

4 Informal carers, support needs and living arrangements

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

4.1 Presence of an informal carer

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

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

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

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

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

Notes

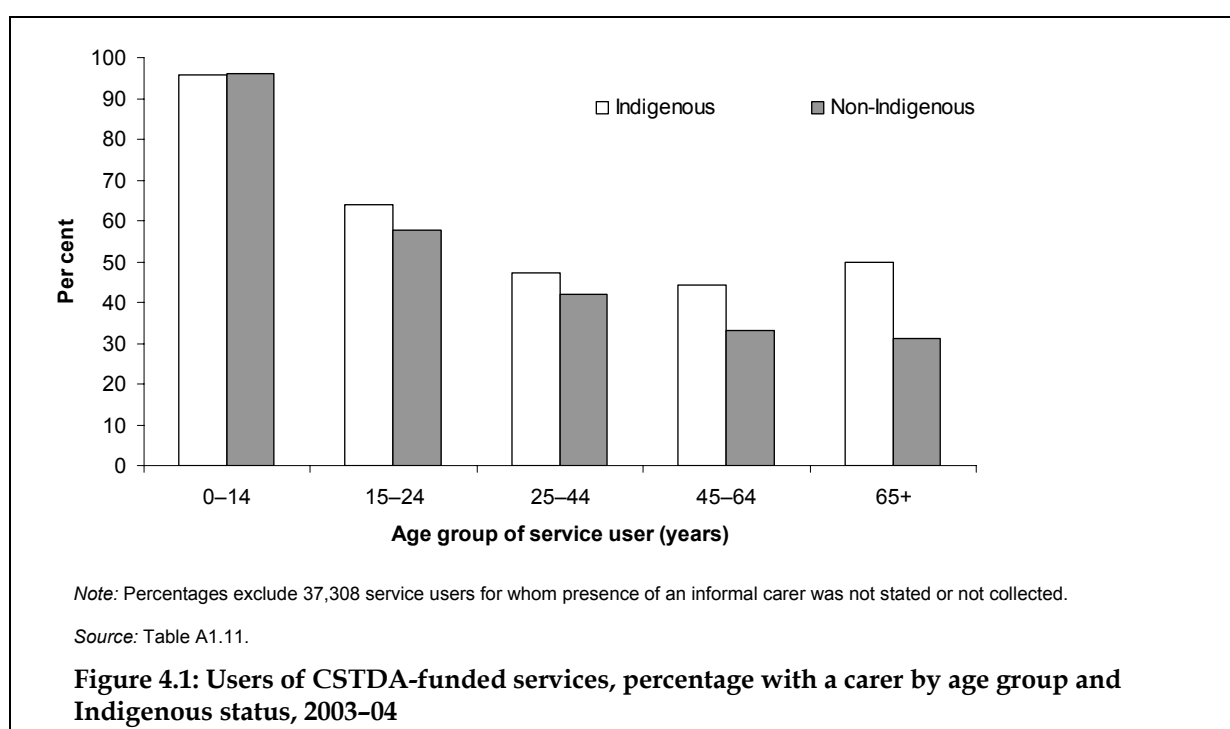
1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0-14 years age group.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

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

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

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Column totals may not be the sum of components since individuals may have accessed services in more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.



4.2 Carer age and relationship to service user

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

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

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

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

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

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

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

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–4 years age group.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

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

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

Notes

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

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

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

Notes

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

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

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

Notes

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2. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–14 years age group.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

4.3 Carer primary status and co-residency

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

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

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

Notes

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

4.4 Support needs

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

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

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

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

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

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

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

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

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

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

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. The frequency of support needed for a service user for each of the three broad groups (ADL, AIL and AWEC) is based on the highest support need category of the service user for that group. For example, if a service user reports 'always or unable to do' for the life area of self-care (one of the ADL areas) then that service user will be placed into the 'always or unable to do' category for ADL, regardless of their support needs for mobility or communication (the other two ADL areas). Therefore the totals for each of the broad groups (ADL, AIL and AWEC) cannot be calculated by adding totals from the three component life areas.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom support needs data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

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

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

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Row totals may not be the sum of components since individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom support needs data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

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

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

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

Notes

1. Non-Indigenous totals include 17,882 service users whose Indigenous status was missing.
2. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.

4.5 Living arrangements and residential setting

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

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

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

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

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

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Column totals may not be the sum of components since individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom living arrangement data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

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

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

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Column totals may not be the sum of components since individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom living arrangement data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

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

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

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom living arrangement and residential setting data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

5 Service outlets

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

5.1 Agency sector

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

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

5.2 State distribution and service type

State/territory-funded outlets

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

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

Australian government-funded outlets

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

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

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

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 2.4 for discussion of the definition of 'service type outlet'.)
2. Australian government-related employment services are not directly provided services, but funded organisations such as universities classified as 'Australian government-related'.

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

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

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 2.4 for discussion of the definition of 'service type outlet'.)
2. Differences in service type outlet response rates between jurisdictions should be considered when comparing jurisdictional data.

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

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

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

5.3 Period of operation

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

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

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

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

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

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 2.4 for discussion of the definition of 'service type outlet'.)
2. Column totals exclude 1,043 service type outlets for which hours of operation per day were missing.

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

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

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 2.4 for discussion of the definition of 'service type outlet'.)
2. Column totals exclude 938 service type outlets for which days of operation per week were missing.

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

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

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type. (See Section 2.4 for discussion of the definition of 'service type outlet'.)
2. Column totals exclude 948 service type outlets for which weeks of operation per year were missing.

6 Service usage

6.1 Starting and exiting services

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

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

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

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

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

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

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Row totals may not be the sum of components since individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Although service users of 3.02 services were not required to report a start date or an exit date, some did so and are therefore included in this table.
3. Mean number of start dates and mean number of exit dates for all service users may be higher than each of their components because they include all service start dates for service users across all service groups.
4. The quality of start and exit date data items should be considered when analysing this table. It is difficult to ascertain the quality of exit date data because there is no way of distinguishing between a service user who has a missing exit date, and one who has remained with the service (i.e. they both appear as blank fields).

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

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

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Row totals may not be the sum of components since individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Total number includes all service users who reported an exit date. Although service users of 3.02 services were not required to report an exit date or exit reason, some did so and are therefore included in this table.
3. In cases where an individual service user exited more than one service within the same service group, the most recent exit reason was included in this table.

6.2 Measures of service quantity

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

Hours received

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

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

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

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

Notes

1. Service users who, according to their start date and date of last service received or exit date, were not receiving a service in the reference week were not included even if they had recorded hours received in the reference week. Service type outlets for which no service users have hours received in the reference week recorded were not included. Where a service type outlet had both service users with valid hours received and service users with missing hours received data, then the latter were assigned the average number of hours per service user for that outlet, before the total hours received for the outlet was calculated.
2. Not all service types were required to collect data on hours received—reference week. The following service types did not collect this data item—1.01–1.04, 1.08, 2.01–2.05, 2.07, 3.02, 5.01–5.03, 6.01–6.05 and 7.01–7.04.

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

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

Notes

1. Service type outlets for which no service users have hours received in the typical week recorded were not included. Where a service type outlet had both service users with valid hours received and service users with missing hours received data, then the latter were assigned the average number of hours per service user for that outlet, before the total hours received for the outlet was calculated.
2. Not all service types were required to collect data on hours received—typical week. The following service types did not collect this data item—1.01–1.04, 1.08, 2.01–2.05, 2.07, 3.02, 5.01–5.03, 6.01–6.05 and 7.01–7.04.
3. Victoria did not collect data on hours received—typical week.

Duration

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

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

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

Notes

1. For each service user, duration is calculated as the number of days between 1 July 2003 or the start date if later, and either the exit date if applicable, or date of last service inclusive. Service users who were missing start and/or end dates were assumed to have been accessing the service from 1 July 2003 and/or until 30 June 2004, unless they were recorded as accessing more than one accommodation support outlet, in which case they were not included.
2. The 12-month collection period lasted for a total of 366 days (1 July 2003 – 30 June 2004).

Staff hours

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

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

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

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type (see Section 2.4).
2. Data for hours worked are the mean number of hours worked over one 7-day week in June 2004.
3. Data exclude 1,507 services where mean staff hours could not be calculated due to missing data. These were for outlets with both paid and unpaid staff hours in the reference week missing; if only one of these variables was missing, it was assumed to be zero.
4. Full-time equivalent (FTE) staff numbers are based on a 38-hour working week.

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

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

Notes

1. A service type outlet may, in some cases, represent two or more locations that provide the same service type (see Section 2.4).
2. Data for hours worked are the mean number of hours worked over one 7-day week in June 2004.
3. Data exclude 3,783 services where mean staff hours could not be calculated due to missing data. These were for outlets with both paid and unpaid staff hours in a typical week missing; if only one of these variables was missing, it was assumed to be zero.
4. Full-time equivalent (FTE) staff numbers are based on a 38-hour working week.

6.3 Multiple service usage

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

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

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

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

and own home respite (62%). The least common additional service groups were respite and employment, accessed as additional service groups by 7% and 6% of users respectively.

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

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

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

Notes

1. Service user numbers reflect use of any of five service groups: accommodation support, community support, community access, respite and employment.
2. Groups of users of multiple services are not mutually exclusive. For example, a service user can have accessed two outlets of the one service type and another outlet of a different service type, and would be included in those users accessing outlets of the same service type as well as those accessing outlets of different service types.
3. See Box 2.1 for definitions of service types, service groups and service outlets.

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

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

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Groups of users of multiple services are not mutually exclusive. For example, a service user can have accessed two outlets of the one service type and another outlet of a different service type, and would be included in those users accessing outlets of the same service type as well as those accessing multiple service types. Service users using three or more service types are included under all relevant combinations.

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

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

Notes

1. Where the service groups are the same, the 'percentage of service users accessing other service groups' includes service users who use two or more different service types in that group. For example, 50% of the 21,372 service users who accessed a therapy support service (2.01) also accessed another type of community support.
2. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.

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

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

Notes

1. Service user numbers reflect use of any of five service groups: accommodation support, community support, community access, respite and employment.
2. Service users with three, four or five service groups are included under all relevant combinations. Thus, numbers in a column may not add up to the total.
3. 'All other combinations' includes three two-way combinations for service users of respite services other than with accommodation support, the combination of community support and employment, and other three-, four- and five-way combinations of service groups.

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

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

Notes

1. Service user numbers reflect use of service types from within the five service groups: accommodation support, community support, community access, respite and employment.
2. Service users with three, four or five service groups are included under all relevant combinations. Thus, the total number of combinations (37,834) is greater than the total number of users accessing these combinations (16,965).

7 Data quality

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

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

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

7.1 Service type outlet response rates

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

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

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

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

Notes

1. Response rates are based on figures provided by jurisdictions.
2. The response rate for ACT is based on agency response rates rather than service type outlets.
3. The 'total' response rate is based on the number of outlets in the data set, divided by the number of total outlets that would have been in the data set if all jurisdictions had a 100% response rate.
4. Queensland reported 38 service users as not providing consent for their data to be transmitted during 2003–04, and ACT 35 service users.

7.2 Service user response rate

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

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

7.3 'Not stated' and 'not known' rates

Service user data items

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

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

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

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

Notes

1. Figures are the percentage of total data item responses for each data source.
2. Service users accessing service type 3.02 were only required to report on data items relating to age and sex. Service users who accessed only this service type over the 12-month period are therefore excluded from calculations of 'not stated' rates for all other data items.
3. Service types 6.01–6.05 and 7.01–7.04 did not collect service user data and are therefore excluded from this table.
4. Service types 5.01–5.03 were not required to collect data on carer—primary status, carer—residency status, and carer—age group. 'Not stated' rate calculations therefore exclude 5.01–5.03 service types for these data items.
5. 'Not stated' rates for carer—primary status, carer—residency status, carer—relationship to service user, and carer—age group are based only on those service users who answered 'yes' to the item carer—existence of.

Service usage data items

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

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

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

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

Notes

1. Figures are the percentage of total data item responses for each data source.
2. Service users accessing service types 3.02, 6.01–6.05 and 7.01–7.04 were not required to collect service usage data, and are therefore excluded from this table.
3. Some service types were not required to report on hours received (reference week) and hours received (typical week). These service types are therefore excluded from calculations of 'not stated' rates for these data items (namely service types 1.01–1.04, 1.08, 2.01–2.05, 2.07, and 5.01–5.03).
4. Victoria did not collect data on hours received (typical week).
5. 'Not stated' rates for main reason for cessation of services are based only on service users who entered a service exit date. Exit dates left blank were treated as indicating that the service user had remained with the service; therefore the response rate for this item was 100%.
6. A response of '0' was considered as a 'not stated' response, except for snapshot date flag and hours received (both reference week and typical week).

Service type outlet data items

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

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

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

Notes

1. Figures are the percentage of total data item responses for each data source.
2. Service types 7.01–7.04 were not required to report on the data item 'number of service users over the year'; hence these outlets are excluded from the 'not stated' calculations for this data item.
3. Victoria did not collect data on staff hours in a typical week.
4. A response of '0' was considered as a 'not stated' response, except for staff hours (for both reference week and typical week)—if only one staff hours (paid or unpaid) variable was missing, it was assumed to be validly recorded as zero.