

Overview

- Trends in disability service use
- Some major developments in disability policy
- The workforce
- What do the DSW conference participants tell us?

Trends in the use of disability services

| | 2000 | 2010* |
|--------------------------|--|---|
| No. service users* | 57,579 | 205,715 |
| Gender | Male - 58% Female - 42% | Male - 60% Female - 40% |
| Mean age | 33.4 Male - 32.3 Female - 34.4 | 32.6 Male - 29.7 Female - 36.5 |
| Primary disability | Intellectual disability - 65.8% Physical disability - 13.4% ABI - 4% | Intellectual disability - 32% Physical disability - 14.8% Autism - 5.9% |
| Overall Govt expenditure | \$2.25 billion | \$4.8 billion |

Trends in the use of disability services

| | 2000 | 2010 |
|-------------------------------------|--|---|
| Service Users by State & Territory* | VIC – 20,693 NSW – 9,168 WA – 7,689 QLD – 7,214 SA – 5,405 TAS – 1,637 ACT – 803 NT - 340 | VIC – 75,355 NSW – 60,781 QLD – 34,356 SA – 25,054 WA – 21,117 TAS - 5,955 ACT – 4,392 NT – 2,440 |
| Types of services used | Accommodation support – 29.2% Employment – 23.8% Community support – 23.2% Community access – 20% Respite – 3.5% | Community support – 42.3% Employment – 36.6% Community access – 22% Accommodation support – 15.3% Respite – 12.8% |

Some Overall Patterns

- Substantial increase in the number of service users
- More service providers
- A steady increase in the number of service uses
- Increase in service users with a primary disability of intellectual disability or ABI also having a secondary diagnosis
- Increased difference between male and female median ages

**Disability in Australia: Trends in Prevalence, Education,
Employment and Community Living** (AIHW, 2008)

- Prevalence rates of severe or profound limitations are stable. Other countries have reported decreasing rates, or no consistent trends.
- For children <15 ys, increased rates of severe or profound limitations partially attributed to an increase in reported conditions such as ADHD and autism-related disorders.
- From 1998-2003 the overall number of people with disability increased from 1.9mil to 3.9mil
- The total number of people with severe or profound limitations increased by 173% from 453,000 to 1.2mil

**Disability in Australia: Trends in Prevalence, Education,
Employment and Community Living** (AIHW, 2008)

- Much of these increases were associated with the ageing of the population.
- The large increases in severe or profound disability are mainly attributable to changes in survey design.

However,

- The total number of people with severe or profound limitations was projected to increase to 1.5mil by 2010
- The groups anticipated to undergo the greatest growth in severe or profound limitations are those >65 and 45-64ys

**Disability in Australia: Trends in Prevalence, Education,
Employment and Community Living** (AIHW, 2008)

- While the number of people aged 5-64ys with severe or profound limitations rose by 137%, the number living in cared accommodation fell by 40%.
- The type of living arrangement that increased the most was living with family.
- The move away from cared accommodation was greatest in the 5-29ys age group.
- This trend is due to potential new service-users remaining in community-based living arrangements.
- There has been no significant improvement in participation in employment for people with severe or profound limitations.

Current and Future Demand for Specialist Disability Services
(AIHW, 2007)

- Unmet demand for accommodation and respite services was estimated at 23,800 (may include under-met demand).
- Unmet demand for community services was estimated at 3,700 people.
- There is likely to be an increase in future demand due to:
 - Increases in the prevalence of some conditions related to disability
 - Increases in levels of need for assistance due to ageing of service users and ageing carers
 - The on-going trend to community-based living arrangements
 - Decrease in access to some mainstream housing options relevant to people with disabilities such as public and boarding houses
 - A projected fall in the number of available informal carers
- Levels of access to generic services affects demand for specialist disability services.

Current and Future Demand for Specialist Disability Services

(AIHW, 2007)

- Accommodation support accounted for 50% the total government expenditure on disability support services and is accessed by 17% of the CSTDA service users.
- A total of 3.1% of service users were of aboriginal and/or Torres Strait Islander descent compared with 2.7% of the general population.
- Northern Territory had the greatest ATSI population (31%) followed by Western Australia, then Queensland.

Current and Future Demand for Specialist Disability Services

(AIHW, 2007)

Projections in the number of people with a severe or profound core activity limitation provides a broad indicator of future demand for disability services.

- By 2051 Queensland will be the second most populous state, replacing Victoria as population growth will be well above the projected growth for the total Australian population.
- Queensland will have markedly higher growth rates of people with severe or profound limitations than the national average (11.5% vs 8.7%).
- The highest projected growth rates are physical/diverse disability and ABI.

Concluding Comments

- An interface with other service systems (such as aged care) will be vital.
- Service users will have multiple needs that are appropriately met across services and systems.
- It is likely that people with conditions causing disability that are low incidence, but high impact, and non-aged related will be of interest to specialist disability services (compared to high incidence but low impact).
- Levels of access to generic services is an important factor in demand.

The Future

- The number of people with severe or profound disability is projected to increase over the next 40 years from 1.9 mill. To 2.9 mill.
- The projected growth rate in the population with server or profound disability will outstrip the general population rate over the next 70 years, at the same time, the ratio of informal carers will decrease by more than half over the next 50 years

(National Disability Strategy, 2010)

Some Major Developments

- Person-centred active support
- Person-centred planning and approaches
- Shift of focus away from group homes to ordinary houses in the community
- Increasing focus on the elimination/reduction of restrictive practices
- Positive behaviour support
- Ratification of the United Nations Convention on the Rights of Persons with Disabilities
- Draft National Disability Strategy

Human Rights

Human rights set down the minimal conditions required to lead worthwhile lives (Warren, 1997).

“Historically, persons with intellectual disabilities have been denied the right to live in the community, marry, procreate, work, receive and education and, in some cases, receive life-saving medical treatment. They have been subjected to incarceration, sterilisation, overmedication, and cruel or unusual punishment “ (Griffiths et al, 2003, p. 25-26)

Disability Human Rights

A human rights paradigm that assumes that people have the functional abilities to take up the opportunities afforded by equal rights excludes people with intellectual disability (Stein, 2007)

Combines;

- The best of the Social Model
- The human right to development
- A capability approach

United Nations Convention on the Rights of Persons with Disabilities (2006)

Article 5: Equity and non-discrimination

Article 12: Equal recognition before the law

Article 13: Access to justice

Article 14: Liberty and security of the person

Article 15: Freedom from torture or cruel, inhuman or degrading treatment or punishment

Article 16: Freedom from exploitation, violence and abuse

United Nations Convention on the Rights of
Persons with Disabilities

Article 17: Protecting the integrity of the person

Article 19: Living independently and being
included in the community

Article 24: Education

Article 25: Health

Article 26: Habilitation and rehabilitation

Article 27: Work and employment

Article 28: Adequate standard of living and
social protection

- Australians with disability have significantly worse life outcomes compared to others or to people with disability in similar countries
 - People with disability are more likely to experience:
 - Relatively poor health
 - Lower levels of participation in education, training and employment
 - Social exclusion
 - Lack of access to goods, services and facilities
 - Ongoing discrimination
- (National Disability Strategy, 2010)

The Workforce

- From the literature
- Australian workforce analyses

Research

| 2000 | 2010 |
|--|---|
| <p>Stress accounted for by:</p> <ul style="list-style-type: none"> •Lack of staff support •Alternative commitment •Role ambiguity •Low status job <p>(Hatton et al., 1999)</p> | <p>Practical coping strategies are associated with <i>personal accomplishment</i> (Deveraux et al., 2010)</p> <p>Organisational characteristics rather than staff individual characteristics were strongly associated with satisfaction (Chou et al., 2010)</p> |
| <p>High risk of stress associated with :</p> <ol style="list-style-type: none"> 1. Working with those with severe challenging behaviours 2. Lack of support from colleagues and supervisors 3. Sign. problems with managers and other aspects of the agency (2002, cited by Noone & Hastings, 2009) | <p>Staff morale is associated with:</p> <ul style="list-style-type: none"> •Staff support and supervision •Role clarity •Staff cooperation •Practical issues in the day to day running of the service •The informal culture of the service <p>(Mascha, 2007)</p> |
| <p>Increased job demands have a damaging effect on job satisfaction and burnout (Blumenthal et al., 1998)</p> | <p>Staff turnover may be more due to job insecurity and lack of support than challenging behaviour (Robertson et al., 2005)</p> |

Australian Workforce Issues

- Generally, the Australian workforce is ageing
- In the health and community services sector, workers are amongst the oldest in Australia
- 40% of the NGO sector is over 45
- Predominately female (75%)
- Much of the work is part time and casual
- In Victoria, one third to one half have TAFE qualifications, one fifth have no qualifications at all
- DSW turnover significantly higher than other Australian industries

The Workforce

- *Workers need more complex skills and it fundamentally increases the demands for service providers to provide increasing education, training and professional development.*
- *There now needs to be a rethinking of the past strategy to de-professionalise the disability workforce*
- *In order to retain workers the workforce needs to provide better conditions and opportunities for advancement*

National Disability Administrators, 2006

Training is needed at a more advanced level than National Vocational Qualification level 2 (equivalent to TAFE Certificate level in Disability Work) should be a requirement where people present with challenging behaviours.

Degree and post-graduate degree level courses for first-line managers and members of specialist support teams that are multidisciplinary and integrate person-centered approaches with specialist knowledge of challenging behaviour is required.

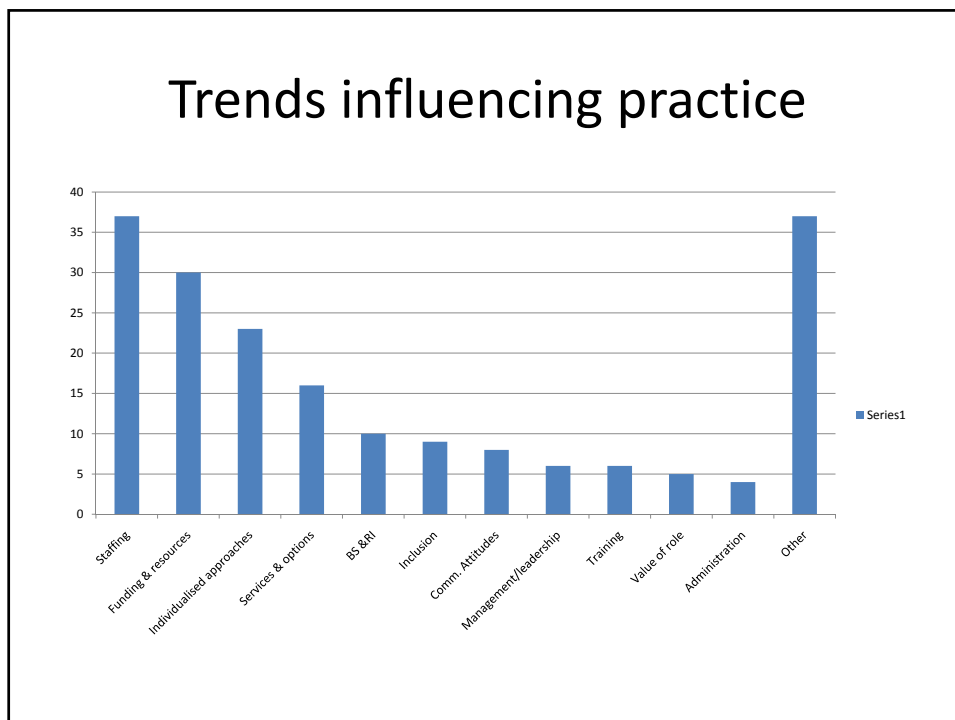
Mansell, 2007

What do DSW conference participants say?

Survey Questions

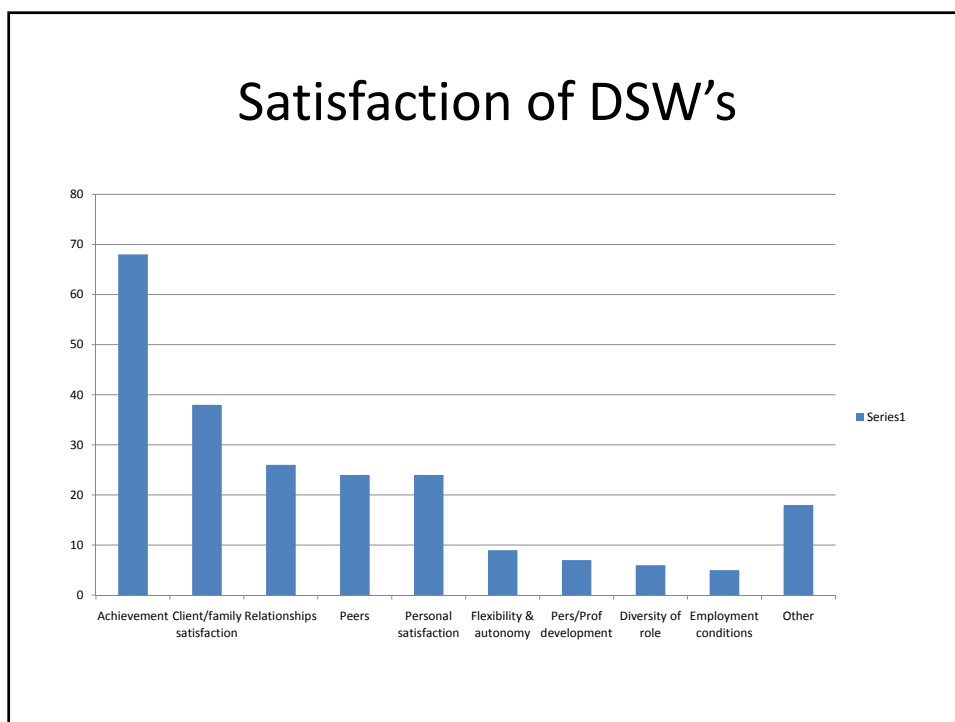
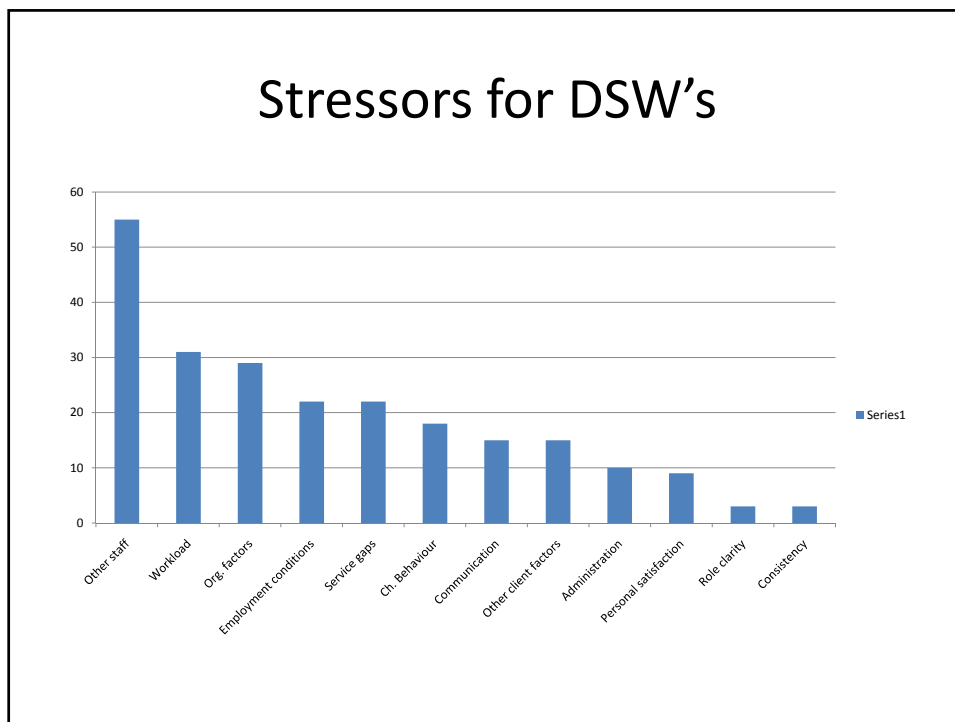
- What are the 3 most influential trends affecting the Disability Sector?
- What are the 3 most important things that make you feel *stressed* at work?
- What are the 3 most important things that make you *satisfied* with your work?

n = 109



Staffing

- Stress and burnout
- Quality of staff
- Commitment
- Retention
- Time
- Role clarity
- Recruitment and turnover
- Adequate numbers
- Remuneration
- Passion



“I love my job, what I do, but job satisfaction doesn't make up for poor pay”

“I'm still learning a lot about different services, ... as I am very new at being a support worker, but I do enjoy my job a lot”

“Although some of my answers are quite negative, I personally am extremely happy being a support worker and I would never think of changing my career path”

Concluding Comments

- The issues that affect staff retention and turnover are generally well understood
- Organisations and States and Territories generally have workforce strategies in place
- Research in the ageing sector indicates that staff perceptions of how their work is viewed is more negative than actual perceptions by service users and the public
- The capacity of staff to empower and encourage service users is linked to training, ongoing supervision and career development

The DSW Conference, 10 years on...

- Valuing people
- Challenging people
- Connecting people

The Centre of Excellence for Behaviour Support

www.centreofexcellenceforbehavioursupport.com.au