4 Service data

4.1 State distribution

State- and Territory-funded services

Table 4.1 provides a distribution of the 4,768 State- or Territory-funded CSDA services, according to service type. The majority of State or Territory services reported in 1997 were in the broad 'accommodation' grouping, accounting for 2,538 (53%) of all services. Of these accommodation services, 1,704 (67%) were group homes, with outreach or other in-home support next, with 426 services reported.

The remaining 2,230 services reported were spread across the service types with 1,044 in the broad category of community support, 699 in community access, 411 in respite and 76 reported as 'other' or the service type was not stated.

The service category of 'resource teams/regional teams' has been used mainly to cover direct services provided by the New South Wales Department of Community Services— representing small multi-purpose teams which could not logically be assigned to any other single service type category.

Table 4.1: State- and Territory-funded CSDA services, service type by State and Territory, 1997

Service type	NSW	Vic.	Qld	WA	SA	Tas.	ACT	NT	Total
Institutions/large residentials	35	11	64	25	5	4	0	0	144
Hostels	27	34	4	15	2	7	0	0	89
Group homes	590	544	250	150	127	27	9	7	1,704
Attendant care	35	9	13	8	12	8	0	2	87
Outreach/other 'in-home'/drop-in support	69	126	80	114	28	5	1	3	426
Alternative family placement	2	2	3	3	0	1	0	0	11
Accommodation support: other/not stated	29	32	4	5	4	0	0	3	77
Total accommodation support	*787*	*758*	*418*	*320*	*178*	*52*	*10*	*15*	*2,538*
Advocacy	7	14	3	10	2	7	1	2	46
Information/referral	15	25	10	6	10	9	3	3	81
Combined advocacy/information	9	0	0	12	9	0	0	0	30
Early childhood intervention	78	76	5	8	2	0	0	0	169
Recreation/holiday programs	34	35	18	15	12	8	4	1	127
Therapy (PT OT ST)	21	36	46	17	4	3	3	0	130
Family/individual case practice/management	9	62	1	3	12	3	3	0	93
Behaviour/specialist intervention	19	17	5	8	3	1	0	0	53
Counselling: individual/family/group	0	1	1	6	7	0	0	0	15
Brokerage/direct funding	7	21	41	41	4	0	15	1	130
Mutual support/self-help groups	2	17	0	3	5	0	0	0	27
Print disability	4	1	5	1	1	1	0	0	13
Resource teams/regional teams	70	1	3	3	15	3	0	0	95
Community support: other/not stated	23	1	0	8	3	0	0	0	35
Total community support	*298*	*307*	*138*	*141*	*89*	*35*	*29*	*7*	*1,044*
Continuing education/independent living training/adult training centre	90	160	51	11	11	9	3	1	336
Post-school options/social and community support/community access	133	4	28	20	9	4	3	2	203
Community access and day programs: other/not stated	44	79	6	7	8	13	1	2	160
Total community access	*267*	*243*	*85*	*38*	*28*	*26*	*7*	*5*	*699*
Own home respite	3	16	11	6	3	0	1	2	42
Respite: centre/respite home	54	71	36	18	16	4	4	1	204
Respite: host family/peer support	20	1	44	3	4	2	0	1	75
Respite: other/flexible/combination/not stated	29	5	30	15	7	1	2	1	90
Total respite	*106*	*93*	*121*	*42*	*30*	*7*	*7*	*5*	*411*
Service type other or not stated	8	22	12	8	21	3	1	1	76
Total	**1,466**	**1,423**	**774**	**549**	**346**	**123**	**54**	**33**	**4,768**

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

Commonwealth-funded services

The distribution of reported Commonwealth-funded CSDA services, by service type, by State and Territory, is shown in Table 4.2. In 1997 there were 324 open employment services, 553 supported employment services, and 20 combined open and supported employment

services, totalling 897 employment support services. This is more than the 782 reported in 1996 (Black et al. 1998). Forty per cent (359) of these were in New South Wales and less than 2% in each of the Territories (13 and 11). There was a higher proportion of open employment services relative to supported employment services in Queensland. In South Australia, there was a higher proportion of supported employment services relative to open employment services.

The Commonwealth also funded 77 advocacy, 3 information/referral and 14 print disability services, totalling 94 services. Thirty per cent (28) of these were in Victoria. Under the CSDA, the Commonwealth shares responsibility with States and Territories for advocacy, information, print disability and research services.

Table 4.2: Commonwealth-funded CSDA services, service type by State and Territory, 1997

Service type	NSW	Vic.	Qld	WA	SA	Tas.	ACT	NT	Total
Open employment	102	75	76	36	16	9	4	6	324
Supported employment	250	113	57	43	61	16	8	5	553
Combined open and supported employment	7	6	0	1	2	3	1	0	20
Total employment support	*359*	*194*	*133*	*80*	*79*	*28*	*13*	*11*	*897*
Advocacy	19	24	7	8	7	3	6	3	77
Information/referral	2	0	0	0	0	0	1	0	3
Print disability	4	4	1	2	1	1	1	0	14
Total other than employment support	*25*	*28*	*8*	*10*	*8*	*4*	*8*	*3*	*94*
Total	**384**	**222**	**141**	**90**	**87**	**32**	**21**	**14**	**991**

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

4.2 Service income (CSDA) from governments

Funding provided by governments under the CSDA is presented in Table 4.3. Data for CSDA services funded by Western Australia and services provided directly by Queensland were not available at the service type level. Data are therefore not included for these jurisdictions, nor are national totals included. Data sourced from the Steering Committee for the Review of Commonwealth/State Service Provision (1998) have been included in Table 4.4 at the service type sub-total and total levels. There are some variations between the CSDA MDS and Steering Committee sourced data. Table 4.4 provides a comparison of totals by jurisdiction for each source. Funding data from the CSDA MDS source are only for those services responding to the collection, and jurisdictional differences in the treatment of administration and other costs will also contribute to the differences.

The data under Queensland and Western Australia, for the categories of advocacy and print disability, were for CSDA services funded by the Commonwealth in those States. CSDA funding to services totalled over $1.5 billion in 1996–97 (Table 1.2). In all States and Territories much of this money was for services providing accommodation or accommodation support—$903 million (58%) of all CSDA funding covering 53% of the total number of State- or Territory-funded services (Table 4.1).

CSDA funding for employment services was the next largest in dollar terms, with $181 million (12%) covering 90% of Commonwealth-funded services (Table 4.3). Supported employment was the largest of the employment service types with CSDA funding of $95 million (52% of the employment services' CSDA income).

Table 4.3: CSDA funding of services, service type by State and Territory, Commonwealth, States and Territories, 1996–97 ($ million)

Service type	NSW	Vic.	Qld	WA	SA	Tas.	ACT	NT	Total
Institutions/large residentials	110.9	58.6	na	na	40.8	12.9	0.0	0.0	na
Hostels	10.0	12.1	na	na	0.2	1.2	0.0	0.0	na
Group homes	109.5	109.9	na	na	18.7	24.8	13.4	5.5	na
Attendant care	3.7	2.4	na	na	2.0	1.2	0.0	0.6	na
Outreach/other 'in-home'/drop-in support	8.8	19.3	na	na	5.1	0.5	0.1	0.6	na
Alternative family placement	0.2	0.1	na	na	0.0	0.0	0.0	0.0	na
Accommodation support: other/not stated	3.4	4.1	na	na	1.0	0.0	0.0	0.1	na
Total accommodation support	*246.6*	*206.6*	*na*	*na*	*67.8*	*40.6*	*13.5*	*6.8*	*na*
Advocacy	3.4	3.8	1.3	0.7	1.6	0.8	0.5	0.3	na
Information/referral	1.4	2.5	na	na	1.1	0.5	0.4	0.0	na
Combined advocacy/information	1.0	0.0	na	na	0.3	0.0	0.0	0.0	na
Early childhood intervention	7.7	7.1	na	na	0.1	0.0	0.0	0.0	na
Recreation/holiday programs	1.9	2.8	na	na	0.4	0.6	0.2	0.2	na
Therapy (PT OT ST)	7.4	6.6	na	na	2.1	0.0	0.5	0.0	na
Family/individual case	1.1	11.7	na	na	6.9	0.7	0.6	0.0	na
Behaviour/specialist intervention	4.7	4.4	na	na	0.1	0.5	0.0	0.0	na
Counselling: individual/family/group	0.0	0.0	na	na	0.3	0.0	0.0	0.0	na
Brokerage/direct funding	0.6	3.0	na	na	7.3	0.0	2.0	0.0	na
Mutual support/self-help groups	0.0	1.6	na	na	0.2	0.0	0.0	0.0	na
Print disability	0.6	0.8	na	0.2	0.2	0.1	0.0	0.0	na
Resource teams/regional teams	17.2	0.0	na	na	4.9	1.0	0.0	0.0	na
Community support: other/not stated	4.5	0.0	na	na	0.2	0.0	0.0	0.0	na
Total community support	*51.5*	*44.4*	*na*	*na*	*25.6*	*4.4*	*4.3*	*0.5*	*na*
Continuing education/independent living training/adult training centre	28.9	49.1	na	na	1.4	0.9	0.1	0.1	na
Post-school options/social and community support/community access	21.9	1.6	na	na	2.5	0.3	0.9	0.3	na
Community access and day programs: other/not stated	8.4	11.0	na	na	0.7	5.3	0.0	0.5	na
Total community access	*59.2*	*61.8*	*na*	*na*	*4.6*	*6.4*	*1.0*	*0.9*	*na*
Own-home respite	0.1	1.6	na	na	0.3	0.0	0.3	0.2	na
Respite: centre/respite home	16.2	12.1	na	na	2.9	0.7	1.3	0.4	na
Respite: host family/peer support	1.8	0.1	na	na	0.3	0.2	0.0	0.1	na
Respite: other/flexible/combination/not stated	2.2	1.2	na	na	0.4	0.1	0.1	0.0	na
Total respite	*20.3*	*14.9*	*14.2*	*14.0*	*3.8*	*1.0*	*1.7*	*0.7*	*70.7*
Open employment	23.6	23.7	18.1	10.2	3.9	1.1	1.1	0.7	82.4
Supported employment	31.2	21.4	9.1	14.1	13.0	2.4	2.5	1.0	94.7
Employment: other/not stated	0.7	2.0	0.0	0.3	0.2	0.7	0.2	0.0	4.1
Total employment support	*55.6*	*47.1*	*27.2*	*24.7*	*17.0*	*4.2*	*3.8*	*1.7*	*181.3*
Service type other/not stated	0.8	1.6	na	na	7.2	0.1	0.0	0.0	na
Total	**433.9**	**376.5**	**na**	**na**	**126.1**	**56.7**	**24.4**	**10.6**	**na**

Notes

1. Data for CSDA services funded by Western Australia, and by Queensland for its directly provided services, were not available for all service types in CSDA MDS format. Hence Australian totals are not available.
2. Totals may not add to sum of components because of missing values.

Table 4.4: Service funding, comparison of CSDA MDS data and government expenditure data reported to the Steering Committee for the Review of Commonwealth/State Service Provision, States and Territories, 1996–97 ($ million)

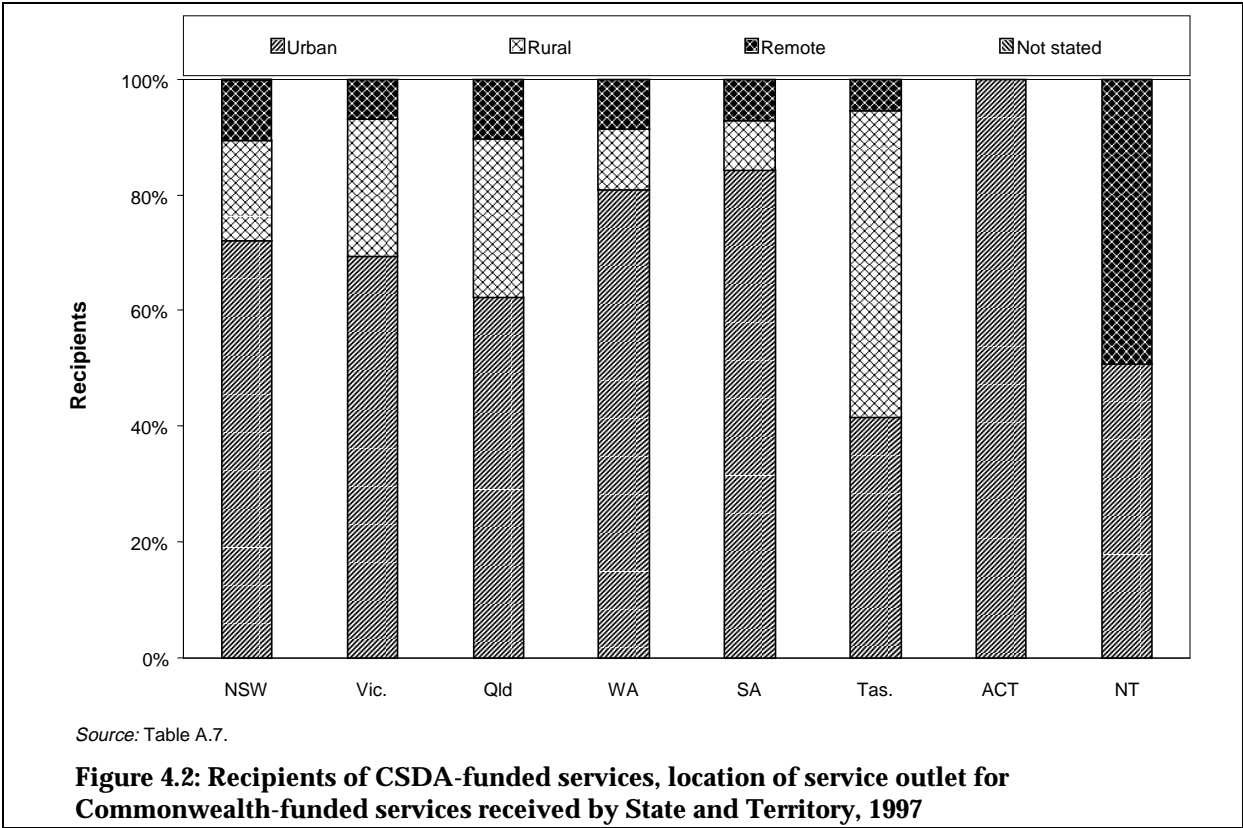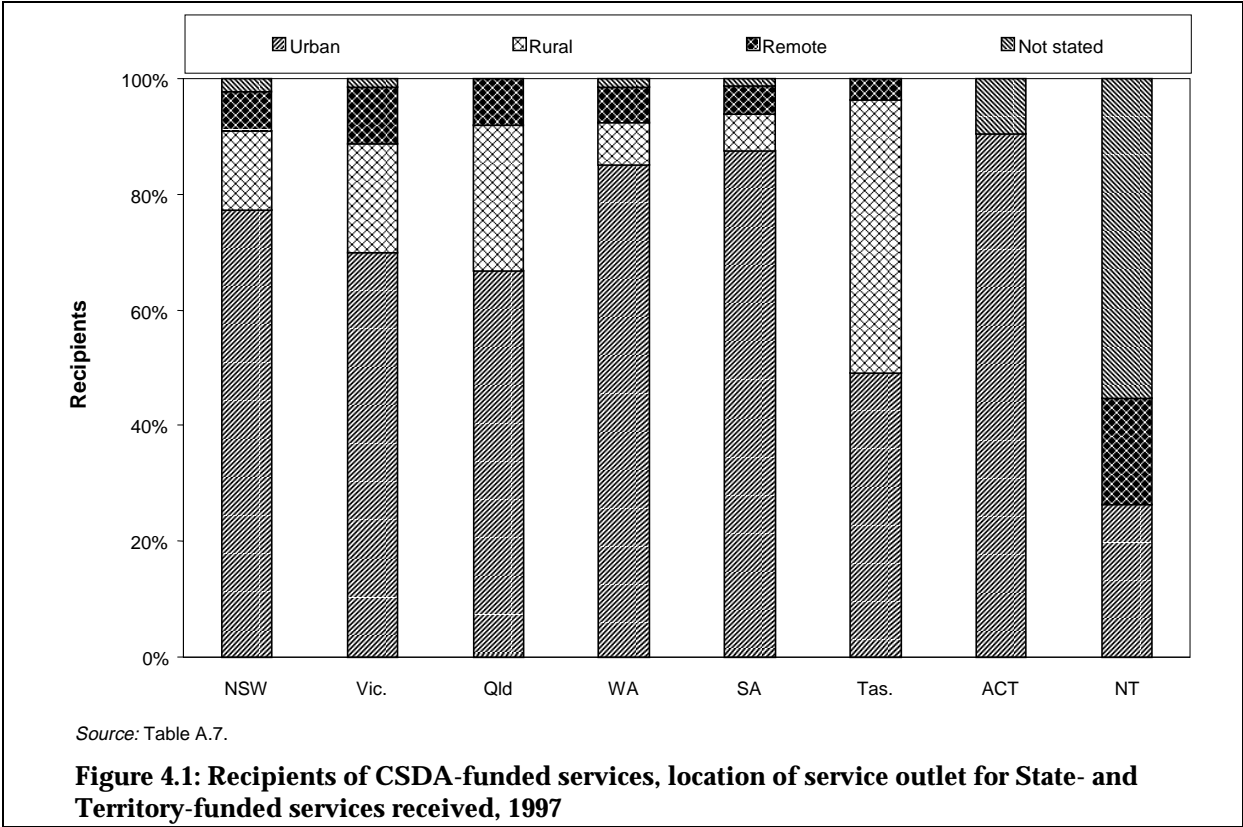| Service type	NSW	Vic.	Qld	WA	SA	Tas.	ACT	NT	Total
	Steering Committee sourced data								
Accommodation	303.4	264.3	97.6	93.6	87.4	35.2	16.0	5.9	903.4
Community support	54.4	51.3	23.2	3.6	20.3	4.5	1.8	1.7	172.3
Community access	45.5	65.9	13.7	10.7	5.8	6.0	0.9	1.5	150.3
Respite	21.6	19.1	14.2	14.0	4.6	3.2	1.8	0.9	79.3
All other	17.3	20.8	1.5	17.4	6.9	0.6	<0.1	<0.1	75.2
Total Steering Committee source (less separately identified administration costs)	**427.5**	**421.5**	**150.1**	**139.2**	**128.0**	**49.3**	**18.8**	**10.1**	**1,344.5**
	CSDA MDS sourced data								
Total CSDA MDS collection source	**375.1**	**325.9**	**na**	**na**	**107.6**	**52.0**	**19.9**	**8.7**	**na**

4.3 Urban, rural and remote area distribution

Data on the postcode of the service received were obtained in the 1997 collection, however these data are collected in two formats, dependent on whether jurisdictions have an outlet-based level of data collection or operate on a more aggregated level. For those jurisdictions collecting at outlet level, postcode of service was collected on the service form, while for the other jurisdictions, postcode of service had to be obtained on the Consumer Forms as in these cases one service form may cover a number of geographically separated outlets.

The data have been merged at the recipient level and are for the first time presented to show the broad geographic location of the services being received by people accessing the services on the selected snapshot day. The location is classified as urban, rural or remote and postcodes have been allocated to one of these according to algorithims developed by Strong et al. (1998). It is important to note that this method of allocating postcodes is imperfect since it is possible, for example, for a large postcode allocated as remote to include pockets of recipients of rural services. The size of postcodes can be very large and the people within them can vary in their 'remoteness' from a centre of service.

The distribution of geographic location of services received is presented in Figure 4.1 for State- and Territory-funded services, and in Figure 4.2 for Commonwealth-funded services. The geographic distribution of services among urban, rural and remote areas is similar for State- and Territory-funded services, and for Commonwealth-funded services.

The largest variations are not between the Commonwealth and State and Territory funding sectors, but between the States and Territories themselves. Apart from the Australian Capital Territory which is totally urban, South Australia has the highest proportion of urban-located services (over 84% in both State and Commonwealth sectors), followed by Western Australia (over 80% in both State and Commonwealth sectors). Tasmania has by far the highest rural proportion (47% for State-funded, 53% for Commonwealth-funded), and the Northern Territory has, not surprisingly, the highest proportion of remote service locations (49% for Commonwealth-funded services, not available for State-funded services).

Source: Table A.7.

Figure 4.1: Recipients of CSDA-funded services, location of service outlet for State- and Territory-funded services received, 1997

Source: Table A.7.

Figure 4.2: Recipients of CSDA-funded services, location of service outlet for Commonwealth-funded services received by State and Territory, 1997

4.4 Auspice

Of the 5,759 services reported, 1,788 (31%) services were auspiced (and generally provided directly) by government with the vast majority of these (1,699) by State or Territory Governments (see Table 4.5).

The majority (3,970 or 69%) of services were in the funded non-government sector, which predominated in most service types. Those auspiced by 'charitable or religious' organisations accounted for 1,540 (39%) of the 3,970 services reported for this sector. Services auspiced by 'other than charitable or religious' organisations predominated in most service types, with the exception of therapy (PT OT ST) services and supported employment services.

For several service types, government auspiced services outnumbered or equalled non-government auspiced services. These were: institution/large residential accommodation (95 auspiced by government compared with 49 auspiced by non-government organisations); group homes (900 compared with 804); behaviour/specialist intervention services (45 to 8); and resource/regional teams (79 compared with 16).

Local government was relatively more likely to be represented in recreation, community access and respite care services.

Table 4.5: CSDA-funded services, service type by auspicing organisation, Commonwealth, States and Territories, 1997

Service type	Government				Non-government			Not stated	Total
	Cwlth	State/ Territory	Local	Total	Charit./ religious	Other	Total		
Institutions/large residentials	0	95	0	95	18	31	49	0	144
Hostels	0	17	1	18	19	52	71	0	89
Group homes	1	883	16	900	313	491	804	0	1,704
Attendant care	0	2	2	4	39	44	83	0	87
Outreach/other 'in-home'/drop-in support	0	41	8	49	95	282	377	0	426
Alternative family placement	0	3	1	4	3	4	7	0	11
Accommodation support: other/not stated	0	16	0	16	25	36	61	0	77
Total accommodation support	*1*	*1,057*	*28*	*1,086*	*512*	*940*	*1,452*	*0*	*2,538*
Advocacy	0	5	1	6	6	111	117	0	123
Information/referral	0	6	2	8	21	55	76	0	84
Combined advocacy/information	0	1	0	1	5	24	29	0	30
Early childhood intervention	0	35	2	37	48	84	132	0	169
Recreation/holiday programs	0	35	3	38	32	57	89	0	127
Therapy (PT OT ST)	0	64	0	64	42	24	66	0	130
Family/individual case practice/management	0	46	1	47	22	24	46	0	93
Behaviour/specialist intervention	0	45	0	45	3	5	8	0	53
Counselling: individual/family/group	0	3	0	3	6	6	12	0	15
Brokerage/direct funding	0	61	3	64	15	51	66	0	130
Mutual support/self-help groups	0	3	0	3	9	15	24	0	27
Print disability	0	2	0	2	4	21	25	0	27
Resource teams/regional teams	0	79	0	79	12	4	16	0	95
Community support: other/not stated	0	16	0	16	10	9	19	0	35
Total community support	*0*	*401*	*12*	*413*	*235*	*490*	*725*	*0*	*1,138*
Continuing education/independent living training/adult training centre	0	43	5	48	83	205	288	0	336
Post-school options/social and community support/community access	0	12	11	23	71	109	180	0	203
Community access and day programs: other/not stated	0	16	2	18	37	105	142	0	160
Total community access	*0*	*71*	*18*	*89*	*191*	*419*	*610*	*0*	*699*
Own-home respite	0	5	2	7	13	22	35	0	42
Respite: centre/respite home	0	87	4	91	44	69	113	0	204
Respite: host family/peer support	0	47	0	47	13	15	28	0	75
Respite: other/flexible/combination/not stated	0	10	4	14	30	46	76	0	90
Total respite	*0*	*149*	*10*	*159*	*100*	*152*	*252*	*0*	*411*
Open employment	7	0	6	13	84	226	310	1	324
Supported employment	1	6	3	10	384	159	543	0	553
Combined open and supported employment	0	0	0	0	15	5	20	0	20
Employment: other/not stated	0	1	0	1	2	0	2	0	3
Total employment support	*8*	*7*	*9*	*24*	*485*	*390*	*875*	*1*	*900*
Service type other/not stated	0	14	3	17	17	39	56	0	73
Total	**9**	**1,699**	**80**	**1,788**	**1,540**	**2,430**	**3,970**	**1**	**5,759**

Note: A service may be a single outlet, or an aggregation of two or more outlets of the same service type, for an organisation.
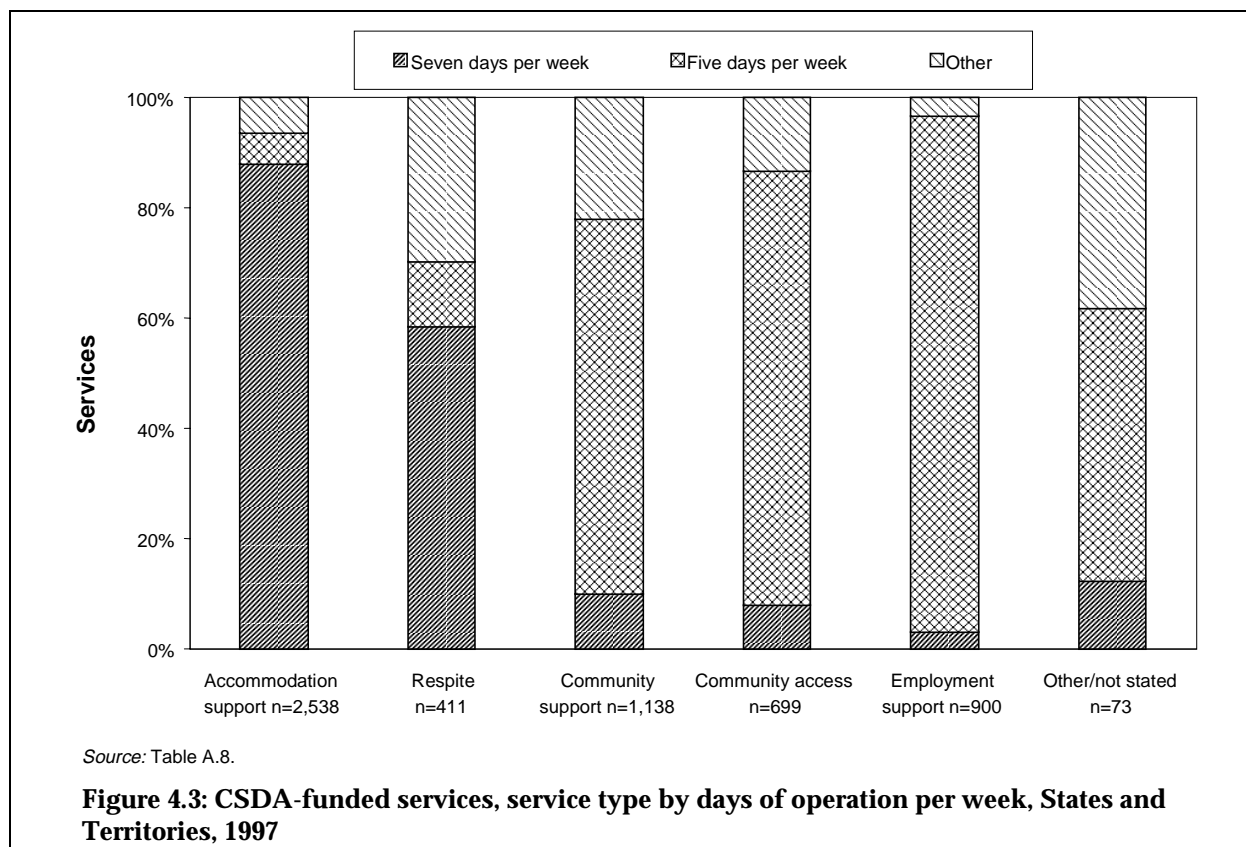
4.5 Operating periods

The wide range of service types and service delivery methods contained within the CSDA is apparent when the patterns of service operating periods are examined. The number of days per week, hours per day and weeks per year of operation varied greatly, although two particular patterns commonly appeared. One pattern of operation was seven to eight hours a day for five days a week (1,746 or 30% of services), and another was 24 hours a day for seven days a week (1,798 or 31% of services) (see Table 4.6).

Table 4.6: CSDA-funded services, days of operation per week by hours of operation per day, States and the Territories, 1997

Days of operation per week	Less than 7 hours	7–8 hours	More than 8, less than 24 hours	24 hours	No regular hours	Not stated	Total
5 days	167	1,746	344	40	94	2	2,393
7 days	64	68	307	1,798	434	7	2,678
Other	112	192	47	21	69	2	443
No regular	1	5	3	3	120	0	132
Not stated	0	2	0	1	3	107	113
Total	**344**	**2,013**	**701**	**1,863**	**720**	**118**	**5,759**

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

Accommodation services generally operated seven days per week (88%), as did respite services (58%). Other service types predominantly operated five days per week (93% of employment services, 78% of community access, 68% of community support and 49% of all other services) (Figure 4.1).

Source: Table A.8.

Figure 4.3: CSDA-funded services, service type by days of operation per week, States and Territories, 1997

Patterns of operating periods differ also for each service type in terms of weeks of operation per year (Table 4.7). Ninety-two per cent (2,345) of accommodation support services operated for the whole year, as did 73% (301) of respite services, 56% (501) of employment services, 54% (609) of community support services, and 24% (170) of community access services.

For those services operating for less than the whole year, 49% (345) of community access services operated between 1 and 4 weeks short of the whole year, as did 42% (379) of employment services, 29% (325) of community support services, 16% (65) of respite services, and 2% (58) of accommodation support services. Of community access services 23% (158) operated for 40 to 47 weeks of the year, as did 10% (110) of community support services. Four per cent (15) of respite services had no regular pattern of operation.

Table 4.7: CSDA-funded services, service type by weeks of operation per year, Commonwealth, States and Territories, 1997

Service type	No regular pattern	1 to 39 weeks	40 to 47 weeks	48 to 51 weeks	52 weeks	Not stated	Total
Accommodation support	33	13	54	58	2,345	35	2,538
Community support	31	17	110	325	609	46	1,138
Community access	9	5	158	345	170	12	699
Respite	15	7	10	65	301	13	411
Employment	1	1	18	379	501	0	900
Service type other and not stated	11	1	1	19	35	6	73
Total all service types	**100**	**44**	**351**	**1,191**	**3,961**	**112**	**5,759**

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

4.6 Staff hours

Data on staff hours were collected in terms of the total hours worked by staff and volunteers, for each service, during the week ending on the 'snapshot' day. The data were collected separately for staff who worked in direct contact with service recipients, and those who did not, in each of three staff types—paid staff, contract staff and unpaid staff (including volunteers). 'Contract staff' refers to short-term, non-continuing contracts, not the longer term contracts replacing many formerly 'permanent' positions.

Paid staff were a significant proportion of all staff over all CSDA-funded service types: 92.5% for services provided directly by governments and 90.8% for services provided by non-government organisations (Table 4.8). Contract staff had a higher representation in services provided directly by governments (7%), than in services provided by non-government organisations (3.4%). Unpaid staff had a higher representation in services provided by non-government organisations (5.8%) and formed a very small proportion of total staff in government-auspiced services (0.5%).

For some service types the pattern of staff hours was different from the overall pattern. The non-government service types with the highest reported proportions of unpaid staff were respite: host family/peer support (59.4%), recreation/holiday programs (41.1%), mutual support/self-help groups (38.1%), and print disability (36.2%). The highest proportion of contract staff in the non-government sector was 89.9% for behaviour/specialist intervention services. Of the accommodation services, attendant care had the highest proportion of contract staff (9.7% for non-government services).

Table 4.8: Hours worked by staff for CSDA-funded services, service type by staff type and auspicing organisation, States and Territories, 1997

| Service type | Government | | | | Non-government | | | |
| | Paid staff | Contract staff | Unpaid staff | | Paid staff | Contract staff | Unpaid staff | |
	Percentage			No. of services	Percentage			No. of services
Institutions/large residentials	98.3	1.4	0.3	33	96.9	1.8	1.3	47
Hostels	75.5	24.4	0.1	16	97.8	1.3	0.9	70
Group homes	92.0	7.9	0.1	732	97.5	1.2	1.3	792
Attendant care	100.0	0.0	0.0	2	88.5	9.7	1.8	82
Outreach/other 'in-home'/drop-in support	86.9	13.1	0.0	40	94.2	2.1	3.7	348
Alternative family placement	100.0	0.0	0.0	1	85.8	4.8	9.3	6
Accommodation support: other/not stated	92.9	7.0	0.1	13	83.8	4.5	11.7	56
Total accommodation support	*94.5*	*5.3*	*0.2*	*837*	*96.0*	*2.1*	*1.9*	*1,401*
Advocacy	93.9	6.1	0.0	1	74.1	4.3	21.6	115
Information/referral	85.0	9.4	5.5	5	65.9	2.9	31.1	73
Combined advocacy/information	79.3	16.3	4.4	1	73.0	1.6	25.4	26
Early childhood intervention	95.3	2.1	2.6	28	91.7	2.2	6.1	128
Recreation/holiday programs	79.5	3.2	17.3	34	55.7	3.2	41.1	79
Therapy (PT OT ST)	97.8	0.4	1.8	18	84.3	1.6	14.1	56
Family/individual case practice/management	92.1	7.1	0.8	40	89.5	1.6	8.9	44
Behaviour/specialist intervention	85.6	13.9	0.6	34	10.1	89.9	0.0	7
Counselling: individual/family/group	0.0	100.0	0.0	0	79.0	5.5	15.5	12
Brokerage/direct funding	30.1	62.0	7.9	40	75.7	8.4	15.9	62
Mutual support/self-help groups	0.0	100.0	0.0	0	58.8	3.0	38.1	23
Print disability	97.5	0.0	2.5	1	62.4	1.3	36.2	25
Resource teams/regional teams	98.9	1.1	0.0	73	94.1	0.6	5.3	16
Community support: other/not stated	97.3	2.3	0.4	10	76.8	8.2	15.0	17
Total community support	*83.6*	*13.8*	*2.6*	*285*	*74.9*	*5.6*	*19.6*	*683*
Continuing education/independent living training/adult training centre	91.3	7.2	1.5	44	89.5	3.0	7.5	284
Post-school options/social and community support/community access	32.2	67.1	0.7	15	91.2	6.3	2.5	179
Community access and day programs: other/not stated	90.6	7.7	1.8	15	89.8	4.7	5.5	141
Total community access	*74.4*	*24.3*	*1.3*	*74*	*89.9*	*4.1*	*6.0*	*604*
Own-home respite	100.0	0.0	0.0	2	83.5	9.3	7.2	34
Respite: centre/respite home	93.9	6.1	0.0	73	94.6	1.6	3.8	107
Respite: host family/peer support	100.0	0.0	0.0	2	39.6	1.0	59.4	27
Respite: other/flexible/combination/not stated	97.9	0.0	2.1	10	80.7	1.0	18.2	74
Total respite	*94.3*	*5.6*	*0.1*	*87*	*83.8*	*2.1*	*14.0*	*242*
Total employment support	*81.4*	*16.8*	*1.8*	*23*	*94.2*	*3.9*	*1.8*	*872*
Service type other and not stated	100.0	0.0	0.0	7	85.1	2.9	12.0	44
Total	**92.5**	**7.0**	**0.5**	**1,313**	**90.8**	**3.4**	**5.8**	**3,846**

Notes

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

2. The hours worked by staff are the number of hours per service.

3. Excludes 598 services where no staff details were recorded and one service where auspice was not stated.