

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

TABLE 1A: DEMOGRAPHICS - STATE / GENDER

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE:All Respondents			2271	371	381	360	398	419	207	38	97
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STATE	NSW		371	371							
		%	16.3%	100.0%							
	Vic		381		381						
		%	16.8%		100.0%						
	Qld		360			360					
		%	15.9%			100.0%					
	WA		398				398				
		%	17.5%				100.0%				
	SA		419					419			
		%	18.5%					100.0%			
	Tas		207						207		
		%	9.1%						100.0%		
	NT		38							38	
		%	1.7%							100.0%	
	ACT		97								97
		%	4.3%								100.0%
GENDER OF CLIENT	Male		1207	213	200	187	208	217	115	27	40
		%	53.1%	57.4%	52.5%	51.9%	52.3%	51.8%	55.6%	71.1%	41.2%
	Female		1064	158	181	173	190	202	92	11	57
		%	46.9%	42.6%	47.5%	48.1%	47.7%	48.2%	44.4%	28.9%	58.8%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04	DEMOGRAPHICS - PRIMARY DISABILITY				
											Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: All Respondents			631	898	1529	495	954	1449	643	116	199	1320	127	308	94
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STATE	NSW		103	117	220	95	150	245	96	13	15	262	11	41	8
		%	16.3%	13.0%	14.4%	19.2%	15.7%	16.9%	14.9%	11.2%	7.5%	19.8%	8.7%	13.3%	8.5%
	Vic		98	144	242	91	166	257	100	14	26	192	18	75	30
		%	15.5%	16.0%	15.8%	18.4%	17.4%	17.7%	15.6%	12.1%	13.1%	14.5%	14.2%	24.4%	31.9%
	Qld		115	121	236	83	122	205	115	27	37	196	35	72	9
		%	18.2%	13.5%	15.4%	16.8%	12.8%	14.1%	17.9%	23.3%	18.6%	14.8%	27.6%	23.4%	9.6%
	WA		95	163	258	114	181	295	81	24	32	239	23	71	13
		%	15.1%	18.2%	16.9%	23.0%	19.0%	20.4%	12.6%	20.7%	16.1%	18.1%	18.1%	23.1%	13.8%
	SA		167	140	307	61	200	261	114	14	45	213	23	17	29
		%	26.5%	15.6%	20.1%	12.3%	21.0%	18.0%	17.7%	12.1%	22.6%	16.1%	18.1%	5.5%	30.9%
	Tas		50	89	139	43	73	116	96	14	38	119	2	17	5
		%	7.9%	9.9%	9.1%	8.7%	7.7%	8.0%	14.9%	12.1%	19.1%	9.0%	1.6%	5.5%	5.3%
	NT			38	38	5	2	7	22	3	2	17	13	6	
		%		4.2%	2.5%	1.0%	.2%	.5%	3.4%	2.6%	1.0%	1.3%	10.2%	1.9%	
	ACT		3	86	89	3	60	63	19	7	4	82	2	9	
		%	.5%	9.6%	5.8%	.6%	6.3%	4.3%	3.0%	6.0%	2.0%	6.2%	1.6%	2.9%	
GENDER OF CLIENT	Male		292	472	764	294	527	821	365	59	120	667	84	168	43
		%	46.3%	52.6%	50.0%	59.4%	55.2%	56.7%	56.8%	50.9%	60.3%	50.5%	66.1%	54.5%	45.7%
	Female		339	426	765	201	427	628	278	57	79	653	43	140	51
		%	53.7%	47.4%	50.0%	40.6%	44.8%	43.3%	43.2%	49.1%	39.7%	49.5%	33.9%	45.5%	54.3%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE:All Respondents			2271	1820	451	728	411	281	386
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STATE	NSW		371	254	117	135	71	35	77
		%	16.3%	14.0%	25.9%	18.5%	17.3%	12.5%	19.9%
	Vic		381	267	114	112	79	52	63
		%	16.8%	14.7%	25.3%	15.4%	19.2%	18.5%	16.3%
	Qld		360	218	142	140	61	39	45
		%	15.9%	12.0%	31.5%	19.2%	14.8%	13.9%	11.7%
	WA		398	357	41	124	70	59	66
		%	17.5%	19.6%	9.1%	17.0%	17.0%	21.0%	17.1%
	SA		419	382	37	107	79	59	78
		%	18.5%	21.0%	8.2%	14.7%	19.2%	21.0%	20.2%
	Tas		207	207		67	28	29	44
		%	9.1%	11.4%		9.2%	6.8%	10.3%	11.4%
	NT		38	38		15	3	4	1
		%	1.7%	2.1%		2.1%	.7%	1.4%	.3%
	ACT		97	97		28	20	4	12
		%	4.3%	5.3%		3.8%	4.9%	1.4%	3.1%
GENDER OF CLIENT	Male		1207	963	244	396	214	150	163
		%	53.1%	52.9%	54.1%	54.4%	52.1%	53.4%	42.2%
	Female		1064	857	207	332	197	131	223
		%	46.9%	47.1%	45.9%	45.6%	47.9%	46.6%	57.8%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE:All Respondents			2271	1633	638	1402	231	978	651	770	286	1190
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STATE	NSW		371	239	132	209	30	119	120	149	38	178
		%	16.3%	14.6%	20.7%	14.9%	13.0%	12.2%	18.4%	19.4%	13.3%	15.0%
	Vic		381	270	111	233	37	170	99	135	39	197
		%	16.8%	16.5%	17.4%	16.6%	16.0%	17.4%	15.2%	17.5%	13.6%	16.6%
	Qld		360	278	82	247	31	155	123	129	47	184
		%	15.9%	17.0%	12.9%	17.6%	13.4%	15.8%	18.9%	16.8%	16.4%	15.5%
	WA		398	296	102	258	38	170	125	143	57	197
		%	17.5%	18.1%	16.0%	18.4%	16.5%	17.4%	19.2%	18.6%	19.9%	16.6%
	SA		419	313	106	286	27	198	113	126	65	226
		%	18.5%	19.2%	16.6%	20.4%	11.7%	20.2%	17.4%	16.4%	22.7%	19.0%
	Tas		207	163	44	114	49	105	58	70	31	100
		%	9.1%	10.0%	6.9%	8.1%	21.2%	10.7%	8.9%	9.1%	10.8%	8.4%
	NT		38	18	20	15	3	13	5	2	4	32
		%	1.7%	1.1%	3.1%	1.1%	1.3%	1.3%	.8%	.3%	1.4%	2.7%
	ACT		97	56	41	40	16	48	8	16	5	76
		%	4.3%	3.4%	6.4%	2.9%	6.9%	4.9%	1.2%	2.1%	1.7%	6.4%
GENDER OF CLIENT	Male		1207	925	282	782	143	580	341	437	162	590
		%	53.1%	56.6%	44.2%	55.8%	61.9%	59.3%	52.4%	56.8%	56.6%	49.6%
	Female		1064	708	356	620	88	398	310	333	124	600
		%	46.9%	43.4%	55.8%	44.2%	38.1%	40.7%	47.6%	43.2%	43.4%	50.4%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

TABLE 1B: DEMOGRAPHICS - AGE

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE:All Respondents			2271	371	381	360	398	419	207	38	97
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AGE	18-34		728	135	112	140	124	107	67	15	28
		%	32.1%	36.4%	29.4%	38.9%	31.2%	25.5%	32.4%	39.5%	28.9%
	35-44		411	71	79	61	70	79	28	3	20
		%	18.1%	19.1%	20.7%	16.9%	17.6%	18.9%	13.5%	7.9%	20.6%
	45-54		281	35	52	39	59	59	29	4	4
		%	12.4%	9.4%	13.6%	10.8%	14.8%	14.1%	14.0%	10.5%	4.1%
	55 plus		386	77	63	45	66	78	44	1	12
		%	17.0%	20.8%	16.5%	12.5%	16.6%	18.6%	21.3%	2.6%	12.4%
	No response		465	53	75	75	79	96	39	15	33
		%	20.5%	14.3%	19.7%	20.8%	19.8%	22.9%	18.8%	39.5%	34.0%

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04	DEMOGRAPHICS - PRIMARY DISABILITY				
											Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE:All Respondents			631	898	1529	495	954	1449	643	116	199	1320	127	308	94
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AGE	18-34		127	250	377	252	291	543	199	35	44	494	37	66	15
		%	20.1%	27.8%	24.7%	50.9%	30.5%	37.5%	30.9%	30.2%	22.1%	37.4%	29.1%	21.4%	16.0%
	35-44		151	133	284	68	194	262	121	10	24	257	21	58	9
		%	23.9%	14.8%	18.6%	13.7%	20.3%	18.1%	18.8%	8.6%	12.1%	19.5%	16.5%	18.8%	9.6%
	45-54		101	110	211	42	140	182	78	11	30	157	21	43	8
		%	16.0%	12.2%	13.8%	8.5%	14.7%	12.6%	12.1%	9.5%	15.1%	11.9%	16.5%	14.0%	8.5%
	55 plus		129	169	298	79	99	178	80	7	28	159	10	92	50
		%	20.4%	18.8%	19.5%	16.0%	10.4%	12.3%	12.4%	6.0%	14.1%	12.0%	7.9%	29.9%	53.2%
	No response		123	236	359	54	230	284	165	53	73	253	38	49	12
		%	19.5%	26.3%	23.5%	10.9%	24.1%	19.6%	25.7%	45.7%	36.7%	19.2%	29.9%	15.9%	12.8%

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE:All Respondents			2271	1820	451	728	411	281	386
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AGE	18-34		728	532	196	728			
		%	32.1%	29.2%	43.5%	100.0%			
	35-44		411	318	93		411		
		%	18.1%	17.5%	20.6%		100.0%		
	45-54		281	225	56			281	
		%	12.4%	12.4%	12.4%			100.0%	
	55 plus		386	364	22				386
		%	17.0%	20.0%	4.9%				100.0%
No response		465	381	84					
	%	20.5%	20.9%	18.6%					

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CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE:All Respondents			2271	1633	638	1402	231	978	651	770	286	1190
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AGE	18-34		728	499	229	449	50	240	258	345	73	308
		%	32.1%	30.6%	35.9%	32.0%	21.6%	24.5%	39.6%	44.8%	25.5%	25.9%
	35-44		411	289	122	239	50	190	99	101	58	245
		%	18.1%	17.7%	19.1%	17.0%	21.6%	19.4%	15.2%	13.1%	20.3%	20.6%
	45-54		281	217	64	176	41	150	67	77	31	169
		%	12.4%	13.3%	10.0%	12.6%	17.7%	15.3%	10.3%	10.0%	10.8%	14.2%
	55 plus		386	260	126	239	21	89	169	106	68	211
		%	17.0%	15.9%	19.7%	17.0%	9.1%	9.1%	26.0%	13.8%	23.8%	17.7%
	No response		465	368	97	299	69	309	58	141	56	257
		%	20.5%	22.5%	15.2%	21.3%	29.9%	31.6%	8.9%	18.3%	19.6%	21.6%

TABLE 1C: DEMOGRAPHICS - PRIMARY DISABILITY

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: All respondents			2271	371	381	360	398	419	207	38	97
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Disability	Developmental delay		72	41	11	2	2	2	5		9
		%	3.2%	11.1%	2.9%	.6%	.5%	.5%	2.4%		9.3%
	Intellectual (including Down Syndrome)		1201	204	171	189	234	204	112	16	71
		%	52.9%	55.0%	44.9%	52.5%	58.8%	48.7%	54.1%	42.1%	73.2%
	Specific learning/Attention Deficit Disorder		22	9	7	3		3			
		%	1.0%	2.4%	1.8%	.8%		.7%			
	Autism		25	8	3	2	3	4	2	1	2
		%	1.1%	2.2%	.8%	.6%	.8%	1.0%	1.0%	2.6%	2.1%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
Primary Disability	Physical		308	41	75	72	71	17	17	6	9
		%	13.6%	11.1%	19.7%	20.0%	17.8%	4.1%	8.2%	15.8%	9.3%
	Acquired brain injury		132	10	17	28	17	23	33	1	3
		%	5.8%	2.7%	4.5%	7.8%	4.3%	5.5%	15.9%	2.6%	3.1%
	Deaf/blind (dual sensory)		3	2		1					
		%	.1%	.5%		.3%					
	Vision (sensory)		70	3	27	3	10	25	2		
		%	3.1%	.8%	7.1%	.8%	2.5%	6.0%	1.0%		
	Hearing (sensory)		16	2	2	4	2	3	3		
		%	.7%	.5%	.5%	1.1%	.5%	.7%	1.4%		
	Speech (sensory)		5	1	1	1	1	1			
		%	.2%	.3%	.3%	.3%	.3%	.2%			
	Psychiatric		127	11	18	35	23	23	2	13	2
		%	5.6%	3.0%	4.7%	9.7%	5.8%	5.5%	1.0%	34.2%	2.1%
	Neurological (inc epilepsy/Alzheimer's)		67	5	9	9	15	22	5	1	1
		%	3.0%	1.3%	2.4%	2.5%	3.8%	5.3%	2.4%	2.6%	1.0%
	No response		223	34	40	11	20	92	26		
		%	9.8%	9.2%	10.5%	3.1%	5.0%	22.0%	12.6%		
	COGNITIVE DISABILITY - SUMMARY		199	15	26	37	32	45	38	2	4
		%	8.8%	4.0%	6.8%	10.3%	8.0%	10.7%	18.4%	5.3%	4.1%
	INTELLECTUAL/ SPECIFIC LEARNING DISABILITY -		1320	262	192	196	239	213	119	17	82
		%	58.1%	70.6%	50.4%	54.4%	60.1%	50.8%	57.5%	44.7%	84.5%
	SENSORY DISABILITY - SUMMARY		94	8	30	9	13	29	5		
		%	4.1%	2.2%	7.9%	2.5%	3.3%	6.9%	2.4%		

**DISABILITY SERVICES SATISFACTION SURVEY
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TABLE 1C (cont'd): DEMOGRAPHICS - PRIMARY DISABILITY

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: All respondents			631	898	1529	495	954	1449	643	116
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Disability	Developmental delay		30	26	56	3	33	36	19	3
		%	4.8%	2.9%	3.7%	.6%	3.5%	2.5%	3.0%	2.6%
	Intellectual (including Down Syndrome)		345	521	866	187	677	864	334	66
		%	54.7%	58.0%	56.6%	37.8%	71.0%	59.6%	51.9%	56.9%
	Specific learning/Attention Deficit Disorder			4	4	19	3	22	9	
		%		.4%	.3%	3.8%	.3%	1.5%	1.4%	
	Autism			14	14	6	13	19	7	3
		%		1.6%	.9%	1.2%	1.4%	1.3%	1.1%	2.6%
	Physical		81	137	218	88	50	138	87	13
		%	12.8%	15.3%	14.3%	17.8%	5.2%	9.5%	13.5%	11.2%
	Acquired brain injury		68	40	108	21	20	41	37	6
		%	10.8%	4.5%	7.1%	4.2%	2.1%	2.8%	5.8%	5.2%
	Deaf/blind (dual sensory)			2	2	1		1	1	1
		%		.2%	.1%	.2%		.1%	.2%	.9%
	Vision (sensory)		4	27	31	36	8	44	18	
		%	.6%	3.0%	2.0%	7.3%	.8%	3.0%	2.8%	
	Hearing (sensory)			2	2	10	6	16	7	
		%		.2%	.1%	2.0%	.6%	1.1%	1.1%	
	Speech (sensory)			3	3		5	5	1	
		%		.3%	.2%		.5%	.3%	.2%	
	Psychiatric		4	37	41	74	31	105	62	8
		%	.6%	4.1%	2.7%	14.9%	3.2%	7.2%	9.6%	6.9%
	Neurological (inc epilepsy/Alzheimer's)		24	25	49	14	8	22	17	7
		%	3.8%	2.8%	3.2%	2.8%	.8%	1.5%	2.6%	6.0%
	No response		75	60	135	36	100	136	44	9
		%	11.9%	6.7%	8.8%	7.3%	10.5%	9.4%	6.8%	7.8%
	COGNITIVE DISABILITY - SUMMARY		92	65	157	35	28	63	54	13
		%	14.6%	7.2%	10.3%	7.1%	2.9%	4.3%	8.4%	11.2%

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

*Productivity Commission
Job No. 98196*

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
Primary Disability	INTELLECTUAL/ SPECIFIC LEARNING DISABILITY -		375	565	940	215	726	941	369	72
		%	59.4%	62.9%	61.5%	43.4%	76.1%	64.9%	57.4%	62.1%
	SENSORY DISABILITY - SUMMARY		4	34	38	47	19	66	27	1
		%	.6%	3.8%	2.5%	9.5%	2.0%	4.6%	4.2%	.9%

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: All respondents			2271	1820	451	728	411	281	386
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Disability	Developmental delay		72	42	30	28	21	4	9
		%	3.2%	2.3%	6.7%	3.8%	5.1%	1.4%	2.3%
	Intellectual (including Down Syndrome)		1201	921	280	431	234	152	149
		%	52.9%	50.6%	62.1%	59.2%	56.9%	54.1%	38.6%
	Specific learning/Attention Deficit Disorder		22	13	9	20			
		%	1.0%	.7%	2.0%	2.7%			
	Autism		25	22	3	15	2	1	1
		%	1.1%	1.2%	.7%	2.1%	.5%	.4%	.3%
	Physical		308	271	37	66	58	43	92
		%	13.6%	14.9%	8.2%	9.1%	14.1%	15.3%	23.8%
	Acquired brain injury		132	115	17	24	20	16	19
		%	5.8%	6.3%	3.8%	3.3%	4.9%	5.7%	4.9%
	Deaf/blind (dual sensory)		3	3				1	2
		%	.1%	.2%				.4%	.5%
	Vision (sensory)		70	68	2	10	3	3	47
		%	3.1%	3.7%	.4%	1.4%	.7%	1.1%	12.2%
	Hearing (sensory)		16	11	5	4	4	2	1
		%	.7%	.6%	1.1%	.5%	1.0%	.7%	.3%

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
Primary Disability	Speech (sensory)		5	3	2	1	2	2	
		%	.2%	.2%	.4%	.1%	.5%	.7%	
	Psychiatric		127	93	34	37	21	21	10
		%	5.6%	5.1%	7.5%	5.1%	5.1%	7.5%	2.6%
	Neurological (inc epilepsy/Alzheimer's)		67	62	5	20	4	14	9
		%	3.0%	3.4%	1.1%	2.7%	1.0%	5.0%	2.3%
	No response		223	196	27	72	42	22	47
		%	9.8%	10.8%	6.0%	9.9%	10.2%	7.8%	12.2%
	COGNITIVE DISABILITY - SUMMARY		199	177	22	44	24	30	28
		%	8.8%	9.7%	4.9%	6.0%	5.8%	10.7%	7.3%
	INTELLECTUAL/ SPECIFIC LEARNING DISABILITY -		1320	998	322	494	257	157	159
		%	58.1%	54.8%	71.4%	67.9%	62.5%	55.9%	41.2%
	SENSORY DISABILITY - SUMMARY		94	85	9	15	9	8	50
		%	4.1%	4.7%	2.0%	2.1%	2.2%	2.8%	13.0%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: All respondents			2271	1633	638	1402	231	978	651	770	286	1190
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Disability	Developmental delay		72	34	38	31	3	26	8	12	10	48
		%	3.2%	2.1%	6.0%	2.2%	1.3%	2.7%	1.2%	1.6%	3.5%	4.0%
	Intellectual (including Down Syndrome)		1201	799	402	637	162	574	224	363	98	721
		%	52.9%	48.9%	63.0%	45.4%	70.1%	58.7%	34.4%	47.1%	34.3%	60.6%
	Specific learning/Attention Deficit Disorder		22	21	1	21		2	19	19	1	2
		%	1.0%	1.3%	.2%	1.5%		.2%	2.9%	2.5%	.3%	.2%
	Autism		25	14	11	11	3	9	5	12	4	8
		%	1.1%	.9%	1.7%	.8%	1.3%	.9%	.8%	1.6%	1.4%	.7%
	Physical		308	273	35	251	22	126	146	110	58	140
		%	13.6%	16.7%	5.5%	17.9%	9.5%	12.9%	22.4%	14.3%	20.3%	11.8%
	Acquired brain injury		132	101	31	86	15	80	21	29	14	87
		%	5.8%	6.2%	4.9%	6.1%	6.5%	8.2%	3.2%	3.8%	4.9%	7.3%
	Deaf/blind (dual sensory)		3		3					2		1
		%	.1%		.5%					.3%		.1%
	Vision (sensory)		70	68	2	68		4	64	37	22	11
		%	3.1%	4.2%	.3%	4.9%		.4%	9.8%	4.8%	7.7%	.9%
	Hearing (sensory)		16	16		8	8	15	1	10	5	1
		%	.7%	1.0%		.6%	3.5%	1.5%	.2%	1.3%	1.7%	.1%
	Speech (sensory)		5	3	2	3		2	1	1	2	2
		%	.2%	.2%	.3%	.2%		.2%	.2%	.1%	.7%	.2%
	Psychiatric		127	121	6	121		41	80	59	39	29
		%	5.6%	7.4%	.9%	8.6%		4.2%	12.3%	7.7%	13.6%	2.4%
	Neurological (inc epilepsy/Alzheimer's)		67	47	20	40	7	32	14	28	4	35
		%	3.0%	2.9%	3.1%	2.9%	3.0%	3.3%	2.2%	3.6%	1.4%	2.9%
	No response		223	136	87	125	11	67	68	88	29	105
		%	9.8%	8.3%	13.6%	8.9%	4.8%	6.9%	10.4%	11.4%	10.1%	8.8%
	COGNITIVE DISABILITY - SUMMARY		199	148	51	126	22	112	35	57	18	122
		%	8.8%	9.1%	8.0%	9.0%	9.5%	11.5%	5.4%	7.4%	6.3%	10.3%
	INTELLECTUAL/ SPECIFIC LEARNING DISABILITY -		1320	868	452	700	168	611	256	406	113	779
		%	58.1%	53.2%	70.8%	49.9%	72.7%	62.5%	39.3%	52.7%	39.5%	65.5%

DISABILITY SERVICES SATISFACTION SURVEY CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
Job No. 98196*

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
Primary Disability	SENSORY DISABILITY - SUMMARY		94	87	7	79	8	21	66	50	29	15
	%		4.1%	5.3%	1.1%	5.6%	3.5%	2.1%	10.1%	6.5%	10.1%	1.3%

TABLE 1D: DEMOGRAPHICS - ALL DISABILITY TYPES

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: All respondents			2271	371	381	360	398	419	207	38	97
	%		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 -		1412	274	215	212	255	221	127	24	84
		%	62.2%	73.9%	56.4%	58.9%	64.1%	52.7%	61.4%	63.2%	86.6%
	Intellectual (including Down Syndrome)		1306	229	192	204	249	215	121	24	72
		%	57.5%	61.7%	50.4%	56.7%	62.6%	51.3%	58.5%	63.2%	74.2%
	Physical		625	79	107	131	124	96	60	10	18
		%	27.5%	21.3%	28.1%	36.4%	31.2%	22.9%	29.0%	26.3%	18.6%
	SENSORY DISABILITY - SUMMARY		538	98	110	103	69	84	40	20	14
		%	23.7%	26.4%	28.9%	28.6%	17.3%	20.0%	19.3%	52.6%	14.4%
	COGNITIVE DISABILITY - SUMMARY		426	70	57	82	62	73	61	12	9
		%	18.8%	18.9%	15.0%	22.8%	15.6%	17.4%	29.5%	31.6%	9.3%
	Speech (sensory)		355	72	68	84	34	39	28	20	10
		%	15.6%	19.4%	17.8%	23.3%	8.5%	9.3%	13.5%	52.6%	10.3%
	Neurological (inc epilepsy/Alzheimer's)		320	65	47	66	45	48	33	11	5
		%	14.1%	17.5%	12.3%	18.3%	11.3%	11.5%	15.9%	28.9%	5.2%
	No response		221	34	39	11	19	92	26		
		%	9.7%	9.2%	10.2%	3.1%	4.8%	22.0%	12.6%		
Psychiatric		209	27	35	44	30	41	8	13	11	
	%	9.2%	7.3%	9.2%	12.2%	7.5%	9.8%	3.9%	34.2%	11.3%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
All disability types	Vision (sensory)		181	25	44	24	26	47	8	4	3
		%	8.0%	6.7%	11.5%	6.7%	6.5%	11.2%	3.9%	10.5%	3.1%
	Developmental delay		146	64	18	30	3	6	14		11
		%	6.4%	17.3%	4.7%	8.3%	.8%	1.4%	6.8%		11.3%
	Acquired brain injury		142	10	17	30	20	25	34	1	5
		%	6.3%	2.7%	4.5%	8.3%	5.0%	6.0%	16.4%	2.6%	5.2%
	Hearing (sensory)		89	16	14	12	20	15	7	2	3
		%	3.9%	4.3%	3.7%	3.3%	5.0%	3.6%	3.4%	5.3%	3.1%
	Autism		58	13	7	14	5	8	3	1	7
		%	2.6%	3.5%	1.8%	3.9%	1.3%	1.9%	1.4%	2.6%	7.2%
	Specific learning/Attention Deficit Disorder		51	13	17	11	1	5	4		
		%	2.2%	3.5%	4.5%	3.1%	.3%	1.2%	1.9%		
	Deaf/blind (dual sensory)		16	4	1	4	2	5			
		%	.7%	1.1%	.3%	1.1%	.5%	1.2%			

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04	DEMOGRAPHICS - PRIMARY DISABILITY				
											Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: All respondents			631	898	1529	495	954	1449	643	116	199	1320	127	308	94
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
All disability types	INTELLECTUAL / SPECIFIC LEARNING		396	607	1003	235	751	986	398	78	26	1320	11	42	13
		%	62.8%	67.6%	65.6%	47.5%	78.7%	68.0%	61.9%	67.2%	13.1%	100.0%	8.7%	13.6%	13.8%
	Intellectual (including Down Syndrome)		372	565	937	208	706	914	365	69	21	1227	8	41	9
		%	59.0%	62.9%	61.3%	42.0%	74.0%	63.1%	56.8%	59.5%	10.6%	93.0%	6.3%	13.3%	9.6%
	Physical		241	263	504	112	129	241	162	30	101	201	4	308	11
		%	38.2%	29.3%	33.0%	22.6%	13.5%	16.6%	25.2%	25.9%	50.8%	15.2%	3.1%	100.0%	11.7%
	SENSORY DISABILITY - SUMMARY		217	224	441	66	177	243	138	23	55	345	1	41	94
		%	34.4%	24.9%	28.8%	13.3%	18.6%	16.8%	21.5%	19.8%	27.6%	26.1%	.8%	13.3%	100.0%
	COGNITIVE DISABILITY - SUMMARY		215	156	371	51	83	134	104	22	199	200	3	23	1
		%	34.1%	17.4%	24.3%	10.3%	8.7%	9.2%	16.2%	19.0%	100.0%	15.2%	2.4%	7.5%	1.1%
	Speech (sensory)		177	149	326	9	114	123	91	15	46	272	1	29	5
		%	28.1%	16.6%	21.3%	1.8%	11.9%	8.5%	14.2%	12.9%	23.1%	20.6%	.8%	9.4%	5.3%
	Neurological (inc epilepsy/Alzheimer's)		169	120	289	28	62	90	70	16	102	196		21	1
		%	26.8%	13.4%	18.9%	5.7%	6.5%	6.2%	10.9%	13.8%	51.3%	14.8%		6.8%	1.1%
	Psychiatric		42	72	114	77	68	145	88	11	5	71	127	5	1
		%	6.7%	8.0%	7.5%	15.6%	7.1%	10.0%	13.7%	9.5%	2.5%	5.4%	100.0%	1.6%	1.1%
	Vision (sensory)		53	76	129	46	54	100	43	9	15	82		14	70
		%	8.4%	8.5%	8.4%	9.3%	5.7%	6.9%	6.7%	7.8%	7.5%	6.2%		4.5%	74.5%
	No response		75	59	134	36	98	134	44	9					
		%	11.9%	6.6%	8.8%	7.3%	10.3%	9.2%	6.8%	7.8%					
	Developmental delay		79	50	129	4	49	53	41	10	7	133	2	3	1
		%	12.5%	5.6%	8.4%	.8%	5.1%	3.7%	6.4%	8.6%	3.5%	10.1%	1.6%	1.0%	1.1%
	Acquired brain injury		70	43	113	25	26	51	41	7	133	4	3	2	
		%	11.1%	4.8%	7.4%	5.1%	2.7%	3.5%	6.4%	6.0%	66.8%	.3%	2.4%	.6%	
	Hearing (sensory)		28	42	70	11	49	60	28	6	2	61		6	20
		%	4.4%	4.7%	4.6%	2.2%	5.1%	4.1%	4.4%	5.2%	1.0%	4.6%		1.9%	21.3%
	Autism		14	30	44	6	24	30	16	5	1	55			2
		%	2.2%	3.3%	2.9%	1.2%	2.5%	2.1%	2.5%	4.3%	.5%	4.2%			2.1%
	Specific learning/Attention Deficit Disorder		9	15	24	26	12	38	16		5	44	1		1
		%	1.4%	1.7%	1.6%	5.3%	1.3%	2.6%	2.5%		2.5%	3.3%	.8%		1.1%
	Deaf/blind (dual sensory)		5	8	13	2	3	5	5	2	2	9		1	4
		%	.8%	.9%	.9%	.4%	.3%	.3%	.8%	1.7%	1.0%	.7%		.3%	4.3%

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

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: All respondents			2271	1820	451	728	411	281	386
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
All disability types	INTELLECTUAL / SPECIFIC LEARNING DISABILITY -		1412	1076	336	529	273	165	172
		%	62.2%	59.1%	74.5%	72.7%	66.4%	58.7%	44.6%
	Intellectual (including Down Syndrome)		1306	998	308	479	254	159	160
		%	57.5%	54.8%	68.3%	65.8%	61.8%	56.6%	41.5%
	Physical		625	542	83	157	111	90	142
		%	27.5%	29.8%	18.4%	21.6%	27.0%	32.0%	36.8%
	SENSORY DISABILITY - SUMMARY		538	432	106	157	94	60	127
		%	23.7%	23.7%	23.5%	21.6%	22.9%	21.4%	32.9%
	COGNITIVE DISABILITY - SUMMARY		426	345	81	129	71	57	61
		%	18.8%	19.0%	18.0%	17.7%	17.3%	20.3%	15.8%
	Speech (sensory)		355	274	81	118	72	40	52
		%	15.6%	15.1%	18.0%	16.2%	17.5%	14.2%	13.5%
	Neurological (inc epilepsy/Alzheimer's)		320	252	68	104	55	45	46
		%	14.1%	13.8%	15.1%	14.3%	13.4%	16.0%	11.9%
	No response		221	196	25	71	41	22	47
		%	9.7%	10.8%	5.5%	9.8%	10.0%	7.8%	12.2%
	Psychiatric		209	159	50	58	40	36	23
		%	9.2%	8.7%	11.1%	8.0%	9.7%	12.8%	6.0%
	Vision (sensory)		181	154	27	43	23	17	67
		%	8.0%	8.5%	6.0%	5.9%	5.6%	6.0%	17.4%
	Developmental delay		146	90	56	51	38	13	23
		%	6.4%	4.9%	12.4%	7.0%	9.2%	4.6%	6.0%
	Acquired brain injury		142	123	19	27	23	16	20
		%	6.3%	6.8%	4.2%	3.7%	5.6%	5.7%	5.2%
	Hearing (sensory)		89	67	22	19	15	13	19
		%	3.9%	3.7%	4.9%	2.6%	3.6%	4.6%	4.9%

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
All disability types	Autism		58	45	13	34	7	3	5
		%	2.6%	2.5%	2.9%	4.7%	1.7%	1.1%	1.3%
	Specific learning/Attention Deficit Disorder		51	32	19	32	7	1	4
		%	2.2%	1.8%	4.2%	4.4%	1.7%	.4%	1.0%
	Deaf/blind (dual sensory)		16	14	2	8		2	5
		%	.7%	.8%	.4%	1.1%		.7%	1.3%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: All respondents			2271	1633	638	1402	231	978	651	770	286	1190
	%		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 -		1412	929	483	751	178	655	273	436	124	829
		%	62.2%	56.9%	75.7%	53.6%	77.1%	67.0%	41.9%	56.6%	43.4%	69.7%
	Intellectual (including Down Syndrome)		1306	860	446	688	172	614	245	395	109	781
		%	57.5%	52.7%	69.9%	49.1%	74.5%	62.8%	37.6%	51.3%	38.1%	65.6%
	Physical		625	448	177	379	69	271	175	157	87	375
		%	27.5%	27.4%	27.7%	27.0%	29.9%	27.7%	26.9%	20.4%	30.4%	31.5%
	SENSORY DISABILITY - SUMMARY		538	275	263	197	78	190	85	105	44	379
		%	23.7%	16.8%	41.2%	14.1%	33.8%	19.4%	13.1%	13.6%	15.4%	31.8%
	COGNITIVE DISABILITY - SUMMARY		426	237	189	192	45	177	59	79	29	312
		%	18.8%	14.5%	29.6%	13.7%	19.5%	18.1%	9.1%	10.3%	10.1%	26.2%
	Speech (sensory)		355	130	225	77	53	122	8	41	15	290
		%	15.6%	8.0%	35.3%	5.5%	22.9%	12.5%	1.2%	5.3%	5.2%	24.4%
	Neurological (inc epilepsy/Alzheimer's)		320	149	171	116	33	111	37	53	13	249
		%	14.1%	9.1%	26.8%	8.3%	14.3%	11.3%	5.7%	6.9%	4.5%	20.9%
	Psychiatric		209	177	32	163	14	88	89	69	44	95
		%	9.2%	10.8%	5.0%	11.6%	6.1%	9.0%	13.7%	9.0%	15.4%	8.0%
	No response		221	136	85	125	11	67	68	86	29	105
		%	9.7%	8.3%	13.3%	8.9%	4.8%	6.9%	10.4%	11.2%	10.1%	8.8%
	Vision (sensory)		181	129	52	112	17	55	74	55	24	99
		%	8.0%	7.9%	8.2%	8.0%	7.4%	5.6%	11.4%	7.1%	8.4%	8.3%
	Acquired brain injury		142	111	31	94	17	87	24	32	18	90
		%	6.3%	6.8%	4.9%	6.7%	7.4%	8.9%	3.7%	4.2%	6.3%	7.6%
	Developmental delay		146	57	89	48	9	44	13	15	12	116
		%	6.4%	3.5%	13.9%	3.4%	3.9%	4.5%	2.0%	1.9%	4.2%	9.7%
	Hearing (sensory)		89	58	31	29	29	50	8	19	10	57
		%	3.9%	3.6%	4.9%	2.1%	12.6%	5.1%	1.2%	2.5%	3.5%	4.8%
	Specific learning/Attention Deficit Disorder		51	42	9	37	5	17	25	28	4	18
		%	2.2%	2.6%	1.4%	2.6%	2.2%	1.7%	3.8%	3.6%	1.4%	1.5%
	Autism		58	26	32	19	7	17	9	15	5	37
		%	2.6%	1.6%	5.0%	1.4%	3.0%	1.7%	1.4%	1.9%	1.7%	3.1%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
All disability types	Deaf/blind (dual sensory)		16	7	9	5	2	6	1	4		12
		%	.7%	.4%	1.4%	.4%	.9%	.6%	.2%	.5%		1.0%

TABLE 1E: DEMOGRAPHICS - SAMPLE GROUP

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE:All Respondents			2271	371	381	360	398	419	207	38	97
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
MDS CODE OF PROVIDER	101		494	88	58	98	74	143	33		
		%	21.8%	23.7%	15.2%	27.2%	18.6%	34.1%	15.9%		
	102		77	12	38		14	1	12		
		%	3.4%	3.2%	10.0%		3.5%	.2%	5.8%		
	103		358	42	76	34	50	29	53	20	54
		%	15.8%	11.3%	19.9%	9.4%	12.6%	6.9%	25.6%	52.6%	55.7%
	104		48	16	7	4	17	4			
		%	2.1%	4.3%	1.8%	1.1%	4.3%	1.0%			
	105		221	17	14	53	36	65	28	5	3
		%	9.7%	4.6%	3.7%	14.7%	9.0%	15.5%	13.5%	13.2%	3.1%
	106		2		1	1					
		%	.1%		.3%	.3%					
	107		19	3					3	13	
		%	.8%	.8%					1.4%	34.2%	
	501		473	91	90	79	103	70	40		
		%	20.8%	24.5%	23.6%	21.9%	25.9%	16.7%	19.3%		
	502		576	102	97	91	104	104	38		40
		%	25.4%	27.5%	25.5%	25.3%	26.1%	24.8%	18.4%		41.2%
	503		3					3			
		%	.1%					.7%			

DISABILITY SERVICES SATISFACTION SURVEY CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04	DEMOGRAPHICS - PRIMARY DISABILITY				
											Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: All Respondents			631	898	1529	495	954	1449	643	116	199	1320	127	308	94
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
MDS CODE OF PROVIDER	101		494		494	10	111	121	63	5	83	291	1	54	1
		%	78.3%		32.3%	2.0%	11.6%	8.4%	9.8%	4.3%	41.7%	22.0%	.8%	17.5%	1.1%
	102		77		77	1	31	32	30	2	5	45		22	
		%	12.2%		5.0%	.2%	3.2%	2.2%	4.7%	1.7%	2.5%	3.4%		7.1%	
	103			358	358	10	148	158	120	17	24	288	3	34	1
		%		39.9%	23.4%	2.0%	15.5%	10.9%	18.7%	14.7%	12.1%	21.8%	2.4%	11.0%	1.1%
	104		1	47	48	3	1	4	16	5	14			34	
		%	.2%	5.2%	3.1%	.6%	.1%	.3%	2.5%	4.3%	7.0%			11.0%	
	105		12	209	221	22	58	80	83	20	24	91	7	43	29
		%	1.9%	23.3%	14.5%	4.4%	6.1%	5.5%	12.9%	17.2%	12.1%	6.9%	5.5%	14.0%	30.9%
	106			2	2	1		1				1	1		
		%		.2%	.1%	.2%		.1%				.1%	.8%		
	107			19	19		1	1	16	3		4	14	1	
		%		2.1%	1.2%		.1%	.1%	2.5%	2.6%		.3%	11.0%	.3%	
	501		8	53	61	447	26	473	156	11	31	195	82	84	48
		%	1.3%	5.9%	4.0%	90.3%	2.7%	32.6%	24.3%	9.5%	15.6%	14.8%	64.6%	27.3%	51.1%
	502		39	210	249	1	575	576	158	53	18	402	19	36	15
		%	6.2%	23.4%	16.3%	.2%	60.3%	39.8%	24.6%	45.7%	9.0%	30.5%	15.0%	11.7%	16.0%
	503						3	3	1			3			
		%					.3%	.2%	.2%			.2%			

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE:All Respondents			2271	1820	451	728	411	281	386
%			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
MDS CODE OF PROVIDER	101		494	431	63	103	133	81	95
		%	21.8%	23.7%	14.0%	14.1%	32.4%	28.8%	24.6%
	102		77	64	13	12	7	15	24
		%	3.4%	3.5%	2.9%	1.6%	1.7%	5.3%	6.2%
	103		358	310	48	107	50	50	66
		%	15.8%	17.0%	10.6%	14.7%	12.2%	17.8%	17.1%
	104		48	46	2	1	11	12	19
		%	2.1%	2.5%	.4%	.1%	2.7%	4.3%	4.9%
	105		221	172	49	44	28	21	66
		%	9.7%	9.5%	10.9%	6.0%	6.8%	7.5%	17.1%
	106		2	1	1			1	
		%	.1%	.1%	.2%			.4%	
	107		19	16	3	4	2	1	1
		%	.8%	.9%	.7%	.5%	.5%	.4%	.3%
	501		473	339	134	251	69	39	67
		%	20.8%	18.6%	29.7%	34.5%	16.8%	13.9%	17.4%
	502		576	438	138	206	111	61	48
		%	25.4%	24.1%	30.6%	28.3%	27.0%	21.7%	12.4%
	503		3	3					
		%	.1%	.2%					

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE:All Respondents			2271	1633	638	1402	231	978	651	770	286	1190
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
MDS CODE OF PROVIDER	101		494	228	266	177	51	200	25			478
		%	21.8%	14.0%	41.7%	12.6%	22.1%	20.4%	3.8%			40.2%
	102		77	50	27	40	10	44	6			77
		%	3.4%	3.1%	4.2%	2.9%	4.3%	4.5%	.9%			6.5%
	103		358	192	166	126	66	174	17	9	7	336
		%	15.8%	11.8%	26.0%	9.0%	28.6%	17.8%	2.6%	1.2%	2.4%	28.2%
	104		48	44	4	42	2	14	30	30	13	5
		%	2.1%	2.7%	.6%	3.0%	.9%	1.4%	4.6%	3.9%	4.5%	.4%
	105		221	193	28	173	20	89	104	75	83	62
		%	9.7%	11.8%	4.4%	12.3%	8.7%	9.1%	16.0%	9.7%	29.0%	5.2%
	106		2	2		2		2				2
		%	.1%	.1%		.1%		.2%				.2%
	107		19	17	2	17		13	4	2	3	14
		%	.8%	1.0%	.3%	1.2%		1.3%	.6%	.3%	1.0%	1.2%
	501		473	436	37	421	15	72	364	329	99	45
		%	20.8%	26.7%	5.8%	30.0%	6.5%	7.4%	55.9%	42.7%	34.6%	3.8%
	502		576	471	105	404	67	370	101	323	81	170
		%	25.4%	28.8%	16.5%	28.8%	29.0%	37.8%	15.5%	41.9%	28.3%	14.3%
	503		3		3					2		1
		%	.1%		.5%					.3%		.1%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

TABLE 1F: DEMOGRAPHICS - PERSON UNDERTAKING INTERVIEW

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE:All Respondents			2271	371	381	360	398	419	207	38	97
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PERSON UNDERTAKING INTERVIEW	Client		1402	209	233	247	258	286	114	15	40
		%	61.7%	56.3%	61.2%	68.6%	64.8%	68.3%	55.1%	39.5%	41.2%
	Client with some assistance from relative or friend		83	7	8	12	17	7	26	2	4
		%	3.7%	1.9%	2.1%	3.3%	4.3%	1.7%	12.6%	5.3%	4.1%
	Client with assistance from service outlet staff		148	23	29	19	21	20	23	1	12
		%	6.5%	6.2%	7.6%	5.3%	5.3%	4.8%	11.1%	2.6%	12.4%
	Relative/ carer/ advocate/ guardian		638	132	111	82	102	106	44	20	41
		%	28.1%	35.6%	29.1%	22.8%	25.6%	25.3%	21.3%	52.6%	42.3%
PERSON UNDERTAKING INTERVIEW - SUMMARY	Client - total		1633	239	270	278	296	313	163	18	56
		%	71.9%	64.4%	70.9%	77.2%	74.4%	74.7%	78.7%	47.4%	57.7%
	Non-client		638	132	111	82	102	106	44	20	41
		%	28.1%	35.6%	29.1%	22.8%	25.6%	25.3%	21.3%	52.6%	42.3%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
Job No. 98196*

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04	DEMOGRAPHICS - PRIMARY DISABILITY				
											Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE:All Respondents			631	898	1529	495	954	1449	643	116	199	1320	127	308	94
			%	100.0%	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		263	518	781	424	638	1062	422	54	126	700	121	251	79
		%	41.7%	57.7%	51.1%	85.7%	66.9%	73.3%	65.6%	46.6%	63.3%	53.0%	95.3%	81.5%	84.0%
	Client with some assistance from relative or friend		14	39	53	16	44	60	38	17	11	65		4	1
		%	2.2%	4.3%	3.5%	3.2%	4.6%	4.1%	5.9%	14.7%	5.5%	4.9%		1.3%	1.1%
	Client with assistance from service outlet staff		53	86	139	8	79	87	68	8	11	103		18	7
		%	8.4%	9.6%	9.1%	1.6%	8.3%	6.0%	10.6%	6.9%	5.5%	7.8%		5.8%	7.4%
PERSON UNDERTAKING INTERVIEW - SUMMARY	Relative/ carer/ advocate/ guardian		301	255	556	47	193	240	115	37	51	452	6	35	7
		%	47.7%	28.4%	36.4%	9.5%	20.2%	16.6%	17.9%	31.9%	25.6%	34.2%	4.7%	11.4%	7.4%
	Client - total		330	643	973	448	761	1209	528	79	148	868	121	273	87
		%	52.3%	71.6%	63.6%	90.5%	79.8%	83.4%	82.1%	68.1%	74.4%	65.8%	95.3%	88.6%	92.6%
	Non-client		301	255	556	47	193	240	115	37	51	452	6	35	7
		%	47.7%	28.4%	36.4%	9.5%	20.2%	16.6%	17.9%	31.9%	25.6%	34.2%	4.7%	11.4%	7.4%

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE:All Respondents			2271	1820	451	728	411	281	386
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PERSON UNDERTAKING INTERVIEW	Client		1402	1114	288	449	239	176	239
		%	61.7%	61.2%	63.9%	61.7%	58.2%	62.6%	61.9%
	Client with some assistance from relative or friend		83	66	17	30	11	13	2
		%	3.7%	3.6%	3.8%	4.1%	2.7%	4.6%	.5%
	Client with assistance from service outlet staff		148	120	28	20	39	28	19
		%	6.5%	6.6%	6.2%	2.7%	9.5%	10.0%	4.9%
	Relative/ carer/ advocate/ guardian		638	520	118	229	122	64	126
		%	28.1%	28.6%	26.2%	31.5%	29.7%	22.8%	32.6%
PERSON UNDERTAKING INTERVIEW - SUMMARY	Client - total		1633	1300	333	499	289	217	260
		%	71.9%	71.4%	73.8%	68.5%	70.3%	77.2%	67.4%
	Non-client		638	520	118	229	122	64	126
		%	28.1%	28.6%	26.2%	31.5%	29.7%	22.8%	32.6%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
Job No. 98196*

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE:All Respondents			2271	1633	638	1402	231	978	651	770	286	1190
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PERSON UNDERTAKING INTERVIEW	Client		1402	1402		1402		756	642	593	254	548
		%	61.7%	85.9%		100.0%		77.3%	98.6%	77.0%	88.8%	46.1%
	Client with some assistance from relative or friend		83	83			83	78	5	44	10	27
		%	3.7%	5.1%			35.9%	8.0%	.8%	5.7%	3.5%	2.3%
	Client with assistance from service outlet staff		148	148			148	144	4	10	10	120
		%	6.5%	9.1%			64.1%	14.7%	.6%	1.3%	3.5%	10.1%
PERSON UNDERTAKING INTERVIEW - SUMMARY	Relative/ carer/ advocate/ guardian		638		638					123	12	495
		%	28.1%		100.0%					16.0%	4.2%	41.6%
	Client - total		1633	1633		1402	231	978	651	647	274	695
		%	71.9%	100.0%		100.0%	100.0%	100.0%	100.0%	84.0%	95.8%	58.4%
	Non-client		638		638					123	12	495
		%	28.1%		100.0%					16.0%	4.2%	41.6%

TABLE 2A: INTERVIEW FEEDBACK - MANNER OF FEEDBACK

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE:All Respondents			2271	371	381	360	398	419	207	38	97
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
INTERVIEW METHOD	In person		1043	128	181	165	184	202	110	15	58
		%	45.9%	34.5%	47.5%	45.8%	46.2%	48.2%	53.1%	39.5%	59.8%
	Telephone		1223	243	199	195	212	215	97	23	39
		%	53.9%	65.5%	52.2%	54.2%	53.3%	51.3%	46.9%	60.5%	40.2%
	Both		5		1		2	2			
		%	.2%		.3%		.5%	.5%			

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04	DEMOGRAPHICS - PRIMARY DISABILITY				
											Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE:All Respondents			631	898	1529	495	954	1449	643	116	199	1320	127	308	94
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
INTERVIEW METHOD	In person		298	464	762	94	630	724	370	78	123	659	42	129	22
		%	47.2%	51.7%	49.8%	19.0%	66.0%	50.0%	57.5%	67.2%	61.8%	49.9%	33.1%	41.9%	23.4%
	Telephone		330	432	762	401	322	723	272	38	75	659	85	178	72
		%	52.3%	48.1%	49.8%	81.0%	33.8%	49.9%	42.3%	32.8%	37.7%	49.9%	66.9%	57.8%	76.6%
	Both		3	2	5		2	2	1		1	2		1	
		%	.5%	.2%	.3%		.2%	.1%	.2%		.5%	.2%		.3%	

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE:All Respondents			2271	1820	451	728	411	281	386
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
INTERVIEW METHOD	In person		1043	866	177	253	198	159	90
		%	45.9%	47.6%	39.2%	34.8%	48.2%	56.6%	23.3%
	Telephone		1223	950	273	473	213	122	294
		%	53.9%	52.2%	60.5%	65.0%	51.8%	43.4%	76.2%
	Both		5	4	1	2			2
		%	.2%	.2%	.2%	.3%			.5%

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE:All Respondents			2271	1633	638	1402	231	978	651	770	286	1190
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
INTERVIEW METHOD	In person		1043	978	65	756	222	978		305	124	597
		%	45.9%	59.9%	10.2%	53.9%	96.1%	100.0%		39.6%	43.4%	50.2%
	Telephone		1223	651	572	642	9		651	465	162	588
		%	53.9%	39.9%	89.7%	45.8%	3.9%		100.0%	60.4%	56.6%	49.4%
	Both		5	4	1	4						5
		%	.2%	.2%	.2%	.3%						.4%

TABLE 2B: INTERVIEW FEEDBACK - INTERVIEWER INFORMATION FROM PROVIDER

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE:All Respondents			2271	371	381	360	398	419	207	38	97
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ABILITY TO UNDERTAKE TELEPHONE INTERVIEW	No		559	67	81	97	90	111	60	8	45
		%	24.6%	18.1%	21.3%	26.9%	22.6%	26.5%	29.0%	21.1%	46.4%
	Yes with assistance		119	15	24	30	19	16	11		4
		%	5.2%	4.0%	6.3%	8.3%	4.8%	3.8%	5.3%		4.1%
	Yes would be happy with telephone interview		1047	229	167	160	204	136	93	22	36
		%	46.1%	61.7%	43.8%	44.4%	51.3%	32.5%	44.9%	57.9%	37.1%
	Yes but would prefer personal interview		445	56	68	66	76	135	24	8	12
		%	19.6%	15.1%	17.8%	18.3%	19.1%	32.2%	11.6%	21.1%	12.4%
	NOK happy with telephone interview		26		25	1					
		%	1.1%		6.6%	.3%					
Don't know / no response		75	4	16	6	9	21	19			
	%	3.3%	1.1%	4.2%	1.7%	2.3%	5.0%	9.2%			

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
ASSISTANCE TO UNDERTAKE FACE-TO-FACE INTERVIEW	No		1218	209	185	205	226	225	101	11	56
		%	53.6%	56.3%	48.6%	56.9%	56.8%	53.7%	48.8%	28.9%	57.7%
	Yes		549	57	97	89	88	112	73	8	25
		%	24.2%	15.4%	25.5%	24.7%	22.1%	26.7%	35.3%	21.1%	25.8%
	Not asked, happy with telephone interview		396	92	61	56	70	56	27	18	16
		%	17.4%	24.8%	16.0%	15.6%	17.6%	13.4%	13.0%	47.4%	16.5%
	No response		108	13	38	10	14	26	6	1	
		%	4.8%	3.5%	10.0%	2.8%	3.5%	6.2%	2.9%	2.6%	
PROVISION OF ASSISTANCE	No		577	80	115	119	122	70	43		28
		%	25.4%	21.6%	30.2%	33.1%	30.7%	16.7%	20.8%		28.9%
	Yes		855	108	149	144	114	192	91	19	38
		%	37.6%	29.1%	39.1%	40.0%	28.6%	45.8%	44.0%	50.0%	39.2%
	Not asked, no assistance required		717	168	76	84	149	130	62	18	30
		%	31.6%	45.3%	19.9%	23.3%	37.4%	31.0%	30.0%	47.4%	30.9%
	No response		122	15	41	13	13	27	11	1	1
		%	5.4%	4.0%	10.8%	3.6%	3.3%	6.4%	5.3%	2.6%	1.0%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04	DEMOGRAPHICS - PRIMARY DISABILITY				
											Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE:All Respondents			631	898	1529	495	954	1449	643	116	199	1320	127	308	94
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ABILITY TO UNDERTAKE TELEPHONE INTERVIEW	No		201	258	459	29	299	328	180	47	96	373	13	50	13
		%	31.9%	28.7%	30.0%	5.9%	31.3%	22.6%	28.0%	40.5%	48.2%	28.3%	10.2%	16.2%	13.8%
	Yes with assistance		30	49	79	30	72	102	34	4	4	99		7	4
		%	4.8%	5.5%	5.2%	6.1%	7.5%	7.0%	5.3%	3.4%	2.0%	7.5%		2.3%	4.3%
	Yes would be happy with telephone interview		283	358	641	360	250	610	233	32	50	541	77	176	67
		%	44.8%	39.9%	41.9%	72.7%	26.2%	42.1%	36.2%	27.6%	25.1%	41.0%	60.6%	57.1%	71.3%
	Yes but would prefer personal interview		96	180	276	65	281	346	163	29	35	261	36	70	8
		%	15.2%	20.0%	18.1%	13.1%	29.5%	23.9%	25.3%	25.0%	17.6%	19.8%	28.3%	22.7%	8.5%
	NOK happy with telephone interview		10	16	26		12	12	2		1	21		4	
		%	1.6%	1.8%	1.7%		1.3%	.8%	.3%		.5%	1.6%		1.3%	
Don't know / no response		11	37	48	11	40	51	31	4	13	25	1	1	2	
	%	1.7%	4.1%	3.1%	2.2%	4.2%	3.5%	4.8%	3.4%	6.5%	1.9%	.8%	.3%	2.1%	
ASSISTANCE TO UNDERTAKE FACE-TO-FACE INTERVIEW	No		207	455	662	367	540	907	355	63	123	636	100	195	63
		%	32.8%	50.7%	43.3%	74.1%	56.6%	62.6%	55.2%	54.3%	61.8%	48.2%	78.7%	63.3%	67.0%
	Yes		179	283	462	55	282	337	173	30	57	386	13	64	12
		%	28.4%	31.5%	30.2%	11.1%	29.6%	23.3%	26.9%	25.9%	28.6%	29.2%	10.2%	20.8%	12.8%
	Not asked, happy with telephone interview		206	118	324	59	74	133	80	12	12	234	7	43	18
		%	32.6%	13.1%	21.2%	11.9%	7.8%	9.2%	12.4%	10.3%	6.0%	17.7%	5.5%	14.0%	19.1%
	No response		39	42	81	14	58	72	35	11	7	64	7	6	1
		%	6.2%	4.7%	5.3%	2.8%	6.1%	5.0%	5.4%	9.5%	3.5%	4.8%	5.5%	1.9%	1.1%
PROVISION OF ASSISTANCE	No		69	231	300	199	251	450	132	34	53	303	48	106	30
		%	10.9%	25.7%	19.6%	40.2%	26.3%	31.1%	20.5%	29.3%	26.6%	23.0%	37.8%	34.4%	31.9%
	Yes		241	381	622	121	443	564	282	39	100	551	53	87	18
		%	38.2%	42.4%	40.7%	24.4%	46.4%	38.9%	43.9%	33.6%	50.3%	41.7%	41.7%	28.2%	19.1%
	Not asked, no assistance required		283	234	517	157	194	351	183	31	39	391	18	107	46
		%	44.8%	26.1%	33.8%	31.7%	20.3%	24.2%	28.5%	26.7%	19.6%	29.6%	14.2%	34.7%	48.9%
	No response		38	52	90	18	66	84	46	12	7	75	8	8	
		%	6.0%	5.8%	5.9%	3.6%	6.9%	5.8%	7.2%	10.3%	3.5%	5.7%	6.3%	2.6%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE:All Respondents			2271	1820	451	728	411	281	386
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ABILITY TO UNDERTAKE TELEPHONE INTERVIEW	No		559	456	103	127	114	87	54
		%	24.6%	25.1%	22.8%	17.4%	27.7%	31.0%	14.0%
	Yes with assistance		119	73	46	47	21	10	15
		%	5.2%	4.0%	10.2%	6.5%	5.1%	3.6%	3.9%
	Yes would be happy with telephone interview		1047	835	212	408	181	105	266
		%	46.1%	45.9%	47.0%	56.0%	44.0%	37.4%	68.9%
	Yes but would prefer personal interview		445	382	63	119	81	65	37
		%	19.6%	21.0%	14.0%	16.3%	19.7%	23.1%	9.6%
	NOK happy with telephone interview		26	20	6	10	4	7	4
		%	1.1%	1.1%	1.3%	1.4%	1.0%	2.5%	1.0%
ASSISTANCE TO UNDERTAKE FACE-TO-FACE INTERVIEW	No		75	54	21	17	10	7	10
		%	3.3%	3.0%	4.7%	2.3%	2.4%	2.5%	2.6%
			1218	986	232	413	199	137	211
		%	53.6%	54.2%	51.4%	56.7%	48.4%	48.8%	54.7%
	Yes		549	448	101	142	105	79	92
		%	24.2%	24.6%	22.4%	19.5%	25.5%	28.1%	23.8%
	Not asked, happy with telephone interview		396	306	90	147	87	45	78
		%	17.4%	16.8%	20.0%	20.2%	21.2%	16.0%	20.2%
	No response		108	80	28	26	20	20	5
		%	4.8%	4.4%	6.2%	3.6%	4.9%	7.1%	1.3%
PROVISION OF ASSISTANCE	No		577	486	91	219	95	55	94
		%	25.4%	26.7%	20.2%	30.1%	23.1%	19.6%	24.4%
	Yes		855	663	192	248	155	126	128
		%	37.6%	36.4%	42.6%	34.1%	37.7%	44.8%	33.2%
	Not asked, no assistance required		717	584	133	228	142	76	158
		%	31.6%	32.1%	29.5%	31.3%	34.5%	27.0%	40.9%

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
PROVISION OF ASSISTANCE	No response		122	87	35	33	19	24	6
		%	5.4%	4.8%	7.8%	4.5%	4.6%	8.5%	1.6%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE:All Respondents			2271	1633	638	1402	231	978	651	770	286	1190
	%		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		559	471	88	332	139	462	7	131	42	369
		%	24.6%	28.8%	13.8%	23.7%	60.2%	47.2%	1.1%	17.0%	14.7%	31.0%
	Yes with assistance		119	101	18	82	19	30	71	46	13	60
		%	5.2%	6.2%	2.8%	5.8%	8.2%	3.1%	10.9%	6.0%	4.5%	5.0%
	Yes would be happy with telephone interview		1047	567	480	549	18	42	524	396	143	503
		%	46.1%	34.7%	75.2%	39.2%	7.8%	4.3%	80.5%	51.4%	50.0%	42.3%
	Yes but would prefer personal interview		445	432	13	385	47	395	36	161	77	205
		%	19.6%	26.5%	2.0%	27.5%	20.3%	40.4%	5.5%	20.9%	26.9%	17.2%
ASSISTANCE TO UNDERTAKE FACE-TO-FACE INTERVIEW	NOK happy with telephone interview		26	1	25	1			1			25
		%	1.1%	.1%	3.9%	.1%			.2%			2.1%
	Don't know / no response		75	61	14	53	8	49	12	36	11	28
		%	3.3%	3.7%	2.2%	3.8%	3.5%	5.0%	1.8%	4.7%	3.8%	2.4%
	No		1218	1081	137	1013	68	565	514	545	208	457
		%	53.6%	66.2%	21.5%	72.3%	29.4%	57.8%	79.0%	70.8%	72.7%	38.4%
	Yes		549	393	156	250	143	343	49	126	48	365
		%	24.2%	24.1%	24.5%	17.8%	61.9%	35.1%	7.5%	16.4%	16.8%	30.7%
PROVISION OF ASSISTANCE	Not asked, happy with telephone interview		396	95	301	86	9	15	80	69	21	303
		%	17.4%	5.8%	47.2%	6.1%	3.9%	1.5%	12.3%	9.0%	7.3%	25.5%
	No response		108	64	44	53	11	55	8	30	9	65
		%	4.8%	3.9%	6.9%	3.8%	4.8%	5.6%	1.2%	3.9%	3.1%	5.5%
	No		577	472	105	429	43	211	261	301	97	174
		%	25.4%	28.9%	16.5%	30.6%	18.6%	21.6%	40.1%	39.1%	33.9%	14.6%
	Yes		855	708	147	554	154	535	172	237	103	503
		%	37.6%	43.4%	23.0%	39.5%	66.7%	54.7%	26.4%	30.8%	36.0%	42.3%
PROVISION OF ASSISTANCE	Not asked, no assistance required		717	378	339	356	22	166	210	200	76	437
		%	31.6%	23.1%	53.1%	25.4%	9.5%	17.0%	32.3%	26.0%	26.6%	36.7%
	No response		122	75	47	63	12	66	8	32	10	76
		%	5.4%	4.6%	7.4%	4.5%	5.2%	6.7%	1.2%	4.2%	3.5%	6.4%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

TABLE 2C: INTERVIEW FEEDBACK - INTERVIEWER INFORMATION FROM PROVIDER

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE:All Respondents			2271	371	381	360	398	419	207	38	97
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ADVICE OR TIPS	No		1290	199	240	233	192	243	118	8	57
		%	56.8%	53.6%	63.0%	64.7%	48.2%	58.0%	57.0%	21.1%	58.8%
	Yes		342	40	51	53	88	59	20	10	21
		%	15.1%	10.8%	13.4%	14.7%	22.1%	14.1%	9.7%	26.3%	21.6%
	Not asked, no assistance required		497	119	54	61	101	84	40	19	19
		%	21.9%	32.1%	14.2%	16.9%	25.4%	20.0%	19.3%	50.0%	19.6%
	No response		142	13	36	13	17	33	29	1	
		%	6.3%	3.5%	9.4%	3.6%	4.3%	7.9%	14.0%	2.6%	
POSSIBILITY OF INTERVIEWER BEING AT RISK	Possible risk (should not interview at home)		64	11	10	7	10	14	6		6
		%	2.8%	3.0%	2.6%	1.9%	2.5%	3.3%	2.9%		6.2%
	No risk		1540	217	250	273	305	283	137	5	70
		%	67.8%	58.5%	65.6%	75.8%	76.6%	67.5%	66.2%	13.2%	72.2%
	No response, happy with telephone interview		290	78	33	43	26	52	24	18	16
		%	12.8%	21.0%	8.7%	11.9%	6.5%	12.4%	11.6%	47.4%	16.5%
	Client not being interviewed at home		136	26	38	20	30	9	10		3
		%	6.0%	7.0%	10.0%	5.6%	7.5%	2.1%	4.8%		3.1%
	Don't know		139	20	28	14	18	42	3	12	2
		%	6.1%	5.4%	7.3%	3.9%	4.5%	10.0%	1.4%	31.6%	2.1%
	No response		102	19	22	3	9	19	27	3	
		%	4.5%	5.1%	5.8%	.8%	2.3%	4.5%	13.0%	7.9%	

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04	DEMOGRAPHICS - PRIMARY DISABILITY				
											Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE:All Respondents			631	898	1529	495	954	1449	643	116	199	1320	127	308	94
			%	100.0%	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		257	500	757	357	570	927	383	56	122	694	100	212	59
		%	40.7%	55.7%	49.5%	72.1%	59.7%	64.0%	59.6%	48.3%	61.3%	52.6%	78.7%	68.8%	62.8%
	Yes		90	169	259	68	164	232	98	24	40	222	19	38	13
		%	14.3%	18.8%	16.9%	13.7%	17.2%	16.0%	15.2%	20.7%	20.1%	16.8%	15.0%	12.3%	13.8%
	Not asked, no assistance required		230	166	396	61	141	202	112	22	25	309	5	49	21
		%	36.5%	18.5%	25.9%	12.3%	14.8%	13.9%	17.4%	19.0%	12.6%	23.4%	3.9%	15.9%	22.3%
	No response		54	63	117	9	79	88	50	14	12	95	3	9	1
		%	8.6%	7.0%	7.7%	1.8%	8.3%	6.1%	7.8%	12.1%	6.0%	7.2%	2.4%	2.9%	1.1%
POSSIBILITY OF INTERVIEWER BEING AT RISK	Possible risk (should not interview at home)		20	34	54	3	33	36	23	6	4	49	4	4	1
		%	3.2%	3.8%	3.5%	.6%	3.5%	2.5%	3.6%	5.2%	2.0%	3.7%	3.1%	1.3%	1.1%
	No risk		359	625	984	409	682	1091	447	83	158	901	85	240	69
		%	56.9%	69.6%	64.4%	82.6%	71.5%	75.3%	69.5%	71.6%	79.4%	68.3%	66.9%	77.9%	73.4%
	No response, happy with telephone interview		170	84	254	26	41	67	45	5	8	172		18	18
		%	26.9%	9.4%	16.6%	5.3%	4.3%	4.6%	7.0%	4.3%	4.0%	13.0%		5.8%	19.1%
	Client not being interviewed at home		22	40	62	26	79	105	41	6	12	80	9	29	4
		%	3.5%	4.5%	4.1%	5.3%	8.3%	7.2%	6.4%	5.2%	6.0%	6.1%	7.1%	9.4%	4.3%
	Don't know		15	75	90	27	63	90	51	10	8	58	28	6	2
		%	2.4%	8.4%	5.9%	5.5%	6.6%	6.2%	7.9%	8.6%	4.0%	4.4%	22.0%	1.9%	2.1%
	No response		45	40	85	4	56	60	36	6	9	60	1	11	
		%	7.1%	4.5%	5.6%	.8%	5.9%	4.1%	5.6%	5.2%	4.5%	4.5%	.8%	3.6%	

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE:All Respondents			2271	1820	451	728	411	281	386
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ADVICE OR TIPS	No		1290	1028	262	410	220	157	237
		%	56.8%	56.5%	58.1%	56.3%	53.5%	55.9%	61.4%
	Yes		342	277	65	104	58	41	50
		%	15.1%	15.2%	14.4%	14.3%	14.1%	14.6%	13.0%
	Not asked, no assistance required		497	405	92	179	107	56	87
		%	21.9%	22.3%	20.4%	24.6%	26.0%	19.9%	22.5%
POSSIBILITY OF INTERVIEWER BEING AT RISK	Possible risk (should not interview at home)		64	53	11	20	17	5	13
		%	2.8%	2.9%	2.4%	2.7%	4.1%	1.8%	3.4%
	No risk		1540	1244	296	472	265	198	256
		%	67.8%	68.4%	65.6%	64.8%	64.5%	70.5%	66.3%
	No response, happy with telephone interview		290	229	61	115	71	27	50
		%	12.8%	12.6%	13.5%	15.8%	17.3%	9.6%	13.0%
	Client not being interviewed at home		136	95	41	50	24	20	28
		%	6.0%	5.2%	9.1%	6.9%	5.8%	7.1%	7.3%
	Don't know		139	116	23	45	22	13	25
		%	6.1%	6.4%	5.1%	6.2%	5.4%	4.6%	6.5%
	No response		102	83	19	26	12	18	14
		%	4.5%	4.6%	4.2%	3.6%	2.9%	6.4%	3.6%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE:All Respondents			2271	1633	638	1402	231	978	651	770	286	1190
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ADVICE OR TIPS	No		1290	1072	218	962	110	588	482	538	202	539
		%	56.8%	65.6%	34.2%	68.6%	47.6%	60.1%	74.0%	69.9%	70.6%	45.3%
	Yes		342	294	48	206	88	214	79	99	42	197
		%	15.1%	18.0%	7.5%	14.7%	38.1%	21.9%	12.1%	12.9%	14.7%	16.6%
	Not asked, no assistance required		497	173	324	161	12	89	83	104	34	354
		%	21.9%	10.6%	50.8%	11.5%	5.2%	9.1%	12.7%	13.5%	11.9%	29.7%
POSSIBILITY OF INTERVIEWER BEING AT RISK	Possible risk (should not interview at home)		142	94	48	73	21	87	7	29	8	100
		%	6.3%	5.8%	7.5%	5.2%	9.1%	8.9%	1.1%	3.8%	2.8%	8.4%
	No risk		64	44	20	29	15	34	9	14	4	45
		%	2.8%	2.7%	3.1%	2.1%	6.5%	3.5%	1.4%	1.8%	1.4%	3.8%
	No response, happy with telephone interview		1540	1266	274	1085	181	751	513	590	219	717
		%	67.8%	77.5%	42.9%	77.4%	78.4%	76.8%	78.8%	76.6%	76.6%	60.3%
	Client not being interviewed at home		290	50	240	48	2	4	45	34	14	240
		%	12.8%	3.1%	37.6%	3.4%	.9%	.4%	6.9%	4.4%	4.9%	20.2%
	Don't know		136	107	29	100	7	66	41	57	23	55
		%	6.0%	6.6%	4.5%	7.1%	3.0%	6.7%	6.3%	7.4%	8.0%	4.6%
	No response		139	97	42	82	15	59	38	57	17	64
		%	6.1%	5.9%	6.6%	5.8%	6.5%	6.0%	5.8%	7.4%	5.9%	5.4%
			102	69	33	58	11	64	5	18	9	69
		%	4.5%	4.2%	5.2%	4.1%	4.8%	6.5%	.8%	2.3%	3.1%	5.8%

DISABILITY SERVICES SATISFACTION SURVEY CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
Job No. 98196*

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE:All Respondents			2271	371	381	360	398	419	207	38	97
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
EXPERIENCED PROBLEMS WITH QUESTIONS/ RESPONSES	No		2054	340	338	321	370	372	202	34	77
		%	90.4%	91.6%	88.7%	89.2%	93.0%	88.8%	97.6%	89.5%	79.4%
	Yes		217	31	43	39	28	47	5	4	20
		%	9.6%	8.4%	11.3%	10.8%	7.0%	11.2%	2.4%	10.5%	20.6%

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04	DEMOGRAPHICS - PRIMARY DISABILITY				
											Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE:All Respondents			631	898	1529	495	954	1449	643	116	199	1320	127	308	94
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
EXPERIENCED PROBLEMS WITH QUESTIONS/ RESPONSES	No		588	775	1363	463	841	1304	538	93	178	1173	118	286	90
		%	93.2%	86.3%	89.1%	93.5%	88.2%	90.0%	83.7%	80.2%	89.4%	88.9%	92.9%	92.9%	95.7%
	Yes		43	123	166	32	113	145	105	23	21	147	9	22	4
		%	6.8%	13.7%	10.9%	6.5%	11.8%	10.0%	16.3%	19.8%	10.6%	11.1%	7.1%	7.1%	4.3%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE:All Respondents			2271	1820	451	728	411	281	386
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
EXPERIENCED PROBLEMS WITH QUESTIONS/ RESPONSES	No		2054	1660	394	662	366	256	373
		%	90.4%	91.2%	87.4%	90.9%	89.1%	91.1%	96.6%
	Yes		217	160	57	66	45	25	13
		%	9.6%	8.8%	12.6%	9.1%	10.9%	8.9%	3.4%

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE:All Respondents			2271	1633	638	1402	231	978	651	770	286	1190
	%		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		2054	1450	604	1276	174	816	630	707	263	1063
		%	90.4%	88.8%	94.7%	91.0%	75.3%	83.4%	96.8%	91.8%	92.0%	89.3%
	Yes		217	183	34	126	57	162	21	63	23	127
		%	9.6%	11.2%	5.3%	9.0%	24.7%	16.6%	3.2%	8.2%	8.0%	10.7%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: NEXT OF KIN INTERVIEW			638	132	111	82	102	106	44	20	41
	%		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		375	66	62	61	65	60	25	9	27
		%	58.8%	50.0%	55.9%	74.4%	63.7%	56.6%	56.8%	45.0%	65.9%
	Father		97	34	16	7	12	11	5	6	6
		%	15.2%	25.8%	14.4%	8.5%	11.8%	10.4%	11.4%	30.0%	14.6%
	Brother/sister		78	21	18	7	10	8	8	3	3
		%	12.2%	15.9%	16.2%	8.5%	9.8%	7.5%	18.2%	15.0%	7.3%
	Son/daughter		4		1	1	1	1			
		%	.6%		.9%	1.2%	1.0%	.9%			
	Other relative		38	10	7	4	3	10	2	1	1
		%	6.0%	7.6%	6.3%	4.9%	2.9%	9.4%	4.5%	5.0%	2.4%
	Other		28		2	1	5	12	4	1	3
		%	4.4%		1.8%	1.2%	4.9%	11.3%	9.1%	5.0%	7.3%
	No response		18	1	5	1	6	4			1
		%	2.8%	.8%	4.5%	1.2%	5.9%	3.8%			2.4%

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

*Productivity Commission
Job No. 98196*

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: NEXT OF KIN INTERVIEW			301	255	556	47	193	240	115	37
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
RELATIONSHIP OF NEXT OF KIN INTERVIEWEE	Mother		175	143	318	35	110	145	57	26
		%	58.1%	56.1%	57.2%	74.5%	57.0%	60.4%	49.6%	70.3%
	Father		50	36	86	3	31	34	22	4
		%	16.6%	14.1%	15.5%	6.4%	16.1%	14.2%	19.1%	10.8%
	Brother/sister		44	30	74	3	20	23	11	
		%	14.6%	11.8%	13.3%	6.4%	10.4%	9.6%	9.6%	
	Son/daughter		4		4					
		%	1.3%		.7%					
	Other relative		16	19	35	2	9	11	6	3
		%	5.3%	7.5%	6.3%	4.3%	4.7%	4.6%	5.2%	8.1%
	Other		10	18	28		13	13	11	
		%	3.3%	7.1%	5.0%		6.7%	5.4%	9.6%	
	No response		2	9	11	4	10	14	8	4
		%	.7%	3.5%	2.0%	8.5%	5.2%	5.8%	7.0%	10.8%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: NEXT OF KIN INTERVIEW			638	520	118	229	122	64	126
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
RELATIONSHIP OF NEXT OF KIN INTERVIEWEE	Mother		375	302	73	154	77	20	67
		%	58.8%	58.1%	61.9%	67.2%	63.1%	31.3%	53.2%
	Father		97	81	16	38	18	12	17
		%	15.2%	15.6%	13.6%	16.6%	14.8%	18.8%	13.5%
	Brother/sister		78	62	16	12	12	18	24
		%	12.2%	11.9%	13.6%	5.2%	9.8%	28.1%	19.0%
	Son/daughter		4	4			1		2
		%	.6%	.8%			.8%		1.6%
	Other relative		38	32	6	11	3	6	8
		%	6.0%	6.2%	5.1%	4.8%	2.5%	9.4%	6.3%
	Other		28	28		7	7	6	6
		%	4.4%	5.4%		3.1%	5.7%	9.4%	4.8%
	No response		18	11	7	7	4	2	2
		%	2.8%	2.1%	5.9%	3.1%	3.3%	3.1%	1.6%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

				QNA COMPLETE D BY: TOTAL	QNA COMPLETE D BY	QNA COMPLETE D BY / HOW	PLACE OF RESIDENCE		
			TOTAL	Next of Kin	.	.	With family/partner	Lives alone	Lives with other people
BASE: NEXT OF KIN INTERVIEW			638	638			123	12	495
	%		100.0%	100.0%			100.0%	100.0%	100.0%
RELATIONSHIP OF NEXT OF KIN INTERVIEWEE	Mother		375	375			85	6	280
		%	58.8%	58.8%			69.1%	50.0%	56.6%
	Father		97	97			14		80
		%	15.2%	15.2%			11.4%		16.2%
	Brother/sister		78	78			6		71
		%	12.2%	12.2%			4.9%		14.3%
	Son/daughter		4	4					4
		%	.6%	.6%					.8%
	Other relative		38	38			10	1	27
		%	6.0%	6.0%			8.1%	8.3%	5.5%
	Other		28	28			1	1	26
		%	4.4%	4.4%			.8%	8.3%	5.3%
	No response		18	18			7	4	7
		%	2.8%	2.8%			5.7%	33.3%	1.4%

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: NEXT OF KIN INTERVIEW			638	132	111	82	102	106	44	20	41
	%		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		25	6	3	5	2	6	1		2
		%	3.9%	4.5%	2.7%	6.1%	2.0%	5.7%	2.3%		4.9%
	Several times a week		85	10	14	13	13	19	5	3	8
		%	13.3%	7.6%	12.6%	15.9%	12.7%	17.9%	11.4%	15.0%	19.5%
	Once a week		111	25	12	13	14	24	15	3	5
		%	17.4%	18.9%	10.8%	15.9%	13.7%	22.6%	34.1%	15.0%	12.2%
	Several times a month		95	13	18	11	10	18	9	7	9
		%	14.9%	9.8%	16.2%	13.4%	9.8%	17.0%	20.5%	35.0%	22.0%
	Once a month		72	15	17	11	11	7	6	2	3
		%	11.3%	11.4%	15.3%	13.4%	10.8%	6.6%	13.6%	10.0%	7.3%
	Every two to three months		62	20	11	12	9	5	2	2	1
		%	9.7%	15.2%	9.9%	14.6%	8.8%	4.7%	4.5%	10.0%	2.4%
	Once or twice a year		44	20	5	7	3	3	1	2	3
		%	6.9%	15.2%	4.5%	8.5%	2.9%	2.8%	2.3%	10.0%	7.3%
	Less often		11	3	1	2	1	3		1	
		%	1.7%	2.3%	.9%	2.4%	1.0%	2.8%		5.0%	
	Can't remember/no reply		25	3	2	2	8	1			9
		%	3.9%	2.3%	1.8%	2.4%	7.8%	.9%			22.0%
	Client lives with NOK		108	17	28	6	31	20	5		1
		%	16.9%	12.9%	25.2%	7.3%	30.4%	18.9%	11.4%		2.4%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: NEXT OF KIN INTERVIEW			301	255	556	47	193	240	115	37
	%		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		10	10	20	3	11	14	9	2
		%	3.3%	3.9%	3.6%	6.4%	5.7%	5.8%	7.8%	5.4%
	Several times a week		38	47	85	3	30	33	23	1
		%	12.6%	18.4%	15.3%	6.4%	15.5%	13.8%	20.0%	2.7%
	Once a week		70	39	109	1	27	28	15	1
		%	23.3%	15.3%	19.6%	2.1%	14.0%	11.7%	13.0%	2.7%
	Several times a month		43	51	94	1	22	23	18	
		%	14.3%	20.0%	16.9%	2.1%	11.4%	9.6%	15.7%	
	Once a month		42	30	72	3	12	15	13	3
		%	14.0%	11.8%	12.9%	6.4%	6.2%	6.3%	11.3%	8.1%
	Every two to three months		45	17	62	1	12	13	10	
		%	15.0%	6.7%	11.2%	2.1%	6.2%	5.4%	8.7%	
	Once or twice a year		35	9	44	1	2	3	3	1
		%	11.6%	3.5%	7.9%	2.1%	1.0%	1.3%	2.6%	2.7%
	Less often		8	3	11	1		1		
		%	2.7%	1.2%	2.0%	2.1%		.4%		
	Can't remember/no reply		2	11	13	3	18	21	4	10
		%	.7%	4.3%	2.3%	6.4%	9.3%	8.8%	3.5%	27.0%
	Client lives with NOK		8	38	46	30	59	89	20	19
		%	2.7%	14.9%	8.3%	63.8%	30.6%	37.1%	17.4%	51.4%

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: NEXT OF KIN INTERVIEW			638	520	118	229	122	64	126
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
FREQUENCY OF CONTACT WITH NEXT OF KIN	Every day		25	23	2	6	3	5	5
		%	3.9%	4.4%	1.7%	2.6%	2.5%	7.8%	4.0%
	Several times a week		85	71	14	34	16	8	9
		%	13.3%	13.7%	11.9%	14.8%	13.1%	12.5%	7.1%
	Once a week		111	102	9	40	21	9	25
		%	17.4%	19.6%	7.6%	17.5%	17.2%	14.1%	19.8%
	Several times a month		95	86	9	39	22	9	18
		%	14.9%	16.5%	7.6%	17.0%	18.0%	14.1%	14.3%
	Once a month		72	58	14	22	14	10	12
		%	11.3%	11.2%	11.9%	9.6%	11.5%	15.6%	9.5%
	Every two to three months		62	43	19	16	21	7	15
		%	9.7%	8.3%	16.1%	7.0%	17.2%	10.9%	11.9%
	Once or twice a year		44	31	13	13	7	4	17
		%	6.9%	6.0%	11.0%	5.7%	5.7%	6.3%	13.5%
	Less often		11	7	4	3	2	2	1
		%	1.7%	1.3%	3.4%	1.3%	1.6%	3.1%	.8%
	Can't remember/no reply		25	19	6	5	4	2	
		%	3.9%	3.7%	5.1%	2.2%	3.3%	3.1%	
	Client lives with NOK		108	80	28	51	12	8	24
		%	16.9%	15.4%	23.7%	22.3%	9.8%	12.5%	19.0%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETE D BY: TOTAL	QNA COMPLETE D BY	QNA COMPLETE D BY / HOW	PLACE OF RESIDENCE		
				Next of Kin	.	.	With family/partner	Lives alone	Lives with other people
			BASE: NEXT OF KIN INTERVIEW			638	638		
	%		100.0%	100.0%			100.0%	100.0%	100.0%
FREQUENCY OF CONTACT WITH NEXT OF KIN	Every day		25	25			8	1	15
		%	3.9%	3.9%			6.5%	8.3%	3.0%
	Several times a week		85	85			1	3	80
		%	13.3%	13.3%			.8%	25.0%	16.2%
	Once a week		111	111				3	105
		%	17.4%	17.4%				25.0%	21.2%
	Several times a month		95	95					93
		%	14.9%	14.9%					18.8%
	Once a month		72	72			1		71
		%	11.3%	11.3%			.8%		14.3%
	Every two to three months		62	62				1	60
		%	9.7%	9.7%				8.3%	12.1%
	Once or twice a year		44	44					44
		%	6.9%	6.9%					8.9%
	Less often		11	11					11
		%	1.7%	1.7%					2.2%
	Can't remember/no reply		25	25			23		2
		%	3.9%	3.9%			18.7%		.4%
	Client lives with NOK		108	108			90	4	14
		%	16.9%	16.9%			73.2%	33.3%	2.8%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: NEXT OF KIN INTERVIEW			638	132	111	82	102	106	44	20	41
	%		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		164	35	23	26	19	38	6	5	12
		%	25.7%	26.5%	20.7%	31.7%	18.6%	35.8%	13.6%	25.0%	29.3%
	In the last week		122	17	22	22	16	23	12	2	8
		%	19.1%	12.9%	19.8%	26.8%	15.7%	21.7%	27.3%	10.0%	19.5%
	In the last couple of weeks		85	11	15	12	13	11	12	4	7
		%	13.3%	8.3%	13.5%	14.6%	12.7%	10.4%	27.3%	20.0%	17.1%
	Last month		34	8	8	4	3	3	4	2	2
		%	5.3%	6.1%	7.2%	4.9%	2.9%	2.8%	9.1%	10.0%	4.9%
	A few months ago		46	20	3	3	7	3	3	5	2
		%	7.2%	15.2%	2.7%	3.7%	6.9%	2.8%	6.8%	25.0%	4.9%
	About six months ago		26	6	8	3	3	4	2		
		%	4.1%	4.5%	7.2%	3.7%	2.9%	3.8%	4.5%		
	A year or more ago		26	15	2	3	2	2		2	
		%	4.1%	11.4%	1.8%	3.7%	2.0%	1.9%		10.0%	
	Can't remember/no reply		27	3	2	3	8	2			9
		%	4.2%	2.3%	1.8%	3.7%	7.8%	1.9%			22.0%
	Client lives with NOK		108	17	28	6	31	20	5		1
		%	16.9%	12.9%	25.2%	7.3%	30.4%	18.9%	11.4%		2.4%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: NEXT OF KIN INTERVIEW			301	255	556	47	193	240	115	37
	%		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		83	76	159	6	53	59	37	4
		%	27.6%	29.8%	28.6%	12.8%	27.5%	24.6%	32.2%	10.8%
	In the last week		72	48	120	2	27	29	18	1
		%	23.9%	18.8%	21.6%	4.3%	14.0%	12.1%	15.7%	2.7%
	In the last couple of weeks		40	44	84	3	18	21	16	
		%	13.3%	17.3%	15.1%	6.4%	9.3%	8.8%	13.9%	
	Last month		26	8	34		8	8	8	1
		%	8.6%	3.1%	6.1%		4.1%	3.3%	7.0%	2.7%
	A few months ago		27	19	46	1	6	7	7	
		%	9.0%	7.5%	8.3%	2.1%	3.1%	2.9%	6.1%	
	About six months ago		21	5	26		4	4	3	1
		%	7.0%	2.0%	4.7%		2.1%	1.7%	2.6%	2.7%
	A year or more ago		22	4	26	2		2		
		%	7.3%	1.6%	4.7%	4.3%		.8%		
	Can't remember/no reply		2	13	15	3	18	21	6	11
		%	.7%	5.1%	2.7%	6.4%	9.3%	8.8%	5.2%	29.7%
	Client lives with NOK		8	38	46	30	59	89	20	19
		%	2.7%	14.9%	8.3%	63.8%	30.6%	37.1%	17.4%	51.4%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: NEXT OF KIN INTERVIEW			638	520	118	229	122	64	126
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST CONTACT WITH NEXT OF KIN	Last day or two		164	142	22	62	28	16	30
		%	25.7%	27.3%	18.6%	27.1%	23.0%	25.0%	23.8%
	In the last week		122	102	20	42	32	11	21
		%	19.1%	19.6%	16.9%	18.3%	26.2%	17.2%	16.7%
	In the last couple of weeks		85	74	11	39	17	9	9
		%	13.3%	14.2%	9.3%	17.0%	13.9%	14.1%	7.1%
	Last month		34	28	6	7	8	4	10
		%	5.3%	5.4%	5.1%	3.1%	6.6%	6.3%	7.9%
	A few months ago		46	37	9	12	8	7	18
		%	7.2%	7.1%	7.6%	5.2%	6.6%	10.9%	14.3%
	About six months ago		26	21	5	5	6	5	7
		%	4.1%	4.0%	4.2%	2.2%	4.9%	7.8%	5.6%
	A year or more ago		26	15	11	6	6	3	7
		%	4.1%	2.9%	9.3%	2.6%	4.9%	4.7%	5.6%
	Can't remember/no reply		27	21	6	5	5	1	
		%	4.2%	4.0%	5.1%	2.2%	4.1%	1.6%	
	Client lives with NOK		108	80	28	51	12	8	24
		%	16.9%	15.4%	23.7%	22.3%	9.8%	12.5%	19.0%

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

*Productivity Commission
Job No. 98196*

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

				QNA COMPLETE D BY: TOTAL	QNA COMPLETE D BY	QNA COMPLETE D BY / HOW	PLACE OF RESIDENCE		
			TOTAL	Next of Kin	.	.	With family/partner	Lives alone	Lives with other people
BASE: NEXT OF KIN INTERVIEW			638	638			123	12	495
	%		100.0%	100.0%			100.0%	100.0%	100.0%
LAST CONTACT WITH NEXT OF KIN	Last day or two		164	164			8	2	152
		%	25.7%	25.7%			6.5%	16.7%	30.7%
	In the last week		122	122				3	115
		%	19.1%	19.1%				25.0%	23.2%
	In the last couple of weeks		85	85			1	1	83
		%	13.3%	13.3%			.8%	8.3%	16.8%
	Last month		34	34					34
		%	5.3%	5.3%					6.9%
	A few months ago		46	46				1	44
		%	7.2%	7.2%				8.3%	8.9%
	About six months ago		26	26				1	25
		%	4.1%	4.1%				8.3%	5.1%
	A year or more ago		26	26					25
		%	4.1%	4.1%					5.1%
	Can't remember/no reply		27	27			24		3
		%	4.2%	4.2%			19.5%		.6%
	Client lives with NOK		108	108			90	4	14
		%	16.9%	16.9%			73.2%	33.3%	2.8%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: NEXT OF KIN INTERVIEW			638	132	111	82	102	106	44	20	41
	%		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		359	50	62	58	49	69	31	13	27
		%	56.3%	37.9%	55.9%	70.7%	48.0%	65.1%	70.5%	65.0%	65.9%
	2-4 months ago		59	28	7	1	6	5	4	4	4
		%	9.2%	21.2%	6.3%	1.2%	5.9%	4.7%	9.1%	20.0%	9.8%
	5-12 months ago		45	15	7	5	7	6	4	1	
		%	7.1%	11.4%	6.3%	6.1%	6.9%	5.7%	9.1%	5.0%	
	Over a year ago		28	12	3	7	3	3			
		%	4.4%	9.1%	2.7%	8.5%	2.9%	2.8%			
	Never seen how they work		7	2	2			1		2	
		%	1.1%	1.5%	1.8%			.9%		10.0%	
	Doesn't use this type of service		107	21	24	7	26	16	5		8
		%	16.8%	15.9%	21.6%	8.5%	25.5%	15.1%	11.4%		19.5%
	Can't remember/no reply		33	4	6	4	11	6			2
		%	5.2%	3.0%	5.4%	4.9%	10.8%	5.7%			4.9%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: NEXT OF KIN INTERVIEW			301	255	556	47	193	240	115	37
	%		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		194	164	358	7	95	102	70	6
		%	64.5%	64.3%	64.4%	14.9%	49.2%	42.5%	60.9%	16.2%
	2-4 months ago		36	23	59	2	9	11	9	1
		%	12.0%	9.0%	10.6%	4.3%	4.7%	4.6%	7.8%	2.7%
	5-12 months ago		33	12	45		6	6	5	1
		%	11.0%	4.7%	8.1%		3.1%	2.5%	4.3%	2.7%
	Over a year ago		24	4	28	3	1	4	1	1
		%	8.0%	1.6%	5.0%	6.4%	.5%	1.7%	.9%	2.7%
	Never seen how they work		4	3	7		1	1	1	
		%	1.3%	1.2%	1.3%		.5%	.4%	.9%	
	Doesn't use this type of service		3	36	39	31	63	94	16	18
		%	1.0%	14.1%	7.0%	66.0%	32.6%	39.2%	13.9%	48.6%
	Can't remember/no reply		7	13	20	4	18	22	13	10
		%	2.3%	5.1%	3.6%	8.5%	9.3%	9.2%	11.3%	27.0%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: NEXT OF KIN INTERVIEW			638	520	118	229	122	64	126
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH ACCOMMODATION SERVICE	In the last month		359	308	51	127	73	39	66
		%	56.3%	59.2%	43.2%	55.5%	59.8%	60.9%	52.4%
	2-4 months ago		59	52	7	21	13	5	17
		%	9.2%	10.0%	5.9%	9.2%	10.7%	7.8%	13.5%
	5-12 months ago		45	37	8	13	8	7	12
		%	7.1%	7.1%	6.8%	5.7%	6.6%	10.9%	9.5%
	Over a year ago		28	14	14	8	8	2	7
		%	4.4%	2.7%	11.9%	3.5%	6.6%	3.1%	5.6%
	Never seen how they work		7	5	2	1	3	1	1
		%	1.1%	1.0%	1.7%	.4%	2.5%	1.6%	.8%
	Doesn't use this type of service		107	81	26	50	12	7	20
		%	16.8%	15.6%	22.0%	21.8%	9.8%	10.9%	15.9%
	Can't remember/no reply		33	23	10	9	5	3	3
		%	5.2%	4.4%	8.5%	3.9%	4.1%	4.7%	2.4%

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

*Productivity Commission
Job No. 98196*

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

				QNA COMPLETE D BY: TOTAL	QNA COMPLETE D BY	QNA COMPLETE D BY / HOW	PLACE OF RESIDENCE		
			TOTAL	Next of Kin	.	.	With family/partner	Lives alone	Lives with other people
BASE: NEXT OF KIN INTERVIEW			638	638			123	12	495
	%		100.0%	100.0%			100.0%	100.0%	100.0%
LAST EXPERIENCE WITH ACCOMMODATION SERVICE	In the last month		359	359			10	5	338
		%	56.3%	56.3%			8.1%	41.7%	68.3%
	2-4 months ago		59	59				1	58
		%	9.2%	9.2%				8.3%	11.7%
	5-12 months ago		45	45				1	44
		%	7.1%	7.1%				8.3%	8.9%
	Over a year ago		28	28					27
		%	4.4%	4.4%					5.5%
	Never seen how they work		7	7					6
		%	1.1%	1.1%					1.2%
	Doesn't use this type of service		107	107			97	1	9
		%	16.8%	16.8%			78.9%	8.3%	1.8%
	Can't remember/no reply		33	33			16	4	13
		%	5.2%	5.2%			13.0%	33.3%	2.6%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: NEXT OF KIN INTERVIEW			638	132	111	82	102	106	44	20	41
	%		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		98	14	16	4	30	21	2	2	9
		%	15.4%	10.6%	14.4%	4.9%	29.4%	19.8%	4.5%	10.0%	22.0%
	2-4 months ago		30	4	5	4	5	6	2		4
		%	4.7%	3.0%	4.5%	4.9%	4.9%	5.7%	4.5%		9.8%
	5-12 months ago		23	9	2	1	6	1	2		2
		%	3.6%	6.8%	1.8%	1.2%	5.9%	.9%	4.5%		4.9%
	Over a year ago		21	4	3	1	4	6	1		2
		%	3.3%	3.0%	2.7%	1.2%	3.9%	5.7%	2.3%		4.9%
	Never seen how they work		31	7	7	2	7	4	1		3
		%	4.9%	5.3%	6.3%	2.4%	6.9%	3.8%	2.3%		7.3%
	Doesn't use this type of service		384	88	66	62	41	54	35	18	20
		%	60.2%	66.7%	59.5%	75.6%	40.2%	50.9%	79.5%	90.0%	48.8%
	Can't remember/no reply		51	6	12	8	9	14	1		1
		%	8.0%	4.5%	10.8%	9.8%	8.8%	13.2%	2.3%		2.4%

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

*Productivity Commission
Job No. 98196*

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: NEXT OF KIN INTERVIEW			301	255	556	47	193	240	115	37
	%		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		10	53	63	16	77	93	17	12
		%	3.3%	20.8%	11.3%	34.0%	39.9%	38.8%	14.8%	32.4%
	2-4 months ago		9	8	17	5	21	26	8	3
		%	3.0%	3.1%	3.1%	10.6%	10.9%	10.8%	7.0%	8.1%
	5-12 months ago		8	9	17	1	19	20	3	1
		%	2.7%	3.5%	3.1%	2.1%	9.8%	8.3%	2.6%	2.7%
	Over a year ago		6	13	19	3	17	20	4	
		%	2.0%	5.1%	3.4%	6.4%	8.8%	8.3%	3.5%	
	Never seen how they work		10	13	23	6	17	23	5	2
		%	3.3%	5.1%	4.1%	12.8%	8.8%	9.6%	4.3%	5.4%
	Doesn't use this type of service		234	143	377	11	28	39	63	11
		%	77.7%	56.1%	67.8%	23.4%	14.5%	16.3%	54.8%	29.7%
	Can't remember/no reply		24	16	40	5	14	19	15	8
		%	8.0%	6.3%	7.2%	10.6%	7.3%	7.9%	13.0%	21.6%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: NEXT OF KIN INTERVIEW			638	520	118	229	122	64	126
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH EMPLOYMENT SERVICE	In the last month		98	79	19	34	19	13	13
		%	15.4%	15.2%	16.1%	14.8%	15.6%	20.3%	10.3%
	2-4 months ago		30	23	7	10	5	2	5
		%	4.7%	4.4%	5.9%	4.4%	4.1%	3.1%	4.0%
	5-12 months ago		23	22	1	6	5	3	8
		%	3.6%	4.2%	.8%	2.6%	4.1%	4.7%	6.3%
	Over a year ago		21	19	2	6	7	3	4
		%	3.3%	3.7%	1.7%	2.6%	5.7%	4.7%	3.2%
	Never seen how they work		31	27	4	14	4	5	5
		%	4.9%	5.2%	3.4%	6.1%	3.3%	7.8%	4.0%
	Doesn't use this type of service		384	314	70	146	75	34	89
		%	60.2%	60.4%	59.3%	63.8%	61.5%	53.1%	70.6%
Can't remember/no reply		51	36	15	13	7	4	2	
	%	8.0%	6.9%	12.7%	5.7%	5.7%	6.3%	1.6%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETE D BY: TOTAL	QNA COMPLETE D BY	QNA COMPLETE D BY / HOW	PLACE OF RESIDENCE		
				Next of Kin	.	.	With family/partner	Lives alone	Lives with other people
BASE: NEXT OF KIN INTERVIEW			638	638			123	12	495
	%		100.0%	100.0%			100.0%	100.0%	100.0%
LAST EXPERIENCE WITH EMPLOYMENT SERVICE	In the last month		98	98			49	2	45
		%	15.4%	15.4%			39.8%	16.7%	9.1%
	2-4 months ago		30	30			15		14
		%	4.7%	4.7%			12.2%		2.8%
	5-12 months ago		23	23			9	1	11
		%	3.6%	3.6%			7.3%	8.3%	2.2%
	Over a year ago		21	21			7	2	12
		%	3.3%	3.3%			5.7%	16.7%	2.4%
	Never seen how they work		31	31			10		20
		%	4.9%	4.9%			8.1%		4.0%
	Doesn't use this type of service		384	384			21	3	358
		%	60.2%	60.2%			17.1%	25.0%	72.3%
	Can't remember/no reply		51	51			12	4	35
		%	8.0%	8.0%			9.8%	33.3%	7.1%

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

Productivity Commission
Job No. 98196

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: NEXT OF KIN INTERVIEW			638	132	111	82	102	106	44	20	41
	%		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		21	4	3	3	5	1	3		2
		%	3.3%	3.0%	2.7%	3.7%	4.9%	.9%	6.8%		4.9%
	2-4 months ago		8		3		3	1			1
		%	1.3%		2.7%		2.9%	.9%			2.4%
	5-12 months ago		3	1	1					1	
		%	.5%	.8%	.9%					5.0%	
	Over a year ago		4	2	1			1			
		%	.6%	1.5%	.9%			.9%			
	Never seen how they work		1	1							
		%	.2%	.8%							
	Doesn't use this type of service		544	115	92	71	83	88	40	19	36
		%	85.3%	87.1%	82.9%	86.6%	81.4%	83.0%	90.9%	95.0%	87.8%
	Can't remember/no reply		57	9	11	8	11	15	1		2
		%	8.9%	6.8%	9.9%	9.8%	10.8%	14.2%	2.3%		4.9%

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

*Productivity Commission
Job No. 98196*

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: NEXT OF KIN INTERVIEW			301	255	556	47	193	240	115	37
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH RESPITE	In the last month		3	10	13	4	6	10	7	16
		%	1.0%	3.9%	2.3%	8.5%	3.1%	4.2%	6.1%	43.2%
	2-4 months ago		1	3	4	1	5	6	3	6
		%	.3%	1.2%	.7%	2.1%	2.6%	2.5%	2.6%	16.2%
	5-12 months ago			3	3		1	1	1	2
		%		1.2%	.5%		.5%	.4%	.9%	5.4%
	Over a year ago		2	1	3	1	1	2		2
		%	.7%	.4%	.5%	2.1%	.5%	.8%		5.4%
	Never seen how they work		1		1					
		%	.3%		.2%					
	Doesn't use this type of service		268	219	487	37	158	195	87	2
		%	89.0%	85.9%	87.6%	78.7%	81.9%	81.3%	75.7%	5.4%
	Can't remember/no reply		26	19	45	4	22	26	17	9
		%	8.6%	7.5%	8.1%	8.5%	11.4%	10.8%	14.8%	24.3%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: NEXT OF KIN INTERVIEW			638	520	118	229	122	64	126
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH RESPITE	In the last month		21	16	5	9	2	2	2
		%	3.3%	3.1%	4.2%	3.9%	1.6%	3.1%	1.6%
	2-4 months ago		8	6	2	3	1	1	2
		%	1.3%	1.2%	1.7%	1.3%	.8%	1.6%	1.6%
	5-12 months ago		3	2	1			1	
		%	.5%	.4%	.8%			1.6%	
	Over a year ago		4	2	2		1		1
		%	.6%	.4%	1.7%		.8%		.8%
	Never seen how they work		1	1		1			
		%	.2%	.2%		.4%			
	Doesn't use this type of service		544	451	93	203	110	53	119
		%	85.3%	86.7%	78.8%	88.6%	90.2%	82.8%	94.4%
	Can't remember/no reply		57	42	15	13	8	7	2
		%	8.9%	8.1%	12.7%	5.7%	6.6%	10.9%	1.6%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

				QNA COMPLETE D BY: TOTAL	QNA COMPLETE D BY	QNA COMPLETE D BY / HOW	PLACE OF RESIDENCE		
			TOTAL	Next of Kin	.	.	With family/partner	Lives alone	Lives with other people
BASE: NEXT OF KIN INTERVIEW			638	638			123	12	495
	%		100.0%	100.0%			100.0%	100.0%	100.0%
LAST EXPERIENCE WITH RESPITE	In the last month		21	21			14		7
		%	3.3%	3.3%			11.4%		1.4%
	2-4 months ago		8	8			6		2
		%	1.3%	1.3%			4.9%		.4%
	5-12 months ago		3	3				1	2
		%	.5%	.5%				8.3%	.4%
	Over a year ago		4	4			2		2
		%	.6%	.6%			1.6%		.4%
	Never seen how they work		1	1					1
		%	.2%	.2%					.2%
	Doesn't use this type of service		544	544			87	6	446
		%	85.3%	85.3%			70.7%	50.0%	90.1%
	Can't remember/no reply		57	57			14	5	35
		%	8.9%	8.9%			11.4%	41.7%	7.1%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: NEXT OF KIN INTERVIEW			638	132	111	82	102	106	44	20	41
	%		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		72	13	9	7	13	9	8	6	7
		%	11.3%	9.8%	8.1%	8.5%	12.7%	8.5%	18.2%	30.0%	17.1%
	2-4 months ago		22	5	4	1	2	3	3	1	3
		%	3.4%	3.8%	3.6%	1.2%	2.0%	2.8%	6.8%	5.0%	7.3%
	5-12 months ago		13	3	3		2	3	2		
		%	2.0%	2.3%	2.7%		2.0%	2.8%	4.5%		
	Over a year ago		9	1	2		1	4	1		
		%	1.4%	.8%	1.8%		1.0%	3.8%	2.3%		
	Never seen how they work		9	2		2	1	1	3		
		%	1.4%	1.5%		2.4%	1.0%	.9%	6.8%		
	Doesn't use this type of service		438	95	76	64	65	73	25	11	29
		%	68.7%	72.0%	68.5%	78.0%	63.7%	68.9%	56.8%	55.0%	70.7%
	Can't remember/no reply		75	13	17	8	18	13	2	2	2
		%	11.8%	9.8%	15.3%	9.8%	17.6%	12.3%	4.5%	10.0%	4.9%

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

*Productivity Commission
Job No. 98196*

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: NEXT OF KIN INTERVIEW			301	255	556	47	193	240	115	37
	%		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		23	41	64	7	18	25	47	9
		%	7.6%	16.1%	11.5%	14.9%	9.3%	10.4%	40.9%	24.3%
	2-4 months ago		7	14	21	1	7	8	10	
		%	2.3%	5.5%	3.8%	2.1%	3.6%	3.3%	8.7%	
	5-12 months ago		6	5	11		5	5	8	
		%	2.0%	2.0%	2.0%		2.6%	2.1%	7.0%	
	Over a year ago		4	2	6	2	2	4	3	1
		%	1.3%	.8%	1.1%	4.3%	1.0%	1.7%	2.6%	2.7%
	Never seen how they work		6	3	9		2	2	6	1
		%	2.0%	1.2%	1.6%		1.0%	.8%	5.2%	2.7%
	Doesn't use this type of service		223	161	384	30	132	162	23	15
		%	74.1%	63.1%	69.1%	63.8%	68.4%	67.5%	20.0%	40.5%
	Can't remember/no reply		32	29	61	7	27	34	18	11
		%	10.6%	11.4%	11.0%	14.9%	14.0%	14.2%	15.7%	29.7%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: NEXT OF KIN INTERVIEW			638	520	118	229	122	64	126
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LAST EXPERIENCE WITH SERVICE CO-ORDINATION	In the last month		72	59	13	26	11	5	14
		%	11.3%	11.3%	11.0%	11.4%	9.0%	7.8%	11.1%
	2-4 months ago		22	21	1	6	3	1	10
		%	3.4%	4.0%	.8%	2.6%	2.5%	1.6%	7.9%
	5-12 months ago		13	10	3	2	3		5
		%	2.0%	1.9%	2.5%	.9%	2.5%		4.0%
	Over a year ago		9	7	2	4	1	1	1
		%	1.4%	1.3%	1.7%	1.7%	.8%	1.6%	.8%
	Never seen how they work		9	9		6	1	1	1
		%	1.4%	1.7%		2.6%	.8%	1.6%	.8%
	Doesn't use this type of service		438	356	82	165	93	45	86
		%	68.7%	68.5%	69.5%	72.1%	76.2%	70.3%	68.3%
	Can't remember/no reply		75	58	17	20	10	11	9
		%	11.8%	11.2%	14.4%	8.7%	8.2%	17.2%	7.1%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETE D BY: TOTAL	QNA COMPLETE D BY	QNA COMPLETE D BY / HOW	PLACE OF RESIDENCE		
				Next of Kin	.	.	With family/partner	Lives alone	Lives with other people
BASE: NEXT OF KIN INTERVIEW			638	638			123	12	495
	%		100.0%	100.0%			100.0%	100.0%	100.0%
LAST EXPERIENCE WITH SERVICE CO-ORDINATION	In the last month		72	72			14		57
		%	11.3%	11.3%			11.4%		11.5%
	2-4 months ago		22	22			2	1	19
		%	3.4%	3.4%			1.6%	8.3%	3.8%
	5-12 months ago		13	13			1		12
		%	2.0%	2.0%			.8%		2.4%
	Over a year ago		9	9			3		6
		%	1.4%	1.4%			2.4%		1.2%
	Never seen how they work		9	9					9
		%	1.4%	1.4%					1.8%
	Doesn't use this type of service		438	438			88	5	341
		%	68.7%	68.7%			71.5%	41.7%	68.9%
	Can't remember/no reply		75	75			15	6	51
		%	11.8%	11.8%			12.2%	50.0%	10.3%

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE:ALL RESPONDENTS			2271	371	381	360	398	419	207	38	97
	%		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)		1190	178	197	184	197	226	100	32	76
		%	52.4%	48.0%	51.7%	51.1%	49.5%	53.9%	48.3%	84.2%	78.4%
	Lives with family or NOK/spouse or defacto		770	149	135	129	143	126	70	2	16
		%	33.9%	40.2%	35.4%	35.8%	35.9%	30.1%	33.8%	5.3%	16.5%
	Lives alone		286	38	39	47	57	65	31	4	5
		%	12.6%	10.2%	10.2%	13.1%	14.3%	15.5%	15.0%	10.5%	5.2%
	No response/unclear response		25	6	10		1	2	6		
		%	1.1%	1.6%	2.6%		.3%	.5%	2.9%		
LOCATION OF RESIDENCE	Confirmed address on pre-survey form		2021	341	350	322	377	356	169	35	71
		%	89.0%	91.9%	91.9%	89.4%	94.7%	85.0%	81.6%	92.1%	73.2%
	Gave different address		177	28	17	28	11	45	25	3	20
		%	7.8%	7.5%	4.5%	7.8%	2.8%	10.7%	12.1%	7.9%	20.6%
	No response/unclear response		73	2	14	10	10	18	13		6
		%	3.2%	.5%	3.7%	2.8%	2.5%	4.3%	6.3%		6.2%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04	DEMOGRAPHICS - PRIMARY DISABILITY				
											Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE:ALL RESPONDENTS			631	898	1529	495	954	1449	643	116	199	1320	127	308	94
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HOUSEHOLD SITUATION	Lives with other people (not family members)		615	529	1144	69	473	542	314	38	122	779	29	140	15
		%	97.5%	58.9%	74.8%	13.9%	49.6%	37.4%	48.8%	32.8%	61.3%	59.0%	22.8%	45.5%	16.0%
	Lives with family or NOK/spouse or defacto			197	197	324	353	677	213	72	57	406	59	110	50
		%		21.9%	12.9%	65.5%	37.0%	46.7%	33.1%	62.1%	28.6%	30.8%	46.5%	35.7%	53.2%
	Lives alone			163	163	101	117	218	112	6	18	113	39	58	29
		%		18.2%	10.7%	20.4%	12.3%	15.0%	17.4%	5.2%	9.0%	8.6%	30.7%	18.8%	30.9%
No response/unclear response		16	9	25	1	11	12	4		2	22				
	%	2.5%	1.0%	1.6%	.2%	1.2%	.8%	.6%		1.0%	1.7%				
LOCATION OF RESIDENCE	Confirmed address on pre-survey form		541	789	1330	456	873	1329	592	107	177	1169	117	291	61
		%	85.7%	87.9%	87.0%	92.1%	91.5%	91.7%	92.1%	92.2%	88.9%	88.6%	92.1%	94.5%	64.9%
	Gave different address		51	82	133	35	48	83	34	5	13	101	9	9	30
		%	8.1%	9.1%	8.7%	7.1%	5.0%	5.7%	5.3%	4.3%	6.5%	7.7%	7.1%	2.9%	31.9%
	No response/unclear response		39	27	66	4	33	37	17	4	9	50	1	8	3
		%	6.2%	3.0%	4.3%	.8%	3.5%	2.6%	2.6%	3.4%	4.5%	3.8%	.8%	2.6%	3.2%

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE:ALL RESPONDENTS			2271	1820	451	728	411	281	386
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HOUSEHOLD SITUATION	Lives with other people (not family members)		1190	1004	186	308	245	169	211
		%	52.4%	55.2%	41.2%	42.3%	59.6%	60.1%	54.7%
	Lives with family or NOK/spouse or defacto		770	580	190	345	101	77	106
		%	33.9%	31.9%	42.1%	47.4%	24.6%	27.4%	27.5%
	Lives alone		286	215	71	73	58	31	68
		%	12.6%	11.8%	15.7%	10.0%	14.1%	11.0%	17.6%
LOCATION OF RESIDENCE	No response/unclear response		25	21	4	2	7	4	1
		%	1.1%	1.2%	.9%	.3%	1.7%	1.4%	.3%
	Confirmed address on pre-survey form		2021	1610	411	660	378	244	313
		%	89.0%	88.5%	91.1%	90.7%	92.0%	86.8%	81.1%
	Gave different address		177	148	29	54	26	21	56
		%	7.8%	8.1%	6.4%	7.4%	6.3%	7.5%	14.5%
	No response/unclear response		73	62	11	14	7	16	17
		%	3.2%	3.4%	2.4%	1.9%	1.7%	5.7%	4.4%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE:ALL RESPONDENTS			2271	1633	638	1402	231	978	651	770	286	1190
	%		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)		1190	695	495	548	147	558	133			1190
		%	52.4%	42.6%	77.6%	39.1%	63.6%	57.1%	20.4%			100.0%
	Lives with family or NOK/spouse or defacto		770	647	123	593	54	282	365	770		
		%	33.9%	39.6%	19.3%	42.3%	23.4%	28.8%	56.1%	100.0%		
	Lives alone		286	274	12	254	20	121	153		286	
		%	12.6%	16.8%	1.9%	18.1%	8.7%	12.4%	23.5%		100.0%	
LOCATION OF RESIDENCE	No response/unclear response		25	17	8	7	10	17				
		%	1.1%	1.0%	1.3%	.5%	4.3%	1.7%				
	Confirmed address on pre-survey form		2021	1463	558	1275	188	876	583	725	249	1041
		%	89.0%	89.6%	87.5%	90.9%	81.4%	89.6%	89.6%	94.2%	87.1%	87.5%
	Gave different address		177	103	74	92	11	43	60	39	34	101
		%	7.8%	6.3%	11.6%	6.6%	4.8%	4.4%	9.2%	5.1%	11.9%	8.5%
	No response/unclear response		73	67	6	35	32	59	8	6	3	48
		%	3.2%	4.1%	.9%	2.5%	13.9%	6.0%	1.2%	.8%	1.0%	4.0%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: All those not living with parent/relatives			1501	222	246	231	255	293	137	36	81
	%		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		473	57	83	96	86	78	60	3	10
		%	31.5%	25.7%	33.7%	41.6%	33.7%	26.6%	43.8%	8.3%	12.3%
	Yes - with assistance (from co-ordinator/service		325	47	40	36	51	87	24	12	28
		%	21.7%	21.2%	16.3%	15.6%	20.0%	29.7%	17.5%	33.3%	34.6%
	No - someone else chose for me		635	113	100	92	103	123	46	20	38
		%	42.3%	50.9%	40.7%	39.8%	40.4%	42.0%	33.6%	55.6%	46.9%
	Not applicable - live in parent/relatives home		18	2	1	4	5	4	2		
		%	1.2%	.9%	.4%	1.7%	2.0%	1.4%	1.5%		
No response/unclear response/can't remember		50	3	22	3	10	1	5	1	5	
	%	3.3%	1.4%	8.9%	1.3%	3.9%	.3%	3.6%	2.8%	6.2%	
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	Yes - unassisted		146	18	41	30	27	10	18	1	1
		%	9.7%	8.1%	16.7%	13.0%	10.6%	3.4%	13.1%	2.8%	1.2%
	Yes - with assistance or chose some of the people		178	32	18	26	19	43	18	1	21
		%	11.9%	14.4%	7.3%	11.3%	7.5%	14.7%	13.1%	2.8%	25.9%
	No - someone else chose the people I live with		808	129	126	104	141	167	61	30	50
		%	53.8%	58.1%	51.2%	45.0%	55.3%	57.0%	44.5%	83.3%	61.7%
	Not applicable - live in parent/relatives home		21	2	2	4	4	6	3		
		%	1.4%	.9%	.8%	1.7%	1.6%	2.0%	2.2%		
Not applicable - lives alone		297	39	36	63	54	67	29	4	5	
	%	19.8%	17.6%	14.6%	27.3%	21.2%	22.9%	21.2%	11.1%	6.2%	
No response/unclear response		51	2	23	4	10		8		4	
	%	3.4%	.9%	9.3%	1.7%	3.9%		5.8%		4.9%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: All those not living with parent/relatives			631	701	1332	171	601	772	430	44
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DEGREE OF CHOICE IN RESIDENCY	Yes - unassisted		131	213	344	111	196	307	167	14
		%	20.8%	30.4%	25.8%	64.9%	32.6%	39.8%	38.8%	31.8%
	Yes - with assistance (from co-ordinator/service		93	209	302	34	183	217	125	9
		%	14.7%	29.8%	22.7%	19.9%	30.4%	28.1%	29.1%	20.5%
	No - someone else chose for me		378	249	627	18	186	204	123	14
		%	59.9%	35.5%	47.1%	10.5%	30.9%	26.4%	28.6%	31.8%
	Not applicable - live in parent/relatives home		5	4	9	7	7	14	8	4
		%	.8%	.6%	.7%	4.1%	1.2%	1.8%	1.9%	9.1%
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	Yes - unassisted		30	84	114	30	76	106	69	6
		%	4.8%	12.0%	8.6%	17.5%	12.6%	13.7%	16.0%	13.6%
	Yes - with assistance or chose some of the people		70	103	173	11	104	115	60	5
		%	11.1%	14.7%	13.0%	6.4%	17.3%	14.9%	14.0%	11.4%
	No - someone else chose the people I live with		475	327	802	26	268	294	172	21
		%	75.3%	46.6%	60.2%	15.2%	44.6%	38.1%	40.0%	47.7%
	Not applicable - live in parent/relatives home		6	7	13	7	7	14	9	5
		%	1.0%	1.0%	1.0%	4.1%	1.2%	1.8%	2.1%	11.4%
	Not applicable - lives alone		25	155	180	96	116	212	112	7
		%	4.0%	22.1%	13.5%	56.1%	19.3%	27.5%	26.0%	15.9%
	No response/unclear response		25	25	50	1	30	31	8	
		%	4.0%	3.6%	3.8%	.6%	5.0%	4.0%	1.9%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: All those not living with parent/relatives			1501	1240	261	383	310	204	280
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DEGREE OF CHOICE IN RESIDENCY	Yes - unassisted		473	367	106	105	84	76	109
		%	31.5%	29.6%	40.6%	27.4%	27.1%	37.3%	38.9%
	Yes - with assistance (from co-ordinator/service		325	270	55	86	68	51	40
		%	21.7%	21.8%	21.1%	22.5%	21.9%	25.0%	14.3%
	No - someone else chose for me		635	549	86	178	144	75	121
		%	42.3%	44.3%	33.0%	46.5%	46.5%	36.8%	43.2%
	Not applicable - live in parent/relatives home		18	11	7	6	4		2
		%	1.2%	.9%	2.7%	1.6%	1.3%		.7%
No response/unclear response/can't remember		50	43	7	8	10	2	8	
	%	3.3%	3.5%	2.7%	2.1%	3.2%	1.0%	2.9%	
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	Yes - unassisted		146	112	34	28	39	21	19
		%	9.7%	9.0%	13.0%	7.3%	12.6%	10.3%	6.8%
	Yes - with assistance or chose some of the people		178	142	36	49	38	29	30
		%	11.9%	11.5%	13.8%	12.8%	12.3%	14.2%	10.7%
	No - someone else chose the people I live with		808	701	107	219	159	118	143
		%	53.8%	56.5%	41.0%	57.2%	51.3%	57.8%	51.1%
	Not applicable - live in parent/relatives home		21	15	6	6	5		4
		%	1.4%	1.2%	2.3%	1.6%	1.6%		1.4%
Not applicable - lives alone		297	225	72	74	56	32	79	
	%	19.8%	18.1%	27.6%	19.3%	18.1%	15.7%	28.2%	
No response/unclear response		51	45	6	7	13	4	5	
	%	3.4%	3.6%	2.3%	1.8%	4.2%	2.0%	1.8%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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		PLACE OF RESIDENCE	
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	Lives alone	Lives with other people
BASE: All those not living with parent/relatives			1501	986	515	809	177	696	286	286	1190
	%		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		473	429	44	391	38	252	177	200	269
		%	31.5%	43.5%	8.5%	48.3%	21.5%	36.2%	61.9%	69.9%	22.6%
	Yes - with assistance (from co-ordinator/service)		325	284	41	217	67	227	55	61	263
		%	21.7%	28.8%	8.0%	26.8%	37.9%	32.6%	19.2%	21.3%	22.1%
	No - someone else chose for me		635	210	425	151	59	176	32	22	603
		%	42.3%	21.3%	82.5%	18.7%	33.3%	25.3%	11.2%	7.7%	50.7%
	Not applicable - live in parent/relatives home		18	15	3	15		6	9	3	15
		%	1.2%	1.5%	.6%	1.9%		.9%	3.1%	1.0%	1.3%
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	No response/unclear response/can't remember		50	48	2	35	13	35	13		40
		%	3.3%	4.9%	.4%	4.3%	7.3%	5.0%	4.5%		3.4%
	Yes - unassisted		146	138	8	115	23	91	46	11	132
		%	9.7%	14.0%	1.6%	14.2%	13.0%	13.1%	16.1%	3.8%	11.1%
	Yes - with assistance or chose some of the people		178	153	25	120	33	131	21	3	175
		%	11.9%	15.5%	4.9%	14.8%	18.6%	18.8%	7.3%	1.0%	14.7%
	No - someone else chose the people I live with		808	351	457	262	89	300	49	5	794
		%	53.8%	35.6%	88.7%	32.4%	50.3%	43.1%	17.1%	1.7%	66.7%
DEGREE OF CHOICE OF OTHER HOUSE RESIDENTS	Not applicable - live in parent/relatives home		21	16	5	15	1	6	10	3	18
		%	1.4%	1.6%	1.0%	1.9%	.6%	.9%	3.5%	1.0%	1.5%
	Not applicable - lives alone		297	282	15	265	17	130	152	263	33
		%	19.8%	28.6%	2.9%	32.8%	9.6%	18.7%	53.1%	92.0%	2.8%
	No response/unclear response		51	46	5	32	14	38	8	1	38
		%	3.4%	4.7%	1.0%	4.0%	7.9%	5.5%	2.8%	.3%	3.2%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: All those not living with parent/relatives			1501	222	246	231	255	293	137	36	81
	%		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		1227	186	202	177	214	249	109	26	64
		%	81.7%	83.8%	82.1%	76.6%	83.9%	85.0%	79.6%	72.2%	79.0%
	In between		121	17	18	22	16	25	14	3	6
		%	8.1%	7.7%	7.3%	9.5%	6.3%	8.5%	10.2%	8.3%	7.4%
	No - don't like where I live now		78	6	7	23	14	11	7	3	7
		%	5.2%	2.7%	2.8%	10.0%	5.5%	3.8%	5.1%	8.3%	8.6%
	Not applicable - live in parent/relatives home		25	2	3	4	6	8	1		1
		%	1.7%	.9%	1.2%	1.7%	2.4%	2.7%	.7%		1.2%
No response/unclear response		50	11	16	5	5		6	4	3	
	%	3.3%	5.0%	6.5%	2.2%	2.0%		4.4%	11.1%	3.7%	
SAFETY OF RESIDENCY	Yes - feel safe here/there		1300	195	208	190	222	270	119	30	66
		%	86.6%	87.8%	84.6%	82.3%	87.1%	92.2%	86.9%	83.3%	81.5%
	In between - most of the time		84	11	15	15	13	10	11	3	6
		%	5.6%	5.0%	6.1%	6.5%	5.1%	3.4%	8.0%	8.3%	7.4%
	No - don't feel safe		37	4	4	10	8	4	2	1	4
		%	2.5%	1.8%	1.6%	4.3%	3.1%	1.4%	1.5%	2.8%	4.9%
	Not applicable - live in parent/relatives home		22	2	3	4	6	5	1		1
		%	1.5%	.9%	1.2%	1.7%	2.4%	1.7%	.7%		1.2%
No response/unclear response		58	10	16	12	6	4	4	2	4	
	%	3.9%	4.5%	6.5%	5.2%	2.4%	1.4%	2.9%	5.6%	4.9%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: All those not living with parent/relatives			631	701	1332	171	601	772	430	44
	%		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		508	584	1092	139	522	661	342	29
		%	80.5%	83.3%	82.0%	81.3%	86.9%	85.6%	79.5%	65.9%
	In between		54	49	103	16	39	55	42	7
		%	8.6%	7.0%	7.7%	9.4%	6.5%	7.1%	9.8%	15.9%
	No - don't like where I live now		32	39	71	7	24	31	27	2
		%	5.1%	5.6%	5.3%	4.1%	4.0%	4.0%	6.3%	4.5%
	Not applicable - live in parent/relatives home		7	9	16	8	10	18	10	5
		%	1.1%	1.3%	1.2%	4.7%	1.7%	2.3%	2.3%	11.4%
SAFETY OF RESIDENCY	Yes - feel safe here/there		30	20	50	1	6	7	9	1
		%	4.8%	2.9%	3.8%	.6%	1.0%	.9%	2.1%	2.3%
	In between - most of the time		552	600	1152	145	542	687	368	32
		%	87.5%	85.6%	86.5%	84.8%	90.2%	89.0%	85.6%	72.7%
	No - don't feel safe		28	47	75	13	26	39	28	4
		%	4.4%	6.7%	5.6%	7.6%	4.3%	5.1%	6.5%	9.1%
	Not applicable - live in parent/relatives home		12	22	34	5	13	18	17	1
		%	1.9%	3.1%	2.6%	2.9%	2.2%	2.3%	4.0%	2.3%
SAFETY OF RESIDENCY	No response/unclear response		8	5	13	6	8	14	7	5
		%	1.3%	.7%	1.0%	3.5%	1.3%	1.8%	1.6%	11.4%
SAFETY OF RESIDENCY	No response/unclear response		31	27	58	2	12	14	10	2
		%	4.9%	3.9%	4.4%	1.2%	2.0%	1.8%	2.3%	4.5%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: All those not living with parent/relatives			1501	1240	261	383	310	204	280
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENJOYMENT OF RESIDENCY	Yes - like where I live now		1227	1008	219	312	260	171	230
		%	81.7%	81.3%	83.9%	81.5%	83.9%	83.8%	82.1%
	In between		121	105	16	29	19	17	22
		%	8.1%	8.5%	6.1%	7.6%	6.1%	8.3%	7.9%
	No - don't like where I live now		78	67	11	22	14	13	11
		%	5.2%	5.4%	4.2%	5.7%	4.5%	6.4%	3.9%
	Not applicable - live in parent/relatives home		25	16	9	7	7		4
		%	1.7%	1.3%	3.4%	1.8%	2.3%		1.4%
SAFETY OF RESIDENCY	Yes - feel safe here/there		1300	1077	223	327	269	186	248
		%	86.6%	86.9%	85.4%	85.4%	86.8%	91.2%	88.6%
	In between - most of the time		84	71	13	18	19	10	12
		%	5.6%	5.7%	5.0%	4.7%	6.1%	4.9%	4.3%
	No - don't feel safe		37	30	7	13	5	8	2
		%	2.5%	2.4%	2.7%	3.4%	1.6%	3.9%	.7%
	Not applicable - live in parent/relatives home		22	14	8	7	6		4
		%	1.5%	1.1%	3.1%	1.8%	1.9%		1.4%
No response/unclear response			58	48	10	18	11		14
	%		3.9%	3.9%	3.8%	4.7%	3.5%		5.0%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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		PLACE OF RESIDENCE	
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	Lives alone	Lives with other people
BASE: All those not living with parent/relatives			1501	986	515	809	177	696	286	286	1190
	%		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		1227	805	422	666	139	559	242	246	966
		%	81.7%	81.6%	81.9%	82.3%	78.5%	80.3%	84.6%	86.0%	81.2%
	In between		121	89	32	72	17	73	16	23	97
		%	8.1%	9.0%	6.2%	8.9%	9.6%	10.5%	5.6%	8.0%	8.2%
	No - don't like where I live now		78	60	18	46	14	44	16	12	65
		%	5.2%	6.1%	3.5%	5.7%	7.9%	6.3%	5.6%	4.2%	5.5%
	Not applicable - live in parent/relatives home		25	18	7	18		7	11	5	20
		%	1.7%	1.8%	1.4%	2.2%		1.0%	3.8%	1.7%	1.7%
No response/unclear response		50	14	36	7	7	13	1		42	
	%	3.3%	1.4%	7.0%	.9%	4.0%	1.9%	.3%		3.5%	
SAFETY OF RESIDENCY	Yes - feel safe here/there		1300	855	445	704	151	601	250	259	1026
		%	86.6%	86.7%	86.4%	87.0%	85.3%	86.4%	87.4%	90.6%	86.2%
	In between - most of the time		84	66	18	54	12	49	17	19	63
		%	5.6%	6.7%	3.5%	6.7%	6.8%	7.0%	5.9%	6.6%	5.3%
	No - don't feel safe		37	31	6	26	5	23	8	6	31
		%	2.5%	3.1%	1.2%	3.2%	2.8%	3.3%	2.8%	2.1%	2.6%
	Not applicable - live in parent/relatives home		22	14	8	14		5	9	1	21
		%	1.5%	1.4%	1.6%	1.7%		.7%	3.1%	.3%	1.8%
No response/unclear response		58	20	38	11	9	18	2	1	49	
	%	3.9%	2.0%	7.4%	1.4%	5.1%	2.6%	.7%	.3%	4.1%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: All respondents			2271	371	381	360	398	419	207	38	97
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SAFETY OF AREA	Yes - feel safe		1646	252	282	254	298	299	167	27	67
		%	72.5%	67.9%	74.0%	70.6%	74.9%	71.4%	80.7%	71.1%	69.1%
	In between		139	30	14	30	30	17	11	1	6
		%	6.1%	8.1%	3.7%	8.3%	7.5%	4.1%	5.3%	2.6%	6.2%
	No - feel scared		88	15	11	17	21	11	5	1	7
		%	3.9%	4.0%	2.9%	4.7%	5.3%	2.6%	2.4%	2.6%	7.2%
	Not applicable - does not go out, not aware		313	63	45	45	36	90	15	7	12
		%	13.8%	17.0%	11.8%	12.5%	9.0%	21.5%	7.2%	18.4%	12.4%
	No response/unclear response		85	11	29	14	13	2	9	2	5
		%	3.7%	3.0%	7.6%	3.9%	3.3%	.5%	4.3%	5.3%	5.2%

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: All respondents			631	898	1529	495	954	1449	643	116
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SAFETY OF AREA	Yes - feel safe		327	676	1003	433	739	1172	503	77
		%	51.8%	75.3%	65.6%	87.5%	77.5%	80.9%	78.2%	66.4%
	In between		25	53	78	34	70	104	54	8
		%	4.0%	5.9%	5.1%	6.9%	7.3%	7.2%	8.4%	6.9%
	No - feel scared		29	40	69	10	52	62	29	11
		%	4.6%	4.5%	4.5%	2.0%	5.5%	4.3%	4.5%	9.5%
	Not applicable - does not go out, not aware		216	84	300	12	68	80	42	14
		%	34.2%	9.4%	19.6%	2.4%	7.1%	5.5%	6.5%	12.1%
	No response/unclear response		34	45	79	6	25	31	15	6
		%	5.4%	5.0%	5.2%	1.2%	2.6%	2.1%	2.3%	5.2%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: All respondents			2271	1820	451	728	411	281	386
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SAFETY OF AREA	Yes - feel safe		1646	1302	344	544	271	206	281
		%	72.5%	71.5%	76.3%	74.7%	65.9%	73.3%	72.8%
	In between		139	109	30	40	27	18	24
		%	6.1%	6.0%	6.7%	5.5%	6.6%	6.4%	6.2%
	No - feel scared		88	71	17	24	26	13	5
		%	3.9%	3.9%	3.8%	3.3%	6.3%	4.6%	1.3%
	Not applicable - does not go out, not aware		313	267	46	94	74	37	60
		%	13.8%	14.7%	10.2%	12.9%	18.0%	13.2%	15.5%
No response/unclear response		85	71	14	26	13	7	16	
	%	3.7%	3.9%	3.1%	3.6%	3.2%	2.5%	4.1%	

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: All respondents			2271	1633	638	1402	231	978	651	770	286	1190
	%		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		1646	1323	323	1150	173	751	568	655	242	741
		%	72.5%	81.0%	50.6%	82.0%	74.9%	76.8%	87.3%	85.1%	84.6%	62.3%
	In between		139	129	10	118	11	83	46	55	30	52
		%	6.1%	7.9%	1.6%	8.4%	4.8%	8.5%	7.1%	7.1%	10.5%	4.4%
	No - feel scared		88	76	12	64	12	54	22	24	8	55
		%	3.9%	4.7%	1.9%	4.6%	5.2%	5.5%	3.4%	3.1%	2.8%	4.6%
	Not applicable - does not go out, not aware		313	70	243	50	20	61	9	27	4	277
		%	13.8%	4.3%	38.1%	3.6%	8.7%	6.2%	1.4%	3.5%	1.4%	23.3%
No response/unclear response		85	35	50	20	15	29	6	9	2	65	
	%	3.7%	2.1%	7.8%	1.4%	6.5%	3.0%	.9%	1.2%	.7%	5.5%	

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: All those not living with parent/relatives			1501	222	246	231	255	293	137	36	81
	%		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		1094	172	160	161	194	228	105	25	49
		%	72.9%	77.5%	65.0%	69.7%	76.1%	77.8%	76.6%	69.4%	60.5%
	In between - like sometimes/like some people		184	23	28	35	27	43	11	5	12
		%	12.3%	10.4%	11.4%	15.2%	10.6%	14.7%	8.0%	13.9%	14.8%
	No - don't like who I live with/living alone		90	9	13	12	24	14	9	3	6
		%	6.0%	4.1%	5.3%	5.2%	9.4%	4.8%	6.6%	8.3%	7.4%
	No response/unclear response		133	18	45	23	10	8	12	3	14
		%	8.9%	8.1%	18.3%	10.0%	3.9%	2.7%	8.8%	8.3%	17.3%

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: All those not living with parent/relatives			631	701	1332	171	601	772	430	44
	%		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		462	508	970	125	470	595	299	30
		%	73.2%	72.5%	72.8%	73.1%	78.2%	77.1%	69.5%	68.2%
	In between - like sometimes/like some people		85	81	166	18	63	81	61	4
		%	13.5%	11.6%	12.5%	10.5%	10.5%	10.5%	14.2%	9.1%
	No - don't like who I live with/living alone		15	53	68	19	31	50	40	2
		%	2.4%	7.6%	5.1%	11.1%	5.2%	6.5%	9.3%	4.5%
	No response/unclear response		69	59	128	9	37	46	30	8
		%	10.9%	8.4%	9.6%	5.3%	6.2%	6.0%	7.0%	18.2%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: All those not living with parent/relatives			1501	1240	261	383	310	204	280
	%		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		1094	902	192	291	218	161	204
		%	72.9%	72.7%	73.6%	76.0%	70.3%	78.9%	72.9%
	In between - like sometimes/like some people		184	162	22	32	45	25	38
		%	12.3%	13.1%	8.4%	8.4%	14.5%	12.3%	13.6%
	No - don't like who I live with/living alone		90	71	19	28	16	11	13
		%	6.0%	5.7%	7.3%	7.3%	5.2%	5.4%	4.6%
No response/unclear response		133	105	28	32	31	7	25	
	%	8.9%	8.5%	10.7%	8.4%	10.0%	3.4%	8.9%	

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		PLACE OF RESIDENCE	
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	Lives alone	Lives with other people
BASE: All those not living with parent/relatives			1501	986	515	809	177	696	286	286	1190
	%		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		1094	715	379	590	125	497	216	204	879
		%	72.9%	72.5%	73.6%	72.9%	70.6%	71.4%	75.5%	71.3%	73.9%
	In between - like sometimes/like some people		184	123	61	99	24	90	31	29	153
		%	12.3%	12.5%	11.8%	12.2%	13.6%	12.9%	10.8%	10.1%	12.9%
	No - don't like who I live with/living alone		90	76	14	65	11	45	31	49	40
		%	6.0%	7.7%	2.7%	8.0%	6.2%	6.5%	10.8%	17.1%	3.4%
No response/unclear response		133	72	61	55	17	64	8	4	118	
	%	8.9%	7.3%	11.8%	6.8%	9.6%	9.2%	2.8%	1.4%	9.9%	

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: All respondents			2271	371	381	360	398	419	207	38	97
	%		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		256	48	36	29	51	61	17	3	11
		%	11.3%	12.9%	9.4%	8.1%	12.8%	14.6%	8.2%	7.9%	11.3%
	No, like where I live/stay		1619	263	280	261	268	302	155	25	65
		%	71.3%	70.9%	73.5%	72.5%	67.3%	72.1%	74.9%	65.8%	67.0%
	In between - sometimes want to move/sometimes		187	25	30	27	35	37	21	3	9
		%	8.2%	6.7%	7.9%	7.5%	8.8%	8.8%	10.1%	7.9%	9.3%
	Yes - move somewhere else for negative reasons		93	17	6	23	22	12	5	2	6
		%	4.1%	4.6%	1.6%	6.4%	5.5%	2.9%	2.4%	5.3%	6.2%
	No response/unclear response		116	18	29	20	22	7	9	5	6
		%	5.1%	4.9%	7.6%	5.6%	5.5%	1.7%	4.3%	13.2%	6.2%

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: All respondents			631	898	1529	495	954	1449	643	116
	%		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		45	85	130	103	97	200	92	11
		%	7.1%	9.5%	8.5%	20.8%	10.2%	13.8%	14.3%	9.5%
	No, like where I live/stay		454	639	1093	323	702	1025	435	88
		%	71.9%	71.2%	71.5%	65.3%	73.6%	70.7%	67.7%	75.9%
	In between - sometimes want to move/sometimes		53	73	126	45	84	129	58	9
		%	8.4%	8.1%	8.2%	9.1%	8.8%	8.9%	9.0%	7.8%
	Yes - move somewhere else for negative reasons		26	53	79	12	42	54	34	4
		%	4.1%	5.9%	5.2%	2.4%	4.4%	3.7%	5.3%	3.4%
	No response/unclear response		53	48	101	12	29	41	24	4
		%	8.4%	5.3%	6.6%	2.4%	3.0%	2.8%	3.7%	3.4%

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: All respondents			2271	1820	451	728	411	281	386
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DESIRE TO MOVE	Yes - move somewhere else for positive reasons		256	202	54	95	55	28	39
		%	11.3%	11.1%	12.0%	13.0%	13.4%	10.0%	10.1%
	No, like where I live/stay		1619	1298	321	506	287	210	281
		%	71.3%	71.3%	71.2%	69.5%	69.8%	74.7%	72.8%
	In between - sometimes want to move/sometimes		187	160	27	67	27	17	32
		%	8.2%	8.8%	6.0%	9.2%	6.6%	6.0%	8.3%
	Yes - move somewhere else for negative reasons		93	74	19	28	18	17	10
		%	4.1%	4.1%	4.2%	3.8%	4.4%	6.0%	2.6%
No response/unclear response		116	86	30	32	24	9	24	
	%	5.1%	4.7%	6.7%	4.4%	5.8%	3.2%	6.2%	

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		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: All respondents			2271	1633	638	1402	231	978	651	770	286	1190
	%		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		256	229	27	208	21	105	122	113	35	108
		%	11.3%	14.0%	4.2%	14.8%	9.1%	10.7%	18.7%	14.7%	12.2%	9.1%
	No, like where I live/stay		1619	1104	515	964	140	648	454	562	215	831
		%	71.3%	67.6%	80.7%	68.8%	60.6%	66.3%	69.7%	73.0%	75.2%	69.8%
	In between - sometimes want to move/sometimes stay		187	168	19	141	27	121	47	60	24	103
		%	8.2%	10.3%	3.0%	10.1%	11.7%	12.4%	7.2%	7.8%	8.4%	8.7%
	Yes - move somewhere else for negative reasons		93	85	8	62	23	68	17	19	10	64
		%	4.1%	5.2%	1.3%	4.4%	10.0%	7.0%	2.6%	2.5%	3.5%	5.4%
No response/unclear response		116	47	69	27	20	36	11	16	2	84	
	%	5.1%	2.9%	10.8%	1.9%	8.7%	3.7%	1.7%	2.1%	.7%	7.1%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: All Respondents			2271	371	381	360	398	419	207	38	97
	%		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		1159	177	188	195	190	253	101	12	43
		%	51.0%	47.7%	49.3%	54.2%	47.7%	60.4%	48.8%	31.6%	44.3%
	Yes - a friend		661	105	109	105	132	122	58	9	21
		%	29.1%	28.3%	28.6%	29.2%	33.2%	29.1%	28.0%	23.7%	21.6%
	Yes - a staff member		677	97	81	99	135	160	61	8	36
		%	29.8%	26.1%	21.3%	27.5%	33.9%	38.2%	29.5%	21.1%	37.1%
	Sometimes		19	3	7		3	2	2		2
		%	.8%	.8%	1.8%		.8%	.5%	1.0%		2.1%
	No		292	76	55	48	40	31	26	9	7
		%	12.9%	20.5%	14.4%	13.3%	10.1%	7.4%	12.6%	23.7%	7.2%
No response/unclear response		170	25	34	32	30	13	16	5	15	
	%	7.5%	6.7%	8.9%	8.9%	7.5%	3.1%	7.7%	13.2%	15.5%	

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

*Productivity Commission
Job No. 98196*

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: All Respondents			631	898	1529	495	954	1449	643	116
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Someone to talk to?	Yes - a family member		243	424	667	308	527	835	319	65
		%	38.5%	47.2%	43.6%	62.2%	55.2%	57.6%	49.6%	56.0%
	Yes - a friend		103	241	344	227	279	506	199	31
		%	16.3%	26.8%	22.5%	45.9%	29.2%	34.9%	30.9%	26.7%
	Yes - a staff member		226	332	558	80	378	458	229	31
		%	35.8%	37.0%	36.5%	16.2%	39.6%	31.6%	35.6%	26.7%
	Sometimes		4	11	15	4	10	14	10	1
		%	.6%	1.2%	1.0%	.8%	1.0%	1.0%	1.6%	.9%
	No		147	93	240	46	47	93	59	12
		%	23.3%	10.4%	15.7%	9.3%	4.9%	6.4%	9.2%	10.3%
	No response/unclear response		74	83	157	5	46	51	24	14
		%	11.7%	9.2%	10.3%	1.0%	4.8%	3.5%	3.7%	12.1%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: All Respondents			2271	1820	451	728	411	281	386
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Someone to talk to?	Yes - a family member		1159	930	229	396	197	130	185
		%	51.0%	51.1%	50.8%	54.4%	47.9%	46.3%	47.9%
	Yes - a friend		661	522	139	245	101	74	118
		%	29.1%	28.7%	30.8%	33.7%	24.6%	26.3%	30.6%
	Yes - a staff member		677	557	120	157	140	103	109
		%	29.8%	30.6%	26.6%	21.6%	34.1%	36.7%	28.2%
	Sometimes		19	13	6	4	6	3	1
		%	.8%	.7%	1.3%	.5%	1.5%	1.1%	.3%
	No		292	234	58	95	67	41	55
		%	12.9%	12.9%	12.9%	13.0%	16.3%	14.6%	14.2%
No response/unclear response		170	134	36	57	29	11	39	
	%	7.5%	7.4%	8.0%	7.8%	7.1%	3.9%	10.1%	

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

*Productivity Commission
Job No. 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		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: All Respondents			2271	1633	638	1402	231	978	651	770	286	1190
	%		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		1159	919	240	806	113	529	387	543	148	464
		%	51.0%	56.3%	37.6%	57.5%	48.9%	54.1%	59.4%	70.5%	51.7%	39.0%
	Yes - a friend		661	586	75	532	54	285	300	295	118	246
		%	29.1%	35.9%	11.8%	37.9%	23.4%	29.1%	46.1%	38.3%	41.3%	20.7%
	Yes - a staff member		677	544	133	427	117	415	127	127	85	458
		%	29.8%	33.3%	20.8%	30.5%	50.6%	42.4%	19.5%	16.5%	29.7%	38.5%
	Sometimes		19	15	4	13	2	12	3	5	3	11
		%	.8%	.9%	.6%	.9%	.9%	1.2%	.5%	.6%	1.0%	.9%
	No		292	106	186	99	7	44	62	47	25	218
		%	12.9%	6.5%	29.2%	7.1%	3.0%	4.5%	9.5%	6.1%	8.7%	18.3%
	No response/unclear response		170	42	128	27	15	34	8	19	6	133
		%	7.5%	2.6%	20.1%	1.9%	6.5%	3.5%	1.2%	2.5%	2.1%	11.2%

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: All respondents			2271	371	381	360	398	419	207	38	97
	%		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		1424	230	214	230	253	291	117	25	64
		%	62.7%	62.0%	56.2%	63.9%	63.6%	69.5%	56.5%	65.8%	66.0%
	Yes - friends are all staff or family/or not sure		350	62	70	58	51	51	39	4	15
		%	15.4%	16.7%	18.4%	16.1%	12.8%	12.2%	18.8%	10.5%	15.5%
	No friends		404	61	70	63	77	72	40	8	13
		%	17.8%	16.4%	18.4%	17.5%	19.3%	17.2%	19.3%	21.1%	13.4%
	No response/unclear response		93	18	27	9	17	5	11	1	5
		%	4.1%	4.9%	7.1%	2.5%	4.3%	1.2%	5.3%	2.6%	5.2%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: All respondents			631	898	1529	495	954	1449	643	116
	%		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		280	589	869	386	649	1035	421	72
		%	44.4%	65.6%	56.8%	78.0%	68.0%	71.4%	65.5%	62.1%
	Yes - friends are all staff or family/or not sure		129	149	278	43	146	189	111	18
		%	20.4%	16.6%	18.2%	8.7%	15.3%	13.0%	17.3%	15.5%
	No friends		176	117	293	62	128	190	90	21
		%	27.9%	13.0%	19.2%	12.5%	13.4%	13.1%	14.0%	18.1%
	No response/unclear response		46	43	89	4	31	35	21	5
		%	7.3%	4.8%	5.8%	.8%	3.2%	2.4%	3.3%	4.3%

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: All respondents			2271	1820	451	728	411	281	386
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HAVE FRIENDS	Yes - friends who are not staff or family		1424	1151	273	467	240	161	240
		%	62.7%	63.2%	60.5%	64.1%	58.4%	57.3%	62.2%
	Yes - friends are all staff or family/or not sure		350	265	85	115	69	51	62
		%	15.4%	14.6%	18.8%	15.8%	16.8%	18.1%	16.1%
	No friends		404	331	73	124	86	59	67
		%	17.8%	18.2%	16.2%	17.0%	20.9%	21.0%	17.4%
	No response/unclear response		93	73	20	22	16	10	17
		%	4.1%	4.0%	4.4%	3.0%	3.9%	3.6%	4.4%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: All respondents			2271	1633	638	1402	231	978	651	770	286	1190
	%		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		1424	1190	234	1053	137	678	509	566	224	627
		%	62.7%	72.9%	36.7%	75.1%	59.3%	69.3%	78.2%	73.5%	78.3%	52.7%
	Yes - friends are all staff or family/or not sure		350	199	151	155	44	137	61	84	29	233
		%	15.4%	12.2%	23.7%	11.1%	19.0%	14.0%	9.4%	10.9%	10.1%	19.6%
	No friends		404	201	203	170	31	124	77	116	30	256
		%	17.8%	12.3%	31.8%	12.1%	13.4%	12.7%	11.8%	15.1%	10.5%	21.5%
	No response/unclear response		93	43	50	24	19	39	4	4	3	74
		%	4.1%	2.6%	7.8%	1.7%	8.2%	4.0%	.6%	.5%	1.0%	6.2%

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Have friends			1867	310	311	297	321	347	167	30	84
	%		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		1455	229	237	247	247	283	129	22	61
		%	77.9%	73.9%	76.2%	83.2%	76.9%	81.6%	77.2%	73.3%	72.6%
	Sometimes		172	32	24	24	34	27	17	4	10
		%	9.2%	10.3%	7.7%	8.1%	10.6%	7.8%	10.2%	13.3%	11.9%
	No		65	6	9	6	15	18	7	2	2
		%	3.5%	1.9%	2.9%	2.0%	4.7%	5.2%	4.2%	6.7%	2.4%
	Not applicable - doesn't have any friends		90	21	15	9	13	16	6	1	9
		%	4.8%	6.8%	4.8%	3.0%	4.0%	4.6%	3.6%	3.3%	10.7%
	No response/unclear response		85	22	26	11	12	3	8	1	2
		%	4.6%	7.1%	8.4%	3.7%	3.7%	.9%	4.8%	3.3%	2.4%

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

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Have friends			455	781	1236	433	826	1259	553	95
	%		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		324	575	899	372	682	1054	445	68
		%	71.2%	73.6%	72.7%	85.9%	82.6%	83.7%	80.5%	71.6%
	Sometimes		32	91	123	36	77	113	50	9
		%	7.0%	11.7%	10.0%	8.3%	9.3%	9.0%	9.0%	9.5%
	No		9	45	54	14	18	32	23	11
		%	2.0%	5.8%	4.4%	3.2%	2.2%	2.5%	4.2%	11.6%
	Not applicable - doesn't have any friends		48	31	79	8	22	30	16	3
		%	10.5%	4.0%	6.4%	1.8%	2.7%	2.4%	2.9%	3.2%
	No response/unclear response		42	39	81	3	27	30	19	4
		%	9.2%	5.0%	6.6%	.7%	3.3%	2.4%	3.4%	4.2%

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Have friends			1867	1489	378	604	325	222	319
	%		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		1455	1156	299	467	258	173	234
		%	77.9%	77.6%	79.1%	77.3%	79.4%	77.9%	73.4%
	Sometimes		172	140	32	68	28	21	31
		%	9.2%	9.4%	8.5%	11.3%	8.6%	9.5%	9.7%
	No		65	50	15	18	4	8	18
		%	3.5%	3.4%	4.0%	3.0%	1.2%	3.6%	5.6%
	Not applicable - doesn't have any friends		90	79	11	34	18	11	18
		%	4.8%	5.3%	2.9%	5.6%	5.5%	5.0%	5.6%
	No response/unclear response		85	64	21	17	17	9	18
		%	4.6%	4.3%	5.6%	2.8%	5.2%	4.1%	5.6%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Have friends			1867	1432	435	1232	200	854	574	654	256	934
	%		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		1455	1203	252	1048	155	714	485	548	220	676
		%	77.9%	84.0%	57.9%	85.1%	77.5%	83.6%	84.5%	83.8%	85.9%	72.4%
	Sometimes		172	124	48	105	19	74	50	62	18	92
		%	9.2%	8.7%	11.0%	8.5%	9.5%	8.7%	8.7%	9.5%	7.0%	9.9%
	No		65	49	16	42	7	24	25	23	11	31
		%	3.5%	3.4%	3.7%	3.4%	3.5%	2.8%	4.4%	3.5%	4.3%	3.3%
	Not applicable - doesn't have any friends		90	17	73	13	4	10	7	14	4	72
		%	4.8%	1.2%	16.8%	1.1%	2.0%	1.2%	1.2%	2.1%	1.6%	7.7%
	No response/unclear response		85	39	46	24	15	32	7	7	3	63
		%	4.6%	2.7%	10.6%	1.9%	7.5%	3.7%	1.2%	1.1%	1.2%	6.7%

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: All respondents			2271	371	381	360	398	419	207	38	97
	%		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		1239	176	186	196	216	271	109	20	65
		%	54.6%	47.4%	48.8%	54.4%	54.3%	64.7%	52.7%	52.6%	67.0%
	Sometimes		150	23	23	25	20	17	24	10	8
		%	6.6%	6.2%	6.0%	6.9%	5.0%	4.1%	11.6%	26.3%	8.2%
	No		67	12	9	11	9	13	3	3	7
		%	3.0%	3.2%	2.4%	3.1%	2.3%	3.1%	1.4%	7.9%	7.2%
	NA - no family/family not available/lives with family		745	150	140	114	146	115	64	4	12
		%	32.8%	40.4%	36.7%	31.7%	36.7%	27.4%	30.9%	10.5%	12.4%
No response/unclear response		70	10	23	14	7	3	7	1	5	
	%	3.1%	2.7%	6.0%	3.9%	1.8%	.7%	3.4%	2.6%	5.2%	

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

*Productivity Commission
Job No. 98196*

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: All respondents			631	898	1529	495	954	1449	643	116
	%		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		523	553	1076	148	503	651	337	34
		%	82.9%	61.6%	70.4%	29.9%	52.7%	44.9%	52.4%	29.3%
	Sometimes		50	88	138	13	54	67	54	7
		%	7.9%	9.8%	9.0%	2.6%	5.7%	4.6%	8.4%	6.0%
	No		15	42	57	11	24	35	25	1
		%	2.4%	4.7%	3.7%	2.2%	2.5%	2.4%	3.9%	.9%
	NA - no family/family not available/lives with family		23	186	209	316	332	648	197	68
		%	3.6%	20.7%	13.7%	63.8%	34.8%	44.7%	30.6%	58.6%
	No response/unclear response		20	29	49	7	41	48	30	6
		%	3.2%	3.2%	3.2%	1.4%	4.3%	3.3%	4.7%	5.2%

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		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: All respondents			2271	1820	451	728	411	281	386
	%		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		1239	1035	204	345	249	169	219
		%	54.6%	56.9%	45.2%	47.4%	60.6%	60.1%	56.7%
	Sometimes		150	122	28	31	35	25	29
		%	6.6%	6.7%	6.2%	4.3%	8.5%	8.9%	7.5%
	No		67	51	16	14	9	10	15
		%	3.0%	2.8%	3.5%	1.9%	2.2%	3.6%	3.9%
	NA - no family/family not available/lives with family		745	567	178	327	103	72	118
		%	32.8%	31.2%	39.5%	44.9%	25.1%	25.6%	30.6%
No response/unclear response		70	45	25	11	15	5	5	
	%	3.1%	2.5%	5.5%	1.5%	3.6%	1.8%	1.3%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: All respondents			2271	1633	638	1402	231	978	651	770	286	1190
	%		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		1239	777	462	649	128	544	230	51	231	947
		%	54.6%	47.6%	72.4%	46.3%	55.4%	55.6%	35.3%	6.6%	80.8%	79.6%
	Sometimes		150	112	38	90	22	83	29	7	26	113
		%	6.6%	6.9%	6.0%	6.4%	9.5%	8.5%	4.5%	.9%	9.1%	9.5%
	No		67	58	9	51	7	35	22	4	17	46
		%	3.0%	3.6%	1.4%	3.6%	3.0%	3.6%	3.4%	.5%	5.9%	3.9%
	NA - no family/family not available/lives with family		745	619	126	563	56	253	366	684	9	51
		%	32.8%	37.9%	19.7%	40.2%	24.2%	25.9%	56.2%	88.8%	3.1%	4.3%
	No response/unclear response		70	67	3	49	18	63	4	24	3	33
		%	3.1%	4.1%	.5%	3.5%	7.8%	6.4%	.6%	3.1%	1.0%	2.8%

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: All respondents			2271	371	381	360	398	419	207	38	97
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN SHOPPING	Yes		1921	301	306	305	349	361	176	32	91
		%	84.6%	81.1%	80.3%	84.7%	87.7%	86.2%	85.0%	84.2%	93.8%
	No		285	56	59	50	44	38	27	6	5
		%	12.5%	15.1%	15.5%	13.9%	11.1%	9.1%	13.0%	15.8%	5.2%
	No response/unclear response		65	14	16	5	5	20	4		1
		%	2.9%	3.8%	4.2%	1.4%	1.3%	4.8%	1.9%		1.0%
PARTICIPATION IN SPORTS AND EXERCISE	Yes		1467	230	257	205	256	283	145	23	68
		%	64.6%	62.0%	67.5%	56.9%	64.3%	67.5%	70.0%	60.5%	70.1%
	No		756	133	107	154	135	129	56	15	27
		%	33.3%	35.8%	28.1%	42.8%	33.9%	30.8%	27.1%	39.5%	27.8%
	No response/unclear response		48	8	17	1	7	7	6		2
		%	2.1%	2.2%	4.5%	.3%	1.8%	1.7%	2.9%		2.1%
PARTICIPATION IN ENTERTAINMENT	Yes		1765	283	272	271	321	343	158	27	90
		%	77.7%	76.3%	71.4%	75.3%	80.7%	81.9%	76.3%	71.1%	92.8%
	No		473	78	95	85	75	75	47	11	7
		%	20.8%	21.0%	24.9%	23.6%	18.8%	17.9%	22.7%	28.9%	7.2%
	No response/unclear response		33	10	14	4	2	1	2		
		%	1.5%	2.7%	3.7%	1.1%	.5%	.2%	1.0%		

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: All respondents			631	898	1529	495	954	1449	643	116
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN SHOPPING	Yes		447	803	1250	452	861	1313	588	100
		%	70.8%	89.4%	81.8%	91.3%	90.3%	90.6%	91.4%	86.2%
	No		140	80	220	38	76	114	47	15
		%	22.2%	8.9%	14.4%	7.7%	8.0%	7.9%	7.3%	12.9%
	No response/unclear response		44	15	59	5	17	22	8	1
		%	7.0%	1.7%	3.9%	1.0%	1.8%	1.5%	1.2%	.9%
PARTICIPATION IN SPORTS AND EXERCISE	Yes		333	606	939	363	679	1042	440	70
		%	52.8%	67.5%	61.4%	73.3%	71.2%	71.9%	68.4%	60.3%
	No		271	277	548	130	261	391	190	45
		%	42.9%	30.8%	35.8%	26.3%	27.4%	27.0%	29.5%	38.8%
	No response/unclear response		27	15	42	2	14	16	13	1
		%	4.3%	1.7%	2.7%	.4%	1.5%	1.1%	2.0%	.9%
PARTICIPATION IN ENTERTAINMENT	Yes		445	723	1168	399	799	1198	527	92
		%	70.5%	80.5%	76.4%	80.6%	83.8%	82.7%	82.0%	79.3%
	No		166	164	330	96	145	241	114	24
		%	26.3%	18.3%	21.6%	19.4%	15.2%	16.6%	17.7%	20.7%
	No response/unclear response		20	11	31		10	10	2	
		%	3.2%	1.2%	2.0%		1.0%	.7%	.3%	

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: All respondents			2271	1820	451	728	411	281	386
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN SHOPPING	Yes		1921	1528	393	626	331	241	331
		%	84.6%	84.0%	87.1%	86.0%	80.5%	85.8%	85.8%
	No		285	237	48	89	67	33	53
		%	12.5%	13.0%	10.6%	12.2%	16.3%	11.7%	13.7%
	No response/unclear response		65	55	10	13	13	7	2
		%	2.9%	3.0%	2.2%	1.8%	3.2%	2.5%	.5%
PARTICIPATION IN SPORTS AND EXERCISE	Yes		1467	1150	317	538	253	170	223
		%	64.6%	63.2%	70.3%	73.9%	61.6%	60.5%	57.8%
	No		756	630	126	185	146	107	153
		%	33.3%	34.6%	27.9%	25.4%	35.5%	38.1%	39.6%
	No response/unclear response		48	40	8	5	12	4	10
		%	2.1%	2.2%	1.8%	.7%	2.9%	1.4%	2.6%
PARTICIPATION IN ENTERTAINMENT	Yes		1765	1439	326	598	303	214	291
		%	77.7%	79.1%	72.3%	82.1%	73.7%	76.2%	75.4%
	No		473	356	117	124	103	63	91
		%	20.8%	19.6%	25.9%	17.0%	25.1%	22.4%	23.6%
	No response/unclear response		33	25	8	6	5	4	4
		%	1.5%	1.4%	1.8%	.8%	1.2%	1.4%	1.0%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: All respondents			2271	1633	638	1402	231	978	651	770	286	1190
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN SHOPPING	Yes		1921	1482	439	1267	215	895	583	675	274	964
		%	84.6%	90.8%	68.8%	90.4%	93.1%	91.5%	89.6%	87.7%	95.8%	81.0%
	No		285	132	153	122	10	68	64	88	12	181
		%	12.5%	8.1%	24.0%	8.7%	4.3%	7.0%	9.8%	11.4%	4.2%	15.2%
	No response/unclear response		65	19	46	13	6	15	4	7		45
		%	2.9%	1.2%	7.2%	.9%	2.6%	1.5%	.6%	.9%		3.8%
PARTICIPATION IN SPORTS AND EXERCISE	Yes		1467	1097	370	934	163	636	459	541	191	726
		%	64.6%	67.2%	58.0%	66.6%	70.6%	65.0%	70.5%	70.3%	66.8%	61.0%
	No		756	517	239	453	64	326	189	223	95	429
		%	33.3%	31.7%	37.5%	32.3%	27.7%	33.3%	29.0%	29.0%	33.2%	36.1%
	No response/unclear response		48	19	29	15	4	16	3	6		35
		%	2.1%	1.2%	4.5%	1.1%	1.7%	1.6%	.5%	.8%		2.9%
PARTICIPATION IN ENTERTAINMENT	Yes		1765	1306	459	1114	192	790	514	621	219	914
		%	77.7%	80.0%	71.9%	79.5%	83.1%	80.8%	79.0%	80.6%	76.6%	76.8%
	No		473	309	164	274	35	173	134	147	66	254
		%	20.8%	18.9%	25.7%	19.5%	15.2%	17.7%	20.6%	19.1%	23.1%	21.3%
	No response/unclear response		33	18	15	14	4	15	3	2	1	22
		%	1.5%	1.1%	2.4%	1.0%	1.7%	1.5%	.5%	.3%	.3%	1.8%

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: All respondents			2271	371	381	360	398	419	207	38	97
	%		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		718	101	103	107	133	165	58	7	44
		%	31.6%	27.2%	27.0%	29.7%	33.4%	39.4%	28.0%	18.4%	45.4%
	No		1483	258	249	248	258	250	140	30	50
		%	65.3%	69.5%	65.4%	68.9%	64.8%	59.7%	67.6%	78.9%	51.5%
	No response/unclear response		70	12	29	5	7	4	9	1	3
		%	3.1%	3.2%	7.6%	1.4%	1.8%	1.0%	4.3%	2.6%	3.1%
PARTICIPATION IN GOING OUT TO EAT	Yes		1878	320	296	285	329	361	177	25	85
		%	82.7%	86.3%	77.7%	79.2%	82.7%	86.2%	85.5%	65.8%	87.6%
	No		344	46	68	69	63	56	25	8	9
		%	15.1%	12.4%	17.8%	19.2%	15.8%	13.4%	12.1%	21.1%	9.3%
	No response/unclear response		49	5	17	6	6	2	5	5	3
		%	2.2%	1.3%	4.5%	1.7%	1.5%	.5%	2.4%	13.2%	3.1%

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

*Productivity Commission
Job No. 98196*

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: All respondents			631	898	1529	495	954	1449	643	116
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN CHURCH SERVICES OR RELIGIOUS EVENTS	Yes		208	274	482	143	352	495	216	45
		%	33.0%	30.5%	31.5%	28.9%	36.9%	34.2%	33.6%	38.8%
	No		388	594	982	351	579	930	416	69
		%	61.5%	66.1%	64.2%	70.9%	60.7%	64.2%	64.7%	59.5%
	No response/unclear response		35	30	65	1	23	24	11	2
		%	5.5%	3.3%	4.3%	.2%	2.4%	1.7%	1.7%	1.7%
PARTICIPATION IN GOING OUT TO EAT	Yes		476	761	1237	427	853	1280	556	100
		%	75.4%	84.7%	80.9%	86.3%	89.4%	88.3%	86.5%	86.2%
	No		132	115	247	64	95	159	83	15
		%	20.9%	12.8%	16.2%	12.9%	10.0%	11.0%	12.9%	12.9%
	No response/unclear response		23	22	45	4	6	10	4	1
		%	3.6%	2.4%	2.9%	.8%	.6%	.7%	.6%	.9%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: All respondents			2271	1820	451	728	411	281	386
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN CHURCH SERVICES OR RELIGIOUS EVENTS	Yes		718	597	121	200	133	102	119
		%	31.6%	32.8%	26.8%	27.5%	32.4%	36.3%	30.8%
	No		1483	1165	318	513	265	173	254
		%	65.3%	64.0%	70.5%	70.5%	64.5%	61.6%	65.8%
	No response/unclear response		70	58	12	15	13	6	13
		%	3.1%	3.2%	2.7%	2.1%	3.2%	2.1%	3.4%
PARTICIPATION IN GOING OUT TO EAT	Yes		1878	1511	367	639	337	218	317
		%	82.7%	83.0%	81.4%	87.8%	82.0%	77.6%	82.1%
	No		344	269	75	77	65	56	63
		%	15.1%	14.8%	16.6%	10.6%	15.8%	19.9%	16.3%
	No response/unclear response		49	40	9	12	9	7	6
		%	2.2%	2.2%	2.0%	1.6%	2.2%	2.5%	1.6%

DISABILITY SERVICES SATISFACTION SURVEY CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: All respondents			2271	1633	638	1402	231	978	651	770	286	1190
	%		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		718	553	165	460	93	360	193	241	85	385
		%	31.6%	33.9%	25.9%	32.8%	40.3%	36.8%	29.6%	31.3%	29.7%	32.4%
	No		1483	1052	431	923	129	594	454	524	195	756
		%	65.3%	64.4%	67.6%	65.8%	55.8%	60.7%	69.7%	68.1%	68.2%	63.5%
	No response/unclear response		70	28	42	19	9	24	4	5	6	49
		%	3.1%	1.7%	6.6%	1.4%	3.9%	2.5%	.6%	.6%	2.1%	4.1%
PARTICIPATION IN GOING OUT TO EAT	Yes		1878	1388	490	1189	199	831	555	667	245	954
		%	82.7%	85.0%	76.8%	84.8%	86.1%	85.0%	85.3%	86.6%	85.7%	80.2%
	No		344	224	120	198	26	132	90	100	39	202
		%	15.1%	13.7%	18.8%	14.1%	11.3%	13.5%	13.8%	13.0%	13.6%	17.0%
	No response/unclear response		49	21	28	15	6	15	6	3	2	34
		%	2.2%	1.3%	4.4%	1.1%	2.6%	1.5%	.9%	.4%	.7%	2.9%

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			1633	803	782	48
	%		100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN GOING OUT TO EAT	Yes		1388	606	759	23
		%	85.0%	75.5%	97.1%	47.9%
	No		224	192	23	9
		%	13.7%	23.9%	2.9%	18.8%
	No response/unclear response		21	5		16
		%	1.3%	.6%		33.3%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	ALWAYS EAT AT HOME		
				Always eat at home - yes	Always eat at home - no	No response / unclear response
BASE: All clients - Cognitive Disability			148	67	75	6
	%		100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN GOING OUT TO EAT	Yes		120	46	73	1
		%	81.1%	68.7%	97.3%	16.7%
	No		26	21	2	3
		%	17.6%	31.3%	2.7%	50.0%
	No response/unclear response		2			2
		%	1.4%			33.3%

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 - Intellectual Disability			868	452	380	36
	%		100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN GOING OUT TO EAT	Yes		750	361	371	18
		%	86.4%	79.9%	97.6%	50.0%
	No		101	87	9	5
		%	11.6%	19.2%	2.4%	13.9%
	No response/unclear response		17	4		13
		%	2.0%	.9%		36.1%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	ALWAYS EAT AT HOME		
				Always eat at home - yes	Always eat at home - no	No response / unclear response
BASE: All clients - Psychiatric Disability			121	53	66	2
	%		100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN GOING OUT TO EAT	Yes		94	33	60	1
		%	77.7%	62.3%	90.9%	50.0%
	No		27	20	6	1
		%	22.3%	37.7%	9.1%	50.0%

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 - Physical Disability			273	117	155	1
	%		100.0%	100.0%	100.0%	100.0%
PARTICIPATION IN GOING OUT TO EAT	Yes		225	73	151	1
		%	82.4%	62.4%	97.4%	100.0%
	No		48	44	4	
		%	17.6%	37.6%	2.6%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
 Job No. 98196

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

			TOTAL	ALWAYS EAT AT HOME	
				Always eat at home - yes	Always eat at home - no
BASE: All clients - Sensory Disability			87	43	44
	%		100.0%	100.0%	100.0%
PARTICIPATION IN GOING OUT TO EAT	Yes		77	34	43
		%	88.5%	79.1%	97.7%
	No		10	9	1
		%	11.5%	20.9%	2.3%

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Have friends			2271	371	381	360	398	419	207	38	97
	%		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		1649	255	263	249	301	337	157	17	70
		%	72.6%	68.7%	69.0%	69.2%	75.6%	80.4%	75.8%	44.7%	72.2%
	Sometimes		215	29	37	42	39	30	24	6	8
		%	9.5%	7.8%	9.7%	11.7%	9.8%	7.2%	11.6%	15.8%	8.2%
	Almost never		47	7	7	9	11	5	2	5	1
		%	2.1%	1.9%	1.8%	2.5%	2.8%	1.2%	1.0%	13.2%	1.0%
	NA - no wishes/not ask to go anywhere		322	78	53	57	41	46	19	10	18
		%	14.2%	21.0%	13.9%	15.8%	10.3%	11.0%	9.2%	26.3%	18.6%
	No response/unclear response		38	2	21	3	6	1	5		
		%	1.7%	.5%	5.5%	.8%	1.5%	.2%	2.4%		

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

*Productivity Commission
Job No. 98196*

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Have friends			631	898	1529	495	954	1449	643	116
	%		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		339	651	990	437	780	1217	514	84
		%	53.7%	72.5%	64.7%	88.3%	81.8%	84.0%	79.9%	72.4%
	Sometimes		48	106	154	46	80	126	71	17
		%	7.6%	11.8%	10.1%	9.3%	8.4%	8.7%	11.0%	14.7%
	Almost never		8	25	33	5	21	26	18	5
		%	1.3%	2.8%	2.2%	1.0%	2.2%	1.8%	2.8%	4.3%
	NA - no wishes/not ask to go anywhere		219	97	316	6	59	65	35	9
		%	34.7%	10.8%	20.7%	1.2%	6.2%	4.5%	5.4%	7.8%
	No response/unclear response		17	19	36	1	14	15	5	1
		%	2.7%	2.1%	2.4%	.2%	1.5%	1.0%	.8%	.9%

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		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Have friends			2271	1820	451	728	411	281	386
	%		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		1649	1323	326	525	283	212	266
		%	72.6%	72.7%	72.3%	72.1%	68.9%	75.4%	68.9%
	Sometimes		215	172	43	74	36	18	39
		%	9.5%	9.5%	9.5%	10.2%	8.8%	6.4%	10.1%
	Almost never		47	37	10	13	5	12	8
		%	2.1%	2.0%	2.2%	1.8%	1.2%	4.3%	2.1%
	NA - no wishes/not ask to go anywhere		322	258	64	110	81	35	67
		%	14.2%	14.2%	14.2%	15.1%	19.7%	12.5%	17.4%
	No response/unclear response		38	30	8	6	6	4	6
		%	1.7%	1.6%	1.8%	.8%	1.5%	1.4%	1.6%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Have friends			2271	1633	638	1402	231	978	651	770	286	1190
	%		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		1649	1399	250	1211	188	823	572	662	256	722
		%	72.6%	85.7%	39.2%	86.4%	81.4%	84.2%	87.9%	86.0%	89.5%	60.7%
	Sometimes		215	161	54	134	27	107	54	71	21	121
		%	9.5%	9.9%	8.5%	9.6%	11.7%	10.9%	8.3%	9.2%	7.3%	10.2%
	Almost never		47	32	15	27	5	19	13	18	6	23
		%	2.1%	2.0%	2.4%	1.9%	2.2%	1.9%	2.0%	2.3%	2.1%	1.9%
	NA - no wishes/not ask to go anywhere		322	13	309	11	2	6	7	17	2	299
		%	14.2%	.8%	48.4%	.8%	.9%	.6%	1.1%	2.2%	.7%	25.1%
No response/unclear response		38	28	10	19	9	23	5	2	1	25	
	%	1.7%	1.7%	1.6%	1.4%	3.9%	2.4%	.8%	.3%	.3%	2.1%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Have friends			2271	371	381	360	398	419	207	38	97
	%		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		92	12	16	11	14	20	16		3
		%	4.1%	3.2%	4.2%	3.1%	3.5%	4.8%	7.7%		3.1%
	Yes - equipment/ interpreter but need to better		27	3	4	5	8	5	2		
		%	1.2%	.8%	1.0%	1.4%	2.0%	1.2%	1.0%		
	Yes - limited access/need more equipment/interpreters		24	3	2	8	2	5	2	1	1
		%	1.1%	.8%	.5%	2.2%	.5%	1.2%	1.0%	2.6%	1.0%
	No access to equipment/interpreters		33	3	12	5	4	3	3		3
		%	1.5%	.8%	3.1%	1.4%	1.0%	.7%	1.4%		3.1%
	Not applicable - none needed		1955	327	309	315	350	382	174	35	63
		%	86.1%	88.1%	81.1%	87.5%	87.9%	91.2%	84.1%	92.1%	64.9%
No response/unclear response		140	23	38	16	20	4	10	2	27	
	%	6.2%	6.2%	10.0%	4.4%	5.0%	1.0%	4.8%	5.3%	27.8%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Have friends			631	898	1529	495	954	1449	643	116
	%		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		35	45	80	10	26	36	37	4
		%	5.5%	5.0%	5.2%	2.0%	2.7%	2.5%	5.8%	3.4%
	Yes - equipment/ interpreter but need to better		7	13	20	2	16	18	13	2
		%	1.1%	1.4%	1.3%	.4%	1.7%	1.2%	2.0%	1.7%
	Yes - limited access/need more equipment/interpreters		10	12	22	3	8	11	8	5
		%	1.6%	1.3%	1.4%	.6%	.8%	.8%	1.2%	4.3%
	No access to equipment/interpreters		8	20	28	1	13	14	10	2
		%	1.3%	2.2%	1.8%	.2%	1.4%	1.0%	1.6%	1.7%
	Not applicable - none needed		534	731	1265	474	809	1283	527	94
		%	84.6%	81.4%	82.7%	95.8%	84.8%	88.5%	82.0%	81.0%
	No response/unclear response		37	77	114	5	82	87	48	9
		%	5.9%	8.6%	7.5%	1.0%	8.6%	6.0%	7.5%	7.8%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Have friends			2271	1820	451	728	411	281	386
	%		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		92	82	10	21	11	16	12
		%	4.1%	4.5%	2.2%	2.9%	2.7%	5.7%	3.1%
	Yes - equipment/ interpreter but need to better		27	22	5	9	3	4	6
		%	1.2%	1.2%	1.1%	1.2%	.7%	1.4%	1.6%
	Yes - limited access/need more equipment/interpreters		24	19	5	8	4	2	3
		%	1.1%	1.0%	1.1%	1.1%	1.0%	.7%	.8%
	No access to equipment/interpreters		33	21	12	12	6	3	4
		%	1.5%	1.2%	2.7%	1.6%	1.5%	1.1%	1.0%
	Not applicable - none needed		1955	1574	381	646	361	237	353
		%	86.1%	86.5%	84.5%	88.7%	87.8%	84.3%	91.5%
No response/unclear response		140	102	38	32	26	19	8	
	%	6.2%	5.6%	8.4%	4.4%	6.3%	6.8%	2.1%	

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Have friends			2271	1633	638	1402	231	978	651	770	286	1190
	%		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		92	67	25	37	30	64	3	18	3	70
		%	4.1%	4.1%	3.9%	2.6%	13.0%	6.5%	.5%	2.3%	1.0%	5.9%
	Yes - equipment/ interpreter but need to better		27	16	11	9	7	16		7		19
		%	1.2%	1.0%	1.7%	.6%	3.0%	1.6%		.9%		1.6%
	Yes - limited access/need more equipment/interpreters		24	15	9	4	11	15		5	1	18
		%	1.1%	.9%	1.4%	.3%	4.8%	1.5%		.6%	.3%	1.5%
	No access to equipment/interpreters		33	12	21	6	6	12		8		24
		%	1.5%	.7%	3.3%	.4%	2.6%	1.2%		1.0%		2.0%
	Not applicable - none needed		1955	1400	555	1249	151	750	646	702	266	976
		%	86.1%	85.7%	87.0%	89.1%	65.4%	76.7%	99.2%	91.2%	93.0%	82.0%
No response/unclear response		140	123	17	97	26	121	2	30	16	83	
	%	6.2%	7.5%	2.7%	6.9%	11.3%	12.4%	.3%	3.9%	5.6%	7.0%	

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

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

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Has Accommodation Service (according to Provider)			626	832	1458	70	566	636	403	70
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HELP FROM ACCOMMODATION SERVICE: WHERE YOU LIVE	Yes - confirms services received as on pre survey		576	622	1198	49	465	514	348	44
		%	92.0%	74.8%	82.2%	70.0%	82.2%	80.8%	86.4%	62.9%
	No - gave different accommodation service		16	68	84	4	17	21	13	1
		%	2.6%	8.2%	5.8%	5.7%	3.0%	3.3%	3.2%	1.4%
	No - now no accommodation service provided		12	101	113	14	54	68	34	19
		%	1.9%	12.1%	7.8%	20.0%	9.5%	10.7%	8.4%	27.1%
	No response/unclear response		22	41	63	3	30	33	8	6
		%	3.5%	4.9%	4.3%	4.3%	5.3%	5.2%	2.0%	8.6%

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Has Accommodation Service (according to Provider)			1458	1225	233	354	268	207	289
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HELP FROM ACCOMMODATION SERVICE: WHERE YOU LIVE	Yes - confirms services received as on pre survey		1198	1006	192	287	233	182	223
		%	82.2%	82.1%	82.4%	81.1%	86.9%	87.9%	77.2%
	No - gave different accommodation service		84	75	9	18	18	6	36
		%	5.8%	6.1%	3.9%	5.1%	6.7%	2.9%	12.5%
	No - now no accommodation service provided		113	93	20	39	9	7	20
		%	7.8%	7.6%	8.6%	11.0%	3.4%	3.4%	6.9%
	No response/unclear response		63	51	12	10	8	12	10
		%	4.3%	4.2%	5.2%	2.8%	3.0%	5.8%	3.5%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Has Accommodation Service (according to Provider)			1458	906	552	717	189	680	222	173	141	1119
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HELP FROM ACCOMMODATION SERVICE: WHERE YOU LIVE	Yes - confirms services received as on pre survey		1198	740	458	575	165	601	135	74	98	1010
		%	82.2%	81.7%	83.0%	80.2%	87.3%	88.4%	60.8%	42.8%	69.5%	90.3%
	No - gave different accommodation service		84	49	35	48	1	10	39	20	18	46
		%	5.8%	5.4%	6.3%	6.7%	.5%	1.5%	17.6%	11.6%	12.8%	4.1%
	No - now no accommodation service provided		113	77	36	67	10	40	37	66	21	26
		%	7.8%	8.5%	6.5%	9.3%	5.3%	5.9%	16.7%	38.2%	14.9%	2.3%
	No response/unclear response		63	40	23	27	13	29	11	13	4	37
		%	4.3%	4.4%	4.2%	3.8%	6.9%	4.3%	5.0%	7.5%	2.8%	3.3%

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: No Accommodation Service or different accommodation service			960	186	178	144	179	166	77	3	27
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HELP FROM ACCOMMODATION SERVICE: WHERE YOU LIVE	Yes		193	23	35	20	35	42	19	3	16
		%	20.1%	12.4%	19.7%	13.9%	19.6%	25.3%	24.7%	100.0%	59.3%
	No		767	163	143	124	144	124	58		11
		%	79.9%	87.6%	80.3%	86.1%	80.4%	74.7%	75.3%		40.7%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: No Accommodation Service or different accommodation service			43	175	218	432	435	867	261	53
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HELP FROM ACCOMMODATION SERVICE: WHERE YOU LIVE	Yes		37	124	161	30	76	106	42	11
		%	86.0%	70.9%	73.9%	6.9%	17.5%	12.2%	16.1%	20.8%
	No		6	51	57	402	359	761	219	42
		%	14.0%	29.1%	26.1%	93.1%	82.5%	87.8%	83.9%	79.2%

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: No Accommodation Service or different accommodation service			960	721	239	402	169	92	143
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HELP FROM ACCOMMODATION SERVICE: WHERE YOU LIVE	Yes		193	167	26	46	41	21	55
		%	20.1%	23.2%	10.9%	11.4%	24.3%	22.8%	38.5%
	No		767	554	213	356	128	71	88
		%	79.9%	76.8%	89.1%	88.6%	75.7%	77.2%	61.5%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: No Accommodation Service or different accommodation service			960	816	144	760	56	337	479	630	167	154
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HELP FROM ACCOMMODATION SERVICE: WHERE YOU LIVE	Yes		193	136	57	117	19	65	71	52	40	92
		%	20.1%	16.7%	39.6%	15.4%	33.9%	19.3%	14.8%	8.3%	24.0%	59.7%
	No		767	680	87	643	37	272	408	578	127	62
		%	79.9%	83.3%	60.4%	84.6%	66.1%	80.7%	85.2%	91.7%	76.0%	40.3%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

TABLE 15C: TOTAL RECEIVING ACCOMMODATION SERVICE - SUMMARY

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: All Respondents			2271	371	381	360	398	419	207	38	97
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Receives CSDA Accommodation Service according to Provider or Client	TOTAL - Receives Accommodation Service		1529	220	242	236	258	307	139	38	89
		%	67.3%	59.3%	63.5%	65.6%	64.8%	73.3%	67.1%	100.0%	91.8%
	TOTAL - Does not receive Accommodation Service		742	151	139	124	140	112	68		8
		%	32.7%	40.7%	36.5%	34.4%	35.2%	26.7%	32.9%		8.2%
	MDS 1.01		532	90	58	113	76	158	36		1
		%	23.4%	24.3%	15.2%	31.4%	19.1%	37.7%	17.4%		1.0%
	MDS 1.02		99	13	40	2	19	9	14		2
		%	4.4%	3.5%	10.5%	.6%	4.8%	2.1%	6.8%		2.1%
	MDS 1.03		476	63	87	45	79	49	60	20	73
		%	21.0%	17.0%	22.8%	12.5%	19.8%	11.7%	29.0%	52.6%	75.3%
	MDS 1.04		50	16	7	4	17	5	1		
		%	2.2%	4.3%	1.8%	1.1%	4.3%	1.2%	.5%		
	MDS 1.05		245	19	16	64	50	64	26	5	1
		%	10.8%	5.1%	4.2%	17.8%	12.6%	15.3%	12.6%	13.2%	1.0%
	MDS 1.06 / 1.07		76	9	25	6	7	5		13	11
		%	3.3%	2.4%	6.6%	1.7%	1.8%	1.2%		34.2%	11.3%
	MDS 1.01 / 1.02		631	103	98	115	95	167	50		3
		%	27.8%	27.8%	25.7%	31.9%	23.9%	39.9%	24.2%		3.1%
	MDS 1.03 - 1.07		898	117	144	121	163	140	89	38	86
		%	39.5%	31.5%	37.8%	33.6%	41.0%	33.4%	43.0%	100.0%	88.7%

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

*Productivity Commission
Job No. 98196*

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: All Respondents			631	898	1529	495	954	1449	643	116
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Receives CSDA Accommodation Service according to Provider or Client	TOTAL - Receives Accommodation Service		631	898	1529	102	605	707	430	73
		%	100.0%	100.0%	100.0%	20.6%	63.4%	48.8%	66.9%	62.9%
	TOTAL - Does not receive Accommodation Service					393	349	742	213	43
		%				79.4%	36.6%	51.2%	33.1%	37.1%
	MDS 1.01		532		532	16	138	154	80	7
		%	84.3%		34.8%	3.2%	14.5%	10.6%	12.4%	6.0%
	MDS 1.02		99		99	2	48	50	39	2
		%	15.7%		6.5%	.4%	5.0%	3.5%	6.1%	1.7%
	MDS 1.03			476	476	14	246	260	156	21
		%		53.0%	31.1%	2.8%	25.8%	17.9%	24.3%	18.1%
	MDS 1.04			50	50	6	5	11	14	4
		%		5.6%	3.3%	1.2%	.5%	.8%	2.2%	3.4%
	MDS 1.05			245	245	30	90	120	94	26
		%		27.3%	16.0%	6.1%	9.4%	8.3%	14.6%	22.4%
	MDS 1.06 / 1.07			76	76	10	51	61	26	11
		%		8.5%	5.0%	2.0%	5.3%	4.2%	4.0%	9.5%
	MDS 1.01 / 1.02		631		631	18	186	204	119	9
		%	100.0%		41.3%	3.6%	19.5%	14.1%	18.5%	7.8%
	MDS 1.03 - 1.07			898	898	84	419	503	311	64
		%		100.0%	58.7%	17.0%	43.9%	34.7%	48.4%	55.2%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

				LOCATION OF SERVICE PROVIDER		AGE			
			TOTAL	Capital City	Other	18-34	35-44	45-54	55 plus
BASE: All Respondents			2271	1820	451	728	411	281	386
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Receives CSDA Accommodation Service according to Provider or Client	TOTAL - Receives Accommodation Service		1529	1282	247	377	284	211	298
		%	67.3%	70.4%	54.8%	51.8%	69.1%	75.1%	77.2%
	TOTAL - Does not receive Accommodation Service		742	538	204	351	127	70	88
		%	32.7%	29.6%	45.2%	48.2%	30.9%	24.9%	22.8%
	MDS 1.01		532	450	82	114	141	85	100
		%	23.4%	24.7%	18.2%	15.7%	34.3%	30.2%	25.9%
	MDS 1.02		99	82	17	13	10	16	29
		%	4.4%	4.5%	3.8%	1.8%	2.4%	5.7%	7.5%
	MDS 1.03		476	419	57	146	75	65	75
		%	21.0%	23.0%	12.6%	20.1%	18.2%	23.1%	19.4%
	MDS 1.04		50	48	2	3	10	11	22
		%	2.2%	2.6%	.4%	.4%	2.4%	3.9%	5.7%
	MDS 1.05		245	187	58	53	32	27	65
		%	10.8%	10.3%	12.9%	7.3%	7.8%	9.6%	16.8%
	MDS 1.06 / 1.07		76	58	18	29	7	4	4
		%	3.3%	3.2%	4.0%	4.0%	1.7%	1.4%	1.0%
	MDS 1.01 / 1.02		631	532	99	127	151	101	129
		%	27.8%	29.2%	22.0%	17.4%	36.7%	35.9%	33.4%
	MDS 1.03 - 1.07		898	750	148	250	133	110	169
		%	39.5%	41.2%	32.8%	34.3%	32.4%	39.1%	43.8%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

				QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
			TOTAL	Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: All Respondents			2271	1633	638	1402	231	978	651	770	286	1190
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Receives CSDA Accommodation Service according to Provider or Client	TOTAL - Receives Accommodation Service		1529	973	556	781	192	710	259	197	163	1144
		%	67.3%	59.6%	87.1%	55.7%	83.1%	72.6%	39.8%	25.6%	57.0%	96.1%
	TOTAL - Does not receive Accommodation Service		742	660	82	621	39	268	392	573	123	46
		%	32.7%	40.4%	12.9%	44.3%	16.9%	27.4%	60.2%	74.4%	43.0%	3.9%
	MDS 1.01		532	260	272	205	55	219	38			516
		%	23.4%	15.9%	42.6%	14.6%	23.8%	22.4%	5.8%			43.4%
	MDS 1.02		99	70	29	58	12	60	10			99
		%	4.4%	4.3%	4.5%	4.1%	5.2%	6.1%	1.5%			8.3%
	MDS 1.03		476	284	192	196	88	255	28	13	14	441
		%	21.0%	17.4%	30.1%	14.0%	38.1%	26.1%	4.3%	1.7%	4.9%	37.1%
	MDS 1.04		50	46	4	45	1	13	33	32	15	3
		%	2.2%	2.8%	.6%	3.2%	.4%	1.3%	5.1%	4.2%	5.2%	.3%
	MDS 1.05		245	217	28	191	26	106	111	91	107	46
		%	10.8%	13.3%	4.4%	13.6%	11.3%	10.8%	17.1%	11.8%	37.4%	3.9%
	MDS 1.06 / 1.07		76	49	27	42	7	37	12	39	13	24
		%	3.3%	3.0%	4.2%	3.0%	3.0%	3.8%	1.8%	5.1%	4.5%	2.0%
	MDS 1.01 / 1.02		631	330	301	263	67	279	48			615
		%	27.8%	20.2%	47.2%	18.8%	29.0%	28.5%	7.4%			51.7%
	MDS 1.03 - 1.07		898	643	255	518	125	431	211	197	163	529
		%	39.5%	39.4%	40.0%	36.9%	54.1%	44.1%	32.4%	25.6%	57.0%	44.5%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

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

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Receives CSDA Accommodation Service / Responded to question			606	767	1373	84	531	615	388	49
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
NAMES OF STAFF FROM ACCOMMODATION SERVICE	Yes - confirms staff received as a pre-survey form		357	503	860	47	395	442	301	39
		%	58.9%	65.6%	62.6%	56.0%	74.4%	71.9%	77.6%	79.6%
	No - gave different staff		147	194	341	26	105	131	65	6
		%	24.3%	25.3%	24.8%	31.0%	19.8%	21.3%	16.8%	12.2%
	No response/unclear response		102	70	172	11	31	42	22	4
		%	16.8%	9.1%	12.5%	13.1%	5.8%	6.8%	5.7%	8.2%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service / Responded to question			1373	1153	220	331	269	199	274
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
NAMES OF STAFF FROM ACCOMMODATION SERVICE	Yes - confirms staff received as a pre-survey form		860	704	156	201	170	122	130
		%	62.6%	61.1%	70.9%	60.7%	63.2%	61.3%	47.4%
	No - gave different staff		341	307	34	82	70	49	105
		%	24.8%	26.6%	15.5%	24.8%	26.0%	24.6%	38.3%
	No response/unclear response		172	142	30	48	29	28	39
		%	12.5%	12.3%	13.6%	14.5%	10.8%	14.1%	14.2%

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Receives CSDA Accommodation Service / Responded to question			1373	868	505	692	176	652	212	117	135	1104
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
NAMES OF STAFF FROM ACCOMMODATION SERVICE	Yes - confirms staff received as a pre-survey form		860	612	248	475	137	496	112	64	79	712
		%	62.6%	70.5%	49.1%	68.6%	77.8%	76.1%	52.8%	54.7%	58.5%	64.5%
	No - gave different staff		341	203	138	177	26	124	79	42	44	250
		%	24.8%	23.4%	27.3%	25.6%	14.8%	19.0%	37.3%	35.9%	32.6%	22.6%
	No response/unclear response		172	53	119	40	13	32	21	11	12	142
		%	12.5%	6.1%	23.6%	5.8%	7.4%	4.9%	9.9%	9.4%	8.9%	12.9%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

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

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Receives CSDA Accommodation Service / Responded to question			606	767	1373	84	531	615	388	49
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT ACCOMMODATION SERVICE TREAT YOU WITH RESPECT	Yes - most staff most of the time		565	703	1268	77	490	567	350	38
		%	93.2%	91.7%	92.4%	91.7%	92.3%	92.2%	90.2%	77.6%
	Sometimes - some staff		29	35	64	3	25	28	24	5
		%	4.8%	4.6%	4.7%	3.6%	4.7%	4.6%	6.2%	10.2%
	No - some staff often are not nice		2	10	12	1	5	6	4	1
		%	.3%	1.3%	.9%	1.2%	.9%	1.0%	1.0%	2.0%
STAFF AT ACCOMMODATION SERVICE UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time		518	672	1190	77	483	560	341	38
		%	85.5%	87.6%	86.7%	91.7%	91.0%	91.1%	87.9%	77.6%
	Some staff/sometimes		64	65	129	3	34	37	33	8
		%	10.6%	8.5%	9.4%	3.6%	6.4%	6.0%	8.5%	16.3%
	No - few staff or no staff/rarely		10	11	21	1	3	4	3	
		%	1.7%	1.4%	1.5%	1.2%	.6%	.7%	.8%	
ABILITY TO UNDERSTAND STAFF AT ACCOMMODATION SERVICE	Yes - I understand most staff/most of the time		508	673	1181	75	489	564	344	42
		%	83.8%	87.7%	86.0%	89.3%	92.1%	91.7%	88.7%	85.7%
	Some staff/sometimes		59	60	119	4	29	33	26	1
		%	9.7%	7.8%	8.7%	4.8%	5.5%	5.4%	6.7%	2.0%
	No - few staff or no staff/rarely		16	8	24		3	3	3	1
		%	2.6%	1.0%	1.7%		.6%	.5%	.8%	2.0%
	No response/unclear response		23	26	49	5	10	15	15	5
		%	3.8%	3.4%	3.6%	6.0%	1.9%	2.4%	3.9%	10.2%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

				LOCATION OF SERVICE PROVIDER		AGE			
			TOTAL	Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service / Responded to question			1373	1153	220	331	269	199	274
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT ACCOMMODATION SERVICE TREAT YOU WITH RESPECT	Yes - most staff most of the time		1268	1059	209	311	252	183	260
		%	92.4%	91.8%	95.0%	94.0%	93.7%	92.0%	94.9%
	Sometimes - some staff		64	58	6	16	8	10	8
		%	4.7%	5.0%	2.7%	4.8%	3.0%	5.0%	2.9%
	No - some staff often are not nice		12	11	1	1	4	2	1
		%	.9%	1.0%	.5%	.3%	1.5%	1.0%	.4%
	No response/unclear response		29	25	4	3	5	4	5
		%	2.1%	2.2%	1.8%	.9%	1.9%	2.0%	1.8%
STAFF AT ACCOMMODATION SERVICE UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time		1190	1004	186	274	234	181	240
		%	86.7%	87.1%	84.5%	82.8%	87.0%	91.0%	87.6%
	Some staff/sometimes		129	105	24	48	20	12	23
		%	9.4%	9.1%	10.9%	14.5%	7.4%	6.0%	8.4%
	No - few staff or no staff/rarely		21	17	4	6	6	1	3
		%	1.5%	1.5%	1.8%	1.8%	2.2%	.5%	1.1%
	No response/unclear response		33	27	6	3	9	5	8
		%	2.4%	2.3%	2.7%	.9%	3.3%	2.5%	2.9%
ABILITY TO UNDERSTAND STAFF AT ACCOMMODATION SERVICE	Yes - I understand most staff/most of the time		1181	1006	175	273	231	179	240
		%	86.0%	87.3%	79.5%	82.5%	85.9%	89.9%	87.6%
	Some staff/sometimes		119	94	25	41	24	11	18
		%	8.7%	8.2%	11.4%	12.4%	8.9%	5.5%	6.6%
	No - few staff or no staff/rarely		24	16	8	6	5	2	7
		%	1.7%	1.4%	3.6%	1.8%	1.9%	1.0%	2.6%
	No response/unclear response		49	37	12	11	9	7	9
		%	3.6%	3.2%	5.5%	3.3%	3.3%	3.5%	3.3%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

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

				QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
			TOTAL	Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Receives CSDA Accommodation Service / Responded to question			1373	868	505	692	176	652	212	117	135	1104
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT ACCOMMODATION SERVICE TREAT YOU WITH RESPECT	Yes - most staff most of the time		1268	790	478	635	155	580	206	104	128	1021
		%	92.4%	91.0%	94.7%	91.8%	88.1%	89.0%	97.2%	88.9%	94.8%	92.5%
	Sometimes - some staff		64	48	16	37	11	45	3	4	5	54
		%	4.7%	5.5%	3.2%	5.3%	6.3%	6.9%	1.4%	3.4%	3.7%	4.9%
	No - some staff often are not nice		12	11	1	8	3	10	1	3	1	8
		%	.9%	1.3%	.2%	1.2%	1.7%	1.5%	.5%	2.6%	.7%	.7%
	No response/unclear response		29	19	10	12	7	17	2	6	1	21
		%	2.1%	2.2%	2.0%	1.7%	4.0%	2.6%	.9%	5.1%	.7%	1.9%
STAFF AT ACCOMMODATION SERVICE UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time		1190	793	397	639	154	588	202	103	129	946
		%	86.7%	91.4%	78.6%	92.3%	87.5%	90.2%	95.3%	88.0%	95.6%	85.7%
	Some staff/sometimes		129	48	81	33	15	42	5	7	4	117
		%	9.4%	5.5%	16.0%	4.8%	8.5%	6.4%	2.4%	6.0%	3.0%	10.6%
	No - few staff or no staff/rarely		21	8	13	7	1	6	2		1	18
		%	1.5%	.9%	2.6%	1.0%	.6%	.9%	.9%		.7%	1.6%
	No response/unclear response		33	19	14	13	6	16	3	7	1	23
		%	2.4%	2.2%	2.8%	1.9%	3.4%	2.5%	1.4%	6.0%	.7%	2.1%
ABILITY TO UNDERSTAND STAFF AT ACCOMMODATION SERVICE	Yes - I understand most staff/most of the time		1181	798	383	637	161	591	204	106	132	929
		%	86.0%	91.9%	75.8%	92.1%	91.5%	90.6%	96.2%	90.6%	97.8%	84.1%
	Some staff/sometimes		119	46	73	36	10	42	3	2	1	115
		%	8.7%	5.3%	14.5%	5.2%	5.7%	6.4%	1.4%	1.7%	.7%	10.4%
	No - few staff or no staff/rarely		24	3	21	3		3		1		22
		%	1.7%	.3%	4.2%	.4%		.5%		.9%		2.0%
	No response/unclear response		49	21	28	16	5	16	5	8	2	38
		%	3.6%	2.4%	5.5%	2.3%	2.8%	2.5%	2.4%	6.8%	1.5%	3.4%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

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

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Receives CSDA Accommodation Service / Responded to question			606	767	1373	84	531	615	388	49
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT ACCOMMODATION SERVICE CHANGE TOO OFTEN	No - they stay/they don't change too often		382	518	900	60	381	441	281	27
		%	63.0%	67.5%	65.5%	71.4%	71.8%	71.7%	72.4%	55.1%
	Some staff or sometimes		98	119	217	8	70	78	56	10
		%	16.2%	15.5%	15.8%	9.5%	13.2%	12.7%	14.4%	20.4%
	Yes - they change too often/keep leaving		78	85	163	8	49	57	29	8
		%	12.9%	11.1%	11.9%	9.5%	9.2%	9.3%	7.5%	16.3%
CHOOSE HOW YOU SPEND YOUR EVENINGS/ WEEKENDS?	No response/unclear response		48	45	93	8	31	39	22	4
		%	7.9%	5.9%	6.8%	9.5%	5.8%	6.3%	5.7%	8.2%
	Yes - unassisted/I make my own choices		306	512	818	68	383	451	280	33
		%	50.5%	66.8%	59.6%	81.0%	72.1%	73.3%	72.2%	67.3%
	Yes - with assistance		64	95	159	9	68	77	46	6
		%	10.6%	12.4%	11.6%	10.7%	12.8%	12.5%	11.9%	12.2%
	Sometimes/some things		36	40	76		33	33	15	1
		%	5.9%	5.2%	5.5%		6.2%	5.4%	3.9%	2.0%
	No - someone else chooses for me		178	92	270	6	29	35	32	5
		%	29.4%	12.0%	19.7%	7.1%	5.5%	5.7%	8.2%	10.2%
	No response/unclear response		22	28	50	1	18	19	15	4
		%	3.6%	3.7%	3.6%	1.2%	3.4%	3.1%	3.9%	8.2%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

				LOCATION OF SERVICE PROVIDER		AGE			
			TOTAL	Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service / Responded to question			1373	1153	220	331	269	199	274
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT ACCOMMODATION SERVICE CHANGE TOO OFTEN	No - they stay/they don't change too often		900	766	134	206	178	132	177
		%	65.5%	66.4%	60.9%	62.2%	66.2%	66.3%	64.6%
	Some staff or sometimes		217	174	43	55	43	36	45
		%	15.8%	15.1%	19.5%	16.6%	16.0%	18.1%	16.4%
	Yes - they change too often/keep leaving		163	146	17	51	35	15	31
		%	11.9%	12.7%	7.7%	15.4%	13.0%	7.5%	11.3%
	No response/unclear response		93	67	26	19	13	16	21
		%	6.8%	5.8%	11.8%	5.7%	4.8%	8.0%	7.7%
CHOOSE HOW YOU SPEND YOUR EVENINGS/ WEEKENDS?	Yes - unassisted/I make my own choices		818	697	121	161	147	127	180
		%	59.6%	60.5%	55.0%	48.6%	54.6%	63.8%	65.7%
	Yes - with assistance		159	133	26	42	41	19	25
		%	11.6%	11.5%	11.8%	12.7%	15.2%	9.5%	9.1%
	Sometimes/some things		76	69	7	18	14	15	13
		%	5.5%	6.0%	3.2%	5.4%	5.2%	7.5%	4.7%
	No - someone else chooses for me		270	215	55	102	57	33	41
		%	19.7%	18.6%	25.0%	30.8%	21.2%	16.6%	15.0%
	No response/unclear response		50	39	11	8	10	5	15
		%	3.6%	3.4%	5.0%	2.4%	3.7%	2.5%	5.5%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Receives CSDA Accommodation Service / Responded to question			1373	868	505	692	176	652	212	117	135	1104
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT ACCOMMODATION SERVICE CHANGE TOO OFTEN	No - they stay/they don't change too often		900	620	280	502	118	470	146	76	103	712
		%	65.5%	71.4%	55.4%	72.5%	67.0%	72.1%	68.9%	65.0%	76.3%	64.5%
	Some staff or sometimes		217	119	98	95	24	91	28	22	11	181
		%	15.8%	13.7%	19.4%	13.7%	13.6%	14.0%	13.2%	18.8%	8.1%	16.4%
	Yes - they change too often/keep leaving		163	72	91	56	16	51	21	11	13	138
		%	11.9%	8.3%	18.0%	8.1%	9.1%	7.8%	9.9%	9.4%	9.6%	12.5%
CHOOSE HOW YOU SPEND YOUR EVENINGS/ WEEKENDS?	No response/unclear response		93	57	36	39	18	40	17	8	8	73
		%	6.8%	6.6%	7.1%	5.6%	10.2%	6.1%	8.0%	6.8%	5.9%	6.6%
	Yes - unassisted/I make my own choices		818	713	105	584	129	538	171	95	121	595
		%	59.6%	82.1%	20.8%	84.4%	73.3%	82.5%	80.7%	81.2%	89.6%	53.9%
	Yes - with assistance		159	74	85	50	24	56	18	9	10	137
		%	11.6%	8.5%	16.8%	7.2%	13.6%	8.6%	8.5%	7.7%	7.4%	12.4%
	Sometimes/some things		76	31	45	25	6	25	6	2	1	71
		%	5.5%	3.6%	8.9%	3.6%	3.4%	3.8%	2.8%	1.7%	.7%	6.4%
	No - someone else chooses for me		270	21	249	12	9	14	7	6	1	260
		%	19.7%	2.4%	49.3%	1.7%	5.1%	2.1%	3.3%	5.1%	.7%	23.6%
	No response/unclear response		50	29	21	21	8	19	10	5	2	41
		%	3.6%	3.3%	4.2%	3.0%	4.5%	2.9%	4.7%	4.3%	1.5%	3.7%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

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

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Receives CSDA Accommodation Service / Responded to question			606	767	1373	84	531	615	388	49
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AVAILABILITY OF SOMEONE WHO HELPS WITH YOUR MONEY	Yes		400	516	916	43	419	462	270	35
		%	66.0%	67.3%	66.7%	51.2%	78.9%	75.1%	69.6%	71.4%
	No - no need/has independent access		67	163	230	35	57	92	75	6
		%	11.1%	21.3%	16.8%	41.7%	10.7%	15.0%	19.3%	12.2%
	No - but needs help with money		11	20	31	2	12	14	15	3
		%	1.8%	2.6%	2.3%	2.4%	2.3%	2.3%	3.9%	6.1%
	No - does not ask for/use money		118	51	169	4	31	35	22	3
		%	19.5%	6.6%	12.3%	4.8%	5.8%	5.7%	5.7%	6.1%
	No response/unclear response		10	17	27		12	12	6	2
		%	1.7%	2.2%	2.0%		2.3%	2.0%	1.5%	4.1%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service / Responded to question			1373	1153	220	331	269	199	274
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AVAILABILITY OF SOMEONE WHO HELPS WITH YOUR MONEY	Yes		916	767	149	224	180	131	157
		%	66.7%	66.5%	67.7%	67.7%	66.9%	65.8%	57.3%
	No - no need/has independent access		230	193	37	41	30	42	76
		%	16.8%	16.7%	16.8%	12.4%	11.2%	21.1%	27.7%
	No - but needs help with money		31	23	8	6	7	3	8
		%	2.3%	2.0%	3.6%	1.8%	2.6%	1.5%	2.9%
	No - does not ask for/use money		169	147	22	56	48	19	28
		%	12.3%	12.7%	10.0%	16.9%	17.8%	9.5%	10.2%
	No response/unclear response		27	23	4	4	4	4	5
		%	2.0%	2.0%	1.8%	1.2%	1.5%	2.0%	1.8%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Receives CSDA Accommodation Service / Responded to question			1373	868	505	692	176	652	212	117	135	1104
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AVAILABILITY OF SOMEONE WHO HELPS WITH YOUR MONEY	Yes		916	603	313	441	162	512	88	50	74	778
		%	66.7%	69.5%	62.0%	63.7%	92.0%	78.5%	41.5%	42.7%	54.8%	70.5%
	No - no need/has independent access to money		230	217	13	210	7	104	112	60	55	115
		%	16.8%	25.0%	2.6%	30.3%	4.0%	16.0%	52.8%	51.3%	40.7%	10.4%
	No - but needs help with money		31	19	12	17	2	15	4	2	3	26
		%	2.3%	2.2%	2.4%	2.5%	1.1%	2.3%	1.9%	1.7%	2.2%	2.4%
	No - does not ask for/use money		169	12	157	10	2	5	7	2	2	164
		%	12.3%	1.4%	31.1%	1.4%	1.1%	.8%	3.3%	1.7%	1.5%	14.9%
	No response/unclear response		27	17	10	14	3	16	1	3	1	21
		%	2.0%	2.0%	2.0%	2.0%	1.7%	2.5%	.5%	2.6%	.7%	1.9%

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

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

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Receives help with money			400	516	916	43	419	462	270	35
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ABILITY TO RETRIEVE YOUR MONEY WHEN YOU WANT IT	Yes - can get to my money whenever I want		261	334	595	29	272	301	180	25
		%	65.3%	64.7%	65.0%	67.4%	64.9%	65.2%	66.7%	71.4%
	Yes - can get money but with some restrictions		70	101	171	6	98	104	53	6
		%	17.5%	19.6%	18.7%	14.0%	23.4%	22.5%	19.6%	17.1%
	No - cannot get my money whenever I want		47	64	111	6	39	45	28	2
		%	11.8%	12.4%	12.1%	14.0%	9.3%	9.7%	10.4%	5.7%
	No response/unclear response		22	17	39	2	10	12	9	2
		%	5.5%	3.3%	4.3%	4.7%	2.4%	2.6%	3.3%	5.7%

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Receives help with money			916	767	149	224	180	131	157
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ABILITY TO RETRIEVE YOUR MONEY WHEN YOU WANT IT	Yes - can get to my money whenever I want		595	506	89	136	109	82	107
		%	65.0%	66.0%	59.7%	60.7%	60.6%	62.6%	68.2%
	Yes - can get money but with some restrictions		171	141	30	43	38	33	19
		%	18.7%	18.4%	20.1%	19.2%	21.1%	25.2%	12.1%
	No - cannot get my money whenever I want		111	91	20	31	28	12	20
		%	12.1%	11.9%	13.4%	13.8%	15.6%	9.2%	12.7%
	No response/unclear response		39	29	10	14	5	4	11
		%	4.3%	3.8%	6.7%	6.3%	2.8%	3.1%	7.0%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Receives help with money			916	603	313	441	162	512	88	50	74	778
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ABILITY TO RETRIEVE YOUR MONEY WHEN YOU WANT IT	Yes - can get to my money whenever I want		595	442	153	336	106	377	62	42	57	485
		%	65.0%	73.3%	48.9%	76.2%	65.4%	73.6%	70.5%	84.0%	77.0%	62.3%
	Yes - can get money but with some restrictions		171	106	65	71	35	91	15	4	9	158
		%	18.7%	17.6%	20.8%	16.1%	21.6%	17.8%	17.0%	8.0%	12.2%	20.3%
	No - cannot get my money whenever I want		111	43	68	27	16	35	8	3	7	98
		%	12.1%	7.1%	21.7%	6.1%	9.9%	6.8%	9.1%	6.0%	9.5%	12.6%
No response/unclear response		39	12	27	7	5	9	3	1	1	37	
	%	4.3%	2.0%	8.6%	1.6%	3.1%	1.8%	3.4%	2.0%	1.4%	4.8%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

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

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

*Productivity Commission
Job No. 98196*

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Receives CSDA Accommodation Service / Responded to question			606	767	1373	84	531	615	388	49
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ABLE TO BE ALONE/BY YOURSELF AS MUCH AS YOU WANT	Yes - have enough time alone		475	571	1046	59	446	505	300	37
		%	78.4%	74.4%	76.2%	70.2%	84.0%	82.1%	77.3%	75.5%
	No - wish I had more time alone		29	58	87	6	34	40	33	5
		%	4.8%	7.6%	6.3%	7.1%	6.4%	6.5%	8.5%	10.2%
	Not applicable - lives alone		56	92	148	17	30	47	34	4
		%	9.2%	12.0%	10.8%	20.2%	5.6%	7.6%	8.8%	8.2%
PERSON WHO OPENS YOUR MAIL	Someone else opens some or all of my mail		256	221	477	8	157	165	123	15
		%	42.2%	28.8%	34.7%	9.5%	29.6%	26.8%	31.7%	30.6%
	I open my own mail		218	445	663	68	332	400	224	25
		%	36.0%	58.0%	48.3%	81.0%	62.5%	65.0%	57.7%	51.0%
	Not applicable - receives no mail		114	63	177	8	21	29	29	6
		%	18.8%	8.2%	12.9%	9.5%	4.0%	4.7%	7.5%	12.2%
	No response/unclear response		18	38	56		21	21	12	3
		%	3.0%	5.0%	4.1%		4.0%	3.4%	3.1%	6.1%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service / Responded to question			1373	1153	220	331	269	199	274
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ABLE TO BE ALONE/BY YOURSELF AS MUCH AS YOU WANT	Yes - have enough time alone		1046	878	168	243	201	173	197
		%	76.2%	76.1%	76.4%	73.4%	74.7%	86.9%	71.9%
	No - wish I had more time alone		87	74	13	27	20	9	9
		%	6.3%	6.4%	5.9%	8.2%	7.4%	4.5%	3.3%
	Not applicable - lives alone		148	126	22	43	28	5	48
		%	10.8%	10.9%	10.0%	13.0%	10.4%	2.5%	17.5%
PERSON WHO OPENS YOUR MAIL	Someone else opens some or all of my mail		92	75	17	18	20	12	20
		%	6.7%	6.5%	7.7%	5.4%	7.4%	6.0%	7.3%
	I open my own mail		477	418	59	109	92	74	99
		%	34.7%	36.3%	26.8%	32.9%	34.2%	37.2%	36.1%
	Not applicable - recieves no mail		663	545	118	143	128	99	126
		%	48.3%	47.3%	53.6%	43.2%	47.6%	49.7%	46.0%
	No response/unclear response		177	142	35	66	42	15	38
		%	12.9%	12.3%	15.9%	19.9%	15.6%	7.5%	13.9%
	No response/unclear response		56	48	8	13	7	11	11
		%	4.1%	4.2%	3.6%	3.9%	2.6%	5.5%	4.0%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Receives CSDA Accommodation Service / Responded to question			1373	868	505	692	176	652	212	117	135	1104
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ABLE TO BE ALONE/BY YOURSELF AS MUCH AS YOU WANT	Yes - have enough time alone		1046	694	352	545	149	552	138	92	56	887
		%	76.2%	80.0%	69.7%	78.8%	84.7%	84.7%	65.1%	78.6%	41.5%	80.3%
	No - wish I had more time alone		87	61	26	51	10	45	16	11	4	70
		%	6.3%	7.0%	5.1%	7.4%	5.7%	6.9%	7.5%	9.4%	3.0%	6.3%
	Not applicable - lives alone		148	79	69	74	5	28	51	6	74	68
		%	10.8%	9.1%	13.7%	10.7%	2.8%	4.3%	24.1%	5.1%	54.8%	6.2%
No response/unclear response		92	34	58	22	12	27	7	8	1	79	
	%	6.7%	3.9%	11.5%	3.2%	6.8%	4.1%	3.3%	6.8%	.7%	7.2%	
PERSON WHO OPENS YOUR MAIL	Someone else opens some or all of my mail		477	273	204	198	75	229	42	30	20	421
		%	34.7%	31.5%	40.4%	28.6%	42.6%	35.1%	19.8%	25.6%	14.8%	38.1%
	I open my own mail		663	560	103	464	96	401	157	77	112	468
		%	48.3%	64.5%	20.4%	67.1%	54.5%	61.5%	74.1%	65.8%	83.0%	42.4%
	Not applicable - recieves no mail		177	20	157	16	4	9	11	7	2	167
		%	12.9%	2.3%	31.1%	2.3%	2.3%	1.4%	5.2%	6.0%	1.5%	15.1%
No response/unclear response		56	15	41	14	1	13	2	3	1	48	
	%	4.1%	1.7%	8.1%	2.0%	.6%	2.0%	.9%	2.6%	.7%	4.3%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

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

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Receives help with mail			256	221	477	8	157	165	123	15
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PERMISSION TO OPEN YOUR MAIL	Mail is not opened without permission		167	137	304	8	97	105	81	11
		%	65.2%	62.0%	63.7%	100.0%	61.8%	63.6%	65.9%	73.3%
	Some mail is opened without permission		10	16	26		11	11	11	
		%	3.9%	7.2%	5.5%		7.0%	6.7%	8.9%	
	All mail opened without permission		7	5	12		5	5	3	1
		%	2.7%	2.3%	2.5%		3.2%	3.0%	2.4%	6.7%
	Not applicable - not able to give permission		63	46	109		28	28	18	2
		%	24.6%	20.8%	22.9%		17.8%	17.0%	14.6%	13.3%
	No response/unclear response		9	17	26		16	16	10	1
		%	3.5%	7.7%	5.5%		10.2%	9.7%	8.1%	6.7%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Receives help with mail			477	418	59	109	92	74	99
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PERMISSION TO OPEN YOUR MAIL	Mail is not opened without permission		304	276	28	61	51	47	70
		%	63.7%	66.0%	47.5%	56.0%	55.4%	63.5%	70.7%
	Some mail is opened without permission		26	24	2	6	3	4	4
		%	5.5%	5.7%	3.4%	5.5%	3.3%	5.4%	4.0%
	All mail opened without permission		12	9	3	4	1	2	2
		%	2.5%	2.2%	5.1%	3.7%	1.1%	2.7%	2.0%
	Not applicable - not able to give permission		109	88	21	33	28	18	21
		%	22.9%	21.1%	35.6%	30.3%	30.4%	24.3%	21.2%
	No response/unclear response		26	21	5	5	9	3	2
		%	5.5%	5.0%	8.5%	4.6%	9.8%	4.1%	2.0%

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Receives help with mail			477	273	204	198	75	229	42	30	20	421
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PERMISSION TO OPEN YOUR MAIL	Mail is not opened without permission		304	223	81	169	54	184	38	24	18	259
		%	63.7%	81.7%	39.7%	85.4%	72.0%	80.3%	90.5%	80.0%	90.0%	61.5%
	Some mail is opened without permission		26	19	7	13	6	18				26
		%	5.5%	7.0%	3.4%	6.6%	8.0%	7.9%				6.2%
	All mail opened without permission		12	5	7	2	3	4	1	1	1	10
		%	2.5%	1.8%	3.4%	1.0%	4.0%	1.7%	2.4%	3.3%	5.0%	2.4%
	Not applicable - not able to give permission		109	9	100	3	6	8	1	4		102
		%	22.9%	3.3%	49.0%	1.5%	8.0%	3.5%	2.4%	13.3%		24.2%
No response/unclear response		26	17	9	11	6	15	2	1	1	24	
	%	5.5%	6.2%	4.4%	5.6%	8.0%	6.6%	4.8%	3.3%	5.0%	5.7%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

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

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Receives CSDA Accommodation Service / Responded to question			606	767	1373	84	531	615	388	49
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENTRY TO BEDROOM WITH PERMISSION	No one enters the bedroom without permission		322	551	873	65	418	483	289	33
		%	53.1%	71.8%	63.6%	77.4%	78.7%	78.5%	74.5%	67.3%
	Yes people sometimes/always enter		90	87	177	10	62	72	40	5
		%	14.9%	11.3%	12.9%	11.9%	11.7%	11.7%	10.3%	10.2%
	Not applicable - not able to give permission		121	61	182	6	16	22	29	7
		%	20.0%	8.0%	13.3%	7.1%	3.0%	3.6%	7.5%	14.3%
	No response/unclear response		73	68	141	3	35	38	30	4
		%	12.0%	8.9%	10.3%	3.6%	6.6%	6.2%	7.7%	8.2%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service / Responded to question			1373	1153	220	331	269	199	274
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENTRY TO BEDROOM WITH PERMISSION	No one enters the bedroom without permission		873	741	132	189	152	142	180
		%	63.6%	64.3%	60.0%	57.1%	56.5%	71.4%	65.7%
	Yes people sometimes/always enter		177	158	19	50	37	22	28
		%	12.9%	13.7%	8.6%	15.1%	13.8%	11.1%	10.2%
	Not applicable - not able to give permission		182	140	42	59	47	15	34
		%	13.3%	12.1%	19.1%	17.8%	17.5%	7.5%	12.4%
	No response/unclear response		141	114	27	33	33	20	32
		%	10.3%	9.9%	12.3%	10.0%	12.3%	10.1%	11.7%

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Receives CSDA Accommodation Service / Responded to question			1373	868	505	692	176	652	212	117	135	1104
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENTRY TO BEDROOM WITH PERMISSION	No one enters the bedroom without permission		873	706	167	576	130	531	171	91	121	653
		%	63.6%	81.3%	33.1%	83.2%	73.9%	81.4%	80.7%	77.8%	89.6%	59.1%
	Yes people sometimes/always enter bedroom without		177	98	79	71	27	77	21	10	7	158
		%	12.9%	11.3%	15.6%	10.3%	15.3%	11.8%	9.9%	8.5%	5.2%	14.3%
	Not applicable - not able to give permission		182	25	157	19	6	12	13	11	4	166
		%	13.3%	2.9%	31.1%	2.7%	3.4%	1.8%	6.1%	9.4%	3.0%	15.0%
	No response/unclear response		141	39	102	26	13	32	7	5	3	127
		%	10.3%	4.5%	20.2%	3.8%	7.4%	4.9%	3.3%	4.3%	2.2%	11.5%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	SIZE OF BEDROOM (Q8)				No response / unclear response
				Big	In between - about average	Small	Not asked / NOK interview	
BASE: Receives CSDA Accommodation Service / Responded to question			1373	406	241	198	497	31
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SIZE OF BEDROOM	Big		413	350	27	31		5
		%	30.1%	86.2%	11.2%	15.7%		16.1%
	In between/about average		225	16	198	10		1
		%	16.4%	3.9%	82.2%	5.1%		3.2%
	Small		178	21	4	150		3
		%	13.0%	5.2%	1.7%	75.8%		9.7%
	Not asked - NOK interview		521	12	8	2	495	4
		%	37.9%	3.0%	3.3%	1.0%	99.6%	12.9%
	No response/unclear response		36	7	4	5	2	18
		%	2.6%	1.7%	1.7%	2.5%	.4%	58.1%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

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

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Receives CSDA Accommodation Service / Responded to question			606	767	1373	84	531	615	388	49
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SPECIAL ACCESS AND EQUIPMENT AT HOME	Yes - complete access and knows how to use		218	224	442	23	86	109	116	19
		%	36.0%	29.2%	32.2%	27.4%	16.2%	17.7%	29.9%	38.8%
	Yes - equipment present but need to better		8	8	16	1	3	4	6	1
		%	1.3%	1.0%	1.2%	1.2%	.6%	.7%	1.5%	2.0%
	Yes - but limited access/need more devices		16	24	40	1	4	5	19	4
		%	2.6%	3.1%	2.9%	1.2%	.8%	.8%	4.9%	8.2%
	No access		5	6	11	2	3	5	2	
		%	.8%	.8%	.8%	2.4%	.6%	.8%	.5%	
	Not applicable - none needed		342	487	829	56	419	475	230	20
		%	56.4%	63.5%	60.4%	66.7%	78.9%	77.2%	59.3%	40.8%
ABILITY TO LEARN NEW THINGS	Yes - if I want to/most things		17	18	35	1	16	17	15	5
		%	2.8%	2.3%	2.5%	1.2%	3.0%	2.8%	3.9%	10.2%
	Sometimes/some things		283	484	767	65	385	450	249	23
		%	46.7%	63.1%	55.9%	77.4%	72.5%	73.2%	64.2%	46.9%
	No		72	95	167	5	68	73	48	7
		%	11.9%	12.4%	12.2%	6.0%	12.8%	11.9%	12.4%	14.3%
	Not applicable - don't need/not able/don't want		39	25	64	2	21	23	21	4
		%	6.4%	3.3%	4.7%	2.4%	4.0%	3.7%	5.4%	8.2%
	No response/unclear response		198	132	330	11	39	50	60	13
		%	32.7%	17.2%	24.0%	13.1%	7.3%	8.1%	15.5%	26.5%
ABILITY TO LEARN NEW THINGS	No response/unclear response		14	31	45	1	18	19	10	2
		%	2.3%	4.0%	3.3%	1.2%	3.4%	3.1%	2.6%	4.1%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service / Responded to question			1373	1153	220	331	269	199	274
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SPECIAL ACCESS AND EQUIPMENT AT HOME	Yes - complete access and knows how to use		442	397	45	85	73	66	124
		%	32.2%	34.4%	20.5%	25.7%	27.1%	33.2%	45.3%
	Yes - equipment present but need to better		16	12	4	5	4	2	2
		%	1.2%	1.0%	1.8%	1.5%	1.5%	1.0%	.7%
	Yes - but limited access/need more devices		40	35	5	7	10	4	7
		%	2.9%	3.0%	2.3%	2.1%	3.7%	2.0%	2.6%
	No access		11	8	3	1	4	3	1
		%	.8%	.7%	1.4%	.3%	1.5%	1.5%	.4%
	Not applicable - none needed		829	673	156	228	174	119	132
		%	60.4%	58.4%	70.9%	68.9%	64.7%	59.8%	48.2%
ABILITY TO LEARN NEW THINGS	Yes - if I want to/most things		35	28	7	5	4	5	8
		%	2.5%	2.4%	3.2%	1.5%	1.5%	2.5%	2.9%
	Sometimes/some things		767	649	118	189	142	117	144
		%	55.9%	56.3%	53.6%	57.1%	52.8%	58.8%	52.6%
	No		167	132	35	43	40	19	32
		%	12.2%	11.4%	15.9%	13.0%	14.9%	9.5%	11.7%
	Not applicable - don't need/not able/don't want		64	55	9	15	13	10	9
		%	4.7%	4.8%	4.1%	4.5%	4.8%	5.0%	3.3%
	No response/unclear response		330	281	49	78	65	44	81
		%	24.0%	24.4%	22.3%	23.6%	24.2%	22.1%	29.6%
			45	36	9	6	9	9	8
		%	3.3%	3.1%	4.1%	1.8%	3.3%	4.5%	2.9%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Receives CSDA Accommodation Service / Responded to question			1373	868	505	692	176	652	212	117	135	1104
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SPECIAL ACCESS AND EQUIPMENT AT HOME	Yes - complete access and knows how to use		442	287	155	238	49	201	84	48	51	338
		%	32.2%	33.1%	30.7%	34.4%	27.8%	30.8%	39.6%	41.0%	37.8%	30.6%
	Yes - equipment present but need to better understand use		16	5	11	1	4	5		1	1	14
		%	1.2%	.6%	2.2%	.1%	2.3%	.8%		.9%	.7%	1.3%
	Yes - but limited access/need more devices		40	26	14	15	11	16	10	11	2	27
		%	2.9%	3.0%	2.8%	2.2%	6.3%	2.5%	4.7%	9.4%	1.5%	2.4%
	No access		11	8	3	4	4	7	1		2	9
		%	.8%	.9%	.6%	.6%	2.3%	1.1%	.5%		1.5%	.8%
ABILITY TO LEARN NEW THINGS	Not applicable - none needed		829	515	314	413	102	400	113	54	77	688
		%	60.4%	59.3%	62.2%	59.7%	58.0%	61.3%	53.3%	46.2%	57.0%	62.3%
	No response/unclear response		35	27	8	21	6	23	4	3	2	28
		%	2.5%	3.1%	1.6%	3.0%	3.4%	3.5%	1.9%	2.6%	1.5%	2.5%
	Yes - if I want to/most things		767	585	182	475	110	432	149	69	89	599
		%	55.9%	67.4%	36.0%	68.6%	62.5%	66.3%	70.3%	59.0%	65.9%	54.3%
	Sometimes/some things		167	97	70	61	36	87	10	8	13	145
		%	12.2%	11.2%	13.9%	8.8%	20.5%	13.3%	4.7%	6.8%	9.6%	13.1%
ABILITY TO LEARN NEW THINGS	No		64	40	24	37	3	27	13	4	3	56
		%	4.7%	4.6%	4.8%	5.3%	1.7%	4.1%	6.1%	3.4%	2.2%	5.1%
	Not applicable - don't need/not able/don't want to learn		330	118	212	97	21	85	33	30	28	270
		%	24.0%	13.6%	42.0%	14.0%	11.9%	13.0%	15.6%	25.6%	20.7%	24.5%
ABILITY TO LEARN NEW THINGS	No response/unclear response		45	28	17	22	6	21	7	6	2	34
		%	3.3%	3.2%	3.4%	3.2%	3.4%	3.2%	3.3%	5.1%	1.5%	3.1%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

TABLE 20B: ACCOMMODATION SERVICES - IS THIS A GOOD PLACE TO LIVE OR A BAD PLACE TO LIVE? (Q23)

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

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

TABLE 20B (cont'd): ACCOMMODATION SERVICES - IS THIS A GOOD PLACE TO LIVE OR A BAD PLACE TO LIVE? (Q23)

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Receives CSDA Accommodation Service / Responded to question			606	767	1373	84	531	615	388	49
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
GOOD OR BAD PLACE TO LIVE	Good		493	516	1009	50	404	454	270	24
		%	81.4%	67.3%	73.5%	59.5%	76.1%	73.8%	69.6%	49.0%
	In-between		61	61	122	7	42	49	45	8
		%	10.1%	8.0%	8.9%	8.3%	7.9%	8.0%	11.6%	16.3%
	Bad		16	27	43		21	21	15	
		%	2.6%	3.5%	3.1%		4.0%	3.4%	3.9%	
	Not applicable - lives in parents/relatives home		14	125	139	24	36	60	48	16
		%	2.3%	16.3%	10.1%	28.6%	6.8%	9.8%	12.4%	32.7%
	No response/unclear response		22	38	60	3	28	31	10	1
		%	3.6%	5.0%	4.4%	3.6%	5.3%	5.0%	2.6%	2.0%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

TABLE 20B (cont'd): ACCOMMODATION SERVICES - IS THIS A GOOD PLACE TO LIVE OR A BAD PLACE TO LIVE? (Q23)

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service / Responded to question			1373	1153	220	331	269	199	274
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
GOOD OR BAD PLACE TO LIVE	Good		1009	843	166	243	203	143	210
		%	73.5%	73.1%	75.5%	73.4%	75.5%	71.9%	76.6%
	In-between		122	111	11	30	30	16	17
		%	8.9%	9.6%	5.0%	9.1%	11.2%	8.0%	6.2%
	Bad		43	38	5	15	7	7	6
		%	3.1%	3.3%	2.3%	4.5%	2.6%	3.5%	2.2%
	Not applicable - lives in parents/relatives home		139	106	33	30	17	24	34
		%	10.1%	9.2%	15.0%	9.1%	6.3%	12.1%	12.4%
No response/unclear response		60	55	5	13	12	9	7	
	%	4.4%	4.8%	2.3%	3.9%	4.5%	4.5%	2.6%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

TABLE 20B (cont'd): ACCOMMODATION SERVICES - IS THIS A GOOD PLACE TO LIVE OR A BAD PLACE TO LIVE? (Q23)

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Receives CSDA Accommodation Service / Responded to question			1373	868	505	692	176	652	212	117	135	1104
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
GOOD OR BAD PLACE TO LIVE	Good		1009	611	398	483	128	474	134		115	882
		%	73.5%	70.4%	78.8%	69.8%	72.7%	72.7%	63.2%		85.2%	79.9%
	In-between		122	82	40	63	19	67	14		10	112
		%	8.9%	9.4%	7.9%	9.1%	10.8%	10.3%	6.6%		7.4%	10.1%
	Bad		43	36	7	29	7	32	4		3	40
		%	3.1%	4.1%	1.4%	4.2%	4.0%	4.9%	1.9%		2.2%	3.6%
	Not applicable - lives in parents/relatives home		139	113	26	101	12	55	58	117	6	16
		%	10.1%	13.0%	5.1%	14.6%	6.8%	8.4%	27.4%	100.0%	4.4%	1.4%
	No response/unclear response		60	26	34	16	10	24	2		1	54
		%	4.4%	3.0%	6.7%	2.3%	5.7%	3.7%	.9%		.7%	4.9%

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

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

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04	DEMOGRAPHICS - PRIMARY DISABILITY				
											Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives CSDA Accommodation Service / Responded to question			606	767	1373	84	531	615	388	49	139	845	38	208	23
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SATISFACTION WITH ACCOMMODATION SERVICE	Satisfied/happy		515	645	1160	78	456	534	315	34	110	732	28	170	20
		%	85.0%	84.1%	84.5%	92.9%	85.9%	86.8%	81.2%	69.4%	79.1%	86.6%	73.7%	81.7%	87.0%
	In-between/neither satisfied nor dissatisfied		67	60	127	4	42	46	43	9	21	64	5	22	2
		%	11.1%	7.8%	9.2%	4.8%	7.9%	7.5%	11.1%	18.4%	15.1%	7.6%	13.2%	10.6%	8.7%
	Dissatisfied/unhappy		8	26	34		14	14	11	1	3	18	3	8	
		%	1.3%	3.4%	2.5%		2.6%	2.3%	2.8%	2.0%	2.2%	2.1%	7.9%	3.8%	
	No response/unclear response		16	36	52	2	19	21	19	5	5	31	2	8	1
		%	2.6%	4.7%	3.8%	2.4%	3.6%	3.4%	4.9%	10.2%	3.6%	3.7%	5.3%	3.8%	4.3%

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service / Responded to question			1373	1153	220	331	269	199	274
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SATISFACTION WITH ACCOMMODATION SERVICE	Satisfied/happy		1160	968	192	273	227	178	241
		%	84.5%	84.0%	87.3%	82.5%	84.4%	89.4%	88.0%
	In-between/neither satisfied nor dissatisfied		127	111	16	39	26	10	21
		%	9.2%	9.6%	7.3%	11.8%	9.7%	5.0%	7.7%
	Dissatisfied/unhappy		34	31	3	5	7	5	3
		%	2.5%	2.7%	1.4%	1.5%	2.6%	2.5%	1.1%
	No response/unclear response		52	43	9	14	9	6	9
		%	3.8%	3.7%	4.1%	4.2%	3.3%	3.0%	3.3%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
Job No. 98196*

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Receives CSDA Accommodation Service / Responded to question			1373	868	505	692	176	652	212	117	135	1104
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SATISFACTION WITH ACCOMMODATION SERVICE	Satisfied/happy		1160	740	420	595	145	547	189	96	122	929
		%	84.5%	85.3%	83.2%	86.0%	82.4%	83.9%	89.2%	82.1%	90.4%	84.1%
	In-between/neither satisfied nor dissatisfied		127	72	55	56	16	59	13	7	6	113
		%	9.2%	8.3%	10.9%	8.1%	9.1%	9.0%	6.1%	6.0%	4.4%	10.2%
	Dissatisfied/unhappy		34	31	3	24	7	27	4	4	5	25
		%	2.5%	3.6%	.6%	3.5%	4.0%	4.1%	1.9%	3.4%	3.7%	2.3%
	No response/unclear response		52	25	27	17	8	19	6	10	2	37
		%	3.8%	2.9%	5.3%	2.5%	4.5%	2.9%	2.8%	8.5%	1.5%	3.4%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

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

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Receives CSDA Accommodation Service			606	767	1373	84	531	615	388	49
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied		582	705	1287	82	498	580	358	43
		%	96.0%	91.9%	93.7%	97.6%	93.8%	94.3%	92.3%	87.8%
	No response		16	36	52	2	19	21	19	5
		%	2.6%	4.7%	3.8%	2.4%	3.6%	3.4%	4.9%	10.2%
	Relationship with services and staff		2	10	12		7	7	6	
		%	.3%	1.3%	.9%		1.3%	1.1%	1.5%	
	Other		2	11	13		6	6	4	1
		%	.3%	1.4%	.9%		1.1%	1.0%	1.0%	2.0%
	Choice/self determination		2	4	6		2	2	1	
		%	.3%	.5%	.4%		.4%	.3%	.3%	
	Quality of service		1	5	6		2	2	1	
		%	.2%	.7%	.4%		.4%	.3%	.3%	
	Rights/privacy and confidentiality			4	4		3	3	1	
		%		.5%	.3%		.6%	.5%	.3%	
	Quality of life/including work			3	3		2	2	2	
		%		.4%	.2%		.4%	.3%	.5%	
	Personal development and community inclusion		1	3	4		1	1	2	
		%	.2%	.4%	.3%		.2%	.2%	.5%	
	Effectiveness of service			3	3		1	1	1	
		%		.4%	.2%		.2%	.2%	.3%	
	Access to services			3	3				1	1
		%		.4%	.2%				.3%	2.0%
	Don't know		1	2	3		1	1		
		%	.2%	.3%	.2%		.2%	.2%		

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Accommodation Service			1373	1153	220	331	269	199	274
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied		1287	1079	208	312	253	188	262
		%	93.7%	93.6%	94.5%	94.3%	94.1%	94.5%	95.6%
	No response		52	43	9	14	9	6	9
		%	3.8%	3.7%	4.1%	4.2%	3.3%	3.0%	3.3%
	Other		13	12	1	2	4	1	2
		%	.9%	1.0%	.5%	.6%	1.5%	.5%	.7%
	Relationship with services and staff		12	11	1	4		2	
		%	.9%	1.0%	.5%	1.2%		1.0%	
	Choice/self determination		6	6		1		2	1
		%	.4%	.5%		.3%		1.0%	.4%
	Quality of service		6	6		1		1	
		%	.4%	.5%		.3%		.5%	
	Rights/privacy and confidentiality		4	4		2		1	
		%	.3%	.3%		.6%		.5%	
	Personal development and community inclusion		4	3	1	1	1		
		%	.3%	.3%	.5%	.3%	.4%		
	Quality of life/including work		3	2	1	1		1	
		%	.2%	.2%	.5%	.3%		.5%	
	Don't know		3	2	1		2		
		%	.2%	.2%	.5%		.7%		
	Access to services		3	1	2			1	
		%	.2%	.1%	.9%			.5%	
	Effectiveness of service		3	3		1			
		%	.2%	.3%		.3%			

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Receives CSDA Accommodation Service			1373	868	505	692	176	652	212	117	135	1104
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied		1287	812	475	651	161	606	202	103	128	1042
		%	93.7%	93.5%	94.1%	94.1%	91.5%	92.9%	95.3%	88.0%	94.8%	94.4%
	No response		52	25	27	17	8	19	6	10	2	37
		%	3.8%	2.9%	5.3%	2.5%	4.5%	2.9%	2.8%	8.5%	1.5%	3.4%
	Other		13	12	1	9	3	10	2	1	3	9
		%	.9%	1.4%	.2%	1.3%	1.7%	1.5%	.9%	.9%	2.2%	.8%
	Relationship with services and staff		12	11	1	9	2	10	1	1	2	9
		%	.9%	1.3%	.2%	1.3%	1.1%	1.5%	.5%	.9%	1.5%	.8%
	Choice/self determination		6	6		4	2	4	2	2		4
		%	.4%	.7%		.6%	1.1%	.6%	.9%	1.7%		.4%
	Quality of service		6	5	1	4	1	5		1	1	4
		%	.4%	.6%	.2%	.6%	.6%	.8%		.9%	.7%	.4%
	Personal development and community inclusion		4	4		3	1	2	2		1	3
		%	.3%	.5%		.4%	.6%	.3%	.9%		.7%	.3%
	Rights/privacy and confidentiality		4	3	1	2	1	3		1	1	2
		%	.3%	.3%	.2%	.3%	.6%	.5%		.9%	.7%	.2%
	Access to services		3	3		2	1	2	1	1	1	1
		%	.2%	.3%		.3%	.6%	.3%	.5%	.9%	.7%	.1%
	Quality of life/including work		3	3		2	1	1	2		1	2
		%	.2%	.3%		.3%	.6%	.2%	.9%		.7%	.2%
	Effectiveness of service		3	3		3		3				3
		%	.2%	.3%		.4%		.5%				.3%
	Don't know		3	2	1	2		2		1		2
		%	.2%	.2%	.2%	.3%		.3%		.9%		.2%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: All respondents			2271	371	381	360	398	419	207	38	97
	%		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		429	82	88	74	92	45	28	3	17
		%	18.9%	22.1%	23.1%	20.6%	23.1%	10.7%	13.5%	7.9%	17.5%
	Working - in supported employment		759	132	94	102	144	185	57	3	42
		%	33.4%	35.6%	24.7%	28.3%	36.2%	44.2%	27.5%	7.9%	43.3%
	Working - in both open and sheltered/supported		63	11	15	3	7	8	15		4
		%	2.8%	3.0%	3.9%	.8%	1.8%	1.9%	7.2%		4.1%
	Working - in supported employment & using		33	3	4		15	7	3		1
		%	1.5%	.8%	1.0%		3.8%	1.7%	1.4%		1.0%
	Not doing paid work but looking for work		160	28	35	33	19	23	21		1
		%	7.0%	7.5%	9.2%	9.2%	4.8%	5.5%	10.1%		1.0%
	Not working/not looking for work		797	113	131	147	113	151	79	32	31
		%	35.1%	30.5%	34.4%	40.8%	28.4%	36.0%	38.2%	84.2%	32.0%
No response/unclear response		30	2	14	1	8		4		1	
	%	1.3%	.5%	3.7%	.3%	2.0%		1.9%		1.0%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: All respondents			631	898	1529	495	954	1449	643	116
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
WORK STATUS	Working - in paid open employment		16	108	124	306	103	409	113	9
		%	2.5%	12.0%	8.1%	61.8%	10.8%	28.2%	17.6%	7.8%
	Working - in supported employment		178	319	497	28	700	728	223	48
		%	28.2%	35.5%	32.5%	5.7%	73.4%	50.2%	34.7%	41.4%
	Working - in both open and sheltered/supported		6	29	35	7	52	59	19	5
		%	1.0%	3.2%	2.3%	1.4%	5.5%	4.1%	3.0%	4.3%
	Working - in supported employment & using		4	18	22	1	32	33	15	4
		%	.6%	2.0%	1.4%	.2%	3.4%	2.3%	2.3%	3.4%
	Not doing paid work but looking for work		12	35	47	124	15	139	63	5
		%	1.9%	3.9%	3.1%	25.1%	1.6%	9.6%	9.8%	4.3%
	Not working/not looking for work		408	368	776	27	42	69	201	43
		%	64.7%	41.0%	50.8%	5.5%	4.4%	4.8%	31.3%	37.1%
	No response/unclear response		7	21	28	2	10	12	9	2
		%	1.1%	2.3%	1.8%	.4%	1.0%	.8%	1.4%	1.7%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: All respondents			2271	1820	451	728	411	281	386
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
WORK STATUS	Working - in paid open employment		429	315	114	201	75	39	58
		%	18.9%	17.3%	25.3%	27.6%	18.2%	13.9%	15.0%
	Working - in supported employment		759	595	164	228	157	114	79
		%	33.4%	32.7%	36.4%	31.3%	38.2%	40.6%	20.5%
	Working - in both open and sheltered/supported		63	47	16	18	15	8	10
		%	2.8%	2.6%	3.5%	2.5%	3.6%	2.8%	2.6%
	Working - in supported employment & using		33	29	4	9	3	3	6
		%	1.5%	1.6%	.9%	1.2%	.7%	1.1%	1.6%
	Not doing paid work but looking for work		160	123	37	79	22	12	30
		%	7.0%	6.8%	8.2%	10.9%	5.4%	4.3%	7.8%
Not working/not looking for work		797	685	112	186	137	101	202	
	%	35.1%	37.6%	24.8%	25.5%	33.3%	35.9%	52.3%	
No response/unclear response		30	26	4	7	2	4	1	
	%	1.3%	1.4%	.9%	1.0%	.5%	1.4%	.3%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: All respondents			2271	1633	638	1402	231	978	651	770	286	1190
	%		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		429	396	33	369	27	121	275	258	87	83
		%	18.9%	24.2%	5.2%	26.3%	11.7%	12.4%	42.2%	33.5%	30.4%	7.0%
	Working - in supported employment		759	607	152	515	92	488	118	272	91	390
		%	33.4%	37.2%	23.8%	36.7%	39.8%	49.9%	18.1%	35.3%	31.8%	32.8%
	Working - in both open and sheltered/supported		63	50	13	37	13	35	15	26	12	25
		%	2.8%	3.1%	2.0%	2.6%	5.6%	3.6%	2.3%	3.4%	4.2%	2.1%
	Working - in supported employment & using		33	22	11	15	7	20	2	15	1	17
		%	1.5%	1.3%	1.7%	1.1%	3.0%	2.0%	.3%	1.9%	.3%	1.4%
	Not doing paid work but looking for work		160	142	18	139	3	24	118	102	29	29
		%	7.0%	8.7%	2.8%	9.9%	1.3%	2.5%	18.1%	13.2%	10.1%	2.4%
	Not working/not looking for work		797	392	405	313	79	267	122	95	65	628
		%	35.1%	24.0%	63.5%	22.3%	34.2%	27.3%	18.7%	12.3%	22.7%	52.8%
	No response/unclear response		30	24	6	14	10	23	1	2	1	18
		%	1.3%	1.5%	.9%	1.0%	4.3%	2.4%	.2%	.3%	.3%	1.5%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

TABLE 23: EMPLOYMENT SERVICES - WHO HELPS YOU / DOES YOUR EMPLOYMENT SERVICE HELP YOU LOOK FOR WORK? (Q36b/c)

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Working / looking for work			1474	258	250	213	285	268	128	6	66
	%		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		1158	196	191	172	231	225	90	4	49
		%	78.6%	76.0%	76.4%	80.8%	81.1%	84.0%	70.3%	66.7%	74.2%
	Gives (different) employment service		160	34	22	14	28	29	22	2	9
		%	10.9%	13.2%	8.8%	6.6%	9.8%	10.8%	17.2%	33.3%	13.6%
	No employment service		77	14	19	15	7	11	8		3
		%	5.2%	5.4%	7.6%	7.0%	2.5%	4.1%	6.3%		4.5%
	No response/unclear response		79	14	18	12	19	3	8		5
		%	5.4%	5.4%	7.2%	5.6%	6.7%	1.1%	6.3%		7.6%

TABLE 23 (cont'd): EMPLOYMENT SERVICES - WHO HELPS YOU / DOES YOUR EMPLOYMENT SERVICE HELP YOU LOOK FOR WORK? (Q36b/c)

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Working / looking for work			223	530	753	468	912	1380	442	73
	%		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		150	377	527	381	764	1145	339	63
		%	67.3%	71.1%	70.0%	81.4%	83.8%	83.0%	76.7%	86.3%
	Gives (different) employment service		35	78	113	58	86	144	58	7
		%	15.7%	14.7%	15.0%	12.4%	9.4%	10.4%	13.1%	9.6%
	No employment service		13	44	57	17	21	38	23	2
		%	5.8%	8.3%	7.6%	3.6%	2.3%	2.8%	5.2%	2.7%
	No response/unclear response		25	31	56	12	41	53	22	1
		%	11.2%	5.8%	7.4%	2.6%	4.5%	3.8%	5.0%	1.4%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

TABLE 23 (cont'd): EMPLOYMENT SERVICES - WHO HELPS YOU / DOES YOUR EMPLOYMENT SERVICE HELP YOU LOOK FOR WORK? (Q36b/c)

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Working / looking for work			1474	1135	339	542	274	180	184
	%		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		1158	884	274	440	214	141	123
		%	78.6%	77.9%	80.8%	81.2%	78.1%	78.3%	66.8%
	Gives (different) employment service		160	128	32	48	28	20	38
		%	10.9%	11.3%	9.4%	8.9%	10.2%	11.1%	20.7%
	No employment service		77	64	13	25	16	9	16
		%	5.2%	5.6%	3.8%	4.6%	5.8%	5.0%	8.7%
	No response/unclear response		79	59	20	29	16	10	7
		%	5.4%	5.2%	5.9%	5.4%	5.8%	5.6%	3.8%

TABLE 23 (cont'd): EMPLOYMENT SERVICES - WHO HELPS YOU / DOES YOUR EMPLOYMENT SERVICE HELP YOU LOOK FOR WORK? (Q36b/c)

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Working / looking for work			1474	1241	233	1089	152	711	529	675	221	562
	%		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		1158	994	164	874	120	591	402	571	180	407
		%	78.6%	80.1%	70.4%	80.3%	78.9%	83.1%	76.0%	84.6%	81.4%	72.4%
	Gives (different) employment service		160	118	42	104	14	65	53	50	24	80
		%	10.9%	9.5%	18.0%	9.6%	9.2%	9.1%	10.0%	7.4%	10.9%	14.2%
	No employment service		77	64	13	60	4	18	46	33	14	30
		%	5.2%	5.2%	5.6%	5.5%	2.6%	2.5%	8.7%	4.9%	6.3%	5.3%
	No response/unclear response		79	65	14	51	14	37	28	21	3	45
		%	5.4%	5.2%	6.0%	4.7%	9.2%	5.2%	5.3%	3.1%	1.4%	8.0%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

TABLE 24A: TOTAL RECEIVING EMPLOYMENT SERVICE - SUMMARY

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: All Respondents			2271	371	381	360	398	419	207	38	97
	%		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	245	257	205	295	261	116	7	63
		%	63.8%	66.0%	67.5%	56.9%	74.1%	62.3%	56.0%	18.4%	64.9%
	TOTAL - Does not receive Employment Service		822	126	124	155	103	158	91	31	34
		%	36.2%	34.0%	32.5%	43.1%	25.9%	37.7%	44.0%	81.6%	35.1%
	MDS 5.01		495	95	91	83	114	61	43	5	3
		%	21.8%	25.6%	23.9%	23.1%	28.6%	14.6%	20.8%	13.2%	3.1%
	MDS 5.02		954	150	166	122	181	200	73	2	60
		%	42.0%	40.4%	43.6%	33.9%	45.5%	47.7%	35.3%	5.3%	61.9%

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: All Respondents			631	898	1529	495	954	1449	643	116
	%		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		204	503	707	495	954	1449	437	71
		%	32.3%	56.0%	46.2%	100.0%	100.0%	100.0%	68.0%	61.2%
	TOTAL - Does not receive Employment Service		427	395	822				206	45
		%	67.7%	44.0%	53.8%				32.0%	38.8%
	MDS 5.01		18	84	102	495		495	165	10
		%	2.9%	9.4%	6.7%	100.0%		34.2%	25.7%	8.6%
	MDS 5.02		186	419	605		954	954	272	61
		%	29.5%	46.7%	39.6%		100.0%	65.8%	42.3%	52.6%

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: All Respondents			2271	1820	451	728	411	281	386
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Receives CSDA Employment Service according to Provider or Client	TOTAL - Receives Employment Service		1449	1116	333	543	262	182	178
		%	63.8%	61.3%	73.8%	74.6%	63.7%	64.8%	46.1%
	TOTAL - Does not receive Employment Service		822	704	118	185	149	99	208
		%	36.2%	38.7%	26.2%	25.4%	36.3%	35.2%	53.9%
	MDS 5.01		495	365	130	252	68	42	79
		%	21.8%	20.1%	28.8%	34.6%	16.5%	14.9%	20.5%
	MDS 5.02		954	751	203	291	194	140	99
		%	42.0%	41.3%	45.0%	40.0%	47.2%	49.8%	25.6%

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: All Respondents			2271	1633	638	1402	231	978	651	770	286	1190
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Receives CSDA Employment Service according to Provider or Client	TOTAL - Receives Employment Service		1449	1209	240	1062	147	688	520	677	218	542
		%	63.8%	74.0%	37.6%	75.7%	63.6%	70.3%	79.9%	87.9%	76.2%	45.5%
	TOTAL - Does not receive Employment Service		822	424	398	340	84	290	131	93	68	648
		%	36.2%	26.0%	62.4%	24.3%	36.4%	29.7%	20.1%	12.1%	23.8%	54.5%
	MDS 5.01		495	448	47	424	24	88	360	324	101	69
		%	21.8%	27.4%	7.4%	30.2%	10.4%	9.0%	55.3%	42.1%	35.3%	5.8%
	MDS 5.02		954	761	193	638	123	600	160	353	117	473
		%	42.0%	46.6%	30.3%	45.5%	53.2%	61.3%	24.6%	45.8%	40.9%	39.7%

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Receives CSDA Employment Services and working / Responded to question			1210	206	190	166	255	232	94	6	61
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHOICE OF WORK	Yes - unassisted		348	55	75	51	70	52	38	1	6
		%	28.8%	26.7%	39.5%	30.7%	27.5%	22.4%	40.4%	16.7%	9.8%
	Yes - with assistance		563	111	68	84	102	131	40	3	24
		%	46.5%	53.9%	35.8%	50.6%	40.0%	56.5%	42.6%	50.0%	39.3%
	No -someone else chose for me		242	32	26	28	71	44	13	2	26
		%	20.0%	15.5%	13.7%	16.9%	27.8%	19.0%	13.8%	33.3%	42.6%
	No response/unclear response/can't remember		57	8	21	3	12	5	3		5
		%	4.7%	3.9%	11.1%	1.8%	4.7%	2.2%	3.2%		8.2%

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Receives CSDA Employment Services and working / Responded to question			174	444	618	331	879	1210	352	66
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHOICE OF WORK	Yes - unassisted		32	104	136	140	208	348	102	10
		%	18.4%	23.4%	22.0%	42.3%	23.7%	28.8%	29.0%	15.2%
	Yes - with assistance		86	185	271	150	413	563	172	32
		%	49.4%	41.7%	43.9%	45.3%	47.0%	46.5%	48.9%	48.5%
	No -someone else chose for me		44	127	171	35	207	242	66	19
		%	25.3%	28.6%	27.7%	10.6%	23.5%	20.0%	18.8%	28.8%
	No response/unclear response/can't remember		12	28	40	6	51	57	12	5
		%	6.9%	6.3%	6.5%	1.8%	5.8%	4.7%	3.4%	7.6%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Employment Services and working / Responded to question			1210	927	283	430	237	157	134
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHOICE OF WORK	Yes - unassisted		348	256	92	135	55	45	55
		%	28.8%	27.6%	32.5%	31.4%	23.2%	28.7%	41.0%
	Yes - with assistance		563	432	131	218	123	71	47
		%	46.5%	46.6%	46.3%	50.7%	51.9%	45.2%	35.1%
	No -someone else chose for me		242	200	42	68	45	32	28
		%	20.0%	21.6%	14.8%	15.8%	19.0%	20.4%	20.9%
	No response/unclear response/can't remember		57	39	18	9	14	9	4
		%	4.7%	4.2%	6.4%	2.1%	5.9%	5.7%	3.0%

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		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Receives CSDA Employment Services and working / Responded to question			1210	1018	192	882	136	648	369	547	180	474
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHOICE OF WORK	Yes - unassisted		348	328	20	312	16	163	165	187	59	101
		%	28.8%	32.2%	10.4%	35.4%	11.8%	25.2%	44.7%	34.2%	32.8%	21.3%
	Yes - with assistance		563	496	67	424	72	337	158	254	97	209
		%	46.5%	48.7%	34.9%	48.1%	52.9%	52.0%	42.8%	46.4%	53.9%	44.1%
	No -someone else chose for me		242	147	95	112	35	113	34	88	20	131
		%	20.0%	14.4%	49.5%	12.7%	25.7%	17.4%	9.2%	16.1%	11.1%	27.6%
	No response/unclear response/can't remember		57	47	10	34	13	35	12	18	4	33
		%	4.7%	4.6%	5.2%	3.9%	9.6%	5.4%	3.3%	3.3%	2.2%	7.0%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Receives CSDA Employment Services and working / Responded to question			1210	206	190	166	255	232	94	6	61
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
GOOD/BAD PLACE TO WORK	Good		1019	168	157	137	220	212	73	6	46
		%	84.2%	81.6%	82.6%	82.5%	86.3%	91.4%	77.7%	100.0%	75.4%
	In-between		135	28	19	21	22	17	16		12
		%	11.2%	13.6%	10.0%	12.7%	8.6%	7.3%	17.0%		19.7%
	Bad		27	7	2	7	6	1	4		
		%	2.2%	3.4%	1.1%	4.2%	2.4%	.4%	4.3%		
	No response/unclear response		29	3	12	1	7	2	1		3
		%	2.4%	1.5%	6.3%	.6%	2.7%	.9%	1.1%		4.9%
SAFETY AT WORK	Yes - feel safe there		1126	193	173	156	231	223	88	6	56
		%	93.1%	93.7%	91.1%	94.0%	90.6%	96.1%	93.6%	100.0%	91.8%
	In between - most times/in most situations		46	8	6	9	9	8	5		1
		%	3.8%	3.9%	3.2%	5.4%	3.5%	3.4%	5.3%		1.6%
	No - don't feel safe		16	2	3	1	7	1			2
		%	1.3%	1.0%	1.6%	.6%	2.7%	.4%			3.3%
	No response/unclear response		22	3	8		8		1		2
		%	1.8%	1.5%	4.2%		3.1%		1.1%		3.3%
FAIR PAY	Yes - pay is fair		860	158	135	119	170	175	61	6	36
		%	71.1%	76.7%	71.1%	71.7%	66.7%	75.4%	64.9%	100.0%	59.0%
	In-between		105	18	17	17	17	20	11		5
		%	8.7%	8.7%	8.9%	10.2%	6.7%	8.6%	11.7%		8.2%
	No - pay is not fair		132	15	21	26	32	19	15		4
		%	10.9%	7.3%	11.1%	15.7%	12.5%	8.2%	16.0%		6.6%
	No response/unclear response		113	15	17	4	36	18	7		16
		%	9.3%	7.3%	8.9%	2.4%	14.1%	7.8%	7.4%		26.2%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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)

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Receives CSDA Employment Services and working / Responded to question			174	444	618	331	879	1210	352	66
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
GOOD/BAD PLACE TO WORK	Good		159	356	515	279	740	1019	294	56
		%	91.4%	80.2%	83.3%	84.3%	84.2%	84.2%	83.5%	84.8%
	In-between		5	53	58	37	98	135	41	7
		%	2.9%	11.9%	9.4%	11.2%	11.1%	11.2%	11.6%	10.6%
	Bad		8	16	24	5	22	27	11	1
		%	4.6%	3.6%	3.9%	1.5%	2.5%	2.2%	3.1%	1.5%
	No response/unclear response		2	19	21	10	19	29	6	2
		%	1.1%	4.3%	3.4%	3.0%	2.2%	2.4%	1.7%	3.0%
SAFETY AT WORK	Yes - feel safe there		165	401	566	307	819	1126	327	60
		%	94.8%	90.3%	91.6%	92.7%	93.2%	93.1%	92.9%	90.9%
	In between - most times/in most situations		5	19	24	13	33	46	18	1
		%	2.9%	4.3%	3.9%	3.9%	3.8%	3.8%	5.1%	1.5%
	No - don't feel safe		2	8	10	6	10	16	5	2
		%	1.1%	1.8%	1.6%	1.8%	1.1%	1.3%	1.4%	3.0%
	No response/unclear response		2	16	18	5	17	22	2	3
		%	1.1%	3.6%	2.9%	1.5%	1.9%	1.8%	.6%	4.5%
FAIR PAY	Yes - pay is fair		134	295	429	262	598	860	249	46
		%	77.0%	66.4%	69.4%	79.2%	68.0%	71.1%	70.7%	69.7%
	In-between		5	33	38	25	80	105	34	6
		%	2.9%	7.4%	6.1%	7.6%	9.1%	8.7%	9.7%	9.1%
	No - pay is not fair		15	48	63	26	106	132	41	2
		%	8.6%	10.8%	10.2%	7.9%	12.1%	10.9%	11.6%	3.0%
	No response/unclear response		20	68	88	18	95	113	28	12
		%	11.5%	15.3%	14.2%	5.4%	10.8%	9.3%	8.0%	18.2%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Employment Services and working / Responded to question			1210	927	283	430	237	157	134
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
GOOD/BAD PLACE TO WORK	Good		1019	773	246	369	196	134	106
		%	84.2%	83.4%	86.9%	85.8%	82.7%	85.4%	79.1%
	In-between		135	109	26	47	29	12	21
		%	11.2%	11.8%	9.2%	10.9%	12.2%	7.6%	15.7%
	Bad		27	21	6	8	6	7	3
		%	2.2%	2.3%	2.1%	1.9%	2.5%	4.5%	2.2%
	No response/unclear response		29	24	5	6	6	4	4
		%	2.4%	2.6%	1.8%	1.4%	2.5%	2.5%	3.0%
SAFETY AT WORK	Yes - feel safe there		1126	855	271	402	221	151	117
		%	93.1%	92.2%	95.8%	93.5%	93.2%	96.2%	87.3%
	In between - most times/in most situations		46	38	8	17	8	4	10
		%	3.8%	4.1%	2.8%	4.0%	3.4%	2.5%	7.5%
	No - don't feel safe		16	15	1	6	5	1	3
		%	1.3%	1.6%	.4%	1.4%	2.1%	.6%	2.2%
	No response/unclear response		22	19	3	5	3	1	4
		%	1.8%	2.0%	1.1%	1.2%	1.3%	.6%	3.0%
FAIR PAY	Yes - pay is fair		860	651	209	320	167	107	93
		%	71.1%	70.2%	73.9%	74.4%	70.5%	68.2%	69.4%
	In-between		105	80	25	45	25	12	6
		%	8.7%	8.6%	8.8%	10.5%	10.5%	7.6%	4.5%
	No - pay is not fair		132	100	32	43	28	22	15
		%	10.9%	10.8%	11.3%	10.0%	11.8%	14.0%	11.2%
	No response/unclear response		113	96	17	22	17	16	20
		%	9.3%	10.4%	6.0%	5.1%	7.2%	10.2%	14.9%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Receives CSDA Employment Services and working / Responded to question			1210	1018	192	882	136	648	369	547	180	474
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
GOOD/BAD PLACE TO WORK	Good		1019	842	177	731	111	539	302	474	139	402
		%	84.2%	82.7%	92.2%	82.9%	81.6%	83.2%	81.8%	86.7%	77.2%	84.8%
	In-between		135	127	8	111	16	77	50	61	33	41
		%	11.2%	12.5%	4.2%	12.6%	11.8%	11.9%	13.6%	11.2%	18.3%	8.6%
	Bad		27	24	3	19	5	18	6	4	5	15
		%	2.2%	2.4%	1.6%	2.2%	3.7%	2.8%	1.6%	.7%	2.8%	3.2%
SAFETY AT WORK	No response/unclear response		29	25	4	21	4	14	11	8	3	16
		%	2.4%	2.5%	2.1%	2.4%	2.9%	2.2%	3.0%	1.5%	1.7%	3.4%
	Yes - feel safe there		1126	943	183	823	120	597	345	518	167	435
		%	93.1%	92.6%	95.3%	93.3%	88.2%	92.1%	93.5%	94.7%	92.8%	91.8%
	In between - most times/in most situations		46	41	5	30	11	27	14	19	6	21
		%	3.8%	4.0%	2.6%	3.4%	8.1%	4.2%	3.8%	3.5%	3.3%	4.4%
FAIR PAY	No - don't feel safe		16	15	1	14	1	10	5	5	4	6
		%	1.3%	1.5%	.5%	1.6%	.7%	1.5%	1.4%	.9%	2.2%	1.3%
	No response/unclear response		22	19	3	15	4	14	5	5	3	12
		%	1.8%	1.9%	1.6%	1.7%	2.9%	2.2%	1.4%	.9%	1.7%	2.5%
	Yes - pay is fair		860	756	104	658	98	473	282	394	122	339
		%	71.1%	74.3%	54.2%	74.6%	72.1%	73.0%	76.4%	72.0%	67.8%	71.5%
FAIR PAY	In-between		105	98	7	86	12	63	35	59	21	25
		%	8.7%	9.6%	3.6%	9.8%	8.8%	9.7%	9.5%	10.8%	11.7%	5.3%
	No - pay is not fair		132	114	18	104	10	73	41	58	28	45
		%	10.9%	11.2%	9.4%	11.8%	7.4%	11.3%	11.1%	10.6%	15.6%	9.5%
	No response/unclear response		113	50	63	34	16	39	11	36	9	65
		%	9.3%	4.9%	32.8%	3.9%	11.8%	6.0%	3.0%	6.6%	5.0%	13.7%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Receives CSDA Employment Services and working / Responded to question			1210	206	190	166	255	232	94	6	61
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LEARN NEW THINGS AT WORK	Yes - I change jobs/learn new things		941	161	148	119	199	194	80	3	37
		%	77.8%	78.2%	77.9%	71.7%	78.0%	83.6%	85.1%	50.0%	60.7%
	No - always do the same job		231	39	28	43	46	36	14	3	22
		%	19.1%	18.9%	14.7%	25.9%	18.0%	15.5%	14.9%	50.0%	36.1%
	Not applicable - does not have ability to learn new		10	3	2	1	4				
		%	.8%	1.5%	1.1%	.6%	1.6%				
	No response/unclear response		28	3	12	3	6	2			2
		%	2.3%	1.5%	6.3%	1.8%	2.4%	.9%			3.3%
ACCESS AND EQUIPMENT AT WORK	Yes - complete access and knows how to use		105	24	20	6	19	19	12		5
		%	8.7%	11.7%	10.5%	3.6%	7.5%	8.2%	12.8%		8.2%
	Yes - equipment present but need to better		2				1		1		
		%	.2%				.4%		1.1%		
	Yes - but limited access/need more devices		9	3		1	2	1	1		1
		%	.7%	1.5%		.6%	.8%	.4%	1.1%		1.6%
	No access		7	1	3		1	1	1		
		%	.6%	.5%	1.6%		.4%	.4%	1.1%		
	Not applicable - none needed		1069	175	161	157	227	210	79	6	54
		%	88.3%	85.0%	84.7%	94.6%	89.0%	90.5%	84.0%	100.0%	88.5%
	No response/unclear response		18	3	6	2	5	1			1
		%	1.5%	1.5%	3.2%	1.2%	2.0%	.4%			1.6%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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)

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Receives CSDA Employment Services and working / Responded to question			174	444	618	331	879	1210	352	66
	%		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		130	331	461	242	699	941	287	55
		%	74.7%	74.5%	74.6%	73.1%	79.5%	77.8%	81.5%	83.3%
	No - always do the same job		37	90	127	83	148	231	62	9
		%	21.3%	20.3%	20.6%	25.1%	16.8%	19.1%	17.6%	13.6%
	Not applicable - does not have ability to learn new		2	7	9		10	10	2	
		%	1.1%	1.6%	1.5%		1.1%	.8%	.6%	
ACCESS AND EQUIPMENT AT WORK	Yes - complete access and knows how to use		14	55	69	25	80	105	39	7
		%	8.0%	12.4%	11.2%	7.6%	9.1%	8.7%	11.1%	10.6%
	Yes - equipment present but need to better			2	2		2	2	1	
		%		.5%	.3%		.2%	.2%	.3%	
	Yes - but limited access/need more devices		2	3	5	2	7	9	3	1
		%	1.1%	.7%	.8%	.6%	.8%	.7%	.9%	1.5%
	No access		1	3	4	3	4	7	4	
		%	.6%	.7%	.6%	.9%	.5%	.6%	1.1%	
	Not applicable - none needed		155	369	524	298	771	1069	301	56
		%	89.1%	83.1%	84.8%	90.0%	87.7%	88.3%	85.5%	84.8%
	No response/unclear response		2	12	14	3	15	18	4	2
		%	1.1%	2.7%	2.3%	.9%	1.7%	1.5%	1.1%	3.0%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Employment Services and working / Responded to question			1210	927	283	430	237	157	134
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LEARN NEW THINGS AT WORK	Yes - I change jobs/learn new things		941	722	219	342	182	114	106
		%	77.8%	77.9%	77.4%	79.5%	76.8%	72.6%	79.1%
	No - always do the same job		231	174	57	79	46	39	25
		%	19.1%	18.8%	20.1%	18.4%	19.4%	24.8%	18.7%
	Not applicable - does not have ability to learn new		10	9	1		3	2	1
		%	.8%	1.0%	.4%		1.3%	1.3%	.7%
ACCESS AND EQUIPMENT AT WORK	No response/unclear response		28	22	6	9	6	2	2
		%	2.3%	2.4%	2.1%	2.1%	2.5%	1.3%	1.5%
	Yes - complete access and knows how to use		105	85	20	30	24	15	20
		%	8.7%	9.2%	7.1%	7.0%	10.1%	9.6%	14.9%
	Yes - equipment present but need to better		2	2		1		1	
		%	.2%	.2%		.2%		.6%	
	Yes - but limited access/need more devices		9	8	1	2	1	2	3
		%	.7%	.9%	.4%	.5%	.4%	1.3%	2.2%
	No access		7	3	4	2	2		1
		%	.6%	.3%	1.4%	.5%	.8%		.7%
	Not applicable - none needed		1069	817	252	392	208	139	108
		%	88.3%	88.1%	89.0%	91.2%	87.8%	88.5%	80.6%
	No response/unclear response		18	12	6	3	2		2
		%	1.5%	1.3%	2.1%	.7%	.8%		1.5%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Receives CSDA Employment Services and working / Responded to question			1210	1018	192	882	136	648	369	547	180	474
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LEARN NEW THINGS AT WORK	Yes - I change jobs/learn new things		941	805	136	702	103	527	277	444	140	352
		%	77.8%	79.1%	70.8%	79.6%	75.7%	81.3%	75.1%	81.2%	77.8%	74.3%
	No - always do the same job		231	187	44	159	28	102	85	94	38	97
		%	19.1%	18.4%	22.9%	18.0%	20.6%	15.7%	23.0%	17.2%	21.1%	20.5%
	Not applicable - does not have ability to learn new		10	6	4	4	2	6		1		9
		%	.8%	.6%	2.1%	.5%	1.5%	.9%		.2%		1.9%
ACCESS AND EQUIPMENT AT WORK	Yes - complete access and knows how to use		105	91	14	77	14	55	36	38	13	53
		%	8.7%	8.9%	7.3%	8.7%	10.3%	8.5%	9.8%	6.9%	7.2%	11.2%
	Yes - equipment present but need to better		2	1	1	1		1				2
		%	.2%	.1%	.5%	.1%		.2%				.4%
	Yes - but limited access/need more devices		9	8	1	6	2	4	4	4		5
		%	.7%	.8%	.5%	.7%	1.5%	.6%	1.1%	.7%		1.1%
	No access		7	7		4	3	5	2	4	2	1
		%	.6%	.7%		.5%	2.2%	.8%	.5%	.7%	1.1%	.2%
	Not applicable - none needed		1069	894	175	780	114	570	323	495	164	404
		%	88.3%	87.8%	91.1%	88.4%	83.8%	88.0%	87.5%	90.5%	91.1%	85.2%
	No response/unclear response		18	17	1	14	3	13	4	6	1	9
		%	1.5%	1.7%	.5%	1.6%	2.2%	2.0%	1.1%	1.1%	.6%	1.9%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Receives CSDA Employment Services and working / Responded to question			1210	206	190	166	255	232	94	6	61
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DESIRE TO CHANGE WORK HOURS	No - work the same number of hours		895	154	147	113	178	195	71	4	33
		%	74.0%	74.8%	77.4%	68.1%	69.8%	84.1%	75.5%	66.7%	54.1%
	Yes - want to work fewer hours		68	17	10	7	12	10	5	2	5
		%	5.6%	8.3%	5.3%	4.2%	4.7%	4.3%	5.3%	33.3%	8.2%
	Yes - want to work more hours		162	24	18	32	41	20	14		13
		%	13.4%	11.7%	9.5%	19.3%	16.1%	8.6%	14.9%		21.3%
	Yes - change the times when I work/keep same hours		20	5	2	2	2	4	2		3
		%	1.7%	2.4%	1.1%	1.2%	.8%	1.7%	2.1%		4.9%
	No response/unclear response		65	6	13	12	22	3	2		7
		%	5.4%	2.9%	6.8%	7.2%	8.6%	1.3%	2.1%		11.5%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Receives CSDA Employment Services and working / Responded to question			174	444	618	331	879	1210	352	66
	%		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		135	319	454	227	668	895	244	44
		%	77.6%	71.8%	73.5%	68.6%	76.0%	74.0%	69.3%	66.7%
	Yes - want to work fewer hours		14	33	47	9	59	68	24	3
		%	8.0%	7.4%	7.6%	2.7%	6.7%	5.6%	6.8%	4.5%
	Yes - want to work more hours		12	49	61	76	86	162	64	10
		%	6.9%	11.0%	9.9%	23.0%	9.8%	13.4%	18.2%	15.2%
	Yes - change the times when I work/keep same hours			7	7	6	14	20	6	1
		%		1.6%	1.1%	1.8%	1.6%	1.7%	1.7%	1.5%
	No response/unclear response		13	36	49	13	52	65	14	8
		%	7.5%	8.1%	7.9%	3.9%	5.9%	5.4%	4.0%	12.1%

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Employment Services and working / Responded to question			1210	927	283	430	237	157	134
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DESIRE TO CHANGE WORK HOURS	No - work the same number of hours		895	706	189	308	180	111	102
		%	74.0%	76.2%	66.8%	71.6%	75.9%	70.7%	76.1%
	Yes - want to work fewer hours		68	51	17	26	10	16	5
		%	5.6%	5.5%	6.0%	6.0%	4.2%	10.2%	3.7%
	Yes - want to work more hours		162	106	56	70	33	19	15
		%	13.4%	11.4%	19.8%	16.3%	13.9%	12.1%	11.2%
	Yes - change the times when I work/keep same hours		20	14	6	10	4	1	2
		%	1.7%	1.5%	2.1%	2.3%	1.7%	.6%	1.5%
	No response/unclear response		65	50	15	16	10	10	10
		%	5.4%	5.4%	5.3%	3.7%	4.2%	6.4%	7.5%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Receives CSDA Employment Services and working / Responded to question			1210	1018	192	882	136	648	369	547	180	474
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DESIRE TO CHANGE WORK HOURS	No - work the same number of hours		895	743	152	660	83	476	266	408	140	342
		%	74.0%	73.0%	79.2%	74.8%	61.0%	73.5%	72.1%	74.6%	77.8%	72.2%
	Yes - want to work fewer hours		68	60	8	45	15	45	15	25	6	36
		%	5.6%	5.9%	4.2%	5.1%	11.0%	6.9%	4.1%	4.6%	3.3%	7.6%
	Yes - want to work more hours		162	152	10	125	27	87	65	84	25	52
		%	13.4%	14.9%	5.2%	14.2%	19.9%	13.4%	17.6%	15.4%	13.9%	11.0%
	Yes - change the times when I work/keep same hours		20	20		19	1	13	7	9	5	6
		%	1.7%	2.0%		2.2%	.7%	2.0%	1.9%	1.6%	2.8%	1.3%
	No response/unclear response		65	43	22	33	10	27	16	21	4	38
		%	5.4%	4.2%	11.5%	3.7%	7.4%	4.2%	4.3%	3.8%	2.2%	8.0%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

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

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Receives CSDA Employment Services and working / Responded to question			1210	206	190	166	255	232	94	6	61
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
WANT TO LEAVE YOUR JOB	No - like where I work now/want to stay		926	162	146	115	194	184	76	5	44
		%	76.5%	78.6%	76.8%	69.3%	76.1%	79.3%	80.9%	83.3%	72.1%
	In between/not immediately but won't stay forever		94	16	13	18	15	24	6		2
		%	7.8%	7.8%	6.8%	10.8%	5.9%	10.3%	6.4%		3.3%
	Yes - to go to another job/to get a better job		138	23	19	25	26	19	11	1	14
		%	11.4%	11.2%	10.0%	15.1%	10.2%	8.2%	11.7%	16.7%	23.0%
	Yes - to give up work/to retire		15	2	5	1	5	1	1		
		%	1.2%	1.0%	2.6%	.6%	2.0%	.4%	1.1%		
No response/unclear response		37	3	7	7	15	4			1	
	%	3.1%	1.5%	3.7%	4.2%	5.9%	1.7%			1.6%	

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

*Productivity Commission
Job No. 98196*

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Receives CSDA Employment Services and working / Responded to question			174	444	618	331	879	1210	352	66
	%		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		135	336	471	256	670	926	272	52
		%	77.6%	75.7%	76.2%	77.3%	76.2%	76.5%	77.3%	78.8%
	In between/not immediately but won't stay forever		9	32	41	23	71	94	27	5
		%	5.2%	7.2%	6.6%	6.9%	8.1%	7.8%	7.7%	7.6%
	Yes - to go to another job/to get a better job		17	51	68	44	94	138	44	7
		%	9.8%	11.5%	11.0%	13.3%	10.7%	11.4%	12.5%	10.6%
	Yes - to give up work/to retire		4	6	10	1	14	15	2	2
		%	2.3%	1.4%	1.6%	.3%	1.6%	1.2%	.6%	3.0%
	No response/unclear response		9	19	28	7	30	37	7	
		%	5.2%	4.3%	4.5%	2.1%	3.4%	3.1%	2.0%	

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Employment Services and working / Responded to question			1210	927	283	430	237	157	134
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
WANT TO LEAVE YOUR JOB	No - like where I work now/want to stay		926	707	219	323	183	132	99
		%	76.5%	76.3%	77.4%	75.1%	77.2%	84.1%	73.9%
	In between/not immediately but won't stay forever		94	74	20	41	20	7	8
		%	7.8%	8.0%	7.1%	9.5%	8.4%	4.5%	6.0%
	Yes - to go to another job/to get a better job		138	100	38	59	23	12	16
		%	11.4%	10.8%	13.4%	13.7%	9.7%	7.6%	11.9%
	Yes - to give up work/to retire		15	15		2	1	2	6
		%	1.2%	1.6%		.5%	.4%	1.3%	4.5%
	No response/unclear response		37	31	6	5	10	4	5
		%	3.1%	3.3%	2.1%	1.2%	4.2%	2.5%	3.7%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

				QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
			TOTAL	Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Receives CSDA Employment Services and working / Responded to question			1210	1018	192	882	136	648	369	547	180	474
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
WANT TO LEAVE YOUR JOB	No - like where I work now/want to stay		926	763	163	666	97	491	271	427	135	359
		%	76.5%	75.0%	84.9%	75.5%	71.3%	75.8%	73.4%	78.1%	75.0%	75.7%
	In between/not immediately but won't stay forever		94	89	5	80	9	55	34	44	17	33
		%	7.8%	8.7%	2.6%	9.1%	6.6%	8.5%	9.2%	8.0%	9.4%	7.0%
	Yes - to go to another job/to get a better job		138	127	11	109	18	76	51	61	24	52
		%	11.4%	12.5%	5.7%	12.4%	13.2%	11.7%	13.8%	11.2%	13.3%	11.0%
	Yes - to give up work/to retire		15	13	2	10	3	8	5	4	3	7
		%	1.2%	1.3%	1.0%	1.1%	2.2%	1.2%	1.4%	.7%	1.7%	1.5%
	No response/unclear response		37	26	11	17	9	18	8	11	1	23
		%	3.1%	2.6%	5.7%	1.9%	6.6%	2.8%	2.2%	2.0%	.6%	4.9%

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

*Productivity Commission
Job No. 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	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Receives CSDA Employment Services / Responded to question			1289	224	210	182	256	248	105	6	58
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT EMPLOYMENT SERVICE: TREAT YOU WITH RESPECT	Yes - most staff/most times		1192	202	190	166	240	235	99	6	54
		%	92.5%	90.2%	90.5%	91.2%	93.8%	94.8%	94.3%	100.0%	93.1%
	Sometimes/some staff		63	16	11	14	10	8	3		1
		%	4.9%	7.1%	5.2%	7.7%	3.9%	3.2%	2.9%		1.7%
	No - some staff are often not nice/polite		20	3	5	1	4	3	2		2
		%	1.6%	1.3%	2.4%	.5%	1.6%	1.2%	1.9%		3.4%
	No response/unclear response		14	3	4	1	2	2	1		1
		%	1.1%	1.3%	1.9%	.5%	.8%	.8%	1.0%		1.7%
STAFF AT EMPLOYMENT SERVICE: UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time		1173	208	187	156	235	233	98	6	50
		%	91.0%	92.9%	89.0%	85.7%	91.8%	94.0%	93.3%	100.0%	86.2%
	Some staff/sometimes		80	7	14	22	18	11	3		5
		%	6.2%	3.1%	6.7%	12.1%	7.0%	4.4%	2.9%		8.6%
	No - few or no staff/rarely		18	5	4	3	1	1	3		1
		%	1.4%	2.2%	1.9%	1.6%	.4%	.4%	2.9%		1.7%
	No response/unclear response		18	4	5	1	2	3	1		2
		%	1.4%	1.8%	2.4%	.5%	.8%	1.2%	1.0%		3.4%
ABILITY TO UNDERSTAND STAFF AT EMPLOYMENT SERVICE	Yes - I understand most staff		1194	207	191	162	242	234	100	6	52
		%	92.6%	92.4%	91.0%	89.0%	94.5%	94.4%	95.2%	100.0%	89.7%
	Some staff/sometimes		69	12	10	16	12	11	3		5
		%	5.4%	5.4%	4.8%	8.8%	4.7%	4.4%	2.9%		8.6%
	No - few staff or no staff/rarely		9	2	2	2	1		2		
		%	.7%	.9%	1.0%	1.1%	.4%		1.9%		
	No response/unclear response		17	3	7	2	1	3			1
		%	1.3%	1.3%	3.3%	1.1%	.4%	1.2%			1.7%

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

Productivity Commission
Job No. 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)**

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Receives CSDA Employment Services / Responded to question			168	443	611	439	850	1289	385	70
	%		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		160	402	562	415	777	1192	350	64
		%	95.2%	90.7%	92.0%	94.5%	91.4%	92.5%	90.9%	91.4%
	Sometimes/some staff		4	25	29	15	48	63	23	3
		%	2.4%	5.6%	4.7%	3.4%	5.6%	4.9%	6.0%	4.3%
	No - some staff are often not nice/polite		1	10	11	6	14	20	10	3
		%	.6%	2.3%	1.8%	1.4%	1.6%	1.6%	2.6%	4.3%
STAFF AT EMPLOYMENT SERVICE: UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time		151	399	550	405	768	1173	351	62
		%	89.9%	90.1%	90.0%	92.3%	90.4%	91.0%	91.2%	88.6%
	Some staff/sometimes		10	28	38	25	55	80	27	5
		%	6.0%	6.3%	6.2%	5.7%	6.5%	6.2%	7.0%	7.1%
	No - few or no staff/rarely		1	9	10	3	15	18	4	2
		%	.6%	2.0%	1.6%	.7%	1.8%	1.4%	1.0%	2.9%
ABILITY TO UNDERSTAND STAFF AT EMPLOYMENT SERVICE	Yes - I understand most staff		159	402	561	412	782	1194	359	62
		%	94.6%	90.7%	91.8%	93.8%	92.0%	92.6%	93.2%	88.6%
	Some staff/sometimes		4	30	34	21	48	69	21	6
		%	2.4%	6.8%	5.6%	4.8%	5.6%	5.4%	5.5%	8.6%
	No - few staff or no staff/rarely			4	4	3	6	9	1	2
		%		.9%	.7%	.7%	.7%	.7%	.3%	2.9%
	No response/unclear response		5	7	12	3	14	17	4	
		%	3.0%	1.6%	2.0%	.7%	1.6%	1.3%	1.0%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Employment Services / Responded to question			1289	992	297	480	236	158	154
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT EMPLOYMENT SERVICE: TREAT YOU WITH RESPECT	Yes - most staff/most times		1192	920	272	442	218	150	136
		%	92.5%	92.7%	91.6%	92.1%	92.4%	94.9%	88.3%
	Sometimes/some staff		63	43	20	26	13	5	10
		%	4.9%	4.3%	6.7%	5.4%	5.5%	3.2%	6.5%
	No - some staff are often not nice/polite		20	18	2	8	2	1	5
		%	1.6%	1.8%	.7%	1.7%	.8%	.6%	3.2%
No response/unclear response		14	11	3	4	3	2	3	
	%	1.1%	1.1%	1.0%	.8%	1.3%	1.3%	1.9%	
STAFF AT EMPLOYMENT SERVICE: UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time		1173	907	266	439	211	145	139
		%	91.0%	91.4%	89.6%	91.5%	89.4%	91.8%	90.3%
	Some staff/sometimes		80	56	24	27	19	12	8
		%	6.2%	5.6%	8.1%	5.6%	8.1%	7.6%	5.2%
	No - few or no staff/rarely		18	15	3	8	2	1	3
		%	1.4%	1.5%	1.0%	1.7%	.8%	.6%	1.9%
No response/unclear response		18	14	4	6	4		4	
	%	1.4%	1.4%	1.3%	1.3%	1.7%		2.6%	
ABILITY TO UNDERSTAND STAFF AT EMPLOYMENT SERVICE	Yes - I understand most staff		1194	925	269	438	218	152	147
		%	92.6%	93.2%	90.6%	91.3%	92.4%	96.2%	95.5%
	Some staff/sometimes		69	49	20	28	14	5	3
		%	5.4%	4.9%	6.7%	5.8%	5.9%	3.2%	1.9%
	No - few staff or no staff/rarely		9	7	2	7			2
		%	.7%	.7%	.7%	1.5%			1.3%
No response/unclear response		17	11	6	7	4	1	2	
	%	1.3%	1.1%	2.0%	1.5%	1.7%	.6%	1.3%	

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Receives CSDA Employment Services / Responded to question			1289	1093	196	963	130	645	447	620	200	463
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT EMPLOYMENT SERVICE: TREAT YOU WITH RESPECT	Yes - most staff/most times		1192	1004	188	889	115	583	420	585	175	427
		%	92.5%	91.9%	95.9%	92.3%	88.5%	90.4%	94.0%	94.4%	87.5%	92.2%
	Sometimes/some staff		63	60	3	53	7	44	16	24	18	20
		%	4.9%	5.5%	1.5%	5.5%	5.4%	6.8%	3.6%	3.9%	9.0%	4.3%
	No - some staff are often not nice/polite		20	17	3	12	5	11	6	7	5	8
		%	1.6%	1.6%	1.5%	1.2%	3.8%	1.7%	1.3%	1.1%	2.5%	1.7%
	No response/unclear response		14	12	2	9	3	7	5	4	2	8
		%	1.1%	1.1%	1.0%	.9%	2.3%	1.1%	1.1%	.6%	1.0%	1.7%
STAFF AT EMPLOYMENT SERVICE: UNDERSTAND WHAT YOU WANT	Yes - they understand me/most of the time		1173	998	175	888	110	582	415	570	183	415
		%	91.0%	91.3%	89.3%	92.2%	84.6%	90.2%	92.8%	91.9%	91.5%	89.6%
	Some staff/sometimes		80	65	15	53	12	44	21	37	13	29
		%	6.2%	5.9%	7.7%	5.5%	9.2%	6.8%	4.7%	6.0%	6.5%	6.3%
	No - few or no staff/rarely		18	15	3	11	4	9	6	8	4	6
		%	1.4%	1.4%	1.5%	1.1%	3.1%	1.4%	1.3%	1.3%	2.0%	1.3%
	No response/unclear response		18	15	3	11	4	10	5	5		13
		%	1.4%	1.4%	1.5%	1.1%	3.1%	1.6%	1.1%	.8%		2.8%
ABILITY TO UNDERSTAND STAFF AT EMPLOYMENT SERVICE	Yes - I understand most staff		1194	1017	177	907	110	589	427	574	185	429
		%	92.6%	93.0%	90.3%	94.2%	84.6%	91.3%	95.5%	92.6%	92.5%	92.7%
	Some staff/sometimes		69	56	13	42	14	42	14	37	11	21
		%	5.4%	5.1%	6.6%	4.4%	10.8%	6.5%	3.1%	6.0%	5.5%	4.5%
	No - few staff or no staff/rarely		9	6	3	5	1	3	3	4	3	2
		%	.7%	.5%	1.5%	.5%	.8%	.5%	.7%	.6%	1.5%	.4%
	No response/unclear response		17	14	3	9	5	11	3	5	1	11
		%	1.3%	1.3%	1.5%	.9%	3.8%	1.7%	.7%	.8%	.5%	2.4%

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Receives CSDA Employment Services / Responded to question			1289	224	210	182	256	248	105	6	58
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT EMPLOYMENT SERVICE CHANGE TOO OFTEN	They stay long enough/don't leave too often		982	168	160	143	173	208	93	5	32
		%	76.2%	75.0%	76.2%	78.6%	67.6%	83.9%	88.6%	83.3%	55.2%
	Some staff/sometimes		154	28	27	19	41	23	6		10
		%	11.9%	12.5%	12.9%	10.4%	16.0%	9.3%	5.7%		17.2%
	Yes - they change too often/keep leaving		75	12	11	9	23	6	5	1	8
		%	5.8%	5.4%	5.2%	4.9%	9.0%	2.4%	4.8%	16.7%	13.8%
	No response/unclear response		78	16	12	11	19	11	1		8
		%	6.1%	7.1%	5.7%	6.0%	7.4%	4.4%	1.0%		13.8%
SATISFACTION WITH EMPLOYMENT SERVICE	Satisfied/happy		1119	191	177	150	226	227	93	6	49
		%	86.8%	85.3%	84.3%	82.4%	88.3%	91.5%	88.6%	100.0%	84.5%
	In-between/neither satisfied nor dissatisfied		119	22	23	24	21	16	8		5
		%	9.2%	9.8%	11.0%	13.2%	8.2%	6.5%	7.6%		8.6%
	Dissatisfied/unhappy		31	8	4	8	2	3	4		2
		%	2.4%	3.6%	1.9%	4.4%	.8%	1.2%	3.8%		3.4%
	No response/unclear response		20	3	6		7	2			2
		%	1.6%	1.3%	2.9%		2.7%	.8%			3.4%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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)

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Receives CSDA Employment Services / Responded to question			168	443	611	439	850	1289	385	70
	%		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		138	312	450	327	655	982	296	55
		%	82.1%	70.4%	73.6%	74.5%	77.1%	76.2%	76.9%	78.6%
	Some staff/sometimes		11	58	69	56	98	154	43	7
		%	6.5%	13.1%	11.3%	12.8%	11.5%	11.9%	11.2%	10.0%
	Yes - they change too often/keep leaving		4	32	36	35	40	75	23	5
		%	2.4%	7.2%	5.9%	8.0%	4.7%	5.8%	6.0%	7.1%
SATISFACTION WITH EMPLOYMENT SERVICE	Satisfied/happy		151	388	539	383	736	1119	335	62
		%	89.9%	87.6%	88.2%	87.2%	86.6%	86.8%	87.0%	88.6%
	In-between/neither satisfied nor dissatisfied		10	35	45	45	74	119	37	3
		%	6.0%	7.9%	7.4%	10.3%	8.7%	9.2%	9.6%	4.3%
	Dissatisfied/unhappy		4	9	13	7	24	31	10	4
		%	2.4%	2.0%	2.1%	1.6%	2.8%	2.4%	2.6%	5.7%
	No response/unclear response		3	11	14	4	16	20	3	1
		%	1.8%	2.5%	2.3%	.9%	1.9%	1.6%	.8%	1.4%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Employment Services / Responded to question			1289	992	297	480	236	158	154
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT EMPLOYMENT SERVICE CHANGE TOO OFTEN	They stay long enough/don't leave too often		982	764	218	367	178	131	108
		%	76.2%	77.0%	73.4%	76.5%	75.4%	82.9%	70.1%
	Some staff/sometimes		154	119	35	60	29	13	21
		%	11.9%	12.0%	11.8%	12.5%	12.3%	8.2%	13.6%
	Yes - they change too often/keep leaving		75	55	20	28	14	5	13
		%	5.8%	5.5%	6.7%	5.8%	5.9%	3.2%	8.4%
	No response/unclear response		78	54	24	25	15	9	12
		%	6.1%	5.4%	8.1%	5.2%	6.4%	5.7%	7.8%
SATISFACTION WITH EMPLOYMENT SERVICE	Satisfied/happy		1119	861	258	415	202	137	128
		%	86.8%	86.8%	86.9%	86.5%	85.6%	86.7%	83.1%
	In-between/neither satisfied nor dissatisfied		119	95	24	45	22	16	16
		%	9.2%	9.6%	8.1%	9.4%	9.3%	10.1%	10.4%
	Dissatisfied/unhappy		31	22	9	12	7	3	6
		%	2.4%	2.2%	3.0%	2.5%	3.0%	1.9%	3.9%
	No response/unclear response		20	14	6	8	5	2	4
		%	1.6%	1.4%	2.0%	1.7%	2.1%	1.3%	2.6%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Receives CSDA Employment Services / Responded to question			1289	1093	196	963	130	645	447	620	200	463
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF AT EMPLOYMENT SERVICE CHANGE TOO OFTEN	They stay long enough/don't leave too often		982	837	145	745	92	499	337	480	153	345
		%	76.2%	76.6%	74.0%	77.4%	70.8%	77.4%	75.4%	77.4%	76.5%	74.5%
	Some staff/sometimes		154	134	20	118	16	78	56	81	23	50
		%	11.9%	12.3%	10.2%	12.3%	12.3%	12.1%	12.5%	13.1%	11.5%	10.8%
	Yes - they change too often/keep leaving		75	64	11	52	12	35	29	37	15	22
		%	5.8%	5.9%	5.6%	5.4%	9.2%	5.4%	6.5%	6.0%	7.5%	4.8%
SATISFACTION WITH EMPLOYMENT SERVICE	No response/unclear response		78	58	20	48	10	33	25	22	9	46
		%	6.1%	5.3%	10.2%	5.0%	7.7%	5.1%	5.6%	3.5%	4.5%	9.9%
	Satisfied/happy		1119	948	171	838	110	563	384	532	174	409
		%	86.8%	86.7%	87.2%	87.0%	84.6%	87.3%	85.9%	85.8%	87.0%	88.3%
	In-between/neither satisfied nor dissatisfied		119	105	14	97	8	55	50	68	17	33
		%	9.2%	9.6%	7.1%	10.1%	6.2%	8.5%	11.2%	11.0%	8.5%	7.1%
	Dissatisfied/unhappy		31	25	6	18	7	17	8	14	8	8
		%	2.4%	2.3%	3.1%	1.9%	5.4%	2.6%	1.8%	2.3%	4.0%	1.7%
	No response/unclear response		20	15	5	10	5	10	5	6	1	13
		%	1.6%	1.4%	2.6%	1.0%	3.8%	1.6%	1.1%	1.0%	.5%	2.8%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Receives CSDA Employment Service			1289	224	210	182	256	248	105	6	58
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied		1238	213	200	174	247	243	101	6	54
		%	96.0%	95.1%	95.2%	95.6%	96.5%	98.0%	96.2%	100.0%	93.1%
	No response		20	3	6		7	2			2
		%	1.6%	1.3%	2.9%		2.7%	.8%			3.4%
	Other		15	5	3	2	2	2	1		
		%	1.2%	2.2%	1.4%	1.1%	.8%	.8%	1.0%		
	Relationship with services and staff		13	3	3	1	1	1	2		2
		%	1.0%	1.3%	1.4%	.5%	.4%	.4%	1.9%		3.4%
	Quality of life/including work		8	2	1	3		1	1		
		%	.6%	.9%	.5%	1.6%		.4%	1.0%		
	Quality of service		7	2	1	2		1	1		
		%	.5%	.9%	.5%	1.1%		.4%	1.0%		
	Effectiveness of service		7	2	1	2		2			
		%	.5%	.9%	.5%	1.1%		.8%			
	Personal development and community inclusion		6	2	2	1		1			
		%	.5%	.9%	1.0%	.5%		.4%			
	Choice/self determination		4	2			1	1			
		%	.3%	.9%			.4%	.4%			
	Don't know		1						1		
		%	.1%						1.0%		

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Receives CSDA Employment Service			168	443	611	439	850	1289	385	70
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied		161	423	584	428	810	1238	372	65
		%	95.8%	95.5%	95.6%	97.5%	95.3%	96.0%	96.6%	92.9%
	No response		3	11	14	4	16	20	3	1
		%	1.8%	2.5%	2.3%	.9%	1.9%	1.6%	.8%	1.4%
	Other		2	4	6	4	11	15	5	1
		%	1.2%	.9%	1.0%	.9%	1.3%	1.2%	1.3%	1.4%
	Relationship with services and staff			5	5	3	10	13	7	3
		%		1.1%	.8%	.7%	1.2%	1.0%	1.8%	4.3%
	Quality of life/including work		1	2	3	2	6	8	2	
		%	.6%	.5%	.5%	.5%	.7%	.6%	.5%	
	Quality of service			3	3	3	4	7	1	1
		%		.7%	.5%	.7%	.5%	.5%	.3%	1.4%
	Personal development and community inclusion		1	2	3	2	4	6	2	
		%	.6%	.5%	.5%	.5%	.5%	.5%	.5%	
	Effectiveness of service		1	2	3	3	4	7		
		%	.6%	.5%	.5%	.7%	.5%	.5%		
	Choice/self determination		1	3	4		4	4	1	
		%	.6%	.7%	.7%		.5%	.3%	.3%	
	Don't know			1	1		1	1	1	
		%		.2%	.2%		.1%	.1%	.3%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Receives CSDA Employment Service			1289	992	297	480	236	158	154
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied		1238	956	282	460	224	153	144
		%	96.0%	96.4%	94.9%	95.8%	94.9%	96.8%	93.5%
	No response		20	14	6	8	5	2	4
		%	1.6%	1.4%	2.0%	1.7%	2.1%	1.3%	2.6%
	Other		15	10	5	6	3	1	4
		%	1.2%	1.0%	1.7%	1.3%	1.3%	.6%	2.6%
	Relationship with services and staff		13	11	2	5	2		4
		%	1.0%	1.1%	.7%	1.0%	.8%		2.6%
	Quality of life/including work		8	6	2	3	2		2
		%	.6%	.6%	.7%	.6%	.8%		1.3%
	Effectiveness of service		7	6	1	3		2	2
		%	.5%	.6%	.3%	.6%		1.3%	1.3%
	Quality of service		7	4	3	2	1	1	2
		%	.5%	.4%	1.0%	.4%	.4%	.6%	1.3%
	Personal development and community inclusion		6	6		1	1		3
		%	.5%	.6%		.2%	.4%		1.9%
	Choice/self determination		4	3	1	3	1		
		%	.3%	.3%	.3%	.6%	.4%		
	Don't know		1	1					
		%	.1%	.1%					

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 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		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Receives CSDA Employment Service			1289	1093	196	963	130	645	447	620	200	463
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied		1238	1053	185	935	118	618	434	600	191	442
		%	96.0%	96.3%	94.4%	97.1%	90.8%	95.8%	97.1%	96.8%	95.5%	95.5%
	No response		20	15	5	10	5	10	5	6	1	13
		%	1.6%	1.4%	2.6%	1.0%	3.8%	1.6%	1.1%	1.0%	.5%	2.8%
	Other		15	10	5	6	4	7	3	8	3	3
		%	1.2%	.9%	2.6%	.6%	3.1%	1.1%	.7%	1.3%	1.5%	.6%
	Relationship with services and staff		13	11	2	8	3	9	2	5	5	3
		%	1.0%	1.0%	1.0%	.8%	2.3%	1.4%	.4%	.8%	2.5%	.6%
	Quality of life/including work		8	7	1	6	1	5	2	4	2	2
		%	.6%	.6%	.5%	.6%	.8%	.8%	.4%	.6%	1.0%	.4%
	Quality of service		7	6	1	5	1	1	5	3	2	2
		%	.5%	.5%	.5%	.5%	.8%	.2%	1.1%	.5%	1.0%	.4%
	Effectiveness of service		7	5	2	5		1	4	3	1	3
		%	.5%	.5%	1.0%	.5%		.2%	.9%	.5%	.5%	.6%
	Personal development and community inclusion		6	3	3	2	1	2	1	2	2	1
		%	.5%	.3%	1.5%	.2%	.8%	.3%	.2%	.3%	1.0%	.2%
	Choice/self determination		4	2	2	2		1	1		2	1
		%	.3%	.2%	1.0%	.2%		.2%	.2%		1.0%	.2%
Don't know		1	1			1	1				1	
	%	.1%	.1%			.8%	.2%				.2%	

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	State						
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory
BASE: All respondents except ACT residents			2174	371	381	360	398	419	207	38
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HAVE A SERVICE CO-ORDINATOR	Yes - service co-ordinator, as on Pre-survey		436	72	70	76	52	74	76	16
		%	20.1%	19.4%	18.4%	21.1%	13.1%	17.7%	36.7%	42.1%
	Yes - service co-ordinator, different to Pre-survey		188	24	30	39	29	40	20	6
		%	8.6%	6.5%	7.9%	10.8%	7.3%	9.5%	9.7%	15.8%
	No - doesn't have a service co-ordinator		1403	240	246	228	287	289	98	15
		%	64.5%	64.7%	64.6%	63.3%	72.1%	69.0%	47.3%	39.5%
	No response/unclear response		147	35	35	17	30	16	13	1
		%	6.8%	9.4%	9.2%	4.7%	7.5%	3.8%	6.3%	2.6%

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: All respondents except ACT residents			628	812	1440	492	894	1386	624	109
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HAVE A SERVICE CO-ORDINATOR	Yes - service co-ordinator, as on Pre-survey		88	204	292	118	182	300	436	29
		%	14.0%	25.1%	20.3%	24.0%	20.4%	21.6%	69.9%	26.6%
	Yes - service co-ordinator, different to Pre-survey		30	91	121	47	77	124	188	24
		%	4.8%	11.2%	8.4%	9.6%	8.6%	8.9%	30.1%	22.0%
	No - doesn't have a service co-ordinator		461	457	918	303	568	871		46
		%	73.4%	56.3%	63.8%	61.6%	63.5%	62.8%		42.2%
	No response/unclear response		49	60	109	24	67	91		10
		%	7.8%	7.4%	7.6%	4.9%	7.5%	6.6%		9.2%

DISABILITY SERVICES SATISFACTION SURVEY CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
Job No. 98196*

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: All respondents except ACT residents			2174	1723	451	700	391	277	374
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HAVE A SERVICE CO-ORDINATOR	Yes - service co-ordinator, as on Pre-survey		436	285	151	137	88	59	40
		%	20.1%	16.5%	33.5%	19.6%	22.5%	21.3%	10.7%
	Yes - service co-ordinator, different to Pre-survey		188	152	36	59	26	19	37
		%	8.6%	8.8%	8.0%	8.4%	6.6%	6.9%	9.9%
	No - doesn't have a service co-ordinator		1403	1169	234	455	253	181	276
		%	64.5%	67.8%	51.9%	65.0%	64.7%	65.3%	73.8%
	No response/unclear response		147	117	30	49	24	18	21
		%	6.8%	6.8%	6.7%	7.0%	6.1%	6.5%	5.6%

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: All respondents except ACT residents			2174	1577	597	1362	215	930	643	754	281	1114
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HAVE A SERVICE CO-ORDINATOR	Yes - service co-ordinator, as on Pre-survey		436	370	66	291	79	241	128	145	80	207
		%	20.1%	23.5%	11.1%	21.4%	36.7%	25.9%	19.9%	19.2%	28.5%	18.6%
	Yes - service co-ordinator, different to Pre-survey		188	144	44	118	26	92	52	67	30	91
		%	8.6%	9.1%	7.4%	8.7%	12.1%	9.9%	8.1%	8.9%	10.7%	8.2%
	No - doesn't have a service co-ordinator		1403	973	430	883	90	538	432	503	162	729
		%	64.5%	61.7%	72.0%	64.8%	41.9%	57.8%	67.2%	66.7%	57.7%	65.4%
	No response/unclear response		147	90	57	70	20	59	31	39	9	87
		%	6.8%	5.7%	9.5%	5.1%	9.3%	6.3%	4.8%	5.2%	3.2%	7.8%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State						
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory
BASE: Respondents with Service Coordination			624	96	100	115	81	114	96	22
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ASK ASSISTANCE FROM SERVICE CO-ORDINATOR	Yes		517	80	83	99	64	96	77	18
		%	82.9%	83.3%	83.0%	86.1%	79.0%	84.2%	80.2%	81.8%
	Sometimes		29	5	8	4	4	4	3	1
		%	4.6%	5.2%	8.0%	3.5%	4.9%	3.5%	3.1%	4.5%
	No - wouldn't ask service co-ordinator for help		36	3	1	10	6	8	8	
		%	5.8%	3.1%	1.0%	8.7%	7.4%	7.0%	8.3%	
	Don't know/not applicable (never ask for help)		21	6	2	1	3	1	6	2
		%	3.4%	6.3%	2.0%	.9%	3.7%	.9%	6.3%	9.1%
No response/unclear response		21	2	6	1	4	5	2	1	
	%	3.4%	2.1%	6.0%	.9%	4.9%	4.4%	2.1%	4.5%	
CAN YOU TALK WITH SERVICE CO-ORDINATOR	Yes		511	81	82	90	65	96	81	16
		%	81.9%	84.4%	82.0%	78.3%	80.2%	84.2%	84.4%	72.7%
	Sometimes		56	7	10	15	9	7	6	2
		%	9.0%	7.3%	10.0%	13.0%	11.1%	6.1%	6.3%	9.1%
	No		25	2	3	6	3	4	4	3
		%	4.0%	2.1%	3.0%	5.2%	3.7%	3.5%	4.2%	13.6%
	No response/unclear response		32	6	5	4	4	7	5	1
		%	5.1%	6.3%	5.0%	3.5%	4.9%	6.1%	5.2%	4.5%
SERVICE CO-ORDINATOR ABLE TO UNDERSTAND WHAT YOU WANT	Yes		532	87	87	93	72	97	81	15
		%	85.3%	90.6%	87.0%	80.9%	88.9%	85.1%	84.4%	68.2%
	Sometimes		47	3	6	15	4	9	6	4
		%	7.5%	3.1%	6.0%	13.0%	4.9%	7.9%	6.3%	18.2%
	No		13	1	1	2	2	2	2	3
		%	2.1%	1.0%	1.0%	1.7%	2.5%	1.8%	2.1%	13.6%

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	State						
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory
SERVICE CO-ORDINATOR ABLE	No response/unclear response		32	5	6	5	3	6	7	
		%	5.1%	5.2%	6.0%	4.3%	3.7%	5.3%	7.3%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Respondents with Service Coordination			118	295	413	165	259	424	624	53
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ASK ASSISTANCE FROM SERVICE CO-ORDINATOR	Yes		83	246	329	151	219	370	517	42
		%	70.3%	83.4%	79.7%	91.5%	84.6%	87.3%	82.9%	79.2%
	Sometimes		7	11	18	5	13	18	29	1
		%	5.9%	3.7%	4.4%	3.0%	5.0%	4.2%	4.6%	1.9%
	No - wouldn't ask service co-ordinator for help		7	19	26	7	13	20	36	6
		%	5.9%	6.4%	6.3%	4.2%	5.0%	4.7%	5.8%	11.3%
	Don't know/not applicable (never ask for help)		13	7	20		5	5	21	3
		%	11.0%	2.4%	4.8%		1.9%	1.2%	3.4%	5.7%
CAN YOU TALK WITH SERVICE CO-ORDINATOR	Yes		90	238	328	145	218	363	511	38
		%	76.3%	80.7%	79.4%	87.9%	84.2%	85.6%	81.9%	71.7%
	Sometimes		9	29	38	12	26	38	56	5
		%	7.6%	9.8%	9.2%	7.3%	10.0%	9.0%	9.0%	9.4%
	No		6	14	20	3	6	9	25	8
		%	5.1%	4.7%	4.8%	1.8%	2.3%	2.1%	4.0%	15.1%
	No response/unclear response		13	14	27	5	9	14	32	2
		%	11.0%	4.7%	6.5%	3.0%	3.5%	3.3%	5.1%	3.8%
SERVICE CO-ORDINATOR ABLE TO UNDERSTAND WHAT YOU WANT	Yes		92	249	341	153	232	385	532	40
		%	78.0%	84.4%	82.6%	92.7%	89.6%	90.8%	85.3%	75.5%
	Sometimes		11	23	34	5	16	21	47	7
		%	9.3%	7.8%	8.2%	3.0%	6.2%	5.0%	7.5%	13.2%
	No		3	7	10	2	1	3	13	2
		%	2.5%	2.4%	2.4%	1.2%	.4%	.7%	2.1%	3.8%
	No response/unclear response		12	16	28	5	10	15	32	4
		%	10.2%	5.4%	6.8%	3.0%	3.9%	3.5%	5.1%	7.5%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Respondents with Service Coordination			624	437	187	196	114	78	77
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ASK ASSISTANCE FROM SERVICE CO-ORDINATOR	Yes		517	355	162	163	92	65	64
		%	82.9%	81.2%	86.6%	83.2%	80.7%	83.3%	83.1%
	Sometimes		29	20	9	11	4	5	2
		%	4.6%	4.6%	4.8%	5.6%	3.5%	6.4%	2.6%
	No - wouldn't ask service co-ordinator for help		36	28	8	14	9	4	2
		%	5.8%	6.4%	4.3%	7.1%	7.9%	5.1%	2.6%
	Don't know/not applicable (never ask for help)		21	17	4	3	4	1	6
		%	3.4%	3.9%	2.1%	1.5%	3.5%	1.3%	7.8%
CAN YOU TALK WITH SERVICE CO-ORDINATOR	Yes		511	353	158	162	98	65	58
		%	81.9%	80.8%	84.5%	82.7%	86.0%	83.3%	75.3%
	Sometimes		56	38	18	15	7	6	8
		%	9.0%	8.7%	9.6%	7.7%	6.1%	7.7%	10.4%
	No		25	21	4	9	3	4	4
		%	4.0%	4.8%	2.1%	4.6%	2.6%	5.1%	5.2%
	No response/unclear response		32	25	7	10	6	3	7
		%	5.1%	5.7%	3.7%	5.1%	5.3%	3.8%	9.1%
SERVICE CO-ORDINATOR ABLE TO UNDERSTAND WHAT YOU WANT	Yes		532	363	169	173	97	66	61
		%	85.3%	83.1%	90.4%	88.3%	85.1%	84.6%	79.2%
	Sometimes		47	38	9	10	8	7	5
		%	7.5%	8.7%	4.8%	5.1%	7.0%	9.0%	6.5%
	No		13	12	1	5	3		4
		%	2.1%	2.7%	.5%	2.6%	2.6%		5.2%

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
SERVICE CO-ORDINATOR ABLE	No response/unclear response		32	24	8	8	6	5	7
		%	5.1%	5.5%	4.3%	4.1%	5.3%	6.4%	9.1%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Respondents with Service Coordination			624	514	110	409	105	333	180	212	110	298
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ASK ASSISTANCE FROM SERVICE CO-ORDINATOR	Yes		517	449	68	360	89	280	168	187	100	226
		%	82.9%	87.4%	61.8%	88.0%	84.8%	84.1%	93.3%	88.2%	90.9%	75.8%
	Sometimes		29	25	4	22	3	19	6	8	7	14
		%	4.6%	4.9%	3.6%	5.4%	2.9%	5.7%	3.3%	3.8%	6.4%	4.7%
	No - wouldn't ask service co-ordinator for help		36	23	13	18	5	18	5	10	3	23
		%	5.8%	4.5%	11.8%	4.4%	4.8%	5.4%	2.8%	4.7%	2.7%	7.7%
	Don't know/not applicable (never ask for help)		21	3	18	2	1	3		2		19
		%	3.4%	.6%	16.4%	.5%	1.0%	.9%		.9%		6.4%
No response/unclear response		21	14	7	7	7	13	1	5		16	
	%	3.4%	2.7%	6.4%	1.7%	6.7%	3.9%	.6%	2.4%		5.4%	
CAN YOU TALK WITH SERVICE CO-ORDINATOR	Yes		511	436	75	349	87	278	157	183	96	228
		%	81.9%	84.8%	68.2%	85.3%	82.9%	83.5%	87.2%	86.3%	87.3%	76.5%
	Sometimes		56	50	6	42	8	35	15	16	12	28
		%	9.0%	9.7%	5.5%	10.3%	7.6%	10.5%	8.3%	7.5%	10.9%	9.4%
	No		25	12	13	8	4	8	4	5	2	18
		%	4.0%	2.3%	11.8%	2.0%	3.8%	2.4%	2.2%	2.4%	1.8%	6.0%
	No response/unclear response		32	16	16	10	6	12	4	8		24
		%	5.1%	3.1%	14.5%	2.4%	5.7%	3.6%	2.2%	3.8%		8.1%
SERVICE CO-ORDINATOR ABLE TO UNDERSTAND WHAT YOU WANT	Yes		532	454	78	367	87	284	169	186	106	237
		%	85.3%	88.3%	70.9%	89.7%	82.9%	85.3%	93.9%	87.7%	96.4%	79.5%
	Sometimes		47	37	10	26	11	31	6	16	2	28
		%	7.5%	7.2%	9.1%	6.4%	10.5%	9.3%	3.3%	7.5%	1.8%	9.4%
	No		13	5	8	4	1	3	2	2	1	10
		%	2.1%	1.0%	7.3%	1.0%	1.0%	.9%	1.1%	.9%	.9%	3.4%
	No response/unclear response		32	18	14	12	6	15	3	8	1	23
		%	5.1%	3.5%	12.7%	2.9%	5.7%	4.5%	1.7%	3.8%	.9%	7.7%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State						
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory
BASE: Respondents with Service Coordination			624	96	100	115	81	114	96	22
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SERVICE CO-ORDINATOR DOES WHAT THEY SAY TO HELP YOU	Yes		532	81	83	97	71	95	86	19
		%	85.3%	84.4%	83.0%	84.3%	87.7%	83.3%	89.6%	86.4%
	Sometimes/some things/not always		37	7	9	8	4	6	2	1
		%	5.9%	7.3%	9.0%	7.0%	4.9%	5.3%	2.1%	4.5%
	No		11	3		2		1	4	1
		%	1.8%	3.1%		1.7%		.9%	4.2%	4.5%
	No response/unclear response		44	5	8	8	6	12	4	1
		%	7.1%	5.2%	8.0%	7.0%	7.4%	10.5%	4.2%	4.5%
SATISFACTION WITH SERVICE CO-ORDINATOR	Satisfied/happy		530	86	85	97	73	92	81	16
		%	84.9%	89.6%	85.0%	84.3%	90.1%	80.7%	84.4%	72.7%
	In-between/neither satisfied nor dissatisfied		37	3	4	12	3	8	6	1
		%	5.9%	3.1%	4.0%	10.4%	3.7%	7.0%	6.3%	4.5%
	Dissatisfied/unhappy		18	3	2	2		5	4	2
		%	2.9%	3.1%	2.0%	1.7%		4.4%	4.2%	9.1%
	No response/unclear response		39	4	9	4	5	9	5	3
		%	6.3%	4.2%	9.0%	3.5%	6.2%	7.9%	5.2%	13.6%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Respondents with Service Coordination			118	295	413	165	259	424	624	53
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SERVICE CO-ORDINATOR DOES WHAT THEY SAY TO HELP YOU	Yes		95	249	344	153	221	374	532	46
		%	80.5%	84.4%	83.3%	92.7%	85.3%	88.2%	85.3%	86.8%
	Sometimes/some things/not always		5	16	21	7	17	24	37	1
		%	4.2%	5.4%	5.1%	4.2%	6.6%	5.7%	5.9%	1.9%
	No		3	5	8	1	5	6	11	2
		%	2.5%	1.7%	1.9%	.6%	1.9%	1.4%	1.8%	3.8%
	No response/unclear response		15	25	40	4	16	20	44	4
		%	12.7%	8.5%	9.7%	2.4%	6.2%	4.7%	7.1%	7.5%
SATISFACTION WITH SERVICE CO-ORDINATOR	Satisfied/happy		96	244	340	153	227	380	530	44
		%	81.4%	82.7%	82.3%	92.7%	87.6%	89.6%	84.9%	83.0%
	In-between/neither satisfied nor dissatisfied		2	21	23	7	14	21	37	5
		%	1.7%	7.1%	5.6%	4.2%	5.4%	5.0%	5.9%	9.4%
	Dissatisfied/unhappy		5	10	15	1	6	7	18	3
		%	4.2%	3.4%	3.6%	.6%	2.3%	1.7%	2.9%	5.7%
	No response/unclear response		15	20	35	4	12	16	39	1
		%	12.7%	6.8%	8.5%	2.4%	4.6%	3.8%	6.3%	1.9%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Respondents with Service Coordination			624	437	187	196	114	78	77
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SERVICE CO-ORDINATOR DOES WHAT THEY SAY TO HELP YOU	Yes		532	363	169	170	96	67	60
		%	85.3%	83.1%	90.4%	86.7%	84.2%	85.9%	77.9%
	Sometimes/some things/not always		37	31	6	10	7	3	8
		%	5.9%	7.1%	3.2%	5.1%	6.1%	3.8%	10.4%
	No		11	10	1	3	3	1	3
		%	1.8%	2.3%	.5%	1.5%	2.6%	1.3%	3.9%
	No response/unclear response		44	33	11	13	8	7	6
		%	7.1%	7.6%	5.9%	6.6%	7.0%	9.0%	7.8%
SATISFACTION WITH SERVICE CO-ORDINATOR	Satisfied/happy		530	360	170	170	95	67	61
		%	84.9%	82.4%	90.9%	86.7%	83.3%	85.9%	79.2%
	In-between/neither satisfied nor dissatisfied		37	31	6	13	9	4	4
		%	5.9%	7.1%	3.2%	6.6%	7.9%	5.1%	5.2%
	Dissatisfied/unhappy		18	16	2	4	2	2	4
		%	2.9%	3.7%	1.1%	2.0%	1.8%	2.6%	5.2%
	No response/unclear response		39	30	9	9	8	5	8
		%	6.3%	6.9%	4.8%	4.6%	7.0%	6.4%	10.4%

DISABILITY SERVICES SATISFACTION SURVEY

CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Respondents with Service Coordination			624	514	110	409	105	333	180	212	110	298
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SERVICE CO-ORDINATOR DOES WHAT THEY SAY TO HELP YOU	Yes		532	454	78	364	90	285	168	184	101	244
		%	85.3%	88.3%	70.9%	89.0%	85.7%	85.6%	93.3%	86.8%	91.8%	81.9%
	Sometimes/some things/not always		37	30	7	26	4	23	7	16	6	15
		%	5.9%	5.8%	6.4%	6.4%	3.8%	6.9%	3.9%	7.5%	5.5%	5.0%
	No		11	8	3	4	4	7	1	2	2	6
		%	1.8%	1.6%	2.7%	1.0%	3.8%	2.1%	.6%	.9%	1.8%	2.0%
No response/unclear response		44	22	22	15	7	18	4	10	1	33	
	%	7.1%	4.3%	20.0%	3.7%	6.7%	5.4%	2.2%	4.7%	.9%	11.1%	
SATISFACTION WITH SERVICE CO-ORDINATOR	Satisfied/happy		530	450	80	359	91	290	159	186	96	244
		%	84.9%	87.5%	72.7%	87.8%	86.7%	87.1%	88.3%	87.7%	87.3%	81.9%
	In-between/neither satisfied nor dissatisfied		37	29	8	25	4	16	13	14	11	12
		%	5.9%	5.6%	7.3%	6.1%	3.8%	4.8%	7.2%	6.6%	10.0%	4.0%
	Dissatisfied/unhappy		18	14	4	11	3	11	3	4	1	13
		%	2.9%	2.7%	3.6%	2.7%	2.9%	3.3%	1.7%	1.9%	.9%	4.4%
No response/unclear response		39	21	18	14	7	16	5	8	2	29	
	%	6.3%	4.1%	16.4%	3.4%	6.7%	4.8%	2.8%	3.8%	1.8%	9.7%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State						
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory
BASE: Respondents with Service Coordination			624	96	100	115	81	114	96	22
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied		567	89	89	109	76	100	87	17
		%	90.9%	92.7%	89.0%	94.8%	93.8%	87.7%	90.6%	77.3%
	No response		39	4	9	4	5	9	5	3
		%	6.3%	4.2%	9.0%	3.5%	6.2%	7.9%	5.2%	13.6%
	Other		7		1	1		3	2	
		%	1.1%		1.0%	.9%		2.6%	2.1%	
	Relationship with services and staff		6		1	1		1	2	1
		%	1.0%		1.0%	.9%		.9%	2.1%	4.5%
	Effectiveness of service		6	3				1	2	
		%	1.0%	3.1%				.9%	2.1%	
	Quality of service		5	2				1	1	1
		%	.8%	2.1%				.9%	1.0%	4.5%
	Access to services		3	2				1		
		%	.5%	2.1%				.9%		
	Personal development and community inclusion		2						1	1
		%	.3%						1.0%	4.5%
	Choice/self determination		1					1		
		%	.2%					.9%		
	Quality of life/including work		1							1
		%	.2%							4.5%
Rights/privacy and confidentiality		1					1			
	%	.2%					.9%			
Don't know		1							1	
	%	.2%							4.5%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Respondents with Service Coordination			118	295	413	165	259	424	624	53
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied		98	265	363	160	241	401	567	49
		%	83.1%	89.8%	87.9%	97.0%	93.1%	94.6%	90.9%	92.5%
	No response		15	20	35	4	12	16	39	1
		%	12.7%	6.8%	8.5%	2.4%	4.6%	3.8%	6.3%	1.9%
	Other		2	4	6	1	2	3	7	
		%	1.7%	1.4%	1.5%	.6%	.8%	.7%	1.1%	
	Effectiveness of service		2	3	5		3	3	6	2
		%	1.7%	1.0%	1.2%		1.2%	.7%	1.0%	3.8%
	Relationship with services and staff		1	4	5		2	2	6	1
		%	.8%	1.4%	1.2%		.8%	.5%	1.0%	1.9%
	Quality of service		2	3	5		1	1	5	2
		%	1.7%	1.0%	1.2%		.4%	.2%	.8%	3.8%
	Access to services		1	1	2		2	2	3	1
		%	.8%	.3%	.5%		.8%	.5%	.5%	1.9%
	Personal development and community inclusion			2	2		1	1	2	
		%		.7%	.5%		.4%	.2%	.3%	
	Choice/self determination			1	1				1	
		%		.3%	.2%				.2%	
	Quality of life/including work			1	1				1	
		%		.3%	.2%				.2%	
	Rights/privacy and confidentiality			1	1				1	
		%		.3%	.2%				.2%	
	Don't know			1	1				1	
		%		.3%	.2%				.2%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Respondents with Service Coordination			624	437	187	196	114	78	77
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied		567	391	176	183	104	71	65
		%	90.9%	89.5%	94.1%	93.4%	91.2%	91.0%	84.4%
	No response		39	30	9	9	8	5	8
		%	6.3%	6.9%	4.8%	4.6%	7.0%	6.4%	10.4%
	Other		7	5	2		1		3
		%	1.1%	1.1%	1.1%		.9%		3.9%
	Relationship with services and staff		6	6		1	1	2	1
		%	1.0%	1.4%		.5%	.9%	2.6%	1.3%
	Effectiveness of service		6	6		2		1	2
		%	1.0%	1.4%		1.0%		1.3%	2.6%
	Quality of service		5	5		1			2
		%	.8%	1.1%		.5%			2.6%
	Access to services		3	3		2			
		%	.5%	.7%		1.0%			
	Personal development and community inclusion		2	2				1	
		%	.3%	.5%				1.3%	
	Choice/self determination		1	1					1
		%	.2%	.2%					1.3%
	Rights/privacy and confidentiality		1	1					1
		%	.2%	.2%					1.3%
	Quality of life/including work		1	1					
		%	.2%	.2%					
	Don't know		1	1					
		%	.2%	.2%					

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Respondents with Service Coordination			624	514	110	409	105	333	180	212	110	298
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied		567	479	88	384	95	306	172	200	107	256
		%	90.9%	93.2%	80.0%	93.9%	90.5%	91.9%	95.6%	94.3%	97.3%	85.9%
	No response		39	21	18	14	7	16	5	8	2	29
		%	6.3%	4.1%	16.4%	3.4%	6.7%	4.8%	2.8%	3.8%	1.8%	9.7%
	Other		7	5	2	4	1	4	1	2		5
		%	1.1%	1.0%	1.8%	1.0%	1.0%	1.2%	.6%	.9%		1.7%
	Relationship with services and staff		6	5	1	3	2	4	1	1	1	4
		%	1.0%	1.0%	.9%	.7%	1.9%	1.2%	.6%	.5%	.9%	1.3%
	Effectiveness of service		6	3	3	2	1	2	1	1	1	4
		%	1.0%	.6%	2.7%	.5%	1.0%	.6%	.6%	.5%	.9%	1.3%
	Quality of service		5	2	3	2		2		1		4
		%	.8%	.4%	2.7%	.5%		.6%		.5%		1.3%
	Access to services		3	3		3		2	1	1		2
		%	.5%	.6%		.7%		.6%	.6%	.5%		.7%
	Personal development and community inclusion		2	2		1	1	2			1	1
		%	.3%	.4%		.2%	1.0%	.6%			.9%	.3%
	Quality of life/including work		1	1		1		1				1
		%	.2%	.2%		.2%		.3%				.3%
	Don't know		1	1		1		1				1
		%	.2%	.2%		.2%		.3%				.3%
Choice/self determination		1		1							1	
	%	.2%		.9%							.3%	
Rights/privacy and confidentiality		1		1							1	
	%	.2%		.9%							.3%	

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State						
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	ACT
BASE: Respondents with Respite Services on Pre-Survey			51	7	8	14	10	5	2	5
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
USE OF RESPITE SERVICE	Confirms respite service as on pre-survey		36	6	7	11	7	1	2	2
		%	70.6%	85.7%	87.5%	78.6%	70.0%	20.0%	100.0%	40.0%
	Gives (different) respite service		4	1		2				1
		%	7.8%	14.3%		14.3%				20.0%
	No respite service		11		1	1	3	4		2
		%	21.6%		12.5%	7.1%	30.0%	80.0%		40.0%

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	MDS 5.01	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Respondents with Respite Services on Pre-Survey			3	27	30	6	29	35	22	40
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
USE OF RESPITE SERVICE	Confirms respite service as on pre-survey		2	20	22		22	22	16	36
		%	66.7%	74.1%	73.3%		75.9%	62.9%	72.7%	90.0%
	Gives (different) respite service			3	3		2	2	2	4
		%		11.1%	10.0%		6.9%	5.7%	9.1%	10.0%
	No respite service		1	4	5	6	5	11	4	
		%	33.3%	14.8%	16.7%	100.0%	17.2%	31.4%	18.2%	

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

*Productivity Commission
Job No. 98196*

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Respondents with Respite Services on Pre-Survey			51	33	18	15	7	6	2
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
USE OF RESPITE SERVICE	Confirms respite service as on pre-survey		36	28	8	10	5	4	
		%	70.6%	84.8%	44.4%	66.7%	71.4%	66.7%	
	Gives (different) respite service		4	2	2			1	1
		%	7.8%	6.1%	11.1%			16.7%	50.0%
	No respite service		11	3	8	5	2	1	1
		%	21.6%	9.1%	44.4%	33.3%	28.6%	16.7%	50.0%

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Respondents with Respite Services on Pre-Survey			51	37	14	30	7	28	9	32	3	16
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
USE OF RESPITE SERVICE	Confirms respite service as on pre-survey		36	26	10	20	6	24	2	23		13
		%	70.6%	70.3%	71.4%	66.7%	85.7%	85.7%	22.2%	71.9%		81.3%
	Gives (different) respite service		4	3	1	3		1	2	3	1	
		%	7.8%	8.1%	7.1%	10.0%		3.6%	22.2%	9.4%	33.3%	
	No respite service		11	8	3	7	1	3	5	6	2	3
		%	21.6%	21.6%	21.4%	23.3%	14.3%	10.7%	55.6%	18.8%	66.7%	18.8%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State						
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	ACT
BASE: Respondents using Respite Services			40	7	7	13	7	1	2	3
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENJOY TIME WITH RESPITE SERVICE/ INDIVIDUAL	Yes - I like it		31	6	5	9	6	1	2	2
		%	77.5%	85.7%	71.4%	69.2%	85.7%	100.0%	100.0%	66.7%
	In between - sometimes/lukewarm		5		2	3				
		%	12.5%		28.6%	23.1%				
	No - I don't like it		3			1	1			1
		%	7.5%			7.7%	14.3%			33.3%
	No response/unclear response		1	1						
		%	2.5%	14.3%						

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	.	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Respondents using Respite Services			2	23	25		24	24	18	40
	%		100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
ENJOY TIME WITH RESPITE SERVICE/ INDIVIDUAL	Yes - I like it		1	17	18		20	20	15	31
		%	50.0%	73.9%	72.0%		83.3%	83.3%	83.3%	77.5%
	In between - sometimes/lukewarm		1	2	3		2	2	1	5
		%	50.0%	8.7%	12.0%		8.3%	8.3%	5.6%	12.5%
	No - I don't like it			3	3		2	2	1	3
		%		13.0%	12.0%		8.3%	8.3%	5.6%	7.5%
	No response/unclear response			1	1				1	1
		%		4.3%	4.0%				5.6%	2.5%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Respondents using Respite Services			40	30	10	10	5	5	1
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENJOY TIME WITH RESPITE SERVICE/ INDIVIDUAL	Yes - I like it		31	24	7	8	4	3	1
		%	77.5%	80.0%	70.0%	80.0%	80.0%	60.0%	100.0%
	In between - sometimes/lukewarm		5	2	3	2	1		
		%	12.5%	6.7%	30.0%	20.0%	20.0%		
	No - I don't like it		3	3				1	
		%	7.5%	10.0%				20.0%	
	No response/unclear response		1	1				1	
		%	2.5%	3.3%				20.0%	

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

			TOTAL	QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
				Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Respondents using Respite Services			40	29	11	23	6	25	4	26	1	13
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENJOY TIME WITH RESPITE SERVICE/ INDIVIDUAL	Yes - I like it		31	24	7	19	5	20	4	20	1	10
		%	77.5%	82.8%	63.6%	82.6%	83.3%	80.0%	100.0%	76.9%	100.0%	76.9%
	In between - sometimes/lukewarm		5	3	2	2	1	3		2		3
		%	12.5%	10.3%	18.2%	8.7%	16.7%	12.0%		7.7%		23.1%
	No - I don't like it		3	2	1	2		2		3		
		%	7.5%	6.9%	9.1%	8.7%		8.0%		11.5%		
	No response/unclear response		1		1					1		
		%	2.5%		9.1%					3.8%		

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	State						
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	ACT
BASE: Respondents using Respite Services			40	7	7	13	7	1	2	3
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied		36	6	7	12	6	1	2	2
		%	90.0%	85.7%	100.0%	92.3%	85.7%	100.0%	100.0%	66.7%
	Quality of service		1							1
		%	2.5%							33.3%
	No response		1	1						
		%	2.5%	14.3%						
	Don't know		1				1			
		%	2.5%				14.3%			
Other		1			1					
	%	2.5%			7.7%					

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

			MDS 1.01 / 1.02	MDS 1.03 - 1.07	Accom. Service	.	MDS 5.02	Employment Service	2.07 / 2.10	4.01 - 4.04
BASE: Respondents using Respite Services			2	23	25		24	24	18	40
	%		100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied		2	19	21		22	22	16	36
		%	100.0%	82.6%	84.0%		91.7%	91.7%	88.9%	90.0%
	Quality of service			1	1		1	1		1
		%		4.3%	4.0%		4.2%	4.2%		2.5%
	Don't know			1	1		1	1		1
		%		4.3%	4.0%		4.2%	4.2%		2.5%
	No response			1	1				1	1
		%		4.3%	4.0%				5.6%	2.5%
	Other			1	1				1	1
		%		4.3%	4.0%				5.6%	2.5%

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

			TOTAL	LOCATION OF SERVICE PROVIDER		AGE			
				Capital City	Other	18-34	35-44	45-54	55 plus
BASE: Respondents using Respite Services			40	30	10	10	5	5	1
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied		36	26	10	10	5	3	1
		%	90.0%	86.7%	100.0%	100.0%	100.0%	60.0%	100.0%
	Quality of service		1	1				1	
		%	2.5%	3.3%				20.0%	
	No response		1	1				1	
		%	2.5%	3.3%				20.0%	
	Don't know		1	1					
		%	2.5%	3.3%					
	Other		1	1					
		%	2.5%	3.3%					

DISABILITY SERVICES SATISFACTION SURVEY
CLIENT SURVEY, TOTAL SAMPLE, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
Job No. 98196

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

				QNA COMPLETED BY: TOTAL		QNA COMPLETED BY		QNA COMPLETED BY / HOW		PLACE OF RESIDENCE		
			TOTAL	Client - total	Next of Kin	Client alone	Client, with assistance	Client, face to face	Client, by telephone	With family/partner	Lives alone	Lives with other people
BASE: Respondents using Respite Services			40	29	11	23	6	25	4	26	1	13
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
REASONS FOR DISSATISFACTION	Not dissatisfied		36	27	9	21	6	23	4	22	1	13
		%	90.0%	93.1%	81.8%	91.3%	100.0%	92.0%	100.0%	84.6%	100.0%	100.0%
	Don't know		1	1		1		1		1		
		%	2.5%	3.4%		4.3%		4.0%		3.8%		
	Other		1	1		1		1		1		
		%	2.5%	3.4%		4.3%		4.0%		3.8%		
	Quality of service		1		1					1		
		%	2.5%		9.1%					3.8%		
	No response		1		1					1		
		%	2.5%		9.1%					3.8%		