



**Australian Government**

**Australian Institute of  
Health and Welfare**

# **Disability support services Appendix 2012–13**

DISABILITY SERIES



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**Australian Institute of  
Health and Welfare**

*Authoritative information and statistics  
to promote better health and wellbeing*

DISABILITY SERIES

# **Disability support services**

## **Appendix**

### **2012–13**

Australian Institute of Health and Welfare  
Canberra

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**The Australian Institute of Health and Welfare is a major national agency which provides reliable, regular and relevant information and statistics on Australia's health and welfare. The Institute's mission is *authoritative information and statistics to promote better health and wellbeing.***

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**Please note that there is the potential for minor revisions of data in this report.  
Please check the online version at <[www.aihw.gov.au](http://www.aihw.gov.au)> for any amendments.**

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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
AWEC	activities of work, education and community living
CSDA	Commonwealth/State Disability Agreement
CSTDA	Commonwealth State/Territory Disability Agreement
DS NMDS	Disability Services National Minimum Data Set
DSS	Australian Government Department of Social Services
FTE	full-time equivalent
NDA	National Disability Agreement
no.	number
SCRGSP	Steering Committee for the Review of Government Service Provision
SDAC	ABS Survey of Disability, Ageing and Carers

# Symbols

—	nil or rounded to zero
<	less than
>	more than
..	not applicable
n.a.	not available
n.p.	not publishable because of small numbers, confidentiality or other concerns about the quality of the data

# Summary

This appendix accompanies the *Disability support services: services provided under the National Disability Agreement 2012–13* bulletin (AIHW 2014). It contains data quality information and additional data tables.



# A Data quality statement: DS NMDS 2012–13

## Summary of key issues

- All states and territories and the Australian Government Department of Social Services (DSS) ('the jurisdictions') collect data on the disability services provided under the National Disability Agreement (NDA).
- The AIHW compiles the annual Disability Services National Minimum Data Set (DS NMDS) from the information supplied by the jurisdictions.
- Services provided under the NDA vary between jurisdictions.
- The counts of service users depend on the accuracy of the statistical linkage key. This varies by jurisdiction and year.
- While every effort is made to incorporate responses from all service type outlets provided under the NDA, each year a small number are not included. This varies by jurisdiction and year.
- Some outlets do not report on all service users, due to administration or other errors, and it is not possible to accurately estimate the number of service users who may be missing from the data as a result. This varies by jurisdiction and year.
- Non-response rates to data items vary across jurisdiction, service type and year.

## Description

All states and territories and the Australian Government Department of Social Services (DSS) supply data on the disability services provided under the National Disability Agreement (NDA) to the AIHW annually. These are compiled into the Disability Services National Minimum Dataset (DS NMDS).

## Institutional environment

The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the *Australian Institute of Health and Welfare Act 1987* to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health Portfolio.

The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.

The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.



One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.

The *Australian Institute of Health and Welfare Act 1987*, in conjunction with compliance to the *Privacy Act 1988*, ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.

For further information see the AIHW website <<http://www.aihw.gov.au/>>.

The AIHW has been maintaining a minimum data set on disability support services since 1994, firstly as a snapshot collection and then from 2003–04 as an annual collection.

## **Timeliness**

The publication *Disability Support Services* and associated online data cubes are released annually. The present version of the DS NMDS contains data on disability support services provided under the NDA in 2012–13.

The DS NMDS cannot be compiled for a given year until each jurisdiction is able to supply data for that year. Jurisdictional data submissions are due at the AIHW by the end of September each year following the end of the collection period, with final sign-off of national validated and linked data due February the following year. Data are required to be released by the end of the following August. In 2012–13, the last jurisdictional data submission was received 13 January 2014 and the final jurisdiction gave sign-off 5 February 2014.

The AIHW has been reporting on disability support services collected under the various iterations of the national disability agreements since 1994.

## **Accessibility**

The AIHW website provides disability support services data which can be downloaded free of charge. Numerous reports, including the annual *Disability Support Services* bulletin, are published and are available on the AIHW website where they can be downloaded without charge. Additional disaggregation of data may be requested via a customised data request. The length of time it takes to complete a request depends on a number of factors and a charge may apply to recover costs. General enquiries about AIHW publications can be made to the Communications, Media and Marketing Unit on (02) 6244 1032 or via email to [info@aihw.gov.au](mailto:info@aihw.gov.au).

## **Interpretability**

Information on the DS NMDS is available on the AIHW website. This includes the DS NMDS collection materials.

The main counts of the DS NMDS collection are service users and service type outlets. A service type outlet is a statistical counting unit of an agency that provides a particular NDA service type at, or from, a discrete location. Data are collected, usually by agencies, for each service type outlet.

Data on service users are collected against the service types (service type outlets) over the collection period. Note that service user data are not collected in relation to two of the seven service groups – ‘advocacy, information and alternative forms of communication’ and ‘other

support'. Further, the level of information required to be collected varies according to the particular service type. For more information on what information is collected against each service type, as well as a description of each service type, see the *DS NMDS data guide*.

The scope of services vary in terms of the programs that are provided under the NDA across jurisdictions. For example, in Victoria and Queensland, specialist psychiatric disability services are provided under the NDA. However, in all other jurisdictions, specific mental health services are provided under health, rather than disability, portfolios. Further, certain services, such as early intervention services for children with disability, fall within the disability support system in some states but are administered under the education portfolio in others.

## Relevance

All states and territories and the Australian Government supply data on the disability services provided under the NDA to the AIHW annually. These are compiled into the DS NMDS.

The publication *Disability Support Services* and associated online data cubes are released annually. The present version of the DS NMDS contains data on disability support services provided under the NDA in 2012–13.

The DS NMDS is highly relevant for reporting on the use of disability support services under the NDA. The data are used for many purposes, for example, by policy-makers to evaluate and plan disability programs.

The DS NMDS also contains a statistical linkage key for each service user. This allows researchers to link their database to the DS NMDS (noting that such data linkage can only be undertaken after receiving approvals from various ethics committees).

Metadata information for the DS NMDS are published in the AIHW's online metadata repository – METeOR, and the *DS NMDS data guide*.

## Accuracy

Each year, when all the jurisdictions' data are compiled into the DS NMDS, a national validation and data linkage process is undertaken.

To form service user counts, a statistical linkage key is used. The statistical linkage key enables the number of service users to be estimated from data collected from service type outlets and agencies. During any given financial year, a service user can receive services from:

- more than one service type outlet
- more than one agency
- multiple jurisdictions – across state/territory borders, and/or a combination of Australian Government and state/territory services.

In each of these cases, service user counts can be estimated by using the statistical linkage key. 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). To link records within the DS NMDS, the statistical linkage key components of each record for a service received 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. As with all collections that use a statistical linkage key to identify service users, a small degree of misidentification is expected. That is, because the statistical linkage key is not a unique identifier, there is a small probability that some of the linked records do not belong to the same individual, and, conversely, that some records that did not link do belong to the same individual. Records with 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 slightly overestimated.

Service type outlet and service user participation rates, as well as the response rates to various data items, need to be considered when interpreting data. These vary across years and jurisdictions. Data can be considered more reliable as participation and response rates increase.

Jurisdictions report their service type outlet participation rates – the number of outlets that contributed to the DS NMDS collection compared with the total number of outlets in the jurisdiction. While every effort is made to incorporate responses from all service type outlets provided under the NDA, each year a small number are not included.

Likewise, it is recognised that some outlets do not report on all service users, due to administration or other errors, and it is not possible to accurately estimate the number of service users who may be missing from the data as a result. Some service type outlets have a large number of service users who have minimal contact, such as information and referral services. These service types are not required to submit service user information to the DS NMDS, and as a result users of these services are not included in totals. All service type outlets are required to estimate the number of service users they helped over the year; however, analysis of these estimates and comparison with jurisdictional reports indicate that such estimations can be of poor quality.

Non-response rates to data items vary across jurisdiction and service type. High levels of non-response reduce the validity and reliability of data, and items with high proportions should be considered with care, especially when comparing data across jurisdictions and collection years. These generally occur when a service user or service type outlet does not provide/collect information on a service user, or when information is unable to be derived by statistical linkage processes. In some instances, particular service types are not required to submit data for all measures.

Information on the validity of the statistical linkage key in 2012–13 is provided in Table A2 and information on participation and response rates for 2012–13 are provided in tables A3–A6 and Appendix B: Table B16.

## Coherence

DS NMDS data are reported and published annually by the AIHW.

The scope of services included in the DS NMDS can vary in terms of the programs that are provided under the NDA across jurisdictions as well as in what programs are included in the data collection. For example:

- in Victoria and Queensland, specialist psychiatric disability services are provided under the NDA. However, in all other jurisdictions, specific mental health services are provided under health, rather than disability, portfolios

- certain services, such as early intervention services for children with disability, fall within the disability support system in some states but are administered under the education portfolio in others
- from 2012–13, the Northern Territory DS NMDS data includes people using Basic Community Care services. Other jurisdictional data does not.

Service type outlet and service user participation rates, as well as the response rates to various data items, vary across years and jurisdictions (see ‘Accuracy’ for further detail).

While there have been some changes in the collection over the years, some meaningful comparisons can be made over time, particularly from 2007–08 onwards.

Some major changes to the collection include:

- changes in collection period/method – from 1994 to 2002, data were collected under the Commonwealth State Disability Agreement Minimum Data Set (CSDA MDS) which was run as a ‘snapshot’ collection. Data from the snapshot collections are not strictly comparable to that from the annual data collections (the CSTDA NMDS for 2003–04 to 2008–09 and the DS NMDS from 2009–10 onwards)
- changes to service type codes –
  - from 1 October 2008, targeted support services (5.04) previously delivered by the Australian Government and included in the service group ‘employment services’ were transferred to state/territory governments and are now distributed across various state and territory service type codes
  - the use of a combined open and supported employment service code (5.03) was discontinued on 1 December 2004.
  - changes to linkage processes to estimate service user counts occurred in 2007–08. For more information see Chapter 1 in *Disability support services 2008–09*.

## Additional data quality information

### Variations in the services included in the DS NMDS

Table A1 highlights the main areas in which services provided under the NDA and services provided under other programs differed across jurisdictions in 2012–13.

**Table A1: Variation in NDA service types included in the DS NMDS collection, by state and territory, 2012–13**

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

(a) Selected services only.

In addition, from 2012–13, the Northern Territory DS NMDS data includes people using Basic Community Care services. Other jurisdictional data does not.

## Statistical linkage key

The overall rate of invalid linkage keys in 2012–13 was 0.3%, ranging among jurisdictions from 0% to 1.3% of the total number of service user records (Table A2).

**Table A2: Validity and completeness of the statistical linkage key, 2012–13**

	NSW	Vic <sup>(a)</sup>	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Validity of statistical linkage keys</b>										
Number of service user records (unlinked)	75,064	95,165	38,991	29,187	31,042	8,808	5,994	3,019	158,952	446,222
Number with invalid linkage keys	—	1,220	—	1	—	—	—	—	40	1,261
Percentage of invalid linkage keys <sup>(b)</sup>	—	1.3	—	—	—	—	—	—	—	0.3
<b>Completeness of statistical linkage keys (unlinked)</b>										
Number of keys with date of birth estimates <sup>(b)</sup>	1,691	4,180	894	155	505	106	93	92	—	7,716
Number of keys with missing sex <sup>(b)</sup>	3	145	3	33	—	—	—	—	—	184
Percentage of valid linkage keys with missing sex and/or a date of birth estimate	2.3	4.5	2.3	0.6	1.6	1.2	1.6	3.0	—	1.8
<b>Completeness of statistical linkage keys (linked)</b>										
Number of keys with date of birth estimates <sup>(b)</sup>	1,811	4,510	1,158	160	599	114	96	105	—	8,553
Number of keys with missing sex <sup>(b)</sup>	3	157	6	36	—	—	—	—	—	202
Percentage of valid linkage keys with missing sex and/or a date of birth estimate	2.4	4.9	3.0	0.7	1.9	1.3	1.6	3.5	—	2.0

(a) In 2012–13, for 5% of the original service user records for Victoria the appropriate letters of the first and last names were not collected. As for the data from previous years, where possible, a 'pseudo' linkage key was used for Victoria for these cases and these have been included in the valid count. The use of the pseudo linkage key increases the likelihood that some records could have been wrongly matched, or that some records were not matched when they should have been.

(b) Statistical linkage keys with estimated date of birth and/or missing sex are counted as valid.

## Service type outlet participation rate

In 2012–13, the national service type outlet participation rate was 98% (Table A3). The response rates for the jurisdictions were between 96% and 100%.

**Table A3: Response rates for service type outlets, 2008–09 to 2012–13 (%)**

	2008–09	2009–10	2010–11	2011–12	2012–13
NSW	92.0	93.0	94.3	95.7	96.8
Vic	93.0	96.0	95.0	95.0	96.0
Qld	99.0	99.0	99.7	99.9	99.9
WA	99.0	100.0	98.0	99.2	100.0
SA	100.0	99.0	99.7	99.9	96.5
Tas	100.0	100.0	100.0	100.0	100.0
ACT	100.0	100.0	100.0	100.0	100.0
NT	100.0	96.0	96.0	90.0	99.0
Australian Government	100.0	100.0	100.0	100.0	100.0
<b>Total</b>	<b>96.0</b>	<b>97.0</b>	<b>96.9</b>	<b>97.5</b>	<b>98.0</b>

### 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.

## Service user participation rate

All service type outlets are required to estimate the number of service users they helped over the year; however, analysis of these estimates and comparison with jurisdictional reports indicate that such estimations can be of poor quality.

## Non-response rates to data items

Tables A4–A6 provide breakdowns of the non-response rates. In particular, there are high non-response rates for some data items, notably the ‘method of communication’, ‘supports needs’ and ‘carer – existence of’ items.

**Table A4: 'Not stated/not known' response rates for service user data items, 2012–13 (%)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Not stated</b>										
Age	—	—	—	—	—	—	—	—	—	—
Date of birth	—	—	—	—	—	—	—	—	—	—
Sex	—	—	—	—	—	—	—	—	—	—
Indigenous status	2.5	10.6	3.9	5.5	1.7	2.4	3.9	3.0	—	3.8
Country of birth	3.3	11.3	3.0	4.8	1.6	1.5	4.1	3.3	—	4.1
Need for interpreter services	5.1	27.3	5.0	2.0	2.9	1.5	4.3	26.0	—	8.3
Method of communication	11.6	27.9	6.6	8.5	4.8	3.4	2.8	27.0	26.5	21.0
Living arrangement	4.6	15.8	4.3	6.0	4.6	1.5	4.1	26.3	11.5	10.5
Postcode of usual residence	—	—	—	2.4	2.9	1.5	2.7	2.4	—	—
Residential setting	5.3	22.5	4.2	5.4	5.1	1.5	5.1	26.4	7.8	10.5
Primary disability group	7.8	13.6	2.4	3.9	2.8	1.5	2.5	27.7	—	5.4
<b>Support needs</b>										
Self-care	17.1	34.6	15.1	7.2	4.9	1.6	6.9	33.3	27.9	24.7
Mobility	16.9	32.7	15.3	7.4	4.9	1.5	6.0	35.9	27.0	23.9
Communication	16.5	31.9	15.1	7.4	5.0	1.5	5.5	43.7	26.8	23.7
Interpersonal interactions and relationships	17.2	37.0	15.2	7.8	5.0	1.5	6.6	43.7	27.0	25.1
Learning, applying knowledge and general tasks and demands	14.1	37.9	14.7	8.5	4.1	3.2	12.7	40.9	26.9	24.8
Education	15.4	38.9	17.6	9.0	4.2	3.2	12.9	44.3	29.2	26.4
Community/economic life	15.2	38.1	16.8	7.8	4.1	3.2	17.5	39.1	26.9	25.2
Domestic life	8.5	29.6	12.3	6.4	2.1	1.4	1.8	23.1	29.9	22.2
Working	10.8	31.8	16.0	7.7	2.3	1.3	3.2	32.7	27.2	22.6
Carer—existence of	5.0	15.1	2.3	10.5	2.5	1.6	14.4	28.1	70.4	34.7
Carer—primary status	2.2	43.0	2.6	10.2	1.2	—	1.0	2.1	10.3	15.3
Carer—residency status	3.8	44.2	2.6	1.6	2.7	1.6	1.2	3.1	12.8	15.5
Carer—relationship to service user	16.2	46.4	1.4	2.1	1.3	—	—	1.2	10.5	18.7
Carer—age group	8.2	50.2	4.7	9.0	6.5	—	9.1	3.1	18.3	20.1
Main income source (adult)	12.4	43.5	14.5	7.9	2.4	2.6	0.7	24.8	15.2	20.8
Receipt of Carer Allowance (child)	13.5	25.3	18.0	14.1	3.4	0.6	33.7	35.1	88.4	17.5
Labour force status	16.2	38.7	15.2	7.0	2.1	2.6	5.3	48.7	15.1	20.4
Individual funding status	7.7	—	12.3	14.9	3.7	1.5	—	27.0	—	3.7
Average not stated rate	9.9	29.9	8.9	6.9	3.4	1.7	6.7	25.1	21.4	16.6
<b>Not known</b>										
Main income source (adult)	6.7	0.5	4.5	6.1	19.2	—	8.0	9.3	—	3.0
Receipt of Carer Allowance (child)	36.2	12.0	20.3	24.8	17.5	6.7	28.1	38.5	2.4	23.3
Individual funding	18.3	—	13.2	13.9	14.2	—	—	25.4	—	6.1

**Notes**

- Figures are the percentage of total data item responses for each data source.
- Service users accessing service type 3.02 were required to report only on data items relating to age and sex. Service users who used only this service type over the 12-month period are excluded from calculations of 'not stated' rates for all other data items.
- Service types 6.01–6.05 and 7.01–7.04 did not collect service user data, so are excluded from this table.
- 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 exclude service types 5.01 and 5.02 for these data items.
- 'Not stated' rates for method of communication, learning, applying knowledge and general tasks and demands, education, and community/economic life include responses for persons aged 0–4 in the denominator.
- 'Not stated' rates for domestic life and working include responses for persons aged 0–14 in the denominator.
- '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 'that they had a carer'.
- 'Not stated' rates for main income source (adult) and receipt of Carer Allowance include 'not known' responses in the denominator.

**Table A5: 'Not stated' response rates for service use data items, for applicable service types, 2012–13 (%)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Service start date	—	—	—	—	—	—	—	—	—	—
Date service last received	—	—	—	—	—	—	—	—	—	—
Main reason for cessation of services	8.1	12.6	—	6.3	—	—	9.5	1.5	—	3.1

*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 so are excluded from this table.
3. '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; so the response rate for this item was 100%.

**Table A6: 'Not stated' response rates for service type outlet data items, 2012–13 (%)**

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Agency sector	—	—	—	—	—	—	—	—	38.9	5.8
Service type	—	—	—	—	—	—	—	—	—	—
Full financial year operation	—	—	—	—	—	—	—	—	—	—
Staff hours in the reference week	8.5	30.1	—	21.2	1.1	—	0.4	12.3	39.4	14.9
Staff hours in a typical week	20.0	..	0.2	28.3	5.5	0.4	1.3	12.8	42.5	18.5
Operating weeks per year	—	—	—	34.0	—	—	—	0.5	39.4	8.4
Operating days per week	—	—	—	36.8	—	—	—	0.5	39.5	8.6
Operating hours per day	—	—	1.1	40.0	—	—	—	1.0	39.4	9.1
Number of service users over the year	—	—	—	—	0.3	—	—	—	0.1	—

*Notes*

1. Figures are the percentage of total data item responses for each data source.
2. Service types 7.01–7.04 were not required to report on the number of service users over the year, so 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 the reference week and a typical week); if only one staff hour (paid or unpaid) variable was missing, it was assumed to be validly recorded as zero (0).



## B Additional tables

### Expenditure

Table B1: Expenditure on disability support services, jurisdiction by service group, 2012–13

Service group	NSW	Vic <sup>(a)</sup>	Qld <sup>(a)</sup>	WA	SA	Tas	ACT	NT	Aus Gov	Total
Accommodation support	1,173.0	649.8	606.2	424.9	287.0	95.5	58.0	47.5	—	3,342.0
Community support	233.7	571.4	167.5	111.2	58.7	19.8	9.3	12.3	70.4	1,254.4
Community access	300.4	45.6	145.7	87.3	38.7	24.2	8.5	3.1	1.0	654.5
Respite	148.9	97.0	80.7	36.4	34.3	7.4	7.6	3.3	8.8	424.3
Employment	—	—	—	—	—	—	—	—	680.3	680.3
Advocacy, information, alternative forms of communication	11.1	8.3	13.0	5.5	1.6	2.6	1.4	0.3	18.3	62.2
Other support	33.5	43.7	31.4	22.2	35.9	0.4	1.3	3.0	75.1	246.6
<i>Subtotal</i>	<i>1,900.6</i>	<i>1,415.8</i>	<i>1,044.5</i>	<i>687.6</i>	<i>456.3</i>	<i>149.9</i>	<i>86.1</i>	<i>69.5</i>	<i>853.9</i>	<i>6,664.3</i>
Administration	172.3	107.8	67.6	28.4	21.1	12.9	7.5	3.9	57.2	478.7
Capital grants to non-government providers	—	7.2	—	—	—	—	—	—	—	7.2
<b>Total</b>	<b>2,072.8</b>	<b>1,530.9</b>	<b>1,112.2</b>	<b>717.7</b>	<b>477.4</b>	<b>162.9</b>	<b>93.6</b>	<b>73.3</b>	<b>911.2</b>	<b>7,151.8</b>

(a) Excludes expenditure on specialist psychiatric disability services. In Victoria and Queensland, specialist psychiatric disability services are included under the disability support services provided under the NDA.

#### Notes

1. Expenditure may not add to total because of rounding.
2. Expenditure by state and territory governments includes contributions from the Australian Government, mainly through the National Disability Specific Purposes Payment. In 2012–13, the states and territories reported this amounted to \$1.27 billion nationally (SCRGSP 2014: Table 14A.5).

Source: SCRGSP 2014: tables 14A.4 and 14A.8.

# Agencies

Table B2: Disability support service agencies, funding source by state and territory, 2008–09 to 2012–13 (number)

Year	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>State/territory-funded agencies</b>									
2008–09	415	452	279	111	130	95	45	44	1,571
2009–10	439	471	303	109	121	93	48	23	1,607
2010–11	434	483	310	110	133	94	57	31	1,652
2011–12	450	454	316	114	133	91	55	40	1,653
2012–13	396	394 <sup>(a)</sup>	277	113	133	91	58	36	1,498
<b>Australian Government-funded agencies</b>									
2008–09	225	177	113	68	62	24	21	14	704
2009–10	202	169	105	61	62	22	16	12	649
2010–11	194	166	104	59	60	22	14	12	631
2011–12	191	167	99	59	61	22	13	12	624
2012–13	206	170	99	64	64	25	13	12	653
<b>Total</b>									
2008–09	640	629	392	179	192	119	66	58	2,275
2009–10	641	640	408	170	183	115	64	35	2,256
2010–11	628	649	414	169	193	116	71	43	2,283
2011–12	641	621	415	173	194	113	68	52	2,277
2012–13	602	564	376	177	197	116	71	48	2,151

(a) From 2012–13, the number of agencies in Victoria excluded service providers delivering services funded via Individualised Support Packages.

**Table B3: Disability support service agencies, agency sector by state and territory, 2012–13 (number)**

Agency sector	NSW	Vic <sup>(a)</sup>	Qld	WA	SA	Tas	ACT	NT	Total
<b>State/territory-funded agencies</b>									
State/territory	9	25	5	3	99	8	8	1	158
Local	25	59	5	3	2	—	—	—	94
<i>Total government</i>	<i>34</i>	<i>84</i>	<i>10</i>	<i>6</i>	<i>101</i>	<i>8</i>	<i>8</i>	<i>1</i>	<i>252</i>
Income tax exempt	362	295	186	94	9	24	48	34	1,052
Non-income tax exempt	—	15	81	13	23	59	2	1	194
<i>Total non-government</i>	<i>362</i>	<i>310</i>	<i>267</i>	<i>107</i>	<i>32</i>	<i>83</i>	<i>50</i>	<i>35</i>	<i>1,246</i>
<b>Total</b>	<b>396</b>	<b>394</b>	<b>277</b>	<b>113</b>	<b>133</b>	<b>91</b>	<b>58</b>	<b>36</b>	<b>1,498</b>
<b>Australian Government-funded agencies</b>									
Australian Government	1	1	1	1	—	—	—	—	4
State/territory	1	2	1	—	—	—	—	—	4
Local	2	—	—	—	—	—	—	—	2
<i>Total government</i>	<i>4</i>	<i>3</i>	<i>2</i>	<i>1</i>	<i>—</i>	<i>—</i>	<i>—</i>	<i>—</i>	<i>10</i>
Income tax exempt	153	124	58	42	48	19	8	7	459
Non-income tax exempt	7	6	6	3	7	1	—	1	31
<i>Total non-government</i>	<i>160</i>	<i>130</i>	<i>64</i>	<i>45</i>	<i>55</i>	<i>20</i>	<i>8</i>	<i>8</i>	<i>490</i>
Not stated <sup>(b)</sup>	42	37	33	18	9	5	5	4	153
<b>Total</b>	<b>206</b>	<b>170</b>	<b>99</b>	<b>64</b>	<b>64</b>	<b>25</b>	<b>13</b>	<b>12</b>	<b>653</b>
<b>Total</b>									
Australian Government	1	1	1	1	—	—	—	—	4
State/territory	10	27	6	3	99	8	8	1	162
Local	27	59	5	3	2	—	—	—	96
<i>Total government</i>	<i>38</i>	<i>87</i>	<i>12</i>	<i>7</i>	<i>101</i>	<i>8</i>	<i>8</i>	<i>1</i>	<i>262</i>
Income tax exempt	515	419	244	136	57	43	56	41	1,511
Non-income tax exempt	7	21	87	16	30	60	2	2	225
<i>Total non-government</i>	<i>522</i>	<i>440</i>	<i>331</i>	<i>152</i>	<i>87</i>	<i>103</i>	<i>58</i>	<i>43</i>	<i>1,736</i>
Not stated <sup>(b)</sup>	42	37	33	18	9	5	5	4	153
<b>Total</b>	<b>602</b>	<b>564</b>	<b>376</b>	<b>177</b>	<b>197</b>	<b>116</b>	<b>71</b>	<b>48</b>	<b>2,151</b>

(a) From 2012–13, the number of agencies in Victoria excluded service providers delivering services funded via Individualised Support Packages.

(b) The agency sector was not provided for 153 open employment agencies.

## Service type outlets

**Table B4: State/territory-funded disability support service type outlets, service type by state and territory, 2012–13 (number)**

Service type	NSW	Vic <sup>(a)</sup>	Qld	WA	SA	Tas	ACT	NT <sup>(b)</sup>	Total
Large residential/institution	21	3	13	5	8	3	—	—	53
Small residential/institution	3	4	66	13	2	1	—	—	89
Hostels	7	33	—	1	1	3	—	—	45
Group homes	1,260	933	1,065	352	413	38	70	26	4,157
Attendant care/personal care	52	—	42	39	63	16	5	41	258
In-home accommodation support	641	201	285	177	99	53	31	39	1,526
Alternative family placement	96	—	15	4	1	—	—	4	120
Other accommodation support	154	35	14	5	11	1	2	1	223
<i>Total accommodation support</i>	<i>2,234</i>	<i>1,209</i>	<i>1,500</i>	<i>596</i>	<i>598</i>	<i>115</i>	<i>108</i>	<i>111</i>	<i>6,471</i>
Therapy support for individuals	63	61	60	30	17	3	5	8	247
Early childhood intervention	218	114	44	19	18	—	1	1	415
Behaviour/specialist intervention	57	32	61	18	12	—	4	1	185
Counselling (individual/family/group)	—	—	29	1	14	—	—	1	45
Regional resource and support teams	117	—	1	5	10	5	—	—	138
Case management, local coordination and development	118	166	199	48	52	8	37	3	631
Other community support	65	4	3	21	42	4	4	2	145
<i>Total community support</i>	<i>638</i>	<i>377</i>	<i>397</i>	<i>142</i>	<i>165</i>	<i>20</i>	<i>51</i>	<i>16</i>	<i>1,806</i>
Learning and life skills development	1,755	48	415	147	131	56	25	8	2,585
Recreation/holiday programs	45	22	30	16	37	7	7	2	166
Other community access	53	66	2	41	38	—	2	33	235
<i>Total community access</i>	<i>1,853</i>	<i>136</i>	<i>447</i>	<i>204</i>	<i>206</i>	<i>63</i>	<i>34</i>	<i>43</i>	<i>2,986</i>
Own home respite	2	28	59	39	30	5	2	4	169
Centre-based respite/respite homes	117	106	123	30	73	9	8	10	476
Host family/peer support respite	11	10	7	—	6	1	—	2	37
Flexible respite	445	166	110	88	36	24	5	10	884
Other respite	—	8	18	13	24	—	—	1	64
<i>Total respite</i>	<i>575</i>	<i>318</i>	<i>317</i>	<i>170</i>	<i>169</i>	<i>39</i>	<i>15</i>	<i>27</i>	<i>1,630</i>
Advocacy	—	34	—	19	—	6	4	2	65
Information/referral	1	57	—	6	13	13	13	2	105
Combined information/advocacy	—	9	—	—	—	5	1	—	15
Mutual support/self-help groups	—	59	—	1	11	—	2	1	74
Alternative formats of communication	2	—	—	—	1	2	4	—	9
<i>Total advocacy, information and alternative communication</i>	<i>3</i>	<i>159</i>	<i>—</i>	<i>26</i>	<i>25</i>	<i>26</i>	<i>24</i>	<i>5</i>	<i>268</i>
Research and evaluation	—	—	—	—	—	—	1	—	1
Training and development	—	6	—	2	1	1	4	—	14
Peak bodies	—	—	—	—	2	3	1	1	7
Other support services	1	58	—	24	52	—	2	—	137
<i>Total other support</i>	<i>1</i>	<i>64</i>	<i>—</i>	<i>26</i>	<i>55</i>	<i>4</i>	<i>8</i>	<i>1</i>	<i>159</i>
<b>Total</b>	<b>5,304</b>	<b>2,263</b>	<b>2,661</b>	<b>1,164</b>	<b>1,218</b>	<b>267</b>	<b>240</b>	<b>203</b>	<b>13,320</b>

(a) As part of an output structure review in Victoria, an activity that was previously classified under community access was amalgamated under community support in that jurisdiction from 2012–13 onwards.

(b) From 2012–13, the Northern Territory DS NMDS data includes Basic Community Care services.

**Table B5: Australian Government-funded disability support service type outlets, service type by state and territory, 2012–13 (number)**

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Open employment <sup>(a)</sup>	561	499	434	165	222	52	12	13	1,958
Supported employment	117	88	38	22	31	12	3	3	314
<i>Total employment support</i>	<i>678</i>	<i>587</i>	<i>472</i>	<i>187</i>	<i>253</i>	<i>64</i>	<i>15</i>	<i>16</i>	<i>2,272</i>
Advocacy	15	17	5	9	6	3	2	3	60
Information/referral, alternative formats of communication	2	1	—	2	1	—	1	—	7
<i>Total advocacy, information and alternative communication</i>	<i>17</i>	<i>18</i>	<i>5</i>	<i>11</i>	<i>7</i>	<i>3</i>	<i>3</i>	<i>3</i>	<i>67</i>
<b>Total</b>	<b>695</b>	<b>605</b>	<b>477</b>	<b>198</b>	<b>260</b>	<b>67</b>	<b>18</b>	<b>19</b>	<b>2,339</b>

(a) The Disability Employment Services Employment Support Service (DES-ESS) program (open employment services) underwent an open tender process in 2012–13 which resulted in some DES-ESS outlets ceasing operation and new outlets commencing, resulting in a significant apparent increase in the number of open employment service type outlets being reported in 2012–13. Ceasing and commencing outlets were not operational concurrently, meaning that the real increase in the number of service type outlets delivering services was actually quite small.

*Note:* Information on Australian Government-funded respite services is not included in this table.

**Table B6: Characteristics of disability support service type outlets, 2012–13 (number)**

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT <sup>(a)</sup>	Aus Gov <sup>(b)(c)</sup>	Total
<b>Agency sector</b>										
Australian/state/territory government	557	694	499	363	974	14	78	7	46	3,232
Local government	110	81	6	10	3	—	—	—	2	212
Income tax exempt (charity)	4,637	1,435	1,804	733	46	63	156	192	1,100	10,166
Non-income tax exempt	—	53	352	58	195	190	6	4	281	1,139
Not stated	—	—	—	—	—	—	—	—	910	910
<b>Full financial year of operation</b>										
Yes	4,357	2,233	2,333	1,145	1,062	236	236	198	905	12,705
No	947	30	328	19	156	31	4	5	1,434	2,954
<b>Weeks of operation per year</b>										
1–39 weeks	65	46	39	32	60	5	10	1	64	322
40–51 weeks	1,950	159	655	79	188	71	61	27	1,053	4,243
52 weeks	2,578	2,054	1,698	657	902	182	167	170	223	8,631
No regular annual pattern	711	4	269	—	68	9	2	4	78	1,145
Not stated	—	—	—	396	—	—	—	1	921	1,318
<b>Days of operation per week</b>										
1 day	47	85	12	6	28	7	2	—	132	319
2 days	49	31	8	2	15	6	3	1	64	179
3 days	162	43	13	2	4	2	4	1	21	252
4 days	93	42	18	9	11	4	7	—	25	209
5 day	1,761	1,200	589	173	327	90	83	94	968	5,285
6 days	59	17	29	27	6	3	2	—	9	152
7 days	2,236	837	1,637	517	710	134	136	100	12	6,319
No regular weekly pattern	897	8	355	—	117	21	3	6	185	1,592
Not stated	—	—	—	428	—	—	—	1	923	1,352
<b>Hours of operation per day</b>										
Less than 7 hours	1,077	172	90	22	97	36	17	18	65	1,594
7–8 hours	1,031	744	527	175	292	72	75	78	1,006	4,000
9 to <24 hours	154	158	101	51	26	17	26	9	200	742
24 hours	1,614	1,153	1,168	450	644	74	112	71	—	5,286
No regular daily pattern	1,428	36	746	—	159	68	10	25	146	2,618
Not stated	—	—	29	466	—	—	—	2	922	1,419
<b>Staff hours in the reference week: paid staff</b>										
0 hours	1,940	135	48	76	101	12	7	9	104	2,432
Less than 20 hours	979	188	326	72	191	28	35	33	248	2,100
20 to <38 hours	373	150	224	50	110	29	19	10	67	1,032
38 to <114 hours	573	339	543	130	239	74	49	47	388	2,382
114 to <228 hours	552	474	929	214	254	43	77	31	271	2,845
228 to <418 hours	344	225	338	236	233	34	33	38	193	1,674
418 to <570 hours	36	31	98	54	26	10	3	6	43	307
570 hours or more	51	40	155	85	50	37	15	4	102	539
Not stated	456	681	—	247	14	—	2	25	923	2,348

(continued)

**Table B6 (continued): Characteristics of disability support service type outlets, 2012–13 (number)**

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT <sup>(a)</sup>	Aus Gov <sup>(b)(c)</sup>	Total
<b>Staff hours in the reference week: unpaid staff</b>										
0 hours	4,320	1,209	2,003	802	1,000	198	183	27	1,056	10,798
Less than 20 hours	205	181	522	87	132	44	24	12	111	1,318
20 to <38 hours	19	44	56	9	11	8	7	3	37	194
38 to <114 hours	15	30	53	12	18	9	5	1	43	186
114 to <228 hours	12	11	17	2	6	6	2	—	12	68
228 to <418 hours	2	7	5	2	3	2	1	—	5	27
418 to <570 hours	1	2	2	1	—	—	—	—	—	6
570 hours or more	2	2	3	2	4	—	6	—	1	20
Not stated	728	777	—	247	44	—	12	160	1,074	3,042
<b>Staff hours in a typical week: paid staff</b>										
0 hours	715	—	10	89	54	7	3	2	72	952
<20 hours	920	—	246	62	230	24	36	35	266	1,819
20 to <38 hours	567	—	204	50	114	32	20	13	60	1,060
38 to <114 hours	1,024	—	488	133	220	68	50	48	385	2,416
114 to <228 hours	874	—	880	200	228	52	76	38	280	2,628
228 to <418 hours	601	—	516	233	230	37	36	26	192	1,871
418 to <570 hours	79	—	116	63	75	9	3	11	51	407
570 hours or more	157	—	201	87	53	38	15	5	109	665
Not stated	367	2,263	—	247	14	—	1	25	924	3,841
<b>Staff hours in a typical week: unpaid staff</b>										
0 hours	3,952	—	1,740	811	946	196	182	29	1,047	8,903
Less than 20 hours	527	—	772	79	175	44	22	12	118	1,749
20 to <38 hours	66	—	65	13	13	9	7	3	34	210
38 to <114 hours	74	—	49	9	23	8	3	3	43	212
114 to <228 hours	27	—	9	2	10	7	1	—	10	66
228 to <418 hours	12	—	9	2	3	1	4	—	3	34
418 to <570 hours	1	—	4	1	—	1	—	—	—	7
570 hours or more	6	—	13	—	4	1	6	—	1	31
Not stated	639	2,263	—	247	44	—	15	156	1,083	4,447
<b>Service users over the financial year<sup>(d)</sup></b>										
1–4 service users	2,512	387	1,422	367	548	91	121	91	257	5,796
5–9 service users	1,118	710	283	311	218	26	25	53	216	2,960
10–19 service users	593	188	316	143	94	41	28	22	312	1,737
20–49 service users	596	315	402	148	121	55	30	21	517	2,205
50–99 service users	237	257	147	74	63	21	13	6	430	1,248
100 or more service users	224	342	91	104	145	30	20	9	604	1,569
Not stated	24	64	—	17	29	3	3	1	3	144

(a) From 2012–13, the Northern Territory DS NMDS data includes Basic Community Care services.

(b) The Disability Employment Services Employment Support Service (DES-ESS) program (open employment services) underwent an open tender process in 2012–13 which resulted in some DES-ESS outlets ceasing operation and new outlets commencing, resulting in a significant apparent increase in the number of open employment service type outlets being reported in 2012–13. Ceasing and commencing outlets were not operational concurrently, meaning that the real increase in the number of service type outlets delivering services was actually quite small.

(c) Service type outlet data items were not available for a large number of open employment outlets which ceased or commenced operation during the reporting period as a result of the DES-ESS open tender process (see Note (b)).

(d) Service type outlets with a service type 7.01–7.04 (research and evaluation, training and development, peak bodies and other support services) were excluded, as they were not required to report this data item.

**Notes**

1. A service outlet may be a single outlet or a combination of two or more outlets of the same service type for an organisation.
2. Data for NDA 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 reporting year.

**Table B7: Disability support service type outlets, service type by agency sector, 2012–13 (number)**

Service type	Government				Non-government			Not stated	Total
	Aus Gov	State/territory	Local	Sub-total	Income tax exempt	Non-income tax exempt	Sub-total		
Large residential/institution	—	25	—	25	24	4	28	..	53
Small residential/institution	—	2	—	2	84	3	87	..	89
Hostels	—	1	—	1	40	4	44	..	45
Group homes	—	1,553	11	1,564	2,311	282	2,593	..	4,157
Attendant care/personal care	—	94	6	100	126	32	158	..	258
In-home accommodation support	—	151	13	164	1,211	151	1,362	..	1,526
Alternative family placement	—	—	—	—	114	6	120	..	120
Other accommodation support	—	19	3	22	200	1	201	..	223
<i>Total accommodation support</i>	—	1,845	33	1,878	4,110	483	4,593	..	6,471
Therapy support for individuals	—	49	—	49	177	21	198	..	247
Early childhood intervention	—	76	11	87	319	9	328	..	415
Behaviour/specialist intervention	—	102	1	103	75	7	82	..	185
Counselling (individual/family/group)	—	18	—	18	19	8	27	..	45
Regional resource and support teams	—	129	—	129	5	4	9	..	138
Case management, local coordination and development	—	267	11	278	340	13	353	..	631
Other community support	—	46	2	48	90	7	97	..	145
<i>Total community support<sup>(a)</sup></i>	—	687	25	712	1,025	69	1,094	..	1,806
Learning and life skills development	—	183	43	226	2,244	115	2,359	..	2,585
Recreation/holiday programs	—	25	6	31	117	18	135	..	166
Other community access	—	73	2	75	156	4	160	..	235
<i>Total community access<sup>(a)</sup></i>	—	281	51	332	2,517	137	2,654	..	2,986
Own home respite	—	67	2	69	83	17	100	..	169
Centre-based respite/respite homes	—	172	2	174	264	38	302	..	476
Host family/peer support respite	—	4	—	4	30	3	33	..	37
Flexible respite	—	49	47	96	742	46	788	..	884
Other respite	—	19	—	19	40	5	45	..	64
<i>Total respite<sup>(b)</sup></i>	—	311	51	362	1,159	109	1,268	..	1,630
Open employment <sup>(c)(d)</sup>	34	10	—	44	727	277	1,004	910	1,958
Supported employment	—	2	2	4	308	2	310	..	314
<i>Total employment<sup>(d)</sup></i>	34	12	2	48	1,035	279	1,314	910	2,272
Advocacy	—	—	—	—	109	16	125	..	125
Information/referral	—	16	1	17	73	17	90	..	107
Combined information/advocacy	—	—	—	—	10	5	15	..	15
Mutual support/self-help groups	—	2	—	2	63	9	72	..	74
Alternative formats of communication	—	—	—	—	12	2	14	..	14
<i>Total advocacy, information and alternative communication</i>	—	18	1	19	267	49	316	..	335
Research and evaluation	—	—	—	—	1	—	1	..	1
Training and development	—	3	—	3	10	1	11	..	14
Peak bodies	—	1	—	1	3	3	6	..	7
Other support services	—	40	49	89	39	9	48	..	137
<i>Total other support</i>	—	44	49	93	53	13	66	..	159
<b>Total</b>	<b>34</b>	<b>3,198</b>	<b>212</b>	<b>3,444</b>	<b>10,166</b>	<b>1,139</b>	<b>11,305</b>	<b>910</b>	<b>15,659</b>

(a) As part of an output structure review in Victoria, an activity that was previously classified under community access was amalgamated under community support in that jurisdiction from 2012–13 onwards.

(b) Information on Australian Government-funded respite services is not included.

(c) Service type outlet data items were not available for a large number of open employment outlets which ceased or commenced operation during the reporting period as a result of the Disability Employment Services Employment Support Service (DES-ESS) open tender process (see Note (d)).

(d) The DES-ESS program (open employment services) underwent an open tender process in 2012–13 which resulted in some DES-ESS outlets ceasing operation and new outlets commencing, resulting in a significant apparent increase in the number of open employment service type outlets being reported in 2012–13. Ceasing and commencing outlets were not operational concurrently, meaning that the real increase in the number of service type outlets delivering services was actually quite small.



**Table B8: Disability support service type outlets, remoteness area by service group, 2012–13**

Service group	Major cities		Inner regional		Outer regional		Remote		Very remote		Not known		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Accommodation support	4,286	66.2	1,515	23.4	552	8.5	66	1.0	52	0.8	1	—	6,471	100.0
Community support <sup>(a)</sup>	1,130	62.6	452	25.0	166	9.2	35	1.9	23	1.3	1	—	1,806	100.0
Community access <sup>(a)</sup>	1,663	55.7	914	30.6	339	11.3	44	1.5	26	0.9	1	—	2,986	100.0
Respite	885	54.3	478	29.4	202	12.4	46	2.8	18	1.1	1	—	1,630	100.0
Employment <sup>(b)</sup>	1,231	54.2	584	25.7	375	16.5	54	2.4	28	1.2	—	—	2,272	100.0
Advocacy, information, alternative forms of communication	224	66.8	85	25.4	23	6.9	3	0.9	—	—	—	—	335	100.0
Other support	110	69.1	39	24.5	9	5.4	—	—	1	0.6	—	—	159	100.0
<b>Total</b>	<b>9,529</b>	<b>60.9</b>	<b>4,067</b>	<b>26.0</b>	<b>1,665</b>	<b>10.6</b>	<b>248</b>	<b>1.6</b>	<b>147</b>	<b>1.6</b>	<b>4</b>	<b>1.6</b>	<b>15,659</b>	<b>100.0</b>

(a) As part of an output structure review in Victoria, an activity that was previously classified under community access was amalgamated under community support in that jurisdiction from 2012–13 onwards.

(b) The Disability Employment Services Employment Support Service (DES-ESS) program (open employment services) underwent an open tender process in 2012–13 which resulted in some DES-ESS outlets ceasing operation and new outlets commencing, resulting in a significant apparent increase in the number of open employment service type outlets being reported in 2012–13. Ceasing and commencing outlets were not operational concurrently, meaning that the real increase in the number of service type outlets delivering services was actually quite small.

*Notes*

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

**Table B9: Mean and median hours of service provided by disability support service type outlets during the reference week, 2012–13**

Service type	Number of service type outlets	Mean hours in reference week per outlet	Median hours in reference week per outlet	Mean number of service users with hours received in reference week
<b>Accommodation support</b>				
1.05 Attendant care/personal care	173	228.4	65.0	12.3
1.06 In-home accommodation support	1,022	240.7	79.5	12.1
1.07 Alternative family placement	97	127.3	48.0	1.8
<i>Total accommodation support</i>	<i>1,292</i>	<i>230.5</i>	<i>72.0</i>	<i>11.3</i>
<b>Community support</b>				
2.06 Case management, local coordination and development	404	351.3	94.4	90.6
<b>Community access<sup>(a)</sup></b>				
3.01 Learning and life skills development	1,192	252.3	102.4	16.4
3.03 Other community access	119	197.1	88.0	29.3
<i>Total community access</i>	<i>1,311</i>	<i>247.3</i>	<i>102.0</i>	<i>17.6</i>
<b>Respite</b>				
4.01 Own home respite	88	72.2	36.0	14.4
4.02 Centre-based respite/respite homes	319	645.1	459.0	19.2
4.03 Host family/peer support respite	13	438.1	202.0	53.2
4.04 Flexible respite	489	193.1	63.0	18.1
4.05 Other respite	40	130.1	52.5	19.7
<i>Total respite</i>	<i>949</i>	<i>334.5</i>	<i>100.0</i>	<i>18.7</i>
<b>All service reporting hours</b>	<b>3,956</b>	<b>273.4</b>	<b>93.0</b>	<b>23.3</b>

(a) As part of an output structure review in Victoria, an activity that was previously classified under community access was amalgamated under community support in that jurisdiction from 2012–13 onwards.

**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.
2. Service type outlets for which no service users had hours received in the reference week recorded were not included.
3. Where a service type outlet had data for both service users with valid hours received and service users with missing hours received, 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.
4. Not all service types were required to collect data on hours received during the 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, 6.01–6.05 and 7.01–7.04.
5. Data are based on a reference week during June 2013; this may be different from a typical week.

**Table B10: Mean and median hours of service provided by disability support service type outlets during a typical week, 2012–13**

Service type	Number of service type outlets	Mean hours in a typical week per outlet	Median hours in a typical week per outlet
<b>Accommodation support</b>			
1.05 Attendant care/personal care	218	259.1	65.0
1.06 In-home accommodation support	1,222	212.7	49.0
1.07 Alternative family placement	115	257.3	78.0
<i>Total accommodation support</i>	<i>1,555</i>	<i>222.5</i>	<i>53.0</i>
<b>Community support</b>			
2.06 Case management, local coordination and development	418	408.1	110.0
<b>Community access<sup>(a)</sup></b>			
3.01 Learning and life skills development	2,401	182.0	68.0
3.03 Other community access	124	100.1	33.0
<i>Total community access</i>	<i>2,525</i>	<i>178.0</i>	<i>65.0</i>
<b>Respite</b>			
4.01 Own home respite	102	77.6	38.5
4.02 Centre-based respite/respite homes	351	665.5	255.0
4.03 Host family/peer support respite	27	164.5	79.0
4.04 Flexible respite	681	251.5	74.0
4.05 Other respite	51	104.9	43.0
<i>Total respite</i>	<i>1,212</i>	<i>348.6</i>	<i>93.0</i>
<b>All services reporting hours</b>	<b>5,710</b>	<b>243.2</b>	<b>70.0</b>

(a) As part of an output structure review in Victoria, an activity that was previously classified under community access was amalgamated under community support in that jurisdiction from 2012–13 onwards.

*Notes*

1. Service type outlets for which no service users had hours received in the typical week recorded were not included.
2. Where a service type outlet had data for both service users with valid hours received and service users with missing hours received, 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.
3. Not all service types were required to collect data on hours received during the 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, 6.01–6.05 and 7.01–7.04.
4. Victoria did not collect data on hours received in a typical week.

**Table B11: Mean hours worked in the reference week by paid and unpaid staff for disability support service type outlets by service groups, 2012–13**

Service group	Mean paid staff hours per outlets	Mean FTE <sup>(a)</sup> paid staff per outlet	Mean unpaid staff hours per outlet	Mean FTE <sup>(a)</sup> unpaid staff per outlet	Total mean FTE <sup>(a)</sup> staff per outlet	Service users <sup>(b)</sup> per outlet	Mean FTE staff per user
Accommodation support	217.4	5.7	3.9	0.1	5.8	6.7	0.9
Community support	114.9	3.0	3.4	0.1	3.1	77.0	—
Community access	96.6	2.5	5.0	0.1	2.7	18.6	0.1
Respite	97.5	2.6	8.8	0.2	2.8	23.4	0.1
Employment	227.4	6.0	4.9	0.1	6.1	57.1	0.1
Advocacy, information and alternative forms of communication	68.3	1.8	20.0	0.5	2.3	..	..
Other	242.4	6.4	32.7	0.9	7.2	..	..
<b>All services</b>	<b>165.6</b>	<b>4.4</b>	<b>5.4</b>	<b>0.1</b>	<b>4.5</b>	<b>20.0</b>	<b>0.2</b>

(a) Full-time equivalent.

(b) 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.

*Notes*

1. Data for hours worked are the mean number of hours worked over one (1) 7-day week in June 2013.
2. Data exclude 2,338 outlets where mean staff hours could not be calculated because of missing data.
3. FTE staff numbers are based on a 38-hour working week.

**Table B12: Mean hours worked in a typical week by paid and unpaid staff for disability support service type outlets by service groups, 2012–13**

Service group	Mean paid staff hours per outlets	Mean FTE <sup>(a)</sup> paid staff per outlet	Mean unpaid staff hours per outlet	Mean FTE <sup>(a)</sup> unpaid staff per outlet
Accommodation support	305.1	8.0	12.2	0.3
Community support	134.0	3.5	4.6	0.1
Community access	156.4	4.1	8.5	0.2
Respite	155.4	4.1	10.6	0.3
Employment	244.4	6.4	4.3	0.1
Advocacy, information and alternative forms of communication	95.2	2.5	33.9	0.9
Other	378.4	10.0	89.3	2.3
<b>All services</b>	<b>228.5</b>	<b>6.0</b>	<b>10.3</b>	<b>0.3</b>

(a) Full-time equivalent.

*Notes*

1. Data for hours worked are the mean number of hours worked over a typical 7 day week in June 2013.
2. Data exclude 2,485 outlets where mean staff hours could not be calculated because of missing data.
3. FTE staff numbers are based on a 38-hour working week.

**Table B13: Disability support service type outlets, period of operation by service group, 2012–13 (number)**

	Accom- modation support	Community support <sup>(a)</sup>	Community access <sup>(a)</sup>	Respite	Employ- ment	Advocacy, information, alternative communi- cation	Other	Total (number)	Total (%)
<b>Hours of operation per day</b>									
Less than 3	24	15	14	15	3	7	4	82	0.6
3–6	189	84	1,026	80	61	67	5	1,512	10.6
7–9	420	1,213	991	276	1,118	236	103	4,357	30.6
10–12	73	29	63	40	15	2	4	226	1.6
13–18	68	7	27	16	9	—	—	127	0.9
19–23	22	—	4	6	—	—	—	32	0.2
24	4,244	88	270	666	—	5	13	5,286	37.1
No regular pattern	1,245	300	471	430	146	11	15	2,618	18.4
<b>Total</b>	<b>6,285</b>	<b>1,736</b>	<b>2,866</b>	<b>1,529</b>	<b>1,352</b>	<b>328</b>	<b>144</b>	<b>14,240</b>	<b>100.0</b>
<b>Days of operation per week</b>									
1	13	32	42	45	132	50	5	319	2.2
2	17	29	35	25	64	8	1	179	1.3
3	18	27	137	29	21	13	7	252	1.8
4	19	33	90	24	23	17	3	209	1.5
5	792	1,221	1,740	302	906	226	98	5,285	36.9
6	27	8	78	26	9	2	2	152	1.1
7	4,912	146	423	804	11	8	15	6,319	44.2
No regular pattern	536	243	329	280	185	6	13	1,592	11.1
<b>Total</b>	<b>6,334</b>	<b>1,739</b>	<b>2,874</b>	<b>1,535</b>	<b>1,351</b>	<b>330</b>	<b>144</b>	<b>14,307</b>	<b>100.0</b>
<b>Weeks of operation per year</b>									
1–39	80	23	56	89	63	9	2	322	2.2
40–47	31	126	143	26	4	10	3	343	2.4
48–51	171	555	1,668	343	1,005	127	31	3,900	27.2
52	5,634	815	812	893	203	177	97	8,631	60.2
No regular pattern	441	213	208	193	78	2	10	1,145	8.0
<b>Total</b>	<b>6,357</b>	<b>1,732</b>	<b>2,887</b>	<b>1,544</b>	<b>1,353</b>	<b>325</b>	<b>143</b>	<b>14,341</b>	<b>100.0</b>

(a) As part of an output structure review in Victoria, an activity that was previously classified under community access was amalgamated under community support in that jurisdiction from 2012–13 onwards.

Note: Service type outlets that did not respond to these questions are excluded from this table.

# Service user characteristics

**Table B14: Users of state and territory-funded disability support services, agency sector by service group and state and territory, 2012–13 (number)**

	NSW	Vic <sup>(a)</sup>	Qld	WA	SA	Tas	ACT	NT <sup>(b)</sup>	Total
<b>Accommodation support</b>									
Government	2,765	3,396	779	935	3,187	4	156	—	11,221
Non-Government	7,456	11,484	6,010	3,386	2,154	1,322	323	553	32,678
<i>Total accommodation support</i>	<i>10,153</i>	<i>14,821</i>	<i>6,761</i>	<i>4,252</i>	<i>5,267</i>	<i>1,326</i>	<i>475</i>	<i>553</i>	<i>43,592</i>
<b>Community support</b>									
Government	19,616	20,254	15,492	10,566	11,871	474	3,691	1,472	83,243
Non-Government	21,569	29,675	6,001	6,664	2,465	4,709	579	414	71,933
<i>Total community support</i>	<i>37,307</i>	<i>44,629</i>	<i>19,014</i>	<i>14,165</i>	<i>13,593</i>	<i>4,929</i>	<i>4,092</i>	<i>1,862</i>	<i>139,142</i>
<b>Community access</b>									
Government	1,229	1,893	396	698	3,266	77	—	—	7,559
Non-Government	14,582	14,982	9,106	4,297	2,874	1,525	700	521	48,563
<i>Total community access</i>	<i>15,703</i>	<i>16,773</i>	<i>9,380</i>	<i>4,752</i>	<i>6,042</i>	<i>1,567</i>	<i>700</i>	<i>521</i>	<i>55,403</i>
<b>Respite</b>									
Government	3,389	2,814	734	494	1,333	—	157	—	8,917
Non-Government	8,546	14,376	4,607	3,260	710	471	198	250	32,369
<i>Total respite</i>	<i>10,580</i>	<i>16,042</i>	<i>5,041</i>	<i>3,549</i>	<i>1,876</i>	<i>471</i>	<i>327</i>	<i>250</i>	<i>38,072</i>
<b>Total state/territory service users</b>									
Government	21,333	23,492	15,860	10,739	14,155	546	3,787	1,472	91,143
Non-Government	42,912	59,069	18,681	12,402	6,146	6,453	1,303	1,398	148,021
<b>Total</b>	<b>53,128</b>	<b>72,170</b>	<b>27,583</b>	<b>17,187</b>	<b>18,386</b>	<b>6,547</b>	<b>4,673</b>	<b>2,757</b>	<b>201,675</b>

(a) As part of an output structure review in Victoria, an activity that was previously classified under community access was amalgamated under community support in that jurisdiction from 2012–13 onwards.

(b) From 2012–13, the Northern Territory DS NMDS data includes individuals using Basic Community Care services.

*Note:* Totals for Australia may not be the sum of service components because individuals may have used services in more than one state or territory during the 12-month period.

**Table B15: Users of employment services, agency sector by state and territory, 2012–13 (number)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Government	1,666	441	1,337	384	—	469	—	—	4,295
Non-Government	29,455	23,868	15,750	7,218	10,025	2,343	1,050	246	89,547
Not stated <sup>(a)</sup>	17,467	12,001	12,950	4,214	4,451	439	808	345	52,426
<b>Total</b>	<b>43,777</b>	<b>31,486</b>	<b>26,667</b>	<b>10,536</b>	<b>12,846</b>	<b>3,061</b>	<b>1,801</b>	<b>579</b>	<b>129,698</b>

(a) The agency sector was not provided for 910 open employment service type outlets.

*Note:* Totals for Australia may not be the sum of service components because individuals may have used services in more than one state or territory during the 12-month period.

**Table B16: Characteristics of service users by jurisdiction, 2012–13 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT <sup>(a)</sup>	Aus Gov	Total
<b>Age group (years)</b>										
0–4	7,319	6,283	1,746	1,139	869	1,670	965	222	—	20,134
5–14	13,661	11,201	5,262	5,522	3,669	1,399	2,152	369	7	43,063
15–17	2,845	2,604	1,768	1,318	977	268	147	72	4,890	14,280
18–24	7,241	7,513	3,754	2,282	1,724	591	356	169	26,874	45,443
25–44	10,730	18,316	7,174	3,474	3,526	1,085	630	571	50,072	87,259
45–59	7,643	13,938	5,556	2,341	3,631	999	328	494	38,306	68,698
60–64	1,807	3,298	1,330	546	1,123	256	53	218	8,242	16,281
65–74	1,453	3,616	759	444	1,164	222	37	301	1,285	9,073
75–84	340	2,711	167	95	746	41	4	247	21	4,368
85 and over	89	2,690	67	26	957	16	1	94	1	3,940
Not stated	—	—	—	—	—	—	—	—	—	—
<b>Total</b>	<b>53,128</b>	<b>72,170</b>	<b>27,583</b>	<b>17,187</b>	<b>18,386</b>	<b>6,547</b>	<b>4,673</b>	<b>2,757</b>	<b>129,698</b>	<b>312,539</b>
<b>Median age</b>	<b>21</b>	<b>32</b>	<b>25</b>	<b>20</b>	<b>39</b>	<b>21</b>	<b>13</b>	<b>42</b>	<b>38</b>	<b>30</b>
<b>Sex</b>										
Male	33,237	40,304	16,153	10,712	10,257	3,938	3,051	1,407	77,665	184,721
Female	19,888	31,721	11,427	6,443	8,129	2,609	1,622	1,350	52,033	127,635
Not stated	3	145	3	32	—	—	—	—	—	183
<b>Total</b>	<b>53,128</b>	<b>72,170</b>	<b>27,583</b>	<b>17,187</b>	<b>18,386</b>	<b>6,547</b>	<b>4,673</b>	<b>2,757</b>	<b>129,698</b>	<b>312,539</b>
<b>Indigenous status</b>										
Aboriginal	3,930	1,341	1,589	1,266	772	199	189	1,733	5,686	15,878
Torres Strait Islander	81	46	195	24	18	4	9	6	252	610
Both Aboriginal and Torres Strait Islander	308	168	200	72	115	18	18	11	89	918
Neither Aboriginal and Torres Strait Islander	47,459	62,987	24,531	14,880	17,170	6,171	4,276	925	123,556	283,306
Not stated/not collected <sup>(b)</sup>	1,350	7,628	1,068	945	311	155	181	82	115	11,827
<b>Total</b>	<b>53,128</b>	<b>72,170</b>	<b>27,583</b>	<b>17,187</b>	<b>18,386</b>	<b>6,547</b>	<b>4,673</b>	<b>2,757</b>	<b>129,698</b>	<b>312,539</b>
<b>Country of birth (English Proficiency Group)</b>										
Australia <sup>(c)</sup>	47,715	56,471	25,136	14,897	16,184	6,288	4,219	2,540	105,265	260,863
Born overseas—EPG 1	1,007	2,132	921	811	934	83	80	69	6,836	12,109
Born overseas—EPG 2	1,077	1,933	401	361	392	40	100	36	5,279	9,165
Born overseas—EPG 3	1,337	2,820	253	260	513	37	67	17	8,915	13,769
Born overseas—EPG 4	216	653	55	36	74	2	14	4	2,956	3,948
Not stated/not collected <sup>(b)</sup>	1,776	8,161	817	822	289	97	193	91	447	12,685
<b>Total</b>	<b>53,128</b>	<b>72,170</b>	<b>27,583</b>	<b>17,187</b>	<b>18,386</b>	<b>6,547</b>	<b>4,673</b>	<b>2,757</b>	<b>129,698</b>	<b>312,539</b>

(continued)

**Table B16 (continued): Characteristics of service users by jurisdiction, 2012–13 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT <sup>(a)</sup>	Aus Gov	Total
<b>Need for interpreter services</b>										
For spoken language other than English	1,019	1,361	885	410	444	72	80	414	6,910	11,087
For non-spoken communication	2,955	777	1,617	792	624	259	429	84	1,680	8,311
Does not need an interpreter	46,466	50,294	23,704	15,647	16,783	6,119	3,964	1,541	120,973	267,323
Not stated/not collected <sup>(b)</sup>	2,688	19,738	1,377	338	535	97	200	718	135	25,818
<b>Total</b>	<b>53,128</b>	<b>72,170</b>	<b>27,583</b>	<b>17,187</b>	<b>18,386</b>	<b>6,547</b>	<b>4,673</b>	<b>2,757</b>	<b>129,698</b>	<b>312,539</b>
<b>Method of communication</b>										
Spoken language (effective)	23,560	35,982	18,207	10,577	12,138	3,625	2,509	1,425	87,397	180,212
Sign language (effective)	1,555	3,231	437	257	277	49	15	29	1,616	6,818
Other non-spoken communication	2,692	2,664	1,011	451	300	121	58	51	714	7,467
Little, or no effective communication	11,839	3,901	4,367	3,301	3,920	862	996	285	5,573	32,260
Child aged under 5	7,319	6,283	1,746	1,139	869	1,670	965	222	—	20,134
Not stated/not collected <sup>(b)(d)</sup>	6,163	20,109	1,815	1,462	882	220	130	745	34,398	65,648
<b>Total</b>	<b>53,128</b>	<b>72,170</b>	<b>27,583</b>	<b>17,187</b>	<b>18,386</b>	<b>6,547</b>	<b>4,673</b>	<b>2,757</b>	<b>129,698</b>	<b>312,539</b>
<b>Living arrangement</b>										
Lives alone	3,162	8,441	3,454	1,251	2,903	603	289	256	42,233	59,355
Lives with family	37,323	38,220	17,098	12,050	10,618	4,602	3,718	1,425	36,349	151,128
Lives with others	10,176	14,085	5,853	2,850	4,016	1,242	474	352	36,213	69,332
Not stated/not collected <sup>(b)</sup>	2,467	11,424	1,178	1,036	849	100	192	724	14,903	32,724
<b>Total</b>	<b>53,128</b>	<b>72,170</b>	<b>27,583</b>	<b>17,187</b>	<b>18,386</b>	<b>6,547</b>	<b>4,673</b>	<b>2,757</b>	<b>129,698</b>	<b>312,539</b>
<b>Residential setting</b>										
Private residence	39,518	38,959	20,648	13,770	13,377	5,292	3,885	963	101,080	223,123
Residence within an Aboriginal community	608	141	556	184	164	7	19	729	88	2,367
Domestic-scale supported living facility	4,343	6,344	1,537	1,410	1,356	540	317	100	2,830	16,353
Supported accommodation facility	3,284	1,458	1,756	425	1,108	508	136	128	1,721	9,209
Boarding house/private hotel	840	670	173	46	53	10	3	9	13,017	14,259
Independent unit within a retirement village	44	132	73	45	242	7	2	5	50	574
Residential aged care facility	298	523	199	94	729	36	15	16	107	1,981
Psychiatric/mental health community care facility	41	1,255	193	12	24	4	—	—	284	1,594
Hospital	160	61	159	69	46	7	5	10	34	515
Short-term crisis, emergency or transitional accommodation facility	140	1,373	201	109	111	26	15	5	174	1,981
Public place/temporary shelter	290	109	32	6	21	4	1	9	24	478
Other	770	4,906	910	95	212	7	35	55	177	7,134
Not stated/not collected <sup>(b)</sup>	2,792	16,239	1,146	922	943	99	240	728	10,112	32,971
<b>Total</b>	<b>53,128</b>	<b>72,170</b>	<b>27,583</b>	<b>17,187</b>	<b>18,386</b>	<b>6,547</b>	<b>4,673</b>	<b>2,757</b>	<b>129,698</b>	<b>312,539</b>

(continued)



**Table B16 (continued): Characteristics of service users by jurisdiction, 2012–13 (number)**

<b>Service user characteristics</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT<sup>(a)</sup></b>	<b>Aus Gov</b>	<b>Total</b>
<b>Primary disability group</b>										
Intellectual	22,374	17,614	9,938	8,077	7,404	2,003	1,042	408	26,748	84,082
Specific learning/ADD	1,178	316	221	97	35	468	255	24	10,561	12,808
Autism	6,618	4,127	4,508	3,311	1,340	464	616	76	6,885	26,347
Developmental delay	4,616	3,088	650	539	543	418	874	69	—	10,768
Physical	4,727	3,924	4,405	2,151	2,403	1,517	558	820	30,431	49,655
Acquired brain injury	1,798	2,758	1,359	637	1,654	424	91	133	3,150	11,340
Neurological	2,307	5,430	2,498	830	1,439	490	158	193	5,454	17,940
Deaf-blind	139	272	52	65	19	4	6	3	297	748
Vision	1,716	5,929	495	249	2,374	29	19	127	2,582	12,721
Hearing	595	4,631	209	487	319	25	35	21	2,830	8,900
Speech	1,475	543	70	39	29	566	860	46	370	3,972
Psychiatric	1,419	13,702	2,527	39	312	42	41	73	40,331	56,391
Not stated/not collected <sup>(b)</sup>	4,166	9,836	651	666	515	97	118	764	59	16,867
<b>Total</b>	<b>53,128</b>	<b>72,170</b>	<b>27,583</b>	<b>17,187</b>	<b>18,386</b>	<b>6,547</b>	<b>4,673</b>	<b>2,757</b>	<b>129,698</b>	<b>312,539</b>
<b>Other significant disability group</b>										
Intellectual	4,600	1,579	3,104	1,399	1,370	422	391	161	6,347	16,980
Specific learning/ADD	2,214	893	1,431	949	539	162	315	32	7,143	11,463
Autism	3,402	1,589	1,372	970	1,548	277	205	41	2,292	10,288
Developmental delay	1,116	99	360	161	109	16	89	44	—	1,956
Physical	6,729	2,896	4,305	1,402	3,345	876	570	340	27,675	44,236
Acquired brain injury	902	801	501	692	417	86	120	44	1,694	4,608
Neurological	5,406	2,010	2,948	1,562	2,005	503	404	168	8,941	21,200
Deaf-blind	886	63	102	65	64	28	24	4	197	1,281
Vision	3,089	1,644	1,814	720	1,061	236	200	127	3,830	11,385
Hearing	1,106	871	1,102	471	1,447	141	156	111	3,454	7,897
Speech	7,125	1,925	4,040	1,309	2,048	654	865	359	2,566	19,067
Psychiatric	3,634	2,220	1,812	792	1,526	357	292	100	20,338	27,994
<b>Total</b>	<b>53,128</b>	<b>72,170</b>	<b>27,583</b>	<b>17,187</b>	<b>18,386</b>	<b>6,547</b>	<b>4,673</b>	<b>2,757</b>	<b>129,698</b>	<b>312,539</b>
<b>Carer Allowance (child)—service users aged under 16</b>										
Yes	7,395	6,309	3,872	3,807	3,433	567	362	94	26	25,666
No	3,642	5,197	791	554	424	2,355	854	70	1	13,847
Not known/stated/collected <sup>(b)(d)</sup>	10,908	6,840	2,888	2,771	1,016	230	1,962	457	265	27,277
<b>Total</b>	<b>21,945</b>	<b>18,346</b>	<b>7,551</b>	<b>7,132</b>	<b>4,873</b>	<b>3,152</b>	<b>3,178</b>	<b>621</b>	<b>292</b>	<b>66,790</b>

(continued)

**Table B16 (continued): Characteristics of service users by jurisdiction, 2012–13 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT <sup>(a)</sup>	Aus Gov	Total
<b>Main source of income—service users aged 16 and over</b>										
Disability support pension	22,683	23,340	14,339	7,190	9,244	2,877	1,180	852	59,879	124,811
Other pension or benefit	985	3,722	666	241	539	141	42	459	41,916	47,971
Paid employment	654	1,212	554	349	354	115	79	45	4,901	7,496
Compensation payments	122	142	62	164	101	26	10	3	64	666
Other income	166	672	229	95	239	53	17	26	1,888	3,251
Nil income	609	1,037	387	601	122	94	37	23	505	3,236
Not known/stated/collected <sup>(b)(d)</sup>	5,964	23,699	3,795	1,415	2,914	89	130	728	20,253	58,318
<b>Total</b>	<b>31,183</b>	<b>53,824</b>	<b>20,032</b>	<b>10,055</b>	<b>13,513</b>	<b>3,395</b>	<b>1,495</b>	<b>2,136</b>	<b>129,406</b>	<b>245,749</b>
<b>Labour force status—service users aged 15 and over</b>										
Employed	5,599	5,296	2,240	2,918	2,381	496	435	147	30,311	38,090
Unemployed	6,238	7,542	3,535	1,732	1,386	482	300	157	79,349	94,201
Not in the labour force	15,117	20,707	11,678	5,139	9,791	2,411	738	808	462	66,091
Not stated/not collected <sup>(b)(d)</sup>	5,194	21,141	3,122	737	290	89	83	1,054	19,569	50,960
<b>Total</b>	<b>32,148</b>	<b>54,686</b>	<b>20,575</b>	<b>10,526</b>	<b>13,848</b>	<b>3,478</b>	<b>1,556</b>	<b>2,166</b>	<b>129,691</b>	<b>249,342</b>

(a) From 2012–13, the Northern Territory DS NMDS data includes individuals using Basic Community Care services.

(b) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(c) Includes external territories, excludes Norfolk Island.

(d) Includes service users for whom information was required but not collected due to the service users' age at the time of their last service date.

**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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one jurisdiction during the 12-month period.
4. Service users of Australian Government and state/territory services are counted separately in this table.

**Table B17: Characteristics of service users by state and territory, 2012–13 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT <sup>(a)</sup>	Total
<b>Age group (years)</b>									
0–4	7,319	6,283	1,746	1,139	869	1,670	965	222	20,134
5–14	13,661	11,201	5,269	5,522	3,669	1,399	2,152	369	43,063
15–17	4,684	3,130	2,895	1,665	1,318	363	161	131	14,280
18–24	15,227	11,697	8,991	3,861	3,987	1,210	678	279	45,443
25–44	24,581	28,562	16,272	6,651	7,690	2,098	1,383	781	87,259
45–59	19,523	23,076	12,185	4,427	6,854	1,718	699	581	68,698
60–64	4,525	5,667	2,758	951	1,696	408	101	236	16,281
65–74	1,843	3,929	937	517	1,268	243	43	304	9,073
75–84	350	2,713	169	97	747	41	4	247	4,368
85 and over	89	2,690	67	27	957	16	1	94	3,940
Not stated	—	—	—	—	—	—	—	—	—
<b>Total</b>	<b>91,802</b>	<b>98,948</b>	<b>51,289</b>	<b>24,857</b>	<b>29,055</b>	<b>9,166</b>	<b>6,187</b>	<b>3,244</b>	<b>312,539</b>
<b>Median age</b>	<b>26</b>	<b>35</b>	<b>30</b>	<b>24</b>	<b>38</b>	<b>26</b>	<b>21</b>	<b>40</b>	<b>30</b>
<b>Sex</b>									
Male	56,397	55,715	30,618	15,257	16,790	5,596	3,926	1,719	184,721
Female	35,402	43,088	20,668	9,568	12,265	3,570	2,261	1,525	127,635
Not stated	3	145	3	32	—	—	—	—	183
<b>Total</b>	<b>91,802</b>	<b>98,948</b>	<b>51,289</b>	<b>24,857</b>	<b>29,055</b>	<b>9,166</b>	<b>6,187</b>	<b>3,244</b>	<b>312,539</b>
<b>Indigenous status</b>									
Aboriginal	5,994	1,769	3,005	1,712	1,121	349	239	1,865	15,878
Torres Strait Islander	120	66	334	33	27	13	10	7	610
Both Aboriginal and Torres Strait Islander	316	170	204	72	115	18	18	11	918
Neither Aboriginal and Torres Strait Islander	83,978	89,284	46,669	22,078	27,478	8,627	5,738	1,276	283,306
Not stated/not collected <sup>(b)</sup>	1,394	7,659	1,077	962	314	159	182	85	11,827
<b>Total</b>	<b>91,802</b>	<b>98,948</b>	<b>51,289</b>	<b>24,857</b>	<b>29,055</b>	<b>9,166</b>	<b>6,187</b>	<b>3,244</b>	<b>312,539</b>
<b>Country of birth (English Proficiency Group)</b>									
Australia <sup>(c)</sup>	77,317	76,449	45,329	20,969	25,374	8,734	5,508	2,971	260,863
Born overseas—EPG 1	2,620	3,244	2,792	1,624	1,534	168	141	80	12,109
Born overseas—EPG 2	2,988	3,373	1,214	681	649	86	162	66	9,165
Born overseas—EPG 3	5,543	5,692	821	610	921	70	139	28	13,769
Born overseas—EPG 4	1,408	1,947	223	95	248	4	30	7	3,948
Not stated/not collected <sup>(b)</sup>	1,926	8,243	910	878	329	104	207	92	12,685
<b>Total</b>	<b>91,802</b>	<b>98,948</b>	<b>51,289</b>	<b>24,857</b>	<b>29,055</b>	<b>9,166</b>	<b>6,187</b>	<b>3,244</b>	<b>312,539</b>

(continued)

**Table B17 (continued): Characteristics of service users by state and territory, 2012–13 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT <sup>(a)</sup>	Total
<b>Need for interpreter services</b>									
For spoken language other than English	4,182	3,798	1,235	568	757	95	103	430	11,087
For non-spoken communication	3,206	975	1,807	875	741	276	449	88	8,311
Does not need an interpreter	81,668	74,398	46,857	23,065	27,016	8,697	5,434	2,008	267,323
Not stated/not collected <sup>(b)</sup>	2,746	19,777	1,390	349	541	98	201	718	25,818
<b>Total</b>	<b>91,802</b>	<b>98,948</b>	<b>51,289</b>	<b>24,857</b>	<b>29,055</b>	<b>9,166</b>	<b>6,187</b>	<b>3,244</b>	<b>312,539</b>
<b>Method of communication</b>									
Spoken language (effective)	50,708	54,471	32,677	14,768	18,031	5,718	3,585	1,618	180,212
Sign language (effective)	1,922	3,486	611	307	420	81	28	33	6,818
Other non-spoken communication	2,764	2,700	1,027	463	306	134	62	52	7,467
Little, or no effective communication	13,229	4,591	4,784	3,445	4,136	895	1,148	298	32,260
Child aged under 5	7,319	6,283	1,746	1,139	869	1,670	965	222	20,134
Not stated/not collected <sup>(b)(d)</sup>	15,860	27,417	10,444	4,735	5,293	668	399	1,021	65,648
<b>Total</b>	<b>91,802</b>	<b>98,948</b>	<b>51,289</b>	<b>24,857</b>	<b>29,055</b>	<b>9,166</b>	<b>6,187</b>	<b>3,244</b>	<b>312,539</b>
<b>Living arrangement</b>									
Lives alone	16,402	18,374	11,701	3,735	6,804	1,618	807	403	59,355
Lives with family	47,073	44,530	22,146	14,014	13,331	5,168	4,126	1,519	151,128
Lives with others	20,548	21,171	13,439	4,927	6,593	1,926	901	532	69,332
Not stated/not collected <sup>(b)</sup>	7,779	14,873	4,003	2,181	2,327	454	353	790	32,724
<b>Total</b>	<b>91,802</b>	<b>98,948</b>	<b>51,289</b>	<b>24,857</b>	<b>29,055</b>	<b>9,166</b>	<b>6,187</b>	<b>3,244</b>	<b>312,539</b>
<b>Residential setting</b>									
Private residence	69,530	60,864	39,228	19,552	21,694	7,398	5,097	1,301	223,123
Residence within an Aboriginal community	611	142	558	184	165	7	19	729	2,367
Domestic-scale supported living facility	4,560	6,452	1,565	1,449	1,404	555	348	107	16,353
Supported accommodation facility	3,416	1,568	1,802	474	1,198	526	143	130	9,209
Boarding house/private hotel	5,039	3,655	3,190	969	1,130	274	147	64	14,259
Independent unit within a retirement village	58	138	74	47	244	7	2	5	574
Residential aged care facility	323	547	212	99	737	36	15	17	1,981
Psychiatric/mental health community care facility	89	1,264	198	18	25	5	—	—	1,594
Hospital	160	61	159	69	46	7	5	10	515
Short-term crisis, emergency or transitional accommodation facility	144	1,376	203	110	111	28	15	6	1,981
Public place/temporary shelter	295	112	34	6	21	4	1	9	478
Other	866	4,931	914	100	223	7	36	59	7,134
Not stated/not collected <sup>(b)</sup>	6,711	17,838	3,152	1,780	2,057	312	359	807	32,971
<b>Total</b>	<b>91,802</b>	<b>98,948</b>	<b>51,289</b>	<b>24,857</b>	<b>29,055</b>	<b>9,166</b>	<b>6,187</b>	<b>3,244</b>	<b>312,539</b>

(continued)

**Table B17 (continued): Characteristics of service users by state and territory, 2012–13 (number)**

<b>Service user characteristics</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT<sup>(a)</sup></b>	<b>Total</b>
<b>Primary disability group</b>									
Intellectual	28,259	20,947	12,862	9,201	9,013	2,514	1,306	476	84,082
Specific learning/ADD	4,948	2,293	2,190	912	1,374	745	362	92	12,808
Autism	8,040	5,239	6,387	3,639	1,785	595	713	118	26,347
Developmental delay	4,616	3,088	650	539	543	418	874	69	10,768
Physical	14,913	12,199	10,296	3,639	5,171	2,077	805	911	49,655
Acquired brain injury	2,636	3,308	1,918	875	1,883	502	133	162	11,340
Neurological	3,801	6,611	3,492	1,209	1,903	596	227	205	17,940
Deaf-blind	204	315	92	92	39	6	8	3	748
Vision	2,263	6,348	885	386	2,617	69	87	136	12,721
Hearing	1,454	5,224	786	705	592	93	73	34	8,900
Speech	1,568	616	203	54	58	569	864	48	3,972
Psychiatric	14,911	22,913	10,873	2,929	3,555	883	616	226	56,391
Not stated/not collected <sup>(b)</sup>	4,189	9,847	655	677	522	99	119	764	16,867
<b>Total</b>	<b>91,802</b>	<b>98,948</b>	<b>51,289</b>	<b>24,857</b>	<b>29,055</b>	<b>9,166</b>	<b>6,187</b>	<b>3,244</b>	<b>312,539</b>
<b>Other significant disability group</b>									
Intellectual	5,880	2,517	4,169	1,703	1,752	520	453	194	16,980
Specific learning/ADD	3,923	1,857	2,721	1,330	1,023	299	391	53	11,463
Autism	3,693	1,779	1,692	1,035	1,626	301	236	45	10,288
Developmental delay	1,116	99	360	161	109	16	89	44	1,956
Physical	15,037	8,443	9,854	2,983	5,618	1,457	897	418	44,236
Acquired brain injury	1,246	1,059	771	780	514	108	136	57	4,608
Neurological	7,756	3,573	4,201	1,943	2,635	647	485	194	21,200
Deaf-blind	906	75	113	73	70	29	24	4	1,281
Vision	4,076	2,228	2,347	860	1,311	282	245	136	11,385
Hearing	2,029	1,423	1,697	594	1,701	206	188	126	7,897
Speech	7,441	2,127	4,245	1,353	2,171	664	878	360	19,067
Psychiatric	9,716	6,431	5,564	1,772	3,384	748	534	156	27,994
<b>Total</b>	<b>91,802</b>	<b>98,948</b>	<b>51,289</b>	<b>24,857</b>	<b>29,055</b>	<b>9,166</b>	<b>6,187</b>	<b>3,244</b>	<b>312,539</b>
<b>Carer Allowance (child)—service users aged under 16</b>									
Yes	7,402	6,310	3,875	3,808	3,434	567	362	94	25,666
No	3,642	5,197	791	554	424	2,355	854	70	13,847
Not known/stated/collected <sup>(b)(d)</sup>	11,005	6,856	2,999	2,788	1,023	231	1,962	462	27,277
<b>Total</b>	<b>22,049</b>	<b>18,363</b>	<b>7,665</b>	<b>7,150</b>	<b>4,881</b>	<b>3,153</b>	<b>3,178</b>	<b>626</b>	<b>66,790</b>

(continued)

**Table B17 (continued): Characteristics of service users by state and territory, 2012–13 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT <sup>(a)</sup>	Total
<b>Main source of income—service users aged 16 and over</b>									
Disability support pension	36,705	33,736	23,964	10,490	13,673	4,138	1,909	1,062	124,811
Other pension or benefit	16,058	14,611	9,208	2,386	4,322	1,047	391	572	47,971
Paid employment	2,022	2,287	1,344	657	816	199	151	63	7,496
Compensation payments	142	149	66	165	105	26	12	3	666
Other income	723	1,151	626	216	397	79	40	36	3,251
Nil income	718	1,108	484	629	156	102	39	24	3,236
Not known/stated/collected <sup>(b)(d)</sup>	13,385	27,543	7,932	3,164	4,705	422	467	858	58,318
<b>Total</b>	<b>69,753</b>	<b>80,585</b>	<b>43,624</b>	<b>17,707</b>	<b>24,174</b>	<b>6,013</b>	<b>3,009</b>	<b>2,618</b>	<b>245,749</b>
<b>Labour force status—service users aged 15 and over</b>									
Employed	12,772	9,904	4,885	4,287	4,609	985	671	229	38,090
Unemployed	30,495	26,010	20,396	6,307	8,083	2,288	1,244	436	94,201
Not in the labour force	15,121	20,708	11,681	5,140	9,791	2,411	738	808	66,091
Not stated/not collected <sup>(b)(d)</sup>	12,434	24,842	7,312	2,462	2,034	413	417	1,180	50,960
<b>Total</b>	<b>70,822</b>	<b>81,464</b>	<b>44,274</b>	<b>18,196</b>	<b>24,517</b>	<b>6,097</b>	<b>3,070</b>	<b>2,653</b>	<b>249,342</b>

(a) From 2012–13, the Northern Territory DS NMDS data includes individuals using Basic Community Care services.

(b) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(c) Includes external territories, excludes Norfolk Island.

(d) Includes service users for whom information was required but not collected due to the service users' age at the time of their last service date.

**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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.
4. Service users of Australian Government and state/territory services are merged together in this table.

**Table B18: Service users, remoteness area by state and territory, 2012–13 (number)**

Remoteness area	NSW	Vic	Qld	WA	SA	Tas	ACT	NT <sup>(a)</sup>	Total
<b>Australians</b>									
<i>Major cities</i>	5,403,360	4,294,000	2,828,456	1,862,676	1,214,013	..	374,245	..	15,976,750
<i>Inner regional</i>	1,414,178	1,084,544	927,070	218,830	179,544	335,925	667	..	4,161,150
<i>Outer regional</i>	444,541	245,850	671,853	185,184	202,427	165,639	..	131,938	2,047,432
<i>Remote</i>	30,596	4,728	79,458	101,216	45,459	8,363	..	49,149	318,969
<i>Very remote</i>	8,459	..	58,692	64,800	14,856	2,406	..	54,095	206,051
<b>All Australians</b>	<b>7,301,134</b>	<b>5,629,122</b>	<b>4,565,529</b>	<b>2,432,706</b>	<b>1,656,299</b>	<b>512,333</b>	<b>374,912</b>	<b>235,182</b>	<b>22,710,352</b>
<b>Service users</b>									
<i>Major cities</i>	61,615	68,382	30,076	17,897	21,008	56	5,927	20	204,024
<i>Inner regional</i>	22,495	23,363	12,449	2,221	2,871	6,650	117	13	69,538
<i>Outer regional</i>	7,030	5,601	7,694	1,990	3,697	2,291	18	1,066	29,091
<i>Remote</i>	505	89	562	938	675	58	0	614	3,383
<i>Very remote</i>	138	3	444	473	261	14	—	772	2,060
<b>All areas<sup>(b)</sup></b>	<b>91,802</b>	<b>98,948</b>	<b>51,289</b>	<b>24,857</b>	<b>29,055</b>	<b>9,166</b>	<b>6,187</b>	<b>3,244</b>	<b>312,539</b>
<b>Service users per 1,000 population</b>									
<i>Major cities</i>	11.4	15.9	10.6	9.6	17.3	..	15.8	..	12.8
<i>Inner regional</i>	15.9	21.5	13.4	10.2	16.0	19.8	175.7	..	16.7
<i>Outer regional</i>	15.8	22.8	11.5	10.7	18.3	13.8	..	8.1	14.2
<i>Remote</i>	16.5	18.8	7.1	9.3	14.8	6.9	..	12.5	10.6
<i>Very remote</i>	16.3	..	7.6	7.3	17.6	5.7	..	14.3	10.0
<b>All areas<sup>(b)</sup></b>	<b>12.6</b>	<b>17.6</b>	<b>11.2</b>	<b>10.2</b>	<b>17.5</b>	<b>17.9</b>	<b>16.5</b>	<b>13.8</b>	<b>13.8</b>

(a) From 2012–13, the Northern Territory DS NMDS data includes individuals using Basic Community Care services.

(b) Includes 4,442 service users whose remoteness area is unknown (service user postcodes provided by all services attended were not stated or not collected).

**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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. The number of service users in each remoteness area was estimated based on service users' residential postcodes. Some postcode areas were split between two or more remoteness areas. Where this was the case, the data were weighted according to the proportion of the population of the postcode area in each remoteness area.
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 using one or more services in another jurisdiction, or service users moving between jurisdictions within the reporting period, or postcode boundaries crossing jurisdictions.
5. Population data are based on AIHW analysis of ABS statistical local population area estimates as at 30 June 2012. Population data excludes that for Australian external territories.

**Table B19: Service users, age group by jurisdiction, 2008–09 to 2012–13 (number)**

Year	NSW	Vic <sup>(a)</sup>	Qld	WA	SA <sup>(b)</sup>	Tas	ACT	NT <sup>(c)</sup>	Aus Gov <sup>(d)</sup>	Total
<b>0–49</b>										
2008–09	35,239	53,931	18,298	13,239	13,210	3,589	3,705	1,100	83,491	211,142
2009–10	40,193	53,280	18,797	13,326	13,299	4,888	3,836	769	89,528	222,986
2010–11	42,439	54,396	20,055	13,990	13,800	5,208	3,962	1,269	95,589	234,827
2011–12	43,527	54,660	20,137	14,208	12,285	5,263	4,288	1,303	99,071	238,637
2012–13	44,494	50,865	21,640	14,580	11,910	5,308	4,397	1,564	95,302	233,944
<b>50–64</b>										
2008–09	5,139	11,393	3,528	1,671	3,952	773	199	238	24,753	49,123
2009–10	5,833	11,690	3,605	1,793	4,134	886	193	138	28,394	54,032
2010–11	6,555	12,633	4,183	2,016	4,342	911	202	476	31,703	60,003
2011–12	6,997	12,316	4,383	2,035	3,796	934	257	503	32,664	60,714
2012–13	6,752	12,288	4,950	2,042	3,609	960	234	551	33,089	61,214
<b>65 and over</b>										
2008–09	2,033	11,729	718	439	2,989	193	23	301	759	19,036
2009–10	2,030	10,310	705	454	3,351	203	25	201	879	18,006
2010–11	1,999	10,628	774	571	3,680	237	49	633	1,029	19,422
2011–12	2,093	9,194	957	540	3,480	266	48	665	1,214	18,265
2012–13	1,882	9,017	993	565	2,867	279	42	642	1,307	17,381
<b>Total</b>										
2008–09	42,411	77,053	22,544	15,349	20,151	4,555	3,927	1,639	109,003	279,301
2009–10	48,056	75,280	23,107	15,573	20,784	5,977	4,054	1,108	118,801	295,024
2010–11	50,993	77,657	25,012	16,577	21,822	6,356	4,213	2,378	128,321	314,252
2011–12	52,617	76,170	25,477	16,783	19,561	6,463	4,593	2,471	132,949	317,616
2012–13	53,128	72,170	27,583	17,187	18,386	6,547	4,673	2,757	129,698	312,539

(a) In 2012–13, the decrease in number of Victorian service users was largely the result of improved client linkage and continuous data quality initiatives. In particular, the improvement in completeness of Victorian statistical linkage keys contributed to a reduction in double counting.

(b) In 2011–12, South Australia implemented modified models of service in adult community teams which streamlined the provision of service response. Within these services, some clients were no longer reported. In 2012–13, an audit review identified anomalies in reporting by some service providers, which resulted in a number of clients not being reported.

(c) From 2012–13, the Northern Territory DS NMDS data includes individuals using Basic Community Care services.

(d) Open employment services data for 2011–12 was resubmitted in 2012–13 and underlying data may vary from that presented in previous publications.

**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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one jurisdiction during the 12-month period.



Table B20: Characteristics of service users by Indigenous status, 2012–13

Service user characteristics	Indigenous		Non-Indigenous		Not stated/ not collected <sup>(a)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%
<b>Age group (years)</b>								
0–4	1,409	8.1	18,215	6.4	510	4.3	20,134	6.4
5–14	3,205	18.4	37,600	13.3	2,258	19.1	43,063	13.8
15–17	1,191	6.8	12,352	4.4	737	6.2	14,280	4.6
18–24	3,056	17.6	40,806	14.4	1,581	13.4	45,443	14.5
25–44	4,633	26.6	79,419	28.0	3,207	27.1	87,259	27.9
45–54	2,007	11.5	44,540	15.7	1,448	12.2	47,995	15.4
55–64	1,242	7.1	34,624	12.2	1,118	9.5	36,984	11.8
65 and over	663	3.8	15,750	5.6	968	8.2	17,381	5.6
Median age	24	..	33	..	30	..	32	..
<b>Total</b>	<b>17,406</b>	<b>100.0</b>	<b>283,306</b>	<b>100.0</b>	<b>11,827</b>	<b>100.0</b>	<b>312,539</b>	<b>100.0</b>
<b>Sex</b>								
Male	10,443	60.0	167,573	59.1	6,705	56.7	184,721	59.1
Female	6,960	40.0	115,691	40.8	4,984	42.1	127,635	40.8
Not stated	3	—	42	—	138	1.2	183	—
<b>Total</b>	<b>17,406</b>	<b>100.0</b>	<b>283,306</b>	<b>100.0</b>	<b>11,827</b>	<b>100.0</b>	<b>312,539</b>	<b>100.0</b>
<b>Living arrangement</b>								
Lives alone	2,780	16.0	56,168	19.8	407	3.4	59,355	19.0
Lives with family	9,027	51.9	139,029	49.1	3,072	26.0	151,128	48.4
Lives with others	4,059	23.3	64,113	22.6	1,160	9.8	69,332	22.2
Not stated/not collected <sup>(a)</sup>	1,540	8.8	23,996	8.5	7,188	60.8	32,724	10.5
<b>Total</b>	<b>17,406</b>	<b>100.0</b>	<b>283,306</b>	<b>100.0</b>	<b>11,827</b>	<b>100.0</b>	<b>312,539</b>	<b>100.0</b>
<b>Residential setting</b>								
Private residence	11,536	66.3	209,325	73.9	2,262	19.1	223,123	71.4
Residence within an Aboriginal community	1,370	7.9	977	—	20	—	2,367	0.8
Domestic-scale supported living facility	609	3.5	15,411	5.4	333	2.8	16,353	5.2
Supported accommodation facility	517	3.0	8,546	3.0	146	1.2	9,209	2.9
Short-term crisis, emergency, transitional accommodation	158	0.9	1,788	0.6	35	—	1,981	0.6
Other	1,499	8.6	24,298	8.6	738	6.2	26,535	8.5
Not stated/not collected <sup>(a)</sup>	1,717	9.9	22,961	8.1	8,293	70.1	32,971	10.5
<b>Total</b>	<b>17,406</b>	<b>100.0</b>	<b>283,306</b>	<b>100.0</b>	<b>11,827</b>	<b>100.0</b>	<b>312,539</b>	<b>100.0</b>
<b>Remoteness area</b>								
Major cities	6,519	37.5	190,534	67.3	6,971	58.9	204,024	65.3
Inner regional	4,335	24.9	63,232	22.3	1,971	16.7	69,538	22.2
Outer regional	3,340	19.2	24,880	8.8	871	7.4	29,091	9.3
Remote	1,108	6.4	2,220	0.8	56	—	3,383	1.1
Very remote	1,456	8.4	588	—	16	—	2,060	0.7
Not stated/not collected	649	3.7	1,851	0.7	1,943	16.4	4,443	1.4
<b>Total</b>	<b>17,406</b>	<b>100.0</b>	<b>283,306</b>	<b>100.0</b>	<b>11,827</b>	<b>100.0</b>	<b>312,539</b>	<b>100.0</b>

(continued)

Table B20 (continued): Characteristics of service users by Indigenous status, 2012–13

Service user characteristics	Indigenous		Non-Indigenous		Not stated/ not collected <sup>(a)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%
<b>Use of services by service group</b>								
Accommodation support	2,440	14.0	39,616	14.0	1,536	13.0	43,592	13.9
Community support	9,472	54.4	124,277	43.9	5,393	45.6	139,142	44.5
Community access	2,306	13.2	49,194	17.4	3,903	33.0	55,403	17.7
Respite	2,048	11.8	34,343	12.1	1,681	14.2	38,072	12.2
Employment	6,027	34.6	123,556	43.6	115	1.0	129,698	41.5
<b>Total<sup>(b)</sup></b>	<b>17,406</b>	<b>100.0</b>	<b>283,306</b>	<b>100.0</b>	<b>11,827</b>	<b>100.0</b>	<b>312,539</b>	<b>100.0</b>
<b>Primary disability group</b>								
Intellectual	4,964	28.5	77,387	27.3	1,731	14.6	84,082	26.9
Specific learning/ADD	968	5.6	11,696	4.1	144	1.2	12,808	4.1
Autism	1,088	6.3	24,610	8.7	649	5.5	26,347	8.4
Developmental delay	940	5.4	9,545	3.4	283	2.4	10,768	3.4
Physical	3,029	17.4	45,912	16.2	714	6.0	49,655	15.9
Acquired brain injury	797	4.6	10,211	3.6	332	2.8	11,340	3.6
Neurological	661	3.8	16,844	5.9	435	3.7	17,940	5.7
Deaf–blind	45	—	689	—	14	—	748	—
Vision	325	1.9	12,219	4.3	177	1.5	12,721	4.1
Hearing	284	1.6	7,240	2.6	1,376	11.6	8,900	2.8
Speech	380	2.2	3,481	1.2	111	0.9	3,972	1.3
Psychiatric	2,800	16.1	51,592	18.2	1,999	16.9	56,391	18.0
Not stated/not collected <sup>(a)</sup>	1,125	6.5	11,880	4.2	3,862	32.7	16,867	5.4
<b>Total</b>	<b>17,406</b>	<b>100.0</b>	<b>283,306</b>	<b>100.0</b>	<b>11,827</b>	<b>100.0</b>	<b>312,539</b>	<b>100.0</b>
<b>Primary or other significant disability group</b>								
Intellectual	6,208	35.7	92,905	32.8	1,949	16.5	101,062	32.3
Specific learning/ADD	1,716	9.9	22,312	7.9	243	2.1	24,271	7.8
Autism	1,574	9.0	34,285	12.1	776	6.6	36,635	11.7
Developmental delay	1,104	6.3	11,304	4.0	316	2.7	12,724	4.1
Physical	5,408	31.1	87,412	30.9	1,071	9.1	93,891	30.0
Acquired brain injury	1,180	6.8	14,387	5.1	381	3.2	15,948	5.1
Neurological	1,761	10.1	36,775	13.0	604	5.1	39,140	12.5
Deaf–blind	147	0.8	1,860	0.7	22	—	2,029	0.6
Vision	977	5.6	22,847	8.1	282	2.4	24,106	7.7
Hearing	793	4.6	14,569	5.1	1,435	12.1	16,797	5.4
Speech	1,741	10.0	20,801	7.3	497	4.2	23,039	7.4
Psychiatric	4,240	24.4	78,057	27.6	2,088	17.7	84,385	27.0
<i>Mean number of disability groups</i>	<i>1.6</i>	<i>..</i>	<i>1.6</i>	<i>..</i>	<i>1.2</i>	<i>..</i>	<i>1.6</i>	<i>..</i>
<b>Total</b>	<b>17,406</b>	<b>100.0</b>	<b>283,306</b>	<b>100.0</b>	<b>11,827</b>	<b>100.0</b>	<b>312,539</b>	<b>100.0</b>

(continued)

**Table B20 (continued): Characteristics of service users by Indigenous status, 2012–13**

Service user characteristics	Indigenous		Non-Indigenous		Not stated/ not collected <sup>(a)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%
<b>Main income source (ages 16+)</b>								
Disability Support Pension	6,519	52.1	117,328	52.3	964	10.9	124,811	50.8
Other pension/benefit	2,873	23.0	44,981	20.0	117	1.3	47,971	19.5
Paid employment	221	1.8	7,245	3.2	30	—	7,496	3.1
Compensation payments	36	—	624	—	6	—	666	—
Other income	77	0.6	3,163	1.4	11	—	3,251	1.3
No income	210	1.7	2,979	1.3	47	0.5	3,236	1.3
Not stated/not stated/not collected <sup>(a)(c)</sup>	2,565	20.5	48,102	21.4	7,651	86.7	58,318	23.7
<b>Total</b>	<b>12,501</b>	<b>100.0</b>	<b>224,422</b>	<b>100.0</b>	<b>8,826</b>	<b>100.0</b>	<b>245,749</b>	<b>100.0</b>
<b>Labour force status (ages 15+)</b>								
Employed	1,230	9.6	36,658	16.1	202	2.2	38,090	15.3
Unemployed	5,185	40.5	88,751	39.0	265	2.9	94,201	37.8
Not in the labour force	3,637	28.4	61,424	27.0	1,030	11.4	66,091	26.5
Not stated	2,709	21.2	39,814	17.5	6,085	67.2	48,608	19.5
Not collected (recreation/holiday programs) <sup>(a)(c)</sup>	31	—	844	—	1,477	16.3	2,352	0.9
<b>Total</b>	<b>12,792</b>	<b>100.0</b>	<b>227,491</b>	<b>100.0</b>	<b>9,059</b>	<b>100.0</b>	<b>249,342</b>	<b>100.0</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b). Column totals may not be the sum of components because service users may have used services in more than one service group.

(c) Includes service users for whom information was required but not collected due to the service users' age at the time of their last service date.

**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. Service user data were not collected for all NDA service types (see the 'Data quality statement').

**Table B21: Services users, Indigenous status by age group and jurisdiction, 2012–13 (number)**

Indigenous status	NSW	Vic	Qld	WA	SA	Tas	ACT	NT <sup>(a)</sup>	Aus Gov	Total
<b>0–49</b>										
Indigenous	4,035	1,271	1,732	1,214	732	197	210	959	5,094	14,607
Non-Indigenous	39,285	43,947	19,069	12,542	11,043	4,996	4,011	539	90,112	210,273
Not stated/not collected <sup>(b)</sup>	1,174	5,647	839	824	135	115	176	66	96	9,064
<b>Total</b>	<b>44,494</b>	<b>50,865</b>	<b>21,640</b>	<b>14,580</b>	<b>11,910</b>	<b>5,308</b>	<b>4,397</b>	<b>1,564</b>	<b>95,302</b>	<b>233,944</b>
<b>50–64</b>										
Indigenous	224	225	222	134	109	21	6	378	909	2,136
Non-Indigenous	6,382	10,815	4,547	1,841	3,400	912	224	169	32,162	57,283
Not stated/not collected <sup>(b)</sup>	146	1,248	181	67	100	27	4	4	18	1,795
<b>Total</b>	<b>6,752</b>	<b>12,288</b>	<b>4,950</b>	<b>2,042</b>	<b>3,609</b>	<b>960</b>	<b>234</b>	<b>551</b>	<b>33,089</b>	<b>61,214</b>
<b>65 and over</b>										
Indigenous	60	59	30	14	64	3	—	413	24	663
Non-Indigenous	1,792	8,225	915	497	2,727	263	41	217	1,282	15,750
Not stated/not collected <sup>(b)</sup>	30	733	48	54	76	13	1	12	1	968
<b>Total</b>	<b>1,882</b>	<b>9,017</b>	<b>993</b>	<b>565</b>	<b>2,867</b>	<b>279</b>	<b>42</b>	<b>642</b>	<b>1,307</b>	<b>17,381</b>
<b>Total</b>										
Indigenous	4,319	1,555	1,984	1,362	905	221	216	1,750	6,027	17,406
Non-Indigenous	47,459	62,987	24,531	14,880	17,170	6,171	4,276	925	123,556	283,306
Not stated/not collected <sup>(b)</sup>	1,350	7,628	1,068	945	311	155	181	82	115	11,827
<b>Total</b>	<b>53,128</b>	<b>72,170</b>	<b>27,583</b>	<b>17,187</b>	<b>18,386</b>	<b>6,547</b>	<b>4,673</b>	<b>2,757</b>	<b>129,698</b>	<b>312,539</b>

(a) From 2012–13, the Northern Territory DS NMDS data includes individuals using Basic Community Care services.

(b) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.

**Table B22: Service users by 10 most common countries of birth in 2012–13, 2008–09 to 2012–13 (number)**

Country of birth	2008–09	2009–10	2010–11	2011–12 <sup>(a)</sup>	2012–13
Australia <sup>(b)</sup>	228,050	242,724	257,769	258,527	260,863
Outside Australia	33,157	36,165	39,366	40,303	38,991
England	5,933	6,192	6,365	6,357	5,960
New Zealand	3,166	3,455	3,666	3,887	3,832
Viet Nam	2,368	2,760	3,010	2,916	2,697
China	862	1,163	1,373	1,438	1,518
Lebanon	1,047	1,284	1,406	1,391	1,307
Italy	811	818	1,501	1,362	1,243
Iraq	621	822	976	1,132	1,115
Philippines	821	885	977	1,040	1,028
India	763	827	920	941	944
Not stated/not collected <sup>(c)</sup>	18,094	16,135	17,117	18,786	12,685
<b>Total</b>	<b>279,301</b>	<b>295,024</b>	<b>314,252</b>	<b>317,616</b>	<b>312,539</b>

(a) Open employment services data for 2011–12 was resubmitted in 2012–13 and underlying data may vary from that presented in previous publications.

(b) Includes external territories, excludes Norfolk Island.

(c) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').

**Table B23: Services users, residential setting by age group and jurisdiction, 2012–13 (number)**

Residential setting	NSW	Vic	Qld	WA	SA	Tas	ACT	NT <sup>(a)</sup>	Aus Gov	Total
<b>0–49</b>										
Private residence	35,609	28,877	17,252	12,332	9,205	4,618	3,739	601	71,173	170,994
Residence within an Aboriginal community	486	76	476	158	83	6	19	374	79	1,641
Domestic-scale supported living facility	2,801	3,622	873	788	825	290	244	79	1,762	9,743
Supported accommodation facility	1,690	794	975	253	654	257	103	105	1,086	5,054
Boarding house/private hotel	343	545	105	39	42	10	3	7	11,042	11,637
Independent unit within a retirement village	12	24	13	14	6	2	—	—	15	74
Residential aged care facility	144	85	44	29	59	13	3	1	30	392
Psychiatric/mental health community care facility	23	1,054	120	7	13	4	—	—	251	1,269
Hospital	123	31	108	27	25	4	4	6	32	326
Short-term crisis, emergency or transitional accommodation facility	118	855	172	88	93	25	15	5	159	1,372
Public place/temporary shelter	203	87	26	5	13	4	—	3	20	344
Other	639	4,082	643	69	123	2	27	31	122	5,710
Not stated/not collected <sup>(b)</sup>	2,303	10,733	833	771	769	73	240	352	9,531	25,388
<b>Total</b>	<b>44,494</b>	<b>50,865</b>	<b>21,640</b>	<b>14,580</b>	<b>11,910</b>	<b>5,308</b>	<b>4,397</b>	<b>1,564</b>	<b>95,302</b>	<b>233,944</b>
<b>50–64</b>										
Private residence	3,116	5,103	2,871	1,137	2,275	521	121	187	28,839	42,309
Residence within an Aboriginal community	109	17	63	26	29	1	—	157	9	398
Domestic-scale supported living facility	1,227	2,116	569	512	437	200	67	19	990	5,318
Supported accommodation facility	1,206	518	651	146	367	199	30	19	572	3,299
Boarding house/private hotel	338	110	58	7	8	—	—	2	1,928	2,391
Independent unit within a retirement village	20	39	41	11	20	2	1	—	30	150
Residential aged care facility	121	196	113	45	285	13	7	7	57	827
Psychiatric/mental health community care facility	18	172	62	5	9	—	—	—	33	283
Hospital	29	21	40	20	18	3	—	4	—	135
Short-term crisis, emergency or transitional accommodation facility	21	125	28	19	16	1	—	—	14	210
Public place/temporary shelter	82	19	6	—	5	—	1	2	2	116
Other	108	639	240	20	43	5	7	13	52	1,122
Not stated/not collected <sup>(b)</sup>	357	3,213	208	94	97	15	—	141	563	4,656
<b>Total</b>	<b>6,752</b>	<b>12,288</b>	<b>4,950</b>	<b>2,042</b>	<b>3,609</b>	<b>960</b>	<b>234</b>	<b>551</b>	<b>33,089</b>	<b>61,214</b>

(continued)

**Table B23 (continued): Services users, residential setting by age group and jurisdiction, 2012–13 (number)**

Residential setting	NSW	Vic	Qld	WA	SA	Tas	ACT	NT <sup>(a)</sup>	Aus Gov	Total
<b>65 and over</b>										
Private residence	793	4,979	525	301	1,897	153	25	175	1,068	9,820
Residence within an Aboriginal community	13	48	17	—	52	—	—	198	—	328
Domestic-scale supported living facility	315	606	95	110	94	50	6	2	78	1,292
Supported accommodation facility	388	146	130	26	87	52	3	4	63	856
Boarding house/private hotel	159	15	10	—	3	—	—	—	47	231
Independent unit within a retirement village	12	69	19	20	216	3	1	5	5	350
Residential aged care facility	33	242	42	20	385	10	5	8	20	762
Psychiatric/mental health community care facility	—	29	11	—	2	—	—	—	—	42
Hospital	8	9	11	22	3	—	1	—	2	54
Short-term crisis, emergency or transitional accommodation facility	1	393	1	2	2	—	—	—	1	399
Public place/temporary shelter	5	3	—	1	3	—	—	4	2	18
Other	23	185	27	6	46	—	1	11	3	302
Not stated/not collected <sup>(b)</sup>	132	2,293	105	57	77	11	—	235	18	2,927
<b>Total</b>	<b>1,882</b>	<b>9,017</b>	<b>993</b>	<b>565</b>	<b>2,867</b>	<b>279</b>	<b>42</b>	<b>642</b>	<b>1,307</b>	<b>17,381</b>

(a) From 2012–13, the Northern Territory DS NMDS data includes individuals using Basic Community Care services.

(b) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.

**Table B24: Disability support services, characteristics of services used, 2012–13**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT <sup>(a)</sup>	Aus Gov	Total
<b>Start date</b>										
Before 1980	14	89	—	—	6	25	26	—	—	160
1980–89	50	465	—	—	50	78	62	26	—	731
1990–99	159	3,622	—	1	386	610	136	72	—	4,986
2000	695	684	—	—	50	95	81	16	—	1,621
2001	1,729	787	—	44	151	76	75	19	—	2,881
2002	647	2,464	—	4	347	207	100	45	—	3,814
2003	1,311	2,440	—	17	119	93	86	24	26	4,116
2004	702	2,508	—	37	162	137	161	33	120	3,860
2005	520	2,440	—	19	728	196	109	48	6,105	10,165
2006	693	3,192	—	37	285	225	175	45	4,953	9,605
2007	1,120	3,953	—	70	3,541	209	221	44	1,122	10,280
2008	1,752	6,238	—	997	2,895	323	313	61	1,448	14,027
2009	4,063	8,411	—	468	2,152	400	348	121	1,393	17,356
2010	5,058	11,967	—	598	1,954	1,146	532	170	9,810	31,235
2011	8,997	16,291	—	1,115	3,944	1,362	1,052	177	19,977	52,915
2012	60,896	32,205	660	28,970	18,589	2,396	2,029	1,760	72,162	219,667
2013	21,151	15,001	63,254	1,923	4,086	1,478	775	675	49,991	158,334
<b>Date of last service</b>										
July 2012	2,383	3,701	3	400	753	252	147	81	4,952	12,672
August 2012	2,287	3,041	14	272	819	294	150	98	4,624	11,599
September 2012	4,987	3,132	72	303	712	310	263	139	5,151	15,069
October 2012	2,491	3,831	1	395	6,547	259	180	149	4,855	18,708
November 2012	2,697	3,550	7	366	863	434	179	156	5,672	13,924
December 2012	7,864	5,092	140	615	787	461	176	176	4,196	19,507
January 2013	2,684	3,756	15	608	1,125	307	152	129	5,749	14,525
February 2013	2,621	4,015	6	436	1,021	369	181	161	5,824	14,634
March 2013	7,183	5,166	37	437	969	628	308	401	25,885	41,014
April 2013	5,656	5,953	62	626	1,286	565	375	234	4,619	19,376
May 2013	6,319	7,144	163	1,098	1,907	895	621	314	5,142	23,603
June 2013	62,385	64,376	63,394	28,744	22,656	4,282	3,549	1,298	90,438	341,122
<b>Exit date</b>										
July 2012	1,032	1,542	2	114	302	80	63	1	4,952	8,088
August 2012	1,129	1,136	3	108	429	116	70	2	4,624	7,617
September 2012	1,675	1,059	10	153	318	119	58	3	5,151	8,546
October 2012	1,095	1,577	—	193	6,102	80	113	16	4,855	14,031
November 2012	1,280	1,598	1	148	354	170	87	22	5,672	9,332
December 2012	2,281	2,020	22	303	399	209	89	38	4,196	9,557
January 2013	1,236	2,078	—	220	312	230	140	22	5,749	9,987
February 2013	1,013	1,793	—	229	682	135	82	16	5,824	9,774
March 2013	2,031	2,518	20	130	292	152	64	22	25,885	31,114
April 2013	1,154	2,164	2	243	333	127	122	20	4,619	8,784
May 2013	1,312	2,368	39	201	527	134	143	11	5,142	9,877
June 2013	3,454	3,560	12,867	539	364	131	213	23	5,746	26,897
No exit date recorded (did not exit service)	90,865	89,344	50,948	31,719	29,031	7,373	5,037	3,140	84,692	392,149

(continued)



**Table B24 (continued): Disability support services, characteristics of services used, 2012–13**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT <sup>(a)</sup>	Aus Gov	Total
<b>Main reason for cessation of services</b>										
No longer needs assistance—moved to mainstream services	635	2,915	1,870	59	118	201	233	65	3,033	9,129
No longer needs assistance—other reason	1,898	11,886	9,980	1,343	2,191	1,014	391	19	14,298	43,020
Moved to residential, institutional or supported accommodation setting	375	176	113	66	179	63	22	11	—	1,005
Service users needs have increased—other service type required	143	639	315	38	49	60	9	4	286	1,543
Services terminated due to budget/staffing constraints	45	11	10	142	26	1	5	1	3	244
Services terminated due to occupational health and safety reasons	17	11	8	2	11	—	—	2	—	51
Service user moved out of area	379	362	150	119	514	57	72	24	37,437	39,114
Service user died	344	474	126	105	464	70	25	21	210	1,839
Service user terminated service	179	1,002	99	133	104	88	138	12	19,867	21,622
Other reason	13,215	2,990	278	425	6,758	129	231	34	7,281	31,341
Not stated	1,462	2,947	17	149	—	—	118	3	—	4,696
<b>Number of hours in reference week<sup>(b)</sup></b>										
0	21,698	—	3,280	—	13,193	1,746	18	3	—	39,938
Less than 1 hour	3	—	332	—	947	93	101	—	—	1,476
1-11	4,673	10,442	41,268	1,968	3,400	1,041	1,214	388	—	64,394
12-23	2,306	590	3,495	1,312	658	540	123	64	—	9,088
24-47	2,795	322	1,777	907	861	581	56	75	—	7,374
48-71	779	102	268	292	97	30	21	8	—	1,597
72-103	732	24	103	133	55	42	12	8	—	1,109
104-135	221	33	63	66	17	4	9	3	—	416
136-167	143	21	43	99	17	2	7	3	—	335
168	31	43	210	163	104	5	24	11	—	591
Not stated	9,934	65,325	—	16,219	5,963	651	855	743	—	99,690

(a) From 2012–13, the Northern Territory DS NMDS data includes individuals using Basic Community Care services.

(b) Service users accessing service types 1.01–1.04, 1.08, 2.01–2.05, 2.07, 3.02, 5.01, 5.02, 6.01–6.05 and 7.01–7.04 were not required to report on hours received (reference week), and so are excluded from analysis of this data item.

*Note:* Service user data were not collected for all NDA service types (see the 'Data quality statement').

**Table B25: Service users with an exit date, main reason for cessation of services by service group, 2012–13**

Main reason for cessation of service	Accommodation support		Community support		Community access		Respite		Employment		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
No longer needs assistance—moved to mainstream services	190	4.8	4,851	10.2	292	5.2	168	4.7	2,958	4.2	8,213	6.5
No longer needs assistance—other	795	20.1	19,942	42.0	2,523	45.3	966	26.9	13,742	19.3	35,763	28.4
Moved to residential, institutional or supported accommodation setting	253	6.4	381	0.8	48	0.9	184	5.1	—	—	689	0.5
Service user's needs have increased—other service type required	183	4.6	665	1.4	106	1.9	56	1.6	281	0.4	1,177	0.9
Services terminated due to budget/staffing constraints	22	0.6	188	0.4	16	0.3	9	0.3	3	—	221	0.2
Services terminated due to occupational health and safety reasons	16	0.4	18	—	8	0.1	5	0.1	—	—	39	—
Service user moved out of area	220	5.6	877	1.8	192	3.4	90	2.5	27,357	38.5	28,537	22.7
Service user died	381	9.6	714	1.5	246	4.4	87	2.4	210	0.3	1,257	1.0
Service user terminated service	290	7.3	1,028	2.2	300	5.4	95	2.6	19,567	27.5	21,092	16.8
Other reason	817	20.7	17,110	36.1	789	14.2	1,003	27.9	6,918	9.7	25,092	19.9
Reason not stated <sup>(a)</sup>	783	19.8	1,676	3.5	1,046	18.8	931	25.9	—	—	3,826	3.0
<b>Total number of service users with an exit date</b>	<b>3,950</b>	<b>100.0</b>	<b>47,450</b>	<b>100.0</b>	<b>5,566</b>	<b>100.0</b>	<b>3,594</b>	<b>100.0</b>	<b>71,036</b>	<b>100.0</b>	<b>125,906</b>	<b>100.0</b>
<b>Percentage of service users within service group</b>	<b>..</b>	<b>9.1</b>	<b>..</b>	<b>34.1</b>	<b>..</b>	<b>10.0</b>	<b>..</b>	<b>9.4</b>	<b>..</b>	<b>54.8</b>	<b>..</b>	<b>40.3</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement')
3. Row totals may not be the sum of components because individuals may have used more than one service group during the 12-month period.
4. In cases where an individual exited more than one service within the same service group, the most recent exit reason is included in this table.

**Table B26: Service users, mean hours received per service user<sup>(a)</sup>, by selected service type category, 2008–09 to 2012–13**

Mean hours per service user—reference week	2008–09	2009–10	2010–11	2011–12	2012–13
Non-residential accommodation support <sup>(b)</sup>	28.7	27.1	22.6	22.7	20.0
Case management, local coordination and development	1.5	1.3	1.4	2.1	3.8
Community access <sup>(c)</sup>	18.3	14.7	13.0	15.4	12.2
Respite	13.3	8.4	9.3	19.7	13.1
<b>Total<sup>(d)</sup></b>	<b>16.6</b>	<b>12.7</b>	<b>12.7</b>	<b>16.7</b>	<b>13.0</b>

(a) Includes service users who received zero (0) hours of support from the service type category during the reference week, but excludes service users where the number of hours of support received from the service type category during the reference week was missing.

(b) Includes 'attendant care/personal care', 'in-home accommodation support' and 'alternative family placement'.

(c) Excludes 'recreation/holiday programs'.

(d) Total of selected service type categories.

**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. Service user data were not collected for all NDA service types (see the 'Data quality statement').

**Table B27: Service users aged 15–64, by labour force status<sup>(a)</sup>, 2008–09 to 2012–13**

Year	Employed		Unemployed		Not in the labour force		Not stated/ not collected <sup>(b)(c)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%
2008–09	64,708	31.4	62,297	30.2	58,763	28.5	20,628	10.0	206,396	100.0
2009–10	62,002	28.3	77,351	35.3	60,183	27.4	19,806	9.0	219,342	100.0
2010–11	74,111	31.8	75,027	32.2	60,211	25.8	23,632	10.1	232,981	100.0
2011–12 <sup>(d)</sup>	41,039	17.3	88,960	37.4	58,601	24.6	49,154	20.7	237,754	100.0
2012–13	37,053	16.0	92,917	40.1	58,041	25.0	43,950	18.9	231,961	100.0

(a) Only service users aged 15 and over were asked about their labour force status.

(b) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(c) Includes service users for whom labour force status information was required but not collected due to the service users' age at the time of their last service date.

(d) Open employment services data for 2011–12 was resubmitted in 2012–13 and underlying data may vary from that presented in previous publications.

**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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Percentages are of the 'total' including 'not stated/not collected'.

# Disability group

Table B28: Services users, primary disability group by age group and jurisdiction, 2012–13  
(number)

Primary disability group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT <sup>(a)</sup>	Aus Gov	Total
<b>0–49</b>										
Intellectual	18,341	13,799	8,057	6,828	6,018	1,440	893	363	22,513	68,885
Specific learning/ADD	1,156	301	215	97	33	467	255	24	10,227	12,432
Autism	6,534	4,095	4,460	3,289	1,325	458	610	76	6,782	26,056
Developmental delay	4,616	3,088	650	539	543	418	874	69	—	10,768
Physical	3,697	2,541	3,342	1,730	1,563	1,341	515	321	14,193	28,211
Acquired brain injury	1,143	1,328	811	459	708	240	57	80	2,271	6,609
Neurological	1,341	3,256	1,539	381	569	256	136	108	4,084	11,014
Deaf-blind	106	169	35	45	9	4	4	1	216	512
Vision	1,214	1,359	264	207	457	19	18	36	1,681	4,691
Hearing	552	2,248	134	339	165	10	25	14	2,047	5,327
Speech	1,471	512	63	37	29	565	860	46	325	3,885
Psychiatric	700	9,612	1,583	25	171	19	32	48	30,913	41,351
Not stated/not collected <sup>(b)</sup>	3,623	8,557	487	604	320	71	118	378	50	14,203
<b>Total</b>	<b>44,494</b>	<b>50,865</b>	<b>21,640</b>	<b>14,580</b>	<b>11,910</b>	<b>5,308</b>	<b>4,397</b>	<b>1,564</b>	<b>95,302</b>	<b>233,944</b>
<b>50–64</b>										
Intellectual	3,251	3,051	1,620	1,043	1,136	465	130	39	3,947	12,666
Specific learning/ADD	18	9	6	—	1	—	—	—	331	361
Autism	73	27	42	21	12	5	6	—	96	261
Developmental delay	—	—	—	—	—	—	—	—	—	—
Physical	719	797	893	326	599	135	35	226	15,614	19,110
Acquired brain injury	546	1,014	493	162	715	149	29	42	835	3,822
Neurological	686	1,472	770	325	609	163	18	45	1,317	5,212
Deaf-blind	25	63	11	15	7	—	1	—	77	169
Vision	477	605	130	30	255	7	1	32	858	2,171
Hearing	21	888	33	64	50	2	6	3	763	1,785
Speech	4	10	6	2	—	—	—	—	45	64
Psychiatric	549	3,455	829	13	116	19	8	21	9,198	13,880
Not stated/not collected <sup>(b)</sup>	383	897	117	41	109	15	—	143	8	1,713
<b>Total</b>	<b>6,752</b>	<b>12,288</b>	<b>4,950</b>	<b>2,042</b>	<b>3,609</b>	<b>960</b>	<b>234</b>	<b>551</b>	<b>33,089</b>	<b>61,214</b>
<b>65 and over</b>										
Intellectual	782	764	261	206	250	98	19	6	288	2,531
Specific learning/ADD	4	6	—	—	1	1	—	—	3	15
Autism	11	5	6	1	3	1	—	—	7	30
Developmental delay	—	—	—	—	—	—	—	—	—	—
Physical	311	586	170	95	241	41	8	273	624	2,334
Acquired brain injury	109	416	55	16	231	35	5	11	44	909
Neurological	280	702	189	124	261	71	4	40	53	1,714
Deaf-blind	8	40	6	5	3	—	1	2	4	67
Vision	25	3,965	101	12	1,662	3	—	59	43	5,859
Hearing	22	1,495	42	84	104	13	4	4	20	1,788
Speech	—	21	1	—	—	1	—	—	—	23
Psychiatric	170	635	115	1	25	4	1	4	220	1,160
Not stated/not collected <sup>(b)</sup>	160	382	47	21	86	11	—	243	1	951
<b>Total</b>	<b>1,882</b>	<b>9,017</b>	<b>993</b>	<b>565</b>	<b>2,867</b>	<b>279</b>	<b>42</b>	<b>642</b>	<b>1,307</b>	<b>17,381</b>

(a) From 2012–13, the Northern Territory DS NMDS data includes individuals using Basic Community Care services.

(b) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

## 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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one jurisdiction during the 12-month period.

**Table B29: Services users aged 16–64<sup>(a)</sup>, labour force status by main source of income, 2012–13**

Main source of income	Employed		Unemployed		Not in the labour force		Not stated/ not collected <sup>(b)(c)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%
Disability Support Pension	26,501	22.0	47,523	39.5	45,117	37.5	1,199	1.0	120,340	100.0
Other pension or benefit	1,517	3.4	41,222	92.1	1,794	4.0	210	0.5	44,743	100.0
Paid employment	7,109	97.5	23	0.3	147	2.0	9	0.1	7,288	100.0
Compensation payments	38	5.9	140	21.8	371	57.9	92	14.4	641	100.0
Other income	158	5.7	1,946	69.7	665	23.8	21	0.8	2,790	100.0
Nil income	59	1.9	727	23.0	2,249	71.1	127	4.0	3,162	100.0
Not known/stated/collected <sup>(b)(c)</sup>	1,664	3.4	1,292	2.6	6,252	12.7	40,196	81.4	49,404	100.0
<b>Total</b>	<b>37,046</b>	<b>16.2</b>	<b>92,873</b>	<b>40.7</b>	<b>56,595</b>	<b>24.8</b>	<b>41,854</b>	<b>18.3</b>	<b>228,368</b>	<b>100.0</b>
<i>Percentage of valid responses</i>	<i>..</i>	<i>19.9</i>	<i>..</i>	<i>49.8</i>	<i>..</i>	<i>30.3</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>100.0</i>

(a) Only service users aged 16 and over were asked for their main source of income.

(b) Includes service users for whom main source of income and labour force status was required but not collected due to their age at the time of their last service date.

(c) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').

**Table B30: Services users aged 16 and over<sup>(a)</sup>, primary disability group by main source of income, 2012–13**

Primary disability group	Disability Support Pension		Other pension or benefit		Paid employment		Compensation payments		Other income		Nil income		Sub-total		Not known/ stated/ collected <sup>(b)(c)</sup>		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Intellectual	54,280	77.1	2,339	3.3	1,538	2.2	110	0.2	175	0.2	1,227	1.7	59,669	84.7	10,747	15.3	70,416	100.0
Specific learning/ADD	3,253	29.7	3,179	29.1	337	3.1	2	—	90	0.8	92	0.8	6,953	63.6	3,985	36.4	10,938	100.0
Autism	7,076	59.2	1,235	10.3	343	2.9	14	0.1	69	0.6	397	3.3	9,134	76.5	2,810	23.5	11,944	100.0
Developmental delay	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Physical	15,518	36.6	16,872	39.8	1,532	3.6	173	0.4	937	2.2	450	1.1	35,482	83.7	6,911	16.3	42,393	100.0
Acquired brain injury	6,841	63.9	991	9.3	273	2.5	223	2.1	267	2.5	126	1.2	8,721	81.4	1,992	18.6	10,713	100.0
Neurological	6,984	45.0	2,025	13.1	1,074	6.9	42	0.3	517	3.3	375	2.4	11,017	71.0	4,495	29.0	15,512	100.0
Deaf-blind	364	55.3	92	14.0	21	3.2	1	0.2	5	0.8	8	1.2	491	74.6	167	25.4	658	100.0
Vision	2,054	18.1	769	6.8	350	3.1	4	—	73	0.6	35	0.3	3,285	29.0	8,059	71.0	11,344	100.0
Hearing	1,409	18.6	1,680	22.2	449	5.9	4	0.1	273	3.6	74	1.0	3,889	51.4	3,681	48.6	7,570	100.0
Speech	149	30.8	107	22.2	26	5.4	1	0.2	4	0.8	10	2.1	297	61.5	186	38.5	483	100.0
Psychiatric	25,698	45.8	18,452	32.9	1,467	2.6	76	0.1	814	1.5	364	0.6	46,871	83.6	9,220	16.4	56,091	100.0
Not stated/ not collected <sup>(c)</sup>	1,185	15.4	230	3.0	86	1.1	16	0.2	27	0.4	78	1.0	1,622	21.1	6,065	78.9	7,687	100.0
<b>Total</b>	<b>124,811</b>	<b>50.8</b>	<b>47,971</b>	<b>19.5</b>	<b>7,496</b>	<b>3.1</b>	<b>666</b>	<b>0.3</b>	<b>3,251</b>	<b>1.3</b>	<b>3,236</b>	<b>1.3</b>	<b>187,431</b>	<b>76.3</b>	<b>58,318</b>	<b>23.7</b>	<b>245,749</b>	<b>100.0</b>
<i>Percentage of valid responses</i>	..	66.6	..	25.6	..	4.0	..	0.4	..	1.7	..	1.7	..	..	..	..	..	100.0

(a) Only service users aged 16 and over were asked for their main source of income.

(b) Includes service users for whom main source of income was required but not collected due to their age at the time of their last service date.

(c) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

**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. Service user data were not collected for all NDA service types (see the 'Data quality statement').

**Table B31: Services users, primary disability group by residential setting, 2012–13**

Primary disability group	Private residence		Domestic-scale supported living facility		Supported accommodation facility		Other <sup>(a)</sup>		Not stated/not collected <sup>(b)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Intellectual	53,854	24.1	12,373	75.7	5,810	63.1	7,406	24.0	4,639	14.1	84,082	26.9
Specific learning/ADD	8,045	3.6	35	0.2	30	0.3	1,465	4.7	3,233	9.8	12,808	4.1
Autism	21,408	9.6	694	4.2	319	3.5	1,501	4.9	2,425	7.4	26,347	8.4
Developmental delay	10,424	4.7	1	—	—	—	121	0.4	222	0.7	10,768	3.4
Physical	41,539	18.6	875	5.4	508	5.5	4,463	14.5	2,270	6.9	49,655	15.9
Acquired brain injury	7,323	3.3	684	4.2	662	7.2	1,866	6.0	805	2.4	11,340	3.6
Neurological	12,761	5.7	471	2.9	301	3.3	1,663	5.4	2,744	8.3	17,940	5.7
Deaf-blind	582	0.3	23	0.1	13	0.1	60	0.2	70	0.2	748	0.2
Vision	9,455	4.2	344	2.1	68	0.7	1,835	5.9	1,019	3.1	12,721	4.1
Hearing	4,960	2.2	29	0.2	40	0.4	613	2.0	3,258	9.9	8,900	2.8
Speech	3,644	1.6	3	—	9	0.1	102	0.3	214	0.6	3,972	1.3
Psychiatric	40,758	18.3	566	3.5	1,323	14.4	8,903	28.8	4,841	14.7	56,391	18.0
Not stated/not collected <sup>(b)</sup>	8,370	3.8	255	1.6	126	1.4	885	2.9	7,231	21.9	16,867	5.4
<b>Total</b>	<b>223,123</b>	<b>100.0</b>	<b>16,353</b>	<b>100.0</b>	<b>9,209</b>	<b>100.0</b>	<b>30,883</b>	<b>100.0</b>	<b>32,971</b>	<b>100.0</b>	<b>312,539</b>	<b>100.0</b>

(a) 'Other' includes 'residence within an Aboriginal/Torres Strait Islander community'; 'boarding house/private hotel'; 'independent living unit within a retirement village'; 'residential aged care facility'; 'psychiatric/mental health community care facility'; 'hospital'; 'short-term crises, emergency or transitional accommodation facility'; 'public place/temporary shelter'; and 'other'.

(b) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

**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. Service user data were not collected for all NDA service types (see the 'Data quality statement').

**Table B32: Services users, primary disability group by most effective means of communication, 2012–13 (%)**

Primary disability group	Spoken language (effective)	Sign language (effective)	Other effective non-spoken communication	Little, or no effective communication	Child aged under 5	Not stated/ not collected <sup>(a)</sup>	Total	Total (number)
Intellectual	63.8	2.3	4.6	22.3	1.2	5.8	100.0	84,082
Specific learning/ADD	63.7	0.3	0.4	3.1	0.7	31.7	100.0	12,808
Autism	53.8	1.2	3.4	17.4	8.8	15.3	100.0	26,347
Developmental delay	3.1	0.1	0.2	5.3	73.1	18.2	100.0	10,768
Physical	63.8	0.9	1.9	6.6	4.6	22.1	100.0	49,655
Acquired brain injury	72.8	1.5	3.7	11.1	0.9	10.1	100.0	11,340
Neurological	62.9	9.9	2.7	7.2	4.0	13.4	100.0	17,940
Deaf-blind	34.2	35.6	3.5	10.4	1.9	14.4	100.0	748
Vision	45.0	1.0	0.3	1.0	3.6	49.1	100.0	12,721
Hearing	31.8	15.0	0.9	2.2	7.3	42.8	100.0	8,900
Speech	28.6	0.5	1.0	10.6	39.9	19.5	100.0	3,972
Psychiatric	69.3	0.4	0.7	1.2	0.1	28.3	100.0	56,391
Not stated/ not collected <sup>(a)</sup>	21.4	0.6	1.4	3.7	17.7	55.1	100.0	16,867
<b>Total</b>	<b>57.7</b>	<b>2.2</b>	<b>2.4</b>	<b>10.3</b>	<b>6.4</b>	<b>21.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>180,212</b>	<b>6,818</b>	<b>7,467</b>	<b>32,260</b>	<b>20,134</b>	<b>65,648</b>		<b>312,539</b>
<i>Percentage of responses excluding 'child aged under 5'</i>								
	61.6	2.3	2.6	11.0	..	22.5	100.0	..

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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 Service user data were not collected for all NDA service types (see the 'Data quality statement').



**Table B33: Services users, primary disability group with or without other significant disability group, 2012–13**

Primary disability group	With other significant disability group		Without other significant disability group		Total		Average number of disability groups recorded <sup>(a)</sup>
	Number	%	Number	%	Number	%	
Intellectual	39,687	32.8	44,395	25.4	84,082	26.9	1.8
Specific learning/ADD	5,499	4.5	7,309	4.2	12,808	4.1	1.6
Autism	10,816	8.9	15,531	8.9	26,347	8.4	1.6
Developmental delay	2,465	2.0	8,303	4.8	10,768	3.4	1.3
Physical	21,506	17.8	28,149	16.1	49,655	15.9	1.6
Acquired brain injury	6,534	5.4	4,806	2.7	11,340	3.6	2.0
Neurological	7,818	6.5	10,122	5.8	17,940	5.7	1.7
Deaf-blind	289	0.2	459	0.3	748	0.2	1.6
Vision	3,312	2.7	9,409	5.4	12,721	4.1	1.4
Hearing	2,179	1.8	6,721	3.8	8,900	2.8	1.4
Speech	813	0.7	3,159	1.8	3,972	1.3	1.3
Psychiatric	19,956	16.5	36,435	20.8	56,391	18.0	1.4
<b>Total<sup>(b)</sup></b>	<b>120,874</b>	<b>100.0</b>	<b>174,798</b>	<b>100.0</b>	<b>312,539</b>	<b>100.0</b>	<b>1.6</b>

(a) Total 'average number of disability groups recorded' excludes where primary disability group was 'not stated/not collected'.

(b) Includes 16,867 service users whose primary disability group was 'not stated/not collected'. This includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').

# Service types and groups

Table B34: Service users, service type by state and territory, 2012–13 (number)

Service type	NSW	Vic <sup>(a)</sup>	Qld	WA	SA	Tas	ACT	NT <sup>(b)</sup>	Total
<b>Accommodation support</b>									
Large residential/institution	1,133	132	259	67	501	118	—	—	2,210
Small residential/institution	26	80	474	109	22	19	—	—	730
Hostels	182	228	—	37	16	56	—	—	519
Group homes	5,063	4,991	2,573	1,597	1,326	522	199	165	16,433
Attendant care/personal care	909	—	435	341	1,150	122	10	178	3,145
In-home accommodation support	2,833	8,798	3,307	2,134	2,602	544	201	315	20,722
Alternative family placement	194	—	37	17	78	—	—	16	342
Other accommodation support	231	1,132	37	144	48	1	129	1	1,723
<i>Total accommodation support</i>	<i>10,153</i>	<i>14,821</i>	<i>6,761</i>	<i>4,252</i>	<i>5,267</i>	<i>1,326</i>	<i>475</i>	<i>553</i>	<i>43,592</i>
<b>Community support</b>									
Therapy support for individuals	6,094	11,326	2,840	5,221	3,915	149	1,761	1,600	32,869
Early childhood intervention	9,070	10,729 <sup>(c)</sup>	2,447	1,681	1,130	—	1,475	126	26,610
Behaviour/specialist intervention	2,304	1,504	1,624	1,197	718	—	136	2	7,484
Counselling (individual/family/group)	—	—	1,022	116	692	—	—	63	1,893
Regional resource and support teams	18,499	—	114	903	2,891	3,213	—	—	25,617
Case management, local coordination and development	7,002	26,745	16,493	9,914	7,966	1,873	978	91	70,926
Other community support	2,030	403	263	825	1,658	220	86	2	5,487
<i>Total community support</i>	<i>37,307</i>	<i>44,629</i>	<i>19,014</i>	<i>14,165</i>	<i>13,593</i>	<i>4,929</i>	<i>4,092</i>	<i>1,862</i>	<i>139,142</i>
<b>Community access</b>									
Learning and life skills development	13,642	8,840	8,543	2,876	4,127	1,349	487	122	39,964
Recreation/holiday programs	1,810	2,536	1,131	1,947	2,095	314	192	130	10,154
Other community access	777	6,070	53	670	604	—	37	287	8,498
<i>Total community access</i>	<i>15,703</i>	<i>16,773</i>	<i>9,380</i>	<i>4,752</i>	<i>6,042</i>	<i>1,567</i>	<i>700</i>	<i>521</i>	<i>55,403</i>
<b>Respite</b>									
Own home respite	9	1,114	789	435	473	69	12	4	2,905
Centre-based respite/respite homes	3,999	4,890	2,606	1,181	1,005	234	210	93	14,197
Host family/peer support respite	279	1,160	75	—	102	6	—	40	1,662
Flexible respite	7,931	11,017	2,555	2,260	369	198	141	131	24,581
Other respite	—	688	400	338	296	—	—	1	1,723
<i>Total respite</i>	<i>10,580</i>	<i>16,042</i>	<i>5,041</i>	<i>3,549</i>	<i>1,876</i>	<i>471</i>	<i>327</i>	<i>250</i>	<i>38,072</i>
<b>Employment</b>									
Open employment	35,839	26,890	24,476	8,305	9,982	2,528	1,512	470	108,989
Supported employment	8,347	4,927	2,322	2,360	2,973	550	297	118	21,877
<i>Total employment</i>	<i>43,777</i>	<i>31,486</i>	<i>26,667</i>	<i>10,536</i>	<i>12,846</i>	<i>3,061</i>	<i>1,801</i>	<i>579</i>	<i>129,698</i>
<b>Total</b>	<b>91,802</b>	<b>98,948</b>	<b>51,289</b>	<b>24,857</b>	<b>29,055</b>	<b>9,166</b>	<b>6,187</b>	<b>3,244</b>	<b>312,539</b>

(a) As part of an output structure review in Victoria, an activity that was previously classified under community access was amalgamated under community support in that jurisdiction from 2012–13 onwards.

(b) From 2012–13, the Northern Territory DS NMDS data includes individuals using Basic Community Care services.

(c) Data for early childhood intervention services (ECIS) in Victoria are not fully representative of the total number of clients receiving ECIS as it excludes data from three service providers.

## 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. Service group totals may not be the sum of service components because individuals may have used more than one service type within a group during the 12-month period.
3. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.

**Table B35: Services users, service type by age group and jurisdiction, 2012–13 (number)**

Service type	NSW	Vic <sup>(a)</sup>	Qld	WA	SA	Tas	ACT	NT <sup>(b)</sup>	Aus Gov	Total
<b>0–49</b>										
<b>Accommodation support</b>										
Large residential/institution	407	50	130	39	135	32	—	—	..	793
Small residential/institution	9	18	232	50	13	9	—	—	..	331
Hostels	58	110	—	28	10	24	—	—	..	230
Group homes	3,224	2,714	1,730	939	815	281	153	138	..	9,992
Attendant care/personal care	523	—	238	291	571	69	9	136	..	1,837
In-home accommodation support	1,917	6,514	2,171	1,685	985	364	134	201	..	13,963
Alternative family placement	191	—	37	17	76	—	—	16	..	337
Other accommodation support	200	1,001	31	47	33	1	92	1	..	1,406
<i>Total accommodation support</i>	<i>6,229</i>	<i>9,978</i>	<i>4,328</i>	<i>2,950</i>	<i>2,378</i>	<i>749</i>	<i>344</i>	<i>400</i>	<i>..</i>	<i>27,345</i>
<b>Community support</b>										
Therapy support for individuals	5,062	7,299	2,274	4,749	2,330	108	1,728	698	..	24,213
Early childhood intervention	9,070	10,729 <sup>(c)</sup>	2,446	1,681	1,130	—	1,475	126	..	26,609
Behaviour/specialist intervention	1,978	1,277	1,373	1,091	710	—	117	1	..	6,546
Counselling (individual/family/group)	—	—	930	111	196	—	—	55	..	1,292
Regional resource and support teams	16,043	—	114	802	2,891	3,109	—	—	..	22,956
Case management, local coordination and development	5,679	16,364	13,334	9,009	5,471	1,433	831	12	..	52,019
Other community support	1,837	307	178	672	1,137	141	68	1	..	4,341
<i>Total community support</i>	<i>32,488</i>	<i>31,883</i>	<i>15,633</i>	<i>12,653</i>	<i>9,851</i>	<i>4,316</i>	<i>3,899</i>	<i>881</i>	<i>..</i>	<i>111,192</i>
<b>Community access</b>										
Learning and life skills development	10,665	4,440	6,599	2,410	2,067	896	442	97	..	27,599
Recreation/holiday programs	1,541	1,912	1,038	1,334	1,230	255	192	122	..	7,623
Other community access	392	4,087	42	635	267	—	33	189	..	5,645
<i>Total community access</i>	<i>12,208</i>	<i>9,986</i>	<i>7,385</i>	<i>3,729</i>	<i>3,205</i>	<i>1,072</i>	<i>652</i>	<i>392</i>	<i>..</i>	<i>38,599</i>
<b>Respite</b>										
Own home respite	9	921	726	408	424	57	8	4	..	2,557
Centre-based respite/respite homes	3,765	4,367	2,329	1,018	896	228	199	90	..	12,871
Host family/peer support respite	255	1,036	71	—	100	6	—	22	..	1,490
Flexible respite	7,004	8,644	2,285	1,986	321	167	116	122	..	20,626
Other respite	—	484	374	322	202	—	—	1	..	1,383
<i>Total respite</i>	<i>9,485</i>	<i>12,804</i>	<i>4,490</i>	<i>3,138</i>	<i>1,591</i>	<i>422</i>	<i>291</i>	<i>222</i>	<i>..</i>	<i>32,382</i>
<b>Employment</b>										
Open employment	..	..	..	..	..	..	..	..	80,287	80,287
Supported employment	..	..	..	..	..	..	..	..	16,049	16,049
<i>Total employment</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>95,302</i>	<i>95,302</i>
<b>Total</b>	<b>44,494</b>	<b>50,865</b>	<b>21,640</b>	<b>14,580</b>	<b>11,910</b>	<b>5,308</b>	<b>4,397</b>	<b>1,564</b>	<b>95,302</b>	<b>233,944</b>

(continued)

**Table B35 (continued): Services users, service type by age group and jurisdiction, 2012–13 (number)**

Service type	NSW	Vic <sup>(a)</sup>	Qld	WA	SA	Tas	ACT	NT <sup>(b)</sup>	Aus Gov	Total
<b>50–64</b>										
<b>Accommodation support</b>										
Large residential/institution	544	63	100	24	232	70	—	—	..	1,033
Small residential/institution	9	37	214	48	6	7	—	—	..	321
Hostels	90	91	—	6	6	26	—	—	..	219
Group homes	1,433	1,765	732	549	422	193	42	27	..	5,162
Attendant care/personal care	341	—	170	45	443	39	1	38	..	1,077
In-home accommodation support	757	1,939	889	394	690	154	53	106	..	4,979
Alternative family placement	3	—	—	—	2	—	—	—	..	5
Other accommodation support	29	121	5	77	12	—	33	—	..	277
<i>Total accommodation support</i>	<i>3,118</i>	<i>3,929</i>	<i>2,004</i>	<i>1,098</i>	<i>1,646</i>	<i>468</i>	<i>112</i>	<i>143</i>	<i>..</i>	<i>12,514</i>
<b>Community support</b>										
Therapy support for individuals	852	1,883	433	378	1,175	20	30	360	..	5,129
Early childhood intervention	—	—	—	—	—	—	—	—	..	—
Behaviour/specialist intervention	269	208	217	92	7	—	18	1	..	812
Counselling (individual/family/group)	—	—	72	5	113	—	—	6	..	196
Regional resource and support teams	2,041	—	—	54	—	91	—	—	..	2,186
Case management, local coordination and development	985	5,390	2,774	766	1,954	370	124	28	..	12,372
Other community support	156	94	64	91	379	37	14	1	..	836
<i>Total community support</i>	<i>3,850</i>	<i>6,568</i>	<i>2,935</i>	<i>1,197</i>	<i>2,537</i>	<i>472</i>	<i>164</i>	<i>392</i>	<i>..</i>	<i>18,082</i>
<b>Community access</b>										
Learning and life skills development	2,297	1,523	1,574	411	605	369	41	25	..	6,842
Recreation/holiday programs	219	339	83	448	490	44	—	8	..	1,631
Other community access	305	1,740	11	31	241	—	4	62	..	2,394
<i>Total community access</i>	<i>2,708</i>	<i>3,460</i>	<i>1,618</i>	<i>809</i>	<i>1,121</i>	<i>399</i>	<i>44</i>	<i>93</i>	<i>..</i>	<i>10,249</i>
<b>Respite</b>										
Own home respite	—	158	60	25	38	10	—	—	..	291
Centre-based respite/respite homes	205	425	238	128	90	5	10	3	..	1,104
Host family/peer support respite	14	93	4	—	2	—	—	5	..	118
Flexible respite	764	1,559	243	209	36	27	23	9	..	2,868
Other respite	—	167	23	15	92	—	—	—	..	297
<i>Total respite</i>	<i>898</i>	<i>2,239</i>	<i>486</i>	<i>323</i>	<i>244</i>	<i>42</i>	<i>29</i>	<i>15</i>	<i>..</i>	<i>4,273</i>
<b>Employment</b>										
Open employment	..	..	..	..	..	..	..	..	27,927	27,927
Supported employment	..	..	..	..	..	..	..	..	5,295	5,295
<i>Total employment</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>33,089</i>	<i>33,089</i>
<b>Total</b>	<b>6,752</b>	<b>12,288</b>	<b>4,950</b>	<b>2,042</b>	<b>3,609</b>	<b>960</b>	<b>234</b>	<b>551</b>	<b>33,089</b>	<b>61,214</b>

*continued)*

Table B35 (continued): Services users, service type by age group and jurisdiction, 2012–13 (number)

Service type	NSW	Vic <sup>(a)</sup>	Qld	WA	SA	Tas	ACT	NT <sup>(b)</sup>	Aus Gov	Total
<b>65 and over</b>										
<b>Accommodation support</b>										
Large residential/institution	182	19	29	4	134	16	—	—	..	384
Small residential/institution	8	25	28	11	3	3	—	—	..	78
Hostels	34	27	—	3	—	6	—	—	..	70
Group homes	406	512	111	109	89	48	4	—	..	1,279
Attendant care/personal care	45	—	27	5	136	14	—	4	..	231
In-home accommodation support	159	345	247	55	927	26	14	8	..	1,780
Other accommodation support	2	10	1	20	3	—	4	—	..	40
<i>Total accommodation support</i>	<i>806</i>	<i>914</i>	<i>429</i>	<i>204</i>	<i>1,243</i>	<i>109</i>	<i>19</i>	<i>10</i>	<i>..</i>	<i>3,733</i>
<b>Community support</b>										
Therapy support for individuals	180	2,144	133	94	410	21	3	542	..	3,527
Early childhood intervention	—	—	1	—	—	—	—	—	..	1
Behaviour/specialist intervention	57	19	34	14	1	—	1	—	..	126
Counselling (individual/family/group)	—	—	20	—	383	—	—	2	..	405
Regional resource and support teams	415	—	—	47	—	13	—	—	..	475
Case management, local coordination and development	338	4,991	385	139	541	70	23	51	..	6,535
Other community support	37	2	21	62	142	42	4	—	..	310
<i>Total community support</i>	<i>969</i>	<i>6,178</i>	<i>446</i>	<i>315</i>	<i>1,205</i>	<i>141</i>	<i>29</i>	<i>589</i>	<i>..</i>	<i>9,868</i>
<b>Community access</b>										
Learning and life skills development	680	2,877	370	55	1,455	84	4	—	..	5,523
Recreation/holiday programs	50	285	10	165	375	15	—	—	..	900
Other community access	80	243	—	4	96	—	—	36	..	459
<i>Total community access</i>	<i>787</i>	<i>3,327</i>	<i>377</i>	<i>214</i>	<i>1,716</i>	<i>96</i>	<i>4</i>	<i>36</i>	<i>..</i>	<i>6,555</i>
<b>Respite</b>										
Own home respite	—	35	3	2	11	2	4	—	..	57
Centre-based respite/respite homes	29	98	39	35	19	1	1	—	..	222
Host family/peer support respite	10	31	—	—	—	—	—	13	..	54
Flexible respite	163	814	27	65	12	4	2	—	..	1,087
Other respite	—	37	3	1	2	—	—	—	..	43
<i>Total respite</i>	<i>197</i>	<i>999</i>	<i>65</i>	<i>88</i>	<i>41</i>	<i>7</i>	<i>7</i>	<i>13</i>	<i>..</i>	<i>1,417</i>
<b>Employment</b>										
Open employment	..	..	..	..	..	..	..	..	775	775
Supported employment	..	..	..	..	..	..	..	..	533	533
<i>Total employment</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>1,307</i>	<i>1,307</i>
<b>Total</b>	<b>1,882</b>	<b>9,017</b>	<b>993</b>	<b>565</b>	<b>2,867</b>	<b>279</b>	<b>42</b>	<b>642</b>	<b>1,307</b>	<b>17,381</b>

(a) As part of an output structure review in Victoria, an activity that was previously classified under community access was amalgamated under community support in that jurisdiction from 2012–13 onwards.

(b) From 2012–13, the Northern Territory DS NMDS data includes individuals using Basic Community Care services.

(c) Data for early childhood intervention services (ECIS) in Victoria are not fully representative of the total number of clients receiving ECIS as it excludes data from three service providers.

#### 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. Service group totals may not be the sum of service components because individuals may have used more than one service type within a group during the 12-month period.
3. Row totals may not be the sum of components because individuals may have used services in more than one jurisdiction during the 12-month period.

**Table B36: Services users, service type by sex and age group, 2012–13 (number)**

Service type	0–17	18–24	25–44	45–64	65+	Total
<b>Male</b>						
<b>Accommodation support</b>						
Large residential/institution	—	10	279	803	217	1,309
Small residential/institution	—	9	126	226	35	396
Hostels	5	14	78	158	31	286
Group homes	134	824	3,722	4,171	724	9,575
Attendant care/personal care	103	189	570	767	124	1,753
In-home accommodation support	613	1,379	4,526	3,806	722	11,046
Alternative family placement	27	115	48	7	—	197
Other accommodation support	49	276	364	206	16	911
<i>Total accommodation support</i>	<i>872</i>	<i>2,551</i>	<i>9,257</i>	<i>9,742</i>	<i>1,791</i>	<i>24,213</i>
<b>Community support</b>						
Therapy support for individuals	9,575	1,492	2,594	3,349	1,601	18,611
Early childhood intervention	18,364	1	1	2	1	18,369
Behaviour/specialist intervention	1,815	929	1,435	779	75	5,033
Counselling (individual/family/group)	457	109	130	119	149	964
Regional resource and support teams	9,726	2,202	2,393	1,815	252	16,388
Case management, local coordination & development	14,373	5,624	9,537	8,609	2,615	40,758
Other community support	1,387	299	687	624	174	3,171
<i>Total community support</i>	<i>44,552</i>	<i>8,571</i>	<i>13,929</i>	<i>12,855</i>	<i>4,251</i>	<i>84,158</i>
<b>Community access</b>						
Learning and life skills development	740	6,608	7,155	5,206	2,362	22,071
Recreation/holiday programs	1,694	825	1,467	1,122	355	5,463
Other community access	227	489	1,781	1,743	241	4,481
<i>Total community access</i>	<i>2,575</i>	<i>7,519</i>	<i>9,775</i>	<i>7,610</i>	<i>2,820</i>	<i>30,299</i>
<b>Respite</b>						
Own home respite	707	342	389	211	24	1,673
Centre-based respite/respite homes	3,234	2,000	2,349	886	115	8,584
Host family/peer support respite	514	184	246	105	22	1,071
Flexible respite	6,188	2,478	3,323	2,053	423	14,465
Other respite	481	98	215	178	17	989
<i>Total respite</i>	<i>9,327</i>	<i>4,062</i>	<i>5,464</i>	<i>3,075</i>	<i>579</i>	<i>22,507</i>
<b>Employment</b>						
Open employment	3,223	15,509	24,937	20,086	564	64,319
Supported employment	87	2,180	6,459	5,069	371	14,166
<i>Total employment</i>	<i>3,298</i>	<i>17,421</i>	<i>31,008</i>	<i>25,004</i>	<i>934</i>	<i>77,665</i>
<b>Total</b>	<b>52,663</b>	<b>28,550</b>	<b>50,939</b>	<b>44,647</b>	<b>7,922</b>	<b>184,721</b>

(continued)

**Table B36 (continued): Services users, service type by sex and age group, 2012–13 (number)**

Service type	0–17	18–24	25–44	45–64	65+	Total
<b>Female</b>						
<b>Accommodation support</b>						
Large residential/institution	1	6	149	577	167	900
Small residential/institution	—	1	86	204	43	334
Hostels	2	8	44	140	39	233
Group homes	61	443	2,586	3,210	555	6,855
Attendant care/personal care	63	105	423	694	107	1,392
In-home accommodation support	352	1,026	3,802	3,425	1,058	9,663
Alternative family placement	23	81	40	1	—	145
Other accommodation support	39	245	315	189	23	811
<i>Total accommodation support</i>	<i>502</i>	<i>1,729</i>	<i>7,120</i>	<i>8,069</i>	<i>1,941</i>	<i>19,361</i>
<b>Community support</b>						
Therapy support for individuals	5,302	1,020	2,571	3,427	1,926	14,246
Early childhood intervention	8,226	2	3	—	—	8,231
Behaviour/specialist intervention	755	474	706	461	51	2,447
Counselling (individual/family/group)	328	82	123	140	256	929
Regional resource and support teams	4,590	1,336	1,702	1,376	223	9,227
Case management, local coordination & development	6,594	3,342	7,899	8,407	3,920	30,162
Other community support	648	244	664	615	136	2,307
<i>Total community support</i>	<i>20,723</i>	<i>5,199</i>	<i>11,347</i>	<i>12,055</i>	<i>5,617</i>	<i>54,941</i>
<b>Community access</b>						
Learning and life skills development	435	4,218	5,726	4,337	3,161	17,877
Recreation/holiday programs	1,056	644	1,295	1,145	545	4,685
Other community access	122	376	1,489	1,732	216	3,935
<i>Total community access</i>	<i>1,545</i>	<i>4,945</i>	<i>7,992</i>	<i>6,788</i>	<i>3,733</i>	<i>25,003</i>
<b>Respite</b>						
Own home respite	446	189	344	219	33	1,231
Centre-based respite/respite homes	1,459	1,279	1,976	791	107	5,612
Host family/peer support respite	231	90	161	77	32	591
Flexible respite	2,837	1,569	2,913	2,113	663	10,095
Other respite	231	74	173	227	26	731
<i>Total respite</i>	<i>4,358</i>	<i>2,558</i>	<i>4,665</i>	<i>3,121</i>	<i>837</i>	<i>15,539</i>
<b>Employment</b>						
Open employment	1,578	8,536	15,669	18,676	211	44,670
Supported employment	22	1,018	3,565	2,944	162	7,711
<i>Total employment</i>	<i>1,599</i>	<i>9,453</i>	<i>19,064</i>	<i>21,544</i>	<i>373</i>	<i>52,033</i>
<b>Total</b>	<b>24,779</b>	<b>16,869</b>	<b>36,248</b>	<b>40,284</b>	<b>9,455</b>	<b>127,635</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. Service group totals may not be the sum of service components because individuals may have used more than one service type within a group during the 12-month period.
3. Sex was not stated/not collected for 183 service users.

**Table B37: Services users, service type by sex and primary disability group, 2012–13 (number)**

Service type	Intellectual	Specific learning/ ADD	Autism	Developmental delay	Physical	Acquired brain injury	Neurological	Deaf-blind	Vision	Hearing	Speech	Psychiatric	Total <sup>(a)</sup>
<b>Male</b>													
<b>Accommodation support</b>													
Large residential/institution	1,025	—	27	—	71	123	36	—	2	1	—	23	1,309
Small residential/institution	263	—	6	—	26	36	18	—	1	—	—	45	396
Hostels	150	4	13	—	13	31	41	—	—	6	—	18	286
Group homes	7,216	25	591	—	531	536	196	22	58	15	3	244	9,575
Attendant care/personal care	319	2	69	—	699	333	236	1	5	2	—	67	1,753
In-home accommodation support	3,540	44	667	5	1,258	718	288	31	399	79	4	3,876	11,046
Alternative family placement	128	4	26	—	19	3	6	—	2	1	—	4	197
Other accommodation support	178	6	46	1	60	27	42	—	1	—	1	546	911
<i>Total accommodation support</i>	<i>12,349</i>	<i>75</i>	<i>1,356</i>	<i>6</i>	<i>2,456</i>	<i>1,636</i>	<i>804</i>	<i>53</i>	<i>464</i>	<i>102</i>	<i>8</i>	<i>4,592</i>	<i>24,213</i>
<b>Community support</b>													
Therapy support for individuals	4,112	294	2,490	352	3,889	1,282	2,051	67	1,759	366	603	329	18,611
Early childhood intervention	883	393	3,369	6,306	1,118	74	481	16	178	434	1,469	15	18,369
Behaviour/specialist intervention	3,197	36	938	43	259	227	81	2	11	11	13	73	5,033
Counselling (individual/family/group)	158	12	56	5	347	20	151	2	176	18	3	15	964
Regional resource and support teams	8,947	520	2,395	949	1,364	432	287	31	117	146	432	213	16,388
Case management, local coordination and development	17,179	287	7,067	904	4,244	2,841	2,951	141	2,084	238	122	769	40,758
Other community support	972	41	622	86	651	136	114	18	10	79	16	181	3,171
<i>Total community support</i>	<i>28,163</i>	<i>1,440</i>	<i>13,381</i>	<i>7,206</i>	<i>8,796</i>	<i>4,143</i>	<i>4,731</i>	<i>218</i>	<i>3,618</i>	<i>1,197</i>	<i>2,514</i>	<i>1,499</i>	<i>84,158</i>

(continued)



Table B37 (continued): Services users, service type by sex and primary disability group, 2012–13 (number)

Service type	Intellectual	Specific learning/ ADD	Autism	Developmental delay	Physical	Acquired brain injury	Neurological	Deaf- blind	Vision	Hearing	Speech	Psychiatric	Total <sup>(a)</sup>
<b>Community access</b>													
Learning and life skills development	10,942	221	2,261	3	1,411	1,204	481	65	1,654	1,480	19	1,810	22,071
Recreation/holiday programs	2,133	33	540	8	507	145	224	22	223	383	9	77	5,463
Other community access	826	8	137	1	127	270	71	5	17	5	1	2,997	4,481
<i>Total community access</i>	<i>13,019</i>	<i>255</i>	<i>2,797</i>	<i>12</i>	<i>1,908</i>	<i>1,534</i>	<i>744</i>	<i>84</i>	<i>1,780</i>	<i>1,830</i>	<i>28</i>	<i>4,629</i>	<i>30,299</i>
<b>Respite</b>													
Own home respite	724	11	269	16	318	67	137	2	11	8	1	12	1,673
Centre-based respite/ respite homes	5,242	63	1,484	24	682	229	349	16	35	5	9	122	8,584
Host family/peer support respite	508	18	291	6	51	27	21	2	8	4	3	5	1,071
Flexible respite	6,247	188	2,855	103	1,266	560	733	37	163	39	24	1,140	14,465
Other respite	447	4	202	12	123	41	73	2	4	3	1	19	989
<i>Total respite</i>	<i>10,569</i>	<i>259</i>	<i>4,338</i>	<i>151</i>	<i>2,049</i>	<i>824</i>	<i>1,096</i>	<i>52</i>	<i>207</i>	<i>55</i>	<i>35</i>	<i>1,247</i>	<i>22,507</i>
<b>Employment</b>													
Open employment	7,572	7,117	5,025	—	16,157	1,878	2,753	133	1,349	1,399	257	20,652	64,319
Supported employment	9,206	258	845	—	850	532	309	34	188	132	30	1,772	14,166
<i>Total employment</i>	<i>16,413</i>	<i>7,337</i>	<i>5,772</i>	<i>—</i>	<i>16,963</i>	<i>2,376</i>	<i>3,031</i>	<i>163</i>	<i>1,527</i>	<i>1,521</i>	<i>282</i>	<i>22,243</i>	<i>77,665</i>
<b>Total</b>	<b>49,614</b>	<b>8,960</b>	<b>21,366</b>	<b>7,221</b>	<b>27,393</b>	<b>7,813</b>	<b>8,291</b>	<b>395</b>	<b>5,697</b>	<b>4,425</b>	<b>2,815</b>	<b>30,293</b>	<b>184,721</b>

(continued)

Table B37 (continued): Services users, service type by sex and primary disability group, 2012–13 (number)

Service type	Intellectual	Specific learning/ADD	Autism	Developmental delay	Physical	Acquired brain injury	Neurological	Deaf-blind	Vision	Hearing	Speech	Psychiatric	Total <sup>(a)</sup>
Female													
<b>Accommodation support</b>													
Large residential/institution	724	—	10	—	58	42	45	—	5	—	—	16	900
Small residential/institution	236	—	3	—	25	12	32	—	—	—	—	26	334
Hostels	133	—	1	—	8	15	47	—	—	2	—	20	233
Group homes	5,470	13	150	—	462	207	217	11	55	8	3	153	6,855
Attendant care/personal care	274	—	14	2	586	144	311	5	13	—	—	28	1,392
In-home accommodation support	2,806	24	164	2	912	358	403	35	831	63	5	3,928	9,663
Alternative family placement	107	3	5	—	12	3	6	1	2	—	—	4	145
Other accommodation support	136	3	10	—	45	18	38	—	2	1	—	558	811
<i>Total accommodation support</i>	<i>9,495</i>	<i>37</i>	<i>341</i>	<i>4</i>	<i>1,927</i>	<i>741</i>	<i>1,009</i>	<i>52</i>	<i>898</i>	<i>73</i>	<i>8</i>	<i>4,516</i>	<i>19,361</i>
<b>Community support</b>													
Therapy support for individuals	2,961	100	594	210	3,209	725	2,855	45	2,062	388	280	115	14,246
Early childhood intervention	632	150	798	3,014	822	48	386	7	139	355	557	8	8,231
Behaviour/specialist intervention	1,688	21	229	24	190	82	68	5	5	4	4	73	2,447
Counselling (individual/family/group)	111	4	27	4	283	18	113	—	334	13	1	16	929
Regional resource and support teams	5,486	184	529	525	1,046	220	243	22	100	183	197	173	9,227
Case management, local coordination and development	12,449	127	1,735	524	3,695	1,452	4,593	148	3,074	257	53	625	30,162
Other community support	813	16	164	44	479	64	115	11	7	126	3	212	2,307
<i>Total community support</i>	<i>19,318</i>	<i>556</i>	<i>3,240</i>	<i>3,532</i>	<i>7,309</i>	<i>2,124</i>	<i>6,564</i>	<i>201</i>	<i>4,727</i>	<i>1,252</i>	<i>1,055</i>	<i>1,140</i>	<i>54,941</i>

(continued)

**Table B37 (continued): Services users, service type by sex and primary disability group, 2012–13 (number)**

Service type	Intellectual	Specific learning/ ADD	Autism	Developmental delay	Physical	Acquired brain injury	Neurological	Deaf- blind	Vision	Hearing	Speech	Psychiatric	Total <sup>(a)</sup>
<b>Community access</b>													
Learning and life skills development	8,781	122	574	2	1,222	553	420	55	2,567	1,838	10	1,412	17,877
Recreation/holiday programs	1,813	20	185	8	452	74	323	20	393	292	1	38	4,685
Other community access	624	4	35	1	157	125	86	4	27	12	1	2,851	3,935
<i>Total community access</i>	<i>10,442</i>	<i>142</i>	<i>746</i>	<i>11</i>	<i>1,701</i>	<i>714</i>	<i>789</i>	<i>71</i>	<i>2,796</i>	<i>2,099</i>	<i>12</i>	<i>4,100</i>	<i>25,003</i>
<b>Respite</b>													
Own home respite	569	5	89	14	270	40	155	3	5	3	2	15	1,231
Centre-based respite/ respite homes	3,758	20	399	16	558	115	394	7	31	9	6	124	5,612
Host family/peer support respite	341	4	67	3	53	15	22	3	2	5	1	—	591
Flexible respite	4,553	77	743	58	1,085	299	791	26	344	38	16	1,298	10,095
Other respite	324	3	50	5	125	32	71	3	5	3	3	31	731
<i>Total respite</i>	<i>7,712</i>	<i>103</i>	<i>1,122</i>	<i>89</i>	<i>1,810</i>	<i>444</i>	<i>1,247</i>	<i>36</i>	<i>375</i>	<i>56</i>	<i>25</i>	<i>1,417</i>	<i>15,539</i>
<b>Employment</b>													
Open employment	4,957	3,132	948	—	12,985	639	2,297	118	961	1,240	75	17,303	44,670
Supported employment	5,572	113	176	—	506	141	137	18	104	77	14	846	7,711
<i>Total employment</i>	<i>10,335</i>	<i>3,224</i>	<i>1,113</i>	<i>—</i>	<i>13,468</i>	<i>774</i>	<i>2,423</i>	<i>134</i>	<i>1,055</i>	<i>1,309</i>	<i>88</i>	<i>18,088</i>	<i>52,033</i>
<b>Total</b>	<b>34,459</b>	<b>3,847</b>	<b>4,975</b>	<b>3,544</b>	<b>22,255</b>	<b>3,524</b>	<b>9,648</b>	<b>353</b>	<b>7,024</b>	<b>4,464</b>	<b>1,156</b>	<b>25,992</b>	<b>127,635</b>

(a) Includes 16,867 records where primary disability group was not stated/not collected.

*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 Service user data were not collected for all NDA service types (see the 'Data quality statement').
- 3 Service group totals may not be the sum of service components because individuals may have used more than one service type within a group during the 12-month period.
- 4 Sex was not stated/not collected for 183 service users.

**Table B38: Users of accommodation support services, accommodation support types by state and territory, 2012–13**

Accommodation support type	NSW		Vic		Qld		WA		SA		Tas		ACT		NT <sup>(a)</sup>		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Institutional accommodation	1,338	13.2	440	3.0	729	10.8	213	5.0	539	10.2	193	14.6	—	—	—	—	3,452	7.9
Group homes	5,063	49.9	4,991	33.7	2,573	38.1	1,597	37.6	1,326	25.2	522	39.4	199	41.9	165	29.8	16,433	37.7
Other accommodation types	4,056	39.9	9,556	64.5	3,703	54.8	2,553	60.0	3,559	67.6	649	48.9	288	60.6	395	71.4	24,747	56.8
<b>Total accommodation support</b>	<b>10,153</b>	<b>100.0</b>	<b>14,821</b>	<b>100.0</b>	<b>6,761</b>	<b>100.0</b>	<b>4,252</b>	<b>100.0</b>	<b>5,267</b>	<b>100.0</b>	<b>1,326</b>	<b>100.0</b>	<b>475</b>	<b>100.0</b>	<b>553</b>	<b>100.0</b>	<b>43,592</b>	<b>100.0</b>

(a) From 2012–13, the Northern Territory DS NMDS data includes individuals using Basic Community Care services.

*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. Service group totals may not be the sum of service components because individuals may have used more than one service type within a group during the 12-month period.
3. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.
4. 'Institutional accommodation' refers service types 1.01–1.03. 'Group homes' refers to service type 1.04. 'Other accommodation types' refers to service types 1.05–1.08.

# Patterns of service use

Table B39: Services users and service type outlets used, 2011–12 and 2012–13 (number)

Service group	NSW	Vic <sup>(a)(b)</sup>	Qld	WA	SA <sup>(c)</sup>	Tas	ACT	NT <sup>(d)</sup>	Total
<b>2011–12</b>									
<b>Service users</b>									
Accommodation support	10,182	13,649	6,799	3,609	5,150	1,301	465	283	41,421
Community support	36,893	44,744	16,253	13,649	14,337	4,772	4,095	1,962	136,236
Community access	15,312	24,740	9,505	4,831	6,624	1,533	455	292	63,247
Respite	9,912	15,723	5,203	3,609	1,735	426	353	125	37,015
Employment	43,482	33,370	27,808	11,345	11,591	3,207	1,605	676	132,949
<b>Total</b>	<b>91,313</b>	<b>104,718</b>	<b>50,406</b>	<b>25,265</b>	<b>28,980</b>	<b>9,243</b>	<b>5,949</b>	<b>3,059</b>	<b>317,616</b>
<b>Service type outlets<sup>(e)</sup></b>									
Accommodation support	11,149	14,632	7,758	4,099	6,179	1,397	526	302	46,042
Community support	67,490	58,949	36,298	20,646	20,296	5,250	4,540	2,073	215,542
Community access	17,529	27,078	11,036	5,927	9,287	1,816	527	308	73,508
Respite	13,914	20,462	7,941	5,164	2,108	472	421	134	50,616
Employment	43,919	33,779	27,950	11,527	11,738	3,238	1,606	685	134,442
<b>Total</b>	<b>154,001</b>	<b>154,900</b>	<b>90,983</b>	<b>47,363</b>	<b>49,608</b>	<b>12,173</b>	<b>7,620</b>	<b>3,502</b>	<b>520,150</b>
<b>Average number of service type outlets per service user<sup>(e)</sup></b>									
Accommodation support	1.1	1.1	1.1	1.1	1.2	1.1	1.1	1.1	1.1
Community support	1.8	1.3	2.2	1.5	1.4	1.1	1.1	1.1	1.6
Community access	1.1	1.1	1.2	1.2	1.4	1.2	1.2	1.1	1.2
Respite	1.4	1.3	1.5	1.4	1.2	1.1	1.2	1.1	1.4
Employment	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
<b>Total</b>	<b>1.7</b>	<b>1.5</b>	<b>1.8</b>	<b>1.9</b>	<b>1.7</b>	<b>1.3</b>	<b>1.3</b>	<b>1.1</b>	<b>1.6</b>

(continued)

**Table B39 (continued): Services users and service type outlets used, 2011–12 and 2012–13 (number)**

Service group	NSW	Vic <sup>(a)(b)</sup>	Qld	WA	SA <sup>(c)</sup>	Tas	ACT	NT <sup>(d)</sup>	Total
<b>2012–13</b>									
<b>Service users</b>									
Accommodation support	10,153	14,821	6,761	4,252	5,267	1,326	475	553	43,592
Community support	37,307	44,629	19,014	14,165	13,593	4,929	4,092	1,862	139,142
Community access	15,703	16,773	9,380	4,752	6,042	1,567	700	521	55,403
Respite	10,580	16,042	5,041	3,549	1,876	471	327	250	38,072
Employment	43,777	31,486	26,667	10,536	12,846	3,061	1,801	579	129,698
<b>Total</b>	<b>91,802</b>	<b>98,948</b>	<b>51,289</b>	<b>24,857</b>	<b>29,055</b>	<b>9,166</b>	<b>6,187</b>	<b>3,244</b>	<b>312,539</b>
<b>Service type outlets<sup>(e)</sup></b>									
Accommodation support	11,342	16,102	7,479	4,732	6,057	1,416	545	703	48,376
Community support	66,606	59,501	39,049	20,956	25,896	5,532	4,751	1,946	224,237
Community access	18,681	18,104	11,014	5,744	7,147	1,915	781	548	63,934
Respite	14,790	21,622	7,546	4,881	2,477	511	404	269	52,500
Employment <sup>(f)</sup>	54,314	41,137	35,393	13,428	16,712	3,516	2,003	604	167,107
<b>Total</b>	<b>165,733</b>	<b>156,466</b>	<b>100,481</b>	<b>49,741</b>	<b>58,289</b>	<b>12,890</b>	<b>8,484</b>	<b>4,070</b>	<b>556,154</b>
<b>Average number of service type outlets per service user<sup>(e)</sup></b>									
Accommodation support	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.3	1.1
Community support	1.8	1.3	2.1	1.5	1.9	1.1	1.2	1.0	1.6
Community access	1.2	1.1	1.2	1.2	1.2	1.2	1.1	1.1	1.2
Respite	1.4	1.3	1.5	1.4	1.3	1.1	1.2	1.1	1.4
Employment <sup>(f)</sup>	1.2	1.3	1.3	1.3	1.3	1.1	1.1	1.0	1.3
<b>Total</b>	<b>1.8</b>	<b>1.6</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>	<b>1.4</b>	<b>1.4</b>	<b>1.3</b>	<b>1.8</b>

- (a) In Victoria, an activity that was previously classified under community access was amalgamated under community support from 2012–13 onwards. Because of a significant overlap in service users between the two service groups prior to the shift, the reclassification did not result in an increase in the number of community support service users.
- (b) The decrease in number of Victorian service users in 2012–13 was largely the result of improved client linkage and continuous data quality initiatives. In particular, the improvement in completeness of Victorian statistical linkage keys contributed to a reduction in double counting.
- (c) In 2011–12, South Australia implemented modified models of service in adult community teams which streamlined the provision of service response. Within these services, some clients were no longer reported. In 2012–13, an audit review identified anomalies in reporting by some service providers, which resulted in a number of clients not being reported.
- (d) From 2012–13, the Northern Territory DS NMDS data includes individuals using Basic Community Care services.
- (e) Service type outlets used refers to unique outlets used at least once by the service user. Service users may access the same service type outlet more than once, however, this is counted as only one access. A service user may access service type outlets of the same or different service types, this is counted as multiple accesses.
- (f) The DES-ESS program (open employment services) underwent an open tender process in 2012–13 which resulted in some DES-ESS outlets ceasing operation and new outlets commencing, resulting in a significant apparent increase in the number of open employment service type outlets being reported in 2012–13. Ceasing and commencing outlets were not operational concurrently, meaning that the real increase in the number of service type outlets delivering services was actually quite small.

**Notes**

- 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 service group components because individuals may have used more than one service group within a group during the 12-month period
- Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.

**Table B40: Service users, multiple service use<sup>(a)</sup>, 2012–13**

	Service users		Multiple service users
	Number	%	%
<b>Service users</b>			
Using one service type outlet	185,711	59.4	..
Using multiple service type outlets (multiple service users)	126,828	40.6	..
<b>Total service users</b>	<b>312,539</b>	<b>100.0</b>	<b>..</b>
<b>Multiple service user</b>			
<b>Use of service types</b>			
Using the same service type from multiple outlets	74,256	23.8	58.5
<i>Using one service type only</i>	43,389	13.9	34.2
Using the same service type and using other service types as well	30,867	9.9	24.3
<i>Using multiple service types from multiple outlets</i>	83,439	26.7	65.8
<b>Total multiple service type users</b>	<b>126,828</b>	<b>40.6</b>	<b>100.0</b>
<b>Use of service groups</b>			
Using the same service group from multiple outlets	93,778	30.0	73.9
<i>Using one service group only</i>	58,535	18.7	46.2
Using the same service group and using other service groups as well	35,243	11.3	27.8
<i>Using multiple service groups from multiple outlets</i>	68,293	21.9	53.8
Two	46,840	15.0	36.9
Three	18,057	5.8	14.2
Four	3,170	1.0	2.5
Five	226	0.1	0.2
<b>Total multiple service group users</b>	<b>126,828</b>	<b>40.6</b>	<b>100.0</b>

(a) This is affected by an increase in the number of open employment service type outlets reported in 2012–13. The DES-ESS program (open employment services) underwent an open tender process in 2012–13 which resulted in some DES-ESS outlets ceasing operation and new outlets commencing, resulting in a significant apparent increase in the number of open employment service type outlets being reported in 2012–13. Ceasing and commencing outlets were not operational concurrently, meaning that the real increase in the number of service type outlets delivering services was actually quite small.

**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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Categories for multiple service users are not mutually exclusive.

**Table B41: Service users, service type by use of other services, 2012–13**

Service type	Number of service users	Mean service groups per service user	Using 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>								
Large residential/institution	2,210	2.4	3.8	62.0	71.1	0.8	9.7	3.01
Small residential/institution	730	2.0	12.7	24.1	46.8	3.2	26.2	3.01
Hostels	519	2.2	11.0	60.5	27.9	12.5	23.5	2.06
Group homes	16,433	2.3	5.5	60.6	43.9	7.6	15.4	3.01
Attendant care/personal care	3,145	2.2	23.5	64.6	28.4	22.2	9.2	2.06
In-home accommodation support	20,722	2.0	9.2	34.3	34.4	12.7	17.3	2.06
Alternative family placement	342	2.7	8.5	65.8	51.8	30.4	17.3	3.01
Other accommodation support	1,723	1.8	35.5	24.5	25.7	9.9	15.0	1.06
<b>Total accommodation support</b>	<b>43,592</b>	<b>2.1</b>	<b>5.0</b>	<b>46.4</b>	<b>38.8</b>	<b>10.6</b>	<b>15.8</b>	<b>2.06</b>
<b>Community support</b>								
Therapy support for individuals	32,869	1.5	16.0	48.5	17.4	15.7	5.8	2.06
Early childhood intervention	26,610	1.0	0.4	21.8	0.5	3.3	0.0	2.06
Behaviour/specialist intervention	7,484	2.1	40.2	74.2	31.8	22.7	11.4	2.06
Counselling (individual/family/group)	1,893	1.8	22.8	53.3	32.6	16.9	7.4	2.01
Regional resource and support teams	25,617	1.7	17.6	27.4	23.9	21.0	8.0	3.01
Case management, local coordination and development	70,926	1.7	18.0	28.9	18.3	20.2	10.8	2.01
Other community support	5,487	1.8	30.0	53.9	28.8	16.0	7.8	2.06
<b>Total community support</b>	<b>139,142</b>	<b>1.5</b>	<b>14.5</b>	<b>19.4</b>	<b>15.8</b>	<b>14.7</b>	<b>7.8</b>	<b>2.06</b>

(continued)



**Table B41 (continued): Service users, service type by use of other services, 2012–13**

Service type	Number of service users	Mean service groups per service user	Using other service groups (or types within groups) (%)					Code of most frequent other service type
			Accommodation support	Community support	Community access	Respite	Employment	
Community access								
Learning and life skills development	39,964	2.1	31.8	44.6	7.6	17.6	12.1	2.06
Recreation/holiday programs	10,154	2.0	23.2	40.8	22.0	19.5	16.5	2.06
Other community access	8,498	1.9	40.0	21.5	13.0	15.4	13.4	1.06
Total community access	55,403	2.0	30.5	39.6	5.7	17.0	12.7	2.06
Respite								
Own home respite	2,905	2.3	18.5	75.9	29.9	42.0	8.2	2.06
Centre-based respite/respite homes	14,197	2.2	13.8	68.2	32.1	38.4	9.6	2.06
Host family/peer support respite	1,662	1.9	12.8	47.9	13.5	36.5	11.5	2.06
Flexible respite	24,581	1.9	10.5	50.1	24.3	22.1	9.9	2.06
Other respite	1,723	2.1	17.5	55.5	22.5	36.7	16.0	2.06
Total respite	38,072	2.0	12.1	53.6	24.8	16.7	10.1	2.06
Employment								
Open employment	108,989	1.1	2.3	5.4	3.4	1.3	1.1	2.06
Supported employment	21,877	1.7	20.9	24.1	15.9	11.3	5.3	2.06
Total employment	129,698	1.2	5.3	8.4	5.4	3.0	0.9	2.06

*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 used two or more different service types in that group.

**Table B42: Service users, service use patterns across service groups, 2012–13**

	Accommodation support		Community support		Community access		Respite		Employment	
	Number	%	Number	%	Number	%	Number	%	Number	%
Accommodation support	11,944	27.4	20,232	14.5	16,924	30.5	4,599	12.1	6,907	5.3
Community support	20,232	46.4	88,240	63.4	21,954	39.6	20,421	53.6	10,908	8.4
Community access	16,924	38.8	21,954	15.8	20,465	36.9	9,438	24.8	7,054	5.4
Respite	4,599	10.6	20,421	14.7	9,438	17.0	12,733	33.4	3,854	3.0
Employment	6,907	15.8	10,908	7.8	7,054	12.7	3,854	10.1	110,864	85.5
<b>Total</b>	<b>43,592</b>	<b>100.0</b>	<b>139,142</b>	<b>100.0</b>	<b>55,403</b>	<b>100.0</b>	<b>38,072</b>	<b>100.0</b>	<b>129,698</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. Totals may not be the sum of components because individuals may have used more than one service group over the 12-month period.
3. Service users accessing three, four, or five service groups are included under all relevant combinations.

**Table B43: Services users, mean service use by selected characteristics, 2012–13**

<b>Selected characteristics</b>	<b>Mean service types used</b>	<b>Mean service groups used</b>
<b>Primary disability group</b>		
Intellectual	1.9	1.6
Specific learning/ADD	1.1	1.0
Autism	1.5	1.3
Developmental delay	1.2	1.0
Physical	1.3	1.2
Acquired brain injury	1.5	1.4
Neurological	1.5	1.3
Deaf-blind	1.6	1.4
Vision	1.5	1.4
Hearing	1.1	1.1
Speech	1.1	1.0
Psychiatric	1.2	1.1
<b>Age group (years)</b>		
0–17	1.4	1.2
18–24	1.6	1.4
25–44	1.5	1.4
45–64	1.4	1.3
65 and over	1.4	1.3
<b>Sex</b>		
Male	1.4	1.3
Female	1.4	1.3
<b>Indigenous status</b>		
Indigenous	1.4	1.3
Non-Indigenous	1.5	1.3
<b>Remoteness area</b>		
<i>Major cities</i>	1.5	1.3
<i>Inner regional</i>	1.5	1.3
<i>Outer regional</i>	1.5	1.3
<i>Remote</i>	1.5	1.3
<i>Very remote</i>	1.5	1.3
<b>Activities of daily living</b>		
Always or unable to do	1.9	1.5
Sometimes	1.5	1.4
None, but uses aids	1.4	1.3
None	1.2	1.2
<b>Total</b>	<b>1.4</b>	<b>1.3</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.
2. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Mean exclude 'not stated/not collected' categories for all items.

# Need for support in life area

Table B44: Services users, need for support in life area by jurisdiction, 2012–13 (number)

Support needs	NSW	Vic	Qld	WA	SA	Tas	ACT	NT <sup>(a)</sup>	Aus Gov	Total
<b>Self-care</b>										
Always or unable to do	16,178	12,063	9,143	5,958	6,938	2,534	1,039	550	3,616	55,722
Sometimes	18,657	17,768	9,190	6,713	6,226	2,631	1,892	703	19,025	74,192
None, but uses aids	1,782	1,239	758	324	1,221	151	84	215	2,771	7,635
None	7,447	16,149	4,325	2,957	3,100	1,127	1,337	371	68,128	97,761
Not stated	8,459	23,747	4,045	1,036	487	7	203	855	36,158	74,408
Not collected (recreation/holiday programs) <sup>(b)</sup>	605	1,204	122	199	414	97	118	63	—	2,821
<b>Mobility</b>										
Always or unable to do	10,212	8,755	6,462	3,650	5,695	2,084	724	442	4,398	40,462
Sometimes	14,275	15,642	7,503	4,733	5,986	2,109	1,491	725	19,120	65,551
None, but uses aids	2,828	2,665	1,518	988	1,831	294	151	269	3,966	13,223
None	16,817	21,513	7,876	6,544	3,972	1,959	2,026	330	67,235	118,458
Not stated	8,391	22,392	4,100	1,074	488	4	163	928	34,979	72,024
Not collected (recreation/holiday programs) <sup>(b)</sup>	605	1,203	124	198	414	97	118	63	—	2,821
<b>Communication</b>										
Always or unable to do	13,959	10,217	7,239	4,750	5,718	2,147	939	439	6,552	49,699
Sometimes	19,174	19,875	9,070	7,106	6,352	2,681	2,424	563	31,583	89,289
None, but uses aids	1,389	1,896	680	305	978	145	66	79	2,434	7,306
None	9,828	17,128	6,425	3,750	4,425	1,473	988	470	54,355	92,203
Not stated	8,176	21,851	4,045	1,078	499	4	138	1,143	34,774	71,224
Not collected (recreation/holiday programs) <sup>(b)</sup>	602	1,203	124	198	414	97	118	63	—	2,818
<b>Interpersonal interactions and relationships</b>										
Always or unable to do	15,238	9,879	8,606	5,434	6,101	2,298	996	481	9,211	55,290
Sometimes	21,585	24,200	10,730	7,834	6,909	2,964	2,255	633	47,676	112,870
None, but uses aids	1,450	887	527	178	734	90	40	55	2,370	5,712
None	5,704	10,472	3,524	2,409	3,721	1,094	1,073	383	35,389	60,182
Not stated	8,506	25,525	4,074	1,125	507	4	191	1,142	35,052	75,613
Not collected (recreation/holiday programs) <sup>(b)</sup>	645	1,207	122	207	414	97	118	63	—	2,872
<b>Learning, applying knowledge, general tasks and demands</b>										
Always or unable to do	15,410	9,430	9,438	5,077	6,080	1,469	814	435	13,217	57,142
Sometimes	20,711	19,331	10,179	7,451	6,918	2,576	1,763	578	45,661	103,504
None, but uses aids	1,467	1,226	510	297	920	114	41	61	2,713	6,580
None	3,487	8,581	2,653	1,873	2,903	595	514	347	33,235	51,834
Not applicable	4,553	6,276	745	1,021	806	1,585	949	208	—	16,100
Not collected (age changed after service exit) <sup>(c)</sup>	330	514	2	9	2	108	71	5	—	967
Not stated	6,529	25,604	3,934	1,229	347	4	404	1,060	34,872	73,526
Not collected (recreation/holiday programs) <sup>(b)</sup>	641	1,208	122	230	410	96	117	63	—	2,886

(continued)

**Table B44 (continued): Services users, need for support in life area by jurisdiction, 2012–13 (number)**

Support needs	NSW	Vic	Qld	WA	SA	Tas	ACT	NT <sup>(a)</sup>	Aus Gov	Total
<b>Education</b>										
Always or unable to do	16,778	11,667	10,111	5,540	6,591	1,790	914	495	14,203	63,110
Sometimes	18,307	16,565	8,451	6,995	6,417	2,222	1,659	417	39,266	89,781
None, but uses aids	1,478	1,426	651	315	953	116	55	65	3,012	7,211
None	3,384	8,168	2,568	1,759	2,850	616	492	350	35,315	53,143
Not applicable	4,973	6,277	955	1,023	811	1,595	951	210	—	16,745
Not collected (age changed after service exit) <sup>(c)</sup>	372	516	1	9	3	108	73	6	—	1,008
Not stated	7,195	26,339	4,723	1,302	350	4	412	1,151	37,902	78,635
Not collected (recreation/holiday programs) <sup>(b)</sup>	641	1,212	123	244	411	96	117	63	—	2,906
<b>Community (civic) and economic life</b>										
Always or unable to do	17,669	11,763	10,525	6,180	6,813	1,782	1,017	508	8,034	60,121
Sometimes	17,043	18,000	8,806	6,583	6,784	2,271	1,365	632	34,738	85,151
None, but uses aids	1,495	1,042	585	358	1,023	106	55	37	2,741	6,637
None	3,373	7,625	1,947	1,694	2,195	582	468	293	49,323	64,548
Not applicable	5,460	6,277	1,091	1,024	812	1,598	952	209	—	17,371
Not collected (age changed after service exit) <sup>(c)</sup>	414	519	3	9	3	108	72	7	—	1,050
Not stated	7,060	25,737	4,505	1,219	345	4	627	1,008	34,862	74,913
Not collected (recreation/holiday programs) <sup>(b)</sup>	614	1,207	121	120	411	96	117	63	—	2,748
<b>Domestic life</b>										
Always or unable to do	14,981	8,582	9,390	3,649	5,705	1,518	762	668	8,005	49,147
Sometimes	15,913	16,256	8,880	4,679	6,126	1,811	688	779	29,022	73,203
None, but uses aids	1,313	779	346	146	660	89	35	29	2,974	5,672
None	2,653	7,743	1,362	1,562	1,355	353	127	100	50,876	63,357
Not applicable	13,766	17,449	4,219	6,045	4,160	2,685	2,978	545	2	51,692
Not collected (age changed after service exit) <sup>(c)</sup>	68	72	3	12	1	2	13	5	9	170
Not stated	3,992	20,220	3,334	957	109	9	59	586	38,810	67,195
Not collected (recreation/holiday programs) <sup>(b)</sup>	442	1,069	49	137	270	80	11	45	—	2,103
<b>Working</b>										
Always or unable to do	17,791	14,574	10,351	5,189	7,569	2,151	783	737	23,417	73,515
Sometimes	10,221	10,537	5,436	3,207	3,549	1,149	516	310	50,728	77,579
None, but uses aids	834	799	352	203	670	72	48	58	2,306	4,919
None	2,261	5,866	1,094	1,219	1,891	315	136	196	17,912	29,741
Not applicable	16,266	17,465	5,945	6,050	4,292	2,774	3,042	555	2	56,197
Not collected (age changed after service exit) <sup>(c)</sup>	96	89	5	12	2	2	13	6	9	214
Not stated	5,185	21,762	4,339	1,134	138	4	124	850	35,324	68,177
Not collected (recreation/holiday programs) <sup>(b)</sup>	474	1,078	61	173	275	80	11	45	—	2,197

(a) From 2012–13, the Northern Territory DS NMDS data includes individuals using Basic Community Care services.

(b) Service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(c) Service users for which support needs information was required but not collected due to the service users' age at the time of their last service date.

**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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.

**Table B45: Service users, need for support in life area, 2012–13**

Support needs	Always or unable to do		Sometimes		None, but uses aids		None		Not applicable		Not stated/ not collected <sup>(a)(b)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
<b>Activities of daily living</b>														
Self-care	55,722	17.8	74,192	23.7	7,635	2.4	97,761	31.3	..	..	77,229	24.7	312,539	100.0
Mobility	40,462	12.9	65,551	21.0	13,223	4.2	118,458	37.9	..	..	74,845	23.9	312,539	100.0
Communication	49,699	15.9	89,289	28.6	7,306	2.3	92,203	29.5	..	..	74,042	23.7	312,539	100.0
<b>Total</b>	<b>71,386</b>	<b>22.8</b>	<b>99,360</b>	<b>31.8</b>	<b>9,619</b>	<b>3.1</b>	<b>59,623</b>	<b>19.1</b>	<b>..</b>	<b>..</b>	<b>72,551</b>	<b>23.2</b>	<b>312,539</b>	<b>100.0</b>
<b>Activities of independent living</b>														
Interpersonal interactions/relationships	55,290	17.7	112,870	36.1	5,712	1.8	60,182	19.3	..	..	78,485	25.1	312,539	100.0
Learning, applying knowledge, general tasks and demands	57,142	18.3	103,504	33.1	6,580	2.1	51,834	16.6	16,100	5.2	77,379	24.8	312,539	100.0
Domestic life	49,147	15.7	73,203	23.4	5,672	1.8	63,357	20.3	51,692	16.5	69,468	22.2	312,539	100.0
<b>Total</b>	<b>86,296</b>	<b>27.6</b>	<b>112,755</b>	<b>36.1</b>	<b>5,278</b>	<b>1.7</b>	<b>31,725</b>	<b>10.2</b>	<b>14,756</b>	<b>4.7</b>	<b>61,729</b>	<b>19.8</b>	<b>312,539</b>	<b>100.0</b>
<b>Activities of work, education and community living</b>														
Education	63,110	20.2	89,781	28.7	7,211	2.3	53,143	17.0	16,745	5.4	82,549	26.4	312,539	100.0
Community (civic) and economic life	60,121	19.2	85,151	27.2	6,637	2.1	64,548	20.7	17,371	5.6	78,711	25.2	312,539	100.0
Working	73,515	23.5	77,579	24.8	4,919	1.6	29,741	9.5	56,197	18.0	70,588	22.6	312,539	100.0
<b>Total</b>	<b>101,066</b>	<b>32.3</b>	<b>90,077</b>	<b>28.8</b>	<b>5,119</b>	<b>1.6</b>	<b>23,199</b>	<b>7.4</b>	<b>30,148</b>	<b>9.6</b>	<b>62,930</b>	<b>20.1</b>	<b>312,539</b>	<b>100.0</b>

(a) Includes service users for which support needs information was required but not collected due to the service users' age at the time of their last service date.

(b) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. The frequency of support needed for a service user for each of the three broad life area 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), 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). So the totals for each of the broad groups (ADL, AIL and AWEC) cannot be calculated by adding totals from the three component life areas.

**Table B46: Service users, need for support in broad life area by service group, 2012–13**

Support needs	Accommodation support		Community support		Community access		Respite		Employment		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
<b>Activities of daily living</b>												
Always or unable to do	16,126	37.0	51,690	37.1	16,270	29.4	15,580	40.9	9,856	7.6	71,386	22.8
Sometimes	17,097	39.2	47,824	34.4	19,602	35.4	14,481	38.0	38,640	29.8	99,360	31.8
None, but uses aids	1,567	3.6	3,678	2.6	2,477	4.5	634	1.7	3,913	3.0	9,619	3.1
None	5,484	12.6	9,912	7.1	7,928	14.3	2,863	7.5	42,614	32.9	59,623	19.1
Not stated/not collected <sup>(a)</sup>	3,318	7.6	26,038	18.7	9,126	16.5	4,514	11.9	34,675	26.7	72,551	23.2
<b>Total</b>	<b>43,592</b>	<b>100.0</b>	<b>139,142</b>	<b>100.0</b>	<b>55,403</b>	<b>100.0</b>	<b>38,072</b>	<b>100.0</b>	<b>129,698</b>	<b>100.0</b>	<b>312,539</b>	<b>100.0</b>
<b>Activities of independent living</b>												
Always or unable to do	19,178	44.0	57,105	41.0	19,910	35.9	18,251	47.9	17,690	13.6	86,296	27.6
Sometimes	18,375	42.2	46,516	33.4	20,216	36.5	13,720	36.0	51,799	39.9	112,755	36.1
None, but uses aids	899	2.1	1,554	1.1	1,345	2.4	304	0.8	2,743	2.1	5,278	1.7
None	1,730	4.0	5,555	4.0	3,394	6.1	1,075	2.8	22,688	17.5	31,725	10.2
Not applicable/ stated/collected <sup>(a)(b)</sup>	3,410	7.8	28,412	20.4	10,538	19.0	4,722	12.4	34,778	26.8	76,485	24.5
<b>Total</b>	<b>43,592</b>	<b>100.0</b>	<b>139,142</b>	<b>100.0</b>	<b>55,403</b>	<b>100.0</b>	<b>38,072</b>	<b>100.0</b>	<b>129,698</b>	<b>100.0</b>	<b>312,539</b>	<b>100.0</b>
<b>Activities of work, education and community living</b>												
Always or unable to do	25,367	58.2	59,040	42.4	26,463	47.8	21,799	57.3	27,818	21.4	101,066	32.3
Sometimes	11,756	27.0	28,796	20.7	14,172	25.6	9,312	24.5	50,149	38.7	90,077	28.8
None, but uses aids	951	2.2	1,792	1.3	1,212	2.2	291	0.8	2,230	1.7	5,119	1.6
None	1,766	4.1	4,963	3.6	2,841	5.1	1,030	2.7	14,781	11.4	23,199	7.4
Not applicable/ stated/collected <sup>(a)(b)</sup>	3,752	8.6	44,551	32.0	10,715	19.3	5,640	14.8	34,720	26.8	93,078	29.8
<b>Total</b>	<b>43,592</b>	<b>100.0</b>	<b>139,142</b>	<b>100.0</b>	<b>55,403</b>	<b>100.0</b>	<b>38,072</b>	<b>100.0</b>	<b>129,698</b>	<b>100.0</b>	<b>312,539</b>	<b>100.0</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users for which support needs information was required but not collected due to the service users' age at the time of their last service date.

**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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used more than one service type during the 12-month period.

**Table B47: Service users, need for support in broad life area by living arrangement, 2012–13**

Support needs	Lives alone		Lives with family		Lives with others		Not stated/ not collected <sup>(a)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%
<b>Activities of daily living</b>										
Always or unable to do	4,243	7.1	48,388	32.0	17,455	25.2	1,300	4.0	71,386	22.8
Sometimes	17,115	28.8	56,134	37.1	21,623	31.2	4,488	13.7	99,360	31.8
None, but uses aids	3,085	5.2	3,971	2.6	1,798	2.6	765	2.3	9,619	3.1
None	19,054	32.1	18,674	12.4	14,838	21.4	7,057	21.6	59,623	19.1
Not stated/ not collected <sup>(a)</sup>	15,858	26.7	23,961	15.9	13,618	19.6	19,114	58.4	72,551	23.2
<b>Total</b>	<b>59,355</b>	<b>100.0</b>	<b>151,128</b>	<b>100.0</b>	<b>69,332</b>	<b>100.0</b>	<b>32,724</b>	<b>100.0</b>	<b>312,539</b>	<b>100.0</b>
<b>Activities of independent living</b>										
Always or unable to do	6,531	11.0	56,029	37.1	22,017	31.8	1,719	5.3	86,296	27.6
Sometimes	24,069	40.6	57,441	38.0	24,865	35.9	6,380	19.5	112,755	36.1
None, but uses aids	1,683	2.8	2,011	1.3	1,165	1.7	419	1.3	5,278	1.7
None	11,063	18.6	9,895	6.5	7,330	10.6	3,437	10.5	31,725	10.2
Not applicable/ stated/ collected <sup>(a)(b)</sup>	16,009	27.0	25,752	17.0	13,955	20.1	20,769	63.5	76,485	24.5
<b>Total</b>	<b>59,355</b>	<b>100.0</b>	<b>151,128</b>	<b>100.0</b>	<b>69,332</b>	<b>100.0</b>	<b>32,724</b>	<b>100.0</b>	<b>312,539</b>	<b>100.0</b>
<b>Activities of work, education and community living</b>										
Always or unable to do	11,290	19.0	58,724	38.9	28,635	41.3	2,417	7.4	101,066	32.3
Sometimes	22,207	37.4	40,934	27.1	20,308	29.3	6,628	20.3	90,077	28.8
None, but uses aids	1,565	2.6	2,158	1.4	1,007	1.5	389	1.2	5,119	1.6
None	8,146	13.7	7,844	5.2	4,921	7.1	2,288	7.0	23,199	7.4
Not applicable/ stated/ collected <sup>(a)(b)</sup>	16,147	27.2	41,468	27.4	14,461	20.9	21,002	64.2	93,078	29.8
<b>Total</b>	<b>59,355</b>	<b>100.0</b>	<b>151,128</b>	<b>100.0</b>	<b>69,332</b>	<b>100.0</b>	<b>32,724</b>	<b>100.0</b>	<b>312,539</b>	<b>100.0</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users for which support needs information was required but not collected due to the service users' age at the time of their last service date.

**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. Service user data were not collected for all NDA service types (see the 'Data quality statement').



**Table B48: Service users, need for support in broad life area by Indigenous status, 2012–13**

Support needs	Indigenous		Non-Indigenous		Not stated/ not collected <sup>(a)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%
<b>Activities of daily living</b>								
Always or unable to do	4,141	23.8	66,013	23.3	1,232	10.4	71,386	22.8
Sometimes	6,092	35.0	91,806	32.4	1,462	12.4	99,360	31.8
None, but uses aids	460	2.6	9,008	3.2	151	1.3	9,619	3.1
None	2,880	16.5	56,226	19.8	517	4.4	59,623	19.1
Not stated/ not collected <sup>(a)</sup>	3,833	22.0	60,253	21.3	8,465	71.6	72,551	23.2
<b>Total</b>	<b>17,406</b>	<b>100.0</b>	<b>283,306</b>	<b>100.0</b>	<b>11,827</b>	<b>100.0</b>	<b>312,539</b>	<b>100.0</b>
<b>Activities of independent living</b>								
Always or unable to do	5,207	29.9	80,018	28.2	1,071	9.1	86,296	27.6
Sometimes	6,719	38.6	104,739	37.0	1,297	11.0	112,755	36.1
None, but uses aids	208	1.2	5,027	1.8	43	0.4	5,278	1.7
None	1,385	8.0	30,141	10.6	199	1.7	31,725	10.2
Not applicable/ stated/collected <sup>(a)(b)</sup>	3,887	22.3	63,381	22.4	9,217	77.9	76,485	24.5
<b>Total</b>	<b>17,406</b>	<b>100.0</b>	<b>283,306</b>	<b>100.0</b>	<b>11,827</b>	<b>100.0</b>	<b>312,539</b>	<b>100.0</b>
<b>Activities of work, education and community living</b>								
Always or unable to do	6,032	34.7	93,826	33.1	1,208	10.2	101,066	32.3
Sometimes	5,341	30.7	83,778	29.6	958	8.1	90,077	28.8
None, but uses aids	180	1.0	4,892	1.7	47	0.4	5,119	1.6
None	1,004	5.8	22,061	7.8	134	1.1	23,199	7.4
Not applicable/ stated/collected <sup>(a)(b)</sup>	4,849	27.9	78,749	27.8	9,480	80.2	93,078	29.8
<b>Total</b>	<b>17,406</b>	<b>100.0</b>	<b>283,306</b>	<b>100.0</b>	<b>11,827</b>	<b>100.0</b>	<b>312,539</b>	<b>100.0</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users for which support needs information was required but not collected due to the service users' age at the time of their last service date.

**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. Service user data were not collected for all NDA service types (see the 'Data quality statement').

**Table B49: Service users, need for support in broad life area by primary disability group, 2012–13**

Primary disability group	Always or unable to do		Sometimes		None, but uses aids		None		Not applicable/ stated/collected <sup>(a)(b)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
<b>Activities of daily living</b>												
Intellectual	29,337	34.9	36,561	43.5	1,226	1.5	9,152	10.9	7,806	9.3	84,082	100.0
Specific learning/ADD	724	5.7	3,950	30.8	221	1.7	3,976	31.0	3,937	30.7	12,808	100.0
Autism	9,088	34.5	10,107	38.4	259	1.0	2,889	11.0	4,004	15.2	26,347	100.0
Developmental delay	4,599	42.7	2,875	26.7	5	0.0	151	1.4	3,138	29.1	10,768	100.0
Physical	11,626	23.4	12,066	24.3	2,329	4.7	12,302	24.8	11,332	22.8	49,655	100.0
Acquired brain injury	3,320	29.3	4,339	38.3	444	3.9	1,784	15.7	1,453	12.8	11,340	100.0
Neurological	5,051	28.2	5,040	28.1	1,223	6.8	3,146	17.5	3,480	19.4	17,940	100.0
Deaf-blind	202	27.0	270	36.1	73	9.8	89	11.9	114	15.2	748	100.0
Vision	948	7.5	2,768	21.8	1,245	9.8	1,208	9.5	6,552	51.5	12,721	100.0
Hearing	868	9.8	1,810	20.3	1,212	13.6	2,248	25.3	2,762	31.0	8,900	100.0
Speech	808	20.3	2,015	50.7	13	0.3	232	5.8	904	22.8	3,972	100.0
Psychiatric	1,997	3.5	14,429	25.6	1,247	2.2	21,762	38.6	16,956	30.1	56,391	100.0
Not stated/not collected <sup>(a)</sup>	2,818	16.7	3,130	18.6	122	0.7	684	4.1	10,113	60.0	16,867	100.0
<b>Total</b>	<b>71,386</b>	<b>22.8</b>	<b>99,360</b>	<b>31.8</b>	<b>9,619</b>	<b>3.1</b>	<b>59,623</b>	<b>19.1</b>	<b>72,551</b>	<b>23.2</b>	<b>312,539</b>	<b>100.0</b>

(continued)

Table B49 (continued): Service users, need for support in broad life area by primary disability group, 2012–13

Primary disability group	Always or unable to do		Sometimes		None, but uses aids		None		Not applicable/ stated/collected <sup>(a)(b)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Activities of independent living												
Intellectual	38,898	46.3	34,565	41.1	705	0.8	1,795	2.1	8,119	9.7	84,082	100.0
Specific learning/ADD	1,561	12.2	5,642	44.1	196	1.5	1,414	11.0	3,995	31.2	12,808	100.0
Autism	11,135	42.3	9,916	37.6	184	0.7	929	3.5	4,183	15.9	26,347	100.0
Developmental delay	4,239	39.4	2,822	26.2	13	0.1	370	3.4	3,324	30.9	10,768	100.0
Physical	11,146	22.4	16,140	32.5	1,141	2.3	9,543	19.2	11,685	23.5	49,655	100.0
Acquired brain injury	4,165	36.7	4,601	40.6	185	1.6	727	6.4	1,662	14.7	11,340	100.0
Neurological	5,344	29.8	6,029	33.6	449	2.5	2,250	12.5	3,868	21.6	17,940	100.0
Deaf-blind	189	25.3	290	38.8	46	6.1	92	12.3	131	17.5	748	100.0
Vision	1,080	8.5	2,934	23.1	909	7.1	1,217	9.6	6,581	51.7	12,721	100.0
Hearing	753	8.5	1,658	18.6	397	4.5	1,716	19.3	4,376	49.2	8,900	100.0
Speech	728	18.3	1,734	43.7	11	0.3	510	12.8	989	24.9	3,972	100.0
Psychiatric	4,450	7.9	23,269	41.3	976	1.7	10,639	18.9	17,057	30.2	56,391	100.0
Not stated/not collected <sup>(a)</sup>	2,608	15.5	3,155	18.7	66	0.4	523	3.1	10,515	62.3	16,867	100.0
<b>Total</b>	<b>86,296</b>	<b>27.6</b>	<b>112,755</b>	<b>36.1</b>	<b>5,278</b>	<b>1.7</b>	<b>31,725</b>	<b>10.2</b>	<b>76,485</b>	<b>24.5</b>	<b>312,539</b>	<b>100.0</b>

(continued)

**Table B49 (continued): Service users, need for support in broad life area by primary disability group, 2012–13**

Primary disability group	Always or unable to do		Sometimes		None, but uses aids		None		Not applicable/ stated/collected <sup>(a)(b)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
<b>Activities of work, education and community living</b>												
Intellectual	48,537	57.7	24,187	28.8	460	0.5	1,278	1.5	9,620	11.4	84,082	100.0
Specific learning/ADD	2,312	18.1	5,309	41.5	136	1.1	907	7.1	4,144	32.4	12,808	100.0
Autism	11,451	43.5	7,711	29.3	152	0.6	812	3.1	6,221	23.6	26,347	100.0
Developmental delay	1,772	16.5	661	6.1	13	0.1	148	1.4	8,174	75.9	10,768	100.0
Physical	11,339	22.8	16,167	32.6	1,418	2.9	6,669	13.4	14,062	28.3	49,655	100.0
Acquired brain injury	5,561	49.0	3,191	28.1	170	1.5	594	5.2	1,824	16.1	11,340	100.0
Neurological	6,357	35.4	4,292	23.9	484	2.7	2,083	11.6	4,724	26.3	17,940	100.0
Deaf-blind	260	34.8	238	31.8	32	4.3	63	8.4	155	20.7	748	100.0
Vision	1,549	12.2	2,403	18.9	987	7.8	975	7.7	6,807	53.5	12,721	100.0
Hearing	1,041	11.7	1,602	18.0	442	5.0	1,164	13.1	4,651	52.3	8,900	100.0
Speech	712	17.9	865	21.8	14	0.4	258	6.5	2,123	53.4	3,972	100.0
Psychiatric	8,414	14.9	22,154	39.3	748	1.3	7,758	13.8	17,317	30.7	56,391	100.0
Not stated/not collected <sup>(a)</sup>	1,761	10.4	1,297	7.7	63	0.4	490	2.9	13,256	78.6	16,867	100.0
<b>Total</b>	<b>101,066</b>	<b>32.3</b>	<b>90,077</b>	<b>28.8</b>	<b>5,119</b>	<b>1.6</b>	<b>23,199</b>	<b>7.4</b>	<b>93,078</b>	<b>29.8</b>	<b>312,539</b>	<b>100.0</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users for which support needs information was required but not collected due to the service users' age at the time of their last service date.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').

# Service users with an informal carer

Table B50: Service users, characteristics of informal carer by jurisdiction, 2012–13

Characteristics of carer	NSW	Vic	Qld	WA	SA	Tas	ACT	NT <sup>(a)</sup>	Aus Gov	Total
<b>Existence of</b>										
Has an informal carer	37,904	38,058	16,046	12,372	11,858	4,834	2,820	1,192	23,603	136,325
Does not have an informal carer	12,575	23,245	10,904	3,011	6,065	1,605	1,180	789	14,835	67,683
Not stated/not collected <sup>(b)</sup>	2,649	10,867	633	1,804	463	108	673	776	91,260	108,531
<b>Primary status</b>										
Primary carer	33,624	15,276	12,175	10,248	9,896	4,678	2,620	1,026	17,295	97,707
Not a primary carer	3,435	6,408	3,458	862	1,815	141	171	141	1,945	16,385
Not stated/not collected <sup>(b)(c)</sup>	845	16,374	413	1,262	147	15	29	25	4,363	22,233
<b>Residency status</b>										
Co-resident	32,010	14,232	13,273	10,873	9,154	4,478	2,529	1,065	13,204	92,920
Non-resident	4,448	7,000	2,358	1,295	2,388	277	258	90	4,953	20,166
Not stated/not collected <sup>(b)(c)</sup>	1,446	16,826	415	204	316	79	33	37	5,446	23,239
<b>Relationship to service user</b>										
Wife/female partner	605	1,505	510	279	733	140	12	97	1,711	5,312
Husband/male partner	647	1,528	602	381	815	193	20	75	1,024	5,003
Mother	26,956	12,972	11,829	9,597	7,544	3,993	2,448	513	11,531	79,985
Father	2,314	1,286	1,274	733	868	172	193	29	1,431	7,338
Daughter/daughter-in-law	306	871	158	94	325	33	8	124	1,776	3,172
Son/son-in-law	71	332	62	34	171	8	4	30	377	1,009
Other female relative	166	969	905	703	727	164	95	224	1,644	4,796
Other male relative	403	309	191	123	246	43	20	49	520	1,650
Friend/neighbour—female	249	497	209	129	200	53	7	22	772	1,886
Friend/neighbour—male	65	144	84	45	73	26	2	15	343	708
Not stated/not collected <sup>(b)</sup>	6,122	17,645	222	254	156	9	11	14	2,474	25,466
<b>Age group (years)</b>										
0–14	18	40	14	14	3	3	2	16	14	113
15–24	1,227	239	170	144	135	142	46	68	411	2,505
25–44	18,119	6,791	5,441	6,237	4,364	3,277	1,693	544	3,900	48,422
45–64	12,040	7,866	6,422	3,946	4,718	1,098	604	444	11,310	42,312
65 and over	3,404	4,018	3,248	918	1,871	296	218	83	2,642	14,715
Not stated/not collected <sup>(b)(c)</sup>	3,096	19,104	751	1,113	767	18	257	37	5,326	28,258

(a) From 2012–13, the Northern Territory DS NMDS data includes individuals using Basic Community Care services.

(b) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(c) Includes service users who used only employment services (service types 5.01, 5.02) and who did not provide a response. These service types were not required to complete this data item.

## 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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because service users may have used services from more than one jurisdiction.
4. Service user frequencies for the primary status, residency status, relationship to service user, and age group of the carer are based only on those service users who indicated they had an informal carer.

**Table B51: Service users, existence of an informal carer, 2008–09 to 2012–13**

Year	Has an informal carer		Does not have an informal carer		Not stated/ not collected <sup>(a)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%
2008–09	110,082	39.4	146,970	52.6	22,249	8.0	279,301	100.0
2009–10	117,754	39.9	155,743	52.8	21,527	7.3	295,024	100.0
2010–11	127,777	40.7	160,769	51.2	25,706	8.2	314,252	100.0
2011–12 <sup>(b)</sup>	136,794	43.1	71,430	22.5	109,392	34.4	317,616	100.0
2012–13	136,325	43.6	67,683	21.7	108,531	34.7	312,539	100.0

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Open employment services data for 2011–12 was resubmitted in 2012–13 and underlying data may vary from that presented in previous publications.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').

**Table B52: Services users, existence of an informal carer by remoteness area of service user, 2012–13**

Remoteness area	Has an informal carer		Does not have an informal carer		Not stated/ not collected <sup>(a)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%
<i>Major cities</i>	86,632	42.5	46,416	22.8	70,976	34.8	204,024	100.0
<i>Inner regional</i>	32,709	47.0	13,639	19.6	23,190	33.3	69,538	100.0
<i>Outer regional</i>	13,052	44.9	5,488	18.9	10,551	36.3	29,091	100.0
<i>Remote</i>	1,568	46.3	596	17.6	1,219	36.0	3,383	100.0
<i>Very remote</i>	1,140	55.4	495	24.0	425	20.6	2,060	100.0
Not stated/not collected	1,224	27.5	1,050	23.6	2,169	48.8	4,443	100.0
<b>Total</b>	<b>136,325</b>	<b>43.6</b>	<b>67,683</b>	<b>21.7</b>	<b>108,531</b>	<b>34.7</b>	<b>312,539</b>	<b>100.0</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').

**Table B53: Services users, existence of an informal carer, by service group, 2012–13**

Service group	Has an informal carer		Does not have an informal carer		Not stated/ not collected <sup>(a)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%
Accommodation support	16,549	38.0	24,795	56.9	2,248	5.2	43,592	100.0
Institutional accommodation	543	15.7	2,847	82.5	62	1.8	3,452	100.0
Group homes	5,069	30.8	10,817	65.8	547	3.3	16,433	100.0
Other accommodation types	11,426	46.2	11,674	47.2	1,647	6.7	24,747	100.0
Community support	95,983	69.0	33,041	23.7	10,118	7.3	139,142	100.0
Community access	27,195	49.1	22,207	40.1	6,001	10.8	55,403	100.0
Respite	33,645	88.4	2,723	7.2	1,704	4.5	38,072	100.0
Employment	23,603	18.2	14,835	11.4	91,260	70.4	129,698	100.0
<b>Total</b>	<b>136,325</b>	<b>43.6</b>	<b>67,683</b>	<b>21.7</b>	<b>108,531</b>	<b>34.7</b>	<b>312,539</b>	<b>100.0</b>
<i>Percentage of valid responses</i>	<i>..</i>	<i>66.8</i>	<i>..</i>	<i>33.2</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>100.0</i>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Row totals may not be the sum of components because individuals may have used services in more than one service group over the 12-month period.
4. 'Institutional accommodation' refers service types 1.01–1.03. 'Group homes' refers to service type 1.04. 'Other accommodation types' refers to service types 1.05–1.08.

**Table B54: Service users with an informal carer, carer characteristics by service group, 2012–13**

Carer's characteristics	Accommodation support		Community support		Community access		Respite		Employment		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
<b>Sex</b>												
Female	9,979	60.3	68,510	71.4	19,239	70.7	25,044	74.4	17,434	73.9	95,151	69.8
Male	2,880	17.4	9,578	10.0	3,652	13.4	3,668	10.9	3,695	15.7	15,708	11.5
Not stated/not collected <sup>(a)</sup>	3,690	22.3	17,895	18.6	4,304	15.8	4,933	14.7	2,474	10.5	25,466	18.7
<b>Total</b>	<b>16,549</b>	<b>100.0</b>	<b>95,983</b>	<b>100.0</b>	<b>27,195</b>	<b>100.0</b>	<b>33,645</b>	<b>100.0</b>	<b>23,603</b>	<b>100.0</b>	<b>136,325</b>	<b>100.0</b>
<b>Age group (years)</b>												
Under 45	2,620	15.8	42,085	43.8	4,750	17.5	10,524	31.3	4,325	18.3	51,040	37.4
45–64	6,877	41.6	25,050	26.1	14,005	51.5	13,245	39.4	11,310	47.9	42,312	31.0
65 and over	3,491	21.1	9,736	10.1	4,539	16.7	4,550	13.5	2,642	11.2	14,715	10.8
Not stated/not collected <sup>(a)(b)</sup>	3,561	21.5	19,112	19.9	3,901	14.3	5,326	15.8	5,326	22.6	28,258	20.7
<b>Total</b>	<b>16,549</b>	<b>100.0</b>	<b>95,983</b>	<b>100.0</b>	<b>27,195</b>	<b>100.0</b>	<b>33,645</b>	<b>100.0</b>	<b>23,603</b>	<b>100.0</b>	<b>136,325</b>	<b>100.0</b>
<b>Residency status</b>												
Co-resident	6,826	41.2	68,132	71.0	18,424	67.7	25,938	77.1	13,204	55.9	92,920	68.2
Non-resident	7,323	44.3	12,965	13.5	5,923	21.8	4,458	13.3	4,953	21.0	20,166	14.8
Not stated/not collected <sup>(a)(b)</sup>	2,400	14.5	14,886	15.5	2,848	10.5	3,249	9.7	5,446	23.1	23,239	17.0
<b>Total</b>	<b>16,549</b>	<b>100.0</b>	<b>95,983</b>	<b>100.0</b>	<b>27,195</b>	<b>100.0</b>	<b>33,645</b>	<b>100.0</b>	<b>23,603</b>	<b>100.0</b>	<b>136,325</b>	<b>100.0</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users who used only employment services (service types 5.01, 5.02) and who did not provide a response. These service types were not required to complete this data item.

**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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Column totals may not be the sum of components because individuals may have used more than one service group during the 12-month period.



**Table B55: Services users with an informal carer, age of service user by age group of carer, 2012–13**

Age of service user (years)	Age group of carer (years)												Total	
	0–14		15–24		25–44		45–64		65 and over		Not stated/ not collected <sup>(a)(b)</sup>			
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
0–14	4	—	1,590	2.9	34,035	61.6	5,194	9.4	1,141	2.1	13,270	24.0	55,234	100.0
15–24	16	—	187	0.6	8,994	31.2	15,055	52.2	1,049	3.6	3,515	12.2	28,816	100.0
25–44	41	—	260	0.9	3,217	11.4	13,930	49.5	4,553	16.2	6,141	21.8	28,142	100.0
45–64	43	—	443	2.3	1,818	9.6	6,768	35.7	5,433	28.6	4,461	23.5	18,966	100.0
65 and over	9	—	25	. .	358	6.9	1,365	26.4	2,539	49.1	871	16.9	5,167	100.0
Total	113	—	2,505	1.8	48,422	35.5	42,312	31.0	14,715	10.8	28,258	20.7	136,325	100.0

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users who used only employment services (service types 5.01, 5.02) and who did not provide a response for age group of carer. These service types were not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').

**Table B56: Services users with an informal carer, relationship of carer to service user by age of service user, 2012–13**

Relationship of carer to service user	Age of service user (years)										Total	
	0–14		15–24		25–44		45–64		65 and over			
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Spouse	..	..	224	0.8	2,444	8.7	5,425	28.6	2,222	43.0	10,315	7.6
Mother	39,218	71.0	21,037	73.0	15,260	54.2	4,365	23.0	105	2.0	79,985	58.7
Father	2,087	3.8	2,255	7.8	2,198	7.8	785	4.1	13	—	7,338	5.4
Child	..	..	1	—	1,443	5.1	1,569	8.3	1,107	21.4	4,120	3.0
Other family	847	1.5	1,266	4.4	1,495	5.3	2,375	12.5	524	10.1	6,507	4.8
Friend/neighbour	196	0.4	536	1.9	744	2.6	882	4.7	236	4.6	2,594	1.9
Not collected/not stated <sup>(a)</sup>	12,886	23.3	3,497	12.1	4,558	16.2	3,565	18.8	960	18.6	25,466	18.7
Total	55,234	100.0	28,816	100.0	28,142	100.0	18,966	100.0	5,167	100.0	136,325	100.0

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. 'Spouse' includes '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 B57: Services users with an informal carer, relationship of carer to service user by age group of carer, 2012–13**

Relationship of carer to service user	Age group of carer (years)												Total	
	0–14		15–24		25–44		45–64		65 and over		Not stated/ not collected <sup>(a)(b)</sup>			
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Spouse	..	..	147	5.9	2,362	4.9	5,097	12.0	2,087	14.2	622	2.2	10,315	7.6
Mother	..	..	1,418	56.6	39,531	81.6	26,625	62.9	8,009	54.4	4,402	15.6	79,985	58.7
Father	..	..	33	1.3	1,916	4.0	3,318	7.8	1,623	11.0	448	1.6	7,338	5.4
Child	58	51.3	486	19.4	812	1.7	419	1.0	384	2.6	1,961	6.9	4,120	3.0
Other family	23	20.4	168	6.7	1,203	2.5	3,046	7.2	1,216	8.3	851	3.0	6,507	4.8
Friend/neighbour	9	8.0	55	2.2	719	1.5	1,208	2.9	316	2.1	287	1.0	2,594	1.9
Not collected/not stated <sup>(a)</sup>	23	20.4	198	7.9	1,879	3.9	2,599	6.1	1,080	7.3	19,687	69.7	25,466	18.7
Total	113	100.0	2,505	100.0	48,422	100.0	42,312	100.0	14,715	100.0	28,258	100.0	136,325	100.0

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users who used only employment services (service types 5.01, 5.02) and who did not provide a response for age group of carer. These service types were not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. 'Spouse' includes '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 B58: Services users who received informal care from a carer aged 65 and over, relationship of carer to service user by age of service user, 2012–13 (number)**

Relationship of carer to service user	Age of service user (years)					Total
	0–14	15–24	25–44	45–64	65 and over	
Spouse	..	12	67	507	1,501	2,087
Mother	830	480	3,138	3,502	59	8,009
Father	52	113	790	656	12	1,623
Child	..	..	..	..	384	384
Other family	157	287	234	340	198	1,216
Friend/neighbour	9	30	74	103	100	316
Not collected/not stated <sup>(a)(b)</sup>	93	127	250	325	285	1,080
<b>Total</b>	<b>1,141</b>	<b>1,049</b>	<b>4,553</b>	<b>5,433</b>	<b>2,539</b>	<b>14,715</b>
<b>Total %</b>	<b>7.8</b>	<b>7.1</b>	<b>30.9</b>	<b>36.9</b>	<b>17.3</b>	<b>100.0</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users who used only employment services (service types 5.01, 5.02) and who did not provide a response for age group of carer. These service types were not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. 'Spouse' includes '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 B59: Services users with an informal carer, residency status by primary carer status, 2012–13**

Residency status of carer	Primary carer		Not a primary carer		Not stated/ not collected <sup>(a)(b)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%
Co-resident	83,717	85.7	7,371	45.0	1,832	8.2	92,920	68.2
Non-resident	11,387	11.7	8,355	51.0	424	1.9	20,166	14.8
Not stated/not collected <sup>(a)(b)</sup>	2,603	2.7	659	4.0	19,977	89.9	23,239	17.0
<b>Total</b>	<b>97,707</b>	<b>100.0</b>	<b>16,385</b>	<b>100.0</b>	<b>22,233</b>	<b>100.0</b>	<b>136,325</b>	<b>100.0</b>
<b>Total %</b>	<b>..</b>	<b>71.7</b>	<b>..</b>	<b>12.0</b>	<b>..</b>	<b>16.3</b>	<b>..</b>	<b>100.0</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users who used only employment services (service types 5.01, 5.02) and who did not provide a response for age group of carer. These service types were not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').

**Table B60: Service users, characteristics of informal carer by Indigenous status of service user, 2012–13**

Characteristics of carer	Indigenous		Non-Indigenous		Not stated/ not collected <sup>(a)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%
<b>Existence of</b>								
Has an informal carer	8,292	47.6	125,516	44.3	2,517	21.3	136,325	43.6
Does not have an informal carer	3,714	21.3	59,493	21.0	4,476	37.8	67,683	21.7
Not stated/not collected <sup>(a)</sup>	5,400	31.0	98,297	34.7	4,834	40.9	108,531	34.7
<b>Total</b>	<b>17,406</b>	<b>100.0</b>	<b>283,306</b>	<b>100.0</b>	<b>11,827</b>	<b>100.0</b>	<b>312,539</b>	<b>100.0</b>
<b>Primary status</b>								
Primary carer	6,836	82.4	89,644	71.4	1,227	48.7	97,707	71.7
Not a primary carer	910	11.0	15,153	12.1	322	12.8	16,385	12.0
Not stated/not collected <sup>(a)(b)</sup>	546	6.6	20,719	16.5	968	38.5	22,233	16.3
<b>Total</b>	<b>8,292</b>	<b>100.0</b>	<b>125,516</b>	<b>100.0</b>	<b>2,517</b>	<b>100.0</b>	<b>136,325</b>	<b>100.0</b>
<b>Residency status</b>								
Co-resident	6,733	81.2	84,796	67.6	1,391	55.3	92,920	68.2
Non-resident	971	11.7	18,958	15.1	237	9.4	20,166	14.8
Not stated/not collected <sup>(a)(b)</sup>	588	7.1	21,762	17.3	889	35.3	23,239	17.0
<b>Total</b>	<b>8,292</b>	<b>100.0</b>	<b>125,516</b>	<b>100.0</b>	<b>2,517</b>	<b>100.0</b>	<b>136,325</b>	<b>100.0</b>
<b>Relationship to service user</b>								
Spouse	404	4.9	9,802	7.8	109	4.3	10,315	7.6
Mother	4,838	58.3	73,989	58.9	1,158	46.0	79,985	58.7
Father	478	5.8	6,763	5.4	97	3.9	7,338	5.4
Child	209	2.5	3,884	3.1	27	1.1	4,120	3.0
Other family	972	11.7	5,490	4.4	45	1.8	6,507	4.8
Friend/neighbour	225	2.7	2,351	1.9	18	0.7	2,594	1.9
Not stated/not collected <sup>(a)</sup>	1,166	14.1	23,237	18.5	1,063	42.2	25,466	18.7
<b>Total</b>	<b>8,292</b>	<b>100.0</b>	<b>125,516</b>	<b>100.0</b>	<b>2,517</b>	<b>100.0</b>	<b>136,325</b>	<b>100.0</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users who used only employment services (service types 5.01, 5.02) and who did not provide a response for age group of carer. These service types were not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Service user frequencies for the primary status, residency status and relationship to service user of the carer are based only on those service users who indicated they had an informal carer.
4. 'Spouse' includes '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 B61: Service users who always or sometimes need support in a life area, existence of an informal carer by age of service user, 2012–13**

Age of service user (years)	Has an informal carer		Does not have an informal carer		Subtotal		Not stated/ not collected <sup>(a)</sup>	Total
	Number	%	Number	%	Number	%	Number	Number
<b>Activities of daily living</b>								
0–14	44,130	94.9	2,362	5.1	46,492	100.0	950	47,442
15–24	22,372	85.4	3,810	14.6	26,182	100.0	6,633	32,815
25–44	20,954	62.1	12,812	37.9	33,766	100.0	9,034	42,800
45–64	13,361	43.3	17,471	56.7	30,832	100.0	9,334	40,166
65 and over	2,807	39.3	4,343	60.7	7,150	100.0	373	7,523
<b>Total</b>	<b>103,624</b>	<b>71.8</b>	<b>40,798</b>	<b>28.2</b>	<b>144,422</b>	<b>100.0</b>	<b>26,324</b>	<b>170,746</b>
<b>Activities of independent living</b>								
0–14	43,205	95.5	2,041	4.5	45,246	100.0	899	46,145
15–24	24,721	84.7	4,464	15.3	29,185	100.0	10,925	40,110
25–44	23,942	60.0	15,945	40.0	39,887	100.0	15,293	55,180
45–64	15,043	42.4	20,429	57.6	35,472	100.0	14,116	49,588
65 and over	3,067	40.6	4,496	59.4	7,563	100.0	465	8,028
<b>Total</b>	<b>109,978</b>	<b>69.9</b>	<b>47,375</b>	<b>30.1</b>	<b>157,353</b>	<b>100.0</b>	<b>41,698</b>	<b>199,051</b>
<b>Activities of work, education and community living</b>								
0–14	29,344	95.2	1,494	4.8	30,838	100.0	598	31,436
15–24	24,993	84.8	4,467	15.2	29,460	100.0	12,226	41,686
25–44	23,989	60.0	16,004	40.0	39,993	100.0	17,720	57,713
45–64	14,909	42.4	20,214	57.6	35,123	100.0	17,438	52,561
65 and over	2,814	38.8	4,440	61.2	7,254	100.0	493	7,747
<b>Total</b>	<b>96,049</b>	<b>67.3</b>	<b>46,619</b>	<b>32.7</b>	<b>142,668</b>	<b>100.0</b>	<b>48,475</b>	<b>191,143</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

(b) Includes service users for which support needs information was required but not collected due to the service users' age at the time of their last service date.

**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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. The frequency of support need is based on the highest support need category of the service user for that group.

# New and continuing service users

Table B62: New and continuing service users by selected characteristics, 2012–13 (number)

Selected characteristics	New service users	Continuing service users	All service users
<b>Age</b>			
Median age (years)	32	32	32
<b>Sex</b>			
Male	40,129	144,592	184,721
Female	31,566	96,069	127,635
Not stated/not collected	143	40	183
<b>Total</b>	<b>71,838</b>	<b>240,701</b>	<b>312,539</b>
<b>Indigenous status</b>			
Indigenous	4,533	12,873	17,406
Non-Indigenous	61,883	221,423	283,306
Not stated/not collected <sup>(a)</sup>	5,422	6,405	11,827
<b>Total</b>	<b>71,838</b>	<b>240,701</b>	<b>312,539</b>
<b>Activities of daily living (ADL)</b>			
Always or unable to do	9,632	61,754	71,386
Sometimes	17,223	82,137	99,360
None, but uses aids	2,264	7,355	9,619
None	16,158	43,465	59,623
Not stated/not collected <sup>(a)</sup>	26,561	45,990	72,551
<b>Total</b>	<b>71,838</b>	<b>240,701</b>	<b>312,539</b>
<b>Carer—existence of</b>			
Has an informal carer	24,685	111,640	136,325
Does not have an informal carer	13,330	54,353	67,683
Not stated/not collected <sup>(a)</sup>	33,823	74,708	108,531
<b>Total</b>	<b>71,838</b>	<b>240,701</b>	<b>312,539</b>
<b>Remoteness area</b>			
Major cities	45,076	158,948	204,024
Inner regional	16,499	53,039	69,538
Outer regional	6,902	22,189	29,091
Remote	807	2,577	3,383
Very remote	469	1,591	2,060
Not stated/not collected	2,085	2,358	4,443
<b>Total</b>	<b>71,838</b>	<b>240,701</b>	<b>312,539</b>

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

## 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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. The number of new service users in a given collection year is the count of unique statistical linkage keys that appeared for the first time in that collection year.
4. The calculation of continuing service users takes into account users who exit a service but then return in a later collection period.

**Table B63: New and continuing service users by age group, 2012–13**

Age group (years)	New service users		Continuing service users		All service users	
	Number	%	Number	%	Number	%
0–17	22,178	30.9	55,299	23.0	77,477	24.8
18–24	8,625	12.0	36,818	15.3	45,443	14.5
25–44	16,056	22.4	71,203	29.6	87,259	27.9
45–64	19,247	26.8	65,732	27.3	84,979	27.2
65 and over	5,732	8.0	11,649	4.8	17,381	5.6
<b>Total</b>	<b>71,838</b>	<b>100.0</b>	<b>240,701</b>	<b>100.0</b>	<b>312,539</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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. The number of new service users in a given collection year is the count of unique statistical linkage keys that appeared for the first time in that collection year.
4. The calculation of continuing service users takes into account users who exit a service but then return in a later collection period.



**Table B64: New service users, age group by state and territory, 2012–13**

Age group (years)	NSW		Vic		Qld		WA		SA		Tas		ACT		NT <sup>(a)</sup>		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
0–17	7,863	38.6	5,750	21.8	3,058	26.4	1,580	43.9	1,019	20.9	1,540	62.3	1,145	61.6	255	24.4	22,178	30.9
18–24	2,823	13.9	2,776	10.5	1,603	13.9	425	11.8	546	11.2	244	9.9	199	10.7	65	6.2	8,625	12.0
25–44	4,111	20.2	6,455	24.5	2,921	25.3	745	20.7	1,127	23.1	304	12.3	277	14.9	210	20.1	16,056	22.4
45–64	5,205	25.6	7,142	27.1	3,789	32.8	800	22.2	1,559	32.0	336	13.6	220	11.8	288	27.6	19,247	26.8
65 and over	348	1.7	4,230	16.1	193	1.7	49	1.4	620	12.7	48	1.9	18	1.0	227	21.7	5,732	8.0
<b>Total</b>	<b>20,350</b>	<b>100.0</b>	<b>26,353</b>	<b>100.0</b>	<b>11,564</b>	<b>100.0</b>	<b>3,599</b>	<b>100.0</b>	<b>4,871</b>	<b>100.0</b>	<b>2,472</b>	<b>100.0</b>	<b>1,859</b>	<b>100.0</b>	<b>1,045</b>	<b>100.0</b>	<b>71,838</b>	<b>100.0</b>

(a) From 2012–13, the Northern Territory DS NMDS data includes individuals using Basic Community Care services.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. The number of new service users in a given collection year is the count of unique statistical linkage keys that appeared for the first time in that collection year.

**Table B65: New service users, need for support with activities of daily living by service group, 2012–13**

<b>Service group</b>	<b>Always or unable to do</b>	<b>Sometimes</b>	<b>None, but uses aids</b>	<b>None</b>	<b>Not applicable/ stated/ collected<sup>(a)</sup></b>	<b>Total</b>
Accommodation support	642	1,497	217	917	1,302	4,575
Community support	6,877	7,591	673	2,147	12,121	29,409
Community access	703	2,041	596	2,228	4,063	9,631
Respite	886	1,213	83	429	1,802	4,413
Employment	1,155	6,194	913	11,167	8,947	28,376

(a) Includes service users who used only recreation/holiday programs (service type 3.02) and who did not provide a response. This service type was not required to complete this data item.

*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. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. The number of new service users in a given collection year is the count of unique statistical linkage keys that appeared for the first time in that collection year.

**Table B66: New service users, by service type, 2012–13 (number)**

Service type	New service users	All service users	Percentage new service users
<b>Accommodation support</b>			
Large residential/institution	24	2,210	1.1
Small residential/institution	4	730	0.5
Hostels	24	519	4.6
Group homes	466	16,433	2.8
Attendant care/personal care	289	3,145	9.2
In-home accommodation support	3,542	20,722	17.1
Alternative family placement	19	342	5.6
Other accommodation support	444	1,723	25.8
<b>Total accommodation support</b>	<b>4,575</b>	<b>43,592</b>	<b>10.5</b>
<b>Community support</b>			
Therapy support for individuals	5,051	32,869	15.4
Early childhood intervention	9,118	26,610	34.3
Behaviour/specialist intervention	667	7,484	8.9
Counselling (individual/family/group)	514	1,893	27.2
Regional resource and support teams	3,415	25,617	13.3
Case management, local coordination and development	12,853	70,926	18.1
Other community support	1,083	5,487	19.7
<b>Total community support</b>	<b>29,409</b>	<b>139,142</b>	<b>21.1</b>
<b>Community access</b>			
Learning and life skills development	6,299	39,964	15.8
Recreation/holiday programs	1,720	10,154	16.9
Other community access	1,773	8,498	20.9
<b>Total community access</b>	<b>9,631</b>	<b>55,403</b>	<b>17.4</b>
<b>Respite</b>			
Own home respite	161	2,905	5.5
Centre-based respite/respite homes	759	14,197	5.3
Host family/peer support respite	100	1,662	6.0
Flexible respite	3,246	24,581	13.2
Other respite	262	1,723	15.2
<b>Total respite</b>	<b>4,413</b>	<b>38,072</b>	<b>11.6</b>
<b>Employment</b>			
Open employment	27,808	108,989	25.5
Supported employment	615	21,877	2.8
<b>Total employment</b>	<b>28,376</b>	<b>129,698</b>	<b>21.9</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. Service group totals may not be the sum of service components because individuals may have used more than one service type within a group during the 12-month period.
3. The number of new service users in a given collection year is the count of unique statistical linkage keys that appeared for the first time in that collection year.

**Table B67: New service users, service type by state and territory, 2012–13 (number)**

Service type	NSW	Vic <sup>(a)</sup>	Qld	WA	SA	Tas	ACT	NT <sup>(b)</sup>	Total
<b>Accommodation support</b>									
Large residential/institution	10	—	4	—	9	1	—	—	24
Small residential/institution	—	3	—	1	—	—	—	—	4
Hostels	1	22	—	—	—	1	—	—	24
Group homes	57	289	71	17	15	9	3	5	466
Attendant care/personal care	107	—	17	2	66	5	—	92	289
In-home accommodation support	264	2,505	195	30	317	23	35	173	3,542
Alternative family placement	13	—	3	—	3	—	—	—	19
Other accommodation support	7	339	4	62	11	—	21	—	444
<i>Total accommodation support</i>	<i>444</i>	<i>3,042</i>	<i>285</i>	<i>109</i>	<i>399</i>	<i>37</i>	<i>57</i>	<i>202</i>	<i>4,575</i>
<b>Community support</b>									
Therapy support for individuals	934	2,411	222	319	355	44	289	479	5,051
Early childhood intervention	3,967	3,129 <sup>(c)</sup>	583	425	302	—	678	46	9,118
Behaviour/specialist intervention	129	250	160	55	57	—	16	—	667
Counselling (individual/family/group)	—	—	80	18	376	—	—	40	514
Regional resource and support teams	1,514	—	11	356	152	1,382	—	—	3,415
Case management, local coordination and development	1,842	5,366	3,826	728	501	289	255	49	12,853
Other community support	638	143	54	111	67	58	12	—	1,083
<i>Total community support</i>	<i>8,261</i>	<i>10,300</i>	<i>4,255</i>	<i>1,580</i>	<i>1,451</i>	<i>1,738</i>	<i>1,242</i>	<i>610</i>	<i>29,409</i>
<b>Community access</b>									
Learning and life skills development	1,031	3,904	582	30	604	73	69	6	6,299
Recreation/holiday programs	202	858	120	118	275	21	114	12	1,720
Other community access	117	1,471	4	5	36	—	4	136	1,773
<i>Total community access</i>	<i>1,345</i>	<i>6,134</i>	<i>703</i>	<i>150</i>	<i>865</i>	<i>94</i>	<i>187</i>	<i>154</i>	<i>9,631</i>
<b>Respite</b>									
Own home respite	3	107	35	2	12	2	—	—	161
Centre-based respite/respite homes	121	331	90	75	84	18	14	26	759
Host family/peer support respite	35	42	4	—	1	—	—	18	100
Flexible respite	777	1,981	152	234	27	15	15	45	3,246
Other respite	—	189	16	40	17	—	—	—	262
<i>Total respite</i>	<i>918</i>	<i>2,602</i>	<i>282</i>	<i>340</i>	<i>129</i>	<i>35</i>	<i>28</i>	<i>79</i>	<i>4,413</i>
<b>Employment</b>									
Open employment	9,522	6,862	6,494	1,561	2,474	595	398	124	27,808
Supported employment	295	137	44	39	80	11	2	8	615
<i>Total employment</i>	<i>9,795</i>	<i>6,982</i>	<i>6,534</i>	<i>1,597</i>	<i>2,553</i>	<i>606</i>	<i>400</i>	<i>132</i>	<i>28,376</i>
<b>Total</b>	<b>20,350</b>	<b>26,353</b>	<b>11,564</b>	<b>3,599</b>	<b>4,871</b>	<b>2,472</b>	<b>1,859</b>	<b>1,045</b>	<b>71,838</b>

(a) In Victoria, an activity that was previously classified under community access was amalgamated under community support from 2012–13 onwards.

(b) From 2012–13, the Northern Territory DS NMDS data includes individuals using Basic Community Care services.

(c) Data for early childhood intervention services (ECIS) in Victoria are not fully representative of the total number of clients receiving ECIS as it excludes data from three service providers.

**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. Service group totals may not be the sum of service components because individuals may have used more than one service type within a group during the 12-month period.
3. The number of new service users in a given collection year is the count of unique statistical linkage keys that appeared for the first time in that collection year.

# Users of open and supported employment services

Table B68: Characteristics of employment service users by state and territory, 2012–13 (number)

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Age group (years)</b>									
0–17	1,925	592	1,297	502	406	113	17	62	4,897
18–24	9,324	5,178	6,168	2,470	2,769	739	399	133	26,874
25–44	15,962	12,602	10,271	4,324	5,042	1,189	886	259	50,072
45–59	13,161	10,292	7,234	2,665	3,818	825	439	103	38,306
60–64	2,935	2,470	1,494	470	673	165	53	19	8,242
65 and over	470	352	203	105	138	30	7	3	1,307
Not stated	—	—	—	—	—	—	—	—	—
<b>Total</b>	<b>43,777</b>	<b>31,486</b>	<b>26,667</b>	<b>10,536</b>	<b>12,846</b>	<b>3,061</b>	<b>1,801</b>	<b>579</b>	<b>129,698</b>
<b>Median age</b>									
	<b>38</b>	<b>41</b>	<b>35</b>	<b>34</b>	<b>37</b>	<b>35</b>	<b>34</b>	<b>32</b>	<b>38</b>
<b>Sex</b>									
Male	26,271	18,206	16,347	6,356	7,822	1,936	1,057	363	77,665
Female	17,506	13,280	10,320	4,180	5,024	1,125	744	216	52,033
Not stated	—	—	—	—	—	—	—	—	—
<b>Total</b>	<b>43,777</b>	<b>31,486</b>	<b>26,667</b>	<b>10,536</b>	<b>12,846</b>	<b>3,061</b>	<b>1,801</b>	<b>579</b>	<b>129,698</b>
<b>Indigenous status</b>									
Aboriginal	2,306	506	1,579	570	405	175	59	161	5,686
Torres Strait Islander	43	23	149	14	11	9	1	2	252
Both Aboriginal and Torres Strait Islander	23	18	20	18	9	1	1	—	89
Neither Aboriginal and Torres Strait Islander	41,360	30,907	24,910	9,917	12,418	2,871	1,739	413	123,556
Not stated/not collected	45	32	9	17	3	5	1	3	115
<b>Total</b>	<b>43,777</b>	<b>31,486</b>	<b>26,667</b>	<b>10,536</b>	<b>12,846</b>	<b>3,061</b>	<b>1,801</b>	<b>579</b>	<b>129,698</b>
<b>Country of birth (English Proficiency Group)</b>									
Australia <sup>(a)</sup>	34,323	24,130	22,932	8,636	11,206	2,879	1,552	517	105,265
Born overseas—EPG 1	1,739	1,290	2,005	995	683	88	70	15	6,836
Born overseas—EPG 2	2,027	1,585	872	391	288	50	68	32	5,279
Born overseas—EPG 3	4,332	3,065	594	395	449	34	81	11	8,915
Born overseas—EPG 4	1,202	1,334	171	61	180	3	16	3	2,956
Not stated/not collected	154	82	93	58	40	7	14	1	447
<b>Total</b>	<b>43,777</b>	<b>31,486</b>	<b>26,667</b>	<b>10,536</b>	<b>12,846</b>	<b>3,061</b>	<b>1,801</b>	<b>579</b>	<b>129,698</b>
<b>Need for interpreter services</b>									
For spoken language other than English	3,246	2,528	522	209	354	33	29	19	6,910
For non-spoken communication	640	322	271	188	186	24	59	7	1,680
Does not need an interpreter	39,829	28,596	25,861	10,128	12,299	3,003	1,712	553	120,973
Not stated/not collected	62	40	13	11	7	1	1	—	135
<b>Total</b>	<b>43,777</b>	<b>31,486</b>	<b>26,667</b>	<b>10,536</b>	<b>12,846</b>	<b>3,061</b>	<b>1,801</b>	<b>579</b>	<b>129,698</b>

(continued)

**Table B68 (continued): Characteristics of employment service users by state and territory, 2012–13 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Method of communication</b>									
Spoken language (effective)	30,767	22,369	17,012	6,491	7,582	2,479	1,271	261	87,397
Sign language (effective)	496	577	227	96	185	37	16	6	1,616
Other non-spoken communication	391	156	51	56	33	18	8	3	714
Little, or no effective communication	2,368	955	726	588	628	76	237	23	5,573
Child aged under 5	—	—	—	—	—	—	—	—	—
Not stated/not collected <sup>(b)</sup>	9,755	7,429	8,651	3,305	4,418	451	269	286	34,398
<b>Total</b>	<b>43,777</b>	<b>31,486</b>	<b>26,667</b>	<b>10,536</b>	<b>12,846</b>	<b>3,061</b>	<b>1,801</b>	<b>579</b>	<b>129,698</b>
<b>Living arrangement</b>									
Lives alone	13,993	10,842	8,760	2,873	4,292	1,099	585	168	42,233
Lives with family	12,336	8,598	6,704	3,638	3,762	781	553	137	36,349
Lives with others	12,099	8,541	8,365	2,854	3,312	824	502	207	36,213
Not stated/not collected	5,349	3,505	2,838	1,171	1,480	357	161	67	14,903
<b>Total</b>	<b>43,777</b>	<b>31,486</b>	<b>26,667</b>	<b>10,536</b>	<b>12,846</b>	<b>3,061</b>	<b>1,801</b>	<b>579</b>	<b>129,698</b>
<b>Residential setting</b>									
Private residence	33,562	25,209	20,961	8,055	9,899	2,406	1,414	400	101,080
Residence within an Aboriginal community	24	4	52	2	5	—	1	1	88
Domestic-scale supported living facility	993	631	192	435	393	75	95	17	2,830
Supported accommodation facility	598	262	289	164	288	86	23	16	1,721
Boarding house/private hotel	4,385	3,223	3,066	956	1,099	270	146	59	13,017
Independent unit within a retirement village	19	16	3	6	3	2	1	—	50
Residential aged care facility	37	33	15	7	14	—	—	1	107
Psychiatric/mental health community care facility	52	191	28	7	5	2	—	—	284
Hospital	26	—	4	3	1	—	—	—	34
Short-term crisis, emergency or transitional accommodation facility	18	96	30	18	8	5	—	1	174
Public place/temporary shelter	12	7	5	—	—	—	—	—	24
Other	100	49	5	6	11	—	2	4	177
Not stated/not collected	3,951	1,765	2,017	877	1,120	215	119	80	10,112
<b>Total</b>	<b>43,777</b>	<b>31,486</b>	<b>26,667</b>	<b>10,536</b>	<b>12,846</b>	<b>3,061</b>	<b>1,801</b>	<b>579</b>	<b>129,698</b>

(continued)

**Table B68 (continued): Characteristics of employment service users by state and territory, 2012–13 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Primary disability group</b>									
Intellectual	9,317	5,360	4,499	3,184	3,064	822	472	125	26,748
Specific learning/ADD	3,891	2,047	2,025	862	1,359	294	110	70	10,561
Autism	1,777	1,287	2,284	660	593	161	128	50	6,885
Developmental delay	—	—	—	—	—	—	—	—	—
Physical	10,538	8,430	6,163	1,691	2,895	579	265	99	30,431
Acquired brain injury	993	686	648	308	335	115	47	36	3,150
Neurological	1,647	1,515	1,125	449	537	121	78	17	5,454
Deaf-blind	80	96	49	40	26	3	3	—	297
Vision	814	622	463	159	424	47	73	11	2,582
Hearing	887	693	607	252	307	68	39	13	2,830
Speech	101	75	139	18	29	3	6	3	370
Psychiatric	13,709	10,664	8,661	2,902	3,270	846	579	155	40,331
Not stated/not collected	23	11	4	11	7	2	1	—	59
<b>Total</b>	<b>43,777</b>	<b>31,486</b>	<b>26,667</b>	<b>10,536</b>	<b>12,846</b>	<b>3,061</b>	<b>1,801</b>	<b>579</b>	<b>129,698</b>
<b>Other significant disability group</b>									
Intellectual	1,966	1,294	1,569	666	605	148	105	48	6,347
Specific learning/ADD	2,242	1,392	1,769	800	681	172	124	28	7,143
Autism	623	431	541	320	238	67	72	11	2,292
Developmental delay	—	—	—	—	—	—	—	—	—
Physical	9,283	6,403	6,220	2,072	2,797	669	405	97	27,675
Acquired brain injury	482	380	368	225	161	31	41	16	1,694
Neurological	3,137	1,936	1,747	799	1,011	205	134	38	8,941
Deaf-blind	104	29	25	23	13	1	3	—	197
Vision	1,403	747	750	299	489	69	82	16	3,830
Hearing	1,147	703	766	255	446	81	60	20	3,454
Speech	870	373	505	262	420	46	83	17	2,566
Psychiatric	7,050	4,797	4,249	1,335	2,285	450	310	67	20,338
<b>Total</b>	<b>43,777</b>	<b>31,486</b>	<b>26,667</b>	<b>10,536</b>	<b>12,846</b>	<b>3,061</b>	<b>1,801</b>	<b>579</b>	<b>129,698</b>
<b>Carer Allowance (child)—service users aged under 16</b>									
Yes	11	2	6	5	2	—	—	—	26
No	1	—	—	—	—	—	—	—	1
Not known/stated/collected <sup>(b)</sup>	101	16	116	17	9	1	—	5	265
<b>Total</b>	<b>113</b>	<b>18</b>	<b>122</b>	<b>22</b>	<b>11</b>	<b>1</b>	<b>—</b>	<b>5</b>	<b>292</b>

(continued)

**Table B68 (continued): Characteristics of employment service users by state and territory, 2012–13 (number)**

Service user characteristics	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Main source of income—service users aged 16 and over</b>									
Disability support pension	18,554	14,250	12,248	5,795	6,413	1,661	990	288	59,879
Other pension or benefit	15,222	11,215	8,631	2,209	3,846	919	350	113	41,916
Paid employment	1,602	1,237	902	446	534	93	91	25	4,901
Compensation payments	25	8	6	13	7	3	2	—	64
Other income	579	529	421	131	170	33	24	11	1,888
Nil income	136	94	126	93	38	15	3	2	505
Not known/stated/collected <sup>(b)</sup>	7,546	4,135	4,211	1,827	1,827	336	341	135	20,253
<b>Total</b>	<b>43,664</b>	<b>31,468</b>	<b>26,545</b>	<b>10,514</b>	<b>12,835</b>	<b>3,060</b>	<b>1,801</b>	<b>574</b>	<b>129,406</b>
<b>Labour force status—service users aged 15 and over</b>									
Employed	10,927	6,939	4,024	3,342	3,802	764	451	153	30,311
Unemployed	25,461	20,635	18,297	5,308	7,247	1,952	1,013	296	79,349
Not in the labour force	64	76	107	141	51	19	3	2	462
Not stated/not collected <sup>(b)</sup>	7,325	3,836	4,232	1,745	1,746	326	334	128	19,569
<b>Total</b>	<b>43,777</b>	<b>31,486</b>	<b>26,660</b>	<b>10,536</b>	<b>12,846</b>	<b>3,061</b>	<b>1,801</b>	<b>579</b>	<b>129,691</b>

(a) Includes external territories, excludes Norfolk Island.

(b) Includes service users for whom information was required but not collected because of the service users age at the time of their last service date.

*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. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.



**Table B69: Characteristics of open and supported employment service users aged 15 and over by state and territory, 2012–13 (number)**

<b>Selected characteristics</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>Open employment</b>									
<b>Age group (years)</b>									
15–17	1,904	584	1,267	476	391	113	17	59	4,794
18–24	8,394	4,679	5,785	2,044	2,300	662	359	112	24,045
25–44	12,358	10,280	9,294	3,393	3,840	961	730	195	40,606
45–64	12,946	11,089	7,975	2,335	3,397	777	401	102	38,762
65 and over	237	258	148	57	54	15	5	2	775
Not stated	—	—	—	—	—	—	—	—	—
<i>Median age</i>	37	41	35	33	36	33	34	32	37
<b>Sex</b>									
Male	21,166	15,181	14,940	4,965	5,965	1,596	873	293	64,313
Female	14,673	11,709	9,529	3,340	4,017	932	639	177	44,669
Not stated	—	—	—	—	—	—	—	—	—
<b>Indigenous status</b>									
Indigenous	2,053	497	1,672	514	372	169	55	124	5,383
Non-Indigenous	33,786	26,393	22,797	7,791	9,610	2,359	1,457	346	103,599
Not stated/not collected	—	—	—	—	—	—	—	—	—
<b>Country of birth</b>									
Australia	27,153	19,926	20,889	6,671	8,549	2,356	1,287	416	86,375
Born overseas—EPG 1	1,563	1,189	1,906	864	581	84	63	12	6,215
Born overseas—EPG 2–4	7,002	5,713	1,588	723	814	81	148	41	16,018
Not stated/not collected	121	62	86	47	38	7	14	1	374
<b>Total</b>	<b>35,839</b>	<b>26,890</b>	<b>24,469</b>	<b>8,305</b>	<b>9,982</b>	<b>2,528</b>	<b>1,512</b>	<b>470</b>	<b>108,982</b>
<b>Supported employment</b>									
<b>Age group (years)</b>									
15–17	23	10	26	31	16	—	—	3	109
18–24	1,032	608	433	482	501	81	42	25	3,198
25–44	3,813	2,477	1,035	982	1,256	238	162	69	10,024
45–64	3,245	1,738	773	817	1,116	216	91	20	8,013
65 and over	234	94	55	48	84	15	2	1	533
Not stated	—	—	—	—	—	—	—	—	—
<i>Median age</i>	41	40	38	38	40	41	38	31	40
<b>Sex</b>									
Male	5,396	3,264	1,489	1,477	1,935	352	187	79	14,166
Female	2,951	1,663	833	883	1,038	198	110	39	7,711
Not stated	—	—	—	—	—	—	—	—	—
<b>Indigenous status</b>									
Indigenous	344	58	82	96	57	17	7	39	699
Non-Indigenous	7,958	4,837	2,231	2,247	2,913	528	289	76	21,063
Not stated/not collected	45	32	9	17	3	5	1	3	115
<b>Country of birth</b>									
Australia	7,530	4,497	2,152	2,074	2,755	540	273	109	19,914
Born overseas—EPG 1	196	113	106	144	107	4	7	3	679
Born overseas—EPG 2–4	588	297	57	131	109	6	17	6	1,211
Not stated/not collected	33	20	7	11	2	—	—	—	73
<b>Total</b>	<b>8,347</b>	<b>4,927</b>	<b>2,322</b>	<b>2,360</b>	<b>2,973</b>	<b>550</b>	<b>297</b>	<b>118</b>	<b>21,877</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. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.

**Table B70: Open and supported employment service users aged 15 and over, primary disability group by state and territory, 2012–13 (number)**

Primary disability group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Open employment</b>									
Intellectual	4,288	2,347	2,764	1,474	1,060	397	217	55	12,527
Specific learning/ADD	3,782	1,930	1,990	846	1,326	289	109	70	10,248
Autism	1,441	1,102	2,159	560	463	139	113	44	5,971
Developmental delay	—	—	—	—	—	—	—	—	—
Physical	9,952	8,178	6,084	1,526	2,712	560	260	96	29,142
Acquired brain injury	729	530	595	253	263	100	40	24	2,517
Neurological	1,487	1,416	1,090	414	472	118	74	12	5,050
Deaf-blind	66	79	43	33	26	1	3	—	251
Vision	724	538	451	143	355	45	73	11	2,310
Hearing	814	642	579	244	280	64	39	13	2,639
Speech	89	61	134	16	25	2	5	2	331
Psychiatric	12,456	10,059	8,576	2,787	2,993	811	578	143	37,954
Not stated/not collected	11	8	4	9	7	2	1	—	42
<b>Total</b>	<b>35,839</b>	<b>26,890</b>	<b>24,469</b>	<b>8,305</b>	<b>9,982</b>	<b>2,528</b>	<b>1,512</b>	<b>470</b>	<b>108,982</b>
<b>Supported employment</b>									
Intellectual	5,212	3,143	1,815	1,800	2,049	436	261	73	14,778
Specific learning/ADD	130	141	38	18	39	5	1	—	371
Autism	361	222	140	114	136	24	16	10	1,021
Developmental delay	—	—	—	—	—	—	—	—	—
Physical	617	273	82	167	188	20	6	3	1,356
Acquired brain injury	280	165	57	56	82	15	7	12	673
Neurological	177	110	40	37	72	3	4	5	446
Deaf-blind	16	19	6	9	—	2	—	—	52
Vision	93	89	13	18	77	2	—	—	292
Hearing	83	56	30	8	28	4	—	—	209
Speech	15	15	5	2	4	1	1	1	44
Psychiatric	1,351	691	96	129	298	38	1	14	2,618
Not stated/not collected	12	3	—	2	—	—	—	—	17
<b>Total</b>	<b>8,347</b>	<b>4,927</b>	<b>2,322</b>	<b>2,360</b>	<b>2,973</b>	<b>550</b>	<b>297</b>	<b>118</b>	<b>21,877</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. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.

**Table B71: Open and supported employment service users aged 15 and over, primary or other significant disability group by state and territory, 2012–13 (number)**

Primary or other significant disability group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Open employment</b>									
Intellectual	5,586	3,297	4,096	1,934	1,468	517	296	88	17,161
Specific learning/ADD	5,586	2,986	3,449	1,464	1,856	403	208	96	15,892
Autism	1,820	1,377	2,585	760	569	179	147	50	7,427
Developmental delay	—	—	—	—	—	—	—	—	—
Physical	18,401	14,222	12,069	3,392	5,042	1,194	612	181	54,626
Acquired brain injury	1,086	840	931	401	375	129	65	35	3,837
Neurological	3,961	3,113	2,682	997	1,110	300	179	37	12,283
Deaf-blind	96	94	57	43	33	2	4	—	328
Vision	1,741	1,127	1,043	328	596	100	122	22	5,026
Hearing	1,707	1,193	1,205	411	537	136	74	27	5,231
Speech	339	188	415	109	148	26	25	7	1,247
Psychiatric	18,785	14,522	12,632	3,945	4,940	1,236	843	203	56,460
<b>Total</b>	<b>35,839</b>	<b>26,890</b>	<b>24,469</b>	<b>8,305</b>	<b>9,982</b>	<b>2,528</b>	<b>1,512</b>	<b>470</b>	<b>108,982</b>
<b>Supported employment</b>									
Intellectual	5,940	3,556	2,074	2,015	2,265	467	288	90	16,680
Specific learning/ADD	648	546	381	227	217	64	29	3	2,112
Autism	626	400	267	245	274	53	54	16	1,932
Developmental delay	—	—	—	—	—	—	—	—	—
Physical	1,563	701	363	406	686	61	60	18	3,855
Acquired brain injury	416	246	95	141	135	17	23	17	1,089
Neurological	891	379	216	273	465	27	35	20	2,304
Deaf-blind	90	34	17	22	7	2	2	—	174
Vision	493	256	183	139	332	17	34	6	1,459
Hearing	350	216	174	104	223	13	26	6	1,112
Speech	644	273	243	178	313	23	64	13	1,750
Psychiatric	2,156	1,088	324	326	658	66	47	22	4,686
<b>Total</b>	<b>8,347</b>	<b>4,927</b>	<b>2,322</b>	<b>2,360</b>	<b>2,973</b>	<b>550</b>	<b>297</b>	<b>118</b>	<b>21,877</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. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.
3. Column totals may not be the sum of components because individuals may report multiple types of disability.

**Table B72: Open and supported employment service users aged 16 and over, main source of income<sup>(a)</sup> by state and territory, 2012–13 (number)**

Main source of income	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Open employment</b>									
Disability Support Pension	11,407	10,238	10,300	3,718	3,795	1,174	716	191	41,259
Other pension or benefit	15,050	11,130	8,602	2,179	3,799	908	348	112	41,539
Paid employment	1,276	919	744	371	392	69	81	24	3,849
Compensation payments	21	8	6	11	6	3	2	—	57
Other income	579	528	421	131	170	32	24	11	1,886
Nil income	135	94	126	90	38	15	3	2	501
Not known/stated/collected <sup>(b)</sup>	7,258	3,955	4,155	1,783	1,771	326	338	125	19,606
<b>Total</b>	<b>35,726</b>	<b>26,872</b>	<b>24,354</b>	<b>8,283</b>	<b>9,971</b>	<b>2,527</b>	<b>1,512</b>	<b>465</b>	<b>108,697</b>
<b>Supported employment</b>									
Disability Support Pension	7,504	4,322	2,062	2,193	2,719	504	281	104	19,673
Other pension or benefit	199	93	34	35	48	11	2	1	423
Paid employment	344	327	165	79	148	24	11	2	1,099
Compensation payments	4	—	—	2	1	—	—	—	7
Other income	—	1	—	—	—	1	—	—	2
Nil income	1	—	—	3	—	—	—	—	4
Not known/stated/collected <sup>(b)</sup>	295	184	61	48	57	10	3	11	669
<b>Total</b>	<b>8,347</b>	<b>4,927</b>	<b>2,322</b>	<b>2,360</b>	<b>2,973</b>	<b>550</b>	<b>297</b>	<b>118</b>	<b>21,877</b>

(a) Only service users aged 16 and over were asked for their main source of income.

(b) Includes service users for whom main source of income was required but not collected due to their age at the time of their last service date.

**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. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.

**Table B73: Open employment service users aged 15–64, labour force status<sup>(a)</sup> by primary disability group and state and territory, 2012–13 (number)**

Primary disability group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Employed</b>									
Intellectual	1,007	479	430	423	250	99	54	15	2,749
Specific learning/ADD	222	163	134	62	105	18	8	2	709
Autism	171	142	187	150	58	13	21	8	746
Developmental delay	—	—	—	—	—	—	—	—	—
Physical	521	493	335	126	169	26	21	2	1,685
Acquired brain injury	65	48	63	36	26	7	4	4	253
Neurological	161	232	83	59	46	11	10	2	603
Deaf-blind	4	14	3	4	3	—	—	—	28
Vision	95	73	63	22	80	8	17	1	356
Hearing	59	59	44	19	26	2	—	1	208
Speech	13	6	8	2	4	—	—	—	33
Psychiatric	661	618	477	200	168	46	25	9	2,186
Not stated/not collected	—	—	1	1	—	—	—	—	2
<b>Total</b>	<b>2,979</b>	<b>2,327</b>	<b>1,828</b>	<b>1,104</b>	<b>935</b>	<b>230</b>	<b>160</b>	<b>44</b>	<b>9,558</b>
<b>Unemployed</b>									
Intellectual	2,399	1,624	1,924	733	682	270	115	31	7,714
Specific learning/ADD	1,761	1,251	1,266	401	767	163	56	19	5,606
Autism	871	744	1,381	272	308	106	64	25	3,732
Developmental delay	—	—	—	—	—	—	—	—	—
Physical	7,848	6,443	4,747	1,082	2,179	474	189	75	22,841
Acquired brain injury	512	380	427	158	184	81	28	14	1,768
Neurological	1,034	862	761	254	291	96	48	6	3,322
Deaf-blind	43	50	26	17	16	—	2	—	154
Vision	492	383	313	102	219	35	41	8	1,568
Hearing	534	392	351	133	161	49	20	5	1,622
Speech	44	36	67	7	16	1	4	1	173
Psychiatric	9,705	8,240	6,904	2,101	2,373	662	444	110	30,154
Not stated/not collected	6	3	1	1	4	2	—	—	17
<b>Total</b>	<b>25,249</b>	<b>20,408</b>	<b>18,168</b>	<b>5,261</b>	<b>7,200</b>	<b>1,939</b>	<b>1,011</b>	<b>294</b>	<b>78,671</b>
<b>Total</b>									
Intellectual	4,284	2,344	2,762	1,472	1,059	397	217	55	12,515
Specific learning/ADD	3,782	1,927	1,990	846	1,326	289	109	70	10,245
Autism	1,440	1,100	2,159	560	463	139	113	44	5,968
Developmental delay	—	—	—	—	—	—	—	—	—
Physical	9,777	8,006	5,988	1,493	2,683	550	256	96	28,624
Acquired brain injury	728	528	592	249	261	99	40	24	2,504
Neurological	1,475	1,402	1,083	410	470	117	74	12	5,010
Deaf-blind	64	79	43	33	25	1	3	—	248
Vision	715	534	448	142	347	45	72	10	2,283
Hearing	811	634	577	243	279	64	39	13	2,624
Speech	89	61	134	16	25	2	5	2	331
Psychiatric	12,426	10,009	8,541	2,776	2,983	808	578	142	37,814
Not stated/not collected	11	8	4	8	7	2	1	—	41
<b>Total</b>	<b>35,602</b>	<b>26,632</b>	<b>24,321</b>	<b>8,248</b>	<b>9,928</b>	<b>2,513</b>	<b>1,507</b>	<b>468</b>	<b>108,207</b>

(a) Only service users aged 15 and over were asked about their labour force status.

**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. Row totals may not be the sum of components because individuals may have used services in more than one state or territory during the 12-month period.
3. Total for labour force status includes records where service users were 'not in the labour force' or where labour force status was 'not stated/not collected'.

# Glossary

For a complete list of the terms and definitions used in the DS NMDS please refer to the *DS NMDS data guide* and the *DS NMDS data transmission and technical guide* (see <<http://www.aihw.gov.au/disability-services-nmnds-collection>>).

**Agency:** an organisation that delivers one or more service types provided under the NDA (service type outlets). Agencies are usually legal entities, and are generally responsible for providing DS NMDS data to jurisdictions. Where an agency operates only one service type outlet, the service type outlet and the agency are one and the same.

**Carer (informal):** 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 2011a). This includes people who may receive a pension or benefit associated with their caring role, but does not include people, either paid or voluntary, whose services are arranged by a formal service organisation. Informal carers can be defined as primary if they help with one or more of the activities of daily living: self-care, mobility or communication.

**Disability support services:** refers to the disability services provided under the NDA.

**DS NMDS:** refers to the Disability Services National Minimum Data Set.

**Employment (labour force) status:** The self-reported status the person currently has in being either in the labour force (employed/unemployed) or not in the labour force. The definition of 'employed' is the one used by the Australian Bureau of Statistics and includes all people aged 15 years and over who worked for 1 hour or more in the week preceding the end of the reporting period. For more information see <<http://www.aihw.gov.au/disability-services-nmnds-collection>>.

**English proficiency group:** refers to a classification of countries of birth to enable the analysis and presentation of data on immigrants to Australia. Countries are classified to one of four groups based on the English proficiency of recent arrivals (the EP index).

**Functional needs:** The DS NMDS includes 9 data items to indicate at least some of the functional needs of service users. These items conform to a framework that is consistent with national and international classification standards, including the International Classification of Functioning, Disability and Health. They also relate to the concepts used in population-based data collections about disability, such as the ABS Survey of Disability, Ageing and Carers (SDAC).

The items are grouped into three broad areas of activity:

- activities of daily living (ADL) include the life areas of: 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. Service users recorded as always or sometimes requiring assistance with ADL in the DS NMDS are conceptually similar to people reported as having a severe or profound core-activity limitation in the SDAC
- activities of independent living (AIL) include the life areas of: interpersonal interactions and relationships; learning, applying knowledge and general tasks and demands; and domestic life
- activities of work, education and community living (AWEC) include the life areas of: education; community (civic) and economic life; and work.

A response of 'not applicable due to age' for all three of these life areas could be reported for service users aged under 5.

**Other significant disability group:** the disability group(s) (other than that indicated as being 'primary') that also clearly express the experience of disability by a person and/or cause difficulty for the person.

**Primary disability group:** the primary disability group is one that most clearly expresses the experience of disability by a person. The primary disability group can also be considered as the disability group causing the most difficulty to the person (overall difficulty in daily life, not just within the context of the support offered by this service).

**Service:** a support activity delivered to a service user, in accordance with the NDA. 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 NDA.

**Service type and service group:** the support activity that is provided to the service user. The DS NMDS classifies services according to service type, arranging services into seven distinct categories known as service groups. They are accommodation support; community support; community access; respite; employment; advocacy, information and alternative forms of communication; and other support. Within each of these service groups are various service types.

**Service type outlet:** a statistical counting unit managed by an agency that delivers one type of NDA service from a discrete location. If an agency provides, for example, both accommodation support and respite services, it is counted as two service type outlets. Similarly, if an agency provides more than one accommodation support service type (for example, group homes and attendant care), it is providing (and is usually separately funded for) two different service types; that is, there are two service type outlets for the agency.

**Service user:** a person with disability who receives a service provided under the NDA. A service user may receive more than one service over a period of time or on a single day.

# References

AIHW 2014. Disability support services: services provided under the National Disability Agreement 2012–13. Bulletin no. 122. Cat. no. AUS 182. Canberra: AIHW.

SCRGSP (Steering Committee for the Review of Government Service Provision) 2014. Report on government services 2014. Canberra: Productivity Commission.



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## Related publications

This appendix accompanies the bulletin *Disability support services: services provided under the National Disability Agreement 2012–13* (AIHW 2014) and is part of an annual series. The earlier editions and any published subsequently can be downloaded for free from the AIHW website <<http://www.aihw.gov.au/disability-publications/>>. The website also includes information on ordering printed copies.

DS NMDS data cubes are available on the AIHW website <<http://www.aihw.gov.au/disability-data-cubes/>>.

The following AIHW publications relating to disability might also be of interest:

- AIHW 2012. Changes in life expectancy and disability in Australia 1998 to 2009. Bulletin no. 111. Cat. no. AUS 166. Canberra: AIHW.
- AIHW 2012. Incontinence in Australia: prevalence, experience and cost 2009. Bulletin no. 112. Cat. no. AUS 167. Canberra: AIHW.
- AIHW 2013. Incontinence in Australia. Cat. no. DIS 61. Canberra: AIHW.
- AIHW 2013. Diabetes and disability: impairments, activity limitations, participation restrictions and comorbidities. Diabetes series no. 20. Cat. no. CVD 63. Canberra: AIHW.

