

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1A: DEMOGRAPHICS - STATE / GENDER

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07	
			Male	Female								
BASE: Receives CSDA Accommodation Service		1529	764	765	532	99	631	476	50	245	898	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
STATE	NSW		220	121	99	90	13	103	63	16	19	117
		%	14.4%	15.8%	12.9%	16.9%	13.1%	16.3%	13.2%	32.0%	7.8%	13.0%
	Vic		242	128	114	58	40	98	87	7	16	144
		%	15.8%	16.8%	14.9%	10.9%	40.4%	15.5%	18.3%	14.0%	6.5%	16.0%
	Qld		236	109	127	113	2	115	45	4	64	121
		%	15.4%	14.3%	16.6%	21.2%	2.0%	18.2%	9.5%	8.0%	26.1%	13.5%
	WA		258	123	135	76	19	95	79	17	50	163
		%	16.9%	16.1%	17.6%	14.3%	19.2%	15.1%	16.6%	34.0%	20.4%	18.2%
	SA		307	146	161	158	9	167	49	5	64	140
		%	20.1%	19.1%	21.0%	29.7%	9.1%	26.5%	10.3%	10.0%	26.1%	15.6%
	Tas		139	71	68	36	14	50	60	1	26	89
		%	9.1%	9.3%	8.9%	6.8%	14.1%	7.9%	12.6%	2.0%	10.6%	9.9%
	NT		38	27	11				20		5	38
		%	2.5%	3.5%	1.4%				4.2%		2.0%	4.2%
	ACT		89	39	50	1	2	3	73		1	86
		%	5.8%	5.1%	6.5%	.2%	2.0%	.5%	15.3%		.4%	9.6%
	GENDER OF CLIENT	Male		764	764	242	50	292	249	29	120	472
			%	50.0%	100.0%		45.5%	50.5%	46.3%	52.3%	58.0%	49.0%
Female			765		765	290	49	339	227	21	125	426
		%	50.0%		100.0%	54.5%	49.5%	53.7%	47.7%	42.0%	51.0%	47.4%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1A (cont'd): DEMOGRAPHICS - STATE / GENDER

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Receives CSDA Accommodation Service		1529	1282	247	197	163	1144	157	940	41	218	38	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
STATE	NSW		220	144	76	25	18	171	7	161	1	25	3
		%	14.4%	11.2%	30.8%	12.7%	11.0%	14.9%	4.5%	17.1%	2.4%	11.5%	7.9%
	Vic		242	188	54	34	15	183	20	148	2	47	5
		%	15.8%	14.7%	21.9%	17.3%	9.2%	16.0%	12.7%	15.7%	4.9%	21.6%	13.2%
	Qld		236	158	78	34	29	173	25	130	12	59	2
		%	15.4%	12.3%	31.6%	17.3%	17.8%	15.1%	15.9%	13.8%	29.3%	27.1%	5.3%
	WA		258	243	15	40	30	187	22	171	4	47	2
		%	16.9%	19.0%	6.1%	20.3%	18.4%	16.3%	14.0%	18.2%	9.8%	21.6%	5.3%
	SA		307	283	24	37	46	222	43	150	5	15	26
		%	20.1%	22.1%	9.7%	18.8%	28.2%	19.4%	27.4%	16.0%	12.2%	6.9%	68.4%
	Tas		139	139		16	17	100	35	88	2	10	
		%	9.1%	10.8%		8.1%	10.4%	8.7%	22.3%	9.4%	4.9%	4.6%	
	NT		38	38		2	4	32	2	17	13	6	
		%	2.5%	3.0%		1.0%	2.5%	2.8%	1.3%	1.8%	31.7%	2.8%	
ACT		89	89		9	4	76	3	75	2	9		
	%	5.8%	6.9%		4.6%	2.5%	6.6%	1.9%	8.0%	4.9%	4.1%		
GENDER OF CLIENT	Male		764	643	121	101	81	564	90	453	27	112	10
		%	50.0%	50.2%	49.0%	51.3%	49.7%	49.3%	57.3%	48.2%	65.9%	51.4%	26.3%
	Female		765	639	126	96	82	580	67	487	14	106	28
		%	50.0%	49.8%	51.0%	48.7%	50.3%	50.7%	42.7%	51.8%	34.1%	48.6%	73.7%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1A (cont'd): DEMOGRAPHICS - STATE / GENDER

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE					
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus		
BASE: Receives CSDA Accommodation Service		1529	973	556	781	192	710	259	377	284	211	648		
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
STATE	NSW		220	108	112	83	25	72	36	62	50	27	81	
		%	14.4%	11.1%	20.1%	10.6%	13.0%	10.1%	13.9%	16.4%	17.6%	12.8%	12.5%	
	Vic		242	143	99	110	33	114	28	55	45	37	103	
		%	15.8%	14.7%	17.8%	14.1%	17.2%	16.1%	10.8%	14.6%	15.8%	17.5%	15.9%	
	Qld		236	160	76	137	23	109	51	74	37	30	93	
		%	15.4%	16.4%	13.7%	17.5%	12.0%	15.4%	19.7%	19.6%	13.0%	14.2%	14.4%	
	WA		258	182	76	148	34	137	44	58	54	41	103	
		%	16.9%	18.7%	13.7%	19.0%	17.7%	19.3%	17.0%	15.4%	19.0%	19.4%	15.9%	
	SA		307	214	93	192	22	143	69	61	61	45	139	
		%	20.1%	22.0%	16.7%	24.6%	11.5%	20.1%	26.6%	16.2%	21.5%	21.3%	21.5%	
	Tas		139	98	41	61	37	80	18	24	16	23	75	
		%	9.1%	10.1%	7.4%	7.8%	19.3%	11.3%	6.9%	6.4%	5.6%	10.9%	11.6%	
	NT		38	18	20	15	3	13	5	15	3	4	15	
		%	2.5%	1.8%	3.6%	1.9%	1.6%	1.8%	1.9%	4.0%	1.1%	1.9%	2.3%	
	ACT		89	50	39	35	15	42	8	28	18	4	39	
		%	5.8%	5.1%	7.0%	4.5%	7.8%	5.9%	3.1%	7.4%	6.3%	1.9%	6.0%	
	GENDER OF CLIENT	Male		764	519	245	404	115	400	115	178	141	109	334
			%	50.0%	53.3%	44.1%	51.7%	59.9%	56.3%	44.4%	47.2%	49.6%	51.7%	51.5%
Female			765	454	311	377	77	310	144	199	143	102	314	
		%	50.0%	46.7%	55.9%	48.3%	40.1%	43.7%	55.6%	52.8%	50.4%	48.3%	48.5%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1A (cont'd): DEMOGRAPHICS - STATE / GENDER

		TOTAL	STATE									
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT		
BASE: Receives CSDA Accommodation Service		1529	220	242	236	258	307	139	38	89		
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
STATE	NSW		220									
		%	100.0%	100.0%								
	Vic		242		242							
		%	100.0%		100.0%							
	Qld		236			236						
		%	100.0%			100.0%						
	WA		258				258					
		%	100.0%				100.0%					
	SA		307					307				
		%	100.0%					100.0%				
	Tas		139						139			
		%	100.0%						100.0%			
	NT		38							38		
		%	100.0%							100.0%		
	ACT		89								89	
		%	100.0%								100.0%	
	GENDER OF CLIENT	Male		764	121	128	109	123	146	71	27	39
			%	50.0%	55.0%	52.9%	46.2%	47.7%	47.6%	51.1%	71.1%	43.8%
Female			765	99	114	127	135	161	68	11	50	
		%	50.0%	45.0%	47.1%	53.8%	52.3%	52.4%	48.9%	28.9%	56.2%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1B: DEMOGRAPHICS - AGE

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07	
			Male	Female								
BASE: Receives CSDA Accommodation Service		1529	764	765	532	99	631	476	50	245	898	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
AGE	18-34		377	178	199	114	13	127	146	3	53	250
		%	24.7%	23.3%	26.0%	21.4%	13.1%	20.1%	30.7%	6.0%	21.6%	27.8%
	35-44		284	141	143	141	10	151	75	10	32	133
		%	18.6%	18.5%	18.7%	26.5%	10.1%	23.9%	15.8%	20.0%	13.1%	14.8%
	45-54		211	109	102	85	16	101	65	11	27	110
		%	13.8%	14.3%	13.3%	16.0%	16.2%	16.0%	13.7%	22.0%	11.0%	12.2%
	55 plus		648	334	314	190	60	250	187	26	131	398
		%	42.4%	43.7%	41.0%	35.7%	60.6%	39.6%	39.3%	52.0%	53.5%	44.3%
	No response		9	2	7	2		2	3		2	7
		%	.6%	.3%	.9%	.4%		.3%	.6%		.8%	.8%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1B (cont'd): DEMOGRAPHICS - AGE

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Receives CSDA Accommodation Service		1529	1282	247	197	163	1144	157	940	41	218	38	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
AGE	18-34		377	285	92	51	31	293	24	278	8	34	3
		%	24.7%	22.2%	37.2%	25.9%	19.0%	25.6%	15.3%	29.6%	19.5%	15.6%	7.9%
	35-44		284	234	50	20	25	232	15	193	4	38	4
		%	18.6%	18.3%	20.2%	10.2%	15.3%	20.3%	9.6%	20.5%	9.8%	17.4%	10.5%
	45-54		211	173	38	28	13	166	27	140	3	29	2
		%	13.8%	13.5%	15.4%	14.2%	8.0%	14.5%	17.2%	14.9%	7.3%	13.3%	5.3%
	55 plus		648	582	66	95	94	447	90	323	26	116	29
		%	42.4%	45.4%	26.7%	48.2%	57.7%	39.1%	57.3%	34.4%	63.4%	53.2%	76.3%
	No response		9	8	1	3		6	1	6		1	
		%	.6%	.6%	.4%	1.5%		.5%	.6%	.6%		.5%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1B (cont'd): DEMOGRAPHICS - AGE

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE				
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus	
BASE: Receives CSDA Accommodation Service		1529	973	556	781	192	710	259	377	284	211	648	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
AGE	18-34		377	183	194	152	31	124	58	377			
		%	24.7%	18.8%	34.9%	19.5%	16.1%	17.5%	22.4%	100.0%			
	35-44		284	173	111	131	42	131	42		284		
		%	18.6%	17.8%	20.0%	16.8%	21.9%	18.5%	16.2%		100.0%		
	45-54		211	151	60	112	39	122	29			211	
		%	13.8%	15.5%	10.8%	14.3%	20.3%	17.2%	11.2%			100.0%	
	55 plus		648	464	184	384	80	333	128				648
		%	42.4%	47.7%	33.1%	49.2%	41.7%	46.9%	49.4%				100.0%
	No response		9	2	7	2			2				
		%	.6%	.2%	1.3%	.3%			.8%				

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1B (cont'd): DEMOGRAPHICS - AGE

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Accommodation Service		1529	220	242	236	258	307	139	38	89	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
AGE	18-34		377	62	55	74	58	61	24	15	28
		%	24.7%	28.2%	22.7%	31.4%	22.5%	19.9%	17.3%	39.5%	31.5%
	35-44		284	50	45	37	54	61	16	3	18
		%	18.6%	22.7%	18.6%	15.7%	20.9%	19.9%	11.5%	7.9%	20.2%
	45-54		211	27	37	30	41	45	23	4	4
		%	13.8%	12.3%	15.3%	12.7%	15.9%	14.7%	16.5%	10.5%	4.5%
	55 plus		648	81	103	93	103	139	75	15	39
		%	42.4%	36.8%	42.6%	39.4%	39.9%	45.3%	54.0%	39.5%	43.8%
	No response		9		2	2	2	1	1	1	
		%	.6%		.8%	.8%	.8%	.3%	.7%	2.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1C: DEMOGRAPHICS - PRIMARY DISABILITY

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Receives CSDA Accommodation Service		1529	764	765	532	99	631	476	50	245	898
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Disability	Developmental delay	56	24	32	27	3	30	17		5	26
	%	3.7%	3.1%	4.2%	5.1%	3.0%	4.8%	3.6%		2.0%	2.9%
	Intellectual (including Down Syndrome)	866	419	447	291	54	345	346	1	111	521
	%	56.6%	54.8%	58.4%	54.7%	54.5%	54.7%	72.7%	2.0%	45.3%	58.0%
	Specific learning/Attention Deficit Disorder	4	2	2							4
	%	.3%	.3%	.3%							.4%
	Autism	14	8	6				7		3	14
	%	.9%	1.0%	.8%				1.5%		1.2%	1.6%
	Physical	218	112	106	56	25	81	45	36	42	137
	%	14.3%	14.7%	13.9%	10.5%	25.3%	12.8%	9.5%	72.0%	17.1%	15.3%
	Acquired brain injury	108	71	37	64	4	68	19	1	18	40
	%	7.1%	9.3%	4.8%	12.0%	4.0%	10.8%	4.0%	2.0%	7.3%	4.5%
	Deaf/blind (dual sensory)	2	1	1				1		1	2
	%	.1%	.1%	.1%				.2%		.4%	.2%
	Vision (sensory)	31	5	26	3	1	4	1		24	27
	%	2.0%	.7%	3.4%	.6%	1.0%	.6%	.2%		9.8%	3.0%
	Hearing (sensory)	2	2							1	2
%	.1%	.3%							.4%	.2%	
Speech (sensory)	3	2	1				1		2	3	
%	.2%	.3%	.1%				.2%		.8%	.3%	
Psychiatric	41	27	14	1	3	4	5	1	11	37	
%	2.7%	3.5%	1.8%	.2%	3.0%	.6%	1.1%	2.0%	4.5%	4.1%	
Neurological (inc epilepsy/Alzheimer's)	49	19	30	23	1	24	12	11	2	25	
%	3.2%	2.5%	3.9%	4.3%	1.0%	3.8%	2.5%	22.0%	.8%	2.8%	
No response	135	72	63	67	8	75	22		25	60	
%	8.8%	9.4%	8.2%	12.6%	8.1%	11.9%	4.6%		10.2%	6.7%	
COGNITIVE DISABILITY - SUMMARY	157	90	67	87	5	92	31	12	20	65	
%	10.3%	11.8%	8.8%	16.4%	5.1%	14.6%	6.5%	24.0%	8.2%	7.2%	
INTELLECTUAL/ SPECIFIC LEARNING DISABILITY - SUMMARY	940	453	487	318	57	375	370	1	119	565	
%	61.5%	59.3%	63.7%	59.8%	57.6%	59.4%	77.7%	2.0%	48.6%	62.9%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1C: DEMOGRAPHICS - PRIMARY DISABILITY (cont.)

			TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
				Male	Female							
Primary Disability	SENSORY DISABILITY - SUMMARY		38	10	28	3	1	4	3		28	34
		%	2.5%	1.3%	3.7%	.6%	1.0%	.6%	.6%		11.4%	3.8%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

Productivity Commission
Job Number: 98196

TABLE 1C (cont'd): DEMOGRAPHICS - PRIMARY DISABILITY

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service		1529	1282	247	197	163	1144	157	940	41	218	38
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Disability	Developmental delay	56	31	25	4	4	46		56			
	%	3.7%	2.4%	10.1%	2.0%	2.5%	4.0%		6.0%			
	Intellectual (including Down Syndrome)	866	688	178	77	65	705		866			
	%	56.6%	53.7%	72.1%	39.1%	39.9%	61.6%		92.1%			
	Specific learning/Attention Deficit Disorder	4	3	1	4				4			
	%	.3%	.2%	.4%	2.0%				.4%			
	Autism	14	13	1	3	3	7		14			
	%	.9%	1.0%	.4%	1.5%	1.8%	.6%		1.5%			
	Physical	218	203	15	51	34	133				218	
	%	14.3%	15.8%	6.1%	25.9%	20.9%	11.6%				100.0%	
	Acquired brain injury	108	101	7	15	8	83	108				
	%	7.1%	7.9%	2.8%	7.6%	4.9%	7.3%	68.8%				
	Deaf/blind (dual sensory)	2	2		1		1					2
	%	.1%	.2%		.5%		.1%					5.3%
	Vision (sensory)	31	31		8	17	6					31
	%	2.0%	2.4%		4.1%	10.4%	.5%					81.6%
	Hearing (sensory)	2	2			2						2
	%	.1%	.2%			1.2%						5.3%
	Speech (sensory)	3	1	2		1	2					3
	%	.2%	.1%	.8%		.6%	.2%					7.9%
Psychiatric	41	30	11	5	13	23			41			
%	2.7%	2.3%	4.5%	2.5%	8.0%	2.0%			100.0%			
Neurological (inc epilepsy/Alzheimer's)	49	47	2	11	3	35	49					
%	3.2%	3.7%	.8%	5.6%	1.8%	3.1%	31.2%					
No response	135	130	5	18	13	103						
%	8.8%	10.1%	2.0%	9.1%	8.0%	9.0%						
COGNITIVE DISABILITY - SUMMARY	157	148	9	26	11	118	157					
%	10.3%	11.5%	3.6%	13.2%	6.7%	10.3%	100.0%					
INTELLECTUAL/ SPECIFIC LEARNING DISABILITY -	940	735	205	88	72	758		940				
%	61.5%	57.3%	83.0%	44.7%	44.2%	66.3%		100.0%				
SENSORY DISABILITY - SUMMARY	38	36	2	9	20	9					38	
%	2.5%	2.8%	.8%	4.6%	12.3%	.8%					100.0%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

Productivity Commission
Job Number: 98196

TABLE 1C (cont'd): DEMOGRAPHICS - PRIMARY DISABILITY

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service		1529	973	556	781	192	710	259	377	284	211	648
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Disability	Developmental delay	56	19	37	18	1	15	4	21	15	4	16
	%	3.7%	2.0%	6.7%	2.3%	.5%	2.1%	1.5%	5.6%	5.3%	1.9%	2.5%
	Intellectual (including Down Syndrome)	866	522	344	387	135	425	96	245	177	135	303
	%	56.6%	53.6%	61.9%	49.6%	70.3%	59.9%	37.1%	65.0%	62.3%	64.0%	46.8%
	Specific learning/Attention Deficit Disorder	4	3	1	3		1	2	4			
	%	.3%	.3%	.2%	.4%		.1%	.8%	1.1%			
	Autism	14	7	7	4	3	7		8	1	1	4
	%	.9%	.7%	1.3%	.5%	1.6%	1.0%		2.1%	.4%	.5%	.6%
	Physical	218	186	32	164	22	107	78	34	38	29	116
	%	14.3%	19.1%	5.8%	21.0%	11.5%	15.1%	30.1%	9.0%	13.4%	13.7%	17.9%
	Acquired brain injury	108	77	31	62	15	71	6	15	12	14	67
	%	7.1%	7.9%	5.6%	7.9%	7.8%	10.0%	2.3%	4.0%	4.2%	6.6%	10.3%
	Deaf/blind (dual sensory)	2		2							1	1
	%	.1%		.4%							.5%	.2%
	Vision (sensory)	31	30	1	30		3	27	2	1	1	27
	%	2.0%	3.1%	.2%	3.8%		.4%	10.4%	.5%	.4%	.5%	4.2%
	Hearing (sensory)	2	2		1	1	2			1		1
	%	.1%	.2%		.1%	.5%	.3%			.4%		.2%
Speech (sensory)	3	1	2	1		1		1	2			
%	.2%	.1%	.4%	.1%		.1%		.3%	.7%			
Psychiatric	41	38	3	38		22	16	8	4	3	26	
%	2.7%	3.9%	.5%	4.9%		3.1%	6.2%	2.1%	1.4%	1.4%	4.0%	
Neurological (inc epilepsy/Alzheimer's)	49	30	19	23	7	26	3	9	3	13	23	
%	3.2%	3.1%	3.4%	2.9%	3.6%	3.7%	1.2%	2.4%	1.1%	6.2%	3.5%	
No response	135	58	77	50	8	30	27	30	30	10	64	
%	8.8%	6.0%	13.8%	6.4%	4.2%	4.2%	10.4%	8.0%	10.6%	4.7%	9.9%	
COGNITIVE DISABILITY - SUMMARY	157	107	50	85	22	97	9	24	15	27	90	
%	10.3%	11.0%	9.0%	10.9%	11.5%	13.7%	3.5%	6.4%	5.3%	12.8%	13.9%	
INTELLECTUAL/ SPECIFIC LEARNING DISABILITY -	940	551	389	412	139	448	102	278	193	140	323	
%	61.5%	56.6%	70.0%	52.8%	72.4%	63.1%	39.4%	73.7%	68.0%	66.4%	49.8%	
SENSORY DISABILITY - SUMMARY	38	33	5	32	1	6	27	3	4	2	29	
%	2.5%	3.4%	.9%	4.1%	.5%	.8%	10.4%	.8%	1.4%	.9%	4.5%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1C (cont'd): DEMOGRAPHICS - PRIMARY DISABILITY

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Accommodation Service		1529	220	242	236	258	307	139	38	89
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Disability	Developmental delay	56	31	10	1	1	2	2		9
	%	3.7%	14.1%	4.1%	.4%	.4%	.7%	1.4%		10.1%
	Intellectual (including Down Syndrome)	866	125	134	127	168	148	84	16	64
	%	56.6%	56.8%	55.4%	53.8%	65.1%	48.2%	60.4%	42.1%	71.9%
	Specific learning/Attention Deficit Disorder	4	1	3						
	%	.3%	.5%	1.2%						
	Autism	14	4	1	2	2		2	1	2
	%	.9%	1.8%	.4%	.8%	.8%		1.4%	2.6%	2.2%
	Physical	218	25	47	59	47	15	10	6	9
	%	14.3%	11.4%	19.4%	25.0%	18.2%	4.9%	7.2%	15.8%	10.1%
	Acquired brain injury	108	5	13	21	11	22	32	1	3
	%	7.1%	2.3%	5.4%	8.9%	4.3%	7.2%	23.0%	2.6%	3.4%
	Deaf/blind (dual sensory)	2	1		1					
	%	.1%	.5%		.4%					
	Vision (sensory)	31	1	3	1	1	25			
	%	2.0%	.5%	1.2%	.4%	.4%	8.1%			
	Hearing (sensory)	2		1		1				
	%	.1%		.4%		.4%				
Speech (sensory)	3	1	1			1				
%	.2%	.5%	.4%			.3%				
Psychiatric	41	1	2	12	4	5	2	13	2	
%	2.7%	.5%	.8%	5.1%	1.6%	1.6%	1.4%	34.2%	2.2%	
Neurological (inc epilepsy/Alzheimer's)	49	2	7	4	11	21	3	1		
%	3.2%	.9%	2.9%	1.7%	4.3%	6.8%	2.2%	2.6%		
No response	135	23	20	8	12	68	4			
%	8.8%	10.5%	8.3%	3.4%	4.7%	22.1%	2.9%			

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1C (cont'd): DEMOGRAPHICS - PRIMARY DISABILITY (cont.)

			TOTAL	STATE							
				NSW	Vic	Qld	WA	SA	Tas	NT	ACT
Primary Disability	COGNITIVE DISABILITY - SUMMARY		157	7	20	25	22	43	35	2	3
		%	10.3%	3.2%	8.3%	10.6%	8.5%	14.0%	25.2%	5.3%	3.4%
	INTELLECTUAL/ SPECIFIC LEARNING DISABILITY -		940	161	148	130	171	150	88	17	75
		%	61.5%	73.2%	61.2%	55.1%	66.3%	48.9%	63.3%	44.7%	84.3%
	SENSORY DISABILITY - SUMMARY		38	3	5	2	2	26			
		%	2.5%	1.4%	2.1%	.8%	.8%	8.5%			

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1D: DEMOGRAPHICS - ALL DISABILITY TYPES

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Receives CSDA Accommodation Service		1529	764	765	532	99	631	476	50	245	898
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
All disability types	INTELLECTUAL / SPECIFIC LEARNING DISABILITY - SUMMARY	1003	481	522	338	58	396	396	1	132	607
	%	65.6%	63.0%	68.2%	63.5%	58.6%	62.8%	83.2%	2.0%	53.9%	67.6%
	Intellectual (including Down Syndrome)	937	450	487	317	55	372	375	1	122	565
	%	61.3%	58.9%	63.7%	59.6%	55.6%	59.0%	78.8%	2.0%	49.8%	62.9%
	Physical	504	249	255	206	35	241	125	45	73	263
	%	33.0%	32.6%	33.3%	38.7%	35.4%	38.2%	26.3%	90.0%	29.8%	29.3%
	SENSORY DISABILITY - SUMMARY	441	204	237	190	27	217	162	2	47	224
	%	28.8%	26.7%	31.0%	35.7%	27.3%	34.4%	34.0%	4.0%	19.2%	24.9%
	COGNITIVE DISABILITY - SUMMARY	371	184	187	198	17	215	103	12	32	156
	%	24.3%	24.1%	24.4%	37.2%	17.2%	34.1%	21.6%	24.0%	13.1%	17.4%
	Speech (sensory)	326	161	165	157	20	177	122	2	16	149
	%	21.3%	21.1%	21.6%	29.5%	20.2%	28.1%	25.6%	4.0%	6.5%	16.6%
	Neurological (inc epilepsy/Alzheimer's)	289	133	156	154	15	169	88	11	15	120
	%	18.9%	17.4%	20.4%	28.9%	15.2%	26.8%	18.5%	22.0%	6.1%	13.4%
	No response	134	72	62	67	8	75	22		25	59
	%	8.8%	9.4%	8.1%	12.6%	8.1%	11.9%	4.6%		10.2%	6.6%
	Developmental delay	129	57	72	70	9	79	37		9	50
	%	8.4%	7.5%	9.4%	13.2%	9.1%	12.5%	7.8%		3.7%	5.6%
	Vision (sensory)	129	55	74	45	8	53	40		30	76
	%	8.4%	7.2%	9.7%	8.5%	8.1%	8.4%	8.4%		12.2%	8.5%
Acquired brain injury	113	74	39	65	5	70	20	1	19	43	
%	7.4%	9.7%	5.1%	12.2%	5.1%	11.1%	4.2%	2.0%	7.8%	4.8%	
Psychiatric	114	57	57	30	12	42	34	1	16	72	
%	7.5%	7.5%	7.5%	5.6%	12.1%	6.7%	7.1%	2.0%	6.5%	8.0%	
Hearing (sensory)	70	40	30	22	6	28	28		9	42	
%	4.6%	5.2%	3.9%	4.1%	6.1%	4.4%	5.9%		3.7%	4.7%	
Autism	44	22	22	13	1	14	21		5	30	
%	2.9%	2.9%	2.9%	2.4%	1.0%	2.2%	4.4%		2.0%	3.3%	
Specific learning/Attention Deficit Disorder	24	11	13	8	1	9	9		1	15	
%	1.6%	1.4%	1.7%	1.5%	1.0%	1.4%	1.9%		.4%	1.7%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1D: DEMOGRAPHICS - ALL DISABILITY TYPES (cont.)

			TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
				Male	Female							
All disability types	Deaf/blind (dual sensory)		13	7	6	5		5	7		1	8
		%	.9%	.9%	.8%	.9%		.8%	1.5%		.4%	.9%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

Productivity Commission
Job Number: 98196

TABLE 1D (cont'd): DEMOGRAPHICS - ALL DISABILITY TYPES

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service		1529	1282	247	197	163	1144	157	940	41	218	38
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
All disability types	INTELLECTUAL / SPECIFIC LEARNING DISABILITY -	1003	788	215	94	80	806	20	940	8	29	6
	%	65.6%	61.5%	87.0%	47.7%	49.1%	70.5%	12.7%	100.0%	19.5%	13.3%	15.8%
	Intellectual (including Down Syndrome)	937	738	199	81	72	763	15	884	5	29	4
	%	61.3%	57.6%	80.6%	41.1%	44.2%	66.7%	9.6%	94.0%	12.2%	13.3%	10.5%
	Physical	504	451	53	76	55	367	94	181	1	218	10
	%	33.0%	35.2%	21.5%	38.6%	33.7%	32.1%	59.9%	19.3%	2.4%	100.0%	26.3%
	SENSORY DISABILITY - SUMMARY	441	359	82	29	30	372	49	314	1	38	38
	%	28.8%	28.0%	33.2%	14.7%	18.4%	32.5%	31.2%	33.4%	2.4%	17.4%	100.0%
	COGNITIVE DISABILITY - SUMMARY	371	306	65	38	19	308	157	191	2	20	1
	%	24.3%	23.9%	26.3%	19.3%	11.7%	26.9%	100.0%	20.3%	4.9%	9.2%	2.6%
	Speech (sensory)	326	258	68	16	11	290	43	249	1	29	3
	%	21.3%	20.1%	27.5%	8.1%	6.7%	25.3%	27.4%	26.5%	2.4%	13.3%	7.9%
	Neurological (inc epilepsy/Alzheimer's)	289	229	60	26	9	249	80	188		20	1
	%	18.9%	17.9%	24.3%	13.2%	5.5%	21.8%	51.0%	20.0%		9.2%	2.6%
	Developmental delay	129	78	51	7	5	114	7	117	2	2	1
	%	8.4%	6.1%	20.6%	3.6%	3.1%	10.0%	4.5%	12.4%	4.9%	.9%	2.6%
	Vision (sensory)	129	111	18	15	17	94	13	74		11	31
	%	8.4%	8.7%	7.3%	7.6%	10.4%	8.2%	8.3%	7.9%		5.0%	81.6%
	Psychiatric	114	88	26	8	16	89	5	63	41	4	1
	%	7.5%	6.9%	10.5%	4.1%	9.8%	7.8%	3.2%	6.7%	100.0%	1.8%	2.6%
Acquired brain injury	113	104	9	15	10	86	108	3	2			
%	7.4%	8.1%	3.6%	7.6%	6.1%	7.5%	68.8%	.3%	4.9%			
No response	134	130	4	17	13	103						
%	8.8%	10.1%	1.6%	8.6%	8.0%	9.0%						
Hearing (sensory)	70	54	16	4	7	56	2	56		6	6	
%	4.6%	4.2%	6.5%	2.0%	4.3%	4.9%	1.3%	6.0%		2.8%	15.8%	
Autism	44	33	11	4	4	35	1	42			1	
%	2.9%	2.6%	4.5%	2.0%	2.5%	3.1%	.6%	4.5%			2.6%	
Specific learning/Attention Deficit Disorder	24	17	7	6	1	16	5	18	1			
%	1.6%	1.3%	2.8%	3.0%	.6%	1.4%	3.2%	1.9%	2.4%			
Deaf/blind (dual sensory)	13	12	1	2		11	1	8		1	3	
%	.9%	.9%	.4%	1.0%		1.0%	.6%	.9%		.5%	7.9%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

Productivity Commission
Job Number: 98196

TABLE 1D (cont'd): DEMOGRAPHICS - ALL DISABILITY TYPES

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service		1529	973	556	781	192	710	259	377	284	211	648
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
All disability types	INTELLECTUAL / SPECIFIC LEARNING DISABILITY -	1003	586	417	438	148	478	107	300	204	145	346
	%	65.6%	60.2%	75.0%	56.1%	77.1%	67.3%	41.3%	79.6%	71.8%	68.7%	53.4%
	Intellectual (including Down Syndrome)	937	554	383	410	144	451	102	276	193	139	321
	%	61.3%	56.9%	68.9%	52.5%	75.0%	63.5%	39.4%	73.2%	68.0%	65.9%	49.5%
	Physical	504	334	170	268	66	236	96	112	84	72	232
	%	33.0%	34.3%	30.6%	34.3%	34.4%	33.2%	37.1%	29.7%	29.6%	34.1%	35.8%
	SENSORY DISABILITY - SUMMARY	441	188	253	119	69	151	37	130	78	52	177
	%	28.8%	19.3%	45.5%	15.2%	35.9%	21.3%	14.3%	34.5%	27.5%	24.6%	27.3%
	COGNITIVE DISABILITY - SUMMARY	371	185	186	140	45	157	27	102	59	54	152
	%	24.3%	19.0%	33.5%	17.9%	23.4%	22.1%	10.4%	27.1%	20.8%	25.6%	23.5%
	Speech (sensory)	326	107	219	55	52	103	4	110	64	36	112
	%	21.3%	11.0%	39.4%	7.0%	27.1%	14.5%	1.5%	29.2%	22.5%	17.1%	17.3%
	Neurological (inc epilepsy/Alzheimer's)	289	121	168	88	33	100	20	86	51	44	104
	%	18.9%	12.4%	30.2%	11.3%	17.2%	14.1%	7.7%	22.8%	18.0%	20.9%	16.0%
	Vision (sensory)	129	82	47	65	17	50	32	30	17	14	67
	%	8.4%	8.4%	8.5%	8.3%	8.9%	7.0%	12.4%	8.0%	6.0%	6.6%	10.3%
	No response	134	58	76	50	8	30	27	29	30	10	64
	%	8.8%	6.0%	13.7%	6.4%	4.2%	4.2%	10.4%	7.7%	10.6%	4.7%	9.9%
	Psychiatric	114	85	29	72	13	62	23	25	21	17	51
	%	7.5%	8.7%	5.2%	9.2%	6.8%	8.7%	8.9%	6.6%	7.4%	8.1%	7.9%
Acquired brain injury	113	82	31	65	17	75	7	17	13	14	69	
%	7.4%	8.4%	5.6%	8.3%	8.9%	10.6%	2.7%	4.5%	4.6%	6.6%	10.6%	
Developmental delay	129	41	88	34	7	32	9	44	31	13	39	
%	8.4%	4.2%	15.8%	4.4%	3.6%	4.5%	3.5%	11.7%	10.9%	6.2%	6.0%	
Hearing (sensory)	70	40	30	20	20	33	7	13	10	11	35	
%	4.6%	4.1%	5.4%	2.6%	10.4%	4.6%	2.7%	3.4%	3.5%	5.2%	5.4%	
Autism	44	17	27	10	7	14	3	25	5	3	11	
%	2.9%	1.7%	4.9%	1.3%	3.6%	2.0%	1.2%	6.6%	1.8%	1.4%	1.7%	
Specific learning/Attention Deficit Disorder	24	16	8	13	3	13	3	11	7	1	5	
%	1.6%	1.6%	1.4%	1.7%	1.6%	1.8%	1.2%	2.9%	2.5%	.5%	.8%	
Deaf/blind (dual sensory)	13	5	8	3	2	5		7		2	4	
%	.9%	.5%	1.4%	.4%	1.0%	.7%		1.9%		.9%	.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1D (cont'd): DEMOGRAPHICS - ALL DISABILITY TYPES

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Accommodation Service		1529	220	242	236	258	307	139	38	89
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
All disability types	INTELLECTUAL / SPECIFIC LEARNING DISABILITY -	1003	167	163	142	179	158	94	24	76
	%	65.6%	75.9%	67.4%	60.2%	69.4%	51.5%	67.6%	63.2%	85.4%
	Intellectual (including Down Syndrome)	937	142	148	138	176	155	90	24	64
	%	61.3%	64.5%	61.2%	58.5%	68.2%	50.5%	64.7%	63.2%	71.9%
	Physical	504	57	74	112	92	91	50	10	18
	%	33.0%	25.9%	30.6%	47.5%	35.7%	29.6%	36.0%	26.3%	20.2%
	SENSORY DISABILITY - SUMMARY	441	81	80	86	54	75	34	20	11
	%	28.8%	36.8%	33.1%	36.4%	20.9%	24.4%	24.5%	52.6%	12.4%
	COGNITIVE DISABILITY - SUMMARY	371	60	49	69	47	69	57	12	8
	%	24.3%	27.3%	20.2%	29.2%	18.2%	22.5%	41.0%	31.6%	9.0%
	Speech (sensory)	326	65	66	74	31	35	27	20	8
	%	21.3%	29.5%	27.3%	31.4%	12.0%	11.4%	19.4%	52.6%	9.0%
	Neurological (inc epilepsy/Alzheimer's)	289	59	42	59	37	46	31	11	4
	%	18.9%	26.8%	17.4%	25.0%	14.3%	15.0%	22.3%	28.9%	4.5%
	No response	134	23	20	8	11	68	4		
	%	8.8%	10.5%	8.3%	3.4%	4.3%	22.1%	2.9%		
	Developmental delay	129	54	17	29	1	6	11		11
	%	8.4%	24.5%	7.0%	12.3%	.4%	2.0%	7.9%		12.4%
Vision (sensory)	129	17	17	21	15	46	6	4	3	
%	8.4%	7.7%	7.0%	8.9%	5.8%	15.0%	4.3%	10.5%	3.4%	
Psychiatric	114	15	17	21	10	22	7	13	9	
%	7.5%	6.8%	7.0%	8.9%	3.9%	7.2%	5.0%	34.2%	10.1%	
Acquired brain injury	113	5	13	23	12	23	32	1	4	
%	7.4%	2.3%	5.4%	9.7%	4.7%	7.5%	23.0%	2.6%	4.5%	
Hearing (sensory)	70	13	12	7	19	11	4	2	2	
%	4.6%	5.9%	5.0%	3.0%	7.4%	3.6%	2.9%	5.3%	2.2%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1D (cont'd): DEMOGRAPHICS - ALL DISABILITY TYPES (cont.)

			TOTAL	STATE							
				NSW	Vic	Qld	WA	SA	Tas	NT	ACT
All disability types	Autism		44	9	4	14	3	3	3	1	7
		%	2.9%	4.1%	1.7%	5.9%	1.2%	1.0%	2.2%	2.6%	7.9%
	Specific learning/Attention Deficit Disorder		24	2	12	6	1	1	2		
		%	1.6%	.9%	5.0%	2.5%	.4%	.3%	1.4%		
	Deaf/blind (dual sensory)		13	3	1	3	2	4			
		%	.9%	1.4%	.4%	1.3%	.8%	1.3%			

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1E: DEMOGRAPHICS - SAMPLE GROUP

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07	
			Male	Female								
BASE: Receives CSDA Accommodation Service		1529	764	765	532	99	631	476	50	245	898	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
MDS CODE OF PROVIDER	101		494	219	275	494		494				
		%	32.3%	28.7%	35.9%	92.9%		78.3%				
	102		77	35	42		77	77				
		%	5.0%	4.6%	5.5%		77.8%	12.2%				
	103		358	186	172				358			358
		%	23.4%	24.3%	22.5%				75.2%			39.9%
	104		48	27	21	1		1	4	43		47
		%	3.1%	3.5%	2.7%	.2%		.2%	.8%	86.0%		5.2%
	105		221	109	112	8	4	12	17		192	209
		%	14.5%	14.3%	14.6%	1.5%	4.0%	1.9%	3.6%		78.4%	23.3%
	106		2	1	1				1			2
		%	.1%	.1%	.1%				.2%			.2%
	107		19	13	6				3			19
		%	1.2%	1.7%	.8%				.6%			2.1%
	501		61	37	24	7	1	8	2	4	12	53
		%	4.0%	4.8%	3.1%	1.3%	1.0%	1.3%	.4%	8.0%	4.9%	5.9%
	502		249	137	112	22	17	39	91	3	41	210
		%	16.3%	17.9%	14.6%	4.1%	17.2%	6.2%	19.1%	6.0%	16.7%	23.4%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1E (cont'd): DEMOGRAPHICS - SAMPLE GROUP

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service		1529	1282	247	197	163	1144	157	940	41	218	38
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
MDS CODE OF PROVIDER	101	494	431	63			478	83	291	1	54	1
	%	32.3%	33.6%	25.5%			41.8%	52.9%	31.0%	2.4%	24.8%	2.6%
	102	77	64	13			77	5	45		22	
	%	5.0%	5.0%	5.3%			6.7%	3.2%	4.8%		10.1%	
	103	358	310	48	9	7	336	24	288	3	34	1
	%	23.4%	24.2%	19.4%	4.6%	4.3%	29.4%	15.3%	30.6%	7.3%	15.6%	2.6%
	104	48	46	2	30	13	5	14			34	
	%	3.1%	3.6%	.8%	15.2%	8.0%	.4%	8.9%			15.6%	
	105	221	172	49	75	83	62	24	91	7	43	29
	%	14.5%	13.4%	19.8%	38.1%	50.9%	5.4%	15.3%	9.7%	17.1%	19.7%	76.3%
	106	2	1	1			2		1	1		
	%	.1%	.1%	.4%			.2%		.1%	2.4%		
	107	19	16	3	2	3	14		4	14	1	
	%	1.2%	1.2%	1.2%	1.0%	1.8%	1.2%		.4%	34.1%	.5%	
	501	61	42	19	21	22	18	3	26	7	18	3
	%	4.0%	3.3%	7.7%	10.7%	13.5%	1.6%	1.9%	2.8%	17.1%	8.3%	7.9%
	502	249	200	49	60	35	152	4	194	8	12	4
	%	16.3%	15.6%	19.8%	30.5%	21.5%	13.3%	2.5%	20.6%	19.5%	5.5%	10.5%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1E (cont'd): DEMOGRAPHICS - SAMPLE GROUP

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE				
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus	
BASE: Receives CSDA Accommodation Service		1529	973	556	781	192	710	259	377	284	211	648	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
MDS CODE OF PROVIDER	101		494	228	266	177	51	200	25	103	133	81	175
		%	32.3%	23.4%	47.8%	22.7%	26.6%	28.2%	9.7%	27.3%	46.8%	38.4%	27.0%
	102		77	50	27	40	10	44	6	12	7	15	43
		%	5.0%	5.1%	4.9%	5.1%	5.2%	6.2%	2.3%	3.2%	2.5%	7.1%	6.6%
	103		358	192	166	126	66	174	17	107	50	50	149
		%	23.4%	19.7%	29.9%	16.1%	34.4%	24.5%	6.6%	28.4%	17.6%	23.7%	23.0%
	104		48	44	4	42	2	14	30	1	11	12	24
		%	3.1%	4.5%	.7%	5.4%	1.0%	2.0%	11.6%	.3%	3.9%	5.7%	3.7%
	105		221	193	28	173	20	89	104	44	28	21	128
		%	14.5%	19.8%	5.0%	22.2%	10.4%	12.5%	40.2%	11.7%	9.9%	10.0%	19.8%
	106		2	2		2		2				1	1
		%	.1%	.2%		.3%		.3%				.5%	.2%
	107		19	17	2	17		13	4	4	2	1	12
		%	1.2%	1.7%	.4%	2.2%		1.8%	1.5%	1.1%	.7%	.5%	1.9%
	501		61	58	3	56	2	15	43	31	12	3	14
		%	4.0%	6.0%	.5%	7.2%	1.0%	2.1%	16.6%	8.2%	4.2%	1.4%	2.2%
	502		249	189	60	148	41	159	30	75	41	27	102
		%	16.3%	19.4%	10.8%	19.0%	21.4%	22.4%	11.6%	19.9%	14.4%	12.8%	15.7%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1E (cont'd): DEMOGRAPHICS - SAMPLE GROUP

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Accommodation Service		1529	220	242	236	258	307	139	38	89	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
MDS CODE OF PROVIDER	101		494	88	58	98	74	143	33		
		%	32.3%	40.0%	24.0%	41.5%	28.7%	46.6%	23.7%		
	102		77	12	38		14	1	12		
		%	5.0%	5.5%	15.7%		5.4%	.3%	8.6%		
	103		358	42	76	34	50	29	53	20	54
		%	23.4%	19.1%	31.4%	14.4%	19.4%	9.4%	38.1%	52.6%	60.7%
	104		48	16	7	4	17	4			
		%	3.1%	7.3%	2.9%	1.7%	6.6%	1.3%			
	105		221	17	14	53	36	65	28	5	3
		%	14.5%	7.7%	5.8%	22.5%	14.0%	21.2%	20.1%	13.2%	3.4%
	106		2		1	1					
		%	.1%		.4%	.4%					
	107		19	3					3	13	
		%	1.2%	1.4%					2.2%	34.2%	
	501		61	7	12	9	14	14	5		
		%	4.0%	3.2%	5.0%	3.8%	5.4%	4.6%	3.6%		
	502		249	35	36	37	53	51	5		32
		%	16.3%	15.9%	14.9%	15.7%	20.5%	16.6%	3.6%		36.0%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1F: DEMOGRAPHICS - PERSON UNDERTAKING INTERVIEW

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Receives CSDA Accommodation Service		1529	764	765	532	99	631	476	50	245	898
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PERSON UNDERTAKING INTERVIEW	Client	781	404	377	205	58	263	196	45	191	518
	%	51.1%	52.9%	49.3%	38.5%	58.6%	41.7%	41.2%	90.0%	78.0%	57.7%
	Client with some assistance from relative or friend	53	33	20	13	1	14	17	1	17	39
	%	3.5%	4.3%	2.6%	2.4%	1.0%	2.2%	3.6%	2.0%	6.9%	4.3%
	Client with assistance from service outlet staff	139	82	57	42	11	53	71		9	86
%	9.1%	10.7%	7.5%	7.9%	11.1%	8.4%	14.9%		3.7%	9.6%	
Relative/ carer/ advocate/ guardian	556	245	311	272	29	301	192	4	28	255	
%	36.4%	32.1%	40.7%	51.1%	29.3%	47.7%	40.3%	8.0%	11.4%	28.4%	
PERSON UNDERTAKING INTERVIEW - SUMMARY	Client - total	973	519	454	260	70	330	284	46	217	643
	%	63.6%	67.9%	59.3%	48.9%	70.7%	52.3%	59.7%	92.0%	88.6%	71.6%
	Non-client	556	245	311	272	29	301	192	4	28	255
%	36.4%	32.1%	40.7%	51.1%	29.3%	47.7%	40.3%	8.0%	11.4%	28.4%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1F (cont'd): DEMOGRAPHICS - PERSON UNDERTAKING INTERVIEW

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service		1529	1282	247	197	163	1144	157	940	41	218	38
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PERSON UNDERTAKING INTERVIEW	Client	781	659	122	129	137	508	85	412	38	164	32
	%	51.1%	51.4%	49.4%	65.5%	84.0%	44.4%	54.1%	43.8%	92.7%	75.2%	84.2%
	Client with some assistance from relative or friend	53	45	8	16	8	27	11	38		4	
	%	3.5%	3.5%	3.2%	8.1%	4.9%	2.4%	7.0%	4.0%		1.8%	
	Client with assistance from service outlet staff	139	116	23	4	9	118	11	101		18	1
%	9.1%	9.0%	9.3%	2.0%	5.5%	10.3%	7.0%	10.7%		8.3%	2.6%	
Relative/ carer/ advocate/ guardian	556	462	94	48	9	491	50	389	3	32	5	
%	36.4%	36.0%	38.1%	24.4%	5.5%	42.9%	31.8%	41.4%	7.3%	14.7%	13.2%	
PERSON UNDERTAKING INTERVIEW - SUMMARY	Client - total	973	820	153	149	154	653	107	551	38	186	33
	%	63.6%	64.0%	61.9%	75.6%	94.5%	57.1%	68.2%	58.6%	92.7%	85.3%	86.8%
	Non-client	556	462	94	48	9	491	50	389	3	32	5
%	36.4%	36.0%	38.1%	24.4%	5.5%	42.9%	31.8%	41.4%	7.3%	14.7%	13.2%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1F (cont'd): DEMOGRAPHICS - PERSON UNDERTAKING INTERVIEW

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service		1529	973	556	781	192	710	259	377	284	211	648
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PERSON UNDERTAKING INTERVIEW	Client	781	781		781		525	252	152	131	112	384
	%	51.1%	80.3%		100.0%		73.9%	97.3%	40.3%	46.1%	53.1%	59.3%
	Client with some assistance from relative or friend	53	53			53	50	3	12	8	12	21
	%	3.5%	5.4%			27.6%	7.0%	1.2%	3.2%	2.8%	5.7%	3.2%
	Client with assistance from service outlet staff	139	139			139	135	4	19	34	27	59
%	9.1%	14.3%			72.4%	19.0%	1.5%	5.0%	12.0%	12.8%	9.1%	
Relative/ carer/ advocate/ guardian	556		556						194	111	60	184
%	36.4%		100.0%						51.5%	39.1%	28.4%	28.4%
PERSON UNDERTAKING INTERVIEW - SUMMARY	Client - total	973	973		781	192	710	259	183	173	151	464
	%	63.6%	100.0%		100.0%	100.0%	100.0%	100.0%	48.5%	60.9%	71.6%	71.6%
	Non-client	556		556					194	111	60	184
	%	36.4%		100.0%					51.5%	39.1%	28.4%	28.4%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 1F (cont'd): DEMOGRAPHICS - PERSON UNDERTAKING INTERVIEW

			TOTAL	STATE							
				NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Accommodation Service			1529	220	242	236	258	307	139	38	89
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PERSON UNDERTAKING INTERVIEW	Client		781	83	110	137	148	192	61	15	35
		%	51.1%	37.7%	45.5%	58.1%	57.4%	62.5%	43.9%	39.5%	39.3%
	Client with some assistance from relative or friend		53	2	6	7	13	4	16	2	3
		%	3.5%	.9%	2.5%	3.0%	5.0%	1.3%	11.5%	5.3%	3.4%
	Client with assistance from service outlet staff		139	23	27	16	21	18	21	1	12
%		9.1%	10.5%	11.2%	6.8%	8.1%	5.9%	15.1%	2.6%	13.5%	
Relative/ carer/ advocate/ guardian		556	112	99	76	76	93	41	20	39	
	%	36.4%	50.9%	40.9%	32.2%	29.5%	30.3%	29.5%	52.6%	43.8%	
PERSON UNDERTAKING INTERVIEW - SUMMARY	Client - total		973	108	143	160	182	214	98	18	50
		%	63.6%	49.1%	59.1%	67.8%	70.5%	69.7%	70.5%	47.4%	56.2%
	Non-client		556	112	99	76	76	93	41	20	39
		%	36.4%	50.9%	40.9%	32.2%	29.5%	30.3%	29.5%	52.6%	43.8%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 2A: INTERVIEW FEEDBACK - MANNER OF FEEDBACK

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07	
			Male	Female								
BASE: Receives CSDA Accommodation Service		1529	764	765	532	99	631	476	50	245	898	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
INTERVIEW METHOD	In person		762	431	331	236	62	298	275	14	109	464
		%	49.8%	56.4%	43.3%	44.4%	62.6%	47.2%	57.8%	28.0%	44.5%	51.7%
	Telephone		762	328	434	293	37	330	199	36	136	432
		%	49.8%	42.9%	56.7%	55.1%	37.4%	52.3%	41.8%	72.0%	55.5%	48.1%
	Both		5	5		3		3	2			2
		%	.3%	.7%		.6%		.5%	.4%			.2%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 2A (cont'd): INTERVIEW FEEDBACK - MANNER OF FEEDBACK

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Receives CSDA Accommodation Service		1529	1282	247	197	163	1144	157	940	41	218	38	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
INTERVIEW METHOD	In person		762	662	100	85	75	585	108	485	23	108	7
		%	49.8%	51.6%	40.5%	43.1%	46.0%	51.1%	68.8%	51.6%	56.1%	49.5%	18.4%
	Telephone		762	616	146	112	88	554	48	453	18	109	31
		%	49.8%	48.0%	59.1%	56.9%	54.0%	48.4%	30.6%	48.2%	43.9%	50.0%	81.6%
	Both		5	4	1			5	1	2		1	
		%	.3%	.3%	.4%			.4%	.6%	.2%		.5%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 2A (cont'd): INTERVIEW FEEDBACK - MANNER OF FEEDBACK

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE				
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus	
BASE: Receives CSDA Accommodation Service		1529	973	556	781	192	710	259	377	284	211	648	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
INTERVIEW METHOD	In person		762	710	52	525	185	710		133	137	131	361
		%	49.8%	73.0%	9.4%	67.2%	96.4%	100.0%		35.3%	48.2%	62.1%	55.7%
	Telephone		762	259	503	252	7		259	242	147	80	284
		%	49.8%	26.6%	90.5%	32.3%	3.6%		100.0%	64.2%	51.8%	37.9%	43.8%
	Both		5	4	1	4				2			3
		%	.3%	.4%	.2%	.5%				.5%			.5%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 2A (cont'd): INTERVIEW FEEDBACK - MANNER OF FEEDBACK

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Accommodation Service		1529	220	242	236	258	307	139	38	89	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
INTERVIEW METHOD	In person		762	79	124	118	144	147	85	15	50
		%	49.8%	35.9%	51.2%	50.0%	55.8%	47.9%	61.2%	39.5%	56.2%
	Telephone		762	141	117	118	112	158	54	23	39
		%	49.8%	64.1%	48.3%	50.0%	43.4%	51.5%	38.8%	60.5%	43.8%
	Both		5		1		2	2			
		%	.3%		.4%		.8%	.7%			

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

Productivity Commission
Job Number: 98196

TABLE 2B: INTERVIEW FEEDBACK - INTERVIEWER INFORMATION FROM PROVIDER

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Receives CSDA Accommodation Service		1529	764	765	532	99	631	476	50	245	898
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ABILITY TO UNDERTAKE TELEPHONE INTERVIEW	No	459	246	213	170	31	201	170	8	51	258
	%	30.0%	32.2%	27.8%	32.0%	31.3%	31.9%	35.7%	16.0%	20.8%	28.7%
	Yes with assistance	79	41	38	20	10	30	22	2	19	49
	%	5.2%	5.4%	5.0%	3.8%	10.1%	4.8%	4.6%	4.0%	7.8%	5.5%
	Yes would be happy with telephone interview	641	282	359	254	29	283	164	34	102	358
	%	41.9%	36.9%	46.9%	47.7%	29.3%	44.8%	34.5%	68.0%	41.6%	39.9%
	Yes but would prefer personal interview	276	159	117	75	21	96	91	6	53	180
%	18.1%	20.8%	15.3%	14.1%	21.2%	15.2%	19.1%	12.0%	21.6%	20.0%	
NOK happy with telephone interview	26	7	19	7	3	10	16			16	
%	1.7%	.9%	2.5%	1.3%	3.0%	1.6%	3.4%			1.8%	
Don't know / no response	48	29	19	6	5	11	13		20	37	
%	3.1%	3.8%	2.5%	1.1%	5.1%	1.7%	2.7%		8.2%	4.1%	
ASSISTANCE TO UNDERTAKE FACE-TO-FACE INTERVIEW	No	662	330	332	161	46	207	187	29	155	455
	%	43.3%	43.2%	43.4%	30.3%	46.5%	32.8%	39.3%	58.0%	63.3%	50.7%
	Yes	462	255	207	146	33	179	175	17	62	283
	%	30.2%	33.4%	27.1%	27.4%	33.3%	28.4%	36.8%	34.0%	25.3%	31.5%
	Not asked, happy with telephone interview	324	144	180	195	11	206	85	3	21	118
%	21.2%	18.8%	23.5%	36.7%	11.1%	32.6%	17.9%	6.0%	8.6%	13.1%	
No response	81	35	46	30	9	39	29	1	7	42	
%	5.3%	4.6%	6.0%	5.6%	9.1%	6.2%	6.1%	2.0%	2.9%	4.7%	
PROVISION OF ASSISTANCE	No	300	159	141	42	27	69	85	18	75	231
	%	19.6%	20.8%	18.4%	7.9%	27.3%	10.9%	17.9%	36.0%	30.6%	25.7%
	Yes	622	333	289	204	37	241	223	13	103	381
	%	40.7%	43.6%	37.8%	38.3%	37.4%	38.2%	46.8%	26.0%	42.0%	42.4%
	Not asked, no assistance required	517	232	285	257	26	283	130	17	60	234
%	33.8%	30.4%	37.3%	48.3%	26.3%	44.8%	27.3%	34.0%	24.5%	26.1%	
No response	90	40	50	29	9	38	38	2	7	52	
%	5.9%	5.2%	6.5%	5.5%	9.1%	6.0%	8.0%	4.0%	2.9%	5.8%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

Productivity Commission
Job Number: 98196

TABLE 2B (cont'd): INTERVIEW FEEDBACK - INTERVIEWER INFORMATION FROM PROVIDER

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service		1529	1282	247	197	163	1144	157	940	41	218	38
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ABILITY TO UNDERTAKE TELEPHONE INTERVIEW	No	459	388	71	44	33	365	93	296	8	47	4
	%	30.0%	30.3%	28.7%	22.3%	20.2%	31.9%	59.2%	31.5%	19.5%	21.6%	10.5%
	Yes with assistance	79	51	28	8	11	60	2	66		7	1
	%	5.2%	4.0%	11.3%	4.1%	6.7%	5.2%	1.3%	7.0%		3.2%	2.6%
	Yes would be happy with telephone interview	641	536	105	96	71	469	27	376	14	107	28
	%	41.9%	41.8%	42.5%	48.7%	43.6%	41.0%	17.2%	40.0%	34.1%	49.1%	73.7%
	Yes but would prefer personal interview	276	244	32	35	41	198	21	167	18	52	4
%	18.1%	19.0%	13.0%	17.8%	25.2%	17.3%	13.4%	17.8%	43.9%	23.9%	10.5%	
NOK happy with telephone interview	26	20	6			25	1	21		4		
%	1.7%	1.6%	2.4%			2.2%	.6%	2.2%		1.8%		
Don't know / no response	48	43	5	14	7	27	13	14	1	1	1	
%	3.1%	3.4%	2.0%	7.1%	4.3%	2.4%	8.3%	1.5%	2.4%	.5%	2.6%	
ASSISTANCE TO UNDERTAKE FACE-TO-FACE INTERVIEW	No	662	563	99	124	107	423	88	351	30	128	28
	%	43.3%	43.9%	40.1%	62.9%	65.6%	37.0%	56.1%	37.3%	73.2%	58.7%	73.7%
	Yes	462	387	75	50	40	362	54	322	11	57	3
	%	30.2%	30.2%	30.4%	25.4%	24.5%	31.6%	34.4%	34.3%	26.8%	26.1%	7.9%
	Not asked, happy with telephone interview	324	266	58	15	11	295	8	211		27	7
%	21.2%	20.7%	23.5%	7.6%	6.7%	25.8%	5.1%	22.4%		12.4%	18.4%	
No response	81	66	15	8	5	64	7	56		6		
%	5.3%	5.1%	6.1%	4.1%	3.1%	5.6%	4.5%	6.0%		2.8%		
PROVISION OF ASSISTANCE	No	300	274	26	84	50	161	35	150	11	64	15
	%	19.6%	21.4%	10.5%	42.6%	30.7%	14.1%	22.3%	16.0%	26.8%	29.4%	39.5%
	Yes	622	504	118	61	61	488	87	425	26	62	3
	%	40.7%	39.3%	47.8%	31.0%	37.4%	42.7%	55.4%	45.2%	63.4%	28.4%	7.9%
	Not asked, no assistance required	517	431	86	46	46	421	28	303	3	84	20
%	33.8%	33.6%	34.8%	23.4%	28.2%	36.8%	17.8%	32.2%	7.3%	38.5%	52.6%	
No response	90	73	17	6	6	74	7	62	1	8		
%	5.9%	5.7%	6.9%	3.0%	3.7%	6.5%	4.5%	6.6%	2.4%	3.7%		

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

Productivity Commission
Job Number: 98196

TABLE 2B (cont'd): INTERVIEW FEEDBACK - INTERVIEWER INFORMATION FROM PROVIDER

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service		1529	973	556	781	192	710	259	377	284	211	648
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ABILITY TO UNDERTAKE TELEPHONE INTERVIEW	No	459	377	82	256	121	371	4	78	94	81	206
	%	30.0%	38.7%	14.7%	32.8%	63.0%	52.3%	1.5%	20.7%	33.1%	38.4%	31.8%
	Yes with assistance	79	66	13	52	14	23	43	25	13	8	33
	%	5.2%	6.8%	2.3%	6.7%	7.3%	3.2%	16.6%	6.6%	4.6%	3.8%	5.1%
	Yes would be happy with telephone interview	641	220	421	206	14	30	189	206	126	66	235
	%	41.9%	22.6%	75.7%	26.4%	7.3%	4.2%	73.0%	54.6%	44.4%	31.3%	36.3%
	Yes but would prefer personal interview	276	270	6	232	38	256	13	52	44	45	135
%	18.1%	27.7%	1.1%	29.7%	19.8%	36.1%	5.0%	13.8%	15.5%	21.3%	20.8%	
NOK happy with telephone interview	26	1	25	1			1	10	4	7	5	
%	1.7%	.1%	4.5%	.1%			.4%	2.7%	1.4%	3.3%	.8%	
Don't know / no response	48	39	9	34	5	30	9	6	3	4	34	
%	3.1%	4.0%	1.6%	4.4%	2.6%	4.2%	3.5%	1.6%	1.1%	1.9%	5.2%	
ASSISTANCE TO UNDERTAKE FACE-TO-FACE INTERVIEW	No	662	562	100	509	53	373	187	139	101	83	337
	%	43.3%	57.8%	18.0%	65.2%	27.6%	52.5%	72.2%	36.9%	35.6%	39.3%	52.0%
	Yes	462	325	137	203	122	289	35	99	89	74	197
	%	30.2%	33.4%	24.6%	26.0%	63.5%	40.7%	13.5%	26.3%	31.3%	35.1%	30.4%
Not asked, happy with telephone interview	324	47	277	38	9	14	33	122	77	39	83	
%	21.2%	4.8%	49.8%	4.9%	4.7%	2.0%	12.7%	32.4%	27.1%	18.5%	12.8%	
No response	81	39	42	31	8	34	4	17	17	15	31	
%	5.3%	4.0%	7.6%	4.0%	4.2%	4.8%	1.5%	4.5%	6.0%	7.1%	4.8%	
PROVISION OF ASSISTANCE	No	300	217	83	186	31	137	80	70	48	29	151
	%	19.6%	22.3%	14.9%	23.8%	16.1%	19.3%	30.9%	18.6%	16.9%	13.7%	23.3%
	Yes	622	491	131	356	135	409	81	136	108	99	277
	%	40.7%	50.5%	23.6%	45.6%	70.3%	57.6%	31.3%	36.1%	38.0%	46.9%	42.7%
Not asked, no assistance required	517	218	299	199	19	122	94	150	112	63	188	
%	33.8%	22.4%	53.8%	25.5%	9.9%	17.2%	36.3%	39.8%	39.4%	29.9%	29.0%	
No response	90	47	43	40	7	42	4	21	16	20	32	
%	5.9%	4.8%	7.7%	5.1%	3.6%	5.9%	1.5%	5.6%	5.6%	9.5%	4.9%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

Productivity Commission
Job Number: 98196

TABLE 2B (cont'd): INTERVIEW FEEDBACK - INTERVIEWER INFORMATION FROM PROVIDER

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Accommodation Service		1529	220	242	236	258	307	139	38	89	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
ABILITY TO UNDERTAKE TELEPHONE INTERVIEW	No		459	45	71	72	80	95	49	8	39
		%	30.0%	20.5%	29.3%	30.5%	31.0%	30.9%	35.3%	21.1%	43.8%
	Yes with assistance		79	7	19	16	15	12	6		4
		%	5.2%	3.2%	7.9%	6.8%	5.8%	3.9%	4.3%		4.5%
	Yes would be happy with telephone interview		641	130	92	98	107	105	51	22	36
		%	41.9%	59.1%	38.0%	41.5%	41.5%	34.2%	36.7%	57.9%	40.4%
	Yes but would prefer personal interview		276	35	31	47	54	75	16	8	10
		%	18.1%	15.9%	12.8%	19.9%	20.9%	24.4%	11.5%	21.1%	11.2%
NOK happy with telephone interview		26		25	1						
	%	1.7%		10.3%	.4%						
Don't know / no response		48	3	4	2	2	20	17			
	%	3.1%	1.4%	1.7%	.8%	.8%	6.5%	12.2%			
ASSISTANCE TO UNDERTAKE FACE-TO-FACE INTERVIEW	No		662	88	97	112	113	139	51	11	51
		%	43.3%	40.0%	40.1%	47.5%	43.8%	45.3%	36.7%	28.9%	57.3%
	Yes		462	42	91	67	80	95	57	8	22
		%	30.2%	19.1%	37.6%	28.4%	31.0%	30.9%	41.0%	21.1%	24.7%
	Not asked, happy with telephone interview		324	78	30	50	54	53	25	18	16
		%	21.2%	35.5%	12.4%	21.2%	20.9%	17.3%	18.0%	47.4%	18.0%
No response		81	12	24	7	11	20	6	1		
	%	5.3%	5.5%	9.9%	3.0%	4.3%	6.5%	4.3%	2.6%		
PROVISION OF ASSISTANCE	No		300	34	56	57	57	48	21		27
		%	19.6%	15.5%	23.1%	24.2%	22.1%	15.6%	15.1%		30.3%
	Yes		622	61	121	99	82	139	68	19	33
		%	40.7%	27.7%	50.0%	41.9%	31.8%	45.3%	48.9%	50.0%	37.1%
	Not asked, no assistance required		517	113	39	71	109	100	39	18	28
		%	33.8%	51.4%	16.1%	30.1%	42.2%	32.6%	28.1%	47.4%	31.5%
No response		90	12	26	9	10	20	11	1	1	
	%	5.9%	5.5%	10.7%	3.8%	3.9%	6.5%	7.9%	2.6%	1.1%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 2C: INTERVIEW FEEDBACK - INTERVIEWER INFORMATION FROM PROVIDER

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07	
			Male	Female								
BASE: Receives CSDA Accommodation Service		1529	764	765	532	99	631	476	50	245	898	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
ADVICE OR TIPS	No		757	376	381	199	58	257	226	35	161	500
		%	49.5%	49.2%	49.8%	37.4%	58.6%	40.7%	47.5%	70.0%	65.7%	55.7%
	Yes		259	157	102	77	13	90	90	4	44	169
		%	16.9%	20.5%	13.3%	14.5%	13.1%	14.3%	18.9%	8.0%	18.0%	18.8%
	Not asked, no assistance required		396	183	213	212	18	230	112	10	32	166
		%	25.9%	24.0%	27.8%	39.8%	18.2%	36.5%	23.5%	20.0%	13.1%	18.5%
No response		117	48	69	44	10	54	48	1	8	63	
	%	7.7%	6.3%	9.0%	8.3%	10.1%	8.6%	10.1%	2.0%	3.3%	7.0%	
POSSIBILITY OF INTERVIEWER BEING AT RISK	Possible risk (should not interview at home)		54	29	25	20		20	27		4	34
		%	3.5%	3.8%	3.3%	3.8%		3.2%	5.7%		1.6%	3.8%
	No risk		984	501	483	286	73	359	298	44	202	625
		%	64.4%	65.6%	63.1%	53.8%	73.7%	56.9%	62.6%	88.0%	82.4%	69.6%
	No response, happy with telephone interview		254	114	140	167	3	170	66	1	13	84
		%	16.6%	14.9%	18.3%	31.4%	3.0%	26.9%	13.9%	2.0%	5.3%	9.4%
	Client not being interviewed at home		62	28	34	13	9	22	23	2	5	40
		%	4.1%	3.7%	4.4%	2.4%	9.1%	3.5%	4.8%	4.0%	2.0%	4.5%
	Don't know		90	54	36	10	5	15	31	2	19	75
		%	5.9%	7.1%	4.7%	1.9%	5.1%	2.4%	6.5%	4.0%	7.8%	8.4%
No response		85	38	47	36	9	45	31	1	2	40	
	%	5.6%	5.0%	6.1%	6.8%	9.1%	7.1%	6.5%	2.0%	.8%	4.5%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 2C (cont'd): INTERVIEW FEEDBACK - INTERVIEWER INFORMATION FROM PROVIDER

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Receives CSDA Accommodation Service		1529	1282	247	197	163	1144	157	940	41	218	38	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
ADVICE OR TIPS		757	641	116	131	108	507	91	423	29	142	27	
	No												
	%	49.5%	50.0%	47.0%	66.5%	66.3%	44.3%	58.0%	45.0%	70.7%	65.1%	71.1%	
	Yes		259	216	43	35	28	192	35	173	10	30	5
	%	16.9%	16.8%	17.4%	17.8%	17.2%	16.8%	22.3%	18.4%	24.4%	13.8%	13.2%	
Not asked, no assistance required		396	327	69	23	21	347	19	259	2	37	6	
%	25.9%	25.5%	27.9%	11.7%	12.9%	30.3%	12.1%	27.6%	4.9%	17.0%	15.8%		
No response		117	98	19	8	6	98	12	85		9		
%	7.7%	7.6%	7.7%	4.1%	3.7%	8.6%	7.6%	9.0%		4.1%			
POSSIBILITY OF INTERVIEWER BEING AT RISK	Possible risk (should not interview at home)		54	45	9	6	3	44	3	46	2	2	
	%	3.5%	3.5%	3.6%	3.0%	1.8%	3.8%	1.9%	4.9%	4.9%	.9%		
	No risk		984	831	153	150	131	689	125	608	24	173	29
	%	64.4%	64.8%	61.9%	76.1%	80.4%	60.2%	79.6%	64.7%	58.5%	79.4%	76.3%	
	No response, happy with telephone interview		254	203	51	6	10	236	8	160		14	7
	%	16.6%	15.8%	20.6%	3.0%	6.1%	20.6%	5.1%	17.0%		6.4%	18.4%	
	Client not being interviewed at home		62	48	14	7	6	48	6	39	2	12	1
%	4.1%	3.7%	5.7%	3.6%	3.7%	4.2%	3.8%	4.1%	4.9%	5.5%	2.6%		
Don't know		90	80	10	24	6	59	6	32	13	6	1	
%	5.9%	6.2%	4.0%	12.2%	3.7%	5.2%	3.8%	3.4%	31.7%	2.8%	2.6%		
No response		85	75	10	4	7	68	9	55		11		
%	5.6%	5.9%	4.0%	2.0%	4.3%	5.9%	5.7%	5.9%		5.0%			

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 2C (cont'd): INTERVIEW FEEDBACK - INTERVIEWER INFORMATION FROM PROVIDER

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE				
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus	
BASE: Receives CSDA Accommodation Service		1529	973	556	781	192	710	259	377	284	211	648	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
ADVICE OR TIPS	No		757	578	179	496	82	401	175	147	127	105	376
		%	49.5%	59.4%	32.2%	63.5%	42.7%	56.5%	67.6%	39.0%	44.7%	49.8%	58.0%
	Yes		259	219	40	139	80	178	40	68	44	33	112
		%	16.9%	22.5%	7.2%	17.8%	41.7%	25.1%	15.4%	18.0%	15.5%	15.6%	17.3%
	Not asked, no assistance required		396	103	293	91	12	63	39	135	91	49	117
		%	25.9%	10.6%	52.7%	11.7%	6.3%	8.9%	15.1%	35.8%	32.0%	23.2%	18.1%
No response		117	73	44	55	18	68	5	27	22	24	43	
	%	7.7%	7.5%	7.9%	7.0%	9.4%	9.6%	1.9%	7.2%	7.7%	11.4%	6.6%	
POSSIBILITY OF INTERVIEWER BEING AT RISK	Possible risk (should not interview at home)		54	35	19	21	14	28	6	14	16	5	19
		%	3.5%	3.6%	3.4%	2.7%	7.3%	3.9%	2.3%	3.7%	5.6%	2.4%	2.9%
	No risk		984	766	218	620	146	567	197	200	172	151	458
		%	64.4%	78.7%	39.2%	79.4%	76.0%	79.9%	76.1%	53.1%	60.6%	71.6%	70.7%
	No response, happy with telephone interview		254	27	227	25	2	3	23	102	66	25	57
		%	16.6%	2.8%	40.8%	3.2%	1.0%	.4%	8.9%	27.1%	23.2%	11.8%	8.8%
	Client not being interviewed at home		62	36	26	29	7	24	12	24	7	7	24
		%	4.1%	3.7%	4.7%	3.7%	3.6%	3.4%	4.6%	6.4%	2.5%	3.3%	3.7%
	Don't know		90	55	35	41	14	38	17	20	12	8	49
		%	5.9%	5.7%	6.3%	5.2%	7.3%	5.4%	6.6%	5.3%	4.2%	3.8%	7.6%
No response		85	54	31	45	9	50	4	17	11	15	41	
	%	5.6%	5.5%	5.6%	5.8%	4.7%	7.0%	1.5%	4.5%	3.9%	7.1%	6.3%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 2C (cont'd): INTERVIEW FEEDBACK - INTERVIEWER INFORMATION FROM PROVIDER

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Accommodation Service		1529	220	242	236	258	307	139	38	89	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
ADVICE OR TIPS	No		757	92	138	141	106	161	56	8	55
		%	49.5%	41.8%	57.0%	59.7%	41.1%	52.4%	40.3%	21.1%	61.8%
	Yes		259	25	43	36	66	46	17	10	16
		%	16.9%	11.4%	17.8%	15.3%	25.6%	15.0%	12.2%	26.3%	18.0%
	Not asked, no assistance required		396	91	34	51	72	74	37	19	18
		%	25.9%	41.4%	14.0%	21.6%	27.9%	24.1%	26.6%	50.0%	20.2%
No response		117	12	27	8	14	26	29	1		
	%	7.7%	5.5%	11.2%	3.4%	5.4%	8.5%	20.9%	2.6%		
POSSIBILITY OF INTERVIEWER BEING AT RISK	Possible risk (should not interview at home)		54	11	10	6	8	10	4		5
		%	3.5%	5.0%	4.1%	2.5%	3.1%	3.3%	2.9%		5.6%
	No risk		984	103	169	169	201	197	75	5	65
		%	64.4%	46.8%	69.8%	71.6%	77.9%	64.2%	54.0%	13.2%	73.0%
	No response, happy with telephone interview		254	67	21	40	21	49	22	18	16
		%	16.6%	30.5%	8.7%	16.9%	8.1%	16.0%	15.8%	47.4%	18.0%
	Client not being interviewed at home		62	8	13	9	14	9	8		1
		%	4.1%	3.6%	5.4%	3.8%	5.4%	2.9%	5.8%		1.1%
Don't know		90	15	15	10	7	26	3	12	2	
	%	5.9%	6.8%	6.2%	4.2%	2.7%	8.5%	2.2%	31.6%	2.2%	
No response		85	16	14	2	7	16	27	3		
	%	5.6%	7.3%	5.8%	.8%	2.7%	5.2%	19.4%	7.9%		

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 2D: INTERVIEW FEEDBACK - WHETHER ANY PROBLEMS WITH INTERVIEW

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07	
			Male	Female								
BASE: Receives CSDA Accommodation Service		1529	764	765	532	99	631	476	50	245	898	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
EXPERIENCED PROBLEMS WITH QUESTIONS/ RESPONSES	No		1363	684	679	495	93	588	399	46	217	775
		%	89.1%	89.5%	88.8%	93.0%	93.9%	93.2%	83.8%	92.0%	88.6%	86.3%
	Yes		166	80	86	37	6	43	77	4	28	123
		%	10.9%	10.5%	11.2%	7.0%	6.1%	6.8%	16.2%	8.0%	11.4%	13.7%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 2D (cont'd): INTERVIEW FEEDBACK - WHETHER ANY PROBLEMS WITH INTERVIEW

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Receives CSDA Accommodation Service		1529	1282	247	197	163	1144	157	940	41	218	38	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
EXPERIENCED PROBLEMS WITH QUESTIONS/ RESPONSES	No		1363	1157	206	177	146	1019	141	819	36	205	36
		%	89.1%	90.2%	83.4%	89.8%	89.6%	89.1%	89.8%	87.1%	87.8%	94.0%	94.7%
	Yes		166	125	41	20	17	125	16	121	5	13	2
		%	10.9%	9.8%	16.6%	10.2%	10.4%	10.9%	10.2%	12.9%	12.2%	6.0%	5.3%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 2D (cont'd): INTERVIEW FEEDBACK - WHETHER ANY PROBLEMS WITH INTERVIEW

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE				
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus	
BASE: Receives CSDA Accommodation Service		1529	973	556	781	192	710	259	377	284	211	648	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
EXPERIENCED PROBLEMS WITH QUESTIONS/ RESPONSES	No		1363	834	529	689	145	583	247	333	247	190	584
		%	89.1%	85.7%	95.1%	88.2%	75.5%	82.1%	95.4%	88.3%	87.0%	90.0%	90.1%
	Yes		166	139	27	92	47	127	12	44	37	21	64
		%	10.9%	14.3%	4.9%	11.8%	24.5%	17.9%	4.6%	11.7%	13.0%	10.0%	9.9%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 2D (cont'd): INTERVIEW FEEDBACK - WHETHER ANY PROBLEMS WITH INTERVIEW

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Accommodation Service		1529	220	242	236	258	307	139	38	89	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
EXPERIENCED PROBLEMS WITH QUESTIONS/ RESPONSES	No		1363	201	213	201	240	267	135	34	72
		%	89.1%	91.4%	88.0%	85.2%	93.0%	87.0%	97.1%	89.5%	80.9%
	Yes		166	19	29	35	18	40	4	4	17
		%	10.9%	8.6%	12.0%	14.8%	7.0%	13.0%	2.9%	10.5%	19.1%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3A: NEXT OF KIN RELATIONSHIP WITH CLIENT (QD)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07	
			Male	Female								
BASE: NOK Interview / Receives CSDA Accommodation Service		556	245	311	272	29	301	192	4	28	255	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
RELATIONSHIP OF NEXT OF KIN INTERVIEWEE	Mother		318	119	199	159	16	175	103	1	17	143
		%	57.2%	48.6%	64.0%	58.5%	55.2%	58.1%	53.6%	25.0%	60.7%	56.1%
	Father		86	58	28	44	6	50	31		1	36
		%	15.5%	23.7%	9.0%	16.2%	20.7%	16.6%	16.1%		3.6%	14.1%
	Brother/sister		74	36	38	40	4	44	27		2	30
		%	13.3%	14.7%	12.2%	14.7%	13.8%	14.6%	14.1%		7.1%	11.8%
	Son/daughter		4	2	2	4		4				
		%	.7%	.8%	.6%	1.5%		1.3%				
	Other relative		35	15	20	14	2	16	11	1	5	19
		%	6.3%	6.1%	6.4%	5.1%	6.9%	5.3%	5.7%	25.0%	17.9%	7.5%
Other		28	11	17	9	1	10	16	1	1	18	
	%	5.0%	4.5%	5.5%	3.3%	3.4%	3.3%	8.3%	25.0%	3.6%	7.1%	
No response		11	4	7	2		2	4	1	2	9	
	%	2.0%	1.6%	2.3%	.7%		.7%	2.1%	25.0%	7.1%	3.5%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3A (cont'd): NEXT OF KIN RELATIONSHIP WITH CLIENT (QD)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: NOK Interview / Receives CSDA Accommodation Service		556	462	94	48	9	491	50	389	3	32	5	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
RELATIONSHIP OF NEXT OF KIN INTERVIEWEE	Mother		318	258	60	32	6	276	24	229	2	16	1
		%	57.2%	55.8%	63.8%	66.7%	66.7%	56.2%	48.0%	58.9%	66.7%	50.0%	20.0%
	Father		86	73	13	3		80	7	59		7	2
		%	15.5%	15.8%	13.8%	6.3%		16.3%	14.0%	15.2%		21.9%	40.0%
	Brother/sister		74	60	14	2		71	5	58			
		%	13.3%	13.0%	14.9%	4.2%		14.5%	10.0%	14.9%			
	Son/daughter		4	4				4	1			2	
		%	.7%	.9%				.8%	2.0%			6.3%	
	Other relative		35	31	4	7	1	27	8	18		2	2
		%	6.3%	6.7%	4.3%	14.6%	11.1%	5.5%	16.0%	4.6%		6.3%	40.0%
	Other		28	28		1	1	26	2	19	1	3	
		%	5.0%	6.1%		2.1%	11.1%	5.3%	4.0%	4.9%	33.3%	9.4%	
	No response		11	8	3	3	1	7	3	6		2	
		%	2.0%	1.7%	3.2%	6.3%	11.1%	1.4%	6.0%	1.5%		6.3%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3A (cont'd): NEXT OF KIN RELATIONSHIP WITH CLIENT (QD)

		TOTAL	AGE				
			18-34	35-44	45-54	55 plus	
BASE: NOK Interview / Receives CSDA Accommodation Service		549	194	111	60	184	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
RELATIONSHIP OF NEXT OF KIN INTERVIEWEE	Mother		314	129	72	18	95
		%	57.2%	66.5%	64.9%	30.0%	51.6%
	Father		85	33	17	11	24
		%	15.5%	17.0%	15.3%	18.3%	13.0%
	Brother/sister		73	11	11	17	34
		%	13.3%	5.7%	9.9%	28.3%	18.5%
	Son/daughter		4		1		3
		%	.7%		.9%		1.6%
	Other relative		35	9	3	6	17
		%	6.4%	4.6%	2.7%	10.0%	9.2%
	Other		27	7	7	6	7
		%	4.9%	3.6%	6.3%	10.0%	3.8%
	No response		11	5		2	4
		%	2.0%	2.6%		3.3%	2.2%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3A (cont'd): NEXT OF KIN RELATIONSHIP WITH CLIENT (QD)

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: NOK Interview / Receives CSDA Accommodation Service		556	112	99	76	76	93	41	20	39	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
RELATIONSHIP OF NEXT OF KIN INTERVIEWEE	Mother		318	51	56	58	44	51	23	9	26
		%	57.2%	45.5%	56.6%	76.3%	57.9%	54.8%	56.1%	45.0%	66.7%
	Father		86	31	15	7	9	9	4	6	5
		%	15.5%	27.7%	15.2%	9.2%	11.8%	9.7%	9.8%	30.0%	12.8%
	Brother/sister		74	20	17	6	9	8	8	3	3
		%	13.3%	17.9%	17.2%	7.9%	11.8%	8.6%	19.5%	15.0%	7.7%
	Son/daughter		4		1	1	1	1			
		%	.7%		1.0%	1.3%	1.3%	1.1%			
	Other relative		35	10	6	3	2	10	2	1	1
		%	6.3%	8.9%	6.1%	3.9%	2.6%	10.8%	4.9%	5.0%	2.6%
	Other		28		2	1	5	12	4	1	3
		%	5.0%		2.0%	1.3%	6.6%	12.9%	9.8%	5.0%	7.7%
	No response		11		2		6	2			1
		%	2.0%		2.0%		7.9%	2.2%			2.6%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3B: FREQUENCY WITH WHICH NOK SEES CLIENT (QE)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: NOK Interview / Receives CSDA Accommodation Service		556	245	311	272	29	301	192	4	28	255
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
FREQUENCY OF CONTACT WITH NEXT OF KIN	Every day	20	9	11	9	1	10	5		4	10
	%	3.6%	3.7%	3.5%	3.3%	3.4%	3.3%	2.6%		14.3%	3.9%
	Several times a week	85	41	44	33	5	38	38		3	47
	%	15.3%	16.7%	14.1%	12.1%	17.2%	12.6%	19.8%		10.7%	18.4%
	Once a week	109	53	56	62	8	70	35		4	39
	%	19.6%	21.6%	18.0%	22.8%	27.6%	23.3%	18.2%		14.3%	15.3%
	Several times a month	94	44	50	34	9	43	51			51
	%	16.9%	18.0%	16.1%	12.5%	31.0%	14.3%	26.6%			20.0%
	Once a month	72	33	39	39	3	42	30			30
	%	12.9%	13.5%	12.5%	14.3%	10.3%	14.0%	15.6%			11.8%
	Every two to three months	62	24	38	45		45	16		1	17
	%	11.2%	9.8%	12.2%	16.5%		15.0%	8.3%		3.6%	6.7%
	Once or twice a year	44	13	31	35		35	9			9
	%	7.9%	5.3%	10.0%	12.9%		11.6%	4.7%			3.5%
Less often	11	7	4	8		8	3			3	
%	2.0%	2.9%	1.3%	2.9%		2.7%	1.6%			1.2%	
Can't remember/no reply	13	6	7	2		2	1		3	11	
%	2.3%	2.4%	2.3%	.7%		.7%	.5%		10.7%	4.3%	
Client lives with NOK	46	15	31	5	3	8	4	4	13	38	
%	8.3%	6.1%	10.0%	1.8%	10.3%	2.7%	2.1%	100.0%	46.4%	14.9%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3B (cont'd): FREQUENCY WITH WHICH NOK SEES CLIENT (QE)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: NOK Interview / Receives CSDA Accommodation Service		556	462	94	48	9	491	50	389	3	32	5
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
FREQUENCY OF CONTACT WITH NEXT OF KIN	Every day	20	18	2	3	1	15	4	13			1
	%	3.6%	3.9%	2.1%	6.3%	11.1%	3.1%	8.0%	3.3%			20.0%
	Several times a week	85	71	14	1	3	80	13	56	1	8	1
	%	15.3%	15.4%	14.9%	2.1%	33.3%	16.3%	26.0%	14.4%	33.3%	25.0%	20.0%
	Once a week	109	101	8		3	103	9	73		8	
	%	19.6%	21.9%	8.5%		33.3%	21.0%	18.0%	18.8%		25.0%	
	Several times a month	94	85	9			92	5	65		6	1
	%	16.9%	18.4%	9.6%			18.7%	10.0%	16.7%		18.8%	20.0%
	Once a month	72	58	14	1		71	4	51		3	
	%	12.9%	12.6%	14.9%	2.1%		14.5%	8.0%	13.1%		9.4%	
	Every two to three months	62	43	19		1	60	4	47			1
	%	11.2%	9.3%	20.2%		11.1%	12.2%	8.0%	12.1%			20.0%
	Once or twice a year	44	31	13			44	4	34	1	1	
	%	7.9%	6.7%	13.8%			9.0%	8.0%	8.7%	33.3%	3.1%	
Less often	11	7	4			11	1	9				
%	2.0%	1.5%	4.3%			2.2%	2.0%	2.3%				
Can't remember/no reply	13	9	4	11		2		12			1	
%	2.3%	1.9%	4.3%	22.9%		.4%		3.1%			3.1%	
Client lives with NOK	46	39	7	32	1	13	6	29	1	5	1	
%	8.3%	8.4%	7.4%	66.7%	11.1%	2.6%	12.0%	7.5%	33.3%	15.6%	20.0%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3B (cont'd): FREQUENCY WITH WHICH NOK SEES CLIENT (QE)

		TOTAL	AGE			
			18-34	35-44	45-54	55 plus
BASE: NOK Interview / Receives CSDA Accommodation Service		549	194	111	60	184
	%	100.0%	100.0%	100.0%	100.0%	100.0%
FREQUENCY OF CONTACT WITH NEXT OF KIN	Every day	19	4	3	4	8
	%	3.5%	2.1%	2.7%	6.7%	4.3%
	Several times a week	82	34	16	8	24
	%	14.9%	17.5%	14.4%	13.3%	13.0%
	Once a week	108	40	21	9	38
	%	19.7%	20.6%	18.9%	15.0%	20.7%
	Several times a month	94	39	22	9	24
	%	17.1%	20.1%	19.8%	15.0%	13.0%
	Once a month	71	22	14	10	25
	%	12.9%	11.3%	12.6%	16.7%	13.6%
	Every two to three months	62	16	21	7	18
	%	11.3%	8.2%	18.9%	11.7%	9.8%
	Once or twice a year	44	13	7	4	20
	%	8.0%	6.7%	6.3%	6.7%	10.9%
Less often	11	3	2	2	4	
%	2.0%	1.5%	1.8%	3.3%	2.2%	
Can't remember/no reply	13	1	3	2	7	
%	2.4%	.5%	2.7%	3.3%	3.8%	
Client lives with NOK	45	22	2	5	16	
%	8.2%	11.3%	1.8%	8.3%	8.7%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3B (cont'd): FREQUENCY WITH WHICH NOK SEES CLIENT (QE)

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: NOK Interview / Receives CSDA Accommodation Service		556	112	99	76	76	93	41	20	39	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
FREQUENCY OF CONTACT WITH NEXT OF KIN	Every day		20	3	3	4	1	6	1		2
		%	3.6%	2.7%	3.0%	5.3%	1.3%	6.5%	2.4%		5.1%
	Several times a week		85	10	14	13	13	19	5	3	8
		%	15.3%	8.9%	14.1%	17.1%	17.1%	20.4%	12.2%	15.0%	20.5%
	Once a week		109	24	12	13	13	24	15	3	5
		%	19.6%	21.4%	12.1%	17.1%	17.1%	25.8%	36.6%	15.0%	12.8%
	Several times a month		94	13	18	11	10	17	9	7	9
		%	16.9%	11.6%	18.2%	14.5%	13.2%	18.3%	22.0%	35.0%	23.1%
	Once a month		72	15	17	11	11	7	6	2	3
		%	12.9%	13.4%	17.2%	14.5%	14.5%	7.5%	14.6%	10.0%	7.7%
	Every two to three months		62	20	11	12	9	5	2	2	1
		%	11.2%	17.9%	11.1%	15.8%	11.8%	5.4%	4.9%	10.0%	2.6%
	Once or twice a year		44	20	5	7	3	3	1	2	3
		%	7.9%	17.9%	5.1%	9.2%	3.9%	3.2%	2.4%	10.0%	7.7%
Less often		11	3	1	2	1	3		1		
	%	2.0%	2.7%	1.0%	2.6%	1.3%	3.2%		5.0%		
Can't remember/no reply		13	1	2	2	1				7	
	%	2.3%	.9%	2.0%	2.6%	1.3%				17.9%	
Client lives with NOK		46	3	16	1	14	9	2		1	
	%	8.3%	2.7%	16.2%	1.3%	18.4%	9.7%	4.9%		2.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3C: LAST TIME NOK SAW CLIENT (QF)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: NOK Interview / Receives CSDA Accommodation Service		556	245	311	272	29	301	192	4	28	255
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST CONTACT WITH NEXT OF KIN	Last day or two	159	80	79	73	10	83	65		6	76
		%	28.6%	32.7%	25.4%	26.8%	34.5%	27.6%	33.9%		21.4%
	In the last week	120	53	67	63	9	72	44		2	48
		%	21.6%	21.6%	21.5%	23.2%	31.0%	23.9%	22.9%		7.1%
	In the last couple of weeks	84	34	50	37	3	40	43		1	44
		%	15.1%	13.9%	16.1%	13.6%	10.3%	13.3%	22.4%		3.6%
	Last month	34	14	20	25	1	26	8			8
		%	6.1%	5.7%	6.4%	9.2%	3.4%	8.6%	4.2%		
	A few months ago	46	25	21	25	2	27	18		1	19
		%	8.3%	10.2%	6.8%	9.2%	6.9%	9.0%	9.4%		3.6%
	About six months ago	26	7	19	20	1	21	4		1	5
		%	4.7%	2.9%	6.1%	7.4%	3.4%	7.0%	2.1%		3.6%
A year or more ago	26	10	16	22		22	4			4	
	%	4.7%	4.1%	5.1%	8.1%		7.3%	2.1%			1.6%
Can't remember/no reply	15	7	8	2		2	2			4	13
	%	2.7%	2.9%	2.6%	.7%		.7%	1.0%			14.3%
Client lives with NOK	46	15	31	5	3	8	4	4	4	13	38
	%	8.3%	6.1%	10.0%	1.8%	10.3%	2.7%	2.1%	100.0%	46.4%	14.9%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3C (cont'd): LAST TIME NOK SAW CLIENT (QF)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: NOK Interview / Receives CSDA Accommodation Service		556	462	94	48	9	491	50	389	3	32	5	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST CONTACT WITH NEXT OF KIN	Last day or two		159	137	22	3	2	152	19	103		13	2
		%	28.6%	29.7%	23.4%	6.3%	22.2%	31.0%	38.0%	26.5%		40.6%	40.0%
	In the last week		120	101	19		3	113	10	82	1	6	1
		%	21.6%	21.9%	20.2%		33.3%	23.0%	20.0%	21.1%	33.3%	18.8%	20.0%
	In the last couple of weeks		84	73	11	1	1	82	8	66		3	
		%	15.1%	15.8%	11.7%	2.1%	11.1%	16.7%	16.0%	17.0%		9.4%	
	Last month		34	28	6			34	1	24		1	
		%	6.1%	6.1%	6.4%			6.9%	2.0%	6.2%		3.1%	
	A few months ago		46	37	9		1	44	2	33	1	2	
		%	8.3%	8.0%	9.6%		11.1%	9.0%	4.0%	8.5%	33.3%	6.3%	
	About six months ago		26	21	5		1	25	1	19			1
		%	4.7%	4.5%	5.3%		11.1%	5.1%	2.0%	4.9%			20.0%
A year or more ago		26	15	11			25	1	22		1		
	%	4.7%	3.2%	11.7%			5.1%	2.0%	5.7%		3.1%		
Can't remember/no reply		15	11	4	12		3	2	11		1		
	%	2.7%	2.4%	4.3%	25.0%		.6%	4.0%	2.8%		3.1%		
Client lives with NOK		46	39	7	32	1	13	6	29	1	5	1	
	%	8.3%	8.4%	7.4%	66.7%	11.1%	2.6%	12.0%	7.5%	33.3%	15.6%	20.0%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3C (cont'd): LAST TIME NOK SAW CLIENT (QF)

		TOTAL	AGE			
			18-34	35-44	45-54	55 plus
BASE: NOK Interview / Receives CSDA Accommodation Service		549	194	111	60	184
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST CONTACT WITH NEXT OF KIN	Last day or two	155	60	28	15	52
	%	28.2%	30.9%	25.2%	25.0%	28.3%
	In the last week	119	42	32	11	34
	%	21.7%	21.6%	28.8%	18.3%	18.5%
	In the last couple of weeks	84	39	17	9	19
	%	15.3%	20.1%	15.3%	15.0%	10.3%
	Last month	34	7	8	4	15
	%	6.2%	3.6%	7.2%	6.7%	8.2%
	A few months ago	46	12	8	7	19
	%	8.4%	6.2%	7.2%	11.7%	10.3%
	About six months ago	26	5	6	5	10
	%	4.7%	2.6%	5.4%	8.3%	5.4%
A year or more ago	25	6	6	3	10	
%	4.6%	3.1%	5.4%	5.0%	5.4%	
Can't remember/no reply	15	1	4	1	9	
%	2.7%	.5%	3.6%	1.7%	4.9%	
Client lives with NOK	45	22	2	5	16	
%	8.2%	11.3%	1.8%	8.3%	8.7%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3C (cont'd): LAST TIME NOK SAW CLIENT (QF)

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: NOK Interview / Receives CSDA Accommodation Service		556	112	99	76	76	93	41	20	39
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST CONTACT WITH NEXT OF KIN	Last day or two	159	32	23	25	18	38	6	5	12
	%	28.6%	28.6%	23.2%	32.9%	23.7%	40.9%	14.6%	25.0%	30.8%
	In the last week	120	16	22	22	15	23	12	2	8
	%	21.6%	14.3%	22.2%	28.9%	19.7%	24.7%	29.3%	10.0%	20.5%
	In the last couple of weeks	84	11	15	12	13	10	12	4	7
	%	15.1%	9.8%	15.2%	15.8%	17.1%	10.8%	29.3%	20.0%	17.9%
	Last month	34	8	8	4	3	3	4	2	2
	%	6.1%	7.1%	8.1%	5.3%	3.9%	3.2%	9.8%	10.0%	5.1%
	A few months ago	46	20	3	3	7	3	3	5	2
	%	8.3%	17.9%	3.0%	3.9%	9.2%	3.2%	7.3%	25.0%	5.1%
	About six months ago	26	6	8	3	3	4	2		
	%	4.7%	5.4%	8.1%	3.9%	3.9%	4.3%	4.9%		
A year or more ago	26	15	2	3	2	2		2		
%	4.7%	13.4%	2.0%	3.9%	2.6%	2.2%		10.0%		
Can't remember/no reply	15	1	2	3	1	1			7	
%	2.7%	.9%	2.0%	3.9%	1.3%	1.1%			17.9%	
Client lives with NOK	46	3	16	1	14	9	2		1	
%	8.3%	2.7%	16.2%	1.3%	18.4%	9.7%	4.9%		2.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3D: LAST TIME NOK SAW SERVICE - ACCOMMODATION SERVICE (QG)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07	
			Male	Female								
BASE: NOK Interview / Receives CSDA Accommodation Service		556	245	311	272	29	301	192	4	28	255	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH ACCOMMODATION SERVICE	In the last month		358	163	195	173	21	194	145	2	12	164
		%	64.4%	66.5%	62.7%	63.6%	72.4%	64.5%	75.5%	50.0%	42.9%	64.3%
	2-4 months ago		59	27	32	33	3	36	20		2	23
		%	10.6%	11.0%	10.3%	12.1%	10.3%	12.0%	10.4%		7.1%	9.0%
	5-12 months ago		45	17	28	31	2	33	12			12
		%	8.1%	6.9%	9.0%	11.4%	6.9%	11.0%	6.3%			4.7%
	Over a year ago		28	10	18	24		24	4			4
		%	5.0%	4.1%	5.8%	8.8%		8.0%	2.1%			1.6%
	Never seen how they work		7	4	3	4		4	3			3
		%	1.3%	1.6%	1.0%	1.5%		1.3%	1.6%			1.2%
Doesn't use this type of service		39	14	25		3	3	2	1	10	36	
	%	7.0%	5.7%	8.0%		10.3%	1.0%	1.0%	25.0%	35.7%	14.1%	
Can't remember/no reply		20	10	10	7		7	6	1	4	13	
	%	3.6%	4.1%	3.2%	2.6%		2.3%	3.1%	25.0%	14.3%	5.1%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3D (cont'd): LAST TIME NOK SAW SERVICE - ACCOMMODATION SERVICE (QG)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: NOK Interview / Receives CSDA Accommodation Service		556	462	94	48	9	491	50	389	3	32	5	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH ACCOMMODATION SERVICE	In the last month		358	307	51	10	5	337	37	246	1	24	3
		%	64.4%	66.5%	54.3%	20.8%	55.6%	68.6%	74.0%	63.2%	33.3%	75.0%	60.0%
	2-4 months ago		59	52	7		1	58	3	42	1	2	
		%	10.6%	11.3%	7.4%		11.1%	11.8%	6.0%	10.8%	33.3%	6.3%	
	5-12 months ago		45	37	8		1	44	1	34		1	
		%	8.1%	8.0%	8.5%		11.1%	9.0%	2.0%	8.7%		3.1%	
	Over a year ago		28	14	14			27	1	24			
		%	5.0%	3.0%	14.9%			5.5%	2.0%	6.2%			
	Never seen how they work		7	5	2			6		5		1	
		%	1.3%	1.1%	2.1%			1.2%		1.3%		3.1%	
Doesn't use this type of service		39	33	6	32	1	6	2	28	1	2	2	
	%	7.0%	7.1%	6.4%	66.7%	11.1%	1.2%	4.0%	7.2%	33.3%	6.3%	40.0%	
Can't remember/no reply		20	14	6	6	1	13	6	10		2		
	%	3.6%	3.0%	6.4%	12.5%	11.1%	2.6%	12.0%	2.6%		6.3%		

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3D (cont'd): LAST TIME NOK SAW SERVICE - ACCOMMODATION SERVICE (QG)

		TOTAL	AGE				
			18-34	35-44	45-54	55 plus	
BASE: NOK Interview / Receives CSDA Accommodation Service		549	194	111	60	184	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH ACCOMMODATION SERVICE	In the last month		354	127	73	39	115
		%	64.5%	65.5%	65.8%	65.0%	62.5%
	2-4 months ago		58	21	13	5	19
		%	10.6%	10.8%	11.7%	8.3%	10.3%
	5-12 months ago		45	13	8	7	17
		%	8.2%	6.7%	7.2%	11.7%	9.2%
	Over a year ago		28	8	8	2	10
		%	5.1%	4.1%	7.2%	3.3%	5.4%
	Never seen how they work		6	1	3	1	1
		%	1.1%	.5%	2.7%	1.7%	.5%
Doesn't use this type of service		38	19	5	3	11	
	%	6.9%	9.8%	4.5%	5.0%	6.0%	
Can't remember/no reply		20	5	1	3	11	
	%	3.6%	2.6%	.9%	5.0%	6.0%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3D (cont'd): LAST TIME NOK SAW SERVICE - ACCOMMODATION SERVICE (QG)

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: NOK Interview / Receives CSDA Accommodation Service		556	112	99	76	76	93	41	20	39	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH ACCOMMODATION SERVICE	In the last month		358	50	62	58	49	68	31	13	27
		%	64.4%	44.6%	62.6%	76.3%	64.5%	73.1%	75.6%	65.0%	69.2%
	2-4 months ago		59	28	7	1	6	5	4	4	4
		%	10.6%	25.0%	7.1%	1.3%	7.9%	5.4%	9.8%	20.0%	10.3%
	5-12 months ago		45	15	7	5	7	6	4	1	
		%	8.1%	13.4%	7.1%	6.6%	9.2%	6.5%	9.8%	5.0%	
	Over a year ago		28	12	3	7	3	3			
		%	5.0%	10.7%	3.0%	9.2%	3.9%	3.2%			
	Never seen how they work		7	2	2			1		2	
		%	1.3%	1.8%	2.0%			1.1%		10.0%	
Doesn't use this type of service		39	3	15	2	4	6	2		7	
	%	7.0%	2.7%	15.2%	2.6%	5.3%	6.5%	4.9%		17.9%	
Can't remember/no reply		20	2	3	3	7	4			1	
	%	3.6%	1.8%	3.0%	3.9%	9.2%	4.3%			2.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3E: LAST TIME NOK SAW SERVICE - EMPLOYMENT SERVICE (QG)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07	
			Male	Female								
BASE: NOK Interview / Receives CSDA Accommodation Service		556	245	311	272	29	301	192	4	28	255	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH EMPLOYMENT SERVICE	In the last month	63	26	37	8	2	10	30		7	53	
		%	11.3%	10.6%	11.9%	2.9%	6.9%	3.3%	15.6%		25.0%	20.8%
	2-4 months ago	17	6	11	7	2	9	4		1	8	
		%	3.1%	2.4%	3.5%	2.6%	6.9%	3.0%	2.1%		3.6%	3.1%
	5-12 months ago	17	10	7	7	1	8	5		2	9	
		%	3.1%	4.1%	2.3%	2.6%	3.4%	2.7%	2.6%		7.1%	3.5%
	Over a year ago	19	8	11	5	1	6	6		3	13	
		%	3.4%	3.3%	3.5%	1.8%	3.4%	2.0%	3.1%		10.7%	5.1%
	Never seen how they work	23	11	12	9	1	10	11				13
		%	4.1%	4.5%	3.9%	3.3%	3.4%	3.3%	5.7%			5.1%
Doesn't use this type of service	377	163	214	213	21	234	126	3	12	143		
	%	67.8%	66.5%	68.8%	78.3%	72.4%	77.7%	65.6%	75.0%	42.9%	56.1%	
Can't remember/no reply	40	21	19	23	1	24	10	1	3	16		
	%	7.2%	8.6%	6.1%	8.5%	3.4%	8.0%	5.2%	25.0%	10.7%	6.3%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3E (cont'd): LAST TIME NOK SAW SERVICE - EMPLOYMENT SERVICE (QG)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: NOK Interview / Receives CSDA Accommodation Service		556	462	94	48	9	491	50	389	3	32	5	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH EMPLOYMENT SERVICE	In the last month		63	52	11	17	2	42	1	51		3	
		%	11.3%	11.3%	11.7%	35.4%	22.2%	8.6%	2.0%	13.1%		9.4%	
	2-4 months ago		17	17		2		14		14			
		%	3.1%	3.7%		4.2%		2.9%		3.6%			
	5-12 months ago		17	16	1	3	1	11	1	15			1
		%	3.1%	3.5%	1.1%	6.3%	11.1%	2.2%	2.0%	3.9%			20.0%
	Over a year ago		19	17	2	5	2	12		15			1
		%	3.4%	3.7%	2.1%	10.4%	22.2%	2.4%		3.9%			20.0%
	Never seen how they work		23	22	1	2		20		21			
		%	4.1%	4.8%	1.1%	4.2%		4.1%		5.4%			
Doesn't use this type of service		377	308	69	15	3	357	31	254	3	27	3	
	%	67.8%	66.7%	73.4%	31.3%	33.3%	72.7%	62.0%	65.3%	100.0%	84.4%	60.0%	
Can't remember/no reply		40	30	10	4	1	35	17	19		2		
	%	7.2%	6.5%	10.6%	8.3%	11.1%	7.1%	34.0%	4.9%		6.3%		

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3E (cont'd): LAST TIME NOK SAW SERVICE - EMPLOYMENT SERVICE (QG)

		TOTAL	AGE				
			18-34	35-44	45-54	55 plus	
BASE: NOK Interview / Receives CSDA Accommodation Service		549	194	111	60	184	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH EMPLOYMENT SERVICE	In the last month		62	20	15	11	16
		%	11.3%	10.3%	13.5%	18.3%	8.7%
	2-4 months ago		15	3	4	1	7
		%	2.7%	1.5%	3.6%	1.7%	3.8%
	5-12 months ago		17	4	5	3	5
		%	3.1%	2.1%	4.5%	5.0%	2.7%
	Over a year ago		19	6	7	2	4
		%	3.5%	3.1%	6.3%	3.3%	2.2%
	Never seen how they work		23	10	3	5	5
		%	4.2%	5.2%	2.7%	8.3%	2.7%
Doesn't use this type of service		373	141	75	34	123	
	%	67.9%	72.7%	67.6%	56.7%	66.8%	
Can't remember/no reply		40	10	2	4	24	
	%	7.3%	5.2%	1.8%	6.7%	13.0%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3E (cont'd): LAST TIME NOK SAW SERVICE - EMPLOYMENT SERVICE (QG)

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: NOK Interview / Receives CSDA Accommodation Service		556	112	99	76	76	93	41	20	39	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH EMPLOYMENT SERVICE	In the last month		63	6	11	3	17	15	1	2	8
		%	11.3%	5.4%	11.1%	3.9%	22.4%	16.1%	2.4%	10.0%	20.5%
	2-4 months ago		17	2	3	1	2	4	2		3
		%	3.1%	1.8%	3.0%	1.3%	2.6%	4.3%	4.9%		7.7%
	5-12 months ago		17	7	2	1	3	1	1		2
		%	3.1%	6.3%	2.0%	1.3%	3.9%	1.1%	2.4%		5.1%
	Over a year ago		19	3	3	1	4	5	1		2
		%	3.4%	2.7%	3.0%	1.3%	5.3%	5.4%	2.4%		5.1%
	Never seen how they work		23	4	6	1	5	3	1		3
		%	4.1%	3.6%	6.1%	1.3%	6.6%	3.2%	2.4%		7.7%
Doesn't use this type of service		377	86	65	62	39	53	34	18	20	
	%	67.8%	76.8%	65.7%	81.6%	51.3%	57.0%	82.9%	90.0%	51.3%	
Can't remember/no reply		40	4	9	7	6	12	1		1	
	%	7.2%	3.6%	9.1%	9.2%	7.9%	12.9%	2.4%		2.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3F: LAST TIME NOK SAW SERVICE - RESPITE SERVICE (QG)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: NOK Interview / Receives CSDA Accommodation Service		556	245	311	272	29	301	192	4	28	255
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH RESPITE	In the last month	13	6	7		3	3	4	1	3	10
		%	2.3%	2.4%	2.3%		10.3%	1.0%	2.1%	25.0%	10.7%
	2-4 months ago	4	1	3		1	1	1		1	3
		%	.7%	.4%	1.0%		3.4%	.3%	.5%		3.6%
	5-12 months ago	3	2	1				2			3
		%	.5%	.8%	.3%			1.0%			1.2%
	Over a year ago	3	1	2	2		2	1			1
		%	.5%	.4%	.6%	.7%		.7%	.5%		.4%
	Never seen how they work	1		1	1		1				
		%	.2%		.3%	.4%		.3%			
Doesn't use this type of service	487	212	275	244	24	268	172	2	20	219	
	%	87.6%	86.5%	88.4%	89.7%	82.8%	89.0%	89.6%	50.0%	71.4%	85.9%
Can't remember/no reply	45	23	22	25	1	26	12	1	4	19	
	%	8.1%	9.4%	7.1%	9.2%	3.4%	8.6%	6.3%	25.0%	14.3%	7.5%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3F (cont'd): LAST TIME NOK SAW SERVICE - RESPITE SERVICE (QG)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: NOK Interview / Receives CSDA Accommodation Service		556	462	94	48	9	491	50	389	3	32	5	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH RESPITE	In the last month		13	10	3	6		7	1	9		2	1
		%	2.3%	2.2%	3.2%	12.5%		1.4%	2.0%	2.3%		6.3%	20.0%
	2-4 months ago		4	4		2		2		2		1	
		%	.7%	.9%		4.2%		.4%		.5%		3.1%	
	5-12 months ago		3	2	1		1	2	1	2			
		%	.5%	.4%	1.1%		11.1%	.4%	2.0%	.5%			
	Over a year ago		3	1	2	1		2		3			
		%	.5%	.2%	2.1%	2.1%		.4%		.8%			
	Never seen how they work		1	1				1		1			
		%	.2%	.2%				.2%		.3%			
Doesn't use this type of service		487	410	77	34	6	442	31	347	3	27	4	
	%	87.6%	88.7%	81.9%	70.8%	66.7%	90.0%	62.0%	89.2%	100.0%	84.4%	80.0%	
Can't remember/no reply		45	34	11	5	2	35	17	25		2		
	%	8.1%	7.4%	11.7%	10.4%	22.2%	7.1%	34.0%	6.4%		6.3%		

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3F (cont'd): LAST TIME NOK SAW SERVICE - RESPITE SERVICE (QG)

		TOTAL	AGE				
			18-34	35-44	45-54	55 plus	
BASE: NOK Interview / Receives CSDA Accommodation Service		549	194	111	60	184	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH RESPITE	In the last month		13	4	2	2	5
		%	2.4%	2.1%	1.8%	3.3%	2.7%
	2-4 months ago		4		1	1	2
		%	.7%		.9%	1.7%	1.1%
	5-12 months ago		2			1	1
		%	.4%			1.7%	.5%
	Over a year ago		3		1		2
		%	.5%		.9%		1.1%
	Never seen how they work		1	1			
		%	.2%	.5%			
Doesn't use this type of service		481	180	103	49	149	
	%	87.6%	92.8%	92.8%	81.7%	81.0%	
Can't remember/no reply		45	9	4	7	25	
	%	8.2%	4.6%	3.6%	11.7%	13.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3F (cont'd): LAST TIME NOK SAW SERVICE - RESPITE SERVICE (QG)

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: NOK Interview / Receives CSDA Accommodation Service		556	112	99	76	76	93	41	20	39
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH RESPITE	In the last month	13	2	2	3	2		2		2
	%	2.3%	1.8%	2.0%	3.9%	2.6%		4.9%		5.1%
	2-4 months ago	4		1		1	1			1
	%	.7%		1.0%		1.3%	1.1%			2.6%
	5-12 months ago	3	1	1					1	
	%	.5%	.9%	1.0%					5.0%	
	Over a year ago	3	2	1						
	%	.5%	1.8%	1.0%						
	Never seen how they work	1	1							
	%	.2%	.9%							
Doesn't use this type of service	487	99	86	66	65	79	38	19	35	
%	87.6%	88.4%	86.9%	86.8%	85.5%	84.9%	92.7%	95.0%	89.7%	
Can't remember/no reply	45	7	8	7	8	13	1		1	
%	8.1%	6.3%	8.1%	9.2%	10.5%	14.0%	2.4%		2.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3G: LAST TIME NOK SAW SERVICE - SERVICE CO-ORDINATION (QG)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: NOK Interview / Receives CSDA Accommodation Service		556	245	311	272	29	301	192	4	28	255
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH SERVICE CO-ORDINATION	In the last month	64	29	35	17	6	23	34		5	41
		%	11.5%	11.8%	11.3%	6.3%	20.7%	7.6%	17.7%		17.9%
	2-4 months ago	21	16	5	6	1	7	11		1	14
		%	3.8%	6.5%	1.6%	2.2%	3.4%	2.3%	5.7%		3.6%
	5-12 months ago	11	6	5	6		6	5			5
		%	2.0%	2.4%	1.6%	2.2%		2.0%	2.6%		
	Over a year ago	6		6	3	1	4	2			2
		%	1.1%		1.9%	1.1%	3.4%	1.3%	1.0%		
	Never seen how they work	9	2	7	5	1	6	3			3
		%	1.6%	.8%	2.3%	1.8%	3.4%	2.0%	1.6%		
Doesn't use this type of service	384	162	222	204	19	223	115	3	19	161	
	%	69.1%	66.1%	71.4%	75.0%	65.5%	74.1%	59.9%	75.0%	67.9%	63.1%
Can't remember/no reply	61	30	31	31	1	32	22	1	3	29	
	%	11.0%	12.2%	10.0%	11.4%	3.4%	10.6%	11.5%	25.0%	10.7%	11.4%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3G (cont'd): LAST TIME NOK SAW SERVICE - SERVICE CO-ORDINATION (QG)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: NOK Interview / Receives CSDA Accommodation Service		556	462	94	48	9	491	50	389	3	32	5	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH SERVICE CO-ORDINATION	In the last month		64	53	11	6		57	4	49	2	4	
		%	11.5%	11.5%	11.7%	12.5%		11.6%	8.0%	12.6%	66.7%	12.5%	
	2-4 months ago		21	21		1	1	19		15		1	
		%	3.8%	4.5%		2.1%	11.1%	3.9%		3.9%		3.1%	
	5-12 months ago		11	8	3			11		11			
		%	2.0%	1.7%	3.2%			2.2%		2.8%			
	Over a year ago		6	5	1			6		4			
		%	1.1%	1.1%	1.1%			1.2%		1.0%			
	Never seen how they work		9	9				9	1	7		1	
		%	1.6%	1.9%				1.8%	2.0%	1.8%		3.1%	
Doesn't use this type of service		384	318	66	37	5	338	26	271		21	5	
	%	69.1%	68.8%	70.2%	77.1%	55.6%	68.8%	52.0%	69.7%		65.6%	100.0%	
Can't remember/no reply		61	48	13	4	3	51	19	32	1	5		
	%	11.0%	10.4%	13.8%	8.3%	33.3%	10.4%	38.0%	8.2%	33.3%	15.6%		

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3G (cont'd): LAST TIME NOK SAW SERVICE - SERVICE CO-ORDINATION (QG)

		TOTAL	AGE				
			18-34	35-44	45-54	55 plus	
BASE: NOK Interview / Receives CSDA Accommodation Service		549	194	111	60	184	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH SERVICE CO-ORDINATION	In the last month		63	22	11	5	25
		%	11.5%	11.3%	9.9%	8.3%	13.6%
	2-4 months ago		21	5	3	1	12
		%	3.8%	2.6%	2.7%	1.7%	6.5%
	5-12 months ago		11	2	2		7
		%	2.0%	1.0%	1.8%		3.8%
	Over a year ago		6	2	1	1	2
		%	1.1%	1.0%	.9%	1.7%	1.1%
	Never seen how they work		9	6	1	1	1
		%	1.6%	3.1%	.9%	1.7%	.5%
Doesn't use this type of service		378	141	88	41	108	
	%	68.9%	72.7%	79.3%	68.3%	58.7%	
Can't remember/no reply		61	16	5	11	29	
	%	11.1%	8.2%	4.5%	18.3%	15.8%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 3G (cont'd): LAST TIME NOK SAW SERVICE - SERVICE CO-ORDINATION (QG)

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: NOK Interview / Receives CSDA Accommodation Service		556	112	99	76	76	93	41	20	39	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH SERVICE CO-ORDINATION	In the last month		64	10	9	7	10	8	7	6	7
		%	11.5%	8.9%	9.1%	9.2%	13.2%	8.6%	17.1%	30.0%	17.9%
	2-4 months ago		21	5	4	1	1	3	3	1	3
		%	3.8%	4.5%	4.0%	1.3%	1.3%	3.2%	7.3%	5.0%	7.7%
	5-12 months ago		11	3	2		2	2	2		
		%	2.0%	2.7%	2.0%		2.6%	2.2%	4.9%		
	Over a year ago		6	1	1			3	1		
		%	1.1%	.9%	1.0%			3.2%	2.4%		
	Never seen how they work		9	2		2	1	1	3		
		%	1.6%	1.8%		2.6%	1.3%	1.1%	7.3%		
Doesn't use this type of service		384	80	69	59	49	65	23	11	28	
	%	69.1%	71.4%	69.7%	77.6%	64.5%	69.9%	56.1%	55.0%	71.8%	
Can't remember/no reply		61	11	14	7	13	11	2	2	1	
	%	11.0%	9.8%	14.1%	9.2%	17.1%	11.8%	4.9%	10.0%	2.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 4: WHO DO YOU LIVE WITH? (Q1a) / WHERE DO YOU LIVE? (Q1b)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Receives CSDA Accommodation Service		1529	764	765	532	99	631	476	50	245	898
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HOUSEHOLD SITUATION	Lives with other people (not family members)	1144	564	580	516	99	615	441	3	46	529
	%	74.8%	73.8%	75.8%	97.0%	100.0%	97.5%	92.6%	6.0%	18.8%	58.9%
	Lives with family or NOK/spouse or defacto	197	101	96				13	32	91	197
	%	12.9%	13.2%	12.5%				2.7%	64.0%	37.1%	21.9%
	Lives alone	163	81	82				14	15	107	163
%	10.7%	10.6%	10.7%				2.9%	30.0%	43.7%	18.2%	
No response/unclear response	25	18	7	16		16	8		1	9	
%	1.6%	2.4%	.9%	3.0%		2.5%	1.7%		.4%	1.0%	
LOCATION OF RESIDENCE	Confirmed address on pre-survey form	1330	681	649	449	92	541	409	50	207	789
	%	87.0%	89.1%	84.8%	84.4%	92.9%	85.7%	85.9%	100.0%	84.5%	87.9%
	Gave different address	133	46	87	49	2	51	45		34	82
	%	8.7%	6.0%	11.4%	9.2%	2.0%	8.1%	9.5%		13.9%	9.1%
No response/unclear response	66	37	29	34	5	39	22		4	27	
%	4.3%	4.8%	3.8%	6.4%	5.1%	6.2%	4.6%		1.6%	3.0%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 4 (cont'd): WHO DO YOU LIVE WITH? (Q1a) / WHERE DO YOU LIVE? (Q1b)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service		1529	1282	247	197	163	1144	157	940	41	218	38
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HOUSEHOLD SITUATION	Lives with other people (not family members)	1144	975	169			1144	118	758	23	133	9
	%	74.8%	76.1%	68.4%			100.0%	75.2%	80.6%	56.1%	61.0%	23.7%
	Lives with family or NOK/spouse or defacto	197	159	38	197			26	88	5	51	9
	%	12.9%	12.4%	15.4%	100.0%			16.6%	9.4%	12.2%	23.4%	23.7%
	Lives alone	163	127	36		163		11	72	13	34	20
%	10.7%	9.9%	14.6%		100.0%		7.0%	7.7%	31.7%	15.6%	52.6%	
No response/unclear response	25	21	4				2	22				
%	1.6%	1.6%	1.6%				1.3%	2.3%				
LOCATION OF RESIDENCE	Confirmed address on pre-survey form	1330	1111	219	179	142	1003	139	809	38	206	17
	%	87.0%	86.7%	88.7%	90.9%	87.1%	87.7%	88.5%	86.1%	92.7%	94.5%	44.7%
	Gave different address	133	114	19	16	19	95	10	84	3	4	20
	%	8.7%	8.9%	7.7%	8.1%	11.7%	8.3%	6.4%	8.9%	7.3%	1.8%	52.6%
No response/unclear response	66	57	9	2	2	46	8	47		8	1	
%	4.3%	4.4%	3.6%	1.0%	1.2%	4.0%	5.1%	5.0%		3.7%	2.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 4 (cont'd): WHO DO YOU LIVE WITH? (Q1a) / WHERE DO YOU LIVE? (Q1b)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service		1529	973	556	781	192	710	259	377	284	211	648
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HOUSEHOLD SITUATION	Lives with other people (not family members)	1144	653	491	508	145	547	102	293	232	166	447
	%	74.8%	67.1%	88.3%	65.0%	75.5%	77.0%	39.4%	77.7%	81.7%	78.7%	69.0%
	Lives with family or NOK/spouse or defacto	197	149	48	129	20	73	76	51	20	28	95
	%	12.9%	15.3%	8.6%	16.5%	10.4%	10.3%	29.3%	13.5%	7.0%	13.3%	14.7%
	Lives alone	163	154	9	137	17	73	81	31	25	13	94
%	10.7%	15.8%	1.6%	17.5%	8.9%	10.3%	31.3%	8.2%	8.8%	6.2%	14.5%	
No response/unclear response	25	17	8	7	10	17		2	7	4	12	
%	1.6%	1.7%	1.4%	.9%	5.2%	2.4%		.5%	2.5%	1.9%	1.9%	
LOCATION OF RESIDENCE	Confirmed address on pre-survey form	1330	850	480	697	153	623	223	330	253	176	562
	%	87.0%	87.4%	86.3%	89.2%	79.7%	87.7%	86.1%	87.5%	89.1%	83.4%	86.7%
	Gave different address	133	63	70	55	8	30	33	36	24	19	54
	%	8.7%	6.5%	12.6%	7.0%	4.2%	4.2%	12.7%	9.5%	8.5%	9.0%	8.3%
No response/unclear response	66	60	6	29	31	57	3	11	7	16	32	
%	4.3%	6.2%	1.1%	3.7%	16.1%	8.0%	1.2%	2.9%	2.5%	7.6%	4.9%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 4 (cont'd): WHO DO YOU LIVE WITH? (Q1a) / WHERE DO YOU LIVE? (Q1b)

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Accommodation Service		1529	220	242	236	258	307	139	38	89
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HOUSEHOLD SITUATION	Lives with other people (not family members)	1144	171	183	173	187	222	100	32	76
	%	74.8%	77.7%	75.6%	73.3%	72.5%	72.3%	71.9%	84.2%	85.4%
	Lives with family or NOK/spouse or defacto	197	25	34	34	40	37	16	2	9
	%	12.9%	11.4%	14.0%	14.4%	15.5%	12.1%	11.5%	5.3%	10.1%
	Lives alone	163	18	15	29	30	46	17	4	4
	%	10.7%	8.2%	6.2%	12.3%	11.6%	15.0%	12.2%	10.5%	4.5%
No response/unclear response	25	6	10		1	2	6			
%	1.6%	2.7%	4.1%		.4%	.7%	4.3%			
LOCATION OF RESIDENCE	Confirmed address on pre-survey form	1330	198	228	204	245	250	106	35	64
	%	87.0%	90.0%	94.2%	86.4%	95.0%	81.4%	76.3%	92.1%	71.9%
	Gave different address	133	20	3	22	4	41	21	3	19
	%	8.7%	9.1%	1.2%	9.3%	1.6%	13.4%	15.1%	7.9%	21.3%
No response/unclear response	66	2	11	10	9	16	12		6	
%	4.3%	.9%	4.5%	4.2%	3.5%	5.2%	8.6%		6.7%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 5A: DID YOU CHOOSE TO LIVE THERE? (Q2) / DID YOU CHOOSE THE PEOPLE YOU LIVE WITH? (Q3)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Not living with parent/relatives / Receives CSDA Accommodation Service		1332	663	669	532	99	631	463	18	154	701
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DEGREE OF CHOICE IN RESIDENCY	Yes - unassisted	344	158	186	99	32	131	94	14	85	213
	%	25.8%	23.8%	27.8%	18.6%	32.3%	20.8%	20.3%	77.8%	55.2%	30.4%
	Yes - with assistance (from co-ordinator/service)	302	173	129	76	17	93	127	3	50	209
	%	22.7%	26.1%	19.3%	14.3%	17.2%	14.7%	27.4%	16.7%	32.5%	29.8%
	No - someone else chose for me	627	303	324	337	41	378	219		15	249
	%	47.1%	45.7%	48.4%	63.3%	41.4%	59.9%	47.3%		9.7%	35.5%
Not applicable - live in parent/relatives home	9	7	2	3	2	5		1	2	4	
%	.7%	1.1%	.3%	.6%	2.0%	.8%		5.6%	1.3%	.6%	
No response/unclear response/can't remember	50	22	28	17	7	24	23		2	26	
%	3.8%	3.3%	4.2%	3.2%	7.1%	3.8%	5.0%		1.3%	3.7%	
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	Yes - unassisted	114	69	45	22	8	30	54	1	22	84
	%	8.6%	10.4%	6.7%	4.1%	8.1%	4.8%	11.7%	5.6%	14.3%	12.0%
	Yes - with assistance or chose some of the people	173	84	89	62	8	70	82		14	103
	%	13.0%	12.7%	13.3%	11.7%	8.1%	11.1%	17.7%		9.1%	14.7%
	No - someone else chose the people I live with	802	383	419	408	67	475	292		9	327
	%	60.2%	57.8%	62.6%	76.7%	67.7%	75.3%	63.1%		5.8%	46.6%
Not applicable - live in parent/relatives home	13	9	4	3	3	6		1	4	7	
%	1.0%	1.4%	.6%	.6%	3.0%	1.0%		5.6%	2.6%	1.0%	
Not applicable - lives alone	180	87	93	20	5	25	15	16	101	155	
%	13.5%	13.1%	13.9%	3.8%	5.1%	4.0%	3.2%	88.9%	65.6%	22.1%	
No response/unclear response	50	31	19	17	8	25	20		4	25	
%	3.8%	4.7%	2.8%	3.2%	8.1%	4.0%	4.3%		2.6%	3.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

Productivity Commission
Job Number: 98196

TABLE 5A (cont'd): DID YOU CHOOSE TO LIVE THERE? (Q2) / DID YOU CHOOSE THE PEOPLE YOU LIVE WITH? (Q3)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE		DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Not living with parent/relatives / Receives CSDA Accommodation Service		1332	1123	209	163	1144	131	852	36	167	29
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DEGREE OF CHOICE IN RESIDENCY	Yes - unassisted	344	278	66	102	238	42	180	10	76	21
	%	25.8%	24.8%	31.6%	62.6%	20.8%	32.1%	21.1%	27.8%	45.5%	72.4%
	Yes - with assistance (from co-ordinator/service provider)	302	252	50	43	258	24	207	18	27	4
	%	22.7%	22.4%	23.9%	26.4%	22.6%	18.3%	24.3%	50.0%	16.2%	13.8%
	No - someone else chose for me	627	544	83	16	601	61	418	7	58	4
	%	47.1%	48.4%	39.7%	9.8%	52.5%	46.6%	49.1%	19.4%	34.7%	13.8%
Not applicable - live in parent/relatives home	9	6	3	2	7		7		2		
%	.7%	.5%	1.4%	1.2%	.6%		.8%		1.2%		
No response/unclear response/can't remember	50	43	7		40	4	40	1	4		
%	3.8%	3.8%	3.3%		3.5%	3.1%	4.7%	2.8%	2.4%		
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	Yes - unassisted	114	89	25	6	105	5	85	2	17	2
	%	8.6%	7.9%	12.0%	3.7%	9.2%	3.8%	10.0%	5.6%	10.2%	6.9%
	Yes - with assistance or chose some of the people	173	141	32	3	170	15	122	3	20	1
	%	13.0%	12.6%	15.3%	1.8%	14.9%	11.5%	14.3%	8.3%	12.0%	3.4%
	No - someone else chose the people I live with	802	696	106	5	788	96	522	18	79	4
	%	60.2%	62.0%	50.7%	3.1%	68.9%	73.3%	61.3%	50.0%	47.3%	13.8%
	Not applicable - live in parent/relatives home	13	10	3	3	10	1	8		2	1
%	1.0%	.9%	1.4%	1.8%	.9%	.8%	.9%		1.2%	3.4%	
Not applicable - lives alone	180	142	38	146	33	12	75	12	44	21	
%	13.5%	12.6%	18.2%	89.6%	2.9%	9.2%	8.8%	33.3%	26.3%	72.4%	
No response/unclear response	50	45	5		38	2	40	1	5		
%	3.8%	4.0%	2.4%		3.3%	1.5%	4.7%	2.8%	3.0%		

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

Productivity Commission
Job Number: 98196

TABLE 5A (cont'd): DID YOU CHOOSE TO LIVE THERE? (Q2) / DID YOU CHOOSE THE PEOPLE YOU LIVE WITH? (Q3)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Not living with parent/relatives / Receives CSDA Accommodation Service		1332	824	508	652	172	637	183	326	264	183	553
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DEGREE OF CHOICE IN RESIDENCY	Yes - unassisted	344	306	38	271	35	210	96	59	52	63	169
	%	25.8%	37.1%	7.5%	41.6%	20.3%	33.0%	52.5%	18.1%	19.7%	34.4%	30.6%
	Yes - with assistance (from co-ordinator/service provider)	302	261	41	195	66	217	42	78	61	44	118
	%	22.7%	31.7%	8.1%	29.9%	38.4%	34.1%	23.0%	23.9%	23.1%	24.0%	21.3%
	No - someone else chose for me	627	202	425	144	58	172	28	178	140	74	231
	%	47.1%	24.5%	83.7%	22.1%	33.7%	27.0%	15.3%	54.6%	53.0%	40.4%	41.8%
Not applicable - live in parent/relatives home	9	7	2	7		3	4	3	1		5	
%	.7%	.8%	.4%	1.1%		.5%	2.2%	.9%	.4%		.9%	
No response/unclear response/can't remember	50	48	2	35	13	35	13	8	10	2	30	
%	3.8%	5.8%	.4%	5.4%	7.6%	5.5%	7.1%	2.5%	3.8%	1.1%	5.4%	
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	Yes - unassisted	114	108	6	86	22	84	23	19	30	17	48
	%	8.6%	13.1%	1.2%	13.2%	12.8%	13.2%	12.6%	5.8%	11.4%	9.3%	8.7%
	Yes - with assistance or chose some of the people	173	148	25	115	33	128	19	47	36	29	60
	%	13.0%	18.0%	4.9%	17.6%	19.2%	20.1%	10.4%	14.4%	13.6%	15.8%	10.8%
	No - someone else chose the people I live with	802	346	456	258	88	298	46	217	158	118	304
	%	60.2%	42.0%	89.8%	39.6%	51.2%	46.8%	25.1%	66.6%	59.8%	64.5%	55.0%
	Not applicable - live in parent/relatives home	13	9	4	8	1	4	5	3	2		8
%	1.0%	1.1%	.8%	1.2%	.6%	.6%	2.7%	.9%	.8%		1.4%	
Not applicable - lives alone	180	168	12	154	14	86	82	33	25	15	107	
%	13.5%	20.4%	2.4%	23.6%	8.1%	13.5%	44.8%	10.1%	9.5%	8.2%	19.3%	
No response/unclear response	50	45	5	31	14	37	8	7	13	4	26	
%	3.8%	5.5%	1.0%	4.8%	8.1%	5.8%	4.4%	2.1%	4.9%	2.2%	4.7%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 5A (cont'd): DID YOU CHOOSE TO LIVE THERE? (Q2) / DID YOU CHOOSE THE PEOPLE YOU LIVE WITH? (Q3)

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Not living with parent/relatives / Receives CSDA Accommodation Service		1332	195	208	202	218	270	123	36	80
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DEGREE OF CHOICE IN RESIDENCY	Yes - unassisted	344	37	49	70	61	64	51	3	9
	%	25.8%	19.0%	23.6%	34.7%	28.0%	23.7%	41.5%	8.3%	11.3%
	Yes - with assistance (from co-ordinator/service)	302	42	38	35	45	81	21	12	28
	%	22.7%	21.5%	18.3%	17.3%	20.6%	30.0%	17.1%	33.3%	35.0%
	No - someone else chose for me	627	111	99	92	101	122	44	20	38
	%	47.1%	56.9%	47.6%	45.5%	46.3%	45.2%	35.8%	55.6%	47.5%
Not applicable - live in parent/relatives home	9	2		2	1	2	2			
%	.7%	1.0%		1.0%	.5%	.7%	1.6%			
No response/unclear response/can't remember	50	3	22	3	10	1	5	1	5	
%	3.8%	1.5%	10.6%	1.5%	4.6%	.4%	4.1%	2.8%	6.3%	
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	Yes - unassisted	114	14	27	22	22	9	18	1	1
	%	8.6%	7.2%	13.0%	10.9%	10.1%	3.3%	14.6%	2.8%	1.3%
	Yes - with assistance or chose some of the people	173	30	16	26	18	43	18	1	21
	%	13.0%	15.4%	7.7%	12.9%	8.3%	15.9%	14.6%	2.8%	26.3%
	No - someone else chose the people I live with	802	128	124	103	140	166	61	30	50
	%	60.2%	65.6%	59.6%	51.0%	64.2%	61.5%	49.6%	83.3%	62.5%
	Not applicable - live in parent/relatives home	13	2	1	2	1	4	3		
%	1.0%	1.0%	.5%	1.0%	.5%	1.5%	2.4%			
Not applicable - lives alone	180	19	17	45	28	48	15	4	4	
%	13.5%	9.7%	8.2%	22.3%	12.8%	17.8%	12.2%	11.1%	5.0%	
No response/unclear response	50	2	23	4	9		8		4	
%	3.8%	1.0%	11.1%	2.0%	4.1%		6.5%		5.0%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

Productivity Commission
Job Number: 98196

TABLE 5B: DO YOU LIKE LIVING THERE? (Q4) / DO YOU FEEL SAFE HERE? (Q5)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Not living with parent/relatives / Receives CSDA Accommodation Service		1332	663	669	532	99	631	463	18	154	701
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENJOYMENT OF RESIDENCY	Yes - like where I live now	1092	546	546	426	82	508	378	16	131	584
	%	82.0%	82.4%	81.6%	80.1%	82.8%	80.5%	81.6%	88.9%	85.1%	83.3%
	In between	103	56	47	43	11	54	36	1	10	49
	%	7.7%	8.4%	7.0%	8.1%	11.1%	8.6%	7.8%	5.6%	6.5%	7.0%
	No - don't like where I live now	71	34	37	30	2	32	27		9	39
	%	5.3%	5.1%	5.5%	5.6%	2.0%	5.1%	5.8%		5.8%	5.6%
Not applicable - live in parent/relatives home	16	10	6	4	3	7	2	1	4	9	
%	1.2%	1.5%	.9%	.8%	3.0%	1.1%	.4%	5.6%	2.6%	1.3%	
No response/unclear response	50	17	33	29	1	30	20			20	
%	3.8%	2.6%	4.9%	5.5%	1.0%	4.8%	4.3%			2.9%	
SAFETY OF RESIDENCY	Yes - feel safe here/there	1152	580	572	463	89	552	392	16	136	600
	%	86.5%	87.5%	85.5%	87.0%	89.9%	87.5%	84.7%	88.9%	88.3%	85.6%
	In between - most of the time	75	37	38	23	5	28	30	1	9	47
	%	5.6%	5.6%	5.7%	4.3%	5.1%	4.4%	6.5%	5.6%	5.8%	6.7%
	No - don't feel safe	34	14	20	11	1	12	13		6	22
%	2.6%	2.1%	3.0%	2.1%	1.0%	1.9%	2.8%		3.9%	3.1%	
Not applicable - live in parent/relatives home	13	8	5	5	3	8	2	1	2	5	
%	1.0%	1.2%	.7%	.9%	3.0%	1.3%	.4%	5.6%	1.3%	.7%	
No response/unclear response	58	24	34	30	1	31	26		1	27	
%	4.4%	3.6%	5.1%	5.6%	1.0%	4.9%	5.6%		.6%	3.9%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 5B (cont'd): DO YOU LIKE LIVING THERE? (Q4) / DO YOU FEEL SAFE HERE? (Q5)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE		DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Not living with parent/relatives / Receives CSDA Accommodation Service		1332	1123	209	163	1144	131	852	36	167	29
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENJOYMENT OF RESIDENCY	Yes - like where I live now	1092	913	179	144	933	94	715	29	126	26
	%	82.0%	81.3%	85.6%	88.3%	81.6%	71.8%	83.9%	80.6%	75.4%	89.7%
	In between	103	91	12	8	94	24	47	2	21	2
	%	7.7%	8.1%	5.7%	4.9%	8.2%	18.3%	5.5%	5.6%	12.6%	6.9%
	No - don't like where I live now	71	64	7	7	63	9	41	4	14	
	%	5.3%	5.7%	3.3%	4.3%	5.5%	6.9%	4.8%	11.1%	8.4%	
Not applicable - live in parent/relatives home	16	11	5	4	12		10	1	3	1	
%	1.2%	1.0%	2.4%	2.5%	1.0%		1.2%	2.8%	1.8%	3.4%	
No response/unclear response	50	44	6		42	4	39		3		
%	3.8%	3.9%	2.9%		3.7%	3.1%	4.6%		1.8%		
SAFETY OF RESIDENCY	Yes - feel safe here/there	1152	972	180	146	991	114	738	28	142	29
	%	86.5%	86.6%	86.1%	89.6%	86.6%	87.0%	86.6%	77.8%	85.0%	100.0%
	In between - most of the time	75	66	9	12	61	8	40	4	16	
	%	5.6%	5.9%	4.3%	7.4%	5.3%	6.1%	4.7%	11.1%	9.6%	
	No - don't feel safe	34	28	6	4	30	3	20	4	5	
	%	2.6%	2.5%	2.9%	2.5%	2.6%	2.3%	2.3%	11.1%	3.0%	
Not applicable - live in parent/relatives home	13	9	4		13		9		2		
%	1.0%	.8%	1.9%		1.1%		1.1%		1.2%		
No response/unclear response	58	48	10	1	49	6	45		2		
%	4.4%	4.3%	4.8%	.6%	4.3%	4.6%	5.3%		1.2%		

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

Productivity Commission
Job Number: 98196

TABLE 5B (cont'd): DO YOU LIKE LIVING THERE? (Q4) / DO YOU FEEL SAFE HERE? (Q5)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Not living with parent/relatives / Receives CSDA Accommodation Service		1332	824	508	652	172	637	183	326	264	183	553
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENJOYMENT OF RESIDENCY	Yes - like where I live now	1092	675	417	541	134	509	162	268	225	152	442
	%	82.0%	81.9%	82.1%	83.0%	77.9%	79.9%	88.5%	82.2%	85.2%	83.1%	79.9%
	In between	103	72	31	55	17	67	5	22	13	16	52
	%	7.7%	8.7%	6.1%	8.4%	9.9%	10.5%	2.7%	6.7%	4.9%	8.7%	9.4%
	No - don't like where I live now	71	53	18	39	14	44	9	19	12	12	27
	%	5.3%	6.4%	3.5%	6.0%	8.1%	6.9%	4.9%	5.8%	4.5%	6.6%	4.9%
Not applicable - live in parent/relatives home	16	10	6	10		4	6	4	4		8	
%	1.2%	1.2%	1.2%	1.5%		.6%	3.3%	1.2%	1.5%		1.4%	
No response/unclear response	50	14	36	7	7	13	1	13	10	3	24	
%	3.8%	1.7%	7.1%	1.1%	4.1%	2.0%	.5%	4.0%	3.8%	1.6%	4.3%	
SAFETY OF RESIDENCY	Yes - feel safe here/there	1152	713	439	567	146	548	161	278	231	166	472
	%	86.5%	86.5%	86.4%	87.0%	84.9%	86.0%	88.0%	85.3%	87.5%	90.7%	85.4%
	In between - most of the time	75	57	18	45	12	46	11	14	16	9	35
	%	5.6%	6.9%	3.5%	6.9%	7.0%	7.2%	6.0%	4.3%	6.1%	4.9%	6.3%
	No - don't feel safe	34	28	6	23	5	23	5	12	3	8	11
	%	2.6%	3.4%	1.2%	3.5%	2.9%	3.6%	2.7%	3.7%	1.1%	4.4%	2.0%
Not applicable - live in parent/relatives home	13	6	7	6		2	4	4	3		6	
%	1.0%	.7%	1.4%	.9%		.3%	2.2%	1.2%	1.1%		1.1%	
No response/unclear response	58	20	38	11	9	18	2	18	11		29	
%	4.4%	2.4%	7.5%	1.7%	5.2%	2.8%	1.1%	5.5%	4.2%		5.2%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 5B (cont'd): DO YOU LIKE LIVING THERE? (Q4) / DO YOU FEEL SAFE HERE? (Q5)

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Not living with parent/relatives / Receives CSDA Accommodation Service		1332	195	208	202	218	270	123	36	80
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENJOYMENT OF RESIDENCY	Yes - like where I live now	1092	166	171	150	186	233	97	26	63
	%	82.0%	85.1%	82.2%	74.3%	85.3%	86.3%	78.9%	72.2%	78.8%
	In between	103	13	14	22	13	20	12	3	6
	%	7.7%	6.7%	6.7%	10.9%	6.0%	7.4%	9.8%	8.3%	7.5%
	No - don't like where I live now	71	3	5	23	12	11	7	3	7
	%	5.3%	1.5%	2.4%	11.4%	5.5%	4.1%	5.7%	8.3%	8.8%
Not applicable - live in parent/relatives home	16	2	2	2	2	6	1		1	
%	1.2%	1.0%	1.0%	1.0%	.9%	2.2%	.8%		1.3%	
No response/unclear response	50	11	16	5	5		6	4	3	
%	3.8%	5.6%	7.7%	2.5%	2.3%		4.9%	11.1%	3.8%	
SAFETY OF RESIDENCY	Yes - feel safe here/there	1152	171	173	163	192	250	107	30	66
	%	86.5%	87.7%	83.2%	80.7%	88.1%	92.6%	87.0%	83.3%	82.5%
	In between - most of the time	75	9	14	15	10	9	10	3	5
	%	5.6%	4.6%	6.7%	7.4%	4.6%	3.3%	8.1%	8.3%	6.3%
	No - don't feel safe	34	3	3	10	8	4	1	1	4
	%	2.6%	1.5%	1.4%	5.0%	3.7%	1.5%	.8%	2.8%	5.0%
Not applicable - live in parent/relatives home	13	2	2	2	2	3	1		1	
%	1.0%	1.0%	1.0%	1.0%	.9%	1.1%	.8%		1.3%	
No response/unclear response	58	10	16	12	6	4	4	2	4	
%	4.4%	5.1%	7.7%	5.9%	2.8%	1.5%	3.3%	5.6%	5.0%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 6: DO YOU FEEL SAFE IN YOUR AREA? (Q6)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07	
			Male	Female								
BASE: Receives CSDA Accommodation Service		1529	764	765	532	99	631	476	50	245	898	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SAFETY OF AREA	Yes - feel safe		1003	524	479	259	68	327	329	42	198	676
		%	65.6%	68.6%	62.6%	48.7%	68.7%	51.8%	69.1%	84.0%	80.8%	75.3%
	In between		78	36	42	17	8	25	20	4	20	53
		%	5.1%	4.7%	5.5%	3.2%	8.1%	4.0%	4.2%	8.0%	8.2%	5.9%
	No - feel scared		69	27	42	26	3	29	22	1	12	40
		%	4.5%	3.5%	5.5%	4.9%	3.0%	4.6%	4.6%	2.0%	4.9%	4.5%
Not applicable - does not go out, not aware		300	145	155	197	19	216	66	2	12	84	
	%	19.6%	19.0%	20.3%	37.0%	19.2%	34.2%	13.9%	4.0%	4.9%	9.4%	
No response/unclear response		79	32	47	33	1	34	39	1	3	45	
	%	5.2%	4.2%	6.1%	6.2%	1.0%	5.4%	8.2%	2.0%	1.2%	5.0%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 6 (cont'd): DO YOU FEEL SAFE IN YOUR AREA? (Q6)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service		1529	1282	247	197	163	1144	157	940	41	218	38
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SAFETY OF AREA	Yes - feel safe	1003	838	165	162	134	699	101	605	28	162	33
	%	65.6%	65.4%	66.8%	82.2%	82.2%	61.1%	64.3%	64.4%	68.3%	74.3%	86.8%
	In between	78	62	16	9	18	49	8	39	6	18	4
	%	5.1%	4.8%	6.5%	4.6%	11.0%	4.3%	5.1%	4.1%	14.6%	8.3%	10.5%
	No - feel scared	69	58	11	8	5	55	3	52	4	8	
	%	4.5%	4.5%	4.5%	4.1%	3.1%	4.8%	1.9%	5.5%	9.8%	3.7%	
Not applicable - does not go out, not aware	300	258	42	15	4	276	39	180	2	26		
%	19.6%	20.1%	17.0%	7.6%	2.5%	24.1%	24.8%	19.1%	4.9%	11.9%		
No response/unclear response	79	66	13	3	2	65	6	64	1	4	1	
%	5.2%	5.1%	5.3%	1.5%	1.2%	5.7%	3.8%	6.8%	2.4%	1.8%	2.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 6 (cont'd): DO YOU FEEL SAFE IN YOUR AREA? (Q6)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service		1529	973	556	781	192	710	259	377	284	211	648
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SAFETY OF AREA	Yes - feel safe	1003	749	254	609	140	529	216	236	163	145	455
	%	65.6%	77.0%	45.7%	78.0%	72.9%	74.5%	83.4%	62.6%	57.4%	68.7%	70.2%
	In between	78	70	8	64	6	51	19	15	16	12	34
	%	5.1%	7.2%	1.4%	8.2%	3.1%	7.2%	7.3%	4.0%	5.6%	5.7%	5.2%
	No - feel scared	69	58	11	47	11	46	12	15	20	11	23
	%	4.5%	6.0%	2.0%	6.0%	5.7%	6.5%	4.6%	4.0%	7.0%	5.2%	3.5%
Not applicable - does not go out, not aware	300	65	235	45	20	58	7	89	72	37	100	
%	19.6%	6.7%	42.3%	5.8%	10.4%	8.2%	2.7%	23.6%	25.4%	17.5%	15.4%	
No response/unclear response	79	31	48	16	15	26	5	22	13	6	36	
%	5.2%	3.2%	8.6%	2.0%	7.8%	3.7%	1.9%	5.8%	4.6%	2.8%	5.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 6 (cont'd): DO YOU FEEL SAFE IN YOUR AREA? (Q6)

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Accommodation Service		1529	220	242	236	258	307	139	38	89	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SAFETY OF AREA	Yes - feel safe		1003	127	153	145	178	202	108	27	63
		%	65.6%	57.7%	63.2%	61.4%	69.0%	65.8%	77.7%	71.1%	70.8%
	In between		78	14	8	19	19	8	6	1	3
		%	5.1%	6.4%	3.3%	8.1%	7.4%	2.6%	4.3%	2.6%	3.4%
	No - feel scared		69	9	11	15	18	6	3	1	6
		%	4.5%	4.1%	4.5%	6.4%	7.0%	2.0%	2.2%	2.6%	6.7%
	Not applicable - does not go out, not aware		300	59	43	44	31	89	15	7	12
		%	19.6%	26.8%	17.8%	18.6%	12.0%	29.0%	10.8%	18.4%	13.5%
No response/unclear response		79	11	27	13	12	2	7	2	5	
	%	5.2%	5.0%	11.2%	5.5%	4.7%	.7%	5.0%	5.3%	5.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 7: DO YOU LIKE LIVING ALONE / DO YOU LIKE LIVING WITH THE PEOPLE YOU LIVE WITH? (Q7)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Not living with parent/relatives / Receives CSDA Accommodation Service		1332	663	669	532	99	631	463	18	154	701
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LIKE OTHER HOUSE RESIDENTS	Yes - like who I live with/like living alone	970	476	494	383	79	462	332	12	109	508
	%	72.8%	71.8%	73.8%	72.0%	79.8%	73.2%	71.7%	66.7%	70.8%	72.5%
	In between - like sometimes/like some	166	90	76	75	10	85	55	4	14	81
	%	12.5%	13.6%	11.4%	14.1%	10.1%	13.5%	11.9%	22.2%	9.1%	11.6%
	No - don't like who I live with/living alone	68	31	37	13	2	15	23	1	27	53
	%	5.1%	4.7%	5.5%	2.4%	2.0%	2.4%	5.0%	5.6%	17.5%	7.6%
No response/unclear response	128	66	62	61	8	69	53	1	4	59	
%	9.6%	10.0%	9.3%	11.5%	8.1%	10.9%	11.4%	5.6%	2.6%	8.4%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 7 (cont'd): DO YOU LIKE LIVING ALONE / DO YOU LIKE LIVING WITH THE PEOPLE YOU LIVE WITH? (Q7)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE		DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Not living with parent/relatives / Receives CSDA Accommodation Service		1332	1123	209	163	1144	131	852	36	167	29
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LIKE OTHER HOUSE RESIDENTS	Yes - like who I live with/like living alone	970	815	155	118	841	87	639	25	109	17
	%	72.8%	72.6%	74.2%	72.4%	73.5%	66.4%	75.0%	69.4%	65.3%	58.6%
	In between - like sometimes/like some	166	147	19	14	150	29	81	4	35	4
	%	12.5%	13.1%	9.1%	8.6%	13.1%	22.1%	9.5%	11.1%	21.0%	13.8%
	No - don't like who I live with/living alone	68	58	10	29	38	5	39	5	12	4
%	5.1%	5.2%	4.8%	17.8%	3.3%	3.8%	4.6%	13.9%	7.2%	13.8%	
No response/unclear response	128	103	25	2	115	10	93	2	11	4	
%	9.6%	9.2%	12.0%	1.2%	10.1%	7.6%	10.9%	5.6%	6.6%	13.8%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 7 (cont'd): DO YOU LIKE LIVING ALONE / DO YOU LIKE LIVING WITH THE PEOPLE YOU LIVE WITH? (Q7)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Not living with parent/relatives / Receives CSDA Accommodation Service		1332	824	508	652	172	637	183	326	264	183	553
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LIKE OTHER HOUSE RESIDENTS	Yes - like who I live with/like living alone	970	596	374	476	120	456	138	246	186	143	391
	%	72.8%	72.3%	73.6%	73.0%	69.8%	71.6%	75.4%	75.5%	70.5%	78.1%	70.7%
	In between - like sometimes/like some	166	107	59	83	24	82	23	29	39	23	73
	%	12.5%	13.0%	11.6%	12.7%	14.0%	12.9%	12.6%	8.9%	14.8%	12.6%	13.2%
	No - don't like who I live with/living alone	68	54	14	43	11	39	15	19	10	10	29
%	5.1%	6.6%	2.8%	6.6%	6.4%	6.1%	8.2%	5.8%	3.8%	5.5%	5.2%	
No response/unclear response	128	67	61	50	17	60	7	32	29	7	60	
%	9.6%	8.1%	12.0%	7.7%	9.9%	9.4%	3.8%	9.8%	11.0%	3.8%	10.8%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 7 (cont'd): DO YOU LIKE LIVING ALONE / DO YOU LIKE LIVING WITH THE PEOPLE YOU LIVE WITH? (Q7)

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Not living with parent/relatives / Receives CSDA Accommodation Service		1332	195	208	202	218	270	123	36	80
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LIKE OTHER HOUSE RESIDENTS	Yes - like who I live with/like living alone	970	153	135	137	165	213	94	25	48
	%	72.8%	78.5%	64.9%	67.8%	75.7%	78.9%	76.4%	69.4%	60.0%
	In between - like sometimes/like some	166	20	26	32	24	37	10	5	12
	%	12.5%	10.3%	12.5%	15.8%	11.0%	13.7%	8.1%	13.9%	15.0%
	No - don't like who I live with/living alone	68	5	4	11	20	12	7	3	6
	%	5.1%	2.6%	1.9%	5.4%	9.2%	4.4%	5.7%	8.3%	7.5%
No response/unclear response	128	17	43	22	9	8	12	3	14	
%	9.6%	8.7%	20.7%	10.9%	4.1%	3.0%	9.8%	8.3%	17.5%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 8: DO YOU WANT TO MOVE OUT OF WHERE YOU LIVE? (Q9)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07	
			Male	Female								
BASE: Receives CSDA Accommodation Service		1529	764	765	532	99	631	476	50	245	898	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
DESIRE TO MOVE	Yes - move somewhere else for positive reasons	130	80	50	37	8	45	42	7	23	85	
		%	8.5%	10.5%	6.5%	7.0%	8.1%	7.1%	8.8%	14.0%	9.4%	9.5%
	No, like where I live/stay	1093	532	561	380	74	454	326	36	178	639	
		%	71.5%	69.6%	73.3%	71.4%	74.7%	71.9%	68.5%	72.0%	72.7%	71.2%
	In between - sometimes want to move/sometimes	126	61	65	45	8	53	37	4	21	73	
		%	8.2%	8.0%	8.5%	8.5%	8.1%	8.4%	7.8%	8.0%	8.6%	8.1%
Yes - move somewhere else for negative reasons	79	42	37	20	6	26	28	3	18	53		
	%	5.2%	5.5%	4.8%	3.8%	6.1%	4.1%	5.9%	6.0%	7.3%	5.9%	
No response/unclear response	101	49	52	50	3	53	43		5	48		
	%	6.6%	6.4%	6.8%	9.4%	3.0%	8.4%	9.0%		2.0%	5.3%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 8 (cont'd): DO YOU WANT TO MOVE OUT OF WHERE YOU LIVE? (Q9)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service		1529	1282	247	197	163	1144	157	940	41	218	38
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DESIRE TO MOVE	Yes - move somewhere else for positive reasons	130	107	23	21	12	97	26	69	4	19	4
	%	8.5%	8.3%	9.3%	10.7%	7.4%	8.5%	16.6%	7.3%	9.8%	8.7%	10.5%
	No, like where I live/stay	1093	918	175	152	130	800	101	673	28	158	27
	%	71.5%	71.6%	70.9%	77.2%	79.8%	69.9%	64.3%	71.6%	68.3%	72.5%	71.1%
	In between - sometimes want to move/sometimes	126	112	14	12	13	101	20	67	6	16	6
	%	8.2%	8.7%	5.7%	6.1%	8.0%	8.8%	12.7%	7.1%	14.6%	7.3%	15.8%
Yes - move somewhere else for negative reasons	79	66	13	9	7	63	5	50	3	19		
%	5.2%	5.1%	5.3%	4.6%	4.3%	5.5%	3.2%	5.3%	7.3%	8.7%		
No response/unclear response	101	79	22	3	1	83	5	81		6	1	
%	6.6%	6.2%	8.9%	1.5%	.6%	7.3%	3.2%	8.6%		2.8%	2.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 8 (cont'd): DO YOU WANT TO MOVE OUT OF WHERE YOU LIVE? (Q9)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service		1529	973	556	781	192	710	259	377	284	211	648
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DESIRE TO MOVE	Yes - move somewhere else for positive reasons	130	114	16	98	16	74	38	39	32	11	48
	%	8.5%	11.7%	2.9%	12.5%	8.3%	10.4%	14.7%	10.3%	11.3%	5.2%	7.4%
	No, like where I live/stay	1093	643	450	530	113	452	189	258	198	164	464
	%	71.5%	66.1%	80.9%	67.9%	58.9%	63.7%	73.0%	68.4%	69.7%	77.7%	71.6%
	In between - sometimes want to move/sometimes	126	108	18	86	22	89	19	34	16	13	63
	%	8.2%	11.1%	3.2%	11.0%	11.5%	12.5%	7.3%	9.0%	5.6%	6.2%	9.7%
Yes - move somewhere else for negative reasons	79	71	8	49	22	62	9	22	14	16	27	
%	5.2%	7.3%	1.4%	6.3%	11.5%	8.7%	3.5%	5.8%	4.9%	7.6%	4.2%	
No response/unclear response	101	37	64	18	19	33	4	24	24	7	46	
%	6.6%	3.8%	11.5%	2.3%	9.9%	4.6%	1.5%	6.4%	8.5%	3.3%	7.1%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 8 (cont'd): DO YOU WANT TO MOVE OUT OF WHERE YOU LIVE? (Q9)

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Accommodation Service		1529	220	242	236	258	307	139	38	89
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DESIRE TO MOVE	Yes - move somewhere else for positive reasons	130	16	21	11	20	37	12	3	10
	%	8.5%	7.3%	8.7%	4.7%	7.8%	12.1%	8.6%	7.9%	11.2%
	No, like where I live/stay	1093	164	170	170	176	229	100	25	59
	%	71.5%	74.5%	70.2%	72.0%	68.2%	74.6%	71.9%	65.8%	66.3%
	In between - sometimes want to move/sometimes	126	12	18	17	27	28	13	3	8
	%	8.2%	5.5%	7.4%	7.2%	10.5%	9.1%	9.4%	7.9%	9.0%
Yes - move somewhere else for negative reasons	79	13	5	20	18	10	5	2	6	
%	5.2%	5.9%	2.1%	8.5%	7.0%	3.3%	3.6%	5.3%	6.7%	
No response/unclear response	101	15	28	18	17	3	9	5	6	
%	6.6%	6.8%	11.6%	7.6%	6.6%	1.0%	6.5%	13.2%	6.7%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 9A: DO YOU HAVE SOMEONE YOU CAN TALK TO ABOUT PERSONAL THINGS? (Q25a)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Receives CSDA Accommodation Service		1529	764	765	532	99	631	476	50	245	898
%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Someone to talk to?	Yes - a family member	667	348	319	203	40	243	170	31	146	424
	%	43.6%	45.5%	41.7%	38.2%	40.4%	38.5%	35.7%	62.0%	59.6%	47.2%
	Yes - a friend	344	159	185	78	25	103	96	21	85	241
	%	22.5%	20.8%	24.2%	14.7%	25.3%	16.3%	20.2%	42.0%	34.7%	26.8%
	Yes - a staff member	558	281	277	184	42	226	214	11	72	332
	%	36.5%	36.8%	36.2%	34.6%	42.4%	35.8%	45.0%	22.0%	29.4%	37.0%
	Sometimes	15	8	7	3	1	4	5	1	4	11
	%	1.0%	1.0%	.9%	.6%	1.0%	.6%	1.1%	2.0%	1.6%	1.2%
	No	240	124	116	138	9	147	62	7	18	93
	%	15.7%	16.2%	15.2%	25.9%	9.1%	23.3%	13.0%	14.0%	7.3%	10.4%
	No response/unclear response	157	62	95	69	5	74	71		7	83
	%	10.3%	8.1%	12.4%	13.0%	5.1%	11.7%	14.9%		2.9%	9.2%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 9A (cont'd): DO YOU HAVE SOMEONE YOU CAN TALK TO ABOUT PERSONAL THINGS? (Q25a)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			
			Capital City	Other	With family/partner	Lives alone	Lives with other people	
BASE: Receives CSDA Accommodation Service		1529	1282	247	197	163	1144	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Someone to talk to?	Yes - a family member		667	571	96	138	85	440
		%	43.6%	44.5%	38.9%	70.1%	52.1%	38.5%
	Yes - a friend		344	292	52	61	59	222
		%	22.5%	22.8%	21.1%	31.0%	36.2%	19.4%
	Yes - a staff member		558	476	82	37	63	451
		%	36.5%	37.1%	33.2%	18.8%	38.7%	39.4%
	Sometimes		15	12	3	2	3	10
		%	1.0%	.9%	1.2%	1.0%	1.8%	.9%
	No		240	197	43	11	12	215
		%	15.7%	15.4%	17.4%	5.6%	7.4%	18.8%
No response/unclear response		157	125	32	7	5	133	
	%	10.3%	9.8%	13.0%	3.6%	3.1%	11.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 9A (cont'd): DO YOU HAVE SOMEONE YOU CAN TALK TO ABOUT PERSONAL THINGS? (Q25a)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service		1529	973	556	781	192	710	259	377	284	211	648
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Someone to talk to?	Yes - a family member	667	482	185	400	82	342	137	167	108	89	301
	%	43.6%	49.5%	33.3%	51.2%	42.7%	48.2%	52.9%	44.3%	38.0%	42.2%	46.5%
	Yes - a friend	344	292	52	253	39	195	96	87	52	50	154
	%	22.5%	30.0%	9.4%	32.4%	20.3%	27.5%	37.1%	23.1%	18.3%	23.7%	23.8%
	Yes - a staff member	558	439	119	329	110	358	79	103	118	90	245
	%	36.5%	45.1%	21.4%	42.1%	57.3%	50.4%	30.5%	27.3%	41.5%	42.7%	37.8%
	Sometimes	15	11	4	9	2	9	2	2	5	3	5
%	1.0%	1.1%	.7%	1.2%	1.0%	1.3%	.8%	.5%	1.8%	1.4%	.8%	
No	240	60	180	53	7	35	25	71	60	32	72	
%	15.7%	6.2%	32.4%	6.8%	3.6%	4.9%	9.7%	18.8%	21.1%	15.2%	11.1%	
No response/unclear response	157	39	118	24	15	32	7	52	27	10	68	
%	10.3%	4.0%	21.2%	3.1%	7.8%	4.5%	2.7%	13.8%	9.5%	4.7%	10.5%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 9A (cont'd): DO YOU HAVE SOMEONE YOU CAN TALK TO ABOUT PERSONAL THINGS? (Q25a)

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Accommodation Service		1529	220	242	236	258	307	139	38	89	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Someone to talk to?	Yes - a family member		667	77	94	106	109	179	53	12	37
		%	43.6%	35.0%	38.8%	44.9%	42.2%	58.3%	38.1%	31.6%	41.6%
	Yes - a friend		344	40	48	52	76	75	27	9	17
		%	22.5%	18.2%	19.8%	22.0%	29.5%	24.4%	19.4%	23.7%	19.1%
	Yes - a staff member		558	70	68	72	114	137	58	8	31
		%	36.5%	31.8%	28.1%	30.5%	44.2%	44.6%	41.7%	21.1%	34.8%
	Sometimes		15	1	5		3	2	2		2
		%	1.0%	.5%	2.1%		1.2%	.7%	1.4%		2.2%
	No		240	60	49	43	27	28	18	9	6
		%	15.7%	27.3%	20.2%	18.2%	10.5%	9.1%	12.9%	23.7%	6.7%
	No response/unclear response		157	25	31	30	26	9	16	5	15
		%	10.3%	11.4%	12.8%	12.7%	10.1%	2.9%	11.5%	13.2%	16.9%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 9B: DO YOU HAVE OTHER FRIENDS YO LIKE TO TALK TO OR DO THINGS WITH? (Q25b)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07	
			Male	Female								
BASE: Receives CSDA Accommodation Service		1529	764	765	532	99	631	476	50	245	898	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
HAVE FRIENDS	Yes - friends who are not staff or family	869	439	430	223	57	280	271	41	191	589	
		%	56.8%	57.5%	56.2%	41.9%	57.6%	44.4%	56.9%	82.0%	78.0%	65.6%
	Yes - friends are all staff or family/or not sure	278	136	142	104	25	129	95	7	26	149	
		%	18.2%	17.8%	18.6%	19.5%	25.3%	20.4%	20.0%	14.0%	10.6%	16.6%
	No friends	293	143	150	161	15	176	73	2	27	117	
	%	19.2%	18.7%	19.6%	30.3%	15.2%	27.9%	15.3%	4.0%	11.0%	13.0%	
No response/unclear response	89	46	43	44	2	46	37			1	43	
	%	5.8%	6.0%	5.6%	8.3%	2.0%	7.3%	7.8%		.4%	4.8%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 9B (cont'd): DO YOU HAVE OTHER FRIENDS YO LIKE TO TALK TO OR DO THINGS WITH? (Q25b)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service		1529	1282	247	197	163	1144	157	940	41	218	38
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HAVE FRIENDS	Yes - friends who are not staff or family	869	736	133	145	128	589	90	514	21	151	31
	%	56.8%	57.4%	53.8%	73.6%	78.5%	51.5%	57.3%	54.7%	51.2%	69.3%	81.6%
	Yes - friends are all staff or family/or not sure	278	224	54	25	19	230	18	176	13	37	3
	%	18.2%	17.5%	21.9%	12.7%	11.7%	20.1%	11.5%	18.7%	31.7%	17.0%	7.9%
	No friends	293	251	42	26	14	251	43	179	7	26	4
	%	19.2%	19.6%	17.0%	13.2%	8.6%	21.9%	27.4%	19.0%	17.1%	11.9%	10.5%
No response/unclear response	89	71	18	1	2	74	6	71		4		
%	5.8%	5.5%	7.3%	.5%	1.2%	6.5%	3.8%	7.6%		1.8%		

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 9B (cont'd): DO YOU HAVE OTHER FRIENDS YO LIKE TO TALK TO OR DO THINGS WITH? (Q25b)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service		1529	973	556	781	192	710	259	377	284	211	648
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HAVE FRIENDS	Yes - friends who are not staff or family	869	684	185	572	112	482	199	200	149	113	403
	%	56.8%	70.3%	33.3%	73.2%	58.3%	67.9%	76.8%	53.1%	52.5%	53.6%	62.2%
	Yes - friends are all staff or family/or not sure	278	140	138	103	37	106	33	79	54	45	97
	%	18.2%	14.4%	24.8%	13.2%	19.3%	14.9%	12.7%	21.0%	19.0%	21.3%	15.0%
	No friends	293	109	184	85	24	85	24	77	67	43	104
	%	19.2%	11.2%	33.1%	10.9%	12.5%	12.0%	9.3%	20.4%	23.6%	20.4%	16.0%
No response/unclear response	89	40	49	21	19	37	3	21	14	10	44	
%	5.8%	4.1%	8.8%	2.7%	9.9%	5.2%	1.2%	5.6%	4.9%	4.7%	6.8%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 9B (cont'd): DO YOU HAVE OTHER FRIENDS YO LIKE TO TALK TO OR DO THINGS WITH? (Q25b)

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Accommodation Service		1529	220	242	236	258	307	139	38	89
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HAVE FRIENDS	Yes - friends who are not staff or family	869	119	109	139	147	204	68	25	58
	%	56.8%	54.1%	45.0%	58.9%	57.0%	66.4%	48.9%	65.8%	65.2%
	Yes - friends are all staff or family/or not sure	278	46	56	41	44	41	33	4	13
	%	18.2%	20.9%	23.1%	17.4%	17.1%	13.4%	23.7%	10.5%	14.6%
	No friends	293	39	51	48	50	57	27	8	13
	%	19.2%	17.7%	21.1%	20.3%	19.4%	18.6%	19.4%	21.1%	14.6%
No response/unclear response	89	16	26	8	17	5	11	1	5	
%	5.8%	7.3%	10.7%	3.4%	6.6%	1.6%	7.9%	2.6%	5.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 10: CAN YOU SEE YOUR FRIENDS WHEN YOU WANT TO SEE THEM? (Q26)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Have friends / Receives CSDA Accommodation Service		1236	621	615	371	84	455	403	48	218	781
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SEE FRIENDS WHEN YOU WANT	Yes - can see them when I want to	899	460	439	257	67	324	277	37	166	575
	%	72.7%	74.1%	71.4%	69.3%	79.8%	71.2%	68.7%	77.1%	76.1%	73.6%
	Sometimes	123	59	64	23	9	32	54	5	25	91
	%	10.0%	9.5%	10.4%	6.2%	10.7%	7.0%	13.4%	10.4%	11.5%	11.7%
	No	54	29	25	7	2	9	16	6	19	45
	%	4.4%	4.7%	4.1%	1.9%	2.4%	2.0%	4.0%	12.5%	8.7%	5.8%
	Not applicable - doesn't have any friends	79	35	44	45	3	48	24		4	31
	%	6.4%	5.6%	7.2%	12.1%	3.6%	10.5%	6.0%		1.8%	4.0%
No response/unclear response	81	38	43	39	3	42	32		4	39	
%	6.6%	6.1%	7.0%	10.5%	3.6%	9.2%	7.9%		1.8%	5.0%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 10 (cont'd): CAN YOU SEE YOUR FRIENDS WHEN YOU WANT TO SEE THEM? (Q26)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Have friends / Receives CSDA Accommodation Service		1236	1031	205	171	149	893	114	761	34	192	34
%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SEE FRIENDS WHEN YOU WANT	Yes - can see them when I want to	899	754	145	129	122	637	81	543	30	158	26
	%	72.7%	73.1%	70.7%	75.4%	81.9%	71.3%	71.1%	71.4%	88.2%	82.3%	76.5%
	Sometimes	123	102	21	22	11	90	16	77	1	14	3
	%	10.0%	9.9%	10.2%	12.9%	7.4%	10.1%	14.0%	10.1%	2.9%	7.3%	8.8%
	No	54	43	11	12	11	31	10	25		12	4
	%	4.4%	4.2%	5.4%	7.0%	7.4%	3.5%	8.8%	3.3%		6.3%	11.8%
Not applicable - doesn't have any friends	79	70	9	4	3	72	1	52	1	6	1	
%	6.4%	6.8%	4.4%	2.3%	2.0%	8.1%	.9%	6.8%	2.9%	3.1%	2.9%	
No response/unclear response	81	62	19	4	2	63	6	64	2	2		
%	6.6%	6.0%	9.3%	2.3%	1.3%	7.1%	5.3%	8.4%	5.9%	1.0%		

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 10 (cont'd): CAN YOU SEE YOUR FRIENDS WHEN YOU WANT TO SEE THEM? (Q26)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Have friends / Receives CSDA Accommodation Service		1236	864	372	696	168	625	235	300	217	168	544
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SEE FRIENDS WHEN YOU WANT	Yes - can see them when I want to	899	698	201	573	125	510	184	206	160	126	403
	%	72.7%	80.8%	54.0%	82.3%	74.4%	81.6%	78.3%	68.7%	73.7%	75.0%	74.1%
	Sometimes	123	78	45	60	18	58	20	37	22	17	46
	%	10.0%	9.0%	12.1%	8.6%	10.7%	9.3%	8.5%	12.3%	10.1%	10.1%	8.5%
	No	54	40	14	34	6	20	20	12	3	7	32
	%	4.4%	4.6%	3.8%	4.9%	3.6%	3.2%	8.5%	4.0%	1.4%	4.2%	5.9%
Not applicable - doesn't have any friends	79	13	66	9	4	7	6	29	17	9	23	
%	6.4%	1.5%	17.7%	1.3%	2.4%	1.1%	2.6%	9.7%	7.8%	5.4%	4.2%	
No response/unclear response	81	35	46	20	15	30	5	16	15	9	40	
%	6.6%	4.1%	12.4%	2.9%	8.9%	4.8%	2.1%	5.3%	6.9%	5.4%	7.4%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 10 (cont'd): CAN YOU SEE YOUR FRIENDS WHEN YOU WANT TO SEE THEM? (Q26)

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Have friends / Receives CSDA Accommodation Service		1236	181	191	188	208	250	112	30	76
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SEE FRIENDS WHEN YOU WANT	Yes - can see them when I want to	899	120	130	151	146	198	78	22	54
	%	72.7%	66.3%	68.1%	80.3%	70.2%	79.2%	69.6%	73.3%	71.1%
	Sometimes	123	18	16	14	28	19	14	4	10
	%	10.0%	9.9%	8.4%	7.4%	13.5%	7.6%	12.5%	13.3%	13.2%
	No	54	4	7	5	12	15	7	2	2
	%	4.4%	2.2%	3.7%	2.7%	5.8%	6.0%	6.3%	6.7%	2.6%
	Not applicable - doesn't have any friends	79	20	13	7	10	15	5	1	8
	%	6.4%	11.0%	6.8%	3.7%	4.8%	6.0%	4.5%	3.3%	10.5%
No response/unclear response	81	19	25	11	12	3	8	1	2	
%	6.6%	10.5%	13.1%	5.9%	5.8%	1.2%	7.1%	3.3%	2.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 11: DO YOU HAVE FAMILY THAT YOU SEE / CAN YOU SEE YOUR FAMILY WHEN YOU WANT TO? (Q27)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Receives CSDA Accommodation Service		1529	764	765	532	99	631	476	50	245	898
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SEE FAMILY WHEN YOU WANT	Yes - can see when I want/ choose to see family	1076	525	551	444	79	523	355	15	130	553
	%	70.4%	68.7%	72.0%	83.5%	79.8%	82.9%	74.6%	30.0%	53.1%	61.6%
	Sometimes	138	62	76	43	7	50	56	3	20	88
	%	9.0%	8.1%	9.9%	8.1%	7.1%	7.9%	11.8%	6.0%	8.2%	9.8%
	No	57	32	25	14	1	15	21	2	14	42
	%	3.7%	4.2%	3.3%	2.6%	1.0%	2.4%	4.4%	4.0%	5.7%	4.7%
NA - no family/family not available/lives with family	209	107	102	15	8	23	24	30	78	186	
%	13.7%	14.0%	13.3%	2.8%	8.1%	3.6%	5.0%	60.0%	31.8%	20.7%	
No response/unclear response	49	38	11	16	4	20	20		3	29	
%	3.2%	5.0%	1.4%	3.0%	4.0%	3.2%	4.2%		1.2%	3.2%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 11 (cont'd): DO YOU HAVE FAMILY THAT YOU SEE / CAN YOU SEE YOUR FAMILY WHEN YOU WANT TO? (Q27)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service		1529	1282	247	197	163	1144	157	940	41	218	38
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SEE FAMILY WHEN YOU WANT	Yes - can see when I want/ choose to see family	1076	921	155	26	127	913	110	688	24	133	20
	%	70.4%	71.8%	62.8%	13.2%	77.9%	79.8%	70.1%	73.2%	58.5%	61.0%	52.6%
	Sometimes	138	110	28	5	18	111	15	80	7	22	7
	%	9.0%	8.6%	11.3%	2.5%	11.0%	9.7%	9.6%	8.5%	17.1%	10.1%	18.4%
	No	57	44	13	4	11	42	7	34	3	10	2
	%	3.7%	3.4%	5.3%	2.0%	6.7%	3.7%	4.5%	3.6%	7.3%	4.6%	5.3%
NA - no family/family not available/lives with family	209	174	35	155	6	47	20	99	6	51	8	
%	13.7%	13.6%	14.2%	78.7%	3.7%	4.1%	12.7%	10.5%	14.6%	23.4%	21.1%	
No response/unclear response	49	33	16	7	1	31	5	39	1	2	1	
%	3.2%	2.6%	6.5%	3.6%	.6%	2.7%	3.2%	4.1%	2.4%	.9%	2.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 11 (cont'd): DO YOU HAVE FAMILY THAT YOU SEE / CAN YOU SEE YOUR FAMILY WHEN YOU WANT TO? (Q27)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service		1529	973	556	781	192	710	259	377	284	211	648
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SEE FAMILY WHEN YOU WANT	Yes - can see when I want/choose to see family	1076	622	454	501	121	474	145	285	205	148	434
	%	70.4%	63.9%	81.7%	64.1%	63.0%	66.8%	56.0%	75.6%	72.2%	70.1%	67.0%
	Sometimes	138	102	36	80	22	80	22	29	32	24	51
	%	9.0%	10.5%	6.5%	10.2%	11.5%	11.3%	8.5%	7.7%	11.3%	11.4%	7.9%
	No	57	48	9	41	7	34	13	10	7	8	32
	%	3.7%	4.9%	1.6%	5.2%	3.6%	4.8%	5.0%	2.7%	2.5%	3.8%	4.9%
NA - no family/family not available/lives with family	209	155	54	129	26	77	78	50	31	27	98	
%	13.7%	15.9%	9.7%	16.5%	13.5%	10.8%	30.1%	13.3%	10.9%	12.8%	15.1%	
No response/unclear response	49	46	3	30	16	45	1	3	9	4	33	
%	3.2%	4.7%	.5%	3.8%	8.3%	6.3%	.4%	.8%	3.2%	1.9%	5.1%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 11 (cont'd): DO YOU HAVE FAMILY THAT YOU SEE / CAN YOU SEE YOUR FAMILY WHEN YOU WANT TO? (Q27)

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Accommodation Service		1529	220	242	236	258	307	139	38	89	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SEE FAMILY WHEN YOU WANT	Yes - can see when I want/ choose to see family		1076	153	155	165	183	240	97	20	63
		%	70.4%	69.5%	64.0%	69.9%	70.9%	78.2%	69.8%	52.6%	70.8%
	Sometimes		138	21	19	24	18	16	22	10	8
		%	9.0%	9.5%	7.9%	10.2%	7.0%	5.2%	15.8%	26.3%	9.0%
	No		57	9	6	10	7	12	3	3	7
		%	3.7%	4.1%	2.5%	4.2%	2.7%	3.9%	2.2%	7.9%	7.9%
	NA - no family/family not available/lives with family		209	32	42	30	43	39	11	4	8
		%	13.7%	14.5%	17.4%	12.7%	16.7%	12.7%	7.9%	10.5%	9.0%
	No response/unclear response		49	5	20	7	7		6	1	3
		%	3.2%	2.3%	8.3%	3.0%	2.7%		4.3%	2.6%	3.4%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

Productivity Commission
Job Number: 98196

TABLE 12A: PARTICIPATION IN ACTIVITIES (Q28/Q30-Q33)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07	
			Male	Female								
BASE: Receives CSDA Accommodation Service		1529	764	765	532	99	631	476	50	245	898	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN SHOPPING	Yes		1250	618	632	361	86	447	424	44	221	803
		%	81.8%	80.9%	82.6%	67.9%	86.9%	70.8%	89.1%	88.0%	90.2%	89.4%
	No		220	116	104	128	12	140	39	6	24	80
		%	14.4%	15.2%	13.6%	24.1%	12.1%	22.2%	8.2%	12.0%	9.8%	8.9%
No response/unclear response		59	30	29	43	1	44	13			15	
	%	3.9%	3.9%	3.8%	8.1%	1.0%	7.0%	2.7%			1.7%	
PARTICIPATION IN SPORTS AND EXERCISE	Yes		939	482	457	267	66	333	330	16	166	606
		%	61.4%	63.1%	59.7%	50.2%	66.7%	52.8%	69.3%	32.0%	67.8%	67.5%
	No		548	263	285	240	31	271	133	34	78	277
		%	35.8%	34.4%	37.3%	45.1%	31.3%	42.9%	27.9%	68.0%	31.8%	30.8%
No response/unclear response		42	19	23	25	2	27	13		1	15	
	%	2.7%	2.5%	3.0%	4.7%	2.0%	4.3%	2.7%		.4%	1.7%	
PARTICIPATION IN ENTERTAINMENT	Yes		1168	589	579	362	83	445	397	44	179	723
		%	76.4%	77.1%	75.7%	68.0%	83.8%	70.5%	83.4%	88.0%	73.1%	80.5%
	No		330	156	174	151	15	166	70	6	64	164
		%	21.6%	20.4%	22.7%	28.4%	15.2%	26.3%	14.7%	12.0%	26.1%	18.3%
No response/unclear response		31	19	12	19	1	20	9		2	11	
	%	2.0%	2.5%	1.6%	3.6%	1.0%	3.2%	1.9%		.8%	1.2%	
PARTICIPATION IN CHURCH SERVICES OR RELIGIOUS EVENTS	Yes		482	241	241	170	38	208	150	8	76	274
		%	31.5%	31.5%	31.5%	32.0%	38.4%	33.0%	31.5%	16.0%	31.0%	30.5%
	No		982	489	493	330	58	388	301	41	167	594
		%	64.2%	64.0%	64.4%	62.0%	58.6%	61.5%	63.2%	82.0%	68.2%	66.1%
No response/unclear response		65	34	31	32	3	35	25	1	2	30	
	%	4.3%	4.5%	4.1%	6.0%	3.0%	5.5%	5.3%	2.0%	.8%	3.3%	
PARTICIPATION IN GOING OUT TO EAT	Yes		1237	613	624	393	83	476	396	45	211	761
		%	80.9%	80.2%	81.6%	73.9%	83.8%	75.4%	83.2%	90.0%	86.1%	84.7%
	No		247	131	116	117	15	132	59	5	33	115
		%	16.2%	17.1%	15.2%	22.0%	15.2%	20.9%	12.4%	10.0%	13.5%	12.8%
No response/unclear response		45	20	25	22	1	23	21		1	22	
	%	2.9%	2.6%	3.3%	4.1%	1.0%	3.6%	4.4%		.4%	2.4%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

Productivity Commission
Job Number: 98196

TABLE 12A (cont'd): PARTICIPATION IN ACTIVITIES? (Q28/Q30-Q33)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Receives CSDA Accommodation Service		1529	1282	247	197	163	1144	157	940	41	218	38	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN SHOPPING	Yes		1250	1040	210	165	156	921	113	784	38	185	34
		%	81.8%	81.1%	85.0%	83.8%	95.7%	80.5%	72.0%	83.4%	92.7%	84.9%	89.5%
	No		220	190	30	31	7	178	27	120	2	32	4
		%	14.4%	14.8%	12.1%	15.7%	4.3%	15.6%	17.2%	12.8%	4.9%	14.7%	10.5%
No response/unclear response		59	52	7	1		45	17	36	1	1		
	%	3.9%	4.1%	2.8%	.5%		3.9%	10.8%	3.8%	2.4%	.5%		
PARTICIPATION IN SPORTS AND EXERCISE	Yes		939	767	172	124	112	694	66	662	29	71	28
		%	61.4%	59.8%	69.6%	62.9%	68.7%	60.7%	42.0%	70.4%	70.7%	32.6%	73.7%
	No		548	478	70	72	51	416	86	249	11	145	10
		%	35.8%	37.3%	28.3%	36.5%	31.3%	36.4%	54.8%	26.5%	26.8%	66.5%	26.3%
No response/unclear response		42	37	5	1		34	5	29	1	2		
	%	2.7%	2.9%	2.0%	.5%		3.0%	3.2%	3.1%	2.4%	.9%		
PARTICIPATION IN ENTERTAINMENT	Yes		1168	984	184	152	126	879	111	741	28	170	24
		%	76.4%	76.8%	74.5%	77.2%	77.3%	76.8%	70.7%	78.8%	68.3%	78.0%	63.2%
	No		330	275	55	45	36	243	45	175	13	46	14
		%	21.6%	21.5%	22.3%	22.8%	22.1%	21.2%	28.7%	18.6%	31.7%	21.1%	36.8%
No response/unclear response		31	23	8		1	22	1	24		2		
	%	2.0%	1.8%	3.2%		.6%	1.9%	.6%	2.6%		.9%		
PARTICIPATION IN CHURCH SERVICES OR RELIGIOUS EVENTS	Yes		482	422	60	57	47	371	57	302	10	57	12
		%	31.5%	32.9%	24.3%	28.9%	28.8%	32.4%	36.3%	32.1%	24.4%	26.1%	31.6%
	No		982	806	176	139	111	724	98	585	30	160	26
		%	64.2%	62.9%	71.3%	70.6%	68.1%	63.3%	62.4%	62.2%	73.2%	73.4%	68.4%
No response/unclear response		65	54	11	1	5	49	2	53	1	1		
	%	4.3%	4.2%	4.5%	.5%	3.1%	4.3%	1.3%	5.6%	2.4%	.5%		
PARTICIPATION IN GOING OUT TO EAT	Yes		1237	1034	203	174	141	910	108	789	28	176	32
		%	80.9%	80.7%	82.2%	88.3%	86.5%	79.5%	68.8%	83.9%	68.3%	80.7%	84.2%
	No		247	211	36	23	21	200	45	118	12	39	6
		%	16.2%	16.5%	14.6%	11.7%	12.9%	17.5%	28.7%	12.6%	29.3%	17.9%	15.8%
No response/unclear response		45	37	8		1	34	4	33	1	3		
	%	2.9%	2.9%	3.2%		.6%	3.0%	2.5%	3.5%	2.4%	1.4%		

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 12A (cont'd): PARTICIPATION IN ACTIVITIES? (Q28/Q30-Q33)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service		1529	973	556	781	192	710	259	377	284	211	648
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN SHOPPING	Yes	1250	879	371	698	181	652	223	313	213	176	541
	%	81.8%	90.3%	66.7%	89.4%	94.3%	91.8%	86.1%	83.0%	75.0%	83.4%	83.5%
	No	220	79	141	73	6	45	34	55	59	28	76
	%	14.4%	8.1%	25.4%	9.3%	3.1%	6.3%	13.1%	14.6%	20.8%	13.3%	11.7%
	No response/unclear response	59	15	44	10	5	13	2	9	12	7	31
	%	3.9%	1.5%	7.9%	1.3%	2.6%	1.8%	.8%	2.4%	4.2%	3.3%	4.8%
PARTICIPATION IN SPORTS AND EXERCISE	Yes	939	617	322	484	133	445	170	271	171	122	371
	%	61.4%	63.4%	57.9%	62.0%	69.3%	62.7%	65.6%	71.9%	60.2%	57.8%	57.3%
	No	548	340	208	285	55	251	87	102	103	85	253
	%	35.8%	34.9%	37.4%	36.5%	28.6%	35.4%	33.6%	27.1%	36.3%	40.3%	39.0%
	No response/unclear response	42	16	26	12	4	14	2	4	10	4	24
	%	2.7%	1.6%	4.7%	1.5%	2.1%	2.0%	.8%	1.1%	3.5%	1.9%	3.7%
PARTICIPATION IN ENTERTAINMENT	Yes	1168	776	392	616	160	577	197	303	209	159	490
	%	76.4%	79.8%	70.5%	78.9%	83.3%	81.3%	76.1%	80.4%	73.6%	75.4%	75.6%
	No	330	181	149	153	28	119	60	69	71	48	140
	%	21.6%	18.6%	26.8%	19.6%	14.6%	16.8%	23.2%	18.3%	25.0%	22.7%	21.6%
	No response/unclear response	31	16	15	12	4	14	2	5	4	4	18
	%	2.0%	1.6%	2.7%	1.5%	2.1%	2.0%	.8%	1.3%	1.4%	1.9%	2.8%
PARTICIPATION IN CHURCH SERVICES OR RELIGIOUS EVENTS	Yes	482	346	136	267	79	263	83	102	93	80	204
	%	31.5%	35.6%	24.5%	34.2%	41.1%	37.0%	32.0%	27.1%	32.7%	37.9%	31.5%
	No	982	603	379	499	104	424	175	261	180	125	410
	%	64.2%	62.0%	68.2%	63.9%	54.2%	59.7%	67.6%	69.2%	63.4%	59.2%	63.3%
	No response/unclear response	65	24	41	15	9	23	1	14	11	6	34
	%	4.3%	2.5%	7.4%	1.9%	4.7%	3.2%	.4%	3.7%	3.9%	2.8%	5.2%
PARTICIPATION IN GOING OUT TO EAT	Yes	1237	821	416	658	163	599	220	324	231	165	511
	%	80.9%	84.4%	74.8%	84.3%	84.9%	84.4%	84.9%	85.9%	81.3%	78.2%	78.9%
	No	247	135	112	112	23	96	37	42	46	40	117
	%	16.2%	13.9%	20.1%	14.3%	12.0%	13.5%	14.3%	11.1%	16.2%	19.0%	18.1%
	No response/unclear response	45	17	28	11	6	15	2	11	7	6	20
	%	2.9%	1.7%	5.0%	1.4%	3.1%	2.1%	.8%	2.9%	2.5%	2.8%	3.1%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 12A (cont'd): PARTICIPATION IN ACTIVITIES? (Q28/Q30-Q33)

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Accommodation Service		1529	220	242	236	258	307	139	38	89	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN SHOPPING	Yes		1250	166	178	195	224	257	115	32	83
		%	81.8%	75.5%	73.6%	82.6%	86.8%	83.7%	82.7%	84.2%	93.3%
	No		220	41	49	36	33	30	20	6	5
		%	14.4%	18.6%	20.2%	15.3%	12.8%	9.8%	14.4%	15.8%	5.6%
	No response/unclear response		59	13	15	5	1	20	4		1
		%	3.9%	5.9%	6.2%	2.1%	.4%	6.5%	2.9%		1.1%
PARTICIPATION IN SPORTS AND EXERCISE	Yes		939	125	153	122	161	205	87	23	63
		%	61.4%	56.8%	63.2%	51.7%	62.4%	66.8%	62.6%	60.5%	70.8%
	No		548	88	73	114	92	96	46	15	24
		%	35.8%	40.0%	30.2%	48.3%	35.7%	31.3%	33.1%	39.5%	27.0%
	No response/unclear response		42	7	16		5	6	6		2
		%	2.7%	3.2%	6.6%		1.9%	2.0%	4.3%		2.2%
PARTICIPATION IN ENTERTAINMENT	Yes		1168	160	166	173	206	248	104	27	84
		%	76.4%	72.7%	68.6%	73.3%	79.8%	80.8%	74.8%	71.1%	94.4%
	No		330	51	63	59	50	58	33	11	5
		%	21.6%	23.2%	26.0%	25.0%	19.4%	18.9%	23.7%	28.9%	5.6%
	No response/unclear response		31	9	13	4	2	1	2		
		%	2.0%	4.1%	5.4%	1.7%	.8%	.3%	1.4%		
PARTICIPATION IN CHURCH SERVICES OR RELIGIOUS EVENTS	Yes		482	53	55	63	93	129	43	7	39
		%	31.5%	24.1%	22.7%	26.7%	36.0%	42.0%	30.9%	18.4%	43.8%
	No		982	155	159	168	160	175	88	30	47
		%	64.2%	70.5%	65.7%	71.2%	62.0%	57.0%	63.3%	78.9%	52.8%
	No response/unclear response		65	12	28	5	5	3	8	1	3
		%	4.3%	5.5%	11.6%	2.1%	1.9%	1.0%	5.8%	2.6%	3.4%
PARTICIPATION IN GOING OUT TO EAT	Yes		1237	184	182	181	213	258	117	25	77
		%	80.9%	83.6%	75.2%	76.7%	82.6%	84.0%	84.2%	65.8%	86.5%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 12A (cont'd): PARTICIPATION IN ACTIVITIES? (Q28/Q30-Q33) (cont.)

			TOTAL	STATE							
				NSW	Vic	Qld	WA	SA	Tas	NT	ACT
PARTICIPATION IN GOING OUT TO EAT	No		247	31	44	49	40	47	19	8	9
		%	16.2%	14.1%	18.2%	20.8%	15.5%	15.3%	13.7%	21.1%	10.1%
	No response/unclear response		45	5	16	6	5	2	3	5	3
		%	2.9%	2.3%	6.6%	2.5%	1.9%	.7%	2.2%	13.2%	3.4%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 12B: PARTICIPATION IN ACTIVITIES - DO YOU SOMETIMES GO OUT TO EAT? (Q33)

		TOTAL	ALWAYS EAT AT HOME			
			Always eat at home - yes	Always eat at home - no	No response / unclear response	
BASE: All clients receiving Accommodation Service		973	458	478	37	
	%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		821	344	463	14
		%	84.4%	75.1%	96.9%	37.8%
	No		135	112	15	8
		%	13.9%	24.5%	3.1%	21.6%
	No response/unclear response		17	2		15
		%	1.7%	.4%		40.5%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 12B: PARTICIPATION IN ACTIVITIES - DO YOU SOMETIMES GO OUT TO EAT? (Q33)

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: All clients receiving Accommodation Service		973	108	143	160	182	214	98	18	50	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		821	99	107	134	156	187	82	12	44
		%	84.4%	91.7%	74.8%	83.8%	85.7%	87.4%	83.7%	66.7%	88.0%
	No		135	9	26	25	22	27	14	6	6
		%	13.9%	8.3%	18.2%	15.6%	12.1%	12.6%	14.3%	33.3%	12.0%
	No response/unclear response		17		10	1	4		2		
		%	1.7%		7.0%	.6%	2.2%		2.0%		

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 12C: PARTICIPATION IN ACTIVITIES - DO YOU SOMETIMES GO OUT TO EAT? (Q33)

		TOTAL	ALWAYS EAT AT HOME			
			Always eat at home - yes	Always eat at home - no	No response / unclear response	
BASE: All clients receiving Accommodation Service - Cognitive Disability		107	49	53	5	
	%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		83	31	51	1
		%	77.6%	63.3%	96.2%	20.0%
	No		23	18	2	3
		%	21.5%	36.7%	3.8%	60.0%
	No response/unclear response		1			1
		%	.9%			20.0%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 12C: PARTICIPATION IN ACTIVITIES - DO YOU SOMETIMES GO OUT TO EAT? (Q33)

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	ACT	
BASE: All clients receiving Accommodation Service - Cognitive Disability		107	7	13	10	19	25	30	3	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		83	6	9	9	14	17	26	2
		%	77.6%	85.7%	69.2%	90.0%	73.7%	68.0%	86.7%	66.7%
	No		23	1	3	1	5	8	4	1
		%	21.5%	14.3%	23.1%	10.0%	26.3%	32.0%	13.3%	33.3%
	No response/unclear response		1		1					
		%	.9%		7.7%					

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 12D: PARTICIPATION IN ACTIVITIES - DO YOU SOMETIMES GO OUT TO EAT? (Q33)

		TOTAL	ALWAYS EAT AT HOME			
			Always eat at home - yes	Always eat at home - no	No response / unclear response	
BASE: All clients receiving Accommodation Service - Intellectual Disability		551	279	243	29	
	%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		479	229	238	12
		%	86.9%	82.1%	97.9%	41.4%
	No		57	48	5	4
		%	10.3%	17.2%	2.1%	13.8%
	No response/unclear response		15	2		13
		%	2.7%	.7%		44.8%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 12D: PARTICIPATION IN ACTIVITIES - DO YOU SOMETIMES GO OUT TO EAT? (Q33)

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: All clients receiving Accommodation Service - Intellectual Disability		551	61	85	78	111	118	55	5	38	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		479	55	66	70	96	108	45	5	34
		%	86.9%	90.2%	77.6%	89.7%	86.5%	91.5%	81.8%	100.0%	89.5%
	No		57	6	11	7	11	10	8		4
		%	10.3%	9.8%	12.9%	9.0%	9.9%	8.5%	14.5%		10.5%
	No response/unclear response		15		8	1	4		2		
		%	2.7%		9.4%	1.3%	3.6%		3.6%		

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 12E: PARTICIPATION IN ACTIVITIES - DO YOU SOMETIMES GO OUT TO EAT? (Q33)

		TOTAL	ALWAYS EAT AT HOME		
			Always eat at home - yes	Always eat at home - no	No response / unclear response
BASE: All clients receiving Accommodation Service - Psychiatric Disability		38	18	19	1
	%	100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN GOING OUT TO EAT	Yes	27	10	17	
		%	71.1%	55.6%	89.5%
	No	11	8	2	1
		%	28.9%	44.4%	10.5%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 12E: PARTICIPATION IN ACTIVITIES - DO YOU SOMETIMES GO OUT TO EAT? (Q33)

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: All clients receiving Accommodation Service - Psychiatric Disability		38	1	1	11	4	5	2	13	1
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN GOING OUT TO EAT	Yes		1	1	8	4	4	2	7	
		%	71.1%	100.0%	72.7%	100.0%	80.0%	100.0%	53.8%	
	No		11		3		1		6	1
		%	28.9%		27.3%		20.0%		46.2%	100.0%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 12F: PARTICIPATION IN ACTIVITIES - DO YOU SOMETIMES GO OUT TO EAT? (Q33)

		TOTAL	ALWAYS EAT AT HOME	
			Always eat at home - yes	Always eat at home - no
BASE: All clients receiving Accommodation Service - Physical Disability		186	68	118
	%	100.0%	100.0%	100.0%
PARTICIPATION IN GOING OUT TO EAT	Yes	154	40	114
		%	82.8%	58.8%
	No	32	28	4
		%	17.2%	41.2%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 12F: PARTICIPATION IN ACTIVITIES - DO YOU SOMETIMES GO OUT TO EAT? (Q33)

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	ACT	
BASE: All clients receiving Accommodation Service - Physical Disability		186	23	38	55	38	15	9	8	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		154	22	27	43	33	14	7	8
		%	82.8%	95.7%	71.1%	78.2%	86.8%	93.3%	77.8%	100.0%
	No		32	1	11	12	5	1	2	
		%	17.2%	4.3%	28.9%	21.8%	13.2%	6.7%	22.2%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 12G: PARTICIPATION IN ACTIVITIES - DO YOU SOMETIMES GO OUT TO EAT? (Q33)

		TOTAL	ALWAYS EAT AT HOME	
			Always eat at home - yes	Always eat at home - no
BASE: All clients receiving Accommodation Service - Sensory Disability		33	14	19
	%	100.0%	100.0%	100.0%
PARTICIPATION IN GOING OUT TO EAT	Yes	27	9	18
		%	81.8%	64.3%
	No	6	5	1
		%	18.2%	35.7%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 12G: PARTICIPATION IN ACTIVITIES - DO YOU SOMETIMES GO OUT TO EAT? (Q33)

		TOTAL	STATE				
			NSW	Vic	Qld	WA	SA
BASE: All clients receiving Accommodation Service - Sensory Disability		33	2	4	1	2	24
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN GOING OUT TO EAT	Yes		2	3		2	20
		%	81.8%	100.0%	75.0%	100.0%	83.3%
	No		6		1	1	4
		%	18.2%		25.0%	100.0%	16.7%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 13: WHEN YOU WANT TO GO SOMEWHERE, DO YOU ALWAYS HAVE A WAY TO GET THERE OR NOT? (Q34)

			TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
				Male	Female							
BASE: Have friends / Receives CSDA Accommodation Service			1529	764	765	532	99	631	476	50	245	898
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ACCESSIBILITY FOR TRAVEL	Almost always - travel by self/can get lift		990	514	476	269	70	339	303	41	196	651
		%	64.7%	67.3%	62.2%	50.6%	70.7%	53.7%	63.7%	82.0%	80.0%	72.5%
	Sometimes		154	81	73	34	14	48	62	3	32	106
		%	10.1%	10.6%	9.5%	6.4%	14.1%	7.6%	13.0%	6.0%	13.1%	11.8%
	Almost never		33	15	18	7	1	8	12	4	5	25
		%	2.2%	2.0%	2.4%	1.3%	1.0%	1.3%	2.5%	8.0%	2.0%	2.8%
	NA - no wishes/not ask to go anywhere		316	134	182	209	10	219	83	2	9	97
%		20.7%	17.5%	23.8%	39.3%	10.1%	34.7%	17.4%	4.0%	3.7%	10.8%	
No response/unclear response		36	20	16	13	4	17	16		3	19	
	%	2.4%	2.6%	2.1%	2.4%	4.0%	2.7%	3.4%		1.2%	2.1%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 13 (cont'd): WHEN YOU WANT TO GO SOMEWHERE, DO YOU ALWAYS HAVE A WAY TO GET THERE OR NOT? (Q34)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Have friends / Receives CSDA Accommodation Service		1529	1282	247	197	163	1144	157	940	41	218	38
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ACCESSIBILITY FOR TRAVEL	Almost always - travel by self/can get lift	990	837	153	155	145	681	118	582	34	162	28
	%	64.7%	65.3%	61.9%	78.7%	89.0%	59.5%	75.2%	61.9%	82.9%	74.3%	73.7%
	Sometimes	154	132	22	24	11	117	9	88	4	38	6
	%	10.1%	10.3%	8.9%	12.2%	6.7%	10.2%	5.7%	9.4%	9.8%	17.4%	15.8%
	Almost never	33	29	4	7	4	22	5	17	2	6	
	%	2.2%	2.3%	1.6%	3.6%	2.5%	1.9%	3.2%	1.8%	4.9%	2.8%	
NA - no wishes/not ask to go anywhere	316	255	61	11	2	299	19	225	1	11	4	
%	20.7%	19.9%	24.7%	5.6%	1.2%	26.1%	12.1%	23.9%	2.4%	5.0%	10.5%	
No response/unclear response	36	29	7		1	25	6	28		1		
%	2.4%	2.3%	2.8%		.6%	2.2%	3.8%	3.0%		.5%		

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 13 (cont'd): WHEN YOU WANT TO GO SOMEWHERE, DO YOU ALWAYS HAVE A WAY TO GET THERE OR NOT? (Q34)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Have friends / Receives CSDA Accommodation Service		1529	973	556	781	192	710	259	377	284	211	648
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ACCESSIBILITY FOR TRAVEL	Almost always - travel by self/can get lift	990	806	184	650	156	587	215	211	171	149	457
	%	64.7%	82.8%	33.1%	83.2%	81.3%	82.7%	83.0%	56.0%	60.2%	70.6%	70.5%
	Sometimes	154	107	47	86	21	79	28	42	26	14	71
	%	10.1%	11.0%	8.5%	11.0%	10.9%	11.1%	10.8%	11.1%	9.2%	6.6%	11.0%
	Almost never	33	22	11	18	4	16	6	9	2	10	12
	%	2.2%	2.3%	2.0%	2.3%	2.1%	2.3%	2.3%	2.4%	.7%	4.7%	1.9%
NA - no wishes/not ask to go anywhere	316	12	304	10	2	5	7	110	80	34	87	
%	20.7%	1.2%	54.7%	1.3%	1.0%	.7%	2.7%	29.2%	28.2%	16.1%	13.4%	
No response/unclear response	36	26	10	17	9	23	3	5	5	4	21	
%	2.4%	2.7%	1.8%	2.2%	4.7%	3.2%	1.2%	1.3%	1.8%	1.9%	3.2%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 13 (cont'd): WHEN YOU WANT TO GO SOMEWHERE, DO YOU ALWAYS HAVE A WAY TO GET THERE OR NOT? (Q34)

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Have friends / Receives CSDA Accommodation Service		1529	220	242	236	258	307	139	38	89
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ACCESSIBILITY FOR TRAVEL	Almost always - travel by self/can get lift	990	116	140	141	181	234	99	17	62
	%	64.7%	52.7%	57.9%	59.7%	70.2%	76.2%	71.2%	44.7%	69.7%
	Sometimes	154	20	27	29	27	22	15	6	8
	%	10.1%	9.1%	11.2%	12.3%	10.5%	7.2%	10.8%	15.8%	9.0%
	Almost never	33	4	4	7	7	4	1	5	1
	%	2.2%	1.8%	1.7%	3.0%	2.7%	1.3%	.7%	13.2%	1.1%
	NA - no wishes/not ask to go anywhere	316	78	51	56	38	46	19	10	18
	%	20.7%	35.5%	21.1%	23.7%	14.7%	15.0%	13.7%	26.3%	20.2%
No response/unclear response	36	2	20	3	5	1	5			
%	2.4%	.9%	8.3%	1.3%	1.9%	.3%	3.6%			

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

**TABLE 14: DO YOU HAVE THE THINGS SUCH AS COMMUNICATION BOARDS OR INTERPRETERS,
THAT YOU NEED TO COMMUNICATE WITH PEOPLE? (Q35)**

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Have friends / Receives CSDA Accommodation Service		1529	764	765	532	99	631	476	50	245	898
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ACCESS TO COMMUNICATION AIDS	Yes - complete access and knows how to use	80	47	33	26	9	35	35	2	4	45
	%	5.2%	6.2%	4.3%	4.9%	9.1%	5.5%	7.4%	4.0%	1.6%	5.0%
	Yes - equipment/ interpreter but need to	20	12	8	5	2	7	12		1	13
	%	1.3%	1.6%	1.0%	.9%	2.0%	1.1%	2.5%		.4%	1.4%
	Yes - limited access/need more	22	13	9	9	1	10	8		2	12
	%	1.4%	1.7%	1.2%	1.7%	1.0%	1.6%	1.7%		.8%	1.3%
	No access to equipment/interpreters	28	12	16	6	2	8	17	1	2	20
%	1.8%	1.6%	2.1%	1.1%	2.0%	1.3%	3.6%	2.0%	.8%	2.2%	
Not applicable - none needed	1265	615	650	458	76	534	354	45	221	731	
%	82.7%	80.5%	85.0%	86.1%	76.8%	84.6%	74.4%	90.0%	90.2%	81.4%	
No response/unclear response	114	65	49	28	9	37	50	2	15	77	
%	7.5%	8.5%	6.4%	5.3%	9.1%	5.9%	10.5%	4.0%	6.1%	8.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

**TABLE 14 (cont'd): DO YOU HAVE THE THINGS SUCH AS COMMUNICATION BOARDS OR INTERPRETERS,
THAT YOU NEED TO COMMUNICATE WITH PEOPLE? (Q35)**

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Have friends / Receives CSDA Accommodation Service		1529	1282	247	197	163	1144	157	940	41	218	38
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ACCESS TO COMMUNICATION AIDS	Yes - complete access and knows how to use	80	73	7	9	2	68	20	32		23	
	%	5.2%	5.7%	2.8%	4.6%	1.2%	5.9%	12.7%	3.4%		10.6%	
	Yes - equipment/interpreter but need to	20	18	2			19	2	16		2	
	%	1.3%	1.4%	.8%			1.7%	1.3%	1.7%		.9%	
	Yes - limited access/need more	22	17	5	3	1	18	3	14		4	
	%	1.4%	1.3%	2.0%	1.5%	.6%	1.6%	1.9%	1.5%		1.8%	
	No access to equipment/interpreters	28	18	10	3		24	4	18		3	
%	1.8%	1.4%	4.0%	1.5%		2.1%	2.5%	1.9%		1.4%		
Not applicable - none needed	1265	1068	197	172	149	933	116	775	36	179	37	
%	82.7%	83.3%	79.8%	87.3%	91.4%	81.6%	73.9%	82.4%	87.8%	82.1%	97.4%	
No response/unclear response	114	88	26	10	11	82	12	85	5	7	1	
%	7.5%	6.9%	10.5%	5.1%	6.7%	7.2%	7.6%	9.0%	12.2%	3.2%	2.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

**TABLE 14 (cont'd): DO YOU HAVE THE THINGS SUCH AS COMMUNICATION BOARDS OR INTERPRETERS,
THAT YOU NEED TO COMMUNICATE WITH PEOPLE? (Q35)**

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Have friends / Receives CSDA Accommodation Service		1529	973	556	781	192	710	259	377	284	211	648
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ACCESS TO COMMUNICATION AIDS	Yes - complete access and knows how to use	80	56	24	33	23	53	3	20	8	14	38
	%	5.2%	5.8%	4.3%	4.2%	12.0%	7.5%	1.2%	5.3%	2.8%	6.6%	5.9%
	Yes - equipment/ interpreter but need to	20	9	11	5	4	9		5	2	3	10
	%	1.3%	.9%	2.0%	.6%	2.1%	1.3%		1.3%	.7%	1.4%	1.5%
	Yes - limited access/need more	22	13	9	3	10	13		8	4	2	8
	%	1.4%	1.3%	1.6%	.4%	5.2%	1.8%		2.1%	1.4%	.9%	1.2%
	No access to equipment/interpreters	28	8	20	3	5	8		10	5	3	8
%	1.8%	.8%	3.6%	.4%	2.6%	1.1%		2.7%	1.8%	1.4%	1.2%	
Not applicable - none needed	1265	790	475	664	126	531	255	311	244	175	528	
%	82.7%	81.2%	85.4%	85.0%	65.6%	74.8%	98.5%	82.5%	85.9%	82.9%	81.5%	
No response/unclear response	114	97	17	73	24	96	1	23	21	14	56	
%	7.5%	10.0%	3.1%	9.3%	12.5%	13.5%	.4%	6.1%	7.4%	6.6%	8.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

**TABLE 14 (cont'd): DO YOU HAVE THE THINGS SUCH AS COMMUNICATION BOARDS OR INTERPRETERS,
THAT YOU NEED TO COMMUNICATE WITH PEOPLE? (Q35)**

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Have friends / Receives CSDA Accommodation Service		1529	220	242	236	258	307	139	38	89
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ACCESS TO COMMUNICATION AIDS	Yes - complete access and knows how to use	80	11	15	8	13	17	13		3
	%	5.2%	5.0%	6.2%	3.4%	5.0%	5.5%	9.4%		3.4%
	Yes - equipment/ interpreter but need to	20	3	1	5	5	4	2		
	%	1.3%	1.4%	.4%	2.1%	1.9%	1.3%	1.4%		
	Yes - limited access/need more	22	3	2	8	2	4	2	1	
	%	1.4%	1.4%	.8%	3.4%	.8%	1.3%	1.4%	2.6%	
	No access to equipment/interpreters	28	3	11	4	4	2	3		1
	%	1.8%	1.4%	4.5%	1.7%	1.6%	.7%	2.2%		1.1%
Not applicable - none needed	1265	182	182	199	221	276	110	35	60	
%	82.7%	82.7%	75.2%	84.3%	85.7%	89.9%	79.1%	92.1%	67.4%	
No response/unclear response	114	18	31	12	13	4	9	2	25	
%	7.5%	8.2%	12.8%	5.1%	5.0%	1.3%	6.5%	5.3%	28.1%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 15A: ACCOMMODATION SERVICES - DO PEOPLE FROM ACCOMMODATION SERVICE HELP YOU WHERE YOU LIVE? (Q10a)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Has Accommodation Service (according to Provider & QNA information)		1458	723	735	528	98	626	472	46	237	832
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HELP FROM ACCOMMODATION SERVICE: WHERE YOU LIVE	Yes - confirms services received as	1198	609	589	485	91	576	424	27	144	622
	%	82.2%	84.2%	80.1%	91.9%	92.9%	92.0%	89.8%	58.7%	60.8%	74.8%
	No - gave different accommodation	84	25	59	15	1	16	24	11	29	68
	%	5.8%	3.5%	8.0%	2.8%	1.0%	2.6%	5.1%	23.9%	12.2%	8.2%
	No - now no accommodation	113	55	58	9	3	12	5	4	59	101
	%	7.8%	7.6%	7.9%	1.7%	3.1%	1.9%	1.1%	8.7%	24.9%	12.1%
	No response/unclear response	63	34	29	19	3	22	19	4	5	41
	%	4.3%	4.7%	3.9%	3.6%	3.1%	3.5%	4.0%	8.7%	2.1%	4.9%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 15A (cont'd): ACCOMMODATION SERVICES - DO PEOPLE FROM ACCOMMODATION SERVICE HELP YOU WHERE YOU LIVE? (Q10a)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Has Accommodation Service (according to Provider & QNA information)		1458	1225	233	173	141	1119	155	909	36	203	35
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HELP FROM ACCOMMODATION SERVICE: WHERE YOU LIVE	Yes - confirms services received as	1198	1006	192	74	98	1010	132	758	32	170	11
	%	82.2%	82.1%	82.4%	42.8%	69.5%	90.3%	85.2%	83.4%	88.9%	83.7%	31.4%
	No - gave different accommodation	84	75	9	20	18	46	5	37	1	19	11
	%	5.8%	6.1%	3.9%	11.6%	12.8%	4.1%	3.2%	4.1%	2.8%	9.4%	31.4%
	No - now no accommodation	113	93	20	66	21	26	15	64	2	9	13
	%	7.8%	7.6%	8.6%	38.2%	14.9%	2.3%	9.7%	7.0%	5.6%	4.4%	37.1%
No response/unclear response	63	51	12	13	4	37	3	50	1	5		
%	4.3%	4.2%	5.2%	7.5%	2.8%	3.3%	1.9%	5.5%	2.8%	2.5%		

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 15A (cont'd): ACCOMMODATION SERVICES - DO PEOPLE FROM ACCOMMODATION SERVICE HELP YOU WHERE YOU LIVE? (Q10a)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE				
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus	
BASE: Has Accommodation Service (according to Provider & QNA information)		1458	906	552	717	189	680	222	354	268	207	621	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
HELP FROM ACCOMMODATION SERVICE: WHERE YOU LIVE	Yes - confirms services received as		1198	740	458	575	165	601	135	287	233	182	491
		%	82.2%	81.7%	83.0%	80.2%	87.3%	88.4%	60.8%	81.1%	86.9%	87.9%	79.1%
	No - gave different accommodation		84	49	35	48	1	10	39	18	18	6	42
		%	5.8%	5.4%	6.3%	6.7%	.5%	1.5%	17.6%	5.1%	6.7%	2.9%	6.8%
	No - now no accommodation		113	77	36	67	10	40	37	39	9	7	55
		%	7.8%	8.5%	6.5%	9.3%	5.3%	5.9%	16.7%	11.0%	3.4%	3.4%	8.9%
	No response/unclear response		63	40	23	27	13	29	11	10	8	12	33
		%	4.3%	4.4%	4.2%	3.8%	6.9%	4.3%	5.0%	2.8%	3.0%	5.8%	5.3%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 15A (cont'd): ACCOMMODATION SERVICES - DO PEOPLE FROM ACCOMMODATION SERVICE HELP YOU WHERE YOU LIVE? (Q10a)

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Has Accommodation Service (according to Provider & QNA information)		1458	208	231	232	242	281	137	38	89	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
HELP FROM ACCOMMODATION SERVICE: WHERE YOU LIVE	Yes - confirms services received as		1198	178	172	203	202	226	113	35	69
		%	82.2%	85.6%	74.5%	87.5%	83.5%	80.4%	82.5%	92.1%	77.5%
	No - gave different accommodation		84	12	10	12	11	23	4	2	10
		%	5.8%	5.8%	4.3%	5.2%	4.5%	8.2%	2.9%	5.3%	11.2%
	No - now no accommodation		113	7	31	13	17	27	17		1
		%	7.8%	3.4%	13.4%	5.6%	7.0%	9.6%	12.4%		1.1%
	No response/unclear response		63	11	18	4	12	5	3	1	9
		%	4.3%	5.3%	7.8%	1.7%	5.0%	1.8%	2.2%	2.6%	10.1%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 15B: ACCOMMODATION SERVICES - DO YOU HAVE STAFF TO HELP YOU WHERE YOU LIVE? (Q10b)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07	
			Male	Female								
BASE: No Accommodation Service (on PSF) or different accommodation service		960	543	417	38	5	43	47	19	42	175	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
HELP FROM ACCOMMODATION SERVICE: WHERE YOU LIVE	Yes		193	83	110	33	4	37	45	18	38	124
		%	20.1%	15.3%	26.4%	86.8%	80.0%	86.0%	95.7%	94.7%	90.5%	70.9%
	No		767	460	307	5	1	6	2	1	4	51
		%	79.9%	84.7%	73.6%	13.2%	20.0%	14.0%	4.3%	5.3%	9.5%	29.1%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 15B (cont'd): ACCOMMODATION SERVICES - DO YOU HAVE STAFF TO HELP YOU WHERE YOU LIVE? (Q10b)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: No Accommodation Service (on PSF) or different accommodation service		960	721	239	630	167	154	52	498	93	129	70	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
HELP FROM ACCOMMODATION SERVICE: WHERE YOU LIVE	Yes		193	167	26	52	40	92	9	113	7	33	13
		%	20.1%	23.2%	10.9%	8.3%	24.0%	59.7%	17.3%	22.7%	7.5%	25.6%	18.6%
	No		767	554	213	578	127	62	43	385	86	96	57
		%	79.9%	76.8%	89.1%	91.7%	76.0%	40.3%	82.7%	77.3%	92.5%	74.4%	81.4%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 15B (cont'd): ACCOMMODATION SERVICES - DO YOU HAVE STAFF TO HELP YOU WHERE YOU LIVE? (Q10b)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE				
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus	
BASE: No Accommodation Service (on PSF) or different accommodation service		960	816	144	760	56	337	479	402	169	92	285	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
HELP FROM ACCOMMODATION SERVICE: WHERE YOU LIVE	Yes		193	136	57	117	19	65	71	46	41	21	82
		%	20.1%	16.7%	39.6%	15.4%	33.9%	19.3%	14.8%	11.4%	24.3%	22.8%	28.8%
	No		767	680	87	643	37	272	408	356	128	71	203
		%	79.9%	83.3%	60.4%	84.6%	66.1%	80.7%	85.2%	88.6%	75.7%	77.2%	71.2%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 15B (cont'd): ACCOMMODATION SERVICES - DO YOU HAVE STAFF TO HELP YOU WHERE YOU LIVE? (Q10b)

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: No Accommodation Service (on PSF) or different accommodation service		960	186	178	144	179	166	77	3	27	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
HELP FROM ACCOMMODATION SERVICE: WHERE YOU LIVE	Yes		193	23	35	20	35	42	19	3	16
		%	20.1%	12.4%	19.7%	13.9%	19.6%	25.3%	24.7%	100.0%	59.3%
	No		767	163	143	124	144	124	58		11
		%	79.9%	87.6%	80.3%	86.1%	80.4%	74.7%	75.3%		40.7%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 15C: TOTAL RECEIVING ACCOMMODATION SERVICE - SUMMARY

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Receives CSDA Accommodation Service		1529	764	765	532	99	631	476	50	245	898
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Receives CSDA Accommodation Service according to Provider or Client	TOTAL - Receives Accommodation Service	1529	764	765	532	99	631	476	50	245	898
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	MDS 1.01	532	242	290	532		532				
	%	34.8%	31.7%	37.9%	100.0%		84.3%				
	MDS 1.02	99	50	49		99	99				
	%	6.5%	6.5%	6.4%		100.0%	15.7%				
	MDS 1.03	476	249	227				476			476
	%	31.1%	32.6%	29.7%				100.0%			53.0%
	MDS 1.04	50	29	21					50		50
	%	3.3%	3.8%	2.7%					100.0%		5.6%
	MDS 1.05	245	120	125						245	245
	%	16.0%	15.7%	16.3%						100.0%	27.3%
	MDS 1.06 / 1.07	76	42	34							76
	%	5.0%	5.5%	4.4%							8.5%
MDS 1.01 / 1.02	631	292	339	532	99	631					
%	41.3%	38.2%	44.3%	100.0%	100.0%	100.0%					
MDS 1.03 - 1.07	898	472	426				476	50	245	898	
%	58.7%	61.8%	55.7%				100.0%	100.0%	100.0%	100.0%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 15C (cont'd): TOTAL RECEIVING ACCOMMODATION SERVICE - SUMMARY

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Receives CSDA Accommodation Service		1529	1282	247	197	163	1144	157	940	41	218	38	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Receives CSDA Accommodation Service according to Provider or Client	TOTAL - Receives Accommodation Service	1529	1282	247	197	163	1144	157	940	41	218	38	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	MDS 1.01		532	450	82			516	87	318	1	56	3
		%	34.8%	35.1%	33.2%			45.1%	55.4%	33.8%	2.4%	25.7%	7.9%
	MDS 1.02		99	82	17			99	5	57	3	25	1
		%	6.5%	6.4%	6.9%			8.7%	3.2%	6.1%	7.3%	11.5%	2.6%
	MDS 1.03		476	419	57	13	14	441	31	370	5	45	3
		%	31.1%	32.7%	23.1%	6.6%	8.6%	38.5%	19.7%	39.4%	12.2%	20.6%	7.9%
	MDS 1.04		50	48	2	32	15	3	12	1	1	36	
		%	3.3%	3.7%	.8%	16.2%	9.2%	.3%	7.6%	.1%	2.4%	16.5%	
	MDS 1.05		245	187	58	91	107	46	20	119	11	42	28
		%	16.0%	14.6%	23.5%	46.2%	65.6%	4.0%	12.7%	12.7%	26.8%	19.3%	73.7%
	MDS 1.06 / 1.07		76	58	18	39	13	24		53	16	4	2
		%	5.0%	4.5%	7.3%	19.8%	8.0%	2.1%		5.6%	39.0%	1.8%	5.3%
	MDS 1.01 / 1.02		631	532	99			615	92	375	4	81	4
		%	41.3%	41.5%	40.1%			53.8%	58.6%	39.9%	9.8%	37.2%	10.5%
	MDS 1.03 - 1.07		898	750	148	197	163	529	65	565	37	137	34
		%	58.7%	58.5%	59.9%	100.0%	100.0%	46.2%	41.4%	60.1%	90.2%	62.8%	89.5%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 15C (cont'd): TOTAL RECEIVING ACCOMMODATION SERVICE - SUMMARY

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service		1529	973	556	781	192	710	259	377	284	211	648
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Receives CSDA Accommodation Service according to Provider or Client	TOTAL - Receives Accommodation Service	1529	973	556	781	192	710	259	377	284	211	648
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	MDS 1.01	532	260	272	205	55	219	38	114	141	85	190
	%	34.8%	26.7%	48.9%	26.2%	28.6%	30.8%	14.7%	30.2%	49.6%	40.3%	29.3%
	MDS 1.02	99	70	29	58	12	60	10	13	10	16	60
	%	6.5%	7.2%	5.2%	7.4%	6.3%	8.5%	3.9%	3.4%	3.5%	7.6%	9.3%
	MDS 1.03	476	284	192	196	88	255	28	146	75	65	187
	%	31.1%	29.2%	34.5%	25.1%	45.8%	35.9%	10.8%	38.7%	26.4%	30.8%	28.9%
	MDS 1.04	50	46	4	45	1	13	33	3	10	11	26
	%	3.3%	4.7%	.7%	5.8%	.5%	1.8%	12.7%	.8%	3.5%	5.2%	4.0%
	MDS 1.05	245	217	28	191	26	106	111	53	32	27	131
	%	16.0%	22.3%	5.0%	24.5%	13.5%	14.9%	42.9%	14.1%	11.3%	12.8%	20.2%
	MDS 1.06 / 1.07	76	49	27	42	7	37	12	29	7	4	35
	%	5.0%	5.0%	4.9%	5.4%	3.6%	5.2%	4.6%	7.7%	2.5%	1.9%	5.4%
	MDS 1.01 / 1.02	631	330	301	263	67	279	48	127	151	101	250
	%	41.3%	33.9%	54.1%	33.7%	34.9%	39.3%	18.5%	33.7%	53.2%	47.9%	38.6%
MDS 1.03 - 1.07	898	643	255	518	125	431	211	250	133	110	398	
%	58.7%	66.1%	45.9%	66.3%	65.1%	60.7%	81.5%	66.3%	46.8%	52.1%	61.4%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 15C (cont'd): TOTAL RECEIVING ACCOMMODATION SERVICE - SUMMARY

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Accommodation Service		1529	220	242	236	258	307	139	38	89
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Receives CSDA Accommodation Service according to Provider or Client	TOTAL - Receives Accommodation Service	1529	220	242	236	258	307	139	38	89
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	MDS 1.01	532	90	58	113	76	158	36		1
	%	34.8%	40.9%	24.0%	47.9%	29.5%	51.5%	25.9%		1.1%
	MDS 1.02	99	13	40	2	19	9	14		2
	%	6.5%	5.9%	16.5%	.8%	7.4%	2.9%	10.1%		2.2%
	MDS 1.03	476	63	87	45	79	49	60	20	73
	%	31.1%	28.6%	36.0%	19.1%	30.6%	16.0%	43.2%	52.6%	82.0%
	MDS 1.04	50	16	7	4	17	5	1		
	%	3.3%	7.3%	2.9%	1.7%	6.6%	1.6%	.7%		
	MDS 1.05	245	19	16	64	50	64	26	5	1
	%	16.0%	8.6%	6.6%	27.1%	19.4%	20.8%	18.7%	13.2%	1.1%
MDS 1.06 / 1.07	76	9	25	6	7	5		13	11	
%	5.0%	4.1%	10.3%	2.5%	2.7%	1.6%		34.2%	12.4%	
MDS 1.01 / 1.02	631	103	98	115	95	167	50		3	
%	41.3%	46.8%	40.5%	48.7%	36.8%	54.4%	36.0%		3.4%	
MDS 1.03 - 1.07	898	117	144	121	163	140	89	38	86	
%	58.7%	53.2%	59.5%	51.3%	63.2%	45.6%	64.0%	100.0%	96.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 16: ACCOMMODATION SERVICES - WHAT ARE THE NAMES OF THE STAFF WHO HELP YOU FROM YOUR ACCOMMODATION SERVICE? (Q11)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07	
			Male	Female								
BASE: Receives CSDA Accommodation Service / Responded to question		1373	685	688	511	95	606	465	45	178	767	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
NAMES OF STAFF FROM ACCOMMODATION SERVICE	Yes - confirms staff received as a		860	433	427	295	62	357	327	16	114	503
		%	62.6%	63.2%	62.1%	57.7%	65.3%	58.9%	70.3%	35.6%	64.0%	65.6%
	No - gave different staff		341	165	176	123	24	147	98	21	51	194
		%	24.8%	24.1%	25.6%	24.1%	25.3%	24.3%	21.1%	46.7%	28.7%	25.3%
	No response/unclear response		172	87	85	93	9	102	40	8	13	70
		%	12.5%	12.7%	12.4%	18.2%	9.5%	16.8%	8.6%	17.8%	7.3%	9.1%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 16 (cont'd): ACCOMMODATION SERVICES - WHAT ARE THE NAMES OF THE STAFF WHO HELP YOU FROM YOUR ACCOMMODATION SERVICE? (Q11)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service / Responded to question		1373	1153	220	117	135	1104	139	845	38	208	23
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
NAMES OF STAFF FROM ACCOMMODATION SERVICE	Yes - confirms staff received as a	860	704	156	64	79	712	90	569	27	121	10
	%	62.6%	61.1%	70.9%	54.7%	58.5%	64.5%	64.7%	67.3%	71.1%	58.2%	43.5%
	No - gave different staff	341	307	34	42	44	250	34	174	9	64	9
	%	24.8%	26.6%	15.5%	35.9%	32.6%	22.6%	24.5%	20.6%	23.7%	30.8%	39.1%
No response/unclear response		172	142	30	11	12	142	15	102	2	23	4
	%	12.5%	12.3%	13.6%	9.4%	8.9%	12.9%	10.8%	12.1%	5.3%	11.1%	17.4%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 16 (cont'd): ACCOMMODATION SERVICES - WHAT ARE THE NAMES OF THE STAFF WHO HELP YOU FROM YOUR ACCOMMODATION SERVICE? (Q11)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service / Responded to question		1373	868	505	692	176	652	212	331	269	199	569
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
NAMES OF STAFF FROM ACCOMMODATION SERVICE	Yes - confirms staff received as a	860	612	248	475	137	496	112	201	170	122	365
	%	62.6%	70.5%	49.1%	68.6%	77.8%	76.1%	52.8%	60.7%	63.2%	61.3%	64.1%
	No - gave different staff	341	203	138	177	26	124	79	82	70	49	140
	%	24.8%	23.4%	27.3%	25.6%	14.8%	19.0%	37.3%	24.8%	26.0%	24.6%	24.6%
No response/unclear response	172	53	119	40	13	32	21	48	29	28	64	
%	12.5%	6.1%	23.6%	5.8%	7.4%	4.9%	9.9%	14.5%	10.8%	14.1%	11.2%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 16 (cont'd): ACCOMMODATION SERVICES - WHAT ARE THE NAMES OF THE STAFF WHO HELP YOU FROM YOUR ACCOMMODATION SERVICE? (Q11)

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Accommodation Service / Responded to question		1373	206	201	219	236	277	118	36	80	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
NAMES OF STAFF FROM ACCOMMODATION SERVICE	Yes - confirms staff received as a		860	124	136	142	157	163	66	22	50
		%	62.6%	60.2%	67.7%	64.8%	66.5%	58.8%	55.9%	61.1%	62.5%
	No - gave different staff		341	49	46	48	50	85	38	6	19
		%	24.8%	23.8%	22.9%	21.9%	21.2%	30.7%	32.2%	16.7%	23.8%
	No response/unclear response		172	33	19	29	29	29	14	8	11
		%	12.5%	16.0%	9.5%	13.2%	12.3%	10.5%	11.9%	22.2%	13.8%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

**TABLE 17A: ACCOMMODATION SERVICES - DO THE STAFF TREAT YOU WITH RESPECT? (Q12)
ARE THE STAFF ABLE TO UNDERSTAND WHAT YOU WANT? (Q13)
DO YOU UNDERSTAND THE STAFF WHEN THEY TALK TO YOU? (Q14)**

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Receives CSDA Accommodation Service / Responded to question		1373	685	688	511	95	606	465	45	178	767
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT ACCOMMODATION SERVICE TREAT YOU WITH RESPECT	Yes - most staff most of the time	1268	626	642	474	91	565	425	42	168	703
	%	92.4%	91.4%	93.3%	92.8%	95.8%	93.2%	91.4%	93.3%	94.4%	91.7%
	Sometimes - some staff	64	34	30	25	4	29	24	2	6	35
	%	4.7%	5.0%	4.4%	4.9%	4.2%	4.8%	5.2%	4.4%	3.4%	4.6%
	No - some staff often are not nice	12	7	5	2		2	7		1	10
%	.9%	1.0%	.7%	.4%		.3%	1.5%		.6%	1.3%	
No response/unclear response	29	18	11	10		10	9	1	3	19	
%	2.1%	2.6%	1.6%	2.0%		1.7%	1.9%	2.2%	1.7%	2.5%	
STAFF AT ACCOMMODATION SERVICE UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time	1190	596	594	433	85	518	390	42	167	672
	%	86.7%	87.0%	86.3%	84.7%	89.5%	85.5%	83.9%	93.3%	93.8%	87.6%
	Some staff/sometimes	129	61	68	56	8	64	56	1	6	65
	%	9.4%	8.9%	9.9%	11.0%	8.4%	10.6%	12.0%	2.2%	3.4%	8.5%
	No - few staff or no staff/rarely	21	10	11	10		10	9	1	1	11
%	1.5%	1.5%	1.6%	2.0%		1.7%	1.9%	2.2%	.6%	1.4%	
No response/unclear response	33	18	15	12	2	14	10	1	4	19	
%	2.4%	2.6%	2.2%	2.3%	2.1%	2.3%	2.2%	2.2%	2.2%	2.5%	
ABILITY TO UNDERSTAND STAFF AT ACCOMMODATION SERVICE	Yes - I understand most staff/most of the time	1181	585	596	424	84	508	388	44	168	673
	%	86.0%	85.4%	86.6%	83.0%	88.4%	83.8%	83.4%	97.8%	94.4%	87.7%
	Some staff/sometimes	119	64	55	50	9	59	54		4	60
	%	8.7%	9.3%	8.0%	9.8%	9.5%	9.7%	11.6%		2.2%	7.8%
	No - few staff or no staff/rarely	24	10	14	16		16	7		1	8
%	1.7%	1.5%	2.0%	3.1%		2.6%	1.5%		.6%	1.0%	
No response/unclear response	49	26	23	21	2	23	16	1	5	26	
%	3.6%	3.8%	3.3%	4.1%	2.1%	3.8%	3.4%	2.2%	2.8%	3.4%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

Productivity Commission
Job Number: 98196

TABLE 17A (cont'd): ACCOMMODATION SERVICES - DO THE STAFF TREAT YOU WITH RESPECT? (Q12)

**ARE THE STAFF ABLE TO UNDERSTAND WHAT YOU WANT? (Q13)
DO YOU UNDERSTAND THE STAFF WHEN THEY TALK TO YOU? (Q14)**

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service / Responded to question		1373	1153	220	117	135	1104	139	845	38	208	23
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT ACCOMMODATION SERVICE TREAT YOU WITH RESPECT	Yes - most staff most of the time	1268	1059	209	104	128	1021	123	783	35	194	20
	%	92.4%	91.8%	95.0%	88.9%	94.8%	92.5%	88.5%	92.7%	92.1%	93.3%	87.0%
	Sometimes - some staff	64	58	6	4	5	54	12	36	2	11	
	%	4.7%	5.0%	2.7%	3.4%	3.7%	4.9%	8.6%	4.3%	5.3%	5.3%	
	No - some staff often are not nice	12	11	1	3	1	8	3	6		1	2
%	.9%	1.0%	.5%	2.6%	.7%	.7%	2.2%	.7%		.5%	8.7%	
No response/unclear response	29	25	4	6	1	21	1	20	1	2	1	
%	2.1%	2.2%	1.8%	5.1%	.7%	1.9%	.7%	2.4%	2.6%	1.0%	4.3%	
STAFF AT ACCOMMODATION SERVICE UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time	1190	1004	186	103	129	946	111	730	35	188	21
	%	86.7%	87.1%	84.5%	88.0%	95.6%	85.7%	79.9%	86.4%	92.1%	90.4%	91.3%
	Some staff/sometimes	129	105	24	7	4	117	21	78	2	18	
	%	9.4%	9.1%	10.9%	6.0%	3.0%	10.6%	15.1%	9.2%	5.3%	8.7%	
	No - few staff or no staff/rarely	21	17	4		1	18	4	14			1
%	1.5%	1.5%	1.8%		.7%	1.6%	2.9%	1.7%			4.3%	
No response/unclear response	33	27	6	7	1	23	3	23	1	2	1	
%	2.4%	2.3%	2.7%	6.0%	.7%	2.1%	2.2%	2.7%	2.6%	1.0%	4.3%	
ABILITY TO UNDERSTAND STAFF AT ACCOMMODATION SERVICE	Yes - I understand most staff/most of the time	1181	1006	175	106	132	929	118	710	35	196	21
	%	86.0%	87.3%	79.5%	90.6%	97.8%	84.1%	84.9%	84.0%	92.1%	94.2%	91.3%
	Some staff/sometimes	119	94	25	2	1	115	16	79	1	10	1
	%	8.7%	8.2%	11.4%	1.7%	.7%	10.4%	11.5%	9.3%	2.6%	4.8%	4.3%
	No - few staff or no staff/rarely	24	16	8	1		22	2	21			
%	1.7%	1.4%	3.6%	.9%		2.0%	1.4%	2.5%				
No response/unclear response	49	37	12	8	2	38	3	35	2	2	1	
%	3.6%	3.2%	5.5%	6.8%	1.5%	3.4%	2.2%	4.1%	5.3%	1.0%	4.3%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

Productivity Commission
Job Number: 98196

**TABLE 17A (cont'd): ACCOMMODATION SERVICES - DO THE STAFF TREAT YOU WITH RESPECT? (Q12)
ARE THE STAFF ABLE TO UNDERSTAND WHAT YOU WANT? (Q13)
DO YOU UNDERSTAND THE STAFF WHEN THEY TALK TO YOU? (Q14)**

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service / Responded to question		1373	868	505	692	176	652	212	331	269	199	569
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT ACCOMMODATION SERVICE TREAT YOU WITH RESPECT	Yes - most staff most of the time	1268	790	478	635	155	580	206	311	252	183	517
	%	92.4%	91.0%	94.7%	91.8%	88.1%	89.0%	97.2%	94.0%	93.7%	92.0%	90.9%
	Sometimes - some staff	64	48	16	37	11	45	3	16	8	10	30
	%	4.7%	5.5%	3.2%	5.3%	6.3%	6.9%	1.4%	4.8%	3.0%	5.0%	5.3%
	No - some staff often are not nice	12	11	1	8	3	10	1	1	4	2	5
%	.9%	1.3%	.2%	1.2%	1.7%	1.5%	.5%	.3%	1.5%	1.0%	.9%	
No response/unclear response	29	19	10	12	7	17	2	3	5	4	17	
%	2.1%	2.2%	2.0%	1.7%	4.0%	2.6%	.9%	.9%	1.9%	2.0%	3.0%	
STAFF AT ACCOMMODATION SERVICE UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time	1190	793	397	639	154	588	202	274	234	181	496
	%	86.7%	91.4%	78.6%	92.3%	87.5%	90.2%	95.3%	82.8%	87.0%	91.0%	87.2%
	Some staff/sometimes	129	48	81	33	15	42	5	48	20	12	49
	%	9.4%	5.5%	16.0%	4.8%	8.5%	6.4%	2.4%	14.5%	7.4%	6.0%	8.6%
	No - few staff or no staff/rarely	21	8	13	7	1	6	2	6	6	1	8
%	1.5%	.9%	2.6%	1.0%	.6%	.9%	.9%	1.8%	2.2%	.5%	1.4%	
No response/unclear response	33	19	14	13	6	16	3	3	9	5	16	
%	2.4%	2.2%	2.8%	1.9%	3.4%	2.5%	1.4%	.9%	3.3%	2.5%	2.8%	
ABILITY TO UNDERSTAND STAFF AT ACCOMMODATION SERVICE	Yes - I understand most staff/most of the time	1181	798	383	637	161	591	204	273	231	179	496
	%	86.0%	91.9%	75.8%	92.1%	91.5%	90.6%	96.2%	82.5%	85.9%	89.9%	87.2%
	Some staff/sometimes	119	46	73	36	10	42	3	41	24	11	41
	%	8.7%	5.3%	14.5%	5.2%	5.7%	6.4%	1.4%	12.4%	8.9%	5.5%	7.2%
	No - few staff or no staff/rarely	24	3	21	3		3		6	5	2	10
%	1.7%	.3%	4.2%	.4%		.5%		1.8%	1.9%	1.0%	1.8%	
No response/unclear response	49	21	28	16	5	16	5	11	9	7	22	
%	3.6%	2.4%	5.5%	2.3%	2.8%	2.5%	2.4%	3.3%	3.3%	3.5%	3.9%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

Productivity Commission
Job Number: 98196

**TABLE 17A (cont'd): ACCOMMODATION SERVICES - DO THE STAFF TREAT YOU WITH RESPECT? (Q12)
ARE THE STAFF ABLE TO UNDERSTAND WHAT YOU WANT? (Q13)
DO YOU UNDERSTAND THE STAFF WHEN THEY TALK TO YOU? (Q14)**

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Accommodation Service / Responded to question		1373	206	201	219	236	277	118	36	80
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT ACCOMMODATION SERVICE TREAT YOU WITH RESPECT	Yes - most staff most of the time	1268	199	179	208	209	258	110	32	73
	%	92.4%	96.6%	89.1%	95.0%	88.6%	93.1%	93.2%	88.9%	91.3%
	Sometimes - some staff	64	3	10	10	15	10	7	3	6
	%	4.7%	1.5%	5.0%	4.6%	6.4%	3.6%	5.9%	8.3%	7.5%
	No - some staff often are not nice	12		3	1	4	2	1		1
	%	.9%		1.5%	.5%	1.7%	.7%	.8%		1.3%
No response/unclear response	29	4	9		8	7		1		
%	2.1%	1.9%	4.5%		3.4%	2.5%		2.8%		
STAFF AT ACCOMMODATION SERVICE UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time	1190	180	167	189	195	253	105	28	73
	%	86.7%	87.4%	83.1%	86.3%	82.6%	91.3%	89.0%	77.8%	91.3%
	Some staff/sometimes	129	15	22	25	33	16	8	4	6
	%	9.4%	7.3%	10.9%	11.4%	14.0%	5.8%	6.8%	11.1%	7.5%
	No - few staff or no staff/rarely	21	3	3	4	4	3	2	1	1
	%	1.5%	1.5%	1.5%	1.8%	1.7%	1.1%	1.7%	2.8%	1.3%
No response/unclear response	33	8	9	1	4	5	3	3		
%	2.4%	3.9%	4.5%	.5%	1.7%	1.8%	2.5%	8.3%		
ABILITY TO UNDERSTAND STAFF AT ACCOMMODATION SERVICE	Yes - I understand most staff/most of the time	1181	166	164	183	210	257	102	27	72
	%	86.0%	80.6%	81.6%	83.6%	89.0%	92.8%	86.4%	75.0%	90.0%
	Some staff/sometimes	119	22	23	24	16	12	9	6	7
	%	8.7%	10.7%	11.4%	11.0%	6.8%	4.3%	7.6%	16.7%	8.8%
	No - few staff or no staff/rarely	24	7	2	7	4	1	3		
	%	1.7%	3.4%	1.0%	3.2%	1.7%	.4%	2.5%		
No response/unclear response	49	11	12	5	6	7	4	3	1	
%	3.6%	5.3%	6.0%	2.3%	2.5%	2.5%	3.4%	8.3%	1.3%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

**TABLE 17B: ACCOMMODATION SERVICES - DO THE STAFF WHO SUPPORT YOU IN YOUR HOME CHANGE TOO OFTEN? (Q15)
DO YOU CHOOSE HOW YOU SPEND YOUR EVENINGS AND WEEKENDS? (Q16)**

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Receives CSDA Accommodation Service / Responded to question		1373	685	688	511	95	606	465	45	178	767
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT ACCOMMODATION SERVICE CHANGE TOO OFTEN	No - they stay/they don't change too often	900	456	444	316	66	382	301	26	131	518
	%	65.5%	66.6%	64.5%	61.8%	69.5%	63.0%	64.7%	57.8%	73.6%	67.5%
	Some staff or sometimes	217	109	108	84	14	98	77	11	24	119
	%	15.8%	15.9%	15.7%	16.4%	14.7%	16.2%	16.6%	24.4%	13.5%	15.5%
	Yes - they change too often/keep leaving	163	76	87	71	7	78	63	7	12	85
	%	11.9%	11.1%	12.6%	13.9%	7.4%	12.9%	13.5%	15.6%	6.7%	11.1%
CHOOSE HOW YOU SPEND YOUR EVENINGS/ WEEKENDS?	No response/unclear response	93	44	49	40	8	48	24	1	11	45
	%	6.8%	6.4%	7.1%	7.8%	8.4%	7.9%	5.2%	2.2%	6.2%	5.9%
	Yes - unassisted/I make my own choices	818	435	383	235	71	306	254	38	154	512
	%	59.6%	63.5%	55.7%	46.0%	74.7%	50.5%	54.6%	84.4%	86.5%	66.8%
	Yes - with assistance	159	71	88	54	10	64	69	4	13	95
	%	11.6%	10.4%	12.8%	10.6%	10.5%	10.6%	14.8%	8.9%	7.3%	12.4%
CHOOSE HOW YOU SPEND YOUR EVENINGS/ WEEKENDS?	Sometimes/some things	76	44	32	31	5	36	36	1	3	40
	%	5.5%	6.4%	4.7%	6.1%	5.3%	5.9%	7.7%	2.2%	1.7%	5.2%
	No - someone else chooses for me	270	113	157	172	6	178	86	1	3	92
	%	19.7%	16.5%	22.8%	33.7%	6.3%	29.4%	18.5%	2.2%	1.7%	12.0%
	No response/unclear response	50	22	28	19	3	22	20	1	5	28
	%	3.6%	3.2%	4.1%	3.7%	3.2%	3.6%	4.3%	2.2%	2.8%	3.7%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

**TABLE 17B (cont'd): ACCOMMODATION SERVICES - DO THE STAFF WHO SUPPORT YOU IN YOUR HOME CHANGE TOO OFTEN? (Q15)
DO YOU CHOOSE HOW YOU SPEND YOUR EVENINGS AND WEEKENDS? (Q16)**

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service / Responded to question		1373	1153	220	117	135	1104	139	845	38	208	23
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT ACCOMMODATION SERVICE CHANGE TOO OFTEN	No - they stay/they don't change too often	900	766	134	76	103	712	92	545	32	135	20
	%	65.5%	66.4%	60.9%	65.0%	76.3%	64.5%	66.2%	64.5%	84.2%	64.9%	87.0%
	Some staff or sometimes	217	174	43	22	11	181	24	136	2	37	2
	%	15.8%	15.1%	19.5%	18.8%	8.1%	16.4%	17.3%	16.1%	5.3%	17.8%	8.7%
	Yes - they change too often/keep leaving	163	146	17	11	13	138	19	93	2	31	1
	%	11.9%	12.7%	7.7%	9.4%	9.6%	12.5%	13.7%	11.0%	5.3%	14.9%	4.3%
No response/unclear response	93	67	26	8	8	73	4	71	2	5		
%	6.8%	5.8%	11.8%	6.8%	5.9%	6.6%	2.9%	8.4%	5.3%	2.4%		
CHOOSE HOW YOU SPEND YOUR EVENINGS/ WEEKENDS?	Yes - unassisted/I make my own choices	818	697	121	95	121	595	90	455	33	165	19
	%	59.6%	60.5%	55.0%	81.2%	89.6%	53.9%	64.7%	53.8%	86.8%	79.3%	82.6%
	Yes - with assistance	159	133	26	9	10	137	14	105	4	19	1
	%	11.6%	11.5%	11.8%	7.7%	7.4%	12.4%	10.1%	12.4%	10.5%	9.1%	4.3%
	Sometimes/some things	76	69	7	2	1	71	7	54		8	1
	%	5.5%	6.0%	3.2%	1.7%	.7%	6.4%	5.0%	6.4%		3.8%	4.3%
No - someone else chooses for me	270	215	55	6	1	260	25	194		13	1	
%	19.7%	18.6%	25.0%	5.1%	.7%	23.6%	18.0%	23.0%		6.3%	4.3%	
No response/unclear response	50	39	11	5	2	41	3	37	1	3	1	
%	3.6%	3.4%	5.0%	4.3%	1.5%	3.7%	2.2%	4.4%	2.6%	1.4%	4.3%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

**TABLE 17B (cont'd): ACCOMMODATION SERVICES - DO THE STAFF WHO SUPPORT YOU IN YOUR HOME CHANGE TOO OFTEN? (Q15)
DO YOU CHOOSE HOW YOU SPEND YOUR EVENINGS AND WEEKENDS? (Q16)**

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service / Responded to question		1373	868	505	692	176	652	212	331	269	199	569
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT ACCOMMODATION SERVICE CHANGE TOO OFTEN	No - they stay/they don't change too often	900	620	280	502	118	470	146	206	178	132	383
	%	65.5%	71.4%	55.4%	72.5%	67.0%	72.1%	68.9%	62.2%	66.2%	66.3%	67.3%
	Some staff or sometimes	217	119	98	95	24	91	28	55	43	36	81
	%	15.8%	13.7%	19.4%	13.7%	13.6%	14.0%	13.2%	16.6%	16.0%	18.1%	14.2%
	Yes - they change too often/keep leaving	163	72	91	56	16	51	21	51	35	15	60
%	11.9%	8.3%	18.0%	8.1%	9.1%	7.8%	9.9%	15.4%	13.0%	7.5%	10.5%	
	No response/unclear response	93	57	36	39	18	40	17	19	13	16	45
%	6.8%	6.6%	7.1%	5.6%	10.2%	6.1%	8.0%	5.7%	4.8%	8.0%	7.9%	
CHOOSE HOW YOU SPEND YOUR EVENINGS/ WEEKENDS?	Yes - unassisted/I make my own choices	818	713	105	584	129	538	171	161	147	127	383
	%	59.6%	82.1%	20.8%	84.4%	73.3%	82.5%	80.7%	48.6%	54.6%	63.8%	67.3%
	Yes - with assistance	159	74	85	50	24	56	18	42	41	19	57
	%	11.6%	8.5%	16.8%	7.2%	13.6%	8.6%	8.5%	12.7%	15.2%	9.5%	10.0%
	Sometimes/some things	76	31	45	25	6	25	6	18	14	15	27
	%	5.5%	3.6%	8.9%	3.6%	3.4%	3.8%	2.8%	5.4%	5.2%	7.5%	4.7%
No - someone else chooses for me	270	21	249	12	9	14	7	102	57	33	75	
%	19.7%	2.4%	49.3%	1.7%	5.1%	2.1%	3.3%	30.8%	21.2%	16.6%	13.2%	
	No response/unclear response	50	29	21	21	8	19	10	8	10	5	27
%	3.6%	3.3%	4.2%	3.0%	4.5%	2.9%	4.7%	2.4%	3.7%	2.5%	4.7%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

**TABLE 17B (cont'd): ACCOMMODATION SERVICES - DO THE STAFF WHO SUPPORT YOU IN YOUR HOME CHANGE TOO OFTEN? (Q15)
DO YOU CHOOSE HOW YOU SPEND YOUR EVENINGS AND WEEKENDS? (Q16)**

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Accommodation Service / Responded to question		1373	206	201	219	236	277	118	36	80
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT ACCOMMODATION SERVICE CHANGE TOO OFTEN	No - they stay/they don't change too often	900	133	135	145	140	203	82	21	41
	%	65.5%	64.6%	67.2%	66.2%	59.3%	73.3%	69.5%	58.3%	51.3%
	Some staff or sometimes	217	36	26	31	42	35	24	8	15
	%	15.8%	17.5%	12.9%	14.2%	17.8%	12.6%	20.3%	22.2%	18.8%
	Yes - they change too often/keep leaving	163	19	18	31	41	26	4	3	21
	%	11.9%	9.2%	9.0%	14.2%	17.4%	9.4%	3.4%	8.3%	26.3%
No response/unclear response		93	18	22	12	13	13	8	4	3
	%	6.8%	8.7%	10.9%	5.5%	5.5%	4.7%	6.8%	11.1%	3.8%
CHOOSE HOW YOU SPEND YOUR EVENINGS/ WEEKENDS?	Yes - unassisted/I make my own choices	818	100	114	130	129	200	79	19	47
	%	59.6%	48.5%	56.7%	59.4%	54.7%	72.2%	66.9%	52.8%	58.8%
	Yes - with assistance	159	25	16	22	47	26	13	2	8
	%	11.6%	12.1%	8.0%	10.0%	19.9%	9.4%	11.0%	5.6%	10.0%
	Sometimes/some things	76	12	14	15	19	5	3	2	6
	%	5.5%	5.8%	7.0%	6.8%	8.1%	1.8%	2.5%	5.6%	7.5%
	No - someone else chooses for me	270	62	41	45	34	40	19	12	17
	%	19.7%	30.1%	20.4%	20.5%	14.4%	14.4%	16.1%	33.3%	21.3%
No response/unclear response		50	7	16	7	7	6	4	1	2
	%	3.6%	3.4%	8.0%	3.2%	3.0%	2.2%	3.4%	2.8%	2.5%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 17C: ACCOMMODATION SERVICES - DO YOU HAVE SOMEONE WHO HELPS YOU WITH YOUR MONEY? (Q17a)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Receives CSDA Accommodation Service / Responded to question		1373	685	688	511	95	606	465	45	178	767
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AVAILABILITY OF SOMEONE WHO HELPS WITH YOUR MONEY	Yes	916	455	461	330	70	400	365	8	102	516
	%	66.7%	66.4%	67.0%	64.6%	73.7%	66.0%	78.5%	17.8%	57.3%	67.3%
	No - no need/has independent access	230	119	111	52	15	67	29	36	67	163
	%	16.8%	17.4%	16.1%	10.2%	15.8%	11.1%	6.2%	80.0%	37.6%	21.3%
	No - but needs help with money	31	9	22	7	4	11	12		6	20
	%	2.3%	1.3%	3.2%	1.4%	4.2%	1.8%	2.6%		3.4%	2.6%
	No - does not ask for/use money	169	86	83	114	4	118	48			51
%	12.3%	12.6%	12.1%	22.3%	4.2%	19.5%	10.3%			6.6%	
No response/unclear response	27	16	11	8	2	10	11	1	3	17	
%	2.0%	2.3%	1.6%	1.6%	2.1%	1.7%	2.4%	2.2%	1.7%	2.2%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 17C (cont'd): ACCOMMODATION SERVICES - DO YOU HAVE SOMEONE WHO HELPS YOU WITH YOUR MONEY? (Q17a)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service / Responded to question		1373	1153	220	117	135	1104	139	845	38	208	23
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AVAILABILITY OF SOMEONE WHO HELPS WITH YOUR MONEY	Yes	916	767	149	50	74	778	97	622	18	103	10
	%	66.7%	66.5%	67.7%	42.7%	54.8%	70.5%	69.8%	73.6%	47.4%	49.5%	43.5%
	No - no need/has independent access	230	193	37	60	55	115	29	64	18	93	12
	%	16.8%	16.7%	16.8%	51.3%	40.7%	10.4%	20.9%	7.6%	47.4%	44.7%	52.2%
	No - but needs help with money	31	23	8	2	3	26		23		4	1
	%	2.3%	2.0%	3.6%	1.7%	2.2%	2.4%		2.7%		1.9%	4.3%
No - does not ask for/use money	169	147	22	2	2	164	10	117	1	6		
%	12.3%	12.7%	10.0%	1.7%	1.5%	14.9%	7.2%	13.8%	2.6%	2.9%		
No response/unclear response	27	23	4	3	1	21	3	19	1	2		
%	2.0%	2.0%	1.8%	2.6%	.7%	1.9%	2.2%	2.2%	2.6%	1.0%		

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 17C (cont'd): ACCOMMODATION SERVICES - DO YOU HAVE SOMEONE WHO HELPS YOU WITH YOUR MONEY? (Q17a)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service / Responded to question		1373	868	505	692	176	652	212	331	269	199	569
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AVAILABILITY OF SOMEONE WHO HELPS WITH YOUR MONEY	Yes	916	603	313	441	162	512	88	224	180	131	379
	%	66.7%	69.5%	62.0%	63.7%	92.0%	78.5%	41.5%	67.7%	66.9%	65.8%	66.6%
	No - no need/has independent access	230	217	13	210	7	104	112	41	30	42	117
	%	16.8%	25.0%	2.6%	30.3%	4.0%	16.0%	52.8%	12.4%	11.2%	21.1%	20.6%
	No - but needs help with money	31	19	12	17	2	15	4	6	7	3	15
	%	2.3%	2.2%	2.4%	2.5%	1.1%	2.3%	1.9%	1.8%	2.6%	1.5%	2.6%
No - does not ask for/use money	169	12	157	10	2	5	7	56	48	19	43	
%	12.3%	1.4%	31.1%	1.4%	1.1%	.8%	3.3%	16.9%	17.8%	9.5%	7.6%	
No response/unclear response	27	17	10	14	3	16	1	4	4	4	15	
%	2.0%	2.0%	2.0%	2.0%	1.7%	2.5%	.5%	1.2%	1.5%	2.0%	2.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 17C (cont'd): ACCOMMODATION SERVICES - DO YOU HAVE SOMEONE WHO HELPS YOU WITH YOUR MONEY? (Q17a)

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Accommodation Service / Responded to question		1373	206	201	219	236	277	118	36	80	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
AVAILABILITY OF SOMEONE WHO HELPS WITH YOUR MONEY	Yes		916	117	140	138	153	198	89	21	60
		%	66.7%	56.8%	69.7%	63.0%	64.8%	71.5%	75.4%	58.3%	75.0%
	No - no need/has independent access		230	33	23	50	53	39	17	8	7
		%	16.8%	16.0%	11.4%	22.8%	22.5%	14.1%	14.4%	22.2%	8.8%
	No - but needs help with money		31	6	4	3	8	5	2	1	2
		%	2.3%	2.9%	2.0%	1.4%	3.4%	1.8%	1.7%	2.8%	2.5%
No - does not ask for/use money		169	46	23	26	20	30	9	5	10	
	%	12.3%	22.3%	11.4%	11.9%	8.5%	10.8%	7.6%	13.9%	12.5%	
No response/unclear response		27	4	11	2	2	5	1	1	1	
	%	2.0%	1.9%	5.5%	.9%	.8%	1.8%	.8%	2.8%	1.3%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 17D: ACCOMMODATION SERVICES - CAN YOU GET YOUR MONEY WHENEVER YOU WANT IT? (Q17b)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07	
			Male	Female								
BASE: Receives help with money		916	455	461	330	70	400	365	8	102	516	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
ABILITY TO RETRIEVE YOUR MONEY WHEN YOU WANT IT	Yes - can get to my money whenever I want		595	292	303	220	41	261	222	8	81	334
		%	65.0%	64.2%	65.7%	66.7%	58.6%	65.3%	60.8%	100.0%	79.4%	64.7%
	Yes - can get money but with some restrictions		171	84	87	51	19	70	73		14	101
		%	18.7%	18.5%	18.9%	15.5%	27.1%	17.5%	20.0%		13.7%	19.6%
	No - cannot get my money whenever I want		111	64	47	40	7	47	55		5	64
		%	12.1%	14.1%	10.2%	12.1%	10.0%	11.8%	15.1%		4.9%	12.4%
	No response/unclear response		39	15	24	19	3	22	15		2	17
		%	4.3%	3.3%	5.2%	5.8%	4.3%	5.5%	4.1%		2.0%	3.3%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 17D (cont'd): ACCOMMODATION SERVICES - CAN YOU GET YOUR MONEY WHENEVER YOU WANT IT? (Q17b)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives help with money		916	767	149	50	74	778	97	622	18	103	10
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ABILITY TO RETRIEVE YOUR MONEY WHEN YOU WANT IT	Yes - can get to my money whenever I want	595	506	89	42	57	485	83	383	13	80	9
	%	65.0%	66.0%	59.7%	84.0%	77.0%	62.3%	85.6%	61.6%	72.2%	77.7%	90.0%
	Yes - can get money but with some restrictions	171	141	30	4	9	158	6	131	4	12	1
	%	18.7%	18.4%	20.1%	8.0%	12.2%	20.3%	6.2%	21.1%	22.2%	11.7%	10.0%
	No - cannot get my money whenever I want	111	91	20	3	7	98	5	77	1	9	
	%	12.1%	11.9%	13.4%	6.0%	9.5%	12.6%	5.2%	12.4%	5.6%	8.7%	
No response/unclear response	39	29	10	1	1	37	3	31		2		
%	4.3%	3.8%	6.7%	2.0%	1.4%	4.8%	3.1%	5.0%		1.9%		

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 17D (cont'd): ACCOMMODATION SERVICES - CAN YOU GET YOUR MONEY WHENEVER YOU WANT IT? (Q17b)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives help with money		916	603	313	441	162	512	88	224	180	131	379
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ABILITY TO RETRIEVE YOUR MONEY WHEN YOU WANT IT	Yes - can get to my money whenever I want	595	442	153	336	106	377	62	136	109	82	268
	%	65.0%	73.3%	48.9%	76.2%	65.4%	73.6%	70.5%	60.7%	60.6%	62.6%	70.7%
	Yes - can get money but with some restrictions	171	106	65	71	35	91	15	43	38	33	56
	%	18.7%	17.6%	20.8%	16.1%	21.6%	17.8%	17.0%	19.2%	21.1%	25.2%	14.8%
	No - cannot get my money whenever I want	111	43	68	27	16	35	8	31	28	12	40
	%	12.1%	7.1%	21.7%	6.1%	9.9%	6.8%	9.1%	13.8%	15.6%	9.2%	10.6%
No response/unclear response	39	12	27	7	5	9	3	14	5	4	15	
%	4.3%	2.0%	8.6%	1.6%	3.1%	1.8%	3.4%	6.3%	2.8%	3.1%	4.0%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 17D (cont'd): ACCOMMODATION SERVICES - CAN YOU GET YOUR MONEY WHENEVER YOU WANT IT? (Q17b)

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives help with money		916	117	140	138	153	198	89	21	60
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ABILITY TO RETRIEVE YOUR MONEY WHEN YOU WANT IT	Yes - can get to my money whenever I want	595	66	77	101	85	148	68	10	40
	%	65.0%	56.4%	55.0%	73.2%	55.6%	74.7%	76.4%	47.6%	66.7%
	Yes - can get money but with some restrictions	171	16	36	17	37	35	10	7	13
	%	18.7%	13.7%	25.7%	12.3%	24.2%	17.7%	11.2%	33.3%	21.7%
	No - cannot get my money whenever I want	111	28	17	9	24	15	9	4	5
	%	12.1%	23.9%	12.1%	6.5%	15.7%	7.6%	10.1%	19.0%	8.3%
No response/unclear response	39	7	10	11	7		2		2	
%	4.3%	6.0%	7.1%	8.0%	4.6%		2.2%		3.3%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

**TABLE 18A: ACCOMMODATION SERVICES - CAN YOU BE ALONE/BY YOURSELF AS MUCH AS YOU WANT TO AT YOUR HOME/RESIDENCE? (Q18)
WHEN YOU GET MAIL OR POST, WHO OPENS IT? (Q19a)**

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Receives CSDA Accommodation Service / Responded to question		1373	685	688	511	95	606	465	45	178	767
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ABLE TO BE ALONE/BY YOURSELF AS MUCH AS YOU WANT	Yes - have enough time alone	1046	550	496	390	85	475	378	28	104	571
	%	76.2%	80.3%	72.1%	76.3%	89.5%	78.4%	81.3%	62.2%	58.4%	74.4%
	No - wish I had more time alone	87	40	47	24	5	29	38	4	11	58
	%	6.3%	5.8%	6.8%	4.7%	5.3%	4.8%	8.2%	8.9%	6.2%	7.6%
	Not applicable - lives alone	148	62	86	55	1	56	15	9	59	92
	%	10.8%	9.1%	12.5%	10.8%	1.1%	9.2%	3.2%	20.0%	33.1%	12.0%
No response/unclear response		92	33	59	42	4	46	34	4	4	46
	%	6.7%	4.8%	8.6%	8.2%	4.2%	7.6%	7.3%	8.9%	2.2%	6.0%
PERSON WHO OPENS YOUR MAIL	Someone else opens some or all of my mail	477	214	263	210	46	256	164	13	31	221
	%	34.7%	31.2%	38.2%	41.1%	48.4%	42.2%	35.3%	28.9%	17.4%	28.8%
	I open my own mail	663	354	309	177	41	218	215	30	137	445
	%	48.3%	51.7%	44.9%	34.6%	43.2%	36.0%	46.2%	66.7%	77.0%	58.0%
	Not applicable - recieves no mail	177	93	84	111	3	114	54	1	7	63
	%	12.9%	13.6%	12.2%	21.7%	3.2%	18.8%	11.6%	2.2%	3.9%	8.2%
No response/unclear response		56	24	32	13	5	18	32	1	3	38
	%	4.1%	3.5%	4.7%	2.5%	5.3%	3.0%	6.9%	2.2%	1.7%	5.0%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

**TABLE 18A (cont'd): ACCOMMODATION SERVICES - CAN YOU BE ALONE/BY YOURSELF AS MUCH AS YOU WANT TO AT YOUR HOME/RESIDENCE? (Q18)
WHEN YOU GET MAIL OR POST, WHO OPENS IT? (Q19a)**

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service / Responded to question		1373	1153	220	117	135	1104	139	845	38	208	23
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ABLE TO BE ALONE/BY YOURSELF AS MUCH AS YOU WANT	Yes - have enough time alone	1046	878	168	92	56	887	116	649	27	165	11
	%	76.2%	76.1%	76.4%	78.6%	41.5%	80.3%	83.5%	76.8%	71.1%	79.3%	47.8%
	No - wish I had more time alone	87	74	13	11	4	70	10	56	2	17	1
	%	6.3%	6.4%	5.9%	9.4%	3.0%	6.3%	7.2%	6.6%	5.3%	8.2%	4.3%
	Not applicable - lives alone	148	126	22	6	74	68	8	75	8	21	10
%	10.8%	10.9%	10.0%	5.1%	54.8%	6.2%	5.8%	8.9%	21.1%	10.1%	43.5%	
No response/unclear response	92	75	17	8	1	79	5	65	1	5	1	
%	6.7%	6.5%	7.7%	6.8%	.7%	7.2%	3.6%	7.7%	2.6%	2.4%	4.3%	
PERSON WHO OPENS YOUR MAIL	Someone else opens some or all of my mail	477	418	59	30	20	421	58	287	4	87	8
	%	34.7%	36.3%	26.8%	25.6%	14.8%	38.1%	41.7%	34.0%	10.5%	41.8%	34.8%
	I open my own mail	663	545	118	77	112	468	66	395	32	106	15
	%	48.3%	47.3%	53.6%	65.8%	83.0%	42.4%	47.5%	46.7%	84.2%	51.0%	65.2%
	Not applicable - recieves no mail	177	142	35	7	2	167	10	123	1	12	
%	12.9%	12.3%	15.9%	6.0%	1.5%	15.1%	7.2%	14.6%	2.6%	5.8%		
No response/unclear response	56	48	8	3	1	48	5	40	1	3		
%	4.1%	4.2%	3.6%	2.6%	.7%	4.3%	3.6%	4.7%	2.6%	1.4%		

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

**TABLE 18A (cont'd): ACCOMMODATION SERVICES - CAN YOU BE ALONE/BY YOURSELF AS MUCH AS YOU WANT TO AT YOUR HOME/RESIDENCE? (Q18)
WHEN YOU GET MAIL OR POST, WHO OPENS IT? (Q19a)**

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service / Responded to question		1373	868	505	692	176	652	212	331	269	199	569
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ABLE TO BE ALONE/BY YOURSELF AS MUCH AS YOU WANT	Yes - have enough time alone	1046	694	352	545	149	552	138	243	201	173	427
	%	76.2%	80.0%	69.7%	78.8%	84.7%	84.7%	65.1%	73.4%	74.7%	86.9%	75.0%
	No - wish I had more time alone	87	61	26	51	10	45	16	27	20	9	31
	%	6.3%	7.0%	5.1%	7.4%	5.7%	6.9%	7.5%	8.2%	7.4%	4.5%	5.4%
	Not applicable - lives alone	148	79	69	74	5	28	51	43	28	5	69
%	10.8%	9.1%	13.7%	10.7%	2.8%	4.3%	24.1%	13.0%	10.4%	2.5%	12.1%	
No response/unclear response		92	34	58	22	12	27	7	18	20	12	42
	%	6.7%	3.9%	11.5%	3.2%	6.8%	4.1%	3.3%	5.4%	7.4%	6.0%	7.4%
PERSON WHO OPENS YOUR MAIL	Someone else opens some or all of my mail	477	273	204	198	75	229	42	109	92	74	200
	%	34.7%	31.5%	40.4%	28.6%	42.6%	35.1%	19.8%	32.9%	34.2%	37.2%	35.1%
	I open my own mail	663	560	103	464	96	401	157	143	128	99	292
	%	48.3%	64.5%	20.4%	67.1%	54.5%	61.5%	74.1%	43.2%	47.6%	49.7%	51.3%
	Not applicable - recieves no mail	177	20	157	16	4	9	11	66	42	15	53
%	12.9%	2.3%	31.1%	2.3%	2.3%	1.4%	5.2%	19.9%	15.6%	7.5%	9.3%	
No response/unclear response		56	15	41	14	1	13	2	13	7	11	24
	%	4.1%	1.7%	8.1%	2.0%	.6%	2.0%	.9%	3.9%	2.6%	5.5%	4.2%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

**TABLE 18A (cont'd): ACCOMMODATION SERVICES - CAN YOU BE ALONE/BY YOURSELF AS MUCH AS YOU WANT TO AT YOUR HOME/RESIDENCE? (Q18)
WHEN YOU GET MAIL OR POST, WHO OPENS IT? (Q19a)**

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Accommodation Service / Responded to question		1373	206	201	219	236	277	118	36	80
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ABLE TO BE ALONE/BY YOURSELF AS MUCH AS YOU WANT	Yes - have enough time alone	1046	142	155	155	182	221	98	25	68
	%	76.2%	68.9%	77.1%	70.8%	77.1%	79.8%	83.1%	69.4%	85.0%
	No - wish I had more time alone	87	15	7	16	22	12	8	4	3
	%	6.3%	7.3%	3.5%	7.3%	9.3%	4.3%	6.8%	11.1%	3.8%
	Not applicable - lives alone	148	33	13	36	17	38	4	3	4
	%	10.8%	16.0%	6.5%	16.4%	7.2%	13.7%	3.4%	8.3%	5.0%
No response/unclear response		92	16	26	12	15	6	8	4	5
	%	6.7%	7.8%	12.9%	5.5%	6.4%	2.2%	6.8%	11.1%	6.3%
PERSON WHO OPENS YOUR MAIL	Someone else opens some or all of my mail	477	58	92	69	93	98	45	9	13
	%	34.7%	28.2%	45.8%	31.5%	39.4%	35.4%	38.1%	25.0%	16.3%
	I open my own mail	663	95	68	106	117	152	59	16	50
	%	48.3%	46.1%	33.8%	48.4%	49.6%	54.9%	50.0%	44.4%	62.5%
	Not applicable - recieves no mail	177	45	25	39	19	19	11	8	11
	%	12.9%	21.8%	12.4%	17.8%	8.1%	6.9%	9.3%	22.2%	13.8%
No response/unclear response		56	8	16	5	7	8	3	3	6
	%	4.1%	3.9%	8.0%	2.3%	3.0%	2.9%	2.5%	8.3%	7.5%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 18B: ACCOMMODATION SERVICES - DID YOU TELL THAT PERSON IT WAS OK TO OPEN YOUR MAIL? (Q19b)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Receives help with mail		477	214	263	210	46	256	164	13	31	221
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PERMISSION TO OPEN YOUR MAIL	Mail is not opened without permission	304	139	165	133	34	167	90	13	27	137
	%	63.7%	65.0%	62.7%	63.3%	73.9%	65.2%	54.9%	100.0%	87.1%	62.0%
	Some mail is opened without permission	26	13	13	8	2	10	15			16
	%	5.5%	6.1%	4.9%	3.8%	4.3%	3.9%	9.1%			7.2%
	All mail opened without permission	12	4	8	6	1	7	4			5
	%	2.5%	1.9%	3.0%	2.9%	2.2%	2.7%	2.4%			2.3%
Not applicable - not able to give permission	109	47	62	57	6	63	41		3	46	
%	22.9%	22.0%	23.6%	27.1%	13.0%	24.6%	25.0%		9.7%	20.8%	
No response/unclear response	26	11	15	6	3	9	14		1	17	
%	5.5%	5.1%	5.7%	2.9%	6.5%	3.5%	8.5%		3.2%	7.7%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 18B (cont'd): ACCOMMODATION SERVICES - DID YOU TELL THAT PERSON IT WAS OK TO OPEN YOUR MAIL? (Q19b)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives help with mail		477	418	59	30	20	421	58	287	4	87	8
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PERMISSION TO OPEN YOUR MAIL	Mail is not opened without permission	304	276	28	24	18	259	48	155	1	79	5
	%	63.7%	66.0%	47.5%	80.0%	90.0%	61.5%	82.8%	54.0%	25.0%	90.8%	62.5%
	Some mail is opened without permission	26	24	2			26	4	16	2	2	1
	%	5.5%	5.7%	3.4%			6.2%	6.9%	5.6%	50.0%	2.3%	12.5%
	All mail opened without permission	12	9	3	1	1	10	2	9			
	%	2.5%	2.2%	5.1%	3.3%	5.0%	2.4%	3.4%	3.1%			
Not applicable - not able to give permission	109	88	21	4		102	4	84			5	1
%	22.9%	21.1%	35.6%	13.3%		24.2%	6.9%	29.3%			5.7%	12.5%
No response/unclear response	26	21	5	1	1	24		23	1	1	1	
%	5.5%	5.0%	8.5%	3.3%	5.0%	5.7%		8.0%	25.0%	1.1%	12.5%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 18B (cont'd): ACCOMMODATION SERVICES - DID YOU TELL THAT PERSON IT WAS OK TO OPEN YOUR MAIL? (Q19b)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives help with mail		477	273	204	198	75	229	42	109	92	74	200
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PERMISSION TO OPEN YOUR MAIL	Mail is not opened without permission	304	223	81	169	54	184	38	61	51	47	145
	%	63.7%	81.7%	39.7%	85.4%	72.0%	80.3%	90.5%	56.0%	55.4%	63.5%	72.5%
	Some mail is opened without permission	26	19	7	13	6	18		6	3	4	13
	%	5.5%	7.0%	3.4%	6.6%	8.0%	7.9%		5.5%	3.3%	5.4%	6.5%
	All mail opened without permission	12	5	7	2	3	4	1	4	1	2	5
	%	2.5%	1.8%	3.4%	1.0%	4.0%	1.7%	2.4%	3.7%	1.1%	2.7%	2.5%
Not applicable - not able to give permission	109	9	100	3	6	8	1	33	28	18	28	
%	22.9%	3.3%	49.0%	1.5%	8.0%	3.5%	2.4%	30.3%	30.4%	24.3%	14.0%	
No response/unclear response	26	17	9	11	6	15	2	5	9	3	9	
%	5.5%	6.2%	4.4%	5.6%	8.0%	6.6%	4.8%	4.6%	9.8%	4.1%	4.5%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 18B (cont'd): ACCOMMODATION SERVICES - DID YOU TELL THAT PERSON IT WAS OK TO OPEN YOUR MAIL? (Q19b)

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives help with mail		477	58	92	69	93	98	45	9	13
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PERMISSION TO OPEN YOUR MAIL	Mail is not opened without permission	304	29	46	47	59	76	36	4	7
	%	63.7%	50.0%	50.0%	68.1%	63.4%	77.6%	80.0%	44.4%	53.8%
	Some mail is opened without permission	26	4	7	2	4	6	2	1	
	%	5.5%	6.9%	7.6%	2.9%	4.3%	6.1%	4.4%	11.1%	
	All mail opened without permission	12		4	1	3	2	1		1
	%	2.5%		4.3%	1.4%	3.2%	2.0%	2.2%		7.7%
Not applicable - not able to give permission	109	22	26	15	21	13	6	4	2	
%	22.9%	37.9%	28.3%	21.7%	22.6%	13.3%	13.3%	44.4%	15.4%	
No response/unclear response	26	3	9	4	6	1			3	
%	5.5%	5.2%	9.8%	5.8%	6.5%	1.0%			23.1%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 19A: ACCOMMODATION SERVICES - DOES ANYONE COME INTO YOUR BEDROOM WITHOUT ASKING FIRST? (Q20a)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Receives CSDA Accommodation Service / Responded to question		1373	685	688	511	95	606	465	45	178	767
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENTRY TO BEDROOM WITH PERMISSION	No one enters the bedroom without permission	873	437	436	249	73	322	296	38	150	551
	%	63.6%	63.8%	63.4%	48.7%	76.8%	53.1%	63.7%	84.4%	84.3%	71.8%
	Yes people sometimes/always enter	177	92	85	82	8	90	68	5	11	87
	%	12.9%	13.4%	12.4%	16.0%	8.4%	14.9%	14.6%	11.1%	6.2%	11.3%
	Not applicable - not able to give permission	182	91	91	117	4	121	44	1	10	61
%	13.3%	13.3%	13.2%	22.9%	4.2%	20.0%	9.5%	2.2%	5.6%	8.0%	
No response/unclear response	141	65	76	63	10	73	57	1	7	68	
%	10.3%	9.5%	11.0%	12.3%	10.5%	12.0%	12.3%	2.2%	3.9%	8.9%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 19A (cont'd): ACCOMMODATION SERVICES - DOES ANYONE COME INTO YOUR BEDROOM WITHOUT ASKING FIRST? (Q20a)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service / Responded to question		1373	1153	220	117	135	1104	139	845	38	208	23
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENTRY TO BEDROOM WITH PERMISSION	No one enters the bedroom without permission	873	741	132	91	121	653	92	513	34	160	17
	%	63.6%	64.3%	60.0%	77.8%	89.6%	59.1%	66.2%	60.7%	89.5%	76.9%	73.9%
	Yes people sometimes/always enter	177	158	19	10	7	158	19	114	2	23	3
	%	12.9%	13.7%	8.6%	8.5%	5.2%	14.3%	13.7%	13.5%	5.3%	11.1%	13.0%
	Not applicable - not able to give permission	182	140	42	11	4	166	19	123		8	2
%	13.3%	12.1%	19.1%	9.4%	3.0%	15.0%	13.7%	14.6%		3.8%	8.7%	
No response/unclear response	141	114	27	5	3	127	9	95	2	17	1	
%	10.3%	9.9%	12.3%	4.3%	2.2%	11.5%	6.5%	11.2%	5.3%	8.2%	4.3%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 19A (cont'd): ACCOMMODATION SERVICES - DOES ANYONE COME INTO YOUR BEDROOM WITHOUT ASKING FIRST? (Q20a)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service / Responded to question		1373	868	505	692	176	652	212	331	269	199	569
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENTRY TO BEDROOM WITH PERMISSION	No one enters the bedroom without permission	873	706	167	576	130	531	171	189	152	142	389
	%	63.6%	81.3%	33.1%	83.2%	73.9%	81.4%	80.7%	57.1%	56.5%	71.4%	68.4%
	Yes people sometimes/always enter	177	98	79	71	27	77	21	50	37	22	66
	%	12.9%	11.3%	15.6%	10.3%	15.3%	11.8%	9.9%	15.1%	13.8%	11.1%	11.6%
	Not applicable - not able to give permission	182	25	157	19	6	12	13	59	47	15	60
	%	13.3%	2.9%	31.1%	2.7%	3.4%	1.8%	6.1%	17.8%	17.5%	7.5%	10.5%
No response/unclear response	141	39	102	26	13	32	7	33	33	20	54	
%	10.3%	4.5%	20.2%	3.8%	7.4%	4.9%	3.3%	10.0%	12.3%	10.1%	9.5%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 19A (cont'd): ACCOMMODATION SERVICES - DOES ANYONE COME INTO YOUR BEDROOM WITHOUT ASKING FIRST? (Q20a)

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Accommodation Service / Responded to question		1373	206	201	219	236	277	118	36	80
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENTRY TO BEDROOM WITH PERMISSION	No one enters the bedroom without permission	873	109	111	119	161	216	87	18	52
	%	63.6%	52.9%	55.2%	54.3%	68.2%	78.0%	73.7%	50.0%	65.0%
	Yes people sometimes/always enter	177	16	25	39	36	29	10	5	17
	%	12.9%	7.8%	12.4%	17.8%	15.3%	10.5%	8.5%	13.9%	21.3%
	Not applicable - not able to give permission	182	52	28	44	20	19	11	1	7
	%	13.3%	25.2%	13.9%	20.1%	8.5%	6.9%	9.3%	2.8%	8.8%
No response/unclear response	141	29	37	17	19	13	10	12	4	
%	10.3%	14.1%	18.4%	7.8%	8.1%	4.7%	8.5%	33.3%	5.0%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 19B: ACCOMMODATION SERVICES - IS YOUR BEDROOM BIG OR SMALL? (Q20b)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07	
			Male	Female								
BASE: Receives CSDA Accommodation Service / Responded to question		1373	685	688	511	95	606	465	45	178	767	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SIZE OF BEDROOM	Big		413	225	188	114	32	146	151	18	73	267
		%	30.1%	32.8%	27.3%	22.3%	33.7%	24.1%	32.5%	40.0%	41.0%	34.8%
	In between/about average		225	115	110	54	17	71	53	22	50	154
		%	16.4%	16.8%	16.0%	10.6%	17.9%	11.7%	11.4%	48.9%	28.1%	20.1%
	Small		178	93	85	66	19	85	52	2	23	93
		%	13.0%	13.6%	12.4%	12.9%	20.0%	14.0%	11.2%	4.4%	12.9%	12.1%
	Not asked - NOK interview		521	236	285	269	25	294	195	2	24	227
		%	37.9%	34.5%	41.4%	52.6%	26.3%	48.5%	41.9%	4.4%	13.5%	29.6%
No response/unclear response		36	16	20	8	2	10	14	1	8	26	
	%	2.6%	2.3%	2.9%	1.6%	2.1%	1.7%	3.0%	2.2%	4.5%	3.4%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 19B (cont'd): ACCOMMODATION SERVICES - IS YOUR BEDROOM BIG OR SMALL? (Q20b)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service / Responded to question		1373	1153	220	117	135	1104	139	845	38	208	23
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SIZE OF BEDROOM	Big	413	353	60	31	61	317	40	265	11	71	11
	%	30.1%	30.6%	27.3%	26.5%	45.2%	28.7%	28.8%	31.4%	28.9%	34.1%	47.8%
	In between/about average	225	191	34	48	44	133	27	90	15	72	4
	%	16.4%	16.6%	15.5%	41.0%	32.6%	12.0%	19.4%	10.7%	39.5%	34.6%	17.4%
	Small	178	149	29	13	15	147	18	107	8	28	3
	%	13.0%	12.9%	13.2%	11.1%	11.1%	13.3%	12.9%	12.7%	21.1%	13.5%	13.0%
Not asked - NOK interview	521	429	92	18	12	482	51	361	3	28	4	
%	37.9%	37.2%	41.8%	15.4%	8.9%	43.7%	36.7%	42.7%	7.9%	13.5%	17.4%	
No response/unclear response	36	31	5	7	3	25	3	22	1	9	1	
%	2.6%	2.7%	2.3%	6.0%	2.2%	2.3%	2.2%	2.6%	2.6%	4.3%	4.3%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 19B (cont'd): ACCOMMODATION SERVICES - IS YOUR BEDROOM BIG OR SMALL? (Q20b)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE				
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus	
BASE: Receives CSDA Accommodation Service / Responded to question		1373	868	505	692	176	652	212	331	269	199	569	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SIZE OF BEDROOM	Big		413	410	3	326	84	326	82	78	83	70	182
		%	30.1%	47.2%	.6%	47.1%	47.7%	50.0%	38.7%	23.6%	30.9%	35.2%	32.0%
	In between/about average		225	224	1	188	36	140	83	42	41	33	109
		%	16.4%	25.8%	.2%	27.2%	20.5%	21.5%	39.2%	12.7%	15.2%	16.6%	19.2%
	Small		178	177	1	142	35	143	33	30	37	27	84
		%	13.0%	20.4%	.2%	20.5%	19.9%	21.9%	15.6%	9.1%	13.8%	13.6%	14.8%
	Not asked - NOK interview		521	24	497	16	8	15	9	172	102	62	180
		%	37.9%	2.8%	98.4%	2.3%	4.5%	2.3%	4.2%	52.0%	37.9%	31.2%	31.6%
No response/unclear response		36	33	3	20	13	28	5	9	6	7	14	
	%	2.6%	3.8%	.6%	2.9%	7.4%	4.3%	2.4%	2.7%	2.2%	3.5%	2.5%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 19B (cont'd): ACCOMMODATION SERVICES - IS YOUR BEDROOM BIG OR SMALL? (Q20b)

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Accommodation Service / Responded to question		1373	206	201	219	236	277	118	36	80	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SIZE OF BEDROOM	Big		413	45	53	65	91	93	37	7	22
		%	30.1%	21.8%	26.4%	29.7%	38.6%	33.6%	31.4%	19.4%	27.5%
	In between/about average		225	25	41	46	28	44	24	5	12
		%	16.4%	12.1%	20.4%	21.0%	11.9%	15.9%	20.3%	13.9%	15.0%
	Small		178	21	20	27	38	44	13	2	13
		%	13.0%	10.2%	10.0%	12.3%	16.1%	15.9%	11.0%	5.6%	16.3%
	Not asked - NOK interview		521	111	81	75	67	93	41	21	32
		%	37.9%	53.9%	40.3%	34.2%	28.4%	33.6%	34.7%	58.3%	40.0%
	No response/unclear response		36	4	6	6	12	3	3	1	1
		%	2.6%	1.9%	3.0%	2.7%	5.1%	1.1%	2.5%	2.8%	1.3%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

**TABLE 20A: ACCOMMODATION SERVICES - DO YOU HAVE SPECIAL THINGS AT HOME TO HELP YOU, SUCH AS RAMPS, RAILS AND EQUIPMENT? (Q21)
CAN YOU LEARN NEW THINGS AT YOUR HOME/RESIDENCE IF YOU WANT TO - SO THAT YOU CAN DO MORE FOR YOURSELF? (Q22)**

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Receives CSDA Accommodation Service / Responded to question		1373	685	688	511	95	606	465	45	178	767
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SPECIAL ACCESS AND EQUIPMENT AT HOME	Yes - complete access and knows how to use	442	214	228	189	29	218	116	34	58	224
	%	32.2%	31.2%	33.1%	37.0%	30.5%	36.0%	24.9%	75.6%	32.6%	29.2%
	Yes - equipment present but need to better understand use	16	9	7	8		8	6	1		8
	%	1.2%	1.3%	1.0%	1.6%		1.3%	1.3%	2.2%		1.0%
	Yes - but limited access/need more devices	40	15	25	16		16	10	4	9	24
	%	2.9%	2.2%	3.6%	3.1%		2.6%	2.2%	8.9%	5.1%	3.1%
	No access	11	7	4	5		5	3	1	1	6
	%	.8%	1.0%	.6%	1.0%		.8%	.6%	2.2%	.6%	.8%
Not applicable - none needed	829	420	409	282	60	342	317	4	108	487	
%	60.4%	61.3%	59.4%	55.2%	63.2%	56.4%	68.2%	8.9%	60.7%	63.5%	
No response/unclear response	35	20	15	11	6	17	13	1	2	18	
%	2.5%	2.9%	2.2%	2.2%	6.3%	2.8%	2.8%	2.2%	1.1%	2.3%	
ABILITY TO LEARN NEW THINGS	Yes - if I want to/most things	767	391	376	223	60	283	298	30	101	484
	%	55.9%	57.1%	54.7%	43.6%	63.2%	46.7%	64.1%	66.7%	56.7%	63.1%
	Sometimes/some things	167	77	90	60	12	72	67		22	95
	%	12.2%	11.2%	13.1%	11.7%	12.6%	11.9%	14.4%		12.4%	12.4%
	No	64	32	32	32	7	39	14	2	4	25
	%	4.7%	4.7%	4.7%	6.3%	7.4%	6.4%	3.0%	4.4%	2.2%	3.3%
Not applicable - don't need/not able/don't want to learn	330	159	171	186	12	198	68	9	45	132	
%	24.0%	23.2%	24.9%	36.4%	12.6%	32.7%	14.6%	20.0%	25.3%	17.2%	
No response/unclear response	45	26	19	10	4	14	18	4	6	31	
%	3.3%	3.8%	2.8%	2.0%	4.2%	2.3%	3.9%	8.9%	3.4%	4.0%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

Productivity Commission
Job Number: 98196

**TABLE 20A (cont'd): ACCOMMODATION SERVICES - DO YOU HAVE SPECIAL THINGS AT HOME TO HELP YOU, SUCH AS RAMPS, RAILS AND EQUIPMENT? (Q21)
CAN YOU LEARN NEW THINGS AT YOUR HOME/RESIDENCE IF YOU WANT TO - SO THAT YOU CAN DO MORE FOR YOURSELF? (Q22)**

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service / Responded to question		1373	1153	220	117	135	1104	139	845	38	208	23
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SPECIAL ACCESS AND EQUIPMENT AT HOME	Yes - complete access and knows how to use	442	397	45	48	51	338	83	143	2	162	10
	%	32.2%	34.4%	20.5%	41.0%	37.8%	30.6%	59.7%	16.9%	5.3%	77.9%	43.5%
	Yes - equipment present but need to better	16	12	4	1	1	14	2	9		4	
	%	1.2%	1.0%	1.8%	.9%	.7%	1.3%	1.4%	1.1%		1.9%	
	Yes - but limited access/need more devices	40	35	5	11	2	27	5	12	1	17	1
	%	2.9%	3.0%	2.3%	9.4%	1.5%	2.4%	3.6%	1.4%	2.6%	8.2%	4.3%
	No access	11	8	3		2	9	1	8		1	1
	%	.8%	.7%	1.4%		1.5%	.8%	.7%	.9%		.5%	4.3%
Not applicable - none needed	829	673	156	54	77	688	45	644	34	22	11	
%	60.4%	58.4%	70.9%	46.2%	57.0%	62.3%	32.4%	76.2%	89.5%	10.6%	47.8%	
No response/unclear response	35	28	7	3	2	28	3	29	1	2		
%	2.5%	2.4%	3.2%	2.6%	1.5%	2.5%	2.2%	3.4%	2.6%	1.0%		
ABILITY TO LEARN NEW THINGS	Yes - if I want to/most things	767	649	118	69	89	599	76	497	20	109	13
	%	55.9%	56.3%	53.6%	59.0%	65.9%	54.3%	54.7%	58.8%	52.6%	52.4%	56.5%
	Sometimes/some things	167	132	35	8	13	145	6	113	6	17	3
	%	12.2%	11.4%	15.9%	6.8%	9.6%	13.1%	4.3%	13.4%	15.8%	8.2%	13.0%
	No	64	55	9	4	3	56	7	28	5	16	2
	%	4.7%	4.8%	4.1%	3.4%	2.2%	5.1%	5.0%	3.3%	13.2%	7.7%	8.7%
Not applicable - don't need/not able/don't want to	330	281	49	30	28	270	47	178	6	59	4	
%	24.0%	24.4%	22.3%	25.6%	20.7%	24.5%	33.8%	21.1%	15.8%	28.4%	17.4%	
No response/unclear response	45	36	9	6	2	34	3	29	1	7	1	
%	3.3%	3.1%	4.1%	5.1%	1.5%	3.1%	2.2%	3.4%	2.6%	3.4%	4.3%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

Productivity Commission
Job Number: 98196

**TABLE 20A (cont'd): ACCOMMODATION SERVICES - DO YOU HAVE SPECIAL THINGS AT HOME TO HELP YOU, SUCH AS RAMPS, RAILS AND EQUIPMENT? (Q21)
CAN YOU LEARN NEW THINGS AT YOUR HOME/RESIDENCE IF YOU WANT TO - SO THAT YOU CAN DO MORE FOR YOURSELF? (Q22)**

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service / Responded to question		1373	868	505	692	176	652	212	331	269	199	569
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SPECIAL ACCESS AND EQUIPMENT AT HOME	Yes - complete access and knows how to use	442	287	155	238	49	201	84	85	73	66	218
	%	32.2%	33.1%	30.7%	34.4%	27.8%	30.8%	39.6%	25.7%	27.1%	33.2%	38.3%
	Yes - equipment present but need to better	16	5	11	1	4	5		5	4	2	4
	%	1.2%	.6%	2.2%	.1%	2.3%	.8%		1.5%	1.5%	1.0%	.7%
	Yes - but limited access/need more devices	40	26	14	15	11	16	10	7	10	4	19
	%	2.9%	3.0%	2.8%	2.2%	6.3%	2.5%	4.7%	2.1%	3.7%	2.0%	3.3%
	No access	11	8	3	4	4	7	1	1	4	3	3
%	.8%	.9%	.6%	.6%	2.3%	1.1%	.5%	.3%	1.5%	1.5%	.5%	
Not applicable - none needed	829	515	314	413	102	400	113	228	174	119	304	
%	60.4%	59.3%	62.2%	59.7%	58.0%	61.3%	53.3%	68.9%	64.7%	59.8%	53.4%	
No response/unclear response	35	27	8	21	6	23	4	5	4	5	21	
%	2.5%	3.1%	1.6%	3.0%	3.4%	3.5%	1.9%	1.5%	1.5%	2.5%	3.7%	
ABILITY TO LEARN NEW THINGS	Yes - if I want to/most things	767	585	182	475	110	432	149	189	142	117	319
	%	55.9%	67.4%	36.0%	68.6%	62.5%	66.3%	70.3%	57.1%	52.8%	58.8%	56.1%
	Sometimes/some things	167	97	70	61	36	87	10	43	40	19	63
	%	12.2%	11.2%	13.9%	8.8%	20.5%	13.3%	4.7%	13.0%	14.9%	9.5%	11.1%
	No	64	40	24	37	3	27	13	15	13	10	26
	%	4.7%	4.6%	4.8%	5.3%	1.7%	4.1%	6.1%	4.5%	4.8%	5.0%	4.6%
Not applicable - don't need/not able/don't want to	330	118	212	97	21	85	33	78	65	44	140	
%	24.0%	13.6%	42.0%	14.0%	11.9%	13.0%	15.6%	23.6%	24.2%	22.1%	24.6%	
No response/unclear response	45	28	17	22	6	21	7	6	9	9	21	
%	3.3%	3.2%	3.4%	3.2%	3.4%	3.2%	3.3%	1.8%	3.3%	4.5%	3.7%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

**TABLE 20A (cont'd): ACCOMMODATION SERVICES - DO YOU HAVE SPECIAL THINGS AT HOME TO HELP YOU, SUCH AS RAMPS, RAILS AND EQUIPMENT? (Q21)
CAN YOU LEARN NEW THINGS AT YOUR HOME/RESIDENCE IF YOU WANT TO - SO THAT YOU CAN DO MORE FOR YOURSELF? (Q22)**

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Accommodation Service / Responded to question		1373	206	201	219	236	277	118	36	80
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SPECIAL ACCESS AND EQUIPMENT AT HOME	Yes - complete access and knows how to use	442	62	53	75	74	93	58	9	18
	%	32.2%	30.1%	26.4%	34.2%	31.4%	33.6%	49.2%	25.0%	22.5%
	Yes - equipment present but need to better	16	3	6		3	1	3		
	%	1.2%	1.5%	3.0%		1.3%	.4%	2.5%		
	Yes - but limited access/need more devices	40	10	3	14	2	7	1	3	
	%	2.9%	4.9%	1.5%	6.4%	.8%	2.5%	.8%	8.3%	
	No access	11		2	3	4	1			1
	%	.8%		1.0%	1.4%	1.7%	.4%			1.3%
Not applicable - none needed	829	124	129	126	149	169	52	22	58	
%	60.4%	60.2%	64.2%	57.5%	63.1%	61.0%	44.1%	61.1%	72.5%	
No response/unclear response	35	7	8	1	4	6	4	2	3	
%	2.5%	3.4%	4.0%	.5%	1.7%	2.2%	3.4%	5.6%	3.8%	
ABILITY TO LEARN NEW THINGS	Yes - if I want to/most things	767	107	100	85	151	180	73	14	57
	%	55.9%	51.9%	49.8%	38.8%	64.0%	65.0%	61.9%	38.9%	71.3%
	Sometimes/some things	167	26	37	40	19	23	9	5	8
	%	12.2%	12.6%	18.4%	18.3%	8.1%	8.3%	7.6%	13.9%	10.0%
	No	64	4	7	19	7	15	4	4	4
	%	4.7%	1.9%	3.5%	8.7%	3.0%	5.4%	3.4%	11.1%	5.0%
	Not applicable - don't need/not able/don't want to	330	65	44	67	51	52	29	12	10
	%	24.0%	31.6%	21.9%	30.6%	21.6%	18.8%	24.6%	33.3%	12.5%
No response/unclear response	45	4	13	8	8	7	3	1	1	
%	3.3%	1.9%	6.5%	3.7%	3.4%	2.5%	2.5%	2.8%	1.3%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

**TABLE 20B: ACCOMMODATION SERVICES - DO YOU HAVE SPECIAL THINGS AT HOME TO HELP YOU, SUCH AS RAMPS, RAILS AND EQUIPMENT? (Q21)
CAN YOU LEARN NEW THINGS AT YOUR HOME/RESIDENCE IF YOU WANT TO - SO THAT YOU CAN DO MORE FOR YOURSELF? (Q22)
IS THIS A GOOD PLACE TO LIVE OR A BAD PLACE TO LIVE? (Q23)**

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07	
			Male	Female								
BASE: Receives CSDA Accommodation Service / Responded to question		1373	685	688	511	95	606	465	45	178	767	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
GOOD OR BAD PLACE TO LIVE	Good		1009	496	513	414	79	493	356	14	106	516
		%	73.5%	72.4%	74.6%	81.0%	83.2%	81.4%	76.6%	31.1%	59.6%	67.3%
	In-between		122	71	51	53	8	61	39	2	10	61
		%	8.9%	10.4%	7.4%	10.4%	8.4%	10.1%	8.4%	4.4%	5.6%	8.0%
	Bad		43	20	23	15	1	16	23		4	27
		%	3.1%	2.9%	3.3%	2.9%	1.1%	2.6%	4.9%		2.2%	3.5%
	Not applicable - lives in parents/relatives home		139	70	69	10	4	14	13	29	57	125
		%	10.1%	10.2%	10.0%	2.0%	4.2%	2.3%	2.8%	64.4%	32.0%	16.3%
	No response/unclear response		60	28	32	19	3	22	34		1	38
		%	4.4%	4.1%	4.7%	3.7%	3.2%	3.6%	7.3%		.6%	5.0%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

**TABLE 20B (cont'd): ACCOMMODATION SERVICES - DO YOU HAVE SPECIAL THINGS AT HOME TO HELP YOU, SUCH AS RAMPS, RAILS AND EQUIPMENT? (Q21)
CAN YOU LEARN NEW THINGS AT YOUR HOME/RESIDENCE IF YOU WANT TO - SO THAT YOU CAN DO MORE FOR YOURSELF? (Q22)
IS THIS A GOOD PLACE TO LIVE OR A BAD PLACE TO LIVE? (Q23)**

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service / Responded to question		1373	1153	220	117	135	1104	139	845	38	208	23
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
GOOD OR BAD PLACE TO LIVE	Good	1009	843	166		115	882	88	653	24	134	19
		%	73.5%	73.1%	75.5%		85.2%	79.9%	63.3%	77.3%	63.2%	64.4%
	In-between	122	111	11		10	112	23	60	7	15	2
		%	8.9%	9.6%	5.0%		7.4%	10.1%	16.5%	7.1%	18.4%	7.2%
	Bad	43	38	5		3	40	6	31	1	5	
		%	3.1%	3.3%	2.3%		2.2%	3.6%	4.3%	3.7%	2.6%	2.4%
	Not applicable - lives in parents/relatives home	139	106	33	117	6	16	20	54	5	49	2
		%	10.1%	9.2%	15.0%	100.0%	4.4%	1.4%	14.4%	6.4%	13.2%	23.6%
	No response/unclear response	60	55	5		1	54	2	47	1	5	
		%	4.4%	4.8%	2.3%		.7%	4.9%	1.4%	5.6%	2.6%	2.4%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

**TABLE 20B (cont'd): ACCOMMODATION SERVICES - DO YOU HAVE SPECIAL THINGS AT HOME TO HELP YOU, SUCH AS RAMPS, RAILS AND EQUIPMENT? (Q21)
CAN YOU LEARN NEW THINGS AT YOUR HOME/RESIDENCE IF YOU WANT TO - SO THAT YOU CAN DO MORE FOR YOURSELF? (Q22)
IS THIS A GOOD PLACE TO LIVE OR A BAD PLACE TO LIVE? (Q23)**

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE				
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus	
BASE: Receives CSDA Accommodation Service / Responded to question		1373	868	505	692	176	652	212	331	269	199	569	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
GOOD OR BAD PLACE TO LIVE	Good	1009	611	398	483	128	474	134	243	203	143	416	
		%	73.5%	70.4%	78.8%	69.8%	72.7%	72.7%	63.2%	73.4%	75.5%	71.9%	73.1%
	In-between	122	82	40	63	19	67	14	30	30	16	45	
		%	8.9%	9.4%	7.9%	9.1%	10.8%	10.3%	6.6%	9.1%	11.2%	8.0%	7.9%
	Bad	43	36	7	29	7	32	4	15	7	7	14	
		%	3.1%	4.1%	1.4%	4.2%	4.0%	4.9%	1.9%	4.5%	2.6%	3.5%	2.5%
	Not applicable - lives in parents/relatives home	139	113	26	101	12	55	58	30	17	24	68	
	%	10.1%	13.0%	5.1%	14.6%	6.8%	8.4%	27.4%	9.1%	6.3%	12.1%	12.0%	
No response/unclear response	60	26	34	16	10	24	2	13	12	9	26		
	%	4.4%	3.0%	6.7%	2.3%	5.7%	3.7%	.9%	3.9%	4.5%	4.5%	4.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

**TABLE 20B (cont'd): ACCOMMODATION SERVICES - DO YOU HAVE SPECIAL THINGS AT HOME TO HELP YOU, SUCH AS RAMPS, RAILS AND EQUIPMENT? (Q21)
CAN YOU LEARN NEW THINGS AT YOUR HOME/RESIDENCE IF YOU WANT TO - SO THAT YOU CAN DO MORE FOR YOURSELF? (Q22)
IS THIS A GOOD PLACE TO LIVE OR A BAD PLACE TO LIVE? (Q23)**

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Accommodation Service / Responded to question		1373	206	201	219	236	277	118	36	80	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
GOOD OR BAD PLACE TO LIVE	Good		1009	155	142	156	170	208	95	25	58
		%	73.5%	75.2%	70.6%	71.2%	72.0%	75.1%	80.5%	69.4%	72.5%
	In-between		122	16	12	19	19	31	12	6	7
		%	8.9%	7.8%	6.0%	8.7%	8.1%	11.2%	10.2%	16.7%	8.8%
	Bad		43	4	5	6	9	8	3	1	7
		%	3.1%	1.9%	2.5%	2.7%	3.8%	2.9%	2.5%	2.8%	8.8%
	Not applicable - lives in parents/relatives home		139	25	15	31	31	25	6	2	4
		%	10.1%	12.1%	7.5%	14.2%	13.1%	9.0%	5.1%	5.6%	5.0%
	No response/unclear response		60	6	27	7	7	5	2	2	4
		%	4.4%	2.9%	13.4%	3.2%	3.0%	1.8%	1.7%	5.6%	5.0%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 21A: ACCOMMODATION SERVICES - OVERALL, HOW SATISFIED / HAPPY ARE YOU WITH YOUR ACCOMMODATION SERVICE? (Q24a)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07	
			Male	Female								
BASE: Receives CSDA Accommodation Service / Responded to question		1373	685	688	511	95	606	465	45	178	767	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SATISFACTION WITH ACCOMMODATION SERVICE	Satisfied/happy		1160	584	576	427	88	515	390	38	154	645
		%	84.5%	85.3%	83.7%	83.6%	92.6%	85.0%	83.9%	84.4%	86.5%	84.1%
	In-between/neither satisfied nor dissatisfied		127	55	72	61	6	67	40	4	8	60
		%	9.2%	8.0%	10.5%	11.9%	6.3%	11.1%	8.6%	8.9%	4.5%	7.8%
	Dissatisfied/unhappy		34	13	21	8		8	14	1	8	26
		%	2.5%	1.9%	3.1%	1.6%		1.3%	3.0%	2.2%	4.5%	3.4%
	No response/unclear response		52	33	19	15	1	16	21	2	8	36
		%	3.8%	4.8%	2.8%	2.9%	1.1%	2.6%	4.5%	4.4%	4.5%	4.7%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 21A (cont'd): ACCOMMODATION SERVICES - OVERALL, HOW SATISFIED / HAPPY ARE YOU WITH YOUR ACCOMMODATION SERVICE? (Q24a)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service / Responded to question		1373	1153	220	117	135	1104	139	845	38	208	23
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SATISFACTION WITH ACCOMMODATION SERVICE	Satisfied/happy	1160	968	192	96	122	929	110	732	28	170	20
	%	84.5%	84.0%	87.3%	82.1%	90.4%	84.1%	79.1%	86.6%	73.7%	81.7%	87.0%
	In-between/neither satisfied nor dissatisfied	127	111	16	7	6	113	21	64	5	22	2
	%	9.2%	9.6%	7.3%	6.0%	4.4%	10.2%	15.1%	7.6%	13.2%	10.6%	8.7%
	Dissatisfied/unhappy	34	31	3	4	5	25	3	18	3	8	
%	2.5%	2.7%	1.4%	3.4%	3.7%	2.3%	2.2%	2.1%	7.9%	3.8%		
No response/unclear response	52	43	9	10	2	37	5	31	2	8	1	
%	3.8%	3.7%	4.1%	8.5%	1.5%	3.4%	3.6%	3.7%	5.3%	3.8%	4.3%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 21A (cont'd): ACCOMMODATION SERVICES - OVERALL, HOW SATISFIED / HAPPY ARE YOU WITH YOUR ACCOMMODATION SERVICE? (Q24a)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE				
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus	
BASE: Receives CSDA Accommodation Service / Responded to question		1373	868	505	692	176	652	212	331	269	199	569	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SATISFACTION WITH ACCOMMODATION SERVICE	Satisfied/happy		1160	740	420	595	145	547	189	273	227	178	479
		%	84.5%	85.3%	83.2%	86.0%	82.4%	83.9%	89.2%	82.5%	84.4%	89.4%	84.2%
	In-between/neither satisfied nor dissatisfied		127	72	55	56	16	59	13	39	26	10	51
		%	9.2%	8.3%	10.9%	8.1%	9.1%	9.0%	6.1%	11.8%	9.7%	5.0%	9.0%
	Dissatisfied/unhappy		34	31	3	24	7	27	4	5	7	5	17
		%	2.5%	3.6%	.6%	3.5%	4.0%	4.1%	1.9%	1.5%	2.6%	2.5%	3.0%
	No response/unclear response		52	25	27	17	8	19	6	14	9	6	22
		%	3.8%	2.9%	5.3%	2.5%	4.5%	2.9%	2.8%	4.2%	3.3%	3.0%	3.9%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 21A (cont'd): ACCOMMODATION SERVICES - OVERALL, HOW SATISFIED / HAPPY ARE YOU WITH YOUR ACCOMMODATION SERVICE? (Q24a)

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Accommodation Service / Responded to question		1373	206	201	219	236	277	118	36	80	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SATISFACTION WITH ACCOMMODATION SERVICE	Satisfied/happy		1160	176	172	173	205	237	103	30	64
		%	84.5%	85.4%	85.6%	79.0%	86.9%	85.6%	87.3%	83.3%	80.0%
	In-between/neither satisfied nor dissatisfied		127	19	13	29	15	27	10	3	11
		%	9.2%	9.2%	6.5%	13.2%	6.4%	9.7%	8.5%	8.3%	13.8%
	Dissatisfied/unhappy		34	3	5	7	9	5	1	1	3
		%	2.5%	1.5%	2.5%	3.2%	3.8%	1.8%	.8%	2.8%	3.8%
	No response/unclear response		52	8	11	10	7	8	4	2	2
		%	3.8%	3.9%	5.5%	4.6%	3.0%	2.9%	3.4%	5.6%	2.5%

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 21B: WHY ARE YOU UNHAPPY / DISSATISFIED WITH YOUR ACCOMMODATION SERVICE? (Q24b)

		TOTAL	GENDER OF CLIENT		MDS 1.01	MDS 1.02	MDS 1.01 / 1.02	MDS 1.03	MDS 1.04	MDS 1.05	MDS 1.03 - 1.07
			Male	Female							
BASE: Receives CSDA Accommodation Service		1373	685	688	511	95	606	465	45	178	767
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied	1287	639	648	488	94	582	430	42	162	705
	%	93.7%	93.3%	94.2%	95.5%	98.9%	96.0%	92.5%	93.3%	91.0%	91.9%
	No response	52	33	19	15	1	16	21	2	8	36
	%	3.8%	4.8%	2.8%	2.9%	1.1%	2.6%	4.5%	4.4%	4.5%	4.7%
	Other	13	5	8	2		2	4		5	11
	%	.9%	.7%	1.2%	.4%		.3%	.9%		2.8%	1.4%
	Relationship with services and staff	12	3	9	2		2	7	1	1	10
	%	.9%	.4%	1.3%	.4%		.3%	1.5%	2.2%	.6%	1.3%
	Choice/self determination	6	1	5	2		2	1	1	2	4
	%	.4%	.1%	.7%	.4%		.3%	.2%	2.2%	1.1%	.5%
	Quality of service	6	1	5	1		1	4	1		5
	%	.4%	.1%	.7%	.2%		.2%	.9%	2.2%		.7%
	Personal development and community inclusion	4	1	3	1		1	2		1	3
	%	.3%	.1%	.4%	.2%		.2%	.4%		.6%	.4%
	Rights/privacy and confidentiality	4		4				3	1		4
	%	.3%		.6%				.6%	2.2%		.5%
Access to services	3	1	2				1		2	3	
%	.2%	.1%	.3%				.2%		1.1%	.4%	
Quality of life/including work	3		3				1		2	3	
%	.2%		.4%				.2%		1.1%	.4%	
Don't know	3	2	1	1		1	2			2	
%	.2%	.3%	.1%	.2%		.2%	.4%			.3%	
Effectiveness of service	3	1	2				2			3	
%	.2%	.1%	.3%				.4%			.4%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

Productivity Commission
Job Number: 98196

TABLE 21B (cont'd): WHY ARE YOU UNHAPPY / DISSATISFIED WITH YOUR ACCOMMODATION SERVICE? (Q24b)

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service		1373	1153	220	117	135	1104	139	845	38	208	23
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied	1287	1079	208	103	128	1042	131	796	33	192	22
	%	93.7%	93.6%	94.5%	88.0%	94.8%	94.4%	94.2%	94.2%	86.8%	92.3%	95.7%
	No response	52	43	9	10	2	37	5	31	2	8	1
	%	3.8%	3.7%	4.1%	8.5%	1.5%	3.4%	3.6%	3.7%	5.3%	3.8%	4.3%
	Other	13	12	1	1	3	9		7	2	2	
	%	.9%	1.0%	.5%	.9%	2.2%	.8%		.8%	5.3%	1.0%	
	Relationship with services and staff	12	11	1	1	2	9	3	8	1		
	%	.9%	1.0%	.5%	.9%	1.5%	.8%	2.2%	.9%	2.6%		
	Choice/self determination	6	6		2		4	1	2		3	
	%	.4%	.5%		1.7%		.4%	.7%	.2%		1.4%	
	Quality of service	6	6		1	1	4	2	2		2	
	%	.4%	.5%		.9%	.7%	.4%	1.4%	.2%		1.0%	
	Personal development and community inclusion	4	3	1		1	3		2	1	1	
	%	.3%	.3%	.5%		.7%	.3%		.2%	2.6%	.5%	
	Rights/privacy and confidentiality	4	4		1	1	2	1	3			
%	.3%	.3%		.9%	.7%	.2%	.7%	.4%				
Access to services	3	1	2	1	1	1		1	1	1		
%	.2%	.1%	.9%	.9%	.7%	.1%		.1%	2.6%	.5%		
Quality of life/including work	3	2	1		1	2		2	1			
%	.2%	.2%	.5%		.7%	.2%		.2%	2.6%			
Effectiveness of service	3	3				3		1	1	1		
%	.2%	.3%				.3%		.1%	2.6%	.5%		
Don't know	3	2	1	1	2			2		1		
%	.2%	.2%	.5%	.9%	.2%			.2%		.5%		

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 21B (cont'd): WHY ARE YOU UNHAPPY / DISSATISFIED WITH YOUR ACCOMMODATION SERVICE? (Q24b)

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service		1373	868	505	692	176	652	212	331	269	199	569
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied	1287	812	475	651	161	606	202	312	253	188	530
	%	93.7%	93.5%	94.1%	94.1%	91.5%	92.9%	95.3%	94.3%	94.1%	94.5%	93.1%
	No response	52	25	27	17	8	19	6	14	9	6	22
	%	3.8%	2.9%	5.3%	2.5%	4.5%	2.9%	2.8%	4.2%	3.3%	3.0%	3.9%
	Other	13	12	1	9	3	10	2	2	4	1	6
	%	.9%	1.4%	.2%	1.3%	1.7%	1.5%	.9%	.6%	1.5%	.5%	1.1%
	Relationship with services and staff	12	11	1	9	2	10	1	4		2	6
	%	.9%	1.3%	.2%	1.3%	1.1%	1.5%	.5%	1.2%		1.0%	1.1%
	Choice/self determination	6	6		4	2	4	2	1		2	3
	%	.4%	.7%		.6%	1.1%	.6%	.9%	.3%		1.0%	.5%
	Quality of service	6	5	1	4	1	5		1		1	4
	%	.4%	.6%	.2%	.6%	.6%	.8%		.3%		.5%	.7%
	Personal development and community inclusion	4	4		3	1	2	2	1	1		2
	%	.3%	.5%		.4%	.6%	.3%	.9%	.3%	.4%		.4%
	Rights/privacy and confidentiality	4	3	1	2	1	3		2		1	1
	%	.3%	.3%	.2%	.3%	.6%	.5%		.6%		.5%	.2%
Access to services	3	3		2	1	2	1			1	2	
%	.2%	.3%		.3%	.6%	.3%	.5%			.5%	.4%	
Quality of life/including work	3	3		2	1	1	2	1		1	1	
%	.2%	.3%		.3%	.6%	.2%	.9%	.3%		.5%	.2%	
Effectiveness of service	3	3		3		3		1			2	
%	.2%	.3%		.4%		.5%		.3%			.4%	
Don't know	3	2	1	2		2			2		1	
%	.2%	.2%	.2%	.3%		.3%			.7%		.2%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (UNWEIGHTED)**

*Productivity Commission
Job Number: 98196*

TABLE 21B (cont'd): WHY ARE YOU UNHAPPY / DISSATISFIED WITH YOUR ACCOMMODATION SERVICE? (Q24b)

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Accommodation Service		1373	206	201	219	236	277	118	36	80
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied	1287	195	185	202	220	264	113	33	75
	%	93.7%	94.7%	92.0%	92.2%	93.2%	95.3%	95.8%	91.7%	93.8%
	No response	52	8	11	10	7	8	4	2	2
	%	3.8%	3.9%	5.5%	4.6%	3.0%	2.9%	3.4%	5.6%	2.5%
	Other	13	2	2	3	4	2			
	%	.9%	1.0%	1.0%	1.4%	1.7%	.7%			
	Relationship with services and staff	12	1	1		4	2	1	1	2
	%	.9%	.5%	.5%		1.7%	.7%	.8%	2.8%	2.5%
	Choice/self determination	6		1	2	1	1			1
	%	.4%		.5%	.9%	.4%	.4%			1.3%
	Quality of service	6		3		2		1		
	%	.4%		1.5%		.8%		.8%		
	Personal development and community inclusion	4		1	1	1				1
	%	.3%		.5%	.5%	.4%				1.3%
	Rights/privacy and confidentiality	4		1		3				
	%	.3%		.5%		1.3%				
Access to services	3	1		2						
%	.2%	.5%		.9%						
Quality of life/including work	3			2					1	
%	.2%			.9%					1.3%	
Effectiveness of service	3		1		1			1		
%	.2%		.5%		.4%			2.8%		
Don't know	3			2					1	
%	.2%			.9%					1.3%	