6 Service use

6.1 Measures of service quantity

Data on service quantity include:

- Hours of service received—collected for each service received by a service user (for selected service types; see below for more information).

- Hours of service provided (staff hours)—collected for each service type outlet.

These data were collected based on two measures:

- Hours in the reference week—for most jurisdictions, this was the last week of the reporting period.

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

Hours received

Hours received data were collected for selected service types. These data were not collected for all service types within each service group—for example, they were collected for service users of all respite service types but not all accommodation support service types (see Section 2.2 and footnotes to Tables 6.1 and 6.2 for details).

For the 2,541 service type outlets from which hours of service received by service users in the reference week were collected, the mean number of hours reported in the reference week was 266, with a median value of 72 hours (Table 6.1). Outlets reporting reference week hours supported 22 service users on average. Respite outlets provided the highest mean and median number of hours during the reference week (478 and 128 respectively), with 'other respite' services providing the highest mean number of hours (606). The lowest mean and median hours were reported by community support outlets (collected only by the single service type, case management, local coordination and development)—with 148 and 43 hours respectively.

There were 2,349 service type outlets that reported hours of service received by service users in a typical week (Table 6.2). The overall mean and median reported hours were higher than those for a reference week—364 and 105 hours respectively. Respite outlets reported the highest mean typical hours of service (690) and community support services (142) the lowest. Within specific service type categories, the highest mean typical hours reported was 1,102, for centre-based respite/respite homes. The lowest was also within the respite category— own home respite reported a mean value of 96 hours.

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

Table 6.1: Mean and median hours of service received by users from CSTDA-funded service type outlets during the reference week, June 2005

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	90	197	40	12
In-home accommodation support	569	211	53	12
Alternative family placement	28	857	107	8
Total	*687*	*236*	*53*	*12*
Community support				
Case management, local coordination and development	471	148	43	43
Community access				
Learning and life skills development	750	242	96	17
Other community access	212	291	136	25
Total	*962*	*253*	*102*	*18*
Respite				
Own home respite	52	184	29	20
Centre-based respite/respite homes	151	576	315	23
Host family respite/peer support respite	18	444	59	8
Flexible respite	184	473	84	23
Other respite	16	606	98	20
Total	*421*	*478*	*128*	*22*
All services reporting hours	**2,541**	**266**	**72**	**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 data and service users with missing hours received data, 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.

3. Data are based on a reference week during June 2005 and should be interpreted accordingly.

Table 6.2: Mean and median hours of service received by users from CSTDA-funded service type outlets during a typical week, 2004–05

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	108	207	70
In-home accommodation support	530	352	89
Alternative family placement	29	1,141	168
Total	*667*	*363*	*91*
Community support			
Case management, local coordination and development	414	142	49
Community access			
Learning and life skills development	578	273	126
Other community access	235	353	207
Total	*813*	*296*	*151*
Respite			
Own home respite	60	96	38
Centre-based respite/respite homes	165	1,102	511
Host family respite/peer support respite	19	665	229
Flexible respite	186	569	174
Other respite	25	304	127
Total	*455*	*690*	*217*
All services reporting hours	**2,349**	**364**	**105**

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 data and service users with missing hours received data, 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 in a typical week.

Duration

Service duration has been calculated for users of residential accommodation support services (1.01–1.04). This provides a measure of the amount of time a service user has been receiving support from a particular service within the 12-month reporting period. It was calculated based on the number of days between 1 July 2004 (or the service user's start date, if later) and the service end date (exit date if recorded, otherwise last date of service received).

Table 6.3 shows that, for the 15,360 service users accessing residential accommodation support services, the mean duration of service was 307 days. This equates to just over 10 months of service per service user. There was some variation within the specific service type categories—mean duration was lowest for large residentials/institutions (281 days) and highest for small residentials/institutions (323 days). Lower mean values indicate that a higher number of service users either joined the service after the start of the financial year, or exited before the end of the year. The median value of 365 days (a full year) indicates that the majority of service users are supported by these services all year round.

Table 6.3: Users of CSTDA-funded services, mean and median duration of service (in total days) by service type for residential accommodation support services (1.01–1.04), 2004–05

Service type	Number of service users	Mean duration (days)	Median duration (days)
Large residential/institution	3,828	281	364
Small residential/institution	874	323	365
Hostels	326	309	365
Group homes	10,555	309	365
All services (1.01–1.04)	**15,360**	**307**	**365**

Notes

1. For each service user, duration is calculated as the number of days between 1 July 2004 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 2004 and/or until 30 June 2005, unless they were recorded as accessing more than one accommodation support outlet, in which case they were not included.

2. The 12-month collection period lasted for a total of 365 days (1 July 2004 to 30 June 2005).

Staff hours

The mean reported number of paid staff hours per service type outlet during the 2004–05 reference week was 185 (Table 6.4). This was equivalent to approximately 4.9 paid full-time equivalent (FTE) staff per outlet. Paid staff hours were highest for employment (322 hours; 8.5 FTE staff) and accommodation support (232 hours; 6.1 FTE staff). Mean unpaid staff hours during the reference week were much lower—6 hours per outlet, or 0.2 FTE staff.

Staff hours during the typical week were slightly higher overall than for the reference week—235 paid (6.2 FTE) and 9 unpaid (0.2 FTE) staff hours were reported on average (Table 6.5). Patterns of reporting were very similar to reference week staff hours, with employment (309 hours) and accommodation support services (296) reporting the highest mean hours.

During the reference week, CSTDA-funded services reported, on average, 7.5 staff hours per user. Institutions and group homes (residential services) reported by far the highest average, with 36.5 staff hours per service user, followed by in-home support services (11.5). The next highest reported average was for community access (4.7 hours) (Figure 6.1).

Table 6.4: Mean hours worked in the reference week by paid and unpaid staff for CSTDA-funded service type outlets, by service group, 2004–05

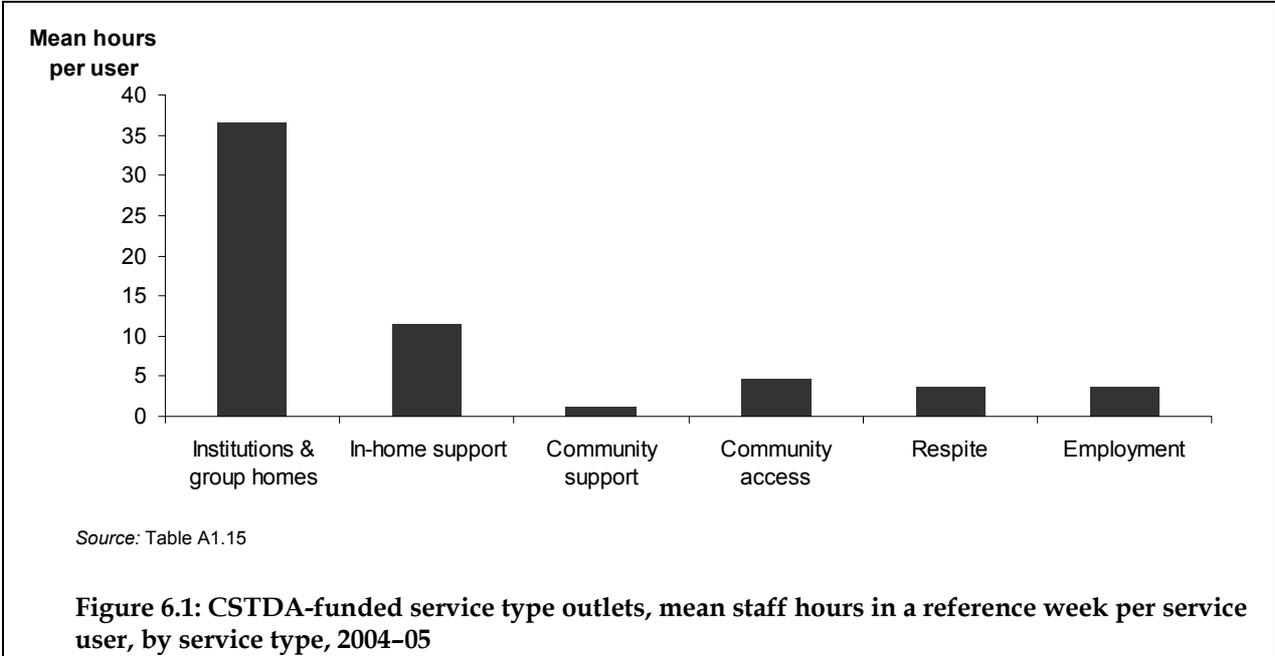| Service group	Mean paid staff hours per outlet	Mean FTE paid staff per outlet	Mean unpaid staff hours per outlet	Mean FTE unpaid staff per outlet
Accommodation support	232	6.1	4	0.1
Community support	94	2.5	2	0.0
Community access	140	3.7	7	0.2
Respite	127	3.4	8	0.2
Employment	322	8.5	7	0.2
Advocacy, information and print disability	104	2.7	31	0.8
Other support services	93	2.4	8	0.2
All services	**185**	**4.9**	**6**	**0.2**

Notes

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

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

3. Data exclude 616 services where mean staff hours could not be calculated owing to missing data. These were for outlets with both paid and unpaid staff hours in the reference week missing; if only one of these variables was missing, it was assumed to be zero.

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

Table 6.5: Mean hours worked in a typical week by paid and unpaid staff for CSTDA-funded service type outlets, by service group, 2004–05

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	296	7.8	5	0.1
Community support	122	3.2	4	0.1
Community access	197	5.2	13	0.3
Respite	160	4.2	14	0.4
Employment	309	8.1	7	0.2
Advocacy, information and print disability	137	3.6	43	1.1
Other support services	129	3.4	8	0.2
All services	**235**	**6.2**	**9**	**0.2**

Notes

1.   A service type outlet may, in some cases, represent two or more locations that provide the same service type (see Section 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 2,793 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.

Source: Table A1.15

Figure 6.1: CSTDA-funded service type outlets, mean staff hours in a reference week per service user, by service type, 2004–05

6.2 Multiple service use

Multiple service outlets, service types and service groups

During 2004–05, 58,431 (29%) of 200,493 service users accessed more than one CSTDA-funded service type outlet (Table 6.6). Of these service users, 30,015 (51%) used service outlets from two service groups, 11,331 (19%) used three, 1,889 (3%) used four, and 128 service users (0.2%) accessed service outlets from all five service groups. Over a quarter of all

service users (27%) accessed more than one service type and 22% accessed multiple service groups.

Overall, service users accessed an average of 1.5 service type outlets (Table 6.7). Users of respite accessed the most service type outlets on average (2.6 per user) and users of employment the least (1.4). Within specific service types, users of behaviour/specialist intervention were most likely to access multiple service type outlets (83%; with a mean of 3.4 outlets per user), and users of open employment were the least likely (15%; with a mean of 1.2 outlets). Community support service users were most likely to use other services within the same service group (22% of multiple service users within that service group), and service users accessing centre-based respite/respite homes were the most likely to use another service of the same type (13%).

On average, each user accessed services from 1.3 service groups during 2004–05 (Table 6.8). Service users in accommodation support had the highest mean service group use (2.0) and those in employment the lowest (1.3). Overall, community support service users were most likely to access services from other service groups (14%) and employment users the least (6%) (see total row of Table 6.8). Of the 26 service type categories (1.01–5.03), 17 contained service users whose most other frequently accessed service type was case management, local coordination and development (service type 2.06). This was the most frequently accessed specific service type among all service groups except accommodation support (where it was 3.01—learning and life skills development).

Table 6.6: Users of CSTDA-funded services, multiple service use, 2004–05

	Service users		
Service use	No.	% total	% of service users accessing more than one outlet
Total with known service use	200,493	100.0	
Using only one service type outlet	142,062	70.9	
Using more than one service type outlet	58,431	29.1	100.0
Using more than one service type	53,057	26.5	90.8
Using more than one service group (number of groups)			
Two	30,015	15.0	51.4
Three	11,331	5.7	19.4
Four	1,889	0.9	3.2
Five	128	0.1	0.2
Subtotal	*43,363*	*21.6*	*74.2*
Using more than one outlet of the same service group	32,377	16.1	55.4
Using more than one outlet of the same service type	17,142	8.5	29.3

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 6.7: Users of CSTDA-funded services, service type by multiple service use, 2004–05

Service type	Number of service users	Mean outlets per service user	Service users accessing more than one service type outlet		Multiple service types	Multiple service groups	Same service group	Same service type
			Total accessing more than one service type outlet					
			No.	%	%	%	%	%
Accommodation support								
Large residential/institution	3,848	2.3	2,611	67.9	67.7	67.0	6.7	0.7
Small residential/institution	897	2.5	745	83.1	82.4	81.8	11.3	4.5
Hostels	326	2.2	196	60.1	60.1	57.4	9.5	0.0
Group homes	10,722	2.7	8,408	78.4	77.7	77.1	8.5	4.0
Attendant care/personal care	2,064	2.6	1,382	67.0	66.3	60.8	30.1	8.6
In-home accommodation support	16,055	2.5	10,567	65.8	64.2	63.1	14.0	8.8
Alternative family placement	351	3.4	282	80.3	79.5	77.8	15.1	5.4
Other accommodation support	772	1.9	359	46.5	46.1	42.1	15.2	0.8
Total accommodation support	*33,787*	*2.5*	*23,302*	*69.0*	*67.9*	*67.3*	*9.1*	*6.1*
Community support								
Therapy support for individuals	29,111	2.1	13,706	47.1	45.5	28.1	37.7	9.0
Early childhood intervention	15,688	1.4	3,358	21.4	17.7	4.2	20.5	5.8
Behaviour/specialist intervention	5,454	3.4	4,502	82.5	82.2	58.4	68.8	6.3
Counselling (individual/family/group)	3,083	2.3	1,769	57.4	57.0	33.9	39.5	3.1
Regional resource and support teams	9,273	2.4	6,179	66.6	64.1	49.4	37.0	9.3
Case management, local coordination and development	42,614	2.3	24,846	58.3	55.3	42.5	34.4	9.5
Other community support	6,369	2.5	3,053	47.9	47.5	38.2	36.7	6.9
Total community support	*92,610*	*1.9*	*38,431*	*41.5*	*38.7*	*30.4*	*22.2*	*9.5*
Community access								
Learning and life skills development	25,111	2.4	16,164	64.4	61.5	60.6	17.5	11.6
Recreation/holiday programs	7,822	2.7	4,933	63.1	62.6	60.4	21.6	5.2
Other community access	13,212	2.0	6,855	51.9	49.7	48.4	12.2	6.1
Total community access	*44,166*	*2.3*	*25,973*	*58.8*	*56.4*	*55.8*	*12.9*	*9.3*
Respite								
Own home respite	2,792	3.4	2,279	81.6	81.1	77.8	36.1	3.4
Centre-based respite/respite homes	11,011	3.2	8,409	76.4	74.9	69.9	34.7	13.0
Host family respite/peer support	1,150	2.7	764	66.4	66.3	56.8	33.8	0.1
Flexible respite	11,103	2.6	6,849	61.7	60.5	56.0	26.4	7.0
Other respite	1,655	2.6	1,057	63.9	63.8	59.3	21.7	0.5
Total respite	*23,951*	*2.6*	*15,598*	*65.1*	*63.8*	*61.1*	*19.8*	*9.2*
Employment								
Open employment	43,831	1.2	6,529	14.9	12.9	11.1	5.0	2.6
Supported employment	18,615	1.8	7,628	41.0	40.2	36.3	7.2	1.6
Open and supported employment	3,635	1.6	1,072	29.5	29.2	23.5	9.0	0.5
Total employment	*64,835*	*1.4*	*13,983*	*21.6*	*20.0*	*18.6*	*4.0*	*2.2*
Total	**200,493**	**1.5**	**58,431**	**29.1**	**26.5**	**21.6**	**16.1**	**8.5**

Notes

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

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

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

Table 6.8: Users of CSTDA-funded services, service type by use of other service groups, 2004–05

| 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	3,848	2.0	6.0	32.8	49.2	1.3	14.0	3.01
1.02 Small residential/institution	897	2.1	7.0	23.5	51.2	3.6	32.4	3.01
1.03 Hostels	326	1.9	9.5	32.2	35.3	5.8	16.0	3.01
1.04 Group homes	10,722	2.2	4.9	44.2	53.2	5.3	15.9	3.01
1.05 Attendant care/personal care	2,064	1.9	25.7	46.2	22.5	14.0	6.9	2.06
1.06 In-home accommodation support	16,055	2.0	5.9	31.4	34.9	14.1	14.9	2.06
1.07 Alternative family placement	351	2.4	10.5	64.7	23.6	41.0	6.0	2.06
1.08 Other accommodation support	772	1.6	14.5	10.6	22.2	6.6	18.9	3.03
Total accommodation support	*33,787*	*2.0*	*3.7*	*35.3*	*41.4*	*9.5*	*15.0*	*3.01*
Community support								
2.01 Therapy support for individuals	29,111	1.4	13.2	34.8	13.4	12.3	3.3	2.06
2.02 Early childhood intervention	15,688	1.0	0.9	16.6	1.0	3.0	0.1	2.06
2.03 Behaviour/specialist intervention	5,454	1.9	34.0	67.6	29.5	20.7	8.4	2.06
2.04 Counselling (individual/family/group)	3,083	1.5	19.6	38.1	19.0	8.9	3.5	2.01
2.05 Regional resource and support	9,273	1.7	18.8	31.7	20.4	22.5	9.7	2.06
2.06 Case management, local coordination and development	42,614	1.6	16.9	27.9	19.2	17.3	10.2	2.01
2.07 Other community support	6,369	1.7	19.9	35.7	20.8	14.6	11.1	2.01
Total community support	*92,610*	*1.4*	*12.9*	*17.0*	*13.9*	*11.5*	*6.5*	*2.06*
Community access								
3.01 Learning and life skills development	25,111	1.9	35.9	34.7	6.7	13.6	8.7	2.06
3.02 Recreation/holiday programs	7,822	2.0	27.9	37.0	17.9	15.9	20.4	2.06
3.03 Other community access	13,212	1.7	29.5	17.8	6.4	12.4	11.0	1.06
Total community access	*44,166*	*1.9*	*31.6*	*29.2*	*4.4*	*13.3*	*11.0*	*2.06*
Respite								
4.01 Own home respite	2,792	2.2	16.8	69.5	25.0	34.0	4.7	2.06
4.02 Centre-based respite/respite homes	11,011	2.1	14.6	54.2	31.1	27.2	8.7	2.06
4.03 Host family respite/peer support	1,150	1.8	10.9	38.5	24.1	33.7	11.5	2.06
4.04 Flexible respite	11,103	1.8	12.6	38.9	22.1	22.4	8.0	2.06
4.05 Other respite	1,655	1.9	18.9	32.7	23.3	21.4	18.4	2.06
Total respite	*23,951*	*1.9*	*13.4*	*44.6*	*24.5*	*14.3*	*8.9*	*2.06*
Employment								
5.01 Open employment	43,831	1.2	3.1	5.9	4.9	1.7	2.5	2.06
5.02 Supported employment	18,615	1.6	18.9	17.1	13.5	6.9	5.8	2.06
5.03 Open and supported employment	3,635	1.4	9.9	12.6	10.2	4.0	8.6	2.06
Total employment	*64,835*	*1.3*	*7.8*	*9.3*	*7.5*	*3.3*	*1.9*	*2.06*
Total	**200,493**	**1.3**	**11.3**	**14.0**	**12.3**	**7.3**	**6.0**	**2.06**

Notes

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

2. Where the service groups are the same, the 'percentage of service users accessing other service groups' includes service users who use two or more different service types in that group. For example, 35% of the 29,111 service users who accessed a therapy support service (2.01) also accessed another type of community support.

3. The overall 'mean service groups per service user' does not align clearly with the service group means, which are generally higher. This is because service users accessing more than one service group are counted once in the overall mean, but are counted multiple times within each service group, to derive the mean for the group.

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

Most common service combinations

The most common combination of service groups accessed was accommodation support and community access (Table 6.9). This combination of services was received by 13,975 service users (32% of those using two or more services). Other common combinations included community support and community access (30%), and accommodation support and community support (28%).

Within specific service types, the most common combination was therapy support for individuals and case management, local coordination and development (Table 6.10). This combination was received by 7,209 service users, 17% of those accessing two or more service groups. The most common combination of services across service groups was that of case management, local coordination and development and learning and life skills development—a total of 5,504 received both these service types during 2004–05 (13% of service users accessing two or more service groups, and 43% of service users accessing a combination of community access and community support services).

Table 6.9: Users of CSTDA-funded services, service group combinations most commonly received by people using two or more services, 2004–05

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	13,975	32.2	7.0
Community support and community access	12,917	29.8	6.4
Accommodation support and community support	11,913	27.5	5.9
Community support and respite	10,688	24.6	5.3
Accommodation support and employment	6,019	13.9	3.0
Other combinations			
Three or more services involving above combinations	12,976	29.9	6.5
All other combinations	7,266	16.8	3.6
Total	**43,363**	**100.0**	**21.6**

Notes

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

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

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

Table 6.10: Users of CSTDA-funded service users, people accessing the ten most common service type combinations, 2004–05

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 (2.01 and 2.06)	7,209	16.6	n.a.
Behaviour/specialist intervention and case management, local coordination and development (2.02 and 2.06)	2,723	6.3	n.a.
Accommodation support and community access			
Group homes and learning & life skills development (1.04 and 3.01)	4,479	10.3	32.1
In-home accommodation support and learning & life skills development (1.06 and 3.01)	2,616	6.0	18.7
In-home accommodation support and other community access (1.06 and 3.03)	2,574	5.9	18.4
Community access and community support			
Case management, local coordination & development and learning & life skills development (2.06 and 3.01)	5,504	12.7	42.6
Therapy support for individuals and learning & life skills development (2.01 and 3.01)	2,465	5.7	19.1
Accommodation support and community support			
In-home accommodation support and case management, local coordination & development (1.04 and 2.06)	4,040	9.3	33.9
Community support and respite			
Case management, local coordination & development and centre-based respite/respite homes (2.06 and 4.02)	4,196	9.7	39.3
Case management, local coordination & development and flexible respite (2.06 and 4.04)	3,170	7.3	29.7
Ten most common combinations	*38,976*		
Total service users	**17,830**	**45.7**	

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 (38,976) is greater than the total number of users accessing these combinations (17,830).

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6.3 Exiting services

A total of 42,534 service users (21%) were recorded as exiting one or more services during 2004–05 (Table 6.11). Employment service users were most likely to report an exit date (24%), and users of community access and respite services least likely (both around 9%).

The main reason reported for exiting a service was that the service user no longer needed assistance (33%)—either due to moving to mainstream services (7%) or some other reason (26%). A further 27% of service users reported an 'other' reason, and 6% of service users had moved out of the geographical area. Around 15% of service users with an exit date did not report a reason for leaving the service.

Table 6.11: Service users with an exit date, main reason for cessation of services by service group, 2004–05

Main reason for cessation of services	Accommodation support No.	%	Community support No.	%	Community access No.	%	Respite No.	%	Employment No.	%	All service groups No.	%
No longer needs assistance—moved to mainstream services	324	7.7	1,445	7.4	210	5.6	154	7.0	767	5.0	2,774	6.5
No longer needs assistance—other reason	574	13.6	5,556	28.3	683	18.1	420	19.1	4,357	28.4	11,205	26.3
Moved to residential, institutional or supported accommodation setting	323	7.6	207	1.1	63	1.7	116	5.3	0	—	605	1.4
Needs have increased—other service type required	174	4.1	499	2.5	131	3.5	36	1.6	1,327	8.6	2,041	4.8
Services terminated due to budget/staffing constraints	18	0.4	158	0.8	103	2.7	60	2.7	94	0.6	404	0.9
Services terminated due to OHS reasons	30	0.7	22	0.1	7	0.2	2	0.1	108	0.7	158	0.4
Service user moved out of area	227	5.4	1,017	5.2	244	6.5	143	6.5	1,202	7.8	2,633	6.2
Service user died	289	6.8	420	2.1	219	5.8	48	2.2	116	0.8	883	2.1
Service user terminated service	220	5.2	424	2.2	314	8.3	102	4.6	3,125	20.3	4,051	9.5
Other reason	1,274	30.1	4,613	23.5	1,034	27.4	781	35.5	4,271	27.8	11,377	26.7
Reason not stated	774	18.3	5,275	26.9	772	20.4	335	15.2	0	—	6,403	15.1
Total number	**4,227**	**100.0**	**19,636**	**100.0**	**3,780**	**100.0**	**2,197**	**100.0**	**15,367**	**100.0**	**42,534**	**100.0**
Total % of all service users	**12.5**		**21.2**		**8.6**		**9.2**		**23.7**		**21.2**	

Notes

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

7 Data quality

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

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

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

7.1 Service type outlet response rates

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

The overall national service type outlet response rate increased from 82% in 2002–03 to 93% in 2003–04 and to 94% in 2004–05. Since the 2002–03 collection, service type outlet response rates have increased for all jurisdictions except Tasmania, where the rate has dropped from 100% to 96%, and the Northern Territory, where the rate has dropped from 97% to 70%.

Table 7.1: Response rates for service type outlets reported by jurisdictions, 2002–03 to 2004–05

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

Notes

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

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

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

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

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

7.2 Service user response rate

Service user information may be missing from the data set for a number of reasons. There are outlets that, through administrative or other error, neglect to report on all of their service users. It is not possible to estimate the number of service users who may be missing from the data set for this reason. It should also be recognised that particular service types with a high volume of users and minimal contact (for example, information/referral services) are not

required to report service user information under the CSTDA NMDS. The data item *number of service users* on the service type outlet form was designed to provide this information for all service types but it is apparent, both from examination of the data for this item and reports from jurisdictions, that it is not reliable enough to do so.

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 higher in 2004–05 than in 2003–04 (Table 7.2; see also AIHW 2005a: Table 7.2). Of particular concern was the increase in 'not stated' rates for basic demographic and disability items such as *Indigenous status* (21%, up from 8% in 2003–04) and *primary disability group* (16%, up from 9.7%). Large increases were also observed in carer items such as *carer – residency status* (9.9%, up from 1.8%) and *carer – age group* (15%, up from 4.3%). The tables in this report have not been adjusted for 'not stated' or 'not known' responses. All tables in this report include information about the number and percentage of missing data.

'Not stated' rates varied quite widely between jurisdictions for most data items. *Date of birth* and *sex* had generally low missing rates, and rates for Indigenous status ranged from zero in Queensland to 55% in Victoria and rates for *receipt of carer allowance (child)* ranged from zero in the Australian Government to over 90% in the Australian Capital Territory. This wide variation in 'not stated' rates may in part reflect the considerable variation in the size and profile of service user populations across jurisdictions.

A possible reason for the higher level of 'not stated' responses to some data items may relate to increased efforts to improve the coverage and completeness of the CSTDA NMDS collection overall. For example, therapy services in the Australian Capital Territory participated for the first time in this 2004–05 collection. In an effort to include all users of therapy services, provisional data collection processes were put in place which meant that minimal data were provided for each user. This has resulted in a substantial increase in the proportion of 'not stated' and 'not known' responses for the Australian Capital Territory. In response to these data quality issues, the Australian Capital Territory is working at refining its data collection in future.

Table 7.2: 'Not stated' and 'not known' response rates for service user data items, 2004–05

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Not stated										
Age	—	0.2	—	0.1	0.9	—	0.1	—	—	0.1
Date of birth	—	9.5	—	0.1	0.8	—	0.1	—	—	2.9
Sex	0.2	9.4	0.0	0.0	0.0	0.1	0.4	—	—	2.9
Indigenous status	3.6	54.8	0.0	23.3	2.2	0.4	1.2	1.9	4.1	20.8
Country of birth	7.4	19.9	1.0	29.4	3.7	0.2	2.5	0.6	3.5	11.4
Need for interpreter services	7.2	30.6	1.4	25.1	3.8	1.5	1.6	1.0	—	13.1
Method of communication	16.5	17.4	1.7	24.6	5.0	2.0	8.7	4.1	0.8	10.9
Living arrangement	9.8	24.6	1.2	24.9	2.4	1.4	1.9	2.3	2.7	12.4
Postcode of usual residence	1.7	12.2	0.2	7.2	0.9	0.3	0.3	0.8	—	4.7
Residential setting	8.0	32.4	1.1	24.4	2.2	0.7	4.0	11.5	0.0	13.7
Primary disability group	8.0	41.7	0.9	10.6	3.1	0.1	60.3	27.1	—	16.2
Frequency of support or assistance needed										
Self-care	34.3	35.5	3.5	26.7	5.9	1.1	69.3	29.8	4.7	21.6
Mobility	34.1	34.7	1.7	26.7	5.9	1.0	69.3	29.8	3.7	20.9
Communication	33.9	34.2	1.8	25.8	5.9	1.5	69.3	30.9	3.3	20.5
Interpersonal interactions and relationships	34.2	36.2	1.9	27.1	6.1	2.1	69.5	29.9	4.6	21.8
Learning, applying knowledge & general tasks & demands	30.4	30.4	4.2	28.8	7.1	3.4	45.7	31.6	4.2	19.5
Education	31.6	31.3	5.4	29.5	7.4	5.1	46.3	35.3	7.1	21.1
Community (civic) & economic life	35.0	30.6	3.4	27.4	7.3	2.3	47.3	31.8	9.4	21.6
Domestic life	39.2	38.4	3.5	26.3	6.9	2.8	3.5	29.8	9.5	23.9
Working	43.5	40.0	7.3	29.6	7.8	6.3	4.2	33.8	4.4	24.1
Carer—existence of	26.2	26.5	1.5	27.4	0.4	2.0	68.4	—	12.5	19.6
Carer—primary status	4.8	10.5	8.3	6.3	8.8	5.5	4.8	54.9	n.a.	8.6
Carer—residency status	4.8	13.4	8.7	3.5	15.8	4.5	16.0	41.0	n.a.	9.9
Carer—relationship to service user	2.7	3.7	6.0	6.6	8.3	1.1	6.0	25.2	2.4	4.6
Carer—age group	9.7	16.7	12.3	10.5	20.1	7.4	30.0	53.7	n.a.	14.6
Main income source (adult)	13.6	30.6	2.6	38.8	6.0	3.7	6.1	12.2	—	14.3
Receipt of carer allowance (child)	8.6	52.3	7.6	9.7	55.5	5.9	91.3	3.3	—	31.1
Labour force status	15.2	17.6	3.2	42.1	6.6	9.8	11.6	22.7	—	11.4
Individual funding status	11.9	9.7	2.2	0.4	65.6	14.7	70.1	7.2	—	11.1
Not known										
Main income source (adult)	3.2	0.1	2.5	2.3	21.7	3.5	21.7	4.3	4.8	4.6
Receipt of carer allowance (child)	39.8	0.9	24.5	34.1	14.9	42.6	5.0	18.9	30.0	20.4
Individual funding status	17.9	—	8.7	2.8	16.5	4.3	10.8	11.1	—	5.0

Notes

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

2. Service users accessing service type 3.02 were required to report only on data items relating to age and sex. Service users who 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.

6. The high level of data missing on some data items for the Australian Capital Territory is due to the inclusion of clients of therapy services in the collection process for the first time, for which minimal client information was submitted.

7. Data from a new electronic database which is under development have contributed to a number of 'not stated' data items in Western Australia.

Service use data items

'Not stated' rates decreased between 2003–04 and 2004–05 for three of the six service use data items—*service start date* decreased from 5% to 3%, *snapshot date flag* decreased from 11% to 6% and *hours received in a typical week* decreased from 18% to 7% (Table 7.3; see also AIHW 2005a:Table 7.3). The three remaining service use data items all saw increases in their 'not stated' rates—*date service last received* increased from 10% in 2003–04 to 11% in 2004–05, *main reason for cessation of services* increased from 7% to 16% and *hours received in the reference week* increased from 31% to 38%.

As with service user items, service use items showed considerable variation in 'not stated' rates across jurisdictions. For example, Queensland, Western Australia, South Australia and the Australian Government did not record any 'not stated' responses for *service start date*, whereas almost one-fifth (18%) of *service start date* responses in New South Wales were 'not stated'.

Table 7.3: 'Not stated' response rates for service use data items, 2004–05 (for applicable service types)

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Service start date	18.1	0.6	—	—	—	3.0	1.8	4.0	—	2.8
Date service last received	—	31.4	—	0.1	—	3.9	62.8	3.9	—	10.5
Snapshot date flag	2.4	15.3	—	—	1.8	3.0	68.9	—	—	6.0
Main reason for cessation of services	29.5	29.8	0.7	2.0	1.5	0.7	16.3	40.0	—	16.3
Hours received in the reference week	—	50.5	50.1	20.4	33.2	34.9	45.3	17.5	n.a.	38.4
Hours received in a typical week	—	n.a.	0.0	3.4	26.0	—	27.9	0.3	n.a.	6.9

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 use 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 in a typical week.

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

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

7. The high level of data missing on some data items for the Australian Capital Territory is due to the inclusion of clients of therapy services in the collection process for the first time, for which minimal information was submitted.

Service type outlet data items

All but one of the service type outlet items saw a decrease in 'not stated' rates between 2003–04 and 2004–05 (Table 7.4; see also AIHW 2005a:Table 7.4). The most notable decreases in these rates were for *staff hours in the reference week* (down to 7% from 17%), *staff hours in a typical week* (4% from 14%) and *number of service users over the year* (4% from 8%). As in 2003–04, there were no missing service types in 2004–05. The only service type outlet data item to have an increased 'not stated' rate between 2003–04 and 2004–05 was *full financial year of operation*, increasing from zero to 2%.

Table 7.4: 'Not stated' response rates for service type outlet data items, 2004–05

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Agency sector	0.1	1.0	—	—	—	—	—	—	—	0.3
Service type	—	—	—	—	—	—	—	—	—	—
Full 2004–05 financial year operation	3.6	3.1	—	3.9	—	1.0	6.7	—	—	2.2
Staff hours in the reference week	—	22.1	—	1.2	3.5	—	10.4	—	—	7.3
Staff hours in a typical week	4.4	n.a.	5.6	1.3	4.8	1.9	14.1	1.0	—	3.8
Operating weeks per year	2.6	8.2	2.2	—	2.4	—	6.7	—	—	3.7
Operating days per week	2.6	7.6	2.3	—	5.0	—	5.9	—	—	3.7
Operating hours per day	2.7	9.3	2.2	—	8.2	—	5.9	—	—	4.5
Number of service users over the year	1.9	3.5	3.3	1.1	2.8	8.5	16.2	6.5	9.0	3.8

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.