

## 2 Service users: characteristics and service use

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

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

### 2.1 State distribution and service type

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

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

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

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

Accommodation support services can be organised into three categories:

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

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

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

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

*(continued)*

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

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

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

#### Notes

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

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

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

### Agency sector and service provision

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

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

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

*Notes*

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

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

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

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of the components because individuals may have accessed services in more than one state or territory during the 12-month period. Totals for each service group may not be the sum of components because individuals may have accessed both government and non-government services during the 12-month period.
2. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).

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

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

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

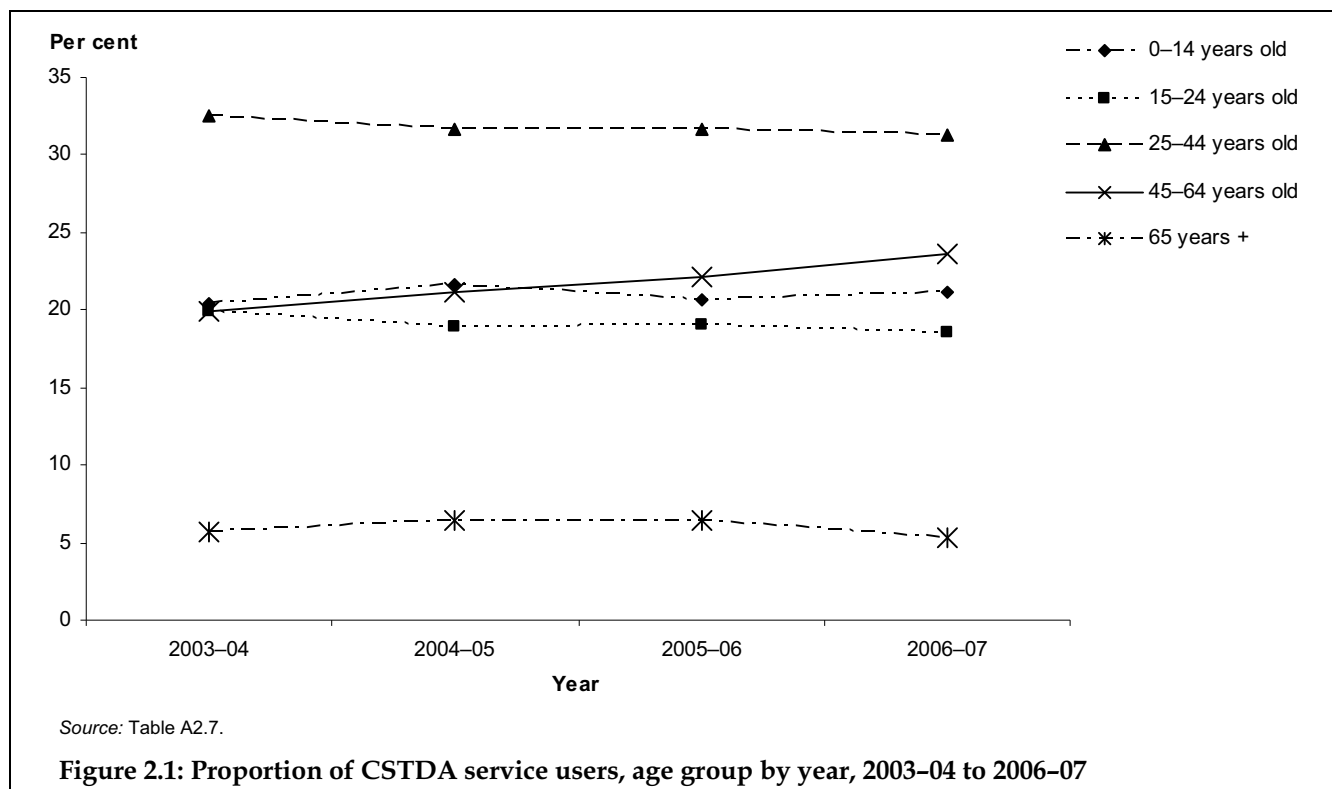
## 2.2 Age, sex and disability group

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

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

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

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



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

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

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

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

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

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

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

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



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

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

(continued)

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

Primary disability group	Age group (years)							Total	
	0–4	5–14	15–24	25–44	45–64	65+	Not stated	No.	%
<b>All service users</b>									
Intellectual	777	10,407	19,730	28,344	15,713	1,689	13	76,673	33.0
Specific learning/ADD	362	1,068	4,667	1,837	401	7	0	8,342	3.6
Autism	1,136	6,355	4,136	1,462	198	12	9	13,308	5.7
Physical	1,913	4,391	4,093	8,309	11,018	1,247	7	30,978	13.3
Acquired brain injury	181	475	1,031	3,900	3,898	729	5	10,219	4.4
Neurological	407	1,278	1,332	3,770	4,499	1,050	0	12,336	5.3
Deafblind	76	86	74	113	77	85	0	511	0.2
Vision	258	545	626	1,350	1,505	2,349	0	6,633	2.9
Hearing	277	473	983	1,805	1,640	2,034	0	7,212	3.1
Speech	828	1,107	169	108	76	23	0	2,311	1.0
Psychiatric	187	183	4,034	18,020	11,565	1,591	10	35,590	15.3
Developmental delay	4,021	808	0	0	0	0	0	4,829	2.1
Not stated/not collected	5,445	6,148	2,208	3,662	4,255	1,549	44	23,311	10.0
<b>Total service users</b>	<b>15,868</b>	<b>33,324</b>	<b>43,083</b>	<b>72,680</b>	<b>54,845</b>	<b>12,365</b>	<b>88</b>	<b>232,253</b>	<b>100.0</b>
<b>% of total users</b>	<b>6.8</b>	<b>14.3</b>	<b>18.6</b>	<b>31.3</b>	<b>23.6</b>	<b>5.3</b>	<b>0.0</b>	<b>100.0</b>	

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. 'All service users' includes 548 service users whose sex was not stated.
3. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–4 years age group.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

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

Primary disability group	With other significant disability		Without other significant disability		Total		Average number of disability types recorded
	No.	%	No.	%	No.	%	
Intellectual	38,990	50.9	37,683	49.1	76,673	100.0	1.91
Specific learning/ADD	1,916	23.0	6,426	77.0	8,342	100.0	1.27
Autism	6,421	48.2	6,887	51.8	13,308	100.0	1.81
Physical	11,192	36.1	19,786	63.9	30,978	100.0	1.63
Acquired brain injury	5,173	50.6	5,046	49.4	10,219	100.0	1.94
Neurological	4,993	40.5	7,343	59.5	12,336	100.0	1.72
Deafblind	243	47.6	268	52.4	511	100.0	1.95
Vision	2,765	41.7	3,868	58.3	6,633	100.0	1.60
Hearing	1,105	15.3	6,107	84.7	7,212	100.0	1.19
Speech	425	18.4	1,886	81.6	2,311	100.0	1.23
Psychiatric	4,412	12.4	31,178	87.6	35,590	100.0	1.15
Developmental delay	1,873	38.8	2,956	61.2	4,829	100.0	1.64
<b>Total</b>	<b>79,508</b>	<b>38.1</b>	<b>129,434</b>	<b>61.9</b>	<b>208,942</b>	<b>100.0</b>	<b>1.65</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. This table excludes 23,311 service users for whom no disability information was available; hence the total does not match those in other tables.

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

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

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

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

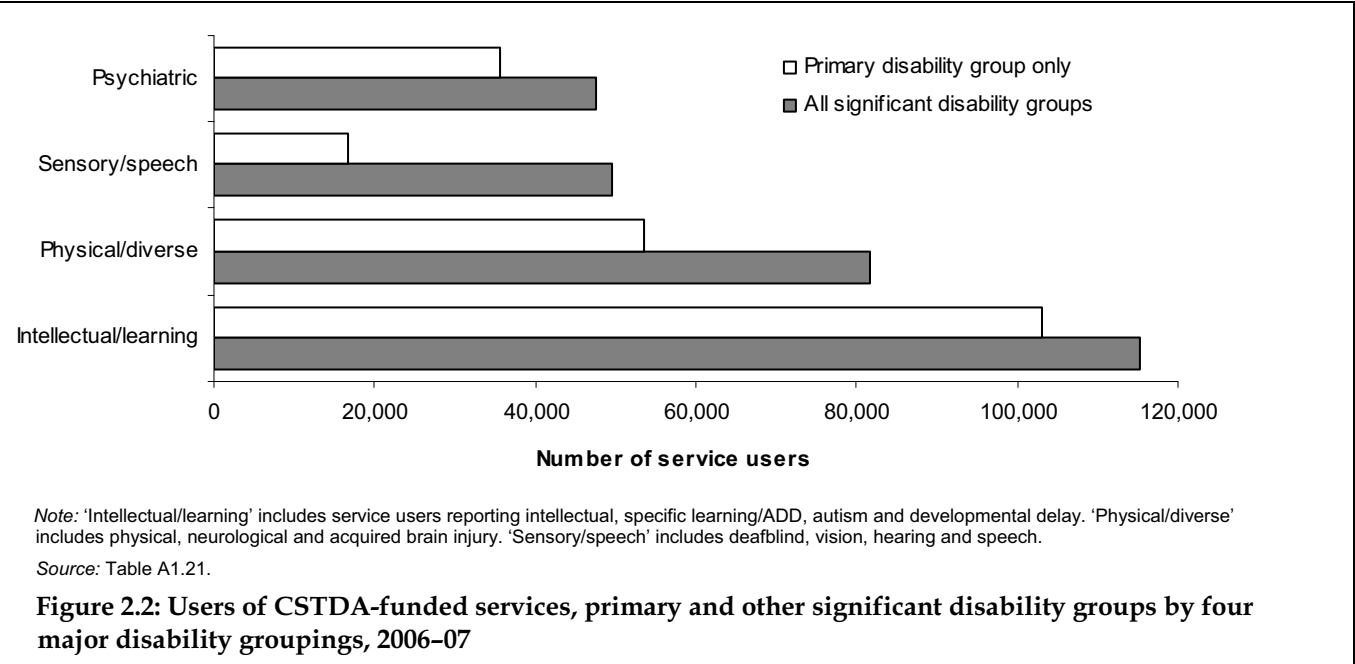
disability. Conversely, there was a difference of only 5.2 percentage points between the proportion who reported psychiatric disability as their primary (21%) and other significant disability (15%).

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

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

*Notes*

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



## 2.3 Aboriginal and Torres Strait Islander service users

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

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

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

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

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

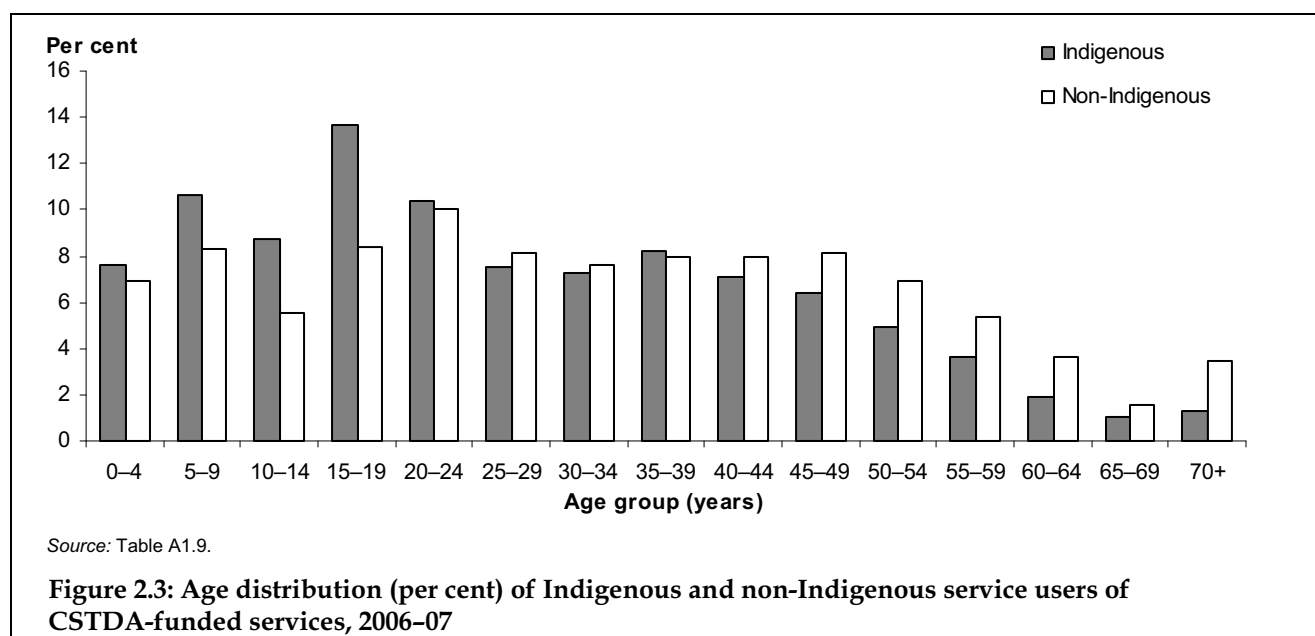
**Table 2.8: Users of CSTDA-funded services, Indigenous status by state/territory and proportion of Indigenous Australians aged 0–64 years in the population, 2006–07**

State/territory	Indigenous status						People of Indigenous origin in the population aged 0–64 years		
	Indigenous		Non-Indigenous		Not stated/ not collected		Total		%
	No.	%	No.	%	No.	%	No.	%	
NSW	2,129	3.8	52,348	93.4	1,581	2.8	56,058	100.0	2.4
Vic	2,154	2.5	74,546	87.2	8,806	10.3	85,506	100.0	0.7
Qld	1,568	4.7	30,734	92.7	849	2.6	33,151	100.0	3.8
WA	1,483	6.0	22,755	92.8	294	1.2	24,532	100.0	3.9
SA	695	3.1	20,565	92.6	945	4.3	22,205	100.0	2.1
Tas	165	2.9	5,288	93.4	208	3.7	5,661	100.0	4.3
ACT	61	1.4	4,173	97.4	50	1.2	4,284	100.0	1.5
NT	525	34.0	928	60.2	89	5.8	1,542	100.0	30.2
<b>Australia</b>	<b>8,735</b>	<b>3.8</b>	<b>210,697</b>	<b>90.7</b>	<b>12,821</b>	<b>5.5</b>	<b>232,253</b>	<b>100.0</b>	<b>3.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of components because individuals may have accessed services in more than one state/territory during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. In tables the term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

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



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

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

Primary disability group	Indigenous status						Total	
	Indigenous		Non-Indigenous		Not stated/ not collected			
	No.	%	No.	%	No.	%	No.	%
Intellectual	3,355	38.4	72,171	34.3	1,147	8.9	76,673	33.0
Specific learning/ADD	304	3.5	7,913	3.8	125	1.0	8,342	3.6
Autism	441	5.0	12,643	6.0	224	1.7	13,308	5.7
Physical	1,374	15.7	28,680	13.6	924	7.2	30,978	13.3
Acquired brain injury	529	6.1	9,438	4.5	252	2.0	10,219	4.4
Neurological	318	3.6	11,401	5.4	617	4.8	12,336	5.3
Deafblind	28	0.3	472	0.2	11	0.1	511	0.2
Vision	156	1.8	6,442	3.1	35	0.3	6,633	2.9
Hearing	174	2.0	6,565	3.1	473	3.7	7,212	3.1
Speech	95	1.1	2,142	1.0	74	0.6	2,311	1.0
Psychiatric	1,201	13.7	32,379	15.4	2,010	15.7	35,590	15.3
Developmental delay	318	3.6	4,395	2.1	116	0.9	4,829	2.1
Not stated/not collected	442	5.1	16,056	7.6	6,813	53.1	23,311	10.0
<b>Total</b>	<b>8,735</b>	<b>100.0</b>	<b>210,697</b>	<b>100.0</b>	<b>12,821</b>	<b>100.0</b>	<b>232,253</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. In tables the term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous and primary disability data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.
4. Column percentages may not add to 100% because of rounding.

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

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

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

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

Number of disability groups reported	Indigenous status					
	Indigenous		Non-Indigenous		Total	
	No.	%	No.	%	No.	%
1	4,407	53.1	120,535	61.9	129,434	61.9
2	2,040	24.6	44,234	22.7	47,051	22.5
3	896	10.8	16,156	8.3	17,631	8.4
4	513	6.2	8,182	4.2	8,802	4.2
5	260	3.1	3,659	1.9	3,952	1.9
6	121	1.5	1,368	0.7	1,504	0.7
7	48	0.6	333	0.2	384	0.2
8 or more	8	0.1	174	0.1	184	0.1
<b>Total</b>	<b>8,293</b>	<b>100.0</b>	<b>194,641</b>	<b>100.0</b>	<b>208,942</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. In tables the term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. Service users who did not report a disability group are not included in Table 2.10. Therefore, 442 Indigenous service users, 16,056 non-Indigenous service users and 6,813 service users who did not report Indigenous status (a total of 23,311 service users) are excluded from the analysis.

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

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

Indigenous status	Accommodation support		Community support		Community access		Respite		Employment		All service groups	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Indigenous	1,778	20.4	4,840	55.4	1,629	18.6	1,649	18.9	2,058	23.6	8,735	100.0
Non-Indigenous	34,281	16.3	88,307	41.9	47,088	22.3	26,370	12.5	77,859	37.0	210,697	100.0
Not stated/not collected	1,414	11.0	5,451	42.5	4,519	35.2	2,039	15.9	91	0.7	12,821	100.0
<b>Total</b>	<b>37,473</b>	<b>16.1</b>	<b>98,598</b>	<b>42.5</b>	<b>53,236</b>	<b>22.9</b>	<b>30,058</b>	<b>12.9</b>	<b>80,008</b>	<b>34.4</b>	<b>232,253</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Total for all service groups may not be the sum of components because individuals may have accessed services from more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. In tables the term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

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



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

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

## 2.4 Country of birth

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

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

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

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

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

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

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

*Notes*

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

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

Primary disability type	Australia	English Proficiency Group 1	English Proficiency Group 2	English Proficiency Group 3	English Proficiency Group 4	Not stated/not collected	Total
Intellectual	36.7	16.9	21.3	17.7	16.6	8.4	33.0
Specific learning/ADD	3.9	2.4	2.1	1.8	1.2	1.5	3.6
Autism	6.4	3.4	3.7	2.1	1.7	1.7	5.7
Physical	13.0	17.7	20.3	23.0	30.9	5.3	13.3
Acquired brain injury	4.4	6.5	5.3	6.1	6.7	1.7	4.4
Neurological	5.0	10.5	6.5	6.4	4.0	5.4	5.3
Deafblind	0.2	0.3	0.3	0.4	0.1	0.0	0.2
Vision	2.7	6.7	4.6	4.7	2.7	1.2	2.9
Hearing	2.9	5.0	4.9	4.4	2.9	2.8	3.1
Speech	1.1	0.3	0.4	0.3	0.3	0.5	1.0
Psychiatric	14.2	24.3	25.0	28.0	29.8	13.3	15.3
Developmental delay	2.4	0.4	0.5	0.3	0.3	0.7	2.1
Not stated/not collected	7.0	5.6	5.2	4.8	2.8	57.3	10.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total number</b>	<b>193,444</b>	<b>8,876</b>	<b>5,675</b>	<b>7,305</b>	<b>1,988</b>	<b>14,965</b>	<b>232,253</b>

*Notes*

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

## 2.5 Communication method and need for an interpreter

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

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

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

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

### Notes

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

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

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

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

Primary disability type	Needs an interpreter for spoken language other than English		Needs an interpreter for non-spoken communication		Does not need an interpreter		Not stated/not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Intellectual	1,352	1.8	2,950	3.8	70,661	92.2	1,710	2.2	76,673	100.0
Specific learning/ADD	72	0.9	21	0.3	7,739	92.8	510	6.1	8,342	100.0
Autism	181	1.4	428	3.2	12,179	91.5	520	3.9	13,308	100.0
Physical	577	1.9	619	2.0	28,109	90.7	1,673	5.4	30,978	100.0
Acquired brain injury	277	2.7	184	1.8	9,480	92.8	278	2.7	10,219	100.0
Neurological	200	1.6	162	1.3	10,670	86.5	1,304	10.6	12,336	100.0
Deafblind	14	2.7	112	21.9	315	61.6	70	13.7	511	100.0
Vision	118	1.8	31	0.5	6,216	93.7	268	4.0	6,633	100.0
Hearing	256	3.5	636	8.8	5,869	81.4	451	6.3	7,212	100.0
Speech	40	1.7	27	1.2	2,154	93.2	90	3.9	2,311	100.0
Psychiatric	382	1.1	77	0.2	33,041	92.8	2,090	5.9	35,590	100.0
Developmental delay	64	1.3	57	1.2	4,454	92.2	254	5.3	4,829	100.0
Not stated/not collected	286	1.2	9	0.0	8,062	34.6	14,954	64.1	23,311	100.0
<b>Total</b>	<b>3,819</b>	<b>1.6</b>	<b>5,313</b>	<b>2.3</b>	<b>198,949</b>	<b>85.7</b>	<b>24,172</b>	<b>10.4</b>	<b>232,253</b>	<b>100.0</b>
% of valid responses	—	1.8	—	2.6	—	95.6	—	—	—	100.0

*Notes*

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

## 2.6 Income and labour force status

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

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

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

Service user age and service group	Employed		Unemployed		Not in the labour force		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
<b>Service users aged 15–64 years</b>										
Accommodation support	6,201	18.8	4,212	12.8	18,955	57.4	3,641	11.0	33,009	100.0
Community support	8,682	17.4	5,637	11.3	24,165	48.5	11,307	22.7	49,791	100.0
Community access	6,205	13.9	5,538	12.4	25,843	57.7	7,186	16.1	44,772	100.0
Respite	2,780	13.5	2,066	10.0	11,767	57.2	3,970	19.3	20,583	100.0
Employment	48,823	61.4	30,621	38.5	91	0.1	0	0.0	79,535	100.0
<b>Total</b>	<b>57,250</b>	<b>33.6</b>	<b>40,622</b>	<b>23.8</b>	<b>51,803</b>	<b>30.4</b>	<b>20,933</b>	<b>12.3</b>	<b>170,608</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Total for all service groups may not be the sum of components because individuals may have accessed services from more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Only those aged 15 years and over were asked to respond about labour force status. Working-age service users include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about labour force status.
3. Please refer to AIHW 2006a for full definitions of 'employed', 'unemployed' and 'not in the labour force'.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and labour force status data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

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

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

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

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

Broad primary disability group	Disability Support Pension	Other pension or benefit	Paid employment	Compensation payments	Other income	Nil income	Not stated/collected	Total	Total number
Intellectual/learning	70.9	4.8	3.6	6.1	2.6	1.6	10.3	100.0	76,365
Physical/diverse	48.7	16.2	6.0	5.4	7.1	2.9	13.7	100.0	44,311
Sensory/speech	25.1	22.2	10.6	1.2	9.4	1.6	29.9	100.0	12,903
Psychiatric	52.0	25.1	4.0	0.5	7.5	1.0	9.8	100.0	35,194
Not stated	3.4	2.4	1.3	0.1	1.2	0.6	91.0	100.0	11,463
<b>Total</b>	<b>54.2</b>	<b>12.7</b>	<b>4.6</b>	<b>4.1</b>	<b>5.1</b>	<b>1.7</b>	<b>17.6</b>	<b>100.0</b>	<b>180,236</b>
<i>% of valid responses</i>	<i>65.8</i>	<i>15.4</i>	<i>5.6</i>	<i>5.0</i>	<i>6.2</i>	<i>2.1</i>	—	—	—

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Only those aged 16 years and over were asked to respond about income other than Carer Allowance. Adults include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about income sources other than the Carer Allowance.
3. There were 57 service users of unknown age and income source who are not included in this table, or in Tables 2.18 and 2.19.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and income data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

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

Main source of income	Employed		Unemployed		Not in the labour force		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Disability Support Pension	33,400	34.2	19,746	20.2	43,593	44.6	948	1.0	97,687	100.0
Other pension or benefit	4,223	18.5	13,585	59.5	4,766	20.9	269	1.2	22,843	100.0
Paid employment	7,011	84.3	1,065	12.8	96	1.2	140	1.7	8,312	100.0
Compensation payments	535	7.2	343	4.6	1,580	21.2	4,989	67.0	7,450	100.0
Other income	5,106	55.8	2,581	28.2	1,170	12.8	294	3.2	9,151	100.0
Nil income	431	13.8	301	9.7	1,131	36.3	1,228	39.4	3,114	100.0
Not known/stated/collected	7,220	22.8	3,361	10.6	7,331	23.1	13,767	43.5	31,679	100.0
<b>Total</b>	<b>57,926</b>	<b>32.1</b>	<b>40,982</b>	<b>22.7</b>	<b>59,667</b>	<b>33.1</b>	<b>21,635</b>	<b>12.0</b>	<b>180,236</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Only those aged 16 years and over were asked to respond about income other than Carer Allowance. Adults include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about income sources other than the Carer Allowance.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and income data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.
4. There were 57 service users of unknown age and income source who are not included in this table or in Tables 2.17 and 2.19.
5. Total for 'other income' includes 3 users whose age was unknown; total for 'nil income' includes 23 users whose age was unknown.

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

Primary disability group	With Carer Allowance (Child)		Without Carer Allowance (Child)		Carer Allowance (Child) not known/collected		Total	
	No.	%	No.	%	No.	%	No.	%
Intellectual/learning	6,059	22.6	2,000	7.5	18,713	69.9	26,772	100.0
Physical/diverse	2,645	28.7	972	10.5	5,597	60.7	9,214	100.0
Sensory/speech	858	22.8	637	16.9	2,269	60.3	3,764	100.0
Psychiatric	38	9.8	36	9.3	313	80.9	387	100.0
Not stated/not collected	188	1.6	473	4.0	11,162	94.4	11,823	100.0
<b>Total</b>	<b>9,788</b>	<b>18.8</b>	<b>4,118</b>	<b>7.9</b>	<b>38,054</b>	<b>73.2</b>	<b>51,960</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Information about Carer Allowance (Child) income was requested only for those aged less than 16 years. Children include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about child income sources.
3. There were 57 service users of unknown age and income source who are not included in this table or in Tables 2.17 and 2.18.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and income data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

## 2.7 Individualised funding

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

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

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

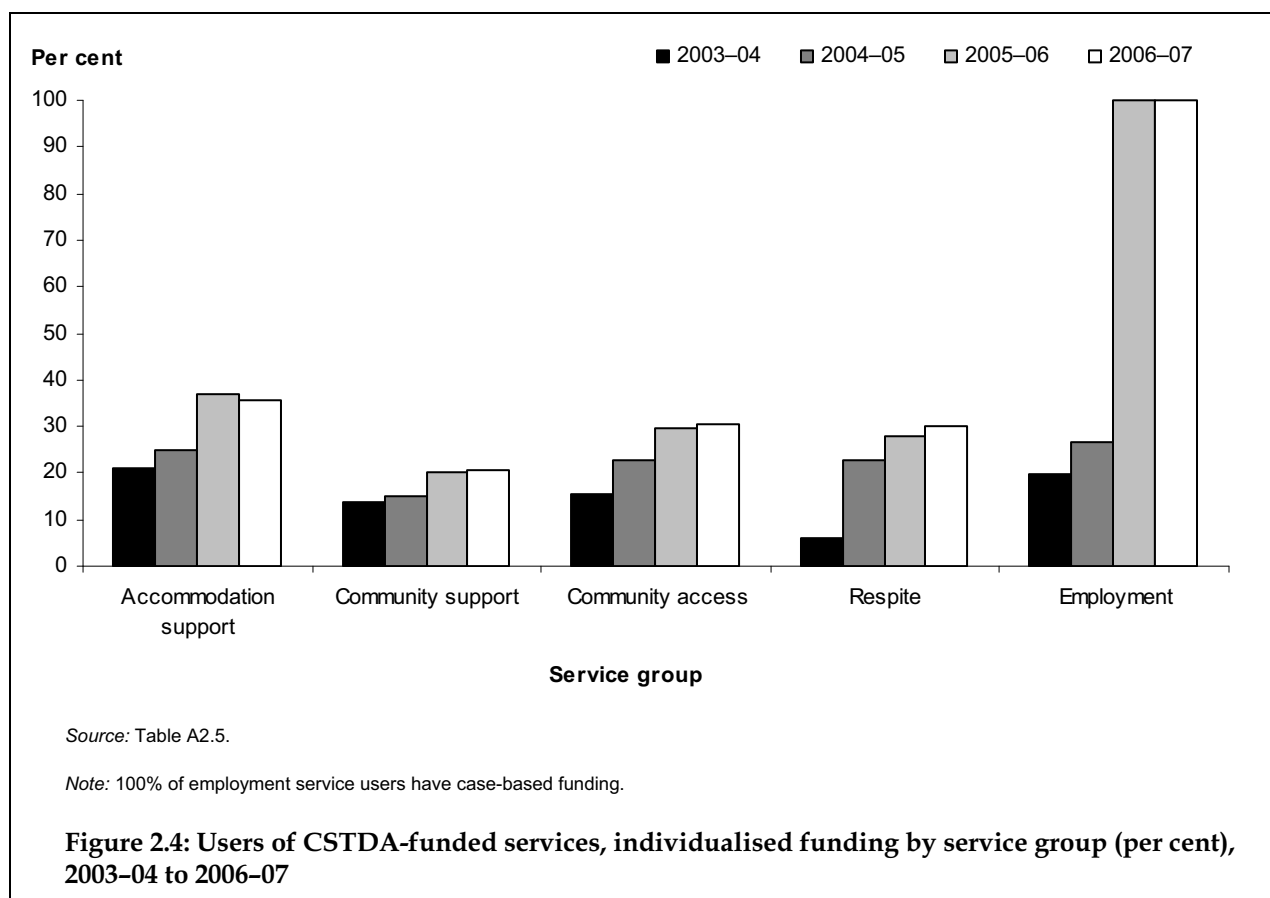
<sup>7</sup> Case-based funding is a fee-for-service arrangement in which fees are paid to providers to help job seekers with disability to find and keep employment. The fees are based on the job seekers' support needs and their employment outcomes.

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

Service group	Has individualised funding		Does not have individualised funding		Not known		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Accommodation support	13,290	35.5	22,388	59.7	998	2.7	797	2.1	37,473	100.0
Community support	20,458	20.7	50,119	50.8	15,067	15.3	12,954	13.1	98,598	100.0
Community access	16,203	30.4	30,655	57.6	3,210	6.0	3,168	6.0	53,236	100.0
Respite	9,065	30.2	18,073	60.1	2,081	6.9	839	2.8	30,058	100.0
Employment	80,008	100.0	0	0.0	0	0.0	0	0.0	80,008	100.0
<b>Total</b>	<b>103,733</b>	<b>44.7</b>	<b>91,998</b>	<b>39.6</b>	<b>19,431</b>	<b>8.4</b>	<b>17,091</b>	<b>7.4</b>	<b>232,253</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Total for all service groups may not be the sum of components because individuals may have accessed services from more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 100% of employment service users have case-based funding.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom individualised funding data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.





## 2.8 Location of service users

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

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

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

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

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

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

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

<b>Location of service user</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Australia</b>
<b>People aged under 65 years</b>									
Major Cities	4,328,794	3,349,771	2,149,024	1,297,969	968,564	0	301,988	0	12,396,109
Inner Regional	1,166,164	883,593	769,987	220,056	160,074	270,807	476	0	3,471,157
Outer Regional	370,171	206,988	550,695	167,456	152,078	139,010	0	109,308	1,695,706
Remote	28,866	3,905	80,977	85,832	39,139	6,594	0	43,685	288,999
Very Remote	4,256	0	47,338	46,307	12,151	2,173	0	47,923	160,148
<i>All Australians</i>	<i>5,898,252</i>	<i>4,444,256</i>	<i>3,598,021</i>	<i>1,817,620</i>	<i>1,332,006</i>	<i>418,584</i>	<i>302,464</i>	<i>200,916</i>	<i>18,012,119</i>
<b>Service users aged under 65</b>									
Major Cities	34,969	51,502	16,656	17,710	13,786	29	4,158	19	138,519
Inner Regional	14,180	20,934	8,978	2,711	2,399	3,687	48	11	52,692
Outer Regional	4,530	4,995	5,331	2,103	1,995	1,545	8	884	21,286
Remote	250	114	575	730	404	47	0	267	2,381
Very Remote	73	3	340	268	52	10	0	165	905
<i>All service users</i>	<i>54,494</i>	<i>79,178</i>	<i>32,271</i>	<i>23,966</i>	<i>19,405</i>	<i>5,502</i>	<i>4,261</i>	<i>1,407</i>	<i>219,800</i>
<b>Service users per 1,000 population aged under 65 years</b>									
Major Cities	8.1	15.4	7.8	13.6	14.2	—	13.8	—	11.2
Inner Regional	12.2	23.7	11.7	12.3	15.0	13.6	100.8	—	15.2
Outer Regional	12.2	24.1	9.7	12.6	13.1	11.1	—	8.1	12.6
Remote	8.7	29.2	7.1	8.5	10.3	7.1	—	6.1	8.2
Very Remote	17.2	—	7.2	5.8	4.3	4.6	—	3.4	5.7
<i>All service users</i>	<i>9.2</i>	<i>17.8</i>	<i>9.0</i>	<i>13.2</i>	<i>14.6</i>	<i>13.1</i>	<i>14.1</i>	<i>7.0</i>	<i>12.2</i>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. The number of service users in each remoteness area (RA) was estimated based on service users' residential postcodes. Some postcode areas were split between two or more RAs. Where this was the case, the data were weighted according to the proportion of the population of the postcode area in each RA.
3. Data for *all service users* aged under 65 years include 4,018 service users whose location was not known. Location was classified as 'not known' only if all the service user postcodes provided by all services attended by the service user were not stated or not collected.
4. Service users may appear in remoteness areas for which there is no population within that state or territory. In such cases, the user's residential postcode is located within another jurisdiction. This may be due to service users living in one jurisdiction and accessing one or more services in another jurisdiction, or service users moving between jurisdictions within the reporting period.

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

