

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

*Productivity Commission
Job Number: 98196*

DEMOGRAPHICS - STATE

BASE: Receives Accommodation Services (weighted)		1174
	%	100.0%
STATE	NSW	320
	%	27.3%
	Victoria	298
	%	25.4%
	Queensland	248
	%	21.1%
	Western Australia	116
	%	9.9%
	South Australia	144
	%	12.3%
Tasmania	32	
%	2.7%	
Northern Territory	7	
%	.6%	
ACT	9	
%	.8%	

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

*Productivity Commission
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DEMOGRAPHICS - STATE

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Receives Accommodation Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
STATE	NSW		115	151	320	80	36	225	8	66	24
		%	18.7%	31.3%	27.3%	19.8%	16.9%	33.6%	22.1%	26.8%	22.6%
	Victoria		190	112	298	138	54	152	7	54	41
		%	30.8%	23.3%	25.4%	34.3%	25.4%	22.8%	20.4%	22.0%	39.2%
	Queensland		140	71	248	92	54	115	16	70	17
		%	22.6%	14.7%	21.1%	22.9%	25.6%	17.1%	44.0%	28.6%	16.2%
	Western Australia		64	68	116	42	24	69	2	21	8
		%	10.4%	14.0%	9.9%	10.5%	11.2%	10.4%	4.7%	8.6%	8.0%
	South Australia		80	64	144	34	35	78	1	26	11
		%	13.0%	13.2%	12.3%	8.5%	16.6%	11.6%	4.0%	10.8%	10.1%
	Tasmania		20	11	32	11	6	22	1	4	3
		%	3.2%	2.3%	2.7%	2.6%	2.9%	3.2%	3.3%	1.6%	3.0%
	Northern Territory		2	1	7	4	2	2	0	2	0
		%	.4%	.2%	.6%	1.0%	.8%	.3%	1.2%	.9%	.4%
	ACT		5	5	9	2	1	6	0	2	1
		%	.9%	1.0%	.8%	.4%	.6%	.9%	.4%	.7%	.5%

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*Productivity Commission
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DEMOGRAPHICS - STATE

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				
							18-24 years	25-34 years	35-44 years	45+ years	
BASE: Receives Accommodation Services (weighted)		83	644	237	65	297	184	376	281	311	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
STATE	NSW		22	175	72	2	83	44	121	93	54
		%	26.3%	27.2%	30.1%	3.0%	28.1%	23.7%	32.2%	33.3%	17.3%
	Victoria		20	144	54	32	88	49	76	60	107
		%	23.4%	22.3%	22.6%	48.5%	29.6%	26.5%	20.1%	21.3%	34.6%
	Queensland		16	165	49	13	43	46	93	54	51
		%	19.0%	25.6%	20.5%	20.2%	14.6%	25.0%	24.8%	19.2%	16.5%
	Western Australia		7	55	24	8	35	20	30	26	36
		%	8.1%	8.5%	10.3%	11.6%	11.7%	11.0%	7.9%	9.3%	11.7%
	South Australia		18	79	29	9	32	17	42	36	49
		%	21.4%	12.3%	12.0%	14.2%	10.8%	9.3%	11.2%	12.7%	15.6%
	Tasmania			18	7	1	11	6	8	9	10
		%		2.9%	3.1%	.9%	3.6%	3.3%	2.0%	3.1%	3.1%
	Northern Territory		1	2	1	1	3	1	2	0	3
		%	.7%	.3%	.3%	1.4%	1.1%	.6%	.5%	.1%	.9%
	ACT		1	6	3	0	1	1	5	3	1
		%	1.1%	.9%	1.1%	.2%	.4%	.5%	1.2%	.9%	.3%

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

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Q3 - AGE OF FAMILY MEMBER WITH DISABILITY

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Receives Accommodation Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
AGE OF FAMILY MEMBER WITH DISABILITY	18-24 years		184	44	49	46	20	17	6	1	1
		%	15.7%	13.7%	16.4%	18.6%	17.5%	11.9%	19.1%	15.2%	10.7%
	25-34 years		376	121	76	93	30	42	8	2	5
		%	32.1%	37.9%	25.4%	37.8%	25.5%	29.2%	23.6%	28.3%	49.3%
	35-44 years		281	93	60	54	26	36	9	0	3
		%	23.9%	29.2%	20.1%	21.8%	22.6%	24.8%	27.3%	4.3%	28.0%
	45-54 years		172	44	35	32	26	27	6	1	1
		%	14.7%	13.7%	11.9%	12.8%	22.6%	18.8%	19.1%	15.2%	8.0%
	55-65 years		78	6	35	13	6	15	2	1	0
		%	6.7%	1.9%	11.9%	5.3%	5.1%	10.4%	7.3%	8.7%	1.3%
	65-74 years		29	4	15	3	3	3	1	1	
		%	2.5%	1.2%	4.9%	1.1%	2.9%	2.0%	2.7%	8.7%	
	75 years plus		31		22	4	1	4	0	1	
		%	2.7%		7.4%	1.6%	.7%	2.5%	.9%	8.7%	
	No response		22	8	6	3	3	1		1	0
		%	1.9%	2.5%	2.0%	1.1%	2.9%	.5%		10.9%	2.7%

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

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Q3 - AGE OF FAMILY MEMBER WITH DISABILITY

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Receives Accommodation Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
AGE OF FAMILY MEMBER WITH DISABILITY	18-24 years		149	68	184	113	19	93	2	66	16
		%	24.2%	14.1%	15.7%	28.1%	9.2%	14.0%	6.5%	27.2%	14.9%
	25-34 years		184	187	376	122	55	250	12	83	27
		%	29.8%	38.7%	32.1%	30.2%	26.1%	37.4%	32.3%	33.8%	25.1%
	35-44 years		126	120	281	69	53	185	8	45	19
		%	20.4%	24.9%	23.9%	17.1%	25.1%	27.6%	22.5%	18.4%	18.2%
	45-54 years		67	76	172	35	41	93	5	26	9
		%	10.8%	15.8%	14.7%	8.8%	19.2%	13.9%	13.3%	10.7%	8.8%
	55-65 years		44	19	78	29	27	26	5	14	7
		%	7.1%	4.0%	6.7%	7.1%	13.0%	3.9%	13.4%	5.7%	7.0%
	65-74 years		15	3	29	10	8	3	3	1	4
		%	2.5%	.6%	2.5%	2.5%	3.7%	.5%	7.5%	.5%	3.9%
	75 years plus		20		31	17	2	3	1	3	17
		%	3.3%		2.7%	4.2%	1.1%	.4%	3.8%	1.2%	15.9%
	No response		11	9	22	8	6	15	0	6	6
		%	1.8%	1.9%	1.9%	2.0%	2.7%	2.3%	.8%	2.5%	6.1%

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Q3 - AGE OF FAMILY MEMBER WITH DISABILITY

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER			
							18-24 years	25-34 years	35-44 years	45+ years
BASE: Receives Accommodation Services (weighted)		83	644	237	65	297	184	376	281	311
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AGE OF FAMILY MEMBER WITH DISABILITY	18-24 years	11	143	37	1	11	184			
	%	13.3%	22.3%	15.4%	2.0%	3.8%	100.0%			
	25-34 years	23	270	101	5	51		376		
	%	27.1%	42.0%	42.6%	7.4%	17.3%		100.0%		
	35-44 years	20	165	81	8	58			281	
	%	23.6%	25.6%	34.1%	12.8%	19.5%			100.0%	
	45-54 years	17	53	15	17	85				172
	%	20.4%	8.2%	6.5%	26.3%	28.6%				55.4%
	55-65 years	6	6	3	19	46				78
	%	7.2%	1.0%	1.4%	29.3%	15.5%				25.3%
65-74 years	1	2		10	16				29	
%	1.0%	.3%		15.2%	5.4%				9.3%	
75 years plus	3			3	23				31	
%	3.2%			4.8%	7.9%				10.0%	
No response	4	4		1	6					
%	4.2%	.6%		2.1%	2.1%					

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

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Q5 - PRIMARY DISABILITY TYPE OF FAMILY MEMBER

		TOTAL	STATE							
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Receives Accommodation Services (weighted)		1174	320	298	248	116	144	32	7	9
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Disability	Intellectual (including Down Syndrome)	607	213	134	97	67	71	18	1	6
	%	51.8%	66.5%	45.1%	39.4%	57.7%	49.5%	55.5%	19.6%	61.3%
	Specific Learning / Attention Deficit Disorder	17	2	6	3	3	3	1		
	%	1.4%	.6%	2.0%	1.1%	2.2%	2.0%	2.7%		
	Autism	53	14	12	18	1	4	3	0	0
	%	4.5%	4.3%	4.1%	7.4%	.7%	3.0%	8.2%	6.5%	4.0%
	Physical (cerebral palsy/spinal bifida/spinal)	244	66	54	70	21	26	4	2	2
	%	20.8%	20.5%	18.0%	28.2%	18.2%	18.3%	11.8%	32.6%	18.7%
	Acquired brain injury	97	14	21	26	14	17	4	1	1
	%	8.2%	4.3%	7.0%	10.6%	11.7%	11.9%	10.9%	8.7%	9.3%
	Vision	39	6	20	5	3	4	0		0
	%	3.3%	1.9%	6.6%	2.1%	2.9%	3.0%	.9%		4.0%
	Hearing	17	4	9	1	3		1	0	
	%	1.5%	1.2%	2.9%	.5%	2.2%		1.8%	4.3%	
	Speech	41	10	16	5	3	4	2	0	0
	%	3.5%	3.1%	5.3%	2.1%	2.9%	3.0%	7.3%	2.2%	1.3%
	Deaf and blind (dual sensory)	12	4	2	1	1	3	1		
	%	1.0%	1.2%	.8%	.5%	.7%	2.0%	1.8%		
Psychiatric	36	8	7	16	2	1	1	0	0	
%	3.1%	2.5%	2.5%	6.4%	1.5%	1.0%	3.6%	6.5%	1.3%	
Neurological (including ms/epilepsy)	123	22	35	30	12	19	3	1	1	
%	10.5%	6.8%	11.9%	12.2%	10.2%	13.4%	8.2%	17.4%	5.3%	
Other	123	26	56	24	6	8	2	1	1	
%	10.5%	8.1%	18.9%	9.6%	5.1%	5.4%	6.4%	17.4%	8.0%	
Don't know	26	8	6	7	2	3	1	0	0	
%	2.2%	2.5%	2.0%	2.7%	1.5%	2.0%	1.8%	4.3%	2.7%	

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

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Q5 - PRIMARY DISABILITY TYPE OF FAMILY MEMBER (cont.)

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
Primary Disability	COGNITIVE - TOTAL		211	36	54	54	24	35	6	2	1
		%	18.0%	11.2%	18.0%	21.8%	20.4%	24.3%	19.1%	26.1%	13.3%
	INTELLECTUAL / SPECIFIC LEARNING - TOTAL		668	225	152	115	69	78	22	2	6
		%	57.0%	70.2%	51.2%	46.3%	59.9%	54.0%	67.3%	26.1%	66.7%
	SENSORY - TOTAL		106	24	41	17	8	11	3	0	1
		%	9.0%	7.5%	13.9%	6.9%	7.3%	7.4%	10.0%	6.5%	5.3%

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Q5 - PRIMARY DISABILITY TYPE OF FAMILY MEMBER

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services		Intellectual / Specific Learning		Physical	Sensory
						Cognitive		Psychiatric		
BASE: Receives Accommodation Services (weighted)		617	482	1174	402	211	668	36	244	106
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Disability	Intellectual (including Down Syndrome)	301	334	607	165	32	607	8	46	45
	%	48.8%	69.3%	51.8%	41.1%	15.3%	90.9%	21.6%	18.9%	43.0%
	Specific Learning / Attention Deficit Disorder	10	9	17	8	3	17	1	1	3
	%	1.6%	1.9%	1.4%	2.0%	1.6%	2.5%	2.3%	.5%	3.0%
	Autism	35	17	53	17	3	53	5		4
	%	5.7%	3.6%	4.5%	4.1%	1.2%	7.9%	12.9%		3.7%
	Physical (cerebral palsy/spinal bifida/spinal)	136	76	244	110	22	48	0	244	32
	%	22.1%	15.8%	20.8%	27.4%	10.2%	7.1%	.4%	100.0%	29.8%
	Acquired brain injury	51	24	97	30	97	10	1	7	10
	%	8.2%	5.0%	8.2%	7.5%	45.7%	1.5%	2.3%	3.0%	9.4%
	Vision	21	10	39	21	3	11	3	5	39
	%	3.3%	2.0%	3.3%	5.2%	1.4%	1.6%	8.9%	1.9%	36.9%
	Hearing	9	5	17	5	3	7	2	3	17
	%	1.4%	1.0%	1.5%	1.2%	1.3%	1.1%	4.2%	1.0%	16.3%
	Speech	26	17	41	22	11	26	1	18	41
	%	4.3%	3.5%	3.5%	5.5%	5.4%	3.8%	3.7%	7.2%	39.1%
	Deaf and blind (dual sensory)	6	2	12	5	0	6		4	12
	%	1.0%	.3%	1.0%	1.2%	.1%	1.0%		1.6%	11.4%
Psychiatric	19	9	36	14	5	13	36	0	5	
%	3.1%	1.8%	3.1%	3.6%	2.4%	2.0%	100.0%	.1%	4.6%	
Neurological (including ms/epilepsy)	77	35	123	55	123	30	4	14	10	
%	12.5%	7.2%	10.5%	13.6%	58.2%	4.5%	11.9%	5.8%	9.1%	
Other	76	28	123	62	13	30	2	14	20	
%	12.3%	5.8%	10.5%	15.4%	6.1%	4.5%	4.2%	5.8%	18.8%	
Don't know	6	10	26	9		2				
%	1.0%	2.0%	2.2%	2.2%		.3%				

**DISABILITY SERVICES SATISFACTION SURVEY
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Q5 - PRIMARY DISABILITY TYPE OF FAMILY MEMBER (cont.)

							PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services		Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
Primary Disability	COGNITIVE - TOTAL	123	54	211	81		211	38	5	22	18
	%	19.9%	11.2%	18.0%	20.2%		100.0%	5.7%	14.2%	8.8%	17.4%
	INTELLECTUAL / SPECIFIC LEARNING - TOTAL	343	361	668	189		38	668	13	48	53
	%	55.7%	74.7%	57.0%	47.0%		18.0%	100.0%	36.9%	19.5%	50.0%
	SENSORY - TOTAL	61	34	106	51		18	53	5	32	106
	%	9.9%	7.0%	9.0%	12.6%		8.7%	7.9%	13.4%	12.9%	100.0%

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Q5 - PRIMARY DISABILITY TYPE OF FAMILY MEMBER

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER			
							18-24 years	25-34 years	35-44 years	45+ years
BASE: Receives Accommodation Services (weighted)		83	644	237	65	297	184	376	281	311
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Disability	Intellectual (including Down Syndrome)	19	360	152	2	165	75	222	174	123
	%	23.0%	56.0%	64.1%	3.0%	55.5%	40.8%	59.1%	62.0%	39.6%
	Specific Learning / Attention Deficit Disorder	1	11	2		5	4	5	4	2
	%	1.5%	1.7%	.7%		1.7%	2.2%	1.4%	1.5%	.7%
	Autism		44	14	1	5	17	27	7	0
	%		6.8%	5.9%	2.0%	1.7%	9.4%	7.1%	2.6%	.1%
	Physical (cerebral palsy/spinal bifida/spinal)	26	158	43	14	33	66	83	45	44
	%	31.2%	24.5%	18.2%	21.5%	11.3%	36.0%	22.0%	16.1%	14.2%
	Acquired brain injury	6	54	24	7	21	8	35	24	28
	%	6.9%	8.4%	10.2%	10.8%	7.1%	4.3%	9.4%	8.5%	9.1%
	Vision		10	0	7	20	4	5	1	26
	%		1.5%	.1%	10.2%	6.7%	2.1%	1.4%	.5%	8.5%
	Hearing	2	10	3	0	5	1	3	4	9
	%	2.4%	1.5%	1.4%	.2%	1.8%	.7%	.7%	1.5%	3.0%
	Speech	5	29	12	2	9	6	13	12	7
	%	5.7%	4.4%	5.0%	3.7%	3.1%	3.3%	3.4%	4.3%	2.3%
Deaf and blind (dual sensory)		6	3	1	3	2	6	1	4	
%		1.0%	1.3%	1.9%	1.0%	1.1%	1.5%	.3%	1.2%	
Psychiatric	3	17	6	1	14	2	12	8	14	
%	3.3%	2.7%	2.7%	2.2%	4.8%	1.3%	3.1%	2.9%	4.4%	
Neurological (including ms/epilepsy)	21	52	17	23	27	12	23	33	51	
%	25.5%	8.1%	7.1%	35.9%	9.2%	6.7%	6.1%	11.6%	16.3%	
Other	14	67	18	18	20	23	28	28	43	
%	16.5%	10.4%	7.4%	28.0%	6.6%	12.5%	7.4%	10.0%	13.9%	
Don't know	5	9	3		12	3	4	8	11	
%	5.6%	1.3%	1.4%		4.2%	1.4%	1.2%	2.7%	3.7%	
COGNITIVE - TOTAL	27	99	39	31	48	19	55	53	78	
%	32.4%	15.3%	16.3%	46.7%	16.1%	10.5%	14.6%	18.9%	25.1%	

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

*Productivity Commission
Job Number: 98196*

Q5 - PRIMARY DISABILITY TYPE OF FAMILY MEMBER (cont.)

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER			
							18-24 years	25-34 years	35-44 years	45+ years
Primary Disability	INTELLECTUAL / SPECIFIC LEARNING - TOTAL	20	406	165	3	174	93	250	185	125
	%	24.5%	63.1%	69.6%	5.0%	58.7%	50.7%	66.5%	65.8%	40.2%
	SENSORY - TOTAL	8	57	21	9	31	16	27	19	38
	%	9.6%	8.8%	8.8%	14.1%	10.5%	8.6%	7.1%	6.9%	12.1%

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

Productivity Commission
Job Number: 98196

Q6 - ON AVERAGE, HOW OFTEN DO YOU SEE YOUR FAMILY MEMBER OR SPEAK TO THEM ON THE TELEPHONE

		TOTAL	STATE							
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Receives Accommodation Services (weighted)		1174	320	298	248	116	144	32	7	9
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
FREQUENCY OF CONTACT WITH FAMILY MEMBER	We live together	301	56	113	63	35	26	4	3	1
	%	25.7%	17.4%	38.1%	25.5%	29.9%	18.3%	13.6%	45.7%	6.7%
	Every day	79	16	28	17	7	8	2	0	1
	%	6.7%	5.0%	9.4%	6.9%	5.8%	5.4%	6.4%	4.3%	9.3%
	Several times a week	221	52	39	51	28	39	8	1	3
	%	18.8%	16.1%	13.1%	20.7%	24.1%	26.7%	25.5%	13.0%	36.0%
	Once a week	215	74	46	34	23	27	8	1	2
	%	18.3%	23.0%	15.6%	13.8%	19.7%	18.8%	23.6%	21.7%	20.0%
	Several times a month	129	40	28	29	8	18	4	0	2
	%	11.0%	12.4%	9.4%	11.7%	7.3%	12.4%	13.6%	2.2%	16.0%
	Once a month	63	20	15	16	3	7	2	0	0
	%	5.4%	6.2%	4.9%	6.4%	2.9%	5.0%	5.5%	4.3%	2.7%
	Every two or three months	66	36	7	11	6	3	3		0
	%	5.6%	11.2%	2.5%	4.3%	5.1%	2.0%	10.0%		1.3%
	Once or twice a year	27	10	2	12	1	1	0	0	
	%	2.3%	3.1%	.8%	4.8%	.7%	1.0%	.9%	4.3%	
	Less often	9	6		1	1	1	0	0	0
	%	.8%	1.9%		.5%	.7%	.5%	.9%	2.2%	1.3%
	Doesn't apply/I am family member with disability	47	12	11	9	4	10			1
	%	4.0%	3.7%	3.7%	3.7%	3.6%	6.9%			5.3%
Can't remember	1					1				
%	.1%					.5%				
No response	15		7	4		4		0	0	
%	1.3%		2.5%	1.6%		2.5%		2.2%	1.3%	

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

Productivity Commission

Job Number: 98196

Q6 - ON AVERAGE, HOW OFTEN DO YOU SEE YOUR FAMILY MEMBER OR SPEAK TO THEM ON THE TELEPHONE

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Receives Accommodation Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
FREQUENCY OF CONTACT WITH FAMILY MEMBER	We live together		228	99	301	239	74	122	10	100	34
		%	37.0%	20.5%	25.7%	59.5%	35.2%	18.2%	27.9%	40.9%	32.3%
	Every day		51	42	79	26	12	45	7	18	9
		%	8.3%	8.8%	6.7%	6.3%	5.8%	6.7%	18.5%	7.4%	8.1%
	Several times a week		122	124	221	50	32	143	8	42	18
		%	19.7%	25.7%	18.8%	12.5%	15.1%	21.4%	22.1%	17.0%	17.1%
	Once a week		83	106	215	24	36	136	6	36	21
		%	13.5%	22.1%	18.3%	5.9%	17.0%	20.4%	16.3%	14.6%	20.0%
	Several times a month		49	47	129	14	16	94	1	15	4
		%	8.0%	9.8%	11.0%	3.4%	7.4%	14.0%	3.7%	6.0%	3.7%
	Once a month		10	24	63	10	8	42	0	13	8
		%	1.7%	5.0%	5.4%	2.6%	3.8%	6.3%	.8%	5.2%	7.2%
	Every two or three months		24	13	66	10	11	50	3	2	5
		%	4.0%	2.7%	5.6%	2.4%	5.1%	7.6%	7.1%	.8%	5.2%
	Once or twice a year		8	8	27	3	6	20		1	2
		%	1.3%	1.7%	2.3%	.7%	2.9%	3.0%		.6%	1.9%
Less often		3	1	9	1	0	6		1	1	
	%	.5%	.2%	.8%	.2%	.1%	.9%		.3%	.8%	
Doesn't apply/I am family member with disability		32	14	47	17	16	6	1	15	2	
	%	5.1%	2.8%	4.0%	4.3%	7.6%	.8%	3.7%	6.1%	1.9%	
Can't remember		1		1					1		
	%	.1%		.1%					.3%		
No response		5	4	15	9		5		2	2	
	%	.8%	.8%	1.3%	2.3%		.8%		.8%	1.8%	

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

Productivity Commission
Job Number: 98196

Q6 - ON AVERAGE, HOW OFTEN DO YOU SEE YOUR FAMILY MEMBER OR SPEAK TO THEM ON THE TELEPHONE

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER			
							18-24 years	25-34 years	35-44 years	45+ years
BASE: Receives Accommodation Services (weighted)		83	644	237	65	297	184	376	281	311
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
FREQUENCY OF CONTACT WITH FAMILY MEMBER	We live together	15	178	41	54	45	92	82	50	71
		%	18.5%	27.6%	17.4%	83.1%	15.2%	50.1%	21.9%	17.7%
	Every day	5	42	23	3	24	12	31	14	21
		%	6.3%	6.6%	9.8%	3.9%	8.0%	6.3%	8.2%	4.9%
	Several times a week	4	140	48	2	53	37	88	49	45
		%	4.3%	21.8%	20.3%	3.6%	17.7%	19.9%	23.5%	17.4%
	Once a week	7	119	47	3	68	12	68	63	68
		%	8.3%	18.4%	19.8%	5.2%	23.0%	6.6%	18.0%	22.4%
	Several times a month	3	84	36	2	27	11	44	44	26
		%	3.2%	13.0%	15.1%	3.0%	9.2%	5.9%	11.6%	15.8%
	Once a month	1	31	13		22	1	20	22	19
		%	.9%	4.9%	5.6%		7.5%	.7%	5.3%	7.7%
	Every two or three months		30	24		25	11	23	16	14
		%		4.6%	10.2%		8.6%	5.8%	6.1%	5.7%
	Once or twice a year	0	11	1		16	1	4	6	16
		%	.2%	1.6%	.6%		5.5%	.7%	1.1%	2.1%
	Less often		0	0	1	8	1		1	8
		%		.0%	.1%	1.3%	2.8%	.5%		.3%
Doesn't apply/I am family member with disability	46	1			1	6	12	10	17	
	%	54.8%	.2%			.3%	3.5%	3.2%	3.6%	5.5%
Can't remember					1				1	
	%				.2%				.2%	
No response	3	8	3		5		4	7	4	
	%	3.4%	1.3%	1.1%		1.8%		1.2%	2.3%	1.3%

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

*Productivity Commission
Job Number: 98196*

Q2A - RELATIONSHIP OF RESPONDENT TO FAMILY MEMBER

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Receives Accommodation Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Relationship to family member with disability	Mother		644	175	144	165	55	79	18	2	6
		%	54.9%	54.7%	48.4%	66.5%	47.4%	55.0%	57.3%	28.3%	64.0%
	Father		237	72	54	49	24	29	7	1	3
		%	20.2%	22.4%	18.0%	19.7%	21.2%	19.8%	22.7%	8.7%	26.7%
	Brother or sister		177	54	51	30	18	16	6	0	1
		%	15.1%	16.8%	17.2%	12.2%	15.3%	11.4%	20.0%	6.5%	5.3%
	I am the family member with a disability		83	22	20	16	7	18		1	1
		%	7.1%	6.8%	6.6%	6.4%	5.8%	12.4%		8.7%	9.3%
	Partner, eg, husband, wife		65	2	32	13	8	9	1	1	0
		%	5.6%	.6%	10.7%	5.3%	6.6%	6.4%	1.8%	13.0%	1.3%
	Other relative		45	10	11	9	8	4	2	1	0
		%	3.9%	3.1%	3.7%	3.7%	7.3%	3.0%	5.5%	10.9%	1.3%
	Son or Daughter (including in-law)		43	4	24	1	6	5	1	1	0
		%	3.7%	1.2%	8.2%	.5%	5.1%	3.5%	3.6%	19.6%	2.7%
	Other		38	16	4	5	3	6	2	1	1
		%	3.2%	5.0%	1.2%	2.1%	2.9%	4.5%	6.4%	13.0%	5.3%
	No response		13	2	4	3	3	1		0	0
		%	1.1%	.6%	1.2%	1.1%	2.9%	1.0%		2.2%	2.7%

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

*Productivity Commission
Job Number: 98196*

Q2A - RELATIONSHIP OF RESPONDENT TO FAMILY MEMBER

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services		Intellectual / Specific Learning		Physical	Sensory
						Cognitive		Psychiatric		
BASE: Receives Accommodation Services (weighted)		617	482	1174	402	211	668	36	244	106
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Relationship to family member with disability	Mother	345	270	644	227	99	406	17	158	57
	%	56.0%	55.9%	54.9%	56.4%	46.7%	60.7%	48.6%	64.6%	53.7%
	Father	112	102	237	71	39	165	6	43	21
	%	18.1%	21.2%	20.2%	17.5%	18.3%	24.7%	17.6%	17.7%	19.8%
	Brother or sister	64	88	177	37	29	117	7	18	10
	%	10.4%	18.3%	15.1%	9.2%	13.7%	17.5%	20.7%	7.2%	9.2%
	I am the family member with a disability	58	21	83	38	27	20	3	26	8
	%	9.4%	4.3%	7.1%	9.4%	12.8%	3.1%	7.7%	10.6%	7.5%
	Partner, eg, husband, wife	41	8	65	37	31	3	1	14	9
	%	6.7%	1.6%	5.6%	9.2%	14.4%	.5%	4.1%	5.8%	8.7%
	Other relative	26	17	45	12	10	23	3	8	3
	%	4.2%	3.5%	3.9%	3.0%	4.5%	3.4%	7.9%	3.2%	3.0%
	Son or Daughter (including in-law)	23	5	43	24	11	7	2	5	18
	%	3.7%	1.1%	3.7%	5.9%	5.1%	1.1%	6.6%	2.2%	17.3%
Other	24	29	38	7	2	30	2	5	1	
%	3.9%	6.1%	3.2%	1.7%	.9%	4.5%	4.5%	2.1%	1.1%	
No response	9	4	13	3	3	6	0	5	3	
%	1.4%	.7%	1.1%	.8%	1.2%	.8%	.4%	1.9%	2.6%	

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

Productivity Commission
Job Number: 98196

Q2A - RELATIONSHIP OF RESPONDENT TO FAMILY MEMBER

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER			
							18-24 years	25-34 years	35-44 years	45+ years
BASE: Receives Accommodation Services (weighted)		83	644	237	65	297	184	376	281	311
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Relationship to family member with disability	Mother	11	644	125		17	143	270	165	61
	%	13.5%	100.0%	52.4%		5.8%	77.8%	71.9%	58.8%	19.7%
	Father	3	125	237		7	37	101	81	19
	%	3.5%	19.3%	100.0%		2.5%	19.9%	26.9%	28.8%	6.0%
	Brother or sister	1	13	3		177	2	26	42	104
	%	.9%	1.9%	1.4%		59.5%	.9%	7.0%	15.1%	33.4%
	I am the family member with a disability	83	11	3	3	7	11	23	20	27
	%	100.0%	1.7%	1.2%	4.0%	2.5%	6.0%	6.0%	7.0%	8.5%
	Partner, eg, husband, wife	3			65	3	1	5	8	49
	%	3.1%			100.0%	1.1%	.7%	1.3%	3.0%	15.9%
	Other relative	1	2	1		45	3	8	7	26
	%	1.6%	.4%	.6%		15.3%	1.5%	2.2%	2.6%	8.4%
	Son or Daughter (including in-law)	4	2	2	3	43	4	1	1	32
	%	5.3%	.4%	.9%	4.8%	14.6%	2.1%	.4%	.5%	10.4%
Other	1	0	1		38	3	16	7	12	
%	1.2%	.0%	.3%		12.8%	1.6%	4.1%	2.5%	4.0%	
No response									2	
%									.6%	

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

Productivity Commission
Job Number: 98196

Q4 - AGE OF RESPONDENT COMPLETING SURVEY

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Receives Accommodation Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
AGE OF PERSON COMPLETING SURVEY	Less than 24 years		4	2		1	1		0		
		%	.3%	.6%		.7%	.5%		2.2%		
	25-34 years		28	6	9	3	3	6	1	1	0
		%	2.4%	1.9%	2.9%	1.1%	2.2%	4.5%	1.8%	10.9%	4.0%
	35-44 years		99	26	26	22	13	10	1	1	0
		%	8.4%	8.1%	8.6%	9.0%	10.9%	6.9%	3.6%	13.0%	2.7%
	45-54 years		309	74	83	78	32	27	10	3	3
		%	26.3%	23.0%	27.9%	31.4%	27.7%	18.8%	30.9%	41.3%	29.3%
	55-65 years		304	89	70	70	27	34	10	2	3
		%	25.9%	28.0%	23.4%	28.2%	23.4%	23.3%	30.9%	23.9%	29.3%
	65-74 years		230	62	66	46	18	31	6	0	2
		%	19.6%	19.3%	22.1%	18.6%	15.3%	21.3%	19.1%	6.5%	16.0%
	75 years plus		113	34	26	14	15	19	4		1
		%	9.6%	10.6%	8.6%	5.9%	13.1%	13.4%	10.9%		8.0%
	Doesn't apply/I am family member with disability		62	18	13	12	4	14			1
		%	5.3%	5.6%	4.5%	4.8%	3.6%	9.9%			8.0%
	No response		25	10	6	3	3	2	1	0	0
		%	2.2%	3.1%	2.0%	1.1%	2.9%	1.5%	2.7%	2.2%	2.7%

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

*Productivity Commission
Job Number: 98196*

Q4 - AGE OF RESPONDENT COMPLETING SURVEY

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services		Intellectual / Specific Learning		Physical	Sensory	
						Cognitive		Psychiatric			
BASE: Receives Accommodation Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
AGE OF PERSON COMPLETING SURVEY	Less than 24 years		4	1	4	3	1		2	1	
		%	.6%	.2%	.3%	.7%	.3%		.9%	.8%	
	25-34 years		16	13	28	9	3	15		5	2
		%	2.6%	2.7%	2.4%	2.3%	1.2%	2.3%		1.9%	1.5%
	35-44 years		57	39	99	41	20	45	4	22	6
		%	9.2%	8.0%	8.4%	10.3%	9.2%	6.7%	12.0%	9.0%	5.8%
	45-54 years		202	139	309	135	53	186	10	77	35
		%	32.7%	28.8%	26.3%	33.5%	25.3%	27.8%	27.6%	31.3%	32.7%
	55-65 years		149	124	304	101	51	178	6	66	27
		%	24.2%	25.7%	25.9%	25.2%	23.9%	26.6%	15.6%	26.8%	25.7%
	65-74 years		87	89	230	53	44	141	7	33	20
		%	14.1%	18.5%	19.6%	13.3%	20.7%	21.1%	19.1%	13.6%	18.6%
	75 years plus		45	53	113	24	18	73	6	16	6
		%	7.4%	11.0%	9.6%	6.0%	8.4%	10.9%	16.2%	6.4%	5.7%
	Doesn't apply/I am family member with disability		42	18	62	26	18	12	1	20	6
		%	6.8%	3.7%	5.3%	6.5%	8.6%	1.8%	3.7%	8.0%	5.5%
	No response		15	7	25	9	5	18	2	5	4
		%	2.5%	1.4%	2.2%	2.3%	2.3%	2.7%	5.9%	2.0%	3.8%

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

*Productivity Commission
Job Number: 98196*

Q4 - AGE OF RESPONDENT COMPLETING SURVEY

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				
							18-24 years	25-34 years	35-44 years	45+ years	
BASE: Receives Accommodation Services (weighted)		83	644	237	65	297	184	376	281	311	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
AGE OF PERSON COMPLETING SURVEY	Less than 24 years		0	2		2	3			1	
		%	.2%	.3%		.6%	1.5%			.2%	
	25-34 years		2	2		4	22	0	13	9	6
		%	2.3%	.3%		6.3%	7.3%	.1%	3.4%	3.3%	1.8%
	35-44 years		3	33	5	12	52	29	18	21	29
		%	4.0%	5.2%	1.9%	18.4%	17.5%	15.9%	4.9%	7.6%	9.2%
	45-54 years		8	183	45	18	84	112	107	23	63
		%	9.5%	28.4%	19.1%	27.1%	28.3%	60.9%	28.4%	8.2%	20.4%
	55-65 years		5	185	66	15	76	25	150	56	68
		%	5.6%	28.8%	27.7%	22.3%	25.8%	13.5%	40.0%	20.0%	21.9%
	65-74 years		2	147	70	14	41	2	58	108	62
		%	2.8%	22.8%	29.6%	20.8%	13.7%	1.2%	15.4%	38.4%	20.0%
	75 years plus		1	77	41	1	15	1	12	43	57
		%	1.5%	12.0%	17.2%	1.1%	4.9%	.4%	3.2%	15.3%	18.3%
	Doesn't apply/I am family member with disability		62	1		2	2	8	14	16	23
		%	74.1%	.2%		3.0%	.7%	4.6%	3.8%	5.5%	7.4%
No response			13	10	1	3	3	3	5	2	
	%		2.0%	4.4%	1.1%	1.2%	1.9%	.9%	1.7%	.7%	

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

*Productivity Commission
Job Number: 98196*

Q7 - DOES YOUR FAMILY RECEIVE BROKERAGE, DIRECT FUNDING OR AN INDIVIDUAL SUPPORT PACKAGE?

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Receives Accommodation Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
RECEIVES BROKERAGE, DIRECT FUNDING, INDIVIDUAL SUPPORT?	Yes		282	54	84	63	37	34	6	1	3
		%	24.1%	16.8%	28.3%	25.5%	32.1%	23.8%	20.0%	8.7%	30.7%
	No		716	219	178	140	59	86	24	5	5
		%	61.0%	68.3%	59.8%	56.4%	51.1%	59.9%	73.6%	76.1%	57.3%
	Not sure / don't know		120	38	21	32	13	15	2	1	0
		%	10.3%	11.8%	7.0%	12.8%	10.9%	10.4%	5.5%	8.7%	4.0%
	No response		55	10	15	13	7	9	0	0	1
		%	4.6%	3.1%	4.9%	5.3%	5.8%	5.9%	.9%	6.5%	8.0%

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

*Productivity Commission
Job Number: 98196*

Q7 - DOES YOUR FAMILY RECEIVE BROKERAGE, DIRECT FUNDING OR AN INDIVIDUAL SUPPORT PACKAGE?

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Receives Accommodation Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
RECEIVES BROKERAGE, DIRECT FUNDING, INDIVIDUAL SUPPORT?	Yes		282	102	282	159	58	153	4	74	30
		%	45.8%	21.1%	24.1%	39.5%	27.4%	22.9%	12.4%	30.3%	28.3%
	No		271	309	716	181	124	419	25	132	57
		%	43.9%	64.0%	61.0%	45.0%	58.6%	62.6%	69.9%	54.2%	53.8%
	Not sure / don't know		47	52	120	44	23	68	5	32	10
		%	7.7%	10.8%	10.3%	10.8%	11.0%	10.2%	13.3%	13.2%	9.7%
	No response		16	20	55	19	6	28	2	6	9
		%	2.6%	4.2%	4.6%	4.7%	3.0%	4.3%	4.3%	2.3%	8.2%

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

*Productivity Commission
Job Number: 98196*

Q7 - DOES YOUR FAMILY RECEIVE BROKERAGE, DIRECT FUNDING OR AN INDIVIDUAL SUPPORT PACKAGE?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				
							18-24 years	25-34 years	35-44 years	45+ years	
BASE: Receives Accommodation Services (weighted)		83	644	237	65	297	184	376	281	311	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
RECEIVES BROKERAGE, DIRECT FUNDING, INDIVIDUAL SUPPORT?	Yes		19	171	55	20	52	80	88	48	61
		%	22.7%	26.5%	23.4%	30.6%	17.6%	43.5%	23.4%	17.2%	19.5%
	No		47	384	146	38	199	79	243	186	198
		%	56.2%	59.6%	61.4%	57.6%	67.1%	42.7%	64.7%	66.3%	63.9%
	Not sure / don't know		15	56	21	5	36	16	35	28	35
		%	17.5%	8.8%	9.0%	8.4%	12.0%	8.4%	9.2%	10.1%	11.4%
	No response		3	33	15	2	10	10	10	18	16
		%	3.6%	5.2%	6.2%	3.4%	3.3%	5.4%	2.7%	6.4%	5.3%

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

*Productivity Commission
Job Number: 98196*

Q21 - WHAT RESIDENTIAL OR HOME SUPPORT SERVICES HAS YOUR FAMILY MEMBER WITH A DISABILITY USED IN THE LAST 12 MONTHS?

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Family member receives Accommodation Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
TYPE OF RESIDENTIAL / HOME SUPPORT SERVICE	In -home support		401	70	126	100	43	48	9	4	2
		%	34.2%	21.7%	42.2%	40.4%	37.2%	33.2%	27.3%	54.3%	24.0%
	A group home (<6 people with disabilities)		391	123	100	76	31	35	16	2	7
		%	33.3%	38.5%	33.6%	30.9%	27.0%	24.3%	50.0%	34.8%	73.3%
	A hostel or large residential unit (7+)		336	117	59	61	33	56	10	0	0
		%	28.6%	36.6%	19.7%	24.5%	28.5%	38.6%	31.8%	6.5%	2.7%
	Attendant care		194	30	61	57	17	24	4	1	1
		%	16.5%	9.3%	20.5%	22.9%	14.6%	16.8%	10.9%	17.4%	5.3%
	Alternative family placement		33	10	6	8	5	3	1	0	0
		%	2.9%	3.1%	2.0%	3.2%	4.4%	2.0%	3.6%	4.3%	1.3%
	Other		24	8	6	3	3	4		0	
		%	2.0%	2.5%	2.0%	1.1%	2.9%	2.5%		2.2%	
	No response		10	2	2	3	2	1		0	0
		%	.9%	.6%	.8%	1.1%	1.5%	1.0%		2.2%	1.3%

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

*Productivity Commission
Job Number: 98196*

Q21 - WHAT RESIDENTIAL OR HOME SUPPORT SERVICES HAS YOUR FAMILY MEMBER WITH A DISABILITY USED IN THE LAST 12 MONTHS?

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Family member receives Accommodation Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
TYPE OF RESIDENTIAL / HOME SUPPORT SERVICE	In -home support		287	152	401	232	75	177	18	114	43
		%	46.6%	31.4%	34.2%	57.8%	35.6%	26.5%	50.5%	46.6%	40.9%
	A group home (<6 people with disabilities)		207	195	391	105	62	282	14	55	35
		%	33.5%	40.3%	33.3%	26.1%	29.5%	42.1%	38.9%	22.4%	33.0%
	A hostel or large residential unit (7+)		103	118	336	51	56	204	5	59	26
		%	16.7%	24.4%	28.6%	12.7%	26.3%	30.5%	14.1%	24.1%	25.0%
	Attendant care		125	47	194	100	52	65	8	51	21
		%	20.3%	9.7%	16.5%	24.8%	24.5%	9.7%	22.7%	21.0%	19.4%
	Alternative family placement		21	19	33	18	7	23		3	3
		%	3.4%	4.0%	2.9%	4.6%	3.3%	3.4%		1.3%	3.0%
Other		12	14	24	8	3	14		3	7	
	%	2.0%	2.8%	2.0%	2.0%	1.6%	2.0%		1.4%	6.2%	
No response		1	5	10	3	6	1		4	2	
	%	.2%	1.1%	.9%	.6%	2.6%	.2%		1.8%	1.8%	

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

Productivity Commission

Job Number: 98196

Q21 - WHAT RESIDENTIAL OR HOME SUPPORT SERVICES HAS YOUR FAMILY MEMBER WITH A DISABILITY USED IN THE LAST 12 MONTHS?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Group Home Service	Receives Hostel / Large Residential Unit Service	Receives Attendant Care Service	Receives In Home Support Service	Receives Other Accommodation Service
							18-24 years	25-34 years	35-44 years	45+ years					
BASE: Family member receives Accommodation Services (weighted)		83	644	237	65	297	184	376	281	311	391	336	194	401	57
	%	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%	100.0%
TYPE OF RESIDENTIAL / HOME SUPPORT SERVICE	In -home support	56	207	55	44	79	93	120	76	103	37	20	90	401	11
	%	67.4%	32.2%	23.4%	66.6%	26.6%	50.5%	31.8%	26.9%	33.1%	9.6%	5.9%	46.6%	100.0%	19.5%
	A group home (<6 people with disabilities)	12	230	96	2	107	56	162	83	82	391	11	39	37	7
	%	14.8%	35.7%	40.6%	3.8%	35.9%	30.4%	43.1%	29.6%	26.4%	100.0%	3.3%	20.0%	9.3%	11.7%
	A hostel or large residential unit (7+)	3	189	85	9	107	20	97	104	112	11	336	30	20	3
	%	4.2%	29.4%	35.6%	13.5%	35.9%	10.8%	25.9%	37.0%	35.9%	2.8%	100.0%	15.7%	5.0%	4.6%
	Attendant care	30	91	28	27	38	39	32	45	74	39	30	194	90	8
	%	35.5%	14.2%	11.9%	40.8%	12.8%	21.4%	8.5%	16.0%	23.8%	9.9%	9.1%	100.0%	22.5%	14.7%
	Alternative family placement	3	20	2		8	10	8	7	9	5	2	6	9	33
	%	4.0%	3.1%	.8%		2.8%	5.3%	2.1%	2.5%	2.8%	1.4%	.6%	3.1%	2.2%	58.5%
Other	1	8	7	4	7	1	2	11	9	1	1	2	2	24	
%	.9%	1.2%	3.0%	6.0%	2.4%	.5%	.4%	3.9%	3.0%	.3%	.2%	1.3%	.6%	41.5%	
No response	1	1	2	3	4			3	2	5					
%	1.7%	.2%	.9%	4.1%	1.4%			.9%	.8%	1.5%					

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

*Productivity Commission
Job Number: 98196*

Q22A - IS INFORMATION ABOUT THE RANGE OF RESIDENTIAL AND HOME SUPPORT SERVICES AVAILABLE TO YOUR FAMILY WHEN YOU NEED IT?

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Family member receives Residential and Home Support Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
IS INFORMATION AVAILABLE WHEN YOU NEED IT	Most of the time		613	171	179	111	59	68	16	4	5
		%	52.2%	53.4%	60.2%	44.7%	51.1%	47.0%	50.0%	63.0%	52.0%
	Some of the time		202	44	49	62	16	24	6	1	1
		%	17.2%	13.7%	16.4%	25.0%	13.9%	16.3%	19.1%	10.9%	14.7%
	Rarely/ Never		131	34	32	32	11	16	6	1	0
		%	11.2%	10.6%	10.7%	12.8%	9.5%	11.4%	18.2%	8.7%	4.0%
	Don't know		60	18	11	11	9	9	1	1	1
		%	5.1%	5.6%	3.7%	4.3%	8.0%	5.9%	2.7%	10.9%	6.7%
	Doesn't apply		143	48	22	28	19	23	3	0	2
		%	12.2%	14.9%	7.4%	11.2%	16.1%	15.8%	9.1%	4.3%	16.0%
	No response		24	6	5	5	2	5	0	0	1
		%	2.0%	1.9%	1.6%	2.1%	1.5%	3.5%	.9%	2.2%	6.7%

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

*Productivity Commission
Job Number: 98196*

Q22A - IS INFORMATION ABOUT THE RANGE OF RESIDENTIAL AND HOME SUPPORT SERVICES AVAILABLE TO YOUR FAMILY WHEN YOU NEED IT?

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Family member receives Residential and Home Support Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
IS INFORMATION AVAILABLE WHEN YOU NEED IT	Most of the time		318	252	613	199	101	385	15	92	53
		%	51.6%	52.3%	52.2%	49.5%	47.7%	57.7%	42.2%	37.8%	49.7%
	Some of the time		147	76	202	107	42	90	4	69	22
		%	23.9%	15.8%	17.2%	26.6%	19.7%	13.5%	12.0%	28.0%	20.9%
	Rarely/ Never		70	70	131	61	30	66	14	31	14
		%	11.4%	14.5%	11.2%	15.1%	14.3%	9.9%	39.8%	12.5%	12.9%
	Don't know		21	25	60	12	9	25	0	22	3
		%	3.4%	5.3%	5.1%	3.0%	4.3%	3.7%	.4%	9.1%	2.4%
Doesn't apply		52	52	143	14	23	92	2	23	14	
	%	8.4%	10.8%	12.2%	3.5%	10.7%	13.8%	5.7%	9.2%	12.8%	
No response		8	7	24	9	7	9		8	1	
	%	1.4%	1.4%	2.0%	2.3%	3.3%	1.4%		3.4%	1.3%	

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

Productivity Commission
Job Number: 98196

Q22A - IS INFORMATION ABOUT THE RANGE OF RESIDENTIAL AND HOME SUPPORT SERVICES AVAILABLE TO YOUR FAMILY WHEN YOU NEED IT?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Group Home Service	Receives Hostel / Large Residential Unit Service	Receives Attendant Care Service	Receives In Home Support Service	Receives Other Accommodation Service
							18-24 years	25-34 years	35-44 years	45+ years					
BASE: Family member receives Residential and Home Support Services (weighted)		83	644	237	65	297	184	376	281	311	391	336	194	401	57
%		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%	100.0%
IS INFORMATION AVAILABLE WHEN YOU NEED IT	Most of the time	39	313	121	43	162	74	193	149	187	211	187	111	206	24
	%	46.5%	48.6%	50.9%	65.5%	54.6%	40.3%	51.3%	52.9%	60.2%	54.0%	55.8%	57.1%	51.3%	42.2%
	Some of the time	21	123	39	9	39	61	59	38	40	62	36	38	99	13
	%	25.8%	19.1%	16.5%	14.1%	13.3%	33.2%	15.8%	13.7%	13.0%	15.9%	10.8%	19.7%	24.6%	23.0%
	Rarely/ Never	9	75	29	7	38	23	48	27	30	38	27	20	54	9
	%	11.2%	11.7%	12.2%	11.1%	12.7%	12.5%	12.9%	9.7%	9.8%	9.8%	8.0%	10.1%	13.5%	15.9%
	Don't know	4	28	7	3	20	13	15	15	14	20	13	8	13	4
	%	5.1%	4.3%	3.2%	4.1%	6.7%	7.2%	3.9%	5.4%	4.5%	5.2%	4.0%	4.4%	3.3%	6.1%
Doesn't apply	5	91	38	3	30	10	57	43	30	56	65	13	20	7	
%	5.7%	14.2%	15.8%	5.2%	10.0%	5.5%	15.0%	15.2%	9.6%	14.4%	19.3%	6.6%	5.1%	12.5%	
No response	5	14	3		8	2	4	8	9	2	7	4	9	0	
%	5.7%	2.1%	1.4%		2.8%	1.2%	1.1%	3.0%	2.9%	.6%	2.1%	2.2%	2.2%	.3%	

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

Productivity Commission

Job Number: 98196

Q22B - DOES THE RESIDENTIAL / HOME SUPPORT SERVICE WORK WITH YOU AND YOUR FAMILY MEMBER TO IDENTIFY WHAT HELP YOUR FAMILY MEMBER NEEDS

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Family member receives Residential and Home Support Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
WORK WITH YOU TO IDENTIFY WHAT YOU NEED	Most of the time		768	231	198	150	68	93	18	5	7
		%	65.4%	72.0%	66.4%	60.6%	58.4%	64.4%	55.5%	67.4%	69.3%
	Some of the time		203	44	55	53	22	20	7	1	2
		%	17.3%	13.7%	18.4%	21.3%	19.0%	13.9%	20.9%	21.7%	20.0%
	Rarely/ Never		122	26	30	30	14	16	4	0	1
		%	10.4%	8.1%	10.2%	12.2%	12.4%	11.4%	12.7%	4.3%	6.7%
	Don't know		6			1	2	2		0	0
		%	.5%			.5%	1.5%	1.5%		2.2%	2.7%
	Doesn't apply		55	14	11	11	8	9	3	0	
		%	4.7%	4.3%	3.7%	4.3%	6.6%	6.4%	9.1%	2.2%	
	No response		19	6	4	3	3	4	1	0	0
		%	1.6%	1.9%	1.2%	1.1%	2.2%	2.5%	1.8%	2.2%	1.3%

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

*Productivity Commission
Job Number: 98196*

Q22B - DOES THE RESIDENTIAL / HOME SUPPORT SERVICE WORK WITH YOU AND YOUR FAMILY MEMBER TO IDENTIFY WHAT HELP YOUR FAMILY MEMBER NEEDS

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Family member receives Residential and Home Support Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
WORK WITH YOU TO IDENTIFY WHAT YOU NEED	Most of the time		404	317	768	230	128	477	19	139	62
		%	65.5%	65.8%	65.4%	57.2%	60.4%	71.3%	52.6%	56.7%	58.8%
	Some of the time		122	87	203	92	38	101	4	50	20
		%	19.7%	18.0%	17.3%	22.8%	18.0%	15.2%	12.2%	20.3%	18.9%
	Rarely/ Never		64	55	122	55	25	54	9	41	13
		%	10.4%	11.5%	10.4%	13.7%	12.0%	8.1%	25.9%	16.9%	12.5%
	Don't know		1	0	6	3	1	0		2	0
		%	.1%	.0%	.5%	.7%	.4%	.0%		.7%	.1%
Doesn't apply		21	20	55	17	14	31	3	8	7	
	%	3.4%	4.2%	4.7%	4.3%	6.5%	4.6%	9.3%	3.3%	6.7%	
No response		5	2	19	5	6	5		5	3	
	%	.8%	.5%	1.6%	1.3%	2.7%	.8%		2.0%	3.0%	

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

*Productivity Commission
Job Number: 98196*

Q22B - DOES THE RESIDENTIAL / HOME SUPPORT SERVICE WORK WITH YOU AND YOUR FAMILY MEMBER TO IDENTIFY WHAT HELP YOUR FAMILY MEMBER NEEDS

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Group Home Service	Receives Hostel / Large Residential Unit Service	Receives Attendant Care Service	Receives In Home Support Service	Receives Other Accommodation Service	
							18-24 years	25-34 years	35-44 years	45+ years						
BASE: Family member receives Residential and Home Support Services (weighted)		83	644	237	65	297	184	376	281	311	391	336	194	401	57	
	%	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%	100.0%	
WORK WITH YOU TO IDENTIFY WHAT YOU NEED	Most of the time		51	426	147	44	189	108	254	183	204	282	224	126	251	28
		%	60.8%	66.2%	61.9%	67.8%	63.7%	58.4%	67.6%	65.3%	65.8%	72.0%	66.6%	65.1%	62.7%	49.1%
	Some of the time		21	114	42	8	52	44	65	44	47	64	46	35	79	13
		%	25.3%	17.8%	17.6%	12.3%	17.6%	23.8%	17.2%	15.8%	15.0%	16.4%	13.6%	18.0%	19.7%	23.3%
	Rarely/ Never		5	70	26	5	32	26	35	29	32	30	38	25	49	6
		%	6.5%	10.9%	11.1%	8.2%	10.9%	14.3%	9.3%	10.4%	10.2%	7.7%	11.4%	12.7%	12.3%	10.4%
	Don't know		1	2	0		2	1	1	2	2	1	2	3	1	
		%	1.7%	.4%	.1%		.6%	.5%	.2%	.8%	.5%	.2%	.5%	1.5%	.2%	
	Doesn't apply		1	22	19	7	16	3	18	18	16	10	22	4	13	9
		%	1.5%	3.4%	7.9%	10.6%	5.4%	1.7%	4.8%	6.3%	5.3%	2.7%	6.5%	2.0%	3.2%	15.1%
No response		3	10	3	1	5	2	3	4	10	4	5	1	8	1	
	%	4.2%	1.5%	1.5%	1.1%	1.8%	1.2%	.9%	1.3%	3.2%	1.1%	1.4%	.7%	1.9%	2.0%	

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

*Productivity Commission
Job Number: 98196*

Q22C - DO THE RESIDENTIAL / HOME SUPPORT SERVICE STAFF COMMUNICATE EFFECTIVELY WITH YOU?

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Family member receives Residential and Home Support Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
DO STAFF COMMUNICATE EFFECTIVELY WITH YOU	Most of the time		789	229	196	163	70	101	18	4	7
		%	67.2%	71.4%	66.0%	66.0%	60.6%	70.3%	57.3%	65.2%	69.3%
	Some of the time		250	62	70	49	29	29	8	2	2
		%	21.3%	19.3%	23.4%	19.7%	24.8%	19.8%	25.5%	30.4%	24.0%
	Rarely/ Never		100	20	26	30	12	8	4		0
		%	8.5%	6.2%	8.6%	12.2%	10.2%	5.4%	12.7%		2.7%
	Don't know		14	4	1	4	3	2	0		0
		%	1.2%	1.2%	.4%	1.6%	2.2%	1.5%	.9%		1.3%
	No response		21	6	5	1	3	4	1	0	0
		%	1.8%	1.9%	1.6%	.5%	2.2%	3.0%	3.6%	4.3%	2.7%

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

*Productivity Commission
Job Number: 98196*

Q22C - DO THE RESIDENTIAL / HOME SUPPORT SERVICE STAFF COMMUNICATE EFFECTIVELY WITH YOU?

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Family member receives Residential and Home Support Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
DO STAFF COMMUNICATE EFFECTIVELY WITH YOU	Most of the time		421	314	789	250	131	490	18	148	69
		%	68.2%	65.0%	67.2%	62.2%	61.9%	73.3%	51.4%	60.4%	65.3%
	Some of the time		131	109	250	89	54	119	10	62	20
		%	21.3%	22.6%	21.3%	22.1%	25.7%	17.8%	28.6%	25.3%	19.3%
	Rarely/ Never		52	50	100	48	19	48	6	25	10
		%	8.4%	10.4%	8.5%	11.9%	8.8%	7.2%	16.3%	10.1%	9.9%
	Don't know		5	5	14	6	1	2	1	3	1
		%	.8%	1.0%	1.2%	1.5%	.5%	.3%	3.7%	1.4%	1.2%
No response		8	5	21	9	6	10		7	5	
	%	1.4%	1.0%	1.8%	2.3%	3.0%	1.5%		2.9%	4.3%	

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

*Productivity Commission
Job Number: 98196*

Q22C - DO THE RESIDENTIAL / HOME SUPPORT SERVICE STAFF COMMUNICATE EFFECTIVELY WITH YOU?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Group Home Service	Receives Hostel / Large Residential Unit Service	Receives Attendant Care Service	Receives In Home Support Service	Receives Other Accommodation Service
							18-24 years	25-34 years	35-44 years	45+ years					
BASE: Family member receives Residential and Home Support Services (weighted)		83	644	237	65	297	184	376	281	311	391	336	194	401	57
	%	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%	100.0%
DO STAFF COMMUNICATE EFFECTIVELY WITH YOU	Most of the time	52	442	150	48	187	121	249	194	207	281	229	141	258	30
	%	62.6%	68.6%	63.0%	73.3%	62.8%	65.5%	66.1%	69.3%	66.8%	71.9%	68.2%	72.7%	64.5%	52.1%
	Some of the time	25	125	58	9	75	38	81	62	65	81	69	38	88	13
	%	29.5%	19.4%	24.4%	14.4%	25.2%	20.6%	21.5%	22.1%	20.8%	20.7%	20.5%	19.7%	22.0%	22.9%
	Rarely/ Never	5	58	22	5	24	21	34	16	29	24	30	13	41	11
	%	6.1%	8.9%	9.1%	8.2%	8.1%	11.5%	9.1%	5.6%	9.2%	6.0%	8.8%	6.7%	10.3%	19.5%
	Don't know		8	2	3	5		7	2	5	4	3	1	3	1
%		1.2%	.7%	4.1%	1.6%		1.9%	.8%	1.5%	1.0%	.9%	.7%	.8%	1.2%	
No response		1	12	6		7	4	5	6	5	1	5	0	10	2
%		1.7%	1.8%	2.7%		2.3%	2.3%	1.3%	2.2%	1.7%	.4%	1.6%	.2%	2.4%	4.1%

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

*Productivity Commission
Job Number: 98196*

Q22D - DO THE RESIDENTIAL / HOME SUPPORT SERVICE STAFF COMMUNICATE EFFECTIVELY WITH YOUR FAMILY MEMBER?

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Family member receives Residential and Home Support Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
DO STAFF COMMUNICATE EFFECTIVELY WITH YOUR FAMILY	Most of the time		832	241	211	170	78	100	21	5	7
		%	70.9%	75.2%	70.9%	68.6%	67.2%	69.3%	66.4%	71.7%	69.3%
	Some of the time		181	50	38	37	24	23	6	2	2
		%	15.4%	15.5%	12.7%	14.9%	20.4%	15.8%	20.0%	23.9%	17.3%
	Rarely/ Never		77	10	30	18	7	10	1	0	0
		%	6.6%	3.1%	10.2%	7.4%	5.8%	6.9%	2.7%	2.2%	2.7%
	Don't know		45	10	9	16	3	4	3		1
		%	3.9%	3.1%	2.9%	6.4%	2.9%	3.0%	8.2%		9.3%
	No response		39	10	10	7	4	7	1	0	0
		%	3.3%	3.1%	3.3%	2.7%	3.6%	5.0%	2.7%	2.2%	1.3%

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

*Productivity Commission
Job Number: 98196*

Q22D - DO THE RESIDENTIAL / HOME SUPPORT SERVICE STAFF COMMUNICATE EFFECTIVELY WITH YOUR FAMILY MEMBER?

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Family member receives Residential and Home Support Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
DO STAFF COMMUNICATE EFFECTIVELY WITH YOUR FAMILY	Most of the time		418	344	832	252	134	509	22	157	72
		%	67.9%	71.2%	70.9%	62.8%	63.6%	76.2%	61.3%	64.1%	67.9%
	Some of the time		111	87	181	85	33	94	9	45	17
		%	18.0%	17.9%	15.4%	21.1%	15.8%	14.1%	24.3%	18.6%	15.6%
	Rarely/ Never		50	27	77	38	20	28	4	20	7
		%	8.1%	5.7%	6.6%	9.4%	9.4%	4.2%	10.8%	8.2%	6.5%
	Don't know		14	15	45	12	12	18	1	11	1
		%	2.3%	3.2%	3.9%	3.0%	5.5%	2.7%	3.7%	4.6%	1.4%
	No response		23	10	39	15	12	19		11	9
		%	3.7%	2.0%	3.3%	3.8%	5.7%	2.8%		4.5%	8.5%

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

*Productivity Commission
Job Number: 98196*

Q22D - DO THE RESIDENTIAL / HOME SUPPORT SERVICE STAFF COMMUNICATE EFFECTIVELY WITH YOUR FAMILY MEMBER?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Group Home Service	Receives Hostel / Large Residential Unit Service	Receives Attendant Care Service	Receives In Home Support Service	Receives Other Accommodation Service
							18-24 years	25-34 years	35-44 years	45+ years					
BASE: Family member receives Residential and Home Support Services (weighted)		83	644	237	65	297	184	376	281	311	391	336	194	401	57
%		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%	100.0%
DO STAFF COMMUNICATE EFFECTIVELY WITH YOUR FAMILY	Most of the time	47	450	168	46	217	116	255	221	221	292	248	146	272	29
	%	56.9%	69.8%	70.9%	70.0%	73.1%	63.2%	67.7%	78.6%	71.3%	74.6%	73.9%	75.4%	67.9%	51.3%
	Some of the time	15	106	35	8	44	37	63	33	44	64	51	18	64	10
	%	17.9%	16.4%	14.7%	12.9%	14.7%	20.3%	16.8%	11.7%	14.0%	16.2%	15.3%	9.4%	15.9%	17.0%
	Rarely/ Never	12	46	14	7	14	16	30	8	23	17	14	17	40	7
	%	14.1%	7.1%	6.0%	10.0%	4.6%	8.9%	7.9%	2.7%	7.5%	4.3%	4.2%	8.6%	9.9%	12.7%
Don't know	2	23	8	3	15	8	18	6	13	14	14	7	11	6	
%	2.9%	3.6%	3.4%	4.1%	5.0%	4.2%	4.9%	2.2%	4.3%	3.7%	4.1%	3.4%	2.8%	9.7%	
No response	7	19	12	2	8	6	10	13	9	4	9	6	14	5	
%	8.2%	3.0%	5.0%	3.0%	2.6%	3.5%	2.6%	4.8%	2.9%	1.1%	2.6%	3.1%	3.4%	9.2%	

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

*Productivity Commission
Job Number: 98196*

Q22E - DOES THE RESIDENTIAL / HOME SUPPORT SERVICE RESPECT YOUR FAMILY MEMBER'S CHOICES AND PREFERENCES?

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Family member receives Residential and Home Support Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
RESPECT YOUR FAMILY MEMBERS CHOICES AND PREFERENCES	Most of the time		835	241	206	166	80	108	22	5	7
		%	71.1%	75.2%	69.3%	67.0%	69.3%	74.8%	68.2%	73.9%	76.0%
	Some of the time		168	42	46	38	19	16	5	1	1
		%	14.3%	13.0%	15.6%	15.4%	16.1%	10.9%	15.5%	17.4%	10.7%
	Rarely/ Never		44	6	15	12	5	5	1	0	0
		%	3.7%	1.9%	4.9%	4.8%	4.4%	3.5%	3.6%	2.2%	1.3%
	Don't know		45	6	12	14	6	4	2	0	1
		%	3.9%	1.9%	4.1%	5.9%	5.1%	3.0%	5.5%	2.2%	8.0%
	Doesn't apply		44	10	10	9	5	8	2	0	0
		%	3.8%	3.1%	3.3%	3.7%	4.4%	5.4%	6.4%	2.2%	4.0%
	No response		37	16	9	8	1	4	0	0	
		%	3.2%	5.0%	2.9%	3.2%	.7%	2.5%	.9%	2.2%	

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

*Productivity Commission
Job Number: 98196*

Q22E - DOES THE RESIDENTIAL / HOME SUPPORT SERVICE RESPECT YOUR FAMILY MEMBER'S CHOICES AND PREFERENCES?

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Family member receives Residential and Home Support Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
RESPECT YOUR FAMILY MEMBERS CHOICES AND PREFERENCES	Most of the time		436	352	835	260	127	512	22	159	68
		%	70.7%	72.9%	71.1%	64.6%	60.4%	76.5%	62.6%	65.2%	64.5%
	Some of the time		100	68	168	78	42	86	7	40	20
		%	16.2%	14.0%	14.3%	19.3%	19.7%	12.9%	19.4%	16.4%	18.9%
	Rarely/ Never		25	19	44	22	7	15	4	11	4
		%	4.1%	3.9%	3.7%	5.4%	3.2%	2.3%	12.4%	4.5%	3.9%
	Don't know		19	24	45	20	11	23		13	2
		%	3.1%	5.0%	3.9%	4.9%	5.0%	3.4%		5.3%	2.2%
	Doesn't apply		22	11	44	11	10	17	2	5	3
		%	3.6%	2.4%	3.8%	2.9%	4.9%	2.6%	5.7%	2.2%	2.4%
No response		15	9	37	12	14	15		16	8	
	%	2.4%	1.8%	3.2%	2.9%	6.8%	2.2%		6.5%	8.0%	

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

*Productivity Commission
Job Number: 98196*

Q22E - DOES THE RESIDENTIAL / HOME SUPPORT SERVICE RESPECT YOUR FAMILY MEMBER'S CHOICES AND PREFERENCES?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Group Home Service	Receives Hostel / Large Residential Unit Service	Receives Attendant Care Service	Receives In Home Support Service	Receives Other Accommodation Service
							18-24 years	25-34 years	35-44 years	45+ years					
BASE: Family member receives Residential and Home Support Services (weighted)		83	644	237	65	297	184	376	281	311	391	336	194	401	57
%		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%	100.0%
RESPECT YOUR FAMILY MEMBERS CHOICES AND PREFERENCES	Most of the time	54	458	153	50	210	117	270	203	229	286	233	145	292	31
	%	64.4%	71.2%	64.6%	77.1%	70.8%	63.6%	71.7%	72.2%	73.7%	73.2%	69.3%	74.8%	72.8%	54.6%
	Some of the time	17	85	50	7	45	39	45	43	35	60	50	26	55	10
	%	19.8%	13.2%	21.2%	10.8%	15.1%	21.4%	11.9%	15.2%	11.3%	15.5%	15.0%	13.2%	13.6%	18.3%
	Rarely/ Never	4	25	8	2	10	6	15	7	16	11	12	9	16	5
	%	4.9%	3.8%	3.2%	3.7%	3.3%	3.4%	3.9%	2.4%	5.1%	2.9%	3.7%	4.8%	4.1%	8.8%
	Don't know	2	30	6		12	7	15	7	17	14	12	10	17	4
	%	2.9%	4.7%	2.6%		4.2%	4.0%	3.9%	2.4%	5.4%	3.6%	3.6%	4.9%	4.2%	6.2%
Doesn't apply	3	23	10	5	12	8	18	10	8	12	15	2	12	4	
%	3.9%	3.6%	4.3%	7.3%	4.1%	4.5%	4.7%	3.5%	2.7%	3.1%	4.4%	1.0%	3.0%	6.5%	
No response	3	23	10	1	7	5	14	12	5	7	13	3	9	3	
%	4.0%	3.5%	4.1%	1.1%	2.5%	3.0%	3.8%	4.2%	1.8%	1.8%	4.0%	1.3%	2.3%	5.6%	

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

*Productivity Commission
Job Number: 98196*

Q22F - DOES THE RESIDENTIAL / HOME SUPPORT SERVICE MEET YOUR FAMILY MEMBER'S ACCOMMODATION SUPPORT NEEDS?

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Family member receives Residential and Home Support Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
MEET YOU FAMILY MEMEBERS ACCOMMODATION SUPPORT NEEDS	Most of the time		805	219	201	167	79	104	22	5	7
		%	68.6%	68.3%	67.6%	67.6%	68.6%	72.3%	69.1%	73.9%	72.0%
	Some of the time		206	60	57	43	18	19	7	1	2
		%	17.6%	18.6%	19.3%	17.6%	15.3%	12.9%	21.8%	13.0%	20.0%
	Rarely/ Never		79	22	17	24	8	6	1	0	0
		%	6.7%	6.8%	5.7%	9.6%	7.3%	4.0%	3.6%	4.3%	4.0%
	Don't know		39	10	12	4	3	8	1	0	0
		%	3.3%	3.1%	4.1%	1.6%	2.9%	5.4%	3.6%	4.3%	4.0%
No response		44	10	10	9	7	8	1	0		
	%	3.8%	3.1%	3.3%	3.7%	5.8%	5.4%	1.8%	4.3%		

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

*Productivity Commission
Job Number: 98196*

Q22F - DOES THE RESIDENTIAL / HOME SUPPORT SERVICE MEET YOUR FAMILY MEMBER'S ACCOMMODATION SUPPORT NEEDS?

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Family member receives Residential and Home Support Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
MEET YOU FAMILY MEMEBERS ACCOMMODATION SUPPORT NEEDS	Most of the time		394	339	805	210	133	493	21	143	69
		%	63.9%	70.2%	68.6%	52.2%	62.8%	73.8%	58.9%	58.5%	65.4%
	Some of the time		131	83	206	113	35	111	5	52	19
		%	21.2%	17.2%	17.6%	28.0%	16.8%	16.6%	13.1%	21.3%	17.7%
	Rarely/ Never		46	34	79	40	19	33	9	19	6
		%	7.5%	7.1%	6.7%	9.8%	9.0%	4.9%	25.3%	8.0%	5.5%
	Don't know		22	13	39	23	11	12		13	1
		%	3.5%	2.8%	3.3%	5.7%	5.0%	1.8%		5.4%	1.1%
No response		24	13	44	17	14	20	1	17	11	
	%	3.9%	2.7%	3.8%	4.2%	6.5%	2.9%	2.8%	6.9%	10.3%	

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

*Productivity Commission
Job Number: 98196*

Q22F - DOES THE RESIDENTIAL / HOME SUPPORT SERVICE MEET YOUR FAMILY MEMBER'S ACCOMMODATION SUPPORT NEEDS?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Group Home Service	Receives Hostel / Large Residential Unit Service	Receives Attendant Care Service	Receives In Home Support Service	Receives Other Accommodation Service
							18-24 years	25-34 years	35-44 years	45+ years					
BASE: Family member receives Residential and Home Support Services (weighted)		83	644	237	65	297	184	376	281	311	391	336	194	401	57
%		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%	100.0%
MEET YOU FAMILY MEMEBERS ACCOMMODATION SUPPORT NEEDS	Most of the time	51	430	161	42	221	92	263	202	229	308	257	124	228	33
	%	60.7%	66.7%	67.8%	64.6%	74.5%	49.8%	69.8%	71.9%	73.9%	78.7%	76.5%	63.8%	56.8%	57.9%
	Some of the time	8	120	48	11	49	60	58	46	40	61	52	32	87	9
	%	9.9%	18.7%	20.0%	17.1%	16.5%	32.3%	15.5%	16.3%	13.0%	15.7%	15.4%	16.3%	21.6%	15.7%
	Rarely/ Never	10	57	12	3	9	18	29	14	18	16	13	19	48	10
	%	11.8%	8.9%	5.0%	5.0%	3.1%	9.8%	7.6%	5.0%	5.7%	4.1%	3.8%	9.9%	12.0%	16.6%
Don't know	11	12	4	8	7	9	12	8	10	6	4	9	18	1	
%	12.8%	1.9%	1.8%	12.1%	2.4%	4.7%	3.3%	2.7%	3.3%	1.5%	1.3%	4.8%	4.6%	2.5%	
No response	4	24	13	1	11	6	14	12	12	0	10	10	20	4	
%	4.8%	3.8%	5.4%	1.1%	3.6%	3.4%	3.7%	4.1%	4.0%	.1%	3.0%	5.1%	5.0%	7.3%	

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

*Productivity Commission
Job Number: 98196*

Q22G - IS SUPPORT AVAILABLE WHEN YOUR FAMILY EMMBER WANTS AND NEEDS IT WHERE THEY LIVE?

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Family member receives Residential and Home Support Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SUPPORT AVAILABLE WHEN YOU FAMILY MEMBERS WANTS/NEEDS IT	Most of the time		792	219	207	155	75	102	22	5	7
		%	67.5%	68.3%	69.7%	62.8%	65.0%	70.8%	69.1%	71.7%	70.7%
	Some of the time		231	64	56	59	18	25	6	1	2
		%	19.7%	19.9%	18.9%	23.9%	15.3%	17.3%	20.0%	17.4%	20.0%
	Rarely/ Never		69	16	17	14	14	7	0	0	0
		%	5.9%	5.0%	5.7%	5.9%	11.7%	5.0%	.9%	6.5%	1.3%
	Don't know		43	12	10	11	3	5	2	0	1
		%	3.7%	3.7%	3.3%	4.3%	2.9%	3.5%	5.5%	4.3%	6.7%
	No response		38	10	7	8	6	5	1		0
		%	3.2%	3.1%	2.5%	3.2%	5.1%	3.5%	4.5%		1.3%

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

*Productivity Commission
Job Number: 98196*

Q22G - IS SUPPORT AVAILABLE WHEN YOUR FAMILY EMMBER WANTS AND NEEDS IT WHERE THEY LIVE?

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Family member receives Residential and Home Support Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SUPPORT AVAILABLE WHEN YOU FAMILY MEMBERS WANTS/NEEDS IT	Most of the time		390	328	792	217	133	478	24	141	64
		%	63.3%	68.0%	67.5%	53.9%	63.0%	71.5%	66.1%	57.6%	61.0%
	Some of the time		147	99	231	122	41	121	7	67	21
		%	23.8%	20.4%	19.7%	30.4%	19.3%	18.1%	18.7%	27.3%	19.9%
	Rarely/ Never		44	30	69	33	18	28	5	16	8
		%	7.2%	6.3%	5.9%	8.3%	8.6%	4.2%	12.9%	6.7%	7.5%
	Don't know		18	20	43	17	7	25		7	2
		%	2.9%	4.2%	3.7%	4.3%	3.4%	3.8%		3.0%	1.6%
No response		17	5	38	12	12	17	1	13	11	
	%	2.8%	1.1%	3.2%	3.1%	5.5%	2.5%	2.3%	5.4%	10.0%	

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

Productivity Commission

Job Number: 98196

Q22G - IS SUPPORT AVAILABLE WHEN YOUR FAMILY EMMBER WANTS AND NEEDS IT WHERE THEY LIVE?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Group Home Service	Receives Hostel / Large Residential Unit Service	Receives Attendant Care Service	Receives In Home Support Service	Receives Other Accommodation Service
							18-24 years	25-34 years	35-44 years	45+ years					
BASE: Family member receives Residential and Home Support Services (weighted)		83	644	237	65	297	184	376	281	311	391	336	194	401	57
%		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%	100.0%
SUPPORT AVAILABLE WHEN YOU FAMILY MEMBERS WANTS/NEEDS IT	Most of the time	54	423	157	43	210	94	263	191	229	290	251	125	227	35
	%	64.7%	65.7%	66.2%	65.4%	70.8%	50.9%	70.0%	68.0%	73.7%	74.2%	74.8%	64.3%	56.5%	61.6%
	Some of the time	20	138	39	13	59	59	69	50	48	66	48	46	113	10
	%	24.2%	21.4%	16.6%	20.4%	19.8%	31.9%	18.3%	17.9%	15.4%	16.8%	14.2%	23.7%	28.3%	16.9%
	Rarely/ Never	6	43	18	4	8	19	24	14	12	16	11	14	37	8
	%	6.6%	6.7%	7.7%	6.3%	2.7%	10.5%	6.4%	4.9%	3.9%	4.1%	3.4%	7.0%	9.1%	13.3%
	Don't know	2	19	8	4	12	8	14	10	12	16	11	4	11	3
%	2.0%	3.0%	3.4%	6.8%	4.1%	4.3%	3.6%	3.6%	3.7%	4.2%	3.2%	2.0%	2.9%	6.0%	
No response	2	21	14	1	8	5	7	16	10	3	15	6	13	1	
%	2.4%	3.2%	6.1%	1.1%	2.6%	2.5%	1.8%	5.7%	3.3%	.7%	4.5%	2.9%	3.2%	2.1%	

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

*Productivity Commission
Job Number: 98196*

Q22H - DO THE RESIDENTIAL / HOME SUPPORT SERVICE STAFF DO THE THINGS THEY SAY THEY WILL DO?

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Family member receives Residential and Home Support Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
STAFF DO THE THINGS THEY SAY THEY WILL DO	Most of the time		816	215	216	172	78	104	21	5	7
		%	69.6%	67.1%	72.5%	69.7%	67.2%	71.8%	64.5%	71.7%	69.3%
	Some of the time		233	70	59	49	20	25	7	1	2
		%	19.8%	21.7%	19.7%	19.7%	17.5%	17.3%	21.8%	17.4%	25.3%
	Rarely/ Never		42	8	13	9	6	4	2	0	0
		%	3.6%	2.5%	4.5%	3.7%	5.1%	2.5%	5.5%	4.3%	2.7%
	Don't know		45	14	5	13	6	5	2	0	0
		%	3.9%	4.3%	1.6%	5.3%	5.1%	3.5%	5.5%	6.5%	2.7%
	No response		37	14	5	4	6	7	1		
		%	3.1%	4.3%	1.6%	1.6%	5.1%	5.0%	2.7%		

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

*Productivity Commission
Job Number: 98196*

Q22H - DO THE RESIDENTIAL / HOME SUPPORT SERVICE STAFF DO THE THINGS THEY SAY THEY WILL DO?

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Family member receives Residential and Home Support Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
STAFF DO THE THINGS THEY SAY THEY WILL DO	Most of the time		436	323	816	265	133	482	20	161	72
		%	70.7%	66.9%	69.6%	65.9%	62.8%	72.1%	55.7%	66.0%	68.5%
	Some of the time		131	104	233	93	52	125	9	48	18
		%	21.3%	21.5%	19.8%	23.1%	24.6%	18.7%	24.0%	19.8%	16.8%
	Rarely/ Never		22	18	42	19	6	18	5	11	4
		%	3.5%	3.8%	3.6%	4.7%	2.8%	2.7%	14.3%	4.6%	3.8%
	Don't know		12	27	45	13	9	25	1	10	3
		%	2.0%	5.6%	3.9%	3.2%	4.2%	3.7%	3.7%	3.9%	3.0%
No response		15	10	37	13	12	19	1	14	8	
	%	2.5%	2.2%	3.1%	3.1%	5.5%	2.9%	2.3%	5.6%	7.9%	

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

*Productivity Commission
Job Number: 98196*

Q22H - DO THE RESIDENTIAL / HOME SUPPORT SERVICE STAFF DO THE THINGS THEY SAY THEY WILL DO?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Group Home Service	Receives Hostel / Large Residential Unit Service	Receives Attendant Care Service	Receives In Home Support Service	Receives Other Accommodation Service	
							18-24 years	25-34 years	35-44 years	45+ years						
BASE: Family member receives Residential and Home Support Services (weighted)		83	644	237	65	297	184	376	281	311	391	336	194	401	57	
	%	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%	100.0%	
STAFF DO THE THINGS THEY SAY THEY WILL DO	Most of the time		52	438	156	49	211	125	249	191	237	281	231	145	276	35
		%	63.0%	68.0%	65.9%	74.4%	71.0%	67.8%	66.3%	67.9%	76.2%	71.7%	68.7%	74.6%	68.9%	61.6%
	Some of the time		25	128	54	11	60	40	77	63	47	75	68	35	95	8
		%	30.4%	19.9%	22.6%	16.8%	20.1%	21.7%	20.4%	22.3%	15.1%	19.2%	20.2%	18.0%	23.6%	13.4%
	Rarely/ Never		1	31	7	1	6	8	16	9	9	14	11	7	10	4
		%	1.6%	4.8%	3.1%	1.9%	2.0%	4.2%	4.4%	3.1%	3.0%	3.6%	3.4%	3.7%	2.6%	7.2%
	Don't know		1	28	7	3	11	5	24	7	10	17	15	3	9	5
		%	1.0%	4.3%	3.1%	4.6%	3.8%	2.5%	6.3%	2.5%	3.2%	4.4%	4.4%	1.5%	2.3%	9.5%
	No response		3	19	13	2	9	7	10	12	8	4	11	4	10	5
		%	4.0%	3.0%	5.4%	2.4%	3.1%	3.8%	2.7%	4.2%	2.5%	1.1%	3.2%	2.2%	2.6%	8.3%

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

*Productivity Commission
Job Number: 98196*

Q22I - ARE CHANGES IN RESIDENTIAL / HOME SUPPORT SERVICE STAFF A PROBLEM FOR YOU OR YOUR FAMILY MEMBER?

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Family member receives Residential and Home Support Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
CHANGES IN STAFF A PROBLEM FOR YOU / FAMILY MEMBER	Most of the time		191	62	37	46	18	20	4	2	3
		%	16.3%	19.3%	12.3%	18.6%	15.3%	13.9%	12.7%	28.3%	29.3%
	Some of the time		465	131	113	116	31	53	14	2	5
		%	39.7%	41.0%	38.1%	46.8%	27.0%	36.6%	43.6%	23.9%	54.7%
	Rarely/ Never		392	95	117	63	50	53	10	3	1
		%	33.4%	29.8%	39.3%	25.5%	43.1%	36.6%	30.0%	41.3%	9.3%
	Don't know		80	20	16	17	11	12	3	0	0
		%	6.8%	6.2%	5.3%	6.9%	9.5%	8.4%	9.1%	4.3%	4.0%
	No response		46	12	15	5	6	6	1	0	0
		%	3.9%	3.7%	4.9%	2.1%	5.1%	4.5%	4.5%	2.2%	2.7%

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

*Productivity Commission
Job Number: 98196*

Q221 - ARE CHANGES IN RESIDENTIAL / HOME SUPPORT SERVICE STAFF A PROBLEM FOR YOU OR YOUR FAMILY MEMBER?

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Family member receives Residential and Home Support Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
CHANGES IN STAFF A PROBLEM FOR YOU / FAMILY MEMBER	Most of the time		94	77	191	71	32	110	8	54	20
		%	15.3%	16.0%	16.3%	17.6%	14.9%	16.4%	23.5%	22.0%	19.4%
	Some of the time		266	183	465	167	73	273	11	98	29
		%	43.1%	37.9%	39.7%	41.5%	34.7%	40.9%	30.8%	40.0%	27.0%
	Rarely/ Never		202	162	392	118	72	218	13	72	40
		%	32.8%	33.6%	33.4%	29.3%	33.9%	32.6%	37.4%	29.6%	37.9%
	Don't know		34	45	80	30	22	43	2	10	8
		%	5.6%	9.3%	6.8%	7.4%	10.2%	6.4%	6.0%	4.1%	7.9%
No response		21	15	46	17	13	25	1	10	8	
	%	3.3%	3.1%	3.9%	4.2%	6.2%	3.8%	2.3%	4.2%	7.9%	

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

*Productivity Commission
Job Number: 98196*

Q221 - ARE CHANGES IN RESIDENTIAL / HOME SUPPORT SERVICE STAFF A PROBLEM FOR YOU OR YOUR FAMILY MEMBER?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Group Home Service	Receives Hostel / Large Residential Unit Service	Receives Attendant Care Service	Receives In Home Support Service	Receives Other Accommodation Service
							18-24 years	25-34 years	35-44 years	45+ years					
BASE: Family member receives Residential and Home Support Services (weighted)		83	644	237	65	297	184	376	281	311	391	336	194	401	57
%		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%	100.0%
CHANGES IN STAFF A PROBLEM FOR YOU / FAMILY MEMBER	Most of the time	10	120	43	8	41	37	71	44	36	69	53	22	61	12
	%	12.1%	18.6%	18.1%	11.5%	13.7%	20.1%	18.9%	15.7%	11.7%	17.7%	15.7%	11.1%	15.3%	20.4%
	Some of the time	31	273	94	29	101	86	164	103	106	159	128	92	165	18
	%	37.7%	42.3%	39.7%	44.1%	34.1%	46.5%	43.6%	36.8%	34.1%	40.7%	38.2%	47.2%	41.3%	31.2%
	Rarely/ Never	31	184	74	23	120	46	102	98	133	141	113	69	134	15
	%	36.8%	28.6%	31.0%	35.2%	40.5%	25.1%	27.0%	34.9%	42.8%	36.0%	33.7%	35.7%	33.4%	26.9%
Don't know	7	40	12	4	25	9	25	21	24	17	26	8	28	7	
%	8.5%	6.3%	4.9%	6.2%	8.5%	4.7%	6.6%	7.6%	7.8%	4.4%	7.7%	4.0%	6.9%	12.4%	
No response	4	27	15	2	9	7	15	14	11	5	15	4	12	5	
%	5.0%	4.1%	6.3%	3.0%	3.2%	3.6%	3.9%	5.0%	3.5%	1.2%	4.6%	2.0%	3.1%	9.2%	

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

*Productivity Commission
Job Number: 98196*

Q22J - IS YOUR FAMILY MEMBER SAFE WHERE THEY LIVE?

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Family member receives Residential and Home Support Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
IS FAMILY MEMBER SAFE WHERE THEY LIVE	Yes		1063	284	277	224	105	131	27	7	8
		%	90.6%	88.8%	93.0%	90.4%	90.5%	91.1%	82.7%	100.0%	88.0%
	No		38	18	5	8	2	3	2		0
		%	3.2%	5.6%	1.6%	3.2%	1.5%	2.0%	6.4%		2.7%
	Don't know		37	8	7	9	4	5	2		1
		%	3.1%	2.5%	2.5%	3.7%	3.6%	3.5%	7.3%		5.3%
	No response		37	10	9	7	5	5	1		0
		%	3.1%	3.1%	2.9%	2.7%	4.4%	3.5%	3.6%		4.0%

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

*Productivity Commission
Job Number: 98196*

Q22J - IS YOUR FAMILY MEMBER SAFE WHERE THEY LIVE?

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Family member receives Residential and Home Support Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
IS FAMILY MEMBER SAFE WHERE THEY LIVE	Yes		564	442	1063	365	188	609	29	218	95
		%	91.5%	91.7%	90.6%	90.7%	89.0%	91.1%	81.2%	89.2%	89.5%
	No		22	15	38	11	6	19	1	7	2
		%	3.5%	3.2%	3.2%	2.7%	3.0%	2.9%	2.0%	2.7%	2.2%
	Don't know		16	16	37	8	10	22	4	8	4
		%	2.6%	3.4%	3.1%	2.0%	4.9%	3.3%	11.1%	3.1%	3.8%
	No response		15	9	37	18	6	18	2	12	5
		%	2.4%	1.8%	3.1%	4.5%	3.0%	2.7%	5.7%	5.0%	4.6%

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

Productivity Commission

Job Number: 98196

Q22J - IS YOUR FAMILY MEMBER SAFE WHERE THEY LIVE?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Group Home Service	Receives Hostel / Large Residential Unit Service	Receives Attendant Care Service	Receives In Home Support Service	Receives Other Accommodation Service	
							18-24 years	25-34 years	35-44 years	45+ years						
BASE: Family member receives Residential and Home Support Services (weighted)		83	644	237	65	297	184	376	281	311	391	336	194	401	57	
	%	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%	100.0%	
IS FAMILY MEMBER SAFE WHERE THEY LIVE	Yes		77	581	214	59	266	166	340	253	282	358	300	175	364	53
		%	92.3%	90.3%	90.0%	90.5%	89.5%	90.2%	90.4%	90.0%	90.9%	91.4%	89.4%	90.1%	90.9%	92.6%
	No		3	17	8	1	14	4	9	14	10	5	19	9	14	
		%	3.2%	2.7%	3.5%	1.3%	4.9%	2.3%	2.4%	4.9%	3.3%	1.4%	5.5%	4.9%	3.5%	
	Don't know		2	22	8	3	7	5	16	9	6	13	13	2	8	3
		%	2.9%	3.5%	3.3%	3.9%	2.4%	2.8%	4.2%	3.2%	2.1%	3.3%	4.0%	1.3%	2.0%	4.8%
	No response		1	23	8	3	9	9	11	5	12	15	4	7	14	2
		%	1.6%	3.6%	3.2%	4.3%	3.1%	4.7%	2.9%	1.8%	3.8%	3.9%	1.1%	3.7%	3.6%	2.6%

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

Productivity Commission

Job Number: 98196

Q22K - DOES YOUR FAMILY MEMBER ENJOY WHERE THEY LIVE?

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Family member receives Residential and Home Support Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
DOES FAMILY MEMBER ENJOY WHERE THEY LIVE	Most of the time		931	241	251	190	95	119	24	5	7
		%	79.3%	75.2%	84.4%	76.6%	81.8%	82.2%	75.5%	73.9%	73.3%
	Some of the time		154	50	30	37	10	19	5	1	1
		%	13.1%	15.5%	10.2%	14.9%	8.8%	13.4%	14.5%	19.6%	14.7%
	Rarely/ Never		13		4	4	2	2	1		0
		%	1.1%		1.2%	1.6%	1.5%	1.5%	4.5%		1.3%
	Don't know		35	18	4	9	1	1	1	0	1
		%	3.0%	5.6%	1.2%	3.7%	.7%	1.0%	2.7%	6.5%	6.7%
	No response		41	12	9	8	8	3	1		0
		%	3.5%	3.7%	2.9%	3.2%	7.3%	2.0%	2.7%		4.0%

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

*Productivity Commission
Job Number: 98196*

Q22K - DOES YOUR FAMILY MEMBER ENJOY WHERE THEY LIVE?

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Family member receives Residential and Home Support Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
DOES FAMILY MEMBER ENJOY WHERE THEY LIVE	Most of the time		488	383	931	305	162	535	26	192	79
		%	79.1%	79.5%	79.3%	75.9%	76.8%	80.0%	71.1%	78.4%	75.1%
	Some of the time		86	73	154	56	28	83	6	32	17
		%	13.9%	15.1%	13.1%	14.0%	13.3%	12.5%	16.8%	13.1%	16.2%
	Rarely/ Never		8	9	13	6	4	6	0	2	2
		%	1.2%	1.8%	1.1%	1.5%	1.9%	1.0%	.8%	.9%	1.9%
	Don't know		15	8	35	11	9	26	2	3	3
		%	2.4%	1.6%	3.0%	2.8%	4.2%	3.8%	5.5%	1.4%	3.1%
No response		21	10	41	24	8	18	2	15	4	
	%	3.3%	2.1%	3.5%	5.9%	3.8%	2.8%	5.7%	6.3%	3.6%	

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

*Productivity Commission
Job Number: 98196*

Q22K - DOES YOUR FAMILY MEMBER ENJOY WHERE THEY LIVE?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Group Home Service	Receives Hostel / Large Residential Unit Service	Receives Attendant Care Service	Receives In Home Support Service	Receives Other Accommodation Service	
							18-24 years	25-34 years	35-44 years	45+ years						
BASE: Family member receives Residential and Home Support Services (weighted)		83	644	237	65	297	184	376	281	311	391	336	194	401	57	
	%	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%	100.0%	
DOES FAMILY MEMBER ENJOY WHERE THEY LIVE	Most of the time		69	506	183	56	231	139	292	223	256	299	261	168	332	45
		%	83.2%	78.6%	76.9%	85.9%	77.8%	75.4%	77.7%	79.6%	82.4%	76.4%	77.6%	86.5%	82.9%	78.2%
	Some of the time		13	80	34	4	48	29	49	42	33	60	46	16	46	6
		%	15.2%	12.5%	14.2%	6.1%	16.1%	15.7%	13.0%	14.9%	10.5%	15.4%	13.6%	8.0%	11.5%	10.5%
	Rarely/ Never		8		3	1	3	2	3	2	5	4	8	1	1	1
		%		1.2%	1.1%	2.0%	1.1%	1.2%	.8%	.8%	1.7%	1.1%	2.2%	.7%	.3%	2.1%
	Don't know			23	11	2	6	2	18	7	9	16	16	1	2	3
		%		3.6%	4.5%	2.3%	2.0%	.9%	4.7%	2.4%	2.9%	4.2%	4.7%	.4%	.6%	4.7%
No response		1	27	8	2	9	13	14	6	8	12	6	9	19	3	
	%	1.6%	4.2%	3.2%	3.7%	3.0%	6.9%	3.8%	2.2%	2.5%	2.9%	1.7%	4.4%	4.7%	4.4%	

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

*Productivity Commission
Job Number: 98196*

Q22L - DOES THE RESIDENTIAL / HOME SUPPORT SERVICE ENCOURAGE YOU TO SEE AND BE INVOLVED WITH YOUR FAMILY MEMBER?

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Family member receives Residential and Home Support Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
ENCOURAGE YOU TO SEE AND BE INVOLVED WITH FAMILY MEMBER	Most of the time		784	231	190	150	81	99	22	5	6
		%	66.8%	72.0%	63.9%	60.6%	70.1%	68.8%	67.3%	73.9%	66.7%
	Some of the time		99	30	18	30	8	8	4	1	0
		%	8.4%	9.3%	6.1%	12.2%	6.6%	5.4%	11.8%	8.7%	4.0%
	Rarely/ Never		61	6	20	21	5	7	2	0	1
		%	5.2%	1.9%	6.6%	8.5%	4.4%	5.0%	5.5%	4.3%	6.7%
	Don't know		11		2	4	2	1	1		0
		%	.9%		.8%	1.6%	1.5%	1.0%	2.7%		1.3%
	Doesn't apply		177	44	55	37	15	21	2	1	1
		%	15.0%	13.7%	18.4%	14.9%	13.1%	14.9%	7.3%	10.9%	14.7%
	No response		42	10	12	5	5	7	2	0	1
		%	3.6%	3.1%	4.1%	2.1%	4.4%	5.0%	5.5%	2.2%	6.7%

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

*Productivity Commission
Job Number: 98196*

Q22L - DOES THE RESIDENTIAL / HOME SUPPORT SERVICE ENCOURAGE YOU TO SEE AND BE INVOLVED WITH YOUR FAMILY MEMBER?

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Family member receives Residential and Home Support Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
ENCOURAGE YOU TO SEE AND BE INVOLVED WITH FAMILY MEMBER	Most of the time		391	331	784	201	127	501	18	134	71
		%	63.4%	68.6%	66.8%	50.1%	60.0%	74.9%	49.5%	54.9%	67.4%
	Some of the time		48	45	99	37	19	54	8	21	7
		%	7.8%	9.3%	8.4%	9.3%	9.1%	8.1%	22.6%	8.7%	6.8%
	Rarely/ Never		34	28	61	28	16	24	3	15	5
		%	5.6%	5.7%	5.2%	7.0%	7.6%	3.6%	9.0%	6.0%	4.4%
	Don't know		7	8	11	5	1	5		2	2
		%	1.1%	1.7%	.9%	1.2%	.5%	.7%		.7%	1.5%
	Doesn't apply		114	59	177	112	40	65	4	58	14
		%	18.4%	12.3%	15.0%	27.8%	19.1%	9.7%	11.1%	23.6%	13.4%
No response		22	11	42	19	8	20	3	15	7	
	%	3.6%	2.3%	3.6%	4.7%	3.8%	3.0%	7.7%	6.2%	6.4%	

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

*Productivity Commission
Job Number: 98196*

Q22L - DOES THE RESIDENTIAL / HOME SUPPORT SERVICE ENCOURAGE YOU TO SEE AND BE INVOLVED WITH YOUR FAMILY MEMBER?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Group Home Service	Receives Hostel / Large Residential Unit Service	Receives Attendant Care Service	Receives In Home Support Service	Receives Other Accommodation Service
							18-24 years	25-34 years	35-44 years	45+ years					
BASE: Family member receives Residential and Home Support Services (weighted)		83	644	237	65	297	184	376	281	311	391	336	194	401	57
%		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%	100.0%
ENCOURAGE YOU TO SEE AND BE INVOLVED WITH FAMILY MEMBER	Most of the time	32	446	171	35	206	106	249	202	208	301	270	110	209	35
	%	38.5%	69.3%	72.2%	54.2%	69.5%	57.5%	66.2%	71.9%	66.9%	77.0%	80.3%	56.8%	52.2%	61.7%
	Some of the time	6	54	23	2	28	15	37	27	19	47	30	7	28	4
	%	6.9%	8.4%	9.9%	3.3%	9.6%	8.0%	9.9%	9.5%	6.2%	12.1%	8.9%	3.7%	7.0%	6.3%
	Rarely/ Never	3	24	15	3	25	7	21	10	24	14	17	12	24	6
	%	3.3%	3.7%	6.4%	4.0%	8.4%	3.7%	5.5%	3.5%	7.8%	3.5%	5.1%	6.3%	5.9%	9.8%
	Don't know	0	8	0	1	2	2	4	2	3	2	4	3	3	1
	%	.2%	1.2%	.1%	1.3%	.5%	.9%	1.0%	.7%	1.0%	.6%	1.3%	1.4%	.7%	1.2%
Doesn't apply	37	89	19	23	25	46	53	34	43	14	13	55	119	9	
%	44.6%	13.9%	7.9%	35.5%	8.3%	24.8%	14.1%	12.1%	13.8%	3.7%	3.7%	28.1%	29.7%	14.9%	
No response	5	22	8	1	11	10	13	6	14	12	2	7	18	3	
%	6.6%	3.5%	3.5%	1.8%	3.6%	5.2%	3.3%	2.2%	4.4%	3.1%	.6%	3.8%	4.4%	6.1%	

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

*Productivity Commission
Job Number: 98196*

Q22M - DID YOUR FAMILY CHOOSE THE RESIDENTIAL / HOME SUPPORT SERVICE?

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Family member receives Residential and Home Support Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
CHOOSE THE RESIDENTIAL/HOME SUPPORT SERVICE	Yes		550	149	143	112	51	76	11	4	4
		%	46.9%	46.6%	48.0%	45.2%	44.5%	52.5%	35.5%	58.7%	38.7%
	Partly		261	70	72	62	24	23	6	1	3
		%	22.2%	21.7%	24.2%	25.0%	21.2%	15.8%	19.1%	13.0%	34.7%
	No		300	89	72	55	30	37	13	1	2
		%	25.6%	28.0%	24.2%	22.3%	25.5%	25.7%	41.8%	21.7%	22.7%
	Don't know		15		2	7	2	3	1	0	0
		%	1.2%		.8%	2.7%	1.5%	2.0%	1.8%	4.3%	1.3%
	No response		47	12	9	12	8	6	1	0	0
		%	4.0%	3.7%	2.9%	4.8%	7.3%	4.0%	1.8%	2.2%	2.7%

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

*Productivity Commission
Job Number: 98196*

Q22M - DID YOUR FAMILY CHOOSE THE RESIDENTIAL / HOME SUPPORT SERVICE?

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Family member receives Residential and Home Support Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
CHOOSE THE RESIDENTIAL/HOME SUPPORT SERVICE	Yes		273	238	550	179	86	331	6	120	58
		%	44.3%	49.2%	46.9%	44.4%	40.6%	49.5%	17.3%	49.0%	55.2%
	Partly		149	103	261	97	46	160	8	49	19
		%	24.2%	21.3%	22.2%	24.0%	21.9%	23.9%	21.9%	20.1%	18.1%
	No		165	118	300	101	60	150	18	56	23
		%	26.8%	24.5%	25.6%	25.2%	28.2%	22.4%	51.5%	22.7%	22.1%
	Don't know		6	4	15	6	6	5		6	0
		%	1.0%	.9%	1.2%	1.5%	2.6%	.7%		2.4%	.3%
	No response		23	19	47	20	14	23	3	14	5
		%	3.8%	4.0%	4.0%	4.9%	6.7%	3.5%	9.4%	5.8%	4.3%

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

*Productivity Commission
Job Number: 98196*

Q22M - DID YOUR FAMILY CHOOSE THE RESIDENTIAL / HOME SUPPORT SERVICE?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Group Home Service	Receives Hostel / Large Residential Unit Service	Receives Attendant Care Service	Receives In Home Support Service	Receives Other Accommodation Service	
							18-24 years	25-34 years	35-44 years	45+ years						
BASE: Family member receives Residential and Home Support Services (weighted)		83	644	237	65	297	184	376	281	311	391	336	194	401	57	
	%	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%	100.0%	
CHOOSE THE RESIDENTIAL/HOME SUPPORT SERVICE	Yes		25	319	130	27	123	88	188	126	138	163	186	89	178	22
		%	30.4%	49.5%	54.9%	42.1%	41.5%	48.0%	49.8%	44.7%	44.6%	41.7%	55.5%	46.1%	44.4%	38.7%
	Partly		21	144	48	17	66	51	78	68	60	94	68	41	96	13
		%	25.0%	22.4%	20.3%	26.0%	22.1%	27.5%	20.7%	24.2%	19.5%	24.0%	20.2%	21.2%	24.0%	22.5%
	No		28	146	48	18	92	35	91	71	97	113	77	52	99	19
		%	33.9%	22.6%	20.4%	27.6%	30.9%	18.8%	24.2%	25.2%	31.1%	28.9%	22.9%	26.6%	24.6%	32.9%
	Don't know		3	6		3	6	1	4	4	6	5	2	4	6	1
		%	3.4%	1.0%		3.9%	1.9%	.3%	1.1%	1.4%	1.9%	1.3%	.6%	2.2%	1.6%	2.3%
	No response		6	29	10	0	11	10	16	13	9	16	3	8	22	2
		%	7.3%	4.5%	4.3%	.4%	3.7%	5.4%	4.2%	4.5%	3.0%	4.0%	.9%	4.0%	5.5%	3.6%

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

*Productivity Commission
Job Number: 98196*

**Q22N - DID MEMBERS OF YOUR FAMILY CHOOSE THE STAFF (THAT IS, THE PAID CARERS, RESIDENTIAL CARE WORKERS OR SUPPORT WORKERS)
WHO ASSIST YOUR FAMILY MEMBER**

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Family member receives Residential and Home Support Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
CHOOSE THE STAFF WHO ASSIST	Yes		127	14	43	33	17	16	1	2	0
		%	10.8%	4.3%	14.3%	13.3%	14.6%	11.4%	4.5%	32.6%	1.3%
	Partly		144	28	40	45	14	13	3	0	1
		%	12.3%	8.7%	13.5%	18.1%	12.4%	8.9%	9.1%	6.5%	6.7%
	No		838	254	200	163	76	106	26	4	8
		%	71.4%	79.5%	67.2%	66.0%	65.7%	73.3%	81.8%	60.9%	86.7%
	Don't know		15	4	4	3	2	3	0		0
		%	1.3%	1.2%	1.2%	1.1%	1.5%	2.0%	.9%		2.7%
	No response		49	20	11	4	7	6	1		0
		%	4.2%	6.2%	3.7%	1.6%	5.8%	4.5%	3.6%		2.7%

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

*Productivity Commission
Job Number: 98196*

**Q22N - DID MEMBERS OF YOUR FAMILY CHOOSE THE STAFF (THAT IS, THE PAID CARERS, RESIDENTIAL CARE WORKERS OR SUPPORT WORKERS)
WHO ASSIST YOUR FAMILY MEMBER**

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Family member receives Residential and Home Support Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
CHOOSE THE STAFF WHO ASSIST	Yes		95	44	127	83	23	56	1	44	15
		%	15.4%	9.1%	10.8%	20.7%	10.7%	8.4%	3.2%	18.1%	13.9%
	Partly		111	52	144	73	32	73	6	41	12
		%	18.0%	10.8%	12.3%	18.2%	15.3%	10.9%	15.8%	16.8%	11.4%
	No		384	357	838	222	146	502	25	144	71
		%	62.3%	74.0%	71.4%	55.3%	69.0%	75.1%	69.6%	59.1%	67.5%
	Don't know		9	10	15	5	3	7		3	2
		%	1.4%	2.1%	1.3%	1.2%	1.4%	1.1%		1.3%	2.2%
No response		18	19	49	18	7	30	4	11	5	
	%	3.0%	3.9%	4.2%	4.6%	3.5%	4.5%	11.4%	4.6%	5.0%	

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

*Productivity Commission
Job Number: 98196*

**Q22N - DID MEMBERS OF YOUR FAMILY CHOOSE THE STAFF (THAT IS, THE PAID CARERS, RESIDENTIAL CARE WORKERS OR SUPPORT WORKERS)
WHO ASSIST YOUR FAMILY MEMBER**

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Group Home Service	Receives Hostel / Large Residential Unit Service	Receives Attendant Care Service	Receives In Home Support Service	Receives Other Accommodation Service	
							18-24 years	25-34 years	35-44 years	45+ years						
BASE: Family member receives Residential and Home Support Services (weighted)		83	644	237	65	297	184	376	281	311	391	336	194	401	57	
	%	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%	100.0%	
CHOOSE THE STAFF WHO ASSIST	Yes		15	72	18	13	20	40	31	21	31	18	5	46	80	10
		%	17.5%	11.2%	7.6%	19.6%	6.7%	21.8%	8.3%	7.6%	9.9%	4.6%	1.4%	23.6%	20.1%	17.1%
	Partly		16	72	25	19	25	36	45	25	33	39	10	34	95	7
		%	18.8%	11.2%	10.3%	28.5%	8.4%	19.5%	12.1%	9.0%	10.5%	10.1%	2.9%	17.3%	23.7%	11.4%
	No		51	459	181	28	238	97	280	218	229	319	306	109	202	34
		%	60.7%	71.3%	76.1%	43.4%	80.3%	52.9%	74.3%	77.8%	73.8%	81.5%	91.2%	56.2%	50.5%	59.9%
	Don't know		0	9	1	3	3	2	8	3	3	6	2	0	2	3
		%	.2%	1.4%	.5%	5.1%	1.1%	1.1%	2.1%	1.0%	.9%	1.6%	.7%	.1%	.6%	5.9%
	No response		2	32	13	2	10	9	12	13	15	9	13	6	21	3
		%	2.7%	4.9%	5.4%	3.4%	3.5%	4.7%	3.3%	4.6%	4.9%	2.3%	3.8%	2.8%	5.2%	5.7%

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

*Productivity Commission
Job Number: 98196*

Q23 - WOULD YOU LIKE YOUR FAMILY MEMBER TO USE A DIFFERENT RESIDENTIAL / HOME SUPPORT SERVICE IF ONE WAS AVAILABLE?

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Family member receives Residential and Home Support Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
LIKE TO USE A DIFFERENT SERVICE IF ONE WAS AVAILABLE	Yes		173	54	44	41	12	17	4	1	1
		%	14.8%	16.8%	14.8%	16.5%	10.2%	11.9%	12.7%	15.2%	6.7%
	No		783	213	196	158	84	101	20	4	6
		%	66.7%	66.5%	66.0%	63.8%	73.0%	70.3%	63.6%	60.9%	58.7%
	Don't know		166	38	46	40	12	20	6	1	3
		%	14.2%	11.8%	15.6%	16.0%	10.2%	13.9%	20.0%	21.7%	29.3%
	No response		51	16	11	9	8	6	1	0	1
		%	4.4%	5.0%	3.7%	3.7%	6.6%	4.0%	3.6%	2.2%	5.3%

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

*Productivity Commission
Job Number: 98196*

Q23 - WOULD YOU LIKE YOUR FAMILY MEMBER TO USE A DIFFERENT RESIDENTIAL / HOME SUPPORT SERVICE IF ONE WAS AVAILABLE?

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Family member receives Residential and Home Support Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
LIKE TO USE A DIFFERENT SERVICE IF ONE WAS AVAILABLE	Yes		97	69	173	84	27	99	11	38	15
		%	15.7%	14.4%	14.8%	20.9%	12.7%	14.8%	29.9%	15.6%	14.2%
	No		394	337	783	214	143	459	15	156	73
		%	63.8%	69.8%	66.7%	53.3%	67.8%	68.6%	43.1%	63.9%	69.1%
	Don't know		103	61	166	78	33	84	6	39	14
		%	16.7%	12.5%	14.2%	19.3%	15.8%	12.6%	15.5%	16.1%	13.4%
No response		24	16	51	26	8	26	4	11	3	
	%	3.8%	3.3%	4.4%	6.5%	3.8%	3.9%	11.4%	4.5%	3.2%	

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

*Productivity Commission
Job Number: 98196*

Q23 - WOULD YOU LIKE YOUR FAMILY MEMBER TO USE A DIFFERENT RESIDENTIAL / HOME SUPPORT SERVICE IF ONE WAS AVAILABLE?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Group Home Service	Receives Hostel / Large Residential Unit Service	Receives Attendant Care Service	Receives In Home Support Service	Receives Other Accommodation Service	
							18-24 years	25-34 years	35-44 years	45+ years						
BASE: Family member receives Residential and Home Support Services (weighted)		83	644	237	65	297	184	376	281	311	391	336	194	401	57	
	%	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%	100.0%	
LIKE TO USE A DIFFERENT SERVICE IF ONE WAS AVAILABLE	Yes		10	99	41	6	41	33	72	30	38	60	54	15	57	11
		%	12.4%	15.4%	17.3%	9.5%	13.7%	18.2%	19.1%	10.6%	12.1%	15.2%	16.2%	7.7%	14.3%	18.9%
	No		50	423	149	44	213	99	244	193	229	266	237	129	243	36
		%	59.9%	65.7%	62.7%	67.4%	71.6%	53.8%	64.9%	68.6%	73.7%	68.0%	70.6%	66.6%	60.7%	62.4%
	Don't know		18	89	37	12	37	43	45	45	30	51	38	40	76	7
		%	21.8%	13.9%	15.4%	17.8%	12.3%	23.3%	12.0%	15.9%	9.7%	13.1%	11.4%	20.8%	19.0%	12.9%
	No response		5	32	11	3	7	9	15	14	14	14	6	9	24	3
		%	5.8%	5.0%	4.7%	5.3%	2.4%	4.7%	3.9%	4.9%	4.6%	3.7%	1.9%	4.9%	5.9%	5.7%

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

Productivity Commission

Job Number: 98196

Q24a - OVERALL, WHAT DO YOU THINK OF THE RESIDENTIAL/HOME-SUPPORT SERVICE YOUR FAMILY MEMBER HAS RECEIVED OVER THE LAST 12 MONTHS?

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Family member receives Residential and Home Support Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
REACTION TO SERVICE RECEIVED OVER LAST 12 MONTHS	Very good		584	177	149	99	63	74	15	3	4
		%	49.8%	55.3%	50.0%	39.9%	54.7%	51.5%	46.4%	50.0%	40.0%
	Good		308	74	87	74	26	34	8	2	4
		%	26.2%	23.0%	29.1%	29.8%	22.6%	23.8%	24.5%	28.3%	37.3%
	OK		161	36	33	51	12	21	6	1	2
		%	13.7%	11.2%	11.1%	20.7%	10.2%	14.4%	17.3%	15.2%	16.0%
	Poor		38	14	7	12	1	3	1		0
		%	3.2%	4.3%	2.5%	4.8%	.7%	2.0%	2.7%		2.7%
	Very Poor		23	6	9	3	4	1	1	0	0
		%	2.0%	1.9%	2.9%	1.1%	3.6%	.5%	2.7%	2.2%	1.3%
	Don't know / no opinion		19	4	5	3	3	4	1		
		%	1.6%	1.2%	1.6%	1.1%	2.2%	3.0%	1.8%		
	No response		41	10	9	7	7	7	1	0	0
		%	3.5%	3.1%	2.9%	2.7%	5.8%	5.0%	4.5%	4.3%	2.7%

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

*Productivity Commission
Job Number: 98196*

Q24a - OVERALL, WHAT DO YOU THINK OF THE RESIDENTIAL/HOME-SUPPORT SERVICE YOUR FAMILY MEMBER HAS RECEIVED OVER THE LAST 12 MONTHS?

		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	PRIMARY DISABILITY Cognitive	PRIMARY DISABILITY Intellectual / Specific Learning	PRIMARY DISABILITY Psychiatric	PRIMARY DISABILITY Physical	PRIMARY DISABILITY Sensory	
BASE: Family member receives Residential and Home Support Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
REACTION TO SERVICE RECEIVED OVER LAST 12 MONTHS	Very good		291	249	584	160	90	378	17	89	60
		%	47.3%	51.5%	49.8%	39.7%	42.5%	56.5%	46.2%	36.4%	56.8%
	Good		177	119	308	120	62	158	6	83	22
		%	28.7%	24.6%	26.2%	29.8%	29.3%	23.6%	17.4%	33.9%	21.2%
	OK		89	61	161	70	35	73	5	41	10
		%	14.5%	12.6%	13.7%	17.3%	16.4%	10.9%	14.1%	16.7%	9.8%
	Poor		15	14	38	19	10	20	3	8	4
		%	2.4%	2.8%	3.2%	4.6%	4.9%	3.0%	7.5%	3.2%	3.9%
	Very Poor		15	14	23	10		13	1	7	4
		%	2.4%	2.9%	2.0%	2.4%		1.9%	3.4%	2.8%	3.8%
Don't know / no opinion		12	13	19	8	7	10		4	0	
	%	1.9%	2.6%	1.6%	1.9%	3.3%	1.5%		1.8%	.3%	
No response		17	14	41	17	8	17	4	13	4	
	%	2.8%	2.9%	3.5%	4.2%	3.6%	2.6%	11.4%	5.2%	4.2%	

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

Productivity Commission

Job Number: 98196

Q24a - OVERALL, WHAT DO YOU THINK OF THE RESIDENTIAL/HOME-SUPPORT SERVICE YOUR FAMILY MEMBER HAS RECEIVED OVER THE LAST 12 MONTHS?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Group Home Service	Receives Hostel / Large Residential Unit Service	Receives Attendant Care Service	Receives In Home Support Service	Receives Other Accommodation Service	
							18-24 years	25-34 years	35-44 years	45+ years						
BASE: Family member receives Residential and Home Support Services (weighted)		83	644	237	65	297	184	376	281	311	391	336	194	401	57	
	%	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%	100.0%	
REACTION TO SERVICE RECEIVED OVER LAST 12 MONTHS	Very good		34	319	113	30	156	83	189	134	162	217	188	92	172	19
		%	40.5%	49.5%	47.5%	45.6%	52.5%	45.2%	50.3%	47.7%	52.1%	55.3%	56.0%	47.7%	42.8%	33.2%
	Good		17	178	61	22	77	53	89	82	79	94	80	61	122	19
		%	20.1%	27.6%	25.7%	33.5%	25.9%	28.6%	23.7%	29.1%	25.6%	24.1%	23.8%	31.7%	30.5%	33.7%
	OK		21	82	36	8	39	25	49	43	41	52	45	24	53	6
		%	25.5%	12.7%	15.3%	12.3%	13.3%	13.8%	13.1%	15.4%	13.3%	13.4%	13.3%	12.3%	13.3%	10.6%
	Poor		5	16	15	1	6	8	16	5	8	13	8	5	18	2
		%	6.3%	2.5%	6.4%	1.9%	1.9%	4.4%	4.4%	1.7%	2.7%	3.2%	2.5%	2.4%	4.4%	3.5%
	Very Poor		2	16		1	5	3	10	5	5	4	7	3	8	2
		%	2.5%	2.5%		1.9%	1.7%	1.9%	2.6%	1.7%	1.7%	.9%	2.1%	1.7%	2.0%	3.9%
Don't know / no opinion		3	10	3	1	3	2	10	4	2	5	1	2	5	5	
	%	3.2%	1.6%	1.3%	1.3%	1.0%	1.3%	2.7%	1.5%	.7%	1.4%	.2%	1.0%	1.3%	9.6%	
No response		2	23	9	2	11	9	12	8	12	6	7	6	22	3	
	%	1.9%	3.5%	3.7%	3.5%	3.7%	4.8%	3.2%	2.8%	3.9%	1.6%	2.2%	3.2%	5.6%	5.7%	

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

*Productivity Commission
Job Number: 98196*

Q24b - MADE COMMENT: HOW COULD YOUR FAMILY MEMBER'S RESIDENTIAL / HOME SUPPORT SERVICE BE IMPROVED?

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Family member receives Residential and Home Support Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
ACCOMMODATION SERVICE IMPROVEMENTS	No improvement suggested		512	123	146	100	53	69	14	3	3
		%	43.6%	38.5%	49.2%	40.4%	46.0%	47.5%	44.5%	47.8%	32.0%
	Suggested improvement		661	197	151	147	62	76	18	4	6
		%	56.4%	61.5%	50.8%	59.6%	54.0%	52.5%	55.5%	52.2%	68.0%

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

*Productivity Commission
Job Number: 98196*

Q24b - MADE COMMENT: HOW COULD YOUR FAMILY MEMBER'S RESIDENTIAL / HOME SUPPORT SERVICE BE IMPROVED?

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Family member receives Residential and Home Support Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
ACCOMMODATION SERVICE IMPROVEMENTS	No improvement suggested		277	215	512	172	91	286	19	96	50
		%	45.0%	44.6%	43.6%	42.8%	43.0%	42.8%	51.8%	39.2%	47.2%
	Suggested improvement		339	267	661	230	120	382	17	148	56
		%	55.0%	55.4%	56.4%	57.2%	57.0%	57.2%	48.2%	60.8%	52.8%

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

*Productivity Commission
Job Number: 98196*

Q24b - MADE COMMENT: HOW COULD YOUR FAMILY MEMBER'S RESIDENTIAL / HOME SUPPORT SERVICE BE IMPROVED?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Group Home Service	Receives Hostel / Large Residential Unit Service	Receives Attendant Care Service	Receives In Home Support Service	Receives Other Accommodation Service
							18-24 years	25-34 years	35-44 years	45+ years					
BASE: Family member receives Residential and Home Support Services (weighted)		83	644	237	65	297	184	376	281	311	391	336	194	401	57
	%	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%	100.0%
ACCOMMODATION SERVICE IMPROVEMENTS	No improvement suggested	44	255	88	33	147	72	159	118	150	196	120	82	167	28
	%	52.5%	39.7%	36.9%	49.8%	49.5%	39.2%	42.2%	42.1%	48.1%	50.0%	35.8%	42.6%	41.5%	48.3%
	Suggested improvement	40	389	150	33	150	112	217	162	161	195	216	111	234	30
	%	47.5%	60.3%	63.1%	50.2%	50.5%	60.8%	57.8%	57.9%	51.9%	50.0%	64.2%	57.4%	58.5%	51.7%

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

*Productivity Commission
Job Number: 98196*

Q32 - ARE YOU ABLE TO GET ALL THE DISABILITY SERVICES NEEDED FOR YOU FAMILY MEMBER WITH A DISABILITY

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Receives Accommodation Services (weighted)		1174	320	298	248	116	144	32	7	9	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
ABLE TO GET ALL THE DISABILITY SERVICES NEEDED	Yes		497	143	135	93	44	59	15	2	4
		%	42.4%	44.7%	45.5%	37.8%	38.0%	41.1%	48.2%	34.8%	42.7%
	No		409	99	99	103	43	46	12	4	3
		%	34.8%	31.1%	33.2%	41.5%	37.2%	32.2%	36.4%	54.3%	32.0%
	Don't know		67	16	13	20	9	8	0	0	1
		%	5.7%	5.0%	4.5%	8.0%	8.0%	5.4%	.9%	4.3%	5.3%
	No response		200	62	50	32	19	31	5	0	2
		%	17.1%	19.3%	16.8%	12.8%	16.8%	21.3%	14.5%	6.5%	20.0%

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

*Productivity Commission
Job Number: 98196*

Q32 - ARE YOU ABLE TO GET ALL THE DISABILITY SERVICES NEEDED FOR YOU FAMILY MEMBER WITH A DISABILITY

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Receives Accommodation Services (weighted)		617	482	1174	402	211	668	36	244	106	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
ABLE TO GET ALL THE DISABILITY SERVICES NEEDED	Yes		250	213	497	169	91	303	20	77	47
		%	40.6%	44.1%	42.4%	41.9%	43.2%	45.4%	55.3%	31.5%	44.5%
	No		261	152	409	204	68	212	11	116	41
		%	42.3%	31.5%	34.8%	50.8%	32.2%	31.7%	30.1%	47.4%	38.8%
	Don't know		32	27	67	19	18	24	1	21	3
		%	5.2%	5.6%	5.7%	4.8%	8.4%	3.6%	3.7%	8.8%	2.9%
	No response		73	91	200	10	34	129	4	30	14
		%	11.8%	18.8%	17.1%	2.5%	16.2%	19.4%	10.9%	12.3%	13.7%

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

*Productivity Commission
Job Number: 98196*

Q32 - ARE YOU ABLE TO GET ALL THE DISABILITY SERVICES NEEDED FOR YOU FAMILY MEMBER WITH A DISABILITY

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Group Home Service	Receives Hostel / Large Residential Unit Service	Receives Attendant Care Service	Receives In Home Support Service	Receives Other Accommodation Service	
							18-24 years	25-34 years	35-44 years	45+ years						
BASE: Receives Accommodation Services (weighted)		83	644	237	65	297	184	376	281	311	391	336	194	401	57	
	%	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%	100.0%	
ABLE TO GET ALL THE DISABILITY SERVICES NEEDED	Yes		30	271	102	33	131	53	160	127	147	197	155	74	142	24
		%	35.6%	42.1%	43.0%	50.1%	44.3%	28.9%	42.5%	45.3%	47.4%	50.3%	46.0%	38.4%	35.3%	42.0%
	No		36	243	91	13	81	103	146	81	72	96	91	83	199	19
		%	42.7%	37.8%	38.5%	19.5%	27.4%	55.7%	38.7%	28.7%	23.1%	24.5%	27.0%	42.7%	49.7%	32.6%
	Don't know		10	24	6	10	22	12	18	15	22	15	18	15	24	6
%		12.2%	3.7%	2.7%	15.6%	7.3%	6.3%	4.8%	5.3%	7.1%	3.8%	5.4%	7.8%	6.0%	10.8%	
No response		8	106	37	10	62	17	53	58	70	84	72	21	36	8	
	%	9.4%	16.4%	15.8%	14.7%	21.0%	9.2%	14.0%	20.6%	22.4%	21.4%	21.6%	11.1%	9.0%	14.6%	

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

*Productivity Commission
Job Number: 98196*

Q33 - WHAT TYPES OF SERVICES ARE YOU WAITING FOR OR NOT ABLE TO GET?

		TOTAL	STATE							
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Receives Accommodation Services (weighted)		1174	320	298	248	116	144	32	7	9
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SERVICES WAITING FOR	Not waiting for a service	754	217	196	142	73	96	20	3	6
	%	64.2%	67.7%	66.0%	57.4%	62.8%	66.8%	62.7%	41.3%	66.7%
	Other	123	34	26	24	19	15	4	1	1
	%	10.5%	10.6%	8.6%	9.6%	16.1%	10.4%	11.8%	13.0%	14.7%
	Accommodation/residential service	118	38	32	29	8	9	3	0	0
	%	10.1%	11.8%	10.7%	11.7%	6.6%	5.9%	10.0%	6.5%	1.3%
	Accommodation support in persons own home	97	16	29	24	11	13	3	1	0
	%	8.3%	5.0%	9.8%	9.6%	9.5%	8.9%	10.0%	13.0%	2.7%
	Respite	92	26	30	14	7	10	2	2	0
	%	7.8%	8.1%	10.2%	5.9%	5.8%	6.9%	5.5%	30.4%	4.0%
	Specialist Support Coordinator or Case	75	16	24	20	4	8	1	0	1
	%	6.4%	5.0%	8.2%	8.0%	3.6%	5.4%	4.5%	4.3%	9.3%
	Employment service to get a job in the community	59	20	9	16	5	6	2	0	1
	%	5.0%	6.2%	2.9%	6.4%	4.4%	4.5%	5.5%	4.3%	8.0%
Sheltered work	47	16	6	11	6	6	2	0	0	
%	4.0%	5.0%	2.0%	4.3%	5.1%	4.0%	5.5%	6.5%	4.0%	
No response	13	4		5	3	1			0	
%	1.1%	1.2%		2.1%	2.2%	1.0%			1.3%	

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

*Productivity Commission
Job Number: 98196*

Q33 - WHAT TYPES OF SERVICES ARE YOU WAITING FOR OR NOT ABLE TO GET?

						PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY
		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives Accommodation Services (weighted)		617	482	1174	402	211	668	36	244	106
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SERVICES WAITING FOR	Not waiting for a service	351	324	754	193	143	452	24	124	63
	%	57.0%	67.2%	64.2%	48.1%	67.7%	67.6%	66.2%	50.9%	60.0%
	Accommodation/ residential service	82	42	118	92	13	66	2	39	14
	%	13.3%	8.8%	10.1%	22.9%	6.3%	9.9%	6.3%	16.0%	13.7%
	Other	82	40	123	45	22	55	1	34	14
	%	13.3%	8.4%	10.5%	11.3%	10.5%	8.2%	2.3%	13.8%	12.8%
	Accommodation support in persons own home	67	35	97	58	17	45	3	34	11
	%	10.9%	7.2%	8.3%	14.4%	8.2%	6.8%	7.5%	14.0%	10.4%
	Respite	69	30	92	73	18	36	6	33	9
	%	11.3%	6.2%	7.8%	18.2%	8.5%	5.3%	16.2%	13.3%	8.7%
	Specialist Support Coordinator or Case	35	28	75	35	14	34	1	27	5
	%	5.7%	5.8%	6.4%	8.7%	6.8%	5.0%	3.4%	11.0%	4.6%
Employment service to get a job in the community	35	30	59	22	8	35		16	6	
%	5.6%	6.2%	5.0%	5.6%	3.8%	5.2%		6.7%	5.6%	
Sheltered work	26	20	47	21	2	37	3	5	5	
%	4.2%	4.1%	4.0%	5.1%	1.0%	5.6%	7.5%	2.1%	5.2%	
No response	3	6	13	4	3	7	3	2		
%	.6%	1.2%	1.1%	1.0%	1.2%	1.1%	7.3%	.9%		

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

Productivity Commission

Job Number: 98196

Q33 - WHAT TYPES OF SERVICES ARE YOU WAITING FOR OR NOT ABLE TO GET?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Group Home Service	Receives Hostel / Large Residential Unit Service	Receives Attendant Care Service	Receives In Home Support Service	Receives Other Accommodation Service
							18-24 years	25-34 years	35-44 years	45+ years					
BASE: Receives Accommodation Services (weighted)		83	644	237	65	297	184	376	281	311	391	336	194	401	57
	%	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%	100.0%
SERVICES WAITING FOR	Not waiting for a service	45	395	146	51	215	79	224	199	237	293	244	111	197	37
	%	54.2%	61.3%	61.4%	77.4%	72.4%	43.1%	59.5%	71.0%	76.4%	74.8%	72.7%	57.3%	49.2%	65.3%
	Accommodation/ residential service	1	81	32	1	20	44	43	20	11	30	23	23	69	3
	%	1.0%	12.5%	13.3%	2.0%	6.8%	24.0%	11.3%	7.0%	3.5%	7.7%	6.7%	12.1%	17.2%	5.9%
	Other	17	69	24	3	27	29	43	29	22	23	36	16	55	7
	%	20.1%	10.7%	10.1%	5.2%	9.1%	15.7%	11.4%	10.3%	7.2%	6.0%	10.7%	8.1%	13.7%	12.5%
	Accommodation support in persons own home	15	64	15	4	10	30	32	12	21	18	10	35	63	7
	%	17.5%	10.0%	6.5%	6.1%	3.4%	16.0%	8.6%	4.3%	6.7%	4.6%	2.8%	18.0%	15.6%	11.8%
	Respite	13	59	20	5	11	25	35	18	14	19	11	29	60	6
	%	15.0%	9.2%	8.5%	7.3%	3.7%	13.5%	9.2%	6.2%	4.4%	4.7%	3.2%	14.7%	15.0%	9.9%
	Specialist Support Coordinator or Case	6	44	23	4	16	13	36	11	15	15	20	16	34	3
	%	7.6%	6.9%	9.6%	5.7%	5.5%	7.3%	9.6%	3.7%	4.7%	3.8%	6.0%	8.5%	8.4%	4.4%
Employment service to get a job in the community	2	27	13	2	18	18	20	9	8	13	9	9	31	4	
%	2.7%	4.1%	5.4%	3.0%	6.1%	9.7%	5.3%	3.2%	2.6%	3.4%	2.7%	4.6%	7.8%	7.7%	
Sheltered work	1	28	17	1	9	18	13	13	2	16	9	1	19	6	
%	1.0%	4.3%	7.2%	1.1%	3.0%	9.9%	3.5%	4.7%	.7%	4.2%	2.7%	.7%	4.6%	10.9%	
No response	5	7	2		3		10	2	2	6	4	0	5		
%	5.7%	1.1%	1.0%		1.1%		2.6%	.6%	.7%	1.4%	1.1%	.1%	1.2%		