

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

*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 (weighted)		1449	837	612	864	585	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
STATE	NSW		489	296	193	274	215
		%	33.7%	35.4%	31.5%	31.7%	36.8%
	Vic		417	228	189	283	134
		%	28.8%	27.2%	30.9%	32.7%	23.0%
	Qld		177	109	69	129	48
		%	12.2%	13.0%	11.2%	14.9%	8.3%
	WA		156	84	72	84	71
		%	10.8%	10.0%	11.7%	9.8%	12.2%
	SA		141	85	56	55	87
		%	9.7%	10.1%	9.2%	6.3%	14.8%
	Tas		37	24	13	18	19
		%	2.5%	2.8%	2.1%	2.1%	3.2%
	NT		10	9	1	7	3
		%	.7%	1.0%	.2%	.8%	.5%
ACT		22	3	19	15	7	
	%	1.5%	.3%	3.1%	1.7%	1.1%	
GENDER OF CLIENT	Male		837	837	501	336	
		%	57.7%	100.0%	58.0%	57.4%	
	Female		612		612	363	249
		%	42.3%		100.0%	42.0%	42.6%

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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 (weighted)		1449	1042	407	803	244	391	73	794	143	219	121		
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
STATE	NSW		489	341	148	304	69	109	26	316	30	63	17	
		%	33.7%	32.7%	36.4%	37.8%	28.4%	27.9%	35.6%	39.9%	21.1%	28.9%	14.3%	
	Vic		417	281	136	239	77	100	16	157	51	90	84	
		%	28.8%	26.9%	33.5%	29.8%	31.4%	25.4%	22.6%	19.8%	35.3%	41.0%	69.5%	
	Qld		177	100	77	100	37	41	17	95	31	21	7	
		%	12.2%	9.6%	19.0%	12.4%	15.1%	10.5%	23.1%	11.9%	21.8%	9.6%	6.1%	
	WA		156	131	24	72	26	56	7	97	16	21	7	
		%	10.8%	12.6%	6.0%	9.0%	10.8%	14.4%	9.2%	12.2%	11.4%	9.4%	5.6%	
	SA		141	121	20	65	21	54	3	93	15	7	4	
		%	9.7%	11.6%	5.0%	8.1%	8.8%	13.7%	4.8%	11.8%	10.2%	3.0%	2.9%	
	Tas		37	37		20	7	9	3	19	0	3	2	
		%	2.5%	3.5%		2.5%	3.0%	2.3%	4.5%	2.4%	.2%	1.2%	1.5%	
	NT		10	10		1	6	3		10				
		%	.7%	1.0%		.2%	2.4%	.7%		1.3%				
	ACT		22	22		2	0	19	0	6	0	15		
		%	1.5%	2.1%		.2%	.2%	5.0%	.2%	.8%	.1%	6.9%		
	GENDER OF CLIENT	Male		837	586	251	469	151	209	51	437	93	127	70
			%	57.7%	56.2%	61.6%	58.4%	62.1%	53.3%	69.7%	55.0%	65.1%	58.1%	57.8%
Female			612	456	156	334	92	183	22	357	50	92	51	
		%	42.3%	43.8%	38.4%	41.6%	37.9%	46.7%	30.3%	45.0%	34.9%	41.9%	42.2%	

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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 (weighted)		1449	1261	188	1151	110	501	759	601	232	158	249		
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
STATE	NSW		489	423	66	383	40	159	263	222	63	43	95	
		%	33.7%	33.5%	35.1%	33.2%	36.7%	31.9%	34.7%	36.9%	27.3%	27.3%	38.1%	
	Vic		417	367	50	343	25	125	241	152	71	55	91	
		%	28.8%	29.1%	26.4%	29.8%	22.5%	25.0%	31.8%	25.3%	30.7%	34.8%	36.7%	
	Qld		177	166	12	155	11	62	104	98	36	11	9	
		%	12.2%	13.1%	6.2%	13.5%	9.7%	12.3%	13.7%	16.2%	15.4%	7.2%	3.6%	
	WA		156	120	36	109	12	53	67	59	27	22	21	
		%	10.8%	9.5%	18.9%	9.4%	10.6%	10.6%	8.9%	9.8%	11.8%	14.0%	8.6%	
	SA		141	123	18	114	9	76	47	47	27	20	13	
		%	9.7%	9.8%	9.5%	9.9%	8.4%	15.2%	6.3%	7.8%	11.5%	12.4%	5.2%	
	Tas		37	34	2	27	7	17	17	18	5	5	4	
		%	2.5%	2.7%	1.3%	2.4%	6.7%	3.4%	2.3%	3.0%	2.0%	3.2%	1.7%	
	NT		10	7	3	3	4	4	3	6	2	1		
		%	.7%	.6%	1.6%	.2%	4.0%	.9%	.4%	.9%	.6%	.9%		
	ACT		22	20	2	18	2	4	15	1	2	0	15	
		%	1.5%	1.6%	1.0%	1.6%	1.4%	.9%	2.0%	.2%	.7%	.3%	6.1%	
	GENDER OF CLIENT	Male		837	750	87	670	79	329	420	364	137	82	122
			%	57.7%	59.5%	46.2%	58.2%	72.5%	65.7%	55.3%	60.5%	59.2%	52.1%	49.1%
Female			612	511	101	481	30	172	339	238	95	76	127	
		%	42.3%	40.5%	53.8%	41.8%	27.5%	34.3%	44.7%	39.5%	40.8%	47.9%	50.9%	

**DISABILITY SERVICES SATISFACTION SURVEY
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TABLE 1A (cont'd): DEMOGRAPHICS - STATE / GENDER

		TOTAL	STATE									
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT		
BASE: Receives CSDA Employment Service (weighted)		1449	489	417	177	156	141	37	10	22		
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
STATE	NSW		489	489								
		%	100.0%	100.0%								
	Vic		417		417							
		%	100.0%		100.0%							
	Qld		177			177						
		%	100.0%			100.0%						
	WA		156				156					
		%	100.0%				100.0%					
	SA		141					141				
		%	100.0%					100.0%				
	Tas		37						37			
		%	100.0%						100.0%			
	NT		10							10		
		%	100.0%							100.0%		
	ACT		22								22	
		%	100.0%								100.0%	
	GENDER OF CLIENT	Male		837	296	228	109	84	85	24	9	3
			%	57.7%	60.6%	54.6%	61.2%	54.0%	60.0%	64.3%	86.0%	11.7%
Female			612	193	189	69	72	56	13	1	19	
		%	42.3%	39.4%	45.4%	38.8%	46.0%	40.0%	35.7%	14.0%	88.3%	

**DISABILITY SERVICES SATISFACTION SURVEY
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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 (weighted)		1449	837	612	864	585	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
AGE	18-34		601	364	238	418	184
		%	41.5%	43.5%	38.8%	48.3%	31.4%
	35-44		232	137	95	113	119
		%	16.0%	16.4%	15.4%	13.0%	20.3%
	45-54		158	82	76	76	82
		%	10.9%	9.8%	12.3%	8.8%	14.0%
	55 plus		249	122	127	182	67
		%	17.2%	14.6%	20.7%	21.0%	11.5%
	No response		209	131	78	76	133
		%	14.4%	15.7%	12.7%	8.8%	22.8%

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

*Productivity Commission
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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 (weighted)		1449	1042	407	803	244	391	73	794	143	219	121	
	%	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		601	401	201	408	81	113	31	388	51	66	22
		%	41.5%	38.4%	49.4%	50.8%	33.2%	28.8%	43.0%	48.9%	35.9%	29.9%	18.0%
	35-44		232	159	72	99	51	75	11	123	31	35	12
		%	16.0%	15.3%	17.7%	12.4%	20.8%	19.2%	15.4%	15.5%	21.5%	16.2%	10.3%
	45-54		158	108	50	65	32	58	4	75	33	34	3
		%	10.9%	10.3%	12.4%	8.1%	13.2%	14.9%	5.1%	9.4%	23.1%	15.7%	2.3%
	55 plus		249	224	25	128	53	68	13	65	14	70	75
		%	17.2%	21.5%	6.2%	16.0%	21.8%	17.3%	18.2%	8.2%	9.7%	31.8%	62.0%
	No response		209	151	58	102	27	78	13	143	14	14	9
		%	14.4%	14.5%	14.3%	12.7%	11.1%	19.8%	18.2%	18.0%	9.7%	6.4%	7.5%

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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 (weighted)		1449	1261	188	1151	110	501	759	601	232	158	249
	%	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	601	524	77	491	33	172	351	601			
	%	41.5%	41.6%	40.9%	42.7%	30.3%	34.4%	46.3%	100.0%			
	35-44	232	200	31	174	27	104	97		232		
	%	16.0%	15.9%	16.6%	15.1%	24.4%	20.7%	12.7%		100.0%		
	45-54	158	137	21	123	15	63	75			158	
	%	10.9%	10.9%	10.9%	10.7%	13.4%	12.6%	9.8%			100.0%	
	55 plus	249	212	37	205	7	23	190				249
	%	17.2%	16.8%	19.4%	17.8%	6.6%	4.5%	25.0%				100.0%
	No response	209	186	23	158	28	139	47				
	%	14.4%	14.8%	12.2%	13.8%	25.3%	27.8%	6.2%				

**DISABILITY SERVICES SATISFACTION SURVEY
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TABLE 1B (cont'd): DEMOGRAPHICS - AGE

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Employment Service (weighted)		1449	489	417	177	156	141	37	10	22	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
AGE	18-34		601	222	152	98	59	47	18	6	1
		%	41.5%	45.3%	36.4%	55.0%	37.7%	33.0%	48.5%	56.2%	6.1%
	35-44		232	63	71	36	27	27	5	2	2
		%	16.0%	12.9%	17.0%	20.0%	17.6%	18.9%	12.8%	14.9%	7.1%
	45-54		158	43	55	11	22	20	5	1	0
		%	10.9%	8.8%	13.2%	6.4%	14.2%	13.8%	13.5%	14.0%	2.0%
	55 plus		249	95	91	9	21	13	4		15
		%	17.2%	19.4%	21.9%	5.1%	13.8%	9.1%	11.4%		70.9%
	No response		209	66	48	24	26	36	5	2	3
		%	14.4%	13.5%	11.5%	13.5%	16.8%	25.2%	13.7%	14.9%	13.8%

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 (weighted)		1449	837	612	864	585	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
Primary Disability	Developmental delay		33	19	14	3	31
		%	2.3%	2.3%	2.3%	.3%	5.3%
	Intellectual (including Down Syndrome)		687	370	318	297	390
		%	47.4%	44.2%	51.9%	34.4%	66.7%
	Specific learning/Attention Deficit Disorder		50	29	21	47	3
		%	3.5%	3.5%	3.4%	5.5%	.5%

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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	Autism	23	19	4	14	9
	%	1.6%	2.2%	.7%	1.6%	1.5%
	Physical	219	127	92	181	38
	%	15.1%	15.2%	15.0%	21.0%	6.5%
	Acquired brain injury	44	35	8	31	13
	%	3.0%	4.2%	1.4%	3.5%	2.2%
	Deaf/blind (dual sensory)	3	3		3	
	%	.2%	.3%		.3%	
	Vision (sensory)	96	49	47	91	5
	%	6.6%	5.9%	7.6%	10.5%	.9%
	Hearing (sensory)	18	15	4	16	3
	%	1.3%	1.7%	.6%	1.8%	.4%
	Speech (sensory)	3	3	0		3
	%	.2%	.4%	.1%		.6%
	Psychiatric	143	93	50	129	14
	%	9.9%	11.1%	8.2%	15.0%	2.4%
Neurological (inc epilepsy/Alzheimer's)	29	15	14	25	4	
%	2.0%	1.8%	2.2%	2.9%	.7%	
No response	100	59	41	26	73	
%	6.9%	7.0%	6.7%	3.1%	12.5%	
COGNITIVE DISABILITY - SUMMARY	73	51	22	56	17	
%	5.0%	6.1%	3.6%	6.5%	2.9%	
INTELLECTUAL/ SPECIFIC LEARNING DISABILITY -	794	437	357	361	432	
%	54.8%	52.2%	58.2%	41.8%	73.9%	
SENSORY DISABILITY - SUMMARY	121	70	51	110	11	
%	8.3%	8.3%	8.3%	12.7%	1.9%	

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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 (weighted)		1449	1042	407	803	244	391	73	794	143	219	121
	%	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	33	22	12	12	10	12		33			
	%	2.3%	2.1%	2.9%	1.5%	4.0%	3.0%		4.2%			
	Intellectual (including Down Syndrome)	687	489	198	355	72	249		687			
	%	47.4%	46.9%	48.7%	44.2%	29.7%	63.5%		86.6%			
	Specific learning/Attention Deficit Disorder	50	28	22	44	3	4		50			
	%	3.5%	2.7%	5.5%	5.4%	1.3%	.9%		6.3%			
	Autism	23	19	4	16	4	3		23			
	%	1.6%	1.8%	.9%	1.9%	1.5%	.8%		2.9%			
	Physical	219	159	60	110	62	47				219	
	%	15.1%	15.2%	14.8%	13.7%	25.4%	12.0%				100.0%	
	Acquired brain injury	44	28	15	23	8	13	44				
	%	3.0%	2.7%	3.8%	2.9%	3.1%	3.2%	59.9%				
	Deaf/blind (dual sensory)	3	3		3							3
	%	.2%	.3%		.4%							2.4%
	Vision (sensory)	96	90	6	68	16	12					96
	%	6.6%	8.6%	1.5%	8.5%	6.5%	3.1%					79.6%
	Hearing (sensory)	18	12	6	11	5	2					18
%	1.3%	1.2%	1.5%	1.4%	2.2%	.4%					15.2%	
Speech (sensory)	3	2	2	0	1	2					3	
%	.2%	.2%	.5%	.0%	.3%	.6%					2.9%	
Psychiatric	143	92	51	85	44	14				143		
%	9.9%	8.8%	12.6%	10.6%	18.0%	3.6%				100.0%		
Neurological (inc epilepsy/Alzheimer's)	29	23	7	23	3	3	29					
%	2.0%	2.2%	1.6%	2.9%	1.3%	.7%	40.1%					
No response	100	76	24	52	16	32						
%	6.9%	7.3%	5.8%	6.5%	6.5%	8.1%						
COGNITIVE DISABILITY - SUMMARY	73	51	22	47	11	15	73					
%	5.0%	4.9%	5.4%	5.8%	4.4%	3.9%	100.0%					
INTELLECTUAL/ SPECIFIC LEARNING DISABILITY -	794	558	236	426	89	267		794				
%	54.8%	53.5%	58.0%	53.1%	36.5%	68.3%		100.0%				

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

			TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
				Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
Primary Disability	SENSORY DISABILITY - SUMMARY		121	107	14	82	22	16					121
		%	8.3%	10.3%	3.4%	10.3%	9.1%	4.1%					100.0%

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

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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 (weighted)		1449	1261	188	1151	110	501	759	601	232	158	249
	%	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	33	27	6	24	3	21	6	13	8	3	1
	%	2.3%	2.2%	3.2%	2.1%	2.7%	4.3%	.8%	2.2%	3.6%	2.1%	.6%
	Intellectual (including Down Syndrome)	687	549	138	470	79	311	237	311	112	71	64
	%	47.4%	43.6%	73.3%	40.9%	72.0%	62.2%	31.3%	51.7%	48.4%	45.1%	25.7%
	Specific learning/Attention Deficit Disorder	50	49	1	49		4	45	47			
	%	3.5%	3.9%	.4%	4.3%		.8%	6.0%	7.8%			
	Autism	23	20	3	17	3	8	12	17	2	0	
	%	1.6%	1.6%	1.4%	1.5%	2.9%	1.6%	1.6%	2.9%	1.0%	.1%	
	Physical	219	208	11	205	2	30	178	66	35	34	70
	%	15.1%	16.5%	6.1%	17.8%	2.1%	5.9%	23.5%	10.9%	15.3%	21.8%	28.0%
	Acquired brain injury	44	43	1	42	1	17	26	15	8	3	9
	%	3.0%	3.4%	.4%	3.7%	.7%	3.4%	3.4%	2.6%	3.3%	1.9%	3.5%
	Deaf/blind (dual sensory)	3		3								3
	%	.2%		1.5%								1.2%
	Vision (sensory)	96	95	1	95		3	93	16	4	1	71
	%	6.6%	7.6%	.4%	8.3%		.5%	12.2%	2.7%	1.7%	.9%	28.6%
	Hearing (sensory)	18	18		10	8	18	1	4	7	1	1
	%	1.3%	1.5%		.9%	7.7%	3.5%	.1%	.7%	2.9%	.3%	.3%
Speech (sensory)	3	2	1	2		2	0	1	2	1		
%	.2%	.2%	.7%	.2%		.4%	.1%	.1%	.8%	.5%		
Psychiatric	143	135	9	135		30	105	51	31	33	14	
%	9.9%	10.7%	4.6%	11.7%		5.9%	13.8%	8.6%	13.3%	21.0%	5.6%	
Neurological (inc epilepsy/Alzheimer's)	29	28	1	28	0	11	18	16	4	1	4	
%	2.0%	2.3%	.4%	2.4%	.4%	2.2%	2.3%	2.6%	1.5%	.5%	1.8%	
No response	100	85	14	73	12	47	39	44	19	9	12	
%	6.9%	6.8%	7.7%	6.3%	11.4%	9.3%	5.1%	7.3%	8.2%	5.9%	4.8%	
COGNITIVE DISABILITY - SUMMARY	73	71	1	70	1	28	43	31	11	4	13	
%	5.0%	5.7%	.8%	6.1%	1.1%	5.6%	5.7%	5.2%	4.9%	2.3%	5.3%	
INTELLECTUAL/ SPECIFIC LEARNING DISABILITY -	794	646	148	561	85	344	301	388	123	75	65	
%	54.8%	51.2%	78.3%	48.7%	77.6%	68.8%	39.6%	64.5%	53.0%	47.2%	26.2%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			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
Primary Disability	SENSORY DISABILITY - SUMMARY	121	116	5	108	8	22	94	22	12	3	75
	%	8.3%	9.2%	2.6%	9.3%	7.7%	4.4%	12.4%	3.6%	5.4%	1.8%	30.1%

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

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Employment Service (weighted)		1449	489	417	177	156	141	37	10	22
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Disability	Developmental delay	33	22	7	2	1	1	1		1
	%	2.3%	4.4%	1.7%	.9%	.5%	.6%	2.5%		2.6%
	Intellectual (including Down Syndrome)	687	255	129	88	95	88	18	10	6
	%	47.4%	52.0%	30.8%	49.7%	60.7%	62.4%	48.0%	100.0%	26.0%
	Specific learning/Attention Deficit Disorder	50	24	19	4		3			
	%	3.5%	5.0%	4.7%	2.0%		1.9%			
	Autism	23	16	2	2	2	2	0		0
	%	1.6%	3.2%	.4%	.9%	1.0%	1.2%	.7%		.5%
	Physical	219	63	90	21	21	7	3		15
	%	15.1%	12.9%	21.5%	11.8%	13.2%	4.7%	7.3%		69.9%
	Acquired brain injury	44	16	10	9	4	2	3		
	%	3.0%	3.2%	2.5%	4.8%	2.6%	1.6%	7.0%		
Deaf/blind (dual sensory)	3	3								
%	.2%	.6%								
Vision (sensory)	96	7	79	3	5	0	1			
%	6.6%	1.5%	19.0%	1.8%	3.4%	.3%	2.3%			
Hearing (sensory)	18	6	4	4	1	3	1			
%	1.3%	1.2%	.9%	2.2%	.7%	1.9%	2.5%			

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

*Productivity Commission
Job Number: 98196*

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

			TOTAL	STATE							
				NSW	Vic	Qld	WA	SA	Tas	NT	ACT
Primary Disability	Speech (sensory)		3	1	1	0	0	0			
		%	.2%	.3%	.2%	.2%	.3%	.3%			
	Psychiatric		143	30	51	31	16	15	0		0
		%	9.9%	6.2%	12.1%	17.6%	10.5%	10.3%	.7%		.5%
	Neurological (inc epilepsy/Alzheimer's)		29	10	6	8	3	1	1		0
		%	2.0%	2.1%	1.5%	4.6%	1.7%	.9%	1.8%		.5%
	No response		100	36	19	6	9	20	10		
		%	6.9%	7.3%	4.6%	3.5%	5.5%	13.9%	27.1%		
	COGNITIVE DISABILITY - SUMMARY		73	26	16	17	7	3	3		0
		%	5.0%	5.3%	3.9%	9.5%	4.3%	2.5%	8.9%		.5%
INTELLECTUAL/ SPECIFIC LEARNING DISABILITY -		794	316	157	95	97	93	19	10	6	
	%	54.8%	64.7%	37.6%	53.4%	62.1%	66.1%	51.2%	100.0%	29.1%	
SENSORY DISABILITY - SUMMARY		121	17	84	7	7	4	2			
	%	8.3%	3.5%	20.1%	4.2%	4.4%	2.5%	4.8%			

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 (weighted)		1449	837	612	864	585
	%	100.0%	100.0%	100.0%	100.0%	100.0%
All disability types	INTELLECTUAL / SPECIFIC LEARNING DISABILITY -	848	471	376	400	448
	%	58.5%	56.3%	61.5%	46.3%	76.5%
	Intellectual (including Down Syndrome)	748	408	340	341	407
	%	51.6%	48.7%	55.5%	39.5%	69.5%
Physical		301	174	128	223	78
	%	20.8%	20.7%	20.8%	25.8%	13.3%

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

*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	SENSORY DISABILITY - SUMMARY	259	149	110	145	113
	%	17.8%	17.8%	17.9%	16.8%	19.4%
	Psychiatric	171	107	64	139	33
	%	11.8%	12.8%	10.4%	16.0%	5.6%
	Vision (sensory)	146	77	69	112	34
	%	10.1%	9.2%	11.3%	12.9%	5.9%
	COGNITIVE DISABILITY - SUMMARY	126	73	53	77	49
	%	8.7%	8.8%	8.6%	8.9%	8.4%
	No response	98	59	40	26	72
	%	6.8%	7.0%	6.5%	3.1%	12.3%
	Speech (sensory)	94	57	37	19	74
	%	6.5%	6.8%	6.0%	2.2%	12.7%
	Neurological (inc epilepsy/Alzheimer's)	84	40	44	46	38
	%	5.8%	4.8%	7.2%	5.3%	6.5%
	Specific learning/Attention Deficit Disorder	69	44	25	61	8
	%	4.8%	5.3%	4.1%	7.0%	1.4%
	Acquired brain injury	49	40	10	34	15
	%	3.4%	4.7%	1.6%	4.0%	2.5%
Developmental delay	47	30	17	3	44	
%	3.2%	3.5%	2.8%	.4%	7.4%	
Hearing (sensory)	46	28	18	17	29	
%	3.1%	3.3%	2.9%	1.9%	5.0%	
Autism	28	22	6	14	15	
%	2.0%	2.7%	1.0%	1.6%	2.5%	
Deaf/blind (dual sensory)	5	4	1	4	1	
%	.3%	.5%	.1%	.4%	.2%	

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

Productivity Commission
Job Number: 98196

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

		LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
		TOTAL	Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Employment Service (weighted)		1449	1042	407	803	244	391	73	794	143	219	121
	%	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 -	848	603	245	463	95	279	9	794	12	20	13
	%	58.5%	57.9%	60.2%	57.6%	39.2%	71.2%	12.0%	100.0%	8.4%	9.2%	11.0%
	Intellectual (including Down Syndrome)	748	533	214	398	77	261	9	699	11	19	10
	%	51.6%	51.2%	52.7%	49.6%	31.7%	66.8%	12.0%	88.1%	7.4%	8.9%	7.9%
	Physical	301	216	86	143	79	77	21	55	6	219	0
	%	20.8%	20.7%	21.0%	17.8%	32.5%	19.6%	28.7%	6.9%	4.1%	100.0%	.3%
	SENSORY DISABILITY - SUMMARY	259	206	52	125	35	94	9	114		13	121
	%	17.8%	19.8%	12.8%	15.6%	14.4%	24.1%	12.2%	14.4%		6.1%	100.0%
	Psychiatric	171	113	58	91	51	29		21	143	4	3
	%	11.8%	10.8%	14.3%	11.3%	20.9%	7.4%		2.6%	100.0%	1.8%	2.6%
	Vision (sensory)	146	121	25	88	19	38	5	33		11	96
	%	10.1%	11.7%	6.1%	11.0%	7.9%	9.8%	7.5%	4.2%		5.1%	79.6%
	COGNITIVE DISABILITY - SUMMARY	126	87	39	67	17	42	73	46	3	5	
	%	8.7%	8.3%	9.7%	8.4%	7.0%	10.7%	100.0%	5.8%	1.9%	2.2%	
	Speech (sensory)	94	65	29	29	10	51	3	84		2	3
	%	6.5%	6.2%	7.2%	3.7%	4.3%	12.9%	4.0%	10.6%		1.1%	2.9%
	Neurological (inc epilepsy/Alzheimer's)	84	57	26	46	7	31	35	44		4	
	%	5.8%	5.5%	6.5%	5.7%	3.0%	7.9%	48.8%	5.6%		1.8%	
	No response	98	76	22	51	16	32					
	%	6.8%	7.3%	5.5%	6.3%	6.5%	8.1%					
Specific learning/Attention Deficit Disorder	69	39	30	56	6	7		66			3	
%	4.8%	3.8%	7.3%	7.0%	2.3%	1.7%		8.3%			2.4%	
Acquired brain injury	49	32	17	25	10	14	44	2	3	1		
%	3.4%	3.1%	4.2%	3.1%	4.3%	3.6%	60.1%	.2%	1.9%	.5%		
Developmental delay	47	30	17	13	12	22		45	1	1		
%	3.2%	2.8%	4.3%	1.6%	4.9%	5.7%		5.6%	1.0%	.3%		
Hearing (sensory)	46	35	11	16	7	22		25		2	18	
%	3.1%	3.3%	2.6%	2.0%	2.7%	5.7%		3.2%		.8%	15.2%	
Autism	28	24	4	16	4	7		28			1	
%	2.0%	2.3%	1.1%	2.1%	1.8%	1.9%		3.5%			.7%	

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

*Productivity Commission
Job Number: 98196*

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

			TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
				Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
All disability types	Deaf/blind (dual sensory)		5	5	0	3		2	1	1			3
		%	.3%	.4%	.1%	.4%		.4%	1.2%	.2%			2.4%

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

Productivity Commission
Job Number: 98196

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Employment Service (weighted)		1449	1261	188	1151	110	501	759	601	232	158	249
	%	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 -	848	692	156	606	86	366	325	411	127	78	78
	%	58.5%	54.9%	82.9%	52.6%	78.4%	73.1%	42.8%	68.4%	54.9%	49.2%	31.2%
	Intellectual (including Down Syndrome)	748	603	145	522	81	332	270	345	115	74	73
	%	51.6%	47.8%	77.0%	45.3%	74.1%	66.3%	35.6%	57.3%	49.7%	47.1%	29.5%
	Physical	301	278	23	265	13	72	206	94	56	44	76
	%	20.8%	22.1%	12.2%	23.1%	11.6%	14.4%	27.1%	15.6%	24.1%	27.9%	30.7%
	SENSORY DISABILITY - SUMMARY	259	204	55	172	32	94	110	65	40	20	99
	%	17.8%	16.2%	29.1%	14.9%	29.4%	18.8%	14.4%	10.8%	17.4%	12.8%	39.9%
	Psychiatric	171	160	11	152	8	47	113	61	37	39	17
	%	11.8%	12.7%	6.0%	13.2%	6.9%	9.4%	14.9%	10.2%	16.0%	24.4%	6.9%
	Vision (sensory)	146	131	15	125	6	29	101	32	15	7	80
	%	10.1%	10.4%	8.2%	10.8%	5.5%	5.9%	13.4%	5.4%	6.5%	4.1%	32.3%
	COGNITIVE DISABILITY - SUMMARY	126	111	15	103	8	50	61	49	20	10	24
	%	8.7%	8.8%	8.0%	8.9%	7.7%	10.1%	8.0%	8.1%	8.6%	6.2%	9.4%
	No response	98	85	13	73	12	47	39	43	18	9	12
	%	6.8%	6.8%	7.0%	6.3%	11.4%	9.3%	5.1%	7.2%	7.9%	5.9%	4.8%
	Neurological (inc epilepsy/Alzheimer's)	84	69	14	62	7	35	35	36	12	7	15
	%	5.8%	5.5%	7.6%	5.4%	6.5%	7.0%	4.6%	5.9%	5.2%	4.4%	6.2%
	Speech (sensory)	94	53	41	38	15	48	5	28	22	11	15
	%	6.5%	4.2%	21.5%	3.3%	13.8%	9.6%	.7%	4.7%	9.6%	7.2%	5.9%
Specific learning/Attention Deficit Disorder	69	65	4	65	1	9	56	56	0		6	
%	4.8%	5.2%	2.0%	5.6%	.7%	1.9%	7.3%	9.3%	.2%		2.3%	
Acquired brain injury	49	48	1	47	1	20	29	17	9	3	10	
%	3.4%	3.8%	.4%	4.1%	1.2%	3.9%	3.8%	2.8%	3.9%	1.9%	3.8%	
Developmental delay	47	39	8	34	4	30	9	15	11	7	5	
%	3.2%	3.1%	4.3%	3.0%	4.0%	6.0%	1.2%	2.5%	4.6%	4.2%	2.1%	
Hearing (sensory)	46	38	8	18	20	36	2	8	10	7	6	
%	3.1%	3.0%	4.1%	1.6%	18.0%	7.2%	.3%	1.3%	4.4%	4.6%	2.3%	
Autism	28	24	4	20	4	10	13	20	3	1	1	
%	2.0%	1.9%	2.3%	1.8%	3.2%	2.1%	1.8%	3.4%	1.4%	.3%	.3%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
All disability types	Deaf/blind (dual sensory)	5	2	3	1	0	1	1	1			4
	%	.3%	.1%	1.8%	.1%	.4%	.2%	.1%	.2%			1.5%

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

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Employment Service (weighted)		1449	489	417	177	156	141	37	10	22
	%	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 -	848	338	175	100	104	95	19	10	6
	%	58.5%	69.1%	42.0%	56.3%	66.7%	67.3%	52.6%	100.0%	29.6%
	Intellectual (including Down Syndrome)	748	282	146	93	101	92	18	10	6
	%	51.6%	57.6%	35.0%	52.6%	64.8%	64.8%	50.1%	100.0%	26.5%
	Physical	301	88	109	32	34	17	5		16
	%	20.8%	17.9%	26.1%	18.2%	22.1%	12.1%	14.1%		72.5%
	SENSORY DISABILITY - SUMMARY	259	69	123	19	25	14	3	4	1
	%	17.8%	14.1%	29.6%	10.9%	15.8%	9.6%	9.0%	43.8%	5.1%
	Psychiatric	171	37	62	32	18	20	1		1
	%	11.8%	7.7%	14.8%	18.0%	11.5%	14.3%	3.5%		3.1%
	Vision (sensory)	146	29	94	6	13	4	1		0
	%	10.1%	5.9%	22.4%	3.5%	8.1%	2.8%	2.3%		1.0%
	COGNITIVE DISABILITY - SUMMARY	126	37	33	24	17	9	5		0
	%	8.7%	7.6%	8.0%	13.6%	11.1%	6.5%	13.1%		1.5%
No response	98	36	18	6	8	20	10			
%	6.8%	7.3%	4.4%	3.5%	5.2%	13.9%	27.1%			
Speech (sensory)	94	33	28	11	9	7	1	4	1	
%	6.5%	6.8%	6.7%	6.0%	6.0%	4.6%	2.8%	43.8%	3.1%	

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

*Productivity Commission
Job Number: 98196*

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

			TOTAL	STATE							
				NSW	Vic	Qld	WA	SA	Tas	NT	ACT
All disability types	Neurological (inc epilepsy/Alzheimer's)		84	26	24	14	11	6	2		0
		%	5.8%	5.3%	5.7%	7.9%	7.3%	4.3%	6.5%		1.0%
	Specific learning/Attention Deficit Disorder		69	35	22	7	1	4	1		
		%	4.8%	7.1%	5.2%	4.0%	.5%	2.8%	2.1%		
	Acquired brain injury		49	16	10	11	6	3	3		0
		%	3.4%	3.2%	2.5%	5.9%	4.1%	2.2%	7.8%		1.0%
	Developmental delay		47	30	8	4	1	2	1		1
		%	3.2%	6.2%	1.9%	2.0%	.9%	1.2%	4.0%		2.6%
	Hearing (sensory)		46	14	12	5	7	5	1		0
		%	3.1%	2.9%	2.9%	2.9%	4.8%	3.4%	4.0%		1.5%
	Autism		28	17	4	2	2	3	1		0
		%	2.0%	3.5%	1.0%	.9%	1.2%	1.8%	1.4%		2.0%
	Deaf/blind (dual sensory)		5	3		0	0	1			
		%	.3%	.6%		.2%	.3%	.9%			

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

*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 (weighted)		1449	837	612	864	585	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
MDS CODE OF PROVIDER	101		69	30	39	8	61
		%	4.8%	3.6%	6.3%	.9%	10.5%
	102		27	9	18	3	24
		%	1.8%	1.1%	2.9%	.4%	4.0%
	103		108	61	47	25	83
		%	7.5%	7.3%	7.7%	2.9%	14.2%
	104		8	7	1	7	1
		%	.6%	.9%	.1%	.8%	.2%
	105		72	45	27	33	38
		%	4.9%	5.3%	4.4%	3.8%	6.6%
	106		3	3		3	
		%	.2%	.4%		.4%	
	107		1		1		1
		%	.1%		.2%		.2%
	501		798	469	329	784	14
		%	55.1%	56.1%	53.7%	90.8%	2.4%
	502		362	212	150	1	361
		%	25.0%	25.4%	24.4%	.1%	61.7%
503		1		1		1	
	%	.1%		.2%		.2%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Employment Service (weighted)		1449	1042	407	803	244	391	73	794	143	219	121
	%	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	69	66	3			60	2	61		2	
		%	4.8%	6.3%	.8%			15.3%	2.7%	7.7%		1.1%
	102	27	13	13			27		24		1	
		%	1.8%	1.3%	3.3%			6.8%		3.1%		.4%
	103	108	91	17	2	3	102	7	78	2	17	
		%	7.5%	8.7%	4.2%	.2%	1.4%	26.2%	9.9%	9.8%	1.3%	7.8%
	104	8	8		7	1					8	
		%	.6%	.8%		.9%	.4%					3.7%
	105	72	46	25	14	33	25	2	59	2	2	2
		%	4.9%	4.4%	6.2%	1.7%	13.7%	6.3%	2.9%	7.4%	1.6%	.7%
	106	3		3			3		3			
		%	.2%		.8%			.8%		.4%		
	107	1		1		1			1			
		%	.1%		.4%		.6%		.2%			
	501	798	546	252	568	158	73	50	325	132	160	111
		%	55.1%	52.4%	62.0%	70.7%	64.8%	18.6%	68.6%	41.0%	92.0%	73.1%
	502	362	271	91	212	47	102	12	241	7	29	8
		%	25.0%	26.0%	22.4%	26.4%	19.1%	26.0%	16.0%	30.3%	5.1%	13.2%
503	1	1		1		0		1				
	%	.1%	.1%		.1%		.1%		.2%			

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE				
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus	
BASE: Receives CSDA Employment Service (weighted)		1449	1261	188	1151	110	501	759	601	232	158	249	
	%	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		69	43	25	35	8	39	5	9	27	19	4
		%	4.8%	3.4%	13.5%	3.1%	7.4%	7.7%	.6%	1.5%	11.6%	11.8%	1.8%
	102		27	23	4	14	9	16	7	2	1	11	5
		%	1.8%	1.8%	2.0%	1.2%	8.1%	3.2%	.9%	.3%	.5%	7.0%	2.0%
	103		108	79	29	62	17	56	22	20	8	14	36
		%	7.5%	6.3%	15.4%	5.4%	15.7%	11.2%	3.0%	3.3%	3.4%	9.2%	14.4%
	104		8	8		8		1	7				7
		%	.6%	.6%		.7%		.3%	.9%				2.7%
	105		72	65	6	50	15	43	22	30	13	8	10
		%	4.9%	5.2%	3.3%	4.4%	13.7%	8.6%	2.9%	5.0%	5.5%	5.0%	4.0%
	106		3	3		3		3					
		%	.2%	.2%		.3%		.6%					
	107		1	1		1		1			1		
		%	.1%	.1%		.1%		.3%			.6%		
	501		798	743	55	719	23	112	631	401	110	70	153
		%	55.1%	58.9%	29.5%	62.5%	21.4%	22.3%	83.1%	66.7%	47.6%	44.2%	61.3%
	502		362	295	67	258	37	229	66	139	71	36	35
		%	25.0%	23.4%	35.7%	22.4%	33.7%	45.8%	8.6%	23.2%	30.8%	22.9%	13.9%
503		1		1									
	%	.1%		.7%									

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Employment Service (weighted)		1449	489	417	177	156	141	37	10	22	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
MDS CODE OF PROVIDER	101		69	14	10	3	15	26	1		
		%	4.8%	2.9%	2.3%	1.6%	9.6%	18.8%	1.4%		
	102		27	9	14		3	0	1		
		%	1.8%	1.8%	3.3%		2.0%	.3%	2.1%		
	103		108	30	27	6	13	4	8	3	17
		%	7.5%	6.2%	6.6%	3.1%	8.5%	3.1%	20.5%	28.9%	79.1%
	104		8	7				1			
		%	.6%	1.5%				.6%			
	105		72	20	17	11	9	6	2	7	0
		%	4.9%	4.1%	4.0%	6.4%	5.7%	4.0%	4.5%	71.1%	.5%
	106		3		3						
		%	.2%		.7%						
	107		1	1							
		%	.1%	.3%							
	501		798	261	268	122	74	57	16		
		%	55.1%	53.3%	64.3%	68.6%	47.8%	40.1%	44.7%		
	502		362	146	78	36	41	46	10		4
		%	25.0%	29.9%	18.8%	20.3%	26.4%	32.2%	26.8%		20.4%
503		1					1				
	%	.1%					.9%				

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

*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 (weighted)		1449	837	612	864	585
	%	100.0%	100.0%	100.0%	100.0%	100.0%
PERSON UNDERTAKING INTERVIEW	Client	1151	670	481	763	389
	%	79.4%	80.1%	78.5%	88.2%	66.5%
	Client with some assistance from relative or friend	48	33	15	28	19
	%	3.3%	4.0%	2.4%	3.3%	3.3%
	Client with assistance from service outlet staff	62	46	16	10	52
%	4.3%	5.5%	2.5%	1.1%	8.9%	
Relative/ carer/ advocate/ guardian	188	87	101	64	125	
%	13.0%	10.4%	16.5%	7.4%	21.3%	
PERSON UNDERTAKING INTERVIEW - SUMMARY	Client - total	1261	750	511	801	460
	%	87.0%	89.6%	83.5%	92.6%	78.7%
	Non-client	188	87	101	64	125
	%	13.0%	10.4%	16.5%	7.4%	21.3%

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Employment Service (weighted)		1449	1042	407	803	244	391	73	794	143	219	121
	%	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	1151	826	325	669	219	261	70	561	135	205	108
	%	79.4%	79.3%	79.9%	83.3%	90.0%	66.6%	96.3%	70.7%	94.0%	93.7%	89.0%
	Client with some assistance from relative or friend	48	29	19	33	6	8	0	45			1
	%	3.3%	2.7%	4.8%	4.1%	2.6%	2.1%	.5%	5.7%			.7%
	Client with assistance from service outlet staff	62	45	17	5	9	47	1	40		2	8
%	4.3%	4.3%	4.1%	.6%	3.6%	12.1%	1.2%	5.0%		1.1%	6.2%	
Relative/ carer/ advocate/ guardian	188	143	46	97	9	75	1	148	9	11	5	
%	13.0%	13.7%	11.2%	12.0%	3.9%	19.2%	2.0%	18.6%	6.0%	5.2%	4.0%	
PERSON UNDERTAKING INTERVIEW - SUMMARY	Client - total	1261	900	361	706	234	316	71	646	135	208	116
	%	87.0%	86.3%	88.8%	88.0%	96.1%	80.8%	98.0%	81.4%	94.0%	94.8%	96.0%
	Non-client	188	143	46	97	9	75	1	148	9	11	5
%	13.0%	13.7%	11.2%	12.0%	3.9%	19.2%	2.0%	18.6%	6.0%	5.2%	4.0%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Employment Service (weighted)		1449	1261	188	1151	110	501	759	601	232	158	249
	%	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	1151	1151		1151		400	751	491	174	123	205
	%	79.4%	91.3%		100.0%		79.9%	98.8%	81.7%	75.0%	77.7%	82.4%
	Client with some assistance from relative or friend	48	48			48	43	5	23	3	6	1
	%	3.3%	3.8%			43.7%	8.6%	.7%	3.8%	1.4%	3.8%	.3%
	Client with assistance from service outlet staff	62	62			62	58	4	11	23	9	6
%	4.3%	4.9%			56.3%	11.6%	.5%	1.8%	10.1%	5.5%	2.6%	
Relative/ carer/ advocate/ guardian	188		188						77	31	21	37
%	13.0%		100.0%						12.8%	13.5%	13.0%	14.7%
PERSON UNDERTAKING INTERVIEW - SUMMARY	Client - total	1261	1261		1151	110	501	759	524	200	137	212
	%	87.0%	100.0%		100.0%	100.0%	100.0%	100.0%	87.2%	86.5%	87.0%	85.3%
	Non-client	188		188					77	31	21	37
	%	13.0%		100.0%					12.8%	13.5%	13.0%	14.7%

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Employment Service (weighted)		1449	489	417	177	156	141	37	10	22	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PERSON UNDERTAKING INTERVIEW	Client		1151	383	343	155	109	114	27	3	18
		%	79.4%	78.3%	82.1%	87.4%	69.8%	80.8%	73.6%	28.1%	83.7%
	Client with some assistance from relative or friend		48	16	10	5	5	4	4	3	0
		%	3.3%	3.2%	2.5%	2.9%	3.4%	2.8%	11.3%	28.1%	2.0%
	Client with assistance from service outlet staff		62	24	14	5	6	5	3	2	1
%		4.3%	5.0%	3.5%	3.1%	4.0%	3.7%	8.6%	14.9%	5.1%	
Relative/ carer/ advocate/ guardian		188	66	50	12	36	18	2	3	2	
	%	13.0%	13.5%	11.9%	6.6%	22.8%	12.7%	6.5%	28.9%	9.2%	
PERSON UNDERTAKING INTERVIEW - SUMMARY	Client - total		1261	423	367	166	120	123	34	7	20
		%	87.0%	86.5%	88.1%	93.4%	77.2%	87.3%	93.5%	71.1%	90.8%
	Non-client		188	66	50	12	36	18	2	3	2
		%	13.0%	13.5%	11.9%	6.6%	22.8%	12.7%	6.5%	28.9%	9.2%

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 (weighted)		1449	837	612	864	585	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
INTERVIEW METHOD	In person		524	345	179	151	373
		%	36.1%	41.2%	29.2%	17.5%	63.7%
	Telephone		924	490	434	713	211
		%	63.8%	58.6%	70.8%	82.5%	36.1%
	Both		1	1			1
		%	.1%	.1%			.2%

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Receives CSDA Employment Service (weighted)		1449	1042	407	803	244	391	73	794	143	219	121	
	%	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		524	392	132	229	76	214	28	362	33	32	22
		%	36.1%	37.6%	32.4%	28.6%	31.3%	54.7%	38.9%	45.6%	22.9%	14.5%	18.3%
	Telephone		924	650	274	574	167	176	44	430	110	187	99
		%	63.8%	62.4%	67.4%	71.4%	68.7%	44.9%	61.1%	54.2%	77.1%	85.5%	81.7%
	Both		1	0	1			1		1			
		%	.1%	.0%	.2%			.3%		.2%			

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE				
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus	
BASE: Receives CSDA Employment Service (weighted)		1449	1261	188	1151	110	501	759	601	232	158	249	
	%	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		524	501	23	400	101	501		181	105	65	23
		%	36.1%	39.7%	12.3%	34.7%	92.0%	100.0%		30.2%	45.3%	41.0%	9.3%
	Telephone		924	759	165	751	9		759	419	127	93	226
		%	63.8%	60.2%	87.5%	65.2%	8.0%		100.0%	69.6%	54.7%	59.0%	90.7%
	Both		1	1	0	1				1			
		%	.1%	.1%	.2%	.1%				.2%			

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Employment Service (weighted)		1449	489	417	177	156	141	37	10	22	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
INTERVIEW METHOD	In person		524	164	131	63	59	76	17	7	5
		%	36.1%	33.5%	31.5%	35.6%	37.9%	54.0%	47.0%	71.9%	25.5%
	Telephone		924	325	285	114	96	65	20	3	16
		%	63.8%	66.5%	68.3%	64.4%	61.9%	46.0%	53.0%	28.1%	74.5%
	Both		1		1		0				
		%	.1%		.2%		.3%				

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 (weighted)		1449	837	612	864	585	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
ABILITY TO UNDERTAKE TELEPHONE INTERVIEW	No		212	134	78	42	170
		%	14.6%	16.0%	12.7%	4.8%	29.1%
	Yes with assistance		94	52	43	52	42
		%	6.5%	6.2%	7.0%	6.0%	7.3%
	Yes would be happy with telephone interview		824	446	378	660	165
		%	56.9%	53.3%	61.7%	76.3%	28.2%
	Yes but would prefer personal interview		275	182	93	100	174
%		19.0%	21.8%	15.1%	11.6%	29.8%	
NOK happy with telephone interview		10	1	9		10	
	%	.7%	.1%	1.5%		1.7%	

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

*Productivity Commission
Job Number: 98196*

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

			TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
				Male	Female	MDS 5.01	MDS 5.02
ABILITY TO UNDERTAKE	Don't know / no response		34	22	13	11	23
		%	2.4%	2.6%	2.1%	1.2%	4.0%
ASSISTANCE TO UNDERTAKE FACE-TO-FACE INTERVIEW	No		966	558	408	630	336
		%	66.6%	66.7%	66.6%	72.9%	57.4%
	Yes		240	154	86	84	156
		%	16.5%	18.4%	14.1%	9.7%	26.7%
	Not asked, happy with telephone interview		174	85	90	121	53
		%	12.0%	10.1%	14.7%	14.0%	9.0%
No response		69	41	29	29	40	
	%	4.8%	4.9%	4.7%	3.4%	6.8%	
PROVISION OF ASSISTANCE	No		493	264	228	350	142
		%	34.0%	31.6%	37.3%	40.5%	24.3%
	Yes		485	299	186	242	244
		%	33.5%	35.7%	30.4%	28.0%	41.7%
	Not asked, no assistance required		387	220	168	232	155
		%	26.7%	26.2%	27.4%	26.9%	26.5%
No response		84	54	30	40	44	
	%	5.8%	6.4%	4.9%	4.6%	7.5%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Receives CSDA Employment Service (weighted)		1449	1042	407	803	244	391	73	794	143	219	121	
	%	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		212	153	59	84	26	94	4	174	6	6	13
		%	14.6%	14.7%	14.4%	10.4%	10.8%	24.1%	5.5%	22.0%	4.1%	2.7%	11.1%
	Yes with assistance		94	52	42	54	9	31	4	80		4	4
		%	6.5%	5.0%	10.3%	6.8%	3.6%	8.0%	4.8%	10.1%		1.8%	3.2%
	Yes would be happy with telephone interview		824	588	236	519	154	151	40	345	110	185	95
		%	56.9%	56.4%	58.1%	64.6%	63.2%	38.6%	54.6%	43.5%	76.6%	84.6%	78.8%
	Yes but would prefer personal interview		275	218	57	128	50	94	24	171	27	23	7
%		19.0%	20.9%	14.0%	15.9%	20.4%	24.1%	32.4%	21.5%	19.0%	10.6%	5.6%	
NOK happy with telephone interview		10	10				10		10				
	%	.7%	.9%				2.5%		1.2%				
Don't know / no response		34	21	13	19	5	11	2	13	0	1	2	
	%	2.4%	2.1%	3.1%	2.3%	2.0%	2.7%	2.6%	1.6%	.3%	.4%	1.3%	
ASSISTANCE TO UNDERTAKE FACE-TO-FACE INTERVIEW	No		966	717	248	575	174	213	64	528	98	150	72
		%	66.6%	68.8%	61.1%	71.6%	71.5%	54.3%	87.4%	66.5%	68.4%	68.6%	59.5%
	Yes		240	170	69	96	29	113	4	184	6	23	16
		%	16.5%	16.4%	17.0%	11.9%	11.7%	28.9%	5.5%	23.2%	4.5%	10.5%	13.1%
	Not asked, happy with telephone interview		174	101	73	99	32	43	5	49	19	46	32
%		12.0%	9.7%	17.9%	12.4%	13.0%	10.9%	6.7%	6.2%	13.5%	20.8%	26.7%	
No response		69	53	16	33	9	23	0	32	19		1	
	%	4.8%	5.1%	4.0%	4.1%	3.8%	5.9%	.4%	4.1%	13.5%		.7%	
PROVISION OF ASSISTANCE	No		493	364	129	322	89	79	25	276	61	94	23
		%	34.0%	34.9%	31.6%	40.1%	36.7%	20.2%	34.5%	34.8%	42.5%	42.8%	19.1%
	Yes		485	335	151	226	79	179	28	310	43	60	22
		%	33.5%	32.1%	37.0%	28.1%	32.2%	45.7%	38.9%	39.0%	29.8%	27.5%	18.6%
	Not asked, no assistance required		387	285	103	216	63	106	19	167	20	61	75
%		26.7%	27.3%	25.3%	26.9%	26.0%	27.0%	26.2%	21.0%	14.0%	27.9%	62.3%	
No response		84	59	25	39	12	28	0	41	20	4		
	%	5.8%	5.7%	6.1%	4.9%	5.1%	7.0%	.4%	5.2%	13.6%	1.8%		

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE				
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus	
BASE: Receives CSDA Employment Service (weighted)		1449	1261	188	1151	110	501	759	601	232	158	249	
	%	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		212	193	19	139	54	187	6	67	50	31	10
		%	14.6%	15.3%	9.9%	12.0%	49.8%	37.3%	.8%	11.1%	21.4%	19.3%	4.0%
	Yes with assistance		94	78	16	61	17	24	54	51	13	8	4
		%	6.5%	6.2%	8.7%	5.3%	15.5%	4.8%	7.0%	8.4%	5.7%	4.9%	1.5%
	Yes would be happy with telephone interview		824	696	128	688	8	23	673	372	109	78	218
		%	56.9%	55.2%	68.2%	59.7%	7.5%	4.6%	88.6%	61.8%	46.9%	49.4%	87.7%
	Yes but would prefer personal interview		275	262	12	236	27	241	21	98	53	35	12
		%	19.0%	20.8%	6.6%	20.5%	24.3%	48.2%	2.7%	16.2%	23.1%	21.9%	5.0%
NOK happy with telephone interview		10	1	9	1			1	3	2	4	1	
	%	.7%	.1%	4.7%	.1%			.1%	.5%	.7%	2.6%	.3%	
Don't know / no response		34	31	3	27	3	25	5	11	5	3	4	
	%	2.4%	2.4%	1.8%	2.4%	3.0%	5.1%	.7%	1.8%	2.2%	1.9%	1.5%	
ASSISTANCE TO UNDERTAKE FACE-TO-FACE INTERVIEW	No		966	887	79	846	41	299	587	449	147	93	168
		%	66.6%	70.3%	41.9%	73.5%	37.3%	59.8%	77.2%	74.6%	63.6%	58.7%	67.3%
	Yes		240	194	46	135	59	152	41	78	40	26	27
		%	16.5%	15.4%	24.4%	11.7%	53.6%	30.5%	5.5%	13.0%	17.3%	16.6%	11.0%
	Not asked, happy with telephone interview		174	128	46	125	4	6	123	56	29	21	51
		%	12.0%	10.2%	24.3%	10.8%	3.4%	1.1%	16.2%	9.4%	12.6%	13.4%	20.5%
No response		69	52	18	45	6	43	9	18	15	18	3	
	%	4.8%	4.1%	9.4%	3.9%	5.7%	8.6%	1.1%	3.0%	6.5%	11.3%	1.2%	
PROVISION OF ASSISTANCE	No		493	429	63	405	24	114	315	250	83	45	58
		%	34.0%	34.0%	33.6%	35.2%	21.7%	22.9%	41.5%	41.6%	36.0%	28.5%	23.4%
	Yes		485	443	43	382	61	232	211	206	75	58	62
		%	33.5%	35.1%	22.7%	33.2%	55.3%	46.4%	27.7%	34.2%	32.4%	36.5%	24.8%
	Not asked, no assistance required		387	324	63	309	15	98	225	122	58	36	125
		%	26.7%	25.7%	33.6%	26.8%	14.0%	19.6%	29.7%	20.2%	25.1%	22.6%	50.3%
No response		84	65	19	55	10	56	9	24	15	20	4	
	%	5.8%	5.1%	10.1%	4.8%	8.9%	11.2%	1.1%	3.9%	6.5%	12.4%	1.5%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Employment Service (weighted)		1449	489	417	177	156	141	37	10	22	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
ABILITY TO UNDERTAKE TELEPHONE INTERVIEW	No		212	79	33	30	27	25	7	7	4
		%	14.6%	16.2%	7.9%	16.7%	17.2%	17.9%	17.6%	71.9%	20.4%
	Yes with assistance		94	30	30	15	8	8	2		0
		%	6.5%	6.2%	7.2%	8.6%	5.4%	5.3%	6.6%		1.0%
	Yes would be happy with telephone interview		824	298	262	97	91	39	19	1	16
		%	56.9%	60.9%	62.9%	54.9%	58.7%	27.5%	51.5%	14.0%	74.0%
	Yes but would prefer personal interview		275	76	70	31	24	66	5	1	1
		%	19.0%	15.6%	16.7%	17.6%	15.5%	46.5%	14.8%	14.0%	4.6%
NOK happy with telephone interview		10		10							
	%	.7%		2.3%							
Don't know / no response		34	6	12	4	5	4	3			
	%	2.4%	1.2%	2.9%	2.2%	3.2%	2.8%	9.5%			
ASSISTANCE TO UNDERTAKE FACE-TO-FACE INTERVIEW	No		966	376	224	132	99	92	24		19
		%	66.6%	76.8%	53.8%	74.4%	63.3%	65.4%	65.2%		87.8%
	Yes		240	66	60	31	29	32	11	9	2
		%	16.5%	13.5%	14.4%	17.2%	18.6%	22.8%	29.8%	86.0%	10.7%
	Not asked, happy with telephone interview		174	33	98	11	24	7	1		0
		%	12.0%	6.8%	23.5%	6.2%	15.1%	4.9%	3.7%		1.5%
No response		69	14	35	4	5	10	1	1		
	%	4.8%	2.9%	8.4%	2.2%	3.0%	6.8%	1.4%	14.0%		
PROVISION OF ASSISTANCE	No		493	150	142	105	60	23	10		2
		%	34.0%	30.6%	34.0%	59.1%	38.8%	16.5%	27.9%		10.7%
	Yes		485	170	131	44	41	64	14	9	13
		%	33.5%	34.7%	31.4%	24.7%	26.2%	45.4%	38.2%	86.0%	61.1%
Not asked, no assistance required		387	148	105	23	50	43	11		6	
	%	26.7%	30.3%	25.3%	13.2%	32.3%	30.6%	29.6%		27.7%	

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

*Productivity Commission
Job Number: 98196*

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

			TOTAL	STATE							
				NSW	Vic	Qld	WA	SA	Tas	NT	ACT
PROVISION OF ASSISTANCE	No response		84	22	39	5	4	10	2	1	0
		%	5.8%	4.4%	9.3%	3.1%	2.8%	7.4%	4.2%	14.0%	.5%

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

*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 (weighted)		1449	837	612	864	585	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
ADVICE OR TIPS	No		984	574	409	655	329
		%	67.9%	68.6%	66.8%	75.8%	56.2%
	Yes		204	125	79	106	98
		%	14.1%	15.0%	12.8%	12.3%	16.7%
	Not asked, no assistance required		198	103	95	89	109
		%	13.7%	12.4%	15.5%	10.3%	18.6%
	No response		63	34	29	14	49
		%	4.3%	4.0%	4.8%	1.6%	8.4%
POSSIBILITY OF INTERVIEWER BEING AT RISK	Possible risk (should not interview at home)		19	14	5	2	17
		%	1.3%	1.7%	.8%	.3%	2.9%
	No risk		1083	617	467	698	386
		%	74.8%	73.7%	76.2%	80.7%	66.0%
	No response, happy with telephone interview		83	41	42	52	31
		%	5.7%	5.0%	6.8%	6.0%	5.3%
	Client not being interviewed at home		124	68	57	61	63
		%	8.6%	8.1%	9.3%	7.1%	10.8%
	Don't know		90	71	19	45	45
		%	6.2%	8.5%	3.1%	5.2%	7.7%
No response		49	25	24	6	43	
	%	3.4%	3.0%	3.9%	.7%	7.4%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Receives CSDA Employment Service (weighted)		1449	1042	407	803	244	391	73	794	143	219	121	
	%	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		984	698	285	588	175	217	60	512	121	171	71
		%	67.9%	67.0%	70.2%	73.2%	71.8%	55.4%	81.9%	64.5%	84.2%	78.1%	59.2%
	Yes		204	146	58	90	38	76	7	143	14	27	11
		%	14.1%	14.0%	14.3%	11.1%	15.6%	19.4%	8.9%	18.0%	9.7%	12.3%	9.3%
	Not asked, no assistance required		198	152	46	104	25	68	6	99	4	21	37
		%	13.7%	14.6%	11.3%	12.9%	10.1%	17.3%	8.8%	12.4%	2.8%	9.6%	30.8%
No response		63	46	17	22	6	31	0	40	5		1	
	%	4.3%	4.4%	4.3%	2.7%	2.4%	7.8%	.4%	5.1%	3.3%		.7%	
POSSIBILITY OF INTERVIEWER BEING AT RISK	Possible risk (should not interview at home)		19	14	5	6	1	12	0	14	2	1	0
		%	1.3%	1.3%	1.3%	.8%	.3%	3.0%	.5%	1.8%	1.2%	.7%	.3%
	No risk		1083	788	295	615	180	284	64	630	91	172	82
		%	74.8%	75.6%	72.6%	76.5%	73.7%	72.6%	87.9%	79.4%	63.4%	78.7%	68.0%
	No response, happy with telephone interview		83	66	17	50	10	22	0	23		7	33
		%	5.7%	6.3%	4.2%	6.3%	4.2%	5.7%	.6%	2.9%		3.0%	27.0%
	Client not being interviewed at home		124	61	63	73	30	21	6	59	19	35	4
		%	8.6%	5.9%	15.6%	9.1%	12.4%	5.3%	8.5%	7.5%	13.5%	16.0%	3.3%
Don't know		90	74	16	45	14	30	2	37	31	1	2	
	%	6.2%	7.1%	3.9%	5.6%	5.9%	7.7%	2.1%	4.6%	21.4%	.6%	1.3%	
No response		49	40	10	14	8	22	0	30	1	2		
	%	3.4%	3.8%	2.4%	1.7%	3.4%	5.7%	.4%	3.7%	.5%	1.0%		

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Employment Service (weighted)		1449	1261	188	1151	110	501	759	601	232	158	249
	%	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	984	883	101	837	46	306	577	445	147	104	168
	%	67.9%	70.0%	53.5%	72.7%	41.9%	61.1%	76.0%	74.0%	63.5%	65.9%	67.5%
	Yes	204	186	18	143	44	98	88	80	33	16	30
	%	14.1%	14.8%	9.3%	12.4%	40.0%	19.6%	11.6%	13.3%	14.1%	10.2%	12.1%
	Not asked, no assistance required	198	147	51	137	10	61	86	63	37	24	47
	%	13.7%	11.7%	27.1%	11.9%	9.5%	12.1%	11.3%	10.4%	15.8%	14.9%	18.8%
No response	63	44	19	35	9	36	8	14	15	14	4	
%	4.3%	3.5%	10.1%	3.0%	8.6%	7.2%	1.1%	2.3%	6.6%	9.0%	1.5%	
POSSIBILITY OF INTERVIEWER BEING AT RISK	Possible risk (should not interview at home)	19	14	5	9	5	10	4	9	4	1	3
	%	1.3%	1.1%	2.6%	.8%	4.6%	1.9%	.6%	1.4%	1.6%	.6%	1.0%
	No risk	1083	963	120	881	82	367	595	471	155	107	178
	%	74.8%	76.4%	63.9%	76.5%	75.0%	73.3%	78.4%	78.3%	67.1%	67.9%	71.4%
	No response, happy with telephone interview	83	58	25	57	1	3	55	24	16	5	32
	%	5.7%	4.6%	13.1%	4.9%	1.3%	.6%	7.3%	3.9%	6.8%	3.0%	12.9%
	Client not being interviewed at home	124	118	6	114	4	47	71	46	27	24	22
	%	8.6%	9.4%	3.4%	9.9%	3.4%	9.4%	9.4%	7.7%	11.8%	15.2%	8.8%
Don't know	90	75	15	64	11	46	29	37	21	11	8	
%	6.2%	5.9%	8.1%	5.6%	9.6%	9.2%	3.8%	6.1%	9.2%	6.7%	3.2%	
No response	49	32	17	26	7	28	5	15	8	11	7	
%	3.4%	2.6%	8.9%	2.2%	6.1%	5.5%	.6%	2.6%	3.5%	6.7%	2.6%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Employment Service (weighted)		1449	489	417	177	156	141	37	10	22	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
ADVICE OR TIPS	No		984	341	291	135	81	91	30		14
		%	67.9%	69.7%	69.7%	76.2%	52.3%	64.5%	81.0%		66.2%
	Yes		204	60	47	25	34	19	2	9	7
		%	14.1%	12.3%	11.4%	14.1%	21.9%	13.6%	6.5%	86.0%	31.3%
	Not asked, no assistance required		198	72	58	13	34	19	2		1
		%	13.7%	14.7%	13.9%	7.0%	22.1%	13.6%	5.5%		2.6%
No response		63	16	21	5	6	12	3	1		
	%	4.3%	3.2%	5.0%	2.6%	3.7%	8.3%	7.1%	14.0%		
POSSIBILITY OF INTERVIEWER BEING AT RISK	Possible risk (should not interview at home)		19	4	3	1	3	6	1		0
		%	1.3%	.9%	.8%	.4%	2.0%	4.0%	4.0%		1.5%
	No risk		1083	383	261	150	125	107	31	6	20
		%	74.8%	78.3%	62.7%	84.8%	80.3%	75.8%	82.8%	56.2%	94.4%
	No response, happy with telephone interview		83	23	39	5	8	7	1		0
		%	5.7%	4.7%	9.3%	2.9%	4.9%	4.9%	3.0%		1.5%
	Client not being interviewed at home		124	37	62	12	9	2	1		0
		%	8.6%	7.6%	14.9%	6.8%	6.0%	1.5%	3.2%		1.5%
Don't know		90	22	38	9	9	12	1		0	
	%	6.2%	4.4%	9.1%	4.8%	5.8%	8.7%	1.4%		1.0%	
No response		49	20	14	0	2	7	2	4		
	%	3.4%	4.1%	3.3%	.2%	1.0%	4.9%	5.6%	43.8%		

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

*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 (weighted)		1449	837	612
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
EXPERIENCED PROBLEMS WITH QUESTIONS/ RESPONSES	No		1319	760	559	797	522
		%	91.0%	90.8%	91.3%	92.2%	89.3%
	Yes		130	77	53	67	62
		%	9.0%	9.2%	8.7%	7.8%	10.7%

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 (weighted)		1449	1042	407	803	244	391	73	794	143
	%	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		1319	951	368	728	232	349	64	720	132	195	118
		%	91.0%	91.3%	90.4%	90.6%	95.1%	89.2%	87.4%	90.8%	92.5%	88.8%	97.3%
	Yes		130	91	39	75	12	42	9	73	11	25	3
		%	9.0%	8.7%	9.6%	9.4%	4.9%	10.8%	12.6%	9.2%	7.5%	11.2%	2.7%

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE				
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus	
BASE: Receives CSDA Employment Service (weighted)		1449	1261	188	1151	110	501	759	601	232	158	249	
	%	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		1319	1142	177	1061	81	414	728	543	211	144	242
		%	91.0%	90.6%	93.8%	92.2%	74.3%	82.7%	95.8%	90.4%	91.2%	91.4%	97.1%
	Yes		130	118	12	90	28	87	32	58	20	14	7
		%	9.0%	9.4%	6.2%	7.8%	25.7%	17.3%	4.2%	9.6%	8.8%	8.6%	2.9%

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

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Employment Service (weighted)		1449	489	417	177	156	141	37	10	22	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
EXPERIENCED PROBLEMS WITH QUESTIONS/ RESPONSES	No		1319	442	376	168	144	125	36	9	20
		%	91.0%	90.3%	90.2%	94.7%	92.6%	88.2%	98.6%	86.0%	90.8%
	Yes		130	47	41	9	12	17	1	1	2
		%	9.0%	9.7%	9.8%	5.3%	7.4%	11.8%	1.4%	14.0%	9.2%

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

*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		188	87	101	64	125	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
RELATIONSHIP OF NEXT OF KIN INTERVIEWEE	Mother		120	50	70	46	74
		%	63.8%	57.5%	69.2%	72.7%	59.2%
	Father		22	19	3	2	19
		%	11.5%	21.8%	2.7%	3.5%	15.6%
	Brother/sister		15	6	9	2	13
		%	8.1%	6.6%	9.3%	3.5%	10.4%
	Other relative		11	3	9	5	7
		%	6.1%	3.2%	8.6%	7.3%	5.4%
Other		6	3	3		6	
	%	3.1%	3.8%	2.5%		4.7%	
No response		14	6	8	8	6	
	%	7.4%	7.0%	7.7%	13.0%	4.6%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: NOK Interview / Receives CSDA Employment Service		188	143	46	97	9	75	1	148	9	11	5
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
RELATIONSHIP OF NEXT OF KIN INTERVIEWEE	Mother	120	99	21	70	2	43	1	102	4	3	4
	%	63.8%	69.7%	45.4%	72.8%	23.8%	57.6%	51.6%	69.0%	46.2%	26.8%	74.4%
	Father	22	17	5	9		10	0	16		2	1
	%	11.5%	11.7%	11.0%	9.5%		12.9%	30.2%	10.7%		13.6%	16.6%
	Brother/sister	15	14	2	4		11		13			
	%	8.1%	9.6%	3.5%	4.0%		15.2%		9.0%			
	Other relative	11	3	8	7	0	4	0	7	3		0
	%	6.1%	2.4%	17.4%	7.6%	4.6%	4.9%	18.1%	4.9%	35.9%		8.9%
Other	6	6			1	5		6				
%	3.1%	4.1%			8.5%	6.7%		4.0%				
No response	14	4	10	6	6	2		4	2	7		
%	7.4%	2.5%	22.7%	6.2%	63.1%	2.7%		2.4%	18.0%	59.6%		

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

*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		77	31	21	37	
	%	100.0%	100.0%	100.0%	100.0%	
RELATIONSHIP OF NEXT OF KIN INTERVIEWEE	Mother		54	14	8	28
		%	70.5%	43.9%	41.4%	75.6%
	Father		9	5	2	2
		%	12.2%	15.5%	10.4%	4.9%
	Brother/sister		3	3	4	4
		%	3.6%	10.4%	21.7%	12.0%
	Other relative		8	0	1	1
		%	10.0%	1.4%	3.2%	2.2%
	Other			3	2	1
		%		9.4%	8.3%	2.2%
	No response		3	6	3	1
		%	3.7%	19.4%	15.1%	3.1%

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

*Productivity Commission
Job Number: 98196*

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

		STATE								
		NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: NOK Interview / Receives CSDA Employment Service		66	50	12	36	18	2	3	2	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
RELATIONSHIP OF NEXT OF KIN INTERVIEWEE	Mother		49	25	7	23	11	1	3	1
		%	73.9%	50.1%	60.0%	64.3%	61.2%	56.5%	100.0%	61.1%
	Father		9	5	1	4	2	1		1
		%	13.0%	9.8%	6.7%	11.8%	12.1%	21.7%		27.8%
	Brother/sister		3	7	1	4		0		0
		%	4.3%	14.6%	6.7%	10.7%		10.9%		11.1%
	Other relative		3	6	2	1	0	0		
		%	4.3%	11.1%	13.3%	2.2%	2.4%	10.9%		
	Other			1		2	3			
		%		1.6%		4.4%	19.4%			
	No response		3	6	2	2	1			
		%	4.4%	12.7%	13.3%	6.5%	4.8%			

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

*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		188	87	101	64	125
	%	100.0%	100.0%	100.0%	100.0%	100.0%
FREQUENCY OF CONTACT WITH NEXT OF KIN	Every day	13	7	5	5	8
	%	6.8%	8.5%	5.4%	8.1%	6.1%
	Several times a week	25	15	9	5	20
	%	13.2%	17.7%	9.3%	8.3%	15.7%
	Once a week	20	11	9	1	20
	%	10.8%	12.9%	9.1%	1.4%	15.7%
	Several times a month	13	5	8	1	12
	%	6.9%	6.2%	7.4%	1.4%	9.7%
	Once a month	9	2	6	2	7
	%	4.7%	2.8%	6.3%	3.5%	5.3%
	Every two to three months	8	3	4	1	7
	%	4.2%	3.9%	4.4%	1.2%	5.7%
	Once or twice a year	3	1	2	1	2
	%	1.6%	1.7%	1.5%	1.2%	1.8%
Less often	1		1	1		
%	.4%		.7%	1.2%		
Can't remember/no reply	10	6	4	2	8	
%	5.3%	6.6%	4.3%	3.7%	6.2%	
Client lives with NOK	87	35	52	45	42	
%	46.2%	39.8%	51.7%	70.1%	34.0%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: NOK Interview / Receives CSDA Employment Service		188	143	46	97	9	75	1	148	9	11	5	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
FREQUENCY OF CONTACT WITH NEXT OF KIN	Every day		13	12	1	8	1	2		12			
		%	6.8%	8.4%	1.8%	8.7%	8.5%	2.8%		8.4%			
	Several times a week		25	21	4	0	0	23	1	19	3	1	1
		%	13.2%	14.7%	8.3%	.4%	4.2%	30.1%	48.4%	13.2%	35.9%	6.5%	16.6%
	Once a week		20	18	2		2	14		18			
		%	10.8%	12.7%	4.9%		19.7%	19.0%		12.1%			
	Several times a month		13	12	1			13		9	1	1	
		%	6.9%	8.5%	1.8%			17.2%		5.8%	10.3%	7.1%	
	Once a month		9	8	1			9		8			
		%	4.7%	5.6%	1.8%			11.7%		5.4%			
	Every two to three months		8	7	1		0	7		7			0
		%	4.2%	4.9%	1.8%		4.6%	9.9%		4.5%			8.9%
	Once or twice a year		3	3				3		3			
		%	1.6%	2.1%				4.0%		2.0%			
	Less often		1	1				1		1			
		%	.4%	.5%				1.0%		.5%			
	Can't remember/no reply		10	7	3	10				8		1	
		%	5.3%	5.2%	5.6%	10.4%				5.6%		12.6%	
	Client lives with NOK		87	53	34	78	6	3	1	63	5	8	4
		%	46.2%	37.3%	74.0%	80.5%	63.1%	4.3%	51.6%	42.5%	53.8%	73.8%	74.4%

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	AGE			
			18-34	35-44	45-54	55 plus
BASE: NOK Interview / Receives CSDA Employment Service		165	77	31	21	37
	%	100.0%	100.0%	100.0%	100.0%	100.0%
FREQUENCY OF CONTACT WITH NEXT OF KIN	Every day	11	5	2	2	2
	%	6.8%	6.8%	7.4%	9.1%	4.9%
	Several times a week	22	9	7	4	2
	%	13.3%	12.0%	22.0%	20.3%	4.6%
	Once a week	19	5	6	4	5
	%	11.6%	6.3%	19.3%	17.2%	13.1%
	Several times a month	12	5	2	1	4
	%	7.3%	6.1%	7.8%	4.0%	11.2%
	Once a month	7	2	1	3	1
	%	4.3%	3.0%	3.6%	13.8%	2.3%
	Every two to three months	8	2	1	2	3
	%	4.7%	3.1%	2.7%	10.0%	7.0%
	Once or twice a year	3		1		2
	%	1.8%		2.4%		6.1%
Less often	1				1	
%	.4%				2.0%	
Can't remember/no reply	4	3	0	0		
%	2.3%	4.4%	1.1%	.5%		
Client lives with NOK	78	45	11	5	18	
%	47.4%	58.3%	33.7%	25.1%	48.6%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: NOK Interview / Receives CSDA Employment Service		188	66	50	12	36	18	2	3	2
	%	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	13	7	1	2	1	2	0		0
	%	6.8%	10.9%	1.6%	13.3%	3.2%	9.7%	10.9%		5.6%
	Several times a week	25	7	8	1	3	2	1	3	0
	%	13.2%	10.9%	16.0%	6.7%	8.8%	9.7%	32.6%	100.0%	16.7%
	Once a week	20	11	2		3	4			0
	%	10.8%	17.4%	3.3%		8.9%	22.0%			11.1%
	Several times a month	13	1	6	2	2	2	0		0
	%	6.9%	2.2%	11.4%	13.5%	4.4%	12.3%	10.9%		11.1%
	Once a month	9		4	1	3	0			0
	%	4.7%		8.1%	6.7%	9.6%	2.4%			5.6%
	Every two to three months	8	1	2	0	3	1			
	%	4.2%	2.2%	4.9%	3.4%	7.6%	4.8%			
	Once or twice a year	3	1	1		1				
	%	1.6%	2.2%	1.6%		2.1%				
Less often	1				1					
%	.4%				2.1%					
Can't remember/no reply	10	4			4	1			1	
%	5.3%	6.5%			10.8%	5.0%			50.0%	
Client lives with NOK	87	32	26	7	15	6	1			
%	46.2%	47.9%	53.1%	56.4%	42.5%	34.1%	45.6%			

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

*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		188	87	101	64	125
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST CONTACT WITH NEXT OF KIN	Last day or two	43	24	19	8	35
	%	23.0%	27.7%	19.0%	12.9%	28.1%
	In the last week	22	12	9	4	18
	%	11.5%	14.3%	9.0%	6.0%	14.2%
	In the last couple of weeks	10	3	7	2	8
	%	5.3%	3.5%	6.9%	3.7%	6.1%
	Last month	5	2	3		5
	%	2.8%	2.3%	3.2%		4.2%
	A few months ago	7	5	2	1	7
	%	3.9%	5.8%	2.2%	1.2%	5.2%
	About six months ago	2		2		2
	%	1.3%		2.4%		2.0%
A year or more ago	1		1	1		
%	.8%		1.5%	2.3%		
Can't remember/no reply	10	6	4	2	8	
%	5.3%	6.6%	4.3%	3.7%	6.2%	
Client lives with NOK	87	35	52	45	42	
%	46.2%	39.8%	51.7%	70.1%	34.0%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: NOK Interview / Receives CSDA Employment Service		188	143	46	97	9	75	1	148	9	11	5
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST CONTACT WITH NEXT OF KIN	Last day or two	43	36	7	9	1	31	0	37		2	1
	%	23.0%	25.3%	15.9%	9.1%	8.5%	41.0%	18.1%	25.1%		13.6%	16.6%
	In the last week	22	21	0		0	17	0	16	3		
	%	11.5%	14.9%	.9%		4.2%	22.5%	30.2%	10.9%	35.9%		
	In the last couple of weeks	10	10			0	10		9	1		
	%	5.3%	7.0%			4.6%	12.7%		5.9%	10.3%		
	Last month	5	4	1			5		4			
	%	2.8%	2.8%	2.6%			7.0%		2.7%			
	A few months ago	7	7			1	6		7			
	%	3.9%	5.1%			15.1%	7.8%		4.9%			
	About six months ago	2	2	0		0	2		2			0
	%	1.3%	1.4%	.9%		4.6%	2.7%		1.4%			8.9%
	A year or more ago	1	1				1		1			
	%	.8%	1.0%				2.0%		1.0%			
Can't remember/no reply	10	7	3	10				8		1		
%	5.3%	5.2%	5.6%	10.4%				5.6%		12.6%		
Client lives with NOK	87	53	34	78	6	3	1	63	5	8	4	
%	46.2%	37.3%	74.0%	80.5%	63.1%	4.3%	51.6%	42.5%	53.8%	73.8%	74.4%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	AGE			
			18-34	35-44	45-54	55 plus
BASE: NOK Interview / Receives CSDA Employment Service		165	77	31	21	37
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST CONTACT WITH NEXT OF KIN	Last day or two	38	17	7	6	8
	%	23.3%	22.6%	24.0%	29.4%	20.8%
	In the last week	20	5	10	3	3
	%	12.1%	6.6%	30.9%	12.3%	7.5%
	In the last couple of weeks	9	4	2	2	1
	%	5.4%	5.0%	5.3%	11.9%	2.9%
	Last month	4	1	0	2	1
	%	2.7%	1.6%	1.3%	7.9%	3.3%
	A few months ago	7	0		2	5
	%	4.4%	.5%		8.9%	13.8%
	About six months ago	2	1	0	1	0
	%	1.5%	1.1%	1.4%	3.9%	1.1%
A year or more ago	1		1		1	
%	.9%		2.4%		2.0%	
Can't remember/no reply	4	3	0	0		
%	2.3%	4.4%	1.1%	.5%		
Client lives with NOK	78	45	11	5	18	
%	47.4%	58.3%	33.7%	25.1%	48.6%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: NOK Interview / Receives CSDA Employment Service		188	66	50	12	36	18	2	3	2	
	%	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		43	17	7	4	5	6	1	3	0
		%	23.0%	26.1%	14.6%	30.1%	15.3%	31.7%	32.6%	100.0%	22.2%
	In the last week		22	7	7	1	4	3	0		0
		%	11.5%	10.9%	14.4%	6.7%	9.9%	14.5%	10.9%		5.6%
	In the last couple of weeks		10		3	0	3	2	0		0
		%	5.3%		6.5%	3.4%	9.7%	12.3%	10.9%		22.2%
	Last month		5		4	0	1				
		%	2.8%		8.1%	3.4%	2.2%				
	A few months ago		7	6			2				
		%	3.9%	8.7%			4.3%				
	About six months ago		2		2		0	0			
		%	1.3%		3.3%		1.1%	2.4%			
	A year or more ago		1				1				
		%	.8%				4.2%				
Can't remember/no reply		10	4			4	1			1	
	%	5.3%	6.5%			10.8%	5.0%			50.0%	
Client lives with NOK		87	32	26	7	15	6	1			
	%	46.2%	47.9%	53.1%	56.4%	42.5%	34.1%	45.6%			

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

*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		188	87	101	64	125
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH ACCOMMODATION SERVICE	In the last month	65	34	31	9	56
	%	34.3%	38.5%	30.7%	13.4%	45.0%
	2-4 months ago	10	5	5	1	9
	%	5.3%	5.8%	5.0%	2.3%	6.9%
	5-12 months ago	4	1	3		4
	%	2.0%	.8%	3.0%		3.0%
	Over a year ago	3	0	2	2	0
	%	1.4%	.5%	2.2%	3.5%	.3%
	Never seen how they work	1		1		1
	%	.4%		.8%		.6%
Doesn't use this type of service	88	39	49	43	44	
%	46.5%	44.4%	48.4%	67.8%	35.6%	
Can't remember/no reply	19	9	10	8	11	
%	10.0%	10.0%	10.0%	13.0%	8.5%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: NOK Interview / Receives CSDA Employment Service		188	143	46	97	9	75	1	148	9	11	5	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH ACCOMMODATION SERVICE	In the last month		65	58	6	2	2	54	1	51	4	2	1
		%	34.3%	40.9%	13.7%	1.6%	17.3%	72.3%	48.4%	34.7%	46.2%	13.6%	16.6%
	2-4 months ago		10	9	1		1	9		10			
		%	5.3%	6.1%	3.1%		15.1%	11.5%		6.5%			
	5-12 months ago		4	4				4		3			
		%	2.0%	2.6%				4.9%		2.2%			
	Over a year ago		3	2	0			3		3			
		%	1.4%	1.6%	.9%			3.5%		1.8%			
	Never seen how they work		1	1				1		1			
		%	.4%	.6%				1.1%		.5%			
	Doesn't use this type of service		88	62	26	84	0	3	1	73	3	2	4
		%	46.5%	43.3%	56.5%	87.1%	4.6%	4.1%	51.6%	49.7%	35.9%	14.2%	83.4%
	Can't remember/no reply		19	7	12	11	6	2		7	2	8	
		%	10.0%	5.0%	25.8%	11.3%	63.1%	2.7%		4.5%	18.0%	72.2%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	AGE			
			18-34	35-44	45-54	55 plus
BASE: NOK Interview / Receives CSDA Employment Service		165	77	31	21	37
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH ACCOMMODATION SERVICE	In the last month	59	19	17	11	11
	%	35.8%	25.3%	55.2%	54.5%	30.9%
	2-4 months ago	9	3	1	0	5
	%	5.6%	3.4%	3.8%	1.9%	13.8%
	5-12 months ago	4	1		2	1
	%	2.2%	1.0%		10.9%	1.8%
	Over a year ago	3	1	1		1
	%	1.6%	1.5%	2.4%		2.0%
	Never seen how they work	1	1			
	%	.5%	1.1%			
Doesn't use this type of service	75	48	6	4	18	
%	45.2%	61.7%	19.2%	17.5%	48.4%	
Can't remember/no reply	15	5	6	3	1	
%	9.1%	6.1%	19.4%	15.1%	3.1%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: NOK Interview / Receives CSDA Employment Service		188	66	50	12	36	18	2	3	2	
	%	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		65	16	19	2	11	11	1	3	1
		%	34.3%	23.9%	38.8%	20.2%	31.8%	60.9%	43.5%	100.0%	50.0%
	2-4 months ago		10	6	2		2	0			
		%	5.3%	8.7%	3.3%		6.4%	2.4%			
	5-12 months ago		4	1	1	0	1		0		
		%	2.0%	2.2%	1.6%	3.4%	2.2%		10.9%		
	Over a year ago		3			0	2				
		%	1.4%			3.4%	6.2%				
	Never seen how they work		1		1						
		%	.4%		1.6%						
	Doesn't use this type of service		88	37	21	7	15	6	1		1
		%	46.5%	56.6%	42.0%	59.8%	41.2%	31.8%	45.6%		44.4%
	Can't remember/no reply		19	6	6	2	4	1			0
		%	10.0%	8.7%	12.7%	13.3%	12.1%	4.8%			5.6%

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

*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		188	87	101	64	125
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH EMPLOYMENT SERVICE	In the last month	67	24	43	20	47
	%	35.6%	27.5%	42.6%	31.2%	37.9%
	2-4 months ago	18	9	9	5	13
	%	9.6%	10.1%	9.2%	8.6%	10.2%
	5-12 months ago	16	10	6	0	16
	%	8.7%	11.9%	6.0%	.7%	12.8%
	Over a year ago	13	8	5	2	11
	%	6.9%	9.2%	4.9%	3.7%	8.5%
	Never seen how they work	22	11	11	10	13
	%	11.9%	13.2%	10.8%	15.0%	10.3%
Doesn't use this type of service	34	16	18	17	17	
%	17.8%	18.4%	17.4%	26.6%	13.3%	
Can't remember/no reply	18	8	9	9	9	
%	9.4%	9.7%	9.2%	14.2%	7.0%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: NOK Interview / Receives CSDA Employment Service		188	143	46	97	9	75	1	148	9	11	5	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH EMPLOYMENT SERVICE	In the last month		67	49	18	41	1	22	1	56		2	1
		%	35.6%	34.4%	39.3%	42.0%	12.7%	29.9%	81.9%	37.9%		20.7%	15.2%
	2-4 months ago		18	11	7	12		5		16			
		%	9.6%	8.1%	14.5%	12.2%		6.5%		11.2%			
	5-12 months ago		16	16		5	1	7	0	14		1	1
		%	8.7%	11.5%		5.6%	15.1%	8.9%	18.1%	9.4%		12.6%	16.6%
	Over a year ago		13	12	1	5	1	7		10			0
		%	6.9%	8.5%	1.8%	5.4%	9.1%	9.1%		6.9%			8.9%
	Never seen how they work		22	18	4	13		9		19			3
		%	11.9%	12.6%	9.7%	13.6%		12.4%		12.7%			59.2%
	Doesn't use this type of service		34	29	4	12		22		25	7	1	
		%	17.8%	20.6%	9.4%	12.0%		29.4%		16.9%	82.0%	7.1%	
	Can't remember/no reply		18	6	12	9	6	3		7	2	7	
		%	9.4%	4.3%	25.3%	9.3%	63.1%	3.7%		5.0%	18.0%	59.6%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	AGE				
			18-34	35-44	45-54	55 plus	
BASE: NOK Interview / Receives CSDA Employment Service		165	77	31	21	37	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH EMPLOYMENT SERVICE	In the last month		57	27	10	6	14
		%	34.3%	35.0%	30.8%	28.8%	38.8%
	2-4 months ago		15	8	2	2	3
		%	9.0%	10.4%	5.2%	8.9%	9.4%
	5-12 months ago		16	4	6	1	5
		%	9.7%	4.6%	19.8%	5.1%	14.2%
	Over a year ago		12	3	3	2	3
		%	7.3%	4.4%	10.4%	11.2%	8.6%
	Never seen how they work		19	9	2	4	4
		%	11.3%	11.4%	5.5%	18.9%	11.8%
Doesn't use this type of service		32	22	2	2	5	
	%	19.3%	29.0%	6.5%	11.8%	14.1%	
Can't remember/no reply		15	4	7	3	1	
	%	9.1%	5.3%	21.8%	15.1%	3.1%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: NOK Interview / Receives CSDA Employment Service		188	66	50	12	36	18	2	3	2	
	%	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		67	24	12	3	15	9	0	3	1
		%	35.6%	37.0%	24.4%	23.4%	41.9%	48.6%	10.9%	100.0%	50.0%
	2-4 months ago		18	4	4	4	3	3	0		0
		%	9.6%	6.5%	8.1%	33.3%	7.5%	14.7%	10.9%		16.7%
	5-12 months ago		16	11	2		2	0	1		0
		%	8.7%	17.4%	3.3%		5.6%	2.4%	28.3%		11.1%
	Over a year ago		13	4	2	0	2	3	0		0
		%	6.9%	6.5%	4.9%	3.4%	6.4%	17.1%	10.9%		11.1%
	Never seen how they work		22	12	5	2	3	1			0
		%	11.9%	17.4%	9.8%	13.3%	9.6%	4.8%			11.1%
	Doesn't use this type of service		34	6	18	2	6	1	1		
		%	17.8%	8.7%	35.2%	13.5%	18.2%	7.4%	39.1%		
	Can't remember/no reply		18	4	7	2	4	1			
		%	9.4%	6.5%	14.4%	13.3%	10.8%	4.8%			

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

*Productivity Commission
Job Number: 98196*

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		188	87	101	64	125
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH RESPITE	In the last month	8	2	6	5	3
	%	4.3%	2.6%	5.9%	7.7%	2.6%
	2-4 months ago	4	1	3	1	3
	%	1.9%	1.0%	2.8%	1.2%	2.4%
	5-12 months ago	1		1		1
	%	.4%		.8%		.6%
	Over a year ago	2	1	1	1	1
	%	1.2%	1.0%	1.4%	1.4%	1.2%
Doesn't use this type of service	149	71	79	49	100	
%	79.3%	81.2%	77.7%	76.7%	80.6%	
Can't remember/no reply	24	12	12	8	16	
%	12.8%	14.3%	11.5%	13.0%	12.6%	

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

*Productivity Commission
Job Number: 98196*

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

	TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
		Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: NOK Interview / Receives CSDA Employment Service	188	143	46	97	9	75	1	148	9	11	5
%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH RESPITE	In the last month	8	6	2	8		1	6			
	%	4.3%	4.1%	5.1%	8.5%		51.6%	4.2%			
	2-4 months ago	4	2	2	3		1	3			
	%	1.9%	1.4%	3.5%	3.0%		1.1%	1.9%			
	5-12 months ago	1	1				1	1			
	%	.4%	.6%				1.1%	.5%			
	Over a year ago	2	1	1	2			2			
	%	1.2%	.6%	3.1%	2.4%			1.6%			
Doesn't use this type of service	149	120	29	74	3	69	1	123	7	3	5
%	79.3%	84.2%	63.8%	76.7%	32.8%	92.2%	48.4%	83.4%	82.0%	27.8%	100.0%
Can't remember/no reply	24	13	11	9	6	4		12	2	8	
%	12.8%	9.0%	24.4%	9.4%	67.2%	5.6%		8.3%	18.0%	72.2%	

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	165	77	31	21	37	
%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH RESPITE	In the last month	6	6		0	
	%	3.8%	7.6%		1.1%	
	2-4 months ago	4	2		1	
	%	2.2%	3.1%		3.3%	
	Doesn't use this type of service	133	63	22	14	34
	%	80.7%	82.2%	71.4%	68.4%	92.5%
Can't remember/no reply	22	5	9	6	1	
%	13.3%	7.1%	28.6%	31.1%	3.1%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: NOK Interview / Receives CSDA Employment Service		188	66	50	12	36	18	2	3	2	
	%	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		8	4	1		2	1	0		0
		%	4.3%	6.5%	1.6%		4.3%	5.0%	17.4%		11.1%
	2-4 months ago		4		2		1				0
		%	1.9%		4.9%		3.2%				5.6%
	5-12 months ago		1		1						
		%	.4%		1.6%						
	Over a year ago		2	1				1			
		%	1.2%	2.2%				5.0%			
	Doesn't use this type of service		149	50	39	10	29	15	2	3	2
		%	79.3%	76.1%	77.5%	86.7%	80.4%	85.1%	82.6%	100.0%	77.8%
Can't remember/no reply		24	10	7	2	4	1			0	
	%	12.8%	15.2%	14.4%	13.3%	12.1%	4.8%			5.6%	

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

*Productivity Commission
Job Number: 98196*

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		188	87	101	64	125
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH SERVICE CO-ORDINATION	In the last month	21	9	12	8	12
	%	10.9%	10.3%	11.5%	13.0%	9.9%
	2-4 months ago	5	5	1	1	5
	%	2.9%	5.3%	.8%	1.2%	3.7%
	5-12 months ago	4	2	2		4
	%	2.1%	2.1%	2.0%		3.1%
	Over a year ago	5	1	4	4	1
	%	2.7%	.9%	4.3%	6.0%	1.0%
	Never seen how they work	1		1		1
	%	.4%		.8%		.7%
Doesn't use this type of service	122	54	68	38	84	
%	64.8%	61.8%	67.3%	59.6%	67.4%	
Can't remember/no reply	30	17	13	13	18	
%	16.2%	19.5%	13.3%	20.2%	14.2%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: NOK Interview / Receives CSDA Employment Service		188	143	46	97	9	75	1	148	9	11	5	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH SERVICE CO-ORDINATION	In the last month		21	16	5	10		10		19		1	
		%	10.9%	11.0%	10.7%	10.6%		13.8%		12.6%		6.5%	
	2-4 months ago		5	5	1	2	1	3		3		1	
		%	2.9%	3.3%	1.6%	1.6%	8.5%	4.1%		2.1%		7.1%	
	5-12 months ago		4	3	1	1		3		4			
		%	2.1%	2.2%	1.8%	.8%		4.1%		2.7%			
	Over a year ago		5	2	3	4		1		2	3		
		%	2.7%	1.4%	6.8%	4.4%		1.1%		1.3%	35.9%		
	Never seen how they work		1	1				1		1			
		%	.4%	.6%				1.1%		.6%			
	Doesn't use this type of service		122	97	25	69	2	48	1	105	1	2	5
		%	64.8%	68.0%	54.7%	71.5%	24.3%	63.5%	81.9%	70.9%	10.3%	14.2%	100.0%
Can't remember/no reply		30	19	11	11	6	9	0	14	5	8		
	%	16.2%	13.6%	24.4%	11.0%	67.2%	12.3%	18.1%	9.8%	53.8%	72.2%		

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	AGE				
			18-34	35-44	45-54	55 plus	
BASE: NOK Interview / Receives CSDA Employment Service		165	77	31	21	37	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
LAST EXPERIENCE WITH SERVICE CO-ORDINATION	In the last month		15	9	3	0	3
		%	9.3%	12.0%	9.9%	1.9%	7.4%
	2-4 months ago		5	2	0		3
		%	3.2%	3.1%	1.4%		6.8%
	5-12 months ago		3		1		1
		%	1.6%		4.0%		3.9%
	Over a year ago		5	4		1	
		%	2.8%	5.0%		3.9%	
	Never seen how they work		1	0		0	
		%	.5%	.5%		2.1%	
Doesn't use this type of service		108	52	17	11	28	
	%	65.4%	67.3%	53.7%	55.8%	76.6%	
Can't remember/no reply		28	9	10	7	2	
	%	17.2%	12.2%	31.0%	36.2%	5.3%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: NOK Interview / Receives CSDA Employment Service		188	66	50	12	36	18	2	3	2	
	%	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		21	9	2	1	3	3	0	3	0
		%	10.9%	13.0%	3.3%	6.7%	9.6%	14.9%	10.9%	100.0%	16.7%
	2-4 months ago		5	1	2		1	0	0		0
		%	2.9%	2.2%	4.9%		2.1%	2.4%	10.9%		5.6%
	5-12 months ago		4	1	2			1			
		%	2.1%	2.2%	3.3%			4.8%			
	Over a year ago		5		4		1	0			
		%	2.7%		7.9%		2.1%	2.4%			
	Never seen how they work		1				0	0			
		%	.4%				1.1%	2.4%			
	Doesn't use this type of service		122	45	30	9	23	12	2		1
		%	64.8%	67.4%	60.1%	80.0%	65.6%	65.8%	67.4%		72.2%
	Can't remember/no reply		30	10	10	2	7	1	0		0
		%	16.2%	15.2%	20.6%	13.3%	19.6%	7.3%	10.9%		5.6%

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Receives CSDA Employment Service (weighted)		1449	837	612	864	585
	%	100.0%	100.0%	100.0%	100.0%	100.0%
HOUSEHOLD SITUATION	Lives with family or NOK/spouse or defacto	803	469	334	573	230
	%	55.4%	56.0%	54.6%	66.3%	39.3%
	Lives with other people (not family members)	391	209	183	117	275
	%	27.0%	24.9%	29.9%	13.5%	47.0%
	Lives alone	244	151	92	174	70
%	16.8%	18.1%	15.1%	20.1%	12.0%	
No response/unclear response	11	8	3	1	10	
%	.8%	.9%	.5%	.1%	1.7%	
LOCATION OF RESIDENCE	Confirmed address on pre-survey form	1333	768	564	795	538
	%	92.0%	91.8%	92.2%	91.9%	92.0%
	Gave different address	92	54	38	62	30
	%	6.4%	6.5%	6.2%	7.2%	5.2%
No response/unclear response	24	14	10	8	16	
%	1.6%	1.7%	1.6%	.9%	2.8%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Employment Service (weighted)		1449	1042	407	803	244	391	73	794	143	219	121
	%	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	803	573	230	803			47	426	85	110	82
	%	55.4%	55.0%	56.6%	100.0%			64.2%	53.7%	59.6%	50.3%	68.3%
	Lives with other people (not family members)	391	300	91			391	15	267	14	47	16
	%	27.0%	28.8%	22.4%			100.0%	21.2%	33.7%	9.8%	21.4%	13.3%
	Lives alone	244	158	85		244		11	89	44	62	22
%	16.8%	15.2%	21.0%		100.0%		14.6%	11.2%	30.7%	28.3%	18.4%	
No response/unclear response	11	11						11				
%	.8%	1.0%						1.4%				
LOCATION OF RESIDENCE	Confirmed address on pre-survey form	1333	947	386	758	215	356	69	738	133	213	82
	%	92.0%	90.8%	94.9%	94.4%	88.4%	91.0%	95.0%	93.0%	93.0%	97.1%	68.1%
	Gave different address	92	78	15	40	27	21	3	39	10	6	32
	%	6.4%	7.5%	3.6%	5.0%	11.1%	5.4%	4.7%	4.9%	6.7%	2.9%	26.4%
No response/unclear response	24	18	6	5	1	14	0	17	0		7	
%	1.6%	1.7%	1.4%	.7%	.5%	3.6%	.4%	2.1%	.3%		5.5%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Employment Service (weighted)		1449	1261	188	1151	110	501	759	601	232	158	249
	%	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	803	706	97	669	37	219	487	408	99	65	128
	%	55.4%	56.0%	51.3%	58.1%	34.0%	43.8%	64.2%	67.8%	43.0%	41.4%	51.5%
	Lives with other people (not family members)	391	316	75	261	56	203	113	113	75	58	68
	%	27.0%	25.1%	39.8%	22.6%	50.9%	40.5%	14.9%	18.7%	32.5%	36.9%	27.1%
	Lives alone	244	234	9	219	15	75	159	81	51	32	53
%	16.8%	18.6%	5.0%	19.0%	13.6%	15.0%	20.9%	13.4%	21.9%	20.4%	21.3%	
No response/unclear response	11	4	7	2	2	4			6	2	0	
%	.8%	.3%	3.8%	.2%	1.5%	.7%			2.7%	1.3%	.1%	
LOCATION OF RESIDENCE	Confirmed address on pre-survey form	1333	1159	174	1062	97	467	691	569	221	147	198
	%	92.0%	91.9%	92.3%	92.3%	88.4%	93.3%	91.0%	94.6%	95.3%	93.0%	79.6%
	Gave different address	92	79	13	75	4	20	59	29	7	7	43
	%	6.4%	6.3%	7.1%	6.5%	3.5%	3.9%	7.8%	4.8%	3.2%	4.2%	17.2%
No response/unclear response	24	23	1	14	9	14	9	4	4	4	8	
%	1.6%	1.8%	.7%	1.2%	8.1%	2.7%	1.2%	.7%	1.5%	2.7%	3.2%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Employment Service (weighted)		1449	489	417	177	156	141	37	10	22
	%	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	803	304	239	100	72	65	20	1	2
	%	55.4%	62.1%	57.4%	56.1%	46.3%	46.3%	54.4%	14.0%	7.7%
	Lives with other people (not family members)	391	109	100	41	56	54	9	3	19
	%	27.0%	22.3%	23.9%	23.2%	36.3%	37.9%	24.6%	28.9%	90.3%
	Lives alone	244	69	77	37	26	21	7	6	0
%	16.8%	14.1%	18.4%	20.7%	16.9%	15.2%	19.6%	57.0%	2.0%	
No response/unclear response	11	7	2		1	1	1			
%	.8%	1.5%	.4%		.5%	.6%	1.4%			
LOCATION OF RESIDENCE	Confirmed address on pre-survey form	1333	456	370	169	147	130	32	9	20
	%	92.0%	93.2%	88.7%	95.4%	94.2%	91.9%	86.9%	86.0%	93.9%
	Gave different address	92	30	36	7	6	7	4	1	1
	%	6.4%	6.2%	8.6%	4.2%	3.9%	5.0%	9.6%	14.0%	4.1%
No response/unclear response	24	3	11	1	3	4	1		0	
%	1.6%	.6%	2.7%	.4%	2.0%	3.1%	3.5%		2.0%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Not living with parent/relatives / Receives CSDA Employment Service		646	368	278	291	355
	%	100.0%	100.0%	100.0%	100.0%	100.0%
DEGREE OF CHOICE IN RESIDENCY	Yes - unassisted	326	177	149	206	119
	%	50.4%	48.1%	53.5%	71.0%	33.6%
	Yes - with assistance (from co-ordinator/service)	165	102	63	57	108
	%	25.6%	27.7%	22.7%	19.6%	30.5%
	No - someone else chose for me	123	74	49	17	105
	%	19.0%	20.1%	17.6%	6.0%	29.6%
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	Not applicable - live in parent/relatives home	12	6	6	9	3
	%	1.8%	1.6%	2.2%	3.0%	.9%
	No response/unclear response/can't remember	20	9	11	2	19
	%	3.2%	2.6%	4.0%	.5%	5.3%
	Yes - unassisted	102	64	39	56	46
	%	15.8%	17.3%	13.9%	19.4%	12.9%
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	Yes - with assistance or chose some of the people	85	49	36	19	66
	%	13.2%	13.3%	13.0%	6.7%	18.5%
	No - someone else chose the people I live with	199	100	99	46	154
	%	30.9%	27.3%	35.5%	15.7%	43.3%
	Not applicable - live in parent/relatives home	12	7	6	9	4
	%	1.9%	1.8%	2.1%	3.0%	1.0%
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	Not applicable - lives alone	229	137	92	160	69
	%	35.5%	37.3%	33.1%	55.1%	19.5%
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	No response/unclear response	17	11	6	0	17
	%	2.7%	3.0%	2.3%	.1%	4.8%

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE		DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Not living with parent/relatives / Receives CSDA Employment Service		646	469	177	244	391	26	367	58	109	38
	%	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	326	220	106	190	132	19	130	44	88	30
	%	50.4%	46.8%	60.0%	78.1%	33.8%	71.5%	35.5%	76.1%	80.8%	78.1%
	Yes - with assistance (from co-ordinator/service)	165	121	44	39	126	5	113	7	16	6
	%	25.6%	25.8%	24.9%	16.2%	32.1%	18.5%	30.7%	11.5%	14.2%	16.6%
	No - someone else chose for me	123	107	15	13	104	0	95	7	5	1
	%	19.0%	22.9%	8.7%	5.2%	26.6%	1.7%	25.8%	12.4%	5.0%	3.1%
Not applicable - live in parent/relatives home	12	4	7	1	11	1	10			1	
%	1.8%	.9%	4.2%	.5%	2.7%	2.8%	2.8%			2.1%	
No response/unclear response/can't remember	20	16	4		19	1	19				
%	3.2%	3.5%	2.2%		4.8%	5.5%	5.2%				
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	Yes - unassisted	102	77	25	12	88	7	50	10	16	15
	%	15.8%	16.4%	14.4%	5.1%	22.5%	27.6%	13.6%	17.5%	14.8%	38.4%
	Yes - with assistance or chose some of the people	85	58	28	1	84	5	54		14	1
	%	13.2%	12.3%	15.6%	.3%	21.6%	19.7%	14.6%		13.1%	3.7%
	No - someone else chose the people I live with	199	171	29	5	187	2	150	7	19	5
	%	30.9%	36.3%	16.3%	2.0%	47.8%	8.9%	40.9%	12.1%	17.7%	14.0%
Not applicable - live in parent/relatives home	12	5	7	1	11	1	11			1	
%	1.9%	1.1%	4.0%	.4%	2.9%	2.8%	2.9%			2.1%	
Not applicable - lives alone	229	144	86	224	5	11	88	40	59	16	
%	35.5%	30.6%	48.6%	92.0%	1.4%	40.9%	23.9%	69.7%	54.0%	41.8%	
No response/unclear response	17	15	2	0	15		15	0	0		
%	2.7%	3.3%	1.1%	.2%	3.9%		4.1%	.7%	.4%		

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

Productivity Commission

Job Number: 98196

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Not living with parent/relatives / Receives CSDA Employment Service		646	554	92	482	72	282	272	194	132	93	121
	%	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	326	305	21	293	12	107	198	98	60	44	76
	%	50.4%	55.0%	22.7%	60.8%	16.5%	38.0%	72.8%	50.6%	45.1%	47.4%	63.0%
	Yes - with assistance (from co-ordinator/service)	165	150	16	113	37	104	45	63	33	27	18
	%	25.6%	27.0%	17.1%	23.4%	50.5%	36.9%	16.5%	32.5%	25.3%	28.8%	14.9%
	No - someone else chose for me	123	70	53	49	21	55	15	22	32	21	26
	%	19.0%	12.7%	57.3%	10.2%	29.1%	19.5%	5.7%	11.2%	24.4%	22.3%	21.2%
Not applicable - live in parent/relatives home	12	11	0	11		3	8	7	2			
%	1.8%	2.1%	.5%	2.4%		1.2%	3.0%	3.6%	1.5%			
No response/unclear response/can't remember	20	18	2	15	3	13	6	4	5	1	1	
%	3.2%	3.3%	2.4%	3.2%	3.9%	4.5%	2.0%	2.1%	3.6%	1.6%	.9%	
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	Yes - unassisted	102	97	5	87	11	47	50	27	28	13	17
	%	15.8%	17.6%	5.3%	18.0%	15.0%	16.7%	18.2%	13.8%	21.4%	14.3%	14.2%
	Yes - with assistance or chose some of the people	85	79	6	63	16	61	18	29	16	12	15
	%	13.2%	14.2%	6.9%	13.0%	22.4%	21.5%	6.7%	15.2%	12.2%	13.5%	12.5%
	No - someone else chose the people I live with	199	131	68	99	32	91	40	48	37	37	37
	%	30.9%	23.7%	74.3%	20.5%	44.9%	32.3%	14.8%	24.6%	28.1%	40.2%	30.5%
	Not applicable - live in parent/relatives home	12	11	1	11		3	8	7	3		
%	1.9%	2.0%	1.4%	2.3%		1.0%	3.0%	3.6%	2.1%			
Not applicable - lives alone	229	220	10	210	10	67	153	81	42	29	51	
%	35.5%	39.7%	10.4%	43.5%	14.0%	23.9%	56.2%	41.8%	32.0%	31.1%	42.2%	
No response/unclear response	17	16	2	13	3	13	3	2	6	1	1	
%	2.7%	2.9%	1.8%	2.7%	3.7%	4.6%	1.0%	1.0%	4.2%	1.0%	.7%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Not living with parent/relatives / Receives CSDA Employment Service		646	185	178	78	84	76	17	9	20
	%	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	326	81	114	54	32	22	10	3	11
	%	50.4%	43.4%	64.3%	69.2%	37.7%	28.8%	60.7%	32.7%	52.9%
	Yes - with assistance (from co-ordinator/service)	165	63	24	13	18	30	4	6	7
	%	25.6%	34.1%	13.4%	16.6%	22.1%	39.6%	22.0%	67.3%	36.1%
	No - someone else chose for me	123	34	28	7	29	20	2		2
	%	19.0%	18.6%	15.9%	8.6%	34.2%	26.9%	14.2%		9.4%
Not applicable - live in parent/relatives home	12	3	1	2	3	3				
%	1.8%	1.6%	.5%	3.0%	3.2%	4.1%				
No response/unclear response/can't remember	20	4	11	2	2	0	1		0	
%	3.2%	2.3%	5.9%	2.5%	2.8%	.6%	3.1%		1.7%	
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	Yes - unassisted	102	17	49	18	11	3	4		0
	%	15.8%	9.3%	27.4%	23.1%	12.8%	4.0%	26.6%		.6%
	Yes - with assistance or chose some of the people	85	39	9	8	7	14	1		7
	%	13.2%	20.9%	5.0%	10.1%	8.8%	18.9%	7.7%		33.3%
	No - someone else chose the people I live with	199	56	45	9	35	35	3	3	12
	%	30.9%	30.2%	25.6%	12.2%	42.2%	45.8%	17.0%	33.7%	62.8%
	Not applicable - live in parent/relatives home	12	3	2	2	2	3			
%	1.9%	1.6%	.9%	3.0%	2.7%	4.1%				
Not applicable - lives alone	229	69	63	39	25	21	7	6	0	
%	35.5%	37.2%	35.2%	50.1%	30.1%	27.1%	41.5%	66.3%	1.7%	
No response/unclear response	17	1	11	1	3		1		0	
%	2.7%	.8%	5.9%	1.5%	3.3%		7.1%		1.7%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Not living with parent/relatives / Receives CSDA Employment Service		646	554	92	482	72	282	272	194	132	93	121
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HOUSEHOLD SITUATION	Lives with other people (not family members)	391	316	75	261	56	203	113	113	75	58	68
	%	60.6%	57.1%	81.8%	54.1%	77.0%	72.0%	41.5%	58.2%	57.0%	63.0%	55.9%
	Lives alone	244	234	9	219	15	75	159	81	51	32	53
	%	37.7%	42.2%	10.4%	45.5%	20.6%	26.7%	58.5%	41.8%	38.4%	34.7%	43.9%
	No response/unclear response	11	4	7	2	2	4			6	2	0
	%	1.7%	.7%	7.8%	.4%	2.3%	1.3%			4.7%	2.3%	.2%
LOCATION OF RESIDENCE	Confirmed address on pre-survey form	575	496	79	434	62	257	238	174	123	84	97
	%	89.0%	89.6%	85.7%	90.1%	86.1%	91.4%	87.6%	90.2%	92.8%	90.9%	80.1%
	Gave different address	52	41	12	39	2	11	29	17	6	4	19
	%	8.1%	7.3%	12.9%	8.1%	2.2%	4.0%	10.8%	9.0%	4.5%	4.4%	15.9%
	No response/unclear response	19	17	1	9	8	13	4	2	4	4	5
	%	2.9%	3.1%	1.4%	1.8%	11.6%	4.6%	1.6%	.9%	2.7%	4.7%	4.0%

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Not living with parent/relatives / Receives CSDA Employment Service		646	185	178	78	84	76	17	9	20	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
HOUSEHOLD SITUATION	Lives with other people (not family members)		391	109	100	41	56	54	9	3	19
		%	60.6%	58.9%	56.0%	52.9%	67.6%	70.5%	53.9%	33.7%	97.8%
	Lives alone		244	69	77	37	26	21	7	6	0
		%	37.7%	37.2%	43.1%	47.1%	31.6%	28.3%	43.0%	66.3%	2.2%
	No response/unclear response		11	7	2		1	1	1		
		%	1.7%	3.9%	.9%		.9%	1.1%	3.1%		
LOCATION OF RESIDENCE	Confirmed address on pre-survey form		575	165	154	72	78	66	13	7	19
		%	89.0%	89.1%	86.7%	92.4%	93.6%	87.3%	77.7%	83.7%	93.9%
	Gave different address		52	17	16	5	3	6	3	1	1
		%	8.1%	9.3%	9.3%	6.5%	3.6%	7.5%	16.1%	16.3%	3.9%
	No response/unclear response		19	3	7	1	2	4	1		0
		%	2.9%	1.5%	4.0%	1.0%	2.8%	5.1%	6.2%		2.2%

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE	
			Male	Female	MDS 5.01	MDS 5.02	
BASE: Not living with parent/relatives / Receives CSDA Employment Service		646	368	278	291	355	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
ENJOYMENT OF RESIDENCY	Yes - like where I live now	536	315	221	227	310	
	%	83.0%	85.7%	79.5%	77.9%	87.2%	
	In between	63	27	37	36	28	
	%	9.8%	7.2%	13.2%	12.2%	7.9%	
	No - don't like where I live now	25	16	9	16	8	
	%	3.8%	4.4%	3.1%	5.6%	2.4%	
SAFETY OF RESIDENCY	Yes - feel safe here/there	575	334	241	252	324	
	%	89.1%	90.9%	86.6%	86.6%	91.2%	
	In between - most of the time	38	18	20	22	15	
	%	5.8%	4.9%	7.0%	7.6%	4.4%	
	No - don't feel safe	14	6	8	8	6	
	%	2.2%	1.7%	2.9%	2.7%	1.8%	
ENJOYMENT OF RESIDENCY	Not applicable - live in parent/relatives home	16	7	10	12	4	
	%	2.5%	1.8%	3.5%	4.0%	1.3%	
	No response/unclear response	5	3	2	1	5	
	%	.8%	.9%	.7%	.3%	1.3%	
	SAFETY OF RESIDENCY	Not applicable - live in parent/relatives home	11	5	7	8	4
		%	1.8%	1.3%	2.3%	2.6%	1.0%
No response/unclear response		7	4	3	1	6	
%		1.1%	1.2%	1.1%	.5%	1.7%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE		DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Not living with parent/relatives / Receives CSDA Employment Service		646	469	177	244	391	26	367	58	109	38
	%	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	536	393	143	201	327	23	310	48	84	27
	%	83.0%	83.8%	80.8%	82.5%	83.6%	90.0%	84.3%	82.3%	77.5%	71.6%
	In between	63	47	16	24	38	1	31	3	20	4
	%	9.8%	10.1%	9.2%	9.9%	9.7%	5.5%	8.5%	5.0%	18.8%	10.0%
	No - don't like where I live now	25	15	10	13	11	0	10	7	4	3
	%	3.8%	3.2%	5.5%	5.5%	2.9%	1.7%	2.8%	11.9%	3.3%	8.1%
Not applicable - live in parent/relatives home	16	8	8	5	11	1	11	0	0	4	
%	2.5%	1.8%	4.4%	2.2%	2.8%	2.8%	2.9%	.7%	.4%	10.2%	
No response/unclear response	5	5			4		5				
%	.8%	1.1%			1.0%		1.5%				
SAFETY OF RESIDENCY	Yes - feel safe here/there	575	418	157	229	337	25	324	55	94	38
	%	89.1%	89.2%	88.9%	93.9%	86.0%	95.6%	88.3%	95.2%	86.1%	97.9%
	In between - most of the time	38	29	9	10	27	0	19	2	12	
	%	5.8%	6.1%	5.0%	4.1%	7.0%	1.5%	5.3%	2.8%	10.6%	
	No - don't feel safe	14	11	3	4	10		7	1	4	
	%	2.2%	2.3%	1.9%	1.8%	2.5%		2.0%	2.0%	3.3%	
Not applicable - live in parent/relatives home	11	4	7	0	11	1	10			1	
%	1.8%	.8%	4.2%	.2%	2.8%	2.8%	2.7%			2.1%	
No response/unclear response	7	7			7		7				
%	1.1%	1.6%			1.7%		1.8%				

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Not living with parent/relatives / Receives CSDA Employment Service		646	554	92	482	72	282	272	194	132	93	121
	%	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	536	456	80	393	63	244	211	159	111	81	92
	%	83.0%	82.3%	87.4%	81.6%	87.2%	86.8%	77.6%	82.2%	83.7%	87.2%	76.3%
	In between	63	58	6	50	7	26	32	18	13	6	19
	%	9.8%	10.4%	6.1%	10.5%	10.3%	9.2%	11.8%	9.5%	9.6%	6.7%	16.0%
	No - don't like where I live now	25	23	2	21	1	6	17	9	6	6	4
	%	3.8%	4.1%	1.9%	4.5%	2.0%	2.0%	6.3%	4.5%	4.4%	6.1%	3.0%
	Not applicable - live in parent/relatives home	16	15	1	15		4	12	7	2		4
	%	2.5%	2.8%	.9%	3.2%		1.3%	4.3%	3.6%	1.8%		2.9%
No response/unclear response	5	2	3	2	0	2		0	1		2	
%	.8%	.4%	3.7%	.3%	.5%	.7%		.2%	.6%		1.9%	
SAFETY OF RESIDENCY	Yes - feel safe here/there	575	490	85	425	65	253	237	170	117	87	109
	%	89.1%	88.5%	92.8%	88.3%	89.9%	89.9%	87.0%	87.8%	88.6%	94.0%	90.0%
	In between - most of the time	38	36	2	30	6	18	18	9	6	5	8
	%	5.8%	6.5%	1.8%	6.3%	7.8%	6.3%	6.7%	4.8%	4.9%	5.1%	6.9%
	No - don't feel safe	14	14	0	14	1	5	9	6	4	1	2
	%	2.2%	2.6%	.1%	2.8%	.7%	1.8%	3.3%	3.1%	3.1%	.9%	1.5%
	Not applicable - live in parent/relatives home	11	10	1	10		2	8	7	2		0
%	1.8%	1.9%	.9%	2.2%		.8%	3.0%	3.6%	1.5%		.3%	
No response/unclear response	7	3	4	2	1	3	0	1	3		2	
%	1.1%	.6%	4.4%	.4%	1.7%	1.1%	.0%	.7%	1.9%		1.3%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Not living with parent/relatives / Receives CSDA Employment Service		646	185	178	78	84	76	17	9	20
	%	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	536	152	146	70	71	65	15	7	9
	%	83.0%	82.2%	82.3%	89.9%	84.9%	85.5%	91.3%	83.7%	45.5%
	In between	63	20	18	3	4	5	1	1	10
	%	9.8%	10.9%	10.2%	3.5%	5.0%	6.9%	8.7%	16.3%	51.2%
	No - don't like where I live now	25	9	7	3	4	2			1
	%	3.8%	4.7%	4.0%	3.6%	4.6%	2.3%			3.3%
Not applicable - live in parent/relatives home	16	3	4	2	3	4				
%	2.5%	1.6%	2.2%	3.0%	3.7%	5.2%				
No response/unclear response	5	1	2		2					
%	.8%	.8%	1.4%		1.8%					
SAFETY OF RESIDENCY	Yes - feel safe here/there	575	168	160	69	70	69	16	9	14
	%	89.1%	90.7%	90.2%	88.9%	84.1%	90.7%	94.4%	100.0%	70.5%
	In between - most of the time	38	9	10	3	6	4	1		5
	%	5.8%	4.7%	5.8%	4.0%	6.8%	5.2%	3.1%		26.7%
	No - don't feel safe	14	6	3	2	2	0	0		0
	%	2.2%	3.1%	1.7%	2.5%	2.7%	.6%	2.5%		1.7%
Not applicable - live in parent/relatives home	11	3	1	2	3	2				
%	1.8%	1.6%	.5%	3.0%	3.7%	2.9%				
No response/unclear response	7		3	1	2	0			0	
%	1.1%		1.8%	1.5%	2.7%	.6%			1.1%	

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

*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 (weighted)		1449	837	612	864	585
	%	100.0%	100.0%	100.0%	100.0%	100.0%
SAFETY OF AREA	Yes - feel safe	1221	730	491	764	457
	%	84.3%	87.2%	80.2%	88.4%	78.1%
	In between	103	54	48	58	45
	%	7.1%	6.5%	7.9%	6.7%	7.6%
	No - feel scared	48	18	30	17	32
	%	3.3%	2.2%	4.9%	1.9%	5.4%
Not applicable - does not go out, not aware	54	19	34	16	38	
%	3.7%	2.3%	5.6%	1.8%	6.5%	
No response/unclear response	23	14	8	9	14	
%	1.6%	1.7%	1.4%	1.1%	2.3%	

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

*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 (weighted)		1449	1042	407	803	244	391	73	794	143	219	121
	%	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	1221	872	349	701	212	303	68	651	118	200	101
	%	84.3%	83.7%	85.9%	87.3%	87.1%	77.4%	93.2%	82.0%	82.2%	91.3%	83.4%
	In between	103	78	25	56	24	22	3	48	13	13	19
	%	7.1%	7.4%	6.2%	6.9%	9.8%	5.6%	3.7%	6.0%	9.2%	5.7%	15.9%
	No - feel scared	48	29	19	22	6	20		39	2	4	
	%	3.3%	2.8%	4.7%	2.7%	2.6%	5.1%		4.9%	1.6%	2.0%	
Not applicable - does not go out, not aware	54	41	12	19	1	31	1	42	4	2	1	
%	3.7%	4.0%	3.1%	2.3%	.5%	8.0%	1.7%	5.2%	2.6%	1.0%	.7%	
No response/unclear response	23	22	1	6		15	1	14	6			
%	1.6%	2.1%	.2%	.7%		3.9%	1.4%	1.8%	4.3%			

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 (weighted)		1449	1261	188	1151	110	501	759	601	232	158	249
	%	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	1221	1094	127	1001	92	417	676	528	185	133	207
	%	84.3%	86.8%	67.7%	87.0%	84.2%	83.3%	89.0%	87.8%	79.9%	84.0%	83.2%
	In between	103	96	7	89	6	40	56	37	16	12	24
	%	7.1%	7.6%	3.8%	7.8%	5.7%	7.9%	7.4%	6.1%	7.1%	7.6%	9.8%
	No - feel scared	48	40	8	36	4	22	19	15	12	6	1
	%	3.3%	3.2%	4.3%	3.2%	3.5%	4.3%	2.5%	2.5%	5.3%	3.8%	.4%
Not applicable - does not go out, not aware	54	19	35	14	5	15	4	13	15	5	13	
%	3.7%	1.5%	18.5%	1.2%	4.4%	3.0%	.5%	2.1%	6.3%	3.5%	5.4%	
No response/unclear response	23	12	11	10	2	8	4	9	3	2	3	
%	1.6%	1.0%	5.8%	.8%	2.2%	1.5%	.6%	1.5%	1.4%	1.1%	1.2%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Employment Service (weighted)		1449	489	417	177	156	141	37	10	22	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SAFETY OF AREA	Yes - feel safe		1221	404	364	154	121	116	32	10	20
		%	84.3%	82.7%	87.3%	86.7%	77.6%	82.4%	86.3%	100.0%	92.9%
	In between		103	46	20	13	12	9	3		1
		%	7.1%	9.4%	4.7%	7.5%	7.6%	6.3%	6.9%		2.6%
	No - feel scared		48	23	7	6	7	4	1		1
		%	3.3%	4.7%	1.7%	3.1%	4.2%	3.1%	3.2%		2.6%
Not applicable - does not go out, not aware		54	14	13	3	11	11	1		0	
	%	3.7%	2.9%	3.1%	1.8%	7.3%	8.0%	1.4%		1.0%	
No response/unclear response		23	1	13	2	5	0	1		0	
	%	1.6%	.3%	3.2%	.9%	3.2%	.3%	2.1%		1.0%	

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		646	368	278	291	355	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
LIKE OTHER HOUSE RESIDENTS	Yes - like who I live with/like living alone		478	263	215	199	279
		%	74.0%	71.7%	77.2%	68.4%	78.7%
	In between - like sometimes/like some		72	41	32	33	39
		%	11.2%	11.0%	11.4%	11.5%	10.9%
No - don't like who I live with/living alone		58	39	19	43	15	
	%	9.0%	10.5%	6.9%	14.7%	4.3%	
No response/unclear response		37	25	13	16	22	
	%	5.8%	6.8%	4.5%	5.4%	6.1%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	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		646	469	177	244	391	26	367	58	109	38
	%	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	478	346	133	167	306	20	285	39	75	20
	%	74.0%	73.6%	75.1%	68.4%	78.2%	76.4%	77.7%	66.6%	68.5%	52.1%
	In between - like sometimes/like some	72	59	13	24	45	1	41	11	13	4
	%	11.2%	12.6%	7.4%	10.0%	11.5%	5.5%	11.1%	19.8%	12.3%	10.2%
	No - don't like who I live with/living alone	58	36	22	48	10	1	15	8	18	11
%	9.0%	7.7%	12.3%	19.5%	2.7%	4.6%	4.0%	13.6%	16.2%	27.5%	
No response/unclear response	37	28	9	5	30	4	26		3	4	
%	5.8%	6.1%	5.1%	2.0%	7.7%	13.4%	7.2%		3.0%	10.2%	

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		646	554	92	482	72	282	272	194	132	93	121
	%	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	478	408	70	352	56	213	195	148	94	82	79
	%	74.0%	73.6%	76.7%	73.1%	77.2%	75.5%	71.6%	76.3%	71.2%	88.9%	65.8%
	In between - like sometimes/like some	72	56	16	47	9	30	26	16	19	7	23
	%	11.2%	10.1%	17.4%	9.8%	12.6%	10.8%	9.5%	8.1%	14.1%	7.3%	18.7%
	No - don't like who I live with/living alone	58	57	1	54	3	10	46	22	11	2	15
%	9.0%	10.3%	1.1%	11.2%	4.0%	3.7%	17.1%	11.1%	8.6%	2.6%	12.7%	
No response/unclear response	37	33	4	29	5	28	5	9	8	1	3	
%	5.8%	6.0%	4.7%	5.9%	6.2%	10.0%	1.8%	4.5%	6.1%	1.2%	2.8%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Not living with parent/relatives / Receives CSDA Employment Service		646	185	178	78	84	76	17	9	20
	%	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	478	138	115	63	64	63	14	9	14
	%	74.0%	74.4%	64.5%	80.3%	76.2%	82.8%	84.2%	100.0%	69.4%
	In between - like sometimes/like some	72	29	11	8	9	9	1		5
	%	11.2%	15.5%	6.3%	10.1%	11.0%	12.1%	4.6%		26.7%
	No - don't like who I live with/living alone	58	14	28	4	7	3	1		0
	%	9.0%	7.8%	15.8%	5.5%	8.3%	4.0%	5.6%		1.7%
No response/unclear response	37	4	24	3	4	1	1		0	
%	5.8%	2.3%	13.4%	4.1%	4.5%	1.2%	5.6%		2.2%	

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE MDS 5.01	EMPLOY. SERVICE TYPE MDS 5.02
			Male	Female		
BASE: Receives CSDA Employment Service (weighted)		1449	837	612	864	585
	%	100.0%	100.0%	100.0%	100.0%	100.0%
DESIRE TO MOVE	Yes - move somewhere else for positive reasons	248	158	90	189	59
	%	17.1%	18.9%	14.6%	21.8%	10.1%
	No, like where I live/stay	986	545	441	554	432
	%	68.0%	65.1%	72.0%	64.1%	73.9%
	In between - sometimes want to move/sometimes	138	83	55	86	51
	%	9.5%	9.9%	8.9%	10.0%	8.7%
Yes - move somewhere else for negative reasons	44	26	18	21	23	
%	3.1%	3.1%	3.0%	2.4%	4.0%	
No response/unclear response	33	24	9	14	19	
%	2.3%	2.9%	1.5%	1.7%	3.2%	

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

*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 (weighted)		1449	1042	407	803	244	391	73	794	143	219	121
	%	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	248	174	74	144	40	64	15	114	41	46	25
	%	17.1%	16.7%	18.1%	18.0%	16.4%	16.3%	20.6%	14.3%	28.7%	20.8%	20.9%
	No, like where I live/stay	986	710	276	561	171	248	52	553	83	140	82
	%	68.0%	68.1%	67.9%	69.9%	70.2%	63.4%	71.8%	69.6%	57.7%	63.7%	67.7%
	In between - sometimes want to move/sometimes stay	138	102	36	65	24	49	2	75	18	18	11
	%	9.5%	9.8%	8.8%	8.1%	9.7%	12.4%	2.5%	9.5%	12.4%	8.4%	8.9%
Yes - move somewhere else for negative reasons	44	33	12	18	7	19	1	26	0	16		
%	3.1%	3.1%	2.9%	2.3%	3.0%	4.8%	1.7%	3.3%	.3%	7.1%		
No response/unclear response	33	24	10	14	2	12	2	25	1		3	
%	2.3%	2.3%	2.3%	1.8%	.7%	3.1%	3.4%	3.2%	.9%		2.4%	

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 (weighted)		1449	1261	188	1151	110	501	759	601	232	158	249
	%	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	248	227	21	217	10	49	177	109	44	27	54
	%	17.1%	18.0%	10.9%	18.9%	9.3%	9.9%	23.3%	18.1%	19.1%	17.2%	21.8%
	No, like where I live/stay	986	835	151	764	71	351	484	400	157	111	164
	%	68.0%	66.2%	80.1%	66.3%	65.1%	70.2%	63.7%	66.6%	67.9%	70.1%	66.0%
	In between - sometimes want to move/sometimes stay	138	132	6	119	13	64	68	65	13	13	19
	%	9.5%	10.4%	3.2%	10.3%	11.9%	12.7%	8.9%	10.8%	5.5%	8.4%	7.8%
Yes - move somewhere else for negative reasons	44	43	1	32	11	23	21	14	10	6	6	
%	3.1%	3.4%	.6%	2.8%	10.1%	4.5%	2.7%	2.3%	4.5%	3.6%	2.3%	
No response/unclear response	33	23	10	19	4	13	10	13	7	1	5	
%	2.3%	1.8%	5.3%	1.7%	3.5%	2.7%	1.3%	2.2%	2.9%	.8%	2.1%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Employment Service (weighted)		1449	489	417	177	156	141	37	10	22
	%	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	248	99	55	26	27	26	3	1	11
	%	17.1%	20.3%	13.1%	14.7%	17.3%	18.3%	7.8%	14.0%	48.8%
	No, like where I live/stay	986	305	317	120	103	99	29	9	5
	%	68.0%	62.3%	76.0%	67.4%	66.4%	69.9%	77.7%	86.0%	21.4%
	In between - sometimes want to move/sometimes	138	52	34	21	11	10	5		6
	%	9.5%	10.6%	8.1%	11.9%	6.9%	6.8%	12.7%		26.7%
Yes - move somewhere else for negative reasons	44	22	4	8	7	3	1		0	
%	3.1%	4.4%	.9%	4.4%	4.2%	2.5%	1.8%		2.0%	
No response/unclear response	33	12	7	3	8	4			0	
%	2.3%	2.4%	1.7%	1.5%	5.1%	2.5%			1.0%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE	
			Male	Female	MDS 5.01	MDS 5.02	
BASE: Receives CSDA Employment Service (weighted)		1449	837	612	864	585	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
Someone to talk to?	Yes - a family member		866	491	375	537	329
		%	59.8%	58.7%	61.2%	62.1%	56.3%
	Yes - a friend		603	340	264	424	180
		%	41.6%	40.6%	43.0%	49.0%	30.7%
	Yes - a staff member		353	194	159	127	226
		%	24.4%	23.2%	26.0%	14.7%	38.7%
	Sometimes		15	10	4	10	5
		%	1.0%	1.3%	.7%	1.1%	.9%
	No		109	66	43	77	31
		%	7.5%	7.9%	7.0%	8.9%	5.4%
	No response/unclear response		27	12	15	4	23
		%	1.8%	1.4%	2.4%	.4%	3.9%

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE		
			Capital City	Other	With family/partner	Lives alone	Lives with other people
BASE: Receives CSDA Employment Service (weighted)		1449	1042	407	803	244	391
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Someone to talk to?	Yes - a family member	866	631	235	566	123	173
	%	59.8%	60.5%	57.9%	70.4%	50.4%	44.3%
	Yes - a friend	603	421	183	358	118	126
	%	41.6%	40.4%	44.9%	44.6%	48.6%	32.3%
	Yes - a staff member	353	256	97	99	64	184
	%	24.4%	24.6%	23.9%	12.3%	26.3%	47.0%
	Sometimes	15	6	9	10	0	4
	%	1.0%	.6%	2.2%	1.3%	.2%	1.1%
	No	109	76	32	52	26	31
	%	7.5%	7.3%	7.9%	6.5%	10.5%	7.9%
No response/unclear response	27	23	4	8	2	15	
%	1.8%	2.2%	.9%	1.0%	.6%	3.7%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Employment Service (weighted)		1449	1261	188	1151	110	501	759	601	232	158	249
	%	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	866	753	113	693	61	284	469	380	131	85	149
	%	59.8%	59.8%	59.8%	60.2%	55.5%	56.7%	61.8%	63.2%	56.5%	53.9%	59.7%
	Yes - a friend	603	552	51	523	29	147	405	263	83	49	134
	%	41.6%	43.8%	27.3%	45.4%	26.5%	29.4%	53.3%	43.8%	35.7%	31.1%	53.7%
	Yes - a staff member	353	302	51	258	45	190	112	112	71	48	54
	%	24.4%	24.0%	27.1%	22.4%	40.8%	37.9%	14.7%	18.6%	30.8%	30.1%	21.6%
	Sometimes	15	14	1	13	1	10	4	7	3	1	1
%	1.0%	1.1%	.5%	1.1%	1.1%	2.0%	.5%	1.1%	1.3%	.8%	.3%	
No	109	90	18	90	0	18	72	48	19	18	19	
%	7.5%	7.2%	9.8%	7.8%	.4%	3.7%	9.4%	8.0%	8.1%	11.2%	7.6%	
No response/unclear response	27	12	15	8	4	10	2	7	7	3	3	
%	1.8%	1.0%	7.7%	.7%	3.6%	1.9%	.3%	1.1%	2.9%	2.0%	1.3%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Employment Service (weighted)		1449	489	417	177	156	141	37	10	22	
	%	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		866	291	250	118	78	90	22	4	13
		%	59.8%	59.4%	60.0%	66.7%	50.2%	63.4%	59.1%	42.1%	62.1%
	Yes - a friend		603	204	186	79	51	47	15	4	16
		%	41.6%	41.8%	44.7%	44.6%	32.6%	33.3%	40.8%	43.8%	75.5%
	Yes - a staff member		353	126	65	43	46	55	8	1	8
		%	24.4%	25.9%	15.6%	24.3%	29.4%	39.3%	21.7%	14.0%	36.4%
	Sometimes		15	6	7		2		0		0
		%	1.0%	1.2%	1.7%		1.0%		.7%		1.0%
	No		109	45	31	10	16	4	3		0
		%	7.5%	9.1%	7.3%	5.5%	10.4%	2.8%	8.5%		1.0%
	No response/unclear response		27		12	2	10	2	0		1
		%	1.8%		2.9%	1.1%	6.2%	1.5%	.7%		2.6%

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

*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 (weighted)		1449	837	612	864	585
	%	100.0%	100.0%	100.0%	100.0%	100.0%
HAVE FRIENDS	Yes - friends who are not staff or family	1082	635	447	688	394
	%	74.6%	75.9%	73.0%	79.6%	67.3%
	Yes - friends are all staff or family/or not sure	170	84	86	74	95
	%	11.7%	10.0%	14.0%	8.6%	16.3%
	No friends	172	100	72	96	76
%	11.9%	11.9%	11.8%	11.1%	13.0%	
No response/unclear response	26	18	8	6	20	
%	1.8%	2.1%	1.3%	.7%	3.4%	

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 (weighted)		1449	1042	407	803	244	391	73	794	143	219	121
	%	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	1082	794	288	615	191	270	53	576	111	178	97
	%	74.6%	76.2%	70.7%	76.5%	78.5%	68.9%	72.3%	72.6%	77.5%	81.1%	80.4%
	Yes - friends are all staff or family/or not sure	170	105	65	76	24	68	7	106	11	21	9
	%	11.7%	10.0%	16.0%	9.5%	10.0%	17.3%	9.9%	13.4%	7.6%	9.8%	7.7%
	No friends	172	125	47	107	26	38	12	94	20	19	12
%	11.9%	12.0%	11.6%	13.4%	10.8%	9.7%	16.7%	11.9%	13.8%	8.8%	9.5%	
No response/unclear response	26	19	7	5	2	16	1	17	2	1	3	
%	1.8%	1.8%	1.7%	.6%	.8%	4.1%	1.1%	2.1%	1.1%	.3%	2.4%	

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

Productivity Commission

Job Number: 98196

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

		TOTAL	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 (weighted)		1449	1261	188	1151	110	501	759	601	232	158	249
	%	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	1082	972	110	897	75	366	606	454	160	110	197
	%	74.6%	77.1%	58.2%	77.9%	68.7%	73.2%	79.8%	75.5%	69.1%	69.5%	79.2%
	Yes - friends are all staff or family/or not sure	170	132	38	115	16	61	70	68	31	21	27
	%	11.7%	10.4%	20.3%	10.0%	14.8%	12.2%	9.2%	11.3%	13.4%	13.6%	11.0%
	No friends	172	138	34	127	11	56	82	69	37	24	22
	%	11.9%	10.9%	18.1%	11.0%	9.9%	11.1%	10.8%	11.5%	15.9%	15.4%	8.8%
No response/unclear response	26	19	6	12	7	18	2	10	4	2	2	
%	1.8%	1.5%	3.3%	1.1%	6.6%	3.5%	.2%	1.7%	1.6%	1.5%	1.0%	

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

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Employment Service (weighted)		1449	489	417	177	156	141	37	10	22
	%	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	1082	374	300	146	104	107	25	10	15
	%	74.6%	76.5%	72.0%	82.5%	66.5%	75.6%	68.8%	100.0%	70.2%
	Yes - friends are all staff or family/or not sure	170	55	52	19	18	14	5		6
	%	11.7%	11.2%	12.5%	10.8%	11.8%	10.2%	14.8%		25.7%
	No friends	172	52	56	10	30	18	6		0
	%	11.9%	10.6%	13.4%	5.8%	19.2%	13.0%	14.9%		2.0%
No response/unclear response	26	9	9	2	4	2	1		0	
%	1.8%	1.8%	2.1%	.9%	2.5%	1.2%	1.4%		2.0%	

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

*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		1277	737	540	768	509
	%	100.0%	100.0%	100.0%	100.0%	100.0%
SEE FRIENDS WHEN YOU WANT	Yes - can see them when I want to	1074	633	442	662	413
	%	84.1%	85.9%	81.7%	86.1%	81.1%
	Sometimes	123	63	59	74	49
	%	9.6%	8.6%	11.0%	9.6%	9.6%
	No	29	17	12	19	10
	%	2.3%	2.3%	2.3%	2.5%	1.9%
	Not applicable - doesn't have any friends	21	8	14	7	15
%	1.7%	1.0%	2.5%	.9%	2.9%	
No response/unclear response	30	16	14	7	23	
%	2.3%	2.2%	2.5%	.8%	4.5%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Have friends / Receives CSDA Employment Service		1277	918	360	696	217	353	61	699	123	200	109
	%	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	1074	764	310	592	197	276	44	567	121	185	90
	%	84.1%	83.3%	86.3%	85.1%	90.8%	78.3%	73.5%	81.0%	97.9%	92.6%	82.6%
	Sometimes	123	97	25	70	14	39	11	78	2	7	16
	%	9.6%	10.6%	7.1%	10.1%	6.5%	10.9%	17.5%	11.1%	1.5%	3.3%	14.8%
	No	29	21	8	17	0	11	5	19	1	4	
	%	2.3%	2.3%	2.2%	2.5%	.1%	3.2%	7.7%	2.7%	.6%	1.9%	
Not applicable - doesn't have any friends	21	15	6	10	1	10		16		1		
%	1.7%	1.7%	1.6%	1.4%	.6%	2.8%		2.3%		.7%		
No response/unclear response	30	19	10	6	4	17	1	20		3	3	
%	2.3%	2.1%	2.9%	.9%	2.0%	4.8%	1.3%	2.9%		1.4%	2.6%	

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		1277	1123	154	1024	99	445	677	532	195	134	227
	%	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	1074	959	115	878	81	372	587	442	173	112	193
	%	84.1%	85.4%	74.8%	85.8%	81.9%	83.6%	86.6%	83.0%	88.7%	84.0%	85.1%
	Sometimes	123	108	15	99	9	38	70	62	11	10	23
	%	9.6%	9.6%	9.6%	9.7%	9.1%	8.6%	10.3%	11.6%	5.9%	7.8%	10.1%
	No	29	26	3	25	1	12	14	12	1	2	4
	%	2.3%	2.3%	2.1%	2.4%	1.2%	2.7%	2.1%	2.3%	.8%	1.2%	1.9%
Not applicable - doesn't have any friends	21	6	15	6	0	4	3	8	4	4	4	
%	1.7%	.5%	9.8%	.6%	.4%	.8%	.4%	1.4%	1.9%	2.9%	1.7%	
No response/unclear response	30	24	6	17	7	19	4	9	6	5	3	
%	2.3%	2.1%	3.7%	1.6%	7.4%	4.3%	.7%	1.7%	2.8%	4.0%	1.2%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Have friends / Receives CSDA Employment Service		1277	437	361	167	126	123	31	10	21	
	%	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		1074	358	302	151	101	107	28	7	20
		%	84.1%	81.9%	83.6%	90.4%	80.2%	87.1%	89.2%	71.1%	94.8%
	Sometimes		123	52	34	13	12	7	2	3	1
		%	9.6%	11.8%	9.3%	7.5%	9.2%	6.1%	6.8%	28.9%	2.6%
	No		29	6	11	1	5	5	1		0
		%	2.3%	1.3%	3.0%	.7%	4.2%	3.9%	2.7%		1.0%
	Not applicable - doesn't have any friends		21	6	4	2	5	4	0		0
		%	1.7%	1.3%	1.1%	1.2%	4.2%	2.9%	1.3%		1.0%
	No response/unclear response		30	16	11	0	3				0
		%	2.3%	3.6%	2.9%	.2%	2.2%				.5%

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

*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 (weighted)		1449	837	612	864	585
	%	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	539	300	239	251	288
	%	37.2%	35.9%	39.1%	29.1%	49.3%
	Sometimes	53	32	21	20	33
	%	3.7%	3.8%	3.5%	2.3%	5.6%
	No	34	19	15	20	15
	%	2.4%	2.3%	2.5%	2.3%	2.5%
NA - no family/family not available/lives with family	786	458	328	563	223	
%	54.2%	54.8%	53.5%	65.1%	38.2%	
No response/unclear response	36	27	9	10	26	
%	2.5%	3.3%	1.4%	1.2%	4.4%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Employment Service (weighted)		1449	1042	407	803	244	391	73	794	143	219	121
	%	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	539	394	145	29	199	303	26	310	44	102	20
	%	37.2%	37.9%	35.6%	3.6%	81.6%	77.5%	36.4%	39.1%	31.0%	46.5%	16.3%
	Sometimes	53	44	9	4	17	32	2	25	8	4	11
	%	3.7%	4.2%	2.3%	.5%	7.0%	8.1%	2.5%	3.2%	5.4%	2.0%	9.3%
	No	34	22	13	1	16	18	0	16	6	7	3
	%	2.4%	2.1%	3.1%	.1%	6.5%	4.5%	.6%	2.0%	4.4%	3.2%	2.6%
NA - no family/family not available/lives with family	786	561	225	751	8	26	41	417	85	106	80	
%	54.2%	53.9%	55.2%	93.6%	3.3%	6.7%	56.7%	52.6%	59.2%	48.3%	66.2%	
No response/unclear response	36	21	15	17	4	12	3	25			7	
%	2.5%	2.0%	3.8%	2.2%	1.7%	3.2%	3.8%	3.1%			5.6%	

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 (weighted)		1449	1261	188	1151	110	501	759	601	232	158	249
	%	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	539	451	89	398	52	226	225	173	108	79	95
	%	37.2%	35.8%	47.1%	34.6%	47.7%	45.2%	29.6%	28.8%	46.5%	50.1%	38.2%
	Sometimes	53	48	5	45	4	30	18	15	8	8	11
	%	3.7%	3.8%	2.5%	3.9%	3.3%	6.1%	2.4%	2.5%	3.4%	5.3%	4.4%
	No	34	33	1	31	2	10	22	13	5	4	8
	%	2.4%	2.6%	.7%	2.7%	2.1%	2.0%	3.0%	2.1%	2.0%	2.4%	3.3%
NA - no family/family not available/lives with family	786	692	94	650	42	201	491	394	101	64	132	
%	54.2%	54.9%	49.7%	56.5%	38.8%	40.2%	64.7%	65.5%	43.5%	40.3%	53.0%	
No response/unclear response	36	36	0	27	9	33	3	7	11	3	3	
%	2.5%	2.8%	.1%	2.3%	8.1%	6.6%	.4%	1.1%	4.5%	1.8%	1.1%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Employment Service (weighted)		1449	489	417	177	156	141	37	10	22
	%	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	539	142	142	75	70	74	12	6	19
	%	37.2%	29.1%	34.1%	42.1%	44.6%	52.2%	33.9%	57.0%	87.8%
	Sometimes	53	17	15	5	7	4	3	1	0
	%	3.7%	3.5%	3.6%	2.9%	4.4%	2.8%	8.6%	14.0%	2.0%
	No	34	14	10	2	3	3	1		0
	%	2.4%	2.9%	2.5%	1.3%	2.2%	2.1%	1.8%		2.0%
	NA - no family/family not available/lives with family	786	304	236	92	73	58	19	3	1
	%	54.2%	62.1%	56.6%	51.7%	46.8%	41.0%	52.9%	28.9%	5.6%
	No response/unclear response	36	11	14	4	3	3	1		1
	%	2.5%	2.4%	3.3%	2.0%	2.0%	1.9%	2.8%		2.6%

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

*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 (weighted)		1449	837	612	864	585	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN SHOPPING	Yes		1307	729	578	793	515
		%	90.2%	87.2%	94.4%	91.7%	88.0%
	No		119	90	29	63	56
		%	8.2%	10.8%	4.7%	7.3%	9.6%
	No response/unclear response		22	17	6	8	14
		%	1.5%	2.0%	.9%	.9%	2.4%
PARTICIPATION IN SPORTS AND EXERCISE	Yes		1039	619	420	625	414
		%	71.7%	74.0%	68.5%	72.3%	70.7%
	No		398	207	191	235	163
		%	27.5%	24.7%	31.2%	27.2%	27.8%
	No response/unclear response		12	11	2	4	8
		%	.8%	1.3%	.3%	.4%	1.4%
PARTICIPATION IN ENTERTAINMENT	Yes		1176	680	495	699	477
		%	81.1%	81.3%	80.9%	80.9%	81.5%
	No		264	150	115	165	99
		%	18.3%	17.9%	18.7%	19.1%	17.0%
	No response/unclear response		9	6	3		9
		%	.6%	.7%	.4%		1.5%

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

*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 (weighted)		1449	1042	407	803	244	391	73	794	143	219	121	
	%	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		1307	933	374	714	238	354	65	720	115	199	114
		%	90.2%	89.5%	92.0%	88.8%	97.7%	90.6%	89.4%	90.8%	80.6%	90.9%	94.6%
	No		119	92	28	83	6	30	6	59	25	20	4
		%	8.2%	8.8%	6.8%	10.4%	2.3%	7.6%	8.6%	7.4%	17.2%	9.1%	3.0%
No response/unclear response		22	18	5	6		7	1	15	3		3	
	%	1.5%	1.7%	1.2%	.8%		1.8%	2.0%	1.8%	2.2%		2.4%	
PARTICIPATION IN SPORTS AND EXERCISE	Yes		1039	732	307	601	160	271	59	586	102	121	102
		%	71.7%	70.2%	75.4%	74.8%	65.6%	69.3%	80.6%	73.9%	71.4%	55.1%	84.1%
	No		398	299	99	198	84	114	13	200	38	98	19
		%	27.5%	28.7%	24.2%	24.7%	34.4%	29.0%	17.9%	25.2%	26.4%	44.9%	15.9%
No response/unclear response		12	11	2	4		7	1	7	3			
	%	.8%	1.0%	.4%	.5%		1.7%	1.5%	.9%	2.2%			
PARTICIPATION IN ENTERTAINMENT	Yes		1176	881	294	657	190	322	59	670	99	162	104
		%	81.1%	84.6%	72.4%	81.8%	77.9%	82.3%	80.5%	84.5%	69.5%	74.0%	86.2%
	No		264	154	111	144	52	66	13	115	44	57	17
		%	18.3%	14.8%	27.2%	18.0%	21.5%	16.9%	18.4%	14.5%	30.5%	26.0%	13.8%
No response/unclear response		9	7	2	2	1	3	1	8				
	%	.6%	.7%	.5%	.3%	.6%	.9%	1.1%	1.0%				

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

*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 (weighted)		1449	1261	188	1151	110	501	759	601	232	158	249	
	%	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		1307	1169	138	1065	104	460	708	535	207	146	235
		%	90.2%	92.7%	73.4%	92.6%	94.6%	91.9%	93.3%	88.9%	89.5%	92.5%	94.4%
	No		119	83	36	79	4	35	49	58	16	9	14
		%	8.2%	6.6%	19.2%	6.9%	3.6%	6.9%	6.4%	9.7%	6.9%	5.5%	5.6%
No response/unclear response		22	8	14	7	2	6	2	8	8	3		
	%	1.5%	.7%	7.4%	.6%	1.8%	1.2%	.3%	1.4%	3.5%	2.0%		
PARTICIPATION IN SPORTS AND EXERCISE	Yes		1039	921	118	839	82	366	554	459	162	107	165
		%	71.7%	73.0%	62.8%	72.9%	74.8%	73.2%	72.9%	76.4%	69.9%	67.8%	66.5%
	No		398	333	65	307	26	128	205	138	66	50	84
		%	27.5%	26.4%	34.3%	26.7%	23.8%	25.6%	27.0%	22.9%	28.4%	31.6%	33.5%
No response/unclear response		12	7	5	5	2	6	1	4	4	1		
	%	.8%	.5%	2.8%	.4%	1.5%	1.2%	.1%	.6%	1.7%	.7%		
PARTICIPATION IN ENTERTAINMENT	Yes		1176	1022	154	927	95	401	620	509	172	124	206
		%	81.1%	81.1%	81.7%	80.5%	86.9%	80.2%	81.6%	84.7%	74.5%	78.3%	82.8%
	No		264	230	34	217	13	93	137	89	57	34	43
		%	18.3%	18.3%	18.3%	18.8%	12.0%	18.6%	18.1%	14.7%	24.7%	21.7%	17.2%
No response/unclear response		9	9		8	1	6	3	3	2			
	%	.6%	.7%		.7%	1.1%	1.2%	.3%	.5%	.9%			

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Employment Service (weighted)		1449	489	417	177	156	141	37	10	22	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN SHOPPING	Yes		1307	439	369	165	140	133	33	7	21
		%	90.2%	89.7%	88.5%	92.7%	89.7%	94.4%	90.4%	71.1%	99.5%
	No		119	39	42	12	13	7	3	3	
		%	8.2%	7.9%	10.0%	6.8%	8.3%	5.3%	8.9%	28.9%	
	No response/unclear response		22	11	6	1	3	0	0		0
		%	1.5%	2.4%	1.5%	.4%	1.9%	.3%	.7%		.5%
PARTICIPATION IN SPORTS AND EXERCISE	Yes		1039	339	315	132	109	104	30	6	5
		%	71.7%	69.4%	75.4%	74.2%	70.0%	73.9%	80.1%	57.0%	20.9%
	No		398	148	95	45	44	36	7	4	17
		%	27.5%	30.3%	22.9%	25.6%	28.5%	25.8%	19.2%	43.0%	78.6%
	No response/unclear response		12	1	7	0	2	0	0		0
		%	.8%	.3%	1.7%	.2%	1.5%	.3%	.7%		.5%
PARTICIPATION IN ENTERTAINMENT	Yes		1176	409	311	149	126	124	29	7	21
		%	81.1%	83.5%	74.6%	83.9%	80.8%	87.8%	78.6%	71.1%	99.0%
	No		264	76	103	28	29	17	8	3	0
		%	18.3%	15.6%	24.6%	15.7%	18.9%	12.2%	21.4%	28.9%	1.0%
	No response/unclear response		9	4	3	1	0				
		%	.6%	.9%	.8%	.4%	.3%				

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

*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 (weighted)		1449	837	612	864	585	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN CHURCH SERVICES OR RELIGIOUS EVENTS	Yes		468	234	234	263	205
		%	32.3%	28.0%	38.2%	30.5%	35.0%
	No		966	594	373	600	366
		%	66.7%	71.0%	60.8%	69.5%	62.6%
	No response/unclear response		15	9	6	1	14
		%	1.0%	1.0%	1.0%	.1%	2.4%
PARTICIPATION IN GOING OUT TO EAT	Yes		1272	738	534	750	521
		%	87.8%	88.2%	87.2%	86.8%	89.2%
	No		171	95	77	112	60
		%	11.8%	11.3%	12.5%	12.9%	10.2%
	No response/unclear response		6	4	2	2	4
		%	.4%	.5%	.3%	.3%	.6%

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

*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 (weighted)		1449	1042	407	803	244	391	73	794	143	219	121	
	%	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		468	350	118	255	78	129	28	275	39	57	37
		%	32.3%	33.5%	29.1%	31.7%	31.9%	33.1%	39.0%	34.7%	27.4%	26.2%	30.4%
	No		966	680	286	546	162	255	44	505	104	162	84
		%	66.7%	65.2%	70.4%	68.0%	66.5%	65.1%	59.8%	63.7%	72.4%	73.8%	69.2%
No response/unclear response		15	13	2	2	4	7	1	13	0		0	
	%	1.0%	1.3%	.5%	.3%	1.5%	1.8%	1.1%	1.6%	.2%		.3%	
PARTICIPATION IN GOING OUT TO EAT	Yes		1272	936	336	703	203	356	67	705	109	190	114
		%	87.8%	89.8%	82.5%	87.5%	83.5%	91.0%	91.9%	88.8%	75.9%	86.6%	94.1%
	No		171	101	70	99	39	34	5	84	35	29	7
		%	11.8%	9.7%	17.3%	12.3%	16.0%	8.6%	7.0%	10.6%	24.1%	13.4%	5.9%
No response/unclear response		6	5	1	2	1	2	1	5				
	%	.4%	.5%	.2%	.2%	.5%	.4%	1.1%	.6%				

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

*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 (weighted)		1449	1261	188	1151	110	501	759	601	232	158	249	
	%	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		468	409	58	365	44	186	224	175	78	54	84
		%	32.3%	32.5%	31.1%	31.7%	40.5%	37.1%	29.5%	29.2%	33.6%	34.1%	33.6%
	No		966	843	123	780	63	310	533	423	149	102	163
		%	66.7%	66.9%	65.2%	67.8%	57.6%	61.9%	70.2%	70.4%	64.4%	64.4%	65.6%
No response/unclear response		15	8	7	6	2	5	3	3	5	2	2	
	%	1.0%	.6%	3.7%	.5%	1.9%	1.1%	.4%	.5%	2.0%	1.5%	.8%	
PARTICIPATION IN GOING OUT TO EAT	Yes		1272	1104	168	1004	100	436	667	536	194	129	232
		%	87.8%	87.6%	89.1%	87.2%	91.1%	87.1%	87.9%	89.1%	83.6%	81.8%	93.1%
	No		171	151	20	142	9	61	90	65	36	28	17
		%	11.8%	12.0%	10.7%	12.4%	8.2%	12.3%	11.8%	10.9%	15.4%	17.4%	6.9%
No response/unclear response		6	6	0	5	1	3	2	0	2	1		
	%	.4%	.4%	.2%	.4%	.7%	.6%	.3%	.1%	1.0%	.8%		

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

*Productivity Commission
Job Number: 98196*

TABLE 12B (cont'd): PARTICIPATION IN ACTIVITIES? (Q32/Q33)

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Employment Service (weighted)		1449	489	417	177	156	141	37	10	22	
	%	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		468	157	133	57	49	50	10	3	9
		%	32.3%	32.1%	31.8%	32.4%	31.5%	35.3%	28.1%	28.9%	41.0%
	No		966	329	276	120	105	91	25	7	12
		%	66.7%	67.4%	66.2%	67.4%	67.3%	64.4%	69.1%	71.1%	58.0%
	No response/unclear response		15	3	8	0	2	0	1		0
		%	1.0%	.6%	1.9%	.2%	1.2%	.3%	2.8%		1.0%
PARTICIPATION IN GOING OUT TO EAT	Yes		1272	446	347	153	133	129	33	10	21
		%	87.8%	91.2%	83.3%	86.3%	85.2%	91.3%	88.7%	100.0%	97.4%
	No		171	43	67	24	20	12	3		1
		%	11.8%	8.8%	16.2%	13.7%	13.1%	8.7%	9.0%		2.6%
	No response/unclear response		6		2		3		1		
		%	.4%		.6%		1.7%		2.3%		

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 (weighted)		1261	645	592	24	
	%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		1104	505	579	20
		%	87.6%	78.3%	97.9%	80.4%
	No		151	138	12	1
		%	12.0%	21.4%	2.1%	5.0%
	No response/unclear response		6	2		4
		%	.4%	.3%		14.6%

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

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

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: All clients receiving Employment Service (weighted)		1261	423	367	166	120	123	34	7	20	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		1104	381	307	145	103	111	30	7	19
		%	87.6%	90.1%	83.6%	87.5%	85.5%	90.3%	87.9%	100.0%	97.8%
	No		151	42	58	21	15	12	3		0
		%	12.0%	9.9%	15.8%	12.5%	12.6%	9.7%	9.7%		2.2%
	No response/unclear response		6		2		2		1		
		%	.4%		.7%		1.9%		2.4%		

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		71	25	43	4	
	%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		65	19	43	3
		%	91.7%	79.2%	100.0%	78.1%
	No		5	5		
		%	7.1%	20.8%		
	No response/unclear response		1			1
		%	1.1%			21.9%

**DISABILITY SERVICES SATISFACTION SURVEY
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TABLE 12C: PARTICIPATION IN ACTIVITIES - DO YOU SOMETIMES GO OUT TO EAT? (Q33)

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	ACT	
BASE: All clients receiving Employment Service - Cognitive Disability		71	26	16	17	6	3	3	0	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		65	26	12	17	5	3	3	0
		%	91.7%	100.0%	71.3%	100.0%	87.6%	85.8%	100.0%	100.0%
	No		5		4		1	0		
		%	7.1%		23.8%		12.4%	14.2%		
	No response/unclear response		1		1					
		%	1.1%		4.9%					

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		646	348	283	15	
	%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		570	282	276	11
		%	88.2%	81.0%	97.8%	73.6%
	No		72	65	6	1
		%	11.2%	18.5%	2.2%	8.1%
	No response/unclear response		4	2		3
		%	.7%	.4%		18.3%

**DISABILITY SERVICES SATISFACTION SURVEY
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TABLE 12D: PARTICIPATION IN ACTIVITIES - DO YOU SOMETIMES GO OUT TO EAT? (Q33)

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: All clients receiving Employment Service - Intellectual Disability		646	259	127	86	66	80	17	7	4	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		570	236	103	74	59	73	14	7	4
		%	88.2%	91.1%	81.4%	85.8%	88.4%	91.1%	85.1%	100.0%	92.3%
	No		72	23	22	12	5	7	2		0
		%	11.2%	8.9%	17.3%	14.2%	8.2%	8.9%	12.4%		7.7%
	No response/unclear response		4		2		2		0		
		%	.7%		1.3%		3.4%		2.5%		

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		135	56	78	1	
	%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		106	34	72	1
		%	79.0%	60.3%	92.2%	100.0%
	No		28	22	6	
		%	21.0%	39.7%	7.8%	

**DISABILITY SERVICES SATISFACTION SURVEY
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TABLE 12E: PARTICIPATION IN ACTIVITIES - DO YOU SOMETIMES GO OUT TO EAT? (Q33)

		TOTAL	STATE						
			NSW	Vic	Qld	WA	SA	Tas	ACT
BASE: All clients receiving Employment Service - Psychiatric Disability		135	30	44	30	16	14	0	0
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN GOING OUT TO EAT	Yes		106	24	35	23	13	10	0
		%	79.0%	80.9%	79.0%	77.7%	81.9%	74.1%	100.0%
	No		28	6	9	7	3	4	0
		%	21.0%	19.1%	21.0%	22.3%	18.1%	25.9%	100.0%

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

		TOTAL	ALWAYS EAT AT HOME			
			Always eat at home - yes	Always eat at home - no	No response / unclear response	
BASE: All clients receiving Employment Service - Physical Disability		208	104	101	3	
	%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		178	75	101	3
		%	85.9%	71.8%	100.0%	100.0%
	No		29	29		
		%	14.1%	28.2%		

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

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	ACT	
BASE: All clients receiving Employment Service - Physical Disability		208	59	83	21	20	7	3	15	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		178	52	67	19	16	7	2	15
		%	85.9%	87.8%	80.3%	92.6%	81.1%	100.0%	84.6%	100.0%
	No		29	7	16	2	4		0	
		%	14.1%	12.2%	19.7%	7.4%	18.9%		15.4%	

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		116	59	57
	%	100.0%	100.0%	100.0%
PARTICIPATION IN GOING OUT TO EAT	Yes		109	57
		%	93.8%	100.0%
	No		7	7
		%	6.2%	12.1%

**DISABILITY SERVICES SATISFACTION SURVEY
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*Productivity Commission
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TABLE 12G: PARTICIPATION IN ACTIVITIES - DO YOU SOMETIMES GO OUT TO EAT? (Q33)

		TOTAL	STATE						
			NSW	Vic	Qld	WA	SA	Tas	
BASE: All clients receiving Employment Service - Sensory Disability		116	14	83	7	6	3	2	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PARTICIPATION IN GOING OUT TO EAT	Yes		109	12	80	7	5	3	2
		%	93.8%	80.0%	96.3%	94.7%	87.0%	100.0%	100.0%
	No		7	3	3	0	1		
		%	6.2%	20.0%	3.7%	5.3%	13.0%		

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	837	612	864	585	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
ACCESSIBILITY FOR TRAVEL	Almost always - travel by self/can get lift		1255	733	522	780	475
		%	86.6%	87.7%	85.2%	90.3%	81.2%
	Sometimes		119	71	47	68	51
		%	8.2%	8.5%	7.7%	7.9%	8.7%
	Almost never		24	10	14	11	13
		%	1.6%	1.2%	2.3%	1.2%	2.2%
	NA - no wishes/not ask to go anywhere		40	16	24	5	35
%		2.8%	2.0%	3.8%	.5%	6.1%	
No response/unclear response		11	5	6	1	11	
	%	.8%	.7%	.9%	.1%	1.8%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY					
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Have friends / Receives CSDA Employment Service		1449	1042	407	803	244	391	73	794	143	219	121	
	%	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		1255	902	353	716	226	307	68	667	133	204	95
		%	86.6%	86.6%	86.8%	89.2%	92.6%	78.5%	92.9%	84.0%	92.9%	92.9%	78.8%
	Sometimes		119	85	34	66	13	38	4	74	2	15	21
		%	8.2%	8.2%	8.2%	8.3%	5.4%	9.6%	5.0%	9.3%	1.6%	7.1%	17.5%
	Almost never		24	14	10	12	5	7	0	12	8		3
		%	1.6%	1.3%	2.5%	1.5%	2.0%	1.8%	.4%	1.5%	5.3%		2.6%
NA - no wishes/not ask to go anywhere		40	34	6	7		31	0	31	0		1	
	%	2.8%	3.3%	1.5%	.9%		8.0%	.6%	3.9%	.3%		1.2%	
No response/unclear response		11	7	4	2		8	1	10				
	%	.8%	.7%	1.0%	.2%		2.1%	1.1%	1.3%				

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE				
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus	
BASE: Have friends / Receives CSDA Employment Service		1449	1261	188	1151	110	501	759	601	232	158	249	
	%	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		1255	1126	129	1031	95	431	695	538	196	133	212
		%	86.6%	89.3%	68.6%	89.6%	86.8%	86.0%	91.5%	89.5%	84.8%	84.1%	85.1%
	Sometimes		119	102	17	91	11	53	49	46	17	11	24
		%	8.2%	8.1%	9.0%	7.9%	9.7%	10.5%	6.4%	7.6%	7.4%	6.8%	9.6%
	Almost never		24	19	5	18	1	7	12	7	3	6	4
		%	1.6%	1.5%	2.7%	1.6%	.8%	1.4%	1.6%	1.1%	1.5%	3.7%	1.4%
NA - no wishes/not ask to go anywhere		40	3	37	3	0	3	1	9	11	7	8	
	%	2.8%	.3%	19.6%	.2%	.4%	.5%	.1%	1.6%	4.8%	4.2%	3.3%	
No response/unclear response		11	11	0	8	3	8	3	1	4	2	2	
	%	.8%	.9%	.2%	.7%	2.4%	1.5%	.4%	.2%	1.7%	1.2%	.6%	

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

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

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Have friends / Receives CSDA Employment Service		1449	489	417	177	156	141	37	10	22
	%	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	1255	430	356	159	123	125	31	10	21
	%	86.6%	88.0%	85.4%	89.6%	79.1%	88.5%	84.3%	100.0%	96.9%
	Sometimes	119	39	35	14	15	10	5		0
	%	8.2%	7.9%	8.5%	7.7%	9.9%	6.9%	13.5%		2.0%
	Almost never	24	9	8	2	4	2	1		
	%	1.6%	1.8%	1.9%	.9%	2.2%	1.2%	1.4%		
NA - no wishes/not ask to go anywhere	40	9	12	3	11	5	0		0	
%	2.8%	1.8%	2.9%	1.6%	7.2%	3.4%	.7%		1.0%	
No response/unclear response	11	3	6	0	2					
%	.8%	.6%	1.4%	.2%	1.5%					

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	GENDER OF CLIENT		EMPLOY. SERVICE TYPE	EMPLOY. SERVICE TYPE
			Male	Female	MDS 5.01	MDS 5.02
BASE: Have friends / Receives CSDA Employment Service		1449	837	612	864	585
	%	100.0%	100.0%	100.0%	100.0%	100.0%
ACCESS TO COMMUNICATION AIDS	Yes - complete access and knows how to use	30	20	9	13	16
	%	2.0%	2.4%	1.5%	1.5%	2.8%
	Yes - equipment/ interpreter but need to	12	8	4	2	10
	%	.8%	1.0%	.6%	.3%	1.6%
	Yes - limited access/need more	6	4	2	3	3
	%	.4%	.5%	.3%	.4%	.5%
	No access to equipment/interpreters	9	4	5	3	6
%	.6%	.5%	.9%	.4%	1.0%	
Not applicable - none needed	1332	755	577	830	502	
%	91.9%	90.2%	94.3%	96.0%	85.8%	
No response/unclear response	60	45	15	12	48	
%	4.2%	5.4%	2.5%	1.4%	8.2%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	LOCATION OF SERVICE PROVIDER		PLACE OF RESIDENCE			DEMOGRAPHICS - PRIMARY DISABILITY				
			Capital City	Other	With family/partner	Lives alone	Lives with other people	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Have friends / Receives CSDA Employment Service		1449	1042	407	803	244	391	73	794	143	219	121
	%	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	30	25	5	11	1	18	0	7		11	7
		%	2.0%	2.4%	1.1%	1.4%	.3%	4.5%	.6%	.9%	4.8%	5.6%
	Yes - equipment/interpreter but need to	12	8	4	4		8		9	0	2	
		%	.8%	.8%	.9%	.5%		1.9%		1.1%	.3%	.8%
	Yes - limited access/need more	6	5	1	2	1	2		6			
		%	.4%	.5%	.2%	.3%	.6%	.6%	.7%			
	No access to equipment/interpreters	9	4	6	6		3	1	4	3	1	0
	%	.6%	.3%	1.4%	.7%		.8%	.7%	.5%	2.2%	.7%	.3%
Not applicable - none needed	1332	967	365	761	226	335	69	726	138	200	110	
	%	91.9%	92.8%	89.6%	94.8%	92.9%	85.7%	94.6%	91.5%	96.1%	91.5%	91.2%
No response/unclear response	60	33	27	18	15	25	3	42	2	5	4	
	%	4.2%	3.2%	6.7%	2.3%	6.3%	6.5%	4.2%	5.3%	1.4%	2.2%	2.9%

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		AGE			
			Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	18-34	35-44	45-54	55 plus
BASE: Have friends / Receives CSDA Employment Service		1449	1261	188	1151	110	501	759	601	232	158	249
	%	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	30	27	2	14	13	21	6	7	5	4	7
	%	2.0%	2.2%	1.2%	1.2%	12.1%	4.2%	.8%	1.2%	2.3%	2.5%	3.0%
	Yes - equipment/ interpreter but need to	12	10	2	7	3	10		5	2	2	2
	%	.8%	.8%	1.3%	.6%	2.5%	1.9%		.8%	.7%	1.4%	1.0%
	Yes - limited access/need more	6	4	2	2	2	4		3	1		0
	%	.4%	.3%	.8%	.2%	2.0%	.9%		.6%	.4%		.1%
	No access to equipment/interpreters	9	4	6	2	1	4		5	1	1	0
	%	.6%	.3%	2.9%	.2%	1.1%	.7%		.9%	.5%	.5%	.1%
Not applicable - none needed	1332	1157	175	1081	76	405	751	559	211	142	236	
%	91.9%	91.8%	93.0%	93.9%	69.2%	81.0%	98.9%	92.9%	91.1%	89.8%	94.8%	
No response/unclear response	60	59	1	45	14	57	2	22	11	9	3	
%	4.2%	4.7%	.8%	3.9%	13.1%	11.3%	.3%	3.7%	4.9%	5.8%	1.1%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Have friends / Receives CSDA Employment Service		1449	489	417	177	156	141	37	10	22
	%	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	30	11	6	4	2	4	2		0
	%	2.0%	2.4%	1.3%	2.2%	1.2%	2.8%	6.5%		1.5%
	Yes - equipment/ interpreter but need to	12	3	2	2	4	1	0		
	%	.8%	.6%	.6%	.9%	2.2%	.9%	.7%		
	Yes - limited access/need more	6			1	1	2	0	1	0
	%	.4%			.4%	.7%	1.6%	.7%	14.0%	.5%
	No access to equipment/interpreters	9	1	5	1	1	0	0		0
	%	.6%	.3%	1.1%	.4%	.8%	.3%	.7%		1.5%
Not applicable - none needed	1332	453	380	164	142	133	33	9	18	
%	91.9%	92.7%	91.2%	92.3%	91.0%	94.1%	89.3%	86.0%	85.7%	
No response/unclear response	60	20	24	7	6	0	1		2	
%	4.2%	4.1%	5.7%	3.8%	4.1%	.3%	2.1%		10.7%	

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

*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 (weighted)		1449	837	612	864	585
	%	100.0%	100.0%	100.0%	100.0%	100.0%
WORK STATUS	Working - in paid open employment	584	336	247	515	69
	%	40.3%	40.2%	40.4%	59.6%	11.8%
	Working - in supported employment	469	272	198	41	428
	%	32.4%	32.5%	32.3%	4.8%	73.2%
	Working - in both open and sheltered/supported	47	31	16	14	34
	%	3.3%	3.7%	2.7%	1.6%	5.7%
	Working - in supported employment & using	20	11	8	3	17
	%	1.4%	1.4%	1.4%	.4%	2.8%
	Not doing paid work but looking for work	241	136	105	235	6
%	16.6%	16.2%	17.2%	27.2%	1.0%	
Not working/not looking for work	82	46	36	55	27	
%	5.6%	5.5%	5.8%	6.4%	4.6%	
No response/unclear response	6	5	2	1	5	
%	.4%	.6%	.3%	.2%	.8%	

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

*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 (weighted)		1449	1042	407	803	244	391	73	794	143	219	121
	%	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	584	396	188	375	116	92	31	284	72	107	72
	%	40.3%	38.0%	46.1%	46.7%	47.5%	23.6%	41.9%	35.8%	50.3%	48.7%	59.6%
	Working - in supported employment	469	352	118	190	55	216	24	338	10	27	9
	%	32.4%	33.7%	28.9%	23.7%	22.7%	55.2%	33.0%	42.7%	6.7%	12.1%	7.3%
	Working - in both open and sheltered/supported	47	29	18	21	10	17	2	27	1	11	1
	%	3.3%	2.8%	4.4%	2.6%	4.1%	4.3%	3.3%	3.4%	.6%	5.0%	.9%
	Working - in supported employment & using	20	14	6	6	3	10		16		3	
	%	1.4%	1.3%	1.5%	.8%	1.3%	2.6%		2.0%		1.4%	
Not doing paid work but looking for work	241	182	59	176	47	18	15	79	48	61	27	
%	16.6%	17.5%	14.4%	22.0%	19.2%	4.5%	20.8%	9.9%	33.7%	27.6%	22.0%	
Not working/not looking for work	82	64	18	33	13	34	1	44	13	11	12	
%	5.6%	6.2%	4.3%	4.2%	5.3%	8.8%	1.0%	5.6%	8.7%	5.0%	10.3%	
No response/unclear response	6	6	1	1		3		5		0		
%	.4%	.5%	.2%	.1%		.9%		.6%		.2%		

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

*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 (weighted)		1449	1261	188	1151	110	501	759	601	232	158	249
	%	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	584	550	34	513	36	132	417	273	94	52	107
	%	40.3%	43.6%	18.1%	44.6%	33.1%	26.4%	54.9%	45.4%	40.5%	33.2%	42.9%
	Working - in supported employment	469	374	96	320	54	292	81	154	91	64	52
	%	32.4%	29.7%	50.7%	27.8%	49.6%	58.3%	10.7%	25.7%	39.4%	40.3%	20.9%
	Working - in both open and sheltered/supported	47	38	9	31	7	20	18	13	10	8	7
	%	3.3%	3.0%	5.0%	2.7%	6.3%	3.9%	2.4%	2.1%	4.2%	4.9%	2.8%
	Working - in supported employment & using	20	14	6	11	3	10	5	6	1	2	5
	%	1.4%	1.1%	2.9%	1.0%	2.9%	1.9%	.6%	1.0%	.6%	1.4%	2.1%
Not doing paid work but looking for work	241	227	14	227	1	28	199	126	27	16	56	
%	16.6%	18.0%	7.4%	19.7%	.5%	5.6%	26.2%	21.0%	11.6%	10.3%	22.5%	
Not working/not looking for work	82	53	29	45	8	14	39	29	9	15	21	
%	5.6%	4.2%	15.2%	3.9%	7.1%	2.9%	5.1%	4.8%	3.7%	9.6%	8.6%	
No response/unclear response	6	5	1	4	1	4	1	1		1	1	
%	.4%	.4%	.6%	.4%	.6%	.9%	.1%	.2%		.4%	.3%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Employment Service (weighted)		1449	489	417	177	156	141	37	10	22
	%	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	584	192	172	95	63	34	11	4	11
	%	40.3%	39.2%	41.3%	53.7%	40.6%	24.3%	30.7%	42.1%	53.4%
	Working - in supported employment	469	184	77	43	59	80	14	4	9
	%	32.4%	37.6%	18.4%	24.1%	37.7%	56.6%	37.5%	43.8%	43.0%
	Working - in both open and sheltered/supported	47	16	17	4	2	4	4		0
	%	3.3%	3.2%	4.2%	2.0%	1.5%	2.8%	10.3%		2.0%
	Working - in supported employment & using	20	4	6		6	3	1		0
	%	1.4%	.9%	1.3%		3.8%	2.1%	2.1%		.5%
Not doing paid work but looking for work	241	78	97	30	13	17	7			
%	16.6%	15.9%	23.3%	16.9%	8.3%	11.7%	17.9%			
Not working/not looking for work	82	16	46	6	9	4	0	1	0	
%	5.6%	3.2%	10.9%	3.3%	5.9%	2.5%	.7%	14.0%	.5%	
No response/unclear response	6		2		3		0		0	
%	.4%		.6%		2.2%		.7%		.5%	

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

*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		1367	790	577	809	558
	%	100.0%	100.0%	100.0%	100.0%	100.0%
ASSISTANCE IN LOOKING FOR WORK	Confirms employment service as on pre-survey	1116	660	455	648	467
	%	81.6%	83.5%	78.9%	80.1%	83.7%
	Gives (different) employment service	166	91	74	112	54
	%	12.1%	11.6%	12.9%	13.8%	9.6%
	No employment service	43	15	29	31	12
%	3.2%	1.9%	5.0%	3.8%	2.2%	
No response/unclear response	43	24	19	18	24	
%	3.1%	3.0%	3.2%	2.2%	4.4%	

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		1367	978	389	770	231	357	72	749	131	208	108
	%	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	1116	783	332	650	190	275	57	623	119	162	70
	%	81.6%	80.1%	85.3%	84.4%	82.5%	77.1%	79.3%	83.2%	91.2%	77.8%	64.8%
	Gives (different) employment service	166	130	36	78	21	60	11	80	5	25	32
	%	12.1%	13.3%	9.2%	10.1%	9.2%	16.7%	15.3%	10.7%	3.5%	12.1%	29.2%
	No employment service	43	35	8	21	14	9	4	17	3	14	5
%	3.2%	3.6%	2.1%	2.7%	6.0%	2.4%	4.9%	2.2%	2.5%	6.9%	4.7%	
No response/unclear response	43	30	13	21	5	14	0	29	4	7	1	
%	3.1%	3.0%	3.3%	2.8%	2.3%	3.8%	.5%	3.9%	2.8%	3.2%	1.3%	

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

*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		1367	1208	160	1106	102	486	721	573	223	143	228
	%	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	1116	989	127	901	88	421	567	474	186	119	163
	%	81.6%	81.9%	79.4%	81.5%	86.2%	86.6%	78.7%	82.8%	83.6%	83.1%	71.6%
	Gives (different) employment service	166	138	27	129	9	46	92	52	24	14	57
	%	12.1%	11.4%	17.2%	11.7%	9.0%	9.5%	12.8%	9.1%	10.9%	9.6%	25.1%
	No employment service	43	41	2	41		4	37	22	5	6	6
%	3.2%	3.4%	1.5%	3.7%		.7%	5.2%	3.9%	2.1%	3.9%	2.7%	
No response/unclear response	43	40	3	35	5	15	24	24	8	5	2	
%	3.1%	3.3%	1.9%	3.1%	4.7%	3.1%	3.4%	4.2%	3.4%	3.4%	.7%	

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

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Working / looking for work / Receives CSDA Employment Service		1367	473	371	172	147	138	37	9	21
	%	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	1116	384	292	153	122	116	28	6	15
	%	81.6%	81.2%	78.5%	89.3%	83.0%	84.3%	76.7%	66.3%	70.6%
	Gives (different) employment service	166	62	48	12	13	17	5	3	6
	%	12.1%	13.1%	13.0%	6.8%	8.7%	12.2%	14.9%	33.7%	27.4%
	No employment service	43	12	20	3	3	4	2		0
%	3.2%	2.4%	5.5%	1.8%	2.1%	2.6%	4.8%		.5%	
No response/unclear response	43	16	11	4	9	1	1		0	
%	3.1%	3.3%	3.0%	2.1%	6.2%	1.0%	3.6%		1.5%	

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

*Productivity Commission
Job Number: 98196*

TABLE 24A: TOTAL RECEIVING EMPLOYMENT SERVICE - SUMMARY

		TOTAL	GENDER OF CLIENT	
			Male	Female
BASE: Receives CSDA Employment Service (weighted)		1449	837	612
	%	100.0%	100.0%	100.0%
Receives CSDA Employment Service according to Provider or Client	TOTAL - Receives Employment Service	1449	837	612
	%	100.0%	100.0%	100.0%
	MDS 5.01	864	501	363
	%	59.6%	59.9%	59.3%
MDS 5.02	585	336	249	
%	40.4%	40.1%	40.7%	

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 (weighted)		1449	1042	407	803	244	391	73	794	143	219	121
	%	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	1042	407	803	244	391	73	794	143	219	121
	%	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	864	604	260	573	174	117	56	361	129	181	110
	%	59.6%	58.0%	63.9%	71.4%	71.3%	29.8%	76.8%	45.6%	90.4%	82.7%	90.9%
MDS 5.02	585	438	147	230	70	275	17	432	14	38	11	
%	40.4%	42.0%	36.1%	28.6%	28.7%	70.2%	23.2%	54.4%	9.6%	17.3%	9.1%	

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

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 (weighted)		1449	1261	188	1151	110	501	759	601	232	158	249
	%	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	1261	188	1151	110	501	759	601	232	158	249
	%	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	864	801	64	763	38	143	658	418	113	76	182
	%	59.6%	63.5%	33.8%	66.2%	34.7%	28.5%	86.6%	69.5%	48.7%	48.2%	73.0%
MDS 5.02		585	460	125	389	72	358	102	184	119	82	67
	%	40.4%	36.5%	66.2%	33.8%	65.3%	71.5%	13.4%	30.5%	51.3%	51.8%	27.0%

TABLE 24A (cont'd): TOTAL RECEIVING EMPLOYMENT SERVICE - SUMMARY

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Employment Service (weighted)		1449	489	417	177	156	141	37	10	22
	%	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	489	417	177	156	141	37	10	22
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	MDS 5.01	864	274	283	129	84	55	18	7	15
	%	59.6%	56.0%	67.8%	72.8%	54.1%	38.6%	48.5%	70.2%	69.4%
MDS 5.02		585	215	134	48	71	87	19	3	7
	%	40.4%	44.0%	32.2%	27.2%	45.9%	61.4%	51.5%	29.8%	30.6%

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

*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		1094	641	453	554	541
	%	100.0%	100.0%	100.0%	100.0%	100.0%
CHOICE OF WORK	Yes - unassisted	385	237	148	259	127
	%	35.2%	37.0%	32.6%	46.7%	23.4%
	Yes - with assistance	507	295	212	244	263
	%	46.3%	46.0%	46.8%	44.1%	48.6%
	No -someone else chose for me	159	91	67	41	117
%	14.5%	14.3%	14.8%	7.4%	21.7%	
No response/unclear response/can't remember	44	18	26	10	34	
%	4.0%	2.8%	5.8%	1.8%	6.3%	

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		1094	771	323	579	174	332	57	657	80	137	77
	%	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	385	271	114	239	63	83	23	162	44	79	54
	%	35.2%	35.1%	35.4%	41.3%	36.1%	25.1%	40.3%	24.7%	54.8%	57.9%	70.2%
	Yes - with assistance	507	351	156	265	95	142	28	334	34	49	18
	%	46.3%	45.5%	48.2%	45.8%	54.8%	42.8%	49.4%	50.8%	41.9%	35.7%	22.9%
	No -someone else chose for me	159	123	35	59	12	84	4	123	3	9	3
%	14.5%	16.0%	11.0%	10.2%	7.0%	25.2%	7.4%	18.7%	3.3%	6.4%	3.9%	
No response/unclear response/can't remember	44	26	18	16	4	23	2	38			2	
%	4.0%	3.4%	5.5%	2.7%	2.0%	6.9%	2.9%	5.8%			3.0%	

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

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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		1094	950	144	849	101	454	495	429	194	121	169	
	%	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		385	364	21	353	10	117	247	149	50	37	95
		%	35.2%	38.3%	14.7%	41.6%	10.3%	25.7%	49.9%	34.7%	25.9%	30.4%	56.2%
	Yes - with assistance		507	448	59	385	63	240	207	229	104	60	47
		%	46.3%	47.2%	40.7%	45.4%	62.1%	52.9%	41.8%	53.3%	53.5%	49.5%	27.8%
	No -someone else chose for me		159	100	59	82	18	69	31	46	27	18	25
%		14.5%	10.5%	40.6%	9.6%	18.0%	15.2%	6.3%	10.7%	13.8%	14.5%	14.8%	
No response/unclear response/can't remember		44	38	6	28	10	28	10	5	13	7	2	
	%	4.0%	4.0%	3.9%	3.4%	9.6%	6.2%	2.0%	1.3%	6.8%	5.7%	1.1%	

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

		TOTAL	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Employment Services and working / Responded to question		1094	384	264	139	131	119	28	9	21	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
CHOICE OF WORK	Yes - unassisted		385	119	123	53	39	28	11	1	10
		%	35.2%	31.1%	46.5%	37.9%	30.1%	23.7%	39.1%	16.3%	48.8%
	Yes - with assistance		507	203	96	69	52	67	12	4	3
		%	46.3%	52.8%	36.5%	49.9%	40.1%	56.5%	43.1%	50.0%	12.4%
	No -someone else chose for me		159	49	26	15	33	21	4	3	8
%		14.5%	12.7%	9.7%	10.5%	25.4%	18.0%	15.1%	33.7%	36.3%	
No response/unclear response/can't remember		44	13	19	2	6	2	1		1	
	%	4.0%	3.4%	7.3%	1.7%	4.4%	1.8%	2.7%		2.6%	

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

*Productivity Commission
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**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		1094	641	453	554	541
	%	100.0%	100.0%	100.0%	100.0%	100.0%
GOOD/BAD PLACE TO WORK	Good	907	532	376	452	456
	%	82.9%	82.9%	82.9%	81.6%	84.3%
	In-between	134	81	53	76	58
	%	12.2%	12.7%	11.7%	13.7%	10.8%
	Bad	24	12	12	9	15
%	2.2%	1.9%	2.6%	1.6%	2.7%	
No response/unclear response	29	16	13	17	12	
%	2.7%	2.5%	2.8%	3.1%	2.2%	
SAFETY AT WORK	Yes - feel safe there	1024	602	422	520	503
	%	93.5%	93.8%	93.1%	94.0%	93.1%
	In between - most times/in most situations	38	20	18	16	22
	%	3.5%	3.1%	4.0%	2.9%	4.1%
	No - don't feel safe	14	8	6	9	5
%	1.3%	1.2%	1.4%	1.6%	1.0%	
No response/unclear response	18	12	7	8	10	
%	1.7%	1.8%	1.4%	1.4%	1.9%	
FAIR PAY	Yes - pay is fair	838	491	347	460	378
	%	76.6%	76.6%	76.6%	83.1%	69.9%
	In-between	91	53	39	41	51
	%	8.4%	8.2%	8.5%	7.4%	9.4%
	No - pay is not fair	94	57	37	35	59
%	8.6%	8.8%	8.2%	6.3%	10.9%	
No response/unclear response	71	41	31	18	53	
%	6.5%	6.3%	6.7%	3.2%	9.8%	

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

*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		1094	771	323	579	174	332	57	657	80	137	77
	%	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	907	630	277	494	136	273	47	553	72	107	55
	%	82.9%	81.8%	85.7%	85.4%	78.1%	82.2%	83.2%	84.1%	89.6%	77.8%	72.1%
	In-between	134	101	34	67	28	39	9	68	8	25	14
	%	12.2%	13.0%	10.4%	11.6%	16.2%	11.8%	16.1%	10.3%	10.4%	17.9%	17.9%
	Bad	24	19	4	6	5	9	0	17		2	3
%	2.2%	2.5%	1.4%	1.1%	3.1%	2.6%	.7%	2.6%		1.1%	4.0%	
No response/unclear response	29	21	8	11	5	12		20		4	5	
%	2.7%	2.7%	2.6%	2.0%	2.6%	3.5%		3.0%		3.2%	6.0%	
SAFETY AT WORK	Yes - feel safe there	1024	716	308	554	162	301	55	604	79	130	72
	%	93.5%	92.9%	95.2%	95.7%	92.9%	90.7%	98.0%	91.9%	99.0%	94.4%	93.8%
	In between - most times/in most situations	38	28	10	16	3	19	1	29	0	4	1
	%	3.5%	3.7%	3.0%	2.8%	1.7%	5.8%	2.0%	4.4%	.5%	2.6%	1.2%
	No - don't feel safe	14	13	1	6	5	3		10	0	1	3
%	1.3%	1.7%	.4%	1.0%	2.8%	.9%		1.5%	.5%	.8%	4.0%	
No response/unclear response	18	14	4	3	5	9		15		3	1	
%	1.7%	1.8%	1.4%	.5%	2.6%	2.7%		2.2%		2.1%	1.0%	
FAIR PAY	Yes - pay is fair	838	579	259	460	127	245	39	504	67	113	55
	%	76.6%	75.1%	80.1%	79.4%	72.8%	73.9%	68.8%	76.7%	83.4%	82.0%	72.1%
	In-between	91	67	25	52	22	18	9	48	8	5	13
	%	8.4%	8.7%	7.6%	8.9%	12.5%	5.4%	15.2%	7.3%	10.2%	3.3%	16.5%
	No - pay is not fair	94	70	24	46	18	28	8	51	5	17	4
%	8.6%	9.1%	7.4%	8.0%	10.5%	8.4%	14.1%	7.7%	6.4%	12.7%	5.1%	
No response/unclear response	71	55	16	21	7	41	1	54		3	5	
%	6.5%	7.1%	5.0%	3.7%	4.2%	12.3%	2.0%	8.3%		1.9%	6.3%	

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

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**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		1094	950	144	849	101	454	495	429	194	121	169
	%	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	907	775	133	691	84	383	391	364	167	102	121
	%	82.9%	81.5%	92.0%	81.4%	82.6%	84.2%	79.1%	84.7%	85.7%	83.8%	71.6%
	In-between	134	129	5	116	13	52	76	52	15	11	38
	%	12.2%	13.5%	3.8%	13.7%	12.5%	11.5%	15.4%	12.0%	7.7%	9.1%	22.8%
	Bad	24	20	4	17	3	10	10	7	7	5	4
	%	2.2%	2.1%	2.5%	2.0%	3.1%	2.3%	2.0%	1.6%	3.4%	3.8%	2.6%
No response/unclear response	29	27	2	25	2	9	17	7	6	4	5	
%	2.7%	2.8%	1.6%	2.9%	1.9%	2.0%	3.5%	1.7%	3.1%	3.2%	3.1%	
SAFETY AT WORK	Yes - feel safe there	1024	885	139	796	89	417	467	404	185	117	151
	%	93.5%	93.1%	96.2%	93.8%	87.5%	91.8%	94.3%	94.2%	95.1%	96.8%	89.6%
	In between - most times/in most situations	38	35	3	25	10	23	12	14	5	3	9
	%	3.5%	3.7%	2.1%	3.0%	9.9%	5.1%	2.4%	3.3%	2.8%	2.2%	5.1%
	No - don't feel safe	14	13	1	13	1	5	9	7	2	0	4
	%	1.3%	1.4%	.6%	1.5%	.7%	1.0%	1.8%	1.6%	.9%	.3%	2.6%
No response/unclear response	18	17	2	15	2	9	7	4	2	1	5	
%	1.7%	1.8%	1.1%	1.8%	1.8%	2.1%	1.5%	.9%	1.2%	.7%	2.8%	
FAIR PAY	Yes - pay is fair	838	749	89	672	77	347	401	354	142	91	123
	%	76.6%	78.8%	61.7%	79.2%	76.1%	76.3%	81.1%	82.4%	72.9%	75.2%	72.9%
	In-between	91	85	6	78	7	43	43	34	23	6	13
	%	8.4%	9.0%	4.2%	9.2%	7.3%	9.4%	8.6%	8.0%	11.9%	5.1%	8.0%
	No - pay is not fair	94	81	12	74	8	41	40	26	19	16	13
	%	8.6%	8.6%	8.5%	8.7%	7.8%	9.1%	8.1%	6.1%	9.8%	13.4%	8.0%
No response/unclear response	71	34	37	25	9	24	10	15	11	8	19	
%	6.5%	3.6%	25.6%	3.0%	8.8%	5.2%	2.1%	3.6%	5.4%	6.2%	11.1%	

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

*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	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: Receives CSDA Employment Services and working / Responded to question		1094	384	264	139	131	119	28	9	21	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
GOOD/BAD PLACE TO WORK	Good		907	311	214	122	112	108	22	9	10
		%	82.9%	80.9%	81.2%	87.5%	85.7%	91.1%	78.6%	100.0%	46.6%
	In-between		134	55	31	12	11	9	5		11
		%	12.2%	14.2%	11.9%	8.5%	8.5%	7.8%	16.8%		51.9%
	Bad		24	11	4	4	3	0	1		
		%	2.2%	3.0%	1.5%	2.8%	2.3%	.4%	3.7%		
	No response/unclear response		29	7	14	2	4	1	0		0
		%	2.7%	1.9%	5.4%	1.1%	3.4%	.7%	.9%		1.5%
SAFETY AT WORK	Yes - feel safe there		1024	359	246	131	117	114	27	9	21
		%	93.5%	93.6%	93.0%	94.6%	89.8%	95.9%	93.4%	100.0%	97.4%
	In between - most times/in most situations		38	13	7	7	5	4	2		0
		%	3.5%	3.4%	2.7%	5.1%	3.8%	3.7%	5.7%		.5%
	No - don't feel safe		14	4	5	0	4	0			0
		%	1.3%	1.1%	1.8%	.3%	3.2%	.4%			1.0%
	No response/unclear response		18	7	6		4		0		0
		%	1.7%	1.9%	2.5%		3.2%		.9%		1.0%
FAIR PAY	Yes - pay is fair		838	302	203	110	88	89	19	9	19
		%	76.6%	78.7%	77.1%	79.1%	67.5%	74.9%	66.1%	100.0%	87.1%
	In-between		91	30	23	16	8	11	3		1
		%	8.4%	7.9%	8.7%	11.5%	6.2%	8.9%	11.1%		2.6%
	No - pay is not fair		94	27	24	11	16	10	5		0
		%	8.6%	7.1%	9.0%	8.3%	12.6%	8.1%	15.9%		2.1%
	No response/unclear response		71	24	14	2	18	10	2		2
		%	6.5%	6.4%	5.2%	1.1%	13.8%	8.1%	6.9%		8.2%

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

*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		1094	641	453	554	541
	%	100.0%	100.0%	100.0%	100.0%	100.0%
LEARN NEW THINGS AT WORK	Yes - I change jobs/learn new things	845	490	354	414	430
	%	77.2%	76.4%	78.2%	74.9%	79.5%
	No - always do the same job	218	135	84	131	88
	%	20.0%	21.0%	18.4%	23.6%	16.2%
	Not applicable - does not have ability to learn new	8	6	2		8
%	.7%	.9%	.4%		1.5%	
No response/unclear response	24	10	13	8	15	
%	2.2%	1.6%	3.0%	1.5%	2.8%	
ACCESS AND EQUIPMENT AT WORK	Yes - complete access and knows how to use	114	47	67	58	56
	%	10.4%	7.3%	14.9%	10.5%	10.3%
	Yes - equipment present but need to better	1	1			1
	%	.1%	.1%			.1%
	Yes - but limited access/need more devices	9	7	3	6	3
	%	.8%	1.0%	.6%	1.0%	.6%
	No access	7	6	1	4	3
%	.6%	.9%	.3%	.7%	.5%	
Not applicable - none needed	950	573	377	483	467	
%	86.8%	89.3%	83.2%	87.3%	86.3%	
No response/unclear response	14	9	5	2	11	
%	1.2%	1.3%	1.1%	.4%	2.1%	

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

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		1094	771	323	579	174	332	57	657	80	137	77
	%	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	845	596	249	454	134	252	43	498	61	118	56
	%	77.2%	77.2%	77.0%	78.5%	76.7%	75.8%	76.2%	75.7%	75.5%	86.1%	73.1%
	No - always do the same job	218	150	68	115	38	63	12	134	20	19	20
	%	20.0%	19.5%	21.2%	19.9%	21.6%	18.9%	20.4%	20.4%	24.5%	13.9%	26.4%
	Not applicable - does not have ability to learn new	8	8	0	0		8		8			0
%	.7%	1.0%	.1%	.1%		2.3%		1.1%			.5%	
No response/unclear response	24	18	6	9	3	10	2	18				
%	2.2%	2.3%	1.7%	1.5%	1.7%	3.1%	3.5%	2.7%				
ACCESS AND EQUIPMENT AT WORK	Yes - complete access and knows how to use	114	93	21	45	16	52	5	28		56	19
	%	10.4%	12.1%	6.6%	7.8%	8.9%	15.7%	8.2%	4.3%		41.2%	24.7%
	Yes - equipment present but need to better	1	1				1		1			
	%	.1%	.1%				.2%		.1%			
	Yes - but limited access/need more devices	9	9	0	4		5		1		6	1
	%	.8%	1.1%	.1%	.7%		1.6%		.2%		4.2%	.9%
	No access	7	2	5	3	3	1	1	6			
%	.6%	.2%	1.6%	.5%	1.9%	.2%	2.2%	.9%				
Not applicable - none needed	950	659	291	523	154	266	51	610	80	75	55	
%	86.8%	85.4%	90.1%	90.4%	88.3%	80.3%	89.6%	92.8%	100.0%	54.6%	72.3%	
No response/unclear response	14	8	5	4	1	7		12			2	
%	1.2%	1.1%	1.6%	.7%	.8%	2.0%		1.8%			2.1%	

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

*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		1094	950	144	849	101	454	495	429	194	121	169
	%	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	845	746	99	665	81	378	367	330	144	89	136
	%	77.2%	78.5%	68.3%	78.3%	80.3%	83.1%	74.3%	77.0%	74.0%	73.7%	80.2%
	No - always do the same job	218	182	37	164	18	63	119	90	45	29	30
	%	20.0%	19.1%	25.5%	19.3%	17.4%	13.8%	24.0%	21.0%	23.1%	24.3%	18.0%
	Not applicable - does not have ability to learn new things	8	5	3	4	1	5			2	1	1
%	.7%	.5%	2.1%	.5%	.8%	1.1%			.8%	.7%	.8%	
	No response/unclear response	24	18	6	16	2	9	9	9	4	2	2
	%	2.2%	1.9%	4.1%	1.9%	1.6%	2.0%	1.7%	2.0%	2.0%	1.3%	.9%
ACCESS AND EQUIPMENT AT WORK	Yes - complete access and knows how to use	114	103	11	95	9	39	64	28	16	11	44
	%	10.4%	10.9%	7.6%	11.1%	8.6%	8.6%	13.0%	6.6%	8.3%	9.5%	26.2%
	Yes - equipment present but need to better understand use	1	0	0	0		0		0		0	
	%	.1%	.0%	.3%	.0%		.1%		.1%		.2%	
	Yes - but limited access/need more devices	9	9	0	8	1	1	8	2	0	0	6
	%	.8%	.9%	.3%	1.0%	.5%	.3%	1.5%	.4%	.2%	.3%	3.6%
	No access	7	7		2	4	5	2	4	1		1
%	.6%	.7%		.3%	4.4%	1.2%	.3%	.8%	.6%		.5%	
	Not applicable - none needed	950	818	132	732	86	398	420	394	175	109	116
	%	86.8%	86.1%	91.4%	86.3%	84.8%	87.5%	84.8%	91.8%	90.2%	90.0%	68.8%
	No response/unclear response	14	13	1	11	2	11	2	1	1		1
	%	1.2%	1.4%	.5%	1.3%	1.7%	2.4%	.4%	.2%	.6%		.9%

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

*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	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Employment Services and working / Responded to question		1094	384	264	139	131	119	28	9	21
	%	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	845	301	205	94	100	99	24	4	19
	%	77.2%	78.3%	77.6%	67.4%	76.2%	83.8%	83.4%	51.0%	87.6%
	No - always do the same job	218	73	48	41	26	18	5	4	2
	%	20.0%	19.1%	18.2%	29.8%	20.2%	15.1%	16.6%	49.0%	11.3%
	Not applicable - does not have ability to learn new	8	4	2	0	2				
	%	.7%	1.1%	.6%	.3%	1.2%				
ACCESS AND EQUIPMENT AT WORK	Yes - complete access and knows how to use	114	42	30	6	10	9	3		15
	%	10.4%	10.9%	11.4%	4.2%	7.3%	7.3%	11.5%		71.1%
	Yes - equipment present but need to better	1				0		0		
	%	.1%				.3%		.9%		
	Yes - but limited access/need more devices	9	7		0	1	0	0		0
	%	.8%	1.9%		.3%	.6%	.4%	.9%		.5%
No access		7	3	2		1	0	0		
	%	.6%	.8%	.9%		.6%	.4%	1.5%		
Not applicable - none needed		950	328	227	132	117	108	24	9	6
	%	86.8%	85.4%	85.9%	94.9%	89.2%	91.2%	85.2%	100.0%	27.8%
No response/unclear response		14	4	5	1	3	1			0
	%	1.2%	1.1%	1.8%	.6%	2.0%	.8%			.5%

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

*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		1094	641	453	554	541
	%	100.0%	100.0%	100.0%	100.0%	100.0%
DESIRE TO CHANGE WORK HOURS	No - work the same number of hours	801	480	322	387	415
	%	73.2%	74.8%	71.1%	69.9%	76.7%
	Yes - want to work fewer hours	60	34	26	17	43
	%	5.5%	5.3%	5.8%	3.1%	8.0%
	Yes - want to work more hours	170	103	66	125	45
	%	15.5%	16.1%	14.7%	22.6%	8.3%
	Yes - change the times when I work/keep same	19	9	10	9	9
%	1.7%	1.4%	2.1%	1.7%	1.7%	
No response/unclear response	44	16	29	16	29	
%	4.1%	2.4%	6.4%	2.8%	5.3%	

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

*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		1094	771	323	579	174	332	57	657	80	137	77
	%	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	801	583	219	425	135	236	40	497	53	90	61
	%	73.2%	75.6%	67.6%	73.4%	77.3%	71.0%	71.4%	75.6%	65.8%	65.7%	79.4%
	Yes - want to work fewer hours	60	44	16	23	9	27	3	35	2	8	3
	%	5.5%	5.7%	5.0%	3.9%	5.4%	8.0%	5.8%	5.4%	2.0%	5.8%	4.0%
	Yes - want to work more hours	170	101	68	104	24	41	10	84	22	33	12
	%	15.5%	13.2%	21.1%	17.9%	14.0%	12.5%	17.7%	12.8%	26.9%	23.7%	15.0%
Yes - change the times when I work/keep same	19	10	9	11	3	5	3	5	4	4	0	
%	1.7%	1.3%	2.6%	1.8%	1.6%	1.6%	5.1%	.7%	4.8%	2.6%	.5%	
No response/unclear response	44	33	12	17	3	23		36	0	3	1	
%	4.1%	4.2%	3.6%	2.9%	1.7%	6.9%		5.5%	.5%	2.2%	1.0%	

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

*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		1094	950	144	849	101	454	495	429	194	121	169
	%	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	801	683	118	618	65	334	348	311	141	85	126
	%	73.2%	71.9%	81.9%	72.9%	64.1%	73.6%	70.4%	72.5%	72.4%	70.0%	74.7%
	Yes - want to work fewer hours	60	51	9	42	9	29	23	23	9	10	12
	%	5.5%	5.4%	6.1%	5.0%	9.2%	6.3%	4.6%	5.3%	4.4%	8.1%	7.0%
	Yes - want to work more hours	170	163	7	144	19	60	102	73	39	17	24
	%	15.5%	17.1%	5.0%	16.9%	18.7%	13.3%	20.6%	17.0%	19.9%	13.9%	13.9%
	Yes - change the times when I work/keep same	19	19		18	0	10	8	10	1	3	1
	%	1.7%	2.0%		2.1%	.4%	2.3%	1.7%	2.4%	.7%	2.6%	.3%
No response/unclear response	44	34	10	27	8	20	14	12	5	7	7	
%	4.1%	3.6%	7.0%	3.1%	7.6%	4.5%	2.8%	2.8%	2.6%	5.5%	4.1%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Employment Services and working / Responded to question		1094	384	264	139	131	119	28	9	21
	%	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	801	288	195	98	89	97	21	6	8
	%	73.2%	74.9%	73.8%	70.7%	67.8%	81.8%	74.6%	66.3%	39.9%
	Yes - want to work fewer hours	60	26	10	4	6	4	1	3	5
	%	5.5%	6.7%	3.9%	2.8%	4.7%	3.7%	4.6%	33.7%	25.4%
	Yes - want to work more hours	170	52	42	28	23	14	5		6
	%	15.5%	13.5%	16.0%	20.0%	17.9%	11.6%	16.1%		29.6%
Yes - change the times when I work/keep same	19	9	4	2	1	2	1		0	
%	1.7%	2.2%	1.5%	1.4%	.6%	1.9%	2.9%		1.5%	
No response/unclear response	44	10	13	7	12	1	1		1	
%	4.1%	2.6%	4.9%	5.1%	9.0%	1.1%	1.8%		3.6%	

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

*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		950	775	129	20	27	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	
GOOD/BAD PLACE TO WORK	Good		790	736	45	5	5
		%	83.1%	95.0%	34.6%	22.7%	19.1%
	In between		107	23	77	6	
		%	11.2%	2.9%	60.2%	32.2%	
	Bad		13	4	0	8	0
		%	1.4%	.5%	.1%	41.5%	1.4%
	Not asked/NOK interview		8	6			2
		%	.8%	.8%			6.5%
No response/unclear response		33	6	7	1	19	
	%	3.4%	.8%	5.1%	3.7%	73.0%	

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

*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	STATE								
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT	
BASE: All clients receiving Employment Services and working / Responded to question		950	326	233	133	102	104	27	6	19	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
GOOD/BAD PLACE TO WORK	Good		790	273	187	116	83	93	23	6	8
		%	83.1%	83.7%	80.6%	87.0%	81.7%	89.9%	84.3%	100.0%	42.6%
	In between		107	32	34	9	11	8	3		10
		%	11.2%	9.7%	14.6%	6.8%	10.5%	7.6%	11.9%		53.5%
	Bad		13	6	1	2	2	0	1		0
		%	1.4%	1.8%	.3%	1.8%	2.3%	.4%	3.8%		1.7%
	Not asked/NOK interview		8		2	2	0	2			0
		%	.8%		1.0%	1.8%	.4%	2.1%			1.1%
No response/unclear response		33	16	8	4	5				0	
	%	3.4%	4.8%	3.4%	2.6%	5.1%				1.1%	

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

*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		1094	641	453	554	541
	%	100.0%	100.0%	100.0%	100.0%	100.0%
WANT TO LEAVE YOUR JOB	No - like where I work now/want to stay	843	499	343	425	418
	%	77.0%	77.8%	75.8%	76.7%	77.3%
	In between/not immediately but won't stay forever	85	43	42	44	41
	%	7.8%	6.7%	9.3%	7.9%	7.6%
	Yes - to go to another job/to get a better job	133	84	49	79	54
	%	12.1%	13.1%	10.7%	14.2%	10.0%
Yes - to give up work/to retire	10	3	7	1	10	
%	.9%	.5%	1.6%	.1%	1.8%	
No response/unclear response	24	12	12	6	18	
%	2.2%	1.9%	2.6%	1.1%	3.3%	

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

*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	1094	771	323	579	174	332	57	657	80	137	77	
%	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	843	589	253	460	126	251	38	514	59	109	56
	%	77.0%	76.4%	78.4%	79.5%	72.6%	75.7%	66.6%	78.1%	74.1%	79.3%	73.2%
	In between/not immediately but won't stay forever	85	65	20	43	20	22	9	49	4	6	7
	%	7.8%	8.4%	6.2%	7.5%	11.3%	6.6%	16.4%	7.4%	5.1%	4.2%	8.7%
	Yes - to go to another job/to get a better job	133	86	47	65	25	41	10	70	16	19	13
	%	12.1%	11.1%	14.6%	11.3%	14.5%	12.3%	17.0%	10.6%	19.8%	13.7%	17.2%
Yes - to give up work/to retire	10	10		2	1	5		8	1	1		
%	.9%	1.3%		.4%	.8%	1.5%		1.2%	1.0%	.6%		
No response/unclear response	24	21	3	8	1	13		17		3	1	
%	2.2%	2.7%	.8%	1.3%	.8%	3.9%		2.6%		2.2%	1.0%	

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	1094	950	144	849	101	454	495	429	194	121	169	
%	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	843	720	122	649	72	357	363	335	154	98	122
	%	77.0%	75.8%	84.6%	76.4%	70.9%	78.5%	73.3%	78.0%	79.3%	80.9%	72.2%
	In between/not immediately but won't stay forever	85	82	3	76	6	30	52	41	13	6	13
	%	7.8%	8.6%	2.2%	9.0%	5.6%	6.6%	10.5%	9.6%	6.7%	4.7%	7.5%
	Yes - to go to another job/to get a better job	133	121	12	106	15	49	71	50	18	13	28
	%	12.1%	12.7%	8.3%	12.5%	14.7%	10.9%	14.4%	11.6%	9.3%	10.6%	16.5%
Yes - to give up work/to retire	10	8	2	6	2	5	3	2	1	2	3	
%	.9%	.9%	1.6%	.7%	2.4%	1.2%	.6%	.4%	.7%	1.5%	1.9%	
No response/unclear response	24	19	5	12	6	13	6	2	8	3	3	
%	2.2%	2.0%	3.3%	1.5%	6.4%	2.9%	1.2%	.4%	3.9%	2.3%	2.0%	

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Employment Services and working / Responded to question		1094	384	264	139	131	119	28	9	21
	%	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	843	302	199	104	98	96	23	7	15
	%	77.0%	78.7%	75.2%	74.6%	74.7%	80.9%	81.4%	83.7%	68.4%
	In between/not immediately but won't stay forever	85	33	17	14	7	11	2		0
	%	7.8%	8.6%	6.6%	10.1%	5.3%	9.6%	6.6%		1.0%
	Yes - to go to another job/to get a better job	133	42	38	17	16	9	3	1	6
	%	12.1%	10.9%	14.5%	12.1%	12.1%	7.7%	11.1%	16.3%	30.1%
Yes - to give up work/to retire	10	3	4	0	2	0	0			
%	.9%	.7%	1.5%	.3%	1.8%	.4%	.9%			
No response/unclear response	24	4	6	4	8	2			0	
%	2.2%	1.1%	2.1%	2.8%	6.1%	1.5%			.5%	

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

*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		1281	752	529	760	521
	%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT EMPLOYMENT SERVICE: TREAT YOU WITH RESPECT	Yes - most staff/most times	1181	700	481	712	469
	%	92.2%	93.1%	90.9%	93.7%	90.0%
	Sometimes/some staff	65	37	28	30	35
	%	5.1%	4.9%	5.3%	3.9%	6.7%
	No - some staff are often not nice/polite	23	5	18	14	9
%	1.8%	.7%	3.4%	1.8%	1.8%	
No response/unclear response	12	10	2	5	8	
%	1.0%	1.4%	.4%	.6%	1.5%	
STAFF AT EMPLOYMENT SERVICE: UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time	1169	695	474	696	473
	%	91.2%	92.4%	89.6%	91.5%	90.9%
	Some staff/sometimes	79	35	44	50	28
	%	6.1%	4.7%	8.2%	6.6%	5.4%
	No - few or no staff/rarely	16	10	6	6	10
%	1.3%	1.3%	1.2%	.8%	2.0%	
No response/unclear response	17	12	5	8	9	
%	1.3%	1.6%	1.0%	1.0%	1.8%	
ABILITY TO UNDERSTAND STAFF AT EMPLOYMENT SERVICE	Yes - I understand most staff	1195	702	492	715	480
	%	93.3%	93.4%	93.0%	94.0%	92.1%
	Some staff/sometimes	64	34	30	37	27
	%	5.0%	4.5%	5.6%	4.9%	5.1%
	No - few staff or no staff/rarely	8	6	2	4	4
%	.6%	.8%	.3%	.5%	.8%	
No response/unclear response	15	9	6	5	10	
%	1.2%	1.2%	1.1%	.6%	2.0%	

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

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		1281	913	368	727	212	335	68	703	124	187	102
	%	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	1181	843	338	685	190	301	62	642	121	179	90
	%	92.2%	92.3%	91.8%	94.1%	89.7%	89.9%	90.8%	91.2%	97.5%	95.8%	88.4%
	Sometimes/some staff	65	40	25	30	15	18	3	42	2	3	6
	%	5.1%	4.3%	6.8%	4.1%	7.1%	5.5%	5.0%	6.0%	1.9%	1.6%	6.1%
	No - some staff are often not nice/polite	23	21	2	10	4	9		11	1	5	4
%	1.8%	2.3%	.5%	1.4%	1.7%	2.8%		1.6%	.6%	2.7%	4.3%	
No response/unclear response	12	9	3	3	3	6	3	8			1	
%	1.0%	1.0%	.9%	.4%	1.5%	1.8%	4.2%	1.2%			1.2%	
STAFF AT EMPLOYMENT SERVICE: UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time	1169	833	336	668	198	297	65	639	112	177	83
	%	91.2%	91.2%	91.4%	91.8%	93.5%	88.8%	95.4%	90.9%	90.8%	94.4%	81.9%
	Some staff/sometimes	79	54	25	45	11	22	2	40	8	10	14
	%	6.1%	5.9%	6.8%	6.1%	5.2%	6.5%	3.3%	5.7%	6.8%	5.4%	14.1%
No - few or no staff/rarely	16	14	2	9	3	4		11	3	0	0	
%	1.3%	1.5%	.6%	1.3%	1.3%	1.3%		1.6%	2.3%	.2%	.4%	
No response/unclear response	17	12	5	6		12	1	13			4	
%	1.3%	1.4%	1.3%	.8%		3.4%	1.3%	1.8%			3.6%	
ABILITY TO UNDERSTAND STAFF AT EMPLOYMENT SERVICE	Yes - I understand most staff	1195	858	337	676	201	310	62	641	122	183	95
	%	93.3%	93.9%	91.6%	92.9%	95.1%	92.7%	91.4%	91.1%	98.9%	97.6%	93.3%
	Some staff/sometimes	64	39	24	41	7	15	5	46	1	4	3
	%	5.0%	4.3%	6.6%	5.7%	3.4%	4.6%	8.0%	6.5%	1.1%	2.2%	2.7%
No - few staff or no staff/rarely	8	6	2	4	3	1	0	7		0	0	
%	.6%	.7%	.5%	.6%	1.3%	.4%	.6%	1.0%		.2%	.4%	
No response/unclear response	15	10	5	6	0	8		10			4	
%	1.2%	1.1%	1.3%	.9%	.2%	2.4%		1.4%			3.6%	

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

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		1281	1127	154	1030	97	467	659	526	211	132	220
	%	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	1181	1035	146	949	86	422	612	487	198	129	189
	%	92.2%	91.8%	94.9%	92.1%	88.9%	90.4%	92.8%	92.5%	94.1%	97.4%	86.0%
	Sometimes/some staff	65	60	4	54	6	31	30	28	10	2	15
	%	5.1%	5.4%	2.9%	5.3%	6.3%	6.6%	4.5%	5.4%	4.6%	1.4%	6.8%
	No - some staff are often not nice/polite	23	21	2	19	3	9	12	9	1	1	11
%	1.8%	1.9%	1.1%	1.8%	2.7%	1.9%	1.9%	1.6%	.4%	.6%	4.9%	
No response/unclear response	12	11	2	8	2	5	5	3	2	1	5	
%	1.0%	.9%	1.2%	.8%	2.1%	1.1%	.8%	.5%	.9%	.6%	2.3%	
STAFF AT EMPLOYMENT SERVICE: UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time	1169	1030	140	947	83	427	602	484	191	121	194
	%	91.2%	91.4%	90.5%	91.9%	85.6%	91.4%	91.3%	92.1%	90.6%	91.2%	88.2%
	Some staff/sometimes	79	70	9	60	10	27	43	29	16	11	15
	%	6.1%	6.2%	5.6%	5.9%	9.9%	5.7%	6.6%	5.5%	7.7%	8.4%	6.7%
	No - few or no staff/rarely	16	15	2	13	2	5	9	8	1	0	5
%	1.3%	1.3%	1.1%	1.2%	2.2%	1.1%	1.4%	1.5%	.2%	.3%	2.3%	
No response/unclear response	17	13	4	10	2	8	4	5	3		6	
%	1.3%	1.1%	2.9%	1.0%	2.3%	1.8%	.7%	.9%	1.5%		2.7%	
ABILITY TO UNDERSTAND STAFF AT EMPLOYMENT SERVICE	Yes - I understand most staff	1195	1058	137	976	82	429	628	482	200	127	212
	%	93.3%	93.9%	88.7%	94.7%	85.0%	91.8%	95.3%	91.7%	94.9%	95.8%	96.6%
	Some staff/sometimes	64	52	12	41	11	28	24	33	7	5	3
	%	5.0%	4.6%	7.5%	4.0%	11.3%	5.9%	3.7%	6.3%	3.5%	3.6%	1.2%
	No - few staff or no staff/rarely	8	6	2	6	0	2	5	7			1
%	.6%	.6%	1.1%	.6%	.4%	.3%	.7%	1.3%			.5%	
No response/unclear response	15	11	4	8	3	9	2	4	3	1	4	
%	1.2%	1.0%	2.7%	.7%	3.3%	1.9%	.3%	.7%	1.5%	.6%	1.7%	

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

*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	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Employment Services / Responded to question		1281	446	340	165	135	133	34	9	21
	%	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	1181	409	310	155	127	124	32	9	16
	%	92.2%	91.6%	91.2%	94.0%	94.3%	93.7%	95.3%	100.0%	74.7%
	Sometimes/some staff	65	27	18	9	5	5	1		0
	%	5.1%	6.1%	5.3%	5.5%	3.4%	3.7%	2.3%		.5%
	No - some staff are often not nice/polite	23	4	9	0	2	2	1		5
	%	1.8%	1.0%	2.5%	.2%	1.7%	1.3%	1.6%		24.3%
STAFF AT EMPLOYMENT SERVICE: UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time	1169	416	303	148	124	124	32	9	15
	%	91.2%	93.2%	89.1%	89.5%	92.0%	93.0%	94.1%	100.0%	72.6%
	Some staff/sometimes	79	13	30	15	9	6	1		5
	%	6.1%	2.9%	8.7%	8.8%	6.8%	4.6%	2.3%		25.8%
	No - few or no staff/rarely	16	10	3	1	0	0	1		0
	%	1.3%	2.3%	1.0%	.7%	.3%	.3%	2.8%		.5%
ABILITY TO UNDERSTAND STAFF AT EMPLOYMENT SERVICE	Yes - I understand most staff	1195	410	318	156	127	124	32	9	20
	%	93.3%	91.9%	93.4%	94.5%	94.4%	93.0%	95.2%	100.0%	96.9%
	Some staff/sometimes	64	26	15	7	7	7	1		1
	%	5.0%	5.8%	4.4%	4.5%	5.1%	5.3%	2.3%		2.6%
	No - few staff or no staff/rarely	8	4	2	1	0		1		
	%	.6%	1.0%	.5%	.5%	.3%		2.5%		
No response/unclear response		15	6	6	1	0	2			0
	%	1.2%	1.3%	1.7%	.5%	.3%	1.7%			.5%

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

*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		1281	752	529	760	521
	%	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	962	560	402	555	407
	%	75.1%	74.4%	76.0%	73.0%	78.1%
	Some staff/sometimes	164	95	69	106	57
	%	12.8%	12.6%	13.0%	14.0%	11.0%
	Yes - they change too often/keep leaving	83	51	32	64	19
%	6.5%	6.8%	6.0%	8.4%	3.7%	
SATISFACTION WITH EMPLOYMENT SERVICE	No response/unclear response	72	46	26	35	38
	%	5.7%	6.2%	4.9%	4.6%	7.2%
	Satisfied/happy	1094	660	434	645	449
	%	85.4%	87.8%	82.0%	84.8%	86.2%
	In-between/neither satisfied nor dissatisfied	142	64	78	97	45
%	11.1%	8.5%	14.7%	12.7%	8.6%	
Dissatisfied/unhappy		31	18	13	15	15
	%	2.4%	2.3%	2.5%	2.0%	3.0%
No response/unclear response		15	10	4	3	11
	%	1.1%	1.4%	.8%	.4%	2.2%

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

*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		1281	913	368	727	212	335	68	703	124	187	102
	%	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	962	691	271	543	168	246	50	528	94	145	66
	%	75.1%	75.7%	73.7%	74.6%	79.5%	73.6%	73.7%	75.0%	76.3%	77.3%	64.5%
	Some staff/sometimes	164	118	45	107	22	35	10	77	22	23	25
	%	12.8%	13.0%	12.3%	14.8%	10.2%	10.3%	14.2%	10.9%	17.8%	12.1%	24.4%
	Yes - they change too often/keep leaving	83	59	25	54	14	15	4	45	7	13	10
%	6.5%	6.4%	6.7%	7.4%	6.4%	4.4%	6.6%	6.4%	5.3%	6.9%	9.5%	
	No response/unclear response	72	45	27	24	8	39	4	54	1	7	2
%	5.7%	5.0%	7.4%	3.3%	3.8%	11.7%	5.5%	7.7%	.6%	3.7%	1.6%	
SATISFACTION WITH EMPLOYMENT SERVICE	Satisfied/happy	1094	774	320	616	188	286	65	603	107	153	81
	%	85.4%	84.7%	87.0%	84.7%	88.6%	85.4%	95.9%	85.7%	86.8%	81.7%	79.5%
	In-between/neither satisfied nor dissatisfied	142	113	29	91	14	35	2	67	16	30	16
	%	11.1%	12.4%	7.8%	12.5%	6.6%	10.5%	2.8%	9.5%	12.9%	15.9%	15.4%
	Dissatisfied/unhappy	31	18	13	14	9	6	1	21	0	4	4
%	2.4%	1.9%	3.5%	1.9%	4.5%	1.8%	1.3%	3.0%	.3%	2.0%	4.3%	
	No response/unclear response	15	9	6	6	1	8		12		1	1
%	1.1%	.9%	1.6%	.8%	.3%	2.4%		1.7%		.4%	.8%	

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

*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		1281	1127	154	1030	97	467	659	526	211	132	220
	%	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	962	847	115	778	69	357	489	401	159	110	148
	%	75.1%	75.2%	74.4%	75.5%	71.5%	76.4%	74.3%	76.3%	75.4%	83.0%	67.1%
	Some staff/sometimes	164	147	16	136	11	61	86	64	29	14	34
	%	12.8%	13.1%	10.6%	13.2%	11.3%	13.1%	13.0%	12.1%	13.8%	10.4%	15.4%
	Yes - they change too often/keep leaving	83	76	7	65	11	23	53	33	12	2	22
%	6.5%	6.8%	4.6%	6.4%	11.1%	5.0%	8.0%	6.2%	5.6%	1.7%	9.8%	
No response/unclear response	72	56	16	50	6	26	31	28	11	7	17	
%	5.7%	5.0%	10.4%	4.9%	6.1%	5.5%	4.6%	5.4%	5.3%	4.9%	7.6%	
SATISFACTION WITH EMPLOYMENT SERVICE	Satisfied/happy	1094	959	135	876	83	409	550	460	179	114	174
	%	85.4%	85.1%	87.5%	85.1%	85.7%	87.5%	83.4%	87.4%	85.2%	86.0%	79.2%
	In-between/neither satisfied nor dissatisfied	142	132	9	126	6	42	90	48	20	15	36
	%	11.1%	11.7%	6.1%	12.2%	6.6%	9.0%	13.7%	9.2%	9.3%	11.4%	16.3%
	Dissatisfied/unhappy	31	25	6	20	5	10	15	12	8	2	7
%	2.4%	2.2%	3.9%	1.9%	5.1%	2.1%	2.3%	2.3%	3.8%	1.7%	3.1%	
No response/unclear response	15	11	4	8	3	7	4	5	4	1	3	
%	1.1%	1.0%	2.4%	.8%	2.6%	1.4%	.6%	1.0%	1.7%	.9%	1.4%	

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

*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	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Employment Services / Responded to question		1281	446	340	165	135	133	34	9	21
	%	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	962	328	256	133	90	109	30	7	8
	%	75.1%	73.5%	75.3%	80.8%	67.2%	82.1%	89.3%	83.7%	40.0%
	Some staff/sometimes	164	59	52	16	21	14	2		1
	%	12.8%	13.2%	15.2%	9.5%	15.4%	10.3%	5.6%		5.2%
	Yes - they change too often/keep leaving	83	30	20	7	14	3	1	1	6
	%	6.5%	6.8%	6.0%	4.3%	10.3%	2.3%	4.3%	16.3%	27.4%
No response/unclear response	72	29	12	9	10	7	0		6	
%	5.7%	6.4%	3.5%	5.5%	7.1%	5.3%	.8%		27.4%	
SATISFACTION WITH EMPLOYMENT SERVICE	Satisfied/happy	1094	381	281	144	118	121	30	9	10
	%	85.4%	85.5%	82.7%	87.4%	87.9%	90.7%	90.2%	100.0%	48.9%
	In-between/neither satisfied nor dissatisfied	142	46	46	16	12	8	2		10
	%	11.1%	10.3%	13.6%	10.0%	9.0%	6.3%	6.7%		49.0%
	Dissatisfied/unhappy	31	14	8	4	1	2	1		0
	%	2.4%	3.2%	2.3%	2.6%	.6%	1.7%	3.1%		1.0%
No response/unclear response	15	4	5		3	2			0	
%	1.1%	1.0%	1.4%		2.6%	1.3%			1.0%	

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

*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 (weighted)		1281	752	529	760	521
	%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied	1236	724	512	742	494
	%	96.5%	96.3%	96.7%	97.6%	94.8%
	Other	17	11	5	6	10
	%	1.3%	1.5%	1.0%	.8%	2.0%
	No response	15	10	4	3	11
	%	1.1%	1.4%	.8%	.4%	2.2%
	Relationship with services and staff	13	6	7	7	6
	%	1.0%	.9%	1.2%	.9%	1.2%
	Effectiveness of service	10	9	0	7	3
	%	.7%	1.2%	.1%	.9%	.5%
	Quality of service	9	6	3	7	2
	%	.7%	.8%	.6%	.9%	.5%
	Quality of life/including work	8	5	3	4	4
	%	.6%	.7%	.6%	.5%	.8%
Personal development and community inclusion	8	5	3	4	4	
%	.6%	.7%	.6%	.5%	.8%	
Choice/self determination	4	3	0		4	
%	.3%	.4%	.1%		.7%	
Don't know	0	0			0	
%	.0%	.0%			.0%	

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

*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 (weighted)		1281	913	368	727	212	335	68	703	124	187	102
	%	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	1236	887	349	708	201	321	67	670	123	183	97
	%	96.5%	97.1%	94.8%	97.3%	95.2%	95.8%	98.7%	95.2%	99.7%	97.6%	94.9%
	Other	17	8	9	9	3	3	1	15			1
	%	1.3%	.8%	2.4%	1.3%	1.4%	.8%	1.3%	2.1%			.9%
	No response	15	9	6	6	1	8		12		1	1
	%	1.1%	.9%	1.6%	.8%	.3%	2.4%		1.7%		.4%	.8%
	Relationship with services and staff	13	11	2	6	5	3		9			4
	%	1.0%	1.2%	.5%	.8%	2.2%	.8%		1.3%			3.9%
	Effectiveness of service	10	6	3	6	0	3	1	8		0	0
	%	.7%	.7%	.8%	.9%	.2%	.8%	1.3%	1.1%		.2%	.4%
	Quality of service	9	3	6	4	3	2	1	5		3	0
	%	.7%	.3%	1.7%	.5%	1.5%	.7%	1.3%	.7%		1.8%	.4%
	Quality of life/including work	8	6	2	2	5	2		4	0		4
%	.6%	.7%	.5%	.3%	2.1%	.5%		.6%	.3%		3.9%	
Personal development and community inclusion	8	8		1	4	1		4			4	
%	.6%	.9%		.2%	1.8%	.4%		.6%			3.9%	
Choice/self determination	4	2	1		2	0		4				
%	.3%	.2%	.4%		.9%	.1%		.5%				
Don't know	0	0				0		0				
%	.0%	.0%				.1%		.0%				

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

*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 (weighted)		1281	1127	154	1030	97	467	659	526	211	132	220
	%	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	1236	1091	144	1002	90	451	640	508	199	129	210
	%	96.5%	96.8%	93.6%	97.3%	92.3%	96.5%	97.1%	96.6%	94.5%	97.4%	95.6%
	Other	17	12	5	8	4	6	5	7	4	1	3
	%	1.3%	1.0%	3.2%	.7%	4.2%	1.3%	.8%	1.4%	2.0%	1.1%	1.3%
	No response	15	11	4	8	3	7	4	5	4	1	3
	%	1.1%	1.0%	2.4%	.8%	2.6%	1.4%	.6%	1.0%	1.7%	.9%	1.4%
	Relationship with services and staff	13	11	2	9	2	5	6	5	2		5
	%	1.0%	.9%	1.5%	.9%	1.6%	1.0%	.9%	.9%	.7%		2.5%
	Effectiveness of service	10	8	2	8		0	7	6		1	2
	%	.7%	.7%	1.2%	.7%		.1%	1.1%	1.2%		.6%	1.1%
	Quality of service	9	8	1	8	0	0	8	4	3	0	2
	%	.7%	.7%	.9%	.7%	.3%	.1%	1.2%	.7%	1.4%	.3%	1.1%
	Quality of life/including work	8	7	1	6	1	2	5	2	1		5
	%	.6%	.6%	.9%	.6%	.9%	.5%	.7%	.4%	.4%		2.1%
Personal development and community inclusion	8	4	4	4	1	1	3	0	1		5	
%	.6%	.4%	2.4%	.3%	.9%	.3%	.5%	.1%	.7%		2.4%	
Choice/self determination	4	2	2	2		0	1	2	1			
%	.3%	.2%	1.2%	.2%		.1%	.2%	.4%	.7%			
Don't know	0	0			0	0						
%	.0%	.0%			.3%	.1%						

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

*Productivity Commission
Job Number: 98196*

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

		TOTAL	STATE							
			NSW	Vic	Qld	WA	SA	Tas	NT	ACT
BASE: Receives CSDA Employment Service (weighted)		1281	446	340	165	135	133	34	9	21
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied	1236	427	327	161	130	129	32	9	21
	%	96.5%	95.8%	96.3%	97.4%	96.8%	97.0%	96.9%	100.0%	97.9%
	Other	17	7	5	2	1	2	0		
	%	1.3%	1.6%	1.4%	1.2%	.6%	1.3%	.8%		
	No response	15	4	5		3	2			0
	%	1.1%	1.0%	1.4%		2.6%	1.3%			1.0%
	Relationship with services and staff	13	6	5	0	0	1	1		0
	%	1.0%	1.3%	1.4%	.2%	.3%	.7%	1.6%		1.0%
	Effectiveness of service	10	4	3	1		1			
	%	.7%	1.0%	.9%	.5%		1.0%			
	Quality of service	9	4	3	1		1	0		
	%	.7%	1.0%	.9%	.5%		.7%	.8%		
	Quality of life/including work	8	3	3	1		1	0		
	%	.6%	.6%	.9%	.7%		.7%	.8%		
	Personal development and community inclusion	8	3	4	0		1			
	%	.6%	.6%	1.2%	.2%		.7%			
	Choice/self determination	4	3			0	0			
	%	.3%	.6%			.3%	.3%			
Don't know	0						0			
%	.0%						.8%			