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# 14 Services for people with disability

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### **Attachment tables**

Attachment tables are identified in references throughout this chapter by an 'A' suffix (for example, table 14A.3). A full list of attachment tables is provided at the end of this chapter, and the attachment tables are available on the CD-ROM enclosed with the Report or from the Review website at <[www.pc.gov.au/gsp](http://www.pc.gov.au/gsp)>.

The Australian, State and Territory governments aim to ensure that people with disability and their carers have an enhanced quality of life and participate as valued members of the community. The *National Disability Agreement* (NDA), effective from 1 January 2009, provides the national framework and key areas of reform for the provision of government support and services for people with disability. The NDA replaced the third *Commonwealth State Territory Disability Agreement* (CSTDA), which commenced on 1 July 2002 and was due to expire on 30 June 2007. To enable negotiations for the new NDA to be finalised, the third CSTDA was extended to 31 December 2008. Box 14.1 provides an overview of the CSTDA and the NDA.

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### **Box 14.1    *Commonwealth State Territory Disability Agreement and the National Disability Agreement***

Up until 31 December 2008, the CSTDA formed the basis for the provision and funding of specialist services for people with disability, where the person's disability manifested before the age of 65 years and for which they required ongoing or long-term episodic support. The purposes of the CSTDA were to:

- provide a national framework to underpin the provision of specialist disability services across Australia, and outline a means for measuring and publicising the progress of governments towards achieving this national framework
- outline the respective and collective roles and responsibilities of governments in the planning, policy setting and management of specialist disability services
- provide for accountability to funders in respect of funds contributed by one government which are expended by another government
- establish the financial arrangements for making funds available for the provision of specialist disability services
- define the persons eligible for services under the Agreement and acknowledge they may require services provided outside the Agreement
- provide for a nationally consistent approach to quality across specialist disability services
- provide for funds to address key national and strategic research, development and innovation priorities.

On 1 January 2009, the NDA replaced the CSTDA. The NDA is a schedule to the broader Intergovernmental Agreement on Federal Financial Relations between the Australian, State and Territory governments. The NDA clarifies the roles and responsibilities of the Australian, State and Territory governments in the provision of government support to people with disability and provides the basis for reforms to the disability services system.

The focus of the NDA is on the provision and funding of specialist disability services. The NDA also acknowledges that specialist disability services are complemented by mainstream services and income support measures.

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#### Box 14.1 (Continued)

Reforms under the NDA are directed at creating a disability services system that is effective, efficient and equitable, and has a focus on: early intervention; timely, person-centred approaches; and lifelong planning. Ten priority areas have been identified to underpin the policy directions and achieve these reforms:

- better measurement of need
- population benchmarking for disability services
- making older carers a priority
- quality improvement systems based on disability standards
- service planning and strategies to simplify access
- early intervention and prevention, lifelong planning and increasing independence and social participation strategies
- increased workforce capacity
- increased access for Indigenous Australians
- access to aids and equipment
- improved access to disability care.

Other specific details relating to the NDA (such as roles and responsibilities of different governments) are provided throughout the chapter.

*Source:* COAG (2009); CSTDA (2003).

To reflect the transition from the CSTDA to the NDA, the approach taken in this chapter is described below:

- Information on the general policy context draws on aspects of both Agreements. The roles and responsibilities, for example, are those defined under the NDA. The service overview includes a detailed list of service groups that were specified under the CSTDA and which underpin the collection of data on specialist disability services. As latest performance results cover services provided under the CSTDA (2007-08) and the CSTDA/NDA (2008-09), objectives for both Agreements are included.
- Financial data for 2008-09 includes expenditure on services under the NDA that was not expended under the CSTDA, for example, aids and equipment funding and expenditure on the ‘Younger people in residential aged care (YPIRAC)’ program.
- Results based on the National Minimum Data Set (NMDS) service user data for 2007-08 (the latest year for which data are available) are reported using the specifications developed and agreed under the CSTDA.

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This chapter provides information on the assistance provided by governments to people with disability and their carers.

- Specialist disability services provided under the CSTDA/NDA are the focus. Specialist psychiatric disability services are excluded to improve data comparability across jurisdictions. Disability support services are also provided by programs such as Home and Community Care (HACC) and Commonwealth Rehabilitation Services (CRS) Australia. Information on the HACC program is provided in ‘Aged care services’ (chapter 13). CRS Australia’s services are not covered in this Report.
- Some performance information on access by people with disability to mainstream services is provided. Further information on access by people with disability to mainstream services is also included elsewhere in this Report — for example, school education (chapter 4), vocational education and training (VET) (chapter 5), public hospital care (chapter 10), specialised mental health services (chapter 12) and public housing (chapter 16). Other mainstream services and supports provided to people with disability — such as transport and utility services at concessional rates — are outside the scope of this Report.
- Descriptive information on income support to people with disability and their carers is included. This Report generally does not include performance information on income support.

Significant improvements in the reporting of services for people with disability in this year’s Report include:

- further refinement of the potential populations used to derive the ‘Service use by special needs groups’ measures; these populations are used to account for differences in the need for services across the relevant groups
- the redevelopment of the quality assurance processes section to include information for jurisdictions on their legislative frameworks that govern service quality, features of their quality assurance systems and the relevant disability service standards that apply
- the inclusion of a ‘yet to be developed’ indicator on the program for YPIRAC and additional descriptive information on:
  - the YPIRAC program
  - admissions of younger people to permanent residential aged care.

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## 14.1 Profile of disability services

### Service overview

Government assistance for people with disability and their carers comprises provision of specialist disability services, access to mainstream services and provision of income support.

Definitions of disability are provided in box 14.2.

#### Box 14.2 Definitions of disability

The United Nation's *Convention on the Rights of Persons with Disabilities*, ratified by Australia on 17 July 2008, defines 'persons with disabilities' as those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.

The World Health Organisation (WHO) defines 'disabilities' as impairments, activity limitations, and participation restrictions: an impairment is a problem in body function or structure; an activity limitation is a difficulty encountered by an individual in executing a task or action; and a participation restriction is a problem experienced by an individual in involvement in life situations. Disability is a complex phenomenon, reflecting an interaction between features of a person's body and features of the society in which he or she lives (WHO 2009).

The Australian Bureau of Statistics (ABS) *Survey of Disability, Ageing and Carers* (SDAC) 2003 defines 'disability' as a limitation, restriction or impairment that has lasted, or is likely to last, for at least 6 months and restricts everyday activities. Examples range from hearing loss that requires the use of a hearing aid, to difficulty dressing due to arthritis, to advanced dementia requiring constant help and supervision. The SDAC reports on the spectrum of disability experiences using three main 'categories' of disability:

- with a disability, but without a specific limitation or restriction — includes people who need assistance with health care, cognition and emotion, paperwork, transport, housework, property maintenance or meal preparation
- with a schooling or employment restriction
- with a specific core activity limitation (mild, moderate, severe and profound).

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### Box 14.2 (Continued)

Self care, mobility and communication are defined as core activities. The ABS defines levels of core activity limitation as:

- mild — where a person does not need assistance and has no difficulty with self care, mobility and/or communication, but uses aids or equipment. They may also not be able to easily walk 200m, walk up and down stairs without a handrail, bend to pick up objects from the floor or use public transport easily or without help or supervision
- moderate — where a person does not need assistance, but has difficulty with self care, mobility and/or communication
- severe — where a person sometimes needs assistance with self care, mobility and/or communication tasks; has difficulty understanding or being understood by family or friends; or can communicate more easily using sign language or other non-spoken forms of communication
- profound — where a person is unable, or always needs assistance, to perform self care, mobility and/or communication tasks.

The third CSTDA (2003, p. 9) defined ‘people with disabilities’ as those whose disability manifests itself before the age of 65 years and for which they require significant ongoing and/or long-term episodic support. For these people, the disability will be attributable to an intellectual, psychiatric, sensory, physical or neurological impairment or acquired brain injury (or some combination of these) which is likely to be permanent and results in substantially reduced capacity in at least one of the following:

- self care/management
- mobility
- communication.

The NDA does not have a specific definition of ‘people with disability’.

*Source:* ABS (2004a); WHO (2009); CSTDA (2003).

### *Specialist disability services*

Specialist disability services are services specially designed to meet the needs of people with disability. These services tend to be targeted at those who have profound or severe core activity limitations. There are seven broad categories of specialist disability services outlined below. These categories underpin the collection of NMDS and expenditure data on specialist disability services:

- *accommodation support services* that provide support to people with disability in accommodation settings (hostels, institutions and group homes), and in their own

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home (including attendant/personal care, in home support and alternative family placements)

- *community support services* that provide the support needed for a person with disability to live in a non-institutional setting — including therapy support, counselling and early childhood intervention
- *community access services* that provide opportunities for people with disability to gain and use their abilities to enjoy their full potential for social independence — including learning and life skills development and recreation/holiday programs
- *respite care services* that provide 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
- *employment services* for people with disability that provide:
  - open employment services — assistance in obtaining and/or retaining paid employment in the open labour market
  - supported employment services — support and employment within the same organisation
  - targeted support — structured training and support to work towards social and community participation or opportunities to develop skills for, or retrain for, paid employment
- *advocacy, information and print disability services*
  - advocacy services enable people with disability to increase their control 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 about disabilities, specific and mainstream services and equipment; and promote the development of community awareness
  - print disability services produce alternative communication formats for people who are by reason of their disability, unable to access information provided in a print medium
- *other support services* that include research and evaluation, and training and development projects.

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### *Mainstream services*

Mainstream services are services provided to the community as a whole. Governments acknowledge that specialist disability services are complemented by mainstream services. Under the NDA, all Australian governments have agreed to ‘strive’ to ensure that all people with disability have access to mainstream government services within their jurisdictions. It is recognised that improved outcomes for people with disability, their families and their carers, are contingent upon the effective coordination of efforts across government services. Some mainstream services give priority to people with disability (for example, public housing) or have programs to meet the special needs of people with disability (for example, school education).

### *Income support and allowances*

Income support for people with disability and their carers contributes to the outcomes of the NDA. The Australian Government is responsible for the provision of income support targeted to the needs of people with disability, their families and carers (box 14.3). Income support is provided to those who meet the relevant eligibility criteria. Income support payments and allowances include the Disability Support Pension, Carer Payment, Carer Allowance, Sickness Allowance, Mobility Allowance and Child Disability Assistance Payment.

Details of the roles and responsibilities of the Australian, State and Territory governments in relation to assistance for people with disability are outlined in the following section.



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### **Box 14.3 Australian Government supplementary and income support arrangements**

Under the NDA, provision of income support for people with disability, their families and carers is a key responsibility of the Australian Government (see 'roles and responsibilities' section). Outlays on income support payments and allowances to people with disability and their carers in 2008-09 (on an accrual basis) amounted to \$10.9 billion for the Disability Support Pension, \$1.9 billion for the Carer Payment, \$1.8 billion for the Carer Allowance, \$92.6 million for the Sickness Allowance, \$118.5 million for the Mobility Allowance, \$142.8 million for the Child Disability Assistance Payment and \$408.0 million for the Carer Supplement (Australian Government unpublished).

At 30 June 2009, there were around 757 100 recipients of the Disability Support Pension, 146 900 recipients of the Carer Payment, 474 700 recipients of the Carer Allowance, 56 100 recipients of the Mobility Allowance, 7000 recipients of the Sickness Allowance, 142 100 recipients of the Child Disability Assistance Payment and 478 000 recipients of the Carer Supplement (table 14A.1).

*Source:* Australian Government (unpublished); table 14A.1.

## **Roles and responsibilities**

### *Australian, State and Territory governments*

The NDA defines the roles and responsibilities of the Australian, State and Territory governments in the provision of services and supports to people with disability and their carers.

The Australian Government is responsible for:

- provision of employment services for people with disability (which includes regulation, service quality and assurance, assessment, policy development service planning, and workforce and sector development) in a manner that most effectively meets the needs of people with disability consistent with local needs and priorities
- provision of income support targeted to the needs of people with disability, their families and carers
- provision of funds to states and territories to contribute to the achievement of the objective and outcomes
- where appropriate, investing in initiatives to support nationally agreed policy priorities, in consultation with State and Territory governments

- 
- ensuring that Commonwealth legislation and regulations are aligned with the national policy, reform directions and the *United Nations Convention on the Rights of People with Disabilities*.

State and Territory governments are responsible for:

- the provision of specialist disability services, except disability employment services (which includes regulation, service quality and assurance, assessment, policy development, service planning, and workforce and sector development) in a manner which most effectively meets the needs of people with disability, their families and carers, consistent with local needs and priorities
- ensuring that State and Territory legislation and regulations are aligned with the national policy and reform directions
- where appropriate, investing in initiatives to support nationally agreed policy priorities, in consultation with the Australian Government.

Australian, State and Territory governments are jointly responsible for:

- development of national policy and reform directions to meet the agreed objectives and outcomes of the NDA
- funding and pursuing research that provides an evidence base for national policy and reform directions
- developing and implementing reforms to improve outcomes for Indigenous people with disability
- the provision of data, including a commitment to providing data for the NMDS and a commitment to the improvement of data.

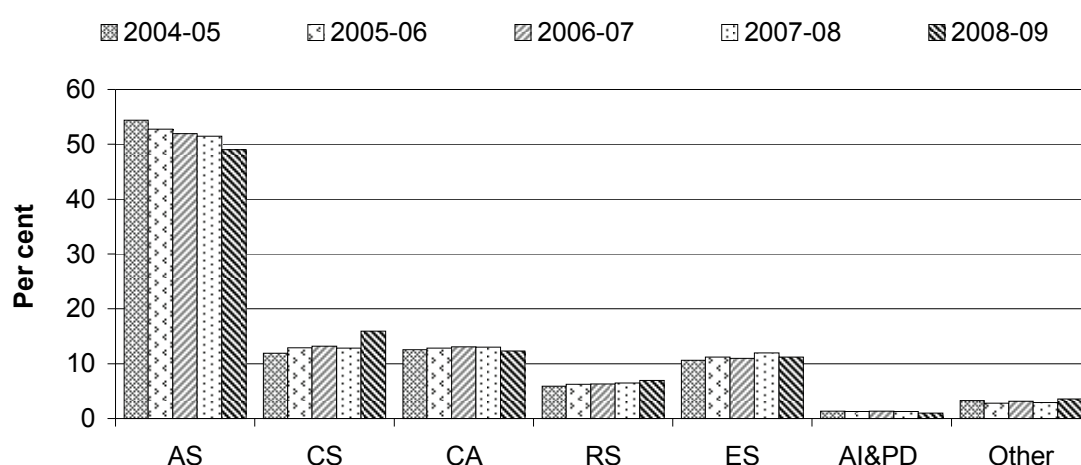
## Funding

Australian and State and Territory governments funded both government and non-government providers of specialist disability services under the CSTDA/NDA. Total government expenditure on these services was \$5.2 billion in 2008-09 — a real increase of 5.6 per cent on the expenditure in 2007-08 (\$5.0 billion) (table 14A.4). State and Territory governments funded the majority of this expenditure in 2008-09 (71.1 per cent, or \$3.7 billion). The Australian Government funded the remainder (28.9 per cent, or \$1.5 billion), which included \$856.9 million in transfer payments to states and territories (tables 14A.5 and 14A.6). Table 14A.7 provides data on total government expenditure including and excluding payroll tax.

Direct government expenditure on specialist disability services (excluding expenditure on administration) under the CSTDA/NDA was \$4.8 billion in 2008-09

(table 14A.8). The distribution of direct government expenditure varied across jurisdictions. The main areas of State and Territory government expenditure were accommodation support services (49.0 per cent of total direct service expenditure), and community support (15.9 per cent of total direct service expenditure) (figure 14.1). Employment services were the main area of Australian Government expenditure in 2008-09 (11.2 per cent of total direct service expenditure and 88.2 per cent of Australian Government direct service expenditure) (table 14A.9).

**Figure 14.1 Direct expenditure on CSTDA/NDA funded specialist disability services, by service type<sup>a</sup>**



AS = accommodation support; CS = community support; CA = community access; RS = respite services; ES = employment services; AI&PD = advocacy, information and print disability. <sup>a</sup> See table 14A.8 for detailed notes accompanying expenditure data.

Source: Australian, State and Territory governments (unpublished); table 14A.9.

## Size and scope

### *Disability prevalence*

The ABS estimates that 1 in 5 people in Australia (3 958 300 or 20.0 per cent) had one or more disabilities (that is, a core activity limitation, a schooling or employment restriction or an impairment) in 2003 (ABS 2004a). Of the population aged 5–64 years in 2003, an estimated 13.0 per cent had a core activity limitation or specific restriction. This proportion comprised 4.0 per cent who had a profound or severe core activity limitation, 6.6 per cent who had a mild to moderate core activity limitation and 2.4 per cent who had a schooling or employment restriction only (ABS 2004a). Table 14A.10 contains additional information on disability prevalence, and table 14A.11 contains information on the estimated number of

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people with a profound or severe core activity limitation who received help as a proportion of those who needed help.

### *Aboriginal and Torres Strait Islander people*

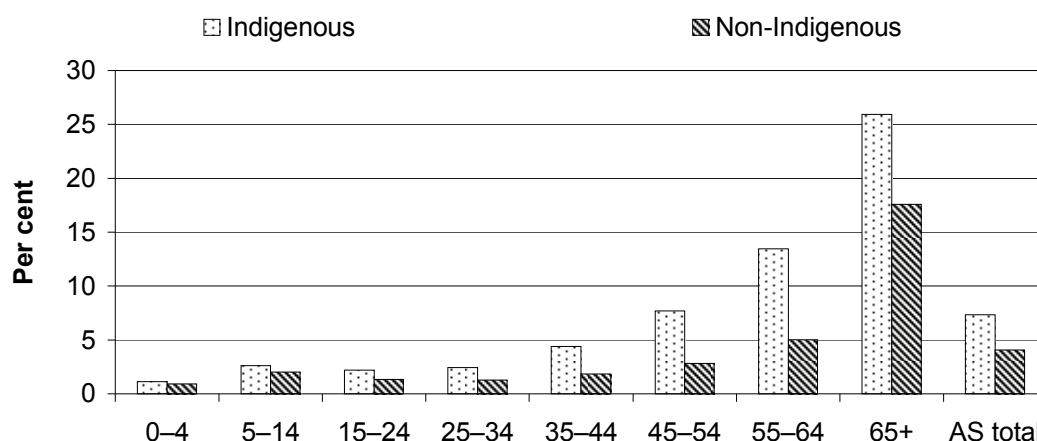
Indigenous people have significantly higher rates of profound or severe core activity limitation than non-Indigenous people. Disability data on ‘core activity need for assistance’ are available from the ABS 2006 Census. The concept of ‘core activity need for assistance’ (ASSNP<sup>1</sup>) is similar to the concept of profound or severe core activity limitations, but the relevant data are not suitable for direct comparison due to differences in the questions asked and the methods of data collection.

Nationally, across all age groups in 2006, Indigenous people were 1.8 times as likely (on an age standardised basis) as non-Indigenous people to need assistance with core activities. The disparity between Indigenous and non-Indigenous people increased with age. The gaps were highest in the age groups 45–54 years and 55–64 years. In these age groups, Indigenous people were 2.7 times as likely as non-Indigenous people to need assistance with core activities (figure 14.2). See AIHW (2006) for similar rate ratio estimates based on data from the ABS’s *General Social Survey* (GSS) and *National Aboriginal and Torres Strait Islander Social Survey* (NATSISS) (ABS 2003, ABS 2004b).

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<sup>1</sup> The acronym ASSNP is the variable name used by the ABS to define ‘core activity need for assistance’. It appears to incorporate a shortened version of ‘assistance need’ and the letter ‘P’ indicates that the classification describes a characteristic of a person. This acronym is used throughout the chapter to denote ‘core activity need for assistance’.

**Figure 14.2 People with a need for assistance with core activities, by age group, 2006<sup>a</sup>**



AS = age standardised. <sup>a</sup> Excludes overseas visitors.

Source: SCRGSP (2009) *Overcoming Indigenous Disadvantage: Key Indicators 2009*, Productivity Commission.

### *Informal carers*

Family and friends provide most help and/or care assistance to people with disability. Information about informal carers enables governments to plan ahead for the future demand for services that support carers and the people they assist. Support services that assist people with disability to live in the community, such as in-home accommodation support and community support, often complement and are contingent upon the availability of informal care. In turn, the provision of informal care may rely on access to formal support services including respite services and a range of other services for the person with disability.

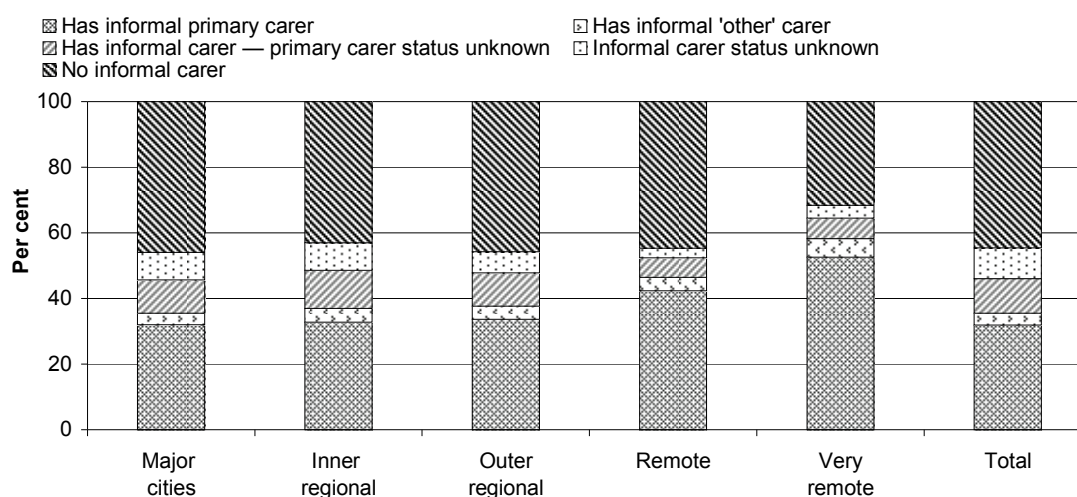
Information on informal carers is available from the ABS SDAC and for CSTDA service users from the NMDS. The definition of informal carers differs slightly across these data collections:

- The ABS SDAC defines an informal primary carer as a person who provides the most informal help or supervision assistance to a person with disability. The assistance must be ongoing, or likely to be ongoing, for at least 6 months and be provided for at least one of the core activities (communication, mobility and self care).
- The NMDS defines an informal carer as someone such as a family member, friend or neighbour, who is identified as providing regular and sustained care and assistance to a person with disability (see section 14.7 for further details).

Informal carers who provide assistance with core activities (self care, mobility and communication) are defined as primary carers.

An estimated 474 600 informal primary carers provided the majority of assistance with self care, mobility and communication for people with disability, including older people in 2003 — an increase of 5.3 per cent since 1998 (ABS 1999, 2004a). Of people with disability who accessed CSTDA funded specialist disability services in 2007-08, 46.1 per cent reported having an informal carer and 31.9 per cent reported having an informal carer who was a primary carer (figure 14.3). Service users in remote or very remote locations were more likely to report having an informal carer than those in other areas. Figure 14.4 shows the proportions of informal primary carers who are in different age groups, by location.

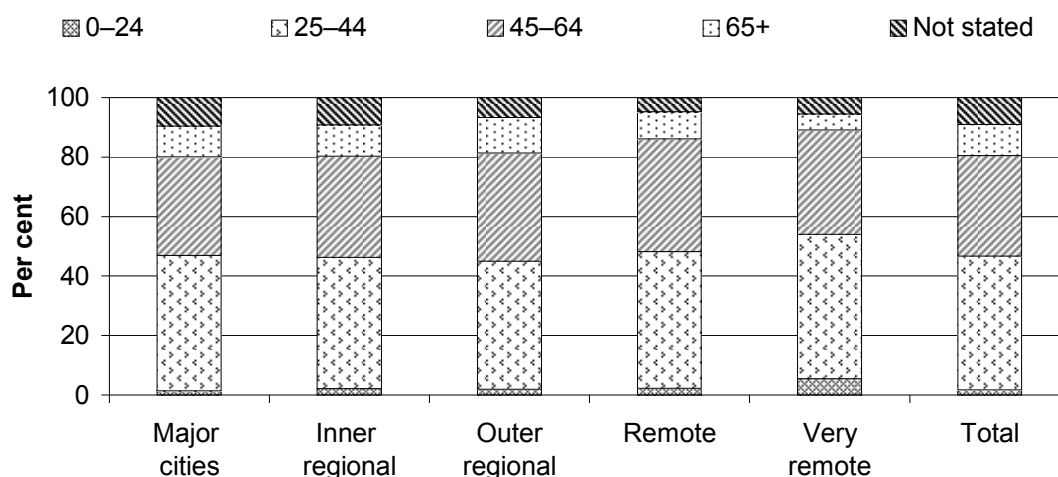
**Figure 14.3 Users of CSTDA funded specialist disability services, by whether they had an informal carer and geographic location, 2007-08<sup>a, b, c</sup>**



<sup>a</sup> Total includes data for service users whose location was not collected/identified. <sup>b</sup> Data need to be interpreted with care due to a number of factors affecting data quality. Section 14.6 contains further information on these quality issues. <sup>c</sup> Data relating to primary carers are not reported for all service users. Some service types are not required to collect all service user data items. For example, employment services are not required to collect selected informal carer information, including primary status.

Source: Australian Institute of Health and Welfare (AIHW) (unpublished) CSTDA NMDS; table 14A.2.

Figure 14.4 **Age distribution of primary carers of people accessing CSTDA funded specialist disability services, by location, 2007-08<sup>a, b</sup>**



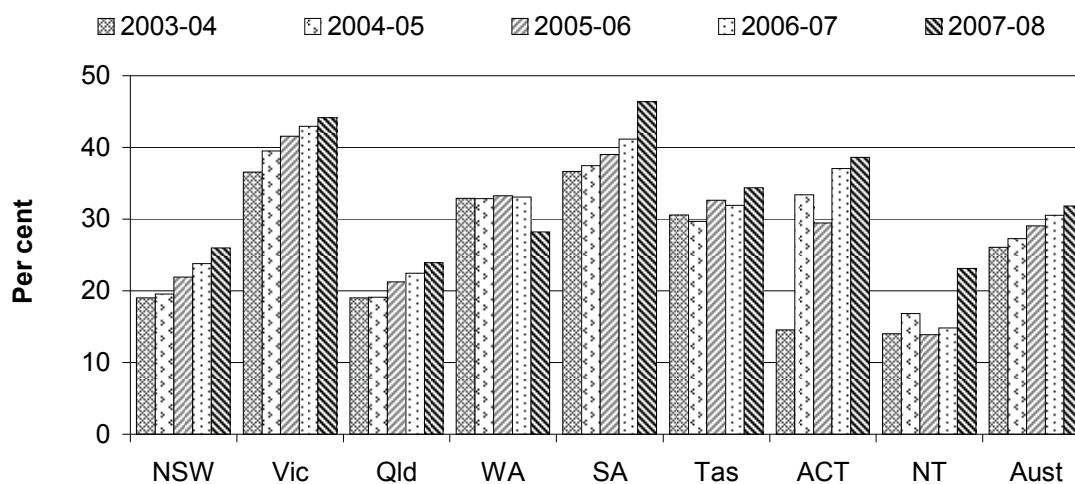
<sup>a</sup> Total includes data for service users whose location was not collected/identified. <sup>b</sup> Data need to be interpreted with care due to a number of factors affecting data quality. Section 14.6 contains further information on these quality issues.

Source: AIHW (unpublished) *CSTDA NMDS*; table 14A.3.

### *Use of CSTDA funded services*

In 2007-08, 232 985 people were reported as using specialist disability services provided under the CSTDA (excluding service users who received specialist psychiatric disability services only) (table 14A.12). Nationally, this is 31.8 per cent of the estimated potential population (see section 14.7 for information on how the potential population is defined) (figure 14.5).

**Figure 14.5 Users of CSTDA funded specialist disability services as a proportion of the estimated potential population<sup>a, b</sup>**



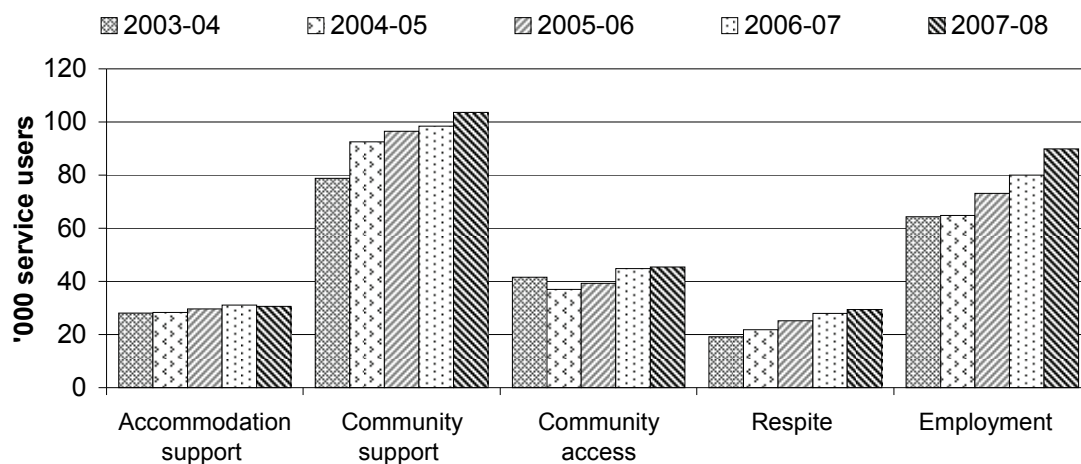
<sup>a</sup> Data need to be interpreted with care due to a number of factors affecting data quality. Section 14.6 contains further information on these quality issues. <sup>b</sup> For the ACT, improved data capture for therapy services resulted in an increased service user count between 2003-04 and 2004-05. The decreased service user rate for 2005-06 was due to incomplete data collection for therapy services.

Source: AIHW (unpublished) *CSTDA NMDS*; AIHW (2009 and previous years) *Disability Support Services 2007-08, 2006-07, 2005-06, 2004-05, 2003-04: National Data on Services Provided under the CSTDA*, Cat. no. DIS (56 and previous publications); table 14A.12.

Service user numbers varied across service types (figure 14.6). Accommodation support, community access, community support and respite services reported 156 343 users and employment services reported 89 935 users, in 2007-08.



**Figure 14.6 Users of CSTDA funded specialist disability services, by service type<sup>a, b</sup>**

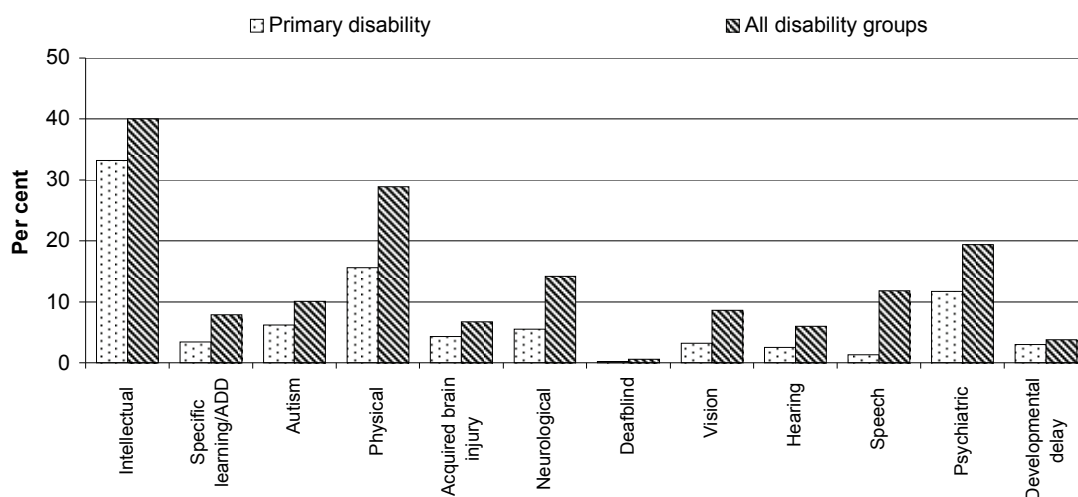


<sup>a</sup> Data need to be interpreted with care due to a number of factors affecting data quality. Section 14.6 contains further information on these quality issues. <sup>b</sup> See table 14A.12 for detailed notes relating to these data.

Source: AIHW (unpublished) *CSTDA NMDS*; table 14A.12.

In 2007-08, the most commonly reported disability of CSTDA service users was an intellectual disability (40.0 per cent of service users, including 33.2 per cent who reported it as their primary disability) (figure 14.7).

**Figure 14.7 CSTDA funded specialist disability service users, by disability group, 2007-08<sup>a, b</sup>**



<sup>a</sup> Data need to be interpreted with care due to a number of factors affecting data quality. Section 14.6 contains further information on these quality issues. <sup>b</sup> See tables 14A.13 and 14A.14 for detailed notes relating to these data.

Source: AIHW (unpublished) *CSTDA NMDS*; tables 14A.13 and 14A.14.

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### *Program for younger people in residential aged care*

At its February 2006 meeting, COAG made a commitment to reduce the number of younger people with disability living in residential aged care, and agreed to establish a 5 year program, beginning in July 2006. The initial priority for the program is younger people aged under 50 years. Participation in the YPIRAC program is voluntary and there are three elements that correspond to three of the four groups of YPIRAC service users:

- *Group 1* — agreed to or has moved from residential aged care to alternative YPIRAC-funded accommodation and support (element 1 — move younger people out of residential aged care)
- *Group 2* — deemed ‘at risk’ of entry into residential aged care (element 2 — divert younger people from entering residential aged care)
- *Group 3* — choose to remain in or enter residential aged care with additional disability support services (element 3 — provide YPIRAC with enhanced services)
- *Group 4* — choose to remain in or enter residential aged care without additional disability support services.

Four broad categories of services have been provided under the YPIRAC program: assessment/individual care planning, client monitoring, alternative accommodation and support services packages. Nationally, in 2007-08, there were a total of 580 YPIRAC service users. Table 14.1 shows YPIRAC service users, by service user group and specific services received.

**Table 14.1 YPIRAC service users, by specific services received, 2007–08<sup>a</sup>**

YPIRAC target group	YPIRAC-specific services received						All YPIRAC service users	
	Assessment/care planning/client monitoring		Alternative accommodation		Support services package			
	no.	%	no.	%	no.	%	no.	%
Group 1	295	99.7	33	11.1	123	41.6	296	100.0
Group 2	124	99.2	46	36.8	90	72.0	125	100.0
Group 3	134	100.0	..	..	51	38.1	134	100.0
Group 4	13	100.0	..	..	..	..	13	100.0
Not stated	11	91.7	..	..	1	8.3	12	100.0
<b>Total</b>	<b>577</b>	<b>99.5</b>	<b>79</b>	<b>13.6</b>	<b>265</b>	<b>45.7</b>	<b>580</b>	<b>100.0</b>

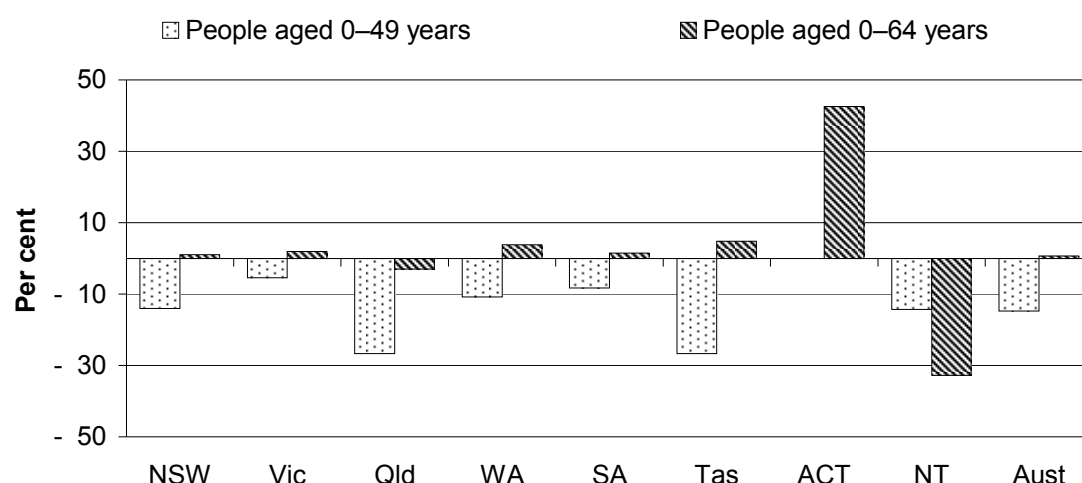
<sup>a</sup> Totals may not be the sum of the components as service users may have accessed more than one service type during the period. .. Not applicable.

Source: AIHW (2009) *Younger People with Disability in Residential Aged Care program: Final report on the 2007–08 Minimum Data Set*, Disability series, Cat. no. DIS 53.

On 30 June 2008, there were 858 people aged under 50 years living in permanent residential aged care nationally (table 14A.41). This is a 14.8 per cent decrease on the number of people aged under 50 years living in permanent residential aged care on 30 June 2006 (figure 14.8). These data need to be interpreted with care. Some younger people choose to remain in residential aged care because their physical and nursing needs can be met and they are:

- satisfied with their current living situation (that is, it is the preferred facility)
- the facility is located close to family and friends
- it is a familiar home environment.

**Figure 14.8 Younger people in residential aged care, percentage change in numbers between 2006–2008, by age group<sup>a, b, c</sup>**



<sup>a</sup> Data are for permanent residents in aged care. <sup>b</sup> These data should be interpreted with care (particularly for the NT). There may be issues related to the age of Indigenous residents being incorrectly recorded. An assessment of the data set in the NT has previously shown that approximately half of Indigenous peoples ages were incorrectly recorded. <sup>c</sup> The percentage change for the number of people aged 0–49 years in the ACT is zero.

Source: Derived from AIHW (2009) *Younger People with Disability in Residential Aged Care program: Final report on the 2007–08 Minimum Data Set*, Disability series, Cat. no. DIS 53; table 14A.41.

Nationally, in 2007–08, the number of younger people who were admitted to permanent residential aged care was 1942. This included 217 people aged under 50 years and 1725 people aged 50–64 years (table 14.2).

**Table 14.2 New admissions to permanent residential aged care for people aged under 65 years, by age group, 2007-08<sup>a, b, c, d, e</sup>**

<i>Age group</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
< 50 years	84	57	29	19	18	5	np	np	217
50–64 years	608	380	344	150	166	50	np	np	1 725
<b>Total &lt; 65 years</b>	<b>692</b>	<b>437</b>	<b>373</b>	<b>169</b>	<b>184</b>	<b>55</b>	<b>20</b>	<b>12</b>	<b>1 942</b>

<sup>a</sup> Admissions to permanent residential aged care do not include admissions to residential respite care.

<sup>b</sup> Transfers and readmissions during 2007-08 are excluded. <sup>c</sup> Where a person had multiple admissions to permanent care in 2007-08 only the first is counted. <sup>d</sup> Age reported at admission. <sup>e</sup> Regular updating of the Department of Health and Ageing (DoHA) Aged and Community Care Management Information System (ACCMIS) database can result in revisions to data for previous financial years. **np** not published.

Source: AIHW (unpublished) ACCMIS.

## 14.2 Framework of performance indicators

The performance framework and related indicators reflect governments' objectives and priorities under the third CSTDA and the NDA (box 14.4).

COAG has agreed six National Agreements to enhance accountability to the public for the outcomes achieved or outputs delivered by a range of government services (see chapter 1 for more detail on reforms to federal financial relations). The NDA covers the area of disability services. The agreement includes sets of performance indicators, for which the Steering Committee collates annual performance information for analysis by the COAG Reform Council (CRC).

The measurement details of the NDA were under development at the time of preparing this Report. It is anticipated that the performance indicators reported in this chapter will be revised to align with the performance indicators in the NDA for the 2011 Report.

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#### **Box 14.4 Objective of government funded services for people with disability**

Most of the performance data for this year's Report cover services provided under the third CSTDA. Through the CSTDA, governments strove to enhance the quality of life experienced by people with disability by assisting them to live as valued and participating members of the community.

In working towards this objective, governments had five policy priorities, to:

- strengthen access to generic (mainstream) services for people with disability
- strengthen cross government linkages — bilateral agreements between the Australian Government and each State and Territory government were negotiated to improve services
- strengthen individuals, families and carers
- improve long term strategies to respond to, and manage, demand for specialist disability services
- improve accountability, performance reporting and quality.

The following long-term objective under the NDA is similar to the previous broad objective under the third CSTDA:

People with disability and their carers have an enhanced quality of life and participate as valued members of the community.

All aspects of the NDA contribute to or measure progress towards this objective. The objective is enhanced by three specific outcomes as well as a set of revised priority reform areas (outlined in box 14.1). The outcomes are that:

- people with disability achieve economic participation and social inclusion
- people with disability enjoy choice, wellbeing and the opportunity to live as independently as possible
- families and carers are well supported.

In support of the agreed NDA outcomes, governments will contribute to the following outputs:

- services that provide skills and support to people with disability to enable them to live as independently as possible
- services that assist people with disability to live in stable and sustainable living arrangements
- income support for people with disability and their carers
- services that assist families and carers in their caring role.

*Source:* CSTDA (2003); COAG (2009).

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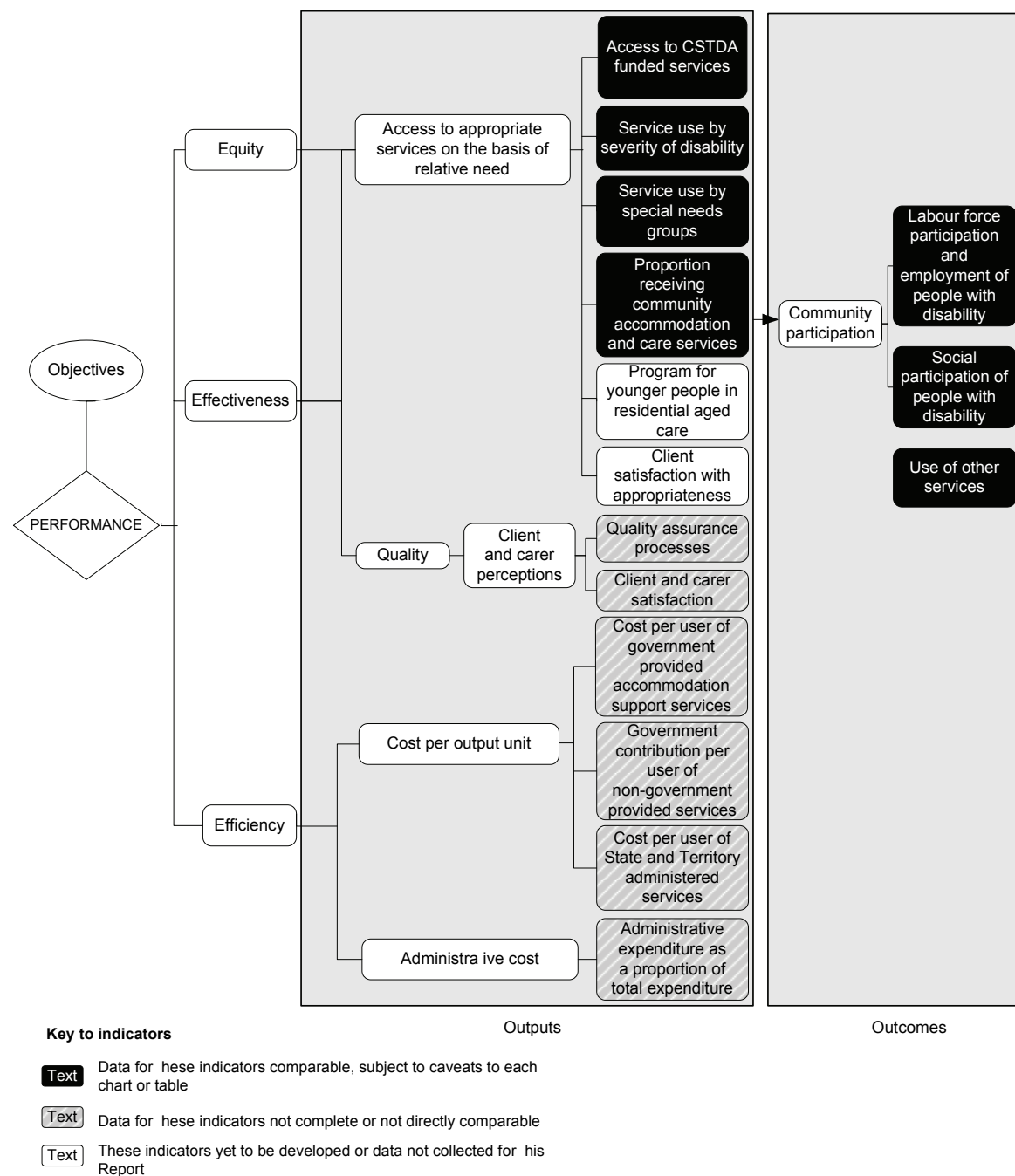
The performance indicator framework shows which data on services for people with disability are comparable in the 2010 Report (figure 14.9). For data that are not considered directly comparable, the text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability from a Report wide perspective (see section 1.6).

The performance indicator framework provides information on equity, efficiency and effectiveness, and distinguishes the outputs and outcomes of government funded services for people with disability. This is consistent with the general performance indicator framework and service process diagram (figures 1.2 and 1.3, chapter 1) on which the Steering Committee has agreed.

Effectiveness and equity indicators focus on access to appropriate services and service quality. Proxy efficiency indicators focus on unit costs and administrative costs. Outcome indicators focus on the participation of people with disability in the community.

The Report's statistical appendix contains data that may assist in interpreting the performance indicators presented in this chapter. These data cover a range of demographic and geographic characteristics, including age profile, geographic distribution of the population, income levels, education levels, tenure of dwellings and cultural heritage (including Indigenous and ethnic status) (appendix A).

Figure 14.9 Performance indicators for services for people with disability



## 14.3 Key performance indicator results

The performance indicator results reported in this chapter mainly relate to CSTDA funded services, because this Report includes service user data for 2007-08. These data were sourced from the CSTDA NMDS collection which is managed by

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Australian, State and Territory governments at the service and jurisdictional level and by the AIHW at the national level. Under the NDA, governments have committed to the ongoing improvement of and the ongoing provision of data for the NMDS (renamed the Disability Services NMDS).

When considering the performance indicator results derived from service user data, comparisons between jurisdictions and across years should be undertaken with care. While the implementation of the NMDS continues to improve, data quality is still affected by a number of factors, including that:

- the proportion of service users and service outlets that provided data (response rates) and the ‘not stated’ rates of particular data items vary across jurisdictions and years (see section 14.6 for further details)
- the interpretation of NMDS service definitions can differ across jurisdictions (for example, the target group for services classified as ‘early intervention’ can differ).

## Outputs

Outputs are the actual services delivered (while outcomes are the impact of these services on the status of an individual or group) (see chapter 1, section 1.5).

### *Equity and effectiveness — access to appropriate services on the basis of relative need*

The following equity and effectiveness access indicators are reported:

- ‘Access to CSTDA funded services’
- ‘Service use by severity of disability’
- ‘Service use by special needs groups’
- ‘Proportion of accommodation support service users receiving community accommodation and care services’.

### *Access to CSTDA funded services*

‘Access to CSTDA funded services’ is an indicator of governments’ objective to provide access to government funded or provided specialist disability services on the basis of relative need and available resources. Measures are reported for accommodation support, community support, community access, respite services and employment (box 14.5).



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**Box 14.5 Access to Commonwealth State Territory Disability Agreement funded services**

‘Access to CSTDA funded services’ is defined as the number of people using a particular CSTDA funded service divided by the ‘potential population’ for that service. The potential population is an estimate that broadly indicates the number of people with the potential to require specialist disability services at some time.

The potential population estimate for accommodation support, community access and community support services is the number of people aged under 65 years with profound or severe core activity limitations, multiplied by the Indigenous factor for a jurisdiction. The potential population estimate for employment services is the number of people aged 15–64 years with severe or profound core activity limitations, multiplied by both the Indigenous factor and the labour force participation rate for a jurisdiction. The potential population estimate for respite services is the number of people aged under 65 years with profound or severe core activity limitations who also reported a primary carer, multiplied by the Indigenous factor for a jurisdiction. The potential populations are further defined in section 14.7.

A higher or increasing proportion of the relevant estimated potential population using a particular CSTDA service suggests greater access to that service.

Not all people in the estimated ‘potential population’ will need the service or seek to access the service in the relevant period. In addition, this indicator does not provide information on whether the services are appropriate for the needs of the people receiving them, or accessed by those most in need.

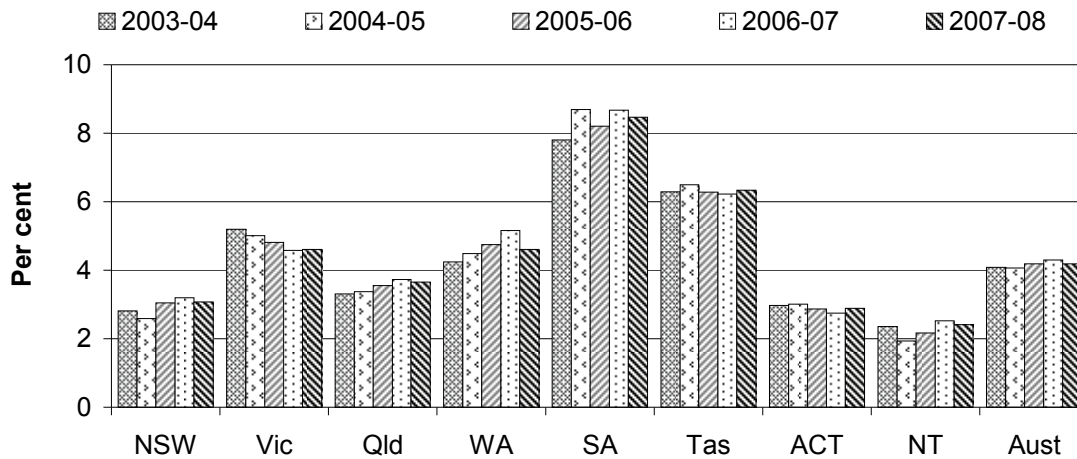
Data reported for this indicator are comparable.

The numerators and denominators of this access measure apply to different age groups. The numerator of an access measure is service users of all ages. The denominator is the estimated potential population:

- for people aged under 65 years for accommodation support, community support, community access and respite services
- for people aged 15–64 years for employment services.

Nationally, 4.2 per cent of the estimated potential population were using CSTDA funded accommodation support services in 2007-08 (figure 14.10).

**Figure 14.10 Users of CSTDA funded accommodation support services as a proportion of the estimated potential population<sup>a, b</sup>**

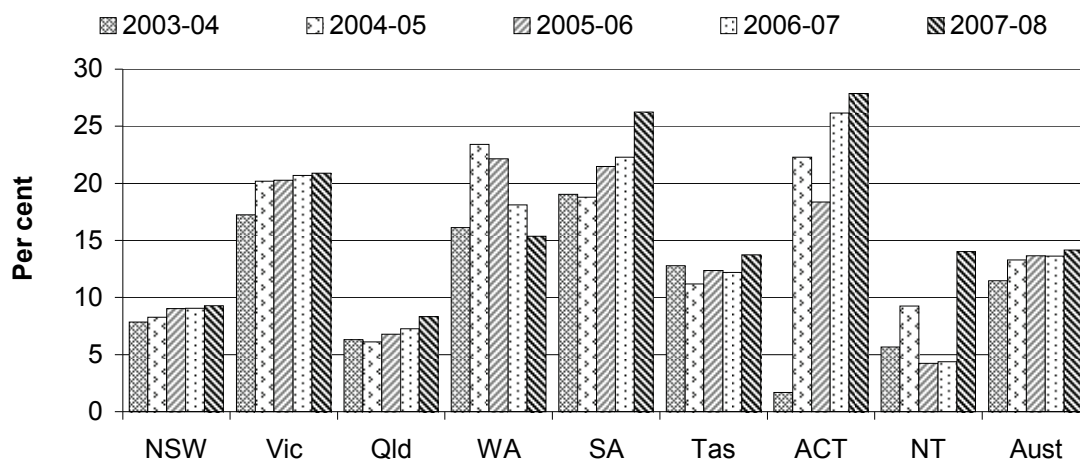


<sup>a</sup> See table 14A.15 for detailed notes relating to service user data. <sup>b</sup> Data need to be interpreted with care due to a number of factors affecting data quality. Section 14.6 contains further information on these quality issues.

Source: AIHW (unpublished) *CSTDA NMDS*; AIHW (2009 and previous years) *Disability Support Services 2007-08, 2006-07, 2005-06, 2004-05, 2003-04: National Data on Services Provided under the CSTDA*, Cat. no. DIS (56 and previous publications); table 14A.15.

Nationally, 14.2 per cent of the estimated potential population were using CSTDA funded community support in 2007-08 (figure 14.11).

**Figure 14.11 Users of CSTDA funded community support services as a proportion of the estimated potential population<sup>a, b, c, d</sup>**

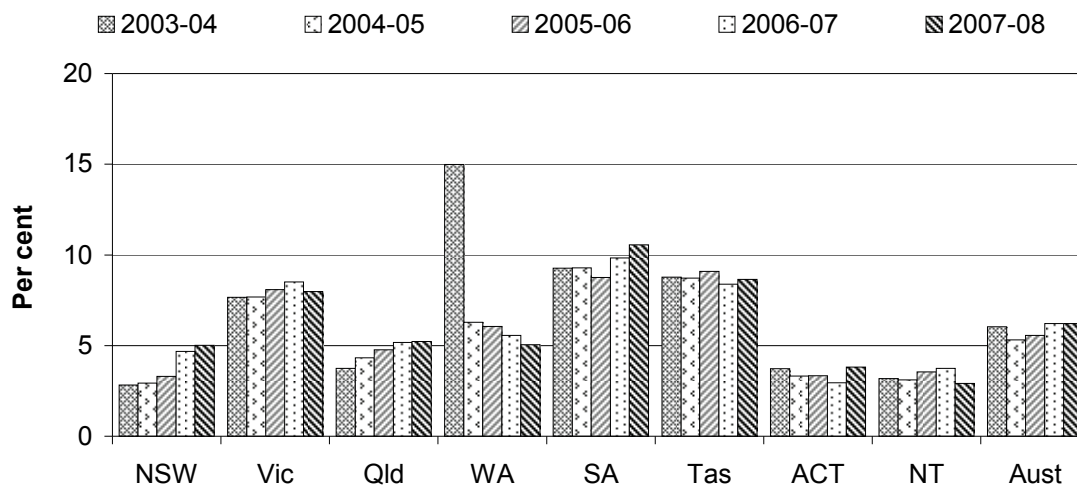


<sup>a</sup> See table 14A.16 for detailed notes relating to service user data. <sup>b</sup> Data need to be interpreted with care due to a number of factors affecting data quality. Section 14.6 contains further information on these quality issues. <sup>c</sup> For WA, the increase in the number of service users between 2003-04 and 2004-05 is due to the inclusion of data from a new electronic database for the first time. The decrease in the number between 2006-07 and 2007-08 is due to a refining of the counting rules that has led to the exclusion of some data. <sup>d</sup> For the ACT, improved data capture for therapy services resulted in an increased service user count between 2003-04 and 2004-05. The decrease in the community support services rate for 2005-06 was due to the incomplete data collection for therapy services.

Source: AIHW (unpublished) *CSTDA NMDS*; AIHW (2009 and previous years) *Disability Support Services 2007-08, 2006-07, 2005-06, 2004-05, 2003-04: National Data on Services Provided under the CSTDA*, Cat. no. DIS (56 and previous publications); table 14A.16.

Nationally, 6.2 per cent of the estimated potential population were using CSTDA funded community access services in 2007-08 (figure 14.12).

**Figure 14.12 Users of CSTDA funded community access services as a proportion of the estimated potential population<sup>a, b, c</sup>**

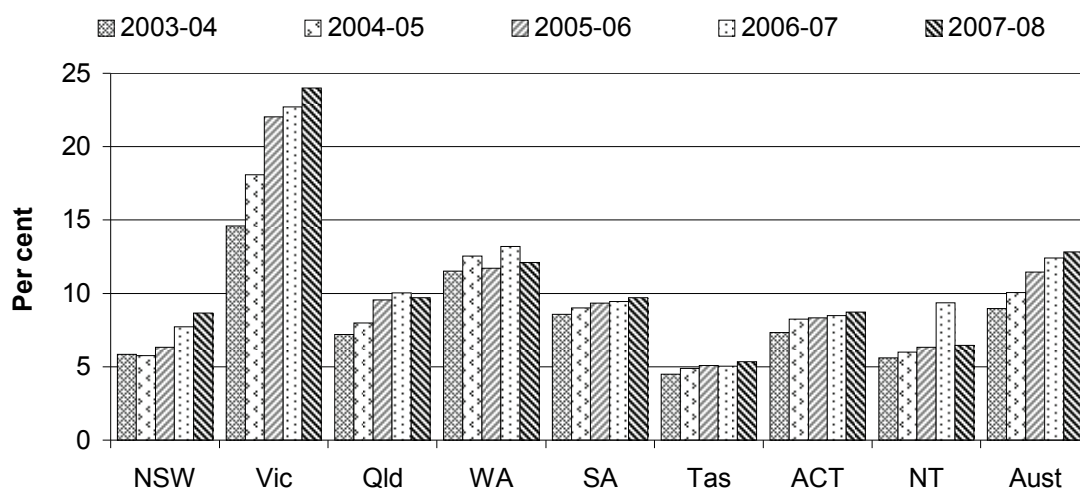


<sup>a</sup> See table 14A.17 for detailed notes relating to these data. <sup>b</sup> Data need to be interpreted with care due to a number of factors affecting data quality. Section 14.6 contains further information on these quality issues. <sup>c</sup> The decrease in the number of WA service users between 2003-04 and 2004-05 is due to a change in reporting by one recreation agency.

Source: AIHW (unpublished) *CSTDA NMDS*; AIHW (2009 and previous years) *Disability Support Services 2007-08, 2006-07, 2005-06, 2004-05, 2003-04: National Data on Services Provided under the CSTDA*, Cat. no. DIS (56 and previous publications); table 14A.17.

Nationally, 12.8 per cent of the estimated potential population who reported having a primary carer were using CSTDA funded respite services in 2007-08 (figure 14.13).

Figure 14.13 **Users of CSTDA funded respite services as a proportion of the estimated potential population for respite services**  
a, b

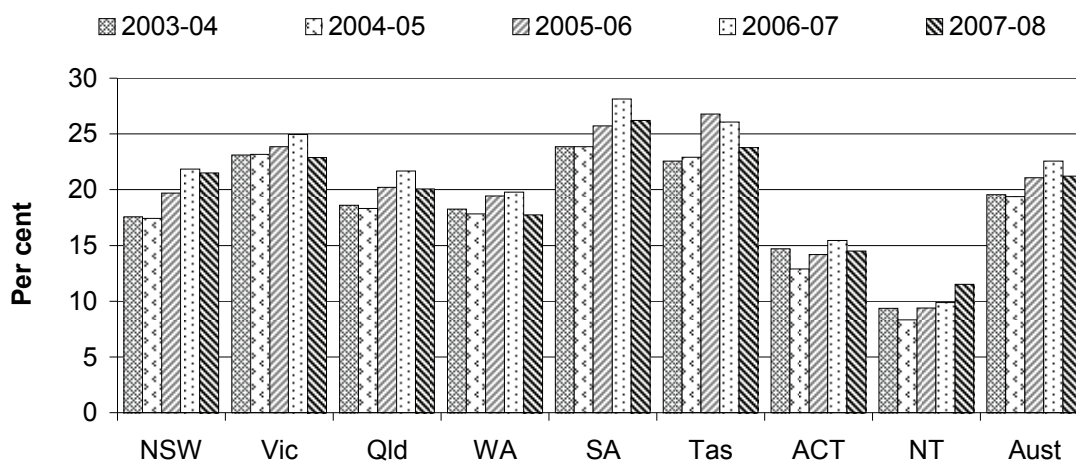


**a** See table 14A.18 for detailed notes relating to these data. **b** Data need to be interpreted with care due to a number of factors affecting data quality. Section 14.6 contains further information on these quality issues.

Source: AIHW (unpublished) *CSTDA NMDS*; AIHW (2009 and previous years) *Disability Support Services 2007-08, 2006-07, 2005-06, 2004-05, 2003-04: National Data on Services Provided under the CSTDA*, Cat. no. DIS (56 and previous publications); table 14A.18.

Nationally, 21.2 per cent of the estimated potential population for CSTDA funded employment services were using these services in 2007-08 (figure 14.14).

**Figure 14.14 Users of CSTDA funded employment services as a proportion of the estimated potential population for employment services<sup>a, b</sup>**



<sup>a</sup> See table 14A.19 for detailed notes relating to these data. <sup>b</sup> Data for 2007-08 are not comparable with previous years as the potential populations for that year were derived using labour force participation rates for people aged 15–64 years, not the participation rate for people aged 15 years and over that was used in previous years. Applying the participation rate for people aged 15–64 years to derive the 2007-08 data increased the number of people in the estimated potential population relative to previous years (by around 15 per cent).

Source: AIHW (2009 and previous years) *Disability Support Services 2007-08, 2006-07, 2005-06, 2004-05, 2003-04: National Data on Services Provided under the CSTDA*, Cat. no. DIS (56 and previous publications); table 14A.19.

### *Service use by severity of disability*

‘Service use by severity of disability’ is an indicator of governments’ objective to use available resources to provide services to people on the basis of relative need, where need for services is assumed to vary according to the need for help with the activities of daily living (ADL) (box 14.6). This indicator provides additional information for interpreting the access to CSTDA funded accommodation support, community support, community access, employment and respite services measures reported above.

Data on the need for help with ADL are derived using information on the level of support needed in one or more of the core support areas: self care, mobility, and communication. Service users who need help with ADL reported always/sometimes needing help in one or more of these areas (people who need help with ADL are ‘conceptually comparable’ with people who have a profound or severe core activity limitation). Service users who did not need help with ADL, reported needing no support in all the core activity support areas. For these service users, help may be

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needed in other areas, for example, with interpersonal interactions, learning, and community and economic life.

**Box 14.6 Service use by severity of disability**

‘Service use by severity of disability’ is defined as the proportion of people who access CSTDA funded services, by need for help with ADL. Three categories are reported: need help with ADL, does not need help with ADL and information on ADL not stated/collected. Measures are reported for accommodation support, community support, community access, employment and respite services.

A higher or increasing proportion of people using a particular service type who need help with ADL, suggests greater access to this service type for those with the greatest level of need.

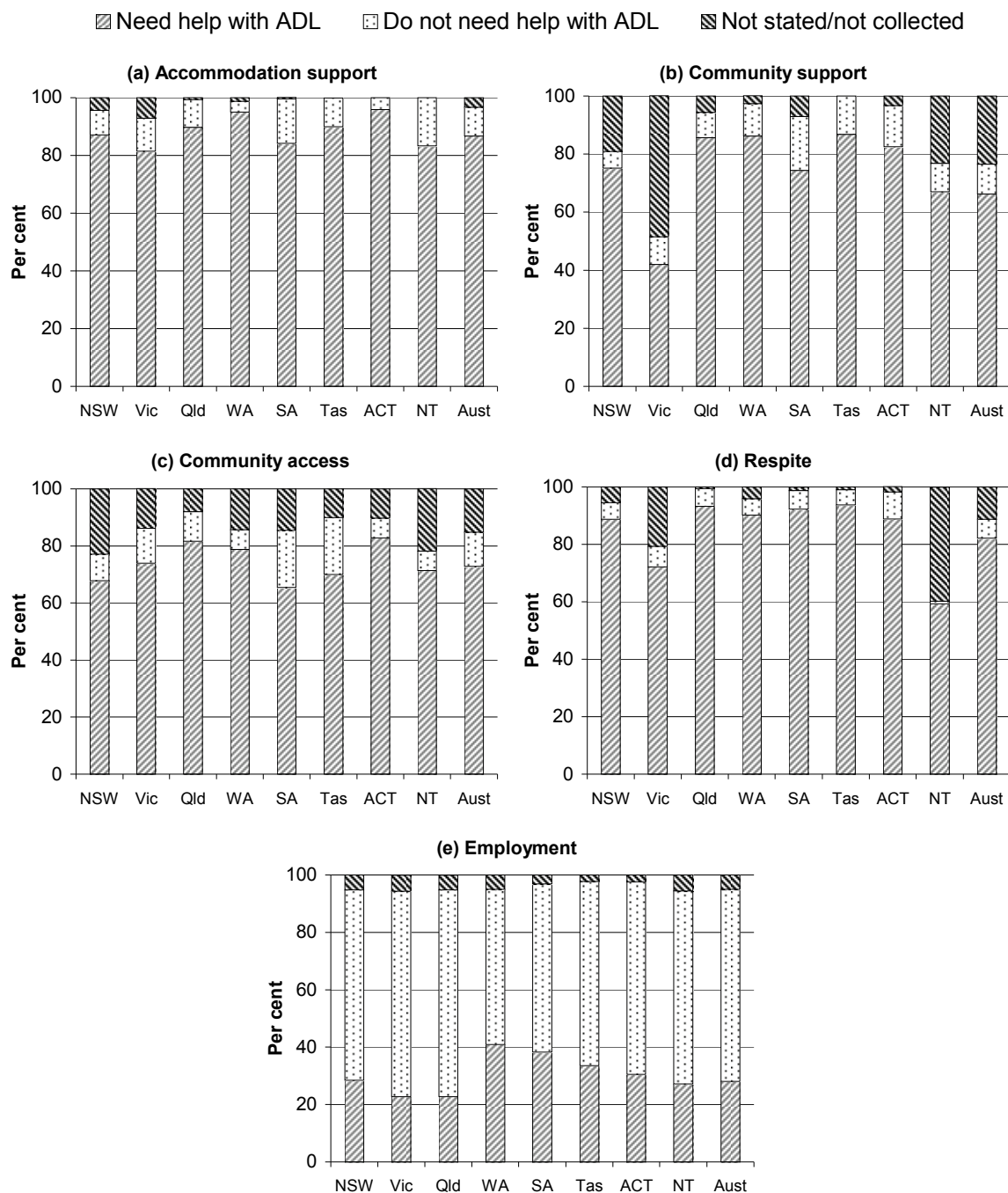
This indicator does not provide information on whether services are appropriate for the needs of the people receiving them or appropriately targeted based on relative need taking into account access to other formal support and access to informal support networks. The need for services is assumed to vary according to the need for help with ADL. Data on ADL are self/carer identified, not based on formal clinical assessments of individual limitations. There are other factors that may also be important in determining relative need, such as the complexity of a service user’s needs in other activity areas.

Data reported for this indicator are comparable.

Nationally, in 2007-08:

- 86.7 per cent of users of CSTDA funded accommodation support services needed help with ADL, 10.0 per cent did not need help with ADL and for 3.3 per cent information on ADL was not collected/not stated (figure 14.15a)
- 66.2 per cent of users of CSTDA funded community support services needed help with ADL, 10.3 per cent did not need help with ADL and for 23.5 per cent information on ADL was not collected/not stated (figure 14.15b)
- 72.9 per cent of users of CSTDA funded community access services needed help with ADL, 11.9 per cent did not need help with ADL and for 15.2 per cent information on ADL was not collected/not stated (figure 14.15c)
- 82.2 per cent of users of CSTDA funded respite services needed help with ADL, 6.5 per cent did not need help with ADL and for 11.3 per cent information on ADL was not collected/not stated (figure 14.15d)
- 28.1 per cent of users of CSTDA funded employment services needed help with ADL, 66.9 per cent did not need help with ADL and for 5.0 per cent information on ADL was not collected/not stated (figure 14.15e).

**Figure 14.15 Users of CSTDA funded services, by need for help with ADL, 2007-08<sup>a, b, c</sup>**



**a** Need for help with ADL relates to the level of support needed in the areas of self care, mobility and communication. It does not necessarily relate to the level of support needed to find or maintain employment or with other activities. **b** See tables 14A.20, 14A.21, 14A.22, 14A.23 and 14A.24 for detailed notes relating to these data. **c** Data need to be interpreted with care due to a number of factors affecting data quality. Section 14.6 contains further information on these quality issues.

Source: AIHW (unpublished) CSTDA NMDS; tables 14A.20, 14A.21, 14A.22, 14A.23 and 14A.24.



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### *Service use by special needs groups*

‘Service use by special needs groups’ is an indicator of governments’ objective that access to services should be equitable for all members of the community and provided on the basis of relative need (box 14.7). The Report compares access for people from special needs groups with access for people from outside the special needs group of the total population and the ‘potential population’. The potential population is an estimate, derived using a range of data sources, of the number of people with the potential to require disability support services, including individuals who meet the service eligibility criteria but who do not demand the services. Results are reported on the basis of the potential population to account for differences in the prevalence of disability between people in the special needs group and people outside the special needs group. For information on how the potential populations for the special needs groups were derived see section 14.6.

#### **Box 14.7 Service use by special needs groups**

‘Service use by special needs groups’ is defined by two measures:

- the proportion of service users per 1000 total population in a particular special needs group, compared to the proportion of service users per 1000 total population outside the special needs group
- the proportion of service users per 1000 potential population in a particular special needs group, compared to the proportion of service users per 1000 potential population outside the special needs group.

Both measures are reported for accommodation support, community support, community access and employment services. For respite services, data are reported per 1000 total population only due to data limitations.

Data are reported for three special needs groups:

- people from outer regional and remote/very remote locations
- people identified as Indigenous Australians
- people who were born in a non-English speaking country (that is, not born in Australia, New Zealand, Canada, the United Kingdom, South Africa, Ireland, the United States or Zimbabwe).

Holding other factors constant, the proportion of service users per 1000 people (or per 1000 potential population) in a special needs group should not differ significantly from the proportion of service users per 1000 people (or per 1000 potential population) outside the special needs group.

(Continued on next page)

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#### Box 14.7 (Continued)

For both measures, while a markedly lower proportion can indicate reduced access for a special needs group, it can also represent strong alternative informal support networks (and a consequent lower level of otherwise unmet need), or a lower tendency of people with disability in a special needs group to choose to access CSTDA funded services. Similarly, a higher proportion can suggest poor service targeting, the lack of alternative informal support networks or a greater tendency of people with disability in a special needs group to choose to access CSTDA funded services. For the measure that compares access per 1000 population, significant differences in access can also reflect the special needs group having a higher/lower prevalence of disability.

This indicator does not provide information on whether the services are appropriate for the needs of the people receiving them, or correctly targeted on the basis of relative need. The indicator does not take into account differences in the level of informal assistance that is available for people in special needs groups and outside the special needs groups. Results for outer regional and remote/very remote users of accommodation support services, for example, need to be considered with care because alternatives to government funded accommodation support services are likely to be more readily available in these areas. Specifically, accommodation support services in outer regional and remote/very remote areas are largely provided informally, making use of local area coordinators and local community resources.

Data reported for this indicator are comparable.

The numerators and denominators of this access measure apply to different age groups. The numerator of an access measure is service users of all ages. The denominator is the estimated population/potential population:

- for people aged under 65 years for accommodation support, community support, community access and respite services
- for people aged 15–64 years for employment services.

Data for access per 1000 potential population need to be interpreted with care due to a number of factors affecting data quality. Potential sources of error include:

- that there are service users for whom ‘special needs group’ status (for example, Indigenous status) is not stated or not collected — poor and/or inconsistent levels of Indigenous identification between states and territories would affect comparisons
- the assumptions underlying the method used to derive the potential populations
- for the Indigenous estimates, differential Census undercount between states and territories might also introduce bias in the results that could affect the comparability of estimates across jurisdictions.

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Section 14.6 contains more detailed information on these quality issues.

*Service use by special needs groups — people in outer regional and remote/very remote areas*

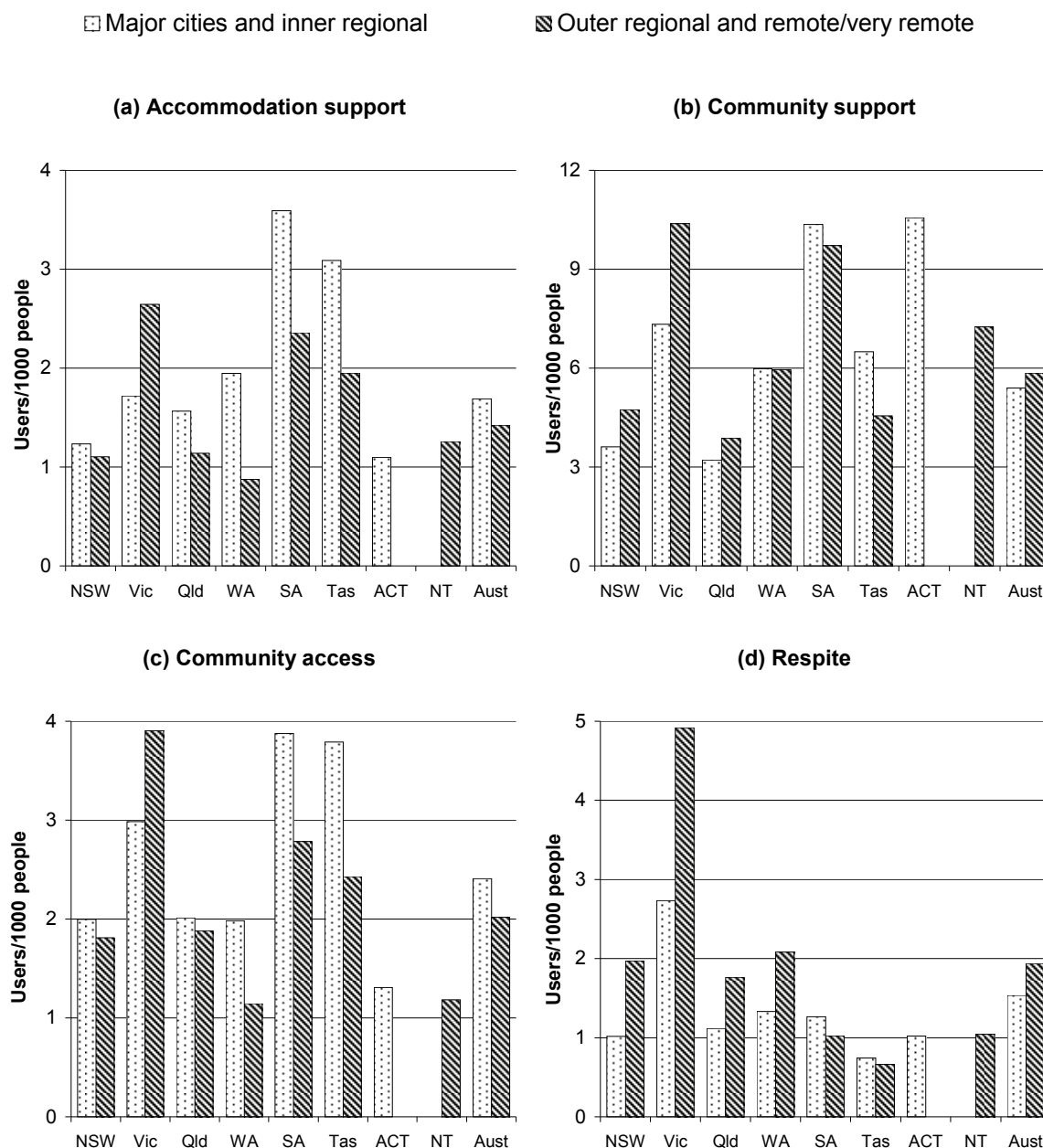
Nationally, in 2007-08, the proportion of the outer regional and remote/very remote population who used CSTDA funded accommodation support services was 1.4 service users per 1000 population, lower than the proportion of the major cities and inner regional population who used these services (1.7 service users per 1000 population) (figure 14.16a). The proportion of the outer regional and remote/very remote potential population who used CSTDA funded accommodation support services (33.7 service users per 1000 potential population) was lower than that of the major cities and inner regional potential population who used these services (42.5 service users per 1000 potential population) (figure 14.17a).

Nationally, in 2007-08, the proportion of the outer regional and remote/very remote population who used CSTDA funded community support services was 5.8 service users per 1000 population, higher than the proportion of the major cities and inner regional population who used these services (5.4 service users per 1000 population) (figure 14.16b). The proportion of the outer regional and remote/very remote potential population who used CSTDA funded community support services (138.6 service users per 1000 potential population) was higher than the proportion of the major cities and inner regional potential population who used these services (135.9 service users per 1000 potential population) (figure 14.17b).

Nationally, in 2007-08, the proportion of the outer regional and remote/very remote population who used CSTDA funded community access services was 2.0 service users per 1000 population, lower than the proportion of the major cities and inner regional population who used these services (2.4 service users per 1000 population) (figure 14.16c). The proportion of the outer regional and remote/very remote potential population who used CSTDA funded community access services (47.8 service users per 1000 potential population) was lower than the proportion of the major cities and inner regional potential population who used these services (60.6 service users per 1000 potential population) (figure 14.17c).

Nationally, in 2007-08, the proportion of the outer regional and remote/very remote population who used CSTDA funded respite services was 1.9 service users per 1000 population), higher than the proportion of the major cities and inner regional population who used these services (1.5 service users per 1000 population) (figure 14.16d). Access to respite as a proportion of the potential population is not reported. To derive an estimate of the respite potential populations across the relevant groups Census data on people with a ASSNP who had a primary carer are needed. These data were not collected.

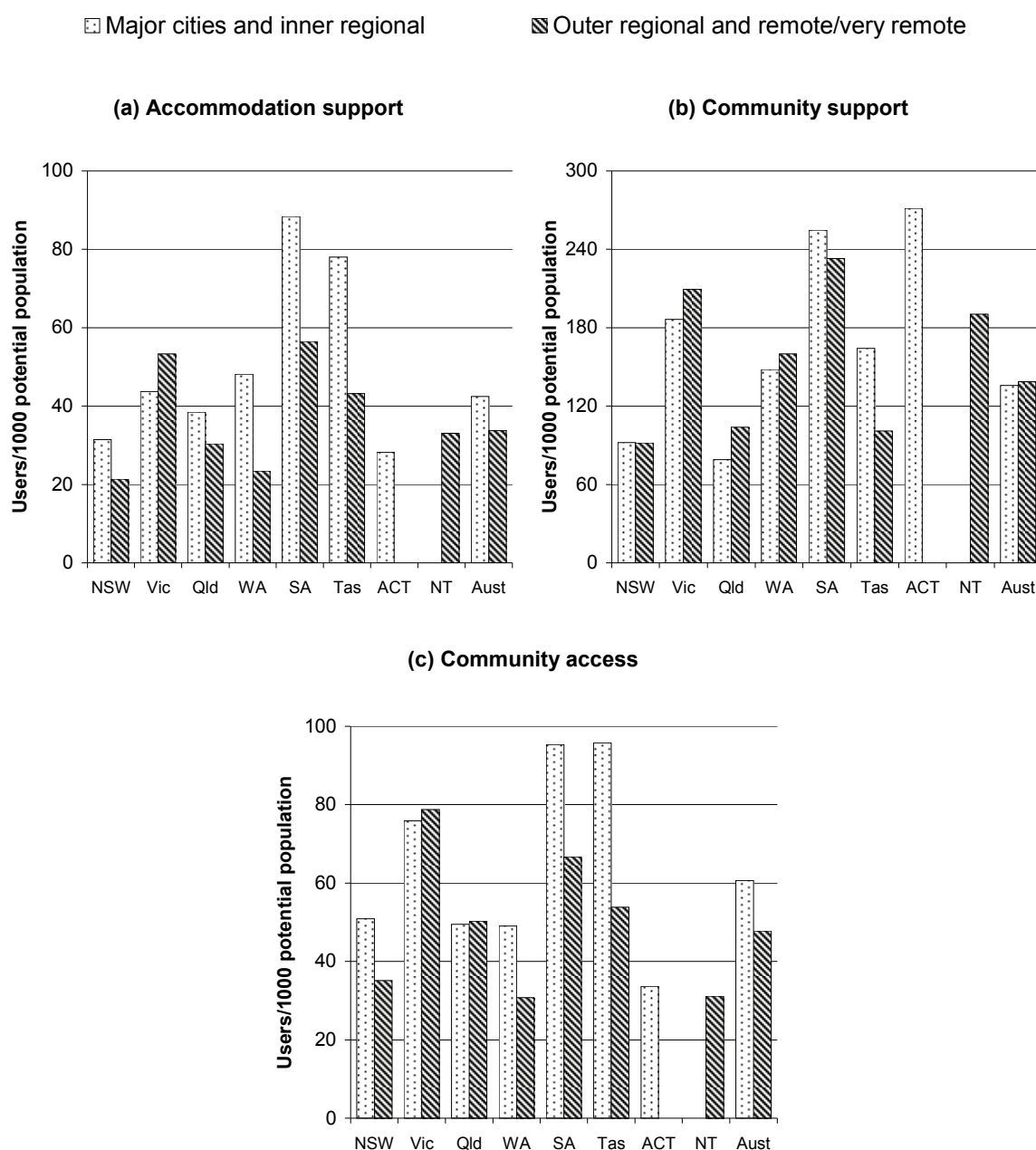
**Figure 14.16 Users of State and Territory administered CSTDA funded services per 1000 people, by geographic location, 2007-08<sup>a, b, c, d, e</sup>**



<sup>a</sup> See tables 14A.25, 14A.26, 14A.27 and 14A.28 for detailed notes relating to these data. <sup>b</sup> Data need to be interpreted with care due to a number of factors affecting data quality. Section 14.6 contains further information on these quality issues. <sup>c</sup> Tasmania does not have major cities. <sup>d</sup> The ACT does not have outer regional and remote/very remote areas. <sup>e</sup> The NT does not have major cities and inner regional areas.

Source: AIHW (unpublished) CSTDA NMDS; AIHW (unpublished) derived from ABS (2008) *Population by Age and Sex, Regions of Australia, 2007*; Cat. no. 3235.0; tables 14A.25, 14A.26, 14A.27 and 14A.28.

**Figure 14.17 Users of State and Territory administered CSTDA funded services per 1000 potential population, by geographic location, 2007-08<sup>a, b, c, d, e</sup>**

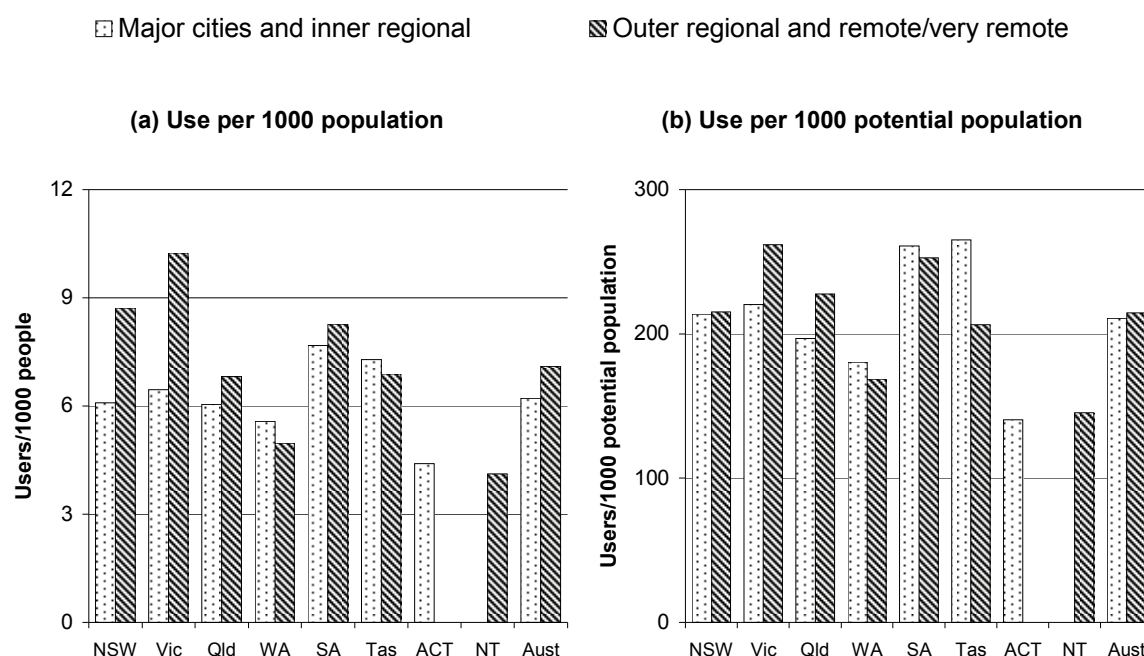


<sup>a</sup> See tables 14A.25, 14A.26 and 14A.27 for detailed notes relating to these data. <sup>b</sup> Data need to be interpreted with care due to a number of factors affecting data quality. Section 14.6 contains further information on these quality issues. <sup>c</sup> Tasmania does not have major cities. <sup>d</sup> The ACT does not have outer regional and remote/very remote areas. <sup>e</sup> The NT does not have major cities and inner regional areas.

Source: AIHW (unpublished) *CSTDA NMDS*; AIHW (unpublished) derived from ABS (2004) *2003 SDAC*, Cat. no. 4430.0, ABS *2006 Census of Population and Housing (CDATA Online)* and ABS (2008) *Population by Age and Sex, Regions of Australia, 2007*; Cat. no. 3235.0; tables 14A.25, 14A.26 and 14A.27.

Nationally, in 2007-08, the proportion of the outer regional and remote/very remote population who used CSTDA funded employment services (7.1 service users per 1000 population) was higher than that of the major cities and inner regional population (6.2 service users per 1000 population) (figure 14.18a). The proportion of the outer regional and remote/very remote potential population who used CSTDA funded employment services (214.6 service users per 1000 potential population) was higher than that of the major cities and inner regional potential population (210.9 service users per 1000 potential population) (figure 14.18b).

**Figure 14.18 Users of CSTDA funded employment services, by geographic location, 2007-08<sup>a, b, c, d, e</sup>**



<sup>a</sup> See table 14A.29 for detailed notes relating to these data. <sup>b</sup> Data need to be interpreted with care due to a number of factors affecting data quality. Section 14.6 contains further information on these quality issues. <sup>c</sup> Tasmania does not have major cities. <sup>d</sup> The ACT does not have outer regional and remote/very remote areas. <sup>e</sup> The NT does not have major cities and inner regional areas.

Source: AIHW (unpublished) CSTDA NMDS; AIHW (unpublished) derived from ABS (2004) 2003 SDAC, Cat. no. 4430.0, ABS 2006 Census of Population and Housing (CDATA Online), ABS (2007) Labour Force Australia, Detailed Electronic Delivery, June 2007, Cat. no. 6291.0.55.001 and ABS (2008) Population by Age and Sex, Regions of Australia, 2007, Cat. no. 3235.0; table 14A.29.

### *Service use by special needs groups — Indigenous people*

Nationally, in 2007-08, the proportion of the Indigenous population who used CSTDA funded accommodation support services was 2.8 service users per 1000 population, higher than the proportion of the non-Indigenous population who used these services (1.6 service users per 1000 population) (figure 14.19a). The

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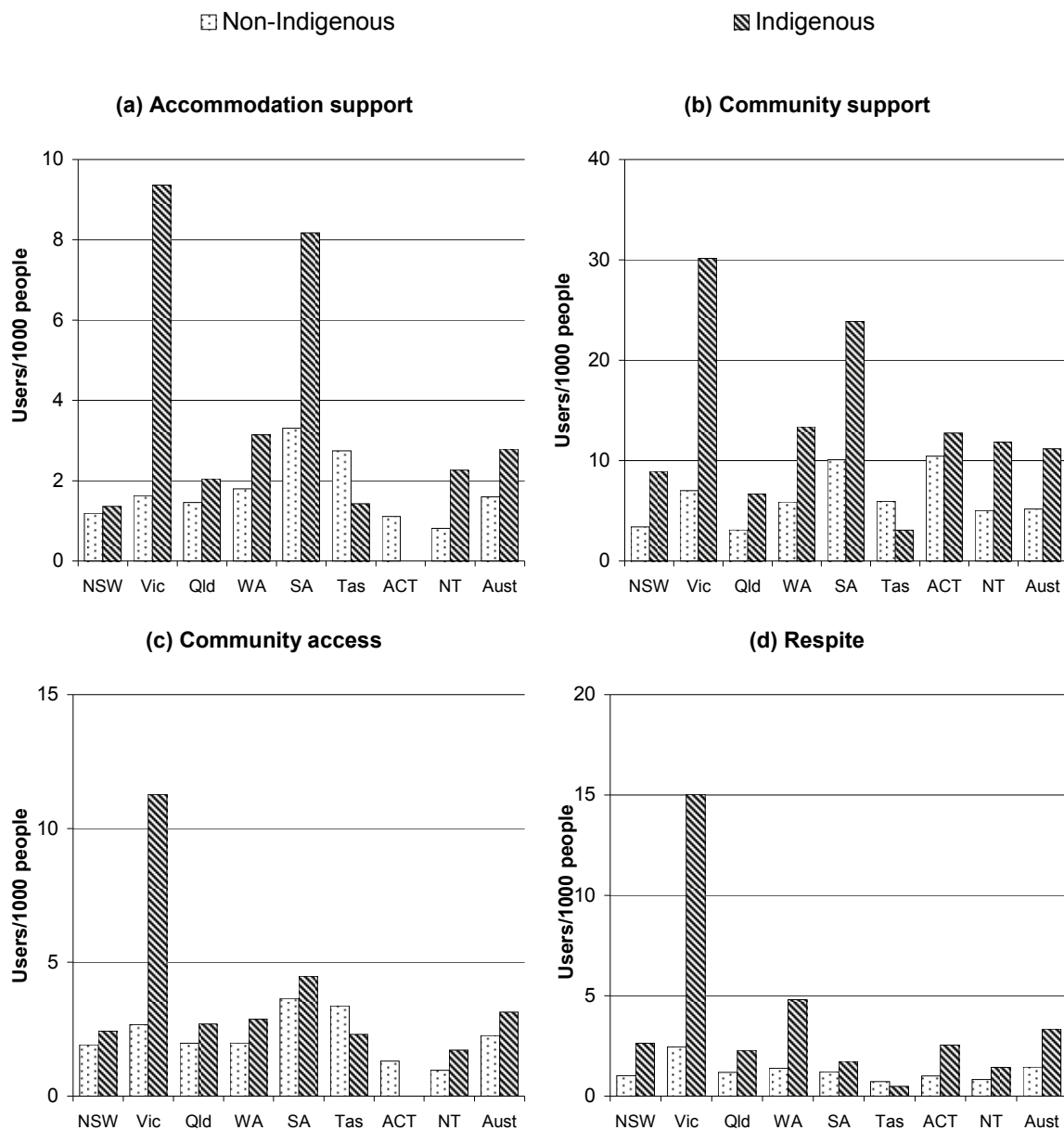
proportion of the Indigenous potential population who used CSTDA funded accommodation support services (39.9 service users per 1000 potential population) was lower than the non-Indigenous potential population who used these services (40.5 service users per 1000 potential population) (figure 14.20a).

Nationally, in 2007-08, the proportion of the Indigenous population who used CSTDA funded community support services was 11.2 service users per 1000 population, higher than the proportion of the non-Indigenous population who used these services (5.2 service users per 1000 population) (figure 14.19b). The proportion of the Indigenous potential population who used CSTDA funded community support services (159.9 service users per 1000 potential population) was higher than the proportion of the non-Indigenous potential population who used these services (131.0 service users per 1000 potential population) (figure 14.20b).

Nationally, in 2007-08, the proportion of the Indigenous population who used CSTDA funded community access services was 3.1 service users per 1000 population, higher than the proportion of the non-Indigenous population who used these services (2.3 service users per 1000 population) (figure 14.19c). The proportion of the Indigenous potential population who used CSTDA funded community access services (44.9 service users per 1000 potential population) was lower than the proportion of the non-Indigenous potential population who used these services (57.4 service users per 1000 potential population) (figure 14.20c).

Nationally, in 2007-08, the proportion of the Indigenous population who used CSTDA funded respite service was 3.3 users per 1000 population, higher than the proportion of the non-Indigenous population who used these services (1.5 service users per 1000 population) (figure 14.19d). Access to respite as a proportion of the potential population is not reported. To derive an estimate of the respite potential populations across the relevant groups Census data on people with a ASSNP who had a primary carer are needed. These data were not collected.

**Figure 14.19 Users of State and Territory administered CSTDA funded services per 1000 people, by Indigenous status, 2007-08<sup>a, b, c</sup>**

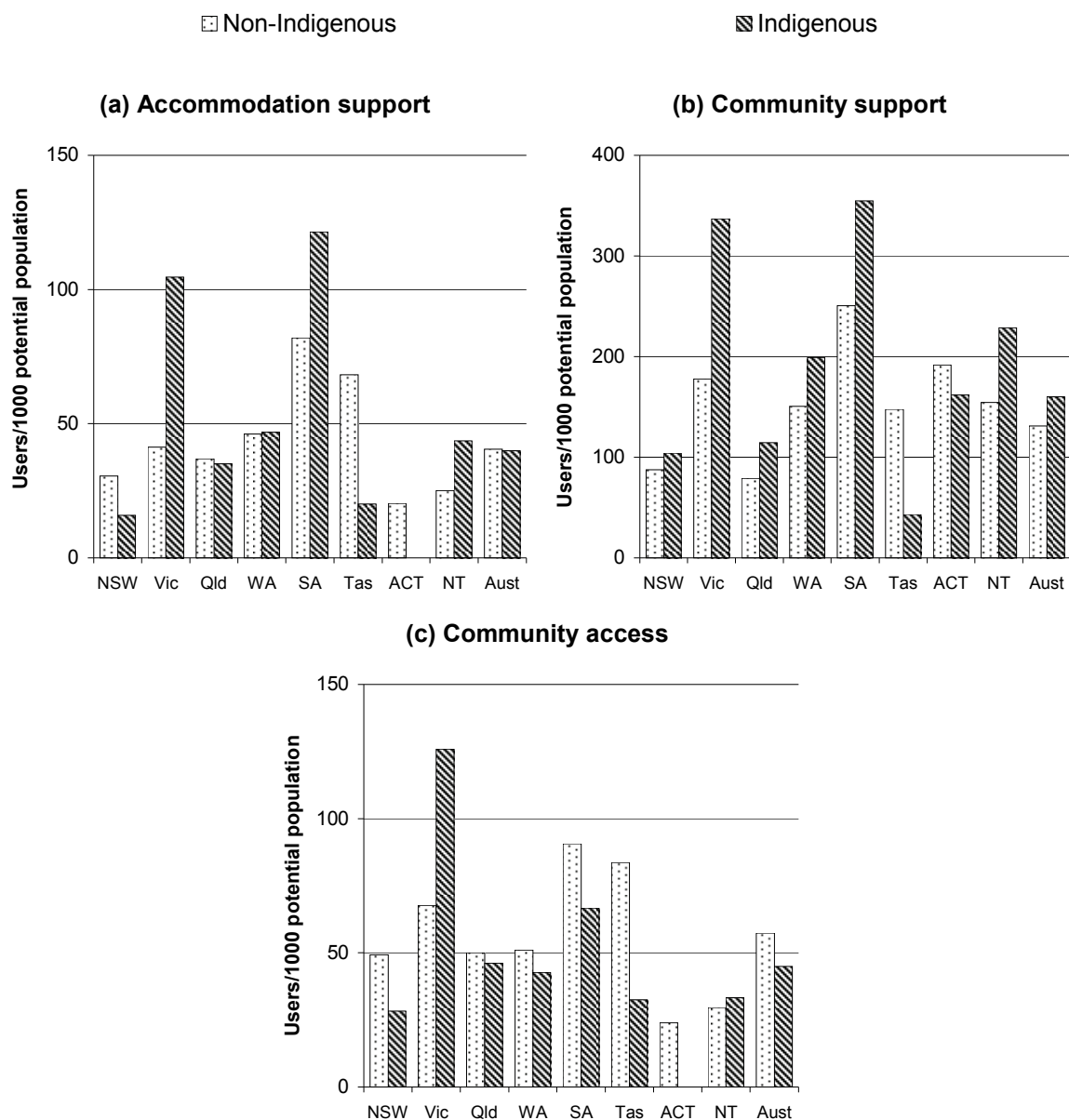


<sup>a</sup> See tables 14A.30, 14A.31, 14A.32 and 14A.33 for detailed notes relating to these data. <sup>b</sup> Data need to be interpreted with care due to a number of factors affecting data quality. Section 14.6 contains further information on these quality issues. <sup>c</sup> ACT data for service users per 1000 Indigenous people for accommodation support and community access are not published as they are based on a small number of service users.

Source: AIHW (unpublished) CSTDA NMDS; AIHW (unpublished) derived from ABS (2007) *Population by Age and Sex, Australian States and Territories, Jun 2007*, Cat. no. 3201.0 and ABS (2009) *Experimental Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 1991 to 2021*, Cat. no. 3238.0; tables 14A.30, 14A.31, 14A.32 and 14A.33.



Figure 14.20 **Users of State and Territory administered CSTDA funded services per 1000 potential population, by Indigenous status, 2007-08<sup>a, b, c</sup>**



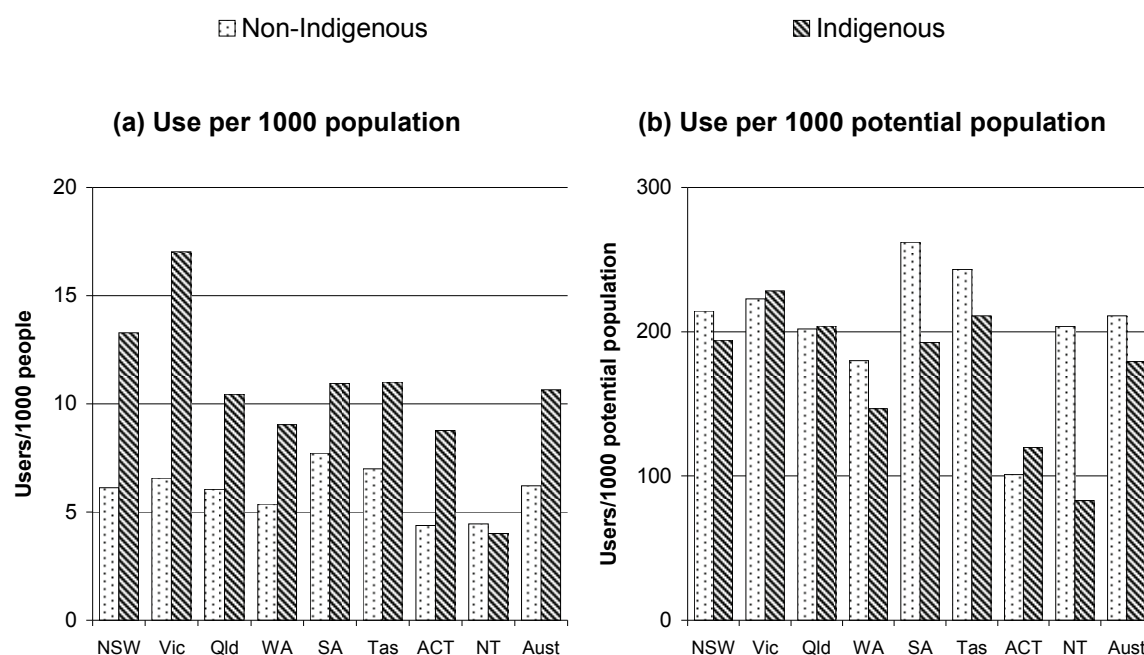
<sup>a</sup> See tables 14A.30, 14A.31 and 14A.32 for detailed notes relating to these data. <sup>b</sup> Data need to be interpreted with care due to a number of factors affecting data quality. Section 14.6 contains further information on these quality issues. <sup>c</sup> ACT data for service users per 1000 Indigenous potential population are not published for accommodation support and community access as they are based on a small number of service users.

Source: AIHW (unpublished) *CSTDA NMDS*; AIHW (2009) *Disability Support Services 2007-08 National Data on Services Provided under the CSTDA*, Cat. no. DIS 56; tables 14A.30, 14A.31 and 14A.32.

Nationally, in 2007-08, the proportion of the Indigenous population who used CSTDA funded employment services (10.6 service users per 1000 population) was

higher than that of the non-Indigenous population (6.2 service users per 1000 population) (figure 14.21a). The proportion of the Indigenous potential population who used CSTDA funded employment services (179.3 service users per 1000 potential population) was lower than that of the non-Indigenous potential population (210.9 service users per 1000 potential population) (figure 14.21b).

**Figure 14.21 Users of CSTDA funded employment services, by Indigenous status, 2007-08<sup>a, b</sup>**



<sup>a</sup> See table 14A.34 for detailed notes relating to these data. <sup>b</sup> Data need to be interpreted with care due to a number of factors affecting data quality. Section 14.6 contains further information on these quality issues.

Source: AIHW (unpublished) CSTDA NMDS; AIHW (unpublished) derived from ABS (2004) 2003 SDAC, Cat. no. 4430.0, ABS 2006 Census of Population and Housing (CDATA Online), ABS (2007) Labour Force Australia, Detailed Electronic Delivery, June 2007, Cat. no. 6291.0.55.001, ABS (2009) Experimental Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 1991 to 2021, Cat. no. 3238.0 and ABS (2007) Population by Age and Sex, Australian States and Territories, Jun 2007, Cat. no. 3201.0; table 14A.34.

### *Service use by special needs groups — people born in a non-English speaking country*

Nationally, in 2007-08, the proportion of people born in a non-English speaking country who used CSTDA funded accommodation support services was 0.5 users per 1000 population, lower than the proportion of people born in an English speaking country (1.8 service users per 1000 population) (figure 14.22a). The proportion of the potential population born in a non-English speaking country who used CSTDA funded accommodation support services (12.8 users per 1000

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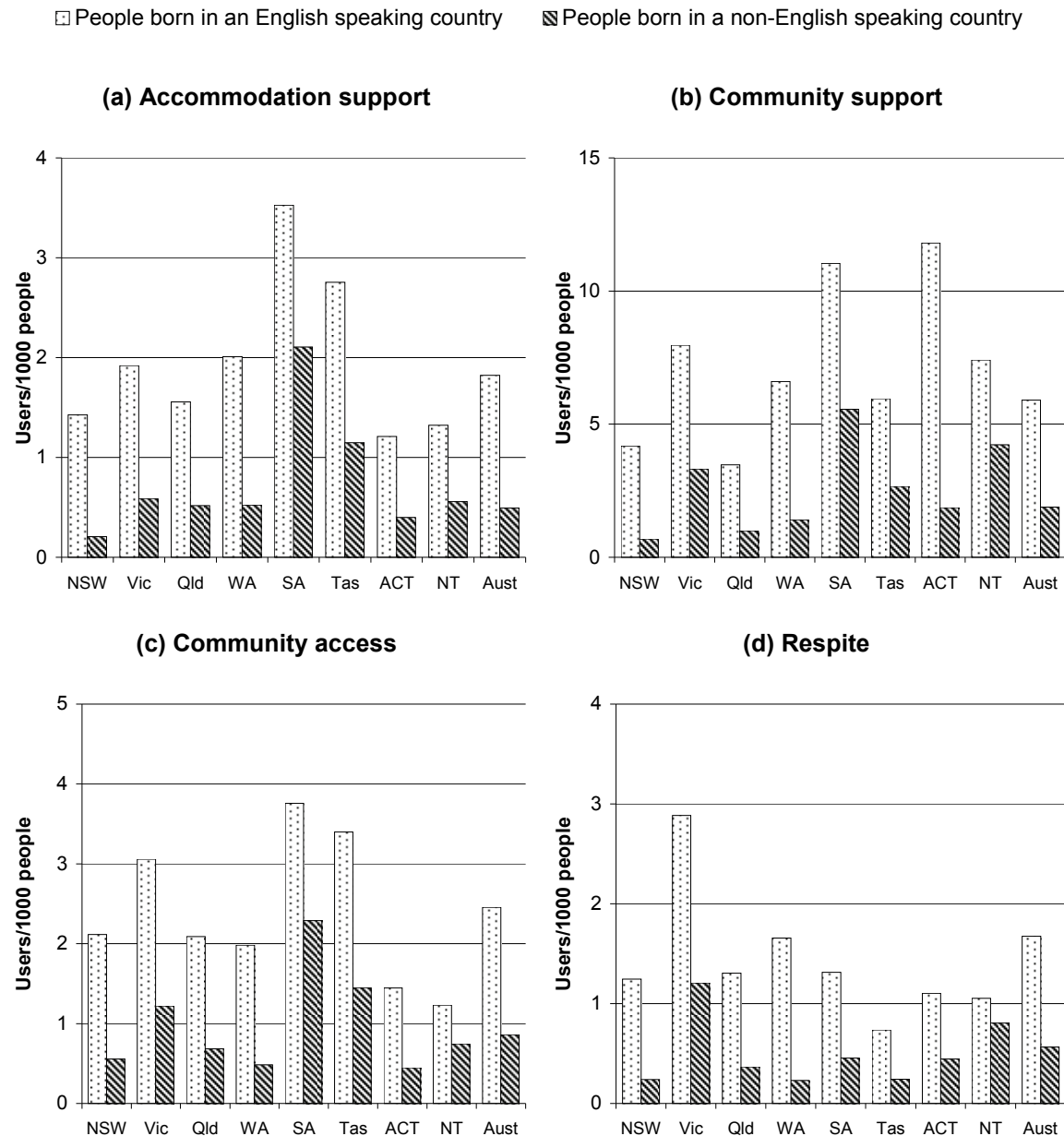
potential population) was lower than the proportion of people born in an English speaking country who used these services (45.3 service users per 1000 potential population) (figure 14.23a).

Nationally, in 2007-08, the proportion of people born in a non-English speaking country who used CSTDA funded community support services was 1.9 service users per 1000 population, lower than the proportion of people born in an English speaking country who used these services (5.9 service users per 1000 population) (figure 14.22b). The proportion of the potential population born in a non-English speaking country who used community support services (48.8 service users per 1000 potential population) was lower than the proportion of people born in an English speaking country who used these services (146.6 service users per 1000 potential population) (figure 14.23b).

Nationally, in 2007-08, the proportion of people born in a non-English speaking country who used CSTDA funded community access services was 0.9 users per 1000 population, lower than the proportion of people born in an English speaking country who used these services (2.5 service users per 1000 population) (figure 14.22c). The proportion of the potential population born in a non-English speaking country who used community access services (22.3 service users per 1000 potential population) was lower than the proportion of people born in an English speaking country who used these services (61.0 service users per 1000 population) (figure 14.23c).

Nationally, in 2007-08, the proportion of people born in a non-English speaking country who used CSTDA funded respite services was 0.6 service users per 1000 population, lower than the proportion of people born in an English speaking country who used these services (1.7 service users per 1000 population) (figure 14.22d). Access to respite as a proportion of the potential population is not reported. To derive an estimate of the respite potential populations across the relevant groups Census data on people with a ASSNP who had a primary carer are needed. These data were not collected.

**Figure 14.22 Users of State and Territory administered CSTDA funded services per 1000 people, by country of birth, 2007-08<sup>a, b</sup>**

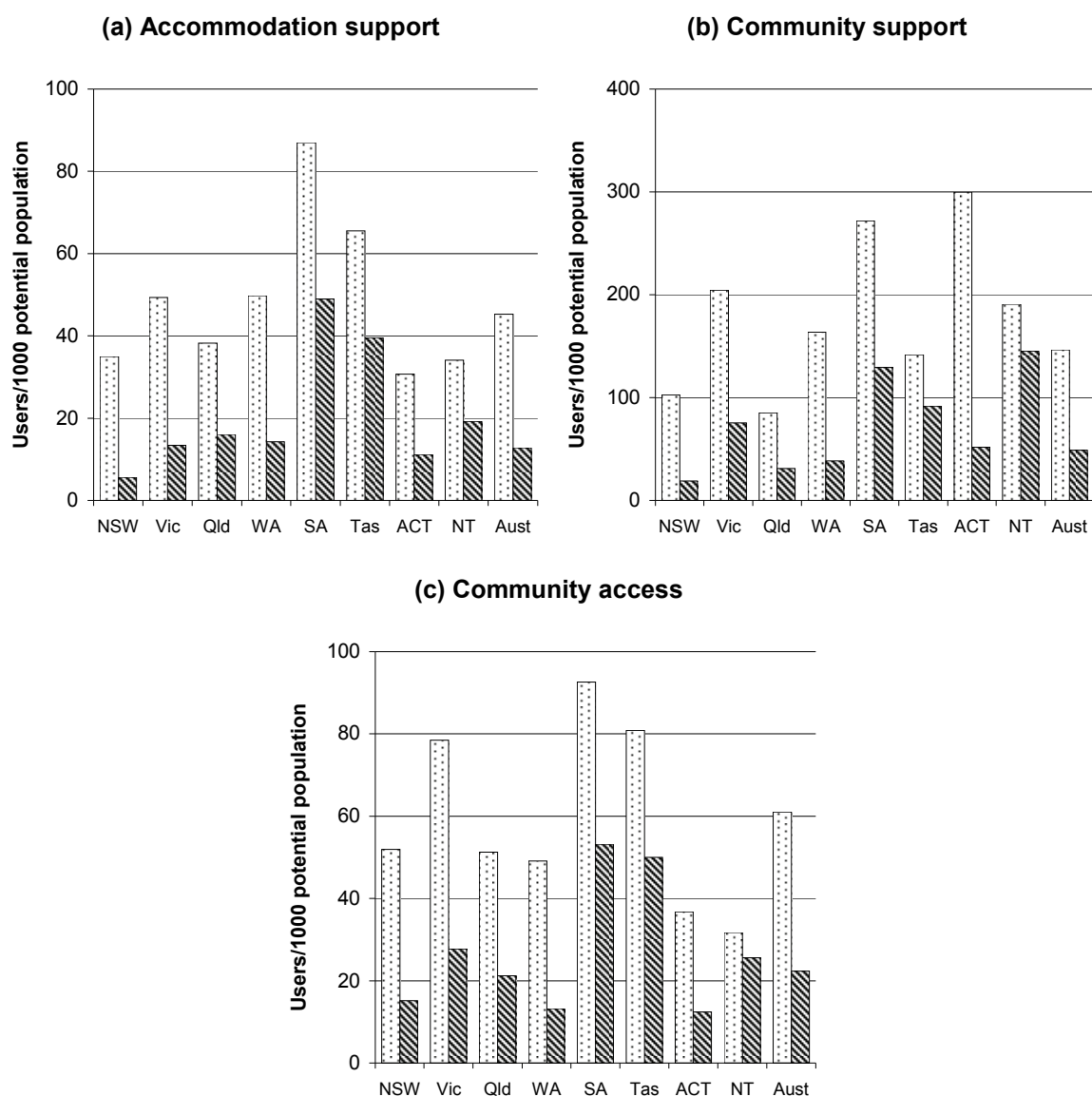


<sup>a</sup> See tables 14A.35, 14A.36, 14A.37 and 14A.38 for detailed notes relating to these data. <sup>b</sup> Data need to be interpreted with care due to a number of factors affecting data quality. Section 14.6 contains further information on these quality issues.

Source: AIHW (unpublished) CSTDA NMDS; AIHW (unpublished) derived from ABS 2006 Census of Population and Housing (CDATA Online) and ABS (2007) Population by Age and Sex, Australian States and Territories, Jun 2007, Cat. no. 3201.0; tables 14A.35, 14A.36, 14A.37 and 14A.38.

**Figure 14.23 Users of State and Territory administered CSTDA funded services per 1000 potential population, by country of birth, 2007-08<sup>a, b</sup>**

□ People born in an English speaking country    ▨ People born in a non-English speaking country



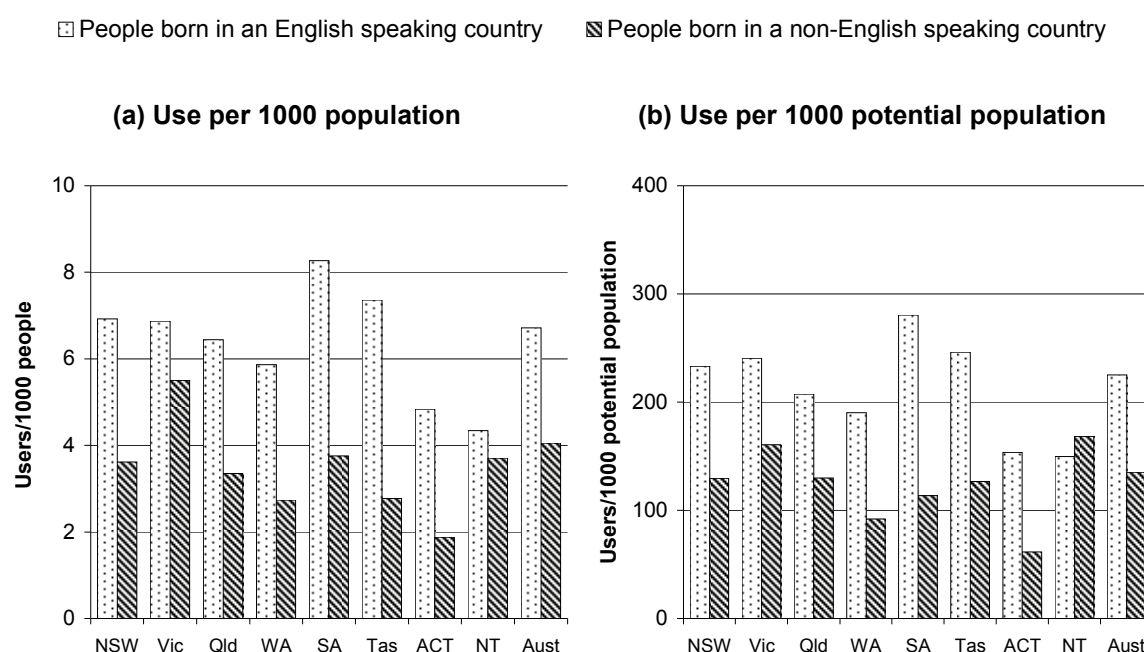
<sup>a</sup> See tables 14A.35, 14A.36 and 14A.37 for detailed notes relating to these data. <sup>b</sup> Data need to be interpreted with care due to a number of factors affecting data quality. Section 14.6 contains further information on these quality issues.

Source: AIHW (unpublished) *CSTDA NMDS*; AIHW (unpublished) derived from ABS (2004) *2003 SDAC*, Cat. no. 4430.0; ABS *2006 Census of Population and Housing (CDATA Online)* and ABS (2007) *Population by Age and Sex, Australian States and Territories, Jun 2007*, Cat. no. 3201.0; tables 14A.35, 14A.36 and 14A.37.

Nationally, in 2007-08, the proportion of people born in a non-English speaking country who used CSTDA funded employment services (4.1 service users

per 1000 population) was lower than that of people born in an English speaking country (6.7 service users per 1000 population) (figure 14.24a). The proportion of the potential population of people born in a non-English speaking country who used CSTDA funded employment services (135.2 service users per 1000 potential population) was lower than that of the potential population of people born in an English speaking country (225.1 service users per 1000 potential population) (figure 14.24b).

**Figure 14.24 Users of CSTDA funded employment services, by country of birth, 2007-08<sup>a, b</sup>**



<sup>a</sup> See table 14A.39 for detailed notes relating to these data. <sup>b</sup> Data need to be interpreted with care due to a number of factors affecting data quality. Section 14.6 contains further information on these quality issues.

Source: AIHW (unpublished) CSTDA NMDS; AIHW (unpublished) derived from ABS (2004) *2003 SDAC*, Cat. no. 4430.0, ABS *2006 Census of Population and Housing*, ABS (2007) *Labour Force Australia, Detailed Electronic Delivery, June 2007*, Cat. no. 6291.0.55.001 and ABS (2007) *Population by Age and Sex, Australian States and Territories, Jun 2007*, Cat. no. 3201.0; table 14A.39.

### *Proportion receiving community accommodation and care services*

‘Proportion receiving community accommodation and care services’ is an indicator of governments’ objective to assist people with disability to live as valued and participating members of the community (box 14.8). Governments provide or fund accommodation support services to people with disability in institutional/residential settings and through community accommodation and care services. Institutional or residential accommodation support services are provided in both institutions and

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hostels. Community accommodation and care services are provided in group homes and other community settings. The services provided in other community settings are attendant care/personal care, in home accommodation support, alternative family placement and other accommodation support.

State and Territory governments generally seek, if possible, to provide accommodation support services to people with disability outside of institutional/residential settings. Community accommodation and care services are considered to provide better opportunities for people with disability to be involved in their community.

**Box 14.8 Proportion receiving community accommodation and care services**

‘Proportion receiving community accommodation and care services’ is defined as the number of people using a CSTDA funded community accommodation and care service divided by the total number of people using CSTDA funded accommodation support services (excluding people who use specialist psychiatric disability services only).

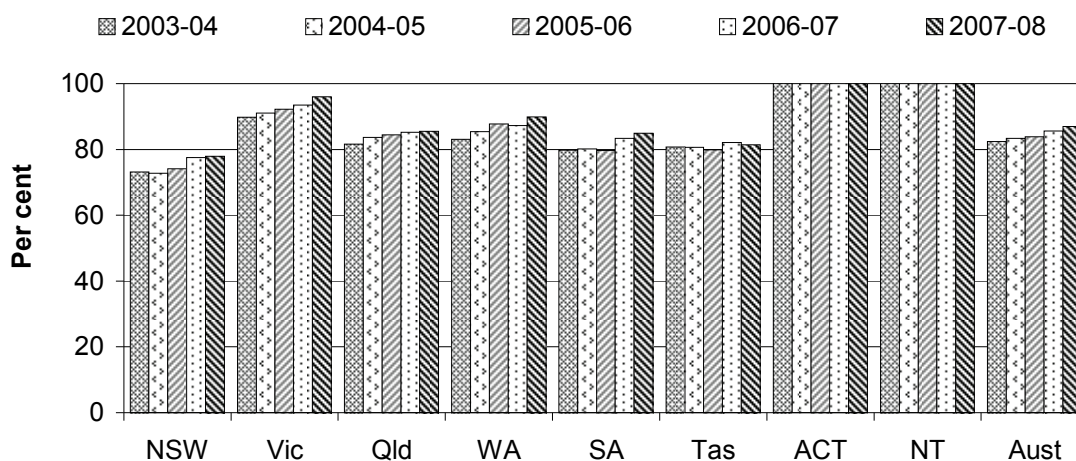
A higher proportion of people accessing CSTDA funded community accommodation and care services is likely to provide better opportunities for people with disability (who need accommodation support) to be involved in their community.

CSTDA funded services are provided on the basis of need and available resources. This indicator does not provide information on whether the services are appropriate for the needs of the people receiving them, or correctly targeted on the basis of relative need.

Data reported for this indicator are comparable.

Nationally, 87.0 per cent of users of CSTDA funded accommodation support services received community accommodation and care services in 2007-08 (figure 14.25).

**Figure 14.25 Users of community accommodation and care services as a proportion of all CSTDA funded accommodation support service users<sup>a, b</sup>**



<sup>a</sup> See table 14A.40 for detailed notes relating to these data. <sup>b</sup> Data need to be interpreted with care due to a number of factors affecting data quality. Section 14.6 contains further information on these quality issues.

Source: AIHW (unpublished) CSTDA NMDS; table 14A.40.

### *Program for younger people in residential aged care*

‘Program for younger people in residential aged care’ has been identified for development as an indicator of governments’ objective to provide services to people with disability that are appropriate to their needs (box 14.9).

#### **Box 14.9 Program for younger people in residential aged care**

‘Program for younger people in residential aged care’ is yet to be defined.

Data for this indicator were not available for the 2010 Report.

### *Client satisfaction with appropriateness*

‘Client satisfaction with appropriateness’ has been identified for development as an indicator of governments’ objective to provide services to people with disability that are appropriate to their needs (box 14.10). This indicator will seek to measure the appropriateness of these services relative to the service user’s need, from the service user’s perspective.



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**Box 14.10 Client satisfaction with appropriateness**

‘Client satisfaction with appropriateness’ is yet to be defined.

Data for this indicator were not available for the 2010 Report.

***Equity and effectiveness — quality of services***

The following equity and effectiveness quality indicators are reported:

- ‘Quality assurance processes’
- ‘Client and carer satisfaction’.

***Quality assurance processes***

‘Quality assurance processes’ are an indicator related to governments’ objective to deliver and fund services for people with disability that meet a particular standard of quality (box 14.11).

**Box 14.11 Quality assurance processes**

‘Quality assurance processes’ is defined as the proportion of CSTDA/NDA disability service outlets that have been assessed (either by an external agency or through a self-assessment process) against service standards.

A higher proportion of disability service outlets that have been assessed against the standards (and are found to be compliant) suggests an improvement in the quality of government delivered or funded specialist disability services.

This indicator does not provide information on whether the standards or the quality assurance processes are appropriate. In addition, service outlets that are not quality assessed do not necessarily deliver services of lower quality.

Data reported for this indicator are neither complete nor directly comparable.

A set of eight minimum National Disability Service Standards were developed in 1992 in the context of the first Commonwealth State Disability Agreement (box 14.12). Under that Agreement, the Australian Government and all State and Territory governments agreed to implement these minimum standards.

- The Australian Government has implemented a quality assurance system for funded disability employment and rehabilitation services that requires service providers to be certified as compliant against 12 standards (which include the

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eight minimum standards). Each standard has at least one key performance indicator (table 14A.50).

- Most State and Territory governments have undertaken work to interpret the standards (such as developing supporting standards) and to develop related performance indicators and/or guidance on how to meet the standards. Most State and Territory governments have adopted additional standards to the eight minimum National Standards. Five jurisdictions have adopted a specific standard relating to 'Protection of human rights and freedom from abuse', for example. Some have also introduced specific outcome standards for service users or generic standards that apply to all community sector organisations including disability services (tables 14A.42–49).
- All State and Territory governments have also developed, or are in the process of developing/re-developing, mechanisms for assessing compliance with standards (tables 14A.42–49).

#### **Box 14.12 National Disability Service Standards**

##### **Standard 1 Service access**

Each consumer seeking a service has access to a service on the basis of relative need and available resources.

##### **Standard 2 Individual needs**

Each person with a disability receives a service which is designed to meet, in the least restrictive way, his or her individual needs and personal goals.

##### **Standard 3 Decision making and choice**

Each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of his or her daily life in relation to the services he or she receives.

##### **Standard 4 Privacy, dignity and confidentiality**

Each consumer's right to privacy, dignity and confidentiality in all aspects of his or her life is recognised and respected.

##### **Standard 5 Participation and integration**

Each person with a disability is supported and encouraged to participate and be involved in the life of the community.

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**Box 14.12 (Continued)**

**Standard 6 Valued status**

Each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.

**Standard 7 Complaints and disputes**

Each consumer is free to raise and have resolved, any complaints or disputes he or she may have regarding the agency or the service.

**Standard 8 Service management**

Each agency adopts sound management practices which maximise outcomes for consumers.

The quality assurance processes differ across jurisdictions. Most processes include some form of self-assessment. Many expect, or are working toward implementing, an external third party audit/certification process.

Data on quality assurance processes in 2008-09 are reported in box 14.13. These results should be interpreted with reference to tables 14A.42–50 that contain information on the legislation under which jurisdictions' implement standards, the relevant disability service standards and how quality is monitored.

Under the NDA, there is a performance benchmark that all services should be subject to quality improvement systems consistent with National Standards by 2010. Quality improvement systems are an identified priority area on which parties have agreed to concentrate initial national efforts (box 14.1). On 11 September 2009, the Community and Disability Services Ministers' Conference endorsed the interim National Quality Framework for Disability Services, including revising the National Standards for Disability Services. Under this Framework, a national approach to quality assurance and the continuous improvement of disability services will be introduced.

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### **Box 14.13 Quality assurance processes for specialist disability services<sup>a</sup>**

The quality assurance processes data reported below relate to CSTDA/NDA funded services.

#### **Australian Government**

Australian Government funded disability employment assistance organisations are required to meet 12 quality standards and 26 key performance indicators, as a prerequisite for continued funding. In order to verify that the standards have been met, independent accredited certification bodies perform initial certification as well as annual surveillance audits for each organisation. In 2008-09, all 420 organisations funded to provide disability employment assistance (100 per cent) were audited by independent certification bodies.

#### **NSW, Victoria, Queensland, WA, SA and the ACT**

In 2008-09, different quality assurance processes were in place in NSW, Victoria, Queensland, WA, SA and the ACT. The evaluation processes relate to both government and non-government service outlets, although in some jurisdictions the requirements are different across service sectors.

#### **NSW**

In NSW, the *Integrated Monitoring Framework* (IMF) provides an integrated approach to compliance, quality and performance reporting for all funded services. Each year all service providers (100 per cent) are required to report their compliance with contractual obligations including adherence to legislation, policy and program guidelines. The quality component of the IMF includes a provider self-assessment and a desk top review, followed by an on-site service review of the provider's outlets. As part of the on-site review, service providers are required to demonstrate adherence to 23 key performance indicators (KPIs). By June 2009, 2849 outlets had been assessed through an on-site review. Over 16 per cent of outlets fully met the requirements of all 23 KPIs. The majority of the remaining outlets met most of the 23 KPIs. Providers were expected to develop Action Plans against any partially met or unmet KPI.

#### **Victoria**

In 2008-09, Victoria continued the transition towards a personal outcomes focus and the introduction of independent monitoring that are core elements of the *Quality Framework for Disability Services in Victoria* (2007). During 2008-09, all registered disability service providers (100 per cent) were required to undertake a self-assessment and report compliance with the standards. A mechanism for independent monitoring and certification against the Standards has also been developed.

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## Box 14.13 (Continued)

### Queensland

Introduced on 1 July 2004, the *Disability Sector Quality System* requires all disability service providers recurrently funded by government to achieve certification through an external certification body. The quality system also provides a framework to support service providers to develop, implement and maintain their own quality management system. Of the established 239 recurrently funded service providers, 100 per cent have achieved certification and undergo annual surveillance audits to ensure that certification is maintained and that a continuous improvement plan has been developed. Currently there are 19 new service providers who are in the process of implementing their quality management systems in preparation for external audit.

### WA

In WA, the *Quality Management Framework* (QMF) was implemented in 2009. Under the QMF, recurrently funded service providers are evaluated against disability service standards and outcome standards. In 2008-09, 21 per cent (or 218 of 1042) of total disability service outlets had been independently monitored against the standards, and 73.4 per cent (160 of 218) of these assessed service outlets had been quality assured against all assessed standards. Outlets that had not been independently assessed were required to provide a self-assessment.

### SA

In SA, non-government service providers are required to meet quality assurance criteria before they may provide NDA funded services. From 2006-07, this included participation in an independently audited quality assurance system, the *Service Excellence Framework*. The *Service Excellence Program* is the Department for Families and Communities preferred quality improvement program. As at June 2009, 77 per cent (86 of 112) of approved disability providers are engaged in the Service Excellence Framework, with a further 14 per cent (16 of 112) involved in other independently assessed quality assurance programs. Disability SA, the government disability services provider, self-assesses against the *Business Excellence Framework* adopted across all areas of the Department for Families and Communities.

### ACT

In 2008-09, the ACT continued implementation of the quality improvement system for all funded agencies. All individual agencies (100 per cent) are required to undertake an annual baseline self-assessment against the National Disability Service Standards, with quality improvement action plans being developed and implemented on the basis of any identified issues.

<sup>a</sup> Information on quality assurance processes for providers of specialist disability services in 2008-09 are not available for Tasmania and the NT.

Source: Australian, NSW, Victoria, Queensland, WA, SA and the ACT governments (unpublished).

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### *Client and carer satisfaction*

‘Client and carer satisfaction’ is an indicator of governments’ objective to deliver and fund quality services for people with disability that meet the needs and goals of the client (or carer of the client) receiving them (box 14.14).

#### **Box 14.14 Client and carer satisfaction**

Overall client and carer satisfaction ratings and satisfaction with individual services are reported. Results are taken from a client and carer satisfaction survey and are expressed in percentage terms.

A higher proportion of clients and carers satisfied is desirable, as it suggests the service received was of a higher quality and better met the needs and goals of the client (or carer).

Data reported for this indicator are neither complete nor directly comparable.

Data are available for reporting for Victoria, Queensland, SA, Tasmania and the ACT only (box 14.15). It is anticipated that data for other jurisdictions will be included in future reports.

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### **Box 14.15 Client and carer satisfaction with specialist disability services**

The client and carer satisfaction processes data reported below relate to CSTDA/NDA funded services.

#### **Victoria**

In 2008-09, Victoria conducted a survey to measure carers' satisfaction with the respite services they received. The results show that 69 per cent of the households surveyed were satisfied with the services they received.

#### **Queensland**

Queensland conducted a *Disability and Mental Health Service Users and Carers Satisfaction Survey* during February to April 2009. Overall, of the 2147 service users, proxies and carers who were surveyed, 73 per cent of service users and proxies and 66 per cent of carers reported that they were satisfied with the services they received. The survey provides results according to the type of disability and mental health services received and shows the following:

- 80 per cent of service users and their proxies and 74 per cent of carers were satisfied with accommodation support services
- 66 per cent of service users and their proxies and 61 per cent of carers were satisfied with community support services
- 76 per cent of service users and their proxies and 65 per cent of carers were satisfied with community access services
- 81 per cent of service users and their proxies and 77 per cent of carers were satisfied with respite services.

#### **SA**

In SA, customer satisfaction surveys are undertaken every 6 months across all government agencies. In the March 2009 survey, a total of 396 people responded to the Disability SA survey, of which 181 were clients of Disability SA and 215 were family carers or advocates. The results of the survey indicate that 83 per cent of respondents were satisfied with the accessibility of the service provided and 63 per cent were satisfied with the amount of time it took to get the service provided. Overall, 41 per cent were very satisfied and a further 38 per cent were satisfied with the quality of service delivery. Of the respondents, 69 per cent said they received what they needed from Disability SA and 22 per cent received part of what they needed.

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### Box 14.15 (Continued)

#### **Tasmania**

In 2008-09, Tasmania conducted client and family satisfaction surveys across a range of group homes and community access services. For group homes, 117 clients and 272 families were surveyed and for community access services, 63 clients and 153 families were surveyed. The proportion of clients who were satisfied with the quality of services was 91 per cent for group homes and 96 per cent for community access services. Families indicated similar levels of satisfaction with the quality of services with 98 per cent satisfied in group homes and 95 per cent satisfied in community access services.

#### **ACT**

In 2009, the ACT conducted several satisfaction surveys for clients of government provided disability services. These surveys asked clients to rate their overall satisfaction levels with the quality of the services they had received. The proportion of service users reporting that they were satisfied or very satisfied was:

- 76 per cent for accommodation support services
- 82 per cent for respite service users
- 87 per cent for community support service users.

*Source:* Victoria, Queensland, SA, Tasmanian and the ACT governments (unpublished).

### *Efficiency — cost per output unit*

The following cost per output unit efficiency indicators are reported:

- ‘Cost per user of government provided accommodation support services’
- ‘Government contribution per user of non-government provided services’
- ‘Cost per user of State and Territory administered services’.

This Report includes 2008-09 expenditure data provided by Australian, State and Territory governments. However, as 2008-09 service user data from the NMDS collection were not available for this Report, the cost per service user efficiency indicators are reported for 2007-08. Expenditure data might differ from information reported elsewhere (such as in departmental annual reports) because the financial counting rules and definitions used to calculate expenditure can differ. Data in this Report might also differ from information reported elsewhere because the data here exclude users of specialist psychiatric disability services only.

It is an objective of the Review to report comparable estimates of costs. Ideally, such comparisons would include the full range of costs to government. Where the



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full costs cannot be counted, costs are estimated on a consistent basis. The jurisdictional expenditure data included in this chapter do not yet include the user cost of capital, and so do not reflect the full costs of government funded services. (User cost of capital is defined in chapter 2.)

Considerable effort has been made to document any differences in calculating the reported efficiency indicators. Concerns remain over the comparability of the results, because jurisdictions use different methods of data collection (table 14A.51).

#### *Financial data — expenditure items included/excluded*

Financial data reported in this chapter include/exclude various expenditure items depending on the context in which the data are reported. When specific service types are discussed, only direct recurrent expenditure on those specific services is included (this may include administrative costs that can be directly attributed to a specific service/s). When the disability services system as a whole is discussed, expenditure includes general administrative overheads that cannot be allocated to a specific service/s and major capital grants to non-government service providers. Capital grants to non-government service providers are excluded from total recurrent expenditure for the indicator ‘administrative expenditure as a proportion of total recurrent expenditure’, as they are not strictly a ‘recurrent’ expense. Exclusion of these grants improves the comparability of the indicator across jurisdictions and over time.

#### *Government and non-government provided services*

Efficiency indicators are reported for both government and non-government provided services. Government provision means that a service is both funded and directly provided by a government department, agency or local government. Non-government provision is a service purchased or part-funded by a government department or agency, but provided by a non-government organisation. Non-government service providers may receive funds from the private sector and the general public in addition to funding, grants and input tax concessions (such as payroll tax exemptions) from governments. Data on funds that non-government service providers received from the private sector and the general public are outside the scope of this Report.

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### *Accommodation support services*

Governments provide or contribute funding to accommodation support services for people with disability in institutional/residential settings and through community accommodation and care. There has been an ongoing process of relocating people with disability from institutional/residential accommodation to community accommodation (including group homes and other community accommodation). As a result, total government expenditure on accommodation support services in institutional/residential settings has decreased, with a corresponding increase in expenditure on community accommodation and care services.

### *Cost per user of government provided accommodation support services*

‘Cost per user of government provided accommodation support services’ is an indicator of governments’ objective to provide specialist disability services in an efficient manner (box 14.16).

#### **Box 14.16 Cost per user of government provided accommodation support services**

‘Cost per user of government provided accommodation support services’ is defined as the net government expenditure per user of government provided CSTDA accommodation support services in:

- institutional/residential settings
- group homes
- other community settings.

Holding other factors constant (such as service quality and accessibility), a decrease in government expenditure per service user reflects a more efficient provision of this service.

Efficiency data are difficult to interpret. While high or increasing expenditure per unit of output can reflect deteriorating efficiency, it can also reflect improvements in the quality or attributes of the services provided. Increasing expenditure can also reflect the changing needs of service users — for example, as the population of accommodation support service users ages, their support needs are also likely to increase. Similarly, low or declining expenditure per unit of output can reflect improving efficiency, or lower quality and less effective services. Efficiency data therefore should be interpreted within the context of the effectiveness and equity indicators to derive a holistic view of performance.

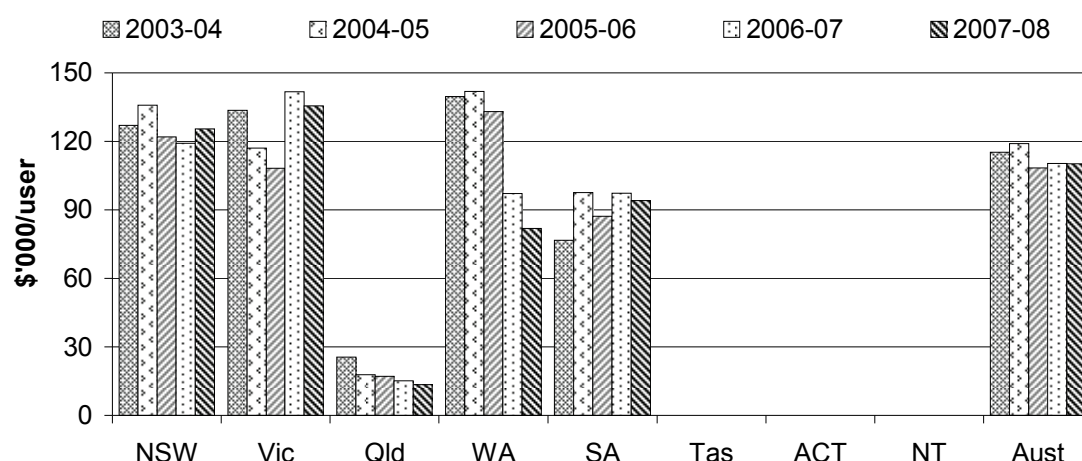
Data reported for this indicator are not directly comparable.

The data used to derive this indicator have quality issues, so estimates of jurisdictional efficiency need to be interpreted with care.

*Cost per user of government provided accommodation support services — institutional/residential settings*

Nationally, estimated annual government expenditure on accommodation support services in institutional/residential settings was \$110 158 per service user in 2007-08 (figure 14.26).

**Figure 14.26 Estimated annual government expenditure per user of government provided accommodation support services in institutional/residential settings (2007-08 dollars)<sup>a, b, c, d, e</sup>**



<sup>a</sup> See table 14A.52 for detailed notes relating to these data. <sup>b</sup> Service user data used to derive this indicator have quality issues, so estimates of jurisdictional efficiency need to be interpreted with care. Section 14.6 contains further information on these quality issues. <sup>c</sup> In NSW, the change in expenditure per user between 2006-07 and 2007-08 is largely caused by a correction in the NMDS service user data. Some users of non-government provided services were coded as government users in the reports of previous years and this has been rectified for 2007-08. <sup>d</sup> WA service user data for 2007-08 were provided directly by WA and have not been validated by the AIHW. The revisions correct for a coding error related to users allocation to government or non-government services. <sup>e</sup> There were no government provided accommodation support services in institutional/residential settings in Tasmania, the ACT or the NT.

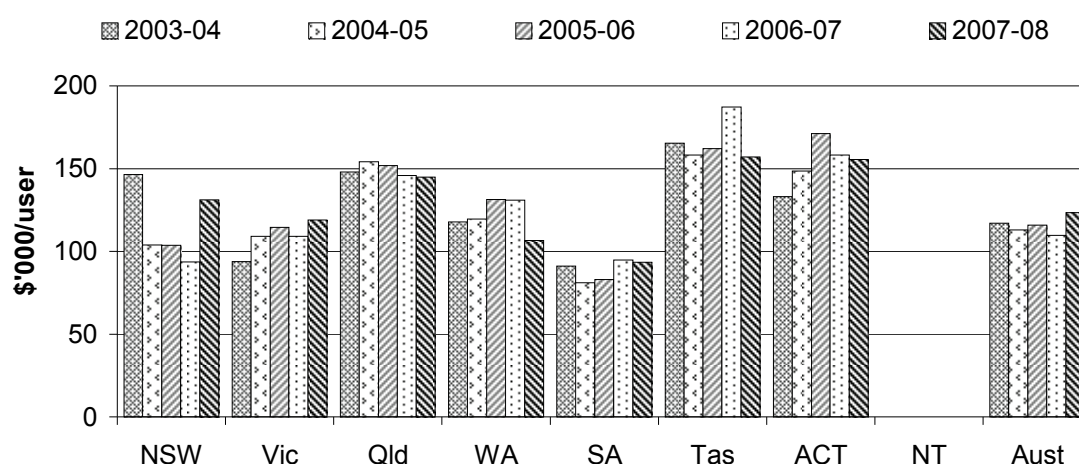
Source: AIHW (unpublished) *CSTDA NMDS*; State and Territory governments (unpublished); table 14A.52.

*Cost per user of government provided accommodation support services — group homes*

Nationally, estimated annual government expenditure on government provided accommodation support services in group homes was \$123 367 per service user in 2007-08 (figure 14.27). For 2003-04 and 2004-05, the denominators and the

numerators used to derive this measure do not match for NSW, Victoria, WA and SA, as the service user data include services provided by local governments and the expenditure data exclude services provided by local governments. Thus, historical data for this measure need to be interpreted with care.

**Figure 14.27 Estimated annual government expenditure per user of government provided accommodation support services in group homes (2007-08 dollars)<sup>a, b, c, d, e, f</sup>**



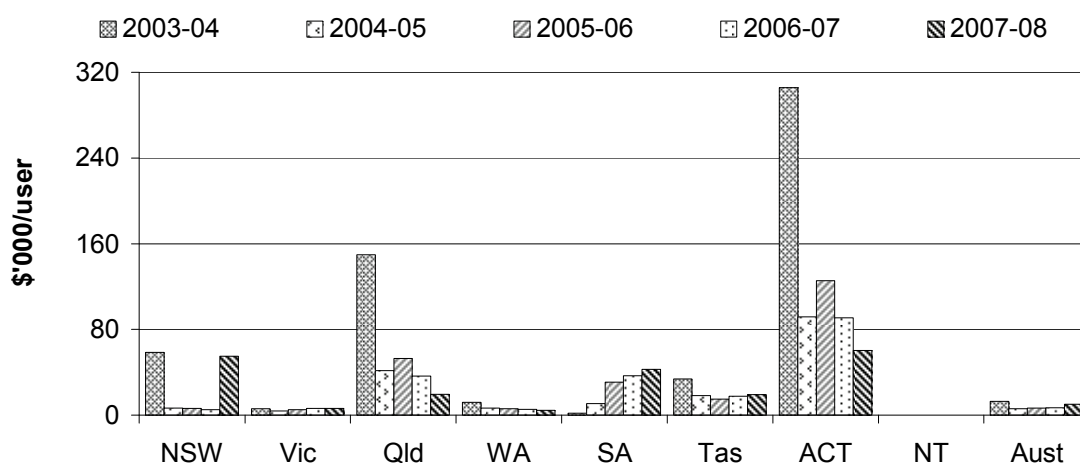
<sup>a</sup> See table 14A.52 for detailed notes relating to these data. <sup>b</sup> Service user data used to derive this indicator have quality issues, so estimates of jurisdictional efficiency need to be interpreted with care. Section 14.6 contains further information on these quality issues. <sup>c</sup> In NSW, the change in expenditure per user between 2006-07 and 2007-08 is largely caused by a correction in the NMDS service user data. Some users of non-government provided services were coded as government users in the reports of previous years and this has been rectified for 2007-08. <sup>d</sup> WA service user data for 2007-08 were provided directly by the WA Government and have not been validated by the AIHW. The revisions correct for a coding error related to users allocation to government or non-government services. <sup>e</sup> In the ACT, the increase in expenditure between 2004-05 to 2005-06 is the result of a combination of factors including service user information being excluded as a result of data cleansing analyses of the NMDS forms or being reclassified to 'other community settings'. <sup>f</sup> There were no government providers of accommodation support services in group homes in the NT.

Source: AIHW (unpublished) CSTDA NMDS; State and Territory governments (unpublished); table 14A.52.

### *Cost per user of government provided accommodation support services — other community settings*

Nationally, estimated annual government expenditure on government provided accommodation support services in other community settings was \$10 042 per service user in 2007-08 (figure 14.28). For 2003-04 and 2004-05, the denominators and the numerators used to derive this measure do not match for NSW, Victoria, WA and SA, as the service user data include services provided by local governments and the expenditure data exclude services provided by local governments. Thus, historical data for this measure need to be interpreted with care.

Figure 14.28 **Estimated annual government expenditure per user of government provided accommodation support services in other community settings (2007-08 dollars)<sup>a, b, c, d, e, f</sup>**



<sup>a</sup> See table 14A.52 for detailed notes relating to these data. <sup>b</sup> Service user data used to derive this indicator have quality issues, so estimates of jurisdictional efficiency need to be interpreted with care. Section 14.6 contains further information on these quality issues. <sup>c</sup> In NSW, the change in expenditure per user between 2006-07 and 2007-08 is largely caused by a correction in the NMDS service user data. Some users of non-government provided services were coded as government users in the reports of previous years and this has been rectified for 2007-08. <sup>d</sup> WA service user data for 2007-08 were provided directly by WA and have not been validated by the AIHW. The revisions correct for a coding error related to users allocation to government or non-government services. <sup>e</sup> In the ACT, the change in expenditure per user between 2003-04 and 2004-05 is the result of care arrangement changes for a small number of high care need service users. The increase in cost per user between 2004-05 and 2005-06 is the result of data cleansing as some services users were not counted. <sup>f</sup> There were no government providers of accommodation support services in other community settings in the NT.

Source: AIHW (unpublished) CSTDA NMDS; State and Territory governments (unpublished); table 14A.52.

### *Government contribution per user of non-government provided services*

‘Government contribution per user of non-government provided services’ is an indicator of governments’ objective to provide specialist disability services in an efficient manner (box 14.17).

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**Box 14.17 Government contribution per user of non-government provided services**

‘Government contribution per user of non-government provided services’ is defined as the net government expenditure per CSTDA service user. Measures are reported for the following non-government provided services:

- accommodation support services in:
  - institutional/residential settings
  - group homes
  - other community settings
- employment services (reported per employment service user assisted).

Holding other factors constant (such as service quality and accessibility), a decrease in government expenditure per service user reflects a more efficient provision of this service.

Efficiency data are difficult to interpret. Although high or increasing expenditure per unit of output can reflect deteriorating efficiency, it can also reflect improvements in the quality or attributes of the services provided, or an increase in the service needs of users. Similarly, low or declining expenditure per unit of output can reflect improving efficiency, or lower quality and less effective services. Efficiency data therefore should be interpreted within the context of the effectiveness and equity indicators to derive a holistic view of performance.

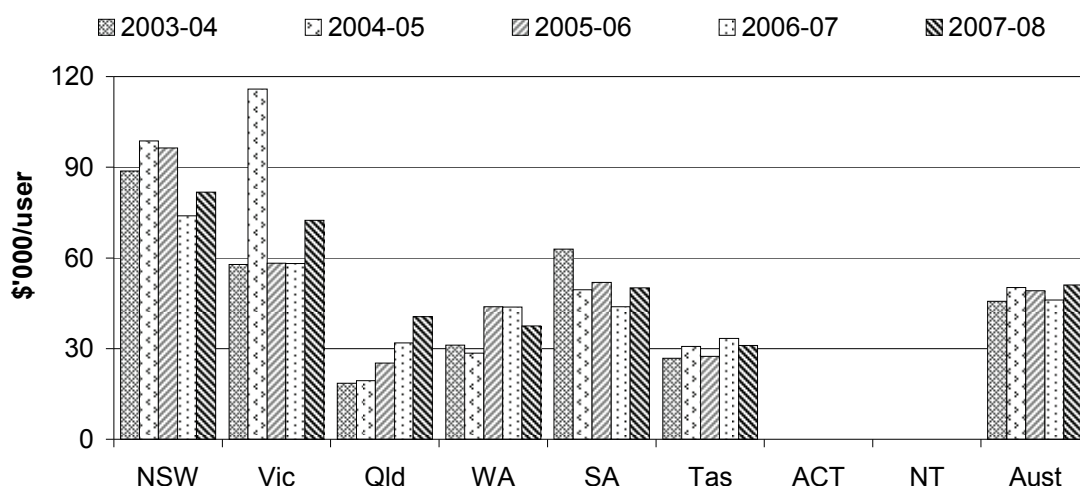
Data reported for this indicator are not directly comparable.

The service user data used to derive this indicator have quality issues, so estimates of jurisdictional efficiency need to be interpreted with care.

*Government contribution per user of non-government provided services — accommodation support services in institutional/residential settings*

Nationally, estimated annual government funding of non-government provided accommodation support services in institutional/residential settings was \$51 043 per service user in 2007-08 (figure 14.29).

**Figure 14.29 Estimated annual government funding per user of non-government provided accommodation support services in institutional/residential settings (2007-08 dollars)<sup>a, b, c, d, e, f</sup>**



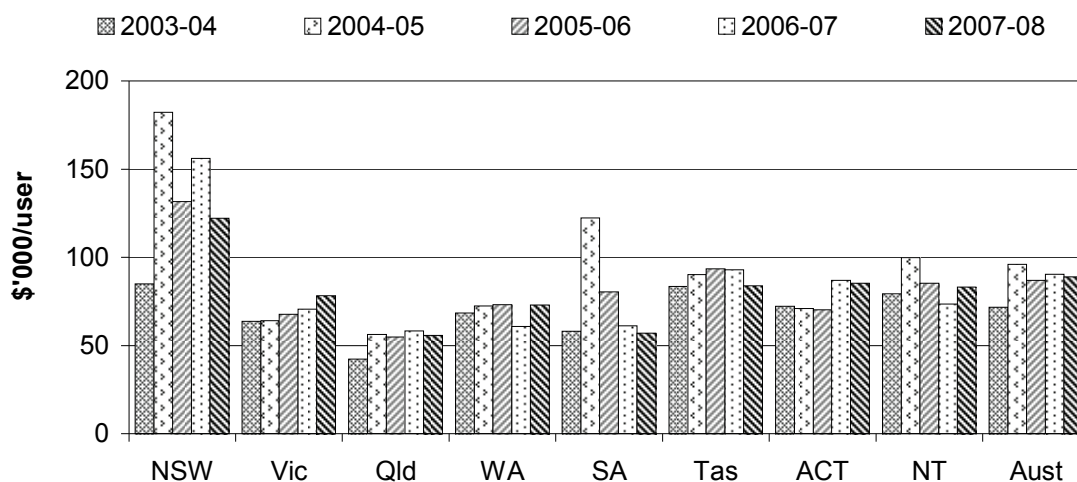
<sup>a</sup> See table 14A.52 for detailed notes relating to these data. <sup>b</sup> Service user data used to derive this indicator have quality issues, so estimates of jurisdictional efficiency need to be interpreted with care. Section 14.6 contains further information on these quality issues. <sup>c</sup> In NSW, the change in expenditure per user between 2006-07 and 2007-08 is largely caused by a correction in the NMDS service user data. Some users of non-government provided services were coded as government users in the reports of previous years and this has been rectified for 2007-08. <sup>d</sup> The Victorian cost per service user for 2004-05 is overstated due to a significant proportion of service users having moved from institutional settings to community based and individualised settings, while expenditure continued to be similar to previous years. <sup>e</sup> WA service user data for 2007-08 were provided directly by the WA Government and have not been validated by the AIHW. The revisions correct for a coding error related to users allocation to government or non-government services. <sup>f</sup> There were no non-government provided accommodation support services in institutional/residential settings in the ACT and the NT.

Source: AIHW (unpublished) CSTDA NMDS; State and Territory governments (unpublished); table 14A.52.

### *Government contribution per user of non-government provided services — accommodation support services in group homes*

Nationally, estimated annual government funding of non-government provided accommodation support services in group homes was \$88 854 per service user in 2007-08 (figure 14.30). For 2003-04 and 2004-05, the denominators and the numerators used to derive this measure do not match for NSW, Victoria, WA and SA, as the service user data exclude services provided by local governments and the expenditure data include services provided by local governments. Thus historical data for this measure need to be interpreted with care.

**Figure 14.30 Estimated annual government funding per user of non-government provided accommodation support services in group homes (2007-08 dollars)<sup>a, b, c, d</sup>**



<sup>a</sup> See table 14A.52 for detailed notes relating to these data. <sup>b</sup> Service user data used to derive this indicator have quality issues, so estimates of jurisdictional efficiency need to be interpreted with care. Section 14.6 contains further information on these quality issues. <sup>c</sup> In NSW, the change in expenditure per user between 2006-07 and 2007-08 is largely caused by a correction in the NMDS service user data. Some users of non-government provided services were coded as government users in the reports of previous years and this has been rectified for 2007-08. <sup>d</sup> WA service user data for 2007-08 were provided directly by the WA Government and have not been validated by the AIHW. The revisions correct for a coding error related to users allocation to government or non-government services.

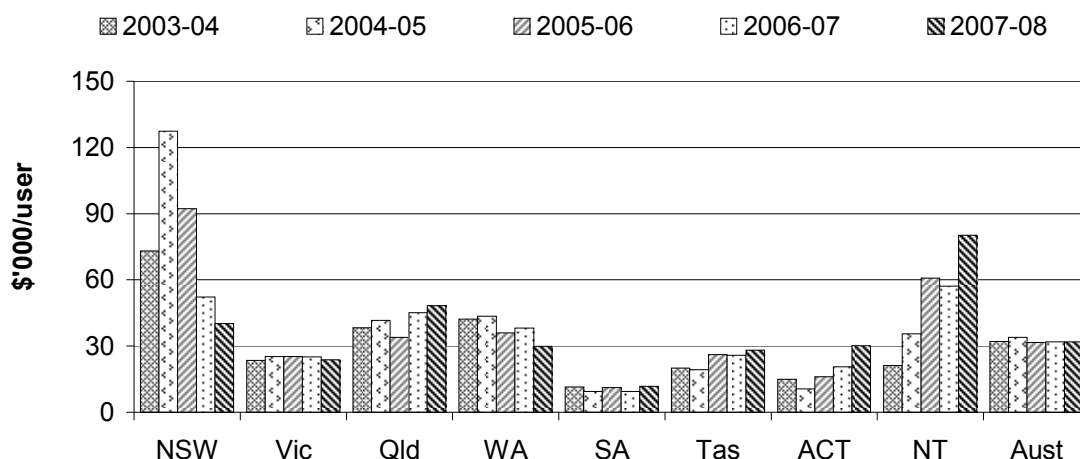
Source: AIHW (unpublished) CSTDA NMDS; State and Territory governments (unpublished); table 14A.52.

#### *Government contribution per user of non-government provided services — accommodation support services in other community settings*

Nationally, estimated annual government funding of non-government provided accommodation support services in other community settings was \$31 861 per service user in 2007-08 (figure 14.31). For 2003-04 and 2004-05, the denominators and the numerators used to derive this measure do not match for NSW, Victoria, WA and SA, as the service user data exclude services provided by local governments and the expenditure data include services provided by local governments. Thus historical data for this measure need to be interpreted with care.



**Figure 14.31 Estimated annual government funding per user of non-government provided accommodation support services in other community settings (2007-08 dollars)**  
a, b, c, d



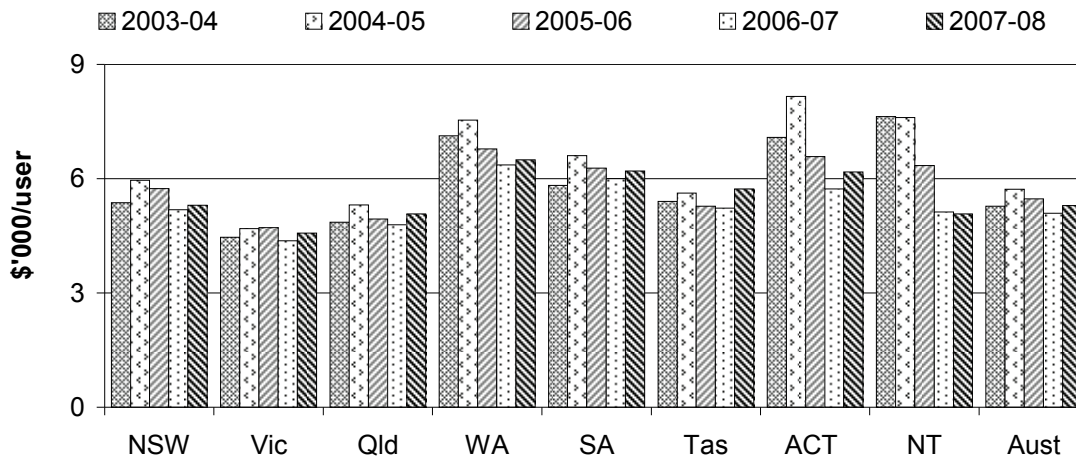
**a** See table 14A.52 for detailed notes relating to these data. **b** Service user data used to derive this indicator have quality issues, so estimates of jurisdictional efficiency need to be interpreted with care. Section 14.6 contains further information on these quality issues. **c** In NSW, the change in expenditure per user between 2006-07 and 2007-08 is largely caused by a correction in the NMDS service user data. Some users of non-government provided services were coded as government users in the reports of previous years and this has been rectified for 2007-08. **d** WA service user data for 2007-08 were provided directly by the WA Government and have not been validated by the AIHW. The revisions correct for a coding error related to users allocation to government or non-government services.

Source: AIHW (unpublished) *CSTDA NMDS*; State and Territory governments (unpublished); table 14A.52.

### *Government contribution per employment service user assisted*

Nationally, for all employment services, estimated government expenditure per service user assisted was \$5295 in 2007-08 (figure 14.32). Nationally, estimated annual government expenditure per service user in 2007-08, by employment service type, was \$4555 on open services (employed or seeking employment in the open labour market) and \$9711 on supported services (employed by the service provider) (table 14A.54).

**Figure 14.32 Government contribution per employment service user assisted (2007-08 dollars)<sup>a, b</sup>**



<sup>a</sup> See table 14A.53 for detailed notes relating to these data. <sup>b</sup> Cost per employment service user data reported here might differ from those reported in the Australian Government's annual report, where different rules are used to count the number of employment service users.

Source: Australian Government (unpublished); AIHW (unpublished) *CSTDA NMDS*; table 14A.53.

### *Cost per user of State and Territory administered services*

‘Cost per user of State and Territory administered services’ is an indicator of governments’ objective to provide specialist disability services in an efficient manner (box 14.18).

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**Box 14.18 Cost per user of State and Territory administered services**

‘Cost per user of State and Territory administered services’ is defined as government expenditure on CSTDA State and Territory administered services per service user. Data are reported separately for government expenditure net of payroll tax and for government expenditure including actual and/or imputed payroll tax.

Holding other factors constant (such as service quality and accessibility), a decrease in government expenditure per service user reflects a more efficient provision of this service.

Efficiency data are difficult to interpret. Although high or increasing expenditure per unit of output can reflect deteriorating efficiency, it can also reflect improvements in the quality or attributes of the services provided, or an increase in the service needs of service users. Similarly, low or declining expenditure per unit of output can reflect improving efficiency, or lower quality and less effective services. Efficiency data therefore should be interpreted within the context of the effectiveness and equity indicators to derive a holistic view of performance.

Data reported for this indicator are not directly comparable.

Total estimated government expenditure per user of CSTDA State and Territory administered specialist disability services in 2007-08 is reported both net of payroll tax and including actual and/or imputed payroll tax. Nationally, estimated expenditure per service user was \$26 153 excluding payroll tax and \$26 617 including actual and/or imputed payroll tax (figure 14.33).

**Figure 14.33 Estimated annual government expenditure per user of CSTDA State and Territory administered services, 2007-08<sup>a, b, c, d</sup>**



<sup>a</sup> In some jurisdictions (NSW, Victoria and SA in part, Queensland, Tasmania and the NT), payroll tax data are actual; in other jurisdictions (Victoria and SA in part, WA, and the ACT), payroll tax data are imputed.

<sup>b</sup> Government expenditure per service user for Australia excludes Australian Government expenditure on State and Territory administered services that was not provided as transfer payments. <sup>c</sup> Payroll tax data for Queensland includes paid payroll tax and accrued payroll tax. <sup>d</sup> In the NT, payroll tax relates to government service provision and excludes expenditure for program management and administration.

Source: AIHW (unpublished) CSTDA NMDS; State and Territory governments (unpublished); table 14A.55.

### *Efficiency — administrative cost*

#### *Administrative expenditure as a proportion of total recurrent expenditure*

‘Administrative expenditure as a proportion of total recurrent expenditure’ is an indicator of governments’ objective to provide specialist disability services in an efficient manner (box 14.19). The proportion of total expenditure on administration is not yet comparable across jurisdictions as it is apportioned by jurisdictions using different methods (table 14A.51). However, administrative expenditure data can indicate trends within jurisdictions over time.

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**Box 14.19 Administrative expenditure as a proportion of total recurrent expenditure**

‘Administrative expenditure as a proportion of total recurrent expenditure’ is defined as government expenditure on administration as a proportion of total recurrent CSTDA/NDA expenditure. Major capital grants to non-government service providers are excluded to improve comparability across jurisdictions and over time.

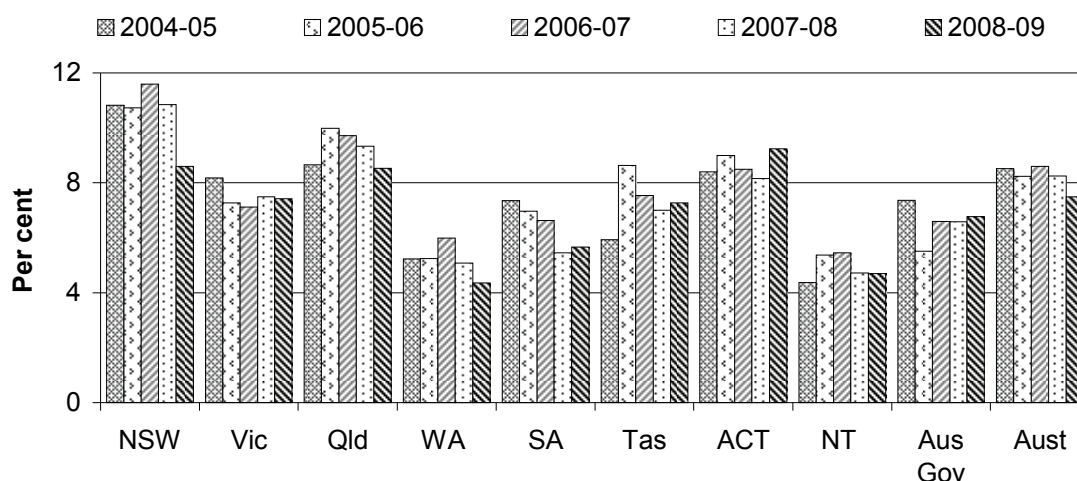
Holding other factors constant (such as service quality and accessibility), lower or decreasing administrative expenditure as a proportion of total recurrent CSTDA/NDA expenditure might reflect an increase in administrative efficiency.

Efficiency data are difficult to interpret. Although high or increasing administrative expenditure as a proportion of total expenditure may reflect deteriorating efficiency, it may also reflect improvements in the quality or attributes of the administrative services provided. Similarly, low or declining administrative expenditure as a proportion of total expenditure may reflect improving efficiency, or lower quality and less effective administrative services. This may in turn affect service delivery effectiveness. Efficiency data therefore should be interpreted within the context of the effectiveness and equity indicators to derive a holistic view of performance.

Data reported for this indicator are not directly comparable.

Nationally, administrative expenditure as a proportion of total government expenditure on specialist disability services (excluding payroll tax) decreased from 8.2 per cent in 2007-08 to 7.5 per cent in 2008-09 (figure 14.34). When actual or imputed payroll tax is included, the average national administrative expenditure as a proportion of total CSTDA expenditure was 7.4 per cent in 2008-09 (table 14A.56). Real total CSTDA expenditure is reported in table 14A.7, both excluding and including actual or imputed payroll tax amounts.

**Figure 14.34 Administrative expenditure as a proportion of total recurrent expenditure<sup>a, b, c, d, e, f</sup>**



<sup>a</sup> See table 14A.51 for an explanation of different methods of apportioning departmental costs. <sup>b</sup> Data exclude payroll tax. <sup>c</sup> Australian Government administrative expenditure is an estimate, based on average staffing levels. <sup>d</sup> The decrease in NSW administrative expenditure as a proportion of total recurrent expenditure on services in 2008-09 reflects an improved overhead allocation model which results in better allocation of funding to direct and non-direct service expenditures. <sup>e</sup> The decrease in WA administrative expenditure in 2007-08 mainly reflects the abolition of the capital user charge by the Department of Treasury and Finance. <sup>f</sup> In Tasmania, the Department of Health and Human Services underwent a restructure in 2006-07. This resulted in a reduction in administration expenditure in 2006-07.

Source: Australian, State and Territory governments (unpublished); table 14A.56.

## Outcomes

Outcomes are the impact of services on the status of an individual or group (while outputs are the actual services delivered) (see chapter 1, section 1.5).

The following outcome indicators are included in the performance framework:

- ‘Labour force participation and employment of people with disability’
- ‘Social participation of people with disability’
- ‘Use of other services by people with disability’.

The measures and data sources for the ‘labour force participation and employment of people with disability’, ‘social participation of people with disability’ and ‘use of other services’ indicators differ across report years.

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### *Interpreting data for some outcome indicators*

For the outcome indicators derived using survey data, 95 per cent confidence intervals are presented. These intervals assist with making comparisons between jurisdictions, and between different disability status groups. Confidence intervals are a standard way of expressing the degree of uncertainty associated with survey estimates. An estimate of 80 with a confidence interval of  $\pm 4$ , for example, means that if another sample had been drawn there is a 95 per cent chance that the result would lie between 76 and 84. Where ranges do not overlap, there is a statistically significant difference. If one jurisdiction's results range from 78–80 and another's from 82–89, then it is possible to say that one differs from the other (because there is a statistically significant difference). To say that there is a statistically significant difference means there is a high probability that there is an actual difference — it does not imply that the difference is necessarily large or important.

### *Labour force participation and employment of people with disability*

'Labour force participation and employment of people with disability' is an indicator of governments' objective of assisting people with disability to participate fully in the community (box 14.20). Participation in the labour force and employment is important to the overall wellbeing of people with disability, particularly in terms of the opportunity for self development, community participation, occupying a valued role and financial independence.

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**Box 14.20 Labour force participation and employment of people with disability**

‘Labour force participation and employment of people with disability’ is defined as the labour force participation and employment rates of people aged 15–64 years with disability. Labour force participation rates and employment rates of people without disability are also reported.

Higher or increasing labour force participation and employment rates for people with disability are desirable. Higher rates are likely to increase the quality of life of people with disability by providing greater opportunities for self-development and for economic and social participation.

This indicator does not provide information on why people choose not to participate in the labour force and why people are not employed. It also does not provide information on whether the employment positions are appropriate or fulfilling.

Data reported for this indicator are comparable.

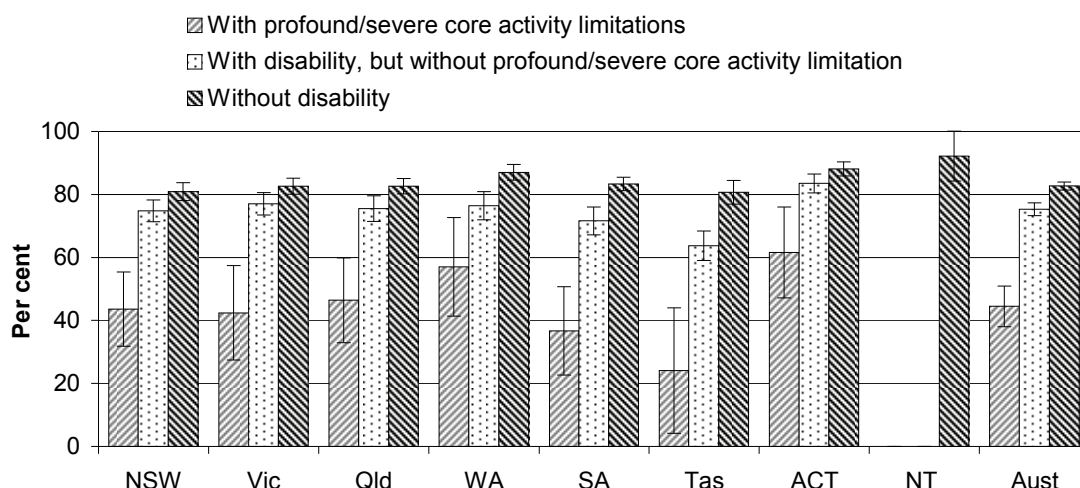
Labour force participation and employment rate data from the ABS’s *2007-08 National Health Survey* (NHS) are reported for all jurisdictions. The NHS uses a short disability module to collect data on people with disability. Due to this collection methodology, estimates from the NHS may not be consistent with those that could be obtained from the more detailed SDAC. The NHS’s disability population relates to a broader ‘disability and long-term health condition’ population than the ‘disability’ population obtained from the SDAC — however, the characteristics of the populations are similar.

### *Labour force participation*

Nationally, in 2007-08, the estimated labour force participation rate of people aged 15–64 years with a profound or severe core activity limitation ( $44.5 \pm 6.4$  per cent) was statistically significantly lower than the rate for other people with disability (without a profound or severe core activity limitation) ( $75.3 \pm 2.0$  per cent) and the rate for people without a disability ( $82.7 \pm 1.3$  per cent) (figure 14.35). The detailed definition of the labour force participation rate and its calculation method is provided in section 14.7. Other data on the labour force participation of people with disability are reported in tables 14A.58–63.



**Figure 14.35 Estimated labour force participation rates of people aged 15–64 years, by disability status, 2007–08<sup>a, b, c, d</sup>**



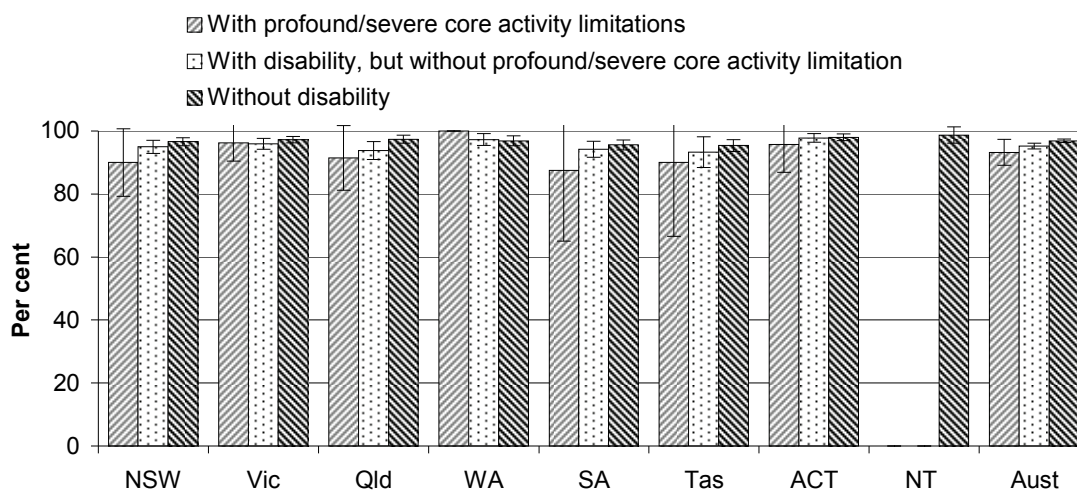
<sup>a</sup> Due to different collection methods, in particular those used to identify disability, these estimates may not be consistent with those that could be obtained from the SDAC. The data collected by the NHS relate to a broader 'disability and long-term health condition' population than the 'disability' population obtained from the more detailed SDAC — however, the characteristics of the populations are similar. <sup>b</sup> Profound or severe core activity limitation refers to always or sometimes needing assistance with one or more of the core activities. Core activities comprise communication, mobility and self care. <sup>c</sup> Error bars represent the 95 per cent confidence interval associated with each point estimate. <sup>d</sup> NT data for people with disability are not available for separate publication, but are included in Australian totals.

Source: ABS (unpublished) *NHS 2007–08*, Cat. no. 4364.0; table 14A.57.

### Employment

Nationally, in 2007–08, the estimated employment rate of people aged 15–64 years with a profound or severe core activity limitation ( $93.2 \pm 4.1$  per cent) was similar to the rate for other people with disability (but without a profound or severe core activity limitation) ( $95.2 \pm 0.9$  per cent) and the rate for people without a disability ( $96.9 \pm 0.6$  per cent) (figure 14.36). The detailed definition of the employment rate and its calculation method is provided in section 14.7. Employment rates should be interpreted in conjunction with labour force participation rates. Other data on the employment of people with disability are reported in tables 14A.58–63.

**Figure 14.36 Estimated employment rates of people aged 15–64 years, by disability status, 2007–08<sup>a, b, c, d</sup>**



<sup>a</sup> Due to different collection methods, in particular those used to identify disability, these estimates may not be consistent with those that could be obtained from the SDAC. The data collected by the NHS relate to a broader 'disability and long-term health condition' population than the 'disability' population obtained from the more detailed SDAC — however, the characteristics of the populations are similar. <sup>b</sup> Profound or severe core activity limitation refers to always or sometimes needing assistance with one or more of the core activities. Core activities comprise communication, mobility and self care. <sup>c</sup> Error bars represent the 95 per cent confidence interval associated with each point estimate. <sup>d</sup> NT data for people with disability are not available for separate publication, but are included in Australian totals.

Source: ABS (unpublished) *NHS 2007–08*, Cat. no. 4364.0; table 14A.57.

### *Social participation of people with disability*

'Social participation of people with disability' is an indicator of governments' objective to assist people with disability to live as valued and participating members of the community (box 14.21).

#### **Box 14.21 Social participation of people with disability**

'Social participation of people with disability' is defined as the proportion of people with disability who participate in selected social or community activities. The proportion of people without disability who participate in these activities is also reported.

A higher or increasing proportion of people with disability who participate in social or community activities reflects their greater inclusion in the community.

This indicator does not provide information on the degree to which the identified types of social or community activities contribute to people's quality of life. It also does not provide information on why some people did not participate.

Updated data for this indicator were not available for the 2010 Report.

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Nationally, in 2006, the estimated proportions of people with a profound or severe core activity limitation aged 18–64 years who had face-to-face contact with family and friends at least once a month was  $91.9 \pm 3.2$  per cent, compared to  $91.7 \pm 2.0$  per cent for other people with a limitation or restriction, excluding profound or severe core activity limitation and  $94.4 \pm 0.6$  per cent for people without a limitation or restriction (table 14A.64). Other data on participation of people with disability in selected social and community activities are reported in tables 14A.64–69.

### *Use of other services by people with disability*

‘Use of other services by people with disability’ is an indicator of governments’ objective of enhancing the quality of life experienced by people with disability by assisting them to gain access to mainstream government services (box 14.22).

#### **Box 14.22 Use of other services by people with disability**

‘Use of other services by people with disability’ is defined by two measures:

- the proportion of people aged 0–64 years with a ASSNP who lived in State or Territory housing authority dwellings (data are also reported for people without ASSNP and the proportions living in other dwelling tenure types)
- the proportion of people aged 15–64 years with disability who visited a GP at least once in the last 6 months (data are also reported for people without disability).

A higher or increasing proportion of people with disability who use the selected mainstream government services suggests greater access to these services.

This indicator does not provide information on whether the service accessed is the most appropriate, or the degree to which the services contribute to people’s quality of life. It also does not provide information on why some people do not access these services.

Data reported for this indicator are comparable.

Three data sources of people with disabilities access to other services are included:

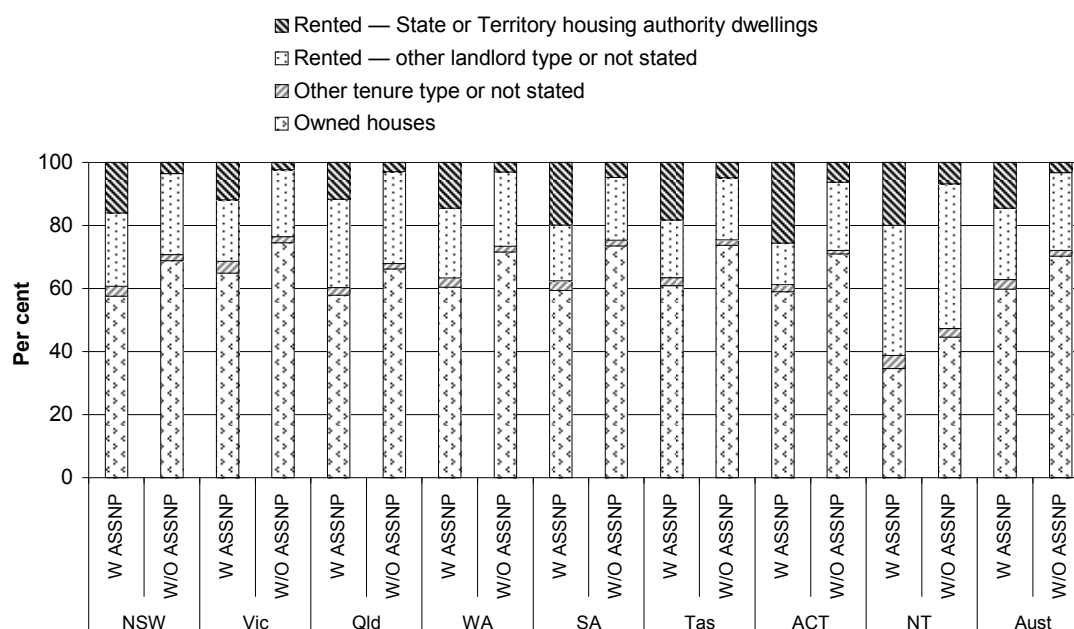
- Data from the ABS’s *2006 Census* on access to State or Territory housing authority dwellings are reported for all jurisdictions by need for assistance with core activities. The ABS 2006 Census contained questions in relation to people’s need for assistance with core activities. Using these questions, individuals with a ASSNP can be identified. The concept of ASSNP is similar to the concept of the SDAC profound or severe core activity limitations population, but the relevant data are not suitable for direct comparison due to differences in the questions asked and the methods of data collection. Data on the use of public housing by

people with a ‘core activity need for assistance’ were reported in the 2009 Report, but the measure has been modified and additional data on home ownership has also been incorporated.

- Data from the NHS on the use by people with disability of general practitioner (GP) services are reported for all jurisdictions (except the NT).

Nationally, the proportion of people aged 0–64 years with a ASSNP who lived in State or Territory housing authority dwellings was 14.6 per cent, higher than the proportion of people aged 0–64 years without a ASSNP who lived in these dwellings (3.3 per cent) (figure 14.37).

**Figure 14.37 Proportion of people aged 0–64 years residing in dwellings, by tenure type and ASSNP status, 2006<sup>a, b</sup>**



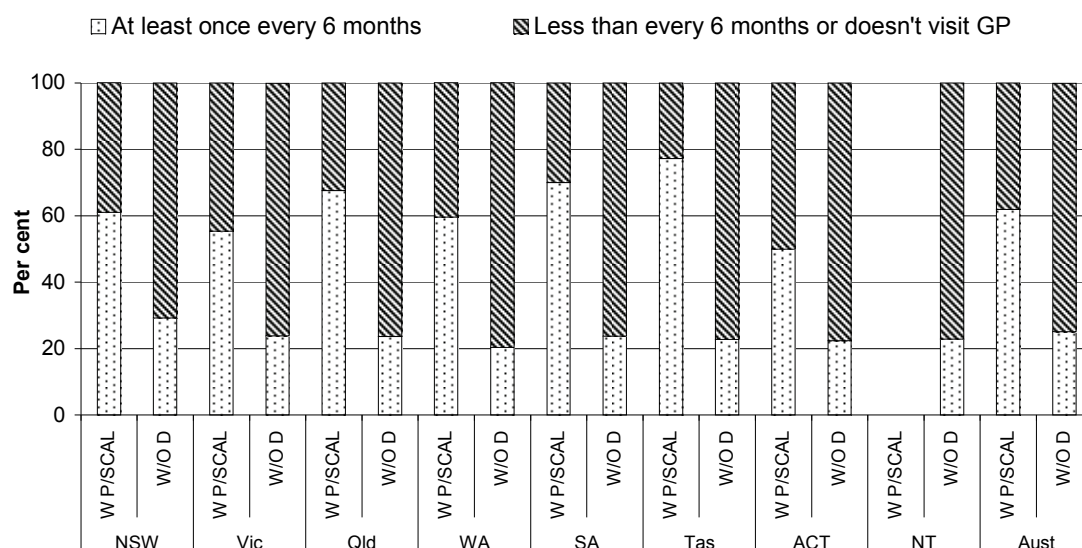
W ASSNP = with a need for assistance with core activities. W/O ASSNP = without a need for assistance with core activities. <sup>a</sup> The ABS 2006 Census module was designed to measure ASSNP. This population is conceptually comparable with the SDAC and ABS disability module population of people who have a profound or severe core activity limitation, but due to the different collection method and shortening of the question set used, the population identified is smaller (but displays similar characteristics). <sup>b</sup> Results include people who usually reside in the dwelling and who were present on Census night only. People who were visitors and those people who were not present in the household were excluded.

Source: ABS (unpublished) 2006 Census of Population and Housing; table 14A.70.

Nationally, the estimated proportion of people aged 15–64 years with a profound or severe core activity limitation who visit a GP at least once every 6 months was (61.9 ± 5.8 per cent), statistically significantly higher than the proportion for people without disability (25.1 ± 1.3 per cent) (figure 14.38 and table 14A.71). Data on the

proportion of other people with disability (but without profound or severe core activity limitations) who visit a GP at least once every 6 months are in table 14A.71.

**Figure 14.38 Visits to a GP by people aged 15–64 years, by frequency of visits and disability status, 2007–08<sup>a, b, c, d</sup>**



W P/SCAL = with profound/severe core activity limitations. W/O D = without disability. <sup>a</sup> Due to different collection methods, in particular those used to identify disability, these estimates may not be consistent with those that could be obtained from the SDAC. The data collected by the NHS relate to a broader 'disability and long-term health condition' population than the 'disability' population obtained from the more detailed SDAC — however, the characteristics of the populations are similar. <sup>b</sup> Profound or severe core activity limitation refers to always or sometimes needing assistance with one or more of the core activities communication, mobility and self care. <sup>c</sup> NT data for people with profound/severe core activity limitations are not available for publication, but are included in Australian totals. <sup>d</sup> See table 14A.71 for the 95 per cent confidence intervals associated with the estimates.

Source: ABS (unpublished) NHS 2007–08, Cat. no. 4364.0; table 14A.71.

Additional data on the use of other services by people with disability are reported in tables 14A.72–77.

### *'Use of other services' data reported elsewhere in this Report*

Data on the participation of people with disability in various government services are incorporated in the performance indicator frameworks for other chapters of this Report. Participation is reported for children's services (chapter 3); VET (chapter 5); public, community and State owned and managed Indigenous housing and Commonwealth Rent Assistance (chapter 16). In addition, the following chapters include data on services provided to people with disability:

- 'School education' (chapter 4) reports data on students with disability in the student body mix

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- ‘Health management issues’ (chapter 12) reports performance data on specialised mental health services
  - ‘Aged care services’ (chapter 13) reports data on HACC services received, including those received by people with a profound, severe or moderate core activity limitation, disaggregated by jurisdiction and geographic location.

## **14.4 Future directions in performance reporting**

### **Scope for further improvements to current framework**

There is scope for further improvements in reporting against the current framework, including improvements to the data on service quality. The Steering Committee intends to address limitations over time by:

- considering the development of an indicator on quality of life
- reporting of improved service user data, as a result of anticipated improvements in data quality and comparability
- reporting more comprehensive social and community participation data, when available
- reporting national client and carer satisfaction with service quality
- reporting more complete, current, ongoing quality assurance processes data, which are expected to become more complete and comparable under the NDA upon implementation of a National Disability Quality Framework with a National Quality Assurance system by mid-2010.

### **COAG developments**

#### *Report on Government Services alignment with National Agreement reporting*

It is anticipated that future editions of the Services for people with disability chapter will align with applicable NA indicators. Further alignment between the Report and NA indicators, and other reporting changes, might result from future developments in NA and National Partnership reporting.

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### *Outcomes from review of the Report on Government Services*

COAG agreed to Terms of Reference for a Heads of Treasuries/Senior Officials review of the Report in November 2008, to report to COAG by end-September 2009. The review examined the ongoing usefulness of the Report in the context of new national reporting under the Intergovernmental Agreement on Federal Financial Relations.

No significant changes from this review are reflected in the 2010 Report. Any COAG endorsed recommendations from the review are likely to be implemented for the 2011 Report.

## **14.5 Jurisdictions' comments**

This section provides comments from each jurisdiction on the services covered in this chapter.

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### Australian Government comments

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- During 2008-09 the Australian Government funded over 23 000 supported places for people with disability in 337 Australian Disability Enterprise outlets across Australia.
- The Parliamentary Secretary for Disabilities and Children's Services is undertaking work on the vision for Disability Enterprises under the *National Mental Health and Disability Employment Strategy* — identifying attributes of improved Disability Enterprises, possible strategies and challenges to be faced and how they will be overcome.
- In 2008-09, \$5.1 million in temporary viability support was fully expended on support to the sector. \$5.2 million allocated for 2009-10 has been approved to provide funds where unforeseen events occur.
- In late 2008, the Australian Government revised the Commonwealth Procurement Guidelines. The new Guidelines provide an exemption from the mandatory procurement provisions, therefore providing flexibility for departments and agencies to purchase from Disability Enterprises. A \$900 000 funding package provided each outlet with a \$2500 marketing payment.
- FaHCSIA is working on reducing red tape initiatives for service providers.
- In 2008-09, the *Disability Employment Network* (DEN) capped stream provided employment assistance to more than 60 000 job seekers with disability who required ongoing support to find and maintain employment. The demand driven DEN uncapped stream assisted over 29 000 job seekers receiving income support and who were required to look for work to meet part-time participation requirements. The proportion of DEN job seekers who received assistance during 2008-09 who achieved a sustainable employment outcome (8 hours of work per week for 26 weeks) in the capped stream was 38.3 per cent and 25.4 per cent in the uncapped stream.
- As part of its *Social Inclusion Agenda*, the Australian Government has conducted a review of disability employment services, including Disability Employment Network and Vocational Rehabilitation Services. The review involved extensive consultations with key stakeholders, including people with disability and their advocates, peak welfare and industry associations, employment services providers and employers.
- Under the new Disability Employment Services, services for job seekers with a disability, their families and carers, employers and employment service providers will be substantially improved. Existing caps on services will be removed, so that job seekers with disability will no longer have to wait for the services they need to find work. Job seekers will receive more personalised employment services better suited to their needs and with stronger links to skills development and training.

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## New South Wales Government comments

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2008-09 is the third year in the initial 5 year phase of *Stronger Together: A new direction for disability services in NSW*. Under the program, additional funding for disability services of \$282 million brought the total expenditure to nearly \$1.6 billion in 2008-09.

Significant efforts have been made to deliver strong support for the clients and families in need. These include 2500 new early childhood intervention places, 5625 therapy places, over 500 new day program places, 522 specialist accommodation support places, and more than 2000 respite places.

The first 3 years of *Stronger Together* have also seen a significant move towards person centred approaches in planning of services. The new approaches give clients and their families and carers a greater voice in planning their supports. A new person centred planning practice guide has been developed and workshops held with service providers across the State.

The NSW Government continued its commitment to respond to the demands from people with disability, their families and carers. Over 1000 young people were supported in the *Transition to Work program*. An estimated 7000 people received community living support at a total cost of \$530 million. 280 specialist accommodation support places have come on line between 2005 and 2009 as permanent solutions for clients receiving temporary support from the *Emergency Response program*. Specific programs targeting people leaving the care of the Minister for Community Services, people in contact with the criminal justice system, and younger people in or at risk of entering residential aged care have been developed. Several major redevelopments of large residences are at various stages of planning and construction across the State.

The NSW Government provided more early intervention and prevention type support to a greater proportion of the target group. This includes the investment of an additional \$6 million in early childhood supports through the *EarlyStart — Diagnosis Support program*, aiming to improve the developmental outcomes of children and increase the capacity of families to care. Another \$5 million was announced for the *Extended Family Support and Flexible Out of Home Placements Program*, which will enable the development of flexible support packages designed to help families at risk of relinquishing care.

The NSW Government began piloting a new packaged support program *My Plan My Choice* for older carers in northern NSW. It includes a number of areas for developing and sustaining supportive networks for carers and people with disability.

The NSW Government also worked with providers on a new quality framework responding to the need for an independent accreditation system based on quality principles, and an Industry Development and Capacity Building Fund has been established to assist with implementing improvements and reforms in the disability sector.

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### Victorian Government comments

“ In 2008-09, the Department of Human Services continued activities to support the implementation of the Disability Act 2006 (the Act) including:

- Review and revision of policies and guidelines developed to support the Act.
- Comprehensive evaluation of the Act's implementation commenced to inform initiatives that support the sector to achieve compliance and cultural change.
- Development of tools and resources to raise the awareness of people with disability of their rights under the Act.

2008-09 was also a year of continued reform through partnerships in areas supporting people with disability, their families and carers. More opportunities were created for people to live independently, with greater levels of support for individuals, their families and carers. Improvements to disability supports have continued to be delivered through increased emphasis on self-directed approaches, delivering more innovative accommodation options, and developing more age-appropriate services for younger high-needs clients who are in or at risk of entering residential aged care services.

Key achievements for 2008-09 included:

- Expansion of flexible self-directed supports that enable people with disability and their families to plan services in a more individualised way.
- Expansion of direct payments, allowing people with disability (or their family or carer) to self-manage their funding and have more control of their lives.
- Continued implementation of the *my future, my choice* initiative to establish more appropriate housing and support for younger people living in residential aged care.
- New and better approaches to meet the growing needs of people with Autism Spectrum Disorder. The *10-year Autism State Plan* identifies priority actions, including making it easier to receive support, strengthening workforce expertise, and facilitating successful community participation.
- A strengthened Senior Practitioner Strategy to protect the rights of people with disability subject to restrictive interventions and compulsory treatment.
- *Continued Senior Practitioner Research Partnership and Promoting Dignity* grants to promote the development of strategies consistent with the Charter of Human Rights and Responsibilities as alternatives to restrictive practices.
- The launch of the Workforce strategy, improving supports for people with disability, which recognises diversity among people with disability and aims to strengthen the role of the workforce in responding to this diversity.
- Continued activity to support implementation of the *Quality Framework for Disability Services in Victoria*, including the *Independent Monitoring Demonstration Project* evaluation, and roll out of a comprehensive learning and development strategy.

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## Queensland Government comments

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The Queensland Government is pursuing a broad agenda to promote rights and equity of access for people with disability and their carers — one which seeks to improve the accessibility and responsiveness of the State’s specialist disability service system as well as the community in general.

In 2008-09, Queensland continued with reforms to create a simpler and fairer way for people to access specialist disability services, through the *Growing Stronger* initiative. A trial of a new methodology for assessment and prioritisation commenced and will be independently evaluated, to ensure that it achieves the desired outcomes for people with disability and their carers.

Queensland is also investing in improving service access and responsiveness at high risk, key transition points in people’s lives, through initiatives such as the:

- *Younger People in Residential Aged Care* initiative, with the Australian Government, including providing alternative accommodation and support for younger people with disability deemed at risk of entering aged care
- *Spinal Cord Injuries Response* initiative, which provides coordinated access to services to assist people to return to their communities following rehabilitation and discharge from hospital
- *Young Adults Exiting the Care of the State* program, which supports young adults with disability in their transition from the care of the State to adult living arrangements.

In July 2008, a new *Specialist Response Service* commenced to increase specialist support for protecting the rights of adults, with an intellectual or cognitive disability, who exhibit behaviours that cause harm and who are subject to restrictive practices.

Such initiatives are aimed at improving the quality of services and the outcomes achieved by individuals by way of skills for community living and participation.

At a community level, Queensland has advanced initiatives that seek to create conditions in the social environment that can support access by people with disability, and encourage social inclusion and development.

Queensland has introduced the *Companion Card* program, which entitles people with disability who need lifelong attendant care support to buy two tickets for the price of one at participating activities and venues across Australia. In July 2009, new laws commenced in Queensland to ensure that every person who relies on a guide, hearing or assistance dog has the same access rights as others to public places and public passenger vehicles. New laws to recognise the contribution of carers also commenced. The Carers (Recognition) Act 2008 includes the *Queensland Carers Charter*, which aims to help carers be heard by government and their issues better understood in the community.

Improvements in the measurement of the outcomes achieved through such initiatives are a priority under the *National Disability Agreement* (2009).

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## Western Australian Government comments

“ Key initiatives implemented in 2008-09 include:

- completion of the review of the Disability Services Act 1993, which was tabled in Parliament on 14 May 2009. Under legislation, the Act is reviewed every 5 years. A significant recommendation from the review is the introduction of a seventh outcome under the *Disability Access and Inclusion Plan* requirements for all State and local government instrumentalities, focussing on employment opportunities for people with disabilities
- implementation of the new *Community Living* initiative — providing an innovative approach to creative options that fit the needs and aspirations of people with disabilities to live good lives in their local community
- finalisation of Western Australia’s State Disability Plan — *Count Me In — Disability Future Directions* — taking the Commission to 2025. At the heart of the Plan lies the vision of a Western Australia where all people live in welcoming communities that actively promote citizenship, friendship, mutual support and a fair go for everyone. *Disability Future Directions* outlines three key areas in which to achieve the vision: (1) economic independence for people with disabilities and the opportunity to live in well designed and accessible communities and homes; (2) ensuring the participation and contribution of people with disabilities in all aspects of life; and (3) ensuring personalised disability supports and services are available to those who need them
- introduction in the *Local Area Coordination* program of ‘shared agreements’ — brief statements that clarify the expectations between each individual/family and their Local Area Coordinator — which is proving to be an effective means of focusing attention on the important issue for people with disabilities and their families and carers
- expansion of the *Alternatives to Employment* program, with the provision of additional funding totalling \$43 million over 4 years to provide additional support approved for almost 800 young adults
- continued development of the *Quality Management Framework*, which will enhance consumer input into the continual improvement of services.

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### South Australian Government comments

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Disability SA continues to support people with disability, both directly and in partnership with non-government organisations. Opportunities for people with disability to actively engage in the community are promoted and developed.

Highlights for 2008-09 include:

- the commencement of a 5 year strategy for the Supported Residential Facilities (SRF) aimed at balancing sustainment with reform. Key outcomes included:
  - the provision of a supplementary payment for private operators in the SRF sector to address critical viability issues
  - the establishment of task groups to engage with the sector on developing the quality agenda focusing on a set of standards
- 80 people have moved from institutions to supported community or more appropriate accommodation
- the development of *Service Standard 13, A Cultural and Competency and Inclusion Standard* to improve access to disability services for Aboriginal and Torres Strait islander people
- the phased expansion of self managed funding arrangements within Disability SA. Selective consultations have been undertaken with stakeholders. Work on the development of an assessment and allocation tool is well progressed. Implementation of Phase one commenced in October 2009
- the creation of a single statewide equipment program to service the equipment and home modification needs of clients of Disability Services and Domiciliary Care SA
- the introduction of key performance indicators within the non-government sector with the aim to increase client participation in the planning and delivery of services and quality improvement activity within services
- a review of *Disability SA After Hours Service* to ensure a responsive and highly adaptable service meets the needs of all clients
- the expansion of the *Person Centred Active Support* model across accommodation services in Disability SA. This model is a way of helping people with disabilities to engage in meaningful activity and relationships as active participants
- the *Companion Card* program, in partnership with National Disability Services, continues to recruit affiliates, increasing the number of organisations to 87, as well as 161 venues and one accommodation facility.

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### Tasmanian Government comments

“ As a result of the *Review of Tasmanian Disability Services* completed in 2008 the Minister launched the *Disability Operational Framework* in February 2009. The Framework will help shape the future of Disability Service provision in Tasmania.

The Framework will reorient the Tasmanian Disability Services system to support greater responsiveness to the needs of people with disability. It will also bring the system into stronger alignment with contemporary best practice, both nationally and internationally.

A number of initiatives commenced in 2008-09 to begin the long term reform process. These included:

- creation of the *Disability Child Youth and Family Services* program within Human Services to enhance services to all clients
  - establishment of area advisory groups to share governance of services at an area level
  - commencement of a project to look at new and innovative community access models
  - a needs analysis to determine the current level of demand and need for children's respite services prior to devolution to the Community Sector
  - commencement of the *Resource Allocation and Unit Pricing Project*. This will result in a new framework for funding that will be based on an equitable and transparent mechanism. This will allow the Department to identify, quantify and distribute resources to ensure the continued delivery of high quality services. It is expected that the framework will define how much service providers will be paid for the delivery of these services, whilst promoting efficiency in the allocation of resources and a financially viable service system
  - establishment of four *Gateway Services*. The Gateway will provide a single access point for family support and specialist disability services in each of the four areas in Tasmania. Services will be accessed by people with disability and their families through the Gateway. The Gateways opened in 2009 for family services and will begin operation for people with disability in June 2010
  - the delivery of an additional 75 individual support packages, 50 extra community access packages, 70 respite places and 12 new accommodation places.
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### Australian Capital Territory Government comments

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In 2008-09 the Department of Disability, Housing and Community Services, through Disability ACT continued to advance its strategic plan for disability services in the ACT through the following activities:

- Disability ACT continued to respond to known priority need through the delivery of additional ACT and Commonwealth Government funding allocated in the 2008-09 Budget to build service capacity to meet increased demand for a range of services for young people and adults with high level intellectual and physical disabilities.
- The ACT Government worked to establish a new policy framework to improve outcomes and opportunities for people with disability in the ACT. The policy will guide priority areas for disability policy and service delivery through to 2014. The updated framework builds on the work of the current ACT disability framework, *Future Directions: A Framework for the ACT 2004–2009* as well as assists in achieving goals outlined in *Challenge 2014 — A ten year vision for disability in the ACT*.
- Disability ACT worked proactively with ACT Government agencies and community sector organisations on the implementation of the ACT *Policy Framework for Children and Young People with a Disability and their Families*. Drawing together the principles and commitments of key ACT Government agencies the Framework outlines core principles, clarifies roles and responsibilities, provides guidance for coordination, and establishes joint planning mechanisms across and between agencies.
- The Business Leaders Innovative Thoughts and Solutions (BLITS) Advisory Board continued to promote initiatives that value people with disability as customers, suppliers, employees and employers in business, the arts and sport. Over 2008-09, BLITS hosted three premier events: the launch of the ACT BLITS Champions Program comprising national and local identities who have agreed to promote and champion the rights and opportunities for people with disability; an Industry Mini Roundtable on enhancing access for people with disability through a more ‘disability friendly’ National Tourism Accreditation Framework; and the 2008 Chief Minister’s Inclusions Awards.
- Disability ACT undertook preliminary work on the development of a disability awareness program. The program will target the next generation of decision makers (the age group 4–17 years) through a Civics based curriculum to be delivered in ACT schools. Stage 2 of this program, involving the development of ‘Youth Civics’ learning modules will be undertaken in 2009-10. These modules will include session and learning outcomes and methods of knowledge assessment and will align to the National Curriculum Standards and the ACT Curriculum Framework *Every chance to learn*.

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### Northern Territory Government comments

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The NT Government recognises that people with disability need extra support to participate as citizens within their communities. Disability support provision is based on contemporary practice underpinned by partnerships and collaborative approaches. Principles that guide services include: person centred, culture secure, collaborative, outcomes driven, future focused, equitable, sustainable, flexible and responsive. The NT's vision is for a society where people with disabilities have productive and fulfilling lives as valued members of their communities.

During 2008-09, the NT implemented changes that were introduced as part of the amalgamation of community government councils to larger shire councils which consolidated disability service delivery in these areas. Work commenced on streamlining the reporting requirements for remote communities to a shire based model to come into effect in 2009-10.

Focused services reform was undertaken through the development of a Disability Coordination and Case Manager model which included standardised intake of all clients across the service spectrum. Additional positions were created to support the reform.

Standardised assessment for eligibility and a prioritising mechanism for all clients were introduced. This included establishing a dedicated central intake point of contact with an 1800 number. The individualised support planning approach for people with disabilities was reviewed, with assessment and planning processes streamlined.

The *National Disability Agreement* (NDA) came into effect on 1 January 2009, replacing the previous *Commonwealth State Territory Disability Agreement*. The other major funding agreement between the NT Government and the Australian Government is the *Home and Community Care (HACC) Program*. The NT had a combined HACC funding pool of \$11.0 million for 2008-09. The combined number of non-government service providers funded under HACC and the NDA was 114 for 2008-09.

Consultations were undertaken in 2008-09 as part of the development of the NT's strategy for the employment of people with disability in the NT public sector. The consultations assisted in informing the priority areas and set directions for the strategy which is due to be released in 2009-10.

As in previous years, indicators based on the estimated number of people with severe or profound core activity limitations in the NT need to be interpreted with caution. Small variations in service and population data appears in magnified proportions to the small population in the NT.

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## 14.6 Service user data quality and other issues

### Data quality

Data quality considerations should be taken into account when interpreting the CSTDA NMDS service user data used in this chapter. In particular, data quality should be considered when making comparisons across jurisdictions and across years.

There are three aspects of quality that affect the accuracy and reliability of the data reported in this chapter:

- service type outlet response rates
- service user response rates
- ‘not stated’ rates for individual data items.

The first two of these affect the service user counts — nationally, by jurisdiction and service type — and all three affect the accuracy of analyses of individual data items (AIHW 2009).

#### *Service type outlet response rates*

Response rates are based on the number of service type outlets responding divided by the total number of outlets in the jurisdiction. Service user data are collected quarterly from service type outlets. A service type outlet is considered a responding outlet even if they provide service use data for one quarter only.

The overall national service type outlet response rate for the 2007-08 collection was 95 per cent (table 14.3). This was the slightly higher than for the 2006-07 collection.

**Table 14.3 Service type outlet response rates**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov</i>	<i>Aust</i>
2003-04	80	94	97	100	100	100	93	95	100	93
2004-05	85	92	99	100	100	96	98	70	100	94
2005-06	89	90	99	100	100	100	100	100	100	94
2006-07	89	90	100	100	100	100	100	100	100	94
2007-08	90	93	100	99	99	100	100	99	100	95

*Source:* AIHW (2009 and previous years) *Disability Support Services 2007-08, 2006-07, 2005-06, 2004-05, 2003-04: National Data on Services Provided under the CSTDA*, Cat. no. DIS (56 and previous publications).

### Service user response rates

Service user information may be missing from the data set for a number of reasons. There are outlets that do not respond (table 14.4) and outlets that, through administrative or other error, neglect to report on all of their service users (AIHW 2009). Estimates of the total number of service users who may be missing from the data set are not available.

Response rates based on the number of service type outlets responding who provided service user data are available for accommodation support services by type and government sector for 2003-04, 2004-05, 2005-06, 2006-07 and 2007-08 (table 14.4). While helpful, these response rates do not account for service users who received services from:

- responding outlets, but whose data were not included
- non-responding outlets.

**Table 14.4 Service user data response rates for CSTDA funded accommodation support service type outlets (per cent)<sup>a</sup>**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<b>2003-04</b>									
Institutions/large residential or hostel									
Government	92	86	67	100	80	–	–	–	89
Non-government	83	84	99	100	100	100	–	–	94
Group homes									
Government	98	99	100	100	94	100	98	–	98
Non-government	96	98	100	100	96	100	100	100	98
Community based									
Government	100	82	100	100	100	75	100	–	89
Non-government	96	85	94	100	95	98	100	100	93
<b>2004-05</b>									
Institutions/large residential or hostel									
Government	100	100	100	100	100	–	–	–	100
Non-government	100	100	100	100	100	100	–	–	100
Group homes									
Government	100	100	100	100	100	100	98	100	100
Non-government	100	100	100	100	100	100	100	100	100
Community based									
Government	100	100	100	100	50	100	–	100	99
Non-government	100	100	100	100	100	100	88	100	100

(Continued on next page)

Table 14.4 (Continued)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2005-06									
Institutions/large residential or hostel									
Government	100	100	100	100	100	–	–	–	100
Non-government	100	100	100	100	100	100	–	–	100
Group homes									
Government	100	100	100	100	100	100	98	100	100
Non-government	100	100	100	100	100	100	100	100	100
Community based									
Government	100	100	100	100	50	100	–	100	99
Non-government	100	100	100	100	100	100	88	100	100
2006-07									
Institutions/large residential or hostel									
Government	100	100	100	100	100	100	100	100	100
Non-government	100	100	100	100	100	100	100	100	100
Group homes									
Government	100	100	100	100	100	100	100	100	100
Non-government	100	100	99	92	100	97	100	100	99
Community based									
Government	100	100	100	100	75	100	100	100	99
Non-government	100	100	99	94	100	98	100	100	99
2007-08									
Institutions/large residential or hostel									
Government	100	100	100	100	100	–	–	–	100
Non-government	100	100	100	100	100	100	–	–	100
Group homes									
Government	100	100	100	100	100	100	100	100	100
Non-government	100	100	100	100	100	100	100	100	100
Community based									
Government	100	100	100	100	100	100	100	100	100
Non-government	100	100	100	100	100	98	100	100	100

<sup>a</sup> Percentages are based on the number of service type outlets providing service user data. The denominator is the total number of outlets that provided service type outlet data; the numerator is the number of outlets that provided service user data. – Nil or rounded to zero.

Source: AIHW (unpublished) *CSTDA NMDS*.

### *‘Not stated’ rates*

‘Not stated’ rates for individual data items vary between jurisdictions (AIHW 2009). One reason for the higher level of ‘not stated’ responses to some data items may be the increased efforts to improve the coverage and completeness of the *CSTDA NMDS* collection overall. For example, therapy services (a community support service) in the ACT participated for the first time in the 2004-05 collection. In an effort to include all users of these services, provisional data collection processes were used that meant minimal data were provided for each user (AIHW 2009).

Table 14.5 shows the total ‘not stated’ rates for the relevant individual data items used in this chapter. Results reported in this chapter are not adjusted to account for these ‘not stated’ rates.

**Table 14.5 ‘Not stated’ rates for individual data items (per cent)**

<i>Data item</i>	<i>Accommodation support</i>	<i>Employment</i>	<i>Community access</i>	<i>Community support</i>	<i>Respite</i>
<b>2003-04</b>					
Need for assistance with ADL	17.4	3.2	32.3	..	..
Indigenous status	3.4	7.0	17.5	..	..
Country of birth	3.6	3.9	..	..	..
Geographic location	1.0	–	..	..	..
<b>2004-05</b>					
Need for assistance with ADL	5.1	3.1	12.2	32.7	13.0
Indigenous status	8.6	4.1	14.1	29.5	16.8
Country of birth	3.1	3.5	..	..	..
Geographic location	1.0	–	..	..	..
<b>2005-06</b>					
Severity of core activity limitation	3.9	14.5	11.8	28.4	12.8
Indigenous status	2.3	1.8	7.8	15.6	7.1
Country of birth	2.8	6.8	..	..	..
Geographic location	0.7	0.3	..	..	..
<b>2006-07</b>					
Need for assistance with ADL	3.2	7.0	13.0	24.0	11.6
Indigenous status	2.8	–	7.2	5.5	6.7
Country of birth	2.7	1.3	9.9	6.2	5.6
Geographic location	1.2	–	3.9	1.7	1.9
<b>2007-08</b>					
Need for assistance with ADL	3.3	5.0	15.2	23.5	11.3
Indigenous status	2.2	0.1	7.7	5.6	6.4
Country of birth	2.0	0.8	10.0	5.6	5.4
Geographic location	0.9	0.2	4.8	3.6	1.6

.. Not applicable. – Nil or rounded to zero.

Source: AIHW (unpublished) *CSTDA NMDS*.

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## Other issues

### *Service user data/data items not collected*

Service user data are not collected for the following CSTDA funded service types: advocacy, information/referral, combined information/advocacy, mutual support/self-help groups, print disability/alternative formats of communication, research and evaluation, training and development, peak bodies and other support services. In addition, some service types are not required to collect all service user data items. In particular:

- ‘recreation/holiday programs’ (service type 3.02) are required to collect only information related to the statistical linkage key (selected letters of name, date of birth, sex, commencement date and date of last service)
- employment services (service types 5.01 and 5.02) are not required to collect selected informal carer information, including primary status (AIHW 2007).

### *Specialist psychiatric disability services*

Data for specialist psychiatric disability services are excluded to improve the comparability of data across jurisdictions. People with psychiatric disability may use a range of CSTDA funded service types. In some jurisdictions (Victoria, Queensland and WA), specialist psychiatric disability services are funded specifically to provide such support (AIHW 2009). Nationally, in 2007-08, there were 12 761 people who used only specialist psychiatric disability services (AIHW 2009). Data for these services are included in other publications on the CSTDA NMDS, such as AIHW (2009). Therefore, service user data for Victoria, Queensland and WA in this chapter will differ to other publications.

### *Statistical linkage key*

A statistical linkage key is used to derive the service user counts in this chapter. The statistical linkage key enables the number of service users to be estimated from data collected from different service outlets and agencies (AIHW 2009). Using the linkage key minimises double counting of service users who use more than one service outlet during the reporting period.

The statistical linkage key components of each service record are compared with the statistical linkage key components of all other records. Records that have matching statistical linkage keys are assumed to belong to the same service user.

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As the statistical linkage key is not a unique identifier, some degree of false linking is expected. A small probability exists that some of the linked records do not actually belong to the same service user and, conversely, that some records that did not link do belong to the same service user. The statistical linkage key does not enable the linking of records to the extent needed to be certain that a 'service user' is one individual person.

Missing or invalid statistical linkage keys cannot be linked to other records and so must be treated as belonging to separate service users. This may result in the number of service users being overestimated (AIHW 2009).

### *Deriving potential populations for the special needs groups*

Potential populations have been estimated for each of the special needs groups (outer regional and remote/very remote areas, Indigenous and people born in a non-English speaking country) and for those outside of the special needs groups (major cities and inner regional areas, non-Indigenous and people born in an English speaking country). These potential populations are estimates of the number of people with the potential to require disability support services in the relevant group, including individuals who meet the service eligibility criteria but who do not demand the services.

The approach used to derive the potential population estimates by country of birth and geographic location involved the following steps:

- Deriving State/Territory based 10-year age and sex specific proportions of people with ASSNP by geographic location and country of birth using the 2006 Census.
- Multiplying these State/Territory based 10-year age and sex specific proportions by the 10-year age specific estimates of the number of people with severe/profound core activity limitations in each State/Territory.
- Summing the resultant 10-year age and sex group counts to derive the total potential populations for the geographic locations, people born in Australia, people born in another English speaking country and people born in a non-English speaking country. Summing the potential populations for people born in Australia and people born in another English speaking country to derive the total potential population for people born in an English speaking country.
- For employment, repeating the above steps, but restricting the calculations to those people aged 15–64 years, then multiplying each State/Territory total by State/Territory specific labour force participation rates for people aged 15–64 years.

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The approach used to derive the potential populations by Indigenous status involved the following steps:

- Deriving current State/Territory based 10-year age and sex specific rate ratios of people with ASSNP by Indigenous status using the 2006 Census.
- Multiplying the current State/Territory Indigenous and non-Indigenous 10-year age and sex population estimates by national 10-year age and sex specific rates of severe/profound core activity limitation from the 2003 SDAC. Then multiplying the Indigenous and non-Indigenous counts for each 10-year age and sex group by the 10-year age and sex specific rate ratios of people with ASSNP to obtain an Indigenous/non-Indigenous potential population within each age and sex group.
- Summing the 10-year age and sex group counts to derive a total Indigenous and non-Indigenous potential population for each State/Territory.
- For employment, repeating the above steps, but restricting the calculations to those people aged 15–64 years, then multiplying each State/Territory total by State/Territory specific labour force participation rates for people aged 15–64 years.

#### *Data quality issues*

Data measuring the potential populations of the special needs groups are not explicitly available for the required time periods and have been estimated using several different data sources (as noted above), under several key assumptions. Some issues with this approach are outlined below:

- The method used to estimate the potential populations assumes:
  - that disability rates vary only by age and sex, and there is no effect of remoteness, disadvantage, or any other variable — this is likely to affect the reliability of comparisons across states and territories, however, it is currently not possible to detect the size or direction of any potential bias
  - that age- and sex- specific disability rates do not change significantly over time.
- The rate ratio/proportion adjustments (that is, multiplication) assumes consistency between the rate ratio/proportion as calculated from the 2006 Census and the corresponding information if it were collected from the 2003 SDAC. Two particular points to note with this assumption are that:
  - information about people with ASSNP is based on the self-enumeration (interview in Indigenous communities) of four questions under the 2006 Census, whereas in SDAC 2003 people are defined as having a

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severe/profound core activity limitation on the basis of a comprehensive interviewer administered module of questions — the two populations are different, but are conceptually related

- the special needs groups identification may not be the same between the 2006 Census and the 2003 SDAC (ABS research indicates, for example, that the Indigenous identification rate differs across the Census and interviewer administered surveys).
- It is not known if the data collection instruments are culturally appropriate for all special needs groups; nor is it known how this, combined with different data collection methods, impacts on the accuracy of the estimated potential population.
- There are a number of potential sources of error related to the Census that stem from failure to return a Census form or failure to answer every applicable question. Information calculated from 2006 Census data exclude people for whom data item information is not available. As with any collection, should the characteristics of interest (for example, ASSNP and/or special needs group status) of the people excluded differ from those people included, a potential for bias is introduced. In particular, for Indigenous estimates, differential undercount of Indigenous Australians across states and territories may introduce bias into the results that would affect the comparability of estimates across jurisdictions, if those missed by the Census had a different rate of disability status to those included (table 14.6).

**Table 14.6 Estimated 2006 Census Indigenous net undercount (per cent)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas.</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Undercount rate	8.6	9.4	11.6	16.6	8.6	8.8	8.8	16.0	11.5

Source: ABS (2008) *Experimental Estimates of Aboriginal and Torres Strait Islander Australians, Jun 2006*, Cat. no. 3238.0.55.001.



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## 14.7 Definitions of key terms and indicators

<b>Accommodation support service users receiving community accommodation and care services</b>	People using the following CSTDA accommodation support services: group homes; attendant care/personal care; in-home accommodation support; alternative family placement and other accommodation support (types 1.04–1.08), as a proportion of all people using CSTDA accommodation support services (excludes service users of specialist psychiatric disability services only). See AIHW (2009) for more information on service types 1.04–1.08.
<b>Administration expenditure as a proportion of total expenditure</b>	The numerator — expenditure (accrual) by jurisdictions on administering the disability service system as a whole (including the regional program management and administration, the central policy and program management and administration, and the disability program share of corporate administration costs under the umbrella department, but excluding administration expenditure on a service that has been already counted in the direct expenditure on the service) — divided by the denominator — total government expenditure on services for people with disability (including expenditure on both programs and administration, direct expenditure and grants to government service providers, and government grants to non-government service providers (except major capital grants).
<b>Core activities as per the 2003 ABS SDAC</b>	Self care — showering or bathing, dressing, eating, toileting and bladder or bowel control; mobility — getting into or out of a bed or chair, moving about the usual place of residence, going to or getting around a place away from the usual residence, walking 200 metres, walking up and down stairs without a handrail, bending and picking up an object from the floor, using public transport (the first three tasks contribute to the definitions of profound and severe core-activity limitation); and communication — understanding and being understood by strangers, family and friends.
<b>Cost per user of government provided accommodation support services — group homes</b>	The numerator — government expenditure (accrual) on government provided accommodation support services in group homes (as defined by CSTDA NMDS service type 1.04) — divided by the denominator — the number of users of government provided accommodation support services in group homes.
<b>Cost per user of government provided accommodation support services — institutional/residential settings</b>	The numerator — government expenditure (accrual) on government provided accommodation support services in institutional/residential settings (as defined by CSTDA NMDS service types 1.01, 1.02 and 1.03) — divided by the denominator — the number of users of accommodation support services in institutional/residential settings. See AIHW (2009) for more information on service types 1.01–1.03.
<b>Cost per user of government provided accommodation support services — other community settings</b>	The numerator — government expenditure (accrual) on government provided accommodation support services in other community settings (as defined by CSTDA NMDS service types 1.05–1.08) divided by the denominator — the number of users of government provided accommodation support services in other community settings.

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## Disability

The United Nation's *Convention on the Rights of Persons with Disabilities*, ratified by Australia on 17 July 2008, defines 'persons with disabilities' as those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.

The WHO defines 'disabilities' as impairments, activity limitations, and participation restrictions: an impairment is a problem in body function or structure; an activity limitation is a difficulty encountered by an individual in executing a task or action; and a participation restriction is a problem experienced by an individual in involvement in life situations. Disability is a complex phenomenon, reflecting an interaction between features of a person's body and features of the society in which he or she lives (WHO 2009).

The ABS SDAC 2003 defined 'disability' as the presence of at least one of 17 limitations, restrictions or impairments, which have lasted or are likely to last for a period of 6 months or more: loss of sight (not corrected by glasses or contact lenses); loss of hearing where communication is restricted; or an aid to assist with, or substitute for, hearing is used; speech difficulties; shortness of breath or breathing difficulties causing restriction; chronic or recurrent pain or discomfort causing restriction; blackouts, fits or loss of consciousness; difficulty learning or understanding; incomplete use of arms or fingers; difficulty gripping or holding things; incomplete use of feet or legs; nervous or emotional condition causing restriction; restriction in physical activities or in doing physical work; disfigurement or deformity; mental illness or condition requiring help or supervision; long-term effects of head injury; stroke or other brain damage causing restriction; receiving treatment or medication for any other long-term conditions or ailments and still restricted; any other long-term conditions resulting in a restriction.

The third CSTDA (2003, p. 9) defined 'people with disabilities' as those whose disability manifests itself before the age of 65 years and for which they require significant ongoing and/or long-term episodic support. For these people, the disability will be attributable to an intellectual, psychiatric, sensory, physical or neurological impairment or acquired brain injury (or some combination of these) which is likely to be permanent and results in substantially reduced capacity in at least one of the following: self care/management, mobility and communication.

### Employment rate for people with a profound or severe core activity limitation

Total estimated number of people aged 15–64 years with a profound or severe core activity limitation who are employed, divided by the total estimated number of people aged 15–64 years with a profound or severe core activity limitation in the labour force, multiplied by 100.

### Employment rate for total population

Total estimated number of people aged 15–64 years who are employed, divided by the total number of people aged 15–64 years in the labour force, multiplied by 100.

### Funded agency

An organisation that delivers one or more CSTDA 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 the same entity.

<b>Geographic location</b>	<p>Geographic location is based on the ABS's Australian Standard Geographical Classification of Remoteness Areas, which categorises areas as 'major cities', 'inner regional', 'outer regional', 'remote', 'very remote' and 'migratory'. The criteria for Remoteness Areas are based on the Accessibility/Remoteness Index of Australia, which measures the remoteness of a point based on the physical road distance to the nearest urban centre in each of five size classes (ABS 2001).</p> <p>The 'outer regional and remote/very remote' classification used in this Report was derived by adding outer regional, remote and very remote data.</p>
<b>Government contribution per user of non-government provided employment services</b>	<p>The numerator — Australian Government grant and case based funding expenditure (accrual) on specialist disability employment services (as defined by CSTDA NMDS service types 5.01 (open) and 5.02 (supported)) — divided by the denominator — number of service users who received assistance. (For data prior to 2005-06, service type 5.03 (combined open and supported) is also included.) See AIHW (2009) for more information on service types 5.01–5.03.</p>
<b>Government contribution per user of non-government provided services — accommodation support in group homes</b>	<p>The numerator — government expenditure (accrual) on non-government provided accommodation support services in group homes (as defined by CSTDA NMDS service type 1.04) — divided by the denominator — the number of users of non-government provided accommodation support services in group homes.</p>
<b>Government contribution per user of non-government provided services — accommodation support in institutional/residential settings</b>	<p>The numerator — government expenditure (accrual) on non-government provided accommodation support services in institutional/residential settings (as defined by CSTDA NMDS service types 1.01, 1.02 and 1.03) — divided by the denominator — the number of users of non-government provided accommodation support services in institutional/residential settings.</p>
<b>Government contribution per user of non-government provided services — accommodation support in other community settings</b>	<p>The numerator — government expenditure (accrual) on non-government provided accommodation support services in other community settings (as defined by CSTDA NMDS service types 1.05–1.08) — divided by the denominator — the number of users of non-government provided accommodation support services in other community settings.</p>
<b>Indigenous factor</b>	<p>The potential populations were estimated by applying the 2003 national age- and sex- specific rates of profound or severe core activity limitation to the age and sex structure of each jurisdiction in the current year. As Indigenous people have significantly higher disability prevalence rates and greater representation in some CSTDA funded services than non-Indigenous people, and there are differences in the share of different jurisdictions' populations who are Indigenous, a further Indigenous factor adjustment was undertaken. The Indigenous factor was multiplied by the 'expected current population estimate' of people with a profound or severe core activity limitation in each jurisdiction to derive the 'potential population'.</p> <p>The following steps were undertaken to estimate the Indigenous factors.</p> <ul style="list-style-type: none"> <li>• Data for all people (weighted) were calculated by multiplying the</li> </ul>

	<p>data for Indigenous Australians by 2.4 and adding the data for non-Indigenous Australians. Hence Indigenous Australians are weighted at 2.4 and non-Indigenous Australians at one.</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• The Indigenous factors were then calculated by multiplying the all people (weighted per person) data by 100 and dividing by the all people (weighted per person) total for Australia (AIHW 2009).</li> </ul>
<b>Informal carer</b>	<p><i>ABS informal carer:</i> A person of any age who provides any informal assistance, in terms of help or supervision, to persons with disabilities or long-term conditions, or older persons (that is, aged 60 years and over). This assistance has to be ongoing, or likely to be ongoing, for at least 6 months. Assistance to a person in a different household relates to 'everyday types of activities', without specific information on the activities. Where the care recipient lives in the same household, the assistance is for one or more of the following activities: cognition or emotion, communication, health care, housework, meal preparation, mobility, paperwork, property maintenance, self care and transport (ABS 2004a).</p> <p><i>CSTDA NMDS informal carer:</i> an informal carer is someone such as a family member, friend or neighbour, who has been identified as providing regular and sustained care and assistance to the person. Each service user can only record one informal carer (it is expected that the carer recorded will be the one who provides the most significant care and assistance related to the service user's capacity to remain living in their current environment). Informal carers include those people who receive a pension or benefit for their caring role but do not include paid or volunteer carers organised by formal services. See also primary carer.</p>
<b>Labour force participation rate for people with a profound or severe core activity limitation</b>	<p>The total number of people with a profound or severe core activity limitation in the labour force (where the labour force includes employed and unemployed people), divided by the total number of people with a profound or severe core activity limitation who are aged 15–64 years, multiplied by 100.</p> <p>An employed person is a person who, in his or her main job during the remuneration period (reference week):</p> <ul style="list-style-type: none"> <li>• worked one hour or more for pay, profit, commission or payment in kind in a job or business, or on a farm (including employees, employers and self-employed persons)</li> <li>• worked one hour or more without pay in a family business, or on a farm (excluding persons undertaking other unpaid voluntary work), or</li> <li>• was an employer, employee or self-employed person or unpaid family helper who had a job, business or farm, but was not at work.</li> </ul> <p>An unemployed person is a person aged 15–64 years who was not employed during the remuneration period, but was looking for work.</p>
<b>Labour force participation rate for the total population</b>	<p>Total number of people aged 15–64 years in the labour force (where the labour force includes both employed and unemployed people) divided by the total number of people aged 15–64 years, multiplied by 100.</p>
<b>Mild core activity limitation</b>	<p>Not needing assistance with, and has no difficulty performing, core activity tasks, but uses aids and equipment (as per the 2003 SDAC).</p>

<b>Moderate core activity limitation</b>	Not needing assistance but having difficulty performing a core activity task (as per the 2003 SDAC).
<b>Non-English speaking country of birth</b>	People with a country of birth other than Australia and classified in English proficiency groups 2, 3 or 4 (DIMA 1999, 2003). For 2003-04 and 2004-05 data these countries include countries other than New Zealand, Canada, the United Kingdom, South Africa, Ireland and the United States. For 2005-06 onwards, data include Zimbabwe as an 'English-speaking country'.
<b>Payroll tax</b>	<p>A tax levied on employers based on the value of wages and certain supplements paid or payable to, or on behalf of, their employees (SCRCSSP 1999). Payroll tax arrangements for government funded and delivered services differ across jurisdictions. Differences in the treatment of payroll tax can affect the comparability of unit costs across jurisdictions and services. These differences include payroll tax exemptions, marginal tax rates, tax-free thresholds and clawback arrangements (see SCRCSSP 1999).</p> <p>There are two forms of payroll tax reported:</p> <ul style="list-style-type: none"> <li>• <i>actual</i> — payroll tax actually paid by non-exempt services</li> <li>• <i>imputed</i> — a hypothetical payroll tax amount estimated for exempt services. A jurisdiction's estimate is based on the cost of salaries and salary related expenses, the payroll tax threshold and the tax rate.</li> </ul>
<b>Potential population</b>	<p>Potential population estimates are used as the denominators for the performance measures reported under the indicator 'access to CSTDA funded services'.</p> <p>The 'potential population' is the number of people with the potential to require disability support services, including individuals who meet the service eligibility criteria but who do not demand the services. In practice, the number of people with profound or severe core activity limitation is used as the basis to measure the potential population (see definition of core activities above).</p> <p>The potential population for CSTDA funded accommodation support, community access and community support services is measured by the number of people aged under 65 years who have a profound or severe core activity limitation, adjusted for the Indigenous factor. The potential population for CSTDA funded employment services is measured by the number of people aged 15–64 years with a profound or severe core activity limitation, adjusted for the Indigenous factor and the labour force participation rate. The potential population for CSTDA funded respite services data is measured by the number of people under 65 years with a profound or severe core activity limitation who have a primary carer, adjusted for the Indigenous factor.</p> <p>The ABS concept of a 'profound or severe' core activity limitation that relates to the need for assistance with everyday activities of self care, mobility and communication currently underpins the measurement of the population in need of specialist disability services. The relatively high standard errors in the prevalence rates for smaller jurisdictions, as well as the need to adjust for the Indigenous population necessitated the preparation of special estimates of the 'potential population' for specialist disability services.</p> <p>Briefly, the potential population was estimated by applying the 2003 national age- and sex- specific rates of profound or severe core</p>

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	<p>activity limitation to the age and sex structure of each jurisdiction in the current year, to give an 'expected current estimate' of people with a profound or severe core activity limitation in that jurisdiction. These estimates were adjusted by the Indigenous factor to account for differences in the proportion of jurisdictions' populations who are Indigenous. Indigenous people have been given a weighting of 2.4 in these estimates, in recognition of their greater prevalence rates of disability and their relatively greater representation in CSTDA funded services (AIHW 2006).</p>
<b>Primary carer</b>	<p><i>ABS SDAC primary carer:</i> A primary carer is a person who provides the most informal assistance, in terms of help or supervision, to a person with one or more disabilities. The assistance has to be ongoing, or likely to be ongoing, for at least 6 months and be provided for one or more of the core activities (communication, mobility and self care). In the SDAC, primary carers only include persons aged 15 years and over for whom a personal interview was conducted. Persons aged 15 to 17 years were only interviewed personally if parental permission was granted (ABS 2004a).</p> <p><i>CSTDA NMDS primary carer:</i> an informal carer who assists the person requiring support, in one or more of the following ADL: self care, mobility or communication.</p> <p>See also informal carer.</p>
<b>Primary disability group</b>	<p>Disability group that most clearly expresses the experience of disability by a person. The primary disability group can also be considered as the disability group causing the most difficulty to the person (overall difficulty in daily life, not just within the context of the support offered by a particular service).</p>
<b>Profound core activity limitation</b>	<p>Unable to, or always needing assistance to, perform a core activity task (as per the 2003 SDAC).</p>
<b>Real expenditure</b>	<p>Actual expenditure (accrual) adjusted for changes in prices, using the Gross Domestic P(E) price deflator, and expressed in terms of current year dollars.</p>
<b>Schooling or employment restriction</b>	<p><i>Schooling restriction:</i> as a result of disability, being unable to attend school; having to attend a special school; having to attend special classes at an ordinary school; needing at least one day a week off school on average; and/or having difficulty at school.</p> <p><i>Employment restriction:</i> as a result of disability, being permanently unable to work; being restricted in the type of work they can do; needing at least one day a week off work on average; being restricted in the number of hours they can work; requiring an employer to provide special equipment, modify the work environment or make special arrangements; needing to be given ongoing assistance or supervision; and/or finding it difficult to change jobs or to get a preferred job.</p>
<b>Service</b>	<p>A service is a support activity provided to a service user, in accord 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.</p>

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<b>Service type</b>	The support activity that the service type outlet has been funded to provide under the CSTDA. The NMDS classifies services according to 'service type'. The service type classification groups services into seven categories: accommodation support; community support; community access; respite; employment; advocacy, information and print disability; and other support services. Each of these categories has subcategories.
<b>Service type outlet</b>	A service type outlet is 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.
<b>Service user</b>	A service user is 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.
<b>Service users with different levels of need for assistance with ADL</b>	Data on service users with different levels of need for assistance with ADL are derived using information on the level of support needed in one or more of the core support areas: self care, mobility, and communication. Service users who need help with ADL reported always/sometimes needing help in one or more of these areas (people who need help with ADL are 'conceptually comparable' with people who have a profound or severe core activity limitation). Service users who did not need with ADL reported needing no support in all the core activity support areas.
<b>Severe core activity limitation</b>	Sometimes needing assistance to perform a core activity task (as per the SDAC 2003).
<b>Users of CSTDA accommodation support services</b>	People using one or more accommodation support services that correspond to the following CSTDA NMDS service types: 1.01 large residential/institutions (more than 20 places); 1.02 small residential/institutions (7–20 places); 1.03 hostels; 1.04 group homes (less than seven places); 1.05 attendant care/personal care; 1.06 in-home accommodation support; 1.07 alternative family placement; and 1.08 other accommodation support.
<b>Users of CSTDA community access services</b>	People using one or more services that correspond to the following CSTDA NMDS service types: 3.01 learning and life skills development; 3.02 recreation/holiday programs; and 3.03 other community access. See AIHW (2009) for more information on service types 3.01–3.03.
<b>Users of CSTDA community support services</b>	People using one or more services that correspond to the following CSTDA NMDS service types: 2.01 therapy support for individuals; 2.02 early childhood intervention; 2.03 behaviour/specialist intervention; 2.04 counselling; 2.05 regional resource and support teams; 2.06 case management, local coordination and development; and 2.07 other community support. See AIHW (2009) for more information on service types 2.01–2.07.

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**Users of CSTDA  
employment services**

People using one or more services that correspond to the following CSTDA NMDS service types: 5.01 open employment and 5.02 supported employment. (For data prior to 2005-06, people using service type 5.03 [combined open and supported] are also included.)

**Users of CSTDA respite  
services**

People using one or more services that correspond to the following CSTDA NMDS service types: 4.01 own home respite; 4.02 centre-based respite/respite homes; 4.03 host family respite/peer support respite; 4.04 flexible/combination respite; and 4.05 other respite. See AIHW (2009) for more information on service types 4.01–4.05.



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## 14.8 Attachment tables

Attachment tables are identified in references throughout this chapter by a '14A' suffix (for example, table 14A.3). Attachment tables are provided on the CD-ROM enclosed with the Report and on the Review website ([www.pc.gov.au/gsp](http://www.pc.gov.au/gsp)). Users without access to the CD-ROM or the website can contact the Secretariat to obtain the attachment tables (see contact details on the inside front cover of the Report).

<b>Table 14A.1</b>	Recipients of Disability Support Pension, Mobility Allowance, Carer Payment, Carer Allowance, Sickness Allowance, Child Disability Assistance Payment and Carer Supplement ('000)
<b>Table 14A.2</b>	Users of Commonwealth State/Territory Disability Agreement (CSTDA)-funded services, existence of an informal/primary carer, by geographic location
<b>Table 14A.3</b>	Users of CSTDA-funded services, age of primary carers, by geographic location
<b>Table 14A.4</b>	Government expenditure, by type (\$'000)
<b>Table 14A.5</b>	Total real government expenditure, by source of funding (2008-09 dollars) (\$'000)
<b>Table 14A.6</b>	Government expenditure, by source of funding (per cent)
<b>Table 14A.7</b>	Real government direct service delivery and total expenditure adjusted for payroll tax (2007-08 dollars) (\$'000)
<b>Table 14A.8</b>	Real government direct service delivery expenditure, by service type (2008-09 dollars) (\$'000)
<b>Table 14A.9</b>	Government expenditure, by service type (per cent)
<b>Table 14A.10</b>	People aged 5–64 years with disability, 2003
<b>Table 14A.11</b>	Estimated number of people aged 0–64 years with a profound or severe core activity limitation who received help as a proportion of those who needed help, 2003 (per cent)
<b>Table 14A.12</b>	Users of CSTDA government and non-government provided services, by service type
<b>Table 14A.13</b>	Users of CSTDA services, by primary disability group
<b>Table 14A.14</b>	Users of CSTDA services, by disability group (all disability groups reported) as a proportion of total users
<b>Table 14A.15</b>	Users of CSTDA accommodation support services, as a proportion of the total estimated potential population for accommodation support services
<b>Table 14A.16</b>	Users of CSTDA community support services, as a proportion of the total potential population for community support services
<b>Table 14A.17</b>	Users of CSTDA community access services, as a proportion of the total potential population for community access services
<b>Table 14A.18</b>	Users of CSTDA respite services, as a proportion of the total potential population for respite services
<b>Table 14A.19</b>	Users of CSTDA employment services, as a proportion of the total potential population for employment services
<b>Table 14A.20</b>	Users of CSTDA accommodation support services, by severity of disability

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<b>Table 14A.21</b>	Users of CSTDA community support services, by severity of disability
<b>Table 14A.22</b>	Users of CSTDA community access services, by severity of disability
<b>Table 14A.23</b>	Users of CSTDA respite services, by severity of disability
<b>Table 14A.24</b>	Users of CSTDA employment services, by severity of disability
<b>Table 14A.25</b>	Users of CSTDA accommodation support services, by geographic location
<b>Table 14A.26</b>	Users of CSTDA community support services, by geographic location
<b>Table 14A.27</b>	Users of CSTDA community access services, by geographic location
<b>Table 14A.28</b>	Users of CSTDA respite services, by geographic location
<b>Table 14A.29</b>	Users of CSTDA employment services, by geographic location
<b>Table 14A.30</b>	Users of CSTDA accommodation support services, by Indigenous status
<b>Table 14A.31</b>	Users of CSTDA community support services, by Indigenous status
<b>Table 14A.32</b>	Users of CSTDA community access services, by Indigenous status
<b>Table 14A.33</b>	Users of CSTDA respite services, by Indigenous status
<b>Table 14A.34</b>	Users of CSTDA employment services, by Indigenous status
<b>Table 14A.35</b>	Users of CSTDA accommodation support services, by country of birth
<b>Table 14A.36</b>	Users of CSTDA community support services, by country of birth
<b>Table 14A.37</b>	Users of CSTDA community access services, by country of birth
<b>Table 14A.38</b>	Users of CSTDA respite services, by country of birth
<b>Table 14A.39</b>	Users of CSTDA employment services, by country of birth
<b>Table 14A.40</b>	Users of CSTDA community accommodation and care services as a proportion of all accommodation support service users (per cent)
<b>Table 14A.41</b>	Younger people in residential aged care, 30 June
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## 14A Services for people with disability — attachment

Definitions for the indicators and descriptors in this attachment are in section 14.7 of the chapter. Data in this chapter are examined by the Disability Services Working Group, but have not been formally audited by the Secretariat. A peer review process is also undertaken by the Disability Services Working Group in the development of the data definitions. Unsourced information was obtained from the Australian, State and Territory governments.

This file is available in Adobe PDF format on the Review web page ([www.pc.gov.au/gsp](http://www.pc.gov.au/gsp)). Users without Internet access can contact the Secretariat to obtain these tables (details on the inside front cover of the Report).

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Table 14A.1

**Table 14A.1 Recipients of Disability Support Pension, Mobility Allowance, Carer Payment, Carer Allowance, Sickness Allowance, Child Disability Assistance Payment and Carer Supplement ('000) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Other</i>	<i>Aust</i>
Disability Support Pension (b)										
June 2005	227.4	168.7	135.9	59.7	67.5	27.8	7.0	5.9	6.9	706.8
June 2006	228.6	170.5	136.9	60.1	68.1	24.8	7.1	6.1	10.0	712.2
June 2007	227.0	169.7	135.9	58.5	68.2	24.9	6.9	6.3	16.8	714.2
June 2008	232.8	175.3	138.8	58.6	70.1	25.3	7.1	6.9	17.5	732.4
June 2009	242.8	184.6	144.4	59.8	72.1	26.0	7.3	8.2	11.5	757.1
Mobility Allowance (c)										
June 2005	14.1	13.1	9.5	4.2	5.8	1.6	0.5	0.2	0.1	49.2
June 2006	14.8	14.0	10.0	4.4	6.1	1.7	0.5	0.2	—	51.7
June 2007	15.7	14.8	10.6	4.5	6.5	1.8	0.6	0.3	0.2	54.9
June 2008	15.8	14.9	10.7	4.5	6.6	1.8	0.6	0.2	0.2	55.3
June 2009	16.1	15.3	10.8	4.5	6.7	1.8	0.6	0.2	0.1	56.1
Carer Payment (d)										
June 2005	34.3	23.9	18.8	6.5	7.3	3.4	0.6	0.5	0.1	95.4
June 2006	38.3	26.5	20.4	7.1	7.9	3.6	0.7	0.5	0.1	105.1
June 2007	43.1	29.5	22.2	7.4	8.9	4.2	0.7	0.6	0.1	116.6
June 2008	49.0	33.5	24.0	8.0	10.0	4.7	0.7	0.7	0.1	130.7
June 2009	55.7	37.4	26.7	8.8	11.2	5.4	0.8	0.8	0.1	146.9
Carer Allowance (e)										
June 2005	118.6	93.6	69.6	29.7	30.0	10.1	3.7	1.6	0.1	357.1
June 2006	128.6	100.7	74.1	31.0	32.0	10.8	3.9	1.7	0.1	382.9
June 2007	138.5	107.6	78.0	31.8	34.3	11.6	4.2	1.8	0.1	407.9
June 2008	150.3	116.3	82.3	32.8	36.7	12.5	4.3	2.0	0.1	437.3
June 2009	164.5	126.6	88.8	34.6	39.6	13.7	4.6	2.2	0.1	474.7
Sickness Allowance (f)										
June 2005	2.3	2.3	1.9	0.8	0.8	0.2	0.1	—	—	8.4
June 2006	2.0	2.2	1.8	0.6	0.6	0.2	0.1	—	—	7.5
June 2007	2.0	2.2	1.8	0.6	0.7	0.2	0.1	—	—	7.6
June 2008	1.9	2.1	1.8	0.6	0.7	0.2	0.1	0.1	—	7.4
June 2009	1.9	2.0	1.6	0.5	0.6	0.2	0.1	—	—	7.0
Child Disability Assistance Payment (g)										
June 2005	..	..	..	..	..	..	..	..	..	..
June 2006	..	..	..	..	..	..	..	..	..	..
June 2007	..	..	..	..	..	..	..	..	..	..
June 2008	..	..	..	..	..	..	..	..	..	..
June 2009	47.1	36.8	27.2	11.8	13.0	3.6	1.8	0.8	—	142.1
Carer Supplement (h)										
June 2005	..	..	..	..	..	..	..	..	..	..
June 2006	..	..	..	..	..	..	..	..	..	..

Table 14A.1

**Table 14A.1 Recipients of Disability Support Pension, Mobility Allowance, Carer Payment, Carer Allowance, Sickness Allowance, Child Disability Assistance Payment and Carer Supplement ('000) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Other</i>	<i>Aust</i>
June 2007	..	..	..	..	..	..	..	..	..	..
June 2008	..	..	..	..	..	..	..	..	..	..
June 2009	166.5	127.0	89.6	34.4	39.6	14.0	4.5	2.3	0.1	478.0

- (a) Pensions, allowances and payments were not funded under the CSTDA. Australian totals may not sum as a result of rounding.
- (b) The Disability Support Pension is a means tested income support payment for people aged 16 or over who have a physical, intellectual or psychiatric impairment (meeting set criteria) resulting in an inability to work or to be re-skilled for work for at least the next two years (as a result of impairment), or who are participating in the supported wage system. Special rules apply to the vision impaired.
- (c) The Mobility Allowance is a non-means tested income supplement to assist with transport costs for people aged 16 or over with a disability who are in employment, vocational training, a combination of vocational training and employment, job search activities or voluntary work, and who are unable to use public transport without substantial assistance.
- (d) The Carer Payment provides income support to people who, as a result of the demands of their caring role, are unable to support themselves through substantial workforce participation.
- (e) The Carer Allowance is a supplementary payment available to people who provide daily care and attention at home for an adult or a child with a disability or severe medical condition. Data include Health Care Card only recipients.
- (f) Sickness Allowance is a means tested income support payment for people aged 21 or over who are temporarily incapacitated from doing their normal work or study, due to illness or injury, and have a job or study to return to when they are fit.
- (g) The Child Disability Assistance Payment is an annual payment made for a child with disability under 16 years who attracts a payment of Carer Allowance for their carer. The payment can be used to assist families purchase support, aids, therapies, or respite that they require for their child with disability.
- (h) An annual supplement to Carer Payment recipients and to Carer Allowance recipients for each person to which they provide care.

.. Not applicable. – Nil or rounded to zero.

Source: Australian Government unpublished.

Table 14A.2

Table 14A.2 Users of Commonwealth State/Territory Disability Agreement (CSTDA)-funded services, existence of an informal/primary carer, by geographic location (a), (b)

	Unit	Major cities	Inner regional	Outer regional	Remote	Very remote	Not stated/ collected	Total (c)
2005-06								
Has an informal carer	no.	58 099	22 339	10 528	1 381	657	1 096	94 100
Informal carer is primary carer	no.	47 713	18 952	8 495	1 183	541	975	77 860
Informal carer is not primary carer	no.	8 331	2 457	1 568	157	65	106	12 684
Primary carer status not stated/not collected	no.	2 055	930	464	41	50	15	3 556
Does not have an informal carer	no.	42 941	17 523	6 659	641	223	999	68 986
Informal carer status not stated/not collected	no.	24 815	9 914	4 240	436	237	2 555	42 197
<b>Total</b>	<b>no.</b>	<b>125 855</b>	<b>49 776</b>	<b>21 427</b>	<b>2 458</b>	<b>1 117</b>	<b>4 650</b>	<b>205 283</b>
Has an informal carer	%	46.2	44.9	49.1	56.2	58.8	23.6	45.8
Informal carer is primary carer	%	37.9	38.1	39.6	48.1	48.4	21.0	37.9
Informal carer is not primary carer	%	6.6	4.9	7.3	6.4	5.8	2.3	6.2
Primary carer status not stated/not collected	%	1.6	1.9	2.2	1.7	4.5	0.3	1.7
Does not have an informal carer	%	34.1	35.2	31.1	26.1	20.0	21.5	33.6
Informal carer status not stated/not collected	%	19.7	19.9	19.8	17.7	21.2	54.9	20.6
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>99.9</b>	<b>100.0</b>	<b>100.0</b>

Table 14A.2

Table 14A.2 Users of Commonwealth State/Territory Disability Agreement (CSTDA)-funded services, existence of an informal/primary carer, by geographic location (a), (b)

	Unit	Major cities	Inner regional	Outer regional	Remote	Very remote	Not stated/ collected	Total (c)
2006-07								
Has an informal carer	no.	62 545	24 197	10 297	1 369	655	1 271	100 333
Informal carer is primary carer	no.	46 809	18 157	7 771	1 117	529	831	75 215
Informal carer is not primary carer	no.	6 547	2 358	1 076	127	69	132	10 309
Primary carer status not stated/not collected	no.	9 188	3 682	1 449	125	57	308	14 809
Does not have an informal carer	no.	63 511	23 845	10 101	1 099	322	1 420	100 298
Informal carer status not stated/not collected	no.	12 052	4 822	1 516	50	20	1 328	19 788
<b>Total</b>	<b>no.</b>	<b>138 108</b>	<b>52 864</b>	<b>21 913</b>	<b>2 518</b>	<b>997</b>	<b>4 019</b>	<b>220 419</b>
Has an informal carer	%	45.3	45.8	47.0	54.4	65.7	31.6	45.5
Informal carer is primary carer	%	33.9	34.3	35.5	44.4	53.1	20.7	34.1
Informal carer is not primary carer	%	4.7	4.5	4.9	5.0	6.9	3.3	4.7
Primary carer status not stated/not collected	%	6.7	7.0	6.6	5.0	5.7	7.7	6.7
Does not have an informal carer	%	46.0	45.1	46.1	43.6	32.3	35.3	45.5
Informal carer status not stated/not collected	%	8.7	9.1	6.9	2.0	2.0	33.0	9.0
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Table 14A.2

Table 14A.2 Users of Commonwealth State/Territory Disability Agreement (CSTDA)-funded services, existence of an informal/primary carer, by geographic location (a), (b)

	Unit	Major cities	Inner regional	Outer regional	Remote	Very remote	Not stated/ collected	Total (c)
2007-08								
Has an informal carer	no.	65 312	27 079	11 062	1 567	962	1 411	107 394
Informal carer is primary carer	no.	45 765	18 240	7 803	1 268	784	395	74 254
Informal carer is not primary carer	no.	5 063	2 347	906	121	85	69	8 592
Primary carer status not stated/not collected	no.	14 484	6 492	2 354	178	93	947	24 548
Does not have an informal carer	no.	65 735	23 985	10 595	1 337	472	1 798	103 922
Informal carer status not stated/not collected	no.	12 038	4 630	1 495	87	57	3 362	21 669
<b>Total</b>	<b>no.</b>	<b>143 085</b>	<b>55 694</b>	<b>23 152</b>	<b>2 992</b>	<b>1 491</b>	<b>6 571</b>	<b>232 985</b>
Has an informal carer	%	45.6	48.6	47.8	52.4	64.5	21.5	46.1
Informal carer is primary carer	%	32.0	32.8	33.7	42.4	52.6	6.0	31.9
Informal carer is not primary carer	%	3.5	4.2	3.9	4.0	5.7	1.1	3.7
Primary carer status not stated/not collected	%	10.1	11.7	10.2	5.9	6.2	14.4	10.5
Does not have an informal carer	%	45.9	43.1	45.8	44.7	31.7	27.4	44.6
Informal carer status not stated/not collected	%	8.4	8.3	6.5	2.9	3.8	51.2	9.3
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Table 14A.2

Table 14A.2      **Users of Commonwealth State/Territory Disability Agreement (CSTDA)-funded services, existence of an informal/primary carer, by geographic location (a), (b)**

	<i>Unit</i>	<i>Major cities</i>	<i>Inner regional</i>	<i>Outer regional</i>	<i>Remote</i>	<i>Very remote</i>	<i>Not stated/ collected</i>	<i>Total (c)</i>
(a)	These data need to be interpreted with care due to a number of factors affecting data quality. See section 14.6 of the chapter for further information on these quality issues.							
(b)	Data relating to primary carers are not reported for all service users. Some service types are not required to collect all service user data items. For example, employment services are not required to collect selected informal carer information, including primary status.							
(c)	Total includes data for service users whose location was not collected/identified.							

Source :    Australian Institute of Health and Welfare (AIHW) unpublished, *CSTDA National Minimum Data Set (NMDS)* .

Table 14A.3

Table 14A.3 Users of CSTDA-funded services, age of primary carers, by geographic location (a), (b)

	Unit	Major cities	Inner regional	Outer regional	Remote	Very remote	Not stated/collected	Total (c)
2005-06								
Age group of primary carers								
0-14	no.	143	25	11	1	3	-	181
15-24	no.	594	336	190	17	12	10	1 159
25-44	no.	17 619	6 657	3 093	537	279	210	28 394
45-64	no.	13 755	5 408	2 821	386	160	149	22 678
65+	no.	4 195	1 543	769	92	30	37	6 666
Age not stated	no.	11 407	4 985	1 612	151	58	569	18 782
<b>Total</b>	<b>no.</b>	<b>47 713</b>	<b>18 952</b>	<b>8 495</b>	<b>1 183</b>	<b>541</b>	<b>975</b>	<b>77 860</b>
Age group of primary carers								
0-14	%	0.3	0.1	0.1	0.1	0.6	-	0.2
15-24	%	1.2	1.8	2.2	1.4	2.2	1.0	1.5
25-44	%	36.9	35.1	36.4	45.4	51.6	21.5	36.5
45-64	%	28.8	28.5	33.2	32.6	29.6	15.3	29.1
65+	%	8.8	8.1	9.1	7.8	5.5	3.8	8.6
Age not stated	%	23.9	26.3	19.0	12.8	10.7	58.4	24.1
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
2006-07								
Age group of primary carers								
0-14	no.	38	30	15	-	1	1	85
15-24	no.	617	389	190	16	13	17	1 242
25-44	no.	20 835	7 941	3 305	568	272	254	33 175
45-64	no.	14 902	5 931	2 684	368	177	223	24 285
65+	no.	4 669	1 778	829	94	36	36	7 441
Age not stated	no.	5 749	2 089	749	71	30	300	8 987

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Table 14A.3

Table 14A.3 Users of CSTDA-funded services, age of primary carers, by geographic location (a), (b)

	Unit	Major cities	Inner regional	Outer regional	Remote	Very remote	Not stated/collected	Total (c)
<b>Total</b>	<b>no.</b>	<b>46 809</b>	<b>18 157</b>	<b>7 771</b>	<b>1 117</b>	<b>529</b>	<b>831</b>	<b>75 215</b>
Age group of primary carers								
0–14	%	0.1	0.2	0.2	0.0	0.2	0.1	0.1
15–24	%	1.3	2.1	2.4	1.4	2.5	2.0	1.7
25–44	%	44.5	43.7	42.5	50.9	51.4	30.6	44.1
45–64	%	31.8	32.7	34.5	32.9	33.5	26.8	32.3
65+	%	10.0	9.8	10.7	8.4	6.8	4.3	9.9
Age not stated	%	12.3	11.5	9.6	6.4	5.7	36.1	11.9
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
2007–08								
Age group of primary carers								
0–14	no.	41	23	12	–	2	–	78
15–24	no.	621	361	140	28	41	4	1 195
25–44	no.	20 836	8 058	3 361	584	381	157	33 378
45–64	no.	15 133	6 206	2 841	480	275	164	25 099
65+	no.	4 737	1 928	928	116	42	38	7 789
Age not stated	no.	4 398	1 664	520	59	43	32	6 715
<b>Total</b>	<b>no.</b>	<b>45 765</b>	<b>18 240</b>	<b>7 803</b>	<b>1 268</b>	<b>784</b>	<b>395</b>	<b>74 254</b>
Age group of primary carers								
0–14	%	0.1	0.1	0.2	–	0.3	–	0.1
15–24	%	1.4	2.0	1.8	2.2	5.2	1.0	1.6
25–44	%	45.5	44.2	43.1	46.1	48.6	39.7	45.0
45–64	%	33.1	34.0	36.4	37.9	35.1	41.5	33.8
65+	%	10.4	10.6	11.9	9.1	5.4	9.6	10.5
Age not stated	%	9.6	9.1	6.7	4.7	5.5	8.1	9.0



Table 14A.3

Table 14A.3      **Users of CSTDA-funded services, age of primary carers, by geographic location (a), (b)**

<i>Unit</i>		<i>Major cities</i>	<i>Inner regional</i>	<i>Outer regional</i>	<i>Remote</i>	<i>Very remote</i>	<i>Not stated/collected</i>	<i>Total (c)</i>
<b>Total</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

- (a) These data need to be interpreted with care due to a number of factors affecting data quality. See section 14.6 of the chapter for further information on these quality issues.
- (b) Data relating to primary carers are not reported for all service users. Some service types are not required to collect all service user data items. For example, employment services are not required to collect selected informal carer information, including primary status.
- (c) Total includes data for service users whose location was not collected/identified.  
– Nil or rounded to zero.

Source :    AIHW unpublished, CSTDA NMDS .

Table 14A.4

Table 14A.4 Government expenditure, by type (\$'000)

	NSW (a)	Vic	Qld (b)	WA (c)	SA (d)	Tas (e)	ACT (f)	NT (g)	S/T (h)	Aus Gov	Aust
<i>Nominal expenditure</i>											
Total direct service delivery (including actual payroll tax for NSW (for 2004-05–2007-08), Victoria (in part, for 2004-05–2007-08), SA (2006-07 (in part)–2008-09), Tasmania and the NT)											
2004-05	940 030	922 738	377 675	265 209	233 827	86 066	48 676	27 524	2 901 746	409 697	3 311 443
2005-06	993 181	1 003 768	433 969	287 545	234 123	92 966	53 987	28 745	3 128 283	446 719	3 575 002
2006-07	1 106 431	1 063 833	538 719	312 139	261 998	102 753	55 798	31 351	3 473 023	462 012	3 935 035
2007-08	1 232 949	1 110 420	585 802	345 012	302 937	111 283	59 985	33 877	3 782 265	562 968	4 345 233
2008-09	1 417 525	1 177 118	692 445	412 561	309 150	110 855	64 983	37 107	4 221 744	612 841	4 834 585
Administration expenditure											
2004-05	111 234	81 748	35 776	14 652	18 556	5 351	4 463	1 237	273 017	32 565	305 582
2005-06	116 439	78 270	48 143	15 898	17 538	8 654	5 337	1 609	291 889	26 081	317 970
2006-07	141 563	81 136	57 948	19 894	18 283	8 250	5 178	1 784	334 035	32 634	366 669
2007-08	146 585	89 477	60 253	18 454	17 135	8 247	5 328	1 662	347 141	39 636	386 777
2008-09	133 332	94 291	64 560	18 819	18 212	8 614	6 615	1 800	346 244	44 509	390 753
Capital grants to non-government service providers											
2004-05	798	–	–	–	–	–	–	–	798	..	798
2005-06	5 590	–	–	–	–	–	–	–	5 590	..	5 590
2006-07	55 417	–	–	–	–	–	–	–	55 417	..	55 417
2007-08	725	–	–	–	–	85	–	–	811	..	811
2008-09	8 609	10 219	–	–	–	3 571	–	–	22 399	..	22 399
Total expenditure on services (including actual payroll tax for NSW (for 2004-05–2007-08), Victoria (in part, for 2004-05–2007-08), SA (2006-07(in part)–2008-09), Tasmania and the NT)											
2004-05	1 052 061	1 004 486	413 451	279 861	252 383	91 418	53 139	28 760	3 175 561	442 262	3 617 823
2005-06	1 115 210	1 082 039	482 112	303 443	251 660	101 621	59 325	30 354	3 425 763	472 800	3 898 563
2006-07	1 303 411	1 144 969	596 668	332 033	280 281	111 003	60 976	33 135	3 862 475	494 647	4 357 122
2007-08	1 380 259	1 199 897	646 054	363 467	320 073	119 615	65 313	35 539	4 130 217	602 604	4 732 820

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Table 14A.4

Table 14A.4    **Government expenditure, by type (\$'000)**

	NSW (a)	Vic	Qld (b)	WA (c)	SA (d)	Tas (e)	ACT (f)	NT (g)	S/T (h)	Aus Gov	Aust
<b>2008-09</b>	<b>1 559 467</b>	<b>1 281 628</b>	<b>757 005</b>	<b>431 380</b>	<b>327 362</b>	<b>123 040</b>	<b>71 598</b>	<b>38 906</b>	<b>4 590 387</b>	<b>657 350</b>	<b>5 247 737</b>
<i>Real expenditure (2008-09 dollars) (i)</i>											
Total direct service delivery (including actual payroll tax for NSW (for 2004-05–2007-08), Victoria (in part, for 2004-05–2007-08), SA (2006-07(in part)–2008-09), Tasmania and the NT)											
2004-05	1 129 843	1 109 060	453 936	318 761	281 042	103 445	58 505	33 081	3 487 675	492 425	3 980 100
2005-06	1 140 276	1 152 432	498 242	330 132	268 797	106 735	61 983	33 002	3 591 600	512 880	4 104 480
2006-07	1 213 192	1 166 484	590 701	342 258	287 278	112 668	61 182	34 376	3 808 139	506 593	4 314 732
2007-08	1 295 114	1 166 408	615 338	362 408	318 211	116 894	63 009	35 585	3 972 968	591 353	4 564 320
2008-09	1 417 525	1 177 118	692 445	412 561	309 150	110 855	64 983	37 107	4 221 744	612 841	4 834 585
Administration expenditure											
2004-05	133 694	98 255	43 000	17 611	22 303	6 432	5 364	1 486	328 145	39 141	367 286
2005-06	133 685	89 862	55 274	18 252	20 135	9 936	6 128	1 848	335 120	29 943	365 063
2006-07	155 222	88 965	63 540	21 814	20 047	9 046	5 678	1 956	366 266	35 783	402 050
2007-08	153 976	93 988	63 290	19 385	17 999	8 663	5 597	1 746	364 644	41 634	406 278
2008-09	133 332	94 291	64 560	18 819	18 212	8 614	6 615	1 800	346 244	44 509	390 753
Capital grants to non-government service providers											
2004-05	959	–	–	–	–	–	–	–	959	..	959
2005-06	6 418	–	–	–	–	–	–	–	6 418	..	6 418
2006-07	60 764	–	–	–	–	–	–	–	60 764	..	60 764
2007-08	762	–	–	–	–	89	–	–	851	..	851
2008-09	8 609	10 219	–	–	–	3 571	–	–	22 399	..	22 399
Total expenditure on services (including actual payroll tax for NSW (for 2004-05–2007-08), Victoria (in part, for 2004-05–2007-08), SA (in part, for 2006-07), Tasmania and the NT)											
<b>2004-05</b>	<b>1 264 497</b>	<b>1 207 315</b>	<b>496 937</b>	<b>336 372</b>	<b>303 345</b>	<b>109 877</b>	<b>63 869</b>	<b>34 568</b>	<b>3 816 780</b>	<b>531 565</b>	<b>4 348 345</b>
<b>2005-06</b>	<b>1 280 379</b>	<b>1 242 295</b>	<b>553 516</b>	<b>348 384</b>	<b>288 932</b>	<b>116 671</b>	<b>68 111</b>	<b>34 849</b>	<b>3 933 138</b>	<b>542 824</b>	<b>4 475 962</b>
<b>2006-07</b>	<b>1 429 178</b>	<b>1 255 449</b>	<b>654 241</b>	<b>364 072</b>	<b>307 325</b>	<b>121 714</b>	<b>66 860</b>	<b>36 332</b>	<b>4 235 170</b>	<b>542 376</b>	<b>4 777 546</b>

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Table 14A.4

Table 14A.4 Government expenditure, by type (\$'000)

	NSW (a)	Vic	Qld (b)	WA (c)	SA (d)	Tas (e)	ACT (f)	NT (g)	S/T (h)	Aus Gov	Aust
<b>2007-08</b>	<b>1 449 852</b>	<b>1 260 396</b>	<b>678 628</b>	<b>381 793</b>	<b>336 211</b>	<b>125 646</b>	<b>68 606</b>	<b>37 331</b>	<b>4 338 463</b>	<b>632 987</b>	<b>4 971 450</b>
<b>2008-09</b>	<b>1 559 467</b>	<b>1 281 628</b>	<b>757 005</b>	<b>431 380</b>	<b>327 362</b>	<b>123 040</b>	<b>71 598</b>	<b>38 906</b>	<b>4 590 387</b>	<b>657 350</b>	<b>5 247 737</b>

(a) In NSW, expenditure data in 2004-05, may differ from data reported elsewhere as they exclude one-off non-cash expenditures such as bad debts and gain or loss on sale of assets. Administrative expenditure for 2004-05 to 2008-09 have been revised to exclude capital grants to non-government service providers, as this expenditure is now reported separately. Data for 2008-09 exclude payroll tax.

(b) In Queensland, direct service delivery expenditure and administrative expenditure data exclude payroll tax for all years.

(c) The decrease in WA administrative expenditure in 2007-08 mainly reflects the abolition of the capital user charge by Department of Treasury and Finance.

(d) For SA, in 2004-05, administrative expenditure includes one-off Service Excellence Framework (SEF) funding. From 2006-07, data include payroll tax. For 2006-07, payroll tax was partial only. For 2007-08, expenditure includes capital funds under the supported accommodation memorandum of understanding with the Australian Government, and fringe benefit tax transition payments to government providers. Expenditure in SA includes expenditure on equipment services for all years.

(e) For Tasmania, 2007-08 expenditure includes significant one-off additional expenses related to the outsourcing of government provided group homes. In Tasmania, capital grants to non-government service providers include transfer payments to Housing Tasmania for development of disability specific accommodation.

(f) In the ACT in 2006-07, administrative expenditure was impacted by the centralisation of some administrative services.

(g) In the NT, a new standardised formula was introduced in 2005-06 to calculate corporate overheads, this has led to variation in relation to previous years.

(h) Total of states and territories.

(i) Real dollars are previous years' expenditure in current year's dollars after basing expenditure on the ABS GDP price deflator 2008-09 = 100 (table AA.26).

.. Not applicable. – Nil or rounded to zero.

Source: Australian, State and Territory governments unpublished.

Table 14A.5

**Table 14A.5 Total real government expenditure, by source of funding (2008-09 dollars) (\$'000) (a)**

	NSW (b)	Vic (c)	Qld (d)	WA (e)	SA (f)	Tas (g)	ACT	NT (h)	S/T (i)	Aus Gov	Aust
Transfer payments received from the Australian Government (j)											
2004-05	223 949	155 448	127 571	55 062	75 324	23 582	9 411	7 124	677 470	..	677 470
2005-06	224 522	156 441	128 768	55 804	77 371	23 377	9 763	7 185	683 230	..	683 230
2006-07	229 411	153 083	133 089	54 843	75 046	22 757	9 524	7 094	684 848	..	684 848
2007-08	224 218	175 965	146 505	53 535	82 424	25 392	9 297	8 196	725 533	..	725 533
2008-09	286 636	198 813	158 980	74 607	88 978	27 468	12 457	8 965	856 904	..	856 904
Total expenditure from jurisdiction funding											
2004-05	1 040 548	1 051 867	369 365	281 310	228 022	86 295	54 458	27 444	3 139 310	..	3 139 310
2005-06	1 055 857	1 085 854	424 748	292 581	211 562	93 294	58 348	27 664	3 249 907	..	3 249 907
2006-07	1 199 767	1 102 366	521 152	309 228	232 279	98 957	57 335	29 237	3 550 322	..	3 550 322
2007-08	1 225 634	1 084 431	532 123	328 258	253 787	100 254	59 309	29 135	3 612 930	..	3 612 930
2008-09	1 272 831	1 082 815	598 026	356 774	238 384	95 572	59 141	29 941	3 733 483	..	3 733 483
<b>Total expenditure on services (including actual payroll tax for NSW (for 2004-05–2007-08), Victoria (in part, for 2004-05–2007-08), SA (2006-07(in part)–2008-09), Tasmania and the NT)</b>											
<b>2004-05</b>	<b>1 264 497</b>	<b>1 207 315</b>	<b>496 937</b>	<b>336 372</b>	<b>303 345</b>	<b>109 877</b>	<b>63 869</b>	<b>34 568</b>	<b>3 816 780</b>	<b>531 565</b>	<b>4 348 345</b>
<b>2005-06</b>	<b>1 280 379</b>	<b>1 242 295</b>	<b>553 516</b>	<b>348 384</b>	<b>288 932</b>	<b>116 671</b>	<b>68 111</b>	<b>34 849</b>	<b>3 933 138</b>	<b>542 824</b>	<b>4 475 962</b>
<b>2006-07</b>	<b>1 429 178</b>	<b>1 255 449</b>	<b>654 241</b>	<b>364 072</b>	<b>307 325</b>	<b>121 714</b>	<b>66 860</b>	<b>36 332</b>	<b>4 235 170</b>	<b>542 376</b>	<b>4 777 546</b>
<b>2007-08</b>	<b>1 449 852</b>	<b>1 260 396</b>	<b>678 628</b>	<b>381 793</b>	<b>336 211</b>	<b>125 646</b>	<b>68 606</b>	<b>37 331</b>	<b>4 338 463</b>	<b>632 987</b>	<b>4 971 450</b>
<b>2008-09</b>	<b>1 559 467</b>	<b>1 281 628</b>	<b>757 005</b>	<b>431 380</b>	<b>327 362</b>	<b>123 040</b>	<b>71 598</b>	<b>38 906</b>	<b>4 590 387</b>	<b>657 350</b>	<b>5 247 737</b>

(a) Real dollars are previous years' expenditure in current year's dollars after basing expenditure on the ABS GDP price deflator 2008-09 = 100 (table AA.26).

(b) In NSW, expenditure data in 2004-05, may differ from data reported elsewhere as they exclude one-off non-cash expenditures such as bad debts and gain or loss on sale of assets. Data for 2008-09 exclude payroll tax.

(c) For Victoria, 2004-05 transfer payments data exclude \$2 million funding for the Signpost Program and include funding for the Disability Advisory Council. For 2005-06 data, transfer payments from the Australian Government include funding for the Disability Advisory Council. For 2006-07, transfer payments from the Australian Government exclude funding for the Disability Advisory Council.

Table 14A.5

**Table 14A.5      Total real government expenditure, by source of funding (2008-09 dollars) (\$'000) (a)**

	NSW (b)	Vic (c)	Qld (d)	WA (e)	SA (f)	Tas (g)	ACT	NT (h)	S/T (i)	Aus Gov	Aust
(d) Queensland transfer payments data for 2005-06 exclude \$3 788 582 targeted for the ageing carers respite initiative. These funds were excluded even though they were provided by the Australian Government in 2005-06. These funds are included in the data for 2006-07.											
(e) WA transfer payments data include Australian Government funding for specific projects in addition to core-CSTDA funding.											
(f) SA transfer payments for 2005-06 include Aged Carer Bilateral Funds of \$3 million. From 2006-07, data include payroll tax. For 2006-07, payroll tax was partial only. For 2007-08, expenditure includes capital funds under the supported accommodation memorandum of understanding with the Australian Government, and fringe benefit tax transition payments to government providers. Expenditure in SA includes expenditure on equipment services for all years.											
(g) For Tasmania, 2007-08 expenditure includes significant one-off additional expenses related to the outsourcing of government provided group homes.											
(h) In 2004-05, NT transfer payments data include funding for older carers.											
(i) Total of states and territories.											
(j) Transfer payments data are provided by State and Territory governments. .. Not applicable.											

Source: Australian, State and Territory governments unpublished.

Table 14A.6

**Table 14A.6 Government expenditure, by source of funding (per cent) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>S/T</i>	<i>Aust</i>
<b>2004-05</b>										
Total expenditure on services	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Expenditure by Australian Government	..	..	..	..	..	..	..	..	..	12.2
Transfer payments received from the Australian Government	17.7	12.9	25.7	16.4	24.8	21.5	14.7	20.6	17.7	15.6
Expenditure from jurisdiction funding	82.3	87.1	74.3	83.6	75.2	78.5	85.3	79.4	82.3	72.2
<b>2005-06</b>										
Total expenditure on services	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Expenditure by Australian Government	..	..	..	..	..	..	..	..	..	12.1
Transfer payments received from the Australian Government	17.5	12.6	23.3	16.0	26.8	20.0	14.3	20.6	17.4	15.3
Expenditure from jurisdiction funding	82.5	87.4	76.7	84.0	73.2	80.0	85.7	79.4	82.6	72.6
<b>2006-07</b>										
Total expenditure on services	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Expenditure by Australian Government	..	..	..	..	..	..	..	..	..	11.4
Transfer payments received from the Australian Government	16.1	12.2	20.3	15.1	24.4	18.7	14.2	19.5	16.2	14.3
Expenditure from jurisdiction funding	83.9	87.8	79.7	84.9	75.6	81.3	85.8	80.5	83.8	74.3
<b>2007-08</b>										
Total expenditure on services	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Expenditure by Australian Government	..	..	..	..	..	..	..	..	..	12.7
Transfer payments received from the Australian Government	15.5	14.0	21.6	14.0	24.5	20.2	13.6	22.0	16.7	14.6
Expenditure from jurisdiction funding	84.5	86.0	78.4	86.0	75.5	79.8	86.4	78.0	83.3	72.7
<b>2008-09</b>										
Total expenditure on services	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Expenditure by Australian Government	..	..	..	..	..	..	..	..	..	12.5
Transfer payments received from the Australian Government	18.4	15.5	21.0	17.3	27.2	22.3	17.4	23.0	18.7	16.3

Table 14A.6

**Table 14A.6      Government expenditure, by source of funding (per cent) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>S/T</i>	<i>Aust</i>
Expenditure from jurisdiction funding	81.6	84.5	79.0	82.7	72.8	77.7	82.6	77.0	81.3	71.1

(a) All figures in the table are calculated based on data presented in table 14A.5. For details of the original data, please refer to footnotes in table 14A.5.

.. Not applicable.

Source: Australian, State and Territory governments unpublished.



Table 14A.7

**Table 14A.7 Real government direct service delivery and total expenditure adjusted for payroll tax (2008-09 dollars) (\$'000) (a)**

	NSW (b)	Vic (c)	Qld (d)	WA (e)	SA (f)	Tas (g)	ACT	NT (h)	S/T (i)	Aus Gov	Aust
Total direct service delivery (including actual payroll tax for NSW (for 2004-05–2007-08), Victoria (in part, for 2004-05–2007-08), SA (2006-07(in part)–2008-09), Tasmania and the NT)											
2004-05	1 129 843	1 109 060	453 936	318 761	281 042	103 445	58 505	33 081	3 487 675	492 425	3 980 100
2005-06	1 140 276	1 152 432	498 242	330 132	268 797	106 735	61 983	33 002	3 591 600	512 880	4 104 480
2006-07	1 213 192	1 166 484	590 701	342 258	287 278	112 668	61 182	34 376	3 808 139	506 593	4 314 732
2007-08	1 295 114	1 166 408	615 338	362 408	318 211	116 894	63 009	35 585	3 972 968	591 353	4 564 320
2008-09	1 417 525	1 177 118	692 445	412 561	309 150	110 855	64 983	37 107	4 221 744	612 841	4 834 585
Payroll tax (actual all jurisdictions)											
2004-05	27 972	5 106	7 190	..	..	1 474	..	543	42 285	..	42 285
2005-06	28 123	5 220	7 679	..	..	1 637	..	437	43 096	..	43 096
2006-07	28 984	5 210	8 836	..	4 676	1 779	..	447	49 932	..	49 932
2007-08	29 762	5 288	8 803	..	6 310	1 805	..	344	52 312	..	52 312
2008-09	28 083	20 237	10 083	..	5 715	910	..	598	65 627	..	65 627
Payroll tax (imputed, all jurisdictions)											
2004-05	..	17 033	..	6 494	5 957	..	1 689	..	31 173	..	31 173
2005-06	..	17 109	..	6 010	6 515	..	1 678	..	31 312	..	31 312
2006-07	..	16 107	..	5 912	2 005	..	1 692	..	25 717	..	25 717
2007-08	..	16 143	..	6 089	..	..	1 626	..	23 857	..	23 857
2008-09	..	..	..	6 943	..	..	1 531	..	8 474	..	8 474
Capital grants to non-government service providers											
2004-05	959	–	–	–	–	–	–	–	959	..	959
2005-06	6 418	–	–	–	–	–	–	–	6 418	..	6 418
2006-07	60 764	–	–	–	–	–	–	–	60 764	..	60 764

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Table 14A.7

Table 14A.7 Real government direct service delivery and total expenditure adjusted for payroll tax (2008-09 dollars) (\$'000) (a)

	NSW (b)	Vic (c)	Qld (d)	WA (e)	SA (f)	Tas (g)	ACT	NT (h)	S/T (i)	Aus Gov	Aust
2007-08	762	-	-	-	-	89	-	-	851	..	851
2008-09	8 609	10 219	-	-	-	3 571	-	-	22 399	..	22 399
Administration expenditure											
2004-05	133 694	98 255	43 000	17 611	22 303	6 432	5 364	1 486	328 145	39 141	367 286
2005-06	133 685	89 862	55 274	18 252	20 135	9 936	6 128	1 848	335 120	29 943	365 063
2006-07	155 222	88 965	63 540	21 814	20 047	9 046	5 678	1 956	366 266	35 783	402 050
2007-08	153 976	93 988	63 290	19 385	17 999	8 663	5 597	1 746	364 644	41 634	406 278
2008-09	133 332	94 291	64 560	18 819	18 212	8 614	6 615	1 800	346 244	44 509	390 753
Total expenditure on services (excluding payroll tax, all jurisdictions)											
2004-05	1 236 525	1 202 209	496 937	336 372	303 345	108 403	63 869	34 024	3 781 685	531 565	4 313 250
2005-06	1 252 256	1 237 074	553 516	348 384	288 932	115 034	68 111	34 413	3 897 721	542 824	4 440 545
2006-07	1 400 194	1 250 238	654 241	364 072	302 649	119 934	66 860	35 885	4 194 073	542 376	4 736 449
2007-08	1 420 090	1 255 108	678 628	381 793	329 901	123 841	68 606	36 987	4 294 954	632 987	4 927 941
2008-09	1 559 467	1 281 628	757 005	431 380	321 647	122 130	71 598	38 308	4 583 164	657 350	5 240 514
Total expenditure on services (including payroll tax, actual or imputed)											
2004-05	1 264 497	1 224 348	504 127	342 866	309 302	109 877	65 558	34 568	3 855 142	531 565	4 386 708
2005-06	1 280 379	1 259 404	561 195	354 394	295 447	116 671	69 789	34 849	3 972 128	542 824	4 514 952
2006-07	1 429 178	1 271 556	663 076	369 984	309 330	121 714	68 552	36 332	4 269 722	542 376	4 812 098
2007-08	1 449 852	1 276 539	687 431	387 882	336 211	125 646	70 232	37 331	4 371 123	632 987	5 004 110
2008-09	1 587 550	1 301 865	767 088	438 324	327 362	123 040	73 129	38 906	4 657 264	657 350	5 314 615

(a) Real dollars are previous years' expenditure in current year's dollars after basing expenditure on the ABS GDP price deflator 2008-09 = 100 (table AA.26).

(b) NSW expenditure data in 2004-05, may differ from data reported elsewhere as they exclude one-off non-cash expenditures such as bad debts and gain or loss on sale of assets. Direct service expenditure data for 2008-09 exclude payroll tax.

(c) The increase in actual payroll tax in Victoria is a result of government delivered services no longer being exempt from the tax.

Table 14A.7

Table 14A.7      **Real government direct service delivery and total expenditure adjusted for payroll tax (2008-09 dollars) (\$'000) (a)**

	NSW (b)	Vic (c)	Q/d (d)	WA (e)	SA (f)	Tas (g)	ACT	NT (h)	S/T (i)	Aus Gov	Aust
(d) Payroll tax data for Queensland include paid payroll tax and accrued payroll tax. Direct service delivery expenditure and administrative expenditure data exclude payroll tax.											
(e) The decrease in WA administrative expenditure in 2007-08 mainly reflects the abolition of the capital user charge by Department of Treasury and Finance.											
(f) In 2004-05, SA administrative expenditure includes one-off Service Excellence Framework (SEF) funding. For 2007-08 expenditure includes capital funds under the supported accommodation memorandum of understanding with the Australian Government, and fringe benefit tax transition payments to government providers. Expenditure in SA includes expenditure on equipment services for all years.											
(g) For Tasmania, 2007-08 expenditure includes significant one-off additional expenses related to the outsourcing of government provided group homes. In Tasmania, capital grants to non-government service providers include transfer payments to Housing Tasmania for development of disability specific accommodation.											
(h) From 2005-06, the NT payroll tax data are calculated using a new standardised formula.											
(i) Total of states and territories.											
.. Not applicable. – Nil or rounded to zero.											

Source: Australian, State and Territory governments unpublished.

Table 14A.8

Table 14A.8    **Real government direct service delivery expenditure, by service type (2008-09 dollars) (\$'000) (a)**

	NSW (b)	Vic (c)	Qld (d)	WA (e)	SA (f)	Tas (g)	ACT (h)	NT (i)	S/T (j)	Aus Gov	Aust
<b>Accommodation support</b>											
2004-05	784 646	619 558	263 702	188 722	193 743	65 929	33 096	16 634	2 166 033	..	2 166 033
2005-06	772 555	634 020	257 181	197 061	182 532	68 315	34 273	18 504	2 164 441	..	2 164 441
2006-07	781 116	627 219	316 229	209 752	180 947	72 431	34 383	18 942	2 241 019	..	2 241 019
2007-08	829 444	639 030	339 659	224 349	183 886	76 755	35 268	20 286	2 348 676	..	2 348 676
2008-09	865 879	541 494	384 119	252 315	192 738	69 650	42 719	22 353	2 371 268	..	2 371 268
<b>Community support</b>											
2004-05	102 894	175 656	62 113	59 760	36 586	10 987	13 177	11 942	473 115	..	473 115
2005-06	112 927	201 426	78 023	62 514	41 117	10 427	13 491	9 444	529 369	..	529 369
2006-07	143 534	205 407	87 228	60 554	39 271	10 795	12 503	9 870	569 162	..	569 162
2007-08	150 000	207 077	84 339	63 627	47 146	10 488	13 546	9 807	586 029	..	586 029
2008-09	157 493	350 227	104 190	82 615	47 440	10 616	8 537	9 267	770 386	..	770 386
<b>Community access</b>											
2004-05	151 241	199 419	69 253	27 065	19 561	15 813	4 368	2 499	489 219	9 300	498 519
2005-06	160 123	194 861	91 075	28 161	19 278	17 365	5 400	2 638	518 901	8 031	526 932
2006-07	174 779	191 796	108 891	29 737	25 048	18 873	5 507	3 131	557 763	7 498	565 262
2007-08	187 212	200 266	114 647	32 267	25 778	17 863	6 525	2 969	587 527	7 368	594 895
2008-09	228 162	150 548	119 098	36 857	27 088	19 083	5 938	2 848	589 621	5 936	595 557
<b>Respite services</b>											
2004-05	78 856	55 858	47 079	23 499	10 482	7 103	4 750	1 762	229 389	5 420	234 809
2005-06	83 829	65 457	53 912	23 953	9 975	6 760	5 203	2 138	251 227	5 572	256 799
2006-07	98 390	62 109	59 158	23 940	10 379	6 567	5 162	2 149	267 852	5 096	272 948
2007-08	105 750	68 644	54 898	24 657	10 831	7 896	5 912	2 367	280 955	14 652	295 606
2008-09	124 542	77 610	64 346	24 943	15 295	7 888	6 063	2 190	322 877	12 770	335 647
<b>Employment services</b>											
2004-05	..	..	..	..	..	..	..	..	..	423 367	423 367
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Table 14A.8

Table 14A.8 Real government direct service delivery expenditure, by service type (2008-09 dollars) (\$'000) (a)

	NSW (b)	Vic (c)	Qld (d)	WA (e)	SA (f)	Tas (g)	ACT (h)	NT (i)	S/T (j)	Aus Gov	Aust
2005-06	..	..	..	..	..	..	..	..	..	459 458	459 458
2006-07	..	..	..	..	..	..	..	..	..	473 270	473 270
2007-08	..	..	..	..	..	..	..	..	..	546 944	546 944
2008-09	..	..	..	..	..	..	..	..	..	540 653	540 653
Advocacy, information and print disability											
2004-05	9 628	8 649	7 481	2 570	4 682	2 402	1 111	160	36 684	16 908	53 592
2005-06	7 878	8 508	7 920	5 593	3 104	2 143	1 216	229	36 590	15 795	52 385
2006-07	9 315	9 024	12 863	3 350	3 047	2 341	1 260	223	41 422	15 455	56 877
2007-08	17 094	9 413	9 797	1 584	1 450	2 435	1 045	115	42 933	14 806	57 739
2008-09	8 597	9 503	9 758	1 590	1 262	2 431	717	102	33 959	14 506	48 465
Other support services (f)											
2004-05	2 578	49 920	4 308	17 144	15 988	1 210	2 003	84	93 235	37 429	130 665
2005-06	2 964	48 161	10 132	12 849	12 791	1 725	2 401	48	91 071	24 025	115 096
2006-07	6 059	70 929	6 332	14 926	28 588	1 660	2 367	62	130 922	5 272	136 193
2007-08	5 613	41 979	11 998	15 924	49 121	1 457	714	42	126 848	7 583	134 431
2008-09	32 851	47 736	10 934	14 242	25 327	1 188	1 009	347	133 633	38 976	172 609
Total direct service delivery (including actual payroll tax for NSW (for 2004-05–2007-08), Victoria (in part, for 2004-05–2007-08), SA (2006-07(in part)–2008-09), Tasmania and the NT)											
2004-05	1 129 843	1 109 060	453 936	318 761	281 042	103 445	58 505	33 081	3 487 675	492 425	3 980 100
2005-06	1 140 276	1 152 432	498 242	330 132	268 797	106 735	61 983	33 002	3 591 600	512 880	4 104 480
2006-07	1 213 192	1 166 484	590 701	342 258	287 278	112 668	61 182	34 376	3 808 139	506 593	4 314 732
2007-08	1 295 114	1 166 408	615 338	362 408	318 211	116 894	63 009	35 585	3 972 968	591 353	4 564 320
2008-09	1 417 525	1 177 118	692 445	412 561	309 150	110 855	64 983	37 107	4 221 744	612 841	4 834 585

(a) Real dollars are previous years' expenditure in current year's dollars after basing expenditure on the ABS GDP price deflator 2008-09 = 100 (table AA.26).

(b) For NSW, expenditure data in 2004-05, may differ from data reported elsewhere as they exclude one-off non-cash expenditures such as bad debts and gain or loss on sale of assets. Data for 2008-09 excludes payroll tax.

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Table 14A.8

**Table 14A.8 Real government direct service delivery expenditure, by service type (2008-09 dollars) (\$'000) (a)**

	NSW (b)	Vic (c)	Qld (d)	WA (e)	SA (f)	Tas (g)	ACT (h)	NT (i)	S/T (j)	Aus Gov	Aust
(c)	For Victorian 2004-05 data, direct service expenditure data include expenditure on the Disability Advisory Council. For 2005-06 data, service expenditure on respite services includes funding provided under the State/Commonwealth Bilateral Agreement. Expenditure on accommodation support, community support, community access and respite include expenditure on refurbishments, service reconfiguration and other service and client related costs. Data for 2008-09 excludes payroll tax. Data for accommodation support services in 2008-09 excludes former Homefirst (personal/attendance care) program and Infrastructure development and enhancement grants for non-government services. Data for community support in 2008-09 includes former Homefirst (personal/attendance care) and Community Options programs now delivered through Individual Support Packages. Data for community access services in 2008-09 excludes former Community Options program (ongoing community access support and activities).										
(d)	For Queensland, direct service delivery expenditure data exclude payroll tax.										
(e)	For WA in 2004-05, expenditure on other support services reflects one-off expenditure for equipment purchases and a carers and community awareness campaign. For 2005-06 and 2006-07 data, advocacy, information and print disability expenditure includes one-off grants to NGA's for strategic plans and access initiatives. Services in WA are not subject to payroll tax.										
(f)	For SA in 2004-05, administrative expenditure includes one-off Service Excellence Framework (SEF) funding. From 2006-07, data include payroll tax. For 2006-07, payroll tax was partial only. For 2007-08, expenditure on 'other support' includes capital funds under the supported accommodation memorandum of understanding with the Australian Government, and fringe benefit tax transition payments to government providers. Expenditure on other support in SA includes expenditure on equipment services for all years.										
(g)	For Tasmania, direct service expenditure includes payroll tax. For 2007-08, accommodation support expenditure includes significant one-off additional expenses related to the outsourcing of government provided group homes.										
(h)	Services in the ACT are not subject to payroll tax.										
(i)	In the NT, in 2004-05, community support services provided to children was transferred from Community Health to Disability Services leading to an increase in expenditure from previous years on community support. The decrease in expenditure on advocacy, information and print disability in 2007-08 is due to the reclassification of a service. Direct service expenditure includes payroll tax.										
(j)	Total of states and territories.										
	.. Not applicable.										

Source: Australian, State and Territory governments unpublished.

Table 14A.9

**Table 14A.9 Government expenditure, by service type (per cent) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>S/T</i>	<i>Aus Gov</i>	<i>Aust</i>
<b>2004-05</b>											
Direct expenditure by service type											
Accommodation support	69.4	55.9	58.1	59.2	68.9	63.7	56.6	50.3	62.1	..	54.4
Community support	9.1	15.8	13.7	18.7	13.0	10.6	22.5	36.1	13.6	..	11.9
Community access	13.4	18.0	15.3	8.5	7.0	15.3	7.5	7.6	14.0	1.9	12.5
Respite services	7.0	5.0	10.4	7.4	3.7	6.9	8.1	5.3	6.6	1.1	5.9
Employment services	..	..	..	..	..	..	..	..	..	86.0	10.6
Advocacy, information and print disability	0.9	0.8	1.6	0.8	1.7	2.3	1.9	0.5	1.1	3.4	1.3
Other support services	0.2	4.5	0.9	5.4	5.7	1.2	3.4	0.3	2.7	7.6	3.3
Total direct expenditure	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
<b>2005-06</b>											
Direct expenditure by service type											
Accommodation support	67.8	55.0	51.6	59.7	67.9	64.0	55.3	56.1	60.3	..	52.7
Community support	9.9	17.5	15.7	18.9	15.3	9.8	21.8	28.6	14.7	..	12.9
Community access	14.0	16.9	18.3	8.5	7.2	16.3	8.7	8.0	14.4	1.6	12.8
Respite services	7.4	5.7	10.8	7.3	3.7	6.3	8.4	6.5	7.0	1.1	6.3
Employment services	..	..	..	..	..	..	..	..	..	89.6	11.2
Advocacy, information and print disability	0.7	0.7	1.6	1.7	1.2	2.0	2.0	0.7	1.0	3.1	1.3
Other support services	0.3	4.2	2.0	3.9	4.8	1.6	3.9	0.1	2.5	4.7	2.8
Total direct expenditure	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
<b>2006-07</b>											
Direct expenditure by service type											
Accommodation support	64.4	53.8	53.5	61.3	63.0	64.3	56.2	55.1	58.8	..	51.9
Community support	11.8	17.6	14.8	17.7	13.7	9.6	20.4	28.7	14.9	..	13.2
Community access	14.4	16.4	18.4	8.7	8.7	16.8	9.0	9.1	14.6	1.5	13.1
Respite services	8.1	5.3	10.0	7.0	3.6	5.8	8.4	6.3	7.0	1.0	6.3
Employment services	..	..	..	..	..	..	..	..	..	93.4	11.0
Advocacy, information and print disability	0.8	0.8	2.2	1.0	1.1	2.1	2.1	0.6	1.1	3.1	1.3
Other support services	0.5	6.1	1.1	4.4	10.0	1.5	3.9	0.2	3.4	1.0	3.2
Total direct expenditure	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
<b>2007-08</b>											
Direct expenditure by service type											
Accommodation support	64.0	54.8	55.2	61.9	57.8	65.7	56.0	57.0	59.1	..	51.5
Community support	11.6	17.8	13.7	17.6	14.8	9.0	21.5	27.6	14.8	..	12.8
Community access	14.5	17.2	18.6	8.9	8.1	15.3	10.4	8.3	14.8	1.2	13.0
Respite services	8.2	5.9	8.9	6.8	3.4	6.8	9.4	6.7	7.1	2.5	6.5
Employment services	..	..	..	..	..	..	..	..	..	92.5	12.0

Table 14A.9

**Table 14A.9 Government expenditure, by service type (per cent) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>S/T</i>	<i>Aus Gov</i>	<i>Aust</i>
Advocacy, information and print disability	1.3	0.8	1.6	0.4	0.5	2.1	1.7	0.3	1.1	2.5	1.3
Other support services	0.4	3.6	1.9	4.4	15.4	1.2	1.1	0.1	3.2	1.3	2.9
Total direct expenditure	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2008-09											
Direct expenditure by service type											
Accommodation support	61.1	46.0	55.5	61.2	62.3	62.8	65.7	60.2	56.2	..	49.0
Community support	11.1	29.8	15.0	20.0	15.3	9.6	13.1	25.0	18.2	..	15.9
Community access	16.1	12.8	17.2	8.9	8.8	17.2	9.1	7.7	14.0	1.0	12.3
Respite services	8.8	6.6	9.3	6.0	4.9	7.1	9.3	5.9	7.6	2.1	6.9
Employment services	..	..	..	..	..	..	..	..	..	88.2	11.2
Advocacy, information and print disability	0.6	0.8	1.4	0.4	0.4	2.2	1.1	0.3	0.8	2.4	1.0
Other support services	2.3	4.1	1.6	3.5	8.2	1.1	1.6	0.9	3.2	6.4	3.6
Total direct expenditure	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

(a) All figures in the table are calculated based on data presented in Table 14A.8. For details of the original data, please refer to footnotes in Table 14A.8.

.. Not applicable.

Source: Australian, State and Territory governments unpublished.



Table 14A.10

**Table 14A.10 People aged 5–64 years with disability, 2003 (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
People aged 5–64 years with disability										
Profound/severe core activity limitation										
Number	'000	172.2	170.3	152.8	66.7	54.1	21.5	6.7	np	647.0
Moderate core activity limitation										
Number	'000	111.1	101.2	110.1	52.1	38.4	17.2	3.8	np	436.4
Mild core activity limitation										
Number	'000	215.8	144.7	116.0	69.1	54.8	14.0	7.8	np	626.1
Schooling or employment restriction										
Number	'000	487.9	441.0	397.9	190.1	163.2	52.6	18.1	np	1 759.4
People aged 5–64 years with disability as a proportion of the total population										
Profound/severe core activity limitation										
Proportion	%	3.2	4.3	4.9	4.2	4.5	5.7	2.4	np	4.0
Moderate core activity limitation										
Proportion	%	2.1	2.6	3.6	3.2	3.2	4.5	1.4	np	2.7
Mild core activity limitation										
Proportion	%	4.0	3.7	3.7	4.3	4.5	3.7	2.8	np	3.9
Schooling or employment restriction										
Proportion	%	9.1	11.1	12.8	11.8	13.5	13.9	6.6	np	10.9

(a) Core activities comprise communication, mobility and self care.

(b) Data are age standardised.

(c) For the ABS Survey of Disability, Ageing and Carers 2003 the sample in the NT was reduced to a level such that NT records contributed appropriately to national estimates but could not support reliable estimates for the NT. As a result, estimates for the NT are not published separately by the ABS.

**np** Not published.

*Source:* ABS 2003, *Estimated Resident Population, by Age*, Cat. no. 3201.0, Canberra; ABS unpublished, *Survey of Disability, Ageing and Carers, 2003*, Cat. no. 4430.0.

**Table 14A.11      Estimated number of people aged 0–64 years with a profound or severe core activity limitation who received help as a proportion of those who needed help, 2003 (per cent) (a)**

	<i>Aust</i>
Self care	91
Mobility	95
Communication	97
Cognition or emotion	97
Health care	95
Paperwork	95
Transport	97
Housework	97
Property maintenance	97
Meal preparation	98

(a) People living in households.

Source: ABS unpublished, *Survey of Disability, Ageing and Carers, 2003*, Cat. no. 4430.0.

Table 14A.12

**Table 14A.12 Users of Commonwealth State/Territory Disability Agreement (CSTDA) government and non-government provided services, by service type (a), (b), (c), (d), (e)**

		<i>Unit</i>	<i>NSW (f)</i>	<i>Vic (g)</i>	<i>Qld</i>	<i>WA (h)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (i)</i>	<i>NT (j)</i>	<i>Aust</i>
2003-04											
Types of State and Territory government administered services											
Accommodation support											
Government	no.		2 826	4 132	705	1 206	830	147	164	—	10 010
Non-government	no.		3 643	4 765	3 767	1 754	3 254	946	171	212	18 506
<b>Total</b>	<b>no.</b>		<b>6 440</b>	<b>8 589</b>	<b>4 461</b>	<b>2 932</b>	<b>4 069</b>	<b>1 069</b>	<b>334</b>	<b>212</b>	<b>28 100</b>
Community support											
Government	no.		10 035	9 058	5 368	7 554	7 004	1 097	32	321	40 419
Non-government	no.		9 181	20 273	3 582	5 422	3 863	1 145	156	195	43 772
<b>Total</b>	<b>no.</b>		<b>18 013</b>	<b>28 485</b>	<b>8 513</b>	<b>11 138</b>	<b>9 916</b>	<b>2 173</b>	<b>188</b>	<b>509</b>	<b>78 796</b>
Community access											
Government	no.		2 116	569	502	731	266	233	139	—	4 556
Non-government	no.		4 434	12 249	4 650	9 987	4 595	1 319	301	286	37 812
<b>Total</b>	<b>no.</b>		<b>6 483</b>	<b>12 656</b>	<b>5 039</b>	<b>10 354</b>	<b>4 827</b>	<b>1 493</b>	<b>419</b>	<b>286</b>	<b>41 542</b>
Respite											
Government	no.		1 922	1 523	461	633	140	173	183	—	5 031
Non-government	no.		2 580	6 331	2 683	2 093	1 269	73	80	155	15 256
<b>Total</b>	<b>no.</b>		<b>4 153</b>	<b>7 476</b>	<b>3 011</b>	<b>2 464</b>	<b>1 390</b>	<b>238</b>	<b>255</b>	<b>155</b>	<b>19 122</b>
All State and Territory government administered services											
Government	no.		12 768	13 570	5 746	8 035	7 811	1 298	415	321	49 889
Non-government	no.		17 191	35 763	11 422	14 960	9 522	3 086	612	719	93 158
<b>Total</b>	<b>no.</b>		<b>26 846</b>	<b>44 581</b>	<b>14 933</b>	<b>18 947</b>	<b>14 989</b>	<b>3 825</b>	<b>920</b>	<b>940</b>	<b>125 709</b>
Types of Australian Government administered services (k)											
Employment											
Government	no.		162	147	92	—	—	55	15	—	471
Non-government	no.		18 848	18 149	11 945	6 217	5 911	1 627	884	410	63 847
<b>Total</b>	<b>no.</b>		<b>19 003</b>	<b>18 283</b>	<b>12 036</b>	<b>6 217</b>	<b>5 911</b>	<b>1 667</b>	<b>898</b>	<b>410</b>	<b>64 281</b>
All services											
Government	no.		12 869	13 702	5 828	8 035	7 811	1 350	423	321	50 264
Non-government	no.		34 561	52 119	22 252	19 310	14 234	4 491	1 378	1 048	149 081
<b>Total</b>	<b>no.</b>		<b>43 619</b>	<b>60 471</b>	<b>25 629</b>	<b>22 730</b>	<b>19 099</b>	<b>5 197</b>	<b>1 638</b>	<b>1 258</b>	<b>179 162</b>
Government	%		29.5	22.7	22.7	35.3	40.9	26.0	25.8	25.5	28.1
Non-government	%		79.2	86.2	86.8	85.0	74.5	86.4	84.1	83.3	83.2
Proportion of potential population using CSTDA services (l)											
Potential population	no.		229 183	165 315	134 671	69 074	52 114	17 004	11 248	8 986	687 710
	%		<b>19.0</b>	<b>36.6</b>	<b>19.0</b>	<b>32.9</b>	<b>36.6</b>	<b>30.6</b>	<b>14.6</b>	<b>14.0</b>	<b>26.1</b>

2004-05

Types of State and Territory government administered services

Accommodation support

REPORT ON  
GOVERNMENT  
SERVICES 2010

SERVICES FOR  
PEOPLE WITH  
DISABILITY

Table 14A.12

**Table 14A.12 Users of Commonwealth State/Territory Disability Agreement (CSTDA) government and non-government provided services, by service type (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic (g)</i>	<i>Qld</i>	<i>WA (h)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (i)</i>	<i>NT (j)</i>	<i>Aust</i>
Government	no.	3 833	4 507	758	1 473	818	167	170	–	11 726
Non-government	no.	2 175	4 365	3 936	1 788	3 749	1 009	168	190	17 380
<b>Total</b>	<b>no.</b>	<b>5 980</b>	<b>8 321</b>	<b>4 683</b>	<b>3 168</b>	<b>4 550</b>	<b>1 128</b>	<b>338</b>	<b>190</b>	<b>28 355</b>
Community support										
Government	no.	11 199	12 317	5 295	13 263	7 054	1 067	2 316	353	52 777
Non-government	no.	9 039	22 803	3 622	6 182	3 583	947	234	566	46 931
<b>Total</b>	<b>no.</b>	<b>19 082</b>	<b>33 521</b>	<b>8 466</b>	<b>16 511</b>	<b>9 832</b>	<b>1 943</b>	<b>2 508</b>	<b>910</b>	<b>92 579</b>
Community access										
Government	no.	4 103	1 166	562	791	255	241	75	–	7 191
Non-government	no.	2 855	12 103	5 573	3 850	4 648	1 347	313	305	30 988
<b>Total</b>	<b>no.</b>	<b>6 761</b>	<b>12 754</b>	<b>5 994</b>	<b>4 431</b>	<b>4 863</b>	<b>1 513</b>	<b>374</b>	<b>305</b>	<b>36 986</b>
Respite										
Government	no.	2 578	1 925	442	744	82	195	176	–	6 136
Non-government	no.	1 834	7 974	3 128	2 313	1 404	78	126	182	17 023
<b>Total</b>	<b>no.</b>	<b>4 129</b>	<b>9 314</b>	<b>3 442</b>	<b>2 744</b>	<b>1 470</b>	<b>265</b>	<b>287</b>	<b>182</b>	<b>21 797</b>
All State and Territory government administered services										
Government	no.	17 103	16 484	5 787	13 603	7 795	1 266	2 544	353	64 821
Non-government	no.	14 255	40 045	12 222	10 604	10 195	2 988	724	1 085	92 003
<b>Total</b>	<b>no.</b>	<b>28 521</b>	<b>49 612</b>	<b>15 640</b>	<b>19 301</b>	<b>15 447</b>	<b>3 658</b>	<b>3 087</b>	<b>1 350</b>	<b>136 307</b>
Types of Australian Government administered services (k)										
Employment										
Government	no.	164	167	95	–	–	39	15	–	480
Non-government	no.	18 879	18 424	12 245	6 151	5 919	1 729	779	395	64 386
<b>Total</b>	<b>no.</b>	<b>19 037</b>	<b>18 567</b>	<b>12 340</b>	<b>6 151</b>	<b>5 919</b>	<b>1 768</b>	<b>793</b>	<b>395</b>	<b>64 835</b>
All services										
Government	no.	17 213	16 618	5 869	13 603	7 795	1 300	2 556	353	65 192
Non-government	no.	32 107	56 697	23 210	15 196	15 022	4 497	1 425	1 402	149 267
<b>Total</b>	<b>no.</b>	<b>45 148</b>	<b>65 618</b>	<b>26 517</b>	<b>23 171</b>	<b>19 612</b>	<b>5 154</b>	<b>3 753</b>	<b>1 655</b>	<b>190 124</b>
Government	%	38.1	25.3	22.1	58.7	39.7	25.2	68.1	21.3	34.3
Non-government	%	71.1	86.4	87.5	65.6	76.6	87.3	38.0	84.7	78.5
Proportion of potential population using CSTDA services (l)										
Potential population	no.	230 833	166 114	138 657	70 560	52 368	17 355	11 245	9 842	697 124
	%	<b>19.6</b>	<b>39.5</b>	<b>19.1</b>	<b>32.8</b>	<b>37.5</b>	<b>29.7</b>	<b>33.4</b>	<b>16.8</b>	<b>27.3</b>

2005-06

Types of State and Territory government administered services

Accommodation support

Government	no.	4 274	4 266	737	1 513	864	148	149	–	11 951
Non-government	no.	2 830	4 385	4 312	1 981	3 493	979	172	217	18 367

Table 14A.12

**Table 14A.12 Users of Commonwealth State/Territory Disability Agreement (CSTDA) government and non-government provided services, by service type (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic (g)</i>	<i>Qld</i>	<i>WA (h)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (i)</i>	<i>NT (j)</i>	<i>Aust</i>
<b>Total</b>	<b>no.</b>	<b>7 095</b>	<b>8 108</b>	<b>5 030</b>	<b>3 407</b>	<b>4 333</b>	<b>1 100</b>	<b>324</b>	<b>217</b>	<b>29 611</b>
Community support										
Government	no.	14 471	13 213	6 181	13 537	7 995	1 110	1 908	–	58 296
Non-government	no.	8 084	23 594	4 033	5 341	4 540	1 140	217	423	47 327
<b>Total</b>	<b>no.</b>	<b>21 067</b>	<b>34 121</b>	<b>9 605</b>	<b>15 902</b>	<b>11 348</b>	<b>2 163</b>	<b>2 073</b>	<b>423</b>	<b>96 469</b>
Community access										
Government	no.	4 138	1 378	647	300	311	211	82	71	7 137
Non-government	no.	3 702	12 806	6 278	4 101	4 367	1 447	314	293	33 299
<b>Total</b>	<b>no.</b>	<b>7 690</b>	<b>13 601</b>	<b>6 739</b>	<b>4 350</b>	<b>4 629</b>	<b>1 592</b>	<b>376</b>	<b>355</b>	<b>39 315</b>
Respite										
Government	no.	2 895	2 256	604	67	371	225	169	38	6 620
Non-government	no.	2 051	10 049	3 782	2 568	1 177	70	140	159	19 976
<b>Total</b>	<b>no.</b>	<b>4 593</b>	<b>11 517</b>	<b>4 211</b>	<b>2 616</b>	<b>1 538</b>	<b>279</b>	<b>292</b>	<b>195</b>	<b>25 200</b>
All State and Territory government administered services										
Government	no.	20 548	18 127	6 674	13 856	8 939	1 313	2 111	104	71 529
Non-government	no.	14 897	42 313	13 696	10 083	9 958	3 188	706	969	95 677
<b>Total</b>	<b>no.</b>	<b>31 897</b>	<b>52 517</b>	<b>17 371</b>	<b>19 015</b>	<b>15 958</b>	<b>3 902</b>	<b>2 606</b>	<b>1 021</b>	<b>143 890</b>
Types of Australian Government administered services (k)										
Employment										
Government	no.	23	13	113	–	–	–	–	–	149
Non-government	no.	21 959	19 936	14 183	7 193	6 536	2 121	887	433	73 013
<b>Total</b>	<b>no.</b>	<b>21 981</b>	<b>19 949</b>	<b>14 292</b>	<b>7 193</b>	<b>6 536</b>	<b>2 121</b>	<b>887</b>	<b>433</b>	<b>73 157</b>
All services										
Government	no.	20 561	18 135	6 772	13 856	8 939	1 313	2 111	104	71 648
Non-government	no.	35 545	60 451	26 517	15 786	15 390	5 062	1 480	1 338	161 058
<b>Total</b>	<b>no.</b>	<b>51 133</b>	<b>69 966</b>	<b>30 065</b>	<b>23 894</b>	<b>20 607</b>	<b>5 716</b>	<b>3 327</b>	<b>1 389</b>	<b>205 283</b>
Government	%	40.2	25.9	22.5	58.0	43.4	23.0	63.5	7.5	34.9
Non-government	%	69.5	86.4	88.2	66.1	74.7	88.6	44.5	96.3	78.5
Proportion of potential population using CSTDA services (l)										
Potential population	no.	233 061	168 354	141 593	71 817	52 824	17 513	11 286	10 011	706 608
	%	<b>21.9</b>	<b>41.6</b>	<b>21.2</b>	<b>33.3</b>	<b>39.0</b>	<b>32.6</b>	<b>29.5</b>	<b>13.9</b>	<b>29.1</b>

2006-07

Types of State and Territory government administered services

Accommodation support

Government	no.	4 331	3 952	755	1 640	837	162	164	–	11 841
Non-government	no.	3 239	4 405	4 728	2 305	3 863	984	154	262	19 937

Table 14A.12

**Table 14A.12 Users of Commonwealth State/Territory Disability Agreement (CSTDA) government and non-government provided services, by service type (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic (g)</i>	<i>Qld</i>	<i>WA (h)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (i)</i>	<i>NT (j)</i>	<i>Aust</i>
<b>Total</b>	<b>no.</b>	<b>7 532</b>	<b>7 894</b>	<b>5 465</b>	<b>3 806</b>	<b>4 677</b>	<b>1 104</b>	<b>318</b>	<b>262</b>	<b>31 053</b>
Community support										
Government	no.	15 331	13 063	7 220	8 535	8 909	1 134	2 774	–	56 878
Non-government	no.	7 663	24 825	4 323	6 719	4 417	1 112	332	455	49 803
<b>Total</b>	<b>no.</b>	<b>21 316</b>	<b>35 645</b>	<b>10 648</b>	<b>13 371</b>	<b>12 024</b>	<b>2 165</b>	<b>3 024</b>	<b>455</b>	<b>98 432</b>
Community access										
Government	no.	6 029	2 112	602	284	541	200	93	141	10 002
Non-government	no.	5 440	13 622	7 160	3 867	4 852	1 353	264	260	36 803
<b>Total</b>	<b>no.</b>	<b>11 012</b>	<b>14 645</b>	<b>7 576</b>	<b>4 107</b>	<b>5 302</b>	<b>1 487</b>	<b>340</b>	<b>390</b>	<b>44 839</b>
Respite										
Government	no.	3 287	2 416	684	60	63	224	176	49	6 952
Non-government	no.	3 023	10 603	4 119	2 985	1 542	56	145	260	22 714
<b>Total</b>	<b>no.</b>	<b>5 665</b>	<b>12 173</b>	<b>4 586</b>	<b>3 032</b>	<b>1 593</b>	<b>280</b>	<b>305</b>	<b>300</b>	<b>27 897</b>
All State and Territory government administered services										
Government	no.	22 397	18 776	7 620	8 885	9 812	1 317	2 971	189	71 840
Non-government	no.	17 027	44 537	15 180	12 288	10 473	3 091	759	1 024	104 256
<b>Total</b>	<b>no.</b>	<b>34 583</b>	<b>55 453</b>	<b>18 906</b>	<b>17 166</b>	<b>17 041</b>	<b>3 839</b>	<b>3 477</b>	<b>1 120</b>	<b>151 192</b>
Types of Australian Government administered services (k)										
Employment										
Government	no.	12	10	108	36	–	–	–	–	166
Non-government	no.	24 650	21 310	15 702	7 444	7 290	2 151	1 019	505	79 893
<b>Total</b>	<b>no.</b>	<b>24 653</b>	<b>21 314</b>	<b>15 807</b>	<b>7 448</b>	<b>7 290</b>	<b>2 151</b>	<b>1 019</b>	<b>505</b>	<b>80 008</b>
All services										
Government	no.	22 406	18 784	7 709	8 921	9 812	1 317	2 971	189	71 982
Non-government	no.	39 972	63 801	29 313	19 553	16 448	4 979	1 620	1 447	176 778
<b>Total</b>	<b>no.</b>	<b>56 058</b>	<b>74 035</b>	<b>32 884</b>	<b>24 416</b>	<b>22 205</b>	<b>5 661</b>	<b>4 284</b>	<b>1 542</b>	<b>220 419</b>
Government	%	40.0	25.4	23.4	36.5	44.2	23.3	69.4	12.3	32.7
Non-government	%	71.3	86.2	89.1	80.1	74.1	88.0	37.8	93.8	80.2
Proportion of potential population using CSTDA services (l)										
Potential population	no.	235 396	172 303	146 485	73 784	53 919	17 740	11 565	10 399	721 716
	%	<b>23.8</b>	<b>43.0</b>	<b>22.4</b>	<b>33.1</b>	<b>41.2</b>	<b>31.9</b>	<b>37.0</b>	<b>14.8</b>	<b>30.5</b>
2007-08 (m)										
Types of State and Territory government administered services										
Accommodation support										
Government	no.	2 890	3 836	759	909	853	154	167	60	9 628
Non-government	no.	4 461	4 649	4 720	2 796	3 771	1 057	176	224	21 854

Table 14A.12

**Table 14A.12 Users of Commonwealth State/Territory Disability Agreement (CSTDA) government and non-government provided services, by service type (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic (g)</i>	<i>Qld</i>	<i>WA (h)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (i)</i>	<i>NT (j)</i>	<i>Aust</i>
<b>Total</b>	<b>no.</b>	<b>7 309</b>	<b>8 041</b>	<b>5 469</b>	<b>3 464</b>	<b>4 602</b>	<b>1 132</b>	<b>338</b>	<b>258</b>	<b>30 601</b>
Community support										
Government	no.	12 942	14 547	8 885	8 710	10 734	1 140	3 029	941	60 928
Non-government	no.	11 178	25 428	4 670	5 197	4 887	1 402	359	609	53 730
<b>Total</b>	<b>no.</b>	<b>22 044</b>	<b>36 438</b>	<b>12 444</b>	<b>11 535</b>	<b>14 263</b>	<b>2 451</b>	<b>3 260</b>	<b>1 502</b>	<b>103 575</b>
Community access										
Government	no.	2 561	2 070	512	296	366	183	78	–	6 066
Non-government	no.	9 593	12 920	7 443	3 565	5 434	1 415	419	311	41 100
<b>Total</b>	<b>no.</b>	<b>11 910</b>	<b>13 929</b>	<b>7 818</b>	<b>3 789</b>	<b>5 735</b>	<b>1 544</b>	<b>447</b>	<b>311</b>	<b>45 449</b>
Respite										
Government	no.	2 456	2 451	536	469	62	219	184	16	6 393
Non-government	no.	4 695	11 592	4 206	2 578	1 602	91	162	206	25 132
<b>Total</b>	<b>no.</b>	<b>6 457</b>	<b>13 131</b>	<b>4 564</b>	<b>2 854</b>	<b>1 660</b>	<b>301</b>	<b>320</b>	<b>214</b>	<b>29 447</b>
All State and Territory government administered services										
Government	no.	15 660	20 362	9 223	9 326	11 197	1 321	3 177	988	71 254
Non-government	no.	25 716	45 062	15 295	10 683	11 708	3 477	900	1 148	113 989
<b>Total</b>	<b>no.</b>	<b>35 923</b>	<b>56 321</b>	<b>20 112</b>	<b>15 600</b>	<b>19 350</b>	<b>4 172</b>	<b>3 675</b>	<b>1 912</b>	<b>156 343</b>
Types of Australian Government administered services (k)										
Employment										
Government	no.	–	–	109	1	–	–	–	–	110
Non-government	no.	29 043	23 446	17 462	7 928	8 223	2 318	1 087	661	89 831
<b>Total</b>	<b>no.</b>	<b>29 043</b>	<b>23 446</b>	<b>17 566</b>	<b>7 929</b>	<b>8 223</b>	<b>2 318</b>	<b>1 087</b>	<b>661</b>	<b>89 935</b>
All services										
Government	no.	15 660	20 362	9 314	9 327	11 197	1 321	3 177	988	71 346
Non-government	no.	52 279	66 501	31 228	18 611	18 630	5 510	1 803	1 735	196 297
<b>Total</b>	<b>no.</b>	<b>61 767</b>	<b>77 072</b>	<b>35 771</b>	<b>21 187</b>	<b>25 224</b>	<b>6 141</b>	<b>4 521</b>	<b>2 476</b>	<b>232 985</b>
Government	%	25.4	26.4	26.0	44.0	44.4	21.5	70.3	39.9	30.6
Non-government	%	84.6	86.3	87.3	87.8	73.9	89.7	39.9	70.1	84.3
Proportion of potential population using CSTDA services (l)										
Potential population	no.	237 599	174 558	149 535	75 114	54 368	17 856	11 702	10 704	731 550
	%	<b>26.0</b>	<b>44.2</b>	<b>23.9</b>	<b>28.2</b>	<b>46.4</b>	<b>34.4</b>	<b>38.6</b>	<b>23.1</b>	<b>31.8</b>

(a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Totals for Australia may not be the sum of the components since individuals might have accessed services in more than one State or Territory. Totals for services administered by State and Territory governments may not be the sum of the government and non-government components as the auspicing agency was 'not stated' for some service users. Totals for each State and Territory or service group may not be the sum of the government and non-government components since individuals might have accessed both government and non-government provided services.

**Table 14A.12 Users of Commonwealth State/Territory Disability Agreement (CSTDA) government and non-government provided services, by service type (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic (g)</i>	<i>Qld</i>	<i>WA (h)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (i)</i>	<i>NT (j)</i>	<i>Aust</i>
(b)	Data for service users of CSTDA services funded by the states and territories exclude specialist psychiatric disability services identified by the jurisdiction.									
(c)	Data for service users of the following CSTDA funded service types were not collected: advocacy, information/referral, combined information/advocacy, mutual support/self-help groups, print disability/alternative formats of communication, research and evaluation, training and development, peak bodies and other support services.									
(d)	Data quality continues to improve following the implementation of the CSTDA NMDS. However, these data need to be interpreted with care due to a number of factors affecting quality. Differences in service type outlet and service user response rates between jurisdictions and across years, for example, should be taken into account when interpreting these data.									
(e)	Section 14.6 of the chapter includes the service type outlet response rates for all years.									
(f)	NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions.									
(g)	Victorian 2003-04 data are reported to be significantly understated because errors in the 'date of last service received' and lower than expected response rates have led to under-counting of service users.									
(h)	WA community access and respite data for 2005-06 have been corrected for miscoding of data and, therefore, vary from the data reported in the AIHW report on Disability Support Services in 2005-06.									
(i)	For the ACT, the decreased community support service user count for 2005-06 was due to the data collection for therapy services being incomplete, resulting in therapy service user numbers falling from 2316 users in 2004-05 to 1807 in 2005-06.									
(j)	Due to updates in NT agency sector information, 2003-04 data for respite service differ to those published by the AIHW in the following report: <i>Disability Support Services 2003-04: National Data on Services Provided Under the Commonwealth State/Territory Disability Agreement</i> .									
(k)	Australian Government administered services classified as 'government' are not provided by the Australian Government, but by organisations classified as government related, such as local councils.									
(l)	The potential population estimates (national age- and sex-specific rates applied to each jurisdiction) for CSTDA services are the number of people aged under 65 years, with profound or severe core activity limitations, multiplied by the Indigenous factor for that jurisdiction. See section 14.7 for detailed information on the estimated potential population and the Indigenous factor.									
(m)	For WA, non-government and government service user data have been provided directly by WA and have not been validated by the AIHW. These data differ from those in the CSTDA NMDS. The totals that relate to these data have been derived by summing across jurisdictions and have not been calculated using the statistical linkage key. Affected totals have been italicised and should be used with caution.									

– Nil or rounded to zero.

*Source:* AIHW unpublished, *CSTDA NMDS*; AIHW 2009 (and previous issues), *Disability Support Services 2007-08, 2006-07, 2005-06, 2004-05, 2003-04: National Data on Services Provided under the CSTDA*, Cat. no. DIS (56 and previous publications), Canberra; WA Government unpublished.



Table 14A.13

Table 14A.13 Users of CSTDA services, by primary disability group (a), (b), (c)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Aust
2003-04											
Developmental delay	%	8.1	13.4	3.8	2.6	2.6	3.7	—	2.3	—	5.4
Intellectual	%	45.2	37.1	46.3	51.8	33.9	45.5	62.6	32.3	41.4	40.0
Specific learning	%	1.0	0.9	0.8	1.7	0.1	4.6	1.1	0.7	7.0	3.2
Autism	%	7.1	3.4	7.6	9.1	4.9	4.5	6.5	8.8	2.0	4.6
Physical	%	13.1	7.9	18.6	14.5	12.4	15.5	7.9	25.9	16.3	13.8
Acquired brain injury	%	2.8	4.8	3.5	2.6	12.2	7.3	6.0	7.3	3.3	4.4
Deafblind	%	0.1	0.3	0.2	0.2	0.4	0.1	—	0.5	0.4	0.3
Vision	%	1.3	10.0	2.1	2.7	14.4	0.5	0.7	6.4	2.8	5.2
Hearing	%	3.2	3.7	0.9	2.3	1.9	0.1	0.1	1.2	3.3	3.0
Speech	%	3.5	0.1	0.2	0.2	0.1	0.4	0.2	1.8	0.3	0.7
Psychiatric	%	1.9	0.7	5.5	0.7	0.2	4.4	0.7	2.0	20.0	8.2
Neurological	%	3.7	6.6	8.6	7.1	9.8	8.0	2.3	6.3	3.1	5.6
Not reported (d)	%	9.0	11.1	2.1	4.4	7.1	5.4	12.0	4.4	—	5.5
<b>Total</b>	<b>%</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>Total number</b>	<b>no.</b>	<b>26 846</b>	<b>44 581</b>	<b>14 933</b>	<b>18 947</b>	<b>14 989</b>	<b>3 825</b>	<b>920</b>	<b>940</b>	<b>64 281</b>	<b>179 162</b>
2004-05											
Developmental delay	%	8.8	0.6	3.9	2.9	2.8	3.6	1.4	3.0	—	2.4
Intellectual	%	45.0	35.2	42.7	39.2	33.6	46.4	19.8	21.0	41.1	37.1
Specific learning	%	1.0	1.0	0.8	1.0	—	2.2	1.3	0.6	7.3	3.1
Autism	%	5.8	3.7	7.6	8.9	5.7	5.1	3.7	7.2	2.3	4.6
Physical	%	10.4	7.9	19.1	22.9	12.5	15.6	5.1	19.6	15.7	13.8

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Table 14A.13 Users of CSTDA services, by primary disability group (a), (b), (c)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Aust
Acquired brain injury	%	2.6	4.8	4.1	2.4	10.5	8.1	1.6	4.9	3.3	4.2
Deafblind	%	4.3	0.3	0.2	0.2	0.2	0.1	0.1	0.4	0.4	0.9
Vision	%	—	1.1	2.4	1.4	16.1	0.4	0.2	3.8	2.7	2.8
Hearing	%	—	4.9	0.7	1.2	1.9	0.1	0.3	0.7	3.3	2.7
Speech	%	3.3	0.2	0.2	0.2	0.1	1.7	3.2	1.8	0.3	0.8
Psychiatric	%	2.0	0.8	6.0	0.3	0.2	5.4	0.2	1.6	20.3	8.0
Neurological	%	7.3	7.6	7.6	8.2	9.8	6.8	1.5	4.8	3.3	6.5
Not reported (d)	%	9.3	31.9	4.5	10.9	6.6	4.6	61.8	30.7	—	13.1
<b>Total</b>	<b>%</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>Total number</b>	<b>no.</b>	<b>28 521</b>	<b>49 612</b>	<b>15 640</b>	<b>19 301</b>	<b>15 447</b>	<b>3 658</b>	<b>3 087</b>	<b>1 350</b>	<b>64 835</b>	<b>190 124</b>
2005-06											
Developmental delay	%	7.9	0.2	3.8	2.7	2.2	2.9	9.6	3.4	—	2.2
Intellectual	%	43.7	33.4	42.5	38.4	34.7	44.8	29.0	24.3	36.4	35.2
Specific learning	%	1.0	1.3	0.8	1.1	0.1	3.0	1.9	0.3	4.3	2.2
Autism	%	7.1	3.9	8.8	10.4	6.2	5.3	9.0	5.1	2.9	5.3
Physical	%	10.4	9.2	18.6	29.0	12.7	15.4	9.0	12.7	9.3	12.5
Acquired brain injury	%	2.5	4.9	4.1	2.6	11.1	7.8	2.0	4.5	2.6	4.0
Deafblind	%	0.2	0.5	0.2	0.2	0.3	0.1	—	0.4	0.2	0.3
Vision	%	0.9	1.4	2.8	1.4	16.0	0.8	0.3	8.5	2.6	3.0
Hearing	%	2.9	5.4	0.7	1.3	2.0	0.1	0.5	0.6	3.1	3.2
Speech	%	3.2	0.2	0.2	0.2	0.1	3.2	12.7	0.4	0.2	0.9
Psychiatric	%	1.8	1.6	6.0	0.4	0.2	4.3	0.4	2.0	21.6	8.9
Neurological	%	6.1	7.0	8.0	8.6	10.3	6.9	2.2	4.3	3.0	6.1

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Table 14A.13

Table 14A.13 Users of CSTDA services, by primary disability group (a), (b), (c)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Aust
Not reported (d)	%	12.3	30.9	3.5	3.8	4.2	5.4	23.4	33.5	13.8	16.2
<b>Total</b>	%	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>Total number</b>	<b>no.</b>	<b>31 897</b>	<b>52 517</b>	<b>17 371</b>	<b>19 015</b>	<b>15 958</b>	<b>3 902</b>	<b>2 606</b>	<b>1 021</b>	<b>73 157</b>	<b>205 283</b>
2006-07											
Developmental delay	%	7.6	0.2	3.6	3.2	2.2	0.3	14.9	0.5	–	2.2
Intellectual	%	46.6	31.9	40.8	46.7	36.4	44.8	24.2	28.8	32.4	34.8
Specific learning	%	1.0	1.9	0.8	1.9	0.1	2.6	4.6	1.1	8.0	3.8
Autism	%	7.8	4.1	9.4	17.8	5.7	5.0	9.1	4.3	3.1	6.0
Physical	%	7.9	10.7	17.3	12.8	12.9	15.7	12.1	16.3	17.8	14.1
Acquired brain injury	%	2.8	5.2	4.2	5.7	12.1	7.5	1.5	4.4	3.2	4.6
Deafblind	%	0.2	0.6	0.2	0.3	0.1	0.1	0.1	0.4	0.1	0.2
Vision	%	1.1	1.7	2.8	1.5	14.9	0.7	0.4	7.1	2.8	3.0
Hearing	%	3.0	5.8	0.8	1.3	1.1	0.2	0.4	1.0	3.1	3.3
Speech	%	2.9	0.2	0.2	0.2	0.1	4.1	18.0	0.2	0.4	1.0
Psychiatric	%	3.0	1.7	9.1	0.3	0.6	3.3	0.5	1.3	25.3	10.8
Neurological	%	5.4	6.4	7.9	7.1	9.4	6.9	3.4	4.2	3.2	5.6
Not reported (d)	%	10.6	29.7	3.0	1.3	4.4	8.9	10.7	30.6	0.7	10.6
<b>Total</b>	%	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>Total number</b>	<b>no.</b>	<b>34 583</b>	<b>55 453</b>	<b>18 906</b>	<b>17 166</b>	<b>17 041</b>	<b>3 839</b>	<b>3 477</b>	<b>1 120</b>	<b>80 008</b>	<b>220 419</b>
2007-08											
Developmental delay	%	7.6	3.3	3.8	2.9	2.1	4.5	16.7	1.6	–	3.0

Table 14A.13

Table 14A.13 Users of CSTDA services, by primary disability group (a), (b), (c)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Aust
Intellectual	%	46.8	31.7	40.5	55.3	35.8	41.7	24.2	21.7	28.7	33.2
Specific learning	%	1.1	1.0	0.6	0.7	–	2.8	3.5	2.4	7.4	3.4
Autism	%	8.0	5.7	10.9	14.4	6.3	5.1	10.5	3.8	3.2	6.2
Physical	%	7.8	9.0	18.5	13.0	12.4	15.1	12.6	29.0	22.0	15.6
Acquired brain injury	%	2.9	5.2	4.6	3.6	10.3	9.0	1.5	4.8	2.8	4.3
Deafblind	%	0.3	0.5	0.2	0.3	0.2	0.1	0.1	0.4	0.1	0.2
Vision	%	3.5	1.7	1.7	2.4	13.4	0.6	0.2	6.9	2.5	3.2
Hearing	%	1.9	3.5	0.7	0.7	2.0	0.2	0.3	0.8	2.9	2.5
Speech	%	3.3	0.7	0.3	0.4	0.2	3.3	21.9	2.6	0.4	1.3
Psychiatric	%	2.7	1.3	6.7	0.3	1.0	4.6	0.7	1.2	26.9	11.7
Neurological	%	4.8	7.3	7.5	4.2	10.1	9.1	3.3	5.8	3.1	5.5
Not reported (d)	%	9.3	29.2	3.9	1.9	6.1	3.8	4.4	19.1	–	9.8
<b>Total</b>	%	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>Total number</b>	<b>no.</b>	<b>35 923</b>	<b>56 321</b>	<b>20 112</b>	<b>15 600</b>	<b>19 350</b>	<b>4 172</b>	<b>3 675</b>	<b>1 912</b>	<b>89 935</b>	<b>232 985</b>

(a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Totals for Australia may not be the sum of the components since individuals might have accessed services in more than one State or Territory.

(b) Data for service users of CSTDA services funded by the states and territories exclude specialist psychiatric disability services identified by the jurisdiction.

(c) Data quality continues to improve following the implementation of the CSTDA NMDS. However, these data need to be interpreted with care due to a number of factors affecting data quality (see section 14.6 of the chapter). Differences in data item response rates across years, for example, should be taken into account when interpreting these data.

(d) 'Not reported' includes both service users accessing only 3.02 services (recreation/holiday programs) for whom primary data were not collected and other service users with no response.

– Nil or rounded to zero.

Source: AIHW unpublished, CSTDA NMDS.

Table 14A.14

Table 14A.14 Users of CSTDA services, by disability group (all disability groups reported) as a proportion of total users (a), (b), (c), (d)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Aust
2003-04											
Developmental delay	%	11.0	13.8	7.4	3.6	3.8	4.6	—	8.9	—	6.5
Intellectual	%	52.8	44.9	60.1	58.2	38.9	53.4	74.3	50.4	45.9	46.6
Specific learning	%	3.3	4.4	5.3	6.4	2.8	7.8	9.0	5.5	11.5	6.6
Autism	%	14.7	8.9	13.0	11.1	8.5	8.9	16.8	11.6	3.3	8.3
Physical	%	29.1	19.5	40.0	22.9	34.1	36.7	30.8	48.4	24.5	26.1
Acquired brain injury	%	4.6	8.3	7.6	4.0	13.7	8.4	17.2	9.6	4.4	6.4
Deafblind	%	0.8	0.8	0.9	0.9	0.9	0.4	0.3	1.3	0.6	0.7
Vision	%	11.4	17.4	12.0	5.3	22.2	7.4	12.6	16.7	5.9	11.1
Hearing	%	7.0	7.6	6.1	4.5	7.8	3.7	8.9	7.8	5.9	6.4
Speech	%	19.0	12.7	26.2	10.2	14.4	17.8	24.7	32.6	5.2	12.0
Psychiatric	%	8.0	6.9	11.1	3.4	7.4	13.0	14.1	6.8	25.1	13.3
Neurological	%	15.6	18.2	25.5	15.5	21.9	19.1	20.4	22.1	7.9	14.8
<b>Total</b>	<b>no.</b>	<b>26 846</b>	<b>44 581</b>	<b>14 933</b>	<b>18 947</b>	<b>14 989</b>	<b>3 825</b>	<b>920</b>	<b>940</b>	<b>64 281</b>	<b>179 162</b>
2004-05											
Developmental delay	%	11.5	0.9	6.2	3.5	3.9	4.3	1.4	7.7	—	3.3
Intellectual	%	52.8	42.9	56.8	45.8	38.4	54.1	24.4	33.1	45.5	48.7
Specific learning	%	4.1	4.4	6.1	5.1	2.8	5.2	3.8	3.6	12.2	7.4
Autism	%	14.6	8.7	13.1	11.4	9.7	9.7	6.8	8.8	3.5	9.1
Physical	%	27.2	19.2	38.8	31.4	34.3	37.5	13.7	34.3	24.4	27.8
Acquired brain injury	%	4.3	8.4	8.2	3.5	12.0	9.2	5.3	6.3	4.4	6.7

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Table 14A.14

Table 14A.14      **Users of CSTDA services, by disability group (all disability groups reported) as a proportion of total users (a), (b), (c), (d)**

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Aust
Deafblind	%	16.4	0.8	0.8	0.9	0.7	0.6	3.7	0.8	1.2	3.4
Vision	%	0.3	7.9	11.8	4.4	23.5	7.7	2.0	10.0	5.7	7.6
Hearing	%	0.2	8.5	5.7	3.5	9.3	4.3	1.1	4.1	5.8	5.9
Speech	%	20.8	12.2	24.6	10.9	14.9	20.1	14.2	22.2	5.3	13.2
Psychiatric	%	8.4	6.6	11.7	3.1	7.3	15.1	4.5	4.5	25.8	14.1
Neurological	%	20.0	18.7	24.2	16.6	21.4	18.5	8.0	15.0	8.3	16.7
<b>Total</b>	<b>no.</b>	<b>28 521</b>	<b>49 612</b>	<b>15 640</b>	<b>19 301</b>	<b>15 447</b>	<b>3 658</b>	<b>3 087</b>	<b>1 350</b>	<b>64 835</b>	<b>190 124</b>
2005-06											
Developmental delay	%	10.2	0.4	5.9	3.0	3.2	3.6	9.6	6.7	—	3.0
Intellectual	%	51.3	41.9	56.4	41.8	38.9	52.6	32.9	35.8	38.4	45.6
Specific learning	%	3.2	4.8	5.9	4.0	2.5	5.3	5.0	4.1	5.5	4.9
Autism	%	12.2	9.1	14.7	12.7	10.4	9.8	12.7	7.0	3.7	9.2
Physical	%	24.3	21.3	38.4	37.0	33.0	36.0	14.0	27.2	11.9	23.7
Acquired brain injury	%	4.0	8.8	8.2	3.7	12.8	9.0	3.0	6.5	3.2	6.3
Deafblind	%	0.8	1.0	0.8	0.8	0.7	0.9	0.6	0.6	0.3	0.7
Vision	%	9.7	8.4	12.0	4.1	22.8	7.4	1.5	16.5	4.0	8.5
Hearing	%	6.3	9.0	5.8	3.3	6.1	3.7	1.4	4.6	4.1	6.1
Speech	%	19.1	12.6	24.4	9.9	12.6	20.2	16.5	20.5	2.0	11.6
Psychiatric	%	7.8	7.5	11.9	0.7	6.9	13.6	3.5	4.6	23.7	13.5
Neurological	%	17.8	18.4	24.0	16.7	20.8	18.4	4.9	14.5	5.3	15.0
<b>Total</b>	<b>no.</b>	<b>31 897</b>	<b>52 517</b>	<b>17 371</b>	<b>19 015</b>	<b>15 958</b>	<b>3 902</b>	<b>2 606</b>	<b>1 021</b>	<b>73 157</b>	<b>205 283</b>

Table 14A.14

Table 14A.14 Users of CSTDA services, by disability group (all disability groups reported) as a proportion of total users (a), (b), (c), (d)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Aust
2006-07											
Developmental delay	%	9.8	0.4	5.3	3.8	2.8	0.7	16.7	0.6	—	2.9
Intellectual	%	54.5	41.0	54.8	53.1	41.2	52.0	32.0	38.7	35.8	41.3
Specific learning	%	3.7	5.8	6.9	7.3	2.3	5.6	8.7	4.6	12.3	7.5
Autism	%	13.4	9.6	15.5	19.8	10.0	9.5	14.8	6.3	4.2	9.6
Physical	%	22.8	23.0	36.8	23.2	32.6	36.0	23.3	29.1	24.1	25.5
Acquired brain injury	%	4.4	9.1	8.8	6.9	13.8	8.6	6.5	6.1	4.3	6.8
Deafblind	%	1.0	1.1	0.8	0.9	0.6	0.9	1.2	1.0	0.2	0.7
Vision	%	9.8	8.8	11.9	5.1	21.8	6.7	5.4	14.9	4.8	8.2
Hearing	%	6.5	9.5	6.0	4.3	9.9	3.5	6.5	5.7	4.7	6.5
Speech	%	18.7	13.0	23.7	13.7	12.5	20.6	36.5	16.2	3.1	11.7
Psychiatric	%	9.5	7.2	15.5	3.3	8.0	12.9	8.0	3.8	31.1	16.3
Neurological	%	17.0	18.0	23.4	16.5	20.4	17.9	12.1	15.7	6.3	14.0
<b>Total</b>	<b>no.</b>	<b>34 583</b>	<b>55 453</b>	<b>18 906</b>	<b>17 166</b>	<b>17 041</b>	<b>3 839</b>	<b>3 477</b>	<b>1 120</b>	<b>80 008</b>	<b>220 419</b>
2007-08											
Developmental delay	%	9.6	3.5	6.1	4.2	2.9	4.9	19.4	2.0	—	3.8
Intellectual	%	54.9	41.0	54.4	61.0	40.2	49.4	32.7	27.4	33.0	40.0
Specific learning	%	4.0	5.0	6.2	5.5	2.8	6.2	8.7	3.9	14.0	7.9
Autism	%	14.0	11.5	17.0	19.5	11.1	9.7	15.6	5.1	4.5	10.1
Physical	%	22.6	21.7	38.3	23.1	30.2	37.9	24.5	39.9	33.6	28.9
Acquired brain injury	%	4.6	9.2	9.6	7.4	12.0	10.2	4.1	7.1	4.1	6.7

REPORT ON  
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Table 14A.14

**Table 14A.14 Users of CSTDA services, by disability group (all disability groups reported) as a proportion of total users (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov</i>	<i>Aust</i>
Deafblind	%	1.0	0.9	0.7	0.9	0.6	0.9	1.3	0.6	0.2	0.6
Vision	%	11.8	9.1	11.1	6.8	19.6	6.4	4.7	10.6	5.3	8.6
Hearing	%	5.3	7.2	6.5	3.9	9.3	3.2	5.5	4.0	5.5	6.0
Speech	%	18.3	13.7	25.2	12.1	11.9	19.5	44.8	14.5	3.5	11.8
Psychiatric	%	9.2	7.2	14.7	6.0	8.1	14.0	7.0	2.7	37.7	19.4
Neurological	%	16.5	19.2	23.3	13.3	20.5	19.6	12.3	15.3	7.4	14.2
<b>Total</b>	<b>no.</b>	<b>35 923</b>	<b>56 321</b>	<b>20 112</b>	<b>15 600</b>	<b>19 350</b>	<b>4 172</b>	<b>3 675</b>	<b>1 912</b>	<b>89 935</b>	<b>232 985</b>

(a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Totals for Australia may not be the sum of the components since individuals might have accessed services in more than one State or Territory.

(b) Data for service users of CSTDA services funded by the states and territories exclude specialist psychiatric disability services identified by the jurisdiction.

(c) Data quality continues to improve following the implementation of the CSTDA NMDS. However, these data need to be interpreted with care due to a number of factors affecting data quality. Differences in data item response rates across years, for example, should be taken into account when interpreting these data.

(d) More than one 'other disability group' can be recorded, so the overall proportions within each jurisdiction will generally be greater than 100 per cent.

– Nil or rounded to zero.

Source: AIHW unpublished, CSTDA NMDS.



Table 14A.15

**Table 14A.15 Users of CSTDA accommodation support services, as a proportion of the total estimated potential population for accommodation support services (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic (f)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (g)</i>	<i>NT</i>	<i>Aust</i>
Proportion of potential population using accommodation support services										
2003-04	%	2.8	5.2	3.3	4.2	7.8	6.3	3.0	2.4	4.1
2004-05	%	2.6	5.0	3.4	4.5	8.7	6.5	3.0	1.9	4.1
2005-06	%	3.0	4.8	3.6	4.7	8.2	6.3	2.9	2.2	4.2
2006-07	%	3.2	4.6	3.7	5.2	8.7	6.2	2.7	2.5	4.3
2007-08	%	3.1	4.6	3.7	4.6	8.5	6.3	2.9	2.4	4.2
Users of accommodation support services										
2003-04	no.	6 440	8 589	4 461	2 932	4 069	1 069	334	212	28 100
2004-05	no.	5 980	8 321	4 683	3 168	4 550	1 128	338	190	28 355
2005-06	no.	7 095	8 108	5 030	3 407	4 333	1 100	324	217	29 611
2006-07	no.	7 532	7 894	5 465	3 806	4 677	1 104	318	262	31 053
2007-08	no.	7 309	8 041	5 469	3 464	4 602	1 132	338	258	30 601
Potential population										
2003-04	no.	229 183	165 315	134 671	69 074	52 114	17 004	11 248	8 986	687 710
2004-05	no.	230 833	166 114	138 657	70 560	52 368	17 355	11 245	9 842	697 124
2005-06	no.	233 061	168 354	141 593	71 817	52 824	17 513	11 286	10 011	706 608
2006-07	no.	235 396	172 303	146 485	73 784	53 919	17 740	11 565	10 399	721 716
2007-08	no.	237 599	174 558	149 535	75 114	54 368	17 856	11 702	10 704	731 550

- (a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Totals may not be the sum of the components because individuals might have accessed services from more than one State or Territory.
- (b) The potential population estimates (national age- and sex-specific rates applied to each jurisdiction) for accommodation support services are the number of people aged under 65 years, with profound and/or severe core activity limitations, adjusted for the Indigenous factor for each jurisdiction.
- (c) Data for users of CSTDA funded accommodation support services exclude specialist psychiatric disability services identified by the jurisdiction.
- (d) Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality. Differences in service type outlet and service user response rates between jurisdictions and across years, for example, should be taken into account when interpreting these data.
- (e) NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions.
- (f) Victorian 2003-04 data are reported to be significantly understated because errors in the 'date of last service received' and lower than expected response rates have led to under-counting of service users.
- (g) In 2006-07, Disability ACT better aligned the funded service types with the NMDS Classifications. This realignment better reflects the costs of expenditure on accommodation support in the ACT non-government sector.

*Source:* AIHW unpublished, *CSTDA NMDS*; AIHW 2009 (and previous issues), *Disability Support Services 2007-08, 2006-07, 2005-06, 2004-05, 2003-04: National Data on Services Provided under the CSTDA*, Cat. no. DIS (56 and previous publications), Canberra.

**Table 14A.16 Users of CSTDA community support services, as a proportion of the total potential population for community support services (a), (b), (c), (d)**

		<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (f)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (g)</i>	<i>NT</i>	<i>Aust</i>
Proportion of potential population using community support services											
2003-04	%		7.9	17.2	6.3	16.1	19.0	12.8	1.7	5.7	11.5
2004-05	%		8.3	20.2	6.1	23.4	18.8	11.2	22.3	9.2	13.3
2005-06	%		9.0	20.3	6.8	22.1	21.5	12.4	18.4	4.2	13.7
2006-07	%		9.1	20.7	7.3	18.1	22.3	12.2	26.1	4.4	13.6
2007-08	%		9.3	20.9	8.3	15.4	26.2	13.7	27.9	14.0	14.2
Users of community support services											
2003-04	no.		18 013	28 485	8 513	11 138	9 916	2 173	188	509	78 796
2004-05	no.		19 082	33 521	8 466	16 511	9 832	1 943	2 508	910	92 579
2005-06	no.		21 067	34 121	9 605	15 902	11 348	2 163	2 073	423	96 469
2006-07	no.		21 316	35 645	10 648	13 371	12 024	2 165	3 024	455	98 432
2007-08	no.		22 044	36 438	12 444	11 535	14 263	2 451	3 260	1 502	103 575
Potential population											
2003-04	no.		229 183	165 315	134 671	69 074	52 114	17 004	11 248	8 986	687 710
2004-05	no.		230 833	166 114	138 657	70 560	52 368	17 355	11 245	9 842	697 124
2005-06	no.		233 061	168 354	141 593	71 817	52 824	17 513	11 286	10 011	706 608
2006-07	no.		235 396	172 303	146 485	73 784	53 919	17 740	11 565	10 399	721 716
2007-08	no.		237 599	174 558	149 535	75 114	54 368	17 856	11 702	10 704	731 550

- (a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Totals may not be the sum of the components because individuals might have accessed services from more than one State or Territory.
- (b) The potential population estimates (national age- and sex-specific rates applied to each jurisdiction) for community support services are the number of people aged under 65 years, with profound and/or severe core activity limitations, adjusted for the Indigenous factor for each jurisdiction.
- (c) Data for service users of CSTDA funded community support services exclude specialist psychiatric disability services identified by the jurisdiction.
- (d) Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality. Differences in service type outlet and service user response rates between jurisdictions and across years, for example, should be taken into account when interpreting these data.
- (e) NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions.
- (f) The increase in the number of WA service users in 2004-05 is due to the inclusion of data from a new electronic database for the first time.
- (g) For the ACT, improved data capture for therapy services resulted in an increased service user count between 2003-04 and 2004-05. The decreased community support service user count for 2005-06 was due to the data collection for therapy services being incomplete resulting in service user numbers falling from 2316 users in 2004-05 to 1807 in 2005-06. In 2006-07, Disability ACT better aligned the funded service types with the NMDS classifications. This realignment better reflects the costs of expenditure on accommodation support in the ACT non-government sector.

Table 14A.16 **Users of CSTDA community support services, as a proportion of the total potential population for community support services (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (f)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (g)</i>	<i>NT</i>	<i>Aust</i>
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*Source:* AIHW unpublished, CSTDA NMDS; AIHW 2009 (and previous issues), *Disability Support Services 2007-08, 2006-07, 2005-06, 2004-05, 2003-04: National Data on Services Provided under the CSTDA*, Cat. no. DIS (56 and previous publications), Canberra.

**Table 14A.17 Users of CSTDA community access services, as a proportion of the total potential population for community access services (a), (b), (c), (d)**

		<i>Unit</i>	<i>NSW (e)</i>	<i>Vic (f)</i>	<i>Qld</i>	<i>WA (g)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Proportion of potential population using community access services											
2003-04	%		2.8	7.7	3.7	15.0	9.3	8.8	3.7	3.2	6.0
2004-05	%		2.9	7.7	4.3	6.3	9.3	8.7	3.3	3.1	5.3
2005-06	%		3.3	8.1	4.8	6.1	8.8	9.1	3.3	3.5	5.6
2006-07	%		4.7	8.5	5.2	5.6	9.8	8.4	2.9	3.8	6.2
2007-08	%		5.0	8.0	5.2	5.0	10.5	8.6	3.8	2.9	6.2
Users of community access services											
2003-04	no.		6 483	12 656	5 039	10 354	4 827	1 493	419	286	41 542
2004-05	no.		6 761	12 754	5 994	4 431	4 863	1 513	374	305	36 986
2005-06	no.		7 690	13 601	6 739	4 350	4 629	1 592	376	355	39 315
2006-07	no.		11 012	14 645	7 576	4 107	5 302	1 487	340	390	44 839
2007-08	no.		11 910	13 929	7 818	3 789	5 735	1 544	447	311	45 449
Potential population											
2003-04	no.		229 183	165 315	134 671	69 074	52 114	17 004	11 248	8 986	687 710
2004-05	no.		230 833	166 114	138 657	70 560	52 368	17 355	11 245	9 842	697 124
2005-06	no.		233 061	168 354	141 593	71 817	52 824	17 513	11 286	10 011	706 608
2006-07	no.		235 396	172 303	146 485	73 784	53 919	17 740	11 565	10 399	721 716
2007-08	no.		237 599	174 558	149 535	75 114	54 368	17 856	11 702	10 704	731 550

- (a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Totals may not be the sum of the components because individuals might have accessed services from more than one State or Territory.
- (b) The potential population estimates (national age- and sex-specific rates applied to each jurisdiction) for community access services are the number of people aged under 65 years, with profound and/or severe core activity limitations, adjusted for the Indigenous factor for that jurisdiction.
- (c) Data for service users of CSTDA funded community access services exclude specialist psychiatric disability services identified by the jurisdiction.
- (d) Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality. Differences in service type outlet and service user response rates between jurisdictions and across years, for example, should be taken into account when interpreting these data.
- (e) NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions.
- (f) Victorian 2003-04 data are reported to be significantly understated because errors in the 'date of last service received' and lower than expected response rates have led to under-counting of service users.
- (g) The decrease in the number of WA service users between 2003-04 and 2004-05 is due to a change in reporting by one recreation agency. Data for 2005-06 have been corrected for miscoding of data and, therefore, vary from the data reported in the AIHW report on Disability Support Services in 2005-06.

**Table 14A.17 Users of CSTDA community access services, as a proportion of the total potential population for community access services (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic (f)</i>	<i>Qld</i>	<i>WA (g)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Source:</i> AIHW unpublished, CSTDA NMDS; AIHW 2009 (and previous issues), <i>Disability Support Services 2007-08, 2006-07, 2005-06, 2004-05, 2003-04: National Data on Services Provided under the CSTDA</i> , Cat. no. DIS (56 and previous publications), Canberra.										

Table 14A.18

**Table 14A.18 Users of CSTDA respite services, as a proportion of the total potential population for respite services (a), (b), (c), (d)**

		<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (f)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Proportion of potential population using respite services											
2003-04	%		5.8	14.6	7.2	11.5	8.6	4.5	7.3	5.6	9.0
2004-05	%		5.8	18.1	8.0	12.5	9.0	4.9	8.2	6.0	10.1
2005-06	%		6.3	22.0	9.5	11.7	9.3	5.1	8.3	6.3	11.5
2006-07	%		7.7	22.7	10.0	13.2	9.5	5.0	8.5	9.4	12.4
2007-08	%		8.7	24.0	9.7	12.1	9.7	5.3	8.7	6.5	12.8
Users of respite services											
2003-04	no.		4 153	7 476	3 011	2 464	1 390	238	255	155	19 122
2004-05	no.		4 129	9 314	3 442	2 744	1 470	265	287	182	21 797
2005-06	no.		4 593	11 517	4 211	2 616	1 538	279	292	195	25 200
2006-07	no.		5 665	12 173	4 586	3 032	1 593	280	305	300	27 897
2007-08	no.		6 457	13 131	4 564	2 854	1 660	301	320	214	29 447
Potential population											
2003-04	no.		71 075	51 205	41 819	21 402	16 211	5 308	3 478	2 761	213 298
2004-05	no.		71 681	51 513	43 118	21 894	16 316	5 427	3 482	3 029	216 511
2005-06	no.		72 497	52 296	44 110	22 326	16 491	5 488	3 503	3 087	219 848
2006-07	no.		73 295	53 599	45 688	22 976	16 853	5 562	3 592	3 208	224 816
2007-08	no.		74 498	54 717	46 994	23 575	17 105	5 634	3 666	3 313	229 546

- (a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Totals may not be the sum of the components because individuals might have accessed services from more than one State or Territory.
- (b) The potential population estimates (national age- and sex-specific rates applied to each jurisdiction) for respite services are the number of people aged under 65 years, with profound and/or severe core activity limitations and a primary carer, adjusted for the Indigenous factor for that jurisdiction.
- (c) Data for service users of CSTDA funded respite services exclude specialist psychiatric disability services identified by the jurisdiction.
- (d) Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality. Differences in service type outlet and service user response rates between jurisdictions and across years, for example, should be taken into account when interpreting these data.
- (e) NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions.
- (f) WA data for 2005-06 have been corrected for miscoding of data and, therefore, vary from the data reported in the AIHW report on Disability Support Services in 2005-06.

Source: AIHW unpublished, CSTDA NMDS; AIHW 2009 (and previous issues), *Disability Support Services 2007-08, 2006-07, 2005-06, 2004-05, 2003-04: National Data on Services Provided under the CSTDA*, Cat. no. DIS (56 and previous publications), Canberra.

Table 14A.19

**Table 14A.19 Users of CSTDA employment services, as a proportion of the total potential population for employment services (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Proportion of potential population using employment services										
2003-04	%	17.6	23.1	18.6	18.2	23.8	22.6	14.7	9.4	19.6
2004-05	%	17.4	23.2	18.3	17.8	23.8	22.9	12.9	8.3	19.4
2005-06	%	19.7	23.9	20.2	19.4	25.7	26.8	14.2	9.4	21.1
2006-07	%	21.9	25.0	21.7	19.8	28.1	26.1	15.4	9.9	22.6
2007-08	%	21.5	22.9	20.1	17.7	26.2	23.8	14.5	11.5	21.2
Users of employment services										
2003-04	no.	19 003	18 283	12 036	6 217	5 911	1 667	898	410	64 281
2004-05	no.	19 037	18 567	12 340	6 151	5 919	1 768	793	395	64 835
2005-06	no.	21 981	19 949	14 292	7 193	6 536	2 121	887	433	73 157
2006-07	no.	24 653	21 314	15 807	7 448	7 290	2 151	1 019	505	80 008
2007-08	no.	29 043	23 446	17 566	7 929	8 223	2 318	1 087	661	89 935
Potential population										
2003-04	no.	108 235	79 161	64 707	34 066	24 789	7 388	6 104	4 379	328 677
2004-05	no.	109 178	80 163	67 354	34 521	24 820	7 715	6 147	4 740	334 474
2005-06	no.	111 575	83 643	70 712	37 026	25 407	7 918	6 258	4 608	347 208
2006-07	no.	112 781	85 425	72 949	37 679	25 922	8 254	6 596	5 119	354 720
2007-08	no.	135 016	102 534	87 568	44 678	31 385	9 754	7 504	5 743	424 124

- (a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Totals may not be the sum of the components because individuals might have accessed services from more than one State or Territory.
- (b) The potential population estimates (national age- and sex-specific rates applied to each jurisdiction) for employment services are the number of people aged 15–64 years with severe or profound core activity limitations, multiplied by both the Indigenous factor and the labour force participation rate for that jurisdiction. Data for 2008-09 are not comparable with previous years as the potential populations for that year were derived using labour force participation rates for people aged 15–64 years, rather than the participation rate for people aged 15 years and over that was used in the previous years. Applying the participation rate for people aged 15–64 years to derive the 2008-09 data, increased the number of people in the estimated potential population relative to previous years.

*Source:* AIHW unpublished, CSTDA NMDS; AIHW 2009 (and previous issues), *Disability Support Services 2007-08, 2006-07, 2005-06, 2004-05, 2003-04: National Data on Services Provided under the CSTDA*, Cat. no. DIS (56 and previous publications), Canberra.

Table 14A.20

Table 14A.20 **Users of CSTDA accommodation support services, by severity of disability (a), (b), (c), (d), (e)**

		<i>Unit NSW (f)</i>	<i>Vic (g)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2003-04										
Always need help with activities of daily living (ADL)	no.	1 709	3 699	2 411	1 455	1 733	582	159	120	11 862
Sometimes need help with ADL	no.	766	3 211	1 552	1 092	1 817	372	139	80	9 029
Does not need help with ADL	no.	160	924	453	141	483	103	34	12	2 310
<b>Total</b>	<b>no.</b>	<b>2 635</b>	<b>7 834</b>	<b>4 416</b>	<b>2 688</b>	<b>4 033</b>	<b>1 057</b>	<b>332</b>	<b>212</b>	<b>23 201</b>
Always need help with ADL	%	64.9	47.2	54.6	54.1	43.0	55.1	47.9	56.6	51.1
Sometimes need help with ADL	%	29.1	41.0	35.1	40.6	45.1	35.2	41.9	37.7	38.9
Does not need help with ADL	%	6.1	11.8	10.3	5.2	12.0	9.7	10.2	5.7	10.0
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
2004-05										
Always need help with ADL	no.	2 919	4 093	2 505	1 704	1 866	596	157	110	13 948
Sometimes need help with ADL	no.	1 970	2 698	1 709	1 290	1 862	403	157	65	10 154
Does not need help with ADL	no.	491	913	459	159	606	128	24	15	2 794
<b>Total</b>	<b>no.</b>	<b>5 380</b>	<b>7 704</b>	<b>4 673</b>	<b>3 153</b>	<b>4 334</b>	<b>1 127</b>	<b>338</b>	<b>190</b>	<b>26 896</b>
Always need help with ADL	%	54.3	53.1	53.6	54.0	43.1	52.9	46.4	57.9	51.9
Sometimes need help with ADL	%	36.6	35.0	36.6	40.9	43.0	35.8	46.4	34.2	37.8
Does not need help with ADL	%	9.1	11.9	9.8	5.0	14.0	11.4	7.1	7.9	10.4
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
2005-06										
Always need help with ADL	no.	3 483	3 401	2 647	1 829	1 666	600	222	117	13 964
Sometimes need help with ADL	no.	2 625	3 245	1 852	1 346	1 906	392	69	86	11 520
Does not need help with ADL	no.	587	879	526	214	608	107	33	14	2 967
<b>Total</b>	<b>no.</b>	<b>6 695</b>	<b>7 525</b>	<b>5 025</b>	<b>3 389</b>	<b>4 180</b>	<b>1 099</b>	<b>324</b>	<b>217</b>	<b>28 451</b>
Always need help with ADL	%	52.0	45.2	52.7	54.0	39.9	54.6	68.5	53.9	49.1
Sometimes need help with ADL	%	39.2	43.1	36.9	39.7	45.6	35.7	21.3	39.6	40.5



Table 14A.20

**Table 14A.20 Users of CSTDA accommodation support services, by severity of disability (a), (b), (c), (d), (e)**

		<i>Unit NSW (f)</i>	<i>Vic (g)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Does not need help with ADL	%	8.8	11.7	10.5	6.3	14.5	9.7	10.2	6.5	10.4
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
2006-07										
Always need help with ADL	no.	3 668	3 343	2 690	2 229	1 869	577	177	140	14 690
Sometimes need help with ADL	no.	2 789	3 239	2 174	1 392	2 054	400	126	100	12 273
Does not need help with ADL	no.	674	839	593	121	707	127	15	22	3 097
<b>Total</b>	<b>no.</b>	<b>7 131</b>	<b>7 421</b>	<b>5 457</b>	<b>3 742</b>	<b>4 630</b>	<b>1 104</b>	<b>318</b>	<b>262</b>	<b>30 060</b>
Always need help with ADL	%	51.4	45.0	49.3	59.6	40.4	52.3	55.7	53.4	48.9
Sometimes need help with ADL	%	39.1	43.6	39.8	37.2	44.4	36.2	39.6	38.2	40.8
Does not need help with ADL	%	9.5	11.3	10.9	3.2	15.3	11.5	4.7	8.4	10.3
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
2007-08										
Need help with ADL	no.	6 364	6 554	4 912	3 292	3 873	1 019	324	215	26 543
Does not need help with ADL	no.	624	913	519	127	707	112	14	43	3 057
Not stated/not collected	no.	321	574	38	45	22	1	—	—	1 001
<b>Total</b>	<b>no.</b>	<b>7 309</b>	<b>8 041</b>	<b>5 469</b>	<b>3 464</b>	<b>4 602</b>	<b>1 132</b>	<b>338</b>	<b>258</b>	<b>30 601</b>
Need help with ADL	%	87.1	81.5	89.8	95.0	84.2	90.0	95.9	83.3	86.7
Does not need help with ADL	%	8.5	11.4	9.5	3.7	15.4	9.9	4.1	16.7	10.0
Not stated/not collected	%	4.4	7.1	0.7	1.3	0.5	—	—	—	3.3
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

- (a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Row totals may not be the sum of the components since individuals might have accessed services from more than one State or Territory.
- (b) Data exclude 4899 service users in 2003-04, 1459 service users in 2004-05, 1160 service users in 2005-06 and 993 service users in 2006-07 who did not report on a need for support with any of the areas: self-care, mobility, or communication. Hence service user totals may differ from other tables and care should be taken when interpreting this indicator.

**Table 14A.20 Users of CSTDA accommodation support services, by severity of disability (a), (b), (c), (d), (e)**

	<i>Unit NSW (f)</i>	<i>Vic (g)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
(c)	Data on the need for help with ADL are derived using information on the level of support needed in one or more of the core support areas: self care, mobility, and communication. Service users who need help with ADL reported always/sometimes needing help in one or more of these areas (people who need help with ADL are 'conceptually comparable' with people who have a profound or severe core activity limitation). Service users who did not need help with ADL, reported needing no support in all the core activity support areas. For these service users, help may be needed in other areas, for example, with interpersonal interactions, learning, and community and economic life.								
(d)	Data for service users of CSTDA funded accommodation support services exclude specialist psychiatric disability services identified by the jurisdiction.								
(e)	Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality.								
(f)	NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions.								
(g)	Victorian 2003-04 data are reported to be significantly understated because errors in the 'date of last service received' and lower than expected response rates have led to under-counting of service users.								
	– Nil or rounded to zero.								

Source: AIHW unpublished, CSTDA NMDS.

Table 14A.21

**Table 14A.21 Users of CSTDA community support services, by severity of disability (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<b>2004-05</b>										
Always need help with ADL	no.	6 318	8 255	4 530	4 057	3 597	924	245	298	28 106
Sometimes need help with ADL	no.	3 880	6 943	2 810	6 180	3 721	699	179	203	24 575
Does not need help with ADL	no.	1 127	3 550	969	1 607	1 936	306	61	61	9 601
<b>Total</b>	<b>no.</b>	<b>11 325</b>	<b>18 748</b>	<b>8 309</b>	<b>11 844</b>	<b>9 254</b>	<b>1 929</b>	<b>485</b>	<b>562</b>	<b>62 282</b>
Always need help with ADL	%	55.8	44.0	54.5	34.3	38.9	47.9	50.5	53.0	45.1
Sometimes need help with ADL	%	34.3	37.0	33.8	52.2	40.2	36.2	36.9	36.1	39.5
Does not need help with ADL	%	10.1	18.9	11.7	13.6	20.9	15.9	12.6	10.9	15.4
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>2005-06</b>										
Always need help with ADL	no.	8 275	7 537	5 133	4 056	3 984	1 013	508	124	30 498
Sometimes need help with ADL	no.	5 216	7 831	3 179	6 045	4 364	871	551	30	28 016
Does not need help with ADL	no.	1 500	3 544	1 041	1 386	2 434	276	386	23	10 573
<b>Total</b>	<b>no.</b>	<b>14 991</b>	<b>18 912</b>	<b>9 353</b>	<b>11 487</b>	<b>10 782</b>	<b>2 160</b>	<b>1 445</b>	<b>177</b>	<b>69 087</b>
Always need help with ADL	%	55.2	39.9	54.9	35.3	37.0	46.9	35.2	70.1	44.1
Sometimes need help with ADL	%	34.8	41.4	34.0	52.6	40.5	40.3	38.1	16.9	40.6
Does not need help with ADL	%	10.0	18.7	11.1	12.1	22.6	12.8	26.7	13.0	15.3
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>2006-07</b>										
Always need help with ADL	no.	8 798	7 641	5 648	5 537	4 211	1 100	776	96	33 678
Sometimes need help with ADL	no.	5 960	7 822	3 609	6 221	4 540	827	1 607	66	30 590
Does not need help with ADL	no.	1 582	3 520	1 103	1 311	2 507	236	255	48	10 551
<b>Total</b>	<b>no.</b>	<b>16 340</b>	<b>18 983</b>	<b>10 360</b>	<b>13 069</b>	<b>11 258</b>	<b>2 163</b>	<b>2 638</b>	<b>210</b>	<b>74 819</b>
Always need help with ADL	%	53.8	40.3	54.5	42.4	37.4	50.9	29.4	45.7	45.0
Sometimes need help with ADL	%	36.5	41.2	34.8	47.6	40.3	38.2	60.9	31.4	40.9

Table 14A.21

**Table 14A.21 Users of CSTDA community support services, by severity of disability (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Does not need help with ADL	%	9.7	18.5	10.6	10.0	22.3	10.9	9.7	22.9	14.1
<b>Total</b>	%	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
2007-08										
Need help with ADL	no.	16 581	15 295	10 656	9 938	10 618	2 127	2 689	1 007	68 589
Does not need help with ADL	no.	1 261	3 448	1 090	1 287	2 639	323	463	147	10 639
Not stated/not collected	no.	4 202	17 695	698	310	1 006	1	108	348	24 347
<b>Total</b>	<b>no.</b>	<b>22 044</b>	<b>36 438</b>	<b>12 444</b>	<b>11 535</b>	<b>14 263</b>	<b>2 451</b>	<b>3 260</b>	<b>1 502</b>	<b>103 575</b>
Need help with ADL	%	75.2	42.0	85.6	86.2	74.4	86.8	82.5	67.0	66.2
Does not need help with ADL	%	5.7	9.5	8.8	11.2	18.5	13.2	14.2	9.8	10.3
Not stated/not collected	%	19.1	48.6	5.6	2.7	7.1	–	3.3	23.2	23.5
<b>Total</b>	%	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

(a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Row totals may not be the sum of the components since individuals might have accessed services from more than one State or Territory.

(b) Data exclude 30 297 service users in 2004-05, 27 382 service users in 2005-06 and 23 613 service users in 2006-07 who did not report on a need for support with any of the areas: self-care, mobility, or communication. Hence service user totals may differ from other tables and care should be taken when interpreting this indicator.

(c) Data on the need for help with ADL are derived using information on the level of support needed in one or more of the core support areas: self care, mobility, and communication. Service users who need help with ADL reported always/sometimes needing help in one or more of these areas (people who need help with ADL are 'conceptually comparable' with people who have a profound or severe core activity limitation). Service users who did not need help with ADL, reported needing no support in all the core activity support areas. For these service users, help may be needed in other areas, for example, with interpersonal interactions, learning, and community and economic life.

(d) Data for service users of CSTDA funded community support services exclude specialist psychiatric disability services specifically identified by the jurisdiction.

(e) Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality.

(f) NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions.

– Nil or rounded to zero.

Source: AIHW unpublished, CSTDA NMDS.

Table 14A.22

**Table 14A.22 Users of CSTDA community access services, by severity of disability (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic (g)</i>	<i>Qld</i>	<i>WA (h)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<b>2003-04</b>										
Always need help with ADL	no.	1 444	4 175	2 374	1 921	1 294	539	136	104	11 981
Sometimes need help with ADL	no.	592	4 604	1 846	2 369	2 013	499	106	103	12 125
Does not need help with ADL	no.	130	1 832	522	448	730	259	62	38	4 019
<b>Total</b>	<b>no.</b>	<b>2 166</b>	<b>10 611</b>	<b>4 742</b>	<b>4 738</b>	<b>4 037</b>	<b>1 297</b>	<b>304</b>	<b>245</b>	<b>28 125</b>
Always need help with ADL	%	66.7	39.3	50.1	40.5	32.1	41.6	44.7	42.4	42.6
Sometimes need help with ADL	%	27.3	43.4	38.9	50.0	49.9	38.5	34.9	42.0	43.1
Does not need help with ADL	%	6.0	17.3	11.0	9.5	18.1	20.0	20.4	15.5	14.3
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>2004-05</b>										
Always need help with ADL	no.	2 923	4 928	2 557	1 694	1 366	557	111	101	14 233
Sometimes need help with ADL	no.	2 113	4 458	2 190	1 900	2 015	476	84	104	13 337
Does not need help with ADL	no.	573	1 957	576	549	887	300	25	33	4 899
<b>Total</b>	<b>no.</b>	<b>5 609</b>	<b>11 343</b>	<b>5 323</b>	<b>4 143</b>	<b>4 268</b>	<b>1 333</b>	<b>220</b>	<b>238</b>	<b>32 469</b>
Always need help with ADL	%	52.1	43.4	48.0	40.9	32.0	41.8	50.5	42.4	43.8
Sometimes need help with ADL	%	37.7	39.3	41.1	45.9	47.2	35.7	38.2	43.7	41.1
Does not need help with ADL	%	10.2	17.3	10.8	13.3	20.8	22.5	11.4	13.9	15.1
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>2005-06</b>										
Always need help with ADL	no.	3 441	4 388	2 835	1 658	1 174	559	162	110	14 319
Sometimes need help with ADL	no.	2 556	5 641	2 520	1 753	1 931	512	72	118	15 095
Does not need help with ADL	no.	672	1 921	770	558	938	311	53	41	5 264
<b>Total</b>	<b>no.</b>	<b>6 669</b>	<b>11 950</b>	<b>6 125</b>	<b>3 969</b>	<b>4 043</b>	<b>1 382</b>	<b>287</b>	<b>269</b>	<b>34 678</b>
Always need help with ADL	%	51.6	36.7	46.3	41.8	29.0	40.4	56.4	40.9	41.3
Sometimes need help with ADL	%	38.3	47.2	41.1	44.2	47.8	37.0	25.1	43.9	43.5

Table 14A.22

**Table 14A.22 Users of CSTDA community access services, by severity of disability (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic (g)</i>	<i>Qld</i>	<i>WA (h)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Does not need help with ADL	%	10.1	16.1	12.6	14.1	23.2	22.5	18.5	15.2	15.2
<b>Total</b>	%	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
2006-07										
Always need help with ADL	no.	4 061	4 645	3 115	1 966	1 421	562	143	155	16 057
Sometimes need help with ADL	no.	3 634	6 361	3 067	1 215	2 228	535	111	138	17 280
Does not need help with ADL	no.	1 036	1 918	902	515	1 017	200	34	35	5 657
<b>Total</b>	<b>no.</b>	<b>8 731</b>	<b>12 924</b>	<b>7 084</b>	<b>3 696</b>	<b>4 666</b>	<b>1 297</b>	<b>288</b>	<b>328</b>	<b>38 994</b>
Always need help with ADL	%	46.5	35.9	44.0	53.2	30.5	43.3	49.7	47.3	41.2
Sometimes need help with ADL	%	41.6	49.2	43.3	32.9	47.7	41.2	38.5	42.1	44.3
Does not need help with ADL	%	11.9	14.8	12.7	13.9	21.8	15.4	11.8	10.7	14.5
<b>Total</b>	%	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
2007-08										
Need help with ADL	no.	8 077	10 292	6 378	2 985	3 751	1 081	370	222	33 122
Does not need help with ADL	no.	1 108	1 707	814	261	1 151	307	31	21	5 400
Not stated/not collected	no.	2 725	1 930	626	543	833	156	46	68	6 927
<b>Total</b>	<b>no.</b>	<b>11 910</b>	<b>13 929</b>	<b>7 818</b>	<b>3 789</b>	<b>5 735</b>	<b>1 544</b>	<b>447</b>	<b>311</b>	<b>45 449</b>
Need help with ADL	%	67.8	73.9	81.6	78.8	65.4	70.0	82.8	71.4	72.9
Does not need help with ADL	%	9.3	12.3	10.4	6.9	20.1	19.9	6.9	6.8	11.9
Not stated/not collected	%	22.9	13.9	8.0	14.3	14.5	10.1	10.3	21.9	15.2
<b>Total</b>	%	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

(a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Row totals may not be the sum of the components since individuals might have accessed services from more than one State or Territory.

(b) Data exclude 13 417 service users in 2003-04, 4517 service users in 2004-05, 4637 service users in 2005-06 and 5845 service users in 2006-07 who did not report on a need for support with any of the areas: self-care, mobility, or communication. Hence service user totals may differ from other tables and care should be taken when interpreting this indicator. This 'not reported' total includes users of service type 3.02 (recreation/holiday programs) who were not required to complete this item; however those who did provide a response are included in the data.

**Table 14A.22 Users of CSTDA community access services, by severity of disability (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic (g)</i>	<i>Qld</i>	<i>WA (h)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
(c)	Data on the need for help with ADL are derived using information on the level of support needed in one or more of the core support areas: self care, mobility, and communication. Service users who need help with ADL reported always/sometimes needing help in one or more of these areas (people who need help with ADL are 'conceptually comparable' with people who have a profound or severe core activity limitation). Service users who did not need help with ADL, reported needing no support in all the core activity support areas. For these service users, help may be needed in other areas, for example, with interpersonal interactions, learning, and community and economic life.									
(d)	Data for service users of CSTDA funded community access services exclude specialist psychiatric disability services specifically identified by the jurisdiction.									
(e)	Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality.									
(f)	NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions.									
(g)	Victorian 2003-04 data are reported to be significantly understated because errors in the 'date of last service received' and lower than expected response rates have led to under-counting of service users.									
(h)	WA data for 2005-06 have been corrected for miscoding of data and, therefore, vary from the data reported in the AIHW report on Disability Support Services in 2005-06.									

Source: AIHW unpublished, CSTDA NMDS.

Table 14A.23

**Table 14A.23 Users of CSTDA respite services, by severity of disability (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (g)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<b>2004-05</b>										
Always need help with ADL	no.	2 017	3 872	1 925	1 386	743	141	135	76	10 266
Sometimes need help with ADL	no.	1 246	2 931	1 277	1 164	525	105	102	24	7 368
Does not need help with ADL	no.	187	610	227	154	117	19	22	4	1 339
<b>Total</b>	<b>no.</b>	<b>3 450</b>	<b>7 413</b>	<b>3 429</b>	<b>2 704</b>	<b>1 385</b>	<b>265</b>	<b>259</b>	<b>104</b>	<b>18 973</b>
Always need help with ADL	%	58.5	52.2	56.1	51.3	53.6	53.2	52.1	73.1	54.1
Sometimes need help with ADL	%	36.1	39.5	37.2	43.0	37.9	39.6	39.4	23.1	38.8
Does not need help with ADL	%	5.4	8.2	6.6	5.7	8.4	7.2	8.5	3.8	7.1
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>2005-06</b>										
Always need help with ADL	no.	2 518	4 019	2 278	1 249	775	160	155	85	11 212
Sometimes need help with ADL	no.	1 471	4 221	1 612	1 044	595	98	102	41	9 171
Does not need help with ADL	no.	211	781	286	155	114	20	34	3	1 603
<b>Total</b>	<b>no.</b>	<b>4 200</b>	<b>9 021</b>	<b>4 176</b>	<b>2 448</b>	<b>1 484</b>	<b>278</b>	<b>291</b>	<b>129</b>	<b>21 986</b>
Always need help with ADL	%	60.0	44.6	54.5	51.0	52.2	57.6	53.3	65.9	51.0
Sometimes need help with ADL	%	35.0	46.8	38.6	42.6	40.1	35.3	35.1	31.8	41.7
Does not need help with ADL	%	5.0	8.7	6.8	6.3	7.7	7.2	11.7	2.3	7.3
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>2006-07</b>										
Always need help with ADL	no.	3 013	4 350	2 469	1 532	794	163	152	118	12 567
Sometimes need help with ADL	no.	2 024	4 496	1 716	1 115	642	95	126	55	10 258
Does not need help with ADL	no.	308	829	352	186	116	20	27	6	1 843
<b>Total</b>	<b>no.</b>	<b>5 345</b>	<b>9 675</b>	<b>4 537</b>	<b>2 833</b>	<b>1 552</b>	<b>278</b>	<b>305</b>	<b>179</b>	<b>24 668</b>
Always need help with ADL	%	56.4	45.0	54.4	54.1	51.2	58.6	49.8	65.9	50.9
Sometimes need help with ADL	%	37.9	46.5	37.8	39.4	41.4	34.2	41.3	30.7	41.6



Table 14A.23

**Table 14A.23 Users of CSTDA respite services, by severity of disability (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (g)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Does not need help with ADL	%	5.8	8.6	7.8	6.6	7.5	7.2	8.9	3.4	7.5
<b>Total</b>	%	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
2007-08										
Need help with ADL	no.	5 727	9 477	4 254	2 573	1 533	282	284	127	24 205
Does not need help with ADL	no.	374	930	283	164	107	16	30	2	1 904
Not stated/not collected	no.	356	2 724	27	117	20	3	6	85	3 338
<b>Total</b>	<b>no.</b>	<b>6 457</b>	<b>13 131</b>	<b>4 564</b>	<b>2 854</b>	<b>1 660</b>	<b>301</b>	<b>320</b>	<b>214</b>	<b>29 447</b>
Need help with ADL	%	88.7	72.2	93.2	90.2	92.3	93.7	88.8	59.3	82.2
Does not need help with ADL	%	5.8	7.1	6.2	5.7	6.4	5.3	9.4	0.9	6.5
Not stated/not collected	%	5.5	20.7	0.6	4.1	1.2	1.0	1.9	39.7	11.3
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

- (a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Row totals may not be the sum of the components since individuals might have accessed services from more than one State or Territory.
- (b) Data exclude 2824 service users in 2004-05, 3214 service users in 2005-06 and 3229 service users in 2006-07 who did not report on a need for support with any of the areas: self-care, mobility, or communication. Hence service user totals may differ from other tables and care should be taken when interpreting this indicator.
- (c) Data on the need for help with ADL are derived using information on the level of support needed in one or more of the core support areas: self care, mobility, and communication. Service users who need help with ADL reported always/sometimes needing help in one or more of these areas (people who need help with ADL are 'conceptually comparable' with people who have a profound or severe core activity limitation). Service users who did not need help with ADL, reported needing no support in all the core activity support areas. For these service users, help may be needed in other areas, for example, with interpersonal interactions, learning, and community and economic life.
- (d) Data for service users of CSTDA funded respite services exclude specialist psychiatric disability services specifically identified by the jurisdiction.
- (e) Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality.
- (f) NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions.
- (g) WA data for 2005-06 have been corrected for miscoding of data and, therefore, vary from the data reported in the AIHW report on Disability Support Services in 2005-06.

Source: AIHW unpublished, *CSTDA NMDS*.

Table 14A.24

**Table 14A.24 Users of CSTDA employment services, by severity of disability (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2007-08										
Need help with ADL	no.	8 285	5 353	4 010	3 240	3 150	778	332	180	25 253
Does not need help with ADL	no.	19 241	16 775	12 655	4 290	4 816	1 486	729	444	60 176
Not stated/not collected	no.	1 517	1 318	901	399	257	54	26	37	4 506
<b>Total</b>	<b>no.</b>	<b>29 043</b>	<b>23 446</b>	<b>17 566</b>	<b>7 929</b>	<b>8 223</b>	<b>2 318</b>	<b>1 087</b>	<b>661</b>	<b>89 935</b>
Need help with ADL	%	28.5	22.8	22.8	40.9	38.3	33.6	30.5	27.2	28.1
Does not need help with ADL	%	66.3	71.5	72.0	54.1	58.6	64.1	67.1	67.2	66.9
Not stated/not collected	%	5.2	5.6	5.1	5.0	3.1	2.3	2.4	5.6	5.0
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

- (a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Row totals may not be the sum of the components since individuals might have accessed services from more than one State or Territory.
- (b) Data for previous years are not published due to a coding error relating to communication support needs. Due to this error, results for previous years are significantly different and should not be compared with 2007-08 data.
- (c) Data on the need for help with ADL are derived using information on the level of support needed in one or more of the core support areas: self care, mobility, and communication. Service users who need help with ADL reported always/sometimes needing help in one or more of these areas (people who need help with ADL are 'conceptually comparable' with people who have a profound or severe core activity limitation). Service users who did not need help with ADL, reported needing no support in all the core activity support areas. For these service users, help may be needed in other areas, for example, with interpersonal interactions, learning, and community and economic life.
- (d) Need for help with ADL relates to the level of support needed in the areas of self care, mobility and communication. It does not necessarily relate to the level of support needed to find or maintain employment.

Source: AIHW unpublished, CSTDA NMDS.

Table 14A.25

Table 14A.25 Users of CSTDA accommodation support services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)

	Unit	NSW (i)	Vic (j)	Qld	WA	SA	Tas	ACT (k)	NT	Aust
2003-04										
Geographic locations, people aged under 65 years										
	Major cities	'000 4 178.2	3 149.3	1 771.5	1 215.0	931.7	..	293.6	..	11 539.4
	Inner regional	'000 1 168.0	896.6	849.3	215.0	164.7	261.2	0.6	..	3 555.9
	Outer regional	'000 404.0	211.0	595.2	165.3	150.6	139.3	..	103.2	1 768.5
	Remote/Very remote	'000 41.0	4.8	134.0	131.8	52.3	9.4	..	87.1	462.5
Users										
	Major cities	no. 4 200	5 596	2 568	2 401	3 303	np	330	np	18 396
	Inner regional	no. 1 714	2 376	1 204	285	359	791	np	np	6 729
	Outer regional	no. 345	550	626	181	339	266	np	137	2 444
	Remote/Very remote	no. 16	7	32	50	57	11	np	75	248
Users/1000 people										
	Major cities	no. 1.0	1.8	1.4	2.0	3.5	..	1.1	..	1.6
	Inner regional	no. 1.5	2.6	1.4	1.3	2.2	3.0	np	..	1.9
	Outer regional	no. 0.9	2.6	1.1	1.1	2.3	1.9	..	1.3	1.4
	Remote/Very remote	no. 0.4	1.5	0.2	0.4	1.1	1.2	..	0.9	0.5
	Outer regional and remote/very remote	no. 0.8	2.6	0.9	0.8	2.0	1.9	..	1.1	1.2
All Australia, people aged under 65 years										
	All people	'000 5 791.2	4 261.7	3 350.0	1 727.2	1 299.2	409.9	294.2	190.3	17 326.2
	Users	no. 6 275	8 529	4 430	2 917	4 058	1 068	332	212	27 817
	Users/1000 people	no. 1.1	2.0	1.3	1.7	3.1	2.6	1.1	1.1	1.6
Proportion in geographic locations										
	Major cities									
	All people	% 72.1	73.9	52.9	70.3	71.7	..	99.8	..	66.6

Table 14A.25

Table 14A.25 Users of CSTDA accommodation support services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)

	Unit	NSW (i)	Vic (j)	Qld	WA	SA	Tas	ACT (k)	NT	Aust
Users	%	66.9	65.6	58.0	82.3	81.4	..	99.4	..	66.1
Inner regional										
All people	%	20.2	21.0	25.4	12.4	12.7	63.7	0.2	..	20.5
Users	%	27.3	27.9	27.2	9.8	8.8	74.1	0.3	..	24.2
Outer regional										
All people	%	7.0	5.0	17.8	9.6	11.6	34.0	..	54.2	10.2
Users	%	5.5	6.4	14.1	6.2	8.4	24.9	0.3	64.6	8.8
Remote/Very remote										
All people	%	0.7	0.1	4.0	7.6	4.0	2.3	..	45.8	2.7
Users	%	0.3	0.1	0.7	1.7	1.4	1.0	..	35.4	0.9
2004-05										
Geographic locations, people aged under 65 years										
Major cities	'000	4 199.9	3 175.4	1 813.1	1 231.0	933.7	..	293.4	..	11 646.4
Inner regional	'000	1 171.3	908.5	872.1	223.3	166.6	264.0	0.6	..	3 606.9
Outer regional	'000	401.9	211.3	603.5	163.0	149.6	139.9	..	104.3	1 773.5
Remote/Very remote	'000	40.5	4.7	133.6	130.6	52.2	9.4	..	86.8	459.7
Users										
Major cities	no.	4 092	5 445	2 695	2 585	3 567	–	337	–	18 719
Inner regional	no.	1 494	2 261	1 299	328	400	834	np	np	6 616
Outer regional	no.	196	547	646	207	292	280	–	111	2 278
Remote/Very remote	no.	14	5	32	38	273	13	–	78	452
Users/1000 people										
Major cities	no.	1.0	1.7	1.5	2.1	3.8	..	1.1	..	1.6
Inner regional	no.	1.3	2.5	1.5	1.5	2.4	3.2	np	..	1.8
Outer regional	no.	0.5	2.6	1.1	1.3	2.0	2.0	..	1.1	1.3
Remote/Very remote	no.	0.3	1.1	0.2	0.3	5.2	1.4	..	0.9	1.0
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Table 14A.25

Table 14A.25 Users of CSTDA accommodation support services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)

	Unit	NSW (i)	Vic (j)	Qld	WA	SA	Tas	ACT (k)	NT	Aust
Outer regional and remote/very remote	no.	0.5	2.6	0.9	0.8	2.8	2.0	..	1.0	1.2
All Australia, people aged under 65 years										
All people	'000	5 813.5	4 299.8	3 422.4	1 747.9	1 302.1	413.3	294.0	191.0	17 486.6
Users	no.	5 796	8 258	4 672	3 158	4 532	1 127	337	190	28 065
Users/1000 people	no.	1.0	1.9	1.4	1.8	3.5	2.7	1.1	1.0	1.6
Proportion in geographic locations										
Major cities										
All people	%	72.2	73.8	53.0	70.4	71.7	..	99.8	..	66.6
Users	%	70.6	65.9	57.7	81.9	78.7	..	100.0	..	66.7
Inner regional										
All people	%	20.1	21.1	25.5	12.8	12.8	63.9	0.2	..	20.6
Users	%	25.8	27.4	27.8	10.4	8.8	74.0	np	0.5	23.6
Outer regional										
All people	%	6.9	4.9	17.6	9.3	11.5	33.9	..	54.6	10.1
Users	%	3.4	6.6	13.8	6.6	6.4	24.8	..	58.4	8.1
Remote/Very remote										
All people	%	0.7	0.1	3.9	7.5	4.0	2.3	..	45.4	2.6
Users	%	0.2	0.1	0.7	1.2	6.0	1.2	..	41.1	1.6
2005-06										
Geographic locations, people aged under 65 years										
Major cities	'000	4 222.9	3 203.4	1 849.7	1 245.9	937.2	..	294.0	..	11 753.0
Inner regional	'000	1 178.4	924.1	896.8	233.6	169.2	266.0	0.6	..	3 669.2
Outer regional	'000	401.7	212.6	615.2	163.7	149.3	139.9	..	105.6	1 788.1
Remote/Very remote	'000	40.2	4.7	134.3	129.9	52.1	9.4	..	88.3	460.8



Table 14A.25

Table 14A.25 Users of CSTDA accommodation support services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)

	Unit	NSW (i)	Vic (j)	Qld	WA	SA	Tas	ACT (k)	NT	Aust
Remote/Very remote										
	%	0.7	0.1	3.8	7.3	4.0	2.3	..	45.5	2.6
	%	0.1	0.1	0.5	1.7	1.7	1.1	..	37.3	0.9
2006-07										
Geographic locations, people aged under 65 years										
	'000	4 328.8	3 349.8	2 149.0	1 298.0	968.6	..	302.0	..	12 396.1
Major cities	'000	1 166.2	883.6	770.0	220.1	160.1	270.8	0.5	..	3 471.2
Inner regional	'000	370.2	207.0	550.7	167.5	152.1	139.0	..	109.3	1 695.7
Outer regional	'000	33.1	3.9	128.3	132.1	51.3	8.8	..	91.6	449.1
Potential population, people aged under 65 years										
	'000	157.1	123.4	79.3	51.3	39.3	..	11.7	..	462.1
Major cities	'000	58.0	43.0	39.6	10.2	6.5	10.7	–	..	168.0
Inner regional	'000	19.1	10.1	21.6	7.1	6.7	6.3	..	4.3	75.2
Outer regional	'000	1.3	0.2	3.5	3.9	1.7	0.3	..	3.4	14.3
Remote/Very remote	'000									
Users										
	no.	4 811	5 050	3 163	3 037	3 799	np	317	np	20 176
Major cities	no.	2 071	2 236	1 555	385	484	774	np	np	7 507
Inner regional	no.	404	543	714	257	310	314	np	161	2 701
Outer regional	no.	14	4	32	73	52	11	np	101	287
Users/1000 people										
	no.	1.1	1.5	1.5	2.3	3.9	..	1.0	..	1.6
Major cities	no.	1.8	2.5	2.0	1.7	3.0	2.9	np	..	2.2
Inner regional	no.	1.1	2.6	1.3	1.5	2.0	2.3	..	1.5	1.6
Outer regional	no.	0.4	1.0	0.2	0.6	1.0	1.3	..	1.1	0.6
Remote/Very remote	no.									

Table 14A.25

Table 14A.25 Users of CSTDA accommodation support services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)

	Unit	NSW (i)	Vic (j)	Qld	WA	SA	Tas	ACT (k)	NT	Aust
Major cities and inner regional	no.	1.3	1.7	1.6	2.3	3.8	2.9	1.1	..	1.7
Outer regional and remote/very remote	no.	1.0	2.6	1.1	1.1	1.8	2.2	..	1.3	1.4
Users/1000 potential population										
Major cities	no.	30.6	40.9	39.9	59.2	96.7	..	27.0	..	43.7
Inner regional	no.	35.7	52.0	39.3	37.8	73.9	72.5	68.4	..	44.7
Outer regional	no.	21.2	53.9	33.0	36.2	46.1	49.9	..	37.6	35.9
Remote/Very remote	no.	10.6	17.8	9.1	18.7	31.5	33.4	..	30.1	20.0
Major cities and inner regional	no.	32.0	43.8	39.7	55.7	93.5	72.5	27.1	..	43.9
Outer regional and remote/very remote	no.	20.5	53.1	29.6	30.0	43.2	49.1	..	34.3	33.4
All Australia, people aged under 65 years										
All people	'000	5 898.3	4 444.3	3 598.0	1 817.6	1 332.0	418.6	302.5	200.9	18 012.1
Users	no.	7 300	7 833	5 464	3 752	4 645	1 099	318	262	30 671
Users/1000 people	no.	1.2	1.8	1.5	2.1	3.5	2.6	1.1	1.3	1.7
Proportion in geographic locations										
Major cities										
All people	%	73.4	75.4	59.7	71.4	72.7	..	99.8	..	68.8
Users	%	65.9	64.5	57.9	80.9	81.8	..	99.7	..	65.8
Inner regional										
All people	%	19.8	19.9	21.4	12.1	12.0	64.7	0.2	..	19.3
Users	%	28.4	28.5	28.5	10.3	10.4	70.4	0.3	..	24.5
Outer regional										
All people	%	6.3	4.7	15.3	9.2	11.4	33.2	..	54.4	9.4



Table 14A.25

Table 14A.25 Users of CSTDA accommodation support services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)

	Unit	NSW (i)	Vic (j)	Qld	WA	SA	Tas	ACT (k)	NT	Aust
Users	%	5.5	6.9	13.1	6.8	6.7	28.6	..	61.5	8.8
Remote/Very remote										
All people	%	0.6	0.1	3.6	7.3	3.9	2.1	..	45.6	2.5
Users	%	0.2	0.1	0.6	1.9	1.1	1.0	..	38.5	0.9
2007-08										
Geographic locations, people aged under 65 years										
Major cities	'000	4 386.7	3 413.4	2 205.5	1 327.7	979.4	..	307.4	..	12 620.2
Inner regional	'000	1 174.7	893.4	789.4	231.8	161.6	272.0	0.4	..	3 523.5
Outer regional	'000	368.9	208.1	567.2	170.8	152.3	139.5	..	111.8	1 718.6
Remote/Very remote	'000	32.6	3.7	122.6	132.1	51.4	8.7	..	92.5	443.7
Potential population, people aged under 65 years										
Major cities	'000	159.2	125.7	81.3	52.6	39.8	..	12.0	..	470.5
Inner regional	'000	58.8	43.7	40.6	10.5	6.6	10.8	–	..	171.0
Outer regional	'000	19.4	10.3	22.2	7.3	6.8	6.4	..	4.4	76.6
Remote/Very remote	'000	1.3	0.2	3.6	4.0	1.7	0.3	..	3.4	14.6
Users										
Major cities	no.	4 928	5 131	3 086	2 670	3 633	np	338	np	19 780
Inner regional	no.	1 930	2 276	1 597	367	466	839	np	np	7 473
Outer regional	no.	429	556	739	215	336	280	np	147	2 702
Remote/Very remote	no.	14	4	46	50	144	9	np	110	377
Users/1000 people										
Major cities	no.	1.1	1.5	1.4	2.0	3.7	..	1.1	..	1.6
Inner regional	no.	1.6	2.5	2.0	1.6	2.9	3.1	np	..	2.1
Outer regional	no.	1.2	2.7	1.3	1.3	2.2	2.0	..	1.3	1.6
Remote/Very remote	no.	0.4	1.1	0.4	0.4	2.8	1.0	..	1.2	0.9

Table 14A.25

Table 14A.25 Users of CSTDA accommodation support services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)

	Unit	NSW (i)	Vic (j)	Qld	WA	SA	Tas	ACT (k)	NT	Aust
Major cities and inner regional	no.	1.2	1.7	1.6	1.9	3.6	3.1	1.1	..	1.7
Outer regional and remote/very remote	no.	1.1	2.6	1.1	0.9	2.4	2.0	..	1.3	1.4
Users/1000 potential population										
Major cities	no.	31.0	40.8	38.0	50.8	91.4	..	28.2	..	42.0
Inner regional	no.	32.8	52.0	39.4	35.1	70.2	77.9	np	..	43.7
Outer regional	no.	22.2	54.1	33.3	29.6	49.2	44.1	..	33.8	35.3
Remote/Very remote	no.	10.4	17.5	12.7	12.5	86.0	27.0	..	32.1	25.8
Major cities and inner regional	no.	31.5	43.7	38.4	48.2	88.4	78.0	28.2	..	42.5
Outer regional and remote/very remote	no.	21.4	53.3	30.4	23.5	56.5	43.2	..	33.0	33.7
All Australia, people aged under 65 years										
All people	'000	5 963.0	4 518.6	3 684.8	1 862.5	1 344.7	420.2	307.9	204.3	18 305.9
Users	no.	7 302	7 968	5 469	3 302	4 578	1 129	338	258	30 332
Users/1000 people	no.	1.2	1.8	1.5	1.8	3.4	2.7	1.1	1.3	1.7
Proportion in geographic locations										
Major cities										
All people	%	73.6	75.5	59.9	71.3	72.8	..	99.9	..	68.9
Users	%	67.5	64.4	56.4	80.9	79.4	0.1	100.0	..	65.2
Inner regional										
All people	%	19.7	19.8	21.4	12.4	12.0	64.7	0.1	..	19.2
Users	%	26.4	28.6	29.2	11.1	10.2	74.3	..	0.4	24.6
Outer regional										
All people	%	6.2	4.6	15.4	9.2	11.3	33.2	..	54.7	9.4

Table 14A.25

**Table 14A.25 Users of CSTDA accommodation support services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)**

	Unit	NSW (i)	Vic (j)	Qld	WA	SA	Tas	ACT (k)	NT	Aust
Users	%	5.9	7.0	13.5	6.5	7.3	24.8	..	57.0	8.9
Remote/Very remote										
All people	%	0.5	0.1	3.3	7.1	3.8	2.1	..	45.3	2.4
Users	%	0.2	0.1	0.8	1.5	3.1	0.8	..	42.6	1.2

(a) The State and Territory data on the Australian population are derived by the AIHW from ABS statistical local area population estimates for June 2003, 2004, 2005 and 2006 from regions of Australia population estimates for June 2007.

(b) Data on service users in each geographic location were estimated based on service users' residential postcodes. In some jurisdictions, there are services users from geographical locations that do not exist in that jurisdiction. This occurs when service users have accessed services in a state or territory other than their jurisdiction of residence. In addition, some postcode areas were split between two or more geographic locations. Where this was the case the data were weighted according to the proportion of the population of the postcode area in each geographic location.

(c) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Row totals may not be the sum of the components because individuals might have accessed services from more than one State or Territory.

(d) Data for all service users exclude 283 service users in 2003-04, 290 service users in 2004-05, 216 service users in 2005-06, 382 service users in 2006-07 and 269 service users in 2007-08 whose postcode was not reported. Hence service user totals may differ from other tables and care should be taken when interpreting this indicator.

(e) Data for users of CSTDA funded accommodation support services exclude specialist psychiatric disability services identified by the jurisdiction.

(f) Data on service users per 1000 people are derived by dividing the number of service users in a geographic location by the number of people aged under 65 years in that geographic location, multiplied by 1000. Data on service users per 1000 potential population are derived by dividing the number of service users in a geographic location by the potential population aged under 65 years in that geographic location, multiplied by 1000. The 'major cities and inner regional' classification was derived by adding major cities and inner regional data. The 'outer regional and remote/very remote' classification was derived by adding outer regional, remote and very remote data. The potential populations for 2006-07 have been revised, therefore data for service users per 1000 potential population can differ from those in the 2009 Report.

(g) Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality.

(h) Comparisons of access per 1000 people between the outer regional and remote/very remote population and other populations should be undertaken with care. Outer regional and remote/very remote areas have a higher proportion of Indigenous people than other areas and therefore the need for services may be greater in outer regional and remote areas due to the higher prevalence of disability.

Table 14A.25

Table 14A.25 Users of CSTDA accommodation support services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)

	Unit	NSW (i)	Vic (j)	Qld	WA	SA	Tas	ACT (k)	NT	Aust
(i)	NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions.									
(j)	Victorian 2003-04 data are reported to be significantly understated because errors in the 'date of last service received' and lower than expected response rates have led to under-counting of service users.									
(k)	ACT data for service users per 1000 people in inner regional areas are not published as they are based on a small number of service users.									
.. Not applicable. – Nil or rounded to zero. <b>np</b> Not published.										
Source : AIHW unpublished, CSTDA NMDS; AIHW unpublished, derived from ABS 2004, 2003 Survey of Disability, Ageing and Carers , Cat. no. 4430.0, Canberra, ABS 2006 Census of Population and Housing (CDATA Online), ABS 2008, Population by Age and Sex, Regions of Australia, 2007; Cat. no. 3235.0, Canberra and ABS SLA population estimates for June 2003, 2004, 2005 and 2006.										

Table 14A.26

Table 14A.26 Users of CSTDA community support services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)

Unit	NSW (i)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
2006-07									
Geographic locations, people aged under 65 years									
Major cities	'000 4 328.8	3 349.8	2 149.0	1 298.0	968.6	..	302.0	..	12 396.1
Inner regional	'000 1 166.2	883.6	770.0	220.1	160.1	270.8	0.5	..	3 471.2
Outer regional	'000 370.2	207.0	550.7	167.5	152.1	139.0	..	109.3	1 695.7
Remote/Very remote	'000 33.1	3.9	128.3	132.1	51.3	8.8	..	91.6	449.1
Potential population, people aged under 65 years									
Major cities	'000 157.1	123.4	79.3	51.3	39.3	..	11.7	..	462.1
Inner regional	'000 58.0	43.0	39.6	10.2	6.5	10.7	–	..	168.0
Outer regional	'000 19.1	10.1	21.6	7.1	6.7	6.3	..	4.3	75.2
Remote/Very remote	'000 1.3	0.2	3.5	3.9	1.7	0.3	..	3.4	14.3
Users									
Major cities	no. 13 358	23 023	5 483	9 782	8 714	6	3 010	np	63 271
Inner regional	no. 5 357	9 395	2 944	1 548	1 502	1 551	12	np	22 236
Outer regional	no. 2 180	2 312	1 721	1 137	1 232	577	np	339	9 467
Remote/Very remote	no. 192	57	499	578	290	26	np	113	1 741
Users/1000 people									
Major cities	no. 3.1	6.9	2.6	7.5	9.0	..	10.0	..	5.1
Inner regional	no. 4.6	10.6	3.8	7.0	9.4	5.7	25.2	..	6.4
Outer regional	no. 5.9	11.2	3.1	6.8	8.1	4.2	..	3.1	5.6
Remote/Very remote	no. 5.8	14.6	3.9	4.4	5.7	3.0	..	1.2	3.9
Major cities and inner regional	no. 3.4	7.7	2.9	7.5	9.1	5.7	10.0	..	5.4
Outer regional and remote/very remote	no. 5.9	11.2	3.3	5.7	7.5	4.1	..	2.2	5.2

Table 14A.26

Table 14A.26    **Users of CSTDA community support services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)**

<i>Unit</i>		<i>NSW (i)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Users/1000 potential population										
Major cities	no.	85.0	186.6	69.2	190.7	221.9	..	256.4	..	136.9
Inner regional	no.	92.3	218.7	74.4	151.8	229.3	145.3	820.3	..	132.3
Outer regional	no.	114.2	229.4	79.6	160.3	183.0	91.8	..	79.2	125.9
Remote/Very remote	no.	145.0	254.3	141.4	147.7	175.6	79.0	..	33.6	121.5
Major cities and inner regional	no.	87.0	194.9	70.9	184.3	223.0	145.8	257.1	..	135.7
Outer regional and remote/very remote	no.	116.2	229.9	88.2	155.8	181.6	91.1	..	59.2	125.2
All Australia, people aged under 65 years										
All people	'000	5 898.3	4 444.3	3 598.0	1 817.6	1 332.0	418.6	302.5	200.9	18 012.1
Users	no.	21 087	34 787	10 647	13 045	11 738	2 160	3 023	455	96 715
Users/1000 people	no.	3.6	7.8	3.0	7.2	8.8	5.2	10.0	2.3	5.4
Proportion in geographic locations										
Major cities										
All people	%	73.4	75.4	59.7	71.4	72.7	..	99.8	..	68.8
Users	%	63.3	66.2	51.5	75.0	74.2	0.3	99.6	..	65.4
Inner regional										
All people	%	19.8	19.9	21.4	12.1	12.0	64.7	0.2	..	19.3
Users	%	25.4	27.0	27.7	11.9	12.8	71.8	0.4	0.2	23.0
Outer regional										
All people	%	6.3	4.7	15.3	9.2	11.4	33.2	..	54.4	9.4
Users	%	10.3	6.6	16.2	8.7	10.5	26.7	..	74.5	9.8
Remote/Very remote										
All people	%	0.6	0.1	3.6	7.3	3.9	2.1	..	45.6	2.5
Users	%	0.9	0.2	4.7	4.4	2.5	1.2	..	24.8	1.8

Table 14A.26

Table 14A.26 Users of CSTDA community support services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)

	Unit	NSW (i)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
2007-08										
Geographic locations, people aged under 65 years										
	Major cities	'000 4 386.7	3 413.4	2 205.5	1 327.7	979.4	..	307.4	..	12 620.2
	Inner regional	'000 1 174.7	893.4	789.4	231.8	161.6	272.0	0.4	..	3 523.5
	Outer regional	'000 368.9	208.1	567.2	170.8	152.3	139.5	..	111.8	1 718.6
	Remote/Very remote	'000 32.6	3.7	122.6	132.1	51.4	8.7	..	92.5	443.7
Potential population, people aged under 65 years										
	Major cities	'000 159.2	125.7	81.3	52.6	39.8	..	12.0	..	470.5
	Inner regional	'000 58.8	43.7	40.6	10.5	6.6	10.8	–	..	171.0
	Outer regional	'000 19.4	10.3	22.2	7.3	6.8	6.4	..	4.4	76.6
	Remote/Very remote	'000 1.3	0.2	3.6	4.0	1.7	0.3	..	3.4	14.6
Users										
	Major cities	no. 14 270	22 444	6 126	7 835	10 043	np	3 239	np	63 793
	Inner regional	no. 5 820	9 128	3 493	1 498	1 775	1 763	13	np	23 385
	Outer regional	no. 1 760	2 141	2 174	1 147	1 474	647	np	657	9 945
	Remote/Very remote	no. 144	58	504	658	506	28	np	824	2 701
Users/1000 people										
	Major cities	no. 3.3	6.6	2.8	5.9	10.3	..	10.5	..	5.1
	Inner regional	no. 5.0	10.2	4.4	6.5	11.0	6.5	29.1	..	6.6
	Outer regional	no. 4.8	10.3	3.8	6.7	9.7	4.6	..	5.9	5.8
	Remote/Very remote	no. 4.4	15.6	4.1	5.0	9.8	3.2	..	8.9	6.1
	Major cities and inner regional	no. 3.6	7.3	3.2	6.0	10.4	6.5	10.6	..	5.4
	Outer regional and remote/very remote	no. 4.7	10.4	3.9	6.0	9.7	4.6	..	7.2	5.8

Table 14A.26

Table 14A.26 Users of CSTDA community support services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)

	Unit	NSW (i)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Users/1000 potential population										
	Major cities	no.	89.6	178.6	75.4	149.0	252.6	..	270.7	..
	Inner regional	no.	99.0	208.7	86.1	143.2	267.6	163.8	855.9	..
	Outer regional	no.	90.9	208.5	98.0	157.7	216.0	101.8	..	150.9
	Remote/Very remote	no.	107.1	253.5	139.2	163.9	302.3	84.1	..	240.7
	Major cities and inner regional	no.	92.1	186.3	79.0	148.0	254.8	164.1	271.4	..
	Outer regional and remote/very remote	no.	92.0	209.5	103.8	159.9	233.0	100.9	..	190.4
All Australia, people aged under 65 years										
	All people	'000	5 963.0	4 518.6	3 684.8	1 862.5	1 344.7	420.2	307.9	204.3
	Users	no.	21 994	33 770	12 297	11 138	13 798	2 442	3 255	1 487
	Users/1000 people	no.	3.7	7.5	3.3	6.0	10.3	5.8	10.6	7.3
Proportion in geographic locations										
Major cities										
	All people	%	73.6	75.5	59.9	71.3	72.8	..	99.9	..
	Users	%	64.9	66.5	49.8	70.3	72.8	0.2	99.5	0.3
Inner regional										
	All people	%	19.7	19.8	21.4	12.4	12.0	64.7	0.1	..
	Users	%	26.5	27.0	28.4	13.4	12.9	72.2	0.4	0.1
Outer regional										
	All people	%	6.2	4.6	15.4	9.2	11.3	33.2	..	54.7
	Users	%	8.0	6.3	17.7	10.3	10.7	26.5	..	44.2
Remote/Very remote										
	All people	%	0.5	0.1	3.3	7.1	3.8	2.1	..	45.3
	Users	%	0.7	0.2	4.1	5.9	3.7	1.1	..	55.4

REPORT ON  
GOVERNMENT  
SERVICES 2010

SERVICES FOR  
PEOPLE WITH  
DISABILITY



Table 14A.26

**Table 14A.26 Users of CSTDA community support services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)**

	Unit	NSW (i)	Vic	Q/d	WA	SA	Tas	ACT	NT	Aust
(a)	The State and Territory data on the Australian population are derived by the AIHW from ABS statistical local area population estimates for June 2006 and from regions of Australia population estimates for June 2007.									
(b)	Data on service users in each geographic location were estimated based on service users' residential postcodes. Data on service users in each geographic location were estimated based on service users' residential postcodes. In some jurisdictions, there are services users from geographical locations that do not exist in that jurisdiction. This occurs when service users have accessed services in a state or territory other than their jurisdiction of residence. In addition, some postcode areas were split between two or more geographic locations. Where this was the case the data were weighted according to the proportion of the population of the postcode area in each geographic location.									
(c)	Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Row totals may not be the sum of the components because individuals might have accessed services from more than one State or Territory.									
(d)	Data for all service users exclude 1717 service users in 2006-07 and 3752 service users in 2007-08 whose postcode was not reported. Hence service user totals may differ from other tables and care should be taken when interpreting this indicator.									
(e)	Data for users of CSTDA funded community support services exclude specialist psychiatric disability services identified by the jurisdiction.									
(f)	Data on service users per 1000 people are derived by dividing the number of service users in a geographic location by the number of people aged under 65 years in that geographic location, multiplied by 1000. Data on service users per 1000 potential population are derived by dividing the number of service users in a geographic location by the potential population aged under 65 years in that geographic location, multiplied by 1000. The 'major cities and inner regional' classification was derived by adding major cities and inner regional data. The 'outer regional and remote/very remote' classification was derived by adding outer regional, remote and very remote data. The potential populations for 2006-07 have been revised, therefore data for service users per 1000 potential population can differ from those in the 2009 Report.									
(g)	Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality.									
(h)	Comparisons of access per 1000 people between the outer regional and remote/very remote population and other populations should be undertaken with care. Outer regional and remote/very remote areas have a higher proportion of Indigenous people than other areas and therefore the need for services may be greater in outer regional and remote areas due to the higher prevalence of disability.									
(i)	NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions. .. Not applicable. – Nil or rounded to zero.									
Source: AIHW unpublished, CSTDA NMDS; AIHW unpublished, derived from ABS 2004, 2003 Survey of Disability, Ageing and Carers, Cat. no. 4430.0, Canberra, ABS 2006 Census of Population and Housing (CDA TA Online), ABS 2008, Population by Age and Sex, Regions of Australia, 2007; Cat. no. 3235.0, Canberra and ABS SLA population estimates for June 2006.										

Table 14A.27

Table 14A.27 Users of CSTDA community access services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)

	Unit	NSW (i)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
2006-07										
Geographic locations, people aged under 65 years										
	Major cities	'000 4 328.8	3 349.8	2 149.0	1 298.0	968.6	..	302.0	..	12 396.1
	Inner regional	'000 1 166.2	883.6	770.0	220.1	160.1	270.8	0.5	..	3 471.2
	Outer regional	'000 370.2	207.0	550.7	167.5	152.1	139.0	..	109.3	1 695.7
	Remote/Very remote	'000 33.1	3.9	128.3	132.1	51.3	8.8	..	91.6	449.1
Potential population, people aged under 65 years										
	Major cities	'000 157.1	123.4	79.3	51.3	39.3	..	11.7	..	462.1
	Inner regional	'000 58.0	43.0	39.6	10.2	6.5	10.7	—	..	168.0
	Outer regional	'000 19.1	10.1	21.6	7.1	6.7	6.3	..	4.3	75.2
	Remote/Very remote	'000 1.3	0.2	3.5	3.9	1.7	0.3	..	3.4	14.3
Users										
	Major cities	no. 7 411	8 850	3 926	3 032	3 615	np	294	np	27 123
	Inner regional	no. 2 751	4 649	1 991	595	615	965	np	np	11 557
	Outer regional	no. 603	853	1 188	344	447	324	np	224	3 981
	Remote/Very remote	no. 24	46	84	90	89	12	np	104	448
Users/1000 people										
	Major cities	no. 1.7	2.6	1.8	2.3	3.7	..	1.0	..	2.2
	Inner regional	no. 2.4	5.3	2.6	2.7	3.8	3.6	np	..	3.3
	Outer regional	no. 1.6	4.1	2.2	2.1	2.9	2.3	..	2.0	2.3
	Remote/Very remote	no. 0.7	11.8	0.7	0.7	1.7	1.4	..	1.1	1.0
	Major cities and inner regional	no. 1.8	3.2	2.0	2.4	3.7	3.6	1.0	..	2.4
	Outer regional and remote/very remote	no. 1.6	4.3	1.9	1.4	2.6	2.3	..	1.6	2.1

Table 14A.27

Table 14A.27      **Users of CSTDA community access services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)**

	Unit	NSW (i)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Users/1000 potential population										
	Major cities	no.	47.2	71.7	49.5	59.1	92.1	..	25.0	58.7
	Inner regional	no.	47.4	108.2	50.3	58.3	93.9	90.4	—	68.8
	Outer regional	no.	31.6	84.6	54.9	48.5	66.4	51.5	..	52.9
	Remote/Very remote	no.	18.1	205.2	23.8	23.0	53.9	36.5	..	31.3
	Major cities and inner regional	no.	47.2	81.1	49.8	59.0	92.3	90.7	25.0	61.4
	Outer regional and remote/very remote	no.	30.7	87.3	50.5	39.4	63.9	50.8	..	49.5
All Australia, people aged under 65 years										
	All people	'000	5 898	4 444	3 598	1 818	1 332	419	302	18 012
	Users	no.	10 789	14 398	7 189	4 061	4 766	1 304	294	43 109
	Users/1000 people	no.	1.8	3.2	2.0	2.2	3.6	3.1	1.0	2.4
Proportion in geographic locations										
Major cities										
	All people	%	73.4	75.4	59.7	71.4	72.7	..	99.8	68.8
	Users	%	68.7	61.5	54.6	74.7	75.8	0.2	100.0	62.9
Inner regional										
	All people	%	19.8	19.9	21.4	12.1	12.0	64.7	0.2	19.3
	Users	%	25.5	32.3	27.7	14.7	12.9	74.0	np	26.8
Outer regional										
	All people	%	6.3	4.7	15.3	9.2	11.4	33.2	..	9.4
	Users	%	5.6	5.9	16.5	8.5	9.4	24.8	..	9.2
Remote/Very remote										
	All people	%	0.6	0.1	3.6	7.3	3.9	2.1	..	2.5
	Users	%	0.2	0.3	1.2	2.2	1.9	0.9	..	1.0

Table 14A.27

Table 14A.27 Users of CSTDA community access services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)

	Unit	NSW (i)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
2007-08										
Geographic locations, people aged under 65 years										
	Major cities	'000 4 386.7	3 413.4	2 205.5	1 327.7	979.4	..	307.4	..	12 620.2
	Inner regional	'000 1 174.7	893.4	789.4	231.8	161.6	272.0	0.4	..	3 523.5
	Outer regional	'000 368.9	208.1	567.2	170.8	152.3	139.5	..	111.8	1 718.6
	Remote/Very remote	'000 32.6	3.7	122.6	132.1	51.4	8.7	..	92.5	443.7
Potential population, people aged under 65 years										
	Major cities	'000 159.2	125.7	81.3	52.6	39.8	..	12.0	..	470.5
	Inner regional	'000 58.8	43.7	40.6	10.5	6.6	10.8	—	..	171.0
	Outer regional	'000 19.4	10.3	22.2	7.3	6.8	6.4	..	4.4	76.6
	Remote/Very remote	'000 1.3	0.2	3.6	4.0	1.7	0.3	..	3.4	14.6
Users										
	Major cities	no. 8 412	8 860	4 182	2 562	3 803	np	402	np	28 204
	Inner regional	no. 2 690	3 994	1 842	531	619	1 030	np	np	10 697
	Outer regional	no. 697	808	1 178	282	479	345	np	178	3 962
	Remote/Very remote	no. 30	19	120	65	88	15	np	64	401
Users/1000 people										
	Major cities	no. 1.9	2.6	1.9	1.9	3.9	..	1.3	..	2.2
	Inner regional	no. 2.3	4.5	2.3	2.3	3.8	3.8	np	..	3.0
	Outer regional	no. 1.9	3.9	2.1	1.7	3.1	2.5	..	1.6	2.3
	Remote/Very remote	no. 0.9	5.1	1.0	0.5	1.7	1.7	..	0.7	0.9
	Major cities and inner regional	no. 2.0	3.0	2.0	2.0	3.9	3.8	1.3	..	2.4
	Outer regional and remote/very remote	no. 1.8	3.9	1.9	1.1	2.8	2.4	..	1.2	2.0

Table 14A.27

Table 14A.27      **Users of CSTDA community access services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)**

	Unit	NSW (i)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Users/1000 potential population										
	Major cities	no.	52.8	70.5	51.5	48.7	95.7	..	33.6	60.0
	Inner regional	no.	45.7	91.3	45.4	50.8	93.3	95.7	65.8	62.6
	Outer regional	no.	36.0	78.7	53.1	38.8	70.2	54.3	..	51.7
	Remote/Very remote	no.	22.3	83.1	33.1	16.2	52.6	45.0	..	27.4
	Major cities and inner regional	no.	50.9	75.9	49.4	49.1	95.3	95.8	33.6	60.6
	Outer regional and remote/very remote	no.	35.1	78.8	50.3	30.7	66.7	53.8	..	47.8
All Australia, people aged under 65 years										
	All people	'000	5 963	4 519	3 685	1 862	1 345	420	308	18 306
	Users	no.	11 829	13 680	7 322	3 440	4 989	1 392	403	43 265
	Users/1000 people	no.	2.0	3.0	2.0	1.8	3.7	3.3	1.3	2.4
Proportion in geographic locations										
Major cities										
	All people	%	73.6	75.5	59.9	71.3	72.8	..	99.9	68.9
	Users	%	71.1	64.8	57.1	74.5	76.2	0.1	99.8	65.2
Inner regional										
	All people	%	19.7	19.8	21.4	12.4	12.0	64.7	0.1	19.2
	Users	%	22.7	29.2	25.2	15.4	12.4	74.0	0.2	24.7
Outer regional										
	All people	%	6.2	4.6	15.4	9.2	11.3	33.2	..	9.4
	Users	%	5.9	5.9	16.1	8.2	9.6	24.8	..	9.2
Remote/Very remote										
	All people	%	0.5	0.1	3.3	7.1	3.8	2.1	..	2.4
	Users	%	0.3	0.1	1.6	1.9	1.8	1.1	..	0.9

Table 14A.27

**Table 14A.27 Users of CSTDA community access services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)**

	Unit	NSW (i)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
(a)	The State and Territory data on the Australian population are derived by the AIHW from ABS statistical local area population estimates for June 2006 and from regions of Australia population estimates for June 2007.									

(b) Data on service users in each geographic location were estimated based on service users' residential postcodes. In some jurisdictions, there are services users from geographical locations that do not exist in that jurisdiction. This occurs when service users have accessed services in a state or territory other than their jurisdiction of residence. In addition, some postcode areas were split between two or more geographic locations. Where this was the case the data were weighted according to the proportion of the population of the postcode area in each geographic location.

(c) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Row totals may not be the sum of the components because individuals might have accessed services from more than one State or Territory.

(d) Data for all service users exclude 1730 service users in 2006-07 and 2184 service users in 2007-08 whose postcode was not reported. Hence service user totals may differ from other tables and care should be taken when interpreting this indicator.

(e) Data for users of CSTDA funded community access services exclude specialist psychiatric disability services identified by the jurisdiction.

(f) Data on service users per 1000 people are derived by dividing the number of service users in a geographic location by the number of people aged under 65 years in that geographic location, multiplied by 1000. Data on service users per 1000 potential population are derived by dividing the number of service users in a geographic location by the potential population aged under 65 years in that geographic location, multiplied by 1000. The 'major cities and inner regional' classification was derived by adding major cities and inner regional data. The 'outer regional and remote/very remote' classification was derived by adding outer regional, remote and very remote data. The potential populations for 2006-07 have been revised, therefore data for service users per 1000 potential population can differ from those in the 2009 Report.

(g) Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality.

(h) Comparisons of access per 1000 people between the outer regional and remote/very remote population and other populations should be undertaken with care. Outer regional and remote/very remote areas have a higher proportion of Indigenous people than other areas and therefore the need for services may be greater in outer regional and remote areas due to the higher prevalence of disability.

(i) NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions.

.. Not applicable. – Nil or rounded to zero. **np** Not published.

Source: AIHW unpublished, CSTDA NMDS; AIHW unpublished, derived from ABS 2004, 2003 Survey of Disability, Ageing and Carers, Cat. no. 4430.0, Canberra, ABS 2006 Census of Population and Housing (CDATA Online), ABS 2008, Population by Age and Sex, Regions of Australia, 2007; Cat. no. 3235.0, Canberra and ABS SLA population estimates for June 2006.

Table 14A.28

Table 14A.28 Users of CSTDA respite services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)

	Unit	NSW (i)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
2006-07										
Geographic locations, people aged under 65 years										
	Major cities	'000 4 328.8	3 349.8	2 149.0	1 298.0	968.6	..	302.0	..	12 396.1
	Inner regional	'000 1 166.2	883.6	770.0	220.1	160.1	270.8	0.5	..	3 471.2
	Outer regional	'000 370.2	207.0	550.7	167.5	152.1	139.0	..	109.3	1 695.7
	Remote/Very remote	'000 33.1	3.9	128.3	132.1	51.3	8.8	..	91.6	449.1
Potential population, people aged under 65 years										
	Major cities	'000 45.0	32.9	28.0	16.3	10.4	..	1.4	..	137.9
	Inner regional	'000 17.6	12.9	11.0	6.3	4.0	5.5	0.6	..	53.9
	Outer regional	'000 10.8	7.9	6.7	3.9	2.5	3.3	..	2.2	33.0
	Remote/Very remote	'000 ..	..	..	..	..	..	..	..	..
Users										
	Major cities	no. 3 309	7 031	2 206	2 107	1 213	np	297	7	16 152
	Inner regional	no. 1 614	3 876	1 261	318	194	197	8	np	7 456
	Outer regional	no. 644	933	920	294	149	79	np	208	3 221
	Remote/Very remote	no. 41	16	195	159	34	np	np	84	431
Users/1000 people										
	Major cities	no. 0.8	2.1	1.0	1.6	1.3	..	1.0	..	1.3
	Inner regional	no. 1.4	4.4	1.6	1.4	1.2	0.7	16.8	..	2.1
	Outer regional	no. 1.7	4.5	1.7	1.8	1.0	0.6	..	1.9	1.9
	Remote/Very remote	no. 1.2	4.1	1.5	1.2	0.7	0.3	..	0.9	1.0
	Major cities and inner regional	no. 0.9	2.6	1.2	1.6	1.2	0.7	1.0	..	1.5
	Outer regional and remote/very remote	no. 1.7	4.5	1.6	1.5	0.9	0.6	..	1.5	1.7





Table 14A.28

Table 14A.28 Users of CSTDA respite services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)

	Unit	NSW (i)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Outer regional	no.	740	1 028	1 038	304	177	94	np	132	3 504
Remote/Very remote	no.	51	14	179	327	32	np	np	81	684
Users/1000 people										
Major cities	no.	0.9	2.2	0.9	1.3	1.3	..	1.0	..	1.3
Inner regional	no.	1.5	4.6	1.7	1.5	1.2	0.7	13.5	..	2.3
Outer regional	no.	2.0	4.9	1.8	1.8	1.2	0.7	..	1.2	2.0
Remote/Very remote	no.	1.6	3.8	1.5	2.5	0.6	0.5	..	0.9	1.5
Major cities and inner regional	no.	1.0	2.7	1.1	1.3	1.3	0.7	1.0	..	1.5
Outer regional and remote/very remote	no.	2.0	4.9	1.8	2.1	1.0	0.7	..	1.0	1.9
All Australia, people aged under 65 years										
All people	'000	5 963.0	4 518.6	3 684.8	1 862.5	1 344.7	420.2	307.9	204.3	18 305.9
Users	no.	6 451	12 816	4 562	2 708	1 652	299	316	214	28 964
Users/1000 people	no.	1.1	2.8	1.2	1.5	1.2	0.7	1.0	1.0	1.6
Proportion in geographic locations										
Major cities										
All people	%	73.6	75.5	59.9	71.3	72.8	..	99.9	..	68.9
Users	%	59.7	59.5	44.2	63.5	76.0	..	97.5	0.5	57.8
Inner regional										
All people	%	19.7	19.8	21.4	12.4	12.0	64.7	0.1	..	19.2
Users	%	28.1	32.4	29.1	13.2	11.4	67.6	1.9	..	27.7
Outer regional										
All people	%	6.2	4.6	15.4	9.2	11.3	33.2	..	54.7	9.4
Users	%	11.5	8.0	22.8	11.2	10.7	31.4	0.6	61.7	12.1

Table 14A.28

Table 14A.28 Users of CSTDA respite services, by geographic location (a), (b), (c), (d), (e), (f), (g), (h)

	Unit	NSW (i)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Remote/Very remote										
All people	%	0.5	0.1	3.3	7.1	3.8	2.1	..	45.3	2.4
Users	%	0.8	0.1	3.9	12.1	1.9	1.3	..	37.9	2.4

(a) The State and Territory data on the Australian population are derived by the AIHW from ABS statistical local area population estimates for June 2006 and from regions of Australia population estimates for June 2007.

(b) Data on service users in each geographic location were estimated based on service users' residential postcodes. In some jurisdictions, there are services users from geographical locations that do not exist in that jurisdiction. This occurs when service users have accessed services in a state or territory other than their jurisdiction of residence. In addition, some postcode areas were split between two or more geographic locations. Where this was the case the data were weighted according to the proportion of the population of the postcode area in each geographic location.

(c) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Row totals may not be the sum of the components because individuals might have accessed services from more than one State or Territory.

(d) Data for all service users exclude 637 service users in 2006-07 and 483 service users in 2007-08 whose postcode was not reported. Hence service user totals may differ from other tables and care should be taken when interpreting this indicator.

(e) Data for users of CSTDA funded respite services exclude specialist psychiatric disability services identified by the jurisdiction.

(f) Data on service users per 1000 people are derived by dividing the number of service users in a geographic location by the number of people aged under 65 years in that geographic location, multiplied by 1000. The 'major cities and inner regional' classification was derived by adding major cities and inner regional data. The 'outer regional and remote/very remote' classification was derived by adding outer regional, remote and very remote data.

(g) Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality.

(h) Comparisons of access per 1000 people between the outer regional and remote/very remote population and other populations should be undertaken with care. Outer regional and remote/very remote areas have a higher proportion of Indigenous people than other areas and therefore the need for services may be greater in outer regional and remote areas due to the higher prevalence of disability.

(i) NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions.

.. Not applicable. **np** Not published.

Source: AIHW unpublished, *CSTDA NMDS*; AIHW unpublished, derived from ABS 2008, *Population by Age and Sex, Regions of Australia, 2007*, Cat. no. 3235.0, Canberra and ABS SLA population estimates for June 2006.

Table 14A.29

Table 14A.29 Users of CSTDA employment services, by geographic location (a), (b), (c), (d), (e)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT (f)	NT	Aust
2003-04										
Geographic locations, people aged 15–64 years										
Major cities	'000	3 253.7	2 469.5	1 376.8	948.9	734.4	..	229.6	..	9 012.9
Inner regional	'000	875.7	672.0	637.4	160.8	124.6	200.8	0.5	..	2 672.1
Outer regional	'000	300.0	157.4	447.3	122.3	113.3	104.6	..	78.4	1 323.4
Remote/Very remote	'000	30.0	3.5	97.3	96.6	38.9	7.2	..	61.4	336.2
Users										
Major cities	no.	12 147	12 587	6 655	4 636	4 308	np	879	7	41 150
Inner regional	no.	5 026	4 501	2 994	626	774	1 080	np	np	14 966
Outer regional	no.	1 728	1 173	2 102	648	701	566	np	265	7 170
Remote/Very remote	no.	102	23	284	307	122	17	np	137	989
Users/1000 people										
Major cities	no.	3.7	5.1	4.8	4.9	5.9	..	3.8	..	4.6
Inner regional	no.	5.7	6.7	4.7	3.9	6.2	5.4	np	np	5.6
Outer regional	no.	5.8	7.5	4.7	5.3	6.2	5.4	..	3.4	5.4
Remote/Very remote	no.	3.4	6.5	2.9	3.2	3.1	2.4	..	2.2	2.9
Outer regional and remote/very remote	no.	5.5	7.4	4.4	4.4	5.4	5.2	..	2.9	4.9
All Australia, people aged 15–64 years										
All people	'000	4 459	3 302	2 559	1 329	1 011	313	230	140	13 345
Users	no.	19 003	18 284	12 035	6 217	5 905	1 667	898	410	64 275
Users/1000 people	no.	4.3	5.5	4.7	4.7	5.8	5.3	3.9	2.9	4.8
Proportion in geographic locations										
Major cities										
All people	%	73.0	74.8	53.8	71.4	72.6	..	99.8	..	67.5

Table 14A.29

Table 14A.29 Users of CSTDA employment services, by geographic location (a), (b), (c), (d), (e)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT (f)	NT	Aust
Users	%	63.9	68.8	55.3	74.6	73.0	0.2	97.9	1.7	64.0
Inner regional										
All people	%	19.6	20.3	24.9	12.1	12.3	64.2	0.2	..	20.0
Users	%	26.4	24.6	24.9	10.1	13.1	64.8	np	0.2	23.3
Outer regional										
All people	%	6.7	4.8	17.5	9.2	11.2	33.5	..	56.1	9.9
Users	%	9.1	6.4	17.5	10.4	11.9	34.0	0.3	64.6	11.2
Remote/Very remote										
All people	%	0.7	0.1	3.8	7.3	3.8	2.3	..	43.9	2.5
Users	%	0.5	0.1	2.4	4.9	2.1	1.0	..	33.4	1.5
2004-05										
Geographic locations, people aged 15–64 years										
Major cities	'000	3 277.2	2 495.0	1 412.4	964.1	737.8	..	230.3	..	9 116.9
Inner regional	'000	882.7	683.8	657.1	167.8	126.5	203.5	0.5	..	2 722.2
Outer regional	'000	299.8	158.4	455.7	121.1	113.0	105.6	..	79.3	1 332.9
Remote/Very remote	'000	29.8	3.5	97.5	96.2	39.0	7.2	..	61.3	335.9
Users										
Major cities	no.	12 080	12 945	6 670	4 506	4 373	5	775	np	41 288
Inner regional	no.	5 052	4 461	3 216	654	769	1 154	np	np	15 276
Outer regional	no.	1 805	1 142	2 149	673	657	595	np	270	7 274
Remote/Very remote	no.	101	19	305	319	109	14	np	124	987

Table 14A.29

Table 14A.29 Users of CSTDA employment services, by geographic location (a), (b), (c), (d), (e)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT (f)	NT	Aust
Users/1000 people										
Major cities	no.	3.7	5.2	4.7	4.7	5.9	..	3.4	..	4.5
Inner regional	no.	5.7	6.5	4.9	3.9	6.1	5.7	np	..	5.6
Outer regional	no.	6.0	7.2	4.7	5.6	5.8	5.6	..	3.4	5.5
Remote/Very remote	no.	3.4	5.4	3.1	3.3	2.8	2.0	..	2.0	2.9
Outer regional and remote/very remote	no.	5.8	7.2	4.4	4.6	5.0	5.4	..	2.8	5.0
All Australia, people aged 15–64 years										
All people	'000	4 489.4	3 340.7	2 622.7	1 349.2	1 016.3	316.3	230.8	140.6	13 507.9
Users	no.	19 038	18 567	12 340	6 152	5 908	1 768	792	394	64 825
Users/1000 people	no.	4.2	5.6	4.7	4.6	5.8	5.6	3.4	2.8	4.8
Proportion in geographic locations										
Major cities										
All people	%	73.0	74.7	53.9	71.5	72.6	..	99.8	..	67.5
Users	%	63.5	69.7	54.1	73.2	74.0	0.3	97.9	..	63.7
Inner regional										
All people	%	19.7	20.5	25.1	12.4	12.4	64.3	0.2	..	20.2
Users	%	26.5	24.0	26.1	10.6	13.0	65.3	np	..	23.6
Outer regional										
All people	%	6.7	4.7	17.4	9.0	11.1	33.4	..	56.4	9.9
Users	%	9.5	6.2	17.4	10.9	11.1	33.7	0.3	68.5	11.2
Remote/Very remote										
All people	%	0.7	0.1	3.7	7.1	3.8	2.3	..	43.6	2.5
Users	%	0.5	0.1	2.5	5.2	1.8	0.8	..	31.5	1.5

Table 14A.29

Table 14A.29 Users of CSTDA employment services, by geographic location (a), (b), (c), (d), (e)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT (f)	NT	Aust
2005-06										
Geographic locations, people aged 15–64 years										
Major cities	'000	3 303.3	2 522.1	1 443.5	978.2	742.4	..	231.5	..	9 221.0
Inner regional	'000	893.2	698.9	678.1	176.5	128.8	205.5	0.5	..	2 781.8
Outer regional	'000	301.4	160.2	466.2	122.4	113.2	105.9	..	80.6	1 349.9
Remote/Very remote	'000	29.7	3.5	98.4	96.1	39.1	7.2	..	62.8	338.2
Users										
Major cities	no.	13 063	13 404	7 548	5 351	4 637	26	842	13	44 795
Inner regional	no.	6 365	5 234	3 874	755	891	1 353	np	15	18 448
Outer regional	no.	2 246	1 276	2 514	728	822	725	8	307	8 558
Remote/Very remote	no.	119	26	350	349	170	16	np	98	1 125
Users/1000 people										
Major cities	no.	4.0	5.3	5.2	5.5	6.2	..	3.6	..	4.9
Inner regional	no.	7.1	7.5	5.7	4.3	6.9	6.6	np	..	6.6
Outer regional	no.	7.5	8.0	5.4	5.9	7.3	6.8	..	3.8	6.3
Remote/Very remote	no.	4.0	7.4	3.6	3.6	4.3	2.2	..	1.6	3.3
Outer regional and remote/very remote	no.	7.1	8.0	5.1	4.9	6.5	6.6	..	2.8	5.7
All Australia, people aged 15–64 years										
All people	'000	4 528	3 385	2 686	1 373	1 024	319	232	143	13 691
Users	no.	21 793	19 940	14 286	7 183	6 520	2 120	884	433	72 926
Users/1000 people	no.	4.8	5.9	5.3	5.2	6.4	6.7	3.8	3.0	5.3
Proportion in geographic locations										
Major cities										
All people	%	73.0	74.5	53.7	71.2	72.5	..	99.8	..	67.4

Table 14A.29

Table 14A.29 Users of CSTDA employment services, by geographic location (a), (b), (c), (d), (e)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT (f)	NT	Aust
Users	%	59.9	67.2	52.8	74.5	71.1	1.2	95.2	3.0	61.4
Inner regional										
All people	%	19.7	20.6	25.2	12.9	12.6	64.5	0.2	..	20.3
Users	%	29.2	26.2	27.1	10.5	13.7	63.8	np	3.5	25.3
Outer regional										
All people	%	6.7	4.7	17.4	8.9	11.1	33.2	..	56.2	9.9
Users	%	10.3	6.4	17.6	10.1	12.6	34.2	0.9	70.9	11.7
Remote/Very remote										
All people	%	0.7	0.1	3.7	7.0	3.8	2.3	..	43.8	2.5
Users	%	0.5	0.1	2.4	4.9	2.6	0.8	0.1	22.6	1.5
2006-07										
Geographic locations, people aged 15–64 years										
Major cities	'000	3 383.2	2 641.0	1 673.9	1 018.9	768.2	..	239.5	..	9 724.8
Inner regional	'000	881.6	669.5	578.8	166.1	122.4	209.7	0.4	..	2 628.4
Outer regional	'000	276.1	156.6	417.2	125.0	115.2	105.6	..	83.9	1 279.8
Remote/Very remote	'000	24.5	3.0	93.5	97.5	38.8	6.8	..	65.5	329.5
Potential population, people aged 15–64 years										
Major cities	'000	88.6	71.5	45.0	30.1	22.6	..	7.4	..	265.2
Inner regional	'000	32.6	24.6	23.6	6.1	3.7	5.9	–	..	96.5
Outer regional	'000	11.2	6.0	13.0	4.1	4.1	3.6	..	2.2	44.1
Remote/Very remote	'000	0.8	0.2	2.1	2.2	1.0	0.2	..	1.9	8.3
Users										
Major cities	no.	15 831	14 719	8 177	5 538	5 207	22	984	10	50 404
Inner regional	no.	6 535	5 160	4 498	813	1 001	1 405	29	9	19 389
Outer regional	no.	2 135	1 411	2 784	762	891	706	6	305	8 967





Table 14A.29

Table 14A.29 Users of CSTDA employment services, by geographic location (a), (b), (c), (d), (e)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT (f)	NT	Aust
Inner regional										
All people	%	19.3	19.3	20.9	11.8	11.7	65.1	0.2	..	18.8
Users	%	26.5	24.2	28.5	10.9	13.7	65.3	2.8	1.8	24.2
Outer regional										
All people	%	6.0	4.5	15.1	8.9	11.0	32.8	..	56.2	9.2
Users	%	8.7	6.6	17.6	10.2	12.2	32.8	0.6	60.4	11.2
Remote/Very remote										
All people	%	0.5	0.1	3.4	6.9	3.7	2.1	..	43.8	2.4
Users	%	0.6	0.1	2.2	4.5	2.6	0.9	..	35.8	1.5
2007-08										
Geographic locations, people aged 15–64 years										
Major cities	'000	3 434	2 694	1 720	1 043	778	..	244	..	9 914
Inner regional	'000	894	680	595	175	124	211	0.4	..	2 680
Outer regional	'000	277	158	431	128	116	106	..	86	1 302
Remote/Very remote	'000	24	3	90	98	39	7	..	67	328
Potential population, people aged 15–64 years										
Major cities	'000	90.2	73.5	46.7	31.3	22.8	..	7.6	..	272.1
Inner regional	'000	33.2	25.3	24.5	6.3	3.7	5.8	–	..	98.8
Outer regional	'000	11.4	6.1	13.5	4.3	4.1	3.6	..	2.3	45.3
Remote/Very remote	'000	0.8	0.2	2.1	2.3	1.0	0.2	..	2.0	8.6
Users										
Major cities	no.	18 686	16 276	8 775	5 877	5 744	13	1 041	19	56 300
Inner regional	no.	7 687	5 495	5 218	914	1 182	1 522	35	10	21 932
Outer regional	no.	2 450	1 619	3 128	778	1 048	754	9	424	10 142
Remote/Very remote	no.	176	30	423	346	231	23	np	204	1 425

Table 14A.29

Table 14A.29 Users of CSTDA employment services, by geographic location (a), (b), (c), (d), (e)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT (f)	NT	Aust
Users/1000 people										
Major cities	no.	5.4	6.0	5.1	5.6	7.4	..	4.3	..	5.7
Inner regional	no.	8.6	8.1	8.8	5.2	9.5	7.2	97.8	..	8.2
Outer regional	no.	8.8	10.2	7.3	6.1	9.1	7.1	..	4.9	7.8
Remote/Very remote	no.	7.2	10.3	4.7	3.5	5.9	3.4	..	3.1	4.3
Major cities and inner regional	no.	6.1	6.5	6.0	5.6	7.7	7.3	4.4	..	6.2
Outer regional and remote/very remote	no.	8.7	10.2	6.8	5.0	8.3	6.9	..	4.1	7.1
Users/1000 potential population										
Major cities	no.	207.1	221.4	188.1	187.6	252.0	..	136.2	..	206.9
Inner regional	no.	231.5	217.2	213.3	144.9	315.8	262.9	2 796.4	..	221.9
Outer regional	no.	215.5	263.9	232.5	180.0	255.6	211.1	..	181.9	224.0
Remote/Very remote	no.	212.0	184.4	197.6	147.8	239.9	119.5	..	102.4	165.3
Major cities and inner regional	no.	213.7	220.4	196.7	180.5	261.0	265.2	140.6	..	210.9
Outer regional and remote/very remote	no.	215.3	261.9	227.7	168.7	252.7	206.4	..	145.3	214.6
All Australia, people aged 15–64 years										
All people	'000	4 630	3 535	2 836	1 445	1 057	324	244	152	14 223
Users	no.	28 998	23 420	17 544	7 916	8 205	2 312	1 085	657	89 799
Users/1000 people	no.	6.3	6.6	6.2	5.5	7.8	7.1	4.4	4.3	6.3
Proportion in geographic locations										
Major cities										
All people	%	74.2	76.2	60.6	72.2	73.6	..	99.9	..	69.7

Table 14A.29

Table 14A.29 Users of CSTDA employment services, by geographic location (a), (b), (c), (d), (e)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT (f)	NT	Aust
Users	%	64.4	69.5	50.0	74.2	70.0	0.6	95.9	2.9	62.7
Inner regional										
All people	%	19.3	19.2	21.0	12.1	11.7	65.1	0.1	..	18.8
Users	%	26.5	23.5	29.7	11.5	14.4	65.8	3.2	1.5	24.4
Outer regional										
All people	%	6.0	4.5	15.2	8.9	10.9	32.8	..	56.3	9.2
Users	%	8.4	6.9	17.8	9.8	12.8	32.6	0.8	64.5	11.3
Remote/Very remote										
All people	%	0.5	0.1	3.2	6.8	3.7	2.1	..	43.7	2.3
Users	%	0.6	0.1	2.4	4.4	2.8	1.0	..	31.1	1.6

(a) The State and Territory data on the Australian population are derived by the AIHW from ABS statistical local area population estimates for June 2003, 2004, 2005 and 2006 from regions of Australia population estimates for June 2007.

(b) Data on service users in each geographic location were estimated based on service users' residential postcodes. In some jurisdictions, there are services users from geographical locations that do not exist in that jurisdiction. This occurs when service users have accessed services in a state or territory other than their jurisdiction of residence. In addition, some postcode areas were split between two or more geographic locations. Where this was the case the data were weighted according to the proportion of the population of the postcode area in each geographic location.

(c) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Row totals may not be the sum of the components because individuals might have accessed services from more than one State or Territory.

(d) Data on service users per 1000 people are derived by dividing the number of service users in a geographic location by the number of people aged 15-64 years in that geographic location, multiplied by 1000. Data on service users per 1000 potential population are derived by dividing the number of service users in a geographic location by the potential population aged 15-64 years in that geographic location, multiplied by 1000. The 'major cities and inner regional' classification was derived by adding major cities and inner regional data. The 'outer regional and remote/very remote' classification was derived by adding outer regional, remote and very remote data. The potential populations for 2006-07 have been revised, therefore data for service users per 1000 potential population can differ from those in the 2009 Report.

(e) Data for all service users exclude six service users in 2003-04, ten service users in 2004-05, 231 service users in 2005-06 and 13 service users in 2006-07 and 136 service users in 2007-08 whose postcode was not reported, thus totals may differ from other tables.

(f) Service user data for inner regional areas of ACT include service users from inner regional residential postcodes that are in NSW.

Table 14A.29

Table 14A.29      **Users of CSTDA employment services, by geographic location (a), (b), (c), (d), (e)**

Unit	NSW	Vic	Qld	WA	SA	Tas	ACT (f)	NT	Aust
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.. Not applicable. – Nil or rounded to zero. **np** Not published.

Source:    AIHW unpublished, CSTDA NMDS; AIHW unpublished, derived from ABS 2004, 2003 Survey of Disability, Ageing and Carers, Cat. no. 4430.0, Canberra, ABS 2006 Census of Population and Housing (CDATA Online), ABS 2007 (and previous issues), Labour Force Australia, Detailed Electronic Delivery, June 2007, 2006, 2005, 2004, 2003, Cat. no. 6291.0.55.001, Canberra, ABS 2008, Population by Age and Sex, Regions of Australia, 2007, Cat. no. 3235.0, Canberra and ABS SLA population estimates for June 2003, 2004, 2005 and 2006.

Table 14A.30

**Table 14A.30 Users of CSTDA accommodation support services, by Indigenous status (a), (b), (c), (d), (e), (f)**

	<i>NSW (g)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (h)</i>	<i>NT</i>	<i>Aust</i>
Indigenous people using accommodation support services per 1000 Indigenous population aged under 65 years									
2003-04	1.2	10.4	1.5	2.7	2.6	1.7	np	1.8	2.2
2004-05	1.1	8.5	1.6	2.7	3.3	1.7	np	1.8	2.1
2005-06	1.3	11.0	1.7	2.4	3.5	1.5	np	1.9	2.4
2006-07	1.3	10.6	2.0	4.0	5.0	1.5	np	2.3	2.8
2007-08	1.4	9.4	2.0	3.1	8.2	1.4	np	2.3	2.8
Indigenous people using accommodation support services per 1000 Indigenous potential population									
2006-07	14.6	111.2	33.5	61.5	75.4	22.2	np	42.3	39.1
2007-08	15.9	104.6	35.1	46.8	121.5	20.1	np	43.6	39.9
Non-Indigenous people using accommodation support services per 1000 non-Indigenous population aged under 65 years									
2003-04	1.1	1.8	1.3	1.7	3.1	2.6	1.1	0.8	1.5
2004-05	1.0	1.4	1.4	1.8	3.4	2.8	1.2	0.6	1.5
2005-06	1.2	1.7	1.4	1.9	3.3	2.7	1.1	0.8	1.6
2006-07	1.2	1.6	1.5	2.0	3.4	2.7	1.1	0.9	1.6
2007-08	1.2	1.6	1.5	1.8	3.3	2.7	1.1	0.8	1.6
Non-Indigenous people using accommodation support services per 1000 non-Indigenous potential population									
2006-07	31.7	41.5	38.1	50.3	84.3	66.9	27.6	27.9	42.0
2007-08	30.5	41.3	36.9	46.1	82.0	68.2	20.3	25.1	40.5
All people using accommodation services per 1000 total population aged under 65 years									
2003-04	1.1	1.9	1.3	1.7	3.1	2.6	1.1	1.1	1.6
2004-05	1.0	1.4	1.4	1.8	3.4	2.7	1.1	1.0	1.5
2005-06	1.2	1.7	1.6	2.1	3.5	2.7	1.1	1.3	1.7
2006-07	1.2	1.7	1.5	2.0	3.4	2.6	1.1	1.3	1.7
2007-08	1.2	1.7	1.5	1.9	3.4	2.7	1.1	1.3	1.6

- (a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Individuals might have accessed services from more than one State or Territory. Where Indigenous status was inconsistently recorded for the same user, the user was counted as an Indigenous Australian.
- (b) Data for all service users exclude 954 service users in 2003-04, 2436 service users in 2004-05, 687 service users in 2005-06, 868 service users in 2006-07 and 686 service users in 2007-08 whose Indigenous status was not reported, thus accommodation support service users per 1000 total population aged under 65 years may differ from other tables. Due to the relatively high missing rate of data, care should be taken when interpreting this indicator.
- (c) Data for users of CSTDA funded accommodation support services exclude specialist psychiatric disability services identified by the jurisdiction.

**Table 14A.30 Users of CSTDA accommodation support services, by Indigenous status (a), (b), (c), (d), (e), (f)**

	<i>NSW (g)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (h)</i>	<i>NT</i>	<i>Aust</i>
(d)	Data for users per 1000 people are derived by dividing the number of service users by the number of people aged under 65 years, multiplied by 1000. Data for users per 1000 potential population are derived by dividing the number of service users by the potential population, multiplied by 1000. The potential populations for 2006-07 have been revised, therefore data for service users per 1000 potential population can differ from those in the 2009 Report.								
(e)	Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality. Differences in service type outlet and service user response rates between jurisdictions and across years, for example, should be taken into account when interpreting these data.								
(f)	Comparisons of the Indigenous and non-Indigenous populations' access to services per 1000 people should be undertaken with care. The need for services is likely to be greater for Indigenous people than non-Indigenous people due to the higher prevalence of disability. The AIHW estimated that the proportion of Indigenous people aged over 18 years who had a profound or severe core activity limitation is approximately 2.4 times that of non-Indigenous people.								
(g)	NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions.								
(h)	ACT data for service users per 1000 Indigenous people/potential population are not published as they are based on a small number of service users.								

**np** Not published.

**Source:** AIHW unpublished, *CSTDA NMDS*; AIHW unpublished, derived from ABS 2004, *Experimental Projections of the Aboriginal and Torres Strait Islander Population 30 June 2001 to 30 June 2009*, Cat. no. 3238.0, Canberra, ABS 2004, *2003 Survey of Disability, Ageing and Carers*, Cat. no. 4430.0, Canberra, ABS 2005 (and previous issue), *Australian Demographic Statistics June 2004, 2005*, Cat. no. 3101.0, Canberra, ABS 2006 *Census of Population and Housing (CDATA Online)*, ABS 2007 (and previous issue), *Population by Age and Sex, Australian States and Territories, Jun 2007, 2006*, Cat. no. 3201.0, Canberra, and ABS 2009, *Experimental Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 1991 to 2021*, Cat. no. 3238.0, Canberra; AIHW 2009, *Disability Support Services 2007-08 National Data on Services Provided under the CSTDA*, Cat. no. DIS 56, Canberra.

Table 14A.31

**Table 14A.31 Users of CSTDA community support services, by Indigenous status (a), (b), (c), (d), (e), (f)**

	<i>NSW (g)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Indigenous people using community support services per 1000 Indigenous population aged under 65 years									
2004-05	5.6	15.2	4.6	13.7	18.9	1.9	7.0	5.0	7.6
2005-06	6.6	29.3	5.0	10.2	18.1	2.3	7.3	1.9	8.0
2006-07	8.1	35.8	5.5	16.1	18.1	3.3	9.7	2.5	9.9
2007-08	8.9	30.1	6.7	13.4	23.9	3.1	12.7	11.8	11.2
Indigenous people using community support services per 1000 Indigenous potential population									
2006-07	91.2	375.0	91.2	246.3	271.3	46.8	126.1	47.3	138.7
2007-08	104.1	336.9	114.4	199.0	354.8	43.3	161.9	228.6	159.9
Non-Indigenous people using community support services per 1000 non-Indigenous population aged under 65 years									
2004-05	3.1	2.6	2.4	6.7	7.2	4.8	8.4	4.5	3.6
2005-06	3.4	5.5	2.6	6.4	8.4	5.3	6.7	2.2	4.5
2006-07	3.3	7.0	2.7	7.0	8.6	5.3	10.0	2.0	5.0
2007-08	3.4	7.0	3.1	5.9	10.1	5.9	10.4	5.0	5.2
Non-Indigenous people using community support services per 1000 non-Indigenous potential population									
2006-07	86.1	177.4	69.6	178.4	215.3	131.2	260.6	62.8	128.6
2007-08	87.5	177.7	79.0	150.7	250.7	147.7	191.8	154.5	131.0
All people using community support services per 1000 total population aged under 65 years									
2004-05	3.2	2.7	2.5	6.9	7.5	4.7	8.4	4.7	3.7
2005-06	3.5	5.7	2.7	6.5	8.6	5.2	6.7	2.1	4.6
2006-07	3.5	7.2	2.8	7.3	8.8	5.2	10.0	2.2	5.2
2007-08	3.5	7.2	3.2	6.2	10.4	5.8	10.5	7.1	5.3

- (a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Individuals might have accessed services from more than one State or Territory. Where Indigenous status was inconsistently recorded for the same user, the user was counted as an Indigenous Australian.
- (b) Data for all service users exclude 27 356 service users in 2004-05, 15 013 service users in 2005-06, 5451 service users in 2006-07 and 5788 service users in 2007-08 whose Indigenous status was not reported, thus community support service users per 1000 total population may differ from other tables. Due to the relatively high missing rate of data, care should be taken when interpreting this indicator.
- (c) Data for users of CSTDA funded community support services exclude specialist psychiatric disability services identified by the jurisdiction.
- (d) Data for users per 1000 people are derived by dividing the number of service users by the number of people aged under 65 years, multiplied by 1000. Data for users per 1000 potential population are derived by dividing the number of service users by the potential population, multiplied by 1000. The potential populations for 2006-07 have been revised, therefore data for service users per 1000 potential population can differ from those in the 2009 Report.
- (e) Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality. Differences in service type outlet and service user response rates between jurisdictions and across years, for example, should be taken into account when interpreting these data.

**Table 14A.31 Users of CSTDA community support services, by Indigenous status (a), (b), (c), (d), (e), (f)**

	<i>NSW (g)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
(f) Comparisons of the Indigenous and non-Indigenous populations' access to services per 1000 people should be undertaken with care. The need for services is likely to be greater for Indigenous people than non-Indigenous people due to the higher prevalence of disability. The AIHW estimated that the proportion of Indigenous people aged over 18 years who had a profound or severe core activity limitation is approximately 2.4 times that of non-Indigenous people.									
(g) NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions.									

*Source:* AIHW unpublished, *CSTDA NMDS*; AIHW unpublished, derived from ABS 2004, *Experimental Projections of the Aboriginal and Torres Strait Islander Population 30 June 2001 to 30 June 2009*, Cat. no. 3238.0, Canberra, ABS 2004, *2003 Survey of Disability, Ageing and Carers*, Cat. no. 4430.0, Canberra, ABS 2005 (and previous issues), *Australian Demographic Statistics June 2003, 2004, 2005*, Cat. no. 3101.0, Canberra, ABS 2006 *Census of Population and Housing (CDATA Online)*, ABS 2007 (and previous issue), *Population by Age and Sex, Australian States and Territories, Jun 2007, 2006*, Cat. no. 3201.0, Canberra and ABS 2009, *Experimental Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 1991 to 2021*, Cat. no. 3238, Canberra; AIHW 2009, *Disability Support Services 2007-08 National Data on Services Provided under the CSTDA*, Cat. no. DIS 56, Canberra.



Table 14A.32

**Table 14A.32 Users of CSTDA community access services, by Indigenous status (a), (b), (c), (d), (e), (f)**

	NSW (g)	Vic	Qld	WA	SA	Tas	ACT (h)	NT	Aust
Indigenous people using community access services per 1000 Indigenous population aged under 65 years									
2003-04	1.4	10.8	1.7	3.9	3.0	2.0	np	1.6	2.6
2004-05	1.5	9.2	1.8	2.4	4.0	2.1	np	1.5	2.3
2005-06	1.7	10.9	2.0	1.9	4.0	2.4	np	2.0	2.5
2006-07	2.2	11.8	2.5	2.6	3.6	1.8	np	2.3	3.0
2007-08	2.4	11.3	2.7	2.9	4.5	2.3	np	1.7	3.1
Indigenous people using community access services per 1000 Indigenous potential population									
2006-07	25.2	123.7	42.2	39.0	53.4	26.2	np	43.2	42.1
2007-08	28.3	126.0	46.1	42.7	66.7	32.5	np	33.3	44.9
Non-Indigenous people using community access services per 1000 non-Indigenous population aged under 65 years									
2003-04	1.1	2.5	1.4	3.6	3.1	3.3	1.0	1.1	2.0
2004-05	1.1	2.0	1.7	2.5	3.3	3.3	0.9	1.2	1.8
2005-06	1.3	2.7	1.8	2.3	3.2	3.4	1.0	1.1	2.0
2006-07	1.8	2.9	2.0	2.2	3.5	3.2	1.0	1.3	2.3
2007-08	1.9	2.7	2.0	2.0	3.7	3.4	1.3	1.0	2.3
Non-Indigenous people using community access services per 1000 non-Indigenous potential population									
2006-07	46.4	73.2	50.7	55.9	88.3	79.0	25.3	42.0	58.6
2007-08	49.3	67.7	50.0	51.0	90.6	83.7	24.0	29.6	57.4
All people using community access services per 1000 total population aged under 65 years									
2003-04	1.1	2.6	1.4	3.6	3.1	3.2	1.0	1.3	2.0
2004-05	1.1	2.0	1.7	2.5	3.3	3.2	0.9	1.2	1.8
2005-06	1.3	2.8	1.8	2.3	3.2	3.4	1.0	1.4	2.1
2006-07	1.8	2.9	2.0	2.2	3.5	3.1	1.0	1.6	2.3
2007-08	1.9	2.7	2.0	2.0	3.7	3.3	1.3	1.2	2.3

- (a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Individuals might have accessed services from more than one State or Territory. Where Indigenous status was inconsistently recorded for the same user, the user was counted as an Indigenous Australian.
- (b) Data for all service users exclude 7283 service users in 2003-04, 5222 service users in 2004-05, 3057 service users in 2005-06, 3218 service users in 2006-07 and 3499 service users in 2007-08 whose Indigenous status was not reported, thus community access service users per 1000 total population may differ from other tables. This 'not reported' total includes recreation/holiday programs (service type 3.02) who were not required to complete the item on Indigenous status; however those who did provide a response are included in the data. Due to the relatively high missing rate of data, care should be taken when interpreting this indicator.
- (c) Data for users of CSTDA funded community access services exclude specialist psychiatric disability services identified by the jurisdiction.

**Table 14A.32 Users of CSTDA community access services, by Indigenous status (a), (b), (c), (d), (e), (f)**

	NSW (g)	Vic	Qld	WA	SA	Tas	ACT (h)	NT	Aust
(d)	Data for users per 1000 people are derived by dividing the number of service users by the number of people aged under 65 years, multiplied by 1000. Data for users per 1000 potential population are derived by dividing the number of service users by the potential population, multiplied by 1000. The potential populations for 2006-07 have been revised, therefore data for service users per 1000 potential population can differ from those in the 2009 Report.								
(e)	Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality. Differences in service type outlet and service user response rates between jurisdictions and across years, for example, should be taken into account when interpreting these data.								
(f)	Comparisons of the Indigenous and non-Indigenous populations' access to services per 1000 people should be undertaken with care. The need for services is likely to be greater for Indigenous people than non-Indigenous people due to the higher prevalence of disability. The AIHW estimated that the proportion of Indigenous people aged over 18 years who had a profound or severe core activity limitation is approximately 2.4 times that of non-Indigenous people.								
(g)	NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions.								
(h)	ACT data for service users per 1000 Indigenous people/potential population are not published as they are based on a small number of service users.								

**np** Not published

**Source:** AIHW unpublished, *CSTDA NMDS*; AIHW unpublished, derived from ABS 2004, *Experimental Projections of the Aboriginal and Torres Strait Islander Population 30 June 2001 to 30 June 2009*, Cat. no. 3238.0, Canberra, ABS 2004, *2003 Survey of Disability, Ageing and Carers*, Cat. no. 4430.0, Canberra, ABS 2005 (and previous issues), *Australian Demographic Statistics June 2003, 2004, 2005*, Cat. no. 3101.0, Canberra, ABS 2006 *Census of Population and Housing (CDATA Online)*, ABS 2007 (and previous issue), *Population by Age and Sex, Australian States and Territories, Jun 2007, 2006*, Cat. no. 3201.0, Canberra and ABS 2009, *Experimental Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 1991 to 2021*, Cat. no. 3238.0, Canberra; AIHW 2009, *Disability Support Services 2007-08 National Data on Services Provided under the CSTDA*, Cat. no. DIS 56, Canberra.

Table 14A.33

**Table 14A.33 Users of CSTDA respite services, by Indigenous status (a), (b), (c), (d), (e), (f)**

	<i>NSW (g)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (h)</i>	<i>SA Tas (i)</i>	<i>ACT (i)</i>	<i>NT</i>	<i>Aust</i>	
Indigenous people using respite services per 1000 Indigenous population aged under 65 years									
2004-05	1.4	8.2	1.5	2.6	2.2	np	np	0.9	1.9
2005-06	1.6	16.2	2.0	3.8	2.1	0.4	1.4	1.2	2.9
2006-07	2.3	16.0	2.2	4.4	1.9	0.6	1.6	1.8	3.3
2007-08	2.6	15.0	2.3	4.8	1.7	0.5	2.5	1.4	3.3
Non-Indigenous people using respite services per 1000 non-Indigenous population aged under 65 years									
2004-05	0.7	1.3	1.0	1.5	1.1	0.7	1.0	0.9	1.0
2005-06	0.8	2.2	1.1	1.4	1.1	0.7	1.0	0.9	1.3
2006-07	0.9	2.3	1.2	1.5	1.2	0.7	1.0	1.3	1.4
2007-08	1.0	2.5	1.2	1.4	1.2	0.7	1.0	0.8	1.5
All people using respite services per 1000 total population aged under 65 years									
2004-05	0.7	1.4	1.0	1.6	1.1	0.6	1.0	0.9	1.0
2005-06	0.8	2.3	1.2	1.4	1.2	0.7	1.0	1.0	1.3
2006-07	0.9	2.4	1.2	1.6	1.2	0.7	1.0	1.4	1.4
2007-08	1.1	2.5	1.2	1.5	1.2	0.7	1.0	1.0	1.5

- (a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Individuals might have accessed services from more than one State or Territory. Where Indigenous status was inconsistently recorded for the same user, the user was counted as an Indigenous Australian.
- (b) Data for all service users exclude 3667 service users in 2004-05, 1791 service users in 2005-06, 1879 service users in 2006-07 and 1885 service users in 2007-08 whose Indigenous status was not reported, thus respite service users per 1000 total population may differ from other tables. Due to the relatively high missing rate of data, care should be taken when interpreting this indicator.
- (c) Data for users of CSTDA funded respite services exclude specialist psychiatric disability services identified by the jurisdiction.
- (d) Data for users per 1000 people are derived by dividing the number of service users by the number of people aged under 65 years, multiplied by 1000.
- (e) Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality. Differences in service type outlet and service user response rates between jurisdictions and across years, for example, should be taken into account when interpreting these data.
- (f) Comparisons of the Indigenous and non-Indigenous populations' access to services per 1000 people should be undertaken with care. The need for services is likely to be greater for Indigenous people than non-Indigenous people due to the higher prevalence of disability. The AIHW estimated that the proportion of Indigenous people aged over 18 years who had a profound or severe core activity limitation is approximately 2.4 times that of non-Indigenous people.
- (g) NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions.
- (h) WA data for 2005-06 have been corrected for miscoding of data and, therefore, vary from the data reported in the AIHW report on Disability Support Services in 2005-06.
- (i) Tasmanian and ACT data for 2004-05 for service users per 1000 Indigenous people are not published as they are based on a small number of service users.

**Table 14A.33 Users of CSTDA respite services, by Indigenous status (a), (b), (c), (d), (e), (f)**

	<i>NSW (g)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (h)</i>	<i>SA Tas (i)</i>	<i>ACT (i)</i>	<i>NT</i>	<i>Aust</i>
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**np** Not published.

*Source:* AIHW unpublished, CSTDA NMDS; AIHW unpublished, derived from ABS 2004, *Experimental Projections of the Aboriginal and Torres Strait Islander Population 30 June 2001 to 30 June 2009*, Cat. no. 3238.0, Canberra, ABS 2005 (and previous issue), *Australian Demographic Statistics June 2004, 2005, 2006*, Cat. no. 3101.0, Canberra, ABS 2007, *Population by Age and Sex, Australian States and Territories, Jun 2007*, Cat. no. 3201.0, Canberra and ABS 2009, *Experimental Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 1991 to 2021*, Cat. no. 3238.0, Canberra.

Table 14A.34

**Table 14A.34 Users of CSTDA employment services, by Indigenous status (a), (b), (c), (d)**

	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Indigenous people using employment services per 1000 Indigenous population aged 15–64 years									
2003-04	6.6	15.2	5.2	5.3	6.6	6.7	5.6	2.4	6.0
2004-05	7.3	10.9	5.2	5.1	6.5	8.5	6.6	2.4	6.0
2005-06	6.5	12.6	6.1	4.6	6.7	8.2	2.3	1.8	5.9
2006-07	7.9	13.9	6.5	4.9	7.7	7.5	5.2	2.9	6.8
2007-08	13.3	17.0	10.4	9.0	10.9	11.0	8.8	4.0	10.6
Indigenous potential population using employment services per 1000 Indigenous population aged 15–64 years									
2006-07	113.5	182.7	127.4	84.2	138.1	144.8	72.9	59.7	114.3
2007-08	194.2	228.4	203.8	146.7	192.6	211.0	119.8	82.9	179.3
Non-Indigenous people using employment services per 1000 non-Indigenous population aged 15–64 years									
2003-04	4.1	5.1	4.5	4.6	5.5	5.0	3.9	3.1	4.6
2004-05	4.0	5.1	4.5	4.5	5.8	5.2	3.3	2.9	4.6
2005-06	4.7	5.8	5.3	5.2	6.2	6.4	3.8	3.2	5.2
2006-07	5.3	6.1	5.7	5.3	7.0	6.6	4.2	3.5	5.7
2007-08	6.1	6.6	6.0	5.4	7.7	7.0	4.4	4.4	6.2
Non-Indigenous people using employment services per 1000 non-Indigenous population aged 15–64 years									
2006-07	188.0	208.5	192.0	180.0	235.5	225.6	139.1	168.2	196.3
2007-08	214.4	222.7	201.8	179.9	262.0	243.2	101.0	203.7	210.9
All people using employment services per 1000 total population aged 15–64 years									
2003-04	4.1	5.2	4.5	4.6	5.5	5.0	3.9	2.9	4.6
2004-05	4.1	5.2	4.5	4.5	5.8	5.3	3.4	2.8	4.6
2005-06	4.8	5.8	5.3	5.2	6.2	6.5	3.8	2.9	5.3
2006-07	5.4	6.1	5.7	5.3	7.0	6.6	4.2	3.4	5.7
2007-08	6.3	6.6	6.2	5.5	7.8	7.1	4.4	4.3	6.3

- (a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Individuals might have accessed services from more than one State or Territory.
- (b) Data for users per 1000 people are derived by dividing the number of service users by the number of people aged 15–64 years, multiplied by 1000. Data for users per 1000 potential population are derived by dividing the number of service users by the potential population, multiplied by 1000. The potential populations for 2006-07 have been revised, therefore data for service users per 1000 potential population can differ from those in the 2009 Report.
- (c) Data for all service users exclude 4498 service users in 2003-04, 2665 service users in 2004-05, 1288 service users in 2005-06, 91 service users in 2006-07 and 126 service users in 2007-08 whose Indigenous status was not reported, thus employment service users per 1000 total population aged 15–64 years may differ from other tables. Due to the relatively high missing rate of data, care should be taken when interpreting this indicator.

**Table 14A.34 Users of CSTDA employment services, by Indigenous status (a), (b), (c), (d)**

	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
(d) Comparisons of the Indigenous and non-Indigenous populations' access to services per 1000 people should be undertaken with care. The need for services is likely to be greater for Indigenous people than non-Indigenous people due to the higher prevalence of disability. The AIHW estimated that the proportion of Indigenous people aged over 18 years who had a profound or severe core activity limitation is approximately 2.4 times that of non-Indigenous people.									
(e) NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions.									

*Source:* AIHW unpublished, *CSTDA NMDS*; AIHW unpublished, derived from ABS 2004, *Experimental Projections of the Aboriginal and Torres Strait Islander Population 30 June 2001 to 30 June 2009*, Cat. no. 3238.0, Canberra, ABS 2004, *2003 Survey of Disability, Ageing and Carers*, Cat. no. 4430.0, Canberra, ABS 2005 (and previous issues), *Australian Demographic Statistics June 2003, 2004, 2005*, Cat. no. 3101.0, Canberra, ABS 2006 *Census of Population and Housing (CDATA Online)*, ABS 2007 (and previous issue), *Labour Force Australia, Detailed Electronic Delivery, June 2007, 2006*, Cat. no. 6291.0.55.001, Canberra, ABS 2007 (and previous issue), *Population by Age and Sex, Australian States and Territories, Jun 2007, 2006*, Cat. no. 3201.0, Canberra and ABS 2009, *Experimental Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 1991 to 2021*, Cat. no. 3238.0, Canberra.

Table 14A.35

**Table 14A.35 Users of CSTDA accommodation support services, by country of birth (a), (b), (c), (d), (e), (f), (g)**

	<i>NSW (h)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
People born in a non-English speaking country using accommodation support services per 1000 people aged under 65 years who were born in a non-English speaking country									
2003-04	0.2	0.6	0.4	0.6	2.0	0.9	0.4	0.6	0.5
2004-05	0.2	0.6	0.5	0.6	2.4	0.9	0.4	0.6	0.5
2005-06	0.2	0.6	0.5	0.6	2.2	0.9	0.3	0.4	0.5
2006-07	0.2	0.6	0.6	0.4	2.4	0.9	0.4	0.5	0.5
2007-08	0.2	0.6	0.5	0.5	2.1	1.1	0.4	0.6	0.5
People born in a non-English speaking country using accommodation support services per 1000 potential population aged under 65 years who were born in a non-English speaking country									
2006-07	5.3	13.1	16.8	11.3	53.7	29.8	10.8	17.5	12.7
2007-08	5.6	13.4	16.0	14.3	48.9	39.6	11.1	19.2	12.8
People born in an English speaking country using accommodation support services per 1000 people aged under 65 years who were born in an English speaking country									
2003-04	1.2	2.2	1.4	1.8	3.2	2.7	1.2	1.2	1.7
2004-05	1.2	2.1	1.5	1.9	3.4	2.7	1.2	1.0	1.7
2005-06	1.4	2.0	1.6	2.1	3.2	2.6	1.2	1.1	1.8
2006-07	1.4	1.9	1.6	2.3	3.5	2.7	1.2	1.4	1.9
2007-08	1.4	1.9	1.6	2.0	3.5	2.8	1.2	1.3	1.8
People born in an English speaking country using accommodation support services per 1000 potential population aged under 65 years who were born in an English speaking country									
2006-07	35.5	49.7	39.2	56.2	87.9	64.7	29.4	35.2	46.5
2007-08	35.0	49.3	38.2	49.8	86.9	65.5	30.7	34.1	45.3
All people using accommodation support services per 1000 total people aged under 65 years									
2003-04	1.0	1.9	1.3	1.7	3.1	2.6	1.1	1.1	1.6
2004-05	1.0	1.8	1.4	1.8	3.3	2.7	1.1	0.9	1.6
2005-06	1.2	1.8	1.5	1.9	3.1	2.6	1.1	1.1	1.6
2006-07	1.2	1.7	1.5	2.1	3.4	2.6	1.1	1.3	1.7
2007-08	1.2	1.7	1.5	1.8	3.4	2.7	1.1	1.3	1.6

- (a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Individuals might have accessed services from more than one State or Territory.
- (b) Data for service users born in a non-English speaking country were based on responses for country of birth with English Proficiency Groups 2–4. For 2003-04 and 2004-05 data, this includes all countries except Australia, New Zealand, Canada, United Kingdom, South Africa, Ireland or the United States of America, which are classified as English speaking countries. From 2005-06, Zimbabwe is also included as an 'English speaking country'. Where country of birth was inconsistently recorded for the same service user, the service user was counted as having been born in a non-English speaking country.
- (c) Data for all service users exclude 1023 service users in 2003-04, 866 service users in 2004-05, 824 service users in 2005-06, 834 service users in 2006-07 and 603 service users in 2007-08 whose country of birth was not reported, thus accommodation support service users per 1000 total population aged under 65 years may differ from other tables. Due to the relatively high missing rate of data, care should be taken when interpreting this indicator.

**Table 14A.35 Users of CSTDA accommodation support services, by country of birth (a), (b), (c), (d), (e), (f), (g)**

	NSW (h)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
(d)	The State and Territory data on people born in an English/non-English speaking country are derived using country of birth data from the <i>2001 Australian Census of Population and Housing</i> (for data to 2006-07) and the <i>2006 Australian Census of Population and Housing</i> (for 2007-08 data) and the estimated resident population of states and territories in the relevant year. Estimates exclude people whose country of birth was not stated or who were visitors to Australia from overseas.								
(e)	Data for service users of CSTDA funded accommodation support services exclude specialist psychiatric disability services identified by the jurisdiction.								
(f)	Data for users per 1000 people are derived by dividing the number of service users by the number of people aged under 65 years, multiplied by 1000. Data for users per 1000 potential population are derived by dividing the number of service users by the potential population, multiplied by 1000. The potential populations for 2006-07 have been revised, therefore data for service users per 1000 potential population can differ from those in the 2009 Report.								
(g)	Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality. Differences in service type outlet and service user response rates between jurisdictions and across years, for example, should be taken into account when interpreting these data.								
(h)	NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions.								

*Source:* AIHW unpublished, *CSTDA NMDS*; AIHW unpublished, derived from ABS *2001 Census of Population and Housing*, ABS 2004, *2003 Survey of Disability, Ageing and Carers*, Cat. no. 4430.0, Canberra, ABS 2005 (and previous issues), *Australian Demographic Statistics, June 2003, 2004, 2005*, Cat. no. 3101.0, Canberra, ABS 2005, *Migration Australia 2003-04*, Cat. no. 3412.0, Canberra, ABS *2006 Census of Population and Housing (CDATA Online)* and ABS 2007 (and previous issue), *Population by Age and Sex, Australian States and Territories, Jun 2007, 2006*, Cat. no. 3201.0, Canberra.



**Table 14A.36 Users of CSTDA community support services, by country of birth (a), (b), (c), (d), (e), (f), (g)**

	NSW (h)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
People born in a non-English speaking country using community support services per 1000 people aged under 65 years who were born in a non-English speaking country									
2006-07	0.6	3.5	1.0	1.5	5.0	2.7	1.9	2.1	1.9
2007-08	0.7	3.3	1.0	1.4	5.6	2.7	1.9	4.2	1.9
People born in a non-English speaking country using community support services per 1000 potential population aged under 65 years who were born in a non-English speaking country									
2006-07	16.6	78.1	28.3	41.4	114.4	85.0	50.5	74.4	47.6
2007-08	18.8	75.4	31.0	38.5	129.2	91.7	51.8	145.2	48.8
People born in an English speaking country using community support services per 1000 people aged under 65 years who were born in an English speaking country									
2006-07	4.0	7.9	3.1	7.9	9.2	5.3	10.8	2.2	5.6
2007-08	4.2	8.0	3.5	6.6	11.0	6.0	11.8	7.4	5.9
People born in an English speaking country using community support services per 1000 potential population aged under 65 years who were born in an English speaking country									
2006-07	99.2	202.9	75.5	194.8	227.4	126.1	277.2	56.4	140.7
2007-08	102.8	204.5	85.1	163.5	272.0	141.6	299.6	190.9	146.6
All people using community support services per 1000 total people aged under 65 years									
2006-07	3.4	7.1	2.9	7.1	8.8	5.2	9.7	2.2	5.1
2007-08	3.6	7.2	3.3	6.0	10.5	5.8	10.4	7.2	5.3

- (a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Individuals might have accessed services from more than one State or Territory.
- (b) Data for service users born in a non-English speaking country were based on responses for country of birth with English Proficiency Groups 2–4. This includes all countries except Australia, New Zealand, Canada, United Kingdom, South Africa, Ireland, the United States of America or Zimbabwe which are classified as English speaking countries. Where country of birth was inconsistently recorded for the same service user, the service user was counted as having been born in a non-English speaking country.
- (c) Data for all service users exclude 6094 service users in 2006-07 and 5760 service users in 2007-08, whose country of birth was not reported, thus community support service users per 1000 total population aged under 65 years may differ from other tables. Due to the relatively high missing rate of data, care should be taken when interpreting this indicator.
- (d) The State and Territory data on people born in an English/non-English speaking country are derived using country of birth data from the *2001 Australian Census of Population and Housing* (for 2006-07 data) and the *2006 Australian Census of Population and Housing* (for 2007-08 data) and the estimated resident population of states and territories in the relevant year. Estimates exclude people whose country of birth was not stated or who were visitors to Australia from overseas.
- (e) Data for service users of CSTDA funded community support services exclude specialist psychiatric disability services identified by the jurisdiction.
- (f) Data for users per 1000 people are derived by dividing the number of service users by the number of people aged under 65 years, multiplied by 1000. Data for users per 1000 potential population are derived by dividing the number of service users by the potential population, multiplied by 1000. The potential populations for 2006-07 have been revised, therefore data for service users per 1000 potential population can differ from those in the 2009 Report.

**Table 14A.36 Users of CSTDA community support services, by country of birth (a), (b), (c), (d), (e), (f), (g)**

	<i>NSW (h)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
(g) Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality. Differences in service type outlet and service user response rates between jurisdictions and across years, for example, should be taken into account when interpreting these data.									
(h) NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions.									
<p><i>Source:</i> AIHW unpublished, <i>CSTDA NMDS</i>; AIHW unpublished, derived from ABS <i>2001 Census of Population and Housing</i>, ABS 2004, <i>2003 Survey of Disability, Ageing and Carers</i>, Cat. no. 4430.0, Canberra, ABS <i>2006 Census of Population and Housing (CDATA Online)</i> and ABS 2007 (and previous issue), <i>Population by Age and Sex, Australian States and Territories, Jun 2007, 2006</i>, Cat. no. 3201.0, Canberra.</p>									

Table 14A.37

**Table 14A.37 Users of CSTDA community access services, by country of birth (a), (b), (c), (d), (e), (f), (g)**

	NSW (h)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
People born in a non-English speaking country using community access services per 1000 people aged under 65 years who were born in a non-English speaking country									
2006-07	0.5	1.3	0.8	0.6	2.3	1.5	0.3	0.7	0.9
2007-08	0.6	1.2	0.7	0.5	2.3	1.5	0.4	0.7	0.9
People born in a non-English speaking country using community access services per 1000 potential population aged under 65 years who were born in a non-English speaking country									
2006-07	13.4	29.1	22.7	17.0	51.4	46.8	9.4	24.1	22.4
2007-08	15.2	27.7	21.2	13.3	53.2	50.0	12.5	25.6	22.3
People born in an English speaking country using community access services per 1000 people aged under 65 years who were born in an English speaking country									
2006-07	1.9	3.3	2.1	2.3	3.6	3.2	1.0	1.7	2.5
2007-08	2.1	3.1	2.1	2.0	3.8	3.4	1.4	1.2	2.5
People born in an English speaking country using community access services per 1000 potential population aged under 65 years who were born in an English speaking country									
2006-07	46.9	84.8	51.3	56.3	90.0	76.4	26.6	44.2	61.3
2007-08	51.9	78.5	51.3	49.1	92.6	80.8	36.7	31.7	61.0
All people using community access services per 1000 total people aged under 65 years									
2006-07	1.7	3.0	2.0	2.1	3.5	3.1	0.9	1.6	2.2
2007-08	1.8	2.7	2.0	1.8	3.6	3.3	1.3	1.2	2.2

- (a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Individuals might have accessed services from more than one State or Territory.
- (b) Data for service users born in a non-English speaking country were based on responses for country of birth with English Proficiency Groups 2–4. This includes all countries except Australia, New Zealand, Canada, United Kingdom, South Africa, Ireland, the United States of America or Zimbabwe which are classified as English speaking countries. Where country of birth was inconsistently recorded for the same service user, the service user was counted as having been born in a non-English speaking country.
- (c) Data for all service users exclude 4446 service users in 2006-07 and 4545 service users in 2007-08 whose country of birth was not reported, thus community access service users per 1000 total population aged under 65 years may differ from other tables. Due to the relatively high missing rate of data, care should be taken when interpreting this indicator.
- (d) The State and Territory data on people born in an English/non-English speaking country are derived using country of birth data from the *2001 Australian Census of Population and Housing* (for 2006-07 data) and the *2006 Australian Census of Population and Housing* (for 2007-08 data) and the estimated resident population of states and territories in the relevant year. Estimates exclude people whose country of birth was not stated or who were visitors to Australia from overseas.
- (e) Data for service users of CSTDA funded community access services exclude specialist psychiatric disability services identified by the jurisdiction.
- (f) Data for users per 1000 people are derived by dividing the number of service users by the number of people aged under 65 years, multiplied by 1000. Data for users per 1000 potential population are derived by dividing the number of service users by the potential population, multiplied by 1000. The potential populations for 2006-07 have been revised, therefore data for service users per 1000 potential population can differ from those in the 2009 Report.

**Table 14A.37 Users of CSTDA community access services, by country of birth (a), (b), (c), (d), (e), (f), (g)**

	<i>NSW (h)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
(g) Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality. Differences in service type outlet and service user response rates between jurisdictions and across years, for example, should be taken into account when interpreting these data.									
(h) NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions.									

*Source:* AIHW unpublished, *CSTDA NMDS*; AIHW unpublished, derived from ABS 2004, *2003 Survey of Disability, Ageing and Carers*, Cat. no. 4430.0, Canberra, ABS 2006 *Census of Population and Housing (CDATA Online)* and ABS 2007 (and previous issue), *Population by Age and Sex, Australian States and Territories, Jun 2007, 2006*, Cat. no. 3201.0, Canberra.

**Table 14A.38 Users of CSTDA respite services, by country of birth (a), (b), (c), (d), (e), (f), (g)**

	NSW (h)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
People born in a non-English speaking country using respite services per 1000 people aged under 65 years who were born in a non-English speaking country									
2006-07	0.2	1.1	0.4	0.2	0.4	0.5	0.6	1.0	0.5
2007-08	0.2	1.2	0.4	0.2	0.5	0.2	0.4	0.8	0.6
People born in an English speaking country using respite services per 1000 people aged under 65 years who were born in an English speaking country									
2006-07	1.1	2.7	1.3	1.8	1.3	0.7	1.1	1.5	1.6
2007-08	1.2	2.9	1.3	1.7	1.3	0.7	1.1	1.1	1.7
All people using respite services per 1000 total people aged under 65 years									
2006-07	0.9	2.5	1.3	1.6	1.2	0.7	1.0	1.5	1.5
2007-08	1.1	2.6	1.2	1.5	1.2	0.7	1.0	1.0	1.5

- (a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Individuals might have accessed services from more than one State or Territory.
- (b) Data for service users born in a non-English speaking country were based on responses for country of birth with English Proficiency Groups 2–4. This includes all countries except Australia, New Zealand, Canada, United Kingdom, South Africa, Ireland, the United States of America or Zimbabwe which are classified as English speaking countries. Where country of birth was inconsistently recorded for the same service user, the service user was counted as having been born in a non-English speaking country.
- (c) Data for all service users exclude 1550 service users in 2006-07 and 1603 service users in 2007-08 whose country of birth was not reported, thus respite service users per 1000 total population aged under 65 years may differ from other tables. Due to the relatively high missing rate of data, care should be taken when interpreting this indicator.
- (d) The State and Territory data on people born in an English/non-English speaking country are derived using country of birth data from the *2001 Australian Census of Population and Housing* (for 2006-07 data) and the *2006 Australian Census of Population and Housing* (for 2007-08 data) and the estimated resident population of states and territories in the relevant year. Estimates exclude people whose country of birth was not stated or who were visitors to Australia from overseas.
- (e) Data for service users of CSTDA funded respite services exclude specialist psychiatric disability services identified by the jurisdiction.
- (f) Data for users per 1000 people are derived by dividing the number of service users by the number of people aged under 65 years, multiplied by 1000.
- (g) Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality. Differences in service type outlet and service user response rates between jurisdictions and across years, for example, should be taken into account when interpreting these data.
- (h) NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions.

Source: AIHW unpublished, *CSTDA NMDS*; AIHW unpublished, derived from ABS *2006 Census of Population and Housing (CDATA Online)* and ABS 2007 (and previous issue), *Population by Age and Sex, Australian States and Territories, Jun 2007, 2006*, Cat. no. 3201.0, Canberra.

Table 14A.39

**Table 14A.39 Users of CSTDA employment services, by country of birth (a), (b), (c), (d), (e)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
People born in a non-English speaking country using employment services per 1000 people aged 15–64 years who were born in a non-English speaking country									
2003-04	1.2	2.1	1.0	1.3	1.5	1.1	0.7	1.6	1.5
2004-05	1.1	2.2	1.1	1.1	1.5	0.8	0.6	1.5	1.4
2005-06	1.3	2.8	2.3	1.8	1.6	2.4	1.2	1.7	1.9
2006-07	2.6	4.2	3.0	2.2	2.6	2.5	1.5	2.8	3.1
2007-08	3.6	5.5	3.4	2.7	3.8	2.8	1.9	3.7	4.1
People born in a non-English speaking country using employment services per 1000 potential population who were born in a non-English speaking country									
2006-07	90.1	124.8	111.4	76.0	77.2	105.2	49.5	135.3	101.9
2007-08	129.6	160.6	129.8	92.0	113.7	126.6	61.7	168.4	135.2
People born in an English speaking country using employment services per 1000 people aged 15–64 years who were born in an English speaking country									
2003-04	4.9	6.0	4.9	4.9	6.4	5.4	4.4	3.1	5.3
2004-05	5.0	6.0	5.0	4.9	6.1	5.6	3.7	2.7	5.3
2005-06	5.4	6.0	5.5	5.4	6.3	6.3	3.9	2.7	5.6
2006-07	6.1	6.5	5.9	5.7	7.5	6.8	4.6	3.4	6.2
2007-08	6.9	6.9	6.4	5.9	8.3	7.4	4.8	4.3	6.7
People born in an English speaking country using employment services per 1000 potential population who were born in an English speaking country									
2006-07	206.5	231.1	193.9	185.9	253.1	225.1	149.2	118.8	208.8
2007-08	233.3	240.6	207.4	190.3	280.4	246.2	153.4	149.7	225.1
All people using employment services per 1000 total people aged 15–64 years									
2003-04	3.1	3.9	3.2	3.2	4.4	3.9	2.9	2.0	3.4
2004-05	4.2	5.2	4.6	4.3	5.6	5.4	3.2	2.6	4.6
2005-06	4.6	5.4	5.2	4.9	5.8	6.1	3.5	2.6	5.0
2006-07	5.3	6.1	5.7	5.2	6.9	6.6	4.1	3.3	5.7
2007-08	6.2	6.6	6.1	5.4	7.7	7.1	4.4	4.3	6.3

- (a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Individuals might have accessed services from more than one State or Territory.
- (b) Data for service users born in a non-English speaking country were based on responses for country of birth with English Proficiency Groups 2–4. For 2003-04 and 2004-05 data, this includes all countries except Australia, New Zealand, Canada, United Kingdom, South Africa, Ireland or the United States of America, which are classified as English speaking countries. From 2005-06, Zimbabwe is also included as an 'English speaking country'.
- (c) Data for all service users exclude 2481 in 2003-04, 2248 in 2004-05, 4975 in 2005-06 and 750 in 2007-08 whose country of birth was not reported, thus employment service users per 1000 total population aged 15–64 years may differ from other tables. Due to the relatively high missing rate of data, care should be taken when interpreting this indicator.

**Table 14A.39 Users of CSTDA employment services, by country of birth (a), (b), (c), (d), (e)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
(d)	The State and Territory data on people born in an English/non-English speaking country are derived using country of birth data from the <i>2001 Australian Census of Population and Housing</i> (for data to 2006-07) and the <i>2006 Australian Census of Population and Housing</i> (for 2007-08 data) and the estimated resident population of states and territories in the relevant year. Estimates exclude people whose country of birth was not stated or who were visitors to Australia from overseas.								
(e)	Data for users per 1000 people are derived by dividing the number of service users by the number of people aged 15–64 years, multiplied by 1000. Data for users per 1000 potential population are derived by dividing the number of service users by the potential population, multiplied by 1000. The potential populations for 2006-07 have been revised, therefore data for service users per 1000 potential population can differ from those in the 2009 Report.								

*Source:* AIHW unpublished, *CSTDA NMDS*; AIHW unpublished, derived from ABS *2001 Census of Population and Housing*, ABS 2004, *2003 Survey of Disability, Ageing and Carers*, Cat. no. 4430.0, Canberra, ABS 2005 (and previous issues), *Australian Demographic Statistics, June 2003, 2004, 2005*, Cat. no. 3101.0, Canberra, ABS 2005, *Migration Australia 2003-04*, Cat. no. 3412.0, Canberra, ABS *2006 Census of Population and Housing (CDATA Online)*, ABS 2007 (and previous issue), *Labour Force Australia, Detailed Electronic Delivery, June 2007, 2006*, Cat. no. 6291.0.55.001, Canberra, ABS 2007 (and previous issue), *Population by Age and Sex, Australian States and Territories, Jun 2007, 2006*, Cat. no. 3201.0, Canberra.

**Table 14A.40 Users of CSTDA community accommodation and care services as a proportion of all accommodation support service users (per cent) (a), (b), (c), (d)**

	<i>NSW (e)</i>	<i>Vic (f)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2003-04	73.1	89.8	81.6	83.1	79.7	80.7	100.0	100.0	82.4
2004-05	72.7	91.0	83.6	85.4	80.1	80.7	100.0	100.0	83.3
2005-06	74.1	92.2	84.5	87.8	79.7	79.9	100.0	100.0	83.9
2006-07	77.5	93.5	85.2	87.2	83.4	82.1	100.0	100.0	85.6
2007-08	77.9	96.0	85.5	89.8	84.9	81.4	100.0	100.0	87.0

- (a) Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Individuals might have accessed services from more than one State or Territory. Individuals might have accessed services from both accommodation service type categories (institutional/large residential or community accommodation and care services).
- (b) Data for service users of CSTDA funded accommodation support services exclude specialist psychiatric disability services identified by the jurisdiction.
- (c) Community accommodation and care services include group homes, attendant care/personal care, in-home accommodation support, alternative family placement, and other accommodation support.
- (d) Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality. Differences in service type outlet and service user response rates between jurisdictions and across years, for example, should be taken into account when interpreting these data.
- (e) NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions. The relatively low proportion of accommodation support users in community setting in NSW is largely a historical issue.
- (f) Victorian 2003-04 data are reported to be significantly understated because errors in the 'date of last service received' and lower than expected response rates have led to under-counting of service users.

Source: AIHW unpublished, *CSTDA NMDS*.



Table 14A.41

Table 14A.41 **Younger people in residential aged care, 30 June (a), (b), (c)**

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT (d)	NT (b)	Aust (e)
<i>People aged 0–49 years</i>										
2006	no.	391	221	244	65	60	15	4	7	1 007
2007	no.	374	210	226	47	53	9	np	5	924
2008	no.	336	209	179	58	55	11	4	6	858
Change 2006 to 2008	%	-14.1	-5.4	-26.6	-10.8	-8.3	-26.7	–	-14.3	-14.8
<i>People aged 0–64 years</i>										
2006	no.	2 345	1 585	1 401	495	483	145	47	58	6 559
2007	no.	2 370	1 575	1 391	436	455	131	58	50	6 466
2008	no.	2 369	1 616	1 359	514	490	152	67	39	6 606
Change 2006 to 2008	%	1.0	2.0	-3.0	3.8	1.4	4.8	42.6	-32.8	0.7

(a) Data are for permanent residents in aged care.

(b) These data should be interpreted with care (particularly for the NT). There may be issues related to the age of Indigenous residents being incorrectly recorded. An assessment of the data set in the NT has previously shown that approximately half of Indigenous peoples' ages were incorrectly recorded.

(c) Data for 2006–2008 are from the AIHW's publication on the *Younger People with Disability In Residential Aged Care Program*.

(d) ACT data for people aged 0–49 years in the ACT are not published for 2007. The number is less than 3.

(e) The Australian total only relates to jurisdictions for which data are published.

– Nil or rounded to zero. **np** Not published.

Source: AIHW 2009, *Younger People with Disability in Residential Aged Care program: Final report on the 2007–08 Minimum Data Set*, Disability series, Cat. no. DIS 53, Canberra.

Table 14A.42 **NSW quality assurance processes**

<i>Features of quality assurance system</i>	<p>Under the NSW Disability Services Act (DSA) 1993, all government funded or provided services for people with disability must conform to the principles and application of principles found in Schedule 1 of the Act. The DSA does not specify how services are to be monitored to ensure they comply with the principles and applications.</p> <p>The NSW Department of Ageing, Disability and Home Care (DADHC) has implemented an integrated monitoring framework (IMF). The IMF applies to government funded and provided services. The two key features of this framework include:</p> <p>(1) Annual accountability and reporting requirements — a core set of six requirements need to be undertaken including a financial acquittal and an annual return. The annual return is an annual statement of the organisation's compliance to the relevant legislation, financial management practices and relevant service standards (including the NSW Disability Service Standards).</p> <p>(2) On-site service reviews and monitoring — the key features of the service review includes the provider undertaking a self assessment, a regional DADHC staff member undertaking a desk top review and a DADHC staff member visiting the service provider and the associated outlets to undertake a comprehensive on-site service review. Following the review, a summary report of the review is sent to the service provider.</p> <p>Service providers may be required to provide DADHC with an Action Plan arising from:</p> <ul style="list-style-type: none"> <li>• an on-site service review visit that has identified areas that require improvement</li> <li>• a service provider annual return that identifies partial compliance or non-compliance with key elements of the funding agreement</li> <li>• an incident or issue that required one-off investigation or ad hoc review that identified specific areas to be addressed by the provider.</li> </ul> <p>The Action Plan is a service improvement tool for service providers and a monitoring tool for the Department. It is a list of tasks and timelines, and identifies the person responsible for the completion of each task. Tasks will be documented, followed up and reviewed by the Department.</p>		
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*What are the relevant service standards*

NSW Disability Service Standards	NSW Disability Services Act (DSA) 1993 principles and application of principles	The Integrated Monitoring Framework — Key Performance Indicators
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**Service Access**

Each service user seeking a service has access to a service on the basis of relative need and available resources

**1 Principles**

Persons with disabilities have the same basic human rights as other members of Australian society. They also have the rights needed to ensure that their specific needs are met.

**Organisational Governance**

Leadership at all levels of the organisation provides direction and guidance for achieving the organisation's goals.

**Capacity**

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Table 14A.42

Table 14A.42 **NSW quality assurance processes**

NSW Disability Service Standards	NSW <i>Disability Services Act (DSA)</i> 1993 principles and application of principles	The Integrated Monitoring Framework — Key Performance Indicators
<b>Individual Needs</b>	Their rights, which apply irrespective of the nature, origin, type or degree of disability, include the following:	The organisation demonstrates compliance with all relevant legislation and regulations (this would include the relevant Disability Service Standards).
Each person with a disability receives a service which is designed to meet, in the least restrictive way, his/her individual needs	(a) persons with disabilities are individuals who have the inherent right to respect for their human worth and dignity,	Policies and processes are developed to support the organisation's service delivery.
<b>Decision Making and Choice</b>	(b) persons with disabilities have the right to live in and be part of the community,	Appropriate accountability mechanisms are in place.
Each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of his/her daily life in relation to the services he/she receives	(c) persons with disabilities have the right to realise their individual capacities for physical, social, emotional and intellectual development,	<b>Organisational Capacity — Management Systems and Processes</b>
<b>Privacy, Dignity and Confidentiality</b>	(d) persons with disabilities have the same rights as other members of Australian society to services which will support their attaining a reasonable quality of life,	The organisation has practices in place to ensure planning, evaluation and improvement of service delivery.
Each service user's right to privacy, dignity and confidentiality in all aspects of his/her life is recognised and respected	(e) persons with disabilities have the right to choose their own lifestyle and to have access to information, provided in a manner appropriate to their disability and cultural background, necessary to allow informed choice,	Information is collected and utilised in line with privacy provisions and in the interest of clients.
		Risk management is an integral part of the organisation's operations.

Table 14A.42

Table 14A.42 **NSW quality assurance processes**

NSW Disability Service Standards	NSW Disability Services Act (DSA) 1993 principles and application of principles	The Integrated Monitoring Framework — Key Performance Indicators
<p><b>Valued Status</b></p> <p>Each person with a disability has the opportunity to develop and maintain skills to participate in activities that enable him/her to achieve valued roles in the community</p> <p><b>Complaints and Disputes</b></p> <p>Each service user is free to raise and have resolved, any complaints and disputes he/she may have regarding the agency or the service</p> <p><b>Service Management</b></p> <p>Each Agency adopts sound management practices which maximise outcomes for service users</p> <p><b>Participation and Integration</b></p> <p>Each person with a disability is supported and encouraged to participate and be involved in the life of the community</p>	<p>(f) persons with disabilities have the same right as other members of Australian society to participate in the decisions which affect their lives,</p> <p>(g) persons with disabilities receiving services have the same right as other members of Australian society to receive those services in a manner which results in the least restriction of their rights and opportunities,</p> <p>(h) persons with disabilities have the right to pursue any grievance in relation to services without fear of the services being discontinued or recrimination from service providers,</p> <p>(i) persons with disabilities have the right to protection from neglect, abuse and exploitation.</p> <p><b>2 Applications of principles</b></p> <p>Services and programs of services must apply the principles set out in clause 1.</p> <p>In particular, they must be designed and administered so as to achieve the following:</p> <p>(a) to have as their focus the achievement of positive outcomes for persons with disabilities, such as increased independence, employment opportunities and integration into the community,</p>	<p>The organisation encourages open communication/feedback from stakeholders in meaningful and appropriate way.</p> <p><b>Organisational Capacity — Workforce Development</b></p> <p>Human resource management is an integral part of the organisation's planning.</p> <p>Training and development is available to staff as appropriate to the organisation's goals.</p> <p><b>Providing Services &amp; Programs — Access</b></p> <p>The organisation ensures information on services and programs is available in the community</p> <p>Clients have fair and equitable access to services and resources.</p> <p>Clients are aware and understand the services and programs provided.</p>

Table 14A.42

Table 14A.42	NSW quality assurance processes	NSW Disability Service Standards	NSW Disability Services Act (DSA) 1993 principles and application of principles	The Integrated Monitoring Framework — Key Performance Indicators
	<p><b>Family Relationships</b> Each person with a disability receives a service which recognises the importance of preserving family relationships, informal social networks and is sensitive to their cultural and linguistic environments</p> <p><b>Protection of Human Rights and Freedom from Abuse</b> The Agency ensures that the legal and human rights of people with a disability are upheld in relation to the prevention of sexual, physical, and emotional abuse within the service</p>	<p>(b) to contribute to ensuring that the conditions of the everyday life of persons with disabilities are the same as, or as close as possible to, norms and patterns which are valued in the general community, (c) to form part of local co-ordinated service systems and other services generally available to members of the community, wherever possible, (d) to meet the individual needs and goals of the persons with disabilities receiving services, (e) to meet the needs of persons with disabilities who experience an additional disadvantage as a result of their gender, ethnic origin or Aboriginality, (f) to promote recognition of the competence of, and enhance the image of, persons with disabilities,</p>	<p><b>Providing Services &amp; Programs — Individual and Group Planning</b> Clients participate in the design and planning of their services and programs. Effectiveness of service provision is regularly assessed and reviewed. Coordinates referral, transition and ensures follow-up processes are used to enhance client outcomes.</p> <p><b>Providing Services &amp; Programs — Delivering the services</b> The organisation is able to demonstrate compliance to service specific legislative and DADHC policy requirements.</p>	

Table 14A.42

Table 14A.42 **NSW quality assurance processes**

NSW Disability Service Standards	NSW Disability Services Act (DSA) 1993 principles and application of principles	The Integrated Monitoring Framework — Key Performance Indicators
<p>For each of the Standards, there is a minimum and enhanced set of sub-standards. The DACHC has developed guidance on how to implement the minimum and enhanced standards. There are 27 discrete but inter-related practice requirements which apply to all services. For further information see: Standards In Action Practice Requirements and Guidelines for Services Funded Under the Disability Services Act.</p>	<p>(g) to promote the participation of persons with disabilities in the life of the local community through maximum physical and social integration in that community,</p> <p>(h) to ensure that no single organisation providing services exercises control over all or most aspects of the life of a person with disabilities,</p> <p>(i) to ensure that organisations providing services (whether specifically to persons with disabilities or generally to members of the community) are accountable to persons with disabilities who use them, the advocates of those persons, the State and the community generally for the provision of information from which the quality of those services can be judged,</p> <p>(j) to provide opportunities for persons with disabilities to reach goals and enjoy lifestyles which are valued by the community generally and are appropriate to their chronological age,</p> <p>(k) to ensure that persons with disabilities participate in the decisions that affect their lives,</p>	<p>Service delivery maintains and promotes health and wellbeing. Services and programs are developed to assist clients with behaviour support. Services are provided to assist clients to remain independent and participate fully in the community</p> <p>Indirect services.</p> <p><b>Capacity Building — Networks and Partnerships</b></p> <p>The organisation participates in evaluation and improvement activities to expand the knowledge of the sector. Able to demonstrate collaboration with stakeholders and other agencies to improve outcomes for clients, communities and the sector.</p>

Table 14A.42    **NSW quality assurance processes**

NSW Disability Services Act (DSA) 1993 principles and application of principles	
(l)	to ensure that persons with disabilities have access to advocacy support where necessary to ensure adequate participation in decision-making about the services they receive,
(m)	to recognise the importance of preserving the family relationships and the cultural and linguistic environments of persons with disabilities,
(n)	to ensure that appropriate avenues exist for persons with disabilities to raise and have resolved any grievances about services, and to ensure that a person raising any such grievance does not suffer any reprisal,
(o)	to provide persons with disabilities with, and encourage them to make use of, avenues for participating in the planning and operation of services and programs which they receive and to provide opportunities for consultation in relation to the development of major policy and program changes,
(p)	to respect the rights of persons with disabilities to privacy and confidentiality.

Table 14A.42    **NSW quality assurance processes**

<i>Future directions</i>	<b>Quality Reform Project</b>
	<p>DADHC has undertaken a project to research and identify a single Framework for quality that would apply to both funded and operated services. This project has identified the following key components of a Quality Framework:</p> <ul style="list-style-type: none"><li>• A defined set of service requirements aligned to the NSW Human Services Quality Framework. These quality requirements will incorporate the NSW Disability Service Standards and National HACCC Service Standards;</li><li>• An articulated policy statement that requires service providers to demonstrate conformity to quality requirements;</li><li>• Assessment processes to be undertaken on a three year cycle;</li><li>• A strategy to support assessors, clients and providers in the implementation of the framework.</li><li>• Mutual recognition of quality standards which providers are required to meet through other funding programs</li><li>• Examination of the option of using third-party assessors to carry out Verification Assessments of a service provider's conformity with the quality requirements.</li></ul>
<p><i>Source:</i>    NSW Government 1998, <i>Standards in Action</i>, Ageing and Disability Department, <a href="http://www.dadhc.nsw.gov.au/NR/rdonlyres/898B1EC7-FFED-4F87-83F0-E7C25D504C61/6668/Standardsinaction_93582882.pdf">www.dadhc.nsw.gov.au/NR/rdonlyres/898B1EC7-FFED-4F87-83F0-E7C25D504C61/6668/Standardsinaction_93582882.pdf</a> (accessed 1 December 2009); NSW Government 2009, <i>Integrated Monitoring Framework</i>, <a href="http://www.dadhc.nsw.gov.au/dadhc/Doing+business+with+us/Integrated+Monitoring+Framework.htm">www.dadhc.nsw.gov.au/dadhc/Doing+business+with+us/Integrated+Monitoring+Framework.htm</a> (accessed 1 December 2009); NSW Government unpublished.</p>	



Table 14A.43    **Victorian quality assurance processes**

<i>Features of quality assurance system</i>	<i>Under the Disability Act 2006, the Minister must determine the standards to be met by disability service providers in the provision of disability services. A disability service provider must comply with the relevant applicable standards. The Secretary, Department of Human Services, must specify performance measures and may monitor service provider compliance with the relevant performance measures in respect of the standards. Both the standards and performance measures have been published in the Victoria Government Gazette.</i>
	<p>The <i>Quality Framework for Disability Services in Victoria (2007)</i> was implemented in 1997 and revised in 2007 to better support the goals of the Victorian State Disability Plan 2002–2012 and the principles of the Disability Act 2006. The <i>Quality Framework for Disability Services in Victoria (2007)</i> introduced critical new key elements:</p> <ul style="list-style-type: none"><li>• Outcomes Standards</li><li>• focus on supports to facilitate personal outcomes</li><li>• a framework for independent quality monitoring.</li></ul> <p>Under the Quality Framework, disability service providers are required to undertake organisational self-assessment against the Standards for Disability Services in Victoria, including service user assessment of the service provider's performance against these Standards. Service providers may use any self-assessment and service user assessment processes with the capacity to demonstrate compliance with the Standards, but are encouraged to select an approach that best reflects the service type and consumer requirements. Disability service providers measure the quality of their practice by gathering data against the evidence indicators of the standards. The evidence indicators include:</p> <ul style="list-style-type: none"><li>• indicators that describe compliance with the Standards</li><li>• developmental indicators that describe examples of continuous quality improvement.</li></ul> <p>The Quality Framework requires all disability service providers to have a quality plan. The quality plan uses information gathered from the self-assessment (including the service user assessment) and any other quality review processes and sets the priorities and actions for improvements for the forthcoming continuous quality improvement cycle. Both department-managed and community service organisations disability service providers must comply with the Standards and are also required to undergo independent monitoring for compliance against the Standards by 2012.</p>

Table 14A.43

Table 14A.43 Victorian quality assurance processes

What are the relevant service standards	Standards for Disability Services in Victoria: Outcome Standards	Standards for Disability Services in Victoria: Industry Standards
	<p>The <i>Outcomes Standards</i> are used to determine whether services and supports make a difference in the lives of people. The Outcome Standards are:</p> <ul style="list-style-type: none"><li>• <b>Individuality</b> Each individual has goals, wants, aspirations and support needs and makes decisions and choices about their life</li><li>• <b>Capacity</b> Each individual's abilities and potential are identified and encouraged</li><li>• <b>Participation</b> Each individual is able to access his or her community</li><li>• <b>Citizenship</b> Each individual has rights and responsibilities as a member of the community</li><li>• <b>Leadership</b> Each individual has the opportunity to inform the way that supports are provided</li></ul> <p><i>Evidence indicators</i></p> <p>A suite of evidence indicators of the Outcome Standards has been developed for 16 life areas. The indicators map back to the Outcome Standards for Disability Services and will be used to determine compliance. These evidence indicators describe measurable elements of practice that may be used to assess whether the support is in place to assist people with a disability achieve the outcome.</p>	<p>The <i>Industry Standards</i> are used to measure systems and processes and ensure that organisations are meeting legislative and funding obligations. The Industry Standards are:</p> <ul style="list-style-type: none"><li>• <b>Service Access</b> Fair and equitable practices that are consistent with funding obligations, applicable legislation and purpose of the service are applied when managing and allocating resources.</li><li>• <b>Individual Needs</b> Planning and support is tailored, flexible, responsive and appropriate to the individual.</li><li>• <b>Decision-Making and Choice</b> Support options are planned, developed, implemented and reviewed in a manner that are responsive to the decisions, choices, and aspirations of individuals.</li><li>• <b>Privacy, Dignity and Confidentiality</b> Privacy, dignity and confidentiality is respected and maintained.</li><li>• <b>Participation and Integration</b> Support options are planned, developed, implemented and reviewed in a manner that build opportunities for individuals to participate in the life of the community. □</li></ul>

Table 14A.43

Table 14A.43 **Victorian quality assurance processes**

Standards for Disability Services in Victoria: Outcome Standards	Standards for Disability Services in Victoria: Industry Standards
<p>See the following website for the full set of outcome standards evidence indicators:  <a href="http://www.dhs.vic.gov.au/__data/assets/word_doc/0006/153096/quality_evidenceindicatorsoutcomestandards_doc_0808.doc">www.dhs.vic.gov.au/__data/assets/word_doc/0006/153096/quality_evidenceindicatorsoutcomestandards_doc_0808.doc</a></p>	<ul style="list-style-type: none"> <li>• <b>Valued Status</b> Support options are planned, developed, implemented and reviewed in a manner that recognise the skills, abilities and potential of individuals and enable the achievement of valued roles in the community.</li> <li>• <b>Complaints and Disputes</b> Complaints and disputes are addressed promptly, fairly and respectfully without compromising services to the individual.</li> <li>• <b>Service Management</b> Management and governance practice is sound, accountable and consistent with current disability policy and practice.</li> <li>• <b>Freedom from Abuse and Neglect</b> Supports are provided in safe and healthy environments that support individuals to exercise their legal and human rights.</li> </ul> <p><i>Evidence indicators</i> The evidence indicators make sure that the expectations for compliance with each standard are clear and provide a level of consistency with other quality frameworks. See the following website for the set of industry standard evidence indicators:  <a href="http://www.dhs.vic.gov.au/disability/improving_supports/quality_framework_for_disability_services/implementing_the_quality_framework_2007/evidence-indicators">www.dhs.vic.gov.au/disability/improving_supports/quality_framework_for_disability_services/implementing_the_quality_framework_2007/evidence-indicators</a></p>
<i>Future directions</i>	The Victorian Government is actively exploring ways to reduce regulatory burden. This includes development of a common standards and quality assurance framework within the Department of Human Services. Mapping common standards prevalent in the disability services sector commenced in 2009.

Table 14A.43

Table 14A.43    **Victorian quality assurance processes**

Source:	Victorian Government 2007, <i>Quality Framework for Disability Services in Victoria</i> , <a href="http://www.dhs.vic.gov.au/disability/improving_supports/quality_framework_for_disability_services">www.dhs.vic.gov.au/disability/improving_supports/quality_framework_for_disability_services</a> , (accessed 1 December 2009); Victorian Government 2007, <i>Standards for Disability Services in Victoria</i> , <a href="http://www.dhs.vic.gov.au/disability/improving_supports/quality_framework_for_disability_services/implementing_the_quality_framework_2007/standards_for_disability_services_in_victoria_2007">www.dhs.vic.gov.au/disability/improving_supports/quality_framework_for_disability_services/implementing_the_quality_framework_2007/standards_for_disability_services_in_victoria_2007</a> ; Victorian Government unpublished.
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Table 14A.44

Table 14A.44 **Queensland quality assurance processes**

<i>Features of quality assurance system</i>	Under the Queensland <i>Disability Act 2006</i> , the Minister may make disability service standards for improving the quality of disability services provided by funded service providers. The service standards must detail the way in which disability services are to be provided by funded service providers. The service standards must include indicators to measure whether funded service providers have met the standards. The Act also details how the Minister may approve a process under which a service provider may be certified by an external certification body as meeting the service standards.  All services delivered or recurrently funded by the Department of Communities are required to achieve certification against the Queensland Disability Service Standards, Queensland Disability Advocacy Standards (for advocacy service providers) or ISO 9001:2000 (for providers of information and print disability and other support services), as appropriate to their service. The initial implementation of quality systems involves a five-step process: establish the quality system framework; service user assessment; self assessment; establish a plan for continuous improvement and external validation by an independent certification body. Once a service provider has achieved certification, they must undergo recertification and progress through the implementation cycle every three years, with annual surveillance audits to ensure certification is maintained and an improvement plan has been implemented.
<i>What are the relevant service standards?</i>	Queensland Disability Service Standards <b>Service access</b> Each person with a disability seeking a service has access to the service on the basis of relative need and within available resources. <b>Individual needs</b> Individual needs and personal goals are met in the least restrictive way possible and within available resources. <b>Decision making and choice</b> Participation as fully as possible, in decision making, choice of activities and events in daily life in relation to the services received. <b>Privacy, dignity and confidentiality</b> Recognition of the right to privacy, dignity and confidentiality in all aspects of life. <b>Participation and integration</b> Support and encouragement to participate and be included in the life of the community.

Table 14A.44

## Table 14A.44 Queensland quality assurance processes

Queensland Disability Service Standards	
<b>Valued status</b>	Providing opportunities to develop skills to participate in and achieve valued roles within the community.
<b>Complaints and disputes</b>	A proactive approach to complaints and disputes management that safeguards service users/supports from retributive action when raising complaints.
<b>Service management</b>	Effective corporate governance through sound and visible management systems and practice.
<b>Protection of legal and human rights and freedom from abuse and neglect</b>	Upholding the legal and human rights of each person with a disability and taking action to prevent and/or respond to allegations of abuse and neglect.
<b>Staff recruitment, employment and development</b>	Recruitment, selection and development of paid and unpaid staff that ensures they have the relevant values, skills, knowledge and competencies to support service delivery to service users.
	Each of the Queensland Disability Service Standards has a set of service standard indicators. Service providers use these indicators to assess their performance against each of the standards. They are then used by the external audit team to measure evidence against the standards. See the following website for the full set of service standard indicators: <a href="http://www.disability.qld.gov.au/key-projects/quality/overview/standards/qdss-indicators.html">www.disability.qld.gov.au/key-projects/quality/overview/standards/qdss-indicators.html</a> The Queensland Disability Advocacy Standards are a modified version of the above standards. The ISO 9001:2000 standards apply to providers of information and print disability and other support services (see the following website for more details on these standards: <a href="http://www.disability.qld.gov.au/key-projects/quality/publications-tools/resources/resources/resource-kits.html">www.disability.qld.gov.au/key-projects/quality/publications-tools/resources/resources/resource-kits.html</a> ).
<i>Future directions</i>	The Department of Communities is exploring options to reduce regulatory burden under the Queensland Compact. This includes the development of common standards for human services across the department. A review of the National Standards for Disability Services is also currently underway.
<i>Source :</i>	Queensland Government 2009, <i>Disability Sector Quality System</i> , <a href="http://www.disability.qld.gov.au/key-projects/quality/">www.disability.qld.gov.au/key-projects/quality/</a> (accessed 1 December 2009); Queensland Government unpublished.

Table 14A.45	WA quality assurance processes
Features of quality assurance system	<p>Under the <i>WA Disability Services Act 1993</i>, the Disability Services Commission can establish guidelines and standards for the provision of disability services other than disability services provided by carers. The DSA does not specify how services are to be monitored to ensure they comply with the guidelines and standards.</p> <p>The Disability Services Commission has recently implemented the Quality Management Framework (QMF). Under the QMF, recurrently funded service providers must demonstrate that the services they provide continuously address the quality requirements. One of the key features of the QMF is the consumer focused outcomes and performance indicators for each service type. Outcomes are what services are expected to achieve for the benefit of the individual using their service. Under the QMF, all services will also be evaluated for their compliance with the nine Disability Services Standards. Services will be evaluated through the following processes:</p> <ul style="list-style-type: none"><li>• Service provider and consumer baseline assessment surveys (BAS) — every five years service providers will complete a BAS about the QMF Outcomes and some of the Disability Services Standards. At the same time as the service provider BAS, a separate survey will be sent to a representative sample of individuals with a disability, their families and carers at a program level for each service provider. The information collected from the BAS will be presented in a written report to each service provider.</li><li>• Self Assessments — every year (other than the year a BAS or Independent Evaluation occurs) service providers will complete a Self Assessment. Service providers will be expected to provide information about their consumers' progress against the QMF outcomes. Service providers will also be expected to invite groups of consumers, their families and carers to have a say about different aspects of the service provided and include their feedback as part of the Self Assessment report.</li><li>• Independent Evaluation — an external independent evaluators will complete an independent evaluation of services every 3–4 years. The focus of an independent evaluation will be on the results from the service provider's last BAS or Self Assessment report. The independent evaluator will pay particular attention to the views of people with disabilities, their families and carers and invite them to have a say about the quality of the services they receive.</li></ul>

Table 14A.45

Table 14A.45	WA quality assurance processes	QMF outcomes
What are the relevant service standards	WA Disability Services Standards	
<p><b>Service Access</b> Each consumer seeking a service has access to a service on the basis of relative need and available resources.</p> <p><b>Individual Needs</b> Each person with a disability receives a service which is designed to meet, in the least restrictive way, his or her individual needs and personal goals.</p> <p><b>Decision Making and Choice</b> Each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of his or her daily life in relation to the services he or she receives.</p> <p><b>Privacy, Dignity and Confidentiality</b> Each consumer's right to privacy, dignity and confidentiality in all aspects of his or her life is recognised and respected.</p> <p><b>Participation and Integration</b> Each person with a disability is supported and encouraged to participate and be involved in the life of the community.</p> <p><b>Valued Status</b> Each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.</p>	<p>Each outcome has a series of performance indicators by which the performance of disability service providers will be assessed and evaluated. A set of steps or sequence of activities that need to be undertaken to achieve a desired outcome have also been developed for each service area (these are called response chains). For more information on the indicators and the response chains see the following website: <a href="http://www.disability.wa.gov.au/serviceproviders/qmf/qmfindicators.html">www.disability.wa.gov.au/serviceproviders/qmf/qmfindicators.html</a></p>	<p><b><u>Outcomes For Accommodation Support</u></b></p> <p><b>Wellbeing</b> Outcome: Maintenance and/or improvement of the social, mental, physical, emotional, spiritual, sexual and cultural aspects of the individual.</p> <p><b>Relationships And Social Connection</b> Outcome: Relationships are diverse and contribute to the individual's life and social connections.</p> <p><b>Lifestyle</b> Outcome: Participation in a lifestyle of the individual's choice.</p> <p><b>Home</b> Outcome: The place where a person lives is safe, secure and comfortable, and where they can be themselves.</p>



Table 14A.45

Table 14A.45	WA quality assurance processes	WA Disability Services Standards	QMF outcomes
<p><b>Complaints and Disputes</b> Each consumer is free to raise and have resolved, any complaints or disputes he or she may have regarding the service provider or the service.</p> <p><b>Service Management</b> Each service provider adopts sound management practices which maximise outcomes for consumers.</p> <p><b>Protection of Human Rights and Freedom from Abuse and Neglect</b> The service provider acts to prevent abuse and neglect, and to uphold the legal and human rights of consumers.</p>			<p><b><u>Outcomes for Individual Advocacy</u></b></p> <p><b>Capacity Building</b> Outcome: The individual's abilities and potential to contribute to society are encouraged and respected and sensitive to their lifestyle and culture.</p> <p><b>Community Connections</b> Outcome: The individual is welcomed by their community to participate in the activities and the relationships of their choice.</p> <p><b>Citizenship</b> Outcome: The individual is aware of their rights and exercises them as a community member</p> <p><b><u>Outcomes for Systemic Advocacy</u></b></p> <p><b>Citizenship</b> Outcome: The community recognises people with a disability as citizens with equal participation in community life.</p> <p><b><u>Outcomes for Alternatives to Employment</u></b></p> <p><b>Social participation</b> Outcome: Participation and engagement in and/or with the community, in activities of the individual's choice (including but not limited to recreational, community, domestic, social, cultural, religious) that involves interacting with individuals other than paid support workers and immediate family members.</p>

Table 14A.45

Table 14A.45    **WA quality assurance processes**

QMF outcomes
<b>Personal Independence</b> Outcome: engagement in natural settings, using natural supports, in tasks of every day life (including but not limited to personal, recreational, community, domestic, social, religious, cultural).
<b>Life Long Learning</b> Outcome: Maintenance and acquisition of skills, competencies and knowledge to support the individual's independence, personal interests and inclusion in their community.
<b>Enhanced Natural Support Networks</b> Outcome: Relationships established with individuals other than immediate family members and paid support workers that contribute in a positive way to the individual in their everyday life.
<b><u>Outcomes For Disability Professional Services</u></b>
<b>Independence</b> Outcome: The individual's independence in daily living is maximised.
<b>Participation</b> Outcome: Participation in everyday life in usual settings.
<b><u>Outcomes for Recreation Services</u></b>
<b>Wellbeing</b> Outcome: To maintain and or improve the individual's sense of well being. QMF outcomes
<b>Social Connectedness</b> Outcome: The individual participates in their community in a range of activities and relationships of their choice.
<b>Welcoming communities</b> Outcome: Communities are supportive and inclusive of all people.

Table 14A.45    **WA quality assurance processes**

<i>Future directions</i>	Ongoing work to fully implement the Quality Management Framework across service providers.
<i>Source:</i>	WA Government 2005, <i>Disability Services Standards</i> , <a href="http://www.disability.wa.gov.au/publication/disabilityservicesstandards.html">www.disability.wa.gov.au/publication/disabilityservicesstandards.html</a> (accessed 1 December 2009). WA Government, <i>Quality Management Framework</i> , <a href="http://www.disability.wa.gov.au/serviceproviders/qmf.html">www.disability.wa.gov.au/serviceproviders/qmf.html</a> (accessed 1 December 2009); WA Government unpublished.

Table 14A.46 **SA quality assurance processes**

<i>Features of quality assurance system</i>	<i>Under the SA Disability Services Act 1993, a disability service provider funded under the Act must apply the principles and meet the objectives set out in the Schedules 1 and 2. In addition, the Act specifies that the Minister must cause a disability service funded under the Act to be reviewed at intervals of not more than three years, for the purpose of assessing the extent to which the principles and objectives set out in the Schedules to this Act are being applied and met.</i>
	<p>The SA Office for Disability and Client Services only funds and/or purchases disability services from providers that are on the Disability Services Provider Panel. To qualify for the Panel, disability service providers are required to adhere to the National Standards for Disability Services and demonstrate how these standards are implemented in their organisation.</p> <p>Organisations are required to provide information on how they currently monitor compliance with the National Standards for Disability Services. To qualify, all disability service organisations are also required to undertake or have completed a Quality Assurance system. The Service Excellence Program has been developed by the Department for Families and Communities for use by non-government community service providers.</p> <p>The Service Excellence Program is an accredited quality improvement program aimed at supporting non-government organisations (NGOs) to improve and achieve sustainable excellence. Service Excellence Program is based on a set of standards that were mapped against a number of quality frameworks, including the National Standards for Disability Services. The structure of SEP is organised around three categories:</p> <ul style="list-style-type: none"> <li>• Leadership and Management – strategic planning, governance, policies and procedures and financial and contract management.</li> <li>• People, Partnerships and Communication – effective, safe and accessible service delivery.</li> <li>• Service Provision – meeting strategic objectives and consumer needs through high quality services.</li> </ul> <p>Each category is divided into topics with specific standards. Each standard is described through a set of requirements and linked to examples. These provide a guide or set of prompts as to what evidence may be relevant for the requirement of the standard. They are intended to give the organisation some guidance about how to achieve the standard. Under the Service Excellence Program, services can be accredited at the certificate or award level.</p>

Table 14A.46

Table 14A.46 **SA quality assurance processes**

<i>What are the relevant service standards?</i>	<p>The Program includes the following steps:</p> <ul style="list-style-type: none"><li>• Completion of a self-assessment against the Service Excellence Standards — service providers identify actions for implementation before an external assessment is undertaken.</li><li>• Undertake an external assessment — the external assessor provides a written report to confirm the areas where a service provider is performing well and recommend potential areas for improvement.</li><li>• Develop a quality action plan — the service provider develops a plan based on recommendations from the external assessment report. The plan identifies actions to improve quality against each standards.</li></ul> <p>Each category is divided into topics with specific standards. Each standard is described through a set of requirements and linked to examples. These provide a guide or set of prompts as to what evidence may be relevant for the requirement of the standard. They are intended to give the organisation some guidance about how to achieve the standard. Under the Service Excellence Program, services can be accredited at the certificate or award level.</p> <p>Disability SA, the government disability services provider, self-assesses against the Business Excellence Framework adopted across all areas of the Department for Families and Communities. In addition, some Disability SA outlets meet specific quality assurance system requirements in relation to catering, aged care and Home and Community Care services, where applicable.</p>	SA Disability Service Standards	Service Excellence Program — Certificate level	Service Excellence Program — Award level (meets the Certificate level standards and additional standards)
	<p><b>Service Access</b></p> <p>Each consumer seeking a service has access to a service on the basis of relative need and available resources.</p> <p><b>Individual Needs</b></p> <p>Each person with a disability receives a service which is designed to meet, in the least restrictive way, their individual needs and personal goals.</p>	<p>LEADERSHIP AND MANAGEMENT</p> <p>C.1 PLANNING</p> <p>C.1.1 Strategic Planning: Strategic planning is undertaken to further organisational and service development.</p> <p>C.1.2 Business Plans: A Business Planning process is used to implement your Strategic Plan and to plan and monitor organisational performance.</p>	<p>LEADERSHIP AND MANAGEMENT</p> <p>A.1 Planning</p> <p>A.1.1 Leadership: Leadership is innovative, progressive and self critical.</p> <p>A.1.2 Knowledge Management: The organisation has effective processes to collect and interpret data, to create information and to refine information into knowledge.</p>	

Table 14A.46 **SA quality assurance processes**

SA Disability Service Standards	Service Excellence Program — Certificate level	Service Excellence Program — Award level (meets the Certificate level standards and additional standards)
<p><b>Decision Making and Choice</b></p> <p>Each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of their daily life in relation to the services he or she receives.</p> <p><b>Privacy, Dignity and Confidentiality</b></p> <p>Each consumer's right to privacy, dignity and confidentiality in all aspects of their life is recognised and respected.</p> <p><b>Valued Status</b></p> <p>Each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable them to achieve valued roles in the community.</p> <p><b>Participation and Integration</b></p> <p>Each person with a disability is supported and encouraged to participate and be involved in the life of the community.</p> <p><b>Complaints and Disputes</b></p> <p>Each consumer is free to raise and have resolved any complaints or disputes he or she may have regarding the service.</p> <p><b>Service Management</b></p> <p>Each service adopts sound management practices which maximise outcomes for consumers.</p>	<p><b>C.2 GOVERNANCE</b></p> <p>C.2.1 Sound Governance:</p> <p>A commitment to sound governance, a high level of mutual accountability, ethical conduct, objectivity and integrity are evident in all activities.</p> <p>C.2.2 Legislative and Organisational: Policies and procedures are in place to achieve service outcomes in line with legislative and organisational requirements.</p> <p>C.2.3 Risk Management: Policies and procedures are in place to manage risk.</p> <p>C.3 FINANCIAL AND CONTRACT MANAGEMENT</p> <p>C.3.1 Sound Finances:</p> <p>The Chief Executive and managers maintain sound financial decision-making processes to ensure the efficient and effective use of the resources under their control.</p> <p>Financial management is transparent, accountable and appropriately authorised. The organisation's physical resources are managed to ensure an effective, safe and efficient service.</p>	<p>A.1.3 Continuous Improvement:</p> <p>A culture of continuous quality improvement is well established.</p> <p>A.2 GOVERNANCE</p> <p>A.2.1 Critical Review:</p> <p>A commitment to good governance is demonstrated through critical review by the governing body.</p> <p>A.2.1 Risk Management:</p> <p>Risks to the organisation, consumers and staff are minimised through formal risk management systems.</p> <p>A.3 FINANCIAL AND CONTRACT MANAGEMENT</p> <p>A.3.1 Financial Management:</p> <p>Financial management practices are effective and aligned to Strategic Directions</p> <p>A.3.2 Contract Management:</p> <p>Formal agreements and less formal partnerships reflect organisational values and standards and foster effective relationships.</p> <p>A.4 PEOPLE</p> <p>A.4.1 Supporting People:</p> <p>People at all levels are the essence of an organisation and their full involvement enables their abilities to be directed towards its purpose.</p> <p>A.4.2 Workforce Planning:</p> <p>Workforce planning and development considers future organisational</p>

Table 14A.46

Table 14A.46	SA quality assurance processes	SA Disability Service Standards	Service Excellence Program — Certificate level	Service Excellence Program — Award level (meets the Certificate level standards and additional standards)
	<b>Protection of Human Rights and Freedom from Abuse</b> The service provider acts to prevent abuse and neglect and to uphold the legal and human rights of service recipients	<b>PEOPLE, PARTNERSHIPS AND COMMUNICATION</b> <b>C.4 PEOPLE</b> <b>C.4.1 Human Resources:</b> Human resources are managed to create an effective and competent service. Recruitment processes are effective, roles are defined and relevant ongoing training provided. <b>C.4.2 Occupational Health, Safety and Welfare:</b> OHS&W systems are incorporated into business planning and work processes.	<b>A.5 PARTNERSHIPS</b> <b>NO FURTHER REQUIREMENTS AT AWARD LEVEL</b> <b>A.6 COMMUNICATION</b> <b>A.6.1 Organisational Culture:</b> The organisation pursues an integrated and coordinated service delivery culture. <b>A.6.2 Improving Communication:</b> Planned communication strategies ensure consistency and timeliness and engender trust and respect. <b>A.7 SERVICE OUTCOMES</b> <b>A.7.1 Benchmarking:</b> Service Outcomes are compared against community or industry norms.	<b>A.8 CONSUMER OUTCOMES</b> <b>A.8.1 Valuing Consumer Participation:</b> Consumer participation is valued and fostered.
		<b>C.5 PARTNERSHIPS</b> <b>C.5.1 Working Collaborative:</b> Working collaboratively with other organisations on agreed common goals and contributing to knowledge and development of the community.		

Table 14A.46

Table 14A.46 SA quality assurance processes

Service Excellence Program — Certificate level
<p>Physical resources include buildings, equipment, furniture, vehicles and IT.</p> <p>C.3.2 Contract Management:</p> <p>Sound administration of contracts should reflect organisational values, enable disclosure and ensure integrity.</p> <p>C.5.2 Teamwork:</p> <p>Co-operation, collaboration and teamwork are achieved through engagement of staff, consumers and stakeholders in development, planning and evaluation. Teamwork exists through alignment of activities to a common purpose and is inclusive of volunteer and student contributions.</p> <p>6 COMMUNICATION</p> <p>C.6.1 Information Dissemination:</p> <p>Appropriate communication systems and strategies ensure information is disseminated internally at all levels and externally to all key stakeholders.</p> <p>SERVICE PROVISION</p> <p>SERVICE OUTCOMES</p>



Table 14A.46

Table 14A.46	SA quality assurance processes
	<div>Service Excellence Program — Certificate level</div> <div>CONSUMER OUTCOMES</div> <div>C.8.1 Consumer Participation: Consumers are recognised as key partners in shaping service development and assessing quality of service delivery.</div> <div>C.8.2 Consumer Empowerment: Strategies to empower consumers to take greater control of their care and their lives generally are encouraged. Feedback is valued and is used as a continuous improvement tool.</div> <div><i>Future directions</i>      Planning to implement an additional Disability Services Standard: Cultural Competency and Inclusion.</div> <div><i>Source :</i>    SA Government 2009, <i>About the Service Excellence Program</i>, <a href="http://www.dfc.sa.gov.au/pub/default.aspx?tabid=267">www.dfc.sa.gov.au/pub/default.aspx?tabid=267</a> (accessed 1 December 2009). SA Government, <i>The National Disability Services Standards for Services Funded by the South Australian Government</i>, <a href="http://www.dfc.sa.gov.au/pub/tabid/360/itemid/502/moduleid/1433/Quality-system-operation-for-disability-service-pr.aspx">www.dfc.sa.gov.au/pub/tabid/360/itemid/502/moduleid/1433/Quality-system-operation-for-disability-service-pr.aspx</a>, (accessed 26 July 2009); SA Government unpublished.</div>

Table 14A.47

Table 14A.47	Tasmanian quality assurance processes
Features of quality assurance system	<p>Under the Tasmanian <i>Disability Services Act 1991</i>, government provided or funded disability services must comply with the Disability Service Standards set out in Schedule 3 of the Act. The Secretary of the relevant Department must review services receiving grants to provide disability services at least once in every 5 years.</p> <p>Before 1 July 2009, a three tier quality review and improvement system was planned including a client and family satisfaction measure. Tier one of the system commenced operation in 2007 and continued until 2009.</p> <p>From 1 July 2009, a new <i>Quality and Safety Standards Framework for Tasmania's Agency Funded Community Sector</i> was implemented. Under this Framework, service providers will need to comply with both Generic Standards and the Specific Disability Service Standards (together these standards incorporate outcome standards for people with disabilities, governance standards for service providers, and system-wide standards). A new quality monitoring system is also being developed that will comprise the following components:</p> <ol style="list-style-type: none"> <li>1 Self-assessment — enabling providers to determine 'how well they are performing against the standards' including areas of strong performance and areas for improvement. There is a requirement to establish systems for provider self-assessment on an annual basis.</li> <li>2 External review — designed to ascertain that service providers are performing to expectations, as per the standards. Importantly, external review will also identify: <ul style="list-style-type: none"> <li>• areas of compliance with the standards;</li> <li>• key areas of non-compliance, establishing action plans to address core gaps in service delivery processes and operational management;</li> <li>• emerging best practice and innovation, which can be disseminated within the broader sector; and</li> <li>• requirements for sector capacity building.</li> </ul> </li> <li>3 Provider registration — used as the basis to ensure that only those service providers that have the capacity to provide disability services in a safe and effective manner are involved in disability support provision. The provider registration regime will have the following features: <ul style="list-style-type: none"> <li>• individuals may only receive support from registered providers;</li> <li>• providers must establish compliance with the standards through an external review process; and</li> <li>• graduated sanctions will be imposed where agencies fail to comply with the standards — including the implementation of an action plan, the placement of conditions on registration or, in more extreme cases, the revocation of registration and the appointment of an administrator.</li> </ul> </li> </ol>

Table 14A.47

Table 14A.47 **Tasmanian quality assurance processes**

<i>What are the relevant service standards</i>	<i>Disability Services Standards set out in Schedule 3 of the Disability Services Act 1991.</i>	<i>Generic Standards under the Quality and Safety Standards Framework for Tasmania's Agency Funded Community Sector</i>
	<p>The standards to be complied with in respect of the provision of services relating to persons with disabilities are as follows:</p> <ol style="list-style-type: none"> <li>1. Services are to be designed and administered so as to achieve positive outcomes for persons with disabilities, such as increased independence, education and employment opportunities and integration into the community.</li> <li>2. Services are to be designed and administered so as to ensure that the conditions of every-day life of persons with disabilities are the same as, or as close as possible to, the conditions of every-day life of other members of the community.</li> <li>3. Services are to be provided as part of local co-ordinated service systems and be integrated with services generally available to members of the community, wherever possible.</li> <li>4. Services are to be tailored to meet the individual needs and goals of persons with disabilities.</li> <li>5. Programs and services are to be designed and administered so as to meet the needs of persons with disabilities who experience additional disadvantage as a result of their sex, ethnic origin, Aboriginality or geographic loc</li> </ol>	<p><b>Safe Environment</b></p> <p>Consumers receive services in an environment that is safe.</p> <p><i>Fundamental Elements</i></p> <ul style="list-style-type: none"> <li>• Fire</li> <li>• Food</li> <li>• Medication</li> <li>• Health and Safety</li> </ul> <p><i>Supplementary Elements</i></p> <ul style="list-style-type: none"> <li>• Disaster Management</li> <li>• Environmental Management</li> </ul> <p><b>Consumer Focus</b></p> <p>Consumers receive services that respect their rights and are responsive to their needs and desires.</p> <p><i>Fundamental Elements</i></p> <ul style="list-style-type: none"> <li>• Health and Wellbeing</li> <li>• Lifestyle</li> <li>• Service Coordination</li> <li>• Cultural Diversity</li> <li>• Individual Safety</li> <li>• Community Participation and Inclusion</li> <li>• Rights and Responsibilities</li> </ul>

Table 14A.47

Table 14A.47	Tasmanian quality assurance processes	Generic Standards under the Quality and Safety Standards Framework for Tasmania's Agency Funded Community Sector
	Disability Services Standards set out in Schedule 3 of the <i>Disability Services Act 1991</i> .	
	6. Programs and services are to be designed and administered so as to promote recognition of the competence of, and enhance the image of, persons with disabilities.	<b>Workforce</b> Consumers receive services that are provided by appropriately trained and supported staff and volunteers. <i>Fundamental Elements</i>
	7. Programs and services are to be designed and administered so as to promote the participation of persons with disabilities in the life of the local community through maximum physical and social integration in that community.	<ul style="list-style-type: none"> <li>• Recruitment</li> <li>• Roles and Responsibilities</li> <li>• Professional development</li> <li>• Sustainability</li> </ul>
	8. Programs and services are to be designed and administered so as to ensure that no single organization providing services exercises control over all or most aspects of the life of a person with disabilities.	<i>Supplementary Elements</i> <ul style="list-style-type: none"> <li>• Workforce Diversity</li> <li>• Capacity Building</li> </ul>
	9. Programs and services are to be designed and administered so as to be as free as possible from aversive, restrictive and intrusive treatment practices. <input type="checkbox"/>	<b>Incidents and Feedback</b> Consumers receive services from community sector organisations that appropriately manage incidents and actively seek and respond to feedback. <i>Fundamental Elements</i> <ul style="list-style-type: none"> <li>• Compliments</li> <li>• Complaints</li> <li>• Incidents</li> </ul>

Table 14A.47

Table 14A.47	Tasmanian quality assurance processes	Generic Standards under the Quality and Safety Standards Framework for Tasmania's Agency Funded Community Sector
Disability Services Standards set out in Schedule 3 of the <i>Disability Services Act 1991</i> .		
<p>10. Organizations providing services, whether those services are provided specifically to people with disabilities or generally to members of the community, are to be accountable to those persons with disabilities who use their services, the advocates of such people, the State and the community generally for the provision of information from which the quality of their services can be judged.</p> <p>11. Programs and services are to be designed and administered so as to provide opportunities for persons with disabilities to reach goals and enjoy lifestyles which are valued by the community generally and are appropriate to their age.</p> <p>12. Services are to be designed and administered so as to ensure that persons with disabilities have access to advocacy support where necessary to ensure adequate participation in decision making about the services they receive.</p> <p>13. Programs and services are to be designed and administered so as to ensure that appropriate avenues exist for persons with disabilities to raise and have resolved any</p>		<p><b>Consumer Information</b></p> <p>Consumers receive services that recognise and respect their right to have their personal information managed in an appropriately confidential manner.</p> <p><i>Fundamental Elements</i></p> <ul style="list-style-type: none"> <li>• Collection</li> <li>• Handling</li> <li>• Security</li> </ul> <p>Governance</p> <p>Consumers receive services that are effectively and efficiently managed.</p> <p><i>Fundamental Elements</i></p> <ul style="list-style-type: none"> <li>• Culture and Values</li> <li>• Financial Reporting</li> <li>• Communication</li> <li>• Decision Making</li> <li>• Legislation and Regulation</li> <li>• Policy</li> </ul>

Table 14A.47

### Table 14A.47 Tasmanian quality assurance processes

Disability Services Standards set out in Schedule 3 of the <i>Disability Services Act 1991</i> .	Generic Standards under the Quality and Safety Standards Framework for Tasmania's Agency Funded Community Sector
<p>14. Services are to be designed and administered so as to provide persons with disabilities with, and encourage them to make use of, avenues for on-going participation in the planning and operation of services which they receive.</p> <p>15. Programs and services are to be designed and administered so as to provide persons with disabilities with opportunities for consultation in relation to the development of major policy and program changes.</p> <p>16. Programs and services are to be designed and administered so as to respect the rights of persons with disabilities to privacy and confidentiality.</p> <p>17. Priority of access to services is to be on the assessed needs of each person based on:</p> <p>(a) the person's wishes</p> <p>(b) the level of disability and its impact on the person</p> <p>(c) the extent of support provided to the person from all sources</p> <p>(d) the benefits to the person of preventive services over remedial measures.</p>	<ul style="list-style-type: none"> <li>• Risk Management</li> <li>• <i>Supplementary Elements</i></li> <li>• Collaboration and Participation</li> <li>• Strategic Planning</li> <li>• Evidence Based Practice</li> </ul>
<p><i>Future directions</i></p> <p>Development of a new safety and quality framework for the Department of Health and Human Services based on the national quality agenda. Ongoing work to fully implement the <i>Quality and Safety Standards Framework</i> across service providers.</p>	

Source : Tasmanian Government 2009, *Operational Framework for Disability Services*, [http://www.dhhs.tas.gov.au/\\_\\_data/assets/pdf\\_file/0004/37885/FINAL\\_PRINTED\\_VERSION\\_IN\\_FC\\_LOGO\\_DHHS\\_DisabilityFrameworkFe b09.pdf](http://www.dhhs.tas.gov.au/__data/assets/pdf_file/0004/37885/FINAL_PRINTED_VERSION_IN_FC_LOGO_DHHS_DisabilityFrameworkFe b09.pdf) (accessed 1 December 2009); Tasmanian Government unpublished.

Table 14A.48	ACT quality assurance processes
Features of quality assurance system	<p>Under the <i>ACT Disability Services Act 1991</i>, the Minister may approve grants of financial assistance to—</p> <ul style="list-style-type: none"><li>(a) a provider of services; or</li><li>(b) a person with a disability; or</li><li>(c) a researcher;</li></ul> <p>subject to the prospective grantee entering into an agreement with the Minister.</p> <p>The Minister shall not approve a grant unless satisfied—</p> <ul style="list-style-type: none"><li>(a) that the grant would further the principles set out in schedule 1 of the Act and comply with any guidelines (which must be consistent with schedule 1 and 2 of the Act)</li><li>(b) that the programs and services funded by the grant would comply with the requirements set out in schedule 2 of the Act.</li></ul> <p>The ACT Government have also developed a set of generic good practice standards for community service organisations. The standards are a resource for quality improvement and are designed to help organisations better understand where they are going well and identify and plan how improvements can be made. Service providers are required to undertake a self-assessment process against the standards. The self assessment process includes the following steps: plan the assessment process, undertake assessment against the standards including seeking feedback from service users, develop a quality improvement plan, implement quality improvement plan in conjunction with your overall strategic plan and review progress against the quality improvement plan and evaluate outcomes.</p>

Table 14A.48

Table 14A.48	ACT quality assurance processes	
<i>What are the relevant service standards</i>	ACT Disability Services Act 1991 Schedule 1 and 2	Raising the Standard — Generic standards for continuous improvement in community service organisations
	<p><b>Schedule 1 Human rights principles to be furthered in relation to people with disabilities</b></p> <p>1 All people with disabilities are individuals who have the inherent right to respect for their human worth and dignity.</p> <p>2 People with disabilities, whatever the origin, nature, type or degree of disability, have the same basic human rights as other members of society and should be enabled to exercise these basic human rights.</p> <p>3 People with disabilities have the same rights as other members of society to realise their individual capacities for physical, social, emotional and intellectual development.</p> <p>4 People with disabilities and carers of people with disabilities have the same right as other members of society to services that will support their attaining a reasonable quality of life.</p> <p>5 People with disabilities have the same right as other members of society to make and actively participate in the decisions that affect their lives and are entitled to appropriate and necessary support to enable participation in, direction and implementation of the decisions that affect their lives.</p>	<p><b>Standards – Governance and management</b></p> <p>3.1 Leadership and governance</p> <p>Standard 3.1.1 Leadership</p> <p>Standard 3.1.2 Governing body</p> <p>Standard 3.1.3 Governance processes</p> <p>3.2 Effective management</p> <p>Standard 3.2.1 Effective and strategic management</p> <p>Standard 3.2.2 Accountability</p> <p>Standard 3.2.3 Financial management</p> <p>Standard 3.2.4 Information management</p> <p>3.3 Planning, evaluation and quality improvement</p> <p>Standard 3.3.1 Planning</p> <p>Standard 3.3.2 Evaluation</p> <p>Standard 3.3.3 Research</p> <p>Standard 3.3.4 Quality improvement</p> <p>3.4 Human resource management</p> <p>Standard 3.4.1 Recruitment, selection and appointment</p> <p>Standard 3.4.2 Performance management</p> <p>Standard 3.4.3 Training and development</p>



Table 14A.48

Table 14A.48	ACT quality assurance processes	Raising the Standard — Generic standards for continuous improvement in community service organisations
	ACT Disability Services Act 1991 Schedule 1 and 2	
	<p>6 People with disabilities have the same right as other members of society to receive services in a manner that results in the least restriction of their rights and opportunities.</p> <p>7 People with disabilities have the same right of pursuit of any grievance in relation to services as have other members of society.</p> <p>8 People with disabilities who wish to pursue a grievance also have the right to—</p> <p>(a) adequate support to enable pursuit of the grievance; and</p> <p>(b) be able to pursue the grievance without fear of discontinuation of services or recrimination from any person or agency who may be affected by or involved in the pursuit of the grievance.</p> <p><b>Schedule 2 Requirements to be complied with in relation to the design and implementation of programs and services relating to people with disabilities</b></p> <p>1 Services should have as their focus the achievement of a better quality of life for people with disabilities, such as increased independence, education and employment opportunities and integration into the community.</p>	<p>Standard 3.4.4 Work satisfaction</p> <p>Standard 3.4.5 Personnel management and systems</p> <p>Standard 3.4.6 Management of volunteers</p> <p>Standard 3.4.7 Committee and board development</p> <p>3.5 Safety and office environment</p> <p>Standard 3.5.1 Safety and security</p> <p>Standard 3.5.2 Productive work environment</p> <p>3.6 Project development and management</p> <p>Standard 3.6.1 Planning and developing projects</p> <p>Standard 3.6.2 Writing project proposals to funders or sponsors</p> <p>Standard 3.6.3 Managing projects</p> <p><b>Standards – Work with clients and communities</b></p> <p>4.1 Providing client-centred services</p> <p>Standard 4.1.1 Access to services</p> <p>Standard 4.1.2 Referral and entry to service</p> <p>Standard 4.1.3 Assessment and service planning</p> <p>Standard 4.1.4 Client-centred service delivery</p> <p>Standard 4.1.5 Participation in wider community issues</p> <p>Standard 4.1.6 Linkages with other organisations and groups</p>

Table 14A.48

Table 14A.48	ACT quality assurance processes	
	ACT Disability Services Act 1991 Schedule 1 and 2	Raising the Standard — Generic standards for continuous improvement in community service organisations
	2 Services should contribute to ensuring that the conditions of everyday life of people with disabilities are the same as, or as close as possible to, the conditions of everyday life enjoyed in the general community.	Standard 4.1.7 Client records
	3 Services should be provided as part of local coordinated service systems and be integrated with services generally available to members of the community where possible.	Standard 4.2.1 Client rights and participation
	4 Services should be tailored to meet the individual needs and goals of people with disabilities.	Standard 4.2.2 Privacy and confidentiality
	5 Programs and services should be designed and administered to meet the needs of people with disabilities who may experience additional disadvantage because of their sex, sexuality, ethnic origin, physical isolation or Aboriginality.	Standard 4.2.3 Client participation and feedback
	6 Programs and services should be designed and administered so as to promote recognition of the competence of, and enhance the image of, people with disabilities.	Standard 4.2.4 Client complaints
	7 Programs and services should be designed and administered so as to promote the participation of people with disabilities in the life of the local community through maximum physical and social integration in that community.	4.3 Community development
		Standard 4.3.1 Community development
		Standard 4.3.2 Community education and training
		4.4 Policy development and advocacy
		Standard 4.4.1 Policy development and research
		Standard 4.4.2 Advocacy and representation
		Standard 4.4.3 Partnerships and coalitions
		4.5 Membership services
		Standard 4.5.1 Ethical leadership and representation
		Standard 4.5.2 Serving the membership
		4.6 Sector development
		Standard 4.6.1 Change generation and management
		Standard 4.6.2 Information, advice and support

Table 14A.48	ACT quality assurance processes
	ACT Disability Services Act 1991 Schedule 1 and 2
	<p>8 Programs and services should be designed and administered so as to ensure that no single organisation providing services exercises control over all or most aspects of the life of a person with disabilities.</p> <p>9 Organisations providing services, whether those services are provided specifically to people with disabilities or generally to the community, should make available information from that the quality of their services can be judged.</p> <p>10 Programs and services should be designed and administered so as to provide opportunities for people with disabilities to reach goals and enjoy lifestyles that are valued by the community generally and are appropriate to their age.</p> <p>11 Services should be designed and administered so as to ensure that people with disabilities have access to advocacy support where necessary to ensure adequate participation in decision making about the services they receive.</p> <p>12 Programs and services should be designed and administered so as to ensure that appropriate avenues exist for people with disabilities to raise and have resolved any grievances about service:</p> <p>13 Services should be designed and administered so as to provide people with disabilities with, and encourage them to make use of, avenues for continuing participation in the planning and operation of services that they receive. In particular, programs and services provided to people with disabilities by the Territory and organisations should provide opportunities for consultation in relation to the development of major policy and program changes.</p> <p>14 Programs and services should be designed and administered so as to respect the rights of people with disabilities to privacy and confidentiality.</p>

Table 14A.48

Table 14A.48	ACT quality assurance processes
<i>Future directions</i>	A new quality framework is being developed for implementation.
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Source:	ACT 2002, <i>Raising the Standard, A manual to guide Quality improvement In ACT community Service organisations</i> , <a href="http://www.dhcs.act.gov.au/__data/assets/pdf_file/0010/5014/Intro.pdf">www.dhcs.act.gov.au/__data/assets/pdf_file/0010/5014/Intro.pdf</a> (accessed 9 December 2009); ACT Government unpublished.

Table 14A.49

Table 14A.49	NT quality assurance processes
<i>Features of quality assurance system</i>	<p>Under the NT <i>Disability Services Act 1993</i>, the Minister may approve funding to a provider of services, a researcher or a person with a disability. The Minister should not approve funding unless the provider or researcher is providing services or conducting research and development in a manner which furthers the principles set out in Schedule 2 and is furthering the objectives set out in Schedule 3.</p> <p>The NT Government has developed Disability Service Standards to ensure the services provided to consumers are consistent with the principles and objectives of the Northern Territory Disability Services Act. These standards are intended to apply to all services for people with disabilities provided and/or funded by government. In implementing these standards service providers are encouraged to seek feedback on the standards from service users and their families. Service providers are required under their contractual and funding arrangements to meet service standards. Service are also reviewed by the NT Department of Health and Families.</p>
<i>What are the relevant service standards</i>	<p>NT Disability Services Act (DSA) 1993 principles and objectives      NT Disability Service Standards</p> <p><b>Principles</b></p> <p>The principles which are to be furthered with respect to persons with disabilities are that:</p> <p>(a) persons with disabilities are individuals who have the inherent right to respect for their human worth and dignity;</p> <p><b>Access to Services</b></p> <p>Each person with a disability has access to the most appropriate services for his or her assessed needs and personal preferences.</p> <p>Information about the nature of the services, eligibility criteria and all related matters is readily available.</p>

Table 14A.49

Table 14A.49	NT quality assurance processes	
What are the relevant service standards	NT Disability Services Act (DSA) 1993 principles and objectives	NT Disability Service Standards
	<p>(b) persons with disabilities, whatever the origin, nature, type and degree of disability, have the same basic human rights as other members of Australian society;</p> <p>(c) persons with disabilities have the same rights as other members of Australian society to realise their individual capacities for physical, social, emotional and intellectual development;</p> <p>(d) persons with disabilities have the same right as other members of Australian society to services which will support their attaining a reasonable quality of life;</p> <p>(e) persons with disabilities have the same right as other members of Australian society to participate in decisions which affect their lives;</p> <p>(f) persons with disabilities receiving services have the same right as other members of Australian society to receive those services in a manner which results in the least restriction of their rights and opportunities;</p>	<p><b>Individual Needs</b> Each person with a disability will receive a service that meets, in the least restrictive way, his or her individual needs.</p> <p><b>Valued Community Status</b> Each person with a disability will have the opportunity to develop and maintain skills and to participate in activities which allow him or her to achieve valued roles in the community. Consumers with challenging behaviour will receive timely, non-aversive support to develop appropriate alternative behaviours.</p> <p><b>Decision Making and Choice</b> Each person with a disability is supported to fully participate in decisions about all aspects of his or her life and the services he or she receives.</p>

Table 14A.49 NT quality assurance processes

NT Disability Services Act (DSA) 1993 principles and objectives	NT Disability Service Standards
<p>(g) persons with disabilities have the same right as other members of Australian society of the pursuit of a grievance in relation to services.</p>	<p><b>Respect for Rights</b> Each person with a disability will receive services delivered in a manner that respects and protects their rights as outlined in the principles and objectives of the Northern Territory Disability Services Act.</p>
<p><b>Objectives</b> The objectives for providers of services or researchers are that:</p>	<p><b>Promoting Cultural and Family Relationships</b> Each person with a disability will receive services that recognise and support their cultural heritage and foster links with their families.</p>
<p>(a) the services should have as their focus, the achievement of positive outcomes for people with disabilities, such as increased independence, employment opportunities and integration into the community;</p> <p>(b) the services should contribute to ensuring that the conditions of the every-day life of people with disabilities are the same as, or as close as possible to, norms and patterns which are valued in the general community;</p>	<p><b>Support and Training for Support Workers and Volunteers</b> The agency upholds management practices that value support workers and volunteers, involve them in decision-making and provide them with thorough orientation and training for all aspects of their employment or support roles.</p>
<p>(c) the services should be provided as part of the local co-ordinated service systems and be integrated with services generally available to members of the community, wherever possible;</p>	<p><b>Consumer – Focused Service Management</b> Agencies implement sound management practices that maximise consumers' quality of life.</p>
<p>(d) the services should be tailored to meet the individual needs and goals of the people with disabilities receiving those services;</p> <p>(e) the program or the services should be designed and administered to meet the needs of people with disabilities who experience a double disadvantage as a result of their gender, ethnic origin or Aboriginality;</p> <p>(f) the program or the services should be designed and administered to promote recognition of the competence of, and enhance the image of, people with disabilities;</p>	<p>Each of the standards has supporting standards and examples of good and poor practice in service delivery.</p>

Table 14A.49 NT quality assurance processes

NT Disability Services Act (DSA) 1993 principles and objectives	
	<p>(g) the program or the services should be designed and administered to promote the participation of people with disabilities in the life of the local community through maximum physical and social integration in that community;</p> <p>(h) the program or the services should be designed and administered to ensure that no single organisation providing services exercises control over all or most aspects of the life of a person with disabilities;</p> <p>(j) the organisations or persons providing services to persons with disabilities, whether those services are provided specially to persons with disabilities or generally to members of the community, should be accountable to those persons with disabilities who use their services, advocates of those persons, the Territory and the community generally for the provision of information from which the quality of their services can be judged;</p> <p>(k) the program or the services should be designed and administered to provide opportunities for people with disabilities to reach goals and enjoy lifestyles which are valued by the community generally and are appropriate to their chronological age;</p> <p>(m) the services should be designed and administered to ensure that persons with disabilities have access to advocacy support where necessary to ensure adequate participation in decision-making about the services they receive;</p> <p>(n) the program or the services should be designed and administered to ensure that appropriate avenues exist for people with disabilities to raise and have resolved any grievances about services;</p>



Table 14A.49	NT quality assurance processes
	<p>NT Disability Services Act (DSA) 1993 principles and objectives</p> <p>(p) the program or the services should be designed and administered to provide people with disabilities with, and encourage them to make use of, avenues for participating in the planning and operation of services which they receive and the Territory and organisations should provide opportunities for consultation in relation to the development of major policy and program changes;</p> <p>(q) the program or the services should be designed and administered to respect the rights of people with disabilities to privacy and confidentiality; and</p> <p>(r) the activities of the provider of services which relate to persons with disabilities should be conducted in accordance with the Principles set out in Schedule 2.</p> <p><i>Future directions</i></p> <p>A recent review of Disability Services in the NT has identified the need for an integrated quality management system across the NT Department of Health and Families. A new quality framework is being developed for implementation.</p>

Source: NT Government 2009, *Northern Territory Disability Services Standards*, [www.disabilitycentral.com.au/disAbilityCentral/pdf/standards.pdf](http://www.disabilitycentral.com.au/disAbilityCentral/pdf/standards.pdf) (accessed 1 December 2009); NT Government unpublished.

**Table 14A.50 Aust Government quality assurance processes**

<i>Features of quality assurance system</i>	<i>Under the Commonwealth Disability Services Act 1986, the Minister may, by legislative instrument, determine:</i>
	(a) eligibility standards to be observed in the provision of an eligible service (including accommodation support services, print disability services, respite care services)
	(b) disability employment standards to be observed in the provision of an employment service
	When the Minister determines disability employment standards the Minister must, by legislative instrument, also approve key performance indicators to be applied in assessing whether the standards have been observed.
	Under the Act, the Secretary may approve an authority to grant accreditation to certification bodies. The authority must be internationally recognised as a suitable authority to grant accreditation and perform its functions in an independent and impartial way. The accredited certification body may give certificates of compliance to relevant organisations if it is satisfied that the service meets the disability employment standards. A service provider cannot receive funding (a grant) unless it is accredited (certified) or, for a new service, is seeking to be accredited, within 12 months of receiving a funding grant. If a service loses its certification and funding it needs to regain certification before funding is considered.
	The Certification process is summarised as follows:
	Step 1 - Start the process — gather and review background information about the organisation. This helps the organisation to assess exactly what they need to consider for their certification audit. This scoping exercise is a preliminary process before the more detailed internal audit the organisation will need to undertake later as part of their preparation for certification.
	Step 2 - Choose a certification body — the certification body needs to have been formally accredited by JAS-ANZ to assess services against the Disability Services Standards.
	Step 3 - Notify the Department — a newly funded organisation needs to notify the appropriate department that they intend to obtain a Certificate of Compliance against the Disability Services Standards.
	Step 4 - Conduct an internal audit — Internal audits are designed to enable an organisation to assess how well they perform against the Disability Services Standards. Certification bodies may require an organisation to submit material related to an internal audit, along with policies and procedures, before they decide whether to proceed with a certification audit.
	Step 5 - Prepare for certification audit — the organisation will need to prepare material, schedule activities and meetings and generally organise, in partnership with the certification body, how the certification audit will proceed.
	Step 6 - Participate in certification audit — the organisation assists the certification body obtain the information it needs, as well as ensuring that the interviews and feedback sessions organised proceed as scheduled.
	Step 7 - Follow-up certification audit if required — after the certification audit, the organisation receives an audit report from the certification body. The report is also given to the funding body. For each KPI an organisation receives a rated of major nonconformity (three months to correct), nonconformity (six months to correct) or conformity. The KPI with the lowest rating under each Standard, across all service types, determines the overall rating for each Standard.
	An organisation cannot be granted certification until all major nonconformities and nonconformities have been corrected, and that correction has been verified by the certification body.

Table 14A.50 **Aust Government quality assurance processes**

<i>What are the relevant service standards</i>	<p>Step 8 - Commence 3 year audit cycle — the 3 year audit cycle commences with a successful initial certification audit followed by a first surveillance audit 12 months later, a second surveillance audit at 24 months, and a re-assessment audit on completion of the three year period. Prior to each annual audit an internal audit is required, at which time corrective action can be taken if needed. A follow up surveillance audit may also be part of the process if issues in the annual audit which need to be rectified are identified by the certification body. Prior to the reassessment audit (3 years from certification) it is necessary to renegotiate the contract with the certification body. The 3 year audit cycle recommences with a successful reassessment audit.</p> <p>Disability Employment Standards and Key Performance Indicators as contained in the <i>Disability Services Standards (FaCSIA) 2007</i> legislative instrument. DEEWR has separate, but identical Standards - Disability Employment Standards (DEEWR) 2007.</p> <p><b>Service access</b></p> <p>Each person with a disability who is seeking a service has access to a service on the basis of relative need and available resources.</p> <p>KPI 1.1 The service provider adopts and applies non-discriminatory entry rules in respect of age, gender, race, culture, religion or disability, consistent with the contractual obligations of the service provider and the purpose of the service.</p> <p>KPI 1.2 The service provider's entry and exit procedures are fair and equitable and consistently applied.</p> <p><b>Individual needs</b></p> <p>Each person with a disability receives a service that is designed to meet, in the least restrictive way, his or her individual needs and personal goals.</p> <p>KPI 2.1 Each individual's employment goals are established objectively to reflect his or her needs and personal goals.</p> <p>KPI 2.2 Each individual's employment goals are used as a basis for service provision, with the service provider undertaking a process of planning, implementation, review and adjustment to facilitate the achievement of these goals.</p> <p>KPI 2.3 Services are delivered to meet each individual's employment goals through pathways and plans that do not have any unnecessary restrictions or constraints.</p>
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Table 14A.50 **Aust Government quality assurance processes**

Disability Employment Standards and Key Performance Indicators as contained in the <i>Disability Services Standards (FaCSIA) 2007</i>	
legislative instrument	
<b>Decision making and choice</b>	
Each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of his or her daily life in relation to the service he or she receives.	
KPI 3.1 The service provider provides appropriate and flexible opportunities for each individual to participate in decision-making at all levels, including individual choices in pre employment and employment planning, service delivery planning and corporate and business planning.	
KPI 3.2 The service provider acts upon the outcomes of service recipient input into decision-making.	
<b>Privacy, dignity and confidentiality</b>	
Each service recipient's right to privacy, dignity and confidentiality in all aspects of his or her life is recognised and respected.	
KPI 4.1 The service provider complies with the Information Privacy Principles of the Privacy Act 1988 in order to protect and respect the rights of individual service recipients. The service provider does not disclose personal information about service recipients without their informed consent.	
KPI 4.2 The service provider promotes tolerance and respect for each service recipient's personal needs and circumstances.	
<b>Participation and integration</b>	
Each person with a disability is supported and encouraged to participate and be involved in the community.	
KPI 5.1 The service contributes to individual outcomes for service recipients that progressively builds opportunities for their participation and involvement in the community through employment.	
<b>Valued status</b>	
Each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.	
KPI 6.1 The service promotes the belief and ability of service recipients to fulfil valued roles in the community.	

Table 14A.50	Aust Government quality assurance processes
	Disability Employment Standards and Key Performance Indicators as contained in the <i>Disability Services Standards (FaCSIA) 2007</i>
	legislative instrument
	KPI 6.2 The service promotes employment opportunities for service recipients to fulfil valued roles in the community.
	KPI 6.3 The service develops and maintains service recipients' skills relevant to their roles in the community. <b>Complaints and disputes</b>
	Each service recipient is encouraged to raise, and have resolved without fear of retribution, any complaints or disputes he or she may have regarding the service provider or the service.
	KPI 7.1 The service provider encourages the raising of complaints by service recipients regarding any areas of dissatisfaction with the service provider and the service.
	KPI 7.2 Service recipients have no fear of retribution in raising complaints.
	KPI 7.3 The service provider facilitates the resolution of complaints or disputes by service recipients regarding the service provider and the service.
	<b>Service management</b>
	Each service provider adopts quality management systems and practices that optimise outcomes for service recipients.
	KPI 8.1 The service provider has management systems in place that facilitate quality management practices and continuous improvement.

Table 14A.50    **Aust Government quality assurance processes**

Disability Employment Standards and Key Performance Indicators as contained in the <i>Disability Services Standards (FaCSIA) 2007</i>
legislative instrument
<b>Employment conditions</b>
Each person with a disability enjoys working conditions comparable to those of the general workforce.
KPI 9.1 The service provider ensures that people with a disability, placed in open or supported employment, receive wages according to the relevant Australian Pay and Classification Scale (APCS), special Federal Minimum Wage (SFMW), award, order or industrial agreement (if any). A wage must not have been reduced, or be reduced, because of award exemptions or incapacity to pay or similar reasons and, if a person is unable to work at full productive capacity due to a disability, the service provider is to ensure that a pro-rata wage based on the applicable special SFMW, APCS, award, order or industrial agreement is paid. This pro-rata wage must be determined through a transparent assessment tool or process, such as Supported Wage System (SWS), or tools that comply with the criteria referred to in the Guide to Good Practice Wage Determination including:
<ul style="list-style-type: none"><li>• compliance with relevant legislation;</li><li>• validity;</li><li>• reliability;</li><li>• wage outcome; and</li><li>• practical application of the tool.</li></ul>
KPI 9.2 The service provider ensures that, when people with a disability are placed in employment, their conditions of employment are consistent with general workplace norms and relevant Commonwealth and State legislation.
KPI 9.3 The service provider ensures that, when people with a disability are placed and supported in employment, they, and if appropriate, their guardians and advocates, are informed of how wages and conditions are determined and the consequences of this.
<b>Service recipient training and support</b>
The employment opportunities of each person with a disability are optimised by effective and relevant training and support.
KPI 10.1 The service provider provides or facilitates access to relevant training and support programs that are consistent with the employment goals and opportunities of each service recipient.

Table 14A.50 **Aust Government quality assurance processes**

Disability Employment Standards and Key Performance Indicators as contained in the <i>Disability Services Standards (FaCSIA) 2007</i>	
legislative instrument	
<b>Staff recruitment, employment and training</b>	
Each person employed to deliver services to a person with a disability has relevant skills and competencies.	
KPI 11.1 The service provider identifies the skills and competencies of each staff member.	
KPI 11.2 The service provider ensures that its staff have relevant skills and competencies.	
KPI 11.3 The service provider ensures the provision of appropriate and relevant training and skills development for each staff member.	
<b>Protection of human rights and freedom from abuse</b>	
The service provider acts to prevent abuse and neglect and to uphold the legal and human rights of service recipients.	
KPI 12.1 The service provider takes all practical and appropriate steps to prevent abuse and neglect of its service recipients.	
KPI 12.2 The service provider upholds the legal and human rights of its service recipients.	
<i>Future directions</i>	Development and implementation of a National Disability Advocacy Program Quality Assurance System.
<i>Source :</i>	Australian Government 2009, <i>Quality Strategy Toolkit for Disability Employment and Rehabilitation Services</i> , <a href="http://www.fahcsia.gov.au/sa/disability/pubs/employers/Documents/quality_strategy_toolkit/intro/toolkit.htm">www.fahcsia.gov.au/sa/disability/pubs/employers/Documents/quality_strategy_toolkit/intro/toolkit.htm</a> (accessed 1 December 2009); Australian Government unpublished.

Table 14A.51

Table 14A.51 **Comparability of expenditure estimates for government provided specialist disability services, by items included (a)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov
<i>Superannuation</i>	✓	✓	✓	✓	✓	✓	✓	✓	✓
Basis of estimate	Accrual	Accrual	Accrual	Accrual	Accrual	Cash	Accrual	Accrual	Accrual
<i>Workers compensation</i>	✓	✓	✓	✓	✓	✓	✓	✓	✓
<i>Payroll tax (a)</i>									
Actual	✓	✓	✓	X	✓	✓	X	✓	..
Imputed	X	✓	X	✓	X	X	✓	X	..
<i>Apportioned umbrella department costs</i>	✓	✓	✓	..	✓	✓	✓	✓	✓
Basis of apportioning									
Departmental formula	✓	✓	✓	..	✓	✓	X	✓	✓
% of FTE employees	X	X	X	..	X	✓	✓	X	X
<i>Long service leave</i>									
Entitlements	✓	✓	✓	✓	✓	✓	✓	✓	✓
Basis of estimate	Accrual	Accrual	Accrual	Accrual	Accrual	Cash	Accrual	Accrual	Accrual
Depreciation	✓	✓	✓	✓	✓	X	✓	✓	✓

FTE = full time equivalent.

(a) Actual payroll tax amounts are included in cost (expenditure) per user data for NSW, Victoria, Tasmania and the NT because the actual payroll tax amounts are not separately identified at the service delivery area level. For the other jurisdictions, no payroll tax amounts (actual or imputed) are included.

.. Not applicable.

Source : Australian, State and Territory governments unpublished.



Table 14A.52

**Table 14A.52 Real government expenditure per user of CSTDA accommodation support services (2007-08 dollars) (a), (b), (c), (d), (e), (f)**

	<i>NSW (g)</i>	<i>Vic (h)</i>	<i>Qld (i)</i>	<i>WA (j)</i>	<i>SA (k)</i>	<i>Tas (l)</i>	<i>ACT (m)</i>	<i>NT (n)</i>	<i>Aust</i>
Cost per user of government provided accommodation support services in institutional/residential settings									
2003-04	127 074	133 622	25 518	139 635	76 675	..	..	..	115 282
2004-05	135 829	117 086	17 771	141 933	97 603	..	..	..	118 988
2005-06	121 994	108 165	17 055	132 980	87 206	..	..	..	108 302
2006-07	119 175	141 783	15 103	97 174	97 340	..	..	..	110 327
2007-08	125 487	135 505	13 519	81 804	94 113	..	..	..	110 158
Cost per user of government provided accommodation support services in group homes									
2003-04	146 470	93 863	147 990	117 890	91 051	165 435	133 095	..	116 931
2004-05	103 911	109 084	154 101	119 622	80 968	158 125	148 614	..	112 986
2005-06	103 621	114 529	151 920	131 399	83 037	162 081	171 128	..	115 934
2006-07	93 579	109 003	145 874	130 945	94 837	187 318	158 267	..	109 661
2007-08	131 063	119 006	144 801	106 667	93 452	157 146	155 479	..	123 367
Cost per user of government provided accommodation support services in other community settings									
2003-04	58 453	5 996	149 753	12 041	1 742	33 706	305 733	..	12 854
2004-05	6 580	3 776	41 482	6 716	10 854	18 320	91 673	..	5 918
2005-06	6 399	5 190	52 929	5 890	30 698	14 832	125 581	..	6 483
2006-07	5 076	6 366	36 449	5 389	36 875	17 714	90 907	..	6 922
2007-08	54 870	6 242	19 447	4 445	42 680	19 121	60 504	..	10 042
Government funding per user of non-government provided accommodation support services in institutional/residential settings									
2003-04	88 738	57 840	18 581	31 174	62 871	26 812	..	..	45 613
2004-05	98 743	115 895	19 409	28 447	49 442	30 662	..	..	50 184
2005-06	96 403	58 283	25 174	43 807	51 879	27 428	..	..	49 171
2006-07	73 887	58 123	31 842	43 774	43 818	33 339	..	..	46 104
2007-08	81 721	72 477	40 571	37 503	50 062	31 059	..	..	51 043
Government funding per user of non-government provided accommodation support services in group homes									
2003-04	84 976	63 653	42 370	68 447	58 123	83 538	72 208	79 241	71 667
2004-05	182 297	64 040	56 202	72 340	122 274	90 245	71 029	99 730	95 976
2005-06	131 522	67 669	54 842	73 133	80 349	93 450	70 319	85 337	86 857
2006-07	156 104	70 665	58 245	60 884	61 207	93 011	86 927	73 489	90 405
2007-08	122 125	78 229	55 696	72 965	57 010	83 791	85 296	83 177	88 854
Government funding per user of non-government provided accommodation support services in other community settings									
2003-04	73 113	23 538	38 303	42 183	11 475	20 089	14 997	21 152	32 018
2004-05	127 302	25 267	41 601	43 468	9 444	19 354	10 547	35 532	33 901
2005-06	92 293	25 298	34 009	35 954	11 172	26 088	16 058	60 713	31 566
2006-07	52 178	25 050	45 045	38 122	9 466	25 822	20 652	57 190	31 898
2007-08	40 194	23 736	48 365	29 822	11 764	28 170	30 219	80 281	31 861

**Table 14A.52 Real government expenditure per user of CSTDA accommodation support services (2007-08 dollars) (a), (b), (c), (d), (e), (f)**

	<i>NSW (g)</i>	<i>Vic (h)</i>	<i>Qld (i)</i>	<i>WA (j)</i>	<i>SA (k)</i>	<i>Tas (l)</i>	<i>ACT (m)</i>	<i>NT (n)</i>	<i>Aust</i>
(a)	Real dollars are previous years' expenditure in current year's dollars after basing expenditure on the ABS GDP price deflator 2007-08 = 100 (table AA.26).								
(b)	For the service user data used to derive this indicator, services provided by local governments are counted as government. For 2003-04 and 2004-05 expenditure data; NSW, Victoria, WA and SA allocated expenditure on local government services to non-government provided services. Queensland allocated expenditure on local government services to non-government provided services for 2003-04 only. Tasmania allocated expenditure on local government services to government provided services. The ACT and the NT do not have local government provided services. Jurisdictional comparisons thus need to be undertaken with care.								
(c)	Data are based on adjusted net expenditure (expenditure minus receipts) divided by the number of service users during the relevant period.								
(d)	Data for non-government provided services reflect the cost to government and not the full cost of providing the accommodation. Governments make a contribution towards non-government provided services.								
(e)	Service user data are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Individuals might have accessed services from more than one State or Territory. Individuals may also have accessed both government and non-government services. Data for service users of CSTDA services funded by the states and territories exclude specialist psychiatric disability services specifically identified by the jurisdiction.								
(f)	Data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality. Service type outlet response rates (table 14.3 in chapter) and service user response rates by outlet (table 14.4 in chapter) should be taken into consideration when interpreting this indicator.								
(g)	NSW has experienced low and varied data response rates. This led to underreporting of service user numbers for all years and affected the comparability of the data across the years and with other jurisdictions. The changes in expenditure per person by government and non-government sectors for 2007-08 in NSW are largely caused by a correction in the NMDS data. Some users of non-government provided services were coded as government users in the reports of previous years and this has been rectified for 2007-08.								
(h)	Victorian 2003-04 service user data are reported to be significantly understated because errors in the 'date of last service received' and lower than expected response rates have led to under-counting of service users. For 2004-05, the cost per service user for non-government provided accommodation support services in institutional/residential settings is overstated due to a move towards community based and individualised settings, which was not reflected in the expenditure data.								
(i)	For Queensland, improved direct attribution of expenditure to service types resulted in improved reporting of expenditure per user of government provided accommodation support services in other community settings from 2004-05 onwards and for government provided accommodation support services in group homes for 2006-07. Previous years expenditure data used to derive these results have been revised (for 2004-05 and 2005-06) as a result of improved financial data reporting capability.								
(j)	WA service user data for 2007-08 were provided directly by WA and have not been validated by the AIHW. The revisions correct for a coding error related to users allocation to government or non-government services.								
(k)	For SA, the data used to derive these results have been revised for 2003-04, 2004-05 and 2005-06.								

**Table 14A.52 Real government expenditure per user of CSTDA accommodation support services (2007-08 dollars) (a), (b), (c), (d), (e), (f)**

	<i>NSW (g)</i>	<i>Vic (h)</i>	<i>Qld (i)</i>	<i>WA (j)</i>	<i>SA (k)</i>	<i>Tas (l)</i>	<i>ACT (m)</i>	<i>NT (n)</i>	<i>Aust</i>
(l) There are no government provided accommodation support services in institutional/residential settings in Tasmania.									
(m) In the ACT, the increase in expenditure for government provided accommodation support in group homes from 2004-05 to 2005-06 was the result of a combination of the factors including: service user information being excluded as a result of data cleansing analyses of the NMDS forms or being reclassified to 'other community settings'. The increase in expenditure for government provided accommodation support in other community settings was the result of data cleansing as some service users were not counted for this output.									
(n) There are no government provided accommodation support services or non-government provided accommodation support services in institutional/residential settings in the NT.									
.. Not applicable.									

*Source:* AIHW unpublished, *CSTDA NMDS*; State and Territory governments unpublished.

Table 14A.53

**Table 14A.53 Australian Government funding per user of non-government provided employment services (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Nominal cost per user of all employment service types (dollars)									
2003-04	4 530	3 759	4 097	6 005	4 907	4 557	5 972	6 431	4 450
2004-05	5 213	4 103	4 646	6 599	5 777	4 920	7 140	6 656	5 005
2005-06	5 255	4 322	4 527	6 209	5 751	4 834	6 031	5 814	5 014
2006-07	4 965	4 187	4 585	6 096	5 746	5 005	5 489	4 914	4 878
2007-08	5 305	4 571	5 073	6 499	6 198	5 732	6 177	5 078	5 295
Real cost per user of all service types (2007-08 dollars) (e)									
2003-04	5 373	4 459	4 860	7 123	5 821	5 406	7 085	7 629	5 279
2004-05	5 957	4 689	5 309	7 541	6 603	5 623	8 160	7 607	5 720
2005-06	5 737	4 718	4 942	6 779	6 279	5 278	6 584	6 347	5 474
2006-07	5 182	4 370	4 786	6 363	5 997	5 225	5 730	5 129	5 091
2007-08	5 305	4 571	5 073	6 499	6 198	5 732	6 177	5 078	5 295

- (a) Service user data used to derive this indicator are estimates after a statistical linkage key is used to account for individuals who received services from more than one service type outlet during each period. Individuals might have accessed services from more than one State or Territory.
- (b) This indicator is derived using service user data provided by the AIHW. Cost per employment service user data may differ from those reported in the Australian Government's annual report, as the Australian Government and the AIHW use different rules to count the number of employment service users. Where a person has used more than one service outlet during the reporting period, the person is counted more than once by the Australian Government, whereas the AIHW counts each person only once. In addition, the Australian Government includes independent workers in calculating service user numbers, whereas the AIHW does not.
- (c) Service user numbers used to derive these results include a small number of users of services provided by organisations classified as government related, such as local councils. The total user number for 2006-07 includes users of targeted employment services.
- (d) Total expenditure reflects only direct employment and case-based funding expenditure. It does not include expenditure on quality assurance assessment and certification payments or employer incentives such as supported wage system and wage subsidies which cannot be identified against specific user activity types.
- (e) Real dollars are previous years' expenditure in current year's dollars after basing expenditure on the ABS GDP price deflator 2007-08 = 100 (table AA.26).

Source: FaHCSIA unpublished; AIHW unpublished, *CSTDA NMDS*.

**Table 14A.54 Real Australian Government funding per user of non-government provided employment services (2007-08 dollars) (a), (b), (c)**

	<i>Unit</i>	<i>Aust</i>
<b>2003-04</b>		
Expenditure		
Open program	\$	173 670 180
Supported program	\$	146 210 313
Open and supported program	\$	19 438 992
<b>Total</b>	<b>\$</b>	<b>339 319 485</b>
Users (d)		
Open program	no.	43 042
Supported program	no.	18 637
Open and supported program	no.	4 100
<b>Total</b>	<b>no.</b>	<b>64 281</b>
Cost per user		
Open program	\$	4 035
Supported program	\$	7 845
Open and supported program	\$	4 741
<b>Total</b>	<b>\$</b>	<b>5 279</b>
<b>2004-05</b>		
Expenditure		
Open program	\$	182 960 209
Supported program	\$	176 284 083
Open and supported program	\$	11 636 175
<b>Total</b>	<b>\$</b>	<b>370 880 467</b>
Users (d)		
Open program	no.	43 831
Supported program	no.	18 615
Open and supported program	no.	3 635
<b>Total</b>	<b>no.</b>	<b>64 835</b>
Cost per user		
Open program	\$	4 174
Supported program	\$	9 470
Open and supported program	\$	3 201
<b>Total</b>	<b>\$</b>	<b>5 720</b>
<b>2005-06</b>		
Expenditure		
Open program	\$	219 354 926
Supported program	\$	181 080 158
Open and supported program	\$	..
<b>Total</b>	<b>\$</b>	<b>400 431 809</b>

**Table 14A.54 Real Australian Government funding per user of non-government provided employment services (2007-08 dollars) (a), (b), (c)**

	<i>Unit</i>	<i>Aust</i>
Users (d)		
Open program	no.	53 440
Supported program	no.	20 810
Open and supported program	no.	..
<b>Total</b>	<b>no.</b>	<b>73 157</b>
Cost per user		
Open program	\$	4 105
Supported program	\$	8 702
Open and supported program	\$	..
<b>Total</b>	<b>\$</b>	<b>5 474</b>
2006-07		
Expenditure		
Open program	\$	228 379 073
Supported program	\$	178 974 103
Open and supported program	\$	..
<b>Total</b>	<b>\$</b>	<b>407 353 176</b>
Users (d)		
Open program	no.	59 478
Supported program	no.	21 140
Open and supported program	no.	..
<b>Total</b>	<b>no.</b>	<b>80 008</b>
Cost per user		
Open program	\$	3 840
Supported program	\$	8 466
Open and supported program	\$	..
<b>Total</b>	<b>\$</b>	<b>5 091</b>
2007-08		
Expenditure		
Open program	\$	270 899 523
Supported program	\$	205 287 553
Open and supported program	\$	..
<b>Total</b>	<b>\$</b>	<b>476 187 076</b>
Users (d)		
Open program	no.	59 478
Supported program	no.	21 140
Open and supported program	no.	..
<b>Total</b>	<b>no.</b>	<b>89 935</b>
Cost per user		
Open program	\$	4 555

**Table 14A.54 Real Australian Government funding per user of non-government provided employment services (2007-08 dollars) (a), (b), (c)**

	<i>Unit</i>	<i>Aust</i>
Supported program	\$	9 711
Open and supported program	\$	..
<b>Total</b>	<b>\$</b>	<b>5 295</b>

(a) Real dollars are previous years' expenditure in current year's dollars after basing expenditure on the ABS GDP price deflator 2007-08 = 100 (table AA.26).

(b) Total expenditure reflects only direct employment and case-based funding expenditure. It does not include expenditure on quality assurance assessment and certification payments or employer incentives such as supported wage system and wage subsidies which cannot be identified against specific user activity types.

(c) Service user data are estimates after a statistical linkage key is used to account for individuals who have received services from more than one service type outlet during the relevant period. Individuals might have accessed services from more than one State or Territory over the relevant period.

(d) User numbers include a small number of users of services provided by organisations classified as government related, such as local councils. The total user number for 2006-07 includes users of targeted employment services.

.. Not applicable.

*Source:* FaHCSIA unpublished; AIHW unpublished, *CSTDA NMDS*.

Table 14A.55

**Table 14A.55 Total estimated expenditure per service user, State and Territory government administered programs, 2007-08 (a), (b)**

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT (c)	Aust
Total expenditure on CSTDA services excluding payroll tax per user	\$	37 634	21 215	32 123	23 299	16 231	28 259	17 772	18 416	26 153
Actual payroll tax per user	\$	789	89	417	..	310	412	..	171	319
Imputed payroll tax per user	\$	..	273	..	372	..	..	421	..	145
<b>Total users</b>	<b>no.</b>	<b>35 923</b>	<b>56 321</b>	<b>20 112</b>	<b>15 600</b>	<b>19 350</b>	<b>4 172</b>	<b>3 675</b>	<b>1 912</b>	<b>156 343</b>
<b>Total expenditure on CSTDA services including actual and imputed payroll tax per user</b>	<b>\$</b>	<b>38 423</b>	<b>21 577</b>	<b>32 539</b>	<b>23 671</b>	<b>16 541</b>	<b>28 671</b>	<b>18 193</b>	<b>18 587</b>	<b>26 617</b>

(a) Government expenditure per service user for Australia, excludes Australian Government expenditure on State and Territory administered services that was not provided as transfer payments.

(b) Service user data quality continues to improve following the implementation of the CSTDA NMDS. However, this indicator needs to be interpreted with care due to a number of factors affecting data quality. Differences in service type outlet and service user response rates between jurisdictions and across years, for example, should be taken into account when interpreting these data.

(c) Payroll tax data relates to NT Government service provision and does not include expenditure for program management and administration.  
.. Not applicable.

Source: AIHW unpublished, CSTDA NMDS; State and Territory government unpublished.



**Table 14A.56 Government administration expenditure as a proportion of total recurrent expenditure on services (per cent) (a)**

	NSW (b)	Vic	Qld (c)	WA (d)	SA	Tas (e)	ACT (f)	NT	Aus Gov (g)	Aust
Administration expenditure as a proportion of total expenditure (including actual payroll tax for NSW (for 2004-05–2007-08), Victoria (in part, for 2004-05–2007-08), SA (2006-07 (in part)–2008-09), Tasmania and the NT)										
2004-05	10.6	8.1	8.7	5.2	7.4	5.9	8.4	4.3	7.4	8.4
2005-06	10.5	7.2	10.0	5.2	7.0	8.5	9.0	5.3	5.5	8.2
2006-07	11.3	7.1	9.7	6.0	6.5	7.4	8.5	5.4	6.6	8.5
2007-08	10.6	7.5	9.3	5.1	5.4	6.9	8.2	4.7	6.6	8.2
2008-09	8.6	7.4	8.5	4.4	5.6	7.2	9.2	4.6	6.8	7.5
Administration expenditure as a proportion of total expenditure (excluding actual and imputed payroll tax)										
2004-05	10.8	8.2	8.7	5.2	7.4	5.9	8.4	4.4	7.4	8.5
2005-06	10.7	7.3	10.0	5.2	7.0	8.6	9.0	5.4	5.5	8.2
2006-07	11.6	7.1	9.7	6.0	6.6	7.5	8.5	5.5	6.6	8.6
2007-08	10.8	7.5	9.3	5.1	5.5	7.0	8.2	4.7	6.6	8.2
2008-09	8.6	7.4	8.5	4.4	5.7	7.3	9.2	4.7	6.8	7.5
Administration expenditure as a proportion of total expenditure (including actual and imputed payroll tax)										
2004-05	10.6	8.0	8.5	5.1	7.2	5.9	8.2	4.3	7.4	8.4
2005-06	10.5	7.1	9.8	5.2	6.8	8.5	8.8	5.3	5.5	8.1
2006-07	11.3	7.0	9.6	5.9	6.5	7.4	8.3	5.4	6.6	8.5
2007-08	10.6	7.4	9.2	5.0	5.4	6.9	8.0	4.7	6.6	8.1
2008-09	8.4	7.3	8.4	4.3	5.6	7.2	9.0	4.6	6.8	7.4

- (a) See table 14A.51 for an explanation of different methods of apportioning departmental costs.
- (b) The decrease in NSW administrative expenditure as a proportion of total recurrent expenditure on services in 2008-09 reflects an improved overhead allocation model which results in better allocation of funding to direct and non-direct service expenditures.
- (c) Payroll tax data for Queensland include payroll tax, accrued payroll tax and long service leave on-costs recovered payroll tax. Payroll tax is excluded from administrative expenditure data.
- (d) The decrease in WA administrative expenditure in 2007-08 mainly reflects the abolition of the capital user charge by Department of Treasury and Finance.
- (e) In Tasmania, the Department of Health and Human Services underwent a restructure in 2006-07. This resulted in a reduction in administration expenditure in 2006-07.
- (f) In the ACT, in 2006-07, administrative expenditure was impacted by the centralisation of some administrative services.
- (g) Australian Government administrative expenditure is an attribution of cost based on average staffing levels.

Source: Australian, State and Territory governments unpublished.

Table 14A.57

Table 14A.57 Labour force participation and employment, 2007-08 (per cent) (a), (b), (c), (d)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Labour force participation rate									
People with a disability or restrictive long term health condition									
With a profound/severe core activity limitation	43.6 ± 11.8	42.4 ± 15.0	46.4 ± 13.5	57.0 ± 15.7	36.7* ± 14.0	24.1* ± 20.0	61.6 ± 14.5	np	44.5 ± 6.4
Without a profound/severe core activity limitation	74.8 ± 3.5	77.0 ± 3.6	75.5 ± 4.1	76.4 ± 4.4	71.6 ± 4.4	63.7 ± 4.7	83.5 ± 3.0	np	75.3 ± 2.0
All with disability or restrictive long term health condition	71.7 ± 3.5	73.7 ± 3.6	72.8 ± 3.6	74.2 ± 4.2	68.1 ± 4.1	60.2 ± 4.4	81.5 ± 3.2	77.1 ± 17.4	72.3 ± 2.0
People without a disability or restrictive long term health condition	80.9 ± 2.9	82.6 ± 2.5	82.6 ± 2.4	87.0 ± 2.5	83.3 ± 2.1	80.7 ± 3.8	88.1 ± 2.2	92.2 ± 7.9	82.7 ± 1.3
<b>Total</b>	<b>77.8 ± 2.2</b>	<b>79.5 ± 1.9</b>	<b>78.7 ± 1.9</b>	<b>82.6 ± 2.2</b>	<b>77.7 ± 2.2</b>	<b>72.6 ± 3.1</b>	<b>85.6 ± 1.8</b>	<b>87.4 ± 7.8</b>	<b>79.0 ± 1.0</b>
Employment rate									
People with a disability or restrictive long term health condition									
With a profound/severe core activity limitation	90.0 ± 10.7	96.2 ± 5.8	91.5 ± 10.3	100.0	87.5 ± 22.5	90.0 ± 23.4	95.7 ± 8.8	np	93.2 ± 4.1
Without a profound/severe core activity limitation	95.0 ± 2.1	95.9 ± 1.7	93.8 ± 2.8	97.3 ± 1.8	94.2 ± 2.5	93.3 ± 4.8	97.8 ± 1.4	np	95.2 ± 0.9
All with disability or restrictive long term health condition	94.7 ± 2.3	95.9 ± 1.6	93.7 ± 2.7	97.5 ± 1.7	93.9 ± 2.6	93.1 ± 4.8	97.6 ± 1.5	100.0	95.1 ± 0.9
People without a disability or restrictive long term health condition	96.6 ± 1.3	97.3 ± 1.0	97.4 ± 1.3	96.9 ± 1.5	95.6 ± 1.6	95.4 ± 1.9	98.0 ± 1.0	98.7 ± 2.6	96.9 ± 0.6

Table 14A.57

Table 14A.57      **Labour force participation and employment, 2007-08 (per cent) (a), (b), (c), (d)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<b>Total</b>	<b>96.0 ± 1.1</b>	<b>96.8 ± 0.9</b>	<b>96.0 ± 1.3</b>	<b>97.1 ± 1.1</b>	<b>95.0 ± 1.3</b>	<b>94.7 ± 2.0</b>	<b>97.9 ± 0.9</b>	<b>99.1 ± 1.9</b>	<b>96.3 ± 0.5</b>

(a) The labour force participation and employment rates reported in this table include 95 per cent confidence intervals (for example, X per cent ± X per cent).

(b) A '\*' indicates a relative standard error (RSE) of between 25 per cent and 50 per cent. Estimates with RSEs greater than 25 per cent should be used with care. Estimates with RSEs greater than 50 per cent are considered too unreliable for general use. These estimates are not published.

(c) Due to differences in collection methodology, the data collected by the ABS Disability Module (used in the National Health Survey) relate to a broader 'disability and long-term health condition' population than the 'disability' population obtained from the much more detailed Survey of Disability, Ageing and Carers — however, the characteristics of the populations are similar. The data are suitable for population comparisons, but not for prevalence updates between Disability, Ageing and Carers surveys.

(d) For people aged 15–64 years.

**np** Not published.

Source: ABS unpublished, *National Health Survey 2007-08*, Cat. no. 4364.0.

Table 14A.58

**Table 14A.58 Labour force participation and employment, 2006 (per cent) (a), (b)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Labour force participation rate									
People with a profound/severe core activity limitation (c)	17.7	17.1	18.3	22.7	19.7	15.4	31.4	22.6	18.4
People without a profound/severe core activity limitation (d)	75.0	75.9	77.4	77.6	75.6	73.6	82.1	74.9	76.1
Employment rate									
People with a profound/severe core activity limitation (c)	85.1	86.1	85.8	90.4	88.6	87.0	90.6	91.2	86.6
People without a profound/severe core activity limitation (d)	94.1	94.6	95.3	96.2	94.7	93.4	96.6	95.6	94.7

(a) The ABS 2006 Census module, used to source these data, was designed to measure 'Core Activity Need for Assistance' (ASSNP). In previous years, the data were sourced from the SDAC and the ABS disability module. The ASSNP is conceptually comparable with the SDAC and ABS disability module population of people who have a profound or severe core activity limitation, but due to the different collection methodology and shortening of the question set used, the population identified is smaller (but displays very similar characteristics). It is likely that the reduction is at the less severe end of the profound or severe core activity limitation population. As such, these data will differ from those of previous years.

(b) For people aged 15–64 years.

(c) People who have need for assistance with core activities: self-care, mobility and communication because of a disability or long term health condition (lasting six months or more).

(d) People who do not have need for assistance with core activities: self-care, mobility and communication because of a disability or long term health condition (lasting six months or more).

Source: ABS unpublished, *2006 Census of Population and Housing*.

Table 14A.59

Table 14A.59 Labour force participation and employment, 2005 (per cent) (a), (b), (c), (d)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Labour force participation rate									
People with a disability									
With a profound/severe core activity limitation	33.5 ± 6.3	30.7 ± 8.2	34.4 ± 7.0	32.1 ± 10.4	32.9 ± 9.5	20.4 ± 9.4	54.8 ± 21.3	np	32.7 ± 3.3
Without a profound/severe core activity limitation	65.0 ± 3.6	62.7 ± 3.4	66.9 ± 2.6	69.7 ± 4.2	62.4 ± 4.2	57.7 ± 5.8	74.4 ± 6.9	69.6 ± 13.8	65.0 ± 1.4
People without a disability	80.4 ± 1.3	81.4 ± 1.3	82.7 ± 1.8	81.8 ± 1.9	81.9 ± 2.1	77.1 ± 3.5	85.2 ± 3.5	86.7 ± 4.8	81.4 ± 0.5
Employment rate									
People with a disability									
With a profound/severe core activity limitation	91.3 ± 7.3	73.5 ± 15.0	88.2 ± 7.4	97.2 ± 6.7	84.5 ± 12.3	88.6 ± 15.6	100.0	100.0	86.7 ± 4.4
Without a profound/severe core activity limitation	92.1 ± 1.8	91.8 ± 2.2	92.8 ± 1.8	94.8 ± 1.9	92.2 ± 2.5	90.7 ± 3.7	93.1 ± 4.7	95.2 ± 6.0	92.5 ± 0.7
People without a disability	95.4 ± 0.6	95.6 ± 0.7	96.5 ± 0.8	96.6 ± 0.9	96.3 ± 1.1	94.8 ± 1.9	99.3 ± 0.8	97.2 ± 2.3	95.9 ± 0.2

(a) The labour force participation and employment rates reported in this table include 95 per cent confidence intervals (for example, X per cent ± X per cent).

(b) Estimates with RSEs greater than 50 per cent are considered too unreliable for general use. These estimates are not published.

(c) Due to differences in collection methodology, the data collected by the ABS Disability Module (used in the Survey of Education and Training Experience) relate to a broader 'disability and long-term health condition' population than the 'disability' population obtained from the much more detailed Survey of Disability, Ageing and Carers — however, the characteristics of the populations are similar. The data are suitable for population comparisons, but not for prevalence updates between Disability, Ageing and Carers surveys.

(d) For people aged 15–64 years.

**np** Not published.

Source: ABS unpublished, *Survey of Education and Training Experience, Australia 2005*, Cat. no. 6278.0.

Table 14A.60

Table 14A.60      **Labour force participation and employment, 2003 (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Labour force participation rate									
People with a profound/severe core activity limitation	29.6	30.5	32.9	30.9	22.8	23.7	42.0	np	30.0
General population (d)	73.9	74.1	74.8	75.7	75.0	69.4	79.3	75.4	74.4
Employment rate									
People with a profound/severe core activity limitation	90.4	89.6	86.3	97.8	88.8	91.7	100.0	np	89.9
General population (d)	94.0	94.2	93.1	94.5	93.7	91.8	96.2	93.3	93.9

(a) For people aged 15–64 years, living in households.

(b) Profound/severe core activity limitation refers to always or sometimes needing assistance with one or more of the core activities. Core activities comprise communication, mobility and self-care.

(c) For the 2003 ABS Survey of Disability, Ageing and Carers, the sample in the NT was reduced to a level such that NT records contributed appropriately to national estimates but could not support reliable estimates for the NT. As a result, estimates for the NT are not published separately.

(d) June 2003.

**np** Not published.

*Source:* ABS 2003, *Labour Force Survey*, Cat. no. 6291.0.55.001 [Supertable LM8]; ABS unpublished, *2003 Survey of Disability, Ageing and Carers*, Cat. no. 4430.0.

Table 14A.61

Table 14A.61 Labour force participation and employment of people with a profound or severe core activity limitation, by special needs groups, 2006 (per cent) (a), (b), (c)

	NSW	Vic	Q/d	WA	SA	Tas	ACT	NT	Aust
Labour force participation rate									
People in major cities and inner regional areas	18.0	17.1	18.4	22.8	20.2	16.2	30.9	..	18.6
People in outer regional and remote areas	15.9	18.2	17.4	21.5	17.5	14.4	..	21.5	17.5
People born in an English speaking country	19.5	19.9	19.0	24.0	21.2	15.8	33.8	23.3	20.1
People born in a non-English speaking country	12.0	9.4	12.9	15.6	10.6	13.7	20.4	17.8	11.5
Non-Indigenous people	18.0	17.1	18.5	23.0	20.0	15.5	31.8	29.5	18.6
Indigenous people	14.7	18.3	16.4	17.8	13.2	15.4	26.3	13.4	15.7
Employment rate									
People in major cities and inner regional areas	85.0	86.0	85.7	90.4	88.8	86.8	90.4	..	86.4
People in outer regional and remote areas	85.9	86.1	86.9	90.1	87.6	87.9	..	91.4	87.5
People born in an English speaking country	86.1	86.6	85.9	90.4	89.0	87.6	91.4	91.4	87.1
People born in a non-English speaking country	79.3	82.7	84.0	90.2	84.6	78.3	83.5	85.7	82.3
Non-Indigenous people	85.5	86.3	86.3	90.4	88.6	87.3	90.5	93.9	86.9
Indigenous people	76.4	77.6	76.1	87.9	84.8	82.4	88.5	83.2	79.3

(a) For people aged 15–64 years.

(b) The ABS 2006 Census module, used to source these data, was designed to measure 'Core Activity Need for Assistance' (ASSNP). In previous years, the data were sourced from the SDAC and the ABS disability module. The ASSNP is conceptually comparable with the SDAC and ABS disability module population of people who have a profound or severe core activity limitation, but due to the different collection methodology and shortening of the question set used, the population identified is smaller (but displays very similar characteristics). It is likely that the reduction is at the less severe end of the profound or severe core activity limitation population. As such, these data will differ from those of previous years.

(c) Profound/severe core activity limitation refers to always or sometimes needing assistance with one or more of the core activities. Core activities comprise communication, mobility and self-care.

.. Not applicable.

Source: ABS unpublished, 2006 Census of Population and Housing.

Table 14A.62

Table 14A.62 Labour force participation and employment of people with a profound or severe core activity limitation, by special needs groups, 2005 (per cent) (a), (b), (c), (d), (e)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Labour force participation rate									
People in major cities and inner regional areas	33.6 ± 6.8	31.4 ± 7.8	35.2 ± 7.5	30.2 ± 9.8	35.9 ± 11.7	18.2* ± 10.4	54.8 ± 18.0	..	33.1 ± 3.6
People in outer regional and remote areas	32.7* ± 22.1	np	31.7 ± 13.2	40.8* ± 21.1	np	24.6* ± 20.3	..	np	30.1 ± 7.0
People born in an English speaking country	35.0 ± 7.5	36.2 ± 8.7	34.6 ± 6.8	32.8 ± 11.1	32.7 ± 9.5	20.4 ± 9.6	55.5 ± 20.6	np	34.5 ± 3.5
People born in a non-English speaking country	25.1* ± 14.8	17.8* ± 12.1	31.4* ± 26.7	29.1* ± 21.3	np	np	np	–	23.6 ± 7.1
Non-Indigenous people	34.6 ± 7.1	30.7 ± 7.7	34.0 ± 6.7	31.4 ± 9.8	33.3 ± 10.2	20.7* ± 10.2	60.2 ± 17.9	np	33.0 ± 3.4
Indigenous people	np	np	np	np	–	np	–	np	23.0* ± 16.5
Employment rate									
People in major cities and inner regional areas	90.1 ± 8.7	73.1 ± 16.0	87.6 ± 9.4	95.7 ± 8.6	83.4 ± 13.1	81.3 ± 28.5	100.0	..	85.3 ± 5.2
People in outer regional and remote areas	100.0	np	91.4 ± 17.7	100.0	100.0	100.0	..	np	96.9 ± 6.3
People born in an English speaking country	91.6 ± 8.6	73.2 ± 17.9	89.2 ± 8.2	96.3 ± 7.5	85.1 ± 13.3	96.0 ± 8.5	100.0	np	87.3 ± 9.2
People born in a non-English speaking country	88.1 ± 25.2	74.9 ± 35.7	75.5* ± 55.9	100.0	78.8* ± 45.6	–	np	–	81.9 ± 23.8
Non-Indigenous people	91.1 ± 7.9	73.1 ± 16.0	88.0 ± 8.3	96.6 ± 6.8	84.3 ± 12.6	92.5 ± 15.4	100.0	np	86.5 ± 4.7
Indigenous people	np	np	np	np	–	–	–	np	96.0 ± 9.0

(a) For people aged 15–64 years.

(b) Profound/severe core activity limitation refers to always or sometimes needing assistance with one or more of the core activities. Core activities comprise communication, mobility and self-care.

(c) A \*\* indicates a relative standard error (RSE) of between 25 per cent and 50 per cent. Estimates with RSEs greater than 25 per cent should be used with care. Estimates with RSEs greater than 50 per cent are considered too unreliable for general use. These estimates are not published.

(d) The labour force participation and employment rates reported in this table include 95 per cent confidence intervals (for example, X per cent ± X per cent).

(e) Due to differences in collection methodology, the data collected by the ABS Disability Module (used in the Survey of Education and Training Experience) relate to a broader 'disability and long-term health condition' population than the 'disability' population obtained from the much more detailed Survey of Disability, Ageing and Carers — however, the characteristics of the populations are similar. The data are suitable for population comparisons, but not for prevalence updates between Disability, Ageing and Carers surveys.

.. Not applicable. – Nil or rounded to zero. np Not published.

Source: ABS unpublished, *Survey of Education and Training Experience, Australia 2005*, Cat. no. 6278.0.REPORT ON  
GOVERNMENT  
SERVICES 2010SERVICES FOR  
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DISABILITY



Table 14A.63

**Table 14A.63 Labour force participation and employment of people with a profound or severe core activity limitation, by special needs groups, 2003 (per cent) (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Labour force participation rate									
People in major cities and inner regional areas	28.2	29.8	29.3	30.5	19.8	24.0	42.0	..	28.5
People in outer regional and remote areas	40.7	37.4	46.9	32.5	40.3	23.2	..	np	38.6
People born in an English speaking country	33.1	33.8	34.5	33.3	24.0	24.5	46.2	np	32.5
People born in a non-English speaking country	8.5	20.6	7.1	16.5	14.1	np	29.7	np	15.4
<b>Total</b>	<b>29.6</b>	<b>30.5</b>	<b>32.9</b>	<b>30.9</b>	<b>22.8</b>	<b>23.7</b>	<b>42.0</b>	<b>np</b>	<b>30.0</b>
Employment rate									
People in major cities and inner regional areas	91.2	88.2	87.3	97.2	84.8	95.5	np	..	89.9
People in outer regional and remote areas	85.8	np	83.8	np	np	83.9	..	np	90.0
People born in an English speaking country	90.0	90.9	86.1	97.6	87.9	91.7	np	np	90.0
People born in a non-English speaking country	np	82.7	np	np	np	np	np	np	89.2
<b>Total</b>	<b>90.4</b>	<b>89.6</b>	<b>86.3</b>	<b>97.8</b>	<b>88.8</b>	<b>91.7</b>	<b>np</b>	<b>np</b>	<b>89.9</b>

(a) For people aged 15–64 years, living in households.

(b) Profound/severe core activity limitation refers to always or sometimes needing assistance with one or more of the core activities. Core activities comprise communication, mobility and self-care.

(c) For the ABS Survey of Disability, Ageing and Carers 2003, the sample in the NT was reduced to a level such that NT records contributed appropriately to national estimates but could not support reliable estimates for the NT. As a result, estimates for the NT are not published separately.

(d) Estimates with RSEs greater than 50 per cent are considered too unreliable for general use. These estimates are not published.

.. Not applicable. **np** Not published.

Source: ABS unpublished, 2003 Survey of Disability, Ageing and Carers, Cat. no. 4430.0.

Table 14A.64

Table 14A.64 Social participation, by limitation or restriction status, 2006 (per cent) (a), (b), (c), (d)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<i>People who attended selected cultural venues and events in last 12 months</i>									
People with a limitation or specific restriction									
With a profound/severe core activity limitation	83.3 ± 10.1	83.1 ± 11.1	80.1 ± 10.7	90.7 ± 10.3	90.6 ± 6.6	72.7 ± 14.1	82.7 ± 11.5	90.5 ± 12.1	83.7 ± 4.9
Without a profound/severe core activity limitation	83.4 ± 6.4	86.5 ± 4.2	87.5 ± 4.6	89.6 ± 4.7	87.5 ± 6.3	80.1 ± 7.2	91.7 ± 3.8	84.4 ± 5.1	86.1 ± 2.7
People without a limitation or restriction	92.0 ± 1.3	93.4 ± 1.8	93.3 ± 1.5	94.7 ± 1.5	92.5 ± 2.2	91.3 ± 1.8	96.5 ± 0.9	92.8 ± 2.9	92.9 ± 0.5
<i>People who attended any sporting events in last 12 months</i>									
People with a limitation or specific restriction									
With a profound/severe core activity limitation	44.1 ± 15.6	50.5 ± 11.5	38.8 ± 13.5	32.5* ± 17.5	33.4 ± 16.0	36.5 ± 11.1	38.3 ± 12.1	39.5 ± 14.8	42.2 ± 7.9
Without a profound/severe core activity limitation	44.4 ± 7.3	47.8 ± 8.1	39.2 ± 6.5	50.9 ± 9.6	52.1 ± 8.2	42.8 ± 7.7	50.1 ± 9.6	53.5 ± 7.1	45.5 ± 3.5
People without a limitation or restriction	57.0 ± 3.6	62.2 ± 2.9	59.2 ± 2.8	64.4 ± 2.8	62.6 ± 4.0	60.4 ± 2.5	56.4 ± 2.8	67.1 ± 3.0	60.0 ± 1.8
<i>People actively involvement in social or support group in the last 12 months</i>									
People with a limitation or specific restriction									
With a profound/severe core activity limitation	55.8 ± 13.4	61.8 ± 16.8	40.4 ± 15.0	65.2 ± 15.6	43.6 ± 15.9	50.5 ± 14.9	61.4 ± 12.9	55.5 ± 23.6	53.9 ± 6.9
Without a profound/severe core activity limitation	59.9 ± 7.7	60.5 ± 10.3	57.5 ± 7.4	59.8 ± 9.1	53.4 ± 7.8	53.2 ± 7.0	65.6 ± 6.0	59.9 ± 6.8	58.9 ± 3.5
People without a limitation or restriction	64.0 ± 2.9	62.1 ± 2.9	66.7 ± 2.6	65.9 ± 2.6	62.1 ± 3.7	60.1 ± 3.5	74.5 ± 3.1	65.7 ± 3.5	64.2 ± 1.5
<i>People who did unpaid voluntary work in last 12 months through an organisation</i>									
People with a limitation or specific restriction									
With a profound/severe core activity limitation	34.5 ± 14.6	45.5 ± 11.4	30.0 ± 12.9	40.8 ± 15.0	33.5 ± 11.0	37.6 ± 14.1	38.7 ± 12.2	45.4 ± 12.2	36.8 ± 6.4
Without a profound/severe core activity limitation	35.6 ± 7.5	33.8 ± 8.0	32.7 ± 7.2	39.7 ± 10.9	32.3 ± 8.1	41.0 ± 10.0	36.8 ± 7.1	38.3 ± 8.2	34.8 ± 4.0

Table 14A.64

Table 14A.64 Social participation, by limitation or restriction status, 2006 (per cent) (a), (b), (c), (d)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
People without a limitation or restriction	33.4 ± 3.0	33.5 ± 3.0	41.0 ± 3.1	37.6 ± 3.9	33.6 ± 3.2	35.6 ± 3.1	40.1 ± 2.8	36.1 ± 2.8	35.5 ± 1.6
<i>People with face-to-face contact with non-household family and friends at least once a month or more</i>									
People with a limitation or specific restriction									
With a profound/severe core activity limitation	92.9 ± 6.0	92.2 ± 7.2	88.4 ± 8.3	94.3 ± 8.1	90.3 ± 11.0	97.2 ± 3.8	88.4 ± 10.2	98.9 ± 2.1	91.9 ± 3.2
Without a profound/severe core activity limitation	89.1 ± 6.1	91.9 ± 3.6	91.6 ± 3.8	96.3 ± 3.2	94.1 ± 4.4	96.9 ± 2.7	93.9 ± 4.6	92.4 ± 5.1	91.7 ± 2.0
People without a limitation or restriction	94.3 ± 1.3	95.2 ± 1.1	92.9 ± 1.8	94.7 ± 1.9	95.5 ± 1.5	95.6 ± 1.3	95.8 ± 1.3	92.2 ± 2.7	94.4 ± 0.6

(a) Due to differences in collection methodology, the data collected by the ABS Disability Module (used in the General Social Survey) relate to a broader 'disability and long-term health condition' population than the 'disability' population obtained from the much more detailed Survey of Disability, Ageing and Carers — however, the characteristics of the populations are similar. The data are suitable for population comparisons, but not for prevalence updates between Disability, Ageing and Carers surveys.

(b) A '\*' indicates a relative standard error (RSE) of between 25 per cent and 50 per cent. Estimates with RSEs greater than 25 per cent should be used with care.

(c) For people aged 18–64 years.

(d) The social participation rates reported in this table include 95 per cent confidence intervals (for example, X per cent ± X per cent).

Source: Derived from ABS 2007, *General Social Survey 2006*, Expanded Confidentialised Unit Record File (CURF), remote access data laboratory, Cat. no. 4159.0.30.002, Canberra.

**Table 14A.65 People with a profound/severe core activity limitation aged 18-64 years who participated in/attended various social/community activities, by level of perceived difficulty with transport, 2006 (per cent) (a), (b), (c)**

	<i>Sometimes/often difficulty getting to the places needed</i>	<i>have Can easily get to the places needed</i>
<i>Event attended/participated in</i>		
Attended a sporting events in last 12 months	42.1 ± 13.0	44.4 ± 8.1
Attend any selected cultural venues and events in last 12 months	73.5 ± 11.8	89.5 ± 4.2
Actively involved in social or support group in the last 12 months	42.5 ± 12.7	62.5 ± 10.0
Did unpaid voluntary work in last 12 months through an organisation	29.8 ± 11.3	43.6 ± 9.1
<b><i>Any of the social/community activities in the last 12 months</i></b>	86.4 ± 8.1	95.6 ± 3.0
<i>People with face-to-face contact with non-household family and friends at least once a month or more</i>	89.4 ± 5.6	94.6 ± 3.7

(a) Due to differences in collection methodology, the data collected by the ABS Disability Module (used in the General Social Survey) relate to a broader 'disability and long-term health condition' population than the 'disability' population obtained from the much more detailed Survey of Disability, Ageing and Carers — however, the characteristics of the populations are similar. The data are suitable for population comparisons, but not for prevalence updates between Disability, Ageing and Carers surveys.

(b) For people aged 18–64 years.

(c) The rates reported in this table include 95 per cent confidence intervals (for example, X per cent ± X per cent).

Source: Derived from ABS 2007, *General Social Survey 2006, Expanded Confidentialised Unit Record File (CURF)*, remote access data laboratory, Cat. no. 4159.0.30.002, Canberra.

Table 14A.66

Table 14A.66 People who have contact with friends and family in whom they can confide or on whom they can rely, by disability status, 2007 (per cent) (a), (b), (c), (d)

	Contact with family or friends		Family and friends to rely on/confide in			
	Has contact with family	Has contact with friends	Has family or friends to confide in	Has no family or friends to confide in	Has family or friends to rely on	Has no family or friends to rely on
People with a limitation or specific restriction						
With a profound/severe core activity limitation	97.0 ± 3.1	89.1 ± 10.6	85.1 ± 8.0	14.6* ± 8.0	86.1 ± 8.5	13.9* ± 8.5
Without a profound/severe core activity limitation	98.8 ± 0.8	96.5 ± 1.3	95.6 ± 1.2	4.4 ± 1.2	96.9 ± 0.9	3.0 ± 0.9
People without a limitation or restriction	99.6 ± 0.4	99.0 ± 0.4	98.3 ± 0.5	1.7 ± 0.5	98.8 ± 0.4	1.2 ± 0.4
<b>Total</b>	99.3 ± 0.3	98.0 ± 0.6	97.2 ± 0.5	2.8 ± 0.5	98.0 ± 0.4	2.0 ± 0.4

(a) Due to differences in collection methodology, the data collected by the ABS Disability Module (used in the Survey of Mental Health and Wellbeing) relate to a broader 'disability and long-term health condition' population than the 'disability' population obtained from the much more detailed Survey of Disability, Ageing and Carers — however, the characteristics of the populations are similar. The data are suitable for population comparisons, but not for prevalence updates between Disability, Ageing and Carers surveys.

(b) A \*\* indicates a relative standard error (RSE) of between 25 per cent and 50 per cent. Estimates with RSEs greater than 25 per cent should be used with care. Estimates with RSEs greater than 50 per cent are considered too unreliable for general use. These estimates are not published.

(c) For people aged 16–64 years.

(d) The rates reported in this table include 95 per cent confidence intervals (for example, X per cent ± X per cent).

Source: ABS unpublished, *Survey of Mental Health and Wellbeing 2007*, Cat. no. 4326.0.

Table 14A.67

**Table 14A.67 Participation in voluntary work for an organisation or group, by disability status, 2006 (per cent) (a), (b)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
People with a profound/severe core activity limitation (c)	12.8	13.5	16.3	14.1	16.6	15.0	21.1	17.0	14.3
People without a profound/severe core activity limitation (d)	18.5	19.2	20.0	18.2	21.6	21.8	23.4	19.2	19.4

(a) The ABS 2006 Census module, used to source these data, was designed to measure 'Core Activity Need for Assistance' (ASSNP). The ASSNP is conceptually comparable with the SDAC and ABS disability module population of people who have a profound or severe core activity limitation, but due to the different collection methodology and shortening of the question set used, the population identified is smaller (but displays very similar characteristics).

(b) For people aged 15–64 years.

(c) People who have need for assistance with core activities: self-care, mobility and communication because of a disability or long term health condition (lasting six months or more).

(d) People who do not have need for assistance with core activities: self-care, mobility and communication because of a disability or long term health condition (lasting six months or more).

Source: ABS unpublished, 2006 *Census of Population and Housing*.

Table 14A.68

Table 14A.68 Social participation, by disability status, 2004 (per cent) (a), (b), (c), (d)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<i>Currently an active member of a sporting/hobby/community based association</i>									
People with a disability									
With a profound/severe core activity limitation	26.9 ± 10.3	21.3 ± 10.0	38.9 ± 14.0	38.2* ± 20.3	26.3* ± 18.4	np	62.9* ± 45.1	np	29.1 ± 5.8
Without a profound/severe core activity limitation	38.2 ± 5.0	36.7 ± 5.4	30.5 ± 5.6	28.2 ± 7.6	36.2 ± 7.4	26.8 ± 10.7	32.1 ± 15.2	69.4* ± 54.0	34.9 ± 2.6
People without a disability	41.0 ± 2.4	38.2 ± 2.5	36.6 ± 2.7	35.0 ± 3.7	37.9 ± 4.0	35.7 ± 7.1	48.9 ± 8.6	48.1 ± 14.9	38.6 ± 1.3
<b>Total</b>	<b>40.0 ± 2.2</b>	<b>37.5 ± 2.2</b>	<b>35.5 ± 2.4</b>	<b>34.0 ± 3.3</b>	<b>37.2 ± 3.5</b>	<b>32.1 ± 5.8</b>	<b>45.8 ± 7.5</b>	<b>49.7 ± 14.4</b>	<b>37.7 ± 1.1</b>
<i>Get together socially with friends/relatives not living with you more than once a month</i>									
People with a disability									
With a profound/severe core activity limitation	70.8 ± 10.7	80.6 ± 10.8	77.2 ± 11.6	64.1 ± 20.2	77.2 ± 18.3	63.0 ± 30.0	83.9 ± 32.6	np	74.4 ± 5.6
Without a profound/severe core activity limitation	73.8 ± 4.7	79.9 ± 4.4	72.1 ± 5.5	76.5 ± 7.4	75.3 ± 6.6	81.1 ± 9.2	81.2 ± 13.2	72.1* ± 53.5	75.7 ± 2.4
People without a disability	79.6 ± 2.0	81.9 ± 2.0	79.0 ± 2.3	81.0 ± 3.2	79.6 ± 3.6	83.1 ± 5.7	80.1 ± 7.0	84.9 ± 11.3	80.3 ± 1.0
<b>Total</b>	<b>78.2 ± 1.9</b>	<b>81.5 ± 1.8</b>	<b>77.7 ± 2.1</b>	<b>79.9 ± 2.9</b>	<b>78.6 ± 3.1</b>	<b>81.7 ± 4.8</b>	<b>80.5 ± 6.0</b>	<b>83.9 ± 11.1</b>	<b>79.3 ± 1.0</b>

(a) Due to differences in collection methodology, the data collected by the Household Income and Labour Dynamics (HILDA) Survey relate to a broader 'disability and long-term health condition' population than the 'disability' population obtained from the much more detailed Survey of Disability, Ageing and Carers — however, the characteristics of the populations are similar. The data are suitable for population comparisons, but not for prevalence updates between Disability, Ageing and Carers surveys.

(b) A \*\* indicates a relative standard error (RSE) of between 25 per cent and 50 per cent. Estimates with RSEs greater than 25 per cent should be used with care. Estimates with RSEs greater than 50 per cent are considered too unreliable for general use. These estimates are not published.

(c) For people aged 15–64 years.

(d) The social participation rates reported in this table include 95 per cent confidence intervals (for example, X per cent ± X per cent).

**np** Not published.

Source: HILDA unpublished.

Table 14A.69

Table 14A.69 **Social activities participated in by people with a profound or severe core activity limitation, 2003 (per cent) (a), (b), (c)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<b>At home</b>									
Visits from family or friends	89.7	88.6	90.0	84.8	90.0	93.9	84.4*	np	89.0
Telephone calls with family or friends	83.7	85.0	85.1	78.3	86.9	90.2	88.8*	np	84.3
Art or craftwork	16.2	16.9	14.1	16.1	18.5*	15.4*	np	np	15.9
Other activities	13.1	14.5	8.9	13.8*	8.2*	np	np	np	11.9
All participants in these activities (d)	95.2	95.4	95.8	94.5	93.7	97.6	94.2*	np	95.3
Did not participate in these activities	4.8*	4.6*	4.2*	5.5*	6.3*	np	np	np	4.7
<b>Away from home</b>									
Visited relatives or friends	80.7	82.7	88.5	86.2	86.6	89.5	94*	np	84.5
Went to restaurant or club	55.2	49.5	52.1	40.1	48.7	60.2	74.3*	np	51.1
Church activities	19.3	21.2	15.9	20.0	23.7	13.3*	np	np	19.1
Other activities	27.7	33.7	30.3	34.3	34.3	28.0*	34.9*	np	31.2
All participants in these activities (d)	86.3	89.5	93.3	94.1	91.9	92.4	94.0*	np	90.3
Did not participate in these activities	12.3	8.8	5.2*	4.1*	8.1*	np	np	np	8.3
Does not leave home	1.4*	1.6*	1.6*	np	–	–	–*	np	1.4*

(a) For people aged 5–64 years, living in households.

(b) A '\*' indicates a relative standard error (RSE) of between 25 per cent and 50 per cent. Estimates with RSEs greater than 25 per cent should be used with care. Estimates with RSEs greater than 50 per cent are considered too unreliable for general use. These estimates are not published.

(c) For the 2003 ABS Survey of Disability, Ageing and Carers, the sample in the NT was reduced to a level such that NT records contributed appropriately to national estimates but could not support reliable estimates for the NT. As a result, estimates for the NT are not published separately.

(d) Totals may be less than the sum of the components as a person might have participated in more than one activity.

– Nil or rounded to zero. **np** Not published.

Source: ABS unpublished, *2003 Survey of Disability, Ageing and Carers*, Cat. no. 4403.0.



Table 14A.70

Table 14A.70 Person living in dwellings, by tenure type, core activity need for assistance status and age, 2006 (a), (b), (c)

	Unit	NSW	Vic	Q/d	WA	SA	Tas	ACT	NT	Aust
<i>Number of people in tenure type</i>										
<b>Owned houses</b>										
People aged 65 years and over	no.	618 866	465 907	321 910	152 425	149 435	47 682	21 600	4 007	1 781 881
People aged 0–64 years with a core activity need for assistance	no.	63 215	53 378	40 529	17 285	17 369	6 442	2 724	871	201 821
People aged 0–64 years without a core activity need for assistance	no.	3 390 354	2 804 035	1 956 790	1 055 797	829 173	259 900	182 070	64 281	10 543 089
People aged 0–64 years with a core activity need for assistance not stated	no.	45 133	39 133	24 343	13 726	10 390	3 556	1 784	887	138 973
<b>Total</b>	<b>no.</b>	<b>4 117 568</b>	<b>3 362 453</b>	<b>2 343 572</b>	<b>1 239 233</b>	<b>1 006 367</b>	<b>317 580</b>	<b>208 178</b>	<b>70 046</b>	<b>12 665 764</b>
<b>State or territory housing authority dwellings</b>										
People aged 65 years and over	no.	37 720	17 414	13 917	10 417	14 866	2 686	2 574	1 188	100 816
People aged 0–64 years with a core activity need for assistance	no.	17 612	9 796	8 173	4 166	5 806	1 935	1 183	503	49 183
People aged 0–64 years without a core activity need for assistance	no.	174 993	88 452	88 472	44 726	53 494	17 011	16 188	9 862	493 593
People aged 0–64 years with a core activity need for assistance not stated	no.	7 938	4 538	3 775	2 200	2 122	900	460	493	22 430
<b>Total</b>	<b>no.</b>	<b>238 263</b>	<b>120 200</b>	<b>114 337</b>	<b>61 509</b>	<b>76 288</b>	<b>22 532</b>	<b>20 405</b>	<b>12 046</b>	<b>666 022</b>
<b>Other Landlord Type</b>										
People aged 65 years and over	no.	56 618	37 961	41 295	17 071	13 335	4 738	1 061	1 601	173 694
People aged 0–64 years with a core activity need for assistance	no.	24 572	15 402	19 034	6 087	4 939	1 848	585	1 006	73 485
People aged 0–64 years without a core activity need for assistance	no.	1 233 497	774 628	839 668	337 467	217 426	66 715	54 489	64 294	3 588 728

Table 14A.70

Table 14A.70 Person living in dwellings, by tenure type, core activity need for assistance status and age, 2006 (a), (b), (c)

	Unit	NSW	Vic	Q/d	WA	SA	Tas	ACT	NT	Aust
People aged 0–64 years with a core activity need for assistance not stated	no.	26 475	15 366	16 874	7 096	4 514	1 538	700	2 859	75 425
<b>Total</b>	<b>no.</b>	<b>1 341 162</b>	<b>843 357</b>	<b>916 871</b>	<b>367 721</b>	<b>240 214</b>	<b>74 839</b>	<b>56 835</b>	<b>69 760</b>	<b>3 911 332</b>
<b>Landlord Type Not Stated</b>										
People aged 65 years and over	no.	6 689	4 126	4 073	1 901	1 622	562	136	132	19 246
People aged 0–64 years with a core activity need for assistance	no.	989	652	610	218	239	82	23	30	2 843
People aged 0–64 years without a core activity need for assistance	no.	32 890	21 200	22 339	9 713	7 201	2 706	898	1 964	98 936
People aged 0–64 years with a core activity need for assistance not stated	no.	1 332	771	802	425	286	102	28	82	3 834
<b>Total</b>	<b>no.</b>	<b>41 900</b>	<b>26 749</b>	<b>27 824</b>	<b>12 257</b>	<b>9 348</b>	<b>3 452</b>	<b>1 085</b>	<b>2 208</b>	<b>124 859</b>
<b>Total Rented Dwellings</b>										
People aged 65 years and over	no.	101 027	59 501	59 285	29 389	29 823	7 986	3 771	2 921	293 756
People aged 0–64 years with a core activity need for assistance	no.	43 173	25 850	27 817	10 471	10 984	3 865	1 791	1 539	125 511
People aged 0–64 years without a core activity need for assistance	no.	1 441 380	884 280	950 479	391 906	278 121	86 432	71 575	76 120	4 181 257
People aged 0–64 years with a core activity need for assistance not stated	no.	35 745	20 675	21 451	9 721	6 922	2 540	1 188	3 434	101 689
<b>Total</b>	<b>no.</b>	<b>1 621 325</b>	<b>990 306</b>	<b>1 059 032</b>	<b>441 487</b>	<b>325 850</b>	<b>100 823</b>	<b>78 325</b>	<b>84 014</b>	<b>4 702 213</b>
<b>Other tenure type or tenure type not stated</b>										
People aged 65 years and over	no.	55 523	40 337	30 238	16 707	17 859	4 217	1 389	440	166 721
People aged 0–64 years with a core activity need for assistance	no.	3 384	3 062	1 693	837	883	265	104	104	10 336

REPORT ON  
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SERVICES FOR  
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Table 14A.70

Table 14A.70 Person living in dwellings, by tenure type, core activity need for assistance status and age, 2006 (a), (b), (c)

	Unit	NSW	Vic	Q/d	WA	SA	Tas	ACT	NT	Aust
People aged 0–64 years without a core activity need for assistance	no.	92 143	74 017	50 812	26 394	20 232	6 122	2 857	3 952	276 678
People aged 0–64 years with a core activity need for assistance not stated	no.	18 208	12 596	11 052	5 402	3 397	1 169	404	1 610	53 842
<b>Total</b>	<b>no.</b>	<b>169 258</b>	<b>130 012</b>	<b>93 795</b>	<b>49 340</b>	<b>42 371</b>	<b>11 773</b>	<b>4 754</b>	<b>6 106</b>	<b>507 577</b>
<b>All People</b>										
People aged 65 years and over	no.	775 416	565 746	411 431	198 521	197 117	59 885	26 757	7 368	2 242 357
People aged 0–64 years with a core activity need for assistance	no.	109 774	82 290	70 039	28 591	29 237	10 572	4 620	2 513	337 667
People aged 0–64 years without a core activity need for assistance	no.	4 923 877	3 762 332	2 958 082	1 474 097	1 127 526	352 454	256 504	144 353	15 001 025
People aged 0–64 years with a core activity need for assistance not stated	no.	99 086	72 403	56 846	28 851	20 710	7 266	3 377	5 932	294 510
<b>Total</b>	<b>no.</b>	<b>5 908 153</b>	<b>4 482 771</b>	<b>3 496 398</b>	<b>1 730 060</b>	<b>1 374 590</b>	<b>430 177</b>	<b>291 258</b>	<b>160 166</b>	<b>17 875 559</b>
<i>Proportion of people in tenure type</i>										
<b>Owned houses</b>										
People aged 65 years and over	%	79.8	82.4	78.2	76.8	75.8	79.6	80.7	54.4	79.5
People aged 0–64 years with a core activity need for assistance	%	57.6	64.9	57.9	60.5	59.4	60.9	59.0	34.7	59.8
People aged 0–64 years without a core activity need for assistance	%	68.9	74.5	66.2	71.6	73.5	73.7	71.0	44.5	70.3
People aged 0–64 years with a core activity need for assistance not stated	%	45.5	54.0	42.8	47.6	50.2	48.9	52.8	15.0	47.2
<b>Total</b>	<b>%</b>	<b>69.7</b>	<b>75.0</b>	<b>67.0</b>	<b>71.6</b>	<b>73.2</b>	<b>73.8</b>	<b>71.5</b>	<b>43.7</b>	<b>70.9</b>

Table 14A.70

Table 14A.70    **Person living in dwellings, by tenure type, core activity need for assistance status and age, 2006 (a), (b), (c)**

	Unit	NSW	Vic	Q/d	WA	SA	Tas	ACT	NT	Aust
<b>State or territory housing authority dwellings</b>										
People aged 65 years and over	%	4.9	3.1	3.4	5.2	7.5	4.5	9.6	16.1	4.5
People aged 0–64 years with a core activity need for assistance	%	16.0	11.9	11.7	14.6	19.9	18.3	25.6	20.0	14.6
People aged 0–64 years without a core activity need for assistance	%	3.6	2.4	3.0	3.0	4.7	4.8	6.3	6.8	3.3
People aged 0–64 years with a core activity need for assistance not stated	%	8.0	6.3	6.6	7.6	10.2	12.4	13.6	8.3	7.6
<b>Total</b>	%	4.0	2.7	3.3	3.6	5.5	5.2	7.0	7.5	3.7
<b>Other Landlord Type</b>										
People aged 65 years and over	%	7.3	6.7	10.0	8.6	6.8	7.9	4.0	21.7	7.7
People aged 0–64 years with a core activity need for assistance	%	22.4	18.7	27.2	21.3	16.9	17.5	12.7	40.0	21.8
People aged 0–64 years without a core activity need for assistance	%	25.1	20.6	28.4	22.9	19.3	18.9	21.2	44.5	23.9
People aged 0–64 years with a core activity need for assistance not stated	%	26.7	21.2	29.7	24.6	21.8	21.2	20.7	48.2	25.6
<b>Total</b>	%	22.7	18.8	26.2	21.3	17.5	17.4	19.5	43.6	21.9
<b>Landlord Type Not Stated</b>										
People aged 65 years and over	%	0.9	0.7	1.0	1.0	0.8	0.9	0.5	1.8	0.9
People aged 0–64 years with a core activity need for assistance	%	0.9	0.8	0.9	0.8	0.8	0.8	0.5	1.2	0.8
People aged 0–64 years without a core activity need for assistance	%	0.7	0.6	0.8	0.7	0.6	0.8	0.4	1.4	0.7

Table 14A.70

Table 14A.70 Person living in dwellings, by tenure type, core activity need for assistance status and age, 2006 (a), (b), (c)

	Unit	NSW	Vic	Q/d	WA	SA	Tas	ACT	NT	Aust
People aged 0–64 years with a core activity need for assistance not stated	%	1.3	1.1	1.4	1.5	1.4	1.4	0.8	1.4	1.3
<b>Total</b>	%	0.7	0.6	0.8	0.7	0.7	0.8	0.4	1.4	0.7
<b>Total Rented Dwellings</b>										
People aged 65 years and over	%	13.0	10.5	14.4	14.8	15.1	13.3	14.1	39.6	13.1
People aged 0–64 years with a core activity need for assistance	%	39.3	31.4	39.7	36.6	37.6	36.6	38.8	61.2	37.2
People aged 0–64 years without a core activity need for assistance	%	29.3	23.5	32.1	26.6	24.7	24.5	27.9	52.7	27.9
People aged 0–64 years with a core activity need for assistance not stated	%	36.1	28.6	37.7	33.7	33.4	35.0	35.2	57.9	34.5
<b>Total</b>	%	27.4	22.1	30.3	25.5	23.7	23.4	26.9	52.5	26.3
<b>Other tenure type or tenure type not stated</b>										
People aged 65 years and over	%	7.2	7.1	7.3	8.4	9.1	7.0	5.2	6.0	7.4
People aged 0–64 years with a core activity need for assistance	%	3.1	3.7	2.4	2.9	3.0	2.5	2.3	4.1	3.1
People aged 0–64 years without a core activity need for assistance	%	1.9	2.0	1.7	1.8	1.8	1.7	1.1	2.7	1.8
People aged 0–64 years with a core activity need for assistance not stated	%	18.4	17.4	19.4	18.7	16.4	16.1	12.0	27.1	18.3
<b>Total</b>	%	2.9	2.9	2.7	2.9	3.1	2.7	1.6	3.8	2.8

Table 14A.70

Table 14A.70 Person living in dwellings, by tenure type, core activity need for assistance status and age, 2006 (a), (b), (c)

	Unit	NSW	Vic	Q/d	WA	SA	Tas	ACT	NT	Aust
<b>All People</b>										
People aged 65 years and over	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
People aged 0–64 years with a core activity need for assistance	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
People aged 0–64 years without a core activity need for assistance	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
People aged 0–64 years with a core activity need for assistance not stated	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
<b>Total</b>	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

(a) The ABS 2006 Census module, used to source these data, was designed to measure 'Core Activity Need for Assistance' (ASSNP). The ASSNP is conceptually comparable with the SDAC and ABS disability module population of people who have a profound or severe core activity limitation, but due to the different collection methodology and shortening of the question set used, the population identified is smaller (but displays very similar characteristics).

(b) People with a core activity need for assistance are those who have need for assistance with core activities: self-care, mobility and communication because of a disability or long term health condition (lasting six months or more).

(c) Results include people who usually reside in the dwelling and who were present on Census night only. People who were visitors and those people who were not present in the household were excluded.

Source : ABS unpublished, 2006 *Census of Population and Housing*.

Table 14A.71

Table 14A.71 Access to general practice (GP) services and frequency of use for people aged 15–64 years, by disability status, 2007-08 (per cent) (a), (b)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<i>Visits GP at least once a month</i>									
People with a disability or restrictive long term health condition									
With a profound/severe core activity limitation	27.8 ± 10.1	29.9 ± 12.6	24.9* ± 12.7	26.3* ± 13.1	37.9 ± 13.5	46.1 ± 14.1	22.3* ± 14.6	np	29.0 ± 5.1
Other disability or restrictive long term health condition	10.7 ± 2.2	13.0 ± 2.9	10.0 ± 2.7	9.4 ± 3.0	13.5 ± 2.6	9.8 ± 2.8	3.2 ± 1.3	np	11.1 ± 1.4
All people with disability	12.4 ± 2.2	14.7 ± 2.8	11.4 ± 2.8	11.3 ± 3.2	16.0 ± 2.9	13.0 ± 3.1	4.9 ± 1.6	np	12.8 ± 1.4
People without a disability or restrictive long term health condition	3.1 ± 0.9	3.2* ± 1.9	3.0 ± 1.0	2.5 ± 1.1	1.7 ± 0.7	3.0* ± 1.6	1.4* ± 0.8	np	2.9 ± 0.6
<i>Visits GP every 3 months</i>									
People with a disability or restrictive long term health condition									
With a profound/severe core activity limitation	18.5 ± 8.2	18.2* ± 9.5	28.1 ± 9.7	19.0* ± 10.7	25.8 ± 12.4	20.1* ± 13.3	16.2* ± 11.3	np	21.0 ± 4.2
Other disability or restrictive long term health condition	16.8 ± 2.9	14.6 ± 3.2	20.7 ± 3.2	16.6 ± 4.2	16.7 ± 3.5	16.8 ± 4.6	15.8 ± 3.1	np	17.0 ± 1.3
All people with disability	17.0 ± 2.9	15.0 ± 3.1	21.4 ± 3.2	16.8 ± 4.0	17.6 ± 3.3	17.1 ± 4.5	15.9 ± 3.1	np	17.4 ± 1.3
People without a disability or restrictive long term health condition	9.8 ± 1.5	5.9 ± 1.4	6.8 ± 1.4	6.8 ± 1.8	8.5 ± 1.5	6.6 ± 2.0	8.6 ± 2.1	np	7.7 ± 0.8
<i>Visits GP every 6 months</i>									
People with a disability or restrictive long term health condition									
With a profound/severe core activity limitation	14.7* ± 8.1	7.3* ± 7.0	14.6* ± 9.3	14.3* ± 12.6	6.3* ± 5.0	np	11.5* ± 9.9	–	11.9 ± 4.1
Other disability or restrictive long term health condition	17.1 ± 2.8	17.8 ± 3.1	17.0 ± 2.3	15.5 ± 3.9	15.6 ± 2.6	16.8 ± 4.7	16.1 ± 3.4	np	17.0 ± 1.5
All people with disability	16.9 ± 2.5	16.8 ± 2.8	16.8 ± 2.2	15.4 ± 3.6	14.6 ± 2.4	16.3 ± 4.4	15.7 ± 3.4	np	16.5 ± 1.3

Table 14A.71

Table 14A.71 Access to general practice (GP) services and frequency of use for people aged 15–64 years, by disability status, 2007-08 (per cent) (a), (b)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
People without a disability or restrictive long term health condition	16.3 ± 2.2	14.7 ± 2.0	13.8 ± 2.2	11.0 ± 2.0	13.5 ± 2.7	13.2 ± 2.7	12.4 ± 2.2	11.4* ± 7.4	14.5 ± 0.9
<i>Visits GP at least once every 6 months</i>									
People with a disability or restrictive long term health condition									
With a profound/severe core activity limitation	61.0 ± 12.1	55.4 ± 14.1	67.6 ± 10.7	59.6 ± 12.5	70.0 ± 11.4	77.2 ± 13.0	50.0 ± 17.6	np	61.9 ± 5.8
Other disability or restrictive long term health condition	44.6 ± 4.0	45.4 ± 4.5	47.7 ± 3.8	41.5 ± 5.7	45.8 ± 4.2	43.4 ± 5.0	35.1 ± 4.3	43.8 ± 18.8	45.1 ± 2.1
All people with disability	46.3 ± 3.8	46.5 ± 4.3	49.6 ± 3.8	43.5 ± 5.5	48.2 ± 4.1	46.4 ± 5.2	36.5 ± 4.3	46.9 ± 18.3	46.7 ± 2.0
People without a disability or restrictive long term health condition	29.2 ± 2.8	23.8 ± 3.0	23.6 ± 2.2	20.3 ± 3.2	23.7 ± 2.9	22.8 ± 3.6	22.4 ± 3.5	22.9 ± 9.2	25.1 ± 1.3
<i>Visits GP less than 6 months or doesn't visit GP</i>									
People with a disability or restrictive long term health condition									
With a profound/severe core activity limitation	39.1 ± 12.1	44.6 ± 14.1	32.4 ± 10.7	40.5 ± 12.5	30.0 ± 11.4	22.8* ± 13.0	50.0 ± 17.6	np	38.1 ± 5.8
Other disability or restrictive long term health condition	55.4 ± 4.0	54.5 ± 4.5	52.3 ± 3.8	58.5 ± 5.7	54.3 ± 4.2	56.5 ± 5.0	64.8 ± 4.3	56.2 ± 18.8	54.9 ± 2.1
All people with disability	53.8 ± 3.8	53.6 ± 4.3	50.4 ± 3.8	56.5 ± 5.5	51.8 ± 4.1	53.6 ± 5.2	63.5 ± 4.3	53.1 ± 18.3	53.3 ± 2.0
People without a disability or restrictive long term health condition	70.8 ± 2.8	76.1 ± 3.0	76.4 ± 2.2	79.8 ± 3.2	76.3 ± 2.9	77.2 ± 3.6	77.6 ± 3.5	77.1 ± 9.2	74.8 ± 1.3



Table 14A.71

Table 14A.71    **Access to general practice (GP) services and frequency of use for people aged 15–64 years, by disability status, 2007-08 (per cent) (a), (b)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
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(a) The rates reported in this table include 95 per cent confidence intervals (for example, X per cent  $\pm$  X per cent).

(b) A \*\* indicates a relative standard error (RSE) of between 25 per cent and 50 per cent. Estimates with RSEs greater than 25 per cent should be used with care. Estimates with RSEs greater than 50 per cent are considered too unreliable for general use. These estimates are not published.

– Nil or rounded to zero. **np** Not published.

Source :    ABS unpublished, *National Health Survey 2007-08*, Cat. no. 4364.0.

Table 14A.72

Table 14A.72 Consultation with 'other health professional', for own health reasons, in the last 12 months, by disability status, 2007-08 (per cent) (a), (b), (c)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
People with a disability or restrictive long term health condition									
With a profound/severe core activity limitation	63.9 ± 12.7	65.8 ± 13.7	60.9 ± 12.5	61.2 ± 12.5	73.6 ± 13.4	60.5 ± 18.1	69.5 ± 15.9	np	64.4 ± 6.3
Other disability or restrictive long term health condition	57.1 ± 3.2	57.4 ± 4.2	56.4 ± 4.0	58.0 ± 4.7	55.1 ± 4.1	47.3 ± 6.7	59.9 ± 4.9	np	56.8 ± 1.7
All people with disability	57.8 ± 3.1	58.3 ± 4.3	56.8 ± 3.8	58.3 ± 4.2	57.0 ± 4.0	48.4 ± 6.1	60.7 ± 5.0	62.3 ± 30.5	57.5 ± 1.7
People without a disability or restrictive long term health condition	37.2 ± 3.1	37.6 ± 3.0	40.3 ± 3.1	42.9 ± 3.5	36.1 ± 3.1	29.6 ± 4.7	45.4 ± 4.7	39.8 ± 11.8	38.4 ± 1.7

(a) The rates reported in this table include 95 per cent confidence intervals (for example, X per cent ± X per cent).

(b) A <sup>\*\*\*</sup> indicates a relative standard error (RSE) of between 25 per cent and 50 per cent. Estimates with RSEs greater than 25 per cent should be used with caution. Estimates with RSEs greater than 50 per cent are considered too unreliable for general use.

(c) Includes consultation, for own health reasons, in the 12 months prior to interview with one or more of the following: accredited counsellor; acupuncturist; chemist (advice only); chiropodist/podiatrist; chiropractor; dietitian/nutritionist; naturopath; nurse; occupational therapist; optician/optometrist; osteopath; physiotherapist/hydrotherapist; psychologist; social worker/welfare officer; and other.

np Not published.

Source: ABS unpublished, *National Health Survey 2007-08*, Cat. no. 4364.0.

Table 14A.73

**Table 14A.73 Use of health services, by disability status, 2007 (per cent) (a), (b), (c)**

	<i>Admitted to hospital</i>	<i>to GP</i>	<i>Mental health professional (d)</i>	<i>Other health professional (e)</i>
People with a limitation or specific restriction				
With a profound/severe core activity limitation	29.8 ± 7.9	92.9 ± 3.9	30.6 ± 11.4	53.5 ± 10.4
Without a profound/severe core activity limitation	14.3 ± 2.7	85.8 ± 2.6	14.4 ± 2.3	37.6 ± 2.8
People without a limitation or restriction	5.7 ± 1.1	75.6 ± 2.0	4.8 ± 1.0	24.5 ± 2.1
<b>Total</b>	<b>8.7 ± 1.1</b>	<b>78.9 ± 1.6</b>	<b>8.2 ± 0.9</b>	<b>28.9 ± 1.5</b>

(a) Due to differences in collection methodology, the data collected by the ABS Disability Module (used in the Survey of Mental Health and Wellbeing) relate to a broader 'disability and long-term health condition' population than the 'disability' population obtained from the much more detailed Survey of Disability, Ageing and Carers — however, the characteristics of the populations are similar. The data are suitable for population comparisons, but not for prevalence updates between Disability, Ageing and Carers surveys.

(b) For people aged 16–64 years.

(c) The rates reported in this table include 95 per cent confidence intervals (for example, X per cent ± X per cent).

(d) Includes mental health nurse and other specialists providing mental health services.

(e) Includes specialist doctor or surgeon, complimentary/alternative therapist and other professionals providing general services.

Source: ABS unpublished, *Survey of Mental Health and Wellbeing 2007*, Cat. no. 4326.0.

Table 14A.74

**Table 14A.74 Participation in education and training, by need for assistance status, 2006 (per cent) (a), (b)**

	NSW	Vic	Q/d	WA	SA	Tas	ACT	NT	Aust
<i>Attending pre-school (children aged 3–5 years)</i>									
With a profound/severe core activity limitation	51.6	48.3	44.8	43.5	41.7	29.7	52.4	41.1	47.3
Without a profound/severe core activity limitation	47.6	44.5	39.7	38.3	36.2	23.6	37.6	30.7	42.6
<i>Attending secondary school (people aged 15–24 years)</i>									
With a profound/severe core activity limitation	30.9	25.8	27.3	28.8	32.1	24.4	37.2	21.7	28.7
Without a profound/severe core activity limitation	27.0	28.2	23.7	22.1	26.6	25.6	25.2	20.1	26.0
<i>Attending Technical or Further Educational Institution (including TAFE Colleges) (people aged 15–64)</i>									
With a profound/severe core activity limitation	3.2	2.5	2.5	2.8	2.6	3.3	3.6	1.3	2.8
Without a profound/severe core activity limitation	3.9	3.2	2.7	3.2	3.4	4.1	3.9	1.8	3.4
<i>Attending University or other Tertiary Institutions (people aged 15–64)</i>									
With a profound/severe core activity limitation	1.0	1.1	1.2	1.3	1.2	1.1	2.8	1.6	1.1
Without a profound/severe core activity limitation	5.9	6.4	5.7	6.0	5.7	4.8	10.4	4.8	6.0

(a) The ABS 2006 Census module, used to source these data, was designed to measure 'Core Activity Need for Assistance' (ASSNP). In previous years, the data were sourced from the ABS disability module. The ASSNP is conceptually comparable with the ABS disability module population of people who have a profound or severe core activity limitation, but due to the different collection methodology and shortening of the question set used, the population identified is smaller (but displays very similar characteristics).

(b) Profound/severe core activity limitation refers to always or sometimes needing assistance with one or more of the core activities. Core activities comprise communication, mobility and self-care.

Source: ABS unpublished, 2006 Census of Population and Housing.

Table 14A.75

Table 14A.75 Participation in education and training, by disability status, 2005 (per cent) (a), (b), (c)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<i>Year 12 or below (people aged 15–24)</i>									
People with a disability									
With a profound/severe core activity limitation	np	42.0* ± 28.3	39.0* ± 25.8	60.2* ± 46.8	50.5* ± 40.6	61.6* ± 48.7	–	–	37.9 ± 12.3
Without a profound/severe core activity limitation	31.6 ± 10.3	33.3 ± 11.0	21.9 ± 7.9	24.0 ± 10.9	35.0 ± 12.8	48.9 ± 20.1	9.8* ± 4.8	np	29.7 ± 4.4
People without a disability	49.5 ± 4.3	48.5 ± 4.7	36.5 ± 6.0	40.5 ± 6.7	40.1 ± 6.1	45.0 ± 10.6	46.0 ± 11.5	31.8* ± 15.8	44.7 ± 1.8
<i>Diploma or certificate course (people aged 15–64)</i>									
People with a disability									
With a profound/severe core activity limitation	3.9* ± 3.1	4.4* ± 3.4	4.3* ± 2.8	5.6* ± 4.2	np	7.3* ± 6.2	np	–	4.2 ± 1.5
Without a profound/severe core activity limitation	5.4 ± 1.6	6.9 ± 1.8	7.1 ± 2.1	5.8 ± 1.9	6.9 ± 2.6	5.3* ± 4.3	7.0* ± 4.6	np	6.4 ± 0.8
People without a disability	7.9 ± 0.9	7.5 ± 0.8	8.5 ± 0.9	8.3 ± 1.2	7.1 ± 1.2	8.1 ± 1.9	8.7 ± 2.5	8.0 ± 3.8	7.9 ± 0.4
<i>Bachelor degree and above (people aged 15–64)</i>									
People with a disability									
With a profound/severe core activity limitation	np	np	3.7* ± 2.9	–	–	–	np	–	1.8* ± 1.1
Without a profound/severe core activity limitation	3.0 ± 0.9	4.5 ± 1.2	4.0 ± 1.2	4.2 ± 1.4	3.4 ± 1.3	1.7* ± 1.4	5.8* ± 3.8	np	3.7 ± 0.5
People without a disability	7.9 ± 0.9	8.6 ± 1.0	7.1 ± 1.2	8.7 ± 1.6	7.7 ± 1.4	6.2 ± 2.5	11.9 ± 2.3	3.4* ± 2.3	9.3 ± 0.6

(a) Due to differences in collection methodology, the data collected by the ABS Disability Module (used in the Survey of Education and Training Experience) relate to a broader 'disability and long-term health condition' population than the 'disability' population obtained from the much more detailed Survey of Disability, Ageing and Carers — however, the characteristics of the populations are similar. The data are suitable for population comparisons, but not for prevalence updates between Disability, Ageing and Carers surveys.

(b) A '\*' indicates a relative standard error (RSE) of between 25 per cent and 50 per cent. Estimates with RSEs greater than 25 per cent should be used with caution. Estimates with RSEs greater than 50 per cent are considered too unreliable for general use. These estimates are not published.

(c) The education and training participation rates reported in this table include 95 per cent confidence intervals (for example, X per cent ± X per cent).

REPORT ON  
GOVERNMENT  
SERVICES 2010

SERVICES FOR  
PEOPLE WITH  
DISABILITY

Table 14A.75

Table 14A.75      Participation in education and training, by disability status, 2005 (per cent) (a), (b), (c)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
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– Nil or rounded to zero. **np** Not published.

Source:    ABS unpublished, *Survey of Education and Training Experience, Australia 2005*, Cat. no. 6278.0.

Table 14A.76

Table 14A.76 Educational and training attainment, by need for assistance status, 2006 (per cent) (a), (b), (c)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<i>Year 9 or below</i>									
With a profound/severe core activity limitation	25.1	27.0	23.8	18.8	23.9	27.4	16.6	27.8	24.6
Without a profound/severe core activity limitation	8.7	9.0	7.6	5.5	7.8	10.6	5.0	15.0	8.2
<i>Year 10</i>									
With a profound/severe core activity limitation	19.3	12.7	20.5	20.3	16.5	23.2	15.0	13.1	17.8
Without a profound/severe core activity limitation	16.3	10.7	18.6	17.1	13.3	23.9	10.1	13.6	15.2
<i>Year 11/12</i>									
With a profound/severe core activity limitation	15.5	18.7	17.7	20.5	22.6	14.2	23.5	14.3	17.8
Without a profound/severe core activity limitation	22.5	29.0	26.6	27.6	32.7	20.2	26.5	23.3	26.2
<i>Diploma or certificate course</i>									
With a profound/severe core activity limitation	16.5	15.1	17.6	17.6	15.8	15.1	17.9	16.6	16.4
Without a profound/severe core activity limitation	24.4	23.0	25.0	25.3	23.6	24.1	19.9	23.7	24.1
<i>Bachelor degree and above</i>									
With a profound/severe core activity limitation	5.4	6.0	4.8	5.2	4.9	4.3	13.9	5.1	5.4
Without a profound/severe core activity limitation	20.0	20.8	15.6	17.2	15.7	14.2	33.4	14.5	18.8

Table 14A.76

Table 14A.76 Educational and training attainment, by need for assistance status, 2006 (per cent) (a), (b), (c)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<i>No educational attainment — not stated and inadequately described</i>									
With a profound/severe core activity limitation	18.3	20.5	15.6	17.6	16.4	15.8	13.2	23.0	17.9
Without a profound/severe core activity limitation	8.2	7.5	6.6	7.3	7.0	7.1	5.1	9.8	7.5

(a) The ABS 2006 Census module, used to source these data, was designed to measure 'Core Activity Need for Assistance' (ASSNP). In previous years, the data were sourced from the ABS disability module. The ASSNP is conceptually comparable with the ABS disability module population of people who have a profound or severe core activity limitation, but due to the different collection methodology and shortening of the question set used, the population identified is smaller (but displays very similar characteristics).

(b) Profound/severe core activity limitation refers to always or sometimes needing assistance with one or more of the core activities. Core activities comprise communication, mobility and self-care.

(c) For people aged 15–64 years.

Source: ABS unpublished, 2006 Census of Population and Housing.



Table 14A.77

Table 14A.77 Educational and training attainment, by disability status, 2005 (per cent) (a), (b), (c), (d)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<i>Year 10</i>									
People with a disability									
With a profound/severe core activity limitation	18.7 ± 5.9	19.0 ± 5.8	26.6 ± 5.9	20.8 ± 7.8	19.1 ± 7.9	17.8 ± 8.2	np	–	20.7 ± 3.1
Without a profound/severe core activity limitation	23.1 ± 2.4	15.0 ± 2.2	21.9 ± 2.5	23.9 ± 3.2	18.0 ± 2.3	29.5 ± 4.9	12.3 ± 3.9	23.5 ± 10.3	20.6 ± 1.0
People without a disability	17.6 ± 1.3	9.7 ± 0.9	18.4 ± 1.4	16.7 ± 1.8	12.9 ± 1.7	21.5 ± 3.4	10.4 ± 2.3	15.5 ± 4.3	15.3 ± 0.7
<i>Year 11/12</i>									
People with a disability									
With a profound/severe core activity limitation	17.9 ± 5.8	19.9 ± 5.8	15.7 ± 5.5	19.3 ± 6.7	23.3 ± 9.9	9.8* ± 6.5	np	–	18.1 ± 2.3
Without a profound/severe core activity limitation	15.9 ± 2.2	24.8 ± 2.5	20.7 ± 2.4	21.8 ± 3.6	28.0 ± 3.3	8.4 ± 3.0	27.9 ± 5.7	15.5* ± 7.8	20.6 ± 1.2
People without a disability	23.5 ± 1.2	30.3 ± 1.6	26.7 ± 1.7	28.0 ± 2.0	35.3 ± 1.9	24.2 ± 2.3	28.4 ± 4.1	26.5 ± 6.5	27.2 ± 0.6
<i>Diploma or certificate course</i>									
People with a disability									
With a profound/severe core activity limitation	28.2 ± 9.7	18.2 ± 5.8	27.6 ± 7.7	31.9 ± 8.3	16.2* ± 8.5	17.4* ± 8.6	36.6* ± 18.4	np	24.8 ± 3.9
Without a profound/severe core activity limitation	29.3 ± 2.6	26.9 ± 2.4	33.3 ± 2.9	29.7 ± 3.3	27.6 ± 3.3	26.2 ± 4.2	28.5 ± 5.9	29.6 ± 10.7	29.3 ± 1.1
People without a disability	25.5 ± 1.5	24.7 ± 1.6	29.2 ± 1.8	27.7 ± 2.3	26.1 ± 1.8	25.1 ± 2.5	21.1 ± 3.0	27.5 ± 4.8	26.2 ± 0.8
<i>Bachelor degree and above</i>									
People with a disability									
With a profound/severe core activity limitation	6.8* ± 3.7	9.8* ± 4.8	7.0* ± 3.7	8.1* ± 5.2	np	8.3* ± 6.1	34.8* ± 17.5	–	7.9 ± 1.9
Without a profound/severe core activity limitation	13.8 ± 2.0	15.0 ± 2.5	10.1 ± 1.8	13.3 ± 2.9	10.4 ± 2.3	12.2 ± 3.3	22.9 ± 5.9	11.7* ± 8.4	13.1 ± 1.1

Table 14A.77

Table 14A.77 Educational and training attainment, by disability status, 2005 (per cent) (a), (b), (c), (d)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
People without a disability	24.2 ± 1.9	26.1 ± 1.8	19.1 ± 1.8	21.9 ± 2.5	17.4 ± 1.8	17.3 ± 3.5	36.1 ± 5.7	20.8 ± 6.8	23.0 ± 0.9

(a) Due to differences in collection methodology, the data collected by the ABS Disability Module (used in the Survey of Education and Training Experience) relate to a broader 'disability and long-term health condition' population than the 'disability' population obtained from the much more detailed Survey of Disability, Ageing and Carers — however, the characteristics of the populations are similar. The data are suitable for population comparisons, but not for prevalence updates between Disability, Ageing and Carers surveys.

(b) A '\*' indicates a relative standard error (RSE) of between 25 per cent and 50 per cent. Estimates with RSEs greater than 25 per cent should be used with caution. Estimates with RSEs greater than 50 per cent are considered too unreliable for general use. These estimates are not published.

(c) The education and training attainment rates reported in this table include 95 per cent confidence intervals (for example, X per cent ± X per cent).

(d) For people aged 15–64 years.

– Nil or rounded to zero. **np** Not published.

Source: ABS unpublished, *Survey of Education and Training Experience, Australia 2005*, Cat. no. 6278.0.