

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

