

## 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%).

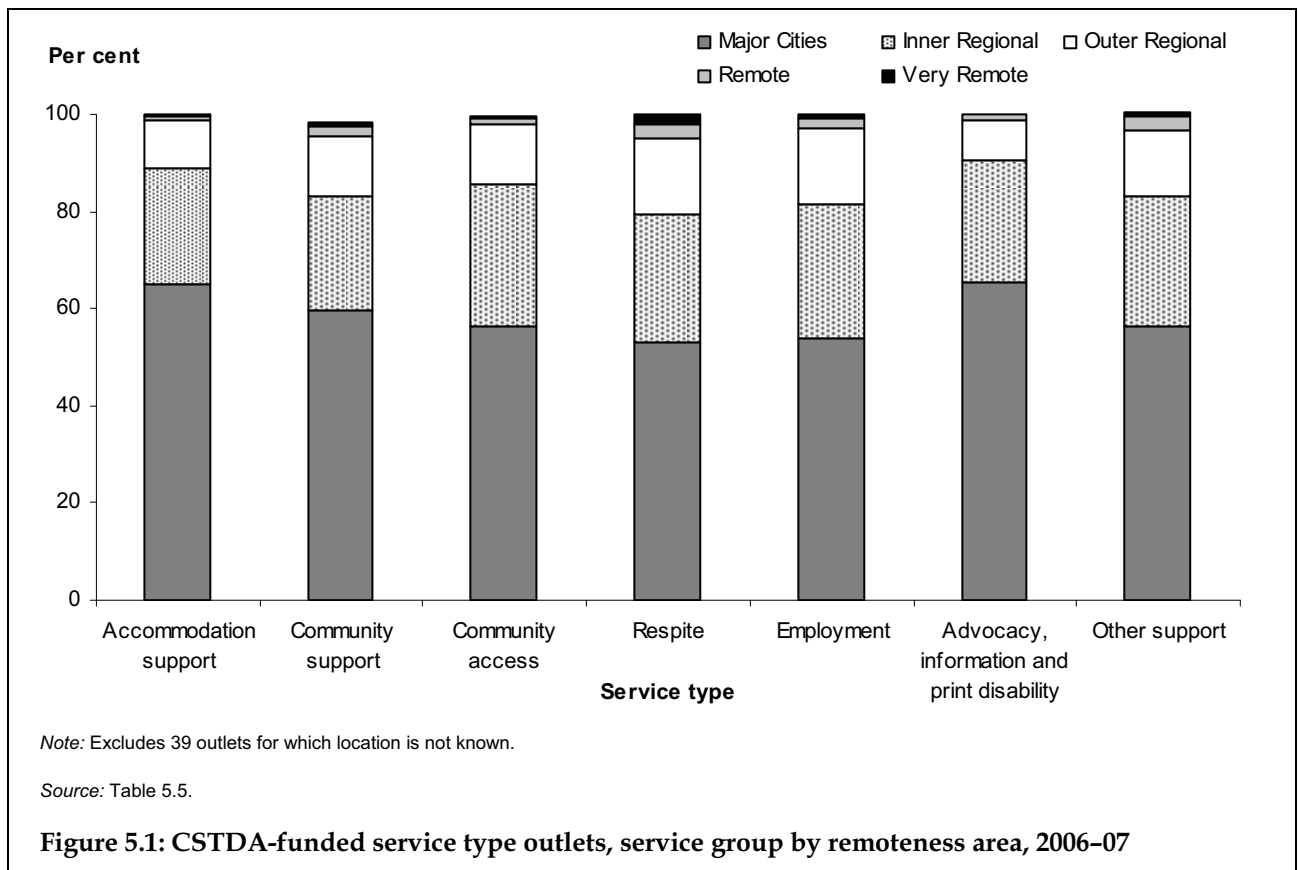
These proportions were relatively consistent across service groups (Figure 5.1). The proportion of service type outlets located in Major Cities ranged from 53% of respite services to 65% of accommodation support services. The proportion of outlets located in Inner Regional areas ranged from 24% of outlets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

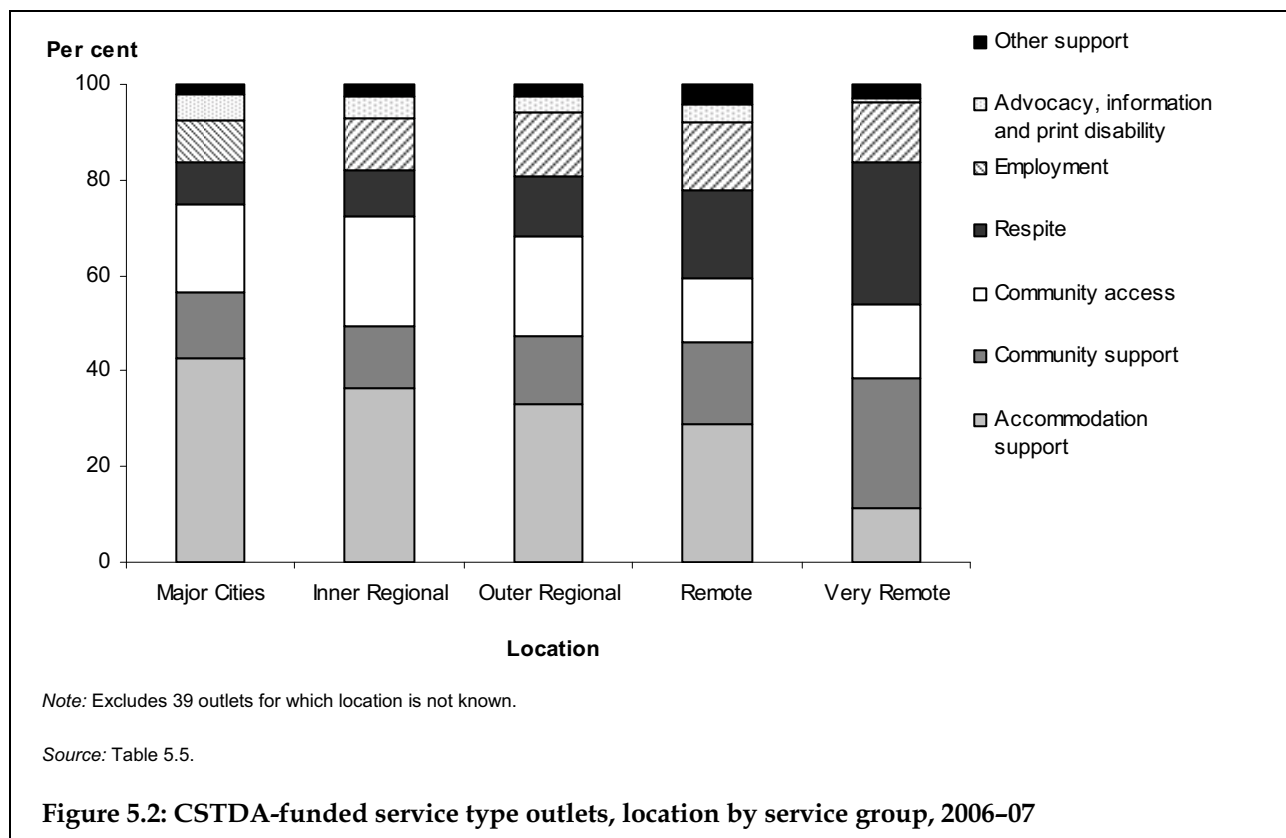
	<b>Major Cities</b>	<b>Inner Regional</b>	<b>Outer Regional</b>	<b>Remote</b>	<b>Very Remote</b>	<b>Not known</b>	<b>Total</b>
<b>Number</b>							
Accommodation support	2,731	998	414	49	7	5	4,203
Community support	884	353	181	29	16	24	1,486
Community access	1,179	620	258	23	9	8	2,097
Respite	536	265	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.