

# 4 Jurisdiction data on unmet demand

## 4.1 Introduction

This chapter provides an overview of the methods used to manage demand in different jurisdictions, and presents data from jurisdiction registers or waiting lists on people waiting for CSTDA-funded services, where available. The information was gathered using a questionnaire circulated to representatives in each jurisdiction.

Section 4.2 summarises information on jurisdiction-wide methods of managing demand; it aims to draw out similarities and differences between jurisdictions to give a national picture.

Section 4.3 presents available data on numbers of people on waiting lists, the services they are waiting for, and movement of people on and off waiting lists. The limitations of these data are discussed.

## 4.2 Jurisdiction methods of managing demand

Questionnaire responses were received from five states, and separate responses were provided by two Australian Government departments – the Department of Employment and Workplace Relations (DEWR) and the Department of Families, Community Services and Indigenous Affairs (FaCSIA). The Australian Capital Territory and Northern Territory did not provide any response.

### State registers and waiting lists

Five states provided information on the centralised registers and waiting lists used to record demand for services, and associated application and service allocation processes. This information is summarised below and in Table 4.1. However, it must be recognised that these registers and waiting lists are not the sole tools used by jurisdictions to manage demand. In many jurisdictions, registers are used in conjunction with regional-, local-, or service-level mechanisms and processes for managing demand and making resource allocation decisions. Periodic planning exercises may also be important in managing demand. Nonetheless, centralised registers and waiting lists are key sources of information about the nature and extent of unmet demand.

Methods for managing demand vary substantially between jurisdictions in terms of the degree of centralisation of registers/waiting lists and application processes, the data held about people waiting for services, eligibility and prioritisation criteria, and allocation processes (Table 4.1).

In Western Australia demand management processes are highly centralised, being coordinated at state level and covering a range of service types. In South Australia and Tasmania, state-wide processes operate separately for different service programs. In

Queensland, processes occur both at state and service provider levels. In Victoria demand management processes occur at a regional level.

In Western Australia, the Combined Application Process is a centralised means of coordinating applications for individual funding for accommodation support, community access and respite services. While there is no centralised service waiting list as such, applicants to the tri-annual funding cycle who are rated a priority but do not receive funding are automatically reconsidered in the next funding round along with new applicants. The Combined Application Process does not cover block funded services – including therapy, advocacy and some respite services – for which there is no comprehensive waiting list or register of applicants.

Queensland has a central waiting list/register linked to a centralised application process; however, people who apply for support directly through an individual service provider are not recorded on the centralised register. South Australia and Tasmania have separate state-wide registers for different service programs (in Tasmania some of these remain paper-based systems). In Victoria information about applicants for services are available at a state-wide level; however, the Victorian Disability Support Register (DSR) does not cover community support and respite services.

All jurisdictions have jurisdiction-wide eligibility criteria based on the definition of disability in the relevant state disability services legislation, with additional criteria relating to factors such as permanency of disability, support needs, age, and age at onset of disability. In some jurisdictions, eligibility for particular services or programs may require the applicant to satisfy service-specific criteria.

Criteria used to prioritise applicants are similar across all jurisdictions, and tend to include consideration of risk of harm to self or others, age, living situation, support needs, current available support, and imminent crisis situations. In Western Australia, applicants are prioritised centrally, at state level. Prioritisation occurs at regional or service provider level in Queensland, at state level for individual service programs in South Australia, at a regional level in Victoria, and at regional level for individual service programs in Tasmania.

Allocation of funds and service places is generally based on urgency of need. Allocation decisions are made centrally only in Western Australia (where funding, rather than service places, is allocated to individuals).

Based on information provided by jurisdictions for this study, there appears to have been little change since 2002 in the mechanisms used by jurisdictions to manage demand. Changes have occurred in Victoria, where the new DSR records a person's particular support needs rather than need for a service 'type' (the old register recorded multiple applications for an individual if different service types were required). Also, in South Australia a 'client management system' was introduced in 2003 to collect data at state level across services. South Australia is currently developing new processes for documenting and monitoring unmet need. A single service registration process will be established across all service types, involving common assessment and priority rating criteria. Data on unmet need will be collected in a consistent fashion across service outlets in a single data system.

## **CSTDA-funded employment services**

CSTDA-funded employment services are aimed at assisting people with disabilities who are unable to attain or retain employment without assistance. Supported employment services support or employ people with a disability within the service provider organisation, while

open employment services provide assistance to help people get or keep a job in the open labour market. CSTDA-funded employment services are administered by the Australian Government under several different programs.

CSTDA open employment services are administered by the Department of Employment and Workplace Relations (DEWR). The Disability Employment Network (DEN) is designed to assist job seekers with employment preparation, job search, job placement and post-placement support. A person may be referred to the DEN program if they:

- have a permanent (or likely to be permanent) disability; and
- have a reduced capacity for communication, learning or mobility; and
- will require support for more than 6 months after placement in employment; and/or
- require specialist assistance to build capacity in order to meet participation requirements.

The DEN program has capped and uncapped streams. The capped stream provides services to people who can work 8 hours or more per week, require long-term support in the workplace and/or are unable to work at award wages. It has approximately 38,000 places nationally. There is no centralised waiting list. Although waiting lists are held by some individual service providers, job seekers may be registered with multiple providers. There is a centralised assessment process which clients go through before being allocated to a service provider. At 16 October 2006 there were about 2,000 people who had been or were being assessed who had not yet commenced assistance (this could be for a number of reasons including that they had only just been referred), and there were about 1,000 places vacant nationally. Nationally, about 97% of available places were full.

The DEN uncapped stream provides services to job seekers who are receiving Newstart Allowance, Youth Allowance or Parenting Payment, can work between 15 and 29 hours per week, and have the ability to work independently at award wages in the open labour market after receiving up to 2 years of assistance. It is demand driven, so a place is guaranteed for all eligible job seekers; there is no waiting list. The DEN uncapped stream has been in operation since July 2006. Its introduction represented an expected increase in the capacity of DEWR-funded disability employment services of 35–40%; it is estimated that about 21,000 clients will enter the stream over 3 years.

It is anticipated that some of those new clients streamed to DEN uncapped services would formerly have received assistance from DEN capped providers. Hence, those capped places will be freed up for clients with longer-term support needs or lower capacity for work. Further, with the move to full case-based funding for DEN from 1 July 2005, larger numbers of clients have come into DEN capped services, achieved employment outcomes and been exited where they have been able to work independently or no longer require assistance. DEWR reports that there is currently no apparent significant unmet need in either the capped or uncapped DEN streams, but further experience of the two streams operating in tandem will be needed before this can be confirmed.

DEWR also funds Vocational Rehabilitation Services, which provides specialist rehabilitation services and employment assistance to job seekers with a disability, injury or health condition with the aim of enabling them to work independently in the open labour market. Like DEN, there is a capped (fixed-place) and uncapped (demand driven) stream. The sole provider of VRS is the Commonwealth Rehabilitation Service, which maintains a waiting list for the capped stream and supplies data to DEWR; however, data were not available for the

period requested (2004–05). Data on Vocational Rehabilitation Services are not captured by the CSTDA NMDS.

CSTDA supported employment services (also known as ‘business services’) are administered by the Department of Families, Community Services and Indigenous Affairs (FaCSIA). Business services are targeted at people with ‘significant disability who are not able to make an immediate attachment to the open labour market at or above the relevant award wage or its equivalent and who need ongoing support for a substantial period to obtain or retain paid employment’. To be eligible, a person must have a disability, be of working age, be able to work for at least 8 hours a week, and require ongoing assistance in the workplace to maintain employment.

FaCSIA allocates a certain number of business services places to each provider organisation. Most people access business services places by directly approaching the provider, rather than going through Centrelink or a Job Capacity Assessment provider. There is no centralised waiting list for business services. In October 2006, 94.1% of places were full, nationally; the rate varied by jurisdiction, ranging from 87.7% to 98.4%. During 2005–06, 378 additional places were allocated to providers that had all their places filled; only 77% of these places had been filled by 4 October 2006.

**Table 4.1: Jurisdiction-wide method for managing demand and unmet demand in each state/territory<sup>(a)</sup>**

Name of method and commencement date	Who is eligible?	Which service types are covered?	What information is held about the applicants?	How is urgency/priority established?	What is the vacancy coordination process?
<p><b>New South Wales</b></p> <p>There is no centralised application or registration process for all disability services. Entry to services is largely coordinated at the regional level.</p>	<p>Eligibility is based on the <i>Disability Services Act 1993</i>.</p>	<p>Not Provided.</p>	<p>Most services collect the following data for people who have been assessed and are waiting for services:</p> <ul style="list-style-type: none"> <li>• name</li> <li>• address</li> <li>• age</li> <li>• gender</li> <li>• disability</li> <li>• support needs</li> <li>• risk factors</li> <li>• case management responsibility</li> <li>• day services.</li> </ul> <p>More detailed information is held on file including a client profile, support needs assessment; and medical or behaviour support plans where appropriate.</p>	<p>Priority is established on the basis of need. The Department of Ageing Disability and Home Care has guidelines for establishing urgency/priority for each service type (see New South Wales Disability Plan, <i>Stronger together: a new direction for disability services in New South Wales</i>).</p>	<p>Vacancy coordination processes differ by service type. Both accommodation services and respite services have regional coordination processes.</p> <p>For example, for accommodation support, vacancy profiles and client profiles are reviewed fortnightly. Based on a number of considerations, including the priority criteria, the Regional Vacancy Coordination Committee for Accommodation Services makes a recommendation to the Regional Director, who reviews the recommendations and approves as applicable.</p>

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Table 4.1 (continued): Jurisdiction-wide method for managing demand and unmet demand in each state/territory<sup>(a)</sup>

Name of method and commencement date	Who is eligible?	Which service types are covered?	What information is held about the applicants?	How is urgency/priority established?	What is the vacancy coordination process?
<p><b>Victoria</b></p> <p>Disability Support Register (DSR)—introduced 1 April 2006, replacing the Service Needs Register.</p> <p>The DSR records a person's support needs, rather than need for a service 'type'.</p>	<p>People who require support to address a current and ongoing need, where the support needed is beyond that available within the wider community. Eligibility is based on the <i>Disability Services Act 1997</i> and the <i>Intellectually Disabled Persons' Services Act 1986</i>.</p>	<p>There are 14 categories of 'type of support', which correspond to the CSTDA service types and accommodation support and community access.</p> <p>Need for services under the CSTDA service types and community support and respite are not recorded on the DSR. Requests for these services are coordinated through the Intake and Response Service; people with a disability and their families or carers may also approach an agency directly.</p>	<ul style="list-style-type: none"> <li>• Name</li> <li>• Gender</li> <li>• Date of birth/age</li> <li>• Disability type</li> <li>• Priority status</li> <li>• Type of support required (14 DSR categories)</li> <li>• Demographic information (Eight categories, e.g. family with children with disability; person with a disability who is ageing)</li> <li>• Notional level of support required: DSR level 1 (package up to \$10,000); DSR level 2 (package of \$10,001 to \$25,000); DSR level 3 (package of \$25,001 to \$55,000); DSR level 4 (package above \$55,001)</li> </ul>	<p>Applications on the DSR have 'priority status' if the individual's circumstances meet one of seven criteria, which relate to factors such as living situation, age and risk of harm.</p> <p>Priority status is determined by the 'Priority for Access Panel', which is made up of representatives from community service organisations, a person with a disability, a family member/carer of a person with a disability, and Department of Human Services staff.</p>	<p>Ongoing disability support requests are recorded on the DSR. The needs of people with 'priority status' are given priority within each funding level, vacancy type or demographic group at which resources have been directed. The Regional Delegate makes any resource allocation decisions.</p>

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**Table 4.1 (continued): Jurisdiction-wide method for managing demand and unmet demand in each state/territory<sup>(a)</sup>**

Name of method and commencement date	Who is eligible?	Which service types are covered?	What information is held about the applicants?	How is urgency/priority established?	What is the vacancy coordination process?
<p><b>Queensland</b></p> <p>Registration, Application and Funding (RAF) database.</p> <p>Commenced November 1998 (formerly known as the Registration of Need database).</p> <p>The RAF database holds details only of people who request support through Disability Services Queensland, not those who request support directly from funded service providers.</p>	<p>The person must have a disability as defined by the <i>Disability Services Act 2006</i>.</p> <p>In addition, the person's disability must:</p> <ul style="list-style-type: none"> <li>• result in a substantial reduction of capacity in communication, social interaction, learning, mobility, or self-care/management</li> <li>• result in the person needing support</li> <li>• be permanent or likely to be permanent</li> <li>• manifest before age 65.</li> </ul> <p>The person must meet residency requirements and live in Queensland.</p> <p>Once overarching eligibility has been verified, specific program criteria that detail the target group and priorities must also be met.</p>	<ul style="list-style-type: none"> <li>• Accommodation support</li> <li>• Community support</li> <li>• Community access</li> <li>• Respite</li> <li>• Advocacy and information and other alternative forms of communication</li> <li>• Other support</li> </ul> <p>Health support will also be provided to young people in residential aged care facilities.</p>	<p>Information held for clients on the RAF database includes:</p> <ul style="list-style-type: none"> <li>• age</li> <li>• gender</li> <li>• location (Statistical Local Area)</li> <li>• country of birth</li> <li>• language spoken at home</li> <li>• indigenous status</li> <li>• primary disability</li> <li>• living situation</li> <li>• supports required</li> <li>• carer status and age.</li> </ul> <p>The RAF is a relatively static database and most variables are not updated to reflect changes in clients' situations.</p>	<p>Prioritisation of applicants is generally conducted at a regional level by a 'priority panel'. Priority rating is assigned based on established criteria, and relates to how critical and urgent a person's situation is now, or is likely to become in the near future.</p> <p>Each funding program and funding initiative has its own priority process that takes into consideration a number of factors (e.g. urgency of need, support services in place).</p> <p>For block funded programs, service provider organisations have their own priority processes, which are required to be in accordance with DSQ's eligibility criteria.</p>	<p>There is no centralised vacancy coordination process. Access to services/funding is determined at regional level for each funding program, according to its particular prioritisation criteria. For block funded programs, access is determined by the service provider, in accordance with DSQ's criteria. For some funding programs, DSQ stipulates a target population.</p>

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Table 4.1 (continued): Jurisdiction-wide method for managing demand and unmet demand in each state/territory<sup>(a)</sup>

Name of method and commencement date	Who is eligible?	Which service types are covered?	What information is held about the applicants?	How is urgency/priority established?	What is the vacancy coordination process?
<p><b>Western Australia</b></p> <p>Combined Application Process (CAP) Commenced October 2000</p>	<p>Eligibility is based on the <i>Disability Services Act 1993</i>, which sets out a range of in-scope impairment groups, and limits eligibility to people who have a substantially reduced capacity for communication, social interaction, learning or mobility; and a need for continuing support services.</p> <p>People with a diagnosis of intellectual disability or autism spectrum disorder are eligible to seek services. For other consumers to be eligible, they must:</p> <ul style="list-style-type: none"> <li>• need ongoing help or supervision</li> <li>• be in receipt of or eligible for the Disability Support Pension or the Child Disability Allowance</li> <li>• be aged under 60</li> <li>• satisfy any program-specific access criteria.</li> </ul>	<p>CAP manages funds for three main streams—Accommodation Support Funding, respite provided by Individual Family Support, and Alternatives to Employment.</p> <p>These streams cover CSTDA service types accommodation support, community access and respite.</p>	<p>The CAP form includes individual and carer information, e.g. demographics, supports needed, risk factors (e.g. risk of abuse), current supports, proposed use of funding. The CAP incorporates the majority of CSTDA NMDS service user data items.</p>	<p>Applicants are prioritised by the Independent Priority Assessment Panel.</p> <p>The Panel comprises an independent chairperson, a consumer representative, a family member of a person with a disability, a service provider representative, a representative of a carer or advocacy agency, and a senior Disability Services Commission policy officer.</p>	<p>Applications for any of the three CAP service streams may be made three times a year to the Independent Priority Assessment Panel, which allocates funds on the basis of urgency of need. Funding is allocated individually and is portable between providers. All applicants who meet the eligibility criteria and are rated a priority that are unsupported in a funding round are automatically reconsidered in the next funding round.</p> <p>The Local Area Coordination Program assists people with disabilities and their families to plan, select and receive supports and services.</p>

(continued)

**Table 4.1 (continued): Jurisdiction-wide method for managing demand and unmet demand in each state/territory<sup>(a)</sup>**

Name of method and commencement date	Who is eligible?	Which service types are covered?	What information is held about the applicants?	How is urgency/priority established?	What is the vacancy coordination process?
<p><b>South Australia</b></p> <p>There is no centralised application or registration process for all disability services.</p> <p>Disability Services South Australia provides five different services and funds two services provided by non-governments. Each service targets a defined client population across the whole state.</p> <p>A client management system was introduced in late 2003, and covers services provided by Disability Services South Australia. Further work to standardise data collection and reporting is planned.</p>	<p>Eligibility is based on the <i>Disability Services Act 1993</i> and is limited to people aged up to 65 years whose disability:</p> <ul style="list-style-type: none"> <li>• is due to intellectual, psychiatric, cognitive, neurological, sensory or physical impairment, or a combination of these</li> <li>• is, or is likely to be, permanent (including disability that is episodic) and</li> <li>• results in a reduced capacity for social interaction, communication, learning, mobility, decision making or self-care; and a need for continuing support services.</li> </ul> <p>Each service targets a particular client group, defined in terms of disability type and age.</p>	<p>Services vary in terms of the CSTDA service types provided, but most provide services spanning the CSTDA service groups accommodation support, community support, and respite.</p> <p>The Independent Living Equipment Program and Sensory Directions provide a narrower range of services.</p>	<p>Most services collect most of the following data:</p> <ul style="list-style-type: none"> <li>• client name</li> <li>• case manager name</li> <li>• date need identified</li> <li>• CSTDA service type</li> <li>• priority</li> <li>• hours/cost per annum</li> <li>• summary of unmet need</li> <li>• region</li> <li>• closed date</li> <li>• reason Closed</li> <li>• age</li> <li>• gender</li> <li>• Indigenous status</li> <li>• diagnosis</li> <li>• language</li> <li>• carer age.</li> </ul> <p>(Independent Living Equipment Program and Sensory Directions only hold client name.)</p>	<p>Disability Services South Australia's 'Priority of access guidelines' state that the following should be considered in prioritising eligible applicants:</p> <ul style="list-style-type: none"> <li>• abilities (e.g. physical, behavioural/social, cognitive and communication)</li> <li>• other factors (e.g. non-English-speaking background; Aboriginal or Torres Strait Islander descent; age)</li> <li>• situation (e.g. homelessness; no carer; involvement in the criminal justice system).</li> </ul> <p>Priority of access is based on an assessment of:</p> <ul style="list-style-type: none"> <li>• an individual's need</li> <li>• risk (including risk to health and safety of self and others) and</li> <li>• urgency of response required or</li> <li>• a crisis situation.</li> </ul> <p>Priority rating systems vary between services.</p>	<p>For each of the services provided by Disability Services South Australia, referral is via an Intake Team which determines the client's eligibility and needs. All eligible clients receive case management. Where the service is unable to meet the client's needs, relevant unmet need is recorded.</p>

(continued)

**Table 4.1 (continued): Jurisdiction-wide method for managing demand and unmet demand in each state/territory<sup>(a)</sup>**

Name of method and commencement date	Who is eligible?	Which service types are covered?	What information is held about the applicants?	How is urgency/priority established?	What is the vacancy coordination process?
<p><b>Tasmania</b></p> <p>Statewide register of unmet need.</p> <p>Commenced 1999–00 (although similar format statewide information from 1996–97)</p>	<p>The eligibility is based on <i>Disability Services Act 1992</i> and the Disability Services ‘Scope of Responsibility’ which is outlined in the Access to Services 2000 Policy. Disability is defined as disability that is:</p> <ul style="list-style-type: none"> <li>• attributable to an intellectual, psychiatric, sensory or physical impairment, or a combination of these</li> <li>• is permanent or likely to be permanent and</li> <li>• results in (i) a substantially reduced capacity of a person for communication, learning or mobility; and (ii) the need for continuing support services and</li> <li>• may or may not be of a chronic episodic nature.</li> </ul> <p>Applicants must also meet program-specific eligibility criteria for some services.</p>	<p>All CSTDA service types.</p>	<p>Information held varies by program type.</p>	<p>There are three levels of prioritisation:</p> <ol style="list-style-type: none"> <li>1. Most urgent category</li> <li>2. Issues and situations of a lesser priority</li> <li>3. Require limited involvement.</li> </ol> <p>Level of priority is determined based on issues such as:</p> <ul style="list-style-type: none"> <li>• risk to self and others</li> <li>• changes in existing support</li> <li>• potential change in health or functioning</li> <li>• new diagnosis.</li> </ul> <p>Some programs have alternative/additional prioritisation methods.</p>	<p>Not provided.</p>

(a) Questionnaire responses were not provided by the Australian Capital Territory or the Northern Territory; New South Wales did not provide a state-wide response, although responses were provided for two service programs. Information provided by the Australian Government relating to CSTDA-funded employment services is not presented in this table but is included in Section 4.2.

Source: Jurisdiction responses to *Questionnaire to inform the CSTDA 2006 ‘Demand Study’*, and program guidelines (where provided).

## 4.3 Jurisdiction data on applicants waiting for services

The jurisdiction questionnaire sought specific data concerning numbers and characteristics of people on service waiting lists in each jurisdiction. Data requested from jurisdictions included:

- numbers of people on the registers/waiting lists as at June 2005 and the services they applied for
- numbers of people on the registers/waiting lists as at June 2004
- number of people who came off the registers/lists during 2004–05, and the services they received
- characteristics of those people on the registers/lists at June 2005 and those people who came off the registers/lists during 2004–05.

Five states provided some data on numbers of applicants waiting for services (Tables 4.2 and 4.3). Data provided on characteristics of applicants and on people who came off registers were not sufficiently consistent or comparable between jurisdictions to be presented here. As explained above, no data are available on unmet demand for disability employment services administered by the Australian Government.

### Data available and data limitations

The different methods for managing demand, discussed above, make it difficult to compare data between states. In particular, the following issues should be taken into account when interpreting the data in Tables 4.2 and 4.3:

- **Data coverage varies between jurisdictions in terms of who is included.** For example, the count of people waiting for services in Queensland includes only those people receiving no service or funding at all (that is, completely unmet need), while for the other states counts include people receiving some services but needing additional services. In Western Australia, data relate only to new applicants for the given funding round plus applicants for the previous funding round who were rated a priority but did not receive funding; previous unsuccessful applicants who were not rated a priority are not included.
- **Some registers are incomplete.** In some jurisdictions registers do not cover all service types, or capture all applicants for services. For example, Victoria and Tasmania do not collect data for all service types; in Queensland, people who apply for support directly through an individual service provider are not recorded on the centralised register; in Western Australia only those applying for individual funding are recorded, there is no centralised register of people who have applied for block funded services.
- **Data relate to different time periods.** Queensland data in Table 4.2 are for November 2006, while data for the other states are for June 2005.
- **Limited data are available on services requested by clients.** Only South Australia was able to provide a breakdown of data for all CSTDA service groups. Queensland was not able to provide any breakdown by service group. Data for both accommodation support

and respite services were available only for Western Australia and South Australia; in these states it is difficult to determine the combined number of people waiting for accommodation support and respite services, as some people may have applied for both service types.

Data on numbers of applicants waiting for services at June 2005 are presented in Table 4.2. Totals vary substantially more than would be expected based on differences in jurisdiction size. It is likely that different demand management processes and data recording practices in part explain this variation, as well as 'real' differences in levels of unmet demand.

There is also variation between jurisdictions in the proportion of people waiting for different CSTDA-funded services. Accommodation support accounted for the largest number of applicants waiting for services in Victoria, Western Australia and South Australia. Victoria and South Australia provided a further breakdown by service type. Of those waiting for accommodation services in South Australia, most were waiting for group homes (688 of 1,678) and attendant care/personal care (776 of 1,678). In Victoria, most were waiting for shared supported accommodation (2,805 of 4,254).

Based on the available data, the number of people waiting for services increased between June 2004 and June 2005 in Western Australia and Tasmania, while in Victoria the number decreased (Table 4.3). In South Australia numbers increased for three of the four programs reported. Changes over time in numbers of people on waiting lists may reflect changes in eligibility criteria, target group awareness of services, and application processes, as well as changes in levels of supply and demand of services.

## 4.4 Conclusions

High quality, consistent and comparable information regarding people waiting for services cannot be provided by the jurisdictions under the current systems. This limits the degree to which it is possible to gain an understanding of the extent and nature of unmet demand, within individual jurisdictions and nationally.

In the 5 years since the last demand study there appears to have been no overall improvement in the extent to which data available from jurisdictions' demand management processes can inform questions about unmet demand at a national level – the data remain inconsistent and are not readily comparable between jurisdictions. No data are available on unmet demand for CSTDA-funded employment services.

Reliable and comparable administrative data on unmet demand would be extremely valuable in informing a national assessment of the extent and nature of unmet demand for disability services. Ideally, such data would be used in conjunction with national disability survey data to provide more solid unmet demand estimates to inform policy and planning. A substantial investment of resources would be needed in order to improve the quality and consistency of jurisdiction-level unmet demand data sufficiently for this purpose.

**Table 4.2: Service types requested by applicants waiting for services at June 2005 – available data**

	Accommodation support	Community support	Community access	Respite	Total (applicants)
<b>Vic</b> <sup>(a)</sup>	4,254 2,805 (shared supported accomm.) 1,449 (HomeFirst)	—	507 (day programs)	—	4,761
<b>Qld</b> <sup>(b)</sup>	n.a.	n.a.	n.a.	n.a.	3,578
<b>WA</b> <sup>(c)</sup>	247 (79—unmet need; 168—partially met need)	—	77 (10—unmet need; 67—partially met need)	162 (15—unmet need; 147—partially met need)	486 (104—unmet need; 382—partially met need)
<b>SA</b> <sup>(d)</sup>	1,678 22 (large residential) 33 (hostels) 688 (group homes) 776 (attendant care/personal care) 84 (in-home accomm. support) 75 (other accomm. support)	589 165 (therapy services for Individuals) 10 (behaviour/specialist intervention) 2 (counselling) 15 (regional resource and support teams) 356 (case management, local coordination & development) 41 (other community support)	533 340 (learning and life skills development) 193 (recreation/holiday programs)	469 166 (own home respite) 198 (centre-based respite) 35 (flexible respite) 70 (other respite)	2,619 (clients) 3,269 (episodes of unmet need)
<b>Tas</b> <sup>(e)</sup>	284	122	70	n.a.	476

(a) Data provided by Victoria are for applications recorded on the Service Needs Register (the predecessor of the Disability Support Register). HomeFirst provides predominantly attendant care. People who submitted multiple applications will be counted more than once.

(b) Queensland data are for November 2006. The figure of 3,578 is an estimate of the number of people registered on the RAF database who had requested a service but were not receiving individualised funding or a disability support service at November 2006; in addition, some people on the RAF database may have partially met needs (i.e. may be receiving some services but still require additional services), and some people with unmet or partially met needs may not be registered on the RAF database.

(c) Data for Western Australia show applicants in each funding stream and the total number of applicants (in all funding streams). The total number is less than the sum of applicants in the three streams, as applicants may apply in more than one stream.

(d) The source of these data for South Australia is the Brain Injury Services Coordination, Adult Physical and Neurological Services Coordination, NOVITA Children's Services and Intellectual Disability Services Coordination Unmet Need Summary June 2005—Service Type by Priority. Reliability of these data is uncertain due to variable practices across agencies in updating information.

(e) Data provided by Tasmania relate to applications for particular service types; people who submitted multiple applications will be counted more than once. Data on unmet need for respite are not available as respite services do not keep waiting lists.

**Notes**

1. Data collected on people on waiting lists may include a mix of people who are already receiving services and still have unmet need as well as people who are not receiving any services or funding.
2. Data for New South Wales, the Australian Capital Territory, the Northern Territory and the Australian Government were not provided or not available.

Source: Jurisdiction responses to *Questionnaire to inform the CSTDA 2006 'Demand Study'*, plus additional information requested from jurisdictions.

**Table 4.3: Main jurisdiction-wide method for managing need: applicants waiting for services at June 2004 and June 2005 – available data**

State/territory	People on list at 30 June 2004	People on list at 30 June 2005	Difference between people on list at 30 June 2004 and 30 June 2005
<b>Victoria<sup>(a)</sup></b>	5,174	4,761	-413
<b>Western Australia<sup>(b)</sup></b>	352	420	68
<b>South Australia<sup>(c)</sup></b>			
Sensory Directions Coordination	No register	No register	No register
NOVITA Children's Services <sup>(d)</sup>	215	321	+106
Adult Physical and Neurological Services Coordination	555	601	+46
Brain Injury Services Coordination	Not available	724	Not available
Exceptional Needs Unit	Not provided	Not provided	Not provided
Independent Living Equipment Program	930	571	-359
Intellectual Disability Services Coordination	690	1,369	+679
<b>Tasmania<sup>(e)</sup></b>	308	476	+168

- (a) Data provided by Victoria for the number of people on waiting lists at June 2004 and June 2005 relate to the number of applications; people who submitted multiple applications will be counted more than once.
- (b) Data for Western Australia are based on funding allocations made in the last funding round in each financial year. As all eligible unfunded applications are automatically carried forward, the counts of people on the list at 30 June 2004 and 30 June 2005 provide an accurate record of unmet demand at these dates. These data are as published in the CAP Funding Bulletins No 7 and No 10. Some applicants may have been counted more than once due to applications for more than one funding stream.
- (c) Data in this table were provided by individual services; the total across services for 2005 does not match the total presented in Tables 4.2 as the data sources and time periods differ.
- (d) Data provided by NOVITA Children's Services include clients with unmet need for Family Support Services (56 in 2004 and 34 in 2005) and equipment (159 in 2004 and 287 in 2005).
- (e) Data provided by Tasmania relate to applications for particular service types; people who submitted multiple applications will be counted more than once.

*Notes*

1. Data collected on people on waiting lists may include a mix of people who are already receiving services and still have unmet need as well as people who are not receiving any services or funding.
2. Data for New South Wales, Queensland, the Australian Capital Territory, the Northern Territory, and the Australian Government were not provided or not available.

Source: Jurisdiction responses to *Questionnaire to inform the CSTDA 2006 'Demand Study'*, plus additional information requested from jurisdictions.