

# **Disability support services 2006–07**

**National data on services provided under the  
Commonwealth State/Territory Disability Agreement**

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**October 2008**

Australian Institute of Health and Welfare  
Canberra

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# Contents

Preface.....	vii
Acknowledgments.....	viii
Abbreviations.....	ix
Symbols.....	ix
Summary .....	x
<b>1 Introduction.....</b>	<b>1</b>
1.1 Outline of the report.....	1
1.2 Brief history of the CSTDA NMDS.....	1
1.3 Scope and definitions .....	2
1.4 Government expenditure.....	7
1.5 Outputs from the CSTDA NMDS collection.....	7
1.6 Data quality.....	8
<b>2 Service users: characteristics and service use .....</b>	<b>9</b>
2.1 State distribution and service type .....	9
2.2 Age, sex and disability group.....	14
2.3 Aboriginal and Torres Strait Islander service users.....	21
2.4 Country of birth.....	25
2.5 Communication method and need for an interpreter.....	27
2.6 Income and labour force status.....	28
2.7 Individualised funding .....	31
2.8 Location of service users .....	33
<b>3 Informal carers, support needs and living arrangements.....</b>	<b>36</b>
3.1 Presence of an informal carer .....	36
3.2 Carer age and relationship to service user .....	37
3.3 Carer primary status and co-residency.....	41
3.4 Support needs.....	42
3.5 Living arrangements and residential setting .....	47
<b>4 Data trends – 2003–04 to 2006–07 .....</b>	<b>50</b>
4.1 Services used.....	50
4.2 Demographic trends.....	56
4.3 Service outlets.....	61
<b>5 Service agencies and outlets.....</b>	<b>62</b>
5.1 Agency distribution.....	62
5.2 Agency sector .....	62
5.3 State distribution and service type .....	64

5.4	Location of service type outlet .....	66
5.5	Period of operation .....	69
<b>6</b>	<b>Service use .....</b>	<b>72</b>
6.1	Multiple service use .....	72
6.2	Measures of service quantity .....	77
6.3	Service exits .....	83
<b>7</b>	<b>Data quality .....</b>	<b>85</b>
7.1	Service type outlet response rates .....	85
7.2	Service user response rate .....	86
7.3	'Not stated' and 'not known' rates .....	86
	<b>Appendixes .....</b>	<b>90</b>
	Appendix 1: Detailed tables .....	90
	Appendix 2: Trend tables .....	115
	Appendix 3: CSTDA NMDS 2006–07 collection forms .....	124
	Appendix 4: The statistical linkage key .....	135
	Appendix 5: Service type classification (definitions) .....	137
	Appendix 6: Data items requiring collection by various service types .....	143
	Appendix 7: English proficiency groupings .....	145
	<b>References .....</b>	<b>148</b>
	<b>List of tables .....</b>	<b>150</b>
	<b>List of appendix tables .....</b>	<b>154</b>
	<b>List of boxes and figures .....</b>	<b>156</b>

# Preface

This report presents data from the 2006–07 Commonwealth State/Territory Disability Agreement National Minimum Data Set (CSTDA NMDS). The 2006–07 financial year marked the nominal end of the third (2002–07) CSTDA. It is therefore fitting that this report includes a special focus chapter which examines trends over the period covered by four NMDS collections (2003–04 to 2006–07).

People who use CSTDA-funded services come from diverse backgrounds and have a range of complex needs associated with disability. This report gives unique insight into the characteristics of this group of consumers and of the types of services they receive, both within 2006–07 and across all four years of available data. Information contained in this report is relevant to funded agencies, service users, government departments and members of the general public.

Penny Allbon  
Director

# Acknowledgments

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The successful completion of the CSTDA NMDS collection in 2006–07 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
- staff who conducted the collection, from government departments that fund disability services, at the Australian Government and state and territory levels.

Our thanks go to all these people.

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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
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
EP Groups	English Proficiency Groups
FTE	full-time equivalent
MDS	minimum data set
NMDS	national minimum data set
OHS	occupational health and safety

# Symbols

n.a.	not applicable
–	zero, or null cells
0.0	rounded to zero (less than 0.5 but more than zero)

# Summary

In 2006–07, services funded under the Commonwealth State/Territory Disability Agreement (CSTDA) delivered assistance to over 232,000 people with a disability, accounting for \$4.42 billion of government expenditure. The CSTDA aims at improving the quality of life of people with disability by providing support and assistance across a range of life activities. Specialist disability services funded under the Agreement include accommodation support, community support, community access, respite, and employment services.

This report outlines the characteristics of people who used specialist disability services in 2006–07 and the services they received. The information from the CSTDA National Minimum Data Set (NMDS) used in this report was collected from around 10,000 service outlets around Australia. The 2006–07 NMDS is the fourth collection of full-year data on disability services and coincides with the official end of the third CSTDA. A special focus chapter (Chapter 4) looks at some major trends over the life of the third agreement (from 2003–04 to 2006–07). This was made possible by using linked records, one of the key data enhancements of the third CSTDA.

## Service use

- Community support services (for example, therapy, early intervention and case management) were accessed by almost 100,000 people (43% of service users) making this the most commonly used service group.
- The most commonly used service type was open employment – accessed by almost 60,000 service users (a quarter of all users) in 2006–07. These services provide assistance to people with disability in obtaining and/or retaining paid employment in the open labour market.
- Accommodation support services accounted for 16% of all service users, but the highest proportion of expenditure (47%).

## Service user characteristics

- The median age of service users was 31.5 years; 29.0 years for males and 35.3 years for females. There were more males (59%) than females (41%) accessing services; this equates to approximately 1.4 males for every female.
- Intellectual disability was the most common primary disability (accounting for around 1 in 3 service users), followed by psychiatric disability then physical disability.
- Aboriginal and Torres Strait Islander peoples accounted for 3.8% of service users. This is a slightly higher proportion than in the general Australian population aged 0–64 years (3.0%). Intellectual disability was the most common primary disability for Indigenous people. A greater proportion of Indigenous than non-Indigenous service users had multiple disabilities (47% compared with 38%). Almost 12% of Indigenous service users reported four or more significant disability types.
- People with intellectual disability or autism were most likely to have little or no effective communication. In nine out of the twelve disability types, more than 10% of service users had little or no effective means of communication.
- 59% of service users always or sometimes needed help with activities of daily living, 63% with activities of work, education and community living and 68% with activities of independent living. The support profile of 90,073 users who used services in both 2003–04 and 2006–07 (i.e. ongoing service users) shows much higher needs, on average, than other users. Over 70% of these ongoing service users always or sometimes needed support with activities of daily living.

- One-third of service users of working age were employed, with slightly less than one-quarter unemployed. Three out of ten people were not in the labour force.

### **Informal carers**

- Less than half (45%) of service users had an informal carer. The same proportion of informal carers were in Major Cities, though service users in Remote and Very Remote areas had a greater likelihood (54% and 66% respectively) of having an informal carer than service users in other areas.
- Almost two-thirds of informal carers were the service user's mother. Close to a third of all informal carers were parents aged over 45 years.
- There were 7,585 older (65 years and over) parent carers in 2006–07. The majority of these older parent carers were the service user's mother (83%). Close to half (45%) of all service users with an older parent carer were aged 40–49 years; 24% were aged 30–39 years and 21% were aged 50–59 years.

### **Key trends from 2003–04 to 2006–07**

- The estimated number of people accessing CSTDA-funded services has increased by 24% – from 187,800 in 2003–04 to 232,300 in 2006–07.
- Open employment services were the most commonly accessed service type between 2003–04 and 2006–07, followed by case management services.
- Respite services have experienced the highest overall growth in user numbers over the four year period (up by 46%), followed by community support and employment (both up by 25%).
- Almost half (48%) of users who accessed services during 2003–04 continued to access services in 2006–07. These users reported higher levels of support needs than CSTDA service users overall, and a similar level of multiple service use.
- Users aged 45–64 years have consistently increased in number over the 4 years from 2003–04, in both absolute and relative terms, indicating that the overall CSTDA service user population is ageing.
- The proportions of service users born overseas, living alone and accessing individualised funding have increased – in particular, the proportion of users with individualised funding has increased from 17% to 45%.
- Intellectual/learning disability has consistently been the most commonly reported primary disability across all service groups.
- Although the proportion of service users reporting that they always need support in activities of daily living has been stable over the period, there are indications of an increasing level of support need for activities of independent living among CSTDA service users.

### **Response rates and data quality**

- The national service outlet response rate has increased slightly between 2003–04 and 2006–07, from 92% to 93%. Over the same period, the number of service outlets reporting CSTDA NMDS information has increased from 7,976 to 9,472 and the number of agencies has increased from 1,973 to 2,330.
- Data quality has seen some improvements between 2005–06 and 2006–07 in terms of 'not stated' rates for some data items (e.g. Indigenous status, country of birth, living arrangements and primary disability). However, for other items these rates remain very high (e.g. receipt of carer allowance and support needs items).



# 1 Introduction

This report is based on data collected during the 2006–07 financial year from services funded under the third Commonwealth State/Territory Disability Agreement (CSTDA) of 2002–07. Under this Agreement the Australian Government (Commonwealth) is responsible for the planning, policy setting and management of employment services<sup>1</sup> for people with disability, and the states and territories are responsible for all other disability support services (including accommodation support, community access, community support and respite services). Responsibility for advocacy, information and print disability services is shared between the two levels of government.

## 1.1 Outline of the report

Chapter 2 describes service users and the services they accessed over the 12-month period, presenting data on the majority of service user data items.

Chapter 3 deals with data relating to informal carers, and the support needs and living arrangements of service users in 2006–07.

Chapter 4 is a special focus chapter which looks at trends from 2003–04 to 2006–07. Special focus chapters in future reports will examine other themes or groups of service users.

Chapter 5 presents data on service type outlets and agencies that provided services during 2006–07.

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

Chapter 7 deals with data quality issues and response rates affecting the 2006–07 data.

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

## 1.2 Brief history of the CSTDA NMDS

Before 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, which was then known as the Commonwealth/State Disability Agreement Minimum Data Set (CSDA MDS). The collection was undertaken annually from 1995 to 2002 on a ‘snapshot’ day basis – that is, data were collected on a single day, usually in May or June.

A statistical linkage key was introduced into the national collection in 1999, following development and pilot testing during 1998. This statistical linkage key enabled the estimation of the number of service users (individuals) accessing services on the snapshot day. See Appendix 4 for more details on the statistical linkage key.

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<sup>1</sup> Responsibility for open employment services rests with the Department of Education, Employment and Workplace Relations (DEEWR), and supported employment services (also known as ‘business services’) with the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA).

Between 1999 and 2002 a major redevelopment of the data collection was carried out by the Australian Institute of Health and Welfare (AIHW) in collaboration with the National Disability Administrators – now known as the Disability Policy and Research Working Group – the Australian Government, state and territory governments and non-government organisations. The new CSTDA NMDS was implemented in 2002. The most significant change brought about by the redevelopment was that data are now collected on a full-year basis rather than on a single ‘snapshot’ day, meaning that complete counts of service users over a full financial year are available. A number of new data items were also introduced into the collection, including data on informal care arrangements and quantity of services provided. For more detailed information on the redevelopment of the data collection, please refer to the AIHW report describing this process (AIHW 2003).

This report is the fourth annual AIHW report on disability services based on a full 12-month collection period (in this case 1 July 2006 to 30 June 2007).

## 1.3 Scope and definitions

### Scope of the collection

The CSTDA NMDS covers disability support services that received funding under the CSTDA during 2006–07, and the users of those services. In the context of this collection, CSTDA-funded services generally consist of:

- those services for people with disability that were funded or provided by the ‘disability program area’ within each state and territory and by the Australian Government before the first Commonwealth/State Disability Agreement (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 disability that were transferred between the Australian Government and 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 and third Agreements, signed in 1998 and 2003, respectively.

There is some variation between jurisdictions in the services included under the CSTDA. Table 1.1 highlights the main areas where the borders between CSTDA-funded services and services funded under other programs differ across jurisdictions.

**Table 1.1: Scope of services included in the CSTDA NMDS collection, by state/territory, 2006–07**

State/Territory	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Specialist psychiatric disability services	X	✓	✓	✓ <sup>(a)</sup>	X	X	X	X
Early childhood intervention	✓	✓	✓	✓	✓	X	✓	✓ <sup>(b)</sup>

(a) Dual diagnosis services only.

(b) Selected services only.

People with psychiatric disability (that is, generally people who experience ongoing limitations in the activities they undertake because of a mental illness or mental health problem) access a range of CSTDA-funded service types. In Victoria, Queensland and Western Australia, specialist psychiatric disability services are also funded specifically to provide such support. However, most specific mental health services are funded and provided under health, rather than

disability, portfolios. There appears to be no sharp distinction between what is classified as a 'psychiatric disability service' and a 'mental health service', with some mental health services providing support to people with psychiatric disability.

Similarly, most jurisdictions fund early childhood intervention services under the CSTDA to help children with a developmental delay to integrate with peers in preschools and the community more broadly. However, similar services are also funded under health and education portfolios.

The Australian Government also funded 51 respite outlets during 2006–07. These services were funded outside the standard CSTDA funding arrangement and are therefore excluded from analyses in this report.

## **Definitions and counts**

The main counts of the NMDS collection are service type outlets and service users (see Box 1.1). A service type outlet is a unit of a funded agency (see below) that provides a particular CSTDA service type at a discrete location. Separate data are completed, usually by funded agencies, for each service type outlet.

A funded agency is an organisation that delivers one or more CSTDA-funded service types to service users. Each 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 therefore for each service type outlet), service user data are completed for every service user receiving a service of that type over the collection period (see Box 1.1). Box 1.2 provides definitions of each of the service groups (categories of service type) in the CSTDA NMDS collection, and Appendix 5 provides detailed definitions of each specific service type category.

The statistical linkage key enables the number of service users to be estimated from the data collected at service type outlet or agency level. Service users 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. See Appendix 4 for more information on the statistical linkage key.

Service providers collate data in relation to each of their CSTDA-funded service type outlets, as well as all service users who access each of these outlets. Service user data were collected for each person receiving that service type at the outlet over the 2006–07 collection period, and may have been reported by the service user, their carer, an advocate, or their service provider. Each year the AIHW develops, in cooperation with all jurisdictions, standard versions of service type outlet and service user forms (which are used by agencies collecting data manually – see Appendix 3 for the 2006–07 versions). Paper forms are only one way data may be collected – many agencies use software as an alternative means of collating data. The AIHW annually updates a national data guide (see AIHW 2006a), which provides guidance relating to all data items in the collection.

The data items collected on the 2006–07 service type outlet form included information about the service type provided, agency sector of the outlet (government or non-government), location of the service type outlet, hours worked by staff (both paid and unpaid), times of operation (days per week, hours per day and weeks per year) and number of service users.

The data items collected on the 2006–07 service user form included demographic information, items for the statistical linkage key (including selected letters of names, sex and date of birth), Indigenous status, communication method, primary and other significant disabilities, support needs and living arrangements. Selected service types also collected information regarding service dates (including start date, exit date, and date of last service receipt). The quantity of service (in terms of hours of services received) was also collected for particular service types.

Upon completion, data are sent in hard copy or electronic format to the government funding organisation in each jurisdiction. Data are then edited and a final data file is compiled.<sup>2</sup> This file is used for analysis by each jurisdiction, and a copy containing the nationally agreed CSTDA NMDS data items is sent to the AIHW for further checking, editing and national collation.

As noted above, some service types are not required to collect all service user data items – see Appendix 6 for details.

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<sup>2</sup> Some jurisdictions add data items of particular interest to them, sometimes for a single year.



### **Box 1.1: Definitions and major counts of the CSTDA NMDS collection**

<i>Service user</i>	<i>A service user is a person with 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.</i>
<i>Service</i>	<i>A service is a support activity delivered to a service user, in accordance 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.</i>
<i>Service type and service group</i>	<i>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'. This classification arranges 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 1.2 for definitions). Within each of these service groups there are various service types (see Appendix 5 for a full list of service type codes and definitions).</i>
<i>Service type outlet</i>	<i>A service type outlet is the unit of the funded agency that delivers a particular CSTDA service type at, or from, a discrete location.  If a funded agency provides, for example, both accommodation support and respite services, it is counted as two service type outlets. Similarly, if an agency is funded to provide more than one accommodation support service type (for example, group homes and attendant care) then it is providing (and is usually separately funded for) two different service types; that is, there are two service type outlets for the funded agency.</i>
<i>Funded agency</i>	<i>A funded agency is an organisation that delivers one or more CSTDA-funded 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.</i>
<i>Scope of the CSTDA NMDS collection</i>	<i>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 (that is, CSTDA or other), it is asked to provide details of all service users and staff (for each service type).</i>

**Box 1.2: Definitions of service groups covered by the Commonwealth State/Territory Disability Agreement<sup>3</sup>**

<i>Accommodation support</i>	<i>These are services that provide accommodation to people with disability and services that provide the support needed to enable a person with 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 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 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 disability, to assist in supporting and maintaining the primary caregiving relationship while providing a positive experience for the person with disability. Although there are therefore two 'clients' – the carer and the person with disability – in the CSTDA NMDS collection, the person with disability is regarded as the client. Statistical tables in this report reflect this perspective.</i>
<i>Employment</i>	<i>There are three types of employment services which provide employment assistance to people with disability. The first type, open employment, provides assistance in obtaining and/or retaining paid employment in the open labour market. The second type, supported employment, provides employment opportunities and assistance to people with disability to work in specialised and supported work environments. The third type, targeted support<sup>4</sup>, provides people with a disability structured training and support to work towards social and community participation or opportunities to develop skills, or retrain, for paid employment.</i>
<i>Advocacy, information and print disability</i>	<i>Advocacy services are designed to help people with disability increase the control they have over their lives by representing their interests and views in the community. Information services provide accessible information to people with disability, 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>

<sup>3</sup> See Appendix 5 for full lists and definitions of specific service types.

<sup>4</sup> Targeted support services were introduced for the first time in 2006–07, one year earlier than initially expected and were not included in the 2006–07 collection materials (see Appendix 5).

## 1.4 Government expenditure

Government expenditure on CSTDA-funded services during 2006–07 totalled \$4.42 billion, or \$3.99 billion if identified administration expenditure is excluded (Table 1.2). Amounts paid to state/territory governments by the Australian Government are included in state/territory totals in Table 1.2.

Almost half (47.3%) of all CSTDA expenditure in 2006–07 was on accommodation support services (\$2,089 million). Community support services accounted for around \$522 million (11.8%) of government expenditure, community access services for \$532 million (12.1%), employment for \$432 million (9.8%) and respite \$262 million (5.9%). ‘Other’ support services expended a total of \$93 million (2.1%) and advocacy, information and print disability services \$56 million (1.3%). A further \$431 million (9.8%) went towards administration.

**Table 1.2: Expenditure on disability support services by Australian, state and territory governments, by service group and administration expenditure, 2006–07**

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia	
										\$ million	%
Accommodation support	712.4	612.8	304.0	191.3	154.2	66.1	31.4	17.3	—	2,089.4	47.3
Community support	130.9	190.7	79.0	55.2	35.8	9.8	11.4	9.0	—	521.9	11.8
Community access	159.4	191.5	99.6	27.1	22.8	17.2	5.0	2.9	6.8 <sup>(a)</sup>	532.4	12.1
Respite	89.7	62.3	61.3	21.8	9.5	6.0	4.7	2.0	4.6 <sup>(a)</sup>	261.9	5.9
Employment	—	—	—	—	—	—	—	—	431.6	431.6	9.8
Advocacy, information and print disability	8.5	10.9	13.5	3.1	2.8	2.1	1.1	0.2	14.1	56.4	1.3
Other support	5.5	32.3	6.8	13.6	26.1	1.5	2.2	0.1	4.8	92.8	2.1
<i>Subtotal</i>	<i>1,106.4</i>	<i>1,100.6</i>	<i>564.2</i>	<i>312.1</i>	<i>251.1</i>	<i>102.8</i>	<i>55.8</i>	<i>31.5</i>	<i>462.0</i>	<i>3,986.4</i>	<i>90.2</i>
Administration	197.0 <sup>(b)</sup>	89.9	57.9	19.9	18.3	8.2	5.2	1.8	32.6	430.8	9.8
<b>Total</b>	<b>1,303.4</b>	<b>1,190.4</b>	<b>622.2</b>	<b>332.0</b>	<b>269.4</b>	<b>111.0</b>	<b>61.0</b>	<b>33.3</b>	<b>494.6</b>	<b>4,417.2</b>	<b>100.0</b>

(a) Some Australian Government-funded community access and respite services are funded under the CSTDA from the Employment Assistance and Other Services appropriation.

(b) NSW administrative expenditure includes \$55 million of capital grants.

*Note:* Figures may vary from those published in the *Report on government services 2008* (SCRGSP 2008) owing to the use of different counting rules in particular jurisdictions (for example, some jurisdictions may include funding for psychiatric-specific services in Table 1.2 but not in SCRGS 2008).

*Sources:* SCRGS 2008; unpublished data provided to AIHW by each jurisdiction.

## 1.5 Outputs from the CSTDA NMDS collection

In addition to their use in service planning and monitoring in individual jurisdictions, CSTDA NMDS data are used for developing national performance indicators. Performance indicators form part of the accountability measures that jurisdictions are required to report under Schedule 3 of the 2002–07 agreement, which is published annually as part of the *Commonwealth State/Territory Disability Agreement annual public report* (see DPRWG forthcoming). The AIHW also releases a supporting web publication, which includes these indicator tables in more detail

(see AIHW forthcoming). A set of performance indicators relating to disability is also published annually in the *Report on government services* (see SCRGSP 2008).

The AIHW has an interactive disability data site containing subsets of national information from the 2006–07 data collection, as well as previous data collections from 1999 onwards. This is available 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 data via the web interface. People accessing this site can construct their own data tables and present them in a way meaningful to their needs (see AIHW 2006b: Box 2.5 for more information).

## **1.6 Data quality**

Data quality should be taken into account when interpreting data in this report. Service type outlet response rates, service user response rates, the accuracy of the statistical linkage key, and 'not stated'/'not known' rates for individual data items all affect the accuracy and reliability of data. In particular, data quality should be considered when making comparisons between jurisdictions and between collection periods, and when analysing data items with particularly high 'not stated' rates.

See Chapter 7 for a detailed discussion of these issues.

## 2 Service users: characteristics and service use

This chapter presents information about the people who used CSTDA-funded services and the services they received during the collection period from 1 July 2006 to 30 June 2007.

Overall, 232,253 people accessed at least one CSTDA-funded service in this period. Slightly more than 70% (164,150 people) of these service users received a state/territory-funded service, and 34% (80,008) received Australian Government-funded employment services (Tables 2.3 and 2.4). Approximately 5% of service users (11,905) accessed both state/territory-funded and Australian Government-funded services.

### 2.1 State distribution and service type

The distribution of service provision across the states and territories varies not only in the number of services provided but also in the intensity of service provision. Although the distribution of services generally reflects state/territory population structures, variations in the intensity of service provision, along with the scope of CSTDA services (see Section 1.3) should be taken into account when considering this distribution.

As in previous years, Victoria (85,506 users) had the highest number of people accessing services; this equates to roughly 37% of all service users in Australia (Table 2.1). Almost one quarter of service users were in New South Wales (24% or 56,058), 14% in Queensland (33,151) and 11% in Western Australia (24,532). These proportions have remained fairly stable since the full-year collection began in 2003–04 (AIHW 2005, 2006b, 2007).

Of the five main service groups, community support services were accessed by 43% of all service users (98,598 people), making these services the most commonly used under the CSTDA (Table 2.1). Employment services were also received by a large proportion of service users (34% or 80,008 people). Community access (23% or 53,236), accommodation support (16% or 37,473) and respite (13% or 30,058) services were provided to relatively fewer people.

Open employment services were the most commonly used specific service type in 2006–07 with 59,478 people or more than one-quarter (26%) of all service users accessing open employment services (Table 2.1). This was followed by case management, local coordination and development (19% or 44,909 users) and learning and life skills development (14% or 33,032). This pattern of use was similar to that in 2005–06 (AIHW 2007).

Accommodation support services can be organised into three categories:

- institutional accommodation (comprises residentials/institutions and hostels)
- group homes
- in-home support (attendant/personal care, in-home support, family placement, other accommodation support).

Over half of all accommodation service users received in-home support (58%), with one-third (33%) receiving group homes services and 13% receiving institutional accommodation (Table 2.1). This continues a slight trend away from institutional accommodation services, and towards group home and in-home support services (Table A2.1).

**Table 2.1: Users of CSTDA-funded services, service type by state and territory, 2006–07**

<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/institutions	1,623	355 <sup>(a)</sup>	319	287	840	120	—	—	3,544
Small residential/institutions	84	—	542	198	20	21	—	—	865
Hostels	103	181	—	38	14	68	—	—	404
Group homes	3,681	4,551	939	1,381	883	466	207	166	12,274
Attendant care/personal care	329	325	637	—	928	238	2	23	2,482
In-home accommodation support	1,814	8,326	3,413	1,994	2,277	157	114	60	18,150
Alternative family placement	14	10	94	25	78	—	—	21	242
Other accommodation support	79	666	95	29	1	87	—	2	959
<i>Total accommodation support</i>	<i>7,532</i>	<i>13,962</i>	<i>5,817</i>	<i>3,807</i>	<i>4,677</i>	<i>1,104</i>	<i>318</i>	<i>262</i>	<i>37,473</i>
<i>Per cent of column total</i>	<i>13.4</i>	<i>16.3</i>	<i>17.5</i>	<i>15.5</i>	<i>21.1</i>	<i>19.5</i>	<i>7.4</i>	<i>17.0</i>	<i>16.1</i>
<b>Community support</b>									
Therapy support for individuals	933	9,992	1,852	4,673	2,000	312	1,802	2	21,558
Early childhood intervention	5,608	9,764	1,256	1,035	983	—	900	74	19,577
Behaviour/specialist intervention	738	2,054	1,010	1,766	467	—	94	7	6,135
Counselling (individual/family/group)	157	—	1,151	126	1,521	—	10	195	3,160
Regional resource and support teams	12,260	—	521	468	1,272	1,001	—	—	15,520
Case management, local coordination and development	1,932	18,541	7,214	7,958	7,718	1,177	307	92	44,909
Other community support	2,266	—	354	1,971	752	—	108	153	5,604
<i>Total community support</i>	<i>21,316</i>	<i>35,645</i>	<i>10,677</i>	<i>13,508</i>	<i>12,024</i>	<i>2,165</i>	<i>3,024</i>	<i>455</i>	<i>98,598</i>
<i>Per cent of column total</i>	<i>38.0</i>	<i>41.7</i>	<i>32.2</i>	<i>55.1</i>	<i>54.1</i>	<i>38.2</i>	<i>70.6</i>	<i>29.5</i>	<i>42.5</i>
<b>Community access</b>									
Learning and life skills development	6,149	14,992	5,842	1,778	3,693	249	199	142	33,032
Recreation/holiday programs	1,778	814	1,521	1,663	2,273	444	145	121	8,759
Other community access	4,037	7,496	756	1,014	195	931	26	142	14,597
<i>Total community access</i>	<i>11,012</i>	<i>22,991</i>	<i>7,631</i>	<i>4,107</i>	<i>5,302</i>	<i>1,487</i>	<i>340</i>	<i>390</i>	<i>53,236</i>
<i>Per cent of column total</i>	<i>19.6</i>	<i>26.9</i>	<i>23.0</i>	<i>16.7</i>	<i>23.9</i>	<i>26.3</i>	<i>7.9</i>	<i>25.3</i>	<i>22.9</i>
<b>Respite</b>									
Own home respite	87	1,230	636	159	342	25	9	27	2,514
Centre-based respite/respite homes	2,914	5,077	2,243	1,064	748	222	212	75	12,541
Host family respite/peer support respite	202	449	98	—	183	—	—	16	948
Flexible respite	3,058	8,626	2,477	1,827	323	44	108	195	16,650
Other respite	135	1,008	248	326	284	2	—	1	2,004
<i>Total respite</i>	<i>5,665</i>	<i>14,199</i>	<i>4,721</i>	<i>3,032</i>	<i>1,593</i>	<i>280</i>	<i>305</i>	<i>300</i>	<i>30,058</i>
<i>Per cent of column total</i>	<i>10.1</i>	<i>16.6</i>	<i>14.2</i>	<i>12.4</i>	<i>7.2</i>	<i>4.9</i>	<i>7.1</i>	<i>19.5</i>	<i>12.9</i>

*(continued)*

**Table 2.1 (continued): Users of CSTDA-funded services, service type by state and territory, 2006–07**

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Employment</b>									
Open employment	16,909	16,661	13,505	5,331	4,450	1,587	784	390	59,478
Supported employment	8,058	4,859	2,270	2,214	2,813	593	247	105	21,140
Targeted support	65	57	165	42	131	—	—	17	477
<i>Total employment</i>	<i>24,653</i>	<i>21,314</i>	<i>15,807</i>	<i>7,448</i>	<i>7,290</i>	<i>2,151</i>	<i>1,019</i>	<i>505</i>	<i>80,008</i>
<i>Per cent of column total</i>	<i>44.0</i>	<i>24.9</i>	<i>47.7</i>	<i>30.4</i>	<i>32.8</i>	<i>38.0</i>	<i>23.8</i>	<i>32.7</i>	<i>34.4</i>
<b>Total</b>	<b>56,058</b>	<b>85,506</b>	<b>33,151</b>	<b>24,532</b>	<b>22,205</b>	<b>5,661</b>	<b>4,284</b>	<b>1,542</b>	<b>232,253</b>

(a) This number excludes some congregate care clients who were in transition to supported accommodation as a result of the Kew redevelopment.

#### Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of the components because individuals may have accessed services in more than one state or territory during the 12-month period. Service group totals may not be the sum of service components because individuals may have accessed more than one service type outlet from a service group over the 12-month period. Grand totals may not be the sum of service group components because individuals may have accessed more than one service group over the 12-month period.
2. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
3. Data for the Northern Territory do not include internal Department of Health and Community Services service users.
4. Employment totals do not include 6 people categorised as 'independent workers' during 2006–07.
5. 'Targeted support' provides people with disability structured training and support to work towards social and community participation or opportunities to develop skills, or retrain, for paid employment. This service type is reported for the first time in 2006–07.

Of particular interest is the way in which these counts of service users relate to the number of people who need specialist disability services. Although there is currently no definitive measure of the population in need of these services, the 'potential population' is an estimate of the number of people who are likely to require a disability service at some time. To calculate the potential population, population estimates are derived from the national age- and sex-specific rates of people with a severe or profound core activity limitation from the ABS Survey of Disability, Ageing and Carers (ABS 2004a). Various rates are applied, for example labour force participation rates for the employment 'potential population', to more accurately represent the potential population for each of the broad service groups. An Indigenous factor is also applied to account for the higher need for disability services in the Indigenous population (AIHW 2006c).

Using estimates of potential population, it is possible to calculate rates of service use for broad service groups. The highest rate of use for a service group was for employment services at 225.6 service users per 1,000 potential population (Table 2.2). The other service groups show considerably lower usage: 136.6 per 1,000 for community support; 133.7 for respite; 73.8 for community access; and 51.9 per 1,000 for accommodation support services.

### Agency sector and service provision

Both government and non-government organisations deliver CSTDA-funded services for all states/territories and the Australian Government (Tables 2.3 and 2.4). In 2006–07, just over 71% of people using state/territory services accessed non-government services (117,194 users), an increase from 69% in 2005–06 (AIHW 2007). A further 44% of state/territory service users accessed government services, with 15% using at least one service from both government and non-government sectors (Table 2.3). Both community access and respite services had a high proportion of people using non-government services (85% and 83%, respectively), whereas people using community support services accessed these mainly via government agencies (58%). For Australian Government employment services, almost all (79,893 of 80,008 users) accessed services through the non-government sector. Only 166 people used employment services through the government sector (Table 2.4).

**Table 2.2: Service users per 1,000 potential population by service group, for CSTDA-funded services, by state and territory, 2006–07**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>Accommodation support</b>									
Number of service users	7,532	13,962	5,817	3,807	4,677	1,104	318	262	37,473
Potential population	235,396	172,303	146,485	73,784	53,919	17,740	11,565	10,399	721,716
<i>Service users per 1,000 potential population</i>	32.0	81.0	39.7	51.6	86.7	62.2	27.5	25.2	51.9
<b>Community support</b>									
Number of service users	21,316	35,645	10,677	13,508	12,024	2,165	3,024	455	98,598
Potential population	235,396	172,303	146,485	73,784	53,919	17,740	11,565	10,399	721,716
<i>Service users per 1,000 potential population</i>	90.6	206.9	72.9	183.1	223.0	122.0	261.5	43.8	136.6
<b>Community access</b>									
Number of service users	11,012	22,991	7,631	4,107	5,302	1,487	340	390	53,236
Potential population	235,396	172,303	146,485	73,784	53,919	17,740	11,565	10,399	721,716
<i>Service users per 1,000 potential population</i>	46.8	133.4	52.1	55.7	98.3	83.8	29.4	37.5	73.8
<b>Respite</b>									
Number of service users	5,665	14,199	4,721	3,032	1,593	280	305	300	30,058
Potential population	73,295	53,599	45,688	22,976	16,853	5,562	3,592	3,208	224,816
<i>Service users per 1,000 potential population</i>	77.3	264.9	103.3	132.0	94.5	50.3	84.9	93.5	133.7
<b>Employment</b>									
Number of service users	24,653	21,314	15,807	7,448	7,290	2,151	1,019	505	80,008
Potential population	112,781	85,425	72,949	37,679	25,922	8,254	6,596	5,119	354,720
<i>Service users per 1,000 potential population</i>	218.6	249.5	216.7	197.7	281.2	260.6	154.5	98.7	225.6

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12 months from 1 July 2006 to 30 June 2007. Totals for Australia may not be the sum of the components because individuals may have accessed services in more than one state or territory during the 12-month period.
2. Potential population calculations are presented in Table A1.5; see also the introduction to Appendix 1 for more details.



**Table 2.3: Users of state and territory CSTDA-funded services, agency sector by state and territory and by service group, 2006–07**

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									No.	%
<b>Accommodation support</b>										
Government	4,331	3,952	755	1,640	837	162	164	51	11,892	31.7
Non-government	3,239	10,432	5,080	2,306	3,863	984	154	217	26,272	70.1
Not stated	3	54	—	—	—	—	—	—	57	0.2
<i>Total</i>	<i>7,532</i>	<i>13,962</i>	<i>5,817</i>	<i>3,807</i>	<i>4,677</i>	<i>1,104</i>	<i>318</i>	<i>262</i>	<i>37,473</i>	<i>100.0</i>
<b>Community support</b>										
Government	15,331	13,063	7,220	8,535	8,909	1,134	2,774	—	56,878	57.7
Non-government	7,663	24,825	4,356	6,856	4,417	1,112	332	455	49,973	50.7
Not stated	—	—	—	—	—	—	—	—	—	—
<i>Total</i>	<i>21,316</i>	<i>35,645</i>	<i>10,677</i>	<i>13,508</i>	<i>12,024</i>	<i>2,165</i>	<i>3,024</i>	<i>455</i>	<i>98,598</i>	<i>100.0</i>
<b>Community access</b>										
Government	6,029	2,256	602	284	541	200	93	141	10,146	19.1
Non-government	5,440	21,863	7,215	3,867	4,852	1,353	264	260	45,097	84.7
Not stated	24	—	—	—	—	—	—	—	24	0.0
<i>Total</i>	<i>11,012</i>	<i>22,991</i>	<i>7,631</i>	<i>4,107</i>	<i>5,302</i>	<i>1,487</i>	<i>340</i>	<i>390</i>	<i>53,236</i>	<i>100.0</i>
<b>Respite</b>										
Government	3,287	2,416	684	60	63	224	176	49	6,952	23.1
Non-government	3,023	12,634	4,254	2,985	1,542	56	145	260	24,880	82.8
Not stated	7	—	—	—	—	10	—	—	17	0.1
<i>Total</i>	<i>5,665</i>	<i>14,199</i>	<i>4,721</i>	<i>3,032</i>	<i>1,593</i>	<i>280</i>	<i>305</i>	<i>300</i>	<i>30,058</i>	<i>100.0</i>
<b>Total state/territory service users</b>										
Government	22,397	18,918	7,620	8,885	9,812	1,317	2,971	214	72,006	43.9
Non-government	17,027	57,035	15,515	12,426	10,473	3,091	759	996	117,194	71.4
Not stated	34	54	—	—	—	10	—	—	98	0.1
<b>Total</b>	<b>34,583</b>	<b>67,986</b>	<b>19,202</b>	<b>17,304</b>	<b>17,041</b>	<b>3,839</b>	<b>3,477</b>	<b>1,120</b>	<b>164,150</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 12-month period. Totals for Australia may not be the sum of the components because individuals may have accessed services in more than one state or territory during the 12-month period. Totals for each service group may not be the sum of components because individuals may have accessed both government and non-government services during the 12-month period.
2. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).

**Table 2.4: Users of Australian Government CSTDA-funded employment support services, agency sector by state and territory, 2006–07**

Agency sector	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									No.	%
Government	12	10	108	36	—	—	—	—	166	0.2
Non-government	24,650	21,310	15,702	7,444	7,290	2,151	1,019	505	79,893	99.9
<b>Total</b>	<b>24,653</b>	<b>21,314</b>	<b>15,807</b>	<b>7,448</b>	<b>7,290</b>	<b>2,151</b>	<b>1,019</b>	<b>505</b>	<b>80,008</b>	<b>100.0</b>

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

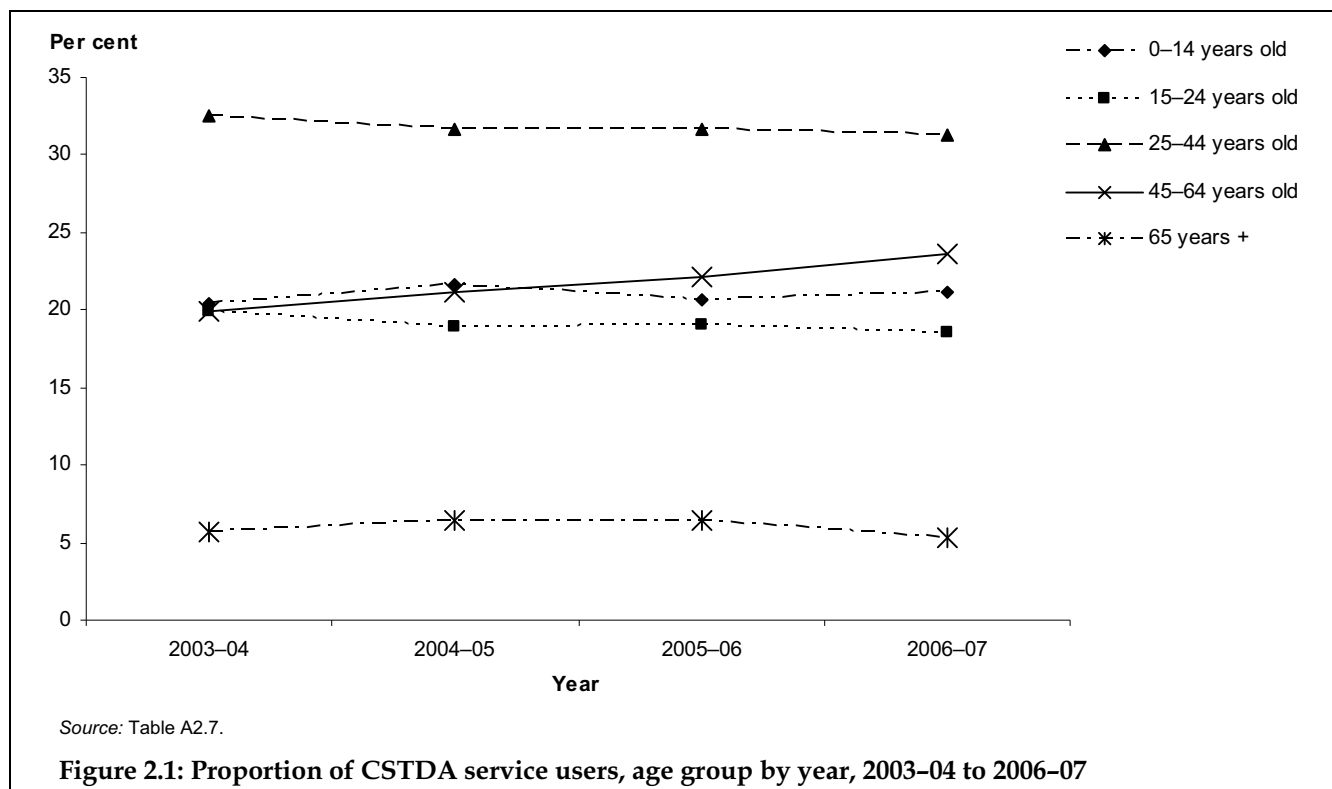
## 2.2 Age, sex and disability group

The median age of service users in 2006–07 was 31.5 years; 29.0 years for males and 35.3 years for females (Table A2.2). The difference in median age between males and females has increased from 4.5 years in 2003–04 to 6.3 years for 2006–07. CSTDA service users are younger, on average, than the general population (31.5 compared with 37 years, respectively) (ABS 2007). Given that the CSTDA targets people aged under 65 years (though does not exclude older people) a comparison of CSTDA service users with the general population aged less than 65 years provides a more relevant perspective. This yields comparable median ages; a median age of 31.5 years for CSTDA users compared with 32 years for the general population aged under 65 years (ABS 2007).

Within the five broad service groups, some changes in the median age have occurred over time (Table A2.2). The median age of community support service users was lower in 2006–07 than in 2003–04, despite small increases in 2004–05 and 2005–06. This figure is now at 17.6 years (14.9 years for males and 23.6 years for females) and is the lowest median age across the five service groups. Accommodation support users have the highest median age (42.5 years), followed by users of community access services (37.8 years). Employment services have shown an increase in median age across all four years of the collection and are now at 35.1 years for males and 37.2 years for females (35.9 years overall).

Looking at age groups across the four full-year collections shows some changes in the age distribution of service users (Figure 2.1). There is a clear increase in the proportion of service users aged 45–64 years, up from around 20% in 2003–04 to almost 24% in 2006–07. A 1.2 percentage point decrease is seen in the age group 25–44 years. The remaining age groups show minor year-to-year fluctuations.

All age groups up to 45–64 years showed an increase in the number of service users from 2005–06 to 2006–07. The largest absolute increases were in the 45–64 years (up by 6,868 users) and 0–14 years (up by 4,276) age groups. The number of service users aged 65 years and over dropped back to around the 2004–05 level (Table A2.7). Users aged 45–64 years showed the largest increase in number, in both absolute and relative terms. This continues a consistent upward trend over the 4 years of data collection and supports a prediction of the ageing CSTDA service user population (AIHW: Benham et al. 2000). See Chapter 4 for more information.



People using CSTDA-funded services were asked to report their main disability group and, if applicable, to indicate any other types of disability that also cause them difficulty. Respectively, these are known as ‘primary’ disability group and ‘other significant’ disabilities. Although only one primary disability is recorded, multiple other significant disabilities can be reported. This allows for more information to be gathered on the diverse circumstances of people using specialised disability services and a more complete picture of the service requirements of people with multiple disabilities.

Intellectual disability was the most common primary disability type in 2006-07, and has been since the first full-year collection in 2003-04 (Table A2.4). Overall, about one-third of service users reported intellectual disability (33% or 76,673 users) as their primary disability. This is followed by psychiatric disability (15% or 35,590), and physical disability (13% or 30,978) (Table 2.5). The least common primary disability was deafblind (511 users), where an individual has both vision and hearing impairments.

Of all service users in 2006-07, 38% of those who had a primary disability also indicated another significant disability (Table 2.6). Over half of people with intellectual disability or acquired brain injury had at least one other significant disability (51% each). In four of the remaining ten disability groups (autism, neurological, deafblind and vision), over 40% of people had at least one other significant disability. This is a strong indication of the complex experiences of service users with a disability.

On average, CSTDA service users in 2006-07 had 1.65 disabilities (disability groups) (Table 2.6). There were 62% of service users with only one disability. People with deafblind, acquired brain injury, autism or intellectual as their primary disability had almost two disability types on average.

Nearly one-third (72,680 or 31%) of service users were aged between 25 and 44 years, with a further 24% aged 45-64 years (Table 2.5). Within these two age groups, primary disability types

showed a similar frequency to the overall group: the most common was intellectual disability, followed by psychiatric and physical disability. However, this pattern does not hold for service users aged less than 25 years, where autism, not psychiatric disability, was the second most common primary disability.

Overall there were more males than females using CSTDA services in 2006–07 (Table 2.5): approximately 1.4 males for every female. The most notable differences between males and females, in terms of primary disability, were the proportion with autism or neurological primary disability. For males, 8.0% had autism (10,954 people) and 4.0% had neurological disability (5,475 people). For females, 2.5% had autism (2,347 people) and 7.2% had neurological disability (6,851 people).

Compared with 2005–06, there were some notable differences across disability groups. Specific learning/ ADD has increased from 2.1% to 3.6%; psychiatric disability and physical disability each increased by 1.5 percentage points to 15.3% and 13.3% respectively. 'Not stated' responses decreased from 15% to 10%, showing an improvement in data quality and also partly explaining some of these changes.

**Table 2.5: Users of CSTDA-funded services, sex and primary disability group by age group, 2006–07**

Primary disability group	Age group (years)						Not stated	Total	
	0–4	5–14	15–24	25–44	45–64	65+		No.	%
<b>Males</b>									
Intellectual	453	6,416	11,700	16,371	8,832	889	11	44,672	32.6
Specific learning/ADD	296	794	3,315	1,214	245	6	0	5,870	4.3
Autism	948	5,281	3,431	1,138	142	6	8	10,954	8.0
Physical	1,156	2,614	2,382	4,963	6,392	682	2	18,191	13.3
Acquired brain injury	95	288	690	2,781	2,733	516	3	7,106	5.2
Neurological	238	670	719	1,616	1,772	460	0	5,475	4.0
Deafblind	52	49	38	54	40	36	0	269	0.2
Vision	154	301	337	753	805	827	0	3,177	2.3
Hearing	182	262	524	896	815	927	0	3,606	2.6
Speech	603	784	134	76	51	15	0	1,663	1.2
Psychiatric	113	119	2,362	11,055	6,118	716	3	20,486	14.9
Developmental delay	2,545	561	0	0	0	0	0	3,106	2.3
Not stated/not collected	3,544	4,170	1,202	1,533	1,518	546	20	12,533	9.1
<i>Total males</i>	<i>10,379</i>	<i>22,309</i>	<i>26,834</i>	<i>42,450</i>	<i>29,463</i>	<i>5,626</i>	<i>47</i>	<i>137,108</i>	<i>100.0</i>
<i>% total males</i>	<i>7.6</i>	<i>16.3</i>	<i>19.6</i>	<i>31.0</i>	<i>21.5</i>	<i>4.1</i>	<i>0.0</i>	<i>100.0</i>	
<b>Females</b>									
Intellectual	318	3,983	8,028	11,969	6,879	798	2	31,977	33.8
Specific learning/ADD	65	273	1,352	623	156	1	0	2,470	2.6
Autism	186	1,069	705	324	56	6	1	2,347	2.5
Physical	756	1,775	1,710	3,345	4,623	565	5	12,779	13.5
Acquired brain injury	86	187	341	1,118	1,160	212	1	3,105	3.3
Neurological	169	608	612	2,150	2,723	589	0	6,851	7.2
Deafblind	24	37	36	59	37	49	0	242	0.3
Vision	104	244	288	597	700	1,522	0	3,455	3.7
Hearing	95	211	458	909	824	1,106	0	3,603	3.8
Speech	225	322	35	32	25	8	0	647	0.7
Psychiatric	72	64	1,670	6,948	5,431	868	7	15,060	15.9
Developmental delay	1,472	246	0	0	0	0	0	1,718	1.8
Not stated/not collected	1,773	1,849	970	2,072	2,668	989	22	10,343	10.9
<i>Total females</i>	<i>5,345</i>	<i>10,868</i>	<i>16,205</i>	<i>30,146</i>	<i>25,282</i>	<i>6,713</i>	<i>38</i>	<i>94,597</i>	<i>100.0</i>
<i>% total females</i>	<i>5.7</i>	<i>11.5</i>	<i>17.1</i>	<i>31.9</i>	<i>26.7</i>	<i>7.1</i>	<i>0.0</i>	<i>100.0</i>	

(continued)

**Table 2.5 (continued): Users of CSTDA-funded services, sex and primary disability group by age group, 2006–07**

Primary disability group	Age group (years)							Total	
	0–4	5–14	15–24	25–44	45–64	65+	Not stated	No.	%
<b>All service users</b>									
Intellectual	777	10,407	19,730	28,344	15,713	1,689	13	76,673	33.0
Specific learning/ADD	362	1,068	4,667	1,837	401	7	0	8,342	3.6
Autism	1,136	6,355	4,136	1,462	198	12	9	13,308	5.7
Physical	1,913	4,391	4,093	8,309	11,018	1,247	7	30,978	13.3
Acquired brain injury	181	475	1,031	3,900	3,898	729	5	10,219	4.4
Neurological	407	1,278	1,332	3,770	4,499	1,050	0	12,336	5.3
Deafblind	76	86	74	113	77	85	0	511	0.2
Vision	258	545	626	1,350	1,505	2,349	0	6,633	2.9
Hearing	277	473	983	1,805	1,640	2,034	0	7,212	3.1
Speech	828	1,107	169	108	76	23	0	2,311	1.0
Psychiatric	187	183	4,034	18,020	11,565	1,591	10	35,590	15.3
Developmental delay	4,021	808	0	0	0	0	0	4,829	2.1
Not stated/not collected	5,445	6,148	2,208	3,662	4,255	1,549	44	23,311	10.0
<b>Total service users</b>	<b>15,868</b>	<b>33,324</b>	<b>43,083</b>	<b>72,680</b>	<b>54,845</b>	<b>12,365</b>	<b>88</b>	<b>232,253</b>	<b>100.0</b>
<b>% of total users</b>	<b>6.8</b>	<b>14.3</b>	<b>18.6</b>	<b>31.3</b>	<b>23.6</b>	<b>5.3</b>	<b>0.0</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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. 'All service users' includes 548 service users whose sex was not stated.
3. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–4 years age group.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

**Table 2.6: Users of CSTDA-funded services with known primary disability group, with or without the presence of other significant disability, 2006–07**

Primary disability group	With other significant disability		Without other significant disability		Total		Average number of disability types recorded
	No.	%	No.	%	No.	%	
Intellectual	38,990	50.9	37,683	49.1	76,673	100.0	1.91
Specific learning/ADD	1,916	23.0	6,426	77.0	8,342	100.0	1.27
Autism	6,421	48.2	6,887	51.8	13,308	100.0	1.81
Physical	11,192	36.1	19,786	63.9	30,978	100.0	1.63
Acquired brain injury	5,173	50.6	5,046	49.4	10,219	100.0	1.94
Neurological	4,993	40.5	7,343	59.5	12,336	100.0	1.72
Deafblind	243	47.6	268	52.4	511	100.0	1.95
Vision	2,765	41.7	3,868	58.3	6,633	100.0	1.60
Hearing	1,105	15.3	6,107	84.7	7,212	100.0	1.19
Speech	425	18.4	1,886	81.6	2,311	100.0	1.23
Psychiatric	4,412	12.4	31,178	87.6	35,590	100.0	1.15
Developmental delay	1,873	38.8	2,956	61.2	4,829	100.0	1.64
<b>Total</b>	<b>79,508</b>	<b>38.1</b>	<b>129,434</b>	<b>61.9</b>	<b>208,942</b>	<b>100.0</b>	<b>1.65</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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. This table excludes 23,311 service users for whom no disability information was available; hence the total does not match those in other tables.

When taking into account both primary and other significant disabilities, nearly two-fifths of people using CSTDA services had intellectual disability (39%) (Table 2.7). Almost a quarter (24%) had physical disability, and roughly one-fifth (21%) had psychiatric disability. Interestingly, neurological, deafblind, vision and speech disabilities were more likely to be reported as other significant disabilities than as the primary disability.

The twelve disability groups used in the CSTDA can be organised into four major disability groups, similar to those used in the Survey of Disability, Ageing and Carers (ABS 2004a), as follows:

- Intellectual/learning – includes intellectual, specific learning/ADD, autism and developmental delay
- Physical/diverse – includes physical, neurological and acquired brain injury
- Sensory/speech – includes deafblind, vision, hearing and speech
- Psychiatric.

Figure 2.2 is a visual representation of Table 2.7, using these four major disability groups. ‘All significant disability groups’ refers to both primary and other disabilities. Almost 50% (115,363 users) of people using CSTDA services had an intellectual/learning disability as a primary or other significant disability, with 44% (103,152 people) reporting this as their primary disability. A high proportion also had physical/diverse disability as a significant disability (35% or 81,687 users). Interestingly, there was a large difference between primary and all significant disability groups for those with sensory/speech disabilities: over one-fifth of all service users reported sensory/speech as a significant disability (21%) although only 7% reported this as a primary

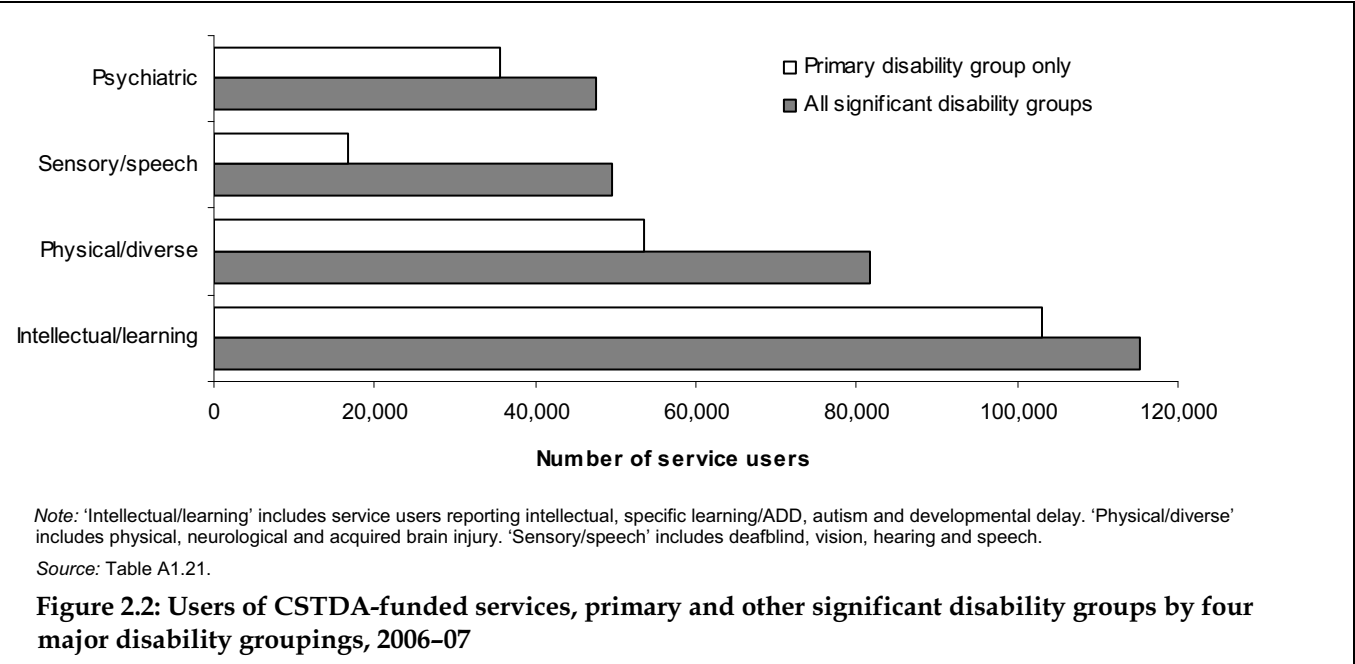
disability. Conversely, there was a difference of only 5.2 percentage points between the proportion who reported psychiatric disability as their primary (21%) and other significant disability (15%).

**Table 2.7: Users of CSTDA-funded services, primary disability type and all significant disability groups, 2006-07**

Disability group	Number reporting as a primary disability	Percentage of all service users	Number reporting as a significant other disability	Percentage of all service users	Total number reporting disability group	Percentage of all service users
Intellectual	76,673	33.0	14,473	6.2	91,146	39.2
Specific learning/ADD	8,342	3.6	8,139	3.5	16,481	7.1
Autism	13,308	5.7	7,887	3.4	21,195	9.1
Physical	30,978	13.3	25,283	10.9	56,261	24.2
Acquired brain injury	10,219	4.4	4,737	2	14,956	6.4
Neurological	12,336	5.3	18,616	8	30,952	13.3
Deafblind	511	0.2	985	0.4	1,496	0.6
Vision	6,633	2.9	11,512	4.9	18,145	7.8
Hearing	7,212	3.1	7,140	3.1	14,352	6.2
Speech	2,311	1.0	23,417	10.1	25,728	11.1
Psychiatric	35,590	15.3	12,068	5.2	47,658	20.5
Developmental delay	4,829	2.1	1,496	0.6	6,325	2.7
Not stated/not collected	23,311	10.0	n.a.	n.a.	n.a.	n.a.

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom disability data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.





## 2.3 Aboriginal and Torres Strait Islander service users

The proportion of Aboriginal and Torres Strait Islander service users increased from 3.3% in 2005–06 to 3.8% in 2006–07. Contributing to this increase, ‘not stated’ responses for Indigenous status decreased from 10.7% for the previous collection to 5.5% for the 2006–07 collection (Table 2.8) (AIHW 2007). Although these response rates show considerable year to year improvement, there is still marked variation across states and territories in the quality of Indigenous identification data, ranging from 0.1% to 12.5% of responses to Indigenous status that were ‘not stated’ (Table 7.2). The 2006–07 collection presents a more complete picture of service use by Aboriginal and Torres Strait Islander peoples than has been possible in previous years. As such, comparisons with previous years should be interpreted in the context of data quality improvements.

The 3.8% of CSTDA service users who were of Aboriginal or Torres Strait Islander origin (Table 2.8) is higher than might be expected from the proportion of Aboriginal and Torres Strait Islander peoples in the general population aged 0–64 years (3.0%). This suggests a higher need for disability services among Indigenous people compared with non-Indigenous Australians. Evidence from other sources supports this view. For example, the 2006 Census showed that, after adjusting for age differences between the Indigenous and non-Indigenous populations, the level of need for assistance with core activities for Indigenous people was almost twice as high as for non-Indigenous people (ABS & AIHW 2008; AIHW 2006c).

The proportion of Aboriginal and Torres Strait Islander people using CSTDA services was highest in the Northern Territory (Table 2.8). This is consistent with the relatively high proportion of Aboriginal and Torres Strait Islander people in the Northern Territory population aged 0–64 years. All states and territories, except for the Australian Capital Territory and Tasmania, recorded a proportion of Aboriginal and Torres Strait Islander service users that was higher than the corresponding representation of Aboriginal and Torres Strait Islander peoples in the population aged 0–64 years.

A breakdown by age group for Indigenous and non-Indigenous service users shows different age distributions of people accessing CSTDA services (Figure 2.3). Over half of all Indigenous service users were aged less than 25 years (51%), with diminishing numbers in each age group from 35 years onwards. This compares with only 39% of non-Indigenous service users aged 0–24 years. The age distribution is more uniform for non-Indigenous service users, with the 50th percentile falling in the middle age group (30–34 years), indicating that half of service users were in the younger age groups and half in the older age groups. Additionally, the 15–19 years age group recorded the highest proportion of Indigenous service users, whereas for non-Indigenous service users, this was the 20–24 years age group. Therefore, within the CSTDA population, Indigenous service users were on the whole younger than non-Indigenous service users.

These results mirror the age distributions in the Indigenous and non-Indigenous Australian populations: Indigenous Australians have a median age of 21 years compared with 37 years for non-Indigenous Australians (ABS & AIHW 2008). Figure 2.3 also shows a higher proportion of non-Indigenous CSTDA service users aged over 40 years, compared with Indigenous service users. This is consistent with the general population where recent data showed that 3% of Indigenous Australians were aged 65 years and over, compared with 13% of non-Indigenous Australians (ABS & AIHW 2008).

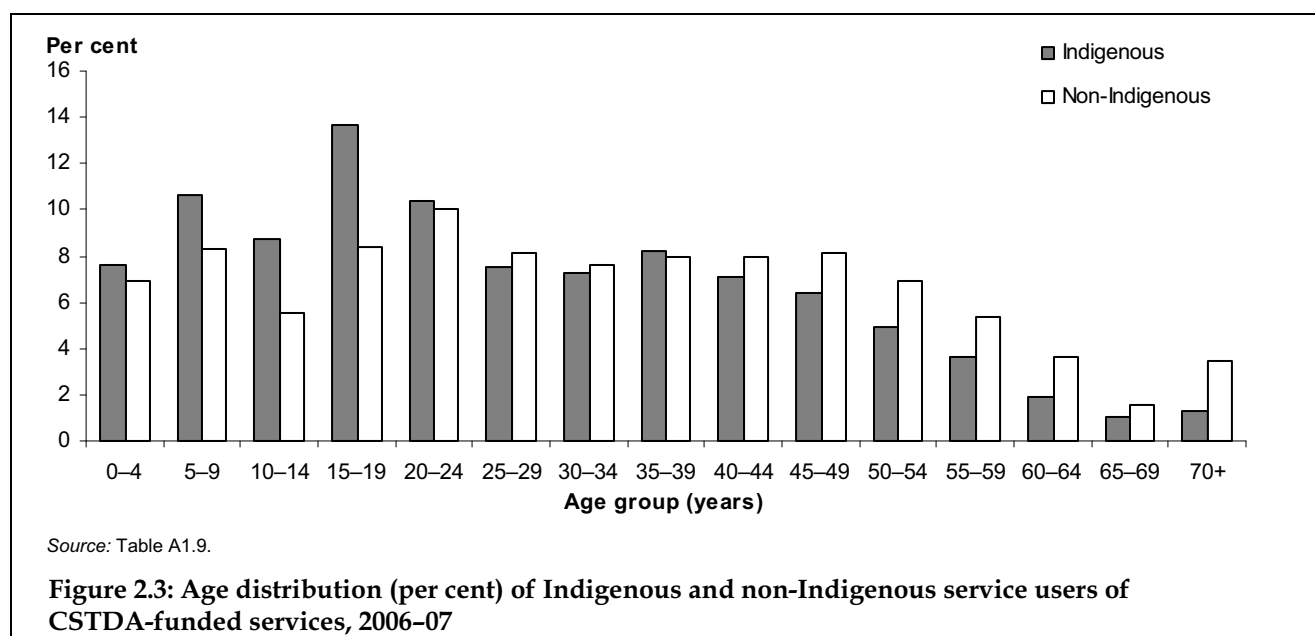
**Table 2.8: Users of CSTDA-funded services, Indigenous status by state/territory and proportion of Indigenous Australians aged 0–64 years in the population, 2006–07**

State/territory	Indigenous status						People of Indigenous origin in the population aged 0–64 years		
	Indigenous		Non-Indigenous		Not stated/ not collected		Total		%
	No.	%	No.	%	No.	%	No.	%	
NSW	2,129	3.8	52,348	93.4	1,581	2.8	56,058	100.0	2.4
Vic	2,154	2.5	74,546	87.2	8,806	10.3	85,506	100.0	0.7
Qld	1,568	4.7	30,734	92.7	849	2.6	33,151	100.0	3.8
WA	1,483	6.0	22,755	92.8	294	1.2	24,532	100.0	3.9
SA	695	3.1	20,565	92.6	945	4.3	22,205	100.0	2.1
Tas	165	2.9	5,288	93.4	208	3.7	5,661	100.0	4.3
ACT	61	1.4	4,173	97.4	50	1.2	4,284	100.0	1.5
NT	525	34.0	928	60.2	89	5.8	1,542	100.0	30.2
<b>Australia</b>	<b>8,735</b>	<b>3.8</b>	<b>210,697</b>	<b>90.7</b>	<b>12,821</b>	<b>5.5</b>	<b>232,253</b>	<b>100.0</b>	<b>3.0</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 12-month period. Totals for Australia may not be the sum of components because individuals may have accessed services in more than one state/territory during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 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 of Aboriginal or Torres Strait Islander background.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Sources: ABS 2006a and 2004a (for population data).



Intellectual disability was the most common primary disability for both Indigenous and non-Indigenous service users, accounting for more than a third of each group (38% and 34%, respectively). The second most common primary disability type for Indigenous service users was physical, compared with psychiatric disability for non-Indigenous. Overall, Indigenous service users were more likely to have intellectual, physical or acquired brain injury as their primary disability than non-Indigenous service users (Table 2.9). Conversely, non-Indigenous service users were more likely than Indigenous service users to have neurological, vision, hearing and psychiatric disability as their primary disability.

**Table 2.9: Users of CSTDA-funded services, primary disability group by Indigenous status, 2006–07**

Primary disability group	Indigenous status						Total	
	Indigenous		Non-Indigenous		Not stated/ not collected			
	No.	%	No.	%	No.	%	No.	%
Intellectual	3,355	38.4	72,171	34.3	1,147	8.9	76,673	33.0
Specific learning/ADD	304	3.5	7,913	3.8	125	1.0	8,342	3.6
Autism	441	5.0	12,643	6.0	224	1.7	13,308	5.7
Physical	1,374	15.7	28,680	13.6	924	7.2	30,978	13.3
Acquired brain injury	529	6.1	9,438	4.5	252	2.0	10,219	4.4
Neurological	318	3.6	11,401	5.4	617	4.8	12,336	5.3
Deafblind	28	0.3	472	0.2	11	0.1	511	0.2
Vision	156	1.8	6,442	3.1	35	0.3	6,633	2.9
Hearing	174	2.0	6,565	3.1	473	3.7	7,212	3.1
Speech	95	1.1	2,142	1.0	74	0.6	2,311	1.0
Psychiatric	1,201	13.7	32,379	15.4	2,010	15.7	35,590	15.3
Developmental delay	318	3.6	4,395	2.1	116	0.9	4,829	2.1
Not stated/not collected	442	5.1	16,056	7.6	6,813	53.1	23,311	10.0
<b>Total</b>	<b>8,735</b>	<b>100.0</b>	<b>210,697</b>	<b>100.0</b>	<b>12,821</b>	<b>100.0</b>	<b>232,253</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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 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 of Aboriginal or Torres Strait Islander background.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous and primary disability data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.
4. Column percentages may not add to 100% because of rounding.

A higher proportion of Indigenous (47%) than non-Indigenous (38%) service users reported multiple disabilities (Table 2.10). For Indigenous service users:

- approximately one-quarter indicated two disability groups (23% for non-Indigenous)
- 11% had three disability groups (8% for non-Indigenous)
- almost 12% had four or more disability groups (7% for non-Indigenous).

On average, Aboriginal and Torres Strait Islander service users had 1.89 disability groups in 2006–07 (Table A1.10), which was higher than non-Indigenous service users (1.65 disability groups on average).

**Table 2.10: Users of CSTDA-funded services, number of disability groups reported by Indigenous status, 2006–07**

Number of disability groups reported	Indigenous status					
	Indigenous		Non-Indigenous		Total	
	No.	%	No.	%	No.	%
1	4,407	53.1	120,535	61.9	129,434	61.9
2	2,040	24.6	44,234	22.7	47,051	22.5
3	896	10.8	16,156	8.3	17,631	8.4
4	513	6.2	8,182	4.2	8,802	4.2
5	260	3.1	3,659	1.9	3,952	1.9
6	121	1.5	1,368	0.7	1,504	0.7
7	48	0.6	333	0.2	384	0.2
8 or more	8	0.1	174	0.1	184	0.1
<b>Total</b>	<b>8,293</b>	<b>100.0</b>	<b>194,641</b>	<b>100.0</b>	<b>208,942</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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 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 of Aboriginal or Torres Strait Islander background.
3. Service users who did not report a disability group are not included in Table 2.10. Therefore, 442 Indigenous service users, 16,056 non-Indigenous service users and 6,813 service users who did not report Indigenous status (a total of 23,311 service users) are excluded from the analysis.

Over half of all Aboriginal and Torres Strait Islander service users (55%) used community support services in 2006–07 and nearly one-quarter (24%) used employment services (Table 2.11). Comparatively, a smaller proportion (42%) of non-Indigenous service users accessed community support services and a larger proportion (37%) received employment services<sup>5</sup>.

**Table 2.11: Users of CSTDA-funded services, service group by Indigenous status, 2006–07**

Indigenous status	Accommodation support		Community support		Community access		Respite		Employment		All service groups	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Indigenous	1,778	20.4	4,840	55.4	1,629	18.6	1,649	18.9	2,058	23.6	8,735	100.0
Non-Indigenous	34,281	16.3	88,307	41.9	47,088	22.3	26,370	12.5	77,859	37.0	210,697	100.0
Not stated/not collected	1,414	11.0	5,451	42.5	4,519	35.2	2,039	15.9	91	0.7	12,821	100.0
<b>Total</b>	<b>37,473</b>	<b>16.1</b>	<b>98,598</b>	<b>42.5</b>	<b>53,236</b>	<b>22.9</b>	<b>30,058</b>	<b>12.9</b>	<b>80,008</b>	<b>34.4</b>	<b>232,253</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 12-month period. Total for all service groups may not be the sum of components because individuals may have accessed services from more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 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 of Aboriginal or Torres Strait Islander background.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

<sup>5</sup> Aboriginal and Torres Strait Islander peoples may access other government employment services, such as the Indigenous Programs under Community Development Employment Projects (CDEP) program (see FaHCSIA 2008a). Use of these other employment services is not reflected in service use statistics in this report.

Around 22% of non-Indigenous service users accessed community access services compared with around 19% of Indigenous service users. However, higher proportions of Indigenous than non-Indigenous service users used both accommodation and respite services.

For information on location of Indigenous service users, please see Section 2.8.

## 2.4 Country of birth

Data on country of birth can be grouped into five categories based on English proficiency (DIMA 2003): one group for people born in Australia and four groups for those born overseas. For the latter groups, proficiency is based on the typical ability of migrants from each country to speak English. The most proficient English speakers are classified under English Proficiency Group 1 (EP1), with the least proficient under Group 4 (EP4). For further details and a full list of countries, see Appendix 7.<sup>6</sup>

In 2006–07, the majority of CSTDA service users were born in Australia (83%) (Table 2.13). People born overseas made up roughly 10% of all service users, with EP1 accounting for the majority of these (3.8%), followed by EP3 (3.1%), EP2 (2.4%), then EP4 (0.8%). The ‘not stated’ response rate has improved considerably from the previous year’s collection (13% down to 6%), and although this represents improved information, comparisons with previous years should be made with caution.

Excluding those born in Australia, service users were most likely to be born in England (1.9%) (Table 2.12). This represents roughly 19% (4,439 of 23,844 users) of service users born outside of Australia (Tables 2.12 and 2.13). A high proportion were also born in New Zealand (9.7% of those born outside of Australia, or 2,316 services users). There were minimal changes to composition of the ten most frequently reported countries of birth between 2005–06 and 2006–07. The changes from the previous year’s collection include the addition of China to the list of the ten most reported countries and Scotland placing outside the top ten.

Of all service users born in Australia, almost two-thirds had intellectual, physical, or psychiatric disability (64% combined) (Table 2.13). Service users classified under EP1–EP3 were more likely to have a psychiatric primary disability than any other disability type. For service users in EP4, the most common primary disability was physical disability (31%), closely followed by psychiatric disability (30%). Compared with other EP groups, service users born in Australia (2.4%) were much more likely to have developmental delay. However, because developmental delay is defined in part by age criteria, these differences in prevalence within the CSTDA population may reflect the different age patterns of migration to Australia. Alternatively, it may be that children born in Australia are more likely to be identified as having a developmental delay than those born in other countries.

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<sup>6</sup> The Australian Bureau of Statistics has developed a set of standards for statistics on cultural and language diversity (ABS 1999). These standards were designed to provide a comparative basis for the collection of data on cultural and linguistic backgrounds. The classification used in the report is consistent with these standards.

**Table 2.12: CSTDA-funded service users by top 10 countries of birth, 2005–06 and 2006–07**

Country of birth	2005–06		2006–07	
	Number	%	Number	%
Australia	171,143	78.8	193,444	83.3
England	2,492	1.1	4,439	1.9
New Zealand	2,039	0.9	2,316	1.0
Viet Nam	868	0.4	1,332	0.6
Italy	982	0.5	1,094	0.5
Greece	583	0.3	670	0.3
Germany	500	0.2	598	0.3
Philippines	433	0.2	561	0.2
China (excludes SARs and Taiwan province)	325	0.1	530	0.2
India	456	0.2	524	0.2

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period for that collection. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. SAR—special administrative region.

**Table 2.13: Users of CSTDA-funded services, primary disability group by English Proficiency Group, 2006–07 (per cent)**

Primary disability type	Australia	English Proficiency Group 1	English Proficiency Group 2	English Proficiency Group 3	English Proficiency Group 4	Not stated/not collected	Total
Intellectual	36.7	16.9	21.3	17.7	16.6	8.4	33.0
Specific learning/ADD	3.9	2.4	2.1	1.8	1.2	1.5	3.6
Autism	6.4	3.4	3.7	2.1	1.7	1.7	5.7
Physical	13.0	17.7	20.3	23.0	30.9	5.3	13.3
Acquired brain injury	4.4	6.5	5.3	6.1	6.7	1.7	4.4
Neurological	5.0	10.5	6.5	6.4	4.0	5.4	5.3
Deafblind	0.2	0.3	0.3	0.4	0.1	0.0	0.2
Vision	2.7	6.7	4.6	4.7	2.7	1.2	2.9
Hearing	2.9	5.0	4.9	4.4	2.9	2.8	3.1
Speech	1.1	0.3	0.4	0.3	0.3	0.5	1.0
Psychiatric	14.2	24.3	25.0	28.0	29.8	13.3	15.3
Developmental delay	2.4	0.4	0.5	0.3	0.3	0.7	2.1
Not stated/not collected	7.0	5.6	5.2	4.8	2.8	57.3	10.0
<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>
<b>Total number</b>	<b>193,444</b>	<b>8,876</b>	<b>5,675</b>	<b>7,305</b>	<b>1,988</b>	<b>14,965</b>	<b>232,253</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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and country of birth data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

## 2.5 Communication method and need for an interpreter

More than 60% of people using CSTDA services reported spoken language as their most effective method of communication (Table 2.14). Very high proportions were reported across the majority of disability types, with the exception of people with deafblind, speech or developmental delay primary disability. Although spoken language was most likely to be reported by people with a deafblind or hearing disability, these disability groups had relatively high rates of use of sign language as their most effective method of communication (25% for deafblind; 13% for hearing). Compared with other disability groups, people with intellectual disability (29%) or autism (25%) were more likely to have little or no effective means of communication. For nine out of the twelve disability groups, more than 10% of users also had little or no effective communication.

A method of communication for children under the age of 5 years is not required to be reported. If these service users, and those for whom information was not collected or reported, are excluded from the total, we can look exclusively at the people who responded to this question. Over three-quarters (142,149 of 187,327 users) of those who responded indicated that spoken language was their most effective form of communication. However, one-fifth (20%) had little or no effective communication. This represents 38,000 services users who may face considerable barriers to social inclusion (AIHW 2006a).

**Table 2.14: Users of CSTDA-funded services, primary disability group by most effective method of communication, 2006–07 (per cent)**

Primary disability group	Spoken language (effective)	Sign language (effective)	Other effective non-spoken communication	Little, or no effective communication	Child aged under 5 years	Not stated/not collected	Total
Intellectual	63.0	2.0	2.3	29.1	1.0	2.6	100.0
Specific learning/ADD	75.7	0.2	0.2	10.6	4.3	8.9	100.0
Autism	55.4	1.4	3.3	24.8	8.5	6.6	100.0
Physical	67.5	1.1	1.9	14.2	6.2	9.1	100.0
Acquired brain injury	74.9	1.3	3.0	15.4	1.8	3.7	100.0
Neurological	71.4	1.2	1.5	11.0	3.3	11.5	100.0
Deafblind	37.6	25.4	2.5	14.5	14.9	5.1	100.0
Vision	84.8	0.8	0.2	4.1	3.9	6.2	100.0
Hearing	56.4	13.4	0.5	16.6	3.8	9.2	100.0
Speech	30.5	1.0	0.9	13.5	35.8	18.3	100.0
Psychiatric	84.5	0.6	0.1	4.6	0.5	9.6	100.0
Developmental delay	3.0	0.3	0.5	4.1	83.3	8.8	100.0
Not stated/not collected	8.5	0.1	0.2	1.6	23.4	66.2	100.0
<b>Total %</b>	<b>61.2</b>	<b>1.7</b>	<b>1.5</b>	<b>16.3</b>	<b>6.8</b>	<b>12.5</b>	<b>100.0</b>
<b>Total number</b>	<b>142,149</b>	<b>3,834</b>	<b>3,484</b>	<b>37,860</b>	<b>15,868</b>	<b>29,058</b>	<b>232,253</b>
<i>% of valid responses (excl. child under 5)</i>	75.9	2.0	1.9	20.2	—	—	100.0

### Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and communication data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

The vast majority of service users in 2006–07 (86%) did not need an interpreter (Table 2.15). When people who did not respond to this question are excluded, the proportion increases to almost 96% (198,949 of 208,081 users). A small proportion of service users needed an interpreter for non-spoken communication (2.3%); people with certain types of disability are considerably more likely to require an interpreter for non-spoken communication. These include deafblind disability (22%) and hearing disability (8.8%). This highlights the potential difficulties with communication faced by people with deafblind disabilities, in comparison with other disability types.

A further 1.6% of people needed an interpreter for spoken language other than English. Service users with a primary disability of hearing, deafblind, or acquired brain injury were most likely to report needing an interpreter for this reason.

**Table 2.15: Users of CSTDA-funded services, need for interpreter services by primary disability, 2006–07**

Primary disability type	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	1,352	1.8	2,950	3.8	70,661	92.2	1,710	2.2	76,673	100.0
Specific learning/ADD	72	0.9	21	0.3	7,739	92.8	510	6.1	8,342	100.0
Autism	181	1.4	428	3.2	12,179	91.5	520	3.9	13,308	100.0
Physical	577	1.9	619	2.0	28,109	90.7	1,673	5.4	30,978	100.0
Acquired brain injury	277	2.7	184	1.8	9,480	92.8	278	2.7	10,219	100.0
Neurological	200	1.6	162	1.3	10,670	86.5	1,304	10.6	12,336	100.0
Deafblind	14	2.7	112	21.9	315	61.6	70	13.7	511	100.0
Vision	118	1.8	31	0.5	6,216	93.7	268	4.0	6,633	100.0
Hearing	256	3.5	636	8.8	5,869	81.4	451	6.3	7,212	100.0
Speech	40	1.7	27	1.2	2,154	93.2	90	3.9	2,311	100.0
Psychiatric	382	1.1	77	0.2	33,041	92.8	2,090	5.9	35,590	100.0
Developmental delay	64	1.3	57	1.2	4,454	92.2	254	5.3	4,829	100.0
Not stated/not collected	286	1.2	9	0.0	8,062	34.6	14,954	64.1	23,311	100.0
<b>Total</b>	<b>3,819</b>	<b>1.6</b>	<b>5,313</b>	<b>2.3</b>	<b>198,949</b>	<b>85.7</b>	<b>24,172</b>	<b>10.4</b>	<b>232,253</b>	<b>100.0</b>
% of valid responses	—	1.8	—	2.6	—	95.6	—	—	—	100.0

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and need for interpreter data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

## 2.6 Income and labour force status

Information relating to income and labour force status provides some insight into the socio-economic status of people who use CSTDA-funded services. Around one-third of service users of working age in 2006–07 were employed (34%); slightly less than one-quarter were unemployed (24%) (Table 2.16). Three out of ten people were not in the labour force; this includes people who were retired, in institutions, voluntarily inactive, or permanently unable to work (AIHW 2006a). Around half (ranging from 49% to 58%) of people accessing



accommodation, community support, community access or respite services were not in the labour force. Between 14% and 19% of people using each of these service types were employed. Close to two-thirds (61%) of employment service users were employed and 39% unemployed. Unemployed service users may use employment services to assist in finding and obtaining employment.

**Table 2.16: Users of CSTDA-funded services aged 15–64 years, labour force status by service group, 2006–07**

Service user age and service group	Employed		Unemployed		Not in the labour force		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
<b>Service users aged 15–64 years</b>										
Accommodation support	6,201	18.8	4,212	12.8	18,955	57.4	3,641	11.0	33,009	100.0
Community support	8,682	17.4	5,637	11.3	24,165	48.5	11,307	22.7	49,791	100.0
Community access	6,205	13.9	5,538	12.4	25,843	57.7	7,186	16.1	44,772	100.0
Respite	2,780	13.5	2,066	10.0	11,767	57.2	3,970	19.3	20,583	100.0
Employment	48,823	61.4	30,621	38.5	91	0.1	0	0.0	79,535	100.0
<b>Total</b>	<b>57,250</b>	<b>33.6</b>	<b>40,622</b>	<b>23.8</b>	<b>51,803</b>	<b>30.4</b>	<b>20,933</b>	<b>12.3</b>	<b>170,608</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 12-month period. Total for all service groups may not be the sum of components because individuals may have accessed services from more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Only those aged 15 years and over 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 2006a for full definitions of 'employed', 'unemployed' and 'not in the labour force'.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and labour force status data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Over half (54%) of the 180,236 service users aged 16 years and over indicated receipt of the Disability Support Pension (DSP) in 2006–07 (Table 2.17). Furthermore, over 70% of users with intellectual/learning disability reported DSP as their main source of income. Service users with psychiatric disability were most likely to receive DSP or other pension or benefit (77% combined). Overall, 1.7% of service users reported having no income. This figure was slightly higher for those with a physical/diverse disability (2.9%).

Examining main source of income by labour force status shows the diverse nature of employment and income status for people with disability (Table 2.18). Of all service users receiving DSP, 45% were not in the labour force, 20% were unemployed and 34% were employed. Of service users on other pensions or benefits, 60% were unemployed, and 19% were classified as employed. Close to 14% of people with nil income were employed. According to the definition of employment, people do not necessarily receive income; this includes, for example, people contributing to a family business without payment or on leave without pay.

Parents of young service users (under 16 years) may receive the Carer Allowance (Child) (see Centrelink 2008). In 2006–07, almost three-quarters (73%) either did not know whether they received Carer Allowance or did not respond to this question. Approximately one-fifth (19%) of service users under 16 years had parents who received the Carer Allowance (Table 2.19). A small proportion (7.9%) reported not receiving the Carer Allowance. Excluding the 'not known/collected' responses, around 70% (9,788 of the 13,906 users who responded) of users received the Carer Allowance.

**Table 2.17: Users of CSTDA-funded services aged 16 years and over, main income source by primary disability group, 2006–07 (per cent)**

Broad primary disability group	Disability Support Pension	Other pension or benefit	Paid employment	Compensation payments	Other income	Nil income	Not stated/collected	Total	Total number
Intellectual/learning	70.9	4.8	3.6	6.1	2.6	1.6	10.3	100.0	76,365
Physical/diverse	48.7	16.2	6.0	5.4	7.1	2.9	13.7	100.0	44,311
Sensory/speech	25.1	22.2	10.6	1.2	9.4	1.6	29.9	100.0	12,903
Psychiatric	52.0	25.1	4.0	0.5	7.5	1.0	9.8	100.0	35,194
Not stated	3.4	2.4	1.3	0.1	1.2	0.6	91.0	100.0	11,463
<b>Total</b>	<b>54.2</b>	<b>12.7</b>	<b>4.6</b>	<b>4.1</b>	<b>5.1</b>	<b>1.7</b>	<b>17.6</b>	<b>100.0</b>	<b>180,236</b>
<i>% of valid responses</i>	<i>65.8</i>	<i>15.4</i>	<i>5.6</i>	<i>5.0</i>	<i>6.2</i>	<i>2.1</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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Only those aged 16 years and over were asked to respond about income other than Carer Allowance. Adults include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about income sources other than the Carer Allowance.
3. There were 57 service users of unknown age and income source who are not included in this table, or in Tables 2.18 and 2.19.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and income data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

**Table 2.18: Users of CSTDA-funded services aged 16 and over, labour force status by main source of income, 2006–07**

Main source of income	Employed		Unemployed		Not in the labour force		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Disability Support Pension	33,400	34.2	19,746	20.2	43,593	44.6	948	1.0	97,687	100.0
Other pension or benefit	4,223	18.5	13,585	59.5	4,766	20.9	269	1.2	22,843	100.0
Paid employment	7,011	84.3	1,065	12.8	96	1.2	140	1.7	8,312	100.0
Compensation payments	535	7.2	343	4.6	1,580	21.2	4,989	67.0	7,450	100.0
Other income	5,106	55.8	2,581	28.2	1,170	12.8	294	3.2	9,151	100.0
Nil income	431	13.8	301	9.7	1,131	36.3	1,228	39.4	3,114	100.0
Not known/stated/collected	7,220	22.8	3,361	10.6	7,331	23.1	13,767	43.5	31,679	100.0
<b>Total</b>	<b>57,926</b>	<b>32.1</b>	<b>40,982</b>	<b>22.7</b>	<b>59,667</b>	<b>33.1</b>	<b>21,635</b>	<b>12.0</b>	<b>180,236</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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Only those aged 16 years and over were asked to respond about income other than Carer Allowance. Adults include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about income sources other than the Carer Allowance.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and income data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.
4. There were 57 service users of unknown age and income source who are not included in this table or in Tables 2.17 and 2.19.
5. Total for 'other income' includes 3 users whose age was unknown; total for 'nil income' includes 23 users whose age was unknown.

**Table 2.19: Users of CSTDA-funded services aged under 16 years, parents in receipt of the Carer Allowance (Child) by primary disability group, 2006–07**

Primary disability group	With Carer Allowance (Child)		Without Carer Allowance (Child)		Carer Allowance (Child) not known/collected		Total	
	No.	%	No.	%	No.	%	No.	%
Intellectual/learning	6,059	22.6	2,000	7.5	18,713	69.9	26,772	100.0
Physical/diverse	2,645	28.7	972	10.5	5,597	60.7	9,214	100.0
Sensory/speech	858	22.8	637	16.9	2,269	60.3	3,764	100.0
Psychiatric	38	9.8	36	9.3	313	80.9	387	100.0
Not stated/not collected	188	1.6	473	4.0	11,162	94.4	11,823	100.0
<b>Total</b>	<b>9,788</b>	<b>18.8</b>	<b>4,118</b>	<b>7.9</b>	<b>38,054</b>	<b>73.2</b>	<b>51,960</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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Information about Carer Allowance (Child) income was requested only for those aged less than 16 years. Children include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about child income sources.
3. There were 57 service users of unknown age and income source who are not included in this table or in Tables 2.17 and 2.18.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and income data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

## 2.7 Individualised funding

Individualised funding arrangements are designed to maximise a client's options for service provision and to be fully transportable, so that funding moves with the person even if he or she changes service provider/agency. The intention is to enable greater individual choice and autonomy for the person requiring services (AIHW 2006a). Individualised funding information collected through the CSTDA NMDS enables the examination of the different types of services that are being purchased through this type of funding.

In 2006–07, around 45% of service users reported an individualised funding arrangement (Table 2.20). For state/territory-funded services, this ranged from 21% for community support service users to 36% for accommodation users. Employment services classify case-based funding as individualised funding for the purpose of the CSTDA collection, though minor differences exist<sup>7</sup>.

Since 2003–04, there has been an increase in the proportion of service users receiving individualised funding (overall, from 17% to 45%)(Figure 2.4; Table A2.5). This is a consistent trend across all service groups with the exception of accommodation support, where there has been an increase in raw numbers from 2005–06 but an overall proportional decrease (Table 2.20 and Figure 2.4; see AIHW 2007). Employment services continue to provide 100% individualised funding.

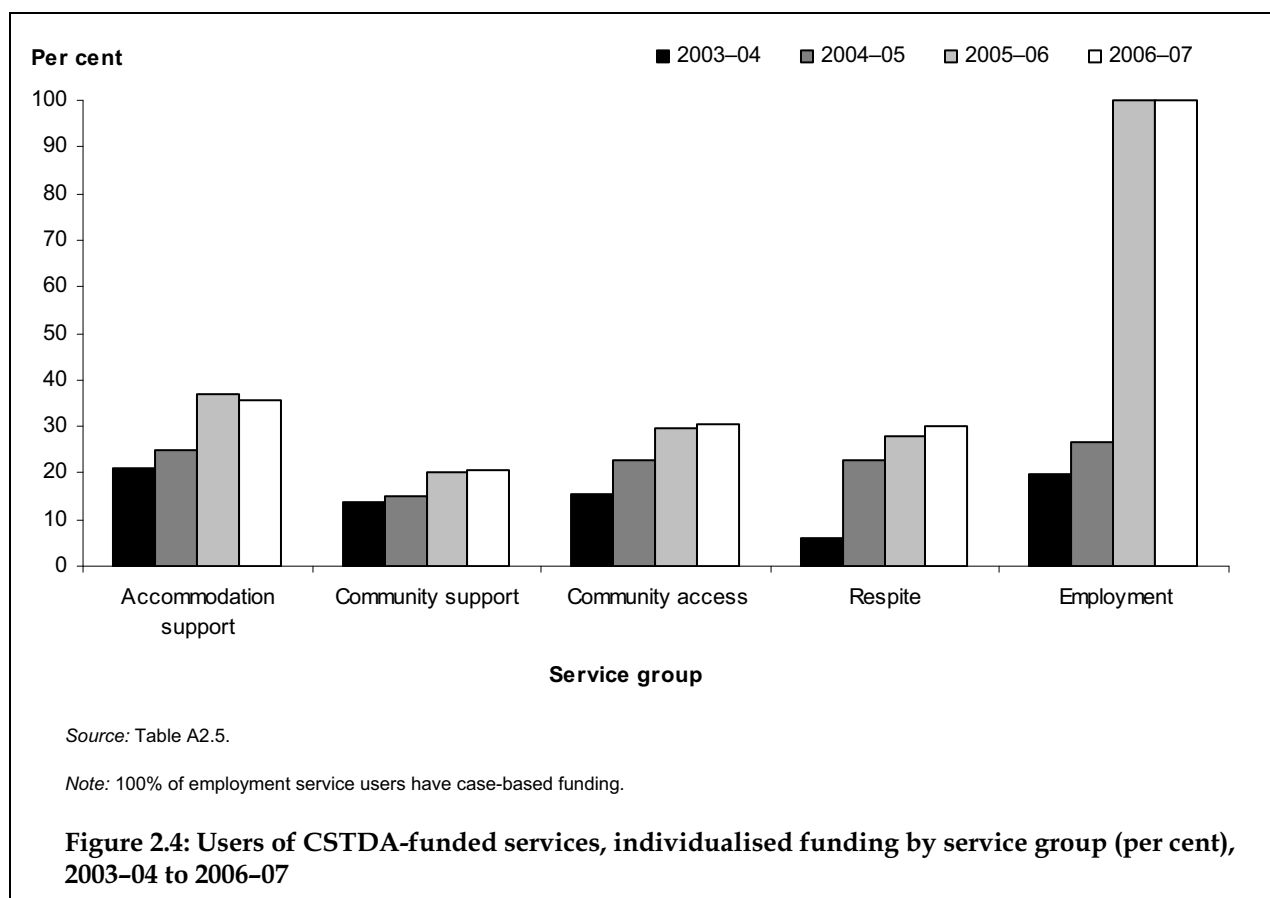
<sup>7</sup> Case-based funding is a fee-for-service arrangement in which fees are paid to providers to help job seekers with disability to find and keep employment. The fees are based on the job seekers' support needs and their employment outcomes.

**Table 2.20: Users of CSTDA-funded services, individual funding status by service group, 2006–07**

Service group	Has individualised funding		Does not have individualised funding		Not known		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Accommodation support	13,290	35.5	22,388	59.7	998	2.7	797	2.1	37,473	100.0
Community support	20,458	20.7	50,119	50.8	15,067	15.3	12,954	13.1	98,598	100.0
Community access	16,203	30.4	30,655	57.6	3,210	6.0	3,168	6.0	53,236	100.0
Respite	9,065	30.2	18,073	60.1	2,081	6.9	839	2.8	30,058	100.0
Employment	80,008	100.0	0	0.0	0	0.0	0	0.0	80,008	100.0
<b>Total</b>	<b>103,733</b>	<b>44.7</b>	<b>91,998</b>	<b>39.6</b>	<b>19,431</b>	<b>8.4</b>	<b>17,091</b>	<b>7.4</b>	<b>232,253</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 12-month period. Total for all service groups may not be the sum of components because individuals may have accessed services from more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 100% of employment service users have case-based funding.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom individualised funding data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.



## 2.8 Location of service users

Information on service user location is presented using remoteness areas (RAs). The RAs are structured on the Australian Standard Geographical Classification (ASGC) developed by the ABS (ABS 2006a); categories include Major Cities, Inner Regional, Outer Regional, Remote and Very Remote areas. These areas are structured to provide an indication of the commonalities between the degrees of remoteness (or distance) from major cities (ABS 2006a).

There were 219,800 service users in 2006–07 who were aged less than 65 years (Table 2.21). Most service users lived in Major Cities (63% or 138,519 users), or Inner Regional areas (24%). Only 905 service users (0.4%) lived in a Very Remote area. Compared with the 2005–06 collection, in 2006–07 there was a greater proportion of service users in Major Cities, and smaller proportions in Inner and Outer Regional, Remote and Very Remote areas (AIHW 2007).

Overall, there were 12.2 people per 1,000 population aged less than 65 years who accessed CSTDA services (Table 2.21). The highest rate of service use was in Inner Regional areas (15.2 people per 1,000 population). The rates of use in Remote (8.2) and Very Remote (5.7) areas were considerably lower than the overall rate. The rate for Very Remote areas was the only rate to decrease from the previous year (5.9 down to 5.7), whereas all other areas showed small increases (AIHW 2007).

The highest rate of service use for the states/territories was in Victoria, where 17.8 people per 1,000 population accessed CSTDA services. This was followed by South Australia (14.6) and the Australian Capital Territory (14.1). The lowest rate of services use was in the Northern Territory (7.0). Interestingly, New South Wales recorded a higher rate of service use in Very Remote areas than for all other remoteness areas within that state (17.2). This rate was also considerably higher than rates for Very Remote areas in other states.

For Aboriginal and Torres Strait Islander service users, 39% lived in Major Cities compared with 65% of non-Indigenous service users (Figure 2.5 and Table A1.12). The proportion of service users who lived in Inner Regional areas was fairly similar for both Indigenous and non-Indigenous users. A greater difference can be seen for the more remote areas (Figure 2.5).

Looking at Indigenous status within each remoteness area separately, a large difference can be seen from Major Cities through to Very Remote areas (Table A1.12). Aboriginal and Torres Strait Islander peoples made up 2.3% of service users in Major Cities, 4.0% in Inner Regional, 8.2% in Outer Regional, 21.4% in Remote and 48% in Very Remote areas. The reverse pattern can be seen for non-Indigenous people where 93% of service users lived in Major Cities and 51% in Very Remote areas. A small proportion in each area of remoteness did not indicate their Indigenous status.

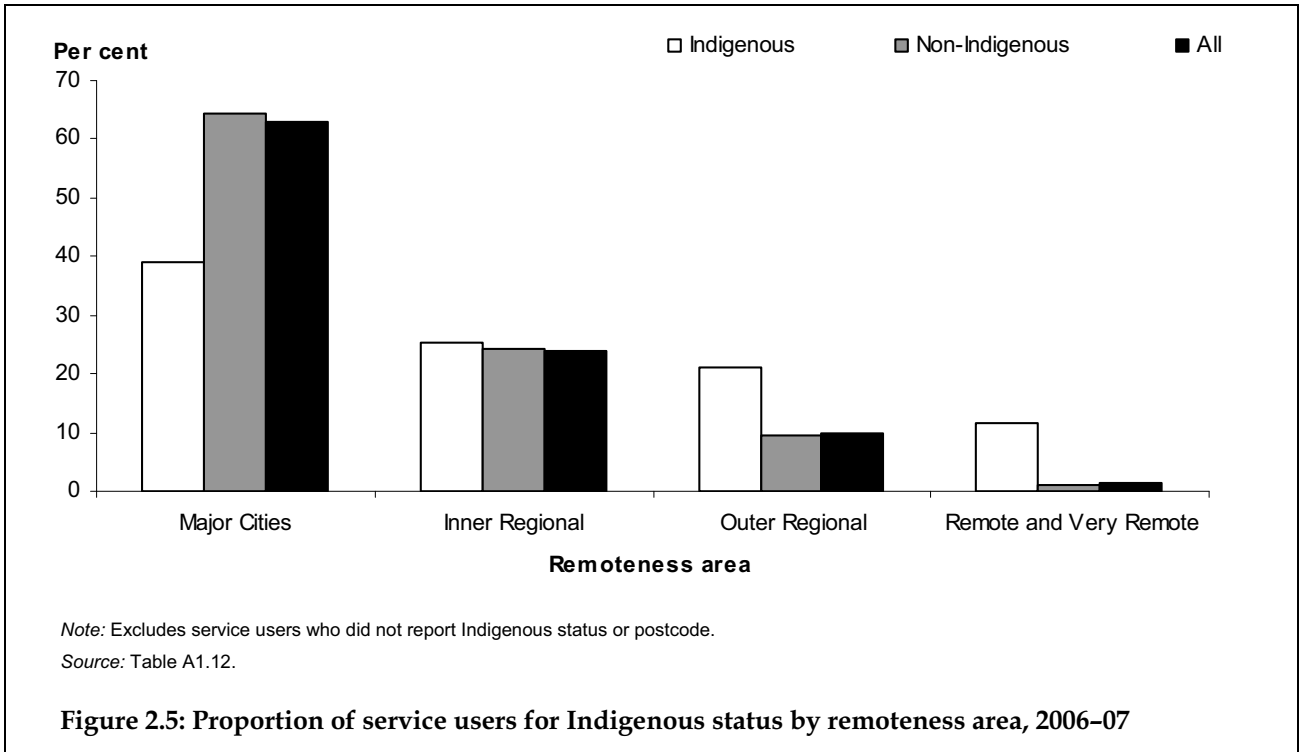
**Table 2.21: Users of CSTDA-funded services, service user location by state/territory, 2006–07**

<b>Location of service user</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>Australia</b>
<b>People aged under 65 years</b>									
Major Cities	4,328,794	3,349,771	2,149,024	1,297,969	968,564	0	301,988	0	12,396,109
Inner Regional	1,166,164	883,593	769,987	220,056	160,074	270,807	476	0	3,471,157
Outer Regional	370,171	206,988	550,695	167,456	152,078	139,010	0	109,308	1,695,706
Remote	28,866	3,905	80,977	85,832	39,139	6,594	0	43,685	288,999
Very Remote	4,256	0	47,338	46,307	12,151	2,173	0	47,923	160,148
<i>All Australians</i>	<i>5,898,252</i>	<i>4,444,256</i>	<i>3,598,021</i>	<i>1,817,620</i>	<i>1,332,006</i>	<i>418,584</i>	<i>302,464</i>	<i>200,916</i>	<i>18,012,119</i>
<b>Service users aged under 65</b>									
Major Cities	34,969	51,502	16,656	17,710	13,786	29	4,158	19	138,519
Inner Regional	14,180	20,934	8,978	2,711	2,399	3,687	48	11	52,692
Outer Regional	4,530	4,995	5,331	2,103	1,995	1,545	8	884	21,286
Remote	250	114	575	730	404	47	0	267	2,381
Very Remote	73	3	340	268	52	10	0	165	905
<i>All service users</i>	<i>54,494</i>	<i>79,178</i>	<i>32,271</i>	<i>23,966</i>	<i>19,405</i>	<i>5,502</i>	<i>4,261</i>	<i>1,407</i>	<i>219,800</i>
<b>Service users per 1,000 population aged under 65 years</b>									
Major Cities	8.1	15.4	7.8	13.6	14.2	—	13.8	—	11.2
Inner Regional	12.2	23.7	11.7	12.3	15.0	13.6	100.8	—	15.2
Outer Regional	12.2	24.1	9.7	12.6	13.1	11.1	—	8.1	12.6
Remote	8.7	29.2	7.1	8.5	10.3	7.1	—	6.1	8.2
Very Remote	17.2	—	7.2	5.8	4.3	4.6	—	3.4	5.7
<i>All service users</i>	<i>9.2</i>	<i>17.8</i>	<i>9.0</i>	<i>13.2</i>	<i>14.6</i>	<i>13.1</i>	<i>14.1</i>	<i>7.0</i>	<i>12.2</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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. The number of service users in each remoteness area (RA) was 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* aged under 65 years include 4,018 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.
4. Service users may appear in remoteness areas for which there is no population within that state or territory. In such cases, the user's residential postcode is located within another jurisdiction. This may be due to service users living in one jurisdiction and accessing one or more services in another jurisdiction, or service users moving between jurisdictions within the reporting period.

Source: ABS Statistical Local Area estimates for 30 June 2006.



### 3 Informal carers, support needs and living arrangements

This chapter focuses on three characteristics of CSTDA-funded service users during 2006–07:

- informal care arrangements
- support needs across a range of life areas
- residential setting and living arrangements.

#### 3.1 Presence of an informal carer

An ‘informal carer’ is a person such as a family member, friend or neighbour who provides regular and sustained care and assistance to the person requiring support (AIHW 2006a). This includes those people who receive a pension or benefit associated with their caring role, but does not include paid or volunteer carers organised by formal services.

In 2006–07, almost half of all service users (45%) had an informal carer (Table 3.1). This proportion has increased slightly, from 42% in 2003–04 (Table A2.6). The proportion of service users who did not have an informal carer has also increased from 38% in 2003–04 to 46% in 2006–07. There was a decrease in missing data from around 20% in 2003–04, 2004–05 and 2005–06 to 9% in 2006–07.

Service users accessing respite services were the most likely to have an informal carer (88%), followed by those accessing community support services (63%). Service users accessing employment services were by far the least likely to have an informal carer (23%).

**Table 3.1: Users of CSTDA-funded services, existence of an informal carer by service group, 2006–07**

Service group	Has an informal carer		Does not have an informal carer		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Accommodation support	16,842	44.9	19,903	53.1	728	1.9	37,473	100.0
Community support	61,667	62.5	21,669	22.0	15,262	15.5	98,598	100.0
Community access	26,737	50.2	24,168	45.4	2,331	4.4	53,236	100.0
Respite	26,541	88.3	2,348	7.8	1,169	3.9	30,058	100.0
Employment	18,603	23.3	60,200	75.2	1,205	1.5	80,008	100.0
<b>Total</b>	<b>104,401</b>	<b>45.0</b>	<b>107,768</b>	<b>46.4</b>	<b>20,084</b>	<b>8.6</b>	<b>232,253</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 12-month period. Column totals may not be the sum of components because individuals may have accessed services in more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. ‘Not stated/not collected’ includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

The likelihood of having an informal carer was higher for service users in more remote locations (Table 3.2). Approximately 54% of service users in Remote areas and 66% of those in Very



Remote areas had an informal carer in 2006–07. This compares with between 45% and 47% of service users in Major Cities, Inner Regional and Outer Regional areas. However, ‘not stated/not collected’ response rates for the informal carer question are lower for service users in Remote and Very Remote areas, and this needs to be taken into account when interpreting the data.

**Table 3.2: Users of CSTDA-funded services, existence of an informal carer by remoteness, 2006–07**

Location	Has an informal carer		Does not have an informal carer		Not stated/not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Major Cities	65,462	44.8	68,459	46.8	12,227	8.4	146,147	100.0
Inner Regional	25,118	45.1	25,658	46.1	4,884	8.8	55,661	100.0
Outer Regional	10,477	46.5	10,511	46.6	1,553	6.9	22,541	100.0
Remote	1,371	54.2	1,107	43.8	51	2.0	2,529	100.0
Very Remote	655	65.7	322	32.3	20	2.1	997	100.0
Not stated/collected	1,318	30.1	1,712	39.1	1,349	30.8	4,379	100.0
<b>Total</b>	<b>104,401</b>	<b>45.0</b>	<b>107,768</b>	<b>46.4</b>	<b>20,084</b>	<b>8.6</b>	<b>232,253</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 12-month period. Column totals may not be the sum of components because individuals may have accessed services in more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. ‘Not stated/not collected’ includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

## 3.2 Carer age and relationship to service user

Of the 104,401 service users with an informal carer, almost two-thirds (65%) indicated that this carer was their mother (Table 3.3). Around 9.1% reported that a spouse or partner was their informal carer, followed by another family member (6.6%) or father (6.0%).

For service users in the three youngest age groups (0–14, 15–24 and 25–44 years), their informal carer was most likely to be their mother. This proportion was highest for service users aged 0–14 years (86%). For service users aged 45–64 years, their informal carer was most likely to be their spouse or partner (28%) or their mother (26%). Approximately 45% of service users aged 65 years and over with an informal carer reported that this carer was their spouse or partner, and 22% reported that it was their child.

Of the 80,522 informal carers whose age was reported, 46% (37,046) were aged 25–44 years and 39% (31,382) were aged 45–64 years (Table 3.4). In addition, 13% (10,454) were aged 65 years and over. There were 146 carers reported to be less than 15 years of age.

**Table 3.3: CSTDA-funded service users with an informal carer, relationship of carer to service user by service user age, 2006–07**

Relationship of carer to service user	Age group of service user (years)						Total
	0–14	15–24	25–44	45–64	65+	Not stated/ not collected	
	<b>Number</b>						
Spouse	—	345	2,871	4,486	1,772	10	9,484
Mother	29,489	17,791	16,061	4,140	75	3	67,559
Father	1,521	1,702	2,292	762	15	—	6,292
Child	—	39	208	713	850	1	1,811
Other family	924	917	1,877	2,697	504	2	6,921
Friend/neighbour	158	312	626	717	174	1	1,988
Not stated	2,231	1,722	3,380	2,455	557	1	10,346
<b>Total</b>	<b>34,323</b>	<b>22,828</b>	<b>27,315</b>	<b>15,970</b>	<b>3,947</b>	<b>18</b>	<b>104,401</b>
	<b>Per cent</b>						
Spouse	—	1.5	10.5	28.1	44.9	55.6	9.1
Mother	85.9	77.9	58.8	25.9	1.9	16.7	64.7
Father	4.4	7.5	8.4	4.8	0.4	—	6.0
Child	—	0.2	0.8	4.5	21.5	5.6	1.7
Other family	2.7	4.0	6.9	16.9	12.8	11.1	6.6
Friend/neighbour	0.5	1.4	2.3	4.5	4.4	5.6	1.9
Not stated	6.5	7.5	12.4	15.4	14.1	5.6	9.9
<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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–14 years age group.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.
4. Informal carer relationship categories are grouped as follows: 'spouse' includes the categories 'wife/female partner' and 'husband/male partner'; 'child' includes 'daughter' and 'son'; 'other family' includes 'daughter-in-law', 'son-in-law', 'other female relative' and 'other male relative'; 'friend/neighbour' includes 'friend/neighbour—female' and 'friend/neighbour—male'.

**Table 3.4: CSTDA-funded service users with an informal carer, relationship of carer to service user by age group of carer, 2006–07**

Relationship of carer to service user	Age group of carer (years)						Total
	0–14	15–24	25–44	45–64	65+	Not stated/ not collected	
	<b>Number</b>						
Spouse	—	104	2,256	4,292	1,571	1,261	9,484
Mother	—	783	30,655	19,979	6,320	9,822	67,559
Father	—	22	1,296	2,352	1,265	1,357	6,292
Child	111	301	540	579	51	229	1,811
Other family	6	99	1,343	2,752	840	1,881	6,921
Friend/neighbour	2	25	467	817	190	487	1,988
Not stated	27	160	489	611	217	8,842	10,346
<b>Total</b>	<b>146</b>	<b>1,494</b>	<b>37,046</b>	<b>31,382</b>	<b>10,454</b>	<b>23,879</b>	<b>104,401</b>
	<b>Per cent</b>						
Spouse	—	7.0	6.1	13.7	15.0	5.3	9.1
Mother	—	52.4	82.7	63.7	60.5	41.1	64.7
Father	—	1.5	3.5	7.5	12.1	5.7	6.0
Child	76.0	20.1	1.5	1.8	0.5	1.0	1.7
Other family	4.1	6.6	3.6	8.8	8.0	7.9	6.6
Friend/neighbour	1.4	1.7	1.3	2.6	1.8	2.0	1.9
Not stated	18.5	10.7	1.3	1.9	2.1	37.0	9.9
<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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories. Service users who accessed employment services only (service types 5.01, 5.02 and 5.04) and did not submit a response are also included in the 'not collected' category for 'age group of carer'. These service users were not required to complete this data item.
3. Informal carer relationship categories are grouped as follows: 'spouse' includes the categories 'wife/female partner' and 'husband/male partner'; 'child' includes 'daughter' and 'son'; 'other family' includes 'daughter-in-law', 'son-in-law', 'other female relative' and 'other male relative'; 'friend/neighbour' includes 'friend/neighbour—female' and 'friend/neighbour—male'.

Around one-third (34,323 of 104,401) of service users who had an informal carer were aged 0–14 years (Table 3.5). In this group, almost three-quarters (73%) were cared for by a person aged 25–44 years. Service users aged 15–24 years, 25–44 years and 45–64 years were most likely to have an informal carer aged 45–64 years. In addition, around one-quarter (26%) of service users aged 45–64 years had an informal carer aged 65 years or over.

Service users in the oldest age group, 65 years and over, typically had older carers compared with other users. They were most likely cared for by a person aged 65 years or over (39%) or 45–64 years (32%).

**Table 3.5: CSTDA-funded service users with an informal carer, age of service user by age of carer, 2006–07**

Age group of service user (years)	Age group of carer (years)					Not stated/ not collected	Total
	0–14	15–24	25–44	45–64	65+		
	<b>Number</b>						
0–14	20	949	25,130	3,125	226	4,873	34,323
15–24	8	103	7,231	9,273	405	5,808	22,828
25–44	78	169	3,058	12,377	4,127	7,506	27,315
45–64	36	264	1,353	5,334	4,140	4,843	15,970
65+	4	9	269	1,265	1,554	846	3,947
Not stated	—	—	5	8	2	3	18
<b>Total</b>	<b>146</b>	<b>1,494</b>	<b>37,046</b>	<b>31,382</b>	<b>10,454</b>	<b>23,879</b>	<b>104,401</b>
	<b>Per cent</b>						
0–14	0.1	2.8	73.2	9.1	0.7	14.2	100.0
15–24	0.0	0.5	31.7	40.6	1.8	25.4	100.0
25–44	0.3	0.6	11.2	45.3	15.1	27.5	100.0
45–64	0.2	1.7	8.5	33.4	25.9	30.3	100.0
65+	0.1	0.2	6.8	32.0	39.4	21.4	100.0
Not stated	—	—	27.8	44.4	11.1	16.7	100.0
<b>Total</b>	<b>0.1</b>	<b>1.4</b>	<b>35.5</b>	<b>30.1</b>	<b>10.0</b>	<b>22.9</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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–14 years age group.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories. Service users who accessed employment services only (service types 5.01, 5.02 and 5.04) and did not submit a response are also included in the 'not collected' category for 'age group of carer'. These service users were not required to complete this data item.

Table 3.6 examines CSTDA-funded service users who are classified as ‘older parent carers’. Of the 10,454 carers aged 65 years and over, 7,585 (72%) were the service user’s parent. Like carers in other age groups, the majority (83%) of these parent carers were the service user’s mother. Close to half (45%) of all service users with an older parent carer were aged 40–49 years; 24% were aged 30–39 years and 21% were aged 50–59 years.

**Table 3.6: CSTDA-funded service users with a parent informal carer aged 65 years and over, relationship of carer to service user by age group of service user, 2006–07**

Relationship of carer to service user	Age group of service user (years)						Total
	Under 20	20–29	30–39	40–49	50–59	60+	
Mother	159	314	1,497	2,826	1,319	205	6,320
Father	36	86	320	552	243	28	1,265
<b>Total</b>	<b>195</b>	<b>400</b>	<b>1,817</b>	<b>3,378</b>	<b>1,562</b>	<b>233</b>	<b>7,585</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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Service users with missing age who responded ‘child aged under 5 years (not applicable)’ to the *communication method* data item were included in the 0–14 years age group.

### 3.3 Carer primary status and co-residency

In 2006–07, almost three-quarters (73%) of informal carers were primary carers. A ‘primary carer’ is one who assists the service user with one or more of the three core activities of daily living – self-care, mobility and communication (AIHW 2006a).

Around 71% of informal carers lived in the same household as the person needing assistance (were co-resident). The majority (85%) of primary carers were co-resident, compared with just over half (52%) of non-primary carers (Table 3.7).

Service users accessing respite services were the most likely to have a primary carer (69% of all users of respite services), followed by those accessing community support services (52%) (Table A1.13). Similarly, service users accessing respite services and community support services were the most likely to have a co-resident carer (67% and 51% respectively).

**Table 3.7: CSTDA-funded service users with an informal carer, residency status of carer by primary status of carer, 2006–07**

Residency status of carer	Primary carer		Not a primary carer		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Co-resident carer	64,895	84.6	6,205	51.9	3,232	20.5	74,332	71.2
Non-resident carer	7,379	9.6	4,572	38.2	784	5.0	12,735	12.2
Not stated/not collected	4,397	5.7	1,177	9.8	11,760	74.5	17,334	16.6
<b>Total</b>	<b>76,671</b>	<b>100.0</b>	<b>11,954</b>	<b>100.0</b>	<b>15,776</b>	<b>100.0</b>	<b>104,401</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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories. Service users who accessed employment services only (service types 5.01, 5.02 and 5.04) and did not submit a response are also included in the 'not collected' category for both 'primary status of carer' and 'residency status of carer'. These service users were not required to complete either of these data items.

### 3.4 Support needs

Nine data items in the NMDS are used to indicate the support needs of CSTDA service users (see question 11 on the service user form in Appendix 3). These conform to a framework that is consistent with national data standards and international classification standards, including the International Classification of Functioning, Disability and Health (ICF) (see AIHW 2003: Chapter 8). The support needs data items also relate to the concepts used in population surveys about disability, such as the ABS Survey of Disability, Ageing and Carers (SDAC) (ABS 2004a).

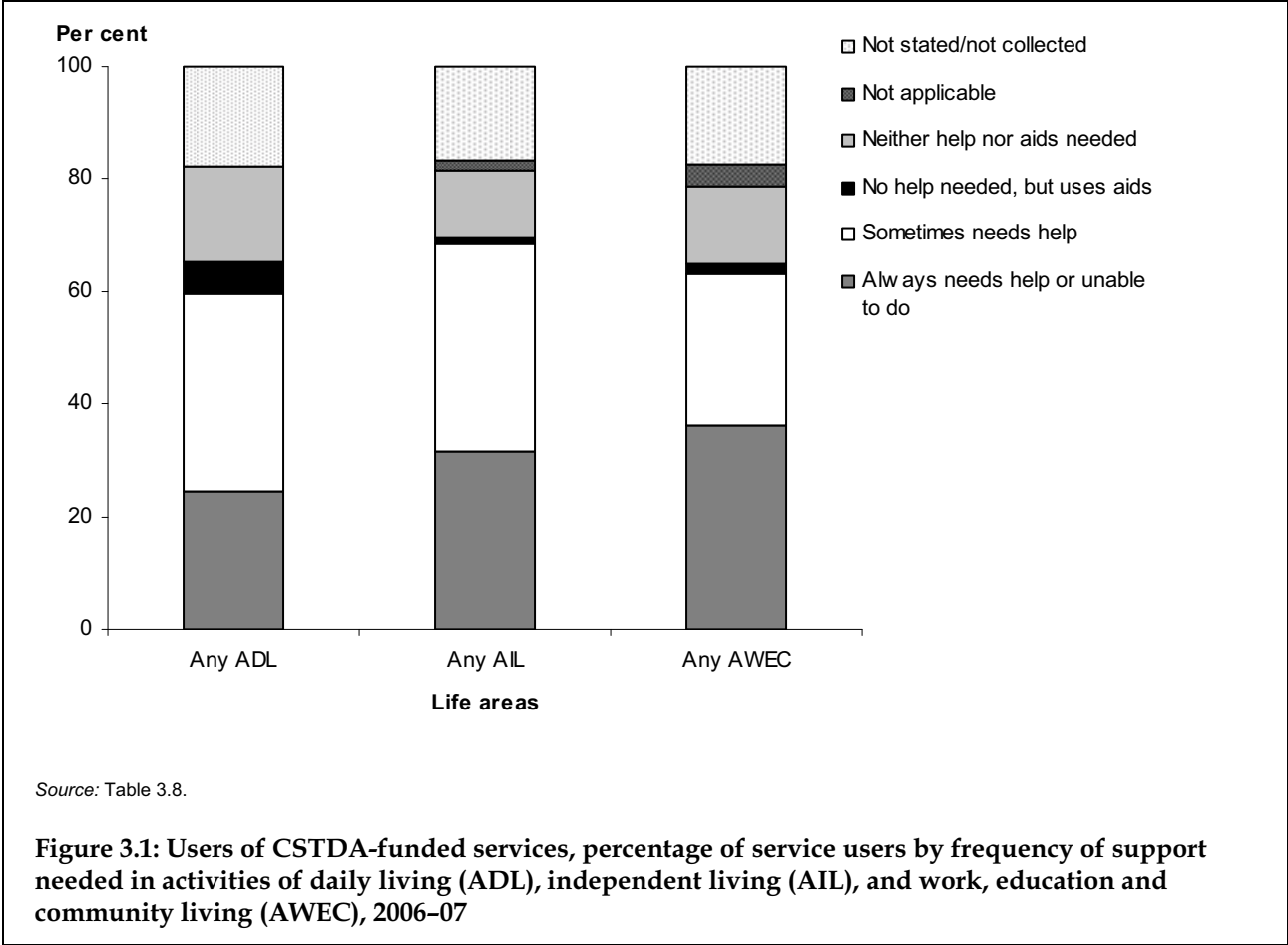
The items used to assess support needs can be simplified into three broad areas as follows:

- Activities of daily living (ADL) – self-care, mobility, and communication. These correspond to the three 'core activity' areas reported in the SDAC and in the 2006 Census of Population and Housing (ABS 2004a, 2006b). This concept of ADL differs from that used in fields such as medicine and rehabilitation, where communication is often excluded. For example, a commonly used clinical assessment of ADL, the Barthel Index, examines only self-care and mobility.
- 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 work. This category is analysed for service users aged 5 years and over, as a response of 'not applicable due to age' for all three of these life areas is allowed for users aged under 5 years. In Table 3.8, however, all age groups are shown for life areas in this category to show responses over all ages.

In general, the support needs data should be interpreted with some caution because of a high rate of 'not stated/not collected' responses.

In 2006–07, 59% of service users always or sometimes needed help with ADL, 63% with AWEC and 68% with AIL (Figure 3.1). Service users who sometimes needed support were the highest proportion of service users in the ADL (35%) and AIL (37%) areas. In the AWEC category,

people who always needed support (or were unable to perform these activities) were the highest proportion of service users (36%).



The life areas with the highest proportion of service users who always or sometimes needed support were: learning (57%), interpersonal interactions (56%) and community and economic life (55%) (Table 3.8). Around half of all service users (49%) needed assistance with communication – a significant proportion, considering that communication is required in a broad range of everyday activities, and communication difficulties can have a pervasive impact on daily functioning.

The AWEC life area registered the highest proportion of service users who always needed support (36%), followed by AIL (32%) and ADL (25%). Three AWEC life areas had the highest proportion of service users who always needed support (or were unable to perform that activity) – working (26%), community and economic life (24%) and education (24%). The life areas with the smallest proportion of service users always needing support were mobility (13%), communication (17%) and domestic life (17%).

**Table 3.8: Users of CSTDA-funded services, life area by frequency of support or assistance needed, 2006–07**

Frequency of support needed	Always needs help or unable to do		Sometimes needs help		No help needed, but uses aids		Neither help nor aids needed		Not applicable		Not stated/not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<b>Activities of daily living (ADL)</b>														
Self-care	42,937	18.5	53,351	23.0	4,578	2.0	87,707	37.8	—	—	43,680	18.8	232,253	100.0
Mobility	31,044	13.4	48,914	21.1	26,043	11.2	83,778	36.1	—	—	42,474	18.3	232,253	100.0
Communication	38,967	16.8	74,365	32.0	3,959	1.7	73,596	31.7	—	—	41,366	17.8	232,253	100.0
<i>Any ADL</i>	<i>57,194</i>	<i>24.6</i>	<i>80,800</i>	<i>34.8</i>	<i>13,580</i>	<i>5.8</i>	<i>39,913</i>	<i>17.2</i>	—	—	<i>40,766</i>	<i>17.6</i>	<i>232,253</i>	<i>100.0</i>
<b>Activities of independent living (AIL)</b>														
Interpersonal interactions <sup>(a)</sup>	44,404	19.1	85,890	37.0	2,971	1.3	51,896	22.3	—	—	47,092	20.3	232,253	100.0
Learning <sup>(b)</sup>	51,369	22.1	80,675	34.7	4,926	2.1	43,789	18.9	7,583	3.3	43,911	18.9	232,253	100.0
Domestic life	40,264	17.3	51,909	22.4	3,976	1.7	62,070	26.7	20,295	8.7	53,739	23.1	232,253	100.0
<i>Any AIL</i>	<i>73,162</i>	<i>31.5</i>	<i>85,678</i>	<i>36.9</i>	<i>2,611</i>	<i>1.1</i>	<i>28,133</i>	<i>12.1</i>	<i>4,488</i>	<i>1.9</i>	<i>38,181</i>	<i>16.4</i>	<i>232,253</i>	<i>100.0</i>
<b>Activities of work, education and community living (AWEC)</b>														
Education	55,167	23.8	69,657	30.0	5,204	2.2	49,965	21.5	7,765	3.3	44,495	19.2	232,253	100.0
Community (civic) and economic life	55,960	24.1	71,730	30.9	5,115	2.2	43,045	18.5	8,225	3.5	48,180	20.7	232,253	100.0
Working	60,310	26.0	48,717	21.0	3,927	1.7	42,799	18.4	21,389	9.2	55,111	23.7	232,253	100.0
<i>Any AWEC</i>	<i>83,607</i>	<i>36.0</i>	<i>63,018</i>	<i>27.1</i>	<i>4,181</i>	<i>1.8</i>	<i>32,436</i>	<i>14.0</i>	<i>9,053</i>	<i>3.9</i>	<i>39,958</i>	<i>17.2</i>	<i>232,253</i>	<i>100.0</i>

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

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

**Notes**

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. The frequency of support needed for a service user for each of the three broad groups (ADL, AIL and AWEC) is based on the highest support need category of the service user for that group. For example, if a service user reports 'always or unable to do' for the life area of self-care (one of the ADL areas) then that service user will be placed into the 'always or unable to do' category for ADL, regardless of their support needs for mobility or communication (the other two ADL areas). Therefore the totals for each of the broad groups (ADL, AIL and AWEC) cannot be calculated by adding totals from the three component life areas.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom support needs data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

People using respite and accommodation support services were the most likely to always need assistance in each of the three life areas (Table 3.9). For accommodation support users, proportions ranged from 40% always needing assistance with ADL to 61% with AWEC; for respite users, proportions ranged from 42% (ADL) to 59% (AWEC). Users of employment services were the least likely to always need assistance, with proportions ranging from 11% (ADL) to 26% (AWEC). However, interpretation of the data is limited because of high rates of 'not stated/not collected', particularly for community support and community access service users.



**Table 3.9: Users of CSTDA-funded services, service group by frequency of support needed in activities of daily living, independent living, and work, education and community living, 2006–07**

Frequency of support needed	Accommodation support		Community support		Community access		Respite		Employment		All service groups	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<b>Activities of daily living (ADL)</b>												
Always or unable to do	14,963	39.9	33,681	34.2	16,394	30.8	12,654	42.1	8,986	11.2	57,194	24.6
Sometimes	15,270	40.7	30,612	31.0	20,452	38.4	11,124	37.0	30,977	38.7	80,800	34.8
None, but uses aids	924	2.5	3,163	3.2	1,924	3.6	412	1.4	8,906	11.1	13,580	5.8
None	4,514	12.0	7,414	7.5	6,713	12.6	2,181	7.3	25,539	31.9	39,913	17.2
Not stated/not collected	1,802	4.8	23,728	24.1	7,753	14.6	3,687	12.3	5,600	7.0	40,766	17.6
<b>Total</b>	<b>37,473</b>	<b>100.0</b>	<b>98,598</b>	<b>100.0</b>	<b>53,236</b>	<b>100.0</b>	<b>30,058</b>	<b>100.0</b>	<b>80,008</b>	<b>100.0</b>	<b>232,253</b>	<b>100.0</b>
<b>Activities of independent living (AIL)</b>												
Always or unable to do	17,839	47.6	36,955	37.5	20,441	38.4	14,503	48.3	18,701	23.4	73,162	31.5
Sometimes	15,898	42.4	30,339	30.8	20,806	39.1	10,766	35.8	34,793	43.5	85,678	36.9
None, but uses aids	445	1.2	1,339	1.4	1,205	2.3	215	0.7	208	0.3	2,611	1.1
None	1,449	3.9	4,489	4.6	2,892	5.4	758	2.5	20,761	25.9	28,133	12.1
Not stated/not collected/ not applicable	1,842	4.9	25,476	25.8	7,892	14.8	3,816	12.7	5,545	6.9	42,669	18.4
<b>Total</b>	<b>37,473</b>	<b>100.0</b>	<b>98,598</b>	<b>100.0</b>	<b>53,236</b>	<b>100.0</b>	<b>30,058</b>	<b>100.0</b>	<b>80,008</b>	<b>100.0</b>	<b>232,253</b>	<b>100.0</b>
<b>Activities of work, education and community living (AWEC) (5 years and over)</b>												
Always or unable to do	22,721	61.0	38,354	46.1	27,081	51.1	17,248	58.7	20,754	25.9	82,070	37.9
Sometimes	10,328	27.7	21,279	25.6	12,598	23.8	7,206	24.5	27,969	35.0	62,325	28.8
None, but uses aids	600	1.6	1,563	1.9	2,453	4.6	233	0.8	173	0.2	4,145	1.9
None	1,682	4.5	3,935	4.7	2,888	5.5	756	2.6	25,539	31.9	32,383	15.0
Not stated/not collected/ not applicable	1,940	5.2	18,060	21.7	7,943	15.0	3,920	13.4	5,573	7.0	35,407	16.4
<b>Total</b>	<b>37,271</b>	<b>100.0</b>	<b>83,191</b>	<b>100.0</b>	<b>52,963</b>	<b>100.0</b>	<b>29,363</b>	<b>100.0</b>	<b>80,008</b>	<b>100.0</b>	<b>216,330</b>	<b>100.0</b>

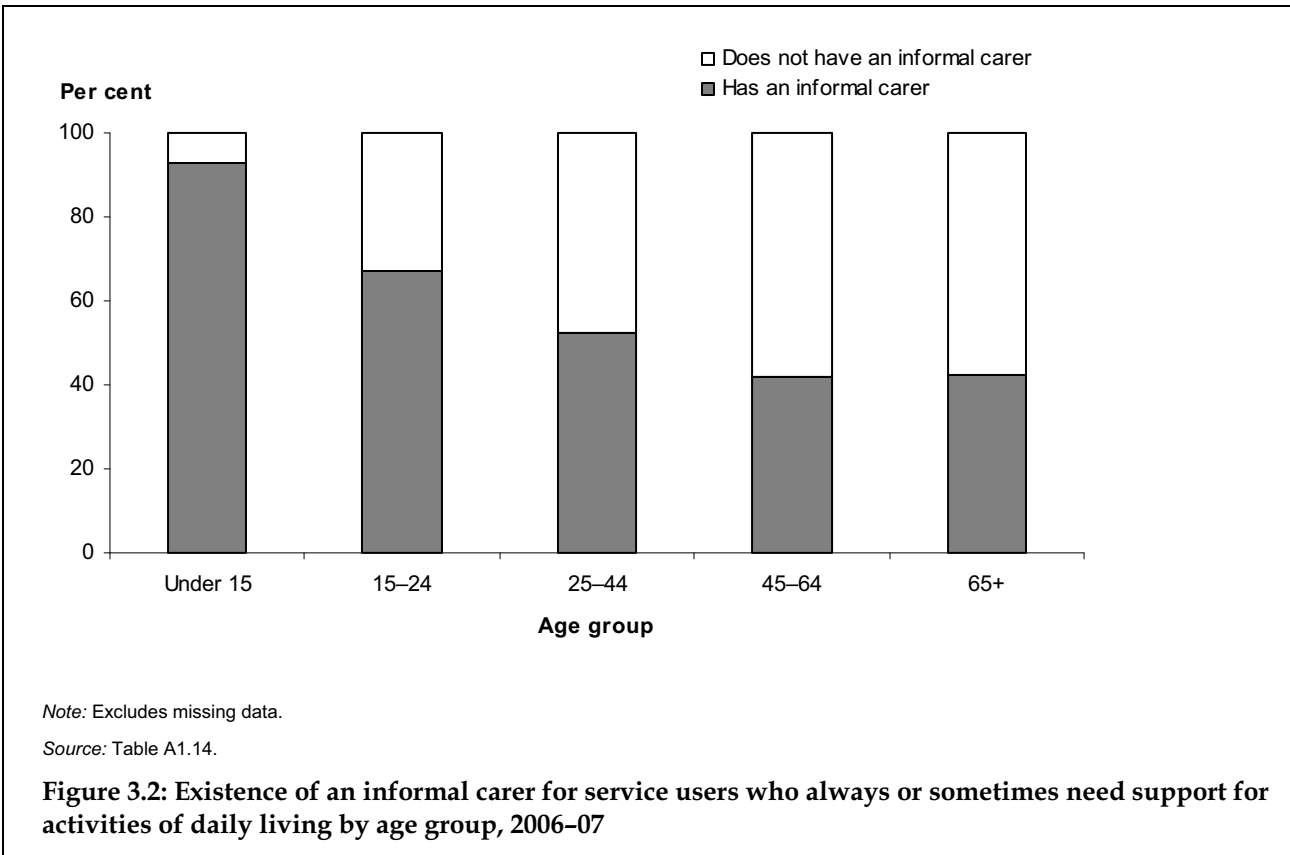
*Notes*

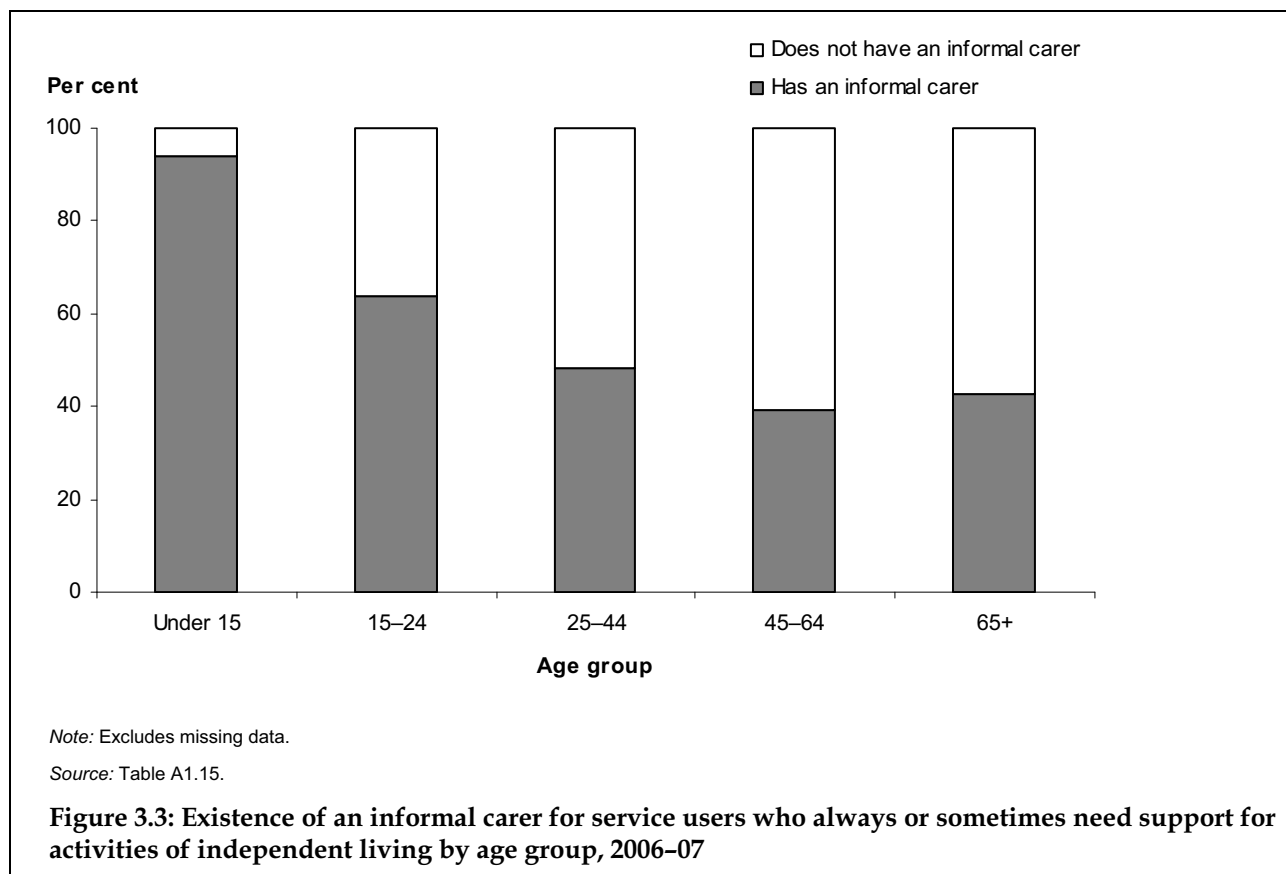
1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Row totals may not be the sum of components because individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom support needs data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

For service users who always or sometimes needed support with ADL, those under 15 years of age were the most likely to have an informal carer (93%) (Figure 3.2). The proportion of service users who had an informal carer decreased with increasing age. Less than half of those aged 45–64 years and 65 years and over who required assistance with ADL had an informal carer (42% and 43% respectively).

A similar trend can be seen for service users who always or sometimes needed support with AIL (Figure 3.3). Those aged under 15 years were the most likely to have an informal carer (94%), that is, children living with parent/s or guardians. The majority of those aged 45–64 years and 65 years and over who required help with AIL did not have an informal carer (61% and 57% respectively).

It is interesting to note that there has been an increase in the proportion of service users in the 45–64 year age group, from around 20% in 2003–04 to almost 24% in 2006–07 (see Section 2.2). Proportionally more service users are now in an age group where the majority of those who always or sometimes need help across a range of life areas do not have an informal carer to assist them.





### 3.5 Living arrangements and residential setting

In 2006-07, just over half (51%) of all service users lived with family (Table 3.10). A further 22% lived with others, and 15% lived alone. Service users accessing respite services and community support services were the most likely to live with family (76% and 71% respectively). Users of accommodation support services were the most likely to live with people other than family (55%), and those accessing employment services were most likely to live alone (26%).

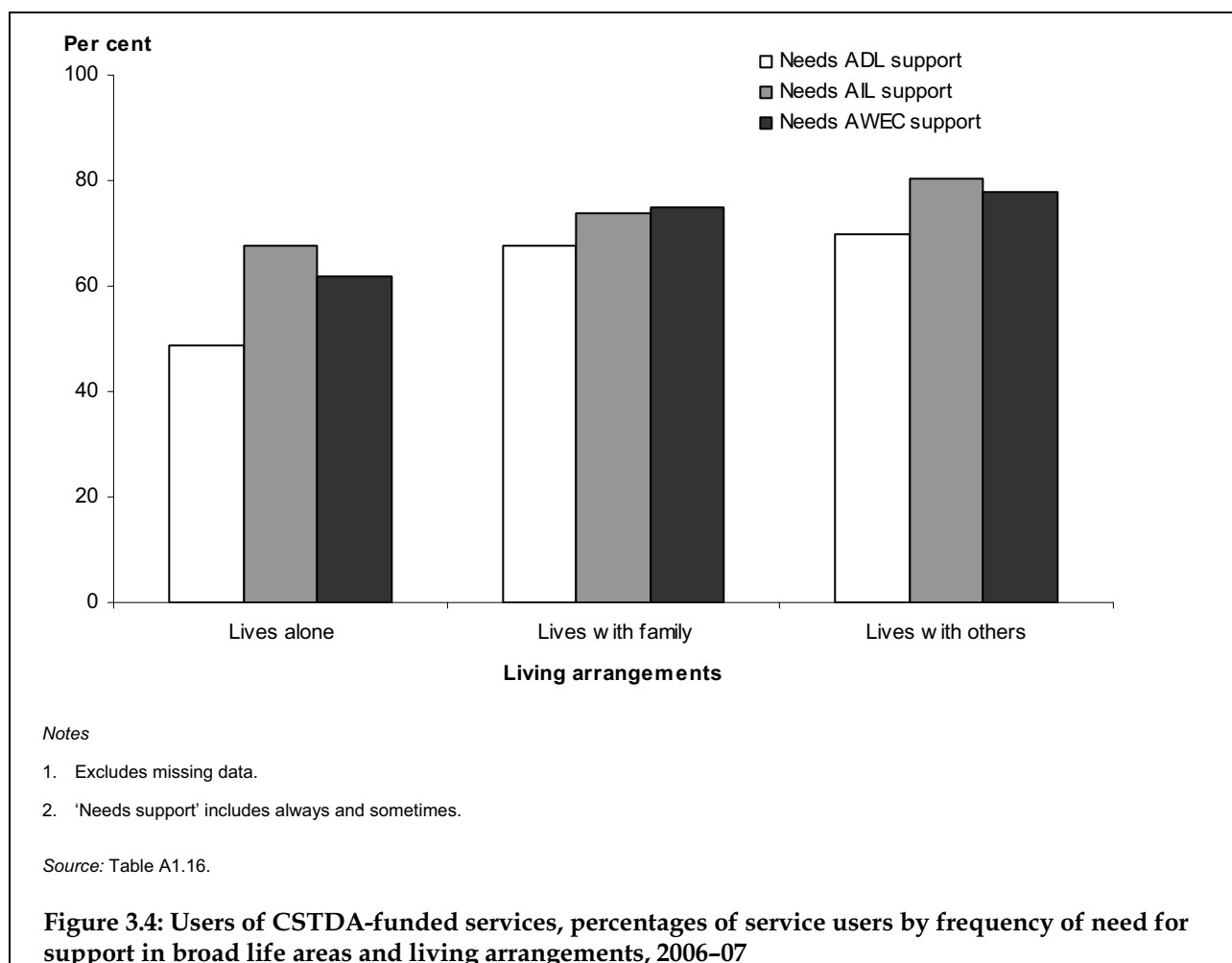
Most service users who lived with others always or sometimes required assistance with ADL (70%), AIL (80%) or AWEC (78%) (Figure 3.4). For service users who lived alone or with family, these proportions ranged from 49% to 75%. Across the three categories of living arrangements, the proportion of service users needing support for ADL was slightly lower than for AIL or AWEC.

**Table 3.10: Users of CSTDA-funded services, living arrangements by service group, 2006-07**

Service group	Lives alone		Lives with family		Lives with others		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Accommodation support	6,840	18.3	8,710	23.2	20,467	54.6	1,456	3.9	37,473	100.0
Community support	7,518	7.6	69,846	70.8	13,750	13.9	7,484	7.6	98,598	100.0
Community access	6,809	12.8	23,614	44.4	16,507	31.0	6,306	11.8	53,236	100.0
Respite	1,768	5.9	22,941	76.3	3,240	10.8	2,109	7.0	30,058	100.0
Employment	20,681	25.8	26,664	33.3	22,006	27.5	10,657	13.3	80,008	100.0
<b>Total</b>	<b>35,526</b>	<b>15.3</b>	<b>118,848</b>	<b>51.2</b>	<b>50,897</b>	<b>21.9</b>	<b>26,982</b>	<b>11.6</b>	<b>232,253</b>	<b>100.0</b>

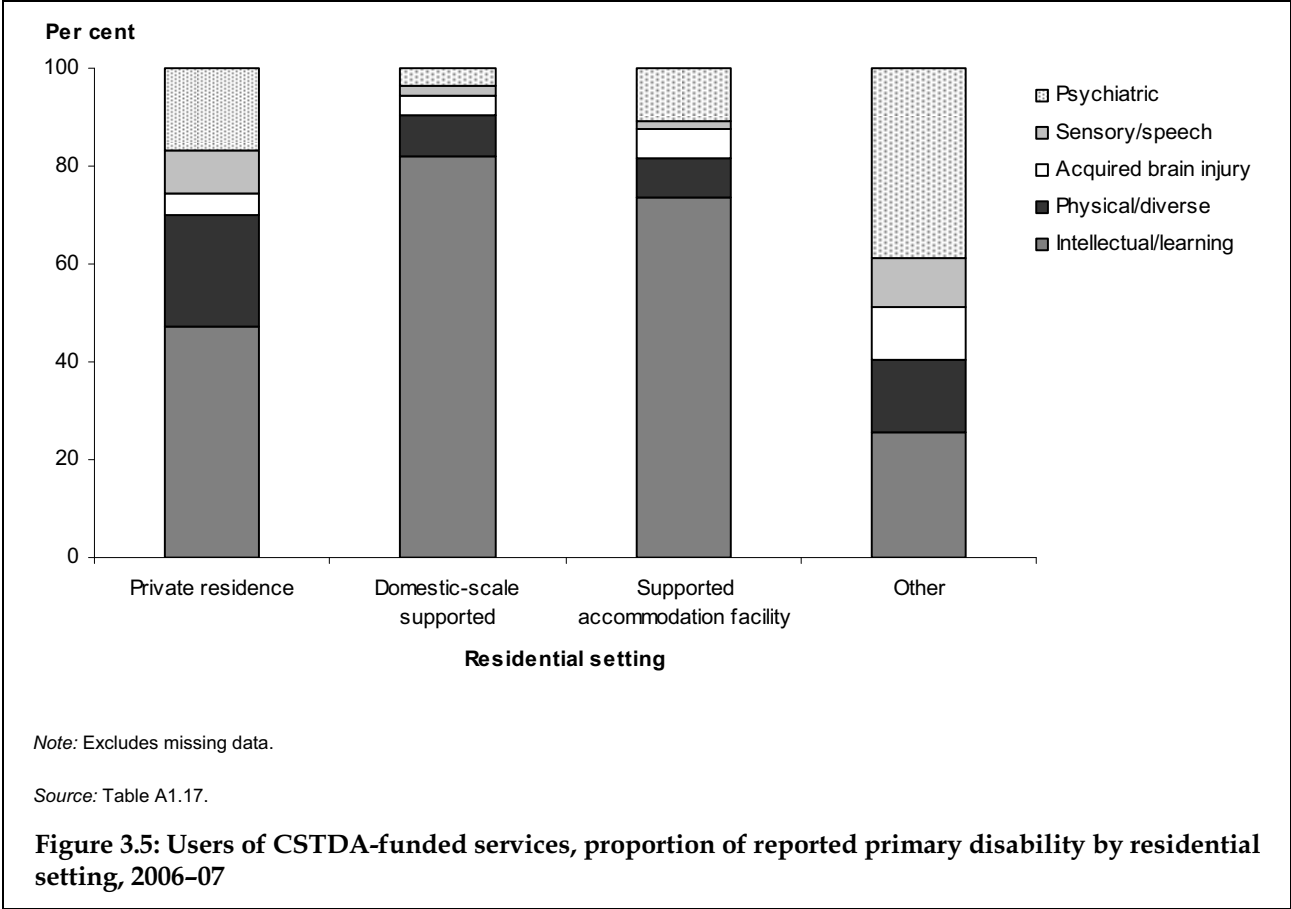
*Notes*

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 12-month period. Column totals may not be the sum of components because individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom living arrangement data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.



Similar to 2005–06, the three most common residential settings in 2006–07 were private residence (168,702 service users or 73%), domestic-scale supported accommodation (13,129 or 5.7%) and supported accommodation facility (11,091 or 4.8%) (Table A1.17).

Service users with a primary disability of intellectual/learning disability made up the majority of people in each of the three residential settings – proportions ranged from 47% (private residence) to 82% (domestic-scale supported accommodation) (Figure 3.5). In addition, 23% of service users living in a private residence had physical/ diverse primary disability and 17% had psychiatric disability. Service users with psychiatric primary disability accounted for 39% of the combined ‘Other’ residential settings.



## 4 Data trends—2003–04 to 2006–07

The 2006–07 financial year marks the nominal end of the third CSTDA. This special focus chapter presents a summary of major trends across the life of CSTDA 3, using four available full years of data (2003–04 to 2006–07)<sup>8</sup>. Analysis is focused on three main areas:

- trends in service use (including a longitudinal analysis of users who have accessed services over the entire period)
- demographic trends—focusing on key characteristics of service users and their carers
- service outlets—a general summary of the numbers and types of services provided and their characteristics.

### 4.1 Services used

#### Trends by service group and service type

The estimated number of people accessing CSTDA-funded services in any one year has increased by 24%—from 187,806 in 2003–04 to 232,253 in 2006–07 (Table 4.1). Although numbers of service users have steadily increased for all service groups over the period, the largest proportional increase was for respite (46%). Note, however, that respite had the smallest number of service users of all service groups in 2003–04. Various policy initiatives relating to respite would have contributed to this increase (e.g. bilateral agreements for increased access to respite for older parent carers; see FaHCSIA 2008b). Community access services registered the smallest relative increase (12%). Community support (which increased by 19,751 service users) and employment (by 15,727) services saw the largest absolute increases, with both groups experiencing approximately 25% growth over the period. Community support is also the service group with the largest number of users from year to year.

**Table 4.1: Users of CSTDA-funded services by service group, 2003–04 to 2006–07**

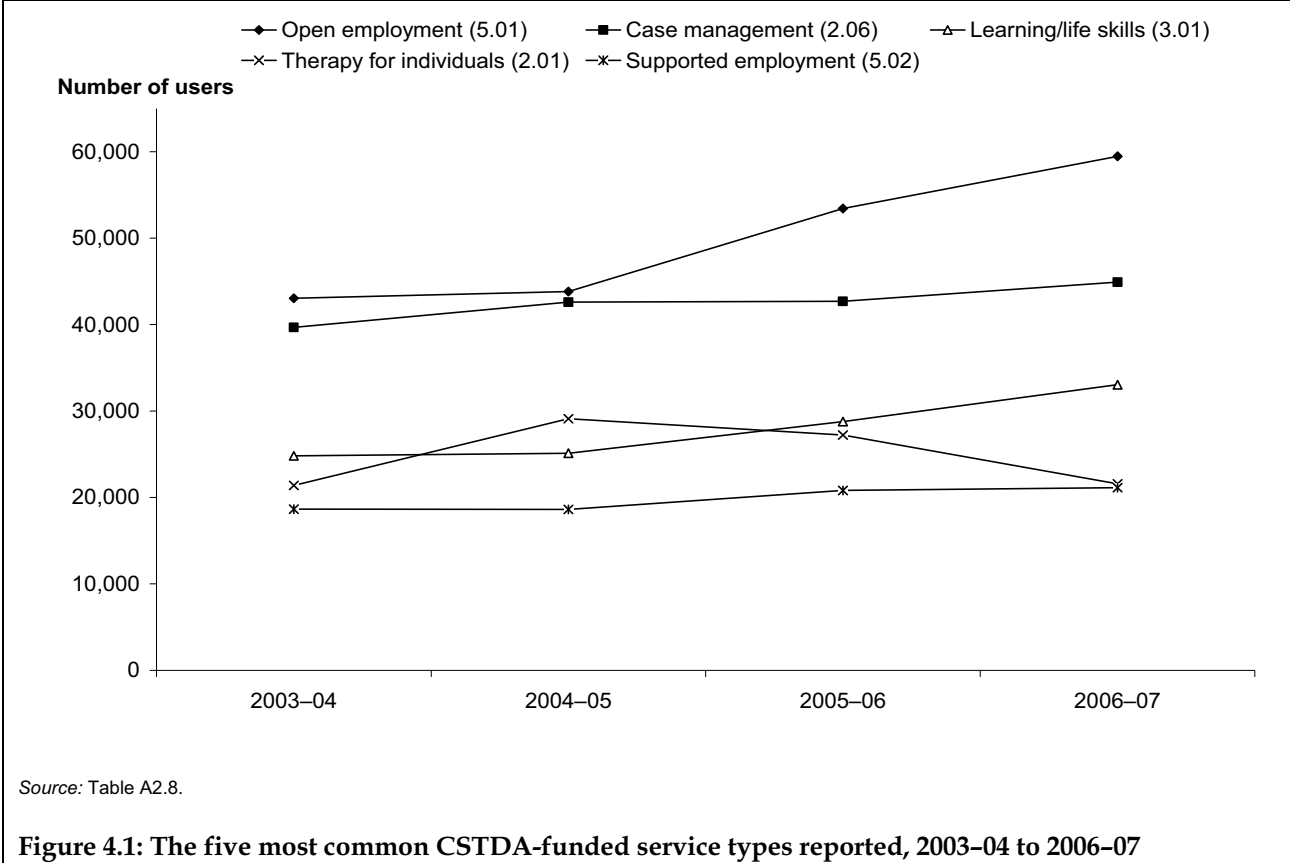
	2003–04	2004–05	2005–06	2006–07	Overall increase (no.)	Overall increase (%)	Average annual growth (%)
Accommodation support	33,175	33,787	35,556	37,473	4,298	13.0	4.2
Community support	78,847	92,610	96,664	98,598	19,751	25.0	7.9
Community access	47,636	44,166	47,738	53,236	5,600	11.8	4.1
Respite	20,547	23,951	27,319	30,058	9,511	46.3	13.6
Employment	64,281	64,835	73,157	80,008	15,727	24.5	7.7
<b>All service users</b>	<b>187,806</b>	<b>200,493</b>	<b>217,143</b>	<b>232,253</b>	<b>44,447</b>	<b>23.7</b>	<b>7.3</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 12-month period. Totals may not be the sum of service group components because individuals may have accessed more than one service group over the 12-month period.
2. Comparisons across years should be interpreted alongside response rates for each year—see Table 7.1 for details.

<sup>8</sup> Note that trends in service use and user demographics are influenced by varied data quality across years, as well as trends in service provision and funding.

Between 2003–04 and 2006–07, the most commonly accessed service type has consistently been open employment services (Figure 4.1). Case management, local coordination and development services were the next most common service type. Learning and life skills development regularly featured as the third most common type (in all years except 2004–05; showing steady growth since then), followed by therapy support for individuals (which has had some variation in numbers over the period) and supported employment.



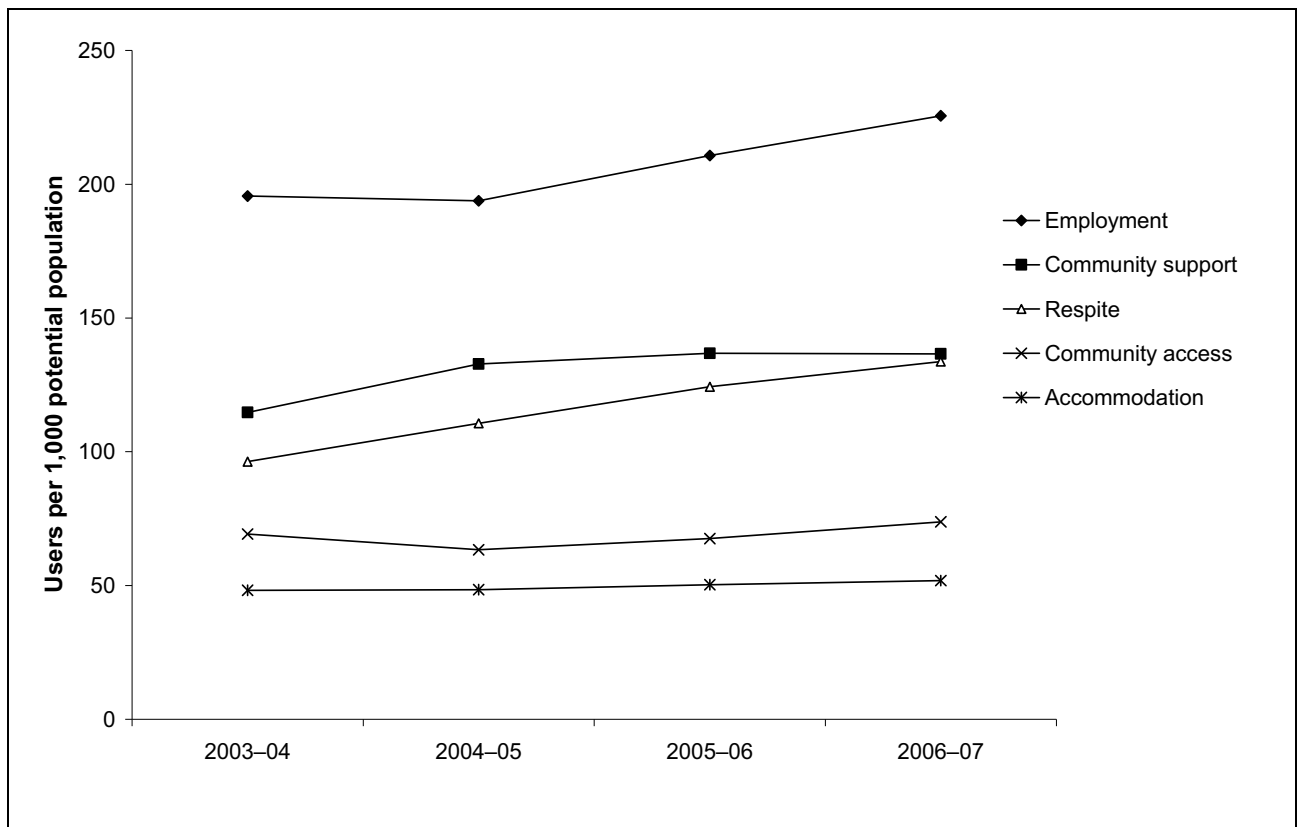
**Figure 4.1: The five most common CSTDA-funded service types reported, 2003-04 to 2006-07**

Despite starting out as the largest group, open employment has grown dramatically over the 4 year period (from 43,042 to 59,478 service users, or 38%) (Figure 4.1). Much of this growth can be attributed to the move to full case-based funding in 2005–06, which opened up a large number of new open employment places<sup>9</sup>. Other service types have increased by even larger proportions – flexible/combination respite rose by 7,509 service users or 82%; regional and resource support teams by 6,319 users or 69%; and attendant care/personal care by 764 users or 45% (Table 2.1; AIHW 2005).

<sup>9</sup> The move to full case-based funding in 2005–06 drove a significant increase in client intake into Disability Employment Network (DEN) capped services. Individualised client funding ensures providers have a strong financial incentive to maintain high use of available capacity. Case-based funding is thus a more efficient model than the previous block grant arrangements in terms of flowthrough of clients. More clients are being assisted using the same number of capped places because providers tend to de-list clients when they no longer require assistance. Over the period of the transition in mid-2005, providers identified a large number of effectively inactive clients who were removed from the registers in the first 6 weeks of 2005–06, leading to further intake as places were freed up. In addition, the DEN uncapped stream was introduced in July 2006 for job seekers receiving income support with part-time participation requirements and a future work capacity of 15–29 hours per week with up to 2 years assistance. This new stream of DEN services is fully demand-driven with no cap on the number of eligible clients able to be assisted.

## Potential population trends

Changes in service user numbers over time can also be examined by considering them in the context of the potential population for disability services. Recalling that potential population is a measure of the number of people who are likely to require a disability service at some time, Figure 4.2 shows trends in service use relative to the potential population in need of services. Employment and respite services are showing large and steady increases based on this measure, meaning that each year a greater proportion of the broad target group is accessing these services. The other service groups show much flatter lines, indicating that the potential population's rate of access remains fairly stable over time. Interestingly, although community support has by far the highest number of service users, it ranks second in terms of users per 1,000 potential population. As of 2006–07, respite is now a very close third.



Source: Table A2.9.

Figure 4.2: CSTDA-funded service users, potential population by service group, 2003–04 to 2006–07

## Service use over time

A large proportion of CSTDA service users tend to use similar services from year to year. Of the 187,806 service users in 2003–04, almost half (90,073 or 48%) continued to access services in 2006–07 (Table 4.2). Accommodation support users were the most stable group over time, with 54% of users in 2003–04 continuing to access services during 2006–07 (in fact over 65% continued using accommodation support services during 2004–05 and 2005–06). Respite and employment service users were also relatively stable groups, with nearly half of each remaining in a service in 2006–07.



**Table 4.2: Users of CSTDA-funded services in 2003–04 who also used services in 2004–05, 2005–06 and 2006–07**

	<b>Total users in 2003–04</b>	<b>Return users 2004–05</b>		<b>Return users 2005–06</b>		<b>Return users 2006–07</b>	
	<b>Number</b>	<b>Number</b>	<b>Per cent</b>	<b>Number</b>	<b>Per cent</b>	<b>Number</b>	<b>Per cent</b>
Accommodation support	33,175	23,571	71.1	21,613	65.1	17,852	53.8
Community support	78,847	45,271	57.4	39,226	49.7	29,283	37.1
Community access	47,636	28,112	59.0	25,289	53.1	20,577	43.2
Respite	20,547	13,939	67.8	12,184	59.3	9,745	47.4
Employment	64,281	47,734	74.3	33,089	51.5	29,658	46.1
<b>All service users</b>	<b>187,806</b>	<b>125,370</b>	<b>66.8</b>	<b>104,987</b>	<b>55.9</b>	<b>90,073</b>	<b>48.0</b>

*Notes*

1. 'Return users' refers to users who accessed one or more service during 2003–04 and again in another year. For example, 'return users 2005–06' refers to users accessing services in both 2003–04 and 2005–06.
2. 'All service users' may not equal the sum of component service groups as individual service users may have accessed services from more than one service group in any given financial year.
3. Return user rates for employment should be considered in the context of changed service arrangements—see Section 4.1 or further details.

The support profile of the 90,073 service users who accessed services in both 2003–04 and 2006–07 shows a group with higher needs on average (Table 4.3). Around 36% of these service users reported always needing support in ADL, and a further 41% sometimes needed support. This is higher than those reporting support needs for ADL overall (30% and 42% respectively). The support needs profile of this group has changed between 2003–04 and 2006–07: there has been an increase in the proportion of service users who always need help in ADL from 34% to 36%, and a decrease in the proportion of service users who only sometimes need help in ADL, from 45% to 41%.

**Table 4.3: Users of CSTDA-funded services, support needs with activities of daily living (ADL) for those using services in both 2003–04 and 2006–07**

<b>Frequency of ADL support need</b>	<b>Number</b>	<b>Support needs profile 2003–04 (%)</b>	<b>Support needs profile 2006–07 (%)</b>	<b>All service users in 2006–07 (%)</b>
Always needs help or unable to do ADL	30,369	33.7	35.7	29.9
Sometimes needs assistance	34,442	45.1	40.5	42.2
Does not need assistance but uses aids	4,327	4.1	5.1	7.1
Does not need ADL support	15,855	17.2	18.7	20.8
<b>Total</b>	<b>90,073</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

*Note:* Totals include missing data; percentages exclude missing data.

### **Primary disability over time—service users aged 10–24 years**

Access to linked records for each service user allows us to investigate the reporting of primary disability over time. Examination of these records for service users aged 10–24 years shows some shifting of reported primary disability group, in particular for users with physical disability and autism (Tables 4.4 and 4.5). Only three-quarters (75%) of service users with a primary disability of 'physical' in 2003–04 reported physical disability in 2006–07 (Table 4.4). Around 16% of these

people changed their reported primary disability to intellectual disability, and a further 3% to neurological disability. Note that these changes in coding occurred not just for service users in the developmental stage (under 18 years of age) but also for users outside this age group (i.e. 19–24 years). This pattern reflects the co-existence of physical and intellectual disability groups for some people.

Of the service users aged 10–17 years with a primary disability of autism in 2003–04, 82% remained in that disability group in 2006–07, but a further 15% were reclassified as having a primary disability of intellectual disability.

Primary disability classification changes over time could be due to a variety of reasons – for example, a more accurate understanding of the person’s disability experience; emergence of new disabilities (possibly because of injury or accident); or service-related experiences (e.g. a reclassification due to changing perceptions within a particular service type). The selected trends shown in Tables 4.4 and 4.5 emphasise the importance of treating disability groups as a dynamic concept. Note that missing data and global coding practice changes have been considered in the analyses presented, and account for only a small proportion of coding changes.

**Table 4.4: Users of CSTDA-funded services aged 10–24 years reporting physical disability as a primary group in 2003–04, primary disability groups reported in 2006–07**

Primary disability group reported in 2006–07	Number	Per cent
Physical	2,502	75.3
Intellectual	519	15.6
Neurological	111	3.3
Acquired brain injury	35	1.1
Specific learning/ADD	30	0.9
Psychiatric	27	0.8
Autism	22	0.7
All other disability groups	78	2.3
<b>Total</b>	<b>3,324</b>	<b>100.0</b>

*Notes*

1. Age of 10–24 years is calculated as at 30 June 2004.
2. 'All other disability groups' includes: deafblind; vision; hearing; speech; psychiatric; and not stated.

**Table 4.5: Users of CSTDA-funded services aged 10–17 years reporting autism as a primary disability group in 2003–04, primary disability groups reported in 2006–07**

Primary disability group reported in 2006–07	Number	Per cent
Autism	1,129	81.8
Intellectual	207	15.0
Specific learning/ADD	15	1.1
All other disability groups	30	2.2
<b>Total</b>	<b>1,381</b>	<b>100.0</b>

*Notes*

1. Age of 10–17 years is calculated as at 30 June 2004.
2. 'All other disability groups' includes: physical; acquired brain injury; neurological; deafblind; vision; hearing; speech; psychiatric; and not stated.

### Multiple service use over time

Table 4.6 shows patterns of cross-service use for the 90,703 people accessing services during both 2003–04 and 2006–07. Although these patterns show a tendency for people to return to services within the same service group, there is also a notable level of cross-service use. For example, one-third (33%) of accommodation support service users in 2003–04 accessed a community access service in 2006–07, and 24% a community support service. Conversely, over one-fifth (22%) of community access users in 2003–04 were in accommodation support services in 2006–07. Around 35% of respite users in 2003–04 used community support services during 2006–07. These patterns are similar to use across service groups within a single year (see Table 6.4) and may largely reflect a tendency for users to access two different service groups within each of the 2 years.

**Table 4.6: Users of CSTDA-funded services in both 2003–04 and 2006–07, service use patterns across the 2 years**

Service groups accessed in 2003–04	Service groups accessed in 2006–07										Total users in 2003–04	
	Accommodation support		Community support		Community access		Respite		Employment			
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Accommodation support	17,852	53.8	7,959	24.0	10,894	32.8	2,427	7.3	4,577	13.8	<b>33,175</b>	<b>100.0</b>
Community support	8,083	10.3	29,283	37.1	9,411	11.9	7,967	10.1	5,951	7.5	<b>78,847</b>	<b>100.0</b>
Community access	10,579	22.2	8,706	18.3	20,577	43.2	4,375	9.2	5,203	10.9	<b>47,636</b>	<b>100.0</b>
Respite	2,288	11.1	7,153	34.8	4,814	23.4	9,745	47.4	2,084	10.1	<b>20,547</b>	<b>100.0</b>
Employment	4,775	7.4	4,270	6.6	4,166	6.5	1,892	2.9	29,658	46.1	<b>64,281</b>	<b>100.0</b>

*Notes*

1. Totals may exceed the sum of components because individuals may have accessed more than one service group combination across the two 12-month periods. Totals may be less than the sum of components because users of one service group only are excluded from this table.
2. Service users accessing three, four or five service groups are included under all relevant combinations.

Although the number of service users has increased steadily over the 4 years to 2006–07, the trend in multiple service use has been very stable. The proportion of service users accessing more than one service type during a given financial year has shown only minimal fluctuations (ranging between 29% and 31%), as has the average number of outlets accessed (1.5–1.6 per user) and the average number of service groups used (1.3 each year) (AIHW 2005, 2006b, 2007).

## 4.2 Demographic trends

### Overview of selected service user characteristics

Table 4.7 shows that the CSTDA service user group is a relatively stable one over time, with some notable exceptions:

- The proportion of service users born in countries other than Australia has steadily risen (from 7.5% to 10.1%), as has that with an informal carer (42% to 45%).
- As noted in Chapter 2, the percentage of users with individualised funding has dramatically increased over the 4 years to 2006–07 (from 17% to 45%), largely because of the implementation of case-based funding within employment services.
- Both employment and unemployment rates among service users have risen overall.
- The proportion of service users living alone has risen, coupled with a decrease in the proportion of service users living with people other than family.

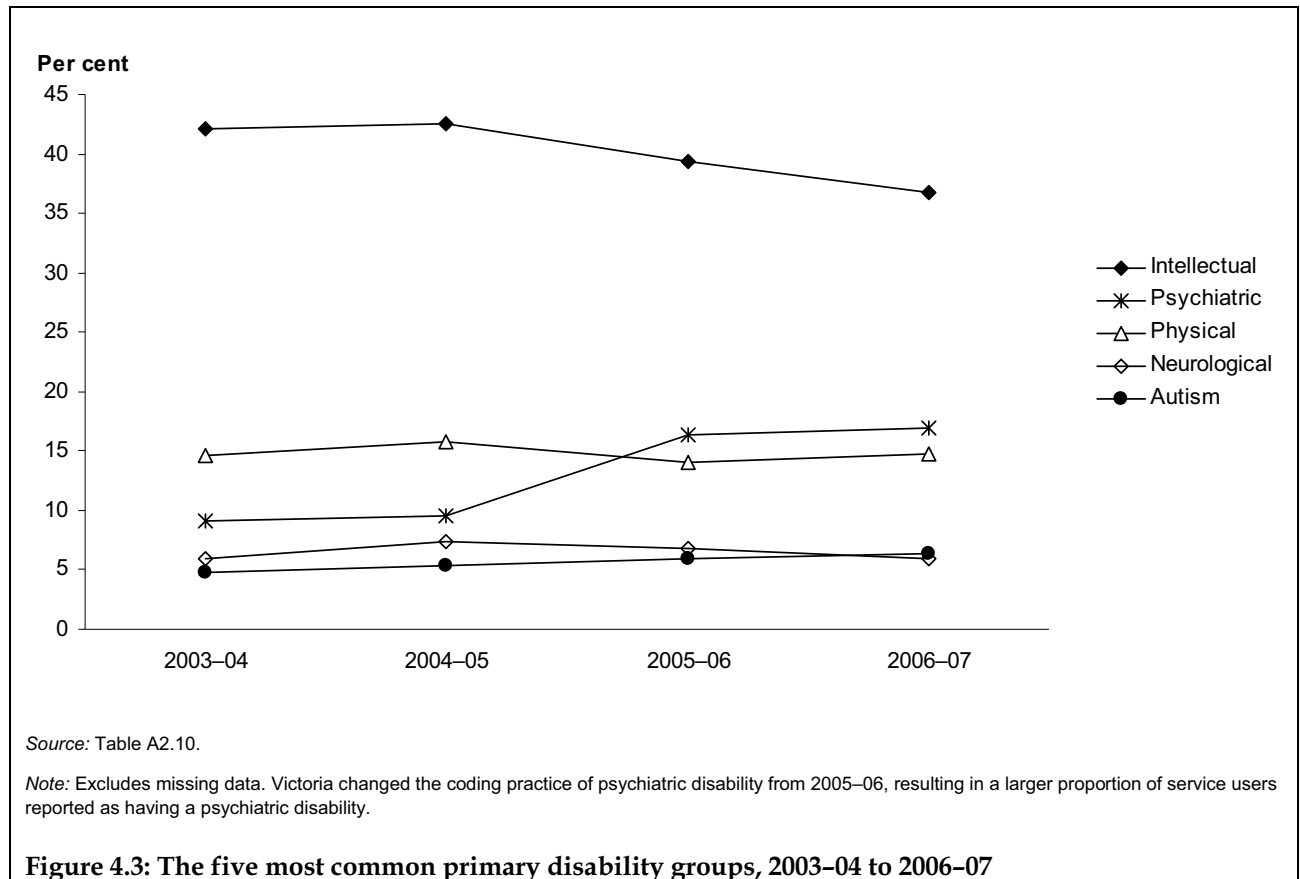
**Table 4.7: Users of CSTDA-funded services, summary of selected demographic characteristics, 2003–04 to 2006–07**

	2003–04	2004–05	2005–06	2006–07
<b>Selected service user characteristics</b>	<b>Per cent</b>			
Male	59.0	56.4	58.1	59.0
Indigenous	3.5	3.1	3.3	3.8
Born outside Australia	7.5	8.0	8.1	10.1
Needing an interpreter	4.6	4.2	4.0	3.9
With effective communication	64.1	63.2	60.3	61.2
With little, or no effective communication	14.9	13.3	13.0	16.3
Employed (15–64 years)	30.4	34.3	32.2	33.6
Unemployed (15–64 years)	16.8	22.5	25.1	23.8
In receipt of individualised funding	16.6	17.6	43.0	44.7
Has an informal carer	41.7	42.4	44.9	45.0
Lives alone	12.6	12.3	11.7	15.3
Lives with others	54.7	55.7	54.8	51.2
Lives with family	19.2	18.6	17.6	21.9
Main income source Disability Support Pension (missing data excluded)	74.9	73.4	73.9	65.8
Lives in Major City	62.4	60.6	61.7	62.9
Lives in Inner Regional area	23.4	22.3	24.2	24.0
Lives in Outer Regional area	9.9	9.6	10.2	9.7
Lives in Remote/Very Remote area	1.8	1.9	1.7	1.5

## Disability groups

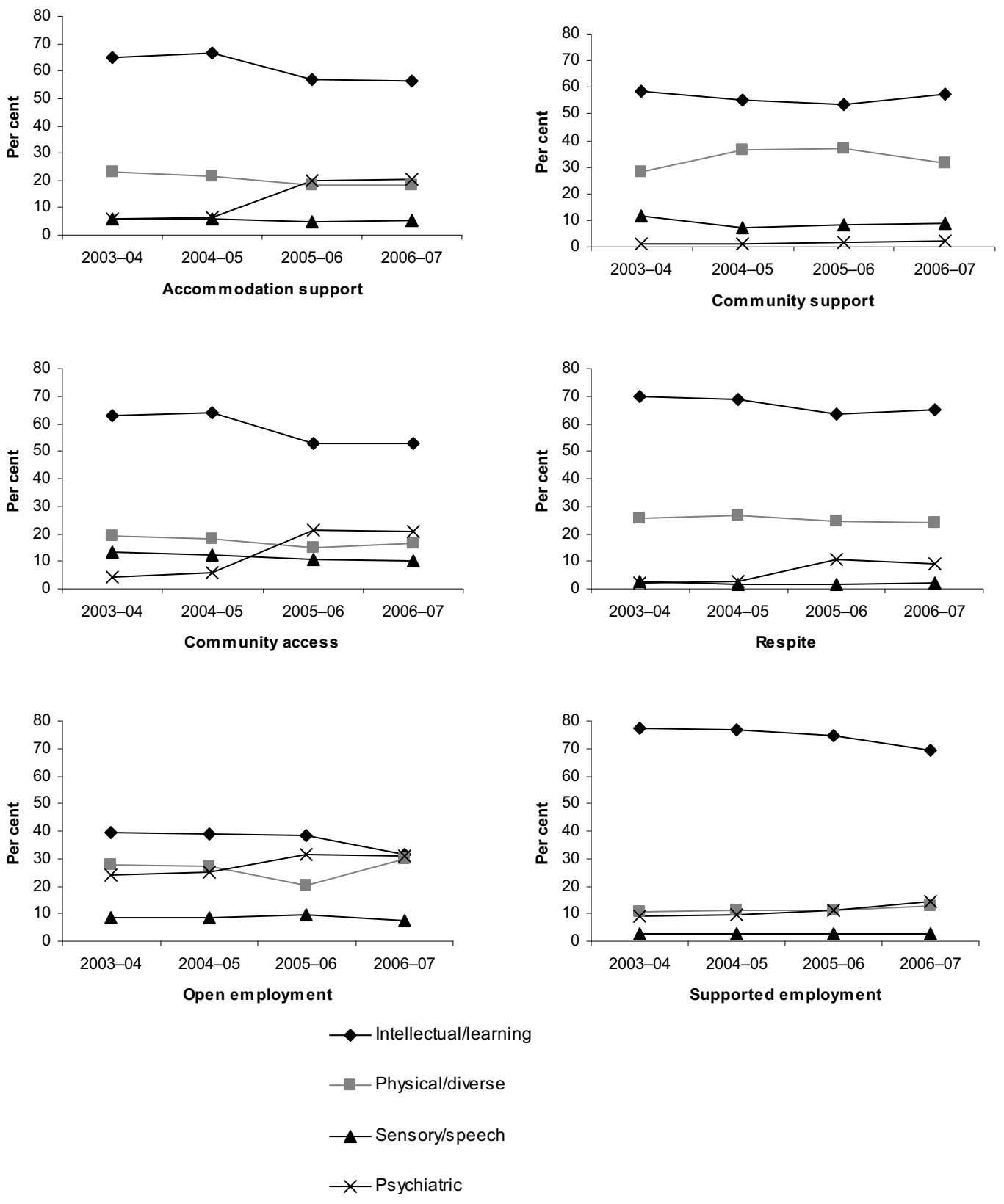
### Major primary disability groups

Intellectual disability was consistently the most commonly reported disability group across the CSTDA NMDS collections, accounting for between 37% and 43% of service users in any given year (Figure 4.3). In the 2 years to 2006–07, however, intellectual disability decreased in proportion to the other groups, as did neurological disability. At the same time, psychiatric disability increased (note, however, that changes to reporting practices in Victoria largely account for this). Autism consistently increased in terms of percentage of service users over the 4-year period.



### Disabilities reported by service group

People with an intellectual/learning disability have consistently been the highest proportion of CSTDA-funded service users, across all service groups (Figure 4.4). This disability group was particularly predominant for supported employment services (70–77%), respite (63–70%) and accommodation support (56–66%). Physical/diverse disability was consistently the second most common disability group for community support (28–37%) and respite (24–27%). Intellectual/learning disability was more common in supported employment than in open employment, and physical/diverse, sensory/speech and psychiatric disability were more common in open employment than in supported employment.



Source: Table A2.11.

Notes

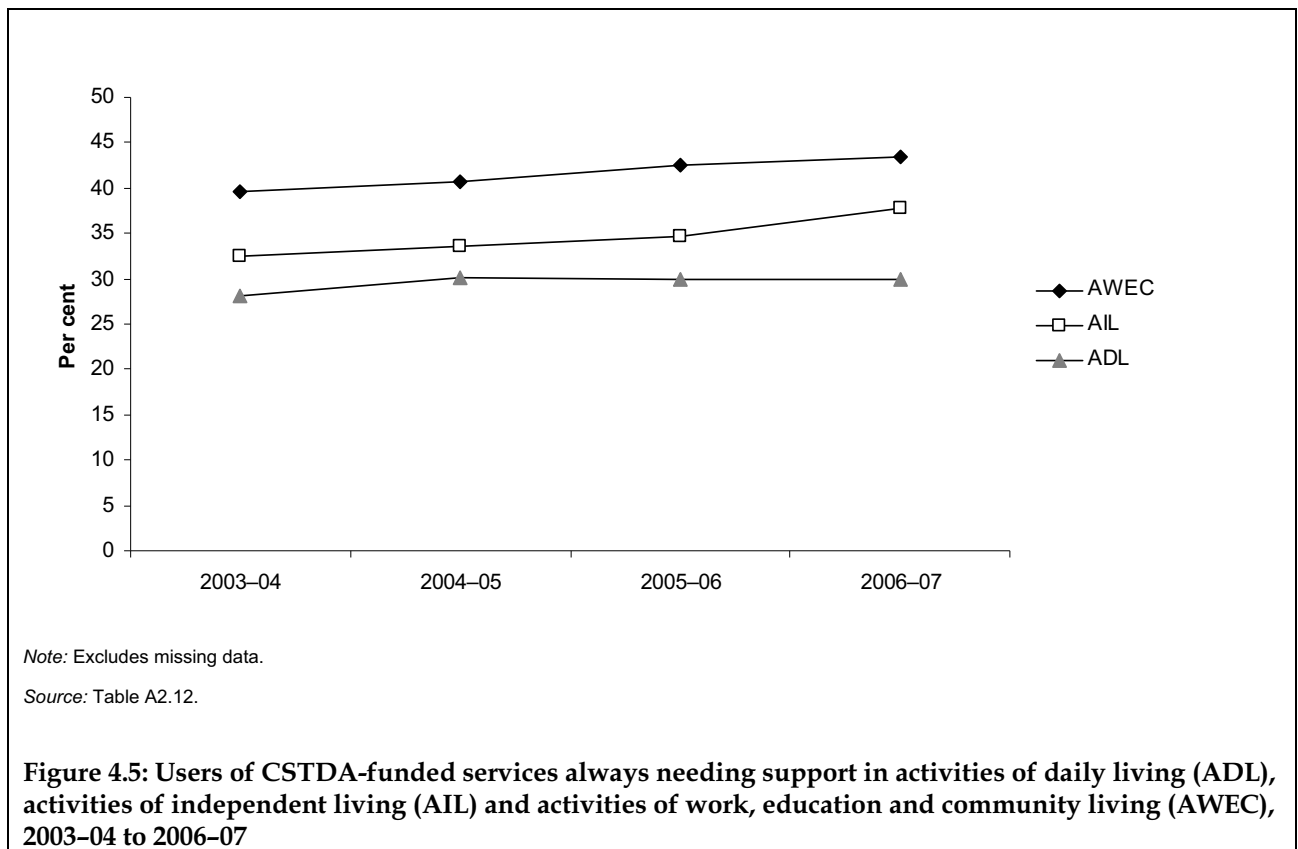
1. Victorian coding practices changed in 2005-06, meaning a greater proportion of psychiatric service users were identified.
2. Excludes missing data.

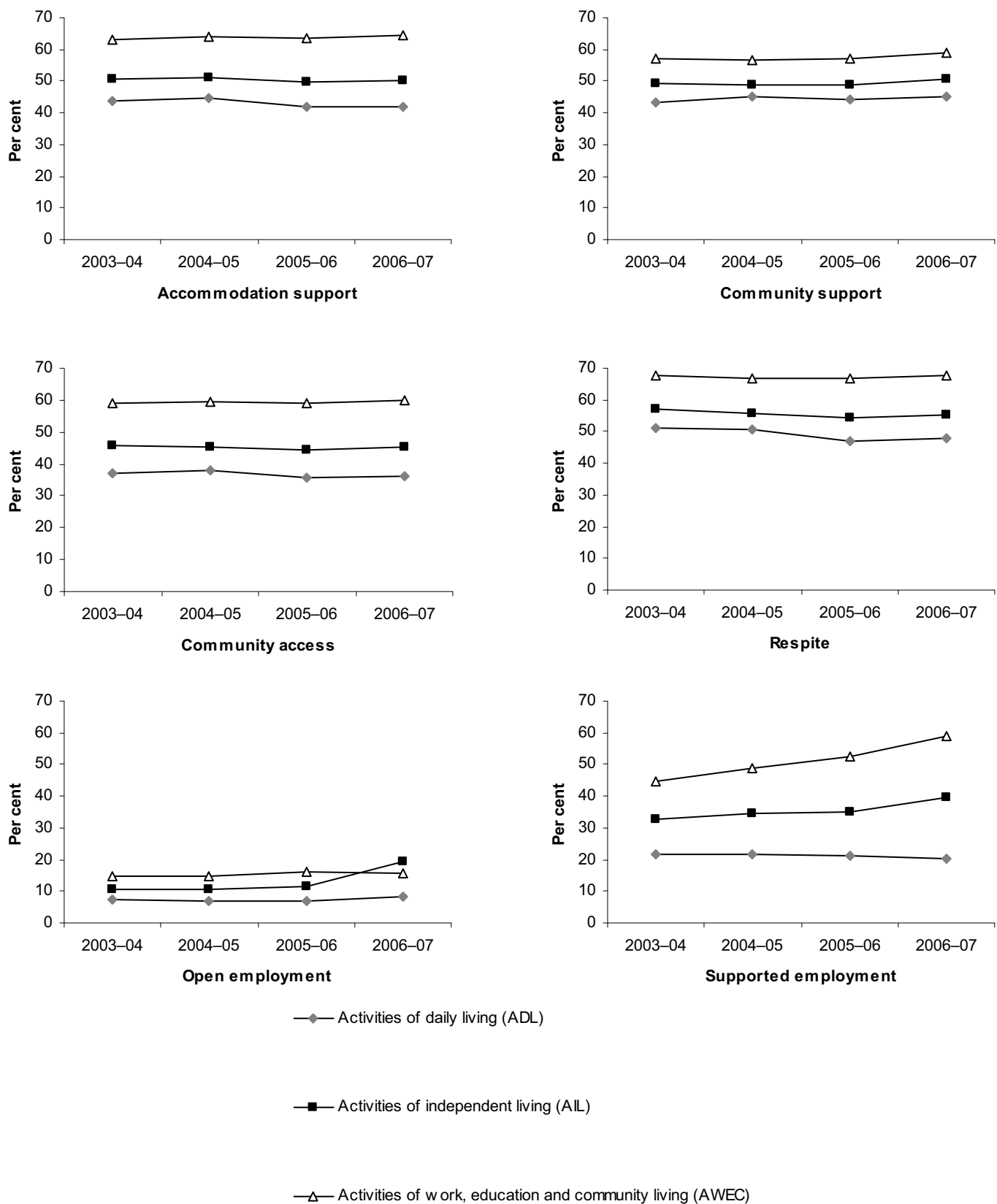
**Figure 4.4: Primary disability by service group/type, 2003-04 to 2006-07**

## Support needs

Trends in support needs show small but steady increases in the proportion of service users needing the highest level of support (Figure 4.5). In particular, higher proportions of service users in 2006–07 reported always needing support for activities of work, education and community living (AWEC; rising from 40% in 2003–04 to 44% in 2006–07) and activities of independent living (AIL; from 33% to 38%). The trend for those who reported always needing support for activities of daily living (ADL) has been much more stable overall, sitting at between 28% and 30% over the period.

Trends in support needs varied across service types (Figure 4.6). Proportions of service users reporting always needing help in ADL saw slight decreases among accommodation support, community access, respite and supported employment users. Most service types showed very stable rates for AIL, with the exception of the two groups of employment service users, which both saw an increase between 2005–06 and 2006–07. Supported employment users showed a consistent increase in the proportion always needing help in AWEC – rising from 45% to 59%. Other service groups showed more stable proportions of users who always need support over time for this area.





Note: Excludes missing data.

Source: Table A2.12.

**Figure 4.6: Users of CSTDA-funded services always needing support in activities of daily living (ADL), activities of independent living (AIL) and activities of work, education and community living (AWEC), by service group/type, 2003-04 to 2006-07**



## 4.3 Service outlets

The number of service type outlets reporting under the CSTDA NMDS has increased from 8,824 in 2003–04 to 10,631 in 2006–07 (Table 4.8). This is consistent with an increase in the number of funded agencies, which rose from 1,973 in 2003–04 to 2,330 in 2006–07. Non-government-funded agencies have consistently accounted for over two-thirds (67–73%) of outlets over the period. Over one-third of outlets (33–38%) reported 24-hour-per-day operation; over two-fifths (44–48%) operated 7 days per week; and between 69% and 71% operated for the full year.

**Table 4.8: Number and selected characteristics of CSTDA-funded service type outlets, 2003–04 to 2006–07**

	2003–04	2004–05	2005–06	2006–07
<b>Overall counts (number)</b>				
State/territory-funded outlets	7,976	7,651	8,288	9,472
Australian Government-funded outlets	848	797	805	1,159
Total outlets reporting	8,824	8,448	9,093	10,631
Total agencies reporting	1,973	1,867	2,006	2,330
<b>Selected characteristics (%)</b>				
Non-government outlets	72.9	67.4	69.1	70.6
Outlets operating 24 hours a day	34.0	37.8	35.3	33.2
Outlets operating 7 days a week	45.8	45.9	48.2	43.7
Outlets operating 52 weeks a year	70.6	70.0	71.4	69.0

### Notes

1. In 2003–04, Australian Government-funded outlets included service type 5.03 'Open and supported employment'. These services ceased to be operational from 1 December 2004.
2. In 2006–07, Australian Government-funded outlets included service type 5.04 'Targeted support' for the first time.

## 5 Service agencies and outlets

This chapter presents information relating to all agencies and associated service type outlets that received CSTDA funding during 2006–07. Most data were collected at outlet level. Selected data items were provided by jurisdictions, such as service type and agency sector (see Appendix 3, questions A–G of service type outlet form).

In 2006–07, 2,330 CSTDA-funded agencies consisting of 10,631 service type outlets delivered CSTDA-funded services across Australia (Tables 5.1 and 5.2). This was an increase of 1,538 outlets from 2005–06 (AIHW 2007).

### 5.1 Agency distribution

Around two-thirds of agencies (1,576 or 68%) were funded by state/territory governments and one-third by the Australian Government (754 or 32%) (Table 5.1).

Victoria and New South Wales reported the highest number of agencies in 2006–07 (656 and 649 respectively, 28% each), followed by Queensland (401, or 17%).

**Table 5.1: CSTDA-funded agencies by state and territory, 2006–07**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
State/territory-funded agencies	400	469	285	109	129	99	46	39	1,576
Australian Government-funded agencies	249	187	116	72	69	27	21	13	754
<b>Total</b>	<b>649</b>	<b>656</b>	<b>401</b>	<b>181</b>	<b>198</b>	<b>126</b>	<b>67</b>	<b>52</b>	<b>2,330</b>

*Note:* Data for the Northern Territory do not include internal Department of Health and Community Services agencies.

### 5.2 Agency sector

In 2006–07, 29% (3,118) of outlets providing CSTDA-funded services were classified as government outlets, and 71% (7,504) were non-government (Table 5.2).

Of the government outlets, most (2,858 or 92%) were operated by state/territory governments. Local government operated 260 outlets (8.3%). The majority of non-government outlets were income tax exempt charities (6,104 outlets or 81% of non-government outlets) and the remainder (1,400 or 19%) were non-income tax exempt. Note that the Australian Government provided funding to agencies, but did not operate outlets.

**Table 5.2: CSTDA-funded service type outlets, service type by agency sector, 2006–07**

Service type	Government			Non-government			Not stated	Total
	State/territory	Local	Sub-total	Income tax exempt (charity)	Non-income tax exempt	Sub-total		
Large residential/institutions	32	0	32	28	7	35	0	67
Small residential/institutions	14	0	14	73	4	77	0	91
Hostels	3	0	3	19	7	26	0	29
Group homes	1,427	58	1,485	1,056	267	1,323	0	2,808
Attendant care/personal care	10	10	20	91	70	161	1	182
In-home accommodation support	116	10	126	630	162	792	2	920
Alternative family placement	0	0	0	20	5	25	0	25
Other accommodation support	8	3	11	63	7	70	0	81
<i>Total accommodation support</i>	<i>1,610</i>	<i>81</i>	<i>1,691</i>	<i>1,980</i>	<i>529</i>	<i>2,509</i>	<i>3</i>	<i>4,203</i>
Therapy support for individuals	34	1	35	70	25	95	0	130
Early childhood intervention	94	10	104	168	16	184	0	288
Behaviour/specialist intervention	65	0	65	49	15	64	0	129
Counselling (individual/family/group)	12	0	12	19	12	31	0	43
Regional resource and support teams	95	0	95	4	2	6	0	101
Case management, local coord. and development	377	12	389	263	60	323	0	712
Other community support	22	5	27	41	15	56	0	83
<i>Total community support</i>	<i>699</i>	<i>28</i>	<i>727</i>	<i>614</i>	<i>145</i>	<i>759</i>	<i>0</i>	<i>1,486</i>
Learning and life skills development	190	28	218	1,135	236	1,371	4	1,593
Recreation/holiday programs	14	9	23	73	40	113	0	136
Other community access	84	17	101	212	55	267	0	368
<i>Total community access</i>	<i>288</i>	<i>54</i>	<i>342</i>	<i>1,420</i>	<i>331</i>	<i>1,751</i>	<i>4</i>	<i>2,097</i>
Own home respite	7	6	13	52	23	75	0	88
Centre-based respite/respite homes	119	3	122	164	34	198	1	321
Host family respite/peer support respite	6	1	7	20	8	28	0	35
Flexible respite	53	31	84	381	50	431	1	516
Other respite	3	1	4	36	10	46	0	50
<i>Total respite</i>	<i>188</i>	<i>42</i>	<i>230</i>	<i>653</i>	<i>125</i>	<i>778</i>	<i>2</i>	<i>1,010</i>
Open employment	0	1	1	523	133	656	0	657
Supported employment	0	2	2	375	3	378	0	380
Targeted support	1	0	1	33	1	34	0	35
<i>Total employment</i>	<i>1</i>	<i>3</i>	<i>4</i>	<i>931</i>	<i>137</i>	<i>1,068</i>	<i>0</i>	<i>1,072</i>
Advocacy	0	0	0	124	25	149	0	149
Information/referral	28	0	28	104	31	135	0	163
Combined information/advocacy	3	0	3	37	12	49	0	52
Mutual support/self-help groups	1	0	1	116	13	129	0	130
Alternative formats of communication	0	1	1	24	5	29	0	30
<i>Total advocacy, information and alternative comm.</i>	<i>32</i>	<i>1</i>	<i>33</i>	<i>405</i>	<i>86</i>	<i>491</i>	<i>0</i>	<i>524</i>
Research and evaluation	8	0	8	0	0	0	0	8
Training and development	11	1	12	22	5	27	0	39
Peak bodies	1	0	1	7	6	13	0	14
Other support services	20	50	70	72	36	108	0	178
<i>Total other support</i>	<i>40</i>	<i>51</i>	<i>91</i>	<i>101</i>	<i>47</i>	<i>148</i>	<i>0</i>	<i>239</i>
<b>Total</b>	<b>2,858</b>	<b>260</b>	<b>3,118</b>	<b>6,104</b>	<b>1,400</b>	<b>7,504</b>	<b>9</b>	<b>10,631</b>
<b>Per cent</b>	<b>26.9</b>	<b>2.4</b>	<b>29.3</b>	<b>57.4</b>	<b>13.2</b>	<b>70.6</b>	<b>0.1</b>	<b>100.0</b>

## 5.3 State distribution and service type

### State/territory-funded outlets

Most of the 10,631 CSTDA-funded service type outlets (9,472 or 89%) were funded by state/territory governments in 2006–07 (Table 5.3). This was an increase of 1,184 outlets (14%) from 2005–06 (AIHW 2007). Victoria and New South Wales had the highest numbers of state/territory-funded outlets (2,821 and 2,785 respectively).

The number of state/territory-funded outlets in New South Wales has increased from 1,880 in 2005–06 to 2,785 in 2006–07 (AIHW 2007). This generally reflects changes in the classification and counting of outlets in 2006–07, particularly in relation to individualised funding, rather than an increase in the number of physical outlets.

There were 4,203 state/territory-funded service type outlets providing accommodation support services (44% of 9,472 outlets) during 2006–07. Community access services were provided by 2,097 outlets (22%); community support services by 1,486 outlets (16%), and respite services by 1,010 outlets (11%). Advocacy, information and print disability services were provided by 437 outlets (4.6%) and the remainder provided other support services such as training and research (239 outlets or 2.5%).

Section 6.2 provides more information relating to the quantity of service delivered.

### Australian Government-funded outlets

The Australian Government funded 1,159 service type outlets during 2006–07, an increase of 354 outlets from 2005–06 (Table 5.4) (AIHW 2007). The majority (92%) of these outlets provided employment support services – 657 provided open employment, 380 provided supported employment, and 35 provided targeted support (a new service type in 2006–07). The remaining 8% (87 outlets) provided advocacy, information and alternative communication services. The number of outlets providing open employment services has almost doubled, from 334 outlets in 2005–06 to 657 in 2006–07.

**Table 5.3: State/territory-funded CSTDA service type outlets, service type by state/territory, 2006–07**

<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>
Large residential/institutions	30	6	11	9	8	3	0	0	67
Small residential/institutions	9	0	59	20	2	1	0	0	91
Hostels	10	13	0	1	1	4	0	0	29
Group homes	972	858	318	258	255	37	65	45	2,808
Attendant care/personal care	33	26	51	0	31	31	1	9	182
In-home accommodation support	196	270	237	113	60	15	15	14	920
Alternative family placement	2	2	13	4	2	0	0	2	25
Other accommodation support	21	37	11	5	1	4	0	2	81
<i>Total accommodation support</i>	<i>1,273</i>	<i>1,212</i>	<i>700</i>	<i>410</i>	<i>360</i>	<i>95</i>	<i>81</i>	<i>72</i>	<i>4,203</i>
Therapy support for individuals	10	53	31	16	14	2	2	2	130
Early childhood intervention	150	92	22	7	14	0	1	2	288
Behaviour/specialist intervention	45	40	26	7	7	0	2	2	129
Counselling (individual/family/group)	4	0	22	2	13	0	1	1	43
Regional resource and support teams	89	0	1	2	5	4	0	0	101
Case management, local coordination and development	48	239	173	152	63	7	25	5	712
Other community support	40	0	5	11	14	0	5	8	83
<i>Total community support</i>	<i>386</i>	<i>424</i>	<i>280</i>	<i>197</i>	<i>130</i>	<i>13</i>	<i>36</i>	<i>20</i>	<i>1,486</i>
Learning and life skills development	520	569	290	102	77	15	10	10	1,593
Recreation/holiday programs	37	7	24	19	37	7	4	1	136
Other community access	216	70	27	3	10	29	3	10	368
<i>Total community access</i>	<i>773</i>	<i>646</i>	<i>341</i>	<i>124</i>	<i>124</i>	<i>51</i>	<i>17</i>	<i>21</i>	<i>2,097</i>
Own home respite	11	16	28	3	23	2	1	4	88
Centre-based respite/respite homes	84	89	73	28	20	8	8	11	321
Host family respite/peer support respite	13	5	6	0	6	1	0	4	35
Flexible respite	185	133	96	74	15	1	4	8	516
Other respite	9	6	8	15	10	1	0	1	50
<i>Total respite</i>	<i>302</i>	<i>249</i>	<i>211</i>	<i>120</i>	<i>74</i>	<i>13</i>	<i>13</i>	<i>28</i>	<i>1,010</i>
Advocacy	4	26	14	16	3	6	4	4	77
Information/referral	9	73	34	6	17	13	9	0	161
Combined information/advocacy	17	16	5	1	5	6	1	1	52
Mutual support/self-help groups	0	99	20	1	9	0	1	0	130
Alternative formats of communication	2	0	8	0	1	3	3	0	17
<i>Total advocacy, information and alternative comm.</i>	<i>32</i>	<i>214</i>	<i>81</i>	<i>24</i>	<i>35</i>	<i>28</i>	<i>18</i>	<i>5</i>	<i>437</i>
Research and evaluation	1	0	5	0	1	1	0	0	8
Training and development	7	6	20	2	1	1	2	0	39
Peak bodies	0	3	3	1	1	3	1	2	14
Other support services	11	67	57	6	32	1	3	1	178
<i>Total other support</i>	<i>19</i>	<i>76</i>	<i>85</i>	<i>9</i>	<i>35</i>	<i>6</i>	<i>6</i>	<i>3</i>	<i>239</i>
<b>Total</b>	<b>2,785</b>	<b>2,821</b>	<b>1,698</b>	<b>884</b>	<b>758</b>	<b>206</b>	<b>171</b>	<b>149</b>	<b>9,472</b>

*Note:* Data for the Northern Territory do not include internal Department of Health and Community Services service type outlets.

**Table 5.4: Australian Government-funded CSTDA service type outlets, service type by state and territory, 2006–07**

<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>
Open employment	231	139	132	45	70	22	9	9	657
Supported employment	146	94	42	28	43	16	8	3	380
Targeted support	12	8	8	4	1	–	–	2	35
<i>Total employment support</i>	<b>389</b>	<b>241</b>	<b>182</b>	<b>77</b>	<b>114</b>	<b>38</b>	<b>17</b>	<b>14</b>	<b>1,072</b>
Advocacy	19	22	8	9	6	3	2	3	72
Information/referral	1	–	–	–	–	–	1	–	2
Alternative formats of communication	4	3	1	2	1	1	1	–	13
<i>Total advocacy, information and alternative comm.</i>	<b>24</b>	<b>25</b>	<b>9</b>	<b>11</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>87</b>
<b>Total</b>	<b>413</b>	<b>266</b>	<b>191</b>	<b>88</b>	<b>121</b>	<b>42</b>	<b>21</b>	<b>17</b>	<b>1,159</b>

## 5.4 Location of service type outlet

More than half of all CSTDA-funded service type outlets in 2006–07 were located in Major Cities (6,385 outlets or 60%) (Table 5.5). Around a quarter of outlets (2,727 or 26%) were located in Inner Regional areas; 12% (1,253) were in Outer Regional areas; and the remainder were in Remote areas (168 or 1.6%) or Very Remote areas (59 or 0.6%).

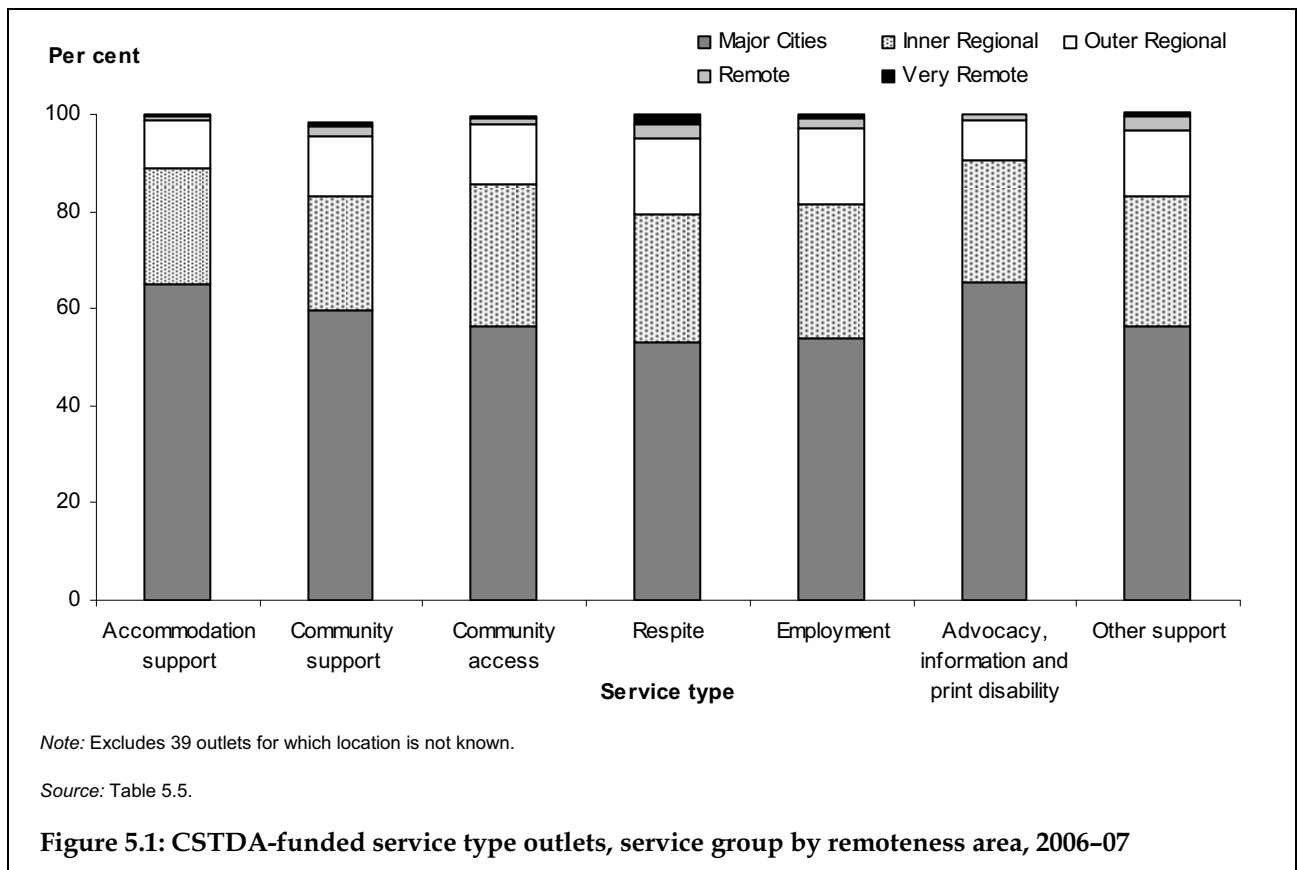
These proportions were relatively consistent across service groups (Figure 5.1). The proportion of service type outlets located in Major Cities ranged from 53% of respite services to 65% of accommodation support services. The proportion of outlets located in Inner Regional areas ranged from 24% of outlets providing community support or accommodation support services to 30% of those providing community access services.

The distribution of service type outlets was similar to the distribution of the population of service users across location types in 2006–07 (Table 2.21). Approximately 63% of potential service users aged under 65 years lived in Major Cities. There were 24% living in Inner Regional areas, 10% in Outer Regional areas, 1.1% in Remote areas and 0.4% in Very Remote areas.

**Table 5.5: CSTDA-funded service type outlets, location by service group, 2006–07**

	<b>Major Cities</b>	<b>Inner Regional</b>	<b>Outer Regional</b>	<b>Remote</b>	<b>Very Remote</b>	<b>Not known</b>	<b>Total</b>
<b>Number</b>							
Accommodation support	2,731	998	414	49	7	5	4,203
Community support	884	353	181	29	16	24	1,486
Community access	1,179	620	258	23	9	8	2,097
Respite	536	265	159	31	17	2	1,010
Employment	577	296	167	24	7	0	1,072
Advocacy, information and alternative communication formats	342	132	43	7	1	0	524
Other support	135	64	32	7	2	0	239
<b>Total</b>	<b>6,385</b>	<b>2,727</b>	<b>1,253</b>	<b>168</b>	<b>59</b>	<b>39</b>	<b>10,631</b>
<b>Per cent</b>							
Accommodation support	42.8	36.6	33.0	28.9	11.5	12.8	39.5
Community support	13.8	12.9	14.4	17.1	27.2	61.5	14.0
Community access	18.5	22.7	20.6	13.5	15.3	20.5	19.7
Respite	8.4	9.7	12.7	18.3	29.6	5.1	9.5
Employment	9.0	10.9	13.3	14.2	12.7	0.0	10.1
Advocacy, information and alternative communication formats	5.4	4.8	3.4	4.0	0.9	0.0	4.9
Other support	2.1	2.4	2.5	4.0	2.8	0.0	2.2
<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>

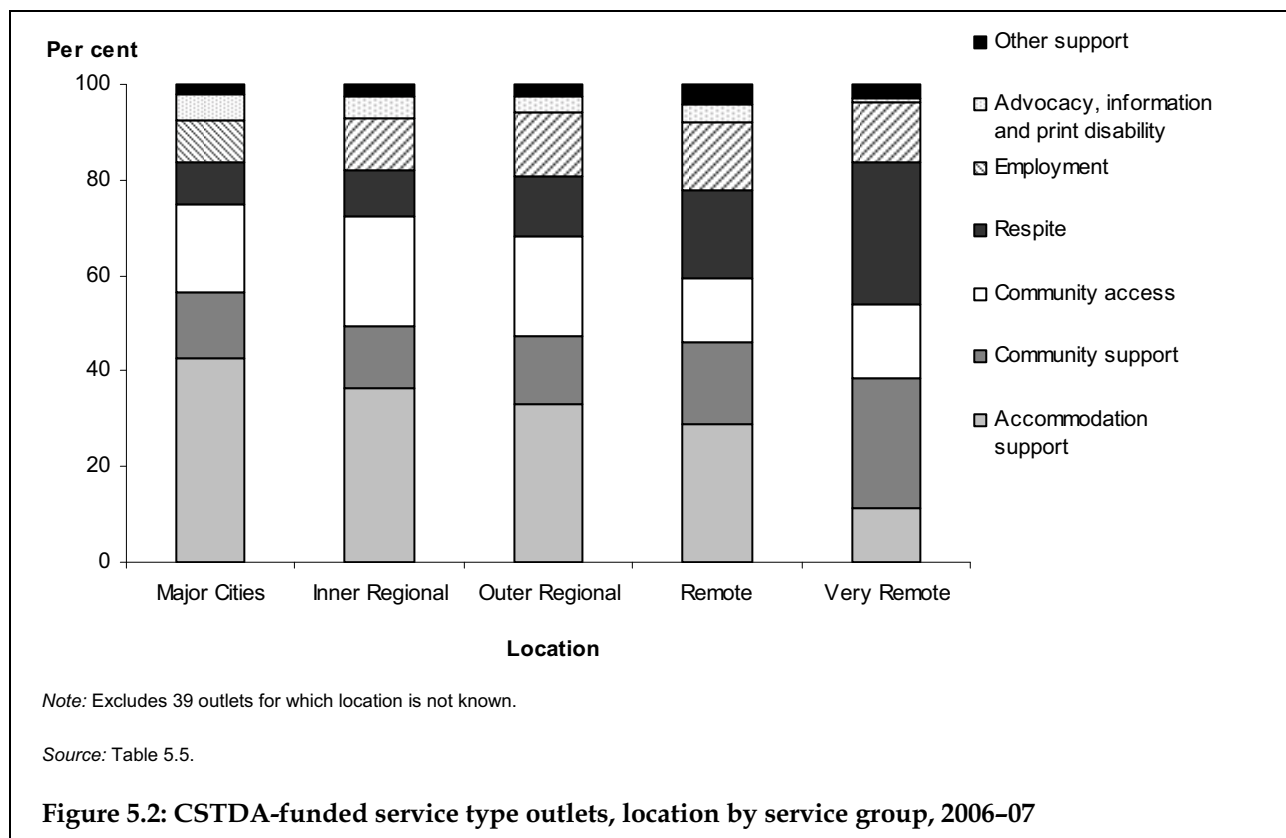
*Note:* The number of outlets in each remoteness area (RA) was estimated based on outlets' residential postcodes. Some postcode areas were split between two or more RAs. Where this was the case, the data were weighted according to the proportion of the population of the postcode area in each RA. Totals may not be the sum of the components because of rounding.



Accommodation support services were the most common service type in all remoteness areas or locations except Very Remote areas (Figure 5.2). With increasing remoteness, the mix of service type outlets becomes more diverse, so that in Remote and Very Remote areas, accommodation support services accounted for less than 30% of outlets in 2006-07. Service type outlets providing advocacy, information and alternative formats of communication decreased from 5.4% of all outlets in Major Cities to 0.9% of outlets in Very Remote areas.

Community support outlets increased from 14% of all outlets in Major Cities to 27% of outlets in Very Remote areas; similarly, respite outlets increased from 8.4% of outlets in Major Cities to 30% of all outlets in Very Remote areas.





## 5.5 Period of operation

### Hours per day

Of the 10,052 service type outlets that provided information about their operating hours, almost three quarters (72% or 7,246 outlets) operated for 7 or more hours per day (Table 5.6). This includes around one-third (33% or 3,333) that reported 24-hour operation, the majority of which were accommodation support services. Around 16% (1,611) of service type outlets had no regular pattern of daily operating hours.

All day (24-hour) was the most common operating period for outlets providing accommodation support services (69% or 2,749 outlets) and respite services (42% or 391 outlets). This is perhaps due to the nature of the services provided – services providing accommodation often operate for 24 hours per day. However, this does not necessarily mean that the service is staffed for the entire period. For all other service groups, the most common daily operating period was 7–9 hours. The proportions of outlets reporting 7–9 hours of operation per day ranged from 39% of service type outlets providing community access services, to 89% of outlets providing employment services. Service type outlets providing community access services were the most likely to operate for less than 7 hours per day, with 38% (746) of outlets operating for 3–6 hours per day. These tend to be day activity programs.

### Days per week

There were 9,812 service type outlets that reported days of operation per week (Table 5.7). Most operated 5 days per week (4,270 or 44%) or 7 days per week (4,285 or 44%). Accommodation

support and respite services were most likely to operate for 7 days per week (86% of accommodation support outlets and 56% of respite outlets). All other service groups were most likely to operate 5 days per week, with proportions ranging from 66% of advocacy, information and alternative communication services (311 outlets) to 86% of employment services (925 outlets).

**Table 5.6: CSTDA-funded service type outlets, number of operating hours per day by service group, 2006–07**

Hours of operation per day	Accommodation support	Community support	Community access	Respite	Employment	Advocacy, info. and alternative communication	Other	Total
Less than 3 hours	11	18	5	6	2	1	1	44
3–6 hours	99	73	746	58	51	108	16	1,151
7–9 hours	260	994	770	154	954	316	136	3,584
10–12 hours	61	24	45	25	20	3	4	182
13–18 hours	88	8	10	17	2	1	0	126
19–23 hours	14	1	0	5	0	0	1	21
24 hours	2,749	82	99	391	0	9	3	3,333
No regular pattern	726	198	294	283	41	37	32	1,611
<b>Total</b>	<b>4,008</b>	<b>1,398</b>	<b>1,969</b>	<b>939</b>	<b>1,070</b>	<b>475</b>	<b>193</b>	<b>10,052</b>

Note: Column totals exclude 579 service type outlets for which hours of operation per day were missing.

**Table 5.7: CSTDA-funded service type outlets, number of operating days per week by service group, 2006–07**

Days of operation per week	Accommodation support	Community support	Community access	Respite	Employment	Advocacy, info. and alternative communication	Other	Total
1 day	3	20	28	34	31	73	2	191
2 days	10	28	28	23	18	12	3	122
3 days	9	36	52	26	9	16	7	155
4 days	13	36	48	17	9	22	8	153
5 days	332	1,033	1,376	155	925	311	138	4,270
6 days	119	7	72	27	9	2	1	237
7 days	3,389	135	231	488	23	9	10	4,285
No regular pattern	84	54	71	98	46	26	20	399
<b>Total</b>	<b>3,959</b>	<b>1,349</b>	<b>1,906</b>	<b>868</b>	<b>1,070</b>	<b>471</b>	<b>189</b>	<b>9,812</b>

Note: Column totals exclude 819 service type outlets for which days of operation per week were missing.

## Weeks per year

Most service type outlets (93%, or 9,108 of 9,786) operated for 48 or more weeks per year in 2006–07, including 69% (6,751) that operated for the full 52 weeks of the year (Table 5.8). Service type outlets providing community access were most likely to operate for between 48 and 51

weeks per year (1,040 of 1,904 outlets or 55%). The most common operating period for all other service types was 52 weeks per year. Proportions ranged from 48% of advocacy, information and alternative communication service type outlets to 95% of service type outlets providing accommodation support.

**Table 5.8: CSTDA-funded service type outlets, number of operating weeks per year by service group, 2006–07**

<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. and alternative communication</b>	<b>Other</b>	<b>Total</b>
1–39 weeks	35	11	23	66	35	16	4	190
40–47 weeks	20	86	176	17	10	14	6	329
48–51 weeks	115	394	1,040	151	399	211	47	2,357
52 weeks	3,757	820	641	585	606	227	115	6,751
No regular pattern	39	21	24	43	20	3	9	159
<b>Total</b>	<b>3,966</b>	<b>1,332</b>	<b>1,904</b>	<b>862</b>	<b>1,070</b>	<b>471</b>	<b>181</b>	<b>9,786</b>

*Note:* Column totals exclude 845 service type outlets for which weeks of operation per year were missing.

## 6 Service use

### 6.1 Multiple service use

#### Multiple service outlets, service types and service groups

During 2006–07, there were a total of 232,253 users of CSTDA-funded services. Almost one-third of service users (71,439) accessed services from more than one CSTDA-funded service type outlet (Table 6.1). Of these service users, half (35,991) accessed service outlets from two service groups (see Box 1.2 for the definition of service groups) and a further 38% (or 27,226) used more than one outlet for the same service type. In all, 20% of all service users accessed between three and five different service groups. Additionally, slightly more than a quarter of all service users (26%) accessed more than one service type.

Across all service types, service users accessed an average of 1.6 service type outlets (Table 6.2). The highest mean number of service type outlets per service user was for users of the respite service group (2.7 per user) and the least was for users of the employment service group (1.3). Within specific service types, users of small residential/institutions were most likely to access multiple service type outlets (82% of these users accessed multiple outlets; with a mean of 2.4 outlets per user) – as Table 6.3 shows, these users were most likely to also access a ‘learning and life skills development’ service (type 3.01), showing that this type of residential support is often complemented by other community-based programs. Open employment service users were the least likely to use more than one service outlet (11%; with a mean of 1.2 outlets). Community support service users were most likely to be using a range of other services within the same service group (26% of multiple service users within that service group), with service users who accessed regional resource and support teams the most likely to also use another service of the same type (34%).

The mean number of service groups accessed by service users in 2006–07 was 1.3 (Table 6.3). Accommodation support service users reported the highest mean number of service groups (2.0) and employment service users reported the lowest mean number of service groups (1.2). The group of service users most likely to access services from multiple service groups were community support service users (14%) and the least likely were employment service users (5%) (see total row of Table 6.3).

Within the 26 service types, there were 16 for which service users’ other most frequently accessed service was case management, local coordination and development (service type 2.06). This was the second most frequently accessed specific service type overall (after open employment).

**Table 6.1: Users of CSTDA-funded services, multiple service use, 2006-07**

Service use	Service users		
	No.	%	% of service users accessing more than one outlet
<b>Total with known service use</b>	<b>232,253</b>	<b>100.0</b>	
Using only one service type outlet	160,814	69.2	
Using more than one service type outlet	71,439	30.8	100.0
Using more than one service type	60,858	26.2	85.2
<b>Using more than one service group (number of groups)</b>			
Two	35,991	15.5	50.4
Three	12,493	5.4	17.5
Four	1,921	0.8	2.7
Five	95	0.0	0.1
<i>Subtotal</i>	50,500	21.7	70.7
Using more than one outlet of the same service group	42,739	18.4	59.8
Using more than one outlet of the same service type	27,226	11.7	38.1

*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. See Box 1.1 for definitions of service types, service groups and service outlets.

**Table 6.2: Users of CSTDA-funded services, service type by multiple service use, 2006–07**

Service type	Number of service users	Mean outlets per service user	Service users accessing more than one service type outlet					
			Total accessing more than one service type outlet		Multiple service types	Multiple service groups	Same service group	Same service type
			No.	%	%	%	%	%
<b>Accommodation support</b>								
1.01 Large residential/institutions	3,544	2.3	2,659	75.0	69.4	67.6	20.6	14.0
1.02 Small residential/institutions	865	2.4	705	81.5	79.7	78.7	14.5	6.2
1.03 Hostels	404	2.4	278	68.8	67.1	65.8	9.2	3.0
1.04 Group homes	12,274	2.8	9,866	80.4	78.8	77.8	12.0	7.0
1.05 Attendant care/personal care	2,482	2.8	1,711	68.9	67.8	64.9	22.6	6.0
1.06 In-home accommodation support	18,150	2.5	12,400	68.3	66.5	65.3	13.8	8.0
1.07 Alternative family placement	242	3.2	179	74.0	74.0	73.1	12.4	0.4
1.08 Other accommodation support	959	2.3	595	62.0	61.7	52.7	30.3	2.3
<i>Total accommodation support</i>	<i>37,473</i>	<i>2.5</i>	<i>26,946</i>	<i>71.9</i>	<i>69.8</i>	<i>69.0</i>	<i>11.5</i>	<i>8.1</i>
<b>Community support</b>								
2.01 Therapy support for individuals	21,558	2.2	11,180	51.9	50.6	31.9	40.3	7.2
2.02 Early childhood intervention	19,577	1.4	5,151	26.3	18.3	3.6	24.9	10.8
2.03 Behaviour/specialist intervention	6,135	3.2	4,899	79.9	79.6	55.1	63.9	4.6
2.04 Counselling (individual/family/group)	3,160	2.5	1,933	61.2	61.0	41.4	37.3	2.6
2.05 Regional resource and support teams	15,520	2.6	10,608	68.4	53.4	40.2	49.3	34.1
2.06 Case management, local coordination and development	44,909	2.3	25,732	57.3	53.4	41.7	33.5	13.0
2.07 Other community support	5,604	2.6	3,828	68.3	66.2	51.7	43.4	4.3
<i>Total community support</i>	<i>98,598</i>	<i>2.0</i>	<i>45,466</i>	<i>46.1</i>	<i>40.0</i>	<i>31.8</i>	<i>26.3</i>	<i>15.0</i>
<b>Community access</b>								
3.01 Learning and life skills development	33,032	2.5	21,782	65.9	62.2	60.8	21.4	14.3
3.02 Recreation/holiday programs	8,759	2.7	5,700	65.1	64.1	60.9	26.7	5.5
3.03 Other community access	14,597	2.0	8,001	54.8	51.6	49.4	17.3	9.4
<i>Total community access</i>	<i>53,236</i>	<i>2.3</i>	<i>32,331</i>	<i>60.7</i>	<i>57.4</i>	<i>56.4</i>	<i>16.5</i>	<i>12.2</i>
<b>Respite</b>								
4.01 Own home respite	2,514	3.3	1,938	77.1	76.7	71.4	36.1	3.1
4.02 Centre-based respite/respite homes	12,541	3.2	9,651	77.0	75.4	70.5	36.8	13.8
4.03 Host family respite/peer support respite	948	3.1	666	70.3	69.9	62.2	40.1	9.0
4.04 Flexible respite	16,650	2.7	10,925	65.6	63.1	59.0	29.6	12.7
4.05 Other respite	2,004	2.6	1,290	64.4	64.2	57.5	26.8	1.3
<i>Total respite</i>	<i>30,058</i>	<i>2.7</i>	<i>19,871</i>	<i>66.1</i>	<i>64.0</i>	<i>61.4</i>	<i>22.6</i>	<i>12.8</i>
<b>Employment</b>								
5.01 Open employment	59,478	1.2	6,768	11.4	9.5	8.4	3.7	2.1
5.02 Supported employment	21,140	1.7	7,908	37.4	36.4	33.0	6.7	1.7
5.04 Targeted support	477	2.7	356	74.6	74.6	62.1	24.5	0.6
<i>Total employment</i>	<i>80,008</i>	<i>1.3</i>	<i>13,945</i>	<i>17.4</i>	<i>15.8</i>	<i>14.9</i>	<i>3.3</i>	<i>2.0</i>
<b>Total</b>	<b>232,253</b>	<b>1.6</b>	<b>71,439</b>	<b>30.8</b>	<b>26.2</b>	<b>21.7</b>	<b>18.4</b>	<b>11.7</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 12-month period.
2. Groups of users of multiple services are not mutually exclusive. For example, a service user can have accessed two outlets of the one service type and another outlet of a different service type, and would be included in those users accessing outlets of the same service type as well as those accessing multiple service types. Service users using three or more service types are included under all relevant combinations.
3. 'Open and supported' employment services (service type 5.03) ceased to be operational from 1 December 2004.
4. 'Targeted support' provides people with disability structured training and support to work towards social and community participation or opportunities to develop skills, or retrain, for paid employment. This service type is reported for the first time in 2006–07.

**Table 6.3: Users of CSTDA-funded services, service type by use of other service types/groups, 2006–07**

Service type	Number of service users	Mean service groups per service user	Percentage of service users accessing other service groups (or types within groups)					Code of most frequent other service type
			Accommodation support	Community support	Community access	Respite	Employment	
<b>Accommodation support</b>								
1.01 Large residential/institutions	3,544	1.8	6.9	17.0	52.9	1.8	10.6	3.01
1.02 Small residential/institutions	865	2.0	8.3	19.4	45.2	8.2	28.7	3.01
1.03 Hostels	404	1.9	6.2	28.5	39.9	5.4	17.8	3.01
1.04 Group homes	12,274	2.2	5.2	42.7	53.0	8.7	14.0	3.01
1.05 Attendant care/personal care	2,482	2.0	17.9	47.7	28.8	14.5	7.0	2.06
1.06 In-home accommodation support	18,150	2.0	6.2	32.0	38.6	13.6	13.4	2.06
1.07 Alternative family placement	242	2.4	12.4	57.4	31.8	36.4	9.9	2.06
1.08 Other accommodation support	959	1.8	29.5	16.2	35.3	10.3	13.2	1.06
<i>Total accommodation support</i>	<i>37,473</i>	<i>2.0</i>	<i>3.8</i>	<i>33.8</i>	<i>43.7</i>	<i>10.6</i>	<i>13.2</i>	<i>2.06</i>
<b>Community support</b>								
2.01 Therapy support for individuals	21,558	1.5	14.9	37.8	14.7	14.3	2.7	2.06
2.02 Early childhood intervention	19,577	1.0	0.5	16.7	0.7	2.9	0.0	2.06
2.03 Behaviour/specialist intervention	6,135	1.9	32.6	63.2	28.5	20.1	6.3	2.06
2.04 Counselling (individual/family/group)	3,160	1.6	21.1	35.3	25.6	11.2	5.5	3.01
2.05 Regional resource and support teams	15,520	1.6	13.6	22.1	16.6	19.9	7.8	4.02
2.06 Case management, local coord & dev't	44,909	1.6	17.0	24.8	19.1	18.1	7.1	3.01
2.07 Other community support	5,604	1.7	21.2	40.6	30.4	16.1	5.5	2.06
<i>Total community support</i>	<i>98,598</i>	<i>1.5</i>	<i>12.9</i>	<i>15.6</i>	<i>14.9</i>	<i>13.1</i>	<i>5.2</i>	<i>2.06</i>
<b>Community access</b>								
3.01 Learning and life skills development	33,032	1.9	34.6	32.1	8.6	16.1	8.3	2.06
3.02 Recreation/holiday programs	8,759	2.0	27.7	37.0	23.5	18.1	14.4	2.06
3.03 Other community access	14,597	1.7	28.9	15.9	9.0	12.4	8.9	1.06
<i>Total community access</i>	<i>53,236</i>	<i>1.8</i>	<i>30.8</i>	<i>27.6</i>	<i>5.8</i>	<i>15.1</i>	<i>9.2</i>	<i>2.06</i>
<b>Respite</b>								
4.01 Own home respite	2,514	2.1	15.0	60.6	25.5	35.1	4.7	2.06
4.02 Centre-based respite/respice homes	12,541	2.1	12.9	53.5	32.9	28.0	7.4	2.06
4.03 Host family respite/peer support respite	948	2.0	13.3	42.3	25.9	38.4	13.8	2.06
4.04 Flexible respite	16,650	1.9	13.1	38.5	26.9	21.4	6.9	2.06
4.05 Other respite	2,004	1.9	17.0	40.5	18.2	26.0	12.8	2.06
<i>Total respite</i>	<i>30,058</i>	<i>1.9</i>	<i>13.2</i>	<i>42.9</i>	<i>26.8</i>	<i>14.1</i>	<i>7.6</i>	<i>2.06</i>
<b>Employment</b>								
5.01 Open employment	59,478	1.1	2.4	4.0	3.8	1.3	1.6	2.06
5.02 Supported employment	21,140	1.5	16.4	13.4	12.2	7.3	5.1	2.06
5.04 Targeted support	477	2.1	50.1	11.9	38.6	9.9	24.3	3.01
<i>Total employment</i>	<i>80,008</i>	<i>1.2</i>	<i>6.2</i>	<i>6.4</i>	<i>6.1</i>	<i>2.8</i>	<i>1.4</i>	<i>2.06</i>
<b>Total</b>	<b>232,253</b>	<b>1.3</b>	<b>11.1</b>	<b>13.5</b>	<b>12.9</b>	<b>7.9</b>	<b>5.1</b>	<b>2.06</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 12-month period.
2. Where the service groups are the same, the 'percentage of service users accessing other service groups' includes service users who use two or more different service types in that group. For example, 37.8% of the 21,558 service users who accessed a therapy support service (2.01) also accessed another type of community support.
3. The overall 'mean service groups per service user' does not equal the average across service groups. This is because service users accessing more than one service group are counted once in the overall mean, but are counted multiple times if all service group means are considered separately.
4. 'Targeted support' provides people with disability structured training and support to work towards social and community participation or opportunities to develop skills, or retrain, for paid employment. This service type is reported for the first time in 2006–07.

## Most common service combinations

Accommodation support *and* community access were the service groups most commonly used in combination (Table 6.4). Almost one-third of service users (16,392) using two or more services used services from these two service groups. Community support *and* community access (29%), accommodation support *and* community support (26%) and community support *and* respite (25%) were also common combinations of service groups.

**Table 6.4: Users of CSTDA-funded services, service group combinations most commonly received by people using two or more services, 2006–07**

Service groups used	No.	% of service users using two or more services	% of all service users
<b>Five most common combinations</b>			
Accommodation support and community access	16,392	32.5	7.1
Community support and community access	14,709	29.1	6.3
Accommodation support and community support	12,889	25.5	5.5
Community support and respite	12,677	25.1	5.5
Community access and respite	8,063	16.0	3.5
<b>Other combinations</b>			
Three or more services involving above combinations	14,353	28.4	6.2
All other combinations	8,438	16.7	3.6
<b>Total</b>	<b>50,500</b>	<b>100.0</b>	<b>21.7</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 support, the combination of community support and employment, and other three-, four- and five-way combinations of service groups.

Within specific service groups, the most common combination was therapy support for individuals *and* case management, local coordination and development (Table 6.5). This combination was received by 5,904 service users, 12% of those accessing two or more service groups. Case management, local coordination and development *and* learning and life skills development was the most common combination of services across service groups – a total of 6,465 received both these service types during 2006–07 (13% of service users accessing two or more service groups, and 44% of users accessing a combination of community access and community support services).



**Table 6.5: Users of CSTDA-funded services, people accessing the ten most common service type combinations, 2006–07**

<b>Combination of service types used</b>	<b>Number of service users</b>	<b>% of service users using two or more service groups</b>	<b>% of service users using the two service groups</b>
Case management, local coordination and development <i>and</i> learning and life skills development (2.06 and 3.01)	6,465	12.8	44.0
Therapy support for individuals <i>and</i> case management, local coordination and development (2.01 and 2.06)	5,904	11.7	n.a.
Group homes <i>and</i> learning and life skills development (1.04 and 3.01)	5,368	10.6	32.7
In-home accommodation support <i>and</i> case management, local coordination and development (1.06 and 2.06)	4,603	9.1	35.7
Case management, local coordination and development <i>and</i> flexible respite (2.06 and 4.04)	4,142	8.2	32.7
Case management, local coordination and development <i>and</i> centre-based respite/respite homes (2.06 and 4.02)	4,049	8.0	31.9
In-home accommodation support <i>and</i> learning and life skills development (1.06 and 3.01)	3,799	7.5	23.2
Learning and life skills development <i>and</i> centre-based respite/respite homes (3.01 and 4.02)	3,004	5.9	37.3
Centre-based respite/respite homes <i>and</i> flexible respite (4.02 and 4.04)	2,880	5.7	n.a.
In-home accommodation support <i>and</i> other community access (1.06 and 3.03)	2,814	5.6	17.2
<i>Ten most common combinations</i>	<i>43,028</i>		
<b>Total service users</b>	<b>19,983</b>	<b>39.6</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, the total number of combinations (43,028) is greater than the total number of users accessing these combinations (19,983).

## 6.2 Measures of service quantity

Data on service quantity include both hours of service provided (staff hours) and hours of service received (for users of selected service types; see below for details). These data were based on two measures:

- hours in the reference week – for most jurisdictions, this was the last week of the reporting period
- hours in a typical week – this item was collected so that, if hours reported for the reference week were not considered typical by the agency, an indication of average or typical hours could be provided.

### Hours received

Data on hours received were collected for selected service types. These data were not collected for all service types within each service group – for example, they were collected for service users of all respite service types but not all accommodation support service types (see Appendix 6 and footnotes to Tables A1.18 and A1.19 for details).

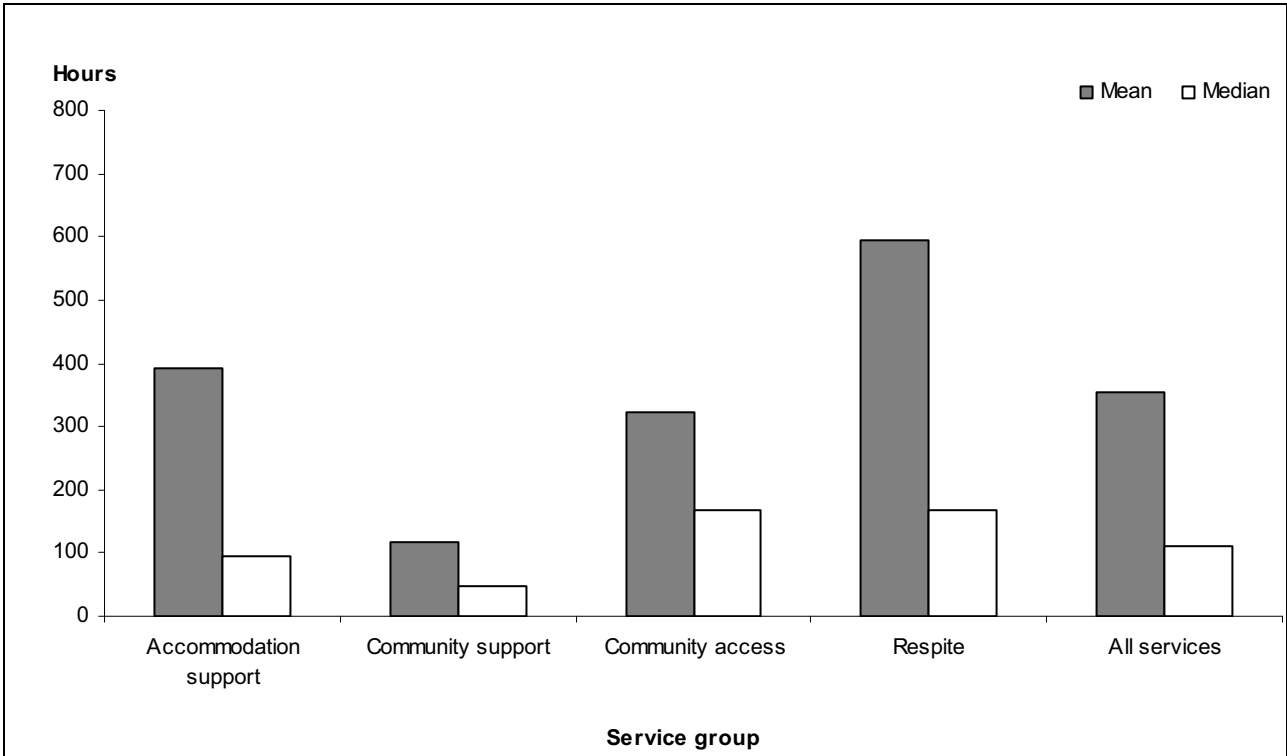
### **Hours received—reference week**

Hours received in the reference week were reported by 3,244 service type outlets. The mean number of hours received in the reference week per service type outlet (all service users) was 355. The median number of hours for these outlets was 112; on average, each of these outlets supported 20 service users (Table A1.18). The highest mean (595) and median (168) number of hours provided by a service type was for respite services. Within the respite service type, centre-based respite/respite homes provided the highest mean number of hours (1,027). Of all service types, the alternative family placement service type had the highest mean number of hours (1,081). Community access also had a median of 168 hours in the reference week; however, the mean number of hours for this group was 322. Community support outlets reported the lowest mean (118) and median (47) number of hours (data for this group were collected only for the single service type, case management, local coordination and development).

### **Hours received—typical week**

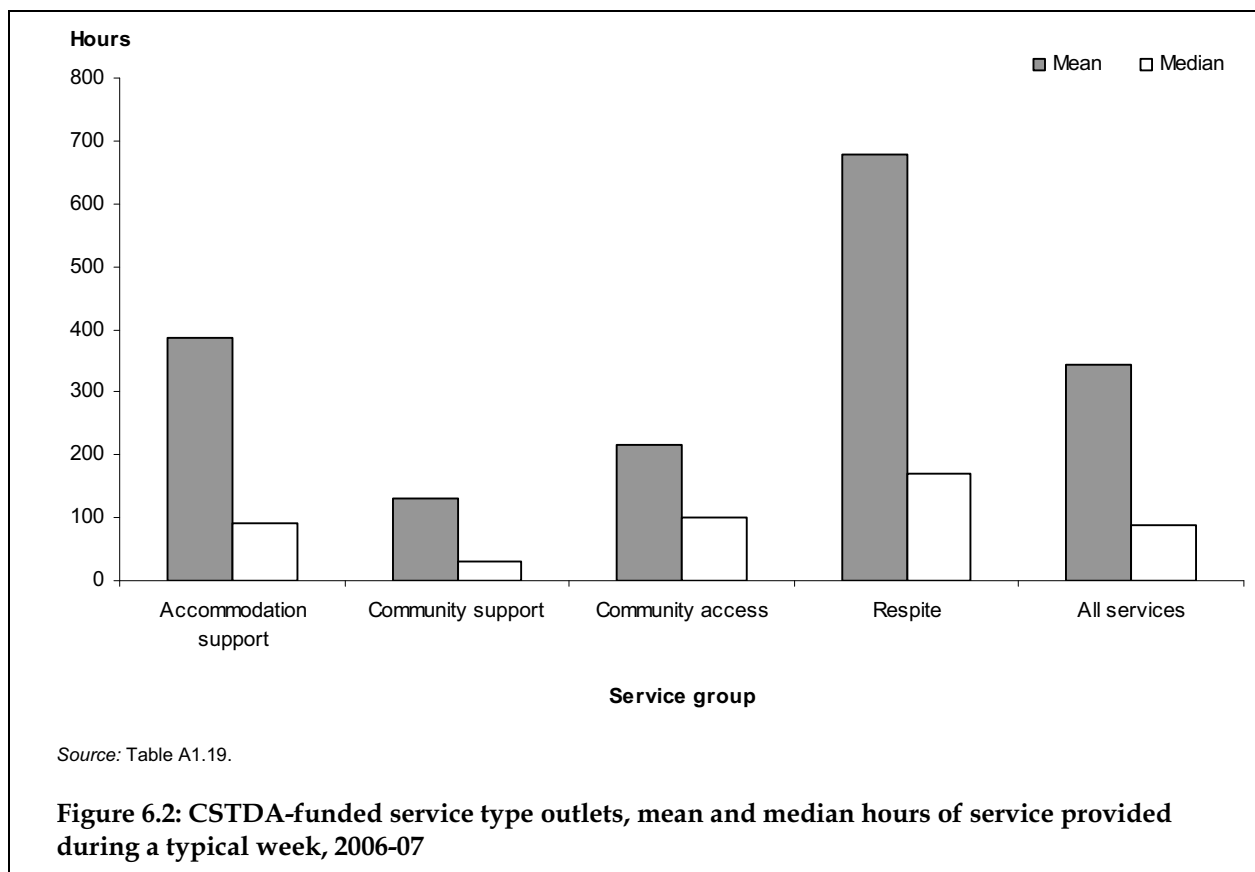
Hours received in a typical week were reported by 3,145 service type outlets (Table A1.19). Overall, mean and median hours for a 'typical' week were lower than for the reference week – 344 and 89 hours, respectively. As with hours received in the reference week, respite outlets reported the highest mean number of hours in a typical week (677) and community support (131) reported the lowest. Of the service type categories, the highest mean hours of 1,423 was reported by centre-based respite/respite homes service type and the lowest (131) by case management, local coordination and development.

Mean hours were higher than median hours overall for both reference and typical week for two main reasons. First, several outlets reported large numbers, which increased the overall calculated mean. Second, there were a large number of outlets with a very small number of hours reported, which caused the median to be substantially lower than the mean.



Source: Table A1.18.

**Figure 6.1: CSTDA-funded service type outlets, mean and median hours of service provided during the reference week, June 2007**



## Duration—residential accommodation

Service duration has been calculated for users of residential accommodation support services (1.01 to 1.04). This provides a measure of the amount of time a service user received support from a particular accommodation service within the 12-month reporting period. Calculations were based on the number of days between 1 July 2006 (or the service user’s start date, if later) and the service end date (exit date if recorded; otherwise last date of service received, or end of financial year if last date is missing).

Residential accommodation support services had 16,853 service users in 2006-07. The mean duration of service for these service users was 335 days (Table 6.6), that is, approximately 11 months of service in the year. The lowest mean duration was for hostels (295 days) and the highest was for large residentials/institutions (352 days). Lower mean values are indicative of a higher number of service users joining the service part way through the financial year or a higher number of service users exiting the service before the end of the year. A median value of 365 days (a full year) indicates that the majority of service users were supported by these services all year round.

When considering overall duration of residential accommodation services (based on all reported start dates), on average service users have accessed the same service for 1,986 days (around 5 years and 5 months) – this ranged from 512 days (1 year 5 months) for small residentials/institutions to 2,405 days (just over 6 and a half years) for large residentials/institutions. The median duration overall for these service types was 1,098 days – meaning around half of all service users have remained in the same residential accommodation service for 3 years or more.

Median duration of service was longer in group homes and large residential (1,204 and 1,370 days respectively) compared with small residential and hostels (365 and 601 days respectively). The difference in mean (2,008 days) and median (601 days) duration for hostels illustrates the two large distinct groups accessing these services – one of which has been with the service for many years, and the other for a much shorter duration (1–2 years).

**Table 6.6: Users of CSTDA-funded services, mean and median days of service by service type for residential accommodation support services (1.01–1.04), 2006–07**

Service type	Number of service users	Duration of service over the 12-month period (2006–07)		Overall duration of service	
		Mean duration (days)	Median duration (days)	Mean duration (days)	Median duration (days)
1.01 Large residential/institutions	3,544	352	365	2,405	1,370
1.02 Small residential/institutions	865	336	365	512	365
1.03 Hostels	404	295	365	2,008	601
1.04 Group homes	12,274	326	365	1,931	1,204
<b>All residential accommodation services (1.01–1.04)</b>	<b>16,853</b>	<b>335</b>	<b>365</b>	<b>1,986</b>	<b>1,098</b>

*Notes*

1. For each service user, duration over the 12-month period is calculated as the number of days between 1 July 2006 or the start date, if later, and either the exit date, if applicable, or date of last service inclusive.
2. Overall duration of service is calculated as the number of days between the recorded start date and the end of the current reporting period (30 June 2007).
3. Service users who were missing start and/or end dates were assumed to have been accessing the service from 1 July 2006 and/or until 30 June 2007, unless they were recorded as accessing more than one accommodation support outlet, in which case they were not included.
4. The 12-month collection period lasted for a total of 365 days (1 July 2006 to 30 June 2007).

## Staff hours

### Staff hours—reference week

In the 2006–07 reference week, the mean number of paid staff hours per service type outlet was 195 (Table 6.7). The mean number of paid staff (full-time equivalent or FTE) per outlet was 5.1. The mean paid hours was highest for the employment service group (288 hours; 7.6 FTE staff) and accommodation support services (240 hours; 6.3 FTE staff). For unpaid staff the mean was much lower – 18 hours per outlet, or 0.5 FTE staff. The unpaid staff figure includes regular staff, volunteers, students and others who do not receive payment for the work they perform (AIHW 2006a). On average, there were 0.19 FTE staff for each service user – ranging from 0.04 in community support services to 0.75 in accommodation support services (Table 6.7).

Staff hours per user in the reference week were highest for accommodation support services – in particular the residential support offered through group homes and institutions (42.0 staff hours per user) (Figure 6.3). In-home accommodation support services reported the next highest staff hours per user (12.2), followed by community access services (6.9).

### Staff hours—typical week

In 2006–07, the mean staff hours for a typical, or average, week were slightly higher than hours in the reference week – 227 paid (6.0 FTE) and 21 unpaid (0.6 FTE) staff hours (Table 6.8). Over a

typical week, the highest mean staff hours were for accommodation support services (294); employment services had the next highest mean with 219 staff hours.

**Table 6.7: Mean hours worked in the reference week by paid and unpaid staff for CSTDA-funded service type outlets, by service group, 2006–07**

Service group	Mean paid staff hours per outlet	Mean FTE paid staff per outlet	Mean unpaid staff hours per outlet	Mean FTE unpaid staff per outlet	Total mean FTE staff per outlet	Users per outlet	Mean FTE staff per user
Accommodation support	240	6.3	13.5	0.4	6.7	8.9	0.75
Community support	108	2.9	1.3	0.0	2.9	66.4	0.04
Community access	184	4.8	7.4	0.2	5.0	25.4	0.20
Respite	124	3.3	8.3	0.2	3.5	29.8	0.12
Employment	288	7.6	76.8	2.0	9.6	74.6	0.13
Advocacy, information and print disability	65	1.7	27.8	0.7	n.a.	n.a.	n.a.
Other support services	137	3.6	8.7	0.2	n.a.	n.a.	n.a.
<b>All services</b>	<b>195</b>	<b>5.1</b>	<b>17.8</b>	<b>0.5</b>	<b>5.8<sup>(a)</sup></b>	<b>30.3<sup>(a)</sup></b>	<b>0.19<sup>(a)</sup></b>

(a) Excludes 'advocacy, information and print disability' and 'other support services'.

*Notes*

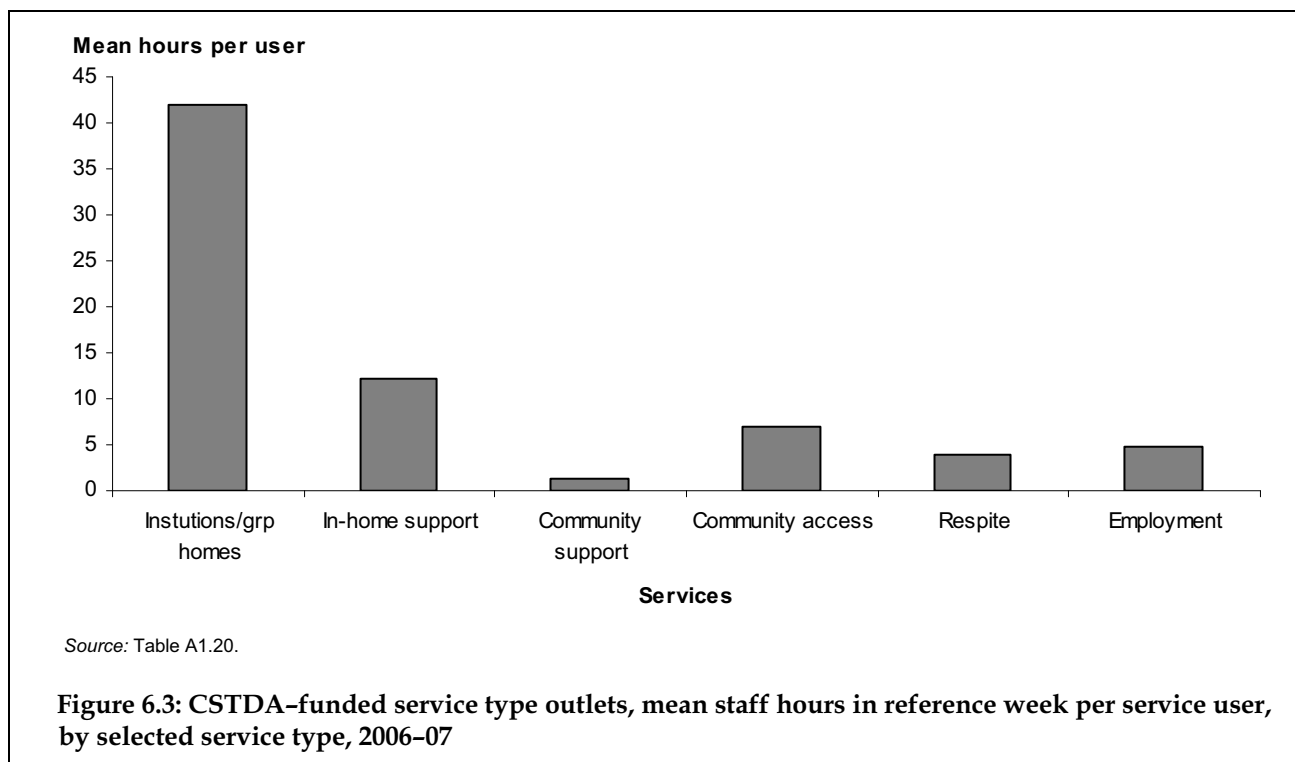
1. Data for hours worked are the mean number of hours worked over one 7-day week in June 2007.
2. Data exclude 880 services where mean staff hours could not be calculated because of missing data. These were for outlets with both paid and unpaid staff hours in the reference week missing; if only one of these variables was missing, it was assumed to be zero.
3. Full-time equivalent (FTE) staff numbers are based on a 38-hour working week.
4. Service user counts are not available for 'advocacy, information and print disability' and 'other support services'.

**Table 6.8: Mean hours worked in a typical week by paid and unpaid staff for CSTDA-funded service type outlets, by service group, 2006–07**

Service group	Mean paid staff hours per outlet	Mean FTE paid staff per outlet	Mean unpaid staff hours per outlet	Mean FTE unpaid staff per outlet
Accommodation support	294	7.7	6.0	0.2
Community support	126	3.3	2.8	0.1
Community access	212	5.6	12.8	0.3
Respite	177	4.6	18.2	0.5
Employment	219	5.8	59.4	1.6
Advocacy, information and print disability	187	4.9	34.1	0.9
Other support services	126	3.3	291.1	7.7
<b>All services</b>	<b>227</b>	<b>6.0</b>	<b>21.0</b>	<b>0.6</b>

*Notes*

1. Data for hours worked are the mean number of hours worked over one 7-day week in June 2007.
2. Data exclude 3,494 services where the mean staff hours could not be calculated because of 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.
3. Full-time equivalent (FTE) staff numbers are based on a 38-hour working week.



### 6.3 Service exits

A total of 47,828 service users (21%) were recorded as leaving one or more services during 2006-07 (Table 6.9). Exits were most commonly reported by employment service users (25%), whereas users of community access services were the least likely to leave their service (7.0%). No longer needing assistance (36%) was the reason most often given for leaving a service – either because the service user moved to mainstream services (15%) or another reason (21%). More than two-fifths (42%) of service users leaving employment services no longer needed assistance – either because of moving to mainstream services (including employment) (19%) or another reason (23%). Of service users with an exit date, the exit reason was reported as ‘other’ for almost one-third (31%). This included 46% of exits from community support, 32% of exits from respite and 30% of exits from community access services. Moving out of the geographical area was the reason given for cessation of services by 3.5% of service users. No reason for leaving the service was reported for 6.3% of service users with an exit date.

**Table 6.9: Service users with an exit date, main reason for cessation of services by service group, 2006–07**

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	357	10.6	2,241	11.2	389	10.4	284	11.4	3,883	19.1	6,998	14.6
No longer needs assistance—other reason	449	13.4	4,233	21.1	658	17.7	522	21.0	4,598	22.7	10,117	21.2
Moved to residential, institutional or supported accommodation setting	251	7.5	145	0.7	74	2.0	113	4.5	29	0.1	520	1.1
Needs have increased—other service type required	123	3.7	446	2.2	115	3.1	30	1.2	2,241	11.0	2,867	6.0
Services terminated due to budget/staffing constraints	29	0.9	101	0.5	47	1.3	35	1.4	20	0.1	223	0.5
Services terminated due to OHS reasons	15	0.4	20	0.1	6	0.2	5	0.2	36	0.2	75	0.2
Service user moved out of area	227	6.8	938	4.7	227	6.1	129	5.2	295	1.5	1,680	3.5
Service user died	330	9.8	493	2.5	275	7.4	79	3.2	158	0.8	1,100	2.3
Service user terminated service	205	6.1	1,064	5.3	230	6.2	66	2.7	4,888	24.1	6,294	13.2
Other reason	870	25.9	9,200	45.9	1,133	30.4	794	32.0	3,511	17.3	14,943	31.2
Reason not stated	497	14.8	1,157	5.8	574	15.4	427	17.2	638	3.1	3,011	6.3
<b>Total number of service users with an exit date</b>	<b>3,353</b>	<b>100.0</b>	<b>20,038</b>	<b>100.0</b>	<b>3,728</b>	<b>100.0</b>	<b>2,484</b>	<b>100.0</b>	<b>20,297</b>	<b>100.0</b>	<b>47,828</b>	<b>100.0</b>
<b>Total % of service users within service group</b>	<b>8.9</b>		<b>20.3</b>		<b>7.0</b>		<b>8.3</b>		<b>25.4</b>		<b>20.6</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 12-month period. Row totals may not be the sum of components because individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Total number includes all service users who reported an exit date. Although service users of 3.02 services were not required to report an exit date or exit reason, some did so and are therefore included in this table.
3. In cases where an individual service user exited more than one service within the same service group, the most recent exit reason was included in this table.



# 7 Data quality

Three main factors affect the quality of data reported in this chapter:

- service type outlet response rates
- service user response rates
- ‘not stated’ and ‘not known’ rates for individual questions on the forms.

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

## 7.1 Service type outlet response rates

Jurisdiction-reported response rates are based on the number of service type outlets that responded out of the total number of outlets in the jurisdiction. These response rates are shown in Table 7.1.

The national response rate for service type outlets has increased from 82% in 2002–03 to 94% in 2006–07. The majority of jurisdictions now achieve a 100% service type response rate. The response rate in New South Wales has increased from 70% in 2002–03 to 89% in 2006–07; over the same period, the Queensland response rate has increased from 93% to 100%. In Victoria the service type outlet response rate has decreased from 94% in 2003–04 to 90% in 2006–07. Table 7.1 shows the effect that response rates in the larger jurisdictions have on the overall response rate.

**Table 7.1: Response rates for service type outlets by jurisdictions, 2002–03 to 2006–07 (per cent)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
2002–03	70	79	93	100	100	100	98	97	100	82
2003–04	80	94	97	100	100	100	93	95	100	93
2004–05	85	92	99	100	100	96	98	70	100	94
2005–06	89	90	99	100	100	100	100	100	100	94
2006–07	89	90	100	100	100	100	100	100	100	94

### Notes

1. Response rates are based on figures provided by jurisdictions.
2. The total response rate is based on the number of outlets in the data set divided by the number of total outlets that would have been in the data set if all jurisdictions had a 100% response rate.
3. The response rate for the Australian Capital Territory in 2003–04 is based on agency response rates rather than service type outlets.
4. During 2003–04, Queensland reported 38 and the Australian Capital Territory 35 service users as not providing consent for their data to be transmitted.
5. During 2004–05, Queensland reported 133 and the Australian Capital Territory 36 service users as not providing consent for their data to be transmitted.
6. The 2006–07 NSW response rate is an estimation. Because of the way NSW organises its funding allocations, particularly in relation to individualised funding arrangements and the limitations of the existing funding management system, it is impossible to accurately measure the rate of the return.
7. Although the response rate for the Northern Territory was 100% in 2006–07, this jurisdiction did not submit Internal Department of Health and Community Services data for that year, meaning numbers of users and outlets are undercounted.

## 7.2 Service user response rate

Service user information may be missing from the data set for a number of reasons. There are outlets that, through administrative or other error, do not report on all of their service users. It is not possible to estimate the number of service users who may be missing from the data set for this reason. Note also that particular service types with a high volume of users and minimal contact (for example, information/referral services) are not required to report service user information under the CSTDA NMDS. The data item 'number of service users' on the service type outlet form was designed to provide this information for all service types, but it is apparent, both from examination of the data for this item and reports from jurisdictions, that the quality of analysis is somewhat hindered by the questionable reliability of the data.

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

### Service user data items

'Not stated' rates for service user data in 2006–07 showed notable changes from rates in 2005–06 (Table 7.2; see also AIHW 2007: Table 7.2). In particular, there were improvements in the quality of data for the following items:

- 'Indigenous status' had 5.0% not stated in 2006–07; importantly, this rate has now improved beyond the previous low of 8.0% in 2003–04.
- 'Country of birth' had 5.5% not stated (compared with 12% in 2005–06).
- 'Need for interpreter services' and 'method of communication' items had 'not stated' rates of 9.5% and 11.7% – down from 14% and 16% respectively in 2005–06.
- 'Living arrangements' had 11% not stated, down from 15% in 2005–06.
- 'Primary disability' fell from 20% in 2005–06 to 9.2% in 2006–07. The biggest improvements were in Victoria where the 'not stated' rate fell from 42% to 24% and in the Australian Capital Territory where it fell from 21% to 9.5%.

In 2006–07, data collection relating to carers generally improved in terms of reduced 'not stated' responses, with the exception of 'carer – primary status' and 'receipt of Carer Allowance (Child)'. The 'not stated' rate for 'receipt of Carer Allowance (Child)' increased to 46% and is by far the highest of figures reported against items of interest, mainly because of a high proportion of 'not stated' in Victoria (84%). 'Carer – primary status' 'not stated' responses increased to 10% from 4.7% in 2005–06. This was largely due to an increase in the figures from Victoria and Western Australia, 24% and 9.2% respectively (up from 2.7% and 0.7% in 2005–06). Western Australia also reported a significant increase in the 'not stated' rate for 'labour force status', from 17% in 2005–06 to 75% in 2006–07.

In the 'not known' category, Western Australia had a high rate for 'receipt of Carer Allowance (Child)' (93%) and the Australian Capital Territory improved its 'not known' rate from 72% in 2005–06 to 60% in 2006–07. Victoria had a very low 'not known' rate for 'receipt of Carer Allowance (Child)' (0.7%); however, as discussed above, the 'not stated' rate was very high. South Australia had a high recorded 'not known' rate (19%) for 'main income source' compared with other jurisdictions. The aggregate rate across all jurisdictions was 5.3%.

**Table 7.2: 'Not stated' and 'not known' response rates for service user data items, 2006–07**

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
<b>Not stated</b>										
Age	—	0.0	—	0.4	—	—	—	—	—	0.0
Date of birth	—	0.4	—	0.4	—	—	—	—	—	0.2
Sex	0.5	0.5	0.2	—	—	0.3	—	—	—	0.2
Indigenous status	4.5	12.5	3.0	1.6	2.5	0.3	0.1	2.4	0.1	5.0
Country of birth	5.8	11.9	1.7	4.1	3.0	0.2	3.1	1.6	1.3	5.5
Need for interpreter services	9.4	24.9	1.5	5.4	2.6	1.0	2.1	6.7	0.0	9.5
Method of communication	14.0	21.6	1.6	4.9	3.6	2.0	5.2	5.6	6.8	11.7
Living arrangements	10.2	13.8	1.2	2.9	3.0	1.4	0.6	1.4	13.3	10.8
Postcode of usual residence	0.1	2.6	0.0	2.9	1.2	0.4	0.0	—	—	1.1
Residential setting	9.2	21.1	1.1	3.5	3.4	1.2	2.0	9.8	7.8	11.0
Primary disability group	9.1	23.8	0.9	1.0	1.4	4.5	9.5	26.6	0.7	9.2
Frequency of support or assistance needed										
Self-care	21.8	35.9	2.5	4.8	5.4	0.5	17.2	27.2	8.2	18.0
Mobility	21.4	35.0	2.4	4.8	5.3	0.4	16.6	27.0	7.6	17.4
Communication	20.3	34.7	2.7	4.7	5.4	0.5	11.7	26.9	7.1	17.0
Interpersonal interactions and relationships	29.3	36.9	3.2	5.1	5.6	0.7	16.3	26.9	8.2	19.4
Learning, applying knowledge and general tasks and demands										
Education	18.5	34.9	4.2	6.0	6.0	3.5	15.8	27.1	9.8	18.0
Community (civic) and economic life	19.9	35.8	5.6	6.6	6.2	4.8	16.0	27.2	8.6	18.3
Domestic life	22.6	35.3	5.3	8.6	6.0	3.2	38.9	27.2	11.4	19.9
Working	30.3	43.0	4.4	6.6	5.8	2.5	2.3	22.2	11.2	22.4
Working	36.4	44.6	7.9	10.0	6.4	4.9	2.9	22.5	7.0	23.0
Carer—existence of										
Carer—primary status	0.1	23.3	1.9	3.7	0.2	2.3	13.0	27.2	1.5	8.2
Carer—residency status	1.2	24.3	5.5	9.2	1.5	4.3	4.6	16.2	12.3	10.3
Carer—relationship to service user	16.0	23.6	4.9	4.9	9.3	2.6	1.6	17.8	19.4	13.6
Carer—age group	4.9	24.0	5.0	4.6	2.1	0.9	1.9	2.1	7.7	9.8
Main income source (adult)										
Main income source (adult)	27.4	28.6	9.3	9.3	9.8	3.8	21.2	18.7	25.6	19.6
Receipt of Carer Allowance (Child)										
Receipt of Carer Allowance (Child)	13.0	30.5	3.6	5.0	4.3	4.2	3.7	10.1	1.3	11.5
Labour force status										
Labour force status	52.2	84.4	7.7	3.0	2.9	4.1	15.9	17.8	6.4	46.0
Individual funding status										
Individual funding status	13.4	19.0	4.4	74.5	4.4	7.9	7.4	16.1	—	11.9
Individual funding status	11.4	15.3	—	4.3	—	6.1	18.2	11.7	—	6.9
<b>Not known</b>										
Main income source (adult)	4.5	0.1	3.0	0.5	19.2	2.2	4.8	5.1	6.9	5.3
Receipt of Carer Allowance (child)	21.3	0.7	28.3	93.0	7.3	55.4	59.8	54.5	0.5	26.7
Individual funding status	14.5	0.0	12.6	56.5	—	10.1	36.7	13.3	—	8.1

*Notes*

1. Figures are the percentage of total data item responses for each data source.
2. Service users accessing service type 3.02 were only required to report on data items relating to age and sex. Service users who accessed only this service type over the 12-month period are therefore excluded from calculations of 'not stated' rates for all other data items.
3. Service types 6.01–6.05 and 7.01–7.04 did not collect service user data and are therefore excluded from this table.
4. Service types 5.01 and 5.02 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 and 5.02 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*.
6. The higher levels of not stated/not known on some data items for the Australian Capital Territory reflect in part the more limited data collection for some services within agencies.

## Service use data items

For three of the six service use data items the 'not stated' rates decreased between 2005–06 and 2006–07 – 'service start date' decreased from 0.7% to 0.1%; 'snapshot date flag' decreased from 13% to 7%; and 'main reason for cessation of services' decreased from 28% to 7% (Table 7.3; see also AIHW 2007: Table 7.3). For 'date service last received', the 'not stated' rate remained relatively steady at around 14%. The 'not stated' rates for 'hours received in the reference week' increased from 23% to 30%, and for 'hours received in a typical week', it increased from 2.2% to 8.8%.

**Table 7.3: 'Not stated' response rates for service use data items, 2006–07 (for applicable service types)**

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Service start date	0.1	0.2	—	—	—	2.8	—	3.9	—	0.1
Date service last received	—	34.6	—	40.7	—	2.8	—	3.9	—	13.7
Snapshot date flag	3.0	8.1	—	46.6	0.1	3.4	2.0	—	0.1	7.0
Main reason for cessation of services	11.1	12.3	—	—	—	7.8	29.2	9.5	3.1	6.9
Hours received in the reference week	—	46.2	0.2	52.5	35.7	0.4	9.7	0.1	n.a.	30.2
Hours received in a typical week	13.4	n.a.	—	27.3	0.2	0.4	5.1	—	n.a.	8.8

### 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 use 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, 5.01 and 5.02).
4. Victoria did not collect data on hours received in a 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

Increases from 2005–06 were seen in the 'not stated' rate for four of the service type outlet items in 2006–07 – 'full financial year operation' (up from 1.8% to 4.3%), 'staff hours in a typical week' (6.4% to 10.5%), 'operating weeks per year' (7.3% to 7.9%) and 'number of service users' over the year (3.5% to 11.3%) (Table 7.4; see also AIHW 2007: Table 7.4). 'Not stated' rates improved between 2005–06 and 2006–07 for 'agency sector' (2.5% to 0.1%), 'staff hours in the reference week' (10.4% to 8.3%), 'operating days per week' (7.9% to 7.7%) and 'operating hours per day' (7.0% to 5.4%). As in 2003–04, 2004–05 and 2005–06, there were no missing service types in 2006–07.

**Table 7.4: 'Not stated' response rates for service type outlet data items, 2006–07**

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Agency sector	0.3	—	—	—	—	0.5	—	—	—	0.1
Service type	—	—	—	—	—	—	—	—	—	—
Full financial year operation	1.1	12.2	—	7.0	—	6.8	1.8	—	—	4.3
Staff hours in the reference week	5.0	24.5	0.4	2.6	1.8	—	1.8	0.7	0.3	8.3
Staff hours in a typical week	10.5	3.1	11.4	2.6	1.0	—	—	17.7	8.6	10.5
Operating weeks per year	7.5	10.7	18.3	2.3	—	—	—	—	0.3	7.9
Operating days per week	10.1	9.8	14.0	2.3	—	—	—	—	0.3	7.7
Operating hours per day	0.4	10.8	14.1	2.3	—	—	—	—	0.3	5.4
Number of service users over the year	23.1	1.2	1.9	8.6	—	6.5	0.6	—	33.0	11.3

*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.

## Statistical linkage key validity

The proportion of invalid linkage keys in 2006–07 was 0.8%, ranging from 0% to 2.4% of the total number of service user records across jurisdictions (Table 7.5). This was a similar result to the 2005–06 data set (0.9% were invalid overall, ranging from 0% to 2.6%). A small number of invalid linkage keys were recovered by comparison with records from current or previous year's data.

**Table 7.5: Validity of the statistical linkage key in the CSTDA NMDS, 2006–07**

	NSW	Vic <sup>(a)</sup>	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Number of service user records (unlinked)	43,400	90,552	26,281	24,803	22,815	5,788	4,175	1,231	82,770	301,815
Number with invalid linkage keys	9	2,161	235	107	18	0	0	0	7	2,537
<b>% invalid linkage keys<sup>(b)</sup></b>	<b>0.0</b>	<b>2.4</b>	<b>0.9</b>	<b>0.4</b>	<b>0.1</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.8</b>

(a) For Victoria, 'pseudo' linkage keys are included as valid—see Appendix 4 for details.

(b) Statistical linkage keys missing sex only are counted as valid.

# Appendixes

## Appendix 1: Detailed tables

### Data item frequencies

Tables A1.1–A1.3 list service user, service use, and service type outlet data item frequencies by state/territory.

### Accommodation support categories

Table A1.4 lists service users by three main accommodation support categories and by state/territory.

### Potential population

Tables A1.5 and A1.6 provide information on ‘potential population’ data, including calculations of these populations (Table A1.5) and the Indigenous factor (Table A1.6).

Potential population figures were calculated as follows:

- National 5-year age- and sex-specific rates of severe/profound core activity limitation were calculated using data from the 2003 ABS Survey of Disability, Ageing and Carers (number of people in Australia with a severe/profound core activity limitation in each sex and 5-year age group, divided by total population for each age group, by sex).
- These rates were applied to (multiplied by) estimated resident population numbers in each state and territory, as at 30 June 2006, to produce estimates of the number of people with severe/profound core activity limitations in each 5-year age group, by sex.
- Five-year age group estimates were then summed into age categories (less than 65 years and 15–64 years) to produce an estimated number of people with a severe/profound core activity limitation in each state/territory as at 30 June 2006.
- An Indigenous factor was calculated (for people aged less than 65 years and 15–64 years) by weighting the Indigenous population with severe/profound core activity limitation at 2.4, and all other Australians with severe/profound core activity limitation at 1 (AIHW 2006c).
- Potential populations for accommodation support, community support and community access (less than 65 years) were calculated by multiplying the estimated number of people with a severe/profound core activity limitation aged less than 65 years by the Indigenous factor.
- Potential populations for respite were obtained as above, but by selecting only people from the 2003 ABS Survey of Disability, Ageing and Carers who had a primary carer.
- Potential populations for employment (that is, 15–64 years) were calculated by multiplying the estimated number of people with a severe/profound core activity limitation aged 15–64 years by the Indigenous factor and by state/territory-specific labour force participation rates (ABS 2006d).

### Other supporting tables

Tables A1.7–A1.21 provide source data for the figures presented throughout this report as well as median age tables.

**Table A1.1: Characteristics of service users, CSTDA-funded services, 2006–07**

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Age (years)</b>										
0–4	4,818	6,884	1,147	889	765	541	841	51	0	15,868
5–14	8,581	10,361	3,575	6,039	2,513	545	1,656	159	4	33,324
15–24	5,883	9,873	3,584	3,584	2,241	628	266	188	19,954	43,083
25–44	7,928	18,897	5,851	3,652	4,072	1,022	482	366	36,409	72,680
45–59	4,959	12,967	3,580	2,248	3,639	820	193	193	20,728	46,475
60+	2,414	8,983	1,465	825	3,811	283	39	163	3,092	20,735
Not stated	—	21	—	67	—	—	—	—	—	88
<b>Sex</b>										
Male	20,956	37,713	10,972	10,343	9,150	2,227	2,248	526	50,437	137,108
Female	13,462	29,946	8,184	6,961	7,891	1,602	1,229	594	29,750	94,597
Not stated	165	327	46	—	—	10	—	—	—	548
<b>Indigenous status</b>										
Aboriginal	1,421	1,682	812	1,073	576	82	43	419	1,837	7,574
Torres Strait Islander	30	81	154	12	10	2	—	4	101	372
Aboriginal and Torres Strait Islander	99	247	133	192	16	8	5	11	126	789
Not Indigenous	31,485	57,189	17,258	15,741	15,499	3,557	3,379	599	78,032	210,697
Not stated	1,539	8,440	556	276	409	12	4	25	91	11,349
Not collected (recreation/holiday program service users)	9	347	289	10	531	178	46	62	—	1,472
<b>Country of birth</b>										
Australia	30,363	52,079	17,287	15,381	14,238	3,539	3,190	965	67,867	193,444
English Proficiency Group 1	540	2,339	683	575	876	59	35	22	4,180	8,876
English Proficiency Group 2	491	1,883	294	237	316	35	40	26	2,616	5,675
English Proficiency Group 3	555	2,652	184	205	509	20	46	19	3,359	7,305
English Proficiency Group 4	95	637	34	29	87	2	13	9	1,147	1,988
Not stated or not specified	1,960	8,049	319	681	484	6	107	17	1,018	12,625
Not collected (recreation/holiday program service users)	579	347	401	196	531	178	46	62	—	2,340
<b>Need for interpreter services</b>										
For spoken language other than English	483	991	448	489	466	61	40	80	1,042	3,819
For non-spoken communication	960	569	1,631	715	673	183	208	26	846	5,313
Does not need an interpreter	29,400	49,247	16,435	14,988	14,945	3,382	3,111	881	78,264	198,949
Not stated	3,171	16,826	276	901	428	35	72	71	35	21,812
Not collected (recreation/holiday program service users)	569	353	412	211	529	178	46	62	—	2,360

(continued)

**Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2006–07**

<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>Aus Gov</b>	<b>Total</b>
<b>Method of communication</b>										
Spoken language (effective)	14,489	34,381	11,867	12,188	11,777	2,088	1,880	683	61,836	142,149
Sign language (effective)	420	1,967	300	239	239	39	12	38	836	3,834
Other effective non-spoken communication	627	1,228	436	706	279	67	40	29	240	3,484
Little, or no, effective communication	8,927	8,608	4,747	2,281	2,868	856	481	198	11,802	37,860
Child aged under 5 years (not applicable)	4,818	6,884	1,147	889	765	541	841	51	—	15,868
Not stated	4,736	14,577	290	827	587	74	177	59	5,473	26,754
Not collected (recreation/holiday program service users)	566	341	415	174	526	174	46	62	—	2,304
<b>Living arrangements</b>										
Lives alone	1,736	7,333	2,314	1,875	3,030	433	126	102	20,728	35,526
Lives with family	21,046	37,467	11,695	12,439	9,588	2,110	2,858	676	26,723	118,848
Lives with others	7,766	13,479	4,543	2,364	3,400	1,067	428	265	22,075	50,897
Not stated	3,459	9,358	228	489	492	51	19	15	10,661	24,681
Not collected (recreation/holiday program service users)	576	349	422	137	531	178	46	62	—	2,301
<b>Residential setting</b>										
Private residence	23,275	41,285	14,594	13,794	12,611	2,553	3,013	520	65,876	168,702
Residence within an Aboriginal community	64	89	153	514	76	2	3	196	24	1,107
Domestic-scale supported living facility	3,053	5,603	1,125	1,315	719	591	253	25	2,042	13,129
Supported accommodation facility	2,896	2,381	1,897	428	1,431	389	76	183	2,843	11,091
Boarding house/private hotel	767	515	90	24	31	5	1	1	2,534	3,770
Independent unit within a retirement village	37	223	56	37	207	4	—	—	53	598
Residential aged care facility	163	358	200	51	504	19	7	7	111	1,383
Psychiatric/mental health community care facility	17	957	98	17	15	19	—	7	214	1,220
Hospital	35	67	132	240	34	11	5	5	6	529
Short-term crisis, emergency or transitional accommodation	78	832	100	20	38	17	2	1	114	1,093
Public place/temporary shelter	21	149	15	2	11	1	1	1	22	198
Other	482	907	122	89	275	7	3	8	80	1,969
Not stated	3,121	14,267	203	582	561	42	67	104	6,268	25,114
Not collected (recreation/holiday program service users)	574	353	417	191	528	179	46	62	—	2,350

*(continued)*



**Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2006–07**

<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>Aus Gov</b>	<b>Total</b>
<b>Primary disability group</b>										
Intellectual	16,119	17,695	7,722	8,014	6,199	1,720	843	322	25,977	76,673
Specific learning/ADD	348	1,035	156	331	10	98	160	12	6,400	8,342
Autism	2,705	2,249	1,781	3,063	969	193	315	48	2,478	13,308
Physical	2,737	5,935	3,276	2,197	2,206	603	422	182	14,242	30,978
Acquired brain injury	972	2,858	802	975	2,060	289	53	49	2,592	10,219
Neurological	1,871	3,568	1,493	1,213	1,610	264	119	47	2,533	12,336
Deafblind	70	322	38	43	17	2	2	4	43	511
Vision	389	924	526	256	2,531	27	15	80	2,228	6,633
Hearing	1,041	3,240	143	219	186	7	13	11	2,502	7,212
Speech	1,010	135	39	40	23	156	626	2	296	2,311
Psychiatric	1,046	13,452	1,976	180	107	127	18	14	20,303	35,590
Developmental delay	2,621	113	679	548	367	12	518	6	—	4,829
Not stated	3,082	16,113	166	174	225	163	327	281	593	21,119
Not collected (recreation/holiday program service users)	572	347	405	51	531	178	46	62	—	2,192
<b>Other significant disability groups</b>										
Intellectual	2,723	5,171	2,674	1,106	825	277	268	111	2,647	14,473
Specific learning/ADD	929	2,204	1,150	932	385	117	142	39	3,422	8,139
Autism	1,924	3,115	1,157	331	741	171	198	23	920	7,887
Physical	5,164	6,934	3,703	1,781	3,347	780	389	144	5,012	25,283
Acquired brain injury	564	2,270	877	209	285	43	174	19	824	4,737
Neurological	4,010	6,467	2,948	1,623	1,869	424	303	129	2,476	18,616
Deafblind	269	279	107	117	77	31	40	7	152	985
Vision	2,985	4,025	1,729	628	1,188	229	173	87	1,578	11,512
Hearing	1,206	2,013	999	516	1,507	127	212	53	1,256	7,140
Speech	5,464	7,056	4,452	2,310	2,100	633	644	179	2,194	23,417
Psychiatric	2,251	3,088	1,223	520	1,249	369	260	29	4,560	12,068
Developmental delay	777	131	319	99	111	15	63	1	—	1,496
<b>Support needed: self-care</b>										
Always	10,859	10,660	6,992	6,094	4,708	1,505	800	324	2,315	42,937
Sometimes	10,746	15,583	6,857	7,147	5,594	1,289	1,343	236	9,557	53,351
None, but uses aids	496	1,260	560	383	1,575	90	31	12	540	4,578
None	4,506	15,875	3,872	2,577	3,723	760	667	198	61,240	87,707
Not stated	7,398	24,257	468	805	877	17	590	288	6,535	41,150
Not collected (recreation/holiday program service users)	578	351	453	298	564	178	46	62	—	2,530
<b>Support needed: mobility</b>										
Always	6,869	7,866	5,374	3,659	3,623	1,263	662	262	2,616	31,044
Sometimes	8,424	13,971	5,942	4,844	5,742	1,086	915	252	11,691	48,914
None, but uses aids	1,366	2,688	1,229	1,001	2,290	181	79	35	18,372	26,043
None	10,084	19,454	5,753	6,695	3,947	1,115	1,204	223	41,412	83,778
Not stated	7,262	23,656	445	811	875	16	571	286	6,096	39,942
Not collected (recreation/holiday program service users)	578	351	459	294	564	178	46	62	—	2,532

(continued)

**Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2006–07**

<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>Aus Gov</b>	<b>Total</b>
<b>Support needed: communication</b>										
Always	9,839	8,092	5,633	4,411	3,625	1,207	738	237	6,672	38,967
Sometimes	10,529	18,413	6,630	7,520	5,643	1,310	1,657	271	28,495	74,365
None, but uses aids	499	1,438	405	421	913	96	37	17	354	3,959
None	6,257	16,208	5,565	3,873	5,406	1,029	597	248	39,016	73,596
Not stated	6,882	23,484	509	786	890	18	402	285	5,650	38,834
Not collected (recreation/holiday program service users)	577	351	460	293	564	179	46	62	—	2,532
<b>Support needed: interpersonal interactions and relationships</b>										
Always	8,820	8,103	6,591	5,573	3,954	1,348	747	290	10,752	44,404
Sometimes	11,673	23,814	8,222	7,930	6,338	1,597	1,525	259	32,261	85,890
None, but uses aids	358	1,162	299	248	703	81	32	11	267	2,971
None	3,223	9,630	3,039	2,372	4,561	610	567	213	30,363	51,896
Not stated	9,918	24,924	591	852	921	25	560	285	6,544	44,509
Not collected (recreation/holiday program service users)	591	353	460	329	564	178	46	62	—	2,583
<b>Support needed: learning, applying knowledge and general tasks and demands</b>										
Always	11,143	10,338	6,759	5,607	4,015	1,172	573	302	14,185	51,369
Sometimes	12,494	20,367	7,687	7,577	6,427	1,451	1,118	275	30,826	80,675
None, but uses aids	365	2,730	347	389	937	64	24	16	286	4,926
None	1,979	8,413	2,403	1,494	3,457	347	337	147	27,036	43,789
Not applicable	1,758	2,192	771	886	654	501	836	31	—	7,583
Not stated	6,267	23,593	772	1,016	987	125	543	287	7,854	41,332
Not collected (recreation/holiday program service users)	577	353	463	335	564	179	46	62	—	2,579
<b>Support needed: education</b>										
Always	12,206	13,210	7,868	6,105	4,536	1,360	621	394	12,264	55,167
Sometimes	10,902	17,035	6,287	7,066	5,908	1,251	1,081	213	26,581	69,657
None, but uses aids	440	2,713	498	422	948	63	34	18	333	5,204
None	1,821	8,263	2,163	1,373	3,481	309	309	108	34,120	49,965
Not applicable	1,905	2,192	872	886	584	501	836	37	—	7,765
Not stated	6,732	24,220	1,044	1,117	1,020	175	550	288	6,889	41,908
Not collected (recreation/holiday program service users)	577	353	470	335	564	180	46	62	—	2,587
<b>Support needed: community (civic) and economic life</b>										
Always	12,094	13,094	7,869	6,462	4,820	1,268	564	319	12,480	55,959
Sometimes	9,821	19,362	6,652	6,326	6,314	1,391	554	252	28,079	71,730
None, but uses aids	387	2,491	406	509	1,153	56	18	11	338	5,115
None	1,749	6,640	1,900	1,337	2,611	326	124	142	30,186	43,044
Not applicable	2,289	2,192	928	886	595	501	836	46	—	8,225
Not stated	7,659	23,853	978	1,450	984	117	1,335	288	9,104	45,587
Not collected (recreation/holiday program service users)	584	354	469	334	564	180	46	62	—	2,593

*(continued)*

**Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2006–07**

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Support needed: domestic life</b>										
Always	9,932	9,935	7,362	3,696	4,501	1,154	465	368	5,386	40,264
Sometimes	9,294	16,472	6,504	4,154	6,047	1,102	396	220	14,463	51,909
None, but uses aids	268	2,376	304	224	624	50	17	6	300	3,976
None	1,780	7,577	1,305	1,094	1,552	226	80	69	51,094	62,070
Not applicable	2,426	2,211	2,448	6,895	2,804	1,053	2,395	160	—	20,295
Not stated	10,290	29,048	813	1,106	949	92	78	235	8,944	51,344
Not collected (recreation/holiday program service users)	593	367	466	135	564	162	46	62	—	2,395
<b>Support needed: working</b>										
Always	11,618	16,520	8,909	4,092	5,795	1,624	545	482	16,054	60,310
Sometimes	5,813	10,070	3,591	3,499	3,818	659	307	87	25,431	48,717
None, but uses aids	306	2,250	296	284	634	34	16	11	154	3,927
None	1,255	6,423	1,147	714	2,383	120	65	72	32,930	42,799
Not applicable	2,641	2,217	3,323	6,895	2,806	1,055	2,398	168	—	21,389
Not stated	12,354	30,138	1,464	1,682	1,041	177	100	238	5,618	52,695
Not collected (recreation/holiday program service users)	596	368	472	138	564	170	46	62	—	2,416
<b>Carer—existence of</b>										
Yes	21,576	28,123	12,858	14,659	11,372	2,143	2,396	433	18,648	104,401
No	12,961	23,749	5,595	1,796	5,629	1,434	589	337	60,334	107,768
Not stated	46	15,784	358	622	39	82	446	288	1,205	18,847
Not collected (recreation/holiday program service users)	—	330	391	227	1	180	46	62	—	1,237
<b>Carer—primary status</b>										
Yes	20,152	17,033	10,997	11,661	8,784	1,930	2,110	330	5,121	72,689
No	1,161	4,251	1,136	1,556	2,308	122	175	33	1,415	10,719
Not stated	258	6,829	695	1,328	169	90	111	70	915	9,544
Not collected (recreation/holiday program service users)	5	10	30	114	111	1	—	—	—	271
<b>Carer—residency status</b>										
Yes, co-resident carer	16,428	17,945	10,498	11,757	8,255	1,891	2,183	299	4,134	68,979
No, non-resident carer	1,686	3,544	1,712	2,180	1,971	197	174	57	1,871	11,496
Not stated	3,451	6,623	620	702	1,035	55	39	77	1,446	12,567
Not collected (recreation/holiday program service users)	11	11	28	20	111	—	—	—	—	181

(continued)

**Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2006–07**

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Carer—relationship to service user</b>										
Wife/female partner	411	1,590	390	287	1,001	59	16	22	1,016	4,585
Husband/male partner	839	1,538	518	494	1,000	96	10	15	727	4,912
Mother	16,037	14,314	9,151	11,053	6,522	1,663	2,068	183	11,453	67,559
Father	1,399	1,372	779	608	877	134	160	15	1,575	6,292
Daughter	90	486	124	94	292	20	1	27	86	1,187
Son	15	280	86	23	161	4	—	11	71	624
Daughter-in-law	1	27	4	4	7	1	—	—	2	46
Son-in-law	1	2	1	1	1	—	—	—	3	7
Other female relative	1,266	998	571	1,053	546	100	69	127	1,260	5,442
Other male relative	305	306	161	135	215	23	18	15	418	1,426
Friend/neighbour—female	138	290	298	170	282	20	1	7	404	1,400
Friend/neighbour—male	32	156	119	60	89	5	7	2	198	588
Not stated	1,041	6,753	633	672	231	18	46	9	1,435	10,145
Not collected (recreation/holiday program service users)	1	11	23	5	148	—	—	—	—	188
<b>Carer—age group</b>										
Under 15 years	15	41	41	15	27	3	3	—	9	145
15–24 years	416	278	256	216	161	108	40	10	40	1,479
25–44 years	8,936	7,802	5,446	7,970	3,843	1,104	1,316	139	1,000	36,410
45–64 years	4,823	8,985	4,554	4,034	4,355	656	395	162	3,344	27,874
65 years and over	1,472	2,977	1,348	965	1,762	190	133	41	1,146	8,870
Not stated	5,895	8,031	1,184	1,344	1,099	81	509	81	1,912	18,147
Not collected (recreation/holiday program service users)	19	9	29	115	125	1	—	—	—	298
<b>Income source</b>										
<i>Carer Allowance (Child): child under 16 yrs</i>										
Yes	2,115	2,077	2,681	267	2,288	179	202	43	5	9,788
No	1,538	592	392	20	723	274	404	16	185	4,118
Not known	2,939	132	1,505	7,004	253	623	1,491	116	1	14,033
Not stated	7,198	15,139	366	220	96	46	396	38	13	23,439
Not collected (recreation/holiday program service users)	131	97	114	1	137	46	41	15	—	582

(continued)

**Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2006–07**

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Income source (continued)</b>										
<i>Main income source: adult 16+ yrs</i>										
Disability Support Pension	14,972	26,389	11,613	365	8,542	2,165	754	429	43,308	97,687
Other pension/benefit	737	4,592	670	9	561	69	7	178	16,414	22,843
Paid employment	487	1,693	302	174	371	70	71	67	5,632	8,312
Compensation payments	99	132	38	6,756	170	29	4	8	248	7,450
Other income	118	1,057	191	299	292	35	11	26	7,390	9,151
No income	241	602	187	1,531	83	8	11	9	484	3,114
Not known	924	35	426	44	2,509	56	45	43	5,497	9,477
Not stated	2,609	15,158	501	474	556	106	35	85	1,010	20,492
Not collected (recreation/holiday program service users)	475	272	216	102	460	133	5	47	—	1,710
<i>Both age and income source not stated</i>	—	19	—	38	—	—	—	—	—	57
<b>Labour force status (ages 15+)</b>										
Employed	4,332	7,564	2,040	647	2,608	416	270	185	49,314	57,989
Unemployed	2,338	6,958	2,107	235	991	236	91	100	30,777	41,164
Not in the labour force	11,256	26,337	9,476	1,727	9,114	1,753	542	438	92	60,487
Not stated	2,773	9,577	617	7,535	577	203	72	139	.	21,488
Not collected (recreation/holiday program service users)	485	285	240	169	473	145	5	48	.	1,850
<i>Age range unknown</i>	—	20	—	63	—	—	—	—	—	83
<b>Individual funding status</b>										
Yes	7,261	13,710	7,341	3,962	2,151	782	351	207	80,187	103,733
No	17,938	43,592	9,027	2,721	14,890	2,289	1,196	586	—	91,998
Not known	4,945	9	2,834	9,896	—	364	1,260	141	—	19,431
Not stated	3,866	10,356	—	725	—	222	624	124	—	15,909
Not collected (recreation/holiday program service users)	573	319	—	—	—	182	46	62	—	1,182

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Row totals may not be the sum of components because service users may have accessed services in more than one state/territory. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'Not collected (recreation/holiday program 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 users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–4 years age group.
4. Service types 6.01–6.05 and 7.01–7.04 did not collect service user data and are therefore excluded from this table.
5. Service types 5.01, 5.02 and 5.04 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.
6. 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*.
7. The higher levels of not stated/not known on some data items for the Australian Capital territory reflect in part the more limited data collection for some services within agencies.

**Table A1.2: Service use data item frequencies, CSTDA-funded services, 2006–07**

<b>Service use 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 1980	462	775	145	211	499	134	—	3	2,229
1980–1989	1,097	2,610	401	359	842	252	22	13	5,596
1990–1999	2,163	13,695	802	704	3,990	1,223	279	147	23,003
2000	1,081	2,973	211	136	647	285	297	53	5,683
2001	608	4,179	226	190	763	204	160	125	6,455
2002	2,005	10,088	1,746	1,616	2,401	733	288	237	19,114
2003	3,662	13,408	441	1,159	1,722	307	299	157	21,155
2004	4,564	13,426	483	1,195	2,144	385	553	94	22,844
2005	11,924	21,673	5,891	4,252	5,460	1,072	1,143	322	51,737
2006	40,104	29,416	30,859	23,437	12,835	1,703	1,515	555	140,424
2007 (January–June)	21,361	15,608	10,292	4,137	3,838	1,163	665	260	57,324
Not stated	54	161	—	2	—	—	—	—	217
<b>Date of last service</b>									
July 2006	1,417	2,218	825	107	1,019	111	77	37	5,811
August 2006	2,100	2,349	1,064	249	1,194	102	97	61	7,216
September 2006	3,990	3,109	2,188	189	1,025	179	181	115	10,976
October 2006	1,839	2,709	1,211	460	940	143	157	80	7,539
November 2006	2,195	2,770	1,191	458	1,185	194	148	139	8,280
December 2006	4,122	4,218	2,294	484	1,153	233	196	232	12,932
January 2007	1,864	3,049	1,176	589	1,092	175	127	55	8,127
February 2007	2,233	3,143	1,193	727	1,186	187	155	43	8,867
March 2007	4,465	8,479	3,520	654	1,511	467	345	188	19,629
April 2007	3,538	4,433	1,459	772	1,433	214	284	40	12,173
May 2007	4,531	5,625	2,352	1,071	2,451	512	650	73	17,265
June 2007	56,791	49,522	33,024	19,672	20,952	4,944	2,803	903	188,611
Not stated	—	36,388	—	11,966	—	—	1	—	48,355
<b>Exit date</b>									
July 2006	648	1,285	390	107	438	52	12	4	2,936
August 2006	905	1,862	529	241	419	56	21	7	4,040
September 2006	1,063	1,670	551	189	294	82	37	29	3,915
October 2006	959	1,691	611	227	270	63	52	19	3,892
November 2006	1,147	1,547	557	225	270	109	62	15	3,932
December 2006	1,334	1,873	542	263	576	83	64	16	4,751
January 2007	1,042	1,589	567	333	326	70	52	15	3,994
February 2007	1,311	1,688	587	435	381	83	29	19	4,533
March 2007	1,637	1,863	768	310	344	79	101	6	5,108
April 2007	1,194	1,592	557	194	232	60	55	14	3,898
May 2007	1,797	1,392	713	259	354	123	65	9	4,712
June 2007	3,749	1,452	953	275	491	112	87	23	7,142
No exit date recorded (did not exit service)	72,299	108,508	44,172	34,340	30,746	6,489	4,584	1,790	302,928

*(continued)*

**Table A1.2 (continued): Service use data item frequencies, CSTDA-funded services, 2006–07**

Service use item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Main reason for cessation of services</b>									
No longer needs assistance—moved to mainstream services	1,413	3,287	1,378	571	397	141	72	23	7,282
No longer needs assistance—other reason	2,223	5,129	1,726	555	690	304	204	36	10,867
Moved to residential, institutional or supported accommodation setting	157	147	137	92	81	32	2	4	652
Needs have increased—other service type required	744	1,154	565	274	227	56	19	19	3,058
Services terminated due to budget/staffing constraints	14	92	89	12	23	5	1	—	236
Services terminated due to OHS reasons	21	38	13	8	5	2	—	5	92
Service user moved out of area	380	651	322	136	401	26	36	11	1,963
Service user died	226	355	293	88	439	33	3	12	1,449
Service user terminated service	1,521	2,358	1,221	697	571	179	80	45	6,672
Other reason	8,691	4,407	1,505	612	1,565	156	67	14	17,017
Not stated	1,410	1,890	112	43	23	41	153	7	3,679
<b>Hours received (reference week)</b>									
Zero	13,086	32,449	13,424	4,825	3,962	1,481	408	560	70,195
1–11	4,791	4,906	8,520	2,088	6,268	849	335	147	27,904
12–23	2,110	1,015	2,099	563	457	225	51	21	6,541
24–47	3,747	2,152	1,467	316	740	494	51	33	9,000
48–71	605	168	355	143	156	20	20	10	1,477
72–103	275	52	222	43	78	10	17	7	704
104–135	177	23	150	37	32	6	4	1	430
136–167	135	23	181	58	40	2	16	6	461
168	449	287	380	65	118	9	15	9	1,332
Not stated	—	35,265	44	8,999	6,631	71	131	31	51,172
<b>Hours received (typical week)</b>									
Zero	3,976	—	1,045	6,771	1,163	98	35	—	13,088
1–11	12,080	—	19,429	3,761	11,113	1,485	532	581	48,981
12–23	2,701	—	2,529	708	613	303	63	64	6,981
24–47	1,656	—	2,103	501	1,010	565	40	91	5,966
48–71	415	—	447	300	303	18	2	10	1,495
72–103	151	—	340	90	96	22	8	13	720
104–135	114	—	209	140	39	12	2	1	517
136–167	220	—	251	90	56	—	94	6	717
168	655	—	489	93	213	15	100	25	1,590
Not stated	3,407	—	—	4,683	3,876	649	172	34	12,821

*Notes*

1. Service use data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Service users accessing recreation/holiday programs (service type 3.02) were not required to report on any service use 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, 5.02, 5.04, 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. Counts of 'main reason for cessation of services' only include records where a service date has been recorded.
5. Victoria did not collect data on hours received in a typical week.
6. Some Australian Capital Territory service type outlets did not provide a full year of data. This may have affected the date of last service, the snapshot date flag, exit date and hours of service received in the reference week.

**Table A1.3: CSTDA-funded service type outlets, data item response categories, 2006–07**

<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</b>	<b>Aus Gov</b>	<b>Total</b>
<b>Agency sector</b>										
Australian Government	—	—	—	—	—	—	—	—	0	0
State/territory government	1,054	686	499	258	223	30	85	22	1	2,858
Local government	139	89	13	10	6	—	—	—	3	260
Income tax exempt (charity)	1,458	1,668	1,087	616	38	27	83	114	1,013	6,104
Non-income tax exempt	127	377	99	—	491	148	3	13	142	1,400
Not stated	7	1	—	—	—	1	—	—	—	9
<b>Full 2006–07 financial year of operation</b>										
Yes	2,420	2,305	1,475	776	724	192	160	138	1,119	9,309
No	334	171	223	46	34	—	8	11	40	867
Not stated	31	345	—	62	—	14	3	—	—	455
<b>Weeks of operation per year</b>										
1–39 weeks	40	41	11	32	17	5	3	—	41	190
40–47 weeks	138	116	13	18	11	18	3	1	11	329
48–51 weeks	728	374	417	133	154	49	36	23	443	2,357
52 weeks	1,671	1,956	947	610	558	131	129	109	640	6,751
No regular annual pattern	—	31	—	71	18	3	—	16	20	159
Not stated	208	303	310	20	—	—	—	—	4	845
<b>Days of operation per week</b>										
1 day	22	105	8	10	6	7	1	1	31	191
2 days	40	31	7	8	9	4	2	2	19	122
3 days	69	37	12	9	13	5	—	1	9	155
4 days	65	46	10	8	5	2	3	—	14	153
5 days	893	1,196	450	308	258	71	58	34	1,002	4,270
6 days	49	125	33	15	—	2	1	3	9	237
7 days	1,367	953	796	423	428	100	105	88	25	4,285
No regular weekly pattern	—	51	144	83	39	15	1	20	46	399
Not stated	280	277	238	20	—	—	—	—	4	819
<b>Hours of operation per day</b>										
Less than 3 hours	13	15	6	1	—	1	3	3	2	44
3–6 hours	439	406	64	96	40	29	12	9	56	1,151
7–9 hours	518	913	430	289	250	64	57	30	1,033	3,584
10–12 hours	48	33	45	21	6	1	4	3	21	182
13–18 hours	31	45	20	13	6	2	2	5	2	126
19–23 hours	2	7	1	8	2	—	1	—	—	21
24 hours	812	987	610	334	385	65	87	53	—	3,333
No regular daily pattern	912	109	283	102	69	44	5	46	41	1,611
Not stated	10	306	239	20	—	—	—	—	4	579

(continued)



**Table A1.3 (continued): CSTDA-funded service type outlets, data item response categories, 2006–07**

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Staff hours in the reference week: paid staff</b>										
Zero hours	601	155	14	65	32	20	13	8	43	951
Less than 20 hours	395	218	217	54	134	10	17	23	127	1,195
20 to less than 38 hours	208	142	173	62	76	17	16	9	69	772
38 to less than 114 hours	457	442	390	239	162	50	32	41	291	2,104
114 to less than 228 hours	557	577	482	168	174	46	53	42	250	2,349
228 to less than 418 hours	375	431	226	168	107	26	28	20	225	1,606
418 to less than 570 hours	19	69	47	32	18	7	2	4	54	252
570 hours or more	30	76	85	40	39	30	6	1	97	404
Not stated	143	711	64	56	16	—	4	1	3	998
<b>Staff hours in the reference week: unpaid staff</b>										
Zero hours	1,970	1,537	1,367	767	504	129	138	122	738	7,272
Less than 20 hours	168	320	233	59	95	25	14	17	66	997
20 to less than 38 hours	40	75	35	15	13	12	3	—	45	238
38 to less than 114 hours	14	55	39	12	14	17	1	6	123	281
114 to less than 228 hours	14	11	11	4	2	4	4	2	75	127
228 to less than 418 hours	1	1	4	2	2	1	—	1	68	80
418 to less than 570 hours	—	2	1	1	1	1	—	—	12	18
570 hours or more	1	5	2	1	3	1	—	—	29	42
Not stated	577	815	6	23	124	16	11	1	3	1,576
<b>Staff hours in a typical week: paid staff</b>										
Zero hours	189	—	57	45	7	13	—	5	3	319
Less than 20 hours	328	—	184	51	141	13	16	28	119	880
20 to less than 38 hours	226	—	185	62	78	18	26	11	70	676
38 to less than 114 hours	578	—	421	252	167	56	34	38	267	1,813
114 to less than 228 hours	672	—	497	174	174	38	61	38	201	1,855
228 to less than 418 hours	499	—	225	167	111	31	25	26	182	1,266
418 to less than 570 hours	52	—	51	32	20	7	2	1	45	210
570 hours or more	118	—	72	43	44	30	7	1	70	385
Not stated	123	2,821	6	58	16	—	—	1	202	3,227
<b>Staff hours in a typical week: unpaid staff</b>										
Zero hours	1,671	—	1,255	665	487	128	122	121	695	5,144
Less than 20 hours	363	—	311	78	105	29	18	17	56	977
20 to less than 38 hours	71	—	55	12	12	6	8	1	27	192
38 to less than 114 hours	71	—	42	15	15	17	1	7	77	245
114 to less than 228 hours	21	—	19	4	4	6	4	2	40	100
228 to less than 418 hours	11	—	3	2	2	4	1	1	34	58
418 to less than 570 hours	2	—	1	—	1	1	—	—	8	13
570 hours or more	3	—	6	2	4	—	—	—	21	36
Not stated	572	2,821	6	106	128	15	17	—	201	3,866

(continued)

**Table A1.3 (continued): CSTDA-funded service type outlets, data item response categories, 2006–07**

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Service users over the 2006–07 year</b>										
1–4 service users	887	510	564	177	274	53	79	99	112	2,755
5–9 service users	429	809	204	171	112	26	22	22	63	1,858
10–19 service users	325	282	225	96	74	27	23	12	100	1,164
20–49 service users	323	469	322	125	93	37	17	4	124	1,514
50–99 service users	106	265	164	168	58	21	6	6	110	904
100 or more service users	58	378	104	63	112	23	17	3	268	1,026
Zero or not stated	638	32	30	75	—	13	1	—	3	792

*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 during the 2006–07 financial year.
3. Service type outlets with a service type of research and evaluation, training and 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.

**Table A1.4: Users of CSTDA-funded accommodation support services, by accommodation support category and state/territory, 2006–07**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
<b>Accommodation support category</b>										
	<b>Number</b>									
Institutional accommodation	1,810	536	861	523	866	209	—	—	4,805	
Group homes	3,681	4,551	939	1,381	883	466	207	166	12,274	
Other accommodation types	2,225	8,983	4,145	2,040	3,085	453	115	102	21,143	
<b>Total accommodation support</b>	<b>7,532</b>	<b>13,962</b>	<b>5,817</b>	<b>3,807</b>	<b>4,677</b>	<b>1,104</b>	<b>318</b>	<b>262</b>	<b>37,473</b>	
	<b>Per cent</b>									
Institutional accommodation	24.0	3.8	14.8	13.7	18.5	18.9	—	—	12.8	
Group homes	48.9	32.6	16.1	36.3	18.9	42.2	65.1	63.4	32.8	
Other accommodation types	29.5	64.3	71.3	53.6	66.0	41.0	36.2	38.9	56.4	

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of the components because individuals may have accessed services in more than one state or territory during the 12-month period. Total for accommodation support (numbers and percentages) may not be the sum of components because service users may have accessed services from more than one of the accommodation support categories listed.
2. 'Institutional accommodation' refers to service users accessing service types 1.01–1.03. 'Group homes' refers to service users accessing service type 1.04.

**Table A1.5: Calculation of 'potential' populations: people aged less than 65 years and 15–64 years, by state and territory, 30 June 2006**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>People under 65 years</b>									
All	5,898,252	4,444,256	3,598,021	1,817,620	1,332,006	418,584	302,464	200,916	18,014,374
All (%)	32.7	24.7	20.0	10.1	7.4	2.3	1.7	1.1	100.0
With profound or severe core activity limitation	236,347	177,148	144,399	72,658	54,401	17,362	11,769	7,634	721,716
<b>Potential population (accommodation support, community support, community access)</b>	<b>235,396</b>	<b>172,303</b>	<b>146,485</b>	<b>73,784</b>	<b>53,919</b>	<b>17,740</b>	<b>11,565</b>	<b>10,399</b>	<b>721,716</b>
With profound or severe core activity limitation and a primary carer	73,591	55,106	45,037	22,626	17,003	5,443	3,656	2,354	224,816
<b>Potential population (respite)</b>	<b>73,295</b>	<b>53,599</b>	<b>45,688</b>	<b>22,976</b>	<b>16,853</b>	<b>5,562</b>	<b>3,592</b>	<b>3,208</b>	<b>224,816</b>
<b>People 15–64 years</b>									
With profound or severe core activity limitation	179,656	135,639	108,798	55,105	42,107	13,227	9,117	5,455	549,103
Labour force participation rate (%)	63.0	64.4	66.3	67.5	62.0	61.3	73.4	71.0	64.6
<b>Potential population (employment)</b>	<b>112,781</b>	<b>85,425</b>	<b>72,949</b>	<b>37,679</b>	<b>25,922</b>	<b>8,254</b>	<b>6,596</b>	<b>5,119</b>	<b>354,720</b>

*Notes*

1. Data are estimates. Population estimates of 9,000 or less have a relative standard error of 25% or more.
2. Data for all people are ABS estimated resident populations at 30 June 2006 for people aged less than 65 years and 15–64 years.
3. 30 June 2006 data for people with profound or severe core activity limitation are estimates derived using the ABS 2003 Survey of Disability, Ageing and Carers data.
4. The potential population for accommodation support, community support and community access is the number of people aged less than 65 years with severe or profound core activity limitation, multiplied by the Indigenous factor (Table A1.6) for that jurisdiction.
5. The potential population for respite is the number of people aged less than 65 years with severe or profound core activity limitation and a primary carer, multiplied by the Indigenous factor (Table A1.6) for that jurisdiction.
6. The potential population for employment services is the number of people aged 15–64 years with severe or profound core activity limitation, multiplied by both the Indigenous factor (see Table A1.6) and the labour force participation rate for that jurisdiction.
7. Owing to the adjustment used in calculating the potential populations in each case, the sum of the jurisdictions is not necessarily equal to the total population for Australia.

*Sources:* ABS 2006c, 2006d, 2004b; AIHW analysis of the ABS 2003 Survey of Disability, Ageing and Carers data.

**Table A1.6: Calculation of Indigenous factor: people aged less than 65 years and 15–64 years, Indigenous factor by state and territory, 2006**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>People under 65 years</b>									
Indigenous Australians	141,988	30,136	135,887	70,057	27,290	18,086	4,310	59,406	487,388
Non-Indigenous Australians	5,756,264	4,414,120	3,462,134	1,747,563	1,304,716	400,498	298,154	141,510	17,526,986
All people (weighted)	6,097,035	4,486,446	3,788,263	1,915,700	1,370,212	443,904	308,498	284,084	18,696,717
All people (weighted per person)	1.03	1.01	1.05	1.05	1.03	1.06	1.02	1.41	1.04
<i>Indigenous factor</i>	<i>99.60</i>	<i>97.27</i>	<i>101.44</i>	<i>101.55</i>	<i>99.11</i>	<i>102.18</i>	<i>98.27</i>	<i>136.23</i>	<i>100.00</i>
<b>People 15–64 years</b>									
Indigenous Australians	87,501	19,256	83,203	44,139	17,319	11,286	2,691	38,626	304,174
Non-Indigenous Australians	4,477,943	3,450,828	2,680,227	1,363,473	1,027,304	310,783	237,204	110,750	13,660,057
All people (weighted)	4,687,945	3,497,042	2,879,914	1,469,407	1,068,870	337,869	243,662	203,452	14,390,075
All people (weighted per person)	1.03	1.01	1.04	1.04	1.02	1.05	1.02	1.36	1.03
<i>Indigenous factor</i>	<i>99.64</i>	<i>97.79</i>	<i>101.13</i>	<i>101.30</i>	<i>99.29</i>	<i>101.80</i>	<i>98.56</i>	<i>132.17</i>	<i>100.00</i>

*Notes*

1. Data are estimates. Figures for all people (weighted per person) and Indigenous factor are rounded to the nearest 0.01, although unrounded figures have been used for further calculations.
2. Indigenous population figures are based on ABS projections of the Indigenous population by state/territory for June 2006.
3. Data for 'all people (weighted)' were calculated by multiplying the data for Indigenous Australians by a weighting of 2.4 and adding the data for non-Indigenous Australians. It has been estimated that Indigenous Australians are 2.4 times more likely than non-Indigenous Australians to need specialist disability services because of a higher rate of severe or profound core activity limitation, hence Indigenous Australians are weighted at 2.4 and non-Indigenous Australians at 1 (AIHW 2006c).
4. Data for 'all people (weighted per person)' were calculated by dividing the 'all people (weighted)' data by the sum of the Indigenous Australians data and the non-Indigenous Australians data.
5. 'All people (weighted per person)' for each state/territory was divided by 'all people (weighted per person)' for Australia. The outcome is a state-specific Indigenous factor (multiplied by 100) which is relative to the reference Indigenous factor of 100.0 for Australia. An Indigenous factor that is greater than 100 for a state/territory means that state/territory has a relatively higher proportion of Indigenous people compared with the Australian population as a whole. The opposite is true for an Indigenous factor below 100. The Indigenous factor is applied (multiplied) to the severe/profound population counts, resulting in the potential population. In this way, the Indigenous factor accounts for the higher rate of service use for Indigenous people who have a severe/profound limitation, taking into account the relative Indigenous populations in each state/territory.
6. For more information see Table A1.5, and AIHW 2006c.

Sources: ABS 2006c, 2004b.

**Table A1.7: Users of CSTDA-funded services, age group by sex, 2006–07**

Age group (years)	Males		Females		Not stated		Total	
	No.	%	No.	%	No.	%	No.	%
0–4	10,379	7.6	5,345	5.7	144	26.3	15,868	6.8
5–9	13,534	9.9	6,055	6.4	107	19.5	19,696	8.5
10–14	8,775	6.4	4,813	5.1	40	7.3	13,628	5.9
15–19	12,969	9.5	7,154	7.6	17	3.1	20,140	8.7
20–24	13,865	10.1	9,051	9.6	27	4.9	22,943	9.9
25–29	11,080	8.1	7,390	7.8	20	3.6	18,490	8.0
30–34	10,426	7.6	7,041	7.4	21	3.8	17,488	7.5
35–39	10,705	7.8	7,681	8.1	24	4.4	18,410	7.9
40–44	10,239	7.5	8,034	8.5	19	3.5	18,292	7.9
45–49	9,930	7.2	8,436	8.9	27	4.9	18,393	7.9
50–54	8,262	6.0	7,278	7.7	46	8.4	15,586	6.7
55–59	6,585	4.8	5,890	6.2	21	3.8	12,496	5.4
60–64	4,686	3.4	3,678	3.9	6	1.1	8,370	3.6
65–69	2,001	1.5	1,802	1.9	3	0.5	3,806	1.6
70+	3,625	2.6	4,911	5.2	23	4.2	8,559	3.7
Not stated	47	0.0	38	0.0	3	0.5	88	0.0
<b>Total</b>	<b>137,108</b>	<b>100.0</b>	<b>94,597</b>	<b>100.0</b>	<b>548</b>	<b>100.0</b>	<b>232,253</b>	<b>100.0</b>
<i>Total per cent</i>	<i>59.0</i>		<i>40.7</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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–4 years age group.

**Table A1.8: Users of CSTDA-funded community support services, median age (years) by sex and service group, 2006–07**

Service type	Males	Females	All service users
Therapy support for individuals	14.4	21.9	16.4
Early childhood intervention	4.5	4.2	4.4
Behaviour/specialist intervention	20.3	23.0	21.0
Counselling (individual/family/group)	14.1	36.7	18.8
Resource teams/regional teams	13.0	15.6	13.9
Case management, local coordination and development	25.7	36.7	30.6
Other community support	34.0	37.0	35.7

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'All service users' includes median ages for the 545 service users with missing sex.
3. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the median age calculations as aged 2.5 years.

**Table A1.9: Users of CSTDA-funded services, age group by Indigenous status, 2006–07**

Age group (years)	Indigenous		Non-Indigenous		Not stated		Total	
	No.	%	No.	%	No.	%	No.	%
0–4	663	7.6	14,538	6.9	667	5.2	15,868	6.8
5–9	922	10.6	17,506	8.3	1,268	9.9	19,696	8.5
10–14	761	8.7	11,634	5.5	1,233	9.6	13,628	5.9
15–19	1,194	13.7	17,725	8.4	1,221	9.5	20,140	8.7
20–24	909	10.4	21,039	10.0	995	7.8	22,943	9.9
25–29	651	7.5	17,017	8.1	822	6.4	18,490	8.0
30–34	635	7.3	16,095	7.6	758	5.9	17,488	7.5
35–39	714	8.2	16,943	8.0	753	5.9	18,410	7.9
40–44	619	7.1	16,920	8.0	753	5.9	18,292	7.9
45–49	560	6.4	17,043	8.1	790	6.2	18,393	7.9
50–54	424	4.9	14,468	6.9	694	5.4	15,586	6.7
55–59	313	3.6	11,447	5.4	736	5.7	12,496	5.4
60–64	165	1.9	7,613	3.6	592	4.6	8,370	3.6
65–69	88	1.0	3,311	1.6	407	3.2	3,806	1.6
70+	115	1.3	7,344	3.5	1,100	8.6	8,559	3.7
Not stated	2	0.0	54	0.0	32	0.2	88	0.0
<b>Total</b>	<b>8,735</b>	<b>100.0</b>	<b>210,697</b>	<b>100.0</b>	<b>12,821</b>	<b>100.0</b>	<b>232,253</b>	<b>100.0</b>
<i>Total per cent</i>	<i>3.8</i>		<i>90.7</i>		<i>5.5</i>		<i>100.0</i>	
<i>Median age (years)</i>	<i>24.1</i>		<i>31.5</i>		<i>31.5</i>		<i>31.2</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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–4 years age group.

**Table A1.10: Service users of CSTDA-funded services, Indigenous status by disability group, and mean number of disability groups reported, 2006–07**

Disability group	Mean number of disability groups			All service users
	Non-Indigenous service users	Indigenous service users	Not stated/not collected	
Intellectual	1.91	2.06	1.53	1.91
Specific learning/ADD	1.27	1.36	1.19	1.27
Autism	1.80	2.14	1.71	1.81
Physical	1.60	1.92	2.07	1.63
Acquired brain injury	1.92	2.27	1.94	1.94
Neurological	1.71	2.54	1.53	1.72
Deafblind	1.95	2.14	1.45	1.95
Vision	1.60	1.62	1.63	1.60
Hearing	1.19	1.53	1.04	1.19
Speech	1.22	1.44	1.38	1.23
Psychiatric	1.15	1.21	1.01	1.15
Developmental delay	1.63	1.79	1.47	1.64
<b>Total</b>	<b>1.65</b>	<b>1.89</b>	<b>1.42</b>	<b>1.65</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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom disability data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

**Table A1.11: Users of CSTDA-funded services, median age (years) by English Proficiency Group, 2006–07**

	Males	Females	All service users
Australia	27.5	32.9	29.7
EP Group 1	43.4	47.8	45.5
EP Group 2	39.0	44.9	41.8
EP Group 3	42.5	46.3	44.0
EP Group 4	38.9	41.5	40.1
Country of birth missing	26.8	36.2	30.7

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'All service users' includes median ages for the 545 service users with missing sex data.
3. Service users with missing age data who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the median age calculations as aged 2.5 years.

**Table A1.12: Users of CSTDA-funded services, location by Indigenous status, 2006–07**

	Major Cities	Inner Regional	Outer Regional	Remote	Very Remote	Not known	Total
<b>Number</b>							
Indigenous	3,400	2,223	1,845	541	478	249	8,735
Non-Indigenous	135,867	50,808	19,765	1,932	505	1,820	210,697
Not stated	6,879	2,630	931	56	14	2,310	12,821
<b>Total</b>	<b>146,147</b>	<b>55,661</b>	<b>22,541</b>	<b>2,529</b>	<b>997</b>	<b>4,379</b>	<b>232,253</b>
<b>Per cent within each remoteness area</b>							
Indigenous	2.3	4.0	8.2	21.4	47.9	5.7	3.8
Non-Indigenous	93.0	91.3	87.7	76.4	50.7	41.6	90.7
Not stated	4.7	4.7	4.1	2.2	1.4	52.8	5.5
<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>
<b>Per cent within Indigenous status</b>							
Indigenous	38.9	25.4	21.1	6.2	5.5	2.9	100.0
Non-Indigenous	64.5	24.1	9.4	0.9	0.2	0.9	100.0
Not stated	53.7	20.5	7.3	0.4	0.1	18.0	100.0
<b>Total</b>	<b>62.9</b>	<b>24.0</b>	<b>9.7</b>	<b>1.1</b>	<b>0.4</b>	<b>1.9</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 12-month period.
2. The number of service users in each remoteness area (RA) was 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.

**Table A1.13: Users of CSTDA-funded services, number and percentage of users reporting a primary carer and co-resident carer by service group, 2006–07**

Service group	Has a primary carer			Has a co-resident carer		
	No.	% of all users	% of users with a carer	No.	% of all users	% of users with a carer
Accommodation support	11,026	29.4	65.5	6,691	17.9	39.7
Community support	51,237	52.0	83.1	49,747	50.5	80.7
Community access	19,272	36.2	72.1	16,998	31.9	63.6
Respite	20,826	69.3	78.5	20,255	67.4	76.3
<b>Total</b>	<b>76,671</b>	<b>33.0</b>	<b>73.4</b>	<b>74,332</b>	<b>32.0</b>	<b>71.2</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 12-month period. Column totals may not be the sum of components because individuals may have accessed services in more than one service group over the 12-month period.
2. Service users accessing employment services were not required to report *carer—primary status* or *carer—residency status*; however, some users did so. These counts are not reported separately but are included in totals.
3. Users of CSTDA-funded employment services were not required to report information on *carer—primary status* or *carer—residency status*.



**Table A1.14: Users of CSTDA-funded services, existence of an informal carer by support always or sometimes needed for activities of daily living (ADL), by age group, 2006–07**

Age group	Has informal carer		Does not have informal carer		Not stated/not collected		Total	
	No.	%	No.	%	No.	%	No.	%
<b>Always or sometimes needs support with ADL</b>								
Under 15	28,321	93.4	1,755	5.8	257	0.8	30,333	100.0
15–24	20,699	63.1	11,670	35.6	451	1.4	32,820	100.0
25–44	24,671	47.5	26,311	50.7	948	1.8	51,930	100.0
45–64	13,951	38.4	21,663	59.6	737	2.0	36,351	100.0
65+	3,104	42.0	4,162	56.3	126	1.7	7,392	100.0
Not stated	9	64.3	4	28.6	1	7.1	14	100.0
<b>Total</b>	<b>90,755</b>	<b>57.1</b>	<b>65,565</b>	<b>41.3</b>	<b>2,520</b>	<b>1.6</b>	<b>158,840</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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. The frequency of support needed for a service user in ADL is based on the highest support need category of the service user for that group.
3. 'Not stated/collected' includes both service users accessing only 3.02 services for whom support needs data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

**Table A1.15: Users of CSTDA-funded services, existence of an informal carer by support always or sometimes needed for activities of independent living (AIL), by age group, 2006–07**

Age group	Has informal carer		Does not have informal carer		Not stated/not collected		Total	
	No.	%	No.	%	No.	%	No.	%
<b>Always or sometimes needs support with AIL</b>								
Under 15	28,844	92.1	2,151	6.9	321	1.0	31,316	100.0
15–24	18,789	66.4	9,193	32.5	309	1.1	28,291	100.0
25–44	21,371	51.4	19,551	47.0	682	1.6	41,604	100.0
45–64	12,199	40.9	17,012	57.1	607	2.0	29,818	100.0
65+	2,891	41.6	3,904	56.2	152	2.2	6,947	100.0
Not stated	12	66.7	3	16.7	3	16.7	18	100.0
<b>Total</b>	<b>84,106</b>	<b>60.9</b>	<b>51,814</b>	<b>37.5</b>	<b>2,074</b>	<b>1.5</b>	<b>137,994</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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. The frequency of support needed for a service user in AIL is based on the highest support need category of the service user for that group.
3. 'Not stated/collected' includes both service users accessing only 3.02 services for whom support needs data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

**Table A1.16: Users of CSTDA-funded services, living arrangements by frequency of need for support for activities of daily living (ADL), activities of independent living (AIL) and activities of work, education and community living (AWEC), 2006-07**

Frequency of support needed	Lives alone		Lives with family		Lives with others		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
<b>ADL</b>										
Always or unable to do	3,463	9.7	35,855	30.2	16,491	32.4	1,385	5.1	57,194	24.6
Sometimes	13,936	39.2	44,295	37.3	19,017	37.4	3,552	13.2	80,800	34.8
None, but uses aids	4,287	12.1	4,574	3.8	3,114	6.1	1,605	5.9	13,580	5.8
None	11,034	31.1	15,383	12.9	9,130	17.9	4,366	16.2	39,913	17.2
Not stated/not collected/ not applicable	2,806	7.9	18,741	15.8	3,145	6.2	16,074	59.6	40,766	17.6
<b>Total</b>	<b>35,526</b>	<b>100.0</b>	<b>118,848</b>	<b>100.0</b>	<b>50,897</b>	<b>100.0</b>	<b>26,982</b>	<b>100.0</b>	<b>232,253</b>	<b>100.0</b>
<b>AIL</b>										
Always or unable to do	6,342	17.9	43,034	36.2	21,795	42.8	1,991	7.4	73,162	31.5
Sometimes	17,689	49.8	44,755	37.7	19,066	37.5	4,168	15.4	85,678	36.9
None, but uses aids	798	2.2	1,444	1.2	345	0.7	24	0.1	2,611	1.1
None	7,789	21.9	9,468	8.0	6,323	12.4	4,553	16.9	28,133	12.1
Not stated/not collected/ not applicable	2,908	8.2	20,147	17.0	3,368	6.6	16,246	60.2	42,669	18.4
<b>Total</b>	<b>35,526</b>	<b>100.0</b>	<b>118,848</b>	<b>100.0</b>	<b>50,897</b>	<b>100.0</b>	<b>26,982</b>	<b>100.0</b>	<b>232,253</b>	<b>100.0</b>
<b>AWEC (5 years and over)</b>										
Always or unable to do	8,674	24.4	45,649	43.9	26,027	51.4	1,720	6.5	82,070	37.9
Sometimes	13,269	37.4	32,342	31.1	13,297	26.3	3,417	13.0	62,325	28.8
None, but uses aids	1,206	3.4	2,501	2.4	404	0.8	34	0.1	4,145	1.9
None	9,394	26.4	10,020	9.6	7,486	14.8	5,483	20.9	32,383	15.0
Not stated/not collected/ not applicable	2,974	8.4	13,355	12.9	3,435	6.8	15,643	59.5	35,407	16.4
<b>Total</b>	<b>35,517</b>	<b>100.0</b>	<b>103,867</b>	<b>100.0</b>	<b>50,649</b>	<b>100.0</b>	<b>26,297</b>	<b>100.0</b>	<b>216,330</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 12-month period. Column totals may not be the sum of components because individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom living arrangement data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

**Table A1.17: Users of CSTDA-funded services, reported primary disability group by residential setting, 2006–07**

<b>Residential setting</b>	<b>Intellectual/ learning</b>	<b>Physical/ diverse</b>	<b>Acquired brain injury</b>	<b>Sensory/ speech</b>	<b>Psychiatric</b>	<b>Not stated/ collected</b>	<b>Total</b>
Private residence	74,688	36,117	7,104	13,713	26,693	10,387	168,702
Domestic-scale supported	10,578	1,098	535	237	477	204	13,129
Supported accommodation facility	8,102	902	687	155	1,192	53	11,091
Other	2,968	1,741	1,243	1169	4,490	256	11,867
Not stated	6,816	3,456	650	1,393	2,738	12,411	27,464
<b>Total</b>	<b>103,152</b>	<b>43,314</b>	<b>10,219</b>	<b>16,667</b>	<b>35,590</b>	<b>23,311</b>	<b>232,253</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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'Not stated/collected' includes both service users accessing only 3.02 services for whom support needs data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

**Table A1.18: Mean and median hours of service provided by CSTDA-funded service type outlets during the reference week, June 2007**

<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>Mean number of service users with hours received in reference week</b>	<b>Hours per service user</b>
<b>Accommodation support</b>					
1.05 Attendant care/personal care	149	250	57	10	15
1.06 In-home accommodation support	647	402	108	13	14
1.07 Alternative family placement	22	1,081	297	8	98
<i>Total accommodation support</i>	<i>818</i>	<i>392</i>	<i>94</i>	<i>12</i>	<i>16</i>
<b>Community support</b>					
2.06 Case management, local coordination and development	481	118	47	39	1
<b>Community access</b>					
3.01 Learning and life skills development	1,105	318	168	17	11
3.03 Other community access	306	338	163	20	7
<i>Total community access</i>	<i>1,411</i>	<i>322</i>	<i>168</i>	<i>18</i>	<i>10</i>
<b>Respite</b>					
4.01 Own home respite	55	217	32	18	5
4.02 Centre-based respite/respite homes	200	1,027	536	18	16
4.03 Host family respite/peer support respite	17	228	168	8	4
4.04 Flexible respite	234	363	92	19	5
4.05 Other respite	28	425	52	21	6
<i>Total respite</i>	<i>534</i>	<i>595</i>	<i>168</i>	<i>18</i>	<i>11</i>
<b>All services reporting hours</b>	<b>3,244</b>	<b>355</b>	<b>112</b>	<b>20</b>	<b>10</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. Not all service types were required to collect data on *hours received—reference week*. The following service types did not collect this data item—1.01–1.04, 1.08, 2.01–2.05, 2.07, 3.02, 5.01, 5.02, 5.04, 6.01–6.05 and 7.01–7.04.
3. Data are based on a reference week during June 2006 and should be interpreted accordingly.

**Table A1.19: Mean and median hours of service provided by CSTDA-funded service type outlets during a typical week, 2006–07**

<b>Service type</b>	<b>Number of service type outlets</b>	<b>Mean hours in a typical week per outlet</b>	<b>Median hours in a typical week per outlet</b>
<b>Accommodation support</b>			
1.05 Attendant care/personal care	153	263	72
1.06 In-home accommodation support	578	382	99
1.07 Alternative family placement	21	1,347	317
<i>Total accommodation support</i>	752	385	92
<b>Community support</b>			
2.06 Case management, local coordination and development	455	131	31
<b>Community access</b>			
3.01 Learning and life skills development	965	221	107
3.03 Other community access	293	205	92
<i>Total community access</i>	1,258	217	101
<b>Respite</b>			
4.01 Own home respite	69	176	68
4.02 Centre-based respite/respite homes	205	1,423	534
4.03 Host family respite/peer support respite	29	435	229
4.04 Flexible respite	339	402	127
4.05 Other respite	38	203	49
<i>Total respite</i>	680	677	169
<b>All services reporting hours</b>	<b>3,145</b>	<b>344</b>	<b>89</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. Not all service types were required to collect data on *hours received—typical week*. The following service types did not collect this data item —1.01–1.04, 1.08, 2.01–2.05, 2.07, 3.02, 5.01, 5.02, 5.04, 6.01–6.05 and 7.01–7.04.
3. Victoria did not collect data on hours received in a typical week.

**Table A1.20: CSTDA-funded service type outlets, mean staff hours in the reference week per service user by service type, 2006–07**

<b>Service type</b>	<b>Total staff hours</b>	<b>Number of service users</b>	<b>Mean staff hours per service user</b>
Institutions	147,572	4,813	30.7
Group homes	569,446	12,274	46.4
In-home support	266,264	21,833	12.2
Community support	137,926	98,598	1.4
Community access	366,601	53,236	6.9
Respite	120,793	30,058	4.0
Employment	390,895	80,008	4.9
<b>Total</b>	<b>1,999,497</b>	<b>232,253</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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'Institutions' refers to service types 1.01–1.03. 'Group homes' refers to service type 1.04. 'In-home support' refers to service users accessing service types 1.05–1.08.

**Table A1.21: Users of CSTDA-funded services, primary and all significant disability types by broad disability group, 2006–07**

<b>Disability group</b>	<b>Number reporting as a primary disability</b>	<b>Percentage of all service users</b>	<b>Total number reporting disability group</b>	<b>Percentage of all service users</b>
Intellectual /learning	103,152	44.4	115,363	49.7
Physical/diverse	53,533	23.0	81,687	35.2
Sensory/speech	16,667	7.2	49,459	21.3
Psychiatric	35,590	15.3	47,658	20.5

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'Intellectual/learning' includes service users reporting intellectual, specific learning/ADD, autism and developmental delay. 'Physical/diverse' includes physical, neurological and acquired brain injury. 'Sensory/speech' includes deafblind, vision, hearing and speech. Service users who reported more than one disability within one disability group were recorded as one user.

## Appendix 2: Trend tables

**Table A2.1: Number and proportion of CSTDA-funded accommodation service users accessing accommodation service types, 2003–04 to 2006–07**

Service type	2003–04	2004–05	2005–06	2006–07
		<b>Number</b>		
Institutions/hostels	5,311	5,071	5,061	4,813
Group homes	11,308	10,722	11,414	12,274
In-home support	17,829	19,242	20,291	21,833
<b>Total services provided</b>	<b>34,448</b>	<b>35,035</b>	<b>36,766</b>	<b>38,920</b>
<i>Total service users</i>	<i>33,175</i>	<i>33,787</i>	<i>35,566</i>	<i>37,473</i>
		<b>Per cent</b>		
Institutions/hostels	15.4	14.5	13.8	12.4
Group homes	32.8	30.6	31.0	31.5
In-home support	51.8	54.9	55.2	56.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

*Notes*

1. Within 'total services provided', service users who have used multiple services are counted once for each service type used.
2. 'Institutions/hostels' refers to service types 1.01–1.03. 'Group homes' refers to service type 1.04. 'In-home support' refers to service types 1.05–1.08.
3. For 'total service users,' a statistical linkage key was used to account for individuals who received services from more than one service type outlet during the 12-month period. Total for all service groups may not be the sum of components because individuals may have accessed services from more than one service group over the 12-month period.

**Table A2.2: Users of CSTDA-funded services, median age (years) by sex and service group, 2003–04 to 2006–07**

Service group	Males	Females	All service users
<b>2003–04</b>			
Accommodation support	39.7	42.3	40.9
Community support	15.5	23.4	18.4
Community access	34.5	38.3	36.0
Respite	18.0	22.6	19.8
Employment	33.1	33.8	33.3
<b>All services</b>	<b>28.6</b>	<b>33.1</b>	<b>30.4</b>
<b>2004–05</b>			
Accommodation support	40.7	43.0	41.7
Community support	17.9	30.5	20.0
Community access	35.9	39.6	37.5
Respite	18.6	23.2	20.4
Employment	33.1	34.2	33.5
<b>All services</b>	<b>29.4</b>	<b>35.1</b>	<b>30.9</b>
<b>2005–06</b>			
Accommodation support	41.1	43.4	42.2
Community support	16.2	29.5	20.3
Community access	36.3	40.0	37.9
Respite	19.2	24.5	21.3
Employment	33.4	35.0	34.0
<b>All services</b>	<b>28.7</b>	<b>35.3</b>	<b>31.4</b>
<b>2006–07</b>			
Accommodation support	41.5	43.9	42.5
Community support	14.9	23.6	17.6
Community access	36.2	39.8	37.8
Respite	19.4	24.5	21.4
Employment	35.1	37.2	35.9
<b>All services</b>	<b>29.0</b>	<b>35.3</b>	<b>31.5</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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'All service users' includes median ages for 5,760 service users missing sex data in 2004–05; 936 service users missing sex data in 2005–06 and 548 service users missing sex data in 2006–07.
3. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the median age calculations as aged 2.5 years.



**Table A2.3: Numbers and percentage changes in service user counts between 2003–04 and 2006–07, by service group**

	2003–04	2004–05	2005–06	2006–07
<b>Number of service users</b>				
Accommodation support	33,175	33,787	35,556	37,473
Community support	78,847	92,610	96,664	98,598
Community access	47,636	44,166	47,738	53,236
Respite	20,547	23,951	27,319	30,058
Employment	64,281	64,835	73,157	80,008
	<b>% change from 03–04 to 04–05</b>	<b>% change from 04–05 to 05–06</b>	<b>% change from 05–06 to 06–07</b>	<b>% change from 03–04 to 06–07</b>
Accommodation support	1.8	5.2	5.4	13.0
Community support	17.5	4.4	2.0	25.0
Community access	-7.3	8.1	11.5	11.8
Respite	16.6	14.1	10.0	46.3
Employment	0.9	12.8	9.4	24.5

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of the components because individuals may have accessed services in more than one state or territory during the 12-month period. Service group totals may not be the sum of service components because individuals may have accessed more than one service type outlet from a service group over the 12-month period. Grand totals may not be the sum of service group components because individuals may have accessed more than one service group over the 12-month period.
2. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
3. 'Open and supported' employment services ceased to be operational from 1 December 2004.
4. 'Targeted support' provides people with disability structured training and support to work towards social and community participation or opportunities to develop skills, or retrain, for paid employment. This service type is reported for the first time in 2006–07.

**Table A2.4: Service users of CSTDA-funded services, primary disability group, number and percentage of service users reporting disability group, 2003–04 to 2006–07**

Primary disability group	2003–04		2004–05		2005–06		2006–07	
	No.	% of total excluding missing	No.	% of total excluding missing	No.	% of total excluding missing	No.	% of total excluding missing
Intellectual	71,701	42.1	70,614	42.5	72,226	39.3	76,673	36.7
Specific learning/ADD	5,699	3.3	5,864	3.5	4,571	2.5	8,342	4.0
Autism	8,249	4.8	8,759	5.3	10,912	5.9	13,308	6.4
Physical	24,785	14.6	26,303	15.8	25,712	14.0	30,978	14.8
Acquired brain injury	7,917	4.7	8,017	4.8	8,254	4.5	10,219	4.9
Neurological	10,081	5.9	12,286	7.4	12,471	6.8	12,336	5.9
Deafblind	512	0.3	1,705	1.0	536	0.3	511	0.2
Vision	9,245	5.4	5,450	3.3	6,105	3.3	6,633	3.2
Hearing	5,440	3.2	5,152	3.1	6,646	3.6	7,212	3.5
Speech	1,303	0.8	1,508	0.9	1,790	1.0	2,311	1.1
Psychiatric	15,559	9.1	16,018	9.6	30,064	16.4	35,590	17.0
Developmental delay	9,728	5.7	4,615	2.8	4,506	2.5	4,829	2.3
Not stated	17,587	..	34,202	..	33,350	..	23,311	..
<b>Total</b>	<b>187,806</b>	<b>..</b>	<b>200,493</b>	<b>..</b>	<b>217,143</b>	<b>..</b>	<b>232,253</b>	<b>..</b>
<i>Total excluding missing</i>	<i>170,219</i>	<i>..</i>	<i>166,291</i>	<i>..</i>	<i>183,793</i>	<i>..</i>	<i>208,942</i>	<i>..</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 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. 'Not stated' includes both service users accessing only 3.02 services for whom disability data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

**Table A2.5: Service users receiving individualised funding, by service group, 2003–04 to 2006–07**

Service group	Per cent receiving individualised funding			
	2003–04	2004–05	2005–06	2006–07
Accommodation support	21.1	24.8	36.8	35.5
Community support	13.9	15.2	20.3	20.7
Community access	15.4	22.9	29.4	30.4
Respite	6.1	22.9	27.8	30.2
Employment	19.6	26.7	100.0	100.0
<b>Total</b>	<b>16.6</b>	<b>17.6</b>	<b>43.0</b>	<b>44.7</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 12-month period. Totals for Australia may not be the sum of the components because individuals may have accessed services in more than one state or territory during the 12-month period. Service group totals may not be the sum of service components because individuals may have accessed more than one service type outlet from a service group over the 12-month period. Grand totals may not be the sum of service group components because individuals may have accessed more than one service group over the 12-month period.
2. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
3. 'Open and supported' employment services ceased to be operational from 1 December 2004.

**Table A2.6: Users of CSTDA-funded services, existence of an informal carer, 2003–04 to 2006–07**

	Has an informal carer		Does not have an informal carer		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
2003–04	78,360	41.7	72,138	38.4	37,308	19.9	187,806	100.0
2004–05	84,964	42.4	74,536	37.2	40,993	20.4	200,493	100.0
2005–06	97,410	44.9	77,268	35.6	42,465	19.6	217,143	100.0
2006–07	104,401	45.0	107,768	46.4	20,084	8.6	232,253	100.0

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details.)
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

**Table A2.7: Users of CSTDA-funded services, number and proportion by age group, 2003–04 to 2006–07**

Collection year	Age group (years)					Total
	0–14	15–24	25–44	45–64	65+	
	<b>Number</b>					
2003–04	38,382	37,309	61,108	37,379	10,774	187,806
2004–05	43,369	37,966	63,476	42,451	12,935	200,493
2005–06	44,916	41,422	68,788	47,977	13,873	217,143
2006–07	49,192	43,083	72,680	54,845	12,365	232,253
	<b>Per cent</b>					
2003–04	20.4	19.9	32.5	19.9	5.7	100.0
2004–05	21.6	18.9	31.7	21.2	6.5	100.0
2005–06	20.7	19.1	31.7	22.1	6.4	100.0
2006–07	21.2	18.6	31.3	23.6	5.3	100.0

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Totals are for all service users from that 12-month reporting period, including service users whose age was not stated.

**Table A2.8: Users of CSTDA-funded services, most commonly accessed service types, 2003–04 to 2006–07**

Service type	2003–04	2004–05	2005–06	2006–07
Open employment (5.01)	43,042	43,831	53,440	59,478
Case management, local coordination and development (2.06)	39,676	42,614	42,702	44,909
Learning and life skills development (3.01)	24,821	25,111	28,784	33,032
Therapy support for individuals (2.01)	21,372	29,111	27,203	21,558
Supported employment (5.02)	18,637	18,615	20,810	21,140

*Note:* Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during each 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).

**Table A2.9: Users of CSTDA-funded services, per 1,000 potential population by service group, 2003–04 to 2006–07**

Service type	2003–04	2004–05	2005–06	2006–07
Accommodation support	48.2	48.5	50.3	51.9
Community support	114.7	132.8	136.8	136.6
Community access	69.3	63.4	67.6	73.8
Respite	96.3	110.6	124.3	133.7
Employment	195.6	193.8	210.7	225.6

*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 each 12 month period.
2. Potential population calculations for 2006–07 are presented in Table A1.5; see also the introduction to Appendix 1 for more details.

**Table A2.10: Users of CSTDA-funded services, percentage of service users reporting five most common primary disability groups, 2003-04 to 2006-07**

<b>Primary disability group</b>	<b>2003-04</b>	<b>2004-05</b>	<b>2005-06</b>	<b>2006-07</b>
Intellectual	42.1	42.5	39.3	36.7
Psychiatric	9.1	9.6	16.4	17.0
Physical	14.6	15.8	14.0	14.8
Neurological	5.9	7.4	6.8	5.9
Autism	4.8	5.3	5.9	6.4

*Note:* Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during each 12-month period.

**Table A2.11: Users of CSTDA-funded services, primary disability (%) by service type/group, 2003–04 to 2006–07**

	Intellectual/learning	Physical/diverse	Sensory/speech	Psychiatric
<b>Accommodation support</b>				
2003–04	64.8	23.1	6.2	5.9
2004–05	66.4	21.4	5.9	6.3
2005–06	56.7	18.5	5.0	19.8
2006–07	56.1	18.2	5.1	20.6
<b>Community support</b>				
2003–04	58.7	28.4	11.8	1.1
2004–05	55.3	36.3	7.4	1.1
2005–06	53.3	36.9	8.1	1.7
2006–07	57.5	31.7	8.8	2.0
<b>Community access</b>				
2003–04	63.2	18.9	13.5	4.5
2004–05	63.8	18.1	12.5	5.6
2005–06	53.1	14.7	10.9	21.3
2006–07	52.7	16.3	10.3	20.8
<b>Respite</b>				
2003–04	69.7	25.4	2.6	2.3
2004–05	68.9	26.7	1.8	2.6
2005–06	63.3	24.3	1.6	10.8
2006–07	65.0	23.8	2.0	9.3
<b>Open employment</b>				
2003–04	39.6	27.7	8.7	24.0
2004–05	39.0	27.3	8.8	24.9
2005–06	38.6	20.3	9.4	31.7
2006–07	31.6	29.8	7.7	30.9
<b>Supported employment</b>				
2003–04	77.2	10.9	2.7	9.2
2004–05	76.7	11.0	2.8	9.5
2005–06	74.8	11.1	2.6	11.4
2006–07	69.5	13.0	2.9	14.6
<b>All service users</b>				
2003–04	56.0	25.1	9.7	9.1
2004–05	54.0	28.0	8.3	9.6
2005–06	50.2	25.3	8.2	16.4
2006–07	49.4	25.6	8.0	17.0

*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 each 12-month period.
2. Percentages exclude missing data for primary disability group.

**Table A2.12: Users of CSTDA-funded services, proportion reporting always needing support in activities of daily living (ADL), activities of independent living (AIL) and activities of work, education and community living (AWEC), by service type/group, 2003-04 to 2006-07**

	ADL	AIL	AWEC
<b>Accommodation support</b>			
2003-04	43.6	50.9	63.2
2004-05	44.7	51.2	64.1
2005-06	42.1	50.0	63.7
2006-07	41.9	50.1	64.3
<b>Community support</b>			
2003-04	43.4	49.3	57.2
2004-05	45.1	48.8	56.8
2005-06	44.0	48.6	57.0
2006-07	45.0	50.5	58.9
<b>Community access</b>			
2003-04	37.2	45.5	59.0
2004-05	38.2	45.1	59.5
2005-06	35.6	44.4	59.1
2006-07	36.0	45.1	60.2
<b>Respite</b>			
2003-04	50.9	56.9	67.6
2004-05	50.8	55.6	67.0
2005-06	47.2	54.3	66.7
2006-07	48.0	55.3	67.8
<b>Open employment</b>			
2003-04	7.1	10.8	14.9
2004-05	7.1	10.6	14.8
2005-06	7.1	11.3	16.3
2006-07	8.4	19.3	15.8
<b>Supported employment</b>			
2003-04	21.6	32.8	44.6
2004-05	21.5	34.4	48.6
2005-06	21.1	35.0	52.7
2006-07	20.4	39.6	59.0
<b>All service users</b>			
2003-04	28.1	32.6	39.7
2004-05	30.1	33.6	40.6
2005-06	29.9	34.7	42.5
2006-07	29.9	37.7	43.5

*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 each 12-month period.
2. Percentages exclude missing data for support needs.

## **Appendix 3: CSTDA NMDS 2006–07 collection forms**

The following CSTDA NMDS 2006–07 collection forms were used by service type outlets that did not collect data electronically.



## Service User Form 2006–07

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 at least questions B, 1 and 2—Linkage key elements, and may also complete the optional items 17a–17c; and service types 5.01 and 5.02 should fill out all questions except 12b–c and 12e (some carer questions).

### B. Service type outlet ID

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

See Data Guide page 43

Please copy the Service type outlet ID from the related Service Type Outlet Form.

### 1. Record ID

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

See Data Guide page 44

### 2. Statistical Linkage Key

#### 2a. Letters of surname

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

See Data Guide pages 45–46

#### 2b. Letters of given name

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

See Data Guide page 46

#### 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 49

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

Male  1 Female  2

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

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

See Data Guide page 50

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.



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

See Data Guide page 58

- 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 4 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		Tick all other significant disabilities	
<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 - <b>only</b> 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 60–64

**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 65

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).

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)	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 oneself 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	
<b>NOTE:</b> In the following questions 'not applicable' is a valid response <b>only if</b> the person is <b>0–4</b> years old.					
<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
<b>NOTE:</b> In the following questions 'not applicable' is a valid response <b>only if</b> the person is <b>0–14</b> years old.					
<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 68

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?

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

Yes  1 >Go to 12b

No  2 >Go to 13

**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 70

**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 71

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

See Data Guide page 72

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 74

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:** does the service user's parents or guardians receive the **Carer Allowance (Child)**?

See Data Guide page 75

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 76

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 78

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 79

## 17. Services received 2006–07

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. For service type 3.02, items (a), (b) and (c) are **optional** items.

**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 pages 16–17).

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

d	d	m	m	y	y	y	y

See Data Guide page 82

A service is a support activity delivered to a person, in accordance 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 83

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

Yes  1

No  2

The snapshot day refers to a single day during the annual reporting period.

See Data Guide page 84

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

See Data Guide page 85

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; or
2. the service outlet ends the support relationship with the service user.

**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 type outlet?

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

See Data Guide page 86

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

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

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

Services terminated due to budget/staffing constraints  5

Services terminated due to Occupational Health and Safety reasons  6

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 the service user for this CSTDA service type:

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

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

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See Data Guide page 88

17g. In a typical (or average) 7-day week?

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See Data Guide page 90

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



# CSTDA **NMDS**

Commonwealth State/Territory Disability Agreement  
National Minimum Data Set Collection

Name and Address (please correct any errors)

## Service type outlet form 2006–07

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 17–31, initially for any queries you may have.

A. Funded agency ID

B. Service type outlet ID  C. Service type  .

D. Service type outlet postcode  E. Service type outlet SLA

F. Funding jurisdiction  G. Agency sector

Service type outlet name: \_\_\_\_\_

Funded service type: \_\_\_\_\_

Please verify the information provided above.

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 been funded for the full 2006–07 financial year?

Yes  1

No  2

See Data Guide page 33

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

or

No regular pattern  90

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

See Data Guide page 34

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

or

No regular pattern  90

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

See Data Guide page 35

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

or

No regular pattern  90

*'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.*

See Data Guide page 36

**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 week 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 37

6. In a typical (or average) 7-day week?

a)

b)

See Data Guide page 39

*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 40

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

## **Appendix 4: The 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 3) are compared electronically with the statistical linkage key components of all other records. Records that have matching statistical linkage keys are assumed to belong to the same individual service user and are ‘linked’. Some degree of false linking is expected. Because the statistical linkage key is not a unique identifier, there is a small probability that some of the linked records do not actually belong to the same individual and, conversely, that some records that did not link do belong to the same individual. For privacy reasons, the statistical linkage key is not constructed to enable the linking of records to the extent needed to be totally certain that a ‘service user’ is one 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 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.

All counts of the number of service users depend on the accuracy of the statistical linkage key. A linkage key is considered to be invalid if any, or all, parts of the key are missing (excluding sex). The overall rate of invalid linkage keys in 2006–07 was 0.8%, ranging among jurisdictions from 0% to 2.4% of the total number of service user records (see Table 7.5). A small number of invalid linkage keys were recovered by comparison with records from current or previous years data.

For 16% of the original service user records for Victoria, the appropriate letters of the first and last names were not collected. As for previous years data, where possible the ‘pseudo’ linkage key was used for Victoria for these cases. This consists of date of birth (not estimated), sex and postcode, and its use resulted in 5% of records being allocated a full valid linkage key, and another 9% being linked by using the pseudo linkage key. All these cases are included in the valid count in Table 7.5. The use of the pseudo linkage key increases the likelihood that some records could have been wrongly matched, or some records not matched when they should have been.

### **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 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’, and the other may record the service

user as 'living with family' and having 'little or no effective communication'. Depending on 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 on the nature of the item, these may involve selection on the basis of one or more of the following:

- the frequency of each value recorded
- an order of preference by the actual value of the item (this is also used to resolve any inconsistencies within a single record)
- an order of precedence by service type of the outlets that recorded the data
- 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 ('not stated') 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.

## Appendix 5: Service type classification (definitions)

The following definitions are taken from the 2006–07 CSTDA NMDS Data Guide (AIHW 2006a).

### Accommodation support

Services that provide accommodation to people with disability and services that provide support needed to enable a person with disability to remain in their existing accommodation or to move to more suitable or appropriate accommodation.

#### 1.01 *Large residential/institutions (> 20 places)*

Large residential/institutions are usually located on large parcels of land and provide 24-hour residential support in a congregate setting of more than 20 beds. In some cases a range of residential and vocational/day services, and/or respite services are provided on the one site. (Where this is the case, each additional service type should be funded and/or reported against under the CSTDA NMDS as a separate service type outlet.)

#### 1.02 *Small residential/institutions (7–20 places)*

Small residential/institutions are usually located on large parcels of land and provide 24-hour residential support in a congregate or cluster setting of 7 to 20 beds. In some cases a range of residential and vocational/day services and/or respite services are provided on the one site. (Where this is the case, each additional service type should be funded and/or reported against under the CSTDA NMDS as a separate service type outlet.)

#### 1.03 *Hostels*

Hostels provide residential support in a congregate setting of usually less than 20 beds, and may or may not provide 24-hour residential support. Many are situated in an institutional setting and also have respite beds included on the premises. In contrast to residential/institutions (1.01 and 1.02), hostels usually do not provide segregated specialist services. (Where this is the case, each additional service type should be funded and/or reported against under the CSTDA NMDS as a separate service type outlet.)

#### 1.04 *Group homes (< 7 places)*

Group homes provide *combined* accommodation and community-based residential support to people in a residential setting. Usually no more than six service users are located in any one house, although this can vary. Group homes are generally staffed 24 hours a day. The agency being funded to provide the service must have control of the residence, that is, own, lease, hold in trust, or in other ways be responsible for the residence, not just the support to enable the residents to remain in the residence. If the only service being provided is support to enable residents to remain in their existing accommodation, then see category 1.05 'attendant care/personal care' or 1.06 'in-home accommodation support'.

#### 1.05 *Attendant care/personal care*

An attendant care program provides for an attendant(s) to assist people with daily activities that they are unable to complete for themselves because of physical, intellectual or any other disability. The service is provided to people to assist them to live in the community, and to live on their own.

1.06 *In-home accommodation support*

Support involves individual in-home living support and/or developmental programming services for people with disability, *supplied independently of accommodation*. The accommodation may be owned, rented, or otherwise provided, but should be independent of the agency providing the in-home support service; otherwise see code 1.04 'group homes'. Where an in-home accommodation support service also provides some other limited assistance – for example, help with banking once a week – then in-home accommodation should be recorded, as it is the primary focus of the support provided.

1.07 *Alternative family placement*

Placements of a person with disability with an alternative family who will provide care and support. Includes shared-care arrangements and host family placements.

1.08 *Other accommodation support*

Accommodation support services that provide short-term, one-off instances of accommodation such as:

- accommodation provided so that individuals or families can access specialist services, or further education
- emergency or crisis accommodation support (for example, following the death of a parent or carer)
- houses or flats for holiday accommodation.

If the accommodation support is primarily for respite (that is, involves the separation of the service user from their usual support arrangements or the addition of extra support in their current environment) please refer to the relevant service type 4.01–4.05.

## **Community support**

Services that provide the support needed for a person with disability to live in a non-institutional setting. Support with the basic needs of living, such as meal preparation, dressing, transferring, are included under accommodation support.

2.01 *Therapy support for individuals*

Specialised, therapeutic care services, including occupational therapy, physiotherapy and speech pathology. These services are intended to improve, maintain or slow deterioration of a person's functional performance, and/or assist in the assessment and recommendation of equipment to enable people to perform as independently as possible in their environment.

2.02 *Early childhood intervention*

Support services to assist children up to (but not including) 6 years of age with a developmental delay to integrate with peers into pre-schools and the wider community. This will include the full range of services that the child receives.

2.03 *Behaviour/specialist intervention*

These include the range of services relating to the management of challenging behaviours, including dangerous antisocial behaviour. Services include intensive intervention support, training and education in behaviour management, and consultancy services for other professionals. Behaviour/specialist intervention is often provided as a by-product of other services.

2.04 *Counselling (individual/family/group)*

Services that provide counselling to individuals, families or groups.

2.05 *Regional resource and support teams*

Regional resource and support teams are generally inter-disciplinary teams that provide a combination of services in the categories 2.01, 2.02 and 2.03, which cannot be broken down into the component parts. Regional resource and support teams may also assist service users to access mainstream services and/or support mainstream funded agencies. Except for early childhood intervention teams, these teams usually have an individual, rather than a family, focus.

2.06 *Case management, local coordination and development*

This is a broad service type category, including elements of individual or family focused case management and brokerage as well as coordination and development activity within a specified geographical area. Services assist people with disability to maximise their independence and participation in the community through working with the individual, family and/or carers in care planning and/or facilitating access to appropriate services.

Case management services are targeted to individuals who require assistance, for a period of time, to access necessary supports, including help with service coordination and with assisting services to respond to their service needs. Brokerage is one method of purchasing appropriate supports for an individual and should be included in this category.

Other forms of local coordination and development generally involve working with the individual, family and/or carers and at the community level to facilitate positive changes that assist people with disability to live and participate in the community and assist families in their continued provision of care. Local coordination does not generally involve management of individuals' funds and does not generally involve ongoing case management. However, discretionary funds are sometimes available for one-off purchases (for example, respite, therapy) to enable a quick response until longer term supports can be put in place.

2.07 *Other community support*

Community support services other than those outlined above (that is, other than 2.01–2.06).

### **Community access**

Services designed to provide opportunities for people with disability to gain and use their abilities to enjoy their full potential for social independence.

People who do not attend school, or who are not employed full time, mainly use these services.

The key features are that the services:

- are flexible and responsive to personal needs and interests
- range from educational to leisure and recreational pursuits
- range from facility to home-based activities
- include supervision and physical care, and models which link people into activities that are offered to the whole community
- range from long-term day support to time-limited and goal-oriented education that maximises personal independent functioning and may complement other community services.

### 3.01 *Learning and life skills development*

These programs provide ongoing day-to-day support for service users to gain greater access and participate in community-based activities. Programs may focus on continuing education to develop skills and independence in a variety of life areas (for example, self-help, social skills and literacy and numeracy) or enjoyment, leisure and social interaction. They are often called Day Programs.

### 3.02 *Recreation/holiday programs*

Recreation services and holiday programs aim to facilitate the integration and participation of people with disability in recreation and leisure activities available in the general community. These services may also enhance the capacity and responsiveness of mainstream sport and recreation agencies and community organisations to provide for people with disability.

### 3.03 *Other community access*

Community access services other than those outlined in 3.01–3.02.

## **Respite**

Respite services provide a short-term and time-limited break for families and other voluntary caregivers of people with disability, to assist in supporting and maintaining the primary care-giving relationship while providing a positive experience for the person with disability.

### 4.01 *Own home respite*

Respite care provided in the individual's own home location.

### 4.02 *Centre-based respite/respite homes*

Respite care provided in community setting similar to a 'group home' structure and respite care provided in other centre-based settings. This service type includes respite care provided in any of the accommodation settings 1.01–1.04.

### 4.03 *Host family respite/peer support respite*

Host family respite provides a network of 'host families' matched to the age, interests and background of the individual and their carer. Peer support is generally targeted at children or young adults up to 25 years of age, and matches the individual with a peer of similar age and interests, usually for group activities. Usually provided on a voluntary basis.

### 4.04 *Flexible respite*

Respite services that offer any combination of own home, host family/peer support respite. Includes respite where day outings and camping trips are taken (this service type is distinguished from service type 3.02 'Recreation/holiday programs' because the primary purpose is respite). Flexible respite to meet an individual's needs may include brokerage for respite only when the funding dollars come from respite resources.

### 4.05 *Other respite*

Respite services other than those outlined in 4.01–4.04, including:

- crisis respite
- holidays for the person with the disability where the primary intention of the service is to provide respite support (rather than primarily a holiday experience) and the service user is generally separated from their usual support arrangements, such as family.

## **Employment**

### 5.01 *Open employment*



Services that provide employment assistance to people with disability in obtaining and/or retaining paid employment in *another* organisation.

5.02 *Supported employment*

Services that support or employ people with disability within the *same* organisation.

5.03 *Open and supported employment*

This is now a defunct service type code. Before 1 December 2004, these were services that provided a combination of both open and supported employment assistance.

5.04 *Targeted support*

Targeted support services provide people with disability structured training and support to work towards social and community participation or opportunities to develop skills, or retrain, for paid employment.

## **Advocacy, information and alternative forms of communication**

6.01 *Advocacy*

Services designed to enable people with disability to increase the control they have over their lives through the representation of their interests and views in the community.

Examples include:

- self-advocacy/individual advocacy
- citizen advocacy
- group advocacy
- system/systematic advocacy.

6.02 *Information/referral*

Information services provide accessible information to people with disability, their carers, families and related professionals. This service type provides specific information about disability specific and generic services and equipment, and promotes the development of community awareness. Information includes contact by phone, print or e-mail that recommends a person to another service.

6.03 *Combined information/advocacy*

Services that offer both information and advocacy services to individuals where these two components cannot reasonably be separated.

6.04 *Mutual support/self-help groups*

Focus, or special interest, groups to provide support and assistance for people with disability, their families and carers. These groups promote self-advocacy through the provision of information, support and assistance.

6.05 *Alternative formats of communication*

Includes alternative formats of communication for people who, by reason of their disabilities, are unable to access information provided in the standard format. May include interpreter services, radio and alternative formats of print medium, such as TTY or Braille.

## **Other support**

### *7.01 Research and evaluation*

Research and evaluation with respect to the provision of services funded under the CSTDA for people with disability. This includes the investigation of the need for new services, or enhancement of existing services, and the measurement of outcomes for people with disability using these services. Responsibility for this service type is shared between the Australian Government and state/territory governments.

### *7.02 Training and development*

Training and development services may be funded, for example, to train disability funded agencies to deliver higher quality or more appropriate services to people with disability or develop materials or methods that promote service system improvements.

### *7.03 Peak bodies*

Peak bodies are generally funded to support non-government disability funded agencies in achieving positive outcomes for people with disability.

### *7.04 Other support services*

Services that are completely outside any of the defined service types above (that is, outside service types, 1.01–1.08, 2.01–2.07, 3.01–3.03, 4.01–4.05, 5.01, 5.02, 6.01–6.05 and 7.01–7.03). This service type also includes the provision of one-off funding for a defined event (such as for promotional activities) or for the purchase of aids and equipment for a community facility (not for an individual).

## Appendix 6: Data items requiring collection by various service types

Table A6.1: Information requested according to CSTDA NMDS service type

Service type classification	Service type outlet – details required (except for those provided by the jurisdiction)	Service user – details required	Services received by each service user in the reporting period – details required
<b>Accommodation support</b>			
1.01 Large residential/institutions (> 20 people)—24-hour care	All	All	All (except for data items on hours received—items 17f–g)
1.02 Small residential/institutions (7–20 people)—24-hour care	All	All	All (except for data items on hours received—items 17f–g)
1.03 Hostels—generally not 24-hour care	All	All	All (except for data items on hours received—items 17f–g)
1.04 Group homes (< 7 people)	All	All	All (except for data items on hours received—items 17f–g)
1.05 Attendant care/personal care	All	All	All
1.06 In-home accommodation support	All	All	All
1.07 Alternative family placement	All	All	All
1.08 Other accommodation support	All	All	All (except for data items on hours received—items 17f–g)
<b>Community support</b>			
2.01 Therapy support for individuals	All	All	All (except for data items on hours received—items 17f–g)
2.02 Early childhood intervention	All	All	All (except for data items on hours received—items 17f–g)
2.03 Behaviour/specialist intervention	All	All	All (except for data items on hours received—items 17f–g)
2.04 Counselling (individual/family/group)	All	All	All (except for data items on hours received—items 17f–g)
2.05 Regional resource and support teams	All	All	All (except for data items on hours received – items 17f–g)
2.06 Case management, local coordination and development	All	All (except for community development activity within this service type)	All (except for community development activity within this service type)
2.07 Other community support	All	All	All (except for data items on hours received—items 17f–g)

**Table A6.1 (continued): Information requested according to CSTDA NMDS service type**

<b>Service type classification</b>	<b>Service type outlet – details required (except for those provided by the jurisdiction)</b>	<b>Service user – details required</b>	<b>Services received by each service user in the reporting period – details required</b>
<b>Community access</b>			
3.01 Learning and life skills development	All	All	All
3.02 Recreation/holiday programs <sup>(a)</sup>	All	Linkage key elements only (items 2a–2e)	Items 17a–17c optional (service start date; date service last received and snapshot date flag)
3.03 Other community access	All	All	All
<b>Respite</b>			
4.01 Own home respite	All	All	All
4.02 Centre-based respite/respite homes	All	All	All
4.03 Host family respite/peer support respite	All	All	All
4.04 Flexible respite	All	All	All
4.05 Other respite	All	All	All
<b>Employment</b>			
5.01 Open employment	All	All (except for carer—primary status, residency status, age group—items 12b,c,e)	All (except for data items on hours received—items 17f–g)
5.02 Supported employment	All	All (except for carer—primary status, residency status, age group—items 12b,c,e)	All (except for data items on hours received—items 17f–g)
<b>Advocacy, information and alternative forms of communication</b>			
6.01 Advocacy	All	None	None
6.02 Information/referral	All	None	None
6.03 Combined information/advocacy	All	None	None
6.04 Mutual support/self-help groups	All	None	None
6.05 Alternative formats of communication	All	None	None
<b>Other support</b>			
7.01 Research and evaluation	All (except number of service users—item 7)	None	None
7.02 Training and development	All (except number of service users—item 7)	None	None
7.03 Peak bodies	All (except number of service users—item 7)	None	None
7.04 Other support services	All (except number of service users—item 7)	None	None

(a) Some jurisdictions require the collection of other service user/services received data items for this service type in addition to those listed here. The national collection may also require further information in the future to enable a greater overall picture of service users to be obtained. Agencies are therefore encouraged to respond to as many optional items as they are able for these service users.

Source: AIHW 2006a.

## Appendix 7: 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 AIHW: Benham et al. 2000). Those countries consisting of immigrants who scored 98.5% 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). Because the number of usual immigrant residents has reached more than 10,000, Zimbabwe has been moved in to EP Group 1.

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

- countries with a 'high' level of English proficiency (84.5–98.5%, or above 98.5% but with an immigrant population of less than 10,000) were placed in EP Group 2
- countries with a 'moderate' level of English proficiency (a rating of more than 57.5% but less than 84.5%) fell into EP Group 3
- the remaining countries (that is, those with a rating on the EP index of less than 57.5%) 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

Zimbabwe

### English Proficiency Group 2

Americas<sup>nfd</sup>

Andorra

Angola

Antigua and Barbuda

Aruba

At Sea

Australian ext. territories<sup>nec</sup>

Austria

Bahamas

Bahrain

Bangladesh

Barbados

Belgium

Belize

Benin

Bermuda

Bhutan

Botswana

Brazil

Brunei Darussalam

Bulgaria

Burkina Faso

Burundi

Cameroon

Cape Verde

Caribbean<sup>nfd</sup>

Cayman Islands

Central African Republic

Central America<sup>nfd</sup>

Chad

Chilean Antarctic Territory

Comoros

Congo, Democratic Republic of

Cook Islands

Costa Rica

Cote D'Ivoire

Czech Republic

Denmark

Dominica

Dominican Republic

Eastern Europe<sup>nfd</sup>

Equatorial Guinea

Faeroe Islands

Falkland Islands

Fiji

Finland

France

French Guiana

French Polynesia

Gabon

Gambia

Germany

Ghana

Gibraltar

Greenland

Grenada

Guadeloupe

(continued)

**English Proficiency Group 2 (continued)**

Guam	Nauru	Slovakia
Guatemala	Nepal	Slovenia
Guinea-Bissau	Netherlands	Solomon Islands
Guyana	Netherlands Antilles	South America <sup>nec</sup>
Haiti	New Caledonia	Southern and East Africa <sup>nec</sup>
Holy See	Niger	Southern and East Africa <sup>nfd</sup>
Iceland	Nigeria	Southern and Eastern Europe <sup>nfd</sup>
India	Niue	Southern Asia <sup>nfd</sup>
Indonesia	Norfolk Island	Spain
Israel	North Africa <sup>nec</sup>	Sri Lanka
Jamaica	North Africa <sup>nfd</sup>	St Helena
Kenya	Northern America <sup>nfd</sup>	St Kitts and Nevis
Kiribati	Northern Europe <sup>nfd</sup>	St Lucia
Latvia	Northern Mariana Islands	St Pierre and Miquelon
Lesotho	Norway	St Vincent and the Grenadines
Liberia	Oceania and Antarctica <sup>nfd</sup>	Suriname
Liechtenstein	Oman	Swaziland
Luxembourg	Pakistan	Sweden
Madagascar	Palau	Switzerland
Malawi	Panama	Tajikistan
Malaysia	Papua New Guinea	Tanzania
Maldives	Philippines	Tokelau
Mali	Polynesia (excludes Hawaii) <sup>nec</sup>	Tonga
Malta	Polynesia (excludes Hawaii) <sup>nfd</sup>	Trinidad and Tobago
Maritime South-East Asia <sup>nfd</sup>	Puerto Rico	Tunisia
Marshall Islands	Qatar	Turks and Caicos Islands
Martinique	Reunion	Tuvalu
Mauritania	Rwanda	Uganda
Mauritius	Samoa	United Arab Emirates
Melanesia <sup>nfd</sup>	Samoa, American	Vanuatu
Mexico	San Marino	Venezuela
Micronesia, Federated States of	Sao Tome and Principe	Virgin Islands, British
Monaco	Saudi Arabia	Virgin Islands, United States
Montserrat	Senegal	Wallis and Futuna
Morocco	Seychelles	Western Sahara
Mozambique	Sierra Leone	Zambia
Namibia	Singapore	
<b>English Proficiency Group 3</b>		
Afghanistan	Belarus	Chile
Albania	Bolivia	China (excl. SARs and Taiwan province)
Algeria	Bosnia and Herzegovina	Colombia
Argentina	Burma (Myanmar)	Croatia
Armenia	Central and West Africa <sup>nfd</sup>	Cuba

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(continued)

**English Proficiency Group 3 (continued)**

Cyprus	Jordan	Portugal
Djibouti	Kazakhstan	Romania
Ecuador	Korea, Democratic People's Rep of (North)	Russian Federation
Egypt	Korea, Republic of (South)	Somalia
El Salvador	Kuwait	South Eastern Europe <sup>nfd</sup>
Eritrea	Kyrgyz Republic	South-East Asia <sup>nfd</sup>
Estonia	Lebanon	Sudan
Ethiopia	Libya	Syria
Fmr Yslav Rep Macedonia (FYROM)	Lithuania	Taiwan
Gaza Strip and West Bank	Macau (SAR of China)	Thailand
Georgia	Micronesia <sup>nfd</sup>	Togo
Greece	Middle East <sup>nfd</sup>	Turkmenistan
Honduras	Moldova	Ukraine
Hong Kong (SAR of China)	Mongolia	Uruguay
Hungary	Nicaragua	Uzbekistan
Iran	North Africa and the Middle East <sup>nfd</sup>	Yemen
Iraq	Paraguay	Yugoslavia, Federal Republic of
Italy	Peru	
Japan	Poland	

**English Proficiency Group 4**

Antarctica <sup>nfd</sup>	East Timor	Southern Europe <sup>nfd</sup>
Azerbaijan	Guinea	Turkey
Cambodia	Japan and the Koreas <sup>nfd</sup>	Viet Nam
Central Asia <sup>nfd</sup>	Laos	
Chinese Asia (includes Mongolia) <sup>nfd</sup>	Mainland South-East Asia <sup>nfd</sup>	

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*Notes*

1. nfd—not further defined.
2. nec—not elsewhere classified.
3. SAR—special administrative region.

Source: DIMA 2003.

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# List of tables

Table 1.1:	Scope of services included in the CSTDA NMDS collection, by state/territory, 2006–07 .....	2
Table 1.2:	Expenditure on disability support services by Australian, state and territory governments, by service group and administration expenditure, 2006–07 .....	7
Table 2.1:	Users of CSTDA-funded services, service type by state and territory, 2006–07 ...	10
Table 2.2:	Service users per 1,000 potential population by service group, for CSTDA-funded services, by state and territory .....	12
Table 2.3:	Users of state and territory CSTDA-funded services, agency sector by state and territory and by service group, 2006–07 .....	13
Table 2.4:	Users of Australian Government CSTDA-funded employment support services, agency sector by state and territory, 2006–07 .....	14
Table 2.5:	Users of CSTDA-funded services, sex and primary disability group by age group, 2006–07 .....	17
Table 2.6:	Users of CSTDA-funded services with known primary disability group, with or without the presence of other significant disability, 2006–07 .....	19
Table 2.7:	Users of CSTDA-funded services, primary disability group and all significant disability types, 2006–07 .....	20
Table 2.8:	Users of CSTDA-funded services, Indigenous status by state/territory and proportion of Indigenous Australians aged 0–64 years in the population, 2006–07 .....	22
Table 2.9:	Users of CSTDA-funded services, primary disability group by Indigenous status, 2006–07 .....	23
Table 2.10:	Users of CSTDA-funded services, number of disability groups reported by Indigenous status, 2006–07 .....	24
Table 2.11:	Users of CSTDA-funded services, service group by Indigenous status, 2006–07 .....	24
Table 2.12:	CSTDA-funded service users by top 10 countries of birth, 2005–06 and 2006–07 .....	26
Table 2.13:	Users of CSTDA-funded services, primary disability group by English Proficiency Group, 2006–07 (per cent) .....	26
Table 2.14:	Users of CSTDA-funded services, primary disability group by most effective method of communication, 2006–07 (per cent) .....	27
Table 2.15:	Users of CSTDA-funded services, need for interpreter services by primary disability, 2006–07 .....	28
Table 2.16:	Users of CSTDA-funded services aged 15–64 years, labour force status by service group, 2006–07 .....	29
Table 2.17:	Users of CSTDA-funded services aged 16 years and over, main income source by primary disability group, 2006–07 (per cent) .....	30

Table 2.18: Users of CSTDA-funded services aged 16 and over, labour force status by main source of income, 2006–07 .....	30
Table 2.19: Users of CSTDA-funded services aged under 16 years, parents in receipt of the Carer Allowance (Child) by primary disability group, 2006–07 .....	31
Table 2.20: Users of CSTDA-funded services, individual funding status by service group, 2006–07.....	32
Table 2.21: Users of CSTDA-funded services, service user location by state/territory, 2006–07 .....	34
Table 3.1: Users of CSTDA-funded services, existence of an informal carer by service group, 2006–07.....	36
Table 3.2: Users of CSTDA-funded services, existence of an informal carer by remoteness, 2006–07 .....	37
Table 3.3: CSTDA-funded service users with an informal carer, relationship of carer to service user by service user age, 2006–07 .....	38
Table 3.4: CSTDA-funded service users with an informal carer, relationship of carer to service user by age group of carer, 2006–07 .....	39
Table 3.5: CSTDA-funded service users with an informal carer, age of service user by age of carer, 2006–07.....	40
Table 3.6: CSTDA-funded service users with a parent informal carer aged 65 years and over, relationship of carer to service user by age group of service user, 2006–07 .....	41
Table 3.7: CSTDA-funded service users with an informal carer, residency status of carer by primary status of carer, 2006–07 .....	42
Table 3.8: Users of CSTDA-funded services, life area by frequency of support or assistance needed, 2006–07 .....	44
Table 3.9: Users of CSTDA-funded services, service group by frequency of support needed in activities of daily living, independent living, and work, education and community living, 2006–07 .....	45
Table 3.10: Users of CSTDA-funded services, living arrangements by service group, 2006–07 .....	48
Table 4.1: Users of CSTDA-funded services by service group, 2003–04 to 2006–07 .....	50
Table 4.2: Users of CSTDA-funded services in 2003–04 who also used services in 2004–05, 2005–06 and 2006–07.....	53
Table 4.3: Users of CSTDA-funded services, support needs with activities of daily living (ADL) for those using services in both 2003–04 and 2006–07 .....	53
Table 4.4: Users of CSTDA-funded services aged 10–24 years reporting physical disability as a primary group in 2003–04, primary disability groups reported in 2006–07.....	54
Table 4.5: Users of CSTDA-funded services aged 10–17 years reporting autism as a primary disability group in 2003–04, primary disability groups reported in 2006–07.....	55
Table 4.6: Users of CSTDA-funded services in both 2003–04 and 2006–07, service use patterns across the 2 years .....	55

Table 4.7:	Users of CSTDA-funded services, summary of selected demographic characteristics, 2003–04 to 2006–07 .....	56
Table 4.8:	Number and selected characteristics of CSTDA-funded service type outlets, 2003–04 to 2006–07 .....	61
Table 5.1:	CSTDA-funded agencies by state and territory, 2006–07.....	62
Table 5.2:	CSTDA-funded service type outlets, service type by agency sector, 2006–07 .....	63
Table 5.3:	State/territory-funded CSTDA service type outlets, service type by state/territory, 2006–07 .....	65
Table 5.4:	Australian Government-funded CSTDA service type outlets, service type by state and territory, 2006–07.....	66
Table 5.5:	CSTDA-funded service type outlets, remote location by service group, 2006–07 .....	67
Table 5.6:	CSTDA-funded service type outlets, number of operating hours per day by service group, 2006–07 .....	70
Table 5.7:	CSTDA-funded service type outlets, number of operating days per week by service group, 2006–07 .....	70
Table 5.8:	CSTDA-funded service type outlets, number of operating weeks per year by service group, 2006–07 .....	71
Table 6.1:	Users of CSTDA-funded services, multiple service use, 2006–07.....	73
Table 6.2:	Users of CSTDA-funded services, service type by multiple service use, 2006–07 .....	74
Table 6.3:	Users of CSTDA-funded services, service type by use of other service types/groups, 2006–07 .....	75
Table 6.4:	Users of CSTDA-funded services, service group combinations most commonly received by people using two or more services, 2006–07.....	76
Table 6.5:	Users of CSTDA-funded services, people accessing the ten most common service type combinations, 2006–07 .....	77
Table 6.6:	Users of CSTDA-funded services, mean and median days of service by service type for residential accommodation support services (1.01–1.04), 2006–07 .....	81
Table 6.7:	Mean hours worked in the reference week by paid and unpaid staff for CSTDA-funded service type outlets, by service group, 2006–07 .....	82
Table 6.8:	Mean hours worked in a typical week by paid and unpaid staff for CSTDA-funded service type outlets, by service group, 2006–07 .....	82
Table 6.9:	Service users with an exit date, main reason for cessation of services by service group, 2006–07 .....	84
Table 7.1:	Response rates for service type outlets by jurisdictions, 2002–03 to 2006–07 (per cent) .....	85
Table 7.2:	‘Not stated’ and ‘not known’ response rates for service user data items, 2006–07 .....	87
Table 7.3:	‘Not stated’ response rates for service use data items, 2006–07 (for applicable service types).....	88

Table 7.4: 'Not stated' response rates for service type outlet data items, 2006-07 .....89  
Table 7.5: Validity of the statistical linkage key in the CSTDA NMDS, 2006-07 .....89

## List of appendix tables

Table A1.1:	Characteristics of service users, CSTDA-funded services, 2006–07 .....	91
Table A1.2:	Service use data item frequencies, CSTDA-funded services, 2006–07 .....	98
Table A1.3:	CSTDA-funded service type outlets, data item response categories, 2006–07 .....	100
Table A1.4:	Users of CSTDA-funded accommodation support services, by accommodation support category and state/territory, 2006–07 .....	102
Table A1.5:	Calculation of ‘potential’ populations: people aged less than 65 years and 15–64 years, by state and territory, 30 June 2006 .....	103
Table A1.6:	Calculation of Indigenous factor: people aged less than 65 years and 15–64 years, Indigenous factor by state and territory, 2006 .....	104
Table A1.7:	Users of CSTDA-funded services, age group by sex, 2006–07 .....	105
Table A1.8:	Users of CSTDA-funded community support services, median age (years) by sex and service group, 2006–07 .....	105
Table A1.9:	Users of CSTDA-funded services, age group by Indigenous status, 2006–07 .....	106
Table A1.10:	Service users of CSTDA-funded services, Indigenous status by disability group, and mean number of disability groups reported, 2006–07 .....	107
Table A1.11:	Users of CSTDA-funded services, median age (years) by English Proficiency Group, 2006–07 .....	107
Table A1.12:	Users of CSTDA-funded services, location by Indigenous status, 2006–07 .....	108
Table A1.13:	Users of CSTDA-funded services, number and percentage of users reporting a primary carer and co-resident carer by service group, 2006–07 .....	108
Table A1.14:	Users of CSTDA-funded services, existence of an informal carer by support always or sometimes needed for activities of daily living (ADL), by age group, 2006–07 .....	109
Table A1.15:	Users of CSTDA-funded services, existence of an informal carer by support always or sometimes needed for activities of independent living (AIL), by age group, 2006–07 .....	109
Table A1.16:	Users of CSTDA-funded services, living arrangements by frequency of need for support for activities of daily living (ADL), activities of independent living (AIL) and activities of work, education and community living (AWEC), 2006–07 .....	110
Table A1.17:	Users of CSTDA-funded services, reported primary disability group by residential setting, 2006–07 .....	111
Table A1.18:	Mean and median hours of service provided by CSTDA-funded service type outlets during the reference week, June 2007 .....	112
Table A1.19:	Mean and median hours of service provided by CSTDA-funded service type outlets during a typical week, 2006–07 .....	113

Table A1.20:	CSTDA-funded service type outlets, mean staff hours in the reference week per service user by service type, 2006-07.....	114
Table A1.21:	Users of CSTDA-funded services, primary and all significant disability types by broad disability group, 2006-07 .....	114
Table A2.1:	Number and proportion of CSTDA-funded accommodation service users accessing accommodation service types, 2003-04 to 2006-07 .....	115
Table A2.2:	Users of CSTDA-funded services, median age (years) by sex and service group, 2003-04 to 2006-07.....	116
Table A2.3:	Numbers and percentage changes in service user counts between 2003-04 and 2006-07, by service group.....	117
Table A2.4:	Service users of CSTDA-funded services, primary disability group, number and percentage of service users reporting disability group, 2003-04 to 2006-07.....	118
Table A2.5:	Service users receiving individualised funding, by service group, 2003-04 to 2006-07 .....	119
Table A2.6:	Users of CSTDA-funded services, existence of an informal carer, 2003-04 to 2006-07 .....	119
Table A2.7:	Users of CSTDA-funded services, number and proportion by age group, 2003-04 to 2006-07 .....	120
Table A2.8:	Users of CSTDA-funded services, most commonly accessed service types, 2003-04 to 2006-07 .....	120
Table A2.9:	Users of CSTDA-funded services, per 1,000 potential population by service group, 2003-04 to 2006-07.....	120
Table A2.10:	Users of CSTDA-funded services, percentage of service users reporting five most common primary disability groups, 2003-04 to 2006-07 .....	121
Table A2.11:	Users of CSTDA-funded services, primary disability (%) by service type/group, 2003-04 to 2006-07 .....	122
Table A2.12:	Users of CSTDA-funded services, proportion reporting always needing support in activities of daily living (ADL), activities of independent living (AIL) and activities of work, education and community living (AWEC), by service type/group, 2003-04 to 2006-07.....	123

# List of boxes and figures

Box 1.1:	Definitions and major counts of the CSTDA NMDS collection .....	5
Box 1.2:	Definitions of service groups covered by the Commonwealth State/Territory Disability Agreement .....	6
Figure 2.1:	Proportion of CSTDA service users, age group by year, 2003–04 to 2006–07 .....	15
Figure 2.2:	Users of CSTDA-funded services, primary and other significant disability groups by four major disability groupings, 2006–07 .....	20
Figure 2.3:	Age distribution (per cent) of Indigenous and non-Indigenous service users of CSTDA-funded services, 2006–07 .....	22
Figure 2.4:	Users of CSTDA-funded services, individualised funding by service group (per cent), 2003–04 to 2006–07 .....	32
Figure 2.5:	Proportion of service users for Indigenous status by remoteness area, 2006–07 .....	35
Figure 3.1:	Users of CSTDA-funded services, percentage of service users by frequency of support needed in activities of daily living (ADL), independent living (AIL), and work, education and community living (AWEC), 2006–07 .....	43
Figure 3.2:	Existence of an informal carer for service users who always or sometimes need support for activities of daily living by age group, 2006–07 .....	46
Figure 3.3:	Existence of an informal carer for service users who always or sometimes need support for activities of independent living by age group, 2006–07 .....	47
Figure 3.4:	Users of CSTDA-funded services, percentages of service users by frequency of need for support in broad life areas and living arrangements, 2006–07 .....	48
Figure 3.5:	Users of CSTDA-funded services, proportion of reported primary disability by residential setting, 2006–07 .....	49
Figure 4.1:	The five most common CSTDA-funded service types reported, 2003–04 to 2006–07 .....	51
Figure 4.2:	CSTDA-funded service users, potential population by service group, 2003–04 to 2006–07 .....	52
Figure 4.3:	The five most common primary disability groups, 2003–04 to 2006–07 .....	57
Figure 4.4:	Primary disability by service group/type, 2003–04 to 2006–07 .....	58
Figure 4.5:	Users of CSTDA-funded services always needing support in activities of daily living (ADL), activities of independent living (AIL) and activities of work, education and community living (AWEC), 2003–04 to 2006–07 .....	59
Figure 4.6:	Users of CSTDA-funded services always needing support in activities of daily living (ADL), activities of independent living (AIL) and activities of work, education and community living (AWEC), by service group/type, 2003–04 to 2006–07 .....	60



Figure 5.1: CSTDA-funded service type outlets, service group by remoteness area, 2006-07 .....	68
Figure 5.2: CSTDA-funded service type outlets, location by service group, 2006-07 .....	69
Figure 6.1: CSTDA-funded service type outlets, mean and median hours of service provided during the reference week, June 2007.....	79
Figure 6.2: CSTDA-funded service type outlets, mean and median hours of service provided during a typical week, 2006-07 .....	80
Figure 6.3: CSTDA-funded service type outlets, mean staff hours in reference week per service user, by selected service type, 2006-07.....	83