



**Australian Government**

**Australian Institute of  
Health and Welfare**

*Authoritative information and statistics  
to promote better health and wellbeing*

# **Disability support services**

## **Services provided under the National Disability Agreement 2013–14**

### **Appendix**

Australian Institute of Health and Welfare  
Canberra

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**The Australian Institute of Health and Welfare is a major national agency which provides reliable, regular and relevant information and statistics on Australia's health and welfare. The Institute's mission is authoritative information and statistics to promote better health and wellbeing.**

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This appendix accompanies the *Disability support services: services provided under the National Disability Agreement 2013–14* bulletin (AIHW 2015). It contains data quality information and additional tables.

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# Abbreviations

ADD	attention deficit disorder
ADL	activities of daily living
AIHW	Australian Institute of Health and Welfare
AIL	activities of independent living
Aus Gov	Australian Government
AWEC	activities of work, education and community living
CSTDA	Commonwealth State/Territory Disability Agreement
DS NMDS	Disability Services National Minimum Data Set
FTE	full-time equivalent
NDA	National Disability Agreement
NDIS	National Disability Insurance Scheme
no.	number
SCRGSP	Steering Committee for the Review of Government Service Provision

# Symbols

–	nil or rounded to zero
<	less than
..	not applicable
n.a.	not available
n.p.	not publishable because of small numbers, confidentiality or other concerns about the quality of the data

# A Data quality statement: DS NMDS 2013–14

## Summary of key issues

- All states and territories and the Australian Government Department of Social Services (the jurisdictions) collect data on the disability support services provided under the National Disability Agreement (NDA).
- The AIHW compiles the annual Disability Services National Minimum Data Set (DS NMDS) from the information supplied by the jurisdictions.
- Services provided under the NDA vary between jurisdictions.
- The counts of service users depend on the accuracy of the statistical linkage key. This varies by jurisdiction and year.
- While every effort is made to incorporate responses from all service type outlets provided under the NDA, each year a small number are not included. This varies by jurisdiction and year.
- Some outlets do not report on all service users, due to administration or other errors, and it is not possible to accurately estimate the number of service users who might be missing from the data as a result. This varies by jurisdiction and year.
- Non-response rates to data items vary by jurisdiction and year.

## Description

All states and territories and the Australian Government Department of Social Services supply data on the disability services provided under the National Disability Agreement (NDA) to the AIHW annually. These are compiled into the Disability Services National Minimum Dataset (DS NMDS).

## Institutional environment

The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the *Australian Institute of Health and Welfare Act 1987* to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is a corporate Commonwealth entity established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health Portfolio.

The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.

The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.

One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.

The *Australian Institute of Health and Welfare Act 1987*, in conjunction with compliance to the *Privacy Act 1988*, ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.

For further information see the AIHW website <[www.aihw.gov.au](http://www.aihw.gov.au)>.

The AIHW has been maintaining a minimum data set on disability support services since 1994, firstly as a snapshot collection, and then from 2003–04 as an annual collection.

## **Timeliness**

The publication *Disability support services* and associated online data cubes are released annually. The current version of the DS NMDS contains data on disability support services provided under the NDA in 2013–14.

The DS NMDS cannot be compiled for a given year until each jurisdiction supplies data for that year. Jurisdictional data submissions are due at the AIHW by the end of September each year following the end of the collection period, with final sign-off of national validated and linked data due February the following year. Data are required to be released by the end of the following August. In 2013–14, the last jurisdictional data submission was received on 12 January 2015, and the final jurisdiction gave sign-off on 30 January 2015.

The AIHW has been reporting on disability support services collected under the various iterations of the national disability agreements since 1994.

## **Accessibility**

The AIHW website provides disability support services data, which can be downloaded free of charge. Numerous reports, including the annual *Disability support services* bulletin, are published and are available on the AIHW website where they can be downloaded without charge. Additional disaggregation of data may be requested via a customised data request. The length of time it takes to complete a request depends on several factors, and a charge might apply to recover costs. General enquiries about AIHW publications can be made to the Digital and Media Communications Unit on (02) 6244 1000 or via email to [info@aihw.gov.au](mailto:info@aihw.gov.au).

## **Interpretability**

Information on the DS NMDS is available on the AIHW website. This includes the DS NMDS collection materials.

The main counts of the DS NMDS collection are service users and service type outlets. A service type outlet is a statistical counting unit of an agency that provides a particular NDA service type at, or from, a discrete location. Data are collected, usually by agencies, for each service type outlet.

Data on service users are collected against the service types (service type outlets) over the collection period. Service user data are not collected in relation to two of the seven service groups — ‘advocacy, information and alternative forms of communication’ and ‘other support’. Further, the level of information required to be collected varies according to the

particular service type. For more information on what information is collected against each service type, as well as a description of each service type, see the *DS NMDS data guide*.

The scope of services vary in terms of the programs that are provided under the NDA across jurisdictions (see Table A1). For example:

- in most jurisdictions, specific mental health services are provided under health, rather than disability, portfolios. However, in Victoria and Queensland, specialist psychiatric disability services are included under the NDA and residential rehabilitation services within Victoria's psychiatric disability rehabilitation and support sector (PDRSS) are classified by Victoria as non-residential accommodation support services in the DS NMDS, rather than as residential accommodation support services
- early intervention services for children with disability, fall within the disability support system in some states but are administered under the education portfolio in others.

The scope of services also vary in terms of what programs are included in the data collection. In particular, from 2012–13, the Northern Territory DS NMDS data includes people using Basic Community Care services. Other jurisdictional data does not.

## Relevance

All states and territories and the Australian Government supply data on the disability services provided under the NDA to the AIHW annually. These are compiled into the DS NMDS.

The publication *Disability support services* and associated online data cubes are released annually. The current version of the DS NMDS contains data on disability support services provided under the NDA in 2013–14.

The DS NMDS is highly relevant for reporting on the use of disability support services under the NDA. The data are used for many purposes, including by policy-makers to evaluate and plan disability programs.

The DS NMDS also contains a statistical linkage key for each service user. This enables researchers to link their database to the DS NMDS (noting that such data linkage can only be done after receiving approvals from various ethics committees).

Metadata information for the DS NMDS are published in the AIHW's online metadata repository, METeOR, and the *DS NMDS data guide*.

## Accuracy

Each year, when all the jurisdictions' data are compiled into the DS NMDS, a national validation and data linkage process is undertaken.

To form service user counts, a statistical linkage key is used. The statistical linkage key enables the number of service users to be estimated from data collected from service type outlets and agencies. During any given financial year, a service user can receive services from:

- more than one service type outlet
- more than one agency
- multiple jurisdictions – across state/territory borders, and/or a combination of Australian Government and state/territory services.

In each of these cases, service user counts can be estimated by using the statistical linkage key. All counts of the number of service users depend on the accuracy of the statistical linkage key. A linkage key is considered to be invalid if any, or all, parts of the key are missing (excluding sex). To link records within the DS NMDS, the statistical linkage key components of each record for a service received are compared electronically with the statistical linkage key components of all other records. Records that have matching statistical linkage keys are assumed to belong to the same individual service user and are linked.

As with all collections that use a statistical linkage key to identify service users, a small degree of misidentification is expected. That is, because the statistical linkage key is not a unique identifier, there is a small probability that some of the linked records do not belong to the same individual, and, conversely, that some records that did not link do belong to the same individual. Records with missing or invalid statistical linkage keys cannot be linked to other records, and so must be treated as belonging to separate individual service users. This might result in the number of service users being slightly overestimated.

Service type outlet and service user participation rates, as well as the response rates to various data items, need to be considered when interpreting data. These vary across years and jurisdictions. Data can be considered more reliable as participation and response rates increase.

Jurisdictions report their service type outlet participation rates – the number of outlets that contributed to the DS NMDS collection compared with the total number of outlets in the jurisdiction. While every effort is made to incorporate responses from all service type outlets provided under the NDA, each year a small number are not included.

Likewise, it is recognised that some outlets do not report on all service users, due to administration or other errors, and it is not possible to accurately estimate the number of service users who might be missing from the data as a result. Some service type outlets have a large number of service users who have minimal contact, such as information and referral services. These service types are not required to submit service user information to the DS NMDS, and, as a result, users of these services are not included in totals. All service type outlets are required to estimate the number of service users they helped over the year; however, analysis of these estimates and comparison with jurisdictional reports indicate that such estimations can be of poor quality.

Non-response rates to data items can vary across jurisdictions and years. High levels of non-response reduce the validity and reliability of data, and items with high proportions should be considered with care, especially when comparing data across jurisdictions and collection years. These generally occur when a service user or service type outlet does not provide/collect information on a service user, or when information cannot be derived by statistical linkage processes. In some instances, particular service types are not required to submit data for all measures.

## **Coherence**

DS NMDS data are reported and published annually by the AIHW.

The scope of services included in the DS NMDS can vary in terms of the programs that are provided under the NDA across jurisdictions as well as in what programs are included in the data collection (see 'Interpretability' for further details).



Service type outlet and service user participation rates, as well as the response rates to various data items, vary across years and jurisdictions (see 'Accuracy' for further detail).

While there have been some changes in the collection over the years, some meaningful comparisons can be made over time, particularly from 2007–08 onwards.

Some major changes to the collection over time include:

- changes in collection period/method:
  - from 1994 to 2002, data were collected under the Commonwealth State Disability Agreement Minimum Data Set, which was run as a 'snapshot' collection. Data from the snapshot collections are not strictly comparable with that from the annual data collections (the Commonwealth State/Territory Disability Agreement National Minimum Data Set for 2003–04 to 2008–09 and the DS NMDS from 2009–10 onwards)
- changes to service type codes:
  - from 1 October 2008, targeted support services (5.04) previously delivered by the Australian Government and included in the service group 'employment services' were transferred to state/territory governments, and are now distributed across various state and territory service type codes
  - the use of a combined open and supported employment service code (5.03) was discontinued on 1 December 2004
  - in 2007–08, linkage processes to estimate service user counts changed (for more information see Chapter 1 in *Disability support services 2008–09*).

## Additional data quality information

### Variations in the services included in the DS NMDS

Table A1 highlights the main areas in which services provided under the NDA and services provided under other programs differed across jurisdictions in 2013–14.

**Table A1: Variation in NDA service types included in the DS NMDS collection, by state and territory, 2013–14**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Specialist psychiatric disability services	X	✓ <sup>(a)</sup>	✓	X	X	X	X	X
Early childhood intervention	✓	✓	✓	✓	✓	✓	✓	✓ <sup>(b)</sup>

(a) Residential rehabilitation services in Victoria's psychiatric disability rehabilitation and support sector are classified by Victoria as non-residential accommodation support services in the DS NMDS.

(b) Selected services only.

In addition, from 2012–13, the Northern Territory DS NMDS data includes people using Basic Community Care services. Other jurisdictional data does not.

## Statistical linkage key

The overall rate of invalid linkage keys in 2013–14 was 0.3%, ranging among jurisdictions from 0% to 1.2% of the total number of service user records (Table A2).

**Table A2: Validity and completeness of the statistical linkage key, 2013–14**

	NSW	Vic <sup>(a)</sup>	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Validity of statistical linkage keys</b>										
Number of service user records (unlinked)	75,104	100,657	42,793	30,808	29,954	8,655	7,604	2,893	142,574	441,042
Number with invalid linkage keys	—	1,196	—	—	—	—	—	—	38	1,234
Percentage of invalid linkage keys <sup>(b)</sup>	—	1.2	—	—	—	—	—	—	—	0.3
<b>Completeness of statistical linkage keys (unlinked)</b>										
Number of keys with date of birth estimates <sup>(b)</sup>	2,153	4,277	431	33	286	84	41	34	—	7,339
Number of keys with missing sex <sup>(b)</sup>	5	156	5	12	—	—	—	—	1	179
Percentage of valid linkage keys with missing sex and/or a date of birth estimate	2.9	4.4	1.0	0.1	1.0	1.0	0.5	1.2	—	1.7
<b>Completeness of statistical linkage keys (linked)</b>										
Number of keys with date of birth estimates <sup>(b)</sup>	2,526	4,779	526	41	342	86	43	50	—	8,393
Number of keys with missing sex <sup>(b)</sup>	5	172	8	12	—	—	—	—	1	198
Percentage of valid linkage keys with missing sex and/or a date of birth estimate	3.4	4.9	1.2	0.2	1.1	1.0	0.6	1.7	—	1.9

(a) In 2013–14, for 4% of the original service user records for Victoria, the appropriate letters of the first and last names were not collected. As for the data from previous years, where possible, a 'pseudo' linkage key was used for Victoria for these cases, and these have been included in the valid count. The use of the pseudo linkage key increases the likelihood that some records could have been wrongly matched, or that some records were not matched when they should have been.

(b) Statistical linkage keys with estimated date of birth and/or missing sex are counted as valid.

## Service type outlet participation rate

In 2013–14, the national service type outlet participation rate was 98% (Table A3). The response rates for the jurisdictions were between 95% and 100%.

**Table A3: Response rates for service type outlets, 2009–10 to 2013–14 (%)**

	2009–10	2010–11	2011–12	2012–13	2013–14
NSW	93.0	94.3	95.7	96.8	97.4
Vic	96.0	95.0	95.0	96.0	95.0
Qld	99.0	99.7	99.9	99.9	99.8
WA	100.0	98.0	99.2	100.0	100.0
SA	99.0	99.7	99.9	96.5	95.0
Tas	100.0	100.0	100.0	100.0	100.0
ACT	100.0	100.0	100.0	100.0	100.0
NT	96.0	96.0	90.0	99.0	98.1
Australian Government	100.0	100.0	100.0	100.0	100.0
<b>Total</b>	<b>96.5</b>	<b>96.9</b>	<b>97.5</b>	<b>98.0</b>	<b>97.9</b>

### 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.

## Service user participation rate

All service type outlets are required to estimate the number of service users they helped over the year; however, analysis of these estimates and comparison with jurisdictional reports indicate that such estimations can be of poor quality.

## Non-response rates to data items

Tables A4–A6 provide breakdowns of the non-response rates. In particular, there are high non-response rates for some data items, notably the ‘method of communication’, ‘supports needs’ and ‘carer – existence of’ items.

**Table A4: 'Not stated/not known' response rates for service user data items, 2013–14 (%)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Not stated</b>										
Age	—	—	—	—	—	—	—	—	—	—
Date of birth	—	—	—	—	—	—	—	—	—	—
Sex	—	—	—	—	—	—	—	—	—	—
Indigenous status	1.8	10.4	4.0	5.0	1.6	3.1	1.4	2.3	—	3.7
Country of birth	2.5	12.3	3.6	3.5	1.5	1.6	1.6	2.5	—	4.1
Need for interpreter services	4.0	30.9	6.8	—	3.1	1.6	2.0	34.4	—	9.1
Method of communication	10.9	29.3	8.9	20.5	5.0	2.9	5.2	31.7	7.4	14.3
Living arrangement	3.7	17.8	4.6	5.2	4.6	1.7	1.7	46.7	9.1	9.9
Postcode of usual residence	—	—	—	—	1.9	1.6	1.1	2.2	—	—
Residential setting	4.2	23.3	4.8	6.1	5.1	1.7	2.1	34.6	5.3	9.6
Primary disability group	6.3	15.6	2.7	2.9	2.5	1.6	1.4	34.8	—	5.6
<b>Support needs</b>										
Self-care	17.1	34.1	14.5	23.8	4.9	1.9	7.4	39.4	8.5	17.5
Mobility	16.8	33.2	15.1	23.5	4.9	1.8	7.3	42.5	7.8	17.1
Communication	16.7	32.3	14.9	23.5	5.0	1.8	6.7	56.3	7.6	16.9
Interpersonal interactions and relationships	17.2	37.3	14.9	24.1	5.0	1.8	5.8	56.0	7.9	18.2
Learning, applying knowledge and general tasks and demands	12.9	37.7	14.5	24.4	4.4	2.6	8.1	50.0	7.7	17.5
Education	14.0	38.7	19.7	25.9	4.5	2.6	10.4	50.8	9.8	19.2
Community/economic life	13.8	38.1	19.3	24.3	4.5	2.6	12.0	49.8	9.9	19.0
Domestic life	7.0	29.3	13.0	16.0	2.3	1.8	2.0	37.5	10.3	14.6
Working	9.0	31.7	20.2	17.3	2.5	1.7	8.7	37.7	7.9	15.4
Carer—existence of	4.4	16.8	1.6	25.9	1.9	1.8	7.3	34.5	70.3	35.4
Carer—primary status	1.8	43.9	2.5	20.2	1.7	—	0.6	1.8	12.7	16.4
Carer—residency status	1.8	45.3	2.9	3.9	3.0	1.6	1.5	1.7	14.1	15.8
Carer—relationship to service user	6.1	48.1	10.1	2.4	1.6	—	1.2	0.9	9.4	17.6
Carer—age group	7.3	51.9	3.0	10.2	6.5	—	6.9	2.2	18.8	20.5
Main income source (adult)	9.3	44.5	14.7	24.2	2.3	3.3	0.8	32.9	12.7	20.1
Receipt of Carer Allowance (child)	9.6	25.5	19.9	32.4	3.2	—	1.8	43.1	78.8	16.8
Labour force status	12.8	39.8	20.6	23.8	2.4	3.1	2.5	54.5	12.7	20.2
Individual funding status	5.6	—	12.8	—	8.0	1.6	1.0	34.5	—	2.9
Average not stated rate	8.0	30.7	10.0	15.0	3.6	1.8	4.2	31.4	12.7	14.0
<b>Not known</b>										
Main income source (adult)	7.2	0.6	4.8	6.2	17.3	—	2.6	7.3	—	2.9
Receipt of Carer Allowance (child)	35.9	14.7	17.3	25.0	21.3	6.5	80.8	31.7	—	26.3
Individual funding	19.1	—	13.5	8.1	10.7	—	11.4	21.3	—	5.8

*Notes*

1. Figures are the percentage of total data item responses for each data source.
2. Service users accessing service type 3.02 were required to report only on data items relating to age and sex. Service users who used only this service type over the 12-month period are 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, so are 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 exclude service types 5.01 and 5.02 for these data items.
5. 'Not stated' rates for method of communication, learning, applying knowledge and general tasks and demands, education, and community/economic life include responses for persons aged 0–4 in the denominator.
6. 'Not stated' rates for domestic life and working include responses for persons aged 0–14 in the denominator.
7. '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 'that they had a carer'.
8. 'Not stated' rates for main income source (adult) and receipt of Carer Allowance include 'not known' responses in the denominator.

**Table A5: 'Not stated' response rates for service use data items, for applicable service types, 2013–14 (%)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Service start date	—	—	—	—	—	—	—	—	—	—
Date service last received	—	—	—	—	—	—	—	—	—	—
Main reason for cessation of services	16.2	4.3	4.9	1.3	0.1	0.0	0.0	4.9	0.0	4.0

*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 use data, and so are excluded from this table.
3. '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; so the response rate for this item was 100%.

**Table A6: 'Not stated' response rates for service type outlet data items, 2013–14 (%)**

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Agency sector	—	—	—	—	—	—	—	—	—	—
Service type	—	—	—	—	—	—	—	—	—	—
Full financial year operation	—	—	—	—	—	—	—	—	—	—
Staff hours in the reference week	11.2	29.0	3.9	5.5	3.6	0.0	0.4	32.7	11.7	11.1
Staff hours in a typical week	26.0	.	0.8	14.2	9.0	1.6	1.5	26.9	16.3	15.4
Operating weeks per year	—	—	0.6	1.9	—	—	—	—	11.6	1.6
Operating days per week	—	—	0.6	1.7	—	—	—	—	11.6	1.6
Operating hours per day	—	—	0.6	1.8	—	—	—	—	11.6	1.6
Number of service users over the year	—	—	—	—	—	—	—	—	0.3	—

*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 number of service users over the year, so 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 the reference week and a typical week); if only one staff hour (paid or unpaid) variable was missing, it was assumed to be validly recorded as zero (0).

## B Additional tables

### Expenditure

**Table B1: Expenditure on disability support services, jurisdiction by service group, 2013–14 (\$ million)**

Service group	NSW	Vic <sup>(a)</sup>	Qld <sup>(a)</sup>	WA	SA	Tas	ACT	NT	Aus Gov	Total
Accommodation support	1,211.3	680.2	639.9	490.4	315.4	100.2	56.9	54.8	—	3,549.0
Community support	250.3	619.7	105.5	112.2	59.6	15.4	14.6	12.5	76.8	1,266.6
Community access	332.4	46.1	176.5	97.6	41.9	24.8	11.2	5.3	2.4	738.2
Respite	146.9	99.4	94.6	15.5	49.0	8.4	8.2	2.3	8.7	433.1
Employment	—	—	—	—	—	—	—	—	664.1	664.1
Advocacy, information, alternative forms of communication	11.5	8.9	14.9	6.5	1.7	2.5	1.2	0.4	18.8	66.3
Other support	36.0	48.8	34.1	33.3	47.6	0.8	5.4	3.6	67.1	276.6
<i>Subtotal</i>	<i>1,988.4</i>	<i>1,503.1</i>	<i>1,065.4</i>	<i>755.4</i>	<i>515.2</i>	<i>152.0</i>	<i>97.5</i>	<i>79.0</i>	<i>838.0</i>	<i>6,993.9</i>
Administration	162.9	121.5	68.6	28.7	21.8	19.1	5.7	4.2	57.3	489.8
Capital grants to non-government providers	—	1.5	—	8.0	—	—	—	—	n.a.	n.a.
<b>Total</b>	<b>2,151.3</b>	<b>1,626.1</b>	<b>1,134.0</b>	<b>792.0</b>	<b>537.0</b>	<b>171.1</b>	<b>103.2</b>	<b>83.2</b>	<b>895.3</b>	<b>7,493.3</b>

(a) In Victoria and Queensland, specialist psychiatric disability services are included under the disability support services provided under the NDA, however, this table excludes expenditure on specialist psychiatric disability services.

#### Notes

1. Expenditure may not add to total because of rounding.
2. Expenditure by state and territory governments includes contributions from the Australian Government, mainly through the National Disability Specific Purposes Payment.
3. Expenditure data for 2013–14 are affected by the introduction of the NDIS. See SCRGSP 2015 for more information.

Source: SCRGSP 2015: tables 14A.6 and 14A.10.

# Agencies

**Table B2: Disability support service agencies, funding source by state and territory, 2009–10 to 2013–14 (number)**

Year	NSW	Vic <sup>(a)</sup>	Qld	WA	SA	Tas	ACT	NT	Total
<b>State/territory-funded agencies</b>									
2009–10	439	471	303	109	121	93	48	23	1,607
2010–11	434	483	310	110	133	94	57	31	1,652
2011–12	450	454	316	114	133	91	55	40	1,653
2012–13	396	394	277	113	133	91	58	36	1,498
2013–14	411	389	319	109	132	91	56	32	1,539
<b>Australian Government-funded agencies</b>									
2009–10	202	169	105	61	62	22	16	12	649
2010–11	194	166	104	59	60	22	14	12	631
2011–12	191	167	99	59	61	22	13	12	624
2012–13	206	170	99	64	64	25	13	12	653
2013–14	181	139	77	52	62	23	11	9	554
<b>Total agencies</b>									
2009–10	641	640	408	170	183	115	64	35	2,256
2010–11	628	649	414	169	193	116	71	43	2,283
2011–12	641	621	415	173	194	113	68	52	2,277
2012–13	602	564	376	177	197	116	71	48	2,151
2013–14	592	528	396	161	194	114	67	41	2,093

(a) From 2012–13, the number of agencies in Victoria excludes service providers delivering services funded via Individualised Support Packages.

**Table B3: Disability support service agencies, agency sector by state and territory, 2013–14 (number)**

Agency sector	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>State/territory-funded agencies</b>									
State/territory	10	26	2	3	5	9	7	1	63
Local	26	59	5	3	6	1	—	—	100
<i>Total government</i>	36	85	7	6	11	10	7	1	163
Income tax exempt	375	291	232	92	21	28	46	30	1,115
Non-income tax exempt	—	13	80	11	100	53	3	1	261
<i>Total non-government</i>	375	304	312	103	121	81	49	31	1,376
<b>Total</b>	<b>411</b>	<b>389</b>	<b>319</b>	<b>109</b>	<b>132</b>	<b>91</b>	<b>56</b>	<b>32</b>	<b>1,539</b>
<b>Australian Government-funded agencies</b>									
Australian Government	3	4	4	2	1	1	—	—	15
State/territory	1	1	—	—	—	—	—	—	2
Local	2	—	—	1	—	—	—	—	3
<i>Total government</i>	6	5	4	3	1	1	—	—	20
Income tax exempt	162	123	66	41	52	18	8	8	478
Non-income tax exempt	13	11	7	8	9	4	3	1	56
<i>Total non-government</i>	175	134	73	49	61	22	11	9	534
<b>Total</b>	<b>181</b>	<b>139</b>	<b>77</b>	<b>52</b>	<b>62</b>	<b>23</b>	<b>11</b>	<b>9</b>	<b>554</b>
<b>Total</b>									
Australian Government	3	4	4	2	1	1	—	—	15
State/territory	11	27	2	3	5	9	7	1	65
Local	28	59	5	4	6	1	—	—	103
<i>Total government</i>	42	90	11	9	12	11	7	1	183
Income tax exempt	537	414	298	133	73	46	54	38	1,593
Non-income tax exempt	13	24	87	19	109	57	6	2	317
<i>Total non-government</i>	550	438	385	152	182	103	60	40	1,910
<b>Total</b>	<b>592</b>	<b>528</b>	<b>396</b>	<b>161</b>	<b>194</b>	<b>114</b>	<b>67</b>	<b>41</b>	<b>2,093</b>



# Service type outlets

Table B4: State/territory-funded disability support service type outlets, service type by state and territory, 2013–14 (number)

Service type	NSW	Vic <sup>(a)</sup>	Qld	WA	SA	Tas	ACT	NT	Total
<b>Accommodation support</b>									
Large residential/institution	22	3	11	5	8	3	—	—	52
Small residential/institution	3	4	65	11	4	1	—	—	88
Hostels	8	33	—	1	2	3	—	—	47
Group homes	1,335	932	1,139	360	450	36	69	22	4,343
Attendant care/personal care	60	—	67	1	70	10	6	31	245
In-home accommodation support	843	196	347	168	105	56	41	34	1,790
Alternative family placement	108	—	16	4	2	—	—	2	132
Other accommodation support	73	35	17	5	22	1	2	—	155
<i>Total accommodation support</i>	<i>2,452</i>	<i>1,203</i>	<i>1,662</i>	<i>555</i>	<i>663</i>	<i>110</i>	<i>118</i>	<i>89</i>	<i>6,852</i>
<b>Community support</b>									
Therapy support for individuals	76	60	122	24	23	3	4	8	320
Early childhood intervention	297	113	48	19	16	—	2	1	496
Behaviour/specialist intervention	73	33	70	14	13	—	4	1	208
Counselling (individual/family/group)	—	—	37	1	18	—	1	1	58
Regional resource and support teams	118	—	1	5	10	5	—	—	139
Case management, local coordination and development	132	160	337	47	31	9	38	3	757
Other community support	68	4	4	7	56	4	4	—	147
<i>Total community support</i>	<i>764</i>	<i>370</i>	<i>619</i>	<i>117</i>	<i>167</i>	<i>21</i>	<i>53</i>	<i>14</i>	<i>2,125</i>
<b>Community access</b>									
Learning and life skills development	1,918	45	506	108	138	53	29	8	2,805
Recreation/holiday programs	31	18	44	16	41	6	9	1	166
Other community access	67	65	8	—	52	—	3	25	220
<i>Total community access</i>	<i>2,016</i>	<i>128</i>	<i>558</i>	<i>124</i>	<i>231</i>	<i>59</i>	<i>41</i>	<i>34</i>	<i>3,191</i>
<b>Respite</b>									
Own home respite	2	25	116	—	44	4	2	—	193
Centre-based respite/respite homes	106	94	170	24	85	10	9	7	505
Host family/peer support respite	9	10	13	—	6	1	—	2	41
Flexible respite	489	192	145	96	45	24	7	6	1,004
Other respite	—	8	26	—	37	—	1	—	72
<i>Total respite</i>	<i>606</i>	<i>329</i>	<i>470</i>	<i>120</i>	<i>217</i>	<i>39</i>	<i>19</i>	<i>15</i>	<i>1,815</i>
<b>Advocacy, information and alternative communication</b>									
Advocacy	—	27	—	15	—	6	6	2	56
Information/referral	—	61	—	4	14	11	15	1	106
Combined information/advocacy	—	10	—	—	1	5	1	—	17
Mutual support/self-help groups	—	45	—	1	11	1	2	—	60
Alternative formats of communication	2	—	—	—	2	2	4	—	10
<i>Total advocacy, information and alternative communication</i>	<i>2</i>	<i>143</i>	<i>—</i>	<i>20</i>	<i>28</i>	<i>25</i>	<i>28</i>	<i>3</i>	<i>249</i>
<b>Other support</b>									
Research and evaluation	—	—	—	—	—	—	1	—	1
Training and development	—	5	—	2	2	1	3	—	13
Peak bodies	—	—	—	—	2	3	1	1	7
Other support services	2	60	—	25	58	—	1	—	146
<i>Total other support</i>	<i>2</i>	<i>65</i>	<i>—</i>	<i>27</i>	<i>62</i>	<i>4</i>	<i>6</i>	<i>1</i>	<i>167</i>
<b>Total</b>	<b>5,842</b>	<b>2,238</b>	<b>3,309</b>	<b>963</b>	<b>1,368</b>	<b>258</b>	<b>265</b>	<b>156</b>	<b>14,399</b>

(a) Residential rehabilitation services within Victoria's psychiatric disability rehabilitation and support sector (PDRSS) are classified by Victoria as non-residential accommodation support services in the DS NMDS.

**Table B5: Australian Government-funded disability support service type outlets, service type by state and territory, 2013–14 (number)**

<b>Service type</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
Open employment	445	362	359	119	159	47	9	3	1,503
Supported employment	116	82	37	19	31	12	3	3	303
<i>Total employment support</i>	<i>561</i>	<i>444</i>	<i>396</i>	<i>138</i>	<i>190</i>	<i>59</i>	<i>12</i>	<i>6</i>	<i>1,806</i>
Advocacy	16	17	5	9	6	3	2	3	61
Information/referral, alternative formats of communication	1	1	—	2	1	—	2	—	7
<i>Total advocacy, information and alternative communication</i>	<i>17</i>	<i>18</i>	<i>5</i>	<i>11</i>	<i>7</i>	<i>3</i>	<i>4</i>	<i>3</i>	<i>68</i>
<b>Total</b>	<b>578</b>	<b>462</b>	<b>401</b>	<b>149</b>	<b>197</b>	<b>62</b>	<b>16</b>	<b>9</b>	<b>1,874</b>

*Note:* Australian Government-funded respite services are not included.

**Table B6: Characteristics of disability support service type outlets, 2013–14 (number)**

<b>Data item</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Aus Gov</b>	<b>Total</b>
<b>Agency sector</b>										
Australian/state/territory government	559	686	494	162	277	15	76	8	103	2,380
Local government	117	83	7	10	14	1	—	—	3	235
Income tax exempt (charity)	5,166	1,438	2,367	734	143	73	182	144	1,251	11,498
Non-income tax exempt	—	31	441	57	934	169	7	4	517	2,160
<b>Total</b>	<b>5,842</b>	<b>2,238</b>	<b>3,309</b>	<b>963</b>	<b>1,368</b>	<b>258</b>	<b>265</b>	<b>156</b>	<b>1,874</b>	<b>16,273</b>
<b>Full financial year of operation</b>										
Yes	4,759	2,204	3,149	950	1,217	228	262	155	1,648	14,572
No	1,083	34	160	13	151	30	3	1	226	1,701
<b>Total</b>	<b>5,842</b>	<b>2,238</b>	<b>3,309</b>	<b>963</b>	<b>1,368</b>	<b>258</b>	<b>265</b>	<b>156</b>	<b>1,874</b>	<b>16,273</b>
<b>Weeks of operation per year</b>										
1–39 weeks	72	44	25	52	57	3	5	—	40	298
40–51 weeks	2,091	137	678	103	213	69	57	23	1,263	4,634
52 weeks	2,765	2,053	2,147	635	1,010	174	202	130	264	9,380
No regular annual pattern	914	4	440	155	88	12	1	3	89	1,706
Not stated	—	—	19	18	—	—	—	—	218	255
<b>Total</b>	<b>5,842</b>	<b>2,238</b>	<b>3,309</b>	<b>963</b>	<b>1,368</b>	<b>258</b>	<b>265</b>	<b>156</b>	<b>1,874</b>	<b>16,273</b>
<b>Days of operation per week</b>										
1 day	61	84	10	7	37	5	1	—	137	342
2 days	52	31	14	5	13	8	2	—	84	209
3 days	178	40	12	3	12	1	3	2	41	292
4 days	99	30	17	5	11	1	3	1	38	205
5 day	1,891	1,195	721	185	349	91	105	82	1,052	5,671
6 days	57	17	39	18	2	3	5	1	14	156
7 days	2,387	834	1,918	513	822	126	135	66	10	6,811
No regular weekly pattern	1,117	7	559	211	122	23	11	4	280	2,334
Not stated	—	—	19	16	—	—	—	—	218	253
<b>Total</b>	<b>5,842</b>	<b>2,238</b>	<b>3,309</b>	<b>963</b>	<b>1,368</b>	<b>258</b>	<b>265</b>	<b>156</b>	<b>1,874</b>	<b>16,273</b>
<b>Hours of operation per day</b>										
Less than 7 hours	1,181	162	104	41	131	40	17	17	94	1,787
7–8 hours	1,125	752	634	192	290	67	84	66	1,222	4,432
9 to <24 hours	162	158	133	24	35	16	27	8	96	659
24 hours	1,723	1,139	1,411	436	761	68	116	48	4	5,706
No regular daily pattern	1,651	27	1,008	253	151	67	21	17	240	3,435
Not stated	—	—	19	17	—	—	—	—	218	254
<b>Total</b>	<b>5,842</b>	<b>2,238</b>	<b>3,309</b>	<b>963</b>	<b>1,368</b>	<b>258</b>	<b>265</b>	<b>156</b>	<b>1,874</b>	<b>16,273</b>
<b>Staff hours in the reference week: paid staff</b>										
0 hours	2,337	135	—	47	133	18	11	—	82	2,763
Less than 20 hours	1,092	196	604	72	207	29	23	25	361	2,609
20 to <38 hours	342	133	279	57	115	30	18	11	83	1,068
38 to <114 hours	522	345	726	144	240	69	69	28	466	2,609
114 to <228 hours	507	459	865	210	309	36	91	15	307	2,799
228 to <418 hours	319	237	371	239	229	30	31	19	198	1,673
418 to <570 hours	25	33	102	56	27	11	3	3	71	331
570 hours or more	37	51	222	85	59	35	13	4	86	592
Not stated	661	649	140	53	49	—	6	51	220	1,829
<b>Total</b>	<b>5,842</b>	<b>2,238</b>	<b>3,309</b>	<b>963</b>	<b>1,368</b>	<b>258</b>	<b>265</b>	<b>156</b>	<b>1,874</b>	<b>16,273</b>
<b>Staff hours in the reference week: unpaid staff</b>										
0 hours	4,640	1,134	—	805	1,018	194	148	—	1,326	9,265
Less than 20 hours	215	174	880	65	132	44	20	4	100	1,634
20 to <38 hours	23	52	57	21	12	7	6	5	36	219
38 to <114 hours	9	21	41	12	18	5	3	5	47	161
114 to <228 hours	7	9	18	2	10	7	1	3	9	66
228 to <418 hours	4	5	—	1	4	—	1	1	6	22
418 to <570 hours	1	3	2	1	—	1	—	—	3	11
570 hours or more	2	3	2	3	7	—	1	—	1	19
Not stated	941	837	2,309	53	167	—	85	138	346	4,876
<b>Total</b>	<b>5,842</b>	<b>2,238</b>	<b>3,309</b>	<b>963</b>	<b>1,368</b>	<b>258</b>	<b>265</b>	<b>156</b>	<b>1,874</b>	<b>16,273</b>

(continued)

**Table B6 (continued): Characteristics of disability support service type outlets, 2013–14 (number)**

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Staff hours in a typical week: paid staff<sup>(a)</sup></b>										
0 hours	1,013	—	—	84	68	10	—	—	85	1,260
<20 hours	1,121	—	598	66	233	27	26	32	389	2,492
20 to <38 hours	615	—	304	53	120	35	22	17	85	1,251
38 to <114 hours	995	—	675	136	256	65	66	23	441	2,657
114 to <228 hours	801	—	901	190	307	45	99	17	297	2,657
228 to <418 hours	601	—	402	244	228	31	30	18	210	1,764
418 to <570 hours	57	—	123	52	29	13	3	3	69	349
570 hours or more	119	—	274	85	70	32	13	3	78	674
Not stated	520	2,238	32	53	57	—	6	43	220	3,169
<b>Total</b>	<b>5,842</b>	<b>2,238</b>	<b>3,309</b>	<b>963</b>	<b>1,368</b>	<b>258</b>	<b>265</b>	<b>156</b>	<b>1,874</b>	<b>16,273</b>
<b>Staff hours in a typical week: unpaid staff<sup>(a)</sup></b>										
0 hours	4,313	—	—	818	1,010	196	146	—	1,318	7,801
Less than 20 hours	516	—	933	56	131	38	22	6	110	1,812
20 to <38 hours	80	—	53	19	9	8	7	5	35	216
38 to <114 hours	92	—	46	10	26	5	2	2	42	225
114 to <228 hours	26	—	12	2	8	7	1	—	10	66
228 to <418 hours	12	—	5	2	5	2	1	—	4	31
418 to <570 hours	1	—	5	1	—	1	—	—	4	12
570 hours or more	4	—	10	2	8	1	1	—	—	26
Not stated	798	2,238	2,245	53	171	—	85	143	351	6,084
<b>Total</b>	<b>5,842</b>	<b>2,238</b>	<b>3,309</b>	<b>963</b>	<b>1,368</b>	<b>258</b>	<b>265</b>	<b>156</b>	<b>1,874</b>	<b>16,273</b>
<b>Service users over the financial year<sup>(b)(c)</sup></b>										
1–4 service users	2,891	405	2,023	282	644	93	132	52	161	6,683
5–9 service users	1,184	701	352	266	245	30	31	47	110	2,966
10–19 service users	625	185	335	106	114	33	26	31	203	1,658
20–49 service users	649	279	396	113	138	50	33	14	407	2,079
50–99 service users	274	255	125	68	81	24	16	3	428	1,274
100 or more service users	219	348	78	109	117	25	23	8	560	1,487
Not stated	—	65	—	19	29	3	4	1	5	126
<b>Total</b>	<b>5,842</b>	<b>2,238</b>	<b>3,309</b>	<b>963</b>	<b>1,368</b>	<b>258</b>	<b>265</b>	<b>156</b>	<b>1,874</b>	<b>16,273</b>

(a) Data on hours in a typical week are not collected in Victoria.

(b) Service type outlets with a service type 7.01–7.04 (research and evaluation, training and development, peak bodies and other support services) were excluded, as they were not required to report this data item.

(c) Service type outlets are asked to record how many service users received a service from their outlet during the reporting period. The data presented here are as reported by the outlet and do not use a statistical linkage key.

Note: Data for NDA service outlets, including the data on service user numbers, were from the service form completed by funding jurisdictions and service providers.

**Table B7: Disability support service type outlets, service type by agency sector, 2013–14 (number)**

Service type	Government				Non-government			Total
	Aus Gov	State/territory	Local	Sub-total	Income tax exempt	Non-income tax exempt	Sub-total	
<b>Accommodation support</b>								
Large residential/institution	—	23	—	23	23	6	29	52
Small residential/institution	—	1	—	1	80	7	87	88
Hostels	—	—	—	—	41	6	47	47
Group homes	—	1,385	12	1,397	2,463	483	2,946	4,343
Attendant care/personal care	—	4	7	11	151	83	234	245
In-home accommodation support	—	45	18	63	1,506	221	1,727	1,790
Alternative family placement	—	—	—	—	124	8	132	132
Other accommodation support	—	10	2	12	123	20	143	155
<i>Total accommodation support</i>	—	1,468	39	1,507	4,511	834	5,345	6,852
<b>Community support</b>								
Therapy support for individuals	—	44	—	44	240	36	276	320
Early childhood intervention	—	72	13	85	402	9	411	496
Behaviour/specialist intervention	—	91	1	92	100	16	116	208
Counselling (individual/family/group)	—	13	—	13	27	18	45	58
Regional resource and support teams	—	129	—	129	7	3	10	139
Case management, local coordination and development	—	239	11	250	463	44	507	757
Other community support	—	6	1	7	94	46	140	147
<i>Total community support</i>	—	594	26	620	1,333	172	1,505	2,125
<b>Community access</b>								
Learning and life skills development	—	57	47	104	2,507	194	2,701	2,805
Recreation/holiday programs	—	2	8	10	119	37	156	166
Other community access	—	4	4	8	175	37	212	220
<i>Total community access</i>	—	63	59	122	2,801	268	3,069	3,191
<b>Respite</b>								
Own home respite	—	3	3	6	123	64	187	193
Centre-based respite/respite homes	—	101	3	104	298	103	401	505
Host family/peer support respite	—	—	—	—	32	9	41	41
Flexible respite	—	18	47	65	866	73	939	1,004
Other respite	—	2	—	2	40	30	70	72
<i>Total respite</i>	—	124	53	177	1,359	279	1,638	1,815
<b>Employment</b>								
Open employment	100	1	—	101	888	514	1,402	1,503
Supported employment	—	2	3	5	297	1	298	303
<i>Total employment</i>	100	3	3	106	1,185	515	1,700	1,806
<b>Advocacy, information and alternative communication</b>								
Advocacy	—	—	—	—	108	9	117	117
Information/referral	—	17	1	18	72	18	90	108
Combined information/advocacy	—	—	—	—	11	6	17	17
Mutual support/self-help groups	—	—	—	—	49	11	60	60
Alternative formats of communication	—	—	—	—	11	4	15	15
<i>Total advocacy, information and alternative communication</i>	—	17	1	18	251	48	299	317
<b>Other support</b>								
Research and evaluation	—	—	—	—	1	—	1	1
Training and development	—	1	—	1	10	2	12	13
Peak bodies	—	—	—	—	3	4	7	7
Other support services	—	10	54	64	44	38	82	146
<i>Total other support</i>	—	11	54	65	58	44	102	167
<b>Total</b>	<b>100</b>	<b>2,280</b>	<b>235</b>	<b>2,615</b>	<b>11,498</b>	<b>2,160</b>	<b>13,658</b>	<b>16,273</b>

**Table B8: Disability support service type outlets, remoteness area by service group, 2013–14**

Service group	Major cities		Inner regional		Outer regional		Remote		Very remote		Not known		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Accommodation Support	4,570	66.9	1,598	23.4	561	8.2	60	0.9	44	0.6	17	—	6,852	100.0
Community support	1,347	63.9	511	24.3	200	9.5	30	1.4	20	1.0	17	0.8	2,125	100.0
Community access	1,762	55.9	984	31.2	347	11.0	37	1.2	22	0.7	40	1.3	3,191	100.0
Respite	1,033	57.3	503	27.9	215	12.0	37	2.1	13	0.7	13	0.7	1,815	100.0
Employment	941	52.4	485	27.0	329	18.3	37	2.0	4	—	10	0.6	1,806	100.0
Advocacy, information, alternative forms of communication	217	69.2	74	23.7	20	6.4	2	0.6	—	—	4	1.3	317	100.0
Other support	117	70.0	40	24.0	10	5.8	—	—	—	—	—	—	167	100.0
<b>Total</b>	<b>9,987</b>	<b>61.8</b>	<b>4,197</b>	<b>26.0</b>	<b>1,682</b>	<b>10.4</b>	<b>203</b>	<b>1.3</b>	<b>104</b>	<b>1.3</b>	<b>101</b>	<b>1.3</b>	<b>16,273</b>	<b>100.0</b>

*Notes*

1. The number of outlets in each remoteness area was estimated based on outlets' residential postcodes. Some postcode areas were split between two or more remoteness areas. Where this was the case, the data were weighted according to the proportion of the population of the postcode area in each remoteness area.
2. Totals may not be the sum of components because of rounding.
3. Percentages are of the 'total' including 'not known'.

**Table B9: Mean and median hours of service provided by disability support service type outlets during the reference week, 2013–14**

Service type	Number of service type outlets	Mean hours in reference week per outlet	Median hours in reference week per outlet	Mean number of service users with hours received in reference week
<b>Accommodation support</b>				
1.05 Attendant care/personal care	203	244.4	46.0	13.3
1.06 In-home accommodation support	1,031	159.6	51.0	7.5
1.07 Alternative family placement	83	156.6	70.0	2.1
<i>Total accommodation support</i>	<i>1,317</i>	<i>172.5</i>	<i>50.0</i>	<i>8.1</i>
<b>Community support</b>				
2.06 Case management, local coordination and development	492	118.1	38.5	41.1
<b>Community access</b>				
3.01 Learning and life skills development	1,912	193.3	65.0	11.3
3.03 Other community access	122	90.3	25.6	8.3
<i>Total community access</i>	<i>2,034</i>	<i>187.1</i>	<i>61.0</i>	<i>11.1</i>
<b>Respite</b>				
4.01 Own home respite	149	73.5	26.0	8.6
4.02 Centre-based respite/respite homes	333	565.5	288.0	11.1
4.03 Host family/peer support respite	16	140.3	60.5	4.8
4.04 Flexible respite	496	196.0	74.0	11.1
4.05 Other respite	38	109.7	26.0	7.1
<i>Total respite</i>	<i>1,032</i>	<i>293.5</i>	<i>95.1</i>	<i>10.5</i>
<b>All services reporting hours</b>	<b>4,875</b>	<b>198.7</b>	<b>60.0</b>	<b>13.2</b>

*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.
2. Service type outlets for which no service users had hours received in the reference week recorded were not included.
3. Where a service type outlet had data for service users with valid hours received and service users with missing hours received, 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.
4. Not all service types were required to collect data on hours received during the 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.
5. Data are based on a reference week during May/June 2014. The reference week varies between jurisdictions and may be different from a typical week.
6. The method used to calculate this data differs from that used in previous years. Data presented here are not strictly comparable to data presented in previous publications.

**Table B10: Mean and median hours of service provided by disability support service type outlets during a typical week, 2013–14**

<b>Service type</b>	<b>Number of service type outlets</b>	<b>Mean hours in a typical week per outlet</b>	<b>Median hours in a typical week per outlet</b>
<b>Accommodation support</b>			
1.05 Attendant care/personal care	230	268.5	46.5
1.06 In-home accommodation support	1,462	184.6	38.0
1.07 Alternative family placement	125	134.1	24.0
<i>Total accommodation support</i>	<i>1,817</i>	<i>191.8</i>	<i>39.0</i>
<b>Community support</b>			
2.06 Case management, local coordination and development	549	260.7	72.6
<b>Community access</b>			
3.01 Learning and life skills development	2,546	170.0	50.0
3.03 Other community access	149	83.0	27.0
<i>Total community access</i>	<i>2,695</i>	<i>165.2</i>	<i>47.0</i>
<b>Respite</b>			
4.01 Own home respite	133	75.5	26.0
4.02 Centre-based respite/respite homes	368	1029	326.5
4.03 Host family/peer support respite	27	189.1	124.0
4.04 Flexible respite	746	251.1	63.0
4.05 Other respite	57	86.5	34.0
<i>Total respite</i>	<i>1,331</i>	<i>440.2</i>	<i>83.0</i>
<b>All services reporting hours</b>	<b>6,392</b>	<b>238.2</b>	<b>52.0</b>

*Notes*

1. Service type outlets for which no service users have hours received in the typical week recorded were not included.
2. Where a service type outlet had data for both service users with valid hours received and service users with missing hours received, 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.
3. Not all service types were required to collect data on hours received during a 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.
4. Data on hours received in a typical week are not collected in Victoria.
5. The method used to calculate this data differs from that used in previous years. Data presented here are not strictly comparable to data presented in previous publications.



**Table B11: Mean hours worked in the reference week by paid and unpaid staff for disability support service type outlets by service group, 2013–14**

Service group	Mean paid staff hours per outlet	Mean FTE <sup>(a)</sup> paid staff per outlet	Mean unpaid staff hours per outlet	Mean FTE <sup>(a)</sup> unpaid staff per outlet	Total mean FTE <sup>(a)</sup> staff per outlet	Service users <sup>(b)</sup> per outlet	Mean FTE <sup>(a)</sup> staff per service user
Accommodation support	212.7	5.6	4.2	0.1	5.7	6.7	0.8
Community support	87.7	2.3	3.2	0.1	2.4	67.1	—
Community access	104.2	2.7	5.3	0.1	2.9	18.0	0.2
Respite	93.3	2.5	7.2	0.2	2.6	21.8	0.1
Employment	213.7	5.6	4.9	0.1	5.8	73.2	0.1
Advocacy, information and alternative forms of communication	104.2	2.7	26.2	0.7	3.4	..	..
Other	140.7	3.7	37.4	1.0	4.7	..	..
<b>Total</b>	<b>159.7</b>	<b>4.2</b>	<b>5.6</b>	<b>0.1</b>	<b>4.3</b>	<b>19.8</b>	<b>0.2</b>

(a) Full-time equivalent.

(b) Service user numbers 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.

*Notes*

1. Data for hours worked are the mean number of hours worked over one 7-day week in May/June 2014.
2. Data exclude 1,808 outlets where mean staff hours could not be calculated because of missing data.
3. FTE staff numbers are based on a 38-hour working week.

**Table B12: Mean hours worked in a typical week by paid and unpaid staff for disability support service type outlets by service group, 2013–14**

Service group	Mean paid staff hours per outlets	Mean FTE <sup>(a)</sup> paid staff per outlet	Mean unpaid staff hours per outlet	Mean FTE <sup>(a)</sup> unpaid staff per outlet
Accommodation support	264.8	7.0	7.6	0.2
Community support	106.4	2.8	2.7	0.1
Community access	163.2	4.3	10.4	0.3
Respite	119.2	3.1	6.6	0.2
Employment	179.2	4.7	4.4	0.1
Advocacy, information and alternative forms of communication	83.1	2.2	36.3	1.0
Other	206.9	5.4	56.6	1.5
<b>Total</b>	<b>194.7</b>	<b>5.1</b>	<b>7.9</b>	<b>0.2</b>

(a) Full-time equivalent.

*Notes*

1. Data for hours worked are the mean number of hours worked over a typical 7 day week.
2. Data exclude 912 outlets where mean paid staff hours and unpaid staff hours could not be calculated because of missing data.
3. The method used to calculate the mean hours differs from that used in previous years. Data presented here are not strictly comparable to data presented in previous publications.
4. FTE staff numbers are based on a 38-hour working week.

**Table B13: Disability support service type outlets, period of operation by service group, 2013–14 (number)**

	Accom- modation support	Community support	Community access	Respite	Employ- ment	Advocacy, information, alternative communi- cation	Other	Total (number)	Total (per cent)
<b>Hours of operation per day</b>									
Less than 3	39	17	17	18	3	1	4	99	0.6
3–6	219	103	1,092	111	90	66	7	1,688	10.5
7–9	442	1,342	978	335	1,224	222	109	4,652	29.0
10–12	91	27	74	30	15	4	2	243	1.5
13–18	83	9	30	21	13	3	—	159	1.0
19–23	21	2	2	10	1	1	—	37	0.2
24	4,469	154	341	713	4	8	17	5,706	35.6
No regular pattern	1,475	467	649	570	240	10	24	3,435	21.4
<b>Total</b>	<b>6,839</b>	<b>2,121</b>	<b>3,183</b>	<b>1,808</b>	<b>1,590</b>	<b>315</b>	<b>163</b>	<b>16,019</b>	<b>100.0</b>
<b>Days of operation per week</b>									
1	19	38	46	54	137	43	5	342	2.1
2	16	30	38	31	84	8	2	209	1.3
3	25	32	141	31	40	15	8	292	1.8
4	18	29	86	21	36	11	4	205	1.3
5	819	1,380	1,810	349	990	220	103	5,671	35.4
6	30	7	71	31	14	2	1	156	1.0
7	5,197	215	499	866	9	9	16	6,811	42.5
No regular pattern	715	390	492	426	280	7	24	2,334	14.6
<b>Total</b>	<b>6,839</b>	<b>2,121</b>	<b>3,183</b>	<b>1,809</b>	<b>1,590</b>	<b>315</b>	<b>163</b>	<b>16,020</b>	<b>100.0</b>
<b>Weeks of operation per year</b>									
1–39	97	21	47	85	39	5	4	298	1.9
40–47	28	150	135	38	4	11	7	373	2.3
48–51	195	581	1,749	374	1,213	127	22	4,261	26.6
52	5,938	1,025	900	992	245	169	111	9,380	58.6
No regular pattern	579	344	352	320	89	3	19	1,706	10.7
<b>Total</b>	<b>6,837</b>	<b>2,121</b>	<b>3,183</b>	<b>1,809</b>	<b>1,590</b>	<b>315</b>	<b>163</b>	<b>16,018</b>	<b>100.0</b>

Note: Service type outlets that did not respond to these questions are excluded from this table.

## Service user characteristics

**Table B14: Users of state and territory-funded disability support services, agency sector by service group and state and territory, 2013–14 (number)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Accommodation support</b>									
Government	3,026	3,365	717	525	746	6	176	—	8,561
Non-Government	8,146	12,423	6,526	3,592	4,976	1,332	387	509	37,870
<i>Total accommodation support</i>	<i>11,071</i>	<i>15,725</i>	<i>7,204</i>	<i>4,095</i>	<i>5,702</i>	<i>1,338</i>	<i>555</i>	<i>509</i>	<i>46,177</i>
<b>Community support</b>									
Government	15,253	21,164	17,034	11,254	10,999	489	5,031	1,614	82,682
Non-Government	23,106	29,848	7,494	7,120	4,756	4,743	1,314	259	78,467
<i>Total community support</i>	<i>35,115</i>	<i>45,551</i>	<i>20,580</i>	<i>15,036</i>	<i>14,585</i>	<i>4,973</i>	<i>5,294</i>	<i>1,857</i>	<i>142,549</i>
<b>Community access</b>									
Government	1,121	1,791	386	16	1,114	47	—	—	4,475
Non-Government	15,926	15,433	9,608	4,680	5,095	1,369	960	475	53,519
<i>Total community access</i>	<i>16,965</i>	<i>17,129</i>	<i>9,868</i>	<i>4,689</i>	<i>6,044</i>	<i>1,399</i>	<i>960</i>	<i>475</i>	<i>57,493</i>
<b>Respite</b>									
Government	2,887	3,121	777	69	48	—	141	—	7,041
Non-Government	8,928	15,437	5,031	3,098	2,040	452	241	204	35,359
<i>Total respite</i>	<i>10,647</i>	<i>17,240</i>	<i>5,444</i>	<i>3,152</i>	<i>2,071</i>	<i>452</i>	<i>354</i>	<i>204</i>	<i>39,480</i>
<b>Total state/territory service users</b>									
Government	17,476	24,326	17,334	11,404	11,361	539	5,123	1,614	88,987
Non-Government	46,177	61,586	19,184	13,186	12,869	6,361	2,221	1,138	162,336
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>207,810</b>

Note: Totals for Australia may not be the sum of service components because individuals may have used services in more than one state or territory during the 12-month period.

**Table B15: Users of employment services, agency sector by state and territory, 2013–14 (number)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Government	3,449	2,332	1,801	882	785	317	—	—	9,553
Non-Government	41,225	30,205	27,293	9,432	12,258	2,919	1,731	451	124,377
<b>Total</b>	<b>44,217</b>	<b>32,165</b>	<b>28,566</b>	<b>10,173</b>	<b>12,912</b>	<b>3,208</b>	<b>1,731</b>	<b>451</b>	<b>132,169</b>

Note: Totals for Australia may not be the sum of service components because individuals may have used services in more than one state or territory during the 12-month period.

**Table B16: Characteristics of service users by jurisdiction, 2013–14 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Age group (years)</b>										
0–4	7,521	6,532	1,786	1,152	859	1,783	914	282	—	20,740
5–14	14,048	11,648	5,541	5,921	4,455	1,332	2,166	425	2	45,349
15–17	2,890	2,788	1,845	1,448	1,131	210	204	66	2,526	12,662
18–24	7,496	7,882	3,672	2,355	1,741	531	451	162	26,864	46,195
25–44	10,741	19,000	6,817	3,645	3,602	1,061	1,015	465	51,241	89,393
45–59	7,685	14,452	5,383	2,330	3,658	1,012	770	452	40,478	71,729
60–64	1,890	3,541	1,432	632	1,194	256	151	187	9,545	18,245
65–74	1,438	3,860	713	485	1,193	203	51	286	1,486	9,501
75–84	293	2,622	112	101	670	54	1	214	27	4,085
85 and over	51	2,540	49	23	869	13	—	87	—	3,632
Not stated	—	—	—	—	—	—	—	—	—	—
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>132,169</b>	<b>321,531</b>
<b>Mean age</b>	<b>25.0</b>	<b>35.4</b>	<b>30.2</b>	<b>25.2</b>	<b>36.2</b>	<b>23.9</b>	<b>21.0</b>	<b>40.0</b>	<b>39.0</b>	<b>33.7</b>
<b>Median age</b>	<b>19</b>	<b>34</b>	<b>27</b>	<b>19</b>	<b>33</b>	<b>16</b>	<b>12</b>	<b>41</b>	<b>39</b>	<b>32</b>
<b>Sex</b>										
Male	33,994	41,882	16,106	11,379	11,174	3,873	3,500	1,386	78,768	190,381
Female	20,054	32,827	11,239	6,702	8,198	2,582	2,223	1,240	53,400	130,972
Not stated	5	156	5	11	—	—	—	—	1	178
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>132,169</b>	<b>321,531</b>
<b>Indigenous status</b>										
Aboriginal	4,135	1,434	1,659	1,352	851	214	306	1,715	5,663	16,499
Torres Strait Islander	96	52	192	21	12	5	12	6	242	609
Both Aboriginal and Torres Strait Islander	308	155	189	64	132	25	25	10	85	913
Neither Aboriginal nor Torres Strait Islander	48,565	65,425	24,225	15,755	18,060	6,013	5,298	834	125,677	291,631
Not stated/not collected <sup>(a)</sup>	949	7,799	1,085	900	317	198	82	61	502	11,879
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>132,169</b>	<b>321,531</b>
<b>Country of birth (English Proficiency Group)</b>										
Australia <sup>(b)</sup>	48,978	57,478	24,702	15,769	17,137	6,197	5,155	2,446	106,749	267,189
Born overseas—EPG 1	1,014	2,258	941	934	919	77	140	62	6,995	12,575
Born overseas—EPG 2	1,107	2,112	417	428	409	44	165	34	5,615	9,863
Born overseas—EPG 3	1,369	3,081	246	298	540	30	152	13	9,340	14,627
Born overseas—EPG 4	220	701	50	33	81	1	18	5	2,941	3,981
Not stated/not collected <sup>(a)</sup>	1,365	9,235	994	630	286	106	93	66	529	13,296
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>132,169</b>	<b>321,531</b>

*(continued)*

**Table B16 (continued): Characteristics of service users by jurisdiction, 2013–14 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Need for interpreter services</b>										
For spoken language other than English	1,275	1,394	737	403	501	67	116	347	7,332	11,674
For non-spoken communication	1,787	767	1,514	834	654	220	120	72	1,482	6,769
Does not need an interpreter	48,853	49,570	23,226	16,806	17,611	6,062	5,371	1,304	123,152	273,969
Not stated/not collected <sup>(a)</sup>	2,138	23,134	1,873	49	606	106	116	903	203	29,119
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>132,169</b>	<b>321,531</b>
<b>Method of communication</b>										
Spoken language (effective)	25,887	37,087	17,296	9,212	12,481	3,461	3,716	1,160	113,204	208,421
Sign language (effective)	700	2,868	394	348	277	40	23	27	1,741	5,827
Other non-spoken communication	941	2,840	876	488	537	112	140	42	549	6,162
Little, or no effective communication	13,095	3,624	4,571	3,174	4,252	871	635	283	6,879	34,519
Child aged under 5	7,521	6,532	1,786	1,152	859	1,783	914	282	—	20,740
Not stated/not collected <sup>(a)(c)</sup>	5,909	21,914	2,427	3,718	966	188	295	832	9,796	45,862
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>132,169</b>	<b>321,531</b>
<b>Living arrangement</b>										
Lives alone	3,246	8,585	3,157	1,226	2,902	581	638	164	46,314	63,566
Lives with family	38,661	39,247	17,436	13,002	11,581	4,559	4,375	949	36,940	156,537
Lives with others	10,129	13,715	5,496	2,927	4,002	1,206	613	287	36,830	69,601
Not stated/not collected <sup>(a)</sup>	2,017	13,318	1,261	937	887	109	97	1,226	12,085	31,827
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>132,169</b>	<b>321,531</b>
<b>Residential setting</b>										
Private residence	41,390	40,086	20,094	14,496	14,332	5,229	5,011	818	106,744	233,892
Residence within an Aboriginal/ Torres Strait Islander community	466	142	298	191	178	6	22	583	46	1,847
Domestic-scale supported living facility	4,273	5,624	1,271	1,452	1,431	514	300	112	2,547	15,334
Supported accommodation facility	3,450	1,550	1,591	386	1,068	492	161	103	1,752	9,207
Boarding house/private hotel	792	639	157	40	58	13	7	6	13,248	14,429
Independent unit within a retirement village	54	140	74	46	224	7	4	3	42	572
Residential aged care facility	273	504	191	97	655	33	14	12	114	1,859
Psychiatric/mental health community care facility	30	1,427	207	12	28	5	8	—	271	1,781
Hospital	91	74	111	69	41	7	8	9	52	447
Short-term crisis, emergency or transitional accommodation facility	112	1,346	200	95	103	24	47	3	170	1,929
Public place/temporary shelter	83	102	35	4	22	3	7	9	24	272
Other	760	5,818	1,816	93	238	12	13	59	203	8,978
Not stated/not collected <sup>(a)</sup>	2,279	17,413	1,305	1,111	994	110	121	909	6,956	30,984
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>132,169</b>	<b>321,531</b>

(continued)

**Table B16 (continued): Characteristics of service users by jurisdiction, 2013–14 (number)**

<b>Service user characteristics</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Aus Gov</b>	<b>Total</b>
<b>Primary disability group</b>										
Intellectual	22,195	18,029	9,704	7,763	6,635	1,884	1,111	359	25,629	82,125
Specific learning/ADD	1,319	242	188	75	41	448	308	25	8,500	10,919
Autism	7,430	3,723	4,577	4,492	3,567	455	723	84	7,629	30,853
Developmental delay	4,786	2,989	768	679	244	309	822	72	—	10,636
Physical	5,354	3,728	4,196	2,192	2,523	1,608	808	684	33,345	53,165
Acquired brain injury	1,754	2,825	1,267	601	1,673	395	129	119	3,067	11,228
Neurological	2,257	5,454	2,789	876	1,402	481	258	162	5,539	18,365
Deaf-blind	135	301	34	67	19	6	2	1	252	730
Vision	1,824	5,937	451	231	2,076	22	103	51	2,456	12,428
Hearing	609	5,064	185	512	329	32	90	21	2,841	9,405
Speech	1,589	635	103	30	41	668	773	58	333	4,199
Psychiatric	1,422	14,253	2,352	44	344	41	518	75	42,530	59,529
Not stated/not collected <sup>(a)</sup>	3,379	11,685	736	530	478	106	78	915	48	17,949
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>132,169</b>	<b>321,531</b>
<b>Other significant disability group</b>										
Intellectual	4,618	1,632	2,668	1,524	2,204	403	568	146	6,115	17,647
Specific learning/ADD	2,325	839	1,166	997	526	159	446	25	6,988	11,382
Autism	3,489	1,660	1,415	1,286	546	263	252	32	2,375	9,951
Developmental delay	1,088	114	251	151	111	9	123	40	—	1,858
Physical	6,546	2,906	4,042	1,540	3,238	776	881	263	27,750	44,262
Acquired brain injury	936	673	476	665	396	73	164	37	1,644	4,436
Neurological	5,465	1,988	3,094	1,545	2,025	464	518	138	9,030	21,590
Deaf-blind	855	57	72	109	64	18	21	6	196	1,253
Vision	2,892	1,748	1,679	908	1,066	228	344	83	3,827	11,512
Hearing	1,120	945	1,038	514	1,432	132	228	85	3,527	8,080
Speech	7,240	2,007	3,731	1,602	2,052	601	1,035	329	2,534	19,316
Psychiatric	3,645	2,319	1,852	849	1,568	338	587	89	21,357	29,536
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>132,169</b>	<b>321,531</b>
<b>Carer Allowance (child)—service users aged under 16</b>										
Yes	7,782	5,982	3,953	2,601	3,717	450	414	116	17	24,833
No	4,486	5,431	943	633	599	2,514	134	69	1	14,768
Not known/stated/collected <sup>(a)(c)</sup>	10,238	7,665	2,905	4,362	1,408	218	2,604	550	67	29,955
<b>Total</b>	<b>22,506</b>	<b>19,078</b>	<b>7,801</b>	<b>7,596</b>	<b>5,724</b>	<b>3,182</b>	<b>3,152</b>	<b>735</b>	<b>85</b>	<b>69,556</b>

(continued)

**Table B16 (continued): Characteristics of service users by jurisdiction, 2013–14 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Main source of income—service users aged 16 and over</b>										
Disability support pension	23,566	23,682	13,658	6,319	9,543	2,730	1,891	761	60,136	125,825
Other pension or benefit	976	3,763	725	187	594	138	188	327	45,054	51,118
Paid employment	668	1,229	473	295	360	124	208	22	7,747	10,339
Compensation payments	125	137	67	22	107	24	13	2	45	522
Other income	176	682	241	87	223	58	71	10	1,455	2,877
Nil income	841	1,132	570	398	145	87	113	9	318	3,522
Not known/stated/collected <sup>(a)(c)</sup>	5,195	25,162	3,815	3,188	2,676	112	87	760	17,329	57,772
<b>Total</b>	<b>31,547</b>	<b>55,787</b>	<b>19,549</b>	<b>10,496</b>	<b>13,648</b>	<b>3,273</b>	<b>2,571</b>	<b>1,891</b>	<b>132,084</b>	<b>251,975</b>
<b>Labour force status—service users aged 15 and over</b>										
Employed	5,548	5,364	2,179	2,517	2,354	505	638	114	34,218	41,975
Unemployed	6,798	7,820	3,221	1,519	1,455	419	1,325	154	80,919	97,011
Not in the labour force	15,968	20,962	10,492	4,356	9,916	2,312	614	606	225	64,964
Not stated/not collected <sup>(a)(c)</sup>	4,170	22,539	4,131	2,627	333	104	66	1,045	16,805	51,492
<b>Total</b>	<b>32,484</b>	<b>56,685</b>	<b>20,023</b>	<b>11,019</b>	<b>14,058</b>	<b>3,340</b>	<b>2,643</b>	<b>1,919</b>	<b>132,167</b>	<b>255,442</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes external territories, excludes Norfolk Island.

(c) Includes service users for whom information was required but not collected due to the service users' age at the time of their last service date.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one jurisdiction during the 12-month period.
4. Service users of Australian Government services are counted separately in this table.

**Table B17: Characteristics of service users by state and territory, 2013–14 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Age group (years)</b>									
0–4	7,521	6,532	1,786	1,152	859	1,783	914	282	20,740
5–14	14,048	11,648	5,543	5,921	4,455	1,332	2,166	425	45,349
15–17	3,578	3,038	2,721	1,579	1,244	253	216	87	12,662
18–24	15,242	12,223	9,318	3,873	3,948	1,129	749	258	46,195
25–44	25,292	29,404	16,469	6,754	7,804	2,169	1,649	640	89,393
45–59	20,415	24,109	12,633	4,440	7,098	1,867	1,076	514	71,729
60–64	5,079	6,217	3,238	1,082	1,876	433	201	204	18,245
65–74	1,920	4,224	930	557	1,306	225	58	288	9,501
75–84	305	2,624	114	103	672	54	1	214	4,085
85 and over	51	2,540	49	23	869	13	—	87	3,632
Not stated	—	—	—	—	—	—	—	—	—
<b>Total</b>	<b>93,451</b>	<b>102,559</b>	<b>52,801</b>	<b>25,484</b>	<b>30,131</b>	<b>9,258</b>	<b>7,030</b>	<b>2,999</b>	<b>321,531</b>
<b>Mean age</b>	<b>31.2</b>	<b>37.1</b>	<b>33.9</b>	<b>29.0</b>	<b>37.2</b>	<b>28.3</b>	<b>23.8</b>	<b>39.3</b>	<b>33.7</b>
<b>Median age</b>	<b>29</b>	<b>37</b>	<b>33</b>	<b>25</b>	<b>36</b>	<b>26</b>	<b>20</b>	<b>39</b>	<b>32</b>
<b>Sex</b>									
Male	57,499	57,755	31,507	15,710	17,721	5,621	4,272	1,627	190,381
Female	35,947	44,648	21,289	9,762	12,410	3,637	2,758	1,372	130,972
Not stated	5	156	5	12	—	—	—	—	178
<b>Total</b>	<b>93,451</b>	<b>102,559</b>	<b>52,801</b>	<b>25,484</b>	<b>30,131</b>	<b>9,258</b>	<b>7,030</b>	<b>2,999</b>	<b>321,531</b>
<b>Indigenous status</b>									
Aboriginal	6,263	1,872	3,156	1,718	1,168	372	349	1,791	16,499
Torres Strait Islander	139	77	319	27	18	13	13	7	609
Both Aboriginal and Torres Strait Islander	312	160	191	64	134	25	25	10	913
Neither Aboriginal nor Torres Strait Islander	85,605	92,513	47,992	22,711	28,466	8,641	6,558	1,124	291,631
Not stated/not collected <sup>(a)</sup>	1,132	7,937	1,143	964	345	207	85	67	11,879
<b>Total</b>	<b>93,451</b>	<b>102,559</b>	<b>52,801</b>	<b>25,484</b>	<b>30,131</b>	<b>9,258</b>	<b>7,030</b>	<b>2,999</b>	<b>321,531</b>
<b>Country of birth (English Proficiency Group)</b>									
Australia <sup>(b)</sup>	79,044	78,043	46,381	21,528	26,281	8,811	6,264	2,769	267,189
Born overseas—EPG 1	2,642	3,391	2,934	1,756	1,522	169	192	71	12,575
Born overseas—EPG 2	3,171	3,629	1,314	756	679	97	222	59	9,863
Born overseas—EPG 3	5,644	6,184	868	671	1,015	62	222	27	14,627
Born overseas—EPG 4	1,402	1,961	220	89	281	3	30	7	3,981
Not stated/not collected <sup>(a)</sup>	1,548	9,351	1,084	684	353	116	100	66	13,296
<b>Total</b>	<b>93,451</b>	<b>102,559</b>	<b>52,801</b>	<b>25,484</b>	<b>30,131</b>	<b>9,258</b>	<b>7,030</b>	<b>2,999</b>	<b>321,531</b>

(continued)



**Table B17 (continued): Characteristics of service users by state and territory, 2013–14 (number)**

<b>Service user characteristics</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
<b>Need for interpreter services</b>									
For spoken language other than English	4,628	3,978	1,118	578	874	92	138	361	11,674
For non-spoken communication	2,055	951	1,711	906	762	233	131	75	6,769
Does not need an interpreter	84,518	74,461	48,084	23,930	27,878	8,825	6,643	1,660	273,969
Not stated/not collected <sup>(a)</sup>	2,250	23,169	1,888	70	617	108	118	903	29,119
<b>Total</b>	<b>93,451</b>	<b>102,559</b>	<b>52,801</b>	<b>25,484</b>	<b>30,131</b>	<b>9,258</b>	<b>7,030</b>	<b>2,999</b>	<b>321,531</b>
<b>Method of communication</b>									
Spoken language (effective)	60,017	61,794	40,211	15,239	21,264	5,842	4,312	1,503	208,421
Sign language (effective)	1,098	3,110	708	400	416	70	28	33	5,827
Other non-spoken communication	1,047	2,871	907	503	563	117	144	44	6,162
Little, or no effective communication	14,971	4,570	5,318	3,376	4,648	917	646	303	34,519
Child aged under 5	7,521	6,532	1,786	1,152	859	1,783	914	282	20,740
Not stated/not collected <sup>(a)(c)</sup>	8,797	23,682	3,871	4,814	2,381	529	986	834	45,862
<b>Total</b>	<b>93,451</b>	<b>102,559</b>	<b>52,801</b>	<b>25,484</b>	<b>30,131</b>	<b>9,258</b>	<b>7,030</b>	<b>2,999</b>	<b>321,531</b>
<b>Living arrangement</b>									
Lives alone	18,046	19,435	12,650	3,761	7,138	1,764	1,078	271	63,566
Lives with family	48,515	45,671	22,875	14,999	14,378	5,148	4,751	1,043	156,537
Lives with others	20,902	20,989	13,517	4,947	6,573	1,966	994	430	69,601
Not stated/not collected <sup>(a)</sup>	5,988	16,464	3,759	1,777	2,042	380	207	1,255	31,827
<b>Total</b>	<b>93,451</b>	<b>102,559</b>	<b>52,801</b>	<b>25,484</b>	<b>30,131</b>	<b>9,258</b>	<b>7,030</b>	<b>2,999</b>	<b>321,531</b>
<b>Residential setting</b>									
Private residence	73,585	63,301	40,611	20,287	23,065	7,602	6,071	1,091	233,892
Residence within an Aboriginal/ Torres Strait Islander community	468	145	298	191	179	6	22	583	1,847
Domestic-scale supported living facility	4,475	5,703	1,298	1,483	1,469	527	327	118	15,334
Supported accommodation facility	3,571	1,664	1,637	433	1,146	508	168	108	9,207
Boarding house/private hotel	5,106	3,636	3,314	980	1,151	292	131	52	14,429
Independent unit within a retirement village	67	145	75	46	226	7	4	3	572
Residential aged care facility	304	522	205	104	664	33	14	13	1,859
Psychiatric/mental health community care facility	79	1,434	215	17	30	6	8	—	1,781
Hospital	126	75	111	69	41	7	8	10	447
Short-term crisis, emergency or transitional accommodation facility	117	1,346	201	97	104	25	47	5	1,929
Public place/temporary shelter	86	108	36	4	22	3	7	9	272
Other	858	5,849	1,831	100	256	12	17	62	8,978
Not stated/not collected <sup>(a)</sup>	4,609	18,631	2,969	1,673	1,778	230	206	945	30,984
<b>Total</b>	<b>93,451</b>	<b>102,559</b>	<b>52,801</b>	<b>25,484</b>	<b>30,131</b>	<b>9,258</b>	<b>7,030</b>	<b>2,999</b>	<b>321,531</b>

(continued)

**Table B17 (continued): Characteristics of service users by state and territory, 2013–14 (number)**

<b>Service user characteristics</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
<b>Primary disability group</b>									
Intellectual	27,719	21,208	12,590	8,737	8,200	2,377	1,336	431	82,125
Specific learning/ADD	4,077	1,994	1,919	762	1,164	658	406	61	10,919
Autism	8,978	4,881	6,753	4,848	4,055	597	824	121	30,853
Developmental delay	4,786	2,989	768	679	244	309	822	72	10,636
Physical	16,665	12,730	10,956	3,669	5,491	2,312	1,023	744	53,165
Acquired brain injury	2,586	3,354	1,834	843	1,903	472	162	139	11,228
Neurological	3,841	6,735	3,764	1,218	1,863	598	329	175	18,365
Deaf-blind	193	333	66	91	39	7	3	1	730
Vision	2,381	6,335	804	373	2,324	60	140	55	12,428
Hearing	1,476	5,625	778	701	626	97	121	29	9,405
Speech	1,661	697	233	46	67	675	777	60	4,199
Psychiatric	15,685	23,987	11,598	2,977	3,672	989	1,009	196	59,529
Not stated/not collected <sup>(a)</sup>	3,403	11,691	738	540	483	107	78	915	17,949
<b>Total</b>	<b>93,451</b>	<b>102,559</b>	<b>52,801</b>	<b>25,484</b>	<b>30,131</b>	<b>9,258</b>	<b>7,030</b>	<b>2,999</b>	<b>321,531</b>
<b>Other significant disability group</b>									
Intellectual	5,929	2,524	3,668	1,827	2,571	517	629	172	17,647
Specific learning/ADD	4,038	1,786	2,451	1,383	1,006	292	507	40	11,382
Autism	3,838	1,851	1,787	1,347	620	295	274	41	9,951
Developmental delay	1,088	114	251	151	111	9	123	40	1,858
Physical	15,098	8,506	9,673	3,066	5,550	1,393	1,131	326	44,262
Acquired brain injury	1,299	915	722	742	480	105	172	52	4,436
Neurological	7,966	3,523	4,406	1,888	2,678	617	569	159	21,590
Deaf-blind	877	73	86	115	70	21	22	6	1,253
Vision	3,978	2,323	2,207	1,035	1,321	280	374	88	11,512
Hearing	2,093	1,539	1,640	632	1,704	198	252	89	8,080
Speech	7,571	2,198	3,924	1,635	2,165	611	1,048	331	19,316
Psychiatric	10,307	6,790	5,845	1,767	3,472	778	769	137	29,536
<b>Total</b>	<b>93,451</b>	<b>102,559</b>	<b>52,801</b>	<b>25,484</b>	<b>30,131</b>	<b>9,258</b>	<b>7,030</b>	<b>2,999</b>	<b>321,531</b>
<b>Carer Allowance (child)—service users aged under 16</b>									
Yes	7,784	5,983	3,961	2,602	3,717	450	415	116	24,833
No	4,486	5,431	943	633	599	2,514	134	69	14,768
Not known/stated/collected <sup>(a)(c)</sup>	10,255	7,670	2,942	4,365	1,409	218	2,604	552	29,955
<b>Total</b>	<b>22,525</b>	<b>19,084</b>	<b>7,846</b>	<b>7,600</b>	<b>5,725</b>	<b>3,182</b>	<b>3,153</b>	<b>737</b>	<b>69,556</b>

(continued)

**Table B17 (continued): Characteristics of service users by state and territory, 2013–14 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Main source of income—service users aged 16 and over</b>									
Disability support pension	38,189	33,853	23,728	9,591	13,842	4,045	2,467	928	125,825
Other pension or benefit	16,811	15,425	10,427	2,383	4,681	1,204	508	423	51,118
Paid employment	3,130	3,026	1,837	720	1,115	277	299	43	10,339
Compensation payments	132	145	72	23	112	25	13	3	522
Other income	616	1,035	555	167	323	88	92	17	2,877
Nil income	919	1,192	640	407	161	90	117	10	3,522
Not known/stated/collected <sup>(a)(c)</sup>	11,129	28,799	7,696	4,593	4,172	347	381	838	57,772
<b>Total</b>	<b>70,926</b>	<b>83,475</b>	<b>44,955</b>	<b>17,884</b>	<b>24,406</b>	<b>6,076</b>	<b>3,877</b>	<b>2,262</b>	<b>251,975</b>
<b>Labour force status—service users aged 15 and over</b>									
Employed	14,375	10,944	5,768	4,060	5,013	1,070	883	210	41,975
Unemployed	31,602	26,384	21,190	5,988	8,085	2,424	2,098	357	97,011
Not in the labour force	15,969	20,963	10,495	4,356	9,916	2,312	614	606	64,964
Not stated/not collected <sup>(a)(c)</sup>	9,936	26,088	8,019	4,007	1,803	337	355	1,119	51,492
<b>Total</b>	<b>71,882</b>	<b>84,379</b>	<b>45,472</b>	<b>18,411</b>	<b>24,817</b>	<b>6,143</b>	<b>3,950</b>	<b>2,292</b>	<b>255,442</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes external territories, excludes Norfolk Island.

(c) Includes service users for whom information was required but not collected due to the service users' age at the time of their last service date.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.
4. Service users of Australian Government services and state/territory services are merged together in this table.

**Table B18: Service users, remoteness area by state and territory, 2013–14 (number)**

Remoteness area	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Australian population</b>									
<i>Major cities</i>	5,496,578	4,393,319	2,888,985	1,932,792	1,226,770	..	380,700	..	16,319,144
<i>Inner regional</i>	1,429,580	1,096,069	944,202	227,888	181,273	336,869	788	..	4,217,079
<i>Outer regional</i>	444,928	245,367	684,568	187,967	202,204	165,682	..	136,245	2,066,961
<i>Remote</i>	30,834	4,586	79,841	103,881	45,694	8,219	..	49,694	322,749
<i>Very remote</i>	8,479	..	59,207	66,793	14,886	2,389	..	54,820	209,348
<b>All areas<sup>(a)</sup></b>	<b>7,410,399</b>	<b>5,739,341</b>	<b>4,656,803</b>	<b>2,519,321</b>	<b>1,670,827</b>	<b>513,159</b>	<b>381,488</b>	<b>240,759</b>	<b>23,135,281</b>
<b>Service users</b>									
<i>Major cities</i>	62,167	70,548	31,266	18,121	22,014	61	6,864	26	210,007
<i>Inner regional</i>	23,471	24,409	12,566	2,534	2,994	6,705	89	12	72,081
<i>Outer regional</i>	7,214	5,889	8,011	2,113	3,775	2,314	13	910	29,914
<i>Remote</i>	438	82	561	881	560	60	—	503	3,039
<i>Very remote</i>	97	5	383	436	223	12	—	630	1,743
<b>All areas<sup>(a)</sup></b>	<b>93,451</b>	<b>102,559</b>	<b>52,801</b>	<b>25,484</b>	<b>30,131</b>	<b>9,258</b>	<b>7,030</b>	<b>2,999</b>	<b>321,531</b>
<b>Service users per 1,000 population</b>									
<i>Major cities</i>	11.3	16.1	10.8	9.4	17.9	..	18.0	..	12.9
<i>Inner regional</i>	16.4	22.3	13.3	11.1	16.5	19.9	113.6	..	17.1
<i>Outer regional</i>	16.2	24.0	11.7	11.2	18.7	14.0	..	6.7	14.5
<i>Remote</i>	14.2	17.8	7.0	8.5	12.2	7.3	..	10.1	9.4
<i>Very remote</i>	11.5	..	6.5	6.5	15.0	5.1	..	11.5	8.3
<b>All areas<sup>(a)</sup></b>	<b>12.6</b>	<b>17.9</b>	<b>11.3</b>	<b>10.1</b>	<b>18.0</b>	<b>18.0</b>	<b>18.4</b>	<b>12.5</b>	<b>13.9</b>

(a) Includes 4,747 service users whose remoteness area was unknown (service user postcodes provided by all services attended were not stated or not collected).

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. The number of service users in each remoteness area was estimated based on service users' residential postcodes. Some postcode areas were split between two or more remoteness areas. Where this was the case, the data were weighted according to the proportion of the population of the postcode area in each remoteness area.
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 using one or more services in another jurisdiction, or service users moving between jurisdictions within the reporting period, or postcode boundaries crossing jurisdictions.
5. Population data are based on AIHW analysis of the Australian Bureau of Statistics statistical local population area estimates as at 30 June 2013. Population data excludes that for Australian external territories.

**Table B19: Services users, age group by jurisdiction, 2009–10 to 2013–14 (number)**

Year	NSW	Vic <sup>(a)</sup>	Qld	WA	SA <sup>(b)</sup>	Tas	ACT	NT <sup>(c)</sup>	Aus Gov	Total
<b>0–49</b>										
2009–10	40,193	53,280	18,797	13,326	13,299	4,888	3,836	769	89,528	222,986
2010–11	42,439	54,396	20,055	13,990	13,800	5,208	3,962	1,269	95,589	234,827
2011–12	43,527	54,660	20,137	14,208	12,285	5,263	4,288	1,303	99,071	238,637
2012–13	44,494	50,865	21,640	14,580	11,910	5,308	4,397	1,564	95,302	233,944
2013–14	45,266	52,947	21,474	15,307	12,925	5,220	5,042	1,547	94,304	238,373
<b>50–64</b>										
2009–10	5,833	11,690	3,605	1,793	4,134	886	193	138	28,394	54,032
2010–11	6,555	12,633	4,183	2,016	4,342	911	202	476	31,703	60,003
2011–12	6,997	12,316	4,383	2,035	3,796	934	257	503	32,664	60,714
2012–13	6,752	12,288	4,950	2,042	3,609	960	234	551	33,089	61,214
2013–14	7,005	12,896	5,002	2,176	3,715	965	629	492	36,352	65,940
<b>65 and over</b>										
2009–10	2,030	10,310	705	454	3,351	203	25	201	879	18,006
2010–11	1,999	10,628	774	571	3,680	237	49	633	1,029	19,422
2011–12	2,093	9,194	957	540	3,480	266	48	665	1,214	18,265
2012–13	1,882	9,017	993	565	2,867	279	42	642	1,307	17,381
2013–14	1,782	9,022	874	609	2,732	270	52	587	1,513	17,218
<b>Total</b>										
2009–10	48,056	75,280	23,107	15,573	20,784	5,977	4,054	1,108	118,801	295,024
2010–11	50,993	77,657	25,012	16,577	21,822	6,356	4,213	2,378	128,321	314,252
2011–12	52,617	76,170	25,477	16,783	19,561	6,463	4,593	2,471	132,949	317,616
2012–13	53,128	72,170	27,583	17,187	18,386	6,547	4,673	2,757	129,698	312,539
2013–14	54,053	74,865	27,350	18,092	19,372	6,455	5,723	2,626	132,169	321,531

(a) In 2012–13, the decrease in number of Victorian service users was largely the result of improved client linkage and continuous data quality initiatives. In particular, the improvement in completeness of Victorian statistical linkage keys contributed to a reduction in double counting.

(b) In 2011–12, South Australia implemented modified models of service in adult community teams which streamlined the provision of service response and, within these services, some clients were no longer reported. In 2012–13, an audit review identified anomalies in reporting by some service providers, which resulted in a number of clients not being reported.

(c) From 2012–13, the Northern Territory DS NMDS data includes individuals using Basic Community Care services.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one jurisdiction during the 12-month period.

**Table B20: Characteristics of service users by Indigenous status, 2013–14 (number)**

Service user characteristics	Indigenous	Non-Indigenous	Not stated/ not collected <sup>(a)</sup>	Total
<b>Age group (years)</b>				
0–4	1,473	18,807	460	20,740
5–14	3,520	39,753	2,076	45,349
15–17	1,031	10,853	778	12,662
18–24	3,180	41,368	1,647	46,195
25–44	4,749	81,166	3,478	89,393
45–59	2,840	66,912	1,977	71,729
60–64	556	17,071	618	18,245
65–74	395	8,595	511	9,501
75–84	221	3,655	209	4,085
85 and over	56	3,451	125	3,632
Not stated	—	—	—	—
<b>Total</b>	<b>18,021</b>	<b>291,631</b>	<b>11,879</b>	<b>321,531</b>
<b>Mean age</b>	<b>28.3</b>	<b>34.1</b>	<b>32.9</b>	<b>33.7</b>
<b>Median age</b>	<b>24</b>	<b>33</b>	<b>30</b>	<b>32</b>
<b>Sex</b>				
Male	10,876	172,813	6,692	190,381
Female	7,145	118,775	5,052	130,972
Not stated	—	43	135	178
<b>Total</b>	<b>18,021</b>	<b>291,631</b>	<b>11,879</b>	<b>321,531</b>
<b>Living arrangement</b>				
Lives alone	3,058	60,163	345	63,566
Lives with family	9,285	144,356	2,896	156,537
Lives with others	3,953	64,614	1,034	69,601
Not stated/not collected <sup>(a)</sup>	1,725	22,498	7,604	31,827
<b>Total</b>	<b>18,021</b>	<b>291,631</b>	<b>11,879</b>	<b>321,531</b>
<b>Residential setting</b>				
Private residence	12,390	219,175	2,327	233,892
Residence within an Aboriginal/Torres Strait Islander community	1,213	628	6	1,847
Domestic-scale supported living facility	604	14,420	310	15,334
Supported accommodation facility	475	8,587	145	9,207
Boarding house/private hotel	776	13,613	40	14,429
Independent unit within a retirement village	11	549	12	572
Residential aged care facility	93	1,737	29	1,859
Psychiatric/mental health community care facility	77	1,595	109	1,781
Hospital	36	391	20	447
Short-term crisis, emergency or transitional accommodation facility	153	1,735	41	1,929
Public place/temporary shelter	37	221	14	272
Other	539	7,999	440	8,978
Not stated/not collected <sup>(a)</sup>	1,617	20,981	8,386	30,984
<b>Total</b>	<b>18,021</b>	<b>291,631</b>	<b>11,879</b>	<b>321,531</b>

(continued)

**Table B20 (continued): Characteristics of service users by Indigenous status, 2013–14 (number)**

<b>Service user characteristics</b>	<b>Indigenous</b>	<b>Non-Indigenous</b>	<b>Not stated/ not collected<sup>(a)</sup></b>	<b>Total</b>
<b>Remoteness area</b>				
<i>Major cities</i>	6,881	196,189	6,937	210,007
<i>Inner regional</i>	4,604	65,287	2,189	72,081
<i>Outer regional</i>	3,454	25,462	998	29,914
<i>Remote</i>	1,002	1,991	46	3,039
<i>Very remote</i>	1,258	459	26	1,743
Not stated/not collected <sup>(a)</sup>	821	2,243	1,683	4,747
<b>Total</b>	<b>18,021</b>	<b>291,631</b>	<b>11,879</b>	<b>321,531</b>
<b>Service group</b>				
Accommodation support	2,634	41,922	1,621	46,177
Community support	10,012	127,758	4,779	142,549
Community access	2,518	51,163	3,812	57,493
Respite	2,069	35,463	1,948	39,480
Employment	5,990	125,677	502	132,169
<b>Total<sup>(b)</sup></b>	<b>18,021</b>	<b>291,631</b>	<b>11,879</b>	<b>321,531</b>
<b>Primary disability group</b>				
Intellectual	5,002	75,369	1,754	82,125
Specific learning/ADD	786	10,041	92	10,919
Autism	1,348	28,712	793	30,853
Developmental delay	952	9,482	202	10,636
Physical	3,103	49,494	568	53,165
Acquired brain injury	789	10,186	253	11,228
Neurological	679	17,292	394	18,365
Deaf-blind	41	676	13	730
Vision	304	11,985	139	12,428
Hearing	292	7,632	1,481	9,405
Speech	428	3,711	60	4,199
Psychiatric	3,057	54,415	2,057	59,529
Not stated/not collected <sup>(a)</sup>	1,240	12,636	4,073	17,949
<b>Total</b>	<b>18,021</b>	<b>291,631</b>	<b>11,879</b>	<b>321,531</b>
<b>Other significant disability group</b>				
Intellectual	1,251	16,154	242	17,647
Specific learning/ADD	834	10,451	97	11,382
Autism	562	9,282	107	9,951
Developmental delay	168	1,657	33	1,858
Physical	2,394	41,609	259	44,262
Acquired brain injury	365	4,039	32	4,436
Neurological	1,168	20,297	125	21,590
Deaf-blind	110	1,139	4	1,253
Vision	612	10,818	82	11,512
Hearing	500	7,520	60	8,080
Speech	1,380	17,663	273	19,316
Psychiatric	1,531	27,909	96	29,536
<b>Total</b>	<b>18,021</b>	<b>291,631</b>	<b>11,879</b>	<b>321,531</b>
<b>Mean number of disability groups</b>	<b>1.6</b>	<b>1.6</b>	<b>1.2</b>	<b>1.6</b>

(continued)

**Table B20 (continued): Characteristics of service users by Indigenous status, 2013–14 (number)**

Service user characteristics	Indigenous	Non-Indigenous	Not stated/ not collected <sup>(a)</sup>	Total
<b>Main source of income—service users aged 16 and over</b>				
Disability support pension	6,588	118,100	1,137	125,825
Other pension or benefit	2,943	48,063	112	51,118
Paid employment	313	9,967	59	10,339
Compensation payments	23	498	1	522
Other income	57	2,803	17	2,877
Nil income	224	3,252	46	3,522
Not known/stated/collected <sup>(a)(c)</sup>	2,612	47,422	7,738	57,772
<b>Total</b>	<b>12,760</b>	<b>230,105</b>	<b>9,110</b>	<b>251,975</b>
<b>Labour force status—service users aged 15 and over</b>				
Employed	1,370	40,004	601	41,975
Unemployed	5,430	91,400	181	97,011
Not in the labour force	3,494	60,543	927	64,964
Not stated/not collected <sup>(a)(c)</sup>	2,734	41,124	7,634	51,492
<b>Total</b>	<b>13,028</b>	<b>233,071</b>	<b>9,343</b>	<b>255,442</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Column totals may not be the sum of components because service users may have used services in more than one service group.

(c) Includes service users for whom information was required but not collected due to the service users' age at the time of their last service date.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').



**Table B21: Services users, Indigenous status by age group and jurisdiction, 2013–14 (number)**

Indigenous status	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>0–49</b>										
Indigenous	4,254	1,348	1,790	1,285	795	212	302	964	4,983	15,092
Non-Indigenous	40,179	45,680	18,806	13,331	11,995	4,856	4,663	524	88,920	214,149
Not stated/not collected <sup>(a)</sup>	833	5,919	878	691	135	152	77	59	401	9,132
<b>Total</b>	<b>45,266</b>	<b>52,947</b>	<b>21,474</b>	<b>15,307</b>	<b>12,925</b>	<b>5,220</b>	<b>5,042</b>	<b>1,547</b>	<b>94,304</b>	<b>238,373</b>
<b>50–64</b>										
Indigenous	231	233	220	137	126	29	40	350	982	2,257
Non-Indigenous	6,675	11,400	4,621	1,894	3,480	906	586	141	35,278	61,781
Not stated/not collected <sup>(a)</sup>	99	1,263	161	145	109	30	3	1	92	1,902
<b>Total</b>	<b>7,005</b>	<b>12,896</b>	<b>5,002</b>	<b>2,176</b>	<b>3,715</b>	<b>965</b>	<b>629</b>	<b>492</b>	<b>36,352</b>	<b>65,940</b>
<b>65 and over</b>										
Indigenous	54	60	30	15	74	3	1	417	25	672
Non-Indigenous	1,711	8,345	798	530	2,585	251	49	169	1,479	15,701
Not stated/not collected <sup>(a)</sup>	17	617	46	64	73	16	2	1	9	845
<b>Total</b>	<b>1,782</b>	<b>9,022</b>	<b>874</b>	<b>609</b>	<b>2,732</b>	<b>270</b>	<b>52</b>	<b>587</b>	<b>1,513</b>	<b>17,218</b>
<b>Total</b>										
Indigenous	4,539	1,641	2,040	1,437	995	244	343	1,731	5,990	18,021
Non-Indigenous	48,565	65,425	24,225	15,755	18,060	6,013	5,298	834	125,677	291,631
Not stated/not collected <sup>(a)</sup>	949	7,799	1,085	900	317	198	82	61	502	11,879
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>132,169</b>	<b>321,531</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one jurisdiction during the 12-month period.

**Table B22: Service users by 10 most common countries of birth in 2013–14, 2009–10 to 2013–14 (number)**

Country of birth	2009–10	2010–11	2011–12	2012–13	2013–14
Australia <sup>(a)</sup>	242,724	257,769	258,527	260,863	267,189
Outside Australia	36,165	39,366	40,303	38,991	41,046
England	6,192	6,365	6,357	5,960	6,140
New Zealand	3,455	3,666	3,887	3,832	3,968
Italy	2,760	3,010	2,916	2,697	2,693
Viet Nam	1,163	1,373	1,438	1,518	1,618
India	1,284	1,406	1,391	1,307	1,429
Greece	818	1,501	1,362	1,243	1,280
China	822	976	1,132	1,115	1,181
Philippines	885	977	1,040	1,028	1,126
Scotland	827	920	941	944	1,068
Not stated/not collected <sup>(b)</sup>	16,135	17,117	18,786	12,685	13,296
<b>Total</b>	<b>295,024</b>	<b>314,252</b>	<b>317,616</b>	<b>312,539</b>	<b>321,531</b>

(a) Includes external territories, excludes Norfolk Island.

(b) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').

**Table B23: Services users, residential setting by age group and jurisdiction, 2013–14 (number)**

Residential setting	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>0–49</b>										
Private residence	37,232	29,764	16,844	13,022	10,204	4,562	4,478	550	73,429	177,778
Residence within an Aboriginal/Torres Strait Islander community	388	77	251	163	89	5	21	338	41	1,296
Domestic-scale supported living facility	2,690	3,122	654	792	860	261	222	84	1,524	8,865
Supported accommodation facility	1,766	775	861	238	590	248	121	87	1,086	4,913
Boarding house/private hotel	322	500	100	34	46	11	6	4	11,112	11,675
Independent unit within a retirement village	21	22	15	14	6	4	1	—	17	86
Residential aged care facility	96	68	46	26	54	9	1	4	26	318
Psychiatric/mental health community care facility	16	1,187	127	7	17	1	5	—	245	1,408
Hospital	74	41	78	27	24	6	6	4	40	288
Short-term crisis, emergency or transitional accommodation facility	91	830	162	82	91	21	41	2	153	1,319
Public place/temporary shelter	63	79	27	3	13	3	7	5	17	204
Other	638	4,836	1,326	65	141	5	13	25	154	7,172
Not stated/not collected <sup>(a)</sup>	1,869	11,646	983	834	790	84	120	444	6,460	23,051
<b>Total</b>	<b>45,266</b>	<b>52,947</b>	<b>21,474</b>	<b>15,307</b>	<b>12,925</b>	<b>5,220</b>	<b>5,042</b>	<b>1,547</b>	<b>94,304</b>	<b>238,373</b>
<b>50–64</b>										
Private residence	3,445	5,351	2,796	1,158	2,336	524	497	158	32,058	46,421
Residence within an Aboriginal/Torres Strait Islander community	65	18	31	27	30	1	1	103	5	273
Domestic-scale supported living facility	1,290	1,928	529	530	466	200	71	24	943	5,197
Supported accommodation facility	1,236	598	626	128	420	196	35	14	590	3,410
Boarding house/private hotel	329	121	50	5	9	2	1	2	2,081	2,533
Independent unit within a retirement village	23	36	43	10	19	2	2	—	22	149
Residential aged care facility	138	227	100	49	228	12	11	6	69	821
Psychiatric/mental health community care facility	14	203	69	5	7	4	3	—	26	321
Hospital	14	25	27	21	13	1	1	5	11	115
Short-term crisis, emergency or transitional accommodation facility	20	151	38	13	11	3	6	1	16	242
Public place/temporary shelter	19	19	8	—	9	—	—	1	5	57
Other	100	780	448	23	43	6	—	16	46	1,459
Not stated/not collected <sup>(a)</sup>	312	3,439	237	207	124	14	1	162	480	4,942
<b>Total</b>	<b>7,005</b>	<b>12,896</b>	<b>5,002</b>	<b>2,176</b>	<b>3,715</b>	<b>965</b>	<b>629</b>	<b>492</b>	<b>36,352</b>	<b>65,940</b>

(continued)

**Table B23 (continued): Services users, residential setting by age group and jurisdiction, 2013–14 (number)**

Residential setting	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>65 and over</b>										
Private residence	713	4,971	454	316	1,792	143	36	110	1,257	9,693
Residence within an Aboriginal/Torres Strait Islander community	13	47	16	1	59	—	—	142	—	278
Domestic-scale supported living facility	293	574	88	130	105	53	7	4	80	1,272
Supported accommodation facility	448	177	104	20	58	48	5	2	76	884
Boarding house/private hotel	141	18	7	1	3	—	—	—	55	221
Independent unit within a retirement village	10	82	16	22	199	1	1	3	3	337
Residential aged care facility	39	209	45	22	373	12	2	2	19	720
Psychiatric/mental health community care facility	—	37	11	—	4	—	—	—	—	52
Hospital	3	8	6	21	4	—	1	—	1	44
Short-term crisis, emergency or transitional accommodation facility	1	365	—	—	1	—	—	—	1	368
Public place/temporary shelter	1	4	—	1	—	—	—	3	2	11
Other	22	202	42	5	54	1	—	18	3	347
Not stated/not collected <sup>(a)</sup>	98	2,328	85	70	80	12	—	303	16	2,991
<b>Total</b>	<b>1,782</b>	<b>9,022</b>	<b>874</b>	<b>609</b>	<b>2,732</b>	<b>270</b>	<b>52</b>	<b>587</b>	<b>1,513</b>	<b>17,218</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one jurisdiction during the 12-month period.

**Table B24: Disability support services, characteristics of services used, 2013–14 (number)**

<b>Service user characteristics</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Aus Gov</b>	<b>Total</b>
<b>Start date</b>										
Before 1980	12	85	—	—	3	23	29	—	—	152
1980–89	42	427	—	8	42	74	67	21	—	681
1990–99	154	3,223	—	28	325	529	118	67	—	4,444
2000	655	580	—	1,952	48	82	61	15	—	3,393
2001	457	692	—	45	77	58	74	14	8	1,425
2002	519	2,018	—	28	609	180	75	36	15	3,480
2003	1,137	1,955	—	27	89	65	49	15	31	3,368
2004	543	2,133	—	209	133	111	129	18	18	3,294
2005	416	1,979	—	100	638	162	89	37	848	4,269
2006	467	2,532	—	97	229	173	129	38	139	3,804
2007	710	3,145	—	79	1,314	169	167	33	150	5,767
2008	1,403	4,926	—	812	1,352	248	223	50	185	9,199
2009	2,401	6,726	—	643	1,274	295	253	94	197	11,883
2010	3,039	9,252	—	1,104	1,095	919	340	128	2,273	18,150
2011	4,402	11,238	—	1,668	2,090	911	681	104	2,781	23,875
2012	8,668	17,969	—	8,096	10,107	1,059	911	389	12,323	59,522
2013	58,701	32,987	53,385	14,357	12,411	2,441	5,064	1,491	79,409	260,246
2014	21,735	14,933	20,929	4,416	4,440	1,286	645	687	49,933	119,004
<b>Date of last service</b>										
July 2013	2,802	4,005	1,635	377	1,105	324	126	84	4,566	15,024
August 2013	2,609	3,325	1,462	343	937	428	94	104	4,233	13,535
September 2013	6,086	4,631	2,454	395	951	451	185	114	4,081	19,348
October 2013	2,985	3,855	1,466	478	1,015	385	147	144	4,421	14,896
November 2013	3,103	3,362	1,599	594	1,184	378	138	109	4,250	14,717
December 2013	10,188	5,714	2,861	827	1,134	518	168	254	3,535	25,199
January 2014	2,836	3,960	1,614	807	981	339	216	136	4,421	15,310
February 2014	3,068	4,099	2,207	818	1,046	433	221	178	5,416	17,486
March 2014	7,971	6,571	3,549	1,126	1,258	584	225	199	5,286	26,769
April 2014	5,930	6,058	1,653	1,575	1,380	507	302	251	4,535	22,191
May 2014	7,437	6,488	3,117	2,741	2,201	763	597	360	5,534	29,238
June 2014	50,446	64,732	50,697	23,588	23,081	3,674	6,685	1,304	98,032	322,239
<b>Exit date</b>										
July 2013	1,243	2,185	692	131	519	125	60	7	4,566	9,528
August 2013	1,343	1,697	683	122	416	247	52	8	4,233	8,801
September 2013	1,660	2,182	711	183	411	224	71	15	4,081	9,538
October 2013	1,321	1,988	687	118	417	212	106	14	4,421	9,284
November 2013	1,452	1,736	605	128	461	196	86	19	4,250	8,933
December 2013	1,979	3,027	756	392	488	262	116	21	3,535	10,576
January 2014	1,256	2,380	731	278	515	181	141	26	4,421	9,929
February 2014	1,778	2,127	891	241	349	185	49	13	5,416	11,049
March 2014	2,237	2,786	1,100	205	545	209	57	5	5,286	12,430
April 2014	1,389	2,387	637	213	409	104	110	6	4,535	9,790
May 2014	1,740	1,939	1,065	229	647	119	75	15	5,534	11,363
June 2014	2,426	2,729	7,870	260	529	170	251	33	5,393	19,661
No exit date recorded (did not exit service)	85,637	89,637	57,886	31,169	30,572	6,551	7,930	3,055	92,639	405,076

(continued)

**Table B24 (continued): Disability support services, characteristics of services used, 2013–14 (number)**

<b>Service user characteristics</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Aus Gov</b>	<b>Total</b>
<b>Main reason for cessation of services</b>										
No longer needs assistance—moved to mainstream services	529	2,789	1,480	113	138	227	232	38	2,733	8,279
No longer needs assistance—other reason	1,904	14,643	11,682	1,066	2,185	724	375	17	11,879	44,475
Moved to residential, institutional or supported accommodation setting	514	193	189	84	213	45	14	3	—	1,255
Service users needs have increased—other service type required	121	473	386	23	63	13	3	13	198	1,293
Services terminated due to budget/staffing constraints	72	24	49	48	24	—	75	—	3	295
Services terminated due to occupational health and safety reasons	18	23	13	1	13	1	3	—	—	72
Service user moved out of area	400	430	317	117	596	48	56	52	13,320	15,336
Service user died	334	499	291	93	624	59	4	12	232	2,148
Service user terminated service	165	961	238	233	154	55	117	9	20,636	22,568
Service user transitioned to NDIS	2,531	3,206	5	4	840	928	—	—	573	8,087
Other reason	10,053	2,762	971	685	858	135	295	29	6,097	21,885
Not stated	3,183	1,160	807	33	3	—	—	9	—	5,195
<b>Number of hours in reference week<sup>(a)</sup></b>										
0	26,087	—	—	—	6,896	—	—	—	—	32,983
Less than 1 hour	—	—	—	6,687	745	118	91	4	—	7,645
1–11	6,989	9,202	19,015	2,296	4,003	804	699	371	—	43,379
12–23	2,424	433	3,793	1,390	772	410	139	59	—	9,420
24–47	3,066	267	2,232	986	955	486	55	44	—	8,091
48–71	699	62	576	321	150	20	21	3	—	1,852
72–103	907	32	381	120	54	10	23	—	—	1,527
104–135	131	23	141	86	21	4	2	6	—	414
136–167	90	19	66	80	26	1	14	—	—	296
168	47	47	327	161	116	3	31	13	—	745
Not stated	5,123	71,866	33,083	8,302	6,772	2,589	3,574	629	—	131,938

(a) Service users accessing 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 were not required to report on hours received (reference week), and so are excluded from analysis of this data item.

Note: Service user data were not collected for all NDA service types (see the 'Data quality statement').

**Table B25: Service users with an exit date, main reason for cessation of services by service group, 2013–14**

Main reason for cessation of service	Accommodation support		Community support		Community access		Respite		Employment		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
No longer needs assistance—moved to mainstream services	234	4.0	3,973	9.1	369	5.0	190	3.7	2,697	5.3	7,199	6.9
No longer needs assistance—other	1,824	31.2	20,114	45.9	3,304	44.6	1,626	32.0	11,574	22.9	35,794	34.2
Moved to residential, institutional or supported accommodation setting	241	4.1	515	1.2	72	1.0	230	4.5	—	—	829	0.8
Service user's needs have increased—other service type required	194	3.3	633	1.4	108	1.5	36	0.7	196	0.4	1,071	1.0
Services terminated due to budget/staffing constraints	51	0.9	97	0.2	72	1.0	66	1.3	3	—	249	0.2
Services terminated due to occupational health and safety reasons	20	0.3	28	0.1	10	0.1	7	0.1	—	—	54	0.1
Service user moved out of area	239	4.1	1,032	2.4	352	4.8	142	2.8	8,959	17.7	10,462	10.0
Service user died	510	8.7	740	1.7	309	4.2	100	2.0	232	0.5	1,417	1.4
Service user terminated service	371	6.4	960	2.2	395	5.3	126	2.5	20,403	40.4	22,036	21.1
Service user transitioned to NDIS	772	13.2	2,728	6.2	933	12.6	946	18.6	562	1.1	3,975	3.8
Other reason	913	15.6	10,272	23.4	745	10.1	1,206	23.7	5,917	11.7	18,022	17.2
Reason not stated <sup>(a)</sup>	472	8.1	2,727	6.2	738	10.0	404	8.0	—	—	3,446	3.3
<b>Total number of service users with an exit date</b>	<b>5,841</b>	<b>100.0</b>	<b>43,819</b>	<b>100.0</b>	<b>7,407</b>	<b>100.0</b>	<b>5,079</b>	<b>100.0</b>	<b>50,543</b>	<b>100.0</b>	<b>104,554</b>	<b>100.0</b>
<b>Percentage of service users within service group</b>	<b>..</b>	<b>12.6</b>	<b>..</b>	<b>30.7</b>	<b>..</b>	<b>12.9</b>	<b>..</b>	<b>12.9</b>	<b>..</b>	<b>38.2</b>	<b>..</b>	<b>32.5</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used more than one service group during the 12-month period.
4. In cases where an individual exited more than one service within the same service group, the most recent exit reason is included in this table.
5. Percentages are of the total including 'not stated'.

**Table B26: Service users, mean hours received per service user in the reference week, by selected service type category, 2009–10 to 2013–14**

Mean hours per service user—reference week	2009–10	2010–11	2011–12	2012–13	2013–14
Non-residential accommodation support <sup>(a)</sup>	27.1	22.6	22.7	20.0	20.0
Case management, local coordination and development	1.3	1.4	2.1	3.8	1.5
Community access <sup>(b)</sup>	14.7	13.0	15.4	12.2	13.8
Respite	8.4	9.3	19.7	13.1	14.9
<b>Total<sup>(c)</sup></b>	<b>12.7</b>	<b>12.7</b>	<b>16.7</b>	<b>13.0</b>	<b>13.7</b>

(a) Includes 'attendant care/personal care', 'in-home accommodation support' and 'alternative family placement'.

(b) Excludes 'recreation/holiday programs'.

(c) Total of selected service type categories.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Table includes service users who received zero (0) hours of support from the service type category during the reference week, but excludes service users where the number of hours of support received from the service type category during the reference week was missing.

**Table B27: Service users aged 15–64, by labour force status<sup>(a)</sup>, 2009–10 to 2013–14**

Year	Employed		Unemployed		Not in the labour force		Not stated/ not collected <sup>(b)(c)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%
2009–10	62,002	28.3	77,351	35.3	60,183	27.4	19,806	9.0	219,342	100.0
2010–11	74,111	31.8	75,027	32.2	60,211	25.8	23,632	10.1	232,981	100.0
2011–12	41,039	17.3	88,960	37.4	58,601	24.6	49,154	20.7	237,754	100.0
2012–13	37,053	16.0	92,917	40.1	58,041	25.0	43,950	18.9	231,961	100.0
2013–14	40,875	17.2	95,528	40.1	57,469	24.1	44,352	18.6	238,224	100.0

(a) Only service users aged 15 and over were asked about their labour force status.

(b) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(c) Includes service users for whom labour force status information was required but not collected due to the service users' age at the time of their last service date.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Percentages are of the 'total' including 'not stated/not collected'.



# Disability group

Table B28: Service users, primary disability group by age group and jurisdiction, 2013–14 (number)

Primary disability group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>0–49</b>										
Intellectual	17,953	13,974	7,927	6,492	5,189	1,308	934	322	21,328	66,403
Specific learning/ADD	1,305	228	185	73	40	448	306	25	8,167	10,553
Autism	7,341	3,688	4,530	4,461	3,534	449	717	83	7,502	30,507
Developmental delay	4,786	2,989	768	679	244	309	822	72	—	10,636
Physical	4,188	2,415	3,138	1,751	1,588	1,440	618	268	14,863	29,260
Acquired brain injury	1,071	1,312	737	417	706	212	78	78	2,157	6,336
Neurological	1,351	3,298	1,730	410	554	260	172	103	4,097	11,331
Deaf-blind	106	189	27	45	9	5	2	—	181	505
Vision	1,273	1,431	267	186	390	12	72	23	1,609	4,723
Hearing	576	2,610	122	339	182	10	67	14	1,976	5,686
Speech	1,584	611	98	30	41	667	773	57	291	4,125
Psychiatric	688	9,907	1,419	28	167	20	403	52	32,094	43,124
Not stated/not collected <sup>(a)</sup>	3,044	10,295	526	396	281	80	78	450	39	15,184
<b>Total</b>	<b>45,266</b>	<b>52,947</b>	<b>21,474</b>	<b>15,307</b>	<b>12,925</b>	<b>5,220</b>	<b>5,042</b>	<b>1,547</b>	<b>94,304</b>	<b>238,373</b>
<b>50–64</b>										
Intellectual	3,441	3,181	1,544	1,045	1,182	472	160	32	3,985	13,037
Specific learning/ADD	13	8	1	2	1	—	2	—	328	352
Autism	78	32	42	28	27	5	6	—	121	313
Developmental delay	—	—	—	—	—	—	—	—	—	—
Physical	857	765	893	336	642	134	178	190	17,743	21,489
Acquired brain injury	569	1,096	478	167	720	153	43	36	858	3,962
Neurological	662	1,422	878	329	586	158	79	36	1,378	5,335
Deaf-blind	22	74	2	16	6	1	—	—	68	162
Vision	533	606	136	33	224	8	27	10	790	2,191
Hearing	16	1,026	31	99	53	2	22	3	839	2,025
Speech	5	12	1	—	—	—	—	1	40	56
Psychiatric	560	3,662	831	15	158	18	112	21	10,194	15,186
Not stated/not collected <sup>(a)</sup>	249	1,012	165	106	116	14	—	163	8	1,832
<b>Total</b>	<b>7,005</b>	<b>12,896</b>	<b>5,002</b>	<b>2,176</b>	<b>3,715</b>	<b>965</b>	<b>629</b>	<b>492</b>	<b>36,352</b>	<b>65,940</b>
<b>65 and over</b>										
Intellectual	801	874	233	226	264	104	17	5	316	2,685
Specific learning/ADD	1	6	2	—	—	—	—	—	5	14
Autism	11	3	5	3	6	1	—	1	6	33
Developmental delay	—	—	—	—	—	—	—	—	—	—
Physical	309	548	165	105	293	34	12	226	739	2,416
Acquired brain injury	114	417	52	17	247	30	8	5	52	930
Neurological	244	734	181	137	262	63	7	23	64	1,699
Deaf-blind	7	38	5	6	4	—	—	1	3	63
Vision	18	3,900	48	12	1,462	2	4	18	57	5,514
Hearing	17	1,428	32	74	94	20	1	4	26	1,694
Speech	—	12	4	—	—	1	—	—	2	18
Psychiatric	174	684	102	1	19	3	3	2	242	1,219
Not stated/not collected <sup>(a)</sup>	86	378	45	28	81	12	—	302	1	933
<b>Total</b>	<b>1,782</b>	<b>9,022</b>	<b>874</b>	<b>609</b>	<b>2,732</b>	<b>270</b>	<b>52</b>	<b>587</b>	<b>1,513</b>	<b>17,218</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

## 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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one jurisdiction during the 12-month period.

**Table B29: Service users aged 16–64<sup>(a)</sup>, labour force status by main source of income, 2013–14**

Main source of income	Employed		Unemployed		Not in the labour force		Not stated/ not collected <sup>(b)(c)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%
Disability Support Pension	26,042	21.5	48,735	40.2	44,270	36.6	2,040	1.7	121,087	100.0
Other pension or benefit	3,167	6.6	42,836	88.9	1,915	4.0	262	0.5	48,180	100.0
Paid employment	10,041	98.8	24	0.2	80	0.8	17	0.2	10,162	100.0
Compensation payments	35	7.0	134	26.9	324	64.9	6	1.2	499	100.0
Other income	167	6.8	1,579	64.5	671	27.4	32	1.3	2,449	100.0
Nil income	60	1.7	847	24.5	2,384	69.0	164	4.7	3,455	100.0
Not known/stated/collected <sup>(b)(c)</sup>	1,348	2.8	1,298	2.7	6,402	13.1	39,877	81.5	48,925	100.0
<b>Total</b>	<b>40,860</b>	<b>17.4</b>	<b>95,453</b>	<b>40.7</b>	<b>56,046</b>	<b>23.9</b>	<b>42,398</b>	<b>18.1</b>	<b>234,757</b>	<b>100.0</b>
<i>Percentage of valid responses</i>	..	21.2	..	49.6	..	29.1	..	..	..	100.0

(a) Only service users aged 16 and over were asked for their main source of income.

(b) Includes service users for whom main source of income and labour force status was required but not collected due to their age at the time of their last service date.

(c) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Percentages are of the 'total' including 'not known/stated/collected'.

**Table B30: Service users aged 16 and over<sup>(a)</sup>, primary disability group by main source of income, 2013–14**

Primary disability group	Disability Support Pension		Other pension or benefit		Paid employment		Compensation payments		Other income		Nil income		Sub-total		Not known/ stated/ collected <sup>(b)(c)</sup>		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Intellectual	53,922	77.0	2,120	3.0	1,480	2.1	57	0.1	169	0.2	1,278	1.8	59,026	84.3	10,980	15.7	70,006	100.0
Specific learning/ ADD	3,170	35.5	2,795	31.3	537	6.0	1	—	53	0.6	95	1.1	6,651	74.4	2,283	25.6	8,934	100.0
Autism	8,046	58.0	1,423	10.3	501	3.6	5	—	73	0.5	594	4.3	10,642	76.8	3,222	23.2	13,864	100.0
Developmental delay	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Physical	15,624	34.1	18,816	41.0	2,619	5.7	135	0.3	791	1.7	500	1.1	38,485	83.9	7,400	16.1	45,885	100.0
Acquired brain injury	6,823	64.2	1,020	9.6	318	3.0	222	2.1	245	2.3	144	1.4	8,772	82.6	1,850	17.4	10,622	100.0
Neurological	7,119	45.4	2,143	13.7	1,213	7.7	21	0.1	527	3.4	375	2.4	11,398	72.6	4,295	27.4	15,693	100.0
Deaf-blind	308	48.4	96	15.1	29	4.6	1	0.2	8	1.3	11	1.7	453	71.2	183	28.8	636	100.0
Vision	2,095	19.0	734	6.7	357	3.2	4	—	56	0.5	29	0.3	3,275	29.7	7,754	70.3	11,029	100.0
Hearing	1,428	17.7	1,368	17.0	457	5.7	1	—	254	3.2	71	0.9	3,579	44.5	4,467	55.5	8,046	100.0
Speech	138	32.5	103	24.3	36	8.5	1	0.2	1	0.2	3	0.7	282	66.5	142	33.5	424	100.0
Psychiatric	26,085	44.0	20,372	34.4	2,727	4.6	65	0.1	688	1.2	340	0.6	50,277	84.8	8,986	15.2	59,263	100.0
Not stated/ not collected <sup>(c)</sup>	1,067	14.1	128	1.7	65	0.9	9	0.1	12	0.2	82	1.1	1,363	18.0	6,210	82.0	7,573	100.0
<b>Total</b>	<b>125,825</b>	<b>49.9</b>	<b>51,118</b>	<b>20.3</b>	<b>10,339</b>	<b>4.1</b>	<b>522</b>	<b>0.2</b>	<b>2,877</b>	<b>1.1</b>	<b>3,522</b>	<b>1.4</b>	<b>194,203</b>	<b>77.1</b>	<b>57,772</b>	<b>22.9</b>	<b>251,975</b>	<b>100.0</b>
<i>Percentage of valid responses</i>	..	64.8	..	26.3	..	5.3	..	0.3	..	1.5	..	1.8	..	—	..	—	..	100.0

(a) Only service users aged 16 and over were asked for their main source of income.

(b) Includes service users for whom main source of income was required but not collected due to their age at the time of their last service date.

(c) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

**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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Percentages are of the 'total' including 'not stated/not collected'.

**Table B31: Service users, primary disability group by residential setting, 2013–14**

Primary disability group	Private residence		Domestic-scale supported living facility		Supported accommodation facility		Other <sup>(a)</sup>		Not stated/not collected <sup>(b)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Intellectual	52,317	22.4	11,942	77.9	5,779	62.8	7,980	24.8	4,107	13.3	82,125	25.5
Specific learning/ADD	7,996	3.4	19	0.1	16	0.2	1,288	4.0	1,600	5.2	10,919	3.4
Autism	25,714	11.0	722	4.7	351	3.8	1,711	5.3	2,355	7.6	30,853	9.6
Developmental delay	10,369	4.4	3	—	—	—	106	0.3	158	0.5	10,636	3.3
Physical	44,913	19.2	804	5.2	563	6.1	4,824	15.0	2,061	6.7	53,165	16.5
Acquired brain injury	7,459	3.2	590	3.8	667	7.2	1,915	6.0	597	1.9	11,228	3.5
Neurological	13,220	5.7	398	2.6	334	3.6	1,871	5.8	2,542	8.2	18,365	5.7
Deaf-blind	555	0.2	25	0.2	13	0.1	64	0.2	73	0.2	730	0.2
Vision	9,970	4.3	73	0.5	68	0.7	1,389	4.3	928	3.0	12,428	3.9
Hearing	4,807	2.1	21	0.1	37	0.4	545	1.7	3,995	12.9	9,405	2.9
Speech	3,937	1.7	3	—	4	—	86	0.3	169	0.5	4,199	1.3
Psychiatric	43,479	18.6	515	3.4	1,270	13.8	9,502	29.6	4,763	15.4	59,529	18.5
Not stated/not collected <sup>(b)</sup>	9,156	3.9	219	1.4	105	1.1	833	2.6	7,636	24.6	17,949	5.6
<b>Total</b>	<b>233,892</b>	<b>100.0</b>	<b>15,334</b>	<b>100.0</b>	<b>9,207</b>	<b>100.0</b>	<b>32,114</b>	<b>100.0</b>	<b>30,984</b>	<b>100.0</b>	<b>321,531</b>	<b>100.0</b>

(a) 'Other' includes 'residence within an Aboriginal/Torres Strait Islander community'; 'boarding house/private hotel'; 'independent living unit within a retirement village'; 'residential aged care facility'; 'psychiatric/mental health community care facility'; 'hospital'; 'short-term crises, emergency or transitional accommodation facility'; 'public place/temporary shelter'; and 'other'.

(b) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Percentages are of the 'total' including 'not stated/not collected'.

**Table B32: Service users, primary disability group by most effective means of communication, 2013–14 (%)**

Primary disability group	Spoken language (effective)	Sign language (effective)	Other effective non-spoken communication	Little, or no effective communication	Child aged under 5	Not stated/not collected <sup>(a)</sup>	Total	Total (number)
Intellectual	65.5	1.7	3.6	23.0	1.1	5.1	100.0	82,125
Specific learning/ADD	82.4	—	—	4.0	1.1	11.8	100.0	10,919
Autism	59.0	0.8	2.6	19.0	8.0	10.7	100.0	30,853
Developmental delay	3.6	—	—	3.0	73.4	19.7	100.0	10,636
Physical	77.3	0.6	1.6	7.4	4.2	8.9	100.0	53,165
Acquired brain injury	78.6	0.9	3.3	11.1	0.9	5.2	100.0	11,228
Neurological	69.1	7.5	2.7	7.5	4.3	8.9	100.0	18,365
Deaf-blind	31.9	36.8	3.3	10.8	3.2	14.0	100.0	730
Vision	45.1	0.5	—	1.4	3.5	49.1	100.0	12,428
Hearing	30.5	16.4	1.0	2.9	7.0	42.2	100.0	9,405
Speech	29.6	—	0.7	7.3	42.6	19.3	100.0	4,199
Psychiatric	86.0	—	—	1.8	—	11.2	100.0	59,529
Not stated/not collected <sup>(a)</sup>	18.7	0.6	1.1	2.9	18.6	58.1	100.0	17,949
<b>Total</b>	<b>64.8</b>	<b>1.8</b>	<b>1.9</b>	<b>10.7</b>	<b>6.5</b>	<b>14.3</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>208,421</b>	<b>5,827</b>	<b>6,162</b>	<b>34,519</b>	<b>20,740</b>	<b>45,862</b>	<b>..</b>	<b>321,531</b>
<i>Percentage of responses excluding 'child aged under 5'</i>	69.3	1.9	2.0	11.5	..	15.2	100.0	..

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Percentages are of the 'total' including 'not stated/not collected'.

**Table B33: Service users, primary disability group with or without other significant disability group, 2013–14**

Primary disability group	With other significant disability group		Without other significant disability group		Total		Average number of disability groups recorded <sup>(a)</sup>
	Number	%	Number	%	Number	%	
Intellectual	38,354	31.3	43,771	24.2	82,125	25.5	1.8
Specific learning/ADD	5,299	4.3	5,620	3.1	10,919	3.4	1.7
Autism	12,652	10.3	18,201	10.1	30,853	9.6	1.6
Developmental delay	2,420	2.0	8,216	4.5	10,636	3.3	1.3
Physical	22,432	18.3	30,733	17.0	53,165	16.5	1.6
Acquired brain injury	6,494	5.3	4,734	2.6	11,228	3.5	2.0
Neurological	7,894	6.4	10,471	5.8	18,365	5.7	1.7
Deaf-blind	263	0.2	467	0.3	730	0.2	1.6
Vision	3,122	2.5	9,306	5.1	12,428	3.9	1.4
Hearing	2,094	1.7	7,311	4.0	9,405	2.9	1.3
Speech	778	0.6	3,421	1.9	4,199	1.3	1.2
Psychiatric	20,759	16.9	38,770	21.4	59,529	18.5	1.4
<b>Total<sup>(b)</sup></b>	<b>122,561</b>	<b>100.0</b>	<b>181,021</b>	<b>100.0</b>	<b>321,531</b>	<b>100.0</b>	<b>1.6</b>

(a) Total 'average number of disability groups recorded' excludes where primary disability group was 'not stated/not collected'.

(b) Includes 17,949 service users whose primary disability group was 'not stated/not collected'. This includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').

# Service types and groups

Table B34: Service users, service type by state and territory, 2013–14 (number)

	NSW	Vic <sup>(a)(b)</sup>	Qld	WA	SA	Tas	ACT	NT	Total
<b>Accommodation support</b>									
Large residential/institution	1,106	125	246	58	498	118	—	—	2,151
Small residential/institution	24	75	495	94	25	19	—	—	732
Hostels	138	222	—	40	8	54	—	—	462
Group homes	5,331	5,020	2,735	1,610	1,420	520	218	152	17,001
Attendant care/personal care	1,272	—	469	11	1,497	25	26	160	3,460
In-home accommodation support	3,394	9,425	3,677	2,186	2,622	624	259	301	22,474
Alternative family placement	213	—	39	17	87	—	—	14	370
Other accommodation support	105	1,452	56	163	102	1	131	—	2,010
<i>Total accommodation support</i>	<i>11,071</i>	<i>15,725</i>	<i>7,204</i>	<i>4,095</i>	<i>5,702</i>	<i>1,338</i>	<i>555</i>	<i>509</i>	<i>46,177</i>
<b>Community support</b>									
Therapy support for individuals	6,780	10,082	3,648	5,469	4,187	136	1,759	1,657	33,680
Early childhood intervention	10,327	10,918	2,412	1,708	935	—	1,338	118	27,691
Behaviour/specialist intervention	2,288	1,374	1,596	1,059	925	—	146	2	7,389
Counselling (individual/family/group)	—	—	1,108	105	1,764	—	3	64	3,043
Regional resource and support teams	13,872	—	111	960	3,005	3,260	—	—	21,206
Case management, local coordination and development	7,495	28,548	17,921	10,651	7,575	1,873	2,661	43	76,590
Other community support	1,980	346	327	820	1,748	216	822	—	6,259
<i>Total community support</i>	<i>35,115</i>	<i>45,551</i>	<i>20,580</i>	<i>15,036</i>	<i>14,585</i>	<i>4,973</i>	<i>5,294</i>	<i>1,857</i>	<i>142,549</i>
<b>Community access</b>									
Learning and life skills development	14,592	9,094	9,009	3,059	3,928	1,166	608	148	41,581
Recreation/holiday programs	2,007	2,840	1,132	2,074	2,334	334	352	119	11,191
Other community access	862	5,772	194	—	567	—	54	226	7,675
<i>Total community access</i>	<i>16,965</i>	<i>17,129</i>	<i>9,868</i>	<i>4,689</i>	<i>6,044</i>	<i>1,399</i>	<i>960</i>	<i>475</i>	<i>57,493</i>
<b>Respite</b>									
Own home respite	13	1,548	988	—	529	39	4	—	3,121
Centre-based respite/respite homes	3,615	4,780	2,817	1,069	1,159	265	198	85	13,970
Host family/peer support respite	268	1,175	73	—	108	2	—	16	1,642
Flexible respite	8,276	12,112	2,879	2,408	338	183	180	121	26,465
Other respite	—	668	300	—	353	—	18	—	1,339
<i>Total respite</i>	<i>10,647</i>	<i>17,240</i>	<i>5,444</i>	<i>3,152</i>	<i>2,071</i>	<i>452</i>	<i>354</i>	<i>204</i>	<i>39,480</i>
<b>Employment</b>									
Open employment	36,368	27,816	26,369	7,943	10,060	2,718	1,448	339	111,856
Supported employment	8,194	4,608	2,313	2,338	2,943	505	287	125	21,295
Total employment	44,217	32,165	28,566	10,173	12,912	3,208	1,731	451	132,169
<b>Total</b>	<b>93,451</b>	<b>102,559</b>	<b>52,801</b>	<b>25,484</b>	<b>30,131</b>	<b>9,258</b>	<b>7,030</b>	<b>2,999</b>	<b>321,531</b>

(a) Residential rehabilitation services within Victoria's psychiatric disability rehabilitation and support sector (PDRSS) are classified by Victoria as non-residential accommodation support services in the DS NMDS.

(b) Data for early childhood intervention services (ECIS) in Victoria are not fully representative of the total number of service users receiving ECIS as it excludes data from two service providers.

*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. Service group totals may not be the sum of service components because individuals may have used more than one service type within a group during the 12-month period.
3. Row totals may not be the sum of components because individuals may have used services in more than one jurisdiction during the 12-month period.

**Table B35: Service users, service type by age group and jurisdiction, 2013–14 (number)**

Service type	NSW	Vic <sup>(a)(b)</sup>	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>0–49</b>										
<b>Accommodation support</b>										
Large residential/institution	354	44	128	35	129	31	—	—	..	721
Small residential/institution	8	18	234	34	18	9	—	—	..	321
Hostels	44	104	—	29	5	26	—	—	..	208
Group homes	3,265	2,665	1,836	919	863	268	164	125	..	10,102
Attendant care/personal care	667	—	258	4	701	15	15	125	..	1,785
In-home accommodation support	2,295	6,860	2,428	1,720	906	412	173	198	..	14,983
Alternative family placement	209	—	39	17	85	—	—	14	..	364
Other accommodation support	88	1,269	48	53	76	1	93	—	..	1,628
<i>Total accommodation support</i>	<i>6,619</i>	<i>10,460</i>	<i>4,637</i>	<i>2,746</i>	<i>2,496</i>	<i>748</i>	<i>391</i>	<i>370</i>	<i>..</i>	<i>28,453</i>
<b>Community support</b>										
Therapy support for individuals	5,799	6,438	2,983	4,909	2,475	106	1,715	784	..	25,171
Early childhood intervention	10,326	10,918	2,411	1,708	935	—	1,338	118	..	27,689
Behaviour/specialist intervention	1,957	1,201	1,390	953	909	—	121	1	..	6,531
Counselling (individual/family/group)	—	—	1,008	102	1,285	—	3	57	..	2,454
Regional resource and support teams	11,911	—	111	817	3,005	3,139	—	—	..	18,981
Case management, local coordination and development	6,255	17,679	14,569	9,717	5,111	1,391	2,079	30	..	56,677
Other community support	1,815	256	228	621	1,143	137	643	—	..	4,843
<i>Total community support</i>	<i>30,837</i>	<i>32,561</i>	<i>16,898</i>	<i>13,322</i>	<i>10,752</i>	<i>4,320</i>	<i>4,679</i>	<i>964</i>	<i>..</i>	<i>113,926</i>
<b>Community access</b>										
Learning and life skills development	11,416	4,910	7,066	2,560	2,100	738	541	123	..	29,433
Recreation/holiday programs	1,749	2,136	1,053	1,461	1,476	261	326	113	..	8,574
Other community access	493	3,817	178	—	274	—	50	141	..	4,953
<i>Total community access</i>	<i>13,285</i>	<i>10,455</i>	<i>7,877</i>	<i>3,646</i>	<i>3,439</i>	<i>919</i>	<i>866</i>	<i>359</i>	<i>..</i>	<i>40,812</i>
<b>Respite</b>										
Own home respite	13	1,257	921	—	432	37	4	—	..	2,664
Centre-based respite/ respite homes	3,368	4,331	2,539	947	1,020	253	188	77	..	12,707
Host family/peer support respite	239	1,037	69	—	106	2	—	16	..	1,469
Flexible respite	7,370	9,605	2,560	2,129	281	150	149	114	..	22,329
Other respite	—	459	276	—	250	—	15	—	..	1,000
<i>Total respite</i>	<i>9,564</i>	<i>13,827</i>	<i>4,863</i>	<i>2,795</i>	<i>1,709</i>	<i>406</i>	<i>314</i>	<i>192</i>	<i>..</i>	<i>33,591</i>
<b>Employment</b>										
Open employment	..	..	..	..	..	..	..	..	79,759	79,759
Supported employment	..	..	..	..	..	..	..	..	15,417	15,417
<i>Total employment</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>94,304</i>	<i>94,304</i>
<b>Total</b>	<b>45,266</b>	<b>52,947</b>	<b>21,474</b>	<b>15,307</b>	<b>12,925</b>	<b>5,220</b>	<b>5,042</b>	<b>1,547</b>	<b>94,304</b>	<b>238,373</b>

(continued)



**Table B35 (continued): Service users, service type by age group and jurisdiction, 2013–14 (number)**

Service type	NSW	Vic <sup>(a)(b)</sup>	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>50–64</b>										
<b>Accommodation support</b>										
Large residential/institution	564	58	93	19	228	70	—	—	..	1,032
Small residential/institution	8	32	230	48	5	7	—	—	..	330
Hostels	71	95	—	8	3	22	—	—	..	199
Group homes	1,619	1,798	781	568	460	199	49	26	..	5,498
Attendant care/personal care	501	—	184	6	607	7	11	32	..	1,348
In-home accommodation support	901	2,185	1,016	406	833	180	71	96	..	5,684
Alternative family placement	3	—	—	—	2	—	—	—	..	5
Other accommodation support	17	165	8	81	18	—	34	—	..	323
<i>Total accommodation support</i>	<i>3,518</i>	<i>4,256</i>	<i>2,152</i>	<i>1,120</i>	<i>1,939</i>	<i>477</i>	<i>142</i>	<i>130</i>	<i>..</i>	<i>13,727</i>
<b>Community support</b>										
Therapy support for individuals	850	1,630	513	444	1,225	21	42	341	..	5,066
Early childhood intervention	1	—	1	—	—	—	—	—	..	2
Behaviour/specialist intervention	276	162	185	93	14	—	24	—	..	754
Counselling (individual/family/group)	—	—	85	3	92	—	—	5	..	185
Regional resource and support teams	1,661	—	—	85	—	105	—	—	..	1,851
Case management, local coordination and development	958	5,785	2,994	795	1,913	405	544	6	..	13,380
Other community support	136	87	74	154	417	40	168	—	..	1,076
<i>Total community support</i>	<i>3,516</i>	<i>6,808</i>	<i>3,227</i>	<i>1,374</i>	<i>2,552</i>	<i>516</i>	<i>575</i>	<i>351</i>	<i>..</i>	<i>18,887</i>
<b>Community access</b>										
Learning and life skills development	2,516	1,697	1,648	432	590	348	61	24	..	7,314
Recreation/holiday programs	213	403	70	454	518	56	26	5	..	1,745
Other community access	292	1,721	16	—	199	—	4	47	..	2,279
<i>Total community access</i>	<i>2,918</i>	<i>3,708</i>	<i>1,691</i>	<i>826</i>	<i>1,108</i>	<i>385</i>	<i>88</i>	<i>76</i>	<i>..</i>	<i>10,798</i>
<b>Respite</b>										
Own home respite	—	225	59	—	70	2	—	—	..	356
Centre-based respite/ respite homes	229	389	251	84	117	10	9	8	..	1,095
Host family/peer support respite	17	98	4	—	2	—	—	—	..	121
Flexible respite	760	1,612	296	201	42	29	29	7	..	2,973
Other respite	—	163	21	—	97	—	3	—	..	284
<i>Total respite</i>	<i>910</i>	<i>2,323</i>	<i>526</i>	<i>256</i>	<i>300</i>	<i>40</i>	<i>37</i>	<i>12</i>	<i>..</i>	<i>4,399</i>
<b>Employment</b>										
Open employment	..	..	..	..	..	..	..	..	31,146	31,146
Supported employment	..	..	..	..	..	..	..	..	5,315	5,315
<i>Total employment</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>36,352</i>	<i>36,352</i>
<b>Total</b>	<b>7,005</b>	<b>12,896</b>	<b>5,002</b>	<b>2,176</b>	<b>3,715</b>	<b>965</b>	<b>629</b>	<b>492</b>	<b>36,352</b>	<b>65,940</b>

(continued)

**Table B35 (continued): Service users, service type by age group and jurisdiction, 2013–14 (number)**

Service type	NSW	Vic <sup>(a)(b)</sup>	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
	<b>65 and over</b>									
<b>Accommodation support</b>										
Large residential/institution	188	23	25	4	141	17	—	—	..	398
Small residential/institution	8	25	31	12	2	3	—	—	..	81
Hostels	23	23	—	3	—	6	—	—	..	55
Group homes	447	557	118	123	97	53	5	1	..	1,401
Attendant care/personal care	104	—	27	1	189	3	—	3	..	327
In-home accommodation support	198	380	233	60	883	32	15	7	..	1,807
Alternative family placement	1	—	—	—	—	—	—	—	..	1
Other accommodation support	—	18	—	29	8	—	4	—	..	59
<i>Total accommodation support</i>	<i>934</i>	<i>1,009</i>	<i>415</i>	<i>229</i>	<i>1,267</i>	<i>113</i>	<i>22</i>	<i>9</i>	<i>..</i>	<i>3,997</i>
<b>Community support</b>										
Therapy support for individuals	131	2,014	152	116	487	9	2	532	..	3,443
Behaviour/specialist intervention	55	11	21	13	2	—	1	1	..	104
Counselling (individual/family/group)	—	—	15	—	387	—	—	2	..	404
Regional resource and support teams	300	—	—	58	—	16	—	—	..	374
Case management, local coordination and development	282	5,084	358	139	551	77	38	7	..	6,533
Other community support	29	3	25	45	188	39	11	—	..	340
<i>Total community support</i>	<i>762</i>	<i>6,182</i>	<i>455</i>	<i>340</i>	<i>1,281</i>	<i>137</i>	<i>40</i>	<i>542</i>	<i>..</i>	<i>9,736</i>
<b>Community access</b>										
Learning and life skills development	660	2,487	295	67	1,238	80	6	1	..	4,834
Recreation/holiday programs	45	301	9	159	340	17	—	1	..	872
Other community access	77	234	—	—	94	—	—	38	..	443
<i>Total community access</i>	<i>762</i>	<i>2,966</i>	<i>300</i>	<i>217</i>	<i>1,497</i>	<i>95</i>	<i>6</i>	<i>40</i>	<i>..</i>	<i>5,883</i>
<b>Respite</b>										
Own home respite	—	66	8	—	27	—	—	—	..	101
Centre-based respite/ respite homes	18	60	27	38	22	2	1	—	..	168
Host family/peer support respite	12	40	—	—	—	—	—	—	..	52
Flexible respite	146	895	23	78	15	4	2	—	..	1,163
Other respite	—	46	3	—	6	—	—	—	..	55
<i>Total respite</i>	<i>173</i>	<i>1,090</i>	<i>55</i>	<i>101</i>	<i>62</i>	<i>6</i>	<i>3</i>	<i>—</i>	<i>..</i>	<i>1,490</i>
<b>Employment</b>										
Open employment	..	..	..	..	..	..	..	..	951	951
Supported employment	..	..	..	..	..	..	..	..	563	563
<i>Total employment</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>1,513</i>	<i>1,513</i>
<b>Total</b>	<b>1,782</b>	<b>9,022</b>	<b>874</b>	<b>609</b>	<b>2,732</b>	<b>270</b>	<b>52</b>	<b>587</b>	<b>1,513</b>	<b>17,218</b>

(a) Residential rehabilitation services within Victoria's psychiatric disability rehabilitation and support sector (PDRSS) are classified by Victoria as non-residential accommodation support services in the DS NMDS.

(b) Data for early childhood intervention services (ECIS) in Victoria are not fully representative of the total number of service users receiving ECIS as it excludes data from two service providers.

**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. Service group totals may not be the sum of service components because individuals may have used more than one service type within a group during the 12-month period.
3. Row totals may not be the sum of components because individuals may have used services in more than one jurisdiction during the 12-month period.

**Table B36: Service users, service type by sex and age group, 2013–14 (number)**

Service type	0–17	18–24	25–44	45–64	65+	Total
	<b>Male</b>					
<b>Accommodation support</b>						
Large residential/institution	2	11	255	780	230	1,278
Small residential/institution	1	8	121	223	41	394
Hostels	3	15	75	147	24	264
Group homes	143	850	3,748	4,391	797	9,929
Attendant care/personal care	62	147	573	918	154	1,854
In-home accommodation support	668	1,537	4,841	4,200	757	12,003
Alternative family placement	27	116	58	7	—	208
Other accommodation support	53	289	448	232	27	1,049
<i>Total accommodation support</i>	<i>912</i>	<i>2,707</i>	<i>9,597</i>	<i>10,438</i>	<i>1,956</i>	<i>25,610</i>
<b>Community support</b>						
Therapy support for individuals	10,392	1,415	2,529	3,322	1,512	19,170
Early childhood intervention	19,192	7	2	3	—	19,204
Behaviour/specialist intervention	2,053	935	1,269	732	62	5,051
Counselling (individual/family/group)	1,270	131	169	120	161	1,851
Regional resource and support teams	8,399	1,716	1,808	1,426	211	13,560
Case management, local coordination & development	16,125	6,104	10,138	9,310	2,685	44,362
Other community support	1,636	380	778	735	202	3,731
<i>Total community support</i>	<i>46,805</i>	<i>8,550</i>	<i>13,913</i>	<i>13,234</i>	<i>4,246</i>	<i>86,748</i>
<b>Community access</b>						
Learning and life skills development	761	7,126	7,714	5,435	2,109	23,145
Recreation/holiday programs	2,006	865	1,631	1,197	340	6,039
Other community access	265	347	1,492	1,650	227	3,981
<i>Total community access</i>	<i>2,874</i>	<i>7,991</i>	<i>10,298</i>	<i>7,901</i>	<i>2,569</i>	<i>31,633</i>
<b>Respite</b>						
Own home respite	738	379	451	258	61	1,887
Centre-based respite/respite homes	3,255	1,915	2,359	848	92	8,469
Host family/peer support respite	483	186	250	107	24	1,050
Flexible respite	6,906	2,627	3,585	2,143	454	15,715
Other respite	296	81	207	176	26	786
<i>Total respite</i>	<i>9,862</i>	<i>4,173</i>	<i>5,694</i>	<i>3,184</i>	<i>629</i>	<i>23,542</i>
<b>Employment</b>						
Open employment	1,725	15,493	25,898	21,798	686	65,600
Supported employment	74	2,167	6,197	5,017	384	13,839
<i>Total employment</i>	<i>1,789</i>	<i>17,428</i>	<i>31,777</i>	<i>26,705</i>	<i>1,069</i>	<i>78,768</i>
<b>Total</b>	<b>53,941</b>	<b>29,044</b>	<b>52,267</b>	<b>47,088</b>	<b>8,041</b>	<b>190,381</b>

(continued)

**Table B36 (continued): Service users, service type by sex and age group, 2013–14 (number)**

Service type	0–17	18–24	25–44	45–64	65+	Total
			<b>Female</b>			
<b>Accommodation support</b>						
Large residential/institution	2	4	136	563	168	873
Small residential/institution	1	3	82	212	40	338
Hostels	—	8	38	121	31	198
Group homes	64	470	2,568	3,364	604	7,070
Attendant care/personal care	40	104	454	835	173	1,606
In-home accommodation support	370	1,139	4,058	3,840	1,050	10,457
Alternative family placement	23	93	43	2	1	162
Other accommodation support	34	279	385	231	31	960
<i>Total accommodation support</i>	<i>507</i>	<i>1,885</i>	<i>7,416</i>	<i>8,702</i>	<i>2,040</i>	<i>20,550</i>
<b>Community support</b>						
Therapy support for individuals	5,810	999	2,414	3,349	1,931	14,503
Early childhood intervention	8,473	2	7	—	—	8,482
Behaviour/specialist intervention	812	415	669	395	42	2,333
Counselling (individual/family/group)	599	87	129	134	243	1,192
Regional resource and support teams	3,988	1,023	1,322	1,145	163	7,641
Case management, local coordination & development	7,318	3,584	8,415	9,050	3,847	32,214
Other community support	729	254	658	749	138	2,528
<i>Total community support</i>	<i>21,375</i>	<i>5,079</i>	<i>11,389</i>	<i>12,433</i>	<i>5,489</i>	<i>55,765</i>
<b>Community access</b>						
Learning and life skills development	445	4,469	6,136	4,644	2,725	18,419
Recreation/holiday programs	1,232	718	1,431	1,233	532	5,146
Other community access	144	324	1,348	1,584	213	3,613
<i>Total community access</i>	<i>1,722</i>	<i>5,194</i>	<i>8,454</i>	<i>7,079</i>	<i>3,311</i>	<i>25,760</i>
<b>Respite</b>						
Own home respite	384	208	349	252	40	1,233
Centre-based respite/respite homes	1,464	1,183	1,991	786	76	5,500
Host family/peer support respite	229	101	157	77	28	592
Flexible respite	3,157	1,662	3,009	2,185	709	10,722
Other respite	113	44	157	209	29	552
<i>Total respite</i>	<i>4,538</i>	<i>2,577</i>	<i>4,767</i>	<i>3,164</i>	<i>861</i>	<i>15,907</i>
<b>Employment</b>						
Open employment	715	8,541	16,242	20,493	265	46,256
Supported employment	25	969	3,391	2,891	179	7,455
<i>Total employment</i>	<i>738</i>	<i>9,436</i>	<i>19,464</i>	<i>23,318</i>	<i>444</i>	<i>53,400</i>
<b>Total</b>	<b>24,778</b>	<b>17,128</b>	<b>37,053</b>	<b>42,841</b>	<b>9,172</b>	<b>130,972</b>

*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. Service group totals may not be the sum of service components because individuals may have used more than one service type within a group during the 12-month period.
3. Sex was 'not stated' for 178 service users.

**Table B37: Service users, service type by sex and primary disability group, 2013–14 (number)**

Service type	Intellectual	Specific learning/ADD	Autism	Developmental delay	Physical	Acquired brain injury	Neurological	Deaf-blind	Vision	Hearing	Speech	Psychiatric	Total <sup>(a)</sup>
<b>Accommodation support</b>													
Large residential/institution	977	—	31	—	74	129	41	—	2	1	—	22	1,278
Small residential/institution	275	—	8	—	23	26	16	—	2	—	—	40	394
Hostels	136	2	14	—	10	30	21	1	—	4	—	41	264
Group homes	7,433	13	664	—	550	575	226	21	45	6	2	282	9,929
Attendant care/personal care	243	2	43	1	853	358	253	3	9	3	—	71	1,854
In-home accommodation support	3,965	30	815	11	1,333	775	340	26	416	77	3	4,069	12,003
Alternative family placement	124	4	46	2	14	5	5	—	1	1	—	4	208
Other accommodation support	150	1	39	2	60	28	59	—	1	—	2	702	1,049
<i>Total accommodation support</i>	<i>12,808</i>	<i>48</i>	<i>1,567</i>	<i>16</i>	<i>2,679</i>	<i>1,751</i>	<i>894</i>	<i>49</i>	<i>469</i>	<i>89</i>	<i>6</i>	<i>4,948</i>	<i>25,610</i>
<b>Community support</b>													
Therapy support for individuals	3,893	301	2,900	572	4,042	1,259	1,958	59	1,750	441	584	313	19,170
Early childhood intervention	836	478	3,352	6,285	1,002	81	559	17	183	429	1,617	11	19,204
Behaviour/specialist intervention	2,969	23	1,131	53	260	226	122	2	13	7	12	87	5,051
Counselling (individual/family/group)	231	8	883	21	324	20	146	—	187	8	3	15	1,851
Regional resource and support teams	6,845	435	2,592	594	1,297	275	225	17	122	200	498	163	13,560
Case management, local coordination and development	17,338	343	8,896	1,194	4,633	2,933	3,288	154	2,160	289	160	938	44,362
Other community support	1,026	55	858	82	823	174	142	10	27	101	22	214	3,731
<i>Total community support</i>	<i>26,480</i>	<i>1,466</i>	<i>16,138</i>	<i>7,126</i>	<i>9,108</i>	<i>4,096</i>	<i>4,910</i>	<i>219</i>	<i>3,718</i>	<i>1,362</i>	<i>2,723</i>	<i>1,567</i>	<i>86,748</i>

(continued)

**Table B37 (continued): Service users, service type by sex and primary disability group, 2013–14 (number)**

Service type	Intellectual	Specific learning/ADD	Autism	Developmental delay	Physical	Acquired brain injury	Neurological	Deaf-blind	Vision	Hearing	Speech	Psychiatric	Total <sup>(a)</sup>
<b>Male</b>													
<b>Community access</b>													
Learning and life skills development	11,495	182	2,689	7	1,503	1,190	504	54	1,423	1,613	21	2,067	23,145
Recreation/holiday programs	2,394	28	738	16	547	170	240	19	186	415	9	85	6,039
Other community access	563	17	102	6	98	298	91	1	19	7	1	2,769	3,981
<i>Total community access</i>	<i>13,628</i>	<i>225</i>	<i>3,384</i>	<i>27</i>	<i>2,024</i>	<i>1,579</i>	<i>789</i>	<i>69</i>	<i>1,552</i>	<i>1,987</i>	<i>31</i>	<i>4,748</i>	<i>31,633</i>
<b>Respite</b>													
Own home respite	779	16	360	22	309	87	163	2	6	6	2	9	1,887
Centre-based respite/respite homes	5,071	42	1,659	26	643	219	370	11	28	12	10	65	8,469
Host family/peer support respite	508	20	279	1	43	29	20	2	6	5	7	4	1,050
Flexible respite	6,598	179	3,466	85	1,263	580	792	34	161	44	30	1,021	15,715
Other respite	374	3	167	8	73	34	44	2	4	1	—	20	786
<i>Total respite</i>	<i>10,698</i>	<i>239</i>	<i>5,032</i>	<i>134</i>	<i>2,004</i>	<i>856</i>	<i>1,164</i>	<i>48</i>	<i>192</i>	<i>62</i>	<i>46</i>	<i>1,101</i>	<i>23,542</i>
<b>Employment</b>													
Open employment	7,075	5,734	5,538	—	17,933	1,833	2,747	106	1,346	1,406	229	21,643	65,600
Supported employment	8,991	252	955	—	807	484	292	25	170	126	19	1,702	13,839
<i>Total employment</i>	<i>15,782</i>	<i>5,954</i>	<i>6,394</i>	<i>—</i>	<i>18,708</i>	<i>2,291</i>	<i>3,019</i>	<i>129</i>	<i>1,506</i>	<i>1,526</i>	<i>246</i>	<i>23,187</i>	<i>78,768</i>
<b>Total</b>	<b>48,088</b>	<b>7,664</b>	<b>24,966</b>	<b>7,144</b>	<b>29,550</b>	<b>7,771</b>	<b>8,563</b>	<b>366</b>	<b>5,732</b>	<b>4,679</b>	<b>3,000</b>	<b>31,614</b>	<b>190,381</b>

(continued)

**Table B37 (continued): Service users, service type by sex and primary disability group, 2013–14 (number)**

Service type	Intellectual	Specific learning/ADD	Autism	Developmental delay	Physical	Acquired brain injury	Neurological	Deaf-blind	Vision	Hearing	Speech	Psychiatric	Total <sup>(a)</sup>
<b>Female</b>													
<b>Accommodation support</b>													
Large residential/institution	690	—	10	—	62	41	46	—	4	—	—	19	873
Small residential/institution	245	—	2	—	19	7	36	—	—	—	—	29	338
Hostels	126	—	1	—	10	6	20	—	1	—	—	29	198
Group homes	5,644	8	162	—	480	214	226	12	60	11	2	155	7,070
Attendant care/personal care	227	3	19	2	704	175	417	6	14	2	1	26	1,606
In-home accommodation support	3,086	24	197	9	991	375	496	28	747	58	4	4,305	10,457
Alternative family placement	130	3	9	—	10	2	2	—	1	1	—	2	162
Other accommodation support	129	1	8	1	44	25	34	—	1	—	2	713	960
<i>Total accommodation support</i>	<i>9,851</i>	<i>34</i>	<i>392</i>	<i>12</i>	<i>2,122</i>	<i>771</i>	<i>1,170</i>	<i>45</i>	<i>818</i>	<i>69</i>	<i>9</i>	<i>5,008</i>	<i>20,550</i>
<b>Community support</b>													
Therapy support for individuals	3,027	120	668	310	3,392	705	2,493	50	2,077	496	270	105	14,503
Early childhood intervention	608	175	824	2,991	711	49	415	10	117	371	600	9	8,482
Behaviour/specialist intervention	1,537	13	278	26	199	87	83	2	4	6	2	55	2,333
Counselling (individual/family/group)	192	2	250	8	256	13	130	1	303	7	1	19	1,192
Regional resource and support teams	4,413	163	564	354	1,005	131	203	18	101	222	197	126	7,641
Case management, local coordination and development	12,882	165	2,186	654	3,954	1,452	5,010	148	3,053	277	72	847	32,214
Other community support	823	31	212	49	578	85	164	4	33	108	4	256	2,528
<i>Total community support</i>	<i>18,814</i>	<i>586</i>	<i>3,921</i>	<i>3,482</i>	<i>7,486</i>	<i>2,025</i>	<i>6,640</i>	<i>203</i>	<i>4,719</i>	<i>1,397</i>	<i>1,093</i>	<i>1,294</i>	<i>55,765</i>

(continued)

**Table B37 (continued): Service users, service type by sex and primary disability group, 2013–14 (number)**

Service type	Intellectual	Specific learning/ADD	Autism	Developmental delay	Physical	Acquired brain injury	Neurological	Deaf-blind	Vision	Hearing	Speech	Psychiatric	Total <sup>(a)</sup>
<b>Female</b>													
<b>Community access</b>													
Learning and life skills development	9,229	100	701	2	1,235	533	483	67	2,171	1,980	8	1,647	18,419
Recreation/holiday programs	2,037	24	255	15	499	91	319	27	361	319	4	62	5,146
Other community access	396	7	26	8	157	149	81	1	21	11	2	2,751	3,613
<i>Total community access</i>	<i>10,929</i>	<i>128</i>	<i>923</i>	<i>19</i>	<i>1,759</i>	<i>733</i>	<i>839</i>	<i>86</i>	<i>2,408</i>	<i>2,252</i>	<i>13</i>	<i>4,282</i>	<i>25,760</i>
<b>Respite</b>													
Own home respite	584	10	100	5	209	41	179	1	5	1	1	10	1,233
Centre-based respite/respite homes	3,650	14	450	13	531	106	448	5	27	8	3	84	5,500
Host family/peer support respite	334	2	78	3	56	13	26	3	2	4	5	1	592
Flexible respite	4,972	88	860	68	1,113	285	851	23	317	36	19	1,200	10,722
Other respite	254	5	38	4	101	17	57	—	7	3	—	21	552
<i>Total respite</i>	<i>7,961</i>	<i>113</i>	<i>1,303</i>	<i>87</i>	<i>1,767</i>	<i>422</i>	<i>1,334</i>	<i>30</i>	<i>347</i>	<i>49</i>	<i>24</i>	<i>1,291</i>	<i>15,907</i>
<b>Employment</b>													
Open employment	4,630	2,456	1,061	—	14,165	641	2,395	110	857	1,243	72	18,613	46,256
Supported employment	5,398	103	190	—	493	137	133	14	103	74	15	786	7,455
<i>Total employment</i>	<i>9,847</i>	<i>2,546</i>	<i>1,234</i>	<i>—</i>	<i>14,637</i>	<i>776</i>	<i>2,520</i>	<i>123</i>	<i>950</i>	<i>1,315</i>	<i>87</i>	<i>19,343</i>	<i>53,400</i>
<b>Total</b>	<b>34,027</b>	<b>3,254</b>	<b>5,882</b>	<b>3,490</b>	<b>23,609</b>	<b>3,454</b>	<b>9,801</b>	<b>364</b>	<b>6,696</b>	<b>4,724</b>	<b>1,199</b>	<b>27,812</b>	<b>130,972</b>

(a) Includes 17,949 records where primary disability group was not stated/not collected.

*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. Service group totals may not be the sum of service components because individuals may have used more than one service type within a group during the 12-month period.
3. Sex was not stated/not collected for 178 service users.



**Table B38: Users of accommodation support services, accommodation support types by state and territory, 2013–14**

Accommodation support type	NSW		Vic <sup>(a)</sup>		Qld		WA		SA		Tas		ACT		NT		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Institutional accommodation	1,266	11.4	422	2.7	739	10.3	192	4.7	531	9.3	191	14.3	—	—	—	—	3,341	7.2
Group homes	5,331	48.2	5,020	31.9	2,735	38.0	1,610	39.3	1,420	24.9	520	38.9	218	39.3	152	29.9	17,001	36.8
Other accommodation types	4,874	44.0	10,428	66.3	4,043	56.1	2,374	58.0	3,879	68.0	649	48.5	357	64.3	357	70.1	26,946	58.4
<b>Total accommodation support</b>	<b>11,071</b>	<b>100.0</b>	<b>15,725</b>	<b>100.0</b>	<b>7,204</b>	<b>100.0</b>	<b>4,095</b>	<b>100.0</b>	<b>5,702</b>	<b>100.0</b>	<b>1,338</b>	<b>100.0</b>	<b>555</b>	<b>100.0</b>	<b>509</b>	<b>100.0</b>	<b>46,177</b>	<b>100.0</b>

(a) Residential rehabilitation services within Victoria's psychiatric disability rehabilitation and support sector (PDRSS) are classified by Victoria as non-residential accommodation support services in the DS NMDS.

*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. Service group totals may not be the sum of service components because individuals may have used more than one service type within a group during the 12-month period.
3. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.
4. 'Institutional accommodation' refers service types 1.01–1.03. 'Group homes' refers to service type 1.04. 'Other accommodation types' refers to service types 1.05–1.08.

# Patterns of service use

Table B39: Service users and service type outlets used, 2012–13 and 2013–14 (number)

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>2012–13</b>									
<b>Service users</b>									
Accommodation support	10,153	14,821	6,761	4,252	5,267	1,326	475	553	43,592
Community support	37,307	44,629	19,014	14,165	13,593	4,929	4,092	1,862	139,142
Community access	15,703	16,773	9,380	4,752	6,042	1,567	700	521	55,403
Respite	10,580	16,042	5,041	3,549	1,876	471	327	250	38,072
Employment	43,777	31,486	26,667	10,536	12,846	3,061	1,801	579	129,698
<b>Total</b>	<b>91,802</b>	<b>98,948</b>	<b>51,289</b>	<b>24,857</b>	<b>29,055</b>	<b>9,166</b>	<b>6,187</b>	<b>3,244</b>	<b>312,539</b>
<b>Service type outlets<sup>(a)</sup></b>									
Accommodation support	11,342	16,102	7,479	4,732	6,057	1,416	545	703	48,376
Community support	66,606	59,501	39,049	20,956	25,896	5,532	4,751	1,946	224,237
Community access	18,681	18,104	11,014	5,744	7,147	1,915	781	548	63,934
Respite	14,790	21,622	7,546	4,881	2,477	511	404	269	52,500
Employment	54,314	41,137	35,393	13,428	16,712	3,516	2,003	604	167,107
<b>Total</b>	<b>165,733</b>	<b>156,466</b>	<b>100,481</b>	<b>49,741</b>	<b>58,289</b>	<b>12,890</b>	<b>8,484</b>	<b>4,070</b>	<b>556,154</b>
<b>Average number of service type outlets per service user<sup>(a)</sup></b>									
Accommodation support	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.3	1.1
Community support	1.8	1.3	2.1	1.5	1.9	1.1	1.2	1.0	1.6
Community access	1.2	1.1	1.2	1.2	1.2	1.2	1.1	1.1	1.2
Respite	1.4	1.3	1.5	1.4	1.3	1.1	1.2	1.1	1.4
Employment	1.2	1.3	1.3	1.3	1.3	1.1	1.1	1.0	1.3
<b>Total</b>	<b>1.8</b>	<b>1.6</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>	<b>1.4</b>	<b>1.4</b>	<b>1.3</b>	<b>1.8</b>
<b>2013–14</b>									
<b>Service users</b>									
Accommodation support	11,071	15,725	7,204	4,095	5,702	1,338	555	509	46,177
Community support	35,115	45,551	20,580	15,036	14,585	4,973	5,294	1,857	142,549
Community access	16,965	17,129	9,868	4,689	6,044	1,399	960	475	57,493
Respite	10,647	17,240	5,444	3,152	2,071	452	354	204	39,480
Employment	44,217	32,165	28,566	10,173	12,912	3,208	1,731	451	132,169
<b>Total</b>	<b>93,451</b>	<b>102,559</b>	<b>52,801</b>	<b>25,484</b>	<b>30,131</b>	<b>9,258</b>	<b>7,030</b>	<b>2,999</b>	<b>321,531</b>
<b>Service type outlets<sup>(a)</sup></b>									
Accommodation support	12,498	16,909	8,323	4,499	6,822	1,405	649	633	51,738
Community support	60,783	60,722	46,345	21,817	21,520	5,555	7,222	1,999	225,963
Community access	19,668	18,375	12,298	5,436	7,645	1,674	1,174	501	66,771
Respite	14,547	23,665	8,510	4,092	2,759	497	452	223	54,745
Employment	48,496	35,136	33,318	11,243	14,263	3,500	1,883	471	148,310
<b>Total</b>	<b>155,992</b>	<b>154,807</b>	<b>108,794</b>	<b>47,087</b>	<b>53,009</b>	<b>12,631</b>	<b>11,380</b>	<b>3,827</b>	<b>547,527</b>
<b>Average number of service type outlets per service user<sup>(a)</sup></b>									
Accommodation support	1.1	1.1	1.2	1.1	1.2	1.1	1.2	1.2	1.1
Community support	1.7	1.3	2.3	1.5	1.5	1.1	1.4	1.1	1.6
Community access	1.2	1.1	1.2	1.2	1.3	1.2	1.2	1.1	1.2
Respite	1.4	1.4	1.6	1.3	1.3	1.1	1.3	1.1	1.4
Employment	1.1	1.1	1.2	1.1	1.1	1.1	1.1	1.0	1.1
<b>Total</b>	<b>1.7</b>	<b>1.5</b>	<b>2.1</b>	<b>1.8</b>	<b>1.8</b>	<b>1.4</b>	<b>1.6</b>	<b>1.3</b>	<b>1.7</b>

(a) Service type outlets used refers to unique outlets used at least once by the service user. Service users may access the same service type outlet more than once, however, this is counted as only one access. A service user may access service type outlets of the same or different service types, this is counted as multiple accesses.

**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. Column totals may not be the sum of service group components because individuals may have used more than one service group during the 12-month period. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.

**Table B40: Service users, multiple service use, 2013–14**

	Service users		Multiple service users
	Number	%	%
		<b>Service users</b>	
Using one service type outlet	209,105	65.0	..
Using multiple service type outlets (multiple service users)	112,426	35.0	..
<b>Total service users</b>	<b>321,531</b>	<b>100.0</b>	..
		<b>Multiple service users</b>	
<b>Use of service types</b>			
Using the same service type from multiple outlets	54,164	16.8	48.2
<i>Using one service type only</i>	25,978	8.1	23.1
Using the same service type and using other service types as well	28,186	8.8	25.1
<i>Using multiple service types from multiple outlets</i>	86,448	26.9	76.9
<b>Total multiple service type users</b>	<b>112,426</b>	<b>35.0</b>	<b>100.0</b>
<b>Use of service groups</b>			
Using the same service group from multiple outlets	76,023	23.6	67.6
<i>Using one service group only</i>	41,966	13.1	37.3
Using the same service group and using other service groups as well	34,057	10.6	30.3
<i>Using multiple service groups from multiple outlets</i>	70,460	21.9	62.7
Two	48,259	15.0	42.9
Three	18,719	5.8	16.7
Four	3,288	1.0	2.9
Five	194	0.1	0.2
<b>Total multiple service group users</b>	<b>112,426</b>	<b>35.0</b>	<b>100.0</b>

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Categories for multiple service users are not mutually exclusive.

**Table B41: Service users, service type by use of other services, 2013–14**

	Number of service users	Mean service groups per service user	Using other service groups (or types within groups) (%)					Code of most frequent other service type
			Accommodation support	Community support	Community access	Respite	Employment	
<b>Accommodation support</b>								
Large residential/institution	2,151	2.4	4.9	60.3	68.8	1.8	9.0	3.01
Small residential/institution	732	2.1	10.2	22.7	56.1	6.3	25.1	3.01
Hostels	462	2.2	17.3	53.7	26.6	11.5	23.6	2.06
Group homes	17,001	2.3	5.8	60.7	45.8	7.7	14.8	3.01
Attendant care/personal care	3,460	2.1	24.1	57.9	24.2	18.6	7.5	2.06
In-home accommodation support	22,474	2.0	9.4	35.3	34.8	12.3	16.7	2.06
Alternative family placement	370	2.6	13.5	59.2	54.3	30.5	17.8	3.01
Other accommodation support	2,010	1.7	32.3	20.5	23.2	8.7	13.7	1.06
<b>Total accommodation support</b>	<b>46,177</b>	<b>2.1</b>	<b>5.2</b>	<b>45.8</b>	<b>39.0</b>	<b>10.3</b>	<b>15.1</b>	<b>2.06</b>
<b>Community support</b>								
Therapy support for individuals	33,680	1.6	16.8	50.7	18.5	15.8	5.2	2.06
Early childhood intervention	27,691	1.0	0.4	22.7	0.8	2.9	0.0	2.06
Behaviour/specialist intervention	7,389	2.0	38.7	73.8	32.3	23.2	10.1	2.06
Counselling (individual/family/group)	3,043	1.6	16.3	42.9	23.3	12.5	5.1	2.06
Regional resource and support teams	21,206	1.7	18.4	27.4	24.4	20.2	6.8	3.01
Case management, local coordination and development	76,590	1.7	18.2	28.0	18.8	20.4	10.4	2.01
Other community support	6,259	1.8	27.5	61.9	27.0	16.2	7.2	2.06
<b>Total community support</b>	<b>142,549</b>	<b>1.5</b>	<b>14.9</b>	<b>19.6</b>	<b>16.0</b>	<b>14.6</b>	<b>7.4</b>	<b>2.06</b>

(continued)

**Table B41 (continued): Service users, service type by use of other services, 2013–14**

	Number of service users	Mean service groups per service user	Using other service groups (or types within groups) (%)					Code of most frequent other service type
			Accommodation support	Community support	Community access	Respite	Employment	
<b>Community access</b>								
Learning and life skills development	41,581	2.1	33.0	44.0	6.6	18.2	12.2	2.06
Recreation/holiday programs	11,191	2.0	22.7	44.2	20.9	20.2	16.2	2.06
Other community access	7,675	1.8	41.7	16.1	10.4	11.8	10.7	1.06
<b>Total community access</b>	<b>57,493</b>	<b>2.0</b>	<b>31.3</b>	<b>39.7</b>	<b>5.1</b>	<b>17.3</b>	<b>12.6</b>	<b>2.06</b>
<b>Respite</b>								
Own home respite	3,121	2.2	16.3	72.8	26.1	42.3	6.3	2.06
Centre-based respite/respite homes	13,970	2.3	14.2	69.3	34.0	39.2	9.5	2.06
Host family/peer support respite	1,642	1.9	14.9	47.9	13.5	40.0	12.5	2.06
Flexible respite	26,465	1.9	10.4	49.0	24.4	20.9	9.1	2.06
Other respite	1,339	2.2	20.7	53.2	23.6	35.5	18.1	2.06
<b>Total respite</b>	<b>39,480</b>	<b>2.0</b>	<b>12.1</b>	<b>52.9</b>	<b>25.1</b>	<b>16.2</b>	<b>9.6</b>	<b>2.06</b>
<b>Employment</b>								
Open employment	111,856	1.1	2.3	5.1	3.3	1.2	0.9	2.06
Supported employment	21,295	1.7	21.2	23.5	17.2	11.9	4.6	2.06
<b>Total employment</b>	<b>132,169</b>	<b>1.2</b>	<b>5.3</b>	<b>8.0</b>	<b>5.5</b>	<b>2.9</b>	<b>0.7</b>	<b>2.06</b>

*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 used two or more different service types in that group.

**Table B42: Service users, service use patterns across service groups, 2013–14**

	Accommodation support		Community support		Community access		Respite		Employment	
	Number	%	Number	%	Number	%	Number	%	Number	%
Accommodation support	12,974	28.1	21,170	14.9	18,022	31.3	4,773	12.1	6,984	5.3
Community support	21,170	45.8	90,347	63.4	22,806	39.7	20,877	52.9	10,520	8.0
Community access	18,022	39.0	22,806	16.0	20,763	36.1	9,928	25.1	7,223	5.5
Respite	4,773	10.3	20,877	14.6	9,928	17.3	13,266	33.6	3,781	2.9
Employment	6,984	15.1	10,520	7.4	7,223	12.6	3,781	9.6	113,721	86.0
<b>Total</b>	<b>46,177</b>	<b>100.0</b>	<b>142,549</b>	<b>100.0</b>	<b>57,493</b>	<b>100.0</b>	<b>39,480</b>	<b>100.0</b>	<b>132,169</b>	<b>100.0</b>

*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. Totals may not be the sum of components because individuals may have used more than one service group over the 12-month period.
3. Service users accessing three, four, or five service groups are included under all relevant combinations.

**Table B43: Service users, mean service use by selected characteristics, 2013–14**

<b>Selected characteristics</b>	<b>Mean service types used</b>	<b>Mean service groups used</b>
<b>Primary disability group</b>		
Intellectual	1.9	1.7
Specific learning/ADD	1.1	1.0
Autism	1.5	1.3
Developmental delay	1.3	1.0
Physical	1.3	1.2
Acquired brain injury	1.5	1.4
Neurological	1.5	1.3
Deaf-blind	1.5	1.4
Vision	1.5	1.3
Hearing	1.1	1.1
Speech	1.1	1.0
Psychiatric	1.1	1.1
<b>Age group (years)</b>		
0–17	1.4	1.2
18–24	1.5	1.4
25–44	1.5	1.4
45–64	1.4	1.3
65+	1.4	1.3
<b>Sex</b>		
Male	1.4	1.3
Female	1.5	1.3
<b>Indigenous status</b>		
Indigenous	1.5	1.3
Non-Indigenous	1.5	1.3
<b>Remoteness area</b>		
<i>Major cities</i>	1.5	1.3
<i>Inner regional</i>	1.5	1.3
<i>Outer regional</i>	1.5	1.3
<i>Remote</i>	1.5	1.3
<i>Very remote</i>	1.5	1.3
<b>Activities of daily living</b>		
Always or unable to do	1.9	1.6
Sometimes	1.5	1.4
None, but uses aids	1.3	1.2
None	1.1	1.1
<b>Total</b>	<b>1.4</b>	<b>1.3</b>

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Mean exclude 'not stated/not collected' categories for all items.

# Need for support in life area

Table B44: Service users, need for support in life area by jurisdiction, 2013–14 (number)

Support needs	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Self-care</b>										
Always or unable to do	16,438	12,512	9,730	5,025	6,938	2,648	1,283	500	3,870	56,716
Sometimes	18,817	18,928	9,005	6,014	7,343	2,408	2,119	632	21,877	78,761
None, but uses aids	1,952	1,273	732	327	1,199	156	195	184	4,074	9,216
None	7,629	16,620	3,907	2,421	2,938	1,122	1,705	275	91,136	120,449
Not stated	8,508	24,232	3,917	4,065	505	15	366	977	11,212	53,413
Not collected (recreation/holiday programs) <sup>(a)</sup>	709	1,300	59	240	449	106	55	58	—	2,976
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>132,169</b>	<b>321,531</b>
<b>Mobility</b>										
Always or unable to do	10,312	9,060	6,584	3,059	5,669	2,274	956	408	4,724	41,111
Sometimes	14,393	16,449	7,156	4,290	6,697	1,919	1,893	594	22,597	70,214
None, but uses aids	3,043	2,598	1,487	911	1,868	295	265	209	5,820	15,172
None	17,208	21,867	8,004	5,584	4,183	1,848	2,189	298	88,777	140,115
Not stated	8,389	23,593	4,060	4,008	506	13	365	1,059	10,251	51,946
Not collected (recreation/holiday programs) <sup>(a)</sup>	708	1,298	59	240	449	106	55	58	—	2,973
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>132,169</b>	<b>321,531</b>
<b>Communication</b>										
Always or unable to do	14,021	10,424	8,032	4,019	5,747	2,363	1,142	353	7,976	51,679
Sometimes	19,373	20,947	8,870	6,462	7,456	2,489	2,755	401	38,792	98,220
None, but uses aids	1,638	1,912	606	296	928	112	134	45	3,566	8,486
None	10,005	17,418	5,765	3,069	4,276	1,372	1,311	349	71,769	108,903
Not stated	8,308	22,866	4,017	4,007	516	13	326	1,420	10,066	51,270
Not collected (recreation/holiday programs) <sup>(a)</sup>	708	1,298	60	239	449	106	55	58	—	2,973
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>132,169</b>	<b>321,531</b>
<b>Interpersonal interactions and relationships</b>										
Always or unable to do	15,253	10,351	9,660	4,677	6,121	2,504	1,528	401	10,572	57,939
Sometimes	21,916	25,312	9,884	7,159	7,958	2,744	2,655	485	58,904	125,438
None, but uses aids	1,697	904	419	177	764	97	81	34	3,300	6,805
None	5,914	10,342	3,304	1,710	3,567	991	1,128	235	49,002	72,689
Not stated	8,548	26,653	4,022	4,116	513	13	276	1,413	10,391	55,650
Not collected (recreation/holiday programs) <sup>(a)</sup>	725	1,303	61	253	449	106	55	58	—	3,010
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>132,169</b>	<b>321,531</b>

(continued)



**Table B44 (continued): Service users, need for support in life area by jurisdiction, 2013–14 (number)**

<b>Support needs</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Aus Gov</b>	<b>Total</b>
<b>Learning, applying knowledge, general tasks and demands</b>										
Always or unable to do	15,785	9,867	10,871	4,701	6,235	1,563	1,347	368	14,327	60,540
Sometimes	21,415	20,605	8,894	6,504	7,914	2,324	2,277	454	54,816	114,051
None, but uses aids	1,690	1,226	407	275	923	105	121	38	3,947	7,976
None	3,420	8,403	2,646	1,060	2,755	581	674	214	48,889	66,219
Not applicable	4,761	6,515	574	1,142	683	1,713	840	239	—	16,426
Not collected (age changed after service exit) <sup>(b)</sup>	378	618	44	24	8	51	58	11	—	1,168
Not stated	5,874	26,323	3,853	4,097	413	13	351	1,245	10,190	52,105
Not collected (recreation/holiday programs) <sup>(a)</sup>	730	1,308	61	289	441	105	55	57	—	3,046
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>132,169</b>	<b>321,531</b>
<b>Education</b>										
Always or unable to do	17,370	12,189	10,800	4,994	6,742	1,848	1,555	431	16,648	67,397
Sometimes	18,870	17,653	7,185	5,969	7,368	1,991	2,008	369	48,505	100,045
None, but uses aids	1,693	1,388	522	282	954	109	139	34	3,872	8,180
None	3,364	8,127	2,536	1,017	2,737	618	573	216	50,214	66,817
Not applicable	5,185	6,517	906	1,146	695	1,720	851	242	—	17,211
Not collected (age changed after service exit) <sup>(b)</sup>	418	621	54	24	8	51	58	11	—	1,212
Not stated	6,422	27,057	5,285	4,361	426	13	484	1,266	12,930	57,605
Not collected (recreation/holiday programs) <sup>(a)</sup>	731	1,313	62	299	442	105	55	57	—	3,064
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>132,169</b>	<b>321,531</b>
<b>Community (civic) and economic life</b>										
Always or unable to do	18,510	12,501	11,486	5,511	7,144	1,828	1,542	434	10,057	64,390
Sometimes	17,467	18,946	7,549	5,746	7,653	2,069	1,919	448	38,510	90,001
None, but uses aids	1,669	1,020	430	330	1,006	108	144	26	3,642	7,630
None	3,205	7,376	1,621	959	2,008	556	565	169	66,899	80,526
Not applicable	5,742	6,519	985	1,148	698	1,724	869	242	—	17,874
Not collected (age changed after service exit) <sup>(b)</sup>	466	621	61	24	8	51	59	11	—	1,266
Not stated	6,280	26,574	5,156	4,212	413	14	570	1,239	13,061	56,939
Not collected (recreation/holiday programs) <sup>(a)</sup>	714	1,308	62	162	442	105	55	57	—	2,905
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>132,169</b>	<b>321,531</b>

(continued)

**Table B44 (continued): Service users, need for support in life area by jurisdiction, 2013–14 (number)**

<b>Support needs</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Aus Gov</b>	<b>Total</b>
<b>Domestic life</b>										
Always or unable to do	15,175	9,106	10,366	3,463	5,682	1,454	1,336	430	8,482	51,344
Sometimes	16,693	17,189	7,824	3,909	6,750	1,733	1,154	490	33,919	79,086
None, but uses aids	1,470	805	307	136	648	90	83	20	4,385	7,241
None	2,532	7,685	1,260	660	1,213	335	245	44	71,778	82,797
Not applicable	14,412	18,139	4,042	7,028	4,642	2,727	2,789	658	—	54,275
Not collected (age changed after service exit) <sup>(b)</sup>	85	80	27	35	9	1	8	6	—	242
Not stated	3,309	20,703	3,505	2,693	153	18	105	934	13,605	44,405
Not collected (recreation/holiday programs) <sup>(a)</sup>	377	1,158	19	168	275	97	3	44	—	2,141
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>132,169</b>	<b>321,531</b>
<b>Working</b>										
Always or unable to do	18,241	15,166	9,519	4,784	7,587	2,005	1,136	579	27,523	77,582
Sometimes	10,777	11,198	4,434	2,580	3,944	1,095	866	243	64,654	91,969
None, but uses aids	1,023	767	339	175	695	75	108	30	3,218	5,999
None	2,225	5,829	1,169	356	1,690	336	131	108	26,363	36,797
Not applicable	16,907	18,166	6,352	7,063	4,978	2,833	2,982	676	—	59,735
Not collected (age changed after service exit) <sup>(b)</sup>	119	105	45	35	9	1	8	6	—	318
Not stated	4,365	22,463	5,467	2,885	187	13	489	940	10,411	46,899
Not collected (recreation/holiday programs) <sup>(a)</sup>	396	1,171	25	214	282	97	3	44	—	2,232
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>132,169</b>	<b>321,531</b>

(a) Service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Service users for which support needs information was required but not collected due to the service users' age at the time of their last service date.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one jurisdiction during the 12-month period.

**Table B45: Service users by need for support in life area, 2013–14**

Support needs	Always or unable to do		Sometimes		None, but uses aids		None		Not applicable		Not stated/ not collected <sup>(a)(b)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
<b>Activities of daily living</b>														
Self-care	56,716	17.6	78,761	24.5	9,216	2.9	120,449	37.5	..	..	56,389	17.5	321,531	100.0
Mobility	41,111	12.8	70,214	21.8	15,172	4.7	140,115	43.6	..	..	54,919	17.1	321,531	100.0
Communication	51,679	16.1	98,220	30.5	8,486	2.6	108,903	33.9	..	..	54,243	16.9	321,531	100.0
<b>Total</b>	<b>74,155</b>	<b>23.1</b>	<b>109,519</b>	<b>34.1</b>	<b>11,645</b>	<b>3.6</b>	<b>73,794</b>	<b>23.0</b>	<b>..</b>	<b>..</b>	<b>52,418</b>	<b>16.3</b>	<b>321,531</b>	<b>100.0</b>
<b>Activities of independent living</b>														
Interpersonal interactions/ relationships	57,939	18.0	125,438	39.0	6,805	2.1	72,689	22.6	..	..	58,660	18.2	321,531	100.0
Learning, applying knowledge, general tasks and demands	60,540	18.8	114,051	35.5	7,976	2.5	66,219	20.6	16,426	5.1	56,319	17.5	321,531	100.0
Domestic life	51,344	16.0	79,086	24.6	7,241	2.3	82,797	25.8	54,275	16.9	46,788	14.6	321,531	100.0
<b>Total</b>	<b>90,644</b>	<b>28.2</b>	<b>126,290</b>	<b>39.3</b>	<b>6,646</b>	<b>2.1</b>	<b>41,213</b>	<b>12.8</b>	<b>17,407</b>	<b>5.4</b>	<b>39,331</b>	<b>12.2</b>	<b>321,531</b>	<b>100.0</b>
<b>Activities of work, education and community living</b>														
Education	67,397	21.0	100,045	31.1	8,180	2.5	66,817	20.8	17,211	5.4	61,881	19.2	321,531	100.0
Community (civic) and economic life	64,390	20.0	90,001	28.0	7,630	2.4	80,526	25.0	17,874	5.6	61,110	19.0	321,531	100.0
Working	77,582	24.1	91,969	28.6	5,999	1.9	36,797	11.4	59,735	18.6	49,449	15.4	321,531	100.0
<b>Total</b>	<b>108,488</b>	<b>33.7</b>	<b>104,514</b>	<b>32.5</b>	<b>6,345</b>	<b>2.0</b>	<b>29,232</b>	<b>9.1</b>	<b>32,015</b>	<b>10.0</b>	<b>40,937</b>	<b>12.7</b>	<b>321,531</b>	<b>100.0</b>

(a) Includes service users for which support needs information was required but not collected due to the service users' age at the time of their last service date.

(b) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. The frequency of support needed for a service user for each of the three broad life area 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), 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). So the totals for each of the broad groups (ADL, AIL and AWEC) cannot be calculated by adding totals from the three component life areas.
4. Percentages are of the 'total' including 'not applicable/stated/collected'.

**Table B46: Service users, need for support in broad life area by service group, 2013–14**

Support needs	Accommodation support		Community support		Community access		Respite		Employment		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
<b>Activities of daily living</b>												
Always or unable to do	16,957	36.7	52,579	36.9	17,631	30.7	16,605	42.1	11,590	8.8	74,155	23.1
Sometimes	18,264	39.6	47,917	33.6	20,449	35.6	14,509	36.8	47,191	35.7	109,519	34.1
None, but uses aids	1,650	3.6	3,761	2.6	2,454	4.3	710	1.8	5,923	4.5	11,645	3.6
None	5,523	12.0	8,794	6.2	8,070	14.0	2,624	6.6	57,468	43.5	73,794	23.0
Not stated/not collected <sup>(a)</sup>	3,783	8.2	29,498 <sup>(a)</sup>	20.7	8,889	15.5	5,032	12.7	9,997	7.6	52,418	16.3
<b>Total</b>	<b>46,177</b>	<b>100.0</b>	<b>142,549</b>	<b>100.0</b>	<b>57,493</b>	<b>100.0</b>	<b>39,480</b>	<b>100.0</b>	<b>132,169</b>	<b>100.0</b>	<b>321,531</b>	<b>100.0</b>
<b>Activities of independent living</b>												
Always or unable to do	20,435	44.3	59,417	41.7	21,809	37.9	19,483	49.3	19,778	15.0	90,644	28.2
Sometimes	19,193	41.6	45,171	31.7	20,533	35.7	13,417	34.0	64,785	49.0	126,290	39.3
None, but uses aids	897	1.9	1,628	1.1	1,240	2.2	363	0.9	4,064	3.1	6,646	2.1
None	1,776	3.8	4,590	3.2	3,143	5.5	906	2.3	33,440	25.3	41,213	12.8
Not applicable/ stated/collected <sup>(a)(b)</sup>	3,876	8.4	31,743	22.3	10,768	18.7	5,311	13.5	10,102	7.6	56,738	17.6
<b>Total</b>	<b>46,177</b>	<b>100.0</b>	<b>142,549</b>	<b>100.0</b>	<b>57,493</b>	<b>100.0</b>	<b>39,480</b>	<b>100.0</b>	<b>132,169</b>	<b>100.0</b>	<b>321,531</b>	<b>100.0</b>
<b>Activities of work, education and community living</b>												
Always or unable to do	26,595	57.6	60,791	42.6	28,102	48.9	22,861	57.9	33,052	25.0	108,488	33.7
Sometimes	12,483	27.0	28,488	20.0	14,586	25.4	9,020	22.8	63,577	48.1	104,514	32.5
None, but uses aids	983	2.1	1,877	1.3	1,123	2.0	325	0.8	3,352	2.5	6,345	2.0
None	1,786	3.9	4,070	2.9	2,558	4.4	833	2.1	22,091	16.7	29,232	9.1
Not applicable/ stated/collected <sup>(a)(b)</sup>	4,330	9.4	47,323	33.2	11,124	19.3	6,441	16.3	10,097	7.6	72,952	22.7
<b>Total</b>	<b>46,177</b>	<b>100.0</b>	<b>142,549</b>	<b>100.0</b>	<b>57,493</b>	<b>100.0</b>	<b>39,480</b>	<b>100.0</b>	<b>132,169</b>	<b>100.0</b>	<b>321,531</b>	<b>100.0</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users for which support needs information was required but not collected due to the service users' age at the time of their last service date.

**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. Row totals may not be the sum of components because individuals may have used more than one service type during the 12-month period.
3. Percentages are of the 'total' including 'not applicable/stated/collected'.

**Table B47: Service users, need for support in broad life area by living arrangement, 2013–14**

Support needs	Lives alone		Lives with family		Lives with others		Not stated/ not collected <sup>(a)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%
<b>Activities of daily living</b>										
Always or unable to do	5,052	7.9	49,742	31.8	17,786	25.6	1,575	4.9	74,155	23.1
Sometimes	21,686	34.1	58,653	37.5	23,900	34.3	5,280	16.6	109,519	34.1
None, but uses aids	3,827	6.0	4,311	2.8	2,392	3.4	1,115	3.5	11,645	3.6
None	26,176	41.2	20,402	13.0	19,277	27.7	7,939	24.9	73,794	23.0
Not stated/ not collected <sup>(a)(b)</sup>	6,825	10.7	23,429	15.0	6,246	9.0	15,918	50.0	52,418	16.3
<b>Total</b>	<b>63,566</b>	<b>100.0</b>	<b>156,537</b>	<b>100.0</b>	<b>69,601</b>	<b>100.0</b>	<b>31,827</b>	<b>100.0</b>	<b>321,531</b>	<b>100.0</b>
<b>Activities of independent living</b>										
Always or unable to do	7,618	12.0	58,868	37.6	22,467	32.3	1,691	5.3	90,644	28.2
Sometimes	30,777	48.4	60,087	38.4	28,597	41.1	6,829	21.5	126,290	39.3
None, but uses aids	2,222	3.5	2,288	1.5	1,576	2.3	560	1.8	6,646	2.1
None	16,045	25.2	10,425	6.7	10,458	15.0	4,285	13.5	41,213	12.8
Not applicable/ stated/ collected <sup>(a)(b)</sup>	6,904	10.9	24,869	15.9	6,503	9.3	18,462	58.0	56,738	17.6
<b>Total</b>	<b>63,566</b>	<b>100.0</b>	<b>156,537</b>	<b>100.0</b>	<b>69,601</b>	<b>100.0</b>	<b>31,827</b>	<b>100.0</b>	<b>321,531</b>	<b>100.0</b>
<b>Activities of work, education and community living</b>										
Always or unable to do	13,779	21.7	62,211	39.7	29,886	42.9	2,612	8.2	108,488	33.7
Sometimes	29,343	46.2	43,889	28.0	24,301	34.9	6,981	21.9	104,514	32.5
None, but uses aids	2,053	3.2	2,468	1.6	1,324	1.9	500	1.6	6,345	2.0
None	11,265	17.7	7,976	5.1	7,042	10.1	2,949	9.3	29,232	9.1
Not applicable/ stated/ collected <sup>(a)(b)</sup>	7,126	11.2	39,993	25.5	7,048	10.1	18,785	59.0	72,952	22.7
<b>Total</b>	<b>63,566</b>	<b>100.0</b>	<b>156,537</b>	<b>100.0</b>	<b>69,601</b>	<b>100.0</b>	<b>31,827</b>	<b>100.0</b>	<b>321,531</b>	<b>100.0</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users for which support needs information was required but not collected due to the service users' age at the time of their last service date.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Percentages are of the 'total' including 'not applicable/stated/collected'.

**Table B48: Service users, need for support in broad life area by Indigenous status, 2013–14**

Support needs	Indigenous		Non-Indigenous		Not stated/ not collected <sup>(a)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%
<b>Activities of daily living</b>								
Always or unable to do	4,341	24.1	68,770	23.6	1,044	8.8	74,155	23.1
Sometimes	6,514	36.1	101,557	34.8	1,448	12.2	109,519	34.1
None, but uses aids	544	3.0	10,996	3.8	105	0.9	11,645	3.6
None	3,563	19.8	69,700	23.9	531	4.5	73,794	23.0
Not stated/ not collected <sup>(a)</sup>	3,059	17.0	40,608	13.9	8,751	73.7	52,418	16.3
<b>Total</b>	<b>18,021</b>	<b>100.0</b>	<b>291,631</b>	<b>100.0</b>	<b>11,879</b>	<b>100.0</b>	<b>321,531</b>	<b>100.0</b>
<b>Activities of independent living</b>								
Always or unable to do	5,346	29.7	84,114	28.8	1,184	10.0	90,644	28.2
Sometimes	7,228	40.1	117,677	40.4	1,385	11.7	126,290	39.3
None, but uses aids	248	1.4	6,359	2.2	39	0.3	6,646	2.1
None	1,731	9.6	39,238	13.5	244	2.1	41,213	12.8
Not applicable/ stated/collected <sup>(a)(b)</sup>	3,468	19.2	44,243	15.2	9,027	76.0	56,738	17.6
<b>Total</b>	<b>18,021</b>	<b>100.0</b>	<b>291,631</b>	<b>100.0</b>	<b>11,879</b>	<b>100.0</b>	<b>321,531</b>	<b>100.0</b>
<b>Activities of work, education and community living</b>								
Always or unable to do	6,447	35.8	100,733	34.5	1,308	11.0	108,488	33.7
Sometimes	5,875	32.6	97,544	33.4	1,095	9.2	104,514	32.5
None, but uses aids	225	1.2	6,087	2.1	33	0.3	6,345	2.0
None	1,230	6.8	27,857	9.6	145	1.2	29,232	9.1
Not applicable/ stated/collected <sup>(a)(b)</sup>	4,244	23.6	59,410	20.4	9,298	78.3	72,952	22.7
<b>Total</b>	<b>18,021</b>	<b>100.0</b>	<b>291,631</b>	<b>100.0</b>	<b>11,879</b>	<b>100.0</b>	<b>321,531</b>	<b>100.0</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users for which support needs information was required but not collected due to the service users' age at the time of their last service date.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Percentages are of the 'total' including 'not applicable/stated/collected'.

**Table B49: Service users, need for support in broad life area by primary disability group, 2013–14**

Primary disability group	Always or unable to do		Sometimes		None, but uses aids		None		Not applicable/ stated/collected <sup>(a)(b)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
<b>Activities of daily living</b>												
Intellectual	28,765	35.0	35,651	43.4	1,438	1.8	9,263	11.3	7,008	8.5	82,125	100.0
Specific learning/ADD	823	7.5	4,326	39.6	280	2.6	4,302	39.4	1,188	10.9	10,919	100.0
Autism	10,520	34.1	12,760	41.4	372	1.2	3,560	11.5	3,641	11.8	30,853	100.0
Developmental delay	4,157	39.1	2,780	26.1	8	0.1	101	0.9	3,590	33.8	10,636	100.0
Physical	12,348	23.2	15,011	28.2	3,128	5.9	17,435	32.8	5,243	9.9	53,165	100.0
Acquired brain injury	3,303	29.4	4,567	40.7	467	4.2	2,031	18.1	860	7.7	11,228	100.0
Neurological	5,439	29.6	5,457	29.7	1,281	7.0	3,815	20.8	2,373	12.9	18,365	100.0
Deaf-blind	189	25.9	267	36.6	76	10.4	87	11.9	111	15.2	730	100.0
Vision	956	7.7	2,655	21.4	1,320	10.6	1,158	9.3	6,339	51.0	12,428	100.0
Hearing	1,006	10.7	2,067	22.0	1,285	13.7	2,593	27.6	2,454	26.1	9,405	100.0
Speech	1,001	23.8	2,047	48.7	17	0.4	276	6.6	858	20.4	4,199	100.0
Psychiatric	2,665	4.5	18,777	31.5	1,870	3.1	28,678	48.2	7,539	12.7	59,529	100.0
Not stated/not collected <sup>(a)</sup>	2,983	16.6	3,154	17.6	103	0.6	495	2.8	11,214	62.5	17,949	100.0
<b>Total</b>	<b>74,155</b>	<b>23.1</b>	<b>109,519</b>	<b>34.1</b>	<b>11,645</b>	<b>3.6</b>	<b>73,794</b>	<b>23.0</b>	<b>52,418</b>	<b>16.3</b>	<b>321,531</b>	<b>100.0</b>

*(continued)*

**Table B49 (continued): Service users, need for support in broad life area by primary disability group, 2013–14**

Primary disability group	Always or unable to do		Sometimes		None, but uses aids		None		Not applicable/stated/collected <sup>(a)(b)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
<b>Activities of independent living</b>												
Intellectual	38,716	47.1	33,406	40.7	824	1.0	1,906	2.3	7,273	8.9	82,125	100.0
Specific learning/ADD	1,793	16.4	6,008	55.0	220	2.0	1,703	15.6	1,195	10.9	10,919	100.0
Autism	13,177	42.7	12,421	40.3	253	0.8	1,156	3.7	3,846	12.5	30,853	100.0
Developmental delay	3,822	35.9	2,754	25.9	10	0.1	239	2.2	3,811	35.8	10,636	100.0
Physical	11,791	22.2	20,096	37.8	1,639	3.1	13,931	26.2	5,708	10.7	53,165	100.0
Acquired brain injury	4,215	37.5	4,917	43.8	234	2.1	852	7.6	1,010	9.0	11,228	100.0
Neurological	5,810	31.6	6,534	35.6	515	2.8	2,834	15.4	2,672	14.5	18,365	100.0
Deaf-blind	182	24.9	275	37.7	56	7.7	94	12.9	123	16.8	730	100.0
Vision	1,103	8.9	2,840	22.9	943	7.6	1,144	9.2	6,398	51.5	12,428	100.0
Hearing	749	8.0	1,918	20.4	460	4.9	1,571	16.7	4,707	50.0	9,405	100.0
Speech	956	22.8	1,816	43.2	11	0.3	461	11.0	955	22.7	4,199	100.0
Psychiatric	5,537	9.3	30,044	50.5	1,422	2.4	14,945	25.1	7,581	12.7	59,529	100.0
Not stated/not collected <sup>(a)</sup>	2,793	15.6	3,261	18.2	59	0.3	377	2.1	11,459	63.8	17,949	100.0
<b>Total</b>	<b>90,644</b>	<b>28.2</b>	<b>126,290</b>	<b>39.3</b>	<b>6,646</b>	<b>2.1</b>	<b>41,213</b>	<b>12.8</b>	<b>56,738</b>	<b>17.6</b>	<b>321,531</b>	<b>100.0</b>

(continued)



**Table B49 (continued): Service users, need for support in broad life area by primary disability group, 2013–14**

Primary disability group	Always or unable to do		Sometimes		None, but uses aids		None		Not applicable/stated/collected <sup>(a)(b)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
<b>Activities of work, education and community living</b>												
Intellectual	48,458	59.0	23,390	28.5	568	0.7	1,301	1.6	8,408	10.2	82,125	100.0
Specific learning/ADD	2,748	25.2	5,566	51.0	189	1.7	1,071	9.8	1,345	12.3	10,919	100.0
Autism	14,061	45.6	10,093	32.7	247	0.8	803	2.6	5,649	18.3	30,853	100.0
Developmental delay	1,774	16.7	737	6.9	12	0.1	35	0.3	8,078	75.9	10,636	100.0
Physical	12,856	24.2	20,952	39.4	1,849	3.5	9,575	18.0	7,933	14.9	53,165	100.0
Acquired brain injury	5,617	50.0	3,525	31.4	188	1.7	706	6.3	1,192	10.6	11,228	100.0
Neurological	6,658	36.3	4,842	26.4	570	3.1	2,553	13.9	3,742	20.4	18,365	100.0
Deaf-blind	239	32.7	239	32.7	37	5.1	50	6.8	165	22.6	730	100.0
Vision	1,570	12.6	2,351	18.9	1,025	8.2	865	7.0	6,617	53.2	12,428	100.0
Hearing	1,123	11.9	1,926	20.5	425	4.5	977	10.4	4,954	52.7	9,405	100.0
Speech	805	19.2	942	22.4	15	0.4	311	7.4	2,126	50.6	4,199	100.0
Psychiatric	11,048	18.6	28,765	48.3	1,163	2.0	10,689	18.0	7,864	13.2	59,529	100.0
Not stated/not collected <sup>(a)</sup>	1,531	8.5	1,186	6.6	57	0.3	296	1.6	14,879	82.9	17,949	100.0
<b>Total</b>	<b>108,488</b>	<b>33.7</b>	<b>104,514</b>	<b>32.5</b>	<b>6,345</b>	<b>2.0</b>	<b>29,232</b>	<b>9.1</b>	<b>72,952</b>	<b>22.7</b>	<b>321,531</b>	<b>100.0</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users for which support needs information was required but not collected due to the service users' age at the time of their last service date.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Percentages are of the 'total' including 'not applicable/stated/collected'.

# Service users with an informal carer

Table B50: Service users, characteristic of informal carer by jurisdiction, 2013–14 (number)

Characteristics of carer	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Existence of</b>										
Has an informal carer	39,177	39,700	15,835	10,233	13,030	4,811	3,782	1,085	24,707	140,525
Does not have an informal carer	12,506	22,619	11,081	3,171	5,977	1,527	1,524	634	14,504	67,163
Not stated/not collected <sup>(a)</sup>	2,370	12,546	434	4,688	365	117	417	907	92,958	113,843
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>132,169</b>	<b>321,531</b>
<b>Primary status</b>										
Primary carer	34,810	15,615	9,979	7,657	11,140	4,658	3,562	934	18,150	98,026
Not a primary carer	3,677	6,637	5,468	505	1,675	140	197	132	1,831	18,373
Not stated/not collected <sup>(a)(b)</sup>	690	17,448	388	2,071	215	13	23	19	4,726	24,126
<b>Total</b>	<b>39,177</b>	<b>39,700</b>	<b>15,835</b>	<b>10,233</b>	<b>13,030</b>	<b>4,811</b>	<b>3,782</b>	<b>1,085</b>	<b>24,707</b>	<b>140,525</b>
<b>Residency status</b>										
Co-resident	33,989	14,486	11,863	8,920	10,299	4,449	3,219	969	13,269	94,209
Non-resident	4,488	7,236	3,517	918	2,339	283	508	98	5,535	21,971
Not stated/not collected <sup>(a)(b)</sup>	700	17,978	455	395	392	79	55	18	5,903	24,345
<b>Total</b>	<b>39,177</b>	<b>39,700</b>	<b>15,835</b>	<b>10,233</b>	<b>13,030</b>	<b>4,811</b>	<b>3,782</b>	<b>1,085</b>	<b>24,707</b>	<b>140,525</b>
<b>Relationship to service user</b>										
Wife/female partner	671	1,515	465	251	717	131	92	76	1,943	5,595
Husband/male partner	763	1,534	542	280	826	180	124	69	1,165	5,195
Mother	30,517	13,246	10,432	7,876	8,563	3,983	2,921	482	11,881	82,936
Father	2,673	1,327	1,187	591	897	173	269	34	1,483	7,686
Daughter/daughter-in-law	308	876	115	158	328	31	60	91	1,949	3,321
Son/son-in-law	83	271	37	37	173	8	38	32	454	1,041
Other female relative	1,000	940	964	553	809	174	130	202	1,789	5,696
Other male relative	426	285	188	106	251	46	35	50	537	1,680
Friend/neighbour—female	259	478	232	110	181	57	40	19	831	1,951
Friend/neighbour—male	74	150	73	29	81	21	29	20	358	738
Not stated/not collected <sup>(a)</sup>	2,403	19,078	1,600	242	204	7	44	10	2,317	24,686
<b>Total</b>	<b>39,177</b>	<b>39,700</b>	<b>15,835</b>	<b>10,233</b>	<b>13,030</b>	<b>4,811</b>	<b>3,782</b>	<b>1,085</b>	<b>24,707</b>	<b>140,525</b>
<b>Age group (years)</b>										
0–14	48	37	8	8	3	3	17	33	14	163
15–24	1,457	248	233	111	146	103	102	46	586	2,928
25–44	18,784	6,965	5,757	5,097	5,157	3,349	1,985	539	4,244	50,148
45–64	12,493	7,827	6,599	3,177	5,050	1,038	1,065	365	11,906	43,617
65 and over	3,540	4,024	2,765	791	1,824	302	352	78	2,516	14,293
Not stated/not collected <sup>(a)(b)</sup>	2,855	20,599	473	1,049	850	16	261	24	5,441	29,376
<b>Total</b>	<b>39,177</b>	<b>39,700</b>	<b>15,835</b>	<b>10,233</b>	<b>13,030</b>	<b>4,811</b>	<b>3,782</b>	<b>1,085</b>	<b>24,707</b>	<b>140,525</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users who used only employment services (service types 5.01 and 5.02) and who did not provide a response. These service types were not required to complete this data item.

#### 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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one jurisdiction during the 12-month period.
4. Service user frequencies for the primary status, residency status, relationship to service user, and age group of the carer are based only on those service users who indicated they had an informal carer.

**Table B51: Service users, existence of an informal carer, 2009–10 to 2013–14**

Year	Has an informal carer		Does not have an informal carer		Not stated/ not collected <sup>(a)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%
2009–10	117,754	39.9	155,743	52.8	21,527	7.3	295,024	100.0
2010–11	127,777	40.7	160,769	51.2	25,706	8.2	314,252	100.0
2011–12	136,794	43.1	71,430	22.5	109,392	34.4	317,616	100.0
2012–13	136,325	43.6	67,683	21.7	108,531	34.7	312,539	100.0
2013–14	140,525	43.7	67,163	20.9	113,843	35.4	321,531	100.0

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Percentages are of the 'total' including 'not stated/not collected'.

**Table B52: Service users, existence of an informal carer by remoteness area of service user, 2013–14**

Remoteness area	Has an informal carer		Does not have an informal carer		Not stated/ not collected <sup>(a)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%
<i>Major cities</i>	89,636	42.7	46,262	22.0	74,109	35.3	210,007	100.0
<i>Inner regional</i>	33,962	47.1	13,171	18.3	24,947	34.6	72,081	100.0
<i>Outer regional</i>	13,153	44.0	5,433	18.2	11,328	37.9	29,914	100.0
<i>Remote</i>	1,319	43.4	534	17.6	1,187	39.0	3,039	100.0
<i>Very remote</i>	947	54.3	471	27.0	325	18.7	1,743	100.0
Not stated/not collected	1,508	31.8	1,292	27.2	1,947	41.0	4,747	100.0
<b>Total</b>	<b>140,525</b>	<b>43.7</b>	<b>67,163</b>	<b>20.9</b>	<b>113,843</b>	<b>35.4</b>	<b>321,531</b>	<b>100.0</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Percentages are of the 'total' including 'not stated/not collected'.

**Table B53: Service users, existence of an informal carer, by service group, 2013–14**

Service group	Has an informal carer		Does not have an informal carer		Not stated/ not collected <sup>(a)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%
Accommodation support	17,653	38.2	25,935	56.2	2,589	5.6	46,177	100.0
Institutional accommodation	574	17.2	2,706	81.0	61	1.8	3,341	100.0
Group homes	5,353	31.5	11,164	65.7	484	2.8	17,001	100.0
Other accommodation types	12,197	45.3	12,695	47.1	2,054	7.6	26,946	100.0
Community support	97,307	68.3	31,952	22.4	13,290	9.3	142,549	100.0
Community access	28,366	49.3	23,119	40.2	6,008	10.4	57,493	100.0
Respite	34,361	87.0	2,944	7.5	2,175	5.5	39,480	100.0
Employment	24,707	18.7	14,504	11.0	92,958	70.3	132,169	100.0
<b>Total</b>	<b>140,525</b>	<b>43.7</b>	<b>67,163</b>	<b>20.9</b>	<b>113,843</b>	<b>35.4</b>	<b>321,531</b>	<b>100.0</b>
<i>Percentage of valid responses</i>	<i>..</i>	<i>67.7</i>	<i>..</i>	<i>32.3</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>100.0</i>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Row totals may not be the sum of components because individuals may have used services in more than one service group over the 12-month period.
3. 'Institutional accommodation' refers service types 1.01–1.03. 'Group homes' refers to service type 1.04. 'Other accommodation types' refers to service types 1.05–1.08.
4. Percentages are of the 'total' including 'not stated/not collected'.

**Table B54: Service users with an informal carer, carer characteristics by service group, 2013–14**

Carer's characteristics	Accommodation support		Community support		Community access		Respite		Employment		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
<b>Sex</b>												
Female	11,121	63.0	70,165	72.1	21,124	74.5	25,391	73.9	18,393	74.4	99,499	70.8
Male	3,212	18.2	9,842	10.1	3,953	13.9	3,640	10.6	3,997	16.2	16,340	11.6
Not stated/not collected <sup>(a)</sup>	3,320	18.8	17,300	17.8	3,289	11.6	5,330	15.5	2,317	9.4	24,686	17.6
<b>Total</b>	<b>17,653</b>	<b>100.0</b>	<b>97,307</b>	<b>100.0</b>	<b>28,366</b>	<b>100.0</b>	<b>34,361</b>	<b>100.0</b>	<b>24,707</b>	<b>100.0</b>	<b>140,525</b>	<b>100.0</b>
<b>Age group (years)</b>												
Under 45	2,755	15.6	43,269	44.5	5,210	18.4	10,698	31.1	4,844	19.6	53,239	37.9
45–64	7,546	42.7	25,001	25.7	14,951	52.7	13,237	38.5	11,906	48.2	43,617	31.0
65+	3,930	22.3	9,389	9.6	4,656	16.4	4,517	13.1	2,516	10.2	14,293	10.2
Not stated/not collected <sup>(a)(b)</sup>	3,422	19.4	19,648	20.2	3,549	12.5	5,909	17.2	5,441	22.0	29,376	20.9
<b>Total</b>	<b>17,653</b>	<b>100.0</b>	<b>97,307</b>	<b>100.0</b>	<b>28,366</b>	<b>100.0</b>	<b>34,361</b>	<b>100.0</b>	<b>24,707</b>	<b>100.0</b>	<b>140,525</b>	<b>100.0</b>
<b>Residency status</b>												
Co-resident	7,444	42.2	68,094	70.0	18,813	66.3	25,214	73.4	13,269	53.7	94,209	67.0
Non-resident	7,927	44.9	14,069	14.5	6,998	24.7	5,424	15.8	5,535	22.4	21,971	15.6
Not stated/not collected <sup>(a)(b)</sup>	2,282	12.9	15,144	15.6	2,555	9.0	3,723	10.8	5,903	23.9	24,345	17.3
<b>Total</b>	<b>17,653</b>	<b>100.0</b>	<b>97,307</b>	<b>100.0</b>	<b>28,366</b>	<b>100.0</b>	<b>34,361</b>	<b>100.0</b>	<b>24,707</b>	<b>100.0</b>	<b>140,525</b>	<b>100.0</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users who used only employment services (service types 5.01 and 5.02) and who did not provide a response. These service types were not required to complete this data item.

*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. Column totals may not be the sum of components because individuals may have used more than one service group during the 12-month period.
3. Percentages are of the 'total' including 'not stated/not collected'.

**Table B55: Service users with an informal carer, age of service user by age group of carer, 2013–14**

Age of service user (years)	Age group of carer (years)												Total	
	0–14		15–24		25–44		45–64		65 and over		Not stated/ not collected <sup>(a)(b)</sup>			
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
0–14	53	—	1,809	3.2	35,333	61.7	5,328	9.3	794	1.4	13,965	24.4	57,282	100.0
15–24	10	—	209	0.7	9,319	31.4	15,667	52.8	883	3.0	3,595	12.1	29,683	100.0
25–44	45	—	317	1.1	3,200	11.2	14,173	49.7	4,563	16.0	6,222	21.8	28,520	100.0
45–64	46	—	574	2.9	1,945	9.8	7,039	35.3	5,701	28.6	4,630	23.2	19,935	100.0
65 and over	9	—	19	—	351	6.9	1,410	27.6	2,352	46.1	964	18.9	5,105	100.0
<b>Total</b>	<b>163</b>	<b>—</b>	<b>2,928</b>	<b>2.1</b>	<b>50,148</b>	<b>35.7</b>	<b>43,617</b>	<b>31.0</b>	<b>14,293</b>	<b>10.2</b>	<b>29,376</b>	<b>20.9</b>	<b>140,525</b>	<b>100.0</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users who used only employment services (service types 5.01 and 5.02) and who did not provide a response. These service types were not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Percentages are of the 'total' including 'not stated/not collected'.

**Table B56: Service users with an informal carer, relationship of carer to service user by age of service user, 2013–14**

Relationship of carer to service user	Age of service user (years)										Total	
	0–14		15–24		25–44		45–64		65 and over			
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Spouse	..	..	236	0.8	2,451	8.6	5,891	29.6	2,212	43.3	10,790	7.7
Mother	40,822	71.3	21,820	73.5	15,600	54.7	4,574	22.9	120	2.4	82,936	59.0
Father	2,271	4.0	2,343	7.9	2,217	7.8	822	4.1	33	0.6	7,686	5.5
Child	..	..	2	—	1,530	5.4	1,761	8.8	1,005	19.7	4,298	3.1
Other family	1,077	1.9	1,520	5.1	1,653	5.8	2,652	13.3	538	10.5	7,440	5.3
Friend/neighbour	189	0.3	592	2.0	786	2.8	925	4.6	197	3.9	2,689	1.9
Not stated/not collected <sup>(a)</sup>	12,923	22.6	3,170	10.7	4,283	15.0	3,310	16.6	1,000	19.6	24,686	17.6
<b>Total</b>	<b>57,282</b>	<b>100.0</b>	<b>29,683</b>	<b>100.0</b>	<b>28,520</b>	<b>100.0</b>	<b>19,935</b>	<b>100.0</b>	<b>5,105</b>	<b>100.0</b>	<b>140,525</b>	<b>100.0</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. 'Spouse' includes '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. Percentages are of the 'total' including 'not stated/not collected'.

**Table B57: Service users with an informal carer, relationship of carer to service user by age group of carer, 2013–14**

Relationship of carer to service user	Age group of carer (years)												Total	
	0–14		15–24		25–44		45–64		65 and over		Not stated/ not collected <sup>(a)(b)</sup>			
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Spouse	..	..	166	5.7	2,508	5.0	5,392	12.4	2,084	14.6	640	2.2	10,790	7.7
Mother	..	..	1,702	58.1	41,466	82.7	27,974	64.1	7,288	51.0	4,506	15.3	82,936	59.0
Father	..	..	39	1.3	2,077	4.1	3,510	8.0	1,602	11.2	458	1.6	7,686	5.5
Child	71	43.6	618	21.1	817	1.6	389	0.9	312	2.2	2,091	7.1	4,298	3.1
Other family	38	23.3	208	7.1	1,347	2.7	3,579	8.2	1,418	9.9	850	2.9	7,440	5.3
Friend/neighbour	9	5.5	75	2.6	771	1.5	1,245	2.9	290	2.0	299	1.0	2,689	1.9
Not stated/not collected <sup>(a)</sup>	45	27.6	120	4.1	1,162	2.3	1,528	3.5	1,299	9.1	20,532	69.9	24,686	17.6
<b>Total</b>	<b>163</b>	<b>100.0</b>	<b>2,928</b>	<b>100.0</b>	<b>50,148</b>	<b>100.0</b>	<b>43,617</b>	<b>100.0</b>	<b>14,293</b>	<b>100.0</b>	<b>29,376</b>	<b>100.0</b>	<b>140,525</b>	<b>100.0</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users who used only employment services (service types 5.01 and 5.02) and who did not provide a response. These service types were not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. 'Spouse' includes '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. Percentages are of the 'total' including 'not stated/not collected'.



**Table B58: Service users who received informal care from a carer aged 65 and over, relationship of carer to service user by age of service user, 2013–14 (number)**

Relationship of carer to service user	Age of service user (years)					Total
	0–14	15–24	25–44	45–64	65 and over	
Spouse	..	8	64	540	1,472	2,084
Mother	191	232	3,072	3,717	76	7,288
Father	30	91	766	687	28	1,602
Child	..	..	..	..	312	312
Other family	177	355	306	384	196	1,418
Friend/neighbour	8	42	76	95	69	290
Not collected/not stated <sup>(a)(b)</sup>	388	155	279	278	199	1,299
<b>Total</b>	<b>794</b>	<b>883</b>	<b>4,563</b>	<b>5,701</b>	<b>2,352</b>	<b>14,293</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users who used only employment services (service types 5.01 and 5.02) and who did not provide a response. These service types were not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. 'Spouse' includes '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 B59: Service users with an informal carer, residency status by primary carer status, 2013–14**

Residency status of carer	Primary carer		Not a primary carer		Not stated/not collected <sup>(a)(b)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%
Co-resident	83,159	84.8	8,710	47.4	2,340	9.7	94,209	67.0
Non-resident	12,178	12.4	9,378	51.0	415	1.7	21,971	15.6
Not stated/not collected <sup>(a)(b)</sup>	2,689	2.7	285	1.6	21,371	88.6	24,345	17.3
<b>Total</b>	<b>98,026</b>	<b>100.0</b>	<b>18,373</b>	<b>100.0</b>	<b>24,126</b>	<b>100.0</b>	<b>140,525</b>	<b>100.0</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users who used only employment services (service types 5.01 and 5.02) and who did not provide a response. These service types were not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Percentages are of the 'total' including 'not stated/not collected'.

**Table B60: Service users, characteristics of informal carer by Indigenous status of service user, 2013–14**

Characteristics of carer	Indigenous		Non-Indigenous		Not stated/ not collected <sup>(a)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%
<b>Existence of</b>								
Has an informal carer	8,453	46.9	129,515	44.4	2,557	21.5	140,525	43.7
Does not have an informal carer	3,727	20.7	58,952	20.2	4,484	37.7	67,163	20.9
Not stated/not collected <sup>(a)</sup>	5,841	32.4	103,164	35.4	4,838	40.7	113,843	35.4
<b>Total</b>	<b>18,021</b>	<b>100.0</b>	<b>291,631</b>	<b>100.0</b>	<b>11,879</b>	<b>100.0</b>	<b>321,531</b>	<b>100.0</b>
<b>Primary status</b>								
Primary carer	6,908	81.7	89,991	69.5	1,127	44.1	98,026	69.8
Not a primary carer	1,029	12.2	17,031	13.1	313	12.2	18,373	13.1
Not stated/not collected <sup>(a)(b)</sup>	516	6.1	22,493	17.4	1,117	43.7	24,126	17.2
<b>Total</b>	<b>8,453</b>	<b>100.0</b>	<b>129,515</b>	<b>100.0</b>	<b>2,557</b>	<b>100.0</b>	<b>140,525</b>	<b>100.0</b>
<b>Residency status</b>								
Co-resident	6,805	80.5	86,175	66.5	1,229	48.1	94,209	67.0
Non-resident	1,113	13.2	20,625	15.9	233	9.1	21,971	15.6
Not stated/not collected <sup>(a)(b)</sup>	535	6.3	22,715	17.5	1,095	42.8	24,345	17.3
<b>Total</b>	<b>8,453</b>	<b>100.0</b>	<b>129,515</b>	<b>100.0</b>	<b>2,557</b>	<b>100.0</b>	<b>140,525</b>	<b>100.0</b>
<b>Relationship to service user</b>								
Spouse	380	4.5	10,300	8.0	110	4.3	10,790	7.7
Mother	5,228	61.8	76,622	59.2	1,086	42.5	82,936	59.0
Father	494	5.8	7,111	5.5	81	3.2	7,686	5.5
Child	197	2.3	4,063	3.1	38	1.5	4,298	3.1
Other family	1,145	13.5	6,229	4.8	66	2.6	7,440	5.3
Friend/neighbour	243	2.9	2,428	1.9	18	0.7	2,689	1.9
Not stated/not collected <sup>(a)</sup>	766	9.1	22,762	17.6	1,158	45.3	24,686	17.6
<b>Total</b>	<b>8,453</b>	<b>100.0</b>	<b>129,515</b>	<b>100.0</b>	<b>2,557</b>	<b>100.0</b>	<b>140,525</b>	<b>100.0</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users who used only employment services (service types 5.01 and 5.02) and who did not provide a response. These service types were not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Service user frequencies for the primary status, residency status and relationship to service user of the carer are based only on those service users who indicated they had an informal carer.
4. 'Spouse' includes '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'.
5. Percentages are of the 'total' including 'not stated/not collected'.

**Table B61: Service users who always or sometimes need support in a life area, existence of an informal carer by age of service user, 2013–14**

Age of service user (years)	Has an informal carer		Does not have an informal carer		Subtotal		Not stated/ not collected <sup>(a)</sup>	Total
	Number	%	Number	%	Number	%	Number	Number
<b>Activities of daily living</b>								
0–14	44,614	95.2	2,270	4.8	46,884	100.0	1,046	47,930
15–24	23,211	85.8	3,854	14.2	27,065	100.0	8,276	35,341
25–44	21,699	63.0	12,765	37.0	34,464	100.0	12,387	46,851
45–64	14,302	44.3	18,018	55.7	32,320	100.0	13,637	45,957
65 and over	2,853	40.2	4,245	59.8	7,098	100.0	497	7,595
<b>Total</b>	<b>106,679</b>	<b>72.2</b>	<b>41,152</b>	<b>27.8</b>	<b>147,831</b>	<b>100.0</b>	<b>35,843</b>	<b>183,674</b>
<b>Activities of independent living</b>								
0–14	43,893	95.5	2,092	4.5	45,985	100.0	954	46,939
15–24	25,921	84.9	4,616	15.1	30,537	100.0	13,091	43,628
25–44	24,734	61.0	15,810	39.0	40,544	100.0	20,989	61,533
45–64	15,976	43.3	20,901	56.7	36,877	100.0	19,912	56,789
65 and over	3,023	40.7	4,404	59.3	7,427	100.0	618	8,045
<b>Total</b>	<b>113,547</b>	<b>70.4</b>	<b>47,823</b>	<b>29.6</b>	<b>161,370</b>	<b>100.0</b>	<b>55,564</b>	<b>216,934</b>
<b>Activities of work, education and community living</b>								
0–14	30,821	95.2	1,549	4.8	32,370	100.0	607	32,977
15–24	26,230	85.2	4,552	14.8	30,782	100.0	14,592	45,374
25–44	24,840	61.1	15,810	38.9	40,650	100.0	24,613	65,263
45–64	15,813	43.4	20,631	56.6	36,444	100.0	25,102	61,546
65 and over	2,780	38.8	4,376	61.2	7,156	100.0	686	7,842
<b>Total</b>	<b>100,484</b>	<b>68.2</b>	<b>46,918</b>	<b>31.8</b>	<b>147,402</b>	<b>100.0</b>	<b>65,600</b>	<b>213,002</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. The frequency of support need is based on the highest support need category of the service user for that group.

# New and continuing service users

Table B62: New and continuing service users by selected characteristics, 2013–14 (number)

Selected characteristics	New service users	Continuing service users	All service users
<b>Age</b>			
Median age (years)	31	33	32
<b>Sex</b>			
Male	42,421	147,960	190,381
Female	31,049	99,923	130,972
Not stated/not collected	74	104	178
<b>Total</b>	<b>73,544</b>	<b>247,987</b>	<b>321,531</b>
<b>Indigenous status</b>			
Indigenous	4,530	13,491	18,021
Non-Indigenous	64,838	226,793	291,631
Not stated/not collected <sup>(a)</sup>	4,176	7,703	11,879
<b>Total</b>	<b>73,544</b>	<b>247,987</b>	<b>321,531</b>
<b>Activities of daily living (ADL)</b>			
Always or unable to do	10,730	63,425	74,155
Sometimes	20,942	88,577	109,519
None, but uses aids	2,866	8,779	11,645
None	19,854	53,940	73,794
Not stated/not collected <sup>(a)</sup>	19,152	33,266	52,418
<b>Total</b>	<b>73,544</b>	<b>247,987</b>	<b>321,531</b>
<b>Carer—existence of</b>			
Has an informal carer	28,021	112,504	140,525
Does not have an informal carer	10,824	56,339	67,163
Not stated/not collected <sup>(a)</sup>	34,699	79,144	113,843
<b>Total</b>	<b>73,544</b>	<b>247,987</b>	<b>321,531</b>
<b>Remoteness area</b>			
<i>Major cities</i>	46,681	163,326	210,007
<i>Inner regional</i>	17,437	54,644	72,081
<i>Outer regional</i>	7,126	22,788	29,914
<i>Remote</i>	642	2,397	3,039
<i>Very remote</i>	296	1,447	1,743
Not stated/not collected	1,362	3,385	4,747
<b>Total</b>	<b>73,544</b>	<b>247,987</b>	<b>321,531</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

## 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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. The number of new service users in a given collection year is the count of unique statistical linkage keys that appeared for the first time in that collection year.
4. The calculation of continuing service users takes into account users who exit a service but then return in a later collection period.

**Table B63: New and continuing service users by age group, 2013–14**

Age group (years)	New service users		Continuing service users		All service users	
	Number	%	Number	%	Number	%
0–17	23,937	32.5	54,814	22.1	78,751	24.5
18–24	8,416	11.4	37,779	15.2	46,195	14.4
25–44	16,068	21.8	73,325	29.6	89,393	27.8
45–64	20,560	28.0	69,414	28.0	89,974	28.0
65 and over	4,563	6.2	12,655	5.1	17,218	5.4
<b>Total</b>	<b>73,544</b>	<b>100.0</b>	<b>247,987</b>	<b>100.0</b>	<b>321,531</b>	<b>100.0</b>

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. The number of new service users in a given collection year is the count of unique statistical linkage keys that appeared for the first time in that collection year.
4. The calculation of continuing service users takes into account users who exit a service but then return in a later collection period.

**Table B64: New service users, age group by state and territory, 2013–14**

Age group (years)	NSW		Vic		Qld		WA		SA		Tas		ACT		NT		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
0–17	7,286	35.4	6,603	27.5	2,806	24.2	1,671	43.0	1,532	29.0	1,560	61.8	1,018	54.8	297	40.2	23,937	32.5
18–24	2,814	13.7	2,416	10.1	1,605	13.8	396	10.2	591	11.2	177	7.0	149	8.0	44	6.0	8,416	11.4
25–44	4,300	20.9	5,676	23.7	2,963	25.6	813	20.9	1,067	20.2	316	12.5	325	17.5	103	14.0	16,068	21.8
45–64	5,920	28.8	6,509	27.1	4,081	35.2	943	24.2	1,562	29.6	424	16.8	353	19.0	151	20.5	20,560	28.0
65 and over	261	1.3	2,776	11.6	136	1.2	67	1.7	524	9.9	47	1.9	14	0.8	143	19.4	4,563	6.2
<b>Total</b>	<b>20,581</b>	<b>100.0</b>	<b>23,980</b>	<b>100.0</b>	<b>11,591</b>	<b>100.0</b>	<b>3,890</b>	<b>100.0</b>	<b>5,276</b>	<b>100.0</b>	<b>2,524</b>	<b>100.0</b>	<b>1,859</b>	<b>100.0</b>	<b>738</b>	<b>100.0</b>	<b>73,544</b>	<b>100.0</b>

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. The number of new service users in a given collection year is the count of unique statistical linkage keys that appeared for the first time in that collection year.

**Table B65: New service users, need for support with activities of daily living by service group, 2013–14 (number)**

<b>Service group</b>	<b>Always or unable to do</b>	<b>Sometimes</b>	<b>None, but uses aids</b>	<b>None</b>	<b>Not applicable/ stated/ collected<sup>(a)</sup></b>	<b>Total</b>
Accommodation support	588	1,432	253	716	1,423	4,412
Community support	7,870	8,823	697	1,973	12,160	31,523
Community access	511	1,848	580	1,236	2,501	6,676
Respite	813	1,133	66	289	1,801	4,102
Employment	1,544	8,951	1,509	16,217	2,486	30,707

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. The number of new service users in a given collection year is the count of unique statistical linkage keys that appeared for the first time in that collection year.
4. Column totals may not be the sum of service group components because individuals may have used more than one service group during the 12-month period.

**Table B66: New service users by service type, 2013–14 (number)**

	<b>New service users</b>	<b>All service users</b>	<b>Percentage new service users</b>
<b>Accommodation support</b>			
Large residential/institution	38	2,151	1.8
Small residential/institution	16	732	2.2
Hostels	16	462	3.5
Group homes	464	17,001	2.7
Attendant care/personal care	341	3,460	9.9
In-home accommodation support	3,267	22,474	14.5
Alternative family placement	23	370	6.2
Other accommodation support	436	2,010	21.7
<b>Total accommodation support</b>	<b>4,412</b>	<b>46,177</b>	<b>9.6</b>
<b>Community support</b>			
Therapy support for individuals	4,663	33,680	13.8
Early childhood intervention	10,933	27,691	39.5
Behaviour/specialist intervention	681	7,389	9.2
Counselling (individual/family/group)	1,339	3,043	44.0
Regional resource and support teams	2,966	21,206	14.0
Case management, local coordination and development	13,586	76,590	17.7
Other community support	1,073	6,259	17.1
<b>Total community support</b>	<b>31,523</b>	<b>142,549</b>	<b>22.1</b>
<b>Community access</b>			
Learning and life skills development	4,572	41,581	11.0
Recreation/holiday programs	1,017	11,191	9.1
Other community access	1,241	7,675	16.2
<b>Total community access</b>	<b>6,676</b>	<b>57,493</b>	<b>11.6</b>
<b>Respite</b>			
Own home respite	154	3,121	4.9
Centre-based respite/respite homes	664	13,970	4.8
Host family/peer support respite	68	1,642	4.1
Flexible respite	3,163	26,465	12.0
Other respite	163	1,339	12.2
<b>Total respite</b>	<b>4,102</b>	<b>39,480</b>	<b>10.4</b>
<b>Employment</b>			
Open employment	30,212	111,856	27.0
Supported employment	523	21,295	2.5
<b>Total employment</b>	<b>30,707</b>	<b>132,169</b>	<b>23.2</b>

*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. Service group totals may not be the sum of service components because individuals may have used more than one service type within a group during the 12-month period.
3. The number of new service users in a given collection year is the count of unique statistical linkage keys that appeared for the first time in that collection year.



**Table B67: New service users, service type by state and territory, 2013–14 (number)**

	NSW	Vic <sup>(a)(b)</sup>	Qld	WA	SA	Tas	ACT	NT	Total
<b>Accommodation support</b>									
Large residential/institution	5	—	5	—	10	—	—	—	20
Small residential/institution	—	7	—	1	3	—	—	—	11
Hostels	—	10	—	—	1	3	—	—	14
Group homes	122	232	7	5	23	3	2	6	400
Attendant care/personal care	183	—	3	—	68	—	9	24	287
In-home accommodation support	342	2,021	91	22	245	27	32	19	2,799
Alternative family placement	15	—	—	—	—	—	—	1	16
Other accommodation support	5	304	2	43	20	—	1	—	375
<b>Total accommodation support</b>	<b>647</b>	<b>2,501</b>	<b>107</b>	<b>70</b>	<b>368</b>	<b>33</b>	<b>44</b>	<b>50</b>	<b>3,820</b>
<b>Community support</b>									
Therapy support for individuals	957	1,159	124	278	293	20	312	480	3,623
Early childhood intervention	4,212	4,611	357	450	101	—	586	33	10,350
Behaviour/specialist intervention	106	195	117	47	48	—	28	—	541
Counselling (individual/family/group)	—	—	53	18	1,035	—	2	26	1,134
Regional resource and support teams	884	—	7	290	200	1,478	—	—	2,859
Case management, local coordination and development	1,784	4,188	3,524	615	241	198	560	4	11,114
Other community support	225	81	38	166	66	40	322	—	938
<b>Total community support</b>	<b>7,746</b>	<b>9,682</b>	<b>3,971</b>	<b>1,834</b>	<b>1,929</b>	<b>1,728</b>	<b>1,481</b>	<b>538</b>	<b>28,908</b>
<b>Community access</b>									
Learning and life skills development	903	1,636	239	33	473	32	93	9	3,418
Recreation/holiday programs	203	231	34	136	165	8	86	8	871
Other community access	137	779	4	—	9	—	9	12	950
<b>Total community access</b>	<b>1,239</b>	<b>2,584</b>	<b>276</b>	<b>168</b>	<b>642</b>	<b>40</b>	<b>188</b>	<b>29</b>	<b>5,166</b>
<b>Respite</b>									
Own home respite	7	93	12	—	10	—	2	—	124
Centre-based respite/respite homes	90	251	12	66	59	4	8	8	498
Host family/peer support respite	15	33	—	—	5	—	—	2	55
Flexible respite	658	1,920	27	211	7	12	9	34	2,878
Other respite	—	114	4	—	9	—	8	—	135
<b>Total respite</b>	<b>762</b>	<b>2,374</b>	<b>52</b>	<b>271</b>	<b>88</b>	<b>16</b>	<b>27</b>	<b>44</b>	<b>3,634</b>
<b>Employment</b>									
Open employment	10,070	7,284	7,289	1,616	2,357	714	240	79	29,649
Supported employment	227	114	32	38	64	1	3	6	485
<b>Total employment</b>	<b>10,286</b>	<b>7,393</b>	<b>7,316</b>	<b>1,653</b>	<b>2,420</b>	<b>715</b>	<b>243</b>	<b>85</b>	<b>30,110</b>
<b>Total</b>	<b>20,581</b>	<b>23,980</b>	<b>11,591</b>	<b>3,890</b>	<b>5,276</b>	<b>2,524</b>	<b>1,859</b>	<b>738</b>	<b>73,544</b>

(a) Residential rehabilitation services within Victoria's psychiatric disability rehabilitation and support sector (PDRSS) are classified by Victoria as non-residential accommodation support services in the DS NMDS.

(b) Data for early childhood intervention services (ECIS) in Victoria are not fully representative of the total number of service users receiving ECIS as it excludes data from two service providers.

*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. Service group totals may not be the sum of service components because individuals may have used more than one service type within a group during the 12-month period.
3. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.
4. The number of new service users in a given collection year is the count of unique statistical linkage keys that appeared for the first time in that collection year.

# Users of open and supported employment services

Table B68: Characteristics of open and supported employment service users by state and territory, 2013–14 (number)

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Age group (years)</b>									
0–17	739	299	1,060	210	152	47	12	21	2,528
18–24	8,948	5,282	6,655	2,420	2,708	707	402	115	26,864
25–44	16,595	12,605	10,888	4,232	5,107	1,274	842	216	51,241
45–59	13,954	10,808	7,856	2,685	4,016	958	412	80	40,478
60–64	3,403	2,767	1,870	522	779	192	54	17	9,545
65 and over	578	404	237	104	150	30	9	2	1,513
Not stated	—	—	—	—	—	—	—	—	—
<b>Total</b>	<b>44,217</b>	<b>32,165</b>	<b>28,566</b>	<b>10,173</b>	<b>12,912</b>	<b>3,208</b>	<b>1,731</b>	<b>451</b>	<b>132,169</b>
<b>Median age</b>	<b>39</b>	<b>41</b>	<b>36</b>	<b>35</b>	<b>38</b>	<b>37</b>	<b>34</b>	<b>31</b>	<b>38</b>
<b>Sex</b>									
Male	26,414	18,479	17,376	6,096	7,854	2,002	1,020	289	78,768
Female	17,803	13,686	11,190	4,076	5,058	1,206	711	162	53,400
Not stated	—	—	—	1	—	—	—	—	1
<b>Total</b>	<b>44,217</b>	<b>32,165</b>	<b>28,566</b>	<b>10,173</b>	<b>12,912</b>	<b>3,208</b>	<b>1,731</b>	<b>451</b>	<b>132,169</b>
<b>Indigenous status</b>									
Aboriginal	2,373	512	1,663	483	378	179	63	101	5,663
Torres Strait Islander	48	30	136	10	8	8	2	2	242
Both Aboriginal and Torres Strait Islander	14	19	16	18	15	2	1	—	85
Neither Aboriginal nor Torres Strait Islander	41,595	31,463	26,693	9,595	12,483	3,009	1,662	340	125,677
Not stated/not collected	187	141	58	67	28	10	3	8	502
<b>Total</b>	<b>44,217</b>	<b>32,165</b>	<b>28,566</b>	<b>10,173</b>	<b>12,912</b>	<b>3,208</b>	<b>1,731</b>	<b>451</b>	<b>132,169</b>
<b>Country of birth (English Proficiency Group)</b>									
Australia <sup>(a)</sup>	34,499	24,485	24,580	8,233	11,134	3,009	1,492	394	106,749
Born overseas—EPG 1	1,749	1,322	2,129	1,000	687	95	65	13	6,995
Born overseas—EPG 2	2,183	1,664	950	403	307	57	70	27	5,615
Born overseas—EPG 3	4,401	3,277	644	420	513	35	85	15	9,340
Born overseas—EPG 4	1,199	1,300	173	60	204	2	12	2	2,941
Not stated/not collected	186	117	90	57	67	10	7	—	529
<b>Total</b>	<b>44,217</b>	<b>32,165</b>	<b>28,566</b>	<b>10,173</b>	<b>12,912</b>	<b>3,208</b>	<b>1,731</b>	<b>451</b>	<b>132,169</b>
<b>Need for interpreter services</b>									
For spoken language other than English	3,465	2,671	523	217	417	32	30	16	7,332
For non-spoken communication	455	320	286	181	194	19	28	5	1,482
Does not need an interpreter	40,181	29,139	27,741	9,754	12,290	3,155	1,671	430	123,152
Not stated/not collected	116	35	16	21	11	2	2	—	203
<b>Total</b>	<b>44,217</b>	<b>32,165</b>	<b>28,566</b>	<b>10,173</b>	<b>12,912</b>	<b>3,208</b>	<b>1,731</b>	<b>451</b>	<b>132,169</b>

(continued)

**Table B68 (continued): Characteristics of open and supported employment service users by state and territory, 2013–14 (number)**

<b>Service user characteristics</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
<b>Method of communication</b>									
Spoken language (effective)	37,823	28,494	25,512	8,182	10,338	2,728	926	404	113,204
Sign language (effective)	483	555	371	109	189	33	7	6	1,741
Other non-spoken communication	152	126	74	72	99	8	20	4	549
Little, or no effective communication	2,832	1,208	1,146	638	868	86	87	35	6,879
Child aged under 5	—	—	—	—	—	—	—	—	—
Not stated/not collected <sup>(b)</sup>	2,927	1,782	1,463	1,172	1,418	353	691	2	9,796
<b>Total</b>	<b>44,217</b>	<b>32,165</b>	<b>28,566</b>	<b>10,173</b>	<b>12,912</b>	<b>3,208</b>	<b>1,731</b>	<b>451</b>	<b>132,169</b>
<b>Living arrangement</b>									
Lives alone	15,527	11,789	9,996	2,907	4,644	1,265	545	124	46,314
Lives with family	12,317	8,602	7,254	3,638	3,811	787	592	128	36,940
Lives with others	12,386	8,589	8,794	2,774	3,295	882	484	170	36,830
Not stated/not collected	3,987	3,185	2,522	854	1,162	274	110	29	12,085
<b>Total</b>	<b>44,217</b>	<b>32,165</b>	<b>28,566</b>	<b>10,173</b>	<b>12,912</b>	<b>3,208</b>	<b>1,731</b>	<b>451</b>	<b>132,169</b>
<b>Residential setting</b>									
Private residence	35,576	26,479	23,006	7,999	10,295	2,649	1,397	327	106,744
Residence within an Aboriginal/Torres Strait Islander community	15	6	22	1	1	—	1	—	46
Domestic-scale supported living facility	904	493	169	422	393	65	84	19	2,547
Supported accommodation facility	597	264	339	163	270	80	30	14	1,752
Boarding house/private hotel	4,499	3,205	3,214	971	1,117	284	124	48	13,248
Independent unit within a retirement village	19	11	4	3	4	1	1	—	42
Residential aged care facility	43	29	18	9	13	—	1	1	114
Psychiatric/mental health community care facility	49	176	34	8	5	1	—	—	271
Hospital	41	5	4	—	—	—	1	1	52
Short-term crisis, emergency or transitional accommodation facility	17	87	36	13	10	4	3	2	170
Public place/temporary shelter	6	13	5	—	—	—	—	—	24
Other	102	49	20	8	18	—	4	3	203
Not stated/not collected	2,349	1,348	1,695	576	786	124	85	36	6,956
<b>Total</b>	<b>44,217</b>	<b>32,165</b>	<b>28,566</b>	<b>10,173</b>	<b>12,912</b>	<b>3,208</b>	<b>1,731</b>	<b>451</b>	<b>132,169</b>

(continued)

**Table B68 (continued): Characteristics of open and supported employment service users by state and territory, 2013–14 (number)**

<b>Service user characteristics</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
<b>Primary disability group</b>									
Intellectual	8,802	5,129	4,563	2,907	2,966	802	453	126	25,629
Specific learning/ADD	2,847	1,803	1,762	702	1,141	217	103	37	8,500
Autism	1,867	1,339	2,644	782	708	167	143	43	7,629
Developmental delay	—	—	—	—	—	—	—	—	—
Physical	11,669	9,146	7,025	1,665	3,107	720	246	64	33,345
Acquired brain injury	988	649	655	307	310	102	47	26	3,067
Neurological	1,721	1,582	1,141	393	534	130	83	14	5,539
Deaf-blind	68	86	34	38	23	2	1	—	252
Vision	783	582	446	171	385	42	57	4	2,456
Hearing	901	671	614	235	341	66	37	10	2,841
Speech	81	63	136	16	27	7	5	2	333
Psychiatric	14,466	11,109	9,544	2,947	3,365	952	556	125	42,530
Not stated/not collected	24	6	2	10	5	1	—	—	48
<b>Total</b>	<b>44,217</b>	<b>32,165</b>	<b>28,566</b>	<b>10,173</b>	<b>12,912</b>	<b>3,208</b>	<b>1,731</b>	<b>451</b>	<b>132,169</b>
<b>Other significant disability group</b>									
Intellectual	1,913	1,204	1,473	622	636	154	124	42	6,115
Specific learning/ADD	2,218	1,307	1,730	803	685	165	129	21	6,988
Autism	686	432	628	299	195	71	73	15	2,375
Physical	9,431	6,403	6,298	1,970	2,803	688	373	77	27,750
Acquired brain injury	514	360	331	213	142	44	34	17	1,644
Neurological	3,243	1,890	1,824	734	1,035	206	124	32	9,030
Deaf-blind	98	31	20	31	12	3	4	—	196
Vision	1,472	723	728	283	490	73	76	10	3,827
Hearing	1,200	726	775	254	448	80	66	6	3,527
Speech	851	343	487	288	408	44	109	17	2,534
Psychiatric	7,586	5,018	4,527	1,286	2,337	495	289	51	21,357
<b>Total</b>	<b>44,217</b>	<b>32,165</b>	<b>28,566</b>	<b>10,173</b>	<b>12,912</b>	<b>3,208</b>	<b>1,731</b>	<b>451</b>	<b>132,169</b>
<b>Carer Allowance (child)—service users aged under 16</b>									
Yes	2	1	11	1	1	—	1	—	17
No	—	—	—	—	—	1	—	—	1
Not known/stated/collected <sup>(b)</sup>	17	6	38	3	1	—	—	2	67
<b>Total</b>	<b>19</b>	<b>7</b>	<b>49</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>85</b>

(continued)

**Table B68 (continued): Characteristics of open and supported employment service users by state and territory, 2013–14 (number)**

<b>Service user characteristics</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
<b>Main source of income—service users aged 16 and over</b>									
Disability support pension	18,937	13,852	12,812	5,741	6,266	1,693	943	237	60,136
Other pension or benefit	15,986	12,044	9,811	2,259	4,153	1,077	333	97	45,054
Paid employment	2,688	1,944	1,499	533	831	160	126	26	7,747
Compensation payments	14	8	10	4	7	1	—	1	45
Other income	466	388	342	91	108	35	27	7	1,455
Nil income	92	73	94	23	24	4	7	1	318
Not known/stated/collected <sup>(b)</sup>	6,015	3,849	3,949	1,518	1,521	237	294	80	17,329
<b>Total</b>	<b>44,198</b>	<b>32,158</b>	<b>28,517</b>	<b>10,169</b>	<b>12,910</b>	<b>3,207</b>	<b>1,730</b>	<b>449</b>	<b>132,084</b>
<b>Labour force status—service users aged 15 and over</b>									
Employed	12,441	7,788	4,997	3,458	4,223	830	485	161	34,218
Unemployed	25,923	20,698	19,565	5,216	7,164	2,137	957	215	80,919
Not in the labour force	35	37	63	32	53	6	—	—	225
Not stated/not collected <sup>(b)</sup>	5,818	3,642	3,939	1,467	1,472	235	289	75	16,805
<b>Total</b>	<b>44,217</b>	<b>32,165</b>	<b>28,564</b>	<b>10,173</b>	<b>12,912</b>	<b>3,208</b>	<b>1,731</b>	<b>451</b>	<b>132,167</b>

(a) Includes external territories, excludes Norfolk Island.

(b) Includes service users for whom information was required but not collected because of the service users' age at the time of their last service date.

*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. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.

**Table B69: Characteristics of open and supported employment service users aged 15 and over by state and territory, 2013–14 (number)**

<b>Selected characteristics</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
<b>Open employment</b>									
<b>Age group (years)</b>									
15–17	726	289	1,036	184	137	47	12	19	2,438
18–24	8,027	4,763	6,290	1,964	2,248	645	368	91	24,034
25–44	13,114	10,495	9,885	3,335	3,899	1,059	693	152	42,140
45–64	14,189	11,961	8,967	2,407	3,713	948	368	76	42,291
65 and over	312	308	189	53	63	19	7	1	951
Not stated	—	—	—	—	—	—	—	—	—
<b>Median age</b>	<b>39</b>	<b>41</b>	<b>35</b>	<b>34</b>	<b>37</b>	<b>36</b>	<b>33</b>	<b>32</b>	<b>38</b>
<b>Sex</b>									
Male	21,366	15,590	15,962	4,685	5,979	1,687	842	218	65,598
Female	15,002	12,226	10,405	3,258	4,081	1,031	606	121	46,256
Not stated	—	—	—	—	—	—	—	—	—
<b>Indigenous status</b>									
Indigenous	2,124	510	1,742	419	344	174	58	63	5,347
Non-Indigenous	34,244	27,306	24,625	7,524	9,716	2,544	1,390	276	106,507
Not stated/not collected	—	—	—	—	—	—	—	—	—
<b>Country of birth</b>									
Australia	27,425	20,499	22,542	6,284	8,486	2,527	1,232	289	88,252
Born overseas—EPG 1	1,593	1,247	2,035	874	612	94	60	10	6,463
Born overseas—EPG 2–4	7,230	5,990	1,716	751	926	88	149	40	16,784
Not stated/not collected	120	80	74	34	36	9	7	—	355
<b>Total open employment</b>	<b>36,368</b>	<b>27,816</b>	<b>26,367</b>	<b>7,943</b>	<b>10,060</b>	<b>2,718</b>	<b>1,448</b>	<b>339</b>	<b>111,854</b>
<b>Supported employment</b>									
<b>Age group (years)</b>									
15–17	16	13	26	28	15	—	—	2	100
18–24	1,019	595	410	501	481	66	34	30	3,136
25–44	3,660	2,236	1,051	949	1,254	224	153	71	9,588
45–64	3,233	1,668	778	809	1,105	204	98	21	7,908
65 and over	266	96	48	51	88	11	2	1	563
Not stated	—	—	—	—	—	—	—	—	—
<b>Median age</b>	<b>41</b>	<b>40</b>	<b>38</b>	<b>37</b>	<b>41</b>	<b>42</b>	<b>40</b>	<b>31</b>	<b>40</b>
<b>Sex</b>									
Male	5,281	3,075	1,497	1,476	1,938	322	178	83	13,839
Female	2,913	1,533	816	861	1,005	183	109	42	7,455
Not stated	—	—	—	1	—	—	—	—	1
<b>Indigenous status</b>									
Indigenous	343	56	78	100	59	15	8	43	698
Non-Indigenous	7,664	4,411	2,177	2,171	2,856	480	276	74	20,095
Not stated/not collected	187	141	58	67	28	10	3	8	502
<b>Country of birth</b>									
Australia <sup>(a)</sup>	7,367	4,211	2,138	2,045	2,730	497	264	118	19,354
Born overseas—EPG 1	170	89	102	133	77	1	5	3	578
Born overseas—EPG 2–4	591	271	57	137	105	6	18	4	1,189
Not stated/not collected	66	37	16	23	31	1	—	—	174
<b>Total supported employment</b>	<b>8,194</b>	<b>4,608</b>	<b>2,313</b>	<b>2,338</b>	<b>2,943</b>	<b>505</b>	<b>287</b>	<b>125</b>	<b>21,295</b>

(a) Includes external territories, excludes Norfolk Island.

*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. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.

**Table B70: Open and supported employment service users aged 15 and over, primary disability group by state and territory, 2013–14 (number)**

Primary disability group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Open employment</b>									
Intellectual	3,806	2,253	2,819	1,221	1,022	399	212	57	11,704
Specific learning/ADD	2,742	1,681	1,736	685	1,104	213	102	37	8,190
Autism	1,529	1,132	2,504	644	539	148	126	36	6,598
Developmental delay	—	—	—	—	—	—	—	—	—
Physical	11,094	8,898	6,954	1,510	2,932	707	237	58	32,098
Acquired brain injury	725	521	602	258	240	91	39	15	2,474
Neurological	1,550	1,503	1,099	361	471	128	79	10	5,142
Deaf-blind	56	72	33	31	23	—	1	—	216
Vision	695	520	433	155	314	40	57	3	2,203
Hearing	831	623	583	226	314	61	37	8	2,649
Speech	69	50	133	15	25	6	5	2	301
Psychiatric	13,264	10,561	9,469	2,830	3,072	924	553	113	40,256
Not stated/not collected	7	2	2	7	4	1	—	—	23
<b>Total open employment</b>	<b>36,368</b>	<b>27,816</b>	<b>26,367</b>	<b>7,943</b>	<b>10,060</b>	<b>2,718</b>	<b>1,448</b>	<b>339</b>	<b>111,854</b>
<b>Supported employment</b>									
Intellectual	5,149	2,993	1,798	1,747	1,981	415	245	77	14,389
Specific learning/ADD	122	136	30	22	40	4	1	—	355
Autism	361	238	168	154	178	20	17	11	1,146
Developmental delay	—	—	—	—	—	—	—	—	—
Physical	598	256	75	157	186	13	9	6	1,300
Acquired brain injury	272	135	57	52	74	12	8	11	621
Neurological	184	89	44	33	65	2	4	4	425
Deaf-blind	15	14	1	7	—	2	—	—	39
Vision	95	65	13	18	79	2	—	1	273
Hearing	72	53	32	9	27	5	—	2	200
Speech	13	13	3	1	3	1	—	—	34
Psychiatric	1,296	612	92	135	309	29	3	13	2,488
Not stated/not collected	17	4	—	3	1	—	—	—	25
<b>Total supported employment</b>	<b>8,194</b>	<b>4,608</b>	<b>2,313</b>	<b>2,338</b>	<b>2,943</b>	<b>505</b>	<b>287</b>	<b>125</b>	<b>21,295</b>

*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. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.



**Table B71: Open and supported employment service users aged 15 and over, primary or other significant disability group by state and territory, 2013–14 (number)**

<b>Primary or other significant disability group</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
<b>Open employment</b>									
Intellectual	5,097	3,134	4,081	1,638	1,419	529	307	80	16,151
Specific learning/ADD	4,516	2,673	3,176	1,318	1,634	327	203	56	13,730
Autism	1,957	1,423	3,015	782	628	195	159	46	8,124
Developmental delay	—	—	—	—	—	—	—	—	—
Physical	19,761	14,983	13,022	3,273	5,269	1,368	554	126	57,782
Acquired brain injury	1,110	823	903	393	340	132	53	27	3,755
Neurological	4,186	3,181	2,777	908	1,136	313	171	28	12,590
Deaf-blind	88	90	45	46	29	3	1	—	299
Vision	1,804	1,095	1,016	316	560	101	105	8	4,965
Hearing	1,771	1,219	1,234	381	584	131	79	11	5,353
Speech	326	165	402	103	137	29	41	6	1,195
Psychiatric	20,140	15,277	13,818	3,934	5,076	1,394	790	161	59,836
<b>Total open employment</b>	<b>36,368</b>	<b>27,816</b>	<b>26,367</b>	<b>7,943</b>	<b>10,060</b>	<b>2,718</b>	<b>1,448</b>	<b>339</b>	<b>111,854</b>
<b>Supported employment</b>									
Intellectual	5,828	3,359	2,035	1,970	2,241	440	274	99	16,229
Specific learning/ADD	632	502	342	219	215	60	30	4	2,002
Autism	639	402	296	319	289	44	57	17	2,061
Developmental delay	—	—	—	—	—	—	—	—	—
Physical	1,442	632	344	387	673	45	66	19	3,605
Acquired brain injury	411	205	90	136	119	16	28	16	1,019
Neurological	841	326	207	236	452	25	37	19	2,142
Deaf-blind	82	29	10	26	6	2	4	—	159
Vision	475	221	167	144	328	15	28	6	1,383
Hearing	336	189	159	110	209	15	25	5	1,044
Speech	622	242	230	206	301	22	73	14	1,708
Psychiatric	2,072	969	293	331	661	57	55	18	4,453
<b>Total supported employment</b>	<b>8,194</b>	<b>4,608</b>	<b>2,313</b>	<b>2,338</b>	<b>2,943</b>	<b>505</b>	<b>287</b>	<b>125</b>	<b>21,295</b>

*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. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.
3. Column totals may not be the sum of components because individuals may report multiple types of disability.

**Table B72: Open and supported employment service users aged 16 and over, main source of income<sup>(a)</sup> by state and territory, 2013–14 (number)**

Main source of income	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Open employment</b>									
Disability Support Pension	11,814	9,948	10,807	3,662	3,614	1,236	677	140	41,599
Other pension or benefit	15,789	11,958	9,788	2,224	4,113	1,066	333	96	44,661
Paid employment	2,351	1,682	1,368	457	699	141	115	20	6,774
Compensation payments	8	8	9	3	6	1	—	—	35
Other income	466	387	342	91	108	34	27	7	1,453
Nil income	92	73	94	23	24	4	7	1	318
Not known/stated/collected <sup>(b)</sup>	5,829	3,753	3,912	1,480	1,494	235	288	73	16,932
<b>Total open employment</b>	<b>36,349</b>	<b>27,809</b>	<b>26,320</b>	<b>7,940</b>	<b>10,058</b>	<b>2,717</b>	<b>1,447</b>	<b>337</b>	<b>111,772</b>
<b>Supported employment</b>									
Disability Support Pension	7,424	4,145	2,108	2,181	2,732	471	270	109	19,422
Other pension or benefit	220	89	28	37	44	11	—	2	431
Paid employment	351	275	137	78	138	20	11	6	1,016
Compensation payments	6	—	1	1	1	—	—	1	10
Other income	—	1	—	—	—	1	—	—	2
Nil income	—	—	—	—	—	—	—	—	—
Not known/stated/collected <sup>(b)</sup>	193	98	39	40	28	2	6	7	413
<b>Total supported employment</b>	<b>8,194</b>	<b>4,608</b>	<b>2,313</b>	<b>2,337</b>	<b>2,943</b>	<b>505</b>	<b>287</b>	<b>125</b>	<b>21,294</b>

(a) Only service users aged 16 and over were asked for their main source of income.

(b) Includes service users for whom main source of income was required but not collected due to their age at the time of their last service date.

*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. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.

**Table B73: Open employment service users aged 15–64, labour force status<sup>(a)</sup> by primary disability group and state and territory, 2013–14 (number)**

Primary disability group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Employed</b>									
Intellectual	1,047	463	463	359	244	99	52	22	2,739
Specific learning/ADD	328	242	191	66	153	18	13	6	1,008
Autism	240	156	295	183	88	25	23	6	1,010
Developmental delay	—	—	—	—	—	—	—	—	—
Physical	1,099	931	659	158	344	58	28	4	3,255
Acquired brain injury	82	63	71	40	30	9	8	2	304
Neurological	202	301	129	51	45	20	9	2	749
Deaf-blind	8	9	6	2	2	—	—	—	27
Vision	107	75	76	30	71	6	17	—	380
Hearing	88	62	66	24	35	5	3	—	282
Speech	13	9	19	2	3	1	3	—	49
Psychiatric	1,364	1,114	817	304	348	98	45	7	4,047
Not stated/not collected	—	—	1	2	—	—	—	—	3
<b>Total</b>	<b>4,578</b>	<b>3,425</b>	<b>2,793</b>	<b>1,221</b>	<b>1,363</b>	<b>339</b>	<b>201</b>	<b>49</b>	<b>13,853</b>
<b>Unemployed</b>									
Intellectual	2,211	1,619	2,024	693	662	275	118	31	7,561
Specific learning/ADD	1,543	1,104	1,179	368	689	152	55	14	5,021
Autism	977	814	1,617	347	357	112	73	18	4,270
Developmental delay	—	—	—	—	—	—	—	—	—
Physical	8,308	6,604	5,192	1,052	2,212	589	173	44	23,936
Acquired brain injury	491	361	440	164	165	69	20	8	1,705
Neurological	1,083	813	754	236	297	100	52	6	3,299
Deaf-blind	33	53	13	14	15	—	—	—	128
Vision	476	369	288	106	201	30	29	2	1,491
Hearing	512	367	353	124	174	43	18	4	1,568
Speech	38	34	54	7	15	2	2	1	152
Psychiatric	9,968	8,279	7,483	2,065	2,325	746	411	86	30,939
Not stated/not collected	2	2	—	1	1	1	—	—	7
<b>Total</b>	<b>25,642</b>	<b>20,419</b>	<b>19,397</b>	<b>5,177</b>	<b>7,113</b>	<b>2,119</b>	<b>951</b>	<b>214</b>	<b>80,077</b>
<b>Total<sup>(b)</sup></b>									
Intellectual	3,804	2,249	2,818	1,219	1,020	399	212	57	11,693
Specific learning/ADD	2,741	1,680	1,735	684	1,104	213	102	37	8,186
Autism	1,529	1,131	2,504	644	539	148	126	36	6,597
Developmental delay	—	—	—	—	—	—	—	—	—
Physical	10,887	8,677	6,830	1,479	2,898	694	235	57	31,465
Acquired brain injury	721	516	597	252	239	90	38	15	2,451
Neurological	1,537	1,489	1,088	358	465	128	79	10	5,095
Deaf-blind	55	71	33	31	22	—	1	—	213
Vision	683	515	425	154	305	39	54	3	2,164
Hearing	822	617	579	226	314	61	37	8	2,630
Speech	69	50	133	15	25	6	5	2	301
Psychiatric	13,201	10,511	9,434	2,822	3,062	920	552	113	40,086
Not stated/not collected	7	2	2	6	4	1	—	—	22
<b>Total</b>	<b>36,056</b>	<b>27,508</b>	<b>26,178</b>	<b>7,890</b>	<b>9,997</b>	<b>2,699</b>	<b>1,441</b>	<b>338</b>	<b>110,903</b>

(a) Only service users aged 15 and over were asked about their labour force status.

(b) Includes records where service users were 'not in the labour force' or where labour force status was 'not stated/not collected'.

*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. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.

## C Additional tables: service users excluding those who only used open employment services

Table C1: Characteristics of service users excluding those who only used open employment services by jurisdiction, 2013–14 (number)

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Age group (years)</b>										
0–4	7,521	6,532	1,786	1,152	859	1,783	914	282	—	20,740
5–14	14,048	11,648	5,541	5,921	4,455	1,332	2,166	425	—	45,347
15–17	2,890	2,788	1,845	1,448	1,131	210	204	66	100	10,585
18–24	7,496	7,882	3,672	2,355	1,741	531	451	162	3,136	25,701
25–44	10,741	19,000	6,817	3,645	3,602	1,061	1,015	465	9,588	51,480
45–59	7,685	14,452	5,383	2,330	3,658	1,012	770	452	6,838	39,518
60–64	1,890	3,541	1,432	632	1,194	256	151	187	1,070	9,901
65–74	1,438	3,860	713	485	1,193	203	51	286	536	8,575
75–84	293	2,622	112	101	670	54	1	214	27	4,085
85 and over	51	2,540	49	23	869	13	—	87	—	3,632
Not stated	—	—	—	—	—	—	—	—	—	—
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>21,295</b>	<b>219,564</b>
<b>Mean age</b>	<b>25.0</b>	<b>35.4</b>	<b>30.2</b>	<b>25.2</b>	<b>36.2</b>	<b>23.9</b>	<b>21.0</b>	<b>40.0</b>	<b>40.2</b>	<b>31.1</b>
<b>Median age</b>	<b>19</b>	<b>34</b>	<b>27</b>	<b>19</b>	<b>33</b>	<b>16</b>	<b>12</b>	<b>41</b>	<b>40</b>	<b>27</b>
<b>Sex</b>										
Male	33,994	41,882	16,106	11,379	11,174	3,873	3,500	1,386	13,839	130,753
Female	20,054	32,827	11,239	6,702	8,198	2,582	2,223	1,240	7,455	88,633
Not stated	5	156	5	11	—	—	—	—	1	178
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>21,295</b>	<b>219,564</b>
<b>Indigenous status</b>										
Aboriginal	4,135	1,434	1,659	1,352	851	214	306	1,715	625	11,892
Torres Strait Islander	96	52	192	21	12	5	12	6	19	405
Both Aboriginal and Torres Strait Islander	308	155	189	64	132	25	25	10	54	913
Neither Aboriginal nor Torres Strait Islander	48,565	65,425	24,225	15,755	18,060	6,013	5,298	834	20,095	194,475
Not stated/not collected <sup>(a)</sup>	949	7,799	1,085	900	317	198	82	61	502	11,879
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>21,295</b>	<b>219,564</b>
<b>Country of birth (English Proficiency Group)</b>										
Australia <sup>(b)</sup>	48,978	57,478	24,702	15,769	17,137	6,197	5,155	2,446	19,354	187,647
Born overseas—EPG 1	1,014	2,258	941	934	919	77	140	62	578	6,615
Born overseas—EPG 2	1,107	2,112	417	428	409	44	165	34	576	5,109
Born overseas—EPG 3	1,369	3,081	246	298	540	30	152	13	494	6,050
Born overseas—EPG 4	220	701	50	33	81	1	18	5	119	1,196
Not stated/not collected <sup>(a)</sup>	1,365	9,235	994	630	286	106	93	66	174	12,947
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>21,295</b>	<b>219,564</b>

(continued)

**Table C1 (continued): Characteristics of service users excluding those who only used open employment services by jurisdiction, 2013–14 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Need for interpreter services</b>										
For spoken language other than English	1,275	1,394	737	403	501	67	116	347	452	4,964
For non-spoken communication	1,787	767	1,514	834	654	220	120	72	468	6,064
Does not need an interpreter	48,853	49,570	23,226	16,806	17,611	6,062	5,371	1,304	20,172	179,417
Not stated/not collected <sup>(a)</sup>	2,138	23,134	1,873	49	606	106	116	903	203	29,119
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>21,295</b>	<b>219,564</b>
<b>Method of communication</b>										
Spoken language (effective)	25,887	37,087	17,296	9,212	12,481	3,461	3,716	1,160	18,065	120,709
Sign language (effective)	700	2,868	394	348	277	40	23	27	297	4,801
Other non-spoken communication	941	2,840	876	488	537	112	140	42	242	5,993
Little, or no effective communication	13,095	3,624	4,571	3,174	4,252	871	635	283	2,621	31,023
Child aged under 5	7,521	6,532	1,786	1,152	859	1,783	914	282	—	20,740
Not stated/not collected <sup>(a)(c)</sup>	5,909	21,914	2,427	3,718	966	188	295	832	70	36,298
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>21,295</b>	<b>219,564</b>
<b>Living arrangement</b>										
Lives alone	3,246	8,585	3,157	1,226	2,902	581	638	164	3,540	22,731
Lives with family	38,661	39,247	17,436	13,002	11,581	4,559	4,375	949	12,190	136,894
Lives with others	10,129	13,715	5,496	2,927	4,002	1,206	613	287	5,288	39,821
Not stated/not collected <sup>(a)</sup>	2,017	13,318	1,261	937	887	109	97	1,226	277	20,118
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>21,295</b>	<b>219,564</b>
<b>Residential setting</b>										
Private residence	41,390	40,086	20,094	14,496	14,332	5,229	5,011	818	16,811	151,385
Residence within an Aboriginal community	466	142	298	191	178	6	22	583	18	1,847
Domestic-scale supported living facility	4,273	5,624	1,271	1,452	1,431	514	300	112	2,332	15,334
Supported accommodation facility	3,450	1,550	1,591	386	1,068	492	161	103	1,496	9,207
Boarding house/private hotel	792	639	157	40	58	13	7	6	143	1,758
Independent unit within a retirement village	54	140	74	46	224	7	4	3	38	572
Residential aged care facility	273	504	191	97	655	33	14	12	67	1,825
Psychiatric/mental health community care facility	30	1,427	207	12	28	5	8	—	97	1,781
Hospital	91	74	111	69	41	7	8	9	45	447
Short-term crisis, emergency or transitional accommodation facility	112	1,346	200	95	103	24	47	3	51	1,929
Public place/temporary shelter	83	102	35	4	22	3	7	9	11	272
Other	760	5,818	1,816	93	238	12	13	59	110	8,906
Not stated/not collected <sup>(a)</sup>	2,279	17,413	1,305	1,111	994	110	121	909	76	24,301
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>21,295</b>	<b>219,564</b>

(continued)

**Table C1 (continued): Characteristics of service users excluding those who only used open employment services by jurisdiction, 2013–14 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Primary disability group</b>										
Intellectual	22,195	18,029	9,704	7,763	6,635	1,884	1,111	359	14,389	74,219
Specific learning/ADD	1,319	242	188	75	41	448	308	25	355	2,959
Autism	7,430	3,723	4,577	4,492	3,567	455	723	84	1,146	25,533
Developmental delay	4,786	2,989	768	679	244	309	822	72	—	10,636
Physical	5,354	3,728	4,196	2,192	2,523	1,608	808	684	1,300	21,844
Acquired brain injury	1,754	2,825	1,267	601	1,673	395	129	119	621	9,085
Neurological	2,257	5,454	2,789	876	1,402	481	258	162	425	13,915
Deaf-blind	135	301	34	67	19	6	2	1	39	582
Vision	1,824	5,937	451	231	2,076	22	103	51	273	10,849
Hearing	609	5,064	185	512	329	32	90	21	200	6,990
Speech	1,589	635	103	30	41	668	773	58	34	3,911
Psychiatric	1,422	14,253	2,352	44	344	41	518	75	2,488	21,115
Not stated/not collected <sup>(a)</sup>	3,379	11,685	736	530	478	106	78	915	25	17,926
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>21,295</b>	<b>219,564</b>
<b>Other significant disability group</b>										
Intellectual	4,618	1,632	2,668	1,524	2,204	403	568	146	1,840	14,391
Specific learning/ADD	2,325	839	1,166	997	526	159	446	25	1,647	7,231
Autism	3,489	1,660	1,415	1,286	546	263	252	32	915	9,041
Developmental delay	1,088	114	251	151	111	9	123	40	—	1,858
Physical	6,546	2,906	4,042	1,540	3,238	776	881	263	2,305	20,925
Acquired brain injury	936	673	476	665	396	73	164	37	398	3,460
Neurological	5,465	1,988	3,094	1,545	2,025	464	518	138	1,717	15,540
Deaf-blind	855	57	72	109	64	18	21	6	120	1,207
Vision	2,892	1,748	1,679	908	1,066	228	344	83	1,110	9,143
Hearing	1,120	945	1,038	514	1,432	132	228	85	844	5,723
Speech	7,240	2,007	3,731	1,602	2,052	601	1,035	329	1,674	18,862
Psychiatric	3,645	2,319	1,852	849	1,568	338	587	89	1,965	11,698
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>21,295</b>	<b>219,564</b>
<b>Carer Allowance (child)—service users aged under 16</b>										
Yes	7,782	5,982	3,953	2,601	3,717	450	414	116	1	24,821
No	4,486	5,431	943	633	599	2,514	134	69	—	14,768
Not known/stated/collected <sup>(a)(c)</sup>	10,238	7,665	2,905	4,362	1,408	218	2,604	550	—	29,890
<b>Total</b>	<b>22,506</b>	<b>19,078</b>	<b>7,801</b>	<b>7,596</b>	<b>5,724</b>	<b>3,182</b>	<b>3,152</b>	<b>735</b>	<b>1</b>	<b>69,479</b>

(continued)

**Table C1 (continued): Characteristics of service users excluding those who only used open employment services by jurisdiction, 2013–14 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Main source of income—service users aged 16 and over</b>										
Disability support pension	23,566	23,682	13,658	6,319	9,543	2,730	1,891	761	19,422	92,000
Other pension or benefit	976	3,763	725	187	594	138	188	327	431	7,220
Paid employment	668	1,229	473	295	360	124	208	22	1,016	4,202
Compensation payments	125	137	67	22	107	24	13	2	10	495
Other income	176	682	241	87	223	58	71	10	2	1,544
Nil income	841	1,132	570	398	145	87	113	9	—	3,281
Not known/stated/collected <sup>(a)(c)</sup>	5,195	25,162	3,815	3,188	2,676	112	87	760	413	41,343
<b>Total</b>	<b>31,547</b>	<b>55,787</b>	<b>19,549</b>	<b>10,496</b>	<b>13,648</b>	<b>3,273</b>	<b>2,571</b>	<b>1,891</b>	<b>21,294</b>	<b>150,085</b>
<b>Labour force status—service users aged 15 and over</b>										
Employed	5,548	5,364	2,179	2,517	2,354	505	638	114	21,295	30,894
Unemployed	6,798	7,820	3,221	1,519	1,455	419	1,325	154	—	22,631
Not in the labour force	15,968	20,962	10,492	4,356	9,916	2,312	614	606	—	64,964
Not stated/not collected <sup>(a)(c)</sup>	4,170	22,539	4,131	2,627	333	104	66	1,045	—	34,988
<b>Total</b>	<b>32,484</b>	<b>56,685</b>	<b>20,023</b>	<b>11,019</b>	<b>14,058</b>	<b>3,340</b>	<b>2,643</b>	<b>1,919</b>	<b>21,295</b>	<b>153,477</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes external territories, excludes Norfolk Island.

(c) Includes service users for whom information was required but not collected due to the service users' age at the time of their last service date.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one jurisdiction during the 12-month period.
4. Service users of Australian Government services are counted separately in this table.
5. Table excludes service users who only used open employment services.

**Table C2: Characteristics of service users excluding those who only used open employment services by state and territory, 2013–14 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Age group (years)</b>									
0–4	7,521	6,532	1,786	1,152	859	1,783	914	282	20,740
5–14	14,048	11,648	5,541	5,921	4,455	1,332	2,166	425	45,347
15–17	2,901	2,796	1,850	1,457	1,137	210	204	68	10,585
18–24	8,044	8,224	3,891	2,500	1,983	559	459	178	25,701
25–44	12,987	20,330	7,398	3,960	4,245	1,197	1,070	509	51,480
45–59	9,400	15,368	5,730	2,576	4,164	1,117	809	457	39,518
60–64	2,194	3,690	1,468	678	1,288	267	153	188	9,901
65–74	1,611	3,924	744	508	1,249	206	52	287	8,575
75–84	305	2,624	114	103	672	54	1	214	4,085
85 and over	51	2,540	49	23	869	13	—	87	3,632
Not stated	—	—	—	—	—	—	—	—	—
<b>Total</b>	<b>59,062</b>	<b>77,676</b>	<b>28,571</b>	<b>18,878</b>	<b>20,921</b>	<b>6,738</b>	<b>5,828</b>	<b>2,695</b>	<b>219,564</b>
<b>Mean age</b>	<b>26.4</b>	<b>35.6</b>	<b>30.6</b>	<b>25.8</b>	<b>36.6</b>	<b>24.6</b>	<b>21.4</b>	<b>39.8</b>	<b>31.1</b>
<b>Median age</b>	<b>21</b>	<b>34</b>	<b>28</b>	<b>20</b>	<b>34</b>	<b>18</b>	<b>13</b>	<b>41</b>	<b>27</b>
<b>Sex</b>									
Male	37,343	43,814	16,913	11,878	12,252	4,061	3,562	1,432	130,753
Female	21,714	33,706	11,653	6,988	8,669	2,677	2,266	1,263	88,633
Not stated	5	156	5	12	—	—	—	—	178
<b>Total</b>	<b>59,062</b>	<b>77,676</b>	<b>28,571</b>	<b>18,878</b>	<b>20,921</b>	<b>6,738</b>	<b>5,828</b>	<b>2,695</b>	<b>219,564</b>
<b>Indigenous status</b>									
Aboriginal	4,330	1,457	1,697	1,374	868	220	307	1,737	11,892
Torres Strait Islander	100	54	196	21	13	5	12	6	405
Both Aboriginal and Torres Strait Islander	312	160	191	64	134	25	25	10	913
Neither Aboriginal nor Torres Strait Islander	53,188	68,068	25,344	16,455	19,561	6,281	5,399	875	194,475
Not stated/not collected <sup>(a)</sup>	1,132	7,937	1,143	964	345	207	85	67	11,879
<b>Total</b>	<b>59,062</b>	<b>77,676</b>	<b>28,571</b>	<b>18,878</b>	<b>20,921</b>	<b>6,738</b>	<b>5,828</b>	<b>2,695</b>	<b>219,564</b>
<b>Country of birth (English Proficiency Group)</b>									
Australia <sup>(b)</sup>	53,367	60,021	25,804	16,405	18,566	6,475	5,254	2,511	187,647
Born overseas—EPG 1	1,120	2,305	1,005	982	948	77	140	63	6,615
Born overseas—EPG 2	1,314	2,214	441	474	429	46	167	37	5,109
Born overseas—EPG 3	1,565	3,140	259	324	571	31	156	13	6,050
Born overseas—EPG 4	266	724	52	40	90	2	18	5	1,196
Not stated/not collected <sup>(a)</sup>	1,430	9,272	1,010	653	317	107	93	66	12,947
<b>Total</b>	<b>59,062</b>	<b>77,676</b>	<b>28,571</b>	<b>18,878</b>	<b>20,921</b>	<b>6,738</b>	<b>5,828</b>	<b>2,695</b>	<b>219,564</b>

(continued)



**Table C2 (continued): Characteristics of service users excluding those who only used open employment services by state and territory, 2013–14 (number)**

<b>Service user characteristics</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
<b>Need for interpreter services</b>									
For spoken language other than English	1,365	1,436	755	414	511	69	117	351	4,964
For non-spoken communication	1,833	800	1,547	846	662	225	122	72	6,064
Does not need an interpreter	53,614	52,271	24,381	17,548	19,131	6,336	5,471	1,369	179,417
Not stated/not collected <sup>(a)</sup>	2,250	23,169	1,888	70	617	108	118	903	29,119
<b>Total</b>	<b>59,062</b>	<b>77,676</b>	<b>28,571</b>	<b>18,878</b>	<b>20,921</b>	<b>6,738</b>	<b>5,828</b>	<b>2,695</b>	<b>219,564</b>
<b>Method of communication</b>									
Spoken language (effective)	30,484	39,715	18,366	9,915	13,932	3,725	3,804	1,216	120,709
Sign language (effective)	758	2,895	422	359	286	44	25	28	4,801
Other non-spoken communication	951	2,855	881	492	540	116	143	44	5,993
Little, or no effective communication	13,408	3,755	4,680	3,229	4,336	882	646	293	31,023
Child aged under 5	7,521	6,532	1,786	1,152	859	1,783	914	282	20,740
Not stated/not collected <sup>(a)(c)</sup>	5,940	21,924	2,436	3,731	968	188	296	832	36,298
<b>Total</b>	<b>59,062</b>	<b>77,676</b>	<b>28,571</b>	<b>18,878</b>	<b>20,921</b>	<b>6,738</b>	<b>5,828</b>	<b>2,695</b>	<b>219,564</b>
<b>Living arrangement</b>									
Lives alone	4,290	9,112	3,308	1,359	3,269	628	660	176	22,731
Lives with family	41,827	41,111	18,332	13,524	12,555	4,730	4,424	984	136,894
Lives with others	10,802	14,081	5,653	3,030	4,190	1,248	646	308	39,821
Not stated/not collected <sup>(a)</sup>	2,143	13,372	1,278	965	907	132	98	1,227	20,118
<b>Total</b>	<b>59,062</b>	<b>77,676</b>	<b>28,571</b>	<b>18,878</b>	<b>20,921</b>	<b>6,738</b>	<b>5,828</b>	<b>2,695</b>	<b>219,564</b>
<b>Residential setting</b>									
Private residence	45,831	42,638	21,212	15,181	15,738	5,482	5,081	865	151,385
Residence within an Aboriginal community	468	143	298	191	179	6	22	583	1,847
Domestic-scale supported living facility	4,473	5,703	1,298	1,482	1,469	527	327	118	15,334
Supported accommodation facility	3,569	1,662	1,635	433	1,146	508	167	108	9,207
Boarding house/private hotel	812	647	172	42	63	13	7	10	1,758
Independent unit within a retirement village	67	145	75	46	226	7	4	3	572
Residential aged care facility	294	516	197	98	660	33	14	13	1,825
Psychiatric/mental health community care facility	76	1,434	212	17	29	5	8	—	1,781
Hospital	126	75	111	69	41	7	8	10	447
Short-term crisis, emergency or transitional accommodation facility	117	1,346	200	96	103	25	47	4	1,929
Public place/temporary shelter	86	108	35	4	22	3	7	9	272
Other	838	5,830	1,816	96	244	12	14	62	8,906
Not stated/not collected <sup>(a)</sup>	2,305	17,429	1,310	1,123	1,001	110	122	910	24,301
<b>Total</b>	<b>59,062</b>	<b>77,676</b>	<b>28,571</b>	<b>18,878</b>	<b>20,921</b>	<b>6,738</b>	<b>5,828</b>	<b>2,695</b>	<b>219,564</b>

(continued)

**Table C2 (continued): Characteristics of service users excluding those who only used open employment services by state and territory, 2013–14 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Primary disability group</b>									
Intellectual	24,848	19,698	10,624	8,213	7,492	2,096	1,200	395	74,219
Specific learning/ADD	1,422	368	216	94	78	451	309	25	2,959
Autism	7,637	3,897	4,665	4,537	3,643	467	728	92	25,533
Developmental delay	4,786	2,989	768	679	244	309	822	72	10,636
Physical	5,779	3,923	4,235	2,266	2,644	1,619	812	688	21,844
Acquired brain injury	1,919	2,912	1,300	625	1,710	403	133	124	9,085
Neurological	2,393	5,519	2,804	899	1,453	483	260	165	13,915
Deaf-blind	142	309	35	68	19	7	2	1	582
Vision	1,891	5,973	458	244	2,126	24	103	52	10,849
Hearing	667	5,105	209	518	350	37	90	21	6,990
Speech	1,597	647	105	31	44	669	773	58	3,911
Psychiatric	2,585	14,647	2,416	171	639	67	518	87	21,115
Not stated/not collected <sup>(a)</sup>	3,396	11,689	736	533	479	106	78	915	17,926
<b>Total</b>	<b>59,062</b>	<b>77,676</b>	<b>28,571</b>	<b>18,878</b>	<b>20,921</b>	<b>6,738</b>	<b>5,828</b>	<b>2,695</b>	<b>219,564</b>
<b>Other significant disability group</b>									
Intellectual	4,902	1,838	2,748	1,586	2,302	413	574	157	14,391
Specific learning/ADD	2,574	1,054	1,344	1,029	602	195	452	27	7,231
Autism	3,546	1,698	1,457	1,292	567	264	256	33	9,041
Developmental delay	1,088	114	251	151	111	9	123	40	1,858
Physical	6,887	3,099	4,142	1,573	3,431	789	892	266	20,925
Acquired brain injury	968	697	483	668	404	73	164	40	3,460
Neurological	5,654	2,078	3,128	1,556	2,137	472	519	143	15,540
Deaf-blind	861	62	76	110	65	18	22	6	1,207
Vision	2,977	1,809	1,722	919	1,115	229	349	83	9,143
Hearing	1,209	1,013	1,084	522	1,482	134	231	86	5,723
Speech	7,403	2,115	3,786	1,614	2,122	605	1,042	329	18,862
Psychiatric	3,849	2,469	1,914	864	1,647	346	593	92	11,698
<b>Total</b>	<b>59,062</b>	<b>77,676</b>	<b>28,571</b>	<b>18,878</b>	<b>20,921</b>	<b>6,738</b>	<b>5,828</b>	<b>2,695</b>	<b>219,564</b>
<b>Carer Allowance (child)—service users aged under 16</b>									
Yes	7,782	5,982	3,953	2,602	3,717	450	414	116	24,821
No	4,486	5,431	943	633	599	2,514	134	69	14,768
Not known/stated/collected <sup>(a)(c)</sup>	10,238	7,665	2,905	4,362	1,408	218	2,604	550	29,890
<b>Total</b>	<b>22,506</b>	<b>19,078</b>	<b>7,801</b>	<b>7,597</b>	<b>5,724</b>	<b>3,182</b>	<b>3,152</b>	<b>735</b>	<b>69,479</b>

(continued)

**Table C2 (continued): Characteristics of service users excluding those who only used open employment services by state and territory, 2013–14 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Main source of income—service users aged 16 and over</b>									
Disability support pension	27,906	26,109	14,714	7,002	10,909	2,986	1,985	815	92,000
Other pension or benefit	1,158	3,825	749	211	629	144	188	329	7,220
Paid employment	969	1,460	578	345	481	143	213	28	4,202
Compensation payments	125	137	67	22	107	24	13	3	495
Other income	176	682	241	87	223	58	71	10	1,544
Nil income	841	1,132	570	398	145	87	113	9	3,281
Not known/stated/collected <sup>(a)(c)</sup>	5,381	25,253	3,851	3,216	2,703	114	93	766	41,343
<b>Total</b>	<b>36,556</b>	<b>58,598</b>	<b>20,770</b>	<b>11,281</b>	<b>15,197</b>	<b>3,556</b>	<b>2,676</b>	<b>1,960</b>	<b>150,085</b>
<b>Labour force status—service users aged 15 and over</b>									
Employed	10,557	8,175	3,400	3,303	3,903	788	743	183	30,894
Unemployed	6,798	7,820	3,221	1,519	1,455	419	1,325	154	22,631
Not in the labour force	15,968	20,962	10,492	4,356	9,916	2,312	614	606	64,964
Not stated/not collected <sup>(a)(c)</sup>	4,170	22,539	4,131	2,627	333	104	66	1,045	34,988
<b>Total</b>	<b>37,493</b>	<b>59,496</b>	<b>21,244</b>	<b>11,805</b>	<b>15,607</b>	<b>3,623</b>	<b>2,748</b>	<b>1,988</b>	<b>153,477</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes external territories, excludes Norfolk Island.

(c) Includes service users for whom information was required but not collected due to the service users' age at the time of their last service date.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.
4. Service users of Australian Government services and state/territory services are merged together in this table.
5. Table excludes service users who only used open employment services.

**Table C3: Service users excluding those who only used open employment services, service type by state and territory, 2013–14 (number)**

	NSW	Vic <sup>(a)(b)</sup>	Qld	WA	SA	Tas	ACT	NT	Total
<b>Accommodation support</b>									
Large residential/institution	1,106	125	246	58	498	118	—	—	2,151
Small residential/institution	24	75	495	94	25	19	—	—	732
Hostels	138	222	—	40	8	54	—	—	462
Group homes	5,331	5,020	2,735	1,610	1,420	520	218	152	17,001
Attendant care/personal care	1,272	—	469	11	1,497	25	26	160	3,460
In-home accommodation support	3,394	9,425	3,677	2,186	2,622	624	259	301	22,474
Alternative family placement	213	—	39	17	87	—	—	14	370
Other accommodation support	105	1,452	56	163	102	1	131	—	2,010
<i>Total accommodation support</i>	<i>11,071</i>	<i>15,725</i>	<i>7,204</i>	<i>4,095</i>	<i>5,702</i>	<i>1,338</i>	<i>555</i>	<i>509</i>	<i>46,177</i>
<b>Community support</b>									
Therapy support for individuals	6,780	10,082	3,648	5,469	4,187	136	1,759	1,657	33,680
Early childhood intervention	10,327	10,918	2,412	1,708	935	—	1,338	118	27,691
Behaviour/specialist intervention	2,288	1,374	1,596	1,059	925	—	146	2	7,389
Counselling (individual/family/group)	—	—	1,108	105	1,764	—	3	64	3,043
Regional resource and support teams	13,872	—	111	960	3,005	3,260	—	—	21,206
Case management, local coordination and development	7,495	28,548	17,921	10,651	7,575	1,873	2,661	43	76,590
Other community support	1,980	346	327	820	1,748	216	822	—	6,259
<i>Total community support</i>	<i>35,115</i>	<i>45,551</i>	<i>20,580</i>	<i>15,036</i>	<i>14,585</i>	<i>4,973</i>	<i>5,294</i>	<i>1,857</i>	<i>142,549</i>
<b>Community access</b>									
Learning and life skills development	14,592	9,094	9,009	3,059	3,928	1,166	608	148	41,581
Recreation/holiday programs	2,007	2,840	1,132	2,074	2,334	334	352	119	11,191
Other community access	862	5,772	194	—	567	—	54	226	7,675
<i>Total community access</i>	<i>16,965</i>	<i>17,129</i>	<i>9,868</i>	<i>4,689</i>	<i>6,044</i>	<i>1,399</i>	<i>960</i>	<i>475</i>	<i>57,493</i>
<b>Respite</b>									
Own home respite	13	1,548	988	—	529	39	4	—	3,121
Centre-based respite/respite homes	3,615	4,780	2,817	1,069	1,159	265	198	85	13,970
Host family/peer support respite	268	1,175	73	—	108	2	—	16	1,642
Flexible respite	8,276	12,112	2,879	2,408	338	183	180	121	26,465
Other respite	—	668	300	—	353	—	18	—	1,339
<i>Total respite</i>	<i>10,647</i>	<i>17,240</i>	<i>5,444</i>	<i>3,152</i>	<i>2,071</i>	<i>452</i>	<i>354</i>	<i>204</i>	<i>39,480</i>
<b>Supported employment</b>									
Supported employment	8,194	4,608	2,313	2,338	2,943	505	287	125	21,295
<i>Total supported employment</i>	<i>8,194</i>	<i>4,608</i>	<i>2,313</i>	<i>2,338</i>	<i>2,943</i>	<i>505</i>	<i>287</i>	<i>125</i>	<i>21,295</i>
<b>Total</b>	<b>59,062</b>	<b>77,676</b>	<b>28,571</b>	<b>18,878</b>	<b>20,921</b>	<b>6,738</b>	<b>5,828</b>	<b>2,695</b>	<b>219,564</b>

(a) Residential rehabilitation services within Victoria's psychiatric disability rehabilitation and support sector (PDRSS) are classified by Victoria as non-residential accommodation support services in the DS NMDS.

(b) Data for early childhood intervention services (ECIS) in Victoria are not fully representative of the total number of service users receiving ECIS as it excludes data from two service providers.

**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. Service group totals may not be the sum of service components because individuals may have used more than one service type within a group during the 12-month period.
3. Row totals may not be the sum of components because individuals may have used services in more than one jurisdiction during the 12-month period.
4. Table excludes service users who only used open employment services.

**Table C4: Service users excluding those who only used open employment services, characteristic of informal carer by jurisdiction, 2013–14 (number)**

Characteristics of carer	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Existence of</b>										
Has an informal carer	39,177	39,700	15,835	10,233	13,030	4,811	3,782	1,085	9,339	130,443
Does not have an informal carer	12,506	22,619	11,081	3,171	5,977	1,527	1,524	634	11,836	67,163
Not stated/not collected <sup>(a)</sup>	2,370	12,546	434	4,688	365	117	417	907	120	21,958
<b>Total</b>	<b>54,053</b>	<b>74,865</b>	<b>27,350</b>	<b>18,092</b>	<b>19,372</b>	<b>6,455</b>	<b>5,723</b>	<b>2,626</b>	<b>21,295</b>	<b>219,564</b>
<b>Primary status</b>										
Primary carer	34,810	15,615	9,979	7,657	11,140	4,658	3,562	934	3,743	87,944
Not a primary carer	3,677	6,637	5,468	505	1,675	140	197	132	1,112	18,373
Not stated/not collected <sup>(a)(b)</sup>	690	17,448	388	2,071	215	13	23	19	4,484	24,126
<b>Total</b>	<b>39,177</b>	<b>39,700</b>	<b>15,835</b>	<b>10,233</b>	<b>13,030</b>	<b>4,811</b>	<b>3,782</b>	<b>1,085</b>	<b>9,339</b>	<b>130,443</b>
<b>Residency status</b>										
Co-resident	33,989	14,486	11,863	8,920	10,299	4,449	3,219	969	3,275	87,812
Non-resident	4,488	7,236	3,517	918	2,339	283	508	98	1,601	19,298
Not stated/not collected <sup>(a)(b)</sup>	700	17,978	455	395	392	79	55	18	4,463	23,333
<b>Total</b>	<b>39,177</b>	<b>39,700</b>	<b>15,835</b>	<b>10,233</b>	<b>13,030</b>	<b>4,811</b>	<b>3,782</b>	<b>1,085</b>	<b>9,339</b>	<b>130,443</b>
<b>Relationship to service user</b>										
Wife/female partner	671	1,515	465	251	717	131	92	76	202	4,063
Husband/male partner	763	1,534	542	280	826	180	124	69	137	4,384
Mother	30,517	13,246	10,432	7,876	8,563	3,983	2,921	482	3,212	77,727
Father	2,673	1,327	1,187	591	897	173	269	34	500	7,137
Daughter/daughter-in-law	308	876	115	158	328	31	60	91	1,631	3,038
Son/son-in-law	83	271	37	37	173	8	38	32	249	859
Other female relative	1,000	940	964	553	809	174	130	202	887	5,084
Other male relative	426	285	188	106	251	46	35	50	271	1,485
Friend/neighbour—female	259	478	232	110	181	57	40	19	220	1,475
Friend/neighbour—male	74	150	73	29	81	21	29	20	87	525
Not stated/not collected <sup>(a)</sup>	2,403	19,078	1,600	242	204	7	44	10	1,943	24,666
<b>Total</b>	<b>39,177</b>	<b>39,700</b>	<b>15,835</b>	<b>10,233</b>	<b>13,030</b>	<b>4,811</b>	<b>3,782</b>	<b>1,085</b>	<b>9,339</b>	<b>130,443</b>
<b>Age group (years)</b>										
0–14	48	37	8	8	3	3	17	33	2	157
15–24	1,457	248	233	111	146	103	102	46	8	2,432
25–44	18,784	6,965	5,757	5,097	5,157	3,349	1,985	539	490	47,379
45–64	12,493	7,827	6,599	3,177	5,050	1,038	1,065	365	2,568	37,481
65 and over	3,540	4,024	2,765	791	1,824	302	352	78	1,281	13,625
Not stated/not collected <sup>(a)(b)</sup>	2,855	20,599	473	1,049	850	16	261	24	4,990	29,369
<b>Total</b>	<b>39,177</b>	<b>39,700</b>	<b>15,835</b>	<b>10,233</b>	<b>13,030</b>	<b>4,811</b>	<b>3,782</b>	<b>1,085</b>	<b>9,339</b>	<b>130,443</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users who used employment services (service types 5.01, 5.02) and who did not provide a response. These service types were not required to complete this data item.

**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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one jurisdiction during the 12-month period.
4. Service user frequencies for the primary status, residency status, relationship to service user, and age group of the carer are based only on those service users who indicated they had an informal carer.
5. Table excludes service users who only used open employment services.

**Table C5: Service users excluding those who only used open employment services by need for support in life area, 2013–14 (number)**

<b>Support needs</b>	<b>Always or unable to do</b>	<b>Sometimes</b>	<b>None, but uses aids</b>	<b>None</b>	<b>Not applicable</b>	<b>Not stated/ not collected<sup>(a)(b)</sup></b>	<b>Total</b>
<b>Activities of daily living</b>							
Self-care	55,476	68,821	6,150	42,325	..	46,792	219,564
Mobility	39,230	56,041	10,906	68,078	..	45,309	219,564
Communication	47,350	75,101	5,746	46,736	..	44,631	219,564
<b>Total</b>	<b>68,434</b>	<b>79,311</b>	<b>6,791</b>	<b>22,195</b>	<b>..</b>	<b>42,833</b>	<b>219,564</b>
<b>Activities of independent living</b>							
Interpersonal interactions/relationships	52,784	85,272	4,209	28,291	..	49,008	219,564
Learning, applying knowledge, general tasks and demands	54,695	76,868	4,801	20,120	16,426	46,654	219,564
Domestic life	48,637	60,090	3,633	15,852	54,275	37,077	219,564
<b>Total</b>	<b>81,780</b>	<b>78,412</b>	<b>3,144</b>	<b>9,138</b>	<b>17,407</b>	<b>29,683</b>	<b>219,564</b>
<b>Activities of work, education and community living</b>							
Education	59,214	65,919	5,146	19,869	17,211	52,205	219,564
Community (civic) and economic life	61,027	66,497	4,807	17,930	17,874	51,429	219,564
Working	63,957	41,081	3,229	12,006	59,735	39,556	219,564
<b>Total</b>	<b>91,954</b>	<b>53,082</b>	<b>3,327</b>	<b>7,914</b>	<b>32,015</b>	<b>31,272</b>	<b>219,564</b>

(a) Includes service users for which support needs information was required but not collected due to the service users' age at the time of their last service date.

(b) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. The frequency of support needed for a service user for each of the three broad life area 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), 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). So the totals for each of the broad groups (ADL, AIL and AWEC) cannot be calculated by adding totals from the three component life areas.
4. Table excludes service users who only used open employment services.

## D Additional tables: service users who transitioned to the NDIS

Table D1: Characteristics of service users who transitioned to the NDIS by jurisdiction, 2013–14 (number)

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas <sup>(a)</sup>	ACT	NT	Aus Gov	Total
<b>Age group (years)</b>										
0–4	94	203	1	1	301	n.p.	—	—	—	598
5–14	240	359	—	—	101	n.p.	—	—	—	702
15–17	47	71	—	—	—	110	—	—	—	228
18–24	141	222	—	2	1	393	—	—	113	795
25–44	285	488	—	—	—	43	—	—	288	960
45–59	315	338	1	—	—	n.p.	—	—	136	728
60–64	79	74	—	—	—	—	—	—	24	171
65–74	11	6	—	—	—	—	—	—	3	18
75–84	—	—	—	—	—	—	—	—	—	—
85 and over	—	—	—	—	—	—	—	—	—	—
Not stated	—	—	—	—	—	—	—	—	—	—
<b>Total</b>	<b>1,212</b>	<b>1,761</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>551</b>	<b>—</b>	<b>—</b>	<b>564</b>	<b>4,200</b>
<b>Mean age</b>	<b>31.2</b>	<b>27.4</b>	<b>29.5</b>	<b>15.3</b>	<b>3.6</b>	<b>20.5</b>			<b>37.0</b>	<b>26.1</b>
<b>Median age</b>	<b>29</b>	<b>26</b>	<b>30</b>	<b>21</b>	<b>4</b>	<b>20</b>	<b>—</b>	<b>—</b>	<b>36</b>	<b>22</b>
<b>Sex</b>										
Male	688	1,020	2	1	260	351	—	—	349	2,489
Female	524	741	—	2	143	200	—	—	215	1,711
Not stated	—	—	—	—	—	—	—	—	—	—
<b>Total</b>	<b>1,212</b>	<b>1,761</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>551</b>	<b>—</b>	<b>—</b>	<b>564</b>	<b>4,200</b>
<b>Indigenous status</b>										
Aboriginal	51	15	—	—	14	27	—	—	10	110
Torres Strait Islander	1	1	—	—	—	2	—	—	—	4
Both Aboriginal and Torres Strait Islander	4	6	—	—	3	3	—	—	—	16
Neither Aboriginal nor Torres Strait Islander	1,140	1,710	2	3	376	498	—	—	549	3,989
Not stated/not collected <sup>(b)</sup>	16	29	—	—	10	21	—	—	5	81
<b>Total</b>	<b>1,212</b>	<b>1,761</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>551</b>	<b>—</b>	<b>—</b>	<b>564</b>	<b>4,200</b>
<b>Country of birth (English Proficiency Group)</b>										
Australia <sup>(c)</sup>	1,168	1,661	2	3	393	527	—	—	545	4,010
Born overseas—EPG 1	17	31	—	—	1	6	—	—	6	58
Born overseas—EPG 2	17	14	—	—	3	2	—	—	10	43
Born overseas—EPG 3	3	19	—	—	3	5	—	—	2	31
Born overseas—EPG 4	—	2	—	—	—	—	—	—	—	2
Not stated/not collected <sup>(b)</sup>	7	34	—	—	3	11	—	—	1	56
<b>Total</b>	<b>1,212</b>	<b>1,761</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>551</b>	<b>—</b>	<b>—</b>	<b>564</b>	<b>4,200</b>

(continued)

**Table D1 (continued): Characteristics of service users who transitioned to the NDIS by jurisdiction, 2013–14 (number)**

<b>Service user characteristics</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas<sup>(a)</sup></b>	<b>ACT</b>	<b>NT</b>	<b>Aus Gov</b>	<b>Total</b>
<b>Need for interpreter services</b>										
For spoken language other than English	59	7	—	—	5	7	—	—	11	79
For non-spoken communication	42	16	1	—	5	25	—	—	12	96
Does not need an interpreter	1,094	1,498	1	3	353	508	—	—	540	3,716
Not stated/not collected <sup>(b)</sup>	17	240	—	—	40	11	—	—	1	309
<b>Total</b>	<b>1,212</b>	<b>1,761</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>551</b>	<b>—</b>	<b>—</b>	<b>564</b>	<b>4,200</b>
<b>Method of communication</b>										
Spoken language (effective)	585	1,022	—	2	16	370	—	—	509	2,253
Sign language (effective)	14	96	—	—	1	11	—	—	6	127
Other non-spoken communication	18	85	—	—	—	14	—	—	5	119
Little, or no effective communication	433	76	1	—	61	142	—	—	44	720
Child aged under 5	94	203	1	1	301	1	—	—	—	598
Not stated/not collected <sup>(b)(d)</sup>	68	279	—	—	24	13	—	—	—	383
<b>Total</b>	<b>1,212</b>	<b>1,761</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>551</b>	<b>—</b>	<b>—</b>	<b>564</b>	<b>4,200</b>
<b>Living arrangement</b>										
Lives alone	98	159	1	—	—	26	—	—	101	353
Lives with family	734	1,170	1	3	315	421	—	—	343	2,814
Lives with others	361	333	—	—	8	93	—	—	115	820
Not stated/not collected <sup>(b)</sup>	19	99	—	—	80	11	—	—	5	213
<b>Total</b>	<b>1,212</b>	<b>1,761</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>551</b>	<b>—</b>	<b>—</b>	<b>564</b>	<b>4,200</b>
<b>Residential setting</b>										
Private residence	835	1,059	2	3	301	456	—	—	480	2,910
Residence within an Aboriginal/Torres Strait Islander community	5	1	—	—	—	—	—	—	—	6
Domestic-scale supported living facility	91	183	—	—	—	34	—	—	41	310
Supported accommodation facility	216	28	—	—	—	39	—	—	33	292
Boarding house/private hotel	19	14	—	—	—	3	—	—	3	36
Independent unit within a retirement village	—	4	—	—	—	—	—	—	1	4
Residential aged care facility	14	11	—	—	—	—	—	—	2	27
Psychiatric/mental health community care facility	—	9	—	—	—	—	—	—	2	9
Hospital	1	—	—	—	1	—	—	—	—	2
Short-term crisis, emergency or transitional accommodation facility	3	17	—	—	1	4	—	—	—	25
Public place/temporary shelter	—	—	—	—	—	1	—	—	—	1
Other	7	250	—	—	13	1	—	—	1	272
Not stated/not collected <sup>(b)</sup>	21	185	—	—	87	13	—	—	1	306
<b>Total</b>	<b>1,212</b>	<b>1,761</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>551</b>	<b>—</b>	<b>—</b>	<b>564</b>	<b>4,200</b>

*(continued)*



**Table D1 (continued): Characteristics of service users who transitioned to the NDIS by jurisdiction, 2013–14 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas <sup>(a)</sup>	ACT	NT	Aus Gov	Total
<b>Primary disability group</b>										
Intellectual	624	722	—	1	23	323	—	—	410	1,879
Specific learning/ADD	22	4	—	—	—	8	—	—	9	41
Autism	140	116	—	1	117	111	—	—	39	501
Developmental delay	51	76	—	—	113	—	—	—	—	239
Physical	127	95	—	—	74	61	—	—	19	367
Acquired brain injury	47	43	—	—	4	8	—	—	19	112
Neurological	62	154	2	—	45	24	—	—	5	286
Deaf-blind	3	7	—	—	—	—	—	—	1	11
Vision	22	35	—	1	15	3	—	—	4	78
Hearing	8	11	—	—	11	—	—	—	15	43
Speech	9	11	—	—	—	1	—	—	1	22
Psychiatric	64	158	—	—	—	1	—	—	42	247
Not stated/not collected <sup>(b)</sup>	33	329	—	—	1	11	—	—	—	374
<b>Total</b>	<b>1,212</b>	<b>1,761</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>551</b>	<b>—</b>	<b>—</b>	<b>564</b>	<b>4,200</b>
<b>Other significant disability group</b>										
Intellectual	152	31	—	1	40	103	—	—	45	339
Specific learning/ADD	44	29	—	—	5	49	—	—	56	157
Autism	99	82	—	—	9	69	—	—	37	265
Developmental delay	21	—	—	—	44	—	—	—	—	65
Physical	256	50	2	1	29	69	—	—	51	421
Acquired brain injury	35	14	1	—	3	10	—	—	11	64
Neurological	247	59	—	—	14	90	—	—	43	417
Deaf-blind	54	2	—	—	2	2	—	—	4	62
Vision	138	53	—	—	18	22	—	—	29	234
Hearing	33	22	—	—	13	18	—	—	12	91
Speech	155	38	1	—	23	69	—	—	23	293
Psychiatric	181	46	—	—	—	22	—	—	45	264
<b>Total</b>	<b>1,212</b>	<b>1,761</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>551</b>	<b>—</b>	<b>—</b>	<b>564</b>	<b>4,200</b>
<b>Carer Allowance (child)—service users aged under 16</b>										
Yes	211	210	1	1	226	18	—	—	—	664
No	49	185	—	—	36	3	—	—	—	273
Not known/stated/collected <sup>(b)(d)</sup>	88	187	—	—	140	10	—	—	—	424
<b>Total</b>	<b>348</b>	<b>582</b>	<b>1</b>	<b>1</b>	<b>402</b>	<b>31</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>1,361</b>

(continued)

**Table D1 (continued): Characteristics of service users who transitioned to the NDIS by jurisdiction, 2013–14 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas <sup>(a)</sup>	ACT	NT	Aus Gov	Total
<b>Main source of income—service users aged 16 and over</b>										
Disability support pension	753	796	1	2	1	450	—	—	547	2,260
Other pension or benefit	19	24	—	—	—	10	—	—	—	53
Paid employment	3	11	—	—	—	2	—	—	13	27
Compensation payments	—	5	—	—	—	1	—	—	—	6
Other income	4	3	—	—	—	8	—	—	—	15
Nil income	15	26	—	—	—	33	—	—	—	74
Not known/stated/collected <sup>(b)(d)</sup>	70	314	—	—	—	16	—	—	4	404
<b>Total</b>	<b>864</b>	<b>1,179</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>520</b>	<b>—</b>	<b>—</b>	<b>564</b>	<b>2,839</b>
<b>Labour force status—service users aged 15 and over</b>										
Employed	146	200	—	1	—	61	—	—	564	688
Unemployed	135	142	—	—	—	82	—	—	—	358
Not in the labour force	519	615	1	1	1	393	—	—	—	1,523
Not stated/not collected <sup>(b)(d)</sup>	78	242	—	—	—	11	—	—	—	331
<b>Total</b>	<b>878</b>	<b>1,199</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>547</b>	<b>—</b>	<b>—</b>	<b>564</b>	<b>2,900</b>

- (a) The age of some service users was incorrectly identified as being outside the NDIS cohort in Tasmania. Figures for those service users have not been published but remain in service user totals.
- (b) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.
- (c) Includes external territories, excludes Norfolk Island.
- (d) Includes service users for whom information was required but not collected due to the service users' age at the time of their last service date.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one jurisdiction during the 12-month period.
4. Service users of Australian Government services are counted separately in this table.
6. Data in this table represents people who were reported in the DS NMDS who then transitioned to the NDIS and may not represent all service users who have transitioned to the NDIS.
7. Service users may appear as transitioned to the NDIS in jurisdictions in which there are no NDIS trial sites. This is because a service user identified as transitioning to the NDIS has moved between jurisdictions during the 12-month period.

**Table D2: Characteristics of service users who transitioned to the NDIS by state and territory, 2013–14 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas <sup>(a)</sup>	ACT	NT	Total
<b>Age group (years)</b>									
0–4	94	203	1	1	301	n.p.	—	—	598
5–14	240	359	—	—	101	n.p.	—	—	702
15–17	47	71	—	—	—	110	—	—	228
18–24	154	235	—	2	1	412	—	—	795
25–44	347	564	—	—	—	49	—	—	960
45–59	348	379	1	—	—	n.p.	—	—	728
60–64	88	83	—	—	—	—	—	—	171
65–74	11	7	—	—	—	—	—	—	18
75–84	—	—	—	—	—	—	—	—	—
85 and over	—	—	—	—	—	—	—	—	—
Not stated	—	—	—	—	—	—	—	—	—
<b>Total</b>	<b>1,329</b>	<b>1,901</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>576</b>	—	—	<b>4,200</b>
<b>Mean age</b>	<b>32.0</b>	<b>28.3</b>	<b>29.5</b>	<b>15.3</b>	<b>3.6</b>	<b>20.5</b>			<b>26.1</b>
<b>Median age</b>	<b>30</b>	<b>27</b>	<b>30</b>	<b>21</b>	<b>4</b>	<b>20</b>	—	—	<b>22</b>
<b>Sex</b>									
Male	764	1,109	2	1	260	362	—	—	2,489
Female	565	792	—	2	143	214	—	—	1,711
Not stated	—	—	—	—	—	—	—	—	—
<b>Total</b>	<b>1,329</b>	<b>1,901</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>576</b>	—	—	<b>4,200</b>
<b>Indigenous status</b>									
Aboriginal	53	16	—	—	14	27	—	—	110
Torres Strait Islander	1	1	—	—	—	2	—	—	4
Both Aboriginal and Torres Strait Islander	4	6	—	—	3	3	—	—	16
Neither Aboriginal nor Torres Strait Islander	1,254	1,846	2	3	376	522	—	—	3,989
Not stated/not collected <sup>(b)</sup>	17	32	—	—	10	22	—	—	81
<b>Total</b>	<b>1,329</b>	<b>1,901</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>576</b>	—	—	<b>4,200</b>
<b>Country of birth (English Proficiency Group)</b>									
Australia <sup>(c)</sup>	1,281	1,795	2	3	393	550	—	—	4,010
Born overseas—EPG 1	18	33	—	—	1	6	—	—	58
Born overseas—EPG 2	20	17	—	—	3	3	—	—	43
Born overseas—EPG 3	3	19	—	—	3	6	—	—	31
Born overseas—EPG 4	—	2	—	—	—	—	—	—	2
Not stated/not collected <sup>(b)</sup>	7	35	—	—	3	11	—	—	56
<b>Total</b>	<b>1,329</b>	<b>1,901</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>576</b>	—	—	<b>4,200</b>

(continued)

**Table D2 (continued): Characteristics of service users who transitioned to the NDIS by state and territory, 2013–14 (number)**

<b>Service user characteristics</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
<b>Need for interpreter services</b>									
For spoken language other than English	59	8	—	—	5	7	—	—	79
For non-spoken communication	50	17	1	—	5	25	—	—	96
Does not need an interpreter	1,203	1,635	1	3	353	533	—	—	3,716
Not stated/not collected <sup>(b)</sup>	17	241	—	—	40	11	—	—	309
<b>Total</b>	<b>1,329</b>	<b>1,901</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>576</b>	<b>—</b>	<b>—</b>	<b>4,200</b>
<b>Method of communication</b>									
Spoken language (effective)	694	1,153	—	2	16	394	—	—	2,253
Sign language (effective)	19	96	—	—	1	11	—	—	127
Other non-spoken communication	18	87	—	—	—	14	—	—	119
Little, or no effective communication	436	83	1	—	61	143	—	—	720
Child aged under 5	94	203	1	1	301	1	—	—	598
Not stated/not collected <sup>(b)(d)</sup>	68	279	—	—	24	13	—	—	383
<b>Total</b>	<b>1,329</b>	<b>1,901</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>576</b>	<b>—</b>	<b>—</b>	<b>4,200</b>
<b>Living arrangement</b>									
Lives alone	125	202	1	—	—	26	—	—	353
Lives with family	811	1,252	1	3	315	443	—	—	2,814
Lives with others	373	346	—	—	8	95	—	—	820
Not stated/not collected <sup>(b)</sup>	20	101	—	—	80	12	—	—	213
<b>Total</b>	<b>1,329</b>	<b>1,901</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>576</b>	<b>—</b>	<b>—</b>	<b>4,200</b>
<b>Residential setting</b>									
Private residence	948	1,189	2	3	301	479	—	—	2,910
Residence within an Aboriginal/Torres Strait Islander community	5	1	—	—	—	—	—	—	6
Domestic-scale supported living facility	94	183	—	—	—	34	—	—	310
Supported accommodation facility	217	35	—	—	—	41	—	—	292
Boarding house/private hotel	19	14	—	—	—	3	—	—	36
Independent unit within a retirement village	—	4	—	—	—	—	—	—	4
Residential aged care facility	14	13	—	—	—	—	—	—	27
Psychiatric/mental health community care facility	—	9	—	—	—	—	—	—	9
Hospital	1	—	—	—	1	—	—	—	2
Short-term crisis, emergency or transitional accommodation facility	3	17	—	—	1	4	—	—	25
Public place/temporary shelter	—	—	—	—	—	1	—	—	1
Other	7	251	—	—	13	1	—	—	272
Not stated/not collected <sup>(b)</sup>	21	185	—	—	87	13	—	—	306
<b>Total</b>	<b>1,329</b>	<b>1,901</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>576</b>	<b>—</b>	<b>—</b>	<b>4,200</b>

*(continued)*

**Table D2 (continued): Characteristics of service users who transitioned to the NDIS by state and territory, 2013–14 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Primary disability group</b>									
Intellectual	694	821	—	1	23	344	—	—	1,879
Specific learning/ADD	24	8	—	—	—	9	—	—	41
Autism	148	126	—	1	117	113	—	—	501
Developmental delay	51	76	—	—	113	—	—	—	239
Physical	136	98	—	—	74	61	—	—	367
Acquired brain injury	54	46	—	—	4	8	—	—	112
Neurological	62	155	2	—	45	24	—	—	286
Deaf-blind	4	7	—	—	—	—	—	—	11
Vision	23	36	—	1	15	4	—	—	78
Hearing	17	15	—	—	11	—	—	—	43
Speech	9	12	—	—	—	1	—	—	22
Psychiatric	74	172	—	—	—	1	—	—	247
Not stated/not collected <sup>(b)</sup>	33	329	—	—	1	11	—	—	374
<b>Total</b>	<b>1,329</b>	<b>1,901</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>576</b>	<b>—</b>	<b>—</b>	<b>4,200</b>
<b>Other significant disability group</b>									
Intellectual	158	40	—	1	40	104	—	—	339
Specific learning/ADD	50	48	—	—	5	54	—	—	157
Autism	101	86	—	—	9	70	—	—	265
Developmental delay	21	—	—	—	44	—	—	—	65
Physical	268	56	2	1	29	69	—	—	421
Acquired brain injury	36	15	1	—	3	10	—	—	64
Neurological	252	60	—	—	14	92	—	—	417
Deaf-blind	55	3	—	—	2	2	—	—	62
Vision	141	54	—	—	18	22	—	—	234
Hearing	35	25	—	—	13	18	—	—	91
Speech	160	44	1	—	23	69	—	—	293
Psychiatric	188	54	—	—	—	22	—	—	264
<b>Total</b>	<b>1,329</b>	<b>1,901</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>576</b>	<b>—</b>	<b>—</b>	<b>4,200</b>
<b>Carer Allowance (child)—service users aged under 16</b>									
Yes	211	210	1	1	226	18	—	—	664
No	49	185	—	—	36	3	—	—	273
Not known/stated/collected <sup>(b)(d)</sup>	88	187	—	—	140	10	—	—	424
<b>Total</b>	<b>348</b>	<b>582</b>	<b>1</b>	<b>1</b>	<b>402</b>	<b>31</b>	<b>—</b>	<b>—</b>	<b>1,361</b>

(continued)

**Table D2 (continued): Characteristics of service users who transitioned to the NDIS by state and territory, 2013–14 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Main source of income—service users aged 16 and over</b>									
Disability support pension	864	927	1	2	1	475	—	—	2,260
Other pension or benefit	19	24	—	—	—	10	—	—	53
Paid employment	6	19	—	—	—	2	—	—	27
Compensation payments	—	5	—	—	—	1	—	—	6
Other income	4	3	—	—	—	8	—	—	15
Nil income	15	26	—	—	—	33	—	—	74
Not known/stated/collected <sup>(b)(d)</sup>	73	315	—	—	—	16	—	—	404
<b>Total</b>	<b>981</b>	<b>1,319</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>545</b>	<b>—</b>	<b>—</b>	<b>2,839</b>
<b>Labour force status—service users aged 15 and over</b>									
Employed	263	340	—	1	—	86	—	—	688
Unemployed	135	142	—	—	—	82	—	—	358
Not in the labour force	519	615	1	1	1	393	—	—	1,523
Not stated/not collected <sup>(b)(d)</sup>	78	242	—	—	—	11	—	—	331
<b>Total</b>	<b>995</b>	<b>1,339</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>572</b>	<b>—</b>	<b>—</b>	<b>2,900</b>

- (a) The age of some service users was incorrectly identified as being outside the NDIS cohort in Tasmania. Figures for those service users have not been published but remain in service user totals.
- (b) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.
- (c) Includes external territories, excludes Norfolk Island.
- (d) Includes service users for whom information was required but not collected due to the service users' age at the time of their last service date.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.
4. Service users of Australian Government services and state/territory services are merged together in this table.
5. Data in this table represents people who were reported in the DS NMDS who then transitioned to the NDIS and may not represent all service users who have transitioned to the NDIS.
6. Service users may appear as transitioned to the NDIS in jurisdictions in which there are no NDIS trial sites. This is because a service user identified as transitioning to the NDIS has moved between jurisdictions during the 12-month period.

**Table D3: Service users who transitioned to the NDIS, service type by state and territory, 2013–14 (number)**

Service type	NSW	Vic <sup>(a)(b)</sup>	Qld	WA	SA	Tas	ACT	NT	Total
<b>Accommodation support</b>									
Large residential/institution	129	2	—	—	—	1	—	—	132
Small residential/institution	—	—	—	—	—	—	—	—	—
Hostels	—	3	—	—	—	8	—	—	11
Group homes	152	131	—	—	—	44	—	—	327
Attendant care/personal care	17	—	1	—	1	2	—	—	21
In-home accommodation support	80	141	—	—	—	63	—	—	284
Alternative family placement	7	—	—	—	—	—	—	—	7
Other accommodation support	1	6	—	—	—	1	—	—	8
<i>Total accommodation support</i>	<i>378</i>	<i>277</i>	<i>1</i>	<i>—</i>	<i>1</i>	<i>116</i>	<i>—</i>	<i>—</i>	<i>773</i>
<b>Community support</b>									
Therapy support for individuals	123	204	—	—	62	11	—	—	400
Early childhood intervention	126	377	—	—	312	—	—	—	813
Behaviour/specialist intervention	58	21	—	—	168	—	—	—	247
Counselling (individual/family/group)	—	—	—	—	63	—	—	—	63
Regional resource and support teams	482	—	—	1	6	115	—	—	604
Case management, local coordination and development	172	975	1	3	165	298	—	—	1,610
Other community support	27	—	—	—	25	17	—	—	69
<i>Total community support</i>	<i>815</i>	<i>1,371</i>	<i>1</i>	<i>3</i>	<i>400</i>	<i>355</i>	<i>—</i>	<i>—</i>	<i>2,937</i>
<b>Community access</b>									
Learning and life skills development	427	115	—	—	2	181	—	—	722
Recreation/holiday programs	22	30	—	—	10	78	—	—	140
Other community access	39	78	—	—	—	—	—	—	117
<i>Total community access</i>	<i>477</i>	<i>222</i>	<i>—</i>	<i>—</i>	<i>12</i>	<i>225</i>	<i>—</i>	<i>—</i>	<i>933</i>
<b>Respite</b>									
Own home respite	—	240	—	—	4	9	—	—	253
Centre-based respite/respite homes	77	240	—	—	5	90	—	—	411
Host family/peer support respite	—	7	—	—	—	1	—	—	8
Flexible respite	219	266	—	—	—	41	—	—	526
Other respite	—	68	—	—	1	—	—	—	69
<i>Total respite</i>	<i>254</i>	<i>551</i>	<i>—</i>	<i>—</i>	<i>10</i>	<i>132</i>	<i>—</i>	<i>—</i>	<i>946</i>
<b>Supported employment</b>									
Supported employment	234	262	—	1	—	67	—	—	564
<i>Total supported employment</i>	<i>234</i>	<i>262</i>	<i>—</i>	<i>1</i>	<i>—</i>	<i>67</i>	<i>—</i>	<i>—</i>	<i>564</i>
<b>Total</b>	<b>1,329</b>	<b>1,901</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>576</b>	<b>—</b>	<b>—</b>	<b>4,200</b>

(a) Residential rehabilitation services within Victoria's psychiatric disability rehabilitation and support sector (PDRSS) are classified by Victoria as non-residential accommodation support services in the DS NMDS.

(b) Data for early childhood intervention services (ECIS) in Victoria are not fully representative of the total number of service users receiving ECIS as it excludes data from two service providers.

**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. Service group totals may not be the sum of service components because individuals may have used more than one service type within a group during the 12-month period.
3. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.
5. Data in this table represents people who were reported in the DS NMDS who then transitioned to the NDIS and may not represent all service users who have transitioned to the NDIS.
6. Service users may appear as transitioned to the NDIS in jurisdictions in which there are no NDIS trial sites. This is because a service user identified as transitioning to the NDIS has moved between jurisdictions during the 12-month period.

**Table D4: Service users who transitioned to the NDIS, characteristics of informal carer by jurisdiction, 2013–14 (number)**

Characteristics of carer	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Existence of</b>										
Has an informal carer	813	1,294	1	3	395	480	—	—	303	3,069
Does not have an informal carer	397	314	1	—	7	59	—	—	261	963
Not stated/not collected <sup>(a)</sup>	2	153	—	—	1	12	—	—	—	168
<b>Total</b>	<b>1,212</b>	<b>1,761</b>	<b>2</b>	<b>3</b>	<b>403</b>	<b>551</b>	<b>—</b>	<b>—</b>	<b>564</b>	<b>4,200</b>
<b>Primary status</b>										
Primary carer	767	515	1	3	394	465	—	—	165	2,154
Not a primary carer	40	265	—	—	1	8	—	—	31	317
Not stated/not collected <sup>(a)(b)</sup>	6	514	—	—	—	7	—	—	107	598
<b>Total</b>	<b>813</b>	<b>1,294</b>	<b>1</b>	<b>3</b>	<b>395</b>	<b>480</b>	<b>—</b>	<b>—</b>	<b>303</b>	<b>3,069</b>
<b>Residency status</b>										
Co-resident	687	547	1	3	386	432	—	—	139	2,059
Non-resident	101	251	—	—	4	20	—	—	49	384
Not stated/not collected <sup>(a)(b)</sup>	25	496	—	—	5	28	—	—	115	626
<b>Total</b>	<b>813</b>	<b>1,294</b>	<b>1</b>	<b>3</b>	<b>395</b>	<b>480</b>	<b>—</b>	<b>—</b>	<b>303</b>	<b>3,069</b>
<b>Relationship to service user</b>										
Wife/female partner	18	20	—	—	—	2	—	—	3	42
Husband/male partner	24	41	—	—	—	—	—	—	—	65
Mother	609	549	1	3	373	373	—	—	127	1,911
Father	63	45	—	—	9	49	—	—	25	169
Daughter/daughter-in-law	8	13	—	—	—	—	—	—	42	44
Son/son-in-law	1	5	—	—	—	—	—	—	10	14
Other female relative	32	26	—	—	8	32	—	—	21	107
Other male relative	10	14	—	—	—	2	—	—	7	27
Friend/neighbour—female	4	16	—	—	—	13	—	—	4	35
Friend/neighbour—male	7	6	—	—	—	3	—	—	2	16
Not stated/not collected <sup>(a)</sup>	37	559	—	—	5	6	—	—	62	639
<b>Total</b>	<b>813</b>	<b>1,294</b>	<b>1</b>	<b>3</b>	<b>395</b>	<b>480</b>	<b>—</b>	<b>—</b>	<b>303</b>	<b>3,069</b>
<b>Age group (years)</b>										
0–14	—	2	—	—	—	—	—	—	—	2
15–24	10	2	—	—	9	3	—	—	—	24
25–44	319	249	—	2	263	204	—	—	14	1,031
45–64	325	328	—	1	12	252	—	—	111	925
65 and over	97	95	—	—	—	14	—	—	33	211
Not stated/not collected <sup>(a)(b)</sup>	62	618	1	—	111	7	—	—	145	876
<b>Total</b>	<b>813</b>	<b>1,294</b>	<b>1</b>	<b>3</b>	<b>395</b>	<b>480</b>	<b>—</b>	<b>—</b>	<b>303</b>	<b>3,069</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users who used only supported employment services and who did not provide a response. This service type was not required to complete this data item.

**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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one jurisdiction during the 12-month period.
4. Service user frequencies for the primary status, residency status, relationship to service user, and age group of the carer are based only on those service users who indicated they had an informal carer.
5. Data in this table represents people who were reported in the DS NMDS who then transitioned to the NDIS and may not represent all service users who have transitioned to the NDIS.
6. Service users may appear as transitioned to the NDIS in jurisdictions in which there are no NDIS trial sites. This is because a service user identified as transitioning to the NDIS has moved between jurisdictions during the 12-month period.



**Table D5: Service users who transitioned to the NDIS by, need for support in life area, 2013–14 (number)**

<b>Support needs</b>	<b>Always or unable to do</b>	<b>Sometimes</b>	<b>None, but uses aids</b>	<b>None</b>	<b>Not applicable</b>	<b>Not stated/ not collected<sup>(a)(b)</sup></b>	<b>Total</b>
<b>Activities of daily living</b>							
Self-care	1,338	1,414	111	629	..	708	4,200
Mobility	958	1,226	194	1,126	..	696	4,200
Communication	1,156	1,559	99	694	..	692	4,200
<b>Total</b>	<b>1,601</b>	<b>1,519</b>	<b>104</b>	<b>295</b>	<b>..</b>	<b>681</b>	<b>4,200</b>
<b>Activities of independent living</b>							
Interpersonal interactions/relationships	1,318	1,741	98	330	..	713	4,200
Learning, applying knowledge, general tasks and demands	1,250	1,554	94	196	523	583	4,200
Domestic life	1,010	1,363	99	195	1,166	367	4,200
<b>Total</b>	<b>1,917</b>	<b>1,433</b>	<b>58</b>	<b>92</b>	<b>469</b>	<b>231</b>	<b>4,200</b>
<b>Activities of work, education and community living</b>							
Education	1,337	1,375	100	197	534	657	4,200
Community (civic) and economic life	1,312	1,410	100	195	539	644	4,200
Working	1,504	939	47	163	1,196	351	4,200
<b>Total</b>	<b>1,995</b>	<b>1,003</b>	<b>37</b>	<b>71</b>	<b>840</b>	<b>254</b>	<b>4,200</b>

(a) Includes service users for which support needs information was required but not collected due to the service users' age at the time of their last service date.

(b) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. The frequency of support needed for a service user for each of the three broad life area 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), 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). So the totals for each of the broad groups (ADL, AIL and AWEC) cannot be calculated by adding totals from the three component life areas.
4. Data in this table represents people who were reported in the DS NMDS who then transitioned to the NDIS and may not represent all service users who have transitioned to the NDIS.

# Glossary

For a complete list of the terms and definitions used in the DS NMDS see the *DS NMDS data guide* and the *DS NMDS data transmission and technical guide* <[www.aihw.gov.au/disability-services-nmds-collection](http://www.aihw.gov.au/disability-services-nmds-collection)>.

**agency:** An organisation that delivers one or more service types provided under the NDA (service type outlets). Agencies are usually legal entities, and are generally responsible for providing DS NMDS data to jurisdictions. Where an agency operates only one service type outlet, the service type outlet and the agency are one and the same.

**carer (informal):** A person – such as a family member, friend or neighbour – who provides regular and sustained care and assistance to the person requiring support. This includes people who might receive a pension or benefit associated with their caring role, but does not include people, either paid or voluntary, whose services are arranged by a formal service organisation. Informal carers can be defined as primary if they help with one or more of the activities of daily living: self-care, mobility or communication.

**disability support services:** The disability services provided under the National Disability Agreement.

**employment (labour force) status:** The self-reported status the person currently has in being either in the labour force (employed/unemployed) or not in the labour force. The definition of 'employed' is the one used by the Australian Bureau of Statistics, and includes all people aged 15 years and over who worked for 1 hour or more in the week preceding the end of the reporting period. For more information see <[www.aihw.gov.au/disability-services-nmds-collection](http://www.aihw.gov.au/disability-services-nmds-collection)>.

**English proficiency group:** A classification of countries of birth to enable the analysis and presentation of data on immigrants to Australia. Countries are classified to one of four groups based on the English proficiency of recent arrivals (the EP index).

**functional needs:** The DS NMDS includes 9 data items to indicate at least some of the functional needs of service users. These items conform to a framework that is consistent with national and international classification standards, including the International Classification of Functioning, Disability and Health. They also relate to the concepts used in population-based data collections about disability, such as the Australian Bureau of Statistics Survey of Disability, Ageing and Carers.

The items are grouped into three broad areas of activity:

- activities of daily living (ADL) include the life areas of: self-care; mobility; and communication. These correspond to the three core activity areas reported in the Survey of Disability, Ageing and Carers and in the 2006 Census of Population and Housing. Service users recorded as always or sometimes requiring assistance with ADL in the DS NMDS are conceptually similar to people reported as having a severe or profound core-activity limitation in the Survey of Disability, Ageing and Carers
- activities of independent living (AIL) include the life areas of: interpersonal interactions and relationships; learning, applying knowledge and general tasks and demands; and domestic life
- activities of work, education and community living (AWEC) include the life areas of: education; community (civic) and economic life; and work.

A response of 'not applicable due to age' for all three of these life areas could be reported for service users aged under 5.

**other significant disability group:** The disability group(s) (other than that indicated as being 'primary') that also clearly express the experience of disability by a person and/or cause difficulty for the person.

**primary disability group:** The primary disability group is one that most clearly expresses the experience of disability by a person. The primary disability group can also be considered as the disability group causing the most difficulty to the person (overall difficulty in daily life, not just within the context of the support offered by this service).

**service:** A support activity delivered to a service user, in accordance with the NDA. 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 NDA.

**service type and service group:** The support activity that is provided to the service user. The DS NMDS classifies services according to service type, arranging services into seven distinct categories known as service groups. They are accommodation support; community support; community access; respite; employment; advocacy, information and alternative forms of communication; and other support. Within each of these service groups are various service types.

**service type outlet:** A statistical counting unit managed by an agency that delivers one type of NDA service from a discrete location. If an agency provides, for example, both accommodation support and respite services, it is counted as two service type outlets. Similarly, if an agency provides more than one accommodation support service type (for example, group homes and attendant care), it is providing (and is usually separately funded for) two different service types; that is, there are two service type outlets for the agency.

**service user:** A person with disability who receives a service provided under the NDA. A service user might receive more than one service over a period of time or on a single day.

# References

AIHW (Australian Institute of Health and Welfare) 2015. Disability support services: services provided under the National Disability Agreement 2013–14. Bulletin no. 130. Cat. no. AUS 192. Canberra: AIHW.

SCRGSP (Steering Committee for the Review of Government Service Provision) 2015. Report on government services 2015. Canberra: Productivity Commission.

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## Related publications

This appendix accompanies the bulletin *Disability support services: services provided under the National Disability Agreement 2013–14* (AIHW 2015), and is part of an annual series. Earlier published editions can be downloaded for free from the AIHW website <[www.aihw.gov.au/disability-publications](http://www.aihw.gov.au/disability-publications)>. The website also includes information on ordering printed copies.

DS NMDS data cubes are available on the AIHW website <[www.aihw.gov.au/disability-data-cubes](http://www.aihw.gov.au/disability-data-cubes)>.

The following AIHW publications relating to disability might also be of interest:

- AIHW 2015. Access to health services by Australians with disability 2012. Bulletin no. 129. Cat. no. AUS 191. Canberra: AIHW.
- AIHW 2014. Healthy life expectancy in Australia: patterns and trends 1998 to 2012. AIHW bulletin no. 126. Cat. no. AUS 187. Canberra: AIHW.
- AIHW 2014. Mental health services – in brief 2014. Cat. no. HSE 154. Canberra: AIHW. Viewed 13 February 2015 <[www.aihw.gov.au/publication-detail/?id=60129549463](http://www.aihw.gov.au/publication-detail/?id=60129549463)>.
- AIHW 2014. People using both Disability Services and Home and Community Care in 2010–11. Disability series. Cat. no. DIS 64. Canberra: AIHW.
- AIHW 2013. Diabetes and disability: impairments, activity limitations, participation restrictions and comorbidities. Diabetes series 20. Cat. no. CVD 63. Canberra: AIHW.
- AIHW 2013. Incontinence in Australia. Cat. no. DIS 61. Canberra: AIHW.