

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

Productivity Commission

Job Number: 98196

TABLE 1A: DEMOGRAPHICS - STATE / GENDER

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE		
			Male	Female	MDS 5.01	MDS 5.02		
BASE: Receives CSDA Employment Service		1449	821	628	495	954		
	%	100.0%	100.0%	100.0%	100.0%	100.0%		
STATE	NSW		245	151	94	95	150	
		%	16.9%	18.4%	15.0%	19.2%	15.7%	
	Vic		257	134	123	91	166	
		%	17.7%	16.3%	19.6%	18.4%	17.4%	
	Qld		205	122	83	83	122	
		%	14.1%	14.9%	13.2%	16.8%	12.8%	
	WA		295	157	138	114	181	
		%	20.4%	19.1%	22.0%	23.0%	19.0%	
	SA		261	153	108	61	200	
		%	18.0%	18.6%	17.2%	12.3%	21.0%	
	Tas		116	75	41	43	73	
		%	8.0%	9.1%	6.5%	8.7%	7.7%	
	NT		7	6	1	5	2	
		%	.5%	.7%	.2%	1.0%	.2%	
	ACT		63	23	40	3	60	
		%	4.3%	2.8%	6.4%	.6%	6.3%	
	GENDER OF CLIENT	Male		821	821		294	527
			%	56.7%	100.0%		59.4%	55.2%
Female			628		628	201	427	
		%	43.3%		100.0%	40.6%	44.8%	

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*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 Employment Service		1449	1116	333	677	218	542	63	941	105	138	66	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
STATE	NSW	245	174	71	137	33	70	11	164	11	28	7	
		%	16.9%	15.6%	21.3%	20.2%	15.1%	12.9%	17.5%	17.4%	10.5%	20.3%	10.6%
	Vic	257	168	89	131	35	89	9	140	17	40	30	
		%	17.7%	15.1%	26.7%	19.4%	16.1%	16.4%	14.3%	14.9%	16.2%	29.0%	45.5%
	Qld	205	106	99	105	34	66	16	131	29	15	7	
		%	14.1%	9.5%	29.7%	15.5%	15.6%	12.2%	25.4%	13.9%	27.6%	10.9%	10.6%
	WA	295	254	41	126	45	123	10	198	23	33	12	
		%	20.4%	22.8%	12.3%	18.6%	20.6%	22.7%	15.9%	21.0%	21.9%	23.9%	18.2%
	SA	261	228	33	104	40	115	7	175	23	10	5	
		%	18.0%	20.4%	9.9%	15.4%	18.3%	21.2%	11.1%	18.6%	21.9%	7.2%	7.6%
	Tas	116	116		58	23	33	9	69	1	8	5	
		%	8.0%	10.4%		8.6%	10.6%	6.1%	14.3%	7.3%	1.0%	5.8%	7.6%
	NT	7	7		1	4	2		7				
		%	.5%	.6%		.1%	1.8%	.4%	.7%				
	ACT	63	63		15	4	44	1	57	1	4		
		%	4.3%	5.6%		2.2%	1.8%	8.1%	1.6%	6.1%	1.0%	2.9%	
	GENDER OF CLIENT	Male	821	622	199	396	133	283	44	503	70	86	38
			%	56.7%	55.7%	59.8%	58.5%	61.0%	52.2%	69.8%	53.5%	66.7%	62.3%
Female		628	494	134	281	85	259	19	438	35	52	28	
		%	43.3%	44.3%	40.2%	41.5%	39.0%	47.8%	30.2%	46.5%	33.3%	37.7%	42.4%

**DISABILITY SERVICES SATISFACTION SURVEY
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*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 Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
STATE	NSW		245	207	38	183	24	101	106	100	37	25	81
		%	16.9%	17.1%	15.8%	17.2%	16.3%	14.7%	20.4%	18.4%	14.1%	13.7%	18.2%
	Vic		257	204	53	182	22	109	94	94	48	31	82
		%	17.7%	16.9%	22.1%	17.1%	15.0%	15.8%	18.1%	17.3%	18.3%	17.0%	18.4%
	Qld		205	190	15	175	15	97	93	103	40	17	44
		%	14.1%	15.7%	6.3%	16.5%	10.2%	14.1%	17.9%	19.0%	15.3%	9.3%	9.9%
	WA		295	226	69	201	25	119	107	98	51	43	99
		%	20.4%	18.7%	28.8%	18.9%	17.0%	17.3%	20.6%	18.0%	19.5%	23.6%	22.2%
	SA		261	224	37	207	17	157	67	80	54	43	80
		%	18.0%	18.5%	15.4%	19.5%	11.6%	22.8%	12.9%	14.7%	20.6%	23.6%	17.9%
	Tas		116	108	8	81	27	62	46	52	17	18	26
		%	8.0%	8.9%	3.3%	7.6%	18.4%	9.0%	8.8%	9.6%	6.5%	9.9%	5.8%
	NT		7	5	2	2	3	3	2	4	1	1	1
		%	.5%	.4%	.8%	.2%	2.0%	.4%	.4%	.7%	.4%	.5%	.2%
	ACT		63	45	18	31	14	40	5	12	14	4	33
		%	4.3%	3.7%	7.5%	2.9%	9.5%	5.8%	1.0%	2.2%	5.3%	2.2%	7.4%
GENDER OF CLIENT	Male		821	717	104	617	100	431	285	318	143	100	255
		%	56.7%	59.3%	43.3%	58.1%	68.0%	62.6%	54.8%	58.6%	54.6%	54.9%	57.2%
	Female		628	492	136	445	47	257	235	225	119	82	191
		%	43.3%	40.7%	56.7%	41.9%	32.0%	37.4%	45.2%	41.4%	45.4%	45.1%	42.8%

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

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TABLE 1B: DEMOGRAPHICS - AGE

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE	
			Male	Female	MDS 5.01	MDS 5.02	
BASE: Receives CSDA Employment Service		1449	821	628	495	954	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
AGE	18-34		543	318	225	252	291
		%	37.5%	38.7%	35.8%	50.9%	30.5%
	35-44		262	143	119	68	194
		%	18.1%	17.4%	18.9%	13.7%	20.3%
	45-54		182	100	82	42	140
		%	12.6%	12.2%	13.1%	8.5%	14.7%
	55 plus		446	255	191	127	319
		%	30.8%	31.1%	30.4%	25.7%	33.4%
	No response		16	5	11	6	10
		%	1.1%	.6%	1.8%	1.2%	1.0%

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Receives CSDA Employment Service		1449	1116	333	677	218	542	63	941	105	138	66	
	%	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		543	385	158	336	68	139	28	364	33	45	14
		%	37.5%	34.5%	47.4%	49.6%	31.2%	25.6%	44.4%	38.7%	31.4%	32.6%	21.2%
	35-44		262	199	63	91	49	117	10	179	21	24	8
		%	18.1%	17.8%	18.9%	13.4%	22.5%	21.6%	15.9%	19.0%	20.0%	17.4%	12.1%
	45-54		182	142	40	60	27	92	7	115	19	20	6
		%	12.6%	12.7%	12.0%	8.9%	12.4%	17.0%	11.1%	12.2%	18.1%	14.5%	9.1%
	55 plus		446	375	71	178	74	190	18	271	32	49	38
		%	30.8%	33.6%	21.3%	26.3%	33.9%	35.1%	28.6%	28.8%	30.5%	35.5%	57.6%
No response		16	15	1	12		4		12				
	%	1.1%	1.3%	.3%	1.8%		.7%		1.3%				

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE				
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus	
BASE: Receives CSDA Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446	
	%	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		543	452	91	412	40	205	246	543			
		%	37.5%	37.4%	37.9%	38.8%	27.2%	29.8%	47.3%	100.0%			
	35-44		262	218	44	185	33	142	76		262		
		%	18.1%	18.0%	18.3%	17.4%	22.4%	20.6%	14.6%		100.0%		
	45-54		182	152	30	130	22	99	53			182	
		%	12.6%	12.6%	12.5%	12.2%	15.0%	14.4%	10.2%			100.0%	
	55 plus		446	378	68	327	51	240	138				446
		%	30.8%	31.3%	28.3%	30.8%	34.7%	34.9%	26.5%				100.0%
No response		16	9	7	8	1	2	7					
	%	1.1%	.7%	2.9%	.8%	.7%	.3%	1.3%					

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

*Productivity Commission
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TABLE 1C: DEMOGRAPHICS - PRIMARY DISABILITY

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Receives CSDA Employment Service		1449	821	628	495	954
	%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Disability	Developmental delay	36	20	16	3	33
	%	2.5%	2.4%	2.5%	.6%	3.5%
	Intellectual (including Down Syndrome)	864	457	407	187	677
	%	59.6%	55.7%	64.8%	37.8%	71.0%
	Specific learning/Attention Deficit Disorder	22	13	9	19	3
	%	1.5%	1.6%	1.4%	3.8%	.3%
	Autism	19	13	6	6	13
	%	1.3%	1.6%	1.0%	1.2%	1.4%
	Physical	138	86	52	88	50
	%	9.5%	10.5%	8.3%	17.8%	5.2%
	Acquired brain injury	41	31	10	21	20
	%	2.8%	3.8%	1.6%	4.2%	2.1%
	Deaf/blind (dual sensory)	1	1		1	
	%	.1%	.1%		.2%	
	Vision (sensory)	44	22	22	36	8
	%	3.0%	2.7%	3.5%	7.3%	.8%
Hearing (sensory)	16	11	5	10	6	
%	1.1%	1.3%	.8%	2.0%	.6%	
Speech (sensory)	5	4	1		5	
%	.3%	.5%	.2%		.5%	
Psychiatric	105	70	35	74	31	
%	7.2%	8.5%	5.6%	14.9%	3.2%	
Neurological (inc epilepsy/Alzheimer's)	22	13	9	14	8	
%	1.5%	1.6%	1.4%	2.8%	.8%	
No response	136	80	56	36	100	
%	9.4%	9.7%	8.9%	7.3%	10.5%	

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

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

			TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
				Male	Female	MDS 5.01	MDS 5.02
Primary Disability	COGNITIVE DISABILITY - SUMMARY		63	44	19	35	28
		%	4.3%	5.4%	3.0%	7.1%	2.9%
	INTELLECTUAL/ SPECIFIC LEARNING DISABILITY -		941	503	438	215	726
		%	64.9%	61.3%	69.7%	43.4%	76.1%
	SENSORY DISABILITY - SUMMARY		66	38	28	47	19
		%	4.6%	4.6%	4.5%	9.5%	2.0%

**DISABILITY SERVICES SATISFACTION SURVEY
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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 Employment Service		1449	1116	333	677	218	542	63	941	105	138	66
	%	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	36	27	9	11	10	15		36			
		%	2.5%	2.4%	2.7%	1.6%	4.6%	2.8%	3.8%			
	Intellectual (including Down Syndrome)	864	662	202	351	88	413		864			
		%	59.6%	59.3%	60.7%	51.8%	40.4%	76.2%	91.8%			
	Specific learning/Attention Deficit Disorder	22	13	9	19	1	2		22			
		%	1.5%	1.2%	2.7%	2.8%	.5%	.4%	2.3%			
	Autism	19	17	2	12	4	3		19			
		%	1.3%	1.5%	.6%	1.8%	1.8%	.6%	2.0%			
	Physical	138	107	31	74	34	30				138	
		%	9.5%	9.6%	9.3%	10.9%	15.6%	5.5%			100.0%	
	Acquired brain injury	41	27	14	20	9	12	41				
		%	2.8%	2.4%	4.2%	3.0%	4.1%	2.2%	65.1%			
	Deaf/blind (dual sensory)	1	1		1							1
		%	.1%	.1%		.1%						1.5%
	Vision (sensory)	44	42	2	32	6	6					44
		%	3.0%	3.8%	.6%	4.7%	2.8%	1.1%				66.7%
	Hearing (sensory)	16	11	5	10	5	1					16
		%	1.1%	1.0%	1.5%	1.5%	2.3%	.2%				24.2%
Speech (sensory)	5	3	2	1	2	2					5	
	%	.3%	.3%	.6%	.1%	.9%	.4%				7.6%	
Psychiatric	105	76	29	56	35	14			105			
	%	7.2%	6.8%	8.7%	8.3%	16.1%	2.6%		100.0%			
Neurological (inc epilepsy/Alzheimer's)	22	19	3	17	1	4	22					
	%	1.5%	1.7%	.9%	2.5%	.5%	.7%	34.9%				
No response	136	111	25	73	23	40						
	%	9.4%	9.9%	7.5%	10.8%	10.6%	7.4%					
COGNITIVE DISABILITY - SUMMARY	63	46	17	37	10	16	63					
	%	4.3%	4.1%	5.1%	5.5%	4.6%	3.0%	100.0%				
INTELLECTUAL/ SPECIFIC LEARNING DISABILITY -	941	719	222	393	103	433		941				
	%	64.9%	64.4%	66.7%	58.1%	47.2%	79.9%	100.0%				
SENSORY DISABILITY - SUMMARY	66	57	9	44	13	9					66	
	%	4.6%	5.1%	2.7%	6.5%	6.0%	1.7%				100.0%	

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Productivity Commission
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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 Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446
	%	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	36	27	9	25	2	22	5	15	8	3	10
	%	2.5%	2.2%	3.8%	2.4%	1.4%	3.2%	1.0%	2.8%	3.1%	1.6%	2.2%
	Intellectual (including Down Syndrome)	864	682	182	564	118	477	204	318	169	111	258
	%	59.6%	56.4%	75.8%	53.1%	80.3%	69.3%	39.2%	58.6%	64.5%	61.0%	57.8%
	Specific learning/Attention Deficit Disorder	22	21	1	21		2	19	20			1
	%	1.5%	1.7%	.4%	2.0%		.3%	3.7%	3.7%			.2%
	Autism	19	13	6	10	3	8	5	11	2	1	2
	%	1.3%	1.1%	2.5%	.9%	2.0%	1.2%	1.0%	2.0%	.8%	.5%	.4%
	Physical	138	130	8	127	3	36	94	45	24	20	49
	%	9.5%	10.8%	3.3%	12.0%	2.0%	5.2%	18.1%	8.3%	9.2%	11.0%	11.0%
	Acquired brain injury	41	39	2	37	2	21	18	14	8	6	13
	%	2.8%	3.2%	.8%	3.5%	1.4%	3.1%	3.5%	2.6%	3.1%	3.3%	2.9%
	Deaf/blind (dual sensory)	1		1								1
	%	.1%		.4%								.2%
	Vision (sensory)	44	43	1	43		3	40	9	2	2	31
	%	3.0%	3.6%	.4%	4.0%		.4%	7.7%	1.7%	.8%	1.1%	7.0%
	Hearing (sensory)	16	16		8	8	15	1	4	4	2	6
	%	1.1%	1.3%		.8%	5.4%	2.2%	.2%	.7%	1.5%	1.1%	1.3%
	Speech (sensory)	5	3	2	3		2	1	1	2	2	
	%	.3%	.2%	.8%	.3%		.3%	.2%	.2%	.8%	1.1%	
Psychiatric	105	101	4	101		29	72	33	21	19	32	
%	7.2%	8.4%	1.7%	9.5%		4.2%	13.8%	6.1%	8.0%	10.4%	7.2%	
Neurological (inc epilepsy/Alzheimer's)	22	21	1	20	1	10	11	14	2	1	5	
%	1.5%	1.7%	.4%	1.9%	.7%	1.5%	2.1%	2.6%	.8%	.5%	1.1%	
No response	136	113	23	103	10	63	50	59	20	15	38	
%	9.4%	9.3%	9.6%	9.7%	6.8%	9.2%	9.6%	10.9%	7.6%	8.2%	8.5%	
COGNITIVE DISABILITY - SUMMARY	63	60	3	57	3	31	29	28	10	7	18	
%	4.3%	5.0%	1.3%	5.4%	2.0%	4.5%	5.6%	5.2%	3.8%	3.8%	4.0%	
INTELLECTUAL/ SPECIFIC LEARNING DISABILITY -	941	743	198	620	123	509	233	364	179	115	271	
%	64.9%	61.5%	82.5%	58.4%	83.7%	74.0%	44.8%	67.0%	68.3%	63.2%	60.8%	
SENSORY DISABILITY - SUMMARY	66	62	4	54	8	20	42	14	8	6	38	
%	4.6%	5.1%	1.7%	5.1%	5.4%	2.9%	8.1%	2.6%	3.1%	3.3%	8.5%	

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

*Productivity Commission
Job Number: 98196*

TABLE 1D: DEMOGRAPHICS - ALL DISABILITY TYPES

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Receives CSDA Employment Service		1449	821	628	495	954
	%	100.0%	100.0%	100.0%	100.0%	100.0%
All disability types	INTELLECTUAL / SPECIFIC LEARNING DISABILITY -	986	530	456	235	751
	%	68.0%	64.6%	72.6%	47.5%	78.7%
	Intellectual (including Down Syndrome)	914	487	427	208	706
	%	63.1%	59.3%	68.0%	42.0%	74.0%
	SENSORY DISABILITY - SUMMARY	243	137	106	66	177
	%	16.8%	16.7%	16.9%	13.3%	18.6%
	Physical	241	139	102	112	129
	%	16.6%	16.9%	16.2%	22.6%	13.5%
	Psychiatric	145	85	60	77	68
	%	10.0%	10.4%	9.6%	15.6%	7.1%
	No response	134	80	54	36	98
	%	9.2%	9.7%	8.6%	7.3%	10.3%
	COGNITIVE DISABILITY - SUMMARY	134	78	56	51	83
	%	9.2%	9.5%	8.9%	10.3%	8.7%
	Speech (sensory)	123	73	50	9	114
	%	8.5%	8.9%	8.0%	1.8%	11.9%
Vision (sensory)	100	55	45	46	54	
%	6.9%	6.7%	7.2%	9.3%	5.7%	
Neurological (inc epilepsy/Alzheimer's)	90	45	45	28	62	
%	6.2%	5.5%	7.2%	5.7%	6.5%	
Hearing (sensory)	60	34	26	11	49	
%	4.1%	4.1%	4.1%	2.2%	5.1%	
Developmental delay	53	32	21	4	49	
%	3.7%	3.9%	3.3%	.8%	5.1%	
Acquired brain injury	51	38	13	25	26	
%	3.5%	4.6%	2.1%	5.1%	2.7%	

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

*Productivity Commission
Job Number: 98196*

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

			TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
				Male	Female	MDS 5.01	MDS 5.02
All disability types	Specific learning/Attention Deficit Disorder		38	24	14	26	12
		%	2.6%	2.9%	2.2%	5.3%	1.3%
	Autism		30	20	10	6	24
		%	2.1%	2.4%	1.6%	1.2%	2.5%
	Deaf/blind (dual sensory)		5	3	2	2	3
		%	.3%	.4%	.3%	.4%	.3%

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

Productivity Commission

Job Number: 98196

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Employment Service		1449	1116	333	677	218	542	63	941	105	138	66
	%	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 -	986	754	232	418	111	445	9	941	7	19	10
	%	68.0%	67.6%	69.7%	61.7%	50.9%	82.1%	14.3%	100.0%	6.7%	13.8%	15.2%
	Intellectual (including Down Syndrome)	914	700	214	380	96	426	9	873	6	18	8
	%	63.1%	62.7%	64.3%	56.1%	44.0%	78.6%	14.3%	92.8%	5.7%	13.0%	12.1%
	SENSORY DISABILITY - SUMMARY	243	190	53	92	25	122	11	155		9	66
	%	16.8%	17.0%	15.9%	13.6%	11.5%	22.5%	17.5%	16.5%		6.5%	100.0%
	Physical	241	190	51	105	52	82	14	84	4	138	1
	%	16.6%	17.0%	15.3%	15.5%	23.9%	15.1%	22.2%	8.9%	3.8%	100.0%	1.5%
	Psychiatric	145	112	33	63	38	43		37	105	2	1
	%	10.0%	10.0%	9.9%	9.3%	17.4%	7.9%		3.9%	100.0%	1.4%	1.5%
	COGNITIVE DISABILITY - SUMMARY	134	100	34	55	19	60	63	64	3	4	
	%	9.2%	9.0%	10.2%	8.1%	8.7%	11.1%	100.0%	6.8%	2.9%	2.9%	
	Speech (sensory)	123	89	34	37	12	71	7	105		4	5
	%	8.5%	8.0%	10.2%	5.5%	5.5%	13.1%	11.1%	11.2%		2.9%	7.6%
	No response	134	111	23	71	23	40					
	%	9.2%	9.9%	6.9%	10.5%	10.6%	7.4%					
	Vision (sensory)	100	81	19	47	8	44	4	47		5	44
	%	6.9%	7.3%	5.7%	6.9%	3.7%	8.1%	6.3%	5.0%		3.6%	66.7%
	Neurological (inc epilepsy/Alzheimer's)	90	69	21	36	8	46	28	60		2	
	%	6.2%	6.2%	6.3%	5.3%	3.7%	8.5%	44.4%	6.4%		1.4%	
Hearing (sensory)	60	48	12	18	8	32		42		2	16	
%	4.1%	4.3%	3.6%	2.7%	3.7%	5.9%		4.5%		1.4%	24.2%	
Developmental delay	53	39	14	12	12	29		51	1	1		
%	3.7%	3.5%	4.2%	1.8%	5.5%	5.4%		5.4%	1.0%	.7%		
Acquired brain injury	51	35	16	23	13	15	42	4	3	2		
%	3.5%	3.1%	4.8%	3.4%	6.0%	2.8%	66.7%	.4%	2.9%	1.4%		
Specific learning/Attention Deficit Disorder	38	24	14	27	4	7		37			1	
%	2.6%	2.2%	4.2%	4.0%	1.8%	1.3%		3.9%			1.5%	
Autism	30	27	3	14	5	11		29			1	
%	2.1%	2.4%	.9%	2.1%	2.3%	2.0%		3.1%			1.5%	
Deaf/blind (dual sensory)	5	4	1	2		3	1	3			1	
%	.3%	.4%	.3%	.3%		.6%	1.6%	.3%			1.5%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446
	%	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 -	986	782	204	657	125	535	246	383	186	120	285
	%	68.0%	64.7%	85.0%	61.9%	85.0%	77.8%	47.3%	70.5%	71.0%	65.9%	63.9%
	Intellectual (including Down Syndrome)	914	724	190	603	121	503	220	342	175	116	270
	%	63.1%	59.9%	79.2%	56.8%	82.3%	73.1%	42.3%	63.0%	66.8%	63.7%	60.5%
	Physical	241	212	29	189	23	102	110	75	49	37	78
	%	16.6%	17.5%	12.1%	17.8%	15.6%	14.8%	21.2%	13.8%	18.7%	20.3%	17.5%
	SENSORY DISABILITY - SUMMARY	243	171	72	128	43	117	54	62	46	30	105
	%	16.8%	14.1%	30.0%	12.1%	29.3%	17.0%	10.4%	11.4%	17.6%	16.5%	23.5%
	Psychiatric	145	136	9	128	8	59	77	42	29	27	47
	%	10.0%	11.2%	3.8%	12.1%	5.4%	8.6%	14.8%	7.7%	11.1%	14.8%	10.5%
	COGNITIVE DISABILITY - SUMMARY	134	114	20	97	17	66	48	50	25	18	41
	%	9.2%	9.4%	8.3%	9.1%	11.6%	9.6%	9.2%	9.2%	9.5%	9.9%	9.2%
	No response	134	113	21	103	10	63	50	58	19	15	38
	%	9.2%	9.3%	8.8%	9.7%	6.8%	9.2%	9.6%	10.7%	7.3%	8.2%	8.5%
	Speech (sensory)	123	69	54	48	21	65	4	33	29	18	43
	%	8.5%	5.7%	22.5%	4.5%	14.3%	9.4%	.8%	6.1%	11.1%	9.9%	9.6%
	Vision (sensory)	100	80	20	71	9	34	46	24	15	10	51
	%	6.9%	6.6%	8.3%	6.7%	6.1%	4.9%	8.8%	4.4%	5.7%	5.5%	11.4%
	Neurological (inc epilepsy/Alzheimer's)	90	72	18	59	13	43	29	35	16	12	27
	%	6.2%	6.0%	7.5%	5.6%	8.8%	6.3%	5.6%	6.4%	6.1%	6.6%	6.1%
Hearing (sensory)	60	47	13	20	27	44	3	10	11	11	28	
%	4.1%	3.9%	5.4%	1.9%	18.4%	6.4%	.6%	1.8%	4.2%	6.0%	6.3%	
Acquired brain injury	51	49	2	45	4	28	21	17	11	6	17	
%	3.5%	4.1%	.8%	4.2%	2.7%	4.1%	4.0%	3.1%	4.2%	3.3%	3.8%	
Developmental delay	53	41	12	38	3	32	9	17	13	6	17	
%	3.7%	3.4%	5.0%	3.6%	2.0%	4.7%	1.7%	3.1%	5.0%	3.3%	3.8%	
Specific learning/Attention Deficit Disorder	38	36	2	33	3	11	25	30	1		6	
%	2.6%	3.0%	.8%	3.1%	2.0%	1.6%	4.8%	5.5%	.4%		1.3%	
Autism	30	20	10	15	5	13	7	16	5	2	4	
%	2.1%	1.7%	4.2%	1.4%	3.4%	1.9%	1.3%	2.9%	1.9%	1.1%	.9%	
Deaf/blind (dual sensory)	5	3	2	2	1	2	1	3			2	
%	.3%	.2%	.8%	.2%	.7%	.3%	.2%	.6%			.4%	

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

Productivity Commission

Job Number: 98196

TABLE 1E: DEMOGRAPHICS - SAMPLE GROUP

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE	
			Male	Female	MDS 5.01	MDS 5.02	
BASE: Receives CSDA Employment Service		1449	821	628	495	954	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
MDS CODE OF PROVIDER	101		121	53	68	10	111
		%	8.4%	6.5%	10.8%	2.0%	11.6%
	102		32	10	22	1	31
		%	2.2%	1.2%	3.5%	.2%	3.2%
	103		158	88	70	10	148
		%	10.9%	10.7%	11.1%	2.0%	15.5%
	104		4	3	1	3	1
		%	.3%	.4%	.2%	.6%	.1%
	105		80	49	31	22	58
		%	5.5%	6.0%	4.9%	4.4%	6.1%
	106		1	1		1	
		%	.1%	.1%		.2%	
	107		1		1		1
		%	.1%		.2%		.1%
	501		473	286	187	447	26
		%	32.6%	34.8%	29.8%	90.3%	2.7%
	502		576	331	245	1	575
		%	39.8%	40.3%	39.0%	.2%	60.3%
503		3		3		3	
	%	.2%		.5%		.3%	

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

Productivity Commission
Job Number: 98196

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Employment Service		1449	1116	333	677	218	542	63	941	105	138	66
	%	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	121	117	4			113	5	105		4	
	%	8.4%	10.5%	1.2%			20.8%	7.9%	11.2%		2.9%	
	102	32	23	9			32		30		1	
	%	2.2%	2.1%	2.7%			5.9%		3.2%		.7%	
	103	158	142	16	3	4	149	4	140	2	5	
	%	10.9%	12.7%	4.8%	.4%	1.8%	27.5%	6.3%	14.9%	1.9%	3.6%	
	104	4	4		3	1					4	
	%	.3%	.4%		.4%	.5%					2.9%	
	105	80	50	30	17	32	31	5	64	2	4	3
	%	5.5%	4.5%	9.0%	2.5%	14.7%	5.7%	7.9%	6.8%	1.9%	2.9%	4.5%
	106	1		1			1		1			
	%	.1%		.3%			.2%		.1%			
	107	1		1		1			1			
	%	.1%		.3%		.5%			.1%			
	501	473	339	134	329	99	45	31	195	82	84	48
	%	32.6%	30.4%	40.2%	48.6%	45.4%	8.3%	49.2%	20.7%	78.1%	60.9%	72.7%
502	576	438	138	323	81	170	18	402	19	36	15	
%	39.8%	39.2%	41.4%	47.7%	37.2%	31.4%	28.6%	42.7%	18.1%	26.1%	22.7%	
503	3	3		2		1		3				
%	.2%	.3%		.3%		.2%		.3%				

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE				
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus	
BASE: Receives CSDA Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446	
	%	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		121	89	32	74	15	77	12	19	43	31	28
		%	8.4%	7.4%	13.3%	7.0%	10.2%	11.2%	2.3%	3.5%	16.4%	17.0%	6.3%
	102		32	25	7	18	7	19	6	2	2	11	17
		%	2.2%	2.1%	2.9%	1.7%	4.8%	2.8%	1.2%	.4%	.8%	6.0%	3.8%
	103		158	112	46	78	34	100	11	38	21	29	70
		%	10.9%	9.3%	19.2%	7.3%	23.1%	14.5%	2.1%	7.0%	8.0%	15.9%	15.7%
	104		4	4		4		1	3				4
		%	.3%	.3%		.4%		.1%	.6%				.9%
	105		80	70	10	61	9	47	23	27	15	11	27
		%	5.5%	5.8%	4.2%	5.7%	6.1%	6.8%	4.4%	5.0%	5.7%	6.0%	6.1%
	106		1	1		1		1					1
		%	.1%	.1%		.1%		.1%					.2%
	107		1	1		1		1			1		
		%	.1%	.1%		.1%		.1%			.4%		
	501		473	436	37	421	15	72	364	251	69	39	108
		%	32.6%	36.1%	15.4%	39.6%	10.2%	10.5%	70.0%	46.2%	26.3%	21.4%	24.2%
	502		576	471	105	404	67	370	101	206	111	61	191
		%	39.8%	39.0%	43.8%	38.0%	45.6%	53.8%	19.4%	37.9%	42.4%	33.5%	42.8%
503		3		3									
	%	.2%		1.3%									

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

Productivity Commission

Job Number: 98196

TABLE 1F: DEMOGRAPHICS - PERSON UNDERTAKING INTERVIEW

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Receives CSDA Employment Service		1449	821	628	495	954
	%	100.0%	100.0%	100.0%	100.0%	100.0%
PERSON UNDERTAKING INTERVIEW	Client	1062	617	445	424	638
	%	73.3%	75.2%	70.9%	85.7%	66.9%
	Client with some assistance from relative or friend	60	41	19	16	44
	%	4.1%	5.0%	3.0%	3.2%	4.6%
	Client with assistance from service outlet staff	87	59	28	8	79
	%	6.0%	7.2%	4.5%	1.6%	8.3%
Relative/ carer/ advocate/ guardian		240	104	136	47	193
	%	16.6%	12.7%	21.7%	9.5%	20.2%
PERSON UNDERTAKING INTERVIEW - SUMMARY	Client - total	1209	717	492	448	761
	%	83.4%	87.3%	78.3%	90.5%	79.8%
	Non-client	240	104	136	47	193
	%	16.6%	12.7%	21.7%	9.5%	20.2%

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

Productivity Commission

Job Number: 98196

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Employment Service		1449	1116	333	677	218	542	63	941	105	138	66
	%	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	1062	808	254	525	192	342	57	620	101	127	54
	%	73.3%	72.4%	76.3%	77.5%	88.1%	63.1%	90.5%	65.9%	96.2%	92.0%	81.8%
	Client with some assistance from relative or friend	60	43	17	37	9	12	1	56			1
	%	4.1%	3.9%	5.1%	5.5%	4.1%	2.2%	1.6%	6.0%			1.5%
	Client with assistance from service outlet staff	87	68	19	9	8	68	2	67		3	7
%	6.0%	6.1%	5.7%	1.3%	3.7%	12.5%	3.2%	7.1%		2.2%	10.6%	
Relative/ carer/ advocate/ guardian	240	197	43	106	9	120	3	198	4	8	4	
%	16.6%	17.7%	12.9%	15.7%	4.1%	22.1%	4.8%	21.0%	3.8%	5.8%	6.1%	
PERSON UNDERTAKING INTERVIEW - SUMMARY	Client - total	1209	919	290	571	209	422	60	743	101	130	62
	%	83.4%	82.3%	87.1%	84.3%	95.9%	77.9%	95.2%	79.0%	96.2%	94.2%	93.9%
	Non-client	240	197	43	106	9	120	3	198	4	8	4
%	16.6%	17.7%	12.9%	15.7%	4.1%	22.1%	4.8%	21.0%	3.8%	5.8%	6.1%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446
	%	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	1062	1062		1062		549	512	412	185	130	327
	%	73.3%	87.8%		100.0%		79.8%	98.5%	75.9%	70.6%	71.4%	73.3%
	Client with some assistance from relative or friend	60	60			60	56	4	28	6	8	17
	%	4.1%	5.0%			40.8%	8.1%	.8%	5.2%	2.3%	4.4%	3.8%
	Client with assistance from service outlet staff	87	87			87	83	4	12	27	14	34
	%	6.0%	7.2%			59.2%	12.1%	.8%	2.2%	10.3%	7.7%	7.6%
Relative/ carer/ advocate/ guardian	240		240					91	44	30	68	
%	16.6%		100.0%					16.8%	16.8%	16.5%	15.2%	
PERSON UNDERTAKING INTERVIEW - SUMMARY	Client - total	1209	1209		1062	147	688	520	452	218	152	378
	%	83.4%	100.0%		100.0%	100.0%	100.0%	100.0%	83.2%	83.2%	83.5%	84.8%
	Non-client	240		240					91	44	30	68
	%	16.6%		100.0%					16.8%	16.8%	16.5%	15.2%

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

Productivity Commission

Job Number: 98196

TABLE 2A: INTERVIEW FEEDBACK - MANNER OF FEEDBACK

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE	
			Male	Female	MDS 5.01	MDS 5.02	
BASE: Receives CSDA Employment Service		1449	821	628	495	954	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
INTERVIEW METHOD	In person		724	453	271	94	630
		%	50.0%	55.2%	43.2%	19.0%	66.0%
	Telephone		723	366	357	401	322
		%	49.9%	44.6%	56.8%	81.0%	33.8%
	Both		2	2			2
		%	.1%	.2%			.2%

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

Productivity Commission

Job Number: 98196

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Receives CSDA Employment Service		1449	1116	333	677	218	542	63	941	105	138	66	
	%	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		724	580	144	273	103	341	32	541	30	38	20
		%	50.0%	52.0%	43.2%	40.3%	47.2%	62.9%	50.8%	57.5%	28.6%	27.5%	30.3%
	Telephone		723	535	188	404	115	199	31	398	75	100	46
		%	49.9%	47.9%	56.5%	59.7%	52.8%	36.7%	49.2%	42.3%	71.4%	72.5%	69.7%
	Both		2	1	1			2		2			
		%	.1%	.1%	.3%			.4%		.2%			

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

Productivity Commission

Job Number: 98196

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE				
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus	
BASE: Receives CSDA Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446	
	%	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		724	688	36	549	139	688		214	146	104	258
		%	50.0%	56.9%	15.0%	51.7%	94.6%	100.0%		39.4%	55.7%	57.1%	57.8%
	Telephone		723	520	203	512	8		520	327	116	78	188
		%	49.9%	43.0%	84.6%	48.2%	5.4%		100.0%	60.2%	44.3%	42.9%	42.2%
	Both		2	1	1	1				2			
		%	.1%	.1%	.4%	.1%				.4%			

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

*Productivity Commission
Job Number: 98196*

TABLE 2B: INTERVIEW FEEDBACK - INTERVIEWER INFORMATION FROM PROVIDER

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Receives CSDA Employment Service		1449	821	628	495	954
	%	100.0%	100.0%	100.0%	100.0%	100.0%
ABILITY TO UNDERTAKE TELEPHONE INTERVIEW	No	328	191	137	29	299
	%	22.6%	23.3%	21.8%	5.9%	31.3%
	Yes with assistance	102	59	43	30	72
	%	7.0%	7.2%	6.8%	6.1%	7.5%
	Yes would be happy with telephone interview	610	316	294	360	250
	%	42.1%	38.5%	46.8%	72.7%	26.2%
	Yes but would prefer personal interview	346	220	126	65	281
%	23.9%	26.8%	20.1%	13.1%	29.5%	
NOK happy with telephone interview	12	1	11		12	
%	.8%	.1%	1.8%		1.3%	
Don't know / no response	51	34	17	11	40	
%	3.5%	4.1%	2.7%	2.2%	4.2%	
ASSISTANCE TO UNDERTAKE FACE-TO-FACE INTERVIEW	No	907	520	387	367	540
	%	62.6%	63.3%	61.6%	74.1%	56.6%
	Yes	337	200	137	55	282
	%	23.3%	24.4%	21.8%	11.1%	29.6%
Not asked, happy with telephone interview	133	62	71	59	74	
%	9.2%	7.6%	11.3%	11.9%	7.8%	
No response	72	39	33	14	58	
%	5.0%	4.8%	5.3%	2.8%	6.1%	
PROVISION OF ASSISTANCE	No	450	255	195	199	251
	%	31.1%	31.1%	31.1%	40.2%	26.3%
	Yes	564	329	235	121	443
	%	38.9%	40.1%	37.4%	24.4%	46.4%
	Not asked, no assistance required	351	189	162	157	194
%	24.2%	23.0%	25.8%	31.7%	20.3%	
No response	84	48	36	18	66	
%	5.8%	5.8%	5.7%	3.6%	6.9%	

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

Productivity Commission
Job Number: 98196

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Employment Service		1449	1116	333	677	218	542	63	941	105	138	66
	%	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	328	254	74	116	35	168	10	278	10	8	12
	%	22.6%	22.8%	22.2%	17.1%	16.1%	31.0%	15.9%	29.5%	9.5%	5.8%	18.2%
	Yes with assistance	102	57	45	45	10	47	2	91		3	3
	%	7.0%	5.1%	13.5%	6.6%	4.6%	8.7%	3.2%	9.7%		2.2%	4.5%
	Yes would be happy with telephone interview	610	466	144	347	105	157	27	301	71	99	44
	%	42.1%	41.8%	43.2%	51.3%	48.2%	29.0%	42.9%	32.0%	67.6%	71.7%	66.7%
	Yes but would prefer personal interview	346	293	53	145	62	137	19	238	23	27	6
%	23.9%	26.3%	15.9%	21.4%	28.4%	25.3%	30.2%	25.3%	21.9%	19.6%	9.1%	
NOK happy with telephone interview	12	12					12	12				
%	.8%	1.1%					2.2%	1.3%				
Don't know / no response	51	34	17	24	6	21	5	21	1	1	1	
%	3.5%	3.0%	5.1%	3.5%	2.8%	3.9%	7.9%	2.2%	1.0%	.7%	1.5%	
ASSISTANCE TO UNDERTAKE FACE-TO-FACE INTERVIEW	No	907	704	203	482	159	262	47	556	84	96	41
	%	62.6%	63.1%	61.0%	71.2%	72.9%	48.3%	74.6%	59.1%	80.0%	69.6%	62.1%
	Yes	337	266	71	106	39	188	10	281	7	19	12
	%	23.3%	23.8%	21.3%	15.7%	17.9%	34.7%	15.9%	29.9%	6.7%	13.8%	18.2%
	Not asked, happy with telephone interview	133	93	40	61	13	58	5	62	7	23	12
%	9.2%	8.3%	12.0%	9.0%	6.0%	10.7%	7.9%	6.6%	6.7%	16.7%	18.2%	
No response	72	53	19	28	7	34	1	42	7		1	
%	5.0%	4.7%	5.7%	4.1%	3.2%	6.3%	1.6%	4.5%	6.7%		1.5%	
PROVISION OF ASSISTANCE	No	450	363	87	263	75	109	25	280	48	56	21
	%	31.1%	32.5%	26.1%	38.8%	34.4%	20.1%	39.7%	29.8%	45.7%	40.6%	31.8%
	Yes	564	415	149	211	85	264	23	418	33	37	16
	%	38.9%	37.2%	44.7%	31.2%	39.0%	48.7%	36.5%	44.4%	31.4%	26.8%	24.2%
	Not asked, no assistance required	351	278	73	173	50	126	14	192	17	43	29
%	24.2%	24.9%	21.9%	25.6%	22.9%	23.2%	22.2%	20.4%	16.2%	31.2%	43.9%	
No response	84	60	24	30	8	43	1	51	7	2		
%	5.8%	5.4%	7.2%	4.4%	3.7%	7.9%	1.6%	5.4%	6.7%	1.4%		

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

Productivity Commission

Job Number: 98196

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE				
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus	
BASE: Receives CSDA Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446	
	%	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		328	296	32	216	80	289	7	97	74	50	107
		%	22.6%	24.5%	13.3%	20.3%	54.4%	42.0%	1.3%	17.9%	28.2%	27.5%	24.0%
	Yes with assistance		102	89	13	72	17	28	61	46	16	9	30
		%	7.0%	7.4%	5.4%	6.8%	11.6%	4.1%	11.7%	8.5%	6.1%	4.9%	6.7%
	Yes would be happy with telephone interview		610	444	166	431	13	24	420	274	91	62	169
		%	42.1%	36.7%	69.2%	40.6%	8.8%	3.5%	80.8%	50.5%	34.7%	34.1%	37.9%
	Yes but would prefer personal interview		346	334	12	302	32	306	27	107	71	51	116
		%	23.9%	27.6%	5.0%	28.4%	21.8%	44.5%	5.2%	19.7%	27.1%	28.0%	26.0%
NOK happy with telephone interview		12	1	11	1			1	4	2	5	1	
	%	.8%	.1%	4.6%	.1%			.2%	.7%	.8%	2.7%	.2%	
Don't know / no response		51	45	6	40	5	41	4	15	8	5	23	
	%	3.5%	3.7%	2.5%	3.8%	3.4%	6.0%	.8%	2.8%	3.1%	2.7%	5.2%	
ASSISTANCE TO UNDERTAKE FACE-TO-FACE INTERVIEW	No		907	828	79	783	45	406	421	379	158	102	259
		%	62.6%	68.5%	32.9%	73.7%	30.6%	59.0%	81.0%	69.8%	60.3%	56.0%	58.1%
	Yes		337	263	74	174	89	227	36	101	69	47	116
		%	23.3%	21.8%	30.8%	16.4%	60.5%	33.0%	6.9%	18.6%	26.3%	25.8%	26.0%
	Not asked, happy with telephone interview		133	65	68	59	6	8	57	46	21	16	47
%		9.2%	5.4%	28.3%	5.6%	4.1%	1.2%	11.0%	8.5%	8.0%	8.8%	10.5%	
No response		72	53	19	46	7	47	6	17	14	17	24	
	%	5.0%	4.4%	7.9%	4.3%	4.8%	6.8%	1.2%	3.1%	5.3%	9.3%	5.4%	
PROVISION OF ASSISTANCE	No		450	381	69	349	32	163	218	206	79	43	119
		%	31.1%	31.5%	28.8%	32.9%	21.8%	23.7%	41.9%	37.9%	30.2%	23.6%	26.7%
	Yes		564	502	62	409	93	360	142	199	107	86	167
		%	38.9%	41.5%	25.8%	38.5%	63.3%	52.3%	27.3%	36.6%	40.8%	47.3%	37.4%
	Not asked, no assistance required		351	263	88	249	14	108	154	116	61	33	133
%		24.2%	21.8%	36.7%	23.4%	9.5%	15.7%	29.6%	21.4%	23.3%	18.1%	29.8%	
No response		84	63	21	55	8	57	6	22	15	20	27	
	%	5.8%	5.2%	8.8%	5.2%	5.4%	8.3%	1.2%	4.1%	5.7%	11.0%	6.1%	

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

*Productivity Commission
Job Number: 98196*

TABLE 2C: INTERVIEW FEEDBACK - INTERVIEWER INFORMATION FROM PROVIDER

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE	
			Male	Female	MDS 5.01	MDS 5.02	
BASE: Receives CSDA Employment Service		1449	821	628	495	954	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
ADVICE OR TIPS	No		927	528	399	357	570
		%	64.0%	64.3%	63.5%	72.1%	59.7%
	Yes		232	141	91	68	164
		%	16.0%	17.2%	14.5%	13.7%	17.2%
	Not asked, no assistance required		202	104	98	61	141
		%	13.9%	12.7%	15.6%	12.3%	14.8%
	No response		88	48	40	9	79
		%	6.1%	5.8%	6.4%	1.8%	8.3%
POSSIBILITY OF INTERVIEWER BEING AT RISK	Possible risk (should not interview at home)		36	26	10	3	33
		%	2.5%	3.2%	1.6%	.6%	3.5%
	No risk		1091	603	488	409	682
		%	75.3%	73.4%	77.7%	82.6%	71.5%
	No response, happy with telephone interview		67	33	34	26	41
		%	4.6%	4.0%	5.4%	5.3%	4.3%
	Client not being interviewed at home		105	60	45	26	79
		%	7.2%	7.3%	7.2%	5.3%	8.3%
	Don't know		90	66	24	27	63
		%	6.2%	8.0%	3.8%	5.5%	6.6%
No response		60	33	27	4	56	
	%	4.1%	4.0%	4.3%	.8%	5.9%	

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

Productivity Commission
Job Number: 98196

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Receives CSDA Employment Service		1449	1116	333	677	218	542	63	941	105	138	66	
	%	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		927	704	223	474	158	289	46	573	88	102	39
		%	64.0%	63.1%	67.0%	70.0%	72.5%	53.3%	73.0%	60.9%	83.8%	73.9%	59.1%
	Yes		232	182	50	85	34	112	8	180	11	18	10
		%	16.0%	16.3%	15.0%	12.6%	15.6%	20.7%	12.7%	19.1%	10.5%	13.0%	15.2%
	Not asked, no assistance required		202	163	39	90	20	90	8	127	3	18	16
		%	13.9%	14.6%	11.7%	13.3%	9.2%	16.6%	12.7%	13.5%	2.9%	13.0%	24.2%
No response		88	67	21	28	6	51	1	61	3		1	
	%	6.1%	6.0%	6.3%	4.1%	2.8%	9.4%	1.6%	6.5%	2.9%		1.5%	
POSSIBILITY OF INTERVIEWER BEING AT RISK	Possible risk (should not interview at home)		36	30	6	12	2	22	1	28	2	3	1
		%	2.5%	2.7%	1.8%	1.8%	.9%	4.1%	1.6%	3.0%	1.9%	2.2%	1.5%
	No risk		1091	844	247	520	167	398	50	736	77	104	47
		%	75.3%	75.6%	74.2%	76.8%	76.6%	73.4%	79.4%	78.2%	73.3%	75.4%	71.2%
	No response, happy with telephone interview		67	53	14	31	7	29	1	27		6	13
		%	4.6%	4.7%	4.2%	4.6%	3.2%	5.4%	1.6%	2.9%		4.3%	19.7%
	Client not being interviewed at home		105	71	34	56	23	26	8	63	9	21	3
		%	7.2%	6.4%	10.2%	8.3%	10.6%	4.8%	12.7%	6.7%	8.6%	15.2%	4.5%
Don't know		90	69	21	41	12	36	2	52	16	2	2	
	%	6.2%	6.2%	6.3%	6.1%	5.5%	6.6%	3.2%	5.5%	15.2%	1.4%	3.0%	
No response		60	49	11	17	7	31	1	35	1	2		
	%	4.1%	4.4%	3.3%	2.5%	3.2%	5.7%	1.6%	3.7%	1.0%	1.4%		

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE				
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus	
BASE: Receives CSDA Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446	
	%	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		927	814	113	740	74	425	389	374	167	117	262
		%	64.0%	67.3%	47.1%	69.7%	50.3%	61.8%	74.8%	68.9%	63.7%	64.3%	58.7%
	Yes		232	207	25	153	54	137	70	78	42	23	85
		%	16.0%	17.1%	10.4%	14.4%	36.7%	19.9%	13.5%	14.4%	16.0%	12.6%	19.1%
	Not asked, no assistance required		202	121	81	113	8	65	55	70	35	22	70
	%	13.9%	10.0%	33.8%	10.6%	5.4%	9.4%	10.6%	12.9%	13.4%	12.1%	15.7%	
No response		88	67	21	56	11	61	6	21	18	20	29	
%	6.1%	5.5%	8.8%	5.3%	7.5%	8.9%	1.2%	3.9%	6.9%	11.0%	6.5%		
POSSIBILITY OF INTERVIEWER BEING AT RISK	Possible risk (should not interview at home)		36	28	8	18	10	22	6	14	11	3	8
		%	2.5%	2.3%	3.3%	1.7%	6.8%	3.2%	1.2%	2.6%	4.2%	1.6%	1.8%
	No risk		1091	943	148	830	113	526	416	410	189	131	351
		%	75.3%	78.0%	61.7%	78.2%	76.9%	76.5%	80.0%	75.5%	72.1%	72.0%	78.7%
	No response, happy with telephone interview		67	32	35	31	1	2	30	23	13	7	20
	%	4.6%	2.6%	14.6%	2.9%	.7%	.3%	5.8%	4.2%	5.0%	3.8%	4.5%	
	Client not being interviewed at home		105	98	7	94	4	59	39	40	22	18	25
	%	7.2%	8.1%	2.9%	8.9%	2.7%	8.6%	7.5%	7.4%	8.4%	9.9%	5.6%	
Don't know		90	65	25	53	12	40	25	37	19	9	23	
%	6.2%	5.4%	10.4%	5.0%	8.2%	5.8%	4.8%	6.8%	7.3%	4.9%	5.2%		
No response		60	43	17	36	7	39	4	19	8	14	19	
	%	4.1%	3.6%	7.1%	3.4%	4.8%	5.7%	.8%	3.5%	3.1%	7.7%	4.3%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE	
			Male	Female	MDS 5.01	MDS 5.02	
BASE: Receives CSDA Employment Service		1449	821	628	495	954	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
EXPERIENCED PROBLEMS WITH QUESTIONS/ RESPONSES	No		739	565	463	841	
		%	90.0%	90.0%	93.5%	88.2%	
	Yes		145	82	63	32	113
		%	10.0%	10.0%	10.0%	6.5%	11.8%

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

Productivity Commission

Job Number: 98196

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Receives CSDA Employment Service		1449	1116	333	677	218	542	63	941	105	138	66	
	%	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		1304	1009	295	623	201	469	54	838	98	126	64
		%	90.0%	90.4%	88.6%	92.0%	92.2%	86.5%	85.7%	89.1%	93.3%	91.3%	97.0%
	Yes		145	107	38	54	17	73	9	103	7	12	2
		%	10.0%	9.6%	11.4%	8.0%	7.8%	13.5%	14.3%	10.9%	6.7%	8.7%	3.0%

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE				
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus	
BASE: Receives CSDA Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446	
	%	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		1304	1078	226	968	110	573	504	491	237	166	394
		%	90.0%	89.2%	94.2%	91.1%	74.8%	83.3%	96.9%	90.4%	90.5%	91.2%	88.3%
	Yes		145	131	14	94	37	115	16	52	25	16	52
		%	10.0%	10.8%	5.8%	8.9%	25.2%	16.7%	3.1%	9.6%	9.5%	8.8%	11.7%

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

Productivity Commission

Job Number: 98196

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE	
			Male	Female	MDS 5.01	MDS 5.02	
BASE: NOK Interview / Receives CSDA Employment Service		240	104	136	47	193	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
RELATIONSHIP OF NEXT OF KIN INTERVIEWEE	Mother		145	52	93	35	110
		%	60.4%	50.0%	68.4%	74.5%	57.0%
	Father		34	26	8	3	31
		%	14.2%	25.0%	5.9%	6.4%	16.1%
	Brother/sister		23	9	14	3	20
		%	9.6%	8.7%	10.3%	6.4%	10.4%
	Other relative		11	3	8	2	9
		%	4.6%	2.9%	5.9%	4.3%	4.7%
	Other		13	7	6		13
		%	5.4%	6.7%	4.4%		6.7%
	No response		14	7	7	4	10
		%	5.8%	6.7%	5.1%	8.5%	5.2%

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: NOK Interview / Receives CSDA Employment Service		240	197	43	106	9	120	3	198	4	8	4	
	%	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		145	121	24	76	3	63	1	125	2	3	2
		%	60.4%	61.4%	55.8%	71.7%	33.3%	52.5%	33.3%	63.1%	50.0%	37.5%	50.0%
	Father		34	30	4	13		19	1	26		2	1
		%	14.2%	15.2%	9.3%	12.3%		15.8%	33.3%	13.1%		25.0%	25.0%
	Brother/sister		23	20	3	6		17		20			
		%	9.6%	10.2%	7.0%	5.7%		14.2%		10.1%			
	Other relative		11	6	5	5	1	5	1	7	1		1
		%	4.6%	3.0%	11.6%	4.7%	11.1%	4.2%	33.3%	3.5%	25.0%		25.0%
	Other		13	13			1	12		13			
		%	5.4%	6.6%			11.1%	10.0%		6.6%			
	No response		14	7	7	6	4	4		7	1	3	
		%	5.8%	3.6%	16.3%	5.7%	44.4%	3.3%		3.5%	25.0%	37.5%	

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

*Productivity Commission
Job Number: 98196*

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

		AGE			
		18-34	35-44	45-54	55 plus
BASE: NOK Interview / Receives CSDA Employment Service		91	44	30	68
	%	100.0%	100.0%	100.0%	100.0%
RELATIONSHIP OF NEXT OF KIN INTERVIEWEE	Mother	63	19	12	47
	%	69.2%	43.2%	40.0%	69.1%
	Father	14	7	5	7
	%	15.4%	15.9%	16.7%	10.3%
	Brother/sister	4	6	6	6
	%	4.4%	13.6%	20.0%	8.8%
	Other relative	5	1	2	3
	%	5.5%	2.3%	6.7%	4.4%
Other		7	4	1	
%		15.9%	13.3%	1.5%	
No response		5	4	1	4
%		5.5%	9.1%	3.3%	5.9%

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: NOK Interview / Receives CSDA Employment Service		240	104	136	47	193
	%	100.0%	100.0%	100.0%	100.0%	100.0%
FREQUENCY OF CONTACT WITH NEXT OF KIN	Every day	14	7	7	3	11
	%	5.8%	6.7%	5.1%	6.4%	5.7%
	Several times a week	33	19	14	3	30
	%	13.8%	18.3%	10.3%	6.4%	15.5%
	Once a week	28	15	13	1	27
	%	11.7%	14.4%	9.6%	2.1%	14.0%
	Several times a month	23	8	15	1	22
	%	9.6%	7.7%	11.0%	2.1%	11.4%
	Once a month	15	5	10	3	12
	%	6.3%	4.8%	7.4%	6.4%	6.2%
	Every two to three months	13	4	9	1	12
	%	5.4%	3.8%	6.6%	2.1%	6.2%
	Once or twice a year	3	1	2	1	2
%	1.3%	1.0%	1.5%	2.1%	1.0%	
Less often	1		1	1		
%	.4%		.7%	2.1%		
Can't remember/no reply	21	11	10	3	18	
%	8.8%	10.6%	7.4%	6.4%	9.3%	
Client lives with NOK	89	34	55	30	59	
%	37.1%	32.7%	40.4%	63.8%	30.6%	

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

Productivity Commission
Job Number: 98196

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: NOK Interview / Receives CSDA Employment Service		240	197	43	106	9	120	3	198	4	8	4
	%	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	14	12	2	6	1	6		13			
	%	5.8%	6.1%	4.7%	5.7%	11.1%	5.0%		6.6%			
	Several times a week	33	28	5	1	1	30	2	28	1	1	1
	%	13.8%	14.2%	11.6%	.9%	11.1%	25.0%	66.7%	14.1%	25.0%	12.5%	25.0%
	Once a week	28	25	3		2	23		23			
	%	11.7%	12.7%	7.0%		22.2%	19.2%		11.6%			
	Several times a month	23	22	1			23		17	1	1	
	%	9.6%	11.2%	2.3%			19.2%		8.6%	25.0%	12.5%	
	Once a month	15	14	1			15		13			
	%	6.3%	7.1%	2.3%			12.5%		6.6%			
	Every two to three months	13	11	2		1	12		11			1
	%	5.4%	5.6%	4.7%		11.1%	10.0%		5.6%			25.0%
	Once or twice a year	3	3				3		3			
%	1.3%	1.5%				2.5%		1.5%				
Less often	1	1				1		1				
%	.4%	.5%				.8%		.5%				
Can't remember/no reply	21	18	3	21				19		1		
%	8.8%	9.1%	7.0%	19.8%				9.6%		12.5%		
Client lives with NOK	89	63	26	78	4	7	1	70	2	5	2	
%	37.1%	32.0%	60.5%	73.6%	44.4%	5.8%	33.3%	35.4%	50.0%	62.5%	50.0%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	AGE			
			18-34	35-44	45-54	55 plus
BASE: NOK Interview / Receives CSDA Employment Service		233	91	44	30	68
	%	100.0%	100.0%	100.0%	100.0%	100.0%
FREQUENCY OF CONTACT WITH NEXT OF KIN	Every day	14	5	3	2	4
	%	6.0%	5.5%	6.8%	6.7%	5.9%
	Several times a week	31	9	11	7	4
	%	13.3%	9.9%	25.0%	23.3%	5.9%
	Once a week	28	7	7	6	8
	%	12.0%	7.7%	15.9%	20.0%	11.8%
	Several times a month	23	10	4	2	7
	%	9.9%	11.0%	9.1%	6.7%	10.3%
	Once a month	15	4	2	4	5
	%	6.4%	4.4%	4.5%	13.3%	7.4%
	Every two to three months	13	5	2	3	3
	%	5.6%	5.5%	4.5%	10.0%	4.4%
	Once or twice a year	3		1		2
	%	1.3%		2.3%		2.9%
Less often	1				1	
%	.4%				1.5%	
Can't remember/no reply	21	5	3	1	12	
%	9.0%	5.5%	6.8%	3.3%	17.6%	
Client lives with NOK	84	46	11	5	22	
%	36.1%	50.5%	25.0%	16.7%	32.4%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: NOK Interview / Receives CSDA Employment Service		240	104	136	47	193
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST CONTACT WITH NEXT OF KIN	Last day or two	59	30	29	6	53
	%	24.6%	28.8%	21.3%	12.8%	27.5%
	In the last week	29	14	15	2	27
	%	12.1%	13.5%	11.0%	4.3%	14.0%
	In the last couple of weeks	21	8	13	3	18
	%	8.8%	7.7%	9.6%	6.4%	9.3%
	Last month	8	3	5		8
	%	3.3%	2.9%	3.7%		4.1%
	A few months ago	7	4	3	1	6
	%	2.9%	3.8%	2.2%	2.1%	3.1%
	About six months ago	4		4		4
	%	1.7%		2.9%		2.1%
A year or more ago	2		2	2		
%	.8%		1.5%	4.3%		
Can't remember/no reply	21	11	10	3	18	
%	8.8%	10.6%	7.4%	6.4%	9.3%	
Client lives with NOK	89	34	55	30	59	
%	37.1%	32.7%	40.4%	63.8%	30.6%	

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

Productivity Commission
Job Number: 98196

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: NOK Interview / Receives CSDA Employment Service		240	197	43	106	9	120	3	198	4	8	4
	%	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	59	49	10	7	1	49	1	50		2	1
	%	24.6%	24.9%	23.3%	6.6%	11.1%	40.8%	33.3%	25.3%		25.0%	25.0%
	In the last week	29	28	1		1	25	1	22	1		
	%	12.1%	14.2%	2.3%		11.1%	20.8%	33.3%	11.1%	25.0%		
	In the last couple of weeks	21	21			1	20		19	1		
	%	8.8%	10.7%			11.1%	16.7%		9.6%	25.0%		
	Last month	8	6	2			8		6			
	%	3.3%	3.0%	4.7%			6.7%		3.0%			
	A few months ago	7	7			1	6		7			
	%	2.9%	3.6%			11.1%	5.0%		3.5%			
	About six months ago	4	3	1		1	3		3			1
%	1.7%	1.5%	2.3%		11.1%	2.5%		1.5%			25.0%	
A year or more ago	2	2				2		2				
%	.8%	1.0%				1.7%		1.0%				
Can't remember/no reply	21	18	3	21				19		1		
%	8.8%	9.1%	7.0%	19.8%				9.6%		12.5%		
Client lives with NOK	89	63	26	78	4	7	1	70	2	5	2	
%	37.1%	32.0%	60.5%	73.6%	44.4%	5.8%	33.3%	35.4%	50.0%	62.5%	50.0%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	AGE			
			18-34	35-44	45-54	55 plus
BASE: NOK Interview / Receives CSDA Employment Service		233	91	44	30	68
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST CONTACT WITH NEXT OF KIN	Last day or two	58	22	12	9	15
	%	24.9%	24.2%	27.3%	30.0%	22.1%
	In the last week	28	5	11	6	6
	%	12.0%	5.5%	25.0%	20.0%	8.8%
	In the last couple of weeks	21	9	4	4	4
	%	9.0%	9.9%	9.1%	13.3%	5.9%
	Last month	8	2	1	2	3
	%	3.4%	2.2%	2.3%	6.7%	4.4%
	A few months ago	7	1		2	4
	%	3.0%	1.1%		6.7%	5.9%
	About six months ago	4	1	1	1	1
	%	1.7%	1.1%	2.3%	3.3%	1.5%
A year or more ago	2		1		1	
%	.9%		2.3%		1.5%	
Can't remember/no reply	21	5	3	1	12	
%	9.0%	5.5%	6.8%	3.3%	17.6%	
Client lives with NOK	84	46	11	5	22	
%	36.1%	50.5%	25.0%	16.7%	32.4%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: NOK Interview / Receives CSDA Employment Service		240	104	136	47	193
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH ACCOMMODATION SERVICE	In the last month	102	46	56	7	95
	%	42.5%	44.2%	41.2%	14.9%	49.2%
	2-4 months ago	11	4	7	2	9
	%	4.6%	3.8%	5.1%	4.3%	4.7%
	5-12 months ago	6	2	4		6
	%	2.5%	1.9%	2.9%		3.1%
	Over a year ago	4	1	3	3	1
	%	1.7%	1.0%	2.2%	6.4%	.5%
	Never seen how they work	1		1		1
	%	.4%		.7%		.5%
Doesn't use this type of service	94	40	54	31	63	
%	39.2%	38.5%	39.7%	66.0%	32.6%	
Can't remember/no reply	22	11	11	4	18	
%	9.2%	10.6%	8.1%	8.5%	9.3%	

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

Productivity Commission
Job Number: 98196

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: NOK Interview / Receives CSDA Employment Service		240	197	43	106	9	120	3	198	4	8	4
	%	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	102	93	9	3	3	91	2	84	2	2	1
	%	42.5%	47.2%	20.9%	2.8%	33.3%	75.8%	66.7%	42.4%	50.0%	25.0%	25.0%
	2-4 months ago	11	10	1		1	10		10			
	%	4.6%	5.1%	2.3%		11.1%	8.3%		5.1%			
	5-12 months ago	6	6				6		5			
	%	2.5%	3.0%				5.0%		2.5%			
	Over a year ago	4	3	1			4		4			
	%	1.7%	1.5%	2.3%			3.3%		2.0%			
Never seen how they work	1	1				1		1				
%	.4%	.5%				.8%		.5%				
Doesn't use this type of service	94	70	24	89	1	4	1	81	1	2	3	
%	39.2%	35.5%	55.8%	84.0%	11.1%	3.3%	33.3%	40.9%	25.0%	25.0%	75.0%	
Can't remember/no reply	22	14	8	14	4	4		13	1	4		
%	9.2%	7.1%	18.6%	13.2%	44.4%	3.3%		6.6%	25.0%	50.0%		

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	AGE			
			18-34	35-44	45-54	55 plus
BASE: NOK Interview / Receives CSDA Employment Service		233	91	44	30	68
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH ACCOMMODATION SERVICE	In the last month	101	31	25	20	25
	%	43.3%	34.1%	56.8%	66.7%	36.8%
	2-4 months ago	10	3	2	1	4
	%	4.3%	3.3%	4.5%	3.3%	5.9%
	5-12 months ago	6	2		2	2
	%	2.6%	2.2%		6.7%	2.9%
	Over a year ago	4	2	1		1
	%	1.7%	2.2%	2.3%		1.5%
	Never seen how they work	1	1			
	%	.4%	1.1%			
Doesn't use this type of service	89	45	12	6	26	
%	38.2%	49.5%	27.3%	20.0%	38.2%	
Can't remember/no reply	22	7	4	1	10	
%	9.4%	7.7%	9.1%	3.3%	14.7%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: NOK Interview / Receives CSDA Employment Service		240	104	136	47	193
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH EMPLOYMENT SERVICE	In the last month	93	35	58	16	77
	%	38.8%	33.7%	42.6%	34.0%	39.9%
	2-4 months ago	26	12	14	5	21
	%	10.8%	11.5%	10.3%	10.6%	10.9%
	5-12 months ago	20	10	10	1	19
	%	8.3%	9.6%	7.4%	2.1%	9.8%
	Over a year ago	20	10	10	3	17
	%	8.3%	9.6%	7.4%	6.4%	8.8%
	Never seen how they work	23	12	11	6	17
	%	9.6%	11.5%	8.1%	12.8%	8.8%
Doesn't use this type of service	39	14	25	11	28	
%	16.3%	13.5%	18.4%	23.4%	14.5%	
Can't remember/no reply	19	11	8	5	14	
%	7.9%	10.6%	5.9%	10.6%	7.3%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: NOK Interview / Receives CSDA Employment Service		240	197	43	106	9	120	3	198	4	8	4	
	%	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		93	75	18	49	2	40	2	75		3	1
		%	38.8%	38.1%	41.9%	46.2%	22.2%	33.3%	66.7%	37.9%		37.5%	25.0%
	2-4 months ago		26	19	7	15		10		23			
		%	10.8%	9.6%	16.3%	14.2%		8.3%		11.6%			
	5-12 months ago		20	20		8	1	9	1	17		1	1
		%	8.3%	10.2%		7.5%	11.1%	7.5%	33.3%	8.6%		12.5%	25.0%
	Over a year ago		20	18	2	7	2	11		16			1
		%	8.3%	9.1%	4.7%	6.6%	22.2%	9.2%		8.1%			25.0%
	Never seen how they work		23	19	4	10		13		21			1
		%	9.6%	9.6%	9.3%	9.4%		10.8%		10.6%			25.0%
Doesn't use this type of service		39	36	3	7		32		34	3	1		
	%	16.3%	18.3%	7.0%	6.6%		26.7%		17.2%	75.0%	12.5%		
Can't remember/no reply		19	10	9	10	4	5		12	1	3		
	%	7.9%	5.1%	20.9%	9.4%	44.4%	4.2%		6.1%	25.0%	37.5%		

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	AGE			
			18-34	35-44	45-54	55 plus
BASE: NOK Interview / Receives CSDA Employment Service		233	91	44	30	68
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH EMPLOYMENT SERVICE	In the last month	89	32	17	13	27
	%	38.2%	35.2%	38.6%	43.3%	39.7%
	2-4 months ago	24	10	4	2	8
	%	10.3%	11.0%	9.1%	6.7%	11.8%
	5-12 months ago	19	5	5	3	6
	%	8.2%	5.5%	11.4%	10.0%	8.8%
	Over a year ago	20	6	7	3	4
	%	8.6%	6.6%	15.9%	10.0%	5.9%
	Never seen how they work	23	10	3	5	5
	%	9.9%	11.0%	6.8%	16.7%	7.4%
Doesn't use this type of service	39	21	3	3	12	
%	16.7%	23.1%	6.8%	10.0%	17.6%	
Can't remember/no reply	19	7	5	1	6	
%	8.2%	7.7%	11.4%	3.3%	8.8%	

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

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE	
			Male	Female	MDS 5.01	MDS 5.02	
BASE: NOK Interview / Receives CSDA Employment Service		240	104	136	47	193	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH RESPITE	In the last month		10	4	6	4	6
		%	4.2%	3.8%	4.4%	8.5%	3.1%
	2-4 months ago		6	2	4	1	5
		%	2.5%	1.9%	2.9%	2.1%	2.6%
	5-12 months ago		1		1		1
		%	.4%		.7%		.5%
	Over a year ago		2	1	1	1	1
		%	.8%	1.0%	.7%	2.1%	.5%
Doesn't use this type of service		195	83	112	37	158	
	%	81.3%	79.8%	82.4%	78.7%	81.9%	
Can't remember/no reply		26	14	12	4	22	
	%	10.8%	13.5%	8.8%	8.5%	11.4%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: NOK Interview / Receives CSDA Employment Service		240	197	43	106	9	120	3	198	4	8	4
	%	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		10	8	2	10			1	7		
		%	4.2%	4.1%	4.7%	9.4%			33.3%	3.5%		
	2-4 months ago		6	4	2	5		1		5		
		%	2.5%	2.0%	4.7%	4.7%		.8%		2.5%		
	5-12 months ago		1	1				1		1		
		%	.4%	.5%				.8%		.5%		
	Over a year ago		2	1	1	2				2		
		%	.8%	.5%	2.3%	1.9%				1.0%		
Doesn't use this type of service		195	165	30	77	4	112	2	165	3	4	4
	%	81.3%	83.8%	69.8%	72.6%	44.4%	93.3%	66.7%	83.3%	75.0%	50.0%	100.0%
Can't remember/no reply		26	18	8	12	5	6		18	1	4	
	%	10.8%	9.1%	18.6%	11.3%	55.6%	5.0%		9.1%	25.0%	50.0%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	AGE			
			18-34	35-44	45-54	55 plus
BASE: NOK Interview / Receives CSDA Employment Service		233	91	44	30	68
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH RESPITE	In the last month	10	6			4
	%	4.3%	6.6%			5.9%
	2-4 months ago	6	3		1	2
	%	2.6%	3.3%		3.3%	2.9%
	Over a year ago	2				2
	%	.9%				2.9%
Doesn't use this type of service		189	74	38	25	52
%	81.1%	81.3%	86.4%	83.3%	76.5%	
Can't remember/no reply		26	8	6	4	8
%	11.2%	8.8%	13.6%	13.3%	11.8%	

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

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: NOK Interview / Receives CSDA Employment Service		240	104	136	47	193
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH SERVICE CO-ORDINATION	In the last month	25	9	16	7	18
	%	10.4%	8.7%	11.8%	14.9%	9.3%
	2-4 months ago	8	7	1	1	7
	%	3.3%	6.7%	.7%	2.1%	3.6%
	5-12 months ago	5	2	3		5
	%	2.1%	1.9%	2.2%		2.6%
	Over a year ago	4	1	3	2	2
	%	1.7%	1.0%	2.2%	4.3%	1.0%
	Never seen how they work	2		2		2
	%	.8%		1.5%		1.0%
Doesn't use this type of service	162	68	94	30	132	
%	67.5%	65.4%	69.1%	63.8%	68.4%	
Can't remember/no reply	34	17	17	7	27	
%	14.2%	16.3%	12.5%	14.9%	14.0%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: NOK Interview / Receives CSDA Employment Service		240	197	43	106	9	120	3	198	4	8	4	
	%	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		25	20	5	10		15		22		1	
		%	10.4%	10.2%	11.6%	9.4%		12.5%		11.1%		12.5%	
	2-4 months ago		8	7	1	2	1	5		6		1	
		%	3.3%	3.6%	2.3%	1.9%	11.1%	4.2%		3.0%		12.5%	
	5-12 months ago		5	4	1	1		4		5			
		%	2.1%	2.0%	2.3%	.9%		3.3%		2.5%			
	Over a year ago		4	3	1	3		1		3	1		
		%	1.7%	1.5%	2.3%	2.8%		.8%		1.5%	25.0%		
	Never seen how they work		2	2				2		2			
		%	.8%	1.0%				1.7%		1.0%			
Doesn't use this type of service		162	135	27	76	3	81	2	138	1	2	4	
	%	67.5%	68.5%	62.8%	71.7%	33.3%	67.5%	66.7%	69.7%	25.0%	25.0%	100.0%	
Can't remember/no reply		34	26	8	14	5	12	1	22	2	4		
	%	14.2%	13.2%	18.6%	13.2%	55.6%	10.0%	33.3%	11.1%	50.0%	50.0%		

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	AGE			
			18-34	35-44	45-54	55 plus
BASE: NOK Interview / Receives CSDA Employment Service		233	91	44	30	68
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH SERVICE CO-ORDINATION	In the last month	24	9	4	1	10
	%	10.3%	9.9%	9.1%	3.3%	14.7%
	2-4 months ago	8	3	1		4
	%	3.4%	3.3%	2.3%		5.9%
	5-12 months ago	4		2		2
	%	1.7%		4.5%		2.9%
	Over a year ago	3	2		1	
	%	1.3%	2.2%		3.3%	
	Never seen how they work	2	1		1	
	%	.9%	1.1%		3.3%	
Doesn't use this type of service	158	66	30	20	42	
%	67.8%	72.5%	68.2%	66.7%	61.8%	
Can't remember/no reply	34	10	7	7	10	
%	14.6%	11.0%	15.9%	23.3%	14.7%	

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

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Receives CSDA Employment Service		1449	821	628	495	954
	%	100.0%	100.0%	100.0%	100.0%	100.0%
HOUSEHOLD SITUATION	Lives with family or NOK/spouse or defacto	677	396	281	324	353
	%	46.7%	48.2%	44.7%	65.5%	37.0%
	Lives with other people (not family members)	542	283	259	69	473
	%	37.4%	34.5%	41.2%	13.9%	49.6%
	Lives alone	218	133	85	101	117
%	15.0%	16.2%	13.5%	20.4%	12.3%	
No response/unclear response	12	9	3	1	11	
%	.8%	1.1%	.5%	.2%	1.2%	
LOCATION OF RESIDENCE	Confirmed address on pre-survey form	1329	749	580	456	873
	%	91.7%	91.2%	92.4%	92.1%	91.5%
	Gave different address	83	49	34	35	48
	%	5.7%	6.0%	5.4%	7.1%	5.0%
No response/unclear response	37	23	14	4	33	
%	2.6%	2.8%	2.2%	.8%	3.5%	

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

Productivity Commission
Job Number: 98196

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Employment Service		1449	1116	333	677	218	542	63	941	105	138	66
	%	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 family or NOK/spouse or defacto	677	498	179	677			37	393	56	74	44
	%	46.7%	44.6%	53.8%	100.0%			58.7%	41.8%	53.3%	53.6%	66.7%
	Lives with other people (not family members)	542	449	93			542	16	433	14	30	9
	%	37.4%	40.2%	27.9%			100.0%	25.4%	46.0%	13.3%	21.7%	13.6%
	Lives alone	218	157	61		218		10	103	35	34	13
%	15.0%	14.1%	18.3%		100.0%		15.9%	10.9%	33.3%	24.6%	19.7%	
No response/unclear response		12	12					12				
	%	.8%	1.1%					1.3%				
LOCATION OF RESIDENCE	Confirmed address on pre-survey form	1329	1018	311	646	196	484	57	860	96	133	51
	%	91.7%	91.2%	93.4%	95.4%	89.9%	89.3%	90.5%	91.4%	91.4%	96.4%	77.3%
	Gave different address	83	70	13	26	19	35	5	49	8	5	12
	%	5.7%	6.3%	3.9%	3.8%	8.7%	6.5%	7.9%	5.2%	7.6%	3.6%	18.2%
No response/unclear response		37	28	9	5	3	23	1	32	1		3
	%	2.6%	2.5%	2.7%	.7%	1.4%	4.2%	1.6%	3.4%	1.0%		4.5%

**DISABILITY SERVICES SATISFACTION SURVEY
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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 Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446
	%	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 family or NOK/spouse or defacto	677	571	106	525	46	253	318	336	91	60	178
	%	46.7%	47.2%	44.2%	49.4%	31.3%	36.8%	61.2%	61.9%	34.7%	33.0%	39.9%
	Lives with other people (not family members)	542	422	120	342	80	327	94	139	117	92	190
	%	37.4%	34.9%	50.0%	32.2%	54.4%	47.5%	18.1%	25.6%	44.7%	50.5%	42.6%
	Lives alone	218	209	9	192	17	101	108	68	49	27	74
%	15.0%	17.3%	3.8%	18.1%	11.6%	14.7%	20.8%	12.5%	18.7%	14.8%	16.6%	
No response/unclear response	12	7	5	3	4	7			5	3	4	
%	.8%	.6%	2.1%	.3%	2.7%	1.0%			1.9%	1.6%	.9%	
LOCATION OF RESIDENCE	Confirmed address on pre-survey form	1329	1109	220	988	121	628	480	503	246	164	401
	%	91.7%	91.7%	91.7%	93.0%	82.3%	91.3%	92.3%	92.6%	93.9%	90.1%	89.9%
	Gave different address	83	65	18	58	7	31	34	32	10	9	32
	%	5.7%	5.4%	7.5%	5.5%	4.8%	4.5%	6.5%	5.9%	3.8%	4.9%	7.2%
	No response/unclear response	37	35	2	16	19	29	6	8	6	9	13
%	2.6%	2.9%	.8%	1.5%	12.9%	4.2%	1.2%	1.5%	2.3%	4.9%	2.9%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Not living with parent/relatives / Receives CSDA Employment Service		772	425	347	171	601
	%	100.0%	100.0%	100.0%	100.0%	100.0%
DEGREE OF CHOICE IN RESIDENCY	Yes - unassisted	307	165	142	111	196
	%	39.8%	38.8%	40.9%	64.9%	32.6%
	Yes - with assistance (from co-ordinator/service)	217	132	85	34	183
	%	28.1%	31.1%	24.5%	19.9%	30.4%
	No - someone else chose for me	204	109	95	18	186
	%	26.4%	25.6%	27.4%	10.5%	30.9%
	Not applicable - live in parent/relatives home	14	6	8	7	7
%	1.8%	1.4%	2.3%	4.1%	1.2%	
No response/unclear response/can't remember	30	13	17	1	29	
%	3.9%	3.1%	4.9%	.6%	4.8%	
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	Yes - unassisted	106	64	42	30	76
	%	13.7%	15.1%	12.1%	17.5%	12.6%
	Yes - with assistance or chose some of the people	115	63	52	11	104
	%	14.9%	14.8%	15.0%	6.4%	17.3%
	No - someone else chose the people I live with	294	142	152	26	268
	%	38.1%	33.4%	43.8%	15.2%	44.6%
	Not applicable - live in parent/relatives home	14	7	7	7	7
%	1.8%	1.6%	2.0%	4.1%	1.2%	
Not applicable - lives alone	212	129	83	96	116	
%	27.5%	30.4%	23.9%	56.1%	19.3%	
No response/unclear response	31	20	11	1	30	
%	4.0%	4.7%	3.2%	.6%	5.0%	

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

Productivity Commission
Job Number: 98196

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE		DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Not living with parent/relatives / Receives CSDA Employment Service		772	618	154	218	542	26	548	49	64	22
	%	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	307	223	84	152	151	17	179	32	46	15
	%	39.8%	36.1%	54.5%	69.7%	27.9%	65.4%	32.7%	65.3%	71.9%	68.2%
	Yes - with assistance (from co-ordinator/service	217	177	40	47	170	6	163	13	11	4
	%	28.1%	28.6%	26.0%	21.6%	31.4%	23.1%	29.7%	26.5%	17.2%	18.2%
	No - someone else chose for me	204	186	18	17	181	1	165	4	7	2
	%	26.4%	30.1%	11.7%	7.8%	33.4%	3.8%	30.1%	8.2%	10.9%	9.1%
Not applicable - live in parent/relatives home	14	7	7	2	12	1	12			1	
%	1.8%	1.1%	4.5%	.9%	2.2%	3.8%	2.2%			4.5%	
No response/unclear response/can't remember	30	25	5		28	1	29				
%	3.9%	4.0%	3.2%		5.2%	3.8%	5.3%				
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	Yes - unassisted	106	81	25	9	95	6	75	6	10	6
	%	13.7%	13.1%	16.2%	4.1%	17.5%	23.1%	13.7%	12.2%	15.6%	27.3%
	Yes - with assistance or chose some of the people	115	90	25	3	112	4	91		9	1
	%	14.9%	14.6%	16.2%	1.4%	20.7%	15.4%	16.6%		14.1%	4.5%
	No - someone else chose the people I live with	294	262	32	3	284	5	240	9	11	3
	%	38.1%	42.4%	20.8%	1.4%	52.4%	19.2%	43.8%	18.4%	17.2%	13.6%
Not applicable - live in parent/relatives home	14	8	6	1	13	1	12			1	
%	1.8%	1.3%	3.9%	.5%	2.4%	3.8%	2.2%			4.5%	
Not applicable - lives alone	212	150	62	201	11	10	102	33	33	11	
%	27.5%	24.3%	40.3%	92.2%	2.0%	38.5%	18.6%	67.3%	51.6%	50.0%	
No response/unclear response	31	27	4	1	27		28	1	1		
%	4.0%	4.4%	2.6%	.5%	5.0%		5.1%	2.0%	1.6%		

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

Productivity Commission

Job Number: 98196

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Not living with parent/relatives / Receives CSDA Employment Service		772	638	134	537	101	435	202	207	171	122	268
	%	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	307	281	26	259	22	153	128	89	59	50	107
	%	39.8%	44.0%	19.4%	48.2%	21.8%	35.2%	63.4%	43.0%	34.5%	41.0%	39.9%
	Yes - with assistance (from co-ordinator/service)	217	196	21	155	41	159	36	70	47	36	64
	%	28.1%	30.7%	15.7%	28.9%	40.6%	36.6%	17.8%	33.8%	27.5%	29.5%	23.9%
	No - someone else chose for me	204	120	84	87	33	99	21	37	54	35	77
	%	26.4%	18.8%	62.7%	16.2%	32.7%	22.8%	10.4%	17.9%	31.6%	28.7%	28.7%
Not applicable - live in parent/relatives home	14	13	1	13		6	7	5	3		5	
%	1.8%	2.0%	.7%	2.4%		1.4%	3.5%	2.4%	1.8%		1.9%	
No response/unclear response/can't remember	30	28	2	23	5	18	10	6	8	1	15	
%	3.9%	4.4%	1.5%	4.3%	5.0%	4.1%	5.0%	2.9%	4.7%	.8%	5.6%	
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	Yes - unassisted	106	100	6	83	17	65	34	24	29	15	37
	%	13.7%	15.7%	4.5%	15.5%	16.8%	14.9%	16.8%	11.6%	17.0%	12.3%	13.8%
	Yes - with assistance or chose some of the people	115	103	12	81	22	90	13	37	25	20	32
	%	14.9%	16.1%	9.0%	15.1%	21.8%	20.7%	6.4%	17.9%	14.6%	16.4%	11.9%
	No - someone else chose the people I live with	294	191	103	148	43	156	35	68	59	59	107
	%	38.1%	29.9%	76.9%	27.6%	42.6%	35.9%	17.3%	32.9%	34.5%	48.4%	39.9%
Not applicable - live in parent/relatives home	14	12	2	12		5	7	5	4		4	
%	1.8%	1.9%	1.5%	2.2%		1.1%	3.5%	2.4%	2.3%		1.5%	
Not applicable - lives alone	212	203	9	190	13	97	106	69	45	25	73	
%	27.5%	31.8%	6.7%	35.4%	12.9%	22.3%	52.5%	33.3%	26.3%	20.5%	27.2%	
No response/unclear response	31	29	2	23	6	22	7	4	9	3	15	
%	4.0%	4.5%	1.5%	4.3%	5.9%	5.1%	3.5%	1.9%	5.3%	2.5%	5.6%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Not living with parent/relatives / Receives CSDA Employment Service		772	425	347	171	601
	%	100.0%	100.0%	100.0%	100.0%	100.0%
ENJOYMENT OF RESIDENCY	Yes - like where I live now	661	373	288	139	522
	%	85.6%	87.8%	83.0%	81.3%	86.9%
	In between	55	27	28	16	39
	%	7.1%	6.4%	8.1%	9.4%	6.5%
	No - don't like where I live now	31	13	18	7	24
	%	4.0%	3.1%	5.2%	4.1%	4.0%
SAFETY OF RESIDENCY	Not applicable - live in parent/relatives home	18	8	10	8	10
	%	2.3%	1.9%	2.9%	4.7%	1.7%
	No response/unclear response	7	4	3	1	6
	%	.9%	.9%	.9%	.6%	1.0%
	Yes - feel safe here/there	687	391	296	145	542
	%	89.0%	92.0%	85.3%	84.8%	90.2%
SAFETY OF RESIDENCY	In between - most of the time	39	16	23	13	26
	%	5.1%	3.8%	6.6%	7.6%	4.3%
	No - don't feel safe	18	6	12	5	13
	%	2.3%	1.4%	3.5%	2.9%	2.2%
	Not applicable - live in parent/relatives home	14	5	9	6	8
	%	1.8%	1.2%	2.6%	3.5%	1.3%
SAFETY OF RESIDENCY	No response/unclear response	14	7	7	2	12
	%	1.8%	1.6%	2.0%	1.2%	2.0%

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE		DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Not living with parent/relatives / Receives CSDA Employment Service		772	618	154	218	542	26	548	49	64	22
	%	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	661	530	131	186	466	23	471	39	55	17
	%	85.6%	85.8%	85.1%	85.3%	86.0%	88.5%	85.9%	79.6%	85.9%	77.3%
	In between	55	45	10	20	34	1	35	5	6	2
	%	7.1%	7.3%	6.5%	9.2%	6.3%	3.8%	6.4%	10.2%	9.4%	9.1%
	No - don't like where I live now	31	26	5	7	24	1	22	4	2	1
	%	4.0%	4.2%	3.2%	3.2%	4.4%	3.8%	4.0%	8.2%	3.1%	4.5%
	Not applicable - live in parent/relatives home	18	10	8	5	13	1	13	1	1	2
%	2.3%	1.6%	5.2%	2.3%	2.4%	3.8%	2.4%	2.0%	1.6%	9.1%	
No response/unclear response	7	7			5		7				
%	.9%	1.1%			.9%		1.3%				
SAFETY OF RESIDENCY	Yes - feel safe here/there	687	549	138	201	475	24	488	45	56	21
	%	89.0%	88.8%	89.6%	92.2%	87.6%	92.3%	89.1%	91.8%	87.5%	95.5%
	In between - most of the time	39	32	7	12	27	1	25	2	6	
	%	5.1%	5.2%	4.5%	5.5%	5.0%	3.8%	4.6%	4.1%	9.4%	
	No - don't feel safe	18	16	2	4	14		11	2	2	
	%	2.3%	2.6%	1.3%	1.8%	2.6%		2.0%	4.1%	3.1%	
Not applicable - live in parent/relatives home	14	7	7	1	13	1	12			1	
%	1.8%	1.1%	4.5%	.5%	2.4%	3.8%	2.2%			4.5%	
No response/unclear response	14	14			13		12				
%	1.8%	2.3%			2.4%		2.2%				

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

Productivity Commission
Job Number: 98196

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Not living with parent/relatives / Receives CSDA Employment Service		772	638	134	537	101	435	202	207	171	122	268
	%	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	661	545	116	455	90	375	169	176	145	107	230
	%	85.6%	85.4%	86.6%	84.7%	89.1%	86.2%	83.7%	85.0%	84.8%	87.7%	85.8%
	In between	55	48	7	42	6	34	14	15	14	7	19
	%	7.1%	7.5%	5.2%	7.8%	5.9%	7.8%	6.9%	7.2%	8.2%	5.7%	7.1%
	No - don't like where I live now	31	26	5	22	4	16	10	10	7	8	6
	%	4.0%	4.1%	3.7%	4.1%	4.0%	3.7%	5.0%	4.8%	4.1%	6.6%	2.2%
Not applicable - live in parent/relatives home	18	16	2	16		7	9	5	4		8	
%	2.3%	2.5%	1.5%	3.0%		1.6%	4.5%	2.4%	2.3%		3.0%	
No response/unclear response	7	3	4	2	1	3		1	1		5	
%	.9%	.5%	3.0%	.4%	1.0%	.7%		.5%	.6%		1.9%	
SAFETY OF RESIDENCY	Yes - feel safe here/there	687	568	119	477	91	390	177	180	152	115	237
	%	89.0%	89.0%	88.8%	88.8%	90.1%	89.7%	87.6%	87.0%	88.9%	94.3%	88.4%
	In between - most of the time	39	35	4	29	6	24	11	11	7	5	16
	%	5.1%	5.5%	3.0%	5.4%	5.9%	5.5%	5.4%	5.3%	4.1%	4.1%	6.0%
	No - don't feel safe	18	17	1	15	2	11	6	7	4	2	5
	%	2.3%	2.7%	.7%	2.8%	2.0%	2.5%	3.0%	3.4%	2.3%	1.6%	1.9%
Not applicable - live in parent/relatives home	14	12	2	12		5	7	5	3		5	
%	1.8%	1.9%	1.5%	2.2%		1.1%	3.5%	2.4%	1.8%		1.9%	
No response/unclear response	14	6	8	4	2	5	1	4	5		5	
%	1.8%	.9%	6.0%	.7%	2.0%	1.1%	.5%	1.9%	2.9%		1.9%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Receives CSDA Employment Service		1449	821	628	495	954
	%	100.0%	100.0%	100.0%	100.0%	100.0%
SAFETY OF AREA	Yes - feel safe	1172	690	482	433	739
	%	80.9%	84.0%	76.8%	87.5%	77.5%
	In between	104	54	50	34	70
	%	7.2%	6.6%	8.0%	6.9%	7.3%
	No - feel scared	62	24	38	10	52
	%	4.3%	2.9%	6.1%	2.0%	5.5%
	Not applicable - does not go out, not aware	80	36	44	12	68
%	5.5%	4.4%	7.0%	2.4%	7.1%	
No response/unclear response	31	17	14	6	25	
%	2.1%	2.1%	2.2%	1.2%	2.6%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Employment Service		1449	1116	333	677	218	542	63	941	105	138	66
	%	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	1172	890	282	579	184	404	54	744	83	123	57
	%	80.9%	79.7%	84.7%	85.5%	84.4%	74.5%	85.7%	79.1%	79.0%	89.1%	86.4%
	In between	104	80	24	51	24	28	4	59	13	11	8
	%	7.2%	7.2%	7.2%	7.5%	11.0%	5.2%	6.3%	6.3%	12.4%	8.0%	12.1%
	No - feel scared	62	49	13	22	7	32		50	4	2	
	%	4.3%	4.4%	3.9%	3.2%	3.2%	5.9%		5.3%	3.8%	1.4%	
Not applicable - does not go out, not aware	80	68	12	18	3	56	3	63	3	2	1	
%	5.5%	6.1%	3.6%	2.7%	1.4%	10.3%	4.8%	6.7%	2.9%	1.4%	1.5%	
No response/unclear response	31	29	2	7		22	2	25	2			
%	2.1%	2.6%	.6%	1.0%		4.1%	3.2%	2.7%	1.9%			

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

Productivity Commission

Job Number: 98196

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446
	%	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	1172	1015	157	897	118	558	456	456	197	147	359
	%	80.9%	84.0%	65.4%	84.5%	80.3%	81.1%	87.7%	84.0%	75.2%	80.8%	80.5%
	In between	104	95	9	88	7	57	38	37	21	12	33
	%	7.2%	7.9%	3.8%	8.3%	4.8%	8.3%	7.3%	6.8%	8.0%	6.6%	7.4%
	No - feel scared	62	52	10	45	7	34	18	17	19	8	18
	%	4.3%	4.3%	4.2%	4.2%	4.8%	4.9%	3.5%	3.1%	7.3%	4.4%	4.0%
Not applicable - does not go out, not aware	80	29	51	19	10	25	4	24	19	11	26	
%	5.5%	2.4%	21.3%	1.8%	6.8%	3.6%	.8%	4.4%	7.3%	6.0%	5.8%	
No response/unclear response	31	18	13	13	5	14	4	9	6	4	10	
%	2.1%	1.5%	5.4%	1.2%	3.4%	2.0%	.8%	1.7%	2.3%	2.2%	2.2%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Not living with parent/relatives / Receives CSDA Employment Service		772	425	347	171	601
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LIKE OTHER HOUSE RESIDENTS	Yes - like who I live with/like living alone	595	323	272	125	470
	%	77.1%	76.0%	78.4%	73.1%	78.2%
	In between - like sometimes/like some	81	45	36	18	63
	%	10.5%	10.6%	10.4%	10.5%	10.5%
	No - don't like who I live with/living alone	50	27	23	19	31
%	6.5%	6.4%	6.6%	11.1%	5.2%	
No response/unclear response	46	30	16	9	37	
%	6.0%	7.1%	4.6%	5.3%	6.2%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE		DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Not living with parent/relatives / Receives CSDA Employment Service		772	618	154	218	542	26	548	49	64	22
	%	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	595	476	119	157	431	21	432	34	42	13
	%	77.1%	77.0%	77.3%	72.0%	79.5%	80.8%	78.8%	69.4%	65.6%	59.1%
	In between - like sometimes/like some	81	69	12	23	56	1	57	9	9	2
	%	10.5%	11.2%	7.8%	10.6%	10.3%	3.8%	10.4%	18.4%	14.1%	9.1%
	No - don't like who I live with/living alone	50	37	13	35	15	2	23	6	8	5
	%	6.5%	6.0%	8.4%	16.1%	2.8%	7.7%	4.2%	12.2%	12.5%	22.7%
No response/unclear response	46	36	10	3	40	2	36		5	2	
%	6.0%	5.8%	6.5%	1.4%	7.4%	7.7%	6.6%		7.8%	9.1%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Not living with parent/relatives / Receives CSDA Employment Service		772	638	134	537	101	435	202	207	171	122	268
	%	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	595	492	103	408	84	334	157	164	128	104	196
	%	77.1%	77.1%	76.9%	76.0%	83.2%	76.8%	77.7%	79.2%	74.9%	85.2%	73.1%
	In between - like sometimes/like some	81	60	21	51	9	44	16	20	23	10	27
	%	10.5%	9.4%	15.7%	9.5%	8.9%	10.1%	7.9%	9.7%	13.5%	8.2%	10.1%
	No - don't like who I live with/living alone	50	46	4	42	4	22	24	15	10	6	19
%	6.5%	7.2%	3.0%	7.8%	4.0%	5.1%	11.9%	7.2%	5.8%	4.9%	7.1%	
No response/unclear response	46	40	6	36	4	35	5	8	10	2	26	
%	6.0%	6.3%	4.5%	6.7%	4.0%	8.0%	2.5%	3.9%	5.8%	1.6%	9.7%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Receives CSDA Employment Service		1449	821	628	495	954
	%	100.0%	100.0%	100.0%	100.0%	100.0%
DESIRE TO MOVE	Yes - move somewhere else for positive reasons	200	128	72	103	97
	%	13.8%	15.6%	11.5%	20.8%	10.2%
	No, like where I live/stay	1025	569	456	323	702
	%	70.7%	69.3%	72.6%	65.3%	73.6%
	In between - sometimes want to move/sometimes	129	71	58	45	84
	%	8.9%	8.6%	9.2%	9.1%	8.8%
Yes - move somewhere else for negative reasons	54	28	26	12	42	
%	3.7%	3.4%	4.1%	2.4%	4.4%	
No response/unclear response	41	25	16	12	29	
%	2.8%	3.0%	2.5%	2.4%	3.0%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Employment Service		1449	1116	333	677	218	542	63	941	105	138	66
	%	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	200	152	48	105	28	67	8	114	27	25	13
	%	13.8%	13.6%	14.4%	15.5%	12.8%	12.4%	12.7%	12.1%	25.7%	18.1%	19.7%
	No, like where I live/stay	1025	788	237	490	162	366	48	674	63	91	47
	%	70.7%	70.6%	71.2%	72.4%	74.3%	67.5%	76.2%	71.6%	60.0%	65.9%	71.2%
	In between - sometimes want to move/sometimes	129	105	24	52	20	57	2	81	12	12	5
	%	8.9%	9.4%	7.2%	7.7%	9.2%	10.5%	3.2%	8.6%	11.4%	8.7%	7.6%
Yes - move somewhere else for negative reasons	54	41	13	17	6	31	3	38	1	10		
%	3.7%	3.7%	3.9%	2.5%	2.8%	5.7%	4.8%	4.0%	1.0%	7.2%		
No response/unclear response	41	30	11	13	2	21	2	34	2		1	
%	2.8%	2.7%	3.3%	1.9%	.9%	3.9%	3.2%	3.6%	1.9%		1.5%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446
	%	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	200	181	19	168	13	75	105	85	41	25	49
	%	13.8%	15.0%	7.9%	15.8%	8.8%	10.9%	20.2%	15.7%	15.6%	13.7%	11.0%
	No, like where I live/stay	1025	828	197	729	99	477	351	372	182	131	327
	%	70.7%	68.5%	82.1%	68.6%	67.3%	69.3%	67.5%	68.5%	69.5%	72.0%	73.3%
	In between - sometimes want to move/sometimes	129	123	6	106	17	84	39	55	20	12	41
	%	8.9%	10.2%	2.5%	10.0%	11.6%	12.2%	7.5%	10.1%	7.6%	6.6%	9.2%
Yes - move somewhere else for negative reasons	54	50	4	39	11	36	14	18	10	11	14	
%	3.7%	4.1%	1.7%	3.7%	7.5%	5.2%	2.7%	3.3%	3.8%	6.0%	3.1%	
No response/unclear response	41	27	14	20	7	16	11	13	9	3	15	
%	2.8%	2.2%	5.8%	1.9%	4.8%	2.3%	2.1%	2.4%	3.4%	1.6%	3.4%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Receives CSDA Employment Service		1449	821	628	495	954
	%	100.0%	100.0%	100.0%	100.0%	100.0%
Someone to talk to?	Yes - a family member	835	487	348	308	527
	%	57.6%	59.3%	55.4%	62.2%	55.2%
	Yes - a friend	506	279	227	227	279
	%	34.9%	34.0%	36.1%	45.9%	29.2%
	Yes - a staff member	458	242	216	80	378
	%	31.6%	29.5%	34.4%	16.2%	39.6%
	Sometimes	14	9	5	4	10
	%	1.0%	1.1%	.8%	.8%	1.0%
No	93	51	42	46	47	
%	6.4%	6.2%	6.7%	9.3%	4.9%	
No response/unclear response	51	22	29	5	46	
%	3.5%	2.7%	4.6%	1.0%	4.8%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE		
			Capital City	Other	With family/partner	Lives alone	Lives with other people
BASE: Receives CSDA Employment Service		1449	1116	333	677	218	542
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Someone to talk to?	Yes - a family member	835	640	195	479	110	243
	%	57.6%	57.3%	58.6%	70.8%	50.5%	44.8%
	Yes - a friend	506	381	125	267	93	144
	%	34.9%	34.1%	37.5%	39.4%	42.7%	26.6%
	Yes - a staff member	458	362	96	109	68	276
	%	31.6%	32.4%	28.8%	16.1%	31.2%	50.9%
	Sometimes	14	8	6	5	2	7
	%	1.0%	.7%	1.8%	.7%	.9%	1.3%
No	93	71	22	39	17	37	
%	6.4%	6.4%	6.6%	5.8%	7.8%	6.8%	
No response/unclear response	51	45	6	16	3	28	
%	3.5%	4.0%	1.8%	2.4%	1.4%	5.2%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446
	%	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	835	700	135	626	74	384	316	340	146	88	251
	%	57.6%	57.9%	56.3%	58.9%	50.3%	55.8%	60.8%	62.6%	55.7%	48.4%	56.3%
	Yes - a friend	506	454	52	415	39	200	254	221	78	51	151
	%	34.9%	37.6%	21.7%	39.1%	26.5%	29.1%	48.8%	40.7%	29.8%	28.0%	33.9%
	Yes - a staff member	458	390	68	320	70	294	95	128	99	68	160
	%	31.6%	32.3%	28.3%	30.1%	47.6%	42.7%	18.3%	23.6%	37.8%	37.4%	35.9%
	Sometimes	14	12	2	10	2	9	3	3	6	2	3
	%	1.0%	1.0%	.8%	.9%	1.4%	1.3%	.6%	.6%	2.3%	1.1%	.7%
No	93	66	27	65	1	20	46	32	17	18	25	
%	6.4%	5.5%	11.3%	6.1%	.7%	2.9%	8.8%	5.9%	6.5%	9.9%	5.6%	
No response/unclear response	51	22	29	14	8	18	4	15	11	5	19	
%	3.5%	1.8%	12.1%	1.3%	5.4%	2.6%	.8%	2.8%	4.2%	2.7%	4.3%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Receives CSDA Employment Service		1449	821	628	495	954
	%	100.0%	100.0%	100.0%	100.0%	100.0%
HAVE FRIENDS	Yes - friends who are not staff or family	1035	599	436	386	649
	%	71.4%	73.0%	69.4%	78.0%	68.0%
	Yes - friends are all staff or family/or not sure	189	97	92	43	146
	%	13.0%	11.8%	14.6%	8.7%	15.3%
	No friends	190	104	86	62	128
	%	13.1%	12.7%	13.7%	12.5%	13.4%
No response/unclear response	35	21	14	4	31	
%	2.4%	2.6%	2.2%	.8%	3.2%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Employment Service		1449	1116	333	677	218	542	63	941	105	138	66
	%	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	1035	807	228	498	165	366	47	654	78	113	52
	%	71.4%	72.3%	68.5%	73.6%	75.7%	67.5%	74.6%	69.5%	74.3%	81.9%	78.8%
	Yes - friends are all staff or family/or not sure	189	129	60	72	24	91	6	132	10	12	6
	%	13.0%	11.6%	18.0%	10.6%	11.0%	16.8%	9.5%	14.0%	9.5%	8.7%	9.1%
	No friends	190	150	40	104	26	59	9	128	16	12	7
	%	13.1%	13.4%	12.0%	15.4%	11.9%	10.9%	14.3%	13.6%	15.2%	8.7%	10.6%
No response/unclear response	35	30	5	3	3	26	1	27	1	1	1	
%	2.4%	2.7%	1.5%	.4%	1.4%	4.8%	1.6%	2.9%	1.0%	.7%	1.5%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446
	%	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	1035	908	127	812	96	502	406	397	186	115	326
	%	71.4%	75.1%	52.9%	76.5%	65.3%	73.0%	78.1%	73.1%	71.0%	63.2%	73.1%
	Yes - friends are all staff or family/or not sure	189	142	47	117	25	91	50	68	32	31	56
	%	13.0%	11.7%	19.6%	11.0%	17.0%	13.2%	9.6%	12.5%	12.2%	17.0%	12.6%
	No friends	190	133	57	119	14	71	62	69	39	31	48
%	13.1%	11.0%	23.8%	11.2%	9.5%	10.3%	11.9%	12.7%	14.9%	17.0%	10.8%	
No response/unclear response	35	26	9	14	12	24	2	9	5	5	16	
%	2.4%	2.2%	3.8%	1.3%	8.2%	3.5%	.4%	1.7%	1.9%	2.7%	3.6%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Have friends / Receives CSDA Employment Service		1259	717	542	433	826
	%	100.0%	100.0%	100.0%	100.0%	100.0%
SEE FRIENDS WHEN YOU WANT	Yes - can see them when I want to	1054	612	442	372	682
	%	83.7%	85.4%	81.5%	85.9%	82.6%
	Sometimes	113	61	52	36	77
	%	9.0%	8.5%	9.6%	8.3%	9.3%
	No	32	19	13	14	18
	%	2.5%	2.6%	2.4%	3.2%	2.2%
	Not applicable - doesn't have any friends	30	10	20	8	22
%	2.4%	1.4%	3.7%	1.8%	2.7%	
No response/unclear response	30	15	15	3	27	
%	2.4%	2.1%	2.8%	.7%	3.3%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Have friends / Receives CSDA Employment Service		1259	966	293	573	192	483	54	813	89	126	59
	%	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	1054	806	248	488	175	383	42	665	85	118	51
	%	83.7%	83.4%	84.6%	85.2%	91.1%	79.3%	77.8%	81.8%	95.5%	93.7%	86.4%
	Sometimes	113	89	24	52	11	50	7	78	3	4	7
	%	9.0%	9.2%	8.2%	9.1%	5.7%	10.4%	13.0%	9.6%	3.4%	3.2%	11.9%
	No	32	23	9	16	1	15	4	23	1	2	
	%	2.5%	2.4%	3.1%	2.8%	.5%	3.1%	7.4%	2.8%	1.1%	1.6%	
Not applicable - doesn't have any friends	30	24	6	12	3	15		22		1		
%	2.4%	2.5%	2.0%	2.1%	1.6%	3.1%		2.7%		.8%		
No response/unclear response	30	24	6	5	2	20	1	25		1	1	
%	2.4%	2.5%	2.0%	.9%	1.0%	4.1%	1.9%	3.1%		.8%	1.7%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Have friends / Receives CSDA Employment Service		1259	1076	183	943	133	617	458	474	223	151	398
	%	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	1054	927	127	816	111	526	400	393	194	123	333
	%	83.7%	86.2%	69.4%	86.5%	83.5%	85.3%	87.3%	82.9%	87.0%	81.5%	83.7%
	Sometimes	113	93	20	82	11	52	41	53	18	13	28
	%	9.0%	8.6%	10.9%	8.7%	8.3%	8.4%	9.0%	11.2%	8.1%	8.6%	7.0%
	No	32	26	6	23	3	16	10	12	2	3	15
	%	2.5%	2.4%	3.3%	2.4%	2.3%	2.6%	2.2%	2.5%	.9%	2.0%	3.8%
	Not applicable - doesn't have any friends	30	10	20	9	1	6	4	9	5	7	9
	%	2.4%	.9%	10.9%	1.0%	.8%	1.0%	.9%	1.9%	2.2%	4.6%	2.3%
No response/unclear response	30	20	10	13	7	17	3	7	4	5	13	
%	2.4%	1.9%	5.5%	1.4%	5.3%	2.8%	.7%	1.5%	1.8%	3.3%	3.3%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Receives CSDA Employment Service		1449	821	628	495	954
	%	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	651	352	299	148	503
	%	44.9%	42.9%	47.6%	29.9%	52.7%
	Sometimes	67	38	29	13	54
	%	4.6%	4.6%	4.6%	2.6%	5.7%
	No	35	18	17	11	24
	%	2.4%	2.2%	2.7%	2.2%	2.5%
	NA - no family/family not available/lives with family	648	378	270	316	332
%	44.7%	46.0%	43.0%	63.8%	34.8%	
No response/unclear response	48	35	13	7	41	
%	3.3%	4.3%	2.1%	1.4%	4.3%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Receives CSDA Employment Service		1449	1116	333	677	218	542	63	941	105	138	66	
	%	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	651	529	122	37	179	428	26	460	39	58	14	
		%	44.9%	47.4%	36.6%	5.5%	82.1%	79.0%	41.3%	48.9%	37.1%	42.0%	21.2%
	Sometimes	67	54	13	6	17	43	2	44	7	5	5	
		%	4.6%	4.8%	3.9%	.9%	7.8%	7.9%	3.2%	4.7%	6.7%	3.6%	7.6%
	No	35	24	11	2	12	21	1	23	5	4	1	
		%	2.4%	2.2%	3.3%	.3%	5.5%	3.9%	1.6%	2.4%	4.8%	2.9%	1.5%
NA - no family/family not available/lives with family	648	480	168	610	7	30	30	375	54	71	43		
	%	44.7%	43.0%	50.5%	90.1%	3.2%	5.5%	47.6%	39.9%	51.4%	51.4%	65.2%	
No response/unclear response	48	29	19	22	3	20	4	39				3	
	%	3.3%	2.6%	5.7%	3.2%	1.4%	3.7%	6.3%	4.1%			4.5%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446
	%	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	651	524	127	449	75	357	167	189	139	104	217
		%	44.9%	43.3%	52.9%	42.3%	51.0%	51.9%	32.1%	34.8%	53.1%	57.1%
	Sometimes	67	60	7	52	8	44	16	16	15	12	23
		%	4.6%	5.0%	2.9%	4.9%	5.4%	6.4%	3.1%	2.9%	5.7%	6.6%
	No	35	32	3	29	3	17	14	10	6	6	13
		%	2.4%	2.6%	1.3%	2.7%	2.0%	2.5%	2.7%	1.8%	2.3%	3.3%
	NA - no family/family not available/lives with family	648	546	102	495	51	227	319	318	88	56	174
		%	44.7%	45.2%	42.5%	46.6%	34.7%	33.0%	61.3%	58.6%	33.6%	30.8%
No response/unclear response	48	47	1	37	10	43	4	10	14	4	19	
	%	3.3%	3.9%	.4%	3.5%	6.8%	6.3%	.8%	1.8%	5.3%	2.2%	4.3%

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

*Productivity Commission
Job Number: 98196*

TABLE 12A: PARTICIPATION IN ACTIVITIES (Q28/Q30/Q31)

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE	
			Male	Female	MDS 5.01	MDS 5.02	
BASE: Receives CSDA Employment Service		1449	821	628	495	954	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN SHOPPING	Yes		1313	723	590	452	861
		%	90.6%	88.1%	93.9%	91.3%	90.3%
	No		114	82	32	38	76
		%	7.9%	10.0%	5.1%	7.7%	8.0%
	No response/unclear response		22	16	6	5	17
		%	1.5%	1.9%	1.0%	1.0%	1.8%
PARTICIPATION IN SPORTS AND EXERCISE	Yes		1042	607	435	363	679
		%	71.9%	73.9%	69.3%	73.3%	71.2%
	No		391	202	189	130	261
		%	27.0%	24.6%	30.1%	26.3%	27.4%
	No response/unclear response		16	12	4	2	14
		%	1.1%	1.5%	.6%	.4%	1.5%
PARTICIPATION IN ENTERTAINMENT	Yes		1198	679	519	399	799
		%	82.7%	82.7%	82.6%	80.6%	83.8%
	No		241	135	106	96	145
		%	16.6%	16.4%	16.9%	19.4%	15.2%
	No response/unclear response		10	7	3		10
		%	.7%	.9%	.5%		1.0%

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

*Productivity Commission
Job Number: 98196*

TABLE 12A (cont'd): PARTICIPATION IN ACTIVITIES? (Q28/Q30/Q31)

		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 Employment Service		1449	1116	333	677	218	542	63	941	105	138	66	
	%	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		1313	1007	306	601	212	496	53	856	91	126	62
		%	90.6%	90.2%	91.9%	88.8%	97.2%	91.5%	84.1%	91.0%	86.7%	91.3%	93.9%
	No		114	91	23	69	6	38	7	69	13	12	3
		%	7.9%	8.2%	6.9%	10.2%	2.8%	7.0%	11.1%	7.3%	12.4%	8.7%	4.5%
No response/unclear response		22	18	4	7		8	3	16	1		1	
	%	1.5%	1.6%	1.2%	1.0%		1.5%	4.8%	1.7%	1.0%		1.5%	
PARTICIPATION IN SPORTS AND EXERCISE	Yes		1042	799	243	495	151	390	44	698	72	80	56
		%	71.9%	71.6%	73.0%	73.1%	69.3%	72.0%	69.8%	74.2%	68.6%	58.0%	84.8%
	No		391	304	87	177	67	143	17	231	32	58	10
		%	27.0%	27.2%	26.1%	26.1%	30.7%	26.4%	27.0%	24.5%	30.5%	42.0%	15.2%
No response/unclear response		16	13	3	5		9	2	12	1			
	%	1.1%	1.2%	.9%	.7%		1.7%	3.2%	1.3%	1.0%			
PARTICIPATION IN ENTERTAINMENT	Yes		1198	951	247	555	170	465	51	795	77	105	55
		%	82.7%	85.2%	74.2%	82.0%	78.0%	85.8%	81.0%	84.5%	73.3%	76.1%	83.3%
	No		241	157	84	120	47	72	11	137	28	33	11
		%	16.6%	14.1%	25.2%	17.7%	21.6%	13.3%	17.5%	14.6%	26.7%	23.9%	16.7%
No response/unclear response		10	8	2	2	1	5	1	9				
	%	.7%	.7%	.6%	.3%	.5%	.9%	1.6%	1.0%				

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

*Productivity Commission
Job Number: 98196*

TABLE 12A (cont'd): PARTICIPATION IN ACTIVITIES? (Q28/Q30/Q31)

		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 Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446	
	%	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		1313	1120	193	982	138	641	478	490	235	167	406
		%	90.6%	92.6%	80.4%	92.5%	93.9%	93.2%	91.9%	90.2%	89.7%	91.8%	91.0%
	No		114	79	35	73	6	41	38	47	19	12	35
		%	7.9%	6.5%	14.6%	6.9%	4.1%	6.0%	7.3%	8.7%	7.3%	6.6%	7.8%
	No response/unclear response		22	10	12	7	3	6	4	6	8	3	5
		%	1.5%	.8%	5.0%	.7%	2.0%	.9%	.8%	1.1%	3.1%	1.6%	1.1%
PARTICIPATION IN SPORTS AND EXERCISE	Yes		1042	884	158	774	110	496	387	419	181	121	309
		%	71.9%	73.1%	65.8%	72.9%	74.8%	72.1%	74.4%	77.2%	69.1%	66.5%	69.3%
	No		391	315	76	281	34	183	132	122	76	58	131
		%	27.0%	26.1%	31.7%	26.5%	23.1%	26.6%	25.4%	22.5%	29.0%	31.9%	29.4%
	No response/unclear response		16	10	6	7	3	9	1	2	5	3	6
		%	1.1%	.8%	2.5%	.7%	2.0%	1.3%	.2%	.4%	1.9%	1.6%	1.3%
PARTICIPATION IN ENTERTAINMENT	Yes		1198	994	204	866	128	571	422	465	203	152	364
		%	82.7%	82.2%	85.0%	81.5%	87.1%	83.0%	81.2%	85.6%	77.5%	83.5%	81.6%
	No		241	205	36	188	17	110	95	75	56	30	78
		%	16.6%	17.0%	15.0%	17.7%	11.6%	16.0%	18.3%	13.8%	21.4%	16.5%	17.5%
	No response/unclear response		10	10		8	2	7	3	3	3		4
		%	.7%	.8%		.8%	1.4%	1.0%	.6%	.6%	1.1%		.9%

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

Productivity Commission

Job Number: 98196

TABLE 12B: PARTICIPATION IN ACTIVITIES (Q32/Q33)

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE	
			Male	Female	MDS 5.01	MDS 5.02	
BASE: Receives CSDA Employment Service		1449	821	628	495	954	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN CHURCH SERVICES OR RELIGIOUS EVENTS	Yes		495	261	234	143	352
		%	34.2%	31.8%	37.3%	28.9%	36.9%
	No		930	547	383	351	579
		%	64.2%	66.6%	61.0%	70.9%	60.7%
	No response/unclear response		24	13	11	1	23
		%	1.7%	1.6%	1.8%	.2%	2.4%
PARTICIPATION IN GOING OUT TO EAT	Yes		1280	720	560	427	853
		%	88.3%	87.7%	89.2%	86.3%	89.4%
	No		159	94	65	64	95
		%	11.0%	11.4%	10.4%	12.9%	10.0%
	No response/unclear response		10	7	3	4	6
		%	.7%	.9%	.5%	.8%	.6%

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

*Productivity Commission
Job Number: 98196*

TABLE 12B (cont'd): PARTICIPATION IN ACTIVITIES? (Q32/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 Employment Service		1449	1116	333	677	218	542	63	941	105	138	66	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN CHURCH SERVICES OR RELIGIOUS EVENTS	Yes		495	392	103	218	66	206	23	344	31	34	19
		%	34.2%	35.1%	30.9%	32.2%	30.3%	38.0%	36.5%	36.6%	29.5%	24.6%	28.8%
	No		930	703	227	455	146	324	39	577	73	104	46
		%	64.2%	63.0%	68.2%	67.2%	67.0%	59.8%	61.9%	61.3%	69.5%	75.4%	69.7%
No response/unclear response		24	21	3	4	6	12	1	20	1		1	
	%	1.7%	1.9%	.9%	.6%	2.8%	2.2%	1.6%	2.1%	1.0%		1.5%	
PARTICIPATION IN GOING OUT TO EAT	Yes		1280	1003	277	591	189	490	58	837	83	118	61
		%	88.3%	89.9%	83.2%	87.3%	86.7%	90.4%	92.1%	88.9%	79.0%	85.5%	92.4%
	No		159	104	55	83	27	49	4	96	22	20	5
		%	11.0%	9.3%	16.5%	12.3%	12.4%	9.0%	6.3%	10.2%	21.0%	14.5%	7.6%
No response/unclear response		10	9	1	3	2	3	1	8				
	%	.7%	.8%	.3%	.4%	.9%	.6%	1.6%	.9%				

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

*Productivity Commission
Job Number: 98196*

TABLE 12B (cont'd): PARTICIPATION IN ACTIVITIES? (Q32/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 Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN CHURCH SERVICES OR RELIGIOUS EVENTS	Yes		495	419	76	354	65	265	154	161	96	73	158
		%	34.2%	34.7%	31.7%	33.3%	44.2%	38.5%	29.6%	29.7%	36.6%	40.1%	35.4%
	No		930	776	154	697	79	413	362	377	160	106	278
		%	64.2%	64.2%	64.2%	65.6%	53.7%	60.0%	69.6%	69.4%	61.1%	58.2%	62.3%
	No response/unclear response		24	14	10	11	3	10	4	5	6	3	10
		%	1.7%	1.2%	4.2%	1.0%	2.0%	1.5%	.8%	.9%	2.3%	1.6%	2.2%
PARTICIPATION IN GOING OUT TO EAT	Yes		1280	1062	218	928	134	610	451	493	229	151	393
		%	88.3%	87.8%	90.8%	87.4%	91.2%	88.7%	86.7%	90.8%	87.4%	83.0%	88.1%
	No		159	138	21	127	11	73	65	49	30	28	50
		%	11.0%	11.4%	8.8%	12.0%	7.5%	10.6%	12.5%	9.0%	11.5%	15.4%	11.2%
	No response/unclear response		10	9	1	7	2	5	4	1	3	3	3
		%	.7%	.7%	.4%	.7%	1.4%	.7%	.8%	.2%	1.1%	1.6%	.7%

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	ALWAYS EAT AT HOME		
			Always eat at home - yes	Always eat at home - no	No response / unclear response
BASE: All clients receiving Employment Service		1209	623	559	27
	%	100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN GOING OUT TO EAT	Yes		494	549	19
		%	87.8%	79.3%	98.2%
	No		125	10	3
		%	20.1%	1.8%	11.1%
	No response/unclear response		4		5
		%	.6%		18.5%

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	ALWAYS EAT AT HOME			
			Always eat at home - yes	Always eat at home - no	No response / unclear response	
BASE: All clients receiving Employment Service - Cognitive Disability		60	24	34	2	
	%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		55	20	34	1
		%	91.7%	83.3%	100.0%	50.0%
	No		4	4		
		%	6.7%	16.7%		
	No response/unclear response		1			1
		%	1.7%			50.0%

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	ALWAYS EAT AT HOME			
			Always eat at home - yes	Always eat at home - no	No response / unclear response	
BASE: All clients receiving Employment Service - Intellectual Disability		743	393	329	21	
	%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		656	319	323	14
		%	88.3%	81.2%	98.2%	66.7%
	No		80	71	6	3
		%	10.8%	18.1%	1.8%	14.3%
	No response/unclear response		7	3		4
		%	.9%	.8%		19.0%

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	ALWAYS EAT AT HOME		
			Always eat at home - yes	Always eat at home - no	No response / unclear response
BASE: All clients receiving Employment Service - Psychiatric Disability		101	45	55	1
	%	100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN GOING OUT TO EAT	Yes		29	51	1
		%	80.2%	64.4%	92.7%
	No		16	4	
		%	19.8%	35.6%	7.3%

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

Productivity Commission

Job Number: 98196

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

		TOTAL	ALWAYS EAT AT HOME		
			Always eat at home - yes	Always eat at home - no	No response / unclear response
BASE: All clients receiving Employment Service - Physical Disability		130	68	61	1
	%	100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN GOING OUT TO EAT	Yes		48	61	1
		%	84.6%	70.6%	100.0%
	No		20	20	
		%	15.4%	29.4%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	ALWAYS EAT AT HOME	
			Always eat at home - yes	Always eat at home - no
BASE: All clients receiving Employment Service - Sensory Disability		62	32	30
	%	100.0%	100.0%	100.0%
PARTICIPATION IN GOING OUT TO EAT	Yes	57	27	30
		%	91.9%	84.4%
	No	5	5	
		%	8.1%	15.6%

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Have friends / Receives CSDA Employment Service		1449	821	628	495	954
	%	100.0%	100.0%	100.0%	100.0%	100.0%
ACCESSIBILITY FOR TRAVEL	Almost always - travel by self/can get lift	1217	703	514	437	780
	%	84.0%	85.6%	81.8%	88.3%	81.8%
	Sometimes	126	75	51	46	80
	%	8.7%	9.1%	8.1%	9.3%	8.4%
	Almost never	26	12	14	5	21
	%	1.8%	1.5%	2.2%	1.0%	2.2%
	NA - no wishes/not ask to go anywhere	65	24	41	6	59
	%	4.5%	2.9%	6.5%	1.2%	6.2%
No response/unclear response	15	7	8	1	14	
%	1.0%	.9%	1.3%	.2%	1.5%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Have friends / Receives CSDA Employment Service		1449	1116	333	677	218	542	63	941	105	138	66
	%	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	1217	937	280	592	198	419	54	768	97	126	55
	%	84.0%	84.0%	84.1%	87.4%	90.8%	77.3%	85.7%	81.6%	92.4%	91.3%	83.3%
	Sometimes	126	93	33	56	16	53	6	91	3	12	9
	%	8.7%	8.3%	9.9%	8.3%	7.3%	9.8%	9.5%	9.7%	2.9%	8.7%	13.6%
	Almost never	26	17	9	14	4	8	1	18	4		1
	%	1.8%	1.5%	2.7%	2.1%	1.8%	1.5%	1.6%	1.9%	3.8%		1.5%
NA - no wishes/not ask to go anywhere	65	58	7	13		51	1	50	1		1	
%	4.5%	5.2%	2.1%	1.9%		9.4%	1.6%	5.3%	1.0%		1.5%	
No response/unclear response	15	11	4	2		11	1	14				
%	1.0%	1.0%	1.2%	.3%		2.0%	1.6%	1.5%				

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Have friends / Receives CSDA Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446
	%	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	1217	1067	150	939	128	601	465	461	218	150	376
	%	84.0%	88.3%	62.5%	88.4%	87.1%	87.4%	89.4%	84.9%	83.2%	82.4%	84.3%
	Sometimes	126	104	22	91	13	64	40	53	20	12	39
	%	8.7%	8.6%	9.2%	8.6%	8.8%	9.3%	7.7%	9.8%	7.6%	6.6%	8.7%
	Almost never	26	18	8	16	2	10	8	9	5	6	6
	%	1.8%	1.5%	3.3%	1.5%	1.4%	1.5%	1.5%	1.7%	1.9%	3.3%	1.3%
NA - no wishes/not ask to go anywhere	65	6	59	5	1	4	2	18	15	12	18	
%	4.5%	.5%	24.6%	.5%	.7%	.6%	.4%	3.3%	5.7%	6.6%	4.0%	
No response/unclear response	15	14	1	11	3	9	5	2	4	2	7	
%	1.0%	1.2%	.4%	1.0%	2.0%	1.3%	1.0%	.4%	1.5%	1.1%	1.6%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Have friends / Receives CSDA Employment Service		1449	821	628	495	954
	%	100.0%	100.0%	100.0%	100.0%	100.0%
ACCESS TO COMMUNICATION AIDS	Yes - complete access and knows how to use	36	23	13	10	26
	%	2.5%	2.8%	2.1%	2.0%	2.7%
	Yes - equipment/ interpreter but need to	18	13	5	2	16
	%	1.2%	1.6%	.8%	.4%	1.7%
	Yes - limited access/need more	11	6	5	3	8
	%	.8%	.7%	.8%	.6%	.8%
	No access to equipment/interpreters	14	6	8	1	13
	%	1.0%	.7%	1.3%	.2%	1.4%
Not applicable - none needed	1283	717	566	474	809	
%	88.5%	87.3%	90.1%	95.8%	84.8%	
No response/unclear response	87	56	31	5	82	
%	6.0%	6.8%	4.9%	1.0%	8.6%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Have friends / Receives CSDA Employment Service		1449	1116	333	677	218	542	63	941	105	138	66
	%	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	36	30	6	12	2	22	1	16		7	8
	%	2.5%	2.7%	1.8%	1.8%	.9%	4.1%	1.6%	1.7%		5.1%	12.1%
	Yes - equipment/interpreter but need to	18	14	4	7		10		14	1	2	
	%	1.2%	1.3%	1.2%	1.0%		1.8%		1.5%	1.0%	1.4%	
	Yes - limited access/need more	11	9	2	5	1	5		11			
	%	.8%	.8%	.6%	.7%	.5%	.9%		1.2%			
	No access to equipment/interpreters	14	9	5	7		7	2	9	1	1	1
%	1.0%	.8%	1.5%	1.0%		1.3%	3.2%	1.0%	1.0%	.7%	1.5%	
Not applicable - none needed	1283	996	287	620	201	453	56	824	100	122	55	
%	88.5%	89.2%	86.2%	91.6%	92.2%	83.6%	88.9%	87.6%	95.2%	88.4%	83.3%	
No response/unclear response	87	58	29	26	14	45	4	67	3	6	2	
%	6.0%	5.2%	8.7%	3.8%	6.4%	8.3%	6.3%	7.1%	2.9%	4.3%	3.0%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Have friends / Receives CSDA Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446
	%	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	36	32	4	15	17	29	3	6	7	8	15
	%	2.5%	2.6%	1.7%	1.4%	11.6%	4.2%	.6%	1.1%	2.7%	4.4%	3.4%
	Yes - equipment/ interpreter but need to	18	13	5	7	6	13		7	3	3	5
	%	1.2%	1.1%	2.1%	.7%	4.1%	1.9%		1.3%	1.1%	1.6%	1.1%
	Yes - limited access/need more	11	8	3	4	4	8		5	2		4
	%	.8%	.7%	1.3%	.4%	2.7%	1.2%		.9%	.8%		.9%
	No access to equipment/interpreters	14	9	5	5	4	9		6	3	1	4
%	1.0%	.7%	2.1%	.5%	2.7%	1.3%		1.1%	1.1%	.5%	.9%	
Not applicable - none needed	1283	1063	220	961	102	547	515	495	230	158	384	
%	88.5%	87.9%	91.7%	90.5%	69.4%	79.5%	99.0%	91.2%	87.8%	86.8%	86.1%	
No response/unclear response	87	84	3	70	14	82	2	24	17	12	34	
%	6.0%	6.9%	1.3%	6.6%	9.5%	11.9%	.4%	4.4%	6.5%	6.6%	7.6%	

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

*Productivity Commission
Job Number: 98196*

TABLE 22: EMPLOYMENT SERVICES - WHAT ARE YOU DOING FOR WORK AT THE MOMENT? (Q36a)

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Receives CSDA Employment Service		1449	821	628	495	954
	%	100.0%	100.0%	100.0%	100.0%	100.0%
WORK STATUS	Working - in paid open employment	409	242	167	306	103
	%	28.2%	29.5%	26.6%	61.8%	10.8%
	Working - in supported employment	728	406	322	28	700
	%	50.2%	49.5%	51.3%	5.7%	73.4%
	Working - in both open and sheltered/supported	59	32	27	7	52
	%	4.1%	3.9%	4.3%	1.4%	5.5%
	Working - in supported employment & using	33	22	11	1	32
	%	2.3%	2.7%	1.8%	.2%	3.4%
Not doing paid work but looking for work	139	79	60	124	15	
%	9.6%	9.6%	9.6%	25.1%	1.6%	
Not working/not looking for work	69	32	37	27	42	
%	4.8%	3.9%	5.9%	5.5%	4.4%	
No response/unclear response	12	8	4	2	10	
%	.8%	1.0%	.6%	.4%	1.0%	

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

*Productivity Commission
Job Number: 98196*

TABLE 22 (cont'd): EMPLOYMENT SERVICES - WHAT ARE YOU DOING FOR WORK AT THE MOMENT? (Q36a)

		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 Employment Service		1449	1116	333	677	218	542	63	941	105	138	66
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
WORK STATUS	Working - in paid open employment	409	298	111	250	84	74	22	219	47	59	36
	%	28.2%	26.7%	33.3%	36.9%	38.5%	13.7%	34.9%	23.3%	44.8%	42.8%	54.5%
	Working - in supported employment	728	572	156	271	90	361	29	546	21	32	14
	%	50.2%	51.3%	46.8%	40.0%	41.3%	66.6%	46.0%	58.0%	20.0%	23.2%	21.2%
	Working - in both open and sheltered/supported employment	59	44	15	25	12	22	3	39	1	9	2
	%	4.1%	3.9%	4.5%	3.7%	5.5%	4.1%	4.8%	4.1%	1.0%	6.5%	3.0%
	Working - in supported employment & using open agency	33	29	4	15	1	17		30		1	
	%	2.3%	2.6%	1.2%	2.2%	.5%	3.1%		3.2%		.7%	
Not doing paid work but looking for work	139	106	33	96	25	18	8	50	27	30	10	
%	9.6%	9.5%	9.9%	14.2%	11.5%	3.3%	12.7%	5.3%	25.7%	21.7%	15.2%	
Not working/not looking for work	69	56	13	18	6	42	1	48	9	6	4	
%	4.8%	5.0%	3.9%	2.7%	2.8%	7.7%	1.6%	5.1%	8.6%	4.3%	6.1%	
No response/unclear response	12	11	1	2		8		9		1		
%	.8%	1.0%	.3%	.3%		1.5%		1.0%		.7%		

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

*Productivity Commission
Job Number: 98196*

TABLE 22 (cont'd): EMPLOYMENT SERVICES - WHAT ARE YOU DOING FOR WORK AT THE MOMENT? (Q36a)

		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 Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
WORK STATUS	Working - in paid open employment	409	377	32	351	26	117	260	196	71	37	100
	%	28.2%	31.2%	13.3%	33.1%	17.7%	17.0%	50.0%	36.1%	27.1%	20.3%	22.4%
	Working - in supported employment	728	590	138	500	90	475	114	220	153	112	236
	%	50.2%	48.8%	57.5%	47.1%	61.2%	69.0%	21.9%	40.5%	58.4%	61.5%	52.9%
	Working - in both open and sheltered/supported employment	59	46	13	35	11	33	13	16	14	7	19
	%	4.1%	3.8%	5.4%	3.3%	7.5%	4.8%	2.5%	2.9%	5.3%	3.8%	4.3%
	Working - in supported employment & using open agency	33	22	11	15	7	20	2	9	3	3	18
	%	2.3%	1.8%	4.6%	1.4%	4.8%	2.9%	.4%	1.7%	1.1%	1.6%	4.0%
Not doing paid work but looking for work	139	127	12	125	2	18	109	76	13	9	40	
%	9.6%	10.5%	5.0%	11.8%	1.4%	2.6%	21.0%	14.0%	5.0%	4.9%	9.0%	
Not working/not looking for work	69	37	32	28	9	16	21	24	8	12	25	
%	4.8%	3.1%	13.3%	2.6%	6.1%	2.3%	4.0%	4.4%	3.1%	6.6%	5.6%	
No response/unclear response	12	10	2	8	2	9	1	2		2	8	
%	.8%	.8%	.8%	.8%	1.4%	1.3%	.2%	.4%		1.1%	1.8%	

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

Productivity Commission

Job Number: 98196

TABLE 23: EMPLOYMENT SERVICES - DOES YOUR EMPLOYMENT SERVICE HELP YOU LOOK FOR WORK? (Q36c)

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Working / looking for work / Receives CSDA Employment Service		1380	789	591	468	912
	%	100.0%	100.0%	100.0%	100.0%	100.0%
ASSISTANCE IN LOOKING FOR WORK	Confirms employment service as on pre-survey	1145	667	478	381	764
	%	83.0%	84.5%	80.9%	81.4%	83.8%
	Gives (different) employment service	144	76	68	58	86
	%	10.4%	9.6%	11.5%	12.4%	9.4%
	No employment service	38	17	21	17	21
%	2.8%	2.2%	3.6%	3.6%	2.3%	
No response/unclear response	53	29	24	12	41	
%	3.8%	3.7%	4.1%	2.6%	4.5%	

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

Productivity Commission

Job Number: 98196

TABLE 23 (cont'd): EMPLOYMENT SERVICES - WHO HELPS YOU / DOES YOUR EMPLOYMENT SERVICE HELP YOU LOOK FOR WORK? (Q36c)

		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: Working / looking for work / Receives CSDA Employment Service		1380	1060	320	659	212	500	62	893	96	132	62
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ASSISTANCE IN LOOKING FOR WORK	Confirms employment service as on pre-survey	1145	876	269	571	180	394	48	744	86	104	46
	%	83.0%	82.6%	84.1%	86.6%	84.9%	78.8%	77.4%	83.3%	89.6%	78.8%	74.2%
	Gives (different) employment service	144	116	28	49	20	69	11	87	4	15	11
	%	10.4%	10.9%	8.8%	7.4%	9.4%	13.8%	17.7%	9.7%	4.2%	11.4%	17.7%
	No employment service	38	32	6	18	9	11	2	17	4	10	4
	%	2.8%	3.0%	1.9%	2.7%	4.2%	2.2%	3.2%	1.9%	4.2%	7.6%	6.5%
No response/unclear response	53	36	17	21	3	26	1	45	2	3	1	
%	3.8%	3.4%	5.3%	3.2%	1.4%	5.2%	1.6%	5.0%	2.1%	2.3%	1.6%	

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

*Productivity Commission
Job Number: 98196*

TABLE 23 (cont'd): EMPLOYMENT SERVICES - WHO HELPS YOU / DOES YOUR EMPLOYMENT SERVICE HELP YOU LOOK FOR WORK? (Q36c)

		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: Working / looking for work / Receives CSDA Employment Service		1380	1172	208	1034	138	672	499	519	254	170	421
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ASSISTANCE IN LOOKING FOR WORK	Confirms employment service as on pre-survey	1145	984	161	867	117	583	400	438	211	140	343
	%	83.0%	84.0%	77.4%	83.8%	84.8%	86.8%	80.2%	84.4%	83.1%	82.4%	81.5%
	Gives (different) employment service	144	109	35	96	13	62	47	42	25	18	57
	%	10.4%	9.3%	16.8%	9.3%	9.4%	9.2%	9.4%	8.1%	9.8%	10.6%	13.5%
	No employment service	38	32	6	32		6	26	17	5	4	11
%	2.8%	2.7%	2.9%	3.1%		.9%	5.2%	3.3%	2.0%	2.4%	2.6%	
No response/unclear response	53	47	6	39	8	21	26	22	13	8	10	
%	3.8%	4.0%	2.9%	3.8%	5.8%	3.1%	5.2%	4.2%	5.1%	4.7%	2.4%	

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

*Productivity Commission
Job Number: 98196*

TABLE 24A: TOTAL RECEIVING EMPLOYMENT SERVICE - SUMMARY

		TOTAL	GENDER OF CLIENT	
			Male	Female
BASE: Receives CSDA Employment Service		1449	821	628
	%	100.0%	100.0%	100.0%
Receives CSDA Employment Service according to Provider or Client	TOTAL - Receives Employment Service	1449	821	628
	%	100.0%	100.0%	100.0%
	MDS 5.01	495	294	201
	%	34.2%	35.8%	32.0%
	MDS 5.02	954	527	427
	%	65.8%	64.2%	68.0%

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

*Productivity Commission
Job Number: 98196*

TABLE 24A (cont'd): TOTAL RECEIVING EMPLOYMENT 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 Employment Service		1449	1116	333	677	218	542	63	941	105	138	66	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Receives CSDA Employment Service according to Provider or Client	TOTAL - Receives Employment Service	1449	1116	333	677	218	542	63	941	105	138	66	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	MDS 5.01		495	365	130	324	101	69	35	215	74	88	47
		%	34.2%	32.7%	39.0%	47.9%	46.3%	12.7%	55.6%	22.8%	70.5%	63.8%	71.2%
	MDS 5.02		954	751	203	353	117	473	28	726	31	50	19
		%	65.8%	67.3%	61.0%	52.1%	53.7%	87.3%	44.4%	77.2%	29.5%	36.2%	28.8%

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

Productivity Commission

Job Number: 98196

TABLE 24A (cont'd): TOTAL RECEIVING EMPLOYMENT 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 Employment Service		1449	1209	240	1062	147	688	520	543	262	182	446
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Receives CSDA Employment Service according to Provider or Client	TOTAL - Receives Employment Service	1449	1209	240	1062	147	688	520	543	262	182	446
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	MDS 5.01	495	448	47	424	24	88	360	252	68	42	127
	%	34.2%	37.1%	19.6%	39.9%	16.3%	12.8%	69.2%	46.4%	26.0%	23.1%	28.5%
MDS 5.02	954	761	193	638	123	600	160	291	194	140	319	
%	65.8%	62.9%	80.4%	60.1%	83.7%	87.2%	30.8%	53.6%	74.0%	76.9%	71.5%	

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

Productivity Commission

Job Number: 98196

TABLE 24B: EMPLOYMENT SERVICES - DID YOU CHOOSE TO WORK AT.....? (Q37)

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Receives CSDA Employment Services and working / Responded to question		1210	695	515	331	879
	%	100.0%	100.0%	100.0%	100.0%	100.0%
CHOICE OF WORK	Yes - unassisted	348	215	133	140	208
	%	28.8%	30.9%	25.8%	42.3%	23.7%
	Yes - with assistance	563	317	246	150	413
	%	46.5%	45.6%	47.8%	45.3%	47.0%
	No -someone else chose for me	242	139	103	35	207
	%	20.0%	20.0%	20.0%	10.6%	23.5%
No response/unclear response/can't remember	57	24	33	6	51	
%	4.7%	3.5%	6.4%	1.8%	5.8%	

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

*Productivity Commission
Job Number: 98196*

TABLE 24B (cont'd): EMPLOYMENT SERVICES - DID YOU CHOOSE TO WORK AT.....? (Q37)

		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 Employment Services and working / Responded to question		1210	927	283	547	180	474	53	829	66	94	48
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHOICE OF WORK	Yes - unassisted	348	256	92	187	59	101	19	186	36	49	27
	%	28.8%	27.6%	32.5%	34.2%	32.8%	21.3%	35.8%	22.4%	54.5%	52.1%	56.3%
	Yes - with assistance	563	432	131	254	97	209	25	399	25	39	14
	%	46.5%	46.6%	46.3%	46.4%	53.9%	44.1%	47.2%	48.1%	37.9%	41.5%	29.2%
	No -someone else chose for me	242	200	42	88	20	131	7	195	5	6	4
%	20.0%	21.6%	14.8%	16.1%	11.1%	27.6%	13.2%	23.5%	7.6%	6.4%	8.3%	
No response/unclear response/can't remember	57	39	18	18	4	33	2	49			3	
%	4.7%	4.2%	6.4%	3.3%	2.2%	7.0%	3.8%	5.9%			6.3%	

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

Productivity Commission

Job Number: 98196

TABLE 24B (cont'd): EMPLOYMENT SERVICES - DID YOU CHOOSE TO WORK AT.....? (Q37)

		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 Employment Services and working / Responded to question		1210	1018	192	882	136	648	369	430	237	157	372
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHOICE OF WORK	Yes - unassisted	348	328	20	312	16	163	165	135	55	45	110
	%	28.8%	32.2%	10.4%	35.4%	11.8%	25.2%	44.7%	31.4%	23.2%	28.7%	29.6%
	Yes - with assistance	563	496	67	424	72	337	158	218	123	71	147
	%	46.5%	48.7%	34.9%	48.1%	52.9%	52.0%	42.8%	50.7%	51.9%	45.2%	39.5%
	No -someone else chose for me	242	147	95	112	35	113	34	68	45	32	91
%	20.0%	14.4%	49.5%	12.7%	25.7%	17.4%	9.2%	15.8%	19.0%	20.4%	24.5%	
No response/unclear response/can't remember	57	47	10	34	13	35	12	9	14	9	24	
%	4.7%	4.6%	5.2%	3.9%	9.6%	5.4%	3.3%	2.1%	5.9%	5.7%	6.5%	

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

*Productivity Commission
Job Number: 98196*

**TABLE 25A: EMPLOYMENT SERVICES - IS.....A BAD PLACE TO WORK OR A GOOD PLACE TO WORK? (Q38)
DO YOU FEEL SAFE AT WORK (Q39) / DO YOU THINK YOUR PAY IS FAIR (Q40)**

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Receives CSDA Employment Services and working / Responded to question		1210	695	515	331	879
	%	100.0%	100.0%	100.0%	100.0%	100.0%
GOOD/BAD PLACE TO WORK	Good	1019	580	439	279	740
	%	84.2%	83.5%	85.2%	84.3%	84.2%
	In-between	135	84	51	37	98
	%	11.2%	12.1%	9.9%	11.2%	11.1%
	Bad	27	16	11	5	22
	%	2.2%	2.3%	2.1%	1.5%	2.5%
SAFETY AT WORK	No response/unclear response	29	15	14	10	19
	%	2.4%	2.2%	2.7%	3.0%	2.2%
	Yes - feel safe there	1126	650	476	307	819
	%	93.1%	93.5%	92.4%	92.7%	93.2%
FAIR PAY	In between - most times/in most situations	46	25	21	13	33
	%	3.8%	3.6%	4.1%	3.9%	3.8%
	No - don't feel safe	16	8	8	6	10
	%	1.3%	1.2%	1.6%	1.8%	1.1%
FAIR PAY	No response/unclear response	22	12	10	5	17
	%	1.8%	1.7%	1.9%	1.5%	1.9%
	Yes - pay is fair	860	500	360	262	598
	%	71.1%	71.9%	69.9%	79.2%	68.0%
	In-between	105	63	42	25	80
	%	8.7%	9.1%	8.2%	7.6%	9.1%
FAIR PAY	No - pay is not fair	132	75	57	26	106
	%	10.9%	10.8%	11.1%	7.9%	12.1%
	No response/unclear response	113	57	56	18	95
	%	9.3%	8.2%	10.9%	5.4%	10.8%

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

Productivity Commission
Job Number: 98196

**TABLE 25A (cont'd): EMPLOYMENT SERVICES - IS.....A BAD PLACE TO WORK OR A GOOD PLACE TO WORK? (Q38)
DO YOU FEEL SAFE AT WORK (Q39) / DO YOU THINK YOUR PAY IS FAIR (Q40)**

		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 Employment Services and working / Responded to question		1210	927	283	547	180	474	53	829	66	94	48
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
GOOD/BAD PLACE TO WORK	Good	1019	773	246	474	139	402	45	703	55	78	38
	%	84.2%	83.4%	86.9%	86.7%	77.2%	84.8%	84.9%	84.8%	83.3%	83.0%	79.2%
	In-between	135	109	26	61	33	41	7	80	11	13	6
	%	11.2%	11.8%	9.2%	11.2%	18.3%	8.6%	13.2%	9.7%	16.7%	13.8%	12.5%
	Bad	27	21	6	4	5	15	1	23		1	1
%	2.2%	2.3%	2.1%	.7%	2.8%	3.2%	1.9%	2.8%		1.1%	2.1%	
No response/unclear response	29	24	5	8	3	16		23		2	3	
%	2.4%	2.6%	1.8%	1.5%	1.7%	3.4%		2.8%		2.1%	6.3%	
SAFETY AT WORK	Yes - feel safe there	1126	855	271	518	167	435	51	763	64	88	45
	%	93.1%	92.2%	95.8%	94.7%	92.8%	91.8%	96.2%	92.0%	97.0%	93.6%	93.8%
	In between - most times/in most situations	46	38	8	19	6	21	2	34	1	3	1
	%	3.8%	4.1%	2.8%	3.5%	3.3%	4.4%	3.8%	4.1%	1.5%	3.2%	2.1%
	No - don't feel safe	16	15	1	5	4	6		12	1	2	1
%	1.3%	1.6%	.4%	.9%	2.2%	1.3%		1.4%	1.5%	2.1%	2.1%	
No response/unclear response	22	19	3	5	3	12		20		1	1	
%	1.8%	2.0%	1.1%	.9%	1.7%	2.5%		2.4%		1.1%	2.1%	
FAIR PAY	Yes - pay is fair	860	651	209	394	122	339	33	591	54	68	33
	%	71.1%	70.2%	73.9%	72.0%	67.8%	71.5%	62.3%	71.3%	81.8%	72.3%	68.8%
	In-between	105	80	25	59	21	25	9	63	6	7	8
	%	8.7%	8.6%	8.8%	10.8%	11.7%	5.3%	17.0%	7.6%	9.1%	7.4%	16.7%
	No - pay is not fair	132	100	32	58	28	45	8	87	6	15	3
%	10.9%	10.8%	11.3%	10.6%	15.6%	9.5%	15.1%	10.5%	9.1%	16.0%	6.3%	
No response/unclear response	113	96	17	36	9	65	3	88		4	4	
%	9.3%	10.4%	6.0%	6.6%	5.0%	13.7%	5.7%	10.6%		4.3%	8.3%	

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

*Productivity Commission
Job Number: 98196*

**TABLE 25A (cont'd): EMPLOYMENT SERVICES - IS.....A BAD PLACE TO WORK OR A GOOD PLACE TO WORK? (Q38)
DO YOU FEEL SAFE AT WORK (Q39) / DO YOU THINK YOUR PAY IS FAIR (Q40)**

		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 Employment Services and working / Responded to question		1210	1018	192	882	136	648	369	430	237	157	372
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
GOOD/BAD PLACE TO WORK	Good	1019	842	177	731	111	539	302	369	196	134	309
	%	84.2%	82.7%	92.2%	82.9%	81.6%	83.2%	81.8%	85.8%	82.7%	85.4%	83.1%
	In-between	135	127	8	111	16	77	50	47	29	12	44
	%	11.2%	12.5%	4.2%	12.6%	11.8%	11.9%	13.6%	10.9%	12.2%	7.6%	11.8%
	Bad	27	24	3	19	5	18	6	8	6	7	6
	%	2.2%	2.4%	1.6%	2.2%	3.7%	2.8%	1.6%	1.9%	2.5%	4.5%	1.6%
No response/unclear response	29	25	4	21	4	14	11	6	6	4	13	
%	2.4%	2.5%	2.1%	2.4%	2.9%	2.2%	3.0%	1.4%	2.5%	2.5%	3.5%	
SAFETY AT WORK	Yes - feel safe there	1126	943	183	823	120	597	345	402	221	151	340
	%	93.1%	92.6%	95.3%	93.3%	88.2%	92.1%	93.5%	93.5%	93.2%	96.2%	91.4%
	In between - most times/in most situations	46	41	5	30	11	27	14	17	8	4	15
	%	3.8%	4.0%	2.6%	3.4%	8.1%	4.2%	3.8%	4.0%	3.4%	2.5%	4.0%
	No - don't feel safe	16	15	1	14	1	10	5	6	5	1	4
%	1.3%	1.5%	.5%	1.6%	.7%	1.5%	1.4%	1.4%	2.1%	.6%	1.1%	
No response/unclear response	22	19	3	15	4	14	5	5	3	1	13	
%	1.8%	1.9%	1.6%	1.7%	2.9%	2.2%	1.4%	1.2%	1.3%	.6%	3.5%	
FAIR PAY	Yes - pay is fair	860	756	104	658	98	473	282	320	167	107	261
	%	71.1%	74.3%	54.2%	74.6%	72.1%	73.0%	76.4%	74.4%	70.5%	68.2%	70.2%
	In-between	105	98	7	86	12	63	35	45	25	12	22
	%	8.7%	9.6%	3.6%	9.8%	8.8%	9.7%	9.5%	10.5%	10.5%	7.6%	5.9%
	No - pay is not fair	132	114	18	104	10	73	41	43	28	22	36
%	10.9%	11.2%	9.4%	11.8%	7.4%	11.3%	11.1%	10.0%	11.8%	14.0%	9.7%	
No response/unclear response	113	50	63	34	16	39	11	22	17	16	53	
%	9.3%	4.9%	32.8%	3.9%	11.8%	6.0%	3.0%	5.1%	7.2%	10.2%	14.2%	

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

*Productivity Commission
Job Number: 98196*

**TABLE 25B: EMPLOYMENT SERVICES - DO YOU GET TO LEARN NEW THINGS AT WORK? (Q41)
DO YOU HAVE SPECIAL THINGS AT WORK TO HELP YOU, SUCH AS RAMPS, RAILS AND EQUIPMENT? (Q42)**

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Receives CSDA Employment Services and working / Responded to question		1210	695	515	331	879
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LEARN NEW THINGS AT WORK	Yes - I change jobs/learn new things	941	542	399	242	699
	%	77.8%	78.0%	77.5%	73.1%	79.5%
	No - always do the same job	231	131	100	83	148
	%	19.1%	18.8%	19.4%	25.1%	16.8%
	Not applicable - does not have ability to learn new	10	8	2		10
%	.8%	1.2%	.4%		1.1%	
No response/unclear response	28	14	14	6	22	
%	2.3%	2.0%	2.7%	1.8%	2.5%	
ACCESS AND EQUIPMENT AT WORK	Yes - complete access and knows how to use	105	49	56	25	80
	%	8.7%	7.1%	10.9%	7.6%	9.1%
	Yes - equipment present but need to better	2	2			2
	%	.2%	.3%			.2%
	Yes - but limited access/need more devices	9	4	5	2	7
	%	.7%	.6%	1.0%	.6%	.8%
	No access	7	5	2	3	4
%	.6%	.7%	.4%	.9%	.5%	
Not applicable - none needed	1069	624	445	298	771	
%	88.3%	89.8%	86.4%	90.0%	87.7%	
No response/unclear response	18	11	7	3	15	
%	1.5%	1.6%	1.4%	.9%	1.7%	

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

*Productivity Commission
Job Number: 98196*

**TABLE 25B (cont'd): EMPLOYMENT SERVICES - DO YOU GET TO LEARN NEW THINGS AT WORK? (Q41)
DO YOU HAVE SPECIAL THINGS AT WORK TO HELP YOU, SUCH AS RAMPS, RAILS AND EQUIPMENT? (Q42)**

		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 Employment Services and working / Responded to question		1210	927	283	547	180	474	53	829	66	94	48
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LEARN NEW THINGS AT WORK	Yes - I change jobs/learn new things	941	722	219	444	140	352	38	641	53	78	36
	%	77.8%	77.9%	77.4%	81.2%	77.8%	74.3%	71.7%	77.3%	80.3%	83.0%	75.0%
	No - always do the same job	231	174	57	94	38	97	13	158	13	16	11
	%	19.1%	18.8%	20.1%	17.2%	21.1%	20.5%	24.5%	19.1%	19.7%	17.0%	22.9%
	Not applicable - does not have ability to learn new	10	9	1	1		9		9			1
%	.8%	1.0%	.4%	.2%		1.9%		1.1%			2.1%	
No response/unclear response	28	22	6	8	2	16	2	21				
%	2.3%	2.4%	2.1%	1.5%	1.1%	3.4%	3.8%	2.5%				
ACCESS AND EQUIPMENT AT WORK	Yes - complete access and knows how to use	105	85	20	38	13	53	6	43		37	10
	%	8.7%	9.2%	7.1%	6.9%	7.2%	11.2%	11.3%	5.2%		39.4%	20.8%
	Yes - equipment present but need to better	2	2				2		2			
	%	.2%	.2%				.4%		.2%			
	Yes - but limited access/need more devices	9	8	1	4		5		4		2	2
	%	.7%	.9%	.4%	.7%		1.1%		.5%		2.1%	4.2%
	No access	7	3	4	4	2	1	2	5			
%	.6%	.3%	1.4%	.7%	1.1%	.2%	3.8%	.6%				
Not applicable - none needed	1069	817	252	495	164	404	45	759	66	55	34	
%	88.3%	88.1%	89.0%	90.5%	91.1%	85.2%	84.9%	91.6%	100.0%	58.5%	70.8%	
No response/unclear response	18	12	6	6	1	9		16			2	
%	1.5%	1.3%	2.1%	1.1%	.6%	1.9%		1.9%			4.2%	

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

Productivity Commission
Job Number: 98196

**TABLE 25B (cont'd): EMPLOYMENT SERVICES - DO YOU GET TO LEARN NEW THINGS AT WORK? (Q41)
DO YOU HAVE SPECIAL THINGS AT WORK TO HELP YOU, SUCH AS RAMPS, RAILS AND EQUIPMENT? (Q42)**

		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 Employment Services and working / Responded to question		1210	1018	192	882	136	648	369	430	237	157	372
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LEARN NEW THINGS AT WORK	Yes - I change jobs/learn new things	941	805	136	702	103	527	277	342	182	114	294
	%	77.8%	79.1%	70.8%	79.6%	75.7%	81.3%	75.1%	79.5%	76.8%	72.6%	79.0%
	No - always do the same job	231	187	44	159	28	102	85	79	46	39	62
	%	19.1%	18.4%	22.9%	18.0%	20.6%	15.7%	23.0%	18.4%	19.4%	24.8%	16.7%
	Not applicable - does not have ability to learn new things	10	6	4	4	2	6			3	2	5
%	.8%	.6%	2.1%	.5%	1.5%	.9%			1.3%	1.3%	1.3%	
	No response/unclear response	28	20	8	17	3	13	7	9	6	2	11
	%	2.3%	2.0%	4.2%	1.9%	2.2%	2.0%	1.9%	2.1%	2.5%	1.3%	3.0%
ACCESS AND EQUIPMENT AT WORK	Yes - complete access and knows how to use	105	91	14	77	14	55	36	30	24	15	36
	%	8.7%	8.9%	7.3%	8.7%	10.3%	8.5%	9.8%	7.0%	10.1%	9.6%	9.7%
	Yes - equipment present but need to better understand use	2	1	1	1		1		1		1	
	%	.2%	.1%	.5%	.1%		.2%		.2%		.6%	
	Yes - but limited access/need more devices	9	8	1	6	2	4	4	2	1	2	4
	%	.7%	.8%	.5%	.7%	1.5%	.6%	1.1%	.5%	.4%	1.3%	1.1%
	No access	7	7		4	3	5	2	2	2		3
%	.6%	.7%		.5%	2.2%	.8%	.5%	.5%	.8%		.8%	
	Not applicable - none needed	1069	894	175	780	114	570	323	392	208	139	317
	%	88.3%	87.8%	91.1%	88.4%	83.8%	88.0%	87.5%	91.2%	87.8%	88.5%	85.2%
	No response/unclear response	18	17	1	14	3	13	4	3	2		12
	%	1.5%	1.7%	.5%	1.6%	2.2%	2.0%	1.1%	.7%	.8%		3.2%

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

Productivity Commission

Job Number: 98196

TABLE 25C: EMPLOYMENT SERVICES - DO YOU WANT TO CHANGE THE HOURS YOU WORK? (Q43)

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Receives CSDA Employment Services and working / Responded to question		1210	695	515	331	879
	%	100.0%	100.0%	100.0%	100.0%	100.0%
DESIRE TO CHANGE WORK HOURS	No - work the same number of hours	895	520	375	227	668
	%	74.0%	74.8%	72.8%	68.6%	76.0%
	Yes - want to work fewer hours	68	40	28	9	59
	%	5.6%	5.8%	5.4%	2.7%	6.7%
	Yes - want to work more hours	162	98	64	76	86
	%	13.4%	14.1%	12.4%	23.0%	9.8%
	Yes - change the times when I work/keep same	20	11	9	6	14
%	1.7%	1.6%	1.7%	1.8%	1.6%	
No response/unclear response	65	26	39	13	52	
%	5.4%	3.7%	7.6%	3.9%	5.9%	

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

Productivity Commission

Job Number: 98196

TABLE 25C (cont'd): EMPLOYMENT SERVICES - DO YOU WANT TO CHANGE THE HOURS YOU WORK? (Q43)

		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 Employment Services and working / Responded to question		1210	927	283	547	180	474	53	829	66	94	48
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DESIRE TO CHANGE WORK HOURS	No - work the same number of hours	895	706	189	408	140	342	42	612	45	66	38
	%	74.0%	76.2%	66.8%	74.6%	77.8%	72.2%	79.2%	73.8%	68.2%	70.2%	79.2%
	Yes - want to work fewer hours	68	51	17	25	6	36	2	51	3	3	1
	%	5.6%	5.5%	6.0%	4.6%	3.3%	7.6%	3.8%	6.2%	4.5%	3.2%	2.1%
	Yes - want to work more hours	162	106	56	84	25	52	8	102	14	20	7
	%	13.4%	11.4%	19.8%	15.4%	13.9%	11.0%	15.1%	12.3%	21.2%	21.3%	14.6%
Yes - change the times when I work/keep same	20	14	6	9	5	6	1	10	3	2	1	
%	1.7%	1.5%	2.1%	1.6%	2.8%	1.3%	1.9%	1.2%	4.5%	2.1%	2.1%	
No response/unclear response	65	50	15	21	4	38		54	1	3	1	
%	5.4%	5.4%	5.3%	3.8%	2.2%	8.0%		6.5%	1.5%	3.2%	2.1%	

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

*Productivity Commission
Job Number: 98196*

TABLE 25C (cont'd): EMPLOYMENT SERVICES - DO YOU WANT TO CHANGE THE HOURS YOU WORK? (Q43)

		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 Employment Services and working / Responded to question		1210	1018	192	882	136	648	369	430	237	157	372
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DESIRE TO CHANGE WORK HOURS	No - work the same number of hours	895	743	152	660	83	476	266	308	180	111	284
	%	74.0%	73.0%	79.2%	74.8%	61.0%	73.5%	72.1%	71.6%	75.9%	70.7%	76.3%
	Yes - want to work fewer hours	68	60	8	45	15	45	15	26	10	16	16
	%	5.6%	5.9%	4.2%	5.1%	11.0%	6.9%	4.1%	6.0%	4.2%	10.2%	4.3%
	Yes - want to work more hours	162	152	10	125	27	87	65	70	33	19	39
	%	13.4%	14.9%	5.2%	14.2%	19.9%	13.4%	17.6%	16.3%	13.9%	12.1%	10.5%
Yes - change the times when I work/keep same	20	20		19	1	13	7	10	4	1	5	
%	1.7%	2.0%		2.2%	.7%	2.0%	1.9%	2.3%	1.7%	.6%	1.3%	
No response/unclear response	65	43	22	33	10	27	16	16	10	10	28	
%	5.4%	4.2%	11.5%	3.7%	7.4%	4.2%	4.3%	3.7%	4.2%	6.4%	7.5%	

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

Productivity Commission

Job Number: 98196

TABLE 26: EMPLOYMENT SERVICES - IS YOUR WORK A GOOD PLACE TO WORK OR A BAD PLACE TO WORK? (Q44)

		TOTAL	GOOD/BAD PLACE TO WORK				
			Good place to work	In between	Bad place to work	No response / unclear response	
BASE: All clients receiving Employment Services and working / Responded to question		1018	842	127	24	25	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
GOOD/BAD PLACE TO WORK	Good		846	788	48	6	4
		%	83.1%	93.6%	37.8%	25.0%	16.0%
	In between		108	29	75	4	
		%	10.6%	3.4%	59.1%	16.7%	
	Bad		24	8	1	13	2
		%	2.4%	1.0%	.8%	54.2%	8.0%
	Not asked/NOK interview		13	10			3
		%	1.3%	1.2%			12.0%
	No response/unclear response		27	7	3	1	16
		%	2.7%	.8%	2.4%	4.2%	64.0%

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

*Productivity Commission
Job Number: 98196*

TABLE 27: EMPLOYMENT SERVICES - DO YOU WANT TO LEAVE YOUR JOB? (Q45)

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Receives CSDA Employment Services and working / Responded to question		1210	695	515	331	879
	%	100.0%	100.0%	100.0%	100.0%	100.0%
WANT TO LEAVE YOUR JOB	No - like where I work now/want to stay	926	536	390	256	670
	%	76.5%	77.1%	75.7%	77.3%	76.2%
	In between/not immediately but won't stay forever	94	50	44	23	71
	%	7.8%	7.2%	8.5%	6.9%	8.1%
	Yes - to go to another job/to get a better job	138	87	51	44	94
	%	11.4%	12.5%	9.9%	13.3%	10.7%
Yes - to give up work/to retire	15	3	12	1	14	
%	1.2%	.4%	2.3%	.3%	1.6%	
No response/unclear response	37	19	18	7	30	
%	3.1%	2.7%	3.5%	2.1%	3.4%	

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

*Productivity Commission
Job Number: 98196*

TABLE 27 (cont'd): EMPLOYMENT SERVICES -- DO YOU WANT TO LEAVE YOUR JOB? (Q45)

		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 Employment Services and working / Responded to question		1210	927	283	547	180	474	53	829	66	94	48
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
WANT TO LEAVE YOUR JOB	No - like where I work now/want to stay	926	707	219	427	135	359	35	643	45	72	38
	%	76.5%	76.3%	77.4%	78.1%	75.0%	75.7%	66.0%	77.6%	68.2%	76.6%	79.2%
	In between/not immediately but won't stay forever	94	74	20	44	17	33	9	58	3	7	3
	%	7.8%	8.0%	7.1%	8.0%	9.4%	7.0%	17.0%	7.0%	4.5%	7.4%	6.3%
	Yes - to go to another job/to get a better job	138	100	38	61	24	52	9	89	16	11	6
	%	11.4%	10.8%	13.4%	11.2%	13.3%	11.0%	17.0%	10.7%	24.2%	11.7%	12.5%
Yes - to give up work/to retire	15	15		4	3	7		10	2	1		
%	1.2%	1.6%		.7%	1.7%	1.5%		1.2%	3.0%	1.1%		
No response/unclear response	37	31	6	11	1	23		29		3	1	
%	3.1%	3.3%	2.1%	2.0%	.6%	4.9%		3.5%		3.2%	2.1%	

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

Productivity Commission

Job Number: 98196

TABLE 27 (cont'd): EMPLOYMENT SERVICES -- DO YOU WANT TO LEAVE YOUR JOB? (Q45)

		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 Employment Services and working / Responded to question		1210	1018	192	882	136	648	369	430	237	157	372
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
WANT TO LEAVE YOUR JOB	No - like where I work now/want to stay	926	763	163	666	97	491	271	323	183	132	278
	%	76.5%	75.0%	84.9%	75.5%	71.3%	75.8%	73.4%	75.1%	77.2%	84.1%	74.7%
	In between/not immediately but won't stay forever	94	89	5	80	9	55	34	41	20	7	24
	%	7.8%	8.7%	2.6%	9.1%	6.6%	8.5%	9.2%	9.5%	8.4%	4.5%	6.5%
	Yes - to go to another job/to get a better job	138	127	11	109	18	76	51	59	23	12	44
	%	11.4%	12.5%	5.7%	12.4%	13.2%	11.7%	13.8%	13.7%	9.7%	7.6%	11.8%
Yes - to give up work/to retire	15	13	2	10	3	8	5	2	1	2	9	
%	1.2%	1.3%	1.0%	1.1%	2.2%	1.2%	1.4%	.5%	.4%	1.3%	2.4%	
No response/unclear response	37	26	11	17	9	18	8	5	10	4	17	
%	3.1%	2.6%	5.7%	1.9%	6.6%	2.8%	2.2%	1.2%	4.2%	2.5%	4.6%	

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

*Productivity Commission
Job Number: 98196*

**TABLE 28A: EMPLOYMENT SERVICES - DO THE STAFF TREAT YOU WITH RESPECT? (Q46)
ARE THE STAFF ABLE TO UNDERSTAND WHAT YOU WANT? (Q47)
DO YOU UNDERSTAND THE STAFF WHEN THEY TALK TO YOU? (Q48)**

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Receives CSDA Employment Services / Responded to question		1289	743	546	439	850
	%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT EMPLOYMENT SERVICE: TREAT YOU WITH RESPECT	Yes - most staff/most times	1192	694	498	415	777
	%	92.5%	93.4%	91.2%	94.5%	91.4%
	Sometimes/some staff	63	32	31	15	48
	%	4.9%	4.3%	5.7%	3.4%	5.6%
	No - some staff are often not nice/polite	20	7	13	6	14
%	1.6%	.9%	2.4%	1.4%	1.6%	
No response/unclear response	14	10	4	3	11	
%	1.1%	1.3%	.7%	.7%	1.3%	
STAFF AT EMPLOYMENT SERVICE: UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time	1173	679	494	405	768
	%	91.0%	91.4%	90.5%	92.3%	90.4%
	Some staff/sometimes	80	44	36	25	55
	%	6.2%	5.9%	6.6%	5.7%	6.5%
	No - few or no staff/rarely	18	10	8	3	15
%	1.4%	1.3%	1.5%	.7%	1.8%	
No response/unclear response	18	10	8	6	12	
%	1.4%	1.3%	1.5%	1.4%	1.4%	
ABILITY TO UNDERSTAND STAFF AT EMPLOYMENT SERVICE	Yes - I understand most staff	1194	691	503	412	782
	%	92.6%	93.0%	92.1%	93.8%	92.0%
	Some staff/sometimes	69	37	32	21	48
	%	5.4%	5.0%	5.9%	4.8%	5.6%
	No - few staff or no staff/rarely	9	6	3	3	6
%	.7%	.8%	.5%	.7%	.7%	
No response/unclear response	17	9	8	3	14	
%	1.3%	1.2%	1.5%	.7%	1.6%	

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

*Productivity Commission
Job Number: 98196*

**TABLE 28A (cont'd): EMPLOYMENT SERVICES - DO THE STAFF TREAT YOU WITH RESPECT? (Q46)
ARE THE STAFF ABLE TO UNDERSTAND WHAT YOU WANT? (Q47)
DO YOU UNDERSTAND THE STAFF WHEN THEY TALK TO YOU? (Q48)**

		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 Employment Services / Responded to question		1289	992	297	620	200	463	59	831	90	119	57
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT EMPLOYMENT SERVICE: TREAT YOU WITH RESPECT	Yes - most staff/most times	1192	920	272	585	175	427	54	763	86	114	50
	%	92.5%	92.7%	91.6%	94.4%	87.5%	92.2%	91.5%	91.8%	95.6%	95.8%	87.7%
	Sometimes/some staff	63	43	20	24	18	20	4	43	3	4	2
	%	4.9%	4.3%	6.7%	3.9%	9.0%	4.3%	6.8%	5.2%	3.3%	3.4%	3.5%
	No - some staff are often not nice/polite	20	18	2	7	5	8		14	1	1	3
%	1.6%	1.8%	.7%	1.1%	2.5%	1.7%		1.7%	1.1%	.8%	5.3%	
No response/unclear response	14	11	3	4	2	8	1	11			2	
%	1.1%	1.1%	1.0%	.6%	1.0%	1.7%	1.7%	1.3%			3.5%	
STAFF AT EMPLOYMENT SERVICE: UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time	1173	907	266	570	183	415	55	750	80	114	48
	%	91.0%	91.4%	89.6%	91.9%	91.5%	89.6%	93.2%	90.3%	88.9%	95.8%	84.2%
	Some staff/sometimes	80	56	24	37	13	29	3	52	9	4	6
	%	6.2%	5.6%	8.1%	6.0%	6.5%	6.3%	5.1%	6.3%	10.0%	3.4%	10.5%
	No - few or no staff/rarely	18	15	3	8	4	6		14	1	1	1
%	1.4%	1.5%	1.0%	1.3%	2.0%	1.3%		1.7%	1.1%	.8%	1.8%	
No response/unclear response	18	14	4	5		13	1	15			2	
%	1.4%	1.4%	1.3%	.8%		2.8%	1.7%	1.8%			3.5%	
ABILITY TO UNDERSTAND STAFF AT EMPLOYMENT SERVICE	Yes - I understand most staff	1194	925	269	574	185	429	54	763	86	115	51
	%	92.6%	93.2%	90.6%	92.6%	92.5%	92.7%	91.5%	91.8%	95.6%	96.6%	89.5%
	Some staff/sometimes	69	49	20	37	11	21	4	49	4	3	3
	%	5.4%	4.9%	6.7%	6.0%	5.5%	4.5%	6.8%	5.9%	4.4%	2.5%	5.3%
	No - few staff or no staff/rarely	9	7	2	4	3	2	1	6		1	1
%	.7%	.7%	.7%	.6%	1.5%	.4%	1.7%	.7%		.8%	1.8%	
No response/unclear response	17	11	6	5	1	11		13			2	
%	1.3%	1.1%	2.0%	.8%	.5%	2.4%		1.6%			3.5%	

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

*Productivity Commission
Job Number: 98196*

**TABLE 28A (cont'd): EMPLOYMENT SERVICES - DO THE STAFF TREAT YOU WITH RESPECT? (Q46)
ARE THE STAFF ABLE TO UNDERSTAND WHAT YOU WANT? (Q47)
DO YOU UNDERSTAND THE STAFF WHEN THEY TALK TO YOU? (Q48)**

		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 Employment Services / Responded to question		1289	1093	196	963	130	645	447	480	236	158	400
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT EMPLOYMENT SERVICE: TREAT YOU WITH RESPECT	Yes - most staff/most times	1192	1004	188	889	115	583	420	442	218	150	367
	%	92.5%	91.9%	95.9%	92.3%	88.5%	90.4%	94.0%	92.1%	92.4%	94.9%	91.8%
	Sometimes/some staff	63	60	3	53	7	44	16	26	13	5	19
	%	4.9%	5.5%	1.5%	5.5%	5.4%	6.8%	3.6%	5.4%	5.5%	3.2%	4.8%
	No - some staff are often not nice/polite	20	17	3	12	5	11	6	8	2	1	9
%	1.6%	1.6%	1.5%	1.2%	3.8%	1.7%	1.3%	1.7%	.8%	.6%	2.3%	
No response/unclear response	14	12	2	9	3	7	5	4	3	2	5	
%	1.1%	1.1%	1.0%	.9%	2.3%	1.1%	1.1%	.8%	1.3%	1.3%	1.3%	
STAFF AT EMPLOYMENT SERVICE: UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time	1173	998	175	888	110	582	415	439	211	145	364
	%	91.0%	91.3%	89.3%	92.2%	84.6%	90.2%	92.8%	91.5%	89.4%	91.8%	91.0%
	Some staff/sometimes	80	65	15	53	12	44	21	27	19	12	21
	%	6.2%	5.9%	7.7%	5.5%	9.2%	6.8%	4.7%	5.6%	8.1%	7.6%	5.3%
	No - few or no staff/rarely	18	15	3	11	4	9	6	8	2	1	7
%	1.4%	1.4%	1.5%	1.1%	3.1%	1.4%	1.3%	1.7%	.8%	.6%	1.8%	
No response/unclear response	18	15	3	11	4	10	5	6	4		8	
%	1.4%	1.4%	1.5%	1.1%	3.1%	1.6%	1.1%	1.3%	1.7%		2.0%	
ABILITY TO UNDERSTAND STAFF AT EMPLOYMENT SERVICE	Yes - I understand most staff	1194	1017	177	907	110	589	427	438	218	152	372
	%	92.6%	93.0%	90.3%	94.2%	84.6%	91.3%	95.5%	91.3%	92.4%	96.2%	93.0%
	Some staff/sometimes	69	56	13	42	14	42	14	28	14	5	21
	%	5.4%	5.1%	6.6%	4.4%	10.8%	6.5%	3.1%	5.8%	5.9%	3.2%	5.3%
	No - few staff or no staff/rarely	9	6	3	5	1	3	3	7			2
%	.7%	.5%	1.5%	.5%	.8%	.5%	.7%	1.5%			.5%	
No response/unclear response	17	14	3	9	5	11	3	7	4	1	5	
%	1.3%	1.3%	1.5%	.9%	3.8%	1.7%	.7%	1.5%	1.7%	.6%	1.3%	

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

*Productivity Commission
Job Number: 98196*

**TABLE 28B: EMPLOYMENT SERVICES - DO THE STAFF CHANGE TOO OFTEN? (Q49)
OVERALL, HOW SATISFIED / HAPPY ARE YOU WITH YOUR EMPLOYMENT SERVICE? (Q50a)**

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Receives CSDA Employment Services / Responded to question		1289	743	546	439	850
	%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT EMPLOYMENT SERVICE CHANGE TOO OFTEN	They stay long enough/don't leave too often	982	568	414	327	655
	%	76.2%	76.4%	75.8%	74.5%	77.1%
	Some staff/sometimes	154	86	68	56	98
	%	11.9%	11.6%	12.5%	12.8%	11.5%
	Yes - they change too often/keep leaving	75	41	34	35	40
%	5.8%	5.5%	6.2%	8.0%	4.7%	
No response/unclear response	78	48	30	21	57	
%	6.1%	6.5%	5.5%	4.8%	6.7%	
SATISFACTION WITH EMPLOYMENT SERVICE	Satisfied/happy	1119	655	464	383	736
	%	86.8%	88.2%	85.0%	87.2%	86.6%
	In-between/neither satisfied nor dissatisfied	119	57	62	45	74
	%	9.2%	7.7%	11.4%	10.3%	8.7%
	Dissatisfied/unhappy	31	19	12	7	24
%	2.4%	2.6%	2.2%	1.6%	2.8%	
No response/unclear response	20	12	8	4	16	
%	1.6%	1.6%	1.5%	.9%	1.9%	

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

Productivity Commission
Job Number: 98196

TABLE 28B (cont'd): EMPLOYMENT SERVICES - DO THE STAFF CHANGE TOO OFTEN? (Q49)
OVERALL, HOW SATISFIED / HAPPY ARE YOU WITH YOUR EMPLOYMENT SERVICE? (Q50a)

		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 Employment Services / Responded to question		1289	992	297	620	200	463	59	831	90	119	57
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT EMPLOYMENT SERVICE CHANGE TOO OFTEN	They stay long enough/don't leave too often	982	764	218	480	153	345	47	619	77	94	36
	%	76.2%	77.0%	73.4%	77.4%	76.5%	74.5%	79.7%	74.5%	85.6%	79.0%	63.2%
	Some staff/sometimes	154	119	35	81	23	50	6	101	9	14	11
	%	11.9%	12.0%	11.8%	13.1%	11.5%	10.8%	10.2%	12.2%	10.0%	11.8%	19.3%
	Yes - they change too often/keep leaving	75	55	20	37	15	22	4	49	3	6	7
%	5.8%	5.5%	6.7%	6.0%	7.5%	4.8%	6.8%	5.9%	3.3%	5.0%	12.3%	
No response/unclear response	78	54	24	22	9	46	2	62	1	5	3	
%	6.1%	5.4%	8.1%	3.5%	4.5%	9.9%	3.4%	7.5%	1.1%	4.2%	5.3%	
SATISFACTION WITH EMPLOYMENT SERVICE	Satisfied/happy	1119	861	258	532	174	409	54	717	80	100	47
	%	86.8%	86.8%	86.9%	85.8%	87.0%	88.3%	91.5%	86.3%	88.9%	84.0%	82.5%
	In-between/neither satisfied nor dissatisfied	119	95	24	68	17	33	4	74	9	15	6
	%	9.2%	9.6%	8.1%	11.0%	8.5%	7.1%	6.8%	8.9%	10.0%	12.6%	10.5%
	Dissatisfied/unhappy	31	22	9	14	8	8	1	23	1	3	3
%	2.4%	2.2%	3.0%	2.3%	4.0%	1.7%	1.7%	2.8%	1.1%	2.5%	5.3%	
No response/unclear response	20	14	6	6	1	13		17		1	1	
%	1.6%	1.4%	2.0%	1.0%	.5%	2.8%		2.0%		.8%	1.8%	

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

Productivity Commission
Job Number: 98196

**TABLE 28B (cont'd): EMPLOYMENT SERVICES - DO THE STAFF CHANGE TOO OFTEN? (Q49)
OVERALL, HOW SATISFIED / HAPPY ARE YOU WITH YOUR EMPLOYMENT SERVICE? (Q50a)**

		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 Employment Services / Responded to question		1289	1093	196	963	130	645	447	480	236	158	400
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT EMPLOYMENT SERVICE CHANGE TOO OFTEN	They stay long enough/don't leave too often	982	837	145	745	92	499	337	367	178	131	293
	%	76.2%	76.6%	74.0%	77.4%	70.8%	77.4%	75.4%	76.5%	75.4%	82.9%	73.3%
	Some staff/sometimes	154	134	20	118	16	78	56	60	29	13	52
	%	11.9%	12.3%	10.2%	12.3%	12.3%	12.1%	12.5%	12.5%	12.3%	8.2%	13.0%
	Yes - they change too often/keep leaving	75	64	11	52	12	35	29	28	14	5	27
%	5.8%	5.9%	5.6%	5.4%	9.2%	5.4%	6.5%	5.8%	5.9%	3.2%	6.8%	
No response/unclear response	78	58	20	48	10	33	25	25	15	9	28	
%	6.1%	5.3%	10.2%	5.0%	7.7%	5.1%	5.6%	5.2%	6.4%	5.7%	7.0%	
SATISFACTION WITH EMPLOYMENT SERVICE	Satisfied/happy	1119	948	171	838	110	563	384	415	202	137	352
	%	86.8%	86.7%	87.2%	87.0%	84.6%	87.3%	85.9%	86.5%	85.6%	86.7%	88.0%
	In-between/neither satisfied nor dissatisfied	119	105	14	97	8	55	50	45	22	16	34
	%	9.2%	9.6%	7.1%	10.1%	6.2%	8.5%	11.2%	9.4%	9.3%	10.1%	8.5%
	Dissatisfied/unhappy	31	25	6	18	7	17	8	12	7	3	9
%	2.4%	2.3%	3.1%	1.9%	5.4%	2.6%	1.8%	2.5%	3.0%	1.9%	2.3%	
No response/unclear response	20	15	5	10	5	10	5	8	5	2	5	
%	1.6%	1.4%	2.6%	1.0%	3.8%	1.6%	1.1%	1.7%	2.1%	1.3%	1.3%	

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

*Productivity Commission
Job Number: 98196*

TABLE 28C: WHY ARE YOU UNHAPPY / DISSATISFIED WITH YOUR EMPLOYMENT SERVICE? (Q50b)

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Receives CSDA Employment Service		1289	743	546	439	850
	%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied	1238	712	526	428	810
	%	96.0%	95.8%	96.3%	97.5%	95.3%
	No response	20	12	8	4	16
	%	1.6%	1.6%	1.5%	.9%	1.9%
	Other	15	10	5	4	11
	%	1.2%	1.3%	.9%	.9%	1.3%
	Relationship with services and staff	13	6	7	3	10
	%	1.0%	.8%	1.3%	.7%	1.2%
	Quality of life/including work	8	7	1	2	6
	%	.6%	.9%	.2%	.5%	.7%
	Quality of service	7	5	2	3	4
	%	.5%	.7%	.4%	.7%	.5%
	Effectiveness of service	7	6	1	3	4
%	.5%	.8%	.2%	.7%	.5%	
Personal development and community inclusion	6	5	1	2	4	
%	.5%	.7%	.2%	.5%	.5%	
Choice/self determination	4	3	1		4	
%	.3%	.4%	.2%		.5%	
Don't know	1	1			1	
%	.1%	.1%			.1%	

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

Productivity Commission
Job Number: 98196

TABLE 28C (cont'd): WHY ARE YOU UNHAPPY / DISSATISFIED WITH YOUR EMPLOYMENT SERVICE? (Q50b)

		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 Employment Service		1289	992	297	620	200	463	59	831	90	119	57	
	%	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	1238	956	282	600	191	442	58	791	89	115	53	
		%	96.0%	96.4%	94.9%	96.8%	95.5%	95.5%	98.3%	95.2%	98.9%	96.6%	93.0%
	No response	20	14	6	6	1	13		17		1	1	
		%	1.6%	1.4%	2.0%	1.0%	.5%	2.8%		2.0%		.8%	1.8%
	Other	15	10	5	8	3	3	1	13			1	
		%	1.2%	1.0%	1.7%	1.3%	1.5%	.6%	1.7%	1.6%			1.8%
	Relationship with services and staff	13	11	2	5	5	3		11			2	
		%	1.0%	1.1%	.7%	.8%	2.5%	.6%	1.3%				3.5%
	Quality of life/including work	8	6	2	4	2	2		5	1		2	
		%	.6%	.6%	.7%	.6%	1.0%	.4%	.6%	1.1%			3.5%
	Quality of service	7	4	3	3	2	2	1	3		2	1	
		%	.5%	.4%	1.0%	.5%	1.0%	.4%	1.7%	.4%	1.7%	1.8%	
	Effectiveness of service	7	6	1	3	1	3	1	4		1	1	
	%	.5%	.6%	.3%	.5%	.5%	.6%	1.7%	.5%	.8%	1.8%		
Personal development and community inclusion	6	6		2	2	1		4			2		
	%	.5%	.6%		.3%	1.0%	.2%	.5%				3.5%	
Choice/self determination	4	3	1		2	1		4					
	%	.3%	.3%	.3%		1.0%	.2%	.5%					
Don't know	1	1				1		1					
	%	.1%	.1%			.2%		.1%					

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

*Productivity Commission
Job Number: 98196*

TABLE 28C (cont'd): WHY ARE YOU UNHAPPY / DISSATISFIED WITH YOUR EMPLOYMENT SERVICE? (Q50b)

		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 Employment Service		1289	1093	196	963	130	645	447	480	236	158	400
	%	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	1238	1053	185	935	118	618	434	460	224	153	386
	%	96.0%	96.3%	94.4%	97.1%	90.8%	95.8%	97.1%	95.8%	94.9%	96.8%	96.5%
	No response	20	15	5	10	5	10	5	8	5	2	5
	%	1.6%	1.4%	2.6%	1.0%	3.8%	1.6%	1.1%	1.7%	2.1%	1.3%	1.3%
	Other	15	10	5	6	4	7	3	6	3	1	5
	%	1.2%	.9%	2.6%	.6%	3.1%	1.1%	.7%	1.3%	1.3%	.6%	1.3%
	Relationship with services and staff	13	11	2	8	3	9	2	5	2		6
	%	1.0%	1.0%	1.0%	.8%	2.3%	1.4%	.4%	1.0%	.8%		1.5%
	Quality of life/including work	8	7	1	6	1	5	2	3	2		3
	%	.6%	.6%	.5%	.6%	.8%	.8%	.4%	.6%	.8%		.8%
	Quality of service	7	6	1	5	1	1	5	2	1	1	3
	%	.5%	.5%	.5%	.5%	.8%	.2%	1.1%	.4%	.4%	.6%	.8%
	Effectiveness of service	7	5	2	5		1	4	3		2	2
	%	.5%	.5%	1.0%	.5%		.2%	.9%	.6%		1.3%	.5%
Personal development and community inclusion	6	3	3	2	1	2	1	1	1		4	
%	.5%	.3%	1.5%	.2%	.8%	.3%	.2%	.2%	.4%		1.0%	
Choice/self determination	4	2	2	2		1	1	3	1			
%	.3%	.2%	1.0%	.2%		.2%	.2%	.6%	.4%			
Don't know	1	1			1	1					1	
%	.1%	.1%			.8%	.2%					.3%	

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

Productivity Commission

Job Number: 98196

**TABLE 29: SERVICE COORDINATION / CASE MANAGEMENT
PEOPLE WHO ORGANISE DISABILITY SERVICES FOR PEOPLE ARE CALLED.....? (Q51)**

		TOTAL	GENDER OF CLIENT		LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Male	Female	Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives Service Coordination, except ACT residents		624	357	267	437	187	212	110	298	53	353	61	86	27
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HAVE A SERVICE CO-ORDINATOR	Yes - service co-ordinator, as on Pre-survey	436	252	184	285	151	145	80	207	39	255	43	53	18
	%	69.9%	70.6%	68.9%	65.2%	80.7%	68.4%	72.7%	69.5%	73.6%	72.2%	70.5%	61.6%	66.7%
	Yes - service co-ordinator, different to Pre-survey	188	105	83	152	36	67	30	91	14	98	18	33	9
	%	30.1%	29.4%	31.1%	34.8%	19.3%	31.6%	27.3%	30.5%	26.4%	27.8%	29.5%	38.4%	33.3%

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

Productivity Commission

Job Number: 98196

**TABLE 29 (cont'd): SERVICE COORDINATION / CASE MANAGEMENT
PEOPLE WHO ORGANISE DISABILITY SERVICES FOR PEOPLE ARE CALLED.....? (Q51)**

		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 Service Coordination, except ACT residents		624	514	110	409	105	333	180	196	114	78	232
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HAVE A SERVICE CO-ORDINATOR	Yes - service co-ordinator, as on Pre-survey	436	370	66	291	79	241	128	137	88	59	150
	%	69.9%	72.0%	60.0%	71.1%	75.2%	72.4%	71.1%	69.9%	77.2%	75.6%	64.7%
	Yes - service co-ordinator, different to Pre-survey	188	144	44	118	26	92	52	59	26	19	82
	%	30.1%	28.0%	40.0%	28.9%	24.8%	27.6%	28.9%	30.1%	22.8%	24.4%	35.3%

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

Productivity Commission

Job Number: 98196

**TABLE 30A: SERVICE COORDINATION / CASE MANAGEMENT
WOULD YOU ASK YOUR SERVICE CO-ORDINATOR IF YOU NEEDED HELP? (Q52)
CAN YOU TALK WITH YOUR SERVICE CO-ORDINATOR WHEN YOU WANT TO? (Q53)
IS YOUR SERVICE CO-ORDINATOR ABLE TO UNDERSTAND WHAT YOU WANT? (Q54)**

		TOTAL	GENDER OF CLIENT		LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Male	Female	Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Respondents with Service Coordination		624	357	267	437	187	212	110	298	53	353	61	86	27
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ASK ASSISTANCE FROM SERVICE CO-ORDINATOR	Yes	517	297	220	355	162	187	100	226	44	280	55	78	21
	%	82.9%	83.2%	82.4%	81.2%	86.6%	88.2%	90.9%	75.8%	83.0%	79.3%	90.2%	90.7%	77.8%
	Sometimes	29	17	12	20	9	8	7	14	5	15	1	3	2
	%	4.6%	4.8%	4.5%	4.6%	4.8%	3.8%	6.4%	4.7%	9.4%	4.2%	1.6%	3.5%	7.4%
	No - wouldn't ask service co-ordinator for help	36	23	13	28	8	10	3	23	3	23	3	4	2
	%	5.8%	6.4%	4.9%	6.4%	4.3%	4.7%	2.7%	7.7%	5.7%	6.5%	4.9%	4.7%	7.4%
Don't know/not applicable (never ask for help)	21	12	9	17	4	2		19	1	17	1	1		
%	3.4%	3.4%	3.4%	3.9%	2.1%	.9%		6.4%	1.9%	4.8%	1.6%	1.2%		
No response/unclear response	21	8	13	17	4	5		16		18	1		2	
%	3.4%	2.2%	4.9%	3.9%	2.1%	2.4%		5.4%		5.1%	1.6%		7.4%	
CAN YOU TALK WITH SERVICE CO-ORDINATOR	Yes	511	302	209	353	158	183	96	228	43	280	53	77	22
	%	81.9%	84.6%	78.3%	80.8%	84.5%	86.3%	87.3%	76.5%	81.1%	79.3%	86.9%	89.5%	81.5%
	Sometimes	56	29	27	38	18	16	12	28	8	32	4	6	
	%	9.0%	8.1%	10.1%	8.7%	9.6%	7.5%	10.9%	9.4%	15.1%	9.1%	6.6%	7.0%	
	No	25	13	12	21	4	5	2	18	2	14	4	3	1
	%	4.0%	3.6%	4.5%	4.8%	2.1%	2.4%	1.8%	6.0%	3.8%	4.0%	6.6%	3.5%	3.7%
No response/unclear response	32	13	19	25	7	8		24		27			4	
%	5.1%	3.6%	7.1%	5.7%	3.7%	3.8%		8.1%		7.6%			14.8%	
SERVICE CO-ORDINATOR ABLE TO UNDERSTAND WHAT YOU WANT	Yes	532	314	218	363	169	186	106	237	49	293	54	74	19
	%	85.3%	88.0%	81.6%	83.1%	90.4%	87.7%	96.4%	79.5%	92.5%	83.0%	88.5%	86.0%	70.4%
	Sometimes	47	25	22	38	9	16	2	28	4	27	5	8	3
	%	7.5%	7.0%	8.2%	8.7%	4.8%	7.5%	1.8%	9.4%	7.5%	7.6%	8.2%	9.3%	11.1%
	No	13	6	7	12	1	2	1	10		8	1	3	1
	%	2.1%	1.7%	2.6%	2.7%	.5%	.9%	.9%	3.4%		2.3%	1.6%	3.5%	3.7%
No response/unclear response	32	12	20	24	8	8	1	23		25	1	1	4	
%	5.1%	3.4%	7.5%	5.5%	4.3%	3.8%	.9%	7.7%		7.1%	1.6%	1.2%	14.8%	

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

Productivity Commission
Job Number: 98196

**TABLE 30A (cont'd): SERVICE COORDINATION / CASE MANAGEMENT
WOULD YOU ASK YOUR SERVICE CO-ORDINATOR IF YOU NEEDED HELP? (Q52)
CAN YOU TALK WITH YOUR SERVICE CO-ORDINATOR WHEN YOU WANT TO? (Q53)
IS YOUR SERVICE CO-ORDINATOR ABLE TO UNDERSTAND WHAT YOU WANT? (Q54)**

		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: Respondents with Service Coordination		624	514	110	409	105	333	180	196	114	78	232
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ASK ASSISTANCE FROM SERVICE CO-ORDINATOR	Yes	517	449	68	360	89	280	168	163	92	65	193
	%	82.9%	87.4%	61.8%	88.0%	84.8%	84.1%	93.3%	83.2%	80.7%	83.3%	83.2%
	Sometimes	29	25	4	22	3	19	6	11	4	5	9
	%	4.6%	4.9%	3.6%	5.4%	2.9%	5.7%	3.3%	5.6%	3.5%	6.4%	3.9%
	No - wouldn't ask service co-ordinator for help	36	23	13	18	5	18	5	14	9	4	9
	%	5.8%	4.5%	11.8%	4.4%	4.8%	5.4%	2.8%	7.1%	7.9%	5.1%	3.9%
Don't know/not applicable (never ask for help)	21	3	18	2	1	3		3	4	1	13	
%	3.4%	.6%	16.4%	.5%	1.0%	.9%		1.5%	3.5%	1.3%	5.6%	
No response/unclear response	21	14	7	7	7	13	1	5	5	3	8	
%	3.4%	2.7%	6.4%	1.7%	6.7%	3.9%	.6%	2.6%	4.4%	3.8%	3.4%	
CAN YOU TALK WITH SERVICE CO-ORDINATOR	Yes	511	436	75	349	87	278	157	162	98	65	182
	%	81.9%	84.8%	68.2%	85.3%	82.9%	83.5%	87.2%	82.7%	86.0%	83.3%	78.4%
	Sometimes	56	50	6	42	8	35	15	15	7	6	28
	%	9.0%	9.7%	5.5%	10.3%	7.6%	10.5%	8.3%	7.7%	6.1%	7.7%	12.1%
No	25	12	13	8	4	8	4	9	3	4	9	
%	4.0%	2.3%	11.8%	2.0%	3.8%	2.4%	2.2%	4.6%	2.6%	5.1%	3.9%	
No response/unclear response	32	16	16	10	6	12	4	10	6	3	13	
%	5.1%	3.1%	14.5%	2.4%	5.7%	3.6%	2.2%	5.1%	5.3%	3.8%	5.6%	
SERVICE CO-ORDINATOR ABLE TO UNDERSTAND WHAT YOU WANT	Yes	532	454	78	367	87	284	169	173	97	66	193
	%	85.3%	88.3%	70.9%	89.7%	82.9%	85.3%	93.9%	88.3%	85.1%	84.6%	83.2%
	Sometimes	47	37	10	26	11	31	6	10	8	7	21
	%	7.5%	7.2%	9.1%	6.4%	10.5%	9.3%	3.3%	5.1%	7.0%	9.0%	9.1%
No	13	5	8	4	1	3	2	5	3		5	
%	2.1%	1.0%	7.3%	1.0%	1.0%	.9%	1.1%	2.6%	2.6%		2.2%	
No response/unclear response	32	18	14	12	6	15	3	8	6	5	13	
%	5.1%	3.5%	12.7%	2.9%	5.7%	4.5%	1.7%	4.1%	5.3%	6.4%	5.6%	

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

Productivity Commission

Job Number: 98196

**TABLE 30B: SERVICE COORDINATION / CASE MANAGEMENT
DOES YOUR SERVICE CO-ORDINATOR DO THE THINGS HE/SHE SAYS HE/SHE WILL DO TO HELP YOU? (Q55)
OVERALL, HOW SATISFIED / HAPPY ARE YOU WITH YOUR SERVICE CO-ORDINATOR? (Q56a)**

		TOTAL	GENDER OF CLIENT		LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Male	Female	Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Respondents with Service Coordination		624	357	267	437	187	212	110	298	53	353	61	86	27
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SERVICE CO-ORDINATOR DOES WHAT THEY SAY TO HELP YOU	Yes	532	315	217	363	169	184	101	244	48	291	57	78	21
	%	85.3%	88.2%	81.3%	83.1%	90.4%	86.8%	91.8%	81.9%	90.6%	82.4%	93.4%	90.7%	77.8%
	Sometimes/some things/not always	37	21	16	31	6	16	6	15	3	19	2	6	3
	%	5.9%	5.9%	6.0%	7.1%	3.2%	7.5%	5.5%	5.0%	5.7%	5.4%	3.3%	7.0%	11.1%
	No	11	5	6	10	1	2	2	6		9	1	1	
	%	1.8%	1.4%	2.2%	2.3%	.5%	.9%	1.8%	2.0%		2.5%	1.6%	1.2%	
No response/unclear response	44	16	28	33	11	10	1	33	2	34	1	1	3	
%	7.1%	4.5%	10.5%	7.6%	5.9%	4.7%	.9%	11.1%	3.8%	9.6%	1.6%	1.2%	11.1%	
SATISFACTION WITH SERVICE CO-ORDINATOR	Satisfied/happy	530	311	219	360	170	186	96	244	46	301	51	75	21
	%	84.9%	87.1%	82.0%	82.4%	90.9%	87.7%	87.3%	81.9%	86.8%	85.3%	83.6%	87.2%	77.8%
	In-between/neither satisfied nor dissatisfied	37	22	15	31	6	14	11	12	4	14	6	8	2
	%	5.9%	6.2%	5.6%	7.1%	3.2%	6.6%	10.0%	4.0%	7.5%	4.0%	9.8%	9.3%	7.4%
	Dissatisfied/unhappy	18	9	9	16	2	4	1	13	2	9	2	2	1
	%	2.9%	2.5%	3.4%	3.7%	1.1%	1.9%	.9%	4.4%	3.8%	2.5%	3.3%	2.3%	3.7%
No response/unclear response	39	15	24	30	9	8	2	29	1	29	2	1	3	
%	6.3%	4.2%	9.0%	6.9%	4.8%	3.8%	1.8%	9.7%	1.9%	8.2%	3.3%	1.2%	11.1%	

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

Productivity Commission
Job Number: 98196

**TABLE 30B (cont'd): SERVICE COORDINATION / CASE MANAGEMENT
DOES YOUR SERVICE CO-ORDINATOR DO THE THINGS HE/SHE SAYS HE/SHE WILL DO TO HELP YOU? (Q55)
OVERALL, HOW SATISFIED / HAPPY ARE YOU WITH YOUR SERVICE CO-ORDINATOR? (Q56a)**

		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: Respondents with Service Coordination		624	514	110	409	105	333	180	196	114	78	232	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SERVICE CO-ORDINATOR DOES WHAT THEY SAY TO HELP YOU	Yes		532	454	78	364	90	285	168	170	96	67	196
		%	85.3%	88.3%	70.9%	89.0%	85.7%	85.6%	93.3%	86.7%	84.2%	85.9%	84.5%
	Sometimes/some things/not always		37	30	7	26	4	23	7	10	7	3	17
		%	5.9%	5.8%	6.4%	6.4%	3.8%	6.9%	3.9%	5.1%	6.1%	3.8%	7.3%
	No		11	8	3	4	4	7	1	3	3	1	4
		%	1.8%	1.6%	2.7%	1.0%	3.8%	2.1%	.6%	1.5%	2.6%	1.3%	1.7%
No response/unclear response		44	22	22	15	7	18	4	13	8	7	15	
	%	7.1%	4.3%	20.0%	3.7%	6.7%	5.4%	2.2%	6.6%	7.0%	9.0%	6.5%	
SATISFACTION WITH SERVICE CO-ORDINATOR	Satisfied/happy		530	450	80	359	91	290	159	170	95	67	195
		%	84.9%	87.5%	72.7%	87.8%	86.7%	87.1%	88.3%	86.7%	83.3%	85.9%	84.1%
	In-between/neither satisfied nor dissatisfied		37	29	8	25	4	16	13	13	9	4	11
		%	5.9%	5.6%	7.3%	6.1%	3.8%	4.8%	7.2%	6.6%	7.9%	5.1%	4.7%
	Dissatisfied/unhappy		18	14	4	11	3	11	3	4	2	2	10
		%	2.9%	2.7%	3.6%	2.7%	2.9%	3.3%	1.7%	2.0%	1.8%	2.6%	4.3%
No response/unclear response		39	21	18	14	7	16	5	9	8	5	16	
	%	6.3%	4.1%	16.4%	3.4%	6.7%	4.8%	2.8%	4.6%	7.0%	6.4%	6.9%	

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

Productivity Commission
Job Number: 98196

TABLE 30C: WHY ARE YOU UNHAPPY / DISSATISFIED WITH YOUR SERVICE CO-ORDINATOR? (Q56b)

		TOTAL	GENDER OF CLIENT		LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Male	Female	Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Respondents with Service Coordination		624	357	267	437	187	212	110	298	53	353	61	86	27	
	%	100.0%	100.0%	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	567	333	234	391	176	200	107	256	50	315	57	83	23	
		%	90.9%	87.6%	89.5%	94.1%	94.3%	97.3%	85.9%	94.3%	89.2%	93.4%	96.5%	85.2%	
	No response	39	15	24	30	9	8	2	29	1	29	2	1	3	
		%	6.3%	4.2%	9.0%	6.9%	4.8%	3.8%	1.8%	9.7%	1.9%	8.2%	3.3%	1.2%	11.1%
	Other	7	2	5	5	2	2		5		5			1	
		%	1.1%	.6%	1.9%	1.1%	1.1%	.9%		1.7%		1.4%			3.7%
	Relationship with services and staff	6	5	1	6		1	1	4	1	3	1	1		
		%	1.0%	1.4%	.4%	1.4%		.5%	.9%	1.3%	1.9%	.8%	1.6%	1.2%	
	Effectiveness of service	6	2	4	6		1	1	4		4		1		
		%	1.0%	.6%	1.5%	1.4%		.5%	.9%	1.3%		1.1%		1.2%	
	Quality of service	5	2	3	5		1		4		3	1	1		
		%	.8%	.6%	1.1%	1.1%		.5%		1.3%		.8%	1.6%	1.2%	
	Access to services	3	2	1	3		1		2	1			1		
		%	.5%	.6%	.4%	.7%		.5%		.7%	1.9%			1.2%	
Personal development and community inclusion	2	2		2			1	1		1	1				
	%	.3%	.6%		.5%		.9%	.3%		.3%	1.6%				
Choice/self determination	1		1	1				1		1					
	%	.2%		.4%	.2%			.3%		.3%					
Quality of life/including work	1	1		1				1			1				
	%	.2%	.3%		.2%			.3%			1.6%				
Rights/privacy and confidentiality	1		1	1				1		1					
	%	.2%		.4%	.2%			.3%		.3%					
Don't know	1		1	1				1			1				
	%	.2%		.4%	.2%			.3%			1.6%				

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

Productivity Commission
Job Number: 98196

TABLE 30C (cont'd): WHY ARE YOU UNHAPPY / DISSATISFIED WITH YOUR SERVICE CO-ORDINATOR? (Q56b)

		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: Respondents with Service Coordination		624	514	110	409	105	333	180	196	114	78	232
	%	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	567	479	88	384	95	306	172	183	104	71	206
	%	90.9%	93.2%	80.0%	93.9%	90.5%	91.9%	95.6%	93.4%	91.2%	91.0%	88.8%
	No response	39	21	18	14	7	16	5	9	8	5	16
	%	6.3%	4.1%	16.4%	3.4%	6.7%	4.8%	2.8%	4.6%	7.0%	6.4%	6.9%
	Other	7	5	2	4	1	4	1		1		6
	%	1.1%	1.0%	1.8%	1.0%	1.0%	1.2%	.6%		.9%		2.6%
	Relationship with services and staff	6	5	1	3	2	4	1	1	1	2	2
	%	1.0%	1.0%	.9%	.7%	1.9%	1.2%	.6%	.5%	.9%	2.6%	.9%
	Effectiveness of service	6	3	3	2	1	2	1	2		1	3
	%	1.0%	.6%	2.7%	.5%	1.0%	.6%	.6%	1.0%		1.3%	1.3%
	Quality of service	5	2	3	2		2		1			4
	%	.8%	.4%	2.7%	.5%		.6%		.5%			1.7%
	Access to services	3	3		3		2	1	2			1
	%	.5%	.6%		.7%		.6%	.6%	1.0%			.4%
	Personal development and community inclusion	2	2		1	1	2				1	1
	%	.3%	.4%		.2%	1.0%	.6%				1.3%	.4%
Quality of life/including work	1	1		1		1					1	
%	.2%	.2%		.2%		.3%					.4%	
Don't know	1	1		1		1					1	
%	.2%	.2%		.2%		.3%					.4%	
Choice/self determination	1		1								1	
%	.2%		.9%								.4%	
Rights/privacy and confidentiality	1		1								1	
%	.2%		.9%								.4%	

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

Productivity Commission

Job Number: 98196

TABLE 31: RESPITE SERVICES - DO YOU USE / GO TO RESPITE SERVICE? (Q57)

		TOTAL	GENDER OF CLIENT		LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Male	Female	Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Respondents with Respite Services on Pre-Survey		40	21	19	30	10	26	1	13	1	28	3	4	1
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
USE OF RESPITE SERVICE	Confirms respite service as on pre-survey	36	18	18	28	8	23		13	1	27	2	3	1
	%	90.0%	85.7%	94.7%	93.3%	80.0%	88.5%		100.0%	100.0%	96.4%	66.7%	75.0%	100.0%
	Gives (different) respite service	4	3	1	2	2	3	1			1	1	1	
%	10.0%	14.3%	5.3%	6.7%	20.0%	11.5%	100.0%			3.6%	33.3%	25.0%		

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

Productivity Commission

Job Number: 98196

TABLE 31 (cont'd): RESPITE SERVICES - DO YOU USE / GO TO RESPITE SERVICE? (Q57)

		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: Respondents with Respite Services on Pre-Survey		40	29	11	23	6	25	4	10	5	5	18
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
USE OF RESPITE SERVICE	Confirms respite service as on pre-survey	36	26	10	20	6	24	2	10	5	4	16
	%	90.0%	89.7%	90.9%	87.0%	100.0%	96.0%	50.0%	100.0%	100.0%	80.0%	88.9%
	Gives (different) respite service	4	3	1	3		1	2			1	2
	%	10.0%	10.3%	9.1%	13.0%		4.0%	50.0%			20.0%	11.1%

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

Productivity Commission

Job Number: 98196

TABLE 32A: RESPITE SERVICES - DO YOU LIKE SPENDING TIME WITH RESPITE SERVICE OR INDIVIDUAL? (Q58a)

		TOTAL	GENDER OF CLIENT		LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Male	Female	Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
			BASE: Respondents using Respite Services		40	21	19	30	10	26	1	13	1	28
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENJOY TIME WITH RESPITE SERVICE/ INDIVIDUAL	Yes - I like it	31	15	16	24	7	20	1	10	1	21	2	4	
		%	77.5%	71.4%	84.2%	80.0%	70.0%	76.9%	100.0%	76.9%	100.0%	75.0%	66.7%	100.0%
	In between - sometimes/lukewarm	5	4	1	2	3	2		3		4	1		
		%	12.5%	19.0%	5.3%	6.7%	30.0%	7.7%		23.1%		14.3%	33.3%	
	No - I don't like it	3	1	2	3		3				3			
	%	7.5%	4.8%	10.5%	10.0%		11.5%				10.7%			
No response/unclear response	1	1		1		1								1
	%	2.5%	4.8%		3.3%		3.8%							100.0%

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

*Productivity Commission
Job Number: 98196*

TABLE 32A (cont'd): RESPITE SERVICES - DO YOU LIKE SPENDING TIME WITH RESPITE SERVICE OR INDIVIDUAL? (Q58a)

		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: Respondents using Respite Services		40	29	11	23	6	25	4	10	5	5	18
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENJOY TIME WITH RESPITE SERVICE/ INDIVIDUAL	Yes - I like it	31	24	7	19	5	20	4	8	4	3	14
	%	77.5%	82.8%	63.6%	82.6%	83.3%	80.0%	100.0%	80.0%	80.0%	60.0%	77.8%
	In between - sometimes/lukewarm	5	3	2	2	1	3		2	1		2
	%	12.5%	10.3%	18.2%	8.7%	16.7%	12.0%		20.0%	20.0%		11.1%
	No - I don't like it	3	2	1	2		2				1	2
%	7.5%	6.9%	9.1%	8.7%		8.0%				20.0%	11.1%	
No response/unclear response	1		1								1	
%	2.5%		9.1%								20.0%	

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

*Productivity Commission
Job Number: 98196*

TABLE 32B: RESPITE SERVICES - WHAT IS IT YOU DON'T LIKE ABOUT YOUR RESPITE SERVICE / INDIVIDUAL? (Q58b)

		TOTAL	GENDER OF CLIENT		LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Male	Female	Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Respondents using Respite Services		40	21	19	30	10	26	1	13	1	28	3	4	1
	%	100.0%	100.0%	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	36	19	17	26	10	22	1	13	1	25	3	4	
	%	90.0%	90.5%	89.5%	86.7%	100.0%	84.6%	100.0%	100.0%	100.0%	89.3%	100.0%	100.0%	
	Quality of service	1	1		1		1				1			
	%	2.5%	4.8%		3.3%		3.8%				3.6%			
	No response	1	1		1		1							1
	%	2.5%	4.8%		3.3%		3.8%							100.0%
	Don't know	1		1	1		1				1			
	%	2.5%		5.3%	3.3%		3.8%				3.6%			
Other	1		1	1		1				1				
%	2.5%		5.3%	3.3%		3.8%				3.6%				

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

*Productivity Commission
Job Number: 98196*

TABLE 32B (cont'd): RESPITE SERVICES - WHAT IS IT YOU DON'T LIKE ABOUT YOUR RESPITE SERVICE / INDIVIDUAL? (Q58b)

		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: Respondents using Respite Services		40	29	11	23	6	25	4	10	5	5	18	
	%	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		36	27	9	21	6	23	4	10	5	3	16
		%	90.0%	93.1%	81.8%	91.3%	100.0%	92.0%	100.0%	100.0%	100.0%	60.0%	88.9%
	Don't know		1	1		1		1					1
		%	2.5%	3.4%		4.3%		4.0%					5.6%
	Other		1	1		1		1					1
		%	2.5%	3.4%		4.3%		4.0%					5.6%
	Quality of service		1		1							1	
		%	2.5%		9.1%							20.0%	
No response		1		1							1		
	%	2.5%		9.1%							20.0%		