

# **Disability support services 2002–03**

**The first six months of data from the  
Commonwealth State/Territory Disability Agreement  
National Minimum Data Set**

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DISABILITY SERIES

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Commonwealth State/Territory  
Disability Agreement National  
Minimum Data Set**

**November 2004**

Australian Institute of Health and Welfare  
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## Preface

This report is the first AIHW publication dealing with data from the first year (2002–03) of the redeveloped Commonwealth State/Territory Disability Agreement National Minimum Data Set (CSTDA NMDS) collection. Previous reports since 1995 have dealt with ‘snapshot’ data, and have been confined to reporting on the people who use those services on a single day during the year. This report focuses primarily on service users within the first six months of 2003. The first full year of data will relate to the 2003–04 financial year, and is certain to see improvements in data quality and completeness.

The redeveloped collection has been a major effort over several years by a large number of people in all jurisdictions, at the AIHW, and across the disability sector. It is exciting to now present the first report from the new collection. Congratulations to all who have contributed.

Amongst the new features of the CSTDA NMDS collection are several data items dealing with informal carers of people with disabilities. This report has devoted a chapter to analysing the data collected using these new data items.

Information from this collection will be used to inform agencies, service users, government departments and the general public about services funded under the CSTDA and the people with disabilities who accessed them during the first half of 2003.

Richard Madden  
Director

## Acknowledgments

The authors of this report were Tim Beard, Phil Anderson and Zhengfeng Li. The report continues to build on previous reports of the AIHW, as well as developments in, and contributions from, all jurisdictions.

The successful completion of the first redeveloped collection in 2002–03 owes much to:

- the service providers and service users who completed questionnaires and provided comments;
- all departments, organisations, peak bodies and individuals who provided suggestions or comments;
- the staff in the disability services funding departments who conducted the mail-out, staffed helplines, and helped with the collection, compilation and editing of questionnaires and data at the Australian Government, state and territory level.

Our thanks go to all these people.

Specific thanks are due to the following people who coordinated the collection in their jurisdiction and who provided a point of contact in each of the departments that fund CSTDA services:

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Department of Health and Community Services (NT)	Susan Vesperman
Department of Family and Community Services (Australian Government)	Debbie Wade

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## Abbreviations

ABS	Australian Bureau of Statistics
ADD	attention deficit disorder
ADL	activities of daily living
AIHW	Australian Institute of Health and Welfare
AIL	activities of independent living
ASGC	Australian Standard Geographical Classification
Aus Gov	Australian Government (formerly referred to as 'Commonwealth')
AWEC	activities of work, education and community living
CSDA	Commonwealth/State Disability Agreement of 1998
CSTDA	Commonwealth State/Territory Disability Agreement of 2002-07
CSTDA NMDS Network	Network of people responsible for the CSTDA NMDS collections (comprises representatives from AIHW and all jurisdictions listed in the Acknowledgments)
DIMA	Department of Immigration and Multicultural Affairs (now known as DIMIA: Department of Immigration and Multicultural and Indigenous Affairs)
DSP	Disability Support Pension
EP Groups	English Proficiency Groups
FTE	full-time equivalent
HACC	Home and Community Care
MDS	Minimum Data Set
NDA	National Disability Administrators
nfd	no further definition
NMDS	National Minimum Data Set
OHS	occupational health and safety
RA	Remoteness Area (geographical classification)
SCRCSPP	Steering Committee for the Review of Commonwealth/State Service Provision

## Symbols

n.a.	not available
–	rounded to zero, including null cells

# 1 Summary

This report focuses on the first six months of available data from the 2002–03 Commonwealth State/Territory Disability Agreement National Minimum Data Set (CSTDA NMDS) collection, covering the period from 1 January 2003 to 30 June 2003. This is the first report since the implementation of the redeveloped CSTDA NMDS collection in 2002.

The most significant change to the collection is that data are collected on all service users rather than just those who accessed a service on a single ‘snapshot’ day. There are also a number of new data items. These changes significantly improve the power of the information collected. Commencing in 2003–04, future annual collections will cover the full financial year.

This report deals with service users and their characteristics, and service type outlets that are funded to deliver CSTDA services.

Data on each previous annual collection have been published by the AIHW. For more information, see the reference section of this report and the AIHW website ([www.aihw.gov.au](http://www.aihw.gov.au)).

## Data quality issues

The redevelopment of the CSTDA NMDS has meant that the volume and complexity of the data are much greater than in previous snapshot day collections and, as is generally the case with major changes to data collections, this has resulted in some reductions in data quality in the first collection. There are important considerations to keep in mind regarding the quality of data presented throughout this report, most notably response rates and the various ‘not stated’ rates of data items for service users and service type outlets. These impose limitations on the ability to generalise from the data.

Chapter 3 deals with data quality issues in detail, including outlining the response rates of service type outlets (Table 3.1) as well as the ‘not stated’ and ‘not known’ rates of data items (Tables 3.2–3.4). ‘Not stated’ rates of data vary widely between data items and also between states/territories.

It is also important to note that the reporting time frame of six months is unique and thus this report is not comparable to previous reports based on snapshot data nor will it be comparable to future reports that will use whole of year data.

## Service users

During the first six months of 2003, an estimated 155,884 service users were recorded as using CSTDA-funded services nation-wide.

Victoria had the highest proportion of service users (32%), followed by New South Wales (25%), Queensland (15%), Western Australia (13%) and South Australia (11%) (Table 1.1).

The service users recorded between 1 January and 30 June 2003 accessed a range of service types:

- The most widely accessed service group was employment services, covering open employment and supported employment services, which were utilised by 35% of all service users.

- The second most commonly accessed services were community support, which were accessed by over a third (34%) of all service users. These services include early childhood intervention, specific therapies, counselling and case management services.
- A further 27% used community access services, mainly covering educational, social and daily living activities.
- 19% used accommodation support services, which cover institutional, community and in-home support.
- 11% used respite services, which are facilities providing short-term breaks from caring activities to carers of people with a disability.

**Table 1.1: Service users of CSTDA-funded services, service group by state and territory, 1 January–30 June 2003**

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	%
Accommodation support	6,907	10,212	4,298	3,335	3,352	1,066	319	174	29,660	19.0
Community support	13,140	13,074	7,288	9,587	8,694	1,132	360	382	53,588	34.4
Community access	7,087	14,064	4,810	9,773	4,095	1,274	575	261	41,925	26.9
Respite	3,594	7,206	2,857	1,538	982	181	244	119	16,706	10.7
Employment	16,654	15,215	10,001	5,439	5,036	1,485	803	373	54,952	35.3
<b>Total service users</b>	<b>39,402</b>	<b>49,426</b>	<b>22,719</b>	<b>20,961</b>	<b>16,724</b>	<b>4,092</b>	<b>1,803</b>	<b>1,037</b>	<b>155,884</b>	
<b>Total per cent</b>	<b>25.3</b>	<b>31.7</b>	<b>14.6</b>	<b>13.4</b>	<b>10.7</b>	<b>2.6</b>	<b>1.2</b>	<b>0.7</b>	<b>100.0</b>	

*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 six months. Totals for Australia may not be the sum of the components since individuals may have accessed services in more than one state or territory during the six month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details). Data quality issues should be considered when interpreting the data in these tables; see Chapter 3 for a detailed discussion of these issues.
2. Total includes 177 service users in New South Wales whose service type was not stated.

## Sex and age

Overall, 59% (92,692 of 155,884) of service users were male (Table 4.4). There were greater numbers of males than females for all but the oldest age category (70+ years) (Figure 4.1). The age group with the largest number of service users was the 20–24 year group, for both males and females.

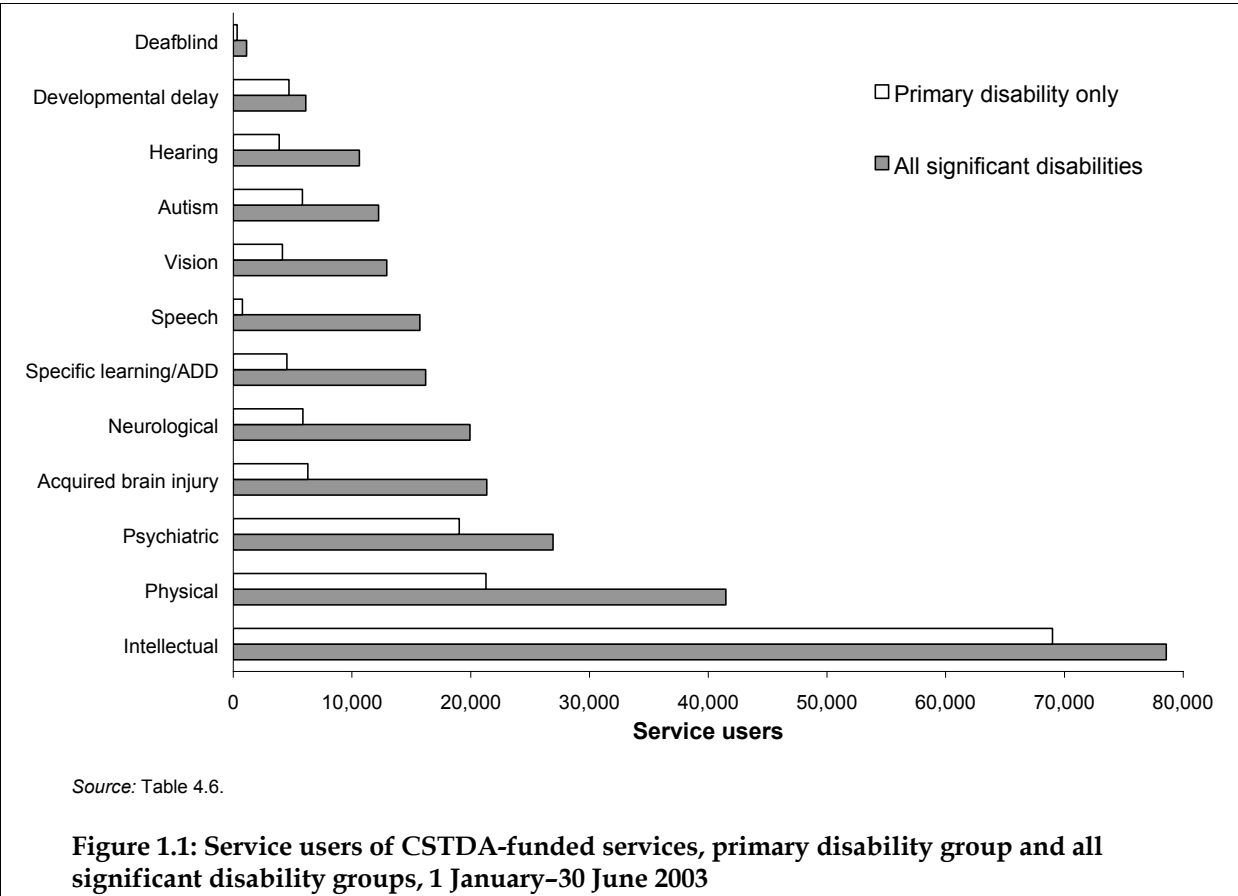
On the whole, the median age of females was higher than that of males (31.9 years versus 28.8 years). As in the 2002 snapshot day collection, median ages were higher for females than males in every service group, with the largest difference being in community support services (a difference of 5.4 years) (Figure 4.2 and Table A1.5; see also AIHW 2003b).

## Disability groups

The most commonly reported primary disability group was intellectual, reported by 44% of all service users (Table 4.4). The next most commonly reported groups were physical (14%) and psychiatric disabilities (12%). When all significant disabilities are considered, the overall reporting of disability types is similar (Table 4.6 and Figure 1.1); however, the proportion of some disability types rose sharply (for example, physical disabilities rose from 14% to 27%).



On average, service users reported 1.8 disability groups per person (Table 4.5). Service users reporting a primary disability group of developmental delay had the highest average (2.2), while those with a primary disability of psychiatric had the lowest (1.2).



### Indigenous status

Around 3.2% of service users identified as Aboriginal or Torres Strait Islander people (Table 4.7). This proportion ranged from 1.6% in the Australian Capital Territory to 41.4% in the Northern Territory. Indigenous status was not stated or not collected for almost 10% of service users; this rate varied somewhat between states and territories.

Aboriginal and Torres Strait Islander service users were proportionately more likely to access community support and respite services and less likely to access employment and community access service, than indicated by their overall rate (Table 4.9).

### Communication method and need for interpreter services

Two-thirds (66%) of service users indicated that their main method of communication was spoken language (Table 4.11). Around 2.4% used sign language, while 1.5% reported effective non-spoken communication. Another 15% indicated that they had little or no effective communication.

Over four-fifths (83%) of all service users indicated that they did not need an interpreter (Table 4.12). Of the remaining 6% who did report a need for interpreter services, most were

for non-spoken communication (4% overall), while the remaining 2% reported needing such services for non-English languages.

## **Support needs**

Information was collected concerning service users' overall support needs in each of nine life areas, grouped into three more general areas: activities of daily living (ADL), activities of independent living (AIL), and activities of work, education and community living (AWEC).

For the nine life areas reported, the areas in which service users were most likely to report always needing support (or being able to undertake) were working and education (both 27%) (Table 4.13). On the other hand, the life area most frequently requiring no support was mobility (39%).

Within the three general areas, AWEC had the highest percentage of service users always needing support (39%), followed by AIL (32%) and ADL (28%) (Tables 4.13 and 4.14).

Accommodation support service users had the highest proportion of service users requiring support in all three broad areas – ranging from 44% in ADL to 62% in AWEC (Table 4.14).

## **Service user location**

Based on the ABS Remoteness Areas under the Australian Standard Geographical Classification (ASGC), service users were most likely to be located in inner regional areas (9.8 per 1,000 population under 65 years) (Table 4.15). Service users were least likely to be located in very remote areas (5.2 per 1,000). Location analyses were based on the service users' residential postcode.

## **Income source and labour force status**

Just over half (52%) of 'adult' service users (aged 16 years or more) reported the Disability Support Pension as their main income source (Table 4.16). A further 9% reported paid employment, and 7% another pension or benefit. Child income (for service users 15 years or less) was not known, not stated or not collected for almost half (46%) of all service users in that age group (Table A1.1).

Of the 125,326 service users aged 15 years or more, 38,186 (31%) reported a labour force status of employed, 21,973 (18%) unemployed, and 42,810 (34%) not in the labour force. Labour force status was not stated or not collected for a further 18% (Table 4.17).

## **Living arrangements and residential setting**

Over half of all service users (55%) reported living with their families, 20% with others, and 13% alone (Table 4.20). Service users accessing employment and accommodation support services were most likely to report living alone (19% and 17% respectively). Around 69% of service users reported living in a private residence (Table 4.21).

## **Presence of an informal carer**

Data on informal carers were collected for the first time in the 2002–03 CSTDA NMDS. Approximately 44% of service users indicated that they had an informal carer, such as a family member, friend or neighbour, providing care and assistance on a regular, sustained basis (Table 5.1). A further 45% indicated they did not have such a carer. The proportion of male and female service users reporting the presence of an informal carer were similar (44% and 45% respectively) (Table 5.2).

Carers were reported by a relatively high proportion of service users in respite (87%) and community support (68%) services (Table 5.3). This partly reflects the young age profile of these two groups, and the fact that the youngest age groups had by far the highest proportion of service users with a carer (77% for those under 15 years; 48% for 15–24 year olds) (Table 5.5).

Service users reporting the presence of an informal carer had much higher support needs in ADL compared with those not reporting a carer – 39% reported always needing support versus 21% without carers (Table 5.4). Service users in very remote areas were by far the most likely to report the presence of a carer (72%), followed by remote (59%) and outer regional areas (51%), compared to around 45% in other areas (Table 5.6).

## **Age and relationship of informal carers**

Just over two-thirds (68%) of carers were reported to be the mother of a service user (Table 5.7). Of the 58,356 carers whose age group was reported, 5,853 (10%) were aged over 65 years, 24,129 (41%) were aged 25–44 years, while 18,908 (32%) were aged 45–64 years (Table 5.8). Of the 24,129 carers aged between 25 and 44 years, 17,373 (72%) were caring for service users aged under 15 years. Carers aged 15 to 24 years were also most likely to be caring for those in the under 15 years age group (60%), while most carers aged 65 years or more were mainly reported as caring for service users aged 25–44 years (45%) or 45–64 years (30%) (Table 5.9).

Over four-fifths (82%) of service users with informal carers reported that these were primary carers (assisting with self-care, mobility or communication needs) (Table 5.10). A similar percentage (80%) reported that they lived in the same residence as their carer (Table 5.11).

## **Service usage**

Just over a quarter (26%) of service users accessed more than one service type outlet in the six-month period (Table 6.1). Service users in accommodation support services were most likely to access another service type (59%) and those in employment services (19%) least likely (Table 6.2). The most common combination of service groups accessed was accommodation and community access (Tables 6.3 and 6.4). Within specific service types, the most common combination was that of therapy support and case management (Table 6.5).

The mean duration for service users in accommodation support services over the six-month (181 day) period was 136 days, ranging from 119 days in hostels to 163 days in small residential/institutions (Table 6.8). During the six-month period, 9% of service users reported an exit date (Table 6.11). Of these, 31% exited due to no longer needing assistance (7% moving to a mainstream service, the remainder for other reasons), 15% terminated the service, and 15% had a reason other than those listed.

## **Service type outlets**

There were 10,053 service type outlets recorded as providing CSTDA-funded services during 2002–03 (Table 7.1). Of these, around 71% were recorded as being non-government provided services. As per the service user numbers, the largest proportion of state/territory-funded service type outlets was found in Victoria (38%), followed by New South Wales (28%) and Queensland (15%) (Table 7.2). The vast majority of Australian Government-funded outlets (90%) provided employment services (Table 7.3).

Operating hours per day for most service type outlets were reported as either 7 to 9 hours (42%) or 24 hours (28%) (Table 7.4). Most outlets operated for a full seven-day week (45%) or a five-day working week (37%) (Table 7.5). Three-quarters (75%) of outlets reported operating for 52 weeks a year (Table 7.6).

## **Government expenditure**

Government expenditure on CSTDA-funded services during 2002–03 totalled \$2.98 billion (Table 1.2). This figure drops to \$2.74 billion if identified administration expenditure is excluded. Amounts paid to state/territory governments by the Australian Government are included in state/territory totals for this table.

Accommodation support services received the largest amount of funding, accounting for \$1,526 million or 51% of the total expenditure on CSTDA services. Community access services received \$360 million (12%), community support \$298 million (10%), employment \$274 million (9%), respite \$172 million (6%), 'other' support services \$67 million (2%), and advocacy, information and print disability \$37 million (1%). A further \$245 million (8%) went towards administrative costs.

**Table 1.2: Expenditure on disability support services by Australian, state and territory governments, by service group and administration expenditure, 2002–03**

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
	\$ million									
Accommodation support	563.14	463.08	171.07	137.52	111.83	46.78	20.98	11.13	0.00	1,525.54
Community support	72.23	94.92	38.39	44.61	25.49	6.93	8.21	7.42	0.00	298.19
Community access	112.95	144.02	49.90	18.77	12.81	11.26	2.85	1.97	5.51	360.04
Respite	61.21	41.87	30.56	17.68	7.29	4.91	2.74	1.13	4.38 <sup>(a)</sup>	171.77
Employment	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	274.20	274.20
Advocacy, information and print disability	6.59	6.30	4.66	1.68	2.41	1.58	0.45	0.11	12.88	36.67
Other support	2.02	31.55	3.95	9.12	12.12	0.86	0.76	0.07	6.75	67.19
<i>Subtotal</i>	<i>818.14</i>	<i>781.73</i>	<i>298.53</i>	<i>229.39</i>	<i>171.94</i>	<i>72.32</i>	<i>35.99</i>	<i>21.83</i>	<i>303.71</i>	<i>2,733.59</i>
Administration	88.00	70.23	26.32	12.75	12.05	5.65	4.10	1.02	25.06	245.18
<b>Total</b>	<b>906.14</b>	<b>851.96</b>	<b>324.85</b>	<b>242.14</b>	<b>183.99</b>	<b>77.98</b>	<b>40.09</b>	<b>22.85</b>	<b>328.77</b>	<b>2,978.77</b>

(a) Australian Government-funded respite services are not funded under the CSTDA.

Source: SCRCSSP 2004, Table 13A.20.

## Outline of the report

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

Chapter 3 deals with data quality issues and response rates affecting the 2002–03 data.

Chapter 4 gives a detailed description of service user characteristics, dealing with the majority of service user data items.

Chapter 5 deals with data relating to informal carers, a new feature of the CSTDA NMDS collection in 2002–03.

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

Chapter 7 presents data on service type outlets in 2002–03.

# 2 Introduction

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

## 2.1 Brief history of the CSTDA NMDS

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

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

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

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

- a profile of all people receiving a CSTDA-funded service in a financial year will be available;
- new data on carer arrangements will enable the issue of ageing carers to be monitored and planned for; and
- information will be available about the quantity of service provided to service users and this can be examined in relation to various characteristics of these service users, such as their support needs, disability group and other carer arrangements, and whether they live in metropolitan or rural locations.

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

## 2.2 Collection method and data included

Service providers complete a service type outlet form<sup>1</sup> and multiple service user forms to capture the data. In general, a service type outlet form was completed for each service type at each outlet. A service user form was completed for each person receiving that service type at the outlet over the 2002–03 collection period, or a service user form was completed for each person receiving one or more service types at outlets of the same agency, with the appropriate details of each service type received (see Appendix 2 for the 2002–03 forms). Each year the AIHW develops, in cooperation with all jurisdictions, standard versions of a service type outlet form, a service user form and a data guide (see AIHW 2002). Paper forms are only one way in which data may be collected – many agencies use software to collate data as an alternative to these forms.

The data items collected on the 2002–03 service type outlet form included information about the service type provided, hours worked by staff (both paid and unpaid), times of operation and number of service users.

The data items collected on the 2002–03 service user form included demographic information, items for the statistical linkage key (see Box 2.4), Indigenous status, communication method, primary and other significant disabilities, support needs, and living arrangements. Selected service types also collected – for the first time in 2002–03 – information regarding service dates (including start date, exit date, and date of last service receipt). The quantity of service usage (in terms of hours) for each service user was also collected for the first time in the 2002–03 collection, again for selected service types.

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

- service groups advocacy, information and print disability (6.01–6.05) and other support (7.01–7.04) do not collect any service user information;
- ‘recreation/holiday programs’ (service type 3.02) only collect information related to the statistical linkage key (selected letters of name, date of birth and sex);
- a large number of service types do not collect information on hours of service received by the service user;<sup>2</sup>
- employment services (service types 5.01–5.03) do not collect selected informal carer information – including primary status, residency status and age group of the service user’s carer.

Forms are completed by service providers and sent (as hard copy or electronic file) to the government funding organisation in each jurisdiction. Data are then edited and a data file finalised by each jurisdiction.<sup>3</sup> This file is used for analysis by each jurisdiction, and a copy

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

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

<sup>3</sup> Some jurisdictions add data items of particular interest to them, sometimes for a single year.

containing the nationally agreed CSTDA NMDS data items is sent to the AIHW for further checking, editing and national collation.

## 2.3 Scope of the CSTDA NMDS

Collection of data for the redeveloped CSTDA NMDS began in most jurisdictions on 1 October 2002. For these jurisdictions the data for the first quarter, from 1 October 2002 to 31 December 2002, were generally determined to be incomplete. The focus of this report is thus on the six months from 1 January 2003 to 30 June 2003. Commencing in 2004–05, future annual collections will cover the full financial year and, for consistency, in this chapter the current collection is referred to as being for 2002–03.

The CSTDA NMDS covers disability support services receiving some funding under the CSTDA during 2002–03, and the users of those services. In the context of this collection, CSTDA-funded services generally consist of:

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

There is some variation between jurisdictions in the services included under the CSTDA. Therapy services are not included separately in the collection by all jurisdictions, although some therapy services may be included as a component within other service types. Not every state or territory includes psychiatric services, mental health services<sup>4</sup>, or early childhood intervention services, as detailed below.

- In New South Wales, psychiatric disability services are provided by the New South Wales Department of Health and are not included in this collection.
- In Victoria, early childhood intervention services were included under the CSTDA and hence are included in this collection, as are psychiatric disability services.
- In Queensland, psychiatric disability services funded through Disability Services Queensland are included in the CSTDA NMDS collection. Mental health services funded and provided by the Mental Health Branch of Queensland Health are only included if jointly funded by Disability Services Queensland.
- In Western Australia, only some psychiatric disability services are included in the CSTDA NMDS collections. The Health Department is the main provider of services for people with a psychiatric disability and these services are not included.
- In South Australia, psychiatric disability services are provided by the Department of Human Services, Statewide Division, and are not included in the CSTDA NMDS collection.

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<sup>4</sup> Refer to the annual AIHW report on mental health services for a detailed, national analysis of mental health services (see AIHW 2004a). This publication includes some analysis of CSTDA-funded services.



- In Tasmania, some mental health services are included in the collection; however, psychiatric services are not.
- In the Australian Capital Territory, only some mental health services are included in the CSTDA NMDS collections.
- In the Northern Territory, some mental health services and early childhood intervention services are included.

The Australian Government also funded 60 respite outlets during 2002–03. However, these services were not funded under the CSTDA and are therefore excluded from analyses in this report.

## 2.4 Counts and definitions

The main counts of the NMDS collection in 2002–03 are service type outlets and service users (see Box 2.1).

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

The CSTDA NMDS is progressing towards an outlet-based collection, but this has not been completely achieved in all jurisdictions due to some of the complexities of funding processes. Aggregation may occur because either two or more service types are combined at the one location and recorded on the one form, or multiple sites providing the same type of service are recorded as one service type outlet.

For example, a single site that mainly provides accommodation may also provide respite services; or a number of group homes of one organisation may be combined on one service form.

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

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

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

In previous reports, up to and including 1998, counts were largely based on the number of service type outlets accessed on the snapshot day. Because these collections were restricted to a snapshot day, such counts were regarded as being roughly equivalent to the number of episodes of service, and were termed ‘services received’ or ‘recipients’. Some analysis of these counts was also done in reports up to 2002. Due to changes in the collection period and

procedures, the equivalent counts in the redeveloped, ongoing collection can no longer be regarded as being at all equivalent to episodes of service. There is still a count of the number of different service type outlets accessed by a service user, but this measure is difficult to interpret for most purposes.

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

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

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

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

*Service type and service group* Service type is the support activity that the service type outlet has been funded to provide under the CSTDA.  
The NMDS classifies services according to ‘service type’. The service type classification groups services into seven distinct categories known as ‘service groups’: accommodation support; employment support; community access; community support; respite; advocacy; information and print disability; and other support (see Box 2.2 for definitions). Within each of these service groups there are subcategories (see, for example, Table 4.1).

*Service type outlet* A service type outlet is the unit of the funded agency that delivers a particular CSTDA service type at or from a discrete location.  
If a funded agency provides, say, both accommodation support and respite services, it is counted as two service type outlets. Similarly, if an agency is funded to provide more than one accommodation support service type (for example, group homes and attendant care) then it is providing (and is usually separately funded for) two different service types, that is, there are two service type outlets for the funded agency.

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

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

## **Box 2.2: Definitions of service groups covered by the Commonwealth State/Territory Disability Agreement**

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

### **Box 2.3: CSTDA NMDS service type codes for the 2002–03 collection**

#### **Accommodation support**

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

#### **Community support**

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

#### **Community access**

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

#### **Respite**

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

#### **Employment**

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

#### **Advocacy, information and print disability**

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

#### **Other support**

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

#### **Box 2.4: Statistical linkage key**

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

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

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

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

*Most linked records specify a response for each data item consistently, and the appropriate data for the service user (now counted as one) are easily determined. Sometimes linked records have inconsistent responses for some data items. Rules to resolve these inconsistencies have been used. Further details of the linkage processes, including a discussion of the impact of data quality issues, are given in Appendix 4.*

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

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

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

## 2.5 Period of current collection

Service user counts presented in this report are based on the last six months of the 2002–03 reporting period, that is, 1 January to 30 June 2003. Full year data for 2002–03 were available from the Australian Government and Western Australia. All other jurisdictions implemented the redeveloped data collection from October 2002. In all jurisdictions a service user was included in the report tables if they had received services from one or more outlets any time from 1 January to 30 June. In an effort to accurately estimate the number of service users over that time period – including those who had some data missing – a list of ‘inclusion rules’ was devised. These rules can be found in Appendix 3 of this report.

The reporting time frame covered for 2002–03 is unique comprising 6 months only of data. This is not comparable with the previous snapshot data and it will not be comparable to future reports that use whole of year data.

Data on service users accessing CSTDA-funded services between 1 January and 30 June 2003 are presented in Chapters 3, 4 and 5 of this report. It is not appropriate to sum data from service groups and label them as total numbers of service users, since a service user may be represented in more than one service group if he or she received multiple services (see, for example, Table 4.1, where the ‘totals’ in the table are not the sums of the components). Section 6.1 examines some aspects of multiple service usage across the six-monthly period.

## 2.6 Outputs from CSTDA NMDS collections

The CSTDA NMDS collections provide national data on services provided and funded under the CSTDA, and are a useful, sometimes primary, source of data in individual jurisdictions. The data are also recognised as a useful source of information by service providers and others interested in national disability data. They are used for developing national performance indicators, through which the outcomes and performances of services can be monitored. These indicators are published annually by the Steering Committee for the Review of Commonwealth/State Service Provision (see SCRCSSP 2004). CSTDA indicator tables are also produced annually under Schedule 3 of the 2002–07 Agreement – published for the first time in 2004 based on 2002–03 data as part of the *CSTDA Annual Public Report 2002–03* (NDA 2004). The Institute has produced a supporting web publication with indicator tables in more detail (see AIHW 2004b).

The AIHW has an interactive disability data site containing subsets of national information from previous snapshot collections (1999–2002). This site can be found at: [www.aihw.gov.au/disability/datacubes/index.html](http://www.aihw.gov.au/disability/datacubes/index.html), and allows anyone who has access to the Internet to view CSDA snapshot data via the web interface. The user can look up figures and present them in a way meaningful to his or her needs. Data from the 2002–03 collection have not been included in these data cubes; however it is anticipated that 2003–04 data will be placed on this site when they become available. (See Box 2.5 for more information on the contents of this site, and some hints for using it effectively.)

## **Box 2.5: Interactive disability data**

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

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

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

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

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

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

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

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

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

*Comments and feedback relating to the use of the interactive disability data cubes can be made by e-mail to [disability@aihw.gov.au](mailto:disability@aihw.gov.au).*

# 3 Data collection and data quality issues

## 3.1 Nature of the 2002–03 collection

The redeveloped CSTDA NMDS collection has been successfully implemented in all jurisdictions. However, the volume and complexity of the data are much greater than in previous snapshot day collections and, as is generally the case with major changes to data collections, this has resulted in some reductions in data quality in the first collection. The 2002–03 collection also has the limitation that national data are available only for a six-month period. The next collection in 2003–04 and those following will be for the full twelve months and are anticipated to have higher response rates and less missing data for individual items. The CSTDA NMDS collections have benefited greatly from development and testing in successive years. The ability to continue to improve will be enhanced by ongoing input from the disability field.

The 2002–03 collection provides much valuable new data but is, to some degree, an ‘interim’ collection between the snapshot and full year collections. This chapter discusses issues of data quality and comparability with both past and future collections.

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 reliability 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.

## 3.2 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 3.1. The overall response rate was 82%; however, there are different levels of missing data that should be considered when interpreting tables within this report (see Section 3.5). Further to this, the total number of service type outlets can be confirmed only for those jurisdictions that provided complete funding information at outlet level or provided a complete list of outlets. This was the case for Queensland, South Australia, Tasmania and the Australian Government.

All outlets with service types other than ‘advocacy, information and print disability’ and ‘other support’ are expected to report information on service users. The outlet response rates can be calculated from the NMDS data for each jurisdiction by counting the number of



outlets that did not report information on service users, allowing for advocacy, information and print disability and other support service types (Table 3.1).

There are differences between the reported and calculated response rates for some jurisdictions. This is sometimes because the calculated rates are also based on the number of outlets with service users in the six-month period between 1 January and 30 June 2003 and some outlets may have had service user information for an earlier period only. Small differences in the two rates can be due to a small number of outlets that were missed or that had no service users to report on because they had commenced or stopped operation during the year.

Both the reported and calculated response rates are between about 89% and 100% for all jurisdictions except New South Wales and Victoria. Overall, the percentage of service type outlets reporting required data was 76%, ranging from 60% in Victoria to 100% for Australian Government data.

**Table 3.1: Response rates for service type outlets reported by jurisdictions, and number and proportion of service type outlets with data on service users**

Service type outlets	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Response rate reported by jurisdiction (%) <sup>(a)</sup>	70.0	79.0	92.9	100.0	100.0	100.0	97.9	97.1	100.0	82.4
<b>Total number reported in the CSTDA NMDS assumed to be 100%</b>	<b>2,589</b>	<b>3,469</b>	<b>1,350</b>	<b>689</b>	<b>658</b>	<b>193</b>	<b>136</b>	<b>97</b>	<b>872</b>	<b>10,053</b>
Not required to report service user data (advocacy, information, print disability and other support)	46	295	82	30	52	42	22	10	86	665
Required to report service user data	2,543	3,174	1,268	659	606	151	114	87	786	9,388
Total with service user data	1,779	1,800	1,123	647	542	148	100	82	786	7,007
<b>% reporting service user data of those required<sup>(b)</sup></b>	<b>70.0</b>	<b>56.7</b>	<b>88.6</b>	<b>98.2</b>	<b>89.4</b>	<b>98.0</b>	<b>87.7</b>	<b>94.3</b>	<b>100.0</b>	<b>74.6</b>
Total reporting service user data or not required to report	1,825	2,095	1,205	677	594	190	122	92	872	7,672
<b>% reporting required data (all service types)<sup>(c)</sup></b>	<b>70.5</b>	<b>60.4</b>	<b>89.3</b>	<b>98.3</b>	<b>90.3</b>	<b>98.4</b>	<b>89.7</b>	<b>94.8</b>	<b>100.0</b>	<b>76.3</b>

(a) Response rates are based on figures provided by jurisdictions. The national 'reported' 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.

(b) Outlets reporting service user data (row 5) as a percentage of outlets required to report service user data (row 4).

(c) Outlets reporting service user data or not required to report service user data (row 7) as a percentage of all outlets (row 2).

### 3.3 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 (see above discussion), nor on any service users who were missed by other outlets who did report information. The 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.

### 3.4 'Not stated' and 'not known' rates

Overall, 'not stated' and 'not known' rates were high for most data items in the 2002–03 CSTDA NMDS collection. As this was the first ongoing data collection, it is expected that these rates will steadily decrease over time, as agencies become more experienced with the new collection methodology and data items.

#### Service user data items

In general, national 'not stated' rates for the 2002–03 service user data were higher than in previous CSDA MDS snapshot collections (Table 3.2; see also AIHW 2003b: Table 6.1). Two notable exceptions to this were the rates for age and sex – 0.7% and 0.2% respectively. These two basic pieces of information are essential to data linkage and accurate service user counts using the statistical linkage key.

Notwithstanding, the collection of NMDS data in Victoria is predicated on obtaining explicit consent from individuals concerned. Where consent is not obtained, the statistical linkage key is not recorded. This occurred in a substantial number of cases. A substitute algorithm was used in these instances. These circumstances are unique to Victoria and impact on the ability to accurately undertake data linkage within Victorian services and across jurisdictions. Refer to Appendix 4 for detailed discussion on the linkage processes.

Service user postcode (3%) had a low 'not stated' rate, although the rate was not nationally uniform. Primary disability type, whilst lower than rates for most other items (4%), was higher than in previous years (for example, 1% in 2002). Two jurisdictions in particular had high missing rates for this item (Victoria with 15% and the Australian Capital Territory with 12%).

'Not stated' rates for Indigenous status, country of birth, method of communication, need for interpreter services, residential setting and living arrangements were all nationally between 5–8%. Several jurisdictions had consistently low 'not stated' rates for these items, but others had much higher rates, which adversely affected national rates. This means that interpretation of these items at state/territory level should be undertaken with caution.

Support needs items generally had high 'not stated' rates (10–15%) – Victoria had consistently high 'not stated' rates for these items (24–31%), while Western Australia had particularly high rates for 'domestic life' (48%) and 'working' (51%). Data items relating to adult source of income (18%), individual funding status (13%) and labour force status (12%) all had high missing rates (Victoria's missing rate of 70% for main source of income significantly pushed up the national rate). The main income source and individual funding

status questions also allowed for 'not known' responses – these rates were fairly low (6% for child income, 4% for adult income, 6% for individual funding status) but when combined with their respective 'not stated' rates result in relatively high proportions of service users not having data for these items.

The carer items had reasonable 'not stated' rates considering they were collected for the first time in 2002-03. The existence of a carer was not reported by 7% of service users. The rates for other carer items (considering only those who answered 'yes' to the first carer item) ranged from 2-12%.

**Table 3.2: 'Not stated' and 'not known' response rates for service user data items, 2002-03**

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
<b>Not stated</b>										
Age	0.1	0.8	—	3.8	0.5	—	—	—	—	0.7
Sex	0.3	0.3	0.1	0.2	0.2	—	0.3	—	—	0.2
Indigenous status	0.0	13.7	4.8	5.5	1.6	—	0.1	0.1	3.9	5.7
Country of birth	1.4	13.3	4.1	5.1	1.3	0.1	2.2	0.3	2.8	5.4
Need for interpreter services	1.8	13.4	3.6	20.6	3.3	0.1	0.2	1.4	—	5.9
Method of communication	3.1	16.0	3.4	1.8	2.0	0.5	3.3	3.4	1.1	5.4
Living arrangement	1.3	20.9	3.5	8.2	2.7	0.4	8.8	2.9	2.6	7.5
Postcode of usual residence	0.8	9.5	1.2	0.9	1.3	—	0.4	1.9	—	2.7
Residential setting	1.0	23.6	3.5	2.2	5.5	0.3	22.9	8.1	0.0	7.0
Primary disability group	2.3	14.8	2.6	1.2	1.3	0.0	11.7	0.8	—	4.4
Frequency of support or assistance needed										
Self-care	7.9	30.4	3.9	6.8	3.6	2.0	10.8	1.4	5.1	11.8
Mobility	7.3	29.8	4.0	6.8	3.9	2.0	10.9	1.4	3.2	10.9
Communication	7.4	28.9	4.0	6.2	4.1	2.0	11.1	1.4	2.6	10.4
Interpersonal interactions and relationships	7.8	30.9	4.1	9.4	4.2	2.3	11.5	1.8	4.4	12.0
Learning, applying knowledge & general tasks & demands	2.5	27.2	4.7	13.8	7.3	1.1	10.8	3.8	3.7	10.6
Education	3.0	28.2	5.1	14.9	10.1	1.5	11.5	8.1	7.4	12.7
Community (civic) & economic life	3.2	27.6	4.9	14.1	6.5	1.8	11.3	5.2	9.9	13.1
Domestic life	2.6	24.0	3.3	48.0	8.0	1.5	11.4	4.8	10.8	15.4
Working	3.4	25.8	3.4	50.5	16.8	3.0	13.9	8.8	3.2	14.2
Carer—existence of	3.8	5.9	4.1	12.5	2.6	2.4	0.2	1.0	—	7.2
Carer—primary status	3.2	14.9	2.7	9.1	1.8	3.2	3.8	5.3	n.a.	5.8
Carer—residency status	6.0	17.7	3.3	3.8	3.2	4.1	9.2	5.8	n.a.	6.6
Carer—relationship to service user	4.8	13.0	0.1	6.6	3.0	1.4	1.8	0.9	0.3	2.4
Carer—age group	12.1	24.2	4.2	12.9	13.9	9.9	15.2	6.9	n.a.	12.2
Main income source (adult)	0.9	70.3	2.3	1.8	5.8	1.0	1.7	1.0	—	17.9
Main income source (child)	2.7	4.9	3.2	7.5	0.4	0.5	0.1	0.3	—	2.6
Labour force status	3.5	18.3	3.1	10.6	13.5	3.4	21.7	12.6	10.7	11.5
Individual funding status	1.4	1.4	4.0	49.0	87.1	—	4.1	0.4	0.0	12.5
<b>Not known</b>										
Main income source (adult)	2.6	0.4	1.7	4.4	11.7	1.2	10.4	2.9	4.8	3.9
Main income source (child)	11.1	9.4	5.7	5.9	3.0	14.9	0.6	10.1	0.2	5.8
Individual funding status	18.2	5.7	6.9	6.6	0.1	0.4	2.5	13.0	—	5.7

*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 six-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

Start dates and dates of last service each had a 'not stated' rate of 4% overall, although in the Australian Capital Territory this rate was much higher (54% and 31% respectively) (Table 3.3). Six of the nine jurisdictions had complete data based on the snapshot date flag, with a national missing rate of around 2% – although it should be noted that a blank response was treated as a response of 'no', therefore this rate could be underestimated. Again the Australian Capital Territory rate was a lot higher than the national rate (59%). Only 2% of service users who had exited services did not state a reason for exit.

Hours received rates varied dramatically between jurisdictions. Rates for a typical week (excluding Victoria which did not collect this item) were much better than those for the reference week overall (11% versus 29%), however jurisdiction-specific rates for both items exceeded 60% in some cases.

**Table 3.3: 'Not stated' response rates for service usage data items, 2002–03 (for applicable service types)**

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Service start date	0.8	14.3	—	0.1	0.5	0.3	54.0	0.1	0.0	4.1
Date service last received	1.4	12.2	—	2.1	1.0	—	30.7	—	—	3.7
Snapshot date flag	—	5.8	—	—	0.5	—	58.7	—	—	1.9
Main reason for cessation of services	0.1	6.8	0.2	—	0.1	—	—	0.7	—	1.7
Hours received in the reference week	—	32.4	17.2	65.5	35.3	0.2	64.2	5.8	n.a.	29.1
Hours received in a typical week	—	n.a.	21.5	0.0	15.9	—	62.9	—	n.a.	10.5

### 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

'Not stated' rates for these items varied overall, and between jurisdictions (Table 3.4). Missing service type (3% of New South Wales outlets, 1% overall) and agency sector (12% in New South Wales, 4% overall) had relatively low missing rates, but have been complete in previous years. Staff hours items, as per previous years, had high missing rates (17% and 19%). While the 'not stated' response rate for operating weeks per year was quite low (3%), it was higher for operating days per week (15%) and operating hours per day (16%) – both items had around 38% missing rates in Victoria. Almost one in five outlets (19%) could not provide an estimate of how many service users accessed services over the 2002–03 financial year, including 44% of those in Victoria, and 18% in South Australia.

**Table 3.4: 'Not stated' response rates for service type outlet data items, 2002–03**

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Agency sector	12.2	1.5	—	0.4	0.2	—	0.7	—	—	3.7
Service type	3.4	—	—	—	—	—	—	—	—	0.9
Full 2002–03 financial year operation	3.2	32.9	—	0.3	12.0	2.1	6.6	—	—	13.1
Staff hours in the reference week	3.0	49.2	0.6	6.4	14.3	—	8.8	—	—	19.3
Staff hours in a typical week	6.0	n.a.	12.4	3.3	40.0	2.6	4.4	1.0	54.9	16.7
Operating weeks per year	3.1	3.2	1.7	0.3	9.1	—	—	—	—	2.8
Operating days per week	3.0	37.7	6.7	0.3	10.8	—	—	—	—	15.4
Operating hours per day	3.2	38.2	3.9	0.3	20.7	—	—	—	—	15.9
Number of service users over the year	7.9	44.3	—	1.3	18.4	2.2	3.1	4.3	2.3	19.1

*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.

### 3.5 Comparison of first six months of data with previous snapshot day collections

Data derived from the first six months of the redeveloped collection are essentially not comparable with previous snapshot day collections. In previous years, the use of a snapshot day permitted the number of service users to be estimated only at a single point in time. In reports on the previous snapshot day collections it has been pointed out that the snapshot day did not reflect an annual picture for all service types. This is because some service types are accessed on a more regular basis than others. For example, a person using an accommodation service such as a group home is likely to be receiving that service almost every day of the year and so likely to be recorded in a snapshot day collection, whereas a person using a respite service for, say, two weeks a year has only a small probability of using that service on the snapshot day.

In effect, the distribution of service types in the snapshot collection is weighted by the intensity of use or frequency of service usage. That is, the more frequently a service type is used by an individual service user, the more likely that the service user will be there on the snapshot day and included in the snapshot day collection. In contrast, the six months of data will, for example, count once a service user who has been receiving an institutional accommodation service every day and a service user who has received some type of community support service on only one or two days during the period. In the snapshot day collection, all service users in the former category will be included, but only a very small proportion of the service users in the latter category – namely those who received such a service on the snapshot day.

This means that the distribution of service types in the first six months of data differs considerably from that in previous snapshot day collections. Table 3.5 compares the number and percentage of service users accessing the five service groups on snapshot day 2002 and during the six-month period from 1 January to 30 June 2003. Overall the number of service users during the six months was 2.37 times the number recorded on the 2002 snapshot day. However, this ratio varied considerably between service groups. Respite and community support services showed the largest increase in numbers of service users, whereas accommodation support services and community access services had smaller increases. Thus the proportion of service users recorded as accessing the different service groups has changed between the two collections.

**Table 3.5: Service users of CSTDA-funded services, 2002 snapshot day compared with current collection, 1 January–30 June 2003**

Collection	Accommodation support		Community support		Community access		Respite		Employment		All service groups	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
2002 snapshot	22,373	34.0	13,211	20.1	18,866	28.7	3,214	4.9	18,242	27.7	65,809	100.0
2003 six months	29,660	19.0	53,588	34.4	41,925	26.9	16,706	10.7	54,952	35.3	155,884	100.0
Ratio	1.33		4.06		2.22		5.20		3.01		2.37	

*Note:* Service user data are estimates after use of a statistical linkage key to account for individuals who received more than one service either during the six months or on a snapshot day. Row totals may not be the sum of the components since individuals may have accessed services in more than one service group on the snapshot day or during the six-month period.

In some cases this change in proportions of service users also occurs at a lower service type level. For example, the relative proportions of service users accessing institutional accommodation services (service types 1.01–1.03), group homes (1.04) and in-home support and other accommodation services (1.05–1.08) also differed between the current six-month collection and the 2002 snapshot day collection.

If a service user characteristic varies according to service type being received, then overall for all service users the frequencies or statistics for this characteristic may differ between 2002 and 2003, because of the above shift in the proportion of service users accessing different service types between the snapshot day and six-month collections. For example, the proportion of people with an intellectual primary disability was 61% in 2002 and 44% in 2003 (see AIHW 2003b: Table 3.4; and Table 4.4 of this report). This is because the proportion of service users with an intellectual disability varies considerably by service type. It is highest for accommodation, community access and employment services (68% to 72% in 2001), but much lower for community support (39%) and respite (46%). As the latter two service groups contribute a much larger proportion of service users in the six months of data compared to the snapshot day collection, the overall proportion of people with an intellectual disability recorded for the six-month period is lower than that recorded on snapshot day.

Similarly the median age for all service users was 34.0 in 2002 and 30.2 in 2003. Again this is because users of community support and respite services are on average much younger than users of accommodation support, community access and employment services. There is no such drop apparent if service groups are analysed separately. For example, for users of accommodation support services the median age was 40.4 in 2002 and 40.3 in 2003.

As discussed above, the proportions of service types within accommodation have also changed between the snapshot and six-month collections. In the six-month collection there was a smaller proportion of service users in institutional accommodation and group homes

(20% versus 25% and 33% versus 42% respectively) and a correspondingly larger proportion of service users receiving in-home and other accommodation support (47% versus 32%). If these service groupings are analysed separately the results are that the median ages for both service users in institutional accommodation and group homes have increased (44.0 to 44.5 years and 39.0 to 39.3 respectively), while that for service users accessing in-home support and other accommodation support has remained unchanged (at 38.9 years). These examples illustrate that the examination of trends generally needs to be done within appropriate service groupings to obtain valid results. Further, trend analyses based on snapshot data can no longer be continued due to the different collection period. For example, the trend showing a decrease in the proportion of service users in institutions and a corresponding increase for community-based accommodation service types may not show comparable results for the 2002–03 data; this analysis will be continued from 2003–04 onwards when comparable twelve-month data become available.

As part of the current collection a snapshot day flag was included for 2002–03. This was done to enable better comparison of the present data with previous snapshot day collections, particularly so that trends across years could be analysed more easily. Unfortunately it appears that in many cases the snapshot day flag was ignored or not answered correctly. As a result the number of people recorded as receiving a service on the snapshot day in 2003 was much less than the number recorded for previous years (53,502 on the 2003 snapshot day compared with 65,809 on the 2002 snapshot day). This occurred for most jurisdictions and most service types with the exception of Australian Government employment services and most Western Australian service types. Thus it was not possible to carry out an accurate comparison of the 2002 and 2003 snapshots, especially as some jurisdictions also had a larger proportion of missing data than in the past.

### **3.6 Possible differences between six-month and twelve-month data**

Section 3.5 discussed the issues involved in the comparison of the current CSTDA NMDS collection with past snapshot day collections. Due to the problems with data quality and as future CSTDA NMDS collections from 2003–04 onwards will be for a full year, the current collection will also not be directly comparable with future collections. In particular, the relative proportions of service users accessing the different service types will most likely differ for these reasons.

Some analysis has been done to extrapolate from the six-month collection to obtain some figures for a twelve-month period, and allowing for missing data as far as this is possible (see Appendix 5 for technical details). There are many problems in doing this and the resulting figures are not true estimates, but rather indicative figures that provide some idea of the magnitude of potential differences.

The calculations show that the proportion of service users accessing the five service groups are likely to be somewhat different for all service users over twelve months, compared to those recorded in the six-month data (Table A5.1). The largest differences are a decrease for employment (27% instead of 35%) with corresponding increases in respite (18% compared to 11%) and community access (32% compared to 27%). These differences should be kept in mind when interpreting the tables in this report.



# 4 Service user characteristics

This chapter examines the characteristics of service users recorded in the six months between 1 January and 30 June 2003. Given the percentage of service users not recorded for some jurisdictions and the differences in service usage over six and twelve months, the distribution by jurisdiction and service type for all service users over a full twelve months is likely to be different from that for those service users recorded in the six-month data (see Section 3.6). Consideration also needs to be given to data quality issues and their consequent impact on the linkage processes, as outlined in Appendix 4.

Between 1 January and 30 June 2003, 155,884 service users were recorded as receiving CSTDA-funded services (Table 4.1). Of the total 155,884 service users, 110,685 (71%) accessed state/territory funded services, and 54,952 (35%) accessed Australian Government employment services (Table 4.2 and Table 4.3).

## 4.1 State distribution and service type

Over the six-month period, Victoria recorded the highest number of service users accessing CSTDA-funded services (49,426 or 32%), followed by New South Wales (39,402 service users or 25%) (Table 4.1). A further 22,719 service users (15%) were from Queensland, 20,961 (13%) from Western Australia and 16,724 (11%) from South Australia.

The most frequently accessed service group over the six-month period was employment, used by an estimated total of 54,952 service users, or 35% (Table 4.1). Open employment services were the most frequently accessed employment service, used by 35,321 service users.

An estimated 53,588 service users accessed community support services (34%). Within this service group, 'case management, local coordination and development' was the most popular, used by over half of all community support service users (27,532). Around 27% of service users utilised community access services (41,925). Learning and life skills development (19,439 service users) accounted for the largest proportion of these service users.

An estimated 19% of service users (29,660) accessed an accommodation support service, with in-home accommodation support services the most widely accessed (12,131 service users).

A total of 11% of service users (16,706) accessed respite services. The vast majority of these used either centre-based/respite homes (8,371) or flexible/combination respite (6,871).

There were 110,685 service users accessing state/territory services between 1 January and 30 June 2003 (Table 4.2). Of these, around two-thirds (73,388 or 66%) received non-government provided services. This varied between service groups, ranging from 42% for community support services (22,617 of 53,588) to 84% for community access (35,065 of 41,925). New South Wales had the lowest proportion of non-government service users (8,601 of 24,847, or 35%) and Tasmania the highest (2,422 of 2,833, or 86%).

An estimated 54,952 service users accessed employment services over the six-month period. Almost all of these (54,482 or 99%) used non-government provided services (Table 4.3). Note that employment services are not directly provided services, but funded organisations such as universities classified as 'Australian Government-related'.

**Table 4.1: Service users of CSTDA-funded services, service type by state and territory (Australian Government, state and territory services), 1 January–30 June 2003**

<b>Service type</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
<b>Accommodation support</b>									
Large residential/institution	2,063	980	232	268	935	122	0	0	4,600
Small residential/institution	108	131	538	241	15	21	0	0	1,054
Hostels	51	152	0	0	14	82	0	0	299
Group homes	3,168	3,263	832	1,037	696	451	186	124	9,756
Attendant care/personal care	174	108	148	26	734	191	14	12	1,407
In-home accommodation support	1,235	5,086	2,520	1,809	1,082	246	120	34	12,131
Alternative family placement	75	168	73	34	4	0	0	2	356
Other accommodation support	122	519	78	18	1	3	0	9	750
<i>Total accommodation support</i>	<i>6,907</i>	<i>10,212</i>	<i>4,298</i>	<i>3,335</i>	<i>3,352</i>	<i>1,066</i>	<i>319</i>	<i>174</i>	<i>29,660</i>
<i>Total per cent</i>	<i>17.5</i>	<i>20.7</i>	<i>18.9</i>	<i>15.9</i>	<i>20.0</i>	<i>26.1</i>	<i>17.7</i>	<i>16.8</i>	<i>19.0</i>
<b>Community support</b>									
Therapy support for individuals	2,498	3,076	1,606	4,507	1,713	214	201	174	13,973
Early childhood intervention	3,273	2,111	611	801	571	0	0	22	7,379
Behaviour/specialist intervention	381	1,107	689	621	388	0	0	80	3,266
Counselling (individual/family/group)	79	0	1,028	631	450	0	0	0	2,188
Regional resource and support teams	5,249	121	507	302	924	603	26	14	7,745
Case management, local coordination and development	1,904	7,764	4,560	6,642	5,961	430	152	132	27,532
Other community support	1,177	14	156	1,851	344	0	0	17	3,559
<i>Total community support</i>	<i>13,140</i>	<i>13,074</i>	<i>7,288</i>	<i>9,587</i>	<i>8,694</i>	<i>1,132</i>	<i>360</i>	<i>382</i>	<i>53,588</i>
<i>Total per cent</i>	<i>33.3</i>	<i>26.5</i>	<i>32.1</i>	<i>45.7</i>	<i>52.0</i>	<i>27.7</i>	<i>20.0</i>	<i>36.8</i>	<i>34.4</i>
<b>Community access</b>									
Learning and life skills development	3,586	8,462	2,985	1,200	2,458	217	434	99	19,439
Recreation/holiday programs	1,491	1,150	1,162	8,408	1,941	287	138	103	14,678
Other community access	2,276	4,517	918	727	114	853	31	69	9,504
<i>Total community access</i>	<i>7,087</i>	<i>14,064</i>	<i>4,810</i>	<i>9,773</i>	<i>4,095</i>	<i>1,274</i>	<i>575</i>	<i>261</i>	<i>41,925</i>
<i>Total per cent</i>	<i>18.0</i>	<i>28.5</i>	<i>21.2</i>	<i>46.6</i>	<i>24.5</i>	<i>31.1</i>	<i>31.9</i>	<i>25.2</i>	<i>26.9</i>
<b>Respite</b>									
Own home respite	16	666	369	38	277	7	0	0	1,373
Centre-based respite/respite homes	2,089	3,112	1,606	687	480	172	185	44	8,371
Host family respite/peer support respite	240	537	74	0	87	2	0	9	949
Flexible/combination respite	1,328	3,143	1,089	869	302	0	67	75	6,871
Other respite	193	520	36	37	7	0	0	0	793
<i>Total respite</i>	<i>3,594</i>	<i>7,206</i>	<i>2,857</i>	<i>1,538</i>	<i>982</i>	<i>181</i>	<i>244</i>	<i>119</i>	<i>16,706</i>
<i>Total per cent</i>	<i>9.1</i>	<i>14.6</i>	<i>12.6</i>	<i>7.3</i>	<i>5.9</i>	<i>4.4</i>	<i>13.5</i>	<i>11.5</i>	<i>10.7</i>
<b>Employment</b>									
Open employment	10,178	9,995	7,909	3,256	2,518	769	609	117	35,321
Supported employment	6,655	3,904	1,957	1,837	2,524	507	83	104	17,565
Open and supported	139	1,594	268	442	99	233	115	174	3,064
<i>Total employment</i>	<i>16,654</i>	<i>15,215</i>	<i>10,001</i>	<i>5,439</i>	<i>5,036</i>	<i>1,485</i>	<i>803</i>	<i>373</i>	<i>54,952</i>
<i>Total per cent</i>	<i>42.3</i>	<i>30.8</i>	<i>44.0</i>	<i>25.9</i>	<i>30.1</i>	<i>36.3</i>	<i>44.5</i>	<i>36.0</i>	<i>35.3</i>
<b>Total</b>	<b>39,402</b>	<b>49,426</b>	<b>22,719</b>	<b>20,961</b>	<b>16,724</b>	<b>4,092</b>	<b>1,803</b>	<b>1,037</b>	<b>155,884</b>

*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 six months. Totals for Australia may not be the sum of the components since individuals may have accessed services in more than one state or territory during the six-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Total includes 177 service users in New South Wales whose service type was not stated.
3. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

**Table 4.2: Service users of state and territory CSTDA-funded services, agency sector by state and territory and by service group, 1 January–30 June 2003**

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Accommodation support</b>									
Government	4,278	3,099	715	1,424	799	173	161	0	10,649
Non-government	1,936	6,954	3,597	1,942	2,559	922	158	174	18,239
Not stated	845	215	0	3	0	0	0	0	1,063
<i>Total</i>	<i>6,907</i>	<i>10,212</i>	<i>4,298</i>	<i>3,335</i>	<i>3,352</i>	<i>1,066</i>	<i>319</i>	<i>174</i>	<i>29,660</i>
<b>Community support</b>									
Government	7,972	5,410	4,827	7,472	6,453	441	200	292	33,036
Non-government	4,265	8,103	2,791	3,575	2,903	711	178	102	22,617
Not stated	1,648	10	0	0	0	0	0	0	1,658
<i>Total</i>	<i>13,140</i>	<i>13,074</i>	<i>7,288</i>	<i>9,587</i>	<i>8,694</i>	<i>1,132</i>	<i>360</i>	<i>382</i>	<i>53,588</i>
<b>Community access</b>									
Government	4,385	412	498	746	278	189	341	0	6,847
Non-government	2,260	13,571	4,388	9,339	3,856	1,128	269	261	35,065
Not stated	580	161	0	5	0	0	0	0	746
<i>Total</i>	<i>7,087</i>	<i>14,064</i>	<i>4,810</i>	<i>9,773</i>	<i>4,095</i>	<i>1,274</i>	<i>575</i>	<i>261</i>	<i>41,925</i>
<b>Respite</b>									
Government	1,883	1,559	552	144	108	151	168	0	4,562
Non-government	1,336	5,815	2,439	1,424	889	30	82	119	12,130
Not stated	612	38	0	0	0	0	3	0	653
<i>Total</i>	<i>3,594</i>	<i>7,206</i>	<i>2,857</i>	<i>1,538</i>	<i>982</i>	<i>181</i>	<i>244</i>	<i>119</i>	<i>16,706</i>
<b>All</b>									
Government	15,698	9,682	5,348	7,917	7,261	721	786	292	47,651
Non-government	8,601	29,328	10,717	13,437	7,781	2,422	607	552	73,388
Not stated	3,563	339	0	8	0	0	3	0	3,913
<b>Total</b>	<b>24,847</b>	<b>36,410</b>	<b>13,903</b>	<b>17,741</b>	<b>13,150</b>	<b>2,833</b>	<b>1,201</b>	<b>764</b>	<b>110,685</b>

*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 six months. Totals for Australia may not be the sum of the components since individuals may have accessed services in more than one state or territory during the six-month period. Totals for each service group may not be the sum of components since individuals may have accessed both government and non-government services during the six-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Total includes 177 service users in New South Wales whose service type was not stated.
3. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

**Table 4.3: Service users of Australian Government CSTDA-funded employment support services, agency sector by state and territory, 1 January–30 June 2003**

Auspecting organisation	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Government	183	174	88	0	0	42	15	0	502
Non-government	16,480	15,056	9,917	5,439	5,036	1,444	791	373	54,482
<b>Total</b>	<b>16,654</b>	<b>15,215</b>	<b>10,001</b>	<b>5,439</b>	<b>5,036</b>	<b>1,485</b>	<b>803</b>	<b>373</b>	<b>54,952</b>

*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 six months. Totals for Australia may not be the sum of the components since individuals may have accessed services in more than one state or territory during the six-month period. State/territory totals may not be the sum of components since individuals may have accessed both government and non-government services during the six-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

## 4.2 Age, sex and disability group

Of the 155,884 service users recorded in the six-month period, 92,662 (59%) were male (Table 4.4). As Figure 4.1 shows, all of the five-year age groups had a larger number of males than females with the exception of those aged 70 years and over. The age group with the largest number of services users was 20–24 years for both males (10,583) and females (6,880).

Overall, the age profile for males was younger than females – male service users had a median age of 28.8 years compared to 31.9 years for females (Table A1.5). The median age ranged from 17.9 years for service users in community support services to 40.3 years for those in accommodation support services (Table A1.5). As in the 2002 snapshot collection, females in all service groups had a higher median age (Figure 4.2 and Table A1.5; see also AIHW 2003b). The difference between median ages for each sex was largest for service users in community support services (21.2 years for females, 15.8 years for males), and smallest for employment (33.3 years for females, 32.7 years for males).

The most common primary disability group was intellectual, reported by 68,988 service users (44%) (Table 4.4). Percentages were similar for females (45%) and males (44%). The next most commonly reported group was physical (14%), followed by psychiatric (12%). For about 7% of service users a primary disability group was not reported.

There were some notable differences between age groups regarding the most commonly reported primary disability groups:

- For the 8,628 service users aged 0–4 years, developmental delay was the most commonly reported disability group (3,976 service users or 46%), followed by physical (958 or 11%), intellectual (790 or 9%) and autism (658 or 8%).
- For those aged 5–14 years, intellectual and physical were the two most commonly reported disability groups (as per the overall trend), with autism reported as the third most common group, reported by 2,724 of 20,935 service users (13%).
- Service users aged 15–24 years had the highest proportion of those reporting intellectual disability as their primary disability type (18,510 of 33,534, or 55%).
- For service users aged 25–44 years, intellectual disability was the most commonly reported primary disability group (27,015 service users or 49%), followed by psychiatric, reported by almost one-fifth of service users in this age group (10,651 or 19%).
- Service users aged 60 years or more were most likely to report intellectual as their primary disability type, accounting for 2,363 of 9,665 service users in this age group (24%), followed by physical (1,605 or 17%) and vision (1,563 or 16%).

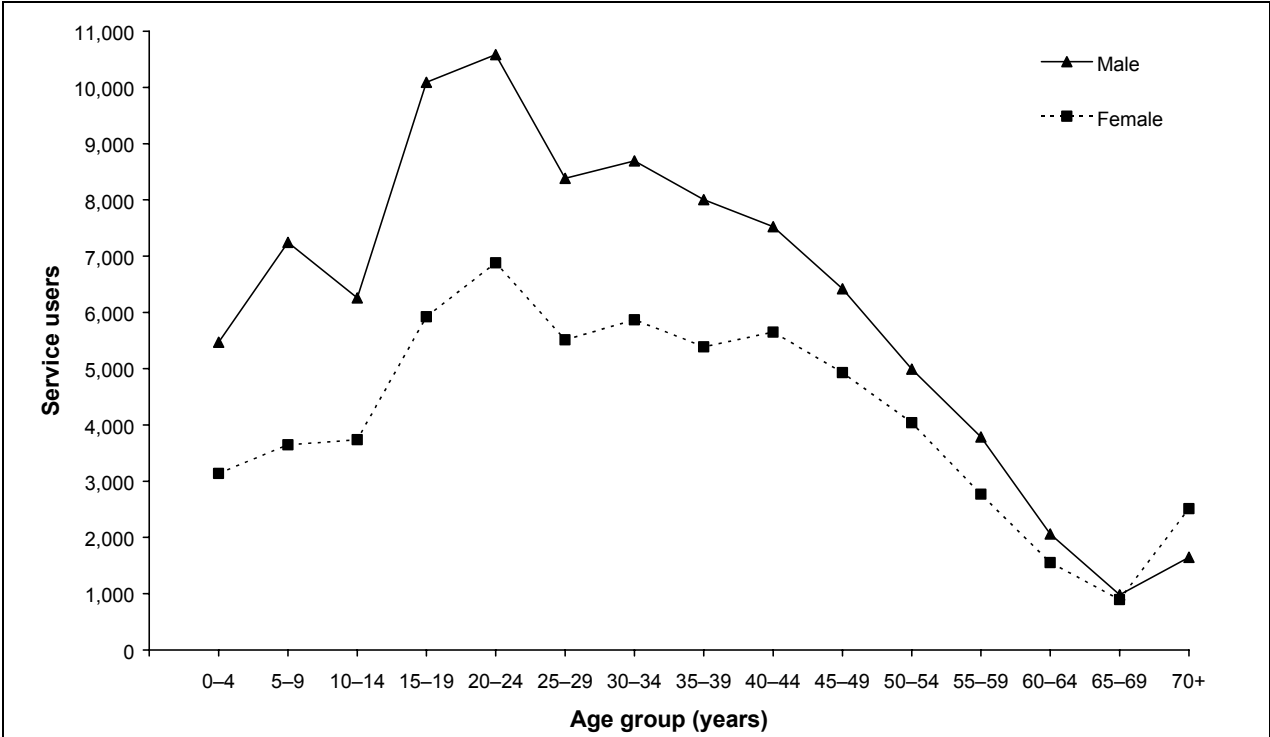
Higher proportions of male service users reported autism, specific learning/ADD and acquired brain injury as their primary disability (5.1%, 3.5% and 4.9% respectively) compared to female service users (1.7%, 2.0% and 2.8% respectively). On the other hand, female service users were more likely to report neurological, hearing and vision (4.9%, 3.4% and 3.0% respectively) compared to male service users (3.0%, 2.1% and 2.1% respectively).

**Table 4.4: Service users of CSTDA-funded services, sex and primary disability group by age group, 1 January–30 June 2003**

Primary disability group	Age group (years)							Total	
	0–4	5–14	15–24	25–44	45–59	60+	Not stated	No.	%
<b>Males</b>									
Intellectual	443	5,989	10,970	15,706	6,044	1,250	25	40,427	43.6
Specific learning/ADD	58	418	2,263	493	51	3	2	3,288	3.5
Autism	527	2,235	1,315	544	57	5	10	4,693	5.1
Physical	527	1,904	1,886	4,006	3,145	903	35	12,406	13.4
Acquired brain injury	37	101	566	2,035	1,303	446	18	4,506	4.9
Neurological	113	331	404	897	666	348	6	2,765	3.0
Deafblind	4	8	29	94	31	20	3	189	0.2
Vision	43	95	293	588	412	548	11	1,990	2.1
Hearing	87	192	339	622	334	407	5	1,986	2.1
Speech	283	126	74	42	25	3	0	553	0.6
Psychiatric	28	36	1,535	6,514	2,591	437	3	11,144	12.0
Developmental delay	2,529	484	0	0	0	0	5	3,018	3.3
Not stated/not collected	792	1,584	1,002	1,065	543	315	396	5,697	6.1
<i>Total males</i>	<i>5,471</i>	<i>13,503</i>	<i>20,676</i>	<i>32,606</i>	<i>15,202</i>	<i>4,685</i>	<i>519</i>	<i>92,662</i>	<i>100.0</i>
<b>Females</b>									
Intellectual	347	3,541	7,528	11,294	4,649	1,108	28	28,495	45.3
Specific learning/ADD	14	180	737	262	39	4	1	1,237	2.0
Autism	131	483	329	156	15	4	5	1,123	1.8
Physical	431	1,390	1,477	2,783	2,066	701	32	8,880	14.1
Acquired brain injury	30	75	197	717	533	220	3	1,775	2.8
Neurological	94	259	304	1,005	1,008	428	7	3,105	4.9
Deafblind	8	10	26	71	20	16	0	151	0.2
Vision	29	95	201	464	335	1,014	4	2,142	3.4
Hearing	70	145	270	510	332	552	7	1,886	3.0
Speech	116	47	25	12	6	5	0	211	0.3
Psychiatric	22	25	912	4,117	2,249	523	6	7,854	12.5
Developmental delay	1,435	213	0	0	0	0	1	1,649	2.6
Not stated/not collected	409	919	795	1,028	484	383	422	4,440	7.1
<i>Total females</i>	<i>3,136</i>	<i>7,382</i>	<i>12,801</i>	<i>22,419</i>	<i>11,736</i>	<i>4,958</i>	<i>516</i>	<i>62,948</i>	<i>100.0</i>
<b>Service users</b>									
Intellectual	790	9,554	18,510	27,015	10,702	2,363	54	68,988	44.3
Specific learning/ADD	72	598	3,001	755	90	7	4	4,527	2.9
Autism	658	2,724	1,644	700	72	9	15	5,822	3.7
Physical	958	3,295	3,364	6,791	5,212	1,605	67	21,292	13.7
Acquired brain injury	67	176	763	2,752	1,838	666	22	6,284	4.0
Neurological	207	590	708	1,904	1,674	777	13	5,873	3.8
Deafblind	12	18	55	165	51	36	3	340	0.2
Vision	72	190	495	1,052	750	1,563	15	4,137	2.7
Hearing	157	337	609	1,134	666	960	12	3,875	2.5
Speech	400	173	99	54	31	8	0	765	0.5
Psychiatric	52	61	2,448	10,651	4,852	963	10	19,037	12.2
Developmental delay	3,976	700	0	0	0	0	11	4,687	3.0
Not stated/not collected	1,207	2,519	1,838	2,111	1,040	708	834	10,257	6.6
<b>Total service users</b>	<b>8,628</b>	<b>20,935</b>	<b>33,534</b>	<b>55,084</b>	<b>26,978</b>	<b>9,665</b>	<b>1,060</b>	<b>155,884</b>	<b>100.0</b>

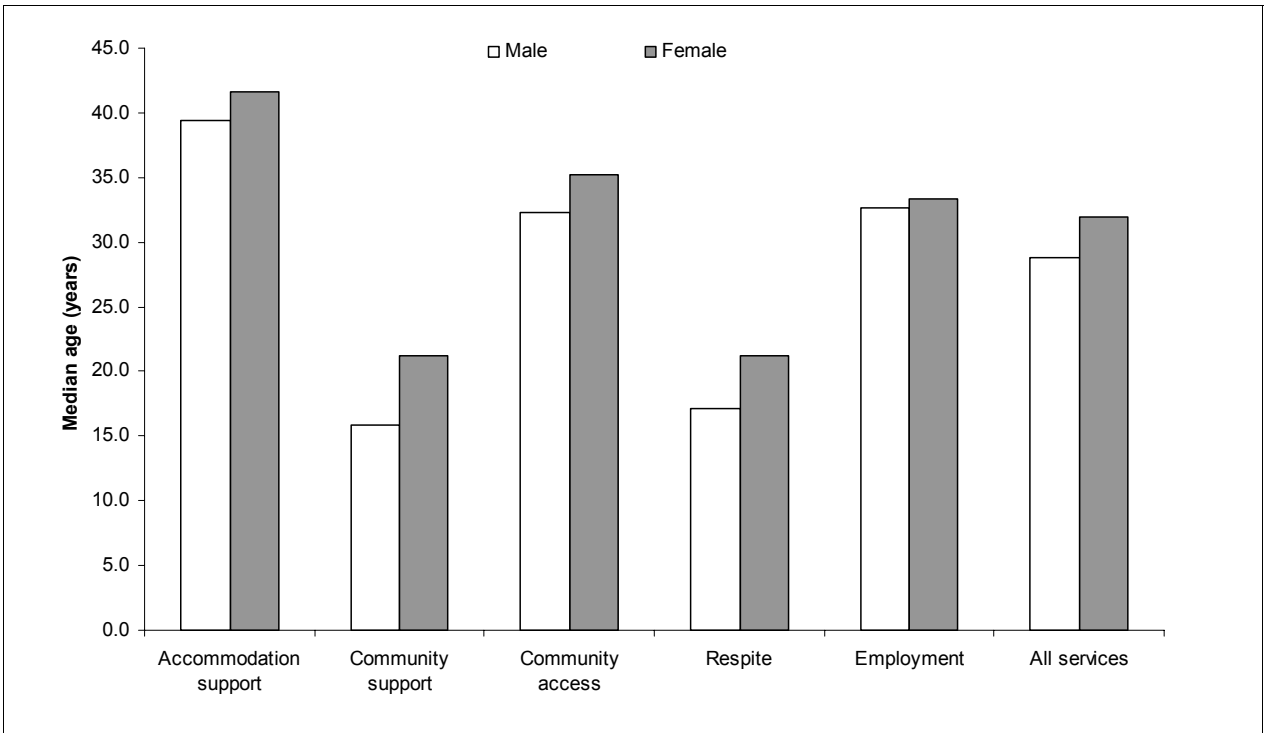
*Notes*

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 six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Service user numbers include 274 service users whose sex was not stated.
3. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.



Source: Table A1.4.

Figure 4.1: Service users of CSTDA-funded services, age group by sex, 1 January-30 June 2003



Source: Table A1.5.

Figure 4.2: Service users of CSTDA-funded services, median age by sex and service group, 1 January-30 June 2003

Around 43% of service users with a known number of disabilities (62,959 of 145,652) reported more than one disability group – on average 1.8 disability groups were reported for each of these service users (Table 4.5). Service users with a primary disability of speech were most likely to report at least one other significant disability group (82%), followed by autism (59%) and acquired brain injury (57%). The average number of disabilities was highest for those with a primary disability of developmental delay (2.2 disability groups per service user), autism (2.1 disabilities), speech, intellectual and acquired brain injury (all around 2.0). The service users least likely to report other significant disabilities were those with primary disability types of psychiatric (17%), hearing (21%) and specific learning/ADD (25%). These groups also had the lowest number of average disabilities (1.2 per service user for psychiatric; 1.3 for hearing and specific learning/ADD).

When all disability groups are considered, the five most common disability types (intellectual, physical, psychiatric, acquired brain injury and neurological) remain the same (Table 4.6; see also Figure 1.1). However, some disability groups see a large increase in the proportion reporting them as a disability type. For example, speech is reported by only 0.5% as a primary disability group, but this increases to 10% of all service users when all significant disabilities are considered. A similar increase is found for the disability group specific learning/ADD (3% for primary; 10% for all groups) and physical (14% primary; 27% all groups).

**Table 4.5: Service users of CSTDA-funded services, primary disability group, with or without the presence of other significant disability groups, 1 January–30 June 2003**

Primary disability group	With other significant disability groups		Without other significant disability groups		Total		Average number of disability groups recorded
	No.	%	No.	%	No.	%	
Intellectual	34,977	50.7	34,011	49.3	68,988	100.0	2.01
Specific learning/ADD	1,130	25.0	3,397	75.0	4,527	100.0	1.31
Autism	3,438	59.1	2,384	40.9	5,822	100.0	2.09
Physical	7,969	37.4	13,323	62.6	21,292	100.0	1.68
Acquired brain injury	3,554	56.6	2,730	43.4	6,284	100.0	2.01
Neurological	3,101	52.8	2,772	47.2	5,873	100.0	1.92
Deafblind	148	43.5	192	56.5	340	100.0	1.72
Vision	1,633	39.5	2,504	60.5	4,137	100.0	1.55
Hearing	824	21.3	3,051	78.7	3,875	100.0	1.29
Speech	625	81.7	140	18.3	765	100.0	2.04
Psychiatric	3,151	16.6	15,886	83.4	19,037	100.0	1.20
Developmental delay	2,384	50.9	2,303	49.1	4,687	100.0	2.18
<b>Total</b>	<b>62,959</b>	<b>43.2</b>	<b>82,693</b>	<b>56.8</b>	<b>145,652</b>	<b>100.0</b>	<b>1.81</b>

*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 six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. 'Average number of disability groups' excludes 10,232 service users for whom no disability information was available. The total also excludes these service users; hence the total does not match those in other tables.
3. The total number of service users 'with other significant disability groups' includes 25 service users whose primary disability was not stated or not collected.
4. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.



**Table 4.6: Service users of CSTDA-funded services, primary disability group and all significant disability groups, 1 January to 30 June 2003**

Disability group	Primary disability group reported	% of all service users	All significant disability groups reported, including primary	% of all service users
Intellectual	68,988	44.3	78,590	50.4
Specific learning/ADD	4,527	2.9	16,205	10.4
Autism	5,822	3.7	12,251	7.9
Physical	21,292	13.7	41,494	26.6
Acquired brain injury	6,284	4.0	21,359	13.7
Neurological	5,873	3.8	19,938	12.8
Deafblind	340	0.2	1,123	0.7
Vision	4,137	2.7	12,936	8.3
Hearing	3,875	2.5	10,625	6.8
Speech	765	0.5	15,720	10.1
Psychiatric	19,037	12.2	26,929	17.3
Developmental delay	4,687	3.0	6,114	3.9
Not stated/not collected	10,257	6.6	n.a.	n.a.

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom disability data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

### 4.3 Indigenous status

Of the 155,884 service users recorded in the first six months of data, 5,056 (3.2%) identified as being Aboriginal and/or Torres Strait Islander people (Table 4.7). This represents an increase from the 2002 snapshot day estimate (2.5%) (AIHW 2003b), and is also higher than the estimated percentage of Indigenous people in the Australian population as at June 2001 (2.4%; ABS & AIHW 2003). Indigenous status was not stated or not collected for 9.6% of service users overall (and for some states this percentage was much higher – see Table 4.7 below), therefore results should be interpreted with caution. (Note that if 'not stated/not collected' values are removed from analysis, the percentage of Indigenous service users rises to 3.6% – 5,056 of 140,895 service users with valid data.)

As expected, the Northern Territory had by far the highest proportion (41%) of service users identifying as Aboriginal and/or Torres Strait Islander people, followed by Western Australia (4.2%) and Queensland (4.0%). The Australian Capital Territory (1.6%) and Victoria (1.9%) had the lowest proportions of service users identifying as Aboriginal and/or Torres Strait Islander people.

There were some small variations in the reported pattern of primary disability groups between Aboriginal and/or Torres Strait Islander and other service users (Table 4.8). Aboriginal and/or Torres Strait Islander service users were slightly more likely to report intellectual, physical, developmental delay and acquired brain injury as their primary disability group (48%, 16%, 5% and 6% respectively) compared to other service users (46%, 14%, 3% and 4% respectively). On the other hand, a slightly lower proportion of Aboriginal

and/or Torres Strait Islander service users reported psychiatric disabilities and autism (9% and 2.7% respectively) compared with other service users (13% and 4% respectively).

**Table 4.7: Service users of CSTDA-funded services, Indigenous status by state/territory, 1 January–30 June 2003**

State/territory	Indigenous		Non-Indigenous		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
NSW	1,292	3.3	37,664	95.6	446	1.1	39,402	100.0
Vic	960	1.9	41,921	84.8	6,545	13.2	49,426	100.0
Qld	920	4.0	20,309	89.4	1,490	6.6	22,719	100.0
WA	880	4.2	15,103	72.1	4,978	23.7	20,961	100.0
SA	482	2.9	15,101	90.3	1,141	6.8	16,724	100.0
Tas	88	2.2	3,745	91.5	259	6.3	4,092	100.0
ACT	28	1.6	1,678	93.1	97	5.4	1,803	100.0
NT	429	41.4	574	55.4	34	3.3	1,037	100.0
<b>Australia</b>	<b>5,056</b>	<b>3.2</b>	<b>135,839</b>	<b>87.1</b>	<b>14,989</b>	<b>9.6</b>	<b>155,884</b>	<b>100.0</b>

*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 six months. Totals for Australia may not be the sum of components since individuals may have accessed services in more than one state/territory during the six-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. In tables the term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being Aboriginal or Torres Strait Islander people.
3. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

For service users accessing community support, respite and accommodation services, the proportion of Aboriginal and/or Torres Strait Islander service users is higher than the overall proportion of 3.2% (4.8%, 3.9% and 3.7% respectively) (Table 4.9). Service users accessing both employment (2.3%) and community access (2.5%) had a comparatively lower proportion of service users identifying as Aboriginal and/or Torres Strait Islander people.

**Table 4.8: Service users of CSTDA-funded services, primary disability group by Indigenous status, 1 January–30 June 2003**

Primary disability group	Indigenous		Non-Indigenous		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Intellectual	2,442	48.3	62,673	46.1	3,873	25.8	68,988	44.3
Specific learning/ADD	156	3.1	4,143	3.0	228	1.5	4,527	2.9
Autism	138	2.7	5,445	4.0	239	1.6	5,822	3.7
Physical	796	15.7	19,143	14.1	1,353	9.0	21,292	13.7
Acquired brain injury	324	6.4	5,750	4.2	210	1.4	6,284	4.0
Neurological	157	3.1	5,421	4.0	295	2.0	5,873	3.8
Deafblind	17	0.3	317	0.2	6	0.0	340	0.2
Vision	83	1.6	3,743	2.8	311	2.1	4,137	2.7
Hearing	140	2.8	3,492	2.6	243	1.6	3,875	2.5
Speech	39	0.8	704	0.5	22	0.1	765	0.5
Psychiatric	454	9.0	17,343	12.8	1,240	8.3	19,037	12.2
Developmental delay	240	4.7	4,407	3.2	40	0.3	4,687	3
Not stated/not collected	70	1.4	3,258	2.4	6,929	46.2	10,257	6.6
<b>Total</b>	<b>5,056</b>	<b>100.0</b>	<b>135,839</b>	<b>100.0</b>	<b>14,989</b>	<b>100.0</b>	<b>155,884</b>	<b>100.0</b>
<i>% of all service users</i>	<i>3.2</i>		<i>87.1</i>		<i>9.6</i>		<i>100.0</i>	

*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 six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. In tables the term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being Aboriginal or Torres Strait Islander people.
3. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous and primary disability data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

**Table 4.9: Service users of CSTDA-funded services, service group by Indigenous status, 1 January–30 June 2003**

Aboriginal and/or Torres Strait Islander	Accommodation support		Community support		Community access		Respite		Employment		All service groups	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	1,100	3.7	2,577	4.8	1,045	2.5	650	3.9	1,252	2.3	5,056	3.2
No	27,748	93.6	47,912	89.4	32,858	78.4	14,499	86.8	51,583	93.9	135,839	87.1
Not stated/not collected	812	2.7	3,099	5.8	8,022	19.1	1,557	9.3	2,117	3.9	14,989	9.6
<b>Total</b>	<b>29,660</b>	<b>100.0</b>	<b>53,588</b>	<b>100.0</b>	<b>41,925</b>	<b>100.0</b>	<b>16,706</b>	<b>100.0</b>	<b>54,952</b>	<b>100.0</b>	<b>155,884</b>	<b>100.0</b>

*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 six months. Row totals may not be the sum of components since individuals may have accessed more than one service type during the six-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

## 4.4 Country of birth

The *1996 Classification of Countries into English Proficiency Groups* (DIMA 1999) places every country into one of four groups based on the relative English Proficiency (EP) of its recent arrivals to Australia from the 1996 census data. This is considered to be a more objective grouping than the former 'English speaking countries' and 'other countries' grouping. See Appendix 6 for more details, including a full list of countries and their EP Group.

There is some variation between Australian-born service users and those born in EP Groups 1-4 (Table 4.10). Service users born in Australia were much more likely to report primary disability groups of intellectual (48%, compared with EP1-EP4 proportions ranging from 24-31%), specific learning/ADD (3.3% compared with 1.4-1.7%), autism (4.1% compared with 1.9-2.6%) and developmental delay (3.4% compared with 0.5-0.8%). Service users born outside Australia were more likely to report primary disabilities of physical (20-22% reported this type, compared to 14% for Australian-born), acquired brain injury (7-8%, 4% for Australian-born), and psychiatric disability (20-28% compared with 12%). Note that around 10% of service users (15,145 of 155,884) did not have country of birth information recorded.

The health screening of potential migrants to Australia might help to explain this pattern of differences in reported primary disability groups between service users born in Australia and those born overseas. Migrants would be expected to have a lower proportion of disabilities present at birth or in early developmental periods. As a result they would also be expected to have a relatively higher proportion of disabilities acquired in adult years.

**Table 4.10: Service users of CSTDA-funded services, primary disability group by English Proficiency Group, 1 January–30 June 2003**

Primary disability group	Australia	English Proficiency Group 1	English Proficiency Group 2	English Proficiency Group 3	English Proficiency Group 4	Not stated/ not collected	Total
<b>Number</b>							
Intellectual	62,937	1,021	695	814	296	3,225	68,988
Specific learning/ADD	4,245	65	37	40	16	124	4,527
Autism	5,365	109	50	35	18	245	5,822
Physical	17,602	911	515	606	189	1,469	21,292
Acquired brain injury	5,208	347	174	248	67	240	6,284
Neurological	4,918	399	134	155	30	237	5,873
Deafblind	296	19	5	9	1	10	340
Vision	3,058	315	126	159	28	451	4,137
Hearing	3,354	143	70	69	11	228	3,875
Speech	665	11	9	0	5	75	765
Psychiatric	15,390	824	561	753	262	1,247	19,037
Developmental delay	4,461	30	20	15	8	153	4,687
Not stated/not collected	2,736	23	19	27	11	7,441	10,257
<b>Total</b>	<b>130,235</b>	<b>4,217</b>	<b>2,415</b>	<b>2,930</b>	<b>942</b>	<b>15,145</b>	<b>155,884</b>
<b>Per cent</b>							
Intellectual	48.3	24.2	28.8	27.8	31.4	21.3	44.3
Specific learning/ADD	3.3	1.5	1.5	1.4	1.7	0.8	2.9
Autism	4.1	2.6	2.1	1.2	1.9	1.6	3.7
Physical	13.5	21.6	21.3	20.7	20.1	9.7	13.7
Acquired brain injury	4.0	8.2	7.2	8.5	7.1	1.6	4.0
Neurological	3.8	9.5	5.5	5.3	3.2	1.6	3.8
Deafblind	0.2	0.5	0.2	0.3	0.1	0.1	0.2
Vision	2.3	7.5	5.2	5.4	3.0	3.0	2.7
Hearing	2.6	3.4	2.9	2.4	1.2	1.5	2.5
Speech	0.5	0.3	0.4	0.0	0.5	0.5	0.5
Psychiatric	11.8	19.5	23.2	25.7	27.8	8.2	12.2
Developmental delay	3.4	0.7	0.8	0.5	0.8	1.0	3.0
Not stated/not collected	2.1	0.5	0.8	0.9	1.2	49.1	6.6
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

*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 six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and country of birth data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

## 4.5 Communication method and need for an interpreter

Approximately two-thirds (66%) of service users reported that their main method of communication was effective spoken language (Table 4.11). A further 2.4% reported sign language as their most effective means of communication, and 1.5% used other effective non-spoken communication. Fifteen per cent reported that they had little, or no effective, communication. The remaining service users were either aged under 5 years and therefore the question was 'not applicable' (6%), or did not report a main communication method (10%).

Service users who reported a primary disability group of specific learning/ADD were most likely to report effective spoken language as their main communication method (93%), followed by psychiatric (92%) and vision (89%). As would be expected, hearing and deafblind were the primary disability groups most likely to report effective sign language (32% and 26% respectively). Other effective non-spoken communication was most prominent amongst service users with primary disability types of acquired brain injury (3.6%) and deafblind (3.2%). Little or no effective communication was reported most frequently by the primary disability groups intellectual (26%) and autism (24%).

The majority of service users (83%) reported that they did not need an interpreter (Table 4.12). Overall, only 6.3% of service users reported needing an interpreter – either for non-spoken communication (4.3%) or spoken language other than English (2.0%). Not surprisingly, deafblind (30%) and hearing (27%) were the disability groups most likely to report needing an interpreter for non-spoken communication. Neurological was the group most likely to report needing an interpreter for spoken language (7%), followed by developmental delay and acquired brain injury (both 4%).

**Table 4.11: Service users of CSTDA-funded services, primary disability group by most effective method of communication, 1 January–30 June 2003**

	Spoken language (effective)	Sign language (effective)	Other effective non-spoken communication	Little, or no effective	Child aged under 5 years	Not stated/not collected	Total
<b>Number</b>							
Intellectual	44,342	1,434	1,239	18,085	801	3,087	68,988
Specific learning/ADD	4,210	51	19	65	74	108	4,527
Autism	3,261	89	164	1,399	661	248	5,822
Physical	16,232	401	516	2,157	976	1,010	21,292
Acquired brain injury	5,151	77	225	582	86	163	6,284
Neurological	4,684	107	94	599	213	176	5,873
Deafblind	171	87	11	49	15	7	340
Vision	3,700	31	10	48	72	276	4,137
Hearing	2,076	1,221	63	141	157	217	3,875
Speech	205	14	13	47	400	86	765
Psychiatric	17,434	125	13	139	55	1,271	19,037
Developmental delay	110	8	12	146	3,981	430	4,687
Not stated/not collected	658	47	28	124	1,238	8,162	10,257
<b>Total</b>	<b>102,234</b>	<b>3,692</b>	<b>2,407</b>	<b>23,581</b>	<b>8,729</b>	<b>15,241</b>	<b>155,884</b>
<b>Per cent</b>							
Intellectual	64.3	2.1	1.8	26.2	1.2	4.5	100.0
Specific learning/ADD	93.0	1.1	0.4	1.4	1.6	2.4	100.0
Autism	56.0	1.5	2.8	24.0	11.4	4.3	100.0
Physical	76.2	1.9	2.4	10.1	4.6	4.7	100.0
Acquired brain injury	82.0	1.2	3.6	9.3	1.4	2.6	100.0
Neurological	79.8	1.8	1.6	10.2	3.6	3.0	100.0
Deafblind	50.3	25.6	3.2	14.4	4.4	2.1	100.0
Vision	89.4	0.7	0.2	1.2	1.7	6.7	100.0
Hearing	53.6	31.5	1.6	3.6	4.1	5.6	100.0
Speech	26.8	1.8	1.7	6.1	52.3	11.2	100.0
Psychiatric	91.6	0.7	0.1	0.7	0.3	6.7	100.0
Developmental delay	2.3	0.2	0.3	3.1	84.9	9.2	100.0
Not stated/not collected	6.4	0.5	0.3	1.2	12.1	79.6	100.0
<b>Total</b>	<b>65.6</b>	<b>2.4</b>	<b>1.5</b>	<b>15.1</b>	<b>5.6</b>	<b>9.8</b>	<b>100.0</b>

*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 six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and communication data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

**Table 4.12: Service users of CSTDA-funded services, need for interpreter services by primary disability, 1 January–30 June 2003**

Primary disability group	Needs an interpreter for spoken language other than English		Needs an interpreter for non-spoken communication		Does not need an interpreter		Not stated/not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Intellectual	1,313	1.9	3,940	5.7	59,560	86.3	4,175	6.1	68,988	100.0
Specific learning/ADD	33	0.7	17	0.4	4,287	94.7	190	4.2	4,527	100.0
Autism	83	1.4	304	5.2	5,156	88.6	279	4.8	5,822	100.0
Physical	377	1.8	730	3.4	18,303	86.0	1,882	8.8	21,292	100.0
Acquired brain injury	219	3.5	119	1.9	5,653	90.0	293	4.7	6,284	100.0
Neurological	425	7.2	110	1.9	5,159	87.8	179	3.0	5,873	100.0
Deafblind	7	2.1	102	30.0	225	66.2	6	1.8	340	100.0
Vision	62	1.5	22	0.5	3,783	91.4	270	6.5	4,137	100.0
Hearing	80	2.1	1,039	26.8	2,487	64.2	269	6.9	3,875	100.0
Speech	21	2.7	22	2.9	702	91.8	20	2.6	765	100.0
Psychiatric	214	1.1	77	0.4	17,803	93.5	943	5.0	19,037	100.0
Developmental delay	175	3.7	104	2.2	4,321	92.2	87	1.9	4,687	100.0
Not stated/not collected	92	0.9	42	0.4	2,338	22.8	7,785	75.9	10,257	100.0
<b>Total</b>	<b>3,101</b>	<b>2.0</b>	<b>6,628</b>	<b>4.3</b>	<b>129,777</b>	<b>83.3</b>	<b>16,378</b>	<b>10.5</b>	<b>155,884</b>	<b>100.0</b>

*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 six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and need for interpreter data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

## 4.6 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, and to which the common assessment tools used in the disability services field can be mapped (see AIHW 2003a: Chapter 8).

The life areas with the largest proportion of service users always needing support (or unable to undertake that activity) are working and education (27% each) (Table 4.13). The life area for which service users were least likely to report always needing support was mobility (17%). Mobility was most likely to be reported as the area with which service users needed no help (39%), or needed no help but used aids (5%). The other two activities of daily living (ADLs) of self-care and communication were the next most likely life areas where service users reported needing no help (31% and 32% respectively). Note that 'not stated/not collected' percentages for each life area were fairly high for all life areas (13–19%) and so data should be interpreted with caution.



**Table 4.13: Service users of CSTDA-funded services, life area by frequency of support or assistance needed, 1 January–30 June 2003**

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.	%
<b>Activities of daily living (ADL)</b>														
Self-care	33,229	21.3	44,179	28.3	4,419	2.8	49,328	31.6	0	0.0	24,729	15.9	155,884	100.0
Mobility	27,065	17.4	40,981	26.3	7,797	5.0	60,158	38.6	0	0.0	19,883	12.8	155,884	100.0
Communication	28,248	18.1	52,222	33.5	4,110	2.6	48,618	31.2	0	0.0	22,686	14.6	155,884	100.0
<i>All ADL</i>	<i>42,932</i>	<i>27.5</i>	<i>60,203</i>	<i>38.6</i>	<i>5,706</i>	<i>3.7</i>	<i>28,289</i>	<i>18.1</i>	<i>0</i>	<i>0.0</i>	<i>18,754</i>	<i>12.0</i>	<i>155,884</i>	<i>100.0</i>
<b>Activities of independent living (AIL)</b>														
Interpersonal interactions <sup>(a)</sup>	32,333	20.7	66,485	42.7	3,485	2.2	28,452	18.3	0	0.0	25,129	16.1	155,884	100.0
Learning <sup>(b)</sup>	35,163	22.6	66,808	42.9	3,997	2.6	21,272	13.6	5,487	3.5	23,157	14.9	155,884	100.0
Domestic life	33,216	21.3	44,907	28.8	3,594	2.3	26,890	17.3	16,985	10.9	30,292	19.4	155,884	100.0
<i>All AIL</i>	<i>50,342</i>	<i>32.3</i>	<i>67,853</i>	<i>43.5</i>	<i>3,368</i>	<i>2.2</i>	<i>10,795</i>	<i>6.9</i>	<i>4,619</i>	<i>3.0</i>	<i>18,907</i>	<i>12.1</i>	<i>155,884</i>	<i>100.0</i>
<b>Activities of education, work and community living (AWEC)</b>														
Education	41,417	26.6	56,960	36.5	4,135	2.7	21,369	13.7	5,760	3.7	26,243	16.8	155,884	100.0
Community (civic) and economic life	39,567	25.4	52,848	33.9	4,351	2.8	26,194	16.8	6,143	3.9	26,781	17.2	155,884	100.0
Working	42,552	27.3	53,067	34.0	3,659	2.3	10,049	6.4	17,955	11.5	28,602	18.3	155,884	100.0
<i>All AWEC</i>	<i>58,322</i>	<i>37.4</i>	<i>58,999</i>	<i>37.8</i>	<i>3,521</i>	<i>2.3</i>	<i>7,196</i>	<i>4.6</i>	<i>7,945</i>	<i>5.1</i>	<i>19,901</i>	<i>12.8</i>	<i>155,884</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 six months. 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. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
4. '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.

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 4.13, however, all age groups are shown for life areas in this category to show responses over all ages.

When considering support needs in their three broad groupings, the AWEC group had the highest proportion of service users always needing support (39%), followed by AIL (32%) and ADL (28%) (Table 4.14). Within service groups, respite and accommodation service users had the highest proportion of service users always needing support for each of the three broad life area groupings, ranging from 44% in ADL to 62% in AWEC. Employment service

users had the lowest proportion always needing support in all three groupings—10% for ADL, 17% for AIL and 23% for AWEC. These service users also had the highest proportion reporting needing no support (6–33%), or sometimes needing support (50–66%) for all three life area groupings.

**Table 4.14: Service 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), 1 January–30 June 2003**

Frequency of support needed	Accommodation support		Community support		Community access		Respite		Employment		All service groups	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<b>ADL</b>												
Always or unable to do	13,023	43.9	21,743	40.6	13,654	32.6	7,733	46.3	5,726	10.4	42,932	27.5
Sometimes	11,102	37.4	18,371	34.3	14,588	34.8	5,425	32.5	27,497	50.0	60,203	38.6
None but uses aids	484	1.6	1,962	3.7	1,283	3.1	168	1.0	2,599	4.7	5,706	3.7
None	3,157	10.6	4,278	8.0	5,706	13.6	1,073	6.4	17,836	32.5	28,289	18.1
Not stated/not collected	1,894	6.4	7,234	13.5	6,694	16.0	2,307	13.8	1,294	2.4	18,754	12.0
<b>Total</b>	<b>29,660</b>	<b>100.0</b>	<b>53,588</b>	<b>100.0</b>	<b>41,925</b>	<b>100.0</b>	<b>16,706</b>	<b>100.0</b>	<b>54,952</b>	<b>100.0</b>	<b>155,884</b>	<b>100.0</b>
<b>AIL</b>												
Always or unable to do	15,290	51.6	24,075	44.9	15,758	37.6	8,658	51.8	9,125	16.6	50,342	32.3
Sometimes	11,079	37.4	18,883	35.2	13,479	32.2	5,268	31.5	35,457	64.5	67,853	43.5
None but uses aids	200	0.7	864	1.6	931	2.2	86	0.5	1,611	2.9	3,368	2.2
None	916	3.1	2,101	3.9	1,317	3.1	308	1.8	7,104	12.9	10,795	6.9
Not stated/not collected/ not applicable	2,175	7.3	7,665	14.3	10,440	24.9	2,386	14.3	1,655	3.0	23,526	15.1
<b>Total</b>	<b>29,660</b>	<b>100.0</b>	<b>53,588</b>	<b>100.0</b>	<b>41,925</b>	<b>100.0</b>	<b>16,706</b>	<b>100.0</b>	<b>54,952</b>	<b>100.0</b>	<b>155,884</b>	<b>100.0</b>
<b>AWEC (5 years and over)</b>												
Always or unable to do	18,315	62.2	23,599	52.1	19,588	47.8	9,846	61.0	12,345	22.5	57,199	39.1
Sometimes	7,797	26.5	13,597	30.0	9,671	23.6	3,649	22.6	36,181	65.8	58,604	40.1
None but uses aids	294	1.0	1,065	2.4	806	2.0	88	0.5	1,613	2.9	3,486	2.4
None	870	3.0	1,927	4.3	1,180	2.9	228	1.4	3,477	6.3	7,155	4.9
Not stated/not collected/ not applicable	2,174	7.4	5,075	11.2	9,713	23.7	2,321	14.4	1,336	2.4	19,828	13.6
<b>Total</b>	<b>29,450</b>	<b>100.0</b>	<b>45,263</b>	<b>100.0</b>	<b>40,958</b>	<b>100.0</b>	<b>16,132</b>	<b>100.0</b>	<b>54,952</b>	<b>100.0</b>	<b>146,272</b>	<b>100.0</b>

*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 six months. Row totals may not be the sum of components since individuals may have accessed more than one service type during the six-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
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.

## 4.7 Location of service users

The location of service users was analysed using the Remoteness Areas (RAs) of the Australian Bureau of Statistics (ABS) Australian Standard Geographical Classification (ASGC). Location data were based on the residential postcodes of service users.

There are five major RAs into which service user postcodes were placed: major cities of Australia; inner regional Australia; outer regional Australia; remote Australia and very remote Australia.

Table 4.15 shows that service users were most likely to be located in inner regional areas (9.8 per 1,000 population under 65 years), followed by major cities (8.5 per 1,000). Service users were least likely to be found in remote (6.7 per 1,000) and very remote (5.2 per 1,000) areas.

When looking at overall service user numbers per 1,000 population under 65 years, South Australia and Western Australia had the highest rates (12.3 and 12.2 respectively). These two states also had the highest rate per 1,000 service users in major cities (12.5 and 12.8 respectively). The Australian Capital Territory had the most service users per 1,000 in inner regional areas (46.9) although it should be noted that this represents only a small number of service users. Outer regional (12.4) and remote area (10.6) rates were highest in Victoria, while for very remote areas South Australia (9.1) and New South Wales (9.0) had the highest rates.

**Table 4.15: Service users of state and territory CSTDA-funded services, service user location by state/territory, 1 January–30 June 2003**

Location of service user	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>People aged under 65 years</b>									
Major cities	4,150,808	3,118,738	1,724,511	1,202,262	928,141	0	292,684	0	11,417,145
Inner regional	1,160,041	885,135	828,367	208,665	162,678	258,252	619	0	3,504,290
Outer regional	406,532	211,378	587,208	165,846	151,388	138,873	0	103,081	1,764,307
Remote	34,416	4,830	85,218	84,493	39,596	7,218	0	39,963	295,734
Very remote	7,220	0	49,138	47,478	12,805	2,199	0	47,721	168,556
All Australians	5,759,018	4,220,081	3,274,442	1,708,745	1,294,608	406,542	293,303	190,765	17,150,032
<b>Service users</b>									
Major cities	25,378	31,019	12,215	15,006	11,926	3	1,675	4	97,093
Inner regional	9,623	11,849	5,465	2,845	1,788	2,798	29	1	34,298
Outer regional	3,256	2,611	3,797	1,922	1,736	1,093	5	512	14,900
Remote	196	51	365	680	368	32	0	293	1,977
Very remote	65	2	205	313	116	7	0	180	882
All service users	38,518	45,532	22,047	20,766	15,934	3,934	1,709	991	149,151
<b>Service users per 1,000 population</b>									
Major cities	6.1	9.9	7.1	12.5	12.8	—	5.7	—	8.5
Inner regional	8.3	13.4	6.6	13.6	11.0	10.8	46.9	—	9.8
Outer regional	8.0	12.4	6.5	11.6	11.5	7.9	—	5.0	8.4
Remote	5.7	10.6	4.3	8.0	9.3	4.4	—	7.3	6.7
Very remote	9.0	—	4.2	6.6	9.1	3.2	—	3.8	5.2
All service users	6.7	10.8	6.7	12.2	12.3	9.7	5.8	5.2	8.7

**Notes**

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the six months. Totals for Australia may not be the sum of the components since individuals may have accessed services in more than one state/territory over the six-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. The number of service users in each Remoteness Area (RA) were estimated based on service users' residential postcodes. Some postcode areas were split between two or more RAs. Where this was the case the data were weighted according to the proportion of the population of the postcode area in each RA.
3. Data for all service users exclude 6,733 service users whose location was not known. Location was classified as 'not known' only if all the service user postcodes provided by all services attended by the service user were not stated or not collected (refer to Table A1.1 for a breakdown of 'not stated' and 'not collected' numbers).
4. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

Source: ABS Statistical Local Area estimates for June 2002.

## 4.8 Income and labour force status

There were 123,126 service users aged 16 years or more, for whom the main income source data item applied (Table 4.16). Of these, just over half (52%) reported the Disability Support Pension (DSP) as their main income source. Almost a third of service users (30%) did not state a main income source; therefore the table also considers percentages for the 85,878 service users with valid income information. Of these service users, 75% reported DSP as their main income source, 12% reported paid employment, 10% another pension/benefit (besides DSP), 1.5% other income, and 1.4% no income at all. A very small percentage (0.6%) reported compensation payments as their main income source.

**Table 4.16: Adult service users (aged 16 years or more) of CSTDA-funded services, main income source by primary disability group, 1 January–30 June 2003**

Primary disability group	Disability Support Pension	Other pension or benefit	Paid employment	Compensation payments	Other income	No income	Not known/not stated/not collected	Total
Intellectual	38,441	1,257	3,347	36	223	325	13,737	57,366
Specific learning/ADD	1,203	677	1,126	0	92	200	435	3,733
Autism	1,517	89	141	3	14	47	440	2,251
Physical	8,197	2,107	2,180	153	264	242	3,573	16,716
Acquired brain injury	3,177	225	367	249	94	40	1,847	5,999
Neurological	2,565	376	543	18	174	85	1,257	5,018
Deafblind	160	42	47	1	1	4	48	303
Vision	1,045	506	492	6	53	18	1,714	3,834
Hearing	974	601	651	3	61	57	980	3,327
Speech	78	40	42	0	5	4	17	186
Psychiatric	6,959	2,229	1,478	22	288	140	7,785	18,901
Not stated/not collected	56	13	7	0	1	0	5,415	5,492
<b>Total</b>	<b>64,372</b>	<b>8,162</b>	<b>10,421</b>	<b>491</b>	<b>1,270</b>	<b>1,162</b>	<b>37,248</b>	<b>123,126</b>
<i>% of all service users aged 16 years or more</i>	52.3	6.6	8.5	0.4	1.0	0.9	30.3	100.0
<i>% of service users with valid income information</i>	75.0	9.5	12.1	0.6	1.5	1.4	—	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 six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Only those aged 16 years or more were asked to respond about non-carer allowance income. Adults include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about income sources other than the carer allowance.
3. There were 1,060 service users of unknown age and income source who are not included in this table.
4. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
5. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and income data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

There were 125,326 working-age service users (aged 15 years or more) to whom the labour force status question applied<sup>5</sup> (Table 4.17). Of these, 42,810 (34%) reported that they were not in the labour force, 38,186 (31%) reported being employed, and 21,973 (18%) unemployed. A further 18% did not state their labour force status or did not have this information collected.

Service users with speech disabilities were the most likely to report being employed, accounting for over half (52%) of service users in this primary disability group. Service users reporting a primary disability of specific learning/ADD were next most likely to report being employed (46%), however they were also the most likely group to report being unemployed (36%). Service users reporting vision as their primary disability were most likely to report not being in the labour force (47%), followed by neurological (44%), autism (43%), acquired brain injury (42%) and intellectual (40%).

For the 31,983 service users aged less than 16 years, almost half (14,845, or 46%) did not provide information as to whether their parent or guardian was in receipt of the carer allowance (child) (Table A1.1). A further 14,761 (46%) reported that their parent/guardian received this allowance, while 2,377 (7%) reported that they did not.

**Table 4.17: Working-age service users (aged 15 years or more) of CSTDA-funded services, labour force status by primary disability group, 1 January–30 June 2003**

Primary disability group	Employed		Unemployed		Not in the labour force		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Intellectual	21,687	37.0	6,560	11.2	23,441	40.0	6,921	11.8	58,609	100.0
Specific learning/ADD	1,760	45.7	1,394	36.2	125	3.2	574	14.9	3,853	100.0
Autism	589	24.2	529	21.8	1,044	42.9	270	11.1	2,432	100.0
Physical	4,952	29.2	3,998	23.5	5,065	29.8	2,971	17.5	16,986	100.0
Acquired brain injury	1,197	19.9	1,073	17.8	2,540	42.2	1,211	20.1	6,021	100.0
Neurological	1,197	23.6	834	16.5	2,226	43.9	810	16.0	5,067	100.0
Deafblind	112	36.5	69	22.5	81	26.4	45	14.7	307	100.0
Vision	911	23.6	681	17.6	1,802	46.7	466	12.1	3,860	100.0
Hearing	1,077	31.9	679	20.1	994	29.4	627	18.6	3,377	100.0
Speech	99	51.6	51	26.6	17	8.9	25	13.0	192	100.0
Psychiatric	4,582	24.2	6,073	32.1	5,407	28.6	2,856	15.1	18,918	100.0
Not stated/not collected	23	0.4	32	0.6	68	1.2	5,581	97.8	5,704	100.0
<b>Total</b>	<b>38,186</b>	<b>30.5</b>	<b>21,973</b>	<b>17.5</b>	<b>42,810</b>	<b>34.2</b>	<b>22,357</b>	<b>17.8</b>	<b>125,326</b>	<b>100.0</b>

*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 six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Only those aged 15 years or older were asked to respond about labour force status. Working age service users include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about labour force status.
3. Please refer to AIHW 2002 for full definitions of 'employed', 'unemployed' and 'not in the labour force'.
4. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
5. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and labour force status data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

<sup>5</sup> The definitions of 'employed', 'unemployed' and 'not in the labour force' were as per the Australian Bureau of Statistics definitions. For details, please refer to the 2002–03 CSTDA NMDS Data Guide (AIHW 2002).

## 4.9 Individualised funding

As well as funding agencies directly, jurisdictions may provide 'individualised funding' for the purchase of approved services. Individualised funding is allocated to individual service users on the basis of a needs assessment, funding application or similar process. It involves the application of funding to a particular service outlet or outlets which the service user (or advocate/carer) has chosen as relevant to his or her needs. Individual funding programs allow for greater flexibility and choice of services, and are transportable between jurisdictions. Data on whether individualised funding was received by service users was collected for the first time in the 2002–03 CSTDA NMDS collection. This item was collected in order to provide an indication of who is able to access this type of funding, and which service types they primarily access.

Around 15% of service users reported that they received individualised funding under the CSTDA during the six-month collection period (Table 4.18). A further 63% indicated that they did not receive individualised funding; however it should be noted that for relatively large percentages of service users it was not known (6%) or was not stated (16%) whether they were receiving this funding.

Service users aged 15–24 years were most likely to receive individualised funding packages, with more than a quarter (27%) indicating they received this funding (Table 4.18). Among older service users (60 years and over) and the youngest age group (under 5 years), there were much smaller proportions receiving these packages (6% and 5% respectively).

The five service groups had similar percentages of service users with individualised funding, ranging from 16% for community support, to 19% for employment (Table 4.19). There was, however, considerable variation in the 'not stated/not collected' rate between service groups for this data item.

**Table 4.18: Service users of CSTDA-funded services, individual funding status by age, 1 January–30 June 2003**

Age group (years)	Has individualised funding		Does not have individualised funding		Not known		Not stated/not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
0–4	458	5.3	4,179	48.4	2,723	31.6	1,268	14.7	8,628	100.0
5–14	1,980	9.5	9,816	46.9	3,046	14.5	6,093	29.1	20,935	100.0
15–24	8,930	26.6	18,673	55.7	1,149	3.4	4,782	14.3	33,534	100.0
25–44	8,157	14.8	39,753	72.2	1,012	1.8	6,162	11.2	55,084	100.0
45–59	3,380	12.5	19,260	71.4	557	2.1	3,781	14.0	26,978	100.0
60+	547	5.7	5,672	58.7	355	3.7	3,091	32.0	9,665	100.0
<b>Total</b>	<b>23,622</b>	<b>15.2</b>	<b>97,453</b>	<b>62.5</b>	<b>8,863</b>	<b>5.7</b>	<b>25,946</b>	<b>16.6</b>	<b>155,884</b>	<b>100.0</b>

### 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 six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Totals include 1,060 service users whose age was not stated.
3. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom individualised funding data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

**Table 4.19: Service users of CSTDA-funded services, individual funding status by service group, 1 January–30 June 2003**

Service group	Has individualised funding		Does not have individualised funding		Not known		Not stated/not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Accommodation support	5,088	17.2	20,130	67.9	682	2.3	3,760	12.7	29,660	100.0
Community support	8,747	16.3	24,874	46.4	6,440	12.0	13,527	25.2	53,588	100.0
Community access	7,102	16.9	20,764	49.5	1,283	3.1	12,776	30.5	41,925	100.0
Respite	2,828	16.9	11,073	66.3	1,425	8.5	1,380	8.3	16,706	100.0
Employment	10,239	18.6	44,713	81.4	0	0.0	0	0.0	54,952	100.0
<b>Total</b>	<b>23,622</b>	<b>15.2</b>	<b>97,453</b>	<b>62.5</b>	<b>8,863</b>	<b>5.7</b>	<b>25,946</b>	<b>16.6</b>	<b>155,884</b>	<b>100.0</b>

*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 six months. Column totals may not be the sum of components since individuals may have accessed more than one service type during the six-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Totals include 177 service users whose service group was not stated.
3. Case Based Funding is currently being implemented within employment services. Once fully implemented, 100% of employment service users will be funded under this mechanism.
4. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
5. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom individualised funding data were not collected (see Section 2.2) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

## 4.10 Living arrangements and residential setting

Over half (55%) of the service users recorded in the six-month period lived with their family (Table 4.20). Approximately 13% reported living alone, and 20% with others. Service users accessing community support and employment were those most likely to be living with their families (66% and 63% respectively). Accommodation support service users were the most likely to report living with others (17,673 of 29,660, or 60%), while those using employment services (10,139 of 15,952, or 19%) represented the highest proportion of service users living alone.

Most service users (107,390 or 69%) lived in a private residence (Table 4.21). Of these, three-quarters (80,885 or 75%) reported living with their family. The next most common residential setting types were domestic-scale supported accommodation (12,473 service users or 8%) and supported accommodation facilities (10,953 or 7%). As would be expected, the vast majority of these service users reported living with others (95% and 94% respectively). Service users living in an independent unit (retirement village) were most likely to report living alone (65%).

**Table 4.20: Service users of CSTDA-funded services, living arrangements by service group, 1 January–30 June 2003**

Service group	Lives alone		Lives with family		Lives with others		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Accommodation support	5,104	17.2	5,691	19.2	17,673	59.6	1,192	4.0	29,660	100.0
Community support	4,638	8.7	35,139	65.6	8,477	15.8	5,334	10.0	53,588	100.0
Community access	4,180	10.0	15,467	36.9	12,635	30.1	9,643	23.0	41,925	100.0
Respite	674	4.0	13,354	79.9	1,267	7.6	1,411	8.4	16,706	100.0
Employment	10,139	18.5	34,775	63.3	8,582	15.6	1,456	2.6	54,952	100.0
<b>Total</b>	<b>19,885</b>	<b>12.8</b>	<b>85,648</b>	<b>54.9</b>	<b>31,852</b>	<b>20.4</b>	<b>18,499</b>	<b>11.9</b>	<b>155,884</b>	<b>100.0</b>

*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 six months. Column totals may not be the sum of components since individuals may have accessed more than one service type during the six-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Totals include 177 service users whose service group was not stated.
3. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
4. '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 4.21: Service users of state and territory CSTDA-funded services, living arrangement by residential setting, 1 January–30 June 2003**

Residential setting	Lives alone		Lives with family		Lives with others		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Private residence	17,403	16.2	80,885	75.3	6,604	6.1	2,498	2.3	107,390	100.0
Aboriginal community	60	9.4	482	75.2	84	13.1	15	2.3	641	100.0
Domestic-scale supported	360	2.9	164	1.3	11,904	95.4	45	0.4	12,473	100.0
Supported accommodation facility	450	4.1	123	1.1	10,337	94.4	43	0.4	10,953	100.0
Boarding house/private hotel	258	23.0	156	13.9	675	60.1	34	3	1,123	100.0
Independent unit (retirement village)	226	64.6	70	20.0	49	14.0	5	1.4	350	100.0
Residential aged care	24	3.8	28	4.4	578	90.7	7	1.1	637	100.0
Psychiatric community care	38	4.8	27	3.4	295	37.1	435	54.7	795	100.0
Hospital	10	4.1	7	2.9	131	53.9	95	39.1	243	100.0
Short term crisis accommodation	147	27.7	67	12.6	211	39.8	105	19.8	530	100.0
Public place/temporary shelter	50	44.6	18	16.1	20	17.9	24	21.4	112	100.0
Other	504	17.3	1,065	36.6	440	15.1	900	30.9	2,909	100.0
Not stated/not collected	355	2.0	2,556	14.4	524	3.0	14,293	80.6	17,728	100.0
<b>Total</b>	<b>19,885</b>	<b>12.8</b>	<b>85,648</b>	<b>54.9</b>	<b>31,852</b>	<b>20.4</b>	<b>18,499</b>	<b>11.9</b>	<b>155,884</b>	<b>100.0</b>

*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 six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
3. '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 Informal carers

Informal carers provide most of the assistance received by people with disabilities in Australia. It is estimated that, in 2002, there were around 2.5 million people in Australia who performed informal caring duties, not including childcare (AIHW 2003c). This estimate includes 490,700 informal primary carers – that is, unpaid carers who assisted in one or more of the three activities of daily living (self-care, mobility or communication). Of the estimated 447,900 informal primary carers in Australia in 1998, 247,000 were caring for people aged under 65 years (AIHW 2003c).

Questions on informal carers were asked for the first time in the 2002–03 CSTDA NMDS. Service users were asked whether or not they had an informal carer, such as a family member, friend or neighbour, who provides care and assistance on a regular and sustained basis. Service users responding ‘yes’ to this question were then asked a further four questions relating to:

- the type of assistance the informal carer provided – whether the carer was a ‘primary carer’, i.e. whether he or she assisted in one or more of the three activities of daily living (self-care, mobility or communication);
- residency status of the carer – whether the carer lived in the same residence as the service user;
- relationship of the carer to the service user – e.g. partner, parent, other family member or friend/neighbour; and
- age group of the carer.

## 5.1 Presence of an informal carer

Of the 155,884 service users recorded over the period 1 January–30 June 2003, 68,941 (44%) reported that they had an informal carer (Table 5.1). A very similar number (69,401 or 45%) reported that they did not have an informal carer, while this information was not available for around 11% of service users. Service users with a primary disability group of developmental delay were most likely to report that they had a carer (81%), followed by autism (79%); this might be expected as people with these disabilities are the youngest on average (see Table 4.4). Service users reporting primary disabilities of psychiatric (19%), hearing (20%) and specific learning/ADD (27%) were the least likely to report the presence of a carer.

Proportions of each sex reporting the presence of an informal carer were similar – 45% for female service users, and 44% for males (Table 5.2). The proportion of service users reporting a carer varied widely between service groups (Table 5.3). Service users in respite services had the highest proportion reporting the presence of a carer (87%), followed by community support (68%). The remaining three service groups all had much lower proportions – namely community access (41%), accommodation support (31%) and employment services (30%).

**Table 5.1: Service users of CSTDA-funded services, existence of an informal carer by primary disability group, 1 January–30 June 2003**

Primary disability group	Has an informal carer		Does not have an informal carer		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Intellectual	34,679	50.3	28,808	41.8	5,501	8.0	68,988	100.0
Specific learning/ADD	1,242	27.4	2,730	60.3	555	12.3	4,527	100.0
Autism	4,615	79.3	905	15.5	302	5.2	5,822	100.0
Physical	9,550	44.9	9,581	45.0	2,161	10.1	21,292	100.0
Acquired brain injury	3,011	47.9	2,902	46.2	371	5.9	6,284	100.0
Neurological	3,141	53.5	2,397	40.8	335	5.7	5,873	100.0
Deafblind	159	46.8	158	46.5	23	6.8	340	100.0
Vision	2,077	50.2	1,687	40.8	373	9.0	4,137	100.0
Hearing	757	19.5	2,582	66.6	536	13.8	3,875	100.0
Speech	476	62.2	157	20.5	132	17.3	765	100.0
Psychiatric	3,601	18.9	13,871	72.9	1,565	8.2	19,037	100.0
Developmental delay	3,800	81.1	94	2.0	793	16.9	4,687	100.0
Not stated/not collected	1,833	17.9	3,529	34.4	4,895	47.7	10,257	100.0
<b>Total</b>	<b>68,941</b>	<b>44.2</b>	<b>69,401</b>	<b>44.5</b>	<b>17,542</b>	<b>11.3</b>	<b>155,884</b>	<b>100.0</b>

*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 six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and 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 5.2: Service users of CSTDA-funded services, existence of an informal carer by age of service user, 1 January–30 June 2003**

Sex of service user	Has an informal carer		Does not have an informal carer		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Male	40,623	43.8	41,412	44.7	10,627	11.5	92,662	100.0
Female	28,229	44.8	27,872	44.3	6,847	10.9	62,948	100.0
Not stated	89	32.5	117	42.7	68	24.8	274	100.0
<b>Total</b>	<b>68,941</b>	<b>44.2</b>	<b>69,401</b>	<b>44.5</b>	<b>17,542</b>	<b>11.3</b>	<b>155,884</b>	<b>100.0</b>

*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 six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
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 5.3: Service users of CSTDA-funded services, existence of an informal carer by service group, 1 January–30 June 2003**

Service group	Has an informal carer		Does not have an informal carer		Not stated/not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Accommodation support	9,131	30.8	19,575	66.0	954	3.2	29,660	100.0
Community support	36,549	68.2	13,278	24.8	3,761	7.0	53,588	100.0
Community access	16,959	40.5	17,048	40.7	7,918	18.9	41,925	100.0
Respite	14,545	87.1	1,890	11.3	271	1.6	16,706	100.0
Employment	16,215	29.5	33,471	60.9	5,266	9.6	54,952	100.0
<b>Total</b>	<b>68,941</b>	<b>44.2</b>	<b>69,401</b>	<b>44.5</b>	<b>17,542</b>	<b>11.3</b>	<b>155,884</b>	<b>100.0</b>

*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 six months. Column totals may not be the sum of components since individuals may have accessed services in more than one service group over the six-month period. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Totals include 177 service users whose service group was not stated.
3. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
4. '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.

Service users with an informal carer reported higher levels of support needs than others (Table 5.4). Of the 68,491 service users with a carer, 26,956 (39%) indicated that they always needed support in one or more ADL. In contrast, only 14,338 of the 69,401 service users with no carer (21%) reported always needing support in these life areas. Around 12% of service users with a carer reported needing no support (including those using aids only) in ADL, compared with 31% of those without an informal carer.

Just over three-quarters (77%) of service users aged under 15 years reported the existence of an informal carer (Table 5.5). Those aged 15–24 years were the next most likely group to report the existence of a carer (48%), followed by those aged 65 years and over (36%). Service users aged 45–64 years were the least likely to report having a carer (28%).

**Table 5.4: Service users of CSTDA-funded services, existence of an informal carer by frequency of support needed in activities of daily living (ADL), 1 January–30 June 2003**

Frequency of support needed	Has an informal carer		Does not have an informal carer		Not stated/not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Always or unable to do	26,956	39.1	14,338	20.7	1,638	9.3	42,932	27.5
Sometimes	29,630	43.0	25,665	37.0	4,908	28.0	60,203	38.6
None but uses aids	1,696	2.5	3,665	5.3	345	2.0	5,706	3.7
None	6,696	9.7	17,782	25.6	3,811	21.7	28,289	18.1
Not stated/not collected	3,963	5.7	7,951	11.5	6,840	39.0	18,754	12.0
<b>Total</b>	<b>68,941</b>	<b>44.2</b>	<b>69,401</b>	<b>44.5</b>	<b>17,542</b>	<b>11.3</b>	<b>155,884</b>	<b>100.0</b>

*Notes*

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2. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom support needs and 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 5.5: Service users of CSTDA-funded services, existence of an informal carer by service user age group, 1 January–30 June 2003**

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.	%
0–14	22,693	76.8	1,922	6.5	4,948	16.7	29,563	100.0
15–24	16,226	48.4	13,378	39.9	3,930	11.7	33,534	100.0
25–44	19,227	34.9	31,189	56.6	4,668	8.5	55,084	100.0
45–64	8,447	27.6	19,543	63.9	2,612	8.5	30,602	100.0
65+	2,149	35.6	3,268	54.1	624	10.3	6,041	100.0
Not stated	199	18.8	101	9.5	760	71.7	1,060	100.0
<b>Total</b>	<b>68,941</b>	<b>44.2</b>	<b>69,401</b>	<b>44.5</b>	<b>17,542</b>	<b>11.3</b>	<b>155,884</b>	<b>100.0</b>

*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 six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
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.

Service users living in major cities (44%) and inner regional areas (45%) had very similar percentages reporting the presence of a carer compared to service users overall (Table 5.6). However, the proportion reporting a carer rose to 51% for service users in outer regional areas, 59% for those in remote areas, and 72% for those living in very remote areas.

**Table 5.6: Service users of CSTDA-funded services, existence of an informal carer by service user location, 1 January–30 June 2003**

	Has an informal carer		Does not have an informal carer		Not stated/not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Major cities	42,788	44.1	43,502	44.8	10,804	11.1	97,093	100.0
Inner regional	15,391	44.9	16,034	46.7	2,873	8.4	34,298	100.0
Outer regional	7,522	50.5	6,279	42.1	1,100	7.4	14,900	100.0
Remote	1,175	59.4	609	30.8	192	9.7	1,977	100.0
Very remote	639	72.4	196	22.2	47	5.3	882	100.0
Not stated/not collected	1,426	21.2	2,781	41.3	2,526	37.5	6,733	100.0
<b>Total</b>	<b>68,941</b>	<b>44.2</b>	<b>69,401</b>	<b>44.5</b>	<b>17,542</b>	<b>11.3</b>	<b>155,884</b>	<b>100.0</b>

*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 six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom postcode and 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.

## 5.2 Carer relationship to service user and carer age

Of the 68,941 service users with an informal carer, 46,979 (68%) reported that this carer was their mother (Table 5.7). This was by far the most common relationship reported – fathers (6.1%) were the second most commonly reported, followed by other female relatives (5.5%). The mother was the informal carer for the vast majority of service users aged 0–14 years (86%), 15–24 years (80%) and 25–44 years (64%). In all these age groups, the father was the second most commonly reported carer.

For those aged 45–64 years, however, the proportion reporting their mother as a carer was much lower at 26%, with wife/female partner (18%), husband/male partner (17%) and other female relative (14%) dramatically increasing. For service users aged 65 years and over, wife/female partner is the most commonly reported carer relationship (26%), followed by husband/male partner (20%); daughters (15%) and other female relatives (10%) together made up another quarter of service users' carers in this age group.

Of the 58,356 informal carers whose age was reported, 24,129 (41%) were aged between 25 and 44 years (Table 5.8). A further 18,908 (32%) were aged between 45 and 64 years, and 5,853 (10%) were 65 years and over. A further 89 carers were aged under 15 years – over half of these carers (52%) cared for service users aged 25–44 years. Carers aged 25–44 years were the most likely to be reported as mothers of service users (84%), followed by those aged 45–64 years (65%).

The majority of carers aged between 25–44 years were caring for service users aged under 15 years (17,373 of 24,129 carers, or 72%) (Table 5.9). This was also true for carers aged 15–24 years (60%). Carers aged 45–64 years were equally likely to be caring for service users aged 15–24 years or 25–44 years (34% each). For those carers aged 65 years or more, almost half (45%) cared for service users in the 25–44 year age group, 30% for service users aged 45–64 years, and a further 17% cared for people also aged 65 years or more.

**Table 5.7: CSTDA-funded service users with an informal carer, relationship of service user to carer by service user age, 1 January–30 June 2003**

Relationship of service user to carer	Age group of service user (years)						Total
	0–14	15–24	25–44	45–64	65+	Not stated	
	<b>Number</b>						
Wife/female partner	0	79	945	1,532	560	1	3,117
Husband/male partner	0	99	1,106	1,390	430	2	3,027
Mother	19,478	12,970	12,278	2,173	18	62	46,979
Father	933	1,307	1,628	360	6	2	4,236
Daughter	0	3	76	263	315	0	657
Son	0	5	56	170	132	1	364
Daughter-in-law	0	0	3	13	57	0	73
Son-in-law	1	0	3	8	29	0	41
Other female relative	653	625	1,110	1,158	223	9	3,778
Other male relative	38	102	406	380	88	1	1,015
Friend/neighbour—female	147	253	464	388	110	1	1,363
Friend/neighbour—male	10	66	272	183	74	0	605
Not stated/not collected	1,433	717	880	429	107	120	3,686
<b>Total</b>	<b>22,693</b>	<b>16,226</b>	<b>19,227</b>	<b>8,447</b>	<b>2,149</b>	<b>199</b>	<b>68,941</b>
	<b>Per cent</b>						
Wife/female partner	0.0	0.5	4.9	18.1	26.1	0.5	4.5
Husband/male partner	0.0	0.6	5.8	16.5	20.0	1.0	4.4
Mother	85.8	79.9	63.9	25.7	0.8	31.2	68.1
Father	4.1	8.1	8.5	4.3	0.3	1.0	6.1
Daughter	0.0	0.0	0.4	3.1	14.7	0.0	1.0
Son	0.0	0.0	0.3	2.0	6.1	0.5	0.5
Daughter-in-law	0.0	0.0	0.0	0.2	2.7	0.0	0.1
Son-in-law	0.0	0.0	0.0	0.1	1.3	0.0	0.1
Other female relative	2.9	3.9	5.8	13.7	10.4	4.5	5.5
Other male relative	0.2	0.6	2.1	4.5	4.1	0.5	1.5
Friend/neighbour—female	0.6	1.6	2.4	4.6	5.1	0.5	2.0
Friend/neighbour—male	0.0	0.4	1.4	2.2	3.4	0.0	0.9
Not stated/not collected	6.3	4.4	4.6	5.1	5.0	60.3	5.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

*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 six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
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 5.8: CSTDA-funded service users with an informal carer, relationship of service user to carer by age group of carer, 1 January–30 June 2003**

Relationship of service user to carer	Age group of carer (years)					Not stated/ not collected	Total
	0–14	15–24	25–44	45–64	65+		
	<b>Number</b>						
Wife/female partner	0	29	556	1,014	462	398	2,459
Husband/male partner	0	29	660	1,178	528	224	2,619
Mother	0	502	20,191	12,298	3,461	3,492	39,944
Father	0	12	844	1,358	648	393	3,255
Daughter	24	102	192	229	13	62	622
Son	30	75	98	92	8	35	338
Daughter-in-law	0	6	9	45	9	2	71
Son-in-law	0	1	7	26	6	0	40
Other female relative	20	73	694	1,482	463	376	3,108
Other male relative	0	18	219	370	79	74	760
Friend/neighbour—female	2	18	282	425	98	223	1,048
Friend/neighbour—male	0	6	113	171	46	90	426
Not stated/not collected	13	12	264	220	32	3,125	3,666
<b>Total</b>	<b>89</b>	<b>883</b>	<b>24,129</b>	<b>18,908</b>	<b>5,853</b>	<b>8,494</b>	<b>58,356</b>
	<b>Per cent</b>						
Wife/female partner	0.0	3.3	2.3	5.4	7.9	4.7	4.2
Husband/male partner	0.0	3.3	2.7	6.2	9.0	2.6	4.5
Mother	0.0	56.9	83.7	65.0	59.1	41.1	68.4
Father	0.0	1.4	3.5	7.2	11.1	4.6	5.6
Daughter	27.0	11.6	0.8	1.2	0.2	0.7	1.1
Son	33.7	8.5	0.4	0.5	0.1	0.4	0.6
Daughter-in-law	0.0	0.7	0.0	0.2	0.2	0.0	0.1
Son-in-law	0.0	0.1	0.0	0.1	0.1	0.0	0.1
Other female relative	22.5	8.3	2.9	7.8	7.9	4.4	5.3
Other male relative	0.0	2.0	0.9	2.0	1.3	0.9	1.3
Friend/neighbour—female	2.2	2.0	1.2	2.2	1.7	2.6	1.8
Friend/neighbour—male	0.0	0.7	0.5	0.9	0.8	1.1	0.7
Not stated/not collected	14.6	1.4	1.1	1.2	0.5	36.8	6.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

*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 six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. This table excludes 10,585 service users in employment services with an informal carer due to the fact that carer age group data were not collected for these service types (5.01–5.03).
3. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
4. '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 5.9: CSTDA-funded service users with an informal carer, age of service user by age of carer, 1 January–30 June 2003**

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	
	<b>Number</b>						
0–14	17	531	17,373	2,308	123	2,341	22,693
15–24	7	87	4,104	6,447	281	1,825	12,751
25–44	46	121	1,841	6,490	2,657	2,687	13,842
45–64	17	135	646	2,860	1,777	1,318	6,753
65+	2	7	126	781	1,011	191	2,118
Not stated	0	2	39	22	4	132	199
<b>Total</b>	<b>89</b>	<b>883</b>	<b>24,129</b>	<b>18,908</b>	<b>5,853</b>	<b>8,494</b>	<b>58,356</b>
	<b>Per cent</b>						
0–14	19.1	60.1	72.0	12.2	2.1	27.6	38.9
15–24	7.9	9.9	17.0	34.1	4.8	21.5	21.9
25–44	51.7	13.7	7.6	34.3	45.4	31.6	23.7
45–64	19.1	15.3	2.7	15.1	30.4	15.5	11.6
65+	2.2	0.8	0.5	4.1	17.3	2.2	3.6
Not stated	0.0	0.2	0.2	0.1	0.1	1.6	0.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

*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 six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. This table excludes 10,585 service users in employment services with an informal carer due to the fact that carer age group data were not collected for these service types (5.01–5.03).
3. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
4. '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.

### 5.3 Carer primary status and co-residency

A carer was considered to be primary if he or she assisted the service user in one or more of the three activities of daily living – self-care, mobility or communication. Of the 53,856 service users for whom primary status was collected, 47,839 (82%) reported that their informal carer was a primary carer – that is, they assisted the service user with one or more activities of daily living (Table 5.10). The small number of carers who were sons-in-law (100%) and daughters-in-law (99%) were the most likely to report being a primary carer, otherwise mothers who were carers (89%) were most likely to be primary carers. On the other hand, carers who were the sons of service users (61%) were least likely to be reported as primary carers. Friends/neighbours of both sexes (63% and 69%) were also much less likely to be labelled primary carers than carers overall.

Four-fifths of service users who reported residency status (46,703 of 58,356, or 80%) indicated that their informal carer was co-resident (i.e. the carer lived with them) (Table 5.11). Carers who were also reported as primary were much more likely to be co-resident than non-primary carers (88% compared to 60%).



**Table 5.10: CSTDA-funded service users with an informal carer, relationship of service user to carer by primary status of carer, 1 January–30 June 2003**

Relationship of service user to carer	Primary status of carer							
	Yes		No		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Wife/female partner	1,805	73.4	595	24.2	59	2.4	2,459	100.0
Husband/male partner	1,875	71.6	671	25.6	73	2.8	2,619	100.0
Mother	35,669	89.3	3,205	8.0	1,070	2.7	39,944	100.0
Father	2,621	80.5	488	15.0	146	4.5	3,255	100.0
Daughter	448	72.0	158	25.4	16	2.6	622	100.0
Son	207	61.2	122	36.1	9	2.7	338	100.0
Daughter-in-law	70	98.6	0	0.0	1	1.4	71	100.0
Son-in-law	40	100.0	0	0.0	0	0.0	40	100.0
Other female relative	2,458	79.1	494	15.9	156	5.0	3,108	100.0
Other male relative	536	70.5	172	22.6	52	6.8	760	100.0
Friend/neighbour—female	718	68.5	140	13.4	190	18.1	1,048	100.0
Friend/neighbour—male	270	63.4	79	18.5	77	18.1	426	100.0
Not stated/not collected	1,122	30.6	283	7.7	2,261	61.7	3,666	100.0
<b>Total</b>	<b>47,839</b>	<b>82.0</b>	<b>6,407</b>	<b>11.0</b>	<b>4,110</b>	<b>7.0</b>	<b>58,356</b>	<b>100.0</b>

*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 six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. This table excludes 10,585 service users in employment services with an informal carer due to the fact that carer age group data were not collected for these service types (5.01–5.03).
3. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
4. '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 5.11: CSTDA-funded service users with an informal carer, residency status of carer by primary status of carer, 1 January–30 June 2003**

Residency status of carer	Primary status of carer							
	Yes		No		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Co-resident carer	42,102	88.0	3,827	59.7	774	18.8	46,703	80.0
Non-resident carer	4,592	9.6	2,241	35.0	130	3.2	6,963	11.9
Not stated/not collected	1,145	2.4	339	5.3	3,206	78.0	4,690	8.0
<b>Total</b>	<b>47,839</b>	<b>100.0</b>	<b>6,407</b>	<b>100.0</b>	<b>4,110</b>	<b>100.0</b>	<b>58,356</b>	<b>100.0</b>

*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 six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. This table excludes 10,585 service users in employment services with an informal carer due to the fact that carer age group data were not collected for these service types (5.01–5.03).
3. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
4. '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.

# 6 Service usage

## 6.1 Multiple service usage

Of the 155,884 service users who were recorded as accessing a service between January and June 2003, 177 accessed only service type outlets with missing service types. The remaining 155,707 service users on average accessed 1.43 service type outlets during the six-month period, with about three-quarters of service users (74%) having accessed only one service type outlet (Table 6.1). The other 26% accessed between one and twelve service type outlets over the six-month period.

In some cases service users accessed different outlets of the same service type. Overall, this occurred for 7,791 (5%) service users for one or more service types (Table 6.1). However, most service users who were using more than one service type outlet were also accessing more than one service type, and this occurred for 38,269 or 25% of all service users recorded (Table 6.1). These service users accessed between two and ten different service types, with most (95%) accessing two, three or four service types<sup>6</sup>.

Where service users accessed outlets of two or more service types, the different service types were more usually from different service type groups than from within the same service type group (accommodation support, community support, community access, respite or employment). There were 32,012 service users (21%) who accessed services from more than one service group over the period 1 January–30 June 2003. Approximately 15% of service users (23,965) were recorded as receiving services from two service groups, 4.5% received services from three service groups, and 0.6% from four. There were 46 service users who accessed all five service groups over the six-month period (Table 6.1).

The number of outlets accessed over the six\*-month period differed with the service types of the outlet accessed. Table 6.2 shows the proportion of service users of each service type who accessed respectively (a) more than one service type outlet (whether of the same service type or not), (b) one or more outlets of a different service type and (c) one or more outlets of a different service type group (see Box 2.1 for definitions of service types and service type groups). It also shows the proportion of service users of each service type who accessed two or more outlets of that service type, and the proportion that accessed two or more outlets of the same service type group.

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<sup>6</sup> It should be noted that the 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.

**Table 6.1: Service users of CSTDA-funded services, multiple service use, 1 January–30 June 2003**

Service usage	Service users		% of service users accessing more than one outlet
	No.	% total	
<b>Total with known service usage</b>	<b>155,707</b>	<b>100.0</b>	
Using only one service type outlet	114,887	73.8	
Using more than one service type outlet	40,820	26.2	100.0
Using more than one service type	38,269	24.6	93.8
<i>Using more than one service group (number of groups)</i>			
Two	23,965	15.4	58.7
Three	7,028	4.5	17.2
Four	973	0.6	2.4
Five	46	0.0	0.0
<i>Subtotal</i>	<i>32,012</i>	<i>20.6</i>	<i>78.4</i>
Using more than one outlet of the same service group	18,604	11.9	45.6
Using more than one outlet of the same service type	7,791	5.0	19.1

*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. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

Overall service users of accommodation services were the most likely to access an outlet of another service type (59% of service users accessing another service type), and this was particularly so for small residential/institutions (69%), hostels (68%) and group homes (67%). Of all other service types, behaviour/specialist intervention was the most likely to be accessed in combination with another service type (82% of service users of this service type), followed by counselling (68%), 'other' community support (68%), own-home respite (66%) and therapy support to individuals (60%). The service types least likely to be accessed by service users accessing another service type were the three employment service types (12%, 37% and 26% respectively for open employment, supported employment, and open and supported employment), along with early childhood intervention (25%).

The service types for which service users were most likely to have accessed more than one outlet of that type were centre-based respite (8% of service users accessing that service type), other community support (7%), early childhood intervention (7%) and learning and life skills development (7%; Table 6.2).

Following the pattern for individual service types, service users who accessed accommodation support services were the most likely to access other service groups, with 58% doing so (Table 6.2). On the other hand, employment service users were least likely to access other service groups, with 18% accessing other service groups and thus 82% using only employment services.

**Table 6.2: Service users of CSTDA-funded services, service type by multiple service usage, 1 January–30 June 2003**

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.	%	%	%	%	%
<b>Accommodation support</b>								
Large residential/institution	4,600	1.8	2,513	54.6	53.8	52.7	8.7	4.8
Small residential/institution	1,054	2.2	726	68.9	68.8	68.0	8.5	0.6
Hostels	299	2.0	204	68.2	68.2	64.2	10.7	0.0
Group homes	9,756	2.2	6,550	67.1	66.6	66.1	4.8	2.1
Attendant care/personal care	1,407	2.3	873	62.0	61.8	60.3	13.4	2.7
In-home accommodation support	12,131	2.1	6,876	56.7	56.0	55.2	7.8	3.4
Alternative family placement	356	2.0	165	46.3	46.3	45.8	5.9	0.0
Other accommodation support	750	1.7	319	42.5	41.9	38.4	12.4	1.2
<i>Total accommodation support</i>	<i>29,660</i>	<i>2.1</i>	<i>17,533</i>	<i>59.1</i>	<i>58.5</i>	<i>58.1</i>	<i>5.2</i>	<i>3.0</i>
<b>Community support</b>								
Therapy support for individuals	13,973	2.4	8,521	61.0	60.4	39.4	43.7	5.7
Early childhood intervention	7,379	1.6	2,232	30.2	25.3	5.1	28.9	6.6
Behaviour/specialist intervention	3,266	3.2	2,710	83.0	82.2	55.9	62.3	3.6
Counselling (individual/family/group)	2,188	2.8	1,512	69.1	68.4	43.1	52.7	1.9
Regional resource and support teams	7,745	1.9	3,529	45.6	44.6	34.8	21.0	2.3
Case management, local coordination and development	27,532	2.2	15,423	56.0	54.5	42.9	28.5	5.1
Other community support	3,559	3.0	2,425	68.1	68.0	42.4	60.5	7.3
<i>Total community support</i>	<i>53,588</i>	<i>1.9</i>	<i>24,298</i>	<i>45.3</i>	<i>43.5</i>	<i>34.8</i>	<i>20.5</i>	<i>5.9</i>
<b>Community access</b>								
Learning and life skills development	19,439	2.0	10,496	54.0	51.8	50.5	12.4	6.5
Recreation/holiday programs	14,678	2.0	6,617	45.1	44.6	43.0	13.2	4.9
Other community access	9,504	1.8	4,664	49.1	47.8	46.4	11.8	4.2
<i>Total community access</i>	<i>41,925</i>	<i>1.9</i>	<i>20,081</i>	<i>47.9</i>	<i>46.4</i>	<i>45.7</i>	<i>9.0</i>	<i>5.7</i>
<b>Respite</b>								
Own home respite	1,373	2.7	902	65.7	65.6	61.0	29.3	1.6
Centre-based respite/respite homes	8,371	2.3	5,013	59.9	58.1	53.4	22.0	8.0
Host family respite/peer support respite	949	2.0	511	53.8	52.5	46.6	19.7	1.9
Flexible/combination respite	6,871	2.2	3,859	56.2	55.6	50.1	19.5	3.7
Other respite	793	1.9	392	49.4	49.3	42.4	17.4	0.1
<i>Total respite</i>	<i>16,706</i>	<i>2.1</i>	<i>9,026</i>	<i>54.0</i>	<i>52.8</i>	<i>50.0</i>	<i>13.5</i>	<i>5.7</i>
<b>Employment</b>								
Open employment	35,321	1.2	4,614	13.1	11.8	9.9	4.1	1.5
Supported employment	17,565	1.6	6,582	37.5	36.8	33.3	6.3	1.3
Open and supported employment	3,064	1.5	808	26.4	26.3	23.1	5.2	0.1
<i>Total employment</i>	<i>54,952</i>	<i>1.3</i>	<i>11,006</i>	<i>20.0</i>	<i>19.0</i>	<i>17.7</i>	<i>3.1</i>	<i>1.4</i>
<b>Total</b>	<b>155,707</b>	<b>1.4</b>	<b>40,820</b>	<b>26.2</b>	<b>24.6</b>	<b>20.6</b>	<b>11.9</b>	<b>5.0</b>

*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 six months.
2. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.
3. 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 6.3: Service users of CSTDA-funded services, service type by use of other service types, 1 January–30 June 2003**

Service type	Number of service users	Mean service type groups per service user	Percentage of service users accessing other service type groups					Most frequent other service type
			Accommodation support	Community support	Community access	Respite	Employment	
<b>Accommodation support</b>								
1.01 Large residential/institution	4,600	1.7	4.0	12.8	39.1	1.6	12.3	3.01
1.02 Small residential/institution	1,054	1.9	8.0	21.3	42.5	1.5	25.5	3.01
1.03 Hostels	299	1.8	10.7	15.4	38.8	6.0	21.7	3.01
1.04 Group homes	9,756	1.9	2.7	28.6	43.6	2.5	15.5	3.01
1.05 Attendant care/personal care	1,407	1.9	11.4	50.4	19.2	12.5	7.8	2.06
1.06 In-home accommodation support	12,131	1.8	4.5	26.8	29.2	7.3	16.1	2.06
1.07 Alternative family placement	356	1.7	5.9	34.0	14.0	23.9	0.6	2.06
1.08 Other accommodation support	750	1.5	11.2	13.7	18.4	4.9	14.3	3.03
<i>Total accommodation support</i>	<i>29,660</i>	<i>1.8</i>	<i>2.3</i>	<i>25.3</i>	<i>34.7</i>	<i>5.0</i>	<i>14.9</i>	<i>3.01</i>
<b>Community support</b>								
2.01 Therapy support for individuals	13,973	1.6	17.2	42.4	21.6	14.3	4.2	2.06
2.02 Early childhood intervention	7,379	1.1	0.9	23.7	1.6	3.4	0.1	2.06
2.03 Behaviour/specialist intervention	3,266	1.9	35.5	60.9	29.1	14.0	7.5	2.06
2.04 Counselling (individual/family/group)	2,188	1.7	25.1	51.5	22.9	9.9	8.6	2.01
2.05 Regional resource and support	7,745	1.5	14.3	19.1	13.5	13.2	7.6	2.06
2.06 Case management, local coordination and development	27,532	1.6	15.7	25.2	20.5	13.7	10.9	2.01
2.07 Other community support	3,559	1.7	15.3	60.3	29.5	12.4	8.2	2.06
<i>Total community support</i>	<i>53,588</i>	<i>1.5</i>	<i>14.0</i>	<i>17.3</i>	<i>16.7</i>	<i>10.8</i>	<i>7.7</i>	<i>2.06</i>
<b>Community access</b>								
3.01 Learning and life skills development	19,439	1.7	30.2	23.1	6.5	9.2	7.3	1.04
3.02 Recreation/holiday programs	14,678	1.7	15.5	27.6	9.1	8.8	14.4	2.06
3.03 Other community access	9,504	1.6	31.5	13.1	8.0	7.1	9.9	1.06
<i>Total community access</i>	<i>41,925</i>	<i>1.6</i>	<i>24.5</i>	<i>21.4</i>	<i>4.0</i>	<i>8.2</i>	<i>10.0</i>	<i>2.06</i>
<b>Respite</b>								
4.01 Own home respite	1,373	1.9	13.5	50.3	18.6	28.8	3.9	2.06
4.02 Centre-based respite/respice homes	8,371	1.8	8.4	38.7	23.5	15.9	6.5	2.06
4.03 Host family respite/peer support	949	1.6	7.2	26.8	18.8	18.1	8.5	2.06
4.04 Flexible/comboination respite	6,871	1.7	10.0	33.2	20.8	17.1	7.6	2.06
4.05 Other respite	793	1.6	5.8	28.6	15.5	17.3	5.5	2.01
<i>Total respite</i>	<i>16,706</i>	<i>1.7</i>	<i>8.9</i>	<i>34.6</i>	<i>20.7</i>	<i>9.4</i>	<i>6.9</i>	<i>2.06</i>
<b>Employment</b>								
5.01 Open employment	35,321	1.1	3.0	4.8	4.6	1.0	2.7	2.06
5.02 Supported employment	17,565	1.5	18.3	12.8	13.1	4.1	5.1	2.06
5.03 Open and supported employment	3,064	1.4	9.3	9.9	13.5	3.2	5.1	2.06
<i>Total employment</i>	<i>54,952</i>	<i>1.3</i>	<i>8.1</i>	<i>7.5</i>	<i>7.6</i>	<i>2.1</i>	<i>1.8</i>	<i>2.06</i>
<b>Total</b>	<b>155,707</b>	<b>1.3</b>	<b>11.1</b>	<b>12.0</b>	<b>12.3</b>	<b>5.4</b>	<b>6.3</b>	<b>2.06</b>

*Notes*

1. Where the service groups are the same, the 'percentage of service users accessing other service type groups' includes service users who use two or more different service types in that group. For example, 42.4% of the 13,973 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 six months.
3. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

The most common combination of service groups over the six-month period was that of accommodation and community access (Tables 6.3 and 6.4). A total of 10,288 service users utilised services within both of these groups, making up 7% of all service users, and 32% of the 32,012 service users accessing multiple services. Four of the eight accommodation service types were most commonly paired with learning and life skills development, while 'other' accommodation support was most commonly paired with other community support (Table 6.5).

Community support and community access combinations were the second most frequent (8,952 service users, or 28% of multiple service users), followed by accommodation and community support (7,513 or 24%), and community support and respite (5,766 or 18%; Table 6.4). This partly reflected the common pairing of case management, local coordination and development with a number of other service types in these other groups (Table 6.5). The fifth most common combination of accommodation and employment (4,430 or 14%) is made up of various combinations between individual accommodation and employment service types.

**Table 6.4: Service users of CSTDA-funded service users, service group combinations most commonly received, 1 January–30 June 2003**

Service groups used	No.	% of service users using two or more services	% of all service users
<b>Five most common combinations</b>			
Accommodation and community access	10,288	32.1	6.6
Community support and community access	8,952	28.0	5.7
Accommodation and community support	7,513	23.5	4.8
Community support and respite	5,776	18.0	3.7
Accommodation and employment	4,430	13.8	2.8
<b>Other combinations</b>			
Three or more services involving above combinations	7,880	24.6	5.1
All other combinations	5,930	18.5	3.8
<b>Total</b>	<b>32,012</b>	<b>100.0</b>	<b>155,707</b>

*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, the combination of community support and employment, and other three-, four- and five-way combinations of service groups.
4. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

When specific service type combinations are considered, the ten most common combinations account for almost three-quarters (23,545 or 74%) of the 32,012 service users who accessed more than one service group (Table 6.5). The service type 'case management, local coordination and development' was the service type most likely to be combined with other service types, with sixteen other service types being most commonly paired with this category including seven of the ten most frequent combinations. This included the most common combination – 'therapy support for individuals' and 'case management, local coordination and development' – accessed by 4,171 or 13% of all service users who used multiple services. 'Group homes' and 'learning and life skills development' was the second most common combination (2,887 or 9% of multiple service users), followed closely by

'case management, local coordination and development' and 'recreation/holiday programs' (2,832 or 9%).

**Table 6.5: Service users of CSTDA-funded service users, service type combinations most commonly received, 1 January–30 June 2003**

<b>Combination of service types used</b>	<b>No.</b>	<b>% of service users using two or more service groups</b>	<b>% of service users using the two service groups</b>
<b>More than one service from community support</b>			
Therapy support for individuals and case management, local coordination and development	4,171	13.0	n.a.
<b>Accommodation and community access</b>			
Group homes and learning & life skills development	2,887	9.0	28.1
In-home accommodation support and other community access	1,588	5.0	15.4
<b>Community access and community support</b>			
Case management, local coordination & development and recreation/holiday programs	2,832	8.8	31.6
Case management, local coordination & development and learning & life skills development	2,666	8.3	29.8
Therapy support for individuals and recreation/holiday programs	1,702	5.3	19.0
<b>Accommodation and community support</b>			
In-home accommodation support and case management, local coordination & development	2,574	8.0	34.3
<b>Community support and respite</b>			
Case management, local coordination & development and centre-based respite/respite homes	1,974	6.2	34.2
Case management, local coordination & development and flexible/combination respite	1,622	5.1	28.1
<b>Community support and employment</b>			
Case management, local coordination & development and supported employment	1,529	4.8	37.2
<b>Ten most common combinations</b>	<b>23,545</b>	<b>73.6</b>	

*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, numbers in a column may not add up to the total.
3. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

## 6.2 Measures of service quantity

The collection of information about the quantity of service usage by service users was an important aspect of the redevelopment of the CSTDA NMDS. It was agreed that the collection of 'hours received' was feasible initially for only some service types, but that the quantity of service information should be expanded to the remaining service types over time (see AIHW 2003a). As a result, the following service types reported hours of service received for service users:

- accommodation support service types 1.05 (attendant care/personal care), 1.06 (in-home accommodation support) and 1.07 (alternative family placement);

- community support service type 2.06 (case management, local coordination and development);
- community access service types 3.01 (learning and life skills development) and 3.03 (other community access); and
- all respite service types (4.01–4.05).

Duration can also be calculated for most service types, by using start data and date service last received in the reporting period. This is most useful as a measure for those accommodation support services (1.01–1.04 – institutions, hostels and group homes) that generally provide services to individual service users every day, and for which hours received are not recorded.

Staff hours are recorded for all service types. For those service types for which hours received are not recorded, and for which duration is not a realistic measure of the quantity of service, staff hours can be used as an indirect measure of service quantity. These include:

- community support service types 2.01–2.05 and 2.07;
- recreation/holiday programs (community access type 3.02); and
- all employment services (5.01–5.03).

## Hours received

Hours of service are reported in two ways: over the reference week (a specified week in June 2003) and over a typical week. Both these measures include only some service users who happen to have received services in a particular week and thus neither are the same as average weekly hours received by a service user. Many of the service users accessing an outlet may not have received any hours in that specific week.

These measures can be used in two ways for each relevant service type: as a measure of the number of hours of service provided to service users by a service type outlet in one week, or as a measure of the number of service hours received per week by a sample of service users. In the present collection the quality of the data is not sufficient to calculate the second type of measure due to the number of service users for whom hours received were not recorded (see Section 3.5). Of all items in the redeveloped data set, those for hours received were the most unfamiliar for agencies. Jurisdictions have reported some concerns with the quality of these measures; however it is expected that the quality of this information will improve considerably over time.

In one jurisdiction, Queensland, the average hours received per week for the whole period were recorded instead of the hours received in a typical week. Other jurisdictions are examining the possibility of collecting this measure. If all jurisdictions were to collect service usage data in this way then the mean hours per week of service received could be calculated for all service users accessing a particular service type.

Tables 6.6 and 6.7 show the hours of service received reported for the relevant service types. The number of hours received during the reference and typical weeks by all service users at a service type outlet can be summed to give a measure of the total hours of service provided by the outlet per week directly to service users. Service type outlets for which no service users have hours received recorded (that is, all service users have zero or missing hours received) 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.

**Table 6.6: Service users of CSTDA-funded services, mean and median hours of service received during the reference week, June 2003**

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
<b>Accommodation support</b>				
Attendant care/personal care	83	352	75	13
In-home accommodation support	496	303	67	15
Alternative family placement	28	528	168	7
<i>Total</i>	<i>607</i>	<i>320</i>	<i>75</i>	<i>14</i>
<b>Community support</b>				
Case management, local coordination and development	271	183	51	70
<b>Community access</b>				
Learning and life skills development	569	318	166	19
Other community access	271	247	126	20
<i>Total</i>	<i>840</i>	<i>295</i>	<i>154</i>	<i>19</i>
<b>Respite</b>				
Own home respite	38	128	37	15
Centre-based respite/respite homes	179	669	504	14
Host family respite/peer support respite	15	107	32	21
Flexible/combination respite	139	400	111	16
Other respite	18	283	103	8
<i>Total</i>	<i>389</i>	<i>480</i>	<i>198</i>	<i>15</i>
<b>All services reporting hours</b>	<b>2,107</b>	<b>322</b>	<b>118</b>	<b>23</b>

*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. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

Table 6.6 shows the mean number of service users receiving one or more hours in the reference week and for each outlet this number may be less than the number receiving services during the six-month period. (This is also true for hours received in a 'typical week', however, it is not possible to determine the number of service users accessing the service during a typical week because it is not specified in the same way as the reference week.)

The mean hours of service received per outlet for both the reference and typical weeks varies with service type, both in and between service type groups (Tables 6.6 and 6.7). Overall respite services had the highest mean hours received per week although there was considerable variation between individual service types. The service type with the highest

hours received per week for both measures were centre-based respite/respite homes (669 hours) followed by alternative family placement (528 hours) (Table 6.6). Own-home respite and case management, local coordination and development had the lowest mean hours received per week per outlet for the typical week (115 and 201 hours respectively), and also for the reference week (128 and 183 hours respectively) except for host family respite/peer support respite for which there was a large difference between the mean per outlet for the reference week (107 hours per week) and the typical week (367 hours per week) (Tables 6.6 and 6.7). For most, but not all, service types the mean hours per outlet was higher for the typical week than for the reference week. The differences between the two measures were greatest for respite services and this is probably because of the particularly irregular, episodic nature of these services.

For both the reference week and the typical week the median hours received per outlet was much lower than the mean hours received per outlet for all service types. This is because for each service type the distribution of hours received per outlet is highly skewed, with a small proportion of outlets having a very high total number of hours received per week compared to the large majority of outlets.

**Table 6.7: Service users of CSTDA-funded services, mean and median hours of service received during a typical week, 1 January–30 June 2003**

<b>Service type</b>	<b>Number of service type outlets</b>	<b>Mean hours in the reference week per outlet</b>	<b>Median hours in the reference week per outlet</b>
<b>Accommodation support</b>			
Attendant care/personal care	93	238	52
In-home accommodation support	467	349	83
Alternative family placement	27	761	168
<i>Total</i>	<i>587</i>	<i>351</i>	<i>84</i>
<b>Community support</b>			
Case management, local coordination and development	226	201	48
<b>Community access</b>			
Learning and life skills development	414	324	170
Other community access	271	265	147
<i>Total</i>	<i>685</i>	<i>301</i>	<i>161</i>
<b>Respite</b>			
Own home respite	42	115	34
Centre-based respite/respite homes	161	1,171	616
Host family respite/peer support respite	18	367	200
Flexible/combination respite	169	310	108
Other respite	15	531	100
<i>Total</i>	<i>405</i>	<i>643</i>	<i>244</i>
<b>All services reporting hours</b>	<b>1,903</b>	<b>377</b>	<b>121</b>

*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. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

## Duration

Using the start, last and exit dates reported for service users of accommodation support services 1.01 to 1.04, it is possible to calculate a measure of 'duration' over the six-month period.

Table 6.8 shows the mean and median durations for each of the four accommodation service types between 1 January and 30 June 2003 (a period of 181 days). Overall, service users within the four accommodation types had a mean duration of 136 days (around 4.5 months), and a median duration of 181 days (the full six months). Small residential/institutions had the highest mean duration of 163 days, followed by large residential/institutions (140 days), group homes (130 days) and finally hostels (119 days). Median duration was 181 days for all service types except for hostels where this value was quite a bit lower (120 days), indicating that more than half of all service users in service types 1.01, 1.02 and 1.04 remained in their service for a full six-month period, but less than half of all service users in hostels did so.

**Table 6.8: Service users of CSTDA-funded services, mean and median duration (in total days) by service type for accommodation services 1.01–1.04, 1 January–30 June 2003**

Service type	Number of service users	Mean duration (days)	Median duration (days)
Large residential/institution	4,554	140	181
Small residential/institution	1,048	163	181
Hostels	299	119	120
Group homes	9,675	130	181
<b>All services (1.01–1.04)</b>	<b>15,470</b>	<b>136</b>	<b>181</b>

### Notes

1. For each service user, duration is calculated as the number of days between 1 January 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 January and /or until 30 June, unless they were recorded as accessing more than one accommodation support outlet, in which case they were not included.
2. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

## Staff hours

As with hours received, service type outlets measured paid and unpaid staff hours in two different ways – hours in the reference week (a specified week in June 2003) and hours in a typical or average week. Based on these staff hours, the average across all service type outlets was 6.5 full-time equivalent (FTE) paid staff, and 0.2 FTE unpaid staff during the 2002–03 reference week (Table 6.9). Mean paid staff hours in the reference week ranged from 316 for accommodation support (8.3 FTE staff) to 96 for both advocacy, information and print disability, and other support services (2.5 FTE staff). Unpaid hours were much lower overall, with advocacy, information and print disability services reporting the highest average of 0.9 FTE staff in the reference week, while accommodation support and community support services reported only 0.1 FTE staff.

**Table 6.9: Mean hours worked in the reference week by paid and unpaid staff for CSTDA-funded service type outlets, by service group, 2002-03**

<b>Service group</b>	<b>Mean paid staff hours per outlet</b>	<b>Mean FTE paid staff per outlet</b>	<b>Mean unpaid staff hours per outlet</b>	<b>Mean FTE unpaid staff per outlet</b>
Accommodation support	316	8.3	5	0.1
Community support	140	3.7	5	0.1
Community access	166	4.4	9	0.2
Respite	272	7.2	13	0.4
Employment	269	7.1	6	0.2
Advocacy, information and print disability	96	2.5	33	0.9
Other support services	96	2.5	12	0.3
Not stated	41	1.1	59	1.5
<b>All services</b>	<b>247</b>	<b>6.5</b>	<b>8</b>	<b>0.2</b>

*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 2003.
3. Data exclude 4,570 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.
5. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

On the whole, reported staff hours in a typical week during 2002-03 were lower than for the reference week (Table 6.10). Mean staff hours for all services were reported as 223 (5.9 FTE staff), while for unpaid staff the mean was 7 hours (0.2 FTE staff). As for the reference week hours, typical staff hours for paid staff were highest for accommodation support services (7.4 FTE) and lowest for other support services (1.6 FTE). Advocacy, information and print disability services had the highest reported typical staff hours for unpaid staff in the reference week (0.6 FTE).

**Table 6.10: Mean hours worked in a typical week by paid and unpaid staff for CSTDA-funded service type outlets, by service group, 2002-03**

<b>Service group</b>	<b>Mean paid staff hours per outlet</b>	<b>Mean FTE paid staff per outlet</b>	<b>Mean unpaid staff hours per outlet</b>	<b>Mean FTE unpaid staff per outlet</b>
Accommodation support	280	7.4	4	0.1
Community support	133	3.5	4	0.1
Community access	159	4.2	10	0.3
Respite	243	6.4	9	0.2
Employment	273	7.2	12	0.3
Advocacy, information and print disability	90	2.4	22	0.6
Other support services	61	1.6	10	0.3
Not stated	9	0.2	13	0.3
<b>All services</b>	<b>223</b>	<b>5.9</b>	<b>7</b>	<b>0.2</b>

*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 2003.
3. Data exclude 1,944 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.
5. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

## 6.3 Exit from services

Of the 155,884 service users recorded in the six-month period, a total of 13,364 (8.6%) reported an exit date during the six-month period (Table 6.11). Users of employment services (12.7%) and community support services (10.4%) were much more likely than users of accommodation support (4.1%), respite (2.8%) or community access (2.1%) to have exited a service.

The most common reason for exiting services was that the service user no longer needed assistance for a reason other than moving to mainstream services, reported by a quarter (25%) of service users with an exit date. The termination of a service by the service user, and 'other reason' were the next most common reasons given (15% each). Moving out of the area was reported as the main exit reason for around 7% of exiting service users, as was a move to mainstream services as a result of no longer needing assistance. Just over one-fifth (22%) of service users with an exit date did not state a main exit reason.

When all service groups are considered, service users in accommodation support services (10%), respite and community support (9% each) were most likely to report moving to mainstream services, while for employment services this proportion was only 3%. On the other hand, service users accessing employment services had the highest proportion reporting exit due to no longer needing assistance for other reasons (29%), closely followed by community access service users (28%). Employment service users were also most likely to report terminating the service (21%), with community support service users least likely (9%).

**Table 6.11: Service users with an exit date, main reason for cessation of services by service group, 1 January–30 June 2003**

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	126	10.3	501	9.0	71	7.7	44	9.4	209	3.0	872	6.5
No longer needs assistance—other reason	200	16.4	1,165	20.9	254	27.5	69	14.8	2,012	28.9	3,328	24.9
Moved to residential, institutional or supported accommodation setting	113	9.3	46	0.8	29	3.1	42	9.0	0	—	179	1.3
Needs have increased—other service type required	57	4.7	53	0.9	30	3.2	14	3.0	542	7.8	559	4.2
Services terminated due to budget/staffing constraints	16	1.3	37	0.7	10	1.1	21	4.5	109	1.6	151	1.1
Services terminated due to OHS reasons	11	0.9	36	0.6	4	0.4	6	1.3	44	0.6	82	0.6
Service user moved out of area	86	7.1	181	3.2	67	7.2	50	10.7	640	9.2	902	6.7
Service user died	93	7.6	117	2.1	90	9.7	7	1.5	58	0.8	293	2.2
Service user terminated service	131	10.7	141	2.5	103	11.1	33	7.1	1,908	27.4	2,030	15.2
Other reason	177	14.5	493	8.8	146	15.8	79	16.9	1,434	20.6	2,058	15.4
Not stated	209	17.1	2,809	50.3	121	13.1	102	21.8	0	—	2,910	21.8
<b>Total number</b>	<b>1,219</b>	<b>100.0</b>	<b>5,579</b>	<b>100.0</b>	<b>925</b>	<b>100.0</b>	<b>467</b>	<b>100.0</b>	<b>6,956</b>	<b>100.0</b>	<b>13,364</b>	<b>100.0</b>
<b>Total % of all service users</b>	<b>4.1</b>		<b>10.4</b>		<b>2.2</b>		<b>2.8</b>		<b>12.7</b>		<b>8.6</b>	

*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 six months. Row totals may not be the sum of components since individuals may have accessed more than one service type during the six-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. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

# 7 Service type outlets

This chapter details service type outlet information. Most information is provided by funded agencies, but some (such as service type and agency sector) is provided by the funding jurisdiction (see the service type outlet form in Appendix 2 for more details). Service type outlet information is collected on an annual basis – therefore in this chapter, tables relate to responses for service type outlets over the entire financial year (2002–03). Data are included for all service type outlets, regardless of whether or not they collected service user data during the six-month period (1 January to 30 June 2003).

Despite a fall in reported service type outlet response rates between 2002 snapshot data and 2002–03 data (see Table 3.1 and AIHW 2003b), the number of outlets reporting data has increased from 8,142 to 10,053 – a 23% increase in numbers (AIHW 2003b). Some of this increase may be due to better recognition of discrete service type outlets for agencies (see Section 2.2 for more details).

## 7.1 Agency sector

There were 10,053 service type outlets reported as providing CSTDA-funded services during 2002–03 (Table 7.1). Of these, 7,084 (71%) were non government provided services and 2,777 (28%) were government provided. Agency sector was not stated for the remaining 2% of service type outlets.

Of the 7,084 non-government service type outlets, 4,671 (66%) were classified as income tax exempt charities; the remaining 2,413 as non income tax exempt. The vast majority of government-provided service type outlets were provided by state/territory governments (2,617 of 2,777, or 94%). The remaining 160 government outlets were provided by local government (156 or 6%) or directly provided by the Australian Government (4 or 0.1%).

## 7.2 State distribution and service type

### State/territory funded outlets

There were 9,181 state/territory-funded service type outlets identified in the 2002–03 collection (Table 7.2). State/territory distribution of outlets was similar to that of service users – most outlets were in Victoria (3,469 outlets or 38%), followed by New South Wales (2,589 or 28%), Queensland (1,350 or 15%), Western Australia (689 or 8%) and South Australia (658 or 7%).

Almost half of the 9,181 state/territory-funded service type outlets (4,375 or 48%) were accommodation support services; of these, 2,810 were group home outlets. The 1,874 community access outlets made up a further 20% of all outlets, with most of these (1,241) being 'learning and life skills development' outlets. There were 1,414 community support service type outlets (15% of the total number), 851 respite outlets (9%), 455 advocacy information and print disability (5%) and 124 (1%) fitting into the 'other support' service group.

**Table 7.1: CSTDA-funded service type outlets, service type by agency sector, 2002-03**

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	36	0	36	42	18	60	1	97
Small residential/institution	0	38	0	38	14	74	88	0	126
Hostels	0	3	0	3	19	11	30	2	35
Group homes	0	1,490	12	1,502	838	453	1,291	17	2,810
Attendant care/personal care	0	9	5	14	59	86	145	0	159
In-home accommodation support	0	81	6	87	439	403	842	21	950
Alternative family placement	0	4	16	20	27	23	50	1	71
Other accommodation support	0	19	2	21	81	24	105	1	127
<b>Total accommodation support</b>	<b>0</b>	<b>1,680</b>	<b>41</b>	<b>1,721</b>	<b>1,519</b>	<b>1,092</b>	<b>2,611</b>	<b>43</b>	<b>4,375</b>
Therapy support for individuals	0	57	4	61	104	46	150	2	213
Early childhood intervention	0	67	9	76	198	18	216	9	301
Behaviour/specialist intervention	0	69	0	69	40	15	55	2	126
Counselling (individual/family/group)	0	18	0	18	13	22	35	0	53
Regional resource and support teams	0	114	0	114	5	4	9	1	124
Case management, local coord. & development	0	214	8	222	224	93	317	1	540
Other community support	0	7	1	8	31	16	47	2	57
<b>Total community support</b>	<b>0</b>	<b>546</b>	<b>22</b>	<b>568</b>	<b>615</b>	<b>214</b>	<b>829</b>	<b>17</b>	<b>1,414</b>
Learning and life skills development	0	121	19	140	682	401	1,083	18	1,241
Recreation/holiday programs	0	6	11	17	111	101	212	1	230
Other community access	0	27	19	46	249	99	348	9	403
<b>Total community access</b>	<b>0</b>	<b>154</b>	<b>49</b>	<b>203</b>	<b>1,042</b>	<b>601</b>	<b>1,643</b>	<b>28</b>	<b>1,874</b>
Own home respite	0	5	2	7	28	44	72	1	80
Centre-based respite/respite homes	0	162	6	168	104	95	199	1	368
Host family respite/peer support respite	0	1	2	3	27	16	43	0	46
Flexible/combination respite	0	9	22	31	173	113	286	4	321
Other respite	0	1	0	1	19	13	32	3	36
<b>Total respite</b>	<b>0</b>	<b>178</b>	<b>32</b>	<b>210</b>	<b>351</b>	<b>281</b>	<b>632</b>	<b>9</b>	<b>851</b>
Open employment	3	0	1	4	290	12	302	0	306
Supported employment	1	5	2	8	436	2	438	0	446
Open and supported employment	0	1	0	1	32	1	33	0	34
<b>Total employment</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>13</b>	<b>758</b>	<b>15</b>	<b>773</b>	<b>0</b>	<b>786</b>
Advocacy	0	3	0	3	80	41	121	2	126
Information/referral	0	25	0	25	85	43	128	0	153
Combined information/advocacy	0	2	0	2	32	24	56	2	60
Mutual support/self-help groups	0	1	1	2	143	26	169	2	173
Print disability/alt. formats of communication	0	1	0	1	17	10	27	1	29
<b>Total advocacy, information and print disability</b>	<b>0</b>	<b>32</b>	<b>1</b>	<b>33</b>	<b>357</b>	<b>144</b>	<b>501</b>	<b>7</b>	<b>541</b>
Research and evaluation	0	2	0	2	1	1	2	0	4
Training and development	0	1	1	2	6	3	9	1	12
Peak bodies	0	2	0	2	5	10	15	2	19
Other support services	0	13	7	20	15	52	67	2	89
<b>Total other support</b>	<b>0</b>	<b>18</b>	<b>8</b>	<b>26</b>	<b>27</b>	<b>66</b>	<b>93</b>	<b>5</b>	<b>124</b>
Service type not stated	0	3	0	3	2	0	2	83	88
<b>Total</b>	<b>4</b>	<b>2,617</b>	<b>156</b>	<b>2,777</b>	<b>4,671</b>	<b>2,413</b>	<b>7,084</b>	<b>192</b>	<b>10,053</b>
<b>Total per cent</b>	<b>0.0</b>	<b>26.0</b>	<b>1.6</b>	<b>27.6</b>	<b>46.5</b>	<b>24.0</b>	<b>70.5</b>	<b>1.9</b>	<b>100.0</b>

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'.
3. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.



**Table 7.2: State/territory-funded CSTDA service type outlets, service type by state/territory, 2002–03**

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Large residential/institution	37	33	9	8	7	3	0	0	97
Small residential/institution	13	32	60	19	1	1	0	0	126
Hostels	6	24	0	0	1	4	0	0	35
Group homes	1,061	949	235	232	203	34	63	33	2,810
Attendant care/personal care	11	44	35	2	34	30	1	2	159
In-home accommodation support	186	353	199	142	47	13	6	4	950
Alternative family placement	6	39	12	11	2	0	0	1	71
Other accommodation support	26	79	13	6	1	1	0	1	127
<b>Total accommodation support</b>	<b>1,346</b>	<b>1,553</b>	<b>563</b>	<b>420</b>	<b>296</b>	<b>86</b>	<b>70</b>	<b>41</b>	<b>4,375</b>
Therapy support for individuals	27	101	32	24	16	1	4	8	213
Early childhood intervention	149	112	16	10	13	0	0	1	301
Behaviour/specialist intervention	34	48	28	4	9	0	0	3	126
Counselling (individual/family/group)	5	0	26	8	13	0	1	0	53
Regional resource and support teams	107	1	2	1	5	4	2	2	124
Case management, local coordination and development	57	216	178	3 <sup>(a)</sup>	53	6	16	11	540
Other community support	35	2	4	7	8	0	0	1	57
<b>Total community support</b>	<b>414</b>	<b>480</b>	<b>286</b>	<b>57</b>	<b>117</b>	<b>11</b>	<b>23</b>	<b>26</b>	<b>1,414</b>
Learning and life skills development	229	679	217	35	59	12	6	4	1,241
Recreation/holiday programs	39	101	20	23	38	6	2	1	230
Other community access	200	74	42	38	16	27	2	4	403
<b>Total community access</b>	<b>468</b>	<b>854</b>	<b>279</b>	<b>96</b>	<b>113</b>	<b>45</b>	<b>10</b>	<b>9</b>	<b>1,874</b>
Own home respite	5	18	23	7	25	2	0	0	80
Centre-based respite/respite homes	117	136	51	28	19	6	6	5	368
Host family respite/peer support respite	9	20	3	0	12	1	0	1	46
Flexible/combination respite	86	101	60	48	16	0	5	5	321
Other respite	10	12	3	3	8	0	0	0	36
<b>Total respite</b>	<b>227</b>	<b>287</b>	<b>140</b>	<b>86</b>	<b>80</b>	<b>9</b>	<b>11</b>	<b>11</b>	<b>851</b>
Advocacy	6	19	11	6	3	6	2	2	55
Information/referral	12	86	12	3	16	15	5	2	151
Combined information/advocacy	9	26	4	6	5	7	2	1	60
Mutual support/self-help groups	0	149	3	6	9	0	6	0	173
Print disability/alt. formats of communication	2	0	7	0	2	3	2	0	16
<b>Total advocacy, information and print disability</b>	<b>29</b>	<b>280</b>	<b>37</b>	<b>21</b>	<b>35</b>	<b>31</b>	<b>17</b>	<b>5</b>	<b>455</b>
Research and evaluation	2	0	0	1	0	1	0	0	4
Training and development	3	3	3	0	0	1	1	1	12
Peak bodies	2	4	3	1	1	4	2	2	19
Other support services	10	8	39	7	16	5	2	2	89
<b>Total other support</b>	<b>17</b>	<b>15</b>	<b>45</b>	<b>9</b>	<b>17</b>	<b>11</b>	<b>5</b>	<b>5</b>	<b>124</b>
Service type not stated	88	0	0	0	0	0	0	0	88
<b>Total</b>	<b>2,589</b>	<b>3,469</b>	<b>1,350</b>	<b>689</b>	<b>658</b>	<b>193</b>	<b>136</b>	<b>97</b>	<b>9,181</b>

(a) These three outlets in Western Australia actually represent 132 discrete service type outlets, due to the fact that 129 local area coordination outlets were combined into one large service type outlet for the purposes of reporting in 2002–03.

*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. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

## Australian Government-funded outlets

There were 872 service type outlets funded by the Australian Government (Table 7.3). The majority of these (786 or 90%) provided employment services. Most employment outlets provided supported employment (446), followed by open employment (306).

The remaining 86 Australian Government-funded service type outlets primarily provided advocacy services (71 outlets), followed by print disability/alternative formats of communication (13) and information/referral (2).

**Table 7.3: Australian Government-funded CSTDA service type outlets, service type by state and territory, 2002–03**

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Open employment	89	64	72	28	31	14	5	3	306
Supported employment	189	110	50	25	48	15	6	3	446
Open and supported employment	6	9	3	5	2	3	1	5	34
<b>Total employment support</b>	<b>284</b>	<b>183</b>	<b>125</b>	<b>58</b>	<b>81</b>	<b>32</b>	<b>12</b>	<b>11</b>	<b>786</b>
Advocacy	17	22	7	8	7	3	4	3	71
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
<b>Total advocacy, information and print disability</b>	<b>22</b>	<b>25</b>	<b>8</b>	<b>10</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>86</b>
<b>Total</b>	<b>306</b>	<b>208</b>	<b>133</b>	<b>68</b>	<b>89</b>	<b>36</b>	<b>18</b>	<b>14</b>	<b>872</b>

### 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. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

## 7.3 Period of operation

Just over two-fifths (3,575 of 8,543, or 42%) of service type outlets reported that they operated between 7 and 9 hours each day (Table 7.4). A further 28% (2,390 outlets) reported operating for a full 24-hour day. Over half of all accommodation support service type outlets (2,007 of 3,975, or 51%) reported 24-hour-a-day operation.

Most of the 8,591 service type outlets reported operating either 7 days a week (3,901 or 45%), or 5 days a week (3,179 or 37%) (Table 7.5). The majority of accommodation support outlets (3,254 of 4,009, or 82%) operated for the entire week, while employment outlets (727 of 786, or 93%) were most likely to report operating for the 5-day working week.

**Table 7.4: CSTDA-funded service type outlets, number of operating hours per day by service group, 2002–03**

Hours of operation per day	Accommodation support	Community support	Community access	Respite	Employment	Advocacy, info. & print disability	Other	Total
Less than 3 hours	19	38	27	12	0	3	1	100
3 to 6 hours	77	44	352	15	17	105	11	625
7 to 9 hours	1,046	752	598	140	740	245	50	3,575
10 to 12 hours	32	17	31	6	21	4	3	115
13 to 18 hours	98	7	20	11	2	2	0	140
19 to 23 hours	33	2	0	4	0	0	1	40
24 hours	2,007	42	62	264	3	11	0	2,390
No regular pattern	663	204	304	233	3	34	29	1,470
<b>Total</b>	<b>3,975</b>	<b>1,106</b>	<b>1,394</b>	<b>685</b>	<b>786</b>	<b>404</b>	<b>95</b>	<b>8,543</b>

*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 1,598 service type outlets for which hours of operation per day were missing.
3. Row totals include 88 service type outlets for which service type was missing.
4. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

**Table 7.5: CSTDA-funded service type outlets, number of operating days per week by service group, 2002–03**

Days of operation per week	Accommodation support	Community support	Community access	Respite	Employment	Advocacy, info. & print disability	Other	Total
1 day	11	15	45	15	2	75	0	163
2 days	24	15	28	11	4	7	3	93
3 days	14	25	23	9	4	9	3	90
4 days	20	26	27	15	14	21	4	129
5 days	386	762	890	97	727	260	55	3,179
6 days	29	21	69	12	9	3	0	143
7 days	3,254	90	136	379	22	13	5	3,901
No regular pattern	271	131	200	150	4	22	27	805
<b>Total</b>	<b>4,009</b>	<b>1,085</b>	<b>1,418</b>	<b>688</b>	<b>786</b>	<b>410</b>	<b>97</b>	<b>8,591</b>

*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 1,550 service type outlets for which days of operation per week were missing.
3. Row totals include 88 service type outlets for which service type was missing.
4. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

Three-quarters (7,405 of 9,864, or 75%) of service type outlets reported that they operated for the full 52 weeks of the financial year (Table 7.6). A further 16% (1,595 outlets) reported operating for between 48 and 51 weeks per year.

**Table 7.6: CSTDA-funded service type outlets, number of operating weeks per year by service group, 2002–03**

<b>Weeks of operation per year</b>	<b>Accommodation support</b>	<b>Community support</b>	<b>Community access</b>	<b>Respite</b>	<b>Employment</b>	<b>Advocacy, info. &amp; print disability</b>	<b>Other</b>	<b>Total</b>
1 to 37 weeks	46	11	28	18	0	3	1	110
40 to 47 weeks	36	76	73	23	10	7	1	227
48 to 51 weeks	98	351	554	104	319	142	26	1,595
52 weeks	4,021	795	1,097	601	454	379	53	7,405
No regular pattern	159	62	105	83	3	9	18	439
<b>Total</b>	<b>4,360</b>	<b>1,295</b>	<b>1,857</b>	<b>829</b>	<b>786</b>	<b>540</b>	<b>99</b>	<b>9,864</b>

*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 277 service type outlets for which weeks of operation per year were missing.
3. Row totals include 88 service type outlets for which service type was missing.
4. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

# Appendixes

## Appendix 1: Detailed and ‘snapshot’ tables

### Detailed tables

Tables A1.1–A1.3 list service user, service usage, and service type outlet data item frequencies by jurisdiction.

Tables A1.4–A1.5 provide detailed data relating to service user age.

### ‘Snapshot’ table

Table A1.6 provides service user numbers relating to those who were identified as receiving one or more CSTDA-funded service on the ‘snapshot’ day in 2003, by state/territory and service type.

**Table A1.1: Characteristics of service users, CSTDA-funded services, 1 January–30 June 2003**

<b>Service user characteristic</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
<b>Age (years)</b>									
0–4	4,037	1,932	833	891	593	258	46	64	8,628
5–14	5,374	5,285	2,730	4,858	1,788	503	327	116	20,935
15–24	9,001	9,643	5,728	4,684	3,042	830	421	263	33,534
25–44	13,214	19,113	8,717	6,049	5,435	1,487	788	377	55,084
45–59	6,065	9,818	3,813	2,769	3,413	828	178	123	26,978
60+	1,689	3,345	898	1,030	2,385	186	43	94	9,665
Not stated	22	290	0	680	68	0	0	0	1,060
<b>Sex</b>									
Male	24,147	29,142	13,620	12,359	9,384	2,513	1,064	609	92,662
Female	15,192	20,163	9,081	8,563	7,311	1,579	735	428	62,948
Not stated	63	121	18	39	29	0	4	0	274
<b>Indigenous status</b>									
Aboriginal	1,123	763	702	853	431	82	21	416	4,371
Torres Strait Islander	34	41	135	14	12	1	0	6	243
Aboriginal and Torres Strait Islander	135	156	83	13	39	5	7	7	442
Not Indigenous	37,664	41,921	20,309	15,103	15,101	3,745	1,678	574	135,839
Not stated	446	5,633	962	800	514	94	7	2	8,457
Not collected (3.02 service users)	0	912	528	4,178	627	165	90	32	6,532
<b>Country of birth</b>									
Australia	35,697	39,163	20,151	14,559	14,643	3,818	1,540	922	130,235
English Proficiency Group 1	748	1,148	798	696	694	55	55	35	4,217
English Proficiency Group 2	634	904	319	227	250	21	43	22	2,415
English Proficiency Group 3	755	1,391	150	215	365	15	24	19	2,930
English Proficiency Group 4	248	487	41	78	72	2	11	3	942
Not stated or not specified	623	5,421	739	888	211	23	40	4	7,948
Not collected (3.02 service users)	697	912	521	4,298	489	158	90	32	7,197
<b>Need for interpreter services</b>									
For spoken language other than English	831	1,043	244	192	632	25	14	136	3,101
For non-spoken communication	1,921	1,350	1,656	678	747	197	57	53	6,628
Does not need an interpreter	35,519	41,355	19,834	12,844	14,301	3,710	1,640	806	129,777
Not stated	433	4,763	456	2,646	415	2	2	10	8,726
Not collected (3.02 service users)	698	915	529	4,601	629	158	90	32	7,652
<b>Method of communication</b>									
Spoken language (effective)	24,204	33,396	16,076	12,138	11,863	2,835	1,199	684	102,234
Sign language (effective)	663	1,655	568	361	344	43	42	24	3,692
Other effective non-spoken communication	508	816	460	200	322	44	48	16	2,407
Little, or no, effective communication	8,349	4,813	3,710	2,850	2,683	714	345	192	23,581
Child aged under 5 years (not applicable)	4,042	2,028	833	891	593	258	46	64	8,729
Not stated	939	5,811	552	276	296	41	38	25	7,975
Not collected (3.02 service users)	697	907	520	4,245	623	157	85	32	7,266

(continued)

**Table A1.1 (cont.): Characteristics of service users, CSTDA-funded services, 1 January–30 June 2003**

<b>Service user characteristic</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
<b>Living arrangements</b>									
Lives alone	3,749	6,961	3,275	1,835	3,137	588	217	156	19,885
Lives with family	25,249	23,161	13,697	10,728	9,248	2,237	945	581	85,648
Lives with others	9,043	10,452	4,496	2,916	3,254	1,078	418	243	31,852
Not stated	668	7,936	722	1,122	456	31	133	25	11,092
Not collected (3.02 service users)	693	916	529	4,360	629	158	90	32	7,407
<b>Residential setting</b>									
Private residence	29,761	29,812	18,060	13,502	11,850	2,916	1,143	577	107,390
Residence within an Aboriginal community	29	20	107	151	200	1	1	138	641
Domestic-scale supported living facility	3,894	4,345	1,298	1,273	853	621	191	22	12,473
Supported accommodation facility	3,387	3,102	1,659	767	1,492	329	74	154	10,953
Boarding house/private hotel	490	360	148	43	68	7	4	5	1,123
Independent unit within a retirement village	56	108	37	18	126	2	2	1	350
Residential aged care facility	164	32	115	39	265	15	0	8	637
Psychiatric/mental health community care facility	70	538	74	72	18	5	4	15	795
Hospital	33	55	52	88	7	5	1	2	243
Short term crisis, emergency or transitional accommodation	79	340	45	32	19	12	2	1	530
Public place/temporary shelter	17	80	11	0	1	0	0	3	112
Other	565	1,331	147	285	511	14	37	20	2,909
Not stated	245	8,384	437	279	686	7	254	59	10,348
Not collected (3.02 service users)	612	919	529	4,412	628	158	90	32	7,380
<b>Primary disability group</b>									
Intellectual	21,962	17,574	9,564	10,324	6,516	1,974	861	354	68,988
Specific learning/ADD	1,200	1,208	842	667	285	215	78	40	4,527
Autism	1,013	1,214	1,158	1,520	666	127	74	67	5,822
Physical	4,361	5,864	3,986	3,704	2,334	678	177	229	21,292
Acquired brain injury	1,035	1,833	809	651	1,598	225	77	70	6,284
Neurological	1,102	1,431	1,223	396	1,409	210	54	61	5,873
Deafblind	83	93	61	37	53	3	6	5	340
Vision	545	645	541	596	1,737	27	20	35	4,137
Hearing	950	1,252	576	610	398	41	37	16	3,875
Speech	527	82	52	48	24	8	12	13	765
Psychiatric	2,952	11,252	2,661	1,038	581	324	157	88	19,037
Developmental delay	2,548	825	386	457	338	99	30	18	4,687
Not stated	550	5,238	331	149	156	1	130	6	6,561
Not collected (3.02 service users)	574	915	529	764	629	160	90	35	3,696

*(continued)*

**Table A1.1 (cont.): Characteristics of service users, CSTDA-funded services, 1 January–30 June 2003**

<b>Service user characteristic</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
<b>Other significant disability groups</b>									
Intellectual	2,114	2,815	2,212	1,128	846	250	127	159	9,602
Specific learning/ADD	8,021	1,269	856	814	515	132	87	49	11,678
Autism	3,235	1,288	789	355	571	147	53	25	6,429
Physical	6,224	4,491	3,518	1,638	3,239	705	279	194	20,202
Acquired brain injury	13,374	830	434	115	213	38	132	21	15,075
Neurological	4,243	3,307	2,592	1,303	1,957	371	223	134	14,065
Deafblind	333	147	68	45	130	9	53	3	783
Vision	3,070	2,106	1,588	552	1,105	241	92	88	8,799
Hearing	1,592	1,214	940	2,133	623	150	64	59	6,750
Speech	1,822	4,074	3,699	1,842	2,416	603	342	217	14,955
Psychiatric	2,865	1,938	1,044	451	1,127	315	134	52	7,892
Developmental delay	678	127	279	135	166	26	7	21	1,427
<b>Support needed: self-care</b>									
Always	10,873	7,491	5,156	3,909	4,236	984	384	286	33,229
Sometimes	12,108	11,819	6,784	6,268	5,275	1,226	478	308	44,179
None but uses aids	1,066	1,108	669	467	953	93	41	31	4,419
None	11,844	16,413	8,567	5,017	5,007	1,540	662	365	49,328
Not stated	2,880	11,679	1,014	994	623	91	148	15	17,437
Not collected (3.02 service users)	631	916	529	4,306	630	158	90	32	7,292
<b>Support needed: mobility</b>									
Always	8,798	6,031	4,456	2,934	3,589	836	241	251	27,065
Sometimes	10,671	11,335	6,443	5,650	5,245	1,076	360	283	40,981
None but uses aids	2,023	1,744	1,217	877	1,629	183	84	55	7,797
None	14,885	18,267	9,219	9,776	5,071	1,764	883	402	60,158
Not stated	2,394	11,133	855	919	560	75	145	14	16,092
Not collected (3.02 service users)	631	916	529	805	630	158	90	32	3,791
<b>Support needed: communication</b>									
Always	10,192	5,904	4,534	2,929	3,347	863	317	236	28,248
Sometimes	14,355	15,118	7,771	7,135	5,667	1,288	644	346	52,222
None but uses aids	1,099	1,529	611	181	539	94	47	15	4,110
None	10,877	15,256	8,436	5,597	5,975	1,616	561	395	48,618
Not stated	2,244	10,703	838	838	566	73	144	13	15,415
Not collected (3.02 service users)	635	916	529	4,281	630	158	90	32	7,271
<b>Support needed: interpersonal interactions &amp; relationships</b>									
Always	11,257	6,743	5,569	3,375	3,794	1,002	416	265	32,333
Sometimes	17,671	20,210	10,138	8,349	7,196	1,793	844	412	66,485
None but uses aids	852	1,214	512	402	406	66	33	7	3,485
None	6,352	8,561	5,025	3,036	4,072	901	252	306	28,452
Not stated	2,635	11,780	946	1,319	626	172	168	15	17,657
Not collected (3.02 service users)	635	918	529	4,480	630	158	90	32	7,472

*(continued)*



**Table A1.1 (cont.): Characteristics of service users, CSTDA-funded services, 1 January–30 June 2003**

<b>Service user characteristic</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
<b>Support needed: learning, applying knowledge &amp; general tasks &amp; demands</b>									
Always	12,059	8,328	5,877	3,501	3,709	1,083	408	283	35,163
Sometimes	18,423	19,231	10,337	8,343	7,429	1,825	889	466	66,808
None but uses aids	915	1,369	586	472	545	70	38	11	3,997
None	3,956	7,306	3,690	2,290	3,032	651	210	174	21,272
Not applicable	2,340	1,808	710	7	385	195	13	41	5,487
Not stated	1,074	10,471	990	1,871	994	108	155	30	15,691
Not collected (3.02 service users)	635	913	529	4,477	630	160	90	32	7,466
<b>Support needed: education</b>									
Always	13,715	10,694	6,942	4,064	4,101	1,243	427	331	41,417
Sometimes	15,590	15,713	8,707	7,631	6,683	1,588	799	370	56,960
None but uses aids	969	1,387	689	479	505	66	37	9	4,135
None	3,907	7,630	3,798	2,138	2,841	648	257	185	21,369
Not applicable	2,581	1,813	710	7	408	197	12	45	5,760
Not stated	2,005	11,276	1,344	2,152	1,554	190	181	65	18,762
Not collected (3.02 service users)	635	913	529	4,490	632	160	90	32	7,481
<b>Support needed: community (civic) &amp; economic life</b>									
Always	13,099	9,944	6,556	3,885	4,328	1,098	447	303	39,567
Sometimes	12,986	15,557	7,852	7,436	6,608	1,458	710	346	52,848
None but uses aids	918	1,317	685	419	894	75	38	13	4,351
None	6,097	8,548	4,888	2,583	2,721	850	306	252	26,194
Not applicable	2,940	1,814	711	9	425	201	15	45	6,143
Not stated	2,727	11,332	1,497	2,153	1,118	250	197	46	19,314
Not collected (3.02 service users)	635	914	530	4,476	630	160	90	32	7,467
<b>Support needed: domestic life</b>									
Always	11,519	7,818	5,238	2,631	4,329	1,040	399	320	33,216
Sometimes	11,603	13,698	6,897	4,417	6,239	1,237	578	329	44,907
None but uses aids	810	1,292	550	304	529	65	43	7	3,594
None	6,431	9,551	4,989	2,494	2,184	790	313	193	26,890
Not applicable	5,557	6,113	3,139	19	1,384	529	170	114	16,985
Not stated	2,848	10,045	1,377	6,491	1,425	271	210	42	22,699
Not collected (3.02 service users)	634	909	529	4,605	634	160	90	32	7,593
<b>Support needed: working</b>									
Always	13,367	12,513	6,866	3,096	4,605	1,440	373	377	42,552
Sometimes	15,164	15,162	9,145	5,259	5,709	1,514	839	399	53,067
None but uses aids	914	1,102	503	371	699	43	27	7	3,659
None	1,705	3,859	1,680	1,046	1,386	246	106	34	10,049
Not applicable	6,285	6,115	3,148	20	1,511	597	198	124	17,955
Not stated	1,330	9,766	848	6,559	2,180	93	170	64	21,002
Not collected (3.02 service users)	637	909	529	4,610	634	159	90	32	7,600

(continued)

**Table A1.1 (cont.): Characteristics of service users, CSTDA-funded services, 1 January–30 June 2003**

<b>Service user characteristic</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
<b>Carer—existence of</b>									
Yes	19,872	17,218	10,413	9,538	9,141	1,563	903	500	68,941
No	16,288	28,521	10,565	4,611	6,174	2,110	710	490	69,401
Not stated	2,523	3,687	1,210	2,120	779	253	100	15	10,682
Not collected (3.02 service users)	719	0	531	4,692	630	166	90	32	6,860
<b>Carer—primary status</b>									
Yes	14,076	10,397	7,331	7,540	6,433	1,160	655	383	47,839
No	1,054	2,214	775	425	1,657	162	98	27	6,407
Not stated	506	2,205	221	795	148	43	30	23	3,969
Not collected (3.02 service users)	2	116	2	19	0	0	0	2	141
<b>Carer—residency status</b>									
Yes, co-resident carer	13,319	10,382	7,128	7,406	6,420	1,191	631	353	46,703
No, non-resident carer	1,383	1,818	928	1,034	1,554	118	80	55	6,963
Not stated	932	2,616	271	331	263	56	72	25	4,557
Not collected (3.02 service users)	4	116	2	8	1	0	0	2	133
<b>Carer—relationship to service user</b>									
Wife/female partner	426	1,030	344	265	969	54	11	21	3,117
Husband/male partner	353	813	414	337	1,020	71	11	20	3,027
Mother	15,272	10,147	7,669	7,023	4,853	1,162	723	279	46,979
Father	1,262	1,018	695	461	579	115	88	30	4,236
Daughter	52	207	66	53	249	5	0	26	657
Son	28	123	64	17	121	3	0	8	364
Daughter-in-law	1	4	4	2	57	0	0	5	73
Son-in-law	1	3	0	0	36	1	0	0	41
Other female relative	984	1,159	548	478	446	70	30	77	3,778
Other male relative	292	241	160	112	168	19	14	16	1,015
Friend/neighbour—female	317	290	305	144	270	22	8	9	1,363
Friend/neighbour—male	121	130	137	63	127	20	4	5	605
Not stated	762	1,938	7	571	245	21	14	4	3,557
Not collected (3.02 service users)	1	115	0	12	1	0	0	0	129
<b>Carer—age group</b>									
Under 15 years	6	36	25	1	15	2	5	0	89
15–24 years	304	142	129	123	119	46	5	21	883
25–44 years	7,991	4,375	3,601	4,282	2,732	679	321	218	24,129
45–64 years	4,366	5,052	3,255	2,466	3,049	382	241	135	18,908
65 years and over	1,080	1,629	968	763	1,184	122	92	29	5,853
Not stated	1,889	3,583	349	1,122	1,138	134	119	30	8,350
Not collected (3.02 service users)	2	115	2	22	1	0	0	2	144
<b>Income source</b>									
<i>Carer Allowance (child): child under 16 yrs</i>									
Yes	4,900	2,435	2,095	3,019	1,841	155	295	94	14,761
No	1,388	301	237	87	144	189	16	20	2,377
Not known	2,784	3,449	815	1,050	411	423	7	79	9,014
Not stated	650	1,722	407	958	46	13	1	2	3,797
Not collected (3.02 service users)	157	95	293	1,167	182	53	86	1	2,034

(continued)

**Table A1.1 (cont.): Characteristics of service users, CSTDA-funded services, 1 January–30 June 2003**

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Income source (continued)</b>									
<i>Main income source: adult 16+ yrs</i>									
Disability Support Pension	20,894	8,805	13,607	7,998	9,282	2,545	870	527	64,372
Other pension/benefit	2,450	2,528	1,384	700	691	237	78	108	8,162
Paid employment	3,226	2,497	2,130	1,179	868	184	253	99	10,421
Compensation payments	166	76	63	37	105	32	6	7	491
Other income	415	317	198	121	155	41	18	9	1,270
No income	422	254	199	153	92	18	10	15	1,162
Not known	1,271	1,135	772	856	1,737	70	140	38	6,016
Not stated	212	24,948	283	236	717	26	19	7	26,446
Not collected (3.02 service users)	467	818	236	2,722	402	106	4	31	4,786
<i>Both age and income source not stated</i>	0	46	0	678	51	0	0	0	775
<b>Labour force status (ages 15+)</b>									
Employed	11,688	9,604	6,122	4,540	4,447	1,036	596	235	38,186
Unemployed	5,629	7,570	4,323	1,796	1,646	633	241	186	21,973
Not in the labour force	9,563	15,536	6,935	3,234	5,756	1,288	283	278	42,810
Not stated	2,546	8,443	1,526	1,752	2,003	247	306	126	16,937
Not collected (3.02 service users)	553	813	250	3,212	429	127	4	32	5,420
<b>Individual funding status</b>									
Yes	5,702	7,120	6,437	2,338	1,322	517	155	109	23,622
No	28,227	38,845	14,282	6,746	3,859	3,400	1,483	794	97,453
Not known	4,518	2,072	964	1,173	8	11	30	99	8,863
Not stated	349	485	504	6,294	10,858	0	45	3	18,531
Not collected (3.02 service users)	606	904	532	4,410	677	164	90	32	7,415

*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 six months. Row totals may not be the sum of components since service users may have accessed services in more than one state/territory. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. 'Not collected (3.02 service users)' is a count of service users who accessed *only* services from this service type and did not provide a response for that particular data item.
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. Service user frequencies for these data items therefore exclude users of these service types.
5. Service user frequencies for Carer—primary status, Carer—residency status, Carer—relationship to service user and Carer—age group are based only on those service users who answered 'yes' to the item Carer—existence of.
6. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

**Table A1.2: Service usage data item frequencies for applicable service types, CSTDA-funded services, 1 January–30 June 2003**

<b>Service usage item</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
<b>Start date</b>									
Before 1970	87	136	22	4	128	7	0	0	384
1970–1979	354	310	177	52	357	73	1	2	1,326
1980–1989	989	1,001	848	197	659	180	12	11	3,890
1990–1999	3,773	6,804	5,631	722	4,314	1,140	313	139	22,804
2000	1,295	2,504	2,017	298	992	333	96	68	7,589
2001	2,300	4,416	3,147	505	1,431	456	161	133	12,522
2002	11,418	13,261	6,916	11,785	5,474	1,033	366	354	50,535
2003 (January–June)	17,807	14,892	3,126	1,418	2,288	651	162	258	40,522
Not stated	197	5,058	0	15	62	9	598	1	5,915
<b>Date of last service</b>									
January 2003	1,146	2,886	485	279	340	96	28	55	5,310
February 2003	1,430	2,162	571	405	430	104	21	45	5,161
March 2003	4,122	7,660	994	437	537	294	41	134	14,207
April 2003	2,486	3,070	1,310	401	616	224	34	63	8,192
May 2003	3,372	4,021	2,016	653	944	364	94	100	11,538
June 2003	25,326	24,269	16,508	12,574	12,721	2,800	1,151	569	95,754
Not stated	338	4,314	0	247	117	0	340	0	5,325
<b>Snapshot date flag</b>									
Yes	10,808	13,759	6,778	3,816	4,377	1,609	452	292	41,821
No	27,412	32,575	15,106	11,180	11,272	2,273	607	674	100,947
Not stated	0	2,048	0	0	56	0	650	0	2,719
<b>Exit date</b>									
January 2003	340	797	199	100	129	39	15	11	1,623
February 2003	408	954	245	136	166	36	12	14	1,967
March 2003	460	1,074	239	172	146	54	17	12	2,167
April 2003	414	1,015	258	140	177	46	7	16	2,070
May 2003	488	1,075	316	125	171	65	19	11	2,265
June 2003	485	1,574	382	360	272	48	9	8	3,128
No exit date recorded	35,625	41,893	20,245	13,963	14,644	3,594	1,630	894	132,267
<b>Main reason for cessation of services</b>									
No longer needs assistance—moved to mainstream services	353	345	59	64	32	24	9	4	885
No longer needs assistance—other reason	624	1,425	581	319	278	92	10	12	3,337
Moved to residential, institutional or supported accommodation setting	29	57	18	37	24	4	2	2	172
Needs have increased—other service type required	151	219	60	34	30	44	9	2	548
Services terminated due to budget/staffing constraints	8	61	16	27	27	13	1	2	153
Services terminated due to OHS reasons	48	18	9	1	3	0	5	1	85
Service user moved out of area	261	268	185	54	91	22	5	29	902
Service user died	45	72	25	18	101	11	2	5	279
Service user terminated service	589	624	386	188	173	48	28	2	2,034
Other reason	459	871	273	120	281	23	8	8	2,042
Not stated	28	2,529	27	171	21	7	0	5	2,783

(continued)

**Table A1.2 (continued): Service usage data item frequencies for applicable service types, CSTDA-funded services, 1 January–30 June 2003**

Service usage item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Hours received (reference week)</b>									
Zero	4,328	11,003	4,477	646	2,678	397	84	161	23,740
1–11	1,961	4,936	1,980	1,191	1,975	620	110	89	12,839
12–23	905	841	486	193	197	112	6	43	2,781
24–47	1,123	1,212	457	170	223	259	23	31	3,494
48–71	171	106	101	50	40	19	7	2	496
72–103	58	24	46	51	26	4	9	0	218
104–135	29	8	34	27	18	4	2	0	122
136–167	28	29	24	20	17	2	2	0	121
168	186	37	123	55	38	3	26	0	468
Not stated	0	8,709	1,605	4,564	2,847	3	483	20	18,175
<b>Hours received (typical week)</b>									
Zero	1,084	n.a.	114	871	289	9	4	37	2,403
1–11	4,003	n.a.	4,797	5,502	5,949	933	201	198	21,544
12–23	1,703	n.a.	959	200	208	162	22	78	3,327
24–47	1,235	n.a.	745	177	215	276	15	27	2,690
48–71	201	n.a.	190	50	57	30	9	5	541
72–103	177	n.a.	79	61	7	5	16	0	345
104–135	85	n.a.	101	27	16	4	6	0	239
136–167	143	n.a.	96	20	10	1	0	0	270
168	158	n.a.	250	58	26	3	6	1	502
Not stated	0	n.a.	2,002	1	1,282	0	473	0	3,724

*Notes*

1. Service usage data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Service users accessing recreation/holiday programs (service type 3.02) were not required to report on any service usage data items and are therefore excluded from this table.
3. Service users accessing service types 1.01–1.04, 1.08, 2.01–2.05, 2.07, 3.02, 5.01–5.03, 6.01–6.05 and 7.01–7.04 were not required to report on the data items hours received (reference week) and hours received (typical week) and are therefore excluded from analysis of these data items in this table.
4. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

**Table A1.3: CSTDA-funded service type outlets, data item response categories, 2002-03**

<b>Data item</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT Aus Gov</b>	<b>Total</b>	
<b>Agency sector</b>										
Australian Government	0	0	0	0	0	0	0	0	4	4
State/territory government	996	786	418	131	164	33	62	21	6	2,617
Local government	63	65	10	10	5	0	0	0	3	156
Income tax exempt (charity)	1,305	2,095	250	0	44	20	72	46	839	4,671
Non-income tax exempt	90	471	672	545	444	140	1	30	20	2,413
Not stated	135	52	0	3	1	0	1	0	0	192
<b>Full 2002-03 financial year of operation</b>										
Yes	2,350	2,322	1,298	625	565	189	126	83	862	8,420
No	156	7	52	62	14	0	1	14	10	316
Not stated	83	1,140	0	2	79	4	9	0	0	1,317
<b>Weeks of operation per year</b>										
1 to 39 weeks	29	1	12	55	5	7	0	1	0	110
40 to 47 weeks	120	1	19	42	11	17	0	4	13	227
48 to 51 weeks	480	4	465	89	112	49	29	11	356	1,595
52 weeks	1,563	3,350	781	487	428	114	107	75	500	7,405
No regular annual pattern	317	1	50	14	42	6	0	6	3	439
Not stated	80	112	23	2	60	0	0	0	0	277
<b>Days of operation per week</b>										
1 day	15	98	30	12	1	4	1	0	2	163
2 days	24	23	19	11	6	5	1	0	4	93
3 days	31	19	12	11	3	6	2	1	5	90
4 days	36	29	20	14	5	4	1	0	20	129
5 days	610	900	365	171	198	66	32	33	804	3,179
6 days	50	15	47	12	1	3	5	1	9	143
7 days	1,284	1,013	629	402	319	88	93	50	23	3,901
No regular weekly pattern	461	64	137	54	54	17	1	12	5	805
Not stated	78	1,308	91	2	71	0	0	0	0	1,550
<b>Hours of operation per day</b>										
Less than 3 hours	7	7	74	7	2	2	1	0	0	100
3 to 6 hours	147	279	61	59	27	21	6	5	20	625
7 to 9 hours	423	1,517	332	173	189	57	32	32	820	3,575
10 to 12 hours	40	19	27	2	0	1	4	0	22	115
13 to 18 hours	56	22	45	10	3	1	0	1	2	140
19 to 23 hours	6	3	19	3	0	2	0	7	0	40
24 hours	950	175	466	337	282	59	87	30	4	2,390
No regular daily pattern	878	121	274	96	19	50	6	22	4	1,470
Not stated	82	1,326	52	2	136	0	0	0	0	1,598

(continued)

**Table A1.3 (continued): CSTDA-funded service type outlets, data item response categories, 2002-03**

<b>Data item</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT Aus Gov</b>	<b>Total</b>	
<b>Staff hours in the reference week: paid staff</b>										
0 hours	248	0	286	0	27	23	0	9	4	597
Less than 20 hours	241	389	116	95	105	18	12	8	6	990
20 to less than 38 hours	186	181	98	58	59	22	5	11	12	632
38 to less than 114 hours	451	368	256	115	123	52	34	27	227	1,653
114 to less than 228 hours	671	415	339	180	113	21	38	24	277	2,078
228 to less than 418 hours	594	267	181	148	60	27	24	14	208	1,523
418 to less than 570 hours	39	63	19	15	24	7	2	2	59	230
570 hours or more	81	71	47	31	53	23	6	2	79	393
Not stated	78	1,715	8	47	94	0	15	0	0	1,957
<b>Staff hours in the reference week: unpaid staff</b>										
0 hours	2,177	0	1,121	0	423	128	0	81	584	4,514
Less than 20 hours	252	535	137	85	54	34	10	10	170	1,287
20 to less than 38 hours	36	60	31	13	15	12	3	3	53	226
38 to less than 114 hours	27	61	32	5	14	12	8	3	50	212
114 to less than 228 hours	10	10	13	2	4	3	7	0	11	60
228 to less than 418 hours	6	5	5	0	1	3	1	0	3	24
418 to less than 570 hours	1	0	1	0	1	0	0	0	0	3
570 hours or more	2	1	1	2	5	0	0	0	1	12
Not stated	78	2,797	9	582	141	1	107	0	0	3,715
<b>Staff hours in a typical week: paid staff</b>										
0 hours	81	0	0	0	13	17	0	2	491	604
Less than 20 hours	224	0	133	100	84	17	15	8	5	586
20 to less than 38 hours	188	0	127	61	49	22	10	9	3	469
38 to less than 114 hours	525	0	294	123	76	59	43	34	87	1,241
114 to less than 228 hours	701	0	391	178	86	22	35	27	129	1,569
228 to less than 418 hours	650	0	161	159	47	25	19	14	94	1,169
418 to less than 570 hours	54	0	28	17	10	8	0	2	31	150
570 hours or more	88	0	44	28	42	23	5	1	32	263
Not stated	78	3,469	172	23	251	0	9	0	0	4,002
<b>Staff hours in a typical week: unpaid staff</b>										
0 hours	2,048	0	11	0	330	128	0	81	737	3,335
Less than 20 hours	346	0	213	85	34	36	15	9	88	826
20 to less than 38 hours	45	0	28	13	7	8	5	4	21	131
38 to less than 114 hours	48	0	38	5	6	13	5	3	22	140
114 to less than 228 hours	13	0	10	2	6	5	6	0	4	46
228 to less than 418 hours	6	0	6	0	1	2	0	0	0	15
418 to less than 570 hours	1	0	0	0	0	0	0	0	0	1
570 hours or more	3	0	2	2	5	0	0	0	0	12
Not stated	79	3,469	1,042	582	269	1	105	0	0	5,547

(continued)

**Table A1.3 (continued): CSTDA-funded service type outlets, data item response categories, 2002–03**

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT Aus Gov	Total	
<b>Service users over the 2002–03 year</b>										
1–4	935	381	540	295	204	46	66	39	11	2,517
5–9	525	677	206	127	59	16	15	23	53	1,701
10–19	299	230	195	67	50	24	12	11	105	993
20–49	357	314	252	90	72	39	12	5	226	1,367
50–99	148	183	63	29	48	28	10	7	200	716
100 or more	105	139	49	63	90	25	12	3	257	743
Zero or not stated	203	1,530	0	9	118	4	4	4	20	1,892

*Notes*

1. A service outlet may be a single outlet, or an aggregation of two or more outlets of the same service type for an organisation.
2. Data for CSTDA service outlets, including the data on service user numbers, were from the service form completed by funding jurisdictions and service providers. These data do not use a linkage key to estimate service user numbers. Service user numbers reflect the estimated number of people who received a service at the service outlet 2002–03 financial year.
3. Service type outlets with a service type of research & evaluation, training & development, peak bodies, and other support services (7.01–7.04) were excluded from the item 'service users over the financial year', as they are not required to report this data item.
4. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.



**Table A1.4: Service users of CSTDA-funded services, age group by sex, 1 January–30 June 2003**

Age group (years)	Males		Females		Not stated		Total	
	No.	%	No.	%	No.	%	No.	%
0–4	5,471	5.9	3,136	5.0	21	7.7	8,628	5.5
5–9	7,244	7.8	3,645	5.8	22	8.0	10,911	7.0
10–14	6,259	6.8	3,737	5.9	28	10.2	10,024	6.4
15–19	10,093	10.9	5,921	9.4	18	6.6	16,032	10.3
20–24	10,583	11.4	6,880	10.9	39	14.2	17,502	11.2
25–29	8,382	9.0	5,513	8.8	10	3.6	13,905	8.9
30–34	8,694	9.4	5,868	9.3	17	6.2	14,579	9.4
35–39	8,005	8.6	5,388	8.6	15	5.5	13,408	8.6
40–44	7,525	8.1	5,650	9.0	17	6.2	13,192	8.5
45–49	6,421	6.9	4,929	7.8	15	5.5	11,365	7.3
50–54	4,993	5.4	4,037	6.4	13	4.7	9,043	5.8
55–59	3,788	4.1	2,770	4.4	12	4.4	6,570	4.2
60–64	2,060	2.2	1,554	2.5	10	3.6	3,624	2.3
65–69	978	1.1	893	1.4	5	1.8	1,876	1.2
70+	1,647	1.8	2,511	4.0	7	2.6	4,165	2.7
Not stated	519	0.6	516	0.8	25	9.1	1,060	0.7
<b>Total</b>	<b>92,662</b>	<b>100.0</b>	<b>62,948</b>	<b>100.0</b>	<b>274</b>	<b>100.0</b>	<b>155,884</b>	<b>100.0</b>
<i>Total per cent</i>	<i>59.4%</i>		<i>40.4%</i>		<i>0.2%</i>		<i>100.0%</i>	

*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 six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

**Table A1.5: Service users of CSTDA-funded services, median age (years) by sex and service group, 1 January–30 June 2003**

Service group	Males	Females	All service users
Accommodation support	39.4	41.6	40.3
Community support	15.8	21.2	17.9
Community access	32.3	35.2	33.5
Respite	17.1	21.2	18.7
Employment	32.7	33.3	32.9
<b>All services</b>	<b>28.8</b>	<b>31.9</b>	<b>30.2</b>

*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 six months. Service user data were not collected for all CSTDA service types (see Section 2.2 for details).
2. 'All service users' includes median ages for the 274 service users with missing sex.
3. 'All services' includes median ages for the 177 service users with missing service type.
4. Data quality issues should be considered when interpreting the data in this table; see Chapter 3 for a detailed discussion of these issues.

## **Appendix 2: CSTDA NMDS 2002–03 collection forms**

# CSTDA **NMDS**

Commonwealth-State/Territory Disability Agreement  
**National Minimum Data Set Collection**

Name and Address (please correct any errors)

## Service type outlet form 2002-2003

A separate Service type outlet form should be filled in for each CSTDA-funded service type outlet (i.e. for each CSTDA-funded service type provided at or from a given location). Your CSTDA funding department should have filled in items A-G before your agency received this form. Please check the responses using the Data Guide - pages 16-29, initially for any queries you may have.

A. Funded agency ID <input style="width: 100%;" type="text"/>	
B. Service type outlet ID <input style="width: 100%;" type="text"/>	C. Service type <input style="width: 50%;" type="text"/> . <input style="width: 50%;" type="text"/>
D. Service type outlet postcode <input style="width: 100%;" type="text"/>	E. Service type outlet SLA <input style="width: 100%;" type="text"/>
F. Funding jurisdiction <input style="width: 100%;" type="text"/>	G. Agency sector <input style="width: 100%;" type="text"/>
Service type outlet name: _____	
Funded service type: _____	
<i>Please verify the information provided above.</i>	

*Please name a person in your service type outlet/funded agency who is involved in completing the forms and can be contacted about any queries. Please print.*

Contact Name \_\_\_\_\_

Title or position \_\_\_\_\_

Email \_\_\_\_\_

Phone number

Fax number

*Please turn over >*

1. Has this service type outlet operated for the full 2002-03 financial year?

Yes  1      No  2

See Data Guide page 30

2. How many weeks per year does this service type outlet usually operate?

*'No regular pattern of operation through a year' includes seasonal services such as Christmas holiday programs.*

No regular pattern  or  90

See Data Guide page 31

3. How many days per week does this service type outlet usually operate?

*'No regular pattern of operation through a week' includes school holiday programs.*

No regular pattern  or  90

See Data Guide page 32

4. How many hours per day does this service type outlet usually operate?

*'No regular daily pattern of operation' includes flexible hours, on call, 24 hour sleepover etc. Please do not provide the number of hours per week.*

No regular pattern  or  90

See Data Guide page 33

**Staff hours:** What were the total hours worked by staff (including those worked by contracted staff) and volunteers working on behalf of this service type outlet:

5. In the 7-day reference preceding the end of the reporting period?

**Paid staff –**  
paid hours worked by staff including contracted staff.

a)

**Unpaid staff –**  
unpaid hours worked by staff and volunteers.

b)

See Data Guide page 34

6. In a typical 7-day week?

a)

b)

See Data Guide page 36

*Please enter a dash (–) in the right hand box for any category where the value is 'nil'. Please round hours up to the nearest whole hour.*

*If the service type of this service outlet is 'Other support' (7.01–7.04) please do not complete question 7 and do not fill out any Service user forms.*

7. How many service users received this service type from this service type outlet during the reporting period?

*Please do not provide numbers of 'beds' or 'places' or 'instances of service'.*

See Data Guide page 37

**Thank you for your time and effort.**

## Service user form 2002-2003

Service types 1.05-1.07, 2.06, 3.01, 3.03, 4.01-4.05 should complete all questions on this form for each service user who received a service within the reporting period. Service types 1.01-1.04, 1.08, 2.01-2.05 and 2.07 should complete all questions except 17f and 17g; service type 3.02 should fill out questions B, 1 and 2- Linkage key elements only; and service types 5.01 - 5.03 should fill out all questions except 12b-c and 12e (some carer questions).

**B. Service type outlet ID**

--	--	--	--	--	--	--	--	--	--

See Data Guide page 40

Please copy the Service type outlet ID from the related Service type outlet form.

**1. Record ID**

--	--	--	--	--	--

See Data Guide page 41

**2. Statistical Linkage Key**

**2a. Letters of surname**

1st	2nd	3rd	4th	5th	6th

See Data Guide page 42

**2b. Letters of given name**

--	--	--	--	--	--

See Data Guide page 43

**2c. Date of birth**

d	d	m	m	y	y	y	y

If not known, estimate year, enter 01/01 for day and month and tick 2d.

**2d. Is the service user's date of birth an estimate?**

Yes  1

See Data Guide page 46

**2e. What is the service user's sex?**

Male  1 Female  2

**Service type 3.02 - Recreation/holiday program services, please stop here.**

**3. Is the service user of Aboriginal or Torres Strait Islander origin?**

See Data Guide page 47

Aboriginal but not Torres Strait Islander origin  1

Torres Strait Islander but not Aboriginal origin  2

Both Aboriginal and Torres Strait Islander origin  3

Neither Aboriginal nor Torres Strait Islander origin  4

Responses must not be based on the perceptions of anyone other than the person, or their advocate. The 'look' of a person has proven to be an unreliable way for another person to assess someone's Indigenous origin.

4. In which **country** was the service user **born**?

See Data Guide page 49

- Australia  1101      Scotland  2105  
England  2102      Greece  3207  
New Zealand  1201      Germany  2304  
Italy  3104      Philippines  5204  
Viet Nam  5105      Netherlands  2308

If other country please specify \_\_\_\_\_

Where the country of birth is known but is not specified in the classification, please specify it in the space provided.

5. Does the service user require **interpreter services**?

See Data Guide page 50

- Yes - for spoken language other than English  1      Yes - for non-spoken communication  2      No  3

6. What is the service user's most effective **method of communication**?

- Spoken language (effective)  1  
Sign language (effective)  2  
Other effective non-spoken communication  
- e.g. Canon Communicator, Compic  3  
Little, or no effective communication  4  
Child aged under 5 years (not applicable)  5

See Data Guide page 51

This item is considered 'not applicable' to young children. Hence children aged 0-4 years should be coded as 'Child aged under 5 years'.

7. Does the service user usually **live alone** or **with others**?

See Data Guide page 52

- Lives alone  1  
Lives with family  2  
Lives with others  3

'Usually' means 4 or more days per week on average.

The service user's living arrangements must relate to the same place described in residential setting (see question 9).

8. What is the **postcode** of the service user's usual residence?

See Data Guide page 53

The service user's postcode must relate to their residential setting (see question 9).

9. What is the service users usual **residential setting**?

See Data Guide page 54

- Private residence  1
- Residence within an Aboriginal community  2
- Domestic-scale supported living facility  3  
– e.g. group homes
- Supported accommodation facility  4  
– e.g. hostels, supported residential services or facilities
- Boarding house/private hotel  5
- Independent living unit within a retirement village  6
- Residential aged care facility  7  
– nursing home or aged care hostel
- Psychiatric/mental health community care facility  8
- Hospital  9
- Short term crisis, emergency or transitional accommodation  10  
– e.g. night shelters, refuges, hostels for the homeless, halfway houses
- Public place/temporary shelter  11
- Other  12

The type of physical accommodation the person usually resides in ('usually' means four or more days per week on average).

10. What are the service user's **primary** and **other significant disability group(s)**?

a. Primary disability group

b. Other significant disability group(s)

Tick 1 box only	<input type="checkbox"/> 1	Intellectual	<input type="checkbox"/>
	<input type="checkbox"/> 2	Specific learning/ADD - other than Intellectual	<input type="checkbox"/>
	<input type="checkbox"/> 3	Autism - including Asperger's syndrome	<input type="checkbox"/>
	<input type="checkbox"/> 4	Physical	<input type="checkbox"/>
	<input type="checkbox"/> 5	Acquired brain injury	<input type="checkbox"/>
	<input type="checkbox"/> 6	Neurological - including epilepsy & Alzheimer's Disease	<input type="checkbox"/>
	<input type="checkbox"/> 7	Deafblind - dual sensory	<input type="checkbox"/>
	<input type="checkbox"/> 8	Vision	<input type="checkbox"/>
	<input type="checkbox"/> 9	Hearing	<input type="checkbox"/>
	<input type="checkbox"/> 10	Speech	<input type="checkbox"/>
	<input type="checkbox"/> 11	Psychiatric	<input type="checkbox"/>
	<input type="checkbox"/> 12	Developmental Delay - only valid for a child aged 0 – 5 years	<input type="checkbox"/>

Disability group(s) (other than that indicated as being 'primary') that also cause difficulty for the person.

See Data Guide pages 56-59

**11. How often does the service user need personal help or supervision with activities or participation in the following life areas?**

See Data Guide page 60

Please indicate the level of help or supervision required for each life area (rows a – i) by ticking only one level of help or supervision (columns 1 – 5).

<i>The person can undertake activities or participate in this life area with this level of personal help or supervision (or would require this level of help or supervision if the person currently helping were not available)</i>	1) Unable to do or always needs help/ supervision in this life area	2) Sometimes needs help/ supervision in this life area	3) Does not need help/ supervision in this life area but uses aids or equipment	4) Does not need help/ supervision in this life area and does not use aids or equipment	5) Not applicable
<b>LIFE AREA</b>					
<b>a) Self-care</b> e.g. washing oneself, dressing, eating, toileting	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
<b>b) Mobility</b> e.g. moving around the home and/or moving around away from home (including using public transport or driving a motor vehicle), getting in or out of bed or a chair	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
<b>c) Communication</b> e.g. making self understood, in own native language or preferred method of communication if applicable, and understanding others	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
<b>d) Interpersonal interactions and relationships</b> e.g. actions and behaviours that an individual does to make and keep friends and relationships, behaving within accepted limits, coping with feelings and emotions	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
<i>In the following questions 'not applicable' is a valid response only if the person is 0-4 years old.</i>					
<b>e) Learning, applying knowledge and general tasks and demands</b> e.g. understanding new ideas, remembering, problem solving, decision making, paying attention, undertaking single or multiple tasks, carrying out daily routine	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
<b>f) Education</b> e.g. the actions, behaviours and tasks an individual performs at school, college, or any educational setting	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
<b>g) Community (civic) and economic life</b> e.g. recreation and leisure, religion and spirituality, human rights, political life and citizenship, economic life such as handling money	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
<i>In the following questions 'not applicable' is a valid response only if the person is 0-14 years old.</i>					
<b>h) Domestic life</b> e.g. organising meals, cleaning, disposing of garbage, housekeeping, shopping, cooking, home maintenance	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
<b>i) Working</b> e.g. actions, behaviours and tasks to obtain and retain paid employment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5



## 12. Carer arrangements (informal)

See Data Guide page 63

The following questions are asking about the presence of an **informal carer** who provides support to the service user (i.e. these questions are **not about paid carers**)

**12a.** Does the service user have an **informal carer**, such as a family member, friend or neighbour, **who provides care and assistance** on a regular and sustained basis?

Yes  1

>Go to 12b

No  2

>Go to 13

'Regular' and 'sustained' in this instance means that care or assistance has been ongoing, or likely to be ongoing for at least six months.

**12b.** Does the carer assist the service user in the area(s) of **self-care, mobility or communication**?

Questions 12b-e relate the informal carer identified in 12a

Yes  1

No  2

See Data Guide page 65

**12c.** Does the carer live in the **same household** as the service user?

Yes, Co-resident carer  1

No, Non-resident carer  2

See Data Guide page 66

**12d.** What is the **relationship** of the carer to the service user?

See Data Guide page 67

Wife/female partner  1

Daughter-in-law  7

Husband/male partner  2

Son-in-law  8

Mother  3

Other female relative  9

Father  4

Other male relative  10

Daughter  5

Friend/neighbour – female  11

Son  6

Friend/neighbour – male  12

When answering this question complete the sentence **The carer is the service user's...**

This question relates to the informal carer identified in 12a

**12e.** What is the **age group** of the carer?

See Data Guide page 69

Less than 15 years  1

45 - 64 years  4

15 - 24 years  2

65 years and over  5

25 - 44 years  3

When asking the service user about the age of their carer it is considered more appropriate to ask about broad age groups rather than actual age.

**Only complete question 13 if the service user is aged under 16 years.**

**13. If aged under 16 years:** do the service user's parents or guardians receive the **Carer Allowance (Child)**?

See Data Guide page 70

Yes <sub>1</sub>      No <sub>2</sub>      Not known <sub>3</sub>

*This question is not asking about Carer Payment even though some parents of children aged less than 16 years receive it in addition to Carer Allowance (Child).*

**Only complete question 14 if the service user is aged 15 years or more.**

**14. If aged 15 years or more:**

See Data Guide page 71

What is the service user's **labour force status**?

Employed <sub>1</sub>      Unemployed <sub>2</sub>      Not in the labour force <sub>3</sub>

**Only complete question 15 if the service user is aged 16 years or more.**

**15. If aged 16 years or more:**

See Data Guide page 73

What is the service user's **main source of income**?

Disability Support Pension <sub>1</sub>      Other income <sub>5</sub>  
Other pension or benefit <sub>2</sub>      Nil income <sub>6</sub>  
Paid employment <sub>3</sub>      Not known <sub>7</sub>  
Compensation payments <sub>4</sub>

*This item refers to the source by which a person derives most (equal to or greater than 50%) of his/her income. If the person has multiple sources of income and none are equal to or greater than 50%, the one which contributes the largest percentage should be counted.*

**Continue questions for service users of all ages.**

**16. Is the service user currently receiving individualised funding under the CSTDA?**

Yes <sub>1</sub>      No <sub>2</sub>      Not known <sub>3</sub>

See Data Guide page 74

## 17. Services received 2002-2003

For service types 1.05–1.07, 2.06, 3.01, 3.03 and 4.01–4.05 complete all sections (a) to (g). For all remaining service types (except 3.02, 6.01-6.05, 7.01-7.04), please complete sections (a) to (e) only.

**Responses to the remaining questions must relate to the service type outlet ID indicated in data item B of the Service user form.**

Note: if the service user received more than 1 service type from your agency you will need to complete a separate Service user form (see Data Guide page 15).

**17a.** When did the service user **commence** using this service type?

d	d	m	m	y	y	y	y

See Data Guide page 77

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

**17b.** When did the service user **last receive** this service type?

d	d	m	m	y	y	y	y

See Data Guide page 78

**17c.** Did the service user receive this service type **on the snapshot day**?

Yes  1      No  2

See Data Guide page 79

**17d.** When did the service user **leave** this service type?

See Data Guide page 80

d	d	m	m	y	y	y	y

If the service user is still with the service leave blank and **>Go to question 17f**

A service user is considered to leave a service when either:

1. the service user ends the support relationship with the service outlet;
2. the service outlet ends the support relationship with the service user; or
3. twelve months have elapsed since the service user last received support.

**Only answer this item, if Item 17d has been coded  
(i.e. the service user is no longer receiving the service).**

**17e.** What **reason** did the service user report for **leaving** this service?

Service user no longer needs assistance from  1  
service type outlet – moved to mainstream services

See Data Guide page 81

Service user no longer needs assistance from  2  
service type outlet – other

Service user moved to residential, institutional  3  
or supported accommodation setting

Service user's needs have increased  4  
– other service type required

Services terminated due to budget/staffing constraints  5

Services terminated due to Occupational Health  6  
and Safety reasons

Service user moved out of area  7

Service user died  8

Service user terminated service  9

Other  10

**Questions 17f and 17g only need to be completed by service types 1.05–1.07, 2.06, 3.01, 3.03  
and 4.01–4.05.**

**Hours received** – please indicate the **number of hours**  
of support received by to the service user for this CSTDA  
service type:

*The amount of CSDA-funded support  
received by a person for this CSDA  
service type during the reporting  
period.*

**17f.** In the **7-day reference week**  
**preceding the end of the**  
**reporting period?**

See Data Guide page 83

**17g.** In a **typical 7-day week?**

See Data Guide page 85

**Thank you for your time and effort.**

## Appendix 3: Inclusion rules for six-monthly data

Service users were included in tables if they had received a service from one or more outlets in the six months from 1 January to 30 June 2003. This could be determined from the date of last service received, however for some cases this date was missing (around 4% of service users overall; see Table 3.3), so other items were used to determine inclusion.

Service users were included in the six-month data set if one or more of the following conditions were true:

- date of last service was between 1/1/2003 and 30/6/2003;
- start date with the service type outlet was between 1/1/2003 and 30/6/2003;
- snapshot day flag was 'yes';
- date of last service was missing and date of exit from the service type outlet was between 1/1/2003 and 30/6/2003;
- date of last service was missing and hours of service received in the reference week were greater than zero;
- for accommodation services – all service users with missing last date and no exit date were included;
- for recreation/holiday program services (service type 3.02) – all service users with missing last date and no exit date were included. (These service type outlets were not required to provide information on dates relating to service usage, so in effect all records for this service type were included. However, date of last service was sometimes provided and this was used when possible.)

## Appendix 4: Using the statistical linkage key

This appendix provides a description of the linkage processes, including the validation of the linkage key, the results of linkage and an overview of the rules used to allocate responses that are discrepant between linked records.

### Record linkage

The process for linking records is as follows:

- Two or more records that had fully valid linkage keys that completely matched were regarded as referring to the same service user.
- There were 841 records for which sex was unknown. These records were tested for matches within the same geographical state or territory using the linkage key without sex, with all other records in 2002, as well as all records in the 1999, 2000, 2001 and 2002 snapshot day data sets. This resulted in the allocation of sex to two-thirds of these records for which it was previously unknown (67% or 561).
- For a small number of records (317) that were missing one component other than sex it was possible to assign the full linkage key by similar comparison methods. The remaining records (4,192) that were missing any part of the linkage key other than sex were not matched and were given a unique key for all future analyses.
- The letter part of the linkage key was examined to check whether any unlikely or possibly false sequences (such as 'ABCDE') or repetitions (such as 'AAAA') appeared at a higher frequency than might be expected. There were no such apparently invalid linkage keys in the 2002–03 collection.
- Specific problems with data from some jurisdictions required some additional processing, in particular the use of a 'pseudo' linkage key for the Victorian data. These are described in the final two sections of this appendix.

## Estimated dates of birth

For 3,330 (1.5%) records with valid linkage keys the date of birth was recorded as being an estimate. Generally this meant that the day and month were recorded as 1 January. If a service user has both estimated and actual dates of birth recorded in the data set, then this will result in one or more records for that service user not being properly linked. This appears to have occurred, as average number of records per service users is lower for these cases than for the remaining valid cases. If the true ratio of the cases with estimated dates of birth was the same as for the other valid cases then the number of service users would be overestimated by 629.

For those records for which the date of birth was not flagged as being an estimate, the frequency distribution of days and months was examined for any unexpected patterns. For these cases, 1 January was still more common as a birth date than expected, with 4,098 such dates recorded compared to an expected number of 594. Presumably 1 January was sometimes being recorded when the year of birth was known but the day and month were not, without this being indicated by the date estimate flag. There is no way of separately identifying these cases although the majority are from a small number of agencies from two jurisdictions which appear to have routinely recorded estimated dates of birth without indicating that this was the case. A similar calculation can be made as above for cases for which date of birth is recorded as being estimated, and this suggests that the number of service users would be overestimated by 1,052 due to estimated dates of birth that have not been flagged.

## Results of linkage

There were 224,409 service user records relating to service users who accessed services between 1 January 2003 and 30 June 2003. After linkage, the estimated total number of service users was 155,884. Almost all linkage occurred within the one jurisdiction (state, territory or Australian Government) or between state/territory and Australian Government services located within the same state or territory. However, there were 442 matches of the linkage key between states and territories, meaning that these service users were assumed to be using services from two different states during the six-month period. Of these, 128 were between matching records having the same postcode. It is assumed that the remaining 314 service users (0.2% of the total) either moved from one state or territory to another during the period, or somehow otherwise relocated and accessed services from more than one state or territory.

Table A4.1 shows the number of records per linkage key. About 48% (108,664) of all records had a valid linkage key that did not match with any other record. A further 2% (4,192) of records had an invalid linkage key and thus could not be matched. This was a lower percentage than in 2002, indicating that the recording of the statistical linkage key has improved. However, the proportion of invalid keys ranged from 0% or nearly 0% for the Northern Territory, Australian Government and Tasmania to 6.6% for Victoria (not including 'pseudo' linkage keys; see 'Linkage of data for Victoria' below).

**Table A4.1: Number of service user records that match using the statistical linkage key and resulting number of service users**

Effect of linkage key	Records		Service users	
	No.	%	No.	%
<b>Unmatched records</b>				
Valid linkage key	108,564	48.4	108,564	69.6
Invalid linkage key <sup>(a)</sup>	4,192	1.9	4,192	2.7
<i>Total</i>	<i>112,756</i>	<i>50.2</i>	<i>112,756</i>	<i>72.3</i>
<b>Linked records</b>				
2 records	54,782	24.4	27,391	17.6
3 records	28,575	12.7	9,525	6.1
4 records	15,820	7.0	3,955	2.5
5 records	7,265	3.2	1,453	0.9
6 records	3,234	1.4	539	0.3
7 records	1,225	0.5	175	0.1
8 to 12 records <sup>(b)</sup>	752	0.3	90	0.1
<i>Total</i>	<i>111,653</i>	<i>49.8</i>	<i>43,128</i>	<i>27.7</i>
<b>Grand total</b>	<b>224,409</b>	<b>100.0</b>	<b>155,884</b>	<b>100.0</b>

(a) Pseudo linkage keys used for some Victorian cases are included with valid linkage keys. See under 'Linkage of data for Victoria' below.

(b) 67 service users had 16 records, 16 had 9 records, 6 had 10 records and 1 had 12 records.

Thus, altogether, just over half (50.2% or 112,756) of all records were unmatched, and as a result there were 112,796 service users for whom there was only one record. The other half (49.8% or 111,653) of records did have at least one match and were shared between 43,128 service users. For example, there were 54,782 records (27,391 multiplied by 2) for the 23,791 service users who had two matching records. The number of records with the same linkage key ranged from one to twelve. Nearly two-thirds (64%) of the matches found were between two records only (27,391 of 43,128).

It should be noted that the number of records that a service user has in the database does not necessarily correspond with the number of service type outlets that the service user has accessed. This is because it is possible for service user data to be recorded once by an agency even if the service user has accessed more than one service type outlet within the agency.

Records with invalid linkage keys cannot, of course, be matched with any other records, so result in an overestimate of the number of service users. From the results of linkage among records with valid linkage keys, an estimated 2,215 of the records with invalid keys would be expected to show a match if they had a valid key, and the total for service users would decrease by this number. To this can be added the estimated extra 1,681 service users counted due to estimated dates of birth, both flagged and not flagged. This would mean that the total number of service users is overestimated by about 4,000 or 2.5%. However, the statistical linkage key by its nature does not result in perfect matching and can result in both false matches and missed matches. Previous testing of the linkage key indicated a false match rate of 1% or less (Ryan et al. 1999).



## **Methods for resolving discrepancies between linked records**

When records are matched by linkage key, they are assumed to then relate to the same service user. In the majority of cases, all the information on matching records will be the same. However, in some cases the other information on two or more matching records is not entirely consistent; that is, for some items the values recorded will differ between records. For example, of two records with the same linkage key, one may record the service user as 'living with others' and having 'other effective non-spoken communication', with the other recording the service user as 'living with family' and having 'little or no effective communication'. Depending upon the item in question, this may be due to differences in opinion, judgment or quality of information, or possibly because of miscoding on one record.

In order to produce any tabulations or analysis of items by service user, it is necessary to reconcile such discrepancies by some method that is consistent for each item. Standard agreed processes have been designed to select the data from the most reliable source. Depending upon the nature of the item these may involve selection on the basis of one or more of (a) the frequency of each value recorded, (b) an order of preference by the actual value of the item, (c) an order of precedence by service type of the outlets that recorded the data or (d) some form of summation of all values for the item. A further general principle used in all cases is that valid values for an item take precedence over missing or 'not known' values. This is on the basis that valid values imply the relevant information was known and could be given, whereas missing/not known values imply that the information was either unknown or would not be disclosed. Thus, where there are only two records and one has a particular item missing or not known, the value on the other record will be the one assigned to the service user.

## **Linkage of data for Victoria**

The data for Victoria had a large number of invalid statistical linkage keys due to service users not giving the letters of names component. It was agreed that a 'pseudo' linkage key should be used where necessary, comprising date of birth, sex and postcode. This key was used to assign valid linkage keys where possible, by matching to other records.

This process increased the proportion of records in the unaggregated data with valid linkage keys from 41% to 70%. A further 24% had pseudo linkage keys and, through the matching process, the number of missed matches between those records with these keys and other records in the national data has been reduced to a minimum. However, the use of the pseudo key means that some records would have been wrongly matched and other records not matched when they should have been.

Service user records were aggregated across agency ID and linkage key into the six-monthly data set. In the final national data set for 1 January to 30 June 2003, 4.4% of all service users remain with a pseudo linkage key. This may result in some over-counting of service users, particularly if these service users were also accessing employment services in which case they would be counted twice.

## **Other data issues**

### **NSW**

For New South Wales, 333 service user records could not be matched with the service usage file, which may have resulted in further missed information. Seventy-nine of these records remained unmatched in the final data set, although the ones that were matched may still have missing service usage information. As well 10 service type outlets were of unknown service type and 670 service usage records could not be matched with a service type outlet. None of these could this be included in the final data set.

### **Victoria**

There were 3,422 service user records that could not be matched with the service usage file, which may have resulted in further missed information. Of these, 2,662 records remained unmatched in the final data set, although the ones that were matched may still have missing service usage information.

### **South Australia**

For six agencies there were groups of cases where the service user records and service usage records could not be matched properly due to duplicate and/or missing record IDs. For these cases, service user and service usage records were matched randomly within each agency after taking account of the other services that the relevant service users were receiving (process discussed with jurisdiction). This involved nearly 1,000 service user records. This process maintained the correct count of service users but may have resulted in some incorrect combinations of service usage.

### **ACT**

One service type outlet (service type 3.01) was missing 342 service usage records for service users who were known to have accessed this outlet. On advice from the jurisdiction the appropriate service usage records (with most data items missing) were assigned to the appropriate service users and included in the data for the six-month period.

## Appendix 5: Technical note on possible differences between six-month and twelve-month data

As outlined in Section 3.6, due to the problems with data quality and because future CSTDA NMDS collections from 2003–04 onwards will be for a full year, the current collection will not be directly comparable with future collections. In particular, the relative proportions of service users accessing the different service types will most likely differ for these reasons.

Some analysis has been done to extrapolate from the six-month collection to obtain some figures for a twelve-month period, allowing for missing data as far as this is possible. There are many problems in doing this and the resulting figures are not true estimates, but only indicative figures that can be used to inform the reader's understanding of the report and give some appreciation of the possible differences between the current data and full-year data with higher response rates.

To obtain indicative figures for the proportions of service users accessing different service types over a full year, it is necessary to extrapolate service user figures for a full twelve-month period. To do this from the current data collection, adjustments have to be made, as far as possible, both for missing data and for the difference between six months and twelve months.

### Missing data

The Australian Government employment services have a response rate of 100% and there appear to be no service users unrecorded for these services. There are full-year data available for these services and these can be used without any estimation. Therefore, twelve-month data presented in Table A5.1 are as provided by the Australian Government.

For the other jurisdictions, as discussed in Chapter 3, the only estimate of the number of missing service user records available is from the service type outlet response rate. These can give only very approximate estimates because:

- The number of non-responding service type outlets is not certain for all jurisdictions.
- The number of people accessing the non-responding service type outlets is not known. Using the service outlet response rate assumes that on average non-responding outlets are of the same size (i.e. have the same number of users) as those outlets that responded for each jurisdiction and service type.
- It is not possible to estimate the number of service users who accessed services from responding service type outlets but were not recorded.

The lower the service type outlet response rate the more these problems can affect any extrapolations and the figures for Victoria and New South Wales are likely to be the most approximate.

### Scaling up to twelve months

The second adjustment that can be made is to scale up the data for six months to twelve months. To do this, a factor can be calculated from the Western Australian data, as Western Australia was the only state or territory with a full twelve months of data. This factor is calculated by using the ratio of the number of service users in the six-month period to the number of service users in the twelve-month period in Western Australia. The calculation

assumes that the other states and territories have similar patterns of service use over time to Western Australia.

## Results of extrapolations

The adjustments were calculated for each state and territory and each service group to give extrapolated figures at this level. For example, for accommodation support services in New South Wales a factor of 1.39 is applied to adjust for a 72% response rate for accommodation service type outlets, and a further factor of 1.03 to scale up from six months to twelve months. Combining these multipliers and applying them to the 6,907 service users in this category for New South Wales (see Table 4.1) gives a rounded extrapolated figure for the full twelve months of 9,900 (Table A5.1).

The results are shown in Table A5.1 with the extrapolated number of service users given to the nearest 100. The extrapolated total number of service users for all service types is about 232,000, an increase of 49% compared to the data collected over the six-month period. Most of this difference is due to missing data, rather than the increased period of twelve months. This figure is still likely to be an underestimate, as it does not take into account service users receiving services from outlets that did provide service user information, but whose own data are missing.

**Table A5.1: Extrapolation of service user numbers from six months to twelve months, adjusting for service type outlets with missing service user data, 2002–03**

Service group	Factor for outlets missing service user data								Six to twelve months ratio
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	
Accommodation support	1.39	1.60	1.08	1.01	1.08	1.00	1.14	1.00	1.03
Community support	1.43	2.09	1.19	1.00	1.06	1.00	1.19	1.24	1.10
Community access <sup>(a)</sup>	1.28	1.94	1.14	1.01	1.22	1.05	1.22	1.00	1.34
Respite	1.44	1.84	1.19	1.04	1.23	1.13	1.00	1.00	1.68
	Extrapolated number of service users								Total <sup>(b)</sup>
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	
Accommodation support	9,900	16,800	4,800	3,500	3,700	1,100	400	200	40,400
Community support	20,600	30,000	9,500	10,500	10,200	1,200	500	500	82,900
Community access	11,500	35,700	6,900	10,500	5,900	1,700	900	300	73,500
Respite	8,700	22,200	5,700	2,700	2,000	300	400	200	42,200
Employment <sup>(c)</sup>	19,100	18,300	11,600	6,000	5,600	1,700	900	500	63,700
Service group overlap factor <sup>(d)</sup>	0.78	0.78	0.78	0.71	0.75	0.80	0.78	0.79	
All services	54,200	95,600	29,900	23,500	20,800	4,800	2,400	1,300	232,100

(a) The six to twelve months ratio for community access was applied to service users of life skills and learning services and 'other' community access services. The number of service users for recreation/holiday services was assumed to be the same for twelve months as for six months due to the limited data collected on users of this service type and the resulting rules for inclusion in the six-month data (see Appendix 3).

(b) A small adjustment has been made to allow for service users who accessed services in more than one state or territory. For each service group and for all services a factor was calculated from the six-month data as the ratio of the linked total to the unlinked total for states and territories.

(c) Employment data used in this table are based on full year data provided by the Australian Government.

(d) This factor is used to calculate the total number of service users for each state and territory from the service group totals. It is calculated for each state and territory from the proportion of service users accessing services from more than one service group. Because New South Wales and Victoria were missing substantial numbers of service users it is likely that the actual factor is lower than that for all service users and so for these two states the factor calculated for Queensland was used.

It is possible to calculate the adjustments at a more detailed level for each service type and this method was tested, but it has problems as well as advantages. On the one hand this way may be more accurate because a factor is applied to each service type separately, but on the other hand it may be less accurate because the numbers are smaller and more assumptions have to be made about the degree of overlap between service types, that is, the number of service users accessing more than one service type. Extrapolation in this way resulted in only slightly higher numbers.

The calculations show that the proportion of service users accessing the five service groups are likely to be somewhat different for all service users over twelve months, compared to those recorded in the six months data (see Table 4.1). The largest differences are a decrease for employment (27% instead of 35%) with corresponding increases in respite (18% compared to 11%) and community access (32% compared to 27%). These differences should be kept in mind when interpreting the tables in this report.

## Appendix 6: English Proficiency groupings

An 'English Proficiency index', a standard tool developed by the Bureau of Immigration, Multicultural and Population Research, was used to construct each of the English Proficiency (EP) Groups (see Benham et al. 2000). Those countries with immigrants who scored 98% or higher on this index and had an immigrant population of 10,000 or more were rated as EP Group 1. This group includes those countries referred to in previous CSDA MDS reports as 'Other English-speaking countries' (Canada, Ireland, New Zealand, South Africa, United Kingdom and United States of America).

The remaining EP Groups were determined by their EP index score as follows:

- those countries with a 'high' level of English Proficiency (80–98%, or above 98% but with an immigrant population of less than 10,000) were placed in EP Group 2;
- those countries with a 'moderate' level of English Proficiency (a rating of more than 50% but less than 80%) fell into EP Group 3;
- the remaining countries (i.e. those with a rating on the EP index of less than 50%) were labelled as having a 'low' level of English Proficiency and placed in EP Group 4.

### English Proficiency Group 1

Canada  
Ireland  
New Zealand  
South Africa  
United Kingdom  
United States of America

### English Proficiency Group 2

Africa (excl. North Africa) nfd	Brunei	Estonia
Algeria	Bulgaria	Faeroe Islands
Andorra	Burundi	Falkland Islands
Anguilla	Cameroon	Fiji
Antigua and Barbuda	Cayman Islands	Finland
At sea	Central African Republic	Former Czechoslovakia nfd
Australian Ext. Territories nfd	Central America nfd	France
Austria	Central and West Africa nfd	French Guiana
Bahamas	Chad	French Polynesia
Bahrain	Comoros (excl. Mayotte)	Gabon
Bangladesh	Congo	Gambia
Barbados	Cook Islands	Germany, Federal Republic of
Belgium	Cote D'Ivoire	Ghana
Belize	Czech Republic	Gibraltar
Benin	Denmark	Greenland
Bermuda	Dominica	Grenada
Bhutan	Dominican Republic	Guadeloupe
Botswana	Eastern Europe nfd	Guatemala
Brazil	Equatorial Guinea	Guinea

(continued)

**English Proficiency Group 2 (continued)**

Guinea-Bissau	Nepal	Southern and East Africa nfd
Guyana	Netherlands	Southern Asia nfd
Haiti	Netherlands Antilles	Southern Europe nfd
Holy See	New Caledonia	Spain
Iceland	Niger	Sri Lanka
India	Nigeria	St Helena
Israel	Niue	St Kitts-Nevis
Jamaica	Norfolk Island	St Lucia
Jordan	North Africa nfd	St Vincent and the Grenadines
Kenya	Northern America nfd	Sth/Ctrl America & Caribbean nfd
Kiribati	Northern Europe nfd	Suriname
Kuwait	Northern Mariana Islands	Swaziland
Lesotho	Norway	Sweden
Liberia	Oceania and Antarctica nfd	Switzerland
Libya	Oman	Tadjikistan
Liechtenstein	Other Australian Ext. Territories	Tanzania
Luxembourg	Other Polynesia (excl. Hawaii)	The Caribbean nfd
Madagascar	Pakistan	Togo
Malawi	Palau	Tonga
Malaysia	Papua New Guinea	Trinidad and Tobago
Maldives	Philippines	Turks and Caicos Islands
Mali	Qatar	Tuvalu
Malta	Reunion	Uganda
Marshall Islands	Rwanda	United Arab Emirates
Martinique	Samoa, American	Vanuatu
Mauritania	Samoa, Western	Venezuela
Mauritius	San Marino	Virgin Islands, British
Mexico	Sao Tome and Principe	Virgin Islands, United States
Micronesia nfd	Seychelles	Wallis and Futuna
Monaco	Sierra Leone	Western Europe nfd
Montserrat	Singapore	Yemen
Morocco	Slovak Republic	Zaire
Mozambique	Slovenia	Zambia
Namibia	Solomon Islands	Zimbabwe
Nauru	Southeast Asia nfd	

**English Proficiency Group 3**

Afghanistan	Belarus	Costa Rica
Albania	Bolivia	Croatia
Angola	Bosnia-Herzegovina	Cuba
Antarctica nfd	Burkina Faso	Cyprus
Argentina	Burma (Myanmar)	Djibouti
Armenia	Cape Verde	Ecuador
Aruba	Chile	Egypt
Azerbaijan	Colombia	El Salvador

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(continued)

**English Proficiency Group 3 (continued)**

Eritrea	Japan	Puerto Rico
Ethiopia	Kazakhstan	Romania
Europe and the Former USSR nfd	Korea, Republic of	Russian Federation
Fmr Yslav Rep Macedonia (FYROM)	Kyrgyzstan	Saudi Arabia
Fmr Yslav Rep Serbia/Montenegro	Latvia	Senegal
Former USSR & Baltic States nfd	Lebanon	Somalia
Former Yugoslavia nfd	Lithuania	South America nfd
Georgia	Macau	Sudan
Greece	Middle East & North Africa nfd	Syria
Guam	Middle East nfd	Taiwan (Province of China)
Honduras	Moldova	Thailand
Hong Kong	Mongolia	Tokelau
Hungary	Nicaragua	Tunisia
Inadequately described	Panama	Turkmenistan
Indonesia	Paraguay	Ukraine
Iran	Peru	Uruguay
Iraq	Poland	Uzbekistan
Italy	Portugal	West Bank/Gaza Strip

**English Proficiency Group 4**

Cambodia  
Chilean Antarctic Territory  
China (excl. Taiwan Province)  
Korea, Democratic People's Republic of  
Laos  
Turkey  
Viet Nam

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*Note:* nfd—no further definition)

*Source:* DIMA 1999.



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