



**Australian Government**

**Australian Institute of  
Health and Welfare**

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

DISABILITY SERIES

# **Disability support services 2009–10**

**Report on services provided under  
the National Disability Agreement**

**October 2011**

Australian Institute of Health and Welfare  
Canberra

Cat. no. DIS 59

**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.**

© Australian Institute of Health and Welfare 2011



This product, excluding the AIHW logo, Commonwealth Coat of Arms and any material owned by a third party or protected by a trademark, has been released under a Creative Commons BY 3.0 (CC-BY 3.0) licence. Excluded material owned by third parties may include, for example, design and layout, images obtained under licence from third parties and signatures. We have made all reasonable efforts to identify and label material owned by third parties.

You may distribute, remix and build upon this work. However, you must attribute the AIHW as the copyright holder of the work in compliance with our attribution policy available at <[www.aihw.gov.au/copyright/](http://www.aihw.gov.au/copyright/)>. The full terms and conditions of this licence are available at <<http://creativecommons.org/licenses/by/3.0/au/>>.

Enquiries relating to copyright should be addressed to the Head of the Communications, Media and Marketing Unit, Australian Institute of Health and Welfare, GPO Box 570, Canberra ACT 2601.

This publication is part of the Australian Institute of Health and Welfare's Disability series. A complete list of the Institute's publications is available from the Institute's website <[www.aihw.gov.au](http://www.aihw.gov.au)>.

ISSN 1444-3589

ISBN 978-1-74249-213-1

### **Suggested citation**

Australian Institute of Health and Welfare 2011. Disability support services 2009–10: report on services provided under the National Disability Agreement. Disability series. Cat. no. DIS 59. Canberra: AIHW.

### **Australian Institute of Health and Welfare**

Board Chair

Dr Andrew Refshauge

Director

David Kalisch

Any enquiries about or comments on this publication should be directed to:

Communications, Media and Marketing Unit

Australian Institute of Health and Welfare

GPO Box 570

Canberra ACT 2601

Tel: (02) 6244 1032

Email: [info@aihw.gov.au](mailto:info@aihw.gov.au)

Published by the Australian Institute of Health and Welfare

Printed by Union Offset Printers

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

# Contents

- Abbreviations..... vii
- Symbols..... vii
- Summary ..... viii
- 1 Introduction.....1**
  - Terminology.....1
- 2 About disability support services .....4**
  - 2.1 Providers of disability support services .....4
  - 2.2 Number of services provided and service users .....6
  - 2.3 Need for services.....9
  - 2.4 Government expenditure on disability support services.....11
- 3 Disability support service users .....13**
  - 3.1 Overview .....13
  - 3.2 Aboriginal and Torres Strait Islander service users .....15
  - 3.3 Country of birth.....15
  - 3.4 Location and accessibility .....16
  - 3.5 Income and employment .....19
  - 3.6 Users of employment services.....21
  - 3.7 New users and user exits .....23
- 4 Disability and support needs.....25**
  - 4.1 Disability .....25
  - 4.2 Support needs.....28
  - 4.3 Communication needs.....32
- 5 Informal care and living arrangements.....34**
  - 5.1 Informal carers.....34
  - 5.2 Older carers.....39
  - 5.3 Carers and living arrangements.....40
- 6 Patterns of service use .....43**
  - 6.1 Multiple service use.....43
  - 6.2 Measures of service quantity .....47
- Appendix 1 About the data collection .....49**
  - A1.1 Brief history .....49
  - A1.2 Scope of the collection.....50

A1.3	Counts and definitions .....	50
A1.4	The statistical linkage key .....	52
A1.5	English proficiency groupings .....	53
A1.6	Data quality .....	54
A1.7	Calculation of potential population .....	58
A1.8	Further information .....	59
<b>Appendix 2 Additional tables .....</b>		<b>60</b>
<b>Appendix 3 Service type classification.....</b>		<b>114</b>
Accommodation support .....		114
1.01	Large residential facilities/institutions (more than 20 places) .....	114
1.02	Small residential facilities/institutions (7-20 places).....	114
1.03	Hostels .....	114
1.04	Group homes (less than 7 places).....	114
1.05	Attendant care/personal care.....	115
1.06	In-home accommodation support.....	115
1.07	Alternative family placement .....	115
1.08	Other accommodation support .....	115
Community support .....		115
2.01	Therapy support for individuals.....	115
2.02	Early childhood intervention.....	116
2.03	Behaviour/specialist intervention .....	116
2.04	Counselling (individual/family/group) .....	116
2.05	Regional resource and support teams .....	116
2.06	Case management, local coordination and development .....	116
2.07	Other community support .....	117
Community access .....		117
3.01	Learning and life skills development .....	117
3.02	Recreation/holiday programs .....	117
3.03	Other community access .....	117
Respite.....		117
4.01	Own home respite .....	118
4.02	Centre-based respite/respite homes .....	118
4.03	Host family respite/peer support respite.....	118
4.04	Flexible respite .....	118

4.05 Other respite .....	118
Employment.....	118
5.01 Open employment .....	118
5.02 Supported employment.....	118
5.03 Open and supported employment .....	119
5.04 Targeted support.....	119
Advocacy, information and alternative forms of communication.....	119
6.01 Advocacy .....	119
6.02 Information/referral .....	119
6.03 Combined information/advocacy .....	119
6.04 Mutual support/self-help groups.....	119
6.05 Alternative forms of communication .....	120
Other support .....	120
7.01 Research and evaluation .....	120
7.02 Training and development .....	120
7.03 Peak bodies.....	120
7.04 Other support services.....	120
<b>Appendix 4 Data items requiring collection by various service types.....</b>	<b>121</b>
<b>References .....</b>	<b>123</b>
<b>List of tables .....</b>	<b>125</b>
<b>List of figures .....</b>	<b>129</b>
<b>List of boxes.....</b>	<b>129</b>

# Acknowledgments

The authors of this report are Glyn Prichard, Brendan Brady, Arianne Schlumpp and Libby Grant. The report builds on previous reports from the Australian Institute of Health and Welfare (AIHW), as well as developments in, and contributions from, all jurisdictions responsible for delivering disability support services. Acknowledgement should also be made of the contribution of Brent Diverty, Continuing and Specialised Care Group Head; Sean Ackland, Functioning and Disability Unit Head; and Dr Norbert Zmijewski, Indigenous Community and Health Service Reporting Unit Head.

The successful completion of the Disability Services National Minimum Data Set collection in 2009–10 owes much to the service users and service providers who contributed information, and to staff in the Australian and state and territory government agencies who did the collection and gave constructive comments on the report. Our thanks go to all these people.

Special thanks are due to the following people who were the main contacts for the 2009–10 data collection:

Department of Human Services (New South Wales)	Qingsheng Zhou
Department of Human Services (Victoria)	Joy Easton
Disability and Community Care Services (Queensland)	Aaron Key
Disability Services Commission (Western Australia)	Guy Dyson
Department for Families and Communities (South Australia)	Leoni Fear
Department of Health and Human Services (Tasmania)	Stephen Rickerby
Department of Disability, Housing and Community Services (Australian Capital Territory)	Vijaya Goundar
Department of Health and Community Services (Northern Territory)	Sue Keys
Department of Education, Employment and Workplace Relations (Australian Government)	Graham Harman
Department of Families, Housing, Community Services and Indigenous Affairs (Australian Government)	

Special thanks also to Peter Reily, Kerrie-Ann Gudmunson, Ying Chen, Han Lim, Greg Waite, Richard Matthews, Jo Perkins, Richard Beaton, Mike Neal, Sue Caruana and Xia Du who made significant contributions to the data collection and cleaning process in their jurisdictions.

Several other AIHW staff made important contributions to this report. Their invaluable comments on drafts of this report are gratefully acknowledged.

# 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
FTE	full-time equivalent
NDA	National Disability Agreement
NMDS	national minimum data set
SCRGSP	Steering Committee for the Review of Government Service Provision
SDAC	ABS Survey of Disability, Ageing and Carers

# Symbols

–	rounded to zero (less than 0.5 but more than zero) or null cells
<	less than
>	more than
..	not applicable
n.a.	not available
n.p.	not published
no.	number

# Summary

This report presents 2009–10 information collected on people who used disability support services provided under the National Disability Agreement (NDA), and the agencies and outlets that provided services. Seven years of national data have been collected as part of the Disability Services National Minimum Dataset (DS NMDS) and an earlier agreement, the Commonwealth State/Territory Disability Agreement. Key trends are looked at over recent years. Nearly 300,000 people used services provided under the NDA in 2009–10, which accounted for \$5.8 billion of combined government expenditure.

## Increase in service users and expenditure

The number of disability service users rose by 6% from 2008–09 to 2009–10, and by 47% over the period from 2004–05 to 2009–10. Employment services recorded the largest increase in service users over the longer period, with a rise of 83%. This was followed by respite services, with a 50% increase in service users over the same period. From 2004–05 to 2009–10, there was an increase in real expenditure for all service groups, with the largest increases in other support (82%), community support (81%) and employment services (53%). Expenditure per employment service user fell by 17% between 2004–05 and 2009–10, while expenditure per person for community support rose by 32% over the same period.

## More service providers

Of the nearly 2,300 disability service agencies operating in 2009–10, more than two-thirds were state or territory funded, the remaining being funded by the Australian Government. These agencies typically operate several service outlets, and the number of these service outlets increased by 50% to 12,000 from 2004–05 to 2009–10. Most service outlets were in the non-government services sector (80%). Overall, the number of service users per service type outlet remained relatively constant between 2004–05 and 2009–10. However, average service users per community support outlet rose by 13% over this period, while community access and respite service outlets fell by 26% and 23%, respectively.

## Service user characteristics

In 2009–10, a majority of service users were male (59%); this was the case for all age groups except those aged 65 years and over (similar proportions were recorded for earlier years). Those aged 45–64 years had the biggest proportional increase, from 21% of service users in 2004–05 to 27% in 2009–10.

People identifying as Aboriginal and Torres Strait Islander were over-represented in the DS NMDS, making up 5% of service users compared with less than 3% of the broader population.

Nearly 40% of disability support service users reported having a carer. More than one-quarter (28%) of service users aged 15–64 years, had some form of employment in 2009–10, and 57% of service users aged 16–64 years received the Disability Support Pension.

Service user numbers were highest in *Major cities*, accounting for nearly two-thirds of all users aged 0–64 years. However, as a proportion of the overall population, *Inner regional* areas had the highest numbers, with 18 service users per 1,000 population (0–64 years) and *Very remote* areas the lowest number, with 8 service users per 1,000 population.



# 1 Introduction

This report presents data collected in the Disability Services National Minimum Data Set (DS NMDS) on disability support services that were provided under the National Disability Agreement (NDA). It is produced on behalf of the Disability Policy Research Working Group under an agreement between the Australian Institute of Health and Welfare (AIHW) and the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs.

The NDA commits all jurisdictions to work towards the objective: 'People with disability and their carers have an enhanced quality of life and participate as valued members of the community' (COAG 2008b). The NDA highlights the importance of coordinated effort across the whole of government to enable people with disability to access services and participate as valued members of society.

In addition to this, the NDA sets out the development of person-centred services as a key policy direction. Person-centred service is an approach to service delivery that emphasises the individual's identification of need and choice in the services or support best suited to meet those needs. It is characterised by flexibility of funding arrangements, including individualised funding.

In the 2009–10 collection, data on individual service users and the services they received was collected by NDA-funded agencies. This information was provided to, and collated by, the responsible government funding organisation in each jurisdiction. This data was then provided to the AIHW for verification and collation into the DS NMDS.

The report describes just one part of a broader service system. Many people with disability receive support through other government programs, such as Home and Community Care, in addition to mainstream services including health, education and transport.

For detailed information on the data collection, including the definitions and collection method used, see 'Appendix 1 About the data collection'.

## Terminology

This is the first report on disability services provided solely under the NDA. In 2008–09, disability services were provided under both the Commonwealth State/Territory Disability Agreement (CSTDA) and the NDA. Disability services were provided solely under the CSTDA before 2008–09.

The following terminology is used in this report:

DS NMDS	Refers to the Disability Services National Minimum Data Set throughout the reporting period (DS NMDS).
Disability support services	Refers to the services provided under the NDA.

## **Box 1.1: DS NMDS collection definitions and scope**

### **Scope of the DS NMDS collection**

The DS NMDS collects information on services and service users (see below) where funding has been provided, during the specified period, by a government organisation operating under the NDA. An agency (see below) may receive funding from multiple sources. Where an agency is unable to differentiate service users and/or staff according to funding source (that is, NDA or other), it is asked to provide details of all service users and staff (for each service type). It is also important to note that the DS NMDS collection only provides for information on one informal carer per service user (see below for a definition of carer).

### **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 2009b). 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 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.

### **Primary disability**

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 2009b).

### **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 (see Box A1.3 for definitions). Within each of these service groups are various service types (see Appendix 3 for a full list of service type codes and definitions).

### **Service type outlet**

A 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) then it is providing (and is usually separately funded for) two different service types; that is, there are two service type outlets for the agency.

*(continued)*

**Box 1.1 (continued): DS NMDS collection definitions and scope**

**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.

Other terms are defined in Appendix 3 and in standard NMDS data items and definitions guides (AIHW 2009b).

## 2 About disability support services

It is important to note that the DS NMDS reports on specialist disability support services, which are just one part of a broader service system for people with disability. Many people with disability receive support through other government programs, such as Home and Community Care, in addition to mainstream health, education, transport and other services.

Under the NDA disability support services are the responsibility of two levels of government. The Australian Government is responsible for the planning, policy setting and management of employment services for people with disability. State and territory governments are responsible for the provision of accommodation support, community access, community support and respite services. Some major state and territory differences exist within this overall arrangement. For instance, 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. Responsibility for advocacy, information and alternative forms of communication has been shared between the two levels of government.

### 2.1 Providers of disability support services

Disability support services under the NDA are typically provided by agencies operating through service type outlets (see Box 1.1). Data are collected, usually by agencies, for each service type outlet they operate.

In 2009–10, there were more than 2,250 agencies in Australia (Table 2.1) managing more than 12,600 service type outlets (Table 2.2). The number of agencies providing disability support services increased nationally by more than 20% between 2004–05 and 2009–10.

**Table 2.1: Disability support services agencies, by state/territory, 2004–05 to 2009–10**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
2004–05	404	595	362	148	155	122	51	30	1,867
2005–06	475	632	353	159	173	120	51	43	2,006
2006–07	649	656	401	181	198	126	67	52	2,330
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
<b>Change 2004–05 to 2009–10 (number)</b>	237	45	46	22	28	–7	13	5	389
<b>Change 2004–05 to 2009–10 (per cent)</b>	58.7	7.6	12.7	14.9	18.1	–5.7	25.5	16.7	20.8

The majority (80%) of disability support service type outlets were in the non-government sector in 2009–10. More than two-thirds (68%) of service type outlets were income tax exempt charities (Table 2.2).

In 2009–10, more than one-third (37%) of service type outlets provided accommodation support, and 22% provided community access services. A full description of services provided by disability support service type outlets is in Appendix 3.

**Table 2.2: Disability support service type outlets, service group, by agency sector, 2009–10**

Service group	Government			Non-government			Total
	Australian/ state/ territory	Local	Sub- total	Income tax exempt (charity)	Non- income tax exempt	Sub- total	
Accommodation support	1,468	32	1,500	2,626	575	3,201	4,701
Community support	598	20	618	824	143	967	1,585
Community access	75	50	125	2,321	349	2,670	2,795
Respite	139	49	188	985	203	1,188	1,376
Employment <sup>(a)</sup>	3	3	6	1,304	109	1,413	1,419
Advocacy, information, alternative forms of communication	n.p.	n.p.	17	354	107	461	478
Other support	n.p.	n.p.	69	148	52	200	269
<b>Total</b>	<b>2,314</b>	<b>209</b>	<b>2,523</b>	<b>8,562</b>	<b>1,538</b>	<b>10,100</b>	<b>12,623</b>

(a) Includes Australian Government-funded employment services only.

In 2009–10, there were more than 1,600 state/territory agencies, and about 650 Australian Government-funded agencies. Tasmania had the highest proportion of state/territory government-funded agencies (81%), while Western Australia had the highest proportion of Australian Government-funded agencies (36%) (Table 2.3).

**Table 2.3: Agencies providing services under the NDA, funding source, by state/territory, 2009–10**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
State/territory-funded agencies	439	471	303	109	121	93	48	23	1,607
Australian Government-funded agencies	202	169	105	61	62	22	16	12	649
<b>Total (number)</b>	<b>641</b>	<b>640</b>	<b>408</b>	<b>170</b>	<b>183</b>	<b>115</b>	<b>64</b>	<b>35</b>	<b>2,256</b>
<b>Total (per cent)</b>	<b>28.4</b>	<b>28.4</b>	<b>18.1</b>	<b>7.5</b>	<b>8.1</b>	<b>5.1</b>	<b>2.8</b>	<b>1.6</b>	<b>100.0</b>

## 2.2 Number of services provided and service users

Across the 2004–05 to 2009–10 collection period, there was a 47% rise in the number of service users, from about 200,000 to 295,000. However, the number of service type outlets also rose by about 50% in the same period, resulting in the average number of service users per service type outlet remaining at about 25 (Table 2.4).

**Table 2.4 : Users of disability support services, service type outlets and average service users per service type outlet, by service group, 2004–05 to 2009–10**

	2004–05	2005–06	2006–07	2007–08	2008–09	2009–10
<b>Number of service users</b>						
Accommodation support	33,787	35,556	37,473	37,704	39,169	39,854
Community support	92,610	96,664	98,598	104,165	120,629	127,909
Community access	44,166	47,738	53,236	54,416	58,274	58,632
Respite	23,951	27,319	30,058	31,604	34,331	35,978
Employment	64,835	73,157	80,008	89,935	109,033	118,801
<b>Total</b>	<b>200,493</b>	<b>217,143</b>	<b>232,253</b>	<b>246,281</b>	<b>279,301</b>	<b>295,024</b>
<b>Number of service type outlets</b>						
Accommodation support	3,637	3,926	4,203	4,267	4,639	4,701
Community support	1,301	1,341	1,486	1,508	1,533	1,585
Community access	1,551	1,646	2,097	2,241	2,584	2,795
Respite	709	776	1,010	1,058	1,215	1,376
Employment	711	729	1,072	1,075	1,090	1,419
<b>Total<sup>(a)</sup></b>	<b>7,909</b>	<b>8,418</b>	<b>9,868</b>	<b>10,149</b>	<b>11,061</b>	<b>11,876</b>
<b>Average service users per service type outlets</b>						
Accommodation support	9.3	9.1	8.9	8.8	8.4	8.5
Community support	71.2	72.1	66.4	69.1	78.7	80.7
Community access	28.5	29.0	25.4	24.3	22.6	21.0
Respite	33.8	35.2	29.8	29.9	28.3	26.1
Employment	91.2	100.4	74.6	83.7	100.0	83.7
<b>Total</b>	<b>25.3</b>	<b>25.8</b>	<b>23.5</b>	<b>24.3</b>	<b>25.3</b>	<b>24.8</b>

(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 accessed more than one service group over the 12-month period.
3. Linkage processes (to get unique service user counts) from 2007–08 have changed from previous years. For further information see Chapter 1 in *Disability support services 2008–09* (AIHW 2011).

In the 2009–10 reporting period, community support and employment services had the largest number of service users across all state and territories, followed by community access (Table 2.5).

**Table 2.5: Users of disability support services, service group, by state/territory, 2009–10**

<b>Service group</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>
Accommodation support	9,297	14,257	6,394	3,076	5,074	1,246	433	98	39,854
Community support	32,112	44,491	14,713	12,561	15,817	4,350	3,509	814	127,909
Community access	14,467	22,709	8,833	4,073	6,358	1,527	492	223	58,632
Respite	9,072	15,922	5,298	3,189	1,763	364	372	61	35,978
<i>Total state/territory services</i>	<i>48,056</i>	<i>75,280</i>	<i>23,107</i>	<i>15,573</i>	<i>20,784</i>	<i>5,977</i>	<i>4,054</i>	<i>1,108</i>	<i>193,218</i>
Employment	39,518	30,675	23,361	9,730	10,823	2,865	1,435	633	118,801
<b>Total (number)</b>	<b>83,401</b>	<b>101,656</b>	<b>44,047</b>	<b>22,718</b>	<b>29,011</b>	<b>8,442</b>	<b>5,220</b>	<b>1,669</b>	<b>295,024</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Totals for Australia may not be the sum of service components because individuals may have accessed services in more than one state or territory during the 12-month period.
3. Total service users may not be the sum of service group components because individuals may have accessed more than one service group over the 12-month period.

In addition to the large increase in number of service users over the 2004–05 to 2009–10 collection period, the number of services type outlets accessed also increased from about 309,000 to more than 480,000. This was accompanied by a rise in the average number of service type outlets accessed per user, from 1.5 to 1.6 services per user. The following section provides a deeper analysis of the growth in use (Table 2.6).

**Table 2.6: Users of disability support services, service types outlets accessed and average service type outlets accessed per service user, by service group, 2004–05 to 2009–10**

	2004–05	2005–06	2006–07	2007–08	2008–09	2009–10	Change 2004–05 to 2009–10
<b>Number of service users</b>							
Accommodation support	33,787	35,566	37,473	37,704	39,169	39,854	18.0
Community support	92,610	96,664	98,598	104,165	120,629	127,909	38.1
Community access	44,166	47,738	53,236	54,416	58,274	58,632	32.8
Respite	23,951	27,319	30,058	31,604	34,331	35,978	50.2
Employment	64,835	73,157	80,008	89,935	109,003	118,801	83.2
<b>Total</b>	<b>200,493</b>	<b>217,143</b>	<b>232,253</b>	<b>246,281</b>	<b>279,301</b>	<b>295,024</b>	47.1
<b>Number of service type outlets accessed</b>							
Accommodation support	37,366	39,003	42,398	42,484	43,364	43,694	16.9
Community support	122,212	132,946	136,106	159,534	181,086	198,237	62.2
Community access	51,155	54,709	64,351	65,637	68,490	67,849	32.6
Respite	30,401	35,150	39,520	42,447	46,081	48,205	58.6
Employment	67,566	76,736	82,767	95,592	110,552	122,133	80.8
<b>Total</b>	<b>308,700</b>	<b>338,544</b>	<b>365,142</b>	<b>405,694</b>	<b>449,573</b>	<b>480,118</b>	55.5
<b>Average service type outlets accessed per user</b>							
Accommodation support	1.1	1.1	1.1	1.1	1.1	1.1	—
Community support	1.3	1.4	1.4	1.5	1.5	1.6	23.1
Community access	1.2	1.2	1.2	1.2	1.2	1.2	—
Respite	1.3	1.3	1.3	1.3	1.3	1.3	—
Employment	1.0	1.1	1.0	1.1	1.0	1.0	—
<b>Total</b>	<b>1.5</b>	<b>1.6</b>	<b>1.6</b>	<b>1.6</b>	<b>1.6</b>	<b>1.6</b>	<b>6.7</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Total service users may not be the sum of service group components because individuals may have accessed more than one service group over the 12-month period.
3. Linkage processes (to get unique service user counts) from 2007–08 have changed from previous years. For further information see Chapter 1 in *Disability support services 2008–09* (AIHW 2011).
4. Service type outlets accessed refers to the number of unique outlets accessed at least once by a service user. Service users may access a service type outlet more than once; however, this is only counted as one access.



## 2.3 Need for services

Accurate measurement of the need for disability support services in the general population is very difficult, as is measuring unmet need. When looking at unmet need, it is important to also assess the level of service provision. In this regard, it is important to note that assistance provided to people with disability through mainstream services is not captured by the DS NMDS; only specialist disability services are. The NDA has prioritised the improvement of the measurement of need, demand and unmet demand. Measurement data are being developed to further improve data in these areas.

In the absence of more sophisticated methods for measuring need, demand and unmet demand for disability services, potential population is used. This is a measure of the number of people who might have needed disability support services at a given point in time (in this case, 2009–10). Potential population may be calculated by applying national age- and sex-specific rates of severe or profound core activity limitation from the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (ABS 2010b) to the estimated resident population in the reference year. The potential population can then be used to calculate rates of service use by broad service group, expressed as the number of service users per 1,000 potential population (Figure 2.1).

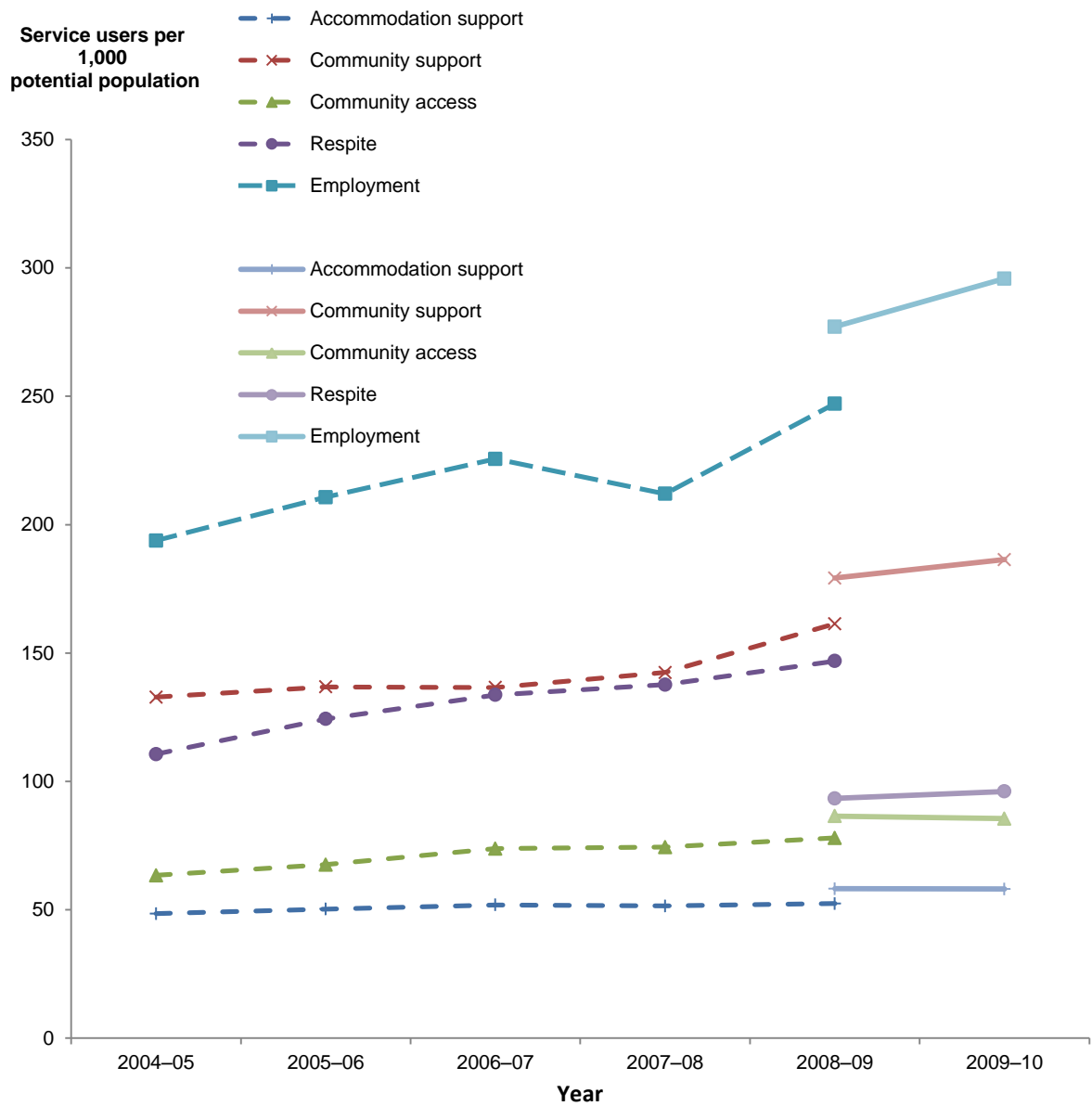
Since 2008–09, there has been a rise in service provision for community support, respite and employment (Table 2.7). Service provision for accommodation support and community access fell slightly.

**Table 2.7: Disability service users, by service group per 1,000 potential population, 2008–09 to 2009–10**

	2008–09	2009–10	Change 2008–09 to 2009–10	
			No.	Per cent
Accommodation support	58.2	58.1	–0.1	–0.1
Community support	179.2	186.5	7.4	4.1
Community access	86.5	85.5	–1.0	–1.2
Respite	93.4	96.1	2.7	2.9
Employment	277.1	296.0	19.0	6.8

### 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. The potential populations for 2004–05 to 2008–09 were calculated using national age- and sex-specific rates of severe or profound core activity limitation from the ABS Survey of Disability, Ageing and Carers done in 2003, and in 2009. The change of use of rates from the 2003 and 2009 surveys represents a break in series. For comparison purposes, the potential population for 2008–09 has also been calculated using national age and sex-specific rates of severe or profound core activity limitation from the 2009 survey.



**Notes**

1. The potential populations for 2004-05 to 2008-09 were calculated using national age- and sex-specific rates of severe or profound core activity limitation from the ABS Survey of Disability, Ageing and Carers done in 2003, and in 2009. The change of use of rates from the 2003 and 2009 surveys represents a break in series. For comparison purposes, the potential population for 2008-09 has also been calculated using national age and sex-specific rates of severe or profound core activity limitation from the 2009 survey.
2. Linkage processes (to get unique service user counts) from 2007-08 have changed from previous years. For further information see Chapter 1 in *Disability support services 2008-09* (AIHW 2011).

Source: *Disability support services 2009-10*: Table 2.7; *Disability support services 2008-09*: Table 2.7.

**Figure 2.1 Service users per 1,000 potential population, service group by disability support services, 2004-05 to 2009-10**

## 2.4 Government expenditure on disability support services

This section describes expenditure patterns against the main specialist service types and associated categories covered by the DS NMDS. Table 2.8 provides an indication of 2009–10 expenditure broken down by service group across administrative jurisdiction.

Accommodation support was the largest expenditure group, with about 45% of all expenditure, followed by community support (14%) and community access and employment (11%).

**Table 2.8: Expenditure on disability support services by Australian, state and territory governments, by service group, 2009–10 (\$ million)**

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov <sup>(a)</sup>	Total	Per cent
Accommodation support	927.2	561.5	458.4	275.0	208.3	77.6	43.3	30.0	—	2,581.3	44.7
Community support	178.1	387.9	106.8	76.6	51.1	12.7	8.5	10.5	—	832.2	14.4
Community access	244.0	151.6	132.3	52.0	31.2	21.0	6.5	4.3	3.9	646.8	11.2
Respite	124.1	83.2	69.4	24.4	16.5	9.7	6.8	2.3	8.7	345.1	6.0
Employment	—	—	—	—	—	—	—	—	627.1	627.1	10.9
Advocacy, information, alternative forms of communication	8.4	9.3	11.9	1.8	1.2	2.3	0.8	0.3	16.7	52.7	0.9
Other support	20.5	45.4	48.0	18.2	27.6	0.6	1.0	3.2	66.7	231.2	4.0
<i>Subtotal</i>	<i>1,502.3</i>	<i>1,238.9</i>	<i>826.8</i>	<i>448.0</i>	<i>335.9</i>	<i>123.9</i>	<i>66.9</i>	<i>50.6</i>	<i>723.1</i>	<i>5,316.4</i>	<i>92.1</i>
Administration	135.4	105.4	65.0	21.3	18.6	6.2	6.8	2.5	51.5	412.8	7.2
Capital grants to non-government service providers	19.4	8.4	—	14.9	—	—	—	—	—	42.7	0.7
<b>Total</b>	<b>1,657.1</b>	<b>1,352.7</b>	<b>891.8</b>	<b>484.2</b>	<b>354.5</b>	<b>130.1</b>	<b>73.7</b>	<b>53.1</b>	<b>774.6</b>	<b>5,771.9</b>	<b>100.0</b>

(a) Some Australian Government-funded community access and respite services were provided under the NDA from the Employment Assistance and Other Services appropriation. Data also includes expenditure on the Respite for Older Carers of Children with Disability program, introduced by the Australian Government in late 2007 to assist carers aged 60 years and over who are caring for adult children aged 25 years and over with severe or profound disability. The program first came under the Commonwealth State/Territory Disability Agreement in 2008–09.

*Note:* Figures may vary from those published in Table 2.9 and the *Report on government services 2010* (SCRGSP 2011) due to the use of different counting rules in particular jurisdictions (for example, funding for psychiatric-specific services is not reported in the *Report on government services* or Table 2.9).

*Source:* Unpublished data provided to AIHW by each jurisdiction; SCRGSP 2011: Table 14A.8 (for Australian Government data expenditure).

Table 2.9 provides a view of expenditure over time. The table includes expenditure data over recent years from the Productivity Commission's Report on Government Services; this excludes, for example, funding for psychiatric-specific services that only some jurisdictions include under the NDA. Table 2.9 shows that from 2004–05 to 2009–10, there was an increase in real expenditure for all service groups, the largest increases being for other support (82%), community support (81%) and employment (53%).

From 2004–05, expenditure per service user fell for employment (17%), respite (2%) and community access (2%), while community support and accommodation support rose 32% and 6%, respectively.

**Table 2.9: Expenditure in constant dollars on disability support services by Australian, state and territory governments, by service group, 2004–05 to 2009–10**

Service group	2004–05	2005–06	2006–07	2007–08	2008–09	2009–10	Change 2004–05 to 2009–10	
	\$ million (2009–10 dollars)						\$ million	Per cent
Accommodation support	2,100.4	2,197.2	2,268.4	2,376.1	2,402.5	2,566.1	465.7	22.2
Community support	458.8	537.4	576.1	592.9	780.5	832.2	373.4	81.4
Community access	483.4	534.9	572.2	601.8	603.4	639.1	155.7	32.2
Respite	227.7	260.7	276.3	299.1	340.1	345.1	117.4	51.6
Employment	410.5	466.4	479.0	553.3	547.8	627.1	216.6	52.8
Advocacy, information, alternative forms of communication	52.0	53.2	57.6	58.4	49.1	51.8	–0.2	–0.4
Other support	126.7	116.8	137.9	136.0	174.9	230.6	103.9	82.0
<i>Subtotal</i>	<i>3,859.5</i>	<i>4,166.7</i>	<i>4,367.4</i>	<i>4,617.7</i>	<i>4,898.3</i>	<i>5,292.0</i>	<i>1,432.5</i>	<i>37.1</i>
Capital grants to non- government providers	1.0	6.5	61.5	0.9	22.7	42.9	41.9	4,190.0
Administration	374.0	370.6	407.0	411.0	395.9	412.8	38.8	10.4
<b>Total</b>	<b>4,234.5</b>	<b>4,543.8</b>	<b>4,835.9</b>	<b>5,029.6</b>	<b>5,316.9</b>	<b>5,747.7</b>	<b>1,513.2</b>	<b>35.7</b>
<b>Expenditure per service user (2009–10 dollars)<sup>(a)</sup></b>								
Accommodation support	74,120	74,255	73,111	77,691	76,115	78,635	4,515	6.1
Community support	4,956	5,571	5,853	5,714	6,493	6,533	1,577	31.8
Community access	13,072	13,608	12,761	13,236	12,418	12,859	–213	–1.6
Respite	10,478	10,483	9,909	10,138	10,579	10,292	–186	–1.8
Employment	6,331	6,375	5,987	6,152	5,026	5,279	–1,052	–16.6

(a) Totals for expenditure per service user have been excluded because some funded service events are not captured for all categories, such as advocacy information and alternative forms of communication and other support services.

*Notes*

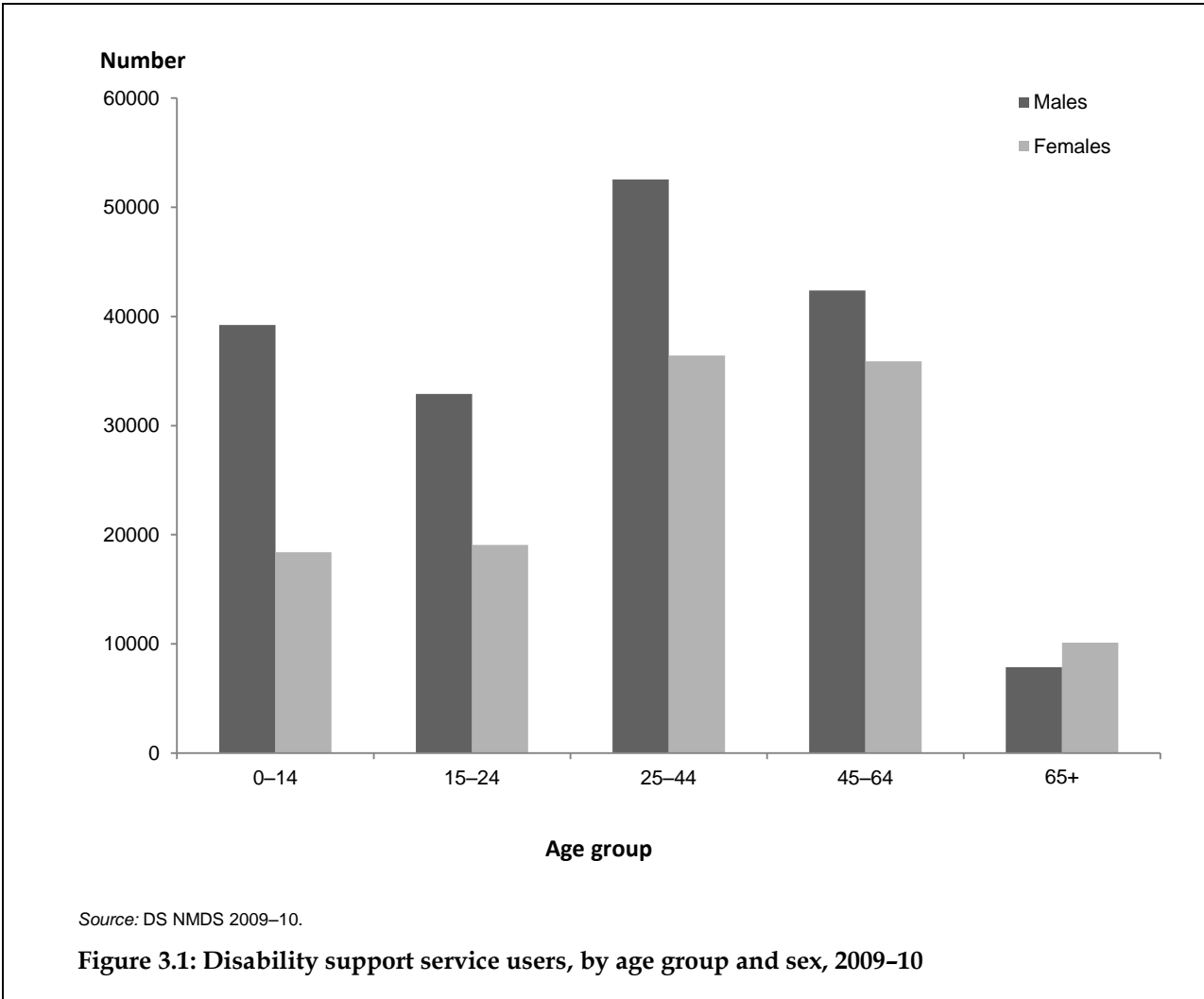
1. Excludes expenditure on, and service users of, specialist psychiatric disability services.
2. Expenditure data by service group includes actual payroll tax paid for New South Wales, Victoria (in part, for 2004–05 to 2007–08), South Australia (2006–07 in part to 2008–09), Tasmania and the Northern Territory.
3. Linkage processes (to get unique service user counts) from 2007–08 have changed from previous years. For further information see Chapter 1 in *Disability support services 2008–09* (AIHW 2011).

Source: SCRGSP 2011: tables 14A.4 and 14A.8.

# 3 Disability support service users

## 3.1 Overview

In 2009–10, a majority (59%) of the 295,000 service users were male (Table A2.14). This was the case across all age groups except those aged 65 years and over. The median age of service users was 33.0 years (Table A2.12) compared with 36.9 years for the Australian population (ABS 2010d). The age group with the largest number of disability support service users was those aged 25–44 years; the 65 years and over age group had the smallest number of disability support service users (Figure 3.1).



The number of disability support service users increased from around 200,000 in 2004–05 to about 295,000 in 2009–10 (Table 3.1). About 30% of all service users were aged 25–44 years in 2009–10, falling slightly from 32% in 2004–05. Across the 6 years to 2009–10, those aged 45–64 years were the only age group whose numbers increased – a steady rise from 21% in 2004–05 to 27% in 2009–10.

**Table 3.1: Users of disability support services, by age group, 2004–05 to 2009–10**

Collection year	Age group (years)					Total
	0–14	15–24	25–44	45–64	65+	
	<b>No.</b>					
2004–05	43,369	37,966	63,476	42,451	12,935	200,493
2005–06	44,916	41,422	68,788	47,977	13,873	217,143
2006–07	49,192	43,083	72,680	54,845	12,365	232,253
2007–08	50,226	44,423	76,946	62,634	11,854	246,281
2008–09	53,869	48,459	85,419	72,518	19,036	279,301
2009–10	57,676	52,015	89,005	78,322	18,006	295,024
	<b>Per cent</b>					
2004–05	21.6	18.9	31.7	21.2	6.5	100.0
2005–06	20.7	19.1	31.7	22.1	6.4	100.0
2006–07	21.2	18.6	31.3	23.6	5.3	100.0
2007–08	20.4	18.0	31.2	25.4	4.8	100.0
2008–09	19.3	17.4	30.6	26.0	6.8	100.0
2009–10	19.5	17.6	30.2	26.5	6.1	100.0

*Notes*

1. Linkage processes (to get unique service user counts) from 2007–08 have changed from previous years. For further information see Chapter 1 in *Disability support services 2008–09* (AIHW 2011).
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 are for all service users from that 12-month reporting period, including service users whose age was not stated.

## 3.2 Aboriginal and Torres Strait Islander service users

The proportion of service users identifying as being Aboriginal or Torres Strait Islander (5% or 14,000 people) was higher than the proportion of Aboriginal and Torres Strait Islander people in the broader population (3%). This was reflected in all states and territories except for Tasmania, where about 5% of the population identified as Indigenous, compared with 4% of service users (Table 3.2).

**Table 3.2: Users of disability support services aged 0–64 years, Indigenous status and proportion of Indigenous Australians aged 0–64 years in the population, by state/territory, 2009–10**

State/territory	Indigenous		Non-Indigenous		Not stated/ not collected		Total		Indigenous people in population (0–64 years)
	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent	Per cent
NSW	4,631	5.7	74,251	91.5	2,237	2.8	81,119	100.0	2.5
Vic	2,557	2.8	79,551	87.3	9,026	9.9	91,134	100.0	0.7
Qld	2,750	6.4	39,451	91.3	1,014	2.3	43,215	100.0	3.9
WA	1,925	8.7	20,052	90.3	222	1.0	22,199	100.0	3.7
SA	1,030	4.0	24,040	93.9	540	2.1	25,610	100.0	2.1
Tas	303	3.7	7,674	93.4	243	3.0	8,220	100.0	4.5
ACT	163	3.1	4,877	93.9	152	2.9	5,192	100.0	1.4
NT	657	44.9	686	46.9	119	8.1	1,462	100.0	30.5
<b>Australia</b>	<b>13,873</b>	<b>5.0</b>	<b>249,594</b>	<b>90.1</b>	<b>13,551</b>	<b>4.9</b>	<b>277,018</b>	<b>100.0</b>	<b>2.8</b>

### Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Totals 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.
3. Service user data were not collected for all NDA service types (see Appendix 4).
4. Not stated/not collected includes both service users accessing only 3.02 services (recreation/holiday programs) for whom Indigenous data were not collected (see Appendix 4) and other service users with no response. See Table A2.12 for a breakdown of these categories.
6. Indigenous population figures are based on ABS Series B projections of the Indigenous population by state/territory for June 2010 (ABS 2009).

## 3.3 Country of birth

Disability support service users born outside Australia were under-represented, at 12% compared with 22% of the Australian population in 2009–10. Disability support service users born in Australia were over-represented, at 82% compared with 71% in the total Australian population. After Australia, the most common countries of birth for disability services users were England and New Zealand, followed by Vietnam.

**Table 3.3: Users of disability support services, by 10 most common countries of birth, 2004–05 to 2009–10**

Country of birth	2004–05	2005–06	2006–07	2007–08	2008–09	2009–10	2009–10	Australian population <sup>(b)</sup>
	No.						Per cent	
Australia	159,724	171,143	193,444	203,775	228,034	242,702	82.3	70.9
Outside Australia	15,938	17,642	23,844	27,795	33,173	36,187	12.3	22.2
England	3,144	2,492	4,439	5,138	5,933	6,192	2.1	4.3
New Zealand	1,588	2,039	2,316	2,708	3,166	3,455	1.2	2.0
Vietnam	833	868	1,332	1,883	2,368	2,760	0.9	0.8
Italy	861	982	1,094	1,203	811	818	0.3	1.0
Greece	568	583	670	781	970	899	0.3	0.6
Lebanon	272	324	523	771	1,047	1,284	0.4	0.4
China <sup>(a)</sup>	216	325	530	684	862	1,163	0.4	1.0
Philippines	357	433	561	658	821	885	0.3	0.6
Germany	451	500	598	645	729	745	0.3	0.5
Not stated	24,831	28,358	14,965	14,711	18,094	16,135	5.5	6.0
<b>Total</b>	<b>200,493</b>	<b>217,143</b>	<b>232,253</b>	<b>246,281</b>	<b>279,301</b>	<b>295,024</b>	<b>100.0</b>	<b>100.0</b>

(a) Excludes special administrative regions and Taiwan province.

(b) Total Australian population numbers are taken from the 2006 Census.

Note: Linkage processes (to get unique service user counts) from 2007–08 have changed from previous years. For further information see Chapter 1 in *Disability support services 2008–09* (AIHW 2011).

### 3.4 Location and accessibility

The overall disability support service use rate was 15 per 1,000 population (Table 3.4), an increase from 14 people per 1,000 population in 2008–09 (AIHW 2011). Victoria, South Australia and Tasmania had service use rates of 19 people per 1,000 population, more than double the rate of the Northern Territory of 7 people per 1,000 population.

While only indicative (postcodes are used), further information on service user location is presented using remoteness areas. The remoteness areas are structured according to the Australian Standard Geographical Classification developed by the ABS. The categories are *Major cities*, *Inner regional*, *Outer regional*, *Remote* and *Very remote* areas, and are devised to provide an indication of the degree of remoteness, or distance, from major cities.

In 2009–10, there were about 277,000 service users under the age of 65 with a remoteness classification. Of these, about 174,000 (63%) lived in *Major cities* and 66,000 (24%) lived in *Inner regional* areas.

The rate of service use was highest in *Inner regional* areas (18 people per 1,000 population), and lowest in *Very remote* areas (8 people per 1,000 population) (Table 3.4; Figure 3.2).



**Table 3.4: Users of disability support services aged 0–64 years, remoteness area, by state/territory, 2009–10**

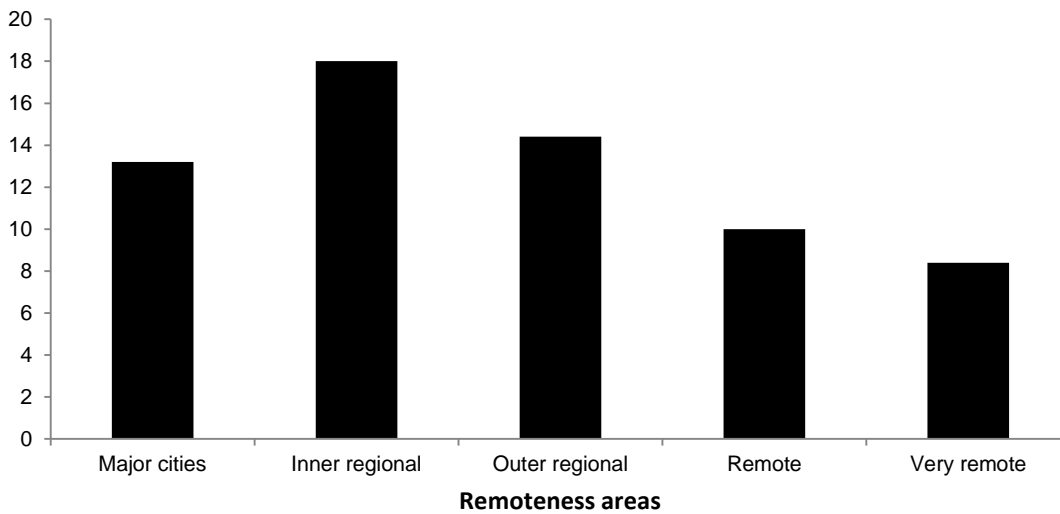
Remoteness area	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>Australians</b>									
Major cities	4,535,965	3,572,436	2,326,940	1,409,122	1,002,951	—	316,130	—	13,163,544
Inner regional	1,200,071	920,895	830,800	254,663	166,258	276,409	459	—	3,649,555
Outer regional	371,248	211,686	598,023	177,551	153,051	141,364	—	118,527	1,771,450
Remote	28,209	3,668	78,023	89,744	39,167	6,541	—	45,785	291,137
Very remote	3,893	—	45,516	46,312	12,428	2,166	—	50,061	160,376
<b>All Australians</b>	<b>6,139,386</b>	<b>4,708,685</b>	<b>3,879,302</b>	<b>1,977,392</b>	<b>1,373,855</b>	<b>426,480</b>	<b>316,589</b>	<b>214,373</b>	<b>19,036,062</b>
<b>Service users</b>									
Major cities	53,381	58,547	24,387	15,246	17,961	38	4,989	21	174,057
Inner regional	21,206	22,533	10,638	2,639	3,169	5,802	77	10	65,715
Outer regional	5,927	5,475	6,642	1,902	2,836	2,167	8	728	25,533
Remote	388	64	665	800	608	54	—	373	2,924
Very remote	80	n.p.	393	507	164	17	—	254	1,354
<b>All areas<sup>(a)</sup></b>	<b>81,119</b>	<b>91,134</b>	<b>43,215</b>	<b>22,199</b>	<b>25,610</b>	<b>8,220</b>	<b>5,192</b>	<b>1,462</b>	<b>277,018</b>
<b>Service users per 1,000 population</b>									
Major cities	11.8	16.4	10.5	10.8	17.9	—	15.8	—	13.2
Inner regional	17.7	24.5	12.8	10.4	19.1	21.0	167.8	—	18.0
Outer regional	16.0	25.9	11.1	10.7	18.5	15.3	—	6.1	14.4
Remote	13.8	17.4	8.5	8.9	15.5	8.3	—	8.1	10.0
Very remote	20.5	—	8.6	10.9	13.2	7.8	—	5.1	8.4
<b>All areas<sup>(a)</sup></b>	<b>13.2</b>	<b>19.4</b>	<b>11.1</b>	<b>11.2</b>	<b>18.6</b>	<b>19.3</b>	<b>16.4</b>	<b>6.8</b>	<b>14.6</b>

(a) Includes 7,451 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 Appendix 4 for details).
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 accessing 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 2009. Population data excludes Australian external territories.

### Service users



Source: Table 3.4.

#### 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 Appendix 4 for details).
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 accessing 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 2009. Population data excludes Australian external territories.

**Figure 3.2: Disability support service users per 1,000 population aged 0-64 years, by remoteness area, 2009-10**

## 3.5 Income and employment

Across the population of service users, a greater proportion of service users were unemployed (35%), and roughly equal proportions of service users were employed (28%) and not in the labour force (27%) in 2009–10 (Table 3.5).

The proportion of service users who were unemployed rose steadily between 2004–05 and 2009–10 (Table A2.17), including from 30% in 2008–09 to 35% in 2009–10. In contrast, the proportion of Australian population who were unemployed at June 2010 was 5% (ABS 2010c). The increase in the proportion of service users who were unemployed coincides with a decrease in the proportion of service users not in the labour force from 33% in 2004–05 to 27% in 2009–10. Both trends may reflect the 83% increase in the number of service users using employment services between 2004–05 and 2009–10 (Table 2.6).

In 2009–10, the majority of service users in all service groups, except for employment services, were not in the labour force. The proportion of unemployed service users who accessed employment services increased 7 percentage points from 2008–09 (AIHW 2011) to 54% in 2009–10 (Table 3.5).

**Table 3.5: Users of disability support services aged 15–64 years, labour force status, by service group, 2009–10**

Service group	Employed		Unemployed		Not in the labour force		Not stated/ not collected		Total	
	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent
Accommodation support	7,489	21.3	5,748	16.3	19,880	56.4	2,115	6.0	35,232	100.0
Community support	11,770	18.2	8,797	13.6	34,462	53.3	9,670	15.0	64,699	100.0
Community access	7,374	15.0	7,980	16.2	27,015	54.9	6,848	13.9	49,217	100.0
Respite	3,864	15.4	3,104	12.4	14,134	56.5	3,935	15.7	25,037	100.0
Employment	53,788	45.6	64,123	54.4	—	—	—	—	117,911	100.0
<b>Total</b>	<b>62,002</b>	<b>28.3</b>	<b>77,351</b>	<b>35.3</b>	<b>60,183</b>	<b>27.4</b>	<b>19,806</b>	<b>9.0</b>	<b>219,342</b>	<b>100.0</b>

### Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. 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.
3. Service user data were not collected for all NDA service types (see Appendix 4 for details).
4. See AIHW 2009b (Service user and services received section) for full definitions of employed, unemployed and not in the labour force.
3. Not stated/not collected includes both service users accessing only 3.02 services (recreation/holiday programs) for whom primary disability and labour force status data were not collected (see Appendix 4) and other service users with no response. See Table A2.12 for a breakdown of these categories.

In 2009–10, the Disability Support Pension was the main source of income for 57% of service users aged 16–64 years (Table 3.6). Of those who received the Disability Support Pension equal proportions were employed and unemployed (30%), while the remaining 40% of service users receiving the Disability Support Pension were not in the labour force.

Another 19% of service users received an additional pension or benefit as their main source of income, with the majority of those being unemployed (78%).

**Table 3.6: Users of disability support services aged 16–64 years<sup>(a)</sup>, labour force status, by main source of income, 2009–10**

Main source of income	Employed		Unemployed		Not in the labour force		Not stated/ not collected		Total	
	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent
Disability Support Pension	36,396	29.6	37,213	30.3	48,328	39.3	889	0.7	122,826	100.0
Other pension or benefit	6,471	16.2	31,257	78.0	2,206	5.5	115	0.3	40,049	100.0
Paid employment	16,591	91.5	1,451	8.0	64	0.4	36	0.2	18,142	100.0
Compensation payments	32	6.5	91	18.5	364	73.8	6	1.2	493	100.0
Other income	839	27.4	1,569	51.2	640	20.9	15	0.5	3,063	100.0
Nil income	42	0.7	4,007	68.0	1,735	29.4	110	1.9	5,894	100.0
Not known/stated/ collected	1,560	6.1	1,507	5.9	5,375	21.0	17,104	67.0	25,546	100.0
<b>Total</b>	<b>61,931</b>	<b>28.7</b>	<b>77,095</b>	<b>35.7</b>	<b>58,712</b>	<b>27.2</b>	<b>18,275</b>	<b>8.5</b>	<b>216,013</b>	<b>100.0</b>

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

*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 Appendix 4).
3. Not known/stated/collected includes both service users accessing only 3.02 services (recreation/holiday programs) for whom primary disability and income data were not collected (see Appendix 4) and other service users with no response. See Table A2.12 for a breakdown of these categories.

## 3.6 Users of employment services

In 2009–10, there were about 120,000 users of employment services aged 15 years and over (Table 3.7). Open employment services help people with disability to get and/or retain paid employment in the open labour market. About 98,000 service users received open employment services in 2009–10, and about 22,000 service users received supported employment services, which provide employment opportunities and help to people with disability to work in specialised and supported work environments.

People aged 25–44 years were the most likely to use supported and open employment services. The majority of service users in both supported and open employment services were Australian-born and male. Service users born overseas were more likely to be in open employment rather than supported employment (21% compared with 7%).

**Table 3.7: Characteristics of users of open and supported employment services, 2009–10**

Service user characteristic	Open employment		Supported employment	
	No.	Per cent	No.	Per cent
<b>Age group (years)</b>				
15–24	22,497	22.9	3,366	15.6
25–44	40,445	41.2	10,434	48.2
45–64	34,803	35.4	7,458	34.5
65+	501	0.5	378	1.7
<i>Median age</i>	<i>38.0</i>	—	<i>39.0</i>	—
<b>Sex</b>				
Male	59,277	60.3	13,976	64.6
Female	38,969	39.7	7,660	35.4
<b>Indigenous status</b>				
Indigenous	4,231	4.3	710	3.3
Non-Indigenous	94,015	95.7	20,586	95.1
Not stated/not collected	—	—	340	1.6
<b>Country of birth</b>				
Australia	77,858	79.2	19,813	91.6
Overseas born—English Proficiency Group 1 <sup>(a)</sup>	6,109	6.2	525	2.4
Overseas born—English Proficiency Groups 2–4 <sup>(a)</sup>	14,279	14.5	1,063	4.9
Not stated/not collected	—	—	235	1.1
<b>Total</b>	<b>98,246</b>	<b>100</b>	<b>21,636</b>	<b>100.0</b>

(a) See Appendix 1 for definition of English proficiency grouping.

The primary disability (see Box 1.1) of service users varied between users of open and supported employment services (Table 3.8). The majority of service users who received supported employment services reported an intellectual primary disability (70% compared with 13% in open employment). The most common primary disability reported for open employment service users was psychiatric (35%), followed by physical (30%).

**Table 3.8: Users of open and supported employment services, by disability group, 2009–10 (per cent)**

Disability group	Open employment		Supported employment	
	Primary disability	Any significant disability	Primary <sup>(a)</sup> disability	Any significant disability
Intellectual	12.5	16.2	69.5	76.9
Specific learning	8.6	18.6	1.5	9.7
Autism	3.8	4.9	3.0	7.1
Physical	29.8	48.1	6.6	18.2
Acquired brain injury	2.6	4.2	2.9	4.8
Neurological	2.7	6.2	1.9	11.1
Deaf/blind	0.1	0.4	0.3	1.0
Vision	2.4	4.8	1.3	7.5
Hearing	2.8	5.0	1.0	5.3
Speech	0.3	2.2	0.2	9.5
Psychiatric	34.5	50.9	11.8	20.3
<b>Total</b>	<b>100.0</b>		<b>100.0</b>	

(a) Includes 19 service users in supported employment for whom primary disability was not stated/not collected.

The main source of income for the majority of supported employment service users was the Disability Support Pension (92%). This was also the most common source of income for users of open employment services (41%). However, users of open employment services had a wider range of income sources, with 15% of open employment service users deriving their main source of income from paid employment compared with 5% of supported employment service users (Table 3.9).

**Table 3.9: Users of disability support employment services aged 16 years and over, main source of income, by service type, 2009–10**

Main source of income	Open employment		Supported employment	
	No.	Per cent	No.	Per cent
Disability Support Pension	40,559	41.4	19,822	91.6
Other pension or benefit	36,353	37.1	443	2.0
Paid employment	14,848	15.2	1,047	4.8
Compensation payments	—	—	5	—
Other income	2,211	2.3	7	—
Nil income	3,795	3.9	10	—
Not known/ not stated	208	0.2	298	1.4
<b>Total</b>	<b>97,974</b>	<b>100.0</b>	<b>21,632</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Only service users aged 16 years and over were asked about main source of income.

Two-thirds of service users aged 15–64 years who received open employment services were unemployed in 2009–10 (Table 3.10). There was much variation in the labour force status of open employment service users according to the primary disability reported. More than half of open employment service users reporting an intellectual disability were employed, while those with a physical or psychiatric disability were the least likely to be employed (24% and 30%, respectively).

**Table 3.10: Users of open employment services aged 15–64 years, labour force status, by primary disability, 2009–10**

Disability group	Employed		Unemployed		Total	
	No.	Per cent	No.	Per cent	No.	Per cent
Intellectual	6,632	54.2	5,610	45.8	12,242	100.0
Specific learning	3,790	45.0	4,631	55.0	8,421	100.0
Autism	1,619	43.3	2,116	56.7	3,735	100.0
Physical	7,027	24.3	21,874	75.7	28,901	100.0
Acquired brain injury	1,039	40.8	1,507	59.2	2,546	100.0
Neurological	926	35.1	1,710	64.9	2,636	100.0
Deaf/blind	24	32.4	50	67.6	74	100.0
Vision	1,052	45.4	1,267	54.6	2,319	100.0
Hearing	1,237	45.3	1,496	54.7	2,733	100.0
Speech	145	46.2	169	53.8	314	100.0
Psychiatric	10,131	30.0	23,693	70.0	33,824	100.0
<b>Total</b>	<b>33,622</b>	<b>34.4</b>	<b>64,123</b>	<b>65.6</b>	<b>97,745</b>	<b>100.0</b>

### 3.7 New users and user exits

One-quarter of all service users were new users – that is, people who received a disability support service for the first time in 2009–10 (Table 3.11). New users were less likely than continuing service users to always need support in activities of daily living (ADL) (12% compared with 26%) and less likely to have an informal carer (28% compared with 44% of continuing users).

**Table 3.11: New and continuing service users of disability support services, by selected demographics, 2009–10**

Demographics	New service users		Continuing service users		All service users	
	No.	Per cent	No.	Per cent	No.	Per cent
Median age (years)	33.5	—	33.6	—	33.6	—
Male	42,366	58.4	132,546	59.6	174,912	59.3
Indigenous	3,281	4.5	9,410	4.2	12,691	4.3
Always needs support in ADL	9,025	12.4	56,934	25.6	65,959	22.4
Has an informal carer	20,294	28.0	97,460	43.8	117,754	39.9
Living in major cities	44,099	60.8	141,332	63.5	185,430	62.9
<b>Total</b>	<b>72,510</b>	<b>100.0</b>	<b>222,514</b>	<b>100.0</b>	<b>295,024</b>	<b>100.0</b>

*Note:* The calculation of continuing service users takes into account users who exit a service but then return in a later collection period.

About 86,000 service users recorded an exit date in 2009–10 (Table 3.12), similar to the exits recorded in 2008–09 (AIHW 2011). Despite the total number of exits remaining constant over the two reporting periods, there was variation in the exits among the different service groups. More than half of exits in 2009–10 were from employment services (48,600), a rise of about 43% from the previous year (34,000), followed by community support (28,000), a decrease of 28% (39,000) from 2008–09. The majority (46%) of service users reported 'Other' as their reason for exiting in 2009–10.

**Table 3.12: Service users with an exit date, main reason for cessation of services, by service group, 2009–10**

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	276	7.1	4,900	17.3	738	12.7	223	7.8	7,180	14.8	13,103	15.2
No longer needs assistance—other reason	698	17.9	8,313	29.4	716	12.3	507	17.7	4,620	9.5	14,190	16.4
Moved to residential, institutional or supported accommodation setting	299	7.7	355	1.3	85	1.5	158	5.5	n.p.	n.p.	725	0.8
Needs have increased—other service type required	164	4.2	278	1.0	134	2.3	52	1.8	394	0.8	949	1.1
Services terminated due to budget/staffing constraints	28	0.7	34	0.1	71	1.2	53	1.9	1,630	3.4	1,805	2.1
Services terminated due to occupational health and safety reasons	30	0.8	13	—	14	0.2	10	0.4	—	—	55	0.1
Service user moved out of area	286	7.3	1,025	3.6	288	4.9	144	5.0	1,052	2.2	2,562	3.0
Service user died	388	9.9	565	2.0	293	5.0	78	2.7	238	0.5	1,244	1.4
Service user terminated service	304	7.8	1,010	3.6	321	5.5	165	5.8	6,966	14.3	8,614	10.0
Other reason	673	17.3	10,539	37.3	1,901	32.7	1,074	37.6	26,512	54.6	39,840	46.2
Reason not stated	754	19.3	1,215	4.3	1,260	21.6	393	13.8	n.p.	n.p.	3,182	3.7
<b>Total number of service users with an exit date</b>	<b>3,900</b>	<b>100.0</b>	<b>28,247</b>	<b>100.0</b>	<b>5,821</b>	<b>100.0</b>	<b>2,857</b>	<b>100.0</b>	<b>48,593</b>	<b>100.0</b>	<b>86,269</b>	<b>100.0</b>
<b>Percentage of service users within service group</b>	<b>9.8</b>		<b>22.1</b>		<b>9.9</b>		<b>7.9</b>		<b>40.9</b>		<b>29.2</b>	

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Row totals may not be the sum of components because individuals may have accessed more than one service type during the 12-month period.
3. Service user data were not collected for all NDA service types (see Appendix 4 for details).
4. Total number includes all service users who reported an exit date. Although service users of 3.02 services (recreation/holiday programs) were not required to report an exit date or exit reason, some did so and are included in this table.
5. 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.



## 4 Disability and support needs

This chapter looks at the characteristics of service users, and the levels of support they require to perform activities associated with daily living, living independently and participating in work, education and community life, as well as communication. It therefore presents two important concepts associated with assessing service need for people: health-related disability diagnosis, and impact on functioning at home and in society (WHO 2001:3–4).

### 4.1 Disability

In 2009–10, the most common reported primary disabilities for service users were intellectual (28%), psychiatric (17%) and physical disabilities (16%) (Table 4.1).

The majority of users who reported specific learning/attention deficit disorder (ADD), autism and speech as their primary disability were aged under 24 years. Almost half of service users with a primary physical disability were aged 45–64 years, while 61% of service users with an intellectual disability were aged 15–44 years.

While a majority of service users were male (Table 4.1), there were notable gender differences in primary disability type. For example, males were more likely than females to report autism (9% compared with 3%), and females were more likely than males to report a vision disability (7% compared with 4%).

**Table 4.1: Users of disability support services, sex and primary disability group, by age group, 2009–10**

Primary disability group	Age group (years)						Total	
	0–4	5–14	15–24	25–44	45–64	65+	No.	Per cent
<b>Males</b>								
Intellectual	866	7,379	12,820	16,849	10,209	1,118	49,241	28.2
Specific learning/ADD	n.p.	991	4,154	1,798	377	n.p.	7,408	4.2
Autism	1,902	6,585	5,204	1,627	243	12	15,573	8.9
Physical	952	2,453	2,713	7,625	12,746	1,032	27,521	15.7
Acquired brain injury	69	266	665	2,858	3,397	614	7,869	4.5
Neurological	243	740	934	1,623	2,018	529	6,087	3.5
Deaf/blind	n.p.	55	59	79	84	n.p.	358	0.2
Vision	246	501	489	1,094	1,457	2,819	6,606	3.8
Hearing	254	207	538	897	955	494	3,345	1.9
Speech	1,028	1,027	153	85	69	16	2,378	1.4
Psychiatric	18	58	3,194	16,213	9,236	612	29,331	16.8
Developmental delay	4,618	1,389	—	—	—	—	6,007	3.4
Not stated/not collected	3,166	4,099	1,985	1,790	1,590	558	13,188	7.5
<i>Total males</i>	<i>13,462</i>	<i>25,750</i>	<i>32,908</i>	<i>52,538</i>	<i>42,381</i>	<i>7,873</i>	<i>174,912</i>	<i>100.0</i>
<i>Percentage of total males</i>	<i>7.7</i>	<i>14.7</i>	<i>18.8</i>	<i>30.0</i>	<i>24.2</i>	<i>4.5</i>	<i>100.0</i>	

(continued)

**Table 4.1 (continued): Users of disability support services, sex and primary disability group by age group, 2009–10**

Primary disability group	Age group (years)						Total	
	0–4	5–14	15–24	25–44	45–64	65+	No.	Per cent
<b>Females</b>								
Intellectual	606	4,013	8,587	12,466	7,899	961	34,532	28.8
Specific learning/ADD	n.p.	356	1,696	889	223	n.p.	3,199	2.7
Autism	402	1,443	1,030	432	79	7	3,393	2.8
Physical	724	1,747	2,029	5,360	10,318	812	20,990	17.5
Acquired brain injury	42	157	303	1,087	1,556	283	3,428	2.9
Neurological	192	553	782	1,821	2,609	745	6,702	5.6
Deaf/blind	n.p.	39	33	76	89	n.p.	321	0.3
Vision	174	367	368	1,028	1,243	5,264	8,444	7.0
Hearing	196	138	389	876	914	586	3,099	2.6
Speech	431	371	68	27	22	15	934	0.8
Psychiatric	20	50	2,480	10,524	9,232	622	22,928	19.1
Developmental delay	2,478	541	—	—	—	—	3,019	2.5
Not stated/not collected	1,465	1,866	1,309	1,820	1,698	746	8,904	7.4
<i>Total females</i>	<i>6,769</i>	<i>11,641</i>	<i>19,074</i>	<i>36,406</i>	<i>35,882</i>	<i>10,121</i>	<i>119,893</i>	<i>100.0</i>
<i>Percentage of total females</i>	<i>5.6</i>	<i>9.7</i>	<i>15.9</i>	<i>30.4</i>	<i>29.9</i>	<i>8.4</i>	<i>100.0</i>	
<b>All service users</b>								
Intellectual	1,474	11,395	21,412	29,320	18,111	2,079	83,791	28.4
Specific learning/ADD	114	1,347	5,850	2,687	600	9	10,607	3.6
Autism	2,304	8,033	6,236	2,061	322	19	18,975	6.4
Physical	1,676	4,201	4,743	12,985	23,067	1,844	48,516	16.4
Acquired brain injury	111	423	969	3,945	4,956	897	11,301	3.8
Neurological	435	1,293	1,717	3,445	4,635	1,275	12,800	4.3
Deaf/blind	25	94	92	155	173	140	679	0.2
Vision	420	868	857	2,122	2,700	8,085	15,052	5.1
Hearing	450	345	927	1,773	1,869	1,082	6,446	2.2
Speech	1,459	1,398	221	112	91	31	3,312	1.1
Psychiatric	40	108	5,682	26,770	18,497	1,236	52,333	17.7
Developmental delay	7,097	1,930	—	—	—	—	9,027	3.1
Not stated/not collected	4,638	5,998	3,309	3,630	3,301	1,309	22,185	7.5
<b>Total service users</b>	<b>20,243</b>	<b>37,433</b>	<b>52,015</b>	<b>89,005</b>	<b>78,322</b>	<b>18,006</b>	<b>295,024</b>	<b>100.0</b>
<b>Percentage of total users</b>	<b>6.9</b>	<b>12.7</b>	<b>17.6</b>	<b>30.2</b>	<b>26.5</b>	<b>6.1</b>	<b>100.0</b>	

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Service user data were not collected for all NDA service types (see Appendix 4).
3. All service users includes 219 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 0–4 years age group.
4. Not stated/not collected includes both service users accessing only 3.02 services (recreation/holiday programs) for whom primary disability data were not collected (see Appendix 4) and other service users with no response. See Table A2.12 for a breakdown of these categories.

Service users were also asked to report any other types of disability that caused them difficulty. These are referred to as 'other significant' disability groups. Reporting on multiple disabilities helps gain a broader understanding of the diverse needs and circumstances of service users.

In 2009-10, 41% of service users identified at least one other significant disability (Table 4.2). Service users who reported their primary disability as being intellectual (58%), acquired brain injury (61%), neurological (55%) or deaf/blind (52%) were the most likely to report other significant disabilities. Service users from these groups were also the most likely to have the greatest number of other significant disabilities, with an average of more than two disability types per service user. Service users who reported vision (24%), speech (22%) or developmental delay (19%) as their primary disability were least likely to report other significant disabilities.

**Table 4.2: Users of disability support services, primary disability group with or without other significant disability group, 2009-10**

Primary disability group	With other significant disability groups		Without other significant disability groups		Total		Average no. of disability groups recorded
	No.	Per cent	No.	Per cent	No.	Per cent	
Intellectual	48,435	57.8	35,356	42.2	83,791	28.4	2.1
Specific learning	4,571	43.1	6,036	56.9	10,607	3.6	1.6
Autism	9,200	48.5	9,775	51.5	18,975	6.4	1.8
Physical	20,798	42.9	27,718	57.1	48,516	16.4	1.7
Acquired brain injury	6,891	61.0	4,410	39.0	11,301	3.8	2.2
Neurological	7,066	55.2	5,734	44.8	12,800	4.3	2.0
Deaf/blind	353	52.0	326	48.0	679	0.2	2.2
Vision	3,585	23.8	11,467	76.2	15,052	5.1	1.3
Hearing	2,273	35.3	4,173	64.7	6,446	2.2	1.5
Speech	721	21.8	2,591	78.2	3,312	1.1	1.3
Psychiatric	16,055	30.7	36,278	69.3	52,333	17.7	1.4
Developmental delay	1,740	19.3	7,287	80.7	9,027	3.1	1.3
<b>Total<sup>(a)</sup></b>	<b>121,688</b>	<b>41.2</b>	<b>151,151</b>	<b>51.2</b>	<b>295,024</b>	<b>100.0</b>	<b>1.8</b>

(a) Includes 22,185 service users whose primary disability was not stated.

## 4.2 Support needs

The assessment of support needs is a complex matter requiring analysis of the functional requirements and environment of service users. The DS NMDS includes nine 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 (see AIHW 2003: Chapter 8). The support needs data items also relate to the concepts used in population-based data collections about disability, such as the ABS Survey of Disability, Ageing and Carers (SDAC) (ABS 2010b).

The items used to indicate support needs can be grouped into three broad areas of activity:

- activities of daily living (ADL) – 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; ABS 2010b). Service users recorded as always or sometimes requiring assistance with ADL in the 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: interpersonal interactions and relationships; learning, applying knowledge and general tasks and demands; and domestic life
- activities of work, education and community living (AWEC) includes aspects of education, community (civic) and economic life and work. This category is collected and analysed for service users aged 5 years and over.

A response of ‘Not applicable due to age’ for all three of these life areas could be reported for service users aged less than 5 years.

Support needs data should be interpreted with caution because of high rates of not stated and not collected responses. There is an additional specific concern about the quality of data on the ADL support needs of open employment service users before 2007–08. Particular caution should be taken when comparing the ADL profiles of open employment, all employment, and all disability support service users from 2007–08 onward with profiles before this period (for more information see AIHW 2009a: Chapter 7.4).

Analysis of support needs showed that about two-thirds of service users always or sometimes needed support in activities of work, education and community living (65%) and activities of independent living (68%), higher than the proportion who needed help with activities of daily living (58%) (Table 4.3). In terms of activities of daily living, 39% of service users always or sometimes needed assistance in self-care, and 49% always or sometimes needed assistance in communication (Figure 4.1).

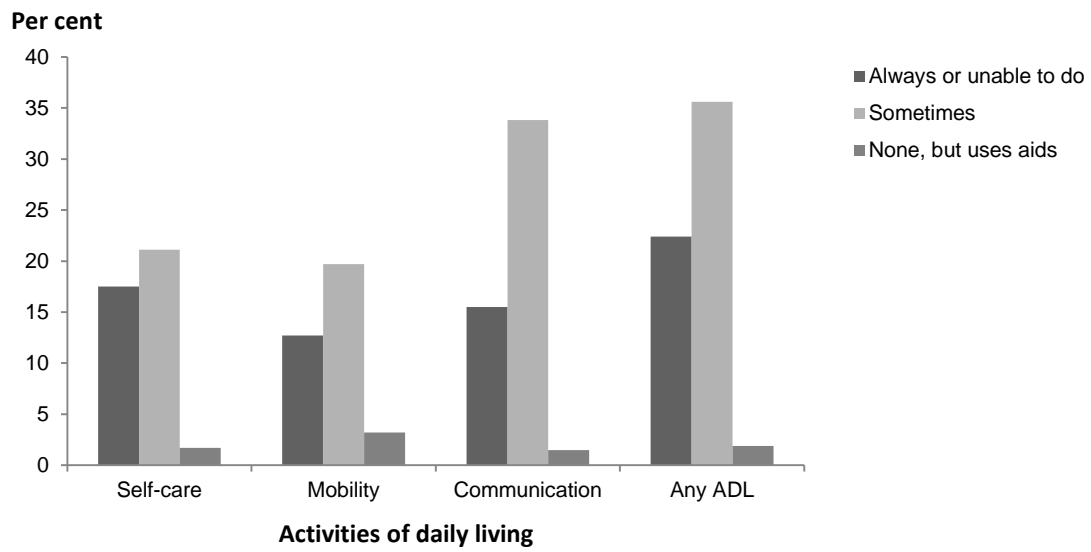
Users of respite services were the most likely to always need assistance or be completely unable to perform activities in all three broad life areas (ADL 44%, AIL 50%, AWEC 61%) (Table 4.4). Users of employment services were the least likely to always need assistance across the three areas (ADL 7%, AIL 22%, AWEC 29%).

**Table 4.3: Users of disability support services, by life area and need for support in life areas, 2009–10**

Frequency of support needed	Always or unable to do		Sometimes		None, but uses aids		None		Not applicable		Not stated/ not collected		Total	
	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent
<b>Activities of daily living</b>														
Self-care	51,505	17.5	62,216	21.1	4,908	1.7	127,885	43.3	—	—	48,510	16.4	295,024	100.0
Mobility	37,519	12.7	58,178	19.7	9,506	3.2	143,236	48.6	—	—	46,585	15.8	295,024	100.0
Communication	45,770	15.5	99,701	33.8	4,292	1.5	99,571	33.8	—	—	45,690	15.5	295,024	100.0
<i>Any ADL</i>	<i>65,959</i>	<i>22.4</i>	<i>105,055</i>	<i>35.6</i>	<i>5,663</i>	<i>1.9</i>	<i>73,681</i>	<i>25.0</i>	—	—	<i>44,666</i>	<i>15.1</i>	<i>295,024</i>	<i>100.0</i>
<b>Activities of independent living</b>														
Interpersonal interactions/ relationships	52,014	17.6	101,748	34.5	3,190	1.1	83,293	28.2	—	—	54,779	18.6	295,024	100.0
Learning, applying knowledge, general tasks and demands	64,846	22.0	107,121	36.3	4,014	1.4	62,304	21.1	11,383	3.9	45,356	15.4	295,024	100.0
Domestic life	47,283	16.0	66,129	22.4	2,885	1.0	95,516	32.4	32,688	11.1	50,523	17.1	295,024	100.0
<i>Any AIL</i>	<i>89,857</i>	<i>30.5</i>	<i>109,962</i>	<i>37.3</i>	<i>2,723</i>	<i>0.9</i>	<i>44,719</i>	<i>15.2</i>	<i>9,479</i>	<i>3.2</i>	<i>38,284</i>	<i>13.0</i>	<i>295,024</i>	<i>100.0</i>
<b>Activities of work, education and community living</b>														
Education	61,134	20.7	85,867	29.1	4,251	1.4	80,680	27.3	12,084	4.1	51,008	17.3	295,024	100.0
Community (civic) and economic life	74,308	25.2	98,394	33.4	4,059	1.4	55,056	18.7	12,670	4.3	50,537	17.1	295,024	100.0
Working	73,555	24.9	69,858	23.7	2,565	0.9	63,171	21.4	34,253	11.6	51,622	17.5	295,024	100.0
<i>Any AWEC</i>	<i>106,785</i>	<i>36.2</i>	<i>85,858</i>	<i>29.1</i>	<i>2,870</i>	<i>1.0</i>	<i>42,750</i>	<i>14.5</i>	<i>17,252</i>	<i>5.8</i>	<i>39,509</i>	<i>13.4</i>	<i>295,024</i>	<i>100.0</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.
2. Service user data were not collected for all NDA service types.
2. The frequency of support needed for a service user for each of the three broad 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) then 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.
3. Not stated/not collected includes both service users accessing only 3.02 services (recreation/holiday programs) for whom primary disability data were not collected (see Appendix 4) and other service users with no response. See Table A2.12 for a breakdown of these categories.



Source: Table 4.3.

**Figure 4.1: Users of disability support services, by frequency of support needed and activities of daily living, 2009-10**

**Table 4.4: Users of disability support services, service group, by need for support in life areas, 2009–10**

Frequency of support need	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
<b>Activities of daily living</b>												
Always or unable to do	15,206	38.2	45,965	35.9	18,482	31.5	15,663	43.5	8,166	6.9	65,959	22.4
Sometimes	15,548	39.0	38,879	30.4	20,843	35.5	12,573	34.9	51,302	43.2	105,055	35.6
None, but uses aids	1,053	2.6	3,261	2.5	1,999	3.4	406	1.1	671	0.6	5,663	1.9
None	5,122	12.9	8,532	6.7	7,315	12.5	2,511	7.0	58,604	49.3	73,681	25.0
Not stated/not collected	2,925	7.3	31,272	24.4	9,993	17.0	4,825	13.4	58	—	44,666	15.1
<b>Total</b>	<b>39,854</b>	<b>100</b>	<b>127,909</b>	<b>100</b>	<b>58,632</b>	<b>100</b>	<b>35,978</b>	<b>100</b>	<b>118,801</b>	<b>100</b>	<b>295,024</b>	<b>100</b>
<b>Activities of independent living</b>												
Always or unable to do	18,277	45.9	49,754	38.9	23,099	39.4	18,122	50.4	26,236	22.1	89,857	30.5
Sometimes	16,311	40.9	37,613	29.4	20,576	35.1	11,740	32.6	55,929	47.1	109,962	37.3
None, but uses aids	633	1.6	1,397	1.1	1,150	2.0	228	0.6	300	0.3	2,723	0.9
None	1,646	4.1	4,921	3.8	3,689	6.3	905	2.5	36,279	30.5	44,719	15.2
Not stated/collected/applicable	2,987	7.5	34,224	26.8	10,118	17.3	4,983	13.9	57	—	47,763	16.2
<b>Total</b>	<b>39,854</b>	<b>100</b>	<b>127,909</b>	<b>100</b>	<b>58,632</b>	<b>100</b>	<b>35,978</b>	<b>100.0</b>	<b>118,801</b>	<b>100</b>	<b>295,024</b>	<b>100</b>
<b>Activities of work, education and community living (5 years and over)</b>												
Always or unable to do	23,739	59.8	52,264	48.4	30,503	52.2	21,431	60.6	34,227	28.8	104,582	38.1
Sometimes	10,303	25.9	23,604	21.9	13,460	23.0	7,605	21.5	49,588	41.7	84,935	30.9
None, but uses aids	696	1.8	1,626	1.5	1,035	1.8	230	0.7	187	0.2	2,851	1.0
None	1,831	4.6	4,484	4.2	3,312	5.7	851	2.4	34,761	29.3	42,601	15.5
Not stated/collected/applicable	3,136	7.9	25,969	24.1	10,179	17.4	5,243	14.8	38	—	39,812	14.5
<b>Total</b>	<b>39,705</b>	<b>100.0</b>	<b>107,947</b>	<b>100.0</b>	<b>58,489</b>	<b>100.0</b>	<b>35,360</b>	<b>100.0</b>	<b>118,801</b>	<b>100.0</b>	<b>274,781</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Row totals may not be the sum of components because individuals may have accessed more than one service type during the 12-month period.
3. Service user data were not collected for all NDA service types.
4. Not stated/not collected includes both service users accessing only 3.02 services (recreation/holiday programs) for whom primary disability data were not collected (see Appendix 4) and other service users with no response. See Table A2.12 for a breakdown of these categories.

### 4.3 Communication needs

In 2009–10, more than two-thirds (68%) of all service users reported spoken language as their most effective method of communication (Table 4.5). Less than half of service users with primary disabilities of deaf/blind, vision, speech and developmental delay reported spoken language as their most effective method of communication. Just over one-quarter (26%) of service users with a primary disability of intellectual and one in five (20%) service users with a primary disability of autism reported little or no effective communication.

There is no requirement to report method of communication for children aged under 5 years. Excluding these children and those not stated or not collected, it is possible to analyse only those service users who reported a method of communication. Of these, 82% reported spoken language as their most effective method of communication; 14% had little or no effective communication, and so may face considerable barriers to social participation (AIHW 2009b).

**Table 4.5: Users of disability support services, primary disability group, by most effective method of communication, 2009–10 (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	65.0	2.0	2.4	26.0	1.8	2.8	100.0
Specific learning/ADD	93.2	0.2	0.2	1.9	1.1	3.5	100.0
Autism	57.7	1.2	2.6	20.1	12.1	6.4	100.0
Physical	85.0	0.9	1.3	6.5	3.5	2.7	100.0
Acquired brain injury	80.9	1.5	2.4	9.9	1.0	4.4	100.0
Neurological	74.1	3.1	1.9	9.7	3.4	7.7	100.0
Deaf/blind	47.7	27.4	2.8	13.3	3.7	5.2	100.0
Vision	43.1	0.7	0.2	0.8	2.8	52.5	100.0
Hearing	59.5	20.1	0.5	2.0	7.0	10.9	100.0
Speech	29.8	1.0	0.7	8.1	44.1	16.4	100.0
Psychiatric	95.6	0.4	0.1	0.4	0.1	3.3	100.0
Developmental delay	3.1	0.1	0.2	3.6	78.6	14.4	100.0
Not stated/not collected	14.2	7.3	0.5	2.6	20.9	54.6	100.0
<b>Total (per cent)</b>	<b>67.9</b>	<b>2.2</b>	<b>1.3</b>	<b>11.2</b>	<b>6.9</b>	<b>10.5</b>	<b>100.0</b>
<b>Total number</b>	<b>200,251</b>	<b>6,446</b>	<b>3,979</b>	<b>33,085</b>	<b>20,243</b>	<b>31,020</b>	<b>295,024</b>
<i>Percentage of valid responses (excluding children under 5 years)</i>	<i>82.2</i>	<i>2.6</i>	<i>1.6</i>	<i>13.6</i>			<i>100.0</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.
2. Service user data were not collected for all NDA service types (see Appendix 4 for details).
3. Not stated/not collected includes both service users accessing only 3.02 services (recreation/holiday programs) for whom primary disability data were not collected (see Appendix 4) and other service users with no response. See Table A2.12 for a breakdown of these categories.



Interpreter services were not needed for the majority (84%) of service users (Table 4.6). This percentage rose to 94% when service users who did not report on the need for interpreter services were excluded from the analysis. Service users who reported a primary disability of deaf/blind and hearing were the most likely to report a need for an interpreter for non-spoken communication (23% and 17%, respectively).

**Table 4.6: Users of disability support services, need for interpreter services, by primary disability, 2009–10**

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.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent
Intellectual	1,576	1.9	3,198	3.8	74,764	89.2	4,253	5.1	83,791	100.0
Specific learning/ADD	98	0.9	12	0.1	10,217	96.3	280	2.6	10,607	100.0
Autism	262	1.4	459	2.4	17,170	90.5	1,084	5.7	18,975	100.0
Physical	4,251	8.8	731	1.5	42,256	87.1	1,278	2.6	48,516	100.0
Acquired brain injury	339	3.0	166	1.5	10,363	91.7	433	3.8	11,301	100.0
Neurological	299	2.3	227	1.8	11,786	92.1	488	3.8	12,800	100.0
Deaf/blind	20	2.9	153	22.5	465	68.5	41	6.0	679	100.0
Vision	237	1.6	291	1.9	6,473	43.0	8,051	53.5	15,052	100.0
Hearing	227	3.5	1,119	17.4	4,297	66.7	803	12.5	6,446	100.0
Speech	68	2.1	33	1.0	3,016	91.1	195	5.9	3,312	100.0
Psychiatric	1,412	2.7	94	0.2	47,183	90.2	3,644	7.0	52,333	100.0
Developmental delay	151	1.7	16	0.2	7,783	86.2	1,077	11.9	9,027	100.0
Not stated/not collected	432	1.9	1,027	4.6	11,566	52.1	9,160	41.3	22,185	100.0
<b>Total</b>	<b>9,372</b>	<b>3.2</b>	<b>7,526</b>	<b>2.6</b>	<b>247,339</b>	<b>83.8</b>	<b>30,787</b>	<b>10.4</b>	<b>295,024</b>	<b>100.0</b>
<i>Percentage of valid responses</i>		3.5		2.8		93.6				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.
2. Service user data were not collected for all NDA service types (see Appendix 4 for details).
3. Not stated/not collected includes both service users accessing only 3.02 services (recreation/holiday programs) for whom primary disability and need for interpreter data were not collected (see Appendix 4) and other service users with no response. See Table A2.12 for a breakdown of these categories.

## 5 Informal care and living arrangements

This chapter looks at the informal care and living arrangements of users of disability support services during 2009–10. Informal carers provide essential support to service users either in place of, or in addition to NDA-provided services. In fact, the long-term sustainability of caring has become a national focus, specifically investigated in a Parliamentary inquiry (HRSCFCHY 2009) and two Productivity Commission reviews (2011a, 2011b).

### 5.1 Informal carers

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 2009b). 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 formal service organisation. (More detailed definitions of informal care and the ways in which definitions are used in various data collections may be found in the forthcoming *Australia's welfare 2011*).

In 2009–10, 40% of all service users reported having an informal carer, a similar level to 2008–09 (Table 5.1).

**Table 5.1: Users of services provided under the NDA, existence of an informal carer, 2004–05 to 2009–10**

Year	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
2004–05	84,964	42.4	74,536	37.2	40,993	20.4	200,493	100.0
2005–06	97,410	44.9	77,268	35.6	42,465	19.6	217,143	100.0
2006–07	104,401	45.0	107,768	46.4	20,084	8.6	232,253	100.0
2007–08 <sup>(a)</sup>	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

(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 2009a). 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 2011).

#### 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 Appendix 4 for details).
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 previous years. For further information see Chapter 1 in *Disability support services 2008–09* (AIHW 2011).

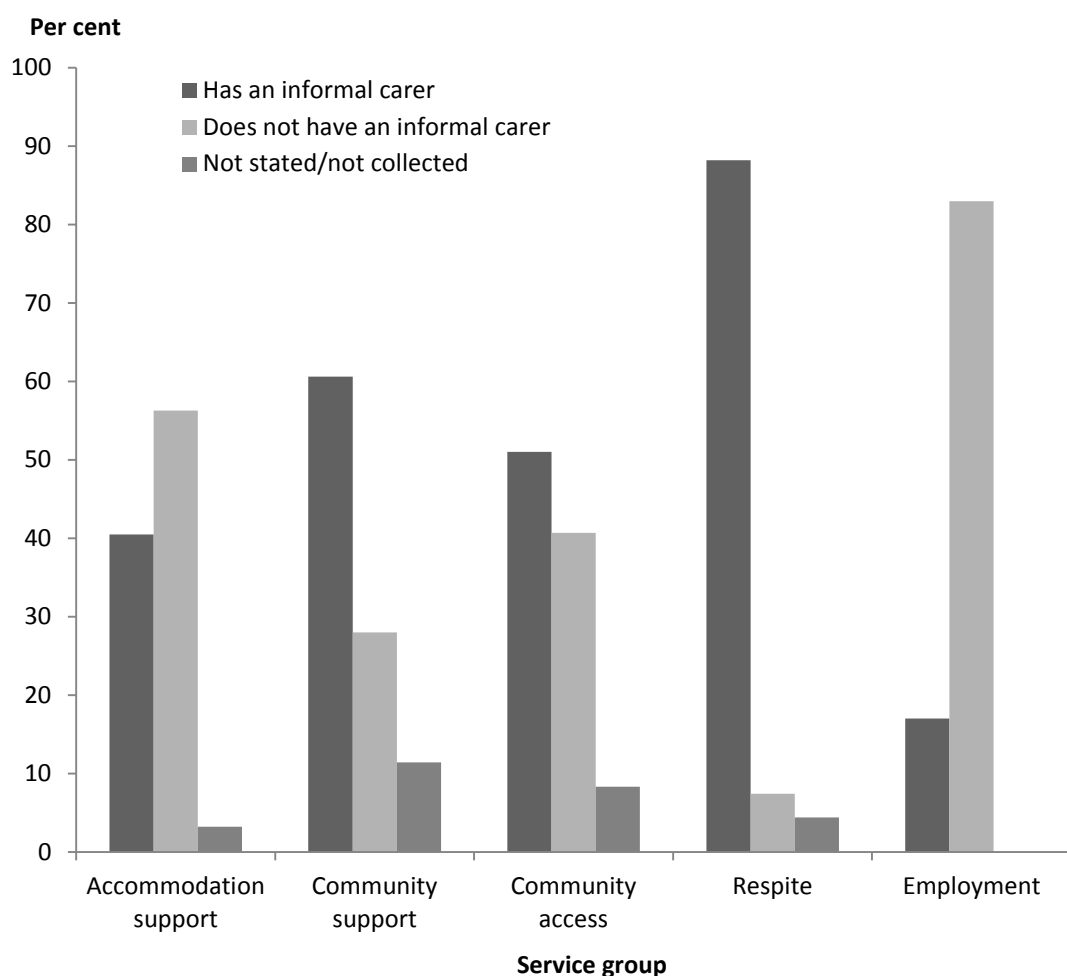
Users of respite services were more likely than other service users to report having an informal carer (88%), followed by users of community support services (61%). Employment service users were the least likely to report having an informal carer (17%), reflecting the nature of the service and the age of service users. In 2009–10, 41% of accommodation support service users reported having an informal carer. Within this group, 30% of users of institutional accommodation, 36% of users of group homes and 45% of users of other accommodation services had an informal carer (Table 5.2).

**Table 5.2: Users of disability support services, existence of an informal carer, by service group, 2009–10**

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	16,157	40.5	22,420	56.3	1,277	3.2	39,854	100.0
Institutional accommodation	1,264	30.3	2,743	65.7	167	4.0	4,174	100.0
Group homes	4,885	36.4	8,154	60.7	396	2.9	13,435	100.0
Other accommodation types	10,380	45.1	11,925	51.8	719	3.1	23,024	100.0
Community support	77,480	60.6	35,873	28.0	14,556	11.4	127,909	100.0
Community access	29,898	51.0	23,858	40.7	4,876	8.3	58,632	100.0
Respite	31,744	88.2	2,648	7.4	1,586	4.4	35,978	100.0
Employment	20,155	17.0	98,646	83.0	—	—	118,801	100.0
<b>Total</b>	<b>117,754</b>	<b>39.9</b>	<b>155,743</b>	<b>52.8</b>	<b>21,527</b>	<b>7.3</b>	<b>295,024</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Column totals may not be the sum of components because individuals may have accessed services in more than one service group over the 12-month period.
3. Service user data were not collected for all NDA service types (see Appendix 4 for details).
4. 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.
5. Institutional accommodation refers to service users accessing service types 1.01–1.03. Group homes refers to service users accessing service type 1.04.



Source: Table 5.2.

**Figure 5.1: Users of services provided under the NDA, existence of informal carer, by service group, 2009-10**

Overall, nearly 4 out of 5 service users with an informal carer reported having a female carer (Table 5.3). Users of community support and employment services reported the highest proportion of female carers (both 81%), followed by users of respite services (76%). Users of accommodation support and employment services reported the highest proportion of male carers (14%).

Almost 41% of informal carers were aged less than 45 years. Users of community support services with an informal carer reported the highest proportion of carers in this age group (50%). Users of accommodation support services reported the highest proportion of carers aged over 65 years (17%).

Seven out of 10 carers were reported to be co-resident carers. Users of community support services with an informal carer were most likely to report having a co-resident carer (79%), followed by users of respite services (76%).

**Table 5.3: Users of disability support services with an informal carer, access to selected support services, 2009–10**

Carer's characteristics	Accommodation support		Community support		Community access		Respite		Employment		Total	
	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent
<b>Sex</b>												
Female	9,379	58.0	62,736	81.0	21,406	71.6	24,091	75.9	16,302	80.9	91,181	77.4
Male	2,333	14.4	7,946	10.3	3,298	11.0	2,987	9.4	2,883	14.3	13,183	11.2
Not stated/not collected	4,445	27.5	6,798	8.8	5,194	17.4	4,666	14.7	970	4.8	13,390	11.4
<b>Age group (years)</b>												
Under 45	2,648	16.4	38,968	50.3	5,745	19.2	10,749	33.9	3,837	19.0	47,694	40.5
45–64	5,567	34.5	20,950	27.0	13,254	44.3	11,337	35.7	8,996	44.6	36,854	31.3
65+	2,682	16.6	7,319	9.4	4,260	14.2	3,846	12.1	1,931	9.6	11,919	10.1
Not stated/not collected	5,260	32.6	10,243	13.2	6,639	22.2	5,812	18.3	5,391	26.7	21,287	18.1
<b>Residency status<sup>(a)</sup></b>												
Co-resident	6,063	37.5	61,226	79.0	18,622	62.3	24,195	76.2	12,179	60.4	85,813	72.9
Non-resident	6,323	39.1	9,071	11.7	6,558	21.9	2,990	9.4	3,481	17.3	16,031	13.6
Not stated/not collected	3,771	23.3	7,183	9.3	4,718	15.8	4,559	14.4	4,495	22.3	15,910	13.5
<b>Total</b>	<b>16,157</b>	<b>100.0</b>	<b>77,480</b>	<b>100.0</b>	<b>29,898</b>	<b>100.0</b>	<b>31,744</b>	<b>100.0</b>	<b>20,155</b>	<b>100.0</b>	<b>117,754</b>	<b>100.0</b>

(a) Future data for carer residency status may be slightly affected by a review of data treatment procedures for this data item.

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Service user data were not collected for all NDA service types (see Appendix 4 for details).
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 accessed 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 this data item.

Two-thirds (66%) of all service users with an informal carer reported that the carer was their mother (Table 5.4). This response was most common in those aged 0–14 and 15–24 years (88% and 78%, respectively).

Nearly 1 in 10 service users reported that their carer was their spouse (8%). As service user age increased, the likelihood of a spouse being identified as the carer also increased. For service users aged 45–64 years, the most often reported relationships were spouse and mother (both 27%), while for those aged 65 years and over, it was their spouse (40%).

Overall, a small proportion of service users with an informal carer reported being cared for by their child (2%); however, of those aged over 65 years, almost one-quarter (22%) reported being cared for by their child.

**Table 5.4: Users of disability support services with an informal carer, carer relationship to service user, by age of service user, 2009–10**

Relationship of carer to service user	Age group of service user (years)					Total
	0–14	15–24	25–44	45–64	65+	
	<b>Number</b>					
Spouse	—	171	2,350	4,820	2,002	9,343
Mother	35,128	21,057	16,879	4,770	73	77,907
Father	1,638	1,864	1,924	690	9	6,125
Child	—	—	259	906	1,120	2,285
Other family	979	1,246	1,577	2,261	459	6,522
Friend/neighbour	179	469	657	670	207	2,182
Not stated	2,191	2,090	4,209	3,745	1,155	13,390
<b>Total</b>	<b>40,115</b>	<b>26,897</b>	<b>27,855</b>	<b>17,862</b>	<b>5,025</b>	<b>117,754</b>
	<b>Per cent</b>					
Spouse	—	0.6	8.4	27.0	39.8	7.9
Mother	87.6	78.3	60.6	26.7	1.5	66.2
Father	4.1	6.9	6.9	3.9	0.2	5.2
Child	—	—	0.9	5.1	22.3	1.9
Other family	2.4	4.6	5.7	12.7	9.1	5.5
Friend/neighbour	0.5	1.7	2.4	3.8	4.1	1.9
Not stated	5.5	7.8	15.1	21.0	23.0	11.4
<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>

*Note:* Informal carer relationship categories are as follows: 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.

Of carers for whom age was reported (96,467 or 82%), nearly half (47%) were aged 25–44 years, more than a third (38%) were aged 45–64 years and 1 in 10 (12%) were aged over 65 years (Table 5.5). There were 365 users who reported having an informal carer aged under 15 years, and 2,200 who reported having a carer aged 15–24 years.

**Table 5.5: Users of disability support services with an informal carer, age of service user, by age of carer, 2009–10**

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	
	<b>Number</b>						
0–14	—	1,363	30,720	4,004	321	3,707	40,115
15–24	74	195	9,357	12,747	674	3,850	26,897
25–44	172	245	3,201	12,987	4,014	7,236	27,855
45–64	73	366	1,577	5,911	4,818	5,117	17,862
65+	46	11	294	1,205	2,092	1,377	5,025
<b>Total</b>	<b>365</b>	<b>2,180</b>	<b>45,149</b>	<b>36,854</b>	<b>11,919</b>	<b>21,287</b>	<b>117,754</b>
	<b>Per cent</b>						
0–14	—	3.4	76.6	10.0	0.8	9.2	100.0
15–24	0.3	0.7	34.8	47.4	2.5	14.3	100.0
25–44	0.6	0.9	11.5	46.6	14.4	26.0	100.0
45–64	0.4	2.0	8.8	33.1	27.0	28.6	100.0
65+	0.9	0.2	5.9	24.0	41.6	27.4	100.0
<b>Total</b>	<b>0.3</b>	<b>1.9</b>	<b>38.3</b>	<b>31.3</b>	<b>10.1</b>	<b>18.1</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Service user data were not collected for all NDA service types (see Appendix 4 for details).
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 accessed employment services only (service types 5.01, 5.02) and did not submit a response are also included in the not stated/not collected category for age group of carer. These service users were not required to complete this data item.

## 5.2 Older carers

In 2009–10, almost 12,000 service users reported having an informal carer aged 65 years or over, and about two-thirds (68%) of these carers were a parent of the service user. Mothers made up more than half (58%) of all carers aged 65 years and over, spouses, 13%, and other family, 9% (Table 5.6). Mothers aged 65 years and over comprised about three-quarters of all older carers of service users aged 25–44 years and 45–64 years.

Fathers aged 65 years and over were significantly less likely than mothers to be identified as a carer, accounting for less than 10% of service users with an older carer.

About 18% of service users with an informal carer aged 65 years or over were also 65 years or over. More than half (58%) of these service users reported that their spouse was their informal carer.

**Table 5.6: Users of disability support services who received informal care from a carer aged 65 years or over, relationship of carer to service user, by age group of service user, 2009–10**

Relationship of carer to service user	Age group of service user (years)					Total
	0–14	15–24	25–44	45–64	65+	
Spouse	—	n.p.	n.p.	337	1,207	1,609
Mother	133	236	3,040	3,503	42	6,954
Father	20	88	561	480	8	1,157
Child	—	—	—	—	290	290
Other family	122	282	225	263	155	1,047
Friend/neighbour	n.p.	25	n.p.	83	83	261
Not stated	n.p.	n.p.	59	152	307	601
<b>Total</b>	<b>321</b>	<b>674</b>	<b>4,014</b>	<b>4,818</b>	<b>2,092</b>	<b>11,919</b>

### 5.3 Carers and living arrangements

A primary carer is an informal carer who helps with one or more of the activities of daily living: self-care, mobility or communication (AIHW 2009b). In 2009–10, more than three-quarters of users with an informal carer identified the carer as being a primary carer (Table 5.7).

Nearly three-quarters (73%) of all informal carers were described as a co-resident with service users, and, of these co-resident carers, 9 in 10 were reported as being the primary carer.

For service users with an informal carer who was reported as not being a primary carer, just over half (51%) reported that the carer was a co-resident.

**Table 5.7: Users of disability support services with an informal carer, residency status<sup>(a)</sup>, by primary carer status, 2009–10**

Residency status of carer <sup>(a)</sup>	Primary carer		Not a primary carer		Not stated/ not collected		Total	
	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent
Co-resident	78,817	86.5	5,460	50.6	1,536	9.7	85,813	72.9
Non-resident	10,525	11.5	5,016	46.5	490	3.1	16,031	13.6
Not stated/not collected	1,786	2.0	307	2.8	13,817	87.2	15,910	13.5
<b>Total</b>	<b>91,128</b>	<b>100.0</b>	<b>10,783</b>	<b>100.0</b>	<b>15,843</b>	<b>100.0</b>	<b>117,754</b>	<b>100.0</b>

(a) Future data for carer residency status may be slightly affected by a review of data treatment procedures for this data item.

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Service user data were not collected for all NDA service types (see Appendix 4 for details).
2. 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 accessed employment services only (service types 5.01, 5.02) and did not submit a response are also included in the not collected category for primary status of carer and residency status of carer. These service users were not required to complete this data item.



In 2009–10, just under half (48%) of all service users lived with family, 19% lived alone and 27% reported living with others (Table 5.8).

As expected, there is a relationship between living arrangements and service group use. Users of service groups that reflect a high level of dependency on others – such as respite services and community services – were more likely to live with family than users of service groups that reflect a lower level of dependency. In 2009–10, more than three-quarters (77%) of respite service users and more than two-thirds (69%) of community support service users were reported as living with family. In contrast, only 22% of accommodation support service users and 29% of employment service users lived with family.

**Table 5.8: Users of disability support services, living arrangements, by service group, 2009–10**

Service group	Lives alone		Lives with family		Lives with others		Not stated/ not collected		Total	
	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent
Accommodation support	7,469	18.7	8,652	21.7	21,900	55.0	1,833	4.6	39,854	100.0
Community support	11,130	8.7	88,632	69.3	19,923	15.6	8,224	6.4	127,909	100.0
Community access	7,283	12.4	26,045	44.4	18,433	31.4	6,871	11.7	58,632	100.0
Respite	1,836	5.1	27,708	77.0	3,818	10.6	2,616	7.3	35,978	100.0
Employment	37,401	31.5	34,005	28.6	46,794	39.4	601	0.5	118,801	100.0
<b>Total</b>	<b>54,697</b>	<b>18.5</b>	<b>142,011</b>	<b>48.1</b>	<b>79,487</b>	<b>26.9</b>	<b>18,829</b>	<b>6.4</b>	<b>295,024</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Column totals may not be the sum of components because individuals may have accessed more than one service type during the 12-month period.
3. Service user data were not collected for all NDA service types (see Appendix 4 for details).
4. Not stated/not collected includes both service users accessing only 3.02 services (recreation/holiday programs) for whom living arrangement data were not collected and other service users with no response.

Service users accessing accommodation support services were more likely to be living in other community settings (58%), followed by group homes (34%) when compared with institutional accommodation support types (Table 5.9). This was the case in Victoria, Queensland, South Australia and the Northern Territory. These data reflect policies more aimed at placing service users in other community settings rather than group homes or institutional accommodation in those jurisdictions.

New South Wales and Tasmanian users were more likely to access institutional accommodation support services than service users from other states, with almost one in five users (18%) accessing institutional support services compared with a national proportion of approximately 1 in 10 (11%). Victoria (3%), the Australian Capital Territory (0%) and the Northern Territory (0%) were the least likely states to have service users accessing institutional accommodation service types.

**Table 5.9: Users of accommodation support services provided under the NDA, accommodation support category, by state/territory, 2009–10**

Accommodation support category	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
	<b>Number</b>								
Institutional accommodation	1,700	357	849	368	682	218	—	—	4,174
Group homes	4,437	4,720	1,020	1,468	1,040	485	231	40	13,435
Other community settings	3,340	9,281	4,650	1,390	3,504	587	222	59	23,024
<b>Total accommodation support</b>	<b>9,297</b>	<b>14,257</b>	<b>6,394</b>	<b>3,076</b>	<b>5,074</b>	<b>1,246</b>	<b>433</b>	<b>98</b>	<b>39,854</b>
	<b>Per cent</b>								
Institutional accommodation	18.3	2.5	13.3	12.0	13.4	17.5	—	—	10.5
Group homes	47.7	33.1	16.0	47.7	20.5	38.9	53.3	40.8	33.7
Other community settings	35.9	65.1	72.7	45.2	69.1	47.1	51.3	60.2	57.8
<b>Total accommodation support</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>100.0</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.
2. 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.
3. Total for accommodation support (numbers and percentages) may not be the sum of components because service users may have accessed services from more than one of the accommodation support categories listed.
4. Institutional accommodation refers to service users accessing service types 1.01–1.03 (residential services/institutions or hostels). Group homes refers to service users accessing service type 1.04.

## 6 Patterns of service use

This chapter looks at aspects of service use in 2009–10, including:

- multiple service use – across service outlets, service types and service groups
- hours of service received
- hours of service outlets provided (staff hours).

### 6.1 Multiple service use

#### Multiple service users

The purpose of this section is to find the complex and varied needs of service users, by looking at service users who access more than one service.

Almost one-third of service users (92,000) were described as multiple service users during 2009–10 – that is, people who accessed more than one service type outlet providing services under the NDA. By definition, service type outlets in the DS NMDS may only provide one service type. As a result multiple service users may access the same type of service from different service type outlets, or two or more different types of service from different service type outlets.

Of all multiple service users:

- 85% accessed more than one service type (including using multiple service types within the same broad service group, or service types across different groups)
- 15% accessed one type of service from two or more service type outlets
- 68% accessed services from more than one service group (for example, accommodation support and community access)
- 25% accessed the same service type from more than one outlet, as well as other service types
- 64% accessed more than one outlet within the same service group (Table 6.1).

The use of multiple service type outlets was most common among service users accessing behaviour/specialist intervention and own home respite, with an average of 3.9 and 3.8 outlets per user of these service types recorded, respectively (Table A2.37). In contrast, open employment users were least likely to access other service type outlets, accessing only 1.2 outlets per user on average.

Overall, just over one in five of all service users (21%) accessed services across multiple service groups (Table 6.1). About 14% accessed services from two service groups, 6% from three and 1% from four or more service groups. Users of employment services accessed services from the lowest number of service groups on average (1.2), and accommodation support the highest (2.1) (Table A2.38).

**Table 6.1: Users of disability support services, multiple service use, 2009–10**

	Service users		Service users accessing more than one outlet
	No.	Per cent	Per cent
One service type outlet	203,317	68.9	..
Two or more service type outlets	91,707	31.1	..
<b>Total service users</b>	<b>295,024</b>	<b>100.0</b>	<b>..</b>
<b>Multiple service users</b>			
Using one service type only	13,422	4.5	14.6
Using more than one service type	78,285	26.5	85.4
Using more than one outlet of the same service type <sup>(a)</sup>	23,240	7.9	25.3
Using more than one outlet of the same service group	58,334	19.8	63.6
Using multiple service groups			
Two	42,558	14.4	46.4
Three	16,975	5.8	18.5
Four	2,950	1.0	3.2
Five	198	0.1	0.2
Total using multiple service groups	62,681	21.2	68.3
<b>Total multiple service users</b>	<b>91,707</b>	<b>31.1</b>	<b>100.0</b>

(a) Includes service users who accessed one service type from more than one outlet, and who also accessed 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 Box 1.1 for definitions of service types, service groups and service outlets.

The use of multiple service type outlets was most common among users with a primary disability of intellectual (2.2 outlets per user) and deaf/blind (2.0), and least common among those with a primary disability of specific learning/ADD, hearing or speech (1.1 outlets per user) (Table 6.2).

Service users aged 5–14 years and 15–24 years accessed multiple service outlets more than those in other age groups (1.8 per user).

As might be expected, users with the highest level of support need for activities of daily living (2.3 outlets per user) were much more likely to access multiple outlets than service users with less frequent or no need for help with activities of daily living (1.2–1.6 outlets per user).

The use of multiple service groups was most common among users with a primary disability of intellectual (1.6 service groups per user) and deaf/blind (1.5), and least common among those with a primary disability of specific learning/ADD, speech and developmental delay (1.0 service group per user) (Table 6.2). Users aged 15–24 years and 25–44 years accessed multiple service groups more than those in other age groups (1.4 per user).

**Table 6.2: Users of disability support services, mean service use, by selected demographics, 2009–10**

	Mean outlets used	Mean service groups used
<b>Primary disability group</b>		
Intellectual	2.2	1.6
Specific learning/ADD	1.1	1.0
Autism	1.8	1.3
Physical	1.4	1.2
Acquired brain injury	1.6	1.3
Neurological	1.6	1.2
Deaf/blind	2.0	1.5
Vision	1.8	1.4
Hearing	1.1	1.1
Speech	1.1	1.0
Psychiatric	1.2	1.1
Developmental delay	1.4	1.0
<b>Age group (years)</b>		
0–4	1.5	1.0
5–14	1.8	1.2
15–24	1.8	1.4
25–44	1.6	1.4
45–64	1.5	1.3
65+	1.6	1.3
<b>Sex</b>		
Male	1.6	1.3
Female	1.6	1.3
<b>Indigenous status</b>		
Indigenous	1.8	1.3
Non-Indigenous	1.6	1.3
<b>Remoteness area</b>		
Major cities	1.7	1.3
Inner regional	1.6	1.3
Outer regional	1.6	1.3
Remote	1.6	1.3
Very remote	1.5	1.2
<b>ADL support needs</b>		
Always needs help or unable to do	2.3	1.6
Sometimes needs help	1.6	1.3
None	1.2	1.1
<b>All service users</b>	<b>1.6</b>	<b>1.3</b>

*Notes*

1. The method used to calculate mean service type outlets has changed and should not be compared with Table 6.2 in *Disability support services 2008–09*.
2. Means exclude not stated categories for all items.

## Combinations of services accessed

The most often combined service group was community support and community access, with 21,600 people using this combination of services during 2009–10 (Table 6.3). This represents 17% of community support users, and 37% of community access users. Other common combinations were accommodation support with community access, community support with respite (both with about 17,900 users), and accommodation support with community support (16,400). Users of employment services were the least likely to access other service groups, with 86% of employment users accessing only those services. Nearly two-thirds (65%) of community support users accessed services from that group only.

**Table 6.3: Users of disability support services, service use patterns across groups, 2009–10**

	Accommodation support		Community support		Community access		Respite		Employment	
	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent
Accommodation support	11,207	28.1	16,370	12.8	17,912	30.5	4,081	11.3	6,093	5.1
Community support	16,370	41.1	83,494	65.3	21,551	36.8	17,856	49.6	9,581	8.1
Community access	17,912	44.9	21,551	16.8	22,713	38.7	9,708	27.0	6,653	5.6
Respite	4,081	10.2	17,856	14.0	9,708	16.6	13,123	36.5	3,358	2.8
Employment	6,093	15.3	9,581	7.5	6,653	11.3	3,358	9.3	101,806	85.7
<b>Total</b>	<b>39,854</b>	<b>100.0</b>	<b>127,909</b>	<b>100.0</b>	<b>58,632</b>	<b>100.0</b>	<b>35,978</b>	<b>100.0</b>	<b>118,801</b>	<b>100.0</b>

### Notes

1. Sum of components may exceed totals because individuals may have accessed 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 accessed only that service group. For example, 83,494 users accessed community support services only (65% of all community support users).
3. Service users accessing three, four or five service groups are included under all relevant combinations.

## 6.2 Measures of service quantity

Data relating to service quantity are collected in two ways:

- hours of service received
- hours of service provided (that is, staff hours).

Each of these data items was collected using two measures – hours in the reference week (generally the last week of the collection period), and hours in a typical, or average, week. Due to the incompleteness of typical week data (for example, not reported by Victoria) and general concerns about the quality of the data that were collected, the following discussion focuses on hours of service received in the reference week and staff hours provided.

### Hours received

Mean hours of support received by all service users per outlet varied between service types. Accommodation support provided the highest number of hours of support per outlet on average during 2009–10 (386 hours per outlet during the reference week) (Table A2.39).

On average during the reference week, service users received 13 hours of support (Table 6.4). In the reference week, users of non-residential accommodation services received the most hours of support (27 hours on average per user), followed by users of community access services (15 hours). Case management, local coordination and development services delivered substantially fewer hours on average than other types (1 hour), indicating the significantly lower direct contact hours involved with this service type.

The available data indicate a large increase in the average weekly hours of non-residential accommodation support per service user since 2004–05.

The mean hours per service user in the reference week increased in all services except respite between 2004–05 and 2009–10.

**Table 6.4: Users of disability support services, mean hours received per service user<sup>(a)</sup>, by selected service type category, 2004–05 to 2009–10**

Mean hours per service user—reference week	2004–05	2005–06	2006–07	2007–08	2008–09	2009–10
Non-residential accommodation support <sup>(b)</sup>	13.3	17.1	20.3	24.5	28.7	27.1
Case management, local coordination and development	0.8	0.6	1.3	1.7	1.5	1.3
Community access <sup>(c)</sup>	9.0	7.3	12.6	15.6	18.3	14.7
Respite	12.3	6.7	9.3	10.3	13.3	8.4
<b>Total<sup>(d)</sup></b>	<b>8.4</b>	<b>8.0</b>	<b>11.9</b>	<b>14.3</b>	<b>16.6</b>	<b>12.7</b>

(a) Includes service users who received zero 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

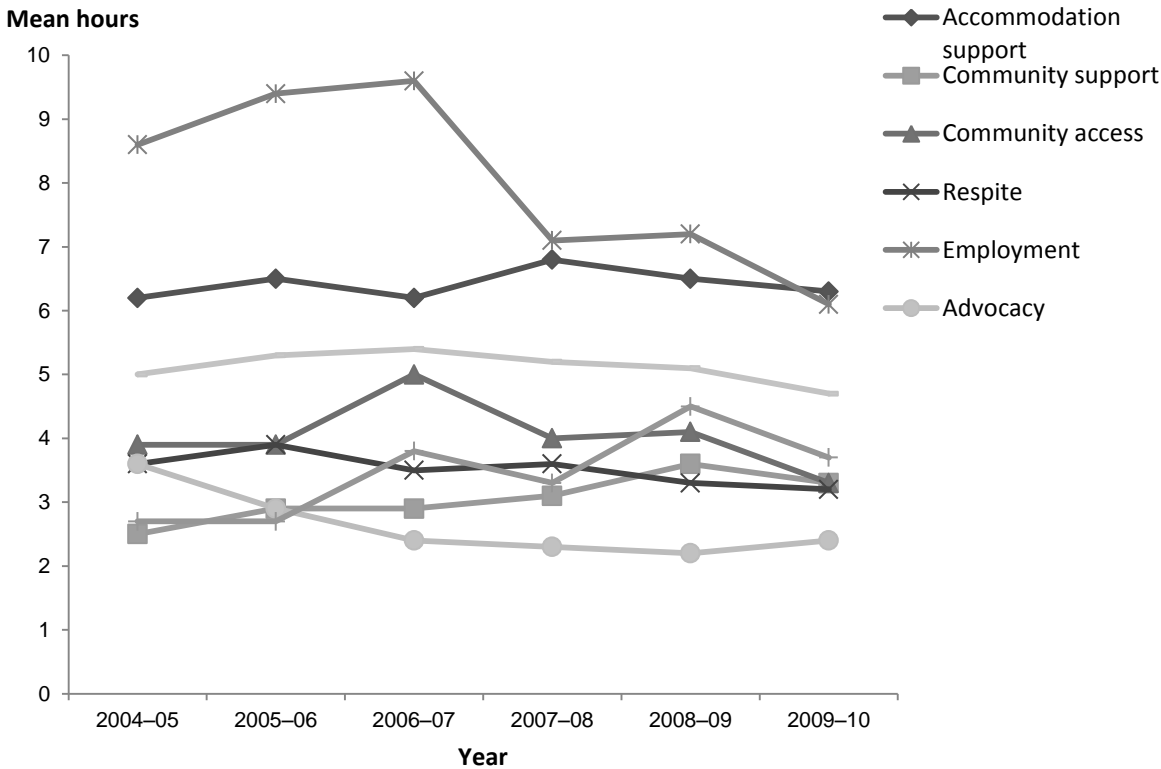
1. Linkage processes (to get unique service user counts) from 2007–08 have changed from previous years. For further information see Chapter 1 in *Disability support services 2008–09* (AIHW 2011).

2. The method used to calculate mean hours per service user has changed and should not be compared with Table 6.4 in *Disability support services 2008–09*.

### Hours provided

Service type outlets reported the total number of hours both paid and unpaid staff worked within a 1-week period. Hours provided include client contact, administration, training and other duties, and are presented here as full-time equivalent (FTE) staff (total hours worked per outlet by number of staff divided by 38).

Full-time equivalent staff hours remained relatively stable overall between 2004-05 and 2009-10, averaging between 4.7-5.4 FTE staff per outlet (Figure 6.1). The FTE staff hours for employment support services has declined from 9.6 FTE staff per outlet in 2006-07 to 6.1 FTE staff per outlet in 2009-10. Other service groups were relatively steady over the 6 years.



Source: AIHW 2009; AIHW 2011; Table A2.41.

**Figure 6.1: Service type outlets provided under the CSTDA/NDA, mean FTE staff per outlet in the reference week, 2004-05 to 2009-10**



# Appendix 1 About the data collection

## A1.1 Brief history

Since 1991, disability support services in Australia have been funded and provided under four national disability agreements. Under the first three, the Australian Government was responsible for the planning, policy setting and management of employment services for people with disability, and the states and territories were responsible for all other disability support services (including accommodation support, community access, community support and respite services). Responsibility for advocacy, information and alternative forms of communication services was shared between the two levels of government. Services provided under the Commonwealth State/Territory Disability Agreement (CSTDA) focused on people with disability attributable to an intellectual, psychiatric, sensory, physical or neurological impairment. It also focused on acquired brain injury manifest before the age of 65 years and likely to be permanent and result in substantially reduced capacity in self-care, mobility and/or communication and a need for ongoing or long-term episodic support (CSTDA 2003).

The first Commonwealth/State Disability Agreement (CSDA) of 1991 aimed to reduce the amount of duplication and administrative complexity involved in disability services, and to minimise gaps in service provision (AIHW 1993). The second agreement was signed in 1998, and the third in 2002. Key changes in the disability services field over this period included changes in the nature of services, including a trend towards more flexible service delivery models, increased need for accountability and performance reporting, and increased use of technology in the disability services field (AIHW 2003). These issues were reflected in the third CSTDA, which also aimed to strengthen support for families and carers, and improve cross-government linkages and access to generic services (CSTDA 2003). The third agreement was due to expire in 2007, but was extended to 31 December 2008 to allow for the negotiation of a new National Disability Agreement (NDA).

The NDA replaced the CSTDA on 1 January 2009. Similar to previous agreements, the NDA outlines state/territory and Australian Government roles and responsibilities, and provides agreed objectives, outcomes and national priorities for disability service delivery in Australia (COAG 2008a). Key reforms outlined in the NDA aim to improve the effectiveness, efficiency and equity of disability services, with a focus on person-centred approaches, improved access, and lifelong planning (COAG 2008b). The agreement establishes 10 areas for reform in the disability service system: better measurement of need; population benchmarks for disability services; making older carers a priority; quality improvement systems based on disability standards; service planning and strategies to simplify access; early intervention and prevention, lifelong planning, and increasing independence and social participation strategies; increased workforce capacity; increased access for Indigenous Australians; access to aids and equipment; and improved access to disability care.

Since 1995, information on the services provided and the people accessing services under the CSTDA and now the NDA have been collected in the National Minimum Data Set (NMDS). For more information about the development and history of the CSTDA NMDS, see AIHW 2008 (Section 1.2) and AIHW 2003.

## A1.2 Scope of the collection

The 2009–10 Disability Services National Minimum Data Set (DS NMDS) collection includes services that were received, or were bought with, funding under the NDA. The scope of services varied in terms of programs that received NDA funding across jurisdictions. For example, in Victoria and Queensland, specialist psychiatric disability services were provided under the NDA. However, in all other jurisdictions specific mental health services were funded and provided under health, rather than disability, portfolios.

Table A1.1 highlights the main areas where the services provided under the NDA and the services provided under other programs differed across jurisdictions.

**Table A1.1: Scope of services included in the DS NMDS collection, by state/territory, 2009–10**

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

(a) Selected services only.

## A1.3 Counts and definitions

The main counts of the DS NMDS collection are service users and service type outlets (see Box 1.1). A service type outlet is a unit of an agency that provides a particular NDA service type at, or from, a designated location. Data are collected, usually by agencies, for each service type outlet.

An agency is an organisation that delivers one or more service types provided under the NDA to service users. Each agency has an administrative base from which services of one or more service types are delivered to service users, or from which a team operates when it delivers services to service users at other locations.

For each service type (and so for each service type outlet), data are collected for every service user over the collection period (see Box 1.1). Box A1.3 provides definitions of each of the service groups (categories of service type) in the DS NMDS collection, and Appendix 3 provides detailed definitions of each specific service type category. Note that service user data are not collected in relation to two of the seven service groups.

Most service type outlets collected data electronically. The DS NMDS 2009–10 collection forms used by those that did not are available from:

[www.aihw.gov.au/disability-services-nmcs-collection/#ser](http://www.aihw.gov.au/disability-services-nmcs-collection/#ser).

### **Box A1.3: Service groups covered by the NDA**

#### **Accommodation support**

Services that provide accommodation to people with disability, and services that provide the support needed to enable a person with disability to remain in his or her existing accommodation or move to more suitable or appropriate accommodation.

#### **Community support**

Services that provide the support needed for a person with disability to live in a non-institutional setting (not including support with the basic needs of living, such as meal preparation and dressing, which are included under accommodation support).

#### **Community access**

Services designed to provide opportunities for people with disability to gain and use their abilities to enjoy their full potential for social independence. People who do not attend school or who are not employed full time mainly use these services.

#### **Respite**

Services providing a short-term and time-limited break for families and other voluntary caregivers of people with disability, to help support and maintain the primary care-giving relationship, while providing a positive experience for the person with disability. Although there are therefore two clients – the carer and the person with disability – in the DS NMDS collection, the person with disability is regarded as the client. Statistical tables in this report reflect this perspective.

#### **Employment**

There are two types of employment services that provide employment assistance to people with disability:

- open employment provides assistance in getting and/or retaining paid employment in the open labour market
- supported employment provides employment opportunities and assistance to people with disability to work in specialised and supported work environments

Support services provided by the Australian Government were transferred to states and territories during the 2008–09 financial year, and are now distributed across various state and territory service type codes. These services provide people with disability structured training and support to work towards social and community participation, and opportunities to develop, or retrain, skills for paid employment.

#### **Advocacy, information and alternative forms of communication**

Advocacy services are designed to help people with disability increase the control they have over their lives, by representing their interests and views in the community. Information services provide accessible information to people with disability, their carers, families and related professionals. This service group also includes mutual support/self-help groups – special interest groups promoting self-advocacy – and alternative forms of communication, including alternative forms of communication for people who, by reason of their disabilities, are unable to access information provided in a print medium.

#### **Other**

Includes research and evaluation, training and development, peak bodies and any other support services outside any of the defined service types above.

## A1.4 The statistical linkage key

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, unique service user counts can be estimated by using the statistical linkage key. The focus of this report is on these counts – that is, person-based estimates.

To link records within the 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. Some 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 actually belong to the same individual, and, conversely, that some records that did not link do belong to the same individual.

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.

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). The overall rate of invalid linkage keys in 2009–10 was 0.4%, ranging among jurisdictions from 0.0% to 1.4% of the total number of service user records (Table A1.2).

For about 13% 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, the 'pseudo' linkage key was used for Victoria for these cases. This consists of date of birth (not estimated), sex and postcode. Its use resulted in 5% of records being allocated a full valid linkage key, and another 8% being linked by using the pseudo linkage key. All these cases are included in the valid count in Table A1.2. The use of the pseudo linkage key increases the likelihood that some records could have been wrongly matched, or some records not matched when they should have been.

**Table A1.2: Validity and completeness of the statistical linkage key, 2009–10**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Validity of statistical linkage keys</b>										
Number of service user records (unlinked)	66,252	97,756	32,775	26,232	27,760	7,441	5,153	1,192	122,113	386,694
Number with invalid linkage keys	—	1,378	131	—	3	—	—	—	20	1,532
<b>Percentage of invalid linkage keys<sup>(a)</sup></b>	<b>—</b>	<b>1.4</b>	<b>0.4</b>	<b>—</b>	<b>0.0</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>0.0</b>	<b>0.4</b>
<b>Completeness of statistical linkage keys (unlinked)</b>										
Number of keys with date of birth estimates <sup>(a)</sup>	2,801	5,506	858	495	389	186	116	37	—	10,388
Number of keys with missing sex <sup>(a)</sup>	11	173	36	—	—	—	—	—	—	230
<b>Percentage of valid linkage keys with missing sex and/or date of birth estimates</b>	<b>4.2</b>	<b>5.8</b>	<b>2.7</b>	<b>1.9</b>	<b>1.4</b>	<b>2.5</b>	<b>2.3</b>	<b>3.1</b>	<b>—</b>	<b>2.7</b>
<b>Completeness of statistical linkage keys (linked)</b>										
Number of keys with date of birth estimates <sup>(a)</sup>	3,198	7,154	1,009	635	452	185	122	40	—	3,198
Number of keys with missing sex <sup>(a)</sup>	15	179	47	—	—	—	—	—	—	15
<b>Percentage of valid linkage keys with missing sex and/or date of birth estimates</b>	<b>4.8</b>	<b>7.5</b>	<b>3.2</b>	<b>2.4</b>	<b>1.6</b>	<b>2.5</b>	<b>2.4</b>	<b>3.4</b>	<b>0.0</b>	<b>0.8</b>

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

## A1.5 English proficiency groupings

An English proficiency index – a standard tool developed by the Bureau of Immigration, Multicultural and Population Research – was used to construct each of the English proficiency groups. Those countries consisting of immigrants who scored 98.5% or higher on this index and had an immigrant population of 10,000 or more were rated as English Proficiency Group 1.

The English proficiency index score was determined for the remaining groups as follows:

- countries with a high level of English proficiency (84.5–98.5%, or above 98.5% but with an immigrant population of fewer than 10,000) were placed in English Proficiency Group 2
- countries with a moderate level of English proficiency (a rating of more than 57.5% but less than 84.5%) fell into English Proficiency Group 3
- the remaining countries (that is, those with a rating of less than 57.5%) were considered to have a low level of English proficiency and placed in English Proficiency Group 4.

For further information see *2001 classification of countries into English Proficiency Groups* (Department of Immigration and Citizenship 2003).

## A1.6 Data quality

Data quality should be taken into account when interpreting data in this report. Consideration of data quality is particularly important when making comparisons across jurisdictions and data collection periods.

In this section three important data quality considerations when analysing data in the DS NMDS are looked at:

- service type outlet response rates
- service user response rates
- rates of not stated/not known responses.

In general, high service type and service user response rates result in better data quality, while high not stated/not known response rates lead to less reliable data. These concepts are looked at further below.

### Service type outlet response rate

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. Jurisdictions report their service type outlet response rates – the proportion of outlets that contributed to the NMDS collection compared with the total number of outlets in the jurisdiction.

In 2009–10, the national service type outlet response rate was 97% (Table A1.3), the highest recorded since the series began in 2004–05. This reflects an overall trend since 2004–05 of increasing standards in data collection processes. The response rates for the majority of jurisdictions were between 99–100%, capturing nearly all outlets. The exceptions were New South Wales (93%), Victoria (96%) and the Northern Territory (96%). As response rates from service type outlets approach 100% data can be considered more reliable.

**Table A1.3: Response rates for service type outlets by jurisdiction, 2004–05 to 2009–10 (per cent)**

	2004–05	2005–06	2006–07	2007–08	2008–09	2009–10
NSW	85.0	89.0	89.0	90.0	92.0	93.0
Vic	92.0	90.0	90.0	93.0	93.0	96.0
Qld	99.0	99.0	100.0	100.0	99.0	99.0
WA	100.0	100.0	100.0	99.0	99.0	100.0
SA	100.0	100.0	100.0	99.0	100.0	99.0
Tas	96.0	100.0	100.0	100.0	100.0	100.0
ACT	98.0	100.0	100.0	100.0	100.0	100.0
NT	70.0	100.0	100.0	99.0	100.0	96.0
Australian Government	100.0	100.0	100.0	100.0	100.0	100.0
<b>Total</b>	<b>94.0</b>	<b>94.0</b>	<b>94.0</b>	<b>95.0</b>	<b>96.0</b>	<b>97.0</b>

#### Notes

1. Response rates are based on figures provided by jurisdictions.
2. The total response rate is based on the number of outlets in the data set divided by the number of total outlets that would have been in the data set if all jurisdictions had a 100% response rate.
3. In 2004–05, Queensland reported 133 and the Australian Capital Territory 36 service users who did not consent for their data to be transmitted.

4. The 2006–07 and 2007–08 New South Wales response rates 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 rate**

Data quality can be considered more reliable as user response rates increase. 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 services 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.

## **Not stated/not known rates**

In 2009–10, not stated/not known proportions vary across jurisdiction and service type (tables A1.2, A1.3 and A1.4). Not stated/not known proportions are counted 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, and service users may be included in not stated figures in such instances. High proportions of not stated/not known responses 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.

In 2009–10, the national not stated average was 11%, which was skewed by comparatively high rates in Victoria (29%) and New South Wales (14%) (Table A1.4). Other jurisdictions had not stated proportions of less than 7%; Tasmania had the lowest (0.2%).

Particular data items are subject to larger not stated variation than others. Data items such as age, date of birth and sex are almost fully collected, while other items such as receipt of carer allowance (child) have extremely high not stated proportions nationally at 35%.

**Table A1.4: Not stated/not known response rates for service user data items, 2009–10 (per cent)**

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
<b>Not stated</b>										
Age	—	—	—	—	—	—	—	—	—	—
Date of birth	—	—	—	—	—	—	—	—	—	—
Sex	0.0	0.2	0.2	—	—	—	—	—	—	0.1
Indigenous status	4.5	15.1	3.3	0.6	0.5	1.5	2.7	5.6	0.3	5.1
Country of birth	3.8	14.3	3.0	1.3	0.3	—	3.6	4.4	0.2	4.7
Need for interpreter services	6.2	26.6	2.7	0.1	0.4	0.1	3.3	0.9	4.3	9.8
Method of communication	13.4	27.4	2.8	1.9	2.1	0.5	12.4	—	—	9.9
Living arrangements	6.4	15.9	1.8	1.1	1.6	—	2.8	2.8	0.5	5.7
Postcode of usual residence	0.1	3.8	1.1	2.7	1.8	—	1.9	0.4	0.1	1.4
Residential setting	7.1	22.0	1.8	1.4	2.1	—	3.3	1.4	—	7.2
Primary disability group	13.4	16.7	1.8	1.9	0.7	—	3.6	10.8	—	6.8
Frequency of support or assistance needed										
Self-care	22.0	43.4	3.7	1.9	1.1	—	5.8	5.3	1.4	15.8
Mobility	21.8	42.3	4.5	1.9	1.2	—	5.7	4.2	0.4	15.1
Communication	21.2	42.1	3.9	1.9	1.2	—	4.8	6.3	0.1	14.8
Interpersonal interactions and	35.6	44.7	4.0	2.1	1.3	—	6.6	4.3	0.2	17.9
Learning, applying knowledge	20.7	40.8	5.0	2.6	1.3	0.5	14.5	1.5	0.1	14.7
Education	22.2	41.5	8.5	4.1	1.5	0.5	16.0	1.4	3.1	16.6
Community/economic life	22.9	41.2	6.3	2.5	1.3	0.5	20.8	2.1	3.2	16.5
Domestic life	29.8	37.3	6.4	2.0	1.1	—	2.8	8.8	3.7	16.5
Working	35.4	38.3	11.3	3.7	1.3	—	4.4	24.7	—	16.9
Carer—existence of	6.5	20.1	2.1	2.0	0.7	—	5.7	—	—	6.6
Carer—primary status	5.2	32.2	2.2	6.5	0.9	0.3	1.3	1.3	12.0	11.7
Carer—residency status	7.0	32.7	2.6	0.5	2.3	1.6	1.6	1.8	14.2	12.0
Carer—relationship to service user	11.0	30.6	1.5	1.9	1.3	—	0.9	1.6	4.8	11.4
Carer—age group	16.1	35.5	4.6	4.3	6.6	0.4	10.7	5.2	21.9	16.8
Main income source (adult)	15.2	40.1	4.3	2.4	0.4	0.1	6.3	—	—	12.1
Receipt of Carer Allowance (child)	35.0	71.3	7.0	5.6	0.9	—	26.9	0.4	—	35.4
Labour force status	17.3	33.9	5.2	2.7	1.0	0.2	11.5	0.1	—	11.0
Individual funding status	11.6	15.4	5.0	0.1	—	—	13.9	9.2	—	6.4
<i>Average not stated rate</i>	<i>14.2</i>	<i>28.5</i>	<i>3.7</i>	<i>2.1</i>	<i>1.2</i>	<i>0.2</i>	<i>6.7</i>	<i>3.6</i>	<i>2.4</i>	<i>11.0</i>
<b>Not known</b>										
Main income source (adult)	6.2	0.1	3.6	3.9	18.4	4.3	6.2	8.4	0.4	2.7
Receipt of Carer Allowance (child)	29.4	0.9	20.8	18.4	5.0	13.5	35.5	68.9	0.4	16.6

*Notes*

1. Figures are the percentage of total data item responses for each data source.
2. Service users accessing service type 3.02 were only required to report on data items relating to age and sex. So service users who accessed 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. So 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 years in the denominator.
6. Not stated rates for domestic life and working include responses for persons aged 0–14 years 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.



In general, across all jurisdictions, information was collected for all 'Service start date' and 'Date service last received' items for all service users (Table A1.5). There was some variation between jurisdictions on the main reason for cessation of services, with the Australian Capital Territory reporting the highest proportion of not stated responses at almost 19%, and Tasmania reporting the lowest of 0%.

**Table A1.5: Not stated response rates for service use data items, for applicable service types, 2009-10 (per cent)**

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Service start date	—	—	—	—	—	—	—	—	—	—
Date service last received	—	—	—	—	—	—	—	—	—	—
Main reason for cessation of services	10.7	11.5	0.9	1.8	1.9	—	18.8	—	—	4.2

*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%.
4. A response of '0' was considered as a not stated response.

In 2009-10, the data items agency sector, service type and full financial year operation were fully collected by all jurisdictions (Table A1.6). Victoria had above average not stated proportions for staff hours in the reference week (40%), while Western Australia reported the highest not stated proportions for operating hours per day (20%), operating days per week (19%), staff hours in a typical week (13%) and operating weeks per year (12%).

**Table A1.6: Not stated response rates for service type outlet data items, 2009-10 (per cent)**

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Agency sector	—	—	—	—	—	—	—	—	—	—
Service type	—	—	—	—	—	—	—	—	—	—
Full financial year operation	—	—	—	—	—	—	—	—	—	—
Staff hours in the reference week	5.3	39.7	—	5.7	—	—	0.5	—	0.1	10.8
Staff hours in a typical week	11.6	—	0.7	13.2	4.8	1.6	0.9	5.5	1.7	7.1
Operating weeks per year	—	9.1	—	12.1	—	—	—	—	0.1	2.9
Operating days per week	—	8.8	—	18.5	—	—	—	—	0.1	3.3
Operating hours per day	—	10.0	—	20.3	—	—	—	—	0.1	3.7
Number of service users over the year	—	0.7	—	—	—	—	—	—	—	0.2

*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 reference week and typical week); if only one staff hours (paid or unpaid) variable was missing, it was assumed to be validly recorded as zero.

## A1.7 Calculation of potential population

To assess how well disability support services are meeting the needs of people with disability, it is useful to estimate the potential population for these services.

Tables A2.43 and A2.44 provide information on potential population data, including calculations of these populations (Table A2.44) and the Indigenous factor (Table A2.45).

Potential population figures were calculated as follows:

- National 5-year age- and sex-specific rates of severe/profound core activity limitation were calculated using data from the 2009 ABS Survey of Disability, Ageing and Carers (SDAC) (ABS 2006; ABS 2010a; ABS 2010b) (number of people in Australia with a severe/profound core activity limitation in each sex and 5-year age group, divided by total population for each age group, by sex).
- These rates were applied to (multiplied by) estimated resident population numbers in each state and territory, as at 30 June 2009, to produce estimates of the number of people with severe/profound core activity limitations in each 5-year age group, by sex.
- Five-year age group estimates were then summed into age categories (less than 65 years and 15–64 years) to produce an estimated number of people with a severe/profound core activity limitation in each state/territory as at 30 June 2009.
- An Indigenous factor was calculated (for people aged less than 65 years and 15–64 years) by weighting the Indigenous population with severe/profound core activity limitation at 2.4, and all other Australians with severe/profound core activity limitation at 1 (AIHW 2006).
- Potential populations for accommodation support, community support and community access (less than 65 years) were calculated by multiplying the estimated number of people with a severe/profound core activity limitation aged less than 65 years by the Indigenous factor.
- Potential populations for respite were obtained as above, but by selecting only people from the 2009 SDAC (ABS 2010b) who had a primary carer.
- Potential populations for employment (that is, 15–64 years) were calculated by multiplying the estimated number of people with a severe/profound core activity limitation aged 15–64 years by the Indigenous factor and by state/territory-specific labour force participation rates (ABS 2011).

Thus the term 'potential population' represents an estimate of the population with severe/profound core activity limitation in the Australian or relevant population.

It is worth noting that the potential populations for 2004–05 to 2008–09 were calculated using national age- and sex-specific rates of severe or profound core activity limitation from the SDAC done in 2003. The SDAC was done again in 2009 and prevalence rates for disability were different for some categories from the 2003 survey. The potential population for 2009–10 is calculated using national age- and sex-specific rates of severe or profound core activity limitation from the new SDAC 2009. So the change of use of rates from SDAC 2003 to SDAC 2009 represents a break in series. For comparison purposes, the potential population for 2008–09 has also been calculated using national age- and sex-specific rates of severe or profound core activity limitation from SDAC 2009.

## **A1.8 Further information**

The AIHW has an interactive disability data site containing subsets of national information from the 2009-10 data collection, as well as previous data collections from 1999 onwards. This is available at <[www.aihw.gov.au/disability/datacubes/index.html](http://www.aihw.gov.au/disability/datacubes/index.html)>, and allows anyone to view data.

## Appendix 2 Additional tables

**Table A2.1: Disability support service users, service type outlets and agencies, by state/territory, 2009–10 (per cent)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Service users	28.3	34.5	14.9	7.7	9.8	2.9	1.8	0.6	100.0
Agencies	28.4	28.4	18.1	7.5	8.1	5.1	2.8	1.6	100.0
Outlets	37.5	24.7	16.6	8.5	8.1	2.3	1.9	0.6	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.
2. Totals for Australia may not be the sum of components because individuals may have accessed services in more than one state or territory during the 12-month period.

**Table A2.2: Characteristics of disability support service type outlets, 2009–10**

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Agency sector</b>										
Australian/state/territory government	546	730	487	217	210	25	85	11	3	2,314
Local government	97	80	13	9	7	—	—	—	3	209
Income tax exempt (charity)	3,480	1,609	1,203	671	48	45	123	38	1,345	8,562
Non-income tax exempt	121	326	134	45	572	180	11	6	143	1,538
Not stated	—	—	—	—	—	—	—	—	—	—
<b>Full 2009–10 financial year of operation</b>										
Yes	3,639	2,634	1,696	930	778	227	194	52	1,282	11,432
No	605	111	141	12	59	23	25	3	212	1,191
Not stated	—	—	—	—	—	—	—	—	—	—
<b>Weeks of operation per year</b>										
1–39 weeks	54	404	21	44	14	5	3	—	62	607
40–51 weeks	1,591	351	642	146	159	63	65	15	804	3,836
52 weeks	2,117	1,721	1,039	593	638	174	146	38	531	6,997
No regular annual pattern	482	20	135	45	26	8	n.p.	n.p.	n.p.	819
Not stated	—	249	—	114	—	—	n.p.	n.p.	n.p.	364
<b>Days of operation per week</b>										
1 day	40	86	8	9	16	5	3	—	111	278
2 days	31	27	19	4	9	9	3	—	42	144
3 days	140	30	18	6	7	5	4	—	29	239
4–5 days <sup>(a)</sup>	1,570	1,565	603	233	236	83	74	28	1,179	5,571
6–7 days <sup>(a)</sup>	1,853	768	986	463	527	128	131	25	32	4,913
No regular weekly pattern	610	27	203	53	42	20	n.p.	n.p.	n.p.	1,061
Not stated	—	242	—	174	—	—	n.p.	n.p.	n.p.	417

(continued)

**Table A2.2 (continued): Characteristics of disability support service type outlets, 2009–10**

<b>Data item</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>Aus Gov</b>	<b>Total</b>
<b>Hours of operation per day</b>										
<7 hours	850	391	80	53	62	37	28	n.p.	n.p.	1,587
7–8 hours	915	812	507	241	216	70	49	27	1,201	4,038
8–24 hours	124	180	101	22	16	12	14	4	110	583
24 hours	1,204	1,030	734	379	457	74	112	n.p.	n.p.	4,009
No regular daily pattern	1,151	57	415	56	86	57	16	5	96	1,939
Not stated	—	275	—	191	—	—	—	n.p.	n.p.	467
<b>Staff hours in the reference week: paid staff</b>										
0 hours	1,066	62	81	110	77	21	7	6	41	1,471
<20 hours	860	167	183	66	137	25	39	5	244	1,726
20 to <38 hours	357	131	192	52	61	23	19	6	91	932
38 to <114 hours	617	383	384	181	151	62	44	19	344	2,185
114 to <228 hours	666	512	522	191	138	53	58	12	313	2,465
228 to <418 hours	374	289	279	192	197	27	37	3	259	1,657
418 to <570 hours	36	41	68	39	23	9	3	n.p.	85	306
570+ hours	41	65	128	57	53	30	10	n.p.	106	492
Not stated	227	1,095	—	54	—	—	n.p.	—	n.p.	1,389
<b>Staff hours in the reference week: unpaid staff</b>										
0 hours	3,371	1,117	1,255	778	704	187	166	40	1,107	8,725
<20 hours	313	343	372	68	101	32	13	11	116	1,369
20 to <38 hours	26	66	92	19	11	10	7	n.p.	39	272
38 to <114 hours	18	62	72	15	15	14	6	n.p.	37	241
114 to <228 hours	n.p.	12	28	4	n.p.	5	4	n.p.	13	69
228 to <418 hours	4	3	12	n.p.	n.p.	n.p.	n.p.	—	3	25
418 to <570 hours	n.p.	—	n.p.	n.p.	n.p.	n.p.	—	—	n.p.	6
570+ hours	n.p.	n.p.	4	2	3	n.p.	—	—	n.p.	15
Not stated	508	1,140	—	54	—	—	21	—	178	1,901
<b>Staff hours in a typical week: paid staff</b>										
0 hours	269	—	20	70	41	13	—	3	25	441
<20 hours	592	—	158	69	151	26	37	4	237	1,274
20 to <38 hours	425	—	216	57	68	28	25	7	91	917
38 to <114 hours	999	—	413	206	155	58	40	18	345	2,234
114 to <228 hours	895	—	523	193	154	56	59	16	324	2,220
228 to <418 hours	607	—	317	189	189	30	35	3	254	1,624
418 to <570 hours	88	—	67	42	22	8	n.p.	n.p.	91	324
570+ hours	141	—	123	62	57	31	n.p.	n.p.	116	549
Not stated	228	2,745	—	54	—	—	n.p.	—	n.p.	3,040

(continued)

**Table A2.2 (continued): Characteristics of disability support service type outlets, 2009–10**

Data item	NSW	Vic <sup>(b)</sup>	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Staff hours in a typical week: unpaid staff</b>										
0 hours	2,922	—	1,153	771	686	185	165	39	1,089	7,010
<20 hours	608	—	437	77	118	32	13	12	132	1,429
20 to <38 hours	83	—	99	16	8	10	n.p.	n.p.	33	258
38 to <114 hours	71	—	89	15	18	15	n.p.	n.p.	44	258
114 to <228 hours	30	—	35	4	n.p.	6	4	n.p.	11	92
228 to <418 hours	8	—	10	n.p.	n.p.	n.p.	3	n.p.	4	27
418 to <570 hours	4	—	5	n.p.	n.p.	n.p.	n.p.	—	n.p.	12
570+	5	—	9	3	4	n.p.	n.p.	n.p.	n.p.	23
Not stated	513	2,745	—	54	—	—	22	—	180	3,514
<b>Service users over the 2009–10 year</b>										
1–4 service users	1,804	475	629	256	317	83	123	16	177	3,880
5–9 service users	949	823	226	248	155	40	25	6	133	2,605
10–19 service users	506	257	271	110	75	28	15	9	157	1,428
20–49 service users	476	395	385	119	83	42	17	8	307	1,832
50–99 service users	233	295	157	79	51	25	13	7	260	1,120
100 or more service users	229	406	100	107	115	27	18	7	460	1,469

(a) There were 193 service type outlets operating 4 days per week and 126 service type outlets operating 6 days per week in 2009–10.

(b) Excludes 20 service type outlets in Victoria that did not provide information on the number of users.

*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 2009–10 financial year.
3. 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.

**Table A2.3: Disability support service type outlets, remoteness area, by service group, 2009–10**

	Major cities	Inner regional	Outer regional	Remote	Very remote	Subtotal	Not known	Total
	<b>Number</b>							
Accommodation support	3,196	1,132	333	32	n.p.	4,699	n.p.	4,701
Community support	985	414	144	25	16	1,585	—	1,585
Community access	1,650	835	279	23	7	2,795	—	2,795
Respite	770	394	171	32	8	1,376	—	1,376
Employment	772	363	230	41	13	1,419	—	1,419
Advocacy, information, alternative forms of communication	331	115	27	5	—	478	—	478
Other support	175	64	27	n.p.	n.p.	269	—	269
<b>Total</b>	<b>7,880</b>	<b>3,317</b>	<b>1,211</b>	<b>&lt;160</b>	<b>&lt;55</b>	<b>12,621</b>	<b>&lt;5</b>	<b>12,623</b>
	<b>Per cent</b>							
Accommodation support	68.0	24.1	7.1	0.7	n.p.	100.0	..	..
Community support	62.2	26.1	9.1	1.6	1.0	100.0	..	..
Community access	59.0	29.9	10.0	0.8	0.3	100.0	..	..
Respite	56.0	28.6	12.5	2.3	0.6	100.0	..	..
Employment	54.4	25.6	16.2	2.9	0.9	100.0	..	..
Advocacy, information, alternative forms of communication	69.3	24.0	5.6	1.0	—	100.0	..	..
Other support	64.9	23.8	10.1	n.p.	n.p.	100.0	..	..
<b>Total</b>	<b>62.4</b>	<b>26.3</b>	<b>9.6</b>	<b>1.3</b>	<b>&lt;0.4</b>	<b>100.0</b>	<b>..</b>	<b>..</b>

*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 A2.4: Disability support service type outlets, service type, by agency sector, 2009–10**

Service type	Government				Non-government			Not stated	Total
	Aus Gov	State/territory	Local	Sub-total	Income tax exempt (charity)	Non-income tax exempt	Sub-total		
Large residential facilities/institutions	—	26	—	26	19	6	25	—	51
Small residential facilities/institutions	—	4	—	4	82	5	87	—	91
Hostels	—	—	—	—	17	7	24	—	24
Group homes	—	1,357	14	1,371	1,478	279	1,757	—	3,128
Attendant care/personal care	—	7	6	13	106	68	174	—	187
In-home accommodation support	—	62	10	72	689	186	875	—	947
Alternative family placement	—	—	—	—	73	5	78	—	78
Other accommodation support	—	n.p.	n.p.	14	162	19	181	—	195
<i>Total accommodation support</i>	—	1,468	32	1,500	2,626	575	3,201	—	4,701
Therapy support for individuals	—	47	—	47	157	28	185	—	232
Early childhood intervention	—	68	9	77	239	16	255	—	332
Behaviour/specialist intervention	—	n.p.	n.p.	91	63	15	78	—	169
Counselling (individual/family/group)	—	10	—	10	14	12	26	—	36
Regional resource and support teams	—	111	—	111	5	3	8	—	119
Case management, local coordination and development	—	262	9	271	286	46	332	—	603
Other community support	—	n.p.	n.p.	11	60	23	83	—	94
<i>Total community support</i>	—	598	20	618	824	143	967	—	1,585
Learning and life skills development	—	64	38	102	2,065	257	2,322	—	2,424
Recreation/holiday programs	—	—	8	8	140	44	184	—	192
Other community access	—	11	4	15	116	48	164	—	179
Total community access	—	8	4	12	101	41	142	—	154
Own home respite	—	n.p.	n.p.	118	238	60	298	—	416
Centre-based respite/respite homes	—	n.p.	n.p.	n.p.	27	8	35	—	36
Host family respite/peer support respite	—	14	43	57	582	82	664	—	721
Flexible respite	—	—	—	—	37	12	49	—	49
Other respite	—	214	99	313	3,306	552	3,858	—	4,171
<i>Total respite</i>	—	64	38	102	2,065	257	2,322	—	2,424
Open employment	—	n.p.	n.p.	n.p.	991	99	1,090	—	1,092
Supported employment	n.p.	n.p.	n.p.	4	313	10	323	—	327
<i>Total employment</i>	n.p.	n.p.	3	6	1,304	109	1,413	—	1,419

(continued)



**Table A2.4 (continued): Disability support service type outlets, service type, by agency sector, 2009–10**

Service type	Government				Non-government			Not stated	Total
	Aus Gov	State/ territory	Local	Sub-total	Income tax exempt (charity)	Non-income tax exempt	Sub-total		
Advocacy	—	—	—	—	98	52	150	—	150
Information/referral	—	n.p.	n.p.	16	110	32	142	—	158
Combined information/advocacy	—	—	—	—	43	7	50	—	50
Mutual support/self-help groups	—	n.p.	n.p.	n.p.	84	11	95	—	96
Alternative forms of communication	—	—	—	—	19	5	24	—	24
Total advocacy, information and alternative communication	—	n.p.	n.p.	17	354	107	461	—	478
Research and evaluation	—	—	n.p.	n.p.	3	—	3	—	4
Training and development	—	n.p.	n.p.	3	23	4	27	—	30
Peak bodies	—	—	—	—	11	4	15	—	15
Other support services	—	14	51	65	111	44	155	—	220
Total other support	—	16	53	69	148	52	200	—	269
<b>Total</b>	<b>&lt;5</b>	<b>2,313</b>	<b>&lt;210</b>	<b>2,523</b>	<b>8,562</b>	<b>1,538</b>	<b>10,100</b>	<b>—</b>	<b>12,623</b>
<b>Per cent</b>	<b>—</b>	<b>18.3</b>	<b>1.7</b>	<b>20.0</b>	<b>67.8</b>	<b>12.2</b>	<b>80.0</b>	<b>—</b>	<b>100.0</b>

**Table A2.5: State/territory-funded disability support service type outlets, service type, by state/territory, 2009–10**

<b>Service type</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
Large residential facilities/institutions	20	3	11	6	8	3	—	—	51
Small residential facilities/institutions	14	4	57	12	n.p.	n.p.	—	—	91
Hostels	5	12	—	n.p.	n.p.	4	—	—	24
Group homes	1,146	920	337	327	288	37	67	6	3,128
Attendant care/personal care	64	—	50	n.p.	41	22	5	n.p.	187
In-home accommodation support	259	202	233	103	70	41	30	9	947
Alternative family placement	60	—	11	3	n.p.	n.p.	n.p.	n.p.	78
Other accommodation support	82	29	72	4	n.p.	4	n.p.	—	195
<i>Total accommodation support</i>	<i>1,650</i>	<i>1,170</i>	<i>771</i>	<i>459</i>	<i>416</i>	<i>112</i>	<i>104</i>	<i>19</i>	<i>4,701</i>
Therapy support for individuals	58	71	46	29	16	3	4	5	232
Early childhood intervention	163	97	40	17	13	—	n.p.	n.p.	332
Behaviour/specialist intervention	55	36	49	18	8	—	n.p.	n.p.	169
Counselling (individual/family/group)	—	—	20	n.p.	13	n.p.	n.p.	n.p.	36
Regional resource and support teams	102	—	n.p.	n.p.	5	5	—	—	119
Case management, local coordination	107	232	146	50	27	8	28	5	603
Other community support	50	4	n.p.	10	21	n.p.	3	n.p.	94
<i>Total community support</i>	<i>535</i>	<i>440</i>	<i>305</i>	<i>131</i>	<i>103</i>	<i>18</i>	<i>39</i>	<i>14</i>	<i>1,585</i>
Learning and life skills development	1,310	510	345	123	85	17	28	6	2,424
Recreation/holiday programs	87	13	25	n.p.	38	7	n.p.	n.p.	192
Other community access	40	71	11	n.p.	19	33	n.p.	n.p.	179
<i>Total community access</i>	<i>1,437</i>	<i>594</i>	<i>381</i>	<i>143</i>	<i>142</i>	<i>57</i>	<i>33</i>	<i>8</i>	<i>2,795</i>
Own home respite	n.p.	17	35	57	31	n.p.	n.p.	n.p.	154
Centre-based respite/respite homes	125	120	95	21	35	9	8	3	416
Host family respite/peer support respite	12	12	4	n.p.	6	n.p.	n.p.	n.p.	36
Flexible respite	368	132	101	64	30	16	6	4	721
Other respite	n.p.	9	13	n.p.	12	—	—	—	49
<i>Total respite</i>	<i>513</i>	<i>290</i>	<i>248</i>	<i>155</i>	<i>114</i>	<i>31</i>	<i>17</i>	<i>8</i>	<i>1,376</i>
Advocacy	14	29	11	20	n.p.	6	n.p.	n.p.	86
Information/referral	21	61	30	10	11	13	9	n.p.	156
Combined information/advocacy	25	14	4	n.p.	—	5	2	—	50
Mutual support/self-help groups	n.p.	73	12	n.p.	9	—	n.p.	—	96
Alternative forms of communication	n.p.	—	6	—	n.p.	3	3	—	15
<i>Total advocacy, information and alternative comm.</i>	<i>62</i>	<i>177</i>	<i>63</i>	<i>31</i>	<i>21</i>	<i>27</i>	<i>18</i>	<i>4</i>	<i>403</i>
Research and evaluation	—	—	n.p.	—	—	n.p.	n.p.	—	4
Training and development	13	8	4	—	n.p.	n.p.	3	—	30
Peak bodies	6	—	n.p.	—	n.p.	3	n.p.	n.p.	15
Other support services	28	66	60	23	39	—	3	n.p.	220
<i>Total other support</i>	<i>47</i>	<i>74</i>	<i>69</i>	<i>23</i>	<i>&lt;45</i>	<i>&lt;10</i>	<i>8</i>	<i>&lt;5</i>	<i>269</i>
<b>Total</b>	<b>4,244</b>	<b>2,745</b>	<b>1,837</b>	<b>942</b>	<b>837</b>	<b>250</b>	<b>219</b>	<b>55</b>	<b>11,129</b>

**Table A2.6: Australian Government-funded disability support service type outlets, service type, by state/territory, 2009-10**

<b>Service type</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
Open employment	356	256	208	96	135	21	10	10	1,092
Supported employment	116	89	41	24	38	13	3	3	327
<i>Total employment support</i>	<i>472</i>	<i>345</i>	<i>249</i>	<i>120</i>	<i>173</i>	<i>34</i>	<i>13</i>	<i>13</i>	<i>1,419</i>
Advocacy	15	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	64
Information/referral, alternative forms of communication	3	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	11
<i>Total advocacy, information, alternative communication</i>	<i>18</i>	<i>22</i>	<i>7</i>	<i>11</i>	<i>7</i>	<i>3</i>	<i>4</i>	<i>3</i>	<i>75</i>
<b>Total</b>	<b>490</b>	<b>367</b>	<b>256</b>	<b>131</b>	<b>180</b>	<b>37</b>	<b>17</b>	<b>16</b>	<b>1,494</b>

**Table A2.7: Disability support service users and services received, by state/territory, 2004–05 to 2009–10**

	2004–05	2005–06	2006–07	2007–08	2008–09	2009–10
<b>Number of service users</b>						
<i>State and territory services</i>						
NSW	28,521	31,897	34,583	36,003	42,411	48,056
Vic	60,069	64,515	67,986	69,540	77,053	75,280
Qld	16,432	18,190	19,202	20,998	22,544	23,107
WA	19,499	19,191	17,304	15,759	15,349	15,573
SA	15,447	15,958	17,041	19,386	20,151	20,784
Tas	3,658	3,902	3,839	4,175	4,555	5,977
ACT	3,087	2,606	3,477	3,682	3,927	4,054
NT	1,350	1,021	1,120	1,916	1,639	1,108
<i>Australian Government services</i>	64,835	73,157	80,008	89,935	109,003	118,801
<b>Total</b>	<b>200,493</b>	<b>217,143</b>	<b>232,253</b>	<b>246,281</b>	<b>279,301</b>	<b>295,024</b>
<b>Number of service type outlets accessed</b>						
<i>State and territory services</i>						
NSW	42,539	50,319	65,600	73,897	83,968	98,217
Vic	94,121	103,175	106,827	109,924	124,197	120,033
Qld	29,165	33,515	36,816	44,326	47,362	51,334
WA	38,336	36,874	31,404	30,980	32,988	34,193
SA	26,020	27,463	30,116	37,361	36,200	39,106
Tas	5,498	5,825	5,708	6,087	6,601	8,364
ACT	3,651	3,351	4,331	4,943	5,540	5,444
NT	1,804	1,286	1,573	2,584	2,165	1,294
<i>Australian Government services</i>	67,566	76,736	82,767	95,592	110,552	122,133
<b>Total</b>	<b>308,700</b>	<b>338,544</b>	<b>365,142</b>	<b>405,694</b>	<b>449,573</b>	<b>480,118</b>
<b>Average service type outlets accessed per user</b>						
<i>State and territory services</i>						
NSW	1.49	1.58	1.90	2.05	1.98	2.04
Vic	1.57	1.60	1.57	1.58	1.61	1.59
Qld	1.77	1.84	1.92	2.11	2.10	2.22
WA	1.97	1.92	1.81	1.97	2.15	2.20
SA	1.68	1.72	1.77	1.93	1.80	1.88
Tas	1.50	1.49	1.49	1.46	1.45	1.40
ACT	1.18	1.29	1.25	1.34	1.41	1.34
NT	1.34	1.26	1.40	1.35	1.32	1.17
<i>Australian Government services</i>	1.04	1.05	1.03	1.06	1.01	1.03
<b>Total</b>	<b>1.54</b>	<b>1.56</b>	<b>1.57</b>	<b>1.65</b>	<b>1.61</b>	<b>1.63</b>

Note: Linkage processes (to get unique service user counts) from 2007–08 have changed from previous years. For further information see Chapter 1 in *Disability support services 2008–09* (AIHW 2011).

**Table A2.8: Users of disability support services, agency sector, state/territory, by service group, 2009–10**

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	Per cent
<b>Accommodation support</b>										
Government	2,885	3,468	769	927	822	112	168	—	9,151	23.0
Non-government	6,457	10,834	5,653	2,212	4,282	1,179	279	98	30,976	77.7
<b>Total</b>	<b>9,297</b>	<b>14,257</b>	<b>6,394</b>	<b>3,076</b>	<b>5,074</b>	<b>1,246</b>	<b>433</b>	<b>98</b>	<b>39,854</b>	<b>100.0</b>
<b>Community support</b>										
Government	17,706	19,414	11,783	9,370	12,709	1,374	3,264	660	76,055	59.5
Non-government	18,150	28,926	4,394	5,907	4,538	3,129	372	156	65,499	51.2
<b>Total</b>	<b>32,112</b>	<b>44,491</b>	<b>14,713</b>	<b>12,561</b>	<b>15,817</b>	<b>4,350</b>	<b>3,509</b>	<b>814</b>	<b>127,909</b>	<b>100.0</b>
<b>Community access</b>										
Government	1,553	2,340	508	211	675	175	6	—	5,467	9.3
Non-government	13,160	21,040	8,463	3,909	5,776	1,413	488	223	54,430	92.8
<b>Total</b>	<b>14,467</b>	<b>22,709</b>	<b>8,833</b>	<b>4,073</b>	<b>6,358</b>	<b>1,527</b>	<b>492</b>	<b>223</b>	<b>58,632</b>	<b>100.0</b>
<b>Respite</b>										
Government	3,183	2,646	632	375	60	192	219	—	7,299	20.3
Non-government	7,046	14,201	4,928	2,973	1,714	187	184	61	31,257	86.9
<b>Total</b>	<b>9,072</b>	<b>15,922</b>	<b>5,298</b>	<b>3,189</b>	<b>1,763</b>	<b>364</b>	<b>372</b>	<b>61</b>	<b>35,978</b>	<b>100.0</b>
<b>Total state/territory service users</b>										
Government	20,481	24,220	12,046	9,713	13,050	1,496	3,424	660	84,807	43.9
Non-government	37,420	60,949	16,907	11,050	11,931	5,262	1,012	507	144,772	74.9
<b>Total</b>	<b>48,056</b>	<b>75,280</b>	<b>23,107</b>	<b>15,573</b>	<b>20,784</b>	<b>5,977</b>	<b>4,054</b>	<b>1,108</b>	<b>193,218</b>	<b>100.0</b>

**Table A2.9: Users of employment services, agency sector, by state and territory, 2009–10**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia	Per cent
Government	—	—	151	—	—	—	—	—	151	0.1
Non-government	39,518	30,675	23,214	9,730	10,823	2,865	1,435	633	118,654	99.9
<b>Total</b>	<b>39,518</b>	<b>30,675</b>	<b>23,361</b>	<b>9,730</b>	<b>10,823</b>	<b>2,865</b>	<b>1,435</b>	<b>633</b>	<b>118,801</b>	<b>100.0</b>

**Table A2.10: Disability support services, characteristics of services accessed, 2009–10**

<b>Service use item</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>Aus Gov</b>	<b>Total</b>
<b>Start date</b>										
Before 1980	135	400	—	3	10	39	—	—	—	587
1980–1989	228	1,207	n.p.	5	70	170	19	n.p.	—	1,702
1990–1999	361	7,122	118	2,429	687	1,025	182	23	—	11,947
2000	816	1,494	19	561	133	231	218	6	—	3,478
2001	574	1,751	50	708	192	167	111	n.p.	n.p.	3,570
2002	1,215	5,053	423	692	251	513	160	32	—	8,339
2003	1,917	5,062	1,355	727	399	214	148	13	34	9,869
2004	1,156	5,406	793	714	527	274	260	8	182	9,320
2005	1,139	5,933	881	698	1,239	377	253	13	12,489	23,022
2006	1,382	7,113	1,403	759	700	489	288	36	8,772	20,942
2007	3,009	8,638	3,162	920	7,841	480	464	12	8,943	33,469
2008	6,998	15,258	5,037	3,285	6,911	805	763	560	23,725	63,342
2009	54,736	34,102	26,854	16,909	13,656	1,845	1,826	341	41,677	191,946
2010 (January–June)	21,928	20,612	9,796	3,463	3,666	1,402	655	108	26,310	87,940
<b>Date of last service</b>										
July 2009	2,592	4,194	1,456	465	1,107	212	121	42	2,983	13,172
August 2009	1,974	3,247	1,494	384	999	209	89	43	2,649	11,088
September 2009	4,145	4,748	2,452	379	821	316	145	21	2,850	15,877
October 2009	2,479	3,799	1,550	475	913	262	98	34	2,813	12,423
November 2009	2,744	3,312	1,470	525	1,038	225	115	44	2,772	12,245
December 2009	5,773	6,201	2,183	802	972	349	129	26	2,519	18,954
January 2010	2,454	3,483	1,516	2,439	800	214	159	16	3,146	14,227
February 2010	2,776	4,394	1,837	785	902	339	154	64	9,670	20,921
March 2010	5,921	8,761	3,562	1,153	1,111	665	301	68	5,611	27,153
April 2010	4,710	5,097	2,389	1,393	1,267	409	260	127	4,067	19,719
May 2010	6,878	6,952	3,340	2,658	2,171	703	546	168	5,049	28,465
June 2010	53,148	64,963	26,644	20,415	24,185	4,128	3,231	516	78,004	275,234

*(continued)*

**Table A2.10 (continued): Disability support services, characteristics of services accessed, 2009–10**

Service use item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Exit date</b>										
July 2009	909	1,375	188	159	317	64	42	42	2,983	6,079
August 2009	789	949	154	147	348	76	41	43	2,649	5,196
September 2009	1,052	1,562	193	171	288	87	59	21	2,850	6,283
October 2009	822	1,557	220	137	286	92	42	34	2,813	6,003
November 2009	956	985	222	205	247	83	34	44	2,772	5,548
December 2009	1,454	2,246	316	350	336	112	51	26	2,519	7,410
January 2010	803	1,093	223	399	215	66	43	14	3,146	6,002
February 2010	932	1,017	259	293	218	95	51	63	9,670	12,598
March 2010	1,279	2,076	345	242	266	150	87	68	5,611	10,124
April 2010	959	1,099	278	252	236	160	65	81	4,067	7,197
May 2010	1,138	1,058	218	273	292	128	68	103	5,049	8,327
June 2010	3,352	3,205	640	348	354	246	187	236	5,132	13,700
No exit date recorded (did not exit service)	81,149	100,929	46,637	28,897	32,883	6,672	4,578	394	72,872	375,011
<b>Main reason for cessation of services</b>										
No longer needs assistance—moved to mainstream services	623	4,598	287	43	127	467	93	13	7,240	13,491
No longer needs assistance—other reason	890	4,770	1,345	1,250	989	656	335	747	4,700	15,682
Moved to residential, institutional or supported accommodation setting	308	171	174	198	109	8	9	n.p.	n.p.	978
Needs have increased— other service type required	119	204	158	50	198	30	n.p.	n.p.	403	1,172
Services terminated due to budget/staffing constraints	13	70	32	n.p.	n.p.	n.p.	n.p.	n.p.	1,632	1,776
Services terminated due to occupational health and safety reasons	8	28	23	n.p.	n.p.	n.p.	—	—	—	68
Service user moved out of area	255	571	275	233	549	15	57	6	1,053	3,014
Service user died	222	272	213	170	550	43	n.p.	n.p.	239	1,715
Service user terminated service	128	1,092	165	275	95	29	41	—	7,007	8,832
Other reason	10,329	4,343	558	697	699	102	n.p.	n.p.	26,986	43,796
Not stated	1,550	2,103	26	54	65	—	145	n.p.	n.p.	3,943

(continued)

**Table A2.10 (continued): Disability support services, characteristics of services accessed, 2009–10**

<b>Number of hours</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>Aus Gov</b>	<b>Total</b>
<1	—	1,208	73	1,375	42	8	99	8	..	2,813
1–11	3,898	5,352	9,363	3,574	4,871	1,154	776	99	..	29,087
12–23	2,547	1,162	2,503	1,118	614	443	284	14	..	8,685
24–47	4,044	1,635	1,741	613	802	539	n.p.	n.p.	..	9,460
48–71	437	100	483	282	82	28	n.p.	n.p.	..	1,432
72–103	536	45	310	106	55	37	11	—	..	1,100
104–135	274	30	169	80	18	n.p.	5	n.p.	..	580
136–167	46	22	256	86	26	—	9	3	..	448
168	63	31	396	74	166	14	15	7	..	766
Not stated	—	74,581	—	10,353	5,719	1,702	624	291	..	93,270

*Notes*

1. Service use data were not collected for all NDA service types (see Appendix 4 for details).
2. Service users accessing recreation/holiday programs (service type 3.02) were not required to report on any service use data items, and so are excluded from this table.
3. 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.



**Table A2.11: Service users per 1,000 potential population, service group, by state/territory, 2009–10**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>Accommodation support</b>									
Number of service users	9,297	14,257	6,394	3,076	5,074	1,246	433	98	39,854
Potential population <sup>(a)</sup>	220,753	163,787	141,849	71,643	50,203	16,464	10,879	10,077	685,762
<i>Service users per 1,000 potential population</i>	<i>42.1</i>	<i>87.0</i>	<i>45.1</i>	<i>42.9</i>	<i>101.1</i>	<i>75.7</i>	<i>39.8</i>	<i>9.7</i>	<i>58.1</i>
<b>Community support</b>									
Number of service users	32,112	44,491	14,713	12,561	15,817	4,350	3,509	814	127,909
Potential population <sup>(a)</sup>	220,753	163,787	141,849	71,643	50,203	16,464	10,879	10,077	685,762
<i>Service users per 1,000 potential population</i>	<i>145.5</i>	<i>271.6</i>	<i>103.7</i>	<i>175.3</i>	<i>315.1</i>	<i>264.2</i>	<i>322.5</i>	<i>80.8</i>	<i>186.5</i>
<b>Community access</b>									
Number of service users	14,467	22,709	8,833	4,073	6,358	1,527	492	223	58,632
Potential population <sup>(a)</sup>	220,753	163,787	141,849	71,643	50,203	16,464	10,879	10,077	685,762
<i>Service users per 1,000 potential population</i>	<i>65.5</i>	<i>138.6</i>	<i>62.3</i>	<i>56.9</i>	<i>126.6</i>	<i>92.7</i>	<i>45.2</i>	<i>22.1</i>	<i>85.5</i>
<b>Respite</b>									
Number of service users	9,072	15,922	5,298	3,189	1,763	364	372	61	35,978
Potential population <sup>(a)</sup>	120,430	89,328	77,566	39,159	27,332	8,979	5,935	5,549	374,318
<i>Service users per 1,000 potential population</i>	<i>75.3</i>	<i>178.2</i>	<i>68.3</i>	<i>81.4</i>	<i>64.5</i>	<i>40.5</i>	<i>62.7</i>	<i>11.0</i>	<i>96.1</i>
<b>Employment</b>									
Number of service users	39,518	30,675	23,361	9,730	10,823	2,865	1,435	633	118,801
Potential population <sup>(a)</sup>	126,355	97,147	83,440	42,834	29,624	9,228	6,906	5,529	401,301
<i>Service users per 1,000 potential population</i>	<i>312.8</i>	<i>315.8</i>	<i>280.0</i>	<i>227.2</i>	<i>365.3</i>	<i>310.5</i>	<i>207.8</i>	<i>114.5</i>	<i>296.0</i>

(a) This method differs slightly to that used to calculate the potential population for reporting against the National Disability Agreement performance indicators. The methods used to calculate potential population are under review, and may differ in future reports.

*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 accessed services in more than one state or territory during the 12-month period.
3. For details about the calculation of potential population, see Appendix A1.7.

**Table A2.12: Disability support services, characteristics of service users, 2009–10**

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Age group (years)</b>										
0–4	6,724	7,351	1,547	1,003	1,039	1,570	1,022	81	—	20,243
5–14	12,170	9,994	4,121	4,871	3,393	1,155	1,694	186	11	37,433
15–24	8,639	10,622	4,638	3,323	2,950	708	376	162	25,514	52,015
25–44	9,947	20,154	6,752	3,325	4,491	1,096	625	280	50,330	89,005
45–59	7,099	13,722	4,496	2,154	4,246	1,025	282	157	35,621	64,791
60–64	1,447	3,127	848	443	1,314	220	30	41	6,446	13,531
65–74	1,197	3,317	544	357	1,239	160	22	92	857	7,644
75–84	545	3,272	122	85	966	n.p.	n.p.	76	22	5,122
85+	288	3,721	39	12	1,146	n.p.	n.p.	33	—	5,240
Not stated	—	—	—	—	—	—	—	—	—	—
Median age	20.0	34.0	28.0	19.0	39.0	18.0	8.0	34.0	38.0	33.0
<b>Sex</b>										
Male	29,647	42,107	13,522	9,560	11,600	3,531	2,665	558	72,515	174,912
Female	18,398	33,001	9,549	6,013	9,184	2,446	1,389	550	46,286	119,893
Not stated	11	172	36	—	—	—	—	—	—	219
<b>Indigenous status</b>										
Aboriginal	2,710	1,875	1,205	1,503	771	127	115	613	4,543	12,691
Torres Strait Islander	57	100	189	20	17	7	n.p.	n.p.	221	576
Indigenous	239	354	181	111	53	18	n.p.	n.p.	119	984
Not Indigenous	42,898	61,333	20,514	13,745	19,313	5,594	3,771	370	113,578	264,331
Not stated	2,139	11,266	747	94	94	85	107	58	340	14,922
Not collected (recreation/holiday programs)	13	352	271	100	536	146	40	62	—	1,520
<b>Country of birth</b>										
Australia	42,665	56,439	20,647	14,271	17,961	5,693	3,665	949	96,712	242,702
English Proficiency Group 1	788	2,552	884	520	1,091	68	59	25	6,591	11,940
English Proficiency Group 2	821	2,185	342	237	425	36	81	12	4,682	8,476
English Proficiency Group 3	1,085	2,354	216	194	625	33	55	11	7,518	11,738
English Proficiency Group 4	199	682	36	29	86	n.p.	9	n.p.	3,063	4,033
Not stated or not specified	1,770	10,714	677	197	60	n.p.	145	n.p.	235	13,837
Not collected (recreation/holiday programs)	728	354	305	125	536	145	40	65	—	2,298

*(continued)*

**Table A2.12 (continued): Disability support services, characteristics of service users, 2009–10**

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Need for interpreter services</b>										
For spoken language other than English	969	1,200	530	613	403	61	58	199	5,710	9,372
For non-spoken communication	2,612	689	1,782	608	768	290	116	55	1,207	7,526
Does not need an interpreter	40,804	53,103	19,875	14,337	18,997	5,472	3,709	783	106,836	247,339
Not stated	2,920	19,926	615	15	80	8	131	9	5,048	28,585
Not collected (recreation/holiday programs)	751	362	305	—	536	146	40	62	—	2,202
<b>Method of communication</b>										
Spoken language (effective)	20,729	33,025	14,515	11,642	14,549	3,202	1,867	686	114,680	200,251
Sign language (effective)	655	4,044	440	233	265	82	18	20	1,159	6,446
Other effective non-spoken communication	824	1,380	722	560	308	99	41	35	280	3,979
Little, or no, effective communication	12,039	8,604	4,952	1,752	3,683	856	569	224	2,629	33,085
Child aged under 5 years (not applicable)	6,724	7,351	1,547	1,003	1,039	1,570	1,022	81	—	20,243
Not stated	6,312	20,518	632	288	415	26	497	—	53	28,726
Not collected (recreation/holiday programs)	773	358	299	95	525	142	40	62	—	2,294
<b>Living arrangements</b>										
Lives alone	2,629	9,080	2,743	1,234	3,595	558	188	109	37,401	54,697
Lives with family	31,780	39,021	14,361	11,849	12,323	4,024	3,217	698	34,005	142,011
Lives with others	9,885	14,940	5,285	2,219	4,002	1,249	496	210	46,794	79,487
Not stated	3,024	11,881	413	160	328	—	113	29	601	16,533
Not collected (recreation/holiday programs)	738	358	305	111	536	146	40	62	—	2,296
<b>Residential setting</b>										
Private residence	33,973	44,799	17,422	13,153	15,797	4,665	3,484	466	108,562	228,980
Residence within an Aboriginal community	354	186	172	307	137	n.p.	n.p.	340	41	1,445
Domestic-scale supported living facility	4,093	6,293	1,263	1,118	1,126	549	301	78	2,780	15,383
Supported accommodation facility	3,202	2,446	1,763	342	1,359	494	62	60	1,676	10,063
Boarding house/private hotel	1,007	563	144	21	31	8	n.p.	n.p.	5,004	6,545
Independent unit within a retirement village	28	244	62	34	245	n.p.	n.p.	n.p.	64	661
Residential aged care facility	301	412	109	75	748	47	9	9	129	1,799
Psychiatric/mental health community care facility	44	930	194	17	34	16	—	—	253	1,297

(continued)

**Table A2.12 (continued): Disability support services, characteristics of service users, 2009–10**

<b>Service user characteristic</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>Aus Gov</b>	<b>Total</b>
Hospital	86	80	209	70	54	7	5	33	25	547
Short-term crisis, emergency, transitional accommodation	116	1,538	187	25	77	9	n.p.	n.p.	165	1,964
Public place/temporary shelter	23	129	53	10	26	n.p.	n.p.	8	35	260
Other	728	863	805	68	190	22	6	28	67	2,775
Not stated	3,365	16,435	417	214	424	n.p.	132	n.p.	—	20,996
Not collected (recreation/holiday programs)	736	362	307	119	536	147	40	62	—	2,309
<b>Primary disability group</b>										
Intellectual	22,102	17,914	9,196	8,394	7,673	1,776	998	238	26,730	83,791
Specific learning/ADD	863	500	151	119	9	335	164	19	8,703	10,607
Autism	4,390	3,622	2,856	2,435	1,575	339	435	38	4,308	18,975
Physical	4,153	4,576	3,816	2,022	2,641	1,153	468	377	30,594	48,516
Acquired brain injury	1,305	3,133	1,052	539	2,218	403	59	60	3,136	11,301
Neurological	1,794	3,671	1,643	722	1,715	448	129	87	3,037	12,800
Deaf/blind	122	368	45	29	32	5	n.p.	n.p.	122	679
Vision	480	8,946	307	294	2,838	26	14	45	2,621	15,052
Hearing	502	2,428	173	122	345	93	15	21	2,947	6,446
Speech	1,176	457	76	57	65	423	711	27	349	3,312
Psychiatric	1,042	14,178	2,301	47	359	169	n.p.	n.p.	36,235	52,333
Developmental delay	2,973	2,648	837	455	631	661	854	13	—	9,027
Not stated	6,333	12,487	400	288	147	—	145	111	—	19,924
Not collected (recreation/holiday programs)	821	352	254	50	536	146	40	62	—	2,261
<b>Other significant disability groups</b>										
Intellectual	2,867	5,991	3,214	904	990	370	294	63	5,111	17,842
Specific learning/ADD	1,903	3,653	1,604	1,450	724	167	211	21	11,281	18,047
Autism	2,900	4,378	1,507	934	1,306	226	205	14	1,870	12,039
Physical	6,197	8,262	4,384	2,179	3,612	915	469	113	20,288	42,919
Acquired brain injury	687	3,328	1,130	328	421	71	82	20	1,993	7,342
Neurological	5,019	7,272	3,514	1,838	2,251	440	395	76	5,311	23,410
Deaf/blind	928	1,358	114	79	73	n.p.	35	n.p.	444	2,850
Vision	2,932	4,137	2,025	1,090	1,193	239	228	39	3,610	13,980
Hearing	879	2,015	1,262	670	1,556	133	147	35	3,031	8,691
Speech	6,719	8,253	5,077	2,151	2,274	680	897	116	3,749	27,556
Psychiatric	2,987	4,596	1,730	1,178	1,731	359	250	24	17,683	27,712
Developmental delay	1,294	187	414	216	161	n.p.	105	n.p.	—	2,379

*(continued)*

**Table A2.12 (continued): Disability support services, characteristics of service users, 2009–10**

Service user characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
<b>Income source</b>										
Carer Allowance (child) <sup>(a)</sup>										
Yes	4,397	4,366	3,551	4,330	3,690	390	241	36	77	20,905
No	2,566	674	684	403	611	1,979	779	43	208	7,904
Not known	5,730	170	1,231	1,149	240	370	965	185	n.p.	9,992
Not stated	6,817	12,905	408	346	43	n.p.	732	n.p.	—	21,226
Not collected (recreation/holiday programs)	259	71	239	115	161	69	36	28	—	978
<i>Main income source: adult 16+ years</i>										
Disability Support Pension	20,081	26,960	13,602	7,264	10,809	2,628	1,018	371	59,427	126,767
Other pension/benefit	609	3,872	983	303	742	111	32	201	36,749	42,985
Paid employment	468	1,638	366	419	535	98	63	14	15,813	18,353
Compensation payments	109	161	41	21	149	27	n.p.	6	5	515
Other income	111	612	182	71	333	38	8	11	2,216	3,465
No income	467	760	374	432	146	52	12	111	3,799	5,982
Not known	1,715	42	608	401	2,880	133	80	100	506	6,423
Not stated	4,200	22,745	722	206	62	n.p.	81	—	—	28,004
Not collected (recreation/holiday programs)	527	304	116	113	383	77	n.p.	n.p.	—	1,525
<b>Labour force status (ages 15+)</b>										
Employed	5,160	6,580	2,295	3,265	3,205	562	371	103	54,339	63,076
Unemployed	4,470	7,165	2,851	1,621	1,367	326	218	83	64,451	78,222
Not in the labour force	14,001	24,344	11,259	4,417	11,243	2,271	589	613	—	68,425
Not stated	4,928	19,534	893	250	153	5	153	n.p.	—	25,903
Not collected (recreation/holiday programs)	603	312	141	146	384	88	7	41	—	1,722

(a) Service user is under 16 years 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. Row totals may not be the sum of components because service users may have accessed services in more than one state/territory.
3. Service user data were not collected for all NDA service types (see Appendix 4 for details).
4. Not collected (recreation/holiday program service users) is a count of service users who accessed 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 years age group.
6. Service types 6.01–6.05 and 7.01–7.04 did not collect service user data, and so are excluded from this table.
7. 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 A2.13: Users of disability support services, service type, by state/territory, 2009–10**

<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 facilities/institutions	1,436	176	335	203	621	118	—	—	2,889
Small residential facilities/institutions	216	56	522	122	27	19	—	—	962
Hostels	48	126	—	44	34	81	—	—	333
Group homes	4,437	4,720	1,020	1,468	1,040	485	231	40	13,435
Attendant care/personal care	776	—	485	159	963	140	8	5	2,536
In-home accommodation support	2,005	8,981	4,207	1,137	2,676	375	168	44	19,585
Alternative family placement	131	—	35	21	77	—	—	11	275
Other accommodation	497	489	234	121	n.p.	108	81	—	1,532
<i>Total accommodation support</i>	<i>9,297</i>	<i>14,257</i>	<i>6,394</i>	<i>3,076</i>	<i>5,074</i>	<i>1,246</i>	<i>433</i>	<i>98</i>	<i>39,854</i>
<i>Percentage of column total</i>	<i>11.1</i>	<i>14.0</i>	<i>14.5</i>	<i>13.5</i>	<i>17.5</i>	<i>14.8</i>	<i>8.3</i>	<i>5.9</i>	<i>13.5</i>
<b>Community support</b>									
Therapy support for individuals	5,333	13,646	2,518	5,084	3,497	168	1,494	483	32,196
Early childhood intervention	7,564	10,161	2,440	1,475	1,112	—	1,411	52	24,149
Behaviour/specialist intervention	1,551	1,749	1,611	1,468	636	—	132	89	7,235
Counselling (individual/family/group)	—	—	719	118	1,808	—	n.p.	33	2,682
Resource teams/regional teams	16,664	—	83	247	2,045	2,893	—	—	21,926
Case management, local coordination and development	6,103	26,064	11,335	8,870	10,755	1,552	686	199	65,413
Other community support	1,272	365	321	1,990	1,178	207	49	35	5,417
<i>Total community support</i>	<i>32,112</i>	<i>44,491</i>	<i>14,713</i>	<i>12,561</i>	<i>15,817</i>	<i>4,350</i>	<i>3,509</i>	<i>814</i>	<i>127,909</i>
<i>Percentage of column total</i>	<i>38.5</i>	<i>43.8</i>	<i>33.4</i>	<i>55.3</i>	<i>54.5</i>	<i>51.5</i>	<i>67.2</i>	<i>48.8</i>	<i>43.4</i>
<b>Community access</b>									
Learning and life skills development	11,804	14,824	7,546	2,227	4,386	371	385	97	41,610
Recreation/holiday programs	2,547	878	1,390	2,200	2,571	330	96	125	10,136
Other community access, day	743	7,467	220	42	455	962	33	n.p.	9,922
<i>Total community access</i>	<i>14,467</i>	<i>22,709</i>	<i>8,833</i>	<i>4,073</i>	<i>6,358</i>	<i>1,527</i>	<i>492</i>	<i>223</i>	<i>58,632</i>
<i>Percentage of column total</i>	<i>17.3</i>	<i>22.3</i>	<i>20.1</i>	<i>17.9</i>	<i>21.9</i>	<i>18.1</i>	<i>9.4</i>	<i>13.4</i>	<i>19.9</i>
<b>Respite</b>									
Own home respite	12	1,296	756	847	349	73	14	—	3,347
Centre-based respite/respite homes	3,796	5,378	2,829	901	815	246	247	19	14,212
Host family/peer support respite	287	762	98	—	237	7	—	13	1,404
Flexible/combination respite	6,467	9,516	2,711	1,829	435	60	146	31	21,175
Other respite	11	1,175	281	330	306	—	—	—	2,103
<i>Total respite</i>	<i>9,072</i>	<i>15,922</i>	<i>5,298</i>	<i>3,189</i>	<i>1,763</i>	<i>364</i>	<i>372</i>	<i>61</i>	<i>35,978</i>
<i>Percentage of column total</i>	<i>10.9</i>	<i>15.7</i>	<i>12.0</i>	<i>14.0</i>	<i>6.1</i>	<i>4.3</i>	<i>7.1</i>	<i>3.7</i>	<i>12.2</i>

(continued)

**Table A2.13 (continued): Users of disability support services, service type, by state/territory, 2009–10**

<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>Employment</b>									
Open employment services	31,715	26,014	21,216	7,507	7,992	2,306	1,160	531	98,257
Supported employment services	8,171	4,953	2,250	2,337	2,951	591	294	108	21,636
<i>Total employment</i>	39,518	30,675	23,361	9,730	10,823	2,865	1,435	633	118,801
<i>Percentage of column total</i>	47.4	30.2	53.0	42.8	37.3	33.9	27.5	37.9	40.3
<b>Total</b>	<b>83,401</b>	<b>101,656</b>	<b>44,047</b>	<b>22,718</b>	<b>29,011</b>	<b>8,442</b>	<b>5,220</b>	<b>1,669</b>	<b>295,024</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Totals for Australia may not be the sum of service components because individuals may have accessed 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 accessed 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 accessed more than one service group over the 12-month period.

**Table A2.14: Characteristics of users of disability support services, by Indigenous status, 2009–10**

Service user characteristic	Indigenous		Non-Indigenous		Not stated/ not collected		Total	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
<b>Age group (years)</b>								
0–4	1,065	7.5	18,290	6.9	888	5.4	20,243	6.9
5–14	2,471	17.3	32,281	12.2	2,681	16.3	37,433	12.7
15–24	3,526	24.7	45,718	17.3	2,771	16.9	52,015	17.6
25–44	4,191	29.4	80,771	30.6	4,043	24.6	89,005	30.2
45–54	1,691	11.9	43,361	16.4	1,768	10.8	46,820	15.9
55–64	929	6.5	29,173	11.0	1,400	8.5	31,502	10.7
65+	378	2.7	14,737	5.6	2,891	17.6	18,006	6.1
<i>Median age</i>	<i>25.0</i>	<i>—</i>	<i>34.0</i>	<i>—</i>	<i>34.0</i>	<i>—</i>	<i>33.0</i>	
<b>Total</b>	<b>14,251</b>	<b>100.0</b>	<b>264,331</b>	<b>100.0</b>	<b>16,442</b>	<b>100.0</b>	<b>295,024</b>	<b>100.0</b>
<b>Sex</b>								
Male	8,638	60.6	157,466	59.6	8,808	53.6	174,912	59.3
Female	5,610	39.4	106,776	40.4	7,507	45.7	119,893	40.6
Not stated	n.p.	—	89	—	127	0.8	219	0.1
<b>Total</b>	<b>14,251</b>	<b>100.0</b>	<b>264,331</b>	<b>100.0</b>	<b>16,442</b>	<b>100.0</b>	<b>295,024</b>	<b>100.0</b>
<b>Living arrangements</b>								
Lives alone	2,229	15.6	51,375	19.4	1,093	6.6	54,697	18.5
Lives with family	7,899	55.4	129,824	49.1	4,288	26.1	142,011	48.1
Lives with others	3,781	26.5	74,413	28.2	1,293	7.9	79,487	26.9
Not stated/not collected	342	2.4	8,719	3.3	9,768	59.4	18,829	6.4
<b>Total</b>	<b>14,251</b>	<b>100.0</b>	<b>264,331</b>	<b>100.0</b>	<b>16,442</b>	<b>100.0</b>	<b>295,024</b>	<b>100.0</b>
<b>Residential setting</b>								
Private residence	10,898	76.5	213,844	80.9	4,238	25.8	228,980	77.6
Aboriginal community	934	6.6	460	0.2	51	0.3	1,445	0.5
Domestic-scale supported living facility	689	4.8	14,386	5.4	308	1.9	15,383	5.2
Supported accommodation facility	390	2.7	9,502	3.6	171	1.0	10,063	3.4
Short-term crisis, emergency, transitional accommodation	857	6.0	13,874	5.2	570	3.5	15,301	5.2
Other	44	0.3	444	0.2	59	0.4	547	0.2
Not stated/not collected	439	3.1	11,821	4.5	11,045	67.2	23,305	7.9
<b>Total</b>	<b>14,251</b>	<b>100.0</b>	<b>264,331</b>	<b>100.0</b>	<b>16,442</b>	<b>100.0</b>	<b>295,024</b>	<b>100.0</b>

(continued)



**Table A2.14 (continued): Characteristics of Indigenous and non-Indigenous service users of disability support services, 2009–10**

Service user characteristic	Indigenous		Non-Indigenous		Not stated/ not collected		Total	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
<b>Remoteness area</b>								
Major cities	5,550	38.9	170,084	64.3	9,797	59.6	185,430	62.9
Inner regional	3,828	26.9	62,987	23.8	3,352	20.4	70,167	23.8
Outer regional	2,743	19.2	23,279	8.8	957	5.8	26,978	9.1
Remote	877	6.2	2,198	0.8	54	0.3	3,129	1.1
Very remote	989	6.9	534	0.2	11	0.1	1,533	0.5
Not stated/not collected	264	1.9	5,249	2.0	2,271	13.8	7,787	2.6
<b>Total</b>	<b>14,251</b>	<b>100.0</b>	<b>264,331</b>	<b>100.0</b>	<b>16,442</b>	<b>100.0</b>	<b>295,024</b>	<b>100.0</b>
<b>Use of services by service group</b>								
Accommodation support	1,937	13.6	36,203	13.7	1,714	10.4	39,854	13.5
Community support	7,705	54.1	112,564	42.6	7,640	46.5	127,909	43.4
Community access	2,169	15.2	50,583	19.1	5,880	35.8	58,632	19.9
Respite	2,163	15.2	31,569	11.9	2,246	13.7	35,978	12.2
Employment	4,883	34.3	113,578	43.0	340	2.1	118,801	40.3
<b>Total</b>	<b>14,251</b>	<b>100.0</b>	<b>264,331</b>	<b>100.0</b>	<b>16,442</b>	<b>100.0</b>	<b>295,024</b>	<b>100.0</b>
<b>Primary disability group</b>								
Intellectual	4,809	33.7	77,515	29.3	1,467	8.9	83,791	28.4
Specific learning/ADD	667	4.7	9,818	3.7	122	0.7	10,607	3.6
Autism	673	4.7	17,920	6.8	382	2.3	18,975	6.4
Physical	2,513	17.6	45,244	17.1	759	4.6	48,516	16.4
Acquired brain injury	772	5.4	10,172	3.8	357	2.2	11,301	3.8
Neurological	491	3.4	11,845	4.5	464	2.8	12,800	4.3
Deaf/blind	36	0.3	625	0.2	18	0.1	679	0.2
Vision	256	1.8	12,119	4.6	2,677	16.3	15,052	5.1
Hearing	246	1.7	5,498	2.1	702	4.3	6,446	2.2
Speech	211	1.5	2,968	1.1	133	0.8	3,312	1.1
Psychiatric	2,258	15.8	47,376	17.9	2,699	16.4	52,333	17.7
Developmental delay	539	3.8	8,190	3.1	298	1.8	9,027	3.1
Not stated/not collected	780	5.5	15,041	5.7	6,364	38.7	22,185	7.5
<b>Total</b>	<b>14,251</b>	<b>100.0</b>	<b>264,331</b>	<b>100.0</b>	<b>16,442</b>	<b>100.0</b>	<b>295,024</b>	<b>100.0</b>

(continued)

**Table A2.14 (continued): Characteristics of Indigenous and non-Indigenous service users of disability support services, 2009–10**

Service user characteristic	Indigenous		Non-Indigenous		Not stated/ not collected		Total	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
<b>Other significant disability groups</b>								
Intellectual	5,991	42.0	93,960	35.5	1,682	10.2	101,633	34.4
Specific learning/ADD	1,788	12.5	26,628	10.1	238	1.4	28,654	9.7
Autism	1,318	9.2	29,208	11.0	488	3.0	31,014	10.5
Physical	4,723	33.1	85,475	32.3	1,237	7.5	91,435	31.0
Acquired brain injury	1,286	9.0	16,827	6.4	530	3.2	18,643	6.3
Neurological	1,820	12.8	33,704	12.8	686	4.2	36,210	12.3
Deaf/blind	229	1.6	3,259	1.2	41	0.2	3,529	1.2
Vision	1,040	7.3	25,170	9.5	2,822	17.2	29,032	9.8
Hearing	729	5.1	13,645	5.2	763	4.6	15,137	5.1
Speech	1,938	13.6	28,287	10.7	643	3.9	30,868	10.5
Psychiatric	3,559	25.0	73,702	27.9	2,809	17.0	80,070	27.1
Developmental delay	701	4.9	10,369	3.9	336	2.0	11,406	3.9
Not stated/not collected	—	—	—	—	—	—	—	—
<i>Mean number of disability groups</i>	<i>1.86</i>	—	<i>1.77</i>	—	<i>1.22</i>	—	<i>1.75</i>	—
<b>Total</b>	<b>14,251</b>	<b>100.0</b>	<b>264,331</b>	<b>100.0</b>	<b>16,442</b>	<b>100.0</b>	<b>295,024</b>	<b>100.0</b>
<b>Main income source (ages 16+)</b>								
Disability Support Pension	6,301	60.1	119,043	56.4	1,423	11.3	126,767	54.2
Other pension/benefit	2,298	21.9	40,535	19.2	152	1.2	42,985	18.4
Paid employment	531	5.1	17,759	8.4	63	0.5	18,353	7.8
Compensation payments	34	0.3	474	0.2	7	0.1	515	0.2
Other income	78	0.7	3,370	1.6	17	0.1	3,465	1.5
No income	368	3.5	5,587	2.6	27	0.2	5,982	2.6
Not known/not stated/not collected	880	8.4	24,150	11.4	10,922	86.6	35,952	15.4
<b>Total</b>	<b>10,490</b>	<b>100.0</b>	<b>210,918</b>	<b>100.0</b>	<b>12,611</b>	<b>100.0</b>	<b>234,019</b>	<b>100.0</b>
<b>Labour force status (ages 15+)</b>								
Employed	2,114	19.7	60,437	28.3	525	4.1	63,076	26.6
Unemployed	4,021	37.5	73,856	34.6	345	2.7	78,222	33.0
Not in the labour force	3,949	36.9	63,372	29.6	1,104	8.6	68,425	28.8
Not stated	629	5.9	15,375	7.2	9,899	76.9	25,903	10.9
Not collected (recreation/holiday programs)	n.p.	—	720	0.3	1,000	7.8	1,722	0.7
<b>Total</b>	<b>10,715</b>	<b>100.0</b>	<b>213,760</b>	<b>100.0</b>	<b>12,873</b>	<b>100.0</b>	<b>237,348</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Row totals may not be the sum of components because service users may have accessed services in more than one state/territory.
3. Service user data were not collected for all NDA service types (see Appendix 4 for details).
4. Service types 6.01–6.05 and 7.01–7.04 did not collect service user data, and so are excluded from this table.

**Table A2.15: Users of disability support services per 1,000 potential population, Indigenous status, by and state/territory, 2009–10**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>Service users</b>									
Indigenous	4,672	2,659	2,775	1,974	1,063	307	163	783	14,251
Non-Indigenous	76,407	87,298	40,236	20,513	27,316	7,883	4,905	766	264,331
Not stated/not collected	2,322	11,699	1,036	231	632	252	152	120	16,442
<b>Total</b>	<b>83,401</b>	<b>101,656</b>	<b>44,047</b>	<b>22,718</b>	<b>29,011</b>	<b>8,442</b>	<b>5,220</b>	<b>1,669</b>	<b>295,024</b>
<b>Potential population (0–64 years)</b>									
Indigenous	12,054	2,758	7,997	4,400	1,754	1,218	317	3,068	33,566
Non-Indigenous	210,071	165,878	132,085	66,786	49,018	14,936	10,790	4,363	653,928
<b>Service users per 1,000 potential population (0–64 years)</b>									
Indigenous	387.6	964.1	347.0	448.6	606.0	252.1	514.2	255.2	424.6
Non-Indigenous	363.7	526.3	304.6	307.1	557.3	527.8	454.6	175.6	404.2

*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.
2. Totals for Australia may not be the sum of components because individuals may have accessed services in more than one state or territory during the 12-month period.
3. The Indigenous potential population is calculated by applying adjusted 10-year age–sex specific rates of severe/profound core activity limitation (from SDAC 2009 and the 2006 Census of Population and Housing) to the Indigenous population at 30 June 2009.
4. Indigenous population figures are based on ABS Series B projections of the Indigenous population by state/territory for June 2009 (ABS 2009).

**Table A2.16: Users of disability support services, primary disability group, by English Proficiency Group, 2009–10 (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	32.1	14.3	16.3	13.0	9.1	6.2	28.4
Specific learning/ADD	4.1	2.5	2.1	1.3	0.9	0.6	3.6
Autism	7.3	3.5	3.3	1.7	1.1	2.0	6.4
Physical	14.9	23.6	28.7	37.5	51.5	4.1	16.4
Acquired brain injury	3.9	5.7	4.1	3.7	3.6	2.1	3.8
Neurological	4.3	7.1	4.9	4.1	1.8	3.5	4.3
Deaf/blind	0.2	0.3	0.4	0.3	0.1	0.1	0.2
Vision	4.2	9.3	8.4	6.3	3.1	13.2	5.1
Hearing	1.9	3.3	3.7	2.6	2.2	4.0	2.2
Speech	1.3	0.4	0.4	0.2	0.2	0.6	1.1
Psychiatric	16.7	26.8	24.2	26.1	24.6	15.8	17.7
Developmental delay	3.6	0.5	0.6	0.4	0.1	0.6	3.1
Not stated/not collected	5.6	2.8	3.0	2.8	1.7	47.3	7.5
<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>242,702</b>	<b>11,940</b>	<b>8,476</b>	<b>11,738</b>	<b>4,033</b>	<b>16,135</b>	<b>295,024</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Service user data were not collected for all NDA service types (see Appendix 4).
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 (see Appendix 4) and other service users with no response. See Table A2.12 for a breakdown of these categories.

**Table A2.17: Users of disability support services aged 15–64 years, labour force status, 2004–05 to 2009–10**

	Employed		Unemployed		Not in the labour force		Subtotal <sup>(a)</sup>	Not stated	Total
	No.	Per cent <sup>(b)</sup>	No.	Per cent <sup>(b)</sup>	No.	Per cent <sup>(b)</sup>	No.	No.	No.
2004–05	49,427	34.3	32,322	22.5	47,457	33.0	129,206	14,687	143,893
2005–06	50,905	32.2	39,650	25.1	51,769	32.7	142,381	15,863	158,187
2006–07	57,250	33.5	40,622	23.8	51,803	30.4	149,675	20,933	170,680
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

(a) Subtotal excludes not stated/missing values. For further information see Chapter 1 in *Disability support services 2008–09* (AIHW 2011).

(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. 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.
3. Service user data were not collected for all NDA service types (see Appendix 4).
4. Only those aged 15 years 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.
5. See AIHW 2009b 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 4) and other service users with no response. See Table A2.12 for a breakdown of these categories.
5. Linkage processes (to get unique service user counts) from 2007–08 have changed from previous years. For further information see Chapter 1 in *Disability support services 2008–09* (AIHW 2011)

**Table A2.18: Users of disability support services aged 16 years and over, main income source, by primary disability group, 2009–10 (per cent)**

<b>Broad primary disability group</b>	<b>Disability Support Pension</b>	<b>Other pension or benefit</b>	<b>Paid employment</b>	<b>Compensation payments</b>	<b>Other income</b>	<b>Nil income</b>	<b>Subtotal<sup>(a)</sup></b>	<b>Not stated/not collected</b>	<b>Total</b>
<b>Number</b>									
Intellectual/learning	65,073	6,680	5,886	57	398	1,863	79,957	6,528	86,485
Physical/diverse	30,949	17,084	5,696	376	1,778	2,254	58,137	5,756	63,893
Sensory/speech	4,029	2,574	2,005	7	338	325	9,278	11,051	20,329
Psychiatric	25,252	16,424	4,718	63	928	1,462	48,847	3,287	52,134
Not stated/not collected	1,464	223	48	12	23	78	1,848	9,330	11,178
<b>Total</b>	<b>126,767</b>	<b>42,985</b>	<b>18,353</b>	<b>515</b>	<b>3,465</b>	<b>5,982</b>	<b>198,067</b>	<b>35,952</b>	<b>234,019</b>
<b>Per cent<sup>(b)</sup></b>									
Intellectual/learning	75.2	7.7	6.8	0.1	0.5	2.2	92.5	7.5	100.0
Physical/diverse	48.4	26.7	8.9	0.6	2.8	3.5	91.0	9.0	100.0
Sensory/speech	19.8	12.7	9.9	0.0	1.7	1.6	45.6	54.4	100.0
Psychiatric	48.4	31.5	9.0	0.1	1.8	2.8	93.7	6.3	100.0
Not stated/not collected	13.1	2.0	0.4	0.1	0.2	0.7	16.5	83.5	100.0
<b>Total</b>	<b>54.2</b>	<b>18.4</b>	<b>7.8</b>	<b>0.2</b>	<b>1.5</b>	<b>2.6</b>	<b>84.6</b>	<b>15.4</b>	<b>100.0</b>
<i>Percentage of valid responses</i>	<i>64.0</i>	<i>21.7</i>	<i>9.3</i>	<i>0.3</i>	<i>1.7</i>	<i>3.0</i>			

(a) Subtotal excludes data where main income was not stated/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 Appendix 4).
3. Only those aged 16 years 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. 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 4) and other service users with no response. See Table A2.12 for a breakdown of these categories.

**Table A2.19: Users of disability support services, new users, by service type, 2009–10**

<b>Service type</b>	<b>New users</b>	<b>Total users</b>	<b>Percentage new users</b>
<b>Accommodation support</b>			
Large residential facilities/institutions	58	2,889	2.0
Small residential facilities/institutions	31	962	3.2
Hostels	24	333	7.2
Group homes	385	13,435	2.9
Attendant care/personal care	251	2,536	9.9
In-home accommodation support	2,630	19,585	13.4
Alternative family placement	21	275	7.6
Other accommodation support	393	1,532	25.7
<i>Total accommodation support</i>	<i>3,701</i>	<i>39,854</i>	<i>9.3</i>
<b>Community support</b>			
Therapy support for individuals	5,160	32,196	16.0
Early childhood intervention	10,141	24,149	42.0
Behaviour/specialist intervention	850	7,235	11.7
Counselling (individual/family/group)	965	2,682	36.0
Regional resource and support teams	3,989	21,926	18.2
Case management, local coordination and development	10,795	65,413	16.5
Other community support	824	5,417	15.2
<i>Total community support</i>	<i>28,726</i>	<i>127,909</i>	<i>22.5</i>
<b>Community access</b>			
Learning and life skills development	6,038	41,610	14.5
Recreation/holiday programs	1,300	10,136	12.8
Other community access	1,275	9,922	12.9
<i>Total community access</i>	<i>8,472</i>	<i>58,632</i>	<i>14.4</i>
<b>Respite</b>			
Own home respite	234	3,347	7.0
Centre-based respite/respite homes	808	14,212	5.7
Host family respite/peer support respite	100	1,404	7.1
Flexible respite	2,474	21,175	11.7
Other respite	216	2,103	10.3
<i>Total respite</i>	<i>3,678</i>	<i>35,978</i>	<i>10.2</i>
<b>Employment</b>			
Open employment	31,005	98,257	31.6
Supported employment	919	21,636	4.2
<i>Total employment</i>	<i>31,872</i>	<i>118,801</i>	<i>26.8</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 A2.20: Users of disability support services, new users, by service type and state/territory, 2009–10**

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Accommodation support</b>									
Institutional accommodation	27	6	25	29	27	13	13	—	113
Group homes	131	130	24	56	13	18	n.p.	n.p.	385
Other	493	1,501	392	150	607	58	n.p.	n.p.	3,227
<i>Total accommodation support</i>	<i>644</i>	<i>1,635</i>	<i>439</i>	<i>227</i>	<i>629</i>	<i>89</i>	<i>27</i>	<i>12</i>	<i>3,701</i>
<b>Community support</b>									
Therapy support for individuals	1,334	2,646	154	300	324	n.p.	326	n.p.	5,160
Early childhood intervention	3,415	4,495	640	415	340	—	830	21	10,141
Behaviour/specialist intervention	165	222	135	238	78	n.p.	12	n.p.	850
Counselling (individual/family/group)	—	—	58	28	851	—	—	28	965
Regional resource and support teams	2,190	—	7	18	127	1,647	—	—	3,989
Case management, local coordination and development	2,087	4,851	2,039	616	688	335	186	19	10,795
Other community support	362	119	84	37	40	157	—	25	824
<i>Total community support</i>	<i>8,656</i>	<i>10,486</i>	<i>2,737</i>	<i>1,296</i>	<i>1,991</i>	<i>2,169</i>	<i>1,350</i>	<i>90</i>	<i>28,726</i>
<b>Community access</b>									
Learning and life skills development	1,396	2,986	550	96	861	51	70	29	6,038
Recreation/holiday programs	350	50	189	226	407	57	n.p.	n.p.	1,300
Other community access	190	913	32	6	13	119	n.p.	n.p.	1,275
<i>Total community access</i>	<i>1,912</i>	<i>3,910</i>	<i>754</i>	<i>315</i>	<i>1,237</i>	<i>225</i>	<i>85</i>	<i>38</i>	<i>8,472</i>
<b>Respite</b>									
Own home respite	n.p.	107	54	33	25	10	n.p.	—	234
Centre-based respite/respite homes	204	260	193	72	52	n.p.	10	n.p.	808
Host family respite/peer support respite	26	47	16	—	6	n.p.	—	n.p.	100
Flexible respite	953	924	260	253	27	11	31	15	2,47
Other respite	n.p.	131	31	44	8	n.p.	n.p.	n.p.	216
<i>Total respite</i>	<i>1,146</i>	<i>1,438</i>	<i>504</i>	<i>377</i>	<i>114</i>	<i>34</i>	<i>42</i>	<i>24</i>	<i>3,678</i>
<b>Employment</b>									
Open employment	11,154	8,125	6,455	1,897	2,313	649	299	144	31,005
Supported employment	439	177	63	62	126	26	17	10	919
<i>Total employment</i>	<i>11,573</i>	<i>8,288</i>	<i>6,513</i>	<i>1,954</i>	<i>2,433</i>	<i>674</i>	<i>316</i>	<i>154</i>	<i>31,872</i>
<b>Total</b>	<b>23,367</b>	<b>23,959</b>	<b>10,405</b>	<b>3,878</b>	<b>5,776</b>	<b>3,134</b>	<b>1,781</b>	<b>313</b>	<b>72,510</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, 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 A2.21: Users of disability support services, new service users' frequency of need for assistance with activities of daily living, by service group, 2009-10**

Service group	Always or unable to do	Sometimes	None but uses aids	None	Not applicable/ not stated	Total
Accommodation	692	1,269	181	728	831	3,701
Community support	6,471	6,459	565	1,807	13,424	28,726
Community access	847	2,197	554	1,308	3,566	8,472
Respite	993	1,225	52	308	1,100	3,678
Employment	793	9,596	38	21,426	19	31,872

Note: The calculation of continuing service users takes into account users who exit a service but then return in a later collection period.

**Table A2.22: Users of disability support services, new and continuing users, by age group, 2009-10**

Age group (years)	New users		Continuing users	
	No.	Per cent	No.	Per cent
0-4	11,363	15.7	8,880	4.0
5-14	7,160	9.9	30,273	13.6
15-24	11,335	15.6	40,680	18.3
25-44	17,241	23.8	71,764	32.3
45-64	19,780	27.3	58,542	26.3
65+	5,631	7.8	12,375	5.6
<b>Total</b>	<b>72,510</b>	<b>100.0</b>	<b>222,514</b>	<b>100.0</b>

Note: The calculation of continuing service users takes into account users who exit a service but then return in a later collection period.

**Table A2.23: Users of disability support services, new users, age group, by state/territory, 2009-10 (per cent)**

Age group (years)	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
0-4	16.4	16.9	6.3	12.0	8.0	39.2	37.2	8.0	15.7
5-14	11.1	6.4	7.6	15.4	10.5	16.2	28.8	10.9	9.9
15-24	18.0	11.6	23.2	15.7	13.7	11.1	8.5	18.5	15.6
25-44	22.7	23.4	30.3	26.5	22.6	15.7	15.0	34.5	23.8
45-64	28.4	26.9	31.4	28.2	28.1	15.7	10.1	21.1	27.3
65+	3.4	14.8	1.3	2.1	17.1	2.1	0.3	7.0	7.8
<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>100.0</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.
2. The calculation of continuing service users takes into account users who exit a service but then return in a later collection period.

**Table A2.24: Users of disability support services, by primary and any significant disability, 2009–10**

<b>Disability group</b>	<b>Number primary disability</b>	<b>Percentage of all service users</b>	<b>Number significant other disability</b>	<b>Percentage of all service users</b>	<b>Total number disability group</b>	<b>Percentage of all service users</b>
Intellectual	83,791	28.4	17,842	6.0	101,633	34.4
Specific learning/ADD	10,607	3.6	18,047	6.1	28,654	9.7
Autism	18,975	6.4	12,039	4.1	31,014	10.5
Physical	48,516	16.4	42,919	14.5	91,435	31.0
Acquired brain injury	11,301	3.8	7,342	2.5	18,643	6.3
Neurological	12,800	4.3	23,410	7.9	36,210	12.3
Deaf/blind	679	0.2	2,850	1.0	3,529	1.2
Vision	15,052	5.1	13,980	4.7	29,032	9.8
Hearing	6,446	2.2	8,691	2.9	15,137	5.1
Speech	3,312	1.1	27,556	9.3	30,868	10.5
Psychiatric	52,333	17.7	27,712	9.4	80,045	27.1
Developmental delay	9,027	3.1	2,379	0.8	11,406	3.9
Not stated/not collected	22,185	7.5	..	..	22,185	7.5

*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 Appendix 4 for details).
3. Not stated/not collected includes both service users accessing only 3.02 services for whom disability data were not collected (see Appendix 4) and other service users with no response. See Table A2.12 for a breakdown of these categories.

**Table A2.25: Support needs of disability support services users, 2009–10**

<b>Support needs</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>Aus Gov</b>	<b>Total</b>
<b>Support needed: self-care</b>										
Always	14,640	10,314	9,329	6,196	6,738	2,326	830	478	2,958	51,505
Sometimes	15,393	15,567	7,992	6,444	7,618	2,098	1,469	313	12,924	62,216
None, but uses aids	905	1,120	511	350	1,608	138	55	97	692	4,908
None	5,993	15,395	4,122	2,055	4,054	1,269	1,429	103	100,580	127,885
Not stated	10,364	32,520	830	282	229	—	231	55	1,647	46,031
Not collected (recreation/holiday programs)	761	364	323	246	537	146	40	62	—	2,479
<b>Support needed: mobility</b>										
Always	9,073	7,610	6,861	4,173	5,356	1,949	600	503	3,345	37,519
Sometimes	11,783	13,830	6,955	4,624	7,482	1,851	1,056	251	16,005	58,178
None, but uses aids	1,890	2,359	1,120	910	2,473	277	98	136	1,122	9,506
None	14,272	19,453	6,838	5,343	4,705	1,754	2,031	113	97,909	143,236
Not stated	10,274	31,664	1,011	277	231	—	229	43	420	44,104
Not collected (recreation/holiday programs)	764	364	322	246	537	146	40	62	—	2,481
<b>Support needed: communication</b>										
Always	12,991	8,052	7,870	4,879	5,446	1,899	726	583	5,493	45,770
Sometimes	15,414	17,641	7,810	6,978	7,667	2,159	2,012	258	48,683	99,701
None, but uses aids	717	1,505	459	320	977	155	43	16	553	4,292
None	8,192	16,211	5,768	2,866	5,907	1,618	1,041	124	63,986	99,571
Not stated	9,982	31,507	882	285	250	—	192	65	86	43,218
Not collected (recreation/holiday programs)	760	364	318	245	537	146	40	62	—	2,472
<b>Support needed: interpersonal interactions and relationships</b>										
Always	9,532	7,940	8,986	5,745	5,963	2,073	784	571	13,568	52,014
Sometimes	16,069	22,373	9,285	7,257	8,038	2,448	1,875	314	44,686	101,748
None, but uses aids	617	904	344	201	945	85	34	11	427	3,190
None	4,250	10,228	3,263	1,810	5,042	1,225	1,056	106	59,848	83,293
Not stated	16,785	33,470	905	311	259	—	265	44	272	52,253
Not collected (recreation/holiday programs)	803	365	324	249	537	146	40	62	—	2,526
<b>Support needed: learning, applying knowledge and general tasks and demands</b>										
Always	14,560	10,354	9,837	5,604	5,790	1,322	674	485	20,687	64,846
Sometimes	16,903	20,212	8,515	6,899	8,160	2,156	1,341	305	52,998	107,121
None, but uses aids	702	1,213	422	318	1,196	80	34	15	460	4,014
None	2,438	8,861	2,456	1,101	3,925	762	379	200	44,547	62,304
Not applicable	2,869	3,724	416	989	925	1,485	1,003	26	—	11,383
Not stated	9,781	30,552	1,136	393	251	26	583	15	109	42,810
Not collected (recreation/holiday programs)	803	364	325	269	537	146	40	62	—	2,546

(continued)

**Table A2.25 (continued): Support needs disability support services users, 2009–10**

<b>Support needs</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>Aus Gov</b>	<b>Total</b>
<b>Support needed: education</b>										
Always	15,714	12,901	9,892	5,985	6,482	1,543	753	596	12,144	61,134
Sometimes	14,720	17,001	7,013	6,427	7,547	1,912	1,237	191	39,024	85,867
None, but uses aids	776	1,249	503	341	1,220	78	35	13	510	4,251
None	2,251	8,945	2,626	946	3,918	769	345	206	63,460	80,680
Not applicable	3,310	3,723	810	992	773	1,503	1,003	26	—	12,084
Not stated	10,480	31,097	1,932	608	307	26	641	14	3,663	48,449
Not collected (recreation/holiday programs)	805	364	331	274	537	146	40	62	—	2,559
<b>Support needed: community (civic) and economic life</b>										
Always	15,912	13,050	10,568	6,640	6,826	1,544	824	517	23,214	74,308
Sometimes	13,887	18,724	7,551	6,069	8,098	1,909	973	282	50,747	98,394
None, but uses aids	686	1,012	419	379	1,364	87	23	10	513	4,059
None	2,154	7,570	1,942	951	2,910	759	355	189	40,523	55,056
Not applicable	3,833	3,727	866	991	779	1,506	1,005	26	—	12,670
Not stated	10,819	30,835	1,427	374	269	26	834	22	3,804	48,121
Not collected (recreation/holiday programs)	765	362	334	169	538	146	40	62	—	2,416
<b>Support needed: domestic life</b>										
Always	13,500	9,226	9,716	4,060	6,167	1,388	643	414	6,115	47,283
Sometimes	13,199	16,209	7,380	4,301	7,796	1,351	543	271	24,405	66,129
None, but uses aids	510	901	266	149	892	64	18	8	429	2,885
None	2,007	8,550	1,614	782	1,863	481	123	179	83,458	95,516
Not applicable	3,991	12,132	2,370	5,844	3,317	2,545	2,576	83	—	32,688
Not stated	14,068	27,948	1,440	295	211	n.p.	111	91	4,394	48,179
Not collected (recreation/holiday programs)	781	314	321	142	538	146	40	62	—	2,344
<b>Support needed: working</b>										
Always	16,367	16,052	10,045	5,337	8,720	1,966	661	371	22,097	73,555
Sometimes	8,128	10,167	4,407	2,835	4,310	820	443	124	44,842	69,858
None, but uses aids	396	741	300	177	837	53	20	8	48	2,565
None	1,448	7,199	1,936	651	2,670	389	109	198	51,761	63,171
Not applicable	4,174	12,143	3,539	5,847	3,451	2,598	2,603	90	—	34,253
Not stated	16,720	28,659	2,552	560	258	n.p.	178	255	53	49,196
Not collected (recreation/holiday programs)	823	319	328	166	538	150	40	62	—	2,426

*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 service users may have accessed services in more than one state/territory.
3. Service user data were not collected for all NDA service types (see Appendix 4 for details).
4. Not collected (recreation/holiday program service users) is a count of service users who accessed only services from this service type and did not provide a response for that particular data item.
5. Service types 6.01–6.05 and 7.01–7.04 did not collect service user data, and so are excluded from this table.
4. 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 A2.26: Users of disability support services, frequency of need for support in areas of activity of daily living, by primary disability, 2009–10**

Primary disability group	Always	Sometimes	None but uses aids	None	Not stated	Not applicable
<b>Activities of daily living</b>						
Intellectual	37.1	44.9	0.9	13.0	4.1	37.1
Specific learning/ADD	5.4	52.7	0.2	39.6	2.2	5.4
Autism	38.5	40.0	0.5	11.4	9.6	38.5
Physical	22.2	31.6	2.8	40.7	2.7	22.2
Acquired brain injury	27.0	43.2	3.5	22.0	4.3	27.0
Neurological	31.2	33.7	6.5	20.4	8.1	31.2
Deaf/blind	30.3	41.8	9.4	10.9	7.5	30.3
Vision	4.7	19.6	5.6	15.2	54.9	4.7
Hearing	15.2	35.6	10.8	21.6	16.7	15.2
Speech	16.8	53.4	0.4	10.3	19.2	16.8
Psychiatric	3.8	36.8	0.9	51.3	7.2	3.8
Developmental delay	38.4	19.5	0.1	3.0	38.9	38.4
Not stated/not collected	5.7	6.3	0.5	1.7	85.8	5.7
<b>Total</b>	<b>22.4</b>	<b>35.6</b>	<b>1.9</b>	<b>25.0</b>	<b>15.1</b>	<b>22.4</b>
<b>Activities of independent living</b>						
Intellectual	49.3	40.6	0.5	4.3	0.9	4.5
Specific learning/ADD	23.3	49.1	0.1	24.2	0.9	2.3
Autism	48.2	35.8	0.2	4.6	7.1	4.0
Physical	26.4	38.2	1.1	30.8	1.0	2.5
Acquired brain injury	38.0	44.5	1.5	9.7	0.5	5.8
Neurological	34.6	36.3	2.0	15.9	1.1	10.1
Deaf/blind	31.5	41.1	5.3	14.3	2.2	5.6
Vision	7.1	19.3	4.3	14.1	4.2	51.0
Hearing	12.0	31.1	4.4	35.5	5.4	11.7
Speech	15.9	48.2	0.3	14.1	15.4	6.0
Psychiatric	16.1	49.4	0.6	26.6	0.1	7.1
Developmental delay	33.4	19.1	0.1	4.4	37.1	5.9
Not stated/not collected	6.2	6.2	0.2	1.1	7.7	78.6
<b>Total</b>	<b>30.5</b>	<b>37.3</b>	<b>0.9</b>	<b>15.2</b>	<b>3.2</b>	<b>13.0</b>

(continued)

**Table A2.26 (continued): Users of disability support services, frequency of need for support in areas of activity of daily living, by primary disability, 2009–10**

Primary disability group	Always	Sometimes	None but uses aids	None	Not stated	Not applicable
<b>Activities of work education and community living</b>						
Intellectual	61.2	27.9	0.3	4.1	1.8	4.7
Specific learning/ADD	24.7	45.0	0.1	25.7	1.6	2.8
Autism	48.5	28.5	0.2	5.0	13.0	4.8
Physical	27.8	34.4	1.8	29.5	3.6	3.0
Acquired brain injury	52.1	29.1	1.2	10.4	0.8	6.4
Neurological	41.1	25.0	2.3	16.9	3.8	11.0
Deaf/blind	38.0	29.2	8.5	14.1	3.7	6.5
Vision	10.6	15.3	4.5	13.4	5.1	51.1
Hearing	15.7	29.1	4.3	31.7	7.2	11.9
Speech	19.3	26.6	0.3	7.8	39.4	6.6
Psychiatric	24.4	42.5	0.4	25.3	0.2	7.4
Developmental delay	14.1	7.9	0.1	0.8	69.8	7.3
Not stated/not collected	6.8	4.2	0.2	1.3	8.4	79.0
<b>Total</b>	<b>36.2</b>	<b>29.1</b>	<b>1.0</b>	<b>14.5</b>	<b>5.8</b>	<b>13.4</b>

**Table A2.27: Users of disability support services, frequency of need for support in areas of activity, by living arrangement, 2009–10**

Frequency of support needed	Lives alone		Lives with family		Lives with others		Not stated/ not collected		Total	
	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent
<b>Activities of daily living</b>										
Always	3,516	6.9	44,090	36.8	17,650	23.0	703	29.8	65,959	26.3
Sometimes	21,247	41.4	52,314	43.6	30,397	39.6	1,097	46.5	105,055	42.0
Does not need help but uses aids	1,657	3.2	3,065	2.6	848	1.1	93	3.9	5,663	2.3
Does not need help or use aids	24,884	48.5	20,449	17.1	27,884	36.3	464	19.7	73,681	29.4
<i>Subtotal</i>	<i>51,304</i>	<i>100.0</i>	<i>119,918</i>	<i>100.0</i>	<i>76,779</i>	<i>100.0</i>	<i>2,357</i>	<i>100.0</i>	<i>250,358</i>	<i>100.0</i>
Not stated/not collected	3,393		22,093		2,708		16,472		44,666	
<b>Total</b>	<b>54,697</b>		<b>142,011</b>		<b>79,487</b>		<b>18,829</b>		<b>295,024</b>	
<b>Activities of independent living</b>										
Always	9,181	17.9	52,829	44.9	27,075	35.4	772	35.3	89,857	36.3
Sometimes	25,820	50.5	51,233	43.6	31,694	41.5	1,215	55.6	109,962	44.5
Does not need help but uses aids	723	1.4	1,504	1.3	457	0.6	39	1.8	2,723	1.1
Does not need help or use aids	15,430	30.2	11,970	10.2	17,161	22.5	158	7.2	44,719	18.1
<i>Subtotal</i>	<i>51,154</i>	<i>100.0</i>	<i>117,536</i>	<i>100.0</i>	<i>76,387</i>	<i>100.0</i>	<i>2,184</i>	<i>100.0</i>	<i>247,261</i>	<i>100.0</i>
Not stated/not collected	3,543		24,475		3,100		16,645		47,763	
<b>Total</b>	<b>54,697</b>		<b>142,011</b>		<b>79,487</b>		<b>18,829</b>		<b>295,024</b>	
<b>Activities of work, education and community life</b>										
Always	13,483	26.4	56,440	53.3	33,720	44.3	939	46.6	104,582	44.5
Sometimes	21,853	42.8	36,678	34.7	25,538	33.6	866	43.0	84,935	36.1
Does not need help but uses aids	750	1.5	1,634	1.5	407	0.5	60	3.0	2,851	1.2
Does not need help or use aids	14,953	29.3	11,064	10.5	16,434	21.6	150	7.4	42,601	18.1
<i>Subtotal</i>	<i>51,039</i>	<i>100.0</i>	<i>105,816</i>	<i>100.0</i>	<i>76,099</i>	<i>100.0</i>	<i>2,015</i>	<i>100.0</i>	<i>234,969</i>	<i>100.0</i>
Not stated/not collected	3,658		16,936		3,161		16,057		39,812	
<b>Total</b>	<b>54,697</b>		<b>122,752</b>		<b>79,260</b>		<b>18,072</b>		<b>274,781</b>	

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Service user data were not collected for all NDA service types (see Appendix 4 for details).
3. Not stated/not collected includes both service users accessing only 3.02 services for whom living arrangement data were not collected (see Appendix 4) and other service users with no response. See Table A2.12 for a breakdown of these categories.

**Table A2.28: Support needs of disability support service users, by Indigenous status, 2009–10**

Support needs	Indigenous		Non-Indigenous		Total <sup>(a)</sup>	
	No.	Per cent	No.	Per cent	No.	Per cent
<b>Support needed: activities of daily living</b>						
Always	4,304	30.2	60,317	22.8	65,959	22.4
Sometimes	5,672	39.8	97,884	37.0	105,055	35.6
Does not need help but uses aids	205	1.4	5,274	2.0	5,663	1.9
Does not need help or use aids	2,849	20	70,264	26.6	73,681	25
Not stated/not collected	1,221	8.6	30,592	11.6	44,666	15.1
<b>Total</b>	<b>14,251</b>	<b>100.0</b>	<b>264,331</b>	<b>100.0</b>	<b>295,024</b>	<b>100.0</b>
<b>Support needed: activities of work, education and community living</b>						
Always	5,630	39.5	83,201	31.5	89,857	30.5
Sometimes	5,343	37.5	103,306	39.1	109,962	37.3
Does not need help but uses aids	101	0.7	2,596	1.0	2,723	0.9
Does not need help or use aids	1,846	13	42,562	16.1	44,719	15.2
Not stated/not collected	1,331	9.3	32,666	12.4	47,763	16.2
<b>Total</b>	<b>14,251</b>	<b>100.0</b>	<b>264,331</b>	<b>100.0</b>	<b>295,024</b>	<b>100.0</b>
<b>Support needed: activities of independent living</b>						
Always	6,269	47.5	97,202	39.5	104,582	38.1
Sometimes	4,018	30.5	79,950	32.5	84,935	30.9
Does not need help but uses aids	90	0.7	2,703	1.1	2,851	1.0
Does not need help or use aids	1,789	13.6	40,553	16.5	42,601	15.5
Not stated/not collected	1,020	7.7	25,633	10.4	39,812	14.5
<b>Total</b>	<b>13,186</b>	<b>100.0</b>	<b>246,041</b>	<b>100.0</b>	<b>274,781</b>	<b>100.0</b>

(a) Includes services users for whom Indigenous status was not stated/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 Appendix 4 for details).
3. Service types 6.01–6.05 and 7.01–7.04 did not collect service user data, and so are excluded from this table.



**Table A2.29: Characteristics of informal carers of disability support services users, 2009–10**

<b>Carer characteristic</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT<sup>(a)</sup></b>	<b>NT</b>	<b>Aus Gov</b>	<b>Total</b>
<b>Carer—existence of</b>										
Yes	32,319	29,977	14,713	12,638	12,009	4,044	2,455	565	20,155	117,754
No	11,880	29,905	7,698	2,453	8,090	1,787	1,331	543	98,646	155,743
Not stated/not collected	3,857	15,398	696	482	685	146	268	—	—	21,527
<b>Carer—primary status (excluding service users who only accessed 5.01 and 5.02)</b>										
Yes	28,409	15,613	12,281	10,752	11,336	3,899	2,277	477	7,948	84,464
No	2,233	4,703	2,109	850	566	132	146	81	1,285	10,783
Not stated/not collected	1,677	9,661	323	1,036	107	13	32	7	1,256	12,841
<b>Carer—residency status (excluding service users who only accessed 5.01 and 5.02)<sup>(b)</sup></b>										
Yes, co-resident carer	26,229	15,618	11,003	11,409	10,351	3,765	2,158	477	6,871	80,505
No, non-resident carer	3,819	4,532	3,333	1,164	1,377	215	258	78	2,132	14,682
Not stated/not collected	2,271	9,827	377	65	281	64	39	10	1,486	12,901
<b>Carer—relationship to service user</b>										
Wife/female partner	356	1,501	414	315	927	96	22	42	1,477	4,883
Husband/male partner	359	1,437	557	399	996	171	15	27	725	4,460
Mother	25,216	13,582	10,734	10,011	7,636	3,362	2,098	239	12,568	77,907
Father	1,343	1,338	1,165	512	777	179	172	20	1,419	6,125
Daughter/daughter-in-law	110	709	104	109	327	21	5	56	258	1,637
Son/son-in-law	23	315	65	48	157	12	—	11	124	734
Other female relative	849	1,004	890	667	631	131	83	117	1,403	5,003
Other male relative	261	281	211	117	138	33	26	20	537	1,433
Friend/neighbour—female	221	500	260	146	203	28	8	20	596	1,751
Friend/neighbour—male	30	128	88	66	62	11	n.p.	n.p.	78	431
Not stated/not collected	3,551	9,182	225	248	155	—	n.p.	n.p.	970	13,390

(continued)

**Table A2.29 (continued): Characteristics of informal carers of disability support services users, 2009–10**

Carer characteristic	NSW	Vic	Qld	WA	SA	Tas	ACT <sup>(a)</sup>	NT	Aus Gov	Total
<b>Carer—age group (years) (excluding service users who only accessed 5.01 and 5.02)</b>										
Under 15	9	309	16	17	6	5	n.p.	n.p.	37	364
15–24	856	231	257	215	144	159	44	34	74	1,927
25–44	14,549	6,884	5,981	7,199	4,653	2,706	1,392	250	1,671	43,348
45–64	8,719	8,363	5,943	3,622	4,739	864	545	211	4,929	32,787
65+	2,964	3,526	1,841	983	1,680	292	210	29	1,486	11,474
Not stated/not collected	5,222	10,664	675	602	787	18	n.p.	n.p.	2,292	18,188

(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) Future data for carer residency status may be slightly affected by a review of data treatment procedures for this data item.

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Row totals may not be the sum of components because service users may have accessed services in more than one state/territory.
3. Service user data were not collected for all NDA service types (see Appendix 4 for details).
4. Not stated/not collected includes recreation/holiday program service users, which is a count of service users who accessed only services from this service type and did not provide a response for that particular data item.
5. Service types 6.01–6.05 and 7.01–7.04 did not collect service user data, and so are excluded from this table.
6. Service types 5.01 and 5.02 were not required to collect data on carer—primary status, carer—residency status, and carer—age group. Service users that only accessed service types 5.01 and 5.02 were not included in totals. Service users in 5.01 and 5.02 with carer information that can be derived through linkage processes have been included in totals.
7. 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 A2.30: Characteristics of carers of disability support service users, by Indigenous status, 2009–10**

Characteristic of carer	Indigenous		Non-Indigenous		Not stated		Total	
	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent
<b>Carer—existence of</b>								
Yes	7,072	49.6	107,357	40.6	3,325	20.2	117,754	39.9
No	6,527	45.8	140,744	53.2	8,472	51.5	155,743	52.8
Not stated/not collected	652	4.6	16,230	6.1	4,645	28.3	21,527	7.3
<b>Total</b>	<b>14,251</b>	<b>100.0</b>	<b>264,331</b>	<b>100.0</b>	<b>16,442</b>	<b>100.0</b>	<b>295,024</b>	<b>100.0</b>
<b>Carer—primary status</b>								
Yes	5,640	83.7	77,184	78.7	1,640	50.6	84,464	78.1
No	545	8.1	9,865	10.1	373	11.5	10,783	10.0
Not stated/not collected	550	8.2	11,061	11.3	1,230	37.9	12,841	11.9
<b>Total carer—primary status</b>	<b>6,735</b>	<b>100.0</b>	<b>98,110</b>	<b>100.0</b>	<b>3,243</b>	<b>100.0</b>	<b>108,088</b>	<b>100.0</b>
<b>Carer—residency status<sup>(a)</sup></b>								
Yes, co-resident carer	5,386	80.0	73,575	75.0	1,544	47.6	80,505	74.5
No, non-resident carer	744	11.0	13,618	13.9	320	9.9	14,682	13.6
Not stated/not collected	605	9.0	10,917	11.1	1,379	42.5	12,901	11.9
<b>Total carer—residency status</b>	<b>6,735</b>	<b>100.0</b>	<b>98,110</b>	<b>100.0</b>	<b>3,243</b>	<b>100.0</b>	<b>108,088</b>	<b>100.0</b>
<b>Carer—relationship to service user</b>								
Spouse	390	5.5	8,700	8.1	253	7.6	9,343	7.9
Mother	4,288	60.6	72,126	67.2	1,493	44.9	77,907	66.2
Father	342	4.8	5,703	5.3	80	2.4	6,125	5.2
Child	120	1.7	2,049	1.9	116	3.5	2,285	1.9
Other family	948	13.4	5,457	5.1	117	3.5	6,522	5.5
Friend/neighbour	197	2.8	1,930	1.8	55	1.7	2,182	1.9
Not stated/not collected	787	11.1	11,392	10.6	1,211	36.4	13,390	11.4
<b>Total carer—relationship to service user</b>	<b>7,072</b>	<b>100.0</b>	<b>107,357</b>	<b>100.0</b>	<b>3,325</b>	<b>100.0</b>	<b>117,754</b>	<b>100.0</b>

(a) Future data for carer residency status may be slightly affected by a review of data treatment procedures for this data item.

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Service user data were not collected for all NDA service types (see Appendix 4 for details).
3. Service types 6.01–6.05 and 7.01–7.04 did not collect service user data, and so are excluded from this table.
3. Service types 5.01 and 5.02 were not required to collect data on carer—primary status, carer—residency status, and carer—age group. So service user frequencies for these data items exclude users who only use these service types.
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 A2.31: Users of disability support services, existence of an informal carer, by remoteness area, 2009–10**

Remoteness area	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
Major cities	71,977	38.8	101,920	55.0	11,534	6.2	185,430	100.0
Inner regional	30,045	42.8	35,475	50.6	4,647	6.6	70,167	100.0
Outer regional	11,632	43.1	14,259	52.9	1,087	4.0	26,978	100.0
Remote	1,484	47.4	1,582	50.6	63	2.0	3,129	100.0
Very remote	906	59.1	583	38.0	44	2.9	1,533	100.0
Not stated/collected	1,710	22.0	1,924	24.7	4,153	53.3	7,787	100.0
<b>Total</b>	<b>117,754</b>	<b>39.9</b>	<b>155,743</b>	<b>52.8</b>	<b>21,527</b>	<b>7.3</b>	<b>295,024</b>	<b>100.0</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Service user data were not collected for all NDA service types (see Appendix 4 for details).
3. Not stated/not collected includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Appendix 4) and other service users with no response.

**Table A2.32: Users of disability support services who always or sometimes need support with activities of daily living, existence of an informal carer, by age group, 2009–10**

Age group (years)	Has informal carer		Does not have informal carer		Subtotal		Not stated/ not collected	Total
	No.	Per cent	No.	Per cent	No.	Per cent	No.	No.
Under 15	34,859	94.0	2,235	6.0	37,094	100.0	558	37,652
15–24	22,247	65.1	11,933	34.9	34,180	100.0	533	34,713
25–44	21,600	44.3	27,124	55.7	48,724	100.0	768	49,492
45–64	13,356	32.3	27,949	67.7	41,305	100.0	738	42,043
65+	2,998	43.2	3,942	56.8	6,940	100.0	174	7,114
<b>Total</b>	<b>95,060</b>	<b>56.5</b>	<b>73,183</b>	<b>43.5</b>	<b>168,243</b>	<b>100.0</b>	<b>2,771</b>	<b>171,014</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Service user data were not collected for all NDA service types (see Appendix 4 for details).
3. The frequency of support needed for a service user in activities of daily living 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 (see Appendix 4) and other service users with no response.

**Table A2.33: Users of disability support services who always or sometimes need support for activities of independent living, existence of an informal carer, by age group, 2009–10**

Age group (years)	Has informal carer		Does not have informal carer		Subtotal		Not stated/ not collected	Total
	No.	Per cent	No.	Per cent	No.	Per cent	No.	No.
Under 15	33,635	95.2	1,712	4.8	35,347	100.0	518	35,865
15–24	24,012	61.8	14,853	38.2	38,865	100.0	603	39,468
25–44	24,483	38.8	38,658	61.2	63,141	100.0	857	63,998
45–64	15,007	28.7	37,328	71.3	52,335	100.0	759	53,094
65+	3,025	42.0	4,181	58.0	7,206	100.0	188	7,394
<b>Total</b>	<b>100,162</b>	<b>50.9</b>	<b>96,732</b>	<b>49.1</b>	<b>196,894</b>	<b>100.0</b>	<b>2,925</b>	<b>199,819</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Service user data were not collected for all NDA service types (see Appendix 4 for details).
3. The frequency of support needed for a service user in activities of independent living 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 (see Appendix 4) and other service users with no response.

**Table A2.34: Users of disability support who always or sometimes need support for activities of work, education and community living, existence of an informal carer, by age group, 2009–10**

Age group (years)	Has informal carer		Does not have informal carer		Subtotal		Not stated/ not collected	Total
	No.	Per cent	No.	Per cent	No.	Per cent	No.	No.
Under 15	26,650	95.7	1,207	4.3	27,857	100.0	421	28,278
15–24	24,057	62.0	14,770	38.0	38,827	100.0	595	39,422
25–44	24,345	38.3	39,233	61.7	63,578	100.0	845	64,423
45–64	14,671	27.9	37,926	72.1	52,597	100.0	728	53,325
65+	2,883	41.0	4,145	59.0	7,028	100.0	167	7,195
Not stated	—	—	—	—	—	—	—	—
<b>Total</b>	<b>92,606</b>	<b>48.8</b>	<b>97,281</b>	<b>51.2</b>	<b>189,887</b>	<b>100.0</b>	<b>2,756</b>	<b>192,643</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Service user data were not collected for all NDA service types (see Appendix 4 for details).
3. The frequency of support needed for a service user in activities of work, education and community living is based on the highest support need category of the service user for that group.
3. Not stated/not collected includes both service users accessing only 3.02 services for whom support needs data were not collected (see Appendix 4) and other service users with no response.

**Table A2.35: Disability support service users with an informal carer, relationship of carer to service user, by age group of carer, 2009–10**

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+		
	<b>Number</b>						
Spouse	—	135	2,303	4,471	1,609	825	9,343
Mother	—	1,285	37,783	24,401	6,954	7,484	77,907
Father	—	19	1,551	2,480	1,157	918	6,125
Child	98	431	607	448	290	411	2,285
Other family	16	160	1,412	2,997	1,047	890	6,522
Friend/neighbour	14	37	545	1,071	261	254	2,182
Not stated	237	113	948	986	601	10,505	13,390
<b>Total</b>	<b>365</b>	<b>2,180</b>	<b>45,149</b>	<b>36,854</b>	<b>11,919</b>	<b>21,287</b>	<b>117,754</b>
	<b>Per cent</b>						
Spouse	—	6.2	5.1	12.1	13.5	3.9	7.9
Mother	—	58.9	83.7	66.2	58.3	35.2	66.2
Father	—	0.9	3.4	6.7	9.7	4.3	5.2
Child	26.8	19.8	1.3	1.2	2.4	1.9	1.9
Other family	4.4	7.3	3.1	8.1	8.8	4.2	5.5
Friend/neighbour	3.8	1.7	1.2	2.9	2.2	1.2	1.9
Not stated	64.9	5.2	2.1	2.7	5.0	49.3	11.4
<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>

*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 Appendix 4 for details).
3. Not stated/not collected includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Appendix 4) and other service users with no response. Service users who accessed employment services only (5.01 and 5.02) and did not submit a response are also included in the not collected category for age group of carer. These services were not required to complete this data item.
4. Informal carer relationship categories are grouped as follows: 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 females and males.

**Table A2.36: Users of disability support services, reported primary disability group, by residential setting, 2009–10**

Residential setting	Intellectual/ learning	Physical/ diverse	Acquired brain injury	Sensory/ speech	Psychiatric	Subtotal	Not stated/ collected	Total
<b>Number</b>								
Private residence	95,761	53,646	8,270	18,961	42,185	218,823	10,157	228,980
Domestic-scale supported	12,104	1,344	548	384	532	14,912	471	15,383
Supported accommodation facility	7,016	848	629	139	1,265	9,897	166	10,063
Other	4,371	3,152	1,389	1,905	5,797	16,614	679	17,293
Not stated	3,148	2,326	465	4,100	2,554	12,593	10,712	23,305
<b>Total</b>	<b>122,400</b>	<b>61,316</b>	<b>11,301</b>	<b>25,489</b>	<b>52,333</b>	<b>272,839</b>	<b>22,185</b>	<b>295,024</b>
<b>Per cent</b>								
Private residence	43.8	24.5	3.8	8.7	19.3	100.0	—	—
Domestic-scale supported	81.2	9.0	3.7	2.6	3.6	100.0	—	—
Supported accommodation facility	70.9	8.6	6.4	1.4	12.8	100.0	—	—
Other	26.3	19.0	8.4	11.5	34.9	100.0	—	—
Not stated	25.0	18.5	3.7	32.6	20.3	100.0	—	—
<b>Total</b>	<b>44.9</b>	<b>22.5</b>	<b>4.1</b>	<b>9.3</b>	<b>19.2</b>	<b>100.0</b>	<b>—</b>	<b>—</b>

*Notes*

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Service user data were not collected for all NDA service types (see Appendix 4 for details).
3. Not stated/collected includes both service users accessing only 3.02 services for whom support needs data were not collected (see Appendix 4) 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 A2.37: Users of disability support services, service type, by multiple service use, 2009–10**

Service type	Number of service users	Mean outlets per service user	Service users accessing more than one service type outlet					
			Total accessing more than one service type outlet		Multiple service types	Multiple service groups	Same service group	Same service type
			No.	Per cent	Per cent	Per cent	Per cent	Per cent
<b>Accommodation support</b>								
1.01 Large residential facilities/institutions	2,889	2.5	2,461	85.2	85.2	84.5	5.1	0.5
1.02 Small residential facilities/institutions	962	2.6	827	86.0	86.0	83.6	14.2	1.1
1.03 Hostels	333	2.8	245	73.6	73.3	70.6	10.8	2.1
1.04 Group homes	13,435	3.0	11,138	82.9	82.4	81.8	8.4	4.0
1.05 Attendant care/personal care	2,536	3.3	1,742	68.7	68.1	65.9	25.0	4.6
1.06 In-home accommodation support	19,585	2.6	13,301	67.9	66.8	65.5	12.8	6.2
1.07 Alternative family placement	275	3.7	219	79.6	78.9	78.2	8.7	1.8
1.08 Other accommodation support	1,532	2.9	1,030	67.2	64.9	56.7	34.9	6.6
<i>Total accommodation support</i>	<i>39,854</i>	<i>2.7</i>	<i>29,270</i>	<i>73.4</i>	<i>72.6</i>	<i>71.9</i>	<i>8.7</i>	<i>5.0</i>
<b>Community support</b>								
2.01 Therapy support for individuals	32,196	2.6	21,313	66.2	63.3	36.8	56.5	10.5
2.02 Early childhood intervention	24,149	1.6	7,583	31.4	20.6	3.6	30.4	14.6
2.03 Behaviour/specialist intervention	7,235	3.9	6,234	86.2	86.0	63.0	73.1	9.9
2.04 Counselling (individual/family/group)	2,682	2.9	1,821	67.9	67.7	46.4	45.3	3.1
2.05 Regional resource and support teams	21,926	3.0	15,423	70.3	54.8	41.8	56.7	44.3
2.06 Case management, local coordination and development	65,413	2.5	41,970	64.2	59.9	45.2	40.5	14.0
2.07 Other community support	5,417	3.6	4,194	77.4	76.9	55.9	65.5	9.0
<i>Total community support</i>	<i>127,909</i>	<i>2.2</i>	<i>67,429</i>	<i>52.7</i>	<i>45.1</i>	<i>34.7</i>	<i>33.9</i>	<i>20.2</i>

(continued)



Table A2.37 (continued): Users of disability support services, service type, by multiple service use, 2009–10

Service type	Number of service users	Mean outlets per service user	Service users accessing more than one service type outlet					
			Total accessing more than one service type outlet		Multiple service types	Multiple service groups	Same service group	Same service type
			No.	Per cent	Per cent	Per cent	Per cent	Per cent
<b>Community access</b>								
3.01 Learning and life skills development	41,610	2.7	28,009	67.3	65.5	64.5	16.5	10.6
3.02 Recreation/holiday programs	10,136	3.0	6,913	68.2	67.8	64.8	26.7	4.6
3.03 Other community access	9,922	2.0	5,376	54.2	52.9	51.6	13.2	6.7
<i>Total community access</i>	<i>58,632</i>	<i>2.5</i>	<i>37,262</i>	<i>63.6</i>	<i>62.0</i>	<i>61.3</i>	<i>13.3</i>	<i>9.3</i>
<b>Respite</b>								
4.01 Own home respite	3,347	3.8	2,669	79.7	79.5	75.4	41.1	7.2
4.02 Centre-based respite/respite homes	14,212	3.7	11,506	81.0	79.8	74.4	41.7	15.1
4.03 Host family respite/peer support respite	1,404	3.0	906	64.5	63.9	57.9	33.3	2.6
4.04 Flexible respite	21,175	3.0	14,236	67.2	65.4	61.4	30.3	12.1
4.05 Other respite	2,103	2.8	1,307	62.1	62.1	56.9	26.9	0.3
<i>Total respite</i>	<i>35,978</i>	<i>2.9</i>	<i>24,361</i>	<i>67.7</i>	<i>66.1</i>	<i>63.5</i>	<i>23.6</i>	<i>13.1</i>
<b>Employment</b>								
5.01 Open employment	98,257	1.2	10,181	10.4	8.7	8.0	3.0	1.9
5.02 Supported employment	21,636	2.0	10,446	48.3	47.4	44.2	6.6	1.7
<i>Total employment</i>	<i>118,801</i>	<i>1.3</i>	<i>19,535</i>	<i>16.4</i>	<i>14.9</i>	<i>14.3</i>	<i>2.7</i>	<i>1.9</i>
<b>Total</b>	<b>295,024</b>	<b>1.6</b>	<b>91,707</b>	<b>31.1</b>	<b>26.5</b>	<b>21.2</b>	<b>19.8</b>	<b>12.4</b>

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Groups of users of multiple services are not mutually exclusive. For example, a service user can have accessed 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 A2.38: Users of disability support services, service type, by use of other services, 2009–10**

Service type	Number of service users	Mean service groups per service user	Service users accessing other service groups (or types within groups) (per cent)					Code of most frequent other service type
			Accommodation support	Community support	Community access	Respite	Employment	
<b>Accommodation support</b>								
1.01 Large residential facilities/institutions	2,889	2.1	4.6	31	67.4	2.2	10.5	3.01
1.02 Small residential facilities/institutions	962	2.1	13.3	28.8	49.2	2.8	25.4	3.01
1.03 Hostels	333	2.2	9	41.7	35.7	12.3	28.8	2.06
1.04 Group homes	13,435	2.3	4.7	53.4	54.9	6.8	16.6	3.01
1.05 Attendant care/personal care	2,536	2.1	22	57.8	26.5	22.8	7.8	2.06
1.06 In-home accommodation support	19,585	2.0	7.1	34.5	38.8	12.9	15.6	2.06
1.07 Alternative family placement	275	2.6	6.9	69.5	38.2	35.3	12.4	2.06
1.08 Other accommodation support	1,532	1.9	30.4	34.9	29.2	12.5	15.7	1.06
<i>Total accommodation support</i>	<i>39,854</i>	<i>2.1</i>	<i>4.2</i>	<i>41.1</i>	<i>44.9</i>	<i>10.2</i>	<i>15.3</i>	<i>3.01</i>
<b>Community support</b>								
2.01 Therapy support for individuals	32,196	1.5	14.8	52.5	18.9	15.3	4.3	2.06
2.02 Early childhood intervention	24,149	1.0	0.5	19.3	0.7	3	—	2.06
2.03 Behaviour/specialist intervention	7,235	2.0	34.7	72.2	33.5	21.8	12.3	2.06
2.04 Counselling (individual/family/group)	2,682	1.7	21.2	42.7	34.4	10.1	7.1	3.01
2.05 Regional resource and support teams	21,926	1.6	12.7	25.9	19.7	22.8	7.5	3.01
2.06 Case management, local coordination and development	65,413	1.7	16.2	31.4	21.6	18	10.7	2.01
2.07 Other community support	5,417	1.9	26.5	64.8	31.5	23	11.5	2.06
<i>Total community support</i>	<i>127,909</i>	<i>1.5</i>	<i>12.8</i>	<i>20.8</i>	<i>16.8</i>	<i>14</i>	<i>7.5</i>	<i>2.06</i>

(continued)

Table A2.38 (continued): Users of disability support services, service type, by use of other services, 2009–10

Service type	Number of service users	Mean service groups per service user	Service users accessing other service groups (or types within groups) (per cent)					Code of most frequent other service type
			Accommodation support	Community support	Community access	Respite	Employment	
<b>Community access</b>								
3.01 Learning and life skills development	41,610	2.0	31.9	42.2	7	17.3	9.9	2.06
3.02 Recreation/holiday programs	10,136	2.1	26.7	42.1	24	21.3	19.3	2.06
3.03 Other community access	9,922	1.7	35.9	13.3	7.1	10.7	11	1.06
<i>Total community access</i>	<i>58,632</i>	<i>2.0</i>	<i>30.5</i>	<i>36.8</i>	<i>5.1</i>	<i>16.6</i>	<i>11.3</i>	<i>2.06</i>
<b>Respite</b>								
4.01 Own home respite	3,347	2.2	15.7	68.1	29.5	37.7	7.7	2.06
4.02 Centre-based respite/respite homes	14,212	2.2	11.5	63.2	33.4	34.2	8.6	2.06
4.03 Host family respite/peer support respite	1,404	1.9	12.4	43.2	26.3	32	11.3	2.06
4.04 Flexible respite	21,175	1.9	10.7	45.8	27.4	23.1	9.1	2.06
4.05 Other respite	2,103	2.0	16.2	43.3	19.5	26.8	16.2	2.06
<i>Total respite</i>	<i>35,978</i>	<i>2.0</i>	<i>11.3</i>	<i>49.6</i>	<i>27</i>	<i>16</i>	<i>9.3</i>	<i>2.06</i>
<b>Employment</b>								
5.01 Open employment	98,257	1.1	1.9	4.6	3.3	1.3	1.1	2.06
5.02 Supported employment	21,636	1.7	19.9	24.4	16.6	10.2	5	2.06
<i>Total employment</i>	<i>118,801</i>	<i>1.2</i>	<i>5.1</i>	<i>8.1</i>	<i>5.6</i>	<i>2.8</i>	<i>0.9</i>	<i>2.06</i>
<b>Total</b>	<b>295,024</b>	<b>1.3</b>	<b>..</b>	<b>..</b>	<b>..</b>	<b>..</b>	<b>..</b>	<b>..</b>

Notes

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. 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. For example, 52.5% of the 32,196 service users who accessed a therapy support service (2.01) also accessed another type of community support.
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 A2.39: Mean and median hours of service provided by disability support service type outlets during the reference week, June 2010**

Service type	Number of service type outlets	Mean hours in the reference week per outlet	Median hours in the reference week per outlet	Mean number of service users with hours received in reference week
<b>Accommodation support</b>				
1.05 Attendant care/personal care	146	225.7	52.5	11.4
1.06 In-home accommodation support	692	408.9	107.5	13.6
1.07 Alternative family placement	43	558.7	168.0	4.1
<i>Total accommodation support</i>	<i>881</i>	<i>385.8</i>	<i>96.0</i>	<i>12.8</i>
<b>Community support</b>				
2.06 Case management, local coordination and development	412	150.5	40.4	32.0
<b>Community access</b>				
3.01 Learning and life skills development	1,753	243.4	106.7	12.4
3.03 Other community access	119	264.2	97.2	28.3
<i>Total community access</i>	<i>1,872</i>	<i>244.7</i>	<i>106.0</i>	<i>13.4</i>
<b>Respite</b>				
4.01 Own home respite	107	156.2	64.0	11.5
4.02 Centre-based respite/respite homes	236	574.8	407.5	16.3
4.03 Host family respite/peer support respite	13	208.8	92.0	18.2
4.04 Flexible respite	313	229.9	78.0	20.2
4.05 Other respite	30	246.2	53.5	19.2
<i>Total respite</i>	<i>699</i>	<i>335.4</i>	<i>116.0</i>	<i>17.5</i>
<b>All services reporting hours</b>	<b>3,864</b>	<b>283.3</b>	<b>96.0</b>	<b>16.0</b>

*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 both service users with valid hours received and service users with missing hours received data, then 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 to a typical week.

**Table A2.40: Mean and median hours of service provided by disability support service type outlets during a typical week, 2009–10**

<b>Service type</b>	<b>Number of service type outlets</b>	<b>Mean hours in a typical week per outlet</b>	<b>Median hours in a typical week per outlet</b>
<b>Accommodation support</b>			
1.05 Attendant care/personal care	183	226.3	49.0
1.06 In-home accommodation support	725	453.7	109.0
1.07 Alternative family placement	77	416.3	168.0
<i>Total accommodation support</i>	<i>985</i>	<i>408.5</i>	<i>100.0</i>
<b>Community support</b>			
2.06 Case management, local coordination and development	370	232.3	96.0
<b>Community access</b>			
3.01 Learning and life skills development	1,897	206.3	91.0
3.03 Other community access	108	234.2	70.5
<i>Total community access</i>	<i>2,005</i>	<i>207.8</i>	<i>90.0</i>
<b>Respite</b>			
4.01 Own home respite	129	169.5	81.6
4.02 Centre-based respite/respice homes	293	808.3	410.0
4.03 Host family respite/peer support respite	24	290.2	198.5
4.04 Flexible respite	574	293.6	92.0
4.05 Other respite	37	216.1	53.0
<i>Total respite</i>	<i>1,057</i>	<i>418.3</i>	<i>134.0</i>
<b>All services reporting hours</b>	<b>4,417</b>	<b>305.0</b>	<b>100.0</b>

*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 both service users with valid hours received, and service users with missing hours received data, then 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.
2. 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.
3. Victoria did not collect data on hours received in a typical week.

**Table A2.41: Mean hours worked in the reference week by paid and unpaid staff for disability support service type outlets, by service group, 2009–10**

<b>Service group</b>	<b>Mean paid staff hours per outlet</b>	<b>Mean FTE paid staff per outlet</b>	<b>Mean unpaid staff hours per outlet</b>	<b>Mean FTE unpaid staff per outlet</b>	<b>Total mean FTE staff per outlet</b>	<b>Users per outlet</b>	<b>Mean FTE staff per user</b>
Accommodation support	235.1	6.2	4.0	0.1	6.3	8.5	0.7
Community support	121.7	3.2	3.0	0.1	3.3	80.7	—
Community access	117.7	3.1	8.3	0.2	3.3	21.0	0.2
Respite	112.6	3.0	8.5	0.2	3.2	26.1	0.1
Employment	230.0	6.1	3.5	0.1	6.1	83.7	0.1
Advocacy, information and alternative forms of communication	65.9	1.7	24	0.6	2.4	n.a.	n.a.
Other support services	118.5	3.1	22.8	0.6	3.7	n.a.	n.a.
<b>All services</b>	<b>172.5</b>	<b>4.5</b>	<b>6.6</b>	<b>0.2</b>	<b>4.7</b>	<b>23.4</b>	<b>0.2</b>

*Notes*

1. Data for hours worked are the mean number of hours worked over one 7-day week in June 2010.
2. Data exclude 1,376 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.
3. Full-time equivalent (FTE) staff numbers are based on a 38-hour working week.
4. Service user counts are not available for advocacy, information and alternative forms of communication, and other support services.

**Table A2.42: Mean hours worked in a typical week by paid and unpaid staff for disability support service type outlets, by service group, 2009–10**

<b>Service group</b>	<b>Mean paid staff hours per outlet</b>	<b>Mean FTE paid staff per outlet</b>	<b>Mean unpaid staff hours per outlet</b>	<b>Mean FTE unpaid staff per outlet</b>
Accommodation support	306.8	8.1	5.6	0.1
Community support	157.5	4.1	4.5	0.1
Community access	181.9	4.8	14.2	0.4
Respite	156.0	4.1	12.3	0.3
Employment	234.4	6.2	3.9	0.1
Advocacy, information and alternative forms of communication	85.5	2.2	32	0.8
Other support services	201.6	5.3	63.9	1.7
<b>All services</b>	<b>226.5</b>	<b>6.0</b>	<b>9.8</b>	<b>0.3</b>

*Notes*

1. Data for hours worked are the mean number of hours worked over one 7-day week in June 2010.
2. Data for Victoria are excluded, as they did not provide data on staff hours in a typical week.
3. Data exclude 3,457 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.
4. Full-time equivalent (FTE) staff numbers are based on a 38-hour working week.

**Table A2.43: Disability support service type outlets, period of operation, by service group, 2009–10**

	Accommodation support	Community support	Community access	Respite	Employment	Advocacy, information, alternative communication	Other	Total (no.)	Total (per cent)
<b>Hours of operation per day</b>									
Less than 3	17	14	6	11	n.p.	3	n.p.	55	0.5
3–6	103	87	1,099	64	81	89	9	1,532	12.6
7–9	300	1,097	928	260	1,219	328	160	4,292	35.3
10–12	67	19	65	19	18	3	4	195	1.6
13–18	65	n.p.	21	20	3	n.p.	n.p.	117	1.0
19–23	9	n.p.	—	7	—	n.p.	—	17	0.1
24	3,196	67	157	574	n.p.	5	9	4,009	33.0
No regular pattern	805	216	397	325	96	33	67	1,939	16.0
<b>Total</b>	<b>4,562</b>	<b>1,508</b>	<b>2,673</b>	<b>1,280</b>	<b>1,419</b>	<b>462</b>	<b>252</b>	<b>12,156</b>	<b>100.0</b>
<b>Days of operation per week</b>									
1	9	27	31	36	111	61	3	278	2.3
2	11	23	37	19	41	n.p.	n.p.	144	1.2
3	9	28	117	25	28	25	7	239	2.0
4	18	42	73	18	14	20	8	193	1.6
5	662	1,088	1,805	267	1,093	310	153	5,378	44.1
6	19	8	65	16	12	2	4	126	1.0
7	3,627	120	301	696	20	7	16	4,787	39.2
No regular pattern	242	165	257	209	100	n.p.	n.p.	1,061	8.7
<b>Total</b>	<b>4,597</b>	<b>1,501</b>	<b>2,686</b>	<b>1,286</b>	<b>1,419</b>	<b>463</b>	<b>254</b>	<b>12,206</b>	<b>100.0</b>
<b>Weeks of operation per year</b>									
1–39	43	17	29	46	52	n.p.	n.p.	193	2.1
40–47	14	90	88	8	3	n.p.	n.p.	215	2.3
48–51	94	482	1,443	260	555	178	54	3,066	32.6
52	3,144	397	465	611	395	75	64	5,151	54.8
No regular pattern	191	152	162	130	69	10	58	772	8.2
<b>Total</b>	<b>3,486</b>	<b>1,138</b>	<b>2,187</b>	<b>1,055</b>	<b>1,074</b>	<b>275</b>	<b>182</b>	<b>9,397</b>	<b>100.0</b>

Note: Missing data excluded.

**Table A2.44: Calculation of potential populations, people aged less than 65 years and 15–64 years, by state and territory, 30 June 2009**

Age group (years)	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>0–64</b>									
All	6,139,386	4,708,685	3,879,302	1,977,392	1,373,855	426,480	316,589	214,373	19,036,062
All (per cent)	32.3	24.7	20.4	10.4	7.2	2.2	1.7	1.1	100.0
With profound or severe core activity limitation	221,516	168,477	139,745	70,814	50,685	16,104	11,084	7,337	685,762
<b>Potential population (accommodation support, community support, community access)</b>	<b>220,753</b>	<b>163,787</b>	<b>141,849</b>	<b>71,643</b>	<b>50,203</b>	<b>16,464</b>	<b>10,879</b>	<b>10,077</b>	<b>685,762</b>
With profound or severe core activity limitation and a primary carer	120,847	91,887	76,415	38,706	27,594	8,783	6,047	4,040	374,318
<b>Potential population (respite)</b>	<b>120,430</b>	<b>89,328</b>	<b>77,566</b>	<b>39,159</b>	<b>27,332</b>	<b>8,979</b>	<b>5,935</b>	<b>5,549</b>	<b>374,318</b>
<b>15–64</b>									
With profound or severe core activity limitation	168,325	128,756	104,779	53,460	39,129	12,245	8,550	5,251	520,495
Labour force participation rate (per cent)	75.3	77.2	78.7	79.3	76.3	73.9	82.0	79.3	77.1
<b>Potential population (employment)</b>	<b>126,355</b>	<b>97,147</b>	<b>83,440</b>	<b>42,834</b>	<b>29,624</b>	<b>9,228</b>	<b>6,906</b>	<b>5,529</b>	<b>401,301</b>

*Notes*

1. Data are estimates. Population estimates of 9,000 or less have a relative standard error of 25% or more.
2. Data for all people are ABS-estimated resident populations at 30 June 2009.
3. 30 June 2009 data for people with profound or severe core activity limitation are estimates derived using the ABS 2009 Survey of Disability, Ageing and Carers data (ABS 2010b).
4. The potential population for accommodation support, community support and community access is the number of people aged less than 65 years with severe or profound core activity limitation, multiplied by the Indigenous factor (Table A2.45) for that jurisdiction.
5. The potential population for respite is the number of people aged less than 65 years with severe or profound core activity limitation and a primary carer, multiplied by the Indigenous factor (Table A2.45) for that jurisdiction.
6. The potential population for employmen' services is the number of people aged 15–64 years with severe or profound core activity limitation, multiplied by both the Indigenous factor (see Table A2.45) and the labour force participation rate for that jurisdiction.
7. Owing to the adjustment used in calculating the potential populations in each case, the sum of the jurisdictions is not necessarily equal to the total population for Australia. Estimated resident population for Australia includes external territories.
8. This method differs to that used to calculate the potential population for reporting against the National Disability Agreement performance indicators. The methods used to calculate potential population are under review, and may differ in future reports.

Sources: ABS 2010b, 2009, 2007, 2006; AIHW analysis of the ABS 2009 Survey of Disability, Ageing and Carers data.



**Table A2.45: Calculation of Indigenous factor, 2009–10**

Age group (years)	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>0–64</b>									
Indigenous Australians	156,179	34,519	151,958	72,545	28,772	19,004	4,521	65,440	532,938
Non-Indigenous Australians	5,983,207	4,674,166	3,727,344	1,904,847	1,345,083	407,476	312,068	148,933	18,503,124
All people (weighted)	6,358,037	4,757,012	4,092,043	2,078,955	1,414,136	453,086	322,918	305,989	19,782,175
All people (weighted per person)	1.04	1.01	1.05	1.05	1.03	1.06	1.02	1.43	1.04
<i>Indigenous factor</i>	<i>99.66</i>	<i>97.22</i>	<i>101.51</i>	<i>101.17</i>	<i>99.05</i>	<i>102.23</i>	<i>98.15</i>	<i>137.35</i>	<i>100.00</i>
<b>15–64</b>									
Indigenous Australians	97,545	21,959	93,920	46,608	18,344	12,237	2,927	42,631	336,171
Non-Indigenous Australians	4,696,642	3,679,274	2,898,407	1,492,184	1,064,333	316,545	248,669	118,749	14,516,561
All people (weighted)	4,696,642	3,679,274	2,898,407	1,492,184	1,064,333	316,545	248,669	118,749	14,514,803
All people (weighted per person)	1.03	1.01	1.04	1.04	1.02	1.05	1.02	1.37	1.03
<i>Indigenous factor</i>	<i>99.69</i>	<i>97.73</i>	<i>101.19</i>	<i>101.04</i>	<i>99.23</i>	<i>101.98</i>	<i>98.51</i>	<i>132.78</i>	<i>100.00</i>

*Notes*

1. Data are estimates. Figures for all people (weighted per person) and Indigenous factor are rounded to the nearest 0.01, although unrounded figures have been used for further calculations.
2. Indigenous population figures are based on ABS Series B projections of Indigenous population by state/territory for June 2009 (ABS 2009).
3. Data for all people (weighted) were calculated by multiplying the data for Indigenous Australians by a weighting of 2.4, and adding the data for non-Indigenous Australians. It has been estimated that Indigenous Australians are 2.4 times more likely than non-Indigenous Australians to need disability support services, because of a higher rate of severe or profound core activity limitation. Hence Indigenous Australians are weighted at 2.4 and non-Indigenous Australians at 1 (AIHW 2006).
4. Data for all people (weighted per person) were calculated by dividing the all people (weighted) data by the sum of the Indigenous Australians data and the non-Indigenous Australians data.
5. All people (weighted per person) for each state/territory was divided by all people (weighted per person) for Australia. The outcome is a state-specific Indigenous factor (multiplied by 100) which is relative to the reference Indigenous factor of 100 for Australia. An Indigenous factor that is greater than 100 for a state/territory means that state/territory has a relatively higher proportion of Indigenous people compared with the Australian population as a whole. The opposite is true for an Indigenous factor below 100. The Indigenous factor is applied (multiplied) to the severe/profound population counts, resulting in the potential population. In this way, the Indigenous factor accounts for the higher rate of service use for Indigenous people who have a severe/profound limitation, taking into account the relative Indigenous populations in each state/territory.
6. For more information, see Appendix A1.7 and AIHW 2006.

Sources: ABS 2010b, 2009, 2007.

# Appendix 3 Service type classification

The following definitions are taken from the DS NMDS 2009–10 data guide (AIHW 2009b).

## Accommodation support

Services that provide accommodation to people with disability and services that provide support needed to enable people with disability to remain in their existing accommodation or to move to more suitable or appropriate accommodation.

### 1.01 Large residential facilities/institutions (more than 20 places)

Large residential facilities/institutions are usually located on large parcels of land, and provide 24-hour residential support in a congregate setting of more than 20 beds. In some cases various residential and vocational/day services, and/or respite services are provided on the one site. (Where this is the case, each additional service type should be funded and/or reported against under the DS NMDS as a separate service type outlet.)

### 1.02 Small residential facilities/institutions (7–20 places)

Small residential facilities/institutions are usually located on large parcels of land and provide 24-hour residential support in a congregate or cluster setting of 7 to 20 beds. In some cases various residential and vocational/day services, and/or respite services are provided on the one site. (Where this is the case, each additional service type should be funded and/or reported against under the DS NMDS as a separate service type outlet.)

### 1.03 Hostels

Hostels provide residential support in a congregate setting of usually less than 20 beds, and may or may not provide 24-hour residential support. Many are situated in an institutional setting, and also have respite beds on the premises. In contrast to residential facilities/institutions (1.01 and 1.02), hostels usually do not provide segregated specialist disability support services. (Where this is the case, each additional service type should be funded and/or reported against under the DS NMDS as a separate service type outlet.)

### 1.04 Group homes (less than 7 places)

Group homes generally provide combined accommodation and community-based residential support to people in a residential setting. Usually no more than six service users are located in any one house, although this can vary. Group homes are generally staffed 24 hours a day. The agency being funded to provide the service should generally have control of the residence – that is, own, lease, hold in trust, or in other ways be responsible for the residence, not just the support to enable the residents to remain in the residence. If the only service being provided is support to enable residents to remain in their existing accommodation, see service type 1.05 ‘Attendant care/personal care’ or 1.06 ‘In-home accommodation support’.

## **1.05 Attendant care/personal care**

An attendant care program provides for an attendant(s) to help people with daily activities that they are unable to complete for themselves because of physical, intellectual or any other disability. The service is provided to people to help them live in the community, and live on their own.

## **1.06 In-home accommodation support**

Support involves individual in-home living support and/or developmental programming services for people with disability, supplied independently of accommodation. The accommodation may be owned, rented or otherwise provided, but should be independent of the agency providing the in-home support service; otherwise see service type 1.04 'Group homes'. Where an in-home accommodation support service also provides some other limited assistance—for example, help with banking once a week or short-term respite for family members—then 'In-home accommodation' should be recorded, as it is the primary focus of the support provided.

## **1.07 Alternative family placement**

An alternative family placement is the placement of a person with disability with an alternative family who will provide care and support. Includes shared-care arrangements and host family placements.

## **1.08 Other accommodation support**

Accommodation support services that provide short-term, one-off instances of accommodation such as:

- accommodation provided so that individuals or families can access specialist services or further education
- emergency or crisis accommodation support (for example, following the death of a parent or carer)
- houses or flats for holiday accommodation.

If the accommodation support is primarily for respite (that is, it involves the separation of the service user from their usual support arrangements or the addition of extra support in their current environment) see the relevant service type 4.01–4.05.

## **Community support**

Services that provide the support needed for a person with disability to live in a non-institutional setting. Support with the basic needs of living, such as meal preparation, dressing and transferring are included under accommodation support.

### **2.01 Therapy support for individuals**

This includes specialised, therapeutic care services including occupational therapy, physiotherapy and speech therapy. These services are intended to improve, maintain or slow deterioration of a person's functional performance, and/or help assess and recommend equipment to enable people to perform as independently as possible in their environment.

## **2.02 Early childhood intervention**

Support services to help children aged up to (but not including) 6 years with a developmental delay to integrate with peers into preschools and the wider community. This will include the full range of services that the child receives.

## **2.03 Behaviour/specialist intervention**

These include the range of services relating to the management of challenging behaviours, including dangerous antisocial behaviour. Services include intensive intervention support, training and education in behaviour management, and consultancy services for other professionals. Behaviour/specialist intervention is often provided as a by-product of other services.

## **2.04 Counselling (individual/family/group)**

These are services that provide counselling to individuals, families or groups.

## **2.05 Regional resource and support teams**

Regional resource and support teams are generally interdisciplinary teams that provide a combination of services in service types 2.01, 2.02 and 2.03 that cannot be broken down into the component parts. Regional resource and support teams may also help service users to access mainstream services and/or support mainstream-funded agencies. Except for early childhood intervention teams, these teams usually have an individual, rather than a family, focus.

## **2.06 Case management, local coordination and development**

This is a broad service type category, including elements of individual or family-focused case management and brokerage, as well as coordination and development activity within a specified geographical area. Services help people with disabilities to maximise their independence and participation in the community by working with the individual, family and/or carers in care planning and/or enabling access to appropriate services. If the service provided is community development only (that is, the service is not working with an individual), then it should be classified under service type 2.07 'Other community support'.

Case management services focus on individuals who require assistance for a period of time, to access necessary supports, including help with coordinating service and to services to respond to their service needs. Brokerage is one method of purchasing appropriate supports for an individual and should be included in this category.

Other forms of local coordination and development generally involve working with the individual, family and/or carers, and at the community level, to enable positive changes that assist people with disability to live and participate in the community and assist families in their continued provision of care. Local coordination does not generally involve management of individuals' funds nor ongoing case management. However, discretionary funds are sometimes available for one-off purchases (for example, respite, therapy) to enable a quick response until longer-term supports can be put in place.

## **2.07 Other community support**

These are community support services other than 2.01–2.06. If community development is provided as part of working with an individual, then the service should be classified under service type 2.06 ‘Case management, local coordination and development’.

## **Community access**

Services designed to provide opportunities for people with disability to gain and use their abilities to enjoy their full potential for social independence. People who do not attend school, or who are not employed full time, mainly use these services.

The key features are that the services:

- are flexible and responsive to personal needs and interests
- range from educational to leisure and recreational pursuits
- range from facility to home-based activities
- include supervision and physical care, and models that link people into activities offered to the whole community
- range from long-term day support to time-limited and goal-oriented education that maximises personal independent functioning, and may complement other community services.

## **3.01 Learning and life skills development**

These programs provide ongoing day-to-day support for service users to gain greater access and participate in community-based activities. Programs may focus on continuing education to develop skills and independence in a variety of life areas (for example, self-help, social skills and literacy and numeracy) or enjoyment, leisure and social interaction. They are often called day programs.

## **3.02 Recreation/holiday programs**

Recreation services and holiday programs aim to help people with disabilities integrate and participate in recreation and leisure activities available in the general community. These services may also improve the capacity and responsiveness of mainstream sport and recreation agencies and community organisations to provide for people with disabilities.

## **3.03 Other community access**

These are community access services other than 3.01–3.02. For example, services offering activities designed to: improve service users’ physical, cognitive and perceptual abilities; encourage self-esteem growth; and provide opportunities to socialise. This service should only be recorded where service types 3.01 and 3.02 are not suitable.

## **Respite**

Respite services provide a short-term and time-limited break for families and other voluntary caregivers of people with disabilities, to help support and maintain the primary caregiving relationship, while providing a positive experience for the person with disability.

## **4.01 Own home respite**

This provides respite care in the individual's own home location.

## **4.02 Centre-based respite/respice homes**

This provides respite care in a community setting similar to a group home structure, and in other centre-based settings. This service type includes respite care provided in any of the accommodation settings 1.01–1.04.

## **4.03 Host family respite/peer support respite**

Host family respite provides a network of host families matched to the age, interests and background of the individual and their carer. Peer support is generally focused on children or young adults aged up to 25 years, and matches the individual with a peer of similar age and interests, usually for group activities. This service is usually provided on a voluntary basis.

## **4.04 Flexible respite**

These are respite services that offer any combination of own home and host family/peer support respite (service types 4.01 and 4.03). They include respite where day outings and camping trips are taken (this service type is distinguished from service type 3.02 'Recreation/holiday programs' because the primary purpose is respite). Flexible respite to meet an individual's needs may include brokerage for respite only when the funding come from respite resources. Outlets providing centre-based respite services should be recorded separately under service type 4.02 and not under this service type.

## **4.05 Other respite**

These are respite services other than 4.01–4.04, including:

- crisis respite
- holidays for the person with the disability where the primary intention of the service is to provide respite support (rather than primarily a holiday experience), and the service user is generally separated from their usual support arrangements (for example, family).

# **Employment**

## **5.01 Open employment**

These are services that provide employment assistance to people with disability in getting and/or retaining paid employment in the open labour market.

## **5.02 Supported employment**

These are services that provide employment opportunities and assistance to people with disabilities to work in specialised and supported work environments.

### **5.03 Open and supported employment**

This is now a defunct service type code. Before 1 December 2004, these were services that provided a combination of both open and supported employment services.

### **5.04 Targeted support**

This is now a defunct service type code. Before 2009–10, these support services provided people with disability structured training and support to work towards social and community participation or opportunities to develop skills, or retrain, for paid employment. These services provided by the Australian Government were transferred to states and territories during the 2008–09 financial year, and are now distributed across various state and territory service type codes.

## **Advocacy, information and alternative forms of communication**

### **6.01 Advocacy**

These are services designed to enable people with disability to increase the control they have over their lives through the representation of their interests and views in the community. Examples include:

- self-advocacy/individual advocacy
- citizen advocacy
- group advocacy
- system/systematic advocacy.

### **6.02 Information/referral**

Information services provide accessible information to people with disabilities, carers, families and related professionals. This service type provides specific information about disability-specific and generic services and equipment, and promotes the development of community awareness. Information includes contact by phone, print or email that recommends a person to another service.

### **6.03 Combined information/advocacy**

These are services that offer both information and advocacy services to individuals where these two components cannot reasonably be separated.

### **6.04 Mutual support/self-help groups**

These are focus or special interest groups that provide support and assistance for people with disabilities, their families and carers. These groups promote self-advocacy by providing information, support and assistance.

## **6.05 Alternative forms of communication**

This includes alternative forms of communication for people who, by reason of their disabilities, are unable to access information provided in the standard format. It may include interpreter services, radio and alternative formats of print medium (for example, teletypewriter and braille).

## **Other support**

### **7.01 Research and evaluation**

This is research and evaluation on the provision of services provided under the NDA for people with disabilities. It includes investigating the need for new services or improving existing services, and measuring outcomes for people with disabilities using these services. Responsibility for this service type is shared between the Australian Government and state/territory governments.

### **7.02 Training and development**

Training and development services may be funded, for example, to train disability-funded agencies to deliver higher-quality or more appropriate services to people with disabilities, or to develop materials or methods that promote service system improvements.

### **7.03 Peak bodies**

Peak bodies are generally funded to support non-government disability-funded agencies in achieving positive outcomes for people with disabilities.

### **7.04 Other support services**

These are services that are completely outside service types 1.01–1.08, 2.01–2.07, 3.01–3.03, 4.01–4.05, 5.01–5.02, 6.01–6.05 and 7.01–7.03. This service type also includes providing for one-off funding for a defined event (for example, for promotional activities) or for buying aids and equipment for a community facility (not for an individual).



# Appendix 4 Data items requiring collection by various service types

Table A4.1: Information requested according to DS NMDS service type, 2009–10

Service type classification	Service type outlet—details required (except for those provided by the jurisdiction)	Service user—details required	Services accessed by each service user in the reporting period—details required
<b>Accommodation support</b>			
1.01 Large residential facility/institution (>20 people)—24-hour care	All	All	All (except for data items on hours received—items 17e–17f)
1.02 Small residential facility/institution (7–20 people)—24-hour care	All	All	All (except for data items on hours received—items 17e–17f)
1.03 Hostels—generally not 24-hour care	All	All	All (except for data items on hours received—items 17e–17f)
1.04 Group homes (<7 people)	All	All	All (except for data items on hours received—items 17e–17f)
1.05 Attendant care/personal care	All	All	All
1.06 In-home accommodation support	All	All	All
1.07 Alternative family placement	All	All	All
1.08 Other accommodation support	All	All	All (except for data items on hours received—items 17e–17f)
<b>Community support</b>			
2.01 Therapy support for individuals	All	All	All (except for data items on hours received—items 17e–17f)
2.02 Early childhood intervention	All	All	All (except for data items on hours received—items 17e–17f)
2.03 Behaviour/specialist intervention	All	All	All (except for data items on hours received—items 17e–17f)
2.04 Counselling (individual/family/group)	All	All	All (except for data items on hours received—items 17e–17f)
2.05 Regional resource and support teams	All	All	All (except for data items on hours received—items 17e–17f)
2.06 Case management, local coordination and development	All	All (except for community development activity within this service type)	All (except for community development activity within this service type)
2.07 Other community support	All	All	All (except for data items on hours received—items 17e–17f)
<b>Community access</b>			
3.01 Learning and life skills development	All	All	All
3.02 Recreation/holiday programs <sup>(a)</sup>	All	Linkage key elements only (items 2a–2e)	Items 17a–17b (service start date and date service last received)
3.03 Other community access	All	All	All

(continued)

**Table A4.1 (continued): Information requested according to DS NMDS service type, 2009–10**

<b>Service type classification</b>	<b>Service type outlet— details required (except for those provided by the jurisdiction)</b>	<b>Service user— details required</b>	<b>Services accessed by each service user in the reporting period—details required</b>
<b>Respite</b>			
4.01 Own home respite	All	All	All
4.02 Centre-based respite/ respite homes	All	All	All
4.03 Host family respite/ peer support respite	All	All	All
4.04 Flexible respite	All	All	All
4.05 Other respite	All	All	All
<b>Employment</b>			
5.01 Open employment	All	All (except for carer—primary status, residency status, age group— items 12b, 12c, 12e)	All (except for data items on hours received—items 17e–17f)
5.02 Supported employment	All	All (except for carer—primary status, residency status, age group— items 12b, 12c, 12e)	All (except for data items on hours received—items 17e–17f)
<b>Advocacy, information and alternative forms of communication</b>			
6.01 Advocacy	All	None	None
6.02 Information/referral	All	None	None
6.03 Combined information/advocacy	All	None	None
6.04 Mutual support/self-help groups	All	None	None
6.05 Alternative forms of communication	All	None	None
<b>Other support</b>			
7.01 Research and evaluation	All (except number of service users—item 7)	None	None
7.02 Training and development	All (except number of service users—item 7)	None	None
7.03 Peak bodies	All (except number of service users—item 7)	None	None
7.04 Other support services	All (except number of service users—item 7)	None	None

(a) Some jurisdictions require the collection of other service user/services accessed data items for this service type in addition to those listed here.

Source: AIHW 2008.

# References

- ABS (Australian Bureau of Statistics) 2004. Disability, ageing and carers: summary of findings. ABS cat. no. 4430.0. Canberra: AGPS.
- ABS 2006. Census data. Canberra: ABS. Viewed 25 June 2009, <[www.abs.gov.au/websitedbs/D3310114.nsf/home/Census+data](http://www.abs.gov.au/websitedbs/D3310114.nsf/home/Census+data)>.
- ABS 2007. Australian demographic statistics, June 2007. ABS cat. no. 3101.0. Canberra: AGPS.
- ABS 2009. Experimental estimates and projections, Aboriginal and Torres Strait Islander Australians, 1991 to 2021. ABS cat. no. 3238.0. Canberra: AGPS.
- ABS 2010a. Australian demographic statistics, 2010. ABS cat. no. 3101.0. Canberra: ABS. Viewed 13 January 2011, <[www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/6291.0.55.001Dec%202010?OpenDocument](http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/6291.0.55.001Dec%202010?OpenDocument)>
- ABS 2010b. Disability, Ageing and carers: summary of findings, 2009. ABS cat. no. 4430.0. Canberra: AGPS
- ABS 2010c. Labour force, Australia, June 2010. ABS cat. no. 6202.0. Canberra: ABS. Viewed 17 June 2011, <[www.abs.gov.au/AUSSTATS/abs@.nsf/Lookup/6202.0Main+Features1Jun%202010?OpenDocument](http://www.abs.gov.au/AUSSTATS/abs@.nsf/Lookup/6202.0Main+Features1Jun%202010?OpenDocument)>
- ABS 2010d. Population by age and sex, Australian states and territories, June 2010. ABS cat. no. 3201.0. Canberra: ABS. Viewed 15 June 2011, <[www.abs.gov.au/ausstats/abs@.nsf/mf/3201.0](http://www.abs.gov.au/ausstats/abs@.nsf/mf/3201.0)>.
- ABS 2011. Labour force, Australia, detailed-electronic delivery, December 2010. ABS cat. no. 6291.0.55.001. Canberra: ABS. Viewed 19 May 2011, <[www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/6291.0.55.001Dec%202010?OpenDocument](http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/6291.0.55.001Dec%202010?OpenDocument)>
- AIHW (Australian Institute of Health and Welfare) 1993. Australia's welfare 1993. Cat. no. AUS 41. Canberra: AIHW.
- AIHW 2003. Australia's national disability services data collection: redeveloping the Commonwealth State/Territory Disability Agreement National Minimum Data Set. Disability series. Cat. no. DIS 30. Canberra: AIHW.
- AIHW 2006. Disability rates among Aboriginal and Torres Strait Islander people: updating the Indigenous factor in disability services performance indicator denominators. Disability series. Cat. no. DIS 45. Canberra: AIHW.
- AIHW 2008. Disability support services 2006–07: national data on services provided under the Commonwealth State/Territory Disability Agreement. Disability series. Cat. no. DIS 52. Canberra: AIHW.
- AIHW 2009a. Disability support services 2007–08: national data on services provided under the Commonwealth State/Territory Disability Agreement. Disability series. Cat. no. DIS 56. Canberra: AIHW.
- AIHW 2009b. Disability Services National Minimum Data Set collection: data guide – data items and definitions 2009-10. Canberra: AIHW. Viewed 16 June 2011, <[www.aihw.gov.au/disability-services-nmds-collection/#guide](http://www.aihw.gov.au/disability-services-nmds-collection/#guide)>

AIHW 2011. Disability support services 2008-09: report on services provided under the Commonwealth State/Territory Disability Agreement and the National Disability Agreement. Disability series. Cat. no. DIS 58. Canberra: AIHW.

COAG (Council of Australian Governments) 2008a. Fact sheet: National Disability Agreement. Canberra: COAG. Viewed 12 May 2009, <[www.coag.gov.au/coag\\_meeting\\_outcomes/2008-11-29/docs/20081129\\_national\\_disability\\_agreement\\_factsheet.pdf](http://www.coag.gov.au/coag_meeting_outcomes/2008-11-29/docs/20081129_national_disability_agreement_factsheet.pdf)>.

COAG 2008b. National Disability Agreement: intergovernmental agreement on federal financial relations. Canberra: COAG. Viewed 15 December 2010, <[www.coag.gov.au/intergov\\_agreements/federal\\_financial\\_relations/docs/IGA\\_FFR\\_ScheduleF\\_National\\_Disability\\_Agreement.pdf](http://www.coag.gov.au/intergov_agreements/federal_financial_relations/docs/IGA_FFR_ScheduleF_National_Disability_Agreement.pdf)>.

CSTDA (Commonwealth State/Territory Disability Agreement) 2003. Commonwealth State/Territory Disability Agreement, in relation to disability services in relation to disability services) 2002–2007. Canberra: Department of Families and Community Services.

HRSCFCHY (House of Representatives Standing Committee on Family, Community, Housing and Youth) 2009. Who cares...? Report on the Inquiry into better support for carers. Canberra: Commonwealth of Australia.

Department of Immigration and Citizenship 2003. Statistical focus – 2001 classification of countries into English Proficiency Groups. C01.2.0. Canberra: Department of Immigration and Citizenship

Productivity Commission 2011a. Caring for older Australians: draft Inquiry report. Canberra: Productivity Commission.

Productivity Commission 2011b. Disability care and support, draft Inquiry report. Canberra: Productivity Commission.

SCRGSP (Steering Committee for the Review of Government Service Provision) 2011. Report on government services 2010. Canberra: Productivity Commission.

WHO (World Health Organization) 2001. International classification of functioning, disability and health. Geneva: WHO

# List of tables

Table 2.1:	Disability support services agencies by state and territory, 2004–05 to 2009–10.....	4
Table 2.2:	Disability support service type outlets, service group by agency sector, 2009–10 .....	5
Table 2.3:	Agencies providing services under the NDA, by funding source and state and territory, 2009–10 .....	5
Table 2.4 :	Users of disability support services, service type outlets and average service users per service type outlet, by service group, 2004–05 to 2009–10.....	6
Table 2.5:	Users of disability support services, by service group and state and territory, 2009–10 .....	7
Table 2.6:	Users of disability support services, service types outlets accessed and average service type outlets accessed per service user, by service group, 2004–05 to 2009–10 .....	8
Table 2.7:	Disability service users by service group per 1,000 potential population, 2008–09 to 2009–10.....	10
Table 2.8:	Expenditure on disability support services by Australian, state and territory governments, by service group, 2009–10.....	11
Table 2.9:	Expenditure in constant dollars on disability support services by Australian, state and territory governments, by service group, 2004–05 to 2009–10 .....	12
Table 3.1:	Users of disability support services, number and proportion by age group, 2004–05 to 2009–10.....	14
Table 3.2:	Users of disability support services aged 0–64 years, Indigenous status and proportion of Indigenous Australians aged 0–64 years in the population by state/territory, 2009–10 .....	15
Table 3.3:	Users of disability support services by 10 most common countries of birth 2004–05 to 2009–10.....	16
Table 3.4:	Users of disability support services, service user remoteness by state/territory, 2009–10 .....	17
Table 3.5:	Users of disability support services aged 15–64 years, labour force status by service group, 2009–10 .....	19
Table 3.6:	Users of disability support services aged 16–64 years <sup>(a)</sup> , labour force status by main source of income, 2009–10 .....	20
Table 3.7:	Characteristics of users of open and supported employment services, 2009–10 .....	21
Table 3.8:	Users of open and supported employment services by disability group, 2009–10 (per cent) .....	22
Table 3.9:	Users of disability support employment services aged 16 and over by main source of income and service type, 2009–10.....	22
Table 3.10:	Users of open employment services aged 15–64 years, labour force status by primary disability, 2009–10 .....	23
Table 3.11:	Users of disability support services, new and continuing service users by selected demographics, 2009–10 .....	23
Table 3.12:	Service users with an exit date, main reason for cessation of services by service group, 2009–10 .....	24

Table 4.1:	Users of disability support services, sex and primary disability group by age group, 2009–10 .....	25
Table 4.2:	Users of disability support services, primary disability group with or without other significant disability group, 2009–10.....	27
Table 4.3:	Users of disability support services, life area by need for support in life areas, 2009–10 .....	29
Table 4.4:	Users of disability support services, service group by need for support in life areas, 2009–10 .....	31
Table 4.5:	Users of disability support services, primary disability group by most effective method of communication, 2009–10 (per cent).....	32
Table 4.6:	Users of disability support services, need for interpreter services by primary disability, 2009–10.....	33
Table 5.1:	Users of services provided under the NDA, existence of an informal carer, 2004–05 to 2009–10.....	34
Table 5.2:	Users of disability support services, existence of an informal carer by service group, 2009–10 .....	35
Table 5.3:	Users of disability support services with an informal carer, access to selected support services, 2009–10 .....	37
Table 5.4:	Users of disability support services with an informal carer, carer relationship to service user by age of service user, 2009–10.....	38
Table 5.5:	Users of disability support services with an informal carer, age of service user by age of carer, 2009–10.....	39
Table 5.6:	Users of disability support services who received informal care from a carer aged 65 or over, relationship of carer to service user by age group of service user, 2009–10 .....	40
Table 5.7:	Users of disability support services with an informal carer, residency status by primary carer status, 2009–10.....	40
Table 5.8:	Users of disability support services, living arrangements by service group, 2009–10 .....	41
Table 5.9:	Users of accommodation support services provided under the NDA, by accommodation support category and state/territory, 2009–10 .....	42
Table 6.1:	Users of disability support services, multiple service use, 2009–10 .....	44
Table 6.2:	Users of disability support services, mean service use by selected demographics, 2009–10 .....	45
Table 6.3:	Users of disability support services, service use patterns across groups, 2009–10.....	46
Table 6.4:	Users of disability support services, mean hours received per service user, by selected service type category, 2004–05 to 2009–10.....	47
Table A1.1:	Scope of services included in the DS NMDS collection, by state/territory, 2009–10 .....	50
Table A1.2:	Validity and completeness of the statistical linkage key, 2009–10 .....	53
Table A1.3:	Response rates for service type outlets by jurisdiction, 2004–05 to 2009–10 (per cent) .....	54
Table A1.4:	‘Not stated’ and ‘Not known’ response rates for service user data items, 2009–10 .....	56

Table A1.5:	'Not stated' response rates for service use data items, for applicable service types, 2009-10 .....	57
Table A1.6:	'Not stated' response rates for service type outlet data items, 2009-10 (per cent) .....	57
Table A2.1:	Disability support service users, service type outlets and agencies by state/territory, 2009-10.....	60
Table A2.2:	Characteristics of disability support service type outlets, 2009-10.....	60
Table A2.3:	Disability support service type outlets, remoteness area by service group, 2009-10.....	63
Table A2.4:	Disability support service type outlets, service type by agency sector, 2009-10 .....	64
Table A2.5:	State/territory-funded disability support service type outlets, service type by state/territory, 2009-10.....	66
Table A2.6:	Australian Government-funded disability support service type outlets, service type by state and territory, 2009-10 .....	67
Table A2.7:	Disability support service users and services received, by state and territory, 2004-05 to 2009-10.....	68
Table A2.8:	Users of disability support services, agency sector by state and territory and by service group, 2009-10 .....	69
Table A2.9:	Users of employment services, agency sector by state and territory, 2009-10.....	69
Table A2.10:	Characteristics of services accessed, disability support services, 2009-10.....	70
Table A2.11:	Service users per 1,000 potential population by service group and state and territory, 2009-10 .....	73
Table A2.12:	Characteristics of service users, disability support services, 2009-10 .....	74
Table A2.13:	Users of disability support services, service type by state and territory, 2009-10.....	78
Table A2.14:	Characteristics of Indigenous and non-Indigenous service users of disability support services, 2009-10 .....	80
Table A2.15:	Users of disability support services per 1,000 potential population, by Indigenous status and state/territory, 2009-10.....	83
Table A2.16:	Users of disability support services, primary disability group by English Proficiency Group, 2009-10 (per cent) .....	84
Table A2.17:	Users of disability support services aged 15-64 years, labour force status, 2004-05 to 2009-10.....	85
Table A2.18:	Users of disability support services aged 16 years and over, main income source by primary disability group, 2009-10 (per cent).....	86
Table A2.19:	Users of disability support services, new users by service type, 2009-10 .....	87
Table A2.20:	Users of disability support services, new users by service type and state/territory, 2009-10.....	88
Table A2.21:	Users of disability support services, new service users' frequency of need for assistance with activities of daily living by service group, 2009-10 .....	89
Table A2.22:	Users of disability support services, new and continuing users by age group, 2009-10 .....	89
Table A2.23:	Users of disability support services, new users by age group and state/territory, 2009-10 (per cent) .....	89

Table A2.24:	Users of disability support services by primary and any significant disability, 2009-10 .....	90
Table A2.25:	Support needs of disability support services users, 2009-10.....	91
Table A2.26:	Users of disability support services, frequency of need for support in areas of activity by living by primary disability, 2009-10 .....	93
Table A2.27:	Users of disability support services, frequency of need for support in areas of activity by living arrangement, 2009-10.....	95
Table A2.28:	Support needs of Indigenous and non-Indigenous disability support service users, 2009-10.....	96
Table A2.29:	Characteristics of informal carers of disability support services users, 2009-10 .....	97
Table A2.30:	Characteristics of carers of Indigenous and non-Indigenous disability support service users, 2009-10.....	99
Table A2.31:	Users of disability support services, existence of an informal carer by remoteness, 2009-10 .....	100
Table A2.32:	Users of disability support services by existence of an informal carer by support always or sometimes needed for activities of daily living (ADL), by age group, 2009-10 .....	100
Table A2.33:	Users of disability support services, existence of an informal carer by support always or sometimes needed for activities of independent living (AIL), by age group, 2009-10 .....	101
Table A2.34:	Users of disability support by existence of an informal carer by support always or sometimes needed for activities of work, education and community living (AWEC), by age group, 2009-10 .....	101
Table A2.35:	Disability support service users with an informal carer, relationship of carer to service user by age group of carer, 2009-10.....	102
Table A2.36:	Users of disability support services, reported primary disability group by residential setting, 2009-10.....	103
Table A2.37:	Users of disability support services, service type by multiple service use, 2009-10 .....	104
Table A2.38:	Users of disability support services, service type by use of other services, 2009-10.....	106
Table A2.39:	Mean and median hours of service provided by disability support service type outlets during the reference week, June 2010 .....	108
Table A2.40:	Mean and median hours of service provided by disability support service type outlets during a typical week, 2009-10.....	109
Table A2.41:	Mean hours worked in the reference week by paid and unpaid staff for disability support service type outlets, by service group, 2009-10 .....	110
Table A2.42:	Mean hours worked in a typical week by paid and unpaid staff for disability support service type outlets, by service group, 2009-10 .....	110
Table A2.43:	Disability support service type outlets, period of operation by service group, 2009-10 .....	111
Table A2.44:	Calculation of potential populations: people aged less than 65 years and 15-64 years, by state and territory, 30 June 2009 .....	112
Table A2.45:	Calculation of Indigenous factor, 2009-10.....	113
Table A4.1:	Information requested according to DS NMDS service type, 2009-10.....	121



# List of figures

- Figure 2.1    Service users per 1,000 potential population, service group by disability support services, 2004-05 to 2009-10 .....10
- Figure 3.1:    Disability support service users, by age group and sex, 2009-10 .....13
- Figure 3.2:    Disability support service users per 1,000 population aged 0-64 years, by remoteness area, 2009-10 .....18
- Figure 4.1:    Users of disability support services, by frequency of support needed and activities of daily living, 2009-10 .....30
- Figure 5.1:    Users of services provided under the NDA, existence of informal carer, by service group, 2009-10 .....36
- Figure 6.1:    Service type outlets provided under the CSTDA/NDA, mean FTE staff per outlet in the reference week, 2004-05 to 2009-10 .....48

# List of boxes

- Box 1.1:        DS NMDS collection definitions and scope .....2
- Box A1.3:      Service groups covered by the NDA.....51