Disability support services 2003–04

National data on services provided under the Commonwealth State/Territory Disability Agreement

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Preface

This report presents data from the 2003–04 Commonwealth State/Territory Disability Agreement National Minimum Data Set (CSTDA NMDS). This is the first publication from the Australian Institute of Health and Welfare based on a full financial year of data from this collection—from 1 July 2003 to 30 June 2004. Reports from 1995–2002 dealt with 'snapshot' day data, while the 2002–03 report was restricted to using data from a 6 month period (January to June 2003). Overall data quality of the 2003–04 collection has improved compared with 2002–03, and is expected to continue to do so into the future.

In addition to the standard emphasis on service users and service outlets, this report contains a strong focus on data items relating to informal carers—these items were introduced when the collection was redeveloped during 1999–2002. Information relating to multiple service usage over the full year is also able to be presented for the first time.

The report contains an array of information related to service outlets operating under the CSTDA, and the people who accessed them over the financial year. It should be of great interest to a variety of stakeholders, including funded agencies, service users, government departments and the general public.

Richard Madden

Director

Acknowledgments

Abbreviations

ABS	Australian Bureau of Statistics
ADD	attention deficit disorder
ADL	activities of daily living
AIHW	Australian Institute of Health and Welfare
AIL	activities of independent living
ASGC	Australian Standard Geographical Classification
Aus Gov	Australian Government (formerly referred to as 'Commonwealth')
AWEC	activities of work, education and community living
CSDA	Commonwealth/State Disability Agreement of 1998
CSTDA	Commonwealth State/Territory Disability Agreement of 2002–07
CSTDA NMDS Network	Network of people responsible for the CSTDA NMDS collection (comprises representatives from AIHW and all jurisdictions listed in the Acknowledgments)
DIMA	Department of Immigration and Multicultural Affairs (now known as DIMIA: Department of Immigration and Multicultural and Indigenous Affairs)
DSP	Disability Support Pension
EP Groups	English Proficiency Groups
FTE	full-time equivalent
HACC	Home and Community Care
MDS	minimum data set
NDA	National Disability Administrators
nfd	no further definition
NMDS	national minimum data set
OHS	occupational health and safety
RA	remoteness area (geographical classification)
SCRCSSP	Steering Committee for the Review of Commonwealth/State Service Provision

Symbols

n.a.	not applicable
—	zero, or null cells
0.0	rounded to zero (less than 0.5 but more than zero)

1 Summary

This report focuses on data from the 2003–04 Commonwealth State/Territory Disability Agreement National Minimum Data Set (CSTDA NMDS) collection, covering the period from 1 July 2003 to 30 June 2004. The report provides information on service users and their characteristics, informal carers, and service type outlets that are funded to deliver CSTDA services.

Data on each previous annual collection have been published by the AIHW. For more information, see the reference section of this report and the AIHW web site (www.aihw.gov.au).

Service users and service groups

Between 1 July 2003 and 30 June 2004, there were 187,806 people (service users) recorded as using CSTDA-funded services in Australia (Table 1.1). Victoria recorded the highest percentage of service users nationwide (36%), followed by New South Wales (23%), Queensland (14%), Western Australia (12%) and South Australia (10%).

The most commonly accessed service group was community support services (utilised by 42% of all service users) (Table 1.1). Services in this group include therapy support, early childhood intervention and case management. The next most widely accessed service group was employment (34%)—including open employment, supported employment, and dual open and supported employment services. Community access services were used by 25% of service users, and accommodation support services by 18%. A further 11% of service users accessed respite services during the 12-month period. These patterns in service usage varied between jurisdictions.

Table 1.1: Users of CSTDA-funded services, service group by state and territory, 2003–04

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	%
Accommodation support	6,440	12,989	4,933	3,136	4,069	1,069	334	212	33,175	17.7
Community support	18,013	28,485	8,564	11,138	9,916	2,173	188	509	78,847	42.0
Community access	6,483	18,441	5,354	10,354	4,827	1,493	419	286	47,636	25.4
Respite	4,153	8,607	3,306	2,464	1,390	238	255	155	20,547	10.9
Employment	19,003	18,283	12,036	6,217	5,911	1,667	898	410	64,281	34.2
Total service users	**43,619**	**68,238**	**26,352**	**22,896**	**19,099**	**5,197**	**1,638**	**1,258**	**187,806**	
Total per cent	**23.2**	**36.3**	**14.0**	**12.2**	**10.2**	**2.8**	**0.9**	**0.7**		

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period from 1 July 2003 to 30 June 2004. Totals for Australia may not be the sum of the components since individuals may have accessed services in more than one state or territory during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. Employment totals do not include the 1,004 people categorised as 'independent workers' during 2003–04.

3. Differences in service type outlet response rates between jurisdictions should be considered when comparing jurisdictional data.

4. Victorian data are reported to be significantly understated; errors in the 'date of last service received' as well as a lower than expected response rates have led to under-counting of service users in the current year.

Sex and age

Of the 187,806 service users, 110,777 (59%) were male (Table 3.4). Males outnumbered females in all age groups, except for those aged 70 years or more (Figure 3.1). For both males and females, the highest number of service users was in the 20–24 year age bracket.

The median age for females was higher than that for males in all service groups (Figure 3.2). The overall difference in median ages was 4.5 years—33.1 years for females and 28.6 years for males (Table A1.9). The smallest difference in median age was for users of employment services (33.8 years for females, 33.1 years for males), and the largest for community support users (23.4 years for females, and 15.5 years for males).

Disability groups

The most frequently reported disability group was intellectual—both as a primary disability (38%) and overall (45%) (Tables 3.4 and 3.7; Figure 1.1). The next most frequently reported disability group was physical (13% as primary; 25% overall), followed by psychiatric (8% as primary; 13% overall). Males were more likely than females to report a primary disability of autism, acquired brain injury (ABI), developmental delay or specific learning/ADD; females were more likely to report a neurological or vision disability.

On average, service users reported 1.7 disability groups (including primary)—ranging from 1.2 for those reporting psychiatric disability as their primary group, to 2.0 for those with an acquired brain injury (Table 3.6).

Indigenous status

Around 3.5% of all service users reported that they were of Aboriginal origin, Torres Strait Islander origin, or both in 2003–04 (Table 3.8). This proportion ranged from 1.3% in the Australian Capital Territory to 42% in the Northern Territory. Indigenous users were more likely to be aged under 20 years than non-Indigenous users (Figure 3.3).

Compared with non-Indigenous service users, Indigenous service users more commonly reported primary disability groups of intellectual, physical and acquired brain injury (Table 3.9). Non-Indigenous service users more commonly reported neurological, vision and psychiatric as their primary disability.

Communication method and need for interpreter services

Almost two-thirds (64%) of service users reported their most effective method of communication to be spoken language, 15% of service users were reported to have little or no effective communication, and 2% had effective sign language (Table 3.12). The majority of service users (86%) reported that they did not need an interpreter (Table 3.13). However, 2.8% of service users reported needing an interpreter for non-spoken communication and 1.8% for spoken language other than English. This data item was missing for 9.8% of service users. Of those service users needing an interpreter for non-spoken communication, 58% had little or no effective communication, and 28% used effective sign language.
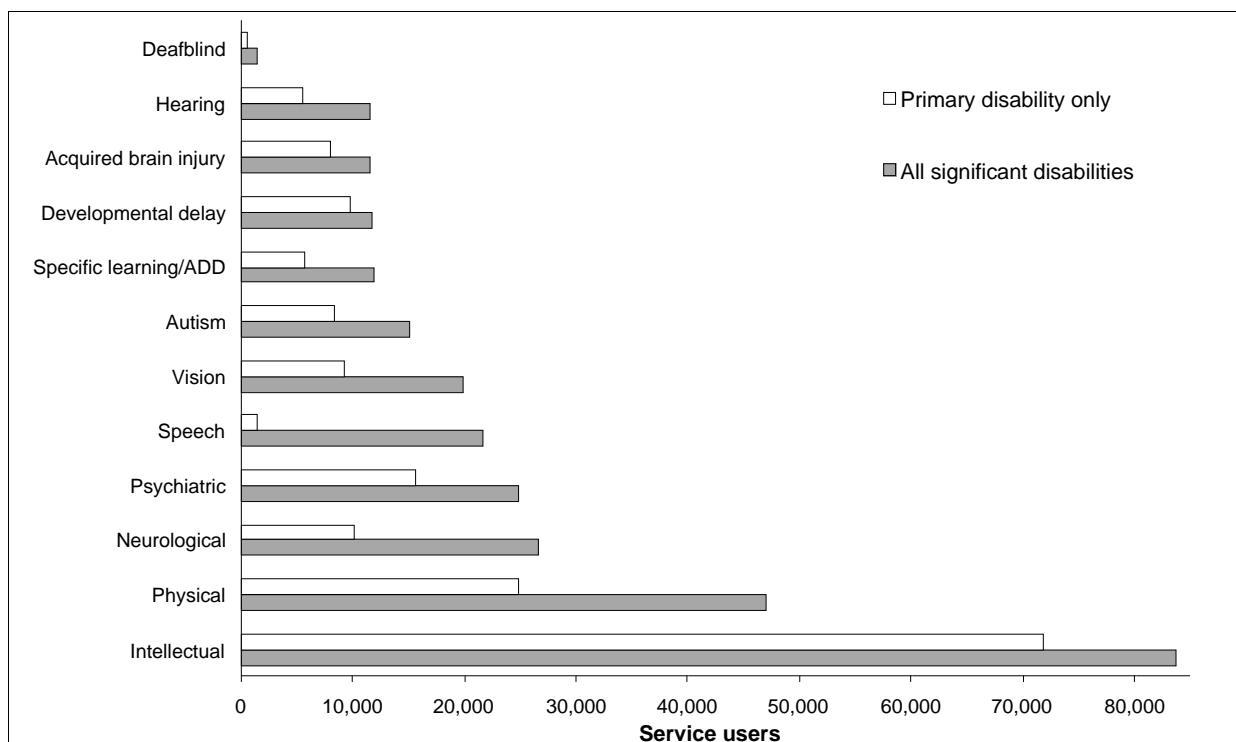
Source: Table 3.7.

Figure 1.1: Users of CSTDA-funded services, primary disability group and all significant disability groups, 2003–04

Income source and labour force status

Of service users aged 16 years or more, 62% reported the Disability Support Pension as the main source of income, followed by paid employment (9%) and other pensions or benefits (9%) (Table 3.16). This data item was not reported for 17% of service users aged 16 years or more.

Receipt of Carer Allowance (child) was not known for almost half (47%) of service users under the age of 16 years (Table 3.15).

Of the 146,570 service users aged 15 years or more, 35% were not in the labour force, 28% were employed, and 16% unemployed (Table 3.17). A further 21% did not report on this item.

Service user location

The rate of people accessing CSTDA-funded services was highest in inner regional areas (12.4 service users per 1,000 population), followed by outer regional (10.5), major cities (10.2), remote (7.8) and very remote areas (6.0) (Table 3.20).

3

Presence of an informal carer

Just over two-fifths of service users (42%) reported that they had an informal carer (Table 4.1). The proportion of service users with an informal carer decreased with age, from 79% of users aged 0–14 years to 28% of service users aged 45–64 years (Table 4.1). Respite service users were most likely to report the presence of a carer (85%), and employment service users least likely (29%) (Table 4.2).

Indigenous service users were more likely than other service users to report the presence of an informal carer, in all age groups except 0–14 years, where the proportions were approximately equal (Figure 4.1).

Age and relationship of informal carers

Over two-thirds of carers were reported to be the mother of a service user (69%), followed by fathers (6%) (Table 4.3). Of the 57,815 informal carers whose age was reported, 29,011 (50%) were aged between 25 and 44 years. A further 21,099 (36%) were aged between 45 and 64 years, and 6,472 (11%) were 65 years and over (Table 4.4). There were also 99 informal carers who were children aged under 15 years; these carers were most likely to be the daughter (33%) or son (31%) of the person they were caring for.

Primary status and co-residency of carers

An informal carer was considered to be a 'primary carer' if he or she assisted the service user in one or more of the three activities of daily living—self-care, mobility or communication. Overall, 68% of service users who reported having an informal carer indicated that their carer was a primary carer. Informal carers who were reported to be the primary carer of a service user were more likely to be co-resident than non-primary carers (90% compared with 60%) (Table 4.7).

Support needs

Information was collected concerning service users' overall support needs in each of nine life areas, and those areas with the largest proportions of service users always needing support were working (23%), education (21%) and community (civic) and economic life (19%). Life areas with the largest proportions of service users needing no assistance were the three activities of daily living— self-care (30%), mobility (34%) and communication (28%) (Table 4.8).

When the nine life areas were grouped into three more general areas, the proportion of service users always needing assistance was highest for activities of work, education and community living (33%), followed by activities of independent living (25%) and activities of daily living (21%) (Table 4.9).

A larger proportion of Indigenous users reported always needing assistance in each of these three broad life areas than non-Indigenous users (Table 4.10).

Living arrangements and residential setting

Around 55% of all service users lived with their family, 19% with others and 13% lived alone (Table 4.11). Service users living with others (non-family) were most likely to report always

needing support (percentages ranging from 36% for ADL to 54% for AWEC) and those living alone were the least likely (9% for ADL to 24% for AWEC) (Table 4.12).

The most commonly reported residential setting was a private residence (70%). Three-quarters (75%) of service users living in a private residence were living with family. Other commonly reported residential settings were domestic-scale supported accommodation (8%) and supported accommodation facilities (6%) (Table 4.13).

Service outlets

A service type outlet is the unit of a CSTDA-funded agency that delivers a particular CSTDA service type at or from a discrete location. During 2003–04, a total of 8,824 service type outlets were identified as providing CSTDA-funded services nationwide (Table 5.1). Of these, 73% were non-government provided services and 27% were government provided.

There was a total of 7,976 state/territory-funded service type outlets and 848 Australian government-funded outlets in 2003–04 (Tables 5.2 and 5.3).

Most service type outlets operated for either 7–9 hours (41%) or 24 hours (34%) a day, 7 days (46%) or 5 days (40%) a week, and operated for 48 or more weeks (93%) each year (Tables 5.4, 5.5 and 5.6).

Starting and exiting services

Almost half (48%) of all service users were recorded as starting a service during 2003–04 (Table 6.1). Community support services had the highest proportion (56%) of users starting a service during the 12-month period. One-fifth (20%) of service users recorded an exit date in 2003–04—the highest proportions of users exiting a service were for employment (25%) and community support (19%) services.

Service usage

Of those service types that collected hours of service received, respite outlets reported the highest mean number of hours received during both the reference week (564) and a typical week (733). Community support outlets reported the lowest mean number of hours of service received during the reference week (88) and a typical week (94) (Tables 6.3 and 6.4).

Service users of residential accommodation support services (1.01 to 1.04) had a mean duration of service of 314 days during the 12-month collection period (Table 6.5).

Of the 187,806 people accessing CSTDA-funded services in 2003–04, almost a third (31%) accessed services from multiple outlets (Table 6.8). Just under a quarter (23%) accessed services from more than one service group. The most common combination of service groups was accommodation support and community access (Tables 6.10 and 6.11).

Government expenditure

Government expenditure on CSTDA-funded services during 2003–04 totalled $3.3 billion, or $3.0 billion excluding identified administration expenditure (Table 1.2). Amounts paid to state/territory governments by the Australian Government are included in state/territory totals for this table.

Accommodation support services received the largest amount of funding in 2003–04, accounting for half of the total expenditure on CSTDA services ($1,638 million). Community access services received $390 million (12%), community support $352 million (11%), employment $301 million (9%) and respite $185 million (6%). 'Other' support services received a total of $95 million (3%), advocacy, information and print disability services

$39 million (1%), and a further $282 million (9%) went towards administrative costs.

Table 1.2: Expenditure on disability support services by Australian, state and territory governments, by service group and administration expenditure, 2003–04

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
					$ million					
Accommodation support	602.75	481.46	200.02	148.69	119.13	50.34	25.05	11.02	—	1,638.46
Community support	82.67	125.59	46.13	47.11	25.55	7.92	8.11	8.81	—	351.89
Community access	116.71	157.07	58.09	20.75	14.02	12.16	3.10	2.20	5.58[a]	389.68
Respite	65.51	41.24	34.02	19.00	10.81	5.16	4.02	1.28	4.43[a]	185.47
Employment	—	—	—	—	—	—	—	—	301.28	301.28
Advocacy, information and print disability	7.52	6.39	5.21	1.89	2.18	1.76	0.73	0.12	13.22	39.02
Other support	5.57	33.69	7.83	8.17	10.73	1.01	1.97	0.07	26.07	95.11
Subtotal	*880.73*	*845.44*	*351.30*	*245.61*	*182.42*	*78.35*	*42.98*	*23.50*	*350.58*	*3,000.91*
Administration	111.61	75.37	30.55	14.13	12.85	4.31	4.52	0.99	27.95	282.28
Total	**992.33**	**920.81**	**381.85**	**259.74**	**195.26**	**82.66**	**47.50**	**24.49**	**378.54**	**3,283.18**

(a)   Australian government-funded community access and respite services are not funded under the CSTDA. They are funded under the Disability Services Act Discretionary Fund.

Notes

1.   Data presented in this table are from *Report on Government Services 2005* (SCRSSP 2005), for all jurisdictions except Queensland. Queensland data are inclusive of CSTDA-funded specialist psychiatric disability services which are excluded from SCRCSSP reporting.

2.   Total expenditure on services quoted from SCRCSSP 2005 includes actual payroll tax for NSW, Victoria (in part), Tasmania and the NT.

Sources: SCRCSSP 2005: Table 13A.37; and data provided to AIHW from Disability Services Queensland.

Outline of the report

Chapter 2 introduces and describes details of the data collection and how it was conducted, as well as providing key definitions.

Chapter 3 gives a detailed description of service user characteristics and services they used over the 12 months, dealing with the majority of service user data items.

Chapter 4 deals with data relating to informal carers, support needs and living arrangements for service users accessing services during 2003–04.

Chapter 5 presents data on service type outlets in 2003–04.

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

Chapter 7 deals with data quality issues and response rates affecting the 2003–04 data.

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

2 Introduction

This report is based on data collected from services funded under the Commonwealth State/Territory Disability Agreement (CSTDA), 2002–07. Under this Agreement—the third such agreement—the Australian Government (Commonwealth) is responsible for the planning, policy setting and management of employment services, while the states and territories are responsible for all other disability support services (including accommodation support, community access, community support and respite services). The Australian Government shares responsibility with the states and territories with regard to advocacy, information and print disability services.

2.1 Brief history of the CSTDA NMDS

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

In 1998, a statistical linkage key was developed and pilot tested in three jurisdictions, following development in the Home and Community Care context (AIHW: Ryan et al. 1999), before being introduced in the national collection in 1999. This statistical linkage key enabled the estimation of the number of service users (individuals) utilising services on the snapshot day. Prior to this, reporting was only able to be carried out on a 'services received' basis, meaning that individuals accessing more than one service on the snapshot day would be counted more than once (see Box 2.4 for more details on the statistical linkage key).

During 1998–99, a decision was made to redevelop the data collection in order to reflect significant changes in the nature and delivery of disability services, and to cater for increasing information needs. In 1999, the Australian Institute of Health and Welfare (AIHW) and the National Disability Administrators (NDA) began work on the redevelopment of the data collection in collaboration with Commonwealth, state and territory governments and non-government organisations. Three rounds of field testing were carried out on the new CSTDA NMDS during 2000–01, and the new collection was implemented during 2002 (July for Western Australia and the Australian Government, October for all other jurisdictions).

The most significant change brought about by the redevelopment of the collection was that data were to be collected on a full-year, ongoing basis rather than a single 'snapshot' day. A number of new data items were also introduced into the collection. These changes significantly improve the power of the information collected. For example:

- a profile of all people receiving a CSTDA-funded service in a financial year is now available;

- new data on carer arrangements enable the issue of ageing carers to be monitored and planned for; and

- information is now available about the quantity of service provided to service users and this can be examined in relation to various characteristics of these service users, such as

their support needs, disability group and other carer arrangements, and whether they live in metropolitan or rural locations.

For more detailed information on the redevelopment of the data collection, please refer to the AIHW report dealing with this process (AIHW 2003a).

Data collected between 1 January 2003 and 30 June 2003 were analysed in the first national report on the redeveloped collection (see AIHW 2004a). This second report contains data collected over the 2003–04 12-month period (1 July 2003 to 30 June 2004) and represents the first true full year of data available from the CSTDA NMDS collection. As the first national report only covered data collected over a 6-month period, data in the two reports are not directly comparable. Data from 2003–04 can, however, be considered a new benchmark with which future full-year collections can be compared.

2.2   Collection method and data included

Service providers complete a service type outlet form[1] and multiple service user forms to capture the data. In general, a service type outlet form was completed for each service type at each outlet. A service user form was completed for each person receiving that service type at the outlet over the 2003–04 collection period, or a service user form was completed for each person receiving one or more service types at outlets of the same agency, with the appropriate details of each service type received (see Appendix 2 for copies of the 2003–04 forms). Each year the AIHW develops, in cooperation with all jurisdictions, standard versions of a service type outlet form, a service user form and a data guide (see AIHW 2003b). Paper forms are only one way in which data may be collected—many agencies use software to collate data as an alternative to these forms.

The data items collected on the 2003–04 service type outlet form included information about the service type provided, location of the service type outlet, hours worked by staff (both paid and unpaid), times of operation and number of service users.

The data items collected on the 2003–04 service user form included demographic information, items for the statistical linkage key (see Box 2.4 page 14), Indigenous status, communication method, primary and other significant disabilities, support needs, and living arrangements. Selected service types also collected information regarding service dates (including start date, exit date, and date of last service receipt). The quantity of service usage (in terms of hours) for each service received by a service user was also collected for selected service types.

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

- service groups advocacy, information and print disability (6.01–6.05) and other support (7.01–7.04) do not collect any service user information;

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

- a large number of service types do not collect information on hours of service received by the service user;[2]

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[1] Some information on the service type outlet form is completed by the funding organisation. This includes service type, agency sector and geographic location of the service.

[2] Service types 1.01–1.04, 1.08, 2.01–2.05, 2.07, 3.02, 5.01–5.03, 6.01–6.05 and 7.01–7.04 are not required to collect the two applicable data items—hours received (reference week) and hours received (typical week). See Box 2.3 for a list of service type codes.

- employment services (service types 5.01–5.03) do not collect selected informal carer information, including primary status, residency status and age group of the service user's carer.

Forms are completed by service providers and sent (as hard copy or electronic file) to the government funding organisation in each jurisdiction. Data are then edited and a data file finalised by each jurisdiction.[3] This file is used for analysis by each jurisdiction, and a copy containing the nationally agreed CSTDA NMDS data items is sent to the AIHW for further checking, editing and national collation.

2.3   Scope of the CSTDA NMDS

The 2003–04 CSTDA NMDS collection represents the first full financial year of available data from the redeveloped collection. The report on the 2002–03 collection was restricted to reporting on 6 months of data.

The CSTDA NMDS covers disability support services receiving some funding under the CSTDA during 2003–04, and the users of those services. In the context of this collection, CSTDA-funded services generally consist of:

- those services for people with a disability that were funded or provided by the 'disability program area' of each state and territory and the Commonwealth before the first CSDA (signed in 1991), and which were considered to be of a type to be included in the initial 'CSDA base';
- those services for people with a disability that were transferred between the Commonwealth, states and territories at the start of the first CSDA in 1991; and
- services provided or funded under the CSDA since the signing of the first CSDA and included under the second agreement signed in 1998.

There is some variation between jurisdictions in the services included under the CSTDA. Therapy services are not included separately in the collection by all jurisdictions, although some therapy services may be included as a component within other service types. Not every state or territory includes psychiatric services or mental health services[4]. Early childhood intervention services are included in all states and territories except Tasmania and the Australian Capital Territory. Specific details of scope within jurisdictions to note are listed below.

- In New South Wales, psychiatric disability services are provided by the New South Wales Department of Health and are not included in this collection.
- In Victoria, early childhood intervention services were included under the CSTDA and hence are included in this collection, as are psychiatric disability services.
- In Queensland, specialist psychiatric disability services receiving CSTDA funding through Disability Services Queensland are included in the CSTDA NMDS collection.
- In Western Australia, only some psychiatric disability services are included in the CSTDA NMDS collection. The Health Department is the main provider of services for people with a psychiatric disability and these services are not included.

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

[4] Refer to the annual AIHW report on mental health services for a detailed, national analysis of mental health services (see AIHW 2005). This publication includes some analysis of CSTDA-funded services.

- In South Australia, psychiatric disability services are provided by the Department of Human Services, Statewide Division, and are not included in the CSTDA NMDS collection.
- In Tasmania, some mental health services are included in the collection; however, psychiatric services are not.
- In the Australian Capital Territory, some but not all mental health services are included in the CSTDA NMDS collection.
- In the Northern Territory, some but not all mental health services and early childhood intervention services are included.

The Australian Government also funded 60 respite outlets during 2003–04. However, these services were funded outside of the CSTDA funding arrangement and are therefore excluded from analyses in this report. During 2003–04, the Australian Government also supported 1,004 people in employment services who were classified as 'independent workers'; these people are not included in tables in this report as they did not record a date of last service within the 12-month period.

2.4   Counts and definitions

The main counts of the NMDS collection in 2003–04 are service type outlets and service users (see Box 2.1).

A service type outlet is a unit of a funded agency that is funded to provide a particular CSTDA service type at a discrete location. A separate service type outlet form is completed (usually by funded agencies) for each service type outlet.

The CSTDA NMDS is progressing towards an outlet-based collection, but this has not been completely achieved in all jurisdictions due to some of the complexities of funding processes. Aggregation may occur because either two or more service types are combined at the one location and recorded on the one form, or multiple sites providing the same type of service are recorded as one service type outlet. For example, a single site that mainly provides accommodation support may also provide respite services; or a number of group homes of one organisation may be combined on one service form.

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

A person may receive more than one service over any time period. For each service type (and consequently for each service type outlet), a service user form is completed for every service user receiving a service of that type over the collection period (see Box 2.1).

Box 2.2 (page 12) provides definitions of each of the service groups (categories of service type) in the CSTDA NMDS collection. Box 2.3 (page 13) provides a list of service type codes (which are referenced throughout this report). Box 2.4 (page 14) provides information on the statistical linkage key. The statistical linkage key enables the number of service users to be estimated from the data collected at service type outlet or agency level. A service user may have received services from more than one service type outlet or agency, in which case they may have had their personal characteristics recorded on two or more service user forms. Service user counts for these characteristics can be estimated by using the statistical linkage key, and the focus of this report is on these counts.

In previous reports, up to and including 1998, counts were largely based on the number of service type outlets accessed on the snapshot day. Because these collections were restricted to

a snapshot day, such counts were regarded as being roughly equivalent to the number of episodes of service, and were termed 'services received' or 'recipients'. Some analysis of these counts was also done in reports up to 2002. Due to changes in the collection period and procedures, the equivalent counts in the redeveloped, ongoing collection are not directly comparable to previous counts of 'services received'.

Box 2.1: Definitions and major counts of the CSTDA NMDS collection

Service user	*A service user is a person with a disability who receives a CSTDA-funded service. A service user may receive more than one service over a period of time or on a single day.*
	Service users were previously referred to as 'consumers' in CSDA MDS snapshot collections.
Service	*A service is a support activity delivered to a service user, in accord with the CSTDA. Services within the scope of the collection are those for which funding has been provided, during the specified period, by a government organisation operating under the CSTDA.*
Service type and service group	*Service type is the support activity that the service type outlet has been funded to provide under the CSTDA.*
	The NMDS classifies services according to 'service type'. The service type classification groups services into seven distinct categories known as 'service groups': accommodation support; employment support; community access; community support; respite; advocacy; information and print disability; and other support (see Box 2.2 for definitions). Within each of these service groups there are subcategories (see, for example, Table 3.1).
Service type outlet	*A service type outlet is the unit of the funded agency that delivers a particular CSTDA service type at or from a discrete location.*
	If a funded agency provides, for example, both accommodation support and respite services, it is counted as two service type outlets. Similarly, if an agency is funded to provide more than one accommodation support service type (for example, group homes and attendant care) then it is providing (and is usually separately funded for) two different service types, that is, there are two service type outlets for the funded agency.
Funded agency	*A funded agency is an organisation that delivers one or more CSTDA service types (service type outlets). Funded agencies are usually legal entities. They are generally responsible for providing CSTDA NMDS data to jurisdictions. Where a funded agency operates only one service type outlet, the service type outlet and the funded agency are one and the same entity.*
Scope of the CSTDA NMDS collection	*Services within the scope of the collection are those for which funding has been provided, during the specified period, by a government organisation operating under the CSTDA. A funded agency may receive funding from multiple sources. Where a funded agency is unable to differentiate service users and/or staff according to funding source (i.e. CSTDA or other), it is asked to provide details of all service users and staff (for each service type).*

Box 2.2: Definitions of service groups covered by the Commonwealth State/Territory Disability Agreement[5]

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

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[5] See Appendix 4 for definitions of specific service types.

Box 2.3: CSTDA NMDS service type codes for the 2003–04 collection

Accommodation support

1.01	*Large residential/institution*
1.02	*Small residential/institution*
1.03	*Hostels*
1.04	*Group homes*
1.05	*Attendant care/personal care*
1.06	*In-home accommodation support*
1.07	*Alternative family placement*
1.08	*Other accommodation support*

Community support

2.01	*Therapy services for individuals*
2.02	*Early childhood intervention*
2.03	*Behaviour/specialist intervention*
2.04	*Counselling (individual/family/group)*
2.05	*Regional resource and support teams*
2.06	*Case management, local coordination and*
2.07	*Other community support*

Community access

3.01	*Learning and life skills development*
3.02	*Recreation/holiday programs*
3.03	*Other community access*

Respite

4.01	*Own home respite*
4.02	*Centre-based respite/respite homes*
4.03	*Host family respite/peer support respite*
4.04	*Flexible/combination respite*
4.05	*Other respite*

Employment

5.01	*Open employment*
5.02	*Supported employment*
5.03	*Open and supported employment*

Advocacy, information and print disability

6.01	*Advocacy*
6.02	*Information/referral*
6.03	*Combined information/advocacy*
6.04	*Mutual support/self-help groups*
6.05	*Print disability/alternative formats of communication*

Other

7.01	*Research and evaluation*
7.02	*Training and development*
7.03	*Peak bodies*
7.04	*Other*

Box 2.4: Statistical linkage key

The statistical linkage key enables the number of service users to be estimated from data collected from service outlets and agencies.

To link records within the CSTDA data set, the statistical linkage key components of each record for a service received (questions 2a–2c and 2e on the service user form — see Appendix 2) 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'. Some degree of false linking is expected. Because the statistical linkage key is not a unique identifier, there is a small probability that some of the linked records do not actually belong to the same individual and, conversely, that some records that did not link do belong to the same individual. For privacy reasons, the statistical linkage key is not constructed to enable the linking of records to the extent needed to be totally certain that a 'service user' is one individual person.

Linkage can identify two, three or more records as probably relating to the same person. These linked records are assumed to be for one person and are counted as one service user. Thus the total number of service users can then be estimated.

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 may result in the number of service users being overestimated.

Most linked records specify a response for each data item consistently, and the appropriate data for the service user (now counted as one) are easily determined. Sometimes linked records have inconsistent responses for some data items. Rules to resolve these inconsistencies have been used. Further details of the linkage processes, including a discussion of the impact of data quality issues, are given in Appendix 3.

The AIHW Ethics Committee approved a trial of the statistical linkage key in July 1998. The Committee reviews its approval regularly — most recently in August 2004 — and has noted that the statistical linkage key is now being collected routinely, and data sets with the statistical linkage key components are being transmitted to the AIHW. All state and territory jurisdictions have signed assurances in relation to the CSTDA NMDS collection that:

- *the 'information subjects' (people with a disability who are the service users) will be informed about the information being recorded and its purpose;*
- *the unit record file will not be matched, in whole or part, with any other information for the purposes of attempting to identify individuals, nor will any other attempt be made to identify an individual;*
- *the person/organisation will not disclose, release or grant access to the information to any other person or organisation, except as statistical information that does not identify an individual; and*
- *the information will be used only for statistical purposes and will not be used as a basis for any legal, administrative or other purpose.*

The Australian Government undertakes its collection for CSTDA NMDS purposes as well as for policy development and program management purposes, meeting its legislative obligations under the Privacy Act 1988 *and its Information Privacy Principles.*

2.5 Outputs from the CSTDA NMDS collection

The CSTDA NMDS collection provides national data on services provided and funded under the CSTDA, and are a useful, sometimes primary, source of data in individual jurisdictions. The data are also recognised as a useful source of information by service providers and others interested in national disability data. They are used for developing national performance indicators, through which the outcomes and performances of services can be monitored.

Performance indicators constitute part of the accountability measures that jurisdictions report on under Schedule 3 of the 2002–07 Agreement—published for the first time in 2004 based on 2002–03 data as part of the *Commonwealth State/Territory Disability Agreement Annual Public Report 2002–03* (NDA 2004). The Institute has released a supporting web publication, which includes these indicator tables in more detail (see AIHW 2004b). A set of performance indicators is also published annually by the Steering Committee for the Review of Commonwealth/State Service Provision (see SCRCSSP 2005).

The AIHW has an interactive disability data site containing subsets of national information from the 2003–04 data collection, as well as previous snapshot collections (1999–2002). This site can be found at: <www.aihw.gov.au/disability/datacubes/index.html>, and allows anyone who has access to the Internet to view data via the web interface. The user can construct their own data tables and present them in a way meaningful to his or her needs. (See Box 2.5 for more information on the contents of this site, and some hints for using it effectively.)

2.6 Data quality

Data quality considerations should be taken into account when interpreting data in this report. Service type outlet response rates, service user response rates, and 'not stated'/'not known' rates for individual data items all affect the accuracy and reliability of data. See Chapter 7 for a detailed discussion of these issues.

Box 2.5: Interactive disability data

Interactive data are presented on the AIHW's web site as 'data cubes'. National service user data relating to age, sex, country of birth, primary disability, Indigenous status, presence of other disability, living arrangements, residential setting and need for support or assistance in activities of daily living are included and can be shaped by the user to suit different purposes. Each cube initially produces values for all service users, but by changing the 'measures' one can view the same values for service users in any of the five service groups (accommodation support, community support, community access, respite and employment).

The site for the cubes is: http://www.aihw.gov.au/disability/datacubes/index.html

Due to the multi-dimensional nature of the disability data cubes, extra steps have been taken to ensure the confidentiality of service user data. This means that only a selection of variables has been included within the cube, and data are not available by state/territory. In cases where numbers are small and potentially identifiable, categories have been grouped.

Following are some handy hints to access the data cube and obtain data as required:

Selecting and changing variables: The data cube is initially populated with the first two variables listed on the dimension toolbar found above the data cube. To change these variables, click on the down arrow situated next to the variable name on either the last coloured column or row of the cube and scroll down to select the variable you would like presented.

Definition function: By clicking on the word 'definitions' located at the top of the screen, a pop-up window is opened providing definitions for variables and categories. The source of these definitions is the CSTDA NMDS Data Guide: Data Items and Definitions *for the specific collection year.*

Presenting data values as percentages: The data cube can be customised to display the data values as a percentage of the row or column subtotals or of the table total. Examining a variable as a percentage can provide new insight into the data. To display the data as a percentage, click on the down arrow next to the 'as values' window found in the first cell of the table and select the percentage display that interests you.

Graphically presenting the data: To view the data presented in the table in a graphical representation, select one of the five graph symbols located on the bottom toolbar of the cube. Once selected, the variables of the graph may be changed by using the drop-down menus which appear next to the graph.

Saving and exporting the data: Once the data cube has been customised to your needs, there are various avenues for saving the data. These include printing the table, exporting the data as comma-separated value (.csv) tables which can be opened in other applications such as Microsoft Excel, and bookmarking the table so it can be opened at a future time.

Comments and feedback relating to the use of the interactive disability data cubes can be made by email to disability@aihw.gov.au.

3 Service users: characteristics and service use

This chapter examines the characteristics of service users, and provides details of the service types they received during the 12-month period 1 July 2003 to 30 June 2004.

Between 1 July 2003 and 30 June 2004, 187,806 service users were recorded as receiving CSTDA-funded services (Table 3.1). Of the total 187,806 service users, 135,288 (72%) accessed state/territory-funded services, and 64,281 (34%) accessed Australian government employment services (Table 3.2 and Table 3.3).

3.1 State distribution and service type

Victoria had the highest proportion of service users, accounting for 68,238 of the total 187,806 (36%) (Tables 1.1 and 3.1). New South Wales was next highest (43,619, or 23%), followed by Queensland (26,352, or 14%).

The most commonly accessed service group in 2003–04 was community support services—a total of 78,847 service users (42% of the total) used one or more services from this group (Table 3.1). Employment services (64,281 service users, or 34%) were the next most commonly accessed, followed by community access (47,636 or 25%), accommodation support (33,175 or 18%), and finally respite services (20,547 or 11%).

When considering specific service type categories, the largest number of service users were found in open employment (43,042 service users), case management (39,676), and learning and life skills development (24,821) services (Table 3.1).

Accommodation support services can be grouped into 3 main categories: institutional accommodation (consisting of residentials/institutions and hostels), group homes, and in-home support (all other accommodation support service types). In-home support accounted for just over half (52%) of service users in accommodation support—ranging from 22% in New South Wales to 65% in Queensland and South Australia (Table A1.4). Group homes contained just over a third (34%) of accommodation support service users overall, this varied somewhat between states/territories (from 69% in the Northern Territory to 17% in South Australia). Around 16% of accommodation support service users were in institutional accommodation—this proportion was highest in New South Wales (28%) and lowest in the two territories (where there were no institutional accommodation support services).

'Potential' populations for CSTDA-funded services were calculated to provide an estimate of the size of the population from which the target group is likely to come. These figures were calculated based on national age- and sex-specific rates of severe/profound core activity limitation from the ABS Survey of Disability, Ageing and Carers, an Indigenous factor and labour force participation rates (for employment)—see Appendix 1 and Tables A1.6 and A1.7 for detailed calculations of these figures. Table A1.5 shows that, in terms of service users per 1,000 potential population, employment services had the highest rate (195.6 per 1,000 potential population), followed by community support services (114.7). The lowest rate of service users per 1,000 potential population was for accommodation support (48.2).

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

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Accommodation support									
Large residential/institution	1,744	647	285	301	840	122	0	0	3,939
Small residential/institution	28	33	652	217	13	21	0	0	964
Hostels	53	262	0	0	14	79	0	0	408
Group homes	3,345	4,490	903	1,092	674	460	200	146	11,308
Attendant care/personal care	123	358	280	18	700	193	23	23	1,718
In-home accommodation support	1,211	6,929	2,835	1,492	2,027	239	115	43	14,890
Alternative family placement	16	111	93	44	77	0	0	5	346
Other accommodation support	97	639	105	31	0	3	0	0	875
Total accommodation support	*6,440*	*12,989*	*4,933*	*3,136*	*4,069*	*1,069*	*334*	*212*	*33,175*
Per cent of column total	*14.8*	*19.0*	*18.7*	*13.7*	*21.3*	*20.6*	*20.4*	*16.9*	*17.7*
Community support									
Therapy support for individuals	3,201	8,214	1,874	5,546	2,126	256	0	169	21,372
Early childhood intervention	5,100	7,755	880	1,039	725	0	0	84	15,568
Behaviour/specialist intervention	777	1,665	897	993	557	0	0	89	4,978
Counselling (individual/family/group)	105	0	1,445	372	795	0	0	0	2,717
Regional resource and support teams	5,752	0	585	637	1,176	1,003	35	14	9,201
Case management, local coordination and development	4,394	15,093	5,114	6,889	6,628	1,214	153	221	39,676
Other community support	1,776	0	132	2,119	489	0	0	1	4,516
Total community support	*18,013*	*28,485*	*8,564*	*11,138*	*9,916*	*2,173*	*188*	*509*	*78,847*
Per cent of column total	*41.3*	*41.7*	*32.5*	*48.6*	*51.9*	*41.8*	*11.5*	*40.5*	*42.0*
Community access									
Learning and life skills development	3,514	12,225	3,733	1,524	3,178	268	267	118	24,821
Recreation/holiday programs	1,011	1,194	690	8,377	1,758	365	127	110	13,631
Other community access	2,207	5,496	1,182	1,183	133	968	32	75	11,270
Total community access	*6,483*	*18,441*	*5,354*	*10,354*	*4,827*	*1,493*	*419*	*286*	*47,636*
Per cent of column total	*14.9*	*27.0*	*20.3*	*45.2*	*25.3*	*28.7*	*25.6*	*22.7*	*25.4*
Respite									
Own home respite	23	655	454	295	319	38	0	14	1,798
Centre-based respite/respite homes	2,226	3,648	1,633	1,225	414	205	192	65	9,601
Host family respite/peer support respite	304	697	87	11	116	2	0	12	1,229
Flexible/combination respite	1,910	3,991	1,507	1,189	407	0	71	70	9,141
Other respite	129	837	71	151	327	0	0	7	1,522
Total respite	*4,153*	*8,607*	*3,306*	*2,464*	*1,390*	*238*	*255*	*155*	*20,547*
Per cent of column total	*9.5*	*12.6*	*12.5*	*10.8*	*7.3*	*4.6*	*15.6*	*12.3*	*10.9*

(continued)

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Table 3.1 (continued): Users of CSTDA-funded services, service type by state and territory, 2003–04

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Employment									
Open employment	11,915	12,480	9,831	3,939	3,098	861	704	304	43,042
Supported employment	6,695	4,454	2,058	1,946	2,780	532	82	117	18,637
Open and supported	854	1,786	319	491	211	302	122	15	4,100
Total employment	*19,003*	*18,283*	*12,036*	*6,217*	*5,911*	*1,667*	*898*	*410*	*64,281*
Per cent of column total	*43.6*	*26.8*	*45.7*	*27.2*	*30.9*	*32.1*	*54.8*	*32.6*	*34.2*
Total	**43,619**	**68,238**	**26,352**	**22,896**	**19,099**	**5,197**	**1,638**	**1,258**	**187,806**

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of the components since individuals may have accessed services in more than one state or territory during the 12-month period. Service group totals may not be the sum of service components since individuals may have accessed more than one service type outlet from a service group over the 12-month period. Grand totals may not be the sum of service group components since individuals may have accessed more than one service group over the 12-month period.

2. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

3. Employment totals do not include 1,004 people categorised as 'independent workers' during 2003–04.

4. Differences in service type outlet response rates between jurisdictions should be considered when comparing jurisdictional data.

5. Victorian data are reported to be significantly understated; errors in the 'date of last service received' as well as a lower than expected response rates have led to under-counting of service users in the current year.

Around 76% of service users accessing state/territory-funded services were in the non-government sector (102,520 of 135,288) (Table 3.2). Community access had the largest proportion of non-government service users (43,587 of 47,636 or 92%), while community support had the smallest proportion (43,832 of 78,847 or 56%).

The vast majority of service users accessing Australian Government-funded services (63,847 of 64,281 or 99%) were in the non-government sector (Table 3.3).

Table 3.2: Users of state and territory CSTDA-funded services, agency sector by state and territory and by service group, 2003–04

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Accommodation support									
Government	2,826	4,132	710	1,206	830	147	164	0	10,015
Non-government	3,643	9,007	4,234	1,958	3,254	946	171	212	23,418
Not stated	6	207	0	0	3	0	0	0	216
Total	*6,440*	*12,989*	*4,933*	*3,136*	*4,069*	*1,069*	*334*	*212*	*33,175*
Community support									
Government	10,035	9,058	5,368	7,554	7,004	1,097	32	321	40,419
Non-government	9,181	20,273	3,642	5,422	3,863	1,145	156	195	43,832
Not stated	27	78	0	641	0	0	0	0	746
Total	*18,013*	*28,485*	*8,564*	*11,138*	*9,916*	*2,173*	*188*	*509*	*78,847*
Community access									
Government	2,116	687	502	731	266	233	139	0	4,674
Non-government	4,434	17,713	4,965	9,987	4,595	1,319	301	286	43,587
Not stated	53	248	0	0	0	0	0	0	301
Total	*6,483*	*18,441*	*5,354*	*10,354*	*4,827*	*1,493*	*419*	*286*	*47,636*
Respite									
Government	1,922	1,523	638	633	140	173	183	9	5,216
Non-government	2,580	7,418	2,844	2,093	1,269	73	80	146	16,495
Not stated	2	58	0	0	0	0	0	0	60
Total	*4,153*	*8,607*	*3,306*	*2,464*	*1,390*	*238*	*255*	*155*	*20,547*
All									
Government	12,768	13,685	5,795	8,035	7,811	1,298	415	329	50,059
Non-government	17,191	44,059	12,306	15,158	9,522	3,086	612	710	102,520
Not stated	86	458	0	641	3	0	0	0	1,188
Total	**26,846**	**53,195**	**15,710**	**19,145**	**14,989**	**3,825**	**920**	**940**	**135,288**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of the components since individuals may have accessed services in more than one state or territory during the 12-month period. Totals for each service group may not be the sum of components since individuals may have accessed both government and non-government services during the 12-month period.

2. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

3. Differences in service type outlet response rates between jurisdictions should be considered when comparing jurisdictional data.

4. Victorian data are reported to be significantly understated; errors in the 'date of last service received' as well as a lower than expected response rates have led to under-counting of service users in the current year.

Table 3.3: Users of Australian Government CSTDA-funded employment support services, agency sector by state and territory, 2003–04

Agency sector	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Government	162	147	92	0	0	55	15	0	471
Non-government	18,848	18,149	11,945	6,217	5,911	1,627	884	410	63,847
Total	**19,003**	**18,283**	**12,036**	**6,217**	**5,911**	**1,667**	**898**	**410**	**64,281**

Note: Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of the components since individuals may have accessed services in more than one state or territory during the 12-month period. Totals for each state or territory may not be the sum of components since individuals may have accessed both government and non-government services during the 12-month period.

3.2 Age, sex and disability group

During 2003–04, the most commonly reported primary disability group was intellectual disability, reported by 71,701 service users (38%), followed by physical (13%) and psychiatric (8%) (Table 3.4).

Males were more likely than females to report autism (6.1% compared with 2.0%), acquired brain injury (5.0% compared with 3.0%), developmental delay (5.8% compared with 4.3%) and specific learning/ADD (3.7% compared with 2.1%) as their primary disability type. On the other hand, females more likely report neurological (7.3% compared with 4.0% for males) or vision (7.0% compared with 3.5%) as a primary disability.

Reported primary disability groups varied somewhat between age groups:

- For service users aged 0–4 years, the most commonly reported primary disability was developmental delay (8,153 or 59%), followed by physical disability.

- Service users in all age groups from 5–14 years through 45–59 years reported intellectual disability most frequently, mostly followed by physical; however service users aged 25–44 years reported psychiatric disability next most frequently.

- Service users aged 60 years or more most commonly reported vision, followed by intellectual disability.

A total of 110,777 (59%) of the 187,806 service users were male (Table 3.4). There were larger numbers of males in all age groups with the exception of 70+ years (Figure 3.1). For both sexes, 20–24 years was the most common age group. Females had a higher median age than males for all service groups (Figure 3.2). The overall median age was 33.1 years for females and 28.6 years for males (Table A1.9). The smallest difference in median age was for users of employment services (33.8 years for females, 33.1 years for males), and the largest for community support users (23.4 years for females, and 15.5 years for males).

Within community support services, there was a large difference between the median ages of female and male users of counselling services (19.0 years for females, 12.9 years for males) and case management, local coordination and development services (33.2 years for females, 23.4 years for males), but only a small difference among users of early childhood intervention services (2.5 years for females, 2.8 years for males). As noted above, males were more likely to report primary disability groups usually associated with young people, such as developmental delay and autism.

Males accessing community support were more likely to be aged less than 15 years than females accessing the same service group (47% of males were in community support in this age group compared with 36% of females). Similarly, male respite service users tended to be to be younger than females using services from that service group (38% were aged 0–14 years

compared with 27% of females) (Table 3.5). Females in accommodation support were more likely than males to be aged 45 years or older (43% of females in this service group were 45 years or older compared with 37% of males) as were those in community access (37% of females were aged 45 years or older compared with 29% of males).

Table 3.4: Users of CSTDA-funded services, sex and primary disability group by age group, 2003–04

Primary disability group	Age group (years)							Total	
	0–4	5–14	15–24	25–44	45–59	60+	Not stated	No.	%
Males									
Intellectual	470	5,887	11,430	16,052	6,498	1,431	27	41,795	37.7
Specific learning/ADD	48	577	2,742	631	94	7	2	4,101	3.7
Autism	813	3,301	1,802	714	95	8	6	6,739	6.1
Physical	631	2,457	2,245	4,523	3,641	1,090	25	14,612	13.2
Acquired brain injury	43	175	660	2,426	1,673	600	6	5,583	5.0
Neurological	173	590	642	1,421	1,080	559	2	4,467	4.0
Deafblind	15	25	35	103	46	43	0	267	0.2
Vision	239	269	394	789	602	1,553	25	3,871	3.5
Hearing	94	228	423	784	465	738	3	2,735	2.5
Speech	411	353	107	44	31	5	0	951	0.9
Psychiatric	6	41	1,399	5,695	2,170	309	0	9,620	8.7
Developmental delay	5,306	604	0	0	0	0	512	6,422	5.8
Not stated/not collected	586	1,421	1,112	2,935	1,666	677	1,217	9,614	8.7
Total males	*8,835*	*15,928*	*22,991*	*36,117*	*18,061*	*7,020*	*1,825*	*110,777*	*100.0*
Females									
Intellectual	386	3,592	7,908	11,688	5,031	1,251	32	29,888	38.9
Specific learning/ADD	22	201	970	339	53	11	1	1,597	2.1
Autism	180	684	406	198	30	4	4	1,506	2.0
Physical	508	1,828	1,776	3,032	2,319	687	20	10,170	13.2
Acquired brain injury	43	104	242	914	739	283	2	2,327	3.0
Neurological	173	491	574	1,793	1,703	860	12	5,606	7.3
Deafblind	11	16	27	88	42	61	0	245	0.3
Vision	233	203	270	635	552	3,437	41	5,371	7.0
Hearing	77	188	384	680	479	892	3	2,703	3.5
Speech	162	135	24	14	13	4	0	352	0.5
Psychiatric	2	15	856	3,137	1,712	212	1	5,935	7.7
Developmental delay	2,829	290	0	0	0	0	166	3,285	4.3
Not stated/not collected	352	852	873	2,441	1,756	902	692	7,868	10.2
Total females	*4,978*	*8,599*	*14,310*	*24,959*	*14,429*	*8,604*	*974*	*76,853*	*100.0*
All service users									
Intellectual	856	9,481	19,341	27,748	11,532	2,683	60	71,701	38.2
Specific learning/ADD	70	778	3,712	970	147	18	4	5,699	3.0
Autism	993	3,988	2,208	912	125	12	11	8,249	4.4
Physical	1,140	4,286	4,021	7,555	5,961	1,777	45	24,785	13.2
Acquired brain injury	86	279	902	3,343	2,413	885	9	7,917	4.2
Neurological	350	1,082	1,217	3,215	2,783	1,419	15	10,081	5.4
Deafblind	26	41	62	191	88	104	0	512	0.3
Vision	472	472	664	1,424	1,154	4,991	68	9,245	4.9
Hearing	171	417	807	1,464	945	1,630	6	5,440	2.9
Speech	573	488	131	58	44	9	0	1,303	0.7
Psychiatric	9	56	2,255	8,833	3,883	522	1	15,559	8.3
Developmental delay	8,153	894	0	0	0	0	681	9,728	5.2
Not stated/not collected	942	2,279	1,989	5,395	3,445	1,583	1,954	17,587	9.4
Total service users	**13,841**	**24,541**	**37,309**	**61,108**	**32,520**	**15,633**	**2,854**	**187,806**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2).

2. 'All service users' includes 176 service users whose sex was not stated.

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

4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Source: Table A1.8.

Figure 3.1: Users of CSTDA-funded services, age group by sex, 2003–04

Source: Table A1.9.

Figure 3.2: Users of CSTDA-funded services, median age by sex and service group, 2003–04

Table 3.5: Users of CSTDA-funded services, age group by sex and service group, 2003–04

Age group	Accommodation support No.	%	Community support No.	%	Community access No.	%	Respite No.	%	Employment No.	%	Total No.	%
					Males							
0–4	145	0.8	8,618	18.8	114	0.4	364	3.1	0	—	8,835	8.0
5–14	775	4.2	13,001	28.4	1,888	7.4	4,163	35.0	3	0.0	15,928	14.4
15–24	2,283	12.5	6,832	14.9	5,759	22.6	3,289	27.6	12,186	29.5	22,991	20.8
25–44	8,343	45.5	8,105	17.7	9,945	39.0	2,718	22.8	19,743	47.8	36,117	32.6
45–59	5,007	27.3	4,699	10.3	4,846	19.0	1,006	8.4	8,310	20.1	18,061	16.3
60+	1,760	9.6	3,031	6.6	2,625	10.3	353	3.0	1,099	2.7	7,020	6.3
Not stated	10	0.1	1,480	3.2	328	1.3	14	0.1	0	—	1,825	1.6
Total males	**18,323**	**100.0**	**45,766**	**100.0**	**25,505**	**100.0**	**11,907**	**100.0**	**41,341**	**100.0**	**110,777**	**100.0**
% of all service users	*55.2*		*58.0*		*53.5*		*58.0*		*64.3*		*59.0*	
					Females							
0–4	111	0.7	4,811	14.6	90	0.4	268	3.1	0	—	4,978	6.5
5–14	439	3.0	7,042	21.3	1,172	5.3	2,080	24.1	1	0.0	8,599	11.2
15–24	1,523	10.3	4,856	14.7	4,405	19.9	2,386	27.7	6,332	27.6	14,310	18.6
25–44	6,333	42.7	6,945	21.1	7,807	35.3	2,419	28.0	11,069	48.3	24,959	32.5
45–59	4,151	28.0	4,432	13.4	4,431	20.1	998	11.6	5,156	22.5	14,429	18.8
60+	2,254	15.2	4,318	13.1	3,810	17.2	463	5.4	382	1.7	8,604	11.2
Not stated	12	0.1	581	1.8	375	1.7	13	0.2	0	—	974	1.3
Total females	**14,823**	**44.7**	**32,985**	**41.8**	**22,090**	**46.4**	**8,627**	**42.0**	**22,940**	**35.7**	**76,853**	**100.0**
% of all service users	*44.7*		*41.8*		*46.4*		*42.0*		*35.7*		*40.9*	

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

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

Of the 170,221 service users whose disability groups were known, 66,869 (39%) reported more than one disability group (that is, a primary disability group and at least one other significant disability group) (Table 3.6). The average number of disability groups reported per service user was 1.7—this ranged from 1.2 for service users reporting a psychiatric disability, to 2.0 for those reporting acquired brain injury.

When all disability groups are considered, the three most commonly reported disability types were intellectual (reported by 45% of all service users), physical (reported by 25%), and neurological (14%) (Table 3.7 and Figure 1.1). There was a notable difference between the proportion of service users reporting speech as either primary or any disability type—this group was reported by only 0.7% of service users as a primary disability type, but by 12% when the reporting of all disability groups is considered. A similar pattern was present for physical disability (13% as primary disability, but 25% when reporting all disability groups).

Table 3.6: Users of CSTDA-funded services, primary disability group, with or without the presence of other significant disability groups, 2003–04

Primary disability group	With other significant disability groups		Without other significant disability groups		Total		Average number of disability groups recorded
	No.	%	No.	%	No.	%	
Intellectual	34,940	48.7	36,761	51.3	71,701	100.0	1.87
Specific learning/ADD	1,264	22.2	4,435	77.8	5,699	100.0	1.27
Autism	4,228	51.3	4,021	48.7	8,249	100.0	1.86
Physical	9,901	39.9	14,884	60.1	24,785	100.0	1.73
Acquired brain injury	4,240	53.6	3,677	46.4	7,917	100.0	1.96
Neurological	4,555	45.2	5,526	54.8	10,081	100.0	1.79
Deafblind	211	41.2	301	58.8	512	100.0	1.70
Vision	2,188	23.7	7,057	76.3	9,245	100.0	1.33
Hearing	945	17.4	4,495	82.6	5,440	100.0	1.24
Speech	357	27.4	946	72.6	1,303	100.0	1.33
Psychiatric	2,490	16.0	13,069	84.0	15,559	100.0	1.19
Developmental delay	1,548	15.9	8,180	84.1	9,728	100.0	1.27
Total	**66,869**	**39.3**	**103,352**	**60.7**	**170,221**	**100.0**	**1.68**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Average number of disability groups' excludes 17,585 service users for whom no disability information was available. The total also excludes these service users; hence the total does not match those in other tables.

3. The total number of service users 'with other significant disability groups' includes 2 service users whose primary disability was not stated or not collected.

Table 3.7: Users of CSTDA-funded services, primary disability group and all significant disability groups, 2003–04

Disability group	Primary disability group reported	% of all service users	All significant disability groups reported, including primary	% of all service users
Intellectual	71,701	38.2	83,545	44.5
Specific learning/ADD	5,699	3.0	11,779	6.3
Autism	8,249	4.4	14,952	8.0
Physical	24,785	13.2	46,890	25.0
Acquired brain injury	7,917	4.2	11,502	6.1
Neurological	10,081	5.4	26,513	14.1
Deafblind	512	0.3	1,296	0.7
Vision	9,245	4.9	19,816	10.6
Hearing	5,440	2.9	11,502	6.1
Speech	1,303	0.7	21,537	11.5
Psychiatric	15,559	8.3	24,753	13.2
Developmental delay	9,728	5.2	11,662	6.2
Not stated/not collected	17,587	9.4	n.a.	n.a.

Notes

1.   Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2.   'Not stated/not collected' includes both service users accessing only 3.02 services for whom disability data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

3.3 Indigenous status

A total of 6,524 service users (3.5%) reported that they were of Aboriginal and/or Torres Strait Islander background (Table 3.8). This proportion is higher than that for the general population aged under 65 years (2.7%), and also slightly higher than in 2002–03, where it was reported by 3.2% of service users (AIHW 2004a). However, this information was not collected for 9.5% of service users—considerably higher proportions in Western Australia (19%) and Victoria (14%)—affecting the usefulness of these findings. As expected, the percentage of Indigenous service users was highest in the Northern Territory (42%). The next highest proportion of Indigenous service users was found in Western Australia (5.1%), followed by Queensland (4.6%) and New South Wales (3.4%). The proportion of service users reporting Indigenous status was higher than for the general population in all states and territories except Tasmania and the Australian Capital Territory.

Overall, Indigenous service users were younger than non-Indigenous service users. They were more likely to be in younger age groups (0–19 years) than non-Indigenous service users, particularly 10–14 and 15–19 years (Figure 3.3). The median age for Indigenous service users was 24.7 years, compared with 30.6 years for other service users.

Indigenous service users were more likely than non-Indigenous service users to report the following primary disability groups—intellectual (43% of Indigenous service users compared with 40% for non-Indigenous), physical (18% compared with 13%) and acquired brain injury (6.7% compared with 4.4%) (Table 3.9). In contrast, non-Indigenous service users were more likely to report other primary disability groups, including a neurological primary disability (5.8% of non-Indigenous service users, compared with 4.0% for Indigenous), vision (3.5% compared with 2.1%) and psychiatric (8.7% compared with 6.2%).

Indigenous service users were present in smaller proportions for employment (2.6%) and community access (2.8%) services than for all service groups (3.5%) (Table 3.10). However, there was a larger proportion of Indigenous service users accessing respite (5.2%), community support (4.6%) and accommodation support (3.8%) services (Table 3.10).

Table 3.8: Users of CSTDA-funded services, Indigenous status by state/territory and proportion of Indigenous people in the under 65 population, 2003–04

| State/territory | Indigenous | | Non-Indigenous | | Not stated/ not collected | | Total | | People of Indigenous origin in the population aged 0–64 years |
	No.	%	No.	%	No.	%	No.	%	%
NSW	1,473	3.4	40,747	93.4	1,399	3.2	43,619	100.0	2.3
Vic	1,474	2.2	57,278	83.9	9,486	13.9	68,238	100.0	0.7
Qld	1,216	4.6	24,208	91.9	928	3.5	26,352	100.0	3.8
WA	1,157	5.1	17,391	76.0	4,348	19.0	22,896	100.0	3.8
SA	556	2.9	17,262	90.4	1,281	6.7	19,099	100.0	2.0
Tas	134	2.6	4,791	92.2	272	5.2	5,197	100.0	4.2
ACT	22	1.3	1,490	91.0	126	7.7	1,638	100.0	1.4
NT	525	41.7	689	54.8	44	3.5	1,258	100.0	30.0
Australia	**6,524**	**3.5**	**163,400**	**87.0**	**17,882**	**9.5**	**187,806**	**100.0**	**2.7**

Notes

1.   Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of components since individuals may have accessed services in more than one state/territory during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

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

3.   'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

4.   Differences in service type outlet response rates between jurisdictions should be considered when comparing jurisdictional data.

5.   Victorian data are reported to be significantly understated; errors in the 'date of last service received' as well as a lower than expected response rates have led to under-counting of service users in the current year.

Sources: ABS 2003a and ABS 2004 (for population data).

Figure 3.3: Age distribution (%) for Indigenous and non-Indigenous service users of CSTDA-funded services, 2003–04
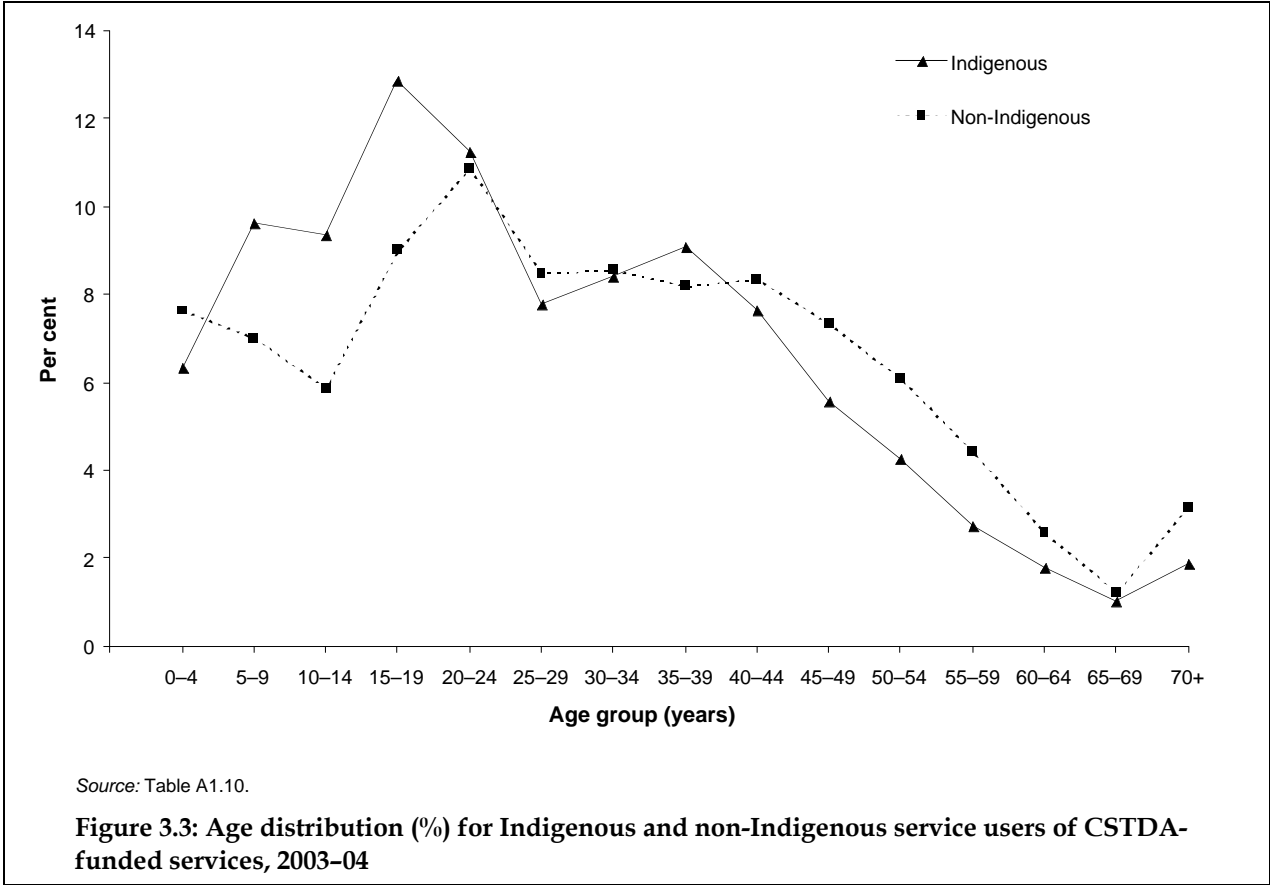
Table 3.9: Users of CSTDA-funded services, primary disability group by Indigenous status, 2003–04

Primary disability group	Indigenous No.	Indigenous %	Non-Indigenous No.	Non-Indigenous %	Not stated/ not collected No.	Not stated/ not collected %	Total No.	Total %
Intellectual	2,785	42.7	65,225	39.9	3,691	20.6	71,701	38.2
Specific learning/ADD	213	3.3	5,160	3.2	326	1.8	5,699	3.0
Autism	237	3.6	7,747	4.7	265	1.5	8,249	4.4
Physical	1,146	17.6	21,902	13.4	1,737	9.7	24,785	13.2
Acquired brain injury	438	6.7	7,182	4.4	297	1.7	7,917	4.2
Neurological	259	4.0	9,396	5.8	426	2.4	10,081	5.4
Deafblind	33	0.5	465	0.3	14	0.1	512	0.3
Vision	136	2.1	5,794	3.5	3,315	18.5	9,245	4.9
Hearing	176	2.7	4,863	3.0	401	2.2	5,440	2.9
Speech	63	1.0	1,173	0.7	67	0.4	1,303	0.7
Psychiatric	406	6.2	14,225	8.7	928	5.2	15,559	8.3
Developmental delay	261	4.0	8,884	5.4	583	3.3	9,728	5.2
Not stated/not collected	371	5.7	11,384	7.0	5,832	32.6	17,587	9.4
Total	**6,524**	**100.0**	**163,400**	**100.0**	**17,882**	**100.0**	**187,806**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

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

3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous and primary disability data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 3.10: Users of CSTDA-funded services, service group by Indigenous status, 2003–04

Aboriginal and/or Torres Strait Islander	Accommodation support No.	Accommodation support %	Community support No.	Community support %	Community access No.	Community access %	Respite No.	Respite %	Employment No.	Employment %	All service groups No.	All service groups %
Yes	1,257	3.8	3,597	4.6	1,325	2.8	1,064	5.2	1,677	2.6	6,524	3.5
No	30,687	92.5	69,230	87.8	38,501	80.8	18,243	88.8	59,783	93.0	163,400	87.0
Not stated/not collected	1,231	3.7	6,020	7.6	7,810	16.4	1,240	6.0	2,821	4.4	17,882	9.5
Total	**33,175**	**100.0**	**78,847**	**100.0**	**47,636**	**100.0**	**20,547**	**100.0**	**64,281**	**100.0**	**187,806**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Total for all service groups may not be the sum of components since individuals may have accessed services from more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.
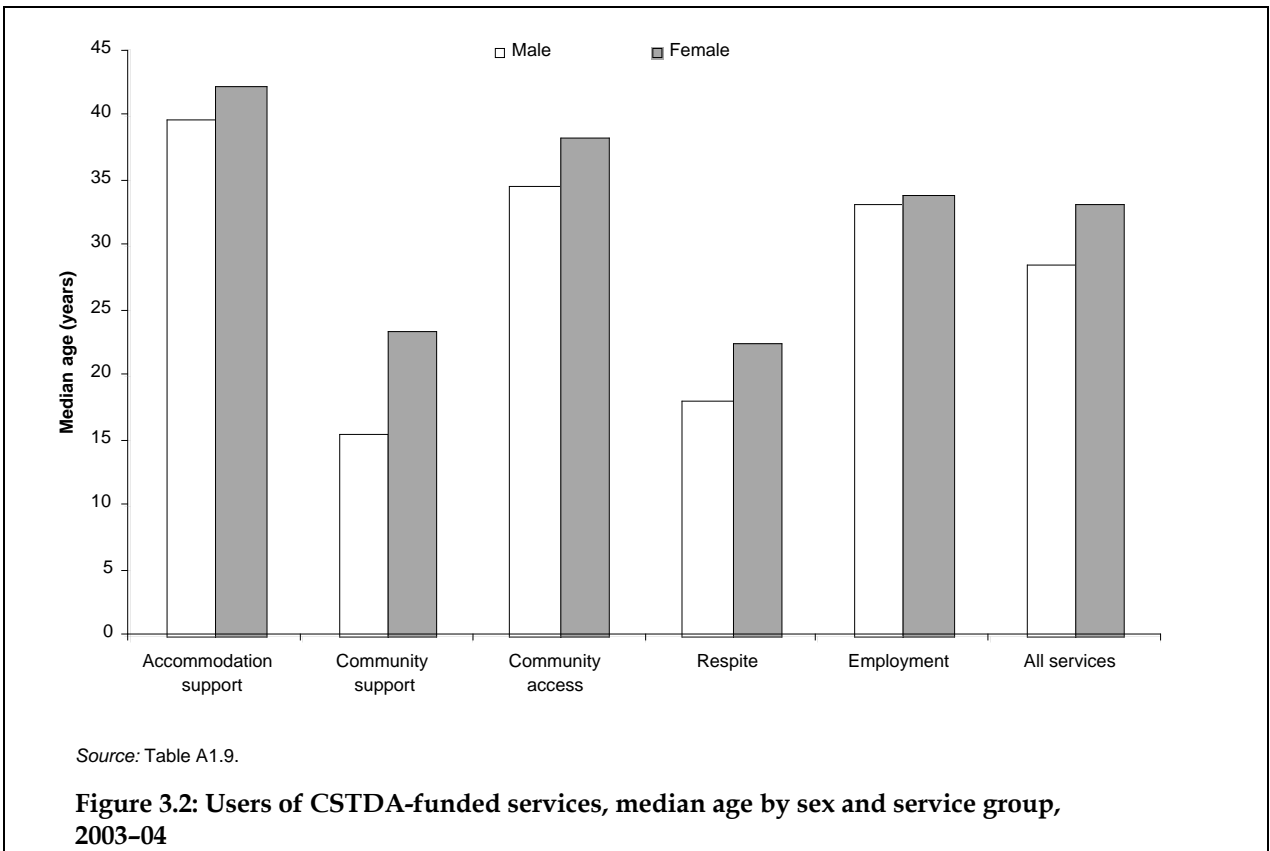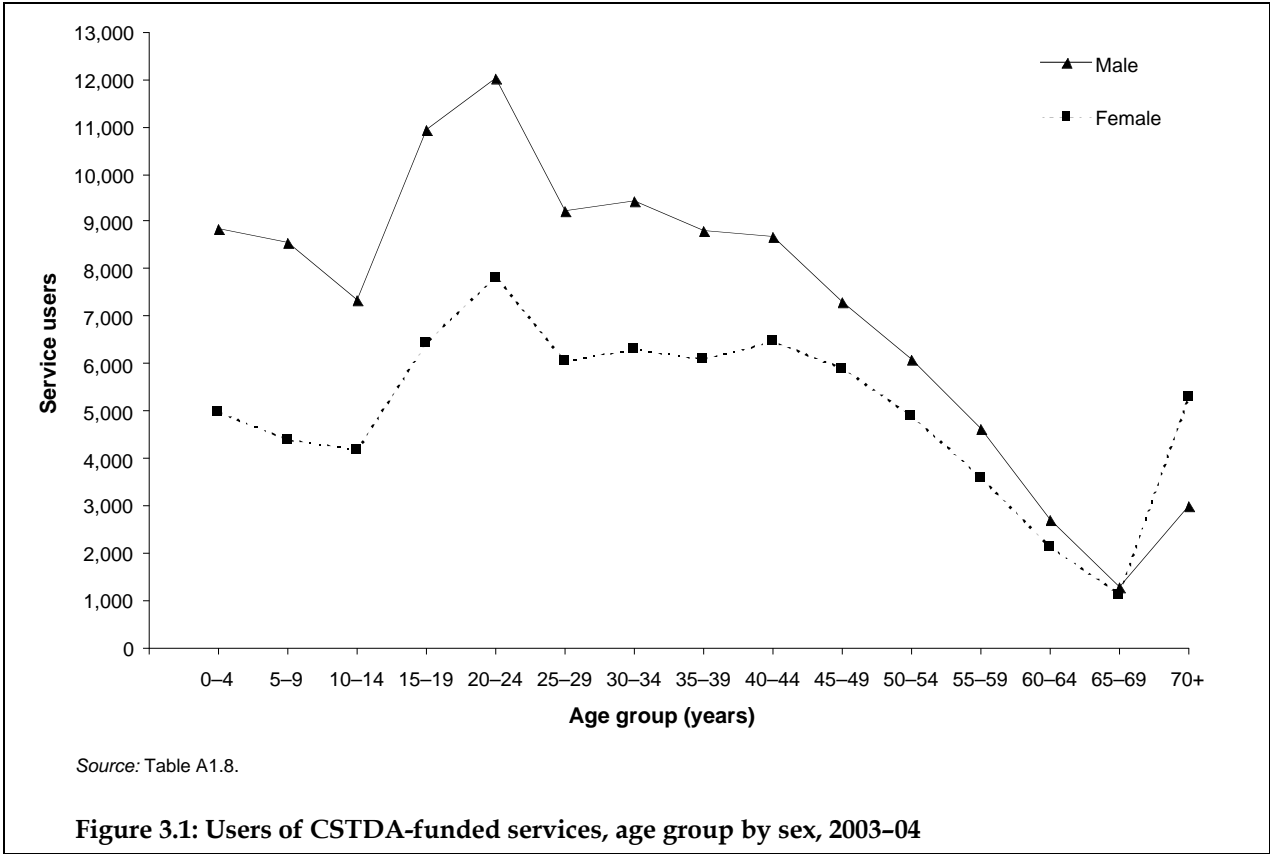
3.4 Country of birth

The Australian Bureau of Statistics has developed a set of standards for statistics on cultural and language diversity (ABS 1999). These standards were designed to provide a comparative basis for the collection of data on cultural and linguistic backgrounds. In line with these standards, analyses in this report use the *1996 Classification of Countries into English Proficiency Groups* (DIMA 1999). This classification places every country into one of four groups based on the relative English proficiency (EP) of its recent arrivals to Australia from the 1996 census data. English Proficiency Group 1 (EP1) is the group with highest proficiency and English Proficiency Group 4 (EP4) the lowest. This is considered to be a more objective grouping than the former 'English-speaking countries' and 'other countries' grouping. See Appendix 5 for more details, including a full list of countries and their EP group.

The majority of service users in 2003–04 reported that they were born in Australia (156,181 of 187,806, or 83%) (Table 3.11). A further 5,540 were born in countries belonging to English Proficiency Group 1 (EP1) (3%), 3,385 (2%) to English Proficiency Group 2 (EP2), 4,130 (2%) to English Proficiency Group 3 (EP3) and 1,192 (0.6%) to English Proficiency Group 4 (EP4).

Service users born in Australia were more likely to report particular primary disability groups including developmental delay (5.4% of service users, compared with 0.5–0.7% of those born in EP1–EP4 countries), intellectual (41% compared with 22–28% of EP1–EP4), specific learning/ADD (3.4% compared with 1.1–1.8% of EP1–EP4) and autism (4.8% compared with 1.7–3.2% of EP1–EP4) (Table 3.11). On the other hand, service users born outside Australia were more likely to report primary disability groups of physical (16.9–19.0% for EP1–EP4 service users, compared with 13.2% for those born in Australia), acquired brain injury (7.2–7.6% compared with 4.2%), hearing (3.9–5.6% compared with 2.8%) and psychiatric (12.0–13.0% compared with 8.1%). The health screening of potential migrants to Australia might help explain this pattern of differences; migrants could be expected to have a lower proportion of disabilities present at birth or in early developmental periods.

As would be expected, service users born in Australia also had a lower median age (29.4 years) than users born outside Australia. Among service users born outside Australia, those born in EP4 countries had the youngest median age (33.7 years), followed by EP3 (43.3 years), EP2 (43.4 years) and EP1 (45.3 years). This age-based pattern is influenced by the historical pattern of migration 'waves' from the various countries categorised into the four EP groups.

Table 3.11: Users of CSTDA-funded services, primary disability group by English Proficiency Group, 2003–04

Primary disability group	Australia	English Proficiency Group 1	English Proficiency Group 2	English Proficiency Group 3	English Proficiency Group 4	Not stated/ not collected	Total
				Number			
Intellectual	64,663	1,217	928	983	334	3,576	71,701
Specific learning/ADD	5,299	89	49	47	22	193	5,699
Autism	7,490	157	110	71	34	387	8,249
Physical	20,597	978	614	696	226	1,674	24,785
Acquired brain injury	6,600	399	245	314	88	271	7,917
Neurological	8,016	673	225	308	48	811	10,081
Deafblind	438	36	10	17	5	6	512
Vision	7,159	579	280	418	50	759	9,245
Hearing	4,310	312	167	190	46	415	5,440
Speech	1,126	11	8	10	8	140	1,303
Psychiatric	12,719	665	440	521	152	1,062	15,559
Developmental delay	8,431	27	23	20	7	1,220	9,728
Not stated/not collected	9,333	397	286	535	172	6,864	17,587
Total	**156,181**	**5,540**	**3,385**	**4,130**	**1,192**	**17,378**	**187,806**
				Per cent			
Intellectual	41.4	22.0	27.4	23.8	28.0	20.6	38.2
Specific learning/ADD	3.4	1.6	1.4	1.1	1.8	1.1	3.0
Autism	4.8	2.8	3.2	1.7	2.9	2.2	4.4
Physical	13.2	17.7	18.1	16.9	19.0	9.6	13.2
Acquired brain injury	4.2	7.2	7.2	7.6	7.4	1.6	4.2
Neurological	5.1	12.1	6.6	7.5	4.0	4.7	5.4
Deafblind	0.3	0.6	0.3	0.4	0.4	0.0	0.3
Vision	4.6	10.5	8.3	10.1	4.2	4.4	4.9
Hearing	2.8	5.6	4.9	4.6	3.9	2.4	2.9
Speech	0.7	0.2	0.2	0.2	0.7	0.8	0.7
Psychiatric	8.1	12.0	13.0	12.6	12.8	6.1	8.3
Developmental delay	5.4	0.5	0.7	0.5	0.6	7.0	5.2
Not stated/not collected	6.0	7.2	8.4	13.0	14.4	39.5	9.4
Total	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and country of birth data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

3.5 Communication method and need for an interpreter

Almost two-thirds (120,403 of 187,806, or 64%) of service users reported spoken language as their most effective method of communication (Table 3.12). A further 27,952 service users (15%) reported little or no effective communication, and 4,313 (2%) reported effective sign language. Excluding those service users whose primary disability group was developmental delay (most of whom were aged under 5 years), the proportion of service users reporting spoken language as their main method of communication ranged from 96% for service users reporting their primary disability as psychiatric, to 22% for those reporting speech.

Primary disability groups of hearing (27%) and deafblind (23%) were by far the most likely to report sign language as their main method of communication. Other effective (generally non-spoken) communication was reported most commonly for service users with primary disabilities of autism, acquired brain injury, deafblind and hearing (ranging from 2.7–2.9%). Little or no effective communication was reported most frequently for those with primary disabilities of autism (28%) and intellectual disability (27%).

The majority of service users (161,595 of 187,806, or 86%) reported that they did not need an interpreter (86%) (Table 3.13). A total of 8,683 service users (4.6%) did report needing an interpreter—5,277 for non-spoken communication (2.8% of all service users) and 3,406 for spoken language other than English (1.8%). A further 9.8% did not report a response to this data item.

Of those service users who reported needing an interpreter for non-spoken communication, 58% reported a main communication method of little or no effective communication and 28% used effective sign language (Table 3.13). For service users with spoken language other than English, the main method of communication was effective spoken language for less than half (47%)—a further 24% reported little or no effective communication.

As would be expected, service users with reported primary disability groups deafblind (22%) and hearing (21%) were most likely to report needing an interpreter for non-spoken communication (Table 3.14). Service users with primary disability types acquired brain injury (3.4%) and speech (3.2%) were most likely to report needing an interpreter for a spoken language other than English.

Table 3.12: Users of CSTDA-funded services, primary disability group by most effective method of communication, 2003–04

Primary disability group	Spoken language (effective)	Sign language (effective)	Other effective non-spoken communication	Little, or no effective	Child aged under 5 years	Not stated/not collected	Total
			Number				
Intellectual	45,235	1,521	1,390	19,465	856	3,234	71,701
Specific learning/ADD	5,300	50	27	87	70	165	5,699
Autism	4,105	137	240	2,280	993	494	8,249
Physical	18,028	455	592	3,250	1,140	1,320	24,785
Acquired brain injury	6,548	99	215	736	86	233	7,917
Neurological	7,924	135	114	925	350	633	10,081
Deafblind	284	115	14	69	26	4	512
Vision	6,205	80	35	190	472	2,263	9,245
Hearing	3,202	1,444	141	292	171	190	5,440
Speech	284	17	19	94	573	316	1,303
Psychiatric	14,926	134	14	172	9	304	15,559
Developmental delay	141	10	16	166	8,153	1,242	9,728
Not stated/not collected	8,221	116	50	226	942	8,032	17,587
Total	**120,403**	**4,313**	**2,867**	**27,952**	**13,841**	**18,430**	**187,806**
			Per cent				
Intellectual	63.1	2.1	1.9	27.1	1.2	4.5	100.0
Specific learning/ADD	93.0	0.9	0.5	1.5	1.2	2.9	100.0
Autism	49.8	1.7	2.9	27.6	12.0	6.0	100.0
Physical	72.7	1.8	2.4	13.1	4.6	5.3	100.0
Acquired brain injury	82.7	1.3	2.7	9.3	1.1	2.9	100.0
Neurological	78.6	1.3	1.1	9.2	3.5	6.3	100.0
Deafblind	55.5	22.5	2.7	13.5	5.1	0.8	100.0
Vision	67.1	0.9	0.4	2.1	5.1	24.5	100.0
Hearing	58.9	26.5	2.6	5.4	3.1	3.5	100.0
Speech	21.8	1.3	1.5	7.2	44.0	24.3	100.0
Psychiatric	95.9	0.9	0.1	1.1	0.1	2.0	100.0
Developmental delay	1.4	0.1	0.2	1.7	83.8	12.8	100.0
Not stated/not collected	46.7	0.7	0.3	1.3	5.4	45.7	100.0
Total	**64.1**	**2.3**	**1.5**	**14.9**	**7.4**	**9.8**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and communication data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 3.13: Users of CSTDA-funded services, need for interpreter services by most effective method of communication, 2003–04

Main method of communication	Needs an interpreter for spoken language other than English		Needs an interpreter for non-spoken communication		Does not need an interpreter		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Spoken language (effective)	1,601	47.0	184	3.5	118,378	73.3	240	1.4	120,403	64.1
Sign language (effective)	137	4.0	1,470	27.9	2,697	1.7	9	0.1	4,313	2.3
Other effective non-spoken communication	122	3.6	403	7.6	2,275	1.4	67	0.4	2,867	1.5
Little, or no effective	826	24.3	3,035	57.5	23,869	14.8	222	1.3	27,952	14.9
Child aged under 5 years	360	10.6	149	2.8	9,145	5.7	4,187	23.9	13,841	7.4
Not stated/not collected	360	10.6	36	0.7	5,231	3.2	12,803	73.0	18,430	9.8
Total	**3,406**	**100.0**	**5,277**	**100.0**	**161,595**	**100.0**	**17,528**	**100.0**	**187,806**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and need for interpreter data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 3.14: Users of CSTDA-funded services, need for interpreter services by primary disability, 2003–04

Primary disability group	Needs an interpreter for spoken language other than English		Needs an interpreter for non-spoken communication		Does not need an interpreter		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Intellectual	1,324	1.8	2,622	3.7	65,483	91.3	2,272	3.2	71,701	100.0
Specific learning/ADD	42	0.7	8	0.1	5,573	97.8	76	1.3	5,699	100.0
Autism	160	1.9	305	3.7	7,614	92.3	170	2.1	8,249	100.0
Physical	466	1.9	669	2.7	22,969	92.7	681	2.7	24,785	100.0
Acquired brain injury	269	3.4	113	1.4	7,410	93.6	125	1.6	7,917	100.0
Neurological	136	1.3	133	1.3	9,390	93.1	422	4.2	10,081	100.0
Deafblind	12	2.3	110	21.5	389	76.0	1	0.2	512	100.0
Vision	171	1.8	23	0.2	7,205	77.9	1,846	20.0	9,245	100.0
Hearing	125	2.3	1,141	21.0	3,891	71.5	283	5.2	5,440	100.0
Speech	42	3.2	22	1.7	1,225	94.0	14	1.1	1,303	100.0
Psychiatric	145	0.9	41	0.3	15,272	98.2	101	0.6	15,559	100.0
Developmental delay	269	2.8	49	0.5	5,299	54.5	4,111	42.3	9,728	100.0
Not stated/not collected	245	1.4	41	0.2	9,875	56.1	7,426	42.2	17,587	100.0
Total	**3,406**	**1.8**	**5,277**	**2.8**	**161,595**	**86.0**	**17,528**	**9.3**	**187,806**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and need for interpreter data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

3.6 Income and labour force status

For the 144,222 'adult' service users (aged 16 years or more), Disability Support Pension (DSP) was the most widely reported main income source (62%), followed by paid employment (9.1%) and other pension or benefit (9.0%). Main income source was not available for a further 17% of service users in this age group. When considering only known income information, DSP was reported by three-quarters (75%) of adult service users (Table 3.16).

Service users were considered to be of working age if they were 15 years or more, and were therefore asked to report their labour force status. Of the 146,570 service users in this age group, 51,780 (35%) reported not being in the labour force. A further 41,657 (28%) were employed, and 23,053 (16%) unemployed. Just over one-fifth of service users (21%) did not report on this item (Table 3.17). Service users aged 15–64 were much more likely to report being in the labour force than those aged 65 years and over: 30% of service users aged 15–64 reported being employed compared with only 4.0% of those aged 65 years or more; 17% reported being unemployed compared with 2.3% of those aged 65 years or more.

Not surprisingly, employment service users were the most likely to report being employed (52%), followed by accommodation support (20%) and community support (16%). More than three-quarters (77%) of employment service users reported that they were in the labour force (Table 3.17).

For service users under 16 years, it is recorded whether their parent/guardian was in receipt of the carer allowance (child). This information was not known or not collected for almost half (47%) of the 42,761 service users in this age group. A slightly higher proportion reported they received this allowance (29%) than those who reported not receiving it (24%) (Table 3.15).

Table 3.15: Users of CSTDA-funded services aged under 16 years, income to parents from the Carer Allowance (child) by primary disability group, 2003–04

Primary disability group	With Carer Allowance (child)		Without Carer Allowance (child)		Carer Allowance (child) not known/not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Intellectual	4,343	37.7	2,838	24.7	4,328	37.6	11,509	100.0
Specific learning/ADD	123	12.7	526	54.1	323	33.2	972	100.0
Autism	2,385	45.6	1,368	26.1	1,482	28.3	5,235	100.0
Physical	2,582	44.3	1,439	24.7	1,801	30.9	5,822	100.0
Acquired brain injury	132	32.8	123	30.5	148	36.7	403	100.0
Neurological	477	31.2	731	47.8	322	21.0	1,530	100.0
Deafblind	30	42.9	26	37.1	14	20.0	70	100.0
Vision	203	20.5	604	61.0	183	18.5	990	100.0
Hearing	195	30.5	215	33.6	229	35.8	639	100.0
Speech	113	10.5	307	28.6	654	60.9	1,074	100.0
Psychiatric	16	19.8	36	44.4	29	35.8	81	100.0
Developmental delay	1,592	16.4	930	9.6	7,206	74.1	9,728	100.0
Not stated	162	3.4	1,002	21.3	3,544	75.3	4,708	100.0
Total	**12,353**	**28.9**	**10,145**	**23.7**	**20,263**	**47.4**	**42,761**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

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

3. There were 823 service users of unknown age and income source who are not included in this table, nor in Table 3.16.

4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and income data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 3.16: Users of CSTDA-funded services aged 16 years or more, main income source by primary disability group, 2003–04

Primary disability group	Disability Support Pension	Other pension or benefit	Paid employ-ment	Compen-sation payments	Other income	No income	Not known/ not stated/ not collected	Total
Intellectual	48,269	1,671	3,681	40	227	431	5,826	60,145
Specific learning/ADD	1,563	927	1,388	1	134	202	510	4,725
Autism	2,283	113	183	5	19	72	330	3,005
Physical	10,835	2,646	2,413	184	362	270	2,211	18,921
Acquired brain injury	5,097	546	476	337	174	68	808	7,506
Neurological	4,196	881	1,153	21	334	250	1,702	8,537
Deafblind	224	82	55	1	9	6	65	442
Vision	1,435	530	579	3	49	25	5,567	8,188
Hearing	1,151	1,423	1,096	12	215	82	816	4,795
Speech	78	44	57	1	7	11	31	229
Psychiatric	9,214	2,986	1,839	27	380	178	853	15,477
Not stated/not collected	5,064	1,149	154	26	130	86	5,643	12,252
Total	**89,409**	**12,998**	**13,074**	**658**	**2,040**	**1,681**	**24,362**	**144,222**
% of all service users aged 16 years or more	*62.0*	*9.0*	*9.1*	*0.5*	*1.4*	*1.2*	*16.9*	*100.0*
% of service users with valid income information	*74.6*	*10.8*	*10.9*	*0.5*	*1.7*	*1.4*	*20.3*	*—*

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

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

3. There were 823 service users of unknown age and income source who are not included in this table, nor in Table 3.15.

4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and income data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 3.17: Users of CSTDA-funded services aged 15 years or more, labour force status by service group, 2003–04

Service user age and service group	Employed		Unemployed		Not in the labour force		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Service users aged 15–64 years										
Accommodation support	6,156	21.2	3,400	11.7	17,834	61.3	1,690	5.8	29,080	100.0
Community support	5,117	17.9	3,459	12.1	15,087	52.7	4,948	17.3	28,611	100.0
Community access	2,212	10.8	2,384	11.6	9,815	47.8	6,114	29.8	20,525	100.0
Respite	784	14.8	521	9.8	2,815	53.1	1,186	22.4	5,306	100.0
Employment	26,958	51.6	13,040	24.9	22	0.0	12,254	23.4	52,274	100.0
Total	**41,227**	**30.4**	**22,804**	**16.8**	**45,573**	**33.6**	**26,192**	**19.3**	**135,796**	**100.0**
Service users aged 65 years and over										
Accommodation support	91	3.5	55	2.1	2,209	85.2	238	9.2	2,593	100.0
Community support	128	2.5	94	1.9	1,681	33.4	3,129	62.2	5,032	100.0
Community access	49	1.8	60	2.2	2,184	81.6	385	14.4	2,678	100.0
Respite	9	3.9	18	7.8	133	57.8	70	30.4	230	100.0
Employment	153	63.5	22	9.1	0	—	66	27.4	241	100.0
Total	**430**	**4.0**	**249**	**2.3**	**6,207**	**57.6**	**3,888**	**36.1**	**10,774**	**100.0**
All service users	**41,657**	**28.4**	**23,053**	**15.7**	**51,780**	**35.3**	**30,080**	**20.5**	**146,570**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Total for all service groups may not be the sum of components since individuals may have accessed services from more than one service group over the 12-month period Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

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

3. Please refer to AIHW 2003b (CSTDA NMDS Data Guide 2003–04) for full definitions of 'employed', 'unemployed' and 'not in the labour force'.

4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and labour force status data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

3.7 Individualised funding

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

Overall, 31,193 service users (17%) reported that they received individualised funding (Table 3.18). This proportion was similar for males and females (17% and 16% respectively). Service users aged 15–24 years were most likely to report such funding arrangements (29%). The oldest and youngest age groups were the least likely (5.6% of those aged 0–4 years, and 5.5% of those aged 60 years or more).

Service users accessing accommodation support (21%) and employment (20%) services were the most likely to report receipt of individualised funding. Those in respite services (6%)

were the least likely (Table 3.19). Service users in Queensland (7,766 of 26,352, or 30%) and Western Australia (4,961 of 22,896, or 22%) were most likely to report receipt of individualised funding (Table A1.1).

Table 3.18: Users of CSTDA-funded services, individual funding status by age and sex, 2003–04

Age group (years)	Has individualised funding		Does not have individualised funding		Not known		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Males										
0–4	519	5.9	6,821	77.2	1,046	11.8	449	5.1	8,835	100.0
5–14	2,135	13.4	10,517	66.0	1,691	10.6	1,585	10.0	15,928	100.0
15–24	6,385	27.8	15,102	65.7	518	2.3	986	4.3	22,991	100.0
25–44	6,517	18.0	27,474	76.1	574	1.6	1,552	4.3	36,117	100.0
45–59	2,703	15.0	13,651	75.6	405	2.2	1,302	7.2	18,061	100.0
60+	465	6.6	5,194	74.0	673	9.6	688	9.8	7,020	100.0
Not stated	12	0.7	1,806	99.0	3	0.2	4	0.2	1,825	100.0
Total	**18,736**	**16.9**	**80,565**	**72.7**	**4,910**	**4.4**	**6,566**	**5.9**	**110,777**	**100.0**
Females										
0–4	254	5.1	3,856	77.5	569	11.4	299	6.0	4,978	100.0
5–14	1,123	13.1	5,628	65.4	969	11.3	879	10.2	8,599	100.0
15–24	4,246	29.7	8,797	61.5	464	3.2	803	5.6	14,310	100.0
25–44	4,347	17.4	18,652	74.7	511	2.0	1,449	5.8	24,959	100.0
45–59	2,059	14.3	10,630	73.7	440	3.0	1,300	9.0	14,429	100.0
60+	388	4.5	6,284	73.0	1,322	15.4	610	7.1	8,604	100.0
Not stated	17	1.7	953	97.8	4	0.4	0	—	974	100.0
Total	**12,434**	**16.2**	**54,800**	**71.3**	**4,279**	**5.6**	**5,340**	**6.9**	**76,853**	**100.0**
All service users										
0–4	776	5.6	10,699	77.3	1,615	11.7	751	5.4	13,841	100.0
5–14	3,259	13.3	16,153	65.8	2,661	10.8	2,468	10.1	24,541	100.0
15–24	10,632	28.5	23,905	64.1	982	2.6	1,790	4.8	37,309	100.0
25–44	10,866	17.8	46,151	75.5	1,085	1.8	3,006	4.9	61,108	100.0
45–59	4,763	14.6	24,304	74.7	845	2.6	2,608	8.0	32,520	100.0
60+	855	5.5	11,485	73.5	1,995	12.8	1,298	8.3	15,633	100.0
Not stated	42	1.5	2,799	98.1	7	0.2	6	0.2	2,854	100.0
Total	**31,193**	**16.6**	**135,496**	**72.1**	**9,190**	**4.9**	**11,927**	**6.4**	**187,806**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. Totals include 176 service users whose sex was not stated.

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

4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom individualised funding data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 3.19: Users of CSTDA-funded services, individual funding status by service group, 2003–04

Service group	Has individualised funding		Does not have individualised funding		Not known		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Accommodation support	6,992	21.1	22,621	68.2	1,824	5.5	1,738	5.2	33,175	100.0
Community support	9,445	13.9	46,960	68.9	5,269	7.7	6,463	9.5	68,137	100.0
Community access	3,924	15.4	17,054	67.0	1,281	5.0	3,185	12.5	25,444	100.0
Respite	519	6.1	6,656	78.0	816	9.6	541	6.3	8,532	100.0
Employment	10,313	19.6	42,205	80.4	0	—	0	—	52,518	100.0
Total	**31,193**	**16.6**	**135,496**	**72.1**	**9,190**	**4.9**	**11,927**	**6.4**	**187,806**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Total for all service groups may not be the sum of components since individuals may have accessed services from more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

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

3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom individualised funding data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

3.8 Location of service users

The location of service users was analysed using the Remoteness Areas (RAs) of the Australian Bureau of Statistics (ABS) Australian Standard Geographical Classification (ASGC). Location data were based on the residential postcodes of service users. There are five major RAs into which service user postcodes were placed: major cities of Australia; inner regional Australia; outer regional Australia; remote Australia and very remote Australia.

Overall, the rate of people accessing CSTDA-funded services was highest in inner region areas (12.4 service users per 1,000 population aged under 65 years), followed by outer regional areas (10.5) and major cities (10.2). Service users were least likely to be in remote (7.8) or very remote (6.0) areas (Table 3.20).

The number of service users per 1,000 population aged under 65 in major cities was highest for South Australia (14.6) and Victoria (14.2) (Table 3.20). In inner regional areas, this rate was highest for the Australian Capital Territory (40.9) (note that the absolute numbers in ACT were very small) and Victoria (20.3); for outer regional areas Victoria (19.6) and South Australia (13.1) had the highest rates. In remote areas, rates were highest in Victoria (15.8) and South Australia (10.2), and in very remote areas South Australia (10.5) and New South Wales (8.8) had the highest rates.

Table 3.20: Users of state and territory CSTDA-funded services, service user location by state/territory, 2003–04

Location of service user	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
People aged under 65 years									
Major cities	4,178,232	3,149,348	1,771,538	1,215,011	931,671	0	293,571	0	11,539,371
Inner regional	1,167,970	896,631	849,284	215,004	164,665	261,194	587	0	3,555,872
Outer regional	404,013	210,974	595,165	165,331	150,577	139,314	0	103,155	1,768,529
Remote	33,843	4,758	85,129	84,164	39,843	7,224	0	39,485	294,446
Very remote	7,144	0	48,919	47,660	12,468	2,176	0	47,619	168,005
All Australians	*5,791,202*	*4,261,712*	*3,350,035*	*1,727,170*	*1,299,224*	*409,908*	*294,158*	*190,259*	*17,326,223*
Service users									
Major cities	27,790	44,624	14,139	15,807	13,579	14	1,491	10	117,222
Inner regional	10,685	18,210	6,733	2,815	2,136	3,536	24	2	43,968
Outer regional	4,012	4,131	4,423	2,088	1,971	1,408	6	643	18,611
Remote	192	75	493	765	405	48	0	326	2,292
Very remote	63	2	268	306	131	9	0	226	1,001
All service users	*43,619*	*68,238*	*26,352*	*22,896*	*19,099*	*5,197*	*1,638*	*1,258*	*187,806*
Service users per 1,000 population aged under 65 years									
Major cities	6.7	14.2	8.0	13.0	14.6	—	5.1	—	10.2
Inner regional	9.1	20.3	7.9	13.1	13.0	13.5	40.9	—	12.4
Outer regional	9.9	19.6	7.4	12.6	13.1	10.1	—	6.2	10.5
Remote	5.7	15.8	5.8	9.1	10.2	6.6	—	8.3	7.8
Very remote	8.8	—	5.5	6.4	10.5	4.1	—	4.7	6.0
All service users	*7.5*	*16.0*	*7.9*	*13.3*	*14.7*	*12.7*	*5.6*	*6.6*	*10.8*

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. The number of service users in each remoteness area (RA) were estimated based on service users' residential postcodes. Some postcode areas were split between two or more RAs. Where this was the case the data were weighted according to the proportion of the population of the postcode area in each RA.

3. Data for all service users exclude 4,485 service users whose location was not known. Location was classified as 'not known' only if all the service user postcodes provided by all services attended by the service user were not stated or not collected (refer to Table A1.1 for a breakdown of 'not stated' and 'not collected' numbers).

4. Differences in service type outlet response rates between jurisdictions should be considered when comparing jurisdictional data.

5. Victorian data are reported to be significantly understated; errors in the 'date of last service received' as well as a lower than expected response rates have led to under-counting of service users in the current year.

Source: ABS Statistical Local Area estimates for June 2003.

4 Informal carers, support needs and living arrangements

This chapter involves analysis of data items relating to the informal care, support needs and living arrangements of service users collected during the 12-month period 1 July 2003 to 30 June 2004. Data items relating to informal carers were collected for the first time in 2002–03, as they were new data items in the redeveloped collection (see AIHW 2004a).

4.1 Presence of an informal carer

An informal carer is a person such as a family member, friend or neighbour, who provides care and assistance on a regular and sustained basis (AIHW 2003b). Of the 187,806 service users recorded during the 2003–04 collection period, 78,360 (42%) reported that they had an informal carer, and 72,138 (38%) that they did not have an informal carer. For a further 37,308 service users (20%) information about the existence of an informal carer was not available (Table 4.1). The likelihood of having an informal carer decreased with age, from 79% for users aged 0–14 years to 28% for users aged 45–64 years (Table 4.1).

Users of respite services were more likely to report the existence of an informal carer than users of any other service group—of the 20,547 users accessing respite services, 85% had an informal carer (Table 4.2). In contrast, only 29% of service users accessing employment services and 35% of those accessing accommodation support services had an informal carer (Table 4.2).

When considering service users whose informal carer status was known, Indigenous service users were more likely than others to report the presence of an informal carer in all groups except 0–14 years (where the proportions were very similar) (Figure 4.1 and Table A1.11).

Table 4.1: Users of CSTDA-funded services, existence of an informal carer by service user age group and sex, 2003–04

Age group of service user (years)	Has an informal carer		Does not have an informal carer		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Males								
0–14	16,949	80.2	925	4.4	3,251	15.4	21,125	100.0
15–24	10,716	46.6	8,703	37.9	3,572	15.5	22,991	100.0
25–44	12,451	34.5	18,861	52.2	4,805	13.3	36,117	100.0
45–64	5,605	27.0	12,048	58.0	3,124	15.0	20,777	100.0
65+	920	21.4	2,068	48.1	1,311	30.5	4,299	100.0
Not stated	23	0.4	8	0.1	5,437	99.4	5,468	100.0
Total	**46,664**	**42.1**	**42,613**	**38.5**	**21,500**	**19.4**	**110,777**	**100.0**
Females								
0–14	9,154	78.0	623	5.3	1,958	16.7	11,735	100.0
15–24	7,232	50.5	4,784	33.4	2,294	16.0	14,310	100.0
25–44	9,307	37.3	12,102	48.5	3,550	14.2	24,959	100.0
45–64	4,732	28.6	9,154	55.3	2,681	16.2	16,567	100.0
65+	1,211	18.7	2,802	43.4	2,450	37.9	6,463	100.0
Not stated	19	0.7	14	0.5	2,786	98.8	2,819	100.0
Total	**31,655**	**41.2**	**29,479**	**38.4**	**15,719**	**20.5**	**76,853**	**100.0**
All service users								
0–14	26,117	79.4	1,550	4.7	5,217	15.9	32,884	100.0
15–24	17,950	48.1	13,491	36.2	5,868	15.7	37,309	100.0
25–44	21,771	35.6	30,981	50.7	8,356	13.7	61,108	100.0
45–64	10,343	27.7	21,221	56.8	5,815	15.6	37,379	100.0
65+	2,131	19.8	4,873	45.3	3,762	34.9	10,766	100.0
Not stated	48	0.6	22	0.3	8,290	99.2	8,360	100.0
Total	**78,360**	**41.7**	**72,138**	**38.4**	**37,308**	**19.9**	**187,806**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

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

3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 4.2: Users of CSTDA-funded services, existence of an informal carer by service group, 2003–04

Service group	Has an informal carer		Does not have an informal carer		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Accommodation support	11,535	34.8	18,198	54.9	3,442	10.4	33,175	100.0
Community support	45,107	57.2	14,092	17.9	19,648	24.9	78,847	100.0
Community access	19,420	40.8	17,720	37.2	10,496	22.0	47,636	100.0
Respite	17,556	85.4	1,797	8.7	1,194	5.8	20,547	100.0
Employment	18,582	28.9	38,630	60.1	7,069	11.0	64,281	100.0
Total	**78,360**	**41.7**	**72,138**	**38.4**	**37,308**	**19.9**	**187,806**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Column totals may not be the sum of components since individuals may have accessed services in more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Note: Percentages exclude 37,308 service users for whom presence of an informal carer was not stated or not collected.

Source: Table A1.11.

Figure 4.1: Users of CSTDA-funded services, percentage with a carer by age group and Indigenous status, 2003–04

4.2 Carer age and relationship to service user

For the majority (69%) of service users with an informal carer, this carer was their mother. This was the case for users in all age groups except the 65 years and over group—for 28% of whom their informal carer was their wife/female partner. Fathers (6%) followed mothers as the second most common informal carer (Table 4.3).

Of the 57,815 informal carers whose age was reported, 29,011 (50%) were aged between 25 and 44 years. A further 21,099 (36%) were aged between 45 and 64 years, and 6,472 (11%)

were 65 years and over. Of these, 3,959 (61%) were mothers aged 65 years and over and 749 (12%) were fathers aged 65 years and over. There were a reported 99 informal carers who were children aged 0–14 years; these carers were most likely to be the daughter (33%) or son (31%) of the person they were caring for (Table 4.4).

Indigenous service users were less likely than non-Indigenous service users to report that their informal carer was their mother (58% compared with 69%) and more likely than non-Indigenous users to report that their carer was another female relative (14% compared with 4.2%) (Table 4.5).

The age of informal carers increased with the age of service users (Table 4.6). One-third (33%) of service users with an informal carer were children aged 0–14 years and the majority (80%) of these children were cared for by people in the 25 to 44 years age group. Service users in the age groups 15 to 24 years, 25 to 44 years and 45 to 64 years were most likely cared for by a person aged 45 to 64 years (39%, 34% and 34% respectively) and service users in the oldest age group, 65 years and over, were most likely cared for by another person aged 65 years or over (44%).

Table 4.3: CSTDA-funded service users with an informal carer, relationship of carer to service user by service user age, 2003–04

Relationship of carer to service user	Age group of service user (years)						
	0–14	15–24	25–44	45–64	65+	Not stated	Total
	Number						
Wife/female partner	0	148	1,115	1,818	603	5	3,689
Husband/male partner	0	122	1,338	1,638	429	6	3,533
Mother	23,360	14,242	13,438	2,633	53	24	53,750
Father	1,101	1,514	1,840	438	5	2	4,900
Daughter	0	18	85	280	357	0	740
Son	0	7	59	212	150	0	428
Daughter-in-law	0	3	2	12	16	0	33
Son-in-law	0	0	4	1	0	0	5
Other female relative	643	630	1,022	1,177	153	4	3,629
Other male relative	48	126	389	480	49	0	1,092
Friend/neighbour—female	129	241	496	387	85	0	1,338
Friend/neighbour—male	8	66	320	214	31	0	639
Not stated/not collected	828	833	1,663	1,053	201	6	4,584
Total	**26,117**	**17,950**	**21,771**	**10,343**	**2,132**	**47**	**78,360**
	Per cent						
Wife/female partner	—	0.8	5.1	17.6	28.3	10.6	4.7
Husband/male partner	—	0.7	6.1	15.8	20.1	12.8	4.5
Mother	89.4	79.3	61.7	25.5	2.5	51.1	68.6
Father	4.2	8.4	8.5	4.2	0.2	4.3	6.3
Daughter	—	0.1	0.4	2.7	16.7	—	0.9
Son	—	0.0	0.3	2.0	7.0	—	0.5
Daughter-in-law	—	0.0	0.0	0.1	0.8	—	0.0
Son-in-law	—	—	0.0	0.0	—	—	0.0
Other female relative	2.5	3.5	4.7	11.4	7.2	8.5	4.6
Other male relative	0.2	0.7	1.8	4.6	2.3	—	1.4
Friend/neighbour—female	0.5	1.3	2.3	3.7	4.0	—	1.7
Friend/neighbour—male	0.0	0.4	1.5	2.1	1.5	—	0.8
Not stated/not collected	3.2	4.6	7.6	10.2	9.4	12.8	5.8
Total	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

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

3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 4.4: CSTDA-funded service users with an informal carer, relationship of carer to service user by age group of carer, 2003–04

Relationship of carer to service user	Age group of carer (years)					Not stated/ not collected	Total
	0–14	15–24	25–44	45–64	65+		
	Number						
Wife/female partner	0	36	830	1,312	446	1,065	3,689
Husband/male partner	0	31	850	1,474	543	635	3,533
Mother	0	709	24,156	13,685	3,959	11,241	53,750
Father	0	10	1,048	1,582	749	1,511	4,900
Daughter	33	118	238	234	17	100	740
Son	31	87	122	103	8	77	428
Daughter-in-law	0	1	8	16	1	7	33
Son-in-law	0	0	1	3	0	1	5
Other female relative	7	67	652	1,431	461	1,011	3,629
Other male relative	1	21	248	381	81	360	1,092
Friend/neighbour—female	0	17	248	426	81	566	1,338
Friend/neighbour—male	0	8	119	124	47	341	639
Not stated/not collected	27	29	491	328	79	3,630	4,584
Total	**99**	**1,134**	**29,011**	**21,099**	**6,472**	**20,545**	**78,360**
	Per cent						
Wife/female partner	—	3.2	2.9	6.2	6.9	5.2	4.7
Husband/male partner	—	2.7	2.9	7.0	8.4	3.1	4.5
Mother	—	62.5	83.3	64.9	61.2	54.7	68.6
Father	—	0.9	3.6	7.5	11.6	7.4	6.3
Daughter	33.3	10.4	0.8	1.1	0.3	0.5	0.9
Son	31.3	7.7	0.4	0.5	0.1	0.4	0.5
Daughter-in-law	—	0.1	0.0	0.1	0.0	0.0	0.0
Son-in-law	—	—	0.0	0.0	—	0.0	0.0
Other female relative	7.1	5.9	2.2	6.8	7.1	4.9	4.6
Other male relative	1.0	1.9	0.9	1.8	1.3	1.8	1.4
Friend/neighbour—female	—	1.5	0.9	2.0	1.3	2.8	1.7
Friend/neighbour—male	—	0.7	0.4	0.6	0.7	1.7	0.8
Not stated/not collected	27.3	2.6	1.7	1.6	1.2	17.7	5.8
Total	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 4.5: CSTDA-funded service users with an informal carer, relationship of carer to service user by Indigenous status, 2003–04

Relationship of carer to service user	Indigenous		Non-Indigenous		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Wife/female partner	172	4.6	3,334	4.6	183	12.3	3,689	4.7
Husband/male partner	111	3.0	3,365	4.6	57	3.8	3,533	4.5
Mother	2,158	57.9	50,778	69.4	814	54.9	53,750	68.6
Father	184	4.9	4,631	6.3	85	5.7	4,900	6.3
Daughter	56	1.5	667	0.9	17	1.1	740	0.9
Son	18	0.5	399	0.5	11	0.7	428	0.5
Daughter-in-law	3	0.1	30	0.0	0	—	33	—
Son-in-law	0	—	5	0.0	0	—	5	—
Other female relative	509	13.6	3,067	4.2	53	3.6	3,629	4.6
Other male relative	105	2.8	962	1.3	25	1.7	1,092	1.4
Friend/neighbour—female	101	2.7	1,225	1.7	12	0.8	1,338	1.7
Friend/neighbour—male	51	1.4	574	0.8	14	0.9	639	0.8
Not stated/not collected	261	7.0	4,112	5.6	211	14.2	4,584	5.8
Total	**3,729**	**100.0**	**73,149**	**100.0**	**1,482**	**100.0**	**78,360**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 4.6: CSTDA-funded service users with an informal carer, age of service user by age of carer, 2003–04

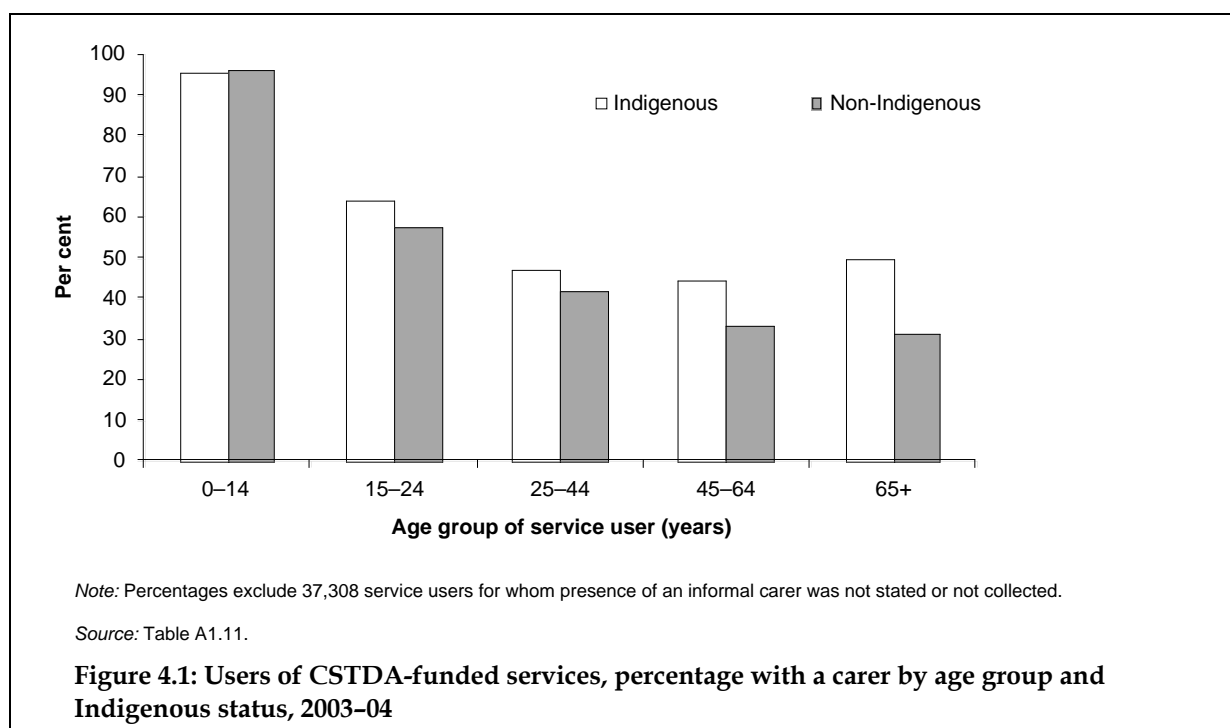| Age group of service user (years)	Age group of carer (years)						
	0–14	15–24	25–44	45–64	65+	Not stated/ not collected	Total
	Number						
0–14	7	738	20,757	2,585	293	1,737	26,117
15–24	3	89	4,910	6,977	325	5,646	17,950
25–44	54	128	2,258	7,370	2,851	9,110	21,771
45–64	33	166	890	3,487	2,056	3,711	10,343
65+	2	11	185	659	945	329	2,131
Not stated	0	2	11	21	2	12	48
Total	**99**	**1,134**	**29,011**	**21,099**	**6,472**	**20,545**	**78,360**
	Per cent						
0–14	0.0	2.8	79.5	9.9	1.1	6.7	100.0
15–24	0.0	0.5	27.4	38.9	1.8	31.5	100.0
25–44	0.2	0.6	10.4	33.9	13.1	41.8	100.0
45–64	0.3	1.6	8.6	33.7	19.9	35.9	100.0
65+	0.1	0.5	8.7	30.9	44.3	15.5	100.0
Not stated	—	4.3	23.4	44.7	4.3	23.4	100.0
Total	**0.1**	**1.4**	**37.0**	**26.9**	**8.3**	**26.2**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

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

3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

4.3 Carer primary status and co-residency

A carer was considered to be a 'primary carer' if he or she assisted the service user in one or more of the three activities of daily living—self-care, mobility or communication. Overall, 68% of service users who reported having an informal carer indicated that their carer was a primary carer (Table 4.7). More than two-thirds of service users with carers (53,632 of 78,360, or 68%) reported that their carer was co-resident—informal carers who were reported to be the primary carer were more likely to be co-resident than non-primary carers (90% compared with 60%).

Table 4.7: CSTDA-funded service users with an informal carer, residency status of carer by primary status of carer, 2003–04

	Primary status of carer							
	Yes		No		Not stated/ not collected		Total	
Residency status of carer	No.	%	No.	%	No.	%	No.	%
Co-resident carer	47,788	89.1	5,042	9.4	802	1.5	53,632	100.0
Non-resident carer	4,415	59.3	2,933	39.4	93	1.2	7,441	100.0
Not stated/not collected	809	4.7	455	2.6	16,023	92.7	17,287	100.0
Total	**53,012**	**67.7**	**8,430**	**10.8**	**16,918**	**21.6**	**78,360**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

4.4 Support needs

Data on the support needs of service users, in nine main life areas, are collected as part of the CSTDA NMDS (see question 11 of the service user form in Appendix 2). The data item provides a framework consistent with international classification standards, including the International classification of functioning, disability and health (ICF), to which the common assessment tools used in the disability services field can be mapped (see AIHW 2003a: Chapter 8). The support needs question had a high rate of 'not stated/not collected' responses—approximately one-quarter of all responses—and so data should be interpreted with caution.

The life areas with the largest proportion of service users always needing support (or unable to undertake that activity) were working (23%), education (21%) and community (civic) and economic life (19%). Life areas with the smallest proportion of service users always needing support were mobility (13%), communication (14%), interpersonal interactions and self-care (each 16%) (Table 4.8).

For simplicity of analysis, data on the overall support needs of service users are further grouped into three main areas:

- activities of daily living (ADL)—self-care; mobility; and communication
- activities of independent living (AIL)—interpersonal interactions and relationships; learning, applying knowledge and general tasks and demands; and domestic life
- activities of work, education and community living (AWEC)—education; community (civic) and economic life; and working. This category is analysed for service users aged 5 years and over, as service users under 5 years are allowed to respond 'not applicable due to age' for all three of these life areas. In Table 4.8, however, all age groups are shown for life areas in this category to show responses over all ages.

The broad life area with the highest proportion of users always needing assistance was AWEC (33% for users aged 5 years and over), followed by AIL (25%) and ADL (21%) (Table 4.9). Users of accommodation support and respite services were more likely than other users to report always needing assistance in each of the three broad life areas, rates ranging from 37% in ADL to 53% in AWEC for users of accommodation support services and from 40% in ADL to 53% in AWEC for users of respite services. Users of employment

services were the most likely users to report needing no assistance in each of the three life areas (6% in AWEC, 13% in AIL and 31% in ADL) (Table 4.9).

Table 4.8: Users of CSTDA-funded services, life area by frequency of support or assistance needed, 2003–04

Frequency of support needed	Always or unable to do		Sometimes		None but uses aids		None		Not applicable		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Activities of daily living (ADL)														
Self-care	30,128	16.0	44,720	23.8	5,030	2.7	56,108	29.9	0	—	51,820	27.6	187,806	100.0
Mobility	25,177	13.4	40,618	21.6	8,267	4.4	63,136	33.6	0	—	50,608	26.9	187,806	100.0
Communication	26,276	14.0	55,298	29.4	4,508	2.4	51,604	27.5	0	—	50,120	26.7	187,806	100.0
All ADL	*38,806*	*20.7*	*63,436*	*33.8*	*6,104*	*3.3*	*29,804*	*15.9*	*0*	*—*	*49,656*	*26.4*	*187,806*	*100.0*
Activities of independent living (AIL)														
Interpersonal interactions[a]	29,920	15.9	69,896	37.2	3,668	2.0	32,366	17.2	0	—	51,956	27.7	187,806	100.0
Learning[b]	32,949	17.5	70,161	37.4	4,549	2.4	24,999	13.3	7,895	4.2	47,253	25.2	187,806	100.0
Domestic life	31,164	16.6	47,602	25.3	4,220	2.2	32,797	17.5	16,442	8.8	55,581	29.6	187,806	100.0
All AIL	*46,848*	*24.9*	*73,645*	*39.2*	*3,417*	*1.8*	*13,099*	*7.0*	*6,874*	*3.7*	*43,923*	*23.4*	*187,806*	*100.0*
Activities of education, work and community living (AWEC)														
Education	39,369	21.0	60,241	32.1	4,821	2.6	25,440	13.5	7,835	4.2	50,100	26.7	187,806	100.0
Community (civic) and economic life	36,464	19.4	56,430	30.0	4,865	2.6	30,794	16.4	7,842	4.2	51,411	27.4	187,806	100.0
Working	42,599	22.7	59,431	31.6	3,883	2.1	12,742	6.8	16,792	8.9	52,359	27.9	187,806	100.0
All AWEC	*56,686*	*30.2*	*64,741*	*34.5*	*3,773*	*2.0*	*8,540*	*4.5*	*9,101*	*4.8*	*44,965*	*23.9*	*187,806*	*100.0*

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

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

Notes

1.   Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

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

3.   'Not stated/not collected' includes both service users accessing only 3.02 services for whom support needs data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 4.9: Users of CSTDA-funded services, service group by frequency of support needed in activities of daily living (ADL), activities of independent living (AIL) and activities of work, education and community living (AWEC), 2003–04

Frequency of support needed	Accommodation support		Community support		Community access		Respite		Employment		All service groups	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
ADL												
Always or unable to do	12,099	36.5	21,425	27.2	12,215	25.6	8,250	40.2	7,335	11.4	38,806	20.7
Sometimes	11,473	34.6	20,190	25.6	14,423	30.3	6,437	31.3	32,206	50.1	63,436	33.8
None but uses aids	684	2.1	2,249	2.9	1,365	2.9	202	1.0	2,961	4.6	6,104	3.3
None	3,479	10.5	5,558	7.0	4,851	10.2	1,308	6.4	19,735	30.7	29,804	15.9
Not stated/not collected	5,440	16.4	29,425	37.3	14,782	31.0	4,350	21.2	2,044	3.2	49,656	26.4
Total	**33,175**	**100.0**	**78,847**	**100.0**	**47,636**	**100.0**	**20,547**	**100.0**	**64,281**	**100.0**	**187,806**	**100.0**
AIL												
Always or unable to do	14,074	42.4	24,020	30.5	14,915	31.3	9,189	44.7	10,990	17.1	46,848	24.9
Sometimes	12,209	36.8	20,542	26.1	14,820	31.1	6,431	31.3	41,077	63.9	73,645	39.2
None but uses aids	329	1.0	940	1.2	926	1.9	124	0.6	1,763	2.7	3,417	1.8
None	1,059	3.2	3,173	4.0	2,092	4.4	411	2.0	8,082	12.6	13,099	7.0
Not stated/not collected/ not applicable	5,504	16.6	30,172	38.3	14,883	31.2	4,392	21.4	2,369	3.7	50,797	27.0
Total	**33,175**	**100.0**	**78,847**	**100.0**	**47,636**	**100.0**	**20,547**	**100.0**	**64,281**	**100.0**	**187,806**	**100.0**
AWEC (5 years and over)												
Always or unable to do	17,349	52.7	25,650	40.5	19,234	41.2	10,560	53.1	15,125	23.5	56,130	32.8
Sometimes	8,532	25.9	15,499	24.5	10,476	22.4	4,576	23.0	41,466	64.5	64,601	37.7
None but uses aids	417	1.3	1,140	1.8	1,142	2.4	141	0.7	1,599	2.5	3,770	2.2
None	1,166	3.5	2,534	4.0	1,739	3.7	350	1.8	3,918	6.1	8,502	5.0
Not stated/not collected/ not applicable	5,427	16.5	18,494	29.2	14,139	30.3	4,262	21.4	2,173	3.4	38,147	22.3
Total	**32,891**	**100.0**	**63,317**	**100.0**	**46,730**	**100.0**	**19,889**	**100.0**	**64,281**	**100.0**	**171,150**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Row totals may not be the sum of components since individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom support needs data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

A larger proportion of Indigenous service users reported always needing assistance in each of the three broad life areas than non-Indigenous service users. Rates for Indigenous service users were approximately 10 percentage points higher than non-Indigenous users in the three areas, ranging from 29% in ADL to 43% in AWEC. Almost four in five Indigenous service users (79%) always or sometimes needed assistance in the AWEC area (Table 4.10).

Table 4.10: Users of CSTDA-funded services, frequency of support needed by Indigenous status, 2003–04

Frequency of support needed	Indigenous		Non-Indigenous		Total	
	No.	%	No.	%	No.	%
ADL						
Always or unable to do	1,889	29.0	36,917	20.4	38,806	20.7
Sometimes	2,473	37.9	60,963	33.6	63,436	33.8
None but uses aids	174	2.7	5,930	3.3	6,104	3.3
None	871	13.4	28,933	16.0	29,804	15.9
Not stated/not collected/ not applicable	1,117	17.1	48,539	26.8	49,656	26.4
Total	**6,524**	**100.0**	**181,282**	**100.0**	**187,806**	**100.0**
AIL						
Always or unable to do	2,281	35.0	44,567	24.6	46,848	24.9
Sometimes	2,625	40.2	71,020	39.2	73,645	39.2
None but uses aids	114	1.7	3,303	1.8	3,417	1.8
None	372	5.7	12,727	7.0	13,099	7.0
Not stated/not collected/ not applicable	1,132	17.4	49,665	27.4	50,797	27.0
Total	**6,524**	**100.0**	**181,282**	**100.0**	**187,806**	**100.0**
AWEC (5 years and over)						
Always or unable to do	2,586	42.5	53,544	32.4	56,130	32.8
Sometimes	2,206	36.2	62,395	37.8	64,601	37.7
None but uses aids	115	1.9	3,655	2.2	3,770	2.2
None	274	4.5	8,228	5.0	8,502	5.0
Not stated/not collected/ not applicable	909	14.9	37,238	22.6	38,147	22.3
Total	**6,090**	**100.0**	**165,060**	**100.0**	**171,150**	**100.0**

Notes

1.   Non-Indigenous totals include 17,882 service users whose Indigenous status was missing.

2.   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.

4.5 Living arrangements and residential setting

Of the 187,806 people accessing CSTDA-funded services during the collection period, 55% lived with family, 19% lived with others, 13% lived alone and the living arrangements were unknown for a further 14%. The majority (57%) of accommodation support users reported that they were living with people other than family. Users of respite and employment services were the most likely to be living with family (79% and 63% respectively). Users of employment services were also the most likely to be living alone (19%) (Table 4.11).

Service users living with people other than family were the most likely users to always need support (or were unable to undertake that activity), with rates ranging from 36% for ADL to 54% for AWEC. A high proportion of users living with family also reported always needing support, ranging from 23% for ADL to 33% for AWEC. Service users living alone were the least likely to always need support, with rates ranging from 9% for ADL to 24% for AWEC (Table 4.12).

The most common residential setting for service users was a private residence (130,900 or 70%). The majority (75%) of users living in a private residence were living with family. Other common residential settings were domestic-scale supported accommodation (14,001 or 7.5%) and supported accommodation facilities (10,652 or 5.7%); the vast majority of users residing in these settings were living with others (96% and 95% respectively) (Table 4.13).

Table 4.11: Users of CSTDA-funded services, living arrangements by service group, 2003–04

Service group	Lives alone		Lives with family		Lives with others		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Accommodation support	5,874	17.7	7,189	21.7	18,799	56.7	1,313	4.0	33,175	100.0
Community support	6,406	8.1	46,333	58.8	12,679	16.1	13,429	17.0	78,847	100.0
Community access	5,339	11.2	18,552	38.9	14,673	30.8	9,072	19.0	47,636	100.0
Respite	1,016	4.9	16,161	78.7	2,255	11.0	1,115	5.4	20,547	100.0
Employment	11,888	18.5	40,471	63.0	10,045	15.6	1,877	2.9	64,281	100.0
Total	**23,756**	**12.6**	**102,707**	**54.7**	**35,966**	**19.2**	**25,377**	**13.5**	**187,806**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Column totals may not be the sum of components since individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom living arrangement data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 4.12: Users of CSTDA-funded services, living arrangements by frequency of need for support for activities of daily living (ADL), activities of independent living (AIL) and activities of work, education and community living (AWEC), 2003–04

Frequency of support needed	Lives alone		Lives with family		Lives with others		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
ADL										
Always or unable to do	2,119	8.9	23,411	22.8	12,996	36.1	280	1.1	38,806	20.7
Sometimes	10,433	43.9	39,534	38.5	12,330	34.3	1,139	4.5	63,436	33.8
None but uses aids	1,630	6.9	3,574	3.5	729	2.0	171	0.7	6,104	3.3
None	6,967	29.3	17,748	17.3	4,323	12.0	766	3.0	29,804	15.9
Not stated/not collected/ not applicable	2,607	11.0	18,440	18.0	5,588	15.5	23,021	90.7	49,656	26.4
Total	**23,756**	**100.0**	**102,707**	**100.0**	**35,966**	**100.0**	**25,377**	**100.0**	**187,806**	**100.0**
AIL										
Always or unable to do	3,293	13.9	27,680	27.0	15,569	43.3	306	1.2	46,848	24.9
Sometimes	13,986	58.9	45,748	44.5	12,595	35.0	1,316	5.2	73,645	39.2
None but uses aids	860	3.6	2,073	2.0	400	1.1	84	0.3	3,417	1.8
None	2,930	12.3	8,203	8.0	1,562	4.3	404	1.6	13,099	7.0
Not stated/not collected/ not applicable	2,687	11.3	19,003	18.5	5,840	16.2	23,267	91.7	50,797	27.0
Total	**23,756**	**100.0**	**102,707**	**100.0**	**35,966**	**100.0**	**25,377**	**100.0**	**187,806**	**100.0**
AWEC (5 years and over)										
Always or unable to do	5,596	23.6	30,985	32.5	19,120	53.6	429	2.6	56,130	32.8
Sometimes	12,460	52.4	41,182	43.3	9,503	26.6	1,456	8.8	64,601	37.7
None but uses aids	960	4.0	2,359	2.5	387	1.1	64	0.4	3,770	2.2
None	2,049	8.6	5,209	5.5	1,015	2.8	229	1.4	8,502	5.0
Not stated/not collected/ not applicable	2,691	11.3	15,462	16.2	5,663	15.9	14,331	86.8	38,147	22.3
Total	**23,756**	**100.0**	**95,197**	**100.0**	**35,688**	**100.0**	**16,509**	**100.0**	**171,150**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Column totals may not be the sum of components since individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom living arrangement data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 4.13: Users of CSTDA-funded services, living arrangement by residential setting, 2003–04

Residential setting	Lives alone		Lives with family		Lives with others		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Private residence	21,187	16.2	97,914	74.8	8,468	6.5	3,331	2.5	130,900	100.0
Aboriginal community	19	2.8	563	84.3	82	12.3	4	0.6	668	100.0
Domestic-scale supported	240	1.7	153	1.1	13,414	95.8	194	1.4	14,001	100.0
Supported accommodation facility	318	3.0	113	1.1	10,165	95.4	56	0.5	10,652	100.0
Boarding house/private hotel	251	19.0	219	16.6	816	61.7	36	2.7	1,322	100.0
Independent unit (retirement village)	284	61.3	106	22.9	71	15.3	2	0.4	463	100.0
Residential aged care	47	4.4	47	4.4	937	88.2	31	2.9	1,062	100.0
Psychiatric community care	55	5.8	55	5.8	419	44.3	416	44.0	945	100.0
Hospital	38	13.8	5	1.8	131	47.5	102	37.0	276	100.0
Short-term crisis accommodation	208	25.9	123	15.3	314	39.2	157	19.6	802	100.0
Public place/temporary shelter	65	41.7	41	26.3	41	26.3	9	5.8	156	100.0
Other	647	21.0	917	29.7	568	18.4	951	30.8	3,083	100.0
Not stated/not collected	397	1.7	2,451	10.4	540	2.3	20,088	85.6	23,476	100.0
Total	**23,756**	**12.6**	**102,707**	**54.7**	**35,966**	**19.2**	**25,377**	**13.5**	**187,806**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom living arrangement and residential setting data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

5 Service outlets

During 2003–04, a total of 8,824 service type outlets were identified as providing CSTDA-funded services nationwide (Table 5.1). Data items collected on these outlets are primarily provided by the funded agencies themselves, however selected items are provided by funding jurisdictions (for example, service type and agency sector information).

5.1 Agency sector

Of the total 8,824 service type outlets, 6,433 (73%) were non-government provided services and 2,353 (27%) were government provided (Table 5.1).

Of the 6,433 non-government service type outlets, more than two-thirds (4,380 or 68%) were classified as income tax exempt charities and the remaining 2,053 as non-income tax exempt. The majority of government-provided service type outlets were provided by state/territory governments (2,167 of 2,353, or 92%). The remaining 186 outlets government outlets were provided by local government (183 or 8%) or directly provided by the Australian Government (3 or 0.1%).

5.2 State distribution and service type

State/territory-funded outlets

There were a total of 7,976 state/territory-funded service type outlets identified in the 2003–04 collection (Table 5.2). As with service user numbers, the largest numbers of outlets were found in Victoria (2,970), followed by New South Wales (1,576) and Queensland (1,434).

Almost half (3,822 of 7,979, or 48%) of state/territory-funded service type outlets were accommodation support services (Table 5.2). A further 1,560 (20%) were community access services, 1,355 (17%) community support and 725 (9%) respite services. Advocacy, information and print disability services were provided by a total of 363 outlets (5%), while other support services (such as training and research) were provided by the remaining 151 outlets (2%). Group homes were the most commonly reported service type for state/territory-funded outlets (2,394 of 7,976 or 30%), followed by learning and life skills development (1,137 outlets or 14%).

Australian government-funded outlets

There were a total of 848 Australian government-funded outlets in 2003–04 (Table 5.3). The largest number of these were located in New South Wales (293), followed by Victoria (201), Queensland (132), South Australia (89) and Western Australia (67). The vast majority (760, or 90%) of Australian government-funded outlets provided employment support services—413 provided supported employment, 305 open employment, and 42 open and supported employment services. Of the remaining 88 service type outlets, most (73, or 83%) provided advocacy services, while 15 outlets provided print disability/alternative formats of communication (13), or information/referral services (2).

Table 5.1: CSTDA-funded service type outlets, service type by agency sector, 2003–04

| Service type | Government | | | | Non-government | | | | |
	Aus Gov	State/ territory	Local	Sub-total	Income tax exempt (charity)	Non-income tax exempt	Sub-total	Not stated	Total
Large residential/institution	0	29	0	29	23	16	39	0	68
Small residential/institution	0	4	0	4	13	64	77	0	81
Hostels	0	2	0	2	17	9	26	0	28
Group homes	0	1,192	42	1,234	783	376	1,159	1	2,394
Attendant care/personal care	0	5	8	13	46	80	126	0	139
In-home accommodation support	0	59	9	68	552	333	885	11	964
Alternative family placement	0	2	0	2	42	13	55	0	57
Other accommodation support	0	12	4	16	59	16	75	0	91
Total accommodation support	*0*	*1,305*	*63*	*1,368*	*1,535*	*907*	*2,442*	*12*	*3,822*
Therapy support for individuals	0	49	1	50	92	27	119	4	173
Early childhood intervention	0	61	21	82	137	28	165	4	251
Behaviour/specialist intervention	0	66	0	66	29	17	46	0	112
Counselling (individual/family/group)	0	13	0	13	14	17	31	0	44
Regional resource and support teams	0	47	0	47	1	7	8	0	55
Case management, local coord. & development	0	350	10	360	211	92	303	3	666
Other community support	0	5	1	6	30	18	48	0	54
Total community support	*0*	*591*	*33*	*624*	*514*	*206*	*720*	*11*	*1,355*
Learning and life skills development	0	74	19	93	659	379	1,038	6	1,137
Recreation/holiday programs	0	5	7	12	71	56	127	0	139
Other community access	0	22	8	30	156	93	249	5	284
Total community access	*0*	*101*	*34*	*135*	*886*	*528*	*1,414*	*11*	*1,560*
Own home respite	0	3	3	6	34	33	67	0	73
Centre-based respite/respite homes	0	111	3	114	115	69	184	2	300
Host family respite/peer support respite	0	1	1	2	22	13	35	0	37
Flexible/combination respite	0	8	16	24	174	83	257	1	282
Other respite	0	6	0	6	15	12	27	0	33
Total respite	*0*	*129*	*23*	*152*	*360*	*210*	*570*	*3*	*725*
Open employment	2	0	1	3	290	12	302	0	305
Supported employment	1	5	2	8	403	2	405	0	413
Open and supported employment	0	1	0	1	40	1	41	0	42
Total employment	*3*	*6*	*3*	*12*	*733*	*15*	*748*	*0*	*760*
Advocacy	0	0	0	0	94	33	127	1	128
Information/referral	0	20	0	20	79	38	117	0	137
Combined information/advocacy	0	1	1	2	30	19	49	0	51
Mutual support/self-help groups	0	2	1	3	84	20	104	0	107
Print disability/alt. formats of communication	0	0	0	0	18	10	28	0	28
Total advocacy, information and print disability	*0*	*23*	*2*	*25*	*305*	*120*	*425*	*1*	*451*
Research and evaluation	0	1	0	1	1	1	2	0	3
Training and development	0	1	1	2	5	9	14	0	16
Peak bodies	0	0	0	0	7	8	15	0	15
Other support services	0	10	24	34	34	49	83	0	117
Total other support	*0*	*12*	*25*	*37*	*47*	*67*	*114*	*0*	*151*
Total	**3**	**2,167**	**183**	**2,353**	**4,380**	**2,053**	**6,433**	**38**	**8,824**
Total per cent	**0.0**	**24.6**	**2.1**	**26.7**	**49.6**	**23.3**	**72.9**	**0.4**	**100.0**

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 2.4 for discussion of the definition of 'service type outlet'.)

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

Table 5.2: State/territory-funded CSTDA service type outlets, service type by state/territory, 2003–04

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Large residential/institution	25	10	13	9	8	3	0	0	68
Small residential/institution	2	3	62	12	1	1	0	0	81
Hostels	4	19	0	0	1	4	0	0	28
Group homes	648	901	277	228	210	33	58	39	2,394
Attendant care/personal care	6	27	40	1	29	33	1	2	139
In-home accommodation support	127	313	215	240	46	14	5	4	964
Alternative family placement	5	12	13	23	2	0	0	2	57
Other accommodation support	18	59	9	4	0	1	0	0	91
Total accommodation support	*835*	*1,344*	*629*	*517*	*297*	*89*	*64*	*47*	*3,822*
Therapy support for individuals	18	82	33	18	14	1	0	7	173
Early childhood intervention	105	108	17	9	11	0	0	1	251
Behaviour/specialist intervention	27	41	28	6	7	0	0	3	112
Counselling (individual/family/group)	3	0	25	3	12	0	1	0	44
Regional resource and support teams	37	0	3	1	6	4	2	2	55
Case management, local coordination and development	50	242	165	131	51	6	14	7	666
Other community support	25	0	5	14	9	0	0	1	54
Total community support	*265*	*473*	*276*	*182*	*110*	*11*	*17*	*21*	*1,355*
Learning and life skills development	150	587	233	85	53	17	7	5	1,137
Recreation/holiday programs	26	26	21	26	30	7	2	1	139
Other community access	125	67	42	4	10	31	2	3	284
Total community access	*301*	*680*	*296*	*115*	*93*	*55*	*11*	*9*	*1,560*
Own home respite	3	13	26	10	18	2	0	1	73
Centre-based respite/respite homes	63	120	51	30	17	8	6	5	300
Host family respite/peer support respite	8	16	4	1	6	1	0	1	37
Flexible/combination respite	67	81	60	48	15	0	5	6	282
Other respite	6	8	5	6	7	0	0	1	33
Total respite	*147*	*238*	*146*	*95*	*63*	*11*	*11*	*14*	*725*
Advocacy	1	18	10	12	3	6	2	3	55
Information/referral	11	71	12	4	16	15	4	2	135
Combined information/advocacy	7	18	5	5	5	7	2	2	51
Mutual support/self-help groups	0	87	5	1	9	0	5	0	107
Print disability/alternative formats of communication	1	0	7	0	2	3	2	0	15
Total advocacy, information and print disability	*20*	*194*	*39*	*22*	*35*	*31*	*15*	*7*	*363*
Research and evaluation	0	0	1	1	0	1	0	0	3
Training and development	2	6	4	1	0	1	1	1	16
Peak bodies	0	3	2	1	1	4	2	2	15
Other support services	6	32	41	14	18	4	2	0	117
Total other support	*8*	*41*	*48*	*17*	*19*	*10*	*5*	*3*	*151*
Total	**1,576**	**2,970**	**1,434**	**948**	**617**	**207**	**123**	**101**	**7,976**

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 2.4 for discussion of the definition of 'service type outlet'.)

2. Differences in service type outlet response rates between jurisdictions should be considered when comparing jurisdictional data.

Table 5.3: Australian Government-funded CSTDA service type outlets, service type by state and territory, 2003–04

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Open employment	88	63	72	27	31	14	5	5	305
Supported employment	168	105	48	24	45	15	5	3	413
Open and supported employment	15	8	3	5	5	3	1	2	42
Total employment support	*271*	*176*	*123*	*56*	*81*	*32*	*11*	*10*	*760*
Advocacy	17	22	8	9	7	3	4	3	73
Information/referral	1	0	0	0	0	0	1	0	2
Print disability/alternative formats of communication	4	3	1	2	1	1	1	0	13
Total advocacy, information and print disability	*22*	*25*	*9*	*11*	*8*	*4*	*6*	*3*	*88*
Total	293	201	132	67	89	36	17	13	848

Note: A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 2.4 for discussion of the definition of 'service type outlet'.)

5.3 Period of operation

Around two-fifths (3,191 of 7,781, or 41%) of service type outlets reported that they operated between 7 and 9 hours per day (Table 5.4). A further 2,645 outlets (34%) reported operating 24 hours a day, and 922 (12%) of all outlets reported no regular pattern of operating hours. Accommodation support services were the most likely to report operating for a full 24-hour day (2,245 of 3,497, or 64%), followed by respite services (281 of 622, or 45%). Employment services were most likely to operate between 7 and 9 hours a day (708 of 760, or 93%).

Most service type outlets reported operating for 7 days (3,614 of 7,886, or 46%) or 5 days (3,149, or 40%) per week (Table 5.5). Accommodation support outlets were most likely to report operating 7 days a week (3,006 of 3,600, or 84%), followed by respite (327 of 621, or 53%). Employment (700 of 760, or 92%) and community support (822 of 1,069, or 77%) service type outlets were most likely to report operating for 5 days each week.

A total of 5,561 outlets (71%) reported operating for the full 52 weeks of the year (Table 5.6). A further 1,730 outlets (22%) reported operating for 48 to 51 weeks per year—meaning that 93% of all service type outlets operated for 48 weeks or more. The proportion of service type outlets operating for 52 weeks a year ranged from 93% for accommodation support services (3,358 of 3,594) to 34% for community access (439 of 1,297).

Table 5.4: CSTDA-funded service type outlets, number of operating hours per day by service group, 2003–04

Hours of operation per day	Accommo- dation support	Community support	Community access	Respite	Employment	Advocacy, info. & print disability	Other	Total
Less than 3 hours	23	8	14	8	0	3	2	58
3 to 6 hours	87	45	414	27	22	87	13	695
7 to 9 hours	628	843	570	114	708	259	69	3,191
10 to 12 hours	34	21	28	8	15	4	1	111
13 to 18 hours	91	5	13	7	4	1	1	122
19 to 23 hours	23	2	4	6	0	1	1	37
24 hours	2,245	42	62	281	5	7	3	2,645
No regular pattern	366	105	201	171	6	27	46	922
Total	**3,497**	**1,071**	**1,306**	**622**	**760**	**389**	**136**	**7,781**

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 2.4 for discussion of the definition of 'service type outlet'.)

2. Column totals exclude 1,043 service type outlets for which hours of operation per day were missing.

Table 5.5: CSTDA-funded service type outlets, number of operating days per week by service group, 2003–04

Days of operation per week	Accommo- dation support	Community support	Community access	Respite	Employment	Advocacy, info. & print disability	Other	Total
1 day	9	14	29	11	1	57	1	122
2 days	17	21	24	10	4	6	4	86
3 days	15	23	24	17	6	11	2	98
4 days	18	24	23	19	6	22	3	115
5 days	327	822	882	90	700	259	69	3,149
6 days	22	16	63	21	7	2	2	133
7 days	3,006	78	145	327	32	15	11	3,614
No regular pattern	186	71	117	126	4	20	45	569
Total	**3,600**	**1,069**	**1,307**	**621**	**760**	**392**	**137**	**7,886**

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 2.4 for discussion of the definition of 'service type outlet'.)

2. Column totals exclude 938 service type outlets for which days of operation per week were missing.

Table 5.6: CSTDA-funded service type outlets, number of operating weeks per year by service group, 2003–04

Weeks of operation per year	Accommo-dation support	Community support	Community access	Respite	Employment	Advocacy, info. & print disability	Other	Total
1 to 39 weeks	29	9	22	21	4	6	1	92
40 to 47 weeks	18	69	150	8	14	10	1	270
48 to 51 weeks	139	349	638	112	287	171	34	1,730
52 weeks	3,358	608	439	433	452	200	71	5,561
No regular pattern	50	34	48	50	3	7	31	223
Total	**3,594**	**1,069**	**1,297**	**624**	**760**	**394**	**138**	**7,876**

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 2.4 for discussion of the definition of 'service type outlet'.)

2. Column totals exclude 948 service type outlets for which weeks of operation per year were missing.

6 Service usage

6.1 Starting and exiting services

A total of 89,239 service users (48% of all service users) recorded at least one start date during the period 1 July 2003 to 30 June 2004 (Table 6.1). Community support service users had the highest rate of service starts during the collection period; a service start date was recorded for the majority (56%) of these users. Users of employment services had the lowest proportion of service users recorded as starting a service during the period (28%). On average, 0.69 service start dates during 2003–04 were reported per service user—within service groups, the highest average was 0.74 per service user for community support, and the lowest was 0.29 for employment.

There were 37,401 service users (20% of the total 187,806) recorded in 2003–04 who exited a service during this period (Table 6.1)[6]. Community access services had the lowest proportion (6.9%) of users exiting a service during the collection period and employment and community support services had the highest proportion (25% and 19% respectively). The average service user exited 0.22 services during 2003–04—this average was highest for employment service users (0.25), and lowest for community access (0.07) and respite (0.08).

The main reason reported for exiting a service was that the service user no longer needed assistance for reasons other than moving to mainstream services (28%), closely followed by an 'other' reason (26%) (Table 6.2). Around 13% of exiting service users terminated the service themselves, 8% of service users exited due to moving out of the geographic area, and 7% moved to mainstream services.

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[6] While this is significantly lower than the number of start dates recorded during the year, data quality of this item needs to be considered (see footnote 4 to Table 6.1).

Table 6.1: Users of CSTDA-funded services, number of service users with start and exit dates, total number of starts and exits by service group, 2003–04

Service group	Service users starting a service during 2003–04		Service users exiting a service during 2003–04		Number of service starts during 2003–04	Number of service exits during 2003–04	Mean number of start dates per user	Mean number of exit dates per user	Total service users
	No.	%	No.	%					
Accommodation support	15,739	47.4	3,316	10.0	18,134	3,431	0.55	0.10	33,175
Community support	43,792	55.5	15,199	19.3	58,192	17,069	0.74	0.22	78,847
Community access	19,765	41.5	3,296	6.9	21,723	3,431	0.46	0.07	47,636
Respite	10,975	53.4	1,533	7.5	12,561	1,591	0.61	0.08	20,547
Employment	17,963	27.9	15,978	24.9	18,409	16,336	0.29	0.25	64,281
All service users	**89,239**	**47.5**	**37,401**	**19.9**	**129,019**	**41,858**	**0.69**	**0.22**	**187,806**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Row totals may not be the sum of components since individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. Although service users of 3.02 services were not required to report a start date or an exit date, some did so and are therefore included in this table.

3. Mean number of start dates and mean number of exit dates for all service users may be higher than each of their components because they include all service start dates for service users across all service groups.

4. The quality of start and exit date data items should be considered when analysing this table. It is difficult to ascertain the quality of exit date data because there is no way of distinguishing between a service user who has a missing exit date, and one who has remained with the service (i.e. they both appear as blank fields).

Table 6.2: Service users with an exit date, main reason for cessation of services by service group, 2003–04

Main reason for cessation of services	Accommodation support		Community support		Community access		Respite		Employment		All service groups	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
No longer needs assistance—moved to mainstream services	290	8.7	1,434	9.4	228	6.9	117	7.6	623	3.9	2,560	6.8
No longer needs assistance—other reason	623	18.8	4,957	32.6	573	17.4	291	19.0	4,384	27.4	10,448	27.9
Moved to residential, institutional or supported accommodation setting	397	12.0	221	1.5	63	1.9	133	8.7	0	—	702	1.9
Needs have increased—other service type required	164	4.9	307	2.0	99	3.0	39	2.5	1,255	7.9	1,765	4.7
Services terminated due to budget/staffing constraints	18	0.5	175	1.2	74	2.2	55	3.6	112	0.7	417	1.1
Services terminated due to OHS reasons	25	0.8	9	0.1	12	0.4	5	0.3	161	1.0	200	0.5
Service user moved out of area	280	8.4	1,000	6.6	258	7.8	99	6.5	1,440	9.0	2,875	7.7
Service user died	272	8.2	319	2.1	214	6.5	39	2.5	157	1.0	845	2.3
Service user terminated service	246	7.4	298	2.0	261	7.9	52	3.4	4,014	25.1	4,740	12.7
Other reason	661	19.9	4,435	29.2	866	26.3	562	36.7	3,832	24.0	9,883	26.4
Reason not stated	340	10.3	2,044	13.4	648	19.7	141	9.2	0	—	2,966	7.9
Total number	**3,316**	**100.0**	**15,199**	**100.0**	**3,296**	**100.0**	**1,533**	**100.0**	**15,978**	**100.0**	**37,401**	**100.0**
Total % of all service users	**10.0**		**19.3**		**6.9**		**7.5**		**24.9**		**19.9**	

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Row totals may not be the sum of components since individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

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

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

6.2 Measures of service quantity

Data on service quantity include both hours of service provided (staff hours) and hours of service received (for users of selected service types; see below for details). These data were collected on two bases—hours in the reference week (for most jurisdictions, this was the last week of the reporting period), and hours in a typical week. The latter was collected so that, where hours reported for the reference week were not typical, an indication of average or typical hours could be provided.

Hours received

Hours received data did not have to be collected for all service types—for example, these data were collected for service users of all respite service types but not all accommodation support service types (see Section 2.2 and footnotes to Tables 6.3 and 6.4 for details). Where hours of service received were collected, respite outlets provided the highest mean number of hours during both the reference week (564) and a typical week (733). Community support outlets had the lowest mean number of hours of service received during the reference week (88) and a typical week (94) (Table 6.3 and 6.4).

There was considerable variation between individual service types within service groups (Tables 6.3 and 6.4). For example, the service type with the highest mean number of hours during the reference week (other respite) and the service type with the second lowest mean number of hours during the reference week (own home respite) were both respite services (Table 6.3).

Table 6.3: Mean and median hours of service provided by CSTDA-funded service type outlets during the reference week, June 2004

Service type	Number of service type outlets	Mean hours in the reference week per outlet	Median hours in the reference week per outlet	Mean number of service users with hours received in reference week
Accommodation support				
Attendant care/personal care	93	234	73	11
In-home accommodation support	571	275	62	13
Alternative family placement	37	500	164	4
Total	*701*	*281*	*69*	*12*
Community support				
Case management, local coordination and development	452	88	52	42
Community access				
Learning and life skills development	768	369	215	20
Other community access	196	274	157	25
Total	964	349	204	21
Respite				
Own home respite	49	156	47	20
Centre-based respite/respite homes	204	722	604	20
Host family respite/peer support respite	15	614	152	17
Flexible/combination respite	152	374	113	20
Other respite	20	1,346	165	35
Total	*440*	*564*	*243*	*21*
All services reporting hours	**2,557**	**321**	**108**	**22**

Notes

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

2. Not all service types were required to collect data on hours received—reference week. The following service types did not collect this data item—1.01–1.04, 1.08, 2.01–2.05, 2.07, 3.02, 5.01–5.03, 6.01–6.05 and 7.01–7.04.

Table 6.4: Mean and median hours of service provided by CSTDA-funded service type outlets during a typical week, 2003–04

Service type	Number of service type outlets	Mean hours in a typical week per outlet	Median hours in a typical week per outlet
Accommodation support			
Attendant care/personal care	98	210	52
In-home accommodation support	554	327	64
Alternative family placement	41	599	146
Total	*693*	*327*	*67*
Community support			
Case management, local coordination and development	371	94	55
Community access			
Learning and life skills development	463	322	157
Other community access	197	326	200
Total	*660*	*323*	*167*
Respite			
Own home respite	54	97	40
Centre-based respite/respite homes	157	1,193	545
Host family respite/peer support respite	17	1,098	378
Flexible/combination respite	182	531	166
Other respite	18	333	124
Total	*428*	*733*	*228*
All services reporting hours	**2,152**	**366**	**99**

Notes

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

2. Not all service types were required to collect data on hours received—typical week. The following service types did not collect this data item—1.01–1.04, 1.08, 2.01–2.05, 2.07, 3.02, 5.01–5.03, 6.01–6.05 and 7.01–7.04.

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

Duration

Service users of residential accommodation support services (1.01 to 1.04) had a mean duration of service of 314 days during the 12-month collection period (Table 6.5). There was little variation in the mean duration between these four accommodation support services, ranging from 304 days in large institutions to 315 days in small institutions. Median duration ranged from 365 to 366 days—the total number of days in the collection period. This indicates that more than half of the service users accessing these accommodation services were supported for the full 12-month period.

Table 6.5: Users of CSTDA-funded services, mean and median duration of service (in total days) by service type for residential accommodation support services (1.01–1.04), 2003–04

Service type	Number of service users	Mean duration (days)	Median duration (days)
Large residential/institution	3,866	304	365
Small residential/institution	959	315	366
Hostels	408	301	366
Group homes	10,950	314	366
All services (1.01–1.04)	**16,030**	**314**	**366**

Notes

1. For each service user, duration is calculated as the number of days between 1 July 2003 or the start date if later, and either the exit date if applicable, or date of last service inclusive. Service users who were missing start and/or end dates were assumed to have been accessing the service from 1 July 2003 and/or until 30 June 2004, unless they were recorded as accessing more than one accommodation support outlet, in which case they were not included.

2. The 12-month collection period lasted for a total of 366 days (1 July 2003 – 30 June 2004).

Staff hours

Mean paid staff hours per outlet during the reference week were highest for employment and accommodation support services. These services also had the highest mean number of paid staff. Community access, respite and advocacy, information and print disability services had the highest mean number of unpaid staff hours. Similar patterns were observed for estimated staff hours during a typical week (Tables 6.6 and 6.7).

Table 6.6: Mean hours worked in the reference week by paid and unpaid staff for CSTDA-funded service type outlets, by service group, 2003–04

Service group	Mean paid staff hours per outlet	Mean FTE paid staff per outlet	Mean unpaid staff hours per outlet	Mean FTE unpaid staff per outlet
Accommodation support	226	6.0	5	0.1
Community support	106	2.8	3	0.1
Community access	190	5.0	26	0.7
Respite	152	4.0	15	0.4
Employment	277	7.3	6	0.2
Advocacy, information and print disability	127	3.3	31	0.8
Other support services	101	2.7	8	0.2
All services	**196**	**5.2**	**11**	**0.3**

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type (see Section 2.4).

2. Data for hours worked are the mean number of hours worked over one 7-day week in June 2004.

3. Data exclude 1,507 services where mean staff hours could not be calculated due to missing data. These were for outlets with both paid and unpaid staff hours in the reference week missing; if only one of these variables was missing, it was assumed to be zero.

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

Table 6.7: Mean hours worked in a typical week by paid and unpaid staff for CSTDA-funded service type outlets, by service group, 2003–04

Service group	Mean paid staff hours per outlet	Mean FTE paid staff per outlet	Mean unpaid staff hours per outlet	Mean FTE unpaid staff per outlet
Accommodation support	251	6.6	8	0.2
Community support	123	3.2	3	0.1
Community access	166	4.4	15	0.4
Respite	169	4.4	21	0.5
Employment	288	7.6	6	0.2
Advocacy, information and print disability	124	3.3	43	1.1
Other support services	110	2.9	8	0.2
All services	**205**	**5.4**	**10**	**0.3**

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type (see Section 2.4).

2. Data for hours worked are the mean number of hours worked over one 7-day week in June 2004.

3. Data exclude 3,783 services where mean staff hours could not be calculated due to missing data. These were for outlets with both paid and unpaid staff hours in a typical week missing; if only one of these variables was missing, it was assumed to be zero.

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

6.3 Multiple service usage

Of the 187,806 people accessing CSTDA-funded services in 2003–04, 57,579 (31%) accessed more than one service type outlet. Over one-quarter (28%) of service users accessed more than one service type and over one-fifth (23%) of users accessed more than one service group. On average, users accessed 1.6 service type outlets and 1.3 service groups during the collection period (Tables 6.8, 6.9 and 6.10).

Of the 57,579 service users accessing more than one service type outlet, 27% accessed multiple outlets of the same service type, although most of these also accessed outlets of different service types as the vast majority (91%) of multiple service users accessed outlets of different service types. Close to three-quarters (42,326 or 74%) of multiple service users accessed outlets from different service groups, including 87 users who accessed outlets from all five service groups (Table 6.8).

The proportion of service users accessing more than one service type outlet varied according to service type (Table 6.9). For example, while 81% of small residential accommodation users accessed more than one service type outlet, only 15% of open employment users accessed multiple outlets. Similarly, the likelihood of accessing outlets from different service types and from different service groups varied according to service type. Users of behaviour/ specialist intervention were the most likely (83%) users to access another service type and users of small residential accommodation were the most likely (77%) users to access another service group. Users of the three employment services and users of early childhood intervention were the least likely users to access services of another type or another group.

Table 6.10 shows the proportion of service type users accessing additional service groups. Overall, community support and community access were the most common additional service groups, both accessed by 14% of service users who were also accessing other service groups. Community support was accessed by the majority of users of particular service types, including alternative family placement (60%), behaviour/specialist intervention (65%) and own home respite (62%). The least common additional service groups were respite and employment, accessed as additional service groups by 7% and 6% of users respectively.

Of those users accessing more than one service group, the most common combination was accommodation support and community access (Tables 6.11). This combination of service groups was accessed by approximately one-third (33%) of service users accessing more than one service group. Other common combinations included community support and community access (32%), and accommodation support and community support (25%). The most common combination of service types was therapy support for individuals and case management, local coordination and development (18% of users accessing more than one service group) (Table 6.12).

Table 6.8: Users of CSTDA-funded services, multiple service use, 2003–04

	Service users		
Service usage	No.	% total	% of service users accessing more than one outlet
Total with known service usage	**187,806**	**100.0**	
Using only one service type outlet	130,227	69.3	
Using more than one service type outlet	57,579	30.7	100.0
Using more than one service type	52,386	27.9	91.0
Using more than one service group (number of groups)			
Two	29,973	16.0	52.1
Three	10,439	5.6	18.1
Four	1,827	1.0	3.2
Five	87	0.0	0.2
Subtotal	*42,326*	*22.5*	*73.5*
Using more than one outlet of the same service group	31,904	17.0	55.4
Using more than one outlet of the same service type	15,714	8.4	27.3

Notes

1. Service user numbers reflect use of any of five service groups: accommodation support, community support, community access, respite and employment.

2. Groups of users of multiple services are not mutually exclusive. For example, a service user can have accessed two outlets of the one service type and another outlet of a different service type, and would be included in those users accessing outlets of the same service type as well as those accessing outlets of different service types.

3. See Box 2.1 for definitions of service types, service groups and service outlets.

Table 6.9: Users of CSTDA-funded services, service type by multiple service usage, 2003–04

Service type	Number of service users	Mean outlets per service user	Service users accessing more than one service type outlet					
			Multiple service type outlets		Multiple service types	Multiple service groups	Same service group	Same service type
			No.	%	%	%	%	%
Accommodation support								
Large residential/institution	3,939	2.4	2,755	69.9	68.5	67.4	8.9	4.0
Small residential/institution	964	2.5	781	81.0	80.6	77.1	12.6	2.6
Hostels	408	2.3	287	70.3	70.3	66.4	12.3	—
Group homes	11,308	2.7	8,839	78.2	77.1	76.1	9.5	5.1
Attendant care/personal care	1,718	2.6	1,176	68.5	68.1	61.5	27.6	3.8
In-home accommodation support	14,890	2.4	9,695	65.1	63.4	61.8	14.6	8.6
Alternative family placement	346	3.1	267	77.2	76.0	74.6	11.6	1.4
Other accommodation support	875	2.1	471	53.8	53.5	45.7	23.2	1.1
Total accommodation support	*33,175*	*2.4*	*22,998*	*69.3*	*68.0*	*67.0*	*9.7*	*6.4*
Community support								
Therapy support for individuals	21,372	2.5	14,027	65.6	64.2	39.3	52.8	9.4
Early childhood intervention	15,568	1.5	3,764	24.2	20.1	5.8	22.9	6.2
Behaviour/specialist intervention	4,978	3.4	4,156	83.5	83.2	57.2	67.2	5.8
Counselling (individual/family/group)	2,717	2.6	1,816	66.8	66.2	41.8	46.3	3.5
Regional resource and support teams	9,201	2.4	6,141	66.7	58.3	42.0	45.7	16.7
Case management, local coordination and development	39,676	2.3	23,461	59.1	57.1	42.8	34.2	6.8
Other community support	4,516	2.8	2,763	61.2	60.9	43.0	49.5	8.3
Total community support	*78,847*	*2.0*	*36,947*	*46.9*	*43.6*	*33.5*	*25.7*	*9.8*
Community access								
Learning and life skills development	24,821	2.4	16,743	67.5	65.2	64.0	16.9	10.3
Recreation/holiday programs	13,631	2.3	6,821	50.0	49.8	48.2	15.5	5.4
Other community access	11,270	1.9	5,658	50.2	48.2	46.9	12.4	6.0
Total community access	*47,636*	*2.2*	*27,136*	*57.0*	*55.3*	*54.6*	*11.8*	*8.3*
Respite								
Own home respite	1,798	3.4	1,396	77.6	77.5	73.2	34.7	1.7
Centre-based respite/respite homes	9,601	3.0	7,257	75.6	74.2	70.5	30.5	12.2
Host family respite/peer support	1,229	2.6	803	65.3	65.3	57.4	30.3	0.5
Flexible/combination respite	9,141	2.6	5,635	61.6	60.6	57.1	23.6	5.6
Other respite	1,522	2.5	925	60.8	60.6	56.4	19.2	0.9
Total respite	*20,547*	*2.6*	*13,272*	*64.6*	*63.5*	*61.3*	*17.7*	*8.2*
Employment								
Open employment	43,042	1.2	6,581	15.3	13.3	11.1	5.6	2.5
Supported employment	18,637	1.8	7,692	41.3	40.0	35.2	9.3	2.4
Open and supported employment	4,100	1.5	1,131	27.6	27.0	22.0	8.2	0.8
Total employment	*64,281*	*1.4*	*13,906*	*21.6*	*19.9*	*18.3*	*4.6*	*2.4*
Total	**187,806**	**1.6**	**57,579**	**30.7**	**27.9**	**22.5**	**17.0**	**8.4**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.

2. Groups of users of multiple services are not mutually exclusive. For example, a service user can have accessed two outlets of the one service type and another outlet of a different service type, and would be included in those users accessing outlets of the same service type as well as those accessing multiple service types. Service users using three or more service types are included under all relevant combinations.

Table 6.10: Users of CSTDA-funded services, service type by use of other service groups, 2003–04

| Service type | Number of service users | Mean service groups per service user | Percentage of service users accessing other service groups | | | | | Code of most frequent other service type |
			Accom-modation support	Com-munity support	Com-munity access	Respite	Employ-ment	
Accommodation support								
1.01 Large residential/institution	3,939	1.9	5.0	24.9	52.0	2.9	10.9	3.01
1.02 Small residential/institution	964	2.1	10.5	23.2	50.2	2.4	30.4	3.01
1.03 Hostels	408	1.9	12.3	29.9	36.5	9.6	16.9	3.01
1.04 Group homes	11,308	2.1	5.0	39.1	52.1	6.6	15.4	3.01
1.05 Attendant care/personal care	1,718	1.9	25.0	48.7	21.8	14.7	8.3	2.06
1.06 In-home accommodation support	14,890	1.9	6.4	29.6	35.6	11.8	15.5	2.06
1.07 Alternative family placement	346	2.3	10.4	60.1	24.0	37.0	8.4	2.06
1.08 Other accommodation support	875	1.7	22.2	15.5	25.0	7.7	17.5	3.03
Total accommodation support	*33,175*	*2.0*	*3.8*	*32.3*	*42.2*	*8.9*	*15.0*	*3.01*
Community support								
2.01 Therapy support for individuals	21,372	1.6	15.6	50.0	23.2	15.0	4.2	2.06
2.02 Early childhood intervention	15,568	1.1	1.5	18.6	1.3	4.0	0.3	2.06
2.03 Behaviour/specialist intervention	4,978	1.9	33.8	65.1	29.8	19.6	8.4	2.06
2.04 Counselling (individual/family/group)	2,717	1.7	24.0	44.5	25.5	9.9	6.7	2.01
2.05 Regional resource and support	9,201	1.6	15.7	32.4	15.9	19.2	9.0	2.06
2.06 Case management, local coordination and development	39,676	1.6	15.9	29.6	21.9	15.2	10.0	2.01
2.07 Other community support	4,516	1.7	18.8	49.0	27.0	13.0	13.6	2.01
Total community support	*78,847*	*1.5*	*13.6*	*20.0*	*17.1*	*11.4*	*7.2*	*2.06*
Community access								
3.01 Learning and life skills development	24,821	1.9	37.1	34.2	7.3	12.4	9.3	2.06
3.02 Recreation/holiday programs	13,631	1.8	17.0	33.5	11.3	12.7	15.8	2.06
3.03 Other community access	11,270	1.6	30.3	14.9	6.9	9.2	10.0	1.06
Total community access	*47,636*	*1.8*	*29.4*	*28.3*	*4.3*	*11.2*	*11.0*	*2.06*
Respite								
4.01 Own home respite	1,798	2.2	19.6	61.5	28.9	33.8	5.7	2.06
4.02 Centre-based respite/respite homes	9,601	2.1	15.2	53.5	31.5	22.4	8.2	2.06
4.03 Host family respite/peer support	1,229	1.8	11.3	38.8	22.5	30.1	10.9	2.06
4.04 Flexible/combination respite	9,141	1.9	14.1	39.2	24.3	20.4	8.2	2.06
4.05 Other respite	1,522	1.9	16.2	35.8	18.5	18.5	16.6	2.06
Total respite	*20,547*	*1.9*	*14.3*	*43.8*	*25.9*	*12.3*	*8.9*	*2.06*
Employment								
5.01 Open employment	43,042	1.2	3.3	5.6	5.5	1.4	3.2	2.06
5.02 Supported employment	18,637	1.5	18.0	16.3	14.3	6.2	7.0	2.06
5.03 Open and supported employment	4,100	1.3	9.4	10.9	10.6	3.0	7.5	2.06
Total employment	*64,281*	*1.3*	*7.7*	*8.8*	*8.2*	*2.8*	*2.3*	*2.06*
Total	**187,806**	**1.3**	**11.8**	**14.1**	**13.8**	**6.7**	**6.3**	**2.06**

Notes

1. Where the service groups are the same, the 'percentage of service users accessing other service groups' includes service users who use two or more different service types in that group. For example, 50% of the 21,372 service users who accessed a therapy support service (2.01) also accessed another type of community support.

2. 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.

Table 6.11: Users of CSTDA-funded service users, service group combinations most commonly received, 2003–04

Service groups used	No.	% of service users using two or more services	% of all service users
Five most common combinations			
Accommodation support and community access	14,013	33.1	7.5
Community support and community access	13,484	31.9	7.2
Accommodation support and community support	10,710	25.3	5.7
Community support and respite	8,993	21.2	4.8
Accommodation support and employment	5,640	13.3	3.0
Other combinations			
Three or more services involving above combinations	11,994	28.3	6.4
All other combinations	7,198	17.0	3.8
Total	**42,326**	**100.0**	**187,806**

Notes

1. Service user numbers reflect use of any of five service groups: accommodation support, community support, community access, respite and employment.

2. Service users with three, four or five service groups are included under all relevant combinations. Thus, numbers in a column may not add up to the total.

3. 'All other combinations' includes three two-way combinations for service users of respite services other than with accommodation support, the combination of community support and employment, and other three-, four- and five-way combinations of service groups.

Table 6.12: Users of CSTDA-funded service users, service type combinations most commonly received, 2003–04

Combination of service types used	No.	% of service users using two or more service groups	% of service users using the two service groups
More than one service from community support			
Therapy support for individuals and case management, local coordination and development	7,781	18.4	n.a.
Accommodation support and community access			
Group homes and learning & life skills development	4,503	10.6	32.1
In-home accommodation support and other community access	2,687	6.3	19.2
Community access and community support			
Case management, local coordination & development and learning & life skills development	5,451	12.9	40.4
Case management, local coordination & development and recreation/holiday programs	3,009	7.1	22.3
Therapy support for individuals and learning & life skills development	2,818	6.7	20.9
Therapy support for individuals and recreation/holiday programs	2,346	5.5	17.4
Accommodation support and community support			
In-home accommodation support and case management, local coordination & development	3,422	8.1	32.0
Community support and respite			
Case management, local coordination & development and centre-based respite/respite homes	3,275	7.7	36.4
Case management, local coordination & development and flexible/combination respite	2,542	6.0	28.3
Ten most common combinations	*37,834*		
Total	**16,965**	**40.1**	

Notes

1.   Service user numbers reflect use of service types from within the five service groups: accommodation support, community support, community access, respite and employment.

2.   Service users with three, four or five service groups are included under all relevant combinations. Thus, the total number of combinations (37,834) is greater than the total number of users accessing these combinations (16,965).

7 Data quality

There are three aspects of the quality of data in the collection:

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

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

7.1 Service type outlet response rates

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

The overall national service type outlet response rate for the 2003–04 collection was 93% (Table 7.1). This was a significant improvement on the 2002–03 collection, where the response rate was 82%.

Table 7.1: Response rates for service type outlets reported by jurisdictions, 2002–03 and 2003–04

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
2002–03 (%)	70	79	93	100	100	100	98	97	100	82
2003–04 (%)	80	94	97	100	100	100	93	95	100	93

Notes

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

2. The response rate for ACT is based on agency response rates rather than service type outlets.

3. 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.

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

7.2 Service user response rate

It is not possible to estimate the number of service users who may be missing from the data set. There is no reliable information on the number of service users receiving services from outlets that did not provide service user information. Further, there may be service type outlets who did not report on all of their service users.

The data item *number of service users* on the service type outlet form was designed to provide this information but it is apparent, both from examination of the data for this item and reports from jurisdictions, that it is not reliable enough to do so. It is hoped that this item will improve in quality over future collections and be able to be used for this purpose.

7.3 'Not stated' and 'not known' rates

Service user data items

'Not stated' and 'not known' rates for service user data items were generally worse in 2003–04 than in 2002–03, particularly *carer—existence of* (20%, up from 7% in 2002–03), *living arrangements* (14%, up from 8%), *residential setting* (12%, up from 7%), all *support needs* items (27–30%, up from 10–15%) and *Indigenous status* (8%, up from 6%) (Table 7.1; see also AIHW 2004a: Table 3.2). 'Not stated' rates for several of the carer items improved (for example, *carer—age group* fell from 12% in 2002–03 to 4% in 2003–04), as did *individual funding status* (13% in 2002–03 compared with 6% in 2003–04). *Main income source (adult)* also fell, from 18% in 2002–03 to 8% in 2003–04. The tables in this report have not been adjusted for 'not stated' or 'non known' responses.

'Not stated' rates varied quite widely between jurisdictions for various data items. Age (calculated from *date of birth*) and *sex* had consistently low missing rates (0–4% and 0–0.4% respectively) across jurisdictions, as did *postcode* (0–3%) with the exception of Western Australia (19%). On the other hand, *support needs* items had very high 'not stated' rates in New South Wales (87–89%), Victoria (33–47%) and Western Australia (38%). The same three jurisdictions also had high 'not stated' rates for *carer—existence of* (24–37%). Considering that 2003–04 was the first true full year of data, it is expected that these 'not stated' rates may improve in future collections.

Table 7.2: 'Not stated' and 'not known' response rates for service user data items, 2003–04

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Not stated										
Age	0.0	4.0	—	3.7	0.0	—	0.2	—	—	1.5
Sex	0.0	0.3	0.0	0.1	0.1	—	0.4	—	—	0.1
Indigenous status	4.7	17.7	2.7	0.7	2.3	—	2.3	0.3	4.6	8.0
Country of birth	10.3	14.2	2.3	12.6	5.8	0.1	8.6	0.3	3.9	8.1
Need for interpreter services	3.6	25.4	2.8	3.8	5.1	1.8	1.4	0.3	0.0	8.0
Method of communication	17.2	16.4	3.0	5.5	8.0	1.9	2.3	3.7	1.2	8.1
Living arrangement	8.1	36.8	2.4	16.9	5.8	0.9	2.5	2.0	3.0	13.7
Postcode of usual residence	1.4	3.1	1.4	18.6	1.0	0.4	1.9	1.2	—	2.0
Residential setting	3.1	39.7	2.4	9.2	5.4	1.7	14.8	3.9	0.0	12.1
Primary disability group	10.9	29.5	1.3	2.6	2.7	0.6	0.2	0.2	—	9.7
Frequency of support or assistance needed										
Self-care	88.7	46.5	3.1	37.8	9.4	4.0	7.4	0.5	5.7	28.8
Mobility	88.7	45.7	3.1	37.8	9.5	3.9	3.9	0.5	4.2	28.0
Communication	88.7	45.1	3.1	37.8	9.7	4.0	4.2	1.9	3.6	27.5
Interpersonal interactions and relationships	88.6	47.3	3.1	37.8	9.8	4.5	4.6	0.5	5.3	28.9
Learning, applying knowledge & general tasks & demands	87.9	33.1	7.7	37.8	11.7	5.8	4.4	2.4	4.7	25.1
Education	88.0	34.1	7.7	37.8	12.6	8.8	7.2	5.4	8.2	27.2
Community (civic) & economic life	88.1	33.3	7.7	37.8	11.3	7.0	4.9	2.9	11.1	28.3
Domestic life	87.1	38.1	12.8	37.8	10.4	7.6	7.4	1.0	11.8	30.0
Working	87.2	39.8	12.8	37.8	14.3	10.3	10.6	4.0	4.5	27.4
Carer—existence of	24.8	37.2	—	24.0	4.8	5.3	1.6	0.2	11.4	20.1
Carer—primary status	1.7	2.3	0.1	6.9	0.3	1.0	0.0	0.2	n.a.	2.0
Carer—residency status	1.3	2.9	0.1	1.7	0.5	0.9	3.9	1.5	n.a.	1.8
Carer—relationship to service user	1.8	3.8	0.2	1.5	1.0	0.7	1.2	4.0	0.5	1.4
Carer—age group	4.3	5.0	1.0	3.6	5.5	2.3	9.5	3.2	n.a.	4.3
Main income source (adult)	5.3	23.3	2.7	7.9	8.1	3.1	11.6	1.2	—	8.1
Receipt of carer allowance (child)	6.7	21.6	2.3	16.7	4.0	1.3	0.9	0.2	—	7.9
Labour force status	8.8	36.3	2.9	15.3	8.8	4.7	26.2	15.2	20.0	22.4
Individual funding status	10.9	2.4	3.5	1.7	57.4	11.0	22.7	0.3	—	6.0
Not known										
Main income source (adult)	2.4	—	2.8	3.7	13.9	1.8	8.1	4.5	5.4	4.2
Receipt of carer allowance (child)	24.1	—	8.7	7.4	3.1	19.2	5.1	9.1	0.1	4.6
Individual funding status	25.1	—	11.3	8.2	11.6	0.1	16.4	18.2	—	5.1

Notes

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

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

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

4.   Service types 5.01–5.03 were not required to collect data on carer—primary status, carer—residency status, and carer—age group. 'Not stated' rate calculations therefore exclude 5.01–5.03 service types for these data items.

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

Service usage data items

'Not stated' rates were recorded for *hours received in the reference week* for almost a third (31%) of service users overall—the Australian Capital Territory (71%), Western Australia (64%) and South Australia (52%) recorded the highest of these rates. The 'not stated' rate for *date service last received* was under 2% for all but two jurisdictions (Victoria, 29% and Western Australia, 19%), as was *snapshot date flag* for all jurisdictions except Victoria (38%).

All of the service usage data items increased in terms of 'not stated' rates between 2002–03 and 2003–04—the largest increase was for the *snapshot date flag* item (11%, up from 1.9%), the smallest for *hours received in the reference week* (31% from 29%) (Table 7.3; see also AIHW 2004a: Table 3.3).

Table 7.3: 'Not stated' response rates for service usage data items, 2003–04 (for applicable service types)

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Service start date	2.2	15.5	—	10.0	0.2	1.8	0.5	1.7	0.0	5.3
Date service last received	1.5	29.3	—	18.9	0.0	1.6	1.1	1.2	—	9.5
Snapshot date flag	2.0	38.2	—	0.8	0.0	1.5	1.1	—	—	10.8
Main reason for cessation of services	0.0	26.1	2.2	—	0.9	—	7.7	5.4	—	7.3
Hours received in the reference week	0.2	34.8	5.3	63.6	51.8	5.1	70.5	9.1	n.a.	30.7
Hours received in a typical week	5.0	n.a.	13.6	12.4	44.9	0.9	38.1	0.0	n.a.	17.9

Notes

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

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

3. Some service types were not required to report on hours received (reference week) and hours received (typical week). These service types are therefore excluded from calculations of 'not stated' rates for these data items (namely service types 1.01–1.04, 1.08, 2.01–2.05, 2.07, and 5.01–5.03).

4. Victoria did not collect data on hours received (typical week).

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

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

Service type outlet data items

All but one of the service type outlet items saw a decrease in 'not stated' rates between 2002–03 and 2003–04 (Table 7.4; see also AIHW 2004a: Table 3.4). The most notable decreases in these rates were for *full financial year of operation* (down to zero from 13%), *agency sector* (0.4% from 3.7%) and *number of service users over the year* (8% from 19%). There were no missing service types in 2003–04. The only service type outlet data item to have an increased 'not stated' rate between 2002–03 and 2003–04 was *operating weeks per year*, increasing from 3% to 11%.

Table 7.4: 'Not stated' response rates for service type outlet data items, 2003–04

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Agency sector	0.8	0.8	—	0.1	0.2	—	—	—	—	0.4
Service type	—	—	—	—	—	—	—	—	—	—
Full 2003–04 financial year operation	—	—	—	—	—	—	—	—	—	—
Staff hours in the reference week	1.0	43.1	11.5	0.7	5.7	—	3.3	—	—	17.1
Staff hours in a typical week	11.0	n.a.	6.4	0.7	8.4	10.1	17.1	3.0	52.2	13.9
Operating weeks per year	3.7	27.8	0.4	—	7.5	5.3	0.8	—	—	10.7
Operating days per week	3.7	26.8	0.7	0.4	9.6	5.3	0.8	—	—	10.6
Operating hours per day	3.7	28.9	0.5	—	17.7	5.3	0.8	—	—	11.8
Number of service users over the year	6.5	14.3	—	4.2	8.4	18.8	12.7	2.0	3.1	7.9

Notes

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

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

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

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

Appendixes

Appendix 1: Detailed tables

Data item frequencies

Tables A1.1–A1.3 list service user, service usage, and service type outlet data item frequencies by jurisdiction.

Accommodation support categories

Table A1.4 lists service users by three main accommodation support categories and by state/territory.

Potential population

Tables A1.5–A1.7 provide information on 'potential population' data, including calculations of these populations (Table A1.6) and the Indigenous factor (Table A1.7).

Potential population figures were calculated as follows.

- National 5-year age- and sex-specific rates of severe/profound core activity limitation were calculated using data from the 2003 ABS Survey of Disability, Ageing and Carers (number of people in Australia with a severe/profound core activity limitation in each sex and 5-year age group, divided by total population for each age group within each sex).

- These rates were applied to (multiplied by) estimated resident population numbers in each state and territory, as at 30 June 2003, to produce estimates of the number of people with severe/profound core activity limitations in each sex and 5-year age group.

- Five-year age group estimates were then appropriately summed into age categories (0–64 years and 15–64 years) to produce an estimated number of people with a severe/profound core activity limitation in each state/territory as at 30 June 2003.

- An Indigenous factor was calculated (for people aged 0–64 years and 15–64 years) by weighting the Indigenous population at two, and all other Australians at one.

- Potential populations for accommodation support, community support and community access (0–64 years) were calculated by multiplying the estimated number of people with a severe/profound core activity limitation aged 0–64 years by the Indigenous factor.

- Potential populations for respite were obtained as above, but by selecting only people from the 2003 ABS Survey of Disability Ageing and Carers who had a primary carer.

- Potential populations for employment (i.e. 15–64 years) were calculated by multiplying the estimated number of people with a severe/profound core activity limitation aged 15–64 years by the Indigenous factor and by state/territory-specific labour force participation rates.

Other supporting tables

Tables A1.8–A1.11 provide source data for the figures presented throughout this report (Figures 3.1–3.3 and Figure 4.1).

Table A1.1: Characteristics of service users, CSTDA-funded services, 2003–04

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Age (years)									
0–4	4,329	6,560	1,039	823	638	380	8	98	13,841
5–14	7,500	5,717	2,940	5,358	2,025	750	195	152	24,541
15–24	9,849	10,878	6,569	5,152	3,281	1,024	393	303	37,309
25–44	13,606	22,319	10,000	6,494	5,933	1,729	791	407	61,108
45–59	6,493	12,636	4,713	3,181	4,123	1,041	213	158	32,520
60+	1,841	7,981	1,091	1,185	3,098	273	36	140	15,633
Not stated	1	2,147	0	703	1	0	2	0	2,854
Sex									
Male	27,093	39,207	15,839	13,547	10,599	3,124	944	726	110,777
Female	16,521	28,897	10,511	9,328	8,490	2,073	690	532	76,853
Not stated	5	134	2	21	10	0	4	0	176
Indigenous status									
Aboriginal	1,257	1,167	925	936	531	118	18	516	5,437
Torres Strait Islander	50	69	170	14	8	2	1	4	317
Aboriginal and Torres Strait Islander	166	238	121	207	17	14	3	5	770
Not Indigenous	40,747	57,278	24,208	17,391	17,262	4,791	1,490	689	163,400
Not stated	1,391	9,150	744	187	543	104	17	4	12,138
Not collected (recreation/holiday program service users)	8	336	184	4,161	738	168	109	40	5,744
Country of birth									
Australia	38,108	54,842	24,026	16,111	16,182	4,879	1,354	1,127	156,181
English Proficiency Group 1	759	2,064	982	806	797	61	49	42	5,540
English Proficiency Group 2	714	1,712	350	268	269	33	28	23	3,385
English Proficiency Group 3	843	2,364	177	247	444	23	23	17	4,130
English Proficiency Group 4	251	737	38	68	80	3	12	4	1,192
Not stated or not specified	2,507	6,182	603	1,395	588	30	63	5	11,371
Not collected (recreation/holiday program service users)	437	337	176	4,001	739	168	109	40	6,007
Need for interpreter services									
For spoken language other than English	1,266	938	314	233	469	34	8	166	3,406
For non-spoken communication	1,022	584	1,811	819	746	184	75	65	5,277
Does not need an interpreter	40,324	56,575	23,755	17,482	16,733	4,743	1,440	983	161,595
Not stated	570	9,807	282	293	413	49	6	4	11,424
Not collected (recreation/holiday program service users)	437	334	190	4,069	738	187	109	40	6,104

(continued)

Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2003–04

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Method of communication									
Spoken language (effective)	26,824	43,416	19,237	12,093	13,555	3,632	1,154	792	120,403
Sign language (effective)	643	2,339	644	245	328	44	37	45	4,313
Other effective non-spoken communication	580	1,038	489	373	286	49	36	26	2,867
Little, or no, effective communication	7,436	7,597	4,105	4,845	2,731	852	289	226	27,952
Child aged under 5 years (not applicable)	4,329	6,560	1,039	823	638	380	8	98	13,841
Not stated	3,371	6,958	658	386	828	56	13	31	12,295
Not collected (recreation/holiday program service users)	436	330	180	4,131	733	184	101	40	6,135
Living arrangements									
Lives alone	4,250	8,836	3,779	2,090	3,745	734	213	172	23,756
Lives with family	28,563	30,245	16,528	12,703	10,423	3,020	836	737	102,707
Lives with others	8,385	13,866	5,215	3,097	3,578	1,216	406	283	35,966
Not stated	1,985	14,955	641	1,158	614	41	74	26	19,494
Not collected (recreation/holiday program service users)	436	336	189	3,848	739	186	109	40	5,883
Residential setting									
Private residence	34,814	39,471	21,693	15,801	13,887	3,825	1,102	728	130,900
Residence within an Aboriginal community	28	36	125	121	142	3	2	215	668
Domestic-scale supported living facility	3,053	6,431	1,273	1,400	928	682	238	26	14,001
Supported accommodation facility	3,093	2,733	1,841	741	1,670	362	72	160	10,652
Boarding house/private hotel	584	429	193	42	61	10	3	1	1,322
Independent unit within a retirement village	63	120	40	50	186	3	0	1	463
Residential aged care facility	198	359	120	64	284	26	1	11	1,062
Psychiatric/mental health community care facility	100	660	103	46	15	11	2	10	945
Hospital	30	59	112	38	27	7	2	2	276
Short term crisis, emergency or transitional accommodation	107	545	51	34	44	15	7	3	802
Public place/temporary shelter	14	125	9	0	4	1	1	3	156
Other	532	1,438	362	97	586	20	20	28	3,083
Not stated	562	15,498	250	594	527	45	79	30	17,579
Not collected (recreation/holiday program service users)	441	334	180	3,868	738	187	109	40	5,897

(continued)

Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2003–04

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Primary disability group									
Intellectual	19,842	20,334	10,602	10,795	6,854	2,261	833	413	71,701
Specific learning/ADD	1,557	1,565	1,076	713	345	337	76	47	5,699
Autism	2,137	1,737	1,446	1,799	810	188	71	88	8,249
Physical	5,660	7,313	4,771	3,402	2,404	879	153	281	24,785
Acquired brain injury	1,295	2,579	956	705	1,903	323	84	90	7,917
Neurological	1,354	3,482	1,665	1,507	1,625	363	41	70	10,081
Deafblind	102	210	65	49	76	2	3	8	512
Vision	758	4,790	574	629	2,387	36	23	66	9,245
Hearing	1,321	2,278	710	622	406	41	42	27	5,440
Speech	989	110	88	54	23	17	6	17	1,303
Psychiatric	4,005	5,278	3,524	1,296	812	403	196	88	15,559
Developmental delay	2,174	5,964	564	489	392	141	0	22	9,728
Not stated	1,980	12,255	144	165	324	19	1	1	14,887
Not collected (recreation/holiday program service users)	445	343	167	671	738	187	109	40	2,700
Other significant disability groups									
Intellectual	2,605	3,922	2,511	1,346	910	328	123	187	11,844
Specific learning/ADD	1,266	1,929	1,030	1,016	564	160	100	60	6,080
Autism	2,112	2,476	884	393	580	168	101	27	6,703
Physical	5,347	6,045	3,998	1,852	3,604	871	253	248	22,105
Acquired brain injury	564	1,656	688	271	247	49	112	28	3,585
Neurological	3,688	5,473	2,829	1,700	2,028	453	186	163	16,432
Deafblind	195	237	127	131	75	17	3	7	784
Vision	3,081	3,494	1,725	572	1,255	273	125	102	10,571
Hearing	1,362	1,935	1,004	497	981	154	96	74	6,062
Speech	4,735	5,925	4,176	1,960	2,319	683	241	308	20,234
Psychiatric	2,212	3,307	1,228	640	1,283	361	152	57	9,194
Developmental delay	778	175	547	193	172	34	0	62	1,934
Support needed: self-care									
Always	5,097	9,158	5,925	3,807	4,330	1,266	294	394	30,128
Sometimes	7,024	15,376	7,872	6,148	6,036	1,578	450	384	44,720
None but uses aids	881	1,350	923	413	1,255	147	37	43	5,030
None	10,169	21,964	10,423	5,103	5,678	1,894	651	375	56,108
Not stated	19,960	20,049	1,017	3,038	1,060	126	97	22	45,337
Not collected (recreation/holiday program service users)	488	341	192	4,387	740	186	109	40	6,483
Support needed: mobility									
Always	5,643	7,003	5,094	2,262	3,648	1,057	222	356	25,177
Sometimes	6,294	14,943	7,324	4,267	5,850	1,365	363	362	40,618
None but uses aids	1,089	2,352	1,566	860	2,042	272	54	66	8,267
None	10,374	24,242	11,271	8,153	5,800	2,209	836	419	63,136
Not stated	19,731	19,357	905	2,967	1,019	108	54	15	44,125
Not collected (recreation/holiday program service users)	488	341	192	4,387	740	186	109	40	6,483

(continued)

Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2003–04

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Support needed: communication									
Always	5,742	7,480	5,275	2,745	3,459	1,113	260	322	26,276
Sometimes	9,842	19,346	9,423	7,476	6,719	1,637	626	430	55,298
None but uses aids	808	1,649	760	296	793	137	46	29	4,508
None	7,146	20,430	9,811	5,003	6,378	2,001	549	414	51,604
Not stated	19,593	18,992	891	2,989	1,010	123	48	23	43,637
Not collected (recreation/holiday program service users)	488	341	192	4,387	740	186	109	40	6,483
Support needed: interpersonal interactions & relationships									
Always	6,273	7,928	6,371	3,560	3,956	1,276	336	352	29,920
Sometimes	11,923	25,995	12,279	8,463	8,008	2,215	773	485	69,896
None but uses aids	680	1,302	642	279	618	93	42	16	3,668
None	4,467	12,445	5,845	3,181	4,651	1,220	289	346	32,366
Not stated	19,788	20,224	1,023	3,025	1,126	207	89	19	45,469
Not collected (recreation/holiday program service users)	488	344	192	4,388	740	186	109	40	6,487
Support needed: learning, applying knowledge & general tasks & demands									
Always	6,810	9,971	6,623	3,664	4,006	1,309	345	354	32,949
Sometimes	13,151	24,342	12,393	8,475	8,368	2,281	843	543	70,161
None but uses aids	705	1,779	710	410	768	122	44	22	4,549
None	2,815	10,865	4,378	2,246	3,493	848	216	189	24,999
Not applicable	256	5,499	622	730	462	273	0	75	7,897
Not stated	19,394	15,437	1,434	2,984	1,260	176	81	35	40,760
Not collected (recreation/holiday program service users)	488	345	192	4,387	742	188	109	40	6,491
Support needed: education									
Always	7,672	12,758	7,953	4,252	4,592	1,499	369	433	39,369
Sometimes	11,309	20,487	10,445	7,652	7,455	1,920	738	425	60,241
None but uses aids	728	1,799	900	435	785	131	40	20	4,821
None	3,146	10,881	4,467	2,212	3,460	871	272	196	25,440
Not applicable	255	5,499	529	730	484	279	0	80	7,837
Not stated	20,021	16,466	1,866	3,228	1,579	309	110	64	43,602
Not collected (recreation/holiday program service users)	488	348	192	4,387	744	188	109	40	6,496
Support needed: community (civic) & economic life									
Always	6,571	11,829	7,323	4,151	4,651	1,330	384	376	36,464
Sometimes	8,877	20,829	9,469	7,184	7,332	1,835	669	405	56,430
None but uses aids	820	1,638	863	426	944	128	36	30	4,865
None	5,705	11,522	5,842	2,699	3,409	1,106	319	277	30,794
Not applicable	255	5,499	525	730	487	286	0	81	7,844
Not stated	20,903	16,575	2,138	3,319	1,535	324	121	49	44,918
Not collected (recreation/holiday program service users)	488	346	192	4,387	741	188	109	40	6,491

(continued)

Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2003–04

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Support needed: domestic life									
Always	6,226	9,264	6,176	2,795	4,817	1,214	374	416	31,164
Sometimes	8,237	17,556	8,018	4,595	6,882	1,536	558	361	47,602
None but uses aids	780	1,646	766	355	512	112	46	18	4,220
None	6,571	13,150	6,124	2,756	2,756	1,010	326	203	32,797
Not applicable	559	6,197	2,192	4,680	1,846	774	77	193	16,445
Not stated	20,759	20,067	2,896	3,328	1,545	363	148	27	49,088
Not collected (recreation/holiday program service users)	487	358	180	4,387	741	188	109	40	6,490
Support needed: working									
Always	7,091	15,421	8,479	3,585	5,534	1,745	380	493	42,599
Sometimes	14,438	19,372	10,694	5,763	6,361	1,729	861	416	59,431
None but uses aids	607	1,399	653	371	771	49	22	16	3,883
None	1,173	5,931	1,883	1,127	2,225	271	115	42	12,742
Not applicable	559	6,198	2,264	4,681	1,978	913	74	207	16,795
Not stated	19,264	19,556	2,199	2,982	1,487	302	77	44	45,861
Not collected (recreation/holiday program service users)	487	361	180	4,387	743	188	109	40	6,495
Carer—existence of									
Yes	20,875	21,780	12,232	11,063	9,174	2,247	631	692	78,694
No	14,130	28,170	12,940	4,936	8,367	2,491	764	488	72,286
Not stated	8,157	17,966	1,180	2,415	818	267	134	38	30,975
Not collected (recreation/holiday program service users)	457	322	0	4,482	740	192	109	40	6,342
Carer—primary status									
Yes	13,295	13,245	8,915	8,319	6,733	1,732	407	551	53,197
No	1,769	3,222	950	891	1,270	234	62	31	8,429
Not stated	957	3,051	229	944	177	76	25	20	5,479
Not collected (recreation/holiday program service users)	8	8	1	5	0	0	0	0	22
Carer—residency status									
Yes, co-resident carer	13,667	13,577	8,760	8,470	6,689	1,790	348	503	53,804
No, non-resident carer	1,184	2,494	1,063	1,160	1,235	170	79	65	7,450
Not stated	1,173	3,446	272	524	256	82	67	34	5,854
Not collected (recreation/holiday program service users)	5	9	0	5	0	0	0	0	19

(continued)

Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2003–04

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Carer—relationship to service user									
Wife/female partner	619	1,350	413	311	862	76	25	41	3,697
Husband/male partner	427	1,163	530	432	851	92	18	27	3,540
Mother	16,012	12,512	9,051	8,465	5,414	1,711	458	382	54,005
Father	1,396	1,254	784	598	643	148	62	35	4,920
Daughter	66	265	81	44	230	12	1	41	740
Son	44	164	66	21	122	5	0	8	430
Daughter-in-law	4	12	2	5	9	1	0	1	34
Son-in-law	0	3	0	1	0	1	0	0	5
Other female relative	914	943	608	557	413	98	30	91	3,654
Other male relative	290	279	187	144	138	26	13	19	1,096
Friend/neighbour—female	246	311	308	197	234	27	10	9	1,342
Friend/neighbour—male	127	148	177	74	80	22	4	8	640
Not stated	726	3,367	25	209	177	28	10	30	4,572
Not collected (recreation/holiday program service users)	4	9	0	5	1	0	0	0	19
Carer—age group									
Under 15 years	22	26	26	5	13	3	4	0	99
15–24 years	362	215	181	148	100	91	3	40	1,140
25–44 years	8,888	5,795	4,545	5,340	3,082	1,061	129	297	29,137
45–64 years	3,691	6,732	3,838	2,977	3,012	548	170	179	21,147
65 years and over	1,072	2,107	1,105	829	1,074	171	89	43	6,490
Not stated	1,987	4,643	399	854	897	167	99	43	9,089
Not collected (recreation/holiday program service users)	7	8	1	6	2	1	0	0	25
Income source									
Carer Allowance (child): child under 16 yrs									
Yes	4,057	17	2,637	3,583	1,669	235	85	156	12,353
No	1,931	7,354	279	133	95	353	3	26	10,145
Not known	5,013	17	1,044	970	353	529	22	73	8,004
Not stated	1,254	7,505	280	1,207	681	45	5	1	10,973
Not collected (recreation/holiday program service users)	99	0	83	827	116	52	103	6	1,286

(continued)

Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2003–04

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Income source (continued)									
Main income source: adult 16+ yrs									
Disability Support Pension	20,714	29,624	15,766	9,058	10,033	2,995	885	612	89,409
Other pension/benefit	2,876	5,952	1,901	886	921	299	57	141	12,998
Paid employment	3,737	3,914	2,311	1,443	1,118	249	223	102	13,074
Compensation payments	173	170	74	47	127	49	11	12	658
Other income	416	920	237	158	202	57	46	8	2,040
No income	517	587	270	170	88	33	11	9	1,681
Not known	1,340	1,103	1,098	509	2,382	79	83	68	6,659
Not stated	1,149	10,695	263	546	689	87	98	10	13,535
Not collected (recreation/holiday program service users)	342	255	109	2,662	625	135	6	34	4,168
Both age and income source not stated	*1*	*125*	*0*	*697*	*0*	*0*	*0*	*0*	*823*
Labour force status (ages 15+)									
Employed	11,950	11,445	6,653	4,914	4,865	1,105	579	264	41,660
Unemployed	5,226	8,587	4,833	1,892	1,604	623	216	181	23,054
Not in the labour force	8,451	20,827	8,030	4,370	7,851	1,721	287	366	51,791
Not stated	5,802	18,684	2,741	1,996	1,487	469	343	161	31,658
Not collected (recreation/holiday program service users)	360	263	116	2,844	629	149	8	36	4,404
Age range unknown	*1*	*1,456*	*0*	*699*	*0*	*0*	*2*	*0*	*2,158*
Individual funding status									
Yes	6,253	9,340	7,766	4,961	1,971	729	188	139	31,193
No	29,982	57,732	16,703	17,143	8,195	4,000	1,113	947	135,496
Not known	4,913	0	1,331	695	2,057	2	77	129	9,190
Not stated	2,032	849	360	97	6,078	273	151	3	9,839
Not collected (recreation/holiday program service users)	439	317	192	0	798	193	109	40	2,088

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Row totals may not be the sum of components since service users may have accessed services in more than one state/territory. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'Not collected (recreation/holiday program service users)' is a count of service users who accessed *only* services from this service type and did not provide a response for that particular data item.

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

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

5. Service types 5.01–5.03 were not required to collect data on carer—primary status, carer—residency status, and carer—age group. Service user frequencies for these data items therefore exclude users of these service types.

6. Service user frequencies for Carer—primary status, Carer—residency status, Carer—relationship to service user and Carer—age group are based only on those service users who answered 'yes' to the item Carer—existence of.

7. Differences in service type outlet response rates between jurisdictions should be considered when comparing jurisdictional data.

8. Victorian data are reported to be significantly understated; errors in the 'date of last service received' as well as a lower than expected response rates have led to under-counting of service users in the current year.

Table A1.2: Service usage data item frequencies for applicable service types, CSTDA-funded services, 2003–04

Service usage item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Start date									
Before 1970	114	186	17	18	68	16	0	0	419
1970–1979	442	431	203	182	374	105	2	2	1,741
1980–1989	1,378	1,380	868	445	752	226	42	16	5,107
1990–1999	5,308	9,143	5,435	1,408	4,185	1,305	407	187	27,378
2000	1,490	2,672	1,848	432	805	347	107	87	7,788
2001	2,437	4,533	2,715	630	1,144	455	133	156	12,203
2002	5,169	9,699	5,033	897	2,671	940	424	234	25,067
2003	19,400	19,135	6,491	12,204	6,274	988	259	327	65,078
2004 (January–June)	6,614	12,791	3,463	1,580	1,971	532	131	195	27,277
Not stated	519	7,782	0	502	24	85	14	12	8,938
Date of last service									
July 2003	1,168	2,258	685	255	553	107	20	43	5,089
August 2003	1,043	1,861	521	257	456	65	27	44	4,274
September 2003	2,476	2,708	1,438	215	424	228	73	50	7,612
October 2003	1,371	2,358	615	255	436	96	29	46	5,206
November 2003	1,252	2,311	627	222	412	103	21	57	5,005
December 2003	2,951	4,493	1,168	392	460	224	40	75	9,803
January 2004	924	1,627	710	232	565	80	23	56	4,217
February 2004	1,252	1,635	908	274	605	94	36	41	4,845
March 2004	3,518	2,732	1,687	434	736	392	85	92	9,676
April 2004	1,795	2,139	1,153	424	741	258	73	68	6,651
May 2004	2,535	2,768	1,897	634	1,257	439	77	65	9,672
June 2004	22,213	26,647	14,664	13,327	11,621	2,837	997	571	92,877
Not stated	373	14,215	0	1,377	2	76	18	8	16,069
Snapshot date flag									
Yes	11,696	14,796	6,030	4,411	4,296	1,166	506	232	43,133
No	30,694	33,984	20,043	13,789	13,971	3,760	995	984	118220
Not stated	481	18,972	0	98	1	73	18	0	19,643
Exit date									
July 2003	600	979	342	147	191	67	13	15	2,354
August 2003	591	795	234	138	196	31	19	15	2,019
September 2003	671	984	261	134	180	52	17	15	2,314
October 2003	572	998	317	152	157	31	25	8	2,260
November 2003	502	813	274	133	154	44	13	10	1,943
December 2003	774	1,283	248	187	241	53	17	24	2,827
January 2004	477	884	336	132	197	36	9	21	2,092
February 2004	542	869	337	121	210	26	19	8	2,132
March 2004	692	1,468	396	166	206	52	12	15	3,007
April 2004	433	1,266	288	166	173	58	24	8	2,416
May 2004	579	1,248	328	131	200	69	14	9	2,578
June 2004	626	2,036	268	156	477	66	26	12	3,667
No exit date recorded	35,812	54,129	22,444	16,535	15,686	4,414	1,311	1,056	151,387

(continued)

Table A1.2 (continued): Service usage data item frequencies for applicable service types, CSTDA-funded services, 2003–04

Service usage item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Main reason for cessation of services									
No longer needs assistance—moved to mainstream services	737	752	215	80	95	41	11	7	1,938
No longer needs assistance—other reason	1,800	4,222	1,134	413	399	236	39	39	8,282
Moved to residential, institutional or supported accommodation setting	116	115	61	33	25	4	0	4	358
Needs have increased—other service type required	437	646	251	57	97	49	23	8	1,568
Services terminated due to budget/staffing constraints	52	174	27	30	12	17	0	0	312
Services terminated due to OHS reasons	45	78	37	7	13	6	0	1	187
Service user moved out of area	628	511	471	184	314	59	10	54	2,231
Service user died	92	222	86	43	281	19	5	12	760
Service user terminated service	1,164	1,369	585	507	466	86	80	12	4,269
Other reason	1,987	3,375	745	409	867	68	38	17	7,506
Not stated	1	2,159	17	0	13	0	2	6	2,198
Hours received (reference week)									
Zero	12,838	18,399	10,479	99	3,736	1,926	0	384	47,861
1–11	1,876	9,972	4,190	4,113	2,828	552	178	144	23,853
12–23	806	2,495	1,035	416	380	133	24	40	5,329
24–47	1,070	4,865	1,122	333	373	429	30	30	8,252
48–71	170	313	251	86	82	31	9	3	945
72–103	70	102	129	65	39	12	7	4	428
104–135	33	30	74	46	29	5	1	1	219
136–167	21	21	69	31	32	1	1	0	176
168	78	123	104	100	136	10	14	2	567
Not stated	28	19,412	968	9,254	8,212	167	630	61	38,732
Hours received (typical week)									
Zero	5,567	n.a.	1,314	215	1,913	867	12	160	10,048
1–11	5,899	n.a.	10,139	10,879	5,420	1,532	426	356	34,651
12–23	1,846	n.a.	1,824	622	386	238	24	97	5,037
24–47	1,619	n.a.	1,533	486	684	534	55	43	4,954
48–71	207	n.a.	323	137	100	38	5	5	815
72–103	105	n.a.	246	97	18	11	11	2	490
104–135	58	n.a.	144	134	20	5	1	0	362
136–167	196	n.a.	123	44	19	1	5	0	388
168	638	n.a.	266	122	177	10	14	6	1,233
Not stated	855	n.a.	2,509	1,807	7,110	30	341	0	12,652

Notes

1. Service usage data were not collected for all CSTDA service types (see Section 2.2 for details).

2. Service users accessing recreation/holiday programs (service type 3.02) were not required to report on any service usage data items and are therefore excluded from this table.

3. Service users accessing service types 1.01–1.04, 1.08, 2.01–2.05, 2.07, 3.02, 5.01–5.03, 6.01–6.05 and 7.01–7.04 were not required to report on the data items hours received (reference week) and hours received (typical week) and are therefore excluded from analysis of these data items in this table.

4. Differences in service type outlet response rates between jurisdictions should be considered when comparing jurisdictional data.

5. Victorian data are reported to be significantly understated; errors in the 'date of last service received' as well as a lower than expected response rates have led to under-counting of service users in the current year.

Table A1.3: CSTDA-funded service type outlets, data item response categories, 2003–04

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Agency sector										
Australian Government	0	0	0	0	0	0	0	0	3	3
State/territory government	475	702	460	252	164	34	56	18	6	2,167
Local government	78	80	5	10	4	3	0	0	3	183
Income tax exempt (charity)	687	1,761	270	649	44	21	65	67	816	4,380
Non-income tax exempt	323	404	699	36	404	149	2	16	20	2,053
Not stated	13	23	0	1	1	0	0	0	0	38
Full 2003–04 financial year of operation										
Yes	1,433	2,445	1,363	926	563	183	123	91	840	7,967
No	74	11	71	11	54	0	0	10	8	239
Not stated	69	514	0	11	0	24	0	0	0	618
Weeks of operation per year										
1 to 39 weeks	20	27	10	9	16	5	0	0	5	92
40 to 47 weeks	93	95	17	9	18	17	1	4	16	270
48 to 51 weeks	346	287	439	119	112	49	27	15	336	1,730
52 weeks	1,007	1,710	845	804	424	113	93	77	488	5,561
No regular annual pattern	51	26	117	7	1	12	1	5	3	223
Not stated	59	825	6	0	46	11	1	0	0	948
Days of operation per week										
1 day	13	85	5	9	3	4	2	0	1	122
2 days	21	33	9	7	10	1	1	0	4	86
3 days	28	18	17	13	4	9	2	0	7	98
4 days	27	36	15	12	7	2	0	2	14	115
5 days	451	922	396	292	190	67	24	33	774	3,149
6 days	30	16	54	15	1	3	5	2	7	133
7 days	858	1,021	694	450	333	83	86	52	37	3,614
No regular weekly pattern	90	44	234	146	10	27	2	12	4	569
Not stated	58	795	10	4	59	11	1	0	0	938
Hours of operation per day										
Less than 3 hours	9	12	13	15	6	2	1	0	0	58
3 to 6 hours	142	316	60	87	27	24	10	3	26	695
7 to 9 hours	374	1,071	377	288	186	54	22	30	789	3,191
10 to 12 hours	28	19	36	6	3	0	1	1	17	111
13 to 18 hours	32	38	35	10	1	0	1	0	5	122
19 to 23 hours	3	8	13	8	0	2	0	3	0	37
24 hours	730	553	509	388	278	58	80	44	5	2,645
No regular daily pattern	200	96	384	146	7	56	7	20	6	922
Not stated	58	857	7	0	109	11	1	0	0	1,043

(continued)

Table A1.3 (continued): CSTDA-funded service type outlets, data item response categories, 2003–04

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Staff hours in the reference week: paid staff										
Zero hours	160	124	65	0	51	46	9	15	5	475
Less than 20 hours	175	205	123	151	89	14	13	4	3	777
20 to less than 38 hours	136	94	114	99	63	23	10	6	19	564
38 to less than 114 hours	311	324	322	259	123	50	19	33	200	1,641
114 to less than 228 hours	414	497	355	229	119	20	34	24	272	1,964
228 to less than 418 hours	301	293	181	143	96	26	21	16	215	1,292
418 to less than 570 hours	22	55	28	30	13	7	1	1	55	212
570 hours or more	41	80	77	30	28	21	4	2	79	362
Not stated	16	1,298	169	7	35	0	12	0	0	1,537
Staff hours in the reference week: unpaid staff										
Zero hours	1,288	902	512	0	222	141	70	84	578	3,797
Less than 20 hours	177	336	148	184	80	36	13	8	150	1,132
20 to less than 38 hours	34	59	40	46	14	5	5	3	65	271
38 to less than 114 hours	19	42	32	31	7	10	5	6	45	197
114 to less than 228 hours	10	9	7	8	1	6	6	0	6	53
228 to less than 418 hours	2	2	4	5	3	2	0	0	3	21
418 to less than 570 hours	0	1	2	2	1	0	0	0	1	7
570 hours or more	1	5	2	4	4	1	0	0	0	17
Not stated	45	1,614	687	668	285	6	24	0	0	3,329
Staff hours in a typical week: paid staff										
Zero hours	164	0	8	0	21	33	11	3	443	683
Less than 20 hours	112	0	139	108	108	13	15	7	2	504
20 to less than 38 hours	130	0	160	91	61	24	10	9	5	490
38 to less than 114 hours	290	0	352	274	132	56	18	30	81	1,233
114 to less than 228 hours	437	0	404	256	115	21	34	32	133	1,432
228 to less than 418 hours	353	0	181	148	103	28	18	18	117	966
418 to less than 570 hours	24	0	31	29	15	7	2	0	33	141
570 hours or more	53	0	70	34	30	25	4	2	34	252
Not stated	13	2,970	89	8	32	0	11	0	0	3,123
Staff hours in a typical week: unpaid staff										
Zero hours	1,247	0	669	0	210	139	74	83	713	3,135
Less than 20 hours	206	0	217	183	86	37	11	9	73	822
20 to less than 38 hours	39	0	46	50	15	4	5	2	30	191
38 to less than 114 hours	28	0	31	26	12	13	4	7	29	150
114 to less than 228 hours	7	0	10	6	1	7	5	0	2	38
228 to less than 418 hours	3	0	7	6	6	2	0	0	0	24
418 to less than 570 hours	2	0	3	2	0	0	0	0	1	8
570 hours or more	2	0	2	6	2	1	0	0	0	13
Not stated	42	2,970	449	669	285	4	24	0	0	4,443

(continued)

Table A1.3 (continued): CSTDA-funded service type outlets, data item response categories, 2003–04

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Service users over the 2003–04 year										
1–4	529	442	540	373	226	44	66	40	11	2,271
5–9	339	812	194	141	74	17	10	25	40	1,652
10–19	206	320	181	81	53	27	6	14	83	971
20–49	239	428	265	130	70	42	6	8	215	1,403
50–99	90	265	145	122	44	10	4	8	200	888
100 or more	63	244	61	45	81	20	11	1	273	799
Zero or not stated	102	418	0	39	50	37	15	2	26	689

Notes

1. A service outlet may be a single outlet, or an aggregation of two or more outlets of the same service type for an organisation.

2. Data for CSTDA service outlets, including the data on service user numbers, were from the service form completed by funding jurisdictions and service providers. These data do not use a linkage key to estimate service user numbers. Service user numbers reflect the estimated number of people who received a service at the service outlet during the 2003–04 financial year.

3. Service type outlets with a service type of research & evaluation, training & development, peak bodies, and other support services (7.01–7.04) were excluded from the item 'service users over the financial year', as they are not required to report this data item.

4. Differences in service type outlet response rates between jurisdictions should be considered when comparing jurisdictional data.

5. Victorian data are reported to be significantly understated; errors in the 'date of last service received' as well as a lower than expected response rates have led to under-counting of service users in the current year.

Table A1.4: Users of CSTDA-funded accommodation support services, by accommodation support category and state/territory, 2003–04

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Accommodation support category					**Number**				
Institutional accommodation	1,824	942	935	518	866	218	0	0	5,303
Group homes	3,345	4,490	903	1,092	674	460	200	146	11,308
In-home support	1,440	7,768	3,228	1,576	2,635	420	136	71	17,271
Total accommodation support	**6,440**	**12,989**	**4,933**	**3,136**	**4,069**	**1,069**	**334**	**212**	**33,175**
					Per cent				
Institutional accommodation	28.3	7.3	19.0	16.5	21.3	20.4	—	—	16.0
Group homes	51.9	34.6	18.3	34.8	16.6	43.0	59.9	68.9	34.1
Other accommodation types	22.4	59.8	65.4	50.3	64.8	39.3	40.7	33.5	52.1

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of the components since individuals may have accessed services in more than one state or territory during the 12-month period. Total for accommodation support (numbers and percentages) may not be the sum of components since service users may have accessed services from more than one of the accommodation support categories listed.

2. 'Institutional accommodation' refers to service users accessing service types 1.01–1.03. 'Group homes' refers to service users accessing service type 1.04. 'In-home support' refers to service users accessing service types 1.05–1.08.

3. Differences in service type outlet response rates between jurisdictions should be considered when comparing jurisdictional data.

4. Victorian data are reported to be significantly understated; errors in the 'date of last service received' as well as a lower than expected response rates have led to under-counting of service users in the current year.

Table A1.5: Service users per 1,000 'potential' population by service group, for CSTDA-funded services, by state and territory, 2003–04

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Accommodation support									
Number of service users	6,440	12,989	4,933	3,136	4,069	1,069	334	212	33,175
Potential population	229,183	165,315	134,671	69,074	52,114	17,004	11,248	8,986	687,710
Service users per 1,000 potential population	28.1	78.6	36.6	45.4	78.1	62.9	29.7	23.6	48.2
Community support									
Number of service users	18,013	28,485	8,564	11,138	9,916	2,173	188	509	78,847
Potential population	229,183	165,315	134,671	69,074	52,114	17,004	11,248	8,986	687,710
Service users per 1,000 potential population	78.6	172.3	63.6	161.2	190.3	127.8	16.7	56.6	114.7
Community access									
Number of service users	6,483	18,441	5,354	10,354	4,827	1,493	419	286	47,636
Potential population	229,183	165,315	134,671	69,074	52,114	17,004	11,248	8,986	687,710
Service users per 1,000 potential population	28.3	111.6	39.8	149.9	92.6	87.8	37.3	31.8	69.3
Respite									
Number of service users	4,153	8,607	3,306	2,464	1,390	238	255	155	20,547
Potential population	71,075	51,205	41,819	21,402	16,211	5,308	3,478	2,761	213,298
Service users per 1,000 potential population	58.4	168.1	79.1	115.1	85.7	44.8	73.3	56.1	96.3
Employment									
Number of service users	19,003	18,283	12,036	6,217	5,911	1,667	898	410	64,281
Potential population	108,235	79,161	64,707	34,066	24,789	7,388	6,104	4,379	328,677
Service users per 1,000 potential population	175.6	231.0	186.0	182.5	238.5	225.6	147.1	93.6	195.6

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12 months from 1 July 2003 to 30 June 2004. Totals for Australia may not be the sum of the components since individuals may have accessed services in more than one state or territory during the 12-month period.

2. Potential population calculations are presented in Table A1.6; see also the introduction to Appendix 1 for more details.

3. Differences in service type outlet response rates between jurisdictions should be considered when comparing jurisdictional data.

4. Victorian data are reported to be significantly understated; errors in the 'date of last service received' as well as a lower than expected response rates have led to under-counting of service users in the current year.

Table A1.6: Calculation of 'potential' populations: people aged less than 65 years and 15–64 years, by state and territory, 30 June 2003

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
People under 65 years									
All	5,791,202	4,261,712	3,350,035	1,727,170	1,299,224	409,908	294,158	190,259	17,326,223
All (%)	33.4	24.6	19.3	10.0	7.5	2.4	1.7	1.1	100.0
With profound or severe core activity limitation	229,924	168,608	133,183	68,294	52,462	16,749	11,391	7,099	687,710
Potential population (accommodation support, community support, community access)	**229,183**	**165,315**	**134,671**	**69,074**	**52,114**	**17,004**	**11,248**	**8,986**	**687,710**
With profound or severe core activity limitation and a primary carer	71,305	52,226	41,357	21,161	16,319	5,228	3,522	2,181	213,298
Potential population (respite)	**71,075**	**51,205**	**41,819**	**21,402**	**16,211**	**5,308**	**3,478**	**2,761**	**213,298**
People 15–64 years									
With profound or severe core activity limitation	173,108	127,628	99,317	51,215	40,125	12,582	8,658	4,967	517,601
Labour force participation rate (%)	62.7	63.0	64.6	65.9	62.1	58.0	71.2	71.4	63.5
Potential population (employment)	**108,235**	**79,161**	**64,707**	**34,066**	**24,789**	**7,388**	**6,104**	**4,379**	**328,677**

Notes

1.   Data are estimates. Population estimates of 9,000 or less have a relative standard error of 25% or more.

2.   Data for all people are ABS estimated resident populations at 30 June 2003 for people aged less than 65 years and 15–64 years.

3.   30 June 2003 data for people with profound or severe core activity limitation are estimates derived using the ABS 2003 Survey of Disability, Ageing and Carers data.

4.   The potential population for accommodation support, community support and community access is the number of people aged under 65 years, with severe or profound core activity limitation, multiplied by the Indigenous factor (Table A1.7) for that jurisdiction.

5.   The potential population for respite is the number of people aged under 65 years, with severe or profound core activity limitation and a primary carer, multiplied by the Indigenous factor (Table A1.7) for that jurisdiction.

6.   The potential population for employment services is the number of people aged 15–64 years with severe or profound core activity limitation, multiplied by both the Indigenous factor (see Table A1.7) and the labour force participation rate for that jurisdiction.

7.   Due to the adjustment used in calculating the potential populations in each case, the sum of the jurisdictions is not necessarily equal to the total population for Australia.

Sources: ABS 2003a; ABS 2003b; ABS 2004; and AIHW analysis of the ABS 2003 Survey of Disability, Ageing and Carers data.

Table A1.7 Calculation of Indigenous factor: people aged less than 65 years and 15–64 years, Indigenous factor by state and territory, 2003

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
People under 65 years									
Indigenous Australians	135,327	28,229	127,783	66,344	25,806	17,363	4,049	57,001	462,130
Non-Indigenous Australians	5,655,875	4,233,483	3,222,252	1,660,826	1,273,418	392,545	290,109	133,258	16,861,766
All people (weighted)	5,926,529	4,289,941	3,477,818	1,793,514	1,325,030	427,271	298,207	247,260	17,786,026
All people (weighted per person)	1.02	1.01	1.04	1.04	1.02	1.04	1.01	1.30	1.03
Indigenous factor	*99.68*	*98.05*	*101.12*	*101.14*	*99.34*	*101.53*	*98.74*	*126.58*	*100.00*
People 15–64 years									
Indigenous Australians	81,172	17,341	76,207	40,656	15,953	10,541	2,516	36,455	280,994
Non-Indigenous Australians	4,378,199	3,285,156	2,482,538	1,287,902	995,345	302,013	227,550	103,390	13,062,093
All people (weighted)	4,540,543	3,319,838	2,634,952	1,369,214	1,027,251	323,095	232,582	176,300	13,624,081
All people (weighted per person)	1.02	1.01	1.03	1.03	1.02	1.03	1.01	1.26	1.02
Indigenous factor	*99.72*	*98.45*	*100.85*	*100.93*	*99.48*	*101.24*	*99.01*	*123.47*	*100.00*

Notes

1. Data are estimates. Figures for all people (weighted per person) and Indigenous factor are rounded to the nearest 0.01, though unrounded figures have been used for further calculations.

2. Indigenous population figures are based on ABS projections of the Indigenous population by state/territory for June 2003.

3. Data for all people (weighted) were calculated by multiplying the data for Indigenous Australians by two and adding the data for non-Indigenous Australians. Hence Indigenous Australians are weighted at two and non-Indigenous Australians at one.

4. Data for all people (weighted per person) were calculated by dividing the all people (weighted) data by the sum of the Indigenous Australians data and the non-Indigenous Australians data.

5. The Indigenous factors adjust the data for all people (weighted per person) to figures relative to an arbitrary figure for Australia of 100. They were calculated by multiplying the all people (weighted per person) data by 100 and dividing by the all people (weighted per person) total for Australia.

Sources: ABS 2003a and ABS 2004.

Table A1.8: Users of CSTDA-funded services, age group by sex, 2003–04

Age group (years)	Males No.	Males %	Females No.	Females %	Not stated No.	Not stated %	Total No.	Total %
0–4	8,835	8.0	4,978	6.5	28	15.9	13,841	7.4
5–9	8,570	7.7	4,408	5.7	7	4.0	12,985	6.9
10–14	7,358	6.6	4,191	5.5	7	4.0	11,556	6.2
15–19	10,960	9.9	6,465	8.4	2	1.1	17,427	9.3
20–24	12,031	10.9	7,845	10.2	6	3.4	19,882	10.6
25–29	9,217	8.3	6,062	7.9	6	3.4	15,285	8.1
30–34	9,435	8.5	6,317	8.2	10	5.7	15,762	8.4
35–39	8,799	7.9	6,103	7.9	9	5.1	14,911	7.9
40–44	8,666	7.8	6,477	8.4	7	4.0	15,150	8.1
45–49	7,304	6.6	5,907	7.7	8	4.5	13,219	7.0
50–54	6,108	5.5	4,907	6.4	17	9.7	11,032	5.9
55–59	4,649	4.2	3,615	4.7	5	2.8	8,269	4.4
60–64	2,716	2.5	2,138	2.8	5	2.8	4,859	2.6
65–69	1,293	1.2	1,156	1.5	0	0.0	2,449	1.3
70+	3,011	2.7	5,310	6.9	4	2.3	8,325	4.4
Not stated	1,825	1.6	974	1.3	55	31.3	2,854	1.5
Total	**110,777**	**100.0**	**76,853**	**100.0**	**176**	**100.0**	**187,806**	**100.0**
Total per cent	*59.0*		*40.9*		*0.1*		*100.0*	

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

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

**Table A1.9: Users of CSTDA-funded services, median age (years)
by sex and service group, 2003–04**

Service group	Males	Females	All service users
Accommodation support	39.7	42.3	40.9
Community support	15.5	23.4	18.4
Community access	34.5	38.3	36.0
Respite	18.0	22.6	19.8
Employment	33.1	33.8	33.3
All services	**28.6**	**33.1**	**30.4**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. 'All service users' includes median ages for the 174 service users with missing sex.

3. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the median age calculations as aged 2.5 years.

Table A1.10: Users of CSTDA-funded services, age group by Indigenous status, 2003–04

Age group (years)	Indigenous		Non-Indigenous		Not stated		Total	
	No.	%	No.	%	No.	%	No.	%
0–4	413	6.3	12,485	7.6	943	5.3	13,841	7.4
5–9	628	9.6	11,448	7.0	909	5.1	12,985	6.9
10–14	611	9.4	9,605	5.9	1,340	7.5	11,556	6.2
15–19	838	12.8	14,696	9.0	1,893	10.6	17,427	9.3
20–24	734	11.3	17,755	10.9	1,393	7.8	19,882	10.6
25–29	508	7.8	13,864	8.5	913	5.1	15,285	8.1
30–34	549	8.4	13,978	8.6	1,235	6.9	15,762	8.4
35–39	593	9.1	13,373	8.2	945	5.3	14,911	7.9
40–44	500	7.7	13,639	8.3	1,011	5.7	15,150	8.1
45–49	363	5.6	11,987	7.3	869	4.9	13,219	7.0
50–54	278	4.3	9,928	6.1	826	4.6	11,032	5.9
55–59	178	2.7	7,229	4.4	862	4.8	8,269	4.4
60–64	116	1.8	4,220	2.6	523	2.9	4,859	2.6
65–69	67	1.0	2,006	1.2	376	2.1	2,449	1.3
70+	124	1.9	5,169	3.2	3,032	17.0	8,325	4.4
Not stated	24	0.4	2,018	1.2	812	4.5	2,854	1.5
Total	**6,524**	**100.0**	**163,400**	**100.0**	**17,882**	**100.0**	**187,806**	**100.0**
Total per cent	*3.5*		*87.0*		*9.5*		*100.0*	

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

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

Table A1.11: Users of CSTDA-funded services, Indigenous status by age group and presence of an informal carer, 2003–04

Age group (years)	Has an informal carer		Does not have an informal carer		Total	
	No.	%	No.	%	No.	%
Indigenous						
0–14	1,399	95.9	60	4.1	1,459	100.0
15–24	915	63.9	518	36.1	1,433	100.0
25–44	936	47.2	1,048	52.8	1,984	100.0
45–64	386	44.1	489	55.9	875	100.0
65+	90	49.7	91	50.3	181	100.0
Not stated	3	100.0	0	—	3	100.0
Total	**3,729**	**62.8**	**2,206**	**37.2**	**5,935**	**100.0**
Non-Indigenous						
0–14	24,218	96.1	980	3.9	25,198	100.0
15–24	16,738	57.8	12,219	42.2	28,957	100.0
25–44	20,473	41.9	28,399	58.1	48,872	100.0
45–64	9,703	33.1	19,606	66.9	29,309	100.0
65+	1,980	31.0	4,411	69.0	6,391	100.0
Not stated	37	77.1	11	22.9	48	100.0
Total	**73,149**	**52.7**	**65,626**	**47.3**	**138,775**	**100.0**
Indigenous status not stated						
0–14	500	49.5	510	50.5	1,010	100.0
15–24	297	28.3	754	71.7	1,051	100.0
25–44	362	19.1	1,534	80.9	1,896	100.0
45–64	254	18.4	1,126	81.6	1,380	100.0
65+	62	14.1	378	85.9	440	100.0
Not stated	7	63.6	4	36.4	11	100.0
Total	**1,482**	**25.6**	**4,306**	**74.4**	**5,788**	**100.0**
All service users						
0–14	26,117	94.4	1,550	5.6	27,667	100.0
15–24	17,950	57.1	13,491	42.9	31,441	100.0
25–44	21,771	41.3	30,981	58.7	52,752	100.0
45–64	10,343	32.8	21,221	67.2	31,564	100.0
65+	2,132	30.4	4,880	69.6	7,012	100.0
Not stated	47	75.8	15	24.2	62	100.0
Total	**78,360**	**52.1**	**72,138**	**47.9**	**150,498**	**100.0**

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).

2. Table excludes 37,308 service users who did not report informal carer—existence.

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

Appendix 2: CSTDA NMDS 2003–04 collection forms

The following CSTDA NMDS 2003–04 collection forms were used by service type outlets that did not collect data electronically.

CSTDA*NMDS*

Commonwealth-State/Territory Disability Agreement
National Minimum Data Set Collection

Service type outlet form 2003-2004

A separate Service type outlet form should be filled in for each CSTDA-funded service type outlet (i.e. for each CSTDA-funded service type provided at or from a given location). Your CSTDA funding department should have filled in items A-G before your agency received this form. Please check the responses using the Data Guide - pages 16-29, initially for any queries you may have.

A. Funded agency ID

B. Service type outlet ID   C. Service type [ ] . [ ][ ]

D. Service type outlet postcode   E. Service type outlet SLA

F. Funding jurisdiction   G. Agency sector

Service type outlet name: _____

Funded service type: _____

Please verify the information provided above.

Please name a person in your service type outlet/funded agency who is involved in completing the forms and can be contacted about any queries. Please print.

Contact Name _____

Title or position _____   Email _____

Phone number

Fax number

Please turn over >

1. Has this service type outlet operated for the

    full 2003-04 financial year?

Yes ☐ 1   No ☐ 2

See Data Guide page 30

---

2. How many **weeks per year** does this service type outlet usually operate?

'No regular pattern of operation through a year' includes seasonal services such as Christmas holiday programs.

☐☐ **or**

No regular pattern ☐ 90

See Data Guide page 31

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3. How many **days per week** does this service type outlet usually operate?

'No regular pattern of operation through a week' includes school holiday programs.

☐ **or**

No regular pattern ☐ 90

See Data Guide page 32

---

4. How many **hours per day** does this service type outlet usually operate?

'No regular daily pattern of operation' includes flexible hours, on call, 24 hour sleepover etc. Please do not provide the number of hours per week.

☐☐ **or**

No regular pattern ☐ 90

See Data Guide page 33

Staff hours: What were the **total hours** worked by staff (including those worked by contracted staff) and volunteers working on behalf of this service type outlet:

	Paid staff – paid hours worked by staff including contracted staff.	**Unpaid staff** – unpaid hours worked by staff and volunteers.	
5. In the **7-day reference preceding the end of the reporting period?**	a) ☐☐☐☐☐	b) ☐☐☐☐☐	*See Data Guide page 34*
6. In a **typical 7-day week?**	a) ☐☐☐☐☐	b) ☐☐☐☐☐	*See Data Guide page 36*

Please enter a dash (–) in the right hand box for any category where the value is 'nil'.
Please round hours up to the nearest whole hour.

If the service type of this service outlet is 'Other support' (7.01–7.04) please do not complete question 7 and do not fill out any Service user forms.

---

7. How many service users received this service type from this

service type outlet **during the reporting period?**

☐☐☐☐☐

*Please **do not** provide numbers of 'beds' or 'places' or 'instances of service'.*

See Data Guide page 37

> ***Thank you for your time and effort.***

CSTDA*NMDS*

Commonwealth-State/Territory Disability Agreement
National Minimum Data Set Collection

Service user form 2003-2004

Service types 1.05-1.07, 2.06, 3.01, 3.03, 4.01-4.05 should complete all questions on this form for each service user who received a service within the reporting period. Service types 1.01-1.04, 1.08, 2.01-2.05 and 2.07 should complete all questions except 17f and 17g; service type 3.02 should fill out questions B, 1 and 2- Linkage key elements only; and service types 5.01 - 5.03 should fill out all questions except 12b-c and 12e (some carer questions).

B. Service type outlet ID

See Data Guide page 40

Please copy the Service type outlet ID from the related Service type outlet form.

1. Record ID

See Data Guide page 41

2. Statistical Linkage Key

2a. Letters of **surname**

See Data Guide page 42

1st	2nd	3rd	4th	5th	6th

2b. Letters of **given name**

See Data Guide page 43

2c. Date of birth

d d m m y y y y

← *If not known, estimate year, enter 01/01 for day and month and tick 2d.*

2d. Is the service user's date of birth an **estimate**?   Yes ☐ 1

See Data Guide page 46

2e. What is the service user's **sex**?   Male ☐ 1   Female ☐ 2

Service type 3.02 - Recreation/holiday program services, please stop here.

---

3. Is the service user of **Aboriginal** or **Torres Strait Islander origin**?

See Data Guide page 47

Aboriginal but not Torres Strait Islander origin ☐ 1

Torres Strait Islander but not Aboriginal origin ☐ 2

Both Aboriginal and Torres Strait Islander origin ☐ 3

Neither Aboriginal nor Torres Strait Islander origin ☐ 4

Responses must not be based on the perceptions of anyone other than the person, or their advocate. The 'look' of a person has proven to be an unreliable way for another person to assess someone's Indigenous origin.

4. In which **country** was the service user **born**?

Australia ☐ 1101   Scotland ☐ 2105

England ☐ 2102   Greece ☐ 3207

New Zealand ☐ 1201   Germany ☐ 2304

Italy ☐ 3104   Philippines ☐ 5204

Viet Nam ☐ 5105   Netherlands ☐ 2308

Where the country of birth is known but is not specified in the classification, please specify it in the space provided.

If other country please specify _____

---

5. Does the service user require **interpreter services**?

Yes - for spoken language other than English ☐ 1   Yes - for non-spoken communication ☐ 2   No ☐ 3

---

6. What is the service user's most effective **method of communication?**

Spoken language (effective) ☐ 1

Sign language (effective) ☐ 2

Other effective non-spoken communication ☐ 3
- e.g. Canon Communicator, Compic

Little, or no effective communication ☐ 4

Child aged under 5 years (not applicable) ☐ 5 ←

This item is considered 'not applicable' to young children. Hence children aged 0–4 years should be coded as 'Child aged under 5 years'.

---

7. Does the service user usually **live alone** or **with others?**

Lives alone ☐ 1

'Usually' means 4 or more days per week on average.

Lives with family ☐ 2

Lives with others ☐ 3

The service user's living arrangements must relate to the same place described in residential setting (see question 9).

---

8. What is the **postcode** of the service user's usual residence?

☐☐☐☐

The service user's postcode must relate to their residential setting (see question 9).

9. What is the service users usual **residential setting**?

Private residence ☐ 1

Residence within an Aboriginal community ☐ 2

Domestic-scale supported living facility ☐ 3
– e.g. group homes

Supported accommodation facility ☐ 4
– e.g. hostels, supported residential services or facilities

Boarding house/private hotel ☐ 5

Independent living unit within a retirement village ☐ 6

Residential aged care facility ☐ 7
– nursing home or aged care hostel

Psychiatric/mental health community care facility ☐ 8

Hospital ☐ 9

Short term crisis, emergency or transitional accommodation ☐ 10
– e.g. night shelters, refuges, hostels for the homeless, halfway houses

Public place/temporary shelter ☐ 11

Other ☐ 12

The type of physical accommodation the person usually resides in ('usually' means four or more days per week on average).

---

10. What are the service user's **primary** and **other significant disability group(s)**?

a. Primary disability group   **b. Other significant disability group(s)**

Tick 1 box only

☐ 1   Intellectual   ☐

☐ 2   Specific learning/ADD - other than Intellectual   ☐

☐ 3   Autism - including Asperger's syndrome   ☐

☐ 4   Physical   ☐

☐ 5   Aquired brain injury   ☐

☐ 6   Neurological - including epilepsy & Alzheimer's Disease   ☐

☐ 7   Deafblind - dual sensory   ☐

☐ 8   Vision   ☐

☐ 9   Hearing   ☐

☐ 10   Speech   ☐

☐ 11   Psychiatric   ☐

☐ 12   Developmental Delay - only valid for a child aged 0 – 5 years   ☐

Tick all other significant disabilities.

Disability group(s) (other than that indicated as being 'primary') that also cause difficulty for the person.

11. How often does the service user need personal **help** or

supervision with **activities** or **participation** in the following life areas?

Please indicate the level of help or supervision required for each life area (rows a – i) by ticking only one level of help or supervision (columns 1 – 5).

The person can undertake activities or participate in this life area with this level of personal help or supervision (or would require this level of help or supervision if the person currently helping were not available)	1) Unable to do or always needs help/ supervision in this life area	2) Sometimes needs help/ supervision in this life area	3) Does not need help/ supervision in this life area but uses aids or equipment	4) Does not need help/ supervision in this life area and does not use aids or equipment	5) Not applicable
LIFE AREA					
a) Self-care e.g. washing oneself, dressing, eating, toileting	☐ 1	☐ 2	☐ 3	☐ 4	
b) Mobility e.g. moving around the home and/or moving around away from home (including using public transport or driving a motor vehicle), getting in or out of bed or a chair	☐ 1	☐ 2	☐ 3	☐ 4	
c) Communication e.g. making self understood, in own native language or preferred method of communication if applicable, and understanding others	☐ 1	☐ 2	☐ 3	☐ 4	
d) Interpersonal interactions and relationships e.g. actions and behaviours that an individual does to make and keep friends and relationships, behaving within accepted limits, coping with feelings and emotions	☐ 1	☐ 2	☐ 3	☐ 4	

*In the following questions ‘not applicable’ is a valid response **only if** the person is **0-4** years old.*

	1)	2)	3)	4)	5)
e) Learning, applying knowledge and general tasks and demands e.g. understanding new ideas, remembering, problem solving, decision making, paying attention, undertaking single or multiple tasks, carrying out daily routine	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
f) Education e.g. the actions, behaviours and tasks an individual performs at school, college, or any educational setting	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
g) Community (civic) and economic life e.g. recreation and leisure, religion and spirituality, human rights, political life and citizenship, economic life such as handling money	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

*In the following questions ‘not applicable’ is a valid response **only if** the person is **0-14** years old.*

	1)	2)	3)	4)	5)
h) Domestic life e.g. organising meals, cleaning, disposing of garbage, housekeeping, shopping, cooking, home maintenance	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
i) Working e.g. actions, behaviours and tasks to obtain and retain paid employment	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

12. Carer arrangements (informal)

*The following questions are asking about the presence of an
informal carer who provides support to the service user
(i.e. these questions are **not about paid carers**)*

12a. Does the service user have an **informal carer,** such as
a family member, friend or neighbour, **who provides
care and assistance** on a regular and sustained basis?

Yes ☐ 1 **>Go to 12b**   No ☐ 2 **>Go to 13**

*'Regular' and 'sustained'
in this instance means
that care or assistance
has been ongoing, or
likely to be ongoing for at
least six months.*

12b. Does the carer assist the service user in the area(s) of
self-care, mobility or **communication**?

Yes ☐ 1   No ☐ 2

*Questions 12b-e relate
the informal carer
identified in 12a*

12c. Does the carer live in the **same household** as the service user?

Yes, Co-resident carer ☐ 1   No, Non-resident carer ☐ 2

12d. What is the **relationship** of the carer to the service user?

Wife/female partner ☐ 1	Daughter-in-law ☐ 7	
Husband/male partner ☐ 2	Son-in-law ☐ 8	
Mother ☐ 3	Other female relative ☐ 9	
Father ☐ 4	Other male relative ☐ 10	
Daughter ☐ 5	Friend/neighbour – female ☐ 11	
Son ☐ 6	Friend/neighbour – male ☐ 12	

*When answering this
question complete the
sentence **The carer is
the service user's…***

*This question relates to
the informal carer
identified in 12a*

12e. What is the **age group** of the **carer**?

Less than 15 years ☐ 1	45 - 64 years ☐ 4
15 - 24 years ☐ 2	65 years and over ☐ 5
25 - 44 years ☐ 3	

*When asking the service
user about the age of their
carer it is considered
more appropriate to ask
about broad age groups
rather than actual age.*

Only complete question 13 if the service user is aged under 16 years.

13. If aged under 16 years: do the service user's parents or guardians receive the **Carer Allowance (Child)**?

See Data Guide page 70

This question is not asking about Carer Payment even though some parents of children aged less than 16 years receive it in addition to Carer Allowance (Child).

Yes ☐ 1   No ☐ 2   Not known ☐ 3

Only complete question 14 if the service user is aged 15 years or more.

14. If aged 15 years or more:

See Data Guide page 71

What is the service user's **labour force status**?

Employed ☐ 1   Unemployed ☐ 2   Not in the labour force ☐ 3

Only complete question 15 if the service user is aged 16 years or more.

15. If aged 16 years or more:

See Data Guide page 73

What is the service user's **main source of income**?

Disability Support Pension ☐ 1   Other income ☐ 5

Other pension or benefit ☐ 2   Nil income ☐ 6

Paid employment ☐ 3   Not known ☐ 7

Compensation payments ☐ 4

This item refers to the source by which a person derives most (equal to or greater than 50%) of his/her income. If the person has multiple sources of income and none are equal to or greater than 50%, the one which contributes the largest percentage should be counted.

Continue questions for service users of all ages.

16. Is the service user currently receiving **individualised funding** under the CSTDA?

Yes ☐ 1   No ☐ 2   Not known ☐ 3   *See Data Guide page 74*

17. Services received 2003-2004

For service types 1.05–1.07, 2.06, 3.01, 3.03 and 4.01–4.05 complete all sections (a) to (g).
For all remaining service types (except 3.02, 6.01-6.05, 7.01-7.04), please complete sections (a) to (e) only.

Responses to the remaining questions must relate to the service type outlet ID indicated in data item B of the Service user form.

Note: if the service user received more than 1 service type from your agency you will need to complete a separate Service user form (see Data Guide page 15).

17a. When did the service user **commence** using this service type?

d	d	m	m	y	y	y	y

See Data Guide page 77

A service is a support activity delivered to a person, in accord with the CSTDA. Services within the scope of the collection are those for which funding has been provided, during the specified period, by a government organisation operating under the CSTDA.

17b. When did the service user **last receive** this service type?

d	d	m	m	y	y	y	y

See Data Guide page 78

17c. Did the service user receive this service type **on the snapshot day?**

Yes ☐ 1   No ☐ 2   *See Data Guide page 79*

17d. When did the service user **leave** this service type?   *See Data Guide page 80*

d	d	m	m	y	y	y	y

If the service user is still with the service leave blank and
>Go to question 17f

A service user is considered to leave a service when either:

1. *the service user ends the support relationship with the service outlet;*
2. *the service outlet ends the support relationship with the service user; or*
3. *twelve months have elapsed since the service user last received support.*

17e. What **reason** did the service user report for **leaving** this service?

Service user no longer needs assistance from ☐ 1   *See Data Guide page 81*
service type outlet – moved to mainstream services

Service user no longer needs assistance from ☐ 2
service type outlet – other

Service user moved to residential, institutional ☐ 3
or supported accommodation setting

Service user's needs have increased ☐ 4
– other service type required

Services terminated due to budget/staffing constraints ☐ 5

Services terminated due to Occupational Health ☐ 6
and Safety reasons

Service user moved out of area ☐ 7

Service user died ☐ 8

Service user terminated service ☐ 9

Other ☐ 10

Questions 17f and 17g only need to be completed by service types 1.05–1.07, 2.06, 3.01, 3.03
and 4.01–4.05.

Hours received – please indicate the **number of hours** of support received by to the service user for this CSTDA service type:

The amount of CSDA-funded support received by a person for this CSDA service type during the reporting period.

17f. In the **7-day reference week preceding the end of the reporting period?**   ☐☐☐☐

See Data Guide page 83

17g. In a **typical 7-day week?**   ☐☐☐☐

See Data Guide page 85

Thank you for your time and effort.

Appendix 3: Using the statistical linkage key

This appendix provides a description of the linkage processes, including the validation of the linkage key, the results of linkage and an overview of the rules used to allocate responses that are discrepant between linked records.

Record linkage

The linkage of service user records was carried out on the basis that two or more records that had fully valid linkage keys that completely matched, were regarded as referring to the same service user. Therefore, in the final linked data set for service users there is only one record for each unique linkage key, which is taken to be one service user.

The data for Victoria had a large number of invalid statistical linkage keys due to service users not giving the letters of names component and as for 2002–03, a 'pseudo' linkage key was used where necessary, comprising date of birth, sex and postcode. By matching to other records within the data set, this key was then used to assign valid linkage keys where ever possible.

This process increased the proportion of records in the unlinked Victoria data with valid linkage keys from 67% to 74%. A further 13% remained with pseudo linkage keys. Through the matching process, the number of missed matches between records with these keys and other records in the national data has been reduced to a minimum. However, the use of the pseudo key means that some records would have been wrongly matched and other records not matched when they should have been.

There were only 192 records (less than 0.1%) for which sex was unknown. These records were tested for matches within the same geographical state or territory using the linkage key without sex, with all other records in 2003–04, as well as all records in the 2002–03 6-monthly data set and the snapshot day data sets for 1999 to 2002. This resulted in the allocation of sex to 16 of these records.

For a small number of records (226) that were missing one component other than sex, it was possible to assign the full linkage key by similar comparison methods. Of the other records (9,809) that were missing one or more parts of the linkage key other than sex, a group of 662 (7%) had been identified by other means by the jurisdiction as having one or more matches. The remaining 9,147 were not matched and were given a unique key for all future analyses.

For 3,814 (1.5%) records with valid linkage keys, the date of birth was recorded as being an estimate and for a further 2,600 records it appeared from examination of the frequency of dates for particular agencies that the date was an estimate, even though it was not flagged as such. Generally this meant that the day and month were recorded as 1 January. A matching analysis was carried out to determine whether any service users may have had both estimated and actual dates of birth recorded in the data set. As a result estimated dates of birth were reassigned in 233 cases with the corresponding linkage keys changed accordingly.

The letter part of the linkage key was examined to check whether any unlikely or possibly false sequences (such as 'ABCDE') or repetitions (such as 'AAAA') appeared at a higher frequency than might be expected. There were no such apparently invalid linkage keys in the 2003–04 collection.

Date of birth frequencies

For those records for which the date of birth was not treated as being an estimate, the frequency distribution of days and months was examined for any unexpected patterns. The date of 1 January was still more common than expected, with 1,069 dates recorded compared to an expected number of 635. Presumably 1 January was sometimes recorded when the year of birth was known but the day and month were not, without this being indicated by either the date estimate flag or a high frequency of this date for the relevant agency. This does appear to have occurred, as the average number of records per service user is lower for these cases than for the remaining non-estimated cases. However, if the true ratio of the cases with these 1 January birthdates was the same as for other non-estimated cases, then the number of service users would be overestimated by only 105.

For the other 11 months of the year, the number of birth dates on the first of the month was only slightly higher than expected, with 7,324 (3.2%) such dates recorded compared to an expected number of 6,976 (3.0%). This may indicate that for a small number of these dates the day of the date was in fact unknown. The average number of service records per service user for this group was slightly lower than for the remaining non-estimated cases. A similar calculation can be made as that made above for 1 January birthdates, and this suggests that the number of service users would be overestimated by 102 due to dates for which the day of the date was unknown, but which were not flagged as estimated.

Results of linkage

There were 246,958 service user records relating to service users who accessed services between 1 July 2003 and 30 June 2004. After linkage, the estimated total number of service users was 187,806. Almost all linkage occurred within the one jurisdiction (state, territory or Australian Government) or between state/territory and Australian government services located within the same state or territory. However, there were 471 matches of the linkage key between states and territories, meaning that these service users were assumed to be using services from two different states or territories (or in four cases, three different states) during the 12-month period. Of these, 105 were between matching records having the same postcode. It is assumed that the remaining 366 service users (0.2% of the total number of service users) either moved from one state or territory to another during the period, or somehow otherwise relocated and/or accessed services from more than one state or territory.

Table A3.1 shows the number of records per linkage key. About 56% (138,559) of all records had a valid linkage key that did not match with any other record. A further 4% (9,147) of records had an invalid linkage key and thus could not be matched. The proportion of invalid linkage keys was under 0.4% for all jurisdictions except Western Australia (2.5%), the Australian Capital Territory (4.2%) and Victoria (12.8%, not including 'pseudo' linkage keys, see page 112).

Table A3.1: Number of service user records that match using the statistical linkage key and resulting number of service users

Effect of linkage key	Records		Service users	
	No.	%	No.	%
Unmatched records				
Valid linkage key	138,559	56.1	138,559	73.8
Invalid linkage key[a]	9,147	3.7	9,147	4.9
Total	*147,706*	*59.8*	*147,706*	*78.6*
Linked records				
2 records	54,676	22.1	27,338	14.6
3 records	25,440	10.3	8,480	4.5
4 records	11,616	4.7	2,904	1.5
5 records	4,750	1.9	950	0.5
6 records	1,758	0.7	293	0.2
7 records	588	0.2	84	0.0
8 or more records[b]	424	0.2	51	0.0
Total	*99,252*	*40.2*	*40,100*	*21.4*
Grand total	**246,958**	**100.0**	**187,806**	**100.0**

(a)   Pseudo linkage keys used for some Victorian cases are included with valid linkage keys. See page 12. A further 662 records were matched by other means by the jurisdiction and are included as cases with 2 to 6 records as appropriate.

(b)   Thirty-nine service users had 8 records, 11 had 9 records, and 1 had 13 records.

Thus, altogether, about 60% (147,706) of all records were unmatched, and as a result there were 147,706 service users for whom there was only one record. The other 40% (99,252) of records did have at least one match and were shared between 40,100 service users. For example, there were 54,676 records (27,338 multiplied by 2) for the 23,338 service users who had two matching records. The number of records with the same linkage key generally ranged from one to nine (with one service user having thirteen). Over two-thirds (68%) of the matches found were between two records only (27,338 of 40,100).

It should be noted that the number of records that a service user has in the database does not necessarily correspond with the number of service type outlets that the service user has accessed. This is because it is possible for service user data to be recorded once by an agency even if the service user has accessed more than one service type outlet within the agency.

Records with invalid linkage keys cannot, of course, be matched with any other records, so result in an overestimate of the number of service users. From the results of linkage among records with valid linkage keys, it is estimated that 3,818 of the records with invalid keys would be expected to show a match if they had a valid key, and as a result the total for service users would decrease by 2,275. To this can be added the estimated extra 207 counted due to estimated dates of birth that could not be recognised as such.

This would mean that the total number of service users is overestimated by an estimated 2,482 or 1.3%. However, the statistical linkage key by its nature does not result in perfect matching and can result in both false matches and missed matches. Previous testing of the linkage key indicated a false match rate of 1% or less (AIHW: Ryan et al. 1999).

Methods for resolving discrepancies between linked records

When records are matched by linkage key, they are assumed to then relate to the same service user. In the majority of cases, all the information on matching records will be the same. However, in some cases the other information on two or more matching records is not entirely consistent; that is, for some items the values recorded will differ between records. For example, of two records with the same linkage key, one may record the service user as 'living with others' and having 'other effective non-spoken communication', with the other recording the service user as 'living with family 'and having 'little or no effective communication'. Depending upon the item in question, this may be due to differences in opinion, judgment or quality of information, or possibly because of miscoding on one record.

In order to produce any tabulations or analysis of items by service user, it is necessary to reconcile such discrepancies by some method that is consistent for each item. Standard agreed processes have been designed to select the data from the most reliable source. Depending upon the nature of the item these may involve selection on the basis of one or more of (a) the frequency of each value recorded, (b) an order of preference by the actual value of the item, (c) an order of precedence by service type of the outlets that recorded the data, or (d) some form of summation of all values for the item. A further general principle used in all cases is that valid values for an item take precedence over missing or 'not known' values. This is on the basis that valid values imply the relevant information was known and could be given, whereas missing/not known values imply that the information was either unknown or would not be disclosed. Thus, where there are only two records and one has a particular item missing or not known, the value on the other record will be the one assigned to the service user.

Appendix 4: Service type classification (definitions)

The following definitions are taken from the 2003–04 CSTDA NMDS Data Guide (AIHW 2003b).

Accommodation support

1.01 *Large residentials/institutions (>20 places)*

Large residentials/institutions are usually located on large parcels of land and provide 24-hour residential support in a congregate setting of more than 20 beds. In some cases a range of residential and vocational/day services, and/or respite services are provided on the one site. (Where this is the case, each additional service type should be funded and/or reported against under the CSTDA NMDS as a separate service type outlet.)

1.02 *Small residentials/institutions (7–20 places)*

Small residentials/institutions are usually located on large parcels of land and provide 24-hour residential support in a congregate or cluster setting of 7 to 20 beds. In some cases a range of residential and vocational/day services, and/or respite services are provided on the one site. (Where this is the case, each additional service type should be funded and/or reported against under the CSTDA NMDS as a separate service type outlet.)

1.03 *Hostels*

Hostels provide residential support in a congregate setting of usually less than 20 beds, and may or may not provide 24-hour residential support. Many are situated in an institutional setting and also have respite beds included on the premises. In contrast to residentials/institutions (1.01 and 1.02), hostels usually do not provide segregated specialist services. (Where this is the case, each additional service type should be funded and/or reported against under the CSTDA NMDS as a separate service type outlet.)

1.04 *Group homes (<7 places)*

Group homes provide **combined** accommodation and community-based residential support to people in a residential setting. Usually no more than 6 service users are located in any one house, although this can vary. Group homes are generally staffed 24 hours a day. The agency being funded to provide the service must have control of the residence, i.e. own, lease, hold in trust, or in other ways be responsible for the residence, not just the support to enable the residents to remain in the residence. If the only service being provided is support to enable residents to remain in their existing accommodation, then see category 1.05 'attendant care/personal care' or 1.06 'in-home accommodation support'.

1.05 *Attendant care/personal care*

An attendant care program provides for an attendant(s) to assist people with daily activities that they are unable to complete for themselves because of physical, intellectual or any other disability. The service is provided to people to assist them to live in the community, and to live on their own.

1.06 In-home accommodation support

Support involves individual in-home living support and/or developmental programming services for people with a disability, **supplied independently of accommodation**. The accommodation may be owned, rented, or otherwise provided, but should be independent of the agency providing the in-home support service, otherwise see code 1.04 'group homes'. Where an in-home accommodation support services also provides some other limited assistance, for example help with banking once a week, then in-home accommodation should be recorded, as it is the primary focus of the support provided.

1.07 Alternative family placement

Placements of a person with a disability with an alternative family who will provide care and support. Includes shared-care arrangements and host family placements.

1.08 Other accommodation support

Accommodation support services that provide short-term, one-off instances of accommodation such as:

- accommodation provided so that individuals or families can access specialist services, or further education;

- emergency or crisis accommodation support (e.g. following the death of a parent or carer);

- houses or flats for holiday accommodation.

If the accommodation support is primarily for respite (i.e. involves the separation of the service user from their usual support arrangements or the addition of extra support in their current environment) please refer to the relevant service type 4.01–4.05.

Community support

2.01 Therapy support for individuals

Specialised, therapeutic care services including occupational therapy, physiotherapy, speech pathology. These services are intended to improve, maintain or slow deterioration of a person's functional performance, and/or assist in the assessment and recommendation of equipment to enable people to perform as independently as possible in their environment.

2.02 Early childhood intervention

Support services to assist children up to (but not including) 6 years of age with a developmental delay to integrate with peers into pre-schools and the wider community. This will include the full range of services that the child receives.

2.03 Behaviour/specialist intervention

These include the range of services relating to the management of challenging behaviours, including dangerous antisocial behaviour. Services include intensive intervention support, training and education in behaviour management, and consultancy services for other professionals. Behaviour/specialist intervention is often provided as a by-product of other services.

2.04 Counselling (individual/family/group)

Services that provide counselling to individuals, families or groups.

2.05 Regional resource and support teams

Regional resource and support teams are generally inter-disciplinary teams that provide a combination of services in the categories 2.01, 2.02 and 2.03, that cannot be broken down into the component parts. Regional resource and support teams may also assist service users to access mainstream services and/or support mainstream-funded agencies. Except for early childhood intervention teams, these teams usually have an individual, rather than a family, focus.

2.06 Case management, local coordination and development

This is a broad service type category, including elements of individual or family-focused case management and brokerage as well as coordination and development activity within a specified geographical area. Services assist people with disabilities to maximise their independence and participation in the community through working with the individual, family and/or carers in care planning and/or facilitating access to appropriate services.

Case management services are targeted to individuals who require assistance, for a period of time, to access necessary supports, including help with service coordination and with assisting services to respond to their service needs. Brokerage is one method of purchasing appropriate supports for an individual and should be included in this category.

Other forms of local coordination and development generally involve working with the individual, family and/or carers and at the community level to facilitate positive changes that assist people with a disability to live and participate in the community and assist families in their continued provision of care. Local coordination does not generally involve management of individuals' funds and does not generally involve ongoing case management. However, discretionary funds are sometimes available for one-off purchases (e.g. respite, therapy) to enable a quick response until longer term supports can be put in place.

2.07 Other community support

Community access

3.01 Learning and life skills development

These programs provide ongoing day-to-day support for service users to gain greater access and participate in community-based activities. Programs may focus on continuing education to develop skills and independence in a variety of life areas (e.g. self-help, social skills and literacy and numeracy) or enjoyment, leisure and social interaction. They are often called Day Programs.

3.02 Recreation/holiday programs

Recreation services and holiday programs aim to facilitate the integration and participation of people with disabilities in recreation and leisure activities available in the general community. These services may also enhance the capacity and responsiveness of mainstream sport and recreation agencies and community organisations to provide for people with disabilities.

3.03 Other community access

Respite

4.01 Own home respite

Respite care provided in the individual's own home location.

4.02 Centre-based respite/respite homes

Respite care provided in community setting similar to a 'group home' structure and respite care provided in other centre-based settings. This service type includes respite care provided in any of the accommodation settings 1.01–1.04.

4.03 *Host family respite/peer support respite*

Host family respite provides a network of 'host families' matched to the age, interests and background of the individual and their carer. Peer support is generally targeted at children or young adults up to 25 years of age, and matches the individual with a peer of similar age and interests, usually for group activities. Usually provided on a voluntary basis.

4.04 *Flexible/combination respite*

Respite services that offer any combination of own home, host family or peer support respite. Includes respite where day outings and camping trips are taken (this service type is distinguished from service type 3.02 'Recreation/holiday programs' because the primary purpose is respite). Flexible respite to meet an individual's needs may include brokerage for respite, only when the funding dollars come from respite resources.

4.05 *Other respite*

Respite services other than those outlined above, including:

- crisis respite
- holidays for the person with the disability where the primary intention of the service is to provide respite support (rather than primarily a holiday experience) and the service user is generally separated from their usual support arrangements, e.g. family.

Employment

5.01 *Open employment*

Services that provide employment assistance to people with a disability in obtaining and/or retaining paid employment in **another** organisation.

5.02 *Supported employment*

Services that support or employ people with a disability within the <u>same</u> organisation.

5.03 *Open and supported employment*

Services that provide both open and supported employment assistance.

Advocacy, information and print disability

6.01 *Advocacy*

Services designed to enable people with a disability to increase the control they have over their lives through the representation of their interests and views in the community. Examples include:

- self advocacy/individual advocacy
- citizen advocacy
- group advocacy
- system/systematic advocacy

6.02 *Information/referral*

Information services provide accessible information to people with disabilities, their carers, families and related professionals. This service type provides specific information about disability-specific and generic services, equipment, and promotes the development of community awareness. Information includes contact by phone, print or email that recommends a person to another service.

6.03 *Combined information/advocacy*

Services that offer both information and advocacy services to individuals where these two components cannot reasonably be separated.

6.04 *Mutual support/self-help groups*

Focus, or special interest groups to provide support and assistance for people with disabilities, their families and carers. These groups promote self advocacy through the provision of information, support and assistance.

6.05 *Print disability/alternative formats of communication*

Includes alternative formats of communication for people who by reason of their disabilities are unable to access information provided in the standard format. May include interpreter services, radio and alternative formats of print medium, e.g. TTY, braille etc.

Other support

7.01 *Research and evaluation*

Research and evaluation with respect to the provision of services funded under the CSTDA for people with disabilities. This includes the investigation of the need for new services or enhancement of existing services and the measurement of outcomes for people with disabilities using these services. Responsibility for this service type is shared between the Commonwealth and state/territory governments.

7.02 *Training and development*

Training and development services may be funded for example, to train disability-funded agencies to deliver higher quality or more appropriate services to people with disabilities or to develop materials or methods that promote service system improvements.

7.03 *Peak bodies*

Peak bodies are generally funded to support non-government disability-funded agencies in achieving positive outcomes for people with disabilities.

7.04 *Other support services*

Services that are completely outside any of the defined service types above (that is, outside service types, 1.01–1.08, 2.01–2.07, 3.01–3.03, 4.01–4.05, 5.01–5.03, 6.01–6.05 and 7.01–7.03). This service type also includes the provision of one-off funding for a defined event (e.g. for promotional activities) or for the purchase of aids and equipment for a community facility (not for an individual).

Appendix 5: English proficiency groupings

An 'English proficiency index', a standard tool developed by the Bureau of Immigration, Multicultural and Population Research, was used to construct each of the English Proficiency (EP) Groups (see AIHW: Benham et al. 2000). Those countries with immigrants who scored 98% or higher on this index and had an immigrant population of 10,000 or more were rated as EP Group 1. This group includes those countries referred to in previous CSDA MDS reports as 'Other English-speaking countries' (Canada, Ireland, New Zealand, South Africa, United Kingdom and United States of America).

The remaining EP Groups were determined by their EP index score as follows:

- those countries with a 'high' level of English proficiency (80–98%, or above 98% but with an immigrant population of less than 10,000) were placed in EP Group 2;

- those countries with a 'moderate' level of English proficiency (a rating of more than 50% but less than 80%) fell into EP Group 3;

- the remaining countries (i.e. those with a rating on the EP index of less than 50%) were labelled as having a 'low' level of English proficiency and placed in EP Group 4.

English Proficiency Group 1

Canada

Ireland

New Zealand

South Africa

United Kingdom

United States of America

English Proficiency Group 2

Africa (excl. North Africa) nfd	Brunei	Estonia
Algeria	Bulgaria	Faeroe Islands
Andorra	Burundi	Falkland Islands
Anguilla	Cameroon	Fiji
Antigua and Barbuda	Cayman Islands	Finland
At sea	Central African Republic	Former Czechoslovakia nfd
Australian ext. territories nfd	Central America nfd	France
Austria	Central and West Africa nfd	French Guiana
Bahamas	Chad	French Polynesia
Bahrain	Comoros (excl. Mayotte)	Gabon
Bangladesh	Congo	Gambia
Barbados	Cook Islands	Germany, Federal Republic of
Belgium	Cote D'Ivoire	Ghana
Belize	Czech Republic	Gibraltar
Benin	Denmark	Greenland
Bermuda	Dominica	Grenada
Bhutan	Dominican Republic	Guadeloupe
Botswana	Eastern Europe nfd	Guatemala
Brazil	Equatorial Guinea	Guinea

(continued)

English Proficiency Group 2 (continued)

Guinea-Bissau	Nepal	Southern and East Africa nfd
Guyana	Netherlands	Southern Asia nfd
Haiti	Netherlands Antilles	Southern Europe nfd
Holy See	New Caledonia	Spain
Iceland	Niger	Sri Lanka
India	Nigeria	St Helena
Israel	Niue	St Kitts-Nevis
Jamaica	Norfolk Island	St Lucia
Jordan	North Africa nfd	St Vincent and the Grenadines
Kenya	Northern America nfd	Sth/Ctrl America & Caribbean nfd
Kiribati	Northern Europe nfd	Suriname
Kuwait	Northern Mariana Islands	Swaziland
Lesotho	Norway	Sweden
Liberia	Oceania and Antarctica nfd	Switzerland
Libya	Oman	Tadjikistan
Liechtenstein	Other Australian ext. territories	Tanzania
Luxembourg	Other Polynesia (excl. Hawaii)	The Caribbean nfd
Madagascar	Pakistan	Togo
Malawi	Palau	Tonga
Malaysia	Papua New Guinea	Trinidad and Tobago
Maldives	Philippines	Turks and Caicos Islands
Mali	Qatar	Tuvalu
Malta	Reunion	Uganda
Marshall Islands	Rwanda	United Arab Emirates
Martinique	Samoa, American	Vanuatu
Mauritania	Samoa, Western	Venezuela
Mauritius	San Marino	Virgin Islands, British
Mexico	Sao Tome and Principe	Virgin Islands, United States
Micronesia nfd	Seychelles	Wallis and Futuna
Monaco	Sierra Leone	Western Europe nfd
Montserrat	Singapore	Yemen
Morocco	Slovak Republic	Zaire
Mozambique	Slovenia	Zambia
Namibia	Solomon Islands	Zimbabwe
Nauru	Southeast Asia nfd	

English Proficiency Group 3

Afghanistan	Belarus	Costa Rica
Albania	Bolivia	Croatia
Angola	Bosnia-Herzegovina	Cuba
Antarctica nfd	Burkina Faso	Cyprus
Argentina	Burma (Myanmar)	Djibouti
Armenia	Cape Verde	Ecuador
Aruba	Chile	Egypt
Azerbaijan	Colombia	El Salvador

(continued)

English Proficiency Group 3 (continued)

Eritrea	Kazakhstan	Romania
Ethiopia	Korea, Republic of	Russian Federation
Europe and the Former USSR nfd	Kyrgyzstan	Saudi Arabia
Fmr Yslav Rep Macedonia (FYROM)	Latvia	Senegal
Fmr Yslav Rep Serbia/Montenegro	Lebanon	Somalia
Former USSR & Baltic States nfd	Lithuania	South America nfd
Former Yugoslavia nfd	Macau	Sudan
Georgia	Middle East & North Africa nfd	Syria
Greece	Middle East nfd	Taiwan (Province of China)
Guam	Moldova	Thailand
Honduras	Mongolia	Tokelau
Hong Kong	Nicaragua	Tunisia
Hungary	Panama	Turkmenistan
Indonesia	Paraguay	Ukraine
Iran	Peru	Uruguay
Iraq	Poland	Uzbekistan
Italy	Portugal	West Bank/Gaza Strip
Japan	Puerto Rico	

English Proficiency Group 4

Cambodia

Chilean Antarctic Territory

China (excl. Taiwan Province)

Korea, Democratic People's Republic of

Laos

Turkey

Viet Nam

Note: nfd—no further definition.

Source: DIMA 1999.

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