	15.7	1.5	8.1	40.5	1.8	41.0	27.6
Hours received in the reference week	—	36.9	20.5	19.2	—	0.1	1.2	2.2	n.a.	23.3
Hours received in a typical week	—	n.a.	6.8	0.7	—	—	0.1	—	n.a.	2.2

Notes

1.   Figures are the percentage of total data item responses for each data source.

2.   Service users accessing service types 3.02, 6.01–6.05 and 7.01–7.04 were not required to collect service usage data, and are therefore excluded from this table.

3.   Some service types were not required to report on hours received (reference week) and hours received (typical week). These service types are therefore excluded from calculations of 'not stated' rates for these data items (namely service types 1.01–1.04, 1.08, 2.01–2.05, 2.07, 5.01 and 5.02).

4.   Victoria did not collect data on hours received in a typical week.

5.   'Not stated' rates for main reason for cessation of services are based only on service users who entered a service exit date. Exit dates left blank were treated as indicating that the service user had remained with the service; therefore the response rate for this item was 100%.

6.   A response of '0' was considered as a 'not stated' response, except for snapshot date flag and hours received (both reference week and typical week).

Service type outlet data items

All but three of the service type outlet items saw a increase in 'not stated' rates between 2004–05 and 2005–06 (Table 7.4; see also AIHW 2005b: Table 7.4). Increases in these rates were for *agency sector* (up from 0.3% to 3%), *staff hours in the reference week* (7% to 10%), s*taff hours in a typical week* (4% to 6%), *operating weeks per year* (4% to 7%), *operating days per week* (4% to 8%), *operating hours per day* (5% to 7%). The only service type outlet data items to have decreased, 'not stated' rates between 2004–05 and 2005–06 were *full financial year of operation* and *number of services users over the year* and these were marginal changes. As in 2003–04 and 2004–05, there were no missing *service types* in 2005–06.

Table 7.4: 'Not stated' response rates for service type outlet data items, 2005–06

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Agency sector	0.2	—	—	—	—	—	2.1	—	24.6	2.5
Service type	—	—	—	—	—	—	—	—	—	—
Full financial year operation	1.3	—	—	—	—	—	2.1	—	14.7	1.8
Staff hours in the reference week	4.7	23.9	0.4	0.1	7.6	—	10.4	2.3	14.8	10.4
Staff hours in a typical week	8.7	n.a.	2.1	1.3	5.0	2.0	4.2	2.3	17.0	6.4
Operating weeks per year	6.5	10.1	7.8	—	2.4	—	2.1	—	14.7	7.3
Operating days per week	8.6	9.7	7.8	—	5.5	—	2.1	—	14.7	7.9
Operating hours per day	0.3	11.3	7.8	0.1	8.7	—	4.9	—	14.8	7.0
Number of service users over the year	5.1	1.2	0.1	—	0.6	7.6	11.5	13.2	14.6	3.5

Notes

1. Figures are the percentage of total data item responses for each data source.

2. Service types 7.01–7.04 were not required to report on the data item 'number of service users over the year'; hence these outlets are excluded from the 'not stated' calculations for this data item.

3. Victoria did not collect data on staff hours in a typical week.

4. A response of '0' was considered as a 'not stated' response, except for staff hours (for both reference week and typical week)—if only one staff hours (paid or unpaid) variable was missing, it was assumed to be validly recorded as zero.

Statistical linkage key validity

The overall rate of invalid linkage keys in 2005–06 was 0.9%, ranging among jurisdictions from 0% to 2.6% of the total number of service user records (Table 7.5). This was a significant improvement on the 2004–05 data set (3.1% were invalid overall, ranging from 0 to 10%). A small number of invalid linkage keys were recovered by comparison with records from current or previous year's data.

Table 7.5: Validity of the statistical linkage key in the CSTDA NMDS, 2005–06

	NSW	Vic[a]	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Number of service user records (unlinked)	38,450	86,746	23,972	29,841	21,334	5,857	3,197	1,127	76,899	287,423
Number with invalid linkage keys	4	2,228	197	68	15	1	1	0	123	2,637
% invalid linkage keys[b]	**0.0**	**2.6**	**0.8**	**0.2**	**0.1**	**0.0**	**0.0**	**0.0**	**0.2**	**0.9**

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

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