1 Summary

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

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

Service users and service groups

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

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

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

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

Notes

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

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

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

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

Sex and age

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

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

Disability groups

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

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

Indigenous status

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

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

Communication method and need for interpreter services

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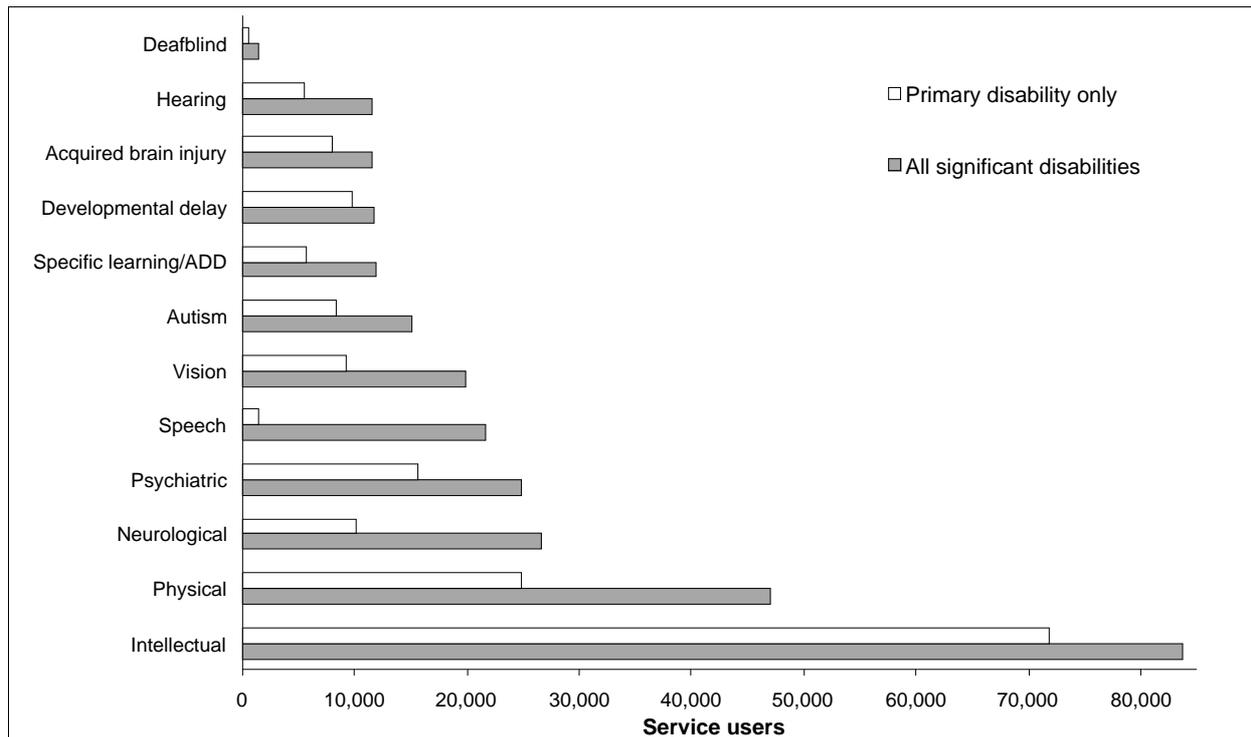
Source: Table 3.7.

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

Income source and labour force status

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

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

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

Service user location

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

Presence of an informal carer

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

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

Age and relationship of informal carers

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

Primary status and co-residency of carers

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

Support needs

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

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

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

Living arrangements and residential setting

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

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

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

Service outlets

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

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

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

Starting and exiting services

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

Service usage

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

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

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

Government expenditure

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

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

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

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

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

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

Notes

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

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

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

Outline of the report

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

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

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

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

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

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

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

2 Introduction

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

2.1 Brief history of the CSTDA NMDS

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

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

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

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

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

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

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

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

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

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

2.2   Collection method and data included

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

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

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

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

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

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

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

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

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

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

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

2.3   Scope of the CSTDA NMDS

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

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

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

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

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

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

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

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

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

2.4   Counts and definitions

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

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

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

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

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

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

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

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

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

Service user

A service user is a person with a disability who receives a CSTDA-funded service. A service user may receive more than one service over a period of time or on a single day.

Service users were previously referred to as 'consumers' in CSDA MDS snapshot collections.

Service

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

Service type and service group

Service type is the support activity that the service type outlet has been funded to provide under the CSTDA.

The NMDS classifies services according to 'service type'. The service type classification groups services into seven distinct categories known as 'service groups': accommodation support; employment support; community access; community support; respite; advocacy; information and print disability; and other support (see Box 2.2 for definitions). Within each of these service groups there are subcategories (see, for example, Table 3.1).

Service type outlet

A service type outlet is the unit of the funded agency that delivers a particular CSTDA service type at or from a discrete location.

If a funded agency provides, for example, both accommodation support and respite services, it is counted as two service type outlets. Similarly, if an agency is funded to provide more than one accommodation support service type (for example, group homes and attendant care) then it is providing (and is usually separately funded for) two different service types, that is, there are two service type outlets for the funded agency.

Funded agency

A funded agency is an organisation that delivers one or more CSTDA service types (service type outlets). Funded agencies are usually legal entities. They are generally responsible for providing CSTDA NMDS data to jurisdictions. Where a funded agency operates only one service type outlet, the service type outlet and the funded agency are one and the same entity.

Scope of the CSTDA NMDS collection

Services within the scope of the collection are those for which funding has been provided, during the specified period, by a government organisation operating under the CSTDA. A funded agency may receive funding from multiple sources. Where a funded agency is unable to differentiate service users and/or staff according to funding source (i.e. CSTDA or other), it is asked to provide details of all service users and staff (for each service type).

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

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

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

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

Accommodation support

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

Community support

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

Community access

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

Respite

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

Employment

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

Advocacy, information and print disability

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

Other

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

Box 2.4: Statistical linkage key

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

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

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

Missing or invalid statistical linkage keys cannot be linked to other records and so must be treated as belonging to separate individual service users. This may result in the number of service users being overestimated.

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

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

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

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

2.5 Outputs from the CSTDA NMDS collection

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

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

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

2.6 Data quality

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

Box 2.5: Interactive disability data

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

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

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

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

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

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

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

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

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

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

3 Service users: characteristics and service use

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

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

3.1 State distribution and service type

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

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

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

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

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

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

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

(continued)

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

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

Notes:

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

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

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

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

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

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

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

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

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

Notes

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

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

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

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

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

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

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

3.2 Age, sex and disability group

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

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

Reported primary disability groups varied somewhat between age groups:

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

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

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

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

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

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

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

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

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

Notes

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

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

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

4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.
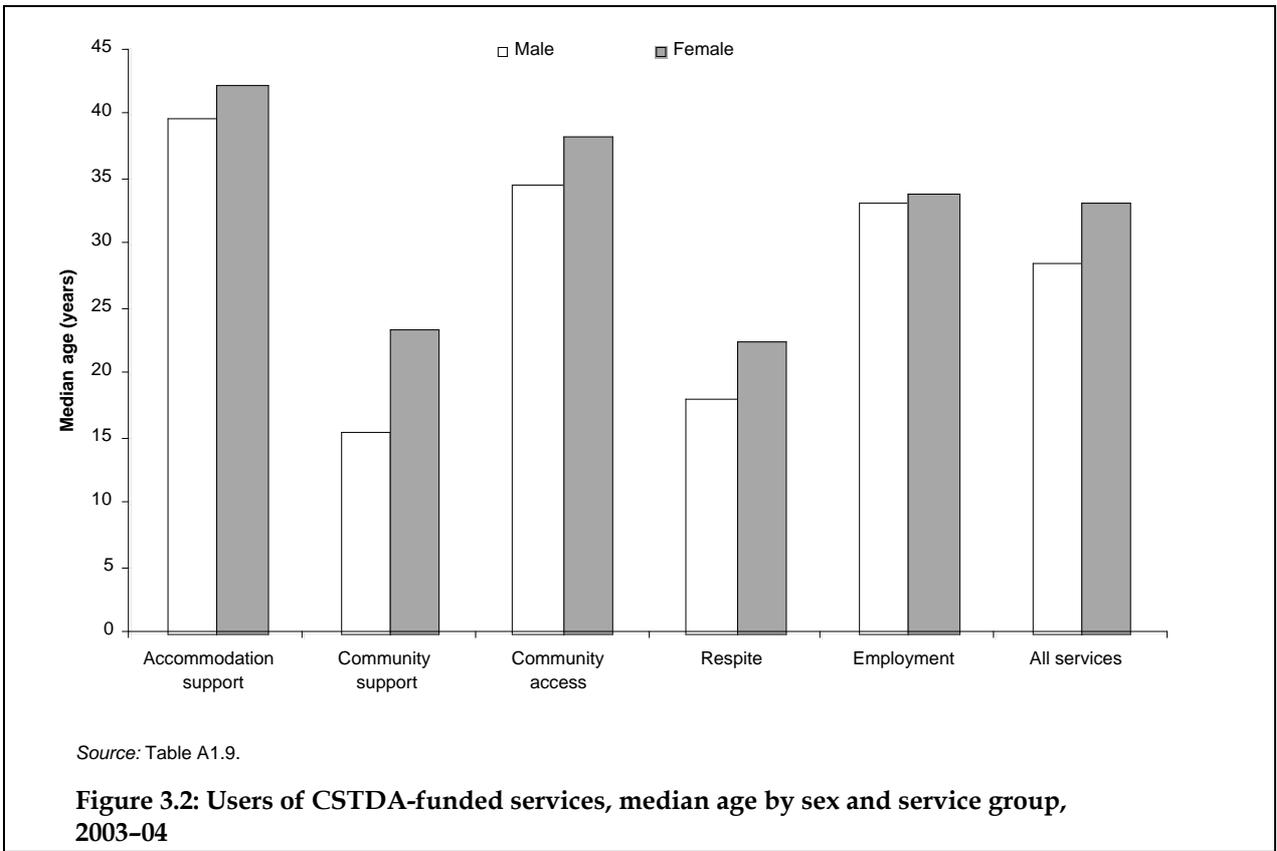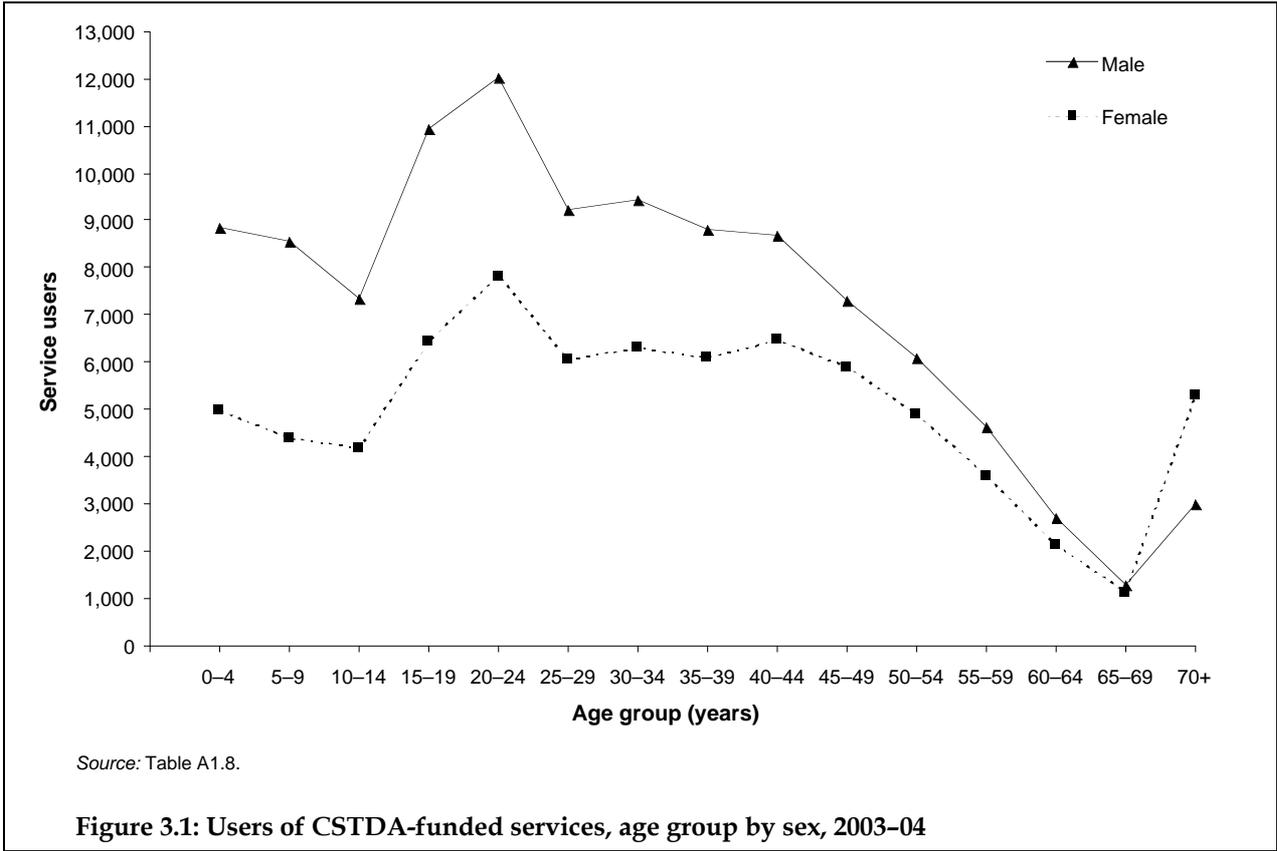
Source: Table A1.8.

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

Source: Table A1.9.

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

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

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

Notes

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

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

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

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

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

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

Notes

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

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

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

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

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

Notes

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

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

3.3 Indigenous status

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

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

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

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

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

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

Notes

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

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

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

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

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

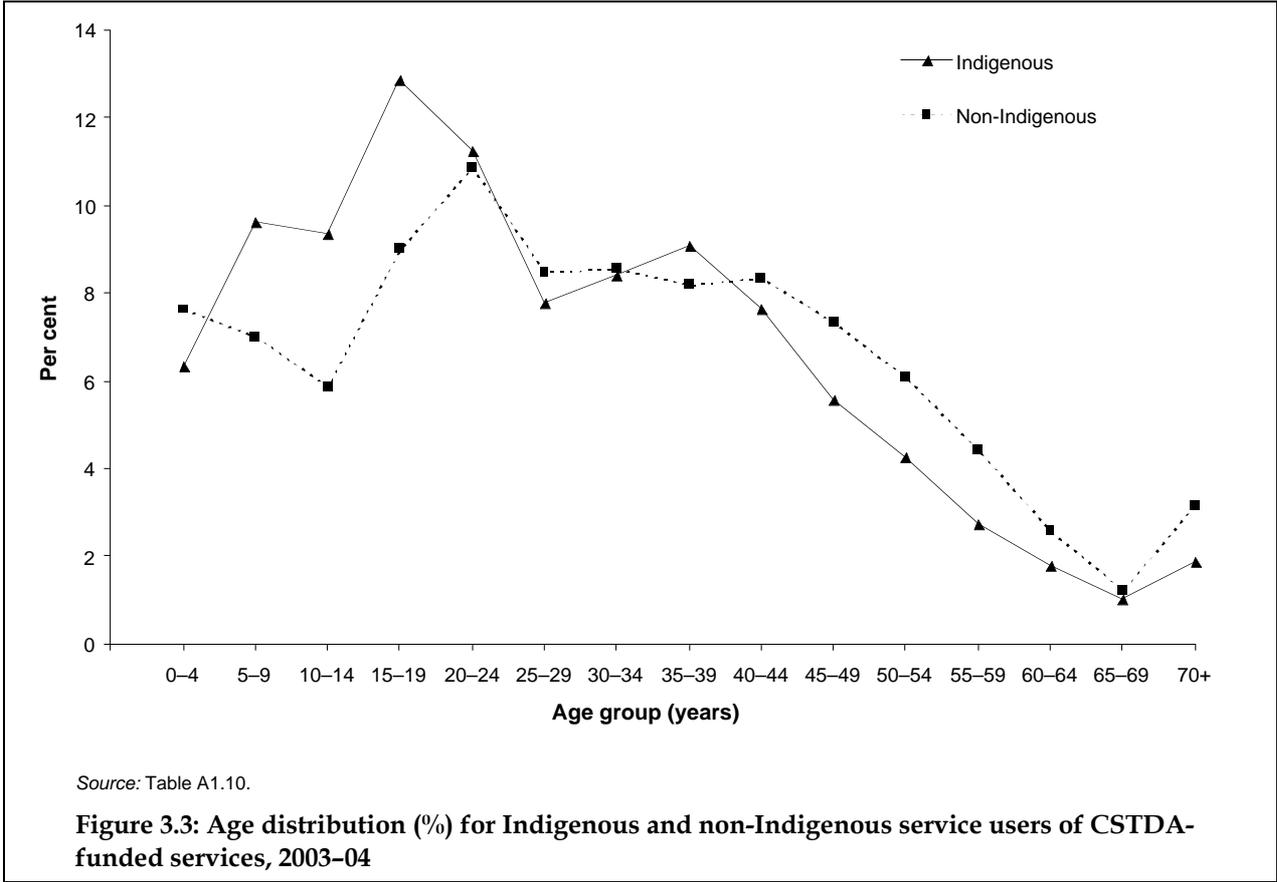*Sources:* ABS 2003a and ABS 2004 (for population data).

Source: Table A1.10.

Figure 3.3: Age distribution (%) for Indigenous and non-Indigenous service users of CSTDA-funded services, 2003–04

Table 3.9: Users of CSTDA-funded services, primary disability group by Indigenous status, 2003–04

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

Notes

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

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

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

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

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

Notes

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

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

3.4 Country of birth

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

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

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

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

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

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

Notes

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

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

3.5 Communication method and need for an interpreter

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

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

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

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

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

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

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

Notes

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

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

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

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

Notes

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

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

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

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

Notes

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

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

3.6 Income and labour force status

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

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

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

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

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

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

Notes

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

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

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

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

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

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

Notes

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

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

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

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

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

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

Notes

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

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

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

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

3.7 Individualised funding

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

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

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

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

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

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

Notes

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

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

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

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

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

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

Notes

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

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

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

3.8 Location of service users

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

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

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

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

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

Notes

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

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

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

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

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

Source: ABS Statistical Local Area estimates for June 2003.