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**Australian Institute of
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*Authoritative information and statistics
to promote better health and wellbeing*

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Disability support services

Appendix

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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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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
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 2011-12* bulletin (AIHW 2013). It contains data quality information and additional data tables.

A Data quality statement: DS NMDS 2011–12

Summary of key issues

- All states and territories, FaHCSIA and DEEWR ('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, FaHCSIA and DEEWR 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 and Ageing 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 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 2011–12.

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 2011–12, the last jurisdictional data submission was received 11 January 2013 and the final jurisdiction gave sign-off 15 February 2013.

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 report](#), are published and are available on the AIHW website where they can be downloaded without charge. Users can request data not available online or in reports via the Functioning and Disability Unit of the Australian Institute of Health and Welfare via email to NDDN.Secretariat@aihw.gov.au. Requests that take longer than half an hour to compile are charged for on a cost-recovery basis. 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.

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, FaHCSIA and DEEWR 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 2011–12.

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. A small degree of false linking is expected. Because the statistical linkage key is not a unique identifier, there is a small probability that some of the linked records do not 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.

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. As response rates from service type outlets approach 100%, data can be considered more reliable.

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 are of poor quality and are not reliable, so are not included in this report. Data quality can be considered more reliable as user response rates increase.

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 2011–12 is provided in Table A2 and information on participation and response rates for 2011–12 are provided in tables A3–A6 and Appendix B: Table B18.

Coherence

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

The scope of services included in the DS NMDS 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.

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 2011–12.

Table A1: Scope of services included in the DS NMDS collection, by state and territory, 2011–12

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

(a) Selected services only.

Statistical linkage key

The overall rate of invalid linkage keys in 2011–12 was 0.5%, ranging among jurisdictions from 0.0% to 2.2% of the total number of service user records (Table A2).

Table A2: Validity and completeness of the statistical linkage key, 2011–12

	NSW	Vic ^(a)	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Validity of statistical linkage keys										
Number of service user records (unlinked)	73,316	100,999	36,726	28,470	26,092	8,537	5,668	2,642	134,442	416,892
Number with invalid linkage keys	—	2,238	1	3	3	—	4	—	24	2,273
Percentage of invalid linkage keys ^(b)	—	2.2	—	—	—	—	0.1	—	—	0.5
Completeness of statistical linkage keys (unlinked)										
Number of keys with date of birth estimates ^(b)	2,353	7,615	400	223	355	124	96	47	—	11,213
Number of keys with missing sex ^(b)	4	202	5	—	—	—	—	—	—	211
Percentage of valid linkage keys with missing sex and/or a date of birth estimate	3.2	7.7	1.1	0.8	1.4	1.5	1.7	1.8	—	2.7
Completeness of statistical linkage keys (linked)										
Number of keys with date of birth estimates ^(b)	2,504	8,565	468	235	447	127	96	55	—	12,497
Number of keys with missing sex ^(b)	4	207	5	—	—	—	—	—	—	216
Percentage of valid linkage keys with missing sex and/or a date of birth estimate	3.4	8.7	1.3	0.8	1.7	1.5	1.7	2.1	—	3.0

(a) In 2011–12, for 8% 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 response (participation) rate

In 2011–12, the national service type outlet participation rate was 98% (Table A3). The response rates for the jurisdictions were between 95% and 100%. As response rates from service type outlets approach 100%, data can be considered more reliable.

Table A3: Response rates for service type outlets, 2007–08 to 2011–12 (per cent)

	2007–08	2008–09	2009–10	2010–11	2011–12
NSW	90.0	92.0	93.0	94.3	95.7
Vic	93.0	93.0	96.0	95.0	95.0
Qld	100.0	99.0	99.0	99.7	99.9
WA	99.0	99.0	100.0	98.0	99.2
SA	99.0	100.0	99.0	99.7	99.9
Tas	100.0	100.0	100.0	100.0	100.0
ACT	100.0	100.0	100.0	100.0	100.0
NT	99.0	100.0	96.0	96.0	90.0
Australian Government	100.0	100.0	100.0	100.0	100.0
Total	95.0	96.0	97.0	96.9	97.5

Notes

1. Response rates are based on figures provided by jurisdictions.
2. The total response rate is based on the number of outlets in the data set divided by the number of total outlets that would have been in the data set if all jurisdictions had a 100% response rate.
3. The response rates for New South Wales in 2007–08 are estimated. Because of the way New South Wales organises its funding allocations (particularly in relation to individualised funding arrangements) and the limitations of the existing funding management system, it is impossible to accurately measure the rate of the return.

Service user response (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 are of poor quality and are not reliable, so are not included in this report.

Non-response rates

Tables A4–A6 provide breakdowns of the non-response rates. In particular, in 2010–11 DEEWR implemented a new collection system. This resulted in high non-response rates for a number of items notably the ‘Supports needs’ items in 2010–11 and 2011–12, largely because this data was not collected for new users.

Table A4: 'Not stated/not known' response rates for service user data items, 2011–12 (per cent)

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov ^(a)	Total
Not stated										
Age	—	—	—	—	—	—	—	—	—	—
Date of birth	—	—	—	—	—	—	—	—	—	—
Sex	—	0.3	—	—	—	—	—	—	—	0.1
Indigenous status	3.9	16.8	3.1	2.9	0.7	1.3	2.0	0.1	0.5	5.4
Country of birth	2.1	18.2	2.3	2.6	0.6	—	4.5	0.9	0.2	5.2
Need for interpreter services	3.5	32.5	4.4	1.0	0.8	—	2.3	33.3	0.1	9.1
Method of communication ^(a)	12.2	31.6	5.8	7.4	0.8	2.0	9.9	33.0	28.6	22.9
Living arrangement	4.3	20.1	2.5	3.6	2.5	0.1	1.9	33.5	30.9	19.3
Postcode of usual residence	—	—	0.2	1.1	1.1	—	0.4	—	—	0.1
Residential setting	6.3	28.0	2.8	4.0	0.6	0.0	4.4	33.4	28.1	20.2
Primary disability group	6.5	13.8	1.7	3.1	0.7	0.1	2.1	35.5	3.5	6.5
Support needs										
Self-care ^(a)	18.1	46.3	9.9	2.6	2.8	0.2	3.5	43.8	30.0	28.0
Mobility ^(a)	17.9	45.0	10.2	3.1	2.8	0.2	3.2	46.9	29.0	27.3
Communication ^(a)	17.6	44.8	10.0	2.9	2.8	0.2	2.5	58.4	28.9	27.2
Interpersonal interactions and relationships ^(a)	17.9	47.2	10.0	3.5	2.8	0.2	4.1	58.4	29.1	28.0
Learning, applying knowledge and general tasks and demands ^(a)	15.3	40.6	23.2	4.9	2.1	1.7	11.3	53.6	29.0	27.1
Education ^(a)	16.7	41.5	11.8	5.8	2.1	1.7	11.9	58.1	31.4	27.7
Community/economic life ^(a)	16.9	40.9	11.6	4.8	2.1	1.7	15.8	51.0	31.6	27.6
Domestic life ^(a)	9.4	34.4	7.3	3.8	0.9	0.3	1.3	30.9	32.0	24.1
Working ^(a)	11.9	36.2	10.0	5.6	0.8	0.3	2.7	45.2	29.0	24.1
Carer—existence of	2.8	10.3	1.6	8.9	0.6	—	10.7	34.8	—	4.0
Carer—primary status	0.9	47.3	3.3	9.3	0.5	0.4	1.3	2.7	10.5	16.0
Carer—residency status	2.8	47.7	4.3	1.6	1.6	1.7	1.0	3.6	12.3	16.2
Carer—relationship to service user	6.3	44.4	3.9	2.3	0.8	—	0.9	0.8	3.9	15.0
Carer—age group	8.0	50.5	5.7	6.5	2.2	0.8	9.5	4.8	25.5	19.5
Main income source (adult)	13.4	48.1	8.7	4.1	0.6	0.3	3.4	34.2	35.2	32.0
Receipt of Carer Allowance (child)	10.8	68.6	18.5	5.7	0.8	0.3	29.2	34.4	91.2	27.8
Labour force status	15.7	42.2	8.4	2.3	0.9	0.2	3.6	67.8	—	13.0
Individual funding status	9.2	14.0	9.9	—	14.5	—	20.9	33.3	—	7.1
<i>Average 'not stated' rate</i>	9.3	35.1	7.1	4.1	1.9	0.7	6.3	32.0	23.5	17.8
Not known										
Main income source (adult)	6.5	—	3.5	4.2	23.4	0.3	4.8	6.7	0.4	2.7
Receipt of Carer Allowance (child)	37.2	1.0	17.1	30.8	22.5	6.2	31.4	41.3	3.0	21.2
Individual funding	20.0	0.0	9.8	8.3	13.8	0.4	20.2	21.4	—	5.8

(a) Data for method of communication and frequency of support needed were not collected for new clients in open employment services in 2011–12.

Notes

1. Figures are the percentage of total data item responses for each data source.
2. 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.
3. Service types 6.01–6.05 and 7.01–7.04 did not collect service user data, so are excluded from this table.
4. Service types 5.01 and 5.02 were not required to collect data on carer—primary status, carer—residency status, and carer—age group. 'Not stated' rate calculations exclude service types 5.01 and 5.02 for these data items.
5. '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.
6. 'Not stated' rates for domestic life and working include responses for persons aged 0–14 in the denominator.
7. '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'.
8. '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, 2011–12 (per cent)

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Service start date	—	—	—	—	—	—	—	—	—	—
Date service last received	—	—	—	—	—	—	—	—	—	—
Main reason for cessation of services	6.2	9.9	1.7	0.8	0.3	—	12.2	7.3	—	3.5

Notes

1. Figures are the percentage of total data item responses for each data source.
2. Service users accessing service types 3.02, 6.01–6.05 and 7.01–7.04 were not required to collect service 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, 2011–12 (per cent)

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Agency sector	—	—	—	—	—	—	—	—	—	—
Service type	—	—	—	—	—	—	—	—	—	—
Full financial year operation	—	—	—	—	—	—	—	—	—	—
Staff hours in the reference week	5.6	29.6	—	2.7	1.3	—	1.8	13.1	0.1	7.9
Staff hours in a typical week	13.5	..	0.3	26.1	3.5	0.7	4.4	9.2	1.0	8.8
Operating weeks per year	—	4.8	—	—	0.4	—	—	0.7	0.1	0.9
Operating days per week	—	4.6	—	—	0.4	—	—	1.3	0.1	0.9
Operating hours per day	—	6.0	—	—	0.4	—	—	2.0	0.3	1.2
Number of service users over the year	—	—	—	—	—	0.4	0.5	—	—	—

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 1 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 by Australian, state and territory governments, by service group, 2011–12 (\$ million)

Service group	NSW	Vic ^(a)	Qld	WA	SA	Tas	ACT	NT	Aus Gov ^(b)	Total	Per cent
Accommodation support	1,104.1	621.3	567.3	389.3	259.8	90.7	55.0	38.5	—	3,125.9	45.0
Community support	199.4	451.6	121.1	90.5	55.8	18.4	9.3	10.4	66.2	1,022.6	14.7
Community access	267.0	155.6	143.5	79.7	38.8	23.0	7.6	5.2	6.2	726.6	10.5
Respite	128.9	92.9	80.5	33.9	24.0	7.9	8.1	3.0	8.9	388.0	5.6
Employment	—	—	—	—	—	—	—	—	746.2	746.2	10.7
Advocacy, information, alternative forms of communication	10.5	8.6	13.6	4.3	1.4	2.6	1.3	0.2	18.7	61.2	0.9
Other support	174.0 ^(c)	45.8	24.3	30.0	34.6	0.5	1.9	3.7	55.7	370.6	5.3
<i>Subtotal</i>	<i>1,883.8</i>	<i>1,375.8</i>	<i>950.3</i>	<i>627.7</i>	<i>414.4</i>	<i>143.0</i>	<i>83.2</i>	<i>61.0</i>	<i>901.9</i>	<i>6,441.1</i>	<i>92.7</i>
Administration	181.4	126.8	74.8	27.6	18.7	7.4	7.5	3.0	57.2	504.4	7.3
Capital grants to non-government service providers	—	2.2	—	—	—	0.9	—	—	—	3.1	—
Total	2,065.2	1,504.8	1,025.1	655.4	433.1	151.3	90.6	64.0	959.2	6,948.7	100.0

(a) Victorian data exclude Psychiatric Disability Rehabilitation and Support Services (PDRSS) expenditure.

(b) Some Australian Government-funded community access and respite services were provided under the NDA from the Services for People with Disability (SFPD) appropriation.

(c) In 2011–12, expenditure on 'Other Support' in New South Wales includes a transfer of \$131 million to the Australian Government for the notional support costs for younger people receiving residential and packaged aged care, as required under the National Partnership Agreement on Transitioning Responsibilities for Aged Care and Disability Services.

Note: In Victoria and Queensland specialist psychiatric disability services are included under the disability support services provided under the NDA. Figures may vary from those published in AIHW 2013: Table 1.2 and in the *Report on government services 2013* (SCRGSP 2013) because funding for specialist psychiatric disability services is included here for Queensland but excluded in RoGS.

Sources: Data provided to AIHW by each jurisdiction; SCRGSP 2013: tables 14A.4 and 14A.8 (for Australian Government expenditure).

Agencies

Table B2: Disability support service agencies, by state and territory, 2007–08 to 2011–12 (number)

Year	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
2007–08	612	659	395	174	195	123	69	56	2,283
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
Change 2007–08 to 2011–12 (number)	29	-38	20	-1	-1	-10	-1	-4	-6
Change 2007–08 to 2011–12 (per cent)	4.7	-5.8	5.1	-0.6	-0.5	-8.1	-1.4	-7.1	-0.3

Table B3: Disability support service agencies, funding source by state and territory, 2011–12 (number)

Funding source	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
State/territory-funded agencies	450	454	316	114	133	91	55	40	1,653
Australian Government-funded agencies	191	167	99	59	61	22	13	12	624
Total	641	621	415	173	194	113	68	52	2,277
Total (per cent)	28.2	27.3	18.2	7.6	8.5	5.0	3.0	2.3	100.0

Table B4: Agencies, service type outlets and service users, by state and territory, 2011–12 (per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	Total (number)
Agencies	28.2	27.3	18.2	7.6	8.5	5.0	3.0	2.3	100.0	2,277
Outlets	35.6	21.4	20.5	9.4	8.1	2.1	1.7	1.2	100.0	14,306
Service users	28.7	33.0	15.9	8.0	9.1	2.9	1.9	1.0	100.0	317,616

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 for Australia for service users 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.

Service type outlets

Table B5: Characteristics of disability support service type outlets, 2011–12 (number)

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Agency sector										
Australian/state/territory government	561	677	550	383	248	13	81	8	46	2,567
Local government	162	89	11	10	n.p.	—	—	—	n.p.	279
Income tax exempt (charity)	3,762	1,854	1,873	772	83	63	125	135	1,189	9,856
Non-income tax exempt	151	66	249	38	644	192	20	10	234	1,604
Not stated	—	—	—	—	—	—	—	—	—	—
Full 2011–12 financial year of operation										
Yes	3,879	2,640	2,357	1,188	863	236	209	138	1,412	12,922
No	757	46	326	15	117	32	17	15	59	1,384
Not stated	—	—	—	—	—	—	—	—	—	—
Weeks of operation per year										
1–39 weeks	60	48	23	48	42	3	7	5	24	260
40–51 weeks	1,753	480	953	104	181	71	58	25	1,048	4,673
52 weeks	2,216	2,018	1,534	1,022	737	184	157	115	326	8,309
No regular annual pattern	607	12	173	29	16	10	4	7	71	929
Not stated	—	128	—	—	4	—	—	1	2	135
Days of operation per week^(a)										
1 day	44	79	10	9	18	7	n.p.	n.p.	97	267
2 days	40	41	16	3	19	4	3	3	50	179
3 days	158	38	18	6	5	4	n.p.	n.p.	40	274
4–5 days ^(b)	1,668	1,581	909	486	290	92	79	43	1,061	6,209
6–7 days ^(b)	1,972	808	1,486	575	602	138	133	92	26	5,832
No regular weekly pattern	754	16	244	124	42	23	6	10	196	1,415
Not stated	—	123	—	—	4	—	—	2	1	130
Hours of operation per day										
<7 hours	903	421	98	19	73	35	19	7	557	2,132
7–8 hours	990	815	887	488	252	75	53	44	676	4,280
8–24 hours	128	174	111	22	23	15	29	7	77	586
24 hours	1,328	1,070	1,042	515	570	73	106	72	—	4,776
No regular daily pattern	1,287	46	545	159	58	70	19	20	157	2,361
Not stated	—	160	—	—	4	—	—	3	4	171
Staff hours in the reference week: paid staff										
0 hours	1,467	154	60	317	56	14	n.p.	n.p.	50	2,130
<20 hours	811	173	323	57	339	21	28	18	198	1,968
20 to <38 hours	377	150	238	49	73	35	18	7	101	1,048
38 to <114 hours	611	441	655	185	160	71	51	36	360	2,570
114 to <228 hours	661	518	863	231	156	47	77	29	319	2,901
228 to <418 hours	357	303	310	209	127	33	24	28	258	1,649
418 to <570 hours	36	69	93	49	25	12	n.p.	n.p.	74	365
570+ hours	54	82	141	74	30	35	12	7	110	545
Not stated	262	796	—	32	14	—	4	21	1	1,130

(continued)

Table B5 (continued): Characteristics of disability support service type outlets, 2011–12 (number)

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Staff hours in the reference week: unpaid staff										
0 hours	3,803	1,320	1,926	1,064	604	202	182	—	1,072	10,173
<20 hours	245	304	530	82	150	40	18	8	127	1,504
20 to <38 hours	28	64	100	12	9	10	4	7	44	278
38 to <114 hours	15	55	86	5	20	8	n.p.	n.p.	34	229
114 to <228 hours	6	11	24	3	4	6	—	3	7	64
228 to <418 hours	2	6	8	n.p.	n.p.	n.p.	n.p.	—	5	28
418 to <570 hours	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	—	—	n.p.	n.p.
570+ hours	n.p.	6	8	n.p.	3	—	—	n.p.	n.p.	24
Not stated	534	919	—	32	187	—	15	132	180	1,999
Staff hours in a typical week: paid staff										
0 hours	377	—	20	282	25	9	6	—	14	733
<20 hours	691	—	283	69	347	21	32	22	239	1,704
20 to <38 hours	502	—	229	55	87	37	21	9	80	1,020
38 to <114 hours	998	—	639	190	159	65	50	33	360	2,494
114 to <228 hours	932	—	895	242	167	56	80	28	314	2,714
228 to <418 hours	616	—	355	216	129	35	21	34	263	1,669
418 to <570 hours	115	—	86	46	24	9	n.p.	n.p.	83	370
570+ hours	140	—	176	71	31	36	10	7	117	588
Not stated	265	2,686	—	32	11	—	4	15	1	3,014
Staff hours in a typical week: unpaid staff										
0 hours	3,412	—	1,859	1,045	601	202	179	—	1,076	8,374
<20 hours	492	—	583	96	145	40	23	9	136	1,524
20 to <38 hours	75	—	91	13	11	8	3	5	34	240
38 to <114 hours	72	—	91	6	23	9	n.p.	n.p.	34	241
114 to <228 hours	31	—	27	3	4	6	—	n.p.	7	80
228 to <418 hours	11	—	17	3	n.p.	n.p.	n.p.	—	4	39
418 to <570 hours	n.p.	—	4	n.p.	n.p.	n.p.	—	—	n.p.	10
570+	5	—	11	4	5	n.p.	—	n.p.	n.p.	30
Not stated	536	2,686	—	32	189	—	15	133	177	3,768
Service users over the 2011–12 year^(b)										
1–4 service users	1,955	466	1,274	292	435	89	119	98	81	4,809
5–9 service users	1,032	798	293	321	163	31	24	22	78	2,762
10–19 service users	529	314	327	144	89	42	24	9	157	1,635
20–49 service users	554	409	428	177	92	53	21	12	360	2,106
50–99 service users	251	268	168	110	54	21	15	3	273	1,163
100 or more service users	265	360	129	126	114	27	14	8	522	1,565

(a) There were 223 service type outlets operating 4 days per week, and 150 service type outlets operating 6 days per week in 2011–12.

(b) 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 2011–12 financial year.

Table B6: State/territory-funded disability support service type outlets, service type by state and territory, 2011–12 (number)

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Large residential facilities/institutions	20	3	12	4	8	3	—	—	51
Small residential facilities/institutions	10	4	65	13	n.p.	n.p.	—	—	97
Hostels	6	27	—	n.p.	n.p.	3	—	—	39
Group homes	1,235	924	959	348	373	38	68	30	3,975
Attendant care/personal care	51	—	48	37	52	19	6	15	228
In-home accommodation support	339	198	280	153	83	50	29	22	1,154
Alternative family placement	83	—	11	4	n.p.	—	—	n.p.	104
Other accommodation support	141	34	24	3	4	n.p.	n.p.	—	209
<i>Total accommodation support</i>	<i>1,885</i>	<i>1,190</i>	<i>1,399</i>	<i>564</i>	<i>527</i>	<i>115</i>	<i>105</i>	<i>71</i>	<i>5,856</i>
Therapy support for individuals	60	60	47	33	15	3	3	8	229
Early childhood intervention	183	114	44	20	15	—	n.p.	n.p.	378
Behaviour/specialist intervention	53	31	58	24	8	—	n.p.	n.p.	180
Counselling (individual/family/group)	—	—	23	n.p.	14	—	n.p.	n.p.	40
Regional resource and support teams	116	—	n.p.	n.p.	6	5	—	—	133
Case management, local coordination and development	113	178	202	45	31	8	30	4	611
Other community support	57	4	5	34	26	3	3	7	139
<i>Total community support</i>	<i>582</i>	<i>387</i>	<i>380</i>	<i>162</i>	<i>115</i>	<i>19</i>	<i>42</i>	<i>23</i>	<i>1,710</i>
Learning and life skills development	1,420	510	405	153	112	58	24	9	2,691
Recreation/holiday programs	83	22	31	16	36	7	4	3	202
Other community access	41	65	n.p.	41	20	—	n.p.	8	178
<i>Total community access</i>	<i>1,544</i>	<i>597</i>	<i>438</i>	<i>210</i>	<i>168</i>	<i>65</i>	<i>29</i>	<i>20</i>	<i>3,071</i>
Own home respite	5	27	46	88	22	5	n.p.	n.p.	200
Centre-based respite/respite homes	121	115	121	23	54	9	8	10	461
Host family respite/peer support respite	10	9	4	—	6	n.p.	—	n.p.	33
Flexible respite	361	128	105	88	34	24	9	10	759
Other respite	—	8	18	13	n.p.	—	—	n.p.	44
<i>Total respite</i>	<i>497</i>	<i>287</i>	<i>294</i>	<i>212</i>	<i>117</i>	<i>39</i>	<i>19</i>	<i>32</i>	<i>1,497</i>
Advocacy	16	29	11	15	—	6	4	4	85
Information/referral	35	56	74	n.p.	10	13	11	n.p.	206
Combined information/advocacy	22	11	4	n.p.	—	5	n.p.	—	44
Mutual support/self-help groups	—	58	13	n.p.	9	—	n.p.	—	84
Alternative forms of communication	5	—	6	—	n.p.	n.p.	4	—	18
<i>Total advocacy, information and alternative communication</i>	<i>78</i>	<i>154</i>	<i>108</i>	<i>22</i>	<i>20</i>	<i>26</i>	<i>23</i>	<i>6</i>	<i>437</i>
Research and evaluation	—	—	n.p.	—	—	—	n.p.	—	n.p.
Training and development	15	8	5	n.p.	—	n.p.	4	—	35
Peak bodies	11	—	n.p.	—	n.p.	3	n.p.	n.p.	20
Other support services	24	63	56	31	n.p.	—	n.p.	—	207
<i>Total other support</i>	<i>50</i>	<i>71</i>	<i>64</i>	<i>33</i>	<i>33</i>	<i>4</i>	<i>n.p.</i>	<i>n.p.</i>	<i>264</i>
Total	4,636	2,686	2,683	1,203	980	268	226	153	12,835

Table B7: Australian Government-funded disability support service type outlets, service group by state and territory, 2011–12 (number)

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Open employment	327	267	208	109	139	18	8	7	1,083
Supported employment	114	87	40	22	37	13	3	3	319
<i>Total employment support</i>	<i>441</i>	<i>354</i>	<i>248</i>	<i>131</i>	<i>176</i>	<i>31</i>	<i>11</i>	<i>10</i>	<i>1,402</i>
Advocacy	n.p.	n.p.	6	n.p.	n.p.	3	n.p.	3	62
Information/referral, alternative forms of communication	n.p.	n.p.	—	n.p.	n.p.	—	n.p.	n.p.	7
<i>Total advocacy, information, alternative communication</i>	<i>17</i>	<i>19</i>	<i>6</i>	<i>11</i>	<i>7</i>	<i>3</i>	<i>3</i>	<i>3</i>	<i>69</i>
Total	458	373	254	142	183	34	14	13	1,471

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

Table B8: Disability support service type outlets, service type by agency sector, 2011–12 (number)

Service type	Government				Non-government				Total
	Aus Gov	State/territory	Local	Sub-total	Income tax exempt (charity)	Non-income tax exempt	Sub-total	Not stated	
Large residential facilities/institutions	—	22	—	22	22	6	28	—	50
Small residential facilities/institutions	—	3	—	3	89	5	94	—	97
Hostels	—	—	—	—	34	5	39	—	39
Group homes	—	1,378	36	1,414	2,161	400	2,561	—	3,975
Attendant care/personal care	—	43	7	50	95	83	178	—	228
In-home accommodation support	—	74	12	86	873	195	1,068	—	1,154
Alternative family placement	—	—	—	—	100	4	104	—	104
Other accommodation support	—	8	6	14	177	18	195	—	209
<i>Total accommodation support</i>	—	1,528	61	1,589	3,551	716	4,267	—	5,856
Therapy support for individuals	—	47	3	50	163	16	179	—	229
Early childhood intervention	—	72	17	89	270	19	289	—	378
Behaviour/specialist intervention	—	102	n.p.	104	68	n.p.	76	—	180
Counselling (individual/family/group)	—	9	—	9	18	13	31	—	40
Regional resource and support teams	—	123	—	123	7	3	10	—	133
Case management, local coordination and development	—	260	13	273	315	23	338	—	611
Other community support	—	36	5	41	76	22	98	—	139
<i>Total community support</i>	—	649	40	689	917	104	1,021	—	1,710
Learning and life skills development	—	73	52	125	2,331	235	2,566	—	2,691
Recreation/holiday programs	—	n.p.	n.p.	10	159	33	192	—	202
Other community access	—	44	5	49	112	17	129	—	178
Total community access	—	119	65	184	2,602	285	2,887	—	3,071
Own home respite	—	41	5	46	124	30	154	—	200
Centre-based respite/respite homes	—	100	n.p.	102	290	n.p.	359	—	461
Host family respite/peer support respite	—	—	—	—	27	6	33	—	33
Flexible respite	—	14	44	58	636	65	701	—	759
Other respite	—	—	—	—	n.p.	n.p.	44	—	44
<i>Total respite</i>	—	155	51	206	1,120	171	1,291	—	1,497
Open employment	35	n.p.	—	44	859	180	1,039	—	1,083
Supported employment	—	n.p.	n.p.	4	293	22	315	—	319
Total employment	35	n.p.	n.p.	48	1,152	202	1,354	—	1,402
Advocacy	—	—	—	—	100	47	147	—	147
Information/referral	—	54	3	57	130	21	151	—	208
Combined information/advocacy	—	—	2	2	36	6	42	—	44
Mutual support/self-help groups	—	n.p.	—	n.p.	74	9	83	—	84
Alternative forms of communication	—	—	—	—	16	7	23	—	23
<i>Total advocacy, information and alternative communication</i>	—	55	5	60	356	90	446	—	506
Research and evaluation	—	—	—	—	n.p.	—	n.p.	—	n.p.
Training and development	—	3	—	3	29	3	32	—	35
Peak bodies	—	—	n.p.	n.p.	n.p.	n.p.	n.p.	—	n.p.
Other support services	—	12	54	66	113	28	141	—	207
<i>Total other support</i>	—	15	55	70	158	36	194	—	264
Total	35	2,532	279	2,846	9,856	1,604	11,460	—	14,306
Per cent	0.2	17.7	2.0	19.9	68.9	11.2	80.1	—	100.0

Table B9: Disability support service type outlets, remoteness area by service group, 2011–12

	Major cities	Inner regional	Outer regional	Remote	Very remote	Subtotal	Not known	Total
	Number							
Accommodation support	3,878	1,419	492	50	16	5,855	—	5,855
Community support	1,074	420	155	38	23	1,710	—	1,710
Community access	1,762	934	322	36	17	3,071	—	3,071
Respite	812	425	198	46	16	1,497	—	1,497
Employment	757	360	229	39	17	1,402	—	1,402
Advocacy, information, alternative forms of communication	322	113	55	9	6	505	—	505
Other support	179	58	21	2	4	264	—	264
Total	8,784	3,728	1,474	221	99	14,306	—	14,306
	Per cent							
Accommodation support	66.2	24.2	8.4	0.9	0.3	100.0
Community support	62.8	24.6	9.1	2.2	1.3	100.0
Community access	57.4	30.4	10.5	1.2	0.6	100.0
Respite	54.2	28.4	13.2	3.1	1.1	100.0
Employment	54.0	25.7	16.3	2.8	1.2	100.0
Advocacy, information, alternative forms of communication	63.8	22.4	10.9	1.8	1.2	100.0
Other support	67.8	22.0	8.0	0.8	1.5	100.0
Total	61.4	26.1	10.3	1.5	0.7	100.0

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 the components because of rounding.

Table B10: Mean and median hours of service provided by disability support service type outlets during the reference week, June 2012

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
Accommodation support				
1.05 Attendant care/personal care	162	256.5	66.0	11.9
1.06 In-home accommodation support	814	262.2	91.0	11.1
1.07 Alternative family placement	64	326.0	69.5	2.8
<i>Total accommodation support</i>	<i>1,040</i>	<i>265.2</i>	<i>85.0</i>	<i>10.7</i>
Community support				
2.06 Case management, local coordination and development	398	141.9	38.3	32.3
Community access				
3.01 Learning and life skills development	1,415	271.4	118.0	14.9
3.03 Other community access	73	196.5	111.0	26.9
<i>Total community access</i>	<i>1,488</i>	<i>267.8</i>	<i>118.0</i>	<i>15.5</i>
Respite				
4.01 Own home respite	120	164.1	69.5	12.6
4.02 Centre-based respite/respite homes	305	787.8	278.0	13.5
4.03 Host family respite/peer support respite	16	242.9	95.0	31.7
4.04 Flexible respite	440	237.7	58.3	14.9
4.05 Other respite	26	175.8	102.0	15.0
<i>Total respite</i>	<i>907</i>	<i>411.3</i>	<i>101.0</i>	<i>14.4</i>
All services reporting hours	3,833	288.0	94.0	15.7

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 2010; this may be different from a typical week.

Table B11: Mean and median hours of service provided by disability support service type outlets during a typical week, 2011–12

Service type	Number of service type outlets	Mean hours in a typical week per outlet	Median hours in a typical week per outlet
Accommodation support			
1.05 Attendant care/personal care	190	334.0	70.0
1.06 In-home accommodation support	909	303.9	91.0
1.07 Alternative family placement	101	362.8	168.0
<i>Total accommodation support</i>	<i>1,200</i>	<i>313.6</i>	<i>91.0</i>
Community support			
2.06 Case management, local coordination and development	378	271.7	72.0
Community access			
3.01 Learning and life skills development	2,124	195.9	82.0
3.03 Other community access	72	146.1	69.8
<i>Total community access</i>	<i>2,196</i>	<i>194.3</i>	<i>82.0</i>
Respite			
4.01 Own home respite	126	156.4	63.0
4.02 Centre-based respite/respice homes	335	709.6	309.0
4.03 Host family respite/peer support respite	24	207.9	116.0
4.04 Flexible respite	617	283.3	79.0
4.05 Other respite	35	295.5	70.0
<i>Total respite</i>	<i>1,137</i>	<i>393.6</i>	<i>111.0</i>
All services reporting hours	4,911	275.5	89.0

Notes

1. Service type outlets for which no service users have 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 a typical week. The following service types did not collect this data item: 1.01–1.04, 1.08, 2.01–2.05, 2.07, 3.02, 5.01, 5.02, 6.01–6.05 and 7.01–7.04.
4. Victoria did not collect data on hours received in a typical week.

Table B12: Mean hours worked in the reference week by paid and unpaid staff for disability support service type outlets, by service group, 2011–12

Service group	Mean paid staff hours per outlet	Mean FTE ^(a) paid staff per outlet	Mean unpaid staff hours per outlet	Mean FTE unpaid staff per outlet	Total mean FTE staff per outlet	Users per outlet	Mean FTE staff per user
Accommodation support	209.9	5.5	5.1	0.1	5.7	7.1	0.8
Community support	99.7	2.6	3.2	0.1	2.7	79.7	—
Community access	121.0	3.2	7.7	0.2	3.4	20.6	0.2
Respite	119.7	3.2	7.8	0.2	3.4	24.7	0.1
Employment	221.6	5.8	4.2	0.1	5.9	94.8	0.1
Advocacy, information and alternative forms of communication	66.5	1.8	16.6	0.4	2.2	n.a	n.a
Other support services	102.3	2.7	12.5	0.3	3.0	n.a	n.a
All services	162.9	4.3	6.2	0.2	4.5	22.2	0.2

(a) Full-time equivalent

Notes

1. Data for hours worked are the mean number of hours worked over one (1) 7-day week in June 2011.
2. Data exclude 1,124 outlets where mean staff hours could not be calculated because of missing data. These were for outlets with both paid and unpaid staff hours in the reference week missing; if only one of these variables was missing, it was assumed to be zero (0).
3. FTE staff numbers are based on a 38-hour working week.

Table B13: Mean hours worked in a typical week by paid and unpaid staff for disability support service type outlets, by service group, 2011–12

Service group	Mean paid staff hours per outlet	Mean FTE paid staff per outlet	Mean unpaid staff hours per outlet	Mean FTE unpaid staff per outlet
Accommodation support	269.6	7.1	7.5	0.2
Community support	122.1	3.2	6.7	0.2
Community access	184.3	4.8	11.9	0.3
Respite	155.7	4.1	10.2	0.3
Employment	236.6	6.2	4.0	0.1
Advocacy, information and alternative forms of communication	85.5	2.3	28.4	0.7
Other support services	89.1	2.3	27.9	0.7
All services	211.4	5.6	9.2	0.2

Notes

1. Data for hours worked are the mean number of hours worked over a typical 7-day week during the year.
2. Data for Victoria are excluded, as Victoria did not provide data on staff hours in a typical week.
3. Data exclude 3,711 outlets where the mean staff hours could not be calculated because of missing data. These were for outlets with both paid and unpaid staff hours in a typical week missing; if only one of these variables was missing, it was assumed to be zero (0).
4. FTE staff numbers are based on a 38-hour working week.

Table B14: Disability support service type outlets, period of operation by service group, 2011–12 (number)

	Accommodation support	Community support	Community access	Respite	Employment	Advocacy, information, alternative communication	Other	Total (number)	Total (per cent)
Hours of operation per day									
Less than 3	17	13	11	10	78	5	4	138	1.0
3–6	103	80	1,174	85	478	69	5	1,994	14.1
7–9	600	1,240	1,147	322	663	366	161	4,499	31.8
10–12	65	25	49	25	18	n.p.	n.p.	187	1.3
13–18	81	6	29	28	5	—	—	149	1.1
19–23	16	n.p.	n.p.	8	—	n.p.	n.p.	31	0.2
24	3,933	79	151	593	—	7	13	4,776	33.8
No regular pattern	982	249	458	393	157	45	77	2,361	16.7
Total	5,797	1,693	3,024	1,464	1,399	496	262	14,135	100.0
Days of operation per week									
1	8	29	41	41	97	46	5	267	1.9
2	15	28	46	31	50	n.p.	n.p.	179	1.3
3	9	26	142	31	40	21	5	274	1.9
4	19	39	97	19	21	19	9	223	1.6
5	908	1,236	2,011	347	973	359	152	5,986	42.2
6	32	6	71	24	9	n.p.	n.p.	150	1.1
7	4,508	130	305	699	16	9	15	5,682	40.1
No regular pattern	330	201	312	274	196	32	70	1,415	10.0
Total	5,829	1,695	3,025	1,466	1,402	496	263	14,176	100.0
Weeks of operation per year									
1–39	62	15	50	94	n.p.	8	n.p.	260	1.8
40–47	22	119	232	17	n.p.	5	n.p.	406	2.9
48–51	273	583	1,724	334	995	285	73	4,267	30.1
52	5,196	796	833	867	310	186	121	8,309	58.6
No regular pattern	283	179	178	153	71	13	52	929	6.6
Total	5,836	1,692	3,017	1,465	1,401	497	263	14,171	100.0

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

Table B15: Service users, services used and average number of services used per service user, by state and territory, 2007–08 to 2011–12

	2007–08	2008–09	2009–10	2010–11	2011–12
Number of service users					
<i>State and territory services</i>					
NSW	36,003	42,411	48,056	50,993	52,617
Vic	69,540	77,053	75,280	77,657	76,170
Qld	20,998	22,544	23,107	25,012	25,477
WA	15,759	15,349	15,573	16,577	16,783
SA	19,386	20,151	20,784	21,822	19,561
Tas	4,175	4,555	5,977	6,356	6,463
ACT	3,682	3,927	4,054	4,213	4,593
NT	1,916	1,639	1,108	2,378	2,471
<i>Australian Government services</i>	89,935	109,003	118,801	128,321	132,949
Total	246,281	279,301	295,024	314,252	317,616
Number of services used					
<i>State and territory services</i>					
NSW	73,897	83,968	98,217	104,762	110,082
Vic	109,924	124,197	120,033	128,443	121,121
Qld	44,326	47,362	51,334	61,328	63,033
WA	30,980	32,988	34,193	43,242	35,836
SA	37,361	36,200	39,106	42,478	37,870
Tas	6,087	6,601	8,364	8,852	8,935
ACT	4,943	5,540	5,444	5,744	6,014
NT	2,584	2,165	1,294	2,735	2,817
<i>Australian Government services</i>	95,592	110,552	122,133	130,556	134,442
Total	405,694	449,573	480,118	528,140	520,150
Average number of services per service user					
<i>State and territory services</i>					
NSW	2.05	1.98	2.04	2.05	2.09
Vic	1.58	1.61	1.59	1.65	1.59
Qld	2.11	2.10	2.22	2.45	2.47
WA	1.97	2.15	2.20	2.61	2.14
SA	1.93	1.80	1.88	1.95	1.94
Tas	1.46	1.45	1.40	1.39	1.38
ACT	1.34	1.41	1.34	1.36	1.31
NT	1.35	1.32	1.17	1.15	1.14
<i>Australian Government services</i>	1.06	1.01	1.03	1.02	1.01
Total	1.65	1.61	1.63	1.68	1.64

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: Service users, service type outlets and average service users per service type outlet, by service group, 2007–08 to 2011–12

Service group	2007–08		2008–09		2009–10		2010–11		2011–12	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
Number of service users										
Accommodation support	37,704	15.3	39,169	14.0	39,854	13.5	42,579	13.5	41,421	13.0
Community support	104,165	42.3	120,629	43.2	127,909	43.4	140,156	44.6	136,236	42.9
Community access	54,416	22.1	58,274	20.9	58,632	19.9	60,509	19.3	63,247	19.9
Respite	31,604	12.8	34,331	12.3	35,978	12.2	36,266	11.5	37,015	11.7
Employment	89,935	36.5	109,033	39.0	118,801	40.3	128,321	40.8	132,949	41.9
Total	246,281	..	279,301	..	295,024	..	314,252	..	317,616	..
Number of service type outlets										
Accommodation support	4,267	42.0	4,639	41.9	4,701	39.6	5,500	42.1	5,856	43.3
Community support	1,508	14.9	1,533	13.9	1,585	13.3	1,745	13.4	1,710	12.6
Community access	2,241	22.1	2,584	23.4	2,795	23.5	2,945	22.6	3,071	22.7
Respite	1,058	10.4	1,215	11.0	1,376	11.6	1,453	11.1	1,497	11.1
Employment	1,075	10.6	1,090	9.9	1,419	11.9	1,416	10.8	1,402	10.4
Total^(a)	10,149	100.0	11,061	100.0	11,876	100.0	13,059	100.0	13,536	100.0
Average service users per service type outlet										
Accommodation support	8.8	..	8.4	..	8.5	..	7.7	..	7.1	..
Community support	69.1	..	78.7	..	80.7	..	80.3	..	79.7	..
Community access	24.3	..	22.6	..	21.0	..	20.5	..	20.6	..
Respite	29.9	..	28.3	..	26.1	..	25.0	..	24.7	..
Employment	83.7	..	100.0	..	83.7	..	90.6	..	94.8	..
Total	24.3	..	25.3	..	24.8	..	24.1	..	23.5	..

(a) Excludes advocacy, information and alternative forms of communication, and other support service type outlets. Information on service users are not collected for these agencies.

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. Total service users may not be the sum of service group components because individuals may have used more than one service group over the 12-month period.

Table B17: Service users, service types outlets used and average number of services per service user, by service group, 2007-08 to 2011-12

Service group	2007-08	2008-09	2009-10	2010-11	2011-12	Percentage change 2007-08 to 2011-12
Number of service users						
Accommodation support	37,704	39,169	39,854	42,579	41,421	9.9
Community support	104,165	120,629	127,909	140,156	136,236	30.8
Community access	54,416	58,274	58,632	60,509	63,247	16.2
Respite	31,604	34,331	35,978	36,266	37,015	17.1
Employment	89,935	109,003	118,801	128,321	132,949	47.8
Total	246,281	279,301	295,024	314,252	317,616	29.0
Number of services used^(a)						
Accommodation support	42,484	43,364	43,694	48,385	46,042	8.4
Community support	159,534	181,086	198,237	227,408	215,542	35.1
Community access	65,637	68,490	67,849	71,282	73,508	12.0
Respite	42,447	46,081	48,205	50,509	50,616	19.2
Employment	95,592	110,552	122,133	130,556	134,442	40.6
Total	405,694	449,573	480,118	528,140	520,150	28.2
Average number of services per user^(a)						
Accommodation support	1.1	1.1	1.1	1.1	1.1	..
Community support	1.5	1.5	1.5	1.6	1.6	..
Community access	1.2	1.2	1.2	1.2	1.2	..
Respite	1.3	1.3	1.3	1.4	1.4	..
Employment	1.1	1.0	1.0	1.0	1.0	..
Total	1.6	1.6	1.6	1.7	1.6	..

(a) Service type outlets used refers to the number of unique outlets used at least once by a service user. Service users may access the same service type outlet more than once; however, this is counted as only one access.

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. Total service users may not be the sum of service group components because individuals may have used more than one service group over the 12-month period.

Service user characteristics

Table B18: Characteristics of service users, 2011–12 (number)

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Age group (years)										
0–4	7,097	7,398	1,673	1,169	972	1,753	996	199	—	21,161
5–14	13,208	9,578	4,910	5,282	3,726	1,361	2,132	331	81	40,436
15–17	2,672	2,373	1,641	1,271	952	274	128	58	6,549	15,195
18–24	6,977	7,825	3,378	2,215	1,749	491	263	154	26,230	44,283
25–44	10,796	22,417	6,727	3,445	3,711	1,066	633	446	52,000	92,974
45–59	7,916	14,061	5,059	2,289	3,737	1,003	336	432	39,186	69,555
60–64	1,858	3,324	1,132	572	1,234	249	57	186	7,689	15,747
65–74	1,527	3,619	682	435	1,189	208	31	319	1,193	9,015
75–84	446	2,853	184	88	975	42	13	268	21	4,886
85+	120	2,722	91	17	1,316	16	4	78	—	4,364
Not stated	—	—	—	—	—	—	—	—	—	—
<i>Median age</i>	<i>20.0</i>	<i>35.0</i>	<i>28.0</i>	<i>19.0</i>	<i>39.0</i>	<i>16.0</i>	<i>8.0</i>	<i>47.0</i>	<i>38.0</i>	<i>33.0</i>
Sex										
Male	32,616	41,900	14,948	10,477	10,978	3,882	2,999	1,261	80,409	187,537
Female	19,997	34,069	10,524	6,306	8,583	2,581	1,594	1,210	52,540	129,869
Not stated	4	201	5	—	—	—	—	—	—	210
Total	52,617	76,170	25,477	16,783	19,561	6,463	4,593	2,471	132,949	317,616
Indigenous status										
Aboriginal	3,546	1,356	1,396	1,397	781	163	174	1,715	5,753	15,434
Torres Strait Islander	65	40	181	20	17	3	5	5	267	573
Both Aboriginal and Torres Strait Islander	293	192	213	68	100	25	19	10	90	930
Neither Aboriginal or Torres Strait Islander	46,660	61,331	22,800	14,690	17,936	6,084	4,293	678	126,142	282,128
Not stated	2,044	12,687	778	477	134	80	93	3	697	16,968
Not collected (recreation/holiday programs)	9	564	109	131	593	108	9	60	—	1,583
Country of birth										
Australia ^(a)	47,230	54,278	23,106	14,798	16,674	6,197	4,190	2,314	107,461	258,527
English Proficiency Group 1 ^(b)	1,036	2,205	927	778	1,020	78	58	35	7,456	12,810
English Proficiency Group 2 ^(b)	1,031	1,925	406	362	472	42	68	27	5,453	9,357
English Proficiency Group 3 ^(b)	1,326	2,789	268	246	607	37	40	12	9,046	13,919
English Proficiency Group 4 ^(b)	209	660	46	35	83	1	12	1	3,246	4,217
Not stated/not collected	1,785	14,313	724	564	705	108	225	82	287	18,786

(continued)

Table B18 (continued): Characteristics of service users, 2011–12 (number)

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Need for interpreter services										
For spoken language other than English	1,051	1,183	1,063	424	473	68	76	357	7,029	11,204
For non-spoken communication	3,533	618	2,094	746	712	265	363	78	1,722	9,139
Does not need an interpreter	45,511	49,224	21,083	15,453	17,627	6,022	4,034	1,174	124,101	266,288
Not stated	1,836	24,520	1,100	160	157	—	103	802	97	28,760
Not collected (recreation/holiday programs)	686	625	137	—	592	108	17	60	—	2,225
Method of communication										
Spoken language (effective)	23,607	31,035	15,907	10,083	12,778	3,454	2,372	1,108	86,209	171,848
Sign language (effective)	700	3,975	409	260	275	50	17	25	1,587	6,643
Other effective non-spoken communication	949	2,854	853	453	949	108	62	50	634	6,409
Little, or no, effective communication	13,215	6,433	5,040	3,503	3,854	865	678	234	6,470	37,331
Child aged under 5 (not applicable)	7,097	7,398	1,673	1,169	972	1,753	996	199	—	21,161
Not stated ^(c)	5,782	23,357	1,408	1,194	149	13	396	788	38,049 ^(b)	70,668
Not collected ^(d)	562	498	59	10	—	112	55	7	—	1,224
Not collected (recreation/holiday programs)	705	620	128	111	584	108	17	60	—	2,332
Living arrangement										
Lives alone	3,211	7,866	3,042	1,164	3,218	595	224	141	31,320	47,766
Lives with family	36,307	38,767	16,008	12,156	11,268	4,548	3,692	1,097	30,874	144,424
Lives with others	10,187	13,795	5,658	2,772	4,009	1,207	575	366	29,705	62,521
Not stated ^(e)	2,231	15,144	636	584	473	5	85	807	41,050	60,608
Not collected (recreation/holiday programs)	681	598	133	107	593	108	17	60	—	2,297
Residential setting										
Private residence	38,197	41,528	19,366	13,576	14,530	5,181	3,762	625	78,326	201,263
Residence within an Aboriginal community	605	105	365	212	604	8	77	609	113	2,535
Domestic-scale supported living facility	4,049	6,467	1,491	1,404	1,282	561	321	104	4,125	17,395
Supported accommodation facility	3,519	1,786	1,750	438	1,124	493	136	134	1,815	9,778
Boarding house/private hotel	834	593	158	46	50	9	20	6	10,436	11,665
Independent unit within a retirement village	48	143	85	35	243	n.p.	9	n.p.	61	597
Residential aged care facility	347	458	198	82	767	35	5	10	107	1,968
Psychiatric/mental health community care facility	30	1,047	177	14	27	7	14	6	255	1,384

(continued)

Table B18 (continued): Characteristics of service users, 2011–12 (number)

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Hospital	79	70	116	41	47	7	5	4	45	396
Short-term crisis, emergency, transitional accommodation	100	1,393	166	93	34	23	9	4	162	1,822
Public place/temporary shelter	51	95	28	4	15	5	4	5	18	209
Other	785	761	744	92	139	17	13	97	104	2,738
Not stated ^(e)	3,290	21,115	699	641	106	3	201	806	37,382	63,557
Not collected (recreation/holiday programs)	683	609	134	105	593	108	17	60	—	2,309
Primary disability group										
Intellectual	22,315	17,885	9,657	9,437	7,471	1,924	1,014	333	27,415	85,550
Specific learning/ADD	1,036	423	191	74	32	481	211	24	11,547	13,709
Developmental delay	4,440	2,724	723	486	539	553	909	54	—	10,391
Autism	5,713	4,055	3,818	2,188	1,500	392	552	49	1,528	18,639
Physical	4,925	4,205	4,204	2,021	2,616	1,464	617	690	31,182	50,682
Acquired brain injury	1,592	2,894	1,184	525	1,571	435	100	106	3,238	10,989
Neurological	2,618	5,820	2,162	772	1,320	453	157	143	5,406	18,060
Deaf–blind	173	507	38	58	23	4	n.p.	5	308	999
Vision	2,166	5,928	450	213	3,133	23	n.p.	67	2,762	13,928
Hearing	590	7,316	177	402	331	33	21	15	3,027	11,658
Speech	1,534	432	65	29	8	539	845	40	387	3,843
Psychiatric	1,385	13,148	2,299	33	295	50	34	29	41,534	56,733
Not stated	3,383	10,411	431	501	131	4	95	856	4,615	20,368
Not collected (recreation/holiday programs)	747	422	78	44	591	108	17	60	—	2,067
Other significant disability group										
Intellectual	3,508	5,530	4,217	225	2,481	409	376	116	5,641	20,408
Specific learning/ADD	1,970	5,058	1,652	326	1,539	164	311	22	7,131	15,659
Autism	2,800	5,635	1,802	272	937	265	207	32	2,261	12,764
Developmental delay	848	100	439	48	178	22	122	11	—	1,729
Physical	6,419	8,865	4,913	893	2,897	876	563	237	28,281	50,026
Acquired brain injury	730	4,621	771	130	349	86	88	36	1,945	7,955
Neurological	5,312	7,375	3,945	442	2,550	499	402	143	9,300	27,061
Deaf–blind	911	3,121	143	n.p.	34	28	32	n.p.	382	4,343
Vision	2,949	2,642	2,237	91	1,809	228	206	90	3,697	12,609
Hearing	954	1,330	1,298	84	1,384	142	161	86	3,192	7,756
Speech	7,372	8,284	5,087	107	2,403	697	973	251	2,690	25,832
Psychiatric	3,333	6,250	1,877	183	2,111	354	291	37	19,209	30,916

(continued)

Table B18 (continued): Characteristics of service users, 2011–12 (number)

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Income source										
<i>Carer Allowance (child)^(e)</i>										
Yes	7,442	4,563	3,826	3,835	3,462	789	292	59	37	24,109
No	3,431	797	656	455	264	2,188	949	68	11	8,778
Not known	7,803	182	1,229	2,096	1,103	198	990	216	25	13,752
Not stated	2,267	12,112	1,274	385	40	10	919	180	761	17,919
Not collected (recreation/holiday programs)	257	76	112	111	164	23	13	27	—	783
<i>Main income source: adult aged 16+</i>										
Disability Support Pension	22,396	23,571	14,221	7,108	9,281	2,746	1,168	643	51,794	116,904
Other pension/benefit	933	3,457	791	245	563	148	38	405	25,434	31,457
Paid employment	570	1,300	424	331	392	105	54	30	6,361	8,831
Compensation payments	119	154	50	368	109	29	7	3	57	831
Other income	228	633	201	84	247	40	18	24	1,239	2,608
No income	546	907	415	810	128	80	24	11	258	2,902
Not known	2,028	17	645	454	3,295	11	69	126	530	6,911
Not stated	4,023	27,761	1,544	382	82	5	43	638	45,968	79,390
Not collected ^(d)	108	79	42	4	4	6	5	8	474	703
Not collected (recreation/holiday programs)	466	561	47	115	427	85	4	33	—	1,738
Labour force status (ages 15+)										
Employed	5,625	5,613	2,405	3,213	2,591	505	403	116	50,815	58,734
Unemployed	5,792	7,294	3,290	1,589	1,443	453	224	89	82,053	95,919
Not in the labour force	15,389	21,020	11,564	5,305	10,265	2,297	780	409	—	66,706
Not stated	4,855	24,618	1,525	225	126	—	50	1,286	—	32,702
Not collected ^(d)	127	79	55	—	6	7	3	4	—	248
Not collected (recreation/holiday programs)	524	570	55	—	432	87	5	37	—	1,710

(a) See 'Glossary' for definition of English proficiency grouping.

(b) Includes external territories, excludes Norfolk Island.

(c) Data for method of communication were not collected for new clients in open employment services in 2011–12.

(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.

(e) Changed data collection arrangements for clients of open employment services affected the non-response rates for living arrangement and residential setting data for these clients in 2011–12. It is intended that revised figures incorporating further responses received will be updated in future publications.

(f) Service user is aged under 16 and carer is in receipt of the Carer Allowance (child).

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 in more than one state or territory.
4. 'Not collected' (recreation/holiday program service users) is a count of service users who used only services from this service type and did not provide a response for that particular data item.
5. Service users with missing age who responded 'Child aged under 5 years (not applicable)' to the communication method data item were included in the 0–4 age group.
6. The higher levels of 'not stated/not known' on some data items for the Australian Capital Territory reflect, in part, the more limited data collection for some services within agencies.

Table B19: Service users, remoteness area by state and territory, 2011–12

Remoteness area	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Australians									
<i>Major cities</i>	5,295,728	4,195,976	2,715,743	1,676,314	1,198,438	..	367,136	..	15,449,335
<i>Inner regional</i>	1,436,745	1,087,651	958,313	310,794	201,501	331,136	616	..	4,326,756
<i>Outer regional</i>	442,387	246,455	661,321	200,259	177,911	169,934	..	130,050	2,028,317
<i>Remote</i>	32,191	4,444	87,172	99,167	45,757	7,675	..	50,358	326,764
<i>Very remote</i>	4,417	2,715,743	51,549	65,681	14,625	2,450	..	50,923	189,645
All Australians	7,211,468	5,534,526	4,474,098	2,352,215	1,638,232	511,195	367,752	231,331	22,323,933
Service users									
<i>Major cities</i>	60,190	71,123	29,252	17,100	20,443	19	5,831	11	203,195
<i>Inner regional</i>	24,058	23,727	12,484	3,159	3,437	6,648	71	7	73,259
<i>Outer regional</i>	6,472	5,716	7,617	2,176	3,126	2,392	8	802	28,183
<i>Remote</i>	481	66	603	874	776	63	n.p.	599	3,442
<i>Very remote</i>	60	3	377	521	285	12	—	775	1,989
All areas^(b)	91,313	104,718	50,406	25,265	28,980	9,243	5,949	3,059	317,616
Service users per 1,000 population									
<i>Major cities</i>	11.4	17.0	10.8	10.2	17.1	..	15.9	..	13.2
<i>Inner regional</i>	16.7	21.8	13.0	10.2	17.1	20.1	115.3	..	16.9
<i>Outer regional</i>	14.6	23.2	11.5	10.9	17.6	14.1	..	6.2	13.9
<i>Remote</i>	14.9	14.9	6.9	8.8	17.0	8.2	..	11.9	10.5
<i>Very remote</i>	13.6	—	7.3	7.9	19.5	4.9	..	15.2	10.5
All areas^(b)	12.7	18.9	11.3	10.7	17.7	18.1	16.2	13.2	14.2

(a) Includes 7,532 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 2011. Population data excludes that for Australian external territories.

Table B20: Service users, by age group, 2007–08 to 2011–12

Collection year	Age group (years)					Total
	0–17	18–24	25–44	45–64	65+	
	Number					
2007–08 ^(a)	60,722	33,927	76,946	62,634	11,854	246,281
2008–09	64,900	37,428	85,419	72,518	19,036	279,301
2009–10	69,517	40,174	89,005	78,322	18,006	295,024
2010–11	75,432	42,501	91,481	85,416	19,422	314,252
2011–12	76,792	44,283	92,974	85,302	18,265	317,616
	Per cent					
2007–08	24.7	13.8	31.2	25.4	4.8	100.0
2008–09	23.2	13.4	30.6	26.0	6.8	100.0
2009–10	23.6	13.6	30.2	26.5	6.1	100.0
2010–11	24.0	13.5	29.1	27.2	6.2	100.0
2011–12	24.2	13.9	29.3	26.9	5.8	100.0

(a) Components will not add to total because of age being missing.

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. Totals are for all service users from that 12-month reporting period, including service users whose age was not stated.

Table B21: Service users, age group by jurisdiction, 2007–08 to 2011–12 (number)

Year	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
0–49										
2007–08	30,570	52,408	17,057	13,496	12,808	3,218	3,513	1,344	70,496	192,020
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
50–64										
2007–08	4,272	11,283	3,190	1,783	3,717	772	149	247	18,909	42,209
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
65 and over										
2007–08	1,160	5,672	751	460	2,861	185	20	325	530	11,854
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
Total										
2007–08 ^(a)	36,003	69,540	20,998	15,759	19,386	4,175	3,682	1,916	89,935	246,281
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

(a) Includes age missing.

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: Characteristics of service users, by Indigenous status, 2011–12

Service user characteristic	Indigenous		Non-Indigenous		Not stated/ not collected		Total	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
Age group (years)								
0–4	1,341	7.9	18,998	6.7	822	4.4	21,161	6.7
5–14	2,990	17.7	35,231	12.5	2,215	11.9	40,436	12.7
15–17	1,327	7.8	13,189	4.7	679	3.7	15,195	4.8
18–24	2,996	17.7	39,245	13.9	2,042	11.0	44,283	13.9
25–44	4,446	26.3	81,422	28.9	7,106	38.3	92,974	29.3
45–54	1,949	11.5	45,337	16.1	1,940	10.5	49,226	15.5
55–64	1,187	7.0	33,220	11.8	1,669	9.0	36,076	11.4
65+	701	4.1	15,486	5.5	2,078	11.2	18,265	5.8
<i>Median age</i>	<i>24.0</i>	<i>..</i>	<i>33.0</i>	<i>..</i>	<i>34.0</i>	<i>..</i>	<i>33.0</i>	<i>..</i>
Total	16,937	100.0	282,128	100.0	18,551	100.0	317,616	100.0
Sex								
Male	10,209	60.3	167,796	59.5	9,532	51.4	187,537	59.0
Female	6,727	39.7	114,293	40.5	8,849	47.7	129,869	40.9
Not stated	1	—	39	—	170	0.9	210	0.1
Total	16,937	100.0	282,128	100.0	18,551	100.0	317,616	100.0
Living arrangement								
Lives alone	2,025	12.0	45,163	16.0	578	3.1	47,766	15.0
Lives with family	8,400	49.6	132,354	46.9	3,670	19.8	144,424	45.5
Lives with others	3,394	20.0	57,903	20.5	1,224	6.6	62,521	19.7
Not stated ^(a) /not collected	3,118	18.4	46,708	16.6	13,079	70.5	62,905	19.8
Total	16,937	100.0	282,128	100.0	18,551	100.0	317,616	100.0
Residential setting								
Private residence	9,894	58.4	188,069	66.7	3,300	17.8	201,263	63.4
Aboriginal community	1,229	7.3	1,277	0.5	29	0.2	2,535	0.8
Domestic-scale supported living facility	771	4.6	16,283	5.8	341	1.8	17,395	5.5
Supported accommodation facility	476	2.8	9,105	3.2	197	1.1	9,778	3.1
Short-term crisis, emergency, transitional accommodation	1,229	7.3	18,764	6.7	390	2.1	20,383	6.4
Other	32	0.2	348	0.1	16	0.1	396	0.1
Not stated ^(a) /not collected	3,306	19.5	48,282	17.1	14,278	77.0	65,866	20.7
Total	16,937	100.0	282,128	100.0	18,551	100.0	317,616	100.0

(continued)

Table B22 (continued): Characteristics of service users, by Indigenous status, 2011–12

Service user characteristic	Indigenous		Non-Indigenous		Not stated/ not collected		Total	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
Remoteness area								
Major cities	6,102	36.0	184,627	65.4	12,466	67.2	203,195	64.0
Inner regional	4,306	25.4	65,961	23.4	2,992	16.1	73,259	23.1
Outer regional	3,211	19.0	24,006	8.5	966	5.2	28,183	8.9
Remote	1,090	6.4	2,285	0.8	67	0.4	3,442	1.1
Very remote	1,457	8.6	512	0.2	20	0.1	1,989	0.6
Not stated/not collected	771	4.6	4,737	1.7	2,040	11.0	7,548	2.4
Total	16,937	100.0	282,128	100.0	18,551	100.0	317,616	100.0
Use of services by service group								
Accommodation support	2,144	12.7	37,831	13.4	1,446	7.8	41,421	13.0
Community support	9,235	54.5	120,022	42.5	6,979	37.6	136,236	42.9
Community access	2,215	13.1	52,457	18.6	8,575	46.2	63,247	19.9
Respite	2,005	11.8	33,064	11.7	1,946	10.5	37,015	11.7
Employment	6,110	36.1	126,142	44.7	697	3.8	132,949	41.9
Total	16,937	100.0	282,128	100.0	18,551	100.0	317,616	100.0
Primary disability group								
Intellectual	5,104	30.1	78,727	27.9	1,719	9.3	85,550	26.9
Specific learning/ADD	1,032	6.1	12,499	4.4	178	1.0	13,709	4.3
Autism	791	4.7	17,208	6.1	640	3.4	18,639	5.9
Developmental delay	824	4.9	9,152	3.2	415	2.2	10,391	3.3
Physical	2,886	17.0	46,918	16.6	878	4.7	50,682	16.0
Acquired brain injury	768	4.5	9,955	3.5	266	1.4	10,989	3.5
Neurological	630	3.7	17,017	6.0	413	2.2	18,060	5.7
Deaf-blind	41	0.2	943	0.3	15	0.1	999	0.3
Vision	357	2.1	13,019	4.6	552	3.0	13,928	4.4
Hearing	246	1.5	5,460	1.9	5,952	32.1	11,658	3.7
Speech	304	1.8	3,377	1.2	162	0.9	3,843	1.2
Psychiatric	2,624	15.5	51,914	18.4	2,195	11.8	56,733	17.9
Not stated/not collected	1,330	7.9	15,939	5.6	5,166	27.8	22,435	7.1
Total	16,937	100.0	282,128	100.0	18,551	100.0	317,616	100.0

(continued)

Table B22 (continued): Characteristics of service users, by Indigenous status, 2011–12

Service user characteristic	Indigenous		Non-Indigenous		Not stated/ not collected		Total	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
Primary or other significant disability group								
Intellectual	6,283	37.1	97,744	34.6	1,931	10.4	105,958	33.4
Specific learning/ADD	1,872	11.1	27,176	9.6	320	1.7	29,368	9.2
Autism	1,323	7.8	29,302	10.4	778	4.2	31,403	9.9
Developmental delay	951	5.6	10,709	3.8	460	2.5	12,120	3.8
Physical	5,384	31.8	94,025	33.3	1,299	7.0	100,708	31.7
Acquired brain injury	1,230	7.3	17,336	6.1	378	2.0	18,944	6.0
Neurological	1,847	10.9	42,620	15.1	654	3.5	45,121	14.2
Deaf-blind	204	1.2	5,082	1.8	56	0.3	5,342	1.7
Vision	1,010	6.0	24,831	8.8	696	3.8	26,537	8.4
Hearing	687	4.1	12,705	4.5	6,022	32.5	19,414	6.1
Speech	1,799	10.6	27,214	9.6	662	3.6	29,675	9.3
Psychiatric	4,063	24.0	81,235	28.8	2,351	12.7	87,649	27.6
<i>Mean number of disability groups</i>	<i>1.7</i>	<i>..</i>	<i>1.8</i>	<i>..</i>	<i>1.2</i>	<i>..</i>	<i>1.7</i>	<i>..</i>
Total	16,937	100.0	282,128	100.0	18,551	100.0	317,616	100.0
Main income source (ages 16+)								
Disability Support Pension	5,818	47.4	109,562	48.8	1,524	10.0	116,904	46.3
Other pension/benefit	1,919	15.6	29,414	13.1	124	0.8	31,457	12.5
Paid employment	214	1.7	8,543	3.8	74	0.5	8,831	3.5
Compensation payments	54	0.4	727	0.3	50	0.3	831	0.3
Other income	61	0.5	2,535	1.1	12	0.1	2,608	1.0
No income	198	1.6	2,673	1.2	31	0.2	2,902	1.2
Not known/not stated/not collected ^(b)	4,007	32.7	71,254	31.7	13,481	88.1	88,742	35.2
Total	12,271	100.0	224,708	100.0	15,296	100.0	252,275	100.0
Labour force status (ages 15+)								
Employed	1,927	15.3	55,998	24.6	809	5.2	58,734	22.9
Unemployed	5,324	42.2	90,280	39.6	315	2.0	95,919	37.5
Not in the labour force	3,457	27.4	62,123	27.3	1,126	7.3	66,706	26.1
Not stated	1,875	14.9	18,684	8.2	12,143	78.3	32,702	12.8
Not collected ^(b) (recreation/holiday programs)	23	0.2	814	0.4	1,121	7.2	1,958	0.8
Total	12,606	100.0	227,899	100.0	15,514	100.0	256,019	100.0

(a) Changed data collection arrangements for clients of open employment services affected the non-response rates for living arrangement and residential setting data for these clients in 2011–12. It is intended that revised figures incorporating further responses received will be updated in future publications.

(b) Includes service users for whom 'main income source' and 'labour force status' 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 service users may have used services in more than one state or territory.
4. Not stated/not collected' includes both service users accessing only 3.02 services for whom some service user data were not collected and other service users with no response.

Table B23: Service users, Indigenous status by state and territory, 2011–12

State/territory	Indigenous		Non-Indigenous		Subtotal ^(a)	Not stated/ not collected	Total
	Number	Per cent ^(b)	Number	Per cent ^(b)	Number	Number	Number
NSW	5,998	6.7	82,950	93.3	88,948	2,365	91,313
Vic	2,007	2.2	89,297	97.8	91,304	13,414	104,718
Qld	3,299	6.7	46,168	93.3	49,467	939	50,406
WA	1,970	8.0	22,627	92.0	24,597	668	25,265
SA	1,244	4.4	26,964	95.6	28,208	772	28,980
Tas	379	4.2	8,643	95.8	9,022	221	9,243
ACT	236	4.0	5,605	96.0	5,841	108	5,949
NT	1,928	64.4	1,064	35.6	2,992	67	3,059
Australia	16,937	5.7	282,128	94.3	299,065	18,551	317,616

(a) Subtotal excludes 'not stated'/missing values.

(b) Proportions based on subtotal, which excludes 'not stated'/missing values.

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. Totals for Australia 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. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous status data were not collected and other service users with no response.

Table B24: Service users, Indigenous status, by age group and jurisdiction, 2011–12 (number)

Indigenous status	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
0–49										
Indigenous	3,644	1,331	1,576	1,301	704	165	192	870	5,227	14,150
Non-Indigenous	38,108	43,722	17,882	12,413	11,155	4,950	3,999	373	93,278	210,659
Not stated/not collected	1,775	9,607	679	494	426	148	97	60	566	13,828
Total	43,527	54,660	20,137	14,208	12,285	5,263	4,288	1,303	99,071	238,637
50–64										
Indigenous	211	201	192	160	119	22	6	402	864	2,086
Non-Indigenous	6,568	10,233	4,051	1,787	3,516	886	247	98	31,676	55,983
Not stated/not collected	218	1,882	140	88	161	26	4	3	124	2,645
Total	6,997	12,316	4,383	2,035	3,796	934	257	503	32,664	60,714
65 and over										
Indigenous	49	56	22	24	75	4	—	458	19	701
Non-Indigenous	1,984	7,376	867	490	3,265	248	47	207	1,188	15,486
Not stated/not collected	60	1,762	68	26	140	14	1	—	7	2,078
Total	2,093	9,194	957	540	3,480	266	48	665	1,214	18,265
Total										
Indigenous	3,904	1,588	1,790	1,485	898	191	198	1,730	6,110	16,937
Non-Indigenous	46,660	61,331	22,800	14,690	17,936	6,084	4,293	678	126,142	282,128
Not stated/not collected	2,053	13,251	887	608	727	188	102	63	697	18,551
Total	52,617	76,170	25,477	16,783	19,561	6,463	4,593	2,471	132,949	317,616

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. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous status data were not collected and other service users with no response.

Table B25: Service users, by 10 most common countries of birth in 2011-12, 2007-08 to 2011-12 (number)

Country of birth	2007-08	2008-09	2009-10	2010-11	2011-12
Australia ^(a)	203,779	228,050	242,724	257,769	258,527
Outside Australia	27,758	33,157	36,165	39,366	40,303
England	5,138	5,933	6,192	6,365	6,357
New Zealand	2,708	3,166	3,455	3,666	3,887
Vietnam	1,883	2,368	2,760	3,010	2,916
China ^(b)	684	862	1,163	1,373	1,438
Lebanon	771	1,047	1,284	1,406	1,391
Italy	1,203	811	818	1,501	1,362
Iraq	453	621	822	976	1,132
Philippines	658	821	885	977	1,040
India	587	763	827	920	941
Not stated/not collected	14,744	18,094	16,135	17,117	18,786
Total	246,281	279,301	295,024	314,252	317,616

(a) Includes external territories, excludes Norfolk Island.

(b) Excludes Special Administrative Regions and Taiwan province.

Notes

1. Linkage processes (to get unique service user counts) from 2007-08 have changed from those for previous years. For further information see Chapter 1 in *Disability support services 2008-09* (AIHW 2011b).
2. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom country of birth data were not collected and other service users with no response.

**Table B26: Service users, primary disability group, by English Proficiency Group^(a), 2011–12
(per cent)**

Primary disability group	Australia ^(b)	English Proficiency Group 1	English Proficiency Group 2	English Proficiency Group 3	English Proficiency Group 4 ¹	Not stated/ not collected	Total
Intellectual	30.7	14.3	16.0	12.3	8.8	4.2	26.9
Specific learning/ADD	4.9	3.0	2.9	2.2	0.9	0.7	4.3
Autism	6.6	3.1	2.8	1.4	1.0	3.6	5.9
Developmental delay	3.9	0.4	0.6	0.2	0.1	1.1	3.3
Physical	14.5	22.8	28.0	35.2	50.2	4.1	16.0
Acquired brain injury	3.5	5.1	4.1	3.6	3.1	1.3	3.5
Neurological	5.7	10.1	6.9	6.7	3.5	2.2	5.7
Deaf–blind	0.3	0.5	0.6	0.5	0.2	0.1	0.3
Vision	3.9	8.6	8.3	6.9	3.7	4.6	4.4
Hearing	1.8	2.5	3.4	2.6	2.3	31.6	3.7
Speech	1.4	0.4	0.2	0.2	0.3	0.6	1.2
Psychiatric	17.1	26.5	23.6	27.0	24.8	11.7	17.9
Not stated/not collected	5.8	2.8	2.7	1.3	1.0	34.3	7.1
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total number	258,527	12,810	9,357	13,919	4,217	18,786	317,616

(a) See 'Glossary' for definition of English proficiency grouping.

(b) Includes external territories, excludes Norfolk Island.

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. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and country of birth data were not collected and other service users with no response.

Table B27: Service users aged 15–64, by labour force status, 2007–08 to 2011–12

	Employed		Unemployed		Not in the labour force		Subtotal ^(a)	Not stated/not collected	Total
	Number	Per cent ^(b)	Number	Per cent ^(b)	Number	Per cent ^(b)	Number	Number	Number
2007–08	64,005	34.8	45,977	25.0	58,196	31.6	168,178	15,825	184,003
2008–09	64,708	31.4	62,297	30.2	58,763	28.5	185,768	20,628	206,396
2009–10	62,002	28.3	77,351	35.3	60,183	27.4	199,536	19,806	219,342
2010–11	74,111	31.8	75,027	32.2	60,211	25.8	209,349	23,632	232,981
2011–12	57,622	24.2	94,773	39.9	58,124	24.4	210,519	27,235	237,754

(a) Subtotal excludes 'not stated'/missing values.

(b) Proportions based on total, which includes 'not stated'/missing values.

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. Only those aged 15 and over were asked to respond about labour force status. Includes those NDA service users in this age group or service users whose age was unknown but where a response was provided about labour force status.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom labour force status data were not collected and other service users with no response.

Table B28: Service users aged 15–64, labour force status by service group, 2011–12

Service group	Employed		Unemployed		Not in the labour force		Not stated/not collected ^(a)		Total	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
Accommodation support	7,383	20.0	6,385	17.3	20,409	55.3	2,738	7.4	40,914	100.0
Community support	11,032	15.8	10,180	14.6	34,734	49.8	13,783	19.8	111,299	100.0
Community access	7,233	13.7	8,818	16.7	26,922	51.0	9,822	18.6	61,305	100.0
Respite	3,844	14.8	3,218	12.4	14,316	55.3	4,518	17.4	35,965	100.0
Employment	50,141	38.1	81,513	61.9	—	—	—	—	133,146	100.0
Total	57,622	24.2	94,773	39.9	58,124	24.4	27,235	11.5	237,754	100.0
<i>Percentage of valid responses</i>	..	27.4	..	45.0	..	27.6	100.0

(a) 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.

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. Total for all service groups may not be the sum of components because individuals may have used services from more than one service group over the 12-month period.
3. Not stated/not collected' includes both service users accessing only 3.02 services for whom labour force status data were not collected and other service users with no response.

Table B29: Service users aged 16–64^(a), labour force status by main source of income, 2011–12

Main source of income	Employed		Unemployed		Not in the labour force		Not stated/not collected ^(b)		Total	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
Disability Support Pension	33,853	30.1	31,782	28.2	45,770	40.7	1,146	1.0	112,551	100.0
Other pension or benefit	5,299	18.7	20,881	73.8	1,925	6.8	196	0.7	28,301	100.0
Paid employment	8,419	97.6	106	1.2	78	0.9	22	0.3	8,625	100.0
Compensation payments	43	5.4	151	18.9	421	52.6	186	23.2	801	100.0
Other income	634	29.9	785	37.0	675	31.9	25	1.2	2,119	100.0
Nil income	70	2.5	510	18.0	2,137	75.2	123	4.3	2,840	100.0
Not known/stated/collected ^(b)	9,244	11.7	39,804	50.5	5,690	7.2	24,035	30.5	78,773	100.0
Total	57,562	24.6	94,019	40.2	56,696	24.2	25,733	11.0	234,010	100.0
<i>Percentage of valid responses</i>	..	27.6	..	45.1	..	27.2	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 and labour force status 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. Not stated/not collected' includes both service users accessing only 3.02 services for whom main source of income data were not collected and other service users with no response.

Table B30: Service users aged 16 and over, main source of income by broad primary disability group, 2011–12 (per cent)

Broad primary disability group	Disability Support Pension	Other pension or benefit	Paid employment	Compensation payments	Other income	Nil income	Subtotal ^(a)	Not stated/not collected	Total
Number									
Intellectual/learning	61,761	4,205	2,302	217	264	1,779	70,528	18,451	88,979
Physical/diverse	27,918	12,945	3,415	477	1,417	808	46,980	23,065	70,045
Sensory/speech	3,568	2,032	871	14	299	99	6,883	17,386	24,269
Psychiatric	21,406	11,545	1,980	59	577	170	35,737	20,706	56,443
Not stated/not collected	2,251	730	263	64	51	46	3,405	9,134	12,539
Total	116,904	31,457	8,831	831	2,608	2,902	163,533	88,742	252,275
Per cent^(b)									
Intellectual/learning	69.4	4.7	2.6	0.2	0.3	2.0	79.2	20.7	100.0
Physical/diverse	39.9	18.5	4.9	0.7	2.0	1.2	67.2	32.9	100.0
Sensory/speech	14.7	8.4	3.6	0.1	1.2	0.4	28.4	71.6	100.0
Psychiatric	37.9	20.5	3.5	0.1	1.0	0.3	63.3	36.7	100.0
Not stated/not collected	18.0	5.8	2.1	0.5	0.4	0.4	27.2	72.8	100.0
Total	46.3	12.5	3.5	0.3	1.0	1.2	64.8	35.2	100.0
<i>Percentage of valid responses</i>	<i>71.5</i>	<i>19.2</i>	<i>5.4</i>	<i>0.5</i>	<i>1.6</i>	<i>1.8</i>	<i>100.0</i>	<i>..</i>	<i>..</i>

(a) Subtotal excludes data where main income was 'not stated/not collected'.

(b) Proportions based on total including 'not stated'/missing values.

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. Only those aged 16 and over were asked to respond about income other than Carer Allowance. Adults include those NDA service users in this age group or service users whose age was unknown but where a response was provided about income sources other than the Carer Allowance.
4. Service users of unknown age and income source were not included in this table.
5. 'Intellectual/learning' consists of the disability groups of 'Intellectual', 'Specific learning/Attention deficit disorder', 'Autism' and 'Developmental delay'. 'Physical/diverse' consists of the disability groups of 'Physical', 'Acquired brain injury' and 'Neurological'. 'Sensory/speech' consists of the disability groups of 'Deafblind (dual sensory)', 'Vision (sensory)', 'Hearing (sensory)' and 'Speech'.
6. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom mains source of income data were not collected and other service users with no response.

Table B31: Service users, living arrangement by service group, 2011–12

Service group	Lives alone		Lives with family		Lives with others		Not stated ^(a) / not collected		Total	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
Accommodation support	7,440	18.0	8,755	21.1	23,343	56.4	1,883	4.5	41,421	100.0
Community support	10,643	7.8	95,402	70.0	20,976	15.4	9,215	6.8	136,236	100.0
Community access	7,214	11.4	26,953	42.6	19,009	30.1	10,071	15.9	63,247	100.0
Respite	1,757	4.7	29,062	78.5	3,714	10.0	2,482	6.7	37,015	100.0
Employment	31,320	23.6	30,874	23.2	29,705	22.3	41,050	30.9	132,949	100.0
Total	47,766	15.0	144,424	45.5	62,521	19.7	62,905	19.8	317,616	100.0
<i>Percentage of valid responses</i>	..	18.8	..	56.7	..	24.5	100.0

(a) Changed data collection arrangements for clients of open employment services affected the non-response rates for living arrangement data for these clients in 2011–12. It is intended that revised figures incorporating further responses received will be updated in future 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. Column totals may not be the sum of components because individuals may have used more than one service type during the 12-month period.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom living arrangement data were not collected and other service users with no response..

Table B32: Service users, primary disability group with or without other significant disability group, 2011–12

Primary disability group	With other significant disability groups		Without other significant disability groups		Total		Average number of disability groups recorded
	Number	Per cent	Number	Per cent	Number	Per cent	
Intellectual	42,048	49.2	43,502	50.8	85,550	26.9	2.0
Specific learning	5,542	40.4	8,167	59.6	13,709	4.3	1.6
Autism	7,799	41.8	10,840	58.2	18,639	5.9	1.8
Developmental delay	2,243	21.6	8,148	78.4	10,391	3.3	1.3
Physical	23,553	46.5	27,129	53.5	50,682	16.0	1.8
Acquired brain injury	6,823	62.1	4,166	37.9	10,989	3.5	2.3
Neurological	8,745	48.4	9,315	51.6	18,060	5.7	1.9
Deaf–blind	657	65.8	342	34.2	999	0.3	4.1
Vision	3,790	27.2	10,138	72.8	13,928	4.4	1.4
Hearing	2,082	17.9	9,576	82.1	11,658	3.7	1.2
Speech	811	21.1	3,032	78.9	3,843	1.2	1.3
Psychiatric	20,858	36.8	35,875	63.2	56,733	17.9	1.5
Total^(a)	124,951	39.3	170,230	53.6	317,616	100.0	1.7

(a) Includes 22,435 service users whose primary disability was not stated.

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. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom disability group data were not collected and other service users with no response.

Table B33: Service users, primary disability group by age group by jurisdiction, 2011–12 (number)

Primary disability group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
0–49										
Intellectual	18,375	14,034	7,890	8,213	6,119	1,365	862	293	23,318	70,644
Specific learning/ADD	1,017	413	188	74	31	481	211	24	11,207	13,339
Autism	5,636	4,007	3,782	2,171	1,483	388	546	49	1,486	18,415
Developmental delay	4,440	2,724	723	486	539	553	909	54	—	10,391
Physical	3,912	2,950	3,229	1,570	1,721	1,294	550	262	15,257	29,737
Acquired brain injury	995	1,479	725	382	618	250	60	62	2,390	6,476
Neurological	1,275	3,422	1,344	351	472	249	141	72	4,111	10,834
Deaf–blind	142	283	28	40	15	n.p.	n.p.	3	239	659
Vision	1,548	1,446	252	166	557	13	15	16	1,811	5,230
Hearing	542	4,666	113	255	151	12	16	10	2,186	7,754
Speech	1,528	397	61	29	8	537	844	40	342	3,753
Psychiatric	669	9,060	1,458	24	161	28	23	17	32,172	41,883
Not stated/not collected	3,448	9,779	344	447	410	91	109	401	4,552	19,522
Total	43,527	54,660	20,137	14,208	12,285	5,263	4,288	1,303	99,071	238,637
50–64										
Intellectual	3,194	3,047	1,530	1,033	1,132	463	136	33	3,843	12,467
Specific learning/ADD	12	n.p.	n.p.	—	—	—	—	—	336	355
Autism	67	43	35	17	14	4	5	—	40	204
Physical	719	777	804	354	639	121	47	174	15,332	18,750
Acquired brain injury	505	1,038	408	131	717	156	36	36	811	3,674
Neurological	832	1,570	651	286	599	144	12	32	1,257	5,203
Deaf–blind	22	109	6	15	7	n.p.	—	—	68	205
Vision	597	656	113	33	349	9	4	18	901	2,447
Hearing	26	964	28	84	64	6	5	3	814	1,938
Speech	5	14	n.p.	—	—	—	n.p.	—	43	63
Psychiatric	559	3,365	737	8	109	18	9	10	9,159	13,647
Not stated/not collected	459	725	66	74	166	12	2	197	60	1,761
Total	6,997	12,316	4,383	2,035	3,796	934	257	503	32,664	60,714
65 and over										
Intellectual	746	804	237	191	220	96	16	7	254	2,439
Specific learning/ADD	7	n.p.	n.p.	—	n.p.	—	—	—	4	15
Autism	10	5	n.p.	—	3	—	n.p.	—	n.p.	20
Physical	294	478	171	97	256	49	20	254	593	2,195
Acquired brain injury	92	377	51	12	236	29	4	8	37	839
Neurological	511	828	167	135	249	60	4	39	38	2,023
Deaf–blind	9	115	4	n.p.	n.p.	n.p.	—	n.p.	n.p.	135
Vision	21	3,826	85	14	2,227	n.p.	—	33	50	6,251
Hearing	22	1,686	36	63	116	n.p.	—	n.p.	27	1,966
Speech	n.p.	21	n.p.	—	—	n.p.	—	—	n.p.	27
Psychiatric	157	723	104	n.p.	25	4	n.p.	n.p.	203	1,203
Not stated/not collected	223	329	99	24	146	9	1	318	3	1,152
Total	2,093	9,194	957	540	3,480	266	48	665	1,214	18,265

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. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability group data were not collected and other service users with no response.

Table B34: Service users, primary disability group by residential setting, 2011–12

Residential setting	Intellectual/ learning	Physical/ diverse	Acquired brain injury	Sensory/ speech	Psychiatric	Subtotal	Not stated/ collected	Total
Number								
Private residence	88,580	46,345	6,841	18,184	30,768	190,718	10,545	201,263
Domestic-scale supported	12,905	1,770	671	498	1,277	17,121	274	17,395
Supported accommodation facility	6,790	894	626	162	1,214	9,686	92	9,778
Other	6,135	5,019	1,593	2,439	7,292	22,478	836	23,314
Not stated ^(a)	13,879	14,714	1,258	9,145	16,182	55,178	10,688	65,866
Total	128,289	68,742	10,989	30,428	56,733	295,181	22,435	317,616
Per cent								
Private residence	46.4	24.3	3.6	9.5	16.1	100.0
Domestic-scale supported	75.4	10.3	3.9	2.9	7.5	100.0
Supported accommodation facility	70.1	9.2	6.5	1.7	12.5	100.0
Other	27.3	22.3	7.1	10.9	32.4	100.0
Not stated ^(a)	25.2	26.7	2.3	16.6	29.3	100.0
Total	43.5	23.3	3.7	10.3	19.2	100.0

(a) Changed data collection arrangements for clients of open employment services affected the non-response rates for residential setting data for these clients in 2011–12. It is intended that revised figures incorporating further responses received will be updated in future 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. 'Not stated/collected' includes both service users accessing only 3.02 services for whom primary disability group and residential setting data were not collected and other service users with no response.
4. '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.

Table B35: Service users, residential setting, by age group and jurisdiction, 2011–12 (number)

Residential setting	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
0–49										
Private residence	34,203	31,375	16,352	12,154	9,723	4,551	3,621	412	56,501	156,843
Residence within an Aboriginal community	480	56	305	174	514	6	60	283	91	1,833
Domestic-scale supported living facility	2,694	3,847	854	819	783	308	236	82	2,714	10,753
Supported accommodation facility	1,836	938	995	255	638	244	102	107	1,158	5,350
Boarding house/private hotel	323	470	110	38	37	8	16	6	8,876	9,471
Independent unit within a retirement village	11	26	10	10	5	n.p.	7	—	21	74
Residential aged care facility	165	69	42	26	57	8	—	3	28	383
Psychiatric/mental health community care facility	17	846	114	11	17	6	n.p.	4	224	1,064
Hospital	53	40	73	11	19	n.p.	5	n.p.	33	225
Short-term crisis, emergency, transitional accommodation	87	850	148	74	26	22	9	4	155	1,221
Public place/temporary shelter	43	75	23	4	11	n.p.	n.p.	n.p.	16	165
Other	623	561	523	62	58	11	13	43	72	1,954
Not stated ^(a) /not collected	2,992	15,507	588	570	397	90	214	357	29,182	49,301
Total	43,527	54,660	20,137	14,208	12,285	5,263	4,288	1,303	99,071	238,637
50–64										
Private residence	3,080	5,304	2,525	1,113	2,413	482	116	90	20,893	34,314
Residence within an Aboriginal community	121	13	48	37	33	n.p.	15	139	22	404
Domestic-scale supported living facility	1,121	2,042	546	486	421	202	75	19	1,336	5,482
Supported accommodation facility	1,264	664	630	149	384	200	32	25	602	3,498
Boarding house/private hotel	346	104	43	7	12	n.p.	n.p.	—	1,512	1,962
Independent unit within a retirement village	21	41	44	8	18	3	—	—	32	154
Residential aged care facility	118	171	112	41	284	20	4	3	63	792
Psychiatric/mental health community care facility	12	164	54	3	8	n.p.	6	n.p.	31	266
Hospital	25	22	33	12	22	5	—	n.p.	11	127
Short-term crisis, emergency, transitional accommodation	13	155	18	15	8	n.p.	—	—	n.p.	209
Public place/temporary shelter	7	18	5	—	4	—	n.p.	3	n.p.	39
Other	130	150	200	27	27	5	—	27	31	595
Not stated ^(a) /not collected	739	3,468	125	137	162	12	4	192	8,122	12,872
Total	6,997	12,316	4,383	2,035	3,796	934	257	503	32,664	60,714

(continued)

Table B35 (continued): Service users, residential setting, by age group and jurisdiction, 2011–12 (number)

Residential setting	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
65 and over										
Private residence	914	4,849	489	309	2,394	148	25	123	932	10,106
Residence within an Aboriginal community	4	36	12	n.p.	57	—	n.p.	187	—	298
Domestic-scale supported living facility	234	578	91	99	78	51	10	3	75	1,160
Supported accommodation facility	419	184	125	34	102	49	n.p.	n.p.	55	930
Boarding house/private hotel	165	19	5	n.p.	n.p.	—	—	—	48	232
Independent unit within a retirement village	16	76	31	17	220	n.p.	n.p.	n.p.	8	369
Residential aged care facility	64	218	44	15	426	7	n.p.	4	16	793
Psychiatric/mental health community care facility	n.p.	37	9	—	n.p.	—	5	—	—	54
Hospital	n.p.	n.p.	10	18	6	—	—	—	n.p.	44
Short-term crisis, emergency, transitional accommodation	—	388	—	4	—	—	—	—	—	392
Public place/temporary shelter	n.p.	n.p.	—	—	—	—	n.p.	n.p.	—	5
Other	32	50	21	3	54	n.p.	—	27	n.p.	189
Not stated ^(a) /not collected	242	2,749	120	39	140	9	—	317	78	3,693
Total	2,093	9,194	957	540	3,480	266	48	665	1,214	18,265

(a) Changed data collection arrangements for clients of open employment services affected the non-response rates for residential setting data for these clients in 2011–12. It is intended that revised figures incorporating further responses received will be updated in future 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 state or territory during the 12-month period.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom residential setting data were not collected and other service users with no response.

Table B36: Service users, primary disability group by sex and age group, 2011–12 (number)

Primary disability group	0–17	18–24	25–44	45–64	65+	Total
Male						
Intellectual	11,818	10,368	16,492	10,497	1,302	50,477
Specific learning/ADD	3,160	4,004	2,002	412	10	9,588
Autism	11,021	2,316	1,472	263	12	15,084
Developmental delay	6,959	—	—	—	—	6,959
Physical	4,717	1,964	7,276	13,094	1,323	28,374
Acquired brain injury	353	544	2,749	3,406	571	7,623
Neurological	1,285	926	2,370	2,884	875	8,340
Deaf–blind	96	58	147	151	62	514
Vision	1,049	417	1,067	1,613	2,240	6,386
Hearing	662	595	2,004	1,258	867	5,386
Speech	2,454	150	88	58	16	2,766
Psychiatric	768	3,391	16,103	10,146	635	31,043
Not stated/not collected	7,794	3,178	2,305	1,242	478	14,997
Total	52,136	27,911	54,075	45,024	8,391	187,537
Female						
Intellectual	6,619	7,029	12,111	8,174	1,136	35,069
Specific learning/ADD	1,234	1,685	986	211	5	4,121
Autism	2,485	514	452	94	8	3,553
Developmental delay	3,431	—	—	—	—	3,431
Physical	3,478	1,546	5,096	11,314	872	22,306
Acquired brain injury	222	231	1,030	1,612	268	3,363
Neurological	1,002	726	2,764	4,078	1,148	9,718
Deaf–blind	66	44	139	163	73	485
Vision	754	310	980	1,485	4,011	7,540
Hearing	542	492	2,745	1,393	1,099	6,271
Speech	958	63	22	23	11	1,077
Psychiatric	640	2,718	11,081	10,541	563	25,543
Not stated/not collected	3,203	995	1,383	1,140	671	7,392
Total	24,634	16,353	38,789	40,228	9,865	129,869
Total						
Intellectual	18,438	17,398	28,604	18,671	2,439	85,550
Specific learning/ADD	4,394	5,689	2,988	623	15	13,709
Autism	13,508	2,830	1,924	357	20	18,639
Developmental delay	10,391	—	—	—	—	10,391
Physical	8,196	3,510	12,372	24,409	2,195	50,682
Acquired brain injury	575	775	3,780	5,020	839	10,989
Neurological	2,288	1,652	5,134	6,963	2,023	18,060
Deaf–blind	162	102	286	314	135	999
Vision	1,805	727	2,047	3,098	6,251	13,928
Hearing	1,204	1,088	4,749	2,651	1,966	11,658
Speech	3,412	213	110	81	27	3,843
Psychiatric	1,410	6,117	27,279	20,724	1,203	56,733
Not stated/not collected	11,009	4,182	3,701	2,391	1,152	22,435
Total	76,792	44,283	92,974	85,302	18,265	317,616

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. All service users includes 210 service users whose sex was not stated.
4. Service users with missing age who reported 'Child aged under 5 years (not applicable)' to the communication method data item were included in the 0–17 age group.
5. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability data were not collected and other service users with no response.

Table B37: Service users, mean hours received per service user^(a), by selected service type category, 2007–08 to 2011–12

Mean hours per service user—reference week	2007–08	2008–09	2009–10	2010–11	2011–12
Non-residential accommodation support ^(b)	24.5	28.7	27.1	22.6	22.7
Case management, local coordination and development	1.7	1.5	1.3	1.4	2.1
Community access ^(c)	15.6	18.3	14.7	13.0	15.4
Respite	10.3	13.3	8.4	9.3	19.7
Total^(d)	14.3	16.6	12.7	12.7	16.7

(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. Linkage processes (to get unique service user counts) from 2007–08 have changed from those in previous years. For further information, see Chapter 1 in *Disability support services 2008–09* (AIHW 2011b).
2. Service user data were not collected for all NDA service types (see the 'Data quality statement').

Table B38: Users of state and territory-funded disability support services, agency sector by service group and state and territory, 2011–12 (number)

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Accommodation support									
Government	2,985	3,508	712	1,005	844	4	162	4	9,223
Non-government	7,273	10,217	6,104	2,658	4,348	1,297	307	279	32,469
Total	10,182	13,649	6,799	3,609	5,150	1,301	465	283	41,421
Community support									
Government	19,695	20,196	12,082	10,126	11,008	484	3,781	1,769	78,955
Non-government	21,034	29,113	6,524	6,340	4,427	4,511	436	207	72,455
Total	36,893	44,744	16,253	13,649	14,337	4,772	4,095	1,962	136,236
Community access									
Government	1,326	238	390	710	718	74	34	—	3,490
Non-government	14,068	24,542	9,242	4,366	5,991	1,498	434	292	60,391
Total	15,312	24,740	9,505	4,831	6,624	1,533	455	292	63,247
Respite									
Government	3,690	2,316	669	436	70	—	162	—	7,336
Non-government	7,524	14,369	4,829	3,355	1,686	426	213	125	32,480
Total	9,912	15,723	5,203	3,609	1,735	426	353	125	37,015
Total state/territory service users									
Government	21,803	23,010	12,448	10,443	11,398	553	3,907	1,773	85,109
Non-government	41,451	64,190	19,170	12,051	12,082	6,329	1,024	772	156,697
Total	52,617	76,170	25,477	16,783	19,561	6,463	4,593	2,471	203,371

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 B39: Users of employment services, agency sector, by state and territory, 2011–12 (number)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Government	1,152	1,056	1,625	363	—	648	555	—	5,399
Non-government	42,336	32,328	26,192	10,987	11,591	2,562	1,050	676	127,592
Total	43,482	33,370	27,808	11,345	11,591	3,207	1,605	676	132,949

Notes

1. 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.
2. Service user data were not collected for all NDA service types (see the 'Data quality statement').

Users of employment services

Table B40: Characteristics of service users of open and supported employment aged 15 and over, by state and territory, 2011–12 (number)

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Open employment									
Age group (years)									
15–17	2,686	872	1,474	577	539	210	15	63	6,436
18–24	7,838	5,008	5,659	2,021	1,838	670	270	134	23,434
25–44	12,658	11,229	9,730	3,677	3,439	1,003	707	242	42,684
45–64	12,851	11,517	8,023	2,799	2,929	785	327	133	39,364
65+	217	246	158	67	42	8	n.p.	n.p.	744
<i>Median age</i>	<i>37.0</i>	<i>40.0</i>	<i>35.0</i>	<i>35.0</i>	<i>36.0</i>	<i>33.0</i>	<i>34.0</i>	<i>32.0</i>	<i>37.0</i>
Sex									
Male	21,735	16,575	15,482	5,527	5,248	1,705	748	340	67,356
Female	14,515	12,297	9,562	3,614	3,539	971	576	233	45,306
Indigenous status									
Indigenous	2,066	492	1,598	563	357	193	41	198	5,507
Non-Indigenous	34,184	28,380	23,446	8,578	8,430	2,483	1,283	375	107,155
Not stated/not collected	—	—	—	—	—	—	—	—	—
Country of birth									
Australia	27,546	21,359	21,251	7,172	7,491	2,505	1,102	499	88,921
Born overseas— English Proficiency Group 1 ^(a)	1,651	1,369	2,011	1,066	555	91	68	23	6,834
Born overseas— English Proficiency Groups 2–4 ^(a)	6,983	6,099	1,743	870	732	79	143	48	16,696
Not stated/not collected	70	45	39	33	9	1	11	3	211
Total	36,250	28,872	25,044	9,141	8,787	2,676	1,324	573	112,662

(continued)

Table B40 (continued): Characteristics of service users of open and supported employment aged 15 and over, by state and territory, 2011–12 (number)

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Supported employment									
Age group (years)									
15–17	22	19	37	35	14	n.p.	—	n.p.	132
18–24	942	599	511	476	505	94	39	23	3,178
25–44	3,465	2,434	1,298	976	1,223	230	162	64	9,834
45–64	2,916	1,692	941	798	1,085	219	79	17	7,738
65+	178	88	73	46	70	12	n.p.	n.p.	470
<i>Median age</i>	<i>41.0</i>	<i>40.0</i>	<i>38.0</i>	<i>39.0</i>	<i>40.0</i>	<i>41.0</i>	<i>38.0</i>	<i>31.0</i>	<i>40.0</i>
Sex									
Male	4,885	3,176	1,797	1,464	1,891	355	175	71	13,794
Female	2,638	1,656	1,063	867	1,006	202	107	37	7,558
Indigenous status									
Indigenous	278	56	95	110	47	17	4	30	636
Non-Indigenous	6,924	4,607	2,711	2,160	2,805	504	272	74	20,020
Not stated/not collected	321	169	54	61	45	36	6	4	696
Country of birth									
Australia	6,846	4,409	2,607	2,061	2,692	542	262	102	19,488
Born overseas— English Proficiency Group 1 ^(a)	178	114	122	135	104	n.p.	6	n.p.	664
Born overseas— English Proficiency Groups 2–4 ^(a)	466	288	125	121	99	n.p.	14	n.p.	1,124
Not stated/not collected	33	21	6	14	2	—	—	—	76
Total	7,523	4,832	2,860	2,331	2,897	557	282	108	21,352

(a) See 'Glossary' for definition of English proficiency grouping.

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 B41a: Service users of open and supported employment aged 15 and over, primary disability group by state and territory, 2011-12 (number)

Primary disability group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Open employment									
Intellectual	4,201	2,754	3,104	1,683	803	380	215	94	13,233
Specific learning	4,198	2,325	2,059	868	1,193	429	87	78	11,237
Autism	140	133	296	111	71	11	11	4	776
Physical	10,044	8,720	6,012	1,905	2,329	568	199	117	29,894
Acquired brain injury	737	576	643	274	245	100	38	49	2,661
Neurological	1,461	1,390	1,086	430	423	110	72	24	4,996
Deaf-blind	61	94	36	40	16	n.p.	n.p.	n.p.	253
Vision	770	606	495	151	360	54	51	13	2,500
Hearing	870	692	645	278	254	57	39	10	2,845
Speech	74	93	141	15	27	n.p.	n.p.	n.p.	361
Psychiatric	12,544	10,548	8,805	3,076	2,807	847	526	157	39,308
Not stated/not collected	1,150	941	1,722	310	259	116	77	23	4,598
Total	36,250	28,872	25,044	9,141	8,787	2,676	1,324	573	112,662
Supported employment									
Intellectual	4,830	3,091	2,184	1,864	2,038	441	250	69	14,744
Specific learning	108	113	45	16	32	8	n.p.	n.p.	323
Autism	267	207	149	69	113	15	15	6	839
Physical	518	303	171	149	185	24	7	3	1,358
Acquired brain injury	234	166	62	45	76	14	6	10	612
Neurological	168	103	44	35	75	5	n.p.	n.p.	439
Deaf-blind	22	31	4	4	n.p.	n.p.	—	—	62
Vision	79	91	19	13	72	n.p.	—	n.p.	279
Hearing	69	53	36	9	24	4	—	—	195
Speech	11	12	3	—	n.p.	n.p.	—	n.p.	30
Psychiatric	1,213	661	143	125	280	39	n.p.	n.p.	2,464
Not stated/not collected	4	1	—	2	—	—	—	—	7
Total	7,523	4,832	2,860	2,331	2,897	557	282	108	21,352

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 B41b: Service users of open and supported employment aged 15 and over, primary or other significant disability group by state and territory, 2011–12 (number)

Primary or other significant disability group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Open employment									
Intellectual	5,293	3,864	4,290	1,971	1,097	486	260	134	17,394
Specific learning	5,856	3,663	3,416	1,444	1,653	541	168	93	16,833
Autism	472	544	730	189	149	41	38	12	2,174
Physical	18,438	15,334	12,169	3,856	4,387	1,186	508	232	56,108
Acquired brain injury	1,130	1,027	1,031	406	341	128	57	89	4,208
Neurological	3,867	3,442	2,771	1,025	1,016	288	182	51	12,642
Deaf–blind	99	205	54	57	20	5	n.p.	n.p.	446
Vision	1,710	1,206	1,085	344	569	118	99	30	5,161
Hearing	1,643	1,276	1,240	426	462	122	70	34	5,273
Speech	305	413	453	71	123	25	n.p.	n.p.	1,417
Psychiatric	18,397	15,233	12,593	4,288	4,384	1,240	701	211	57,045
Total	36,250	28,872	25,044	9,141	8,787	2,676	1,324	573	112,662
Supported employment									
Intellectual	5,402	3,513	2,458	1,984	2,230	467	274	78	16,375
Specific learning	571	605	413	155	279	64	18	6	2,104
Autism	505	449	286	176	256	38	47	11	1,764
Physical	1,372	836	493	327	585	60	52	14	3,731
Acquired brain injury	344	338	116	74	130	16	13	13	1,040
Neurological	810	517	271	163	414	32	32	18	2,254
Deaf–blind	96	123	19	12	n.p.	n.p.	5	—	257
Vision	442	285	214	73	300	15	31	5	1,363
Hearing	291	197	199	61	n.p.	n.p.	27	6	986
Speech	598	400	287	80	250	22	58	16	1,707
Psychiatric	1,843	1,080	330	206	589	59	36	14	4,146
Total	7,523	4,832	2,860	2,331	2,897	557	282	108	21,352

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 B42: Service users of open and supported employment aged 16 and over, main source of income by state and territory, 2011-12 (number)

Main source of income	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Open employment									
Disability Support Pension	8,956	8,626	8,355	3,142	2,642	969	467	210	33,365
Other pension or benefit	9,250	6,995	4,712	1,473	1,893	522	176	56	25,077
Paid employment	1,678	1,438	1,071	440	424	98	87	13	5,249
Compensation payments	—	3	n.p.	39	n.p.	n.p.	—	—	47
Other income	353	345	303	107	92	16	18	4	1,238
Nil income	33	38	n.p.	125	n.p.	n.p.	n.p.	—	248
Not stated/not collected	15,696	11,342	10,365	3,725	3,692	1,042	573	255	46,687
Total	35,966	28,787	24,844	9,051	8,749	2,659	1,322	538	111,911
Supported employment									
Disability Support Pension	6,895	4,330	2,547	2,172	2,664	512	266	101	19,452
Other pension or benefit	158	n.p.	68	41	45	n.p.	n.p.	—	394
Paid employment	337	364	197	75	164	27	n.p.	n.p.	1,176
Compensation payments	5	—	—	3	n.p.	—	—	n.p.	n.p.
Other income	—	—	—	—	—	n.p.	—	—	n.p.
Nil income	3	n.p.	—	7	—	—	—	—	11
Not stated/not collected	124	67	47	32	23	5	1	5	304
Total	7,522	4,831	2,859	2,330	2,897	557	282	108	21,348

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 B43: Service users of open employment aged 15–64, labour force status by primary disability by state and territory, 2011–12 (number)

Primary disability group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Employed									
Intellectual	1,872	1,197	1,219	848	359	174	149	39	5,856
Specific learning	1,199	789	643	372	405	139	40	22	3,609
Autism	50	54	74	61	28	n.p.	n.p.	3	274
Physical	1,894	1,775	1,288	473	544	112	49	25	6,160
Acquired brain injury	194	154	223	127	72	35	14	13	832
Neurological	399	434	332	149	143	37	34	6	1,534
Deaf–blind	16	35	15	13	7	—	n.p.	n.p.	88
Vision	229	180	151	44	126	17	22	3	772
Hearing	248	234	246	101	107	15	24	5	980
Speech	28	31	45	6	10	n.p.	n.p.	—	125
Psychiatric	2,706	2,396	1,958	718	641	166	146	37	8,767
Not stated/ not collected	342	279	501	120	86	34	38	n.p.	1,408
Total	9,177	7,558	6,695	3,032	2,528	732	523	162	30,405
Unemployed									
Intellectual	2,326	1,556	1,881	835	444	206	66	55	7,369
Specific learning	2,999	1,535	1,414	496	787	290	47	56	7,624
Autism	90	79	222	50	43	9	n.p.	n.p.	502
Physical	8,000	6,773	4,617	1,390	1,764	452	148	92	23,236
Acquired brain injury	538	420	418	143	171	65	24	36	1,814
Neurological	1,056	948	748	278	278	72	37	18	3,435
Deaf–blind	45	58	21	27	9	n.p.	n.p.	n.p.	164
Vision	533	415	338	106	226	37	29	9	1,693
Hearing	612	454	394	176	146	41	15	5	1,843
Speech	46	62	94	9	17	n.p.	3	n.p.	234
Psychiatric	9,803	8,108	6,823	2,343	2,159	679	378	120	30,412
Not stated/ not collected	808	660	1,221	189	173	82	39	15	3,187
Total	26,856	21,068	18,191	6,042	6,217	1,936	796	410	81,513
Total									
Intellectual	4,198	2,753	3,100	1,683	803	380	215	94	13,225
Specific learning	4,198	2,324	2,057	868	1,192	429	87	78	11,233
Autism	140	133	296	111	71	11	11	4	776
Physical	9,894	8,548	5,905	1,863	2,308	564	197	117	29,396
Acquired brain injury	732	574	641	270	243	100	38	49	2,646
Neurological	1,455	1,382	1,080	427	421	109	71	24	4,969
Deaf–blind	61	93	36	40	16	n.p.	n.p.	n.p.	252
Vision	762	595	489	150	352	54	51	12	2,465
Hearing	860	688	640	277	253	56	39	10	2,823
Speech	74	93	139	15	27	n.p.	n.p.	n.p.	359
Psychiatric	12,509	10,504	8,781	3,061	2,800	845	524	157	39,179
Not stated/ not collected	1,150	939	1,722	309	259	116	77	23	4,595
Total	36,033	28,626	24,886	9,074	8,745	2,668	1,319	572	111,918

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.

New and continuing service users

Table B44: New and continuing service users, by selected demographics, 2011–12

Demographics	New service users		Continuing service users		All service users	
	Number	Per cent	Number	Per cent	Number	Per cent
Median age (years)	33.0	..	33.6	..	33.4	..
Male	44,926	56.2	142,611	60.0	187,537	59.0
Indigenous	4,617	5.8	12,320	5.2	16,937	5.3
Always needs support in activities of daily living	9,148	11.4	60,202	25.3	69,350	21.8
Has an informal carer	26,292	32.9	107,549	45.3	133,841	42.1
Living in <i>Major Cities</i>	48,962	61.2	154,233	64.9	203,195	64.0
Total	80,002	100.0	237,614	100.0	317,616	100.0

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period
2. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. The number of new service users in 2011–12 is the count of unique statistical linkage keys that appeared for the first time in the 2011–12 collection.
4. The calculation of continuing service users takes into account users who exit a service but then return in a later collection period.

Table B45: New and continuing service users, by age group, 2011–12

Age group (years)	New users		Continuing users	
	Number	Per cent	Number	Per cent
0–17	25,321	31.7	51,471	21.7
18–24	8,858	11.1	35,425	14.9
25–44	19,665	24.6	73,309	30.9
45–64	19,254	24.1	66,048	27.8
65+	6,904	8.6	11,361	4.8
Total	80,002	100.0	237,614	100.0

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period
2. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. The number of new service users in 2011–12 is the count of unique statistical linkage keys that appeared for the first time in the 2011–12 collection.
4. The calculation of continuing service users takes into account users who exit a service but then return in a later collection period.

Table B46: New service users, age group by state and territory, 2011–12 (per cent)

Age group (years)	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
0–17	40.1	22.7	28.7	41.9	25.9	64.5	63.3	27.8	31.7
18–24	13.7	9.0	13.6	11.6	11.1	7.9	7.4	8.0	11.1
25–44	19.2	31.1	24.8	20.8	18.9	11.9	16.5	16.1	24.6
45–64	24.8	22.4	30.6	24.3	27.1	13.4	11.9	23.4	24.1
65+	2.3	14.8	2.3	1.3	17.1	2.3	0.8	24.7	8.6
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period
2. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. The number of new service users in 2011–12 is the count of unique statistical linkage keys that appeared for the first time in the 2011–12 collection.

Table B47: New service users, need for support with activities of daily living by service group, 2011–12 (number)

Service group	Always or unable to do	Sometimes	None, but uses aids	None	Not applicable/ not stated ^(a)	Total
Accommodation support	788	1,297	288	703	1,149	4,225
Community support	5,871	7,147	663	2,452	16,733	32,866
Community access	821	2,165	687	1,207	8,585	13,465
Respite	1,004	1,462	59	407	2,170	5,102
Employment	1,348	6,177	577	9,057	12,562	29,721

(a) Data for frequency of support needed were not collected for new clients in open employment services in 2011–12.

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. The number of new service users in 2011–12 is the count of unique statistical linkage keys that appeared for the first time in the 2011–12 collection.
3. The calculation of continuing service users takes into account users who exit a service but then return in a later collection period.

Table B48: New service users, by service type, 2011–12

Service type	New users	Total users	Percentage new users
Accommodation support			
Large residential facilities/institutions	38	2,486	1.5
Small residential facilities/institutions	19	791	2.4
Hostels	44	438	10.0
Group homes	716	16,190	4.4
Attendant care/personal care	294	2,932	10.0
In-home accommodation support	2,855	18,799	15.2
Alternative family placement	16	329	4.9
Other accommodation support	314	1,502	20.9
<i>Total accommodation support</i>	<i>4,225</i>	<i>41,421</i>	<i>10.2</i>
Community support			
Therapy support for individuals	6,981	34,720	20.1
Early childhood intervention	10,498	25,797	40.7
Behaviour/specialist intervention	624	7,456	8.4
Counselling (individual/family/group)	1,050	2,948	35.6
Regional resource and support teams	3,655	24,717	14.8
Case management, local coordination and development	12,559	65,093	19.3
Other community support	904	5,052	17.9
<i>Total community support</i>	<i>32,866</i>	<i>136,236</i>	<i>24.1</i>
Community access			
Learning and life skills development	10,559	48,180	21.9
Recreation/holiday programs	1,605	10,322	15.5
Other community access	1,497	8,196	18.3
<i>Total community access</i>	<i>13,465</i>	<i>63,247</i>	<i>21.3</i>
Respite			
Own home respite	283	3,620	7.8
Centre-based respite/respite homes	1,150	14,503	7.9
Host family respite/peer support respite	190	1,547	12.3
Flexible respite	3,369	22,222	15.2
Other respite	303	1,854	16.3
<i>Total respite</i>	<i>5,102</i>	<i>37,015</i>	<i>13.8</i>
Employment			
Open employment	29,126	112,742	25.8
Supported employment	659	21,353	3.1
<i>Total employment</i>	<i>29,721</i>	<i>132,949</i>	<i>22.4</i>

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period, and totals may not be the sum of components.
2. The calculation of continuing service users takes into account users who exit a service but then return in a later collection period.

Table B49: New service users, by service type and state and territory, 2011–12 (number)

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Accommodation support									
Institutional accommodation	12	45	8	n.p.	11	6	—	—	101
Group homes	149	435	41	19	27	8	n.p.	22	716
Other accommodation types	638	1926	242	78	455	42	36	20	3437
<i>Total accommodation support</i>	<i>786</i>	<i>2,401</i>	<i>284</i>	<i>115</i>	<i>491</i>	<i>56</i>	<i>51</i>	<i>41</i>	<i>4,225</i>
Community support									
Therapy support for individuals	1,215	3,932	264	270	294	35	324	649	6,981
Early childhood intervention	3,660	4,872	560	410	285	—	673	48	10,498
Behaviour/specialist intervention	119	226	118	96	43	—	n.p.	n.p.	624
Counselling (individual/family/group)	—	—	108	n.p.	921	—	—	n.p.	1,050
Regional resource and support teams	1,628	—	23	318	157	1,529	—	—	3,655
Case management, local coordination and development	1,752	5,960	2,929	763	579	299	278	8	12,559
Other community support	457	135	131	n.p.	43	61	n.p.	21	904
<i>Total community support</i>	<i>8,165</i>	<i>13,743</i>	<i>3,527</i>	<i>1,570</i>	<i>1,978</i>	<i>1,890</i>	<i>1,301</i>	<i>726</i>	<i>32,866</i>
Community access									
Learning and life skills development	1,029	7,956	672	n.p.	741	95	n.p.	5	10,559
Recreation/holiday programs	300	577	151	196	316	40	8	17	1,605
Other community access	60	1,380	11	n.p.	18	—	n.p.	23	1,497
<i>Total community access</i>	<i>1,381</i>	<i>9,784</i>	<i>829</i>	<i>227</i>	<i>1,023</i>	<i>135</i>	<i>43</i>	<i>45</i>	<i>13,465</i>
Respite									
Own home respite	—	211	37	16	13	n.p.	n.p.	n.p.	283
Centre-based respite/respite homes	164	670	134	61	73	17	23	8	1,150
Host family respite/peer support respite	21	148	13	—	6	—	—	n.p.	190
Flexible respite	708	2,184	176	230	18	n.p.	n.p.	20	3,369
Other respite	—	229	19	47	5	—	—	3	303
<i>Total respite</i>	<i>867</i>	<i>3,354</i>	<i>329</i>	<i>336</i>	<i>108</i>	<i>32</i>	<i>44</i>	<i>33</i>	<i>5,102</i>
Employment									
Open employment	10,116	7,003	6,434	2,070	2,346	657	290	210	29,126
Supported employment	274	139	96	39	87	17	3	8	659
<i>Total employment</i>	<i>10,366</i>	<i>7,127</i>	<i>6,523</i>	<i>2,103</i>	<i>2,424</i>	<i>674</i>	<i>293</i>	<i>218</i>	<i>29,721</i>
Total	21,045	32,959	10,986	4,219	5,398	2,726	1,693	1,045	80,002

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, and totals may not be the sum of components.
2. The calculation of continuing service users takes into account users who exit a service but then return in a later collection period.
3. 'Institutional accommodation' refers to service types 1.01–1.03. 'Group homes' refers to service users accessing service type 1.04. 'Other accommodation types' refers to service types 1.05–1.08.

Table B50: Service users with an exit date, main reason for cessation of services by service group, 2011–12

Main reason for cessation of services	Accommodation support		Community support		Community access		Respite		Employment		All service groups	
	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent
No longer needs assistance—moved to mainstream services	241	5.8	4,568	12.5	375	5.1	190	5.7	1,590	3.5	6,688	7.3
No longer needs assistance—other reason	784	18.8	13,329	36.5	2,027	27.5	862	25.9	702	1.5	15,860	17.2
Moved to residential, institutional or supported accommodation setting	287	6.9	314	0.9	83	1.1	193	5.8	21	0.0	697	0.8
Needs have increased—other service type required	153	3.7	342	0.9	175	2.4	51	1.5	259	0.6	892	1.0
Services terminated due to budget/staffing constraints	22	0.5	62	0.2	84	1.1	67	2.0	2,740	6.0	2,956	3.2
Services terminated due to occupational health and safety reasons	35	0.8	16	0.0	20	0.3	10	0.3	—	—	70	0.1
Service user moved out of area	317	7.6	1,124	3.1	277	3.8	111	3.3	3,169	6.9	4,754	5.2
Service user died	538	12.9	857	2.3	326	4.4	115	3.5	143	0.3	1,533	1.7
Service user terminated service	325	7.8	1,069	2.9	400	5.4	206	6.2	9,014	19.7	10,859	11.8
Other reason	1,021	24.4	13,464	36.9	2,419	32.8	1,140	34.2	28,154	61.5	44,643	48.5
Reason not stated	457	10.9	1,343	3.7	1,197	16.2	387	11.6	—	—	3,076	3.3
Total number of service users with an exit date	4,180	100.0	36,488	100.0	7,383	100.0	3,332	100.0	45,792	100.0	92,028	100.0
Percentage of service users within service group	..	10.1	..	26.8	..	11.7	..	9.0	..	34.4	..	29.0

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Row totals may not be the sum of components because individuals may have used more than one service type during the 12-month period.
3. Total number includes all service users who reported an exit date. Although service users of 3.02 services were not required to report an exit date or exit reason, some did so and are included in this table.
4. In cases where an individual service user exited more than one service within the same service group, the most recent exit reason was included in this table.

Need for support in life area

Table B51: Services users, need for support in life areas by jurisdiction, 2011–12 (number)

Support needs	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Self-care										
Always	16,294	9,676	9,216	5,342	6,341	2,507	1,047	468	3,584	52,277
Sometimes	17,998	15,191	8,771	6,481	6,975	2,569	1,824	540	19,139	71,096
None, but uses aids	1,483	1,152	660	297	1,603	144	73	216	2,146	7,076
None	6,783	14,558	4,201	4,013	3,525	1,120	1,474	132	68,238	96,729
Not stated ^(a)	9,364	34,970	2,488	428	525	15	158	1,055	39,842	87,980
Not collected (recreation/holiday programs)	695	623	141	222	592	108	17	60	—	2,458
Mobility										
Always	10,044	7,277	6,706	3,162	5,240	2,054	762	349	4,558	38,287
Sometimes	13,676	13,420	7,420	4,287	6,679	2,124	1,378	505	19,585	63,373
None, but uses aids	2,709	2,379	1,415	937	2,258	305	137	268	3,505	12,790
None	16,225	18,534	7,231	7,669	4,268	1,859	2,153	159	66,701	114,809
Not stated ^(a)	9,266	33,937	2,565	505	524	13	146	1,130	38,600	85,897
Not collected (recreation/holiday programs)	697	623	140	223	592	108	17	60	—	2,460
Communication										
Always	14,052	7,653	7,520	4,174	5,399	2,112	938	343	8,532	48,357
Sometimes	18,079	16,721	8,504	6,969	6,947	2,569	2,405	445	33,138	86,742
None, but uses aids	1,201	1,559	588	275	1,293	119	59	34	2,001	6,564
None	9,483	15,756	6,206	4,673	4,801	1,542	1,058	182	50,888	87,864
Not stated ^(a)	9,106	33,857	2,519	470	529	13	116	1,407	38,390	85,630
Not collected (recreation/holiday programs)	696	624	140	222	592	108	17	60	—	2,459
Interpersonal interactions and relationships										
Always	15,180	7,520	8,683	4,691	5,756	2,258	971	382	11,743	54,325
Sometimes	20,820	21,329	10,292	7,629	7,504	2,840	2,241	473	49,251	110,735
None, but uses aids	1,168	851	454	170	970	69	49	23	1,810	5,043
None	5,423	10,227	3,380	3,495	4,206	1,175	1,129	126	31,519	57,031
Not stated ^(a)	9,296	35,618	2,528	568	533	13	186	1,407	38,626	87,980
Not collected (recreation/holiday programs)	730	625	140	230	592	108	17	60	—	2,502
Learning, applying knowledge and general tasks and demands										
Always	15,400	9,491	6,523	4,441	5,838	1,348	820	358	15,330	55,569
Sometimes	19,925	18,637	8,912	7,524	7,373	2,466	1,720	474	47,880	103,423
None, but uses aids	1,240	1,121	505	284	1,264	84	40	21	2,151	6,090
None	3,227	8,261	2,310	2,773	3,262	653	507	92	28,995	47,678
Not applicable	4,187	7,386	1,255	711	851	1,698	972	173	—	17,178
Not collected ^(b)	320	503	51	11	5	93	54	6	—	1,044
Not stated ^(a)	7,590	30,144	5,785	778	385	13	463	1,287	38,593	84,114
Not collected (recreation/holiday programs)	728	627	136	261	583	108	17	60	—	2,520

(continued)

Table B51 (continued): Services users, need for support in life areas by jurisdiction, 2011–12 (number)

Support needs	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Education										
Always	16,833	11,819	9,980	4,945	6,306	1,652	911	428	16,511	64,447
Sometimes	17,302	15,790	8,044	6,983	6,849	2,148	1,594	284	38,636	87,281
None, but uses aids	1,269	1,239	976	310	1,312	83	40	21	2,384	6,939
None	3,042	8,012	2,112	2,636	3,246	650	512	101	33,673	51,630
Not applicable	4,771	7,388	1,271	711	861	1,716	975	176	—	17,810
Not collected ^(b)	372	503	37	11	5	93	54	9	—	1,084
Not stated ^(a)	8,301	30,791	2,922	921	399	13	490	1,392	41,745	85,901
Not collected (recreation/holiday programs)	727	628	135	266	583	108	17	60	—	2,524
Community (civic) and economic life										
Always	17,726	12,009	10,385	5,566	6,553	1,660	995	431	10,416	61,194
Sometimes	16,258	17,039	8,304	6,681	7,279	2,144	1,330	477	35,841	84,798
None, but uses aids	1,178	961	726	351	1,330	91	40	23	2,078	6,141
None	2,790	7,239	1,657	2,550	2,551	634	512	74	42,645	58,054
Not applicable	5,225	7,389	1,351	712	864	1,719	974	176	—	18,347
Not collected ^(b)	429	504	47	11	5	93	55	8	—	1,152
Not stated ^(a)	8,323	30,404	2,869	771	396	14	670	1,222	41,969	85,570
Not collected (recreation/holiday programs)	688	625	138	141	583	108	17	60	—	2,360
Domestic life										
Always	15,353	8,741	9,076	3,438	5,693	1,453	719	586	9,445	50,523
Sometimes	15,650	15,648	8,220	4,790	6,781	1,664	634	575	35,785	78,937
None, but uses aids	939	731	422	137	960	73	28	11	2,010	4,752
None	2,260	7,540	1,161	2,417	1,602	376	114	37	43,123	55,858
Not applicable	13,054	16,943	4,722	5,264	3,926	2,789	3,032	479	41	50,072
Not collected ^(b)	54	72	41	7	4	3	4	4	35	224
Not stated ^(a)	4,806	25,926	1,787	611	162	18	57	742	42,510	75,451
Not collected (recreation/holiday programs)	501	569	48	119	433	87	5	37	—	1,799
Working										
Always	18,273	14,658	10,534	4,896	8,227	2,064	765	583	21,019	72,433
Sometimes	9,845	9,938	5,222	3,302	4,053	1,037	470	189	43,424	69,759
None, but uses aids	697	757	570	213	1,017	73	30	17	1,895	4,901
None	1,730	6,001	1,017	2,057	2,074	318	119	57	28,045	39,773
Not applicable	15,396	16,948	5,561	5,268	3,609	2,868	3,081	498	42	53,078
Not collected ^(b)	81	84	52	7	3	3	4	4	35	271
Not stated ^(a)	6,062	27,207	2,465	897	145	13	119	1,086	38,489	75,530
Not collected (recreation/holiday programs)	533	577	56	143	433	87	5	37	—	1,871

(a) Data for frequency of support needed were not collected for new clients in open employment services in 2011–12.

(b) Includes service users for whom 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 service users may have used services in more than one state or territory.
4. 'Not collected' (recreation/holiday program service users) is a count of service users who used only services from this service type and did not provide a response for that particular data item.
5. The higher levels of 'not stated/not known' on some data items for the Australian Capital Territory reflect, in part, the more limited data collection for some services within agencies.

Table B52: Service users, by need for support in life area, 2011–12

Support needs	Always or unable to do		Sometimes		None, but uses aids		None		Not applicable		Not stated/not collected ^{(a)(b)}		Total	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
Activities of daily living														
Self-care	52,277	16.5	71,096	22.4	7,076	2.2	96,729	30.5	90,438	28.5	317,616	100.0
Mobility	38,287	12.1	63,373	20.0	12,790	4.0	114,809	36.2	88,357	27.8	317,616	100.0
Communication	48,357	15.2	86,742	27.3	6,564	2.1	87,864	27.7	88,089	27.7	317,616	100.0
Total	69,350	21.8	96,347	30.3	8,984	2.8	56,342	17.7	86,593	27.3	317,616	100.0
Activities of independent living														
Interpersonal interactions/ relationships	54,325	17.1	110,735	34.9	5,043	1.6	57,031	18.0	90,482	28.5	317,616	100.0
Learning, applying knowledge, general tasks and demands	55,569	17.5	103,423	32.6	6,090	1.9	47,678	15.0	17,178	5.4	87,678	27.6	317,616	100.0
Domestic life	50,523	15.9	78,937	24.9	4,752	1.5	55,858	17.6	50,072	15.8	77,474	24.4	317,616	100.0
Total	85,245	26.8	109,276	34.4	4,607	1.5	30,117	9.5	19,754	6.2	68,617	21.6	317,616	100.0
Activities of work, education and community living														
Education	64,447	20.3	87,281	27.5	6,939	2.2	51,630	16.3	17,810	5.6	89,509	28.2	317,616	100.0
Community (civic) and economic life	61,194	19.3	84,798	26.7	6,141	1.9	58,054	18.3	18,347	5.8	89,082	28.0	317,616	100.0
Working	72,433	22.8	69,759	22.0	4,901	1.5	39,773	12.5	53,078	16.7	77,672	24.5	317,616	100.0
Total	98,940	31.2	82,162	25.9	5,045	1.6	30,870	9.7	29,509	9.3	71,090	22.4	317,616	100.0

(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) Data for frequency of support needed in areas of 'activities of daily living (ADL)', 'activities of independent living (AIL)' and 'activities of work, education and community living (AWEC)' were not collected for new clients in open employment services in 2011–12.

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.
4. Not stated/not collected' includes both service users accessing only 3.02 services for whom support needs data were not collected and other service users with no response..

Table B53: Service users, need for support in broad life area by service group, 2011–12

Support needs	Accommodation support		Community support		Community access		Respite		Employment		All service groups	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
Activities of daily living												
Always or unable to do	15,843	38.2	46,424	34.1	18,687	29.5	15,606	42.2	11,902	9.0	69,350	21.8
Sometimes	16,357	39.5	43,044	31.6	21,569	34.1	13,538	36.6	39,335	29.6	96,347	30.3
None, but uses aids	1,467	3.5	3,578	2.6	2,535	4.0	512	1.4	3,361	2.5	8,984	2.8
None	5,074	12.2	10,394	7.6	7,246	11.5	2,629	7.1	40,067	30.1	56,342	17.7
Not stated/not collected ^{(a)(b)}	2,680	6.5	32,796	24.1	13,210	20.9	4,730	12.8	38,284	28.8	86,593	27.3
Total	41,421	100.0	136,236	100.0	63,247	100.0	37,015	100.0	132,949	100.0	317,616	100.0
Activities of independent living												
Always or unable to do	18,841	45.5	51,616	37.9	23,122	36.6	18,184	49.1	20,448	15.4	85,245	26.8
Sometimes	17,227	41.6	42,139	30.9	21,549	34.1	12,633	34.1	52,123	39.2	109,276	34.4
None, but uses aids	924	2.2	1,550	1.1	1,547	2.4	269	0.7	1,842	1.4	4,607	1.5
None	1,677	4.0	6,535	4.8	3,729	5.9	1,126	3.0	20,171	15.2	30,117	9.5
Not stated/not collected ^{(a)(b)}	2,752	6.6	34,396	25.2	13,300	21.0	4,803	13.0	38,365	28.9	88,371	27.8
Total	41,421	100.0	136,236	100.0	63,247	100.0	37,015	100.0	132,949	100.0	317,616	100.0
Activities of work, education and community living												
Always or unable to do	24,697	59.6	55,787	40.9	30,630	48.4	21,486	58.0	26,687	20.1	98,940	31.2
Sometimes	10,762	26.0	27,568	20.2	14,071	22.2	8,297	22.4	43,994	33.1	82,162	25.9
None, but uses aids	975	2.4	1,886	1.4	1,421	2.2	271	0.7	1,916	1.4	5,045	1.6
None	1,721	4.2	5,714	4.2	3,071	4.9	961	2.6	21,999	16.5	30,870	9.7
Not stated/not collected ^{(a)(b)}	3,266	7.9	45,281	33.2	14,054	22.2	6,000	16.2	38,353	28.8	100,599	31.7
Total	41,421	100.0	136,236	100.0	63,247	100.0	37,015	100.0	132,949	100.0	317,616	100.0

(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) Data for frequency of support needed in areas of 'activities of daily living', 'activities of independent living' and 'activities of work, education and community living' were not collected for new clients in open employment services in 2011–12.

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 more than one service type during the 12-month period.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom support needs data were not collected and other service users with no response..

Table B54: Service users, need for support in broad life area by living arrangement^(a), 2011–12

Support needs	Lives alone		Lives with family		Lives with others		Not stated ^(a) / not collected		Total	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
Activities of daily living										
Always	4,050	11.6	44,684	38.3	17,995	34.9	2,621	9.4	69,350	30.0
Sometimes	14,523	41.4	51,396	44.1	20,371	39.5	10,057	36.2	96,347	41.7
Does not need help but uses aids	2,640	7.5	3,702	3.2	1,526	3.0	1,116	4.0	8,984	3.9
Does not need help or use aids	13,844	39.5	16,837	14.4	11,643	22.6	14,018	50.4	56,342	24.4
<i>Subtotal</i>	<i>35,057</i>	<i>100.0</i>	<i>116,619</i>	<i>100.0</i>	<i>51,535</i>	<i>100.0</i>	<i>27,812</i>	<i>100.0</i>	<i>231,023</i>	<i>100.0</i>
Not stated ^(b) / not collected	12,709	..	27,805	..	10,986	..	35,093	..	86,593	..
Total	47,766	..	144,424	..	62,521	..	62,905	..	317,616	..
Activities of independent living										
Always	6,090	17.4	52,398	45.4	22,521	43.9	4,236	15.3	85,245	37.2
Sometimes	19,975	57.2	51,951	45.0	22,613	44.1	14,737	53.3	109,276	47.7
Does not need help but uses aids	1,265	3.6	1,833	1.6	876	1.7	633	2.3	4,607	2.0
Does not need help or use aids	7,584	21.7	9,227	8.0	5,240	10.2	8,066	29.1	30,117	13.1
<i>Subtotal</i>	<i>34,914</i>	<i>100.0</i>	<i>115,409</i>	<i>100.0</i>	<i>51,250</i>	<i>100.0</i>	<i>27,672</i>	<i>100.0</i>	<i>229,245</i>	<i>100.0</i>
Not stated ^(b) / not collected ^(c) / not applicable	12,852	..	29,015	..	11,271	..	35,233	..	88,371	..
Total	47,766	..	144,424	..	62,521	..	62,905	..	317,616	..
Activities of work, education and community living										
Always	9,322	27.0	56,697	54.5	27,960	55.4	4,961	17.8	98,940	45.6
Sometimes	15,592	45.1	37,122	35.7	16,002	31.7	13,446	48.2	82,162	37.9
Does not need help but uses aids	1,375	4.0	2,096	2.0	863	1.7	711	2.5	5,045	2.3
Does not need help or use aids	8,298	24.0	8,174	7.9	5,621	11.1	8,777	31.5	30,870	14.2
<i>Subtotal</i>	<i>34,587</i>	<i>100.0</i>	<i>104,089</i>	<i>100.0</i>	<i>50,446</i>	<i>100.0</i>	<i>27,895</i>	<i>100.0</i>	<i>217,017</i>	<i>100.0</i>
Not stated ^(b) / not collected ^(c) / not applicable	13,179	..	40,335	..	12,075	..	35,010	..	100,599	..
Total	47,766	..	144,424	..	62,521	..	62,905	..	317,616	..

(a) Changed data collection arrangements for clients of open employment services affected the non-response rates for living arrangement data for these clients in 2011–12. It is intended that revised figures incorporating further responses received will be updated in future publications.

(b) Data for frequency of support needed in areas of 'activities of daily living', 'activities of independent living' and 'activities of work, education and community living' were not collected for new clients in open employment services in 2011–12.

(c) 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. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom living arrangement and support needs data were not collected and other service users with no response.

Table B55: Service users, need for support in broad life area by Indigenous status, 2011–12

Support needs	Indigenous		Non-Indigenous		Total ^(a)	
	Number	Per cent	Number	Per cent	Number	Per cent
Activities of daily living						
Always	4,100	24.2	64,083	22.7	69,350	21.8
Sometimes	5,573	32.9	89,003	31.5	96,347	30.3
Does not need help but uses aids	429	2.5	8,390	3.0	8,984	2.8
Does not need help or use aids	2,622	15.5	52,868	18.7	56,342	17.7
Not stated/not collected ^{(b)(c)}	4,213	24.9	67,784	24.0	86,593	27.3
Total	16,937	100.0	282,128	100.0	317,616	100.0
Activities of independent living						
Always	5,074	30.0	79,095	28.0	85,245	26.8
Sometimes	6,271	37.0	101,315	35.9	109,276	34.4
Does not need help but uses aids	169	1.0	4,386	1.6	4,607	1.5
Does not need help or use aids	1,227	7.2	28,530	10.1	30,117	9.5
Not stated/not collected ^{(b)(c)}	4,196	24.8	68,802	24.4	88,371	27.8
Total	16,937	100.0	282,128	100.0	317,616	100.0
Activities of work, education and community living						
Always	5,757	34.0	91,919	32.6	98,940	31.2
Sometimes	4,768	28.2	76,077	27.0	82,162	25.9
Does not need help but uses aids	148	0.9	4,830	1.7	5,045	1.6
Does not need help or use aids	1,187	7.0	29,364	10.4	30,870	9.7
Not stated/not collected ^{(b)(c)}	5,077	30.0	79,938	28.3	100,599	31.7
Total	16,937	100.0	282,128	100.0	317,616	100.0

(a) Includes services users for whom Indigenous status was 'not stated/not collected'.

(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.

(c) Data for frequency of support needed in areas of 'activities of daily living', 'activities of independent living' and 'activities of work, education and community living' were not collected for new clients in open employment services in 2011–12.

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. Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous status and support needs data were not collected and other service users with no response.

**Table B56: Service users, need for support in broad life area by primary disability, 2011–12
(per cent)**

Primary disability group	Always	Sometimes	None but uses aids	None	Not stated/not collected ^{(a)(b)}	Not applicable
Activities of daily living						
Intellectual	36.7	43.6	1.2	11.0	7.5	..
Specific learning/ADD	7.8	31.5	1.4	27.9	31.4	..
Autism	39.3	38.1	0.7	7.0	14.8	..
Developmental delay	35.7	20.3	0.1	4.3	39.6	..
Physical	23.1	24.8	4.5	22.5	25.1	..
Acquired brain injury	28.7	38.1	3.8	16.8	12.6	..
Neurological	26.2	28.0	6.8	17.1	21.8	..
Deaf–blind	27.0	38.6	11.5	9.2	13.6	..
Vision	6.3	18.3	10.1	9.4	55.8	..
Hearing	7.3	14.9	8.3	6.8	62.6	..
Speech	15.9	50.3	0.5	6.4	26.8	..
Psychiatric	4.2	25.8	1.8	36.7	31.5	..
Not stated/not collected	5.8	10.9	0.6	7.5	75.2	..
Total	21.8	30.3	2.8	17.7	27.3	..
Activities of independent living						
Intellectual	47.9	41.3	0.7	2.3	6.7	1.2
Specific learning/ADD	17.4	41.1	1.2	8.7	30.0	1.6
Autism	46.4	34.6	0.4	3.1	3.5	12.0
Developmental delay	33.8	19.6	0.1	6.1	—	40.4
Physical	22.0	32.0	1.7	18.6	23.6	2.1
Acquired brain injury	35.6	41.8	1.6	6.6	13.9	0.4
Neurological	28.4	33.1	2.3	12.4	21.9	2.0
Deaf–blind	25.1	39.5	7.9	12.5	12.8	2.1
Vision	7.7	19.9	7.2	9.4	49.6	6.3
Hearing	7.2	14.0	3.0	12.2	58.4	5.2
Speech	14.1	44.0	0.8	12.6	4.4	24.1
Psychiatric	9.2	41.5	1.4	16.3	31.5	0.1
Not stated/not collected	7.2	13.5	0.3	3.4	39.1	36.3
Total	26.8	34.4	1.5	9.5	21.6	6.2
Activities of work, education and community living						
Intellectual	59.3	28.4	0.5	1.9	7.5	2.5
Specific learning/ADD	20.6	37.4	1.1	8.0	30.0	2.8
Autism	47.9	25.5	0.4	3.0	4.1	19.2
Developmental delay	14.9	7.1	0.2	3.0	—	74.8
Physical	22.1	26.6	2.5	19.7	24.3	4.8
Acquired brain injury	47.6	27.4	1.4	6.3	16.3	1.0
Neurological	34.3	21.6	2.8	13.7	23.7	3.9
Deaf–blind	33.2	31.4	7.1	10.6	14.1	3.5
Vision	10.9	14.7	8.1	9.1	49.7	7.5
Hearing	8.9	11.9	3.7	10.1	58.7	6.8
Speech	16.5	23.5	0.7	7.4	4.5	47.5
Psychiatric	12.9	34.6	1.3	18.4	32.6	0.1
Not stated/not collected	6.6	11.4	0.4	3.8	39.2	38.6
Total	31.2	25.9	1.6	9.7	22.4	9.3

(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) Data for frequency of support needed in areas of 'activities of daily living', 'activities of independent living' and 'activities of work, education and community living' were not collected for new clients in open employment services in 2011–12.

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. Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability group and support needs data were not collected and other service users with no response.

Table B57: Service users, primary disability group by most effective method of communication, 2011–12 (per cent)

Primary disability group	Spoken language (effective)	Sign language (effective)	Other effective non-spoken communication	Little, or no effective communication	Child aged under 5	Not stated/not collected ^(a)	Total	Total number
Intellectual	59.3	1.9	3.6	27.1	1.1	7	100.0	85,550
Specific learning/Attention Deficit Disorder (ADD)	61.8	0.3	0.3	4.2	0.8	32.6	100.0	13,709
Autism	48.5	1.5	3.0	23.4	11.3	12.4	100.0	18,639
Developmental delay	2.8	0.1	0.2	4.0	75.6	17.2	100.0	10,391
Physical	60.9	0.8	2.6	7.6	4.2	24.0	100.0	50,682
Acquired brain injury	72.0	1.2	3.0	12.1	0.7	11.0	100.0	10,989
Neurological	59.1	12.5	3.0	8.0	2.7	14.6	100.0	18,060
Deaf–blind	34.2	36.4	2.6	12.0	2.8	11.9	100.0	999
Vision	41.4	0.3	0.2	1.1	3.6	53.3	100.0	13,928
Hearing	22.7	10.4	0.5	2.0	4.9	59.5	100.0	11,658
Speech	26.3	0.7	0.9	9.0	42.7	20.5	100.0	3,843
Psychiatric	68.9	0.3	0.5	1.4	0.1	28.7	100.0	56,733
Not stated/not collected	22.4	0.2	0.4	2.2	20.9	53.8	100.0	22,435
Total per cent	54.1	2.1	2.0	11.8	6.7	23.4	100.0	317,616
Total number	171,848	6,643	6,409	37,331	21,161	74,224	..	
<i>Percentage of responses excluding 'child aged under 5'</i>	<i>58.0</i>	<i>2.2</i>	<i>2.2</i>	<i>12.6</i>		<i>25.0</i>	<i>100.0</i>	

(a) Data for 'method of communication' were not collected for new clients in open employment services in 2011–12.

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. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability group and method of communication data were not collected and other service users with no response.

Table B58: Service users, need for interpreter services by primary disability, 2011–12

Primary disability type	Needs an interpreter for spoken language other than English		Needs an interpreter for non-spoken communication		Does not need an interpreter		Not stated/not collected		Total	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
Intellectual	2,007	2.3	3,357	3.9	77,400	90.5	2,786	3.3	85,550	100.0
Specific learning/ADD	134	1.0	23	0.2	13,433	98.0	119	0.9	13,709	100.0
Autism	254	1.4	639	3.4	16,252	87.2	1,494	8.0	18,639	100.0
Developmental delay	199	1.9	80	0.8	8,745	84.2	1,367	13.2	10,391	100.0
Physical	4,805	9.5	875	1.7	43,700	86.2	1,302	2.6	50,682	100.0
Acquired brain injury	312	2.8	240	2.2	10,177	92.6	260	2.4	10,989	100.0
Neurological	460	2.5	342	1.9	16,696	92.4	562	3.1	18,060	100.0
Deaf–blind	76	7.6	307	30.7	564	56.5	52	5.2	999	100.0
Vision	361	2.6	1,849	13.3	6,628	47.6	5,090	36.5	13,928	100.0
Hearing	292	2.5	1,271	10.9	4,139	35.5	5,956	51.1	11,658	100.0
Speech	97	2.5	45	1.2	3,484	90.7	217	5.6	3,843	100.0
Psychiatric	1,857	3.3	76	0.1	51,867	91.4	2,933	5.2	56,733	100.0
Not stated/not collected	350	1.6	35	0.2	13,203	58.9	8,847	39.4	22,435	100.0
Total	11,204	3.5	9,139	2.9	266,288	83.8	30,985	9.8	317,616	100.0
<i>Percentage of valid responses</i>	..	3.9	..	3.2	..	92.9	100.0

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability group and need for interpreter data were not collected and other service users with no response.

Service types and groups

Table B59: Service users, service type by state and territory, 2011–12

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Accommodation support									
Large residential facilities/institutions	1,239	140	282	154	553	118	—	—	2,486
Small residential facilities/institutions	49	85	476	122	n.p.	n.p.	—	—	791
Hostels	92	217	—	42	15	72	—	—	438
Group homes	5,050	5,033	2,375	1,596	1,259	517	202	164	16,190
Attendant care/personal care	992	—	525	303	939	123	9	42	2,932
In-home accommodation support	2,558	7,784	3,612	1,433	2,653	505	185	73	18,799
Alternative family placement	176	—	34	22	80	—	—	17	329
Other accommodation support	388	688	121	141	n.p.	n.p.	126	—	1,502
<i>Total accommodation support</i>	<i>10,182</i>	<i>13,649</i>	<i>6,799</i>	<i>3,609</i>	<i>5,150</i>	<i>1,301</i>	<i>465</i>	<i>283</i>	<i>41,421</i>
<i>Percentage of column total</i>	<i>11.2</i>	<i>13.0</i>	<i>13.5</i>	<i>14.3</i>	<i>17.8</i>	<i>14.1</i>	<i>7.8</i>	<i>9.3</i>	<i>13.0</i>
Community support									
Therapy support for individuals	6,405	12,966	2,659	5,046	3,925	129	1,840	1,798	34,720
Early childhood intervention	8,570	10,647	2,287	1,578	1,186	—	1,498	92	25,797
Behaviour/specialist intervention	2,447	1,501	1,181	1,545	628	—	151	3	7,456
Counselling (individual/family/group)	—	—	1,059	119	1,764	—	n.p.	n.p.	2,948
Resource teams/regional teams	18,057	—	134	813	2,346	3,372	—	—	24,717
Case management, local coordination and development	6,774	25,322	13,157	9,566	8,016	1,513	829	62	65,093
Other community support	2,033	351	409	662	1,314	173	81	29	5,052
<i>Total community support</i>	<i>36,893</i>	<i>44,744</i>	<i>16,253</i>	<i>13,649</i>	<i>14,337</i>	<i>4,772</i>	<i>4,095</i>	<i>1,962</i>	<i>136,236</i>
<i>Percentage of column total</i>	<i>40.4</i>	<i>42.7</i>	<i>32.2</i>	<i>54.0</i>	<i>49.5</i>	<i>51.6</i>	<i>68.8</i>	<i>64.1</i>	<i>42.9</i>
Community access									
Learning and life skills development	12,902	17,580	8,642	2,660	4,630	1,304	380	115	48,180
Recreation/holiday programs	2,480	1,514	1,137	2,235	2,474	304	62	117	10,322
Other community access	589	6,308	50	668	477	—	30	74	8,196
<i>Total community access</i>	<i>15,312</i>	<i>24,740</i>	<i>9,505</i>	<i>4,831</i>	<i>6,624</i>	<i>1,533</i>	<i>455</i>	<i>292</i>	<i>63,247</i>
<i>Percentage of column total</i>	<i>16.8</i>	<i>23.6</i>	<i>18.9</i>	<i>19.1</i>	<i>22.9</i>	<i>16.6</i>	<i>7.6</i>	<i>9.5</i>	<i>19.9</i>
Respite									
Own home respite	10	1,396	791	990	332	73	23	5	3,620
Centre-based respite/respite homes	4,322	5,043	2,662	982	1,028	223	209	60	14,503
Host family/peer support respite	276	1,058	75	—	120	7	—	11	1,547
Flexible/combination respite	6,908	9,846	2,738	2,124	246	161	158	50	22,222
Other respite	—	848	406	365	230	—	—	5	1,854
<i>Total respite</i>	<i>9,912</i>	<i>15,723</i>	<i>5,203</i>	<i>3,609</i>	<i>1,735</i>	<i>426</i>	<i>353</i>	<i>125</i>	<i>37,015</i>
<i>Percentage of column total</i>	<i>10.9</i>	<i>15.0</i>	<i>10.3</i>	<i>14.3</i>	<i>6.0</i>	<i>4.6</i>	<i>5.9</i>	<i>4.1</i>	<i>11.7</i>
Employment									
Open employment services	36,293	28,872	25,065	9,151	8,789	2,676	1,324	577	112,742
Supported employment services	7,523	4,833	2,860	2,331	2,897	557	282	108	21,353
<i>Total employment</i>	<i>43,482</i>	<i>33,370</i>	<i>27,808</i>	<i>11,345</i>	<i>11,591</i>	<i>3,207</i>	<i>1,605</i>	<i>676</i>	<i>132,949</i>
<i>Percentage of column total</i>	<i>47.6</i>	<i>31.9</i>	<i>55.2</i>	<i>44.9</i>	<i>40.0</i>	<i>34.7</i>	<i>27.0</i>	<i>22.1</i>	<i>41.9</i>
Total	91,313	104,718	50,406	25,265	28,980	9,243	5,949	3,059	317,616

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 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.
3. Service group totals may not be the sum of service components because individuals may have used more than one service type outlet from a service group over the 12-month period.
4. Grand totals may not be the sum of the service group components because individuals may have used more than one service group over the 12-month period.

Table B60: Users of accommodation support services, accommodation support type by state and territory, 2011–12

Accommodation support type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
	Number								
Institutional accommodation	1,380	442	752	311	603	214	—	—	3,702
Group homes	5,050	5,033	2,375	1,596	1,259	517	202	164	16,190
Other accommodation types	4,060	8,298	4,050	1,830	3,468	612	277	125	22,712
Total accommodation support	10,182	13,649	6,799	3,609	5,150	1,301	465	283	41,421
	Per cent								
Institutional accommodation	13.6	3.2	11.1	8.6	11.7	16.4	—	—	8.9
Group homes	49.6	36.9	34.9	44.2	24.4	39.7	43.4	58.0	39.1
Other community settings	39.9	60.8	59.6	50.7	67.3	47.0	59.6	44.2	54.8
Total accommodation support	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Totals for Australia may not be the sum of the components because individuals may have used services in more than one state or territory during the 12-month period.
3. Total for accommodation support (numbers and percentages) may not be the sum of components because service users may have used services from more than one of the accommodation support categories listed.
4. 'Institutional accommodation' refers service types 1.01–1.03. 'Group homes' refers to service users accessing service type 1.04. 'Other accommodation types' refers to service types 1.05–1.08.

Table B61: Service users, service type by age group and jurisdiction, 2011–12 (number)

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
0–49										
Accommodation support										
Large residential facilities/ institutions	472	53	154	65	160	32	—	—	..	936
Small residential facilities/ institutions	29	18	250	62	21	13	—	—	..	393
Hostels	48	123	—	32	n.p.	n.p.	—	—	..	249
Group homes	3,252	2,873	1,595	971	787	284	153	138	..	10,049
Attendant care/personal care	604	—	311	255	463	71	8	31	..	1,742
In-home accommodation support	1,675	5,665	2,447	1,090	905	349	121	57	..	12,306
Alternative family placement	175	—	34	22	78	—	—	17	..	326
Other accommodation support	313	622	95	52	n.p.	n.p.	89	—	..	1,201
<i>Total accommodation support</i>	<i>6,348</i>	<i>9,128</i>	<i>4,462</i>	<i>2,386</i>	<i>2,240</i>	<i>751</i>	<i>334</i>	<i>232</i>	<i>..</i>	<i>25,867</i>
Community support										
Therapy support for individuals	5,263	8,524	2,184	4,643	2,312	90	1,813	735	..	25,519
Early childhood intervention	8,570	10,647	2,287	1,578	1,186	—	1,498	92	..	25,797
Behaviour/specialist intervention	2,124	1,230	992	1,408	625	—	n.p.	n.p.	..	6,505
Counselling (individual/family/group)	—	—	975	111	725	—	n.p.	n.p.	..	1,817
Resource teams/regional teams	15,819	—	134	709	2,345	3,259	—	—	..	22,261
Case management, local coordination and development	5,404	16,163	10,830	8,668	5,474	1,129	698	35	..	48,272
Other community support	1,376	274	327	506	910	103	67	18	..	3,581
<i>Total community support</i>	<i>31,602</i>	<i>33,008</i>	<i>13,608</i>	<i>12,181</i>	<i>10,077</i>	<i>4,205</i>	<i>3,920</i>	<i>867</i>	<i>..</i>	<i>109,035</i>
Community access										
Learning and life skills development	10,071	10,303	6,468	2,264	2,107	869	339	92	..	32,484
Recreation/holiday programs	2,086	1,030	1,037	1,538	1,363	251	61	111	..	7,476
Other community access	266	4,210	39	634	190	—	30	66	..	5,435
<i>Total community access</i>	<i>11,920</i>	<i>15,120</i>	<i>7,277</i>	<i>3,786</i>	<i>3,298</i>	<i>1,060</i>	<i>413</i>	<i>256</i>	<i>..</i>	<i>43,089</i>
Respite										
Own home respite	10	1,187	713	902	280	61	11	4	..	3,168
Centre-based respite/respite homes	4,015	4,272	2,425	870	946	215	198	60	..	12,975
Host family/peer support respite	268	928	70	—	116	7	—	11	..	1,400
Flexible/combo respite	6,208	7,889	2,465	1,902	199	131	128	42	..	18,955
Other respite	—	583	384	344	103	—	—	3	..	1,417
<i>Total respite</i>	<i>8,978</i>	<i>12,545</i>	<i>4,669</i>	<i>3,222</i>	<i>1,431</i>	<i>378</i>	<i>303</i>	<i>115</i>	<i>..</i>	<i>31,572</i>
Employment										
Open employment services	—	—	—	—	—	—	—	—	84,246	84,246
Supported employment services	—	—	—	—	—	—	—	—	15,857	15,857
<i>Total employment</i>	<i>—</i>	<i>—</i>	<i>—</i>	<i>—</i>	<i>—</i>	<i>—</i>	<i>—</i>	<i>—</i>	<i>99,071</i>	<i>99,071</i>
Total	43,527	54,660	20,137	14,208	12,285	5,263	4,288	1,303	99,071	238,637

(continued)

Table B61 (continued): Service users, service type by age group and jurisdiction, 2011–12 (number)

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
50–64										
Accommodation support										
Large residential facilities/ institutions	570	64	100	56	265	70	—	—	..	1,125
Small residential facilities/ institutions	13	39	206	47	12	8	—	—	..	325
Hostels	39	75	—	8	6	29	—	—	..	157
Group homes	1,426	1,685	678	525	397	188	44	26	..	4,968
Attendant care/personal care	352	—	173	43	366	38	n.p.	n.p.	..	981
In-home accommodation support	747	1,766	948	307	630	137	n.p.	n.p.	..	4,601
Alternative family placement	n.p.	—	—	—	n.p.	—	—	—	..	3
Other accommodation support	62	60	22	69	7	—	32	—	..	252
<i>Total accommodation support</i>	<i>3,096</i>	<i>3,634</i>	<i>1,948</i>	<i>1,014</i>	<i>1,516</i>	<i>449</i>	<i>113</i>	<i>47</i>	<i>..</i>	<i>11,815</i>
Community support										
Therapy support for individuals	971	2,018	360	325	1,179	22	26	419	..	5,318
Early childhood intervention	278	245	170	117	n.p.	—	n.p.	n.p.	..	840
Behaviour/specialist intervention										
Counselling (individual/family/group)	—	—	68	8	165	—	—	—	..	241
Resource teams/regional teams	1,849	—	—	n.p.	n.p.	97	—	—	..	2,026
Case management, local coordination and development	1,044	4,521	2,052	777	2,022	319	118	14	..	10,851
Other community support	301	74	63	93	308	32	n.p.	n.p.	..	887
<i>Total community support</i>	<i>4,052</i>	<i>5,899</i>	<i>2,288</i>	<i>1,200</i>	<i>2,622</i>	<i>434</i>	<i>156</i>	<i>437</i>	<i>..</i>	<i>17,055</i>
Community access										
Learning and life skills development	2,167	3,610	1,726	346	694	355	n.p.	n.p.	..	8,954
Recreation/holiday programs	333	229	86	505	550	41	n.p.	n.p.	..	1,751
Other community access	249	1,827	11	30	206	—	—	8	..	2,331
<i>Total community access</i>	<i>2,614</i>	<i>5,495</i>	<i>1,775</i>	<i>811</i>	<i>1,198</i>	<i>383</i>	<i>38</i>	<i>35</i>	<i>..</i>	<i>12,346</i>
Respite										
Own home respite	—	169	75	73	41	11	n.p.	n.p.	..	371
Centre-based respite/respite homes	276	427	211	n.p.	71	7	n.p.	—	..	1,084
Host family/peer support respite	8	98	4	—	4	—	—	—	..	114
Flexible/combination respite	603	1,370	245	183	32	25	25	6	..	2,489
Other respite	..	167	21	n.p.	109	n.p.	..	320
<i>Total respite</i>	<i>808</i>	<i>2,104</i>	<i>482</i>	<i>317</i>	<i>252</i>	<i>41</i>	<i>33</i>	<i>8</i>	<i>..</i>	<i>4,043</i>
Employment										
Open employment services	27,752	27,752
Supported employment services	5,026	5,026
<i>Total employment</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>32,664</i>	<i>32,664</i>
Total	6,997	12,316	4,383	2,035	3,796	934	257	503	32,664	60,714

(continued)

Table B61 (continued): Service users, service type by age group and jurisdiction, 2011–12 (number)

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
65 and over										
Accommodation support										
Large residential facilities/ institutions	197	23	28	33	128	16	—	—	..	425
Small residential facilities/ institutions	7	28	20	13	n.p.	n.p.	—	—	..	73
Hostels	5	19	—	n.p.	—	n.p.	—	—	..	32
Group homes	372	475	102	100	75	45	5	—	..	1,173
Attendant care/personal care	36	—	41	n.p.	110	14	—	n.p.	..	209
In-home accommodation support	136	353	217	36	1,118	19	12	n.p.	..	1,892
Alternative family placement	—	—	—	—	—	—	—	—	..	—
Other accommodation support	13	6	n.p.	20	n.p.	—	5	—	..	49
<i>Total accommodation support</i>	<i>738</i>	<i>887</i>	<i>389</i>	<i>209</i>	<i>1,394</i>	<i>101</i>	<i>18</i>	<i>4</i>	<i>..</i>	<i>3,739</i>
Community support										
Therapy support for individuals	171	2,424	115	78	434	n.p.	n.p.	644	..	3,883
Behaviour/specialist intervention	45	26	19	n.p.	—	—	n.p.	—	..	111
Counselling (individual/family/group)	—	—	16	—	874	—	—	—	..	890
Resource teams/regional teams	389	—	—	25	—	16	—	—	..	430
Case management, local coordination and development	326	4,638	275	121	520	65	13	13	..	5,970
Other community support	356	3	19	63	96	38	4	5	..	584
<i>Total community support</i>	<i>1,239</i>	<i>5,837</i>	<i>357</i>	<i>268</i>	<i>1,638</i>	<i>133</i>	<i>19</i>	<i>658</i>	<i>..</i>	<i>10,146</i>
Community access										
Learning and life skills development	664	3,667	448	50	1,829	80	n.p.	n.p.	..	6,742
Recreation/holiday programs	61	255	14	192	561	12	—	—	..	1,095
Other community access	74	271	—	4	81	—	—	—	..	430
<i>Total community access</i>	<i>778</i>	<i>4,125</i>	<i>453</i>	<i>234</i>	<i>2,128</i>	<i>90</i>	<i>n.p.</i>	<i>n.p.</i>	<i>..</i>	<i>7,812</i>
Respite										
Own home respite	—	n.p.	n.p.	15	n.p.	n.p.	n.p.	—	..	81
Centre-based respite/respite homes	31	344	26	30	11	n.p.	n.p.	—	..	444
Host family/peer support respite	—	n.p.	n.p.	—	—	—	—	—	..	33
Flexible/combination respite	97	587	28	39	15	n.p.	5	n.p.	..	778
Other respite	—	98	n.p.	—	n.p.	—	—	—	..	117
<i>Total respite</i>	<i>126</i>	<i>1,074</i>	<i>52</i>	<i>70</i>	<i>52</i>	<i>n.p.</i>	<i>17</i>	<i>n.p.</i>	<i>..</i>	<i>1,400</i>
Employment										
Open employment services	744	744
Supported employment services	470	470
<i>Total employment</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>1,214</i>	<i>1,214</i>
Total	2,093	9,194	957	540	3,480	266	48	665	1,214	18,265

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 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.
3. Service group totals may not be the sum of service components because individuals may have used more than one service type outlet from a service group over the 12-month period.
4. Grand totals may not be the sum of the service group components because individuals may have used more than one service group over the 12-month period.

Table B62: Service users, service type by sex and age group, 2011-12 (number)

Service type	0-17	18-24	25-44	45-64	65 +	Total
Male						
Accommodation support						
Large residential facilities/institutions	—	14	349	880	241	1,484
Small residential facilities/institutions	—	10	146	233	38	427
Hostels	9	18	83	129	12	251
Group homes	171	756	3,824	4,037	647	9,435
Attendant care/personal care	106	174	530	724	122	1,656
In-home accommodation support	472	1,180	4,066	3,538	760	10,016
Alternative family placement	36	108	46	5	—	195
Other accommodation support	46	254	328	193	23	844
<i>Total accommodation support</i>	<i>788</i>	<i>2,309</i>	<i>8,980</i>	<i>9,312</i>	<i>1,775</i>	<i>23,164</i>
Community support						
Therapy support for individuals	9,475	1,482	3,092	3,450	1,709	19,208
Early childhood intervention	17,860	—	—	—	—	17,860
Behaviour/specialist intervention	1,764	944	1,405	796	55	4,964
Counselling (individual/family/group)	792	133	148	165	352	1,590
Resource teams/regional teams	9,520	2,023	2,289	1,688	226	15,746
Case management, local coordination and development	12,916	5,929	8,575	7,407	2,364	37,191
Other community support	1,030	280	642	669	315	2,936
<i>Total community support</i>	<i>43,281</i>	<i>8,739</i>	<i>13,579</i>	<i>11,948</i>	<i>4,350</i>	<i>81,897</i>
Community access						
Learning and life skills development	622	6,226	9,406	6,753	2,891	25,898
Recreation/holiday programs	1,695	765	1,474	1,215	387	5,536
Other community access	165	411	1,836	1,719	246	4,377
<i>Total community access</i>	<i>2,416</i>	<i>6,995</i>	<i>12,057</i>	<i>9,205</i>	<i>3,354</i>	<i>34,027</i>
Respite						
Own home respite	863	425	491	269	33	2,081
Centre-based respite/respice homes	3,345	1,894	2,356	850	161	8,606
Host family/peer support respite	471	170	244	102	15	1,002
Flexible/combination respite	5,660	2,082	3,164	1,778	294	12,978
Other respite	426	96	228	189	43	982
<i>Total respite</i>	<i>8,915</i>	<i>3,743</i>	<i>5,482</i>	<i>2,884</i>	<i>517</i>	<i>21,541</i>
Employment						
Open employment services	4,404	15,257	26,421	20,675	644	67,401
Supported employment services	103	2,166	6,312	4,893	321	13,795
<i>Total employment</i>	<i>4,490</i>	<i>17,153</i>	<i>32,387</i>	<i>25,414</i>	<i>965</i>	<i>80,409</i>
Total	52,136	27,911	54,075	45,024	8,391	187,537

(continued)

Table B62 (continued): Service users, service type by sex and age group, 2011–12 (number)

Service type	0–17	18–24	25–44	45–64	65+	Total
	Female					
Accommodation support						
Large residential facilities/institutions	n.p.	n.p.	192	618	184	1,002
Small residential facilities/institutions	n.p.	n.p.	116	208	35	364
Hostels	n.p.	n.p.	62	n.p.	20	187
Group homes	58	420	2,640	3,109	526	6,753
Attendant care/personal care	71	112	414	592	87	1,276
In-home accommodation support	282	853	3,386	3,121	1,131	8,773
Alternative family placement	n.p.	n.p.	34	n.p.	—	134
Other accommodation support	22	176	256	178	25	657
<i>Total accommodation support</i>	<i>432</i>	<i>1,522</i>	<i>6,770</i>	<i>7,558</i>	<i>1,962</i>	<i>18,244</i>
Community support						
Therapy support for individuals	5,316	1,057	3,366	3,581	2,174	15,494
Early childhood intervention	7,931	—	—	—	—	7,931
Behaviour/specialist intervention	717	473	751	495	56	2,492
Counselling (individual/family/group)	468	93	104	155	538	1,358
Resource teams/regional teams	4,565	1,258	1,628	1,316	204	8,971
Case management, local coordination and development	6,058	3,537	7,173	7,515	3,605	27,888
Other community support	497	218	565	566	269	2,115
<i>Total community support</i>	<i>20,259</i>	<i>5,350</i>	<i>11,433</i>	<i>11,463</i>	<i>5,795</i>	<i>54,300</i>
Community access						
Learning and life skills development	348	4,114	8,059	5,887	3,850	22,258
Recreation/holiday programs	1,048	593	1,220	1,215	708	4,784
Other community access	93	290	1,542	1,602	181	3,708
<i>Total community access</i>	<i>1,448</i>	<i>4,678</i>	<i>10,285</i>	<i>8,219</i>	<i>4,454</i>	<i>29,084</i>
Respite						
Own home respite	479	255	472	284	48	1,538
Centre-based respite/respite homes	1,597	1,230	1,970	816	283	5,896
Host family/peer support respite	207	92	152	76	18	545
Flexible/combination respite	2,776	1,367	2,718	1,880	482	9,223
Other respite	219	81	239	259	74	872
<i>Total respite</i>	<i>4,404</i>	<i>2,428</i>	<i>4,708</i>	<i>3,030</i>	<i>881</i>	<i>15,451</i>
Employment						
Open employment services	2,112	8,177	16,263	18,689	100	45,341
Supported employment services	30	1,012	3,522	2,845	149	7,558
<i>Total employment</i>	<i>2,140</i>	<i>9,077</i>	<i>19,613</i>	<i>21,461</i>	<i>249</i>	<i>52,540</i>
Total	24,634	16,353	38,789	40,228	9,865	129,869

Notes

1. Sex was not stated/not collected for 210 service users.
2. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
3. 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.
4. Service group totals may not be the sum of service components because individuals may have used more than one service type outlet from a service group over the 12-month period.
5. Grand totals may not be the sum of the service group components because individuals may have used more than one service group over the 12-month period.

Table B63: Service users, service type by sex and primary disability group, 2011–12 (number)

Service type	Intellectual	Specific learning/ ADD	Autism	Developmental delay	Physical	Acquired brain injury	Neurological	Deaf-blind	Vision	Hearing	Speech	Psychiatric
Male												
Accommodation support												
Large residential facilities/ institutions	1,114	—	26	—	142	129	41	—	n.p.	n.p.	—	25
Small residential facilities/ institutions	291	—	n.p.	—	26	39	13	—	n.p.	—	—	48
Hostels	137	n.p.	n.p.	—	12	20	14	4	n.p.	n.p.	—	30
Group homes	7,162	16	509	—	571	471	189	17	51	13	3	267
Attendant care/personal care	286	n.p.	42	—	780	239	201	n.p.	14	n.p.	—	57
In-home accommodation support	3,405	n.p.	460	n.p.	1,114	572	246	38	516	61	—	3,387
Alternative family placement	137	n.p.	24	—	17	n.p.	6	.	n.p.	n.p.	—	3
Other accommodation support	230	—	32	n.p.	118	n.p.	39	n.p.	3	15	—	358
<i>Total accommodation support</i>	<i>12,191</i>	<i>43</i>	<i>1,037</i>	<i>13</i>	<i>2,563</i>	<i>1,408</i>	<i>702</i>	<i>61</i>	<i>578</i>	<i>94</i>	<i>3</i>	<i>4,051</i>
Community support												
Therapy support for individuals	4,397	275	2,064	357	4,015	1,166	2,162	122	2,058	750	625	275
Early childhood intervention	907	357	2,744	5,857	1,031	68	306	21	160	356	1,391	16
Behaviour/specialist intervention	3,435	30	739	50	264	171	59	5	9	9	4	71
Counselling (individual/family/group)	226	4	298	12	411	25	120	4	419	12	4	24
Resource teams/regional teams	8,671	491	1,988	1,129	1,361	358	262	48	149	151	403	207
Case management, local coordination and development	16,265	298	5,635	906	4,153	2,564	2,682	197	2,090	174	109	627
Other community support	862	44	393	55	676	120	391	12	15	77	15	182
<i>Total community support</i>	<i>27,302</i>	<i>1,382</i>	<i>11,430</i>	<i>6,937</i>	<i>8,814</i>	<i>3,817</i>	<i>4,834</i>	<i>326</i>	<i>4,045</i>	<i>1,456</i>	<i>2,452</i>	<i>1,336</i>

(continued)

Table B63 (continued): Service users, service type by sex and primary disability group, 2011–12 (number)

Service type	Intellectual	Specific learning/ ADD	Autism	Develop- mental delay	Physical	Acquired brain injury	Neurological	Deaf- blind	Vision	Hearing	Speech	Psychiatric
Community access												
Learning and life skills development	13,326	177	1,817	10	1,553	1,302	482	93	1,961	2,443	30	1,833
Recreation/holiday programs	2,378	42	466	6	632	165	195	23	296	123	9	65
Other community access	796	n.p.	47	—	75	173	38	5	20	7	—	3,187
<i>Total community access</i>	<i>15,522</i>	<i>220</i>	<i>2,263</i>	<i>16</i>	<i>2,081</i>	<i>1,556</i>	<i>686</i>	<i>108</i>	<i>2,077</i>	<i>2,551</i>	<i>39</i>	<i>4,904</i>
Respite												
Own home respite	1,019	16	302	13	412	79	108	n.p.	n.p.	n.p.	n.p.	17
Centre-based respite/respite homes	5,339	52	1,344	17	789	205	329	29	108	4	6	131
Host family/peer support respite	483	23	289	7	40	26	22	n.p.	8	n.p.	n.p.	7
Flexible/comboination respite	5,833	177	2,502	108	1,350	507	513	55	95	31	23	1,030
Other respite	533	6	146	12	126	27	54	3	n.p.	n.p.	—	26
<i>Total respite</i>	<i>10,682</i>	<i>248</i>	<i>3,822</i>	<i>149</i>	<i>2,292</i>	<i>765</i>	<i>866</i>	<i>82</i>	<i>201</i>	<i>45</i>	<i>30</i>	<i>1,165</i>
Employment												
Open employment services	8,157	7,858	638	—	16,874	1,995	2,739	137	1,484	1,535	272	21,821
Supported employment services	9,162	232	693	—	861	495	302	39	186	120	20	1,682
<i>Total employment</i>	<i>16,959</i>	<i>8,050</i>	<i>1,257</i>	<i>—</i>	<i>17,682</i>	<i>2,460</i>	<i>3,023</i>	<i>170</i>	<i>1,659</i>	<i>1,649</i>	<i>289</i>	<i>23,317</i>
Total	50,477	9,588	15,084	6,959	28,374	7,623	8,340	514	6,386	5,386	2,766	31,043

(continued)

Table B63 (continued): Service users, service type by sex and primary disability group, 2011–12 (number)

Service type	Intellectual	Specific learning/ ADD	Autism	Developmental delay	Physical	Female						
						Acquired brain injury	Neurological	Deaf-blind	Vision	Hearing	Speech	Psychiatric
Accommodation support												
Large residential facilities/ institutions	789	—	10	—	82	42	58	—	4	—	—	17
Small residential facilities/ institutions	263	—	n.p.	—	25	13	31	—	—	—	—	28
Hostels	106	—	n.p.	—	16	4	20	n.p.	n.p.	n.p.	—	16
Group homes	5,431	5	117	—	498	186	187	20	53	5	—	129
Attendant care/personal care	238	n.p.	6	n.p.	584	99	273	6	17	n.p.	—	35
In-home accommodation support	2,725	15	99	17	777	252	295	36	996	49	—	3,362
Alternative family placement	106	n.p.	5	—	11	—	n.p.	n.p.	—	n.p.	—	n.p.
Other accommodation support	161	—	8	n.p.	82	14	30	5	4	13	—	326
<i>Total accommodation support</i>	<i>9,342</i>	<i>19</i>	<i>237</i>	<i>19</i>	<i>1,901</i>	<i>569</i>	<i>827</i>	<i>69</i>	<i>1,065</i>	<i>70</i>	<i>—</i>	<i>3,803</i>
Community support												
Therapy support for individuals	3,053	123	465	206	3,392	665	2,948	108	2,416	1,027	257	126
Early childhood intervention	609	140	634	2,824	770	36	247	10	109	289	518	9
Behaviour/specialist intervention	1,884	24	168	22	174	65	46	9	6	6	n.p.	51
Counselling (individual/family/group)	124	n.p.	88	13	304	17	112	n.p.	644	21	3	19
Resource teams/regional teams	5,382	173	428	612	1,044	176	193	31	106	166	177	160
Case management, local coordination and development	11,491	112	1,298	499	3,593	1,304	4,410	224	3,118	185	46	454
Other community support	713	18	84	33	477	46	339	12	7	105	3	168
<i>Total community support</i>	<i>18,524</i>	<i>530</i>	<i>2,612</i>	<i>3,419</i>	<i>7,391</i>	<i>1,948</i>	<i>6,721</i>	<i>318</i>	<i>5,183</i>	<i>1,729</i>	<i>972</i>	<i>920</i>

(continued)

Table B63 (continued): Service users, service type by sex and primary disability group, 2011–12 (number)

Service type	Intellectual	Specific learning/ADD	Autism	Developmental delay	Physical	Acquired brain injury	Neurological	Deaf-blind	Vision	Hearing	Speech	Psychiatric
Community access												
Learning and life skills development	10,904	98	448	6	1,262	569	463	108	2,933	3,453	13	1,436
Recreation/holiday programs	1,909	19	124	10	496	83	316	20	574	129	4	47
Other community access	605	3	6	—	52	84	59	n.p.	21	4	—	2,858
<i>Total community access</i>	<i>12,567</i>	<i>118</i>	<i>557</i>	<i>16</i>	<i>1,678</i>	<i>701</i>	<i>807</i>	<i>115</i>	<i>3,166</i>	<i>3,557</i>	<i>17</i>	<i>4,172</i>
Respite												
Own home respite	791	14	84	13	310	37	167	n.p.	10	n.p.	n.p.	32
Centre-based respite/respite homes	3,826	29	358	11	587	95	383	23	248	7	5	162
Host family/peer support respite	335	6	61	6	39	17	14	4	n.p.	4	3	n.p.
Flexible/combo respite	4,444	70	628	66	1,135	268	588	31	167	33	16	1,178
Other respite	474	8	81	14	133	18	63	5	4	5	n.p.	22
<i>Total respite</i>	<i>8,068</i>	<i>109</i>	<i>1,019</i>	<i>104</i>	<i>1,917</i>	<i>390</i>	<i>1,061</i>	<i>58</i>	<i>410</i>	<i>47</i>	<i>24</i>	<i>1,333</i>
Employment												
Open employment services	5,088	3,415	138	..	13,021	666	2,257	117	1,016	1,310	89	17,507
Supported employment services	5,583	91	146	..	497	117	137	23	93	75	10	782
<i>Total employment</i>	<i>10,456</i>	<i>3,497</i>	<i>271</i>	<i>..</i>	<i>13,500</i>	<i>778</i>	<i>2,383</i>	<i>138</i>	<i>1,103</i>	<i>1,378</i>	<i>98</i>	<i>18,217</i>
Total	35,069	4,121	3,553	3,431	22,306	3,363	9,718	485	7,540	6,271	1,077	25,543

Notes

1. Sex was not stated/not collected for 210 service users.
2. Primary disability group was not stated/not collected for 22,435 service users.
3. 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.
4. 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.
5. Service group totals may not be the sum of service components because individuals may have used more than one service type outlet from a service group over the 12-month period.
6. Grand totals may not be the sum of the service group components because individuals may have used more than one service group over the 12-month period.

Multiple service users

Table B64: Service users, multiple service use, 2011–12

	Service users		Multiple service users
	Number	Per cent	Per cent
Using one service type outlet	221,521	69.7	..
Using multiple service type outlets (multiple service users)	96,095	30.3	..
Total service users	317,616	100.0	..
	Multiple service users		
Use of service types			
Using one service type only	14,238	4.5	14.8
Using multiple service types	81,857	25.8	85.2
Total	96,095	30.3	100.0
Use of multiple outlets within the same service type/group			
Using multiple outlets of the same service type ^(a)	25,753	8.1	26.8
Using multiple outlets of the same service group	60,586	19.1	63.0
Use of service groups			
Using one service group	28,672	9.0	29.8
Using multiple service groups	67,423	21.2	70.2
<i>Two</i>	45,138	14.2	47.0
<i>Three</i>	18,950	6.0	19.7
<i>Four</i>	3,126	1.0	3.3
<i>Five</i>	209	0.1	0.2
Total	96,095	30.3	100.0

(a) Includes service users who used one service type from more than one outlet, and who also used additional service types.

Notes

1. Service user numbers reflect use of any of five service groups: 'accommodation support', 'community support', 'community access', 'respite', and 'employment'.
2. Categories for multiple service users are not mutually exclusive.
3. See 'Glossary' for definitions of 'service types', 'service groups' and 'service type outlets'.

Table B65: Service users, service type by multiple service use, 2011–12

Service type	Number of service users	Mean outlets per service user	Using more than one service type outlet					
			Total using more than one service type outlet		Multiple service types	Multiple service groups	Same service group	Same service type
			Number	Per cent	Per cent	Per cent	Per cent	Per cent
Accommodation support								
1.01 Large residential facilities/institutions	2,486	3.0	2,202	88.6	88.4	87.2	7.8	1.1
1.02 Small residential facilities/institutions	791	2.7	675	85.3	84.7	80.9	20.0	5.4
1.03 Hostels	438	2.6	319	72.8	72.8	70.8	12.8	—
1.04 Group homes	16,190	3.1	13,782	85.1	84.3	83.4	11.5	5.5
1.05 Attendant care/personal care	2,932	3.1	2,059	70.2	69.5	67.7	21.6	3.4
1.06 In-home accommodation support	18,799	2.7	12,386	65.9	64.7	63.1	14.6	6.5
1.07 Alternative family placement	329	3.8	261	79.3	78.4	77.5	13.1	1.5
1.08 Other accommodation support	1,502	2.9	903	60.1	59.1	51.5	29.7	3.9
<i>Total accommodation support</i>	<i>41,421</i>	<i>2.8</i>	<i>30,541</i>	<i>73.7</i>	<i>72.8</i>	<i>71.9</i>	<i>9.9</i>	<i>5.6</i>
Community support								
2.01 Therapy support for individuals	34,720	2.5	20,609	59.4	56.8	37.1	48.1	10.4
2.02 Early childhood intervention	25,797	1.7	9,236	35.8	21.6	3.5	35.2	18.4
2.03 Behaviour/specialist intervention	7,456	4.1	6,613	88.7	88.5	67.5	74.3	8.8
2.04 Counselling (individual/family/group)	2,948	3.1	1,984	67.3	67.0	48.6	42.3	2.7
2.05 Regional resource and support teams	24,717	3.0	17,054	69.0	56.0	44.0	53.5	40.4
2.06 Case management, local coordination and development	65,093	2.6	43,581	67.0	61.0	47.9	41.6	18.1
2.07 Other community support	5,052	3.0	3,602	71.3	62.7	48.7	56.8	13.3
<i>Total community support</i>	<i>136,236</i>	<i>2.3</i>	<i>73,132</i>	<i>53.7</i>	<i>44.8</i>	<i>36.1</i>	<i>33.9</i>	<i>22.2</i>

(continued)

Table B65 (continued): Service users, service type by multiple service use, 2011–12

Service type	Number of service users	Mean outlets per service user	Using more than one service type outlet					
			Total using more than one service type outlet		Multiple service types	Multiple service groups	Same service group	Same service type
			Number	Per cent	Per cent	Per cent	Per cent	Per cent
Community access								
3.01 Learning and life skills development	48,180	2.7	31,795	66.0	64.3	63.4	15.7	10.0
3.02 Recreation/holiday programs	10,322	3.0	7,131	69.1	68.5	64.9	28.4	6.0
3.03 Other community access	8,196	2.2	4,773	58.2	56.9	54.9	16.3	5.2
<i>Total community access</i>	<i>63,247</i>	<i>2.6</i>	<i>40,248</i>	<i>63.6</i>	<i>62.1</i>	<i>61.3</i>	<i>13.3</i>	<i>9.1</i>
Respite								
4.01 Own home respite	3,620	3.9	2,981	82.3	82.1	78.0	40.8	3.9
4.02 Centre-based respite/respite homes	14,503	3.9	12,227	84.3	82.9	77.7	45.1	18.2
4.03 Host family respite/peer support respite	1,547	2.9	1,029	66.5	65.5	59.1	31.2	2.5
4.04 Flexible respite	22,222	3.0	15,051	67.7	65.9	62.4	30.8	12.6
4.05 Other respite	1,854	3.2	1,290	69.6	69.0	62.9	34.3	1.9
<i>Total respite</i>	<i>37,015</i>	<i>3.0</i>	<i>25,847</i>	<i>69.8</i>	<i>68.1</i>	<i>65.6</i>	<i>25.0</i>	<i>14.5</i>
Employment								
5.01 Open employment	112,742	1.2	10,386	9.2	9.2	8.6	1.0	—
5.02 Supported employment	21,353	2.0	10,339	48.4	47.8	44.4	6.7	1.5
<i>Total employment</i>	<i>132,949</i>	<i>1.3</i>	<i>19,579</i>	<i>14.7</i>	<i>14.6</i>	<i>14.1</i>	<i>1.1</i>	<i>0.3</i>
Total	317,616	1.6	96,095	30.3	25.8	21.2	19.1	12.6

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Groups of users of multiple services are not mutually exclusive. For example, a service user can have used two outlets of the one service type and another outlet of a different service type, and would be included in those users accessing outlets of the same service type as well as those accessing multiple service types. Service users using three or more service types are included under all relevant combinations.

Table B66: Service users, service type by use of other services, 2011–12

Service type	Number of service users	Mean service groups per service user	Using other service groups (or types within groups) (per cent)					Code of most frequent other service type
			Accommodation support	Community support	Community access	Respite	Employment	
Accommodation support								
1.01 Large residential facilities/institutions	2,486	2.4	6.8	55.1	71.6	1.9	10.3	3.01
1.02 Small residential facilities/institutions	791	2.1	14.9	23.4	54.7	3.9	25.0	3.01
1.03 Hostels	438	2.1	12.8	41.6	33.8	10.7	23.1	2.06
1.04 Group homes	16,190	2.3	6.5	53.8	57.0	7.6	15.4	3.01
1.05 Attendant care/personal care	2,932	2.1	19.0	58.3	25.4	20.4	9.3	2.06
1.06 In-home accommodation support	18,799	2.0	8.7	31.9	35.7	12.5	17.4	2.06
1.07 Alternative family placement	329	2.6	11.9	62.3	46.8	34.7	11.9	3.01
1.08 Other accommodation support	1,502	1.8	27.0	27.9	26.4	13.3	15.7	1.06
<i>Total accommodation support</i>	<i>41,421</i>	<i>2.1</i>	<i>4.8</i>	<i>42.3</i>	<i>45.1</i>	<i>10.4</i>	<i>15.8</i>	<i>3.01</i>
Community support								
2.01 Therapy support for individuals	34,720	1.5	13.4	43.7	19.4	14.6	5.7	2.06
2.02 Early childhood intervention	25,797	1.0	0.4	20.8	0.7	2.9	0.0	2.06
2.03 Behaviour/specialist intervention	7,456	2.1	38.2	73.4	34.3	23.4	12.9	2.06
2.04 Counselling (individual/family/group)	2,948	1.7	20.9	40.3	33.5	12.9	6.7	3.01
2.05 Regional resource and support teams	24,717	1.7	16.4	26.2	22.6	21.2	7.4	3.01
2.06 Case management, local coordination and development	65,093	1.7	15.5	28.9	23.2	20.4	11.4	3.01
2.07 Other community support	5,052	1.8	27.9	46.6	27.9	14.5	7.8	2.01
<i>Total community support</i>	<i>136,236</i>	<i>1.5</i>	<i>12.9</i>	<i>18.6</i>	<i>18.2</i>	<i>14.2</i>	<i>7.8</i>	<i>2.06</i>

(continued)

Table B66 (continued): Service users, service type by use of other services, 2011–12

Service type	Number of service users	Mean service groups per service user	Using other service groups (or types within groups) (per cent)					Code of most frequent other service type
			Accommodation support	Community support	Community access	Respite	Employment	
Community access								
3.01 Learning and life skills development	48,180	2.0	30.6	43.1	6.8	16.0	10.1	2.06
3.02 Recreation/holiday programs	10,322	2.1	26.0	42.3	25.5	19.3	19.4	2.06
3.03 Other community access	8,196	1.8	35.8	18.8	11.6	13.9	13.9	1.06
<i>Total community access</i>	<i>63,247</i>	<i>2.0</i>	<i>29.5</i>	<i>39.2</i>	<i>5.4</i>	<i>15.9</i>	<i>11.6</i>	<i>2.06</i>
Respite								
4.01 Own home respite	3,620	2.3	16.8	70.9	33.5	38.8	8.7	2.06
4.02 Centre-based respite/respite homes	14,503	2.2	12.0	66.3	34.6	35.8	9.4	2.06
4.03 Host family respite/peer support respite	1,547	1.9	14.0	45.7	20.7	29.7	12.7	2.06
4.04 Flexible respite	22,222	1.9	10.0	48.7	25.3	23.3	9.4	2.06
4.05 Other respite	1,854	2.1	18.8	47.1	24.6	33.2	16.5	2.06
<i>Total respite</i>	<i>37,015</i>	<i>2.0</i>	<i>11.6</i>	<i>52.3</i>	<i>27.1</i>	<i>16.5</i>	<i>9.9</i>	<i>2.06</i>
Employment								
5.01 Open employment	112,742	1.1	2.0	5.3	3.3	1.3	1.0	2.06
5.02 Supported employment	21,353	1.7	20.6	23.2	17.6	10.7	5.4	2.06
<i>Total employment</i>	<i>132,949</i>	<i>1.2</i>	<i>4.9</i>	<i>8.0</i>	<i>5.5</i>	<i>2.8</i>	<i>0.9</i>	<i>2.06</i>
Total	317,616	1.3

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Where the service groups are the same, the percentage of service users accessing other service groups includes service users who use two or more different service types in that group.
3. The overall mean service groups per service user does not equal the average across service groups. This is because service users accessing more than one service group are counted once in the overall mean, but are counted multiple times if all service group means are considered separately.

Table B67: Service users, service use patterns across service groups, 2011-12

	Accommodation support		Community support		Community access		Respite		Employment	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
Accommodation support	11,626	28.1	17,526	12.9	18,669	29.5	4,290	11.6	6,528	4.9
Community support	17,526	42.3	87,122	63.9	24,767	39.2	19,363	52.3	10,652	8.0
Community access	18,669	45.1	24,767	18.2	24,469	38.7	10,034	27.1	7,343	5.5
Respite	4,290	10.4	19,363	14.2	10,034	15.9	12,731	34.4	3,662	2.8
Employment	6,528	15.8	10,652	7.8	7,343	11.6	3,662	9.9	114,245	85.9
Total	41,421	100.0	136,236	100.0	63,247	100.0	37,015	100.0	132,949	100.0

Notes

1. Sum of components may exceed totals because individuals may have used more than one service group combination within the 12-month period.
2. Users along the diagonal from top left to bottom right represent people who used only that service group. For example, 87,122 users used community support services only (64% of all community support users).
3. Service users accessing three, four or five service groups are included under all relevant combinations.

Table B68: Service users, mean service use, by selected demographics, 2011–12

	Mean outlets used	Mean service groups used
Primary disability group		
Intellectual	2.3	1.7
Specific learning/ADD	1.1	1.0
Autism	2.0	1.3
Developmental delay	1.7	1.0
Physical	1.4	1.2
Acquired brain injury	1.6	1.3
Neurological	1.6	1.2
Deaf–blind	1.9	1.4
Vision	1.8	1.4
Hearing	1.1	1.1
Speech	1.2	1.0
Psychiatric	1.2	1.1
Age group (years)		
0–17	1.8	1.2
18–24	1.8	1.4
25–44	1.6	1.3
45–64	1.5	1.3
65+	1.6	1.3
Sex		
Male	1.6	1.3
Female	1.6	1.3
Aboriginal and Torres Strait Islander status		
Indigenous	1.7	1.3
Non-Indigenous	1.7	1.3
Remoteness area		
<i>Major cities</i>	1.7	1.3
<i>Inner regional</i>	1.6	1.3
<i>Outer regional</i>	1.6	1.3
<i>Remote</i>	1.5	1.3
<i>Very remote</i>	1.4	1.2
Activities of daily living		
Always needs help or unable to do	2.4	1.6
Sometimes needs help	1.7	1.4
None	1.3	1.2
All service users	1.6	1.3

Notes

1. The method used to calculate mean service type outlets has changed. This table should not be compared with Table 6.2 in Disability support services 2008–09 (AIHW 2011b).
2. Means exclude 'not stated categories' for all items.

Service users with an informal carer

Table B69: Service users with an informal carer, characteristics of informal carers, 2011–12

Carer characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT ^(a)	NT	Aus Gov	Total
Carer—existence of										
Yes	37,281	37,557	17,185	12,544	12,565	4,726	2,676	915	20,717	133,841
No	13,217	30,251	7,756	2,637	6,291	1,629	1,411	657	112,228	168,938
Not stated/not collected	2,119	8,362	536	1,602	705	108	506	899	4	14,837
Carer—primary status^(b)										
Yes	36,515	15,365	12,886	10,292	10,430	4,561	2,464	774	8,790	92,705
No	418	4,437	3,731	837	2,075	147	176	116	1,642	11,905
Not stated/not collected	348	17,755	568	1,415	60	18	36	25	1,226	20,172
Carer—residency status^(b)										
Yes, co-resident carer	31,637	15,406	13,159	11,038	9,490	4,388	2,344	818	7,427	87,765
No, non-resident carer	4,593	4,244	3,286	1,309	2,870	260	305	64	2,801	16,844
Not stated/not collected	1,051	17,907	740	197	205	78	27	33	1,430	20,173
Carer—relationship to service user										
Wife/female partner	745	1,543	678	284	871	129	17	81	1,369	5,429
Husband/male partner	2,014	1,577	680	407	963	176	20	53	983	6,361
Mother	27,882	13,535	12,009	9,815	7,758	3,959	2,285	396	12,817	82,229
Father	1,886	1,322	1,336	622	893	176	191	21	1,559	7,021
Daughter/daughter-in-law	184	760	123	72	350	23	9	108	302	1,870
Son/son-in-law	62	314	63	35	190	10	4	22	154	825
Other female relative	1,614	945	1,053	697	795	151	90	169	1,474	6,102
Other male relative	283	280	213	117	279	39	23	25	420	1,468
Friend/neighbour—female	212	480	244	158	257	47	11	21	590	1,799
Friend/neighbour—male	46	130	109	49	109	16	3	12	243	647
Not stated/not collected	2,353	16,671	677	288	100	—	23	7	806	20,090
Carer—age group (years)^(b)										
Under 15	7	32	15	16	10	n.p.	3	n.p.	4	84
15–24	925	223	194	188	144	149	38	44	52	1,896
25–44	17,720	6,606	5,866	6,829	4,832	3,228	1,582	462	1,743	46,830
45–64	11,787	7,975	6,421	3,647	5,217	1,006	552	306	5,041	36,697
65+	3,827	3,737	3,696	959	2,084	302	246	58	1,843	14,847
Not stated/not collected	3,015	18,984	993	905	278	n.p.	255	n.p.	2,975	24,428

(a) The higher levels of 'not stated/not known' on some data items for the Australian Capital Territory reflect, in part, the more limited data collection for some services within agencies.

(b) Excludes services users who used only service types 5.01 and 5.02.

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 in more than one state or territory.
4. 'Not stated/not collected' includes recreation/holiday program service users, which is a count of service users who used only services from this service type and did not provide a response for that particular data item.
5. Service users who used employment services only (service types 5.01, 5.02) were not required to complete carer—primary status, carer—residency status, and carer—age group.
6. Service user frequencies for carer—primary status, carer—residency status, carer—relationship to service user, and carer—age group are based only on those service users who answered that they had a carer.

Table B70: Service users, existence of an informal carer, 2007–08 to 2011–12

Year	Has an informal carer		Does not have an informal carer		Not stated/ not collected		Total	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
2007–08 ^(a)	108,091	43.9	116,062	47.1	22,128	9.0	246,281	100.0
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	133,841	42.1	168,938	53.2	14,837	4.7	317,616	100.0

(a) Data relating to carers for service users in New South Wales in 2007–08 have been revised since the publication of *Disability support services 2007–08* (AIHW 2009). Data on carers in New South Wales were not published separately in the 2007–08 report, but did contribute to national totals. The revision of carer data for New South Wales contributes to the changed totals for carers in 2007–08. For details of other factors affecting these totals, see Chapter 1 in *Disability support services 2008–09* (AIHW 2011b).

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. 'Not stated/not collected' includes both service users accessing only 3.02 services (recreation/holiday programs) for whom informal carer data were not collected, and other service users with no response.
4. Linkage processes (to get unique service user counts) from 2007–08 have changed from those for previous years. For further information, see Chapter 1 in *Disability support services 2008–09* (AIHW 2011).

Table B71: Service users, existence of an informal carer by remoteness area of service user, 2011–12

Remoteness area	Has an informal carer		Does not have an informal carer		Not stated/ not collected		Total	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
<i>Major cities</i>	82,013	40.4	112,869	55.5	8,314	4.1	203,195	100.0
<i>Inner regional</i>	33,082	45.2	37,101	50.6	3,075	4.2	73,259	100.0
<i>Outer regional</i>	12,182	43.2	14,997	53.2	1,004	3.6	28,183	100.0
<i>Remote</i>	1,532	44.5	1,779	51.7	130	3.8	3,442	100.0
<i>Very remote</i>	1,075	54.0	831	41.8	82	4.1	1,989	100.0
Not stated/collected	3,950	52.4	1,351	17.9	2,231	29.6	7,532	100.0
Total	133,841	42.1	168,938	53.2	14,837	4.7	317,616	100.0

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected, and other service users with no response.

Table B72: Service users, existence of an informal carer, by service group, 2011–12

Service group	Has an informal carer		Does not have an informal carer		Not stated/ not collected		Total	
	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent
Accommodation support	16,134	39.0	23,360	56.4	1,927	4.7	41,421	100.0
Institutional accommodation	661	17.9	2,855	77.1	186	5.0	3,702	100.0
Group homes	5,350	33.0	10,042	62.0	798	4.9	16,190	100.0
Other accommodation types	10,683	47.0	11,064	48.7	965	4.2	22,712	100.0
Community support	94,674	69.5	33,125	24.3	8,437	6.2	136,236	100.0
Community access	30,318	47.9	28,829	45.6	4,100	6.5	63,247	100.0
Respite	32,993	89.1	2,540	6.9	1,482	4.0	37,015	100.0
Employment	20,717	15.6	112,228	84.4	4	—	132,949	100.0
Total	133,841	42.1	168,938	53.2	14,837	4.7	317,616	100.0
<i>Percentage of valid responses</i>	..	44.2	..	55.8	100.0

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. 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.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services (recreation/holiday programs) for whom informal carer data were not collected, and other service users with no response.
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 B73: Service users with an informal carer, carer characteristics by service group, 2011–12

Carer's characteristics	Accommodation support		Community support		Community access		Respite		Employment		Total	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
Sex												
Female	10,027	62.1	69,805	73.7	22,528	74.3	25,173	76.3	16,552	79.9	97,429	72.8
Male	3,423	21.2	9,980	10.5	4,534	15.0	3,533	10.7	3,359	16.2	16,322	12.2
Not stated/not collected	2,684	16.6	14,889	15.7	3,256	10.7	4,287	13.0	806	3.9	20,090	15.0
Total	16,134	100	94,674	100	30,318	100	32,993	100	20,717	100	133,841	100.0
Age group (years)												
Under 45	2,740	17.0	42,602	45.0	5,485	18.1	10,378	31.5	1,821	8.8	48,832	36.5
45–64	6,656	41.3	24,430	25.8	14,602	48.2	12,320	37.3	5,329	25.7	36,985	27.6
65+	3,808	23.6	9,815	10.4	5,726	18.9	4,397	13.3	1,843	8.9	14,847	11.1
Not stated/not collected	2,930	18.2	17,827	18.8	4,505	14.9	5,898	17.9	11,724	56.6	33,177	24.8
Total	16,134	100	94,674	100	30,318	100	32,993	100	20,717	100	133,841	100.0
Residency status												
Co-resident	6,289	39.0	68,175	72.0	19,705	65.0	25,520	77.3	11,378	54.9	91,716	68.5
Non-resident	7,538	46.7	10,950	11.6	7,233	23.9	3,137	9.5	4,203	20.3	18,246	13.6
Not stated/not collected	2,307	14.3	15,549	16.4	3,380	11.1	4,336	13.1	5,136	24.8	23,879	17.8
Total	16,134	100.0	94,674	100.0	30,318	100.0	32,993	100.0	20,717	100.0	133,841	100.0

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Column 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.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services (recreation/holiday programs) for whom informal carer data were not collected, and other service users with no response. Service users who used employment services only (service types 5.01, 5.02) and did not submit a response are also included in the 'not stated/not collected' categories. These service users were not required to complete carer—primary status, carer—residency status, and carer—age group.

Table B74: Service users with an informal carer, age of service user by age of carer, 2011–12

Age group of service user (years)	Age group of carer (years)						Total
	0–14	15–24	25–44	45–64	65+	Not stated/ not collected	
	Number						
0–14	..	1,360	33,997	5,049	1,154	12,379	53,939
15–24	n.p.	n.p.	8,242	11,880	1,026	5,905	27,147
25–44	34	150	2,543	12,292	4,529	8,442	27,990
45–64	43	270	1,653	6,166	5,620	5,435	19,187
65+	n.p.	n.p.	417	1,598	2,518	1,016	5,578
Total	84	1,896	46,852	36,985	14,847	33,177	133,841
	Per cent						
0–14	..	2.5	63.0	9.4	2.1	22.9	100.0
15–24	n.p.	n.p.	30.4	43.8	3.8	21.8	100.0
25–44	0.1	0.5	9.1	43.9	16.2	30.2	100.0
45–64	0.2	1.4	8.6	32.1	29.3	28.3	100.0
65+	n.p.	n.p.	7.5	28.6	45.1	18.2	100.0
Total	0.1	1.4	35.0	27.6	11.1	24.8	100.0

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. 'Not stated/not collected' includes both service users accessing only 3.02 services (recreation/holiday programs) for whom informal carer data were not collected, and other service users with no response. Service users who used employment services only (service types 5.01, 5.02) and did not submit a response are also included in the 'not stated/not collected' categories. These service users were not required to complete carer—primary status, carer—residency status, and carer—age group.

Table B75: Service users with an informal carer, carer relationship to service user by age of service user, 2011–12

Relationship of carer to service user	Age group of service user (years)					Total
	0–14	15–24	25–44	45–64	65+	
	Number					
Spouse	..	512	2,829	5,919	2,530	11,790
Mother	38,573	21,067	17,450	5,032	107	82,229
Father	1,857	2,043	2,247	854	20	7,021
Child	254	1,095	1,269	2,618
Other family	1,322	1,403	1,589	2,738	595	7,647
Friend/neighbour	183	449	659	883	272	2,446
Not stated/not collected	12,004	1,673	2,962	2,666	785	20,090
Total	53,939	27,147	27,990	19,187	5,578	133,841
	Per cent					
Spouse	..	1.9	10.1	30.9	45.4	8.8
Mother	71.5	77.6	62.3	26.2	1.9	61.4
Father	3.4	7.5	8.0	4.5	0.4	5.2
Child	0.9	5.7	22.8	2.0
Other family	2.5	5.2	5.7	14.3	10.7	5.7
Friend/neighbour	0.3	1.7	2.4	4.6	4.9	1.8
Not stated/not collected	22.3	6.2	10.6	13.9	14.1	15.0
Total	..	1.9	10.1	30.9	45.4	8.8

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. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected, and other service users with no response.
4. Informal carer relationship categories are: 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 B76: Service users with an informal carer, relationship of carer to service user, by age group of carer, 2011–12

Relationship of carer to service user	Age group of carer (years)					Not stated/ not collected	Total
	0–14	15–24	25–44	45–64	65+		
	Number						
Spouse	..	100	1,961	4,940	2,636	2,153	11,790
Mother	..	1,247	39,129	23,286	8,181	10,386	82,229
Father	..	26	1,671	2,719	1,448	1,157	7,021
Child	64	302	698	498	351	705	2,618
Other family	12	109	1,363	3,543	1,285	1,335	7,647
Friend/neighbour	3	14	530	912	282	705	2,446
Not stated	5	98	1,500	1,087	664	16,736	20,090
Total	84	1,896	46,852	36,985	14,847	33,177	133,841
	Per cent						
Spouse	..	5.3	4.2	13.4	17.8	6.5	8.8
Mother	..	65.8	83.5	63.0	55.1	31.3	61.4
Father	..	1.4	3.6	7.4	9.8	3.5	5.2
Child	76.2	15.9	1.5	1.3	2.4	2.1	2.0
Other family	14.3	5.7	2.9	9.6	8.7	4.0	5.7
Friend/neighbour	3.6	0.7	1.1	2.5	1.9	2.1	1.8
Not stated	6.0	5.2	3.2	2.9	4.5	50.4	15.0
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. 'Not stated/not collected' includes both service users accessing only 3.02 services (recreation/holiday programs) for whom informal carer data were not collected, and other service users with no response. Service users who used employment services only (service types 5.01, 5.02) and did not submit a response are also included in the 'not stated/not collected' categories. These service users were not required to complete carer—primary status, carer—residency status, and carer—age group.
4. Informal carer relationship categories are: 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 B77: Service users who received informal care from a carer aged 65 and over, relationship of carer to service user by age group of service user, 2011–12

Relationship of carer to service user	Age group of service user (years)					Total
	0–14	15–24	25–44	45–64	65+	
Spouse	..	72	312	664	1,588	2,636
Mother	850	486	3,113	3,653	79	8,181
Father	53	92	639	650	14	1,448
Child	351	351
Other family	193	319	230	354	189	1,285
Friend/neighbour	9	21	45	98	109	282
Not stated/not collected	49	36	190	201	188	664
Total	1,154	1,026	4,529	5,620	2,518	14,847
Total per cent	7.8	6.9	30.5	37.9	17.0	100.0

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. 'Not stated/not collected' includes both service users accessing only 3.02 services (recreation/holiday programs) for whom informal carer data were not collected, and other service users with no response.

Table B78: Service users with an informal carer, residency status by primary carer status, 2011–12

Residency status of carer	Primary carer		Not a primary carer		Not stated/ not collected		Total	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
Co-resident	83,824	85.0	6,257	52.6	1,635	7.0	91,716	68.5
Non-resident	12,453	12.6	5,372	45.1	421	1.8	18,246	13.6
Not stated/not collected	2,339	2.4	276	2.3	21,264	91.2	23,879	17.8
Total	98,616	100.0	11,905	100.0	23,320	100.0	133,841	100.0
Total per cent	..	73.7	..	8.9	..	17.4	..	100.0

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. 'Not stated/not collected' includes both service users accessing only 3.02 services (recreation/holiday programs) for whom informal carer data were not collected, and other service users with no response. Service users who used employment services only (service types 5.01, 5.02) and did not submit a response are also included in the 'not stated/not collected' categories. These service users were not required to complete carer—primary status, carer—residency status, and carer—age group.

Table B79: Service users with an informal carer, characteristics of informal carers by Indigenous status of service user, 2011-12

Characteristic of carer	Indigenous		Non-Indigenous		Not stated		Total	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
Carer—existence of								
Yes	7,943	46.9	122,774	43.5	3,124	16.8	133,841	42.1
No	8,006	47.3	150,456	53.3	10,476	56.5	168,938	53.2
Not stated/not collected	988	5.8	8,898	3.2	4,951	26.7	14,837	4.7
Total	16,937	100.0	282,128	100.0	18,551	100.0	317,616	100.0
Carer—primary status								
Yes	6,722	84.6	90,180	73.5	1,714	54.9	98,616	73.7
No	655	8.2	11,014	9.0	236	7.6	11,905	8.9
Not stated/not collected	566	7.1	21,580	17.6	1,174	37.6	23,320	17.4
Total carer—primary status	7,943	100.0	122,774	100.0	3,124	100.0	133,841	100.0
Carer—residency status								
Yes, co-resident carer	6,421	80.8	83,539	68.0	1,756	56.2	91,716	68.5
No, non-resident carer	876	11.0	17,163	14.0	207	6.6	18,246	13.6
Not stated/not collected	646	8.1	22,072	18.0	1,161	37.2	23,879	17.8
Total carer—residency status	7,943	100.0	122,774	100.0	3,124	100.0	133,841	100.0
Carer—relationship to service user								
Spouse	442	5.6	11,148	9.1	200	6.4	11,790	8.8
Mother	4,694	59.1	75,914	61.8	1,621	51.9	82,229	61.4
Father	421	5.3	6,502	5.3	98	3.1	7,021	5.2
Child	194	2.4	2,382	1.9	42	1.3	2,618	2.0
Other family	1,228	15.5	6,281	5.1	138	4.4	7,647	5.7
Friend/neighbour	220	2.8	2,188	1.8	38	1.2	2,446	1.8
Not stated/not collected	744	9.4	18,359	15.0	987	31.6	20,090	15.0
Total carer—relationship to service user	7,943	100.0	122,774	100.0	3,124	100.0	133,841	100.0

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Service user data were not collected for all NDA service types (see the 'Data quality statement').
3. 'Not stated/not collected' includes both service users accessing only 3.02 services (recreation/holiday programs) for whom informal carer data were not collected, and other service users with no response. Service users who used employment services only (service types 5.01, 5.02) and did not submit a response are also included in the 'not stated/not collected' categories. These service users were not required to complete carer—primary status, carer—residency status, and carer—age group.4. Service user frequencies for carer—primary status, carer—residency status, carer—relationship to service user, and carer—age group are based only on those service users who answered that they had a carer.

Table B80: Service users who always or sometimes need support in a life area^(a), existence of an informal carer by age group of service user, 2011–12

Age group (years)	Has informal carer		Does not have informal carer		Subtotal		Not stated/ not collected	Total
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Number
Activities of daily living								
Under 15	37,085	94.9	1,989	5.1	39,074	100.0	568	39,642
15–24	21,868	66.9	10,834	33.1	32,702	100.0	597	33,299
25–44	21,549	49.3	22,202	50.7	43,751	100.0	760	44,511
45–64	14,124	35.6	25,592	64.4	39,716	100.0	969	40,685
65+	3,211	44.1	4,072	55.9	7,283	100.0	277	7,560
Total	97,837	60.2	64,689	39.8	162,526	100.0	3,171	165,697
Activities of independent living								
Under 15	36,688	95.8	1,600	4.2	38,288	100.0	511	38,799
15–24	23,903	60.0	15,962	40.0	39,865	100.0	737	40,602
25–44	24,348	43.3	31,895	56.7	56,243	100.0	977	57,220
45–64	15,762	32.4	32,825	67.6	48,587	100.0	1,085	49,672
65+	3,549	44.8	4,376	55.2	7,925	100.0	303	8,228
Total	104,250	54.6	86,658	45.4	190,908	100.0	3,613	194,521
Activities of work, education and community living								
Under 15	28,288	96.0	1,192	4.0	29,480	100.0	403	29,883
15–24	23,975	60.1	15,886	39.9	39,861	100.0	754	40,615
25–44	23,706	43.8	30,425	56.2	54,131	100.0	968	55,099
45–64	15,262	32.7	31,463	67.3	46,725	100.0	1,023	47,748
65+	3,265	43.5	4,244	56.5	7,509	100.0	248	7,757
Total	94,496	53.2	83,210	46.8	177,706	100.0	3,396	181,102

(a) Data for frequency of support needed with 'activities of daily living', 'activities of independent living' and 'activities of work, education and community living' were not collected for new clients in open employment services in 2011–12.

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 is based on the highest support need category of the service user for that group.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom support needs data were not collected, and other service users with no response.

Characteristics of services used

Table B81: Disability support services, characteristics of services used, 2011–12 (number)

Service use item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Start date										
Before 1980	11	307	—	—	9	26	23	—	—	376
1980–1989	38	932	—	—	78	85	57	21	—	1,211
1990–1999	162	5,171	—	n.p.	560	646	213	n.p.	—	6,833
2000	696	1,008	—	n.p.	97	107	86	n.p.	—	2,012
2001	3,618	1,105	—	63	144	86	88	17	7,432	12,553
2002	1,002	3,536	—	21	368	231	111	40	—	5,309
2003	1,452	3,266	—	47	224	109	98	17	26	5,239
2004	820	3,527	n.p.	122	317	157	202	n.p.	128	5,292
2005	631	3,459	n.p.	66	913	227	178	n.p.	6,472	12,021
2006	852	4,357	n.p.	105	453	268	205	38	5,208	11,501
2007	1,521	5,277	12	181	4,480	255	232	17	1,204	13,179
2008	2,518	8,295	15	1,348	3,672	373	374	30	1,588	18,213
2009	5,944	11,762	107	671	3,578	519	530	76	1,520	24,707
2010	8,836	21,403	52	876	3,382	1,443	897	110	30,827	67,826
2011	56,493	30,945	42,559	27,837	12,880	2,614	2,068	1,638	60,758	237,792
2012 (January–June)	22,857	15,234	19,046	2,146	3,786	1,484	588	571	19,279	84,991
Date of last service										
July 2011	2,639	3,309	495	369	1,018	203	132	107	3,647	11,919
August 2011	2,742	3,237	607	373	951	286	145	89	4,422	12,852
September 2011	4,202	4,614	6,405	294	1,068	406	314	159	5,082	22,544
October 2011	2,779	3,491	715	354	880	261	120	136	3,311	12,047
November 2011	3,553	3,636	991	427	1,034	374	235	132	4,044	14,426
December 2011	7,454	5,556	6,302	720	1,054	486	216	98	3,563	25,449
January 2012	2,737	4,073	874	487	989	222	198	104	2,869	12,553
February 2012	3,373	4,352	944	448	1,226	333	209	163	3,993	15,041
March 2012	7,038	6,561	8,590	548	1,308	638	261	160	4,504	29,608
April 2012	5,100	5,283	967	632	1,304	436	340	198	3,243	17,503
May 2012	6,951	6,823	1,662	1,040	2,316	805	645	383	3,853	24,478
June 2012	58,883	68,649	33,319	27,794	21,795	4,180	3,137	971	91,911	310,639

(continued)

Table B81 (continued): Disability support services, characteristics of services used, 2011–12 (number)

Service use item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Exit date										
July 2011	1,202	1,287	135	127	412	51	n.p.	n.p.	3,647	6,908
August 2011	1,087	1,090	198	177	377	101	n.p.	n.p.	4,422	7,540
September 2011	1,215	1,485	491	181	372	129	94	7	5,082	9,056
October 2011	1,016	1,245	249	164	302	123	n.p.	n.p.	3,311	6,470
November 2011	1,220	1,621	301	203	305	174	120	3	4,044	7,991
December 2011	1,843	2,656	789	500	372	219	109	7	3,563	10,058
January 2012	1,069	2,100	266	381	358	168	155	14	2,869	7,380
February 2012	1,395	2,057	318	210	296	135	93	7	3,993	8,504
March 2012	1,980	1,584	1,008	286	293	207	92	14	4,504	9,968
April 2012	1,029	1,571	246	229	241	126	120	9	3,243	6,814
May 2012	1,468	1,707	313	259	399	151	130	3	3,853	8,283
June 2012	3,540	4,003	2,525	221	493	224	251	13	3,585	14,855
No exit date recorded (did not exit service)	89,387	97,178	55,032	30,548	30,723	6,822	4,597	2,619	88,326	405,232
Main reason for cessation of services										
No longer needs assistance—moved to mainstream services	749	3,140	1,071	132	138	277	240	11	1,630	7,388
No longer needs assistance—other reason	1,541	8,753	3,402	1,601	1,889	1,153	457	8	740	19,544
Moved to residential, institutional or supported accommodation setting	300	159	171	108	157	53	24	13	23	1,008
Needs have increased— other service type required	117	203	229	51	138	40	10	5	260	1,053
Services terminated due to budget/staffing constraints	22	110	31	n.p.	33	n.p.	11	—	2,749	2,962
Services terminated due to occupational health and safety reasons	20	31	14	8	11	n.p.	3	n.p.	—	89
Service user moved out of area	461	465	297	143	531	76	72	13	3,175	5,233
Service user died	485	583	201	183	572	52	29	9	144	2,258
Service user terminated service	170	1,080	218	237	91	52	88	7	9,118	11,061
Other reason	13,081	5,649	1,097	450	645	99	256	8	28,277	49,562
Not stated	1,118	2,233	108	24	15	—	165	6	—	3,669

(continued)

Table B81 (continued): Disability support services, characteristics of services used, 2011–12 (number)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Number of hours										
<1	—	—	32	—	293	141	217	—	..	683
1–11	4,401	8,403	10,079	2,204	4,300	936	584	90	..	30,997
12–23	2,278	1,036	2,452	1,334	794	484	144	44	..	8,566
24–47	2,437	2,081	1,654	893	1,006	641	92	56	..	8,860
48–71	458	131	265	291	108	31	18	7	..	1,309
72–103	500	46	139	153	43	21	19	1	..	922
104–135	167	30	93	72	18	3	10	6	..	399
136–167	75	12	59	82	41	2	2	4	..	277
168	96	42	574	145	151	5	33	10	..	1,056
Not stated	29,652	71,458	116	13,809	12,747	619	294	301	..	128,996

Notes

1. Service use data were not collected for all NDA service types (see the 'Data quality statement').
2. 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 in this table.

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* <<http://www.aihw.gov.au/disability-services-nmds-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-nmds-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). They are:

- EP1 – all countries rating 98.5% or higher on the EP index with at least 10,000 residents in Australia
- EP2 – countries rating 84.5% or higher on the EP index, other than those in EP1
- EP3 – countries rating 57.5% to less than 84.5%
- EP4 – countries rating less than 57.5%.

For further information see DIMIA 2003.

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 (ABS 2006, 2010b). 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) (AIHW 2011a).

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 client. 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.

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Related publications

This appendix accompanies the bulletin *Disability support services: services provided under the National Disability Agreement 2011–12* 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.

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.