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for better health and wellbeing*

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**National data on services provided under the
Commonwealth State/Territory Disability Agreement**

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Preface

This report is a summary of specialist disability services in Australia during 2007–08. It examines the characteristics of people who used disability services, the services they received, and the agencies and outlets that provided services – and how these have changed over time. A special focus chapter looks at the use of specialist disability services by Aboriginal and Torres Strait Islander people.

The year 2007–08 marked the nominal end of the third Commonwealth State/Territory Disability Agreement (2002–2007) for the funding of specialist disability services. Under that Agreement, the Australian, state and territory governments have contributed data to the CSTDA National Minimum Data Set, now in its sixth year. The National Minimum Data Set and companion annual report, *Disability support services*, have served as key elements of the evidence base on disability services in Australia.

On 1 January 2009 a new National Disability Agreement came into effect, heralding reforms in service planning and delivery and new information requirements. The existing CSTDA National Minimum Data Set, known from 1 July 2009 as the Disability Services National Minimum Data Set, will continue to serve as the national repository of data on specialist disability services. Continuous improvement in data quality and timeliness remains a key priority, along with a new emphasis on developing data that reflect changes in funding and service models.

Penny Allbon
Director

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Abbreviations

ABI	acquired brain injury
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 (formerly referred to as 'Commonwealth')
AWEC	activities of work, education and community living
CSDA	Commonwealth/State Disability Agreement
CSTDA	Commonwealth State/Territory Disability Agreement
DPRWG	Disability Policy Research Working Group
DSP	Disability Support Pension
EP Groups	English Proficiency Groups
FTE	full-time equivalent
MDS	minimum data set
NMDS	national minimum data set
SCRGSP	Steering Committee for the Review of Government Service Provision

Symbols

n.a.	not applicable
n.p.	not published
–	zero, or null cells
0.0	rounded to zero (less than 0.5 but more than zero)

Summary

This report presents information about people who used specialist disability services during 2007–08, and the agencies and outlets that provided services. Key trends in service provision are also examined using 5 years of national data collected for the Commonwealth State/Territory Disability Agreement National Minimum Data Set (CSTDA NMDS).

Specialist disability services funded under the CSTDA were targeted at people whose disability manifests before age 65 years, who have substantially reduced capacity in self-care, mobility and/or communication, and a need for ongoing or long-term episodic support. Many people in this CSTDA target population also receive support services through other disability programs, in addition to accessing generic services that exist for the benefit all Australians. The picture presented in this report needs to be considered in that broader service system context.

Increase in service users and expenditure

Almost one quarter of a million (245,746) people used CSTDA-funded services in 2007–08. The number of service users across all service groups increased by 31% between 2003–04 and 2007–08 (7% average annual growth). Respite and employment services registered the highest increases, 53% and 40% respectively, in service users between 2003–04 and 2007–08 (Section 2.1). Over the same period, total government expenditure on specialist disability services increased by 22% in real terms. Each of the five main service groups – accommodation support, community support, community access, respite and employment – registered real increases in total expenditure (Section 1.3).

Respite services used by more people, but less spent on each

CSTDA-funded respite services also registered the highest growth in service users relative to target population. In 2007–08, some 31,500 people used CSTDA-funded respite services compared with 20,500 in 2003–04, corresponding to an increase from 96 respite users per 1,000 target population in 2003–04 to 137 per 1,000 in 2007–08. Over the same period, government expenditure per respite service user fell by 16% in real terms (Section 1.3). Available data on hours of respite received show a downward trend from an average of 12.1 per respite user per week in 2003–04 to 10.5 hours per week in 2007–08 (Table 6.5). Data improvements are needed for a clearer picture of trends in CSTDA-funded respite service provision and service quantity measures more generally.

More service providers

Close to 11,000 outlets delivered CSTDA-funded services in 2007–08 – an increase of almost one-quarter since 2003–04 (Chapter 5). This is a largely non-government services sector: specialist disability employment services were provided almost entirely by non-government organisations and three-quarters of people who received state and territory-delivered services accessed those services through non-government organisations (Section 2.1).

Service user characteristics

Intellectual disability continues as the predominant primary disability, accounting for around one-third of service users in 2007–08 (Section 2.2). The data reveal an ageing service user population of growing cultural diversity (Chapters 2 and 4; Chapter 4 is a special focus chapter on Aboriginal and Torres Strait Islander service users), with a strong presence of informal carers, mainly mothers, of people with disability accessing the specialist disability service system (Chapter 3).

1 Introduction

This report presents information about people who used specialist disability services funded under the third Commonwealth State/Territory Disability Agreement (CSTDA), and the services they received. The CSTDA was a financial agreement between the Australian and state and territory governments for the provision of services to benefit people with disabilities. CSTDA-funded services were targeted at people with disability attributable to an intellectual, psychiatric, sensory, physical or neurological impairment or acquired brain injury, manifest before the age of 65. The disability is 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).

One policy priority of the CSTDA was to strengthen access to generic services for people with disabilities to assist them to access the range of services that exist for all Australians. Thus, the data in this report reflect just one part of a broader service system. Many people with a disability receive disability support through other government programs, such as Home and Community Care, in addition to generic health, education, transport and other services.

The reference year for this report is 2007–08, based on data collected for the CSTDA National Minimum Data Set.

1.1 Brief history of the CSTDA and the NMDS

In recent years, specialist disability services in Australia were funded and provided under three national disability agreements spanning the period 1991 to 2008. Under these agreements, the Australian Government (Commonwealth) was responsible for the planning, policy setting and management of employment services¹ 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 print disability services was shared between the two levels of government.

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

¹ Responsibility for open employment services currently rests with the Department of Education, Employment and Workplace Relations (DEEWR), and supported employment services (also known as 'business services') with the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA).

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 equitability of disability services, with a focus on person-centred approaches, improved access and lifelong planning. The overarching objective of the NDA is that ‘people with disability and their carers have an enhanced quality of life and participate as valued members of the community’ (COAG 2008b).

This report presents data from the fifth full year of CSTDA data collection, and covers the period 1 July 2007 to 30 June 2008. Data presented are consistent with earlier AIHW annual reports on the CSTDA NMDS (from 1 July 2009 the NMDS is known as the Disability Services National Minimum Data Set).

1.2 Details of the collection

Scope of the collection

The 2007–08 CSTDA NMDS collection includes services that were received, or were purchased with, funding under the CSTDA during 2007–08. The scope of services varied in terms of programs that received CSTDA funding across jurisdictions. For example, in Victoria, Queensland (and Western Australia in some cases), specialist psychiatric disability services were funded under the CSTDA. However, in all other jurisdictions, specific mental health services were funded and provided under health, rather than disability, portfolios.

Table 1.1: highlights the main areas where the borders between CSTDA-funded services and services funded under other programs differed across jurisdictions.

Table 1.1: Scope of services included in the CSTDA NMDS collection, by state/territory, 2007–08

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

(a) CSTDA NMDS data were included for users of specialist psychiatric disability services in WA who have psychiatric disability and at least one other disability group.

(b) Selected services only.

Counts and definitions

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

A **funded agency** is an organisation that delivers one or more CSTDA-funded service types to service users. Each funded 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 therefore for each service type outlet), data are collected for every service user over the collection period (see Box 1.1). Box 1.2 provides definitions of each of the service groups (categories of service type) in the CSTDA NMDS collection, and Appendix 5 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.

A **statistical linkage key** (SLK) enables the number of service users to be estimated from the data collected at service type outlet or agency level. During any given financial year, a service user can receive services from:

- more than one service type outlet
- more than one funded 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. See Appendix 4 for more information on the SLK.

Data compilation

Service providers collate data relating to each of their CSTDA-funded service type outlets, as well as all service users who access each of these outlets. Service user data were collected for each person receiving that service type at the outlet over the 2007–08 collection period, and may have been reported by the service user, their carer, an advocate, or their service provider.

Each year the AIHW develops, in cooperation with all jurisdictions, standard versions of service type outlet and service user forms (see Appendix 3 for the 2007–08 versions). Most agencies use computerised means to collate the data. The AIHW annually updates a national data guide (see AIHW 2007a), which provides guidance for completion of all data items in the collection.

Upon completion, data are sent in electronic format or hard copy to the responsible government funding organisation in each jurisdiction. Data are then verified and a final database compiled.² This database is used for analysis by each jurisdiction, and a copy containing the nationally agreed CSTDA NMDS data items is sent to the AIHW for further validation and compilation.

² Some jurisdictions add additional data items, sometimes for a single year.

Data items in the NMDS

The data items collected for service type outlets include:

- service type classification (see Appendix 5)
- agency sector (government or non-government)
- location
- hours worked by staff (both paid and unpaid)
- times of operation
- number of service users.

Data items relating to service users include:

- items for the SLK (including selected letters of names, sex and date of birth)
- other items including Indigenous status, communication method, primary and other significant disabilities, support needs and living arrangements
- information regarding service dates (including start date, exit date, and date of last service) and the quantity of service received (hours) – for selected service types.

Use of CSTDA NMDS information

In addition to their use in service planning and monitoring in individual jurisdictions, CSTDA NMDS data are used for developing national performance indicators. Performance indicators form part of the accountability measures that jurisdictions were required to report under Schedule 3 of the 2002–07 agreement, and published annually as part of the *Commonwealth State/Territory Disability Agreement annual public report* (see DPRWG forthcoming). The AIHW also releases a supporting web publication, which includes these indicator tables in more detail (see AIHW forthcoming). A set of performance indicators relating to disability is also published annually in the *Report on Government Services* (see, for example, SCRGSP 2009).

The AIHW has an interactive disability data site containing subsets of national information from the 2007–08 data collection, as well as previous data collections from 1999 onwards. This is available at <www.aihw.gov.au/disability/datacubes/index.html>, and allows anyone who has access to the internet to view data. People accessing this site can construct their own data tables according to their needs (see AIHW 2006b: Box 2.5 for more information).

Data quality

Data quality should be taken into account when interpreting data in this report. Service type outlet response rates, service user response rates, the accuracy of the statistical linkage key, and ‘not stated’/‘not known’ rates for individual data items all affect the accuracy and reliability of data. In particular, data quality should be considered when making comparisons between jurisdictions and between collection periods, and when analysing data items with high ‘not stated’ rates. See Chapter 7 for a detailed discussion of these issues.

Box 1.1: CSTDA NMDS collection definitions and scope

Service user

A person with disability who receives a CSTDA-funded service. A service user may receive more than one service over a period of time or on a single day.

Service

A support activity delivered to a service user, in accordance with the CSTDA. 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 CSTDA.

Service type and service group

The support activity that the service type outlet has been funded to provide under the CSTDA.

The NMDS classifies services according to 'service type'. This classification arranges services into seven distinct categories known as 'service groups': accommodation support; community support; community access; respite; employment; advocacy, information and print disability; and 'other support' (see Box 1.2 for definitions). Within each of these service groups are various service types (see Appendix 5 for a full list of service type codes and definitions).

Service type outlet

The unit of the funded agency that delivers a particular CSTDA service type at, or from, a discrete location.

If a funded agency provides, for example, both accommodation support and respite services, it is counted as two service type outlets. Similarly, if an agency is funded to provide 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 funded agency.

Funded agency

An organisation that delivers one or more CSTDA-funded service types (service type outlets).

Funded agencies are usually legal entities. They are generally responsible for providing CSTDA NMDS data to jurisdictions. Where a funded agency operates only one service type outlet, the service type outlet and the funded agency are one and the same entity.

Scope of the CSTDA NMDS collection

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 CSTDA. A funded agency may receive funding from multiple sources. Where a funded agency is unable to differentiate service users and/or staff according to funding source (that is, CSTDA or other), it is asked to provide details of all service users and staff (for each service type).

Box 1.2: Service groups covered by the CSTDA³

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 assist in supporting and maintaining 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 CSTDA NMDS collection, the person with disability is regarded as the client. Statistical tables in this report reflect this perspective.

Employment

There are three types of employment services which provide employment assistance to people with disability:

- *Open employment provides assistance in obtaining 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.*
- *Targeted support provides people with disability structured training and support to work towards social and community participation, or opportunities to develop skills, or retrain, for paid employment.*

Advocacy, information and print disability

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 which promote self-advocacy – and print disability, which includes alternative formats 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 completely outside any of the defined service types above.

³ See Appendix 5 for full lists and definitions of specific service types.

1.3 Government expenditure on CSTDA services

Government expenditure on CSTDA-funded services during 2007–08 was \$4.8 billion, including \$0.4 billion (8%) of administrative expenditure (Table 1.2). Amounts paid to state/territory governments by the Australian Government are included in state/territory totals in Table 1.2. Almost half of all CSTDA expenditure (48%) was on accommodation support, followed by community support and community access (each 12%) and employment services (11%).

Table 1.2: Expenditure on disability support services by Australian, state and territory governments, by service group and administrative expenditure, 2007–08

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia	
	\$ million										%
Accommodation support	789.6	651.5	343.1	213.6	175.1	73.2	33.6	19.3	—	2,298.9	47.7
Community support	142.8	217.9	82.3	60.6	44.9	10.0	12.9	9.3	—	580.7	12.1
Community access	178.2	190.7	120.4	30.7	24.5	17.0	6.2	2.8	7.0 ^(a)	577.6	12.0
Respite	100.7	68.5	54.4	23.5	10.3	7.5	5.6	2.3	13.9 ^(a)	286.8	6.0
Employment	—	—	—	—	—	—	—	—	520.7	520.7	10.8
Advocacy, information and print disability	16.3	12.9	9.6	1.5	1.4	2.3	1.0	0.1	14.1	59.3	1.2
Other support	5.3	14.9	11.9	15.2	46.8	1.4	0.7	—	7.2	103.4	2.1
<i>Subtotal</i>	<i>1,232.9</i>	<i>1,156.5</i>	<i>621.8</i>	<i>345.0</i>	<i>302.9</i>	<i>111.4</i>	<i>60.0</i>	<i>33.9</i>	<i>563.0</i>	<i>4,427.3</i>	<i>91.9</i>
Administration	146.6 ^(b)	91.0	60.3	18.5	17.1	8.2	5.3	1.7	39.6	388.3	8.1
Total	1,380.3	1,247.5	682.0	363.5	320.1	119.6	65.3	35.5	602.6	4,815.7	100.0

(a) Some Australian Government-funded community access and respite services are funded under the CSTDA from the Employment Assistance and Other Services appropriation. A further initiative, the *Respite for Older Carers of Children with Disability* program was introduced by the Commonwealth Government in late 2007 and related expenditure data are not included in this table. The program assists carers aged 60 years and over who are caring for adult children aged 25 years and over with severe or profound disability. The program will come under the CSTDA when it is transferred to state and territory governments in 2008–09. This will ensure respite services become progressively available across Australia. Funding provided directly by the Commonwealth to services in each state/territory totalled \$20.3 million during 2007–08.

(b) NSW administrative expenditure includes \$0.73 million of capital grants.

Note: Figures may vary from those published in the *Report on government services 2009* (SCRGSP 2009) and Table 1.3 owing to the use of different counting rules in particular jurisdictions (for example, some jurisdictions may include funding for psychiatric-specific services in Table 1.2 that is not reported in SCRGSP 2009).

Sources: Unpublished data provided to AIHW by each jurisdiction.

Government expenditure has increased by around 22% in real terms since 2003–04 (Table 1.3). Figures for 2007–08 in Table 1.3 vary slightly from those in Table 1.2 owing to the exclusion of specialist psychiatric services from the disability services chapter of the *Report on Government Services*, which is the source of expenditure time series data in Table 1.3. Administrative expenditure showed lower growth (16%) than expenditure on direct service delivery.

Employment services registered the highest growth in real expenditure over the 5-year period (46%). Expenditure per employment service user also increased, albeit at a lower level (4.4%), due to strong growth in the number of people using disability employment services. Community access services registered the highest growth in real expenditure per service user (13%); total expenditure on community access services increased by 24% in real terms. Respite services were the only service group to record a drop in expenditure per service user since 2003–04 (–16%).

Table 1.3: Real expenditure on CSTDA-funded disability support services by Australian, state and territory governments, by service group and administrative expenditure, 2003–04 to 2007–08

Service group	2003–04	2004–05	2005–06	2006–07	2007–08	Change 2003–04 to 2007–08	
	\$ million (2007–08 dollars)					\$ million	Per cent
Accommodation support	1,940.40	2,057.20	2,055.90	2,129.00	2,235.90	295.6	15.2
Community support	415.3	449.4	502.8	540.7	557.9	142.6	34.3
Community access	457	473.5	500.5	537	566.3	109.3	23.9
Respite	218.7	223	243.9	259.3	281.4	62.7	28.7
Employment	356.5	402.1	436.4	449.6	520.7	164.1	46.0
Advocacy, information and print disability	45.8	50.9	49.8	54	55	9.1	19.9
Other support	112.3	124.1	109.3	129.4	128	15.7	13.9
<i>Subtotal</i>	<i>3,546.00</i>	<i>3,780.20</i>	<i>3,898.60</i>	<i>4,099.00</i>	<i>4,345.20</i>	<i>799.2</i>	<i>22.5</i>
Administration	332.7	348.8	346.8	381.9	386.8	54.1	16.2
Total	3,878.80	4,129.00	4,245.30	4,480.90	4,732.00	853.3	22.0
	Expenditure per service user (2007–08 dollars)					\$	Per cent
Accommodation support	69,053	72,552	69,430	68,560	73,066	4,013	5.8
Community support	5,271	4,854	5,212	5,493	5,386	116	2.2
Community access	11,001	12,802	12,731	11,976	12,460	1,459	13.3
Respite	11,437	10,231	9,679	9,295	9,556	–1,881	–16.4
Employment	5,546	6,202	5,965	5,619	5,790	244	4.4

Note: Figures vary from those in Table 1.2 owing to the use of different counting rules in particular jurisdictions (for example, some jurisdictions may include funding for psychiatric-specific services in Table 1.2 but not in SCRGSP 2009).

Source: SCRGSP 2009: Tables 14A.5 and 14A.7.

1.4 Overview of services used in 2007–08

In total, 245,746 people used CSTDA-funded services during 2007–08 (Table 1.4). Over one-third (36%) accessed services in Victoria, and one-quarter (25%) in New South Wales. The most commonly used services were community support (42%) and employment (37%).

Around 15% of service users accessed accommodation support services, accounting for nearly half of all government expenditure (Table 1.4). In contrast, community support and employment services have much higher proportions of service users relative to expenditure.

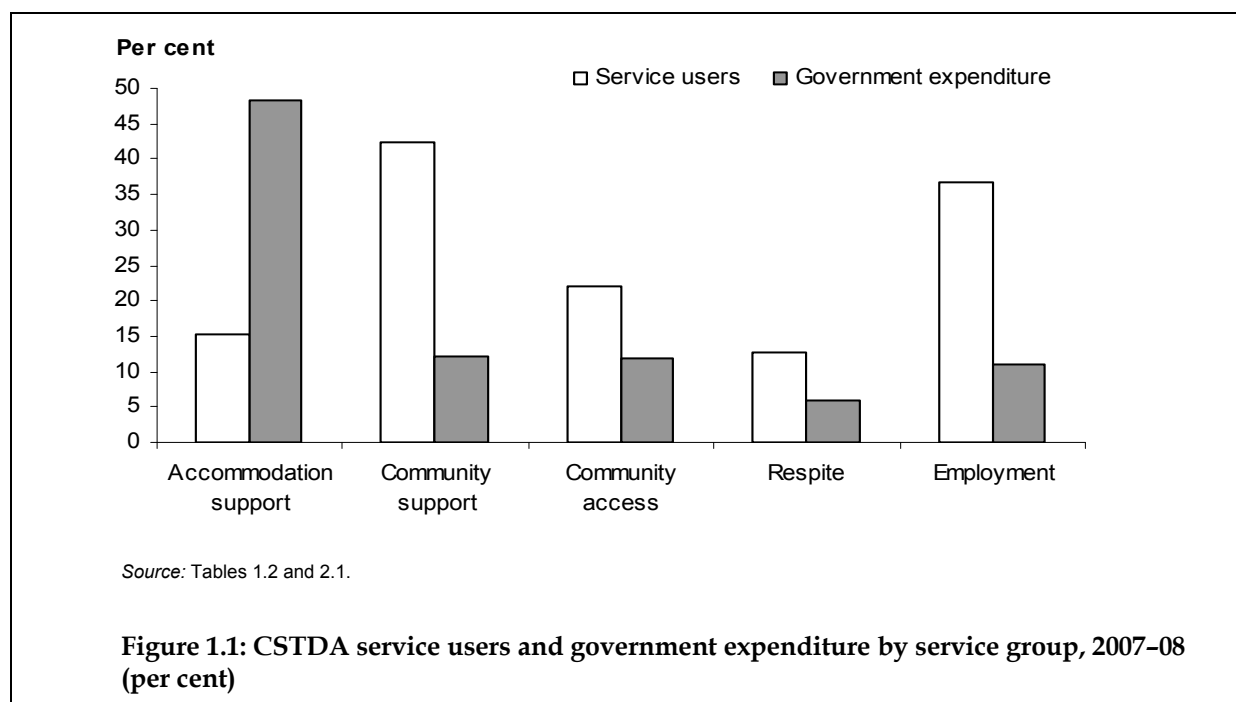
These comparisons reflect the different nature of service delivery between different service types – in particular, the relatively high cost of delivering accommodation support services (Figure 1.1).

Table 1.4: Users of CSTDA-funded services, by service type and state and territory, 2007–08

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust	%
Accommodation support	7,309	14,437	6,020	3,606	4,602	1,132	338	258	37,690	15.3
Community support	22,044	36,789	12,494	11,535	14,263	2,451	3,260	1,502	103,976	42.3
Community access	11,910	22,376	8,307	3,789	5,735	1,544	447	311	54,374	22.1
Respite	6,457	14,973	4,799	2,854	1,660	301	320	214	31,524	12.8
<i>Total state/territory services</i>	<i>35,923</i>	<i>69,292</i>	<i>20,902</i>	<i>15,739</i>	<i>19,350</i>	<i>4,172</i>	<i>3,675</i>	<i>1,912</i>	<i>170,229</i>	
Employment	29,043	23,446	17,566	7,929	8,223	2,318	1,087	661	89,935	36.6
Total (number)	61,767	89,053	36,468	21,299	25,224	6,141	4,521	2,476	245,746	100.0
Total (per cent)	25.1	36.2	14.8	8.7	10.3	2.5	1.8	1.0	100.0	

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. 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. 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.
2. There are discrepancies for South Australia for service groups 'Accommodation support', 'Community access' and 'Respite' due to miscoding of service types for two service type outlets.



2 Service users

This chapter outlines the characteristics of people who used CSTDA-funded services during the 2007–08 reference period, along with key trends over the 5 years to 2007–08.

In total, almost one quarter of a million people (245,746) used at least one CSTDA-funded service in 2007–08. This was an increase of 13,493 people (5.8%) on 2006–07 (232,253) and a 31% increase since 2003–04 (7% average annual growth).

Each of the five main service groups registered increases in the number of service users over the 5 years to 2007–08, ranging from around 14% for accommodation support and community access to 53% for respite. The increasing numbers of service users also represent increases relative to the CSTDA target group – people with substantially reduced capacity in the core activities of self-care, mobility and communication (see Table A2.1).

2.1 State distribution and service type

In 2007–08, Victoria accounted for the highest proportion (36%) of all CSTDA service users, followed by New South Wales (25%), Queensland (15%), South Australia (10%), Western Australia (9%), Tasmania (2.5%), Australian Capital Territory (1.8%) and the Northern Territory (2,476 people or 1%) (Table 1.4). A comparison of state distribution over the 5-year collection period shows little change, with the exception of Western Australia. In 2007–08, Western Australia reported 21,299 service users (9%), a fall from 22,896 service users (12%) in 2003–04.

A comparison of 2003–04 and 2007–08 for employment services shows some substantial increases in the number of service users, most notably in the Northern Territory (62%), Victoria (53%) and Queensland (50%). The number of service users in Tasmania and South Australia both rose 39%; similarly, New South Wales and Western Australia both rose by 28%, while ACT recorded the smallest increase in employment service users over the period at 21% (AIHW 2005).

Open employment services were the most commonly accessed employment service type in 2007–08, with 69,172 people or 28% of all service users accessing this service type (Table 2.1). Case management, local coordination and development services (classified under community support) were the second most used service type, having been accessed by 49,210 service users (20%) in 2007–08. Learning and life skills development services (under community access) were used by 35,770 people or about 15% of all service users.

The relationship between the number of people who use specialist disability services and the population potentially needing these services is of considerable interest, as it highlights the level of access to, and take-up, of services. While there is no definitive measure of the population in need of CSTDA services, the term ‘potential population’ is used here to refer to the number of people in Australia who might have needed specialist disability services at a given point in time, in this case, the year 2007–08. Estimated potential population is derived by applying national age and sex-specific rates of severe or profound core activity limitation from the ABS Survey of Disability, Ageing and Carers (ABS 2004) to estimated resident population in the reference year. Potential population is used to calculate rates of service use by broad service group, expressed as the number of service users per 1,000 potential population (Table A2.1).

Table 2.1: Users of CSTDA-funded services, service type by state and territory, 2007–08

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Accommodation support									
Large residential/institutions	1,509	179	335	261	727	115	—	—	3,126
Small residential/institutions	93	101	534	138	26	20	—	—	912
Hostels	77	174	—	56	14	89	—	—	410
Group homes	3,874	4,811	1,036	1,356	991	490	211	154	12,923
Attendant care/personal care	335	354	566	n.p.	793	199	n.p.	29	2,280
In-home accommodation support	1,487	8,774	3,883	1,941	2,307	184	130	62	18,762
Alternative family placement	60	8	52	27	74	—	—	25	246
Other accommodation	81	503	90	77	5	100	n.p.	n.p.	859
<i>Total accommodation support</i>	<i>7,309</i>	<i>14,437</i>	<i>6,020</i>	<i>3,606</i>	<i>4,602</i>	<i>1,132</i>	<i>338</i>	<i>258</i>	<i>37,690</i>
<i>Per cent of column total</i>	<i>11.8</i>	<i>16.2</i>	<i>16.5</i>	<i>16.9</i>	<i>18.2</i>	<i>18.4</i>	<i>7.5</i>	<i>10.4</i>	<i>15.3</i>
Community support									
Therapy support for individuals	2,288	9,438	2,141	4,341	2,006	267	1,479	748	22,689
Early childhood intervention	6,234	10,331	1,992	1,280	951	—	1,317	104	22,140
Behaviour/specialist intervention	978	2,124	1,141	1,251	489	—	108	91	6,182
Counselling (individual/family/group)	91	—	940	112	1,579	—	11	187	2,920
Resource teams/regional teams	12,299	—	456	173	4,665	1,121	—	n.p.	18,711
Case management, local coordination and development	2,927	18,404	8,754	8,334	8,608	1,358	530	377	49,210
Other community support	1,164	357	601	1,343	1,047	—	89	146	4,747
			12,49	11,53	14,26				
<i>Total community support</i>	<i>22,044</i>	<i>36,789</i>	<i>4</i>	<i>5</i>	<i>3</i>	<i>2,451</i>	<i>3,260</i>	<i>1,502</i>	<i>103,976</i>
<i>Per cent of column total</i>	<i>35.7</i>	<i>41.3</i>	<i>34.3</i>	<i>54.2</i>	<i>56.5</i>	<i>39.9</i>	<i>72.1</i>	<i>60.7</i>	<i>42.3</i>
Community access									
Learning and life skills development	7,931	14,164	6,822	1,930	4,185	283	295	185	35,770
Recreation/holiday programs	1,805	810	1,655	2,160	2,206	330	142	132	9,237
Other community access & day programs	2,860	7,661	643	n.p.	175	1,040	25	13	12,418
<i>Total community access</i>	<i>11,910</i>	<i>22,376</i>	<i>8,307</i>	<i>3,789</i>	<i>5,735</i>	<i>1,544</i>	<i>447</i>	<i>311</i>	<i>54,374</i>
<i>Per cent of column total</i>	<i>19.3</i>	<i>25.1</i>	<i>22.8</i>	<i>17.8</i>	<i>22.7</i>	<i>25.1</i>	<i>9.9</i>	<i>12.6</i>	<i>22.1</i>
Respite									
Own home respite	98	1,333	730	230	272	50	9	21	2,743
Centre-based respite/respite homes	3,143	5,075	2,519	1,211	823	236	225	73	13,288
Host family/peer support respite	301	524	74	—	172	—	n.p.	16	1,088
Flexible/combination respite	3,737	9,281	2,460	1,680	376	32	120	106	17,777
Other respite	105	1,151	170	329	324	—	—	4	2,083
<i>Total respite</i>	<i>6,457</i>	<i>14,973</i>	<i>4,799</i>	<i>2,854</i>	<i>1,660</i>	<i>301</i>	<i>320</i>	<i>214</i>	<i>31,524</i>
<i>Per cent of column total</i>	<i>10.5</i>	<i>16.8</i>	<i>13.2</i>	<i>13.4</i>	<i>6.6</i>	<i>4.9</i>	<i>7.1</i>	<i>8.6</i>	<i>12.8</i>

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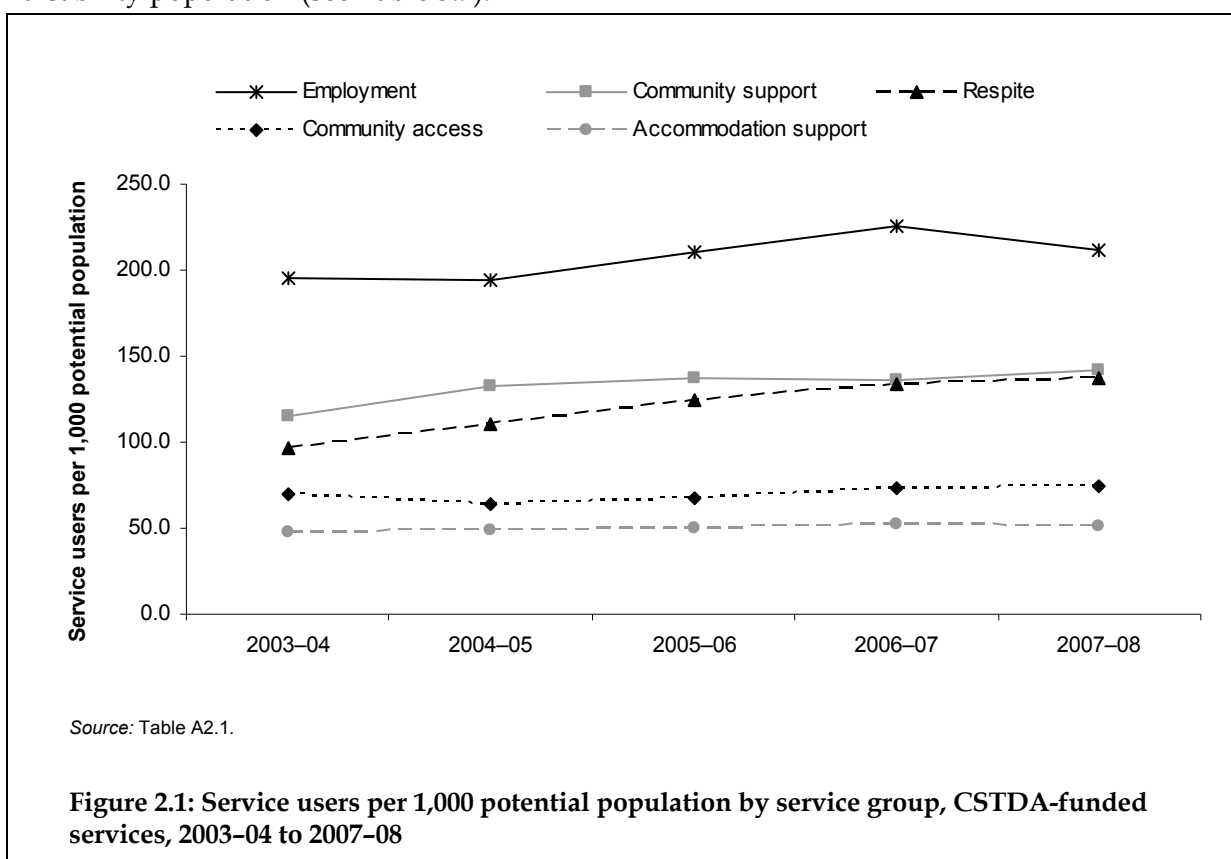
Table 2.1 (continued): Users of CSTDA-funded services, service type by state and territory, 2007-08

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Employment									
Open employment services	21,187	18,772	15,225	5,775	5,407	1,735	825	539	69,172
Supported employment services	8,079	4,833	2,263	2,212	2,913	603	272	112	21,264
Targeted support	107	49	166	48	—	—	n.p.	16	387
<i>Total employment</i>	<i>29,043</i>	<i>23,446</i>	<i>17,566</i>	<i>7,929</i>	<i>8,223</i>	<i>2,318</i>	<i>1,087</i>	<i>661</i>	<i>89,935</i>
<i>Per cent of column total</i>	<i>47.0</i>	<i>26.3</i>	<i>48.2</i>	<i>37.2</i>	<i>32.6</i>	<i>37.7</i>	<i>24.0</i>	<i>26.7</i>	<i>36.6</i>
Total	61,767	89,053	36,468	21,299	25,224	6,141	4,521	2,476	245,746

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of service components because individuals may have accessed services in more than one state or territory during the 12-month period. Service group totals may not be the sum of service components because individuals may have accessed more than one service type outlet from a service group over the 12-month period. Grand totals may not be the sum of the service group components because individuals may have accessed more than one service group over the 12-month period.
2. There are discrepancies for South Australia for service types 'Attendant care/personal care', 'Learning and life skills development', 'Other community access' and 'Own home respite' due to miscoding of service types for two service type outlets.

In 2007-08, employment services showed the highest usage rate at 212 service users per 1,000 potential population, continuing a trend over 5 years of the CSTDA (Figure 2.1). It should be noted that the definition of potential population does not align as well with the service user profile of employment services (with markedly lower representation of people profound or severe core activity limitation) as with other service groups. This makes the usage rate seem higher when in fact employment, particularly open employment, services target a broader disability population (see Table 3.9).



Community support (142 per 1,000) and respite (137 per 1,000) followed with the second and third highest usage rates. Respite services also showed the highest growth in service users since 2003–04. Community access (74 per 1,000) and accommodation support (51 per 1,000) reported lower rates of use. Use of these services was fairly stable over the period 2003–04 to 2007–08.

Agency sector and service provision

Both government and non-government providers deliver CSTDA-funded services. In 2007–08, almost three-quarters (74%) of state/territory service users, or 126,406 people, accessed non-government providers. This represented an increase in the number of service users since 2003–04, but a slight decrease in proportion (AIHW 2005, 2008a). In 2007–08, 72,222 state/territory service users (42%) accessed government providers. Non-government agencies most commonly provided accommodation support, community access and respite, whereas community support services were more equally accessed from both government and non-government agencies (Table 2.2). Of the 89,935 service users who accessed employment services, almost all accessed these services through non-government agencies (Table 2.3).

Table 2.2: Users of CSTDA-funded services, agency sector by state and territory and by service group, 2007–08

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	%
Accommodation support										
Government	2,890	3,836	759	1,845	853	154	167	60	10,564	28.0
Non-government	4,461	11,058	5,271	1,887	3,771	1,057	176	224	27,894	74.0
Not stated	—	—	—	—	—	—	—	—	—	—
Total	7,309	14,437	6,020	3,606	4,602	1,132	338	258	37,690	100.0
Community support										
Government	12,942	14,547	8,885	9,332	10,734	1,140	3,029	941	61,365	59.0
Non-government	11,178	25,783	4,723	4,383	4,887	1,402	359	609	53,248	51.2
Not stated	—	—	—	—	—	—	—	—	—	—
Total	22,044	36,789	12,494	11,535	14,263	2,451	3,260	1,502	103,976	100.0
Community access										
Government	2,561	2,131	512	672	366	183	78	0	6,503	11.9
Non-government	9,593	21,316	7,933	3,227	5,434	1,415	419	311	49,611	91.2
Not stated	12	—	—	—	—	—	—	—	12	—
Total	11,910	22,376	8,307	3,789	5,735	1,544	447	311	54,374	100.0
Respite										
Government	2,456	2,451	536	979	62	219	184	16	6,894	21.8
Non-government	4,695	13,437	4,441	2,170	1,602	91	162	206	26,770	84.9
Not stated	14	—	—	—	—	—	—	—	14	—
Total	6,457	14,973	4,799	2,854	1,660	301	320	214	31,524	100.0

(continued)

Table 2.2 (continued): Users of CSTDA-funded services, agency sector by state and territory and by service group, 2007–08

Service group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	%
Total state/territory service users										
Government	15,660	20,423	9,223	10,466	11,197	1,321	3,177	988	72,222	42.4
Non-government	25,716	58,095	16,213	9,515	11,708	3,477	900	1,148	126,406	74.3
Not stated	23	—	—	—	—	—	—	—	23	—
Total	35,923	69,292	20,902	15,739	19,350	4,172	3,675	1,912	170,229	100.0

Note: There are discrepancies for South Australia for service groups 'Accommodation support', 'Community access' and 'Respite' due to miscoding of service types for two service type outlets.

Table 2.3: Users of CSTDA-funded employment services, agency sector by state and territory, 2007–08

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia	%
Government	—	—	109	1	—	—	—	—	110	—
Non-government	29,043	23,446	17,462	7,928	8,223	2,318	1,087	661	89,831	99.9
Total	29,043	23,446	17,566	7,929	8,223	2,318	1,087	661	89,935	100.0

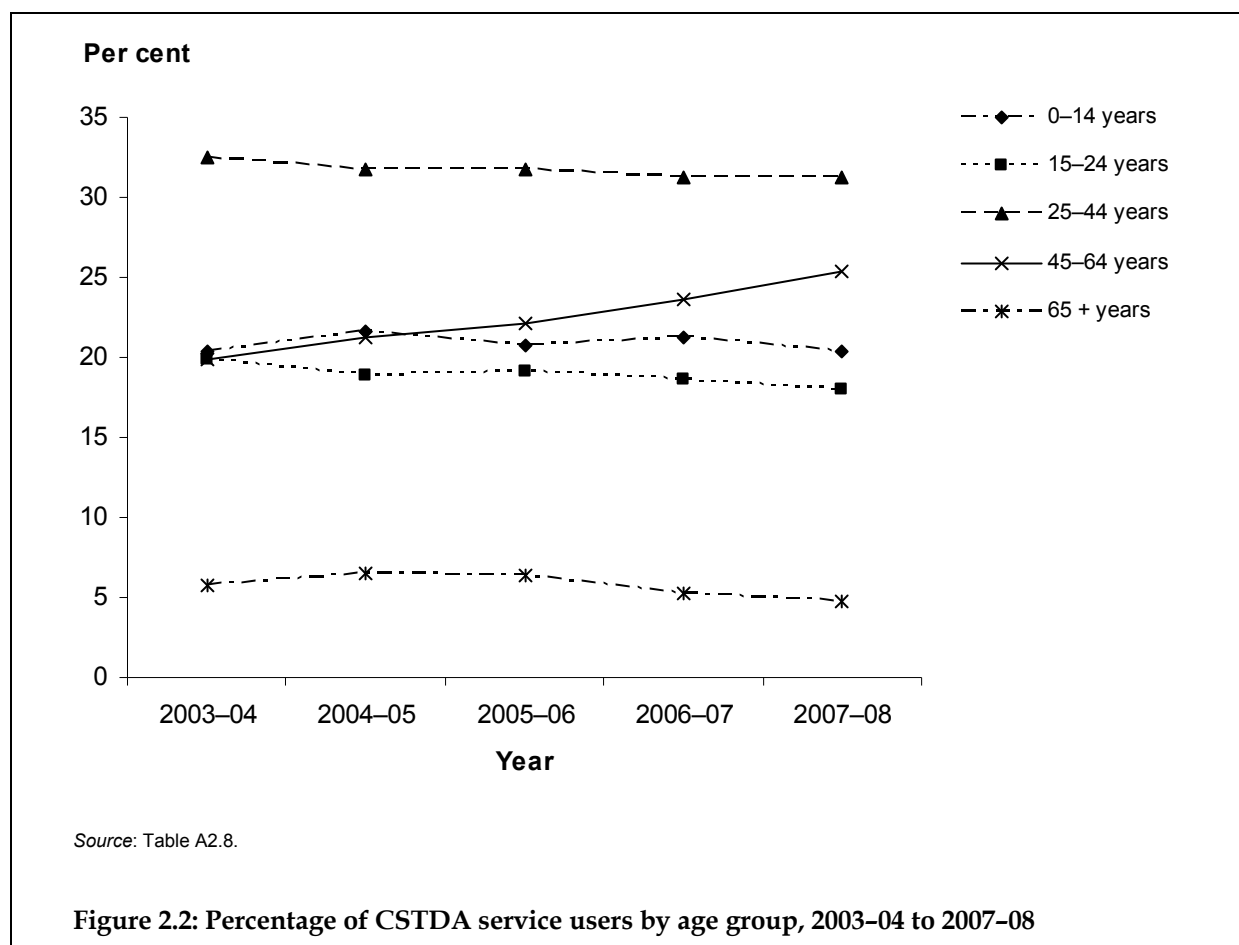
2.2 Age, sex and disability

The median age of service users in 2007–08 was 32.6 years: 29.7 years for males and 36.5 years for females (Table A2.2). The difference between male and female median ages has increased, from 4.5 years in 2003–04 to 6.8 years in 2007–08.

Service users aged 25–44 years and 45–64 years represented the largest proportions of service users in 2007–08 (31% and 25% respectively; Table 2.4). At these ages, intellectual, physical and psychiatric disabilities were the most common primary disability. Children and young people aged up to 24 years accounted for a further 38.4% of service users (Table 2.4).

Analysis of age groups reveals a year-on-year rise in the number and proportion of service users aged 45–64 years (Figure 2.2). In 2003–04, some 20% of service users were aged 45–64 years, which grew to around 25% in 2007–08. In contrast, all other age groups (less than 65 years) have either decreased (as a proportion) or showed minor year-on-year fluctuations.

In 2007–08, service users were more likely to be male than female (Table 2.4). Notable differences between the sexes in relation to primary disability include: males were more likely to report autism (8.2% compared to 2.6%) and females were more likely to report neurological disability (7.0% compared to 4.0%). Similar patterns were seen in 2006–07.



Service users were asked to report their main disability as well as any other types of disability that caused them difficulty. These are referred to respectively as 'primary' and 'other significant' disability groups. While only one primary disability is recorded, the ability to report multiple other significant disabilities facilitates a broader understanding of the diverse needs and circumstances of service users.

The most commonly reported disability for the five year collection period has been intellectual disability, with 32% or 77,320 service users in 2007-08 reporting intellectual disability as their primary disability (Table 2.4).

In 2007-08, around 2 in 5 service users identified at least one other significant disability (Table 2.5). More than half of service users who reported intellectual disability (54%), acquired brain injury (59%) or being deafblind (57%) as their primary disability also reported other significant disability. This shows an increase on 2003-04 (49%, 54% and 41% respectively) (AIHW 2005). Based on data for 2007-08, people who identified acquired brain injury or being deafblind as their primary disability were also the most likely to experience other significant disability, with an average of more than two disability types per service user. Of service users who reported autism or neurological disability as their primary condition, nearly half (49% and 47% respectively) also reported other significant disability.

Table 2.4: Users of CSTDA-funded services, sex and primary disability group by age group, 2007–08

Primary disability	Age group (years)						Not stated	Total	
	0–4	5–14	15–24	25–44	45–64	65+		No.	%
Males									
Intellectual	413	6,622	11,828	16,157	9,197	888	24	45,129	31.1
Specific learning/ADD	89	536	3,327	1,314	295	6	1	5,568	3.8
Autism	1,377	5,483	3,669	1,226	172	8	9	11,944	8.2
Physical	721	2,260	2,461	5,924	8,626	825	10	20,827	14.3
Acquired brain injury	50	278	621	2,657	2,806	537	6	6,955	4.8
Neurological	261	704	733	1,670	1,963	521	6	5,858	4.0
Deafblind	26	43	43	61	64	36	1	274	0.2
Vision	142	311	398	839	1,037	843	—	3,570	2.5
Hearing	313	286	513	807	734	362	—	3,015	2.1
Speech	811	1,080	154	82	62	17	—	2,206	1.5
Psychiatric	18	73	2,495	12,366	6,914	749	7	22,622	15.6
Developmental delay	3,710	929	—	—	—	—	1	4,640	3.2
Not stated/not collected	3,258	3,942	1,424	1,622	1,666	628	35	12,575	8.7
<i>Total males</i>	<i>11,189</i>	<i>22,547</i>	<i>27,666</i>	<i>44,725</i>	<i>33,536</i>	<i>5,420</i>	<i>100</i>	<i>145,183</i>	<i>100.0</i>
<i>% total males</i>	<i>7.7</i>	<i>15.5</i>	<i>19.1</i>	<i>30.8</i>	<i>23.1</i>	<i>3.7</i>	<i>0.1</i>	<i>100.0</i>	
Females									
Intellectual	306	3,898	7,994	12,013	7,125	809	23	32,168	32.1
Specific learning/ADD	31	201	1,359	636	166	—	—	2,393	2.4
Autism	310	1,118	782	317	59	6	—	2,592	2.6
Physical	565	1,687	1,826	4,085	6,659	711	15	15,548	15.5
Acquired brain injury	31	148	274	1,011	1,265	260	4	2,993	3.0
Neurological	173	587	612	2,142	2,857	644	3	7,018	7.0
Deafblind	10	43	24	77	55	46	—	255	0.3
Vision	91	232	352	721	987	1,554	3	3,940	3.9
Hearing	192	233	411	807	700	417	—	2,760	2.8
Speech	290	430	48	36	27	6	—	837	0.8
Psychiatric	21	48	1,818	8,077	6,494	913	6	17,377	17.3
Developmental delay	1,978	386	—	—	—	—	—	2,364	2.4
Not stated/not collected	1,506	1,686	1,088	2,044	2,543	1,041	27	9,935	9.9
<i>Total females</i>	<i>5,504</i>	<i>10,697</i>	<i>16,588</i>	<i>31,966</i>	<i>28,937</i>	<i>6,407</i>	<i>81</i>	<i>100,180</i>	<i>100.0</i>
<i>% total females</i>	<i>5.5</i>	<i>10.7</i>	<i>16.6</i>	<i>31.9</i>	<i>28.9</i>	<i>6.4</i>	<i>0.1</i>	<i>100.0</i>	

(continued)

Table 2.4 (continued): Users of CSTDA-funded services, sex and primary disability group by age group, 2007–08

Primary disability	Age group (years)						Not stated	Total	
	0–4	5–14	15–24	25–44	45–64	65+		No.	%
All service users									
Intellectual	722	10,524	19,826	28,176	16,326	1,697	49	77,320	31.5
Specific learning/ADD	120	737	4,686	1,950	461	6	1	7,961	3.2
Autism	1,690	6,609	4,451	1,543	231	14	9	14,547	5.9
Physical	1,286	3,949	4,287	10,010	15,288	1,537	25	36,382	14.8
Acquired brain injury	81	426	898	3,668	4,077	797	10	9,957	4.1
Neurological	437	1,291	1,346	3,817	4,823	1,166	9	12,889	5.2
Deafblind	36	86	67	138	119	82	1	529	0.2
Vision	233	543	750	1,561	2,025	2,401	3	7,516	3.1
Hearing	506	519	931	1,621	1,435	781	—	5,793	2.4
Speech	1,101	1,510	202	118	89	23	—	3,043	1.2
Psychiatric	41	121	4,315	20,455	13,423	1,662	14	40,031	16.3
Developmental delay	5,691	1,315	—	—	—	—	1	7,007	2.9
Not stated/not collected	4,819	5,707	2,533	3,718	4,239	1,679	76	22,771	9.3
Total service users	16,763	33,337	44,292	76,775	62,536	11,845	198	245,746	100.0
% of total users	6.8	13.6	18.0	31.2	25.4	4.8	0.0	—	100.0

Notes:

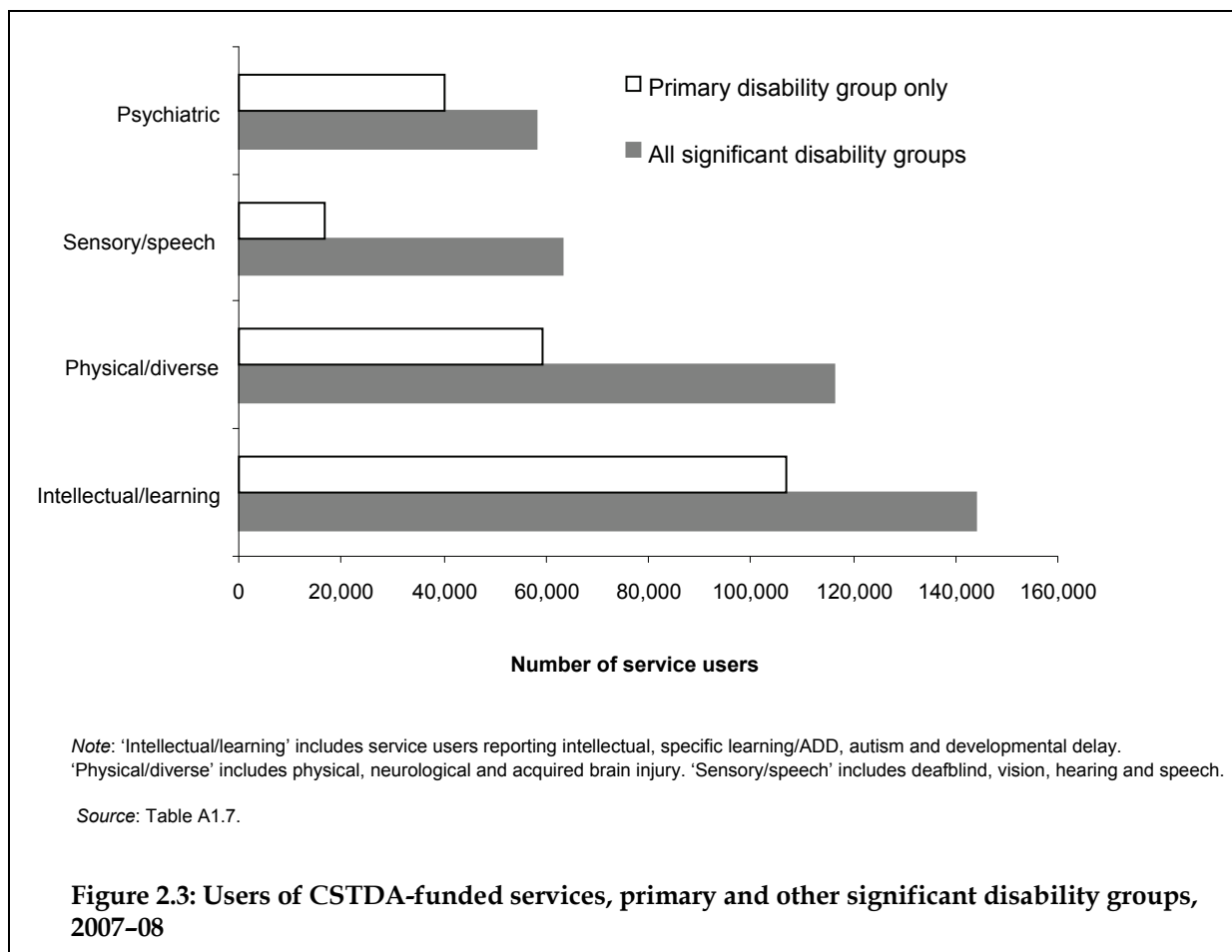
1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. 'All service users' includes 383 service users whose sex was not stated.
3. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–4 years age group.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services (Recreation/holiday programs) for whom primary disability data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table 2.5: Users of CSTDA-funded services, primary disability with or without other significant disability, 2007–08

Primary disability	With other significant disability groups		Without other significant disability groups		Total		Average number of disability groups recorded
	No.	%	No.	%	No.	%	
Intellectual	41,480	53.6	35,840	46.4	77,320	100.0	2.0
Specific learning	2,909	36.5	5,052	63.5	7,961	100.0	1.5
Autism	7,100	48.8	7,447	51.2	14,547	100.0	1.8
Physical	15,414	42.4	20,968	57.6	36,382	100.0	1.7
ABI	5,822	58.5	4,135	41.5	9,957	100.0	2.1
Neurological	6,066	47.1	6,823	52.9	12,889	100.0	1.8
Deafblind	299	56.5	230	43.5	529	100.0	2.2
Vision	3,020	40.2	4,496	59.8	7,516	100.0	1.6
Hearing	1,571	27.1	4,222	72.9	5,793	100.0	1.4
Speech	571	18.8	2,472	81.2	3,043	100.0	1.2
Psychiatric	8,445	21.1	31,586	78.9	40,031	100.0	1.3
Developmental delay	1,956	27.9	5,051	72.1	7,007	100.0	1.4
Total^(a)	94,653	42.5	128,322	57.5	222,975	100.0	1.7

(a) Excludes 22,771 service users with primary disability not stated.

Figure 2.3 is a visual account of the four main disability groups, similar to those used in the Survey of Disability Ageing and Carers (ABS 2004). In 2007–08, specific learning disorder, neurological, deafblind, vision, hearing and speech disabilities were more likely to be reported as an additional significant disability than a primary disability (see Table A2.7).



2.3 Country of birth

Information on country of birth provides an indication of sociocultural diversity of people using disability services. Each year, people born in Australia account for around 4 in 5 CSTDA service users (Table 2.6). The proportion of people born outside Australia has increased from 7.6% in 2003-04 to 11% in 2007-08. This result may be linked to a decline in the 'not stated' rate from 9.4% in 2003-04 to 5.9% in 2007-08. Some of the largest increases over the five-year period were for people born in China, Lebanon and Viet Nam.

CSTDA service users were less likely than the total Australian population to have been born outside Australia (11% of service users compared with 22% of the population in the 2006 Census of Population and Housing, ABS 2006). There were also some differences in the most common countries of birth for CSTDA service users and the total Australian population – for example, India, Scotland and the Philippines were in the 10 most common countries of birth in the 2006 Census, but were less common among CSTDA service users. The so-called 'healthy migrant effect', in part due to the health screening of potential migrants, may contribute to this pattern.

Table 2.6: CSTDA-funded service users by 10 most common countries of birth, 2003–04 to 2007–08

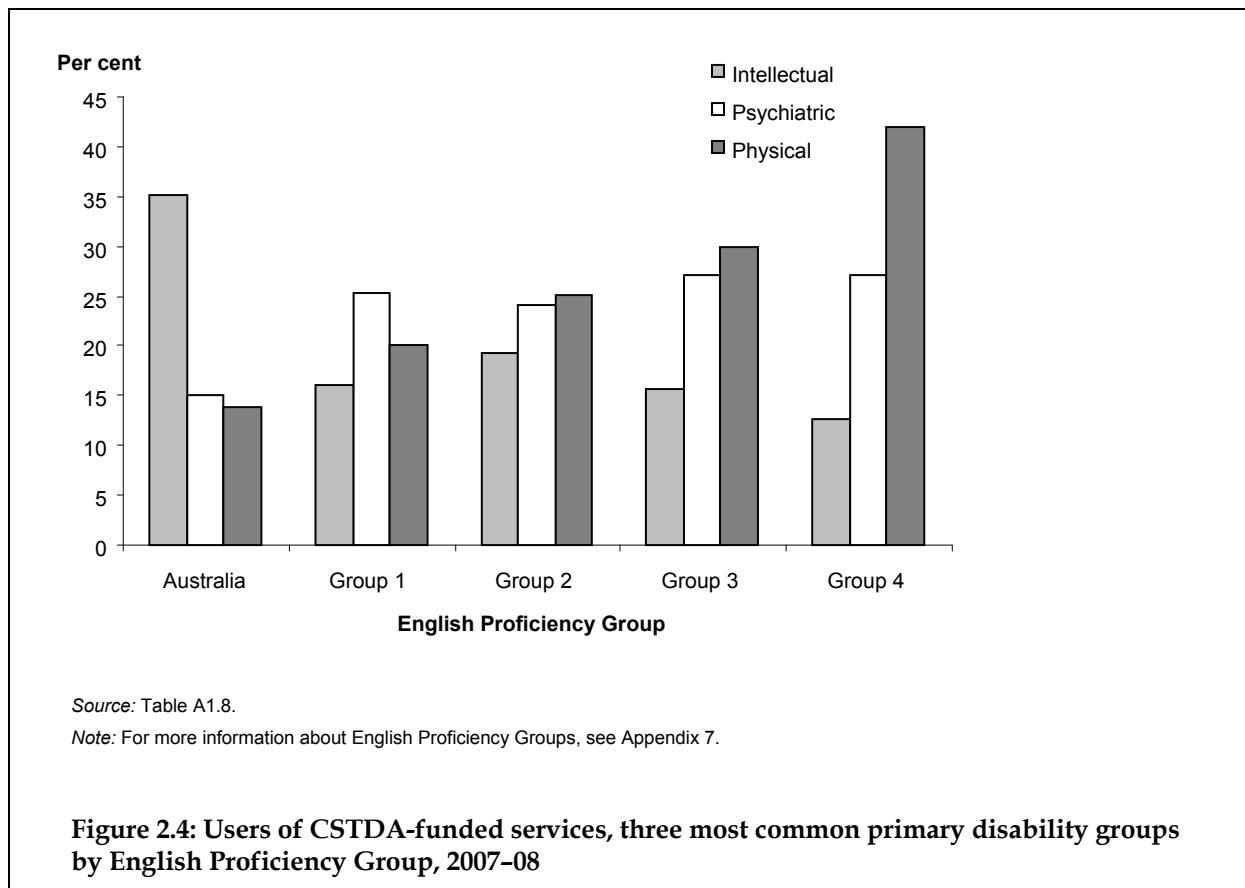
Country of birth	2003–04	2004–05	2005–06	2006–07	2007–08	2007–08 (%)	Australia 2006 Census (%)
Australia	156,181	159,724	171,143	193,444	203,399	82.8	70.9
Outside Australia	14,247	15,938	17,642	23,844	27,802	11.3	22.2
England	2,824	3,144	2,492	4,439	5,134	2.1	4.3
New Zealand	1,476	1,588	2,039	2,316	2,708	1.1	2.0
Viet Nam	756	833	868	1,332	1,881	0.8	0.8
Italy	812	861	982	1,094	1,203	0.5	1.0
Greece	491	568	583	670	781	0.3	0.6
Lebanon	250	272	324	523	770	0.3	0.4
China ^(a)	159	216	325	530	684	0.3	1.0
Philippines	309	357	433	561	657	0.3	0.6
Germany	429	451	500	598	645	0.3	0.5
Not stated	17,378	24,831	28,358	14,965	14,605	5.9	6.9
Total	187,806	200,493	217,143	232,253	245,746	100.0	100.0

(a) Excludes SAR and Taiwan province.

Note: SAR—special administrative region.

Countries can be classified into five categories based on English proficiency: one group for people born in Australia, and four groups for those born overseas (DIMA 2003). For those born overseas, groupings are based on the typical ability of migrants from each country to speak English. Countries with the most skilled English speakers, on average, are in English Proficiency Group 1 (EP1), and the least proficient in Group 4 (EP4). For more details and lists of countries in each group, see Appendix 7.

As in previous years, there were differences in the primary disability groups of service users according to English Proficiency Group. Figure 2.4 shows the proportion of people in each proficiency group contributing to the three most common disability groups—intellectual, psychiatric and physical. Service users born in Australia were more likely than overseas-born service users to have a primary intellectual disability (35% and 13–19% respectively), while service users born overseas were more likely to have psychiatric disability (24–27% of overseas-born compared with 15% of Australian-born) or physical primary disability (20–42% compared with 14%). Notably, the proportion of service users with physical disability was higher among those with lower levels of English proficiency.



2.4 Communication method and need for an interpreter

About two-thirds (66%) or 161,235 CSTDA service users reported spoken language as their most effective method of communication (Table 2.7). This is consistent with 2003-04 data (64%). Service users with primary disabilities of being deafblind, speech and developmental delay were the only groups with less than half of service users reporting spoken language as their most effective method of communication. For service users with a primary disability of autism, about half reported that spoken language was their most effective method of communication.

In 2007-08, 94% of service users with a primary disability of specific learning/ADD reported spoken language was the most effective method of communication. Coinciding with the increase from 76% in 2006-07, the group recorded a fall in the proportion (from 11% to 1.9%) having little, or no effective communication.

Service users with primary disabilities of intellectual (26%), autism (21%) and being deafblind (17%) were the most likely to have little or no effective communication.

There is no requirement to report method of communication for children under 5 years of age. Excluding these children and 'Not stated/not collected', it is possible to analyse just those service users who reported method of communication. Of those responses, 81% (161,235) reported spoken language as their most effective method of communication; 16%

(31,137) had little or no effective communication and therefore, may face considerable barriers to social participation (AIHW 2007a).

Table 2.7: Users of CSTDA-funded services, primary disability group by most effective method of communication, 2007-08 (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	64.2	2.0	2.5	25.9	0.9	4.4	100.0
Specific learning/ADD	93.8	0.4	0.2	1.9	1.5	2.1	100.0
Autism	54.1	1.3	2.8	21.2	11.6	8.9	100.0
Physical	79.4	1.2	1.7	10.1	3.5	4.0	100.0
Acquired brain injury	81.2	1.3	2.3	10.1	0.8	4.3	100.0
Neurological	75.5	1.2	1.6	9.6	3.4	8.7	100.0
Deafblind	40.5	25.5	3.6	16.6	6.6	7.2	100.0
Vision	79.1	0.8	0.3	2.4	3.1	14.4	100.0
Hearing	55.8	20.8	0.8	7.3	8.7	6.5	100.0
Speech	35.5	1.2	0.8	8.7	36.2	17.6	100.0
Psychiatric	92.5	0.7	0.2	1.3	0.1	5.3	100.0
Developmental delay	2.6	0.0	0.2	2.9	81.2	13.1	100.0
Not stated/not collected	8.0	0.2	0.5	1.4	21.2	68.8	100.0
Total %	65.6	1.7	1.5	12.7	6.8	11.6	100.0
Total number	161,235	4,257	3,734	31,137	16,756	28,627	245,746
<i>% of valid responses (excl. child under 5)</i>	<i>80.5</i>	<i>2.1</i>	<i>1.9</i>	<i>15.5</i>	<i>n.a.</i>	<i>n.a.</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. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services (Recreation/holiday programs) for whom primary disability and communication data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Interpreter services were not needed for the majority (85%) of service users (Table 2.8). Excluding service users who did not report on need for interpreter services, the proportion with no need for these services was 94%.

Table 2.8: Users of CSTDA-funded services, need for interpreter services by primary disability, 2007–08

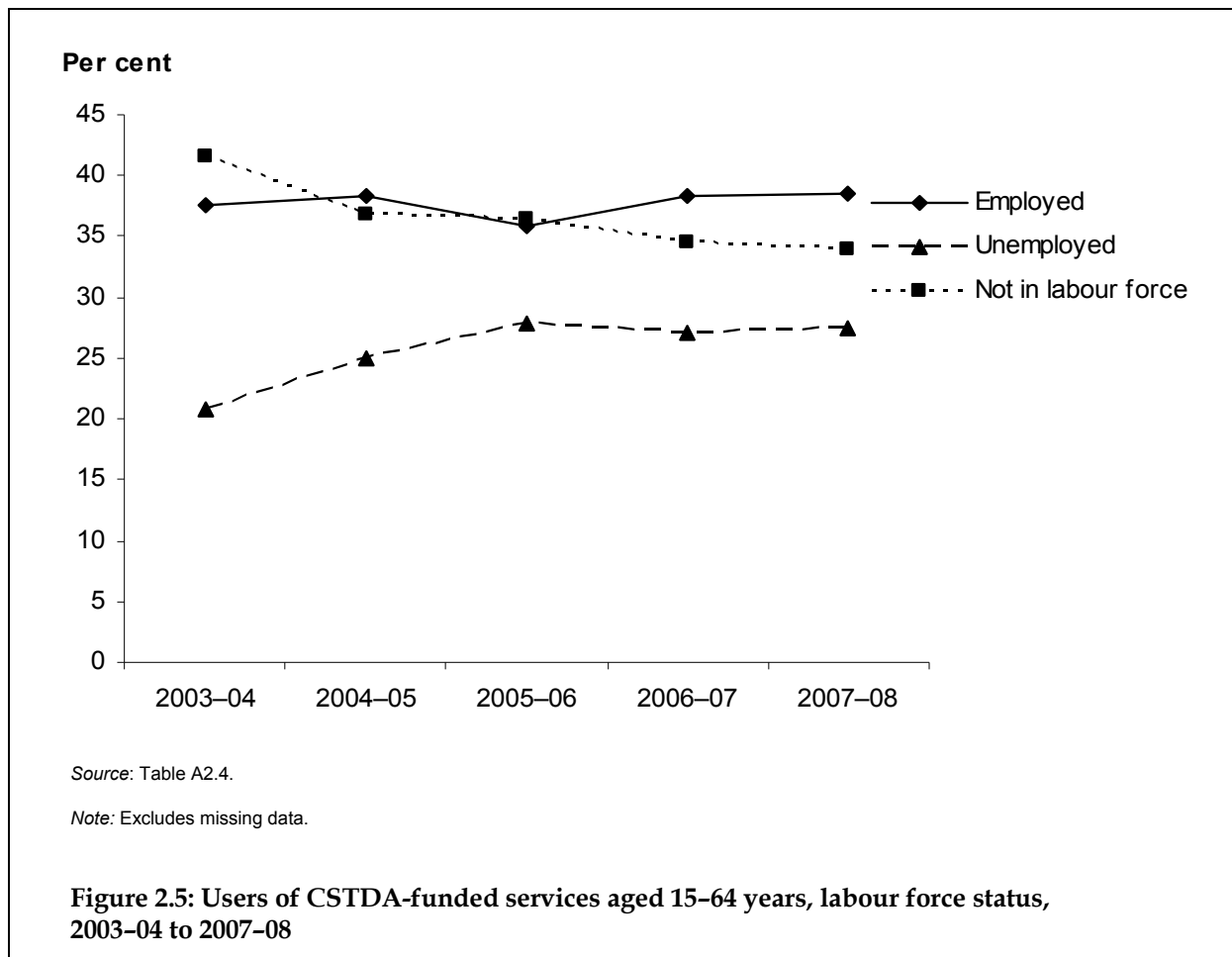
Primary disability type	Needs an interpreter for spoken language other than English		Needs an interpreter for non-spoken communication		Does not need an interpreter		Not stated/not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Intellectual	2,214	2.9	3,227	4.2	70,266	90.9	1,613	2.1	77,320	100.0
Specific learning/ADD	56	0.7	127	1.6	7,706	96.8	72	0.9	7,961	100.0
Autism	206	1.4	445	3.1	12,835	88.2	1,061	7.3	14,547	100.0
Physical	585	1.6	1,302	3.6	33,528	92.2	967	2.7	36,382	100.0
Acquired brain injury	318	3.2	183	1.8	9,244	92.8	212	2.1	9,957	100.0
Neurological	256	2.0	207	1.6	11,407	88.5	1,019	7.9	12,889	100.0
Deafblind	20	3.8	132	25.0	356	67.3	21	4.0	529	100.0
Vision	146	1.9	422	5.6	6,702	89.2	246	3.3	7,516	100.0
Hearing	89	1.5	1,137	19.6	4,161	71.8	406	7.0	5,793	100.0
Speech	44	1.4	49	1.6	2,643	86.9	307	10.1	3,043	100.0
Psychiatric	617	1.5	433	1.1	36,847	92.0	2,134	5.3	40,031	100.0
Developmental delay	93	1.3	43	0.6	5,497	78.5	1,374	19.6	7,007	100.0
Not stated/not collected	311	1.4	20	0.1	8,534	37.5	13,906	61.1	22,771	100.0
Total	4,955	2.0	7,727	3.1	209,726	85.3	23,338	9.5	245,746	100.0
<i>% of valid responses</i>	—	2.2	—	3.5	—	94.3	—	—	—	100.0

Notes:

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

2.5 Income and labour force status

In 2007–08, more than one-third of service users were employed (35%) and one-quarter were unemployed (25%) (Table 2.9). When missing data are excluded, the proportion of service users who were unemployed has increased over the five-year period to 2007–08 (from 21% to 28%), while the proportion not in the labour force decreased (from 42% to 34%) (Figure 2.5). The proportion of employed service users has been fairly stable at around 36% to 39% each year.



Patterns of labour force status varied across service groups (Table 2.9). As would be expected, almost all people using employment services were in the labour force; around three in five were employed (61%). For the remaining service groups, approximately three in five service users of working age were not in the labour force (54-60%). Just over one in five accommodation support and community support services service users were employed (21-22%) – slightly higher than the corresponding proportions of community access and respite service users (15-16%). These patterns were stable over the 5 years to 2007-08 (AIHW 2005, 2006, 2007, 2008a).

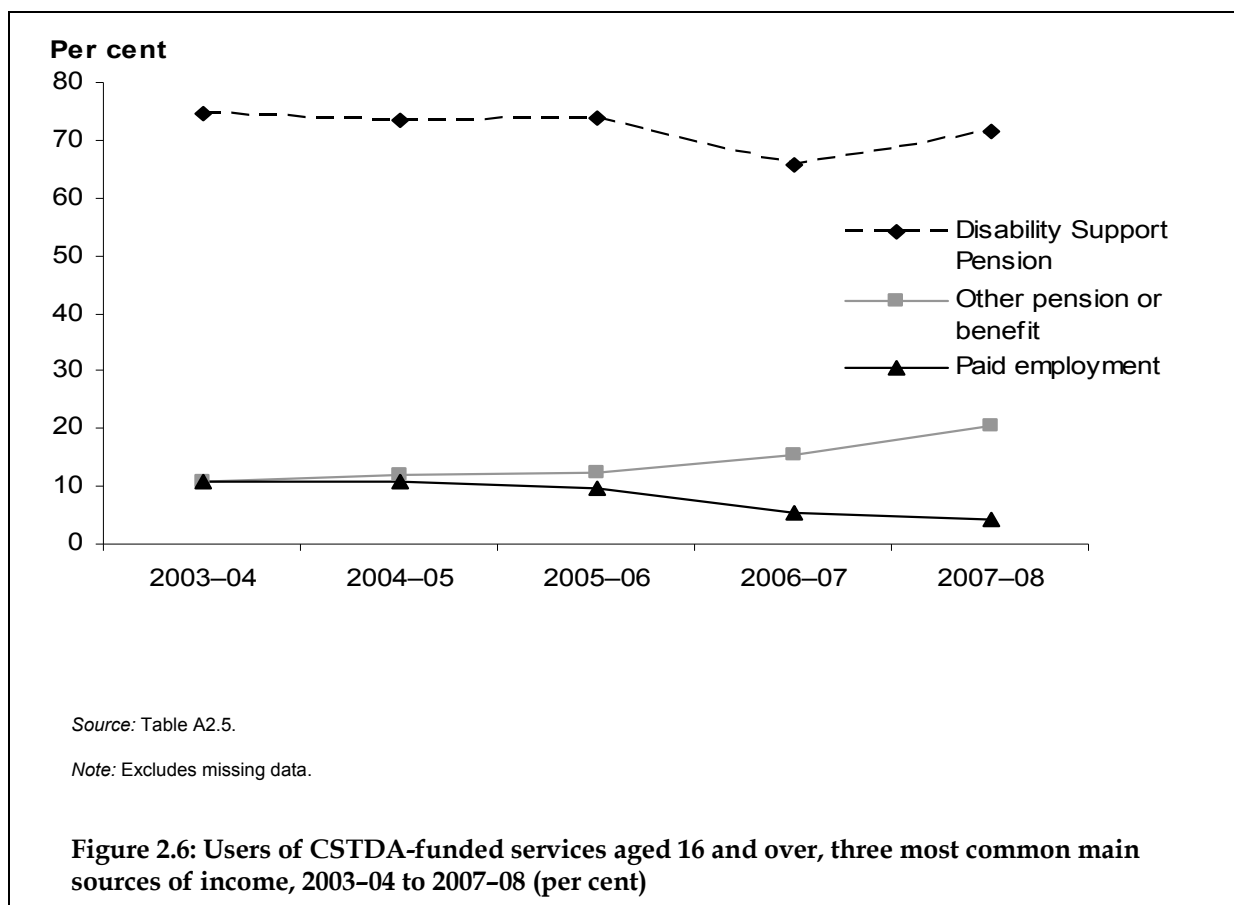
Disability Support Pension (DSP) was the main source of income for between two-thirds and three-quarters of CSTDA service users aged 16 years and over throughout the five-year period (66-75%; missing data excluded) (Figure 2.6). Overall, there was a slight decrease in the proportion of service users who reported the DSP as their main source of income, from 75% in 2003-04 to 72% in 2007-08. The proportion who reported paid employment as their main source of income more than halved over the period, from 11% to 4.4%; conversely, the proportion who received a pension or benefit other than the DSP almost doubled (11% to 21%). Smaller proportions each year reported other income sources, compensation payments and no income (Table A2.5).

Table 2.9: Users of CSTDA-funded services aged 15–64 years, labour force status by service group, 2007–08

Service group	Employed		Unemployed		Not in the labour force		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Accommodation support	7,110	21.2	4,548	13.6	20,256	60.4	1,609	4.8	33,523	100.0
Community support	11,690	21.8	6,366	11.9	29,223	54.5	6,381	11.9	53,660	100.0
Community access	7,120	15.2	5,764	12.3	27,779	59.4	6,127	13.1	46,790	100.0
Respite	3,411	15.6	2,068	9.5	13,172	60.4	3,166	14.5	21,817	100.0
Employment	54,492	61.0	34,578	38.7	324	0.4	—	0.0	89,394	100.0
Total	63,970	34.8	45,918	25.0	58,017	31.6	15,698	8.5	183,603	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. Total for all service groups may not be the sum of components because individuals may have accessed services from more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Only those aged 15 years and over were asked to respond about labour force status. Working-age service users include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about labour force status.
3. Please refer to AIHW 2007a (Service user and services received section) for full definitions of 'employed', 'unemployed' and 'not in the labour force'.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and labour force status data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.



Of the 68,894 service users accessing open employment services, about 38% reported the DSP as their main source of income and a further 36% reported another pension or benefit as main source of income (Figure 2.7; Table 2.10). A relatively high number of missing responses (19%) from open employment service users means it is difficult to compare with supported employment users. Almost 90% of people who used supported employment services reported the DSP as their main source of income.

As in previous years, in 2007–08, service users with an intellectual or learning primary disability were the most likely of all disability groups to receive the DSP as their main source of income (88% compared with 50–61% of other primary disability groups), and the least likely to receive another pension or benefit (7.3% compared with 27–37% of other primary disability groups) (Figure 2.8; AIHW 2005, 2006, 2007, 2008a).

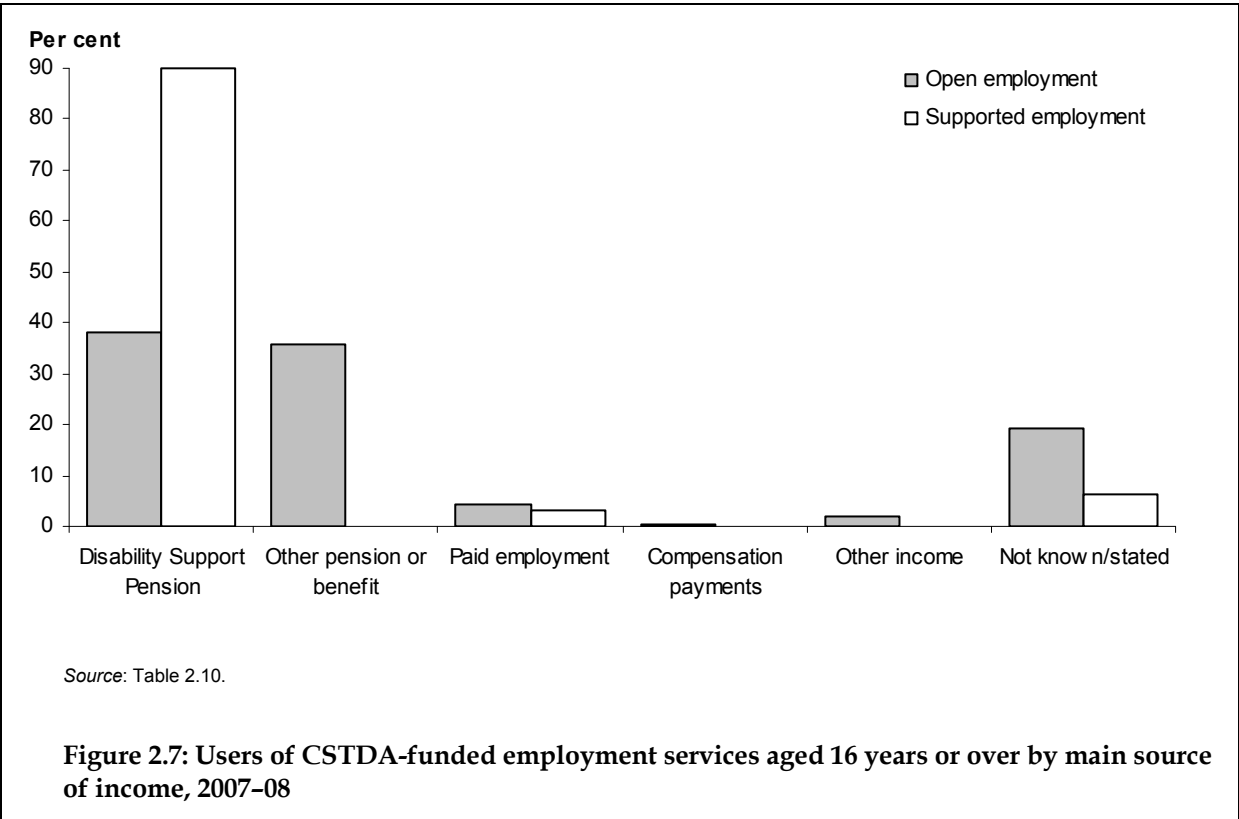


Table 2.10: Users of CSTDA-funded employment services by service type, 2007–08

Main source of income	Open employment	Supported employment
Disability Support Pension	26,370	19,114
Other pension or benefit	24,625	37
Paid employment	2,857	674
Compensation payments	209	15
Other income	1,478	26
Nil income	20	20
Not known/stated	13,335	1,372
Total	68,894	21,258

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Total for all service groups may not be the sum of components because individuals may have accessed services from more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Only those aged 15 years and over were asked to respond about labour force status. Working-age service users include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about labour force status.

Table 2.11 provides a breakdown by primary disability for open and supported employment services in 2007–08. This shows that supported employment services cater overwhelmingly for people with a primary intellectual disability (70%) (note, however, that 43% (11,061) of employment service users with intellectual disability accessed open employment services). By contrast, open employment services in general cater for a broader disability population, including relatively high proportions of service users with a primary disability of psychiatric (32%), physical (27%), and intellectual (16%) disability.

Table 2.11: Open and supported employment service users by disability group, 2007–08 (per cent)

	Open employment		Supported employment	
	Primary disability	Any significant disability	Primary disability	Any significant disability
Intellectual	16.0	19.6	70.3	77.3
Specific learning	9.3	16.2	1.4	7.6
Autism	3.5	4.2	2.5	5.5
Physical	26.6	38.7	6.4	16.8
ABI	2.8	4.0	2.9	4.7
Neurological	3.4	6.6	2.0	10.1
Deafblind	0.0	0.1	0.2	0.7
Vision	2.8	4.9	1.4	6.5
Hearing	3.6	5.6	0.9	5.1
Speech	0.4	2.3	0.2	7.3
Psychiatric	31.5	43.6	11.9	19.1

Notes:

1. Excludes 5 service users in open employment and 26 service users in supported employment for whom primary disability was not stated/not collected.
2. Table A2.6 contains raw data from which percentages were calculated. Data from the 2003–04 to 2007–08 collections are included.

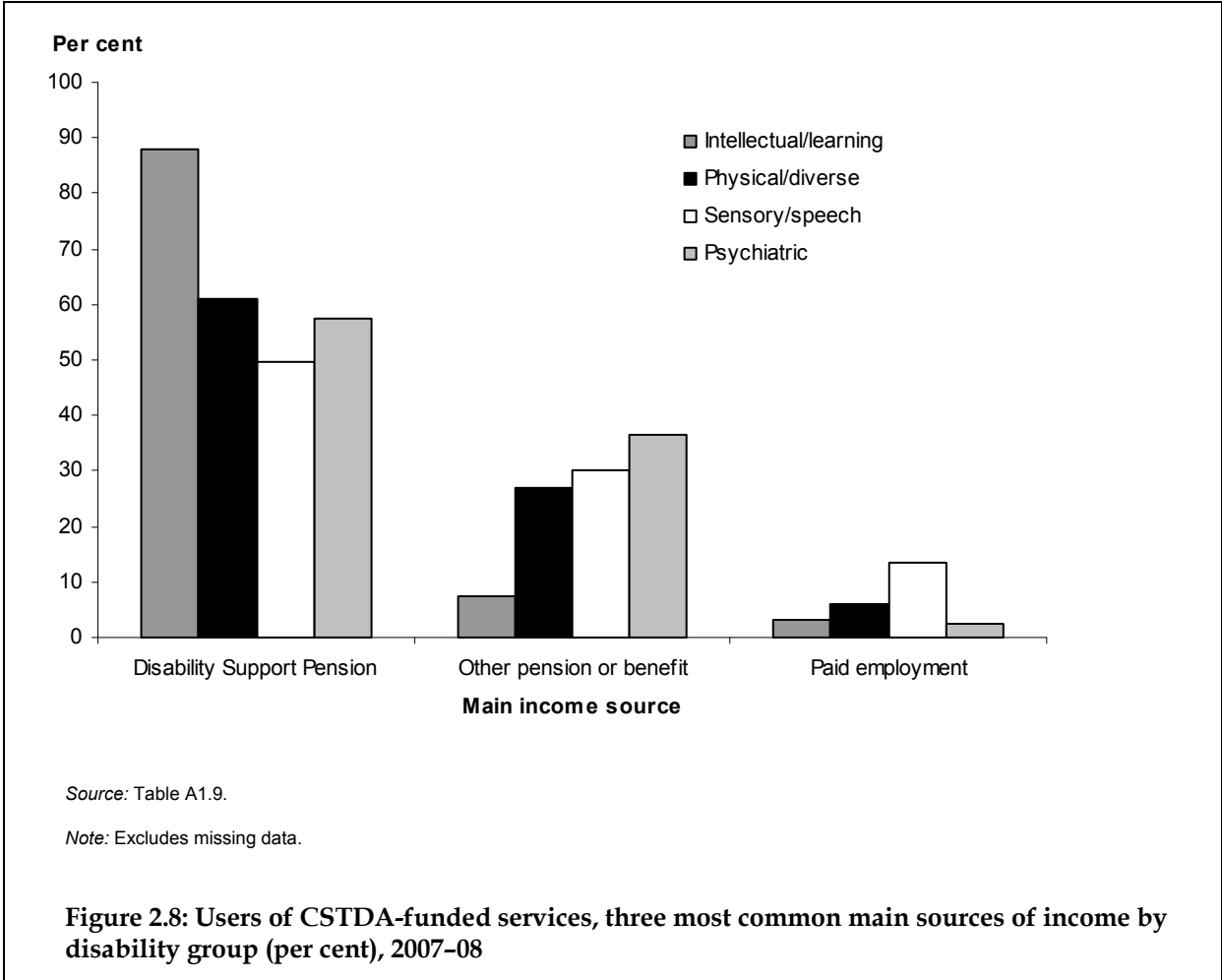


Table 2.12 summarises the range of employment and income circumstances of adults using CSTDA services in 2007-08. One-third of service users receiving the DSP were employed; one-fifth were unemployed and close to half were not in the labour force. By contrast, the majority of service users who received another pension or benefit were unemployed, one-quarter were employed, and 14% were not in the labour force.

Table 2.12: Users of CSTDA-funded services aged 16 years and over, labour force status by main source of income, 2007–08

Main source of income	Employed		Unemployed		Not in the labour force		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Disability Support Pension	35,540	33.1	21,415	20.0	49,277	46.0	983	0.9	107,215	100.0
Other pension or benefit	7,670	25.0	18,470	60.2	4,232	13.8	314	1.0	30,686	100.0
Paid employment	5,975	91.6	453	6.9	75	1.1	23	0.4	6,526	100.0
Compensation payments	185	21.2	200	22.9	481	55.0	8	0.9	874	100.0
Other income	1,133	37.9	690	23.1	1,110	37.1	57	1.9	2,990	100.0
Nil income	56	3.7	175	11.5	1,225	80.5	65	4.3	1,521	100.0
Not known/stated/collected	14,159	33.1	4,891	11.4	8,535	19.9	15,234	35.6	42,819	100.0
Total	64,718	33.6	46,294	24.0	64,935	33.7	16,684	8.7	192,631	100.0

Notes:

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

One-third of parents of young service users (aged under 16 years) reported receiving the Carer Allowance (Child) in 2007–08; 1 in 10 said they did not receive it and more than half (57%) did not know or did not respond (Table 2.13). As with Carer Allowance (Adult), receipt of Carer Allowance (Child) varied across primary disability groups. When missing data are excluded, around 4 in 5 parents of young service users with intellectual/learning and physical/diverse disability reported receiving the payment (80% and 77% respectively), compared with just over half of those with sensory/speech disability (54%). This is self-reported data – due to a high number of missing responses, results should be viewed with caution. High and variable not stated/not collected response rates make it difficult to discern trends over time.

Table 2.13: Users of CSTDA-funded services aged under 16 years, parents in receipt of Carer Allowance (Child) by primary disability group, 2007–08

Primary disability group	With Carer Allowance (Child)		Without Carer Allowance (Child)		Carer Allowance (Child) not known/collected		Total	
	No.	%	No.	%	No.	%	No.	%
Intellectual/learning	12,227	41.7	3,078	10.5	14,031	47.8	29,336	100.0
Physical/diverse	3,939	49.2	1,162	14.5	2,908	36.3	8,009	100.0
Sensory/speech	1,057	22.6	898	19.2	2,715	58.1	4,670	100.0
Psychiatric	21	11.5	18	9.9	143	78.6	182	100.0
Not stated/not collected	299	2.8	366	3.4	10,104	93.8	10,769	100.0
Total	17,543	33.1	5,522	10.4	29,901	56.5	52,966	100.0

Notes:

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

2.6 Location of service users

Information on service user location is presented using remoteness areas (RAs). The RAs are structured on the Australian Standard Geographical Classification (ASGC) developed by the ABS. Categories include *Major cities*, *Inner regional*, *Outer regional*, *Remote* and *Very remote* areas. These areas are structured to provide an indication of the degree of remoteness, or distance, from major cities.

In 2007–08 there were 233,703 service users aged less than 65 years; most lived in Major cities (62%) or Inner regional areas (24%) (Table 2.14).

Some 13 people per 1,000 total population aged less than 65 years accessed CSTDA services in 2007–08. This was up from 12 per 1,000 in 2006–07 and 11 per 1,000 in 2003–04 (AIHW 2008a; AIHW 2005). The highest rates of service use were in Inner regional areas (16 service users per 1,000 population), followed by Outer regional areas (13 per 1,000) and Major cities (11 per 1,000 population). Very remote areas showed the lowest rate of 9 per 1,000.

Victoria and South Australia recorded the highest rates of service use (18 and 17 service users per 1,000 respectively). The lowest rate of access relative to population occurred in Queensland and New South Wales, each with around 10 service users per 1,000 population under 65 years of age.

Table 2.14: Users of CSTDA-funded services, service user remoteness by state/territory, 2007–08

Remoteness area	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
People aged under 65 years									
Major cities	4,386,726	3,413,386	2,205,524	1,327,713	979,396	—	307,408	—	12,620,153
Inner regional	1,174,730	893,415	789,429	231,804	161,644	272,032	446	—	3,523,500
Outer regional	368,921	208,091	567,234	170,812	152,280	139,454	—	111,795	1,718,587
Remote	28,645	3,723	76,968	87,543	38,903	6,502	—	44,590	286,874
Very remote	3,975	—	45,634	44,589	12,504	2,195	—	47,933	156,830
<i>All Australians</i>	<i>5,962,997</i>	<i>4,518,615</i>	<i>3,684,789</i>	<i>1,862,461</i>	<i>1,344,727</i>	<i>420,183</i>	<i>307,854</i>	<i>204,318</i>	<i>18,305,944</i>
Service users aged under 65 years									
Major cities	39,298	53,292	17,711	14,431	15,278	19	4,376	23	143,977
Inner regional	15,815	21,022	10,249	2,564	2,785	4,043	55	11	56,166
Outer regional	4,847	5,203	6,025	1,886	2,411	1,653	n.p.	1,119	22,963
Remote	274	n.p.	642	725	532	56	n.p.	487	2,769
Very remote	70	n.p.	353	402	193	6	—	427	1,347
<i>All remoteness areas^(a)</i>	<i>60,463</i>	<i>83,087</i>	<i>35,639</i>	<i>20,783</i>	<i>22,338</i>	<i>5,938</i>	<i>4,499</i>	<i>2,150</i>	<i>233,703</i>
Service users per 1,000 population aged under 65 years									
Major cities	9.0	15.6	8.0	10.9	15.6	—	14.2	—	11.4
Inner regional	13.5	23.5	13.0	11.1	17.2	14.9	123.3	—	15.9
Outer regional	13.1	25.0	10.6	11.0	15.8	11.9	—	10.0	13.4
Remote	9.6	28.5	8.3	8.3	13.7	8.6	—	10.9	9.7
Very remote	17.6	—	7.7	9.0	15.4	2.7	—	8.9	8.6
<i>All remoteness areas^(a)</i>	<i>10.1</i>	<i>18.4</i>	<i>9.7</i>	<i>11.2</i>	<i>16.6</i>	<i>14.1</i>	<i>14.6</i>	<i>10.5</i>	<i>12.8</i>

(a) Excludes 6,481 service users whose remoteness area is unknown (all the service user postcodes provided by all services attended by the service user 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. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. The number of service users in each remoteness area (RA) was estimated based on service users' residential postcodes. Some postcode areas were split between two or more RAs. Where this was the case, the data were weighted according to the proportion of the population of the postcode area in each RA.
3. Service users may appear in remoteness areas for which there is no population within that state or territory. In such cases, the user's residential postcode is located within another jurisdiction. This may be due to service users living in one jurisdiction and accessing one or more services in another jurisdiction, or service users moving between jurisdictions within the reporting period.

Source: Population data are based on AIHW analysis of ABS statistical local population area estimates as at June 30, 2007. Population data excludes Australian external territories.

3 Informal carers, support needs and living arrangements

This chapter focuses on three characteristics of CSTDA-funded service users during 2007–08:

- informal care arrangements
- support needs across a range of life areas
- residential setting and living arrangements.

3.1 Presence of an informal carer

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 2007a). This includes people who may receive a pension or benefit associated with their caring role, but does not include people, either paid or voluntary, who are arranged by formal service organisations.

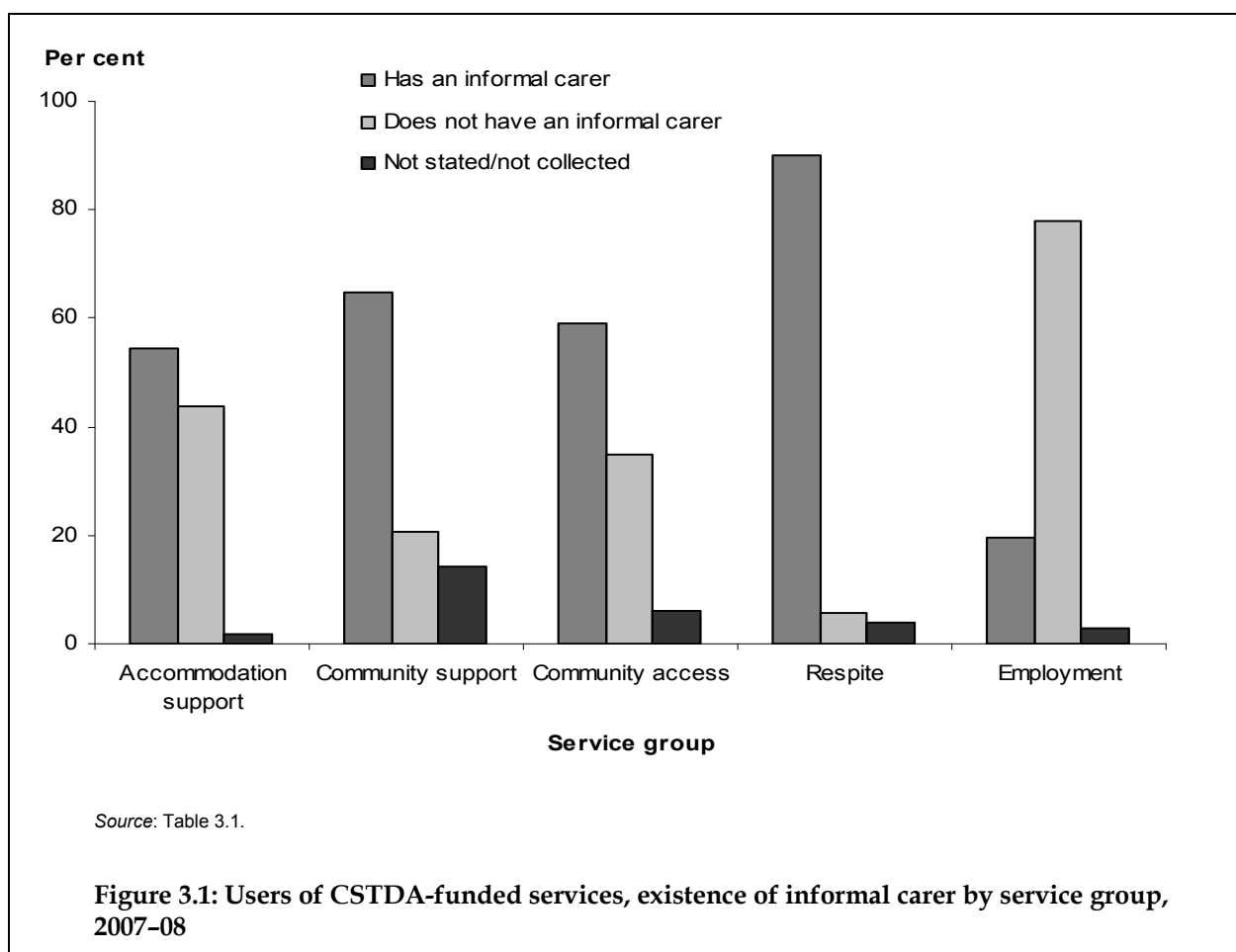
In 2007–08, 46% of service users had an informal carer (Table 3.1), an increase of 4 percentage points on 2003–04. Users of respite services continue to be more likely than other service users to have an informal carer (90%), with users of community support services the next most likely (65%) (Figure 3.1). Employment service users were the least likely to have an informal carer (20%), reflecting the nature of the service and age group of service users.

Table 3.1: Users of CSTDA-funded services, existence of an informal carer by service group, 2007–08

Service group	Has an informal carer		Does not have an informal carer		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Accommodation support	20,551	54.5	16,466	43.7	673	1.8	37,690	100.0
Residential accommodation support	8,137	47.4	8,771	51.0	276	1.6	17,184	100.0
Non-residential accommodation support	12,921	60.6	7,988	37.5	399	1.9	21,308	100.0
Community support	67,401	64.8	21,622	20.8	14,953	14.4	103,976	100.0
Community access	32,139	59.1	19,033	35.0	3,202	5.9	54,374	100.0
Respite	28,419	90.2	1,830	5.8	1,275	4.0	31,524	100.0
Employment	17,569	19.5	69,974	77.8	2,392	2.7	89,935	100.0
Total	112,293	45.7	111,466	45.4	21,987	8.9	245,746	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. 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. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. ‘Not stated/not collected’ includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.



The proportion of service users who did not have an informal carer in 2007-08 was 45%, up from 38% in 2003-04. The seeming contradiction – increases since 2003-04 in both the proportion with a carer and without a carer – is mainly due to a change in quality of carer data (Table 3.2). The ‘Not stated/not collected’ rate has fallen from 20% in 2003-04 to 9% in 2007-08.

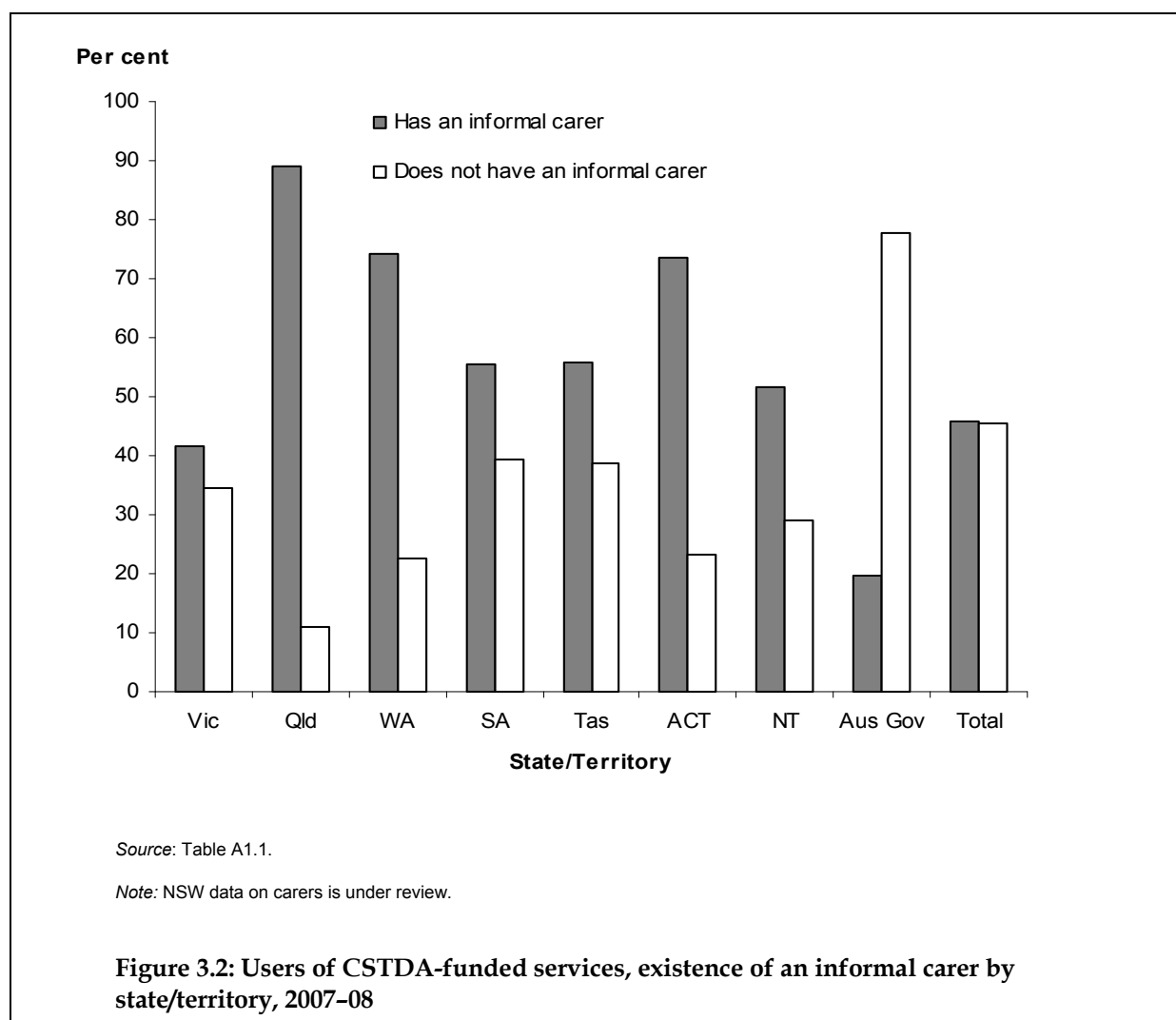
Table 3.2: Users of CSTDA-funded services, existence of an informal carer, 2003-04 to 2007-08

	Has an informal carer		Does not have an informal carer		Not stated/not collected		Total	
	No.	%	No.	%	No.	%	No.	%
2003-04	78,360	41.7	72,138	38.4	37,308	19.9	187,806	100.0
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	112,293	45.7	111,466	45.4	21,987	8.9	245,746	100.0

Notes:

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

Service users in the Queensland were more likely than those in other states and territories to have an informal carer (Figure 3.2).



In 2007-08, more than half (55%) of users of accommodation support services had an informal carer, an increase from 45% in 2006-07 and 35% in 2003-04 (Table A2.9). This group can be further broken down into residential accommodation support and non-residential accommodation support service users. In 2007-08, almost half (47%) of users of residential accommodation support services had an informal carer, up from 41% in 2006-07 and 24% in 2003-04. For users of non-residential accommodation support services, more than three-fifths (61%) had an informal carer in 2007-08 compared with 49% in 2006-07 and 45% in 2003-04.

Over the same period the proportion of users of community access services with an informal carer increased from 41% to 59%. The proportion of service users with an informal carer accessing employment services decreased from 29% in 2003-04 to 20% in 2007-08.

However, between 2003-04 and 2007-08, there was substantial growth in the number of people using CSTDA-funded open employment services, relatively few of whom need

assistance in activities of daily living and receive informal care, compared to users of supported employment or state/territory-delivered CSTDA services.

In 2007–08, service users in Very remote (65%) and Remote (52%) areas were more likely to have informal carers than those in other remoteness areas (Table 3.3). Service users in Major cities were the least likely to have an informal carer (45%). The size and distribution of ‘not stated/not collected’ data should be considered when interpreting these data.

Table 3.3: Users of CSTDA-funded services, existence of an informal carer by remoteness, 2007–08

Remoteness area	Has an informal carer		Does not have an informal carer		Not stated/not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Major cities	68,778	45.3	70,678	46.6	12,219	8.1	151,674	100.0
Inner regional	28,197	48.0	25,801	44.0	4,706	8.0	58,705	100.0
Outer regional	11,323	47.4	11,016	46.1	1,537	6.4	23,876	100.0
Remote	1,571	52.3	1,344	44.8	88	2.9	3,003	100.0
Very remote	963	64.5	472	31.6	57	3.8	1,492	100.0
Not stated/collected	1,462	20.9	2,154	30.8	3,380	48.3	6,996	100.0
Total	112,293	45.7	111,466	45.4	21,987	8.9	245,746	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. 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. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. ‘Not stated/not collected’ includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

3.2 Carer age and relationship to service user

Nearly 60% of the 112,293 service users with an informal carer identified their mother as the carer (Table 3.4). Mothers were consistently the most likely informal carers of CSTDA service users over the period 2003–04 to 2007–08. Year-on-year variations in the proportions were most likely due to changes in the ‘not stated’ rate, rather than actual changes in the profile of informal carers. Service users aged 45–64 years were as likely to receive care from a spouse or partner as from their mother (21% in each case) (Table 3.4).

Table 3.4: CSTDA-funded service users with an informal carer, carer relationship to service user, 2007–08

Relationship of carer to service user	Age group of service user (years)						Total
	0–14	15–24	25–44	45–64	65+	Not stated	
	Number						
Spouse	—	168	2,165	4,103	1,788	5	8,229
Mother	29,909	16,083	15,322	4,119	96	33	65,562
Father	1,439	1,419	1,891	650	15	4	5,418
Child	—	26	172	677	810	2	1,687
Other family	1,220	1,032	1,554	2,450	464	5	6,725
Friend/neighbour	132	256	493	625	179	—	1,685
Not stated	2,882	3,462	7,991	7,129	1,505	18	22,987
Total	35,582	22,446	29,588	19,753	4,857	67	112,293
	Per cent						
Spouse	—	0.7	7.3	20.8	36.8	7.5	7.3
Mother	84.1	71.7	51.8	20.9	2.0	49.3	58.4
Father	4.0	6.3	6.4	3.3	0.3	6.0	4.8
Child	—	0.1	0.6	3.4	16.7	3.0	1.5
Other family	3.4	4.6	5.3	12.4	9.6	7.5	6.0
Friend/neighbour	0.4	1.1	1.7	3.2	3.7	—	1.5
Not stated	8.1	15.4	27.0	36.1	31.0	26.9	20.5
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the 'communication method' data item were included in the 0–14 years age group.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.
4. 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'. Refer to Table A1.1 for a breakdown of these categories.

Age group was reported for around 81,200 informal carers: 46% aged 25–44 years, 39% aged 45–64 years and 13% aged 65 or over (Table A1.29). Over 7,500 carers were older parent carers (aged 65 or over and providing care to a son or daughter with disability). More than half (57%) were providing care to a son or daughter aged 45–64 years, indicating a substantial number of very long-term older carers – in the main mothers – among informal carers of CSTDA service users.

Table 3.5: CSTDA-funded service users with an informal carer, age of service user by age of carer, 2007–08

Age group of service user (years)	Age group of carer (years)						Total
	0–14	15–24	25–44	45–64	65+	Not stated/ not collected	
	Number						
0–14	31	906	25,853	3,255	292	5,245	35,582
15–24	n.p.	n.p.	7,239	9,382	403	5,296	22,446
25–44	59	148	2,864	12,385	3,940	10,192	29,588
45–64	32	256	1,319	5,246	4,277	8,623	19,753
65+	n.p.	n.p.	254	1,245	1,625	1,725	4,857
Not stated	1	1	12	28	1	24	67
Total	128	1,440	37,541	31,541	10,538	31,105	112,293
	Per cent						
0–14	0.1	2.5	72.7	9.1	0.8	14.7	100.0
15–24	n.p.	n.p.	32.3	41.8	1.8	23.6	100.0
25–44	0.2	0.5	9.7	41.9	13.3	34.4	100.0
45–64	0.2	1.3	6.7	26.6	21.7	43.7	100.0
65+	n.p.	n.p.	5.2	25.6	33.5	35.5	100.0
Not stated	1.5	1.5	17.9	41.8	1.5	35.8	100.0
Total	0.1	1.3	33.4	28.1	9.4	27.7	100.0

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the communication method data item were included in the 0–14 years age group.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories. Service users who accessed employment services only (service types 5.01, 5.02 and 5.04) 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.

Table 3.6 examines CSTDA-funded services users with an older parent carer. Older carers have been a specific policy focus in recent years (see, for example, 'Succession planning for carers: final report on consultations', FaHCSIA (2009c)). In 2007–08 around 10,500 informal carers of CSTDA service users were aged 65 or over (Table 3.5); 71% were a parent of the service user (Table 3.6). Looking at the age group of the service users being cared for, 47% were aged over 45 years and a further 48% were aged 25–44 years.

Table 3.6: CSTDA-funded service users who received informal care from a parent aged 65 or over, relationship of carer to service user by age group of service user, 2007–08

Relationship of carer to service user	Age group of service user (years)					Total
	0–14	15–24	25–44	45–64	65+	
Mother	108	123	3,011	3,084	56	6,382
Father	19	46	601	473	8	1,147
Total	127	168	3,612	3,557	64	7,529

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the 'communication method' data item were included in the 0–14 years age group.

3.3 Primary carer status and co-residency

A 'primary carer' is defined here as an informal carer who assists with one or more of the following activities of daily living – self-care, mobility or communication (often also assisting with other activities) (AIHW 2007a). Almost one-third (31%) of all service users in 2007–08 had a primary carer.

Just over two-thirds of informal carers of CSTDA service users in 2007–08 were primary carers (Table 3.7). Most informal carers lived with the person for whom they provided care.

Table 3.7: CSTDA-funded service users with an informal carer, residency status by primary carer status, 2007–08

Residency status of carer	Primary carer		Not a primary carer		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%
Co-resident	65,905	87.0	6,142	59.2	2,984	11.4	75,031	66.8
Non-resident	7,405	9.8	3,906	37.7	700	2.7	12,011	10.7
Not stated/not collected	2,478	3.3	324	3.1	22,449	85.9	25,251	22.5
Total	75,788	100.0	10,372	100.0	26,133	100.0	112,293	100.0

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories. Service users who accessed employment services only (service types 5.01, 5.02 and 5.04) 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 services were not required to complete this data item.

3.4 Support needs

The NMDS includes nine data items that are used to indicate the support needs of service users (see Appendix 3). These items conform to a framework that is consistent with national and international classification standards, including the International Classification of Functioning, Disability and Health (ICF) (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 2004).

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 2004, 2006b).
- Activities of independent living (AIL) – interpersonal interactions and relationships; learning, applying knowledge and general tasks and demands; and domestic life.
- Activities of work, education and community living (AWEC) – education; community (civic) and economic life; and work. This category is collected and analysed for service users aged 5 years and over, as a response of ‘not applicable due to age’ for all three of these life areas is allowed for service users aged less than 5 years.

Support needs data should be interpreted with caution because of high rates of ‘not stated/not collected’ responses. There is an additional specific concern about the quality of data on the ADL support needs of open employment service users, 2003–04 to 2006–07. Particular caution should be taken when comparing the ADL profiles of open employment, and all employment service users, and all CSTDA service users in 2007–08 with corresponding data for earlier years (for more information see Chapter 7 and appendix tables A2.12 and A2.13).

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.

‘Core’ activities as defined in the SDAC are communication, mobility and self-care.

SDAC defines profound limitation as:

- ‘The person is unable to do, or always needs help with, a core-activity task.’

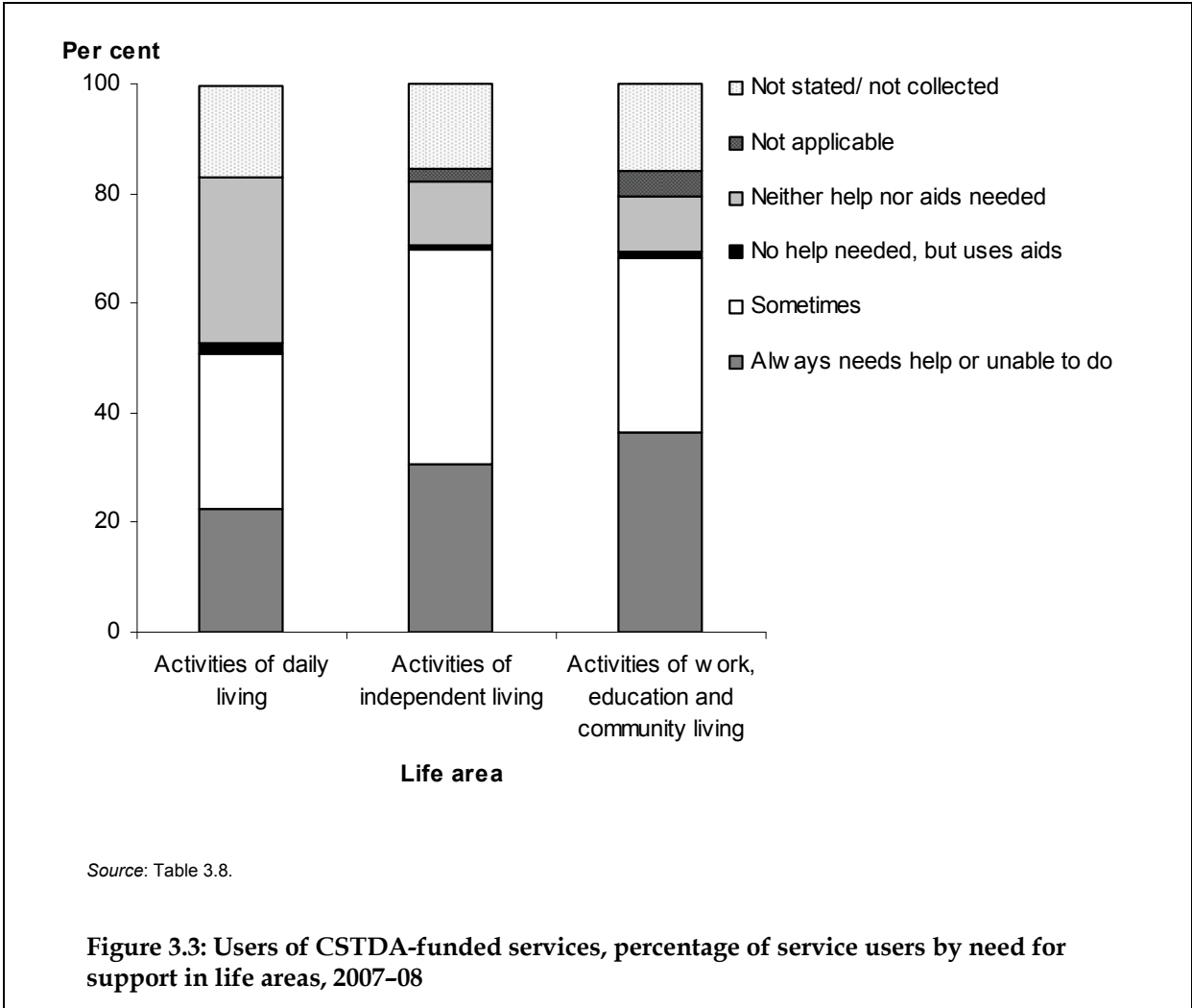
‘Severe limitation’ is defined as:

‘The person

- sometimes needs help with a core-activity task
- has some difficulty understanding or being understood by family or friends
- can communicate more easily using sign language or other non-spoken forms of communication.’

In 2007–08, higher proportions of service users needed help with AIL (70%) than with AWEC (68%) or with ADL (51%) (Figure 3.5, Table 3.8). The proportion of service users who always needed support (or were unable to perform these activities) was highest for AWEC (36%). This could be partially due to the fact that almost one-third (32%) of CSTDA service users have intellectual primary disability. The 2003 SDAC found that almost 60% of people with intellectual disability have severe limitation in communication. This is one distinguishing feature of intellectual disability, compared with some other disability groups. People with intellectual disability are also highly likely to have severe limitations in all three core activities – self-care, mobility and communication. Need for assistance with activities of daily living might not fully reflect the level of support that a person with intellectual disability requires to participate in society. Even though they may function relatively well in the familiar routines of self-care and domestic life, and be independently mobile, people with intellectual disability often have considerable difficulty in managing emotions and relating

to other people. It is therefore important to also consider the level of support that is needed in non-core activity areas, especially social interaction and activities associated with work and education (AIHW 2008b).



Analysis of support needs showed that:

- almost 70% of service users needed support in education, work or community life, considerably higher than the proportion that needed help with ADL (Table 3.8)
- users of respite services were the most likely to always need assistance or be completely unable to perform in each of the three broad life areas – ADL: 43%; AIL: 50%; AWEC: 50% (Table 3.9)
- users of employment services were the least likely to always need assistance across the three areas (ADL: 5.7%; AIL: 21%; AWEC: 21%).

Consistent with users of respite being most likely to have an informal carer (90%), service users with an informal carer are a group with very high support needs, who typically require a combination of informal and formal care to enable them to live in the community. This can be contrasted with, for example, employment service users, almost 80% of whom do not have an informal carer. Therefore, CSTDA service users represent a diverse mix of support

needs – some with a very high need for assistance with core activities and others with higher levels of functioning in activities of daily living but substantial support needs in the areas of community participation, work and education.

Table 3.8: Users of CSTDA-funded services, life area by need for support in life areas, 2007–08

Frequency of support needed	Always or unable to do		Some-times		None, but uses aids		None		Not applicable		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Activities of daily living (ADL)														
Self-care	44,706	18.2	54,668	22.2	4,516	1.8	95,579	38.9	—	—	46,277	18.8	245,746	100.0
Mobility	32,320	13.2	50,114	20.4	9,033	3.7	109,919	44.7	—	—	44,360	18.1	245,746	100.0
Communication	36,991	15.1	60,298	24.5	3,802	1.5	67,827	27.6	—	—	76,828	31.3	245,746	100.0
<i>Any ADL</i>	55,377	22.5	69,638	28.3	5,259	2.1	73,585	29.9	—	—	41,887	17.0	245,746	100.0
Activities of independent living (AIL)														
Interpersonal interactions ^(a)	46,072	18.7	96,329	39.2	2,626	1.1	51,802	21.1	—	—	48,917	19.9	245,746	100.0
Learning ^(b)	52,496	21.4	92,772	37.8	3,551	1.4	45,765	18.6	7,751	3.2	43,411	17.7	245,746	100.0
Domestic life	41,810	17.0	55,974	22.8	2,555	1.0	68,706	28.0	22,402	9.1	54,299	22.1	245,746	100.0
<i>Any AIL</i>	75,363	30.7	96,199	39.1	2,283	0.9	27,825	11.3	6,501	2.6	37,575	15.3	245,746	100.0
Activities of work, education and community living (AWEC)														
Education	54,442	22.2	76,622	31.2	3,872	1.6	54,042	22.0	8,294	3.4	48,474	19.7	245,746	100.0
Community (civic) and economic life	59,752	24.3	86,257	35.1	3,723	1.5	38,093	15.5	8,883	3.6	49,038	20.0	245,746	100.0
Working	62,379	25.4	58,727	23.9	2,374	1.0	44,387	18.1	23,853	9.7	54,026	22.0	245,746	100.0
<i>Any AWEC</i>	89,401	36.4	78,386	31.9	2,721	1.1	24,329	9.9	11,650	4.7	39,259	16.0	245,746	100.0

(a) The full name for the life area 'interpersonal interactions' is 'interpersonal interactions and relationships'.

(b) The full name for the life area 'learning' is 'learning, applying knowledge and general tasks and demands'.

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types.
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). Therefore 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 recreation/holiday programs (service type 3.02) for whom support needs data were not collected and other service users with no response. Refer to Table A1.1.

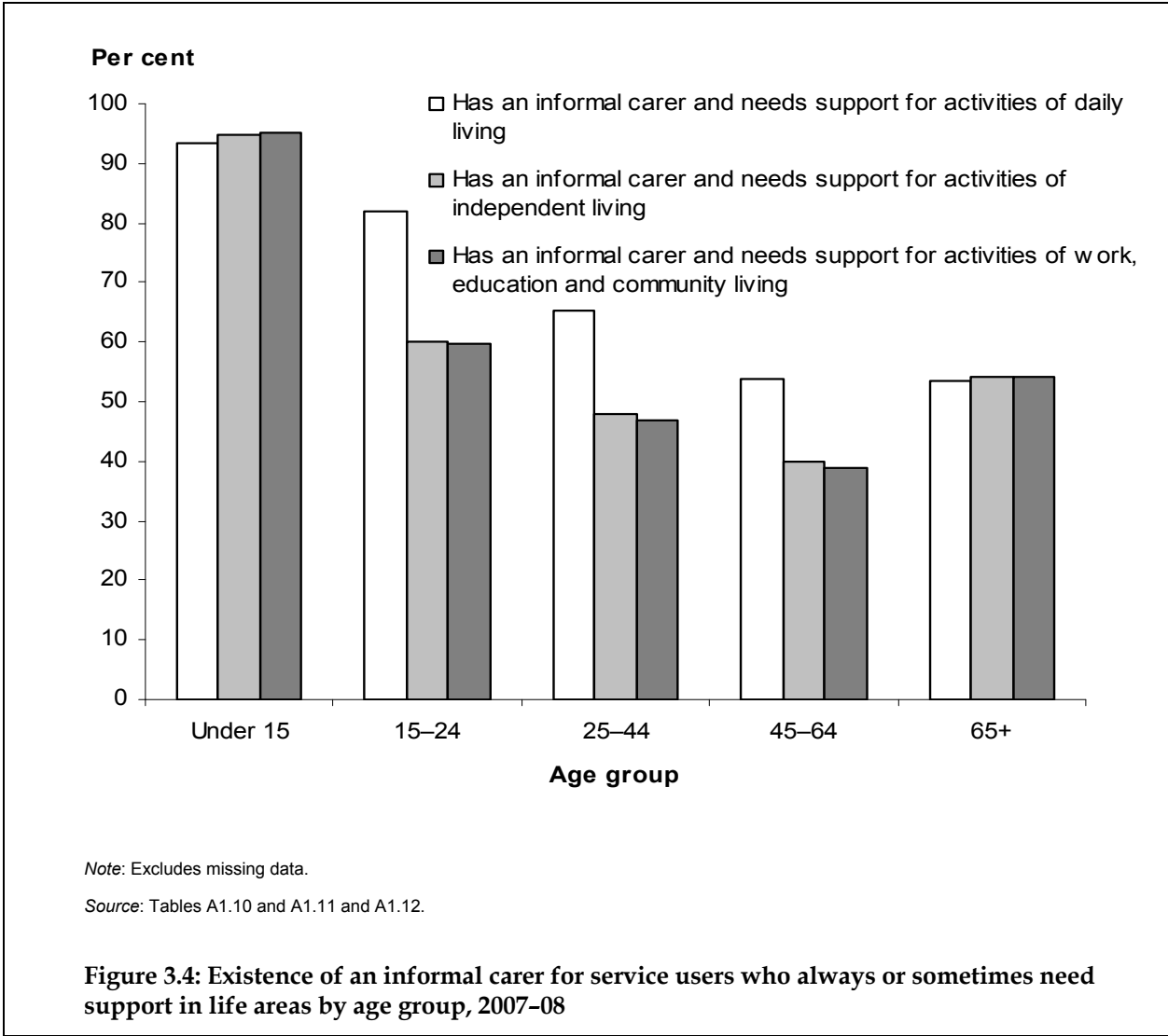
Table 3.9: Users of CSTDA-funded services, service group by need for support in life areas, 2007–08

Frequency of support need	Accommodation support		Community support		Community access		Respite		Employment		All service groups	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Activities of daily living (ADL)												
Always or unable to do	15,039	39.9	36,367	35.0	17,072	31.4	13,626	43.2	5,091	5.7	55,377	22.5
Sometimes	14,966	39.7	32,389	31.2	19,856	36.5	11,437	36.3	20,162	22.4	69,638	28.3
None, but uses aids	941	2.5	3,276	3.2	1,663	3.1	377	1.2	572	0.6	5,259	2.1
None	4,781	12.7	7,561	7.3	6,866	12.6	2,316	7.3	59,604	66.3	73,585	29.9
Not stated/not collected	1,963	5.2	24,383	23.5	8,917	16.4	3,768	12.0	4,506	5.0	41,887	17.0
Total	37,690	100.0	103,976	100.0	54,374	100.0	31,524	100.0	89,935	100.0	245,746	100.0
Activities of independent living (AIL)												
Always or unable to do	17,836	47.3	39,774	38.3	21,376	39.3	15,701	49.8	18,963	21.1	75,363	30.7
Sometimes	15,885	42.1	31,791	30.6	19,880	36.6	10,974	34.8	46,388	51.6	96,199	39.1
None, but uses aids	429	1.1	1,295	1.2	884	1.6	212	0.7	223	0.2	2,283	0.9
None	1,546	4.1	4,323	4.2	3,228	5.9	732	2.3	20,210	22.5	27,825	11.3
Not stated/not collected/ not applicable	1,994	5.3	26,793	25.8	9,006	16.6	3,905	12.4	4,151	4.6	44,076	17.9
Total	37,690	100.0	103,976	100.0	54,374	100.0	31,524	100.0	89,935	100.0	245,746	100.0
Activities of work, education and community living (AWEC) (5 years and over)												
Always or unable to do	17,836	47.3	39,774	38.3	21,376	39.3	15,701	49.8	18,963	21.1	75,363	30.7
Sometimes	10,250	27.4	21,644	24.7	12,710	23.5	7,202	23.3	43,767	48.7	77,587	33.9
None, but uses aids	559	1.5	1,549	1.8	1,031	1.9	218	0.7	172	0.2	2,704	1.2
None	1,789	4.8	3,445	3.9	2,924	5.4	701	2.3	17,608	19.6	24,297	10.6
Not stated/not collected/ not applicable	2,088	5.6	19,517	22.3	9,127	16.8	4,060	13.2	3,916	4.4	36,763	16.1
Total	37,460	100.0	87,488	100.0	54,168	100.0	30,868	100.0	89,935	100.0	228,843	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. Row totals may not be the sum of components because individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types.
2. 'Not stated/not collected' includes both service users accessing only recreation/holiday programs (service type 3.02) for whom support needs data were not collected and other service users with no response. Refer to Table A1.1.

Figure 3.4 illustrates the higher proportion of younger service users with an informal carer who needed ADL support, compared to older service users: 94% for service users aged 0–14 compared to 54% for those aged 45 years and over. A similar pattern is seen for service users who need support for AIL and AWEC.



3.5 Living arrangements and residential setting

In 2007–08, more than half (56%) of the 245,746 service users lived with family; 19% lived with others and 14 lived alone (Table 3.10). These proportions have been at similar levels since 2003–04. (Table A2.14). Figure 3.5 displays the living arrangements of service users who ‘always or sometimes’ needed support.

Table 3.10: Users of CSTDA-funded services, living arrangements by service group, 2007–08

Service group	Lives alone		Lives with family		Lives with others		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Accommodation support	6,936	18.4	8,736	23.2	20,571	54.6	1,447	3.8	37,690	100.0
Community support	7,934	7.6	73,818	71.0	14,644	14.1	7,580	7.3	103,976	100.0
Community access	6,545	12.0	23,903	44.0	17,205	31.6	6,721	12.4	54,374	100.0
Respite	1,457	4.6	24,868	78.9	3,136	9.9	2,063	6.5	31,524	100.0
Employment	18,928	21.0	42,218	46.9	16,429	18.3	12,360	13.7	89,935	100.0
Total	33,464	13.6	136,769	55.7	46,089	18.8	29,424	12.0	245,746	100.0

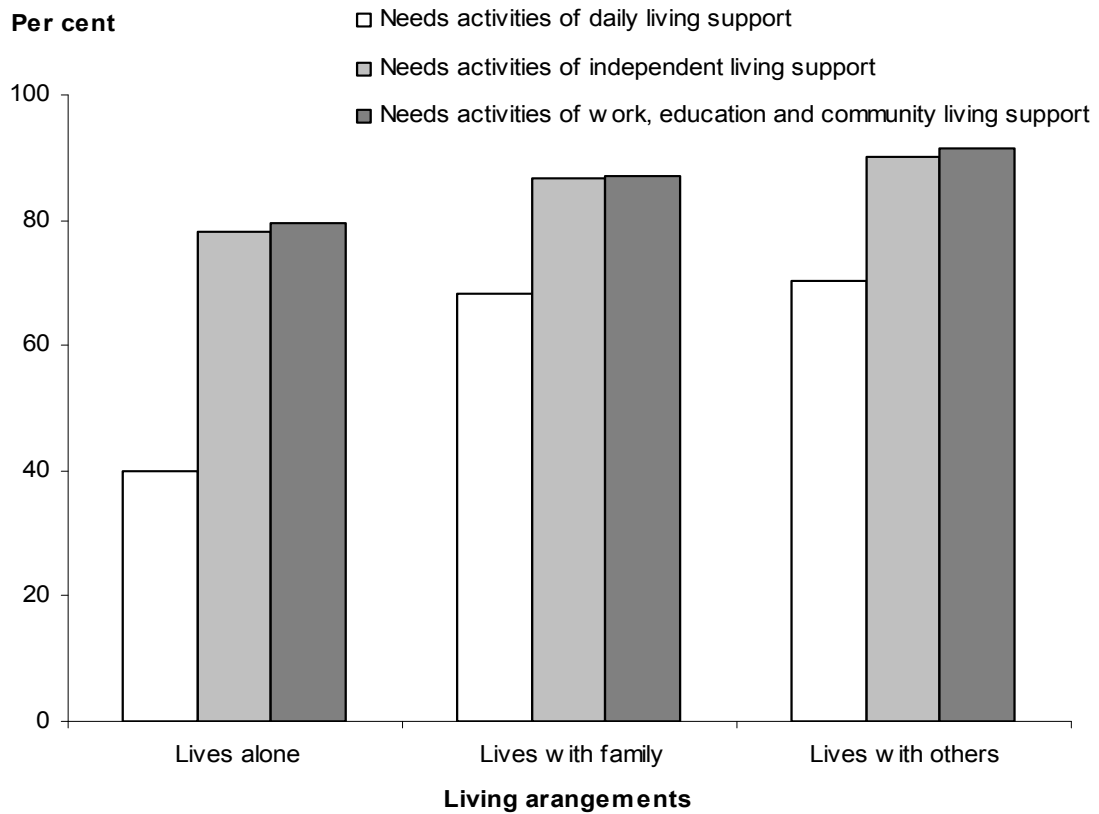
Notes:

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. Column totals may not be the sum of components because individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. ‘Not stated/not collected’ includes both service users accessing only 3.02 services for whom living arrangement data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Three-quarters of service users in 2007–08 lived in private residences. The next most common residential settings were domestic-scale supported accommodation (5.4%) and supported accommodation facilities (4.1%). Living arrangements of the remaining 16% of service users were either not stated (11%) or they have been grouped together under ‘Other’ (4%) (Table A1.14).

The majority (82%) of service users living in domestic-scale supported accommodation had an intellectual or learning primary disability; similarly, 73% of those in supported accommodation had intellectual or learning primary disability (Figure 3.6). Almost half of service users in private residences (46%) had an intellectual or learning primary disability, and nearly one-quarter (24%) had physical/diverse primary disability.

The most common primary disability of service users in ‘Other’ residential settings was psychiatric disability (35%).

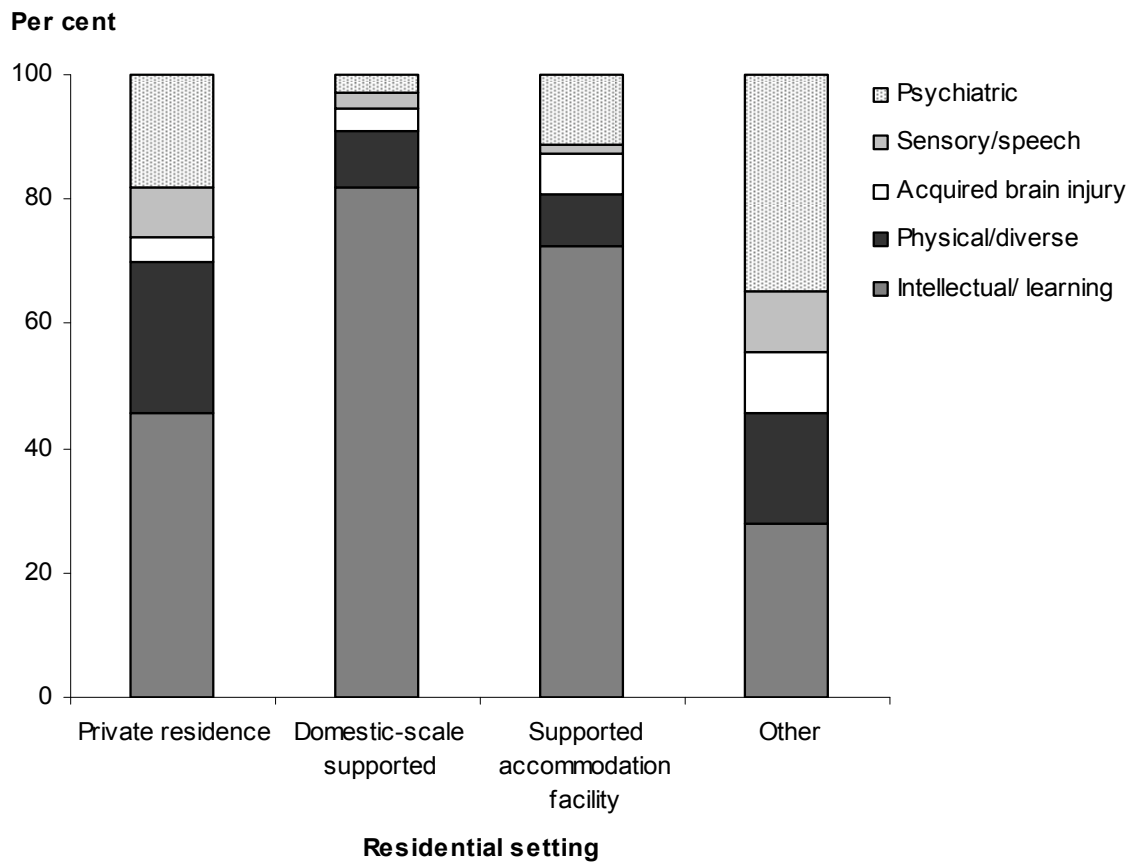


Source: Table A1.13.

Notes:

1. Excludes missing data.
2. 'Needs support' refers to those that 'always and sometimes' need support.

Figure 3.5: Users of CSTDA-funded services, always or sometimes need support in life areas and living arrangements, 2007-08 (per cent)



Source: Table A1.14.

Notes:

1. Excludes missing data.

2. 'Other' includes the categories of: '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', 'Other'.

Figure 3.6: Users of CSTDA-funded services, proportion of reported primary disability by residential setting 2007-08

4 Aboriginal and Torres Strait Islander service users

This special focus chapter summarises some key characteristics of the Aboriginal and Torres Strait Islander people who used specialist disability services between 2003–04 and 2007–08.

Disability is more common among Indigenous Australians. In the 2006 Census, 3.6% of Aboriginal and Torres Strait Islander people and 2.2% of non-Indigenous people aged 0–64 years needed assistance with core activities of daily living (ABS 2006). After accounting for differences in age structure and response rates, on average, Indigenous people were 2.4 times more likely to need assistance than non-Indigenous people. An ‘Indigenous factor’ of 2.4 has historically been used when calculating rates of Indigenous access to disability support services under the CSTDA (potential population measures) to account for this higher prevalence of severe and profound limitations (AIHW 2006a).

The Australian Government’s *Closing the Gap on Indigenous disadvantage* initiative aims to address the high levels of disadvantage in Indigenous Australian communities (FaHCSIA 2009a). While Indigenous people are generally disadvantaged compared with non-Indigenous people, research has found that those with disability are likely to experience an additional degree of social and economic disadvantage (ABS & AIHW 2008). The heightened vulnerability of Indigenous people with disability was recognised in the CSTDA, and increased access to disability services for Indigenous people is a national priority area for reform under the National Disability Agreement (COAG 2008b; CSTDA 2003).

This analysis focuses on the differences between Indigenous and non-Indigenous service users, along with trends over the five-year period from 2003–04 to 2007–08. Three major issues are discussed:

- number and distribution of Indigenous service users across Australia
- characteristics of Indigenous service users and their carers
- CSTDA-funded services used.

Variable data quality and rates of Indigenous identification across years, as well as trends in service provision and funding, influence the trends in Indigenous service user numbers, demographics and service use discussed in this chapter. For example, the ‘not stated’ rate for Indigenous status has varied between 5.0% and 21% over the five-year period (Table 7.2). In addition, not all service types were required to collect this information (see Appendix 6). This means that trend data should be interpreted with caution. Data presented throughout the chapter are crude rates, which do not take into account the different age structures of Indigenous and non-Indigenous service user groups. For more details on data quality, see Chapter 7.

4.1 Number, location and distribution

Number and state/territory distribution

In 2007–08, there were almost 11,000 Aboriginal and Torres Strait Islander service users, accounting for 4.5% of all CSTDA service users (Table 4.1). Nine in ten (90%) Indigenous service users were of Aboriginal origin.

Indigenous service users are a growing group – the number of Indigenous service users increased by more than two-thirds (68%) over the last 5 years, compared with close on one-third (31%) for all service users. Between 2003–04 and 2007–08:

- Aboriginal service users increased by 80%
- Torres Strait Islander service users increased by 49%
- service users of both Aboriginal and Torres Strait Islander origin decreased slightly (down 11%).

Table 4.1: Users of CSTDA-funded services by Indigenous status, 2003–04 to 2007–08

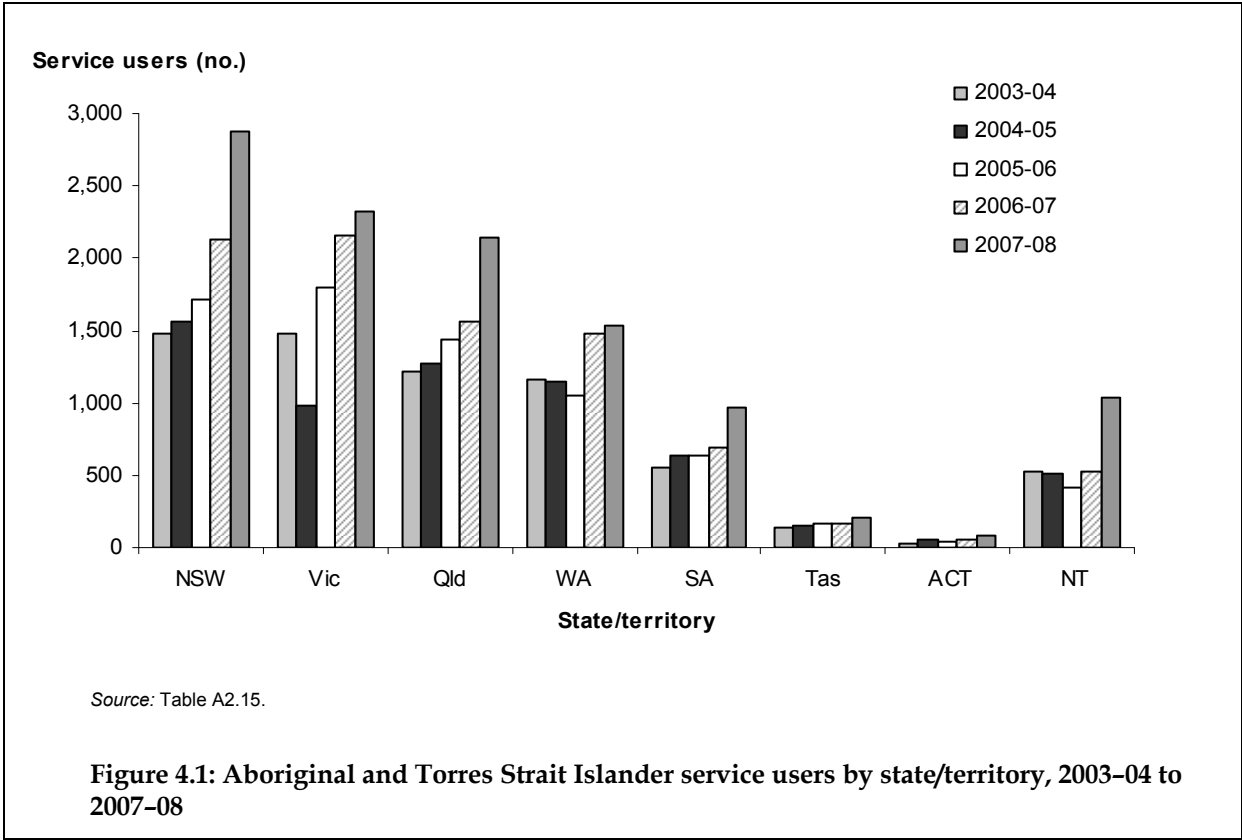
	Aboriginal	Torres Strait Islander	Both Aboriginal and Torres Strait Islander	Total Indigenous	Non- Indigenous	Not stated/not collected	Total
Number							
2003–04	5,437	317	770	6,524	163,400	17,882	187,806
2004–05	5,267	285	733	6,285	151,774	42,434	200,493
2005–06	6,443	263	476	7,182	186,805	23,156	217,143
2006–07	7,574	372	789	8,735	210,697	12,821	232,253
2007–08	9,794	471	683	10,948	221,215	13,583	245,746
<i>Increase (number)</i>	<i>4,357</i>	<i>154</i>	<i>-87</i>	<i>4,424</i>	<i>57,815</i>	<i>-4,299</i>	<i>57,940</i>
<i>Increase (per cent)</i>	<i>80.1</i>	<i>48.6</i>	<i>-11.3</i>	<i>67.8</i>	<i>35.4</i>	<i>-24</i>	<i>30.9</i>
Per cent							
2003–04	2.9	0.2	0.4	3.5	87.0	9.5	100.0
2004–05	2.6	0.1	0.4	3.1	75.7	21.2	100.0
2005–06	3.0	0.1	0.2	3.3	86.0	10.7	100.0
2006–07	3.3	0.2	0.3	3.8	90.7	5.5	100.0
2007–08	4.0	0.2	0.3	4.5	90.0	5.5	100.0

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. The term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom Indigenous data were not collected (see Appendix 6) and other service users with no response.

In 2007–08, around one-quarter (26%) of Indigenous service users lived in New South Wales; 21% in Victoria; and 20% in Queensland (Figure 4.1). Over the five-year period to 2007–08, the number of Indigenous service users doubled in the Northern Territory (525 to 1,042) and

New South Wales (1,473 to 2,881). It should be noted that the rates of 'not stated' responses for Indigenous status changed over the period, and this may have influenced these trends.



The Northern Territory recorded the highest Indigenous proportion of all service users in 2007-08 (42%) (Table 4.2). This is consistent with the high proportion of Aboriginal and Torres Strait Islander peoples in the Northern Territory population aged 0-64 years; however, it was higher than the population level of 30% (ABS 2009a). The Northern Territory was followed by Western Australia (7.2%) and Queensland (5.9%).

Despite fluctuations in the proportion of Indigenous service users from year to year in some states and territories, all reported an overall increase in the proportion of Indigenous service users between 2003-04 and 2007-08 (Table A2.15). The largest increase was in Western Australia, where the proportion of service users of Aboriginal and Torres Strait Islander origin increased from 5.1% to 7.2%.

Table 4.2: Users of CSTDA-funded services, Indigenous status and proportion of Indigenous Australians aged 0–64 years in the population by state/territory, 2007–08

State/territory	Indigenous		Non-Indigenous		Not stated/ not collected		Total		People of Indigenous origin in the population aged 0–64 years
	No.	%	No.	%	No.	%	No.	%	%
NSW	2,881	4.7	57,289	92.8	1,597	2.6	61,767	100.0	2.5
Vic	2,316	2.6	77,385	86.9	9,352	10.5	89,053	100.0	0.7
Qld	2,143	5.9	33,322	91.4	1,003	2.8	36,468	100.0	3.9
WA	1,528	7.2	19,630	92.2	141	0.7	21,299	100.0	3.8
SA	961	3.8	23,138	91.7	1,125	4.5	25,224	100.0	2.1
Tas	208	3.4	5,770	94.0	163	2.7	6,141	100.0	4.3
ACT	82	1.8	4,350	96.2	89	2.0	4,521	100.0	1.4
NT	1,042	42.1	1,319	53.3	115	4.6	2,476	100.0	31.0
Australia	10,948	4.5	221,215	90	13,583	5.5	245,746	100.0	2.8

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

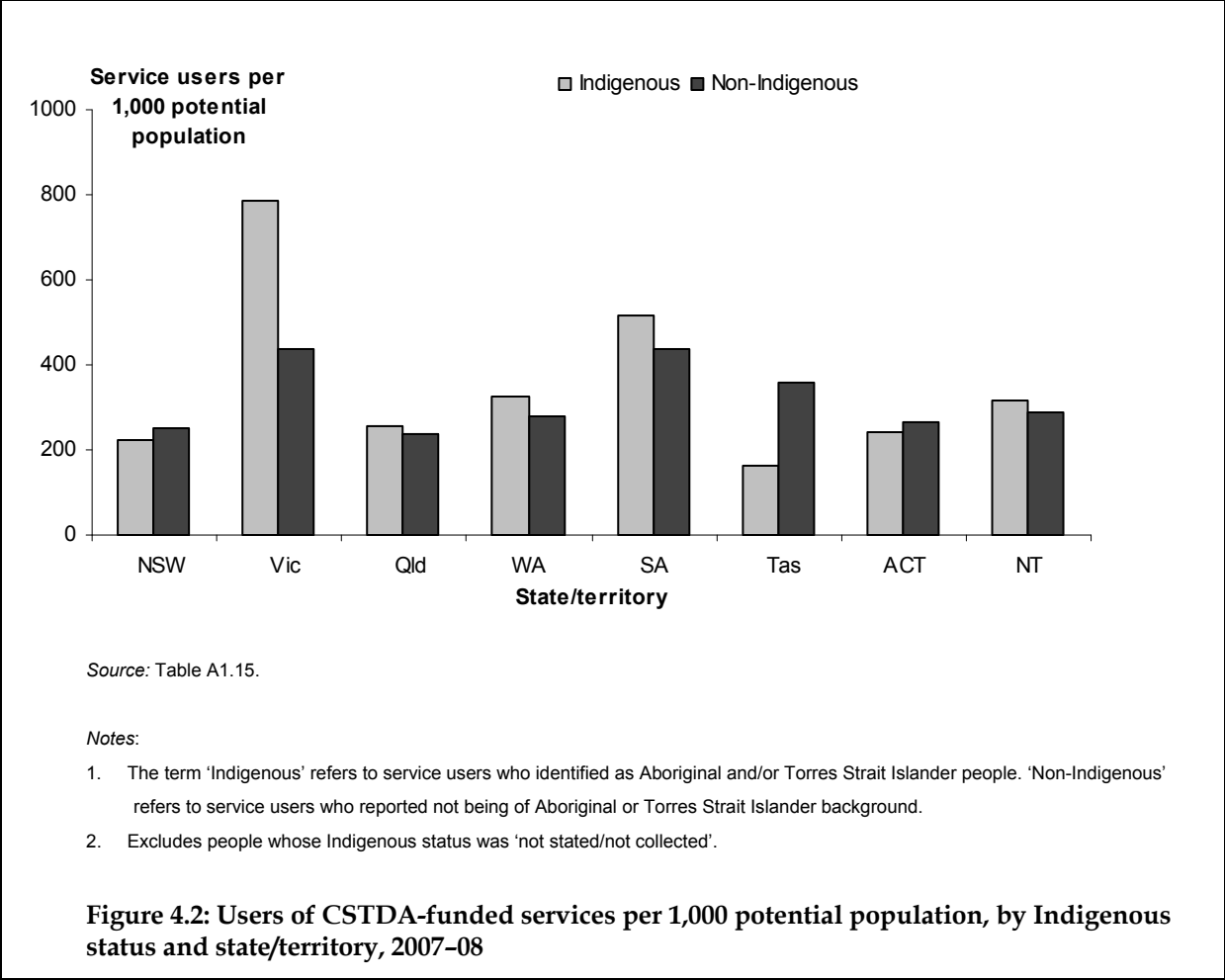
Sources: ABS 2009a (population data).

Rates of service use

Rates of disability service use among Indigenous Australians can be calculated using estimates of the Indigenous potential population. As discussed in Chapter 2, potential population provides an estimate of the total number of people in the population who are likely to need disability services at some time (see Section 2.1 and Appendix 1). These estimates can be compared with the number of service users. A higher number of service users per 1,000 potential population means that a greater proportion of the target population is using services. The following comparison of rates of service use by Indigenous and non-Indigenous Australians uses estimated Indigenous and non-Indigenous potential populations respectively. These estimates are calculated by applying age and sex-specific rates of profound and severe core activity limitation from the ABS Survey of Disability, Ageing and Carers to ABS projected Indigenous population and estimated resident populations with adjustments for differences between Indigenous and non-Indigenous people in the need for assistance with core activities, according to the 2006 Census (see Table A1.15).

In 2007–08, Indigenous Australians used disability services at a slightly lower rate than non-Indigenous Australians. Overall, there were 306 Indigenous service users per 1,000 Indigenous potential population, compared with 315 non-Indigenous service users per 1,000 non-Indigenous potential population. Rates of service use varied considerably across the states and territories, with Victoria recording the highest rates of 784 Indigenous service

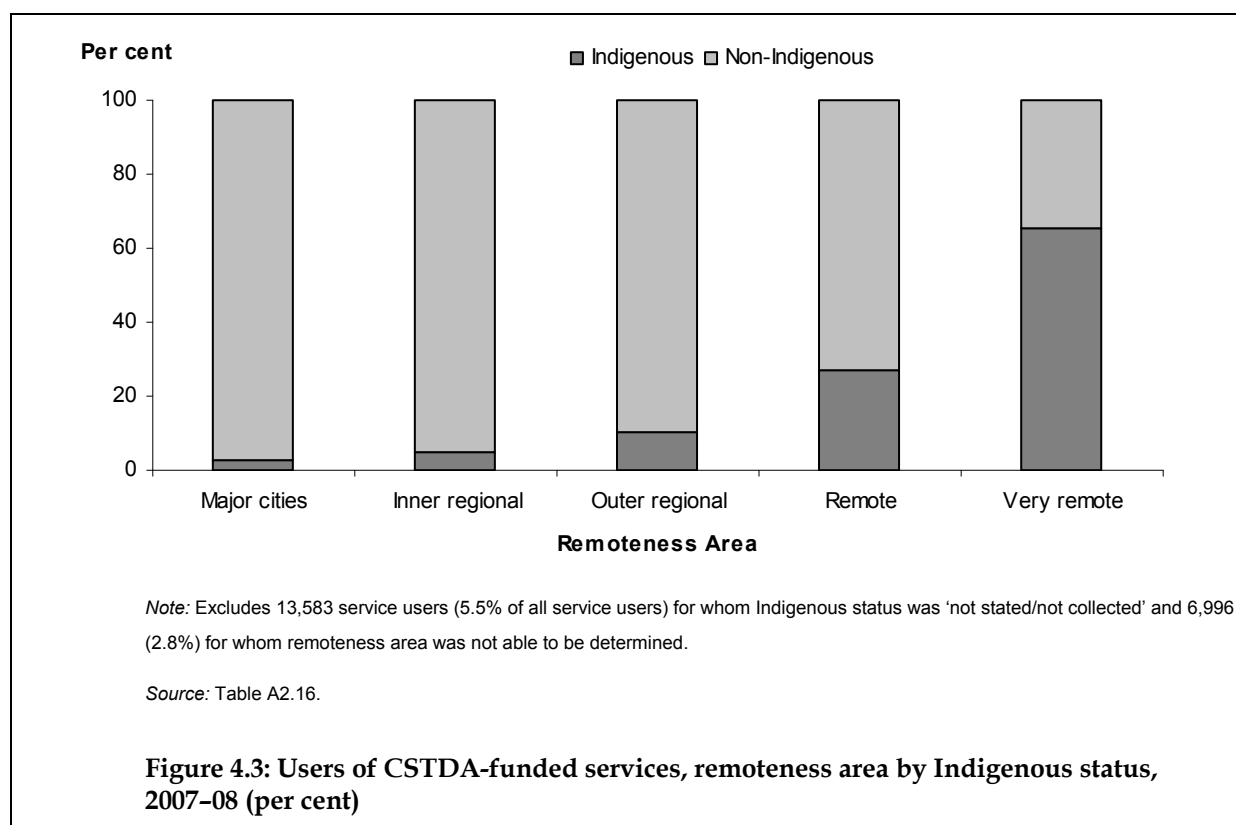
users and 437 non-Indigenous service users per 1,000 potential population (Figure 4.2). It is important to note that there are concerns about the quality of Indigenous identification data reported by specialist disability services in Victoria. Comparison of rates of disability service use by Indigenous Australians over the time series are not included here due to changes in the rates of Indigenous identification over time.



Remoteness

The distribution of Indigenous service users by remoteness was relatively stable between 2003-04 and 2007-08 (Table A2.16). Each year, around three in five Indigenous service users lived in Major cities or Inner regional areas; more than one in five (22%) lived in Outer regional areas; and smaller proportions lived in Remote (7.4%) and Very remote (7.6%) areas. This was different to the distribution of non-Indigenous service users, where almost nine in ten lived in Major cities and Inner regional areas, and just 1.3% lived in Remote and Very remote areas.

Although the majority of Indigenous service users lived in cities and urban areas, the proportion of all service users who were Indigenous was higher with increasing remoteness (Figure 4.3). In 2007-08, just 2.7% of all service users in Major cities were Indigenous; this proportion increased to more than one-quarter of those in Remote areas (27%) and almost two-thirds of those in Very remote areas (65%).



4.2 Characteristics

Age and sex

In 2007-08, around three in five (59%) CSTDA service users were male; this was true for both Indigenous and non-Indigenous service users (Table A2.17).

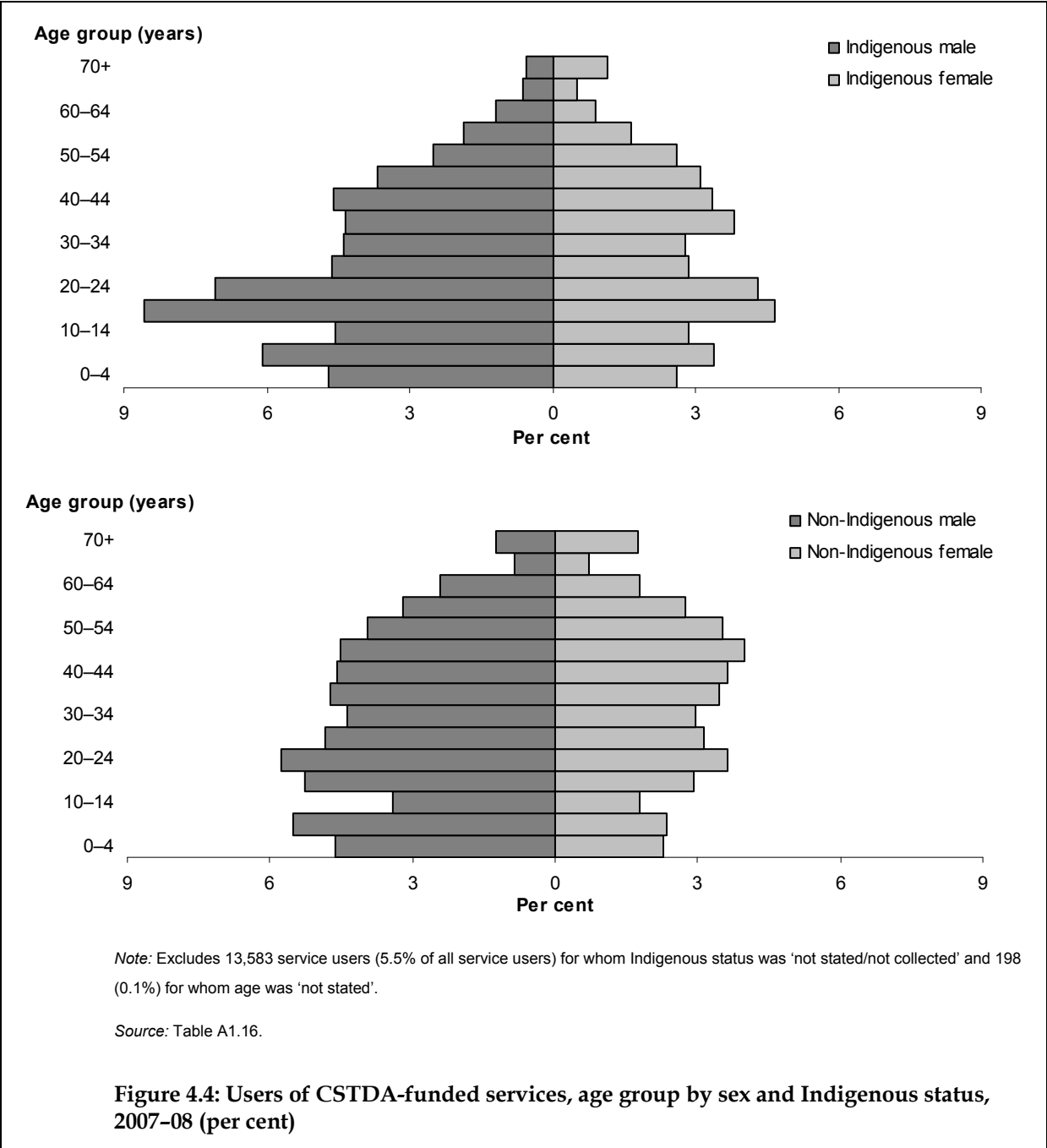
On average, Indigenous users of CSTDA-funded services were younger than their non-Indigenous counterparts (Figure 4.4). In 2007-08:

- Indigenous service users had a median age of 25.7 years, compared with 33.0 years for non-Indigenous service users (Table A2.18)
- around one in four Indigenous service users was aged under 15 years (24%) compared with one in five non-Indigenous service users (20%) (Table A2.19)
- almost half of Indigenous service users were aged under 25 years (49%) compared with 38% of non-Indigenous service users.

These results are consistent with the younger age structure of the Indigenous Australian population (ABS & AIHW 2008). It should be noted that these differences in the age structures of the Indigenous and non-Indigenous service user groups may influence patterns of service use and demographics observed throughout this chapter.

The most common age group for both male and female Indigenous service users was 15–19 years (Figure 4.4). For non-Indigenous males, the most common age group was 20–24 years, while for non-Indigenous female service users, the most common age group was much older – 45–49 years.

Over the five-year period to 2007–08, the median age of non-Indigenous service users increased at a faster rate than Indigenous service users (Table A2.18). Between 2003–04 and 2007–08, the median age of Indigenous service users increased from 24.7 to 25.7 years, while the median age of non-Indigenous service users increased from 30.3 to 33.0 years. Both groups experienced increases in the proportions of service users aged 0–4 years and in the 45–69 years age groups (Table A2.19).

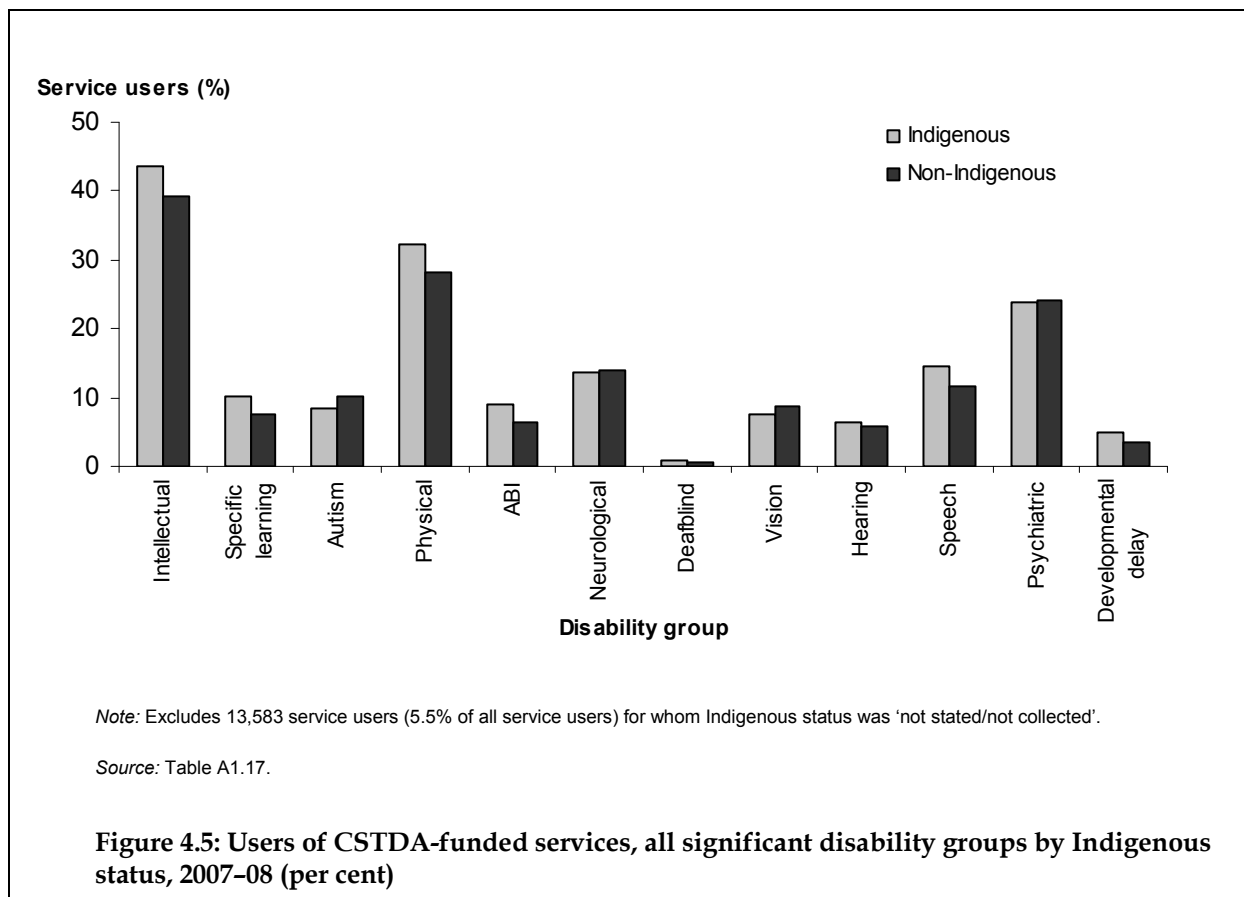


Disability groups

Indigenous service users were more likely to have multiple disabilities and to have a higher number of disability groups on average. Almost half (48%) of Indigenous and 43% of non-Indigenous service users reported more than one disability group in 2007–08 (Table A2.20). Although the proportions reporting more than one disability group fluctuated over the five-year period, each year a higher proportion of Indigenous service users than non-Indigenous service users had more than one disability group. On average, Indigenous service users had 1.84 disability groups in 2007–08 (down slightly from 1.92 in 2003–04), compared with 1.71 for non-Indigenous service users (as in 2003–04) (Table A2.21).

In 2007–08, Indigenous service users were most likely to have an intellectual (34%), physical (18%) or a psychiatric primary disability (16%) (Table A2.22). These results were similar to non-Indigenous service users, who were most likely to have an intellectual (33%), psychiatric (16%) or physical primary disability (15%). Over the five-year period, both groups experienced a similar decrease in the proportion of service users with an intellectual primary disability and an increase in the proportion with psychiatric primary disability.

When all significant disability groups are considered, in 2007–08 Indigenous service users were slightly more likely than non-Indigenous service users to have intellectual disability, specific learning disability, physical disability, acquired brain injury or speech disability (Figure 4.5).



Residential setting and living arrangements

In 2007–08, Indigenous service users were slightly more likely than non-Indigenous service users to live with family or with others, and less likely to live alone (Table 4.3).

As might be expected, Indigenous service users were more likely to live in an Aboriginal community. In 2007–08, 7.8% Indigenous service users lived in an Aboriginal community, compared with 0.1% of non-Indigenous service users. Indigenous service users were less likely than non-Indigenous service users to live in a private residence (72% compared with 79%) and twice as likely to be living in short-term crisis accommodation (1.0% compared with 0.5%).

Table 4.3: Users of CSTDA-funded services, selected trends in living arrangements and residential setting by Indigenous status, 2003–04 to 2007–08 (per cent)

Selected living arrangements and residential settings	2003–04	2004–05	2005–06	2006–07	2007–08
Indigenous					
<i>Living arrangements</i>					
Lives alone	10.5	10.6	10.3	12.5	12.1
Lives with family	64.1	64.7	61.7	59.5	59.9
Lives with others	22.4	21.6	22.0	24.8	21.1
<i>Residential setting</i>					
Private residence	69.0	71.0	67.5	71.6	71.6
Aboriginal community	9.7	8.5	8.8	7.8	7.8
Domestic-scale supported	6.6	6.7	6.2	5.4	5.4
Supported accommodation	6.5	6.3	5.8	5.5	5.5
Short-term crisis accommodation	0.7	0.6	0.9	1.0	1.0
Non-Indigenous					
<i>Living arrangements</i>					
Lives alone	13.3	13.7	13	16.1	14.3
Lives with family	57.7	60.7	58.6	52.6	57.5
Lives with others	20.3	20.6	19.2	22.7	19.4
<i>Residential setting</i>					
Private residence	74.2	77.8	74.1	75.9	78.6
Aboriginal community	0.0	0.1	0.1	0.2	0.1
Domestic-scale supported	8.1	8.1	7.3	5.9	5.7
Supported accommodation	6.0	6.1	5.1	4.9	4.3
Short-term crisis accommodation	0.4	0.4	0.5	0.5	0.5

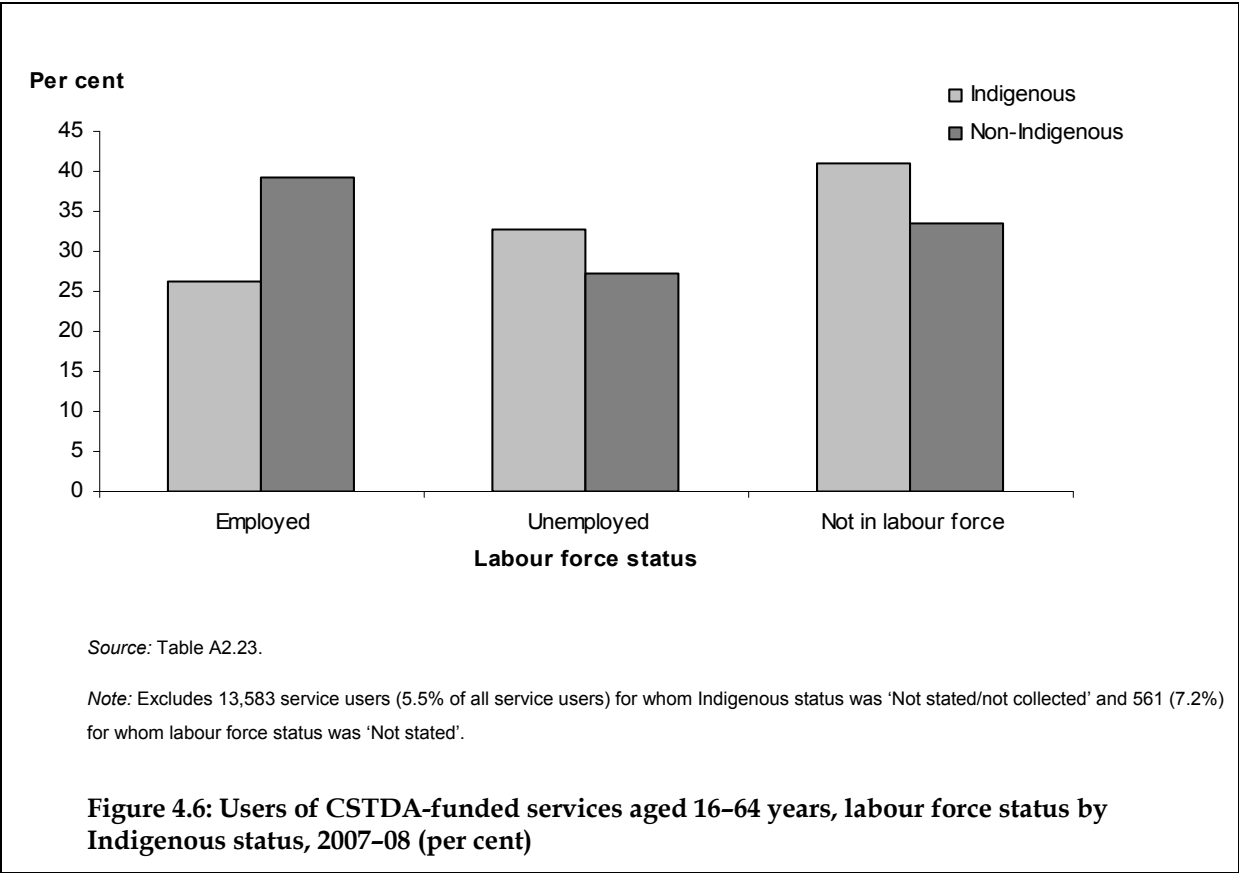
Notes:

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. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. In tables the term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. Excludes 13,583 service users (5.5% of all service users) for whom Indigenous status was 'Not stated/not collected'.

Labour force participation and employment

In 2007–08, Indigenous service users were less likely than non-Indigenous service users to be employed, and more likely to be unemployed or not in the labour force (Figure 4.6). When missing data are excluded, around one-quarter (26%) of Indigenous service users aged 16–64 years were employed, compared with 39% of non-Indigenous service users. Forty-one per cent of Indigenous service users were not in the labour force, compared with about 34% of non-Indigenous service users. These patterns were present throughout the five-year period (Table A2.23).

These results are broadly consistent with rates of labour force participation and employment among Indigenous and non-Indigenous Australians in recent years. In the wider population, Indigenous Australians have lower rates of labour force participation and higher rates of unemployment than non-Indigenous Australians (ABS 2008). A number of factors should be considered when making these comparisons, including differences in the age structures and geographical distributions of Indigenous and non-Indigenous people. Indigenous service users were also less likely to use CSTDA-funded employment services (see Section 4.3), in which almost all service users were in the labour force and the majority were employed (Table A1.1)⁴.

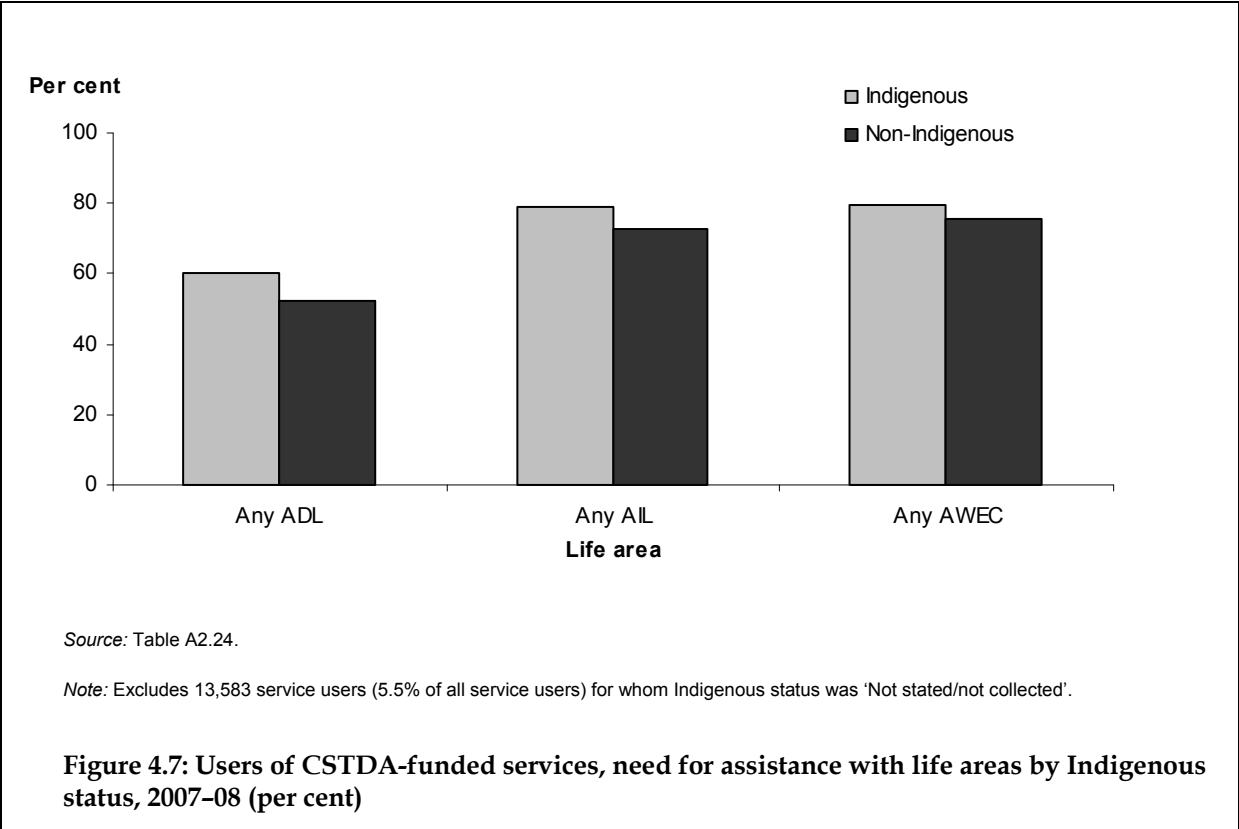


⁴ Aboriginal and Torres Strait Islander peoples may access other government employment services, such as the Indigenous Programs under Community Development Employment Projects (CDEP) program. Use of these other employment services is not reflected in service use statistics in this report.

Support needs

Indigenous service users were somewhat more likely than non-Indigenous service users to always or sometimes need assistance in each of the three life areas – ADL, AIL and AWEC (Figure 4.7). In 2007–08, slightly more than three in five (61%) Indigenous service users always or sometimes needed assistance with ADL and about four in five needed assistance with AIL and AWEC (79% and 80% respectively). In comparison, around half (52%) of non-Indigenous service users needed help with ADL and three-quarters with AIL and AWEC (73% and 76%).

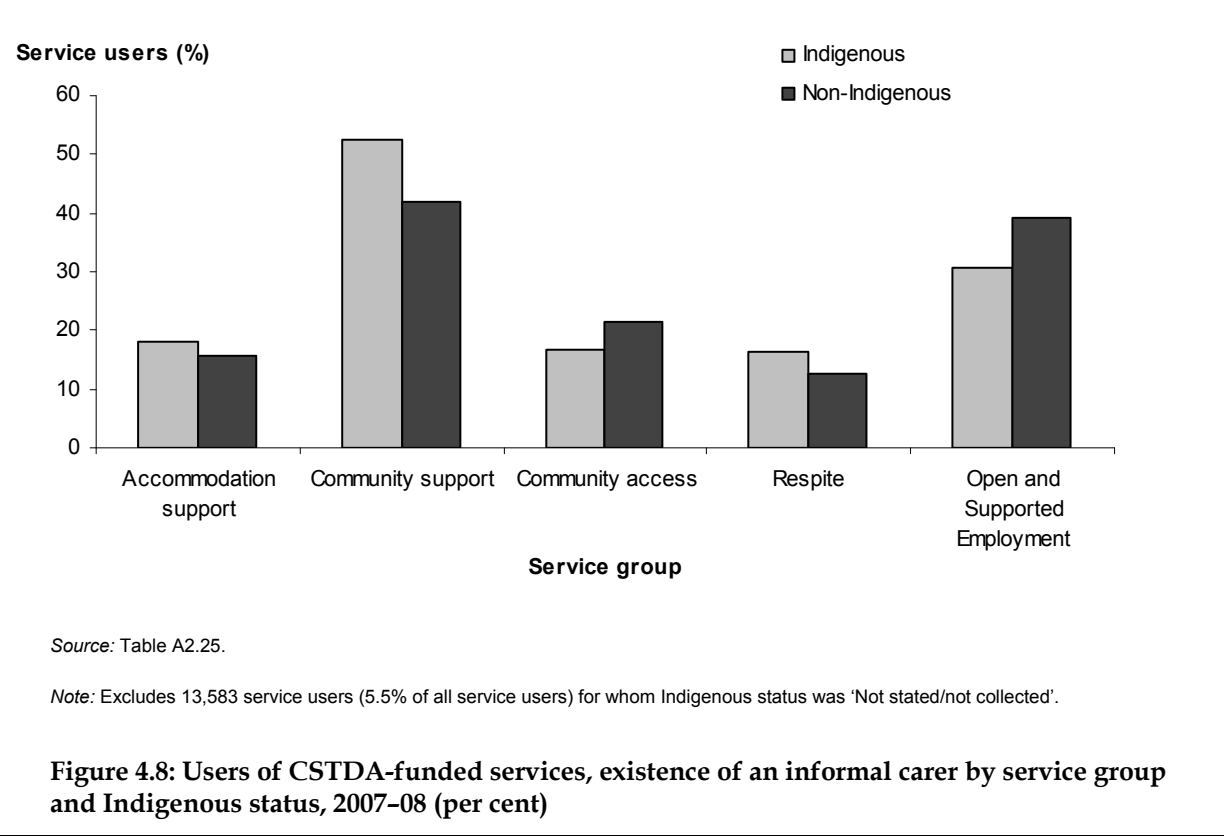
Much of this difference between Indigenous and non-Indigenous service users was due to the higher proportion of Indigenous service users who reported they ‘always needed assistance or were unable to do’ activities in each category – that is, the most severe end of the spectrum. For example, in 2007–08, 38% of Indigenous service users always needed assistance or were unable to do AIL, compared with 32% of non-Indigenous service users (Table A2.24).



Carers

In 2007–08, more than half (55%) of Indigenous service users reported having an informal carer, compared with 47% of non-Indigenous service users (Table A2.25). Of all service groups in 2007–08, people accessing respite services were the most likely to have a carer, and the proportions of Indigenous and non-Indigenous respite users with a carer were similarly high (90% and 93% respectively) (Figure 4.8). Indigenous service users accessing community support and community access services were more likely to have a carer (76% and 72% respectively) than their non-Indigenous counterparts (66% and 64% respectively).

Indigenous service users were more likely to have an informal carer throughout the five-year period, and both groups had similar trends in the existence of an informal carer by service group (Table A2.25). The proportions of accommodation support, community support and community access service users with a carer increased for both Indigenous and non-Indigenous service users, with the largest increase in community access services (from 54% to 72% of Indigenous service users and from 48% to 64% of non-Indigenous service users).



Older Indigenous service users were more likely than older non-Indigenous service users to have an informal carer (Table A2.26). In 2007-08, 38% of Indigenous service users aged 45-64 years had a carer, compared with 34% of non-Indigenous service users; in the 65 years and over age group, these proportions increased to 61% of Indigenous and 47% of non-Indigenous service users.

There were differences between Indigenous and non-Indigenous service users in the relationship between the service users and their carer (Table A2.27). The carer of an Indigenous service user was less likely to be the person's mother (52% of Indigenous compared with 60% of non-Indigenous service users in 2007-08) or spouse (5.9% compared with 7.4%), and more likely to be another family member (14% compared with 5.6%) or a friend or neighbour (2.8% compared with 1.4%). This is consistent with the family structures of Indigenous communities, where overlapping and extensive kinship networks are common, and households tend to be larger, more fluid in composition and involve extended family (ABS & AIHW 2008).

Carers of Indigenous service users were also younger, on average, than carers of non-Indigenous service users (Table A2.28). Most of the difference was in the youngest and

oldest adult age groups. When missing data are excluded, Indigenous service users were more likely to have a carer aged 15–24 years (4.7% compared with 1.6%) and less likely to have a carer aged 65 years and over (7.1% compared with 13%).

As discussed in Chapter 3, a primary carer is one who assists the service user with activities of daily living (self-care, mobility and communication). Each year, Indigenous service users were more likely than non-Indigenous service users to have a primary carer (77% of Indigenous service users with a carer on average over the 5-year period compared with 71% of non-Indigenous service users) (Table 4.4). Indigenous service users were also more likely to have a co-resident carer – that is, a carer who lives in the same household as the service user (on average, 73% compared with 66%).

Table 4.4: Users of CSTDA-funded services, proportion with a carer who is a primary carer and co-resident carer by Indigenous status, 2003–04 to 2007–08 (per cent)

	2003–04	2004–05	2005–06	2006–07	2007–08
Primary carer					
Indigenous	77.0	72.7	85.4	78.9	71.2
Non-Indigenous	67.3	67.2	81.0	73.4	67.9
Total	67.7	67.3	81.4	73.4	67.5
Co-resident carer					
Indigenous	76.7	72.7	68.3	77.1	69.7
Non-Indigenous	68.4	66.4	57.4	71.5	67.3
Total	68.4	67.2	57.1	71.2	66.8

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. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. In tables the term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. Excludes 13,583 service users (5.5% of all service users) for whom Indigenous status was 'Not stated/not collected'.

4.3 Service use

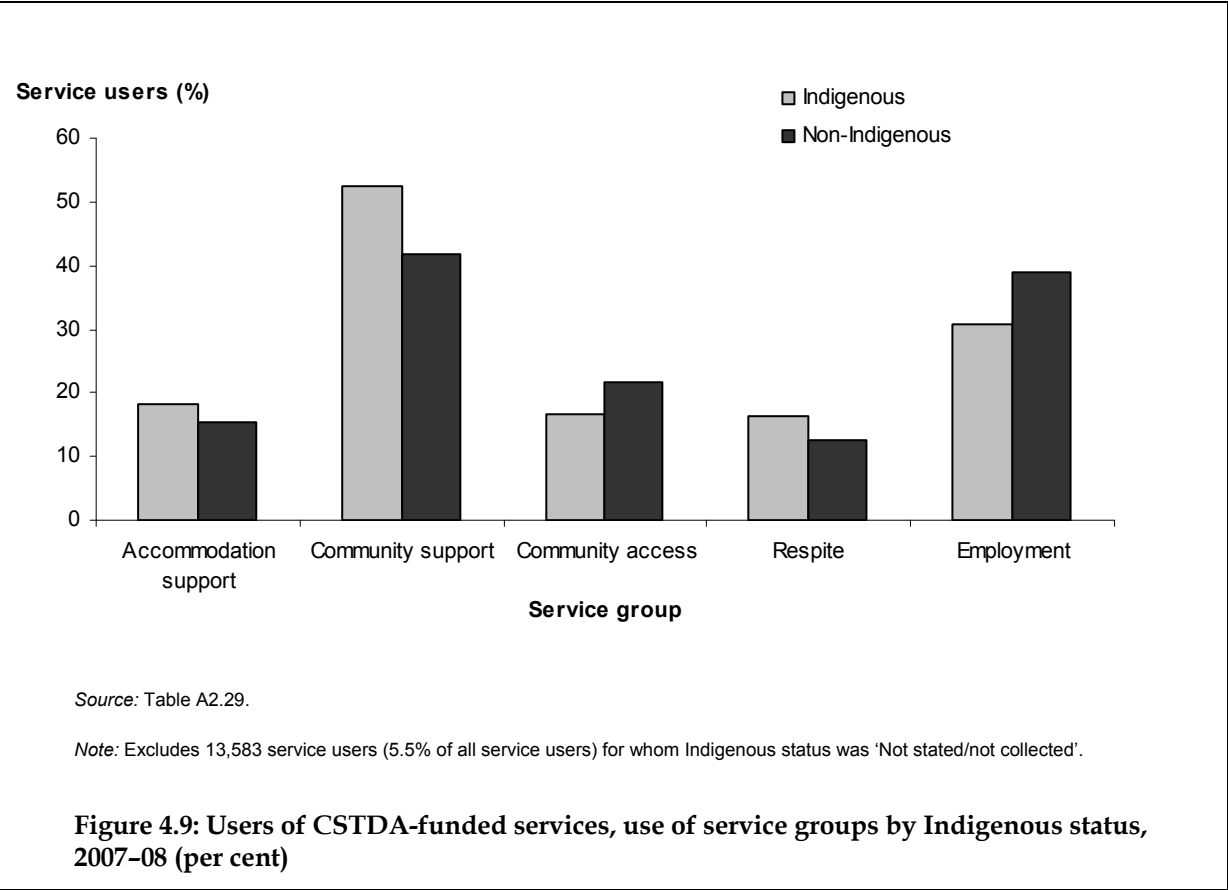
Service groups

There were several differences in the broad groups of services used by Indigenous and non-Indigenous service users in 2007–08 (Figure 4.9). Indigenous service users were more likely than non-Indigenous service users to use community support (52% compared with 42% of non-Indigenous service users), accommodation support (18% compared with 16%) and respite services (16% compared with 13%). They were less likely to use CSTDA-funded employment services (31% compared with 39%) or community access services (17% compared with 22%). It should be noted that Aboriginal and Torres Strait Islander peoples may access government employment services other than those funded under the CSTDA, such as the Indigenous Programs under the Community Development Employment Projects program (see FaHCSIA 2009b). Use of these other employment services is not reflected in service use statistics in this report.

These differences were largely consistent over the 5 years (Table A2.29). For Indigenous service users, an increase in the proportion of people using employment services (from 26%

to 31%) was coupled with small decreases in the proportions using community support (55% to 52%) and community access services (20% to 17%). For non-Indigenous service users, there was a smaller increase in the proportion using employment services (37% to 39%) and a decrease in the proportion using accommodation support (19% to 16%).

Note that rates of service use presented here are crude rates; it is possible that some differences between service groups may be due to the different age structures of Indigenous and non-Indigenous service user groups.

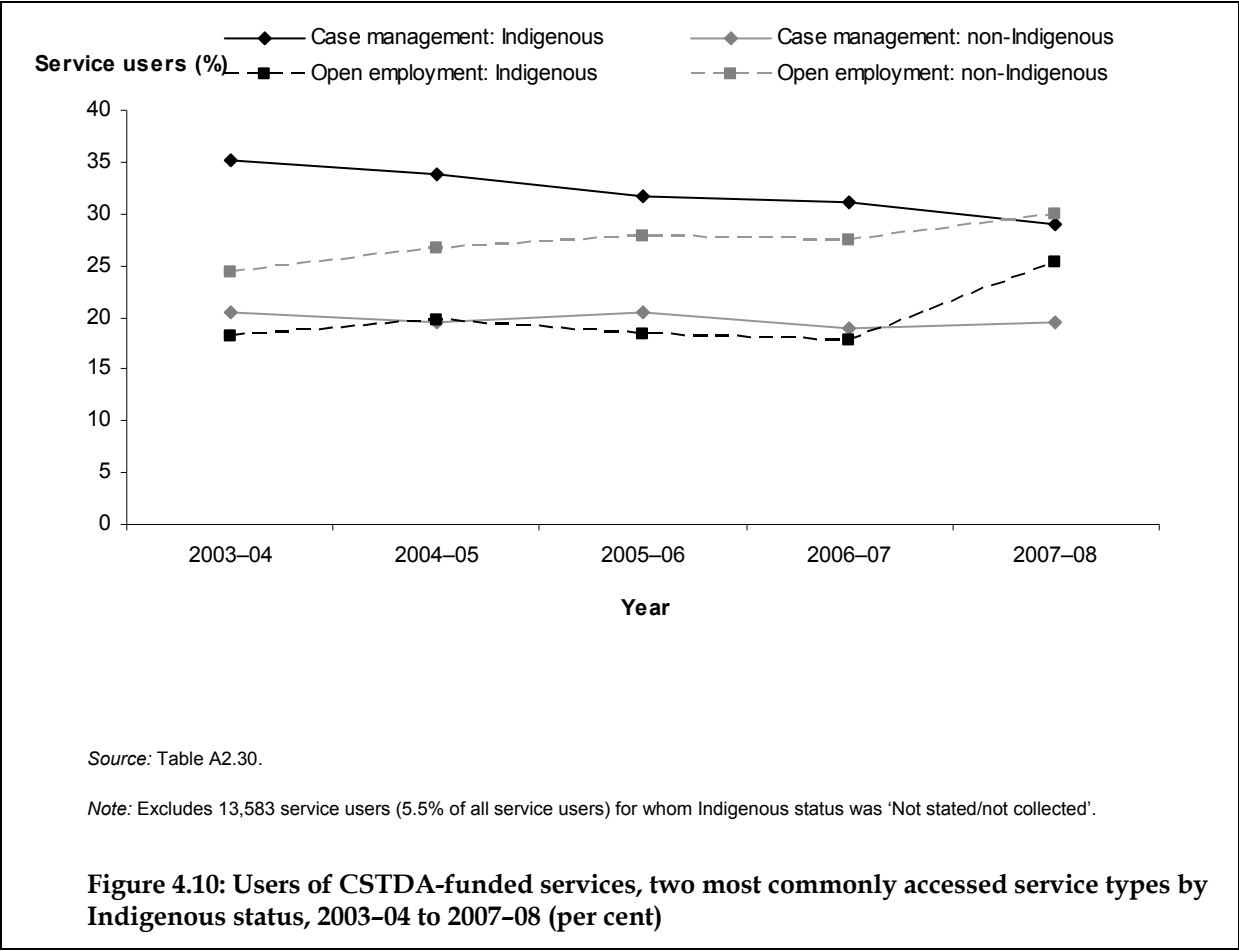


Service types

In 2007-08, the service types most commonly accessed by Indigenous service users were case management, local coordination and development (29%), followed by open employment (25%) and learning and life skills development (12%) (Figure 4.10; Table A2.30). These were also the most commonly accessed service types for non-Indigenous service users – but in a different order. Non-Indigenous service users most commonly accessed open employment services (30%), followed by case management (20%) and learning and life skills development (15%).

Since 2003-04, the proportion of Indigenous service users accessing case management services has decreased steadily (from 35% to 29%), while the proportion of non-Indigenous service users accessing this service type has remained steady at around 20%. The use of open employment services has increased for all service users; while the proportion of non-Indigenous service users increased steadily between 2003-04 and 2007-08, the

proportion of Indigenous service users accessing open employment did not increase until 2007-08, when an increase from 18% to 25% was recorded.



Other service types with notable differences in proportions of Indigenous and non-Indigenous service users in 2007-08 were:

- large residential/institutions (0.7% of Indigenous compared with 1.4% of non-Indigenous service users)
- supported employment services (5.6% compared with 9.3%)
- recreation/holiday programs (2.0% compared with 3.4%)
- other community access (3.0% compared with 4.8%)
- in-home accommodation support (11% compared with 7.5%).

Overall, the proportion of Indigenous service users in each service type ranged between 2.0% and 7.3% – except for alternative family placement, in which one in five (47 of 244, 19%) service users were Indigenous (up from 10% in 2003-04) (Table A2.30).

Multiple service use

Each year between 2003-04 and 2007-08, Indigenous service users were more likely to use multiple service type outlets over the year, and used more outlets on average than non-Indigenous service users (Table 4.5). Around one-third of non-Indigenous service users

accessed more than one outlet during the year (32–34%); this proportion was consistently higher for Indigenous service users (37–39%).

Indigenous service users were more likely to use more than one outlet from the same service group (26% compared with 22% for non-Indigenous) and were slightly more likely to use more than one outlet from the same service type (18% compared with 16%).

Table 4.5: Users of CSTDA-funded services, multiple service use by Indigenous status, 2003–04 to 2007–08

Service use	2003–04	2004–05	2005–06	2006–07	2007–08
Indigenous					
Using only one service type outlet	62.9	62.6	60.7	61.6	62.3
Using more than one service type outlet	37.1	37.4	39.3	38.4	37.7
Using more than one service type	34.0	34.5	34.5	32.8	30.4
Using more than one service group	26.7	26.8	27.1	27.4	25.0
Using more than one outlet of same group	23.1	23.8	25.2	24	25.5
Using more than one outlet of same type	11.4	12.2	14.8	15.4	17.8
Average outlets per user	1.7	1.8	1.8	1.8	1.8
Non-Indigenous					
Using only one service type outlet	67.6	66.9	67.0	68.3	65.9
Using more than one service type outlet	32.4	33.1	33.0	31.7	34.1
Using more than one service type	29.4	30.4	29.0	27.1	27.5
Using more than one service group	24.1	25.4	23.7	22.5	22.5
Using more than one outlet of same group	17.6	17.9	18.9	18.9	22.2
Using more than one outlet of same type	9.0	9.4	10.9	12.0	15.5
Average outlets per user	1.6	1.6	1.6	1.6	1.7

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. In tables the term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. Excludes 13,583 service users (5.5% of all service users) for whom Indigenous status was 'Not stated/not collected'.

5 Service agencies and outlets

Over 2,000 CSTDA-funded agencies delivered specialist disability services through some 10,800 outlets Australia-wide. This chapter focuses on the distribution and characteristics of agencies and their associated service type outlets in 2007–08. Trends over the five-year period to 2007–08 are also discussed. Agencies provided most service-level data, though some data items such as service type and agency sector were provided by jurisdictions (see Appendix 3, questions A–G of service type outlet form).

5.1 Distribution of agencies

In 2007–08, a total of 2,283 CSTDA-funded agencies provided disability support services across Australia (Table 5.1). State/territory governments funded just over two-thirds (68%), while the Australian Government funded the remainder (32%). As in previous years, Victoria and New South Wales had the highest number of agencies (29% and 27% respectively) followed by Queensland (17%) (Table A2.31).

There was a slight decrease in the number of CSTDA-funded agencies between 2006–07 and 2007–08 (47 or 2% fewer). However, over the five-year period from 2003–04 to 2007–08, there was an overall increase of 16% in the number of CSTDA-funded agencies in Australia (from 1,973 to 2,283). States/territories with the largest relative increases were New South Wales, the Australian Capital Territory and the Northern Territory, where the number of agencies increased by more than one-third each (36%, 35% and 33% respectively); most of these increases occurred between 2005–06 and 2007–08. By contrast, the number of agencies in Tasmania was stable over time (less than 1% decrease overall).

Table 5.1: CSTDA-funded agencies, by funding source, 2007–08

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
State/territory-funded agencies	372	476	281	104	128	98	48	43	1,550
Australian Government-funded agencies	240	183	114	70	67	25	21	13	733
Total (number)	612	659	395	174	195	123	69	56	2,283
Total (per cent)	26.8	28.9	17.3	7.6	8.5	5.4	3.0	2.5	100.0

5.2 Service type outlets

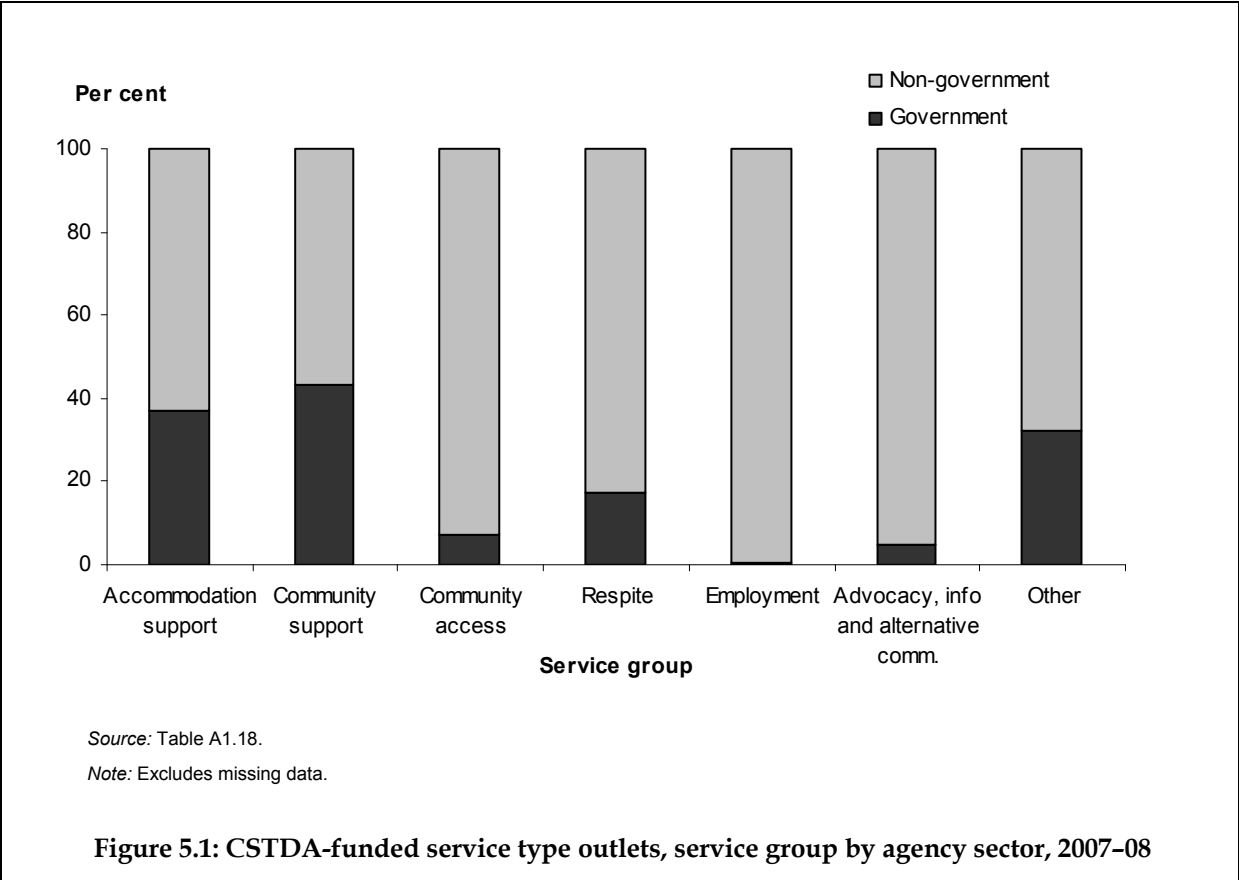
Government and non-government outlets

In 2007–08, 10,836 CSTDA-funded service type outlets operated in Australia (Table A1.18). The number of outlets has increased by almost one-quarter (23%) since 2003–04 (Table A2.32).

Service type outlets can be classified according to ‘agency sector’ – that is, level of government (Australian Government, state/territory or local) or non-government (income tax exempt or non-income tax exempt) sector.

In 2007–08, three-quarters of outlets were classified as non-government, and one-quarter government. State/territory governments operated most government outlets (2,380 of 2,664, 89%), while most non-government outlets were income tax exempt charities (5,841 of 8,169, 72%). The proportion of service type outlets classified as non-government has remained stable since 2003–04 (Table A2.32).

The proportion of government outlets varied across service groups in 2007–08 (Figure 5.1). Relatively high proportions of community support (43%), accommodation support (37%) and ‘other support’ (32%) outlets belonged to the government sector. Almost all employment services outlets and advocacy, information and alternative formats of communication services were non-government.



Outlet distribution and service type

State/territory-funded outlets

Of the 10,836 CSTDA-funded service type outlets in 2007–08, state/territory governments funded a high proportion (9,681 or 89%) (Table 5.2). Over two-fifths of all state/territory-funded service type outlets (44%) provided accommodation support services. Among the state/territory-funded outlets, 23% provided community access services, 16% provided community support and 11% provided respite.

The total number of state/territory-funded outlets has risen by 1,705 or 21% since 2003–04 (Table A2.33). Most of this increase was in New South Wales, where the number of outlets

increased by 1,281 (81%). This is at least partly due to changes in the classification and counting of outlets, particularly in relation to individualised funding, rather than an increase in the actual number of service providers. By contrast, the number of outlets fell over the five-year period in Western Australia (by 11%) and Victoria (2.5%). The proportion of state/territory-funded outlets providing each service group remained similar over the period (AIHW 2005, 2006, 2007b, 2008a).

Australian Government-funded outlets

During 2007–08, the Australian Government provided funding for around one in ten service type outlets (1,155 of 10,836) (Table 5.3). Most Australian Government-funded outlets delivered employment services (93%), while the remainder delivered advocacy, information and alternative communication services (6.9%).

There has been an increase of more than one-third (36%) in the number of Australian Government-funded outlets since 2003–04 (Table A2.33). Growth in open employment has been the main driver, with the number of service type outlets more than doubling (from 305 to 662 outlets) (AIHW 2005). Over this period there was a 10% decrease in the number of supported employment outlets.

All outlets

In 2007–08, the proportion of service type outlets in each service group varied across the states and territories (Figure 5.2). Some of the largest differences were in community support services, provided by 6.4% of all outlets in Tasmania and 23% of outlets in the Northern Territory and advocacy, information and alternative formats of communication, which were provided by 1.4% of outlets in New South Wales and 12% in Tasmania.

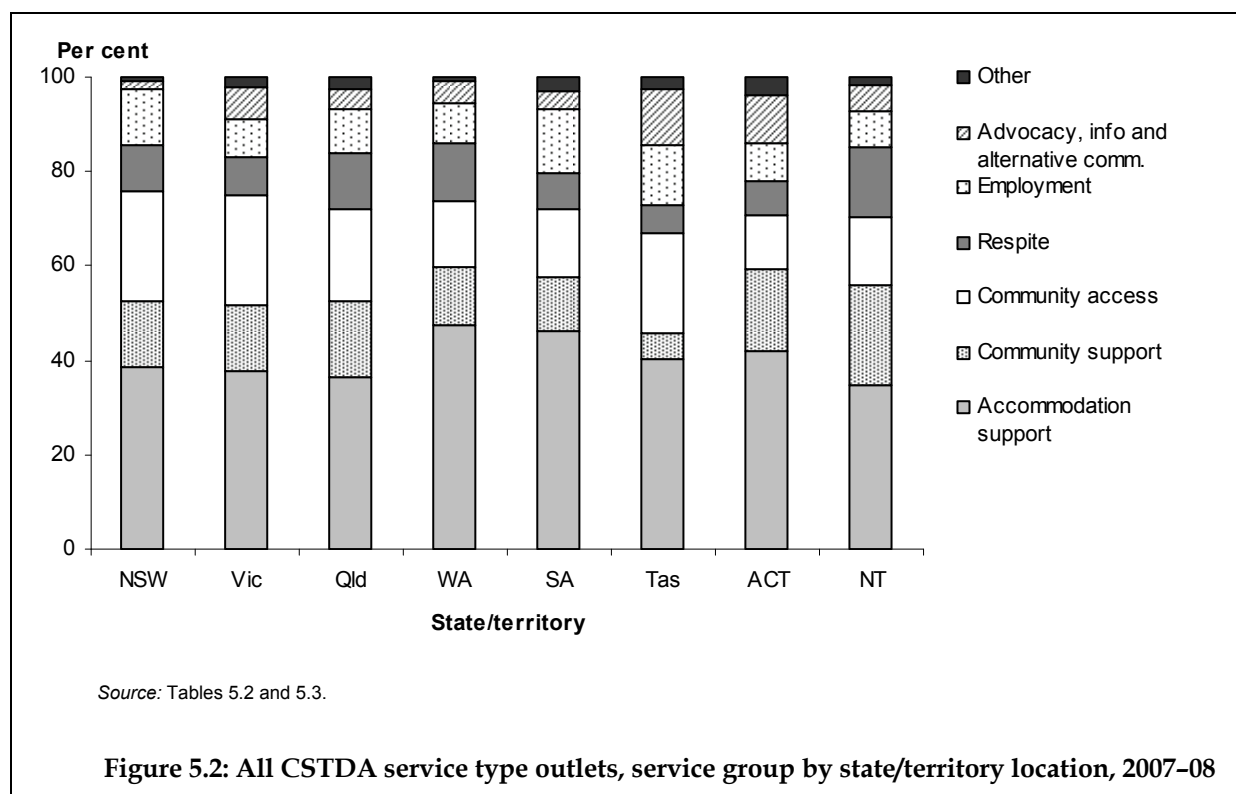
Table 5.2: State/territory-funded CSTDA service type outlets, service type by state/territory, 2007–08

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Large residential/institutions	21	2	12	6	8	3	0	0	52
Small residential/institutions	10	5	57	12	3	1	0	0	88
Hostels	7	13	0	1	1	5	0	0	27
Group homes	951	850	336	298	281	40	64	40	2,860
Attendant care/personal care	28	26	53	1	29	28	2	8	175
In-home accommodation support	195	270	233	121	66	22	24	13	944
Alternative family placement	21	1	11	3	1	0	0	3	40
Other accommodation support	27	29	14	2	3	4	1	2	82
<i>Total accommodation support</i>	<i>1,260</i>	<i>1,196</i>	<i>716</i>	<i>444</i>	<i>392</i>	<i>103</i>	<i>91</i>	<i>66</i>	<i>4,268</i>
Therapy support for individuals	18	49	38	17	11	2	3	10	148
Early childhood intervention	128	90	44	15	13	0	1	1	292
Behaviour/specialist intervention	46	37	35	17	7	0	2	3	147
Counselling (individual/family/group)	2	0	31	1	13	0	1	1	49
Regional resource and support teams	166	0	1	5	6	4	0	2	184
Case management, local coordination and development	56	261	157	49	37	8	27	13	608
Other community support	33	4	8	8	13	0	4	10	80
<i>Total community support</i>	<i>449</i>	<i>441</i>	<i>314</i>	<i>112</i>	<i>100</i>	<i>14</i>	<i>38</i>	<i>40</i>	<i>1,508</i>
Learning and life skills development	606	658	332	108	81	13	20	12	1,830
Recreation/holiday programs	35	7	24	22	32	6	2	3	131
Other community access	130	69	22	2	7	35	3	12	280
<i>Total community access</i>	<i>771</i>	<i>734</i>	<i>378</i>	<i>132</i>	<i>120</i>	<i>54</i>	<i>25</i>	<i>27</i>	<i>2,241</i>
Own home respite	8	16	38	2	15	5	1	4	89
Centre-based respite/respite homes	90	92	83	31	21	9	8	10	344
Host family respite/peer support respite	10	6	4	0	5	1	1	4	31
Flexible respite	201	140	104	69	16	1	5	6	542
Other respite	8	7	10	11	11	0	0	4	51
<i>Total respite</i>	<i>317</i>	<i>261</i>	<i>239</i>	<i>113</i>	<i>68</i>	<i>16</i>	<i>15</i>	<i>28</i>	<i>1,057</i>
Advocacy	6	27	12	21	1	6	3	3	79
Information/referral	13	65	27	9	14	13	10	2	153
Combined information/advocacy	17	11	8	1	2	5	2	2	48
Mutual support/self-help groups	0	92	17	1	9	0	0	0	119
Alternative formats of communication	3	0	7	1	1	3	3	1	19
<i>Total advocacy, information and alternative comm.</i>	<i>39</i>	<i>195</i>	<i>71</i>	<i>33</i>	<i>27</i>	<i>27</i>	<i>18</i>	<i>8</i>	<i>418</i>
Research and evaluation	0	0	1	0	0	1	2	0	4
Training and development	11	6	10	1	0	1	3	1	33
Peak bodies	4	0	2	1	1	3	1	2	14
Other support services	6	63	36	6	24	1	2	0	138
<i>Total other support</i>	<i>21</i>	<i>69</i>	<i>49</i>	<i>8</i>	<i>25</i>	<i>6</i>	<i>8</i>	<i>3</i>	<i>189</i>
Total	2,857	2,896	1,767	842	732	220	195	172	9,681

Note: There are discrepancies for South Australia for service types 'Attendant care/personal care', 'Learning and life skills development', 'Other community access' and 'Own home respite' due to miscoding of service types for two service type outlets.

Table 5.3: Australian Government-funded CSTDA service type outlets, service type by state and territory, 2007–08

Service type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Open employment	229	149	134	45	70	17	9	9	662
Supported employment	141	94	41	29	43	15	8	3	374
Targeted support	15	7	9	5	—	—	1	2	39
<i>Total employment support</i>	<i>385</i>	<i>250</i>	<i>184</i>	<i>79</i>	<i>113</i>	<i>32</i>	<i>18</i>	<i>14</i>	<i>1,075</i>
Advocacy	16	21	8	9	6	3	2	3	68
Information/referral	1	—	—	—	—	—	1	—	2
Alternative formats of communication	2	2	1	2	1	1	1	—	10
<i>Total advocacy, information and alternative comm.</i>	<i>19</i>	<i>23</i>	<i>9</i>	<i>11</i>	<i>7</i>	<i>4</i>	<i>4</i>	<i>3</i>	<i>80</i>
Total	404	273	193	90	120	36	22	17	1,155



The location of service type outlets across Australia can also be examined using Remoteness Areas (RAs). More information about remoteness areas, and the location of service users according to remoteness area, is provided in Section 2.6.

As in previous years, the distribution of service type outlets across remoteness areas in 2007–08 was similar to the distribution of service users (see also AIHW 2007b, 2008a). Almost nine out of ten outlets were located in Major cities or Inner regional areas (9,423 of 10,836, 87%) The proportion of outlets in Major cities was similar to the proportion of service users (61% compared with 62% of service users), while the proportions of outlets in Inner regional, Outer regional and Very remote areas were slightly higher than the corresponding proportions of service users.

There were some differences in the distribution of service type outlets according to the service provided. For example, around two-thirds (67%) of advocacy, information and alternative communication outlets were located in Major cities, compared with just over half (54%) of respite outlets. Outer regional areas contained 15% of all employment outlets, compared with just 7.2% of all advocacy, information and alternative communication outlets, which means it may be more difficult for people with disability in remote locations to access these services.

Table 5.4: CSTDA-funded service type outlets, remoteness area by service group, 2007-08

	Major cities	Inner regional	Outer regional	Remote	Very remote	Subtotal	Not known	Total
Number								
Accommodation support	2,778	1,055	381	21	26	4,261	7	4,268
Community support	882	375	167	30	31	1,485	22	1,508
Community access	1,307	645	254	20	12	2,238	3	2,241
Respite	575	296	142	25	18	1,056	1	1,057
Employment	600	286	156	24	9	1,075	0	1,075
Advocacy, information and alternative communication formats	335	121	36	5	0	497	1	498
Other support	113	56	16	2	3	190	1	189
Total	6,590	2,833	1,152	128	100	10,803	35	10,836
Per cent								
Accommodation support	65.2	24.8	8.9	0.5	0.6	100	—	—
Community support	59.4	25.3	11.2	2.0	2.1	100	—	—
Community access	58.4	28.8	11.3	0.9	0.5	100	—	—
Respite	54.5	28.0	13.4	2.4	1.7	100	—	—
Employment	55.8	26.6	14.5	2.2	0.8	100	—	—
Advocacy, information and alternative communication formats	67.4	24.3	7.2	1.0	—	100	—	—
Other support	59.5	29.5	8.4	1.1	1.6	100	—	—
Total	61.0	26.2	10.7	1.2	0.9	100	—	—

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

In Major cities, Inner regional and Outer regional areas, service type outlets most commonly provided accommodation support services (42%, 37% and 33% respectively), followed by community access services (20%, 23% and 22%) (Figure 5.3). The profile was somewhat different in Remote and Very remote areas. In Remote areas, outlets most commonly provided community support services (23%), followed by respite (20%) and employment

(19%). In Very remote areas, outlets most commonly provided community support (31%), accommodation support (26%) or respite services (18%).

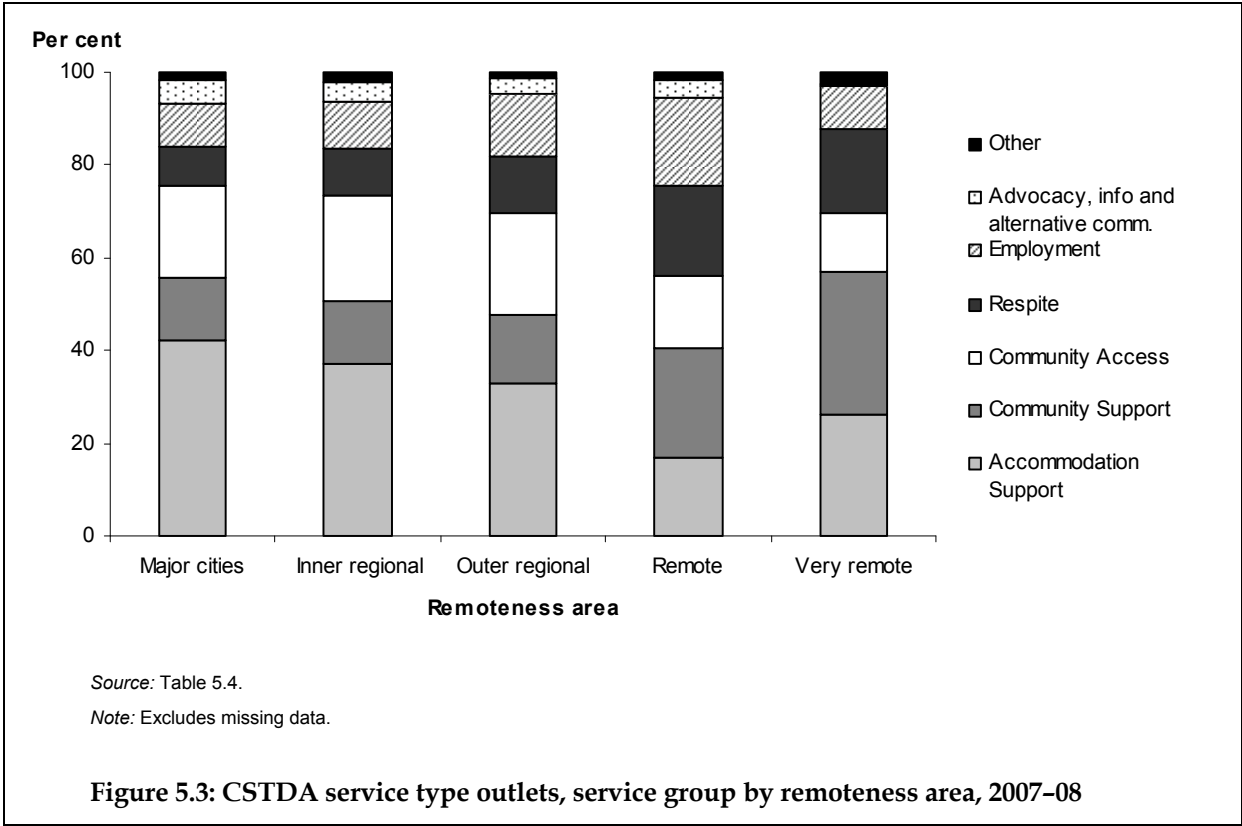
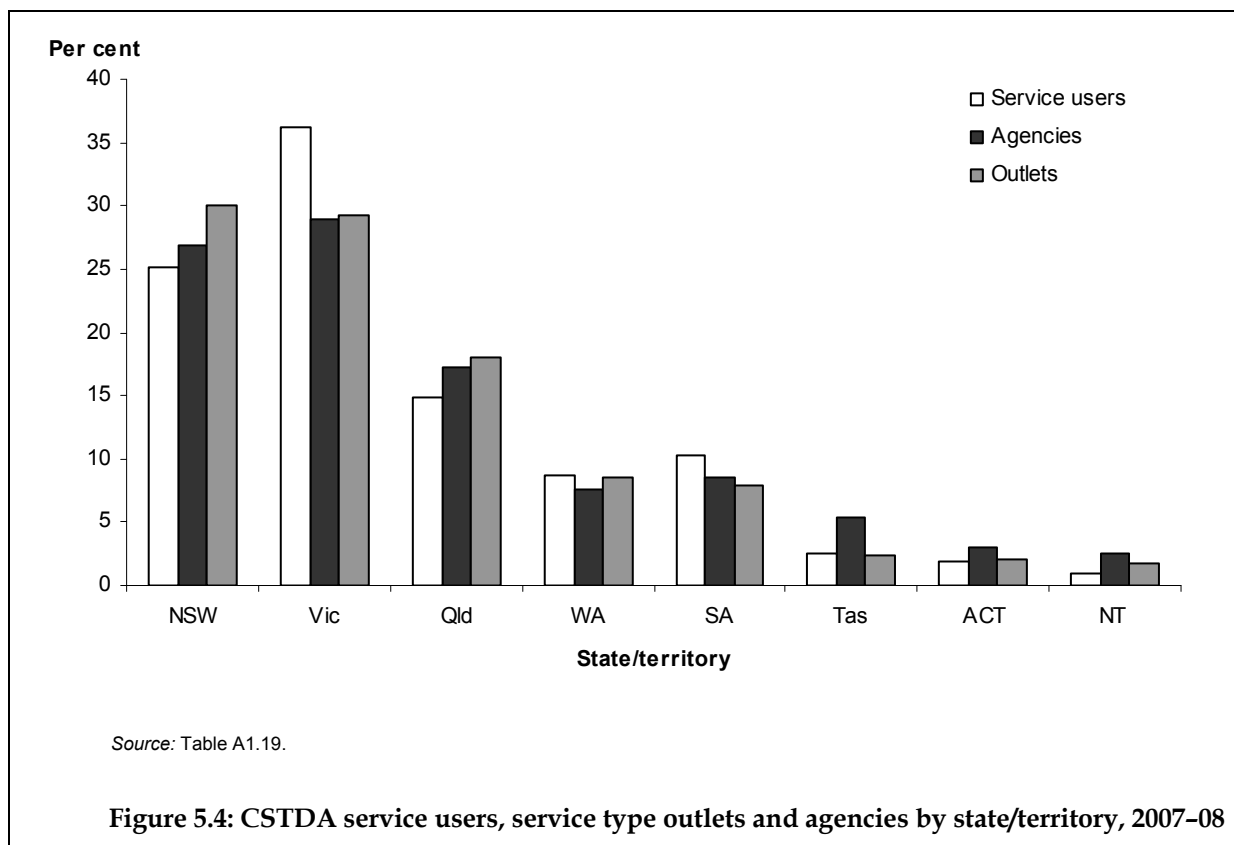


Figure 5.4 compares the proportions of CSTDA service users, agencies and service type outlets across states and territories in 2007-08. Of the two states with the largest populations, Victoria had the highest proportion of service users (36%) and relatively lower proportions of CSTDA-funded agencies and service type outlets (29% each). By contrast, New South Wales had around one-quarter of all service users (25%), and higher proportional shares of agencies (27%) and outlets (30%). The three states and territories with the smallest populations – Tasmania, Australian Capital Territory and Northern Territory – had higher proportions of agencies relative to service users and outlets. For more information about the state/territory distribution of service users, see Section 2.6.

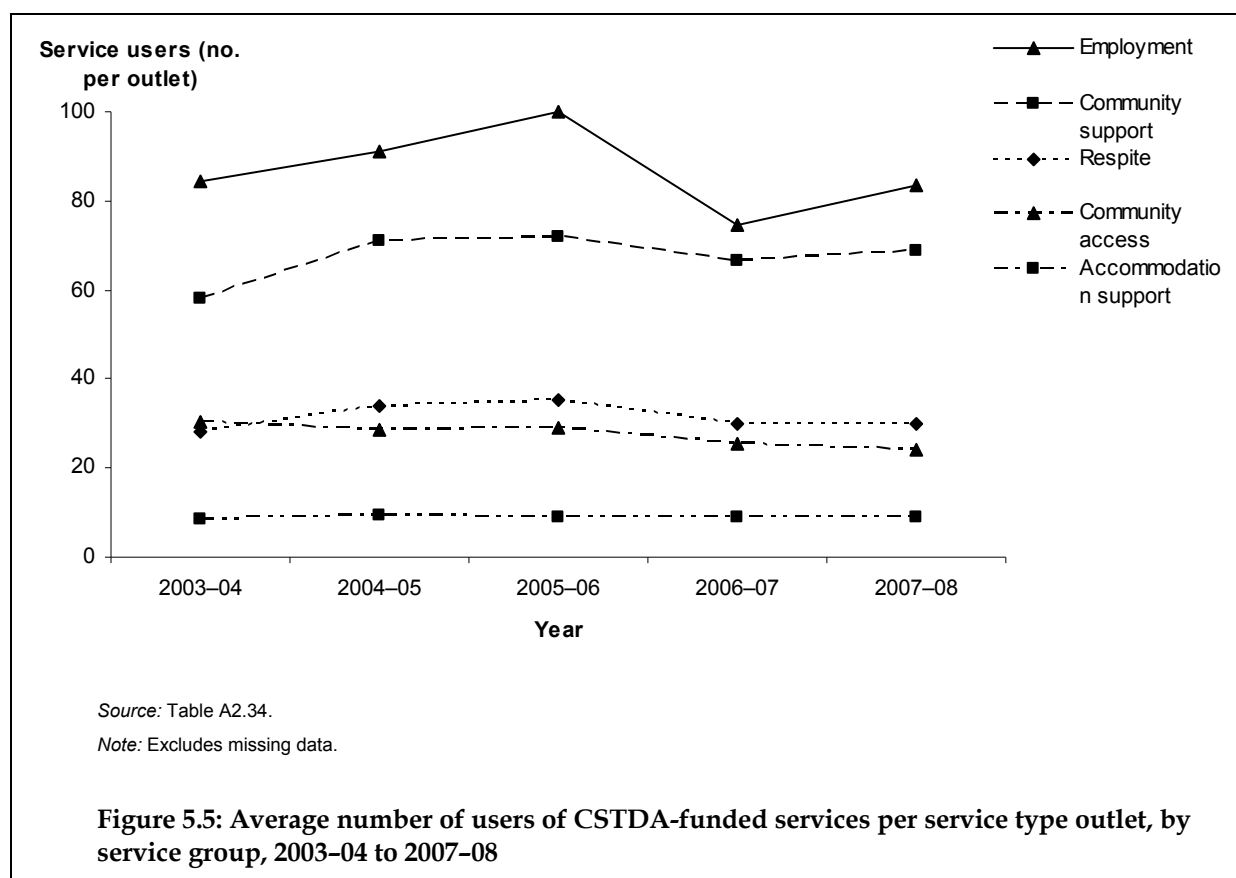


5.3 Outlets and service users

On average, employment outlets delivered services to the highest number of service users (Figure 5.5). There were 1,075 employment outlets (10% of all outlets excluding advocacy and other services) that provided support to 89,935 service users over the year (37% of service users), averaging 84 service users per outlet. This was followed by community support services, with 1,508 outlets (15%), 103,976 service users (42%) and an average of 69 service users per outlet. At the other extreme, accommodation support services had 4,268 outlets (42%), 37,690 service users (15%) and an average of 9 service users per outlet. When comparing the number of outlets to the number of service users, it is important to consider that the nature of service provision means that the number of service users accessing each outlet varies greatly across service groups. It should also be noted that the intensity of service provision varies, both across service groups and between jurisdictions. For more information about measures of service quantity, see Section 6.2.

Between 2003-04 and 2007-08, the average number of service users per outlet increased for both respite (from 28 to 30) and community support services (from 58 to 69). There was a steady decline over time for community access services (from 31 to 24 service users per outlet), while accommodation services remained stable with an average 9 service users per outlet each year. The average number of service users per outlet for employment services rose from 85 in 2003-04 to 100 in 2005-06, before dropping back to 84 in 2007-08. Most of this variability was in the open employment services category. While the average number of service users per outlet for supported employment increased steadily from 45 in 2003-04 to 57 in 2007-08, the average number for open employment rose from 141 in 2003-04 to 160 in 2005-06, then dropped sharply to 91 in 2006-07 as the number of outlets doubled (from 334

in 2005–06 to 657 in 2006–07) (AIHW 2005, 2006, 2007b, 2008a). There was a slight rise in average service users per outlet for open employment to 105 in 2007–08 (see Tables 2.1 and 5.3).



5.4 Outlet period of operation

Three aspects of period of operation were reported for service type outlets – hours of operation per day, days per week, and weeks per year.

Of the 9,664 service type outlets that provided information about their operating hours, more than two-thirds operated for either 7–9 hours per day (36%) or 24 hours per day (34%) (Table 5.5). A further 15% had no regular daily pattern. Hours of operation per day varied across service groups – for example, the proportion of outlets operating 7–9 hours per day ranged from 7.2% of accommodation support outlets to 92% of employment outlets.

Overall, results were similar to previous years (Table A2.35). Since 2003–04, the proportion of outlets operating 7–9 hours per day has decreased slightly (from 41% to 36%), while those operating 3–6 hours and with no regular pattern have increased slightly (from 8.9% to 12% for those operating 3–6 hours; and from 12% to 15% for those with no regular pattern).

In 2007–08, 9,391 outlets provided information on days of operation per week.

- Around 9 in 10 operated either 5 days (48%) or 7 days per week (42%).
- Accommodation support outlets reported the longest operating hours, both per day and per week – 71% operated for 24 hours per day and 81% for 7 days per week (services may not be staffed for the entire period of operation).

Since 2003–04, the proportion of outlets operating for 5 days per week has increased from 40% to 48%. There was a corresponding decrease over the period in the proportions operating for 7 days per week (from 46% to 42%) and with no regular pattern (from 7.2% to 2.9%).

Table 5.5: CSTDA-funded service type outlets, period of operation by service group, 2007–08

	Accom- modation support	Community support	Community access	Respite	Employment	Advocacy, info. and alternative communi- cation	Other	Total	Total (%)
Hours of operation per day									
Less than 3 hours	13	16	10	3	5	0	3	50	0.5
3–6 hours	92	76	793	38	28	104	11	1,142	11.8
7–9 hours	278	928	780	166	937	276	121	3,486	36.1
10–12 hours	52	11	39	15	24	4	4	149	1.5
13–18 hours	68	9	10	17	6	0	1	111	1.1
19–23 hours	10	1	0	7	0	0	0	18	0.2
24 hours	2,725	81	82	408	1	7	3	3,307	34.2
No regular pattern	621	249	239	217	21	34	20	1,401	14.5
Total	3,859	1,371	1,953	871	1,022	425	163	9,664	100.0
Days of operation per week									
1 day	4	22	31	30	19	76	3	185	2.0
2 days	9	21	29	19	24	9	5	116	1.2
3 days	8	30	50	20	14	18	3	143	1.5
4 days	14	27	42	15	11	14	10	133	1.4
5 days	625	988	1,452	174	886	267	113	4,505	48.0
6 days	23	8	53	20	18	4	3	129	1.4
7 days	3,102	118	184	462	27	6	13	3,912	41.7
No regular pattern	58	27	47	67	27	29	13	268	2.9
Total	3,843	1,241	1,888	807	1,026	423	163	9,391	100.0
Weeks of operation per year									
1–39 weeks	59	45	97	60	25	18	3	307	3.2
40–47 weeks	23	82	166	12	15	10	6	314	3.3
48–51 weeks	115	423	1,051	150	469	193	56	2,457	25.8
52 weeks	3,642	676	586	570	527	193	85	6,279	66.0
No regular pattern	35	21	25	45	8	16	13	163	1.7
Total	3,874	1,247	1,925	837	1,044	430	163	9,520	100.0

Note: Missing data excluded.

Two-thirds (66%) of all service type outlets that provided data on weeks of operation per year operated for the full 52 weeks in 2007–08. In addition, one-quarter of outlets (26%) operated for 48–51 weeks of the year – meaning that more than 9 in 10 operated for 48 or more weeks (92%). This proportion has remained stable since 2003–04 (92–93% each year);

however, while the proportion operating for 52 weeks per year decreased (from 71% to 66%), the proportion operating 48-51 weeks increased (from 22% to 26%).

6 Patterns of service use

This chapter examines the various aspects of service use in 2007–08, including:

- multiple service use – across service outlets, service types and service groups
- hours of service received
- hours of service outlets provided (staff hours)
- new users of services
- exits from services.

6.1 Multiple service use

Multiple service users

One-third of service users (80,976) could be described as multiple service users during 2007–08 – that is, people who accessed more than one CSTDA-funded service type outlet (Table 6.1). Of these users:

- four in five used more than one service *type* (for example, group homes and learning and life skills development), including use of multiple service types within the same broad service group, or service types in different groups
- two in three used more than one service *group* (for example, accommodation support and community access)
- two in three used multiple services from within the same service group (for example two community support services).

The use of multiple services was most common among service users accessing behaviour/ specialist intervention and centre-based respite, with 3.6 outlets recorded per user of these service types (Table A1.20). In contrast, open employment users were least likely to access other service types, accessing only 1.2 outlets per user. This may be related to service users' need for support – users of respite services had some of the highest support needs, on average, while users of open employment services had the lowest (Section 3.4; Table 3.9).

Overall, just over one in five service users (22%) accessed services across multiple groups (Table 6.1). Around 15% used two service groups; with 6% using three and 1% four groups. A small proportion of users (0.1%) accessed services across all five service groups. Users of employment services accessed the lowest number of service groups on average (1.2), and accommodation support and respite the highest (2.0) (Table A1.21).

Multiple service use was most common among users with a primary disability of being deafblind (3.1 outlets per user) and intellectual (2.9), and least common among those with hearing, speech and specific learning/ADD (1.3 outlets) (Table 6.2). Users aged 15–24 years tended to access multiple services more than those in other age groups (2.8 per user). People living in Remote and Very remote areas were less likely to access multiple outlets than those in other areas. As might be expected, users with the highest level of support for ADL (3.3 outlets per user) were much more likely to access multiple outlets than service users with less frequent need for ADL assistance (1.5–2.5 outlets per user).

Table 6.1: Users of CSTDA-funded services, multiple service use, 2007–08

	Service users (number)	Service users (%)	% of service users accessing more than one outlet
One service type outlet	164,770	67.0	
Two or more service type outlets	80,976	33.0	
Total service users	245,746	100.0	
Using multiple service groups			
Two	37,182	15.1	45.9
Three	13,408	5.5	16.6
Four	2,405	1.0	3.0
Five	135	0.1	0.2
<i>Subtotal</i>	<i>53,130</i>	<i>21.6</i>	<i>65.6</i>
Using more than one service type	65,119	26.5	80.4
Using more than one outlet of the same service group	53,051	21.6	65.5
Using more than one outlet of the same service type	36,822	15.0	45.5

Notes:

1. Service user numbers reflect use of any of five service groups: accommodation support, community support, community access, respite, and employment.
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 outlets of different service types.
3. See Box 1.1 for definitions of service types, service groups and service outlets.

Table 6.2: Users of CSTDA-funded services, mean service usage by selected demographics, 2007-08

	Mean outlets used	Mean service groups used
Primary disability group		
Intellectual	2.9	2.0
Specific learning/ADD	1.3	1.1
Autism	2.6	1.6
Physical	2.3	1.5
ABI	2.2	1.6
Neurological	2.3	1.5
Deafblind	3.1	1.9
Vision	2.3	1.7
Hearing	1.3	1.1
Speech	1.3	1.0
Psychiatric	1.5	1.4
Developmental delay	2.0	1.1
Age group (years)		
0-4	1.9	1.1
5-14	2.5	1.4
15-24	2.8	1.8
25-44	2.3	1.7
45-64	2.0	1.6
65+	1.9	1.5
Sex		
Male	2.3	1.6
Female	2.3	1.6
Indigenous status		
Indigenous	2.5	1.7
Non-Indigenous	2.4	1.6
Remoteness area		
Major cities	2.4	1.6
Inner regional	2.2	1.6
Outer regional	2.3	1.7
Remote	2.0	1.5
Very remote	1.8	1.5
ADL support needs		
Always needs help or unable to do	3.3	2.0
Sometimes needs help	2.5	1.8
None	1.5	1.3
All service users	1.7	1.3

Note: Means exclude 'Not stated' categories for all items.

Combinations of services accessed

The most commonly combined service groups were accommodation support and community access – 16,791 people used this combination of services during 2007–08 (Table 6.3). This represents 45% of accommodation support users, and 31% of community access users. Other common combinations were community support with community access (15,064 users); respite with community support (14,214) and accommodation support with community support (13,012). Users of employment services were the least likely to access other service groups: 84% of employment users accessed only those services. Over two-thirds (68%) of community support users accessed services from that group only.

Table 6.3: Users of CSTDA-funded services, service use patterns across groups, 2007–08

	Accommodation support		Community support		Community access		Respite		Employment	
	No.	%	No.	%	No.	%	No.	%	No.	%
Accommodation support	11,628	30.9	13,012	12.5	16,791	30.9	4,187	13.3	5,349	5.9
Community support	13,012	34.5	70,324	67.6	15,064	27.7	14,214	45.1	7,242	8.1
Community access	16,791	44.6	15,064	14.5	23,742	43.7	8,847	28.1	5,429	6.0
Respite	4,187	11.1	14,214	13.7	8,847	16.3	11,592	36.8	2,722	3.0
Employment	5,349	14.2	7,242	7.0	5,429	10.0	2,722	8.6	75,403	83.8
Total	37,690	100.0	103,976	100.0	54,374	100.0	31,524	100.0	89,935	100.0

Notes:

1. Totals may exceed the sum of components because individuals may have accessed more than one service group combination within the 12-month period. Totals may be less than the sum of components because users of one service group only are excluded from this table.
2. Users along the diagonal from top left to bottom right represent people who accessed only that service group. For example, 70,324 users accessed community support services only (67.6% of all community support users).
3. Service users accessing three, four or five service groups are included under all relevant combinations.

Trends in multiple service use

Overall, levels of multiple service use have been very stable across the past five CSTDA NMDS collections (Table 6.4). All five service groups recorded an increase in mean outlets accessed per user, the largest of these for users of respite (2.9, up from 2.6). The proportion of service users accessing multiple outlets increased from 31% in 2003–04 to 33% in 2007–08, indicating that relatively more users are accessing multiple services each year. The variety of services accessed has remained unchanged over the same period, with 22% of users consistently being recorded under two separate service groups.

Table 6.4: Users of CSTDA-funded services, trends in multiple service use, 2003–04 to 2007–08

	2003–04	2004–05	2005–06	2006–07	2007–08
Mean outlets accessed during the year (number)					
Accommodation support	2.4	2.5	2.5	2.5	2.6
Community support	2.0	1.9	1.9	2.0	2.2
Community access	2.2	2.3	2.3	2.3	2.4
Respite	2.6	2.6	2.6	2.7	2.9
Employment	1.4	1.4	1.4	1.3	1.4
All service users	1.6	1.5	1.6	1.6	1.7
Multiple service users (%)					
Using multiple outlets	30.7	29.1	30.3	30.8	33.0
Using multiple service groups	22.5	21.6	21.5	21.7	21.6

6.2 Measures of service quantity

Data relating to service quantity are collected in two ways under the CSTDA NMDS:

- 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 (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

Data on the number of hours of support that service users received were collected for selected service types (see Appendix 6 for details).

Average hours of support received by all service users per outlet varied between service types (Figure 6.1). Respite outlets provided the highest number of hours of support on average during 2007–08 (500 hours per outlet in total).

On average, service users received 12 hours of support in the reference week (Table 6.5). Average hours of support received per service user varied across service types.

- In the reference week, users of non-residential accommodation services received the most hours of support (17 hours on average per user), followed by users of community access services (12 hours).
- Case management, local coordination and development services delivered substantially fewer hours on average than other types (1–2), indicating significantly lower direct contact hours involved with this service type.

The available data indicate an increase in the average weekly hours of non-residential accommodation support per service user (includes in-home accommodation support and attendant care/personal care) and a decrease in average weekly hours of respite since

2003–04. It should be noted that it is not possible to compare the quality of hours received data across years due to zero hours being coded as both real zeroes and missing values. This data limitation clouds the discernment of trends in hours of service received.

Table 6.5: Users of CSTDA-funded services, mean hours received per service user, by selected service type category, 2003–04 to 2007–08

	2003–04	2004–05	2005–06	2006–07	2007–08
Mean hours per service user—reference week					
Non-residential accommodation support	11.9	9.0	13.4	15.7	17.0
Case management, local coordination and development	1.0	1.6	0.7	1.3	1.7
Community access ^(a)	9.5	6.4	5.6	9.8	11.7
Respite	12.1	8.4	10.1	10.6	10.5
All services	8.1	7.1	7.7	10.4	11.5

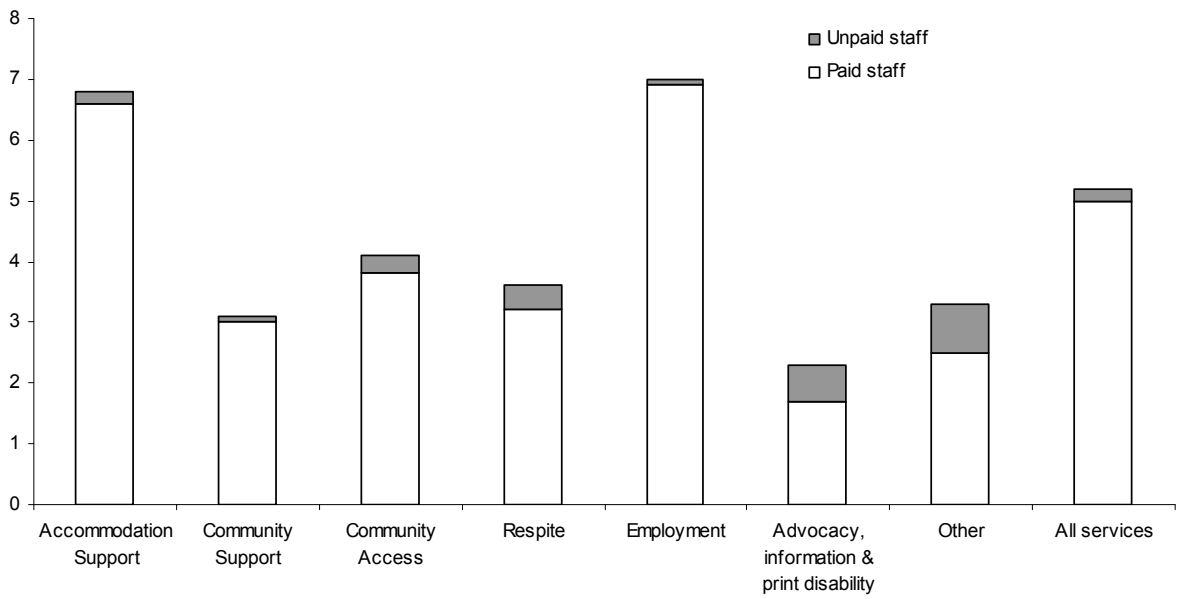
(a) Excludes 'other accommodation support' and 'recreation/holiday programs'.

Hours provided—staff hours

Service type outlets reported the total number of hours both paid and unpaid staff worked within a one-week period. Hours provided include client contact, administration, training and other duties, and are presented here as full-time equivalent (FTE) hours. During the 2007–08 reference week, accommodation support (6.8 FTE staff per outlet) and employment services (7.0) provided the highest number of staff hours (Figure 6.1). Across all service groups, the majority of staff CSTDA-funded services employed were paid. Advocacy, information and print disability services and 'other' support services had the highest level of unpaid FTE staff (0.6 and 0.8 respectively). Staff hours reported based on a typical week show a broadly similar profile with slightly higher reported hours overall (see Table A1.25 for details).

FTE staff hours have remained relatively stable overall between 2003–04 and 2006–07 (averaging between 5.1–5.5 FTE staff per outlet) (See Table A2.36). Respite outlets and advocacy, information and print disability outlets have shown a decline over the period, while accommodation support service outlets have seen a steady increase (Figure 6.2). An increase in the rate of 'Not stated' responses for employment services outlets may have contributed to a decline in average FTE in 2007–08.

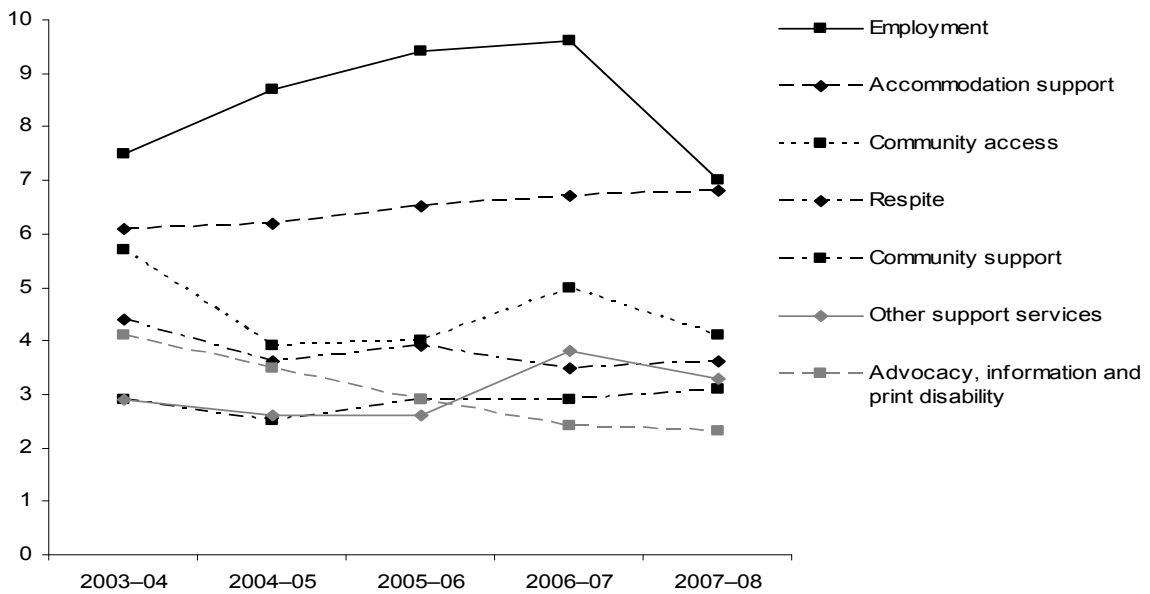
Mean FTE staff hours



Source: Table A1.24.

Figure 6.1: CSTDA-funded service type outlets, mean FTE staff hours in the reference week per outlet, 2007-08

Mean FTE staff hours



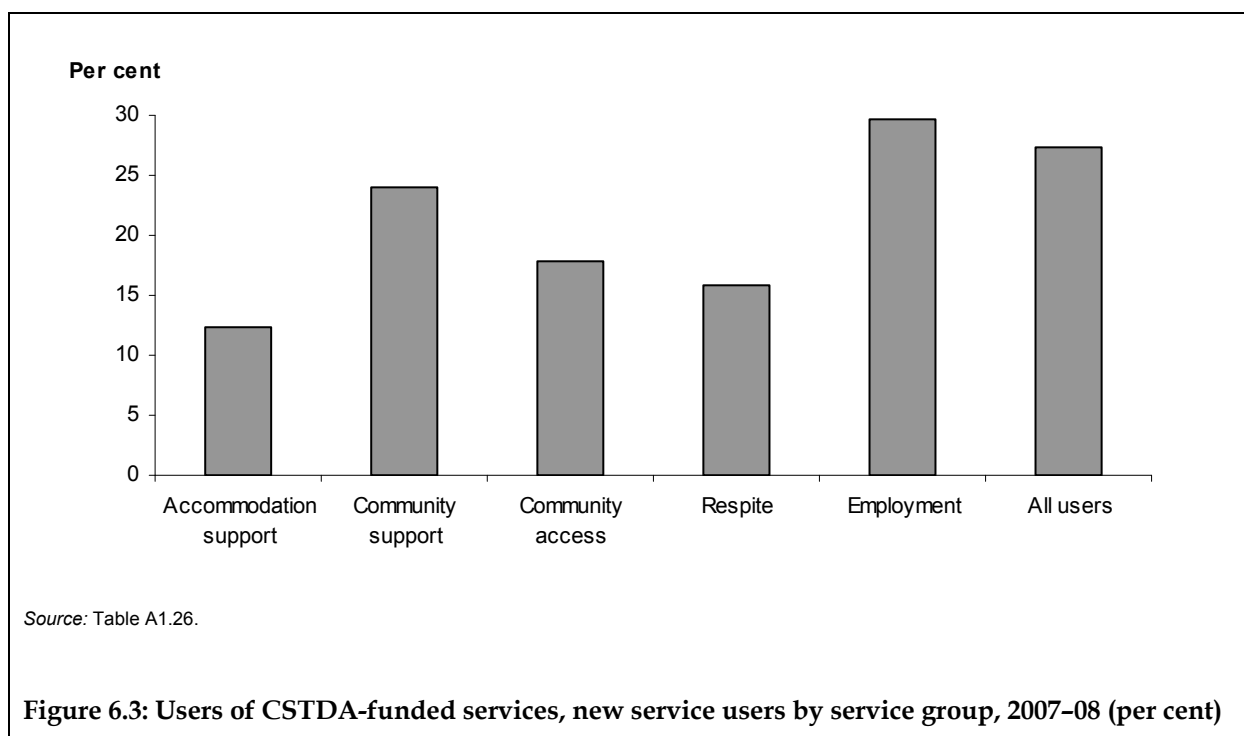
Source: Table A2.36.

Figure 6.2: CSTDA-funded service type outlets, mean FTE staff hours per outlet in the reference week, 2003-04 to 2007-08

6.3 New users

Over one-quarter (66,992 or 27%) of all service users in 2007–08 were classified as ‘new users’ – that is, people who received services in 2007–08 but who had not been recorded as receiving any CSTDA-funded service between 2003–04 and 2006–07.

The proportion of new service users in each service group ranged from one in eight users (12%) for accommodation support, to almost one in three for employment (30%) (Figure 6.3). Within specific service type categories, new users were most likely to appear in early childhood intervention (43% of all users), counselling (39%) and open employment (37%) services (Table A1.26). Apart from targeted support, with only 2 new users, residential accommodation had the lowest proportions of new users (4% for small and large residential/institutions; 6% hostels and 7% for group homes). Similarly, in contrast to open employment, supported employment had only a small proportion of new users (7%).



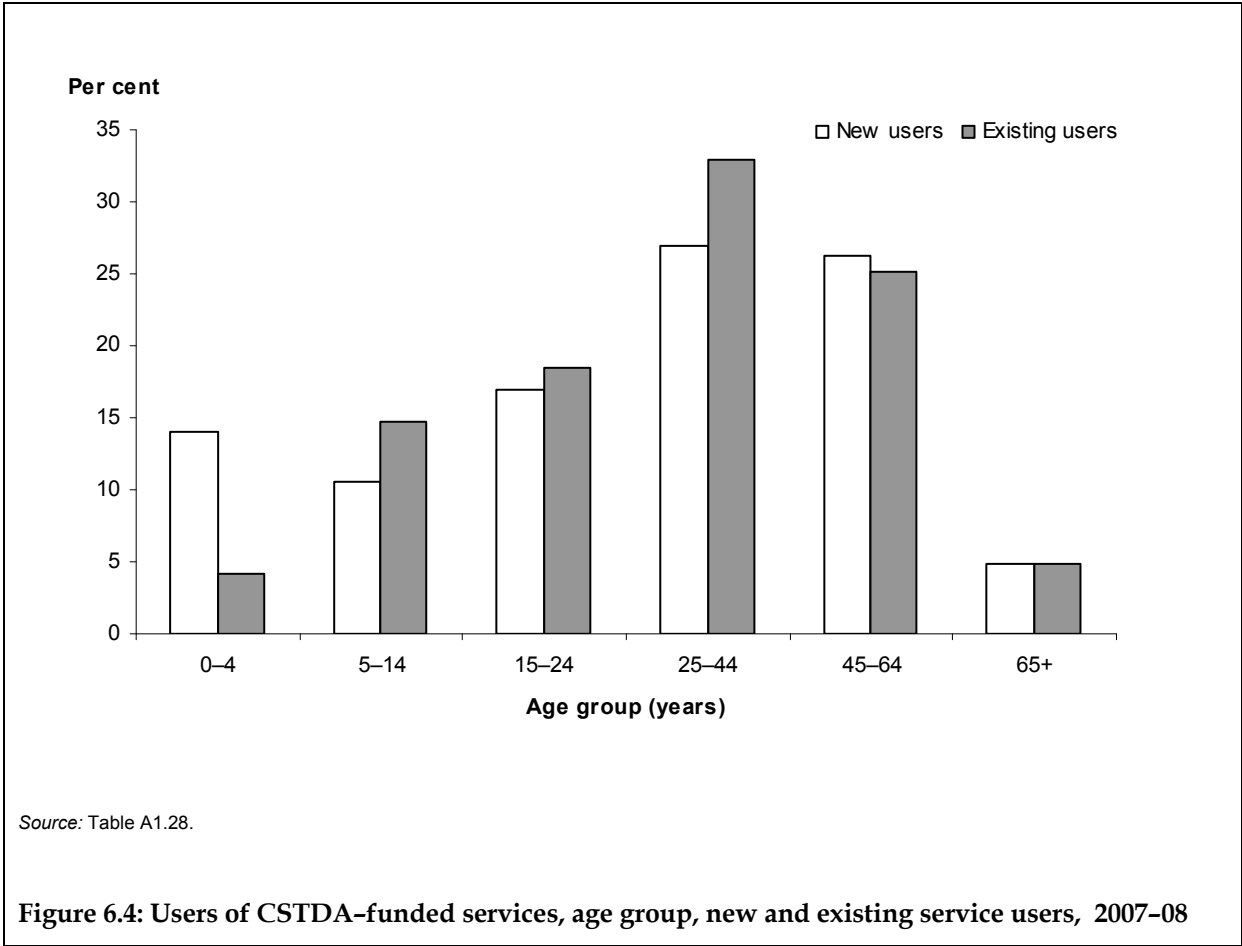
New service users had a slightly younger age profile (Table 6.6). They were more likely to be aged under 5 years (14%, compared with 4% of existing users) and less likely to be in the predominant age group of 25–44 years (27% compared with 33%) (Figure 6.4).

New service users were more likely to be recorded as Indigenous (5.2%, compared with 4.2% of existing users) and less likely to live in Major Cities (59% compared with 63%). New service users were less likely than existing users to have an informal carer (33% compared with 50%). New users also reported lower levels of support in activities of daily living, partly reflecting the intake of open employment service users. Only 14% of new service users reported always needing assistance in these areas, compared with 26% of existing users. New users of employment services had the lowest need for support in core activities, with just 1.2% always needing support or unable to do these activities (Table A1.27). By

comparison, around one-quarter of new respite (26%) and community support (25%) service users always needed support with activities of daily living.

Table 6.6: Users of CSTDA-funded services, new and existing service users by selected demographics, 2007-08

	New service users	Existing service users	All service users
Median age (years)	31.9	32.7	32.6
Males (%)	58.3	59.4	59.1
Indigenous (%)	5.2	4.2	4.5
Always needs support in ADL (%)	13.5	25.9	22.5
Has an informal carer (%)	33.1	50.4	45.7
Living in a major city (%)	58.5	62.9	61.7



6.4 Service exits

Almost one quarter of service users exited from one or more services during 2007–08 (Table 6.7). One quarter (25%) of employment users and 23% of community support users exited, compared with 8% of respite, 9% of community access and 10% of accommodation support users. The most common reason for leaving a service was that a person no longer needed assistance (34%) – evenly split between those who moved to mainstream services (17%) and ‘other’ reasons (17%). A further 14% of users exited because they moved to new or different accommodation settings, 9% opted to terminate the service themselves, and 29% cited some other reason. Users of employment services were most likely to report exiting due to increased support needs (8% compared to 4% of all users). Service exit rates have seen a small increase since 2003–04, from 20% to 23% (AIHW 2005). The largest increase over that time was for community support users (from 19% to 23%).

Together, the proportions of new and exiting service users illustrate some differences between short episodic and longer-term service provision across service groups. Employment and community support services had relatively high proportions of service users who left services (25% and 23% respectively) along with high proportions of new service users (30% and 24%) in 2007–08. By contrast, accommodation support and respite services had a more stable user group, with relatively few people leaving services (10% and 8% respectively) and few new service users (12% and 16%).

Table 6.7: Service users with an exit date, main reason for cessation of services by service group, 2007–08

Main reason for cessation of services	Accommodation support		Community support		Community access		Respite		Employment		All service groups	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
No longer needs assistance—moved to mainstream services	74	2.1	2,180	9.0	352	6.9	137	5.7	6,852	29.9	9,505	17.0
No longer needs assistance—other reason	129	3.6	2,997	12.3	933	18.3	270	11.2	5,334	23.3	9,443	16.9
Moved to residential, institutional or supported accommodation setting	2,368	65.7	6,022	24.8	73	1.4	89	3.7	—	—	7,804	13.9
Needs have increased—other service type required	98	2.7	337	1.4	108	2.1	23	1.0	1,859	8.1	2,358	4.2
Services terminated due to budget/staffing constraints	33	0.9	80	0.3	91	1.8	39	1.6	—	—	218	0.4
Services terminated due to OHS reasons	27	0.7	12	0.0	11	0.2	5	0.2	—	—	47	0.1
Service user moved out of area	146	4.1	1,042	4.3	260	5.1	125	5.2	194	0.8	1,626	2.9
Service user died	277	7.7	371	1.5	259	5.1	66	2.7	173	0.8	910	1.6
Service user terminated service	109	3.0	807	3.3	315	6.2	104	4.3	4,106	17.9	5,286	9.4
Other reason	323	9.0	8,737	35.9	1,916	37.6	1,161	48.2	4,363	19.1	15,983	28.6
Reason not stated	18	0.5	1,726	7.1	777	15.3	391	16.2	3	0.0	2,786	5.0
Total number of service users with an exit date	3,602	100.0	24,311	100.0	5,095	100.0	2,410	100.0	22,884	100.0	55,966	100.0
Total % of service users within service group	9.6		23.4		9.4		7.6		25.4		22.8	

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. Row totals may not be the sum of components because individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. Total number includes all service users who reported an exit date. Although service users of 3.02 services were not required to report an exit date or exit reason, some did so and are therefore included in this table.
3. 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.

7 Data quality

This chapter examines three key aspects of data quality in the CSTDA NMDS:

- service type outlet response rates
- service user response rates
- rates of 'Not stated' and 'not known' responses.

Service type outlet and service user response rates affect the accuracy of counts of service users – nationally and by jurisdiction and service type. All three aspects of data quality affect the accuracy of results.

Other specific issues that limit time series comparisons are discussed.

7.1 Service type outlet response rate

While every effort is made to incorporate responses from all CSTDA-funded service type outlets in the annual data collection, each year a small number are not included. Jurisdictions reported their service type outlet response rates. These are the proportion of outlets that contributed to the NMDS collection, out of the total number of outlets in the jurisdiction.

The national service type outlet response rate was 95% in 2007–08, and the majority of jurisdictions had response rates of 99–100%. In other words, the NMDS captured data from nearly every CSTDA-funded outlet.

This rate has increased from 93% in 2003–04 (Table 7.1). Several jurisdictions had complete or almost-complete response rates in 2003–04. The greatest improvement over the period was made in New South Wales, where the response rate increased from 80% to 90%.

Table 7.1: Response rates for service type outlets by jurisdiction, 2003–04 to 2007–08 (per cent)

	2003–04	2004–05	2005–06	2006–07	2007–08
New South Wales	80	85	89	89	90
Victoria	94	92	90	90	93
Queensland	97	99	99	100	100
Western Australia	100	100	100	100	99
South Australia	100	100	100	100	99
Tasmania	100	96	100	100	100
Australian Capital Territory	93	98	100	100	100
Northern Territory	95	70	100	100	99
Australian Government	100	100	100	100	100
Total	93	94	94	94	95

Notes:

1. Response rates are based on figures provided by jurisdictions.
2. The total response rate is based on the number of outlets in the data set divided by the number of total outlets that would have been in the data set if all jurisdictions had a 100% response rate.
3. The response rate for the Australian Capital Territory in 2003–04 is based on agency response rates rather than service type outlets.
4. In 2003–04, Queensland reported 38 and the Australian Capital Territory 35 service users as not providing consent for their data to be transmitted.
5. In 2004–05, Queensland reported 133 and the Australian Capital Territory 36 service users as not providing consent for their data to be transmitted.
6. The 2006–07 and 2007–08 NSW response rates are estimated. Because of the way NSW 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.

7.2 Service user response rate

Information about service users may be missing from the data set for a number of reasons. It is recognised that there are outlets that do not report on all service users (due to administrative or other errors), and it is not possible to estimate the number of service users who may be missing from the data set as a result. In addition, some types of services have a large number of users and minimal contact (for example, information and referral services). These service types are not required to report service user information to the CSTDA NMDS. Although all service type outlets are required to estimate the number of service users they had over the year, examination of the data and reports from jurisdictions indicate that the estimates provided are of poor quality and therefore have limited usefulness.

7.3 ‘Not stated’ and ‘not known’ rates

Service user data items

As in previous years, the ‘Not stated’ rates for most service user data items in 2007–08 varied across jurisdictions (Table 7.2). These results should be taken into account when interpreting data. The largest variations between jurisdictions were in the ‘Not stated’ rates for Carer Allowance (up to 72 percentage points difference) and support needs data items; the smallest were for age/date of birth and sex (0.3 percentage points). Overall, the national ‘Not stated’

rates for service user data items ranged between 0.1% and 38% in 2007–08, with an average rate of 14%.

Differences in the 'Not stated' rates should also be considered when comparing data across collection years. Although the average 'Not stated' rate has remained relatively stable at around 13–17% each year, the rates for some data items have changed markedly (Table A2.37). Data items with improvements in the 'Not stated' rates include:

- Indigenous status: dropped from 21% in 2004–05 to 5.0% in 2006–07 and 2007–08
- country of birth: from 11% in 2004–05 to 5.0% in 2007–08
- primary disability group: from 16% in 2004–05 to 8.5% in 2007–08
- labour force status: from 22% in 2003–04 to 8.4% in 2007–08
- support needs items (except communication): from 25–30% in 2003–04 to 17–21% in 2007–08.

The national 'Not stated' rates for several data items increased between 2003–04 and 2007–08:

- carer data items (except existence of carer), from 1.4–4.3% to 20–27%; the highest rates in 2007–08 were in Queensland (33–37%)
- receipt of Carer Allowance, from 7.9% to 38%; highest rates in Victoria (72%) and Australian Government (67%)
- main income source (adult), from 8.1% to 18%; highest in Victoria (32%).

In the 'not known' category, results fluctuated from year to year; for example, the 'not known' rate for receipt of Carer Allowance was between 4.6% and 27% during the period.

Table 7.2: 'Not stated' and 'not known' response rates for service user data items, 2007–08 (per cent)

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Not stated										
Age	0.0	0.3	—	0.1	—	—	—	—	—	0.1
Date of birth	0.0	0.3	—	0.1	—	—	—	—	—	0.1
Sex	0.3	0.3	0.2	0.0	0.0	0.1	—	—	—	0.2
Indigenous status	4.4	13.0	2.9	0.8	3.3	0.4	1.1	2.6	0.1	5.0
Country of birth	3.6	12.3	2.5	3.4	2.8	0.1	1.5	2.2	0.8	5.0
Need for interpreter services	8.4	24.3	3.8	0.2	2.2	1.0	1.7	6.3	0.0	8.7
Method of communication	14.4	23.8	5.4	2.8	3.1	1.8	6.1	7.1	2.9	10.9
Living arrangements	8.9	14.9	2.6	1.5	3.5	1.1	2.0	2.2	13.7	11.2
Postcode of usual residence	0.0	5.3	0.7	4.4	1.2	0.1	0.2	0.7	0.1	2.0
Residential setting	8.3	22.6	1.5	3.8	4.4	0.6	1.6	8.9	6.1	10.6
Primary disability group	8.0	23.4	1.4	1.6	3.6	0.3	3.3	16.2	0.0	8.5
Frequency of support or assistance needed										
Self-care	21.3	37.6	4.7	3.8	7.3	0.5	7.3	25.5	7.6	18.0
Mobility	20.8	36.6	5.1	3.8	7.3	0.4	6.8	28.6	6.2	17.2
Communication	19.9	36.6	5.3	3.9	7.4	2.0	3.7	40.8	42.7	30.6
Interpersonal interactions and relationships	30.0	39.1	5.2	4.1	7.4	0.6	6.6	36.5	5.4	19.1
Learning, applying knowledge and general tasks and demands	18.9	36.7	6.8	4.0	7.6	2.9	11.7	36.7	4.7	16.8
Education	20.5	37.7	9.4	5.5	8.0	4.3	12.0	40.8	8.1	18.9
Community (civic) and economic life	22.6	37.1	8.3	4.2	7.2	2.4	16.9	34.5	9.1	19.1
Domestic life	29.7	42.0	7.3	3.2	5.6	2.8	1.7	18.2	10.4	21.4
Working	35.4	43.7	11.3	5.9	6.1	5.1	2.2	29.3	4.4	21.3
Carer—existence of	2.2	23.5	—	2.5	2.8	2.1	2.3	16.6	2.7	8.5
Carer—primary status	24.2	26.6	35.1	7.0	0.9	4.4	1.7	14.4	24.6	21.5
Carer—residency status	28.6	25.6	35.0	1.0	2.3	3.5	1.2	15.9	25.0	21.9
Carer—relationship to service user	26.1	27.6	32.8	1.4	1.7	1.4	1.2	3.4	15.2	20.2
Carer—age group	36.0	30.9	36.7	4.7	6.5	3.6	11.2	9.3	28.3	26.8
Main income source (adult)	14.5	32.3	5.9	0.0	3.6	4.9	0.4	6.1	15.2	18.1
Receipt of Carer Allowance (Child)	38.7	72.4	7.7	—	2.1	3.2	13.9	2.7	67.3	37.9
Labour force status	14.5	20.9	6.6	0.0	3.6	7.9	5.3	36.5	—	8.4
Individual funding status	12.5	16.9	9.1	0.2	—	6.9	—	9.8	—	7.6
<i>Average 'not stated' rate</i>	<i>16.3</i>	<i>26.4</i>	<i>8.7</i>	<i>2.5</i>	<i>3.8</i>	<i>2.2</i>	<i>4.3</i>	<i>15.6</i>	<i>10.4</i>	<i>14.3</i>
Not known										
Main income source (adult)	4.9	0.1	3.0	10.1	17.1	1.8	7.6	12.0	1.4	3.3
Receipt of Carer Allowance (Child)	26.5	0.6	22.1	26.0	7.1	57.9	52.8	70.2	3.5	17.9

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. Service users who accessed only this service type over the 12-month period are therefore 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 and are therefore excluded from this table.
4. Service types 5.01 and 5.02 were not required to collect data on 'Carer—primary status', 'Carer—residency status', and 'Carer—age group'. 'Not stated' rate calculations therefore exclude 5.01 and 5.02 service types for these data items.
5. '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 'yes' to the item 'Carer—existence of'.

Service use data items

There was considerable variation in the 'Not stated' rates between jurisdictions for most service use data items in 2007–08 (Table 7.3). For example, Western Australia recorded nil 'Not stated' responses for main reason for cessation, while the Northern Territory recorded 92%.

There were also differences in these rates between 2003–04 and 2007–08 (Table A2.38). The national 'Not stated' rate for service start date has decreased steadily from 5.3% to almost zero. 'Not stated' rates for the other items have fluctuated from year to year; for example, hours received in a typical week ranged between 2.2% and 18%, and main reason for cessation between 5.2% and 28%.

Table 7.3: 'Not stated' response rates for service use data items, for applicable service types, 2007–08 (per cent)

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Service start date	—	0.1	—	—	—	—	—	—	—	0.0
Date service last received	18.1	32.1	—	—	—	—	—	—	—	12.0
Main reason for cessation of services	17.2	4.6	4.6	—	0.3	11.5	19.5	92.1	0.0	5.2
Hours received in the reference week	—	68.9	—	7.6	54.3	22.4	—	41.4	n.a.	37.6

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 are therefore excluded from this table.
3. Some service types were not required to report on hours received (reference week) and hours received (typical week). These service types are therefore excluded from calculations of 'Not stated' rates for these data items (namely service types 1.01–1.04, 1.08, 2.01–2.05, 2.07, 5.01 and 5.02).
4. Victoria did not collect data on hours received in a typical week.
5. '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; therefore the response rate for this item was 100%.
6. A response of '0' was considered as a 'Not stated' response, except for *hours received* (both reference week and typical week).

Service type outlet data items

As with service user and service use data items, there were large differences in the 'Not stated' rates of service type outlet items between jurisdictions in 2007–08 (Table 7.4). In particular, rates for the number of service users over the year ranged from zero to 42%.

In general, the national 'Not stated' response rates for service type outlet items decreased slightly between 2003–04 and 2004–05, but have increased steadily since (Table A2.39). For example, the 'Not stated' rate for full financial year of operation increased from 2.2% in 2004–05 to 10% in 2007–08, while operating days per week increased from 3.7% to 13%. The exception was the agency sector item, which had a 'Not stated' rate of less than 0.05% in 2007–08, after a peak of 2.5% in 2005–06.

Table 7.4: 'Not stated' response rates for service type outlet data items, 2007–08 (per cent)

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Australia
Agency sector	0.1	—	—	—	—	—	—	—	0.1	0.0
Service type	—	—	—	—	—	—	—	—	—	—
Full financial year operation	0.1	37.8	—	—	—	5.9	—	—	0.1	10.3
Staff hours in the reference week	7.9	27.3	—	1.0	1.5	—	—	—	6.7	10.3
Staff hours in a typical week	14.1	n.a.	0.3	11.8	2.5	2.7	—	—	29.6	11.0
Operating weeks per year	10.9	9.4	37.3	0.0	1.6	1.4	—	—	5.1	12.1
Operating days per week	13.9	8.8	37.3	3.7	3.0	1.4	—	—	6.8	13.3
Operating hours per day	0.5	10.1	37.3	6.8	8.7	1.4	—	—	7.2	10.8
Number of service users over the year	20.7	0.7	—	1.0	0.6	10.7	0.5	2.4	42.2	10.7

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 data item *number of service users over the year*, hence 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.

Statistical linkage key validity

A statistical linkage key is considered invalid if any or all of the parts of the key are missing (excluding sex). The accuracy of the linkage key is essential to obtaining accurate counts of service users. For more information about the statistical linkage key, see Appendix 4.

In 2007–08, the proportion of invalid linkage keys was 0.9% overall, ranging from zero to 2.7% of the total number of service user records in each jurisdiction (Table 7.5). All jurisdictions except Victoria had an invalid rate below 1%. This was similar to the results in 2006–07 (0.8%) and 2005–06 (0.9%). A small number of invalid linkage keys were recovered for the final data set by comparison with records from current or previous years.

Table 7.5: Validity of the statistical linkage key, 2007–08

	NSW	Vic ^(a)	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Number of service user records (unlinked)	44,976	93,862	28,824	22,693	25,543	6,087	4,943	2,228	93,007	322,163
Number with invalid linkage keys	1	2,577	169	43	11	—	—	—	4	2,805
% invalid linkage keys^(b)	0.0	2.7	0.6	0.2	0.0	—	—	—	0.0	0.9

(a) For Victoria, 'pseudo' linkage keys are included as valid—see Appendix 4 for details.

(b) Statistical linkage keys missing sex only are counted as valid.

7.4 Other data quality issues

Support needs data items

In the process of finalising the 2007–08 data, the AIHW was notified of an error in the coding of communication support needs of open employment service users. The error was corrected via a data resubmission with service user records initially coded as needing support with communication being changed to not needing support with communication, involving over 25,000 open employment service user records.

The drop from a recorded 12% of all (open and supported) employment service users each year who always needed support in activities of daily living to 6% in 2007–08 (Table A2.12) is thought to be related to this. Another related issue is the decrease from 113,332 CSTDA service users overall in 2006–07 who always or sometimes needed support in activities of daily living (self-care, mobility, communication) to 97,289 in 2007–08 (Table A2.13). In summary, the coding error identified in the 2007–08 data calls into question the data on ADL support needs of CSTDA service users recorded in previous years, which likely renders unreliable any time series comparisons of the ADL profile of all service users, open or total employment service users. The time series of ADL support needs of accommodation support, community support, community access, and respite service users are thought to be reliable, subject to caveats of Section 7.3 (see Table A2.12).

Informal care data items

Data on informal carers of CSTDA service users in New South Wales have been suppressed in Figure 3.2 and Table A1.1 due to concerns about data quality. New South Wales data are included in national totals in Chapter 3, pending the outcome of the state's investigation of these items.

Service types

There are discrepancies for South Australia for service types 1.05 (Attendant care/personal care), 3.04 (Learning and life skills development), 3.03 (Other community access) and 4.01 (Own home respite) due to the miscoding of service types for two service type outlets. This affects the totals for service group and national service type and service group.

Appendixes

Appendix 1: Detailed tables

Data item frequencies

Tables A1.1–A1.3 list service user, service use, and service type outlet data item frequencies by state/territory.

Accommodation support categories

Table A1.4 lists service users by three main accommodation support categories and by state/territory.

Potential population

Tables A1.5 and A1.6 provide information on ‘potential population’ data, including calculations of these populations (Table A1.5) and the Indigenous factor (Table A1.6).

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 2003 ABS Survey of Disability, Ageing and Carers (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 2006, 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 2006.
- 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 2006a).
- 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 2003 ABS Survey of Disability, Ageing and Carers 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 2009b).

Other supporting tables

Tables A1.7–A1.21 provide source data for the figures presented throughout this report as well as median age tables.

Table A1.1: Characteristics of service users, CSTDA-funded services, 2007–08

Service user characteristic	NSW ^(a)	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Age (years)										
0–4	5,174	6,829	1,403	925	914	560	906	146	—	16,763
5–14	8,881	10,521	3,761	4,779	2,919	614	1,694	328	11	33,337
15–24	6,217	10,139	3,885	3,218	2,966	598	270	269	20,702	44,292
25–44	8,206	19,499	6,345	3,667	4,566	1,098	530	475	39,513	76,775
45–59	5,255	13,484	4,012	2,271	4,028	931	224	293	25,292	52,450
60+	2,189	8,643	1,496	859	3,957	371	51	401	4,417	21,931
Not stated	1	177	—	20	—	—	—	—	—	198
Sex										
Male	21,761	39,330	12,072	9,526	10,370	2,363	2,410	965	55,501	145,183
Female	14,068	29,738	8,781	6,208	8,972	1,805	1,265	947	34,434	100,180
Not stated	94	224	49	5	8	4	—	—	—	383
Indigenous status										
Aboriginal	1,627	1,751	1,014	1,153	781	85	55	890	3,090	9,794
Torres Strait Islander	37	66	169	21	14	n.p.	n.p.	n.p.	188	471
Aboriginal and Torres Strait Islander	124	264	151	81	23	n.p.	n.p.	n.p.	90	683
Not Indigenous	32,586	57,878	18,591	14,353	17,410	3,923	3,530	891	86,441	221,215
Not stated	1,542	8,980	589	112	621	14	40	48	126	12,065
Not collected (recreation/holiday programs)	7	353	388	19	501	140	44	66	—	1,518
Country of birth										
Australia	32,143	52,784	18,636	13,869	16,315	3,897	3,432	1,671	74,533	203,399
English Proficiency Group 1	620	2,391	760	539	1,033	60	47	53	4,947	9,885
English Proficiency Group 2	537	1,884	316	231	350	39	43	48	3,211	6,349
English Proficiency Group 3	708	2,734	194	199	546	n.p.	42	22	4,604	8,757
English Proficiency Group 4	121	644	34	35	75	n.p.	11	11	1,890	2,751
Not stated or not specified	1,278	8,499	500	502	530	5	56	41	750	12,149
Not collected (recreation/holiday programs)	516	356	462	364	501	147	44	66	—	2,456

(continued)

Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2007–08

Service user characteristic	NSW^(a)	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Need for interpreter services										
For spoken language other than English	694	1,230	440	540	565	79	54	250	2,060	4,955
For non-spoken communication	1,344	582	1,668	643	798	208	255	106	2,835	7,727
Does not need an interpreter	30,398	50,388	17,497	14,531	17,064	3,697	3,261	1,374	84,996	209,726
Not stated	2,974	16,728	773	25	422	41	61	116	44	21,179
Not collected (recreation/holiday programs)	513	364	524	—	501	147	44	66	—	2,159
Method of communication										
Spoken language (effective)	14,814	33,669	12,517	11,456	13,728	2,469	1,878	1,200	81,719	161,235
Sign language (effective)	440	1,981	341	226	298	32	24	49	1,243	4,257
Other effective non-spoken communication	624	1,514	529	573	293	72	41	44	305	3,734
Little, or no, effective communication	9,291	8,552	4,507	2,129	3,043	823	559	276	4,028	31,137
Child aged under 5 years (not applicable)	5,174	6,822	1,403	925	914	560	906	146	—	16,756
Not stated	5,068	16,396	1,089	410	582	73	223	131	2,640	26,476
Not collected (recreation/holiday programs)	512	358	516	20	492	143	44	66	—	2,151
Living arrangements										
Lives alone	1,885	7,058	2,449	1,355	3,299	501	157	206	18,928	33,464
Lives with family	22,708	38,056	12,544	11,390	11,249	2,337	2,977	1,235	42,218	136,769
Lives with others	7,665	13,552	4,864	2,715	3,651	1,145	423	364	16,429	46,089
Not stated	3,150	10,262	521	231	651	42	74	41	12,360	27,216
Not collected (recreation/holiday programs)	515	364	524	48	500	147	44	66	—	2,208
Residential setting										
Private residence	24,736	41,374	15,236	12,542	14,348	2,838	3,187	922	79,975	184,144
Residence within an Aboriginal community	100	85	133	186	178	n.p.	n.p.	441	26	1,012
Domestic-scale supported living facility	3,052	5,718	1,111	1,254	814	669	257	26	2,202	13,191
Supported accommodation facility	2,832	2,387	1,876	768	1,435	358	80	188	1,561	10,062
Boarding house/private hotel	877	496	115	21	35	5	n.p.	8	176	1,623
Independent unit within a retirement village	29	171	55	40	222	n.p.	n.p.	n.p.	50	550
Residential aged care facility	154	361	244	66	583	48	7	21	97	1,545
Psychiatric/mental health community care facility	48	880	113	18	19	22	—	9	197	1,171
Hospital	28	69	335	44	66	21	24	9	23	595
Short-term crisis, emergency or transitional accommodation	129	891	138	n.p.	53	18	7	8	99	1,264
Public place/temporary shelter	30	131	26	n.p.	12	n.p.	n.p.	n.p.	17	207
Other	480	820	687	139	251	18	6	42	58	2,488
Not stated	2,913	15,543	310	562	834	23	58	165	5,454	25,657
Not collected (recreation/holiday programs)	515	366	523	76	500	147	44	66	—	2,237

(continued)

Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2007–08

Service user characteristic	NSW^(a)	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Primary disability group										
Intellectual	16,823	17,841	8,146	8,620	6,921	1,741	889	414	25,832	77,320
Specific learning/ADD	391	541	130	104	9	117	129	45	6,685	7,961
Autism	2,858	3,231	2,192	2,245	1,222	211	386	73	2,877	14,547
Physical	2,819	5,055	3,732	2,024	2,403	628	463	555	19,757	36,382
Acquired brain injury	1,028	2,904	936	557	1,998	376	55	92	2,546	9,957
Neurological	1,737	4,128	1,501	654	1,955	380	121	110	2,756	12,889
Deafblind	102	257	39	43	46	5	n.p.	8	76	529
Vision	1,260	952	351	377	2,595	27	n.p.	131	2,244	7,516
Hearing	666	1,969	150	114	391	8	10	15	2,638	5,793
Speech	1,169	390	56	63	45	139	804	50	339	3,043
Psychiatric	985	13,698	2,112	190	186	192	27	23	24,154	40,031
Developmental delay	2,748	1,856	765	446	405	189	615	31	—	7,007
Not stated	2,821	16,117	277	236	673	12	119	299	31	20,563
Not collected (recreation/holiday programs)	516	353	515	66	501	147	44	66	—	2,208
Other significant disability groups										
Intellectual	2,907	5,417	2,840	898	864	320	311	109	3,875	15,905
Specific learning/ADD	1,063	2,355	1,129	750	537	141	191	30	5,916	10,431
Autism	2,165	3,239	1,232	794	927	192	186	24	1,140	9,051
Physical	5,317	7,281	4,017	1,584	3,437	955	436	207	10,459	31,091
Acquired brain injury	620	2,386	1,018	605	331	50	96	44	1,148	5,748
Neurological	4,199	6,727	3,200	1,417	2,020	436	331	183	3,873	20,270
Deafblind	262	278	100	97	77	31	45	n.p.	115	913
Vision	2,983	4,291	1,900	689	1,201	239	162	72	2,523	12,765
Hearing	1,222	2,083	1,161	492	1,414	125	193	62	2,303	8,132
Speech	5,395	7,307	5,016	1,831	2,251	675	843	227	2,836	24,401
Psychiatric	2,302	3,325	1,617	878	1,373	392	230	28	9,792	18,013
Developmental delay	702	133	456	212	154	14	97	8	—	1,738
Support needed: self-care										
Always	11,790	10,785	7,795	5,371	5,378	1,513	861	536	2,529	44,706
Sometimes	11,461	15,829	7,226	6,458	6,452	1,506	1,375	543	10,427	54,668
None, but uses aids	442	1,144	508	402	1,668	113	41	104	509	4,516
None	4,193	15,251	3,881	2,460	3,976	873	1,089	192	69,669	95,579
Not stated	7,517	25,918	956	566	1,375	20	265	471	6,801	43,616
Not collected (recreation/holiday programs)	520	365	536	482	501	147	44	66	—	2,661
Support needed: mobility										
Always	7,321	7,915	5,774	3,422	4,396	1,275	656	424	2,749	32,320
Sometimes	9,106	14,417	6,275	4,374	6,270	1,281	939	520	11,713	50,114
None, but uses aids	1,210	2,513	1,167	997	2,462	225	97	167	934	9,033
None	10,415	18,886	6,115	5,893	4,352	1,229	1,693	207	68,959	109,919
Not stated	7,349	25,196	1,038	569	1,369	15	246	528	5,580	41,698
Not collected (recreation/holiday programs)	522	365	533	484	501	147	44	66	—	2,662

(continued)

Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2007–08

Service user characteristic	NSW ^(a)	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Support needed:										
Always	10,758	8,098	6,266	4,076	4,296	1,155	788	348	2,913	36,991
Sometimes	10,986	17,784	7,050	6,845	6,288	1,432	1,849	445	14,613	60,298
None, but uses aids	414	1,313	412	414	981	97	47	32	443	3,802
None	6,204	16,530	5,564	3,337	5,889	1,261	814	268	33,542	67,827
Not stated	7,040	25,202	1,076	584	1,395	80	133	753	38,424	74,167
Not collected (recreation/holiday programs)	521	365	534	483	501	147	44	66	—	2,661
Support needed: interpersonal interactions and relationships										
Always	9,417	8,150	7,384	4,820	4,730	1,366	834	387	11,420	46,072
Sometimes	12,082	22,840	8,663	7,546	7,138	1,802	1,714	525	43,479	96,329
None, but uses aids	280	828	292	289	727	85	33	26	310	2,626
None	3,000	10,173	2,970	1,980	4,860	747	810	235	29,835	51,802
Not stated	10,603	26,934	1,057	611	1,394	25	240	673	4,891	46,222
Not collected (recreation/holiday programs)	541	367	536	493	501	147	44	66	—	2,695
Support needed: learning, applying knowledge and general tasks and demands										
Always	12,227	10,511	7,825	4,782	4,716	1,210	687	372	13,724	52,496
Sometimes	12,806	20,515	7,934	7,237	7,189	1,620	1,273	506	42,910	92,772
None, but uses aids	303	1,345	331	400	1,004	80	30	35	319	3,551
None	1,776	8,912	2,300	1,291	3,734	440	356	141	28,722	45,765
Not applicable	1,613	2,361	600	914	776	558	862	115	—	7,751
Not stated	6,676	25,282	1,375	602	1,430	117	423	677	4,260	40,715
Not collected (recreation/holiday programs)	522	366	537	513	501	147	44	66	—	2,696
Support needed: education										
Always	13,192	13,405	8,554	5,129	5,209	1,427	753	454	10,513	54,442
Sometimes	11,093	17,125	6,409	6,801	6,636	1,383	1,225	338	33,771	76,622
None, but uses aids	397	1,355	473	456	1,027	75	37	38	342	3,872
None	1,629	8,699	2,127	1,099	3,702	412	317	144	37,984	54,042
Not applicable	1,868	2,363	888	916	776	558	862	118	—	8,294
Not stated	7,222	25,977	1,908	822	1,499	170	437	754	7,325	45,767
Not collected (recreation/holiday programs)	522	368	543	516	501	147	44	66	—	2,707
Support needed: community (civic) and economic life										
Always	13,081	13,362	8,797	5,727	5,570	1,370	865	445	14,300	59,752
Sometimes	10,218	19,851	6,847	6,304	7,017	1,509	938	491	41,777	86,257
None, but uses aids	338	1,095	377	479	1,261	76	27	16	393	3,723
None	1,522	6,704	1,713	1,189	2,750	414	322	139	25,289	38,093
Not applicable	2,262	2,366	951	916	911	559	864	119	—	8,883
Not stated	7,976	25,546	1,676	629	1,348	96	615	636	8,176	46,357
Not collected (recreation/holiday programs)	526	368	541	495	493	148	44	66	—	2,681

(continued)

Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2007–08

Service user characteristic	NSW^(a)	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Support needed: domestic life										
Always	11,017	10,004	8,143	3,585	4,976	1,203	587	585	4,922	41,810
Sometimes	9,711	16,689	6,766	4,400	6,800	1,240	411	468	17,741	55,974
None, but uses aids	202	1,003	275	198	718	67	21	4	305	2,555
None	1,529	8,070	1,276	1,019	1,620	284	83	57	57,605	68,706
Not applicable	2,439	4,197	2,423	5,687	3,815	1,128	2,469	396	—	22,402
Not stated	10,489	28,943	1,482	480	1,045	113	60	336	9,362	51,847
Not collected (recreation/holiday programs)	536	386	537	370	376	137	44	66	—	2,452
Support needed: working										
Always	12,841	16,667	9,275	4,837	6,430	1,765	621	602	16,163	62,379
Sometimes	6,165	10,515	3,847	2,964	4,502	736	285	195	35,218	58,727
None, but uses aids	200	899	285	214	677	46	20	19	64	2,374
None	984	6,540	1,082	761	2,387	153	113	72	34,527	44,387
Not applicable	2,685	4,210	3,570	5,693	3,828	1,128	2,511	417	—	23,853
Not stated	12,509	30,069	2,296	884	1,150	205	81	541	3,963	51,537
Not collected (recreation/holiday programs)	539	392	547	386	376	139	44	66	—	2,489
Carer—existence of										
Yes	n.p.	28,837	18,604	11,675	10,716	2,326	2,697	986	17,569	112,293
No	n.p.	23,957	2,298	3,562	7,612	1,614	850	554	69,974	111,466
Not stated	n.p.	16,155	—	367	521	85	84	306	2,392	20,634
Not collected (recreation/holiday programs)	n.p.	343	—	135	501	147	44	66	—	1,353
Carer—primary status										
Yes	n.p.	16,658	10,482	9,603	10,018	2,086	2,442	757	6,464	72,531
No	n.p.	4,485	1,599	1,006	598	136	209	87	1,261	9,338
Not stated	n.p.	7,665	6,482	800	100	101	46	142	2,523	22,367
Not collected (recreation/holiday programs)	n.p.	29	41	266	—	3	—	—	—	736
Carer—residency status										
Yes, co-resident carer	n.p.	17,843	9,435	10,506	9,204	2,042	2,420	735	5,729	70,761
No, non-resident carer	n.p.	3,604	2,656	1,051	1,271	203	246	94	1,952	10,977
Not stated	n.p.	7,361	6,469	116	241	80	31	157	2,567	22,755
Not collected (recreation/holiday programs)	n.p.	29	44	2	—	1	—	—	—	479

(continued)

Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2007–08

Service user characteristic	NSW ^(a)	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Carer—relationship to service user										
Wife/female partner	n.p.	1,605	347	280	832	85	22	76	811	4,188
Husband/male partner	n.p.	1,599	491	361	958	124	10	37	474	4,041
Mother	n.p.	13,792	9,005	9,306	6,728	1,738	2,325	399	10,055	65,562
Father	n.p.	1,319	899	562	684	146	186	33	1,348	5,418
Daughter	n.p.	520	110	69	231	16	—	78	73	1,130
Son	n.p.	273	71	30	120	11	1	15	48	557
Daughter-in-law	n.p.	23	8	5	8	1	1	3	7	87
Son-in-law	n.p.	3	3	1	—	—	—	—	2	8
Other female relative	n.p.	986	1,093	585	518	117	80	248	1,232	5,427
Other male relative	n.p.	292	160	125	145	27	31	29	386	1,203
Friend/neighbour—female	n.p.	289	216	135	239	23	3	21	311	1,194
Friend/neighbour—male	n.p.	147	94	48	71	5	6	13	143	491
Not stated	n.p.	7,959	6,072	161	182	32	32	34	2,679	22,518
Not collected (recreation/holiday programs)	n.p.	30	35	7	—	1	—	—	—	469
Carer—age group										
Under 15 years	n.p.	31	28	13	16	n.p.	n.p.	n.p.	n.p.	127
15–24 years	n.p.	260	213	180	153	87	n.p.	n.p.	n.p.	1,430
25–44 years	n.p.	7,721	5,298	6,297	4,297	1,217	1,680	420	1,322	37,029
45–64 years	n.p.	8,877	4,741	3,588	4,145	719	501	347	4,485	28,718
65 years and over	n.p.	3,022	1,490	921	1,416	215	177	72	1,502	9,191
Not stated	n.p.	8,896	6,794	536	689	83	302	92	2,896	27,853
Not collected (recreation/holiday programs)	n.p.	30	40	140	—	n.p.	—	—	—	624
Income source										
<i>Carer Allowance (Child): child under 16 yrs</i>										
Yes	3,123	4,256	3,215	3,992	2,625	193	228	62	17	17,543
No	1,928	648	498	444	1,002	274	634	69	66	5,522
Not known	3,848	107	1,193	1,691	291	693	1,370	340	10	9,479
Not stated	5,613	13,103	403	—	82	38	360	13	191	19,769
Not collected (recreation/holiday programs)	79	87	244	—	132	45	38	28	—	653

(continued)

Table A1.1 (continued): Characteristics of service users, CSTDA-funded services, 2007–08

Service user characteristic	NSW ^(a)	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Income source (continued)										
<i>Main income source: adult 16+ yrs</i>										
Disability Support Pension	15,530	26,870	12,349	7,040	9,730	2,351	883	636	44,916	107,215
Other pension/benefit	299	4,095	621	285	769	104	9	328	24,655	30,686
Paid employment	512	1,657	330	373	717	81	38	70	3,494	6,526
Compensation payments	105	140	35	204	134	50	n.p.	6	227	874
Other income	97	812	157	103	339	43	7	61	1,499	2,990
No income	275	667	198	254	90	10	15	15	40	1,521
Not known	1,028	52	454	1,330	2,541	50	79	163	1,216	6,736
Not stated	3,016	16,375	891	n.p.	529	137	n.p.	83	13,604	34,488
Not collected (recreation/holiday programs)	469	295	314	—	369	103	7	38	—	1,595
<i>Both age and income source not stated</i>	1	128	—	20	—	—	—	—	—	149
Labour force status (ages 15+)										
Employed	4,346	7,921	2,201	3,276	3,266	487	337	211	54,900	64,808
Unemployed	2,404	6,751	2,052	1,156	1,169	233	122	138	34,687	46,535
Not in the labour force	11,548	26,011	10,134	5,580	10,157	1,945	552	537	337	66,233
Not stated	3,088	10,806	1,019	3	548	225	57	509	—	16,248
Not collected (recreation/holiday programs)	481	300	332	—	377	108	7	43	—	1,648
<i>Age range unknown</i>	1	151	—	20	—	—	—	—	—	172

(a) NSW data on carers is being reviewed and is not published. NSW numbers can NOT be calculated by subtracting other jurisdictions from the Total due to service users being able to receive service across state/territory jurisdictions as well as from the Australian Government.

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. Row totals may not be the sum of components because service users may have accessed services in more than one state/territory. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. '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.
3. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the 0–4 years age group.
4. Service types 6.01–6.05 and 7.01–7.04 did not collect service user data and are therefore excluded from this table.
5. Service types 5.01, 5.02 and 5.04 were not required to collect data on *carer—primary status*, *carer—residency status*, and *carer—age group*. Service user frequencies for these data items therefore exclude users of these service types.
6. Service user frequencies for *carer—primary status*, *carer—residency status*, *carer—relationship to service user* and *carer—age group* are based only on those service users who answered 'yes' to the item *carer—existence of*.
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 A1.2: Service use data item frequencies, CSTDA-funded services, 2007–08

Service use item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Start date										
Before 1980	14	515	10	28	12	43	—	1	—	623
1980–1989	145	2,008	13	43	94	176	23	3	3	2,508
1990–1999	390	10,626	154	2,631	967	1,178	230	125	3	16,304
2000	732	2,241	62	859	200	283	248	62	—	4,687
2001	210	2,891	92	1,089	267	196	137	46	—	4,928
2002	1,288	7,292	1,142	1,171	336	659	236	100	—	12,224
2003	2,590	8,076	1,836	1,142	577	281	218	143	46	14,909
2004	2,518	9,529	1,227	1,345	877	331	441	65	256	16,589
2005	2,366	11,520	1,475	1,284	1,561	437	455	92	20,819	40,009
2006	3,417	15,298	2,466	5,517	1,867	626	708	171	21,741	51,811
2007	40,304	26,284	23,103	11,482	21,958	899	1,449	1,137	32,506	159,122
2008 (January–June)	17,773	12,594	11,005	2,159	6,235	647	656	505	20,218	71,792
Not stated	—	157	—	—	—	—	—	—	—	157
Date of last service										
July 2007	779	2,462	1,101	217	889	109	100	104	940	6,701
August 2007	763	2,308	967	304	1,215	94	90	101	1,414	7,256
September 2007	869	3,774	1,893	333	827	138	126	195	1,340	9,495
October 2007	831	2,471	1,152	363	1,021	77	148	123	1,774	7,960
November 2007	1,078	2,399	1,301	642	1,289	120	153	128	2,117	9,227
December 2007	1,495	4,157	3,226	483	841	162	189	189	1,978	12,720
January 2008	538	3,523	969	760	1,052	78	158	94	2,229	9,401
February 2008	598	3,357	1,157	780	1,242	176	143	110	2,567	10,130
March 2008	1,316	4,850	2,773	791	1,267	339	183	166	2,459	14,144
April 2008	4,133	3,697	1,855	1,477	2,129	264	265	179	2,763	16,762
May 2008	5,506	5,051	2,774	2,367	2,498	459	511	211	2,961	22,338
June 2008	40,884	36,208	23,417	20,233	20,681	3,740	2,735	850	73,050	221,798
Not stated	12,957	34,774	—	—	—	—	—	—	—	47,731
Exit date										
July 2007	244	1,449	189	58	193	18	51	27	888	3,117
August 2007	371	1,373	183	114	220	26	39	34	1,330	3,690
September 2007	333	1,590	196	124	148	25	47	40	1,291	3,794
October 2007	268	1,500	226	120	279	27	90	25	1,692	4,227
November 2007	291	1,325	132	331	324	39	84	45	1,906	4,477
December 2007	506	1,681	248	170	190	29	78	51	1,782	4,735
January 2008	261	1,813	172	249	422	25	116	42	2,100	5,200
February 2008	248	1,634	146	151	433	23	61	53	2,385	5,134
March 2008	344	2,032	214	164	451	28	54	42	2,373	5,702
April 2008	992	1,335	215	201	743	42	53	100	2,661	6,342
May 2008	1,444	1,351	186	186	715	109	92	110	2,852	7,045
June 2008	2,117	1,324	409	217	1,092	129	163	214	2,658	8,323
No exit date recorded (did not exit service)	64,328	90,624	40,069	26,665	29,741	5,236	3,873	1,667	71,674	333,877

(continued)

Table A1.2 (continued): Service use data item frequencies, CSTDA-funded services, 2007–08

Service use item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Main reason for cessation of services										
No longer needs assistance—moved to mainstream services	222	1,984	254	162	150	40	86	6	6,880	9,784
No longer needs assistance—other reason	738	1,927	624	589	188	162	311	4	6,239	10,782
Moved to residential, institutional or supported accommodation setting	46	8,697	146	100	55	52	12	3	—	9,111
Needs have increased—other service type required	41	329	82	55	85	15	4	2	1,869	2,482
Services terminated due to budget/staffing constraints	8	99	39	4	17	76	4	—	—	247
Services terminated due to OHS reasons	3	4	18	11	10	1	—	10	—	57
Service user moved out of area	141	496	323	145	551	22	62	8	198	1,946
Service user died	115	126	201	167	398	35	40	19	174	1,275
Service user terminated service	94	789	195	118	95	37	74	3	4,155	5,560
Other reason	4,739	3,125	553	803	3,697	20	154	7	4,400	17,498
Not stated	1,274	840	116	—	15	60	181	721	3	3,210
Hours received (reference week)										
Zero	14,701	5,551	17,780	9,964	—	972	567	315	n.a.	49,850
1–11	—	—	8	—	189	51	306	3	n.a.	557
Les than 1 hour	3,864	9,934	8,939	3,946	8,008	840	482	127	n.a.	36,140
12–23	2,133	3,040	1,956	910	562	311	89	36	n.a.	9,037
24–47	3,520	5,129	1,844	397	776	489	66	36	n.a.	12,257
48–71	731	281	328	197	115	16	6	12	n.a.	1,686
72–103	496	130	229	81	54	21	16	7	n.a.	1,034
104–135	185	33	140	54	22	9	5	6	n.a.	454
136–167	58	33	229	65	30	1	13	5	n.a.	434
168	330	69	324	76	103	9	17	10	n.a.	938
Not stated	—	53,656	—	1,290	11,694	786	—	393	n.a.	67,819

Notes:

1. Service use data were not collected for all CSTDA service types (see Appendix 6 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 are therefore 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, 5.04, 6.01–6.05 and 7.01–7.04 were not required to report on the data items hours received (reference week) and are therefore excluded from analysis of these data items in this table.
4. Counts of 'main reason for cessation of services' only include records where a service date has been recorded.
5. Victoria did not collect data on hours received in a typical week.

Table A1.3: CSTDA-funded service type outlets, data item response categories, 2007-08

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Agency sector										
Australian Government	—	—	—	—	—	—	—	—	1	1
State/territory government	606	655	473	306	194	27	88	31	—	2,380
Local government	167	85	11	8	6	2	—	—	4	283
Income tax exempt (charity)	1,977	1,772	215	494	42	29	100	131	1,081	5,841
Non-income tax exempt	105	384	1,068	34	490	162	7	10	68	2,328
Not stated	2	—	—	—	—	—	—	—	1	3
Full 2007-08 financial year of operation										
Yes	2,428	1,583	1,585	814	665	207	183	161	1,122	8,748
No	427	218	182	28	67	—	12	11	32	977
Not stated	2	1,095	—	—	—	13	—	—	1	1,111
Weeks of operation per year										
1-39 weeks	47	161	16	32	16	5	2	—	28	307
40-47 weeks	117	121	10	16	9	17	6	2	16	314
48-51 weeks	754	379	406	142	149	50	49	32	496	2,457
52 weeks	1,627	1,934	627	601	542	142	133	125	548	6,279
No regular annual pattern	—	30	49	51	4	3	5	13	8	163
Not stated	312	271	659	—	12	3	—	—	59	1,316
Days of operation per week										
1 day	24	109	7	9	9	5	3	—	19	185
2 days	28	33	7	5	11	4	4	—	24	116
3 days	61	36	9	11	5	2	1	3	15	143
4 days	55	39	12	5	4	2	4	1	11	133
5 days	902	1,585	388	289	228	74	55	51	933	4,505
6 days	40	38	14	9	2	2	4	—	20	129
7 days	1,350	753	591	423	434	115	118	101	27	3,912
No regular weekly pattern	—	49	80	60	17	13	6	16	27	268
Not stated	397	254	659	31	22	3	—	—	79	1,445
Hours of operation per day										
Less than 3 hours	13	13	3	2	4	1	7	2	5	50
3-6 hours	434	476	40	54	54	26	20	6	32	1,142
7-9 hours	540	932	393	270	201	70	47	51	982	3,486
10-12 hours	34	29	37	5	6	1	9	3	25	149
13-18 hours	33	44	11	4	10	2	1	—	6	111
19-23 hours	1	9	2	2	3	—	1	—	—	18
24 hours	817	1,005	474	382	377	77	99	75	1	3,307
No regular daily pattern	971	96	148	66	13	40	11	35	21	1,401
Not stated	14	292	659	57	64	3	—	—	83	1,172

(continued)

Table A1.3 (continued): CSTDA-funded service type outlets, data item response categories, 2007-08

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Staff hours in the reference week: paid staff										
Zero hours	630	110	54	126	34	20	8	131	13	1,126
Less than 20 hours	460	230	183	52	117	13	26	16	98	1,195
20 to less than 38 hours	209	173	166	45	68	21	22	7	40	751
38 to less than 114 hours	439	457	410	194	139	56	38	11	260	2,004
114 to less than 228 hours	509	634	490	199	197	40	60	3	286	2,418
228 to less than 418 hours	336	364	293	153	108	25	28	—	220	1,527
418 to less than 570 hours	13	72	68	21	11	12	6	—	69	272
570 hours or more	31	59	103	44	45	32	7	2	92	415
Not stated	230	797	—	8	13	1	—	2	77	1,128
Staff hours in the reference week: unpaid staff										
Zero hours	1,987	1,498	1,219	760	300	147	167	25	599	6,702
Less than 20 hours	209	354	368	42	83	25	14	32	140	1,267
20 to less than 38 hours	33	85	81	12	15	8	7	12	33	286
38 to less than 114 hours	20	56	69	8	16	17	3	32	34	255
114 to less than 228 hours	2	13	16	4	3	5	4	41	10	98
228 to less than 418 hours	1	6	7	4	3	1	—	24	4	50
418 to less than 570 hours	—	—	3	2	2	1	—	—	1	9
570 hours or more	3	—	4	2	3	—	—	6	1	19
Not stated	602	884	—	8	307	16	—	—	333	2,150
Staff hours in a typical week: paid staff										
Zero hours	193	—	17	92	9	16	—	2	1	330
Less than 20 hours	287	—	179	63	127	15	27	33	89	820
20 to less than 38 hours	247	—	159	40	70	21	26	15	39	617
38 to less than 114 hours	595	—	420	200	146	59	34	43	199	1,696
114 to less than 228 hours	694	—	513	208	189	36	59	40	188	1,927
228 to less than 418 hours	478	—	307	162	118	28	29	27	174	1,323
418 to less than 570 hours	50	—	66	20	15	9	5	1	48	214
570 hours or more	95	—	106	49	47	36	15	11	63	422
Not stated	218	2,896	—	8	11	—	—	—	354	3,487
Staff hours in a typical week: unpaid staff										
Zero hours	1,720	—	1,188	745	283	145	163	141	596	4,981
Less than 20 hours	374	—	397	53	98	27	17	17	75	1,058
20 to less than 38 hours	59	—	71	11	11	7	7	4	17	187
38 to less than 114 hours	48	—	76	12	22	16	3	4	15	196
114 to less than 228 hours	34	—	24	5	2	7	5	2	5	84
228 to less than 418 hours	10	—	6	4	3	2	—	—	2	27
418 to less than 570 hours	—	—	1	2	2	1	—	—	1	7
570 hours or more	6	—	4	2	4	1	—	2	—	19
Not stated	606	2,896	—	8	307	14	—	2	444	4,277

(continued)

Table A1.3 (continued): CSTDA-funded service type outlets, data item response categories, 2007–08

Data item	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Total
Service users over the 2007–08 year										
1–4 service users	986	567	649	196	271	61	103	108	34	2,975
5–9 service users	448	824	251	231	134	27	23	24	51	2,013
10–19 service users	321	320	250	118	68	27	18	9	55	1,186
20–49 service users	292	448	363	112	77	34	16	10	126	1,478
50–99 service users	104	277	122	70	53	16	14	8	135	799
100 or more service users	97	370	83	99	100	26	12	6	267	1,060
Zero or not stated	588	21	—	8	4	23	1	4	487	1,136

Notes:

1. A service outlet may be a single outlet, or an aggregation of two or more outlets of the same service type for an organisation.
2. Data for CSTDA 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 2006–07 financial year.
3. Service type outlets with a service type of research and evaluation, training and development, peak bodies, and other support services (7.01–7.04) were excluded from the item 'service users over the financial year', as they are not required to report this data item.

Table A1.4: Users of CSTDA-funded accommodation support services, by accommodation support category and state/territory, 2007–08

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
Accommodation support category										
	Number									
Institutional accommodation	1,679	454	869	455	767	224	—	—	4,448	
Group homes	3,874	4,811	1,036	1,356	991	490	211	154	12,923	
Other accommodation types	1,963	9,639	4,591	2,046	3,179	483	134	118	22,147	
Total accommodation support	7,309	14,437	6,020	3,606	4,602	1,132	338	258	37,690	
	Per cent									
Institutional accommodation	23.0	3.1	14.4	12.6	16.7	19.8	—	—	11.8	
Group homes	53.0	33.3	17.2	37.6	21.5	43.3	62.4	59.7	34.3	
Other accommodation types	26.9	66.8	76.3	56.7	69.1	42.7	39.6	45.7	58.8	

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. 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. 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.
2. 'Institutional accommodation' refers to service users accessing service types 1.01–1.03. 'Group homes' refers to service users accessing service type 1.04.

Table A1.5: Calculation of 'potential' populations: people aged less than 65 years and 15–64 years, by state and territory, 30 June 2007

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
People under 65 years									
All	5,962,997	4,518,615	3,684,789	1,862,461	1,344,727	420,183	307,854	204,318	18,308,190
All (%)	32.6	24.7	20.1	10.2	7.3	2.3	1.7	1.1	100.0
With profound or severe core activity limitation	238,469	179,547	147,295	74,148	54,913	17,493	11,926	7,760	731,550
Potential population (accommodation support, community support, community access)	237,599	174,558	149,535	75,114	54,368	17,856	11,702	10,704	731,550
With profound or severe core activity limitation and a primary carer	74,771	56,281	46,291	23,272	17,276	5,519	3,736	2,401	229,546
Potential population (respite)	74,498	54,717	46,994	23,575	17,105	5,634	3,666	3,313	229,546
People 15–64 years									
With profound or severe core activity limitation	181,569	137,629	111,109	56,284	42,577	13,347	9,245	5,563	557,324
Labour force participation rate (%)	74.6	76.2	77.9	78.5	74.3	71.8	82.4	77.5	76.1
Potential population (employment)	135,016	102,534	87,568	44,678	31,385	9,754	7,504	5,743	424,124

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 2007 for people aged less than 65 years and 15–64 years.
3. 30 June 2007 data for people with profound or severe core activity limitation are estimates derived using the ABS 2003 Survey of Disability, Ageing and Carers data.
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 A1.6) 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 A1.6) for that jurisdiction.
6. The potential population for employment 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 A1.6) 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.

Sources: ABS 2009a, 2007, 2006 2004b; AIHW analysis of the ABS 2003 Survey of Disability, Ageing and Carers data.

Table A1.6: Calculation of Indigenous factor, 2007–08

Age group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
0–64 years									
Indigenous Australians	150,384	33,002	144,501	70,027	27,650	18,214	4,315	63,237	511,330
Non-Indigenous Australians	5,812,613	4,485,613	3,540,288	1,792,434	1,317,077	401,969	303,539	141,081	17,796,860
All people (weighted)	6,173,535	4,564,818	3,887,090	1,960,499	1,383,437	445,683	313,895	292,850	19,024,052
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>99.63</i>	<i>97.22</i>	<i>101.52</i>	<i>101.30</i>	<i>99.01</i>	<i>102.08</i>	<i>98.13</i>	<i>137.94</i>	<i>100.00</i>
15–64 years									
Indigenous Australians	92,038	20,553	87,562	44,060	17,352	11,454	2,734	40,681	316,434
Non-Indigenous Australians	4,537,965	3,514,296	2,748,684	1,400,781	1,039,327	312,081	241,532	111,800	13,908,168
All people (weighted)	4,758,856	3,563,623	2,958,833	1,506,525	1,080,972	339,571	248,094	209,434	14,667,610
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>99.68</i>	<i>97.77</i>	<i>101.17</i>	<i>101.12</i>	<i>99.21</i>	<i>101.79</i>	<i>98.50</i>	<i>133.20</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 2007.
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 specialist disability 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 2006a).
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 100.0 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 Table A1.5, and AIHW 2006a.

Sources: ABS 2009a, 2007, 2004b.

Table A1.7: Users of CSTDA-funded services, primary and all significant disability types by broad disability group, 2007–08

Disability group	Number reporting as a primary disability	Percentage of all service users	Total number reporting disability group	Percentage of all service users
Intellectual /learning	106,835	43.5	143,960	58.6
Physical/diverse	59,228	24.1	116,337	47.3
Sensory/speech	16,881	6.9	63,092	25.7
Psychiatric	40,031	16.3	58,044	23.6

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'Intellectual/learning' includes service users reporting intellectual, specific learning/ADD, autism and developmental delay. 'Physical/diverse' includes physical, neurological and acquired brain injury. 'Sensory/speech' includes deafblind, vision, hearing and speech. Service users who reported more than one disability within one disability group were recorded as one user.

Table A1.8: Users of CSTDA-funded services, primary disability group by English Proficiency Group, 2007–08 (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	35.2	16.0	19.2	15.7	12.6	8.4	31.5
Specific learning/ADD	3.6	2.4	2.0	1.2	1.1	1.0	3.2
Autism	6.6	3.1	3.6	1.9	1.6	2.2	5.9
Physical	13.9	20.1	25.1	30.0	41.9	5.2	14.8
Acquired brain injury	4.0	6.1	4.9	5.4	4.4	2.2	4.1
Neurological	5.1	9.5	6.3	6.2	3.5	4.1	5.2
Deafblind	0.2	0.3	0.3	0.3	—	0.1	0.2
Vision	2.9	7.4	4.7	4.7	3.0	1.3	3.1
Hearing	2.2	3.8	4.2	3.0	2.8	1.9	2.4
Speech	1.4	0.4	0.3	0.3	0.2	0.6	1.2
Psychiatric	15.1	25.4	24.2	27.1	27.2	14.4	16.3
Developmental delay	3.3	0.5	0.7	0.4	0.3	0.7	2.9
Not stated/not collected	6.5	5.2	4.5	3.9	1.3	58.0	9.3
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total number	203,399	9,885	6,349	8,757	2,751	14,605	245,746

Notes:

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

Table A1.9: Users of CSTDA-funded services aged 16 years and over, main income source by primary disability group, 2007–08 (per cent)

Broad primary disability group	Disability Support Pension	Other pension or benefit	Paid employment	Compensation payments	Other income	Nil income	Subtotal ⁶	Not stated	Total
Number									
Intellectual/learning	58,417	4,847	2,023	134	336	702	66,459	11,007	77,466
Physical/diverse	25,668	11,327	2,536	550	1,431	519	42,031	9,159	51,190
Sensory/speech	3,507	2,117	942	17	396	65	7044	5,163	12,207
Psychiatric	19,199	12,243	849	172	774	200	33,437	6,404	39,841
Not stated	424	152	176	1	53	35	841	11,086	11,927
Total	107,215	30,686	6,526	874	2,990	1,521	149,812	42,819	192,631
Per cent⁵									
Intellectual/learning	75.4	6.3	2.6	0.2	0.4	0.9	—	14.2	100
Physical/diverse	50.1	22.1	5	1.1	2.8	1	—	17.9	100
Sensory/speech	28.7	17.3	7.7	0.1	3.2	0.5	—	42.3	100
Psychiatric	48.2	30.7	2.1	0.4	1.9	0.5	—	16.1	100
Not stated	3.6	1.3	1.5	0	0.4	0.3	—	92.9	100
Total	55.7	15.9	3.4	0.5	1.6	0.8	—	22.2	100
<i>% of valid responses</i>	<i>71.6</i>	<i>20.5</i>	<i>4.4</i>	<i>0.6</i>	<i>2</i>	<i>1</i>	<i>—</i>	<i>—</i>	<i>—</i>

Notes:

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

Table A1.10: Users of CSTDA-funded services, existence of an informal carer by support always or sometimes needed for activities of daily living (ADL), by age group, 2007-08

Age group	Has informal carer		Does not have informal carer		Sub- total		Not stated/not collected	Total
	No.	Per cent	No.	Per cent	No.	Per cent	No.	No.
Always or sometimes needs support with ADL								
Under 15	29,872	93.5	2,064	6.5	31,936	100.0	292	32,228
15-24	18,094	81.8	4,022	18.2	22,116	100.0	600	22,716
25-44	22,510	65.4	11,899	34.6	34,409	100.0	983	35,392
45-64	14,669	53.9	12,537	46.1	27,206	100.0	743	27,949
65+	3,497	53.6	3,023	46.4	6,520	100.0	116	6,636
Not stated	57	71.3	23	28.8	80	100.0	14	94
Total	88,699	72.5	33,568	27.5	122,267	100.0	2,748	125,015

Notes:

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

Table A1.11: Users of CSTDA-funded services, existence of an informal carer by support always or sometimes needed for activities of independent living (AIL), by age group, 2007-08

Age group	Has informal carer		Does not have informal carer		Subtotal		Not stated/not collected	Total
	No.	%	No.	%	No.	%	No.	No.
Always or sometimes needs support with AIL								
Under 15	29,040	94.7	1,621	5.3	30,661	100.0	263	30,924
15-24	20,179	60.2	13,362	39.8	33,541	100.0	772	34,313
25-44	26,280	47.9	28,628	52.1	54,908	100.0	1356	56,264
45-64	16,837	40.1	25,138	59.9	41,975	100.0	968	42,943
65+	3,735	54.0	3,176	46.0	6,911	100.0	122	7,033
Not stated	51	69.9	22	30.1	73	100.0	12	85
Total	96,122	57.2	71,947	42.8	168,069	100.0	3,493	171,562

Notes:

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

Table A1.12: Users of CSTDA-funded services, existence of an informal carer by support always or sometimes needed for activities of work, education and community living (AWEC), by age group, 2007-08

Age group	Has informal carer		Does not have informal carer		Subtotal		Not stated/not collected	Total
	No.	%	No.	%	No.	%	No.	No.
Always or sometimes needs support with AWEC								
Under 15	23,764	95.1	1,235	4.9	24,999	100	176	25,175
15-24	20,299	59.8	13,620	40.2	33,919	100	803	34,722
25-44	26,339	46.9	29,811	53.1	56,150	100	1415	57,565
45-64	16,606	38.9	26,061	61.1	42,667	100	992	43,659
65+	3,520	54.0	2,998	46.0	6,518	100	114	6,632
Not stated	22	68.8	10	31.3	32	100	2	34
Total	90,550	55.1	73,735	44.9	164,285	100	3,502	167,787

Notes:

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

Table A1.13: Users of CSTDA-funded services, frequency of need for support in areas of activity by living arrangement, 2007-08

Frequency of support needed	Lives alone		Lives with family		Lives with others		Not stated		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Activities of daily living										
Always	2,320	7.5	36,927	31.8	15,597	35.8	533	4.1	55,377	27.2
Sometimes	10,077	32.4	42,546	36.6	15,064	34.6	1,951	15.0	69,638	34.2
Does not need help but uses aids	1,577	5.0	2,871	2.5	736	1.7	75	0.6	5,259	2.6
Does not need help or use aids	17,149	55.1	33,819	29.1	12,152	27.9	10,465	80.3	73,585	36.0
<i>Subtotal</i>	<i>31,123</i>	<i>100.0</i>	<i>116,163</i>	<i>100.0</i>	<i>43,549</i>	<i>100.0</i>	<i>13,024</i>	<i>100.0</i>	<i>203,859</i>	<i>100.0</i>
Not stated	2,341	—	20,606	—	2,540	—	16,400	—	41,887	—
Total	33,464	—	136,769	—	46,089	—	29,424	—	245,746	—
Activities of independent living										
Always	5,794	18.7	46,404	40.5	20,771	47.9	2,394	18.7	75,363	37.4
Sometimes	18,463	59.5	52,796	46.1	18,344	42.3	6,596	51.5	96,199	47.7
Does not need help but uses aids	652	2.1	1,251	1.1	340	0.8	40	0.3	2,283	1.1
Does not need help or use aids	6,117	19.7	14,037	12.3	3,897	9.0	3,774	29.5	27,825	13.8
<i>Subtotal</i>	<i>31,026</i>	<i>100.0</i>	<i>114,488</i>	<i>100.0</i>	<i>43,352</i>	<i>100.0</i>	<i>12,804</i>	<i>100.0</i>	<i>201,670</i>	<i>100.0</i>
Not stated	2,438	—	22,281	—	2,737	—	16,620	—	44,076	—
Total	33,464	—	136,769	—	46,089	—	29,424	—	245,746	—
Activities of work, education and community life										
Always	9,024	29.1	50,056	47.5	25,792	59.8	2,620	20.7	87,492	45.5
Sometimes	15,585	50.3	41,677	39.6	13,612	31.6	6,713	52.9	77,587	40.4
Does not need help but uses aids	768	2.5	1,534	1.5	363	0.8	39	0.3	2,704	1.4
Does not need help or use aids	5,598	18.1	12,026	11.4	3,356	7.8	3,317	26.1	24,297	12.7
<i>Subtotal</i>	<i>30,975</i>	<i>100.0</i>	<i>105,293</i>	<i>100.0</i>	<i>43,123</i>	<i>100.0</i>	<i>12,609</i>	<i>100.0</i>	<i>192,080</i>	<i>100.0</i>
Not stated	2,489	—	15,449	—	2,778	—	16,047	—	36,763	—
Total	33,464	—	120,742	—	45,901	—	28,736	—	228,843	—

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. Column totals may not be the sum of components because individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom living arrangement data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table A1.14: Users of CSTDA-funded services, reported primary disability group by residential setting, 2007–08

Residential setting	Intellectual/ learning	Physical/ diverse	Acquired brain injury	Sensory/ speech	Psychiatric	Sub-total	Not stated/ collected	Total
Number								
Private residence	79,853	42,348	7,284	13,849	31,807	175,141	9,003	184,144
Domestic-scale supported	10,618	1,189	472	337	377	12,933	198	13,191
Supported accommodation facility	7,270	828	657	143	1,120	10,018	44	10,062
Other	2,843	1,771	1,010	990	3,518	10,132	323	10,455
Not stated	6,251	3,135	534	1,562	3,209	14,691	13,203	27,894
Total	106,835	49,271	9,957	16,881	40,031	222,975	22,771	245,746
Per cent								
Private residence	45.6	24.2	4.1	7.9	18.2	100	—	—
Domestic-scale supported	81.7	9.2	3.6	2.6	2.9	100	—	—
Supported accommodation facility	72.6	8.2	6.6	1.4	11.2	100	—	—
Other	28.0	17.5	10.0	9.8	34.7	100	—	—
Not stated	42.6	21.4	3.6	10.6	21.8	100	—	—
Total	47.9	22.1	4.5	7.6	17.9	100	—	—

Notes:

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

Table A1.15: Users of CSTDA-funded services per 1,000 potential population, by Indigenous status and state/territory, 2007-08

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Service users									
Indigenous	2,881	2,316	2,143	1,528	961	208	82	1,042	10,948
Non-Indigenous	57,289	77,385	33,322	19,630	23,138	5,770	4,350	1,319	221,215
Not stated/not collected	1,597	9,352	1,003	141	1,125	163	89	115	13,583
Total	61,767	89,053	36,468	21,299	25,224	6,141	4,521	2,476	245,746
Potential population (0-64 years)									
Indigenous	12,912	2,953	8,434	4,703	1,860	1,293	340	3,277	35,772
Non-Indigenous	226,156	177,077	139,399	69,929	53,081	16,191	16,527	4,590	702,948
Service users per 1,000 potential population (0-64 years)									
Indigenous	223.1	784.2	254.1	324.9	516.6	160.9	241.4	318.0	306.1
Non-Indigenous	253.3	437.0	239.0	280.7	435.9	356.4	263.2	287.4	314.7

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Totals for Australia may not be the sum of components because individuals may have accessed services in more than one state or territory during the 12-month period.
2. In tables the term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. Indigenous potential population estimates are experimental.
4. Indigenous potential population estimates are calculated by applying Indigenous/non-Indigenous sex and 10-year age group rates of severe/profound disability in each state/territory to Indigenous and non-Indigenous population data in each state/territory by sex and 10-year age group for people aged 0-64.
5. Indigenous population figures are based on ABS Series B projections of the Indigenous population by state/territory for June 2007 (ABS 2009a).

Table A1.16: Users of CSTDA-funded services, age group by sex and Indigenous status, 2007-08 (per cent)

Age group (years)	Indigenous		Non-Indigenous	
	Male	Female	Male	Female
0-4	4.7	2.6	4.6	2.3
5-9	6.1	3.4	5.5	2.4
10-14	4.5	2.8	3.4	1.8
15-19	8.6	4.7	5.3	2.9
20-24	7.1	4.3	5.8	3.6
25-29	4.6	2.8	4.9	3.1
30-34	4.4	2.8	4.4	3.0
35-39	4.3	3.8	4.7	3.4
40-44	4.6	3.3	4.6	3.6
45-49	3.7	3.1	4.5	4.0
50-54	2.5	2.6	3.9	3.5
55-59	1.9	1.7	3.2	2.7
60-64	1.2	0.9	2.4	1.8
65-69	0.6	0.5	0.8	0.7
70+	0.5	1.2	1.3	1.8
Total	59.3	40.6	59.3	40.6

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. In tables the term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. Excludes 13,583 service users (5.5% of all service users) for whom Indigenous status was 'Not stated/not collected' and 198 service users (0.1%) for whom age was not stated.

Table A1.17: Users of CSTDA-funded services, primary and other significant disability groups by Indigenous status, 2007–08 (per cent)

Disability group	Primary disability		Other significant disability		Total reporting disability	
	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous
Intellectual	34.4	32.7	9.1	6.7	43.5	39.3
Specific learning	3.8	3.4	6.4	4.4	10.2	7.7
Autism	4.2	6.2	4.2	3.8	8.4	10.1
Physical	17.9	15.1	14.4	13.2	32.2	28.3
ABI	5.4	4.1	3.5	2.2	8.9	6.3
Neurological	3.8	5.4	9.8	8.5	13.6	13.9
Deafblind	0.3	0.2	0.6	0.4	0.9	0.6
Vision	2.0	3.3	5.7	5.4	7.7	8.7
Hearing	2.0	2.4	4.3	3.4	6.3	5.8
Speech	1.4	1.3	13.2	10.2	14.5	11.5
Psychiatric	15.8	16.3	7.9	7.7	23.7	24.0
Developmental delay	3.9	2.9	1.1	0.7	5.0	3.6
Not stated/not collected	5.1	6.7	n.a.	n.a.	n.a.	n.a.

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom disability data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.
3. In tables the term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
4. Excludes 13,583 service users (5.5% of all service users) for whom Indigenous status was 'Not stated/not collected'.

Table A1.18: CSTDA-funded service type outlets, service type by agency sector, 2007–08

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/institutions	n.a.	28	0	28	11	13	24	0	52
Small residential/institutions	n.a.	7	0	7	20	61	81	0	88
Hostels	n.a.	2	0	2	18	7	25	0	27
Group homes	n.a.	1,344	88	1,432	1,053	375	1,428	0	2,860
Attendant care/personal care	n.a.	6	6	12	63	100	163	0	175
In-home accommodation support	n.a.	79	9	88	499	357	856	0	944
Alternative family placement	n.a.	1	0	1	28	11	39	0	40
Other accommodation support	n.a.	5	3	8	57	17	74	0	82
<i>Total accommodation support</i>	n.a.	<i>1,472</i>	<i>106</i>	<i>1,578</i>	<i>1,749</i>	<i>941</i>	<i>2,690</i>	<i>0</i>	<i>4,268</i>
Therapy support for individuals	n.a.	41	1	42	75	31	106	0	148
Early childhood intervention	n.a.	73	8	81	190	21	211	0	292
Behaviour/specialist intervention	n.a.	80	1	81	51	15	66	0	147
Counselling (individual/family/group)	n.a.	14	0	14	19	16	35	0	49
Regional resource and support teams	n.a.	175	0	175	7	2	9	0	184
Case management, local coord. and development	n.a.	239	8	247	252	109	361	0	608
Other community support	n.a.	10	1	11	51	18	69	0	80
<i>Total community support</i>	n.a.	<i>632</i>	<i>19</i>	<i>651</i>	<i>645</i>	<i>212</i>	<i>857</i>	<i>0</i>	<i>1,508</i>
Learning and life skills development	n.a.	83	37	120	1,197	513	1,710	0	1,830
Recreation/holiday programs	n.a.	9	8	17	61	53	114	0	131
Other community access	n.a.	14	10	24	206	49	255	1	280
<i>Total community access</i>	n.a.	<i>106</i>	<i>55</i>	<i>161</i>	<i>1,464</i>	<i>615</i>	<i>2,079</i>	<i>1</i>	<i>2,241</i>
Own home respite	0	4	5	9	39	41	80	0	89
Centre-based respite/respite homes	0	118	1	119	124	101	225	0	344
Host family respite/peer support respite	0	1	1	2	21	8	29	0	31
Flexible respite	0	14	37	51	361	129	490	1	542
Other respite	0	0	2	2	31	18	49	0	51
<i>Total respite</i>	<i>0</i>	<i>137</i>	<i>46</i>	<i>183</i>	<i>576</i>	<i>297</i>	<i>873</i>	<i>1</i>	<i>1,057</i>
Open employment	1	n.a.	1	2	602	58	660	0	662
Supported employment	0	n.a.	3	3	361	9	370	1	374
Targeted support	0	n.a.	0	0	39	0	39	0	39
<i>Total employment</i>	<i>1</i>	<i>n.a.</i>	<i>4</i>	<i>5</i>	<i>1,002</i>	<i>67</i>	<i>1,069</i>	<i>1</i>	<i>1,075</i>

(continued)

Table A1.18 (continued): CSTDA-funded service type outlets, service type by agency sector, 2007–08

Service type	Government			Non-government			Sub-total	Not stated	Total
	Aus Gov	State/territory	Local	Sub-total	Income tax exempt (charity)	Non-income tax exempt			
Advocacy	0	4	1	5	114	28	142	0	147
Information/referral	0	15	1	16	93	46	139	0	155
Combined information/advocacy	0	1	2	3	30	15	45	0	48
Mutual support/self-help groups	0	1	0	1	90	28	118	0	119
Alternative formats of communication	0	0	0	0	19	10	29	0	29
<i>Total advocacy, information and alternative comm.</i>	<i>0</i>	<i>21</i>	<i>4</i>	<i>25</i>	<i>346</i>	<i>127</i>	<i>473</i>	<i>0</i>	<i>498</i>
Research and evaluation	0	2	0	2	1	1	2	0	4
Training and development	0	2	1	3	18	12	30	0	33
Peak bodies	0	0	0	0	8	6	14	0	14
Other support services	0	8	48	56	32	50	82	0	138
<i>Total other support</i>	<i>0</i>	<i>12</i>	<i>49</i>	<i>61</i>	<i>59</i>	<i>69</i>	<i>128</i>	<i>0</i>	<i>189</i>
Total	1	2,380	283	2,664	5,841	2,328	8,169	3	10,836
Per cent	0.0	22.0	2.6	24.6	53.9	21.5	75.4	0.0	100.0

Note: There are discrepancies for South Australia for service types 'Attendant care/personal care', 'Learning and life skills development', 'Other community access' and 'Own home respite' 1.05, 3.01, 3.03 and 4.01 due to miscoding of service types for two service type outlets.

Table A1.19: CSTDA service users, service type outlets and agencies by state/territory, 2007–08 (per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Service users	25.1	36.2	14.8	8.7	10.3	2.5	1.8	1.0	100.0
Agencies	26.8	28.9	17.3	7.6	8.5	5.4	3.0	2.5	100.0
Outlets	30.1	29.2	18.1	8.6	7.9	2.4	2.0	1.7	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. 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 A1.20: Users of CSTDA-funded services, service type by multiple service use, 2007–08

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.	%	%	%	%	%
Accommodation support								
1.01 Large residential/institutions	3,126	2.3	2,332	74.6	74.3	73.0	7.2	1.8
1.02 Small residential/institutions	912	2.4	727	79.7	78.5	75.1	19.7	2.9
1.03 Hostels	410	2.5	301	73.4	73.4	69.8	13.4	0.0
1.04 Group homes	12,923	2.8	10,350	80.1	78.5	77.7	11.8	6.2
1.05 Attendant care/personal care	2,280	3.2	1,610	70.6	70.3	66.3	29.5	4.1
1.06 In-home accommodation	18,762	2.7	12,862	68.6	67.0	65.7	16.2	8.8
1.07 Alternative family placement	246	3.3	190	77.2	77.2	75.2	20.3	0.8
1.08 Other accommodation support	859	2.5	537	62.5	61.7	53.7	35.0	2.8
<i>Total accommodation support</i>	<i>37,690</i>	<i>2.6</i>	<i>27,081</i>	<i>71.9</i>	<i>70.4</i>	<i>69.6</i>	<i>11.2</i>	<i>7.0</i>
Community support								
2.01 Therapy support for individuals	22,689	2.5	12,821	56.5	54.6	34.3	44.6	8.8
2.02 Early childhood intervention	22,140	1.5	6,566	29.7	19.1	4.8	28.2	13.8
2.03 Behaviour/specialist	6,182	3.6	5,208	84.2	84.2	60.9	69.0	7.2
2.04 Counselling (individual/family/group)	2,920	2.9	1,840	63.0	62.6	40.0	43.3	8.6
2.05 Regional resource and support teams	18,711	3.1	14,711	78.6	59.5	41.5	66.8	46.7
2.06 Case management, local coordination and development	49,210	2.5	30,606	62.2	56.7	42.8	40.7	16.0
2.07 Other community support	4,747	3.2	3,376	71.1	68.7	54.8	56.2	10.2
<i>Total community support</i>	<i>103,976</i>	<i>2.2</i>	<i>52,505</i>	<i>50.5</i>	<i>41.7</i>	<i>32.4</i>	<i>33.2</i>	<i>21.2</i>
Community access								
3.01 Learning and life skills development	35,770	2.6	23,558	65.9	62.3	60.8	21.4	14.9
3.02 Recreation/holiday programs	9,237	2.8	5,954	64.5	63.4	60.3	26.7	7.3
3.03 Other community access	12,418	2.0	6,375	51.3	49.4	46.5	15.3	6.5
<i>Total community access</i>	<i>54,374</i>	<i>2.4</i>	<i>32,836</i>	<i>60.4</i>	<i>57.4</i>	<i>56.3</i>	<i>16.5</i>	<i>12.3</i>
Respite								
4.01 Own home respite	2,743	3.7	2,167	79.0	78.7	73.4	42.1	3.2
4.02 Centre-based respite/respite homes	13,288	3.6	10,583	79.6	77.7	72.5	40.3	15.2
4.03 Host family respite/peer support	1,088	3.2	746	68.6	68.5	63.2	35.2	0.5
4.04 Flexible respite	17,777	3.0	12,110	68.1	65.7	61.5	31.9	13.2
4.05 Other respite	2,083	2.8	1,335	64.1	64.0	58.6	27.8	0.5
<i>Total respite</i>	<i>31,524</i>	<i>2.9</i>	<i>21,486</i>	<i>68.2</i>	<i>65.9</i>	<i>63.2</i>	<i>24.4</i>	<i>13.5</i>

(continued)

Table A1.20 (continued): Users of CSTDA-funded services, service type by multiple service use, 2007-08

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.	%	%	%	%	%
Employment								
5.01 Open employment	69,172	1.2	10,012	14.5	9.3	8.5	7.1	6.0
5.02 Supported employment	21,264	1.9	9,416	44.3	43.1	40.5	6.4	2.4
5.04 Targeted support	387	2.7	281	72.6	72.6	70.5	10.1	0.3
<i>Total employment</i>	<i>89,935</i>	<i>1.4</i>	<i>18,821</i>	<i>20.9</i>	<i>16.7</i>	<i>16.0</i>	<i>6.0</i>	<i>5.1</i>
Total	245,746	1.7	80,976	33.0	26.5	21.6	21.6	15.0

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. 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.
3. 'Open and supported' employment services (service type 5.03) ceased to be operational from 1 December 2004.
4. 'Targeted support' provides people with disability structured training and support to work towards social and community participation or opportunities to develop skills, or retrain, for paid employment.

Table A1.21: Users of CSTDA-funded services, service type by use of other services, 2007–08

Service type	Number of service users	Mean service groups per service user	Percentage of service users accessing other service groups (or types within groups)					Code of most frequent other service type
			Accommodation support	Community support	Community access	Respite	Employment	
Accommodation support								
1.01 Large residential/institutions	3,126	2.0	5.4	31.6	56.7	2.0	10.1	3.01
1.02 Small residential/institutions	912	2.0	17.3	13.9	47.5	3.3	31.9	3.01
1.03 Hostels	410	2.0	13.4	28.5	36.3	6.8	28.8	3.01
1.04 Group homes	12,923	2.2	6.0	39.3	53.7	7.7	16.4	3.01
1.05 Attendant care/personal care	2,280	2.1	27.1	53.8	28.3	19.3	6.7	2.06
1.06 In-home accommodation support	18,762	2.0	8.1	32.8	39.5	15.3	14.3	2.06
1.07 Alternative family placement	246	2.3	19.5	59.8	39.8	26.8	8.1	2.06
1.08 Other accommodation support	859	1.8	33.2	29.3	29.5	9.5	12.2	1.06
<i>Total accommodation support</i>	<i>37,690</i>	<i>2.0</i>	<i>4.8</i>	<i>34.5</i>	<i>44.5</i>	<i>11.0</i>	<i>14.7</i>	<i>3.01</i>
Community support								
2.01 Therapy support for individuals	22,689	1.5	14.3	41.1	14.9	17.8	4.0	2.06
2.02 Early childhood intervention	22,140	1.1	1.0	17.3	1.0	3.8	0.1	2.06
2.03 Behaviour/specialist intervention	6,182	2.0	32.9	68.2	32.4	21.7	11.5	2.06
2.04 Counselling (individual/family/group)	2,920	1.6	21.0	40.5	27.0	10.3	5.9	3.01
2.05 Regional resource and support teams	18,711	1.6	15.2	32.4	17.2	19.2	8.1	2.06
2.06 Case management, local coord & dev't	49,210	1.6	15.5	29.8	18.9	18.8	10.4	3.01
2.07 Other community support	4,747	1.9	26.4	52.4	25.6	21.7	13.3	2.06
<i>Total community support</i>	<i>103,976</i>	<i>1.5</i>	<i>12.5</i>	<i>18.4</i>	<i>14.5</i>	<i>13.7</i>	<i>7.0</i>	<i>2.06</i>
Community access								
3.01 Learning and life skills development	35,770	1.9	33.3	33.0	7.9	18.1	9.3	2.06
3.02 Recreation/holiday programs	9,237	2.0	26.7	35.2	22.4	18.2	16.3	3.01
3.03 Other community access	12,418	1.6	31.5	11.5	9.2	10.8	9.1	1.06
<i>Total community access</i>	<i>54,374</i>	<i>1.9</i>	<i>30.8</i>	<i>27.7</i>	<i>5.5</i>	<i>16.3</i>	<i>10.2</i>	<i>2.06</i>
Respite								
4.01 Own home respite	2,743	2.1	19.4	62.6	28.1	40.8	4.7	2.06
4.02 Centre-based respite/respite homes	13,288	2.1	13.4	55.8	34.6	31.4	8.3	2.06
4.03 Host family respite/peer support respite	1,088	2.0	11.8	46.0	26.0	35.0	11.9	2.06
4.04 Flexible respite	17,777	1.9	12.9	41.8	28.2	23.6	8.6	2.06
4.05 Other respite	2,083	2.0	17.8	40.9	21.3	27.7	15.5	2.06
<i>Total respite</i>	<i>31,524</i>	<i>2.0</i>	<i>13.2</i>	<i>45.1</i>	<i>28.1</i>	<i>15.9</i>	<i>8.8</i>	<i>2.06</i>
Employment								
5.01 Open employment	69,172	1.1	2.2	4.6	3.6	1.3	1.2	2.06
5.02 Supported employment	21,264	1.6	18.3	19.7	14.5	8.8	4.2	2.06
5.04 Targeted support	387	2.2	57.1	18.9	33.3	13.2	9.8	1.04
<i>Total employment</i>	<i>89,935</i>	<i>1.2</i>	<i>6.2</i>	<i>8.1</i>	<i>6.2</i>	<i>3.1</i>	<i>1.0</i>	<i>2.06</i>
Total	245,746	1.3	10.7	13.7	12.5	8.1	5.9	2.06

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period.
2. Where the service groups are the same, the 'percentage of service users accessing other service groups' includes service users who use two or more different service types in that group. For example, 41.1% of the 22,689 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.
4. 'Targeted support' provides people with disability structured training and support to work towards social and community participation or opportunities to develop skills, or retrain, for paid employment.

Table A1.22: Mean and median hours of service provided by CSTDA-funded service type outlets during the reference week, June 2008

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
Accommodation support				
1.05 Attendant care/personal care	148	256	57	12
1.06 In-home accommodation support	765	380	90	14
1.07 Alternative family placement	36	672	168	6
<i>Total accommodation support</i>	<i>949</i>	<i>371</i>	<i>85</i>	<i>13</i>
Community support				
2.06 Case management, local coordination and development	458	182	55	42
Community access				
3.01 Learning and life skills development	1,575	307	168	16
3.03 Other community access	240	291	172	25
<i>Total community access</i>	<i>1,815</i>	<i>305</i>	<i>168</i>	<i>17</i>
Respite				
4.01 Own home respite	65	213	60	21
4.02 Centre-based respite/respite homes	274	876	504	19
4.03 Host family respite/peer support respite	15	208	114	20
4.04 Flexible respite	277	240	96	24
4.05 Other respite	30	228	73	20
<i>Total respite</i>	<i>661</i>	<i>500</i>	<i>168</i>	<i>22</i>
All services reporting hours	3,883	340	126	20

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. Service type outlets for which no service users have hours received in the reference week recorded were not included. 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—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, 5.04, 6.01–6.05 and 7.01–7.04.
3. Data are based on a reference week during June 2008; this may be different to a typical week.

Table A1.23: Mean and median hours of service provided by CSTDA-funded service type outlets during a typical week, 2007–08

Service type	Number of service type outlets	Mean hours in a typical week per outlet	Median hours in a typical week per outlet
Accommodation support			
1.05 Attendant care/personal care	149	203	51
1.06 In-home accommodation support	638	321	100
1.07 Alternative family placement	37	684	168
<i>Total accommodation support</i>	<i>824</i>	<i>316</i>	<i>90</i>
Community support			
2.06 Case management, local coordination and development	337	253	74
Community access			
3.01 Learning and life skills development	1,138	229	116
3.03 Other community access	206	283	156
<i>Total community access</i>	<i>1,344</i>	<i>237</i>	<i>120</i>
Respite			
4.01 Own home respite	71	99	43
4.02 Centre-based respite/respite homes	238	993	377
4.03 Host family respite/peer support respite	24	378	77
4.04 Flexible respite	380	342	98
4.05 Other respite	40	212	61
<i>Total respite</i>	<i>753</i>	<i>519</i>	<i>135</i>
All services reporting hours	3,258	324	108

Notes:

1. Service type outlets for which no service users have hours received in the typical week recorded were not included. 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—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, 5.04, 6.01–6.05 and 7.01–7.04.
3. Victoria did not collect data on hours received in a typical week.

Table A1.24: Mean hours worked in the reference week by paid and unpaid staff for CSTDA-funded service type outlets, by service group, 2007–08

Service group	Mean paid staff hours per outlet	Mean FTE paid staff per outlet	Mean unpaid staff hours per outlet	Mean FTE unpaid staff per outlet	Total mean FTE staff per outlet	Users per outlet	Mean FTE staff per user
Accommodation support	250	6.6	7.1	0.2	6.8	8.8	0.77
Community support	116	3.0	3.8	0.1	3.1	68.9	0.04
Community access	143	3.8	10.3	0.3	4.1	24.3	0.17
Respite	123	3.2	14.2	0.4	3.6	29.8	0.12
Employment	263	6.9	5.0	0.1	7.0	83.7	0.08
Advocacy, information and print disability	63	1.7	22.2	0.6	2.3	n.a.	n.a.
Other support services	95	2.5	31.5	0.8	3.3	n.a.	n.a.
All services	189	5.0	9.0	0.2	5.2	24.2^(a)	0.21^(a)

(a) Excludes 'advocacy, information and print disability' and 'other support services'.

Notes:

1. Data for hours worked are the mean number of hours worked over one 7-day week in June 2008.
2. Data exclude 1,113 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 print disability' and 'other support services'.

Table A1.25: Mean hours worked in a typical week by paid and unpaid staff for CSTDA-funded service type outlets, by service group, 2007–08

Service group	Mean paid staff hours per outlet	Mean FTE paid staff per outlet	Mean unpaid staff hours per outlet	Mean FTE unpaid staff per outlet
Accommodation support	333	8.8	7.3	0.2
Community support	163	4.3	4.3	0.1
Community access	181	4.8	35.8	0.9
Respite	203	5.3	14.0	0.4
Employment	245	6.4	2.7	0.1
Advocacy, information and print disability	91	2.4	29.0	0.8
Other support services	144	3.8	57.2	1.5
All services	247	6.5	14.2	0.4

Notes:

1. Data for hours worked are the mean number of hours worked over one 7-day week in June 2008.
2. Data for Victoria are excluded, as they did not provide data on staff hours in a typical week.
3. Data exclude 3,769 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 A1.26: Users of CSTDA-funded services, new users by service type, 2007-08

Service type	New users	Total users	% new users
Accommodation support			
Large residential/institutions	117	3,126	3.7
Small residential/institutions	34	912	3.7
Hostels	25	410	6.1
Group homes	876	12,923	6.8
Attendant care/personal care	273	2,280	12.0
In-home accommodation support	3,156	18,762	16.8
Alternative family placement	25	246	10.2
Other accommodation support	270	859	31.4
<i>Total accommodation support</i>	<i>4,665</i>	<i>37,690</i>	<i>12.4</i>
Community support			
Therapy support for individuals	4,746	22,689	20.9
Early childhood intervention	9,417	22,140	42.5
Behaviour/specialist intervention	961	6,182	15.5
Counselling (individual/family/group)	1,146	2,920	39.2
Regional resource and support teams	2,502	18,711	13.4
Case management, local coordination and development	7,675	49,210	15.6
Other community support	890	4,747	18.7
<i>Total community support</i>	<i>24,952</i>	<i>103,976</i>	<i>24.0</i>
Community access			
Learning and life skills development	6,024	35,770	16.8
Recreation/holiday programs	1,861	9,237	20.1
Other community access	1,987	12,418	16.0
<i>Total community access</i>	<i>9,690</i>	<i>54,374</i>	<i>17.8</i>
Respite			
Own home respite	190	2,743	6.9
Centre-based respite/respite homes	1,496	13,288	11.3
Host family respite/peer support respite	164	1,088	15.1
Flexible respite	2,933	17,777	16.5
Other respite	442	2,083	21.2
<i>Total respite</i>	<i>4,978</i>	<i>31,524</i>	<i>15.8</i>
Employment			
Open employment	25,229	69,172	36.5
Supported employment	1,508	21,264	7.1
Targeted support	2	387	0.5
<i>Total employment</i>	<i>26,669</i>	<i>89,935</i>	<i>29.7</i>
Total	66,992	245,746	27.3

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. 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 A1.27: Users of CSTDA-funded services, new service users' frequency of need for assistance with activities of daily living by service group, 2007-08 (per cent)

Service group	Always or unable to do	Sometimes	None but uses aids	None	NA/Not stated	Total
Accommodation	21.3	36.7	3.0	18.4	20.7	100.0
Community Support	25.4	26.2	2.7	6.7	39.0	100.0
Community Access	13.3	27.4	4.9	13.2	41.1	100.0
Respite	26.0	30.7	1.5	7.2	34.7	100.0
Employment	1.2	14.2	0.1	72.9	11.7	100.0

Table A1.28: Users of CSTDA-funded services, new and existing users by age group, 2007-08

Age group (years)	New users		Existing users	
	No.	%	No.	%
0-4	9,394	14.0	7,369	4.1
5-14	7,110	10.6	26,227	14.7
15-24	11,385	17.0	32,907	18.4
25-44	18,032	26.9	58,743	32.9
45-64	17,595	26.3	44,941	25.1
65+	3,278	4.9	8,567	4.8
Not stated	198	0.3	—	—
Total	66,992	100.0	178,754	100.0

Table A1.29: CSTDA-funded service users with an informal carer, relationship of carer to service user by age group of carer, 2007-08

Relationship of carer to service user	Age group of carer (years)					Not stated/ not collected	Total
	0-14	15-24	25-44	45-64	65+		
Number							
Spouse	—	90	1,961	3,730	1,500	948	8,229
Mother	—	856	31,269	20,592	6,382	6,463	65,562
Father	—	15	1,265	2,209	1,147	782	5,418
Child	83	299	492	528	65	220	1,687
Other family	9	105	1,402	2,925	990	1,294	6,725
Friend/neighbour	2	13	442	806	184	238	1,685
Not stated	34	62	710	751	270	21,160	22,987
Total	128	1,440	37,541	31,541	10,538	31,105	112,293
Per cent							
Spouse	—	6.3	5.2	11.8	14.2	3.0	7.3
Mother	—	59.4	83.3	65.3	60.6	20.8	58.4
Father	—	1.0	3.4	7.0	10.9	2.5	4.8
Child	64.8	20.8	1.3	1.7	0.6	0.7	1.5
Other family	7.0	7.3	3.7	9.3	9.4	4.2	6.0
Friend/neighbour	1.6	0.9	1.2	2.6	1.7	0.8	1.5
Not stated	26.6	4.3	1.9	2.4	2.6	68.0	20.5
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom informal carer data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories. Service users who accessed employment services only (service types 5.01, 5.02 and 5.04) 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.
3. Informal carer relationship categories are grouped as follows: 'spouse' includes the categories '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'. Refer to Table A1.1 for a breakdown of these categories.

Appendix 2: Time series tables

Table A2.1: CSTDA-funded service users by service group and potential population, 2003–04 to 2007–08

Service group	2003–04	2004–05	2005–06	2006–07	2007–08	Increase (number)	Increase (per cent)
Number of service users							
Employment	64,281	64,835	73,157	80,008	89,935	25,654	39.9
Community support	78,847	92,610	96,664	98,598	103,976	25,129	31.9
Respite	20,547	23,951	27,319	30,058	31,524	10,977	53.4
Community access	47,636	44,166	47,738	53,236	54,374	6,738	14.1
Accommodation support	33,175	33,787	35,566	37,473	37,690	4,515	13.6
Total	187,806	200,493	217,143	232,253	245,746	57,940	30.9
Service users per 1,000 potential population							
Employment	195.6	193.8	210.7	225.6	212.0	16.4	8.4
Community support	114.7	132.8	136.8	136.6	142.1	27.4	23.9
Respite	96.3	110.6	124.3	133.7	137.3	41.0	42.6
Community access	69.3	63.4	67.6	73.8	74.3	5.0	7.3
Accommodation support	48.2	48.5	50.3	51.9	51.5	3.3	6.9

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. Potential population calculations for 2007–08 are presented in Table A1.5; see also the introduction to Appendix 1.

Table A2.2: Users of CSTDA-funded services, median age (years) by sex and service group, 2003–04 to 2007–08

Service group	Males	Females	All service users
2003–04			
Accommodation support	39.7	42.3	40.9
Community support	15.5	23.4	18.4
Community access	34.5	38.3	36.0
Respite	18.0	22.6	19.8
Employment	33.1	33.8	33.3
All services	28.6	33.1	30.4
2004–05			
Accommodation support	40.7	43.0	41.7
Community support	17.9	30.5	20.0
Community access	35.9	39.6	37.5
Respite	18.6	23.2	20.4
Employment	33.1	34.2	33.5
All services	29.4	35.1	30.9
2005–06			
Accommodation support	41.1	43.4	42.2
Community support	16.2	29.5	20.3
Community access	36.3	40.0	37.9
Respite	19.2	24.5	21.3
Employment	33.4	35.0	34.0
All services	28.7	35.3	31.4
2006–07			
Accommodation support	41.5	43.9	42.5
Community support	14.9	23.6	17.6
Community access	36.2	39.8	37.8
Respite	19.4	24.5	21.4
Employment	35.1	37.2	35.9
All services	29.0	35.3	31.5
2007–08			
Accommodation support	41.9	43.9	42.7
Community support	15.5	24.1	18.2
Community access	36.0	39.3	37.5
Respite	19.5	24.4	21.4
Employment	36.2	39.4	37.4
All services	29.7	36.5	32.6

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'All service users' includes median ages for 5,760 service users missing sex data in 2004–05; 936 service users missing sex data in 2005–06; 548 service users missing sex data in 2006–07; and 383 service users missing sex data in 2007–08.
3. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the median age calculations as aged 2.5 years.

Table A2.3: Service users per 1,000 potential population by service group and state and territory, 2007–08^(a)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Accommodation support									
Number of service users	7,309	14,437	6,020	3,606	4,602	1,132	338	258	37,690
Potential population ^(a)	237,599	174,558	149,535	75,114	54,368	17,856	11,702	10,704	731,550
<i>Service users per 1,000 potential population</i>	<i>30.8</i>	<i>82.7</i>	<i>40.3</i>	<i>48.0</i>	<i>84.6</i>	<i>63.4</i>	<i>28.9</i>	<i>24.1</i>	<i>51.5</i>
Community support									
Number of service users	22,044	36,789	12,494	11,535	14,263	2,451	3,260	1,502	103,976
Potential population ^(a)	237,599	174,558	149,535	75,114	54,368	17,856	11,702	10,704	731,550
<i>Service users per 1,000 potential population</i>	<i>92.8</i>	<i>210.8</i>	<i>83.6</i>	<i>153.6</i>	<i>262.3</i>	<i>137.3</i>	<i>278.6</i>	<i>140.3</i>	<i>142.1</i>
Community access									
Number of service users	11,910	22,376	8,307	3,789	5,735	1,544	447	311	54,374
Potential population ^(a)	237,599	174,558	149,535	75,114	54,368	17,856	11,702	10,704	731,550
<i>Service users per 1,000 potential population</i>	<i>50.1</i>	<i>128.2</i>	<i>55.6</i>	<i>50.4</i>	<i>105.5</i>	<i>86.5</i>	<i>38.2</i>	<i>29.1</i>	<i>74.3</i>
Respite									
Number of service users	6,457	14,973	4,799	2,854	1,660	301	320	214	31,524
Potential population ^(a)	74,498	54,717	46,994	23,575	17,105	5,634	3,666	3,313	229,546
<i>Service users per 1,000 potential population</i>	<i>86.7</i>	<i>273.6</i>	<i>102.1</i>	<i>121.1</i>	<i>97.1</i>	<i>53.4</i>	<i>87.3</i>	<i>64.6</i>	<i>137.3</i>
Employment									
Number of service users	29,043	23,446	17,556	7,929	8,223	2,318	1,087	661	89,935
Potential population ^(a)	135,016	102,534	87,568	44,678	31,385	9,754	7,504	5,743	424,124
<i>Service users per 1,000 potential population</i>	<i>215.1</i>	<i>228.7</i>	<i>200.5</i>	<i>177.5</i>	<i>262.0</i>	<i>237.6</i>	<i>144.9</i>	<i>115.1</i>	<i>212.0</i>

(a) Potential population calculations are presented in Table A1.5; see also the introduction to Appendix 1 for more details.

Note: Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12 months from 1 July 2006 to 30 June 2007. Totals for Australia may not be the sum of the components because individuals may have accessed services in more than one state or territory during the 12-month period.

Table A2.4: Users of CSTDA-funded services aged 15–64 years, labour force status, 2003–04 to 2007–08

	Employed		Unemployed		Not in the labour force		Subtotal ⁶	Not stated	Total
	No.	% ⁵	No.	% ⁵	No.	% ⁵	No.	No.	No.
2003–04	41,227	37.6	22,804	20.8	45,573	41.6	109,604	26,192	135,796
2004–05	49,427	38.3	32,322	25.0	47,457	36.7	129,206	14,687	143,893
2005–06	50,905	35.8	39,650	27.8	51,769	36.4	142,381	15,863	158,187
2006–07	57,250	38.3	40,622	27.1	51,803	34.6	149,675	20,933	170,680
2007–08	63,593	38.5	45,349	27.5	56,044	34.0	164,986	14,361	179,347

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Total for all service groups may not be the sum of components because individuals may have accessed services from more than one service group over the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. Only those aged 15 years and over were asked to respond about labour force status. Working-age service users include those CSTDA service users in this age group or service users whose age was unknown but where a response was provided about labour force status.
3. Please refer to AIHW 2007a for full definitions of 'employed', 'unemployed' and 'not in the labour force'.
4. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom primary disability and labour force status data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.
5. Proportions based on total which includes not stated/missing values.
6. Subtotal excludes not stated/missing values.

Table A2.5: Users of CSTDA-funded services aged 16 years and over, main income source, 2003–04 to 2007–08

	Disability Support Pension	Other pension or benefit	Paid employment	Compensation payments	Other income	Nil income	Subtotal ⁶	Not stated	Total
Number									
2003–04	89,409	12,998	13,074	658	2,040	1,681	119,860	24,362	144,222
2004–05	90,947	14,755	13,350	847	2,146	1,802	123,847	30,497	154,344
2005–06	95,468	16,076	12,427	716	2,021	2,512	129,220	40,149	169,369
2006–07	97,687	22,843	8,312	7,450	9,151	3,114	148,557	31,679	180,236
2007–08	107,215	30,686	6,526	874	2,990	1,521	149,812	42,819	192,631
Per cent ⁵									
2003–04	74.6	10.9	10.9	0.5	1.7	1.4	100	—	—
2004–05	73.4	11.9	10.8	0.7	1.7	1.5	100	—	—
2005–06	73.9	12.4	9.6	0.6	1.6	1.9	100	—	—
2006–07	65.8	15.3	5.6	5.0	6.2	2.1	100	—	—
2007–08	71.5	20.5	4.4	0.6	2.0	1.0	100	—	—

Notes:

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

Table A2.6: Primary disability of CSTDA-funded open and supported employment service users, 2003-04 to 2007-08

Service type	Intellectual	Specific learning	Autism	Physical	ABI	Neurological	Deafblind	Vision	Hearing	Speech	Psychiatric	Not stated
						2003-04						
Open	12,088	4,165	890	8,708	1568	1,599	180	1,513	1,871	174	10,286	0
Supported	13,823	202	271	1,211	504	310	53	275	179	23	1,786	0
						2004-05						
Open	12,050	4,307	1037	8,512	1556	1,745	206	1,513	1,874	195	10,836	0
Supported	13,773	219	295	1,216	511	321	63	243	187	31	1756	0
						2005-06						
Open	12,430	2,920	1722	5,552	1312	1,867	108	1,652	2,120	116	13,595	10,046
Supported	14,803	263	455	1,321	621	371	40	283	189	28	2,373	63
						2006-07						
Open	11,271	6,138	2016	12,922	1984	2,133	22	1,949	2,306	271	17,874	592
Supported	14,885	273	482	1,345	637	418	22	296	208	27	2,547	0
						2007-08						
Open	11,061	6,434	2391	18,420	1959	2,344	29	1,962	2,466	309	21,792	5
Supported	14,924	291	528	1,354	614	428	52	296	197	33	2,521	26

Table A2.7: Users of CSTDA-funded services by primary and any significant disability, 2007–08

Disability group	Number reporting as a primary disability	Percentage of all service users	Number reporting as a significant other disability	Percentage of all service users	Total number reporting disability group	Percentage of all service users
Intellectual	77,320	31.5	15,905	6.5	93,225	37.9
Specific learning/ADD	7,961	3.2	10,431	4.2	18,392	7.5
Autism	14,547	5.9	9,051	3.7	23,598	9.6
Physical	36,382	14.8	31,091	12.7	67,473	27.5
Acquired brain injury	9,957	4.1	5,118	2.3	15,705	6.4
Neurological	12,889	5.2	20,270	8.2	33,159	13.5
Deafblind	529	0.2	913	0.4	1,442	0.6
Vision	7,516	3.1	12,765	5.2	20,281	8.3
Hearing	5,793	2.4	8,132	3.3	13,925	5.7
Speech	3,043	1.2	24,401	9.9	27,444	11.2
Psychiatric	40,031	16.3	18,013	7.3	58,044	23.6
Developmental delay	7,007	2.9	1,668	0.7	8,745	3.6
Not stated/not collected	22,771	9.3	n.a.	n.a.	n.a.	n.a.

Notes:

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

Table A2.8: Users of CSTDA-funded services, number and proportion by age group, 2003–04 to 2007–08

Collection year	Age group (years)					Total
	0–14	15–24	25–44	45–64	65+	
	Number					
2003–04	38,382	37,309	61,108	37,379	10,774	187,806
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	50,100	44,292	76,775	62,536	11,845	245,746
	Per cent					
2003–04	20.4	19.9	32.5	19.9	5.7	100.0
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

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

Table A2.9: Users of CSTDA-funded services, existence of an informal carer by service group, 2003-04 to 2007-08

		Residential accom- modation support	Non- residential accom- modation support	Total Accom- modation support	Community support	Community access	Respite	Employment	Total
2003-04									
Has an informal carer	No.	3,950	7,845	11,535	45,107	19,420	17,556	18,582	78,360
	%	24.1	45.4	34.8	57.2	40.8	85.4	28.9	41.7
Does not have an informal carer	No.	9,801	8,629	18,198	14,092	17,720	1,797	38,630	72,138
	%	59.7	50.0	54.9	17.9	37.2	8.7	60.1	38.4
Not stated/not collected	No.	2,667	797	3,442	19,648	10,496	1,194	7,069	37,308
	%	16.2	4.6	10.4	24.9	22.0	5.8	11.0	19.9
Total	No.	16,418	17,271	33,175	78,847	47,636	20,547	64,281	187,806
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2004-05									
Has an informal carer	No.	3,594	8,193	11,583	49,922	19,119	20,658	19,364	84,964
	%	23.1	44.0	34.3	53.9	43.3	86.3	29.9	42.4
Does not have an informal carer	No.	9,557	9,561	18,928	16,233	19,904	2,000	37,354	74,536
	%	61.4	51.3	56.0	17.5	45.1	8.4	57.6	37.2
Not stated/not collected	No.	2,415	867	3,276	26,455	5,143	1,293	8,117	40,993
	%	15.5	4.7	9.7	28.6	11.6	5.4	12.5	20.4
Total	No.	15,566	18,621	33,787	92,610	44,166	23,951	64,835	200,493
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2005-06									
Has an informal carer	No.	6,011	8,932	14,696	53,341	22,396	24,648	24,448	97,410
	%	36.9	45.3	41.3	55.2	46.9	90.2	33.4	44.9
Does not have an informal carer	No.	9,669	10,061	19,536	22,307	21,426	2,095	32,332	77,268
	%	59.3	51.0	54.9	23.1	44.9	7.7	44.2	35.6
Not stated/not collected	No.	613	721	1,334	21,016	3,916	576	16,377	42,465
	%	3.8	3.7	3.8	21.7	8.2	2.1	22.4	19.6
Total	No.	16,293	19,714	35,566	96,664	47,738	27,319	73,157	217,143
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

continued

Table A2.9 (continued): Users of CSTDA-funded services, existence of an informal carer by service group, 2003–04 to 2007–08

		Residential accom- modation support	Non- residential accom- modation support	Total Accom- modation support	Community support	Community access	Respite	Employment	Total
2006–07									
Has an informal carer	No.	6,840	10,333	16,842	61,667	26,737	26,541	18,603	104,401
	%	40.6	48.9	44.9	62.5	50.2	88.3	23.3	45.0
Does not have a carer	No.	9,686	10,408	19,903	21,669	24,168	2,348	60,200	107,768
	%	57.5	49.2	53.1	22.0	45.4	7.8	75.2	46.4
Not stated/not collected	No.	327	402	728	15,262	2,331	1,169	1,205	20,084
	%	1.9	1.9	1.9	15.5	4.4	3.9	1.5	8.6
Total	No.	16,853	21,143	37,473	98,598	53,236	30,058	80,008	232,253
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2007–08									
Has an informal carer	No.	8,137	12,921	20,551	67,401	32,139	28,419	17,569	112,293
	%	47.4	60.6	54.5	64.8	59.1	90.2	19.5	45.7
Does not have a carer	No.	8,771	7,988	16,466	21,622	19,033	1,830	69,974	111,466
	%	51.0	37.5	43.7	20.8	35.0	5.8	77.8	45.4
Not stated/not collected	No.	276	399	673	14,953	3,202	1,275	2,392	21,987
	%	1.6	1.9	1.8	14.4	5.9	4.0	2.7	8.9
Total	No.	17,184	21,308	37,690	103,976	54,374	31,524	89,935	245,746
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Note:

1. 'Residential accommodation support' includes service types 1.01–1.04 (Large residential/institution, small residential/institution, Hostels and group homes), 'Non-residential accommodation support' includes service types 1.05 – 1.08 (Attendant care/personal care, In-home accommodation support, alternative family placement, other accommodation support).

Table A2.10: Users of CSTDA-funded services with an informal carer, relationship of carer to service user, 2003-04 to 2007-08 (per cent)

Relationship of carer to service user	2003-04	2004-05	2005-06	2006-07	2007-08
Spouse	9.2	8.8	8.0	9.1	7.3
Mother	68.6	67.9	59.3	64.7	58.4
Father	6.3	6.5	6.0	6.0	4.8
Child	1.5	1.7	1.5	1.7	1.5
Other family	6.1	7.8	5.8	6.6	6.0
Friend/neighbour	2.5	2.4	2.0	1.9	1.5
Not stated	5.8	4.9	17.5	9.9	20.5
Total	100.0	100.0	100.0	100.0	100.0

Notes:

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

Table A2.11: CSTDA-funded service users with an informal carer, residency status of carer by primary carer status, 2003-04 to 2007-08

Residency status	Primary carer		Not a primary carer		Not stated		Total	
	No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent
2003-04								
Co-resident	47,788	90.1	5,042	59.8	802	4.7	53,632	68.4
Non-resident	4,415	8.3	2,933	34.8	93	0.5	7,441	9.5
Not stated	809	1.5	455	5.4	16,023	94.7	17,287	22.1
Total	53,012	100.0	8,430	100.0	16,918	100.0	78,360	100.0
2004-05								
Co-resident	51,249	89.6	4,665	48.6	1,147	6.3	57,061	67.2
Non-resident	4,618	8.1	3,703	38.6	527	2.9	8,848	10.4
Not stated	1,354	2.4	1,224	12.8	16,477	90.8	19,055	22.4
Total	57,221	100.0	9,592	100.0	18,151	100.0	84,964	100.0
2005-06								
Co-resident	51,383	64.8	3,536	24.7	700	18.6	55,619	57.1
Non-resident	14,369	18.1	7,847	54.8	690	18.3	22,906	23.5
Not stated	13,564	17.1	2,940	20.5	2,381	63.1	18,885	19.4
Total	79,316	100.0	14,323	100.0	3,771	100.0	97,410	100.0
2006-07								
Co-resident	65,905	87	6,142	59.2	2,984	11.4	75,031	66.8
Non-resident	7,405	9.8	3,906	37.7	700	2.7	12,011	10.7
Not stated	2,478	3.3	324	3.1	22,449	85.9	25,251	22.5
Total	75,788	100.0	10,372	100.0	26,133	100.0	112,293	100.0
2007-08								
Co-resident	64,895	84.6	6,205	51.9	3,232	20.5	74,332	71.2
Non-resident	7,379	9.6	4,572	38.2	784	5	12,735	12.2
Not stated	4,397	5.7	1,177	9.8	11,760	74.5	17,334	16.6
Total	76,671	100.0	11,954	100.0	15,776	100.0	104,401	100.0

Table A2.12: Percentage of CSTDA-funded service users always needing support in areas of activity by service group, 2003-04 to 2007-08

	Activities of daily living	Activities of independent living	Activities of work, education and community living
Accommodation support			
2003-04	43.6	50.9	63.2
2004-05	44.7	51.2	64.1
2005-06	42.1	50.0	63.7
2006-07	41.9	50.1	64.3
2007-08	42.1	50.0	58.6
Community support			
2003-04	43.4	49.3	57.2
2004-05	45.1	48.8	56.8
2005-06	44.0	48.6	57.0
2006-07	45.0	50.5	58.9
2007-08	45.7	51.5	59.9
Community access			
2003-04	37.2	45.5	59.0
2004-05	38.2	45.1	59.5
2005-06	35.6	44.4	59.1
2006-07	36.0	45.1	60.2
2007-08	37.6	47.1	56.2
Respite			
2003-04	50.9	56.9	67.6
2004-05	50.8	55.6	67.0
2005-06	47.2	54.3	66.7
2006-07	48.0	55.3	67.8
2007-08	49.1	56.8	65.9
Employment			
2003-04 ^(a)	11.8	17.8	24.4
2004-05 ^(a)	11.5	18.0	25.5
2005-06 ^(a)	11.5	18.7	27.4
2006-07 ^(a)	12.1	25.1	27.9
2007-08	6.0	22.1	23.6

(continued)

Table A2.12 (continued): Percentage of CSTDA-funded service users always needing support in areas of activity by service group, 2003–04 to 2007–08

	Activities of daily living	Activities of independent living	Activities of work, education and community living
All service users			
2003–04 ^(a)	28.1	32.6	39.7
2004–05 ^(a)	30.1	33.6	40.6
2005–06 ^(a)	29.9	34.7	42.5
2006–07 ^(a)	29.9	37.7	43.5
2007–08	27.2	37.4	41.9

(a) Incorrect coding of need for assistance with communication among open employment service users was identified and corrected in the 2007-08 NMDS. The error may be present in data for 2003–04 to 2006–07, in which case the ADL percentages overestimate the percentage of service users who always needed assistance.

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 each 12-month period.
2. Percentages exclude missing data for support needs.

Table A2.13: Users of CSTDA-funded services, frequency of support need in activity areas, 2003-04 to 2007-08

Frequency of support need	Always or unable to do		Sometimes		Does not need help but uses aids		Does not need help or use aids		N/A		Subtotal	Not stated	Total
	No.	%	No.	%	No.	%	No.	%	No.	%			
Activities of daily living (ADL)													
2003-04													
Self-care	30,128	22.2	44,720	32.9	5,030	3.7	56,108	41.3	—	—	135,986	51,820	187,806
Mobility	25,177	18.4	40,618	29.6	8,267	6.0	63,136	46.0	—	—	137,198	50,608	187,806
Communication ^(a)	26,276	19.1	55,298	40.2	4,508	3.3	51,604	37.5	—	—	137,686	50,120	187,806
<i>All ADL</i>	<i>38,806</i>	<i>28.1</i>	<i>63,436</i>	<i>45.9</i>	<i>6,104</i>	<i>4.4</i>	<i>29,804</i>	<i>21.6</i>	<i>—</i>	<i>—</i>	<i>138,150</i>	<i>49,656</i>	<i>187,806</i>
2004-05													
Self-care	35,588	22.9	52,485	33.8	6,108	3.9	61,130	39.4	—	—	155,311	45,182	200,493
Mobility	27,301	17.4	47,131	30.1	10,187	6.5	72,108	46	—	—	156,727	43,766	200,493
Communication ^(a)	32,889	20.9	61,921	39.3	5,621	3.6	57,008	36.2	—	—	157,439	43,054	200,493
<i>Any ADL</i>	<i>47,607</i>	<i>30.1</i>	<i>71,575</i>	<i>45.3</i>	<i>7,184</i>	<i>4.5</i>	<i>31,670</i>	<i>20.0</i>	<i>—</i>	<i>—</i>	<i>158,036</i>	<i>42,457</i>	<i>200,493</i>
2005-06													
Self-care	38,998	23.6	56,786	34.4	5,873	3.6	63,340	38.4	—	—	164,997	52,146	217,143
Mobility	29,522	17.8	50,171	30.2	11,073	6.7	75,169	45.3	—	—	165,935	51,208	217,143
Communication ^(a)	33,091	19.9	69,140	41.6	5,431	3.3	58,480	35.2	—	—	166,142	51,001	217,143
<i>Any ADL</i>	<i>50,443</i>	<i>29.9</i>	<i>77,878</i>	<i>46.2</i>	<i>7,396</i>	<i>4.4</i>	<i>32,797</i>	<i>19.5</i>	<i>—</i>	<i>—</i>	<i>168,514</i>	<i>48,629</i>	<i>217,143</i>
2006-07													
Self-care	42,937	22.8	53,351	28.3	4,578	2.4	87,707	46.5	—	—	188,573	43,680	232,253
Mobility	31,044	16.4	48,914	25.8	26,043	13.7	83,778	44.1	—	—	189,779	42,474	232,253
Communication ^(a)	38,967	20.4	74,365	38.9	3,959	2.1	73,596	38.6	—	—	190,887	41,366	232,253
<i>Any ADL</i>	<i>57,194</i>	<i>29.9</i>	<i>80,800</i>	<i>42.2</i>	<i>13,580</i>	<i>7.1</i>	<i>39,913</i>	<i>20.8</i>	<i>—</i>	<i>—</i>	<i>191,487</i>	<i>40,766</i>	<i>232,253</i>
2007-08													
Self-care	44,706	22.4	54,668	27.4	4,516	2.3	95,579	47.9	—	—	199,469	46,277	245,746
Mobility	32,320	16	50,114	24.9	9,033	4.5	109,919	54.6	—	—	201,386	44,360	245,746
Communication	36,991	21.9	60,298	35.7	3,802	2.3	67,827	40.2	—	—	168,918	76,828	245,746
<i>Any ADL</i>	<i>55,377</i>	<i>27.2</i>	<i>69,638</i>	<i>34.2</i>	<i>5,259</i>	<i>2.6</i>	<i>73,585</i>	<i>36.1</i>	<i>—</i>	<i>—</i>	<i>203,859</i>	<i>41,887</i>	<i>245,746</i>

(continued)

Table A2.13 (continued): Users of CSTDA-funded services, frequency of support need in activity areas, 2003-04 to 2007-08

Frequency of support needed	Always or unable to do		Sometimes		Does not need help but uses aids		Does not need help or use aids		N/A		Subtotal	Not stated	Total
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	No.	No.
Activities of independent living (AIL)													
2003-04													
Interpersonal interactions ^(b)	29,920	22.0	69,896	51.5	3,668	2.7	32,366	23.8	—	—	135,850	51,956	187,806
Learning ^(c)	32,949	23.4	70,161	49.9	4,549	3.2	24,999	17.8	7,895	5.6	140,553	47,253	187,806
Domestic life	31,164	23.6	47,602	36.0	4,220	3.2	32,797	24.8	16,442	12.4	132,225	55,581	187,806
<i>All AIL</i>	<i>46,848</i>	<i>32.6</i>	<i>73,645</i>	<i>51.2</i>	<i>3,417</i>	<i>2.4</i>	<i>13,099</i>	<i>9.1</i>	<i>6,874</i>	<i>4.8</i>	<i>143,883</i>	<i>43,923</i>	<i>187,806</i>
2004-05													
Interpersonal interactions ^(b)	34,144	22.0	80,551	52.0	4,346	2.8	35,821	23.1	—	—	154,862	45,631	200,493
Learning ^(c)	37,722	23.7	79,464	49.8	5,336	3.3	27,153	17.0	9,797	6.1	159,472	41,021	200,493
Domestic life	35,747	23.7	56,431	37.4	5,046	3.3	35,223	23.3	18,440	12.2	150,887	49,606	200,493
<i>Any AIL</i>	<i>55,183</i>	<i>33.6</i>	<i>83,143</i>	<i>50.6</i>	<i>3,725</i>	<i>2.3</i>	<i>14,136</i>	<i>8.6</i>	<i>8,046</i>	<i>4.9</i>	<i>164,233</i>	<i>36,260</i>	<i>200,493</i>
2005-06													
Interpersonal interactions ^(b)	35,956	22.1	85,763	52.7	3,811	2.3	37,362	22.9	—	—	162,892	54,251	217,143
Learning ^(c)	40,691	24.6	84,131	50.9	5,326	3.2	28,401	17.2	6,675	4.0	165,224	51,919	217,143
Domestic life	37,525	24.4	57,392	37.3	4,773	3.1	35,326	23.0	18,802	12.2	153,818	63,325	217,143
<i>Any AIL</i>	<i>59,918</i>	<i>34.7</i>	<i>88,636</i>	<i>51.3</i>	<i>3,448</i>	<i>2</i>	<i>14,655</i>	<i>8.5</i>	<i>5,962</i>	<i>3.5</i>	<i>172,619</i>	<i>44,524</i>	<i>217,143</i>
2006-07													
Interpersonal interactions ^(b)	44,404	24.0	85,890	46.4	2,971	1.6	51,896	28.0	—	—	185,161	47,092	232,253
Learning ^(c)	51,369	27.3	80,675	42.8	4,926	2.6	43,789	23.2	7,583	4.0	188,342	43,911	232,253
Domestic life	40,264	22.6	51,909	29.1	3,976	2.2	62,070	34.8	20,295	11.4	178,514	53,739	232,253
<i>Any AIL</i>	<i>73,162</i>	<i>37.7</i>	<i>85,678</i>	<i>44.1</i>	<i>2,611</i>	<i>1.3</i>	<i>28,133</i>	<i>14.5</i>	<i>4,488</i>	<i>2.3</i>	<i>194,072</i>	<i>38,181</i>	<i>232,253</i>
2007-08													
Interpersonal interactions ^(b)	46,072	23.4	96,329	48.9	2,626	1.3	51,802	26.3	—	—	196,829	48,917	245,746
Learning ^(c)	52,496	25.9	92,772	45.9	3,551	1.8	45,765	22.6	7,751	3.8	202,335	43,411	245,746
Domestic life	41,810	21.8	55,974	29.2	2,555	1.3	68,706	35.9	22,402	11.7	191,447	54,299	245,746
<i>Any AIL</i>	<i>75,363</i>	<i>36.2</i>	<i>96,199</i>	<i>46.2</i>	<i>2,283</i>	<i>1.1</i>	<i>27,825</i>	<i>13.4</i>	<i>6,501</i>	<i>3.1</i>	<i>208,171</i>	<i>37,575</i>	<i>245,746</i>

(a) Incorrect coding of need for assistance with communication among open employment service users was identified and corrected in the 2007-08 NMDS. The error may be present in data for 2003-04 to 2006-07, in which case 'Communication' and 'Any ADL' percentages overestimate the percentage of service users who always or sometimes needed assistance.

(b) The full name for the life area 'interpersonal interactions' is 'interpersonal interactions and relationships'.

(c) The full name for the life area 'learning' is 'learning, applying knowledge and general tasks and demands'.

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types.
2. The frequency of support needed for a service user is based on the highest support need category of the service user in an area of activity (ADL or AIL). For example, if a service user reports 'always or unable to do' for self-care (a component of ADL) 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 components). Therefore, the totals for each activity area cannot be calculated by summing totals for the three component activities.
3. 'Not stated/not collected' includes both service users accessing only recreation/holiday programs (service type 3.02) for whom support needs data were not collected and other service users with no response. Refer to Table A1.1.

Table A2.14: Users of CSTDA-funded services, living arrangements, 2003–04 to 2007–08

Service group	Lives alone		Lives with family		Lives with others		Not stated/ not collected		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
2003–04										
Accommodation support	5,874	17.7	7,189	21.7	18,799	56.7	1,313	4.0	33,175	100.0
Community support	6,406	8.1	46,333	58.8	12,679	16.1	13,429	17.0	78,847	100.0
Community access	5,339	11.2	18,552	38.9	14,673	30.8	9,072	19.0	47,636	100.0
Respite	1,016	4.9	16,161	78.7	2,255	11.0	1,115	5.4	20,547	100.0
Employment	11,888	18.5	40,471	63.0	10,045	15.6	1,877	2.9	64,281	100.0
Total	23,756	12.6	102,707	54.7	35,966	19.2	25,377	13.5	187,806	100.0
2004–05										
Accommodation support	6,046	17.9	7,165	21.2	19,496	57.7	1,080	3.2	33,787	100.0
Community support	6,470	7.0	53,790	58.1	14,253	15.4	18,097	19.5	92,610	100.0
Community access	5,684	12.9	18,631	42.2	14,989	33.9	4,862	11.0	44,166	100.0
Respite	1,282	5.4	18,508	77.3	2,581	10.8	1,580	6.6	23,951	100.0
Employment	12,044	18.6	40,987	63.2	10,069	15.5	1,735	2.7	64,835	100.0
Total	24,645	12.3	111,705	55.7	37,227	18.6	26,916	13.4	200,493	100.0
2005–06										
Accommodation support	6,241	17.5	7,585	21.3	20,376	57.3	1,364	3.8	35,566	100.0
Community support	6,951	7.2	59,885	62.0	14,192	14.7	15,636	16.2	96,664	100.0
Community access	6,400	13.4	20,409	42.8	15,627	32.7	5,302	11.1	47,738	100.0
Respite	1,450	5.3	20,922	76.6	2,948	10.8	1,999	7.3	27,319	100.0
Employment	11,970	16.4	40,033	54.7	10,451	14.3	10,703	14.6	73,157	100.0
Total	25,424	11.7	119,060	54.8	38,279	17.6	34,380	15.8	217,143	100.0
2006–07										
Accommodation support	6,840	18.3	8,710	23.2	20,467	54.6	1,456	3.9	37,473	100.0
Community support	7,518	7.6	69,846	70.8	13,750	13.9	7,484	7.6	98,598	100.0
Community access	6,809	12.8	23,614	44.4	16,507	31.0	6,306	11.8	53,236	100.0
Respite	1,768	5.9	22,941	76.3	3,240	10.8	2,109	7.0	30,058	100.0
Employment	20,681	25.8	26,664	33.3	22,006	27.5	10,657	13.3	80,008	100.0
Total	35,526	15.3	118,848	51.2	50,897	21.9	26,982	11.6	232,253	100.0
2007–08										
Accommodation support	6,936	18.4	8,736	23.2	20,571	54.6	1,447	3.8	37,690	100.0
Community support	7,934	7.6	73,818	71.0	14,644	14.1	7,580	7.3	103,976	100.0
Community access	6,545	12.0	23,903	44.0	17,205	31.6	6,721	12.4	54,374	100.0
Respite	1,457	4.6	24,868	78.9	3,136	9.9	2,063	6.5	31,524	100.0
Employment	18,928	21.0	42,218	46.9	16,429	18.3	12,360	13.7	89,935	100.0
Total	33,464	13.6	136,769	55.7	46,089	18.8	29,424	12.0	245,746	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. Column totals may not be the sum of components because individuals may have accessed more than one service type during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6 for details).
2. 'Not stated/not collected' includes both service users accessing only 3.02 services for whom living arrangement data were not collected (see Appendix 6) and other service users with no response. Refer to Table A1.1 for a breakdown of these two categories.

Table A2.15: Users of CSTDA-funded services, Indigenous service users by state/territory, 2003–04 to 2007–08

Indigenous service users	2003–04	2004–05	2005–06	2006–07	2007–08
Number					
NSW	1,473	1,566	1,709	2,129	2,881
Vic	1,474	986	1,795	2,154	2,316
Qld	1,216	1,268	1,433	1,568	2,143
WA	1,157	1,142	1,045	1,483	1,528
SA	556	637	634	695	961
Tas	134	154	168	165	208
ACT	22	50	42	61	82
NT	525	518	410	525	1,042
Australia	6,524	6,285	7,182	8,735	10,948
Per cent of all service users					
NSW	3.4	3.5	3.3	3.8	4.7
Vic	2.2	1.3	2.2	2.5	2.6
Qld	4.6	4.7	4.7	4.7	5.9
WA	5.1	4.9	4.3	6.0	7.2
SA	2.9	3.2	3.1	3.1	3.8
Tas	2.6	3.0	2.9	2.9	3.4
ACT	1.3	1.3	1.3	1.4	1.8
NT	41.7	31.3	29.5	34.0	42.1
Australia	3.5	3.1	3.3	3.8	4.5

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. 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.
2. The term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.

Table A2.16: Users of CSTDA-funded services, Indigenous status by remoteness area, 2003–04 to 2007–08

Indigenous status	Major cities	Inner regional	Outer regional	Remote	Very remote	Subtotal	Not stated	Australia
Indigenous								
2003–04	2,353	1,505	1,412	572	579	6,421	103	6,524
2004–05	2,333	1,344	1,386	516	554	6,133	152	6,285
2005–06	2,629	1,761	1,756	459	431	7,036	146	7,182
2006–07	3,400	2,223	1,845	541	478	8,487	249	8,735
2007–08	3,851	2,781	2,336	809	970	10,747	201	10,948
Non-Indigenous								
2003–04	104,100	38,769	15,946	1,620	404	160,839	2,561	163,400
2004–05	96,885	34,310	15,399	1,786	498	148,878	2,896	151,774
2005–06	118,955	45,630	18,309	1,773	514	185,181	1,624	186,805
2006–07	135,867	50,808	19,765	1,932	505	208,877	1,820	210,697
2007–08	140,561	53,171	20,634	2,157	515	217,038	4,177	221,215

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. The number of service users in each remoteness area (RA) was estimated based on service users' residential postcodes. Some postcode areas were split between two or more RAs. Where this was the case, the data were weighted according to the proportion of the population of the postcode area in each RA.
3. The term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
4. Excludes service users for whom Indigenous status was 'not stated': 17,882 (9.5%) in 2003–04; 42,434 (21.2%) in 2004–05; 23,156 (10.7%) in 2005–06; 12,821 (5.5%) in 2006–07 and 13,583 (5.5%) in 2007–08.

Table A2.17: Users of CSTDA-funded services, male service users by Indigenous status, 2003–04 to 2007–08 (per cent)

Indigenous status	2003–04	2004–05	2005–06	2006–07	2007–08
Indigenous	59.1	59.2	58.7	59.9	59.3
Non-Indigenous	59.7	59.3	58.5	59.3	59.3
Not stated	52.5	45.6	53.9	53.9	54.9
Total	59.0	56.4	58.1	59.0	59.1

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. The term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.

Table A2.18 Users of CSTDA-funded services, median age by Indigenous status, 2003–04 to 2007–08 (years)

Indigenous status	2003–04	2004–05	2005–06	2006–07	2007–08
Indigenous	24.7	24.8	25.2	24.4	25.7
Non-Indigenous	30.3	30.9	32.0	31.9	33.0
Not stated	34.5	31.9	23.5	31.3	29.9
Total	30.4	30.9	31.4	31.5	32.6

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. Service users with missing age who responded 'child aged under 5 years (not applicable)' to the *communication method* data item were included in the median age calculations as aged 2.5 years.
3. The term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.

Table A2.19: Users of CSTDA-funded services by Indigenous status, 2003-04 to 2007-08 (per cent)

Age group (years)	2003-04	2004-05	2005-06	2006-07	2007-08
Indigenous					
0-4	5.9	6.7	6.6	7.6	7.3
5-9	9.6	9.5	9.7	10.6	9.5
10-14	9.4	9.5	8.3	8.7	7.4
15-19	12.8	12.8	14.0	13.7	13.2
20-24	11.3	11.6	11.1	10.4	11.4
25-29	7.8	7.8	7.4	7.5	7.5
30-34	8.4	8.6	8.4	7.3	7.1
35-39	9.1	8.8	9.1	8.2	8.1
40-44	7.7	7.0	7.2	7.1	7.9
45-49	5.6	6.1	6.0	6.4	6.8
50-54	4.3	4.2	4.8	4.9	5.1
55-59	2.7	2.9	3.3	3.6	3.5
60-64	1.8	1.6	2.1	1.9	2.1
65-69	1.0	1.1	0.9	1.0	1.1
70+	1.9	1.7	1.1	1.3	1.7
Not stated	0.8	0.1	0.1	0.0	0.2
Total	100.0	100.0	100.0	100.0	100.0
Non-Indigenous					
0-4	4.5	5.5	5.1	6.9	6.9
5-9	7.0	7.6	7.2	8.3	7.9
10-14	5.9	6.2	5.7	5.5	5.2
15-19	9.0	9.1	9.1	8.4	8.2
20-24	10.9	11.3	10.9	10.0	9.4
25-29	8.5	8.7	8.6	8.1	8.0
30-34	8.6	8.6	8.3	7.6	7.3
35-39	8.2	8.5	8.4	8.0	8.2
40-44	8.3	8.4	8.4	8.0	8.2
45-49	7.3	7.7	8.0	8.1	8.5
50-54	6.1	6.3	6.7	6.9	7.5
55-59	4.4	4.8	5.2	5.4	5.9
60-64	2.6	2.7	3.2	3.6	4.2
65-69	1.2	1.3	1.6	1.6	1.6
70+	3.2	3.2	3.6	3.5	3.0
Not stated	4.3	0.1	0.0	0.0	0.1
Total	100.0	100.0	100.0	100.0	100.0

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. The term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. Excludes service users for whom Indigenous status was 'Not stated': 17,882 (9.5%) in 2003-04; 42,434 (21.2%) in 2004-05; 23,156 (10.7%) in 2005-06; 12,821 (5.5%) in 2006-07 and 13,583 (5.5%) in 2007-08. These results differ from Table 7.2 as they include service type 3.02.

Table A2.20: Users of CSTDA-funded services, number of disability groups by Indigenous status, 2003–04 to 2007–08 (per cent)

Number of disability groups	2003–04	2004–05	2005–06	2006–07	2007–08
Indigenous					
One	50.6	49.6	53.8	53.1	52.5
<i>More than one</i>	<i>49.4</i>	<i>50.4</i>	<i>46.2</i>	<i>46.9</i>	<i>47.5</i>
Two	25.7	26.6	23.6	24.6	27.1
Three	11.8	11.9	10.8	10.8	10.7
Four	6.6	7.0	6.7	6.2	5.5
Five or more	5.2	4.8	5.1	5.3	4.3
Non-Indigenous					
One	58.9	55.5	65.6	61.9	57.2
<i>More than one</i>	<i>41.1</i>	<i>44.5</i>	<i>34.4</i>	<i>38.1</i>	<i>42.8</i>
Two	23.2	25.5	18.6	22.7	25.6
Three	10.2	10.7	8.6	8.3	9.8
Four	4.8	5.2	4.4	4.2	4.5
Five or more	2.9	3.1	2.8	2.8	2.9

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. The term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. Excludes service users for whom Indigenous status was 'Not stated': 17,882 (9.5%) in 2003–04; 42,434 (21.2%) in 2004–05; 23,156 (10.7%) in 2005–06; 12,821 (5.5%) in 2006–07 and 13,583 (5.5%) in 2007–08.

Table A2.21: Users of CSTDA-funded services, mean number of disability groups by Indigenous status, 2003–04 to 2007–08

	Indigenous	Non-Indigenous	Not stated	Total
2003–04	1.92	1.71	1.16	1.68
2004–05	1.93	1.76	1.49	1.73
2005–06	1.88	1.61	1.20	1.60
2006–07	1.89	1.65	1.42	1.65
2007–08	1.84	1.71	1.38	1.71

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. The term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.

Table A2.22: Users of CSTDA-funded services, primary disability group by Indigenous status, 2003–04 to 2007–08 (per cent)

Primary disability group	2003–04	2004–05	2005–06	2006–07	2007–08
Indigenous					
Intellectual	42.7	41.1	38.5	38.4	34.4
Specific learning	3.3	3.8	2.2	3.5	3.8
Autism	3.6	3.7	4.1	5.0	4.2
Physical	17.6	16.6	14.1	15.7	17.9
ABI	6.7	6.5	6.3	6.1	5.4
Neurological	4.0	3.9	4.2	3.6	3.8
Deafblind	0.5	1.1	0.3	0.3	0.3
Vision	2.1	1.8	2.0	1.8	2.0
Hearing	2.7	2.3	2.2	2.0	2.0
Speech	1.0	1.2	0.9	1.1	1.4
Psychiatric	6.2	6.6	12.0	13.7	15.8
Developmental delay	4.0	4.3	3.8	3.6	3.9
Not stated	5.7	7.0	9.2	5.1	5.1
Total	100.0	100.0	100.0	100.0	100.0
Non-Indigenous					
Intellectual	39.9	40.6	36.1	34.3	32.7
Specific learning	3.2	3.4	2.3	3.8	3.4
Autism	4.7	5.0	5.6	6.0	6.2
Physical	13.4	13.7	10.9	13.6	15.1
ABI	4.4	4.2	4.0	4.5	4.1
Neurological	5.8	6.0	6.1	5.4	5.4
Deafblind	0.3	1.0	0.3	0.2	0.2
Vision	3.5	3.2	3.1	3.1	3.3
Hearing	3.0	2.1	3.3	3.1	2.4
Speech	0.7	0.9	0.9	1.0	1.3
Psychiatric	8.7	9.5	14.5	15.4	16.3
Developmental delay	5.4	2.6	2.2	2.1	2.9
Not stated	7.0	7.8	10.8	7.6	6.7
Total	100.0	100.0	100.0	100.0	100.0

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. The term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. Excludes service users for whom Indigenous status was 'Not stated': 17,882 (9.5%) in 2003–04; 42,434 (21.2%) in 2004–05; 23,156 (10.7%) in 2005–06; 12,821 (5.5%) in 2006–07 and 13,583 (5.5%) in 2007–08.

Table A2.23: Users of CSTDA-funded services, labour force status by Indigenous status, 2003–04 to 2007–08

	2003–04	2004–05	2005–06	2006–07	2007–08
Indigenous					
Employed	1,004	1,120	1,220	1,209	1,888
Unemployed	953	1,188	1,222	1,567	2,349
Not in labour force	2,013	1,806	2,323	2,438	2,952
<i>Subtotal</i>	<i>3,970</i>	<i>4,114</i>	<i>4,765</i>	<i>5,214</i>	<i>7,189</i>
Not stated	560	261	321	794	561
Total	4,530	4,375	5,086	6,008	7,750
Non-Indigenous					
Employed	38,851	43,737	48,700	55,788	61,710
Unemployed	20,614	26,960	37,973	38,563	43,003
Not in labour force	42,163	37,774	47,955	47,706	52,756
<i>Subtotal</i>	<i>101,628</i>	<i>108,471</i>	<i>134,628</i>	<i>142,057</i>	<i>157,469</i>
Not stated	17,123	5,081	6,473	11,889	6,827
Total	118,751	113,552	141,101	153,946	164,296

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. The term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. Excludes service users for whom Indigenous status was 'Not stated': 17,882 (9.5%) in 2003–04; 42,434 (21.2%) in 2004–05; 23,156 (10.7%) in 2005–06; 12,821 (5.5%) in 2006–07 and 13,583 (5.5%) in 2007–08.

Table A2.24: Users of CSTDA-funded services, service users who always or sometimes need support in activity areas by Indigenous status, 2003–04 to 2007–08 (per cent)

Indigenous status/activity area	2003–04	2004–05	2005–06	2006–07	2007–08
Indigenous					
<i>Activities of daily living (ADL)</i>					
Always or unable to do	29.0	32.9	31.9	32.7	28.0
Sometimes	37.9	40.5	39.7	41.7	32.5
<i>Activities of independent living (AIL)</i>					
Always or unable to do	35.0	39.0	38.0	42.7	38.1
Sometimes	40.2	43.9	43.1	39.9	40.9
<i>Activities of work, education and community living (AWEC)</i>					
Always or unable to do	42.5	45.2	45.8	50.0	44.4
Sometimes	36.2	39.5	36.1	31.8	35.1
Non-Indigenous					
<i>Activities of daily living (ADL)</i>					
Always or unable to do	22.1	27.0	25.1	25.2	23.1
Sometimes	36.4	40.3	39.2	36.0	29.3
<i>Activities of independent living (AIL)</i>					
Always or unable to do	26.8	31.9	30.1	32.5	31.8
Sometimes	42.3	47.1	44.9	38.5	41.0
<i>Activities of work, education and community living (AWEC)</i>					
Always or unable to do	35.4	39.6	38.0	39.3	39.9
Sometimes	40.5	42.7	39.2	30.1	35.6

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. The term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. Excludes service users for whom Indigenous status was 'Not stated': 17,882 (9.5%) in 2003–04; 42,434 (21.2%) in 2004–05; 23,156 (10.7%) in 2005–06; 12,821 (5.5%) in 2006–07 and 13,583 (5.5%) in 2007–08.

Table A2.25: Users of CSTDA-funded services, existence of an informal carer by service group and Indigenous status, 2003–04 to 2007–08 (per cent)

Service group	2003–04	2004–05	2005–06	2006–07	2007–08
Indigenous					
Accommodation support	42.2	49.1	41.7	46.8	54.2
Community support	72.1	77.8	71.1	74.9	76.3
Community access	54.0	57.4	55.6	60.7	71.7
Respite	88.3	88.5	82.5	89.0	90.2
Employment	32.7	33.7	33.8	24.5	18.4
Total	57.2	60.7	56.0	57.4	54.6
Non-Indigenous					
Accommodation support	35.1	35.9	42.2	46.1	55.8
Community support	60.8	68.8	63.6	64.4	66.4
Community access	48.3	47.0	50.5	53.6	63.6
Respite	88.5	88.4	90.9	90.7	92.7
Employment	29.6	30.7	33.4	23.2	19.6
Total	44.8	47.4	48.1	45.8	46.5

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. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. The term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. Excludes service users for whom Indigenous status was 'Not stated': 17,882 (9.5%) in 2003–04; 42,434 (21.2%) in 2004–05; 23,156 (10.7%) in 2005–06; 12,821 (5.5%) in 2006–07 and 13,583 (5.5%) in 2007–08.

Table A2.26: Users of CSTDA-funded services, existence of an informal carer by age group and Indigenous status, 2003–04 to 2007–08 (per cent)

Age group (years)	2003–04	2004–05	2005–06	2006–07	2007–08
Indigenous					
Under 15	95.9	97.1	87.0	91.2	92.1
15–24	63.9	65.6	67.3	62.7	55.7
25–44	47.2	53.0	49.7	45.3	43.9
45–64	44.1	47.9	44.7	38.6	37.5
65+	49.7	49.1	53.5	52.6	60.8
Total	57.2	60.7	56.0	57.4	54.6
Non-Indigenous					
Under 15	96.1	96.1	87.6	90.8	92.3
15–24	57.8	59.5	64.9	55.5	53.9
25–44	41.9	43.3	48.6	39.8	41.0
45–64	33.1	34.4	38.8	31.4	33.8
65+	31.0	35.3	35.1	35.8	46.7
Total	44.8	47.4	48.1	45.8	46.5

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. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. The term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. Excludes service users for whom Indigenous status was 'Not stated': 17,882 (9.5%) in 2003–04; 42,434 (21.2%) in 2004–05; 23,156 (10.7%) in 2005–06; 12,821 (5.5%) in 2006–07 and 13,583 (5.5%) in 2007–08.

Table A2.27: Users of CSTDA-funded services, relationship of carer to service user by Indigenous status, 2003–04 to 2007–08 (per cent)

Relationship of carer to service user	2003–04	2004–05	2005–06	2006–07	2007–08
Indigenous					
Spouse	7.6	6.9	5.8	6.7	5.9
Mother	57.9	57.1	53.1	58.6	52.0
Father	4.9	5.3	5.2	4.9	4.0
Child	2.0	1.9	1.7	1.9	2.1
Other family	16.5	16.1	14.7	14.4	14.0
Friend/neighbour	4.1	4.2	3.5	3.5	2.8
Not stated	7.0	8.5	16.0	9.9	19.3
Total	100.0	100.0	100.0	100.0	100.0
Non-Indigenous					
Spouse	9.2	8.4	8.3	9.2	7.4
Mother	69.4	70.3	60.5	65.7	59.5
Father	6.3	6.7	6.1	6.2	5.0
Child	1.5	1.5	1.6	1.7	1.5
Other family	5.6	7.1	5.4	6.3	5.6
Friend/neighbour	2.5	2.4	2.0	1.9	1.4
Not stated	5.6	3.5	16.2	9.2	19.7
Total	100.0	100.0	100.0	100.0	100.0

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. The term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. Excludes service users for whom Indigenous status was 'Not stated': 17,882 (9.5%) in 2003–04; 42,434 (21.2%) in 2004–05; 23,156 (10.7%) in 2005–06; 12,821 (5.5%) in 2006–07 and 13,583 (5.5%) in 2007–08.

Table A2.28: Users of CSTDA-funded services, carer age group by Indigenous status, 2003–04 to 2007–08 (per cent)

	Age group of carer (years)					Total
	0–14	15–24	25–44	45–64	65 +	
Indigenous						
2003–04	0.2	4.6	52.7	36.0	6.5	100.0
2004–05	0.5	5.1	52.3	34.7	7.4	100.0
2005–06	0.4	5.8	49.1	37.1	7.5	100.0
2006–07	0.2	4.9	50.7	37.0	7.2	100.0
2007–08	0.2	4.7	49.6	38.5	7.1	100.0
Non-Indigenous						
2003–04	0.2	1.8	49.9	36.6	11.5	100.0
2004–05	0.4	1.8	49.4	36.5	11.9	100.0
2005–06	0.3	1.9	44.4	40.7	12.6	100.0
2006–07	0.2	1.7	45.6	39.3	13.3	100.0
2007–08	0.2	1.6	45.8	39.1	13.4	100.0

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Service user data were not collected for all CSTDA service types (see Appendix 6).
2. The term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. Excludes service users for whom Indigenous status was 'Not stated': 17,882 (9.5%) in 2003–04; 42,434 (21.2%) in 2004–05; 23,156 (10.7%) in 2005–06; 12,821 (5.5%) in 2006–07 and 13,583 (5.5%) in 2007–08.

Table A2.29: Users of CSTDA-funded services, use of service groups by Indigenous status, 2003–04 to 2007–08 (per cent)

Service group	2003–04	2004–05	2005–06	2006–07	2007–08
Indigenous					
Accommodation support	19.3	18.4	20.1	20.4	18.1
Community support	55.1	56.8	53.2	55.4	52.4
Community access	20.3	19.3	19.5	18.6	16.6
Respite	16.3	15.2	19.5	18.9	16.3
Employment	25.7	27.4	24.3	23.6	30.8
Total	100.0	100.0	100.0	100.0	100.0
Non-Indigenous					
Accommodation support	18.8	18.6	17.6	16.3	15.5
Community support	42.4	40.6	41.7	41.9	41.8
Community access	23.6	23.3	22.5	22.3	21.5
Respite	11.2	12.4	12.8	12.5	12.5
Employment	36.6	39.8	37.5	37.0	39.1
Total	100.0	100.0	100.0	100.0	100.0

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. Column totals may not be the sum of components because individuals may have accessed more than one service type during the 12-month period.
2. The term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. Excludes service users for whom Indigenous status was 'Not stated': 17,882 (9.5%) in 2003–04; 42,434 (21.2%) in 2004–05; 23,156 (10.7%) in 2005–06; 12,821 (5.5%) in 2006–07 and 13,583 (5.5%) in 2007–08.

Table A2.30: Users of CSTDA-funded services, service types accessed by Indigenous status, 2003–04 to 2007–08

Service type	Number					Per cent				
	2003–04	2004–05	2005–06	2006–07	2007–08	2003–04	2004–05	2005–06	2006–07	2007–08
Indigenous service users										
Large residential/institutions	90	87	86	85	78	1.4	1.4	1.2	1.0	0.7
Small residential/institutions	22	23	22	29	28	0.3	0.4	0.3	0.3	0.3
Hostels	15	7	6	9	8	0.2	0.1	0.1	0.1	0.1
Group homes	441	390	442	524	537	6.8	6.2	6.2	6.0	4.9
Attendant/personal care	63	64	80	104	108	1.0	1.0	1.1	1.2	1.0
In-home accom. support	633	587	798	1,034	1,235	9.7	9.3	11.1	11.8	11.3
Alternative family placement	35	32	33	37	47	0.5	0.5	0.5	0.4	0.4
Other accommodation	24	15	33	30	38	0.4	0.2	0.5	0.3	0.3
Therapy support for individuals	978	1,067	848	755	1,211	15.0	17.0	11.8	8.6	11.1
Early childhood intervention	389	378	465	776	928	6.0	6.0	6.5	8.9	8.5
Behaviour/specialist intervention	283	268	301	358	347	4.3	4.3	4.2	4.1	3.2
Counselling	71	132	112	94	107	1.1	2.1	1.6	1.1	1.0
Resource/regional teams	388	380	672	867	1,017	5.9	6.0	9.4	9.9	9.3
Case management, local coord. & dev.	2,294	2,127	2,273	2,725	3,169	35.2	33.8	31.6	31.2	28.9
Other community support	236	252	217	270	262	3.6	4.0	3.0	3.1	2.4
Learning and life skills development	772	738	957	1,148	1,361	11.8	11.7	13.3	13.1	12.4
Recreation/holiday programs	294	178	178	201	223	4.5	2.8	2.5	2.3	2.0
Other community access & day prog.	354	359	338	389	326	5.4	5.7	4.7	4.5	3.0
Own home respite	118	128	176	183	183	1.8	2.0	2.5	2.1	1.7
Centre-based respite/respite homes	427	460	557	689	730	6.5	7.3	7.8	7.9	6.7
Host family/peer support respite	77	44	59	37	49	1.2	0.7	0.8	0.4	0.4
Flexible/combination respite	526	475	772	886	1,008	8.1	7.6	10.7	10.1	9.2
Other respite	78	37	74	127	153	1.2	0.6	1.0	1.5	1.4
Open employment	1,183	1,233	1,325	1,549	2,766	18.1	19.6	18.4	17.7	25.3
Supported employment	438	447	455	519	608	6.7	7.1	6.3	5.9	5.6
Open and supported	105	89	n.a.	n.a.	n.a.	1.6	1.4	n.a.	n.a.	n.a.
Targeted support	n.a.	n.a.	n.a.	25	26	n.a.	n.a.	n.a.	0.3	0.2
Total	6,524	6,285	7,182	8,735	10,948	100.0	100.0	100.0	100.0	100.0

(continued)

Table A2.30 (continued): Users of CSTDA-funded services, service types accessed by Indigenous status, 2003-04 to 2007-08

Service type	Number					Per cent				
	2003-04	2004-05	2005-06	2006-07	2007-08	2003-04	2004-05	2005-06	2006-07	2007-08
Non-Indigenous service users										
Large residential/institutions	3,643	3,394	3,643	3,351	3,017	2.2	2.2	2.0	1.6	1.4
Small residential/institutions	940	871	846	827	875	0.6	0.6	0.5	0.4	0.4
Hostels	384	289	337	382	393	0.2	0.2	0.2	0.2	0.2
Group homes	10,610	9,581	10,814	11,498	12,167	6.5	6.3	5.8	5.5	5.5
Attendant/personal care	1,590	1,714	1,705	2,206	2,062	1.0	1.1	0.9	1.0	0.9
In-home accom. support	13,560	12,630	15,560	16,262	16,588	8.3	8.3	8.3	7.7	7.5
Alternative family placement	310	315	196	205	197	0.2	0.2	0.1	0.1	0.1
Other accommodation	837	525	942	897	807	0.5	0.3	0.5	0.4	0.4
Therapy support for individuals	18,235	18,126	20,740	18,969	19,541	11.2	11.9	11.1	9.0	8.8
Early childhood intervention	14,443	7,894	9,712	18,318	20,559	8.8	5.2	5.2	8.7	9.3
Behaviour/specialist intervention	4,560	4,414	5,424	5,648	5,658	2.8	2.9	2.9	2.7	2.6
Counselling	2,546	2,941	2,708	2,914	2,714	1.6	1.9	1.4	1.4	1.2
Resource teams/regional teams	8,614	8,698	13,087	14,125	17,243	5.3	5.7	7.0	6.7	7.8
Case management, local coord. & dev.	33,412	29,633	38,284	39,837	43,350	20.4	19.5	20.5	18.9	19.6
Other community support	4,251	6,070	6,353	5,147	4,358	2.6	4.0	3.4	2.4	2.0
Learning and life skills development	22,640	20,315	26,492	30,310	32,452	13.9	13.4	14.2	14.4	14.7
Recreation/holiday programs	7,355	6,267	5,923	7,001	7,444	4.5	4.1	3.2	3.3	3.4
Other community access & day prog.	10,403	10,689	11,669	12,763	10,609	6.4	7.0	6.2	6.1	4.8
Own home respite	1,598	2,232	2,215	2,234	2,483	1.0	1.5	1.2	1.1	1.1
Centre-based respite/respite homes	8,765	9,373	10,584	11,353	12,017	5.4	6.2	5.7	5.4	5.4
Host family/peer support respite	1,098	971	941	873	992	0.7	0.6	0.5	0.4	0.4
Flexible/combination respite	8,119	8,462	12,666	14,470	15,520	5.0	5.6	6.8	6.9	7.0
Other respite	1,220	1,102	1,494	1,692	1,761	0.7	0.7	0.8	0.8	0.8

(continued)

Table A2.30 (continued): Users of CSTDA-funded services, service types accessed by Indigenous status, 2003–04 to 2007–08

Service type	Number					Per cent				
	2003–04	2004–05	2005–06	2006–07	2007–08	2003–04	2004–05	2005–06	2006–07	2007–08
Open employment	39,695	40,383	51,958	57,929	66,369	24.3	26.6	27.8	27.5	30.0
Supported employment	17,820	17,951	19,224	20,530	20,583	10.9	11.8	10.3	9.7	9.3
Open and supported	3,711	3,310	n.a.	n.a.	n.a.	2.3	2.2	n.a.	n.a.	n.a.
Targeted support	n.a.	n.a.	n.a.	452	345	n.a.	n.a.	n.a.	0.2	0.2
Total	163,400	151,774	186,805	210,697	221,215	100.0	100.0	100.0	100.0	100.0

Notes:

1. Service user data are estimates after use of a statistical linkage key to account for individuals who received services from more than one service type outlet during the 12-month period. 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.
2. The term 'Indigenous' refers to service users who identified as Aboriginal and/or Torres Strait Islander people. 'Non-Indigenous' refers to service users who reported not being of Aboriginal or Torres Strait Islander background.
3. Excludes service users for whom Indigenous status was 'Not stated'.

Table A2.31: CSTDA-funded agencies by state and territory, 2003–04 to 2007–08

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
2003–04	449	622	370	160	155	124	51	42	1,973
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
Increase (number)	163	37	25	14	40	-1	18	14	310
Increase (per cent)	36.3	5.9	6.8	8.8	25.8	-0.8	35.3	33.3	15.7

Table A2.32: CSTDA-funded service type outlets, service type by agency sector, 2003–04 to 2007–08

	Government				Non-government				Total	
	Aus Gov	State/Territory	Local	Sub-total	Income tax exempt (charity)	Not income tax exempt	Sub-total	Total (ex not-stated)		
2003–04	3	2,167	183	2,353	4,380	2,053	6,433	8,786	38	8,824
2004–05	3	2,552	169	2,724	3,847	1,850	5,697	8,421	27	8,448
2005–06	0	2,619	183	2,802	n.a.	n.a.	6,284	9,086	7	9,093
2006–07	0	2,858	260	3,118	6,104	1,400	7,504	10,622	9	10,631
2007–08	1	2,380	283	2,664	5,841	2,328	8,169	10,833	3	10,836

Table A2.33: CSTDA-funded service type outlets by funding source and state/territory location, 2003-04 to 2007-08

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
State/territory-funded outlets									
2003-04	1,576	2,970	1,434	948	617	207	123	101	7,976
2004-05	1,600	2,570	1,513	866	662	209	135	96	7,651
2005-06	1,880	2,725	1,557	924	721	205	144	132	8,288
2006-07	2,785	2,821	1,698	884	758	206	171	149	9,472
2007-08	2,857	2,896	1,767	842	732	220	195	172	9,681
Australian Government-funded outlets									
2003-04	293	201	132	67	89	36	17	13	848
2004-05	264	187	127	66	87	39	15	12	797
2005-06	267	185	125	73	88	35	18	14	805
2006-07	413	266	191	88	121	42	21	17	1,159
2007-08	404	273	193	90	120	36	22	17	1,155
All outlets									
2003-04	1,869	3,171	1,566	1,015	706	243	140	114	8,824
2004-05	1,864	2,757	1,640	932	749	248	150	108	8,448
2005-06	2,147	2,910	1,682	997	809	240	162	146	9,093
2006-07	3,198	3,087	1,889	972	879	248	192	166	10,631
2007-08	3,261	3,169	1,960	932	852	256	217	189	10,836

Table A2.34: Users of CSTDA-funded services, service type outlets and average service users per service type outlet, by service group, 2003–04 to 2007–08

	2003–04	2004–05	2005–06	2006–07	2007–08
Number of service users					
Accommodation support	33,175	33,787	35,556	37,473	37,690
Community support	78,847	92,610	96,664	98,598	103,976
Community access	47,636	44,166	47,738	53,236	54,374
Respite	20,547	23,951	27,319	30,058	31,524
Employment	64,281	64,835	73,157	80,008	89,935
Total	187,806	200,493	217,143	232,253	245,746
Number of service type outlets					
Accommodation support	3,822	3,637	3,926	4,203	4,268
Community support	1,355	1,301	1,341	1,486	1,508
Community access	1,560	1,551	1,646	2,097	2,241
Respite	725	709	776	1,010	1,057
Employment	760	711	729	1,072	1,075
Total	8,222	7,909	8,418	9,868	10,149
Average service users per service type outlet					
Accommodation support	8.7	9.3	9.1	8.9	8.8
Community support	58.2	71.2	72.1	66.4	68.9
Community access	30.5	28.5	29.0	25.4	24.3
Respite	28.3	33.8	35.2	29.8	29.8
Employment	84.6	91.2	100.4	74.6	83.7
Total	22.8	25.3	25.8	23.5	24.2

Table A2.35: CSTDA-funded service type outlets, period of operation, 2003–04 to 2007–08

	2003–04	2004–05	2005–06	2006–07	2007–08
Hours of operation per day					
Less than 3 hours	58	44	39	44	50
3–6 hours	695	753	839	1,151	1,142
7–9 hours	3,191	3,001	3,013	3,584	3,486
10–12 hours	111	177	140	182	149
13–18 hours	122	129	129	126	111
19–23 hours	37	62	31	21	18
24 hours	2,645	3,058	3,015	3,333	3,307
No regular pattern	922	847	1,346	1,611	1,401
Total	7,781	8,071	8,552	10,052	9,664
Days of operation per week					
1 day	122	133	142	191	185
2 days	86	82	94	122	116
3 days	98	118	129	155	143
4 days	115	117	124	153	133
5 days	3,149	3,282	3,439	4,270	4,505
6 days	133	165	125	237	129
7 days	3,614	3,735	4,078	4,285	3,912
No regular pattern	569	503	336	399	268
Total	7,886	8,135	8,467	9,812	9,391
Weeks of operation per year					
1–39 weeks	92	125	155	190	307
40–47 weeks	270	277	321	329	314
48–51 weeks	1,730	1,815	1,811	2,357	2,457
52 weeks	5,561	5,692	6,079	6,751	6,279
No regular pattern	223	226	153	159	163
Total	7,876	8,135	8,519	9,786	9,520

Note: Missing data excluded.

Table A2.36: Mean staff hours worked in a reference week, CSTDA-funded service type outlets, by service group, 2003–04 to 2007–08

Service group	2003–04	2004–05	2005–06	2006–07	2007–08
Accommodation support	6.1	6.2	6.5	6.7	6.8
Community support	2.9	2.5	2.9	2.9	3.1
Community access	5.7	3.9	4.0	5.0	4.1
Respite	4.4	3.6	3.9	3.5	3.6
Employment	7.5	8.7	9.5	9.6	7.0
Advocacy, information and print disability	4.1	3.5	2.9	2.4	2.3
Other support services	2.9	2.6	2.6	3.8	3.3
All services	5.5	5.1	5.4	5.8	5.2

Notes:

1. Data for hours worked are the mean number of hours worked over one 7-day week in June 2008.
2. Data exclude 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.

Table A2.37: National 'Not stated' and 'Not known' response rates for service user data items, 2003–04 to 2007–08 (per cent)

Data item	2003–04	2004–05	2005–06	2006–07	2007–08
Not stated					
Age	1.5	0.1	0.1	0.0	0.1
Date of birth	n.a.	2.9	0.2	0.2	0.1
Sex	0.1	2.9	0.4	0.2	0.2
Indigenous status	8.0	20.8	10.0	5.0	5.0
Country of birth	8.1	11.4	12.3	5.5	5.0
Need for interpreter services	8.0	13.1	13.7	9.5	8.7
Method of communication	8.1	10.9	15.5	11.7	10.9
Living arrangements	13.7	12.4	15.1	10.8	11.2
Postcode of usual residence	2.0	4.7	1.5	1.1	2.0
Residential setting	12.1	13.7	15.2	11.0	10.6
Primary disability group	9.7	16.2	19.7	9.2	8.5
<i>Support needs</i>					
Self-care	28.8	21.6	23.2	18.0	18.0
Mobility	28.0	20.9	22.8	17.4	17.2
Communication	27.5	20.5	22.7	17.0	30.6
Interpersonal interactions and relationships	28.9	21.8	24.2	19.4	19.1
Learning, applying knowledge and general tasks and demands	25.1	19.5	23.1	18.0	16.8
Education	27.2	21.1	25.0	18.3	18.9
Community (civic) and economic life	28.3	21.6	25.8	19.9	19.1
Domestic life	30.0	23.9	28.5	22.4	21.4
Working	27.4	24.1	28.2	23.0	21.3
Carer—existence of	20.1	19.6	18.7	8.2	8.5
Carer—primary status	2.0	8.6	4.7	10.3	21.5
Carer—residency status	1.8	9.9	20.7	13.6	21.9
Carer—relationship to service user	1.4	4.6	18.7	9.8	20.2
Carer—age group	4.3	14.6	26.6	19.6	26.8
Main income source (adult)	8.1	14.3	14.7	11.5	18.1
Receipt of Carer Allowance (Child)	7.9	31.1	44.2	46.0	37.9
Labour force status	22.4	11.4	9.3	11.9	8.4
Individual funding status	6.0	11.1	6.8	6.9	7.6
<i>Average 'not stated' rate</i>	<i>14.2</i>	<i>14.8</i>	<i>17.0</i>	<i>12.9</i>	<i>14.3</i>
Not known					
Main income source (Adult)	4.2	4.6	8.3	5.3	3.3
Receipt of Carer Allowance (Child)	4.6	20.4	17.7	26.7	17.9

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. Service users who accessed only this service type over the 12-month period are therefore 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 and are therefore excluded from this table.
4. Service types 5.01 and 5.02 were not required to collect data on *carer—primary status*, *carer—residency status*, and *carer—age group*. 'Not stated' rate calculations therefore exclude 5.01 and 5.02 service types for these data items.
5. '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 'yes' to the item *carer—existence of*.

Table A2.38: National 'Not stated' response rates for service use data items, for applicable service types, 2003–04 to 2007–08 (per cent)

Data item	2003–04	2004–05	2005–06	2006–07	2007–08
Service start date	5.3	2.8	0.7	0.1	0.0
Date service last received	9.5	10.5	13.8	13.7	12.0
Snapshot date flag	10.8	6.0	12.7	7.0	n.a.
Main reason for cessation of services	7.3	16.3	27.6	6.9	5.2
Hours received in the reference week	30.7	38.4	23.3	30.2	37.6
Hours received in a typical week	17.9	6.9	2.2	8.8	9.4

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 are therefore excluded from this table.
3. Some service types were not required to report on hours received (reference week) and hours received (typical week). These service types are therefore excluded from calculations of 'Not stated' rates for these data items (namely service types 1.01–1.04, 1.08, 2.01–2.05, 2.07, 5.01 and 5.02).
4. Victoria did not collect data on hours received in a typical week.
5. *Snapshot date flag* was not collected for 2007–08.
6. '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; therefore the response rate for this item was 100%.
7. A response of '0' was considered as a 'Not stated' response, except for *snapshot date flag* and *hours received* (both reference week and typical week).

Table A2.39: National 'Not stated' response rates for service type outlet data items, 2003–04 to 2007–08 (per cent)

Data item	2003–04	2004–05	2005–06	2006–07	2007–08
Agency sector	0.4	0.3	2.5	0.1	0.0
Service type	—	—	—	—	—
Full financial year operation	—	2.2	1.8	4.3	10.3
Staff hours in the reference week	17.1	7.3	10.4	8.3	10.3
Staff hours in a typical week	13.9	3.8	6.4	10.5	11.0
Operating weeks per year	10.7	3.7	7.3	7.9	12.1
Operating days per week	10.6	3.7	7.9	7.7	13.3
Operating hours per day	11.8	4.5	7.0	5.4	10.8
Number of service users over the year	7.9	3.8	3.5	11.3	10.7

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 data item *number of service users over the year*, hence 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.

Appendix 3: CSTDA NMDS 2007–08 collection forms

The following CSTDA NMDS 2007–08 collection forms were provided for use by service type outlets that did not collect data electronically.

Service User Form 2007–08

Service types 1.05–1.07, 2.06, 3.01, 3.03, 4.01–4.05 should complete all questions on this form for each service user who received a service within the reporting period. Service types 1.01–1.04, 1.08, 2.01–2.05 and 2.07 should complete all questions except 17e and 17f; service type 3.02 should fill out at least questions B, 1 and 2—Linkage key elements and items 17a–17b; and service types 5.01, 5.02 and 5.04 should fill out all questions except 12b–c and 12e (some carer questions).

B. Service type outlet ID

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See Data Guide page 47

Please copy the Service type outlet ID from the related Service Type Outlet Form.

1. Record ID

--	--	--	--	--	--	--	--	--	--

See Data Guide page 48

2. Statistical Linkage Key

2a. Letters of surname

1st	2nd	3rd	4th	5th	6th

See Data Guide pages 49–50

2b. Letters of given name

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See Data Guide pages 50–51

2c. Date of birth

d	d	m	m	y	y	y	y

If not known, estimate year, enter 01/01 for day and month and tick 2d.

2d. Is the service user's date of birth an **estimate**?

Yes 1

See Data Guide page 53

2e. What is the service user's **sex**?

Male 1

Female 2

Service type 3.02 - Recreation/holiday program services, go to Question 17.

3. Is the service user of **Aboriginal** or **Torres Strait Islander** origin?

See Data Guide page 54

Aboriginal but not Torres Strait Islander origin 1

Torres Strait Islander but not Aboriginal origin 2

Both Aboriginal and Torres Strait Islander origin 3

Neither Aboriginal nor Torres Strait Islander origin 4

Responses must not be based on the perceptions of anyone other than the person, or their advocate. The 'look' of a person has proven to be an unreliable way for another person to assess someone's Indigenous origin.

4. In which **country** was the service user **born**?

See Data Guide page 56

- | | | | | | |
|-------------|--------------------------|------|-------------|--------------------------|------|
| Australia | <input type="checkbox"/> | 1101 | Scotland | <input type="checkbox"/> | 2105 |
| England | <input type="checkbox"/> | 2102 | Greece | <input type="checkbox"/> | 3207 |
| New Zealand | <input type="checkbox"/> | 1201 | Germany | <input type="checkbox"/> | 2304 |
| Italy | <input type="checkbox"/> | 3104 | Philippines | <input type="checkbox"/> | 5204 |
| Viet Nam | <input type="checkbox"/> | 5105 | India | <input type="checkbox"/> | 7103 |

If other country please specify _____

Where the country of birth is known but is not specified in the classification, please specify it in the space provided.

5. Does the service user require **interpreter services**?

See Data Guide page 57

- Yes - for spoken language other than English 1 Yes - for non-spoken communication 2 No 3

6. What is the service user's most effective **method of communication**?

- Spoken language (effective) 1
- Sign language (effective) 2
- Other effective non-spoken communication - e.g. Canon Communicator, Compic 3
- Little, or no effective communication 4
- Child aged under 5 years (not applicable) 5

See Data Guide page 58

This item is considered 'not applicable' to young children. Hence children aged 0-4 years should **always** be coded as 'Child aged under 5 years'.

7. Does the service user usually **live alone** or **with others**?

See Data Guide page 59

- Lives alone 1
- Lives with family 2
- Lives with others 3

'Usually' means 4 or more days per week on average.

The service user's living arrangements must relate to the same place described in residential setting (see question 9).

8. What is the **postcode** of the service user's usual residence?

See Data Guide page 61

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The service user's postcode must relate to their residential setting (see question 9).

9. What is the service user's usual residential setting?

See Data Guide page 62

- Private residence 1
- Residence within an Aboriginal community 2
- Domestic-scale supported living facility 3
– e.g. group homes
- Supported accommodation facility 4
– e.g. hostels, supported residential services or facilities
- Boarding house/private hotel 5
- Independent living unit within a retirement village 6
- Residential aged care facility 7
– nursing home or aged care hostel
- Psychiatric/mental health community care facility 8
- Hospital 9
- Short term crisis, emergency or transitional accommodation 10
– e.g. night shelters, refuges, hostels for the homeless, halfway houses
- Public place/temporary shelter 11
- Other 12

The type of physical accommodation the person usually resides in ('usually' means 4 or more days per week on average).

10. What are the service user's primary and other significant disability group(s)?

a. Primary disability group

b. Other significant disability group(s)

Tick 1 box only		Tick all other significant disabilities	
<input type="checkbox"/> 1	Intellectual	<input type="checkbox"/>	
<input type="checkbox"/> 2	Specific learning/ADD - other than Intellectual	<input type="checkbox"/>	
<input type="checkbox"/> 3	Autism - including Asperger's Syndrome	<input type="checkbox"/>	
<input type="checkbox"/> 4	Physical	<input type="checkbox"/>	
<input type="checkbox"/> 5	Acquired brain injury	<input type="checkbox"/>	
<input type="checkbox"/> 6	Neurological - including epilepsy & Alzheimer's Disease	<input type="checkbox"/>	
<input type="checkbox"/> 7	Deafblind - dual sensory	<input type="checkbox"/>	
<input type="checkbox"/> 8	Vision	<input type="checkbox"/>	
<input type="checkbox"/> 9	Hearing	<input type="checkbox"/>	
<input type="checkbox"/> 10	Speech	<input type="checkbox"/>	
<input type="checkbox"/> 11	Psychiatric	<input type="checkbox"/>	
<input type="checkbox"/> 12	Developmental Delay - only valid for a child aged 0–5 years	<input type="checkbox"/>	

Disability group(s) (other than that indicated as being 'primary') that also cause difficulty for the person.

See Data Guide pages 64–68

11. How often does the service user need personal help or supervision with activities or participation in the following life areas?

See Data Guide page 69

Please indicate the level of help or supervision required for each life area (rows a–i) by ticking only one level of help or supervision (columns 1–5).

<i>The person can undertake activities or participate in this life area with this level of personal help or supervision (or would require this level of help or supervision if the person currently helping were not available)</i>	1) Unable to do or always needs help/supervision in this life area	2) Sometimes needs help/supervision in this life area	3) Does not need help/supervision in this life area but uses aids or equipment	4) Does not need help/supervision in this life area and does not use aids or equipment	5) Not applicable
LIFE AREA					
a) Self-care e.g. washing oneself, dressing, eating, toileting	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
b) Mobility e.g. moving around the home and/or moving around away from home (including using public transport or driving a motor vehicle), getting in or out of bed or a chair	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
c) Communication e.g. making oneself understood, in own native language or preferred method of communication if applicable, and understanding others	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
d) Interpersonal interactions and relationships e.g. actions and behaviours that an individual does to make and keep friends and relationships, behaving within accepted limits, coping with feelings and emotions	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	

NOTE: In the following questions 'not applicable' is a valid response **only if the person is 0–4 years old.**

e) Learning, applying knowledge and general tasks and demands e.g. understanding new ideas, remembering, problem solving, decision making, paying attention, undertaking single or multiple tasks, carrying out daily routine	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f) Education e.g. the actions, behaviours and tasks an individual performs at school, college, or any educational setting	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
g) Community (civic) and economic life e.g. recreation and leisure, religion and spirituality, human rights, political life and citizenship, economic life such as handling money	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

NOTE: In the following questions 'not applicable' is a valid response **only if the person is 0–14 years old.**

h) Domestic life e.g. organising meals, cleaning, disposing of garbage, housekeeping, shopping, cooking, home maintenance	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
i) Working e.g. actions, behaviours and tasks to obtain and retain paid employment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

12. Carer arrangements (informal)

See Data Guide page 73

The following questions are asking about the presence of an **informal carer** who provides support to the service user (i.e. these questions are **not about paid carers**)

12a. Does the service user have an **informal carer**, such as a family member, friend or neighbour, **who provides care and assistance** on a regular and sustained basis?

'Regular' and 'sustained' in this instance means that care or assistance has been ongoing, or likely to be ongoing for at least six months.

Yes 1

>Go to 12b

No 2

>Go to 13

12b. Does the carer assist the service user in the area(s) of **self-care, mobility** or **communication**?

Questions 12b–e relate to the informal carer identified in 12a

Yes 1

No 2

See Data Guide page 75

12c. Does the carer live in the **same household** as the service user?

Yes, Co-resident carer 1

No, Non-resident carer 2

See Data Guide page 76

12d. What **relationship** is the carer to the service user?

See Data Guide page 77

Wife/female partner 1

Daughter-in-law 7

Husband/male partner 2

Son-in-law 8

Mother 3

Other female relative 9

Father 4

Other male relative 10

Daughter 5

Friend/neighbour – female 11

Son 6

Friend/neighbour – male 12

When answering this question complete the sentence **The carer is the service user's...**

This question relates to the informal carer identified in 12a

12e. What is the **age group** of the **carer**?

See Data Guide page 79

Less than 15 years 1

45–64 years 4

15–24 years 2

65 years and over 5

25–44 years 3

When asking the service user about the age of their carer it is considered more appropriate to ask about broad age groups rather than actual age.

Only complete question 13 if the service user is aged under 16 years.

13. If aged under 16 years: does the service user's parents or guardians receive the **Carer Allowance (Child)**?

See Data Guide page 80

Yes ₁ No ₂ Not known ₃

This question is not asking about Carer Payment even though some parents of children aged less than 16 years receive it in addition to Carer Allowance (Child).

Only complete question 14 if the service user is aged 15 years or more.

14. If aged 15 years or more:

See Data Guide page 81

What is the service user's **labour force status**?

Employed ₁ Unemployed ₂ Not in the labour force ₃

Only complete question 15 if the service user is aged 16 years or more.

15. If aged 16 years or more:

See Data Guide page 83

What is the service user's **main source of income**?

Disability Support Pension ₁ Other income ₅
Other pension or benefit ₂ Nil income ₆
Paid employment ₃ Not known ₇
Compensation payments ₄

This item refers to the source by which a person derives most (equal to or greater than 50%) of his/her income. If the person has multiple sources of income and none are equal to or greater than 50%, the one which contributes the largest percentage should be counted.

Continue questions for service users of all ages.

16. Is the service user currently receiving individualised funding under the CSTDA?

Yes ₁ No ₂ Not known ₃

See Data Guide page 84

17. Services received 2007–08

For service types 1.05–1.07, 2.06, 3.01, 3.03 and 4.01–4.05 complete all sections (a) to (f).
For all remaining service types (except 6.01–6.05 and 7.01–7.04), please complete sections (a) to (d) only. For service type 3.02, complete items (a) and (b).

Responses to the remaining questions must relate to the service type outlet ID indicated in data item B of the Service User Form.

Note: if the service user received more than 1 service type from your agency you will need to complete a separate Service User Form (see Data Guide pages 16–17).

17a. When did the service user **commence** using this service type?

d	d	m	m	y	y	y	y

See Data Guide page 87

A service is a support activity delivered to a person, in accordance with the CSTDA. 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 CSTDA.

17b. When did the service user **last receive** this service type?

d	d	m	m	y	y	y	y

See Data Guide page 89

17c. When did the service user **leave** this service type outlet?

See Data Guide page 90

d	d	m	m	y	y	y	y

If the service user is still with the service leave blank and
>Go to question 17e

A service user is considered to leave a service when either:

1. the service user ends the support relationship with the service outlet; or
2. the service outlet ends the support relationship with the service user.

**Only answer this item if item 17c has been coded
(i.e. the service user is no longer receiving the service).**

17d. What reason did the service user report for leaving this service type outlet?

Service user no longer needs assistance from service type outlet – moved to mainstream services 1

See Data Guide page 91

Service user no longer needs assistance from service type outlet – other 2

Service user moved to residential, institutional or supported accommodation setting 3

Service user's needs have increased – other service type required 4

Services terminated due to budget/staffing constraints 5

Services terminated due to Occupational Health and Safety reasons 6

Service user moved out of area 7

Service user died 8

Service user terminated service 9

Other 10

Questions 17e and 17f only need to be completed by service types 1.05–1.07, 2.06, 3.01, 3.03 and 4.01–4.05.

Hours received – please indicate the **number of hours** of support received by the service user for this CSTDA service type:

The amount of CSTDA-funded support received by a person for this CSTDA service type during the reporting period.

17e. In the 7-day reference week preceding the end of the reporting period.

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See Data Guide page 93

17f. In a typical (or average) 7-day week.

--	--	--	--

See Data Guide page 95

Thank you for your time and effort.

CSTDA **NMDS**

Commonwealth State/Territory Disability Agreement
National Minimum Data Set Collection

Name and Address (please correct any errors)

Service Type Outlet Form 2007–08

A separate Service type outlet form should be filled in for each CSTDA-funded service type outlet (i.e. for each CSTDA-funded service type provided at or from a given location). Your CSTDA funding department should have filled in items A–G before your agency received this form. Please check the responses using the Data Guide—pages 19–34, initially for any queries you may have.

A. Funded agency ID	<input type="text"/>
B. Service type outlet ID	<input type="text"/>
C. Service type	<input type="text"/> . <input type="text"/>
D. Service type outlet postcode	<input type="text"/>
E. Service type outlet SLA	<input type="text"/>
F. Funding jurisdiction	<input type="text"/>
G. Agency sector	<input type="text"/>
Service type outlet name: _____	
Funded service type: _____	
<i>Please verify the information provided above.</i>	

Please name a person in your service type outlet/funded agency who is involved in completing the forms and can be contacted about any queries. Please print.

Contact Name _____

Title or position _____

Email _____

Phone number

Fax number

Please turn over >

1. Has this service type outlet been funded for the full 2007–08 financial year?

Yes 1 No 2

See Data Guide page 35

2. How many weeks per year does this service type outlet usually operate?

'No regular pattern of operation through a year' includes seasonal services such as Christmas holiday programs.

or
No regular pattern 90

See Data Guide page 36

3. How many days per week does this service type outlet usually operate?

'No regular pattern of operation through a week' includes school holiday programs.

or
No regular pattern 90

See Data Guide page 37

4. How many hours per day does this service type outlet usually operate?

'No regular daily pattern of operation' includes flexible hours, on call, 24 hour sleepover etc. Please do not provide the number of hours per week.

or
No regular pattern 90

See Data Guide page 38

Staff hours: What were the total hours worked by staff (including those worked by contracted staff) and volunteers working on behalf of this service type outlet:

5. In the 7-day reference week preceding the end of the reporting period?

Paid staff –
paid hours worked by staff including contracted staff.

a)

Unpaid staff –
unpaid hours worked by staff and volunteers.

b)

See Data Guide page 39

6. In a typical (or average) 7-day week?

a)

b)

See Data Guide page 42

Please enter a dash (-) in the right hand box for any category where the value is 'nil'. Please round hours up to the nearest whole hour.

If the service type of this service outlet is 'Other support' (7.01–7.04) please do not complete question 7 and do not fill out any Service user forms.

7. How many service users received this service type from this service type outlet during the reporting period?

Please do not provide numbers of 'beds' or 'places' or 'instances of service'.

See Data Guide page 44

Thank you for your time and effort.

Appendix 4: The statistical linkage key

The statistical linkage key enables the number of service users to be estimated from data collected from service outlets and agencies.

To link records within the CSTDA data set, the statistical linkage key components of each record for a service received (questions 2a–2c and 2e on the Service User Form – see Appendix 3) 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. For privacy reasons, the statistical linkage key is not constructed to enable the linking of records to the extent needed to be totally certain that a ‘service user’ is one person.

Linkage can identify two, three or more records as probably relating to the same person. These linked records are assumed to be for one person and are counted as one service user. Thus the total number of service users can be estimated.

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 overestimated.

Most linked records specify a response for each data item consistently, and the appropriate data for the service user (now counted as one) are easily determined. Sometimes linked records have inconsistent responses for some data items. Rules to resolve these inconsistencies have been used.

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 2007–08 was 0.9%, ranging among jurisdictions from zero to 2.7% of the total number of service user records (see Table 7.5). A small number of invalid linkage keys were recovered by comparison with records from current or previous year data.

For around 16% of the original service user records for Victoria, the appropriate letters of the first and last names were not collected. As for previous year data, where possible the ‘pseudo’ linkage key was used for Victoria for these cases. This consists of date of birth (not estimated), sex and postcode, and its use resulted in 5% of records being allocated a full valid linkage key, and another 9% being linked by using the pseudo linkage key. All these cases are included in the valid count in Table 7.5. 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.

Methods for resolving discrepancies between linked records

When records are matched by linkage key, they are assumed to relate to the same service user. In the majority of cases, all the information on matching records will be the same. However, in some cases the information on two or more matching records is not entirely consistent; that is, for some items the values recorded will differ between records. For example, of two records with the same linkage key, one may record the service user as ‘living with others’ and having ‘other effective non-spoken communication’, and the other

may record the service user as 'living with family' and having 'little or no effective communication'. Depending on the item in question, this may be due to differences in opinion, judgment or quality of information, or possibly because of miscoding on one record.

In order to produce any tabulations or analysis of items by service user, it is necessary to reconcile such discrepancies by some method that is consistent for each item. Standard agreed processes have been designed to select the data from the most reliable source. Depending on the nature of the item, these may involve selection on the basis of one or more of the following:

- the frequency of each value recorded
- an order of preference by the actual value of the item (this is also used to resolve any inconsistencies within a single record)
- an order of precedence by service type of the outlets that recorded the data
- some form of summation of all values for the item.

A further general principle used in all cases is that valid values for an item take precedence over missing ('not stated') or 'not known' values. This is on the basis that valid values imply the relevant information was known and could be given, whereas missing/not known values imply that the information was either unknown or would not be disclosed. Thus, where there are only two records and one has a particular item missing or not known, the value on the other record will be the one assigned to the service user.

Appendix 5: Service type classification

The following definitions are taken from the CSTDA NMDS 2007–08 Data Guide (AIHW 2007a).

Accommodation support

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

1.01 *Large residential/institutions (>20 places)*

Large residential/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 a range of 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 CSTDA NMDS as a separate service type outlet.)

1.02 *Small residential/institutions (7–20 places)*

Small residential/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 a range of 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 CSTDA 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 included on the premises. In contrast to residential/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 CSTDA NMDS as a separate service type outlet.)

1.04 *Group homes (<7 places)*

Group homes generally provide **combined** accommodation and community-based residential support to people in a residential setting. Usually no more than 6 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, i.e. 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, then see category 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 assist 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 assist them to 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 a 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 code 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*

Placements of a person with a 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 (e.g. following the death of a parent or carer)
- houses or flats for holiday accommodation.

If the accommodation support is primarily for respite (i.e. involves the separation of the service user from their usual support arrangements or the addition of extra support in their current environment) please refer to the relevant service type 4.01–4.05.

Community support

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

2.01 *Therapy support for individuals*

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 assist in the assessment and recommendation of equipment to enable people to perform as independently as possible in their environment.

2.02 *Early childhood intervention*

Support services to assist children up to (but not including) 6 years of age 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)*

Services that provide counselling to individuals, families or groups.

2.05 *Regional resource and support teams*

Regional resource and support teams are generally inter-disciplinary teams that provide a combination of services in the categories 2.01, 2.02 and 2.03, that cannot be broken down into the component parts. Regional resource and support teams may also assist 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 assist people with disabilities to maximise their independence and participation in the community through working with the individual, family and/or carers in care planning and/or facilitating access to appropriate services. If the service provided is community development **only (i.e. the service is not working with an individual)**, then it should be classified under 'other community support' (2.07).

Case management services are targeted to individuals who require assistance, for a period of time, to access necessary supports, including help with service coordination and with assisting 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 facilitate positive changes that assist people with a 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 and does not generally involve ongoing case management. However, discretionary funds are sometimes available for one-off purchases (e.g. respite, therapy) to enable a quick response until longer term supports can be put in place.

2.07 *Other community support*

Community support services other than those outlined above (i.e. 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 a 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 which link people into activities which are 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 (e.g. 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 facilitate the integration and participation of people with disabilities in recreation and leisure activities available in the general community. These services may also enhance the capacity and responsiveness of mainstream sport and recreation agencies and community organisations to provide for people with disabilities.

3.03 *Other community access*

Community access services other than those outlined above (i.e. 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 services 3.01 and 3.02 are not suitable.

Respite

Respite services provide a short-term and time-limited break for families and other voluntary care givers of people with disabilities, to assist in supporting and maintaining the primary care giving relationship, while providing a positive experience for the person with a disability.

4.01 *Own home respite*

Respite care provided in the individual's own home location.

4.02 *Centre-based respite/respite homes*

Respite care provided in community setting similar to a 'group home' structure and respite care provided 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 targeted at children or young adults up to 25 years of age, and matches the individual with a peer of similar age and interests, usually for group activities. Usually provided on a voluntary basis.

4.04 *Flexible respite*

Respite services that offer any combination of own home and host family/peer support respite (service types 4.01 and 4.03). Includes 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 dollars 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*

Respite services other than those outlined above (i.e. 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, e.g. family.

Employment

5.01 *Open employment*

Services that provide employment assistance to people with a disability in obtaining and/or retaining paid employment in **the open labour market**.

5.02 *Supported employment*

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. Prior to 1 December 2004, these were services that provided a combination of both open and supported employment services.

5.04 *Targeted support*

Targeted support services provide people with disability structured training and support to work towards social and community participation or opportunities to develop skills, or retrain, for paid employment.

Advocacy, information and alternative forms of communication

6.01 *Advocacy*

Services designed to enable people with a 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, their carers, families and related professionals. This service type provides specific information about disability-specific and generic services, 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*

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*

Focus, or special interest groups to provide support and assistance for people with disabilities, their families and carers. These groups promote self advocacy through the provision of information, support and assistance.

6.05 *Alternative formats of communication*

Includes alternative formats of communication for people who by reason of their disabilities are unable to access information provided in the standard format. May include interpreter services, radio and alternative formats of print medium, e.g. TTY, braille etc.

Other support

7.01 *Research and evaluation*

Research and evaluation with respect to the provision of services funded under the CSTDA for people with disabilities. This includes the investigation of the need for new services or enhancement of existing services and the measurement of outcomes for people with disabilities using these services. Responsibility for this service type is shared between the Commonwealth 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 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*

Services that are completely outside any of the defined service types above (that is, outside service types, 1.01–1.08, 2.01–2.07, 3.01–3.03, 4.01–4.05, 5.01–5.02, 5.04, 6.01–6.05 and 7.01–7.03). This service type also includes the provision of one-off funding for a defined event (e.g. for promotional activities) or for the purchase of aids and equipment for a community facility (not for an individual).

Appendix 6: Data items requiring collection by various service types

Table A6.1: Information requested according to CSTDA NMDS service type, 2007-08

Service type classification	Service type outlet – details required (except for those provided by the jurisdiction)	Service user – details required	Services received by each service user in the reporting period – details required
Accommodation support			
1.01 Large residential/institution (>20 people) – 24 hour care	All	All	All (except for data items on hours received – items 17e–f)
1.02 Small residential/institution (7–20 people) – 24 hour care	All	All	All (except for data items on hours received – items 17e–f)
1.03 Hostels – generally not 24 hour care	All	All	All (except for data items on hours received – items 17e–f)
1.04 Group homes (< 7 people)	All	All	All (except for data items on hours received – items 17e–f)
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–f)
Community support			
2.01 Therapy support for individuals	All	All	All (except for data items on hours received – items 17e–f)
2.02 Early childhood intervention	All	All	All (except for data items on hours received – items 17e–f)
2.03 Behaviour/specialist intervention	All	All	All (except for data items on hours received – items 17e–f)
2.04 Counselling (individual/family/group)	All	All	All (except for data items on hours received – items 17e–f)
2.05 Regional resource and support teams	All	All	All (except for data items on hours received – items 17e–f)
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–f)
Community access			
3.01 Learning and life skills development	All	All	All
3.02 Recreation/holiday programs ^(a)	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 A6.1 (continued): Information requested according to CSTDA NMDS service type, 2007–08

Service type classification	Service type outlet – details required (except for those provided by the jurisdiction)	Service user – details required	Services received by each service user in the reporting period – details required
Respite			
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
Employment			
5.01 Open employment	All	All (except for carer – primary status, residency status, age group – items 12b,c,e)	All (except for data items on hours received – items 17e–f)
5.02 Supported employment	All	All (except for carer – primary status, residency status, age group – items 12b,c,e)	All (except for data items on hours received – items 17e–f)
5.04 Targeted support	All	All (except for carer – primary status, residency status, age group – items 12b,c,e)	All (except for data items on hours received – items 17e–f)
Advocacy, information and alternative forms of communication			
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 formats of communication	All	None	None
Other support			
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 received data items for this service type in addition to those listed here.

Source: AIHW 2007a.

Appendix 7: English proficiency groupings

An 'English proficiency index' – a standard tool the Bureau of Immigration, Multicultural and Population Research has developed – was used to construct each of the English Proficiency (EP) Groups (see AIHW: Benham et al. 2000). 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 EP Group 1. Because the number of usual immigrant residents has reached more than 10,000, Zimbabwe is also in EP Group 1.

The EP index score was determined for the remaining EP 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 EP Group 2
- countries with a 'moderate' level of English proficiency (a rating of more than 57.5% but less than 84.5%) fell into EP Group 3
- the remaining countries (that is, those with a rating on the EP index of less than 57.5%) were considered to have a 'low' level of English proficiency and placed in EP Group 4.

Table A7.1: English proficiency group classification

English Proficiency Group	Countries		
Group 1	Canada	South Africa	United States of America
	Ireland	United Kingdom	Zimbabwe
	New Zealand		
Group 2	Americas ^{nfd}	Brunei Darussalam	Dominica
	Andorra	Bulgaria	Dominican Republic
	Angola	Burkina Faso	Eastern Europe ^{nfd}
	Antigua and Barbuda	Burundi	Equatorial Guinea
	Aruba	Cameroon	Faeroe Islands
	At Sea	Cape Verde	Falkland Islands
	Australian ext. territories ^{nec}	Caribbean ^{nfd}	Fiji
	Austria	Cayman Islands	Finland
	Bahamas	Central African Republic	France
	Bahrain	Central America ^{nfd}	French Guiana
	Bangladesh	Chad	French Polynesia
	Barbados	Chilean Antarctic Territory	Gabon
	Belgium	Comoros	Gambia
	Belize	Congo, Democratic Republic of	Germany
	Benin	Cook Islands	Ghana
	Bermuda	Costa Rica	Gibraltar
	Bhutan	Cote D'Ivoire	Greenland
	Botswana	Czech Republic	Grenada
	Brazil	Denmark	Guadeloupe
	Guam	Nauru	Slovakia
	Guatemala	Nepal	Slovenia
	Guinea-Bissau	Netherlands	Solomon Islands

(continued)

Table A7.1 (continued): English proficiency group classification

English Proficiency Group	Countries			
Group 2 (cont.)	Guyana	Netherlands Antilles	South America ^{nec}	
	Haiti	New Caledonia	Southern and East Africa ^{nec}	
	Holy See	Niger	Southern and East Africa ^{nfd}	
	Iceland	Nigeria	Southern and Eastern Europe ^{nfd}	
	India	Niue	Southern Asia ^{nfd}	
	Indonesia	Norfolk Island	Spain	
	Israel	North Africa ^{nec}	Sri Lanka	
	Jamaica	North Africa ^{nfd}	St Helena	
	Kenya	Northern America ^{nfd}	St Kitts and Nevis	
	Kiribati	Northern Europe ^{nfd}	St Lucia	
	Latvia	Northern Mariana Islands	St Pierre and Miquelon	
	Lesotho	Norway	St Vincent and the Grenadines	
	Liberia	Oceania and Antarctica ^{nfd}	Suriname	
	Liechtenstein	Oman	Swaziland	
	Luxembourg	Pakistan	Sweden	
	Madagascar	Palau	Switzerland	
	Malawi	Panama	Tajikistan	
	Malaysia	Papua New Guinea	Tanzania	
	Maldives	Philippines	Tokelau	
	Mali	Polynesia (excludes Hawaii) ^{nec}	Tonga	
	Malta	Polynesia (excludes Hawaii) ^{nfd}	Trinidad and Tobago	
	Maritime South-East Asia ^{nfd}	Puerto Rico	Tunisia	
	Marshall Islands	Qatar	Turks and Caicos Islands	
	Martinique	Reunion	Tuvalu	
	Mauritania	Rwanda	Uganda	
	Mauritius	Samoa	United Arab Emirates	
	Melanesia ^{nfd}	Samoa, American	Vanuatu	
	Mexico	San Marino	Venezuela	
	Micronesia, Federated States of	Sao Tome and Principe	Virgin Islands, British	
	Monaco	Saudi Arabia	Virgin Islands, United States	
	Montserrat	Senegal	Wallis and Futuna	
	Morocco	Seychelles	Western Sahara	
	Mozambique	Sierra Leone	Zambia	
	Namibia	Singapore		
	Group 3	Afghanistan	Belarus	Chile
		Albania	Bolivia	China (excl. SARs and Taiwan province)
		Algeria	Bosnia and Herzegovina	Colombia
		Argentina	Burma (Myanmar)	Croatia
		Armenia	Central and West Africa ^{nfd}	Cuba
		Cyprus	Jordan	Portugal

(continued)

Table A7.1 (continued): English proficiency group classification

English Proficiency Group	Countries		
Group 3 (cont)	Djibouti	Kazakhstan	Romania
	Ecuador	Korea, Democratic People's Rep of (North)	Russian Federation
	Egypt	Korea, Republic of (South)	Somalia
	El Salvador	Kuwait	South Eastern Europe ^{nfd}
	Eritrea	Kyrgyz Republic	South-East Asia ^{nfd}
	Estonia	Lebanon	Sudan
	Ethiopia	Libya	Syria
	Fmr Yslav Rep Macedonia (FYROM)	Lithuania	Taiwan
	Gaza Strip and West Bank	Macau (SAR of China)	Thailand
	Georgia	Micronesia ^{nfd}	Togo
	Greece	Middle East ^{nfd}	Turkmenistan
	Honduras	Moldova	Ukraine
	Hong Kong (SAR of China)	Mongolia	Uruguay
	Hungary	Nicaragua	Uzbekistan
	Iran	North Africa and the Middle East ^{nfd}	Yemen
	Iraq	Paraguay	Yugoslavia, Federal Republic of
	Italy	Peru	
	Japan	Poland	
	Group 4	Antarctica ^{nfd}	East Timor
Azerbaijan		Guinea	Turkey
Cambodia		Japan and the Koreas ^{nfd}	Viet Nam
Central Asia ^{nfd}		Laos	
Chinese Asia (includes Mongolia) ^{nfd}		Mainland South-East Asia ^{nfd}	

Notes:

1. nfd—not further defined.
2. nec—not elsewhere classified.
3. SAR—special administrative region.

Source: DIMA 2003.

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