# CIS Caller Demographics 2021

# Access Difficulties and Specific Needs

9.78% or 33,085 of callers to CISs were identified by CISs as having specific access difficulties during 2021, an increase on the 8% of all callers with specific needs recorded by services in 2020.

Of the 33,085 callers with specific needs, more than half related to language, literacy and digital access/literacy access.

The ratio of query to caller in this demographic is 2.5, higher than the general caller profile (2.06).

The highest number of queries was recorded in relation to language difficulties (10,287) or 31.09% of the total demographic. There were 7,461 distressed clients recorded by services, representing nearly 23% of CIS callers with specific needs.

3,089 people seeking information, advice and assistance from CISs had *no* online access.

# Table 1 - Access/Specific Needs 2021

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Access/Specific Needs Type | # of Callers with Specific Needs 2021 | % of all Callers with Specific Needs | % of all Callers 2021 | # of Queries 2021 | Ratio Query per Caller |
| Language | 10,287 | 31.09% | 3.04% | 24503 | 2.38 |
| Distressed client | 7461 | 22.55% | 2.21% | 22244 | 2.98 |
| No online/IT Access | 3089 | 9.34% | 0.91% | 7028 | 2.28 |
| Literacy | 2725 | 8.24% | 0.81% | 5223 | 1.92 |
| Mental Health  | 1471 | 4.45% | 0.43% | 3966 | 2.7 |
| Physical  | 1378 | 4.17% | 0.41% | 3762 | 2.73 |
| Digital Literacy | 1209 | 3.65% | 0.36% | 2487 | 2.06 |
| Other  | 1177 | 3.56% | 0.35% | 3247 | 2.76 |
| Challenging Behaviour | 1069 | 3.23% | 0.32% | 2552 | 2.39 |
| Transport/access | 577 | 1.74% | 0.17% | 1728 | 2.99 |
| Accompanied/Supported by family member/friend | 557 | 1.68% | 0.16% |  |  |
| Aural  | 527 | 1.59% | 0.16% | 1212 | 2.3 |
| Intellectual  | 414 | 1.25% | 0.12% | 881 | 2.13 |
| Limited availability due to caring responsibilities | 346 | 1.05% | 0.10% | 988 | 2.86 |
| Speech Difficulty | 268 | 0.81% | 0.08% | 590 | 2.2 |
| CIC translation | 254 | 0.77% | 0.08% | 652 | 2.57 |
| Visual  | 164 | 0.50% | 0.05% | 355 | 2.16 |
| Addiction | 73 | 0.22% | 0.02% | 148 | 2.03 |
| Dementia/Alzheimer’s | 39 | 0.12% | 0.01% | 96 | 2.46 |
| Total  | **33,085** | **100.00%** | **9.78%** | **81,662** | **-** |

# Table 2 – Year on Year Comparison 2021, 2020 and 2019

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Access/Specific Needs | # of Callers | % Callers with Specific Needs 2021 | % Callers with Specific Needs 2020 | % Callers with Specific Needs 2019 |
| Language | 10,287 | 31.09% | 33% | 34% |
| Distress amongst clients | 7,461 | 22.55% | 21% | 15% |
| No online/IT Access | 3,089 | 9.34% | 9% | 6% |
| Literacy | 2,725 | 8.24% | 11% | 16% |
| Mental Health  | 1,471 | 4.45% | 5% | 5% |
| Physical  | 1,378 | 4.17% | 5% | 5% |
| Digital Literacy\* | 1,209 | 3.65% | N/A | N/A |
| Other  | 1,177 | 3.56% | 4% | 3% |
| Challenging behaviour | 1,069 | 3.23% | 2% | 3% |
| Transport/access | 577 | 1.74% | 2% | 1% |
| Accompanied/Supported by family member/friend | 557 | 1.68% | 3% | 5% |
| Aural/Hearing | 527 | 1.59% | 2% | 2% |
| Intellectual  | 414 | 1.25% | 2% | 2% |
| Limited availability due to caring responsibilities | 346 | 1.05% | 0% | 0% |
| Speech Difficulty | 268 | 0.81% | 1% | 1% |
| CIC translation | 254 | 0.77% | 1% | 0% |
| Visual  | 164 | 0.50% | 1% | 1% |
| Addiction | 73 | 0.22% | N/A | N/A |
| Dementia/Alzheimer’s | 39 | 0.12% |  0% | 0% |
| *Total*  | ***33,085*** | **100.00%** | **100.00%** | **100.00%** |

*\*New category requested by services in April 2021*