



Bulletin 149 • May 2020

# Disability support services: services provided under the National Disability Agreement 2018–19

## Summary

The National Disability Insurance Scheme (NDIS) is expected to largely replace the disability services currently provided by states and territories to people with disability under the National Disability Agreement (NDA). This bulletin details the state, territory and Australian Government services used by people receiving support under the NDA in 2018–19—the last year for which data were collected under the Disability Services National Minimum Data Set (DS NMDS).

The Australian Capital Territory transitioned to the NDIS in 2016–17, and New South Wales in 2017–18. South Australia did not collect DS NMDS data in 2018–19 as most clients had transitioned to the NDIS. In 2018–19, only Australian Government NDA employment services data are reported for these three jurisdictions.

In 2018–19:

### About 230,000 people used NDA services

Around one-third of these people used NDA disability support services that are expected to move to the NDIS (33% or 77,000). The Australian Government's open employment services are the only remaining NDA services that will not transition to the NDIS. Open employment service users accounted for 68% (or 157,000) of the total remaining NDA service users (up from 49% in 2017–18).

### About 29,200 service users transitioned to the NDIS

Many of those who transitioned had an intellectual or learning primary disability (65%) and had the Disability Support Pension as a main source of income (80%).

### Open employment services increase

Reforms to the Disability Employment Services program led to an increase in the number of service users, from 136,100 in 2017–18 to 156,800 in 2018–19 (15% increase).

### **The average age of service users was 39**

The characteristics of the NDA service user group continue to change as more and more service users transition to the NDIS. Most service users were aged under 65 (95%), while the average age of service users increased from 37 in 2017–18 to 39 in 2018–19.

### **The proportion of service users with an intellectual/learning disability continues to fall**

About 29% of NDA service users had an intellectual/learning disability, down from 37% in 2017–18; 32% had a psychiatric disability in 2018–19, up from 25%. The decrease in the proportion of users with intellectual or learning disability over the last 5 years is largely the result of the transition of these service users to the NDIS.

### **Many service users were unemployed**

Around three-quarters (77%) of services users aged 15 and over who were in the labour force were unemployed.

### **Many service users had an informal carer**

About two-thirds (67%) of service users had an informal carer, most often their mother (65%). For around 13% of service users, their informal carer was aged 65 and over.

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# 1 The disability services environment

People with disability interact with every aspect of Australian life, across a multitude of social policy and program areas. Specialist disability services form one part of this broader system of supports and payments. This bulletin focuses on one area of specialist disability support—services delivered under the National Disability Agreement (NDA) in 2018–19.

The disability services environment is changing. Many people currently using services under the NDA continue to transition to the NDIS as it rolls out across Australia.

The role of the Australian Institute of Health and Welfare (AIHW) in reporting information about people with disability is also changing.

## The National Disability Strategy

The National Disability Strategy 2010–2020 (DSS 2011) is the mechanism used to incorporate the principles underpinning the United Nations Convention on the Rights of Persons with Disabilities (UN 2006) into policies and programs in Australia. The Strategy looks beyond support provided under both the NDA and the National Disability Insurance Scheme (NDIS), and covers all people with disability, irrespective of whether they need or use specialist disability services. In particular, it is intended to drive improvements in access to mainstream services, to promote a more inclusive approach to the design of policies and programs, and to ensure that all people with disability can participate and fulfil their potential as equal citizens.

## The National Disability Agreement

Iterations of the NDA have governed the provision of disability support services in Australia since 1991. Under this agreement, Australian, state and territory governments fund a range of services that aim to ensure that ‘people with disability and their carers have an enhanced quality of life and participate as valued members of the community’.

Eligibility requirements vary between jurisdictions, with the service a person receives being largely based on availability (for example, on the number of available places in particular programs).

Services under the NDA are mainly delivered by block-funded providers, with funding allocated directly to the provider to deliver the services. Some alternative forms of funding available under the NDA include:

- individualised or self-directed funding—where funds are allocated to a provider for a particular service user
- self-managed funding—where funds are allocated directly to the service user to buy services.

Information on the use of NDA services has been collected annually in the Disability Services National Minimum Data Set (DS NMDS) (see Box 1.1), with 2018–19 being the last year of collection under this data set. Summary data for 2018–19 are presented in this bulletin.

In 2018–19, about 230,000 people used disability support services under the NDA, with 33% of these (or about 77,000) using services that are largely expected to move to the NDIS over time (that is, services other than open employment) (see Box 1.2).

**Box 1.1: The Disability Services National Minimum Data Set**

The DS NMDS has been an annual collection and national collation of a standard set of data items on disability support services provided under the NDA. Following publication of ‘snapshot’ data from the mid-1990s, the first full financial year of unit record DS NMDS data collection took place between 1 July 2003 and 30 June 2004. The name of the data collection was renamed from the Commonwealth State/Territory Disability Agreement National Minimum Data Set to the DS NMDS in 2009 after the implementation of the NDA on 1 January 2009.

During each year of the collection, funded agencies collected data at the service user and service type outlet level and provided them to state/territory and Australian Government jurisdictions, which forwarded them, in turn, to the AIHW for national collation and reporting. Due to the transition of NDA service users to the NDIS, 2018–19 is the last year of data collection under the DS NMDS.

Note that, in the DS NMDS:

- service user data are not collected for all NDA service types (see Chapter 2 for more information)
- counts of service users are estimates, after using a statistical linkage key to account for people who received services from more than 1 service-type outlet during the 12 month period (see the data quality statement for more information)
- data for Victoria and Queensland include specialist psychiatric disability services; data for other jurisdictions do not
- data for the Northern Territory from 2012–13 onwards include Basic Community Care services; data for other jurisdictions do not.

From 2013–14 onwards, data in the AIHW’s annual *Disability support services: services provided under the NDA* bulletin are affected by the progressive introduction of the NDIS (see also chapters 2 and 5). In particular:

- the National Disability Insurance Agency (NDIA) and the Western Australian Government both operated NDIS trials in Western Australia from 1 July 2014 to 30 June 2017. DS NMDS data include the trials sites operated by the Western Australian Government for those years as these were considered to be services provided under the NDA. Service users who moved to the trials sites operated by the NDIA were considered to have transitioned to the NDIS from the date at which they had an approved NDIS plan. On 1 July 2017, the dual NDIS trial ceased and the Western Australian Government began administering the NDIS in Western Australia. For this reason, as at 30 June 2017, service users of the trial sites operated by the Western Australian Government were considered to have transitioned to the NDIS. These service users are flagged in the resubmitted 2016–17 DS NMDS data as having transitioned to the NDIS and are excluded from the 2017–18 and 2018–19 data
- the Australian Capital Territory Government did not collect DS NMDS data in 2015–16 or 2016–17—so national data for these years are underestimates. Data collection was not required for 2017–18 onwards (as transition to the NDIS in this jurisdiction was completed by the end of 2016–17)

### **Box 1.1 (continued): The Disability Services National Minimum Data Set**

- New South Wales completed transition to the NDIS during 2017–18, with only 2 quarters of DS NMDS data collected. Existing New South Wales clients were prioritised and transitioned to the NDIS according to the most intensive disability service type they could access. This meant that the majority of clients remaining beyond the second quarter of 2017–18 were those with lower intensity support requirements in community care and community support (mostly provided by small local providers). After examining data for the first half of 2017–18 and comparing them with data for previous years, the New South Wales Government concluded that, while the data submitted for 2017–18 may be a slight under-enumeration, they were largely representative of what a full year submission would have been
- the South Australian Government did not collect DS NMDS data in 2018–19 as most clients had transitioned to the NDIS
- NDIS implementation led to a reduction in the number of service type outlets reporting to the DS NMDS in the Northern Territory in 2018–19.

As a result of the varying jurisdictional transitions to the NDIS, analysing trends in DS NMDS data over time in this bulletin is complex. It was expected that the use of services that are moving to the NDIS (state and territory-provided services and Australian Government-supported employment services) would decrease; this is reflected in the 2018–19 DS NMDS collection and reporting. Changes in the use of open employment services (not transitioning to the NDIS) are largely related to other factors (see Box 1.2).

More information on the DS NMDS can be found on the AIHW website. This includes supplementary tables to this bulletin, data cubes and technical information (such as data definitions and the data quality statement).

## **The National Disability Insurance Scheme**

In July 2012, in response to the Productivity Commission's final report on the inquiry into disability care and support (Productivity Commission 2011), the Australian Government announced the introduction of the NDIS. The NDIS is expected to largely replace the provision of services under the NDA.

The NDIS provides 'reasonable and necessary supports' to help people who have a 'significant and permanent' disability. The scheme is based on an insurance model; each individual seeking access is assessed according to a common set of criteria. Individuals who are deemed eligible receive a package of funding to purchase the supports identified in their individualised plan.

Because of the fundamental change to service provision, the NDIS has been rolled out in stages. It started in trial sites in July 2013, before progressively moving to the full scheme from 1 July 2016—except in Western Australia, where the state-wide roll-out of the NDIS began on 1 July 2018. The details of introduction in each jurisdiction are set out in bilateral agreements between the Australian Government and the individual state and territory governments. More information on the roll-out of the NDIS can be found in these agreements, and on the NDIS website (NDIA 2020a, 2020b).

The NDIA—an independent statutory agency whose role is to implement the NDIS—collects data on the NDIS, and publishes [online quarterly reports](#), among a range of other information products.

## Transition of NDA service users to the NDIS

Most existing NDA service users are expected to move to the NDIS over time, depending on their need and eligibility to receive disability services through the NDIS. Some people currently receiving services are not eligible to enter the NDIS (such as those aged 65 and over who are not already participants). Further, while most specialist disability support services will be rolled into the NDIS, open employment services will continue to operate outside the NDIS once the NDIS is fully rolled out (see Box 1.2).

### Box 1.2: Open employment services

To provide data that better align with the types of services and service users shifting to the NDIS over time, selected tables in this bulletin, and in the supplementary tables, exclude service users who only used open employment services (see, for example, tables 2.1, 2.2, and 2.3, and supplementary tables S3.1–S3.5).

Open employment services (Disability Employment Services)—namely Australian Government services provided under the NDA and collected as part of the DS NMDS—will not be rolled into the NDIS (unlike the Australian Government’s supported employment services that will be rolled into the NDIS). As other NDA service users shift to the NDIS, open employment service users are accounting for an even larger proportion of NDA service users (68% of total remaining NDA service users in 2018–19, up from 49% in 2017–18).

Much of the increase in the total number of open employment service users in recent years relates to changes in income support policy over that time—for example, changes to compulsory work-focused activities aimed at helping Disability Support Pension recipients find work. Unlike most other NDA services, open employment services are demand-driven, meaning that places are not capped, and anyone who meets the eligibility criteria can access them.



For the purposes of the DS NMDS, once a service user has an approved NDIS plan and funding is available through the NDIA, they are considered to have transitioned to the NDIS; they are no longer reported in the DS NMDS from the date of their transition. This includes service users receiving some component of their services from jurisdictions as cash contributions (that is, full funding responsibility transfers to the NDIA) or in-kind contributions (that is, funding and contract management responsibility remains with jurisdictions in the short to medium term). Service users may also use NDA services in addition to those provided by the NDIS. As a result, it is possible for a NDIS participant to still be receiving a component of their services from jurisdictions after they have been exited from the DS NMDS.

Data from the DS NMDS show that around 29,200 NDA service users transitioned to the NDIS during 2018–19 (Table 5.1; supplementary tables S4.1–S4.5). This is in addition to about 82,400 service users who transitioned between 2013–14 and 2017–18.

## Ongoing AIHW reporting

This AIHW bulletin details the state and territory and Australian Government services used by people receiving support under the NDA in 2018–19—the last year of data collection under the DS NMDS.

The AIHW's *People with disability in Australia* reports (latest year being AIHW 2019a) bring together information from a range of national data sources to contribute to a greater understanding about people with disability in Australia and their experiences across a range of domains, including health, education, housing and social support.

The AIHW, as an Accredited Integrating Authority, is also working closely with the Australian Government and the New South Wales, Victorian, Queensland and South Australian governments to deliver the pilot phase of the National Disability Data Asset (NDDA) as endorsed by the Australian Data and Digital Council in September 2019. The NDDA will bring together de-identified Australian Government welfare and services data, NDIS data, and service system data from states and territories. These integrated data will provide a better understanding of how people with disability are supported through services, payments and programs across multiple service systems.

## 2 Services provided under the NDA

### Service type outlets

Agencies that deliver NDA services collect data against each 'service type outlet' they operate. A service type outlet is a statistical counting unit managed by an agency that delivers 1 type of NDA service from a discrete location (see also AIHW 2016 and Chapter 2). An agency may provide 1 or more NDA service types, and may therefore collect data for 1 or more service type outlets.

In 2018–19, the majority (91%) of service type outlets were in the non-government sector, and most of these were income tax exempt (for example, not-for-profit organisations that are community service based) (60% of all service type outlets) (Table 2.1).

**Table 2.1: Disability support service type outlets, by service group and agency sector, 2018–19 (number)**

Service group	Government			Non-government			Total
	Australian/ state/ territory	Local	Subtotal	Income tax exempt	Non- income tax exempt	Subtotal	
Accommodation support	585	2	587	1,987	496	2,483	3,070
Community support	227	3	230	908	201	1,109	1,339
Community access	12	2	14	721	270	991	1,005
Respite	44	10	54	569	176	745	799
Open employment <sup>(a)</sup>	—	—	—	1,573	2,039	3,612	3,612
Supported employment	1	3	4	235	4	239	243
Advocacy, information, alternative forms of communication	2	—	2	166	22	188	190
Other support	36	45	81	10	2	12	93
<b>Total</b>	<b>907</b>	<b>65</b>	<b>972</b>	<b>6,169</b>	<b>3,210</b>	<b>9,379</b>	<b>10,351</b>
<b>Total (%)</b>	<b>8.8</b>	<b>0.6</b>	<b>9.4</b>	<b>59.6</b>	<b>31.0</b>	<b>90.6</b>	<b>100.0</b>
<i>Total (excluding open employment)</i>	907	65	972	4,596	1,171	5,767	6,739

- (a) From 1 July 2018 the Department of Social Services transitioned the former Disability Employment Services (DES) program to a new DES program. The reforms to the DES program included a grant application process, as well the removal of predetermined provider market share in a region that resulted in an increase in the number of non-government DES outlets (providers and sites) under the new DES program. Further information on the DES reforms, implemented on 1 July 2018, is available from the [Department of Social Services website](#). Further information on DES program data is available from the [Labour Market Information Portal website](#).





## Types of services provided

Under the NDA, the Australian Government is responsible for providing employment services for people with disability, and the states and territories for providing all other services. In 2018–19, about one-third (31%) of service users accessed services provided by states or territories (about 71,100 service users) (Table 2.2).

The DS NMDS includes information on more than 30 individual service types, which can be grouped into broad service groups (tables 2.2 and 2.3; supplementary Table S2.34; see also AIHW 2016). A service user may use more than one type of service within each of these groups of services:

- Accommodation support—services that provide accommodation to people with disability, and services that provide support to enable a person with disability to remain in their existing accommodation or to move to more suitable or appropriate accommodation. About 6% of service users used this group of services, which comprises:
  - large residential/institutions (less than 1%)
  - small residential/institutions (less than 1%)
  - hostels (less than 1%)
  - group homes (3%)
  - attendant care/personal care (1%)
  - in-home accommodation support (2%)
  - alternative family placement (less than 1%)
  - other accommodation support (less than 1%).
- Community support—services that provide the support needed for a person with disability to live in a non-institutional setting. About 21% of service users used this group of services, which comprises:
  - therapy support (6%)
  - early childhood intervention (3%)
  - behaviour/specialist intervention (1%)
  - counselling (less than 1%)
  - regional resource and support teams (1%)
  - case management, local coordination, and development (13%)
  - other community support (less than 1%).
- Community access—services designed to provide opportunities for people with disability to gain and use their abilities to enjoy their full potential for social independence. About 8% of service users used this group of services, which comprises:
  - learning and life skills development (7%)
  - recreation/holiday programs (2%)
  - other community access (less than 1%).

- Respite—services that provide a short-term and time-limited break for families and other voluntary caregivers of people with disability to help support and maintain the primary caregiving relationship, while providing a positive experience for the person with disability. About 6% of service users used this group of services, which comprises:
  - own-home respite (less than 1%)
  - centre-based respite/respice homes (2%)
  - host family respite/peer support respite (less than 1%)
  - flexible respite (4%)
  - other respite (less than 1%).
- Employment services—the majority of service users (71%) used this group of services, which comprises:
  - open employment (68%)—services that provide employment assistance to people with disability in obtaining and/or retaining paid employment in the open labour market
  - supported employment (3%)—services that provide employment opportunities and assistance to people with disability to work in specialised and supported work environments.
- Advocacy, information and alternative forms of communication (for which service user data are not collected), which comprise:
  - advocacy
  - information/referral
  - combined information/advocacy
  - mutual support/self-help groups
  - alternative formats of communication.
- Other support services (for which service user data are not collected), which comprise:
  - research and evaluation
  - training and development
  - peak bodies
  - other support services.

**Table 2.2: Service users, by service group and state and territory, 2018–19 (number)**

Service group	NSW <sup>(a)</sup>	Vic <sup>(b)</sup>	Qld <sup>(b)</sup>	WA	SA <sup>(c)</sup>	Tas	ACT <sup>(d)</sup>	NT <sup>(e)</sup>	Total	
									Number	%
Accommodation support	—	4,708	4,511	2,994	—	502	—	62	12,777	5.6
Community support	—	27,106	5,382	13,028	—	2,590	—	46	48,131	20.9
Community access	—	8,580	5,808	3,775	—	375	—	29	18,563	8.1
Respite	—	7,917	2,727	2,219	—	45	—	36	12,933	5.6
<i>Total state/territory services</i>	—	42,227	11,565	14,054	—	3,103	—	162	71,066	30.9
Open employment	46,978	38,302	38,934	11,061	16,579	3,990	1,900	574	156,789	68.2
Supported employment	566	1,733	1,468	1,961	1,631	254	11	69	7,692	3.3
<i>Total Australian Government services</i>	47,530	39,946	40,338	12,919	18,165	4,234	1,911	639	164,147	71.4
<b>Total</b>	<b>47,530</b>	<b>80,107</b>	<b>50,604</b>	<b>25,069</b>	<b>18,165</b>	<b>7,224</b>	<b>1,911</b>	<b>791</b>	<b>229,752</b>	<b>100.0</b>
<i>Total (excluding service users who only used open employment services)</i>	566	43,467	12,538	14,986	1,631	3,296	11	226	76,669	..

(a) The New South Wales Government was not required to collect DS NMDS data in 2018–19 (as transition to the NDIS in that jurisdiction was completed in 2017–18).

(b) Data for Victoria and Queensland include specialist psychiatric disability services. Other jurisdictional data do not.

(c) The South Australian Government did not collect DS NMDS data in 2018–19 as most clients had transitioned to the NDIS.

(d) The Australian Capital Territory Government was not required to collect DS NMDS data in 2018–19 (as transition to the NDIS in that jurisdiction was completed by the end of 2016–17).

(e) Data for the Northern Territory include Basic Community Care services. Other jurisdictional data do not.

*Notes*

1. Totals for Australia might not be the sum of service components because individuals might have used services in more than one state or territory during the 12-month period.
2. Total service users might not be the sum of service group components because individuals might have used more than one service group over the 12-month period.

Analysing trends in DS NMDS data over time is difficult, given the progressive transition of eligible service users and services to the NDIS since 2013–14 (see Chapter 1). The transition to the NDIS accelerated dramatically between 2016–17 and 2017–18 (a 28% decrease, excluding users of open employment services only). Between 2017–18 and 2018–19, there was a continuing large decrease in the number of users of NDA services (a 49% decrease, excluding users of open employment services only). This large decrease is reflected in the total decrease over the last 5 years (a 65% decrease between 2014–15 and 2018–19).

For more information on the use of services, see supplementary tables S2.14, S2.15, S2.20, S2.25, S2.26, S2.34–S2.43, S2.46, S2.53, S2.54, S2.65–S2.67, S2.69, S2.70, S2.72, S2.73, S3.3 and S4.3.

**Table 2.3: Service users, by service group, 2014–15 to 2018–19 (number)**

Service group	2014–15	2015–16	2016–17	2017–18	2018–19	Change	Change
						2014–15 to 2018–19 (%)	2017–18 to 2018–19 (%)
Accommodation support	42,580	38,948	39,022	28,311	12,777	-70.0	-54.9
Community support	149,001	149,541	142,671	105,164	48,131	-67.7	-54.2
Community access	55,172	52,030	53,812	35,626	18,563	-66.4	-47.9
Respite	38,136	38,230	38,907	26,454	12,933	-66.1	-51.1
<i>Total state/territory services</i>	<i>205,722</i>	<i>202,748</i>	<i>197,616</i>	<i>141,334</i>	<i>71,066</i>	<i>-65.5</i>	<i>-49.7</i>
Open employment	125,795	126,470	130,925	136,093	156,789	24.6	15.2
Supported employment	20,585	19,852	19,280	14,810	7,692	-62.6	-48.1
<i>Total Australian Government services</i>	<i>145,539</i>	<i>145,493</i>	<i>149,408</i>	<i>150,357</i>	<i>164,147</i>	<i>12.8</i>	<i>9.2</i>
<b>Total</b>	<b>333,795</b>	<b>331,817</b>	<b>331,109</b>	<b>280,274</b>	<b>229,752</b>	<b>-31.2</b>	<b>-18.0</b>
<i>Total (excluding service users who only used open employment services)</i>	<i>217,122</i>	<i>213,890</i>	<i>208,555</i>	<i>150,308</i>	<i>76,669</i>	<i>-64.7</i>	<i>-49.0</i>

#### Notes

1. Data from 2014–15 onwards are affected by the staged roll-out of the NDIS. See Box 1.1 for more information.
2. Total service users might not be the sum of service group components because individuals might have used more than one service group over the 12-month period.

## Expenditure

Australian, state and territory governments spent \$4.2 billion on disability support services under the NDA in 2018–19, an average of about \$15,600 per service user (Table 2.4).

Expenditure and service-user data from 2014–15 onwards are affected by the introduction of the NDIS—see the *Report on government services 2020* (SCRGSP 2020) and supplementary Table S2.1 for more information on expenditure data, and chapters 1 and 5 for more information on service users.

**Table 2.4: Expenditure on disability support services, constant prices, by service group, 2014–15 to 2018–19**

Service group	2014–15	2015–16	2016–17	2017–18	2018–19	Change	Change
						2014–15 to 2018–19(%)	2017–18 to 2018–19(%)
<b>Expenditure (\$ million) (constant prices in 2018–19 dollars)</b>							
Accommodation support	4,078.4	4,214.3	3,940.7	3,001.9	1,790.6	-56.1	-40.4
Community support	1,376.8	1,458.8	1,281.2	1,044.0	513.0	-62.7	-50.9
Community access	857.0	929.8	853.0	610.1	267.9	-68.7	-56.1
Respite	495.4	514.4	469.1	331.0	133.7	-73.0	-59.6
Employment	754.0	741.9	724.3	727.1	789.4	4.7	8.6
Advocacy, information, alternative forms of communication	65.4	67.7	82.9	148.7	100.3	53.5	-32.5
Other support	323.8	340.3	318.3	312.1	200.8	-38.0	-35.7
<i>Subtotal</i>	<i>7,947.3</i>	<i>8,267.3</i>	<i>7,671.1</i>	<i>6,176.4</i>	<i>3,797.2</i>	<i>-52.2</i>	<i>-38.5</i>
Administration	527.3	561.5	479.2	518.0	361.9	-31.4	-30.1
Capital grants to non-government providers	5.4	2.6	4.7	1.3	4.1	-25.0	208.7
<b>Total</b>	<b>8,482.2</b>	<b>8,831.4</b>	<b>8,155.0</b>	<b>6,695.7</b>	<b>4,163.1</b>	<b>-50.9</b>	<b>-37.8</b>
<b>Expenditure per service user (constant prices in 2018–19 dollars)</b>							
Accommodation support	110,119	113,868	105,546	111,503	154,813	40.6	38.8
Community support	9,705	10,246	9,484	10,623	11,741	21.0	10.5
Community access	16,735	17,984	15,951	17,173	14,487	-13.4	-15.6
Respite	13,647	14,219	12,767	13,484	11,741	-14.0	-12.9
Employment	5,181	5,099	4,848	4,836	4,809	-7.2	-0.6
<b>Total</b>	<b>23,466</b>	<b>24,364</b>	<b>22,606</b>	<b>21,029</b>	<b>15,621</b>	<b>-33.4</b>	<b>-25.7</b>

*Notes*

1. Excludes expenditure on, and service users of, specialist psychiatric disability services.
2. Expenditure data are sourced from Report on government services 2020 (SCRGSP 2020). In that publication, constant prices are previous years' expenditure in current year's dollars after basing expenditure on the Australian Bureau of Statistics' General Government Final Consumption Expenditure chain price deflator. Figures may not add to totals because of rounding.
3. Expenditure and service-user data from 2013–14 onwards are affected by the introduction of the NDIS. See SCRGSP 2020 for more information on expenditure data, and Box 1.1 for more information on service users.
4. Expenditure per service user is calculated by dividing total direct service delivery expenditure by the number of service users. Total direct service delivery expenditure includes expenditure on Advocacy, information and print disability and Other support services, although the number of service users does not include these service groups as service users are not collected for these service groups.

Sources: SCRGSP 2020: tables 15A.3 and 15A.7; DS NMDS 2018–19.

### 3 Characteristics of service users

#### Age and sex

Most (95%) service users were aged under 65, with an average age of 39 (tables 3.1 and 3.2). More than half (57%) were male. Among service users, males were generally younger than females, with an average age of 37 compared with 42.

The average age of service users has increased in recent years, largely as a result of the introduction of the NDIS. Children, for example, are more likely to go directly to the NDIS rather than to start using NDA services, and NDA service users who transition to the NDIS are generally younger than other service users (see Chapter 5).

**Table 3.1: Service users, by mean age and sex, 2014–15 to 2018–19**

Sex	2014–15		2015–16		2016–17		2017–18		2018–19	
	Mean age (years)	%	Mean age (years)	%	Mean age (years)	%	Mean age (years)	%	Mean age (years)	%
Male	32.1	58.9	32.4	58.7	32.7	58.8	34.9	58.0	37.2	56.7
Female	37.9	41.1	38.3	41.3	38.2	41.2	40.0	42.0	41.7	43.3
<b>Total<sup>(a)</sup></b>	<b>34.5</b>	<b>100.0</b>	<b>34.9</b>	<b>100.0</b>	<b>34.9</b>	<b>100.0</b>	<b>36.9</b>	<b>100.0</b>	<b>38.9</b>	<b>100.0</b>

(a) Includes service users for whom sex was 'not stated'.

*Notes*

1. Data from 2014–15 onwards are affected by the staged roll-out of the NDIS. See Box 1.1 for more information.
2. Percentages are of the total, excluding service users for whom sex was 'not stated'.

**Table 3.2: Service users, by sex and age group, 2018–19**

Sex	0–49 years		50–64 years		65 years and over		Total	
	Number	%	Number	%	Number	%	Number	%
Male	91,498	60.3	32,214	49.2	5,574	51.7	129,286	56.7
Female	60,285	39.7	33,260	50.8	5,207	48.3	98,752	43.3
Not stated	1,683	..	28	..	3	..	1,714	..
<b>Total</b>	<b>153,466</b>	<b>100.0</b>	<b>65,502</b>	<b>100.0</b>	<b>10,784</b>	<b>100.0</b>	<b>229,752</b>	<b>100.0</b>

*Note:* Percentages are of the total, excluding service users for whom sex was 'not stated'.

#### Aboriginal and Torres Strait Islander people

Most (95%) of service users were non-Indigenous, and 5% were Aboriginal and Torres Strait Islander people (Table 3.3).

The majority (78%) of Indigenous service users were aged under 50, 21% were aged 50–64, and 1% were aged 65 and over (Figure 3.1; supplementary Table S2.21). Indigenous service users were generally younger than non-Indigenous service users, with an average age of 35, compared with 40 for non-Indigenous users (supplementary Table S2.20).

About 46% of Indigenous service users lived in *Major cities*, compared with 69% of non-Indigenous service users (supplementary Table S2.20). A further 28% lived in an *Inner regional* area (compared with 21% for non-Indigenous service users), 22% lived in an *Outer regional* area (compared with 9%) and 5% lived in a *Remote* or *Very remote* area (compared with 1%).

**Table 3.3: Service users, by Indigenous status, 2014–15 to 2018–19**

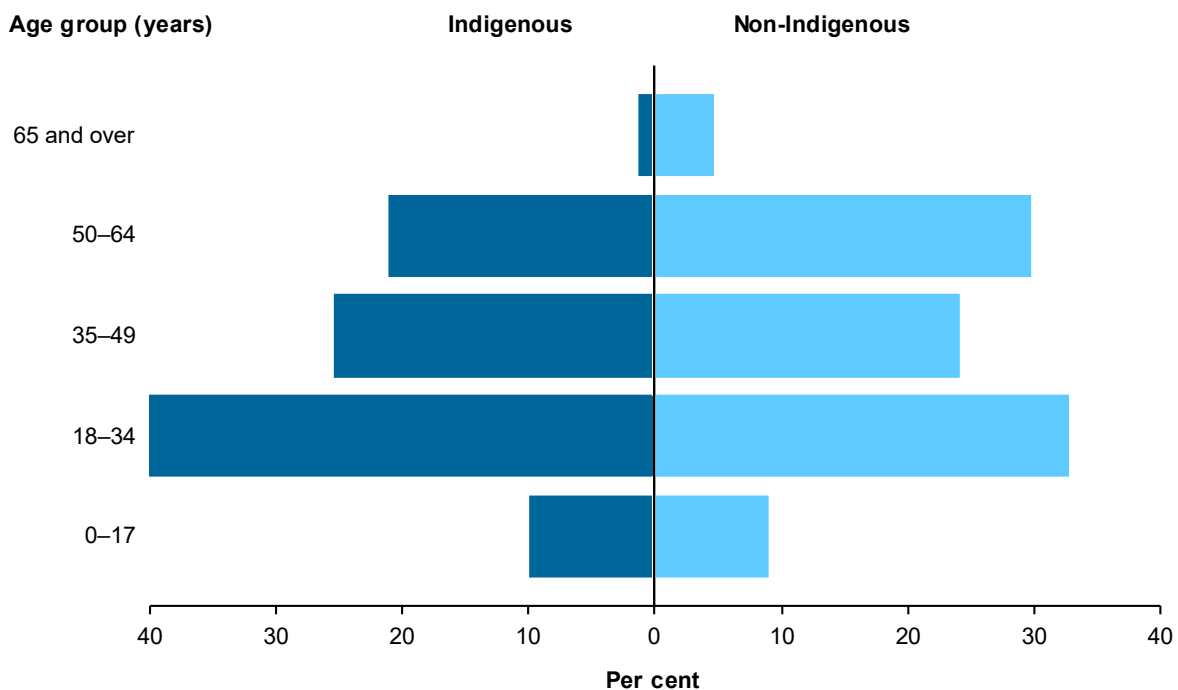
Year	Indigenous		Non-Indigenous		Not stated/ not collected <sup>(a)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%
2014–15	19,031	5.9	302,736	94.1	12,028	..	333,795	100.0
2015–16	19,290	6.0	300,097	94.0	12,430	..	331,817	100.0
2016–17	19,311	6.1	298,493	93.9	13,305	..	331,109	100.0
2017–18	15,771	5.9	252,609	94.1	11,894	..	280,274	100.0
2018–19	12,079	5.5	207,785	94.5	9,888	..	229,752	100.0

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

*Notes*

1. Data from 2014–15 onwards are affected by the staged roll-out of the NDIS. See Box 1.1 for more information.
2. Percentages are of the total, excluding service users for whom Indigenous status was 'not stated/not collected'.

**Figure 3.1: Service users, Indigenous status, by age group (years), 2018–19**



Source: DS NMDS 2018–19.

## Country of birth

The majority (82%) of service users were born in Australia, and 18% were born overseas—6% of service users in countries where English is generally spoken (EPG 1) and 13% in countries where a language other than English is predominantly spoken (EPG 2–4) (Table 3.4).

**Table 3.4: Service users, by country of birth (English Proficiency Group countries)<sup>(a)</sup>, 2014–15 to 2018–19**

Year	Australia <sup>(b)</sup>		Born overseas, EPG 1		Born overseas, EPG 2–4		Not stated/ not collected <sup>(c)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%
2014–15	275,774	85.9	14,006	4.4	31,224	9.7	12,791	..	333,795	100.0
2015–16	273,781	85.9	13,920	4.4	30,946	9.7	13,170	..	331,817	100.0
2016–17	273,237	85.9	13,705	4.3	31,124	9.8	13,043	..	331,109	100.0
2017–18	228,108	84.5	12,778	4.7	29,109	10.8	10,279	..	280,274	100.0
2018–19	181,862	81.7	12,191	5.5	28,428	12.8	7,271	..	229,752	100.0

(a) English Proficiency Group (EPG) is a way of categorising countries based on how well English is generally spoken. Being from a predominantly non-English-speaking country does not necessarily indicate that a service user lacks proficiency in English.

(b) Includes external territories, excludes Norfolk Island.

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

### Notes

1. Data from 2014–15 are affected by the staged roll-out of the NDIS. See Box 1.1 for more information.
2. Percentages are of the total, excluding service users for whom country of birth was 'not stated/not collected'.

## Disability group

'Disability' group is a function-based categorisation intended to describe similar experiences of disability, not only in terms of underlying health conditions, but also in terms of the impairments, activity limitations, participation restrictions, and support needs a person with disability may have (see AIHW 2016). It is not a diagnostic grouping, nor is there a one-to-one correspondence between a health condition and a disability group.

The individual disability groups collected in the DS NMDS can be further categorised into 4 broad groups—intellectual or learning, physical or diverse, sensory or speech, and psychiatric (see Table 3.6 for the composition of these broad groups).

In the DS NMDS, the primary disability group of the service user is the one that most clearly reflects their experience of disability, and which causes them the most difficulty in everyday life (not just within the context of the support offered). Any other disability that causes service users difficulty is referred to as their 'other significant disability group'. On average, each service user reported about 2 disability groups (supplementary Table S2.33).



Around 29% of service users had an intellectual or learning disability as their primary disability (or 32% when 'other significant disability' is included) (tables 3.5 and 3.6).

The proportion of service users with an intellectual disability as their primary disability has fallen over time, largely as a result of the movement of these service users to the NDIS (Table 3.5 and Figure 3.2; see also Chapter 5). In contrast, the proportion of service users with psychiatric disability as their primary disability has increased, as has the proportion of those with physical disability.

**Table 3.5: Service users, by broad primary disability group, 2014–15 to 2018–19**

Year	Intellectual/ learning		Physical/ diverse		Sensory/ speech		Psychiatric		Not stated/ not collected <sup>(a)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
2014–15	134,391	42.3	90,257	28.4	29,465	9.3	63,510	20.0	16,172	..	333,795	100.0
2015–16	130,512	41.7	91,577	29.3	29,358	9.4	61,566	19.7	18,804	..	331,817	100.0
2016–17	129,651	41.6	90,955	29.2	26,769	8.6	64,599	20.7	19,135	..	331,109	100.0
2017–18	97,150	36.6	82,132	31.0	20,445	7.7	65,412	24.7	15,135	..	280,274	100.0
2018–19	64,400	28.9	72,004	32.3	16,008	7.2	70,791	31.7	6,549	..	229,752	100.0

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

*Notes*

1. Data from 2014–15 onwards are affected by the staged roll-out of the NDIS. See Box 1.1 for more information.
2. Percentages are of the total, excluding service users for whom primary disability was 'not stated/not collected'.

**Table 3.6: Service users, by primary or other significant disability group, 2018–19**

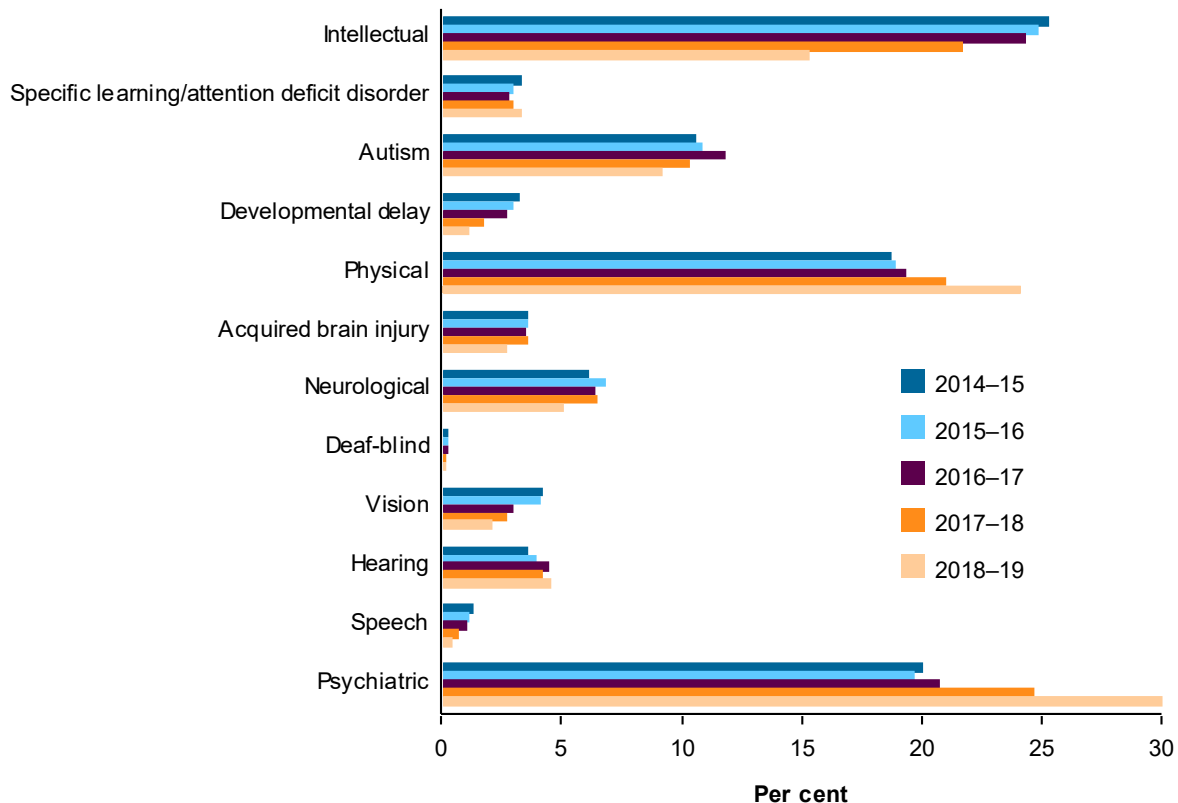
Disability group	Primary disability group		Other significant disability group		Total disability group	
	Number	%	Number	%	Number	%
<i>Intellectual/learning</i>	64,400	28.9	18,377	8.0	72,712	31.6
Intellectual	34,153	15.3	6,601	2.9	40,754	17.7
Specific learning/attention deficit disorder	7,285	3.3	7,651	3.3	14,936	6.5
Autism	20,499	9.2	4,847	2.1	25,346	11.0
Developmental delay	2,463	1.1	227	0.1	2,690	1.2
<i>Physical/diverse</i>	72,004	32.3	52,534	22.9	113,332	49.3
Physical	54,771	24.5	41,813	18.2	96,584	42.0
Acquired brain injury	5,969	2.7	2,321	1.0	8,290	3.6
Neurological	11,264	5.0	13,385	5.8	24,649	10.7
<i>Sensory/speech</i>	16,008	7.2	14,184	6.2	29,858	13.0
Deaf-blind	313	0.1	162	0.1	475	0.2
Vision	4,616	2.1	5,865	2.6	10,481	4.6
Hearing	10,099	4.5	5,029	2.2	15,128	6.6
Speech	980	0.4	5,003	2.2	5,983	2.6
<i>Psychiatric</i>	70,791	31.7	35,610	15.5	106,401	46.3
<b>Total<sup>(a)</sup></b>	<b>223,203</b>	<b>100.0</b>	<b>229,752</b>	<b>100.0</b>	<b>229,752</b>	<b>100.0</b>

(a) Primary disability group was 'not stated/not collected' for 6,549 service users (which includes service users who only used recreation/holiday programs (service type 3.02) and who did not provide a response). The total for 'primary disability group' excludes these records, while the total for 'total disability group' includes these records.

Note: 'Other significant disability group' and 'total disability group' totals and broad groups are not the sum of components because individuals may report no other significant disability or report multiple types of disability.



**Figure 3.2: Primary disability group of service users, 2017–18 to 2018–19**



Source: Table 3.6; DS NMDS 2018–19.

## Functional need

People with disability might need assistance to perform activities in different areas of their lives. The DS NMDS collects information on the functional needs of service users against 9 selected life areas. A person's level of need is evaluated in comparison with a person of the same age without disability.

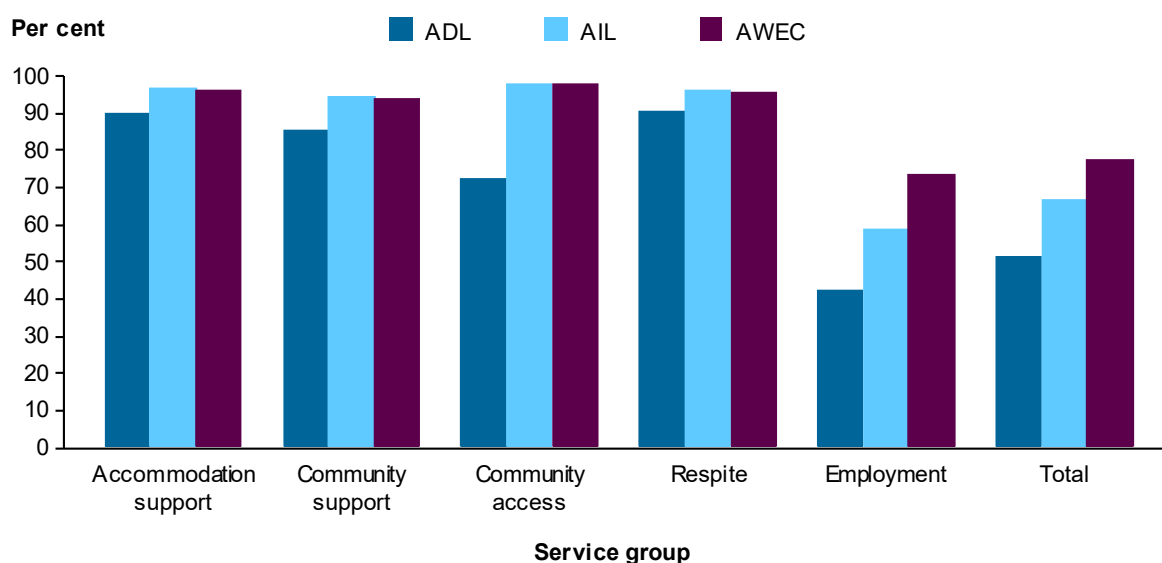
These 9 life area activities can be grouped into 3 broader life areas—activities of daily living (ADL); activities of independent living (AIL); and activities of work, education and community living (AWEC). The majority of service users needed at least some assistance in 1 or more broad life area, with:

- 52% 'always or sometimes' needing assistance with activities of daily living
- 67% 'always or sometimes' needing assistance with activities of independent living
- 77% 'always or sometimes' needing assistance with activities of work, education and community living (Figure 3.3; see also supplementary tables S2.44 and S2.45 for composition of these life areas).

These data are affected by users of open employment services (see Chapter 2), who generally have a lower level of functional need. When service users who used only open employment services are excluded from the data:

- 81% of service users ‘always or sometimes’ needed assistance with activities of daily living
- 95% ‘always or sometimes’ needed assistance with activities of independent living
- 94% ‘always or sometimes’ needed assistance with activities of work, education, and community living (supplementary Table S3.5).

**Figure 3.3: Service users who always or sometimes need assistance, service group by broad life area, 2018–19**



Source: Supplementary table S2.46; DS NMDS 2018–19.

## Living arrangement

In 2018–19, 32% of service users lived with family, 38% lived alone and 30% lived with others (such as sharing with a friend or a non-related carer) (Table 3.7).

**Table 3.7: Service users, by living arrangement, 2014–15 to 2018–19**

Year	Lives alone		Lives with family		Lives with others		Not stated/ not collected <sup>(a)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%
2014–15	70,905	23.7	155,669	52.1	72,283	24.2	34,938	..	333,795	100.0
2015–16	65,791	23.1	150,295	52.8	68,394	24.0	47,337	..	331,817	100.0
2016–17	73,379	25.0	148,030	50.4	72,371	24.6	37,329	..	331,109	100.0
2017–18	74,126	29.8	108,766	43.7	66,033	26.5	31,349	..	280,274	100.0
2018–19	77,351	38.1	65,368	32.2	60,450	29.8	26,583	..	229,752	100.0

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

Notes

1. Data from 2014–15 are affected by the staged roll-out of the NDIS. See Box 1.1 for more information.
2. Percentages are of the total, excluding service users for whom living arrangement was ‘not stated/not collected’.



The majority (83%) of service users lived in a private residence. Other types of residential settings included boarding houses or private hotels (9%), domestic-scale supported-living facilities (such as group homes) (3%) and supported accommodation facilities (1%) (supplementary Table S2.16).

Most of the service users who lived in a domestic-scale supported-living facility or in a supported accommodation facility had an intellectual primary disability (62% and 57%, respectively) (supplementary Table S2.31). This compares with 13% of those living in a private residence.

For more data on service users by living arrangement and/or residential setting, see supplementary tables S2.16, S2.17, S2.20, S2.23, S2.31, S2.47, S3.1, S3.2, S4.1 and S4.2.

## Employment and income

In the DS NMDS, service users are considered to be in the labour force if they are aged 15 and over, and are either employed or looking for work. Only 12% of service users aged 15 and over were not in the labour force (supplementary Table S2.16). This percentage was influenced by the large number of open employment service users included in the DS NMDS, who, by definition, are likely to be in the labour force (tables 2.2 and 5.2; supplementary Table S3.1). For those in the labour force, around three-quarters (77%) were unemployed and 23% were employed (supplementary Table S2.16).

Around 10% of Indigenous service users aged 15 and over were not in the labour force, which was similar to their non-Indigenous counterparts (12%) (supplementary Table S2.20). But Indigenous service users in the labour force were less likely to be employed than their non-Indigenous counterparts (13% compared with 23%).

When open employment service users are excluded, 52% of service users aged 15 and over were not in the labour force. For those service users in the labour force, when open employment services are excluded, 59% were employed, and 41% were unemployed (supplementary Table S3.01).

In the DS NMDS, service users aged 16 and over are asked about their main source of income. The most common source of income for service users aged 16 and over was 'Other pension or benefit' (52%) followed by the Disability Support Pension (35%) (supplementary Table S2.16).

Just under half (43%) of *employed* service users aged 16–64 reported having the Disability Support Pension as their main source of income, compared with 25% of those who were unemployed (supplementary Table S2.29). In contrast, *unemployed* service users were more likely to report another pension or benefit as their main source of income (70%) compared with those who were employed (14%). Among service users not in the labour force, more than three-quarters (79%) reported the Disability Support Pension as their main source of income.

The most common source of income for service users aged 16 and over (excluding open employment service users) was the Disability Support Pension (77%), followed by 'Other pension or benefit' (11%) (supplementary Table S3.01).

For more data on service users by labour force status and main source of income, see supplementary tables S2.16, S2.17, S2.20, S2.27, S2.29, S2.30, S2.68, S2.72, S2.73, S3.1, S3.2, S4.1 and S4.2.

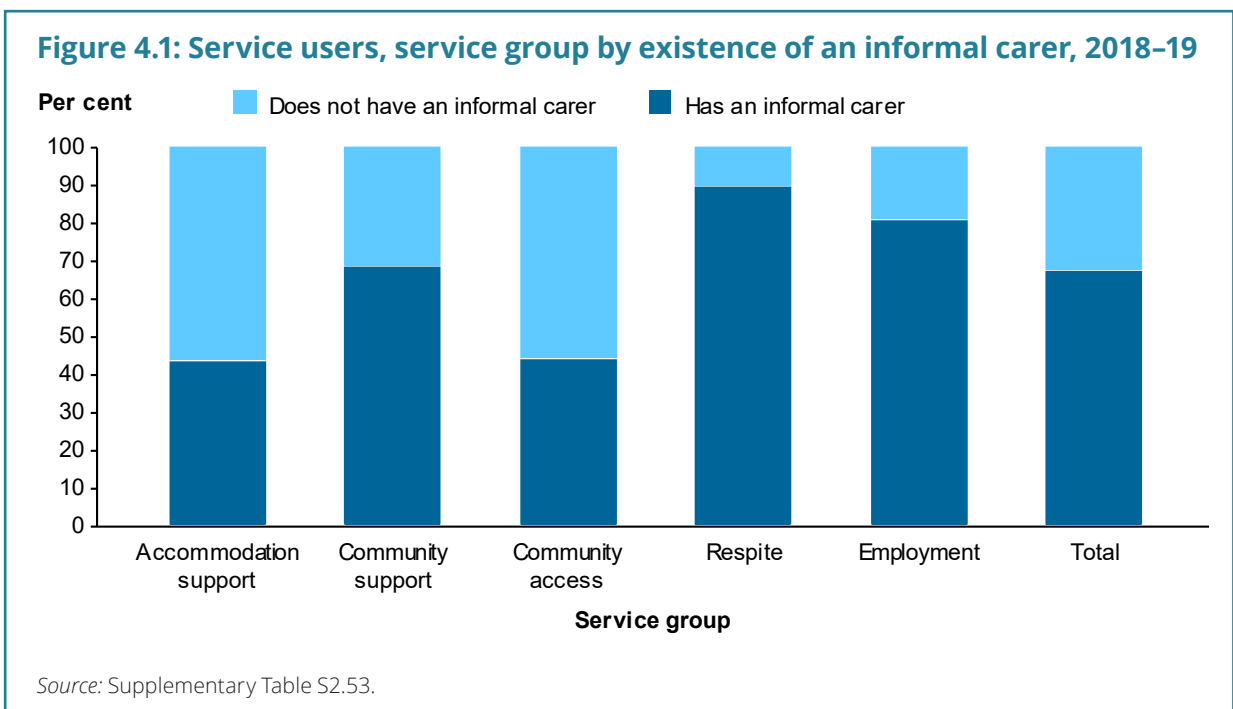
## 4 Informal carers

Informal carers play an important role in the lives of many people with disability. An informal carer is a person—such as a family member, friend or neighbour—who provides regular and sustained care and assistance to the person requiring support. Informal carers include people who might receive a pension or benefit associated with their caring role, but do not include those (either paid or voluntary) whose services are arranged by a formal service organisation. Informal carers provide essential support either in place of, or in addition to, NDA services.

In the DS NMDS, information is collected on whether a service user has an informal carer, as well as some characteristics of that carer. About two-thirds (67%) of service users had an informal carer (Figure 4.1). Of those:

- most (85%) reported that their informal carer was also their primary carer—that is, an informal carer who helps with 1 or more activities of daily living (self-care, mobility or communication) (supplementary Table S2.50)
- most (83%) had a female carer, most often their mother (65% of all carers, or 79% of female carers) (supplementary Table S2.50)
- 13% were cared for by their spouse or partner; as the age of the service user increased, the likelihood that a spouse or partner was the carer also rose; being cared for by a ‘spouse or partner’ was the most common informal care arrangement for service users aged 65 and over (55%) (supplementary Table S2.56)
- 13% had a carer aged 65 and over—with almost three-quarters of these carers being their parent (71%), most often their mother (57%) (supplementary tables S2.50 and S2.57).

Accommodation support service users were the least likely to have an informal carer (43%), particularly those living in institutional accommodation (24%) and group homes (36%) (Figure 4.1; supplementary Table S2.53).





## 5 Service users who transitioned to the NDIS

About 29,200 NDA service users transitioned to the NDIS during 2018–19 (Table 5.1; see also Chapter 1 and Box 5.1). This equates to about 13% of all service users, or 38% when those who only used open employment services are excluded.

According to quarterly reports published by the NDIA, by 30 June 2019, around 298,800 eligible people with disability had joined the NDIS (NDIA 2019). This compares with around 111,500 NDA services users formally recorded in the DS NMDS as having transitioned from NDA services to the NDIS since 2013–14 (see Table 5.1 and AIHW 2019b for 2013–14 figure). There are various reasons for this difference (see Box 5.1).

### Box 5.1: About data on service users transitioning to the NDIS

There are several reasons why NDIA-published data on people with an approved and active NDIS plan might not match DS NMDS data on NDA service users who transitioned to the NDIS. In particular, the NDIA data include people who have not been reported as part of the DS NMDS, such as those who were referred directly to the NDIS. This is especially the case for very young children and those who meet the early intervention eligibility requirements under the NDIS. It is also possible for an NDA service user to have exited NDA services before their NDIS plan approval date. In such cases, they would not appear in the DS NMDS data as having transitioned to the NDIS.

Some of the differences in characteristics between service users who transitioned to the NDIS and other NDA service users are the result of the staged transition to the NDIS. For example, the relatively younger age profile of transitioned service users in Tasmania and South Australia in the early years of the roll-out was a result of the initial focus on moving children and young people into the NDIS in these jurisdictions.

More information on the transition arrangements can be found in the bilateral agreements between the Australian Government and the governments of each state and territory.

Not all NDA service users will move to the NDIS. In 2018–19, the remaining NDA service users who may become part of the NDIS in the future (that is, service users excluding those who transitioned to the NDIS and also excluding those who only used open employment services) had a different profile from those service users who transitioned to the NDIS. The remaining NDA service users were less likely to have an intellectual or learning disability, to always or sometimes need assistance with activities of daily living, to use supported employment services and to have an informal carer (Table 5.2). When in the labour force, they were more likely to be unemployed and less likely to be employed, compared with service users who had transitioned to the NDIS.

For more data on service users who transitioned to the NDIS, see supplementary tables S4.1–S4.5. For more data on service users, excluding those who only used open employment services, see tables 2.1, 2.2, 2.3 and supplementary tables S3.1–S3.5.

**Table 5.1: Service users who transitioned to the NDIS, by state and territory, 2014–15 to 2018–19 (number)**

Year	NSW <sup>(a)</sup>	Vic <sup>(b)</sup>	Qld <sup>(b)</sup>	WA <sup>(c)</sup>	SA <sup>(d)</sup>	Tas	ACT <sup>(e)</sup>	NT <sup>(f)</sup>	Total
2014–15	1,049	231	—	103	237	60	189	—	1,866
2015–16	1,593	84	235	390	1,099	45	88	—	3,520
2016–17	18,351	5,493	3,282	4,051	1,064	405	100	94	32,755
2017–18	18,248	12,253	2,844	1,872	3,943	891	19	121	40,018
2018–19	185	12,233	10,687	3,487	1,327	1,228	1	55	29,166

- (a) New South Wales completed transition to the NDIS during 2017–18 and, because of complexities associated with the transition, DS NMDS data were collected for only 2 quarters in that year. Hence, data for 2017–18 may be an underestimate. However, it is likely that very few clients only received services in the second half of the year, and the first 2 quarters are considered largely representative of the full year. In 2018–19, it was estimated that 185 NDA service users who were continuing to use Australian Government supported employment services transitioned to the NDIS.
- (b) Data for Victoria and Queensland include specialist psychiatric disability services. Other jurisdictional data do not.
- (c) Both the NDIA and the Western Australian Government operated NDIS trials in Western Australia from 1 July 2014 until 30 June 2017. Data for those years include the NDIS trial sites operated by the Western Australian Government. On 1 July 2017, the dual NDIS trial ceased and the Western Australian Government began administering the NDIS in Western Australia. For this reason, as at 30 June 2017, service users of the trial sites operated by the Western Australian Government were considered to have transitioned to the NDIS. These service users are flagged in the resubmitted 2016–17 DS NMDS data as having transitioned to the NDIS and are excluded from the data for 2017–18 and 2018–19.
- (d) The South Australian Government did not collect DS NMDS data in 2018–19 as most clients had transitioned to the NDIS. All South Australian NDA funded clients transitioned to the NDIS by 30 June 2019. In 2018–19, it was estimated 1,327 Australian Government supported employment service users transitioned to the NDIS.
- (e) Some service type outlets in the Australian Capital Territory may have been less responsive in 2014–15 because of the complexities associated with the changeover to the NDIS. The Australian Capital Territory Government did not collect DS NMDS data in 2015–16 and 2016–17, and was not required to collect DS NMDS data from 2017–18 onwards (as transition to the NDIS in that jurisdiction was completed by the end of 2016–17). In 2018–19, it was estimated 1 Australian Government supported employment service user transitioned to the NDIS.
- (f) Data for the Northern Territory include Basic Community Care services. Other jurisdictional data do not. While the NDIS commenced in the Northern Territory on 1 July 2014 for people up to age 65 living in the Barkly region, no NDA service users were reported by the Northern Territory Government as having transitioned to the NDIS in 2014–15 or 2015–16.

#### Notes

1. The table represents people who were reported in the DS NMDS during the collection period who then transitioned to the NDIS; it may not represent all service users who have transitioned to the NDIS.
2. Row totals might not be the sum of components, because individuals might have used services in more than one state or territory during the 12-month period.
3. Service users might appear as having transitioned to the NDIS in jurisdictions for years in which the NDIS has not commenced, or in the years following full transition to the NDIS. This is because a service user identified as transitioning to the NDIS has moved between jurisdictions during the 12-month period.
4. Service users of Australian Government services and state/territory services are merged in this table.



**Table 5.2: Selected characteristics of NDA service users who transitioned to the NDIS, compared with those NDA service users who did not use open employment services and all NDA service users, 2018–19**

<b>Selected characteristics</b>	<b>NDA service users who transitioned to the NDIS<sup>(a)</sup></b>	<b>NDA service users excluding those who transitioned to the NDIS and those who only used open employment</b>	<b>All NDA service users</b>
Service group—accommodation support (%)	21.0 <sup>(b)</sup>	13.2	5.6
Service group—community support (%)	57.3 <sup>(b)</sup>	62.8	20.9
Service group—community access (%)	22.5 <sup>(b)</sup>	23.7	8.1
Service group—respite (%)	19.8 <sup>(b)</sup>	14.4	5.6
Service group—supported employment (%)	16.3 <sup>(b)</sup>	6.1	3.3
Age—mean age (years)	32.2	35.1	38.9
Sex—male (%)	60.0	58.7	56.7
Country of birth—Australian-born (%)	91.7	84.7	81.7
Indigenous status—Indigenous (%)	3.8	4.3	5.5
Primary disability group—intellectual/learning disability (%)	64.8	44.8	28.9
Other significant disability group—intellectual/learning disability (%)	16.0	5.8	8.0
Total disability group—intellectual/learning disability (%)	68.5	41.0	31.6
Always or sometimes need assistance with activities of daily living (%)	89.3	74.5	51.6
Always or sometimes need assistance with activities of independent living (%)	96.7	92.9	66.6
Always or sometimes need assistance with activities of work, education and community living (%)	96.5	92.5	77.4
Living arrangement—lives with family (%)	68.0	68.2	32.2
Living arrangement—lives alone (%)	10.9	10.7	38.1
Residential setting—private residence (%)	74.2	75.3	83.5
Residential setting—domestic-scale supported living facility (%)	8.3	9.2	3.3
Residential setting—supported accommodation facility (%)	4.1	3.3	1.1
Residential setting—boarding house/private hotel (%)	0.7	0.9	8.5
Not in the labour force (aged 15 and over) (%)	50.5	53.5	12.4

*continued:*

**Table 5.2 (continued): Selected characteristics of NDA service users who transitioned to the NDIS, compared with those NDA service users who did not use open employment services and all NDA service users, 2018–19**

Selected characteristics	NDA service users who transitioned to the NDIS <sup>(a)</sup>	NDA service users excluding those who transitioned to the NDIS and those who only used open employment	All NDA service users
In the labour force (aged 15 and over)—employed (%)	63.7	54.4	22.9
In the labour force (aged 15 and over)—unemployed (%)	36.3	45.6	77.1
Main source of income—Disability support pension (aged 16 and over) (%)	80.4	73.6	34.7
Main source of income—Other pension or benefit (aged 16 and over) (%)	9.4	12.8	52.1
Has an informal carer (%)	65.3	54.2	67.0

(a) Represents people who were reported in the DS NMDS during the collection period who then transitioned to the NDIS; this might not represent all service users who have transitioned to the NDIS.

(b) These service group and service type proportions only include service activity of NDA service users who were actively using the service at the time of their transition to the NDIS in 2018–19.



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## Abbreviations

ACT	Australian Capital Territory
ADL	activities of daily living
AIHW	Australian Institute of Health and Welfare
AIL	activities of independent living
AWEC	activities of work, education and community living
DES	Disability Employment Services
DS NMDS	Disability Services National Minimum Data Set
NDA	National Disability Agreement
NDDA	National Disability Data Asset
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
NSW	New South Wales
NT	Northern Territory
Qld	Queensland
SA	South Australia
Tas	Tasmania
Vic	Victoria
WA	Western Australia

## Symbols

—	nil or rounded to zero
..	not applicable

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## Related publications

This bulletin and its earlier issues are part of what was an annual series that also includes supplementary data tables and data cubes. These, and other reports related to disability and disability services, can be downloaded from the [AIHW website](#). This bulletin is the last in this series.

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