



**Australian Government**

**Department of Families, Community Services  
and Indigenous Affairs**



▶ **Australian Government  
Disability Services Census  
2005**



**Australian Government**

**Department of Families, Community Services  
and Indigenous Affairs**

▶ **AUSTRALIAN GOVERNMENT  
DISABILITY SERVICES  
CENSUS 2005**

ISBN: 1 921 13021 0

© Copyright Commonwealth of Australia 2006

This work is copyright. You may download, display, print and reproduce this material in unaltered form only (retaining this notice) for your personal, non-commercial use or use within your organisation. Apart from any use as permitted under the *Copyright Act 1968*, all other rights are reserved. Requests for further authorisation should be directed to the Commonwealth Copyright Administration, Attorney General's Department, Robert Garran Offices, National Circuit, Canberra ACT 2600 or posted at: <http://www.ag.gov.au/cca>

This report is available at the Australian Government Department of Families, Community Services and Indigenous Affairs, Disability Services Census Internet address: <http://www.facs.gov.au/dscensus>

March 2006  
Canberra, Australian Capital Territory  
FaCSIA

### **Acknowledgments**

The successful completion of *Australian Government Disability Services Census 2005* was made possible by the participation of disability service providers and industry peak bodies.

The Australian Government Department of Families, Community Services and Indigenous Affairs (FaCSIA) appreciates the time taken by services to complete the Census collection in a timely manner.

### **Contact Us**

FaCSIA welcomes your comments. Let us know what you think by sending your comments or suggestions to:

Disability Services Census Feedback  
Data and Analysis Section  
Disability and Carers Branch  
Department of Families, Community Services and Indigenous Affairs  
Box 7788  
Canberra Mail Centre ACT 2610  
Ph: (02) 6244 6844

# Contents

List of Tables .....	vi
List of Figures .....	viii
<b>1 Executive Summary .....</b>	<b>1</b>
1.1 Machinery of Government Changes.....	1
1.2 Commonwealth State Territory Disability Agreement .....	1
1.3 Summary of the Disability Services Census .....	2
1.4 Major Findings .....	2
<b>2 History of the Disability Services Census .....</b>	<b>5</b>
<b>3 Disability Service Outlets and Staff Profiles .....</b>	<b>7</b>
3.1 Disability Service Outlet Profiles .....	7
3.1.1 Number of Disability Service Outlets .....	7
3.1.2 Location of Disability Service Outlets .....	9
3.1.3 Number of Disability Employment Service Outlets .....	9
3.1.4 Location of Disability Employment Service Outlets .....	11
3.2 Hours, Days and Weeks of Outlet Operation.....	12
3.2.1 Average Outlet Hours of Operation Per Week .....	12
3.2.2 Average Outlet Days of Operation Per Week .....	12
3.2.3 Average Number of Weeks of Operation Per Year .....	13
3.3 Staff Profile .....	13
<b>4 Disability Employment Service Consumer Profile .....</b>	<b>15</b>
4.1 Consumer Demographic Information .....	15
4.1.1 Gender .....	15
4.1.2 Age .....	16
4.1.3 Relationship Between Gender and Age .....	16
4.1.4 Indigenous Status .....	16
4.1.5 Country of Birth .....	16
4.1.6 Main Language Spoken .....	17
4.1.7 Need for Interpreter .....	17
4.2 Consumers and Disability Employment Service Type .....	17
4.2.1 Gender and Service Use .....	18
4.2.2 Age and Service Use .....	18
4.2.3 Jurisdictions and Service Use .....	19

4.3	Primary Disability of Consumers Across Service Type .....	20
4.3.1	Primary Disability Type for Open Employment Service Consumers	21
4.3.2	Primary Disability Type for Supported Employment Service Consumers .....	22
4.3.3	Primary Disability Type for Dual Open/Supported Employment Service Consumers.....	23
4.3.4	Comparison of Primary Disability Across Service Type .....	23
4.4	Need for Assistance .....	24
4.5	Residential Setting .....	28
4.6	Living Arrangement .....	28
4.7	Income .....	29
4.7.1	Main Source of Income .....	29
4.7.2	Disability Support Pension (DSP) .....	29
4.7.3	Newstart (NSA)/Youth Allowance (YA).....	30
4.8	Employment Characteristics .....	31
4.8.1	Basis of Employment .....	32
4.8.2	Hours of Employment .....	33
4.8.3	Wage Type.....	34
4.8.4	Wage Level .....	34
<b>5</b>	<b>Jurisdiction Specific Data .....</b>	<b>37</b>
5.1	New South Wales .....	37
5.1.1	Service Outlets and Staff Hours .....	37
5.1.2	Consumer Information .....	37
5.1.3	Employment Specific Information.....	38
5.2	Victoria.....	38
5.2.1	Service Outlets and Staff Hours .....	38
5.2.2	Consumer Information .....	39
5.2.3	Employment Specific Information.....	39
5.3	Queensland .....	40
5.3.1	Service Outlets and Staff Hours .....	40
5.3.2	Consumer Information .....	40
5.3.3	Employment Specific Information.....	41
5.4	Western Australia .....	41
5.4.1	Service Outlets and Staff Hours .....	41
5.4.2	Consumer Information .....	41
5.4.3	Employment Specific Information.....	42
5.5	South Australia.....	42
5.5.1	Service Outlets and Staff Hours .....	42
5.5.2	Consumer Information .....	42
5.5.3	Employment Specific Information.....	43

6.6 Tasmania.....	43
5.6.1 Service Outlets and Staff Hours .....	43
5.6.2 Consumer Information .....	44
5.6.3 Employment Specific Information.....	44
5.7 Australian Capital Territory.....	45
5.7.1 Service Outlets and Staff Hours .....	45
5.7.2 Consumer Information .....	45
5.7.3 Employment Specific Information.....	46
5.8 Northern Territory .....	46
5.8.1 Service Outlets and Staff Hours .....	46
5.8.2 Consumer Information .....	46
5.8.3 Employment Specific Information.....	47
<b>6 References .....</b>	<b>49</b>
<b>7 Appendices.....</b>	<b>51</b>
<b>8 Glossary of Terms .....</b>	<b>73</b>

## List of Tables

### Chapter 3

Table 3.1	Number (and per cent) of Disability Service Outlets Across Service Type and Jurisdiction.....	8
Table 3.2	Per Cent of Disability Service Outlet Type Across Location .....	9
Table 3.3	Number (and per cent) of Disability Employment Service Outlets Across Service Type and Jurisdiction .....	10
Table 3.4	Per cent of Employment Service Outlets Across Locations .....	11
Table 3.5	Per Cent of Employment Service Outlets Within Locations .....	11
Table 3.6	Number of Outlets by Service Type and Average Daily Hours of Operation ..	12
Table 3.7	Number of Outlets by Service Type and Average Days of Operation.....	13
Table 3.8	Number of Outlets by Service Type and Weeks of Operation .....	13
Table 3.9	Number (and per cent) of FTE Staff Working in Direct or Indirect Support Roles .....	14

### Chapter 4

Table 4.1	Number (and per cent) of Consumers by Age and Gender .....	16
Table 4.2	Number and Per Cent of Consumers by Main Language Spoken at Home ...	17
Table 4.3	Number (and per cent) of Consumers by Disability Employment Service Type and Age .....	18
Table 4.4	Number (and per cent) of Consumers Accessing Open, Supported, or Dual Open/Supported Employment Services by Jurisdictions .....	20
Table 4.5	Number and Per Cent of Open Employment Service Consumers by Primary Disability.....	22
Table 4.6	Number and Per Cent of Supported Employment Service Consumers by Primary Disability .....	22
Table 4.7	Number and Per Cent of Dual Open/Supported Employment Service Consumers by Primary Disability .....	23
Table 4.8	Number (and per cent) of Consumers by Areas and Levels of Assistance Required .....	24
Table 4.9	Number (and per cent) of Open Employment Service Consumers Who are Unable to Do or Need Constant Supervision, Across Type of Assistance and Disability .....	26
Table 4.10	Number (and per cent) of Supported Employment Service Consumers Who are Unable to Do or Need Constant Supervision, Across Type of Assistance and Disability .....	27
Table 4.11	Consumer Residential Setting .....	28
Table 4.12	Consumer Living Arrangements .....	28

Table 4.13	Number (and per cent) of Consumers on Disability Support Pension and/or Mobility Allowance by Disability Employment Service Type .....	30
Table 4.14	Number (and per cent) of Consumers on Newstart/Youth Allowance and/or Mobility Allowance by Disability Employment Service Type .....	30
Table 4.15	Employed Consumers: Consumer Wage Type .....	34



## List of Figures

### Chapter 3

Figure 3.1 Number (and per cent) of Disability Service Outlets by Type of Service.....8

### Chapter 4

Figure 4.1 Per Cent of Males and Females Across Disability Employment Service Type.....	18
Figure 4.2 Age by Disability Employment Service Type .....	19
Figure 4.3 Per Cent of Consumers Across Primary Disability Type .....	21
Figure 4.4 Main Income Source .....	29
Figure 4.5 Employment Phase.....	31
Figure 4.6 Disability Employment Service Type by Basis of Employment.....	32
Figure 4.7 Per Cent of Male and Female Workers/Independent Workers by Hours of Employment Per Week .....	34
Figure 4.8 Per Cent of Employed Consumers Within Wage Levels by Disability Employment Service Type.....	35
Figure 4.9 Per Cent of Employed Consumers Within Primary Disability Type by Wage Level .....	35

# 1 Executive Summary

## 1.1 Machinery of Government Changes

Following the Federal Election in October 2004, a number of machinery of government (MoG) changes were made. These changes, which became effective on 1 December 2004, included the transfer of responsibility for open employment services to the Department of Employment and Workplace Relations (DEWR). Responsibility for supported employment services remained with the Department of Family and Community Services (FaCS), and dual open/supported employment services ceased to exist. Further, the Department's name was amended from FaCS to the Department of Families, Community Services and Indigenous Affairs (FaCSIA) with the MoG changes on 27 January 2006.

## 1.2 Commonwealth State Territory Disability Agreement

The Commonwealth State Territory Disability Agreement (CSTDA) provides the national framework for the provision of government services for people with a disability. To date, there have been three Agreements, and under each of these, the Australian Government has been responsible for specialist disability employment services. State and territory governments are responsible for accommodation support, community support, community access, and respite services. Responsibility for advocacy, information, and print disability services is shared between the Australian Government and other jurisdictions.

Under the CSTDA, only the Australian Government provides funding for specialist disability employment services. The Australian Government funding provides people with a disability access to vocational programs and employment, thereby promoting economic and social participation and choice for people with disabilities in work and the community. The remaining disability services are funded under the terms of the CSTDA by both the Australian Government and state/territory governments.

The current CSTDA (through the National Minimum Data Set) requires the Australian Government and state/territory governments to collect disability program, service and consumer data on an annual basis. The Australian Government fulfills its obligations by collecting data through its annual Census. This report details the findings from the 2004–05 Census collection.

This report provides national data on specialist services for people with disabilities funded under the CSTDA. It includes data on open employment services for which, as mentioned in Section 1.1, policy responsibility lies with DEWR. Data are provided on people with a disability (consumers) who used specialist disability employment services during the 2004–05 financial year. In addition to the comprehensive information on disability employment services and their consumers, the report also provides information on other Australian Government funded disability services; respite, advocacy, information, and print disability.

The purpose of this report is to provide detailed information on Australian Government funded specialist disability services and their consumers, to government agencies, disability ministers, policy makers, the disability sector, and the general public.

### 1.3 Summary of the Disability Services Census

This report has been written in five separate, yet interrelated chapters. The first chapter is the executive summary, which provides a brief outline of the layout and major findings of the current report. The second chapter provides a brief history of the Disability Services Census collection, while the third gives detailed information on disability service outlets and their staff; including the number of outlets and the services provided, as well as staff numbers, hours worked and other information.

The largest component of the report, the fourth chapter, provides information on consumers of Australian Government funded disability employment services. Demographic data, including gender, age, Indigenous status, country of birth, main language spoken at home, need for interpreter, and transport requirements are provided. The relationship between some of these data and service outlet type are detailed as well. Information about consumer's primary disability, need for assistance, residential setting, living arrangements and income are included. Employment characteristics make up the last section of this chapter.

The fifth chapter provides a breakdown of data across Australian jurisdictions. Information is provided for each jurisdiction, and covers service outlet and staff numbers, consumer demographics, and specific employment-related data. The report also includes a reference list, glossary of terms, and appendices. Please note that tables appearing in the Appendices are labelled with an A (e.g., Table 1A).

### 1.4 Major Findings

There were 854 Australian Government funded disability service outlets operational during 2004–05, and 711 of these were disability employment services. In the previous financial year, there were a total of 908 outlets, and 760 of these were disability employment services. The lower number of outlets is largely due to amalgamations between some disability employment service outlets. Changes to the number of outlets are also a result of the December 2004 MoG changes. At this time, dual open/supported services ceased to operate and these outlets commenced operation as either an open or supported employment service provider.

Staff in Australian Government funded disability services in 2004–05 worked a total of 277,496 hours per week. This is an increase of 20,229 hours from the 257,267 hours reported in 2003–04. With regard to full-time equivalent (FTE) staff, approximately 7,303 FTE staff worked in disability services nationally. This represents 533 more FTE staff across Australia in 2004–05 compared with 2003–04.

The number of staff hours per consumer increased from 3.7 hours in 2003–04 to 4.1 hours in 2004–05. This is around 10 per cent.

Employment service staff recorded the majority of staff hours, taking up 84.2 per cent of total staff hours. Total hours worked by employment service staff increased from 215,208 in 2003–04 to 233,677 in 2004–05.

There were 52,693 consumers receiving support from a disability employment service on 30 June 2005, which is slightly greater than the number reported in 2004.

In total, there were 68,370 consumers assisted by Australian Government funded disability employment services in 2004–05, which is a decrease on the 68,873 reported in 2003–04. Of these, 43,768 were male and 24,602 were female, and most consumers spoke English as their main language. Across the three employment service types, 46,003 consumers accessed open employment services, 19,193 accessed supported employment services, and 3,174 accessed dual open/supported employment services (please see section 1.1).

Most other data are similar across the 2003–04 and 2004–05 financial years. For example, the proportion of consumers born overseas and those whose main language is not English have remained stable over time. Similarly, the proportion of Indigenous consumers has remained steady, as has the income earned by working employment service consumers.



## 2 History of the Disability Services Census

The Australian Government Disability Services Census was developed to provide comprehensive information on Australian Government funded specialist disability employment services and their consumers.

In March 1991, a survey was conducted to assess all Australian Government funded disability services. This survey was conducted by AGB Australia and funded through the then Department of Health, Housing and Community Services (DHHCS). The final report summarised data collected on disability employment services between January and June 1991 (DHHCS, 1991).

A decision at the April 1993 meeting of the Working Party to the Review of Funding Arrangements for the Disability Services Program instigated a review of the 1991 Census. As a result of this review, pilot testing was conducted in July 1993 to improve the Census collection. The resultant report was more comprehensive than its predecessor (Department of Human Services and Health [DHS], 1994).

The 1995 report provided data for the period 1 October 1994 to 30 September 1995. This report signified the first instance of reporting on data other than those related to disability employment services. Specifically, data on print disability, advocacy, information, and disability employment services were included in the 1995 report (Department of Health and Family Services [DHFS], 1997).

While the 1997 report remained relatively unchanged compared to its immediate predecessor, it signified the first year that (i) the Department of Family and Community Services became responsible for the Census collection and report, and (ii) the report became an annual publication (Department of Family and Community Services [FaCS], 1998). Since that time, FaCS has continued to have responsibility for the collection and reporting of Census data.

In 1998, the Accessibility/Remoteness Index of Australia (ARIA) was included in the Census collection to provide updated information on service accessibility. For the 1998 report, data were collected for the period 20 October 1997 to 19 October 1998 (FaCS, 1999). There were no changes made to the 1999 Census collection, where data were collected for the period 25 May 1998 to 26 May 1999 (FaCS, 2000).

The 2000 report included two major data additions. Full financial year data was published for the first time, as was information on respite services (FaCS, 2002). These data have been reported in subsequent reports. Between 1995 and 2001, the

report was titled *Commonwealth Disability Services Census*. In 2002, the title changed to reflect a name change from Commonwealth to Australian Government, and has since been referred to as the *Australian Government Disability Services Census*.

Very few amendments were made to the report between 1998 and 2003. While the 2003 report provided some attempt at cross year comparison (FaCS, 2005a), the 2004 report presented more in-depth analysis than previous reports (FaCS, 2005b).

The current report has been written in a similar manner to its immediate predecessor and continues the attempt to provide more meaningful information to disability ministers, policy makers, researchers, the disability sector and the general public.

## 3 Disability Service Outlets and Staff Profiles

This chapter provides information on all types of Australian Government funded disability services, as well as the distribution of these service types within each jurisdiction. Specific information is provided on specialist disability employment services, including the number and per cent of service outlets operational during the 2004–05 financial year. The final section provides data on disability employment service staff, including the hours they worked and their role in service provision.

### 3.1 Disability Service Outlet Profiles

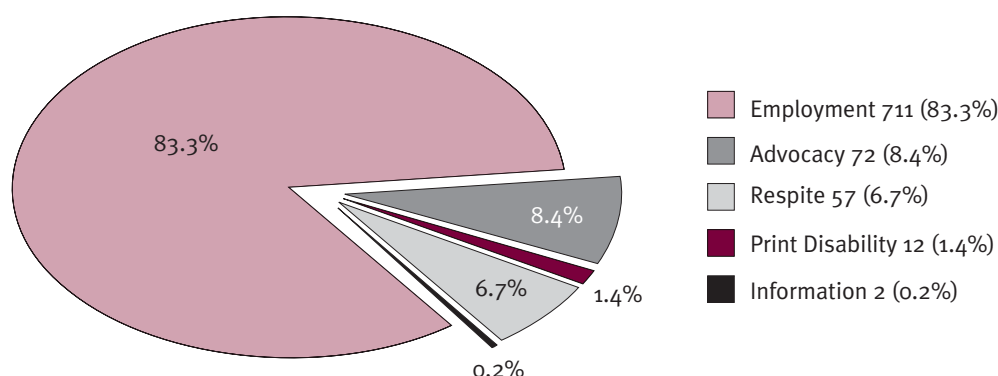
#### 3.1.1 Number of Disability Service Outlets

There were 854 Australian Government funded disability service outlets operational in 2004–05, which is 54 fewer (5.9% decrease) than the 908 outlets reported in 2003–04. The main reason for this decline in outlet numbers is amalgamations between some outlets in an attempt to better align service delivery for consumers with a disability. Specifically, 42 supported employment outlets, 3 open employment outlets, and 1 dual open/supported outlet, merged. There were also 12 new outlets opened during the 2004–05 financial year, and 20 outlets that closed or ceased operation as an employment service provider (7 supported employment, 4 open employment, 2 dual open/supported, 4 advocacy and 3 respite).

Figure 3.1 shows the number and per cent of outlets by service type for each of the 854 outlets. This Figure indicates that of all service outlets, the vast majority (711; 83.3%) were disability employment services. The breakdown of proportions across service type are comparable to those reported in 2003–04. For example, in 2003–04, 83.7 per cent of the 908 funded services were disability employment services.



**Figure 3.1 Number (and per cent) of Disability Service Outlets by Type of Service**



Information about disability service outlets across Australian jurisdictions is shown in Table 3.1. The number and per cent of employment, respite, print disability, advocacy, and information service outlets is given. The data are presented for each jurisdiction. For example, there were 241 disability employment service outlets in New South Wales (NSW), which corresponds to 86.1 per cent of the 280 disability service outlets in NSW.

Table 3.1 indicates that across all jurisdictions there were more disability employment service outlets than any other service type. Further, respite services made up one-quarter of disability services in the Northern Territory (NT), which is much higher than the proportion reported for other jurisdictions. Similarly, the Australian Capital Territory (ACT) and NT had higher proportions of advocacy services than did other jurisdictions. Finally, the ACT and NSW were the only jurisdictions to provide a disability information service (see Table 3.1 for more information). Overall, these data are similar to those reported in 2003–04.

**Table 3.1 Number (and per cent) of Disability Service Outlets Across Service Type and Jurisdiction\***

Jurisdiction	Employment	Respite	Print disability	Advocacy	Information	Total
NSW	241 (86.1%)	16 (5.7%)	3 (1.1%)	19 (6.8%)	1 (0.4%)	280
Vic	162 (83.1%)	8 (4.1%)	3 (1.5%)	22 (11.3%)	–	195
Qld	118 (84.3%)	13 (9.3%)	1 (0.7%)	8 (5.7%)	–	140
WA	56 (74.7%)	9 (12.0%)	2 (2.7%)	8 (10.7%)	–	75
SA	79 (87.8%)	3 (3.3%)	1 (1.1%)	7 (7.8%)	–	90
Tas	35 (83.3%)	3 (7.1%)	1 (2.4%)	3 (7.1%)	–	42
ACT	10 (62.5%)	1 (6.3%)	1 (6.3%)	3 (18.8%)	1 (6.3%)	16
NT	10 (62.5%)	4 (25.0%)	–	2 (12.5%)	–	16
<b>Total</b>	<b>711</b> <b>(83.3%)</b>	<b>57</b> <b>(6.7%)</b>	<b>12</b> <b>(1.4%)</b>	<b>72</b> <b>(8.4%)</b>	<b>2</b> <b>(0.2%)</b>	<b>854</b>

\* Percentages may not add to 100 due to rounding

### 3.1.2 Location of Disability Service Outlets

To ensure information in this report is comparable to other Australian Government publications, we have used Remoteness Areas data rather than the accessibility data provided in past reports.

The Australian Bureau of Statistics' *Australian Standard Geographical Classification Remoteness Areas* (RA) was used to assess location of service outlets. The postcode of each service outlet location was coded into one of five RA categories; major city of Australia; inner regional Australia; outer regional Australia; remote Australia and very remote Australia.

Proportions for each of the service types across the five location categories were calculated. These proportions are provided in Table 3.2, and show that except for respite outlets over half of all service outlets were located in a major city. For respite services, 38.2 per cent of outlets were located in a major city, 31.6 per cent were in an inner regional area, and 17.9 per cent in an outer regional area. Respite outlets were less likely to be in remote (8.0%) or very remote (4.4%) areas. Further, all print disability outlets were located in a major city or inner regional area, and all information outlets were located in a major city.

**Table 3.2 Per Cent of Disability Service Outlet Type Across Location\***

Service Type	Major city	Inner regional	Outer regional	Remote	Very Remote
Employment	54.0	26.1	17.0	2.3	0.6
Respite	38.2	31.6	17.9	8.0	4.4
Print disability	91.3	8.7	0	0	0
Advocacy	70.7	20.8	5.7	2.6	0.2
Information	100.0	0	0	0	0

\* Percentages may not add to 100 due to rounding

### 3.1.3 Number of Disability Employment Services Outlets

Prior to the MoG changes on 1 December 2004, disability employment services were separated into three service types according to the nature of the services they provided. These types were:

- ▶ **Open Employment Services** – services that assist people with a disability to work in the open labour market. They can also assist people with a disability in transferring from special education or employment in a supported work setting, to paid employment in the open labour market;
- ▶ **Supported Employment Services** (or business services) – are those that directly provide support and employment to people with a disability; and
- ▶ **Open/Supported Employment Services** – services that provide both open and supported employment assistance to people with a disability.

An affect of the 2004 MoG changes was that dual open/supported employment services ceased to exist as at 1 December 2004, and commenced operation as either an open or supported employment outlet. However, to ensure consistency with past reports, this report provides information on all three service types across the whole 2004–05 financial year.

Table 3.3 provides the number of employment service outlets across jurisdictions. This table shows that NSW had the most outlets for each employment service type. Victoria (VIC) had the second highest number of supported and dual open/supported outlets, and QLD had the second greatest number of open employment services. Further, NT had the lowest number of open and supported employment service outlets, whereas the ACT had the lowest number of dual open/supported employment services. These data are reflective of population size differences across jurisdictions. That is, NSW and VIC have the largest populations and thus require more services than less populated jurisdictions such as NT and ACT.

When proportions within jurisdictions were taken into account, it was shown that supported employment services were the most common form of disability employment service in NSW, VIC, South Australia (SA), Tasmania (TAS), ACT and NT. On the contrary, open employment services were the most common form of disability employment service in Queensland (QLD) and Western Australia (WA). Open and dual open/supported services were equally common in NT.

**Table 3.3 Number (and per cent) of Disability Employment Service Outlets Across Service Type and Jurisdiction**

	Open	Supported	Dual Open/ Supported	Total
NSW	87 (36.1%)	141 (58.5%)	13 (5.4%)	241
Vic	65 (40.1%)	91 (56.2%)	6 (3.7%)	162
Qld	70 (59.3%)	46 (39.0%)	2 (1.7%)	118
WA	27 (48.2%)	24 (42.9%)	5 (8.9%)	56
SA	28 (35.4%)	48 (60.8%)	3 (3.8%)	79
Tas	13 (37.1%)	19 (54.3%)	3 (8.6%)	35
ACT	4 (40.0%)	5 (50.0%)	1 (10.0%)	10
NT	3 (30.0%)	4 (40.0%)	3 (30.0%)	10
<b>Total</b>	<b>297</b> <b>(41.8%)</b>	<b>378</b> <b>(53.2%)</b>	<b>36</b> <b>(5.1%)</b>	<b>711</b>

### 3.1.4 Location of Disability Employment Service Outlets

Table 3.4 provides a break down of the proportion of each of the three employment service outlet types across location. The table shows that for each disability employment service type, over half of the outlets were located in major cities. More specifically, 56.0 per cent of open employment service outlets, 52.6 per cent of supported employment service outlets, and 52.5 per cent of dual open/supported employment service outlets, were located in major cities.

The next most common location across all employment service types was inner regional. A significant proportion of disability employment services were located in outer regional areas, and a small proportion of services were located across both remote areas and very remote areas (see table 3.4 for more detail).

**Table 3.4 Per cent of Employment Service Outlets Across Locations\***

Service type	Major city	Inner regional	Outer regional	Remote	Very Remote
Open	56.0	24.8	15.1	3.9	0.3
Supported	52.6	27.5	18.2	1.2	0.5
Dual Open/ Supported	52.5	21.9	20.6	0.2	4.7

\* Percentages may not add to 100 due to rounding

Table 3.5 provides the proportion of open, supported and dual open/supported outlets located within the five location categories. This table shows of all employment service outlets located in major cities, over half were supported employment outlets (51.8%), and 43.3 per cent were open employment outlets. Similarly, there were a higher proportion of supported employment outlets across inner regional and outer regional areas than the other two outlet types (see Table 3.5).

Further, the majority of outlets located in remote areas were open employment outlets, and outlets located in very remote areas were predominantly supported and dual open/supported outlets (see Table 3.5 for further detail).

**Table 3.5 Per Cent of Employment Service Outlets Within Locations\***

Service type	Major cities	Inner regional	Outer regional	Remote	Very Remote
Open	43.3	39.7	37.0	71.5	17.6
Supported	51.8	56.0	56.9	28.1	42.2
Dual Open/ Supported	4.9	4.2	6.1	0.5	40.2

\* Percentages may not add to 100 due to rounding

## 3.2 Hours, Days and Weeks of Outlet Operation

This section provides details about the average number of hours per week and the average number of weeks per year, outlets were operational during the 2004–05 financial year.

### 3.2.1 Average Outlet Hours of Operation Per Week

Table 3.6 provides information on the average number of hours service outlets were operational per week during the 2004–05 financial year. The table shows that most (83.1%; 710 of 854) outlets, regardless of service type, were operational for an average of 7 to 8 hours per day. While employment outlets were most likely to operate between 7 and 8 hours per day, there were a significant number of employment outlets which operated greater than 8 hours but less than 24 hours per day. There were 14 outlets with no regular pattern of operation.

Employment outlets were the most likely to report operational hours less than seven hours per day. Whereas respite services were the most likely service type to report operating 24 hours per day.

**Table 3.6 Number of Outlets by Service Type and Average Daily Hours of Operation**

	Less than 7	7 to 8	More than 8, but less than 24	24	No regular pattern	Total
Employment	24	598	78	3	8	711
Respite	0	37	6	9	5	57
Print disability	2	7	3	0	0	12
Advocacy	3	66	2	0	1	72
Information	0	2	0	0	0	2
<b>Total</b>	<b>29</b>	<b>710</b>	<b>89</b>	<b>12</b>	<b>14</b>	<b>854</b>

### 3.2.2 Average Outlet Days of Operation Per Week

Table 3.7 provides information about the average number of days service outlets were operational per week during the 2004–05 financial year. The table shows that across service type, the majority (776; 90.9%) of outlets were operational for five days. The majority of these outlets were employment service outlets (654; 84.3%). Further, a significant number of service outlets were operational for seven days per week, and these were predominantly employment and respite service outlets (see Table 3.7 for further information). Finally, there were nine outlets which had no regular number of days of operation.

**Table 3.7 Number of Outlets by Service Type and Average Days of Operation\***

Days of operation per week	2	3	4	5	6	7	No regular pattern	Total
Employment	2	5	10	654	9	25	6	711
Respite	0	2	0	42	0	10	3	57
Print disability	0	1	0	11	0	0	0	12
Advocacy	0	0	3	67	0	2	0	72
Information	0	0	0	2	0	0	0	2
<b>Total</b>	<b>2</b>	<b>8</b>	<b>13</b>	<b>776</b>	<b>9</b>	<b>37</b>	<b>9</b>	<b>854</b>

\* No outlets were operational for only one day per week

### 3.2.3 Average Number of Weeks of Operation Per Year

Table 3.8 provides information about the number of weeks service outlets were operational during the 2004–05 financial year. The table shows that 491 outlets (57.5%) were operational for 52 weeks. However, this was not the most common pattern of operation across service types. While employment, respite, and information services were more likely to operate 52 weeks per year than any other pattern of operation, print disability and advocacy services were most likely to operate between 48 and 51 weeks per year. Overall though, 97.2 per cent of all outlets operated for more than 48 weeks per year. Refer to Table 3.8 for further information.

**Table 3.8 Number of Outlets by Service Type and Weeks of Operation**

	1 to 39 weeks	40 to 47 weeks	48 to 51 weeks	52 weeks	No regular pattern	Total
Employment	4	11	290	403	3	711
Respite	0	0	2	52	3	57
Print disability	0	0	9	3	0	12
Advocacy	2	1	38	31	0	72
Information	0	0	0	2	0	2
<b>Total</b>	<b>6</b>	<b>12</b>	<b>339</b>	<b>491</b>	<b>6</b>	<b>854</b>

## 3.3 Staff Profile

Staff in all Australian Government funded disability services in 2004–05 worked a total of 277,496 hours per week. This represents an increase of 20,229 (7.9%) hours from the 257,267 hours reported in 2003–04. These weekly staff hours equate to approximately 7,303 full-time equivalent (FTE) staff across Australia, which is 533 more FTE staff nationally in 2004–05 than in 2003–04.

There were differences in the proportions of direct and indirect staff hours across open and supported employment services. For supported employment services, 72.5 per cent of total staff hours were direct service provision in 2004–05 and 67.0 per cent in 2003–04. For open employment services, direct staff hours decreased from 69.7 per cent in 2003–04 to 66.6 per cent in 2004–05. Refer to Table 2A for more detailed data on direct, indirect and total staff hours across the 2004–05 financial year.

Across all service types, 185 (21.7%) had 0–2 FTE staff, 263 (30.8%) had 3–5 FTE staff, 240 (28.1%) had 6–10 FTE staff, and 166 (19.4%) had 11 or more full time staff. These numbers are similar to those reported in 2003–04.

Disability employment services recorded the most staff hours, with 233,677 (6,149 FTE staff) hours being worked by these staff in 2004–05. Data on the remaining service types are provided in Table 1A. Further, more staff hours were reported across supported employment services (151,407 hours; 64.8%) than for either open or dual open/supported employment services. Refer to Table 2A for detailed data on staff hours across employment service type.

Table 3.9 provides the number (and per cent) of staff who worked in direct or indirect support roles. The table shows that the majority of staff worked in direct support roles, with at least 70 per cent of all staff working directly with consumers of disability services. Print disability had the highest proportion of staff working in direct roles, and the proportion of staff working in direct service provision ranged from 70.2 to 76.1 per cent for the other four service types (see Table 3.9 for further information).

Table 3.9 also shows that, across service type, approximately 30 per cent of staff did not work directly with consumers, but worked in positions such as clerical work and training personnel. These data are generally comparable to those reported for 2003–04. For more detailed information regarding direct and indirect staff hours please refer to Tables 1A and 2A.

**Table 3.9 Number (and per cent) of FTE Staff Working in Direct or Indirect Support Roles\***

	<b>Direct</b>	<b>Indirect</b>	<b>Total</b>
Employment	4,358 (70.9)	1,791 (29.1)	6,149
Respite	453 (76.1)	142 (23.9)	595
Print disability	251 (90.3)	27 (9.7)	278
Advocacy	193 (70.2)	82 (29.8)	275
Information	3 (75.0)	1 (25.0)	4
<b>Total</b>	<b>5,259 (72.0)</b>	<b>2,043 (30.3)</b>	<b>7,302</b>

\* Numbers are rounded to the closest whole number

## 4 Disability Employment Service Consumer Profile

Consumer profile data are collected and reported in two ways. The first provides data only on people who were registered and receiving assistance from a disability employment service on 30 June 2005 – these data are referred to as consumers ‘on the books’. The second provides data on all people who accessed disability employment services during the 2004–05 financial year. Dual open/supported employment services ceased operation on 1 December 2004, and therefore full financial year data for this service type should be interpreted with caution. This chapter provides details predominantly on the full financial year. Consumer on the books data are reported in sub-section 4.8 because full financial year data are not collected for items covered in that sub-section. Further information regarding consumers on the books can be accessed on the FaCSIA website (<http://www.facs.gov.au/dscensus>).

There were 52,693 consumers on the books in disability employment services on 30 June 2005, which is an increase of 156 consumers ‘on the books’ on 30 June 2004. A further 15,677 consumers accessed disability employment services sometime during 2004–05, bringing the total number of consumers for the 2004–05 financial year to 68,370. This is a decrease of 503 consumers on the 68,873 reported in 2003–04. These data suggest a lower rate of consumers leaving disability employment services during 2004–05 compared with 2003–04.

Of the 68,370 consumers, 52,188 (76.3%) were on Block Grant Funding (BGF), and 16,182 (23.7%) were on Case Based Funding (CBF). Across employment service type, of the 46,003 open employment service consumers, 35,114 (76.3%) were on BGF and 10,889 (23.7%) were on CBF. Of the 19,193 supported employment service consumers, 14,779 (77.0%) were on BGF and 4,414 (23.0%) were on CBF. Finally, for the 3,174 dual open/supported employment service consumers, 2,295 (72.3%) were on BGF and 879 (27.7%) were on CBF.

### 4.1 Consumer Demographic Information

#### 4.1.1 Gender

Of the 68,370 consumers who accessed disability employment services in 2004–05, 43,768 (64.0%) were male and 24,602 (36.0%) were female, which is similar to the gender breakdown reported in 2003–04.



#### 4.1.2 Age

A large number of consumers were aged between 20–24 years (n=12,323), and 30–49 years (n=30,019), and very few consumers were aged less than 16 years (n=250) or greater than 65 years (n=340). Interestingly, in comparison to last financial year, there was a sizeable decrease in the number of consumers aged 30–39 years (401 consumers less; 2.4%)

#### 4.1.3 Relationship Between Gender and Age

Table 4.1, which provides information on the number (and per cent) of males and females using disability employment services across the various age groups, shows that across all age ranges, males were significantly more likely than females to have accessed disability employment services. This gender discrepancy was most noticeable in the less than 16 years age group (80.4% males), and was also considerable in the 60-64 year and greater than 65 years age groups (71.5% and 75.6% males, respectively).

**Table 4.1 Number (and per cent) of Consumers by Age and Gender\***

	< 16	16-19	20-24	25-29	30-39	40-49	50-59	60-64	≥ 65	Total
Males	201 (80.4)	4,946 (68.1)	7,951 (64.5)	5,632 (63.8)	10,412 (64.8)	8,480 (60.8)	4,915 (61.5)	974 (71.5)	257 (75.6)	43,768 (64.0)
Females	49 (19.6)	2,318 (31.9)	4,372 (35.5)	3,189 (36.2)	5,664 (35.2)	5,463 (39.2)	3,076 (38.5)	388 (28.5)	83 (24.4)	24,602 (36.0)
<b>Total</b>	<b>250</b>	<b>7,264</b>	<b>12,323</b>	<b>8,821</b>	<b>16,076</b>	<b>13,943</b>	<b>7,991</b>	<b>1,362</b>	<b>340</b>	<b>68,370</b>

\* Percentages may not add to 100 due to rounding

#### 4.1.4 Indigenous Status

Of the 68,370 disability employment consumers, 1,307 (1.9%) identified as being of Aboriginal origin, 95 (0.1%) of Torres Strait Islander descent, and 223 (0.3%) of Aboriginal and Torres Strait Islander origin. See Table 3A for more information about the Indigenous Origin of consumers.

#### 4.1.5 Country of Birth

This report calculates and provides country of birth data in two ways. The first is the same way it was calculated and provided in the 2004 report, which enables comparison with the 2003–04 financial year. That is, the Other-English speaking category is calculated by summing the number of people born in Scotland, England and New Zealand, and data in the other country category are placed into the Non-English speaking category. These data show that the majority of consumers in 2004–05 were born in Australia (60,384; 88.3%), 1,966 (2.9%), were born in Other-English speaking countries, and 4,907 (7.2%) were born in Non-English speaking countries. Place of birth data was not available for 1,113 (1.6%) consumers. These figures are comparable to those reported in 2003–04.

The second way involves classifying countries in accordance with the Australian Bureau of Statistics (ABS) classification guidelines regarding English speaking status. This method is an improvement on the first method as it ensures information in this

report is comparable to other Australian Government publications. Using the ABS guidelines, 2,210 (3.2%) were born in Other–English speaking countries, and 4,663 (6.8%) were born in Non–English speaking countries. Given the different methodology used, these data cannot be compared to the data from 2003–04. However, this methodology of calculating country of birth will be used in future reports, meaning that comparisons will be possible next year. See Table 4A for more detailed information about country of birth.

#### 4.1.6 Main Language Spoken

Table 4.2 provides information on the main language spoken at home by consumers. This table shows that the majority of consumers in 2004–05 spoke English at home (94.2%). Italian was the most common language other than English spoken at home (328; 0.5%). These data are comparable to that reported in 2003–04. See Table 5A for more detailed information about the main language spoken at home by consumers.

**Table 4.2 Number and Per Cent of Consumers by Main Language Spoken at Home\***

Language	Number	Per cent
English	64,412	94.2
Italian	328	0.5
Arabic/Lebanese	281	0.4
Vietnamese	275	0.4
Greek	202	0.3
Chinese	188	0.3
Spanish	116	0.2
German	21	0.0
Other language	2,162	3.2
Not known	385	0.6
<b>Total</b>	<b>68,370</b>	<b>100.0</b>

\* Percentages may not add to 100 due to rounding

#### 4.1.7 Need for Interpreter

In 2004–05, interpreter services for a spoken language were required by 611 (0.9%) consumers, and a further 1,506 (2.2%) consumers required interpreter services for non-spoken communication. While these proportions are similar to those reported in 2003–04, there were an additional 113 consumers in 2004–05 who required an interpreter service for a spoken language. See Table 6A for additional information on the need for interpreters by consumers.

## 4.2 Consumers and Disability Employment Service Type

Of the 68,370 disability employment service consumers in 2004–05, the majority were assisted by open employment services (46,003; 67.3%). Supported employment services assisted 19,193 (28.1%) consumers and dual open/supported employment services assisted 3,174 (4.6%) consumers. This breakdown is comparable to that reported in 2003–04. See Table 7A for more detailed information.

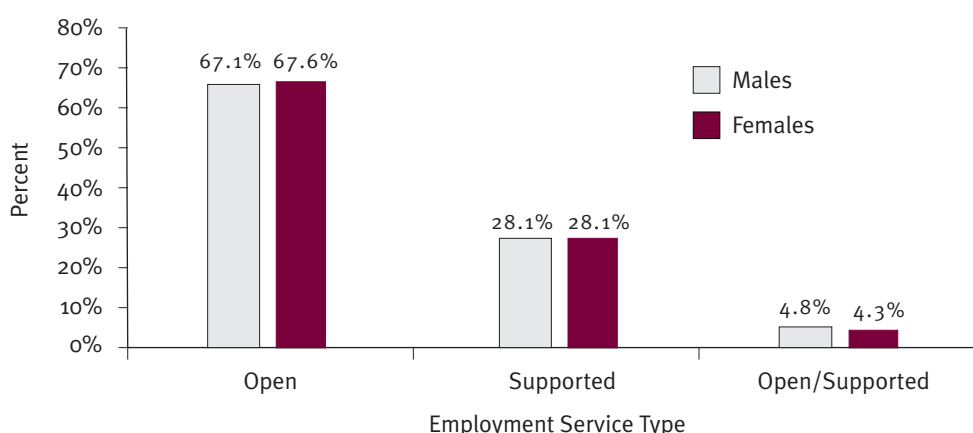
On June 30 2005, there were 52,693 consumers on the books of disability employment services. Of these, 33,047 (62.7%) were in open employment services,

17,166 (32.6%) were in supported employment services, and 2,480 (4.7%) were in dual open/supported employment services. These percentages are similar to those reported on 30 June 2004 (62.4%, 32.5%, and 5.1%, respectively).

#### 4.2.1 Gender and Service Use

Figure 4.1 provides the per cent of male and female consumers across the three employment service types for the 2004–05 financial year. This figure shows that there were no significant gender differences in the proportion of men and women using the different service types. See Table 7A for further information.

**Figure 4.1 Per Cent of Males and Females Across Disability Employment Service Type**



#### 4.2.2 Age and Service Use

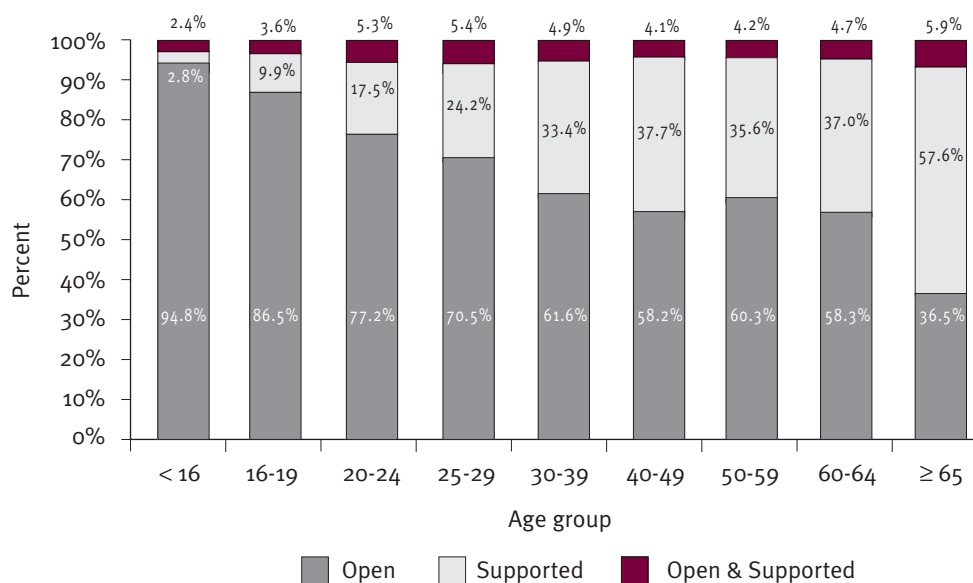
There were differences in disability employment service type use by age (see Table 4.3 and Figure 4.2). The use of open employment services decreased progressively with age until the 40–49 year age group. For example, of all disability employment services accessed by consumers aged 16 to 19 years, 86.5 per cent had accessed open employment services, whereas the proportion decreased to 58.2 per cent for consumers aged 40–49 years. The proportion of consumers aged between 40–49 and 60–64 years who had accessed open employment services remained fairly steady, and then decreased markedly in the 65 years and over age group. Refer to Figure 4.2 for relevant percentages.

**Table 4.3 Number (and per cent) of Consumers by Disability Employment Service Type and Age\***

	< 16	16-19	20-24	25-29	30-39	40-49	50-59	60-64	≥ 65	Total
Open	237 (94.8)	6,283 (86.5)	9,511 (77.2)	6,215 (70.5)	9,906 (61.6)	8,118 (58.2)	4,815 (60.3)	794 (58.3)	124 (36.5)	46,003 (67.3)
Supported	7 (2.8)	717 (9.9)	2,161 (17.5)	2,134 (24.2)	5,376 (33.4)	5,256 (37.7)	2,842 (35.6)	504 (37.0)	196 (57.6)	19,193 (28.1)
Dual Open/ Supported	6 (2.4)	264 (3.6)	651 (5.3)	472 (5.4)	794 (4.9)	569 (4.1)	334 (4.2)	64 (4.7)	20 (5.9)	3,174 (4.6)
<b>Total</b>	<b>250</b>	<b>7,264</b>	<b>12,323</b>	<b>8,821</b>	<b>16,076</b>	<b>13,943</b>	<b>7,991</b>	<b>1,362</b>	<b>340</b>	<b>68,370</b>

\* Percentages may not add to 100 due to rounding

**Figure 4.2 Age by Disability Employment Service Type**



In contrast, older consumers tended to access supported employment services more often than did younger consumers. Of the disability employment services accessed by consumers aged 16-19 years, only 9.9 per cent were in supported employment services, whereas 57.6 per cent of services accessed by consumers aged 65 years and over were supported employment services. The same pattern of stability across the 40-49 year age group through to the 60-64 year age group noted for open employment services was evident in supported employment services. Finally, Figure 4.2 shows that very low proportions across all ages accessed dual open/supported services. These trends do not differ considerably to those reported for the 2003–04 financial year.

#### **4.2.3 Jurisdictions and Service Use**

There were differences in the pattern of disability employment service use across jurisdictions. Table 4.4 provides the number and per cent of consumers in 2004–05 by disability employment service type (open, supported, dual open/supported) and jurisdiction.

##### *Open Employment Services*

Open employment services were the most commonly used service across all states and territories. QLD (82.0%) and ACT (73.2%) had the highest proportion of open employment service use, while SA and TAS had the lowest (49.4% and 54.7% respectively). The proportion of open employment service use remained relatively steady from 2003–04 to 2004–05.

##### *Supported Employment Services*

The proportion of consumers using supported employment services differed across jurisdictions (see Table 4.4). For example, 11.8 per cent of employment service use in ACT was with supported employment services, whereas, 47.5 per cent of SA's employment service use was with supported employment services. Both these proportions differ substantially from the national average (28.1%).

**Table 4.4 Number (and per cent) of Consumers Accessing Open, Supported, or Dual Open/Supported Employment Services by Jurisdictions\***

	Open	Supported	Dual Open/ Supported	Total
NSW	12,437 (61.2)	7,147 (35.2)	739 (3.6)	20,323
Vic	14,137 (72.3)	4,077 (20.9)	1,327 (6.8)	19,541
Qld	10,500 (82.0)	2,082 (16.3)	217 (1.7)	12,799
WA	3,971 (61.7)	1,953 (30.3)	512 (8.0)	6,436
SA	3,093 (49.4)	2,969 (47.5)	193 (3.1)	6,255
Tas	1,000 (54.7)	759 (41.5)	68 (3.7)	1,827
ACT	553 (73.2)	89 (11.8)	113 (15.0)	755
NT	312 (71.9)	117 (27.0)	5 (1.2)	434
<b>Total</b>	<b>46,003</b> <b>(67.3)</b>	<b>19,193</b> <b>(28.1)</b>	<b>3,174</b> <b>(4.6)</b>	<b>68,370</b>

\* Percentages may not add to 100 due to rounding

#### *Dual Open/Supported Employment Services*

The use of dual open/supported employment services ranged from 1.2 per cent in NT to 15.0 per cent in ACT, which is significantly different to the national average of 4.6 per cent (see Table 4.4). While these data ranges are comparable to those reported for 2003–04, TAS showed a large decline in the proportion of dual open/supported service use between 2003–04 (18.3%) and 2004–05 (3.7%).

Overall, these data show that use of disability employment services differ significantly across jurisdictions (see Table 4.4 for more detail), and that service use in the TAS has changed significantly over the past financial year. Finally, these data show that the significant changes experienced by NT last financial year remained stable in 2004–05.

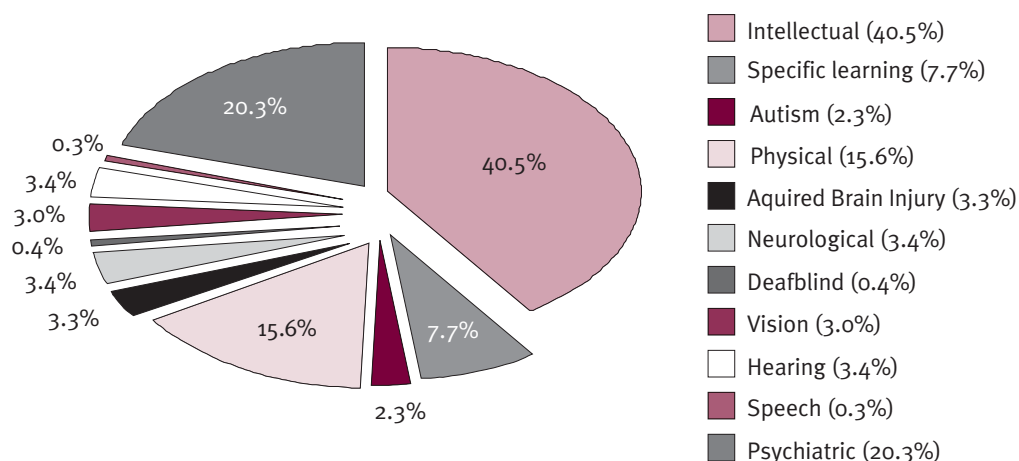
Due to the 2004 MoG changes, data on these services should be interpreted with caution (see section 1.1 for further explanation).

### 4.3 Primary Disability of Consumers Across Service Type

This section provides information about disability type reported for consumers of disability employment services during the 2004–05 financial year. Data are provided for all consumers (see Figure 4.3), and in separate tables for the three employment service types (see Tables 4.5 through 4.7).

Figure 4.3 provides information on the proportion of consumers of disability employment services by primary disability. This figure shows that the most common primary disability reported for consumers was intellectual disability. The least commonly reported were speech and deaf/blind disabilities (see Figure 4.3). These patterns are the same as those reported in 2003–04.

**Figure 4.3 Per Cent of Consumers Across Primary Disability Type**



#### 4.3.1 Primary Disability Type for Open Employment Service Consumers

Table 4.5 provides the number and per cent of consumers of open employment services by primary disability. This table shows that intellectual and psychiatric disabilities were the two most common primary disabilities reported among the 46,003 consumers of open employment services in 2004–05. Together, they constituted more than half of the open employment service consumer population (51.3%). Consumers with a physical disability made up the second largest group, while speech and deaf/blind disabilities were the least common primary disabilities among open employment service consumers (see Table 4.5).

**Table 4.5 Number and Per Cent of Open Employment Service Consumers by Primary Disability\***

Primary Disability	Number	Per cent
Intellectual	12,325	26.8
Psychiatric	11,256	24.5
Physical	8,922	19.4
Specific Learning/ADD	4,746	10.3
Hearing	2,020	4.4
Neurological	1,894	4.1
Vision	1,748	3.8
Acquired Brain Injury	1,631	3.5
Autism	1,081	2.3
Speech	199	0.4
Deaf/Blind	181	0.4
<b>Total</b>	<b>46,003</b>	<b>100.0</b>

\* Percentages may not add to 100 due to rounding

#### 4.3.2 Primary Disability Type for Supported Employment Service Consumers

Information on primary disability for consumers of supported employment services is shown in Table 4.6. Of the 19,193 supported employment service consumers in 2004–05, 73.4 per cent had a primary intellectual disability. Psychiatric disability was the next most common primary disability (9.7%). Finally, consumers of supported employment services were least likely to have a deaf/blind or speech disability as their primary disability (see Table 4.6).

**Table 4.6 Number and Per Cent of Supported Employment Service Consumers by Primary Disability\***

Primary Disability	Number	Per cent
Intellectual	14,097	73.4
Psychiatric	1,870	9.7
Physical	1,251	6.5
Acquired Brain Injury	523	2.7
Neurological	337	1.8
Autism	313	1.6
Vision	265	1.4
Specific Learning/ADD	240	1.3
Hearing	206	1.1
Deaf/Blind	58	0.3
Speech	33	0.2
<b>Total</b>	<b>19,193</b>	<b>100.0</b>

\* Percentages may not add to 100 due to rounding

### 4.3.3 Primary Disability Type for Dual Open/Supported Employment Service Consumers

Table 4.7 shows that intellectual disability was the primary disability for 38.9 per cent of the 3,174 dual open/supported employment service consumers. Further, significant numbers of open/supported service consumers had a psychiatric or physical disability as their primary disability, and very few consumers of dual open/supported services had a deaf/blind or speech disability as their primary disability (see Table 4.7).

**Table 4.7 Number and Per Cent of Dual Open/Supported Employment Service Consumers by Primary Disability\***

Primary Disability	Number	Per cent
Intellectual	1,236	38.9
Psychiatric	732	23.1
Physical	482	15.2
Specific Learning/ADD	266	8.4
Autism	176	5.5
Acquired Brain Injury	95	3.0
Hearing	73	2.3
Neurological	68	2.1
Vision	35	1.1
Deaf/Blind	8	0.3
Speech	3	0.1
<b>Total</b>	<b>3,174</b>	<b>100.0</b>

\* Percentages may not add to 100 due to rounding

### 4.3.4 Comparison of Primary Disability Across Service Type

Intellectual disability was the most common primary disability across all employment service types. Psychiatric and physical disabilities were the next two most common primary disabilities. However, the proportion of consumers across these three disability groups differed across service types. For example, almost three-quarters of consumers of supported services had an intellectual disability as their primary disability, whereas a much lower proportion of consumers had a psychiatric (9.7%) or physical (6.5%) disability as their primary disability.

For both open and dual open/supported employment services, the proportions of consumers with an intellectual, psychiatric or physical disability were more similar. For example, the most common primary disability among open employment service consumers was intellectual disability (26.8%), followed by psychiatric disability (24.5%) and physical disability (19.4%). Finally, comparison of the data shown in Tables 4.5, 4.6 and 4.7 indicate that the highest percentage of consumers of open employment services had a psychiatric or physical disability as their primary disability. These trends are similar to those reported in 2003–04.

Please refer to Table 8A for information on secondary disabilities across employment service type and primary disability group.



## 4.4 Need for Assistance

Table 4.8 provides the number (and per cent) of consumers by areas and levels of assistance required. The table shows that the majority of consumers using disability employment services in 2004–05 did not require any assistance with self-care (59.3%) or mobility (57.8%). Assistance however, in the areas of working, learning, and interpersonal interactions, was required for a significant number of consumers. Further details are provided in Table 9A.

**Table 4.8 Number (and per cent) of Consumers by Areas and Levels of Assistance Required\*\***

	No help and no aids	No help, but uses aids	Sometimes needs help	Always needs help	Not known
Self-care	40,519 (59.3)	2,823 (4.1)	17,952 (26.3)	3,208 (4.7)	3,868 (5.7)
Mobility	39,510 (57.8)	3,707 (5.4)	17,267 (25.3)	4,889 (7.2)	2,997 (4.4)
Communication	27,453 (40.2)	2,360 (3.5)	30,079 (44.0)	5,810 (8.5)	2,668 (3.9)
Interpersonal	17,644 (25.8)	1,799 (2.6)	37,602 (55.0)	7,600 (11.1)	3,725 (5.4)
Learning	13,024 (19.0)	1,827 (2.7)	40,415 (59.1)	9,708 (14.2)	3,396 (5.0)
Education	15,199 (22.2)	2,020 (3.0)	33,331 (48.8)	11,851 (17.3)	5,969 (8.7)
Community	23,483 (34.3)	2,189 (3.2)	26,631 (39.0)	8,454 (12.4)	7,613 (11.1)
Domestic	27,095 (39.6)	2,521 (3.7)	23,695 (34.7)	7,310 (10.7)	7,749 (11.3)
Working	5,271 (7.7)	1,680 (2.5)	46,455 (67.9)	11,465 (16.8)	3,499 (5.1)

\* Percentages may not add to 100 due to rounding

\* Percentages include consumers with not known responses

Tables 4.9 and 4.10 show the number (and per cent) of consumers of open and supported employment services, respectively, by primary disability and areas of assistance required. Information is provided only for consumers who were unable to do, or required constant help/supervision in at least one assistance area. For example, the first cell in Table 4.9 shows that of all open employment service consumers with an intellectual disability, 203 (1.6%) were unable to do, or required constant help/supervision with self-care. Note, consumers who did not require assistance or who required only minimal assistance/aids are not tabulated. The interested reader can find these details in Table 10A.

Comparisons across Tables 4.9 and 4.10 show that generally, consumers of open services required assistance in different areas and to different degrees than

consumers of supported employment services. In total, consumers of supported employment services were three times more likely than consumers of open employment services to be unable to perform, or required constant assistance/aids, to perform various tasks.

For most disabilities (intellectual, autism, physical, deaf/blind, vision, speech, neurological, acquired brain injury), higher percentages of supported employment service consumers required assistance across all nine areas than did open employment service consumers. However, there were some areas where the percentage difference was greater. For example, supported employment service consumers with a physical disability were at least three times more likely than their open employment service counterparts to require assistance in all nine areas. However, they were 10 times more likely than open employment service consumers to need assistance with interpersonal, learning, education, community (see Tables 4.9 and 4.10).

There were some similarities across employment service type in terms of need for assistance for the remaining three disabilities (specific learning/Attention Deficit Disorder [ADD], hearing, psychiatric). Consumers with a specific learning/ADD disability who used supported employment services tended to require constant assistance with interpersonal, learning, education, community, domestic, and working, to a greater extent than did those who accessed open employment services.

However, the proportions of consumers requiring assistance were closer across open and supported employment service consumers for the remaining assistance areas (self care, mobility, communication). Further, only a small proportion (0.6% and 1.5% respectively) of both supported and open employment service consumers with a hearing disability required full assistance/aids with self-care. Finally, mobility assistance was similarly required for consumers with a psychiatric disability regardless of the employment service type used.

**Table 4.9 Number (and per cent) of Open Employment Service Consumers Who are Unable to Do or Need Constant Supervision, Across Type of Assistance and Disability\*\***

	Intellectual	Specific Learning/ADD	Autism	Physical	Deaf/Blind	Vision	Hearing	Speech	Psychiatric	Neurological	ABI *
Self-care	203 (1.6)	44 (0.9)	34 (3.1)	281 (3.1)	1 (0.6)	19 (1.1)	13 (0.6)	5 (2.5)	206 (1.8)	45 (2.4)	57 (3.5)
Mobility	838 (6.8)	80 (1.7)	61 (5.6)	366 (4.1)	8 (4.4)	83 (4.7)	20 (1.0)	5 (2.5)	205 (1.8)	76 (4.0)	67 (4.1)
Communication	1,029 (8.3)	83 (1.7)	79 (7.3)	152 (1.7)	22 (12.2)	13 (0.7)	320 (15.8)	27 (13.6)	259 (2.3)	44 (2.3)	52 (3.2)
Interpersonal	1,320 (10.7)	143 (3.0)	163 (15.1)	143 (1.6)	4 (2.2)	20 (1.1)	72 (3.6)	10 (5.0)	494 (4.4)	55 (2.9)	103 (6.3)
Learning	1,955 (15.8)	285 (6.0)	132 (12.2)	228 (2.6)	7 (3.9)	46 (2.6)	81 (4.0)	9 (4.5)	375 (3.3)	94 (5.0)	205 (12.6)
Education	2,270 (18.4)	367 (7.7)	141 (13.0)	261 (2.9)	14 (7.7)	59 (3.4)	113 (5.6)	10 (5.0)	394 (3.5)	101 (5.3)	190 (11.6)
Community	1,440 (11.7)	112 (2.4)	117 (10.8)	160 (1.8)	5 (2.8)	31 (1.8)	35 (1.7)	9 (4.5)	315 (2.8)	53 (2.8)	116 (7.1)
Domestic	1,108 (9.0)	87 (1.8)	72 (6.7)	338 (3.8)	2 (1.1)	43 (2.5)	23 (1.1)	5 (2.5)	255 (2.3)	69 (3.6)	113 (6.9)
Working	1,852 (15.0)	295 (6.2)	158 (14.6)	515 (5.8)	27 (14.9)	102 (5.8)	94 (4.7)	10 (5.0)	838 (7.4)	139 (7.3)	245 (15.0)

\* Percentages may not add to 100 due to rounding  
+ ABI = Acquired Brain Injury

**Table 4.10 Number (and per cent) of Supported Employment Service Consumers Who are Unable to Do or Need Constant Supervision, Across Type of Assistance and Disability\*\***

	Intellectual	Specific Learning/ADD	Autism	Physical	Deaf/Blind	Vision	Hearing	Speech	Psychiatric	Neurological	ABI *
Self-care	1,681 (11.9)	5 (2.1)	43 (13.7)	266 (21.3)	9 (15.5)	18 (6.8)	3 (1.5)	2 (6.1)	85 (4.5)	25 (7.4)	50 (9.6)
Mobility	2,202 (15.9)	6 (2.5)	70 (22.4)	341 (27.3)	18 (31.0)	45 (17.0)	14 (6.8)	4 (12.1)	51 (2.7)	38 (11.3)	84 (16.1)
Communication	2,812 (19.9)	15 (6.3)	94 (30.0)	174 (13.9)	22 (37.9)	15 (5.7)	95 (46.1)	11 (33.3)	126 (6.7)	34 (10.1)	66 (12.6)
Interpersonal	3,795 (26.9)	31 (12.9)	129 (41.2)	219 (17.5)	15 (25.9)	18 (6.8)	49 (23.8)	9 (27.3)	268 (14.3)	52 (15.4)	102 (19.5)
Learning	4,705 (33.4)	42 (17.5)	125 (39.9)	323 (25.8)	21 (36.2)	31 (11.7)	47 (22.8)	4 (12.1)	274 (14.7)	65 (19.3)	141 (27.0)
Education	6,085 (43.2)	52 (21.7)	152 (48.6)	363 (29.0)	24 (41.4)	40 (15.7)	72 (35.0)	9 (27.3)	290 (15.5)	81 (24.0)	169 (32.3)
Community	4,704 (33.4)	26 (10.8)	145 (46.3)	310 (24.8)	20 (34.5)	31 (11.7)	39 (18.9)	8 (24.2)	203 (10.9)	64 (19.0)	134 (25.6)
Domestic	3,880 (27.5)	18 (7.5)	125 (39.9)	387 (30.9)	16 (27.6)	35 (13.2)	24 (11.7)	8 (24.2)	200 (10.9)	69 (20.5)	126 (24.1)
Working	4,898 (34.7)	52 (21.7)	146 (46.6)	451 (36.1)	26 (44.8)	50 (18.9)	75 (38.4)	10 (30.3)	502 (26.8)	96 (28.5)	176 (33.7)

\* Percentages may not add to 100 due to rounding

+ ABI = Acquired Brain Injury

## 4.5 Residential Setting

Table 4.11 shows that most consumers lived in a private residence. Among the remaining 11.7 per cent, the majority of consumers lived in either a domestic scale supported residence or supported accommodation. These trends are similar to those reported in 2003–04.

**Table 4.11 Consumer Residential Setting\***

Residential Setting	Number	Per cent
Private residence	60,364	88.3
Domestic-scale supported	3,040	4.4
Supported accommodation facility	2,552	3.7
Boarding house/private hotel	673	1.0
Independent unit retirement village	81	0.1
Residential aged care	145	0.2
Psych community care	260	0.4
Short term crisis accommodation	208	0.3
Other	1,047	1.5
<b>Total</b>	<b>68,370</b>	<b>100.0</b>

\* Percentages may not add to 100 due to rounding

## 4.6 Living Arrangement

Table 4.12 provides information on consumer's living arrangements. Of the 68,370 consumers of employment services, living arrangements were not known for 1,712 consumers. A further 468 lived in psychiatric, mental health, or short-term crisis accommodation, and services are not required to complete additional living arrangement information for these individuals. Therefore, the percentages provided in Table 4.12 refer only to the 66,190 consumers who had their living arrangements reported. This Table indicates that the majority of consumers lived with family, and that others lived alone or in shared accommodation.

**Table 4.12 Consumer Living Arrangements\***

Living Arrangement	Number	Per cent
Lives with family	43,578	65.8
Lives alone	12,608	19.0
Lives with others	10,004	15.1
<b>Total</b>	<b>66,190</b>	<b>100.0</b>

\* Percentages may not add to 100 due to rounding

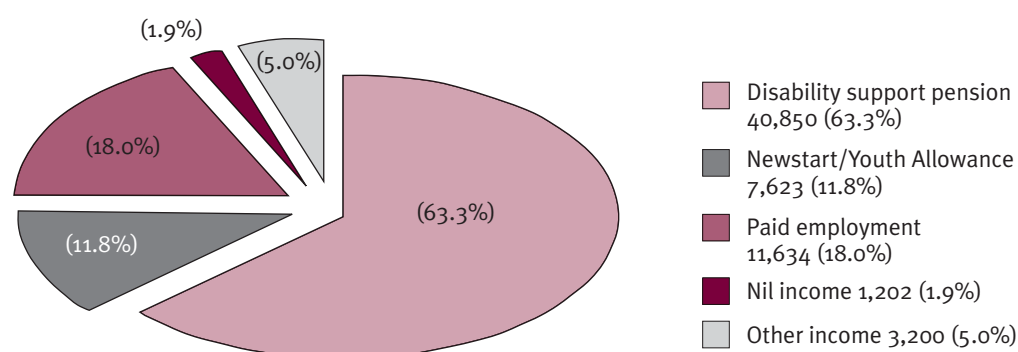
## 4.7 Income

This section provides data on consumer's main source of income, as well as specific information on the number of consumers in receipt of Disability Support Pension (DSP), Newstart/Youth Allowance (NSA/YA) and Mobility Allowance (MA).

### 4.7.1 Main Source of Income

Main source of income was known for 64,509 consumers. Figure 4.4 shows the breakdown of the four major sources of income for these consumers, and the number (and per cent) of consumers with nil income. The DSP was the main source of income for most disability employment service consumers (40,850; 63.3%), followed by paid employment, with 11,634 (18.0%) consumers receiving this as their main source of income. NSA/YA was the main source of income for 7,623 (11.8%) consumers, 3,200 (5.0%) consumers received another form of income, that included MA, compensation income, pensions/benefits other than DSP and NSA/YA, and income such as superannuation and investments.

**Figure 4.4 Main Income Source\***



\* Caution should be taken when comparing these data with those in earlier Census reports, as the percentages reported here exclude consumers (n =3,861) who did not have a known main source of income.

### 4.7.2 Disability Support Pension (DSP)

Consumers of supported employment services were proportionally more likely to receive DSP than consumers of the other two employment service types. That is, of the 46,003 consumers of open disability employment services, 25,780 (56.0%) received DSP, of the 19,193 consumers of supported disability employment services, 18,621 (97.0%) received DSP, and 2,394 (75.4%) of the 3,174 consumers of dual open/supported disability employment services received DSP.

In total, 46,795 consumers received the DSP, which means that 5,945 DSP recipients did not report this payment as their main source of income. The number of DSP recipients across employment service type is provided in Table 4.13. The Table also shows the number of DSP recipients who received MA in addition to DSP, and the number of consumers not on DSP. Please note that the table does not include the 1,985 consumers whose DSP status was not known.

**Table 4.13 Number (and per cent) of Consumers on Disability Support Pension and/or Mobility Allowance by Disability Employment Service Type**

	Open	Supported	Dual	Total
DSP	25,780	18,621	2,394	46,795
DSP + MA	2,099	6,836	388	9,323
Not on DSP	18,587	302	701	19,590

Table 4.13 shows that of the 46,795 employment service consumers on DSP, the majority (25,780; 55.1%) used open services. Of the 25,780 open service consumers on DSP, 2,099 (8.1%) were also in receipt of MA. There were 18,587 consumers of open services not receiving DSP. With regard to supported employment services, 18,621 consumers received DSP, and only 302 did not. Of those supported service consumers in receipt of DSP, 6,836 (36.7%) also received MA. Finally, there were 2,394 consumers of dual open/supported employment services on DSP. Of these, 388 (16.2%) were also in receipt of MA (see Table 4.13). Overall, these data show that while consumers of supported employment services are much more likely to be receiving DSP than not, the same pattern is not evident for consumers of open employment services.

#### 4.7.3 Newstart (NSA)/Youth Allowance (YA)

Consumers of open employment services were proportionally more likely to receive NSA/YA than consumers of the other two employment service types. That is, of the 46,003 consumers of open disability employment services, 8,854 (19.2%) received NSA/YA, of the 19,193 consumers of supported disability employment services, 128 (0.7%) received NSA/YA, and 398 (12.5%) of the 3,174 consumers of dual open/supported disability employment services received NSA/YA.

There were 9,380 employment service consumers in receipt of NSA/YA, which means that 1,757 NSA/YA recipients did not report NSA/YA as their main source of income. The number of NSA/YA recipients across employment service type is provided in Table 4.14. The Table also shows the number of NSA/YA recipients who also received MA, and the number of consumers not receiving NSA/YA. Please note that this table does not include the 3,627 consumers whose NSA/YA status was unknown.

**Table 4.14 Number (and per cent) of Consumers on Newstart/Youth Allowance and/or Mobility Allowance by Disability Employment Service Type**

	Open	Supported	Dual	Total
NSA/YA	8,854	128	398	9,380
NSA/YA + MA	36	1	0	37
Not on NSA/YA	34,904	17,828	2,631	55,363

Table 4.14 shows that of the 9,380 employment service consumers on NSA/YA, 8,854 used open services. Of these 8,854 consumers, 36 (0.4%) were also in receipt of MA. Further, there were 128 consumers of supported employment services on NSA/YA, and of these, 1 also received MA. Finally, there were 398 consumers of dual open/supported employment services on NSA/YA, (see Table 4.14). Overall, these data show that the vast majority of employment service consumers did not receive NSA/YA.

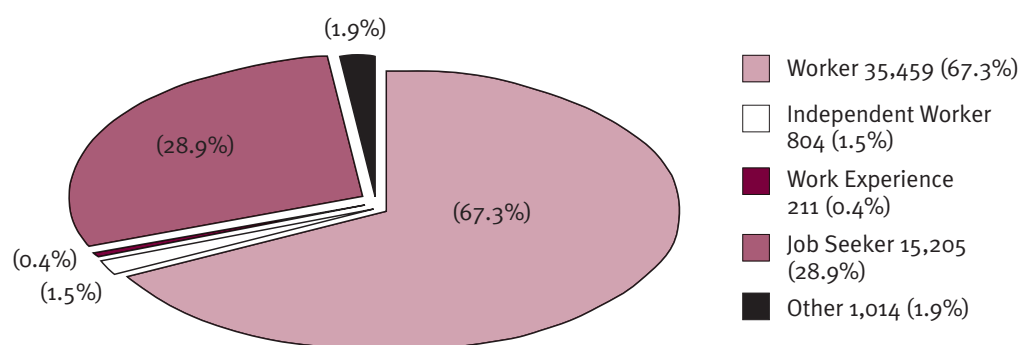
## 4.8 Employment Characteristics

Data on employment characteristics was collected for consumers who were working on the collection date, 30 June 2005. All data in this sub-section refer to 'on the books' consumers only.

There were 52,693 employment service consumers 'on the books' on 30 June 2005. Figure 4.5 provides information on the phase of employment for these consumers. Of 'on the books' consumers, 35,459 (67.3%) were recorded as being employed as workers, and a further 804 (1.5%) as independent workers. There were 15,205 (28.9%) 'on the books' consumers registered as job seekers, 211 (0.4%) undertaking work experience and 1,014 (1.9%) performing other employment activities, such as activity therapy, independent living training, and non-vocational or day care programs.

The number of employed consumers 'on the books' increased by 156 from 2003-04 to 2004-05. The per cent of job seekers also increased across this time (27.7% in 2003-04; 28.9% in 2004-05). The per cent of consumers undertaking work experience remained steady (0.4% in 2003-2004 and 2004-05), as did the proportion of consumers undertaking other employment activities (1.9%) and independent workers (1.5%). However the proportion of workers decreased slightly over this period (68.2% in 2003-04; 67.3% in 2004-05).

**Figure 4.5 Employment Phase**





### 4.8.1 Basis of Employment

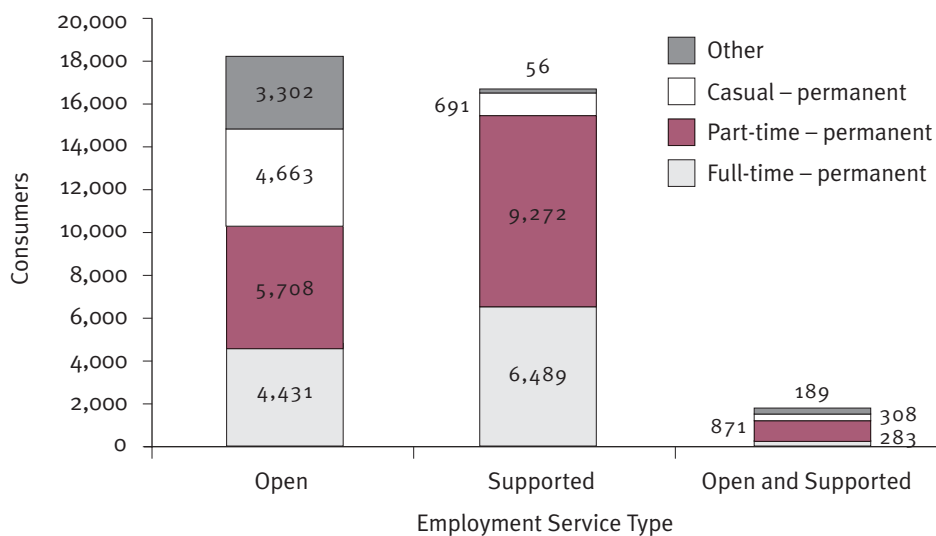
Of the 36,263 workers and independent workers 'on the books' on 30 June 2005, the majority were employed on a permanent part-time basis. Of these consumers, 15,851 (43.7%) worked less than 35 hours per week (i.e., permanent part-time). Further, 11,203 (30.9%) worked on a permanent full-time basis, and 5,662 (15.6%) worked as permanent casuals. The remaining 3,547 (9.8%) workers were employed in either seasonal or temporary positions.

Figure 4.6 shows the breakdown of basis of employment across service outlet type. The figure indicates that for all service types, the majority of consumers were employed on a permanent part-time basis. For supported services, permanent full-time employment was the next most common basis of employment, whereas, permanent casual employment was the second most common for employed consumers of both open and dual open/supported services. This finding differs from 2003-04, which showed that permanent full-time employment was the next most common basis of employment for consumers of open employment services.

Of the 18,104 employed consumers of open services, 5,708 (31.5%) were employed on a permanent part-time basis, 4,663 (25.8%) on a permanent casual basis, and 4,431 (24.5%) on a permanent full-time basis. The remaining 3,302 (18.2%) employed open service consumers worked as either temporary employees or seasonal workers.

There were 16,508 employed consumers of supported services. Of these, 9,272 (56.2%) worked on a permanent part-time basis, 6,489 (39.3%) worked permanently full-time, and 691 (4.2%) on a permanent casual basis. The remaining 56 (0.3%) employed supported service consumers worked as temporary employees or seasonal workers.

**Figure 4.6 Disability Employment Service Type by Basis of Employment**



Of the 1,651 employed consumers of dual open/supported services, 871 (52.8%) worked permanently part-time, 308 (18.7%) worked on a permanent casual basis, and 283 (17.1%) worked permanently full-time. The remaining 189 (11.4%) employed dual open/supported service consumers worked as temporary employees or seasonal workers.

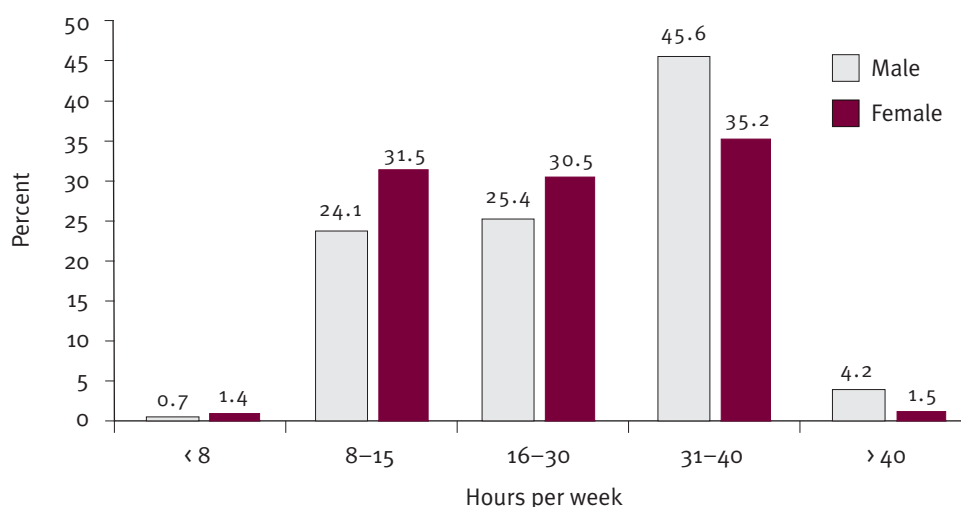
The proportion of open service consumers working permanently part-time on 30 June 2005 was generally comparable to that reported on 30 June 2004. However permanent casual employment is now the second most common basis of employment in open services. There was a minimal increase in permanent part-time employment over this period for supported service consumers (i.e., 2.5%), and there was a larger increase for dual open/supported service consumers (8.8% change). See Table 11A for more detailed information, and a breakdown of basis of employment across Australian jurisdictions. Finally, the proportions of consumers employed on a permanent full-time or casual basis did not differ substantially between 2003–04 and 2004–05 for supported or dual open/supported employment service types.

#### **4.8.2 Hours of Employment**

Data on hours of employment were reported for all employed consumers. Of these 36,263 consumers, 25,061 (69.1%) worked between 16 and 40 hours per week. A further 9,673 (26.7%) consumers worked between 8 and 15 hours per week. Very few consumers worked less than eight hours (345 1.0%) or more than 40 hours per week (1,184; 3.3%). See Table 12A for more detailed information. These percentages are comparable to those reported in 2003–04.

Figure 4.7 provides information on the per cent of male and female workers/independent workers, across hours of employment per week. This figure shows that males were more likely than females to work longer hours. For example, 45.6 per cent of males and 35.2 per cent of females worked between 31 and 40 hours. On the contrary, females were more likely than males to work: less than eight hours; between 8 and 15 hours; and between 16 and 30 hours (see Figure 4.7 for percentages). These gender differences are expected given that on average, males are more likely than females to work full-time, and females are more likely than males to work part-time.

**Figure 4.7 Per Cent of Male and Female Workers/Independent Workers by Hours of Employment Per Week**



#### 4.8.3 Wage Type

Table 4.15 provides details about the type of wage paid to workers/independent workers as at 30 June 2005. Almost one-third of employed consumers were a respondent to an award. A sizeable proportion of employed consumers were either paid wages in accordance with a ratified enterprise/certified agreement (20.5%) or in reference to an award/agreement (13.0%). A significant minority of employed consumers received a wage not based on an award or agreement or were paid in reference to an award or SWS productivity-based wage (see Table 4.15).

**Table 4.15 Employed Consumers: Consumer Wage Type\***

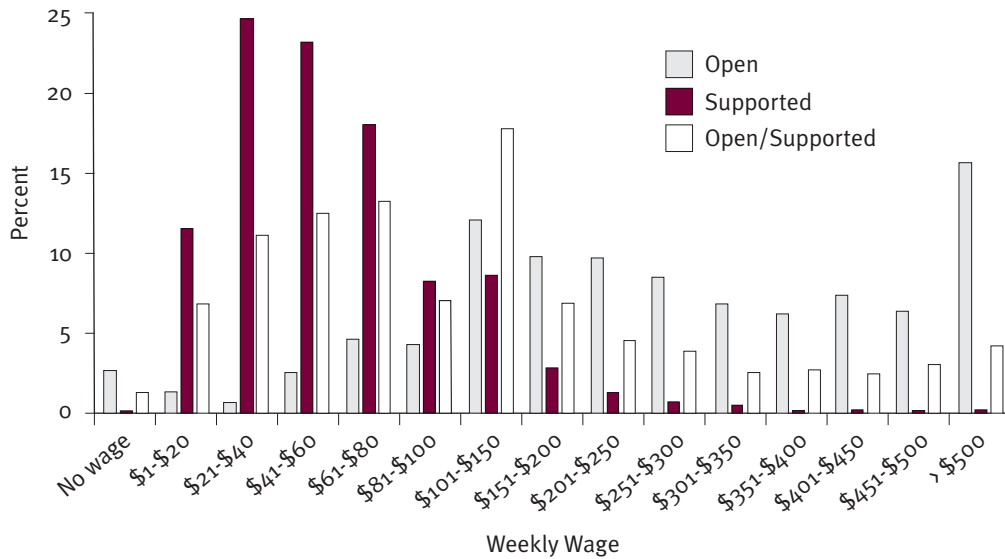
Wage Type	Number	Per cent
Respondent to an Award	10,534	29.0
Ratified Enterprise/Certified Agreement	7,426	20.5
Australian Workplace Agreement	2,535	7.0
Payment is made in Reference to an Award	7,081	19.5
SWS Productivity-Based	3,964	10.9
Wage not based on an Award/Agreement	4,723	13.0
<b>Total</b>	<b>36,263</b>	<b>100.0</b>

\* Percentages may not add to 100 due to rounding

#### 4.8.4 Wage Level

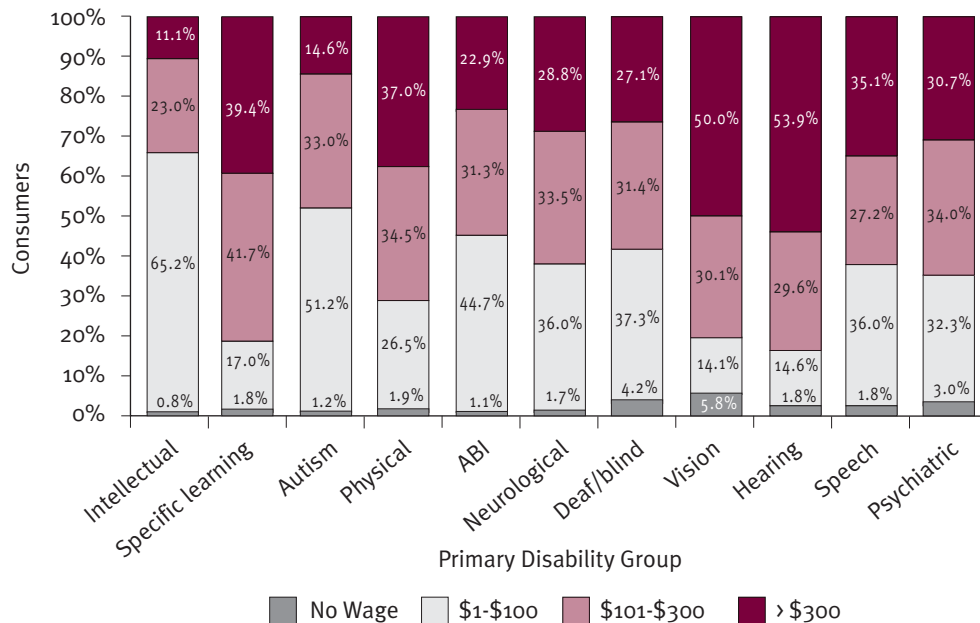
The wage level for employed consumers across employment service types are provided in Figure 4.8 This Figure shows that consumers of open services tended to earn higher wages on average, than did consumers assisted by either supported or dual open/supported services. More specifically, the highest percentages of open service consumers earned \$101–\$150 or greater than \$500, per week. Whereas, the highest percentages of supported service consumers earned between \$21 and \$60 per week. This trend is consistent with that reported in 2003–04. See Table 12A for more detailed information.

**Figure 4.8 Per Cent of Employed Consumers Within Wage Levels by Disability Employment Service Type**



Wage level also differed across primary disability type, and this information is shown in Figure 4.9. The vast majority (66.0%) of employed consumers with a primary intellectual disability earned \$100 or less per week, and very few (11.1%) earned more than \$300 per week. This wage trend was similar for employed consumers with a primary disability of autism. On the contrary, over half of employed consumers with either a vision or a hearing primary disability earned more than \$300 per week, and very few (vision 19.9%; hearing 16.4%) earned less than \$100. Refer to Figure 4.9 for earning percentages of consumers with other primary disabilities.

**Figure 4.9 Per Cent of Employed Consumers Within Primary Disability Type by Wage Level**





## 5 Jurisdiction Specific Data

This section provides data for all jurisdictions, including information on service outlet and staff numbers, consumer demographics, and specific employment-related data.

### 5.1 New South Wales

#### 5.1.1 Service Outlets and Staff Hours

280 (32.8%) of the 854 Australian Government funded disability service outlets were located in New South Wales (NSW). Of the service outlets in NSW:

- ▶ 86.1 per cent were employment services;
- ▶ 5.7 per cent were respite care services;
- ▶ 1.1 per cent were print disability services;
- ▶ 6.8 per cent were advocacy services; and
- ▶ 0.4 per cent were information services.

Across NSW employment services, staff worked a total of 71,016 hours, which equates to 30.4 per cent of national employment service staff hours.

#### 5.1.2 Consumer Information

##### Service Type and Consumer Demographic Information

In NSW, there were 20,323 consumers of employment services in 2004–05. This represented 29.7 per cent of all consumers assisted in Australia during the period. Of NSW consumers:

- ▶ 61.2 per cent used an open employment service;
- ▶ 35.2 per cent used a supported employment service;
- ▶ 3.6 per cent used a dual open/supported employment service;
- ▶ 92.7 per cent were born in Australia or other English speaking country; and
- ▶ 3.0 per cent were identified as being Indigenous.

### **Primary Disability**

Of the 20,323 employment service consumers in NSW:

- 50.4 per cent had an intellectual disability;
- 18.3 per cent had a psychiatric disability;
- 10.5 per cent had a physical disability;
- 6.0 per cent had a sensory/speech disability;
- 9.2 per cent had a specific learning/ADD disability or autism; and
- 5.5 per cent had an acquired brain injury or neurological disability.

### **Main Source of Income**

The breakdown across main source of income for the 20,323 NSW employment service consumers was:

- 59.1 per cent received the DSP;
- 18.5 per cent received paid employment wages; and
- 10.2 per cent received Newstart/Youth Allowance.

### **5.1.3 Employment Specific Information**

- 72.4 per cent (11,626) of the 16,069 consumers 'on the books' in NSW on 30 June 2005 were classified as employed (i.e., workers or independent workers) compared with the national average of 68.8 per cent.
- The most common wage range for employed consumers was \$61-\$80 per week, with 15.2 per cent of workers earning this, compared with the most common national average range of \$41-\$60 with 12.4 per cent.
- 22.7 per cent of consumers worked between 8 and 15 hours per week, 27.0 per cent worked 16 to 30 hours per week, and 46.5 per cent worked 31 to 40 hours per week.

## **5.2 Victoria**

### **5.2.1 Service Outlets and Staff Hours**

195 (22.8%) of the 854 Australian Government funded disability service outlets were located in Victoria (VIC). Of the service outlets located in VIC:

- 83.1 per cent were employment services;
- 4.1 per cent were respite care services;
- 1.5 per cent were print disability services; and
- 11.3 per cent were advocacy services.

Across VIC employment services, staff worked a total of 62,596 hours, which equates to 26.8 per cent of national employment service staff hours.

## 5.2.2 Consumer Information

### Service Type and Consumer Demographic Information

In VIC, there were 19,541 consumers of employment services in 2004–05. This represented 28.6 per cent of all consumers assisted in Australia during the period. Of VIC consumers:

- ▶ 72.3 per cent used an open employment service;
- ▶ 20.9 per cent used a supported employment service;
- ▶ 6.8 per cent used a dual open/supported employment service;
- ▶ 86.5 per cent were born in Australia or other English speaking country; and
- ▶ 0.8 per cent were identified as being Indigenous.

### Primary Disability

Of the 19,541 employment service consumers in VIC:

- ▶ 28.0 per cent had an intellectual disability;
- ▶ 28.4 per cent had a psychiatric disability;
- ▶ 21.6 per cent had a physical disability;
- ▶ 7.1 per cent had a sensory/speech disability;
- ▶ 8.5 per cent had a specific learning/ADD disability or autism; and
- ▶ 6.3 per cent had an acquired brain injury or neurological disability.

### Main Source of Income

With regard to main source of income for the 19,541 VIC employment service consumers:

- ▶ 55.2 per cent received the DSP;
- ▶ 15.5 per cent received paid employment wages; and
- ▶ 15.9 per cent received Newstart/Youth Allowance.

## 5.2.3 Employment Specific Information

- ▶ 63.3 per cent (8,908) of the 14,065 consumers ‘on the books’ in VIC on 30 June 2005 were classified as employed (i.e., workers or independent workers) compared with the national average of 68.8 per cent.
- ▶ The most common wage range for employed consumers was \$101-\$150 per week, with 13.3 per cent of workers earning this, compared with the most common national average range of \$41-\$60 with 12.4 per cent.
- ▶ 29.7 per cent of consumers worked between 8 and 15 hours per week, 26.5 per cent worked 16 to 30 hours per week, and 38.5 per cent worked 31 to 40 hours per week.



## 5.3 Queensland

### 5.3.1 Service Outlets and Staff Hours

140 (16.4%) of the 854 Australian Government funded disability service outlets were located in Queensland (QLD). Of QLD service outlets:

- 84.3 per cent were employment services;
- 9.3 per cent were respite care services;
- 0.7 per cent were print disability services; and
- 5.7 per cent were advocacy services.

Across QLD employment services, staff worked a total of 30,095 hours, which equates to 12.9 per cent of national employment service staff hours.

### 5.3.2 Consumer Information

In QLD, there were 12,799 consumers of employment services in 2004–05. This represented 18.7 per cent of all consumers assisted in Australia during the period. Of QLD consumers:

- 82.0 per cent used an open employment service;
- 16.3 per cent used a supported employment service;
- 1.7 per cent used a dual open/supported employment service;
- 94.7 per cent were born in Australia or other English speaking country; and
- 3.1 per cent were identified as being Indigenous.

#### Primary Disability

Of the 12,799 employment service consumers in QLD:

- 36.4 per cent had an intellectual disability;
- 18.4 per cent had a psychiatric disability;
- 17.5 per cent had a physical disability;
- 8.2 per cent had a sensory/speech disability;
- 12.0 per cent had a specific learning/ADD disability or autism; and
- 7.5 per cent had an acquired brain injury or neurological disability.

#### Main Source of Income

With regard to main source of income for the 12,799 QLD employment service consumers:

- 57.7 per cent received the DSP;
- 16.9 per cent received paid employment wages; and
- 11.0 per cent received Newstart/Youth Allowance.

### 5.3.3 Employment Specific Information

- ▶ 63.5 per cent (6,220) of the 9,788 consumers 'on the books' in QLD on 30 June 2005 were classified as employed (i.e., workers or independent workers) compared with the national average of 68.8 per cent.
- ▶ The most common wage range for employed consumers was \$21-\$40 per week, with 11.7 per cent of workers earning this, compared with the most common national average range of \$41-\$60 with 12.4 per cent.
- ▶ 29.2 per cent of consumers worked between 8 and 15 hours per week, 27.1 per cent worked 16 to 30 hours per week, and 39.0 per cent worked 31 to 40 hours per week.

## 5.4 Western Australia

### 5.4.1 Service Outlets and Staff Hours

75 (8.8%) of the 854 Australian Government funded disability service outlets were located in Western Australia (WA). Of these service outlets:

- ▶ 74.7 per cent were employment services;
- ▶ 12.0 per cent were respite care services;
- ▶ 2.7 per cent were print disability services; and
- ▶ 10.7 per cent were advocacy services.

Across WA employment services, staff worked a total of 29,830 hours, which equates to 12.8 per cent of national employment service staff hours.

### 5.4.2 Consumer Information

In WA, there were 6,436 consumers of employment services in 2004–05. This represented 9.4 per cent of all consumers assisted in Australia during the period. Of these consumers:

- ▶ 61.7 per cent used an open employment service;
- ▶ 30.3 per cent used a supported employment service;
- ▶ 8.0 per cent used a dual open/supported employment service;
- ▶ 90.2 per cent were born in Australia or other English speaking country; and
- ▶ 2.8 per cent were identified as being Indigenous.

### Primary Disability

Of the 6,436 employment service consumers in WA:

- ▶ 44.4 per cent had an intellectual disability;
- ▶ 13.1 per cent had a psychiatric disability;
- ▶ 14.5 per cent had a physical disability;
- ▶ 7.1 per cent had a sensory/speech disability;

- 12.2 per cent had a specific learning/ADD disability or autism; and
- 8.7 per cent had an acquired brain injury or neurological disability.

### **Main Source of Income**

With regard to main source of income for the 6,436 WA employment service consumers:

- 70.0 per cent received the DSP;
- 17.8 per cent received paid employment wages; and
- 5.5 per cent received Newstart/Youth Allowance.

### **5.4.3 Employment Specific Information**

- 77.5 per cent (4,030) of the 5,203 consumers 'on the books' in WA on 30 June 2005 were classified as employed (i.e., workers or independent workers) compared with the national average of 68.8 per cent.
- The most common wage range for employed consumers was \$21-\$40 per week, with 15.0 per cent of workers earning this, compared with the most common national average range of \$41-\$60 with 12.4 per cent.
- 28.1 per cent of consumers worked between 8 and 15 hours per week, 30.8 per cent worked 16 to 30 hours per week, and 36.3 per cent worked 31 to 40 hours per week.

## **5.5 South Australia**

### **5.5.1 Service Outlets and Staff Hours**

90 (10.5%) of the 854 Australian Government funded disability service outlets were located in South Australia (SA). Of these service outlets:

- 87.8 per cent were employment services;
- 3.3 per cent were respite care services;
- 1.1 per cent were print disability services; and
- 7.8 per cent were advocacy services.

Across SA employment services, staff worked a total of 26,910 hours, which equates to 11.5 per cent of national employment service staff hours.

### **5.5.2 Consumer Information**

In SA, there were 6,255 consumers of employment services in 2004–05. This represented 9.1 per cent of all consumers assisted in Australia during the period. Of these consumers:

- 49.4 per cent used an open employment service;
- 47.5 per cent used a supported employment service;
- 3.1 per cent used a dual open/supported employment service;

- ▶ 96.5 per cent were born in Australia or other English speaking country; and
- ▶ 1.5 per cent were identified as being Indigenous.

### **Primary Disability**

Of the 6,255 employment service consumers in SA:

- ▶ 51.0 per cent had an intellectual disability;
- ▶ 13.5 per cent had a psychiatric disability;
- ▶ 11.2 per cent had a physical disability;
- ▶ 8.7 per cent had a sensory/speech disability;
- ▶ 8.7 per cent had a specific learning/ADD disability or autism; and
- ▶ 6.9 per cent had an acquired brain injury or neurological disability.

### **Main Source of Income**

With regard to main source of income for the 6,255 SA employment service consumers:

- ▶ 68.6 per cent received the DSP;
- ▶ 16.9 per cent received paid employment wages; and
- ▶ 6.7 per cent received Newstart/Youth Allowance.

### **5.5.3 Employment Specific Information**

- ▶ 75.0 per cent (3,838) of the 5,118 consumers 'on the books' in SA on 30 June 2005 were classified as employed (i.e., workers or independent workers) compared with the national average of 68.8 per cent.
- ▶ The most common wage range for employed consumers was \$21-\$40 per week, with 19.7 per cent of workers earning this, compared with the most common national average range of \$41-\$60 with 12.4 per cent.
- ▶ 22.1 per cent of consumers worked between 8 and 15 hours per week, 26.0 per cent worked 16 to 30 hours per week, and 49.8 per cent worked 31 to 40 hours per week.

## **5.6 Tasmania**

### **5.6.1 Service Outlets and Staff Hours**

42 (4.9%) per cent of the 854 Australian Government funded disability service outlets were located in Tasmania (TAS). Of these service outlets:

- ▶ 83.3 per cent were employment services;
- ▶ 7.1 per cent were respite care services;
- ▶ 2.4 per cent were print disability services; and
- ▶ 7.1 per cent were advocacy services.

Across TAS employment services, staff worked a total of 9,199 hours, which equates to 3.9 per cent of national employment service staff hours.

### **5.6.2 Consumer Information**

In TAS, there were 1,827 consumers of employment services in 2004–05. This represented 2.7 per cent of all consumers assisted in Australia during the period. Of these consumers:

- 54.7 per cent used an open employment service;
- 41.5 per cent used a supported employment service;
- 3.7 per cent used a dual open/supported employment service;
- 97.5 per cent were born in Australia or other English speaking country; and
- 4.9 per cent were identified as being Indigenous.

#### **Primary Disability**

Of the 1,827 employment service consumers in TAS:

- 42.1 per cent had an intellectual disability;
- 14.3 per cent had a psychiatric disability;
- 15.5 per cent had a physical disability;
- 4.3 per cent had a sensory/speech disability;
- 16.0 per cent had a specific learning/ADD disability or autism; and
- 7.8 per cent had an acquired brain injury or neurological disability.

#### **Main Source of Income**

With regard to main source of income for the 1,827 TAS employment service consumers:

- 65.4 per cent received the DSP;
- 9.1 per cent received paid employment wages; and
- 11.3 per cent received Newstart/Youth Allowance.

### **5.6.3 Employment Specific Information**

- 64.0 per cent (951) of the 1,487 consumers ‘on the books’ in TAS on 30 June 2005 were classified as employed (i.e., workers or independent workers) compared with the national average of 68.8 per cent.
- The most common wage range for employed consumers was \$41-\$60 per week, with 18.0 per cent of workers earning this, compared with the most common national average range of \$41-\$60 with 12.4 per cent.
- 30.5 per cent of consumers worked between 8 and 15 hours per week, 24.4 per cent worked 16 to 30 hours per week, and 41.9 per cent worked 31 to 40 hours per week.

## 5.7 Australian Capital Territory

### 5.7.1 Service Outlets and Staff Hours

16 (1.9%) of the 854 Australian Government funded disability service outlets were located in Australian Capital Territory (ACT). Of these service outlets:

- ▶ 62.5 per cent were employment services;
- ▶ 6.3 per cent were respite care services;
- ▶ 6.3 per cent were print disability services;
- ▶ 18.8 per cent were advocacy services; and
- ▶ 6.3 per cent were information services.

Across ACT employment services, staff worked a total of 2,167 hours, which equates to 0.9 per cent of national employment service staff hours.

### 5.7.2 Consumer Information

In ACT, there were 755 consumers of employment services in 2004–05. This represented 1.1 per cent of all consumers assisted in Australia during the period. Of these consumers:

- ▶ 73.2 per cent used an open employment service;
- ▶ 11.8 per cent used a supported employment service;
- ▶ 15.0 per cent used a dual open/supported employment service;
- ▶ 94.4 per cent were born in Australia or other English speaking country; and
- ▶ 1.7 per cent were identified as being Indigenous.

#### Primary Disability

Of the 755 employment service consumers in ACT:

- ▶ 38.7 per cent had an intellectual disability;
- ▶ 27.4 per cent had a psychiatric disability;
- ▶ 10.1 per cent had a physical disability;
- ▶ 8.2 per cent had a sensory/speech disability;
- ▶ 9.0 per cent had a specific learning/ADD disability or autism; and
- ▶ 6.6 per cent had an acquired brain injury or neurological disability.

#### Main Source of Income

With regard to main source of income for the 755 ACT employment service consumers:

- ▶ 59.5 per cent received the DSP;
- ▶ 26.8 per cent received paid employment wages; and
- ▶ 4.8 per cent received Newstart/Youth Allowance.

### 5.7.3 Employment Specific Information

- ▶ 68.7 per cent (431) of the 627 consumers 'on the books' in ACT on 30 June 2005 were classified as employed (i.e., workers or independent workers) compared with the national average of 68.8 per cent.
- ▶ The most common wage ranges for employed consumers were \$21-\$40 and \$101-\$150 per week, with 12.1 per cent of workers earning this, respectively, compared with the most common national average range of \$41-\$60 with 12.4 per cent.
- ▶ 43.4 per cent of consumers worked between 8 and 15 hours per week, 32.3 per cent worked 16 to 30 hours per week, and 20.0 per cent worked 31 to 40 hours per week.

## 5.8 Northern Territory

### 5.8.1 Service Outlets and Staff Hours

16 (1.9%) of the 854 Australian Government funded disability service outlets were located in Northern Territory (NT). Of these service outlets:

- ▶ 62.5 per cent were employment services;
- ▶ 25.0 per cent were respite care services; and
- ▶ 12.5 per cent were advocacy services.

Across NT employment services, staff worked a total of 1,864 hours, which equates to 0.8 per cent of national employment service staff hours.

### 5.8.2 Consumer Information

In NT, there were 434 consumers of employment services in 2004–05. This represented 0.6 per cent of all consumers assisted in Australia during the period. Of these consumers:

- ▶ 71.9 per cent used an open employment service;
- ▶ 27.0 per cent used a supported employment service;
- ▶ 1.2 per cent used a dual open/supported employment service;
- ▶ 92.6 per cent were born in Australia or other English speaking country; and
- ▶ 20.5 per cent were identified as being Indigenous.

### Primary Disability

Of the 434 employment service consumers in NT:

- ▶ 39.9 per cent had an intellectual disability;
- ▶ 18.2 per cent had a psychiatric disability;
- ▶ 10.8 per cent had a physical disability;
- ▶ 6.2 per cent had a sensory/speech disability;

- ▶ 13.8 per cent had a specific learning/ADD disability or autism; and
- ▶ 11.1 per cent had an acquired brain injury or neurological disability.

### **Main Source of Income**

With regard to main source of income for the 434 NT employment service consumers:

- ▶ 53.0 per cent received the DSP;
- ▶ 27.2 per cent received paid employment wages; and
- ▶ 3.9 per cent received Newstart/Youth Allowance.

### **5.8.3 Employment Specific Information**

- ▶ 77.1 per cent (259) of the 336 consumers 'on the books' in NT on 30 June 2005 were classified as employed (i.e., workers or independent workers) compared with the national average of 68.8 per cent.
- ▶ The most common wage range for employed consumers was \$101-\$150 per week, with 12.4 per cent of workers earning this, compared with the most common national average range of \$41-\$60 with 12.4 per cent.
- ▶ 43.6 per cent of consumers worked between 8 and 15 hours per week, 24.3 per cent worked 16 to 30 hours per week, and 30.9 per cent worked 31 to 40 hours per week.





## 6 References

- Australian Bureau of Statistics [ABS] (2005). *Australian economic indicators*. Canberra, ACT: ABS.
- Australian Government Department of Family and Community Services (FaCS) (2005a). *Australian Government disability services census 2003*. Canberra, ACT: Commonwealth of Australia.
- Australian Government Department of Family and Community Services (FaCS) (2005b). *Australian Government disability services census 2004*. Canberra, ACT: Commonwealth of Australia.
- Australian Government Department of Family and Community Services (FaCS) (2004). *Australian Government disability services census 2002*. Canberra, ACT: Commonwealth of Australia.
- Commonwealth Department of Family and Community Services (FaCS) (2003). *Commonwealth disability services census 2001*. Canberra, ACT: Commonwealth of Australia.
- Commonwealth Department of Family and Community Services (FaCS) (2002). *Disability services census 2000*. Canberra, ACT: Commonwealth of Australia.
- Commonwealth Department of Family and Community Services (FaCS) (2000). *Disability services census 1999*. Canberra, ACT: Commonwealth of Australia.
- Commonwealth Department of Family and Community Services 1998 (FaCS) (1999). *Disability services census 1998*. Canberra, ACT: Commonwealth of Australia.
- Commonwealth Department of Family and Community Services (FaCS) (1998). *Disability services census 1997*. Canberra, ACT: Commonwealth of Australia.
- Commonwealth Department of Health and Family Services (DHFS) (1997). *Disability services census report 1995*. Canberra, ACT: Commonwealth of Australia.
- Commonwealth Department of Human Services and Health (DHS) (1994). *Service consumer profile report 1993*. Canberra, ACT: Commonwealth of Australia.
- Department of Health, Housing and Community Services (DHHCS) (1991). *1991 Census of disability services*. North Sydney, NSW: AGB Research Australia.



## 7 Appendices

Table 1A	Disability Service Type by Jurisdiction and Type of Staff Hours.....	52
Table 2A	Employment Service Outlet Type by Jurisdiction and Type of Staff Hours .....	53
Table 3A	All Consumers: Indigenous Origin by Jurisdiction and Employment Service Outlet Type .....	54
Table 4A	All Consumers: Country of Birth by Jurisdiction and Employment Service Outlet Type .....	55
Table 5A	All Consumers: Main Language Spoken at Home by Jurisdiction.....	56
Table 6A	All Consumers: Need for Interpreter by Jurisdiction and Employment Service Outlet Type .....	57
Table 7A	All Consumers: Employment Service Outlet Type Across Gender and Jurisdiction .....	58
Table 8A	All Consumers: Secondary Disability by Primary Disability Across Employment Service Outlet Type .....	59
Table 9A	All Consumers: Need for Support/Assistance by Primary Disability and Area of Need .....	62
Table 10A	All Consumers: Need for Support/Assistance by Employment Service Outlet Type and Area of Need .....	65
Table 11A	Employed Consumers: Basis of Employment by Employment Service Outlet Type and Jurisdiction .....	66
Table 12A	Employed Consumers: Weekly Wage by Weekly Hours Across Employment Setting .....	67
Table 13A	Employed Consumers: Weekly Wage by Employment Service Outlet Type Across Census Years (2005, 2004, 2003, 2002, 2001) .....	69

**Table 1A: Disability Service Type by Jurisdiction and Type of Staff Hours**

	Advocacy	Information	Print Disability	Respite	Employment	Total
Direct Hours						
NSW	2,053	45	1,277	1,171	48,315	52,861
Vic	2,246	–	7,896	1,355	48,613	60,110
Qld	698	–	142	3,645	20,868	25,353
WA	988	–	27	600	19,275	20,890
SA	980	–	190	1,992	19,972	23,134
Tas	114	–	0	8,125	5,551	13,790
ACT	135	70	21	31	1,705	1,962
NT	137	–	–	297	1,312	1,746
<b>Total</b>	<b>7,351</b>	<b>115</b>	<b>9,553</b>	<b>17,216</b>	<b>165,611</b>	<b>199,846</b>
Indirect Hours						
NSW	720	5	117	1,443	22,701	24,986
Vic	871	–	216	351	13,983	15,421
Qld	451	–	7	1,782	9,227	11,467
WA	441	–	446	350	10,555	11,792
SA	350	–	15	817	6,938	8,120
Tas	225	–	220	462	3,648	4,555
ACT	17	50	12	14	462	555
NT	35	–	–	167	552	754
<b>Total</b>	<b>3,110</b>	<b>55</b>	<b>1,033</b>	<b>5,386</b>	<b>68,066</b>	<b>77,650</b>
Total Hours						
NSW	2,773	50	1,394	2,614	71,016	77,847
Vic	3,117	–	8,112	1,706	62,596	75,531
Qld	1,149	–	149	5,427	30,095	36,820
WA	1,429	–	473	950	29,830	32,682
SA	1,330	–	205	2,809	26,910	31,254
Tas	339	–	220	8,587	9,199	18,345
ACT	152	120	33	45	2,167	2,517
NT	172	–	–	464	1,864	2,500
<b>Total</b>	<b>10,461</b>	<b>170</b>	<b>10,586</b>	<b>22,602</b>	<b>233,677</b>	<b>277,496</b>

**Table 2A Employment Service Outlet Type by Jurisdiction and Type of Staff Hours**

	Open	Supported	Dual Open/ Supported	Total
Direct Hours				
NSW	12,600	33,237	2,478	48,315
Vic	11,013	35,672	1,928	48,613
Qld	11,178	9,412	278	20,868
WA	6,309	10,952	2,014	19,275
SA	4,469	15,136	367	19,972
Tas	1,123	4,059	369	5,551
ACT	594	501	610	1,705
NT	109	826	377	1,312
<b>Total</b>	<b>47,395</b>	<b>109,795</b>	<b>8,421</b>	<b>165,611</b>
Indirect Hours				
NSW	6,785	15,255	661	22,701
Vic	4,982	7,927	1,074	13,983
Qld	5,802	3,370	55	9,227
WA	3,201	6,919	435	10,555
SA	1,891	4,899	148	6,938
Tas	684	2,817	147	3,648
ACT	381	26	55	462
NT	77	399	76	552
<b>Total</b>	<b>23,803</b>	<b>41,612</b>	<b>2,651</b>	<b>68,066</b>
Total Hours				
NSW	19,385	48,492	3,139	71,016
Vic	15,995	43,599	3,002	62,596
Qld	16,980	12,782	333	30,095
WA	9,510	17,871	2,449	29,830
SA	6,360	20,035	515	26,910
Tas	1,807	6,876	516	9,199
ACT	975	527	665	2,167
NT	186	1,225	453	1,864
<b>Total</b>	<b>71,198</b>	<b>151,407</b>	<b>11,072</b>	<b>233,677</b>

**Table 3A All Consumers: Indigenous Origin by Jurisdiction and Employment Service Outlet Type**

	Aboriginal Origin	Torres Strait Islander Origin	Aboriginal & Torres Strait Islander Origin	Not Indigenous	Not Stated	Total
Open						
NSW	290	19	135	11,353	640	12,437
Vic	98	8	17	12,734	1,280	14,137
Qld	282	44	17	9,683	474	10,500
WA	118	1	9	3,749	94	3,971
SA	57	3	2	2,967	64	3,093
Tas	45	3	7	909	36	1,000
ACT	7	1	3	522	20	553
NT	44	–	1	265	2	312
<b>Total</b>	<b>941</b>	<b>79</b>	<b>191</b>	<b>42,182</b>	<b>2,610</b>	<b>46,003</b>
Supported						
NSW	129	5	22	6,796	195	7,147
Vic	17	1	1	4,032	26	4,077
Qld	43	6	7	2,021	5	2,082
WA	40	–	–	1,888	25	1,953
SA	31	–	–	2,927	11	2,969
Tas	29	–	1	692	37	759
ACT	–	–	–	89	–	89
NT	39	–	–	74	4	117
<b>Total</b>	<b>328</b>	<b>12</b>	<b>31</b>	<b>18,519</b>	<b>303</b>	<b>19,193</b>
Dual Open/Supported						
NSW	5	3	–	705	26	739
Vic	6	–	1	1,126	194	1,327
Qld	4	–	–	213	–	217
WA	9	–	–	501	2	512
SA	2	1	–	184	6	193
Tas	5	–	–	34	29	68
ACT	2	–	–	111	–	113
NT	5	–	–	–	–	5
<b>Total</b>	<b>38</b>	<b>4</b>	<b>1</b>	<b>2,874</b>	<b>257</b>	<b>3,174</b>
Total						
NSW	424	27	157	18,854	861	20,323
Vic	121	9	19	17,892	1,500	19,541
Qld	329	50	24	11,917	479	12,799
WA	167	1	9	6,138	121	6,436
SA	90	4	2	6,078	81	6,255
Tas	79	3	8	1,635	102	1,827
ACT	9	1	3	722	20	755
NT	88	–	1	339	6	434
<b>Total</b>	<b>1,307</b>	<b>95</b>	<b>223</b>	<b>63,575</b>	<b>3,170</b>	<b>68,370</b>

**Table 4A All Consumers: Country of Birth by Jurisdiction and Employment Service Outlet Type**

	Australia	Non-English Speaking	Other English Speaking	Not Known	Total
Open					
NSW	11,176	833	287	141	12,437
Vic	11,379	1,897	529	332	14,137
Qld	9,399	513	484	104	10,500
WA	3,340	291	194	146	3,971
SA	2,883	103	101	6	3,093
Tas	950	24	18	8	1,000
ACT	484	34	31	4	553
NT	270	15	16	11	312
<b>Total</b>	<b>39,881</b>	<b>3,710</b>	<b>1,660</b>	<b>752</b>	<b>46,003</b>
Supported					
NSW	6,555	148	341	103	7,147
Vic	3,764	50	125	138	4,077
Qld	1,960	69	49	4	2,082
WA	1,746	57	97	53	1,953
SA	2,771	98	86	14	2,969
Tas	737	11	5	6	759
ACT	89	–	–	–	89
NT	110	1	6	–	117
<b>Total</b>	<b>17,732</b>	<b>434</b>	<b>709</b>	<b>318</b>	<b>19,193</b>
Dual Open/Supported					
NSW	646	71	12	10	739
Vic	1,137	94	15	81	1,327
Qld	202	7	6	2	217
WA	436	39	23	14	512
SA	173	8	12	–	193
Tas	65	2	–	1	68
ACT	107	4	2	–	113
NT	5	–	–	–	5
<b>Total</b>	<b>2,771</b>	<b>225</b>	<b>70</b>	<b>108</b>	<b>3,174</b>
Total					
NSW	18,377	1,233	459	254	20,323
Vic	16,280	2,160	614	487	19,541
Qld	11,561	567	562	109	12,799
WA	5,522	416	285	213	6,436
SA	5,827	197	211	20	6,255
Tas	1,752	31	29	15	1,827
ACT	680	38	33	4	755
NT	385	21	17	11	434
<b>Total</b>	<b>60,384</b>	<b>4,663</b>	<b>2,210</b>	<b>1,113</b>	<b>68,370</b>



**Table 5A All Consumers: Main Language Spoken at Home by Jurisdiction**

	English	Italian	Greek	Vietnamese	Chinese	Arabic/ Lebanese	German	Spanish	Other Language	Not Known	Total
NSW	19,009	106	82	83	85	205	5	45	580	123	20,323
Vic	18,272	113	80	152	61	66	7	38	567	185	19,541
Qld	12,113	22	2	15	11	1	4	19	580	32	12,799
WA	6,136	36	4	12	23	4	1	9	187	24	6,436
SA	6,048	47	26	6	7	3	2	5	102	9	6,255
Tas	1,734	1	2	-	-	1	1	-	87	1	1,827
ACT	722	3	1	4	1	1	1	-	18	4	755
NT	378	-	5	3	-	-	-	-	41	7	434
<b>Total</b>	<b>64,412</b>	<b>328</b>	<b>202</b>	<b>275</b>	<b>188</b>	<b>281</b>	<b>21</b>	<b>116</b>	<b>2,162</b>	<b>385</b>	<b>68,370</b>

**Table 6A All Consumers: Need for Interpreter by Jurisdiction and Employment Service Outlet Type**

	For Spoken Language Other than English	For Non-Spoken Communication	No Interpreter	Total
Open				
NSW	103	132	12,202	12,437
Vic	151	229	13,757	14,137
Qld	97	319	10,084	10,500
WA	13	154	3,804	3,971
SA	14	35	3,044	3,093
Tas	2	11	987	1,000
ACT	4	18	531	553
NT	51	6	255	312
<b>Total</b>	<b>435</b>	<b>904</b>	<b>44,664</b>	<b>46,003</b>
Supported				
NSW	69	148	6,930	7,147
Vic	21	92	3,964	4,077
Qld	12	86	1,984	2,082
WA	9	83	1,861	1,953
SA	29	113	2,827	2,969
Tas	–	11	748	759
ACT	2	–	87	89
NT	10	6	101	117
<b>Total</b>	<b>152</b>	<b>539</b>	<b>18,502</b>	<b>19,193</b>
Dual Open/Supported				
NSW	11	28	700	739
Vic	7	10	1,310	1,327
Qld	–	4	213	217
WA	3	5	504	512
SA	–	–	193	193
Tas	–	–	68	68
ACT	1	16	96	113
NT	2	–	3	5
<b>Total</b>	<b>24</b>	<b>63</b>	<b>3,087</b>	<b>3,174</b>
Total				
NSW	183	308	19,832	20,323
Vic	179	331	19,031	19,541
Qld	109	409	12,281	12,799
WA	25	242	6,169	6,436
SA	43	148	6,064	6,255
Tas	2	22	1,803	1,827
ACT	7	34	714	755
NT	63	12	359	434
<b>Total</b>	<b>611</b>	<b>1,506</b>	<b>66,253</b>	<b>68,370</b>

**Table 7A All Consumers: Employment Service Outlet Type Across Gender and Jurisdiction**

	Open	Supported	Dual Open/ Supported	Total
Male				
NSW	7,947	4,595	498	13,040
Vic	8,894	2,581	912	12,387
Qld	6,833	1,330	136	8,299
WA	2,530	1,202	322	4,054
SA	1,986	1,946	129	4,061
Tas	677	510	38	1,225
ACT	326	46	71	443
NT	189	67	3	259
<b>Total</b>	<b>29,382</b>	<b>12,277</b>	<b>2,109</b>	<b>43,768</b>
Female				
NSW	4,490	2,552	241	7,283
Vic	5,243	1,496	415	7,154
Qld	3,667	752	81	4,500
WA	1,441	751	190	2,382
SA	1,107	1,023	64	2,194
Tas	323	249	30	602
ACT	227	43	42	312
NT	123	50	2	175
<b>Total</b>	<b>16,621</b>	<b>6,916</b>	<b>1,065</b>	<b>24,602</b>
Total				
NSW	12,437	7,147	739	20,323
Vic	14,137	4,077	1,327	19,541
Qld	10,500	2,082	217	12,799
WA	3,971	1,953	512	6,436
SA	3,093	2,969	193	6,255
Tas	1,000	759	68	1,827
ACT	553	89	113	755
NT	312	117	5	434
<b>Total</b>	<b>46,003</b>	<b>19,193</b>	<b>3,174</b>	<b>68,370</b>

**Table 8A All Consumers: Secondary Disability by Primary Disability Across Employment Service Outlet Type**

Primary Disability	SECONDARY DISABILITY										Total	
	Intellectual	Specific Learning/ADD	Autism	Physical	Deaf/Blind	Vision	Hearing	Speech	Psychiatric	Neurological		Acquired Brain Injury
	Open Employment											
Intellectual	0	517	68	783	12	189	248	319	406	403	42	2,987
Specific Learning/ADD	149	0	27	296	1	56	64	57	224	115	3	992
Autism	86	108	0	38	0	12	10	21	74	27	2	378
Physical	293	270	6	0	16	164	178	110	698	245	68	2,048
Deaf/Blind	8	4	1	9	0	56	0	7	6	3	3	97
Vision	32	35	4	105	0	0	43	6	43	25	17	310
Hearing	88	46	2	153	0	0	0	62	45	25	10	431
Speech	26	21	0	17	1	3	4	0	2	5	1	80
Psychiatric	222	222	9	886	8	48	74	16	0	109	41	1,635
Neurological	127	133	9	253	3	45	31	23	109	0	29	762
Acquired Brain Injury	67	84	3	310	7	74	46	44	110	117	0	862
<b>Total</b>	<b>1,098</b>	<b>1,440</b>	<b>129</b>	<b>2,850</b>	<b>48</b>	<b>647</b>	<b>698</b>	<b>665</b>	<b>1,717</b>	<b>1,074</b>	<b>216</b>	<b>10,582</b>
	Supported Employment											
Intellectual	0	769	249	1,417	54	690	565	1,380	733	714	70	6,641
Specific Learning/ADD	23	0	0	11	0	3	7	2	18	6	0	70
Autism	98	23	0	10	3	8	7	37	21	10	3	220
Physical	385	66	2	0	7	84	87	135	54	61	19	900
Deaf/Blind	20	4		6	0	8	0	9	4	2	1	54
Vision	57	4	4	32	0	0	16	9	8	13	5	148

continues...

**Table 8A All Consumers: Secondary Disability by Primary Disability Across Employment Service Outlet Type continued...**

Primary Disability	SECONDARY DISABILITY											Total
	Intellectual	Specific Learning/ADD	Autism	Physical	Deaf/Blind	Vision	Hearing	Speech	Psychiatric	Neurological	Acquired Brain Injury	
	Supported Employment											
Hearing	47	16	0	22	0	0	0	41	17	3	2	148
Speech	9	2	0	5	0	1	1	0	0	3	-	21
Psychiatric	222	24	9	94	1	16	15	19	0	32	12	444
Neurological	95	10	0	65	2	22	10	15	16	0	10	245
Acquired Brain Injury	69	19	3	152	2	43	16	49	39	57	0	449
<b>Total</b>	<b>1,025</b>	<b>937</b>	<b>267</b>	<b>1,814</b>	<b>69</b>	<b>875</b>	<b>724</b>	<b>1,696</b>	<b>910</b>	<b>901</b>	<b>122</b>	<b>9,340</b>
	Dual Open/Supported											
Intellectual	0	57	18	108	4	28	41	66	55	36	2	415
Specific Learning/ADD	3	0	1	16	1	2	5	5	11	5	2	51
Autism	33	9	0	4	0	1	0	7	8	4	1	67
Physical	28	17	1	0	0	5	5	8	33	11	2	110
Deaf/Blind	2	1	1	1	0	1	0	0	0	0	1	7
Vision	3	1	0	5	0	0	0	2	0	1	0	12
Hearing	6	4	0	6	0	0	0	2	4	2	0	24
Speech	0	0	0	0	0	0	0	0	1	0	0	1
Psychiatric	33	8	3	53	1	0	7	1	0	5	3	114
Neurological	9	5	0	9	1	0	1	6	3	0	0	34
Acquired Brain Injury	13	1	0	21	1	5	1	5	7	5	0	59
<b>Total</b>	<b>130</b>	<b>103</b>	<b>24</b>	<b>223</b>	<b>8</b>	<b>42</b>	<b>60</b>	<b>102</b>	<b>122</b>	<b>69</b>	<b>11</b>	<b>894</b>

continues...

**Table 8A All Consumers: Secondary Disability by Primary Disability Across Employment Service Outlet Type continued...**

Primary Disability	SECONDARY DISABILITY										Total	
	Intellectual	Specific Learning/ADD	Autism	Physical	Deaf/Blind	Vision	Hearing	Speech	Psychiatric	Neurological		Acquired Brain Injury
Intellectual	0	1,343	335	2,308	70	907	854	1,765	1,194	1,153	114	10,043
Specific Learning/ADD	175	0	28	323	2	61	76	64	253	126	5	1,113
Autism	217	140	0	52	3	21	17	65	103	41	6	665
Physical	706	353	7	0	23	253	270	253	785	317	89	3,056
Deaf/Blind	30	9	2	16	0	65	0	16	10	5	5	158
Vision	92	40	8	142	0	0	59	17	51	39	22	470
Hearing	141	66	2	181	0	0	0	105	66	30	12	603
Speech	35	23	0	22	1	4	5	0	3	8	1	102
Psychiatric	477	254	21	1,033	10	64	96	36	0	146	56	2,193
Neurological	231	148	12	327	6	67	42	44	128	0	39	1,044
Acquired Brain Injury	149	104	5	483	10	122	63	98	156	179	0	1,369
<b>Total</b>	<b>2,253</b>	<b>2,480</b>	<b>420</b>	<b>4,887</b>	<b>125</b>	<b>1,564</b>	<b>1,482</b>	<b>2,463</b>	<b>2,749</b>	<b>2,044</b>	<b>349</b>	<b>10,043</b>

**Table 9A All Consumers: Need for Support/Assistance by Primary Disability and Area of Need**

Primary Disability	SUPPORT/ASSISTANCE NEEDED									
	Self Care	Mobility	Communication	Interpersonal	Learning	Education	Community	Domestic	Working	
	Does Not Need Help/Supervision and Does Not Use Aids									
Intellectual	12,958	14,092	7,669	3,894	1,233	1,663	5,174	6,671	1,033	
Specific Learning/ADD	4,063	3,794	2,291	1,553	436	622	2,197	2,901	423	
Autism	855	863	356	131	127	208	358	504	67	
Physical	6,966	5,443	6,754	5,600	4,881	5,141	6,069	5,615	1,649	
Deaf/Blind	147	109	58	73	48	56	82	98	8	
Vision	1,214	581	1,217	1,148	723	667	955	793	165	
Hearing	1,761	1,742	210	716	581	559	1,001	1,360	217	
Speech	150	146	30	49	40	49	78	109	24	
Psychiatric	9,547	10,191	6,779	3,105	4,484	5,169	5,750	7,035	1,301	
Neurological	1,481	1,308	1,140	797	537	680	1,012	1,081	244	
Acquired Brain Injury	1,377	1,241	949	578	234	385	807	928	140	
<b>Total</b>	<b>40,519</b>	<b>39,510</b>	<b>27,453</b>	<b>17,644</b>	<b>13,024</b>	<b>15,199</b>	<b>23,483</b>	<b>27,095</b>	<b>5,271</b>	
	Does Not Need Help/Supervision but Uses Aids									
Intellectual	880	1,090	735	568	421	422	546	659	327	
Specific Learning/ADD	182	201	162	128	110	124	165	180	122	
Autism	57	65	30	21	24	36	44	44	22	
Physical	676	963	376	377	410	455	491	559	359	
Deaf/Blind	17	21	18	10	13	18	19	18	13	
Vision	204	497	245	107	217	238	209	239	383	
Hearing	141	119	287	186	184	202	173	181	150	
Speech	9	12	9	13	8	7	10	9	6	
	continues...									

**Table 9A All Consumers: Need for Support/Assistance by Primary Disability and Area of Need continued...**

Primary Disability	SUPPORT/ASSISTANCE NEEDED								Working
	Self Care	Mobility	Communication	Interpersonal	Learning	Education	Community	Domestic	
	Does Not Need Help/Supervision but Uses Aids								
Psychiatric	440	441	364	274	306	365	380	424	201
Neurological	112	139	71	53	70	77	71	112	52
Acquired Brain Injury	105	159	63	62	64	76	81	96	45
<b>Total</b>	<b>2,823</b>	<b>3,707</b>	<b>2,360</b>	<b>1,799</b>	<b>1,827</b>	<b>2,020</b>	<b>2,189</b>	<b>2,521</b>	<b>1,680</b>
	Sometimes Needs Help/Supervision								
Intellectual	10,606	8,315	14,391	16,676	18,099	14,781	12,840	12,361	18,168
Specific Learning/ADD	670	935	2,485	3,089	4,124	3,718	2,107	1,445	4,067
Autism	467	395	892	979	1,026	858	694	608	1,012
Physical	1,871	3,054	2,742	3,711	4,209	3,554	2,609	2,735	7,041
Deaf/Blind	57	73	111	127	142	114	88	79	149
Vision	308	744	468	578	860	684	417	485	1,216
Hearing	175	212	1,212	1,046	1,203	1,091	683	381	1,568
Speech	41	43	137	131	153	131	80	64	161
Psychiatric	2,727	2,287	5,721	8,824	7,727	6,046	5,404	4,073	9,930
Neurological	488	607	888	1,180	1,384	1,151	829	705	1,613
Acquired Brain Injury	542	602	1,032	1,261	1,488	1,203	880	759	1,530
<b>Total</b>	<b>17,952</b>	<b>17,267</b>	<b>30,079</b>	<b>37,602</b>	<b>40,415</b>	<b>33,331</b>	<b>26,631</b>	<b>23,695</b>	<b>46,455</b>
	Unable to Do/Always Needs Help/Supervision								
Intellectual	1,950	3,143	3,988	5,349	6,987	8,744	6,381	5,478	7,111
Specific Learning/ADD	50	89	106	182	354	451	143	106	363
Autism	92	170	227	367	322	357	327	255	388
Physical	559	733	335	376	577	656	487	746	1,016

continues...



**Table 9A All Consumers: Need for Support/Assistance by Primary Disability and Area of Need continued...**

Primary Disability	SUPPORT/ASSISTANCE NEEDED								Working
	Self Care	Mobility	Communication	Interpersonal	Learning	Education	Community	Domestic	
	Unable to Do/Always Needs Help/Supervision								
Deaf/Blind	11	30	47	21	31	39	28	20	58
Vision	38	136	28	38	80	104	65	81	157
Hearing	16	34	426	126	132	191	76	48	175
Speech	7	9	38	19	13	19	17	13	20
Psychiatric	300	264	407	796	685	722	544	470	1,484
Neurological	74	123	82	113	169	191	124	145	254
Acquired Brain Injury	111	158	126	213	358	377	262	248	439
<b>Total</b>	<b>3,208</b>	<b>4,889</b>	<b>5,810</b>	<b>7,600</b>	<b>9,708</b>	<b>11,851</b>	<b>8,454</b>	<b>7,310</b>	<b>11,465</b>
	Not Known								
Intellectual	1,264	1,018	875	1,171	918	2,048	2,717	2,789	1,019
Specific Learning/ADD	287	233	208	300	228	337	640	620	277
Autism	99	77	65	72	71	111	147	159	81
Physical	583	462	448	591	578	849	999	1,000	590
Deaf/Blind	15	14	13	16	13	20	30	32	19
Vision	284	90	90	177	168	355	402	450	127
Hearing	206	192	164	225	199	256	366	329	189
Speech	28	25	21	23	21	29	50	40	24
Psychiatric	844	675	587	859	956	1,556	1,780	1,856	942
Neurological	144	122	118	156	139	200	263	256	136
Acquired Brain Injury	114	89	79	135	105	208	219	218	95
<b>Total</b>	<b>3,868</b>	<b>2,997</b>	<b>2,668</b>	<b>3,725</b>	<b>3,396</b>	<b>5,969</b>	<b>7,613</b>	<b>7,749</b>	<b>3,499</b>

**Table 10A All Consumers: Need for Support/Assistance by Employment Service Outlet Type and Area of Need**

Employment Outlet Type	SUPPORT/ASSISTANCE NEEDED								Working
	Self Care	Mobility	Communication	Interpersonal	Learning	Education	Community	Domestic	
Does Not Need Help/Supervision and Does Not Use Aids									
Open	31,097	29,009	20,762	14,740	11,537	13,347	19,798	22,870	4,661
Supported	7,481	8,559	5,425	2,161	999	1,290	2,682	2,937	446
Dual Open/Supported	1,941	1,942	1,266	743	488	562	1,003	1,288	164
<b>Total</b>	<b>40,519</b>	<b>39,510</b>	<b>27,453</b>	<b>17,644</b>	<b>13,024</b>	<b>15,199</b>	<b>23,483</b>	<b>27,095</b>	<b>5,271</b>
Does Not Need Help/Supervision but Uses Aids									
Open	1,948	2,610	1,738	1,336	1,460	1,643	1,746	2,016	1,477
Supported	765	977	569	423	321	334	394	434	184
Dual Open/Supported	110	120	53	40	46	43	49	71	19
<b>Total</b>	<b>2,823</b>	<b>3,707</b>	<b>2,360</b>	<b>1,799</b>	<b>1,827</b>	<b>2,020</b>	<b>2,189</b>	<b>2,521</b>	<b>1,680</b>
Sometimes Needs Help/Supervision									
Open	8,734	9,917	18,985	24,093	26,519	22,664	16,112	13,235	32,432
Supported	8,393	6,569	9,612	11,669	11,961	8,927	9,130	9,375	11,933
Dual Open/Supported	825	781	1,482	1,840	1,935	1,740	1,389	1,085	2,090
<b>Total</b>	<b>17,952</b>	<b>17,267</b>	<b>30,079</b>	<b>37,602</b>	<b>40,445</b>	<b>33,331</b>	<b>26,631</b>	<b>23,695</b>	<b>46,455</b>
Unable to Do/Always Needs Help/Supervision									
Open	908	1,809	2,080	2,527	3,417	3,920	2,393	2,115	4,275
Supported	2,187	2,873	3,464	4,687	5,778	7,337	5,684	4,888	6,482
Dual Open/Supported	113	207	266	386	513	594	377	307	708
<b>Total</b>	<b>3,208</b>	<b>4,889</b>	<b>5,810</b>	<b>7,600</b>	<b>9,708</b>	<b>11,851</b>	<b>8,454</b>	<b>7,310</b>	<b>11,465</b>
Not Known									
Open	3,316	2,658	2,438	3,307	3,070	4,429	5,954	5,767	3,158
Supported	367	215	123	253	134	1,305	1,303	1,559	148
Dual Open/Supported	185	124	107	165	192	235	356	423	193
<b>Total</b>	<b>3,868</b>	<b>2,997</b>	<b>2,668</b>	<b>3,725</b>	<b>3,396</b>	<b>5,969</b>	<b>7,613</b>	<b>7,749</b>	<b>3,499</b>

**Table 11A Employed Consumers: Basis of Employment by Employment Service Outlet Type and Jurisdiction**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Open									
Full time-permanent	1,437	1,145	932	455	298	67	59	38	4,431
Part time-permanent	1,595	1,768	1,018	746	370	85	65	61	5,708
Casual-permanent	1,158	915	1,630	430	338	87	68	37	4,663
Seasonal-permanent	10	10	32	11	10	1	-	1	75
Full time-temporary	92	181	93	50	35	5	12	2	470
Part time-temporary	130	229	101	44	75	20	7	10	616
Casual-temporary	500	521	525	206	217	72	39	5	2,085
Seasonal-temporary	14	13	11	8	3	5	2	-	56
<b>Total</b>	<b>4,936</b>	<b>4,782</b>	<b>4,342</b>	<b>1,950</b>	<b>1,346</b>	<b>342</b>	<b>252</b>	<b>154</b>	<b>18,104</b>
Supported									
Full time-permanent	2,519	1,220	854	430	1,209	230	-	27	6,489
Part time-permanent	3,513	2,151	794	1,287	1,070	304	88	65	9,272
Casual-permanent	207	218	111	5	130	10	-	10	691
Seasonal-permanent	-	-	-	-	-	-	-	2	2
Full time-temporary	-	2	1	-	-	2	-	-	5
Part time-temporary	1	-	5	2	-	2	-	-	10
Casual-temporary	3	1	2	-	3	30	-	-	39
Seasonal-temporary	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>6,243</b>	<b>3,592</b>	<b>1,767</b>	<b>1,724</b>	<b>2,412</b>	<b>578</b>	<b>88</b>	<b>104</b>	<b>16,508</b>
Dual Open/Supported									
Full time-permanent	123	121	20	12	4	-	3	-	283
Part time-permanent	229	226	76	175	55	30	79	1	871
Casual-permanent	63	50	4	163	19	1	8	-	308
Seasonal-permanent	1	-	-	1	-	-	1	-	3
Full time-temporary	1	19	3	-	-	-	-	-	23
Part time-temporary	4	19	3	1	-	-	-	-	27
Casual-temporary	26	98	5	4	2	-	-	-	135
Seasonal-temporary	-	1	-	-	-	-	-	-	1
<b>Total</b>	<b>447</b>	<b>534</b>	<b>111</b>	<b>356</b>	<b>80</b>	<b>31</b>	<b>91</b>	<b>1</b>	<b>1,651</b>
Total									
Full time-permanent	4,079	2,486	1,806	897	1,511	297	62	65	11,203
Part time-permanent	5,337	4,145	1,888	2,208	1,495	419	232	127	15,851
Casual-permanent	1,428	1,183	1,745	598	487	98	76	47	5,662
Seasonal-permanent	11	10	32	12	10	1	1	3	80
Full time-temporary	93	202	97	50	35	7	12	2	498
Part time-temporary	135	248	109	47	75	22	7	10	653
Casual-temporary	529	620	532	210	222	102	39	5	2,259
Seasonal-temporary	14	14	11	8	3	5	2	-	57
<b>Total</b>	<b>11,626</b>	<b>8,908</b>	<b>6,220</b>	<b>4,030</b>	<b>3,838</b>	<b>951</b>	<b>431</b>	<b>259</b>	<b>36,263</b>

**Table 12A Employed Consumers: Weekly Wage by Weekly Hours Across Employment Setting**

	< 8	8-15	16-30	31-40	> 40	Total
Supported Employment Setting						
No Wage	1	23	14	2	–	40
\$1-\$20	60	977	595	378	–	2,010
\$21-\$40	18	985	1,508	1,648	2	4,161
\$41-\$60	13	494	1,250	2,255	3	4,015
\$61-\$80	7	287	619	2,176	5	3,094
\$81-\$100	1	146	320	960	–	1,427
\$101-\$150	3	213	305	1,124	1	1,646
\$151-\$200	2	73	109	365	1	550
\$201-\$250	1	27	60	134	–	222
\$251-\$300	–	13	53	86	–	152
\$301-\$350	–	5	16	53	–	74
\$351-\$400	–	–	16	35	–	51
\$401-\$450	–	1	15	17	–	33
\$451-\$500	–	1	8	55	2	66
> \$500	–	–	6	54	9	69
<b>Total</b>	<b>106</b>	<b>3,245</b>	<b>4,894</b>	<b>9,342</b>	<b>23</b>	<b>17,610</b>
Open Labour Market						
No Wage	13	167	130	142	35	487
\$1-\$20	13	94	63	45	14	229
\$21-\$40	42	43	11	7	4	107
\$41-\$60	57	347	26	5	2	437
\$61-\$80	39	755	78	13	–	885
\$81-\$100	26	670	78	11	–	785
\$101-\$150	26	2,012	358	50	6	2,452
\$151-\$200	6	1,093	535	112	17	1,763
\$201-\$250	3	585	756	369	46	1,759
\$251-\$300	–	220	912	358	58	1,548
\$301-\$350	3	73	733	389	47	1,245
\$351-\$400	1	43	515	478	68	1,105
\$401-\$450	–	19	297	863	134	1,313
\$451-\$500	–	25	147	847	101	1,120
> \$500	1	33	204	2,036	601	2,875
<b>Total</b>	<b>230</b>	<b>6,179</b>	<b>4,843</b>	<b>5,725</b>	<b>1,133</b>	<b>18,110</b>

continues...

**Table 12A Employed Consumers: Weekly Wage by Weekly Hours Across Employment Setting continued...**

	< 8	8-15	16-30	31-40	> 40	Total
Other						
No Wage	1	13	2	6	1	23
\$1-\$20	–	25	2	–	–	27
\$21-\$40	3	78	9	4	–	94
\$41-\$60	2	18	6	5	–	31
\$61-\$80	1	18	6	6	–	31
\$81-\$100	1	19	17	7	–	44
\$101-\$150	–	39	18	7	–	64
\$151-\$200	1	14	18	9	–	42
\$201-\$250	–	11	10	19	6	46
\$251-\$300	–	5	6	13	3	27
\$301-\$350	–	3	7	14	1	25
\$351-\$400	–	2	8	15	3	28
\$401-\$450	–	–	2	6	2	10
\$451-\$500	–	3	6	11	3	23
> \$500	–	1	5	13	9	28
<b>Total</b>	<b>9</b>	<b>249</b>	<b>122</b>	<b>135</b>	<b>28</b>	<b>543</b>
Total						
No Wage	15	203	146	150	36	550
\$1-\$20	73	1,096	660	423	14	2,266
\$21-\$40	63	1,106	1,528	1,659	6	4,362
\$41-\$60	72	859	1,282	2,265	5	4,483
\$61-\$80	47	1,060	703	2,195	5	4,010
\$81-\$100	28	835	415	978	–	2,256
\$101-\$150	29	2,264	681	1,181	7	4,162
\$151-\$200	9	1,180	662	486	18	2,355
\$201-\$250	4	623	826	522	52	2,027
\$251-\$300	–	238	971	457	61	1,727
\$301-\$350	3	81	756	456	48	1,344
\$351-\$400	1	45	539	528	71	1,184
\$401-\$450	–	20	314	886	136	1,356
\$451-\$500	–	29	161	913	106	1,209
> \$500	1	34	215	2,103	619	2,972
<b>Total</b>	<b>345</b>	<b>9,673</b>	<b>9,859</b>	<b>15,202</b>	<b>1,184</b>	<b>36,263</b>

**Table 13A Employed Consumers: Weekly Wage by Employment Service Outlet Type  
Across Census Years (2005, 2004, 2003, 2002, 2001)**

Wage	Open	Supported	Dual Open/Supported	Total
2005				
No Wage	511	21	18	550
\$1-\$20	220	1,932	114	2,266
\$21-\$40	123	4,055	184	4,362
\$41-\$60	446	3,828	209	4,483
\$61-\$80	824	2,966	220	4,010
\$81-\$100	798	1,342	116	2,256
\$101-\$150	2,444	1,422	296	4,162
\$151-\$200	1,774	467	114	2,355
\$201-\$250	1,772	183	72	2,027
\$251-\$300	1,541	121	65	1,727
\$301-\$350	1,245	58	41	1,344
\$351-\$400	1,099	41	44	1,184
\$401-\$450	1,300	15	41	1,356
\$451-\$500	1,142	18	49	1,209
> \$500	2,865	39	68	2,972
<b>Total</b>	<b>18,104</b>	<b>16,508</b>	<b>1,651</b>	<b>36,263</b>
2004				
No Wage	422	14	49	485
\$1-\$20	164	2,103	83	2,350
\$21-\$40	147	4,444	200	4,791
\$41-\$60	677	4,331	199	5,207
\$61-\$80	680	2,693	141	3,514
\$81-\$100	846	1,229	114	2,189
\$101-\$150	2,552	1,222	196	3,970
\$150-\$200	1,785	353	97	2,235
\$201-\$250	1,922	120	113	2,155
\$251-\$300	1,572	83	87	1,742
\$301-\$350	1,238	42	61	1,341
\$351-\$400	1,162	28	101	1,291
\$401-\$450	1,599	12	85	1,696
\$451-\$500	1,091	14	50	1,155
> \$500	2,521	29	144	2,694
<b>Total</b>	<b>18,378</b>	<b>16,717</b>	<b>1,720</b>	<b>36,815</b>

continues...

**Table 13A Employed Consumers: Weekly Wage by Employment Service Outlet Type  
Across Census Years (2005, 2004, 2003, 2002, 2001) continued...**

Wage	Open	Supported	Dual Open/Supported	Total
2003				
No Wage	335	79	17	431
\$1-\$20	187	2,216	147	2,550
\$21-\$40	214	4,253	168	4,635
\$41-\$60	746	4,526	218	5,490
\$61-\$80	637	2,587	130	3,354
\$81-\$100	958	1,092	117	2,167
\$101-\$150	2,505	1,058	186	3,749
\$151-\$200	1,793	272	145	2,210
\$201-\$250	1,927	116	125	2,168
\$251-\$300	1,608	68	94	1,770
\$301-\$350	1,144	35	73	1,252
\$351-\$400	1,181	16	62	1,259
\$401-\$450	1,716	13	50	1,779
\$451-\$500	937	17	52	1,006
> \$500	2,033	16	113	2,162
<b>Total</b>	<b>17,921</b>	<b>16,364</b>	<b>1,697</b>	<b>35,982</b>
2002				
No Wage	147	116	23	286
\$1-\$20	121	2,137	451	2,709
\$21-\$40	229	3,831	611	4,671
\$41-\$60	814	4,420	310	5,544
\$61-\$80	590	2,404	159	3,153
\$81-\$100	995	981	108	2,084
\$101-\$150	2,344	882	289	3,515
\$151-\$200	1,755	229	190	2,174
\$201-\$250	1,780	99	132	2,011
\$251-\$300	1,432	57	93	1,582
\$301-\$350	1,051	34	78	1,163
\$351-\$400	1,213	27	90	1,330
> \$400	4,133	39	204	4,376
<b>Total</b>	<b>16,604</b>	<b>15,256</b>	<b>2,738</b>	<b>34,598</b>

continues...

**Table 13A Employed Consumers: Weekly Wage by Employment Service Outlet Type  
Across Census Years (2005, 2004, 2003, 2002, 2001) continued...**

Wage	Open	Supported	Dual	Total
			Open/Supported	
		2001		
No Wage	24	130	10	164
\$1-\$20	89	2,215	460	2,764
\$21-\$40	204	3,663	638	4,505
\$41-\$60	704	4,657	288	5,649
\$61-\$80	594	2,033	183	2,810
\$81-\$100	955	866	143	1,964
\$101-\$150	2,116	864	321	3,301
\$151-\$200	1,853	233	220	2,306
\$201-\$250	1,751	88	168	2,007
\$251-\$300	1,358	51	130	1,539
\$301-\$350	1,065	25	108	1,198
\$351-\$400	1,245	16	83	1,344
> \$400	3,488	31	227	3,746
<b>Total</b>	<b>15,446</b>	<b>14,872</b>	<b>2,979</b>	<b>33,297</b>





## 8 Glossary of Terms

### A

**Aboriginal origin** – a person who self-identifies, or is identified as, being of Aboriginal heritage.

**Aboriginal and Torres Strait Islander origin** – a person who self-identifies, or is identified as, being of Aboriginal and Torres Strait Islander heritage.

**ABS** – Australian Bureau of Statistics.

**Accepted and commenced** – consumers who, between 1 July 2004 and 30 June 2005, were referred to a service and who were accepted, and commenced receiving assistance from that service during that time.

**Acquired brain injury (ABI)** – damage to the brain acquired after birth.

**ADD** – Attention Deficit Disorder; a behaviour disorder usually diagnosed in childhood. The disorder is also commonly called ADHD (Attention-Deficit/Hyperactivity Disorder).

**Advocacy services** – services specialising in the representation of people with a disability, their views and interests.

**All people assisted** – the number of consumers who received active employment assistance support during the 2004–05 financial year.

**Alzheimer's Disease** – a type of dementia classified as a neurological disability.

**Apprenticeship** – a form of paid employment where an individual works for another for a specific amount of time in return for instruction in a trade, art, or business.

**ARIA** – Accessibility/Remoteness Index of Australia. It is a measure of remoteness calculated from road distance between service outlets and populated localities within Australia.

**Auslan** – Australian sign language.

**Autism** – a pervasive developmental disorder characterised by restricted, repetitive and stereotyped patterns of behaviour, and impairment in communication skills and social interactions.

**Average standard hours** – the standard number of hours worked by a consumer. If standard hours vary, this is an estimate of the average.

**Awards/agreements** – a written document between an employer and employee about the terms and conditions of employment. Examples of such documents are a Certified Agreement, an Australian Workplace Agreement, and an SWS Productivity Based Wage.

**Award wage** – the minimum legal rate of pay set in the relevant award for a particular occupation.

## B

**Basis of employment** – the basis on which a consumer is employed (e.g., full-time, part-time, casual).

**Benefits** – monetary payments provided by the Government to a consumer (e.g., Disability Support Pension, Newstart/Youth Allowance).

**Block Grant Funding** – monies paid to an organisation for the purposes of provision of employment assistance to eligible job seekers and workers.

**Brain injury/damage** – injury to the brain which may have been caused by one or more of the following conditions; head trauma, inadequate oxygen supply, or infection.

**Business service** – another term used to refer to supported employment services.

## C

**Carer** – someone who provides care and assistance on a regular and sustained basis to a consumer. Workers or volunteers of formal services should not be classified as carers.

**Carer number** – total number of carers assisted by FaCS-funded respite services during the 2004–05 financial year.

**Carer relationship** – the relationship of the carer and the care receiver.

**Case Based Funding (CBF)** – a funding model which links individual needs to employment outcomes. Financial payments are made to an employment service in accordance with the amount of money deemed necessary to assist a particular individual. CBF includes funding provided through Phase One or Two of the CBF Trial or 2002–03 Growth Funding.

**Casual employment** – paid employment often characterised by irregular hours and higher hourly rates of pay compared to part- and full-time employment. Casual employment can be either temporary or permanent, and employees are not usually entitled to holiday or sick leave.

**Certified agreement** – a specifically negotiated workplace agreement.

**Cessation reason** – the reason a consumer reportedly left a service.

**Communication** – making oneself understood by others, and understanding others.

**Community (civic) and economic life** – participating in community life, recreation, human rights and economic life, such as handling money.

**Community support** – a form of service provided to people with a disability that includes advocacy, information, and print disability.

**Consumers ‘on the books’** – the total number of consumers on 30 June 2005 registered as receiving support from a disability employment service.

**Consumer referrals** – consumers referred to a service during 2004–05 by Centrelink or another source.

**CSTDA** – Commonwealth State Territory Disability Agreement.

## D

**Days of operation** – the days of the week that a service usually operates. If days of operation during the collection week (27 June–1 July 2005) are not typical for the service, typical hours should be recorded as well.

**Deaf/Blind** – having sensory impairment to both hearing and sight.

**Direct support staff** – staff that have direct contact with consumers in a support role.

**Disability support pension (DSP)** – a form of income support paid by the Australian Government to persons with a specified degree of disability.

**Does not need assistance, uses aids** – the consumer does not need help or supervision to perform the task, but uses aids and/or equipment.

**Does not need assistance, does not use aids** – the consumer does not need help or supervision to perform the task, and does not use aids and/or equipment.

**Domestic life** – home and living skills such as shopping, housekeeping, cooking and home maintenance.

**Domestic-scale supported living** – a community living setting where staff or volunteers provide domestic support to people with a disability (e.g., congregate care, community residential units, and group homes). These services may or may not provide 24 hour supervision and care.

**Duration of employment** – the length of time an employment service consumer has been employed during the financial year. This is recorded as the number of months and weeks.

## E

**Effective communication** – the ability to express more than basic needs to unfamiliar people (e.g., the exchange of thoughts, messages, or information) via speech, signals, writing, and/or behaviour.

**Eligible job seekers** – consumers who have not worked during the reporting period.

**Employed (fy)** – identifies whether the consumer has had a period of employment during a particular financial year.

**Employment service type** – the type of employment service an outlet provides. As of November 2004, outlets cannot deliver a dual open and supported service. This means that services can only be open *or* supported.

**Exit date** – the date on which an outlet stopped providing service/support to a consumer. This is recorded as ddmmyyyy.

## F

**FaCS** – (Australian Government) Department of Family and Community Services.

**FaCS funded respite care** – a program funded by FaCS aimed at increasing the provision of immediate and short-term respite to carers of people with severe/profound disabilities.

**Financial year** – the year dated 1 July to 30 June. The financial year for this report is 1 July 2004 to 30 June 2005.

**Full award wage** – the income set in the relevant award for a particular occupation.

**Full-time employment** – employment of at least 35 hours per week.

## H

**Hearing** – a disability grouping encompassing deafness, hearing impairment and hearing loss.

**Hours** – the average number of hours per week worked by a staff member in a disability-related service.

## I

**Income** – any monies given to a consumer by an agency, department, or business, in exchange for labour or services (i.e., work).

**Independent worker** – an individual who a service assisted to obtain employment in the previous financial year (i.e., 2003–04) and who continues to work, but who received no employment assistance from the service in this financial year (i.e., 2004–05).

**Indigenous origin** – a person who is identified as being of Aboriginal and/or Torres Strait Islander origin in response to a verbal or written question.

**Indirect support staff** – staff that have no, or only a minimal, direct supporting role.

**Individualised funding** – money paid to a disability employment service on the basis of the needs of an individual consumer. An example of this is case based funding.

**Individual workplace agreement** – a written agreement between an employer and employee about the terms and conditions of employment.

**Information/referral services** – services that provide accessible information to people with disabilities, their carers, families and relevant professionals.

**Intellectual disability** – a type of disability that involves a deficit in cognitive ability (i.e., the brain is not working to its full age-appropriate capacity). The severity of an intellectual disability can range from minor to profound, and may be caused by genetic or environmental factors.

**Interpersonal interactions and relationships** – forming and maintaining friendships, coping with feelings and behaving within socially accepted boundaries.

**Interpreter service** – a service that interprets the communication between a consumer and an employment service. Spoken languages other than English and non-spoken communication (e.g., sign language) are interpreted via these services.

## J

**Job seeker** – a consumer who receives support from an employment service to prepare him/her for employment.

## L

**Language spoken at home** – the language spoken by a consumer in their current home.

**Last received support** – the date when support was last received by the consumer. This is recorded as ddmmyyyy.

**Learning disability** – a disability grouping used to define persons with significant difficulty in the acquisition and use of listening, speaking, reading, writing, and/or mathematical skills.

**Linkage key** – a statistical tool that enables client data to be matched across different data collections. This tool is often called the Statistical Linkage Key (SLK). It comprises the 2<sup>nd</sup>, 3<sup>rd</sup> and 5<sup>th</sup> letters of the consumer's surname, 2<sup>nd</sup> and 3<sup>rd</sup> letters of the consumer's first name, their date of birth and sex.

**Lives alone** – consumer lives alone in private or public housing.

**Lives with family** – consumer lives with family members, foster family or partner.

**Lives with others** – consumer shares with friends or a carer who is not a family member.

**Living arrangements** – whom the consumer resides with (i.e., alone or with related or unrelated persons).

## M

**Main language spoken** – the language used most often by the consumer to communicate with other residents or visitors in their current home.

**Main source of income** – of all sources of income, this is the source of the greatest amount received from an individual agency, department, or business.

**Method of communication** – the most effective and common way by which the consumer communicates.

**Mobility** – ability to move around the home or other environment, including the use of public transport and/or driving a vehicle.

**Mobility allowance** – a form of financial assistance paid by the Australian Government to persons with a significant degree of difficulty with mobility.

## N

**Neurological disability** – a disability grouping used to define persons with impairment of the nervous system occurring after birth. Conditions included under this category are epilepsy, dementia, multiple sclerosis, and Parkinson's Disease.

**New job seeker** – an eligible job seeker who did not receive employment assistance from a service outlet during the previous financial year (i.e., 2003–04).

**Newstart/Youth allowance** – a form of income support paid by the Australian Government to young Australians who are studying, undertaking training, looking for work or temporarily incapacitated.

**New worker** – a worker who reached the worker target in 2004–05, but who worked for less than three months in 2003–04.

**Non-spoken communication** – effective ways of communicating that do not include verbal cues, such as speaking or murmurs. Examples include the use of sign language, Canon Communicator, and Compic.

**Non-vocational program** – a program that is not designed for vocational training (e.g., study, work experience, work), but rather for recreational purposes (e.g., social outings, sporting activities).

**Not known** – the consumers' situation in respect to a particular question was not known.

**No wage** – the consumer did not receive payment for work undertaken.

**Number of consumers** – the total number of persons who received employment assistance during the 2004–05 financial year.

**Number of consumers ‘on the books’** – the number of active consumers listed with a service on 30 June 2005.

**Number of hours** – the average number of hours a consumer worked per week during the 2004–05 financial year.

**Number of months** – the number of months a consumer worked during the 2004–05 financial year.

**Number of workers meeting worker target** – the total number of consumers who worked in paid employment for at least eight hours per week for three months or more during the 2004–05 financial year.

**Number of workers not meeting worker target** – the total number of consumers who did not work in paid employment for at least eight hours per week for three months or more during the 2004–05 financial year.

## O

**‘On the books’** – a consumer who, on 30 June 2005, was registered as receiving support from a disability service.

**Open employment service outlets** – services that provide employment assistance to people with a disability in obtaining and/or retaining paid employment in the open labour market.

**Open and supported employment service outlets** – employment services that provided both open and supported employment assistance to people with a disability.

**Other income** – money received by a consumer by an agency, department, or business in exchange for labour or services (i.e., work) which is in addition to the consumer’s main source of income. Examples include superannuation and dividends/interest from investments.

**Other pension/benefit** – financial assistance paid by the Australian Government other than the DSP, Newstart/Youth Allowance or Mobility Allowance. Such payments might include monies paid to Veterans and their families through the Department of Veterans’ Affairs. Superannuation is not included in this category.

**Other referral source** – an agency or business other than Centrelink, who refers potential consumers to disability employment services. For example, schools, a workplace, or another service provider.

**Other setting of employment** – a place of employment that is neither an open nor supported employment setting. For example, self-employed positions or contract work.

**Other significant disability group** – a disability group that is secondary to the main (or primary) disability registered for a consumer.



## P

**Paid employment** – employment for which a consumer receives an income.

**Paid staff** – staff that receive an income for being employed at a disability employment service.

**Part-time employment** – employment of less than 35 hours per week.

**Pension/benefit** – financial assistance paid by the Australian Government to persons in certain circumstances. An individual's circumstances will determine which pension/benefit they receive. Examples include DSP, Newstart/Youth Allowance and Mobility Allowance.

**Period of employment** – the number of months and/or weeks a consumer worked in the financial year.

**Permanent employment** – employment on a continuing basis with leave entitlements.

**Phase** – the employment status of a consumer on 30 June 2005. Examples include worker, job seeker, and work experience.

**Physical disability** – a type of disability that involves conditions attributable to a physical cause, that impact on one's ability to perform physical activities. It includes the effects of paraplegia, quadraplegia, cerebral palsy, and spina bifida.

**Pre-employment training** – support given to a consumer to prepare them for employment and/or to help place them in employment.

**Primary disability group** – the category of disability that causes the most difficulty to the consumer.

**Print disability services** – services that provide alternative formats of communication for people who, by reason of disability, are unable to access printed information.

**Private residence** – a home that the consumer lives in. It may be a house, flat, unit, caravan, or mobile home.

**Pro rata** - a reduced wage based on the proportion of hours worked out of an equivalent full-time working week.

**Productivity based wage** – a reduced wage based on a person's productive capacity, and paid under a legal industrial agreement.

**Psychiatric disability** – a type of disability involving mental health conditions which have recognisable symptoms and behaviour patterns that impair personal and/or occupational/educational functioning. Examples include schizophrenia, depression and anxiety-related disorders.

## R

**Referrals** – those consumers referred to a service by Centrelink or another source.

**Residential setting** – the type of physical accommodation the consumer usually resides in (usually being 4 or more days per week).

**Respite care** – immediate and/or short term care provided to enable some relief to a carer of a person with a with severe or profound disability.

## S

**Seasonal employment** – work in a position or industry that experiences a dramatic employment increase for a defined period of time each year (e.g., fruit picking).

**Self-care** – undertaking tasks involved in looking after one's self (e.g., eating, bathing, dressing, and going to the toilet).

**Sensory disability** – a type of disability related to one of the senses (e.g., hearing, sight, and speech).

**Service form** – the document used to collect information on a particular service.

**Service ID** – the unique number assigned to a service by FaCS. In previous collections, this number was referred to as the TARDIS ID.

**Sign language** – a form of communication involving hand movements and signals. Examples include Auslan and Makaton.

**Specific learning disorder/ADD** – a group of disabilities characterised with difficulty in the acquisition and use of listening, speaking, reading, writing, reasoning and/or mathematical skills.

**Speech disability** – a disability group encompassing loss of speech, impairment and/or difficulty in being understood.

**Staff hours** – total number of hours worked by staff including volunteers and contract staff during the snapshot week.

**Support commencement date** – the date a consumer received their first episode of support from a service. This is recorded as ddmmyyy.

**Supported accommodation facility** – accommodation which provides board or lodging for a number of people and which has support services provided by rostered care workers, usually on a 24 hour basis.

**Supported employment service outlets** – services that directly provide support and employment to people with a disability.

**Support needs** – the degree of a consumer's requirements for help and/or supervision in various areas.

**SWS productivity based wage** – a productivity based wage determined in accordance with the Supported Wage System.

## T

**Temporary employment** – fixed (usually short) term employment, which includes entitlements to paid holiday and sick leave.

**Torres Strait Islander Origin** – a person who self-identifies, or is identified as, being of Torres Strait Islander heritage.

## U

**Unpaid staff** – unpaid hours worked by staff or volunteers.

## V

**Visual disability** – a disability grouping, which encompasses blindness and vision impairment which is not corrected by prescription glasses or contact lenses.

**Vocational program** – a program, which prepares a consumer for employment or helps to place them in employment.

**Volunteer work** – employment that is unpaid.

## W

**Wage level and conditions** – the current relationship of the consumer's wage and conditions to an award/agreement wage.

**Weeks of operation** – the number of weeks during the 2004–05 financial year that a service operated.

**Work experience** – a consumer who is undertaking paid or unpaid work experience or a work trial.

**Worker** – a consumer who is undertaking paid employment.

**Worker meeting worker target** – a consumer who has worked in paid employment of eight hours per week or more, for at least three months.

**Worker not meeting worker target** – a consumer who has worked in paid employment for less than three months and/or who worked less than eight hours per week.

**Working** – currently employed.

**Working (Support needs indicator)** – undertaking actions, behaviours and tasks needed to obtain and retain paid employment.

**Workplace agreement** – a written agreement between an employer and employee about the employee's terms and conditions of employment.

## Y

**Youth Allowance** – a type of benefit paid by the Australian Government to persons meeting the payment criteria.





