

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

*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 (weighted)		1529	785	744	346	71	416	551	74	322	1113	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
STATE	NSW		420	236	184	146	21	167	137	35	41	254
		%	27.5%	30.1%	24.8%	42.2%	29.8%	40.1%	24.8%	47.0%	12.8%	22.8%
	Vic		377	202	175	45	31	76	181	15	33	300
		%	24.6%	25.7%	23.5%	13.1%	44.1%	18.3%	32.9%	19.8%	10.4%	27.0%
	Qld		325	150	175	32	1	32	109	10	155	293
		%	21.3%	19.2%	23.5%	9.2%	.8%	7.8%	19.7%	13.1%	48.0%	26.3%
	WA		152	73	79	42	10	52	48	10	31	100
		%	9.9%	9.3%	10.6%	12.1%	14.8%	12.5%	8.8%	14.1%	9.5%	9.0%
	SA		190	89	101	73	4	77	40	4	52	114
		%	12.5%	11.4%	13.6%	21.0%	5.9%	18.4%	7.2%	5.5%	16.1%	10.2%
	Tas		42	22	20	8	3	12	21	0	9	31
		%	2.8%	2.8%	2.7%	2.4%	4.6%	2.8%	3.7%	.5%	2.8%	2.7%
	NT		10	7	3				5		1	10
		%	.6%	.9%	.4%				.9%		.4%	.9%
	ACT		12	5	7				11		0	12
		%	.8%	.7%	1.0%				1.9%		.0%	1.1%
GENDER OF CLIENT	Male		785	785	157	37	194	300	45	154	591	
		%	51.3%	100.0%		45.4%	51.8%	46.5%	54.5%	60.5%	47.8%	53.1%
	Female		744	744	189	34	223	251	29	168	522	
		%	48.7%	100.0%		54.6%	48.2%	53.5%	45.5%	39.5%	52.2%	46.9%

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

*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 (weighted)		1529	1158	371	269	204	1031	103	973	44	239	41	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
STATE	NSW		420	278	142	54	39	318	15	297	2	54	7
		%	27.5%	24.0%	38.3%	20.1%	19.2%	30.8%	14.2%	30.6%	4.9%	22.6%	15.9%
	Vic		377	285	92	71	31	263	26	250	3	72	10
		%	24.6%	24.6%	24.7%	26.3%	15.4%	25.5%	25.3%	25.7%	6.5%	30.1%	25.5%
	Qld		325	216	110	82	70	173	16	191	29	68	3
		%	21.3%	18.6%	29.5%	30.6%	34.5%	16.8%	15.2%	19.6%	66.2%	28.4%	6.6%
	WA		152	143	9	24	18	109	13	101	2	27	1
		%	9.9%	12.3%	2.4%	9.1%	9.0%	10.5%	12.5%	10.4%	5.6%	11.5%	3.0%
	SA		190	172	19	30	37	122	22	93	3	12	20
		%	12.5%	14.8%	5.1%	11.2%	18.3%	11.8%	21.6%	9.5%	6.9%	5.1%	49.0%
	Tas		42	42		5	6	29	11	27	1	3	
		%	2.8%	3.6%		2.0%	2.9%	2.8%	10.3%	2.7%	1.6%	1.3%	
NT		10	10		1	1	8	1	4	3	2		
	%	.6%	.8%		.2%	.5%	.8%	.5%	.4%	7.6%	.6%		
ACT		12	12		1	1	11	0	11	0	1		
	%	.8%	1.1%		.5%	.3%	1.0%	.4%	1.1%	.7%	.4%		
GENDER OF CLIENT	Male		785	595	190	142	99	526	60	478	25	137	13
		%	51.3%	51.4%	51.2%	52.6%	48.7%	51.0%	57.8%	49.1%	58.2%	57.4%	32.2%
	Female		744	563	181	127	104	505	43	495	18	102	28
		%	48.7%	48.6%	48.8%	47.4%	51.3%	49.0%	42.2%	50.9%	41.8%	42.6%	67.8%

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

*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 (weighted)		1529	998	531	824	174	676	318	419	271	200	290	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
STATE	NSW		420	226	195	173	53	149	77	118	88	51	97
		%	27.5%	22.6%	36.6%	21.0%	30.3%	22.0%	24.2%	28.2%	32.6%	25.7%	33.6%
	Vic		377	236	141	184	52	179	54	102	61	54	48
		%	24.6%	23.6%	26.6%	22.3%	29.9%	26.5%	17.1%	24.3%	22.6%	26.8%	16.5%
	Qld		325	250	75	229	21	150	100	111	47	36	56
		%	21.3%	25.1%	14.1%	27.8%	12.4%	22.2%	31.4%	26.4%	17.3%	18.1%	19.4%
	WA		152	107	45	87	20	80	26	34	32	24	28
		%	9.9%	10.7%	8.5%	10.6%	11.4%	11.9%	8.2%	8.2%	11.7%	12.0%	9.6%
	SA		190	137	54	124	13	83	53	39	34	26	48
		%	12.5%	13.7%	10.1%	15.0%	7.4%	12.3%	16.6%	9.3%	12.7%	13.0%	16.5%
	Tas		42	31	11	19	12	26	6	8	5	7	11
		%	2.8%	3.1%	2.1%	2.3%	7.0%	3.8%	1.7%	1.8%	1.9%	3.6%	3.8%
	NT		10	5	5	4	1	3	1	4	1	1	0
		%	.6%	.5%	1.0%	.5%	.4%	.5%	.4%	.9%	.3%	.5%	.1%
	ACT		12	7	6	5	2	6	1	4	3	1	1
		%	.8%	.7%	1.1%	.6%	1.2%	.9%	.3%	1.0%	1.0%	.3%	.5%
GENDER OF CLIENT	Male		785	548	237	440	108	401	143	203	146	104	115
		%	51.3%	54.9%	44.6%	53.4%	62.2%	59.2%	45.1%	48.5%	54.1%	52.2%	39.6%
	Female		744	450	294	384	66	276	174	216	124	96	175
		%	48.7%	45.1%	55.4%	46.6%	37.8%	40.8%	54.9%	51.5%	45.9%	47.8%	60.4%

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

*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 (weighted)		1529	420	377	325	152	190	42	10	12		
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
STATE	NSW		420									
		%	100.0%	100.0%								
	Vic		377		377							
		%	100.0%		100.0%							
	Qld		325			325						
		%	100.0%			100.0%						
	WA		152				152					
		%	100.0%				100.0%					
	SA		190					190				
		%	100.0%					100.0%				
	Tas		42						42			
		%	100.0%						100.0%			
	NT		10							10		
		%	100.0%							100.0%		
	ACT		12								12	
		%	100.0%								100.0%	
	GENDER OF CLIENT	Male		785	236	202	150	73	89	22	7	5
			%	51.3%	56.1%	53.5%	46.3%	48.1%	46.9%	52.0%	71.1%	43.0%
Female			744	184	175	175	79	101	20	3	7	
		%	48.7%	43.9%	46.5%	53.7%	51.9%	53.1%	48.0%	28.9%	57.0%	

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

*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 (weighted)		1529	785	744	346	71	416	551	74	322	1113	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
AGE	18-34		419	203	216	82	10	91	156	3	85	328
		%	27.4%	25.9%	29.0%	23.6%	13.7%	21.9%	28.4%	4.5%	26.4%	29.4%
	35-44		271	146	124	110	8	118	78	16	38	153
		%	17.7%	18.6%	16.7%	31.8%	11.2%	28.3%	14.2%	21.9%	11.8%	13.7%
	45-54		200	104	96	51	14	64	74	13	40	136
		%	13.1%	13.3%	12.9%	14.6%	19.6%	15.5%	13.5%	18.0%	12.4%	12.2%
	55 plus		290	115	175	60	17	77	93	34	79	213
		%	19.0%	14.7%	23.6%	17.2%	24.4%	18.5%	16.9%	46.1%	24.5%	19.2%
	No response		349	216	133	44	22	66	149	7	80	283
		%	22.8%	27.5%	17.9%	12.7%	31.0%	15.8%	27.1%	9.5%	24.9%	25.4%

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

*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 (weighted)		1529	1158	371	269	204	1031	103	973	44	239	41	
	%	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		419	285	134	85	40	291	25	318	9	32	5
		%	27.4%	24.6%	36.2%	31.5%	19.6%	28.3%	24.2%	32.7%	21.5%	13.3%	12.2%
	35-44		271	201	70	26	31	206	10	181	6	40	6
		%	17.7%	17.4%	18.8%	9.6%	15.3%	19.9%	9.5%	18.6%	14.3%	16.7%	14.4%
	45-54		200	142	58	33	22	141	15	134	5	32	2
		%	13.1%	12.3%	15.6%	12.3%	10.9%	13.6%	14.8%	13.8%	11.6%	13.5%	6.0%
	55 plus		290	272	18	61	59	170	9	131	1	86	23
		%	19.0%	23.5%	4.9%	22.6%	28.9%	16.5%	9.1%	13.4%	2.8%	35.8%	55.6%
	No response		349	258	91	65	52	223	44	209	22	50	5
		%	22.8%	22.3%	24.6%	24.1%	25.3%	21.6%	42.4%	21.5%	49.8%	20.8%	11.9%

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

*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 (weighted)		1529	998	531	824	174	676	318	419	271	200	290	
	%	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		419	220	199	183	36	142	75	419			
		%	27.4%	22.0%	37.5%	22.3%	20.8%	21.0%	23.7%	100.0%			
	35-44		271	163	108	128	35	117	46		271		
		%	17.7%	16.3%	20.3%	15.5%	20.4%	17.3%	14.4%		100.0%		
	45-54		200	145	55	116	28	108	37			200	
		%	13.1%	14.5%	10.4%	14.1%	16.4%	15.9%	11.7%			100.0%	
	55 plus		290	179	112	163	16	56	122				290
		%	19.0%	17.9%	21.0%	19.7%	9.2%	8.2%	38.4%				100.0%
No response		349	292	57	234	58	254	38					
	%	22.8%	29.2%	10.8%	28.4%	33.1%	37.5%	11.8%					

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

*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 (weighted)		1529	420	377	325	152	190	42	10	12	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
AGE	18-34		419	118	102	111	34	39	8	4	4
		%	27.4%	28.1%	27.0%	34.0%	22.5%	20.5%	18.2%	39.5%	32.6%
	35-44		271	88	61	47	32	34	5	1	3
		%	17.7%	21.0%	16.2%	14.4%	20.8%	18.1%	12.0%	7.9%	20.9%
	45-54		200	51	54	36	24	26	7	1	1
		%	13.1%	12.2%	14.2%	11.1%	15.8%	13.6%	17.1%	10.5%	4.7%
	55 plus		290	97	48	56	28	48	11	0	1
		%	19.0%	23.2%	12.7%	17.4%	18.3%	25.2%	26.4%	2.6%	11.6%
	No response		349	66	112	75	34	43	11	4	4
		%	22.8%	15.6%	29.8%	23.1%	22.5%	22.6%	26.4%	39.5%	30.2%

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

*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 (weighted)		1529	785	744	346	71	416	551	74	322	1113
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Disability	Developmental delay	76	33	42	39	4	43	19		7	32
	%	4.9%	4.3%	5.7%	11.3%	5.7%	10.4%	3.4%		2.2%	2.9%
	Intellectual (including Down Syndrome)	871	430	441	203	38	240	385	1	158	630
	%	57.0%	54.8%	59.3%	58.7%	53.2%	57.7%	69.8%	.8%	48.9%	56.7%
	Specific learning/Attention Deficit Disorder	8	4	4							8
	%	.6%	.5%	.6%							.8%
	Autism	18	10	8				10		3	18
	%	1.2%	1.3%	1.1%				1.7%		1.0%	1.6%
	Physical	239	137	102	21	16	37	53	64	63	202
	%	15.6%	17.5%	13.7%	6.2%	22.6%	9.0%	9.7%	86.5%	19.6%	18.1%
	Acquired brain injury	64	46	18	26	3	29	20	1	11	36
	%	4.2%	5.9%	2.4%	7.4%	4.4%	6.9%	3.6%	1.1%	3.3%	3.2%
	Deaf/blind (dual sensory)	5	2	2				2		2	5
	%	.3%	.3%	.3%				.4%		.7%	.4%
	Vision (sensory)	29	4	24	1	0	2	2		22	27
	%	1.9%	.5%	3.3%	.3%	.7%	.4%	.4%		6.8%	2.4%
	Hearing (sensory)	3	3							1	3
%	.2%	.3%							.2%	.2%	
Speech (sensory)	5	4	1				2		3	5	
%	.3%	.5%	.1%				.4%		.9%	.5%	
Psychiatric	44	25	18	1	1	2	6	0	21	42	
%	2.9%	3.2%	2.5%	.2%	2.0%	.5%	1.1%	.5%	6.6%	3.7%	
Neurological (inc epilepsy/Alzheimer's)	39	13	25	12	1	13	17	8	1	26	
%	2.5%	1.7%	3.4%	3.5%	1.1%	3.1%	3.1%	11.1%	.2%	2.3%	
No response	129	72	58	43	7	50	35		31	79	
%	8.4%	9.1%	7.7%	12.3%	10.4%	12.0%	6.4%		9.5%	7.1%	
COGNITIVE DISABILITY - SUMMARY	103	60	43	38	4	41	37	9	11	61	
%	6.7%	7.6%	5.8%	10.9%	5.5%	10.0%	6.7%	12.2%	3.6%	5.5%	

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

*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	INTELLECTUAL/ SPECIFIC LEARNING DISABILITY - SUMMARY		973	478	495	242	42	284	413	1	168	689
		%	63.6%	60.9%	66.6%	70.0%	58.8%	68.1%	75.0%	.8%	52.1%	62.0%
	SENSORY DISABILITY - SUMMARY		41	13	28	1	0	2	7		28	39
		%	2.7%	1.7%	3.7%	.3%	.7%	.4%	1.2%		8.6%	3.5%

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

*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 (weighted)		1529	1158	371	269	204	1031	103	973	44	239	41
	%	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	76	34	41	7	5	62		76			
	%	4.9%	3.0%	11.1%	2.6%	2.3%	6.0%		7.8%			
	Intellectual (including Down Syndrome)	871	623	248	103	83	665		871			
	%	57.0%	53.8%	66.8%	38.2%	40.6%	64.5%		89.5%			
	Specific learning/Attention Deficit Disorder	8	6	2	8				8			
	%	.6%	.5%	.6%	3.1%				.9%			
	Autism	18	16	2	1	5	11		18			
	%	1.2%	1.4%	.6%	.5%	2.4%	1.1%		1.9%			
	Physical	239	214	25	93	45	102				239	
	%	15.6%	18.5%	6.8%	34.4%	21.9%	9.9%				100.0%	
	Acquired brain injury	64	49	16	13	6	44	64				
	%	4.2%	4.2%	4.2%	5.0%	2.8%	4.3%	62.5%				
	Deaf/blind (dual sensory)	5	5		2		2					5
	%	.3%	.4%		.8%		.2%					11.2%
	Vision (sensory)	29	29		9	15	5					29
	%	1.9%	2.5%		3.3%	7.4%	.4%					69.8%
	Hearing (sensory)	3	3			3						3
%	.2%	.2%			1.3%						6.6%	
Speech (sensory)	5	2	3		1	4					5	
%	.3%	.2%	.8%		.4%	.4%					12.4%	
Psychiatric	44	19	25	8	22	14			44			
%	2.9%	1.6%	6.7%	3.0%	10.7%	1.3%			100.0%			
Neurological (inc epilepsy/Alzheimer's)	39	34	4	8	2	29	39					
%	2.5%	3.0%	1.1%	2.8%	.9%	2.8%	37.5%					
No response	129	124	5	17	19	93						
%	8.4%	10.7%	1.4%	6.3%	9.2%	9.0%						
COGNITIVE DISABILITY - SUMMARY	103	83	20	21	8	73	103					
%	6.7%	7.2%	5.3%	7.8%	3.7%	7.1%	100.0%					
INTELLECTUAL/ SPECIFIC LEARNING DISABILITY - SUMMARY	973	680	293	119	92	738		973				
%	63.6%	58.7%	79.0%	44.4%	45.3%	71.6%		100.0%				

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

*Productivity Commission
Job Number: 98196*

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

		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
Primary Disability	SENSORY DISABILITY - SUMMARY	41	38	3	11	19	11					41
	%	2.7%	3.3%	.8%	4.1%	9.1%	1.1%					100.0%

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

*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 (weighted)		1529	998	531	824	174	676	318	419	271	200	290
	%	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	76	20	56	19	0	15	5	31	19	6	9
	%	4.9%	2.0%	10.5%	2.4%	.2%	2.1%	1.6%	7.5%	6.9%	2.9%	3.1%
	Intellectual (including Down Syndrome)	871	536	335	413	123	423	111	268	160	128	119
	%	57.0%	53.7%	63.1%	50.1%	70.7%	62.5%	34.8%	64.0%	59.1%	64.2%	41.0%
	Specific learning/Attention Deficit Disorder	8	6	2	6		2	4	8			
	%	.6%	.6%	.4%	.8%		.3%	1.3%	2.0%			
	Autism	18	10	8	6	5	10		10	2	0	2
	%	1.2%	1.0%	1.5%	.7%	2.7%	1.5%		2.4%	.8%	.1%	.8%
	Physical	239	211	28	201	10	98	113	32	40	32	86
	%	15.6%	21.1%	5.4%	24.4%	5.7%	14.4%	35.5%	7.6%	14.7%	16.1%	29.5%
	Acquired brain injury	64	53	12	40	13	47	6	14	8	8	6
	%	4.2%	5.3%	2.2%	4.8%	7.4%	6.9%	1.9%	3.4%	3.0%	4.1%	1.9%
	Deaf/blind (dual sensory)	5		5							2	2
	%	.3%		.9%							1.1%	.8%
	Vision (sensory)	29	28	1	28		3	24	3	1	0	20
	%	1.9%	2.8%	.2%	3.4%		.5%	7.7%	.7%	.3%	.1%	7.0%
	Hearing (sensory)	3	3		1	2	3			2		
%	.2%	.3%		.1%	1.2%	.4%			.8%			
Speech (sensory)	5	2	3	2		2		2	3			
%	.3%	.2%	.5%	.3%		.3%		.5%	1.1%			
Psychiatric	44	39	5	39		16	23	9	6	5	1	
%	2.9%	3.9%	.9%	4.8%		2.4%	7.2%	2.2%	2.3%	2.5%	.4%	
Neurological (inc epilepsy/Alzheimer's)	39	22	16	17	6	20	2	11	2	7	4	
%	2.5%	2.2%	3.1%	2.0%	3.2%	3.0%	.5%	2.6%	.6%	3.5%	1.3%	
No response	129	68	61	53	15	38	30	30	28	11	41	
%	8.4%	6.8%	11.5%	6.4%	8.9%	5.6%	9.4%	7.1%	10.5%	5.3%	14.1%	
COGNITIVE DISABILITY - SUMMARY	103	75	28	56	18	67	8	25	10	15	9	
%	6.7%	7.5%	5.3%	6.9%	10.6%	9.9%	2.4%	5.9%	3.6%	7.6%	3.2%	
INTELLECTUAL/ SPECIFIC LEARNING DISABILITY -	973	572	401	444	128	450	120	318	181	134	131	
%	63.6%	57.3%	75.5%	53.9%	73.6%	66.5%	37.8%	76.0%	66.7%	67.2%	45.0%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
Primary Disability	SENSORY DISABILITY - SUMMARY		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
		41	33	8	31	2	8	24	5	6	2	23
	%	2.7%	3.3%	1.6%	3.7%	1.2%	1.2%	7.7%	1.2%	2.2%	1.2%	7.8%

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

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Accommodation Service (weighted)		1529	420	377	325	152	190	42	10	12
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Disability	Developmental delay	76	54	18	0	1	1	1		1
	%	4.9%	12.7%	4.8%	.1%	.4%	.5%	1.6%		10.5%
	Intellectual (including Down Syndrome)	871	233	223	185	99	92	25	4	9
	%	57.0%	55.5%	59.3%	57.0%	65.1%	48.1%	59.7%	42.1%	74.4%
	Specific learning/Attention Deficit Disorder	8	2	6						
	%	.6%	.5%	1.7%						
	Autism	18	9	2	5	1		1	0	0
	%	1.2%	2.1%	.6%	1.5%	.8%		1.6%	2.6%	2.3%
	Physical	239	54	72	68	27	12	3	2	1
	%	15.6%	12.9%	19.1%	20.9%	18.1%	6.4%	7.6%	15.8%	7.0%
Acquired brain injury	64	11	15	10	6	12	10	0	0	
%	4.2%	2.6%	4.1%	3.1%	4.1%	6.1%	22.6%	2.6%	3.5%	
Deaf/blind (dual sensory)	5	2		2						
%	.3%	.5%		.7%						
Vision (sensory)	29	2	6	0	1	19				
%	1.9%	.5%	1.7%	.1%	.4%	10.1%				
Hearing (sensory)	3		2		1					
%	.2%		.6%		.4%					

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

*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	Speech (sensory)		5	2	2			1			
		%	.3%	.5%	.6%			.4%			
	Psychiatric		44	2	3	29	2	3	1	3	0
		%	2.9%	.5%	.8%	8.9%	1.6%	1.6%	1.6%	34.2%	2.3%
	Neurological (inc epilepsy/Alzheimer's)		39	4	11	5	7	11	1	0	
		%	2.5%	.9%	2.8%	1.7%	4.4%	5.6%	2.4%	2.6%	
	No response		129	45	16	19	7	40	1		
		%	8.4%	10.8%	4.1%	6.0%	4.7%	21.2%	2.7%		
	COGNITIVE DISABILITY - SUMMARY		103	15	26	16	13	22	11	1	0
		%	6.7%	3.5%	6.9%	4.8%	8.5%	11.7%	25.1%	5.3%	3.5%
	INTELLECTUAL/ SPECIFIC LEARNING DISABILITY -		973	297	250	191	101	93	27	4	11
		%	63.6%	70.8%	66.3%	58.6%	66.3%	48.6%	63.0%	44.7%	87.2%
	SENSORY DISABILITY - SUMMARY		41	7	10	3	1	20			
		%	2.7%	1.5%	2.8%	.8%	.8%	10.5%			

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

*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 (weighted)		1529	785	744	346	71	416	551	74	322	1113
	%	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	1034	506	528	254	42	296	443	1	183	737
	%	67.6%	64.5%	70.9%	73.4%	59.6%	71.1%	80.4%	.8%	56.9%	66.3%
	Intellectual (including Down Syndrome)	948	463	485	227	38	265	419	1	170	683
	%	62.0%	59.0%	65.2%	65.7%	53.9%	63.7%	76.0%	.8%	52.8%	61.4%
	Physical	464	234	230	109	22	132	134	69	99	333
	%	30.4%	29.8%	30.9%	31.6%	31.5%	31.6%	24.3%	93.9%	30.8%	29.9%
	SENSORY DISABILITY - SUMMARY	434	212	222	143	20	163	197	1	54	271
	%	28.4%	27.1%	29.8%	41.4%	27.7%	39.1%	35.8%	1.7%	16.6%	24.4%
	Speech (sensory)	321	171	150	119	14	133	149	1	25	188
	%	21.0%	21.9%	20.1%	34.4%	20.2%	32.0%	27.1%	1.7%	7.9%	16.9%
	COGNITIVE DISABILITY - SUMMARY	319	155	164	134	11	145	118	9	30	174
	%	20.9%	19.8%	22.0%	38.7%	15.4%	34.7%	21.4%	12.2%	9.3%	15.7%
	Neurological (inc epilepsy/Alzheimer's)	268	122	147	115	10	125	107	8	17	144
	%	17.6%	15.5%	19.7%	33.3%	13.7%	30.0%	19.4%	11.1%	5.4%	12.9%
	Developmental delay	148	76	72	68	5	74	55		13	74
	%	9.7%	9.7%	9.7%	19.7%	7.7%	17.7%	10.0%		3.9%	6.7%
	No response	129	72	57	43	7	50	35		31	79
	%	8.4%	9.1%	7.7%	12.3%	10.4%	12.0%	6.4%		9.5%	7.1%
Vision (sensory)	123	48	75	32	5	38	49		29	86	
%	8.1%	6.2%	10.1%	9.4%	7.4%	9.0%	8.9%		9.1%	7.7%	
Psychiatric	119	61	58	28	9	36	36	0	30	83	
%	7.8%	7.8%	7.7%	8.0%	12.3%	8.7%	6.6%	.5%	9.3%	7.4%	
Acquired brain injury	70	49	21	26	4	30	20	1	13	41	
%	4.6%	6.3%	2.8%	7.5%	5.1%	7.1%	3.6%	1.1%	4.1%	3.7%	
Hearing (sensory)	67	40	27	19	5	25	27		8	43	
%	4.4%	5.1%	3.7%	5.6%	7.4%	5.9%	4.8%		2.5%	3.8%	
Autism	45	24	21	7	2	8	26		6	37	
%	2.9%	3.0%	2.8%	1.9%	2.3%	2.0%	4.6%		1.9%	3.3%	

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

*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	Specific learning/Attention Deficit Disorder		35	19	15	6	0	6	18		2	29
		%	2.3%	2.5%	2.0%	1.7%	.3%	1.4%	3.2%		.6%	2.6%
	Deaf/blind (dual sensory)		16	9	7	4		4	10		2	12
		%	1.0%	1.1%	1.0%	1.1%		.9%	1.8%		.7%	1.1%

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

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 (weighted)		1529	1158	371	269	204	1031	103	973	44	239	41
	%	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 - SUMMARY	1034	724	310	126	101	783	20	973	13	21	6
	%	67.6%	62.5%	83.4%	46.9%	49.4%	75.9%	19.9%	100.0%	29.2%	8.7%	15.9%
	Intellectual (including Down Syndrome)	948	668	281	107	89	731	15	899	10	21	4
	%	62.0%	57.7%	75.6%	39.7%	43.7%	70.9%	14.6%	92.4%	22.1%	8.7%	9.5%
	Physical	464	377	88	114	70	276	52	164	0	239	9
	%	30.4%	32.5%	23.6%	42.2%	34.6%	26.8%	50.2%	16.8%	1.0%	100.0%	22.3%
	SENSORY DISABILITY - SUMMARY	434	328	106	33	35	358	36	331	0	25	41
	%	28.4%	28.3%	28.6%	12.3%	17.0%	34.7%	35.2%	34.0%	.3%	10.4%	100.0%
	Speech (sensory)	321	230	91	20	17	277	32	266	0	18	5
	%	21.0%	19.9%	24.6%	7.3%	8.2%	26.9%	30.9%	27.3%	.3%	7.5%	12.4%
	COGNITIVE DISABILITY - SUMMARY	319	218	101	41	19	254	103	198	3	13	2
	%	20.9%	18.9%	27.1%	15.2%	9.5%	24.6%	100.0%	20.4%	6.6%	5.3%	5.3%
	Neurological (inc epilepsy/Alzheimer's)	268	180	89	30	9	225	58	195		13	2
	%	17.6%	15.5%	23.9%	11.3%	4.3%	21.8%	56.7%	20.1%		5.3%	5.3%
	Developmental delay	148	77	72	12	7	127	8	134	2	3	2
	%	9.7%	6.6%	19.3%	4.3%	3.3%	12.3%	7.3%	13.7%	5.3%	1.0%	5.3%
	Vision (sensory)	123	101	22	15	15	91	10	77		7	29
	%	8.1%	8.7%	6.0%	5.7%	7.4%	8.8%	9.7%	7.9%		3.1%	69.8%
	Psychiatric	119	71	48	13	25	80	3	67	44	2	2
	%	7.8%	6.2%	12.8%	4.9%	12.4%	7.8%	3.2%	6.9%	100.0%	1.0%	5.1%
No response	129	124	5	16	19	93						
%	8.4%	10.7%	1.3%	6.1%	9.2%	9.0%						
Acquired brain injury	70	50	21	13	11	45	64	3	3			
%	4.6%	4.3%	5.5%	5.0%	5.2%	4.4%	62.5%	.3%	6.6%			
Hearing (sensory)	67	48	19	3	10	54	3	54		5	6	
%	4.4%	4.2%	5.1%	1.0%	4.8%	5.2%	2.7%	5.6%		2.0%	13.7%	
Autism	45	38	7	2	7	36	0	44			0	
%	2.9%	3.3%	1.8%	.7%	3.4%	3.5%	.3%	4.5%			1.1%	
Specific learning/Attention Deficit Disorder	35	20	14	13	1	20	4	30	1			
%	2.3%	1.8%	3.8%	4.8%	.3%	2.0%	3.8%	3.1%	1.8%			

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

*Productivity Commission
Job Number: 98196*

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

		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
All disability types	Deaf/blind (dual sensory)	16	14	2	3		13	1	10		1	5
	%	1.0%	1.2%	.4%	1.1%		1.3%	.8%	1.0%		.3%	11.9%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (WEIGHTED)

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 (weighted)		1529	998	531	824	174	676	318	419	271	200	290
	%	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 -	1034	604	429	473	132	479	123	336	191	141	138
	%	67.6%	60.6%	80.8%	57.3%	76.0%	70.8%	38.8%	80.3%	70.6%	70.2%	47.7%
	Intellectual (including Down Syndrome)	948	567	382	438	129	449	116	303	179	132	127
	%	62.0%	56.8%	71.8%	53.1%	74.2%	66.4%	36.4%	72.4%	66.2%	66.1%	43.6%
	Physical	464	326	138	282	44	195	131	106	84	63	115
	%	30.4%	32.7%	25.9%	34.3%	25.4%	28.8%	41.2%	25.3%	31.1%	31.5%	39.7%
	SENSORY DISABILITY - SUMMARY	434	191	243	120	71	158	33	131	80	52	89
	%	28.4%	19.2%	45.7%	14.6%	40.8%	23.4%	10.4%	31.4%	29.7%	25.9%	30.8%
	COGNITIVE DISABILITY - SUMMARY	319	162	157	123	39	132	29	92	60	43	33
	%	20.9%	16.2%	29.6%	14.9%	22.5%	19.5%	9.2%	22.0%	22.1%	21.7%	11.5%
	Speech (sensory)	321	117	205	64	53	114	3	111	64	35	50
	%	21.0%	11.7%	38.5%	7.8%	30.3%	16.8%	.9%	26.5%	23.6%	17.7%	17.1%
	Neurological (inc epilepsy/Alzheimer's)	268	119	150	88	31	97	21	78	54	37	29
	%	17.6%	11.9%	28.2%	10.6%	17.9%	14.4%	6.6%	18.5%	20.1%	18.6%	10.0%
	Developmental delay	148	55	93	46	10	44	11	47	37	19	26
	%	9.7%	5.5%	17.5%	5.5%	5.5%	6.6%	3.4%	11.1%	13.6%	9.7%	8.8%
	No response	129	68	60	53	15	38	30	29	28	11	41
	%	8.4%	6.8%	11.3%	6.4%	8.9%	5.6%	9.4%	6.9%	10.5%	5.3%	14.1%
Vision (sensory)	123	75	48	57	17	44	31	36	16	9	38	
%	8.1%	7.5%	9.1%	7.0%	10.0%	6.5%	9.7%	8.5%	6.0%	4.7%	13.2%	
Psychiatric	119	83	36	66	18	54	29	28	26	23	9	
%	7.8%	8.3%	6.7%	8.0%	10.2%	8.0%	9.2%	6.7%	9.6%	11.6%	3.0%	
Acquired brain injury	70	59	12	43	15	50	8	17	9	8	6	
%	4.6%	5.9%	2.2%	5.2%	8.9%	7.4%	2.6%	4.0%	3.2%	4.1%	1.9%	
Hearing (sensory)	67	42	26	17	24	37	5	12	14	11	13	
%	4.4%	4.2%	4.8%	2.1%	14.0%	5.4%	1.5%	3.0%	5.0%	5.4%	4.4%	
Autism	45	20	25	11	9	18	3	26	4	3	6	
%	2.9%	2.0%	4.6%	1.3%	5.4%	2.6%	.9%	6.1%	1.6%	1.3%	2.2%	
Specific learning/Attention Deficit Disorder	35	26	8	23	4	20	6	17	10	2	1	
%	2.3%	2.7%	1.5%	2.8%	2.0%	3.0%	2.0%	4.0%	3.8%	1.2%	.3%	

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

*Productivity Commission
Job Number: 98196*

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

			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
All disability types	Deaf/blind (dual sensory)		16	4	12	2	3	4		9		2	4
		%	1.0%	.4%	2.2%	.2%	1.6%	.6%		2.1%		1.2%	1.3%

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

			TOTAL	STATE							
		%		NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Accommodation Service (weighted)			1529	420	377	325	152	190	42	10	12
	%		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 -		1034	310	269	205	106	98	29	6	11
		%	67.6%	73.7%	71.5%	62.9%	69.5%	51.6%	67.6%	63.2%	88.4%
	Intellectual (including Down Syndrome)		948	265	243	197	104	97	27	6	9
		%	62.0%	62.9%	64.6%	60.6%	68.3%	50.9%	64.3%	63.2%	74.4%
	Physical		464	111	113	111	54	57	15	3	2
		%	30.4%	26.4%	29.9%	34.0%	35.5%	29.7%	35.2%	26.3%	17.4%
	SENSORY DISABILITY - SUMMARY		434	145	117	71	32	51	10	5	2
		%	28.4%	34.6%	31.1%	21.9%	21.0%	27.0%	23.7%	52.6%	12.8%
	Speech (sensory)		321	116	93	57	18	23	8	5	1
		%	21.0%	27.5%	24.8%	17.6%	12.1%	12.0%	18.3%	52.6%	9.3%
	COGNITIVE DISABILITY - SUMMARY		319	107	70	56	27	38	17	3	1
		%	20.9%	25.3%	18.5%	17.2%	18.0%	20.2%	40.6%	31.6%	9.3%
	Neurological (inc epilepsy/Alzheimer's)		268	104	59	44	22	26	9	3	1
%		17.6%	24.8%	15.6%	13.7%	14.3%	13.9%	21.8%	28.9%	4.7%	
Developmental delay		148	98	25	17	1	3	3		2	
	%	9.7%	23.3%	6.6%	5.1%	.4%	1.6%	7.4%		12.8%	
No response		129	45	16	19	7	40	1			
	%	8.4%	10.8%	4.1%	6.0%	4.3%	21.2%	2.7%			

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

*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	Vision (sensory)		123	31	25	23	9	32	2	1	0
		%	8.1%	7.3%	6.6%	7.1%	5.8%	16.8%	4.6%	10.5%	3.5%
	Psychiatric		119	25	24	44	6	13	2	3	1
		%	7.8%	6.0%	6.3%	13.6%	4.0%	6.6%	5.2%	34.2%	10.5%
	Acquired brain injury		70	11	15	15	7	12	10	0	1
		%	4.6%	2.6%	4.1%	4.6%	4.4%	6.3%	22.6%	2.6%	4.7%
	Hearing (sensory)		67	23	17	6	11	7	1	1	0
		%	4.4%	5.5%	4.6%	1.9%	7.6%	3.6%	3.2%	5.3%	2.3%
	Autism		45	18	8	13	2	2	1	0	1
		%	2.9%	4.2%	2.2%	3.8%	1.2%	1.1%	2.4%	2.6%	8.1%
	Specific learning/Attention Deficit Disorder		35	4	16	12	1	1	1		
		%	2.3%	1.0%	4.2%	3.8%	.4%	.4%	1.4%		
	Deaf/blind (dual sensory)		16	6	1	5	1	3			
		%	1.0%	1.4%	.2%	1.6%	.8%	1.5%			

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

*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 (weighted)		1529	785	744	346	71	416	551	74	322	1113	
	%	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		330	147	183	330		330				
		%	21.6%	18.7%	24.5%	95.3%		79.1%				
	102		60	29	31		60	60				
		%	3.9%	3.7%	4.2%		84.9%	14.4%				
	103		417	227	190			417			417	
		%	27.3%	29.0%	25.5%			75.7%			37.5%	
	104		72	43	29	2		2	5	65		70
		%	4.7%	5.5%	3.9%	.5%		.4%	1.0%	88.1%		6.3%
	105		272	136	136	2	1	3	23		245	269
		%	17.8%	17.3%	18.3%	.7%	1.3%	.8%	4.2%		76.2%	24.1%
	106		5	2	2				2			5
		%	.3%	.3%	.3%				.4%			.4%
	107		11	5	6				1			11
		%	.7%	.7%	.7%				.2%			1.0%
	501		78	44	33	4	0	4	3	6	16	73
		%	5.1%	5.7%	4.4%	1.2%	.3%	1.0%	.6%	7.7%	5.1%	6.6%
	502		286	151	134	8	9	17	99	3	60	268
		%	18.7%	19.3%	18.1%	2.3%	13.4%	4.2%	18.0%	4.2%	18.7%	24.1%

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

*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 (weighted)		1529	1158	371	269	204	1031	103	973	44	239	41
	%	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	330	265	65			313	35	231	1	21	0
	%	21.6%	22.9%	17.4%			30.3%	34.2%	23.8%	1.8%	8.8%	.7%
	102	60	42	18			60	4	34		16	
	%	3.9%	3.7%	4.8%			5.8%	3.8%	3.5%		6.6%	
	103	417	319	98	9	8	396	32	330	3	36	2
	%	27.3%	27.5%	26.4%	3.3%	4.0%	38.4%	30.9%	33.9%	7.1%	15.1%	5.9%
	104	72	67	5	49	14	9	11			61	
	%	4.7%	5.8%	1.3%	18.1%	7.0%	.9%	10.9%			25.4%	
	105	272	190	82	95	103	74	8	129	15	61	25
	%	17.8%	16.4%	22.0%	35.1%	50.7%	7.2%	8.1%	13.2%	34.5%	25.5%	60.6%
	106	5	2	2			5		2	2		
	%	.3%	.2%	.6%			.4%		.2%	5.5%		
	107	11	4	7	2	5	4		7	4	0	
	%	.7%	.4%	1.8%	.9%	2.3%	.4%		.7%	8.4%	.1%	
501	78	53	25	32	27	19	5	31	11	22	6	
%	5.1%	4.5%	6.7%	11.9%	13.1%	1.8%	4.5%	3.2%	25.5%	9.2%	15.3%	
502	286	215	70	83	46	152	8	208	8	22	7	
%	18.7%	18.6%	18.9%	30.7%	22.8%	14.8%	7.6%	21.4%	17.2%	9.3%	17.5%	

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

*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 (weighted)		1529	998	531	824	174	676	318	419	271	200	290	
	%	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		330	107	222	82	25	94	11	77	107	49	57
		%	21.6%	10.7%	41.9%	10.0%	14.3%	14.0%	3.6%	18.3%	39.6%	24.4%	19.8%
	102		60	43	17	34	9	38	5	9	5	13	16
		%	3.9%	4.3%	3.2%	4.1%	5.1%	5.7%	1.5%	2.2%	1.9%	6.5%	5.4%
	103		417	240	177	170	71	218	20	102	52	58	79
		%	27.3%	24.1%	33.2%	20.6%	40.8%	32.2%	6.4%	24.2%	19.3%	29.1%	27.3%
	104		72	68	4	65	3	17	51	1	18	14	31
		%	4.7%	6.8%	.8%	7.9%	1.6%	2.5%	16.0%	.1%	6.8%	6.9%	10.6%
	105		272	239	32	223	17	110	130	68	33	26	74
		%	17.8%	24.0%	6.1%	27.0%	9.5%	16.2%	40.9%	16.3%	12.3%	13.2%	25.5%
	106		5	5		5		5				2	
		%	.3%	.5%		.5%		.7%				1.2%	
	107		11	10	1	10		9	1	3	4	0	0
		%	.7%	1.0%	.1%	1.2%		1.3%	.3%	.8%	1.6%	.1%	.1%
	501		78	73	5	70	2	17	56	43	11	5	12
		%	5.1%	7.3%	.9%	8.5%	1.4%	2.6%	17.5%	10.3%	3.9%	2.4%	4.1%
	502		286	212	73	165	47	168	44	116	40	32	21
		%	18.7%	21.3%	13.8%	20.0%	27.3%	24.9%	13.8%	27.6%	14.7%	16.2%	7.2%

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

*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 (weighted)		1529	420	377	325	152	190	42	10	12	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
MDS CODE OF PROVIDER	101		330	143	45	28	41	66	8		
		%	21.6%	33.9%	12.0%	8.5%	26.8%	34.5%	18.3%		
	102		60	19	30		8	0	3		
		%	3.9%	4.6%	7.9%		5.1%	.2%	6.7%		
	103		417	91	158	82	31	24	18	5	8
		%	27.3%	21.6%	42.1%	25.3%	20.1%	12.4%	43.0%	52.6%	62.8%
	104		72	34	15	10	10	3			
		%	4.7%	8.1%	3.9%	3.0%	6.8%	1.7%			
	105		272	37	29	122	22	51	9	1	0
		%	17.8%	8.8%	7.7%	37.5%	14.5%	27.0%	22.0%	13.2%	1.2%
	106		5		2	2					
		%	.3%		.6%	.7%					
	107		11	7					1	3	
		%	.7%	1.5%					2.4%	34.2%	
	501		78	15	25	17	9	10	2		
		%	5.1%	3.5%	6.6%	5.4%	5.6%	5.4%	3.8%		
	502		286	75	72	64	32	36	2		4
		%	18.7%	17.9%	19.2%	19.6%	21.1%	18.8%	3.8%		36.0%

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

*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 (weighted)		1529	785	744	346	71	416	551	74	322	1113
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PERSON UNDERTAKING INTERVIEW	Client	824	440	384	95	43	138	249	68	263	687
	%	53.9%	56.0%	51.6%	27.5%	60.4%	33.1%	45.2%	91.7%	81.6%	61.7%
	Client with some assistance from relative or friend	40	26	14	6	1	6	11	2	14	34
	%	2.6%	3.3%	1.9%	1.6%	1.1%	1.5%	2.0%	2.8%	4.4%	3.1%
	Client with assistance from service outlet staff	133	82	51	20	9	29	83		11	104
	%	8.7%	10.4%	6.9%	5.8%	12.7%	7.0%	15.1%		3.5%	9.4%
Relative/ carer/ advocate/ guardian	531	237	294	225	18	243	208	4	34	288	
%	34.7%	30.2%	39.5%	65.1%	25.8%	58.5%	37.7%	5.4%	10.5%	25.9%	
PERSON UNDERTAKING INTERVIEW - SUMMARY	Client - total	998	548	450	121	52	173	343	70	289	825
	%	65.3%	69.8%	60.5%	34.9%	74.2%	41.5%	62.3%	94.6%	89.5%	74.1%
	Non-client	531	237	294	225	18	243	208	4	34	288
	%	34.7%	30.2%	39.5%	65.1%	25.8%	58.5%	37.7%	5.4%	10.5%	25.9%

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

*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 (weighted)		1529	1158	371	269	204	1031	103	973	44	239	41
	%	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	824	633	191	186	176	455	56	444	39	201	31
	%	53.9%	54.7%	51.5%	69.0%	86.4%	44.1%	54.9%	45.7%	89.4%	84.0%	74.6%
	Client with some assistance from relative or friend	40	27	14	17	7	16	8	31		1	
	%	2.6%	2.3%	3.7%	6.4%	3.2%	1.5%	7.5%	3.2%		.5%	
	Client with assistance from service outlet staff	133	100	33	3	11	115	11	96		9	2
%	8.7%	8.7%	8.9%	1.2%	5.4%	11.1%	10.4%	9.9%		3.6%	5.1%	
Relative/ carer/ advocate/ guardian	531	397	134	63	10	446	28	401	5	28	8	
%	34.7%	34.3%	36.0%	23.4%	4.9%	43.2%	27.2%	41.2%	10.6%	11.9%	20.3%	
PERSON UNDERTAKING INTERVIEW - SUMMARY	Client - total	998	760	238	206	194	586	75	572	39	211	33
	%	65.3%	65.7%	64.0%	76.6%	95.1%	56.8%	72.8%	58.8%	89.4%	88.1%	79.7%
	Non-client	531	397	134	63	10	446	28	401	5	28	8
%	34.7%	34.3%	36.0%	23.4%	4.9%	43.2%	27.2%	41.2%	10.6%	11.9%	20.3%	

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

*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 (weighted)		1529	998	531	824	174	676	318	419	271	200	290
	%	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	824	824		824		512	309	183	128	116	163
	%	53.9%	82.6%		100.0%		75.7%	97.1%	43.8%	47.1%	58.2%	56.0%
	Client with some assistance from relative or friend	40	40			40	37	3	12	4	6	1
	%	2.6%	4.0%			23.3%	5.5%	1.1%	2.9%	1.5%	2.8%	.3%
	Client with assistance from service outlet staff	133	133			133	128	6	24	31	23	15
	%	8.7%	13.3%			76.7%	18.9%	1.8%	5.7%	11.6%	11.4%	5.2%
Relative/ carer/ advocate/ guardian		531		531					199	108	55	112
	%	34.7%		100.0%					47.6%	39.8%	27.6%	38.5%
PERSON UNDERTAKING INTERVIEW - SUMMARY	Client - total	998	998		824	174	676	318	220	163	145	179
	%	65.3%	100.0%		100.0%	100.0%	100.0%	100.0%	52.4%	60.2%	72.4%	61.5%
	Non-client	531		531					199	108	55	112
	%	34.7%		100.0%					47.6%	39.8%	27.6%	38.5%

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

*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 (weighted)		1529	420	377	325	152	190	42	10	12
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PERSON UNDERTAKING INTERVIEW	Client	824	173	184	229	87	124	19	4	5
	%	53.9%	41.2%	48.8%	70.4%	57.3%	65.0%	44.9%	39.5%	38.4%
	Client with some assistance from relative or friend	40	4	11	8	8	3	5	1	0
	%	2.6%	1.0%	3.0%	2.6%	5.0%	1.3%	12.7%	5.3%	3.5%
	Client with assistance from service outlet staff	133	48	41	13	12	10	7	0	2
%	8.7%	11.5%	10.8%	4.0%	8.1%	5.5%	16.0%	2.6%	12.8%	
Relative/ carer/ advocate/ guardian	531	195	141	75	45	54	11	5	6	
%	34.7%	46.3%	37.5%	23.0%	29.7%	28.2%	26.4%	52.6%	45.3%	
PERSON UNDERTAKING INTERVIEW - SUMMARY	Client - total	998	226	236	250	107	137	31	5	7
	%	65.3%	53.7%	62.5%	77.0%	70.3%	71.8%	73.6%	47.4%	54.7%
	Non-client	531	195	141	75	45	54	11	5	6
	%	34.7%	46.3%	37.5%	23.0%	29.7%	28.2%	26.4%	52.6%	45.3%

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 (weighted)		1529	785	744	346	71	416	551	74	322	1113	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
INTERVIEW METHOD	In person		721	426	295	110	48	157	337	16	144	564
		%	47.2%	54.3%	39.6%	31.7%	67.3%	37.8%	61.2%	21.5%	44.5%	50.7%
	Telephone		804	354	449	235	23	258	211	58	179	546
		%	52.6%	45.2%	60.4%	67.8%	32.7%	61.9%	38.3%	78.5%	55.5%	49.1%
	Both		4	4		1		1	3			3
		%	.3%	.5%		.4%		.4%	.5%			.2%

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

*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 (weighted)		1529	1158	371	269	204	1031	103	973	44	239	41	
	%	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		721	564	157	96	91	522	73	482	18	98	10
		%	47.2%	48.7%	42.3%	35.7%	44.7%	50.6%	71.2%	49.6%	41.9%	41.1%	25.2%
	Telephone		804	591	212	173	113	505	29	488	25	140	31
		%	52.6%	51.1%	57.2%	64.3%	55.3%	49.0%	28.3%	50.2%	58.1%	58.7%	74.8%
	Both		4	2	2			4	0	3		1	
		%	.3%	.2%	.6%			.4%	.4%	.3%		.2%	

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 (weighted)		1529	998	531	824	174	676	318	419	271	200	290	
	%	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		721	676	45	512	164	676		152	121	117	56
		%	47.2%	67.8%	8.4%	62.1%	94.8%	100.0%		36.4%	44.6%	58.6%	19.4%
	Telephone		804	318	486	309	9		318	264	150	83	233
		%	52.6%	31.9%	91.4%	37.5%	5.2%		100.0%	63.0%	55.4%	41.4%	80.3%
	Both		4	4	1	4				3			1
		%	.3%	.4%	.1%	.4%				.6%			.3%

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

*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 (weighted)		1529	420	377	325	152	190	42	10	12	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
INTERVIEW METHOD	In person		721	164	192	157	85	86	27	4	7
		%	47.2%	39.0%	51.0%	48.4%	55.7%	44.9%	63.9%	39.5%	55.8%
	Telephone		804	256	183	168	66	104	15	6	6
		%	52.6%	61.0%	48.5%	51.6%	43.5%	54.6%	36.1%	60.5%	44.2%
	Both		4		2		1	1			
		%	.3%		.6%		.8%	.5%			

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

*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 (weighted)		1529	785	744	346	71	416	551	74	322	1113
	%	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	414	224	190	82	21	103	202	9	68	311
	%	27.1%	28.6%	25.5%	23.7%	29.9%	24.8%	36.7%	12.5%	21.2%	28.0%
	Yes with assistance	88	52	36	9	6	14	32	3	30	74
	%	5.8%	6.6%	4.9%	2.5%	8.1%	3.5%	5.8%	4.4%	9.4%	6.7%
	Yes would be happy with telephone interview	665	304	361	209	20	229	156	55	131	436
	%	43.5%	38.7%	48.5%	60.4%	28.3%	54.9%	28.3%	74.2%	40.7%	39.2%
	Yes but would prefer personal interview	285	170	114	39	19	58	113	7	78	227
%	18.6%	21.7%	15.3%	11.2%	26.6%	13.8%	20.6%	9.0%	24.4%	20.4%	
NOK happy with telephone interview	41	12	29	5	2	8	34			34	
%	2.7%	1.6%	3.9%	1.6%	3.3%	1.9%	6.1%			3.0%	
Don't know / no response	35	22	14	2	3	5	14		14	31	
%	2.3%	2.8%	1.8%	.6%	3.8%	1.1%	2.5%		4.3%	2.8%	
ASSISTANCE TO UNDERTAKE FACE-TO-FACE INTERVIEW	No	700	358	341	88	36	124	222	41	206	575
	%	45.8%	45.7%	45.8%	25.5%	51.1%	29.8%	40.3%	55.3%	63.9%	51.7%
	Yes	464	265	199	75	20	95	222	27	80	369
	%	30.4%	33.8%	26.7%	21.7%	28.4%	22.8%	40.3%	36.8%	24.7%	33.2%
	Not asked, happy with telephone interview	278	129	148	162	9	170	59	5	29	107
%	18.2%	16.5%	19.9%	46.8%	12.4%	40.9%	10.7%	6.9%	8.9%	9.6%	
No response	87	32	56	21	6	27	48	1	8	61	
%	5.7%	4.0%	7.5%	6.1%	8.1%	6.4%	8.7%	1.1%	2.4%	5.5%	
PROVISION OF ASSISTANCE	No	339	173	165	24	18	42	99	34	89	297
	%	22.2%	22.1%	22.2%	6.9%	24.8%	10.0%	17.9%	46.2%	27.7%	26.7%
	Yes	651	363	287	106	23	129	285	21	166	521
	%	42.6%	46.3%	38.6%	30.8%	32.6%	31.1%	51.7%	28.3%	51.6%	46.9%
	Not asked, no assistance required	441	211	230	196	24	220	108	16	59	221
%	28.9%	26.9%	30.9%	56.7%	34.5%	52.9%	19.7%	21.5%	18.3%	19.8%	
No response	98	37	61	19	6	25	59	3	8	73	
%	6.4%	4.7%	8.2%	5.6%	8.1%	6.0%	10.7%	3.9%	2.4%	6.6%	

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

*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 (weighted)		1529	1158	371	269	204	1031	103	973	44	239	41	
	%	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		414	293	121	46	40	314	57	298	9	32	5
		%	27.1%	25.3%	32.7%	17.0%	19.5%	30.4%	55.6%	30.6%	19.4%	13.6%	12.6%
	Yes with assistance		88	56	32	14	17	57	2	75		8	1
		%	5.8%	4.9%	8.7%	5.3%	8.5%	5.5%	1.5%	7.7%		3.5%	2.0%
	Yes would be happy with telephone interview		665	518	146	151	84	425	15	391	15	134	30
		%	43.5%	44.8%	39.4%	56.2%	41.2%	41.2%	14.9%	40.2%	35.3%	56.2%	73.1%
	Yes but would prefer personal interview		285	231	53	48	56	177	21	161	19	59	4
		%	18.6%	20.0%	14.4%	18.0%	27.4%	17.2%	20.1%	16.6%	44.2%	24.6%	10.4%
NOK happy with telephone interview		41	29	13			39	2	35		4		
	%	2.7%	2.5%	3.5%			3.8%	2.0%	3.6%		1.8%		
Don't know / no response		35	30	5	9	7	19	6	12	0	1	1	
	%	2.3%	2.6%	1.4%	3.5%	3.4%	1.8%	5.8%	1.3%	1.0%	.3%	2.0%	
ASSISTANCE TO UNDERTAKE FACE-TO-FACE INTERVIEW	No		700	542	158	163	141	389	56	389	30	158	25
		%	45.8%	46.8%	42.5%	60.5%	69.3%	37.7%	54.4%	40.0%	68.0%	65.9%	60.3%
	Yes		464	342	122	75	43	336	34	337	14	54	6
		%	30.4%	29.6%	32.8%	27.7%	21.4%	32.6%	33.2%	34.6%	32.0%	22.5%	15.5%
	Not asked, happy with telephone interview		278	208	69	23	12	239	2	186		24	10
		%	18.2%	18.0%	18.6%	8.6%	6.1%	23.2%	2.1%	19.1%		9.9%	24.2%
No response		87	65	22	9	7	67	11	61		4		
	%	5.7%	5.6%	6.0%	3.2%	3.2%	6.5%	10.2%	6.3%		1.7%		
PROVISION OF ASSISTANCE	No		339	305	34	115	63	157	18	159	14	106	17
		%	22.2%	26.4%	9.0%	42.8%	30.9%	15.2%	17.4%	16.4%	32.9%	44.1%	42.4%
	Yes		651	450	200	96	91	452	57	471	25	69	5
		%	42.6%	38.9%	54.0%	35.8%	44.5%	43.8%	55.3%	48.4%	57.9%	28.9%	11.3%
	Not asked, no assistance required		441	331	111	50	41	345	18	279	2	56	19
%		28.9%	28.6%	29.8%	18.7%	20.3%	33.4%	17.1%	28.6%	3.7%	23.6%	46.3%	
No response		98	71	27	7	9	77	11	63	2	8		
	%	6.4%	6.2%	7.2%	2.7%	4.3%	7.5%	10.2%	6.5%	5.5%	3.4%		

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

*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 (weighted)		1529	998	531	824	174	676	318	419	271	200	290	
	%	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		414	346	68	239	107	341	5	90	87	74	31
		%	27.1%	34.7%	12.8%	29.0%	61.8%	50.4%	1.4%	21.5%	32.3%	37.1%	10.8%
	Yes with assistance		88	75	14	57	18	29	46	31	12	8	9
		%	5.8%	7.5%	2.6%	6.9%	10.2%	4.2%	14.5%	7.5%	4.5%	4.2%	3.2%
	Yes would be happy with telephone interview		665	273	392	261	12	33	240	213	124	66	208
		%	43.5%	27.4%	73.7%	31.7%	7.0%	4.8%	75.5%	50.9%	45.9%	33.2%	71.7%
	Yes but would prefer personal interview		285	274	10	240	34	256	16	63	40	40	25
%		18.6%	27.5%	2.0%	29.1%	19.7%	37.8%	5.2%	14.9%	14.6%	20.0%	8.7%	
NOK happy with telephone interview		41	2	39	2			2	17	6	9	7	
	%	2.7%	.2%	7.4%	.3%			.7%	4.1%	2.1%	4.7%	2.4%	
Don't know / no response		35	27	8	25	2	19	9	5	1	2	9	
	%	2.3%	2.7%	1.5%	3.1%	1.2%	2.8%	2.7%	1.1%	.6%	.9%	3.1%	
ASSISTANCE TO UNDERTAKE FACE-TO-FACE INTERVIEW	No		700	586	114	534	52	359	224	174	107	83	154
		%	45.8%	58.7%	21.4%	64.7%	30.2%	53.2%	70.4%	41.6%	39.5%	41.3%	53.0%
	Yes		464	329	135	224	105	284	45	117	80	62	85
		%	30.4%	33.0%	25.4%	27.2%	60.8%	42.0%	14.1%	27.8%	29.6%	31.1%	29.4%
	Not asked, happy with telephone interview		278	52	226	46	6	8	44	105	68	38	47
%		18.2%	5.2%	42.5%	5.5%	3.5%	1.2%	13.7%	25.0%	25.3%	18.8%	16.1%	
No response		87	31	57	21	10	25	6	23	15	17	5	
	%	5.7%	3.1%	10.7%	2.6%	5.6%	3.7%	1.8%	5.6%	5.6%	8.7%	1.5%	
PROVISION OF ASSISTANCE	No		339	249	90	224	24	137	112	93	53	35	90
		%	22.2%	24.9%	16.9%	27.2%	14.1%	20.2%	35.3%	22.3%	19.5%	17.6%	31.0%
	Yes		651	510	141	390	120	392	118	166	100	86	104
		%	42.6%	51.1%	26.5%	47.3%	69.4%	57.9%	37.0%	39.7%	36.9%	42.9%	35.8%
	Not asked, no assistance required		441	199	242	179	20	114	82	131	105	55	90
%		28.9%	19.9%	45.6%	21.8%	11.3%	16.8%	25.9%	31.2%	38.9%	27.6%	30.9%	
No response		98	40	58	31	9	34	6	29	13	24	7	
	%	6.4%	4.0%	10.9%	3.8%	5.2%	5.0%	1.8%	6.8%	4.8%	11.8%	2.3%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (WEIGHTED)

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 (weighted)		1529	420	377	325	152	190	42	10	12	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
ABILITY TO UNDERTAKE TELEPHONE INTERVIEW	No		414	93	110	91	47	50	15	2	6
		%	27.1%	22.2%	29.3%	27.9%	30.9%	26.4%	35.4%	21.1%	45.3%
	Yes with assistance		88	15	30	24	9	9	2		0
		%	5.8%	3.5%	8.1%	7.3%	5.8%	4.7%	3.6%		2.3%
	Yes would be happy with telephone interview		665	236	141	130	63	69	15	6	5
		%	43.5%	56.1%	37.4%	40.1%	41.5%	36.4%	34.7%	57.9%	41.9%
	Yes but would prefer personal interview		285	70	49	77	32	47	5	2	1
		%	18.6%	16.7%	13.0%	23.8%	21.0%	24.8%	13.0%	21.1%	10.5%
NOK happy with telephone interview		41		39	2						
	%	2.7%		10.4%	.7%						
Don't know / no response		35	7	7	1	1	14	6			
	%	2.3%	1.5%	1.9%	.2%	.8%	7.6%	13.3%			
ASSISTANCE TO UNDERTAKE FACE-TO-FACE INTERVIEW	No		700	178	164	173	67	91	17	3	7
		%	45.8%	42.4%	43.6%	53.1%	43.9%	47.8%	39.9%	28.9%	57.0%
	Yes		464	86	147	107	47	56	17	2	3
		%	30.4%	20.5%	38.9%	32.8%	31.2%	29.2%	40.1%	21.1%	24.4%
	Not asked, happy with telephone interview		278	133	31	38	31	31	7	5	2
		%	18.2%	31.6%	8.3%	11.6%	20.7%	16.1%	15.9%	47.4%	18.6%
No response		87	23	34	8	6	13	2	0		
	%	5.7%	5.5%	9.1%	2.6%	4.2%	6.9%	4.1%	2.6%		
PROVISION OF ASSISTANCE	No		339	70	92	97	34	35	7		4
		%	22.2%	16.6%	24.4%	29.9%	22.7%	18.2%	15.8%		30.2%
	Yes		651	125	201	167	48	79	21	5	4
		%	42.6%	29.8%	53.5%	51.3%	31.6%	41.7%	49.3%	50.0%	36.0%
Not asked, no assistance required		441	202	45	48	64	63	11	5	4	
	%	28.9%	48.0%	11.9%	14.7%	41.9%	33.2%	26.8%	47.4%	32.6%	

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

*Productivity Commission
Job Number: 98196*

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

			TOTAL	STATE							
				NSW	Vic	Qld	WA	SA	Tas	NT	ACT
PROVISION OF ASSISTANCE	No response		98	24	39	13	6	13	3	0	0
		%	6.4%	5.7%	10.2%	4.1%	3.8%	6.9%	8.2%	2.6%	1.2%

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 (weighted)			1529	785	744	346	71	416	551	74	322	1113
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ADVICE OR TIPS	No		823	421	401	109	43	151	291	60	223	671
		%	53.8%	53.7%	53.9%	31.4%	60.4%	36.4%	52.9%	80.8%	69.1%	60.3%
	Yes		264	165	100	41	6	47	116	5	54	217
		%	17.3%	21.0%	13.4%	11.9%	8.4%	11.3%	21.0%	7.4%	16.8%	19.5%
	Not asked, no assistance required		337	159	178	172	15	187	85	8	37	150
%		22.0%	20.3%	23.9%	49.7%	21.3%	44.9%	15.4%	10.7%	11.6%	13.5%	
No response		105	40	65	24	7	31	59	1	8	74	
	%	6.9%	5.1%	8.8%	7.0%	9.9%	7.5%	10.7%	1.1%	2.5%	6.6%	
POSSIBILITY OF INTERVIEWER BEING AT RISK	Possible risk (should not interview at home)		59	33	26	18		18	30		6	41
		%	3.8%	4.2%	3.5%	5.1%		4.2%	5.5%		1.8%	3.7%
	No risk		1008	535	472	147	55	202	361	67	270	806
		%	65.9%	68.2%	63.4%	42.6%	77.1%	48.5%	65.5%	90.7%	83.7%	72.4%
	No response, happy with telephone interview		208	94	114	143	3	146	38	1	18	62
		%	13.6%	12.0%	15.3%	41.5%	3.7%	35.1%	6.9%	1.1%	5.6%	5.6%
	Client not being interviewed at home		73	29	44	7	5	13	32	3	5	60
		%	4.7%	3.7%	5.9%	2.1%	7.5%	3.0%	5.9%	3.4%	1.6%	5.4%
Don't know		108	65	42	9	4	13	50	3	21	95	
	%	7.0%	8.3%	5.7%	2.6%	5.6%	3.1%	9.1%	3.7%	6.7%	8.5%	
No response		74	27	46	21	4	25	39	1	2	48	
	%	4.8%	3.5%	6.2%	6.1%	6.1%	6.1%	7.1%	1.1%	.8%	4.4%	

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

*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 (weighted)		1529	1158	371	269	204	1031	103	973	44	239	41	
	%	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		823	636	186	189	141	483	56	474	32	178	29
		%	53.8%	55.0%	50.1%	70.1%	69.4%	46.8%	54.5%	48.7%	72.1%	74.5%	69.8%
	Yes		264	195	69	42	36	183	25	187	12	33	5
		%	17.3%	16.8%	18.7%	15.5%	17.5%	17.7%	24.0%	19.2%	26.5%	13.8%	11.3%
	Not asked, no assistance required		337	250	87	29	20	283	10	237	1	23	8
		%	22.0%	21.6%	23.4%	10.8%	9.7%	27.4%	9.5%	24.3%	1.4%	9.6%	19.0%
No response		105	76	29	10	7	82	12	76		5		
	%	6.9%	6.6%	7.8%	3.6%	3.4%	8.0%	11.9%	7.8%		2.1%		
POSSIBILITY OF INTERVIEWER BEING AT RISK	Possible risk (should not interview at home)		59	42	17	10	3	44	2	53	1	3	
		%	3.8%	3.6%	4.6%	3.8%	1.7%	4.3%	1.8%	5.4%	2.1%	1.1%	
	No risk		1008	766	241	207	164	624	82	643	35	195	30
		%	65.9%	66.2%	65.0%	77.0%	80.5%	60.5%	79.7%	66.1%	79.0%	81.4%	72.5%
	No response, happy with telephone interview		208	152	57	11	9	186	2	143		8	9
		%	13.6%	13.1%	15.3%	3.9%	4.5%	18.1%	2.1%	14.7%		3.4%	20.9%
	Client not being interviewed at home		73	47	26	11	10	52	6	49	3	13	1
		%	4.7%	4.1%	6.9%	3.9%	4.8%	5.0%	5.6%	5.0%	6.3%	5.5%	1.5%
Don't know		108	93	14	26	9	70	6	37	5	11	2	
	%	7.0%	8.1%	3.8%	9.8%	4.3%	6.8%	5.7%	3.8%	12.5%	4.6%	5.1%	
No response		74	57	16	4	9	55	5	48		9		
	%	4.8%	5.0%	4.4%	1.5%	4.3%	5.3%	5.0%	5.0%		3.9%		

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

*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 (weighted)		1529	998	531	824	174	676	318	419	271	200	290	
	%	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		823	619	203	557	62	404	214	202	137	103	183
		%	53.8%	62.1%	38.3%	67.6%	35.8%	59.8%	67.3%	48.3%	50.6%	51.7%	63.0%
	Yes		264	223	41	142	81	166	56	72	32	32	49
		%	17.3%	22.3%	7.8%	17.2%	46.6%	24.6%	17.7%	17.1%	11.8%	16.2%	16.7%
	Not asked, no assistance required		337	107	230	93	15	65	40	113	87	42	53
		%	22.0%	10.7%	43.3%	11.2%	8.4%	9.6%	12.5%	27.0%	32.1%	21.0%	18.1%
No response		105	48	57	32	16	41	8	32	15	22	6	
	%	6.9%	4.8%	10.7%	3.9%	9.2%	6.0%	2.4%	7.6%	5.6%	11.0%	2.2%	
POSSIBILITY OF INTERVIEWER BEING AT RISK	Possible risk (should not interview at home)		59	38	20	24	14	31	7	18	14	2	10
		%	3.8%	3.9%	3.8%	2.9%	8.3%	4.6%	2.1%	4.4%	5.2%	1.2%	3.6%
	No risk		1008	789	219	668	121	546	240	237	155	144	204
		%	65.9%	79.0%	41.3%	81.0%	69.7%	80.7%	75.5%	56.4%	57.4%	71.9%	70.4%
	No response, happy with telephone interview		208	29	179	27	2	3	26	81	62	22	31
		%	13.6%	3.0%	33.7%	3.3%	1.4%	.5%	8.1%	19.3%	22.9%	11.2%	10.7%
	Client not being interviewed at home		73	41	32	33	8	19	22	38	11	9	8
		%	4.7%	4.1%	6.0%	4.0%	4.7%	2.9%	6.8%	9.0%	3.9%	4.4%	2.7%
Don't know		108	61	47	39	21	42	19	31	19	8	26	
	%	7.0%	6.1%	8.8%	4.8%	12.3%	6.2%	5.8%	7.3%	7.0%	4.2%	9.0%	
No response		74	40	34	33	6	34	5	15	10	14	10	
	%	4.8%	4.0%	6.4%	4.1%	3.6%	5.1%	1.7%	3.5%	3.6%	7.1%	3.6%	

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

*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 (weighted)		1529	420	377	325	152	190	42	10	12	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
ADVICE OR TIPS	No		823	185	230	215	63	101	18	2	8
		%	53.8%	44.0%	61.1%	66.1%	41.4%	53.3%	42.6%	21.1%	61.6%
	Yes		264	53	71	64	39	28	5	3	2
		%	17.3%	12.6%	19.0%	19.6%	25.4%	14.6%	12.3%	26.3%	17.4%
	Not asked, no assistance required		337	159	36	38	42	44	11	5	3
		%	22.0%	37.8%	9.5%	11.7%	27.8%	23.2%	25.2%	50.0%	20.9%
No response		105	23	39	9	8	17	8	0		
	%	6.9%	5.5%	10.4%	2.7%	5.4%	8.9%	19.9%	2.6%		
POSSIBILITY OF INTERVIEWER BEING AT RISK	Possible risk (should not interview at home)		59	21	13	12	5	6	1		1
		%	3.8%	4.9%	3.5%	3.8%	3.2%	3.2%	3.0%		5.8%
	No risk		1008	210	273	251	118	121	24	1	9
		%	65.9%	50.0%	72.4%	77.1%	77.9%	63.6%	57.8%	13.2%	72.1%
	No response, happy with telephone interview		208	112	18	26	13	27	6	5	2
		%	13.6%	26.6%	4.7%	8.1%	8.3%	14.4%	13.5%	47.4%	18.6%
	Client not being interviewed at home		73	16	24	15	8	6	2		0
		%	4.7%	3.9%	6.5%	4.7%	5.3%	3.1%	5.7%		1.2%
	Don't know		108	30	30	20	4	19	1	3	0
		%	7.0%	7.1%	8.0%	6.1%	2.7%	10.2%	2.4%	31.6%	2.3%
No response		74	32	19	1	4	11	7	1		
	%	4.8%	7.6%	5.0%	.2%	2.6%	5.5%	17.6%	7.9%		

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

*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 (weighted)		1529	785	744	346	71	416	551	74	322	1113	
	%	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		1341	692	649	328	65	393	450	65	280	947
		%	87.7%	88.2%	87.1%	94.9%	92.2%	94.5%	81.7%	88.1%	87.0%	85.2%
	Yes		188	92	96	18	6	23	101	9	42	165
		%	12.3%	11.8%	12.9%	5.1%	7.8%	5.5%	18.3%	11.9%	13.0%	14.8%

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 (weighted)		1529	1158	371	269	204	1031	103	973	44	239	41	
	%	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		1341	1035	305	235	182	903	87	834	40	222	39
		%	87.7%	89.4%	82.2%	87.3%	89.6%	87.5%	85.0%	85.8%	91.1%	92.7%	96.0%
	Yes		188	122	66	34	21	129	15	138	4	18	2
		%	12.3%	10.6%	17.8%	12.7%	10.4%	12.5%	15.0%	14.2%	8.9%	7.3%	4.0%

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

*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 (weighted)		1529	998	531	824	174	676	318	419	271	200	290	
	%	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		1341	845	496	715	130	540	301	359	228	171	283
		%	87.7%	84.6%	93.4%	86.7%	74.9%	79.9%	94.6%	85.8%	84.3%	85.6%	97.3%
	Yes		188	153	35	110	44	136	17	60	43	29	8
		%	12.3%	15.4%	6.6%	13.3%	25.1%	20.1%	5.4%	14.2%	15.7%	14.4%	2.7%

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 (weighted)		1529	420	377	325	152	190	42	10	12	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
EXPERIENCED PROBLEMS WITH QUESTIONS/ RESPONSES	No		1341	381	323	273	141	163	41	9	10
		%	87.7%	90.7%	85.7%	83.8%	92.8%	85.7%	97.3%	89.5%	80.2%
	Yes		188	39	54	53	11	27	1	1	2
		%	12.3%	9.3%	14.3%	16.2%	7.2%	14.3%	2.7%	10.5%	19.8%

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

*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		531	237	294	225	18	243	208	4	34	288	
	%	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		291	110	181	118	10	128	109	2	20	163
		%	54.7%	46.4%	61.4%	52.4%	53.1%	52.4%	52.7%	54.2%	58.3%	56.6%
	Father		96	65	31	48	6	54	37		2	42
		%	18.1%	27.3%	10.7%	21.4%	30.7%	22.1%	17.9%		6.4%	14.7%
	Brother/sister		77	32	45	40	1	42	31		3	36
		%	14.6%	13.6%	15.3%	17.8%	8.1%	17.1%	14.7%		9.0%	12.4%
	Son/daughter		2	1	1	2		2				
		%	.4%	.4%	.3%	.9%		.9%				
	Other relative		40	18	22	12	1	13	18	1	4	27
		%	7.6%	7.8%	7.4%	5.2%	6.8%	5.3%	8.8%	15.3%	12.0%	9.5%
Other		16	7	9	4	0	4	9	1	2	11	
	%	3.0%	2.8%	3.0%	1.8%	1.3%	1.8%	4.2%	15.3%	6.2%	4.0%	
No response		9	4	5	1		1	4	1	3	8	
	%	1.7%	1.6%	1.8%	.4%		.4%	1.8%	15.3%	8.0%	2.8%	

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

*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		531	397	134	63	10	446	28	401	5	28	8
	%	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	291	210	81	43	7	235	11	224	5	16	2
	%	54.7%	52.8%	60.3%	69.1%	65.0%	52.7%	38.5%	56.0%	96.9%	57.6%	29.2%
	Father	96	75	21	4		86	5	66		7	4
	%	18.1%	18.8%	16.0%	7.0%		19.4%	17.1%	16.5%		24.8%	51.3%
	Brother/sister	77	58	20	3		73	4	65			
	%	14.6%	14.5%	14.6%	4.8%		16.3%	13.4%	16.2%			
	Son/daughter	2	2				2	0			1	
	%	.4%	.5%				.5%	1.6%			2.9%	
	Other relative	40	33	7	8	1	31	6	29		1	2
	%	7.6%	8.3%	5.4%	12.9%	8.1%	7.0%	19.7%	7.2%		3.7%	19.6%
Other	16	16		1	2	13	1	12	0	1		
%	3.0%	3.9%		1.0%	20.8%	2.9%	3.0%	2.9%	3.1%	3.1%		
No response	9	4	5	3	1	5	2	5		2		
%	1.7%	1.1%	3.6%	5.3%	6.1%	1.2%	6.7%	1.3%		7.8%		

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

*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		474	199	108	55	112	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
RELATIONSHIP OF NEXT OF KIN INTERVIEWEE	Mother		261	130	65	13	52
		%	55.0%	65.3%	60.5%	24.1%	46.5%
	Father		89	37	20	14	18
		%	18.8%	18.7%	18.7%	24.9%	16.3%
	Brother/sister		70	11	15	19	26
		%	14.8%	5.4%	13.7%	33.7%	23.2%
	Son/daughter		2		1		1
		%	.3%		.7%		.7%
	Other relative		31	15	3	3	10
		%	6.5%	7.4%	3.0%	5.0%	8.8%
	Other		14	3	4	4	4
		%	3.0%	1.3%	3.4%	7.4%	3.4%
	No response		8	4		3	1
		%	1.6%	1.9%		4.9%	1.1%

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

*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		531	195	141	75	45	54	11	5	6	
	%	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		291	89	78	57	26	29	6	2	4
		%	54.7%	45.6%	55.0%	76.1%	57.5%	54.2%	56.2%	45.0%	66.7%
	Father		96	53	23	6	5	5	1	2	1
		%	18.1%	27.2%	16.6%	8.3%	11.8%	9.0%	9.4%	30.0%	12.8%
	Brother/sister		77	34	22	8	5	4	2	1	0
		%	14.6%	17.5%	15.9%	10.8%	11.9%	7.5%	19.8%	15.0%	7.7%
	Son/daughter		2		1	0	1	0			
		%	.4%		.6%	.4%	1.2%	.9%			
	Other relative		40	19	10	3	1	6	0	0	0
		%	7.6%	9.7%	7.0%	4.0%	2.7%	11.8%	4.2%	5.0%	2.6%
	Other		16		3	0	3	8	1	0	0
		%	3.0%		2.0%	.4%	6.8%	14.2%	10.4%	5.0%	7.7%
	No response		9		4		4	1			0
		%	1.7%		3.0%		8.0%	2.4%			2.6%

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

*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		531	237	294	225	18	243	208	4	34	288
	%	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	18	10	8	5	0	5	7		6	13
	%	3.4%	4.4%	2.6%	2.0%	1.3%	2.0%	3.2%		17.4%	4.6%
	Several times a week	76	37	39	19	2	22	42		4	55
	%	14.4%	15.7%	13.3%	8.5%	12.9%	8.9%	20.0%		10.8%	19.0%
	Once a week	88	45	43	50	4	53	28		6	34
	%	16.5%	19.0%	14.6%	22.2%	19.3%	21.9%	13.7%		17.7%	12.0%
	Several times a month	89	40	49	26	7	33	55			55
	%	16.7%	16.9%	16.5%	11.7%	37.6%	13.6%	26.6%			19.2%
	Once a month	77	32	44	35	3	38	39			39
	%	14.4%	13.6%	15.1%	15.6%	16.2%	15.6%	18.6%			13.4%
	Every two to three months	62	28	35	40		40	21		1	22
	%	11.8%	11.7%	11.8%	17.9%		16.5%	10.3%		2.4%	7.7%
Once or twice a year	47	14	32	38		38	8			8	
%	8.8%	6.1%	10.9%	17.0%		15.7%	4.0%			2.9%	
Less often	9	7	2	7		7	2			2	
%	1.7%	2.8%	.7%	3.2%		2.9%	.8%			.6%	
Can't remember/no reply	10	4	6	2		2	2		5	9	
%	1.9%	1.8%	2.0%	.7%		.6%	1.0%		16.2%	3.0%	
Client lives with NOK	56	19	36	3	2	5	4	4	12	51	
%	10.5%	8.2%	12.4%	1.2%	12.7%	2.1%	1.8%	100.0%	35.5%	17.6%	

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

*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		531	397	134	63	10	446	28	401	5	28	8
%		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	18	17	1	4	2	11	1	13			2
	%	3.4%	4.2%	1.1%	5.7%	20.8%	2.4%	4.7%	3.3%			26.1%
	Several times a week	76	51	25	2	1	71	8	57	2	4	2
	%	14.4%	12.8%	18.9%	3.8%	13.6%	15.9%	29.4%	14.1%	44.9%	13.8%	25.1%
	Once a week	88	77	11		5	78	3	66		8	
	%	16.5%	19.3%	8.2%		51.3%	17.5%	10.8%	16.4%		27.3%	
	Several times a month	89	76	13			85	4	63		4	2
	%	16.7%	19.0%	9.7%			19.0%	12.7%	15.7%		14.7%	29.2%
	Once a month	77	52	25	2		74	4	59		1	
	%	14.4%	13.0%	18.7%	3.8%		16.7%	12.9%	14.6%		4.6%	
	Every two to three months	62	42	20		1	61	2	51			1
	%	11.8%	10.7%	15.0%		8.1%	13.7%	7.3%	12.6%			9.8%
Once or twice a year	47	31	16			47	2	41	0	0		
%	8.8%	7.8%	11.7%			10.4%	8.2%	10.1%	3.1%	.9%		
Less often	9	5	4			9	0	8				
%	1.7%	1.3%	2.8%			2.0%	1.6%	1.9%				
Can't remember/no reply	10	2	8	9		2		8		2		
%	1.9%	.6%	5.8%	13.7%		.3%		1.9%		8.5%		
Client lives with NOK	56	45	11	46	1	9	3	38	2	9	1	
%	10.5%	11.3%	8.0%	72.9%	6.1%	2.1%	12.3%	9.4%	52.0%	30.1%	9.8%	

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

*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		474	199	108	55	112
	%	100.0%	100.0%	100.0%	100.0%	100.0%
FREQUENCY OF CONTACT WITH NEXT OF KIN	Every day	16	4	3	7	3
	%	3.3%	1.9%	2.4%	12.3%	2.5%
	Several times a week	63	36	15	7	6
	%	13.3%	17.8%	14.1%	12.2%	5.0%
	Once a week	80	34	20	7	20
	%	16.9%	16.9%	18.6%	12.7%	17.5%
	Several times a month	86	37	19	9	22
	%	18.2%	18.6%	17.3%	15.9%	19.6%
	Once a month	63	24	20	8	11
	%	13.3%	11.8%	19.0%	14.0%	10.2%
	Every two to three months	61	17	19	5	19
	%	12.9%	8.7%	18.1%	9.5%	17.1%
	Once or twice a year	44	8	8	6	22
	%	9.3%	4.1%	7.5%	10.2%	20.0%
Less often	7	4	1	2	1	
%	1.5%	1.8%	1.0%	3.4%	.5%	
Can't remember/no reply	2	0	1	1		
%	.5%	.1%	1.0%	1.7%		
Client lives with NOK	51	37	1	5	8	
%	10.7%	18.4%	1.2%	8.2%	7.5%	

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

*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		531	195	141	75	45	54	11	5	6
	%	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	18	6	6	1	1	3	0		0
	%	3.4%	3.1%	4.4%	1.5%	1.4%	6.5%	2.1%		5.1%
	Several times a week	76	19	25	10	8	11	1	1	1
	%	14.4%	9.7%	17.9%	13.5%	17.2%	20.9%	10.5%	15.0%	20.5%
	Once a week	88	42	13	6	8	14	4	1	1
	%	16.5%	21.4%	9.4%	7.8%	17.0%	25.8%	37.4%	15.0%	12.8%
	Several times a month	89	23	24	20	6	10	3	2	1
	%	16.7%	11.7%	17.3%	27.0%	13.2%	17.8%	22.9%	35.0%	23.1%
	Once a month	77	25	21	18	6	4	2	1	0
	%	14.4%	12.8%	14.9%	24.1%	14.4%	6.7%	15.6%	10.0%	7.7%
	Every two to three months	62	35	11	8	5	3	0	1	0
	%	11.8%	17.8%	7.9%	10.2%	11.7%	4.9%	4.2%	10.0%	2.6%
	Once or twice a year	47	33	5	4	2	1	0	1	0
	%	8.8%	16.9%	3.7%	5.5%	3.8%	2.6%	2.1%	10.0%	7.7%
Less often	9	5	1	1	1	2		0		
%	1.7%	2.5%	.6%	.8%	1.4%	3.2%		5.0%		
Can't remember/no reply	10	2	2	5	1					1
%	1.9%	1.1%	1.1%	6.5%	1.4%					17.9%
Client lives with NOK	56	6	32	2	8	6	1			0
%	10.5%	3.1%	22.7%	3.2%	18.7%	11.6%	5.2%			2.6%

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

*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		531	237	294	225	18	243	208	4	34	288
%		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	157	78	79	55	6	61	80		10	96
	%	29.6%	32.9%	26.9%	24.5%	32.9%	25.1%	38.3%		31.0%	33.3%
	In the last week	103	51	52	44	5	49	49		1	54
	%	19.4%	21.7%	17.5%	19.6%	25.3%	20.0%	23.5%		3.6%	18.8%
	In the last couple of weeks	71	22	48	26	2	28	41		1	42
	%	13.3%	9.4%	16.4%	11.7%	11.6%	11.7%	19.8%		2.4%	14.6%
	Last month	30	11	18	22	1	23	7			7
	%	5.6%	4.8%	6.2%	9.8%	4.3%	9.4%	3.2%			2.3%
	A few months ago	46	32	14	28	2	30	14		2	16
	%	8.7%	13.6%	4.8%	12.3%	11.9%	12.3%	6.9%		6.4%	5.7%
About six months ago	26	5	20	18	0	18	7		1	8	
%	4.9%	2.3%	7.0%	7.8%	1.3%	7.4%	3.5%		2.4%	2.8%	
A year or more ago	30	10	20	28		28	2			2	
%	5.6%	4.3%	6.6%	12.3%		11.4%	.9%			.7%	
Can't remember/no reply	13	7	7	2		2	5		6	12	
%	2.5%	2.8%	2.3%	.7%		.6%	2.2%		18.6%	4.1%	
Client lives with NOK	56	19	36	3	2	5	4	4	4	12	51
%	10.5%	8.2%	12.4%	1.2%	12.7%	2.1%	1.8%	100.0%		35.5%	17.6%

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

*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		531	397	134	63	10	446	28	401	5	28	8
%		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	157	121	36	5	4	144	9	117		12	4
	%	29.6%	30.4%	27.0%	8.3%	42.4%	32.4%	32.2%	29.1%		41.9%	51.3%
	In the last week	103	79	24		1	95	5	75	2	3	2
	%	19.4%	19.9%	18.0%		13.6%	21.2%	18.1%	18.7%	44.9%	9.7%	29.2%
	In the last couple of weeks	71	54	16	2	1	67	5	58		1	
	%	13.3%	13.6%	12.3%	3.8%	8.1%	15.1%	16.9%	14.4%		4.9%	
	Last month	30	21	8			30	0	23		0	
	%	5.6%	5.3%	6.2%			6.6%	1.0%	5.7%		.9%	
	A few months ago	46	36	11		2	43	1	36	0	1	
	%	8.7%	9.0%	7.9%		21.6%	9.7%	3.6%	9.1%	3.1%	3.1%	
	About six months ago	26	20	6		1	25	0	21			1
	%	4.9%	5.0%	4.5%		8.1%	5.6%	1.6%	5.3%			9.8%
A year or more ago	30	16	14			28	1	26		0		
%	5.6%	4.0%	10.3%			6.3%	2.8%	6.5%		.9%		
Can't remember/no reply	13	6	8	9		4	3	7		2		
%	2.5%	1.4%	5.8%	15.0%		.9%	11.4%	1.7%		8.5%		
Client lives with NOK	56	45	11	46	1	9	3	38	2	9	1	
%	10.5%	11.3%	8.0%	72.9%	6.1%	2.1%	12.3%	9.4%	52.0%	30.1%	9.8%	

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

*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		474	199	108	55	112
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST CONTACT WITH NEXT OF KIN	Last day or two	140	63	29	14	34
	%	29.6%	31.7%	26.9%	25.7%	30.3%
	In the last week	93	40	28	10	15
	%	19.7%	20.1%	26.3%	18.1%	13.2%
	In the last couple of weeks	65	30	18	8	10
	%	13.8%	14.8%	17.1%	14.1%	8.5%
	Last month	26	7	8	3	7
	%	5.4%	3.6%	7.4%	6.2%	6.2%
	A few months ago	46	9	10	5	23
	%	9.7%	4.5%	8.9%	8.6%	20.4%
	About six months ago	24	7	6	7	5
	%	5.1%	3.3%	5.3%	12.5%	4.7%
	A year or more ago	27	7	6	4	10
	%	5.6%	3.5%	5.2%	6.4%	9.2%
Can't remember/no reply	2	0	2	0		
%	.5%	.1%	1.7%	.3%		
Client lives with NOK	51	37	1	5	8	
%	10.7%	18.4%	1.2%	8.2%	7.5%	

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

*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		531	195	141	75	45	54	11	5	6	
	%	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		157	58	39	24	11	21	2	1	2
		%	29.6%	29.7%	27.5%	32.3%	23.7%	39.1%	13.6%	25.0%	30.8%
	In the last week		103	27	30	19	9	13	3	1	1
		%	19.4%	13.9%	21.4%	25.4%	19.7%	24.3%	28.2%	10.0%	20.5%
	In the last couple of weeks		71	19	20	12	8	6	4	1	1
		%	13.3%	10.0%	13.8%	15.9%	17.0%	11.8%	32.1%	20.0%	17.9%
	Last month		30	13	6	5	2	1	1	1	0
		%	5.6%	6.7%	4.4%	7.2%	3.8%	2.6%	9.4%	10.0%	5.1%
	A few months ago		46	35	2	1	4	1	1	1	0
		%	8.7%	18.1%	1.7%	1.1%	9.4%	2.6%	7.3%	25.0%	5.1%
	About six months ago		26	10	9	3	2	2	0		
		%	4.9%	5.0%	6.3%	4.0%	3.8%	4.1%	4.2%		
	A year or more ago		30	24	2	1	1	1		1	
		%	5.6%	12.5%	1.1%	1.1%	2.6%	2.4%		10.0%	
Can't remember/no reply		13	2	2	7	1	1			1	
	%	2.5%	1.1%	1.1%	9.7%	1.4%	1.5%			17.9%	
Client lives with NOK		56	6	32	2	8	6	1		0	
	%	10.5%	3.1%	22.7%	3.2%	18.7%	11.6%	5.2%		2.6%	

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

*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		531	237	294	225	18	243	208	4	34	288
	%	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	311	142	169	120	12	133	155	3	15	179
	%	58.6%	60.1%	57.5%	53.3%	68.5%	54.5%	74.7%	69.4%	43.9%	62.1%
	2-4 months ago	68	37	31	39	3	42	19		4	26
	%	12.8%	15.5%	10.7%	17.5%	16.2%	17.4%	9.4%		12.9%	9.0%
	5-12 months ago	46	15	31	32	0	32	14			14
	%	8.6%	6.5%	10.4%	14.1%	2.6%	13.3%	6.5%			4.7%
	Over a year ago	29	12	18	25		25	4			4
	%	5.5%	4.9%	6.0%	11.1%		10.2%	2.1%			1.5%
	Never seen how they work	7	2	5	4		4	3			3
	%	1.3%	.7%	1.8%	2.0%		1.8%	1.2%			.9%
Doesn't use this type of service	51	19	31		2	2	4	1	10	48	
%	9.5%	8.1%	10.7%		12.7%	1.0%	2.0%	15.3%	31.0%	16.8%	
Can't remember/no reply	19	10	9	4		4	8	1	4	14	
%	3.5%	4.2%	3.0%	2.0%		1.8%	4.0%	15.3%	12.2%	4.9%	

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

*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		531	397	134	63	10	446	28	401	5	28	8
%		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	311	238	73	15	4	282	19	227	2	20	7
	%	58.6%	59.9%	54.8%	23.6%	42.6%	63.3%	68.4%	56.6%	44.9%	70.8%	80.4%
	2-4 months ago	68	56	12		2	66	2	56	0	1	
	%	12.8%	14.2%	8.9%		21.6%	14.8%	6.4%	13.9%	3.1%	3.6%	
	5-12 months ago	46	35	11		2	44	0	37		1	
	%	8.6%	8.8%	8.1%		21.6%	9.8%	1.6%	9.3%		2.2%	
	Over a year ago	29	15	15			28	1	26			
	%	5.5%	3.7%	10.9%			6.2%	2.8%	6.4%			
Never seen how they work	7	4	3			6		6		0		
%	1.3%	1.0%	2.4%			1.4%		1.6%		.9%		
Doesn't use this type of service	51	40	11	41	1	9	1	39	2	4	2	
%	9.5%	10.1%	7.9%	65.4%	8.1%	1.9%	3.4%	9.6%	52.0%	14.7%	19.6%	
Can't remember/no reply	19	9	9	7	1	11	5	10		2		
%	3.5%	2.3%	7.0%	11.0%	6.1%	2.5%	17.4%	2.6%		7.8%		

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

*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		474	199	108	55	112	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH ACCOMMODATION SERVICE	In the last month		277	109	69	35	64
		%	58.3%	54.5%	63.9%	63.8%	57.1%
	2-4 months ago		66	25	14	3	24
		%	13.9%	12.3%	13.3%	5.5%	21.2%
	5-12 months ago		41	15	9	8	10
		%	8.7%	7.6%	7.9%	14.0%	8.7%
	Over a year ago		27	9	7	2	9
		%	5.6%	4.4%	6.4%	3.4%	8.0%
	Never seen how they work		7	2	3	2	0
		%	1.4%	1.0%	2.5%	2.9%	.4%
Doesn't use this type of service		47	36	6	1	3	
	%	9.8%	18.2%	5.2%	2.5%	2.9%	
Can't remember/no reply		11	4	1	4	2	
	%	2.2%	1.9%	.7%	7.8%	1.5%	

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

*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		531	195	141	75	45	54	11	5	6	
	%	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		311	88	85	55	29	39	8	3	4
		%	58.6%	45.3%	60.1%	73.2%	64.3%	72.7%	75.0%	65.0%	69.2%
	2-4 months ago		68	49	8	2	3	2	1	1	1
		%	12.8%	25.3%	5.7%	3.2%	7.7%	4.3%	10.4%	20.0%	10.3%
	5-12 months ago		46	25	7	6	4	3	1	0	
		%	8.6%	12.8%	4.8%	7.6%	9.2%	5.8%	9.4%	5.0%	
	Over a year ago		29	19	2	4	2	2			
		%	5.5%	10.0%	1.7%	5.5%	3.9%	3.2%			
	Never seen how they work		7	3	3			0		1	
		%	1.3%	1.7%	2.0%			.9%		10.0%	
Doesn't use this type of service		51	6	31	5	2	5	1		1	
	%	9.5%	3.1%	22.2%	6.5%	5.4%	8.4%	5.2%		17.9%	
Can't remember/no reply		19	4	5	3	4	3			0	
	%	3.5%	1.9%	3.5%	4.0%	9.4%	4.7%			2.6%	

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

*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		531	237	294	225	18	243	208	4	34	288
	%	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	62	22	40	6	2	8	25		8	54
	%	11.7%	9.4%	13.5%	2.7%	8.6%	3.1%	12.0%		23.5%	18.9%
	2-4 months ago	14	6	7	5	2	7	4		1	7
	%	2.6%	2.7%	2.5%	2.3%	8.6%	2.8%	2.0%		1.8%	2.5%
	5-12 months ago	22	14	8	9	1	9	7		3	12
	%	4.1%	6.0%	2.6%	3.9%	3.0%	3.8%	3.6%		8.2%	4.3%
	Over a year ago	21	11	10	4	1	4	6		4	17
	%	3.9%	4.8%	3.3%	1.6%	3.0%	1.7%	3.0%		12.0%	5.8%
	Never seen how they work	24	10	13	7	1	8	12			16
	%	4.4%	4.3%	4.5%	3.1%	4.3%	3.2%	5.6%			5.5%
Doesn't use this type of service	354	154	199	181	13	194	137	3	15	159	
%	66.6%	65.1%	67.7%	80.6%	71.3%	79.9%	65.8%	84.7%	44.1%	55.3%	
Can't remember/no reply	35	18	17	13	0	13	17	1	4	22	
%	6.7%	7.6%	5.9%	5.9%	1.3%	5.5%	8.0%	15.3%	10.4%	7.6%	

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

*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		531	397	134	63	10	446	28	401	5	28	8
%		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	62	47	15	21	3	35	0	49		5	
	%	11.7%	11.7%	11.4%	32.9%	26.9%	7.9%	1.6%	12.1%		16.8%	
	2-4 months ago	14	14		1		12		10			
	%	2.6%	3.5%		1.2%		2.6%		2.5%			
	5-12 months ago	22	20	2	3	2	14	0	19			2
	%	4.1%	5.1%	1.2%	4.5%	21.6%	3.0%	.8%	4.9%			25.1%
	Over a year ago	21	18	3	9	2	10		17			1
	%	3.9%	4.4%	2.4%	14.0%	16.2%	2.3%		4.2%			9.8%
	Never seen how they work	24	21	2	4		19		23			
	%	4.4%	5.4%	1.6%	6.6%		4.2%		5.7%			
Doesn't use this type of service	354	256	97	22	3	325	17	261	5	21	5	
%	66.6%	64.4%	72.9%	34.2%	29.2%	73.0%	62.2%	65.2%	100.0%	75.3%	65.1%	
Can't remember/no reply	35	21	14	4	1	31	10	22		2		
%	6.7%	5.4%	10.5%	6.5%	6.1%	6.9%	35.3%	5.4%		7.8%		

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

*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		474	199	108	55	112
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH EMPLOYMENT SERVICE	In the last month	53	25	14	8	6
	%	11.2%	12.7%	12.7%	14.5%	5.4%
	2-4 months ago	10	4	2	2	2
	%	2.1%	1.9%	2.3%	2.9%	2.1%
	5-12 months ago	22	6	7	1	8
	%	4.6%	3.0%	6.5%	2.5%	6.7%
	Over a year ago	21	8	5	1	6
	%	4.4%	3.9%	5.1%	2.3%	5.6%
	Never seen how they work	23	11	2	5	5
	%	4.9%	5.4%	1.6%	9.9%	4.4%
Doesn't use this type of service	325	134	76	32	83	
%	68.6%	67.1%	70.4%	58.5%	74.6%	
Can't remember/no reply	20	12	2	5	1	
%	4.2%	6.0%	1.4%	9.2%	1.1%	

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

*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		531	195	141	75	45	54	11	5	6	
	%	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		62	12	20	7	10	10	0	1	1
		%	11.7%	6.1%	14.4%	9.7%	23.1%	18.8%	3.1%	10.0%	20.5%
	2-4 months ago		14	3	4	2	1	3	0		0
		%	2.6%	1.7%	2.6%	3.2%	2.6%	4.7%	4.2%		7.7%
	5-12 months ago		22	12	4	2	2	0	0		0
		%	4.1%	6.4%	3.0%	3.2%	3.9%	.9%	2.1%		5.1%
	Over a year ago		21	6	6	2	2	3	0		0
		%	3.9%	3.1%	4.4%	3.2%	5.0%	6.3%	3.1%		5.1%
	Never seen how they work		24	8	9	2	3	1	0		0
		%	4.4%	3.9%	6.1%	3.2%	6.6%	2.6%	2.1%		7.7%
Doesn't use this type of service		354	146	85	54	23	30	9	5	3	
	%	66.6%	75.0%	59.9%	71.9%	50.7%	55.2%	83.3%	90.0%	51.3%	
Can't remember/no reply		35	8	14	4	4	6	0		0	
	%	6.7%	3.9%	9.6%	5.5%	8.0%	11.6%	2.1%		2.6%	

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

*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		531	237	294	225	18	243	208	4	34	288
	%	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	16	6	10		3	3	5	1	7	13
	%	3.0%	2.6%	3.3%		14.5%	1.1%	2.6%	15.3%	20.8%	4.6%
	2-4 months ago	2	0	2		1	1	1		1	2
	%	.4%	.1%	.7%		4.3%	.3%	.3%		2.4%	.5%
	5-12 months ago	5	2	2				2			5
	%	.8%	1.0%	.7%				1.2%			1.6%
	Over a year ago	5	1	4	2		2	2			2
	%	.9%	.3%	1.3%	1.1%		1.0%	1.0%			.8%
	Never seen how they work	2		2	2		2				
	%	.3%		.6%	.7%		.7%				
Doesn't use this type of service	461	206	254	204	15	218	179	3	22	242	
%	86.7%	87.1%	86.4%	90.5%	80.0%	89.8%	86.2%	69.4%	64.6%	84.1%	
Can't remember/no reply	42	21	20	17	0	18	18	1	4	24	
%	7.8%	8.9%	7.0%	7.7%	1.3%	7.2%	8.7%	15.3%	12.2%	8.4%	

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

*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		531	397	134	63	10	446	28	401	5	28	8
%		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	16	9	7	8		8	1	9		5	2
	%	3.0%	2.3%	5.2%	12.6%		1.8%	2.2%	2.2%		15.8%	26.1%
	2-4 months ago	2	2		1		1		1		1	
	%	.4%	.6%		1.5%		.3%		.2%		2.2%	
	5-12 months ago	5	2	2		2	2	0	4			
	%	.8%	.6%	1.6%		21.6%	.5%	.9%	1.1%			
	Over a year ago	5	2	3	2		2		5			
	%	.9%	.4%	2.2%	3.4%		.5%		1.1%			
	Never seen how they work	2	2				2		2			
	%	.3%	.4%				.4%		.4%			
Doesn't use this type of service	461	354	107	47	7	399	17	352	5	21	6	
%	86.7%	89.0%	79.9%	74.9%	66.2%	89.5%	61.6%	87.9%	100.0%	74.2%	73.9%	
Can't remember/no reply	42	27	15	5	1	31	10	29		2		
%	7.8%	6.7%	11.1%	7.5%	12.2%	6.9%	35.3%	7.1%		7.8%		

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

*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		474	199	108	55	112
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH RESPITE	In the last month	9	3	3	3	0
	%	1.8%	1.4%	2.5%	5.0%	.2%
	2-4 months ago	2		1	0	1
	%	.3%		.6%	.3%	.7%
	5-12 months ago	0			0	
	%	.1%			.5%	
	Over a year ago	2		1		2
	%	.5%		.7%		1.4%
	Never seen how they work	2	2			
	%	.3%	.8%			
Doesn't use this type of service	434	185	99	43	108	
%	91.6%	92.5%	91.7%	78.0%	96.5%	
Can't remember/no reply	25	10	5	9	1	
%	5.3%	5.2%	4.5%	16.2%	1.1%	

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

*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		531	195	141	75	45	54	11	5	6
	%	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	16	4	3	7	1		1		0
	%	3.0%	1.9%	2.0%	9.7%	2.7%		5.2%		5.1%
	2-4 months ago	2		1		1	1			0
	%	.4%		.6%		1.4%	1.5%			2.6%
	5-12 months ago	5	2	2					0	
	%	.8%	1.1%	1.5%					5.0%	
	Over a year ago	5	4	1						
	%	.9%	1.9%	.6%						
	Never seen how they work	2	2							
	%	.3%	.8%							
Doesn't use this type of service	461	171	122	64	38	46	10	5	5	
%	86.7%	87.8%	86.3%	84.8%	85.2%	85.4%	92.7%	95.0%	89.7%	
Can't remember/no reply	42	12	13	4	5	7	0		0	
%	7.8%	6.4%	9.0%	5.5%	10.7%	13.1%	2.1%		2.6%	

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

*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		531	237	294	225	18	243	208	4	34	288
	%	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	56	27	30	16	4	20	30		5	36
	%	10.6%	11.3%	10.1%	7.0%	24.3%	8.3%	14.3%		15.6%	12.6%
	2-4 months ago	23	17	7	5	0	5	13		2	18
	%	4.3%	7.0%	2.2%	2.3%	1.3%	2.2%	6.4%		6.2%	6.1%
	5-12 months ago	11	7	4	5		5	6			6
	%	2.1%	3.0%	1.4%	2.3%		2.2%	2.9%			2.1%
	Over a year ago	5		5	3	0	3	2			2
	%	.9%		1.6%	1.3%	1.3%	1.3%	.8%			.6%
	Never seen how they work	6	1	5	3	2	4	1			1
	%	1.1%	.3%	1.8%	1.3%	8.9%	1.8%	.6%			.5%
Doesn't use this type of service	367	155	211	171	11	182	123	3	23	185	
%	69.0%	65.6%	71.8%	75.7%	61.2%	74.6%	59.3%	84.7%	68.4%	64.3%	
Can't remember/no reply	63	31	33	23	1	23	33	1	3	40	
%	11.9%	12.9%	11.1%	10.1%	3.0%	9.6%	15.7%	15.3%	9.8%	13.8%	

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

*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		531	397	134	63	10	446	28	401	5	28	8
%		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	56	41	15	7		47	2	43	3	4	
	%	10.6%	10.3%	11.5%	11.8%		10.5%	6.4%	10.6%	55.1%	14.4%	
	2-4 months ago	23	23		2	2	19		14		2	
	%	4.3%	5.8%		3.3%	20.8%	4.2%		3.4%		7.3%	
	5-12 months ago	11	7	4			11		11			
	%	2.1%	1.7%	3.4%			2.5%		2.8%			
	Over a year ago	5	3	2			5		3			
	%	.9%	.8%	1.2%			1.1%		.9%			
Never seen how they work	6	6				6	0	5		0		
%	1.1%	1.5%				1.3%	1.0%	1.3%		1.2%		
Doesn't use this type of service	367	275	91	49	5	307	14	282		19	8	
%	69.0%	69.3%	68.4%	78.6%	45.4%	68.9%	49.8%	70.4%		65.5%	100.0%	
Can't remember/no reply	63	42	21	4	3	51	12	42	2	3		
%	11.9%	10.7%	15.6%	6.2%	33.8%	11.5%	42.8%	10.6%	44.9%	11.6%		

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

*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		474	199	108	55	112	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH SERVICE CO-ORDINATION	In the last month		48	18	11	7	11
		%	10.1%	9.2%	10.7%	12.2%	10.1%
	2-4 months ago		23	8	1	1	13
		%	4.8%	4.2%	1.1%	1.1%	11.3%
	5-12 months ago		10	2	2		6
		%	2.1%	1.1%	1.9%		5.3%
	Over a year ago		4	1	2	1	0
		%	.8%	.6%	1.5%	1.4%	.2%
	Never seen how they work		6	3	0	0	2
		%	1.2%	1.7%	.3%	.8%	1.4%
Doesn't use this type of service		339	149	84	36	71	
	%	71.6%	74.7%	78.1%	64.6%	63.1%	
Can't remember/no reply		44	17	7	11	10	
	%	9.3%	8.5%	6.4%	19.8%	8.6%	

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

*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		531	195	141	75	45	54	11	5	6	
	%	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		56	17	12	11	6	6	2	2	1
		%	10.6%	8.9%	8.7%	14.1%	13.4%	10.8%	17.7%	30.0%	17.9%
	2-4 months ago		23	10	7	2	1	2	1	0	0
		%	4.3%	5.0%	5.0%	3.2%	1.4%	3.2%	7.3%	5.0%	7.7%
	5-12 months ago		11	5	3		1	1	1		
		%	2.1%	2.8%	2.0%		2.6%	2.4%	5.2%		
	Over a year ago		5	2	1			2	0		
		%	.9%	.8%	.6%			3.9%	2.1%		
	Never seen how they work		6	3		1	1	0	1		
		%	1.1%	1.7%		.8%	1.4%	.9%	8.3%		
Doesn't use this type of service		367	137	96	55	29	37	6	3	4	
	%	69.0%	70.5%	67.7%	73.6%	64.0%	68.8%	55.3%	55.0%	71.8%	
Can't remember/no reply		63	20	23	6	8	5	0	1	0	
	%	11.9%	10.3%	16.1%	8.3%	17.2%	10.1%	4.2%	10.0%	2.6%	

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

*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 (weighted)		1529	785	744	346	71	416	551	74	322	1113
	%	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)	1031	526	505	329	71	400	517	5	66	632
	%	67.5%	67.1%	67.8%	95.2%	100.0%	96.0%	93.8%	7.0%	20.4%	56.8%
	Lives with family or NOK/spouse or defacto	269	142	127				11	52	118	269
	%	17.6%	18.1%	17.1%				2.0%	69.8%	36.7%	24.2%
	Lives alone	204	99	104				15	17	138	204
%	13.3%	12.6%	14.0%				2.8%	23.1%	42.8%	18.3%	
No response/unclear response	25	17	8	17		17	8		0	8	
%	1.6%	2.2%	1.0%	4.8%		4.0%	1.4%		.1%	.7%	
LOCATION OF RESIDENCE	Confirmed address on pre-survey form	1386	723	664	299	68	367	500	74	284	1020
	%	90.7%	92.1%	89.2%	86.5%	95.7%	88.0%	90.7%	100.0%	88.2%	91.7%
	Gave different address	104	41	63	31	1	32	37		34	72
	%	6.8%	5.2%	8.5%	8.9%	1.3%	7.6%	6.7%		10.5%	6.5%
No response/unclear response	39	22	18	16	2	18	15		4	21	
%	2.6%	2.7%	2.4%	4.7%	3.0%	4.4%	2.7%		1.3%	1.9%	

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

*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 (weighted)		1529	1158	371	269	204	1031	103	973	44	239	41
	%	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)	1031	808	224			1031	73	738	14	102	11
	%	67.5%	69.8%	60.2%			100.0%	71.1%	75.9%	31.7%	42.7%	27.7%
	Lives with family or NOK/spouse or defacto	269	195	74	269			21	119	8	93	11
	%	17.6%	16.9%	19.9%	100.0%			20.4%	12.3%	18.5%	38.7%	26.9%
	Lives alone	204	135	68		204		8	92	22	45	19
%	13.3%	11.7%	18.4%		100.0%		7.4%	9.5%	49.8%	18.6%	45.4%	
No response/unclear response	25	20	5				1	23				
%	1.6%	1.7%	1.4%				1.1%	2.4%				
LOCATION OF RESIDENCE	Confirmed address on pre-survey form	1386	1038	348	251	186	941	94	874	42	235	22
	%	90.7%	89.7%	93.6%	93.2%	91.4%	91.3%	91.7%	89.8%	97.0%	98.0%	52.8%
	Gave different address	104	89	15	16	16	67	5	69	1	2	19
	%	6.8%	7.7%	4.0%	5.8%	8.0%	6.5%	4.8%	7.1%	3.0%	.9%	45.3%
No response/unclear response	39	30	9	3	1	23	4	31		3	1	
%	2.6%	2.6%	2.4%	1.1%	.6%	2.2%	3.5%	3.1%		1.1%	2.0%	

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

*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 (weighted)		1529	998	531	824	174	676	318	419	271	200	290
	%	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)	1031	586	446	455	130	487	95	291	206	141	170
	%	67.5%	58.7%	83.9%	55.2%	75.1%	72.0%	29.8%	69.6%	76.0%	70.3%	58.7%
	Lives with family or NOK/spouse or defacto	269	206	63	186	21	89	118	85	26	33	61
	%	17.6%	20.7%	11.8%	22.5%	11.8%	13.1%	37.0%	20.2%	9.5%	16.5%	20.9%
	Lives alone	204	194	10	176	18	88	105	40	31	22	59
%	13.3%	19.4%	1.9%	21.4%	10.1%	13.0%	33.2%	9.5%	11.5%	11.1%	20.3%	
No response/unclear response	25	12	13	7	5	12		3	8	4	0	
%	1.6%	1.2%	2.4%	.9%	2.9%	1.8%		.7%	3.0%	2.0%	.1%	
LOCATION OF RESIDENCE	Confirmed address on pre-survey form	1386	911	475	760	151	621	287	392	246	172	249
	%	90.7%	91.3%	89.5%	92.2%	87.0%	91.8%	90.2%	93.6%	91.0%	85.9%	85.6%
	Gave different address	104	52	52	47	5	24	28	19	19	19	35
	%	6.8%	5.2%	9.8%	5.7%	2.9%	3.5%	8.7%	4.6%	7.1%	9.5%	12.2%
No response/unclear response	39	35	4	18	17	31	3	8	5	9	6	
%	2.6%	3.5%	.8%	2.1%	10.0%	4.7%	1.1%	1.8%	1.9%	4.6%	2.2%	

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

*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 (weighted)		1529	420	377	325	152	190	42	10	12
	%	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)	1031	318	263	173	109	122	29	8	11
	%	67.5%	75.5%	69.8%	53.1%	71.5%	64.1%	68.3%	84.2%	84.9%
	Lives with family or NOK/spouse or defacto	269	54	71	82	24	30	5	1	1
	%	17.6%	12.9%	18.8%	25.3%	16.1%	15.8%	13.0%	5.3%	10.5%
	Lives alone	204	39	31	70	18	37	6	1	1
	%	13.3%	9.3%	8.3%	21.6%	12.1%	19.6%	13.8%	10.5%	4.7%
No response/unclear response		25	10	12		1	1	2		
	%	1.6%	2.3%	3.1%		.4%	.5%	4.9%		
LOCATION OF RESIDENCE	Confirmed address on pre-survey form	1386	379	357	303	144	152	33	9	9
	%	90.7%	90.2%	94.7%	93.3%	95.0%	80.0%	77.3%	92.1%	70.9%
	Gave different address	104	37	6	19	2	30	6	1	3
	%	6.8%	8.7%	1.7%	5.9%	1.6%	15.6%	13.7%	7.9%	22.1%
	No response/unclear response	39	4	14	3	5	8	4		1
	%	2.6%	1.0%	3.7%	.9%	3.4%	4.4%	9.0%		7.0%

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

*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		1260	643	617	346	71	416	540	22	204	843
	%	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	352	169	183	46	22	69	123	15	114	283
	%	27.9%	26.2%	29.7%	13.4%	31.3%	16.4%	22.8%	68.5%	55.7%	33.6%
	Yes - with assistance (from co-ordinator/service)	305	167	139	36	16	52	147	5	73	253
	%	24.2%	25.9%	22.5%	10.5%	22.4%	12.5%	27.3%	20.7%	35.6%	30.0%
	No - someone else chose for me	547	279	268	250	26	276	239		16	271
	%	43.4%	43.4%	43.4%	72.2%	37.4%	66.3%	44.2%		7.8%	32.1%
	Not applicable - live in parent/relatives home	8	6	2	2	2	4		2	1	4
%	.7%	1.0%	.3%	.7%	2.6%	1.0%		10.9%	.5%	.5%	
No response/unclear response/can't remember	47	22	25	11	4	15	31		1	32	
%	3.8%	3.4%	4.1%	3.2%	6.3%	3.7%	5.7%		.5%	3.8%	
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	Yes - unassisted	138	89	48	12	8	20	72	1	33	118
	%	10.9%	13.9%	7.8%	3.4%	11.0%	4.7%	13.4%	2.8%	16.3%	14.0%
	Yes - with assistance or chose some of the people	166	78	88	30	9	39	99		22	127
	%	13.2%	12.2%	14.2%	8.5%	13.3%	9.3%	18.3%		11.0%	15.1%
	No - someone else chose the people I live with	685	334	351	282	45	327	321		11	358
	%	54.3%	51.9%	56.8%	81.5%	64.1%	78.5%	59.5%		5.2%	42.4%
	Not applicable - live in parent/relatives home	12	9	3	2	2	5		2	2	7
%	1.0%	1.4%	.5%	.7%	3.3%	1.1%		10.9%	1.0%	.9%	
Not applicable - lives alone	212	103	109	9	1	10	24	19	130	201	
%	16.8%	16.1%	17.6%	2.7%	1.8%	2.5%	4.4%	86.4%	63.9%	23.9%	
No response/unclear response	47	29	18	11	5	16	24		5	32	
%	3.8%	4.5%	3.0%	3.2%	6.6%	3.8%	4.4%		2.7%	3.7%	

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

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		1260	962	297	204	1031	82	853	36	147	30
	%	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	352	251	100	136	212	23	205	15	73	17
	%	27.9%	26.1%	33.8%	67.0%	20.5%	28.5%	24.0%	41.4%	49.4%	57.2%
	Yes - with assistance (from co-ordinator/service)	305	223	82	53	252	17	214	14	23	7
	%	24.2%	23.2%	27.7%	25.8%	24.4%	20.9%	25.0%	39.5%	16.0%	23.0%
	No - someone else chose for me	547	440	107	14	522	38	388	7	46	6
	%	43.4%	45.7%	35.9%	6.7%	50.6%	46.4%	45.5%	18.5%	31.6%	19.8%
	Not applicable - live in parent/relatives home	8	6	2	1	7		6		3	
%	.7%	.6%	.8%	.6%	.7%		.7%		1.9%		
No response/unclear response/can't remember	47	42	6		38	3	41	0	2		
%	3.8%	4.3%	1.9%		3.7%	4.2%	4.8%	.7%	1.1%		
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	Yes - unassisted	138	100	38	9	126	3	106	1	21	1
	%	10.9%	10.4%	12.8%	4.5%	12.2%	4.0%	12.5%	3.0%	14.1%	3.7%
	Yes - with assistance or chose some of the people	166	119	48	1	165	12	118	3	13	2
	%	13.2%	12.3%	16.0%	.5%	16.0%	14.9%	13.8%	9.7%	9.1%	7.2%
	No - someone else chose the people I live with	685	546	138	7	666	56	485	8	62	9
	%	54.3%	56.7%	46.6%	3.6%	64.5%	68.1%	56.8%	21.7%	42.1%	29.3%
	Not applicable - live in parent/relatives home	12	10	2	2	10	0	8		3	1
%	1.0%	1.0%	.8%	1.0%	1.0%	.4%	.9%		1.9%	2.7%	
Not applicable - lives alone	212	144	68	184	27	9	98	21	46	17	
%	16.8%	14.9%	22.9%	90.3%	2.6%	11.2%	11.5%	58.9%	31.5%	57.1%	
No response/unclear response	47	45	3		38	1	39	2	2		
%	3.8%	4.6%	1.0%		3.7%	1.4%	4.6%	6.8%	1.3%		

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

*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		1260	792	468	639	153	588	200	334	245	167	230
	%	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	352	309	42	291	18	195	114	72	53	60	73
	%	27.9%	39.1%	9.1%	45.6%	11.7%	33.2%	57.1%	21.6%	21.7%	36.1%	31.8%
	Yes - with assistance (from co-ordinator/service)	305	260	45	189	71	211	47	97	54	50	35
	%	24.2%	32.8%	9.7%	29.6%	46.3%	35.8%	23.4%	29.1%	21.9%	30.2%	15.2%
	No - someone else chose for me	547	172	375	122	50	145	26	156	125	53	115
	%	43.4%	21.7%	80.0%	19.1%	32.8%	24.7%	12.9%	46.7%	50.9%	31.5%	50.2%
Not applicable - live in parent/relatives home	8	7	2	7		2	5	4	2		1	
%	.7%	.8%	.4%	1.0%		.3%	2.4%	1.1%	1.0%		.3%	
No response/unclear response/can't remember	47	44	4	30	14	35	9	5	11	4	6	
%	3.8%	5.5%	.8%	4.6%	9.1%	6.0%	4.3%	1.5%	4.6%	2.2%	2.6%	
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	Yes - unassisted	138	131	6	114	17	102	27	31	38	16	10
	%	10.9%	16.6%	1.4%	17.9%	11.1%	17.4%	13.4%	9.3%	15.7%	9.6%	4.3%
	Yes - with assistance or chose some of the people	166	138	28	110	27	114	24	58	26	27	26
	%	13.2%	17.4%	6.1%	17.3%	17.9%	19.3%	11.9%	17.3%	10.5%	16.0%	11.2%
	No - someone else chose the people I live with	685	273	411	191	83	233	40	194	137	94	123
	%	54.3%	34.5%	87.8%	29.9%	54.0%	39.6%	19.8%	58.1%	56.0%	56.5%	53.5%
	Not applicable - live in parent/relatives home	12	8	4	7	0	2	6	4	5		2
%	1.0%	1.0%	.9%	1.2%	.2%	.3%	2.8%	1.1%	1.8%		.8%	
Not applicable - lives alone	212	201	11	188	13	100	101	43	26	25	64	
%	16.8%	25.4%	2.3%	29.5%	8.5%	17.1%	50.3%	12.8%	10.6%	14.7%	28.1%	
No response/unclear response	47	40	7	28	13	37	4	5	13	5	5	
%	3.8%	5.1%	1.5%	4.3%	8.3%	6.3%	1.8%	1.4%	5.4%	3.1%	2.2%	

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

*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		1260	366	306	243	127	160	37	9	11
	%	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	352	75	83	97	35	45	15	1	1
	%	27.9%	20.4%	27.0%	39.8%	27.7%	28.2%	41.7%	8.3%	10.4%
	Yes - with assistance (from co-ordinator/service)	305	87	66	63	27	48	7	3	4
	%	24.2%	23.8%	21.6%	26.1%	21.0%	30.0%	18.7%	33.3%	35.1%
	No - someone else chose for me	547	195	125	79	59	65	12	5	6
	%	43.4%	53.3%	41.0%	32.7%	46.4%	40.5%	33.4%	55.6%	49.4%
Not applicable - live in parent/relatives home	8	3		3	1	1	1			
%	.7%	.9%		1.1%	.5%	.8%	1.6%			
No response/unclear response/can't remember	47	6	32	1	6	1	2	0	1	
%	3.8%	1.6%	10.3%	.3%	4.4%	.5%	4.7%	2.8%	5.2%	
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	Yes - unassisted	138	28	50	34	13	7	6	0	0
	%	10.9%	7.5%	16.3%	14.0%	10.2%	4.3%	15.9%	2.8%	1.3%
	Yes - with assistance or chose some of the people	166	61	22	39	11	25	5	0	3
	%	13.2%	16.7%	7.1%	16.2%	8.4%	15.6%	13.8%	2.8%	26.0%
	No - someone else chose the people I live with	685	230	168	85	81	89	17	8	7
	%	54.3%	62.7%	55.1%	34.8%	63.4%	55.3%	46.9%	83.3%	64.9%
	Not applicable - live in parent/relatives home	12	3	2	3	1	3	1		
%	1.0%	.9%	.7%	1.1%	.5%	1.6%	2.5%			
Not applicable - lives alone	212	41	32	79	17	37	5	1	0	
%	16.8%	11.1%	10.3%	32.5%	13.4%	23.2%	13.7%	11.1%	3.9%	
No response/unclear response	47	4	32	3	5		3		0	
%	3.8%	1.0%	10.6%	1.3%	4.0%		7.2%		3.9%	

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

*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		1260	643	617	346	71	416	540	22	204	843
	%	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	1043	538	505	285	59	343	437	19	170	700
	%	82.8%	83.7%	81.9%	82.3%	82.8%	82.4%	80.9%	87.6%	83.3%	83.0%
	In between	91	47	44	21	9	30	45	0	14	61
	%	7.2%	7.3%	7.2%	6.1%	12.8%	7.3%	8.4%	1.5%	6.9%	7.2%
	No - don't like where I live now	59	28	32	12	1	12	31		15	47
	%	4.7%	4.3%	5.1%	3.3%	1.2%	3.0%	5.7%		7.6%	5.6%
	Not applicable - live in parent/relatives home	15	9	5	3	2	5	1	2	4	9
	%	1.2%	1.4%	.9%	.9%	3.3%	1.3%	.1%	10.9%	2.1%	1.1%
No response/unclear response	52	21	31	25		25	27			27	
%	4.1%	3.3%	5.0%	7.3%		6.1%	4.9%			3.2%	
SAFETY OF RESIDENCY	Yes - feel safe here/there	1078	551	526	300	65	364	454	19	174	713
	%	85.5%	85.8%	85.3%	86.6%	91.9%	87.5%	84.1%	85.5%	85.2%	84.5%
	In between - most of the time	68	39	29	13	3	16	30	1	14	52
	%	5.4%	6.0%	4.8%	3.8%	4.0%	3.8%	5.5%	3.7%	6.8%	6.2%
	No - don't feel safe	37	15	22	5	1	6	16		13	32
	%	3.0%	2.4%	3.6%	1.4%	.8%	1.3%	3.0%		6.2%	3.8%
Not applicable - live in parent/relatives home	11	8	3	4	2	6	1	2	1	5	
%	.9%	1.2%	.5%	1.1%	3.3%	1.5%	.1%	10.9%	.7%	.5%	
No response/unclear response	66	30	36	24		24	39		2	42	
%	5.2%	4.7%	5.8%	7.0%		5.8%	7.3%		1.2%	4.9%	

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

*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		1260	962	297	204	1031	82	853	36	147	30
	%	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	1043	787	256	180	849	61	708	31	117	26
	%	82.8%	81.8%	86.1%	88.6%	82.3%	74.6%	82.9%	87.4%	79.9%	87.6%
	In between	91	71	20	10	80	14	54	0	12	2
	%	7.2%	7.4%	6.7%	4.8%	7.7%	17.1%	6.4%	1.4%	8.5%	5.4%
	No - don't like where I live now	59	49	10	9	50	5	37	3	12	
	%	4.7%	5.1%	3.3%	4.3%	4.9%	6.4%	4.3%	8.9%	8.5%	
SAFETY OF RESIDENCY	Yes - feel safe here/there	1078	824	253	178	882	68	729	27	127	30
	%	85.5%	85.6%	85.2%	87.4%	85.6%	83.1%	85.5%	75.1%	86.2%	100.0%
	In between - most of the time	68	52	16	16	52	10	36	3	13	
	%	5.4%	5.4%	5.4%	7.8%	5.0%	11.9%	4.2%	8.9%	8.7%	
	No - don't feel safe	37	28	10	8	30	2	23	6	4	
	%	3.0%	2.9%	3.2%	3.7%	2.9%	2.1%	2.7%	16.0%	2.7%	
ENJOYMENT OF RESIDENCY	Not applicable - live in parent/relatives home	15	11	4	5	10		7	1	4	2
	%	1.2%	1.1%	1.3%	2.2%	1.0%		.8%	2.3%	2.8%	7.0%
	No response/unclear response	52	44	8		43	2	47		1	
	%	4.1%	4.6%	2.5%		4.2%	1.9%	5.5%		.3%	
	Yes - feel safe here/there	1078	824	253	178	882	68	729	27	127	30
	%	85.5%	85.6%	85.2%	87.4%	85.6%	83.1%	85.5%	75.1%	86.2%	100.0%
SAFETY OF RESIDENCY	In between - most of the time	68	52	16	16	52	10	36	3	13	
	%	5.4%	5.4%	5.4%	7.8%	5.0%	11.9%	4.2%	8.9%	8.7%	
	No - don't feel safe	37	28	10	8	30	2	23	6	4	
	%	3.0%	2.9%	3.2%	3.7%	2.9%	2.1%	2.7%	16.0%	2.7%	
	Not applicable - live in parent/relatives home	11	8	3		11		6		3	
	%	.9%	.8%	1.1%		1.1%		.7%		2.2%	
SAFETY OF RESIDENCY	No response/unclear response	66	51	15	2	57	2	59		0	
	%	5.2%	5.3%	5.1%	1.1%	5.5%	2.8%	6.9%		.2%	

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

*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		1260	792	468	639	153	588	200	334	245	167	230
	%	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	1043	650	393	536	114	466	180	281	207	135	197
	%	82.8%	82.1%	84.0%	83.9%	74.4%	79.3%	90.1%	84.1%	84.4%	81.0%	85.8%
	In between	91	65	26	49	16	61	4	22	15	13	12
	%	7.2%	8.2%	5.5%	7.7%	10.6%	10.3%	2.2%	6.6%	6.2%	7.6%	5.2%
	No - don't like where I live now	59	49	11	36	12	42	7	14	8	16	4
	%	4.7%	6.1%	2.3%	5.7%	8.1%	7.1%	3.5%	4.2%	3.4%	9.5%	1.6%
Not applicable - live in parent/relatives home	15	11	4	11		3	8	4	5		3	
%	1.2%	1.4%	.8%	1.7%		.4%	4.1%	1.2%	2.0%		1.5%	
No response/unclear response	52	17	35	7	11	17	0	13	10	3	13	
%	4.1%	2.2%	7.4%	1.1%	6.9%	2.9%	.1%	4.0%	4.0%	1.9%	5.8%	
SAFETY OF RESIDENCY	Yes - feel safe here/there	1078	674	404	548	126	495	175	285	213	148	200
	%	85.5%	85.1%	86.3%	85.8%	82.2%	84.2%	87.5%	85.3%	87.2%	88.5%	87.3%
	In between - most of the time	68	54	14	45	10	43	11	13	13	8	7
	%	5.4%	6.9%	2.9%	7.0%	6.3%	7.4%	5.5%	3.9%	5.3%	4.6%	3.2%
	No - don't feel safe	37	34	4	28	6	25	8	10	1	11	5
	%	3.0%	4.3%	.8%	4.4%	3.6%	4.3%	4.2%	3.1%	.5%	6.9%	2.0%
Not applicable - live in parent/relatives home	11	6	5	6		1	5	4	4		2	
%	.9%	.8%	1.0%	1.0%		.2%	2.7%	1.2%	1.6%		.9%	
No response/unclear response	66	24	42	12	12	23	0	22	13		15	
%	5.2%	3.0%	9.0%	1.9%	7.8%	4.0%	.2%	6.5%	5.3%		6.6%	

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

*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		1260	366	306	243	127	160	37	9	11
	%	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	1043	312	251	188	109	139	29	7	9
	%	82.8%	85.2%	82.0%	77.2%	85.6%	86.5%	79.3%	72.2%	79.2%
	In between	91	25	20	21	7	12	4	1	1
	%	7.2%	6.9%	6.6%	8.7%	5.8%	7.3%	10.0%	8.3%	7.8%
	No - don't like where I live now	59	7	10	26	7	6	2	1	1
	%	4.7%	1.8%	3.4%	10.6%	5.4%	3.6%	5.9%	8.3%	9.1%
Not applicable - live in parent/relatives home	15	3	3	3	1	4	0		0	
%	1.2%	.9%	.9%	1.1%	1.0%	2.6%	.6%		1.3%	
No response/unclear response	52	19	22	6	3		2	1	0	
%	4.1%	5.2%	7.1%	2.3%	2.3%		4.1%	11.1%	2.6%	
SAFETY OF RESIDENCY	Yes - feel safe here/there	1078	321	254	193	112	148	32	8	9
	%	85.5%	87.7%	83.0%	79.6%	88.1%	92.3%	86.8%	83.3%	83.1%
	In between - most of the time	68	18	23	11	6	6	3	1	1
	%	5.4%	4.9%	7.4%	4.4%	4.6%	3.9%	9.0%	8.3%	6.5%
	No - don't feel safe	37	7	5	18	5	3	0	0	1
	%	3.0%	1.8%	1.6%	7.3%	3.6%	1.6%	.6%	2.8%	5.2%
Not applicable - live in parent/relatives home	11	3	2	3	1	2	0		0	
%	.9%	.9%	.5%	1.1%	1.0%	1.1%	.6%		1.3%	
No response/unclear response	66	17	23	18	4	2	1	1	0	
%	5.2%	4.7%	7.5%	7.6%	2.8%	1.1%	2.8%	5.6%	3.9%	

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

*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 (weighted)		1529	785	744	346	71	416	551	74	322	1113	
	%	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		1018	550	467	144	48	192	367	61	255	826
		%	66.6%	70.1%	62.8%	41.8%	67.4%	46.1%	66.7%	82.6%	79.2%	74.2%
	In between		88	44	44	9	6	15	31	6	26	72
		%	5.7%	5.6%	5.9%	2.7%	8.7%	3.7%	5.7%	7.5%	8.1%	6.5%
	No - feel scared		73	27	46	15	3	18	27	2	21	55
		%	4.8%	3.5%	6.1%	4.2%	4.5%	4.3%	4.8%	2.9%	6.5%	4.9%
Not applicable - does not go out, not aware		261	125	136	154	13	166	70	3	17	95	
	%	17.1%	15.9%	18.3%	44.4%	18.3%	40.0%	12.7%	4.1%	5.3%	8.5%	
No response/unclear response		90	38	51	24	1	25	56	2	3	65	
	%	5.9%	4.9%	6.9%	6.9%	1.1%	5.9%	10.1%	2.8%	1.0%	5.8%	

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 (weighted)		1529	1158	371	269	204	1031	103	973	44	239	41	
	%	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		1018	771	246	215	167	627	69	614	29	191	34
		%	66.6%	66.6%	66.3%	79.9%	82.1%	60.8%	66.7%	63.1%	65.5%	79.8%	84.1%
	In between		88	61	27	14	23	50	9	47	6	17	4
		%	5.7%	5.3%	7.2%	5.1%	11.1%	4.8%	8.6%	4.8%	14.1%	7.0%	10.6%
	No - feel scared		73	53	20	15	7	51	3	57	6	5	
		%	4.8%	4.6%	5.3%	5.4%	3.5%	4.9%	3.0%	5.9%	13.4%	2.3%	
Not applicable - does not go out, not aware		261	198	63	21	4	231	20	179	1	23		
	%	17.1%	17.1%	17.0%	7.7%	2.2%	22.4%	19.6%	18.4%	2.2%	9.6%		
No response/unclear response		90	74	15	5	2	74	2	76	2	3	2	
	%	5.9%	6.4%	4.2%	1.8%	1.1%	7.1%	2.1%	7.8%	4.8%	1.4%	5.3%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (WEIGHTED)

*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 (weighted)	1529	998	531	824	174	676	318	419	271	200	290
%	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	1018	778	240	648	130	506	276	145	142	200
	%	66.6%	78.0%	45.1%	78.6%	74.8%	74.8%	84.4%	66.0%	53.8%	71.1%
	In between	88	79	9	73	6	55	24	23	18	14
	%	5.7%	7.9%	1.6%	8.9%	3.5%	8.2%	7.4%	5.6%	6.8%	7.0%
	No - feel scared	73	61	12	52	9	47	14	16	18	12
	%	4.8%	6.1%	2.2%	6.3%	5.4%	7.0%	4.3%	3.7%	6.6%	5.9%
Not applicable - does not go out, not aware	261	44	217	31	13	37	7	81	72	24	
%	17.1%	4.4%	40.8%	3.8%	7.7%	5.5%	2.3%	19.3%	26.8%	11.9%	
No response/unclear response	90	36	54	21	15	31	5	23	17	8	
%	5.9%	3.6%	10.2%	2.5%	8.6%	4.5%	1.5%	5.4%	6.1%	4.0%	

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 (weighted)	1529	420	377	325	152	190	42	10	12	
%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SAFETY OF AREA	Yes - feel safe	1018	255	259	216	106	133	33	7	
	%	66.6%	60.6%	68.8%	66.5%	69.5%	70.0%	77.4%	71.1%	
	In between	88	28	13	27	11	6	2	0	
	%	5.7%	6.7%	3.4%	8.2%	7.4%	3.4%	4.6%	2.6%	
	No - feel scared	73	18	18	21	10	3	1	0	
	%	4.8%	4.2%	4.7%	6.6%	6.8%	1.8%	2.4%	2.6%	
Not applicable - does not go out, not aware	261	99	41	49	18	46	4	2		
%	17.1%	23.6%	11.0%	15.0%	11.7%	24.1%	10.6%	18.4%		
No response/unclear response	90	20	46	12	7	1	2	1		
%	5.9%	4.8%	12.2%	3.8%	4.6%	.7%	4.9%	5.3%		

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

*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		1260	643	617	346	71	416	540	22	204	843
	%	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	915	454	461	249	58	307	382	14	143	608
	%	72.7%	70.6%	74.8%	72.1%	82.1%	73.8%	70.7%	62.0%	70.3%	72.1%
	In between - like sometimes/like some people	148	87	61	43	6	49	69	6	20	99
	%	11.8%	13.6%	9.9%	12.5%	8.5%	11.8%	12.8%	25.5%	9.6%	11.8%
	No - don't like who I live with/living alone	66	30	37	7	1	8	19	1	37	59
%	5.3%	4.6%	5.9%	2.0%	1.6%	1.9%	3.6%	2.8%	18.3%	6.9%	
No response/unclear response	130	72	58	47	5	52	69	2	4	78	
%	10.3%	11.2%	9.3%	13.4%	7.8%	12.5%	12.9%	9.7%	1.9%	9.2%	

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		1260	962	297	204	1031	82	853	36	147	30
	%	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	915	693	223	146	758	54	625	25	104	17
	%	72.7%	72.0%	74.8%	71.7%	73.5%	66.1%	73.2%	71.1%	71.2%	58.3%
	In between - like sometimes/like some people	148	120	28	20	126	18	91	1	23	5
	%	11.8%	12.5%	9.6%	9.6%	12.2%	22.2%	10.6%	2.6%	15.7%	15.1%
	No - don't like who I live with/living alone	66	46	21	35	31	2	37	8	10	4
%	5.3%	4.7%	7.0%	17.2%	3.0%	2.0%	4.3%	23.8%	6.8%	14.5%	
No response/unclear response	130	104	26	3	117	8	101	1	9	4	
%	10.3%	10.8%	8.6%	1.4%	11.3%	9.7%	11.8%	2.6%	6.3%	12.2%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (WEIGHTED)

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		1260	792	468	639	153	588	200	334	245	167	230
	%	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	915	564	351	459	105	404	158	256	170	132	170
	%	72.7%	71.3%	75.0%	71.9%	68.6%	68.7%	78.7%	76.6%	69.3%	78.8%	73.9%
	In between - like sometimes/like some	148	97	52	72	25	78	17	27	36	19	29
	%	11.8%	12.2%	11.0%	11.3%	16.2%	13.3%	8.7%	8.2%	14.6%	11.3%	12.6%
	No - don't like who I live with/living alone	66	57	9	47	10	36	21	16	8	12	11
%	5.3%	7.2%	2.0%	7.3%	6.8%	6.2%	10.4%	4.8%	3.3%	7.2%	4.7%	
No response/unclear response	130	74	56	61	13	69	4	35	31	5	20	
%	10.3%	9.3%	11.9%	9.5%	8.4%	11.8%	2.2%	10.5%	12.8%	2.7%	8.8%	

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		1260	366	306	243	127	160	37	9	11
	%	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	915	290	191	169	96	127	28	6	7
	%	72.7%	79.2%	62.6%	69.6%	75.6%	79.3%	77.1%	69.4%	61.0%
	In between - like sometimes/like some	148	37	44	26	14	22	3	1	2
	%	11.8%	10.2%	14.3%	10.8%	11.0%	13.5%	7.6%	13.9%	14.3%
	No - don't like who I live with/living alone	66	10	8	24	12	8	2	1	1
%	5.3%	2.8%	2.7%	10.1%	9.4%	4.8%	5.9%	8.3%	7.8%	
No response/unclear response	130	29	62	23	5	4	3	1	2	
%	10.3%	7.8%	20.4%	9.6%	4.1%	2.5%	9.4%	8.3%	16.9%	

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

*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 (weighted)		1529	785	744	346	71	416	551	74	322	1113
	%	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	124	75	49	19	7	26	41	14	29	98
	%	8.1%	9.5%	6.6%	5.5%	9.2%	6.1%	7.4%	18.6%	9.0%	8.8%
	No, like where I live/stay	1098	553	544	258	51	310	381	51	226	788
	%	71.8%	70.5%	73.1%	74.7%	72.7%	74.4%	69.2%	69.5%	70.1%	70.8%
	In between - sometimes want to move/sometimes	118	57	62	20	6	26	42	4	29	92
	%	7.7%	7.2%	8.3%	5.9%	8.1%	6.3%	7.7%	5.2%	8.9%	8.3%
Yes - move somewhere else for negative reasons	89	48	41	11	4	15	33	5	33	74	
%	5.8%	6.1%	5.5%	3.0%	6.1%	3.6%	5.9%	6.7%	10.3%	6.7%	
No response/unclear response	100	52	48	37	3	40	54		6	60	
%	6.5%	6.6%	6.5%	10.8%	3.8%	9.6%	9.9%		1.8%	5.4%	

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 (weighted)		1529	1158	371	269	204	1031	103	973	44	239	41
	%	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	124	88	36	30	13	81	20	68	2	22	6
	%	8.1%	7.6%	9.6%	11.1%	6.6%	7.8%	19.2%	7.0%	3.6%	9.2%	14.2%
	No, like where I live/stay	1098	835	263	201	160	725	65	690	33	181	27
	%	71.8%	72.1%	70.7%	74.6%	78.7%	70.3%	63.4%	71.0%	75.9%	75.5%	66.7%
	In between - sometimes want to move/sometimes	118	96	22	16	16	85	13	67	6	14	6
	%	7.7%	8.3%	5.9%	6.1%	8.1%	8.3%	12.7%	6.9%	13.8%	5.7%	13.9%
Yes - move somewhere else for negative reasons	89	64	25	17	11	61	3	61	3	21		
%	5.8%	5.6%	6.7%	6.3%	5.6%	5.9%	2.8%	6.3%	6.7%	8.7%		
No response/unclear response	100	74	26	5	2	79	2	86		2	2	
%	6.5%	6.4%	7.1%	1.9%	1.0%	7.7%	1.9%	8.8%		.8%	5.3%	

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

*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 (weighted)		1529	998	531	824	174	676	318	419	271	200	290
	%	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	124	109	15	93	16	58	48	45	30	9	17
	%	8.1%	10.9%	2.8%	11.3%	9.1%	8.6%	15.1%	10.7%	11.1%	4.7%	5.9%
	No, like where I live/stay	1098	663	435	567	96	428	234	290	188	152	226
	%	71.8%	66.4%	81.9%	68.8%	55.2%	63.3%	73.5%	69.2%	69.6%	76.0%	77.7%
	In between - sometimes want to move/sometimes stay	118	104	14	82	22	83	21	39	11	10	17
	%	7.7%	10.4%	2.7%	10.0%	12.7%	12.3%	6.5%	9.3%	4.2%	5.2%	5.9%
Yes - move somewhere else for negative reasons	89	85	4	62	22	72	13	25	12	20	12	
%	5.8%	8.5%	.8%	7.6%	12.9%	10.6%	4.1%	6.0%	4.4%	10.2%	4.1%	
No response/unclear response	100	37	63	20	17	35	2	20	29	8	18	
%	6.5%	3.7%	11.8%	2.4%	10.1%	5.1%	.7%	4.8%	10.8%	3.9%	6.3%	

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 (weighted)		1529	420	377	325	152	190	42	10	12
	%	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	124	33	35	16	12	22	4	1	1
	%	8.1%	7.9%	9.2%	4.9%	7.8%	11.7%	9.2%	7.9%	11.6%
	No, like where I live/stay	1098	309	262	234	104	144	30	6	8
	%	71.8%	73.6%	69.5%	71.9%	68.5%	75.4%	71.9%	65.8%	65.1%
	In between - sometimes want to move/sometimes stay	118	25	30	26	16	15	4	1	1
	%	7.7%	6.1%	7.9%	8.0%	10.3%	8.1%	9.3%	7.9%	9.3%
Yes - move somewhere else for negative reasons	89	27	9	33	10	7	1	1	1	
%	5.8%	6.3%	2.4%	10.3%	6.9%	3.5%	3.5%	5.3%	7.0%	
No response/unclear response	100	26	41	16	10	2	3	1	1	
%	6.5%	6.2%	11.0%	4.8%	6.4%	1.3%	6.0%	13.2%	7.0%	

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

*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 (weighted)		1529	785	744	346	71	416	551	74	322	1113
	%	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	670	359	311	107	29	136	194	48	182	533
	%	43.8%	45.8%	41.7%	31.0%	41.2%	32.7%	35.1%	65.5%	56.4%	47.9%
	Yes - a friend	363	182	181	40	15	55	104	28	117	307
	%	23.7%	23.2%	24.3%	11.6%	21.5%	13.3%	18.9%	37.6%	36.2%	27.6%
	Yes - a staff member	535	266	269	97	28	125	253	10	104	410
	%	35.0%	33.9%	36.1%	27.9%	40.3%	30.0%	45.9%	13.5%	32.3%	36.8%
	Sometimes	14	11	3	2	1	3	6	2	3	11
	%	.9%	1.4%	.4%	.5%	1.1%	.6%	1.0%	2.9%	1.0%	1.0%
	No	245	126	119	122	7	128	72	12	28	117
	%	16.0%	16.1%	16.0%	35.2%	9.7%	30.8%	13.0%	16.3%	8.7%	10.5%
No response/unclear response	153	69	85	52	4	56	85		9	97	
%	10.0%	8.7%	11.4%	14.9%	6.1%	13.4%	15.4%		2.9%	8.8%	

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

*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 (weighted)		1529	1158	371	269	204	1031
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Someone to talk to?	Yes - a family member	670	523	146	193	106	363
	%	43.8%	45.2%	39.4%	71.8%	52.1%	35.2%
	Yes - a friend	363	274	89	89	81	192
	%	23.7%	23.6%	24.0%	33.0%	39.9%	18.6%
	Yes - a staff member	535	405	130	41	82	404
	%	35.0%	35.0%	35.0%	15.2%	40.0%	39.2%
	Sometimes	14	9	5	3	1	10
	%	.9%	.8%	1.3%	1.0%	.4%	1.0%
	No	245	181	64	20	18	206
	%	16.0%	15.7%	17.2%	7.3%	8.7%	20.0%
No response/unclear response	153	115	39	10	4	128	
%	10.0%	9.9%	10.4%	3.8%	1.9%	12.4%	

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

*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 (weighted)	1529	998	531	824	174	676	318	419	271	200	290	
%	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	670	495	174	424	71	320	174	194	100	82	135
	%	43.8%	49.6%	32.8%	51.4%	41.1%	47.3%	54.7%	46.4%	36.9%	40.9%	46.6%
	Yes - a friend	363	306	56	271	35	180	126	107	53	50	74
	%	23.7%	30.7%	10.6%	32.9%	20.0%	26.6%	39.5%	25.5%	19.5%	25.1%	25.5%
	Yes - a staff member	535	425	110	326	98	337	85	109	112	81	88
	%	35.0%	42.6%	20.7%	39.6%	56.7%	49.9%	26.8%	26.1%	41.2%	40.6%	30.4%
	Sometimes	14	12	2	11	1	10	2	3	4	3	1
	%	.9%	1.2%	.4%	1.3%	.8%	1.4%	.8%	.6%	1.4%	1.7%	.3%
No	245	63	182	57	6	36	28	77	61	34	46	
%	16.0%	6.4%	34.2%	7.0%	3.5%	5.3%	8.8%	18.4%	22.6%	17.0%	15.9%	
No response/unclear response	153	42	111	28	14	34	8	46	25	12	38	
%	10.0%	4.2%	20.9%	3.4%	8.0%	5.0%	2.6%	10.9%	9.1%	6.0%	13.1%	

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

*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 (weighted)		1529	420	377	325	152	190	42	10	12	
	%	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		670	154	161	152	65	114	16	3	5
		%	43.8%	36.7%	42.7%	46.7%	42.5%	59.9%	38.1%	31.6%	40.7%
	Yes - a friend		363	83	86	87	45	48	8	2	2
		%	23.7%	19.8%	22.8%	26.9%	29.6%	25.1%	20.1%	23.7%	19.8%
	Yes - a staff member		535	142	109	112	67	80	18	2	4
		%	35.0%	33.9%	29.0%	34.5%	44.1%	42.1%	41.9%	21.1%	33.7%
	Sometimes		14	2	8		2	1	1		0
		%	.9%	.5%	2.1%		1.2%	.7%	1.6%		2.3%
	No		245	103	63	38	16	17	5	2	1
		%	16.0%	24.4%	16.7%	11.6%	10.4%	9.2%	12.0%	23.7%	7.0%
No response/unclear response		153	44	49	32	15	5	5	1	2	
	%	10.0%	10.4%	13.0%	9.8%	10.0%	2.7%	11.2%	13.2%	17.4%	

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 (weighted)		1529	785	744	346	71	416	551	74	322	1113	
	%	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		915	463	452	125	42	167	316	62	249	747
		%	59.8%	59.0%	60.7%	36.2%	59.8%	40.2%	57.4%	84.7%	77.3%	67.2%
	Yes - friends are all staff or family/or not sure		280	144	136	76	16	92	114	9	41	189
		%	18.3%	18.4%	18.3%	21.9%	22.8%	22.1%	20.6%	11.7%	12.6%	17.0%
	No friends		245	125	120	109	11	120	74	3	32	124
		%	16.0%	15.9%	16.1%	31.6%	15.6%	28.9%	13.4%	3.7%	10.1%	11.2%
No response/unclear response		89	53	36	35	1	37	47		0	52	
	%	5.8%	6.7%	4.9%	10.3%	1.8%	8.8%	8.6%		.1%	4.7%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (WEIGHTED)

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 (weighted)		1529	1158	371	269	204	1031	103	973	44	239	41
	%	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	915	712	203	202	162	543	63	546	26	178	32
	%	59.8%	61.5%	54.7%	74.9%	79.6%	52.7%	61.3%	56.1%	58.6%	74.3%	77.7%
	Yes - friends are all staff or family/or not sure	280	188	92	37	24	216	15	184	13	40	5
	%	18.3%	16.3%	24.8%	13.6%	11.6%	20.9%	15.0%	18.9%	29.1%	16.5%	12.4%
	No friends	245	191	54	29	17	198	22	167	5	19	4
%	16.0%	16.5%	14.4%	10.6%	8.6%	19.2%	21.4%	17.1%	12.3%	8.0%	10.0%	
No response/unclear response	89	66	23	2	0	75	2	76		3		
%	5.8%	5.7%	6.1%	.9%	.2%	7.2%	2.4%	7.8%		1.1%		

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 (weighted)		1529	998	531	824	174	676	318	419	271	200	290
	%	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	915	724	191	620	104	473	249	240	141	112	186
	%	59.8%	72.6%	35.9%	75.2%	59.8%	70.0%	78.4%	57.2%	52.2%	55.9%	63.9%
	Yes - friends are all staff or family/or not sure	280	147	134	113	34	101	43	92	54	40	47
	%	18.3%	14.7%	25.2%	13.7%	19.6%	15.0%	13.6%	22.1%	19.8%	19.9%	16.2%
	No friends	245	86	159	68	18	63	23	64	63	37	43
%	16.0%	8.6%	29.9%	8.3%	10.4%	9.4%	7.1%	15.2%	23.1%	18.4%	14.7%	
No response/unclear response	89	41	48	23	18	38	3	23	13	12	15	
%	5.8%	4.1%	9.0%	2.8%	10.2%	5.6%	.9%	5.6%	4.8%	5.8%	5.2%	

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

*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 (weighted)		1529	420	377	325	152	190	42	10	12	
	%	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		915	239	195	227	87	132	21	6	8
		%	59.8%	56.8%	51.7%	69.9%	57.1%	69.2%	50.1%	65.8%	65.1%
	Yes - friends are all staff or family/or not sure		280	86	80	52	26	23	10	1	2
		%	18.3%	20.5%	21.3%	16.0%	17.2%	12.1%	23.7%	10.5%	15.1%
	No friends		245	67	63	41	29	33	8	2	2
		%	16.0%	15.9%	16.8%	12.7%	19.3%	17.1%	18.1%	21.1%	14.0%
	No response/unclear response		89	29	39	4	10	3	3	0	1
		%	5.8%	6.8%	10.2%	1.4%	6.4%	1.6%	8.2%	2.6%	5.8%

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		1284	660	624	236	60	296	477	71	290	988	
	%	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		929	482	447	145	46	191	323	59	229	738
		%	72.3%	73.0%	71.7%	61.4%	77.1%	64.6%	67.7%	83.7%	79.0%	74.7%
	Sometimes		133	63	70	17	7	24	58	6	33	109
		%	10.3%	9.6%	11.2%	7.2%	11.4%	8.1%	12.2%	8.7%	11.3%	11.0%
	No		50	27	23	4	1	5	20	5	16	45
		%	3.9%	4.1%	3.7%	1.7%	1.2%	1.6%	4.2%	7.6%	5.6%	4.6%
	Not applicable - doesn't have any friends		77	38	39	38	3	41	24		6	36
		%	6.0%	5.7%	6.3%	16.2%	4.9%	13.9%	5.1%		2.2%	3.6%
No response/unclear response		96	51	45	32	3	35	52		6	60	
	%	7.4%	7.7%	7.2%	13.5%	5.3%	11.9%	10.8%		2.0%	6.1%	

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

*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		1284	966	318	241	186	834	81	806	38	220	37
	%	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	929	708	221	180	162	574	56	561	33	181	31
	%	72.3%	73.3%	69.6%	74.8%	87.1%	68.9%	69.1%	69.6%	86.4%	82.1%	82.9%
	Sometimes	133	95	37	37	7	88	14	84	2	18	2
	%	10.3%	9.9%	11.8%	15.4%	4.0%	10.6%	16.7%	10.5%	6.3%	8.2%	6.1%
	No	50	34	16	10	8	32	8	27		10	3
	%	3.9%	3.6%	4.9%	4.1%	4.4%	3.8%	9.9%	3.3%		4.5%	8.8%
Not applicable - doesn't have any friends	77	62	15	7	4	65	1	54	0	10	1	
%	6.0%	6.4%	4.7%	3.1%	2.1%	7.9%	1.0%	6.7%	.4%	4.8%	2.2%	
No response/unclear response	96	67	29	6	5	74	3	80	3	1		
%	7.4%	6.9%	9.1%	2.5%	2.5%	8.8%	3.3%	9.9%	7.0%	.4%		

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		1284	912	372	756	156	613	295	355	208	163	248
	%	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	929	721	208	609	112	481	236	253	151	114	172
	%	72.3%	79.1%	55.9%	80.5%	72.1%	78.5%	80.0%	71.3%	72.7%	70.1%	69.5%
	Sometimes	133	90	43	73	17	63	27	42	24	17	27
	%	10.3%	9.9%	11.5%	9.6%	11.1%	10.2%	9.2%	11.8%	11.7%	10.7%	10.8%
	No	50	37	13	32	5	20	17	12	4	7	14
	%	3.9%	4.0%	3.5%	4.2%	3.1%	3.2%	5.8%	3.3%	1.7%	4.4%	5.7%
Not applicable - doesn't have any friends	77	19	57	15	4	9	11	28	13	9	17	
%	6.0%	2.1%	15.4%	2.0%	2.5%	1.4%	3.6%	7.9%	6.1%	5.7%	7.1%	
No response/unclear response	96	45	51	27	17	40	4	20	16	15	17	
%	7.4%	4.9%	13.7%	3.6%	11.2%	6.6%	1.4%	5.7%	7.7%	9.1%	7.0%	

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

*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		1284	353	313	284	123	158	35	8	11	
	%	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		929	240	219	222	86	125	24	6	8
		%	72.3%	67.9%	69.8%	78.3%	70.2%	79.1%	69.8%	73.3%	70.3%
	Sometimes		133	35	28	34	17	12	4	1	1
		%	10.3%	10.0%	9.0%	11.9%	13.6%	7.8%	12.6%	13.3%	13.5%
	No		50	8	15	6	7	11	2	1	0
		%	3.9%	2.3%	4.7%	2.0%	5.9%	7.0%	6.6%	6.7%	2.7%
	Not applicable - doesn't have any friends		77	36	14	11	6	8	1	0	1
		%	6.0%	10.1%	4.5%	3.7%	4.6%	5.0%	4.3%	3.3%	10.8%
No response/unclear response		96	35	38	12	7	2	2	0	0	
	%	7.4%	9.8%	12.1%	4.1%	5.7%	1.1%	6.7%	3.3%	2.7%	

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 (weighted)		1529	785	744	346	71	416	551	74	322	1113	
	%	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		1011	499	512	291	54	345	405	21	173	666
		%	66.1%	63.6%	68.8%	84.2%	76.5%	82.9%	73.5%	27.9%	53.5%	59.9%
	Sometimes		127	55	72	29	5	34	62	2	21	93
		%	8.3%	7.0%	9.7%	8.3%	7.4%	8.2%	11.2%	2.1%	6.4%	8.4%
	No		59	33	26	8		8	27	3	19	51
		%	3.9%	4.3%	3.5%	2.2%		1.9%	4.8%	3.8%	5.8%	4.6%
	NA - no family/family not available/lives with family		275	152	123	9	6	15	30	49	105	260
		%	18.0%	19.4%	16.5%	2.6%	8.8%	3.6%	5.4%	66.2%	32.6%	23.3%
No response/unclear response		57	45	12	9	5	14	28		5	42	
	%	3.7%	5.7%	1.6%	2.7%	7.3%	3.5%	5.1%		1.7%	3.8%	

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

*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 (weighted)		1529	1158	371	269	204	1031	103	973	44	239	41
	%	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	1011	784	227	26	164	809	65	690	28	117	20
	%	66.1%	67.8%	61.1%	9.6%	80.6%	78.5%	62.9%	70.9%	63.8%	48.9%	50.1%
	Sometimes	127	91	36	4	16	104	8	79	6	20	7
	%	8.3%	7.9%	9.6%	1.6%	7.7%	10.1%	8.1%	8.1%	13.9%	8.2%	15.9%
	No	59	39	21	6	13	40	4	40	1	11	2
	%	3.9%	3.3%	5.5%	2.2%	6.5%	3.9%	4.1%	4.1%	2.6%	4.6%	4.0%
NA - no family/family not available/lives with family	275	212	63	222	8	45	20	118	8	89	10	
%	18.0%	18.3%	16.9%	82.3%	4.1%	4.3%	19.3%	12.1%	19.1%	37.3%	24.9%	
No response/unclear response	57	31	25	12	2	34	6	46	0	2	2	
%	3.7%	2.7%	6.8%	4.3%	1.0%	3.3%	5.5%	4.7%	.6%	1.0%	5.1%	

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 (weighted)		1529	998	531	824	174	676	318	419	271	200	290
	%	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	1011	584	427	488	97	419	164	301	192	131	186
	%	66.1%	58.6%	80.3%	59.2%	55.8%	62.0%	51.5%	71.9%	70.9%	65.3%	64.0%
	Sometimes	127	101	26	80	20	79	22	22	30	22	24
	%	8.3%	10.1%	5.0%	9.8%	11.7%	11.7%	6.9%	5.3%	11.2%	10.8%	8.3%
	No	59	49	10	40	8	35	12	14	5	10	10
	%	3.9%	4.9%	1.9%	4.9%	4.9%	5.1%	3.9%	3.2%	1.7%	5.1%	3.6%
NA - no family/family not available/lives with family	275	208	67	178	29	88	120	80	38	32	69	
%	18.0%	20.8%	12.6%	21.7%	16.8%	13.0%	37.7%	19.1%	13.9%	16.2%	23.7%	
No response/unclear response	57	56	1	37	19	56	0	2	6	5	1	
%	3.7%	5.6%	.1%	4.5%	10.8%	8.2%	.1%	.4%	2.4%	2.6%	.3%	

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

*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 (weighted)		1529	420	377	325	152	190	42	10	12
	%	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	1011	284	231	205	107	142	29	5	9
	%	66.1%	67.5%	61.2%	63.0%	70.3%	74.8%	68.2%	52.6%	70.9%
	Sometimes	127	41	24	30	11	11	7	3	1
	%	8.3%	9.7%	6.4%	9.3%	7.1%	5.7%	16.3%	26.3%	9.3%
	No	59	18	13	14	4	8	1	1	1
	%	3.9%	4.4%	3.3%	4.2%	2.8%	4.2%	2.2%	7.9%	7.0%
	NA - no family/family not available/lives with family	275	68	77	68	26	29	4	1	1
	%	18.0%	16.2%	20.5%	21.0%	17.2%	15.3%	8.7%	10.5%	9.3%
	No response/unclear response	57	9	33	8	4		2	0	0
	%	3.7%	2.2%	8.6%	2.6%	2.6%		4.6%	2.6%	3.5%

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

*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 (weighted)		1529	785	744	346	71	416	551	74	322	1113	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN SHOPPING	Yes		1255	627	628	212	59	272	488	65	286	983
		%	82.1%	79.9%	84.4%	61.4%	84.0%	65.2%	88.6%	88.5%	88.8%	88.4%
	No		216	123	93	99	11	109	43	9	36	107
		%	14.1%	15.7%	12.5%	28.6%	14.9%	26.3%	7.7%	11.5%	11.2%	9.6%
No response/unclear response		58	35	23	35	1	36	20			22	
	%	3.8%	4.4%	3.1%	10.1%	1.1%	8.5%	3.6%			2.0%	
PARTICIPATION IN SPORTS AND EXERCISE	Yes		956	500	456	173	48	221	380	21	213	735
		%	62.5%	63.7%	61.3%	50.1%	67.4%	53.0%	68.9%	28.3%	66.2%	66.1%
	No		531	262	269	152	21	173	155	53	108	358
		%	34.7%	33.4%	36.2%	44.1%	29.2%	41.6%	28.1%	71.7%	33.5%	32.2%
No response/unclear response		42	23	19	20	2	22	17		1	20	
	%	2.8%	3.0%	2.6%	5.8%	3.4%	5.4%	3.0%		.3%	1.8%	
PARTICIPATION IN ENTERTAINMENT	Yes		1167	605	562	221	58	279	448	67	243	888
		%	76.3%	77.1%	75.5%	63.8%	82.6%	67.0%	81.3%	91.3%	75.4%	79.8%
	No		326	157	168	107	12	118	90	6	75	208
		%	21.3%	20.1%	22.6%	30.9%	16.3%	28.4%	16.4%	8.7%	23.2%	18.7%
No response/unclear response		36	22	14	18	1	19	12		4	17	
	%	2.3%	2.8%	1.8%	5.3%	1.1%	4.6%	2.2%		1.3%	1.5%	
PARTICIPATION IN CHURCH SERVICES OR RELIGIOUS EVENTS	Yes		428	224	204	89	31	119	155	13	90	308
		%	28.0%	28.5%	27.4%	25.7%	43.2%	28.7%	28.1%	17.3%	27.9%	27.7%
	No		1027	520	507	228	38	266	360	61	228	761
		%	67.2%	66.3%	68.1%	65.9%	54.1%	63.9%	65.4%	82.2%	70.7%	68.4%
No response/unclear response		74	41	33	29	2	31	36	0	5	43	
	%	4.8%	5.2%	4.4%	8.4%	2.7%	7.4%	6.5%	.5%	1.4%	3.9%	
PARTICIPATION IN GOING OUT TO EAT	Yes		1259	650	608	251	60	311	462	67	272	948
		%	82.3%	82.9%	81.8%	72.7%	84.9%	74.8%	83.8%	91.4%	84.4%	85.2%
	No		229	117	112	76	10	86	70	6	48	143
		%	15.0%	14.9%	15.1%	22.0%	14.0%	20.6%	12.6%	8.6%	14.8%	12.9%

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

*Productivity Commission
Job Number: 98196*

TABLE 12A: PARTICIPATION IN ACTIVITIES (Q28/Q30-Q33) (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							
PARTICIPATION IN GOING OUT TO EAT	No response/unclear response		41	17	24	18	1	19	20		2	22
		%	2.7%	2.2%	3.2%	5.3%	1.1%	4.6%	3.5%		.8%	2.0%

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

*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 (weighted)		1529	1158	371	269	204	1031	103	973	44	239	41	
	%	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		1255	930	325	217	198	835	81	804	39	198	38
		%	82.1%	80.3%	87.6%	80.8%	97.1%	80.9%	78.2%	82.7%	89.1%	82.7%	92.9%
	No		216	177	40	52	6	155	15	126	3	41	3
		%	14.1%	15.3%	10.7%	19.1%	2.9%	15.1%	14.1%	13.0%	6.1%	17.0%	7.1%
No response/unclear response		58	51	6	0		41	8	43	2	1		
	%	3.8%	4.4%	1.7%	.1%		4.0%	7.7%	4.4%	4.8%	.3%		
PARTICIPATION IN SPORTS AND EXERCISE	Yes		956	704	252	159	139	647	49	684	28	80	31
		%	62.5%	60.8%	67.8%	59.2%	68.4%	62.7%	47.5%	70.3%	64.6%	33.5%	74.6%
	No		531	419	112	109	64	351	52	257	13	158	10
		%	34.7%	36.2%	30.3%	40.5%	31.6%	34.0%	50.2%	26.5%	30.6%	65.9%	25.4%
No response/unclear response		42	35	7	1		34	2	32	2	2		
	%	2.8%	3.0%	2.0%	.3%		3.3%	2.3%	3.3%	4.8%	.7%		
PARTICIPATION IN ENTERTAINMENT	Yes		1167	887	281	206	168	782	76	754	28	190	30
		%	76.3%	76.6%	75.6%	76.5%	82.6%	75.8%	73.5%	77.5%	64.2%	79.2%	73.6%
	No		326	246	79	63	33	224	27	188	16	49	11
		%	21.3%	21.3%	21.4%	23.5%	16.3%	21.7%	25.8%	19.3%	35.8%	20.3%	26.4%
No response/unclear response		36	25	11		2	26	1	31		1		
	%	2.3%	2.1%	3.1%		1.1%	2.5%	.8%	3.2%		.4%		
PARTICIPATION IN CHURCH SERVICES OR RELIGIOUS EVENTS	Yes		428	338	90	64	62	293	33	274	11	51	11
		%	28.0%	29.2%	24.2%	23.7%	30.5%	28.4%	32.4%	28.1%	25.7%	21.2%	27.4%
	No		1027	761	266	203	136	682	69	633	32	188	30
		%	67.2%	65.7%	71.7%	75.4%	66.9%	66.1%	66.6%	65.0%	73.5%	78.6%	72.6%
No response/unclear response		74	59	15	2	5	57	1	67	0	1		
	%	4.8%	5.1%	4.1%	.9%	2.5%	5.5%	1.0%	6.8%	.8%	.2%		
PARTICIPATION IN GOING OUT TO EAT	Yes		1259	952	307	240	174	833	76	821	32	193	35
		%	82.3%	82.2%	82.7%	89.0%	85.5%	80.7%	74.0%	84.3%	73.5%	80.5%	86.3%
	No		229	174	55	30	29	169	24	118	11	45	6
		%	15.0%	15.0%	14.9%	11.0%	14.2%	16.4%	23.8%	12.1%	26.2%	19.0%	13.7%
No response/unclear response		41	32	9		1	30	2	34	0	1		
	%	2.7%	2.8%	2.4%		.3%	2.9%	2.2%	3.5%	.3%	.5%		

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (WEIGHTED)

*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 (weighted)		1529	998	531	824	174	676	318	419	271	200	290	
	%	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		1255	896	359	733	163	616	276	353	192	167	246
		%	82.1%	89.8%	67.6%	88.9%	93.8%	91.1%	86.8%	84.2%	70.9%	83.2%	84.8%
	No		216	84	133	79	4	43	41	58	63	23	43
		%	14.1%	8.4%	24.9%	9.6%	2.5%	6.3%	12.8%	13.8%	23.4%	11.3%	14.9%
	No response/unclear response		58	18	39	12	6	17	1	9	15	11	1
		%	3.8%	1.9%	7.4%	1.5%	3.7%	2.6%	.3%	2.0%	5.6%	5.5%	.3%
PARTICIPATION IN SPORTS AND EXERCISE	Yes		956	641	315	511	130	429	209	307	146	127	165
		%	62.5%	64.2%	59.4%	62.0%	74.6%	63.5%	65.6%	73.4%	54.0%	63.3%	56.9%
	No		531	339	192	299	40	230	108	107	114	71	116
		%	34.7%	33.9%	36.2%	36.2%	23.0%	33.9%	34.0%	25.5%	42.2%	35.2%	39.8%
	No response/unclear response		42	19	23	15	4	17	1	5	10	3	9
		%	2.8%	1.9%	4.4%	1.8%	2.4%	2.6%	.4%	1.1%	3.9%	1.5%	3.3%
PARTICIPATION IN ENTERTAINMENT	Yes		1167	795	372	647	148	547	246	333	198	151	223
		%	76.3%	79.7%	70.1%	78.5%	85.1%	80.8%	77.3%	79.4%	73.2%	75.2%	76.8%
	No		326	183	143	161	22	112	70	81	68	45	63
		%	21.3%	18.3%	26.9%	19.5%	12.7%	16.6%	21.9%	19.4%	25.0%	22.4%	21.8%
	No response/unclear response		36	20	16	16	4	17	2	5	5	5	4
		%	2.3%	2.0%	3.0%	1.9%	2.2%	2.6%	.8%	1.2%	1.8%	2.3%	1.4%
PARTICIPATION IN CHURCH SERVICES OR RELIGIOUS EVENTS	Yes		428	310	117	250	61	221	89	107	72	63	80
		%	28.0%	31.1%	22.1%	30.3%	35.0%	32.7%	28.0%	25.6%	26.7%	31.4%	27.4%
	No		1027	661	366	556	105	431	227	295	186	127	198
		%	67.2%	66.2%	68.9%	67.5%	60.4%	63.7%	71.3%	70.4%	68.6%	63.4%	68.1%
	No response/unclear response		74	27	48	18	8	24	2	17	12	10	13
		%	4.8%	2.7%	9.0%	2.2%	4.6%	3.6%	.7%	4.0%	4.6%	5.1%	4.5%
PARTICIPATION IN GOING OUT TO EAT	Yes		1259	842	417	694	148	570	269	366	226	154	235
		%	82.3%	84.4%	78.6%	84.2%	85.3%	84.3%	84.6%	87.3%	83.5%	77.0%	81.0%
	No		229	136	93	116	20	89	46	47	41	39	47
		%	15.0%	13.7%	17.5%	14.1%	11.7%	13.2%	14.5%	11.3%	15.2%	19.3%	16.3%
	No response/unclear response		41	20	21	15	5	17	3	6	3	7	8
		%	2.7%	2.0%	4.0%	1.8%	3.0%	2.5%	.9%	1.4%	1.3%	3.7%	2.6%

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

*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 (weighted)		1529	420	377	325	152	190	42	10	12	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN SHOPPING	Yes		1255	329	293	282	132	164	36	8	12
		%	82.1%	78.3%	77.7%	86.6%	87.0%	86.1%	84.4%	84.2%	93.0%
	No		216	70	63	40	19	17	5	2	1
		%	14.1%	16.6%	16.7%	12.3%	12.6%	8.7%	12.9%	15.8%	5.8%
No response/unclear response		58	22	21	4	1	10	1		0	
	%	3.8%	5.1%	5.5%	1.1%	.4%	5.2%	2.7%		1.2%	
PARTICIPATION IN SPORTS AND EXERCISE	Yes		956	244	243	201	95	131	27	6	9
		%	62.5%	57.9%	64.6%	61.8%	62.6%	68.7%	63.9%	60.5%	73.3%
	No		531	166	110	124	54	56	14	4	3
		%	34.7%	39.4%	29.3%	38.2%	35.5%	29.6%	32.2%	39.5%	24.4%
No response/unclear response		42	11	23		3	3	2		0	
	%	2.8%	2.7%	6.1%		1.9%	1.6%	3.8%		2.3%	
PARTICIPATION IN ENTERTAINMENT	Yes		1167	312	273	256	121	154	32	7	12
		%	76.3%	74.3%	72.5%	78.8%	79.8%	81.1%	74.7%	71.1%	94.2%
	No		326	92	87	68	29	35	10	3	1
		%	21.3%	22.0%	23.1%	20.9%	19.4%	18.6%	23.7%	28.9%	5.8%
No response/unclear response		36	16	17	1	1	0	1			
	%	2.3%	3.7%	4.4%	.3%	.8%	.2%	1.6%			
PARTICIPATION IN CHURCH SERVICES OR RELIGIOUS EVENTS	Yes		428	104	85	86	54	78	13	2	6
		%	28.0%	24.8%	22.5%	26.5%	35.7%	40.9%	30.5%	18.4%	45.3%
	No		1027	295	255	231	95	111	27	8	6
		%	67.2%	70.1%	67.6%	71.1%	62.4%	58.1%	63.7%	78.9%	51.2%
No response/unclear response		74	21	37	8	3	2	2	0	0	
	%	4.8%	5.0%	10.0%	2.4%	1.9%	.9%	5.7%	2.6%	3.5%	
PARTICIPATION IN GOING OUT TO EAT	Yes		1259	356	297	265	125	163	36	6	11
		%	82.3%	84.7%	78.9%	81.4%	82.6%	85.4%	84.5%	65.8%	86.0%

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

*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		229	56	59	54	23	27	6	2	1
		%	15.0%	13.4%	15.7%	16.7%	15.5%	14.1%	13.1%	21.1%	10.5%
	No response/unclear response		41	8	20	6	3	1	1	1	0
		%	2.7%	1.9%	5.4%	1.8%	1.9%	.5%	2.4%	13.2%	3.5%

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 (weighted)			998	447	512	39
	%		100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN GOING OUT TO EAT	Yes		842	331	494	17
		%	84.4%	73.9%	96.6%	43.0%
	No		136	114	17	5
		%	13.7%	25.4%	3.4%	14.0%
No response/unclear response		20	3		17	
	%	2.0%	.7%		42.9%	

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

*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 (weighted)		998	226	236	250	107	137	31	5	7	
	%	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		842	206	177	211	92	120	26	3	6
		%	84.4%	91.4%	75.3%	84.3%	85.9%	87.8%	84.1%	66.7%	87.2%
	No		136	20	44	37	13	17	4	2	1
		%	13.7%	8.6%	18.6%	14.8%	12.0%	12.2%	13.7%	33.3%	12.8%
	No response/unclear response		20		14	2	2		1		
		%	2.0%		6.1%	1.0%	2.2%		2.2%		

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		75	28	43	4	
	%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		61	17	42	2
		%	81.5%	60.9%	98.1%	50.7%
	No		13	11	1	1
		%	17.4%	39.1%	1.9%	31.1%
	No response/unclear response		1			1
		%	1.0%			18.2%

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

*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		75	15	17	9	11	14	9	0	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		61	12	14	9	8	10	8	0
		%	81.5%	85.2%	81.3%	96.9%	73.5%	70.4%	87.6%	66.7%
	No		13	2	2	0	3	4	1	0
		%	17.4%	14.8%	14.0%	3.1%	26.5%	29.6%	12.4%	33.3%
	No response/unclear response		1		1					
		%	1.0%		4.7%					

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		572	268	271	33	
	%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		493	215	264	14
		%	86.2%	80.2%	97.4%	42.6%
	No		61	50	7	4
		%	10.7%	18.7%	2.6%	11.7%
	No response/unclear response		18	3		15
		%	3.2%	1.1%		45.7%

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

*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		572	125	150	137	65	70	18	1	6	
	%	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		493	112	115	124	56	64	14	1	5
		%	86.2%	89.6%	77.0%	90.6%	86.5%	90.9%	82.3%	100.0%	89.5%
	No		61	13	22	11	6	6	2		1
		%	10.7%	10.4%	14.4%	7.7%	9.9%	9.1%	13.8%		10.5%
	No response/unclear response		18		13	2	2		1		
		%	3.2%		8.5%	1.8%	3.6%		3.9%		

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		39	19	20	0
	%	100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN GOING OUT TO EAT	Yes		30	11	19
		%	76.0%	55.4%	97.4%
	No		9	9	1
		%	24.0%	44.6%	2.6%

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

*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		39	2	1	27	2	3	1	3	0	
	%	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		30	2	1	19	2	3	1	2	
		%	76.0%	100.0%	100.0%	72.7%	100.0%	84.7%	100.0%	53.8%	
	No		9			7		0		2	0
		%	24.0%			27.3%		15.3%		46.2%	100.0%

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		211	83	128	
	%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		170	48	122
		%	80.9%	57.9%	95.7%
	No		40	35	5
		%	19.1%	42.1%	4.3%

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

*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		211	50	58	65	22	12	3	1	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		170	48	41	48	19	11	2	1
		%	80.9%	95.7%	69.6%	74.9%	87.6%	93.3%	76.1%	100.0%
	No		40	2	18	16	3	1	1	
		%	19.1%	4.3%	30.4%	25.1%	12.4%	6.7%	23.9%	

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	13	20	
	%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		27	8	19
		%	82.8%	62.0%	95.9%
	No		6	5	1
		%	17.2%	38.0%	4.1%

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

*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	4	8	0	1	18
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN GOING OUT TO EAT	Yes		4	6		1	15
		%	82.8%	100.0%	75.0%	100.0%	82.4%
	No		6		2	0	3
		%	17.2%		25.0%	100.0%	17.6%

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	785	744	346	71	416	551	74	322	1113	
	%	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		997	533	463	134	48	182	349	61	256	814
		%	65.2%	68.0%	62.3%	38.8%	68.3%	43.8%	63.2%	82.1%	79.5%	73.2%
	Sometimes		168	93	76	21	10	31	80	7	42	137
		%	11.0%	11.8%	10.2%	6.2%	14.1%	7.5%	14.5%	8.8%	13.0%	12.3%
	Almost never		33	10	23	4	1	5	9	5	10	28
		%	2.2%	1.3%	3.1%	1.2%	1.1%	1.2%	1.7%	7.4%	3.2%	2.5%
NA - no wishes/not ask to go anywhere		291	124	166	178	9	187	87	1	11	103	
	%	19.0%	15.8%	22.4%	51.6%	12.4%	44.9%	15.7%	1.7%	3.5%	9.3%	
No response/unclear response		40	25	15	8	3	11	27		3	30	
	%	2.6%	3.2%	2.1%	2.2%	4.1%	2.5%	4.9%		.9%	2.7%	

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

*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	1158	371	269	204	1031	103	973	44	239	41
	%	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	997	758	239	204	184	601	78	598	38	177	29
	%	65.2%	65.5%	64.3%	75.9%	90.5%	58.3%	75.7%	61.5%	86.3%	73.9%	70.3%
	Sometimes	168	128	41	39	11	115	5	98	5	49	6
	%	11.0%	11.0%	10.9%	14.6%	5.6%	11.2%	4.6%	10.0%	12.2%	20.7%	14.5%
	Almost never	33	27	6	12	6	15	4	21	1	6	
	%	2.2%	2.4%	1.6%	4.6%	3.0%	1.4%	3.9%	2.1%	1.2%	2.5%	
NA - no wishes/not ask to go anywhere	291	215	76	13	2	270	12	222	0	6	6	
%	19.0%	18.5%	20.4%	4.9%	.8%	26.1%	11.8%	22.8%	.3%	2.6%	15.2%	
No response/unclear response	40	30	10		0	31	4	34		1		
%	2.6%	2.6%	2.8%		.2%	3.0%	4.0%	3.5%		.3%		

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	998	531	824	174	676	318	419	271	200	290
	%	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	997	814	183	679	135	536	274	264	152	143	180
	%	65.2%	81.6%	34.4%	82.4%	77.8%	79.3%	86.3%	62.9%	56.1%	71.3%	61.9%
	Sometimes	168	120	48	98	23	89	31	43	28	17	32
	%	11.0%	12.1%	9.0%	11.9%	13.0%	13.2%	9.9%	10.3%	10.4%	8.4%	10.9%
	Almost never	33	26	7	22	4	19	7	9	3	9	5
	%	2.2%	2.6%	1.4%	2.7%	2.3%	2.8%	2.3%	2.2%	1.2%	4.3%	1.6%
NA - no wishes/not ask to go anywhere	291	8	282	6	2	5	3	99	80	27	68	
%	19.0%	.8%	53.1%	.7%	1.3%	.8%	1.0%	23.5%	29.5%	13.4%	23.5%	
No response/unclear response	40	29	11	19	10	27	2	4	8	5	6	
%	2.6%	2.9%	2.1%	2.3%	5.6%	4.0%	.5%	1.0%	2.8%	2.6%	2.2%	

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

*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	420	377	325	152	190	42	10	12	
	%	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		997	238	244	217	107	148	30	4	9
		%	65.2%	56.7%	64.7%	66.8%	70.3%	77.6%	71.6%	44.7%	69.8%
	Sometimes		168	40	42	49	16	15	5	2	1
		%	11.0%	9.4%	11.1%	15.0%	10.6%	7.7%	11.4%	15.8%	8.1%
	Almost never		33	8	6	11	4	3	0	1	0
		%	2.2%	1.9%	1.5%	3.2%	2.8%	1.5%	.8%	13.2%	1.2%
	NA - no wishes/not ask to go anywhere		291	130	55	48	22	25	5	3	3
		%	19.0%	31.0%	14.7%	14.7%	14.5%	13.0%	12.1%	26.3%	20.9%
	No response/unclear response		40	4	30	1	3	0	2		
		%	2.6%	1.0%	8.0%	.3%	1.8%	.2%	4.1%		

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

*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	785	744	346	71	416	551	74	322	1113
	%	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	74	45	29	12	7	19	42	4	1	55
	%	4.8%	5.7%	4.0%	3.4%	10.4%	4.6%	7.7%	5.9%	.4%	4.9%
	Yes - equipment/ interpreter but need to better understand	21	13	8	2	1	3	16		2	18
	%	1.4%	1.6%	1.1%	.6%	1.4%	.7%	2.8%		.8%	1.6%
	Yes - limited access/need more equipment/intepreters	22	14	7	4	0	5	11		3	17
	%	1.4%	1.8%	1.0%	1.3%	.3%	1.1%	2.0%		.8%	1.5%
	No access to equipment/intepreters	34	17	18	4	2	6	23	2	3	28
%	2.2%	2.1%	2.4%	1.2%	3.1%	1.5%	4.1%	2.9%	1.0%	2.5%	
Not applicable - none needed	1261	629	632	304	50	354	407	65	289	907	
%	82.5%	80.1%	85.0%	87.8%	71.1%	85.0%	73.9%	87.5%	89.7%	81.5%	
No response/unclear response	117	68	50	20	10	30	52	3	23	88	
%	7.7%	8.6%	6.7%	5.8%	13.7%	7.1%	9.5%	3.7%	7.2%	7.9%	

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

*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	1158	371	269	204	1031	103	973	44	239	41
	%	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	74	65	9	9	2	62	11	21		35	
	%	4.8%	5.6%	2.3%	3.4%	1.2%	6.0%	10.5%	2.1%		14.5%	
	Yes - equipment/interpreter but need to better understand	21	16	5			21	1	16		4	
	%	1.4%	1.4%	1.2%			2.0%	.5%	1.6%		1.8%	
	Yes - limited access/need more equioment/interpreters	22	10	11	6	0	16	3	17		1	
	%	1.4%	.9%	3.0%	2.1%	.1%	1.5%	2.7%	1.8%		.5%	
	No access to equipment/interpreters	34	13	21	5		28	7	21		3	
%	2.2%	1.2%	5.6%	2.0%		2.8%	7.2%	2.1%		1.3%		
Not applicable - none needed	1261	977	284	236	186	826	73	808	40	188	39	
%	82.5%	84.4%	76.5%	87.8%	91.2%	80.1%	70.5%	83.1%	91.2%	78.7%	94.9%	
No response/unclear response	117	75	42	12	15	79	9	90	4	8	2	
%	7.7%	6.5%	11.3%	4.6%	7.5%	7.6%	8.7%	9.2%	8.8%	3.3%	5.1%	

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

*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	998	531	824	174	676	318	419	271	200	290
	%	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	74	57	17	38	18	52	4	16	5	10	14
	%	4.8%	5.7%	3.3%	4.6%	10.6%	7.7%	1.4%	3.9%	1.8%	4.8%	4.7%
	Yes - equipment/ interpreter but need to	21	13	7	12	2	13		5	1	3	6
	%	1.4%	1.3%	1.4%	1.4%	1.1%	2.0%		1.2%	.4%	1.5%	2.0%
	Yes - limited access/need more	22	15	7	6	9	15		9	4	2	1
	%	1.4%	1.5%	1.3%	.7%	5.2%	2.2%		2.2%	1.3%	1.2%	.3%
	No access to equipment/interpreters	34	8	26	5	4	8		14	3	6	5
%	2.2%	.8%	4.9%	.6%	2.0%	1.2%		3.3%	1.1%	3.1%	1.7%	
Not applicable - none needed	1261	800	461	684	116	486	311	347	232	164	261	
%	82.5%	80.2%	86.7%	83.0%	66.8%	71.8%	97.8%	82.7%	85.6%	82.1%	89.7%	
No response/unclear response	117	105	13	80	25	102	2	28	26	15	5	
%	7.7%	10.5%	2.4%	9.7%	14.3%	15.1%	.8%	6.6%	9.7%	7.3%	1.6%	

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

*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	420	377	325	152	190	42	10	12
	%	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	74	22	26	4	8	9	4		0
	%	4.8%	5.3%	6.9%	1.4%	5.1%	4.8%	9.5%		3.5%
	Yes - equipment/ interpreter but need to	21	7	1	8	3	2	1		
	%	1.4%	1.5%	.2%	2.4%	2.0%	1.2%	1.4%		
	Yes - limited access/need more	22	6	4	7	1	3	1	0	
	%	1.4%	1.4%	1.1%	2.0%	.8%	1.5%	1.4%	2.6%	
	No access to equipment/interpreters	34	5	20	3	2	2	1		0
	%	2.2%	1.3%	5.4%	1.0%	1.6%	.9%	2.4%		1.2%
Not applicable - none needed	1261	346	282	281	130	173	33	9	9	
%	82.5%	82.2%	74.8%	86.3%	85.4%	90.7%	78.5%	92.1%	68.6%	
No response/unclear response	117	35	44	23	8	2	3	1	3	
%	7.7%	8.2%	11.6%	7.0%	5.2%	1.0%	6.8%	5.3%	26.7%	

**DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMMODATION SERVICES, NATIONAL TABLES (WEIGHTED)**

*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)		1442	733	709	344	70	414	548	68	312	1028
	%	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 on pre survey form	1146	604	543	315	64	379	492	36	214	768
	%	79.5%	82.3%	76.6%	91.4%	91.4%	91.4%	89.7%	52.9%	68.6%	74.7%
	No - gave different accommodation service provided	91	29	62	9	0	10	27	21	32	82
	%	6.3%	4.0%	8.7%	2.7%	.7%	2.4%	4.8%	30.9%	10.4%	7.9%
	No - now no accommodation service provided	139	63	75	7	3	9	4	4	60	129
%	9.6%	8.6%	10.6%	2.0%	3.8%	2.3%	.7%	5.9%	19.1%	12.6%	
No response/unclear response	66	37	29	13	3	16	26	7	6	49	
%	4.6%	5.1%	4.1%	3.9%	4.2%	3.9%	4.8%	10.3%	2.0%	4.8%	

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)		1442	1092	350	235	179	1003	99	940	37	217	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	1146	858	289	108	129	892	86	760	34	162	13
	%	79.5%	78.6%	82.4%	46.1%	72.0%	88.9%	87.2%	80.9%	91.3%	74.5%	36.5%
	No - gave different accommodation	91	81	11	28	20	43	5	34	0	32	11
	%	6.3%	7.4%	3.1%	11.8%	11.4%	4.3%	5.1%	3.7%	.7%	14.6%	30.4%
	No - now no accommodation	139	104	34	86	25	28	6	94	3	16	11
%	9.6%	9.6%	9.8%	36.7%	13.8%	2.8%	6.2%	10.0%	7.4%	7.4%	33.1%	
No response/unclear response	66	49	17	13	5	40	1	51	0	8		
%	4.6%	4.5%	4.8%	5.4%	2.8%	4.0%	1.4%	5.4%	.7%	3.5%		

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

*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)		1442	916	526	746	171	651	262	385	253	193	278
	%	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	1146	729	418	577	151	565	160	296	217	164	204
	%	79.5%	79.5%	79.4%	77.4%	88.8%	86.8%	61.3%	77.0%	85.7%	84.9%	73.2%
	No - gave different accommodation	91	57	35	56	1	13	44	16	18	7	43
	%	6.3%	6.2%	6.6%	7.5%	.4%	2.0%	16.7%	4.2%	7.1%	3.8%	15.5%
	No - now no accommodation	139	86	53	78	7	39	46	63	10	10	19
	%	9.6%	9.4%	10.0%	10.5%	4.4%	6.0%	17.8%	16.3%	4.0%	4.9%	6.7%
No response/unclear response	66	45	21	34	11	34	11	10	8	12	13	
%	4.6%	4.9%	3.9%	4.6%	6.5%	5.2%	4.3%	2.5%	3.3%	6.4%	4.6%	

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)		1442	394	354	318	142	170	42	10	12
	%	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	1146	334	249	265	118	129	34	9	10
	%	79.5%	84.6%	70.4%	83.3%	83.2%	75.4%	81.0%	92.1%	76.7%
	No - gave different accommodation	91	25	17	23	7	17	1	1	1
	%	6.3%	6.3%	4.8%	7.1%	4.6%	10.1%	2.8%	5.3%	11.6%
	No - now no accommodation	139	14	61	27	10	21	6		0
	%	9.6%	3.4%	17.2%	8.6%	7.3%	12.2%	13.8%		1.2%
No response/unclear response	66	22	27	3	7	4	1	0	1	
%	4.6%	5.6%	7.7%	1.0%	4.9%	2.2%	2.5%	2.6%	10.5%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (WEIGHTED)

*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		986	561	425	24	4	28	56	34	48	216	
	%	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		201	85	115	21	3	24	53	32	44	144
		%	20.4%	15.2%	27.1%	86.2%	88.1%	86.5%	95.5%	93.6%	91.9%	66.9%
	No		785	475	310	3	0	4	3	2	4	71
		%	79.6%	84.8%	72.9%	13.8%	11.9%	13.5%	4.5%	6.4%	8.1%	33.1%

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		986	734	252	648	173	158	53	499	93	152	73	
	%	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		201	172	29	57	45	91	8	109	5	48	15
		%	20.4%	23.4%	11.6%	8.9%	25.8%	57.7%	15.4%	21.9%	5.5%	31.9%	20.2%
	No		785	562	223	590	128	67	45	390	88	103	58
		%	79.6%	76.6%	88.4%	91.1%	74.2%	42.3%	84.6%	78.1%	94.5%	68.1%	79.8%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (WEIGHTED)

*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		986	843	143	790	54	340	503	411	171	97	156	
	%	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		201	144	57	129	15	64	80	42	42	23	67
		%	20.4%	17.1%	39.8%	16.3%	28.4%	18.7%	16.0%	10.3%	24.6%	23.8%	43.0%
	No		785	699	86	661	38	276	423	369	129	74	89
		%	79.6%	82.9%	60.2%	83.7%	71.6%	81.3%	84.0%	89.7%	75.4%	76.2%	57.0%

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		986	224	206	157	163	153	71	1	11	
	%	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		201	43	53	31	22	33	14	1	3
		%	20.4%	19.2%	25.8%	19.9%	13.7%	21.5%	20.0%	100.0%	29.5%
	No		785	181	153	126	141	120	57		8
		%	79.6%	80.8%	74.2%	80.1%	86.3%	78.5%	80.0%		70.5%

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

*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 (weighted)		1529	785	744	346	71	416	551	74	322	1113
	%	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	785	744	346	71	416	551	74	322	1113
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	MDS 1.01	346	157	189	346		346				
	%	22.6%	20.0%	25.4%	100.0%		83.0%				
	MDS 1.02	71	37	34		71	71				
	%	4.6%	4.7%	4.6%		100.0%	17.0%				
	MDS 1.03	551	300	251				551			551
	%	36.0%	38.2%	33.7%				100.0%			49.5%
	MDS 1.04	74	45	29					74		74
	%	4.8%	5.7%	3.9%					100.0%		6.6%
	MDS 1.05	322	154	168						322	322
	%	21.1%	19.6%	22.6%						100.0%	29.0%
	MDS 1.06 / 1.07	99	50	50							99
	%	6.5%	6.3%	6.7%							8.9%
	MDS 1.01 / 1.02	416	194	223	346	71	416				
	%	27.2%	24.7%	29.9%	100.0%	100.0%	100.0%				
	MDS 1.03 - 1.07	1113	591	522				551	74	322	1113
	%	72.8%	75.3%	70.1%				100.0%	100.0%	100.0%	100.0%

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

*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 (weighted)		1529	1158	371	269	204	1031	103	973	44	239	41
	%	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	1158	371	269	204	1031	103	973	44	239	41
	%	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	346	274	72			329	38	242	1	21	1
	%	22.6%	23.6%	19.4%			31.9%	36.5%	24.9%	1.8%	9.0%	2.9%
	MDS 1.02	71	51	20			71	4	42	1	16	0
	%	4.6%	4.4%	5.3%			6.9%	3.8%	4.3%	3.1%	6.7%	1.1%
	MDS 1.03	551	439	113	11	15	517	37	413	6	53	7
	%	36.0%	37.9%	30.3%	4.1%	7.5%	50.1%	35.7%	42.5%	13.4%	22.3%	16.3%
	MDS 1.04	74	69	5	52	17	5	9	1	0	64	
	%	4.8%	6.0%	1.3%	19.1%	8.4%	.5%	8.8%	.1%	.8%	26.7%	
	MDS 1.05	322	214	108	118	138	66	11	168	21	63	28
	%	21.1%	18.5%	29.1%	43.9%	67.8%	6.4%	11.2%	17.3%	48.8%	26.4%	67.4%
	MDS 1.06 / 1.07	99	66	33	58	19	22		82	8	6	3
	%	6.5%	5.7%	9.0%	21.7%	9.4%	2.1%		8.4%	19.0%	2.3%	7.1%
MDS 1.01 / 1.02	416	325	92			400	41	284	2	37	2	
%	27.2%	28.0%	24.8%			38.8%	40.3%	29.2%	4.9%	15.7%	4.1%	
MDS 1.03 - 1.07	1113	833	279	269	204	632	61	689	42	202	39	
%	72.8%	72.0%	75.2%	100.0%	100.0%	61.2%	59.7%	70.8%	95.1%	84.3%	95.9%	

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

*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 (weighted)		1529	998	531	824	174	676	318	419	271	200	290
	%	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	998	531	824	174	676	318	419	271	200	290
	%	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	346	121	225	95	26	102	17	82	110	51	60
	%	22.6%	12.1%	42.4%	11.5%	14.8%	15.1%	5.4%	19.5%	40.6%	25.3%	20.5%
	MDS 1.02	71	52	18	43	10	47	6	10	8	14	17
	%	4.6%	5.3%	3.4%	5.2%	5.6%	6.9%	1.9%	2.3%	2.9%	6.9%	6.0%
	MDS 1.03	551	343	208	249	94	309	32	156	78	74	93
	%	36.0%	34.4%	39.1%	30.2%	54.3%	45.7%	10.1%	37.3%	29.0%	37.0%	32.0%
	MDS 1.04	74	70	4	68	2	15	55	3	16	13	34
	%	4.8%	7.0%	.8%	8.2%	1.2%	2.2%	17.2%	.8%	6.0%	6.6%	11.7%
	MDS 1.05	322	289	34	263	25	140	149	85	38	40	79
	%	21.1%	28.9%	6.3%	31.9%	14.7%	20.7%	46.7%	20.3%	14.0%	20.0%	27.2%
	MDS 1.06 / 1.07	99	62	37	49	13	44	18	51	9	3	4
	%	6.5%	6.2%	7.0%	6.0%	7.6%	6.6%	5.6%	12.3%	3.3%	1.6%	1.3%
MDS 1.01 / 1.02	416	173	243	138	35	149	23	91	118	64	77	
%	27.2%	17.3%	45.8%	16.7%	20.4%	22.0%	7.2%	21.8%	43.6%	32.2%	26.5%	
MDS 1.03 - 1.07	1113	825	288	687	138	528	295	328	153	136	213	
%	72.8%	82.7%	54.2%	83.3%	79.6%	78.0%	92.8%	78.2%	56.4%	67.8%	73.5%	

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

*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 (weighted)		1529	420	377	325	152	190	42	10	12
	%	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	420	377	325	152	190	42	10	12
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	MDS 1.01	346	146	45	32	42	73	8		
	%	22.6%	34.7%	12.0%	9.8%	27.5%	38.1%	20.0%		
	MDS 1.02	71	21	31	1	10	4	3		
	%	4.6%	5.0%	8.3%	.2%	6.9%	2.2%	7.8%		
	MDS 1.03	551	137	181	109	48	40	21	5	11
	%	36.0%	32.5%	48.2%	33.5%	31.8%	20.9%	48.7%	52.6%	84.9%
	MDS 1.04	74	35	15	10	10	4	0		
	%	4.8%	8.2%	3.9%	3.0%	6.8%	2.1%	.8%		
	MDS 1.05	322	41	33	155	31	52	9	1	0
	%	21.1%	9.8%	8.9%	47.6%	20.1%	27.3%	21.1%	13.2%	1.2%
	MDS 1.06 / 1.07	99	20	52	15	4	4		3	2
	%	6.5%	4.6%	13.8%	4.5%	2.8%	2.1%		34.2%	12.8%
MDS 1.01 / 1.02	416	167	76	32	52	77	12			
%	27.2%	39.7%	20.3%	10.0%	34.4%	40.3%	27.8%			
MDS 1.03 - 1.07	1113	254	300	293	100	114	31	10	12	
%	72.8%	60.3%	79.7%	90.0%	65.6%	59.7%	72.2%	100.0%	100.0%	

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

*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		1352	698	653	330	67	397	541	68	254	954
	%	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 pre-survey form	874	461	412	183	47	230	394	21	172	644
	%	64.6%	66.1%	63.1%	55.5%	69.2%	57.8%	72.8%	30.8%	68.0%	67.5%
	No - gave different staff	337	166	171	80	15	95	111	34	69	242
	%	25.0%	23.8%	26.2%	24.3%	22.6%	24.0%	20.6%	49.9%	27.2%	25.4%
No response/unclear response		141	71	70	67	6	72	36	13	12	68
	%	10.4%	10.2%	10.7%	20.2%	8.2%	18.2%	6.6%	19.2%	4.8%	7.2%

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		1352	1023	328	170	171	993	95	853	41	221	25
	%	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 pre-survey form	874	634	240	98	104	666	70	590	27	118	14
	%	64.6%	62.0%	73.0%	57.8%	61.0%	67.1%	73.8%	69.2%	66.5%	53.4%	54.6%
	No - gave different staff	337	284	53	59	56	214	20	172	13	78	8
	%	25.0%	27.7%	16.3%	34.6%	32.6%	21.6%	20.6%	20.2%	31.3%	35.5%	32.6%
No response/unclear response		141	105	35	13	11	112	5	91	1	25	3
	%	10.4%	10.3%	10.8%	7.5%	6.4%	11.3%	5.6%	10.6%	2.1%	11.1%	12.9%

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

*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		1352	880	472	719	161	615	261	349	258	187	266
	%	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	874	618	255	481	137	483	132	230	167	106	123
	%	64.6%	70.3%	54.2%	66.9%	85.4%	78.5%	50.4%	65.9%	64.5%	56.9%	46.4%
	No - gave different staff	337	209	128	196	13	105	104	82	67	55	104
	%	25.0%	23.8%	27.2%	27.3%	8.1%	17.1%	39.9%	23.4%	25.9%	29.5%	39.0%
No response/unclear response		141	52	88	42	11	27	25	37	25	25	39
	%	10.4%	6.0%	18.7%	5.8%	6.6%	4.4%	9.7%	10.7%	9.6%	13.6%	14.6%

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		1352	393	303	295	139	167	35	9	11
	%	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	874	241	210	200	92	97	21	6	7
	%	64.6%	61.3%	69.5%	68.0%	66.5%	57.9%	59.1%	61.1%	61.0%
	No - gave different staff	337	93	69	78	29	54	11	2	3
	%	25.0%	23.7%	22.6%	26.3%	21.3%	32.2%	30.0%	16.7%	24.7%
No response/unclear response		141	59	24	17	17	16	4	2	2
	%	10.4%	15.0%	7.9%	5.7%	12.2%	9.9%	10.9%	22.2%	14.3%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (WEIGHTED)

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		1352	698	653	330	67	397	541	68	254	954	
	%	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	1256	637	619	310	66	376	490	64	243	880	
	%	92.9%	91.2%	94.8%	94.0%	97.3%	94.6%	90.5%	95.1%	96.0%	92.2%	
	Sometimes - some staff	49	27	22	12	2	14	25	3	6	35	
	%	3.6%	3.9%	3.4%	3.7%	2.7%	3.5%	4.7%	4.0%	2.2%	3.7%	
	No - some staff often are not nice	13	9	4	1		1	9			1	12
	%	1.0%	1.3%	.6%	.2%		.2%	1.6%			.3%	1.3%
No response/unclear response	34	25	9	7		7	17	1	4	27		
%	2.5%	3.6%	1.3%	2.0%		1.7%	3.2%	.9%	1.5%	2.8%		
STAFF AT ACCOMMODATION SERVICE UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time	1177	603	574	276	60	335	451	66	240	842	
	%	87.1%	86.4%	87.8%	83.6%	88.2%	84.4%	83.3%	97.0%	94.5%	88.2%	
	Some staff/sometimes	119	61	59	37	6	43	66	1	9	76	
	%	8.8%	8.7%	9.0%	11.2%	9.5%	10.9%	12.1%	.9%	3.6%	8.0%	
	No - few staff or no staff/rarely	18	8	10	7		7	9	1	1	11	
	%	1.3%	1.2%	1.5%	2.1%		1.7%	1.7%	1.2%	.3%	1.1%	
No response/unclear response	38	26	11	10	2	12	16	1	4	26		
%	2.8%	3.8%	1.7%	3.1%	2.3%	3.0%	2.9%	.9%	1.6%	2.7%		
ABILITY TO UNDERSTAND STAFF AT ACCOMMODATION SERVICE	Yes - I understand most staff/most of the time	1153	588	565	262	58	320	442	67	240	833	
	%	85.3%	84.2%	86.5%	79.5%	85.5%	80.5%	81.6%	99.1%	94.7%	87.3%	
	Some staff/sometimes	118	65	53	36	8	45	67		4	74	
	%	8.7%	9.4%	8.1%	11.1%	12.2%	11.2%	12.4%		1.7%	7.7%	
	No - few staff or no staff/rarely	27	9	18	14		14	11		2	13	
%	2.0%	1.3%	2.8%	4.4%		3.7%	2.0%		1.0%	1.4%		
No response/unclear response	53	36	17	17	2	18	22	1	7	35		
%	3.9%	5.1%	2.6%	5.1%	2.3%	4.6%	4.0%	.9%	2.7%	3.6%		

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

*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		1352	1023	328	170	171	993	95	853	41	221	25
	%	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	1256	943	313	153	165	924	86	790	38	211	20
	%	92.9%	92.2%	95.3%	89.9%	96.6%	93.0%	90.5%	92.6%	92.8%	95.3%	80.0%
	Sometimes - some staff	49	40	9	6	3	38	7	32	3	5	
	%	3.6%	3.9%	2.6%	3.5%	1.7%	3.9%	7.3%	3.8%	6.6%	2.4%	
	No - some staff often are not nice	13	11	2	4	2	7	1	7		2	3
%	1.0%	1.0%	.7%	2.3%	1.2%	.7%	1.5%	.8%		.9%	11.5%	
No response/unclear response	34	29	4	7	1	24	1	24	0	3	2	
%	2.5%	2.9%	1.3%	4.3%	.5%	2.4%	.6%	2.9%	.6%	1.3%	8.6%	
STAFF AT ACCOMMODATION SERVICE UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time	1177	897	280	151	168	845	77	729	38	207	22
	%	87.1%	87.7%	85.1%	88.8%	97.9%	85.1%	81.1%	85.4%	92.8%	93.6%	88.2%
	Some staff/sometimes	119	83	36	10	2	107	13	85	3	11	
	%	8.8%	8.2%	10.9%	5.8%	1.1%	10.8%	13.9%	9.9%	6.6%	5.1%	
	No - few staff or no staff/rarely	18	14	4		1	16	2	13			1
%	1.3%	1.4%	1.2%		.5%	1.6%	1.7%	1.5%			3.2%	
No response/unclear response	38	28	9	9	1	25	3	27	0	3	2	
%	2.8%	2.8%	2.8%	5.3%	.5%	2.5%	3.3%	3.1%	.6%	1.3%	8.6%	
ABILITY TO UNDERSTAND STAFF AT ACCOMMODATION SERVICE	Yes - I understand most staff/most of the time	1153	890	263	155	169	814	79	703	38	212	21
	%	85.3%	87.0%	80.2%	91.2%	98.7%	82.0%	82.6%	82.5%	92.8%	96.0%	81.8%
	Some staff/sometimes	118	82	36	1	1	116	11	88	0	6	2
	%	8.7%	8.0%	11.0%	.6%	.5%	11.7%	11.8%	10.3%	.6%	2.6%	9.6%
	No - few staff or no staff/rarely	27	16	12	2		25	2	25			
%	2.0%	1.6%	3.5%	1.4%		2.5%	2.5%	2.9%				
No response/unclear response	53	35	18	11	1	38	3	37	3	3	2	
%	3.9%	3.4%	5.3%	6.8%	.8%	3.8%	3.2%	4.3%	6.6%	1.3%	8.6%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (WEIGHTED)

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		1352	880	472	719	161	615	261	349	258	187	266
	%	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	1256	809	447	672	137	552	254	334	241	174	254
	%	92.9%	91.9%	94.7%	93.4%	85.2%	89.7%	97.1%	95.6%	93.1%	93.2%	95.5%
	Sometimes - some staff	49	35	14	25	10	31	4	11	6	6	6
	%	3.6%	4.0%	2.9%	3.4%	6.5%	5.1%	1.5%	3.2%	2.3%	3.2%	2.2%
	No - some staff often are not nice	13	11	2	6	5	10	1	1	6	1	1
%	1.0%	1.2%	.5%	.8%	3.0%	1.6%	.3%	.2%	2.3%	.8%	.2%	
No response/unclear response	34	25	9	17	9	22	3	4	6	5	6	
%	2.5%	2.9%	1.8%	2.3%	5.3%	3.6%	1.1%	1.1%	2.3%	2.8%	2.1%	
STAFF AT ACCOMMODATION SERVICE UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time	1177	806	371	665	141	554	251	291	224	170	235
	%	87.1%	91.6%	78.6%	92.5%	87.8%	90.1%	95.9%	83.4%	86.7%	90.9%	88.5%
	Some staff/sometimes	119	44	75	33	11	38	4	49	20	9	17
	%	8.8%	5.0%	15.9%	4.6%	7.0%	6.2%	1.6%	13.9%	7.8%	4.9%	6.5%
	No - few staff or no staff/rarely	18	6	12	4	2	4	2	4	6	1	4
%	1.3%	.6%	2.6%	.5%	1.3%	.7%	.6%	1.2%	2.2%	.4%	1.4%	
No response/unclear response	38	24	14	18	6	19	5	5	9	7	9	
%	2.8%	2.7%	2.9%	2.4%	3.8%	3.1%	1.9%	1.5%	3.3%	3.8%	3.5%	
ABILITY TO UNDERSTAND STAFF AT ACCOMMODATION SERVICE	Yes - I understand most staff/most of the time	1153	803	350	659	144	548	252	281	219	166	235
	%	85.3%	91.2%	74.3%	91.7%	89.3%	89.1%	96.2%	80.6%	84.7%	88.7%	88.5%
	Some staff/sometimes	118	48	70	37	12	47	1	44	26	9	18
	%	8.7%	5.5%	14.9%	5.1%	7.2%	7.6%	.3%	12.5%	10.0%	4.7%	6.7%
	No - few staff or no staff/rarely	27	1	26	1	1	1	1	10	6	2	4
%	2.0%	.1%	5.6%	.2%	.2%	.2%	.2%	2.9%	2.2%	1.3%	1.6%	
No response/unclear response	53	28	25	22	6	19	9	14	8	10	9	
%	3.9%	3.2%	5.3%	3.1%	3.5%	3.0%	3.5%	4.1%	3.1%	5.3%	3.2%	

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

*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		1352	393	303	295	139	167	35	9	11
	%	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	1256	379	265	283	123	155	33	8	10
	%	92.9%	96.4%	87.4%	96.0%	88.6%	92.9%	93.4%	88.9%	92.2%
	Sometimes - some staff	49	6	16	9	9	6	2	1	1
	%	3.6%	1.5%	5.2%	3.1%	6.4%	3.4%	5.9%	8.3%	6.5%
	No - some staff often are not nice	13		6	2	2	2	0		0
	%	1.0%		2.1%	.8%	1.7%	1.0%	.7%		1.3%
No response/unclear response	34	8	16		5	5		0		
%	2.5%	2.1%	5.3%		3.4%	2.8%		2.8%		
STAFF AT ACCOMMODATION SERVICE UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time	1177	345	253	263	115	153	31	7	10
	%	87.1%	87.9%	83.5%	89.2%	82.8%	91.7%	87.9%	77.8%	90.9%
	Some staff/sometimes	119	27	32	28	19	8	3	1	1
	%	8.8%	6.9%	10.4%	9.6%	13.9%	5.0%	7.8%	11.1%	7.8%
	No - few staff or no staff/rarely	18	5	4	3	2	2	1	0	0
	%	1.3%	1.4%	1.2%	1.1%	1.7%	1.2%	1.6%	2.8%	1.3%
No response/unclear response	38	15	15	0	2	3	1	1		
%	2.8%	3.9%	4.9%	.1%	1.6%	2.0%	2.6%	8.3%		
ABILITY TO UNDERSTAND STAFF AT ACCOMMODATION SERVICE	Yes - I understand most staff/most of the time	1153	321	247	259	123	155	31	7	10
	%	85.3%	81.8%	81.4%	87.9%	88.9%	93.0%	86.9%	75.0%	89.6%
	Some staff/sometimes	118	39	34	24	10	7	3	2	1
	%	8.7%	10.0%	11.1%	8.1%	6.9%	3.9%	7.5%	16.7%	9.1%
	No - few staff or no staff/rarely	27	11	4	8	2	0	1		
	%	2.0%	2.9%	1.4%	2.8%	1.7%	.3%	2.3%		
No response/unclear response	53	21	18	4	3	5	1	1	0	
%	3.9%	5.2%	6.1%	1.2%	2.5%	2.8%	3.3%	8.3%	1.3%	

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

*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		1352	698	653	330	67	397	541	68	254	954
	%	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	908	475	432	201	43	244	365	40	188	664
	%	67.1%	68.1%	66.1%	60.8%	64.1%	61.4%	67.5%	59.6%	74.0%	69.5%
	Some staff or sometimes	200	102	98	54	11	64	79	17	32	136
	%	14.8%	14.6%	15.1%	16.3%	15.9%	16.2%	14.7%	25.8%	12.7%	14.2%
	Yes - they change too often/keep leaving	145	69	76	45	6	51	64	9	16	94
	%	10.7%	9.8%	11.7%	13.6%	9.6%	12.9%	11.9%	13.7%	6.5%	9.8%
No response/unclear response		99	53	46	31	7	38	32	1	17	61
	%	7.3%	7.5%	7.1%	9.3%	10.5%	9.5%	5.9%	.9%	6.8%	6.4%
CHOOSE HOW YOU SPEND YOUR EVENINGS/ WEEKENDS?	Yes - unassisted/I make my own choices	823	451	371	118	50	168	298	60	220	655
	%	60.9%	64.6%	56.9%	35.8%	74.5%	42.3%	55.1%	89.1%	86.6%	68.6%
	Yes - with assistance	157	66	91	34	6	40	81	4	20	117
	%	11.6%	9.4%	14.0%	10.4%	9.0%	10.2%	14.9%	5.9%	7.9%	12.2%
	Sometimes/some things	71	46	25	21	3	24	41	2	4	47
	%	5.3%	6.6%	3.8%	6.3%	5.1%	6.1%	7.6%	3.2%	1.4%	4.9%
No - someone else chooses for me		243	107	136	142	6	148	87	1	5	95
	%	18.0%	15.4%	20.8%	43.1%	8.3%	37.2%	16.0%	.9%	2.1%	10.0%
No response/unclear response		58	28	30	15	2	17	34	1	5	41
	%	4.3%	4.0%	4.6%	4.5%	3.1%	4.2%	6.3%	.9%	2.1%	4.3%

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

*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		1352	1023	328	170	171	993	95	853	41	221	25
	%	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	908	707	200	113	138	647	67	552	33	157	23
	%	67.1%	69.1%	61.0%	66.8%	80.9%	65.1%	70.4%	64.7%	81.1%	71.2%	90.4%
	Some staff or sometimes	200	138	62	30	12	156	13	132	2	35	2
	%	14.8%	13.5%	18.8%	17.5%	6.8%	15.7%	13.7%	15.5%	5.7%	15.9%	6.4%
	Yes - they change too often/keep leaving	145	115	30	15	11	117	12	88	5	24	1
%	10.7%	11.2%	9.1%	9.0%	6.2%	11.8%	12.2%	10.3%	11.9%	10.7%	3.2%	
No response/unclear response	99	63	36	11	10	73	4	81	1	5		
%	7.3%	6.1%	11.1%	6.8%	6.0%	7.3%	3.8%	9.5%	1.3%	2.2%		
CHOOSE HOW YOU SPEND YOUR EVENINGS/ WEEKENDS?	Yes - unassisted/I make my own choices	823	629	193	137	160	521	65	462	37	176	19
	%	60.9%	61.5%	58.9%	80.6%	93.5%	52.4%	68.2%	54.1%	90.1%	79.7%	75.4%
	Yes - with assistance	157	118	39	13	8	133	9	102	4	24	2
	%	11.6%	11.5%	11.9%	7.6%	5.0%	13.4%	9.8%	12.0%	9.3%	11.0%	9.6%
	Sometimes/some things	71	59	12	5	0	63	3	56		7	1
	%	5.3%	5.8%	3.6%	2.7%	.2%	6.3%	3.2%	6.6%		3.2%	3.2%
No - someone else chooses for me	243	173	70	10	1	228	17	189		8	2	
%	18.0%	16.9%	21.3%	6.1%	.4%	22.9%	17.5%	22.2%		3.8%	8.6%	
No response/unclear response	58	44	14	5	2	49	1	44	0	5	1	
%	4.3%	4.3%	4.3%	2.9%	.9%	4.9%	1.2%	5.1%	.6%	2.3%	3.2%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (WEIGHTED)

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		1352	880	472	719	161	615	261	349	258	187	266
	%	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	908	622	286	512	110	441	177	233	175	120	173
	%	67.1%	70.7%	60.6%	71.2%	68.2%	71.8%	67.7%	66.6%	67.8%	64.1%	64.9%
	Some staff or sometimes	200	119	81	101	19	84	36	46	40	33	43
	%	14.8%	13.6%	17.1%	14.0%	11.8%	13.6%	13.7%	13.2%	15.6%	17.5%	16.2%
	Yes - they change too often/keep leaving	145	69	76	56	13	42	28	44	31	17	30
%	10.7%	7.9%	16.0%	7.8%	8.4%	6.8%	10.6%	12.7%	12.1%	9.1%	11.1%	
No response/unclear response	99	69	30	51	19	48	21	26	12	17	21	
%	7.3%	7.9%	6.3%	7.0%	11.6%	7.9%	8.0%	7.4%	4.5%	9.3%	7.7%	
CHOOSE HOW YOU SPEND YOUR EVENINGS/ WEEKENDS?	Yes - unassisted/I make my own choices	823	715	108	611	104	491	220	192	137	121	167
	%	60.9%	81.2%	22.9%	84.9%	64.7%	79.8%	84.3%	55.1%	52.9%	64.5%	62.8%
	Yes - with assistance	157	84	73	53	31	61	23	41	37	19	30
	%	11.6%	9.5%	15.5%	7.4%	19.2%	9.9%	8.7%	11.7%	14.5%	10.2%	11.2%
	Sometimes/some things	71	31	40	23	8	26	4	17	11	13	12
	%	5.3%	3.5%	8.6%	3.1%	5.1%	4.3%	1.7%	4.9%	4.1%	7.0%	4.7%
No - someone else chooses for me	243	16	227	11	5	12	4	91	59	26	40	
%	18.0%	1.8%	48.1%	1.6%	2.9%	1.9%	1.7%	26.0%	23.0%	13.9%	15.1%	
No response/unclear response	58	35	23	22	13	25	9	8	14	8	17	
%	4.3%	4.0%	4.9%	3.0%	8.2%	4.1%	3.6%	2.2%	5.6%	4.3%	6.3%	

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

*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		1352	393	303	295	139	167	35	9	11
	%	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	908	257	207	201	83	124	25	5	6
	%	67.1%	65.4%	68.4%	68.3%	59.6%	74.2%	70.1%	58.3%	50.6%
	Some staff or sometimes	200	68	42	34	25	20	7	2	2
	%	14.8%	17.2%	14.0%	11.7%	18.0%	11.9%	19.4%	22.2%	18.2%
	Yes - they change too often/keep leaving	145	35	23	43	24	15	1	1	3
	%	10.7%	9.0%	7.6%	14.6%	17.1%	8.8%	3.6%	8.3%	27.3%
No response/unclear response		99	33	30	16	7	8	2	1	0
	%	7.3%	8.4%	10.0%	5.5%	5.3%	5.1%	6.9%	11.1%	3.9%
CHOOSE HOW YOU SPEND YOUR EVENINGS/ WEEKENDS?	Yes - unassisted/I make my own choices	823	204	185	199	76	123	24	5	6
	%	60.9%	51.8%	61.2%	67.5%	54.9%	73.8%	68.4%	52.8%	57.1%
	Yes - with assistance	157	49	26	34	28	15	4	1	1
	%	11.6%	12.5%	8.4%	11.5%	20.0%	9.0%	10.8%	5.6%	10.4%
	Sometimes/some things	71	23	16	15	11	3	1	1	1
	%	5.3%	5.9%	5.3%	5.1%	8.0%	2.0%	2.6%	5.6%	7.8%
	No - someone else chooses for me	243	104	49	38	20	21	5	3	2
%	18.0%	26.5%	16.2%	13.0%	14.2%	12.5%	14.8%	33.3%	22.1%	
No response/unclear response		58	12	27	8	4	5	1	0	0
	%	4.3%	3.2%	8.9%	2.8%	2.9%	2.7%	3.3%	2.8%	2.6%

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

*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		1352	698	653	330	67	397	541	68	254	954	
	%	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		874	449	425	196	50	246	431	8	146	628
		%	64.6%	64.3%	65.0%	59.4%	74.0%	61.9%	79.7%	11.6%	57.5%	65.8%
	No - no need/has independent access to money		262	143	119	23	9	32	34	59	98	230
		%	19.4%	20.5%	18.2%	6.9%	13.1%	7.9%	6.2%	87.5%	38.8%	24.1%
	No - but needs help with money		30	8	22	5	3	8	11		7	22
		%	2.2%	1.1%	3.3%	1.4%	5.1%	2.0%	2.1%		2.9%	2.3%
No - does not ask for/use money		155	78	77	99	4	103	45			51	
	%	11.4%	11.2%	11.7%	30.2%	5.5%	26.0%	8.3%			5.4%	
No response/unclear response		32	20	11	7	2	9	20	1	2	23	
	%	2.4%	2.9%	1.8%	2.2%	2.3%	2.2%	3.6%	.9%	.8%	2.4%	

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		1352	1023	328	170	171	993	95	853	41	221	25	
	%	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		874	651	223	65	89	705	65	611	23	88	13
		%	64.6%	63.6%	67.9%	38.6%	51.7%	71.0%	68.3%	71.7%	56.7%	39.9%	52.1%
	No - no need/has independent access		262	201	61	95	75	92	21	76	17	118	10
		%	19.4%	19.6%	18.6%	55.8%	44.0%	9.2%	22.1%	8.9%	42.3%	53.5%	39.3%
	No - but needs help with money		30	21	9	3	4	23		22		4	2
		%	2.2%	2.0%	2.7%	1.8%	2.2%	2.3%		2.5%		1.9%	8.6%
No - does not ask for/use money		155	124	30	4	3	147	8	118	0	8		
	%	11.4%	12.1%	9.3%	2.6%	1.6%	14.8%	8.3%	13.8%	.4%	3.4%		
No response/unclear response		32	27	5	2	1	26	1	26	0	3		
	%	2.4%	2.6%	1.5%	1.3%	.5%	2.7%	1.3%	3.1%	.6%	1.3%		

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

*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		1352	880	472	719	161	615	261	349	258	187	266
	%	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	874	580	294	439	141	479	98	235	162	112	144
	%	64.6%	65.9%	62.2%	61.0%	87.8%	77.9%	37.4%	67.4%	62.6%	60.0%	54.3%
	No - no need/has independent access	262	249	13	237	11	98	151	58	36	51	75
	%	19.4%	28.3%	2.7%	33.0%	7.1%	15.9%	57.6%	16.6%	14.0%	27.3%	28.4%
	No - but needs help with money	30	20	9	19	1	14	6	4	10	3	6
	%	2.2%	2.3%	2.0%	2.7%	.5%	2.3%	2.3%	1.0%	3.7%	1.6%	2.4%
No - does not ask for/use money	155	11	144	8	3	4	7	49	45	17	32	
%	11.4%	1.2%	30.5%	1.1%	1.7%	.7%	2.5%	14.0%	17.3%	9.0%	11.9%	
No response/unclear response	32	20	12	15	5	20	0	4	6	4	8	
%	2.4%	2.3%	2.5%	2.2%	2.8%	3.2%	.2%	1.0%	2.3%	2.1%	3.0%	

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		1352	393	303	295	139	167	35	9	11
	%	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	874	226	214	186	90	117	27	5	9
	%	64.6%	57.6%	70.5%	63.2%	64.8%	70.1%	75.7%	58.3%	76.6%
	No - no need/has independent access	262	70	43	82	31	28	5	2	1
	%	19.4%	17.8%	14.1%	28.0%	22.5%	16.6%	14.1%	22.2%	6.5%
	No - but needs help with money	30	12	3	5	5	4	0	0	0
	%	2.2%	3.0%	1.0%	1.7%	3.5%	2.2%	1.3%	2.8%	2.6%
No - does not ask for/use money	155	78	24	20	12	15	3	1	1	
%	11.4%	19.8%	8.1%	6.8%	8.3%	9.1%	7.9%	13.9%	13.0%	
No response/unclear response	32	7	19	1	1	3	0	0	0	
%	2.4%	1.8%	6.3%	.2%	.9%	2.0%	1.0%	2.8%	1.3%	

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

*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		874	449	425	196	50	246	431	8	146	628
	%	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	549	278	271	114	34	148	247	8	122	401
	%	62.9%	62.0%	63.8%	58.5%	67.7%	60.3%	57.3%	100.0%	83.5%	63.9%
	Yes - can get money but with some restrictions	159	88	71	32	11	43	85		16	116
	%	18.2%	19.6%	16.6%	16.1%	22.3%	17.4%	19.7%		11.1%	18.5%
	No - cannot get my money whenever I want	117	68	50	34	3	37	73		3	80
%	13.4%	15.1%	11.7%	17.6%	5.8%	15.2%	16.9%		2.3%	12.7%	
No response/unclear response	48	15	33	15	2	17	26		5	31	
%	5.5%	3.3%	7.9%	7.8%	4.2%	7.1%	6.1%		3.1%	4.9%	

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		874	651	223	65	89	705	65	611	23	88	13
	%	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	549	413	136	55	70	415	52	365	19	73	11
	%	62.9%	63.5%	60.9%	84.7%	78.8%	58.8%	79.8%	59.7%	83.4%	82.4%	84.2%
	Yes - can get money but with some restrictions	159	111	48	6	11	142	7	127	4	6	2
	%	18.2%	17.1%	21.5%	9.3%	12.1%	20.2%	10.5%	20.7%	15.5%	6.7%	15.8%
	No - cannot get my money whenever I want	117	92	26	2	6	104	4	80	0	9	
%	13.4%	14.1%	11.5%	2.4%	6.8%	14.8%	5.6%	13.0%	1.1%	10.3%		
No response/unclear response	48	35	14	2	2	44	3	40		1		
%	5.5%	5.3%	6.1%	3.7%	2.4%	6.2%	4.0%	6.6%		.6%		

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (WEIGHTED)

*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		874	580	294	439	141	479	98	235	162	112	144
	%	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	549	422	127	342	79	343	76	143	86	64	93
	%	62.9%	72.7%	43.4%	78.0%	56.3%	71.5%	77.9%	60.6%	53.3%	56.8%	64.7%
	Yes - can get money but with some restrictions	159	96	63	62	33	84	11	47	35	35	12
	%	18.2%	16.5%	21.5%	14.2%	23.7%	17.6%	11.5%	19.9%	21.8%	30.8%	8.7%
	No - cannot get my money whenever I want	117	48	69	27	21	40	8	29	34	12	23
	%	13.4%	8.3%	23.5%	6.2%	15.0%	8.4%	7.9%	12.4%	21.2%	10.5%	16.2%
No response/unclear response	48	14	34	7	7	12	3	17	6	2	15	
%	5.5%	2.5%	11.6%	1.6%	5.0%	2.4%	2.7%	7.1%	3.7%	1.9%	10.4%	

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		874	226	214	186	90	117	27	5	9
	%	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	549	128	123	135	50	84	21	3	6
	%	62.9%	56.7%	57.4%	72.6%	56.1%	71.3%	78.2%	47.6%	66.1%
	Yes - can get money but with some restrictions	159	32	52	24	21	23	3	2	2
	%	18.2%	14.1%	24.1%	12.9%	23.9%	20.1%	10.4%	33.3%	22.0%
	No - cannot get my money whenever I want	117	54	24	11	14	10	3	1	1
	%	13.4%	23.9%	11.1%	5.9%	15.6%	8.6%	9.6%	19.0%	8.5%
No response/unclear response	48	12	16	16	4		0		0	
%	5.5%	5.3%	7.3%	8.5%	4.4%		1.8%		3.4%	

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

*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		1352	698	653	330	67	397	541	68	254	954
	%	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	986	547	439	232	59	291	433	46	148	695
	%	72.9%	78.3%	67.2%	70.2%	88.1%	73.3%	80.1%	67.6%	58.2%	72.8%
	No - wish I had more time alone	86	41	45	14	4	18	41	5	15	68
	%	6.4%	5.9%	6.9%	4.2%	6.4%	4.6%	7.6%	8.0%	6.0%	7.1%
	Not applicable - lives alone	180	76	104	50		50	15	11	88	130
%	13.3%	10.9%	15.9%	15.3%		12.7%	2.8%	15.8%	34.7%	13.6%	
No response/unclear response	100	34	66	34	4	38	51	6	3	62	
%	7.4%	4.9%	10.1%	10.2%	5.5%	9.4%	9.5%	8.6%	1.0%	6.5%	
PERSON WHO OPENS YOUR MAIL	Someone else opens some or all of my mail	430	211	219	129	30	159	202	18	37	271
	%	31.8%	30.2%	33.5%	39.1%	44.5%	40.0%	37.4%	26.2%	14.5%	28.4%
	I open my own mail	694	380	315	94	32	126	246	47	200	568
	%	51.4%	54.4%	48.2%	28.6%	47.0%	31.8%	45.5%	69.8%	78.8%	59.5%
	Not applicable - recieves no mail	169	85	84	95	3	98	51	2	15	71
%	12.5%	12.1%	12.8%	28.9%	3.9%	24.6%	9.5%	3.1%	6.0%	7.4%	
No response/unclear response	59	23	36	11	3	14	41	1	2	45	
%	4.4%	3.3%	5.5%	3.4%	4.6%	3.6%	7.6%	.9%	.8%	4.7%	

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

*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		1352	1023	328	170	171	993	95	853	41	221	25
	%	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	986	746	240	135	63	776	75	631	26	165	14
	%	72.9%	72.9%	73.0%	79.8%	37.1%	78.1%	78.1%	73.9%	64.9%	74.9%	57.3%
	No - wish I had more time alone	86	65	21	13	2	67	9	57	1	18	1
	%	6.4%	6.3%	6.5%	7.9%	1.3%	6.8%	9.0%	6.7%	2.1%	8.3%	3.2%
	Not applicable - lives alone	180	135	45	12	105	63	8	97	13	29	8
%	13.3%	13.2%	13.6%	7.1%	61.1%	6.4%	8.8%	11.3%	32.3%	13.1%	30.0%	
No response/unclear response		100	77	23	9	1	86	4	69	0	8	2
	%	7.4%	7.5%	7.0%	5.2%	.5%	8.7%	4.1%	8.1%	.6%	3.7%	9.6%
PERSON WHO OPENS YOUR MAIL	Someone else opens some or all of my mail	430	343	87	36	18	370	32	269	4	85	10
	%	31.8%	33.5%	26.6%	21.3%	10.3%	37.3%	33.9%	31.5%	10.5%	38.3%	39.4%
	I open my own mail	694	502	192	117	148	424	49	421	36	121	15
	%	51.4%	49.1%	58.6%	68.7%	86.6%	42.7%	51.5%	49.4%	88.6%	54.7%	60.6%
	Not applicable - recieves no mail	169	129	40	15	5	148	8	120	0	12	
%	12.5%	12.6%	12.1%	8.7%	2.6%	14.9%	8.6%	14.1%	.4%	5.3%		
No response/unclear response		59	50	9	2	1	51	6	42	0	4	
	%	4.4%	4.9%	2.7%	1.3%	.5%	5.2%	6.0%	5.0%	.6%	1.7%	

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

*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		1352	880	472	719	161	615	261	349	258	187	266
	%	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	986	665	321	536	129	494	167	250	181	163	177
	%	72.9%	75.5%	68.1%	74.5%	80.3%	80.4%	63.8%	71.6%	69.9%	87.5%	66.4%
	No - wish I had more time alone	86	64	22	55	9	46	19	27	21	6	8
	%	6.4%	7.3%	4.6%	7.6%	5.8%	7.4%	7.1%	7.8%	7.9%	3.0%	3.1%
	Not applicable - lives alone	180	113	67	107	6	43	70	50	35	7	58
%	13.3%	12.8%	14.2%	14.8%	3.9%	7.0%	26.6%	14.2%	13.5%	3.8%	21.7%	
No response/unclear response	100	38	62	22	16	32	6	22	22	11	24	
%	7.4%	4.3%	13.1%	3.1%	10.0%	5.2%	2.4%	6.3%	8.7%	5.7%	8.9%	
PERSON WHO OPENS YOUR MAIL	Someone else opens some or all of my mail	430	240	190	183	58	201	39	95	90	58	85
	%	31.8%	27.3%	40.2%	25.4%	35.9%	32.6%	14.8%	27.2%	34.9%	31.2%	31.8%
	I open my own mail	694	600	94	501	99	393	204	173	122	103	129
	%	51.4%	68.2%	20.0%	69.7%	61.3%	63.9%	78.1%	49.5%	47.3%	55.1%	48.4%
	Not applicable - recieves no mail	169	26	143	21	4	9	16	67	41	14	36
%	12.5%	2.9%	30.3%	3.0%	2.6%	1.5%	6.2%	19.2%	15.9%	7.5%	13.7%	
No response/unclear response	59	14	45	14	0	12	2	14	5	11	16	
%	4.4%	1.6%	9.4%	1.9%	.2%	1.9%	.9%	4.1%	2.0%	6.1%	6.2%	

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

*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		1352	393	303	295	139	167	35	9	11
	%	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	986	275	233	198	107	129	29	6	10
	%	72.9%	70.0%	77.0%	67.0%	77.1%	77.0%	82.0%	69.4%	85.7%
	No - wish I had more time alone	86	30	13	17	13	9	3	1	0
	%	6.4%	7.6%	4.4%	5.9%	9.3%	5.2%	7.5%	11.1%	3.9%
	Not applicable - lives alone	180	59	21	61	10	26	1	1	0
	%	13.3%	15.1%	6.8%	20.8%	7.5%	15.3%	3.9%	8.3%	3.9%
	No response/unclear response	100	29	36	18	9	4	2	1	1
	%	7.4%	7.3%	11.9%	6.2%	6.2%	2.5%	6.6%	11.1%	6.5%
PERSON WHO OPENS YOUR MAIL	Someone else opens some or all of my mail	430	108	137	58	54	56	13	2	2
	%	31.8%	27.4%	45.2%	19.7%	39.3%	33.3%	37.1%	25.0%	16.9%
	I open my own mail	694	193	116	192	69	95	18	4	7
	%	51.4%	49.2%	38.2%	65.2%	49.7%	57.0%	51.7%	44.4%	61.0%
	Not applicable - recieves no mail	169	77	25	39	11	10	3	2	2
	%	12.5%	19.5%	8.2%	13.2%	8.0%	6.3%	8.6%	22.2%	14.3%
	No response/unclear response	59	15	26	6	4	6	1	1	1
	%	4.4%	3.9%	8.4%	1.9%	3.0%	3.5%	2.6%	8.3%	7.8%

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

*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		430	211	219	129	30	159	202	18	37	271
	%	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	253	138	115	67	20	88	107	18	31	166
	%	58.9%	65.2%	52.8%	52.3%	66.9%	55.0%	53.1%	100.0%	83.7%	61.1%
	Some mail is opened without permission	29	10	19	5	1	6	23			23
	%	6.7%	4.8%	8.6%	3.9%	2.3%	3.6%	11.4%			8.6%
	All mail opened without permission	7	3	4	4	1	4	2			3
	%	1.6%	1.2%	2.0%	2.8%	2.6%	2.8%	.9%			.9%
Not applicable - not able to give permission	107	46	62	49	6	54	47		4	53	
%	25.0%	21.6%	28.3%	37.8%	18.4%	34.1%	23.2%		9.8%	19.6%	
No response/unclear response	33	15	18	4	3	7	23		2	26	
%	7.8%	7.2%	8.4%	3.3%	9.8%	4.5%	11.4%		6.6%	9.7%	

TABLE 18B (conf'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		430	343	87	36	18	370	32	269	4	85	10
	%	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	253	213	40	28	17	206	24	131	1	78	4
	%	58.9%	62.2%	45.9%	76.2%	95.7%	55.7%	73.1%	48.5%	19.0%	92.5%	35.5%
	Some mail is opened without permission	29	25	4			29	3	20	1	3	2
	%	6.7%	7.2%	4.9%			7.8%	8.5%	7.4%	24.3%	3.1%	21.0%
	All mail opened without permission	7	5	2	1	0	6	1	5			
	%	1.6%	1.4%	2.5%	1.7%	.8%	1.7%	3.3%	1.9%			
Not applicable - not able to give permission	107	75	32	6		99	5	85		3	2	
%	25.0%	22.0%	36.8%	15.4%		26.6%	15.2%	31.6%		3.7%	21.8%	
No response/unclear response	33	25	9	2	1	30		28	2	1	2	
%	7.8%	7.2%	10.0%	6.7%	3.5%	8.2%		10.5%	56.7%	.6%	21.8%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (WEIGHTED)

*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		430	240	190	183	58	201	39	95	90	58	85
	%	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	253	189	64	155	34	152	36	47	49	33	51
	%	58.9%	78.5%	34.0%	84.8%	58.8%	75.7%	94.2%	49.8%	54.4%	55.8%	60.0%
	Some mail is opened without permission	29	22	7	12	10	22		7	5	3	5
	%	6.7%	9.3%	3.5%	6.7%	17.3%	10.8%		7.6%	5.6%	6.0%	5.5%
	All mail opened without permission	7	4	3	2	2	3	1	2	1	2	2
	%	1.6%	1.5%	1.8%	.9%	3.4%	1.5%	1.6%	1.9%	.9%	2.7%	1.8%
Not applicable - not able to give permission	107	5	102	1	4	5	0	31	25	17	27	
%	25.0%	2.1%	54.0%	.6%	6.8%	2.4%	.7%	32.5%	28.0%	29.4%	31.6%	
No response/unclear response	33	21	13	13	8	19	1	8	10	4	1	
%	7.8%	8.6%	6.7%	7.0%	13.8%	9.7%	3.4%	8.1%	11.1%	6.1%	1.1%	

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		430	108	137	58	54	56	13	2	2
	%	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	253	57	72	35	34	42	10	1	1
	%	58.9%	52.8%	52.9%	59.8%	63.0%	76.1%	80.5%	44.4%	53.8%
	Some mail is opened without permission	29	8	13	1	2	4	1	0	
	%	6.7%	7.5%	9.7%	1.0%	4.3%	6.9%	4.4%	11.1%	
	All mail opened without permission	7		3	0	2	1	0		0
	%	1.6%		2.3%	.5%	3.3%	2.3%	2.6%		7.7%
Not applicable - not able to give permission	107	37	32	15	13	8	2	1	0	
%	25.0%	34.6%	23.4%	25.7%	23.0%	13.9%	12.4%	44.4%	15.4%	
No response/unclear response	33	5	16	8	3	0			0	
%	7.8%	5.0%	11.8%	13.0%	6.4%	.8%			23.1%	

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

*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		1352	698	653	330	67	397	541	68	254	954
	%	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	865	458	407	130	51	181	338	57	212	684
	%	64.0%	65.6%	62.3%	39.5%	75.8%	45.7%	62.4%	84.3%	83.8%	71.7%
	Yes people sometimes/always enter	144	79	65	41	6	48	71	8	15	96
	%	10.7%	11.3%	10.0%	12.6%	9.3%	12.0%	13.1%	11.6%	5.7%	10.1%
	Not applicable - not able to give permission	194	94	100	102	4	107	55	2	20	87
%	14.3%	13.5%	15.3%	31.1%	6.3%	26.9%	10.2%	3.2%	8.0%	9.1%	
No response/unclear response	148	67	81	56	6	61	77	1	6	87	
%	11.0%	9.7%	12.4%	16.9%	8.6%	15.5%	14.2%	.9%	2.5%	9.1%	

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		1352	1023	328	170	171	993	95	853	41	221	25
	%	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	865	664	202	130	155	573	66	501	38	182	17
	%	64.0%	64.8%	61.5%	76.5%	90.5%	57.7%	69.2%	58.7%	93.3%	82.5%	66.0%
	Yes people sometimes/always enter bedroom without	144	115	29	11	5	124	10	100	0	19	4
	%	10.7%	11.2%	8.9%	6.5%	3.2%	12.5%	10.9%	11.7%	1.0%	8.5%	13.9%
	Not applicable - not able to give permission	194	134	60	23	7	163	14	139		9	4
%	14.3%	13.1%	18.3%	13.8%	4.1%	16.4%	14.9%	16.3%		4.1%	16.8%	
No response/unclear response	148	111	37	5	4	133	5	113	2	11	1	
%	11.0%	10.8%	11.4%	3.2%	2.2%	13.4%	4.9%	13.3%	5.7%	5.0%	3.2%	

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

*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		1352	880	472	719	161	615	261	349	258	187	266
	%	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	865	718	148	609	109	498	216	214	135	136	166
	%	64.0%	81.5%	31.3%	84.6%	67.8%	80.9%	82.7%	61.2%	52.4%	73.0%	62.5%
	Yes people sometimes/always enter	144	87	57	61	26	68	20	37	29	17	22
	%	10.7%	9.9%	12.0%	8.5%	16.4%	11.0%	7.5%	10.6%	11.3%	9.1%	8.4%
	Not applicable - not able to give permission	194	30	164	20	10	11	19	69	51	16	38
%	14.3%	3.4%	34.8%	2.8%	6.0%	1.8%	7.1%	19.9%	19.8%	8.7%	14.2%	
No response/unclear response	148	45	103	29	16	38	7	29	43	17	40	
%	11.0%	5.1%	21.9%	4.1%	9.8%	6.2%	2.6%	8.2%	16.5%	9.1%	14.9%	

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		1352	393	303	295	139	167	35	9	11
	%	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	865	222	178	200	95	132	26	5	7
	%	64.0%	56.5%	58.7%	67.9%	68.5%	79.0%	75.3%	50.0%	64.9%
	Yes people sometimes/always enter	144	31	34	35	21	17	3	1	2
	%	10.7%	8.0%	11.2%	11.7%	15.1%	10.1%	8.2%	13.9%	20.8%
	Not applicable - not able to give permission	194	88	37	42	12	10	3	0	1
%	14.3%	22.4%	12.4%	14.4%	8.5%	5.9%	8.6%	2.8%	9.1%	
No response/unclear response	148	51	54	18	11	8	3	3	1	
%	11.0%	13.1%	17.7%	6.0%	7.9%	5.1%	7.9%	33.3%	5.2%	

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

*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		1352	698	653	330	67	397	541	68	254	954	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SIZE OF BEDROOM	Big		414	234	180	54	24	78	182	25	102	336
		%	30.6%	33.5%	27.5%	16.3%	35.4%	19.5%	33.7%	37.4%	40.1%	35.3%
	In between/about average		256	139	117	23	12	34	69	38	78	222
		%	19.0%	19.9%	18.0%	6.9%	17.2%	8.6%	12.8%	55.8%	30.9%	23.3%
	Small		156	84	73	31	16	47	58	1	32	109
		%	11.6%	12.0%	11.1%	9.4%	23.9%	11.9%	10.7%	1.8%	12.5%	11.4%
	Not asked - NOK interview		487	224	263	219	15	234	213	3	30	253
		%	36.0%	32.1%	40.3%	66.5%	22.3%	59.0%	39.4%	4.1%	11.9%	26.5%
No response/unclear response		38	18	20	3	1	4	19	1	11	34	
	%	2.8%	2.5%	3.1%	.9%	1.2%	1.0%	3.5%	.9%	4.5%	3.6%	

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		1352	1023	328	170	171	993	95	853	41	221	25	
	%	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		414	324	90	43	72	298	31	265	12	76	10
		%	30.6%	31.7%	27.3%	25.4%	42.0%	30.0%	33.0%	31.0%	29.7%	34.4%	38.5%
	In between/about average		256	201	55	75	65	116	20	100	18	94	5
		%	19.0%	19.7%	16.8%	44.4%	38.0%	11.7%	21.4%	11.7%	44.7%	42.5%	17.9%
	Small		156	111	45	18	16	119	12	96	6	23	1
		%	11.6%	10.8%	13.8%	10.8%	9.5%	12.0%	13.0%	11.3%	13.6%	10.4%	5.4%
	Not asked - NOK interview		487	357	130	25	15	434	28	368	5	21	7
		%	36.0%	34.9%	39.6%	14.9%	8.5%	43.7%	29.1%	43.2%	11.4%	9.3%	29.6%
No response/unclear response		38	30	8	8	4	26	3	24	0	8	2	
	%	2.8%	2.9%	2.4%	4.5%	2.1%	2.7%	3.4%	2.9%	.6%	3.5%	8.6%	

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

*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		1352	880	472	719	161	615	261	349	258	187	266	
	%	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		414	411	3	331	80	320	88	91	72	59	72
		%	30.6%	46.7%	.6%	46.1%	49.8%	52.1%	33.8%	26.2%	27.9%	31.4%	26.9%
	In between/about average		256	256	1	224	31	132	123	46	49	39	59
		%	19.0%	29.0%	.2%	31.2%	19.4%	21.5%	47.0%	13.2%	19.0%	20.8%	22.3%
	Small		156	156	0	127	29	120	35	38	32	24	20
		%	11.6%	17.7%	.1%	17.6%	18.1%	19.5%	13.5%	10.8%	12.3%	13.0%	7.6%
	Not asked - NOK interview		487	21	466	15	6	14	7	161	99	60	109
		%	36.0%	2.4%	98.7%	2.1%	3.8%	2.2%	2.8%	46.1%	38.5%	32.3%	41.1%
No response/unclear response		38	36	2	22	14	28	8	14	6	5	5	
	%	2.8%	4.1%	.4%	3.0%	8.9%	4.6%	2.9%	3.9%	2.3%	2.4%	2.1%	

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		1352	393	303	295	139	167	35	9	11	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SIZE OF BEDROOM	Big		414	95	82	110	53	57	12	2	3
		%	30.6%	24.1%	27.0%	37.4%	38.5%	34.2%	34.2%	19.4%	27.3%
	In between/about average		256	53	71	77	17	29	7	1	2
		%	19.0%	13.4%	23.5%	26.2%	12.0%	17.6%	19.4%	13.9%	14.3%
	Small		156	42	30	31	22	24	4	1	2
		%	11.6%	10.7%	9.9%	10.6%	15.9%	14.6%	12.4%	5.6%	15.6%
	Not asked - NOK interview		487	195	108	70	40	54	11	5	5
		%	36.0%	49.5%	35.5%	23.9%	28.6%	32.1%	31.7%	58.3%	41.6%
No response/unclear response		38	9	13	6	7	2	1	0	0	
	%	2.8%	2.2%	4.1%	2.0%	5.1%	1.5%	2.3%	2.8%	1.3%	

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

*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		1352	698	653	330	67	397	541	68	254	954
	%	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	399	201	199	114	22	136	116	53	78	264
	%	29.6%	28.8%	30.4%	34.6%	31.9%	34.2%	21.4%	78.9%	30.7%	27.6%
	Yes - equipment present but need to better	19	10	9	7		7	9	2		12
	%	1.4%	1.5%	1.4%	2.2%		1.8%	1.8%	3.1%		1.3%
	Yes - but limited access/need more devices	46	19	27	12		12	10	9	15	34
	%	3.4%	2.8%	4.1%	3.6%		3.0%	1.9%	12.6%	6.0%	3.6%
	No access	7	5	2	2		2	2	1	1	5
%	.5%	.8%	.3%	.7%		.5%	.3%	.9%	.2%	.5%	
Not applicable - none needed	845	442	403	185	39	224	389	2	158	621	
%	62.6%	63.3%	61.8%	56.0%	58.2%	56.4%	71.9%	3.6%	62.5%	65.1%	
No response/unclear response	34	21	14	9	7	16	15	1	2	18	
%	2.5%	2.9%	2.1%	2.9%	9.9%	4.1%	2.7%	.9%	.6%	1.9%	
ABILITY TO LEARN NEW THINGS	Yes - if I want to/most things	748	392	356	128	42	170	327	47	139	578
	%	55.3%	56.1%	54.5%	38.8%	62.4%	42.8%	60.5%	69.6%	54.7%	60.6%
	Sometimes/some things	194	93	101	37	9	46	104		35	148
	%	14.4%	13.3%	15.5%	11.2%	14.0%	11.7%	19.3%		14.0%	15.5%
	No	46	23	23	15	4	19	15	4	5	27
	%	3.4%	3.3%	3.5%	4.6%	5.3%	4.7%	2.8%	6.2%	1.9%	2.9%
Not applicable - don't need/not able/don't want to	311	153	158	144	10	154	66	10	69	157	
%	23.0%	22.0%	24.1%	43.5%	14.9%	38.7%	12.1%	15.3%	27.1%	16.5%	
No response/unclear response	53	37	16	7	2	9	29	6	6	44	
%	3.9%	5.3%	2.4%	2.0%	3.5%	2.3%	5.3%	9.0%	2.2%	4.6%	

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

*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		1352	1023	328	170	171	993	95	853	41	221	25
	%	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	399	329	70	76	59	261	44	120	3	181	11
	%	29.6%	32.2%	21.4%	44.8%	34.2%	26.2%	46.0%	14.1%	7.8%	81.8%	42.5%
	Yes - equipment present but need to better	19	13	7	1	2	17	2	11		5	
	%	1.4%	1.3%	2.0%	.4%	1.2%	1.7%	2.4%	1.3%		2.3%	
	Yes - but limited access/need more devices	46	37	9	19	5	23	9	14	0	16	1
	%	3.4%	3.6%	2.9%	11.0%	2.8%	2.3%	9.5%	1.7%	.6%	7.0%	3.2%
	No access	7	5	2		3	4	1	4		1	2
%	.5%	.5%	.5%		1.6%	.4%	.9%	.4%		.3%	8.3%	
Not applicable - none needed	845	615	230	72	102	660	36	676	37	17	12	
%	62.6%	60.1%	70.2%	42.6%	59.5%	66.5%	37.5%	79.2%	90.9%	7.5%	46.1%	
No response/unclear response	34	24	10	2	1	28	3	28	0	2		
%	2.5%	2.3%	3.1%	1.3%	.7%	2.8%	3.6%	3.3%	.6%	1.1%		
ABILITY TO LEARN NEW THINGS	Yes - if I want to/most things	748	575	173	91	110	537	53	480	21	122	16
	%	55.3%	56.2%	52.8%	53.6%	64.1%	54.1%	56.0%	56.2%	50.8%	55.2%	62.5%
	Sometimes/some things	194	140	54	16	21	157	7	139	8	18	2
	%	14.4%	13.7%	16.4%	9.4%	12.0%	15.8%	7.3%	16.3%	19.4%	8.0%	9.6%
	No	46	35	11	9	2	33	3	23	1	13	2
	%	3.4%	3.4%	3.3%	5.2%	1.3%	3.3%	2.8%	2.8%	3.6%	6.0%	6.4%
Not applicable - don't need/not able/don't want to	311	232	79	48	37	224	31	174	10	59	5	
%	23.0%	22.7%	24.1%	28.2%	21.7%	22.5%	32.6%	20.4%	25.5%	26.6%	18.2%	
No response/unclear response	53	42	11	6	2	42	1	37	0	9	1	
%	3.9%	4.1%	3.4%	3.6%	.9%	4.2%	1.3%	4.4%	.6%	4.2%	3.2%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (WEIGHTED)

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		1352	880	472	719	161	615	261	349	258	187	266
	%	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	399	272	128	244	28	158	113	76	76	59	113
	%	29.6%	30.9%	27.1%	33.9%	17.3%	25.7%	43.1%	21.7%	29.3%	31.6%	42.7%
	Yes - equipment present but need to better	19	6	14	2	4	6		7	6	3	1
	%	1.4%	.7%	2.9%	.3%	2.3%	.9%		1.9%	2.4%	1.6%	.3%
	Yes - but limited access/need more devices	46	32	14	21	11	16	16	7	9	1	11
	%	3.4%	3.7%	2.9%	2.9%	7.1%	2.6%	6.2%	2.0%	3.6%	.6%	4.2%
	No access	7	6	1	2	4	6	1	0	3	2	1
	%	.5%	.7%	.2%	.3%	2.5%	.9%	.2%	.1%	1.3%	.8%	.3%
Not applicable - none needed	845	539	306	430	109	407	130	255	161	119	133	
%	62.6%	61.3%	64.9%	59.7%	68.1%	66.2%	49.6%	72.9%	62.4%	63.9%	50.0%	
No response/unclear response	34	25	9	20	4	23	2	5	3	3	7	
%	2.5%	2.8%	2.0%	2.8%	2.7%	3.7%	.8%	1.4%	1.1%	1.6%	2.6%	
ABILITY TO LEARN NEW THINGS	Yes - if I want to/most things	748	578	171	481	97	392	182	207	134	112	139
	%	55.3%	65.6%	36.2%	66.9%	60.1%	63.8%	69.5%	59.3%	51.7%	59.8%	52.4%
	Sometimes/some things	194	124	70	86	39	112	12	55	40	18	33
	%	14.4%	14.1%	14.8%	11.9%	24.0%	18.3%	4.5%	15.8%	15.4%	9.4%	12.5%
	No	46	28	18	26	2	15	14	8	11	11	8
	%	3.4%	3.2%	3.7%	3.7%	1.2%	2.4%	5.3%	2.4%	4.1%	5.8%	3.1%
	Not applicable - don't need/not able/don't want to	311	111	200	96	15	66	46	74	61	37	75
	%	23.0%	12.7%	42.3%	13.4%	9.5%	10.7%	17.5%	21.1%	23.5%	19.6%	28.3%
No response/unclear response	53	38	14	30	9	30	8	5	14	10	10	
%	3.9%	4.4%	3.0%	4.1%	5.3%	4.9%	3.2%	1.4%	5.4%	5.5%	3.6%	

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

*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		1352	393	303	295	139	167	35	9	11
	%	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	399	116	74	87	43	57	17	2	2
	%	29.6%	29.6%	24.4%	29.7%	31.2%	34.0%	48.6%	25.0%	20.8%
	Yes - equipment present but need to better	19	5	11		2	1	1		
	%	1.4%	1.2%	3.7%		1.2%	.5%	2.3%		
	Yes - but limited access/need more devices	46	19	5	15	1	5	0	1	
	%	3.4%	4.8%	1.6%	5.0%	.9%	3.2%	1.0%	8.3%	
	No access	7		3	1	2	1			0
%	.5%		.9%	.3%	1.7%	.5%			1.3%	
Not applicable - none needed	845	241	198	189	88	100	16	6	8	
%	62.6%	61.3%	65.5%	64.3%	63.3%	59.5%	44.6%	61.1%	74.0%	
No response/unclear response	34	12	11	2	2	4	1	1	0	
%	2.5%	3.0%	3.8%	.8%	1.6%	2.3%	3.6%	5.6%	3.9%	
ABILITY TO LEARN NEW THINGS	Yes - if I want to/most things	748	215	165	135	89	110	23	4	8
	%	55.3%	54.7%	54.6%	45.8%	64.1%	65.7%	64.1%	38.9%	71.4%
	Sometimes/some things	194	51	52	60	11	14	3	1	1
	%	14.4%	13.1%	17.3%	20.5%	8.0%	8.2%	7.9%	13.9%	9.1%
	No	46	8	9	14	4	8	1	1	1
	%	3.4%	1.9%	3.1%	4.7%	2.9%	5.0%	3.0%	11.1%	5.2%
Not applicable - don't need/not able/don't want to	311	111	53	74	30	30	8	3	1	
%	23.0%	28.3%	17.4%	25.3%	21.6%	18.1%	22.4%	33.3%	13.0%	
No response/unclear response	53	8	23	11	5	5	1	0	0	
%	3.9%	1.9%	7.7%	3.7%	3.4%	3.0%	2.6%	2.8%	1.3%	

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

*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		1352	698	653	330	67	397	541	68	254	954	
	%	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		946	483	463	277	55	332	408	17	143	614
		%	70.0%	69.2%	70.9%	83.9%	82.0%	83.5%	75.5%	25.0%	56.5%	64.4%
	In-between		103	60	43	27	7	34	43	3	14	69
		%	7.6%	8.6%	6.6%	8.2%	9.8%	8.5%	8.0%	4.3%	5.5%	7.3%
	Bad		40	19	21	8	1	9	23		8	31
		%	3.0%	2.8%	3.2%	2.6%	.8%	2.3%	4.3%		3.2%	3.3%
	Not applicable - lives in parents/relatives home		190	102	87	6	3	9	11	48	88	181
		%	14.0%	14.7%	13.4%	1.9%	3.9%	2.2%	2.1%	70.7%	34.7%	19.0%
	No response/unclear response		72	33	39	11	2	14	55		0	59
		%	5.4%	4.8%	6.0%	3.5%	3.5%	3.5%	10.2%		.1%	6.1%

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

*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		1352	1023	328	170	171	993	95	853	41	221	25
	%	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	946	711	235		142	791	58	639	26	116	20
	%	70.0%	69.4%	71.7%		83.2%	79.6%	61.1%	74.9%	63.2%	52.3%	78.9%
	In-between	103	86	17		14	89	14	57	4	11	3
	%	7.6%	8.4%	5.3%		8.2%	9.0%	14.5%	6.7%	10.3%	4.9%	10.1%
	Bad	40	32	8		4	36	3	30	2	6	
	%	3.0%	3.2%	2.4%		2.2%	3.7%	3.0%	3.5%	5.9%	2.5%	
Not applicable - lives in parents/relatives home	190	129	61	170	10	10	18	66	8	85	3	
%	14.0%	12.6%	18.5%	100.0%	5.9%	1.0%	18.9%	7.8%	19.9%	38.4%	11.0%	
No response/unclear response	72	65	7		1	67	2	61	0	4		
%	5.4%	6.4%	2.2%		.5%	6.7%	2.5%	7.1%	.6%	1.9%		

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

*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		1352	880	472	719	161	615	261	349	258	187	266
	%	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	946	578	368	467	111	433	142	243	193	117	190
	%	70.0%	65.7%	78.0%	64.9%	69.1%	70.4%	54.3%	69.7%	74.9%	62.6%	71.6%
	In-between	103	74	29	59	15	58	16	31	26	12	10
	%	7.6%	8.4%	6.1%	8.3%	9.3%	9.5%	6.0%	8.7%	10.0%	6.6%	3.8%
	Bad	40	37	3	27	10	34	3	11	4	13	5
	%	3.0%	4.2%	.7%	3.8%	6.0%	5.5%	1.3%	3.1%	1.6%	6.8%	1.7%
Not applicable - lives in parents/relatives home	190	159	31	145	14	62	97	49	21	31	51	
%	14.0%	18.1%	6.5%	20.2%	8.7%	10.0%	37.2%	13.9%	8.1%	16.7%	19.1%	
No response/unclear response	72	31	41	20	11	28	3	16	14	14	10	
%	5.4%	3.6%	8.7%	2.8%	6.9%	4.6%	1.1%	4.6%	5.4%	7.4%	3.7%	

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

*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		1352	393	303	295	139	167	35	9	11	
	%	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		946	288	206	187	99	123	28	6	8
		%	70.0%	73.3%	68.0%	63.5%	71.7%	73.6%	80.3%	69.4%	72.7%
	In-between		103	31	17	20	11	17	3	2	1
		%	7.6%	8.0%	5.7%	6.9%	8.1%	10.2%	9.5%	16.7%	9.1%
	Bad		40	8	8	12	5	5	1	0	1
		%	3.0%	2.1%	2.6%	4.2%	3.7%	2.8%	2.3%	2.8%	9.1%
Not applicable - lives in parents/relatives home		190	53	27	69	19	19	2	1	0	
	%	14.0%	13.5%	9.0%	23.3%	13.6%	11.3%	5.9%	5.6%	3.9%	
No response/unclear response		72	12	45	6	4	3	1	1	1	
	%	5.4%	3.2%	14.7%	2.1%	2.9%	2.0%	2.0%	5.6%	5.2%	

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		1352	698	653	330	67	397	541	68	254	954	
	%	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		1144	589	555	285	62	347	453	57	214	797
		%	84.6%	84.3%	85.0%	86.5%	91.8%	87.4%	83.7%	84.3%	84.5%	83.5%
	In-between/neither satisfied nor dissatisfied		112	55	57	34	5	39	42	6	16	73
		%	8.3%	7.8%	8.7%	10.3%	7.4%	9.8%	7.8%	8.6%	6.2%	7.6%
Dissatisfied/unhappy		38	15	23	4		4	17	2	12	34	
	%	2.8%	2.2%	3.5%	1.1%		.9%	3.2%	3.1%	4.8%	3.6%	
No response/unclear response		58	40	18	7	1	8	28	3	12	50	
	%	4.3%	5.7%	2.8%	2.1%	.8%	1.9%	5.3%	4.0%	4.6%	5.3%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (WEIGHTED)

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		1352	1023	328	170	171	993	95	853	41	221	25
	%	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	1144	857	287	135	154	841	78	739	28	182	20
	%	84.6%	83.7%	87.5%	79.6%	90.3%	84.7%	81.9%	86.7%	68.3%	82.3%	80.0%
	In-between/neither satisfied nor dissatisfied	112	91	21	11	9	90	13	60	5	18	3
	%	8.3%	8.9%	6.3%	6.4%	5.2%	9.1%	13.4%	7.0%	12.7%	8.1%	11.5%
	Dissatisfied/unhappy	38	31	7	8	5	26	3	18	5	9	
%	2.8%	3.0%	2.1%	4.6%	2.7%	2.6%	2.9%	2.1%	12.5%	4.1%		
No response/unclear response	58	45	13	16	3	36	2	36	3	12	2	
%	4.3%	4.4%	4.1%	9.4%	1.9%	3.6%	1.8%	4.3%	6.6%	5.5%	8.6%	

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		1352	880	472	719	161	615	261	349	258	187	266
	%	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	1144	744	400	617	127	513	227	288	218	164	241
	%	84.6%	84.5%	84.8%	85.8%	78.9%	83.5%	86.8%	82.4%	84.5%	87.9%	90.6%
	In-between/neither satisfied nor dissatisfied	112	68	43	55	14	49	19	43	22	8	13
	%	8.3%	7.7%	9.2%	7.6%	8.5%	8.0%	7.3%	12.2%	8.5%	4.4%	5.0%
	Dissatisfied/unhappy	38	34	4	22	12	30	4	4	7	8	2
%	2.8%	3.9%	.8%	3.1%	7.4%	4.9%	1.6%	1.1%	2.8%	4.2%	.8%	
No response/unclear response	58	34	24	25	8	23	11	15	11	7	10	
%	4.3%	3.8%	5.1%	3.5%	5.2%	3.7%	4.3%	4.3%	4.2%	3.5%	3.7%	

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

*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		1352	393	303	295	139	167	35	9	11	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SATISFACTION WITH ACCOMMODATION SERVICE	Satisfied/happy		1144	333	257	243	120	144	31	8	9
		%	84.6%	84.7%	84.8%	82.5%	86.8%	86.0%	87.5%	83.3%	79.2%
	In-between/neither satisfied nor dissatisfied		112	37	17	30	9	15	3	1	2
		%	8.3%	9.4%	5.5%	10.0%	6.3%	8.7%	8.5%	8.3%	14.3%
	Dissatisfied/unhappy		38	7	9	13	5	3	0	0	0
		%	2.8%	1.7%	3.0%	4.3%	3.9%	2.0%	.7%	2.8%	3.9%
	No response/unclear response		58	17	20	9	4	5	1	1	0
		%	4.3%	4.3%	6.7%	3.1%	3.0%	3.3%	3.3%	5.6%	2.6%

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

*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 (weighted)		1352	698	653	330	67	397	541	68	254	954
	%	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	1256	643	612	319	67	386	495	63	230	870
	%	92.9%	92.1%	93.8%	96.8%	99.2%	97.2%	91.6%	92.9%	90.6%	91.1%
	No response	58	40	18	7	1	8	28	3	12	50
	%	4.3%	5.7%	2.8%	2.1%	.8%	1.9%	5.3%	4.0%	4.6%	5.3%
	Other	18	6	12	1		1	5		9	17
	%	1.3%	.9%	1.8%	.4%		.3%	1.0%		3.4%	1.8%
	Relationship with services and staff	9	3	6	1		1	6	2	0	8
	%	.6%	.5%	.8%	.2%		.2%	1.0%	3.1%	.1%	.8%
	Quality of service	8	2	6	0		0	5	2		7
	%	.6%	.3%	.9%	.1%		.1%	1.0%	3.1%		.8%
	Access to services	7	2	5				2		5	7
	%	.5%	.3%	.7%				.4%		1.9%	.7%
	Choice/self determination	6	1	6	1		1	0	2	3	5
	%	.5%	.1%	.9%	.3%		.2%	.0%	3.1%	1.3%	.6%
	Personal development and community inclusion	5	1	5	1		1	2		2	5
	%	.4%	.1%	.7%	.2%		.1%	.4%		1.0%	.5%
Quality of life/including work	5		5				0		5	5	
%	.4%		.8%				.0%		1.9%	.5%	
Rights/privacy and confidentiality	4		4				2	2		4	
%	.3%		.6%				.3%	3.1%		.4%	
Effectiveness of service	3	2	1				3			3	
%	.2%	.3%	.1%				.5%			.3%	
Don't know	3	3	0	0		0	3			3	
%	.2%	.4%	.0%	.1%		.1%	.5%			.3%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, ACCOMODATION SERVICES, NATIONAL TABLES (WEIGHTED)

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 (weighted)		1352	1023	328	170	171	993	95	853	41	221	25	
	%	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		1256	948	308	146	163	931	91	799	33	200	23
		%	92.9%	92.6%	93.8%	86.1%	95.4%	93.8%	95.2%	93.6%	81.0%	90.4%	91.4%
	No response		58	45	13	16	3	36	2	36	3	12	2
		%	4.3%	4.4%	4.1%	9.4%	1.9%	3.6%	1.8%	4.3%	6.6%	5.5%	8.6%
	Other		18	16	2	2	4	12		7	5	3	
		%	1.3%	1.5%	.7%	1.4%	2.2%	1.2%		.9%	11.9%	1.4%	
	Relationship with services and staff		9	7	2	2	1	6	3	6	0		
		%	.6%	.6%	.7%	1.2%	.4%	.6%	2.9%	.7%	.6%		
	Quality of service		8	8		2	1	5	2	1		4	
		%	.6%	.8%		1.2%	.4%	.5%	2.4%	.1%		1.9%	
	Access to services		7	2	5	2	2	2		2	2	2	
		%	.5%	.2%	1.4%	1.4%	1.4%	.2%		.3%	5.9%	1.1%	
	Choice/self determination		6	6		3		3	2	3		2	
		%	.5%	.6%		1.7%		.3%	2.2%	.3%		.7%	
	Personal development and community inclusion		5	3	2		2	3		1	2	2	
		%	.4%	.3%	.7%		1.4%	.3%		.1%	5.9%	.9%	
Quality of life/including work		5	3	2		2	3		3	2			
	%	.4%	.3%	.7%		1.4%	.3%		.3%	5.9%			
Rights/privacy and confidentiality		4	4		2	1	1	2	2				
	%	.3%	.4%		1.2%	.4%	.1%	2.2%	.2%				
Effectiveness of service		3	3				3		1	0	2		
	%	.2%	.3%				.3%		.1%	.6%	.9%		
Don't know		3	0	2	2		0		3		0		
	%	.2%	.0%	.7%	1.4%		.0%		.3%		.1%		

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

*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 (weighted)		1352	880	472	719	161	615	261	349	258	187	266
	%	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	1256	812	444	672	140	563	246	330	240	172	254
	%	92.9%	92.3%	94.1%	93.4%	87.4%	91.5%	94.1%	94.6%	93.0%	92.2%	95.5%
	No response	58	34	24	25	8	23	11	15	11	7	10
	%	4.3%	3.8%	5.1%	3.5%	5.2%	3.7%	4.3%	4.3%	4.2%	3.5%	3.7%
	Other	18	17	1	13	5	14	3	3	4	2	1
	%	1.3%	2.0%	.2%	1.8%	2.9%	2.3%	1.2%	.8%	1.6%	1.3%	.5%
	Relationship with services and staff	9	8	1	4	4	8	0	2		3	
	%	.6%	.9%	.1%	.5%	2.6%	1.3%	.1%	.5%		1.5%	
	Quality of service	8	7	1	5	2	7		1		1	
	%	.6%	.8%	.1%	.7%	1.3%	1.2%		.2%		.3%	
	Access to services	7	7		5	2	5	2			2	
	%	.5%	.8%		.7%	1.3%	.7%	.9%			1.2%	
	Choice/self determination	6	6		2	5	5	1	0		3	1
	%	.5%	.7%		.2%	2.8%	.9%	.4%	.0%		1.4%	.3%
	Quality of life/including work	5	5		3	2	2	3	0		2	
	%	.4%	.6%		.4%	1.5%	.4%	1.0%	.0%		1.3%	
Personal development and community inclusion	5	5		5	1	3	3	0	1			
%	.4%	.6%		.6%	.3%	.4%	1.0%	.0%	.2%			
Rights/privacy and confidentiality	4	3	1	1	2	3		1		1		
%	.3%	.4%	.1%	.2%	1.3%	.5%		.4%		.3%		
Effectiveness of service	3	3		3		3		1				
%	.2%	.3%		.4%		.5%		.2%				
Don't know	3	0	2	0		0			3			
%	.2%	.0%	.5%	.1%		.1%			1.0%			

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

*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 (weighted)		1352	393	303	295	139	167	35	9	11
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied	1256	370	273	273	129	158	34	8	10
	%	92.9%	94.1%	90.3%	92.6%	93.1%	94.7%	96.0%	91.7%	93.5%
	No response	58	17	20	9	4	5	1	1	0
	%	4.3%	4.3%	6.7%	3.1%	3.0%	3.3%	3.3%	5.6%	2.6%
	Other	18	4	3	7	2	1			
	%	1.3%	1.1%	.9%	2.5%	1.8%	.8%			
	Relationship with services and staff	9	2	2		2	1	0	0	0
	%	.6%	.6%	.7%		1.8%	.8%	.7%	2.8%	2.6%
	Quality of service	8		6		1		0		
	%	.6%		2.1%		.9%		.7%		
	Access to services	7	2		5					
	%	.5%	.6%		1.6%					
	Choice/self determination	6		2	3	1	1			0
	%	.5%		.7%	.9%	.4%	.5%			1.3%
	Personal development and community inclusion	5		2	2	1				0
	%	.4%		.7%	.8%	.4%				1.3%
Quality of life/including work	5			5					0	
%	.4%			1.6%					1.3%	
Rights/privacy and confidentiality	4		2		2					
%	.3%		.7%		1.3%					
Effectiveness of service	3		2		1			0		
%	.2%		.7%		.4%			2.8%		
Don't know	3			3					0	
%	.2%			.9%					1.3%	