

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

*Productivity Commission
Job Number: 98196*

DEMOGRAPHICS - STATE

BASE: Receives Case Management Services (weighted)		1085
	%	100.0%
STATE	NSW	9
	%	.9%
	Victoria	726
	%	66.8%
	Queensland	45
	%	4.1%
	Western Australia	56
	%	5.1%
	South Australia	207
	%	19.1%
Tasmania	38	
%	3.5%	
Northern Territory	3	
%	.3%	
ACT	2	
%	.1%	

**DISABILITY SERVICES SATISFACTION SURVEY
FAMILY SURVEY, SERVICE, 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		Intellectual / Specific Learning		Physical	Sensory	
						Cognitive		Psychiatric			
BASE: Receives Case Management Services (weighted)		1085	402	582	601	205	591	39	184	136	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
STATE	NSW		9	3	5	6	2	6	0	3	0
		%	.9%	.9%	.8%	1.0%	.8%	.9%	.3%	1.4%	.4%
	Victoria		726	254	417	425	128	373	29	122	108
		%	66.8%	63.0%	71.7%	70.8%	62.5%	63.1%	74.1%	66.6%	79.0%
	Queensland		45	14	23	24	9	25	3	8	4
		%	4.1%	3.5%	3.9%	4.0%	4.2%	4.2%	7.4%	4.6%	3.0%
	Western Australia		56	36	27	29	8	40	1	8	4
		%	5.1%	8.9%	4.6%	4.8%	3.8%	6.7%	2.2%	4.5%	2.9%
	South Australia		207	81	85	92	52	118	4	35	17
		%	19.1%	20.1%	14.6%	15.3%	25.2%	19.9%	10.9%	19.2%	12.6%
	Tasmania		38	14	22	23	6	28	2	6	3
		%	3.5%	3.4%	3.8%	3.9%	2.9%	4.8%	4.2%	3.2%	1.9%
	Northern Territory		3	0	2	2	1	1	0	1	0
		%	.3%	.1%	.4%	.3%	.4%	.1%	.7%	.5%	.1%
	ACT		2	1	1	0	0	1	0	0	0
		%	.1%	.2%	.2%	.1%	.1%	.2%	.1%	.1%	.1%

**DISABILITY SERVICES SATISFACTION SURVEY
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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 Case Management Services (weighted)		101	602	201	127	196	314	281	184	283	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
STATE	NSW		2	5	1	0	2	4	3	1	1
		%	1.9%	.8%	.5%	.1%	.9%	1.3%	1.2%	.7%	.2%
	Victoria		52	390	131	105	134	204	186	108	210
		%	51.7%	64.8%	65.3%	82.3%	68.2%	64.9%	66.4%	58.5%	74.0%
	Queensland		2	30	8	3	6	16	14	8	6
		%	2.4%	5.0%	4.2%	2.3%	2.9%	5.0%	5.1%	4.4%	2.0%
	Western Australia		3	34	13	3	10	18	15	12	9
		%	3.4%	5.6%	6.3%	2.7%	5.1%	5.7%	5.4%	6.4%	3.2%
	South Australia		40	115	40	15	33	60	51	46	49
		%	39.8%	19.1%	19.7%	11.5%	16.6%	19.2%	18.1%	24.7%	17.3%
	Tasmania		0	25	7	1	11	12	9	9	8
		%	.3%	4.2%	3.6%	.8%	5.6%	3.7%	3.3%	5.0%	2.9%
	Northern Territory		0	1	0	0	1	1	1		1
		%	.3%	.2%	.1%	.3%	.6%	.2%	.3%		.3%
	ACT		0	1	0		0	0	1	0	0
		%	.2%	.2%	.2%		.1%	.1%	.3%	.2%	.0%

**DISABILITY SERVICES SATISFACTION SURVEY
FAMILY SURVEY, SERVICE, 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 Case Management Services (weighted)		1085	9	726	45	56	207	38	3	2	
	%	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		314	4	204	16	18	60	12	1	0
		%	28.9%	42.9%	28.1%	34.9%	32.0%	29.0%	30.2%	20.0%	17.1%
	25-34 years		281	3	186	14	15	51	9	1	1
		%	25.9%	35.1%	25.7%	31.7%	27.3%	24.5%	24.1%	25.0%	51.4%
	35-44 years		184	1	108	8	12	46	9		0
		%	17.0%	14.3%	14.9%	18.3%	21.1%	22.0%	24.1%		20.0%
	45-54 years		107	0	67	3	7	25	5	0	0
		%	9.9%	3.9%	9.2%	5.9%	13.3%	12.0%	12.1%	10.0%	5.7%
	55-65 years		74	0	50	2	1	18	3		
		%	6.8%	1.3%	6.8%	4.8%	2.3%	8.7%	7.8%		
	65-74 years		40	0	35	0		4	0	0	
		%	3.7%	1.3%	4.8%	.5%		2.1%	.9%	10.0%	
	75 years plus		62		58	0	0	2	0	0	
		%	5.7%		8.0%	1.1%	.8%	.8%	.9%	10.0%	
	No response		23	0	17	1	2	2		1	0
		%	2.1%	1.3%	2.4%	2.7%	3.1%	.8%		25.0%	5.7%

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

*Productivity Commission
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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 Case Management Services (weighted)		1085	402	582	601	205	591	39	184	136	
	%	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		314	155	137	211	33	205	5	74	25
		%	28.9%	38.4%	23.6%	35.1%	16.1%	34.7%	13.2%	40.4%	18.3%
	25-34 years		281	120	132	176	43	188	17	43	24
		%	25.9%	29.8%	22.6%	29.3%	20.9%	31.8%	42.8%	23.4%	17.3%
	35-44 years		184	73	110	76	43	110	4	35	19
		%	17.0%	18.1%	18.9%	12.7%	20.8%	18.7%	10.5%	19.1%	13.7%
	45-54 years		107	32	69	41	36	50	8	13	8
		%	9.9%	7.9%	11.9%	6.8%	17.6%	8.5%	19.1%	7.2%	6.0%
	55-65 years		74	7	57	35	33	17	1	8	7
		%	6.8%	1.8%	9.8%	5.8%	16.1%	2.8%	3.3%	4.3%	5.2%
	65-74 years		40	4	25	23	7	4	1		8
		%	3.7%	.9%	4.4%	3.8%	3.3%	.7%	3.2%		6.2%
	75 years plus		62		40	30	6	1	3	4	43
		%	5.7%		6.9%	4.9%	3.1%	.1%	7.4%	2.1%	31.2%
	No response		23	12	11	10	4	16	0	6	3
		%	2.1%	3.1%	1.9%	1.6%	2.0%	2.6%	.5%	3.5%	2.2%

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

*Productivity Commission
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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 Case Management Services (weighted)		101	602	201	127	196	314	281	184	283
	%	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	13	260	75	0	18	314			
	%	13.0%	43.1%	37.5%	.2%	9.1%	100.0%			
	25-34 years	14	204	73	2	30		281		
	%	13.6%	33.9%	36.5%	1.4%	15.4%		100.0%		
	35-44 years	38	100	40	18	32			184	
	%	37.0%	16.5%	19.9%	14.1%	16.3%			100.0%	
	45-54 years	23	30	11	29	30				107
	%	22.9%	4.9%	5.7%	23.1%	15.4%				37.9%
	55-65 years	8	7	1	34	25				74
	%	8.2%	1.1%	.4%	26.4%	13.0%				26.2%
65-74 years	1			25	14				40	
%	.8%			19.6%	7.3%				14.2%	
75 years plus	1			17	40				62	
%	1.1%			13.7%	20.4%				21.7%	
No response	3	2		2	6					
%	3.3%	.4%		1.5%	3.2%					

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

Productivity Commission

Job Number: 98196

Q5 - PRIMARY DISABILITY TYPE OF FAMILY MEMBER

		TOTAL	STATE							
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Receives Case Management Services (weighted)		1085	9	726	45	56	207	38	3	2
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Disability	Intellectual (including Down Syndrome)	499	5	315	21	34	100	24	1	1
	%	46.0%	49.4%	43.4%	46.2%	61.7%	48.1%	62.1%	20.0%	57.1%
	Specific Learning / Attention Deficit Disorder	36		26	1	4	3	1		
	%	3.3%		3.6%	2.7%	7.8%	1.2%	3.4%		
	Autism	55	1	29	4	2	15	3	0	0
	%	5.0%	10.4%	4.0%	8.6%	3.1%	7.5%	7.8%	10.0%	5.7%
	Physical (cerebral palsy/spinal bifida/spinal)	184	3	122	8	8	35	6	1	0
	%	16.9%	27.3%	16.9%	18.8%	14.8%	17.0%	15.5%	30.0%	11.4%
	Acquired brain injury	83	0	47	4	4	27	1	0	0
	%	7.7%	2.6%	6.4%	9.1%	7.0%	12.9%	3.4%	5.0%	11.4%
	Vision	75	0	64	1	1	9	0		0
	%	6.9%	1.3%	8.8%	2.7%	1.6%	4.1%	.9%		5.7%
	Hearing	25		20	0	0	3	0		
	%	2.3%		2.8%	.5%	.8%	1.7%	.9%		
	Speech	38	0	26	1	3	6	2	0	
	%	3.5%	2.6%	3.6%	2.7%	4.7%	2.9%	5.2%	5.0%	
	Deaf and blind (dual sensory)	11	0	9	1	0	1			
	%	1.0%	1.3%	1.2%	1.6%	.8%	.4%			
Psychiatric	39	0	29	3	1	4	2	0	0	
%	3.6%	1.3%	4.0%	6.5%	1.6%	2.1%	4.3%	10.0%	2.9%	
Neurological (including ms/epilepsy)	124	1	82	5	5	26	5	1	0	
%	11.4%	15.6%	11.2%	11.3%	8.6%	12.4%	12.1%	25.0%	5.7%	
Other	174	1	146	4	3	17	2	1	0	
%	16.1%	15.6%	20.1%	9.7%	5.5%	8.3%	5.2%	20.0%	2.9%	
Don't know	12		9	0	1	1	0	0	0	
%	1.1%		1.2%	1.1%	2.3%	.4%	.9%	5.0%	5.7%	

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

*Productivity Commission
Job Number: 98196*

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		205	2	128	9	8	52	6	1	0
		%	18.9%	18.2%	17.7%	19.4%	14.1%	24.9%	15.5%	30.0%	17.1%
	INTELLECTUAL / SPECIFIC LEARNING - TOTAL		591	6	373	25	40	118	28	1	1
		%	54.4%	59.7%	51.4%	55.9%	71.1%	56.8%	73.3%	30.0%	62.9%
	SENSORY - TOTAL		136	0	108	4	4	17	3	0	0
		%	12.6%	5.2%	14.9%	9.1%	7.0%	8.3%	6.9%	5.0%	5.7%

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

Productivity Commission

Job Number: 98196

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 Case Management Services (weighted)		1085	402	582	601	205	591	39	184	136
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Disability	Intellectual (including Down Syndrome)	499	280	249	285	26	499	16	41	38
	%	46.0%	69.5%	42.9%	47.5%	12.6%	84.5%	41.5%	22.3%	27.7%
	Specific Learning / Attention Deficit Disorder	36	23	11	18	2	36	1	0	3
	%	3.3%	5.8%	1.9%	2.9%	.9%	6.0%	2.2%	.2%	2.1%
	Autism	55	21	27	39	1	55	1	1	1
	%	5.0%	5.2%	4.6%	6.5%	.4%	9.2%	2.8%	.5%	.5%
	Physical (cerebral palsy/spinal bifida/spinal)	184	37	112	109	8	41	3	184	30
	%	16.9%	9.2%	19.3%	18.2%	3.7%	7.0%	7.8%	100.0%	22.2%
	Acquired brain injury	83	22	48	45	83	6		5	12
	%	7.7%	5.5%	8.3%	7.4%	40.6%	1.1%		2.7%	9.0%
	Vision	75	10	34	31	12	6	6	1	75
	%	6.9%	2.4%	5.8%	5.1%	5.8%	1.1%	14.8%	.6%	55.2%
	Hearing	25	4	15	7	3	5	3	3	25
	%	2.3%	1.0%	2.6%	1.2%	1.6%	.9%	8.3%	1.7%	18.2%
	Speech	38	17	29	24	10	22	0	14	38
	%	3.5%	4.3%	4.9%	3.9%	5.0%	3.7%	.6%	7.6%	28.2%
	Deaf and blind (dual sensory)	11	1	7	8	0	1		3	11
	%	1.0%	.4%	1.2%	1.3%	.1%	.2%		1.6%	8.0%
Psychiatric	39	7	16	28	1	18	39	3	6	
%	3.6%	1.7%	2.8%	4.7%	.6%	3.0%	100.0%	1.7%	4.7%	
Neurological (including ms/epilepsy)	124	18	76	83	124	24	1	3	11	
%	11.4%	4.4%	13.1%	13.8%	60.5%	4.0%	3.3%	1.4%	8.2%	
Other	174	48	110	90	23	37	3	26	50	
%	16.1%	11.8%	18.9%	15.0%	11.1%	6.3%	8.1%	14.0%	36.8%	
Don't know	12	2	5	2						
%	1.1%	.4%	.9%	.3%						

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

*Productivity Commission
Job Number: 98196*

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	205	38	123	125		205	29	1	8	23
	%	18.9%	9.5%	21.1%	20.9%		100.0%	4.9%	3.3%	4.1%	17.0%
	INTELLECTUAL / SPECIFIC LEARNING - TOTAL	591	327	290	345		29	591	18	41	45
	%	54.4%	81.2%	49.9%	57.3%		14.2%	100.0%	45.4%	22.5%	33.2%
	SENSORY - TOTAL	136	34	77	63		23	45	6	30	136
	%	12.6%	8.4%	13.2%	10.5%		11.3%	7.7%	16.3%	16.5%	100.0%

**DISABILITY SERVICES SATISFACTION SURVEY
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*Productivity Commission
Job Number: 98196*

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 Case Management Services (weighted)		101	602	201	127	196	314	281	184	283
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Disability	Intellectual (including Down Syndrome)	11	325	130	5	93	163	154	99	71
	%	11.1%	54.0%	64.6%	3.8%	47.4%	51.9%	54.9%	53.8%	25.0%
	Specific Learning / Attention Deficit Disorder	7	21	6	1	11	15	8	9	1
	%	7.3%	3.4%	3.1%	.5%	5.5%	4.8%	3.0%	4.6%	.3%
	Autism		49	11	0	6	28	24	2	0
	%		8.2%	5.7%	.2%	3.2%	9.0%	8.5%	1.0%	.1%
	Physical (cerebral palsy/spinal bifida/spinal)	22	126	28	11	20	74	43	35	25
	%	21.2%	21.0%	13.9%	8.9%	10.4%	23.6%	15.4%	19.0%	8.8%
	Acquired brain injury	12	42	13	15	2	12	26	20	22
	%	11.5%	6.9%	6.3%	11.4%	.9%	3.7%	9.3%	11.1%	7.8%
	Vision	5	10	3	31	30	5	7	3	60
	%	5.4%	1.6%	1.3%	24.6%	15.4%	1.7%	2.5%	1.4%	21.3%
	Hearing		15	3	4	6	5	7	4	9
	%		2.5%	1.5%	3.0%	3.1%	1.5%	2.6%	2.0%	3.2%
	Speech	1	28	7	3	4	9	14	6	8
	%	1.4%	4.7%	3.4%	2.3%	2.1%	3.0%	5.1%	3.4%	3.0%
Deaf and blind (dual sensory)		2	1	6	4	1	2	3	6	
%		.3%	.5%	4.6%	1.8%	.2%	.5%	1.6%	2.1%	
Psychiatric	5	21	7	0	7	5	17	4	13	
%	4.6%	3.5%	3.4%	.3%	3.6%	1.7%	6.0%	2.2%	4.6%	
Neurological (including ms/epilepsy)	30	48	13	36	24	22	18	23	60	
%	29.2%	8.0%	6.7%	28.6%	12.5%	7.0%	6.3%	12.5%	21.3%	
Other	22	77	23	46	27	35	34	26	72	
%	21.5%	12.8%	11.3%	36.3%	13.7%	11.1%	12.3%	13.9%	25.4%	
Don't know	3	1		3	8	4	0	4	4	
%	3.2%	.2%		2.6%	3.9%	1.2%	.1%	2.3%	1.3%	
COGNITIVE - TOTAL		41	87	26	51	26	33	43	43	82
%		40.7%	14.5%	13.0%	40.0%	13.3%	10.5%	15.3%	23.2%	29.1%

**DISABILITY SERVICES SATISFACTION SURVEY
FAMILY SURVEY, SERVICE, 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		18	396	147	6	110	205	188	110	72
		%	18.1%	65.8%	73.2%	4.5%	56.0%	65.4%	66.9%	59.9%	25.4%
	SENSORY - TOTAL		10	56	11	38	35	25	24	19	66
		%	9.7%	9.3%	5.5%	29.8%	18.0%	7.9%	8.4%	10.1%	23.4%

**DISABILITY SERVICES SATISFACTION SURVEY
FAMILY SURVEY, SERVICE, 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 Case Management Services (weighted)		1085	9	726	45	56	207	38	3	2
	%	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	684	5	481	26	34	119	18	1	0
	%	63.0%	55.8%	66.3%	57.0%	60.2%	57.3%	47.4%	50.0%	14.3%
	Every day	74	0	52	3	5	10	2	0	0
	%	6.8%	1.3%	7.2%	7.0%	9.4%	5.0%	6.0%	15.0%	11.4%
	Several times a week	116	1	67	6	7	26	8	0	0
	%	10.7%	10.4%	9.2%	12.9%	13.3%	12.4%	21.6%	10.0%	28.6%
	Once a week	76	0	50	4	5	13	4	0	0
	%	7.0%	5.2%	6.8%	8.1%	9.4%	6.2%	10.3%	15.0%	14.3%
	Several times a month	45	0	29	2	1	9	3		0
	%	4.2%	5.2%	4.0%	4.3%	1.6%	4.6%	8.6%		20.0%
	Once a month	6		3	1	0	1	1	0	0
	%	.5%		.4%	1.6%	.8%	.4%	1.7%	5.0%	2.9%
	Every two or three months	7	1	3	1	0		2		
	%	.6%	6.5%	.4%	2.2%	.8%		4.3%		
	Once or twice a year	7		6	1				0	
	%	.6%		.8%	2.2%				5.0%	
	Less often	2			0	1	1			
	%	.2%			.5%	1.6%	.4%			
	Doesn't apply/I am family member with disability	56	1	26	1	1	26			0
	%	5.2%	15.6%	3.6%	2.7%	2.3%	12.4%			8.6%
Can't remember	1					1				
%	.1%					.4%				
No response	12		9	1	0	2				
%	1.1%		1.2%	1.6%	.8%	.8%				

**DISABILITY SERVICES SATISFACTION SURVEY
FAMILY SURVEY, SERVICE, 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 Case Management Services (weighted)		1085	402	582	601	205	591	39	184	136	
	%	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		684	243	266	485	141	368	28	131	91
		%	63.0%	60.4%	45.7%	80.7%	68.5%	62.2%	71.0%	71.4%	66.9%
	Every day		74	29	53	33	8	36	4	13	9
		%	6.8%	7.2%	9.2%	5.4%	3.9%	6.0%	9.5%	7.1%	6.6%
	Several times a week		116	53	89	39	16	74	2	9	15
		%	10.7%	13.1%	15.2%	6.5%	7.7%	12.6%	5.4%	5.2%	11.3%
	Once a week		76	32	73	16	7	53	0	13	11
		%	7.0%	8.1%	12.5%	2.7%	3.4%	9.0%	1.2%	7.2%	8.4%
	Several times a month		45	18	39	3	5	28	0	6	4
		%	4.2%	4.6%	6.8%	.5%	2.4%	4.7%	1.2%	3.2%	2.9%
	Once a month		6	4	6	1	0	5	0	0	0
		%	.5%	1.0%	1.0%	.2%	.2%	.8%	.8%	.1%	.1%
	Every two or three months		7	1	7	1	0	6	0		
		%	.6%	.3%	1.1%	.1%	.2%	1.0%	.6%		
	Once or twice a year		7	6	7	3	0	6		0	
		%	.6%	1.4%	1.2%	.5%	.2%	1.1%		.1%	
	Less often		2	0	2	0		1		1	0
		%	.2%	.1%	.3%	.1%		.1%		.5%	.3%
Doesn't apply/I am family member with disability		56	10	32	16	27	7	4	5	2	
	%	5.2%	2.5%	5.5%	2.7%	13.3%	1.2%	10.2%	2.7%	1.3%	
Can't remember		1		1					1		
	%	.1%		.1%					.5%		
No response		12	5	8	3	0	7		4	3	
	%	1.1%	1.2%	1.3%	.6%	.1%	1.2%		2.1%	2.1%	

**DISABILITY SERVICES SATISFACTION SURVEY
FAMILY SURVEY, SERVICE, 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 Case Management Services (weighted)		101	602	201	127	196	314	281	184	283
	%	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	28	423	124	117	82	246	172	85	166
	%	27.5%	70.2%	62.0%	91.6%	41.8%	78.5%	61.1%	45.9%	58.4%
	Every day	8	43	19	3	21	16	24	12	19
	%	8.1%	7.2%	9.4%	2.5%	10.9%	5.1%	8.5%	6.5%	6.8%
	Several times a week	5	66	20	5	31	26	38	26	26
	%	4.9%	10.9%	10.1%	4.3%	15.7%	8.2%	13.4%	14.0%	9.3%
	Once a week	5	39	23	1	24	9	14	23	29
	%	5.1%	6.5%	11.6%	.7%	12.4%	3.0%	4.9%	12.8%	10.2%
	Several times a month	1	23	11	0	14	6	15	8	16
	%	1.1%	3.9%	5.6%	.3%	7.2%	1.9%	5.4%	4.4%	5.7%
	Once a month		2	1		4	0	2	4	0
	%		.3%	.6%		2.1%	.1%	.6%	1.9%	.1%
	Every two or three months		2	1		4	1	1	1	3
	%		.2%	.6%		2.2%	.3%	.5%	.5%	1.2%
	Once or twice a year		0			6	0	3	3	0
	%		.1%			3.3%	.1%	1.1%	1.7%	.2%
	Less often		0		1	1	0	0	1	0
	%		.1%		.7%	.3%	.1%	.2%	.5%	.1%
Doesn't apply/I am family member with disability		53				0	8	9	18	18
%		52.4%				.2%	2.6%	3.1%	9.8%	6.4%
Can't remember						1				1
%						.4%				.3%
No response		1	4	0		7	0	3	4	4
%		.8%	.6%	.1%		3.4%	.1%	1.2%	2.0%	1.3%

**DISABILITY SERVICES SATISFACTION SURVEY
FAMILY SURVEY, SERVICE, 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 Case Management Services (weighted)		1085	9	726	45	56	207	38	3	2	
	%	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		602	5	390	30	34	115	25	1	1
		%	55.5%	53.2%	53.8%	67.2%	60.9%	55.6%	66.4%	35.0%	65.7%
	Father		201	1	131	8	13	40	7	0	0
		%	18.5%	11.7%	18.1%	18.8%	22.7%	19.1%	19.0%	10.0%	22.9%
	Partner, eg, husband, wife		127	0	105	3	3	15	1	0	
		%	11.7%	1.3%	14.5%	6.5%	6.3%	7.1%	2.6%	15.0%	
	I am the family member with a disability		101	2	52	2	3	40	0	0	0
		%	9.3%	20.8%	7.2%	5.4%	6.3%	19.5%	.9%	10.0%	11.4%
	Brother or sister		84	1	55	3	3	15	6		0
		%	7.7%	7.8%	7.6%	7.5%	6.3%	7.1%	16.4%		5.7%
	Son or Daughter (including in-law)		60	0	50	0	2	6	1	1	
		%	5.5%	2.6%	6.8%	.5%	3.1%	2.9%	3.4%	20.0%	
	Other relative		35	0	23	2	3	4	2	0	0
		%	3.2%	5.2%	3.2%	3.8%	4.7%	2.1%	5.2%	10.0%	2.9%
	Other		22	0	9	1	2	8	1	0	0
		%	2.0%	2.6%	1.2%	2.7%	3.9%	3.7%	3.4%	10.0%	2.9%
	No response		20		17	1	1			0	0
		%	1.9%		2.4%	2.7%	2.3%			5.0%	5.7%

**DISABILITY SERVICES SATISFACTION SURVEY
FAMILY SURVEY, SERVICE, 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 Case Management Services (weighted)		1085	402	582	601	205	591	39	184	136
	%	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	602	266	293	370	87	396	21	126	56
	%	55.5%	66.1%	50.3%	61.5%	42.6%	67.0%	53.5%	68.8%	41.0%
	Father	201	88	102	127	26	147	7	28	11
	%	18.5%	21.8%	17.6%	21.1%	12.7%	24.9%	17.2%	15.1%	8.1%
	Partner, eg, husband, wife	127	9	69	68	51	6	0	11	38
	%	11.7%	2.2%	11.8%	11.2%	24.8%	1.0%	1.0%	6.2%	27.8%
	Brother or sister	84	53	59	39	7	64	2	10	7
	%	7.7%	13.2%	10.2%	6.5%	3.5%	10.9%	4.6%	5.7%	4.9%
	I am the family member with a disability	101	14	58	32	41	18	5	22	10
	%	9.3%	3.4%	10.0%	5.3%	20.1%	3.1%	11.8%	11.7%	7.2%
	Son or Daughter (including in-law)	60	2	40	36	14	8	3	6	25
	%	5.5%	.5%	6.9%	6.0%	6.9%	1.4%	8.9%	3.4%	18.1%
	Other relative	35	11	19	13	4	22	1	4	7
	%	3.2%	2.7%	3.2%	2.2%	1.8%	3.8%	3.0%	2.4%	4.8%
Other	22	14	18	6	2	18	1	3	0	
%	2.0%	3.5%	3.1%	1.0%	.8%	3.1%	1.5%	1.4%	.3%	
No response	20	8	11	7	6	7	0	3		
%	1.9%	1.9%	1.8%	1.2%	3.0%	1.3%	.1%	1.8%		

**DISABILITY SERVICES SATISFACTION SURVEY
FAMILY SURVEY, SERVICE, 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 Case Management Services (weighted)		101	602	201	127	196	314	281	184	283
	%	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	21	602	104	2	15	260	204	100	37
	%	20.3%	100.0%	51.9%	1.9%	7.8%	82.7%	72.8%	54.1%	12.9%
	Father	5	104	201	1	7	75	73	40	12
	%	5.0%	17.3%	100.0%	.7%	3.4%	24.0%	26.1%	21.7%	4.3%
	Partner, eg, husband, wife	7	2	1	127	8	0	2	18	106
	%	6.7%	.4%	.5%	100.0%	4.0%	.1%	.6%	9.8%	37.3%
	I am the family member with a disability	101	21	5	7	8	13	14	38	34
	%	100.0%	3.4%	2.5%	5.4%	3.8%	4.2%	4.9%	20.4%	11.8%
	Brother or sister	1	12	5	3	84	5	18	22	36
	%	.8%	2.0%	2.3%	2.5%	42.7%	1.6%	6.4%	12.1%	12.6%
	Son or Daughter (including in-law)	6	1	2	4	60	3	4	2	48
	%	6.0%	.2%	.9%	3.3%	30.4%	1.0%	1.4%	1.1%	16.8%
	Other relative		2	0		35	6	2	3	21
	%		.4%	.1%		17.7%	1.8%	.7%	1.4%	7.5%
	Other	1	0		0	22	4	7	5	6
	%	.6%	.0%		.3%	11.1%	1.2%	2.3%	2.8%	2.1%
No response									6	
%									2.1%	

**DISABILITY SERVICES SATISFACTION SURVEY
FAMILY SURVEY, SERVICE, 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 Case Management Services (weighted)		1085	9	726	45	56	207	38	3	2	
	%	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		1			0	1		0		
		%	.1%			.8%	.4%		5.0%		
	25-34 years		32	1	26	1	2	2	1	0	0
		%	3.0%	7.8%	3.6%	1.6%	3.1%	.8%	1.7%	10.0%	5.7%
	35-44 years		120	1	79	6	6	24	4	0	
		%	11.1%	7.8%	10.8%	14.0%	10.9%	11.6%	10.3%	10.0%	
	45-54 years		364	3	242	16	18	67	15	1	1
		%	33.5%	35.1%	33.3%	36.0%	32.8%	32.4%	38.8%	50.0%	37.1%
	55-65 years		251	2	178	12	13	37	9	0	0
		%	23.2%	22.1%	24.5%	26.3%	22.7%	17.8%	24.1%	15.0%	28.6%
	65-74 years		141	1	93	6	6	30	5	0	0
		%	13.0%	7.8%	12.9%	13.4%	10.2%	14.5%	13.8%	5.0%	8.6%
	75 years plus		72	0	50	1	7	11	3		0
		%	6.6%	3.9%	6.8%	2.2%	11.7%	5.4%	8.6%		2.9%
	Doesn't apply/I am family member with disability		74	1	35	2	2	34	0		0
		%	6.8%	14.3%	4.8%	3.8%	3.9%	16.2%	.9%		11.4%
	No response		29	0	23	1	2	2	1	0	0
		%	2.7%	1.3%	3.2%	2.7%	3.9%	.8%	1.7%	5.0%	5.7%

**DISABILITY SERVICES SATISFACTION SURVEY
FAMILY SURVEY, SERVICE, 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	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory	
BASE: Receives Case Management Services (weighted)		1085	402	582	601	205	591	39	184	136	
	%	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		1	0	1	0	1		0	0	
		%	.1%	.1%	.2%	.1%	.4%		.1%	.3%	
	25-34 years		32	15	20	11	2	11		6	3
		%	3.0%	3.6%	3.5%	1.9%	1.2%	1.9%		3.3%	2.5%
	35-44 years		120	42	54	72	17	59	5	22	14
		%	11.1%	10.5%	9.4%	12.0%	8.3%	10.0%	11.7%	12.1%	10.2%
	45-54 years		364	165	182	236	57	224	9	73	38
		%	33.5%	41.0%	31.3%	39.3%	27.8%	38.0%	23.6%	39.9%	27.6%
	55-65 years		251	89	137	151	48	155	14	42	40
		%	23.2%	22.2%	23.6%	25.0%	23.5%	26.2%	36.3%	23.0%	29.4%
	65-74 years		141	48	90	68	31	72	1	19	15
		%	13.0%	12.0%	15.4%	11.3%	15.1%	12.3%	2.1%	10.2%	10.7%
	75 years plus		72	18	40	29	13	37	6	5	14
		%	6.6%	4.4%	6.8%	4.8%	6.5%	6.3%	15.4%	2.7%	10.1%
	Doesn't apply/I am family member with disability		74	11	38	18	32	11	4	12	12
		%	6.8%	2.6%	6.5%	3.0%	15.6%	1.8%	10.8%	6.6%	8.9%
	No response		29	14	19	16	3	21	0	4	0
		%	2.7%	3.5%	3.2%	2.7%	1.7%	3.5%	.1%	2.2%	.3%

**DISABILITY SERVICES SATISFACTION SURVEY
FAMILY SURVEY, SERVICE, 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 Case Management Services (weighted)		101	602	201	127	196	314	281	184	283	
	%	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			1	0			1	
		%	.1%			.7%	.1%			.3%	
	25-34 years		4	4		7	20	0	16	10	6
		%	4.4%	.7%		5.5%	10.4%	.0%	5.6%	5.6%	2.1%
	35-44 years		1	65	9	12	42	62	10	21	25
		%	1.1%	10.8%	4.6%	9.2%	21.6%	19.6%	3.6%	11.4%	8.6%
	45-54 years		12	257	73	26	53	197	101	11	50
		%	11.5%	42.7%	36.3%	20.2%	26.8%	62.7%	35.9%	6.1%	17.5%
	55-65 years		5	139	53	35	46	34	109	35	72
		%	5.1%	23.2%	26.4%	27.1%	23.5%	11.0%	38.9%	19.2%	25.5%
	65-74 years		4	78	35	33	18	5	30	55	51
		%	4.1%	12.9%	17.4%	25.6%	9.1%	1.5%	10.7%	29.9%	18.2%
	75 years plus		3	41	23	9	8	1	2	25	44
		%	3.3%	6.8%	11.4%	7.2%	4.2%	.3%	.9%	13.6%	15.4%
	Doesn't apply/I am family member with disability		71	3		6	0	9	9	25	31
		%	70.2%	.5%		4.6%	.2%	2.7%	3.2%	13.6%	11.1%
No response			14	8	1	7	6	4	1	4	
	%		2.4%	3.9%	.7%	3.4%	2.0%	1.3%	.5%	1.3%	

**DISABILITY SERVICES SATISFACTION SURVEY
FAMILY SURVEY, SERVICE, 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 Case Management Services (weighted)		1085	9	726	45	56	207	38	3	2	
	%	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		387	2	274	19	20	62	9	1	1
		%	35.6%	20.8%	37.8%	42.5%	35.9%	29.9%	23.3%	20.0%	37.1%
	No		573	7	373	20	29	115	26	2	1
		%	52.8%	70.1%	51.4%	45.7%	52.3%	55.6%	69.0%	55.0%	51.4%
	Not sure / don't know		93	1	58	3	4	23	3	1	0
		%	8.6%	9.1%	8.0%	7.5%	7.0%	11.2%	6.9%	20.0%	2.9%
	No response		32		20	2	3	7	0	0	0
		%	3.0%		2.8%	4.3%	4.7%	3.3%	.9%	5.0%	8.6%

**DISABILITY SERVICES SATISFACTION SURVEY
FAMILY SURVEY, SERVICE, 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 Case Management Services (weighted)		1085	402	582	601	205	591	39	184	136	
	%	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		387	130	224	272	83	204	16	79	51
		%	35.6%	32.4%	38.5%	45.2%	40.7%	34.6%	40.1%	42.9%	37.6%
	No		573	214	294	254	95	320	19	80	73
		%	52.8%	53.3%	50.5%	42.2%	46.2%	54.1%	49.6%	43.7%	53.5%
	Not sure / don't know		93	43	47	61	20	51	4	16	9
		%	8.6%	10.8%	8.2%	10.1%	9.7%	8.6%	9.7%	8.8%	6.7%
	No response		32	14	16	15	7	16	0	8	3
		%	3.0%	3.6%	2.8%	2.5%	3.5%	2.7%	.6%	4.6%	2.2%

**DISABILITY SERVICES SATISFACTION SURVEY
FAMILY SURVEY, SERVICE, 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 Case Management Services (weighted)		101	602	201	127	196	314	281	184	283	
	%	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		29	241	69	41	64	142	96	51	87
		%	28.8%	40.0%	34.6%	32.5%	32.4%	45.1%	34.3%	27.8%	30.8%
	No		57	318	103	62	107	137	157	108	163
		%	56.4%	52.8%	51.4%	48.3%	54.5%	43.6%	55.9%	58.5%	57.7%
	Not sure / don't know		13	32	17	20	22	26	24	19	21
		%	12.4%	5.4%	8.7%	15.4%	11.2%	8.2%	8.5%	10.3%	7.5%
	No response		2	11	11	5	4	10	4	6	11
		%	2.4%	1.8%	5.3%	3.7%	1.9%	3.2%	1.3%	3.3%	4.0%

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

*Productivity Commission
Job Number: 98196*

**Q9A - DOES YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER WORK WITH YOU
TO FIND OUT WHAT YOUR FAMILY NEEDS TO SUPPORT YOUR FAMILY MEMBER WITH A DISABILITY**

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Receives Case Management Services (weighted)		1085	9	726	45	56	207	38	3	2	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
FINDS OUT WHAT YOUR FAMILY NEEDS TO SUPPORT DISABLED	Most of the time		534	4	379	22	27	84	16	1	1
		%	49.2%	46.8%	52.2%	48.9%	49.2%	40.7%	40.5%	35.0%	42.9%
	Some of the time		335	3	210	13	18	77	13	1	1
		%	30.9%	29.9%	28.9%	29.6%	32.0%	36.9%	34.5%	40.0%	37.1%
	Rarely/ Never		159	1	99	7	7	36	8	0	0
		%	14.6%	15.6%	13.7%	14.5%	12.5%	17.4%	20.7%	10.0%	14.3%
	Don't know		1					1			
		%	.1%					.4%			
	Doesn't apply		39	0	26	2	3	6	2	0	0
		%	3.6%	3.9%	3.6%	4.3%	4.7%	2.9%	4.3%	10.0%	5.7%
	No response		18	0	12	1	1	3		0	
		%	1.6%	3.9%	1.6%	2.7%	1.6%	1.7%		5.0%	

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

*Productivity Commission
Job Number: 98196*

**Q9A - DOES YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER WORK WITH YOU
TO FIND OUT WHAT YOUR FAMILY NEEDS TO SUPPORT YOUR 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		Intellectual / Specific Learning		Physical	Sensory	
						Cognitive		Psychiatric			
BASE: Receives Case Management Services (weighted)		1085	402	582	601	205	591	39	184	136	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
FINDS OUT WHAT YOUR FAMILY NEEDS TO SUPPORT DISABLED	Most of the time	534	174	320	305	113	283	21	82	70	
		%	49.2%	43.2%	55.1%	50.7%	54.9%	47.9%	53.8%	44.4%	51.7%
	Some of the time	335	130	145	198	54	187	14	68	41	
		%	30.9%	32.3%	25.0%	33.0%	26.5%	31.6%	35.7%	37.1%	30.2%
	Rarely/ Never	159	63	81	79	30	84	3	25	15	
		%	14.6%	15.6%	13.9%	13.1%	14.8%	14.2%	8.0%	13.8%	10.9%
	Don't know	1			1	1					
		%	.1%			.1%	.4%				
	Doesn't apply	39	27	26	14	4	30	0	2	7	
		%	3.6%	6.8%	4.5%	2.4%	1.8%	5.1%	1.2%	.8%	4.9%
No response	18	8	10	4	3	7	0	7	3		
	%	1.6%	2.0%	1.6%	.7%	1.5%	1.2%	1.2%	3.9%	2.2%	

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

*Productivity Commission
Job Number: 98196*

**Q9A - DOES YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER WORK WITH YOU
TO FIND OUT WHAT YOUR FAMILY NEEDS TO SUPPORT YOUR 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				
							18-24 years	25-34 years	35-44 years	45+ years	
BASE: Receives Case Management Services (weighted)		101	602	201	127	196	314	281	184	283	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
FINDS OUT WHAT YOUR FAMILY NEEDS TO SUPPORT DISABLED	Most of the time		42	280	91	88	90	152	111	88	169
		%	41.5%	46.5%	45.2%	68.8%	45.6%	48.5%	39.6%	47.7%	59.7%
	Some of the time		28	209	72	19	65	97	113	51	65
		%	27.9%	34.7%	35.9%	15.1%	33.1%	31.0%	40.2%	27.8%	22.8%
	Rarely/ Never		17	81	33	20	24	55	36	24	43
		%	16.5%	13.4%	16.3%	15.8%	12.0%	17.5%	12.9%	13.1%	15.2%
	Don't know		1					1			
		%	.8%					.3%			
Doesn't apply		10	17	3		15	5	12	20	3	
	%	10.0%	2.9%	1.5%		7.6%	1.5%	4.1%	10.7%	1.1%	
No response		3	15	2	0	3	4	9	1	3	
	%	3.2%	2.5%	1.1%	.3%	1.6%	1.2%	3.2%	.7%	1.2%	

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

*Productivity Commission
Job Number: 98196*

Q9B - DOES YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER KEEP YOUR FAMILY WELL INFORMED ABOUT THE RANGE OF SUPPORTS AND SERVICES AVAILABLE

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Receives Case Management Services (weighted)		1085	9	726	45	56	207	38	3	2	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
KEEPS FAMILY WELL INFORMED ABOUT RANGE OF SERVICES	Most of the time		549	5	390	22	29	85	16	1	1
		%	50.5%	53.2%	53.8%	48.9%	52.3%	41.1%	40.5%	25.0%	40.0%
	Some of the time		285	3	178	12	16	63	13	1	1
		%	26.3%	28.6%	24.5%	26.9%	28.1%	30.3%	32.8%	35.0%	40.0%
	Rarely/ Never		206	1	128	8	8	49	9	1	0
		%	19.0%	13.0%	17.7%	18.8%	14.8%	23.7%	24.1%	35.0%	20.0%
	Don't know		6		3	0		3			
		%	.5%		.4%	.5%		1.2%			
	Doesn't apply		27	0	17	2	2	5	1	0	
		%	2.5%	1.3%	2.4%	3.8%	3.1%	2.5%	2.6%	5.0%	
No response		13	0	9	0	1	3				
	%	1.2%	3.9%	1.2%	1.1%	1.6%	1.2%				

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

*Productivity Commission
Job Number: 98196*

Q9B - DOES YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER KEEP YOUR FAMILY WELL INFORMED ABOUT THE RANGE OF SUPPORTS AND SERVICES 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: Receives Case Management Services (weighted)		1085	402	582	601	205	591	39	184	136	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
KEEPS FAMILY WELL INFORMED ABOUT RANGE OF SERVICES	Most of the time		549	187	312	304	112	293	22	80	90
		%	50.5%	46.4%	53.6%	50.6%	54.4%	49.5%	55.3%	43.6%	65.8%
	Some of the time		285	111	144	170	52	157	14	55	28
		%	26.3%	27.5%	24.8%	28.2%	25.2%	26.5%	34.8%	30.2%	20.2%
	Rarely/ Never		206	77	93	110	36	111	4	40	15
		%	19.0%	19.1%	16.1%	18.4%	17.6%	18.7%	9.3%	21.7%	11.1%
	Don't know		6	4	3	4	1	5			
		%	.5%	.9%	.5%	.7%	.4%	.8%			
	Doesn't apply		27	20	23	11	2	24	0	1	3
		%	2.5%	4.9%	4.0%	1.8%	.8%	4.0%	.6%	.6%	2.5%
No response		13	5	6	2	3	2		7	1	
	%	1.2%	1.2%	1.0%	.4%	1.5%	.4%		3.9%	.4%	

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

*Productivity Commission
Job Number: 98196*

Q9B - DOES YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER KEEP YOUR FAMILY WELL INFORMED ABOUT THE RANGE OF SUPPORTS AND SERVICES AVAILABLE

		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 Case Management Services (weighted)		101	602	201	127	196	314	281	184	283	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
KEEPS FAMILY WELL INFORMED ABOUT RANGE OF SERVICES	Most of the time		45	292	92	89	92	157	115	96	170
		%	44.7%	48.5%	46.0%	70.2%	46.9%	49.8%	40.9%	52.2%	59.8%
	Some of the time		21	171	54	18	64	77	90	40	67
		%	20.9%	28.4%	26.8%	14.4%	32.5%	24.4%	32.1%	21.7%	23.7%
	Rarely/ Never		23	112	49	19	29	73	57	33	43
		%	22.7%	18.6%	24.3%	15.0%	14.9%	23.2%	20.4%	17.8%	15.1%
	Don't know		1	4			1	1	3	2	
		%	.8%	.7%			.4%	.4%	1.0%	.9%	
Doesn't apply		8	12	4		8	4	9	12	3	
	%	7.9%	1.9%	2.0%		4.1%	1.1%	3.3%	6.5%	.9%	
No response		3	11	2	0	2	3	7	2	1	
	%	3.0%	1.8%	.9%	.3%	1.2%	1.1%	2.3%	.9%	.5%	

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

*Productivity Commission
Job Number: 98196*

Q9C - DOES YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER COMMUNICATE EFFECTIVELY WITH YOUR FAMILY

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Receives Case Management Services (weighted)		1085	9	726	45	56	207	38	3	2	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
COMMUNICATE EFFECTIVELY WITH YOUR FAMILY	Most of the time		619	5	431	27	37	99	19	1	1
		%	57.1%	51.9%	59.4%	59.7%	65.6%	47.7%	50.0%	35.0%	51.4%
	Some of the time		270	3	169	11	11	62	12	1	1
		%	24.8%	27.3%	23.3%	24.2%	20.3%	29.9%	31.0%	50.0%	37.1%
	Rarely/ Never		168	1	108	7	6	39	7	0	0
		%	15.5%	14.3%	14.9%	14.5%	10.9%	18.7%	19.0%	10.0%	8.6%
	Don't know		2			0		2		0	
		%	.2%			.5%		.8%		5.0%	
No response		26	1	17	0	2	6			0	
	%	2.4%	6.5%	2.4%	1.1%	3.1%	2.9%			2.9%	

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

*Productivity Commission
Job Number: 98196*

Q9C - DOES YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER COMMUNICATE EFFECTIVELY WITH YOUR FAMILY

						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 Case Management Services (weighted)		1085	402	582	601	205	591	39	184	136	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
COMMUNICATE EFFECTIVELY WITH YOUR FAMILY	Most of the time		619	203	354	350	120	321	25	97	93
		%	57.1%	50.4%	61.0%	58.2%	58.4%	54.3%	62.6%	52.8%	68.2%
	Some of the time		270	113	130	161	47	166	8	48	23
		%	24.8%	28.2%	22.4%	26.8%	22.8%	28.1%	19.2%	25.9%	16.8%
	Rarely/ Never		168	73	86	83	29	93	7	32	17
		%	15.5%	18.0%	14.8%	13.7%	14.4%	15.7%	17.6%	17.4%	12.5%
	Don't know		2		0	2	2		0		
		%	.2%		.1%	.3%	.8%		.6%		
No response		26	14	11	6	7	11		7	3	
	%	2.4%	3.4%	1.8%	1.0%	3.6%	1.9%		3.9%	2.5%	

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

*Productivity Commission
Job Number: 98196*

Q9C - DOES YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER COMMUNICATE EFFECTIVELY WITH YOUR FAMILY

		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 Case Management Services (weighted)		101	602	201	127	196	314	281	184	283	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
COMMUNICATE EFFECTIVELY WITH YOUR FAMILY	Most of the time		50	325	109	100	119	175	138	112	184
		%	49.6%	54.0%	54.1%	78.5%	60.6%	55.6%	49.1%	60.6%	65.1%
	Some of the time		27	162	50	15	44	71	90	39	61
		%	26.8%	26.9%	24.7%	11.5%	22.5%	22.7%	32.0%	21.1%	21.4%
	Rarely/ Never		20	95	40	11	29	60	45	29	35
		%	19.3%	15.8%	19.8%	9.0%	14.6%	19.0%	15.9%	15.6%	12.2%
Don't know		1		0	1	0	1	1	0		
	%	.8%		.1%	.7%	.1%	.3%	.3%	.1%		
No response		3	20	3	0	4	8	7	5	4	
	%	3.4%	3.3%	1.3%	.3%	2.2%	2.5%	2.6%	2.5%	1.3%	

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

*Productivity Commission
Job Number: 98196*

Q9D - DOES YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER RESPECT YOUR FAMILY'S CHOICES AND PREFERENCES?

		TOTAL	STATE							
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Receives Case Management Services (weighted)		1085	9	726	45	56	207	38	3	2
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
RESPECT YOUR FAMILYS CHOICES AND PREFERENCES	Most of the time	774	6	527	30	44	139	25	2	1
	%	71.3%	64.9%	72.7%	67.7%	78.1%	67.2%	64.7%	60.0%	65.7%
	Some of the time	159	2	99	9	6	35	8	0	0
	%	14.7%	16.9%	13.7%	19.4%	10.2%	17.0%	21.6%	15.0%	14.3%
	Rarely/ Never	49	1	26	3	2	15	2	0	0
	%	4.5%	9.1%	3.6%	7.5%	3.1%	7.1%	5.2%	5.0%	11.4%
	Don't know	41		26	1	2	10	1	0	0
	%	3.8%		3.6%	2.7%	3.1%	5.0%	2.6%	10.0%	8.6%
Doesn't apply	45	0	35	0	3	5	2	0		
%	4.2%	3.9%	4.8%	1.1%	4.7%	2.5%	4.3%	5.0%		
No response	17	0	12	1	0	3	1	0		
%	1.5%	5.2%	1.6%	1.6%	.8%	1.2%	1.7%	5.0%		

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

*Productivity Commission
Job Number: 98196*

Q9D - DOES YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER RESPECT YOUR FAMILY'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: Receives Case Management Services (weighted)		1085	402	582	601	205	591	39	184	136	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
RESPECT YOUR FAMILYS CHOICES AND PREFERENCES	Most of the time		774	272	419	448	147	421	30	125	111
		%	71.3%	67.5%	72.1%	74.5%	71.8%	71.2%	77.1%	68.1%	81.3%
	Some of the time		159	64	76	87	31	93	5	23	7
		%	14.7%	15.9%	13.0%	14.5%	14.9%	15.7%	12.7%	12.6%	5.2%
	Rarely/ Never		49	16	30	25	9	22		17	9
		%	4.5%	4.0%	5.2%	4.2%	4.4%	3.7%		9.0%	6.7%
	Don't know		41	21	22	15	4	28	1	7	3
		%	3.8%	5.3%	3.7%	2.4%	2.0%	4.7%	2.2%	3.9%	2.1%
	Doesn't apply		45	22	26	25	10	22	3	5	6
		%	4.2%	5.6%	4.4%	4.1%	4.9%	3.7%	8.0%	2.5%	4.6%
No response		17	7	9	2	4	6		7	0	
	%	1.5%	1.8%	1.5%	.3%	2.0%	1.0%		3.8%	.1%	

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

*Productivity Commission
Job Number: 98196*

Q9D - DOES YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER RESPECT YOUR FAMILY'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				
							18-24 years	25-34 years	35-44 years	45+ years	
BASE: Receives Case Management Services (weighted)		101	602	201	127	196	314	281	184	283	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
RESPECT YOUR FAMILYS CHOICES AND PREFERENCES	Most of the time		61	420	141	102	140	230	184	127	215
		%	60.0%	69.7%	70.0%	80.3%	71.3%	73.1%	65.6%	68.9%	75.9%
	Some of the time		15	97	31	14	30	36	59	26	34
		%	14.6%	16.1%	15.4%	11.0%	15.2%	11.3%	20.9%	14.2%	12.2%
	Rarely/ Never		3	25	12	4	10	18	10	8	14
		%	3.1%	4.2%	6.2%	3.0%	4.9%	5.7%	3.5%	4.3%	4.8%
	Don't know		9	27	7	1	5	19	10	7	5
		%	8.4%	4.5%	3.7%	.8%	2.4%	6.0%	3.4%	4.0%	1.7%
Doesn't apply		10	18	8	6	10	8	12	11	13	
	%	10.0%	3.0%	4.0%	4.6%	5.3%	2.6%	4.4%	6.2%	4.7%	
No response		4	14	1	0	2	4	6	4	2	
	%	3.8%	2.4%	.6%	.3%	1.0%	1.2%	2.2%	2.4%	.8%	

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

*Productivity Commission
Job Number: 98196*

**Q9E - DOES YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER PROVIDE YOUR FAMILY
WITH THE HELP YOU NEED TO ORGANISE SUPPORTS AND SERVICES**

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Receives Case Management Services (weighted)		1085	9	726	45	56	207	38	3	2	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PROVIDE YOUR FAMILY WITH THE HELP YOU NEED	Most of the time		645	5	460	26	35	99	18	1	1
		%	59.5%	51.9%	63.5%	58.6%	62.5%	47.7%	47.4%	40.0%	54.3%
	Some of the time		258	3	157	9	13	62	12	1	0
		%	23.8%	27.3%	21.7%	21.0%	24.2%	29.9%	31.0%	40.0%	28.6%
	Rarely/ Never		153	1	93	7	5	40	7	0	0
		%	14.1%	13.0%	12.9%	15.6%	9.4%	19.1%	17.2%	15.0%	14.3%
	Don't know		8	0	3	1	1	2	1	0	0
		%	.7%	1.3%	.4%	2.2%	2.3%	.8%	1.7%	5.0%	2.9%
	No response		20	1	12	1	1	5	1		
		%	1.9%	6.5%	1.6%	2.7%	1.6%	2.5%	2.6%		

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

*Productivity Commission
Job Number: 98196*

**Q9E - DOES YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER PROVIDE YOUR FAMILY
WITH THE HELP YOU NEED TO ORGANISE SUPPORTS AND SERVICES**

						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 Case Management Services (weighted)		1085	402	582	601	205	591	39	184	136	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
PROVIDE YOUR FAMILY WITH THE HELP YOU NEED	Most of the time		645	222	369	367	121	344	27	97	88
		%	59.5%	55.0%	63.4%	61.0%	59.2%	58.1%	67.5%	52.9%	64.8%
	Some of the time		258	109	121	152	42	159	6	53	28
		%	23.8%	27.2%	20.8%	25.3%	20.3%	26.9%	14.9%	28.6%	20.3%
	Rarely/ Never		153	61	74	78	35	76	7	25	16
		%	14.1%	15.2%	12.7%	13.0%	17.3%	12.8%	17.0%	13.7%	12.0%
	Don't know		8	1	6	2	3	4	0	1	3
		%	.7%	.3%	1.0%	.3%	1.4%	.7%	.6%	.4%	2.5%
	No response		20	9	12	2	4	9		8	1
		%	1.9%	2.2%	2.1%	.4%	1.9%	1.5%		4.4%	.4%

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

*Productivity Commission
Job Number: 98196*

**Q9E - DOES YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER PROVIDE YOUR FAMILY
WITH THE HELP YOU NEED TO ORGANISE SUPPORTS AND SERVICES**

		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 Case Management Services (weighted)		101	602	201	127	196	314	281	184	283
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PROVIDE YOUR FAMILY WITH THE HELP YOU NEED	Most of the time	55	332	109	100	125	177	138	115	198
	%	54.0%	55.1%	54.5%	78.7%	63.7%	56.4%	49.0%	62.5%	70.0%
	Some of the time	17	163	52	12	49	84	83	36	50
	%	16.6%	27.0%	26.0%	9.1%	24.7%	26.7%	29.4%	19.5%	17.7%
	Rarely/ Never	21	86	35	15	19	47	51	25	30
	%	20.2%	14.2%	17.4%	11.9%	9.9%	15.1%	18.1%	13.7%	10.5%
Don't know	5	4	1		1	1	1	3	2	
%	5.3%	.7%	.5%		.5%	.5%	.5%	1.8%	.5%	
No response	4	18	3	0	2	4	8	5	3	
%	3.8%	3.0%	1.5%	.3%	1.1%	1.3%	2.9%	2.5%	1.2%	

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

*Productivity Commission
Job Number: 98196*

Q9F - DOES YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER DO THE THINGS THEY SAY THEY WILL DO

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Receives Case Management Services (weighted)		1085	9	726	45	56	207	38	3	2	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
DO THE THINGS THEY SAY THEY WILL DO	Most of the time		749	6	516	31	44	126	24	2	1
		%	69.0%	63.6%	71.1%	68.3%	78.9%	61.0%	62.9%	60.0%	57.1%
	Some of the time		204	2	119	8	7	57	9	1	1
		%	18.8%	24.7%	16.5%	18.3%	11.7%	27.4%	24.1%	25.0%	34.3%
	Rarely/ Never		83	0	55	4	2	18	3	0	0
		%	7.7%	3.9%	7.6%	9.1%	3.9%	8.7%	6.9%	10.0%	5.7%
	Don't know		25		17	1	2	3	2	0	0
		%	2.3%		2.4%	3.2%	3.1%	1.2%	4.3%	5.0%	2.9%
No response		24	1	17	0	1	3	1			
	%	2.2%	7.8%	2.4%	1.1%	2.3%	1.7%	1.7%			

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

*Productivity Commission
Job Number: 98196*

Q9F - DOES YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER 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: Receives Case Management Services (weighted)		1085	402	582	601	205	591	39	184	136	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
DO THE THINGS THEY SAY THEY WILL DO	Most of the time		749	265	422	422	136	410	30	121	108
		%	69.0%	65.8%	72.5%	70.2%	66.4%	69.4%	76.2%	65.6%	78.9%
	Some of the time		204	94	90	121	40	113	5	36	16
		%	18.8%	23.2%	15.5%	20.2%	19.3%	19.1%	12.3%	19.8%	12.1%
	Rarely/ Never		83	26	40	45	16	44	4	14	6
		%	7.7%	6.5%	6.9%	7.6%	7.6%	7.4%	10.8%	7.9%	4.2%
	Don't know		25	9	17	4	5	13	0	5	3
		%	2.3%	2.2%	2.9%	.7%	2.4%	2.2%	.6%	2.9%	2.4%
	No response		24	9	13	8	9	11		7	3
		%	2.2%	2.2%	2.2%	1.4%	4.3%	1.9%		3.9%	2.5%

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

*Productivity Commission
Job Number: 98196*

Q9F - DOES YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER 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				
							18-24 years	25-34 years	35-44 years	45+ years	
BASE: Receives Case Management Services (weighted)		101	602	201	127	196	314	281	184	283	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
DO THE THINGS THEY SAY THEY WILL DO	Most of the time		71	392	132	100	143	207	176	127	220
		%	69.8%	65.1%	65.8%	78.7%	72.7%	66.0%	62.6%	68.7%	77.6%
	Some of the time		11	125	41	15	39	70	62	27	41
		%	10.4%	20.7%	20.6%	11.9%	19.7%	22.3%	22.2%	14.9%	14.5%
	Rarely/ Never		12	42	20	12	12	17	31	16	19
		%	12.2%	7.0%	10.2%	9.1%	6.0%	5.5%	11.0%	8.6%	6.7%
Don't know		5	21	4		1	13	4	7	1	
	%	4.6%	3.5%	2.1%		.7%	4.0%	1.5%	3.7%	.5%	
No response		3	23	3	0	2	7	7	7	2	
	%	3.0%	3.8%	1.3%	.3%	1.0%	2.2%	2.7%	4.0%	.8%	

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

*Productivity Commission
Job Number: 98196*

Q9G - ARE CHANGES OF SUPPORT CO-ORDINATOR OR CASE MANAGER A PROBLEM FOR YOUR FAMILY?

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Receives Case Management Services (weighted)		1085	9	726	45	56	207	38	3	2	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
ARE CHANGES OF SC/CM A PROBLEM FOR YOUR FAMILY	Most of the time		160	2	105	7	7	31	7	1	0
		%	14.8%	23.4%	14.5%	14.5%	13.3%	14.9%	19.0%	25.0%	25.7%
	Some of the time		284	2	178	17	13	59	13	1	1
		%	26.1%	26.0%	24.5%	37.6%	23.4%	28.6%	33.6%	30.0%	40.0%
	Rarely/ Never		478	3	326	15	26	91	14	1	0
		%	44.0%	37.7%	45.0%	33.9%	46.9%	44.0%	36.2%	35.0%	28.6%
	Don't know		130	0	96	5	7	17	4	0	0
		%	12.0%	5.2%	13.3%	10.8%	12.5%	8.3%	10.3%	10.0%	5.7%
No response		34	1	20	1	2	9	0			
	%	3.1%	7.8%	2.8%	3.2%	3.9%	4.1%	.9%			

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

*Productivity Commission
Job Number: 98196*

Q9G - ARE CHANGES OF SUPPORT CO-ORDINATOR OR CASE MANAGER A PROBLEM FOR YOUR FAMILY?

						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 Case Management Services (weighted)		1085	402	582	601	205	591	39	184	136	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
ARE CHANGES OF SC/CM A PROBLEM FOR YOUR FAMILY	Most of the time		160	49	88	102	38	86	7	31	12
		%	14.8%	12.1%	15.2%	16.9%	18.5%	14.6%	17.7%	17.0%	9.0%
	Some of the time		284	129	153	173	36	155	12	56	30
		%	26.1%	32.0%	26.4%	28.7%	17.6%	26.3%	29.8%	30.4%	22.1%
	Rarely/ Never		478	168	270	249	96	250	16	64	69
		%	44.0%	41.7%	46.5%	41.4%	46.7%	42.3%	40.3%	34.6%	50.3%
	Don't know		130	43	60	64	26	80	5	29	16
		%	12.0%	10.7%	10.3%	10.6%	12.7%	13.5%	12.2%	15.7%	11.9%
No response		34	14	10	14	9	19		4	9	
	%	3.1%	3.5%	1.7%	2.4%	4.6%	3.3%		2.4%	6.8%	

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

*Productivity Commission
Job Number: 98196*

Q9G - ARE CHANGES OF SUPPORT CO-ORDINATOR OR CASE MANAGER A PROBLEM FOR YOUR FAMILY?

		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 Case Management Services (weighted)		101	602	201	127	196	314	281	184	283	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
ARE CHANGES OF SC/CM A PROBLEM FOR YOUR FAMILY	Most of the time		18	87	31	23	34	50	45	12	50
		%	17.5%	14.4%	15.3%	17.7%	17.1%	15.9%	16.2%	6.4%	17.6%
	Some of the time		25	171	57	14	51	100	81	46	52
		%	25.0%	28.5%	28.3%	10.9%	26.0%	31.8%	28.8%	25.2%	18.5%
	Rarely/ Never		40	254	71	71	93	112	111	108	136
		%	39.4%	42.2%	35.2%	55.3%	47.4%	35.5%	39.4%	58.7%	48.0%
Don't know		17	71	32	13	12	44	38	14	30	
	%	16.8%	11.8%	15.8%	10.5%	6.0%	14.0%	13.7%	7.4%	10.6%	
No response		1	19	11	7	7	8	5	4	15	
	%	1.2%	3.1%	5.4%	5.6%	3.6%	2.7%	1.9%	2.4%	5.3%	

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

*Productivity Commission
Job Number: 98196*

Q9H - ARE THE SUPPORTS (SUCH AS RESPITE, RECREATION, ACCOMMODATION) AVAILABLE WHEN YOUR FAMILY WANTS AND NEEDS THEM?

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Receives Case Management Services (weighted)		1085	9	726	45	56	207	38	3	2	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SUPPORTS AVAILABLE WHEN YOUR FAMILY WANTS/NEEDS THEM	Most of the time		465	3	318	20	20	83	20	1	1
		%	42.8%	33.8%	43.8%	44.1%	35.9%	39.8%	50.9%	45.0%	51.4%
	Some of the time		310	3	219	12	14	50	12	1	0
		%	28.6%	29.9%	30.1%	26.9%	25.0%	24.1%	30.2%	35.0%	22.9%
	Rarely/ Never		133	2	73	7	10	38	4	0	0
		%	12.3%	22.1%	10.0%	14.5%	17.2%	18.3%	10.3%	5.0%	8.6%
	Don't know		113	1	73	3	9	25	2	0	0
		%	10.4%	6.5%	10.0%	7.5%	15.6%	12.0%	4.3%	10.0%	8.6%
	No response		65	1	44	3	3	12	2	0	0
		%	6.0%	7.8%	6.0%	7.0%	6.3%	5.8%	4.3%	5.0%	8.6%

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

*Productivity Commission
Job Number: 98196*

Q9H - ARE THE SUPPORTS (SUCH AS RESPITE, RECREATION, ACCOMMODATION) AVAILABLE WHEN YOUR FAMILY WANTS AND NEEDS THEM?

						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 Case Management Services (weighted)		1085	402	582	601	205	591	39	184	136	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SUPPORTS AVAILABLE WHEN YOUR FAMILY WANTS/NEEDS THEM	Most of the time		465	182	270	278	81	271	25	63	59
		%	42.8%	45.1%	46.4%	46.3%	39.4%	45.8%	62.9%	34.4%	43.3%
	Some of the time		310	103	177	230	56	168	2	72	34
		%	28.6%	25.6%	30.4%	38.2%	27.4%	28.5%	5.5%	39.2%	25.0%
	Rarely/ Never		133	55	55	57	18	72	9	30	11
		%	12.3%	13.6%	9.4%	9.5%	8.9%	12.2%	21.8%	16.5%	7.9%
	Don't know		113	31	44	25	39	42	1	12	20
		%	10.4%	7.8%	7.6%	4.2%	18.9%	7.1%	1.9%	6.5%	14.7%
No response		65	32	36	11	11	38	3	6	12	
	%	6.0%	8.0%	6.2%	1.8%	5.5%	6.4%	8.0%	3.3%	9.1%	

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

*Productivity Commission
Job Number: 98196*

Q9H - ARE THE SUPPORTS (SUCH AS RESPITE, RECREATION, ACCOMMODATION) AVAILABLE WHEN YOUR FAMILY WANTS AND NEEDS THEM?

		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 Case Management Services (weighted)		101	602	201	127	196	314	281	184	283	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SUPPORTS AVAILABLE WHEN YOUR FAMILY WANTS/NEEDS THEM	Most of the time		23	242	80	64	99	123	100	95	139
		%	22.6%	40.3%	39.6%	49.8%	50.2%	39.2%	35.5%	51.8%	49.0%
	Some of the time		22	178	72	32	45	111	82	40	69
		%	22.1%	29.6%	35.8%	24.8%	22.9%	35.5%	29.1%	21.7%	24.3%
	Rarely/ Never		17	94	23	10	21	43	50	16	25
		%	16.8%	15.6%	11.6%	7.6%	10.6%	13.6%	17.7%	8.4%	8.7%
Don't know		29	51	18	16	20	28	29	22	28	
	%	28.9%	8.5%	9.0%	12.6%	9.9%	8.8%	10.3%	11.7%	10.0%	
No response		10	36	8	7	12	9	21	12	23	
	%	9.6%	6.0%	4.0%	5.2%	6.4%	2.9%	7.4%	6.4%	8.0%	

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

*Productivity Commission
Job Number: 98196*

Q10 - DID MEMBERS OF YOUR FAMILY CHOOSE YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER?

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Receives Case Management Services (weighted)		1085	9	726	45	56	207	38	3	2	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
DID FAMILY CHOOSE YOUR SC / CM	Yes		50	1	20	9	2	15	1	0	0
		%	4.6%	9.1%	2.8%	21.0%	3.1%	7.5%	3.4%	5.0%	14.3%
	Partly		71	1	50	5	1	15	1	0	0
		%	6.6%	6.5%	6.8%	10.2%	1.6%	7.1%	2.6%	5.0%	8.6%
	No		926	7	635	28	50	166	36	2	1
		%	85.3%	74.0%	87.6%	62.9%	89.8%	80.1%	94.0%	80.0%	68.6%
	Don't know		15	0	6	2	1	5		0	0
		%	1.4%	5.2%	.8%	4.8%	1.6%	2.5%		5.0%	8.6%
	No response		24	0	15	0	2	6		0	
		%	2.2%	5.2%	2.0%	1.1%	3.9%	2.9%		5.0%	

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

*Productivity Commission
Job Number: 98196*

Q10 - DID MEMBERS OF YOUR FAMILY CHOOSE YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER?

						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 Case Management Services (weighted)		1085	402	582	601	205	591	39	184	136	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
DID FAMILY CHOOSE YOUR SC / CM	Yes		50	16	27	26	13	24	4	7	12
		%	4.6%	3.9%	4.6%	4.3%	6.3%	4.1%	9.4%	3.7%	8.5%
	Partly		71	34	44	46	18	41	1	11	14
		%	6.6%	8.3%	7.6%	7.7%	8.9%	6.9%	2.2%	5.9%	10.0%
	No		926	340	491	512	159	506	35	161	107
		%	85.3%	84.6%	84.5%	85.1%	77.5%	85.6%	87.8%	87.4%	78.5%
	Don't know		15	2	10	9	9	3	0	3	0
		%	1.4%	.6%	1.7%	1.4%	4.3%	.6%	.6%	1.6%	.2%
	No response		24	11	10	9	6	16		3	4
		%	2.2%	2.7%	1.7%	1.5%	2.9%	2.8%		1.4%	2.9%

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

*Productivity Commission
Job Number: 98196*

Q10 - DID MEMBERS OF YOUR FAMILY CHOOSE YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER?

		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 Case Management Services (weighted)		101	602	201	127	196	314	281	184	283	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
DID FAMILY CHOOSE YOUR SC / CM	Yes		4	28	3	8	8	10	11	14	13
		%	4.1%	4.7%	1.7%	6.1%	4.0%	3.1%	4.1%	7.7%	4.7%
	Partly		8	36	11	10	12	23	18	15	14
		%	7.6%	6.0%	5.6%	8.0%	6.2%	7.4%	6.5%	8.3%	4.8%
	No		86	516	175	107	168	276	245	141	243
		%	85.1%	85.6%	87.3%	83.6%	85.7%	87.9%	87.3%	76.4%	85.9%
	Don't know		1	10	0		4	4	2	8	2
		%	1.4%	1.6%	.2%		2.2%	1.2%	.6%	4.1%	.5%
No response		2	13	10	3	4	1	4	6	11	
	%	1.8%	2.1%	5.1%	2.3%	1.8%	.5%	1.5%	3.5%	4.0%	

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

*Productivity Commission
Job Number: 98196*

Q11 - WOULD YOUR FAMILY LIKE TO USE A DIFFERENT SUPPORT CO-ORDINATOR OR CASE MANAGER IF ONE WAS AVAILABLE

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Receives Case Management Services (weighted)		1085	9	726	45	56	207	38	3	2	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
LIKE TO USE A DIFFERENT SC/CM IF ONE WAS AVAILABLE	Yes		107	1	67	5	1	28	5	1	0
		%	9.9%	10.4%	9.2%	10.8%	2.3%	13.3%	12.1%	25.0%	5.7%
	No		714	7	472	29	44	131	29	1	1
		%	65.7%	70.1%	65.1%	65.1%	78.9%	63.1%	75.0%	50.0%	60.0%
	Don't know		235	1	166	9	9	44	5	0	0
		%	21.6%	14.3%	22.9%	20.4%	15.6%	21.2%	12.1%	15.0%	31.4%
	No response		30	0	20	2	2	5	0	0	0
		%	2.8%	5.2%	2.8%	3.8%	3.1%	2.5%	.9%	10.0%	2.9%

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

*Productivity Commission
Job Number: 98196*

Q11 - WOULD YOUR FAMILY LIKE TO USE A DIFFERENT SUPPORT CO-ORDINATOR OR CASE MANAGER 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: Receives Case Management Services (weighted)		1085	402	582	601	205	591	39	184	136	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
LIKE TO USE A DIFFERENT SC/CM IF ONE WAS AVAILABLE	Yes		107	42	50	75	25	61	8	20	9
		%	9.9%	10.3%	8.6%	12.4%	12.1%	10.3%	21.3%	10.7%	6.7%
	No		714	255	404	382	139	376	27	109	100
		%	65.7%	63.3%	69.5%	63.5%	67.6%	63.6%	69.4%	59.4%	73.5%
	Don't know		235	90	116	132	37	135	1	54	22
		%	21.6%	22.4%	19.9%	21.9%	18.1%	22.8%	1.8%	29.6%	16.3%
	No response		30	16	12	13	5	19	3	1	5
		%	2.8%	4.0%	2.0%	2.1%	2.3%	3.3%	7.4%	.4%	3.5%

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

*Productivity Commission
Job Number: 98196*

Q11 - WOULD YOUR FAMILY LIKE TO USE A DIFFERENT SUPPORT CO-ORDINATOR OR CASE MANAGER 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				
							18-24 years	25-34 years	35-44 years	45+ years	
BASE: Receives Case Management Services (weighted)		101	602	201	127	196	314	281	184	283	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
LIKE TO USE A DIFFERENT SC/CM IF ONE WAS AVAILABLE	Yes		10	66	29	7	9	43	37	15	12
		%	10.1%	10.9%	14.3%	5.7%	4.6%	13.6%	13.1%	7.9%	4.4%
	No		67	374	116	102	146	178	168	137	210
		%	65.9%	62.0%	57.9%	79.9%	74.1%	56.7%	59.7%	74.1%	74.2%
	Don't know		23	147	48	15	35	89	68	31	46
		%	23.0%	24.4%	24.0%	11.5%	18.0%	28.3%	24.3%	16.8%	16.1%
	No response		1	16	8	4	7	4	8	2	15
		%	1.0%	2.7%	3.8%	3.0%	3.3%	1.4%	2.8%	1.2%	5.3%

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

*Productivity Commission
Job Number: 98196*

**Q12a - OVERALL, WHAT DO YOU THINK OF THE SERVICE AND SUPPORT YOUR FAMILY RECEIVED FROM YOUR
SUPPORT CO-ORDINATOR OR CASE MANAGER OVER THE LAST 12 MONTHS**

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Receives Case Management Services (weighted)		1085	9	726	45	56	207	38	3	2	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
REACTION TO SERVICE AND SUPPORT FROM SC/CM IN LAST YEAR	Very good		427	3	315	14	24	58	11	1	0
		%	39.3%	36.4%	43.4%	32.3%	43.0%	28.2%	28.4%	30.0%	20.0%
	Good		277	2	169	14	13	65	12	1	1
		%	25.6%	26.0%	23.3%	31.2%	24.2%	31.5%	31.0%	20.0%	45.7%
	OK		196	2	122	9	11	40	9	1	0
		%	18.1%	24.7%	16.9%	20.4%	20.3%	19.5%	24.1%	30.0%	25.7%
	Poor		83	0	50	3	3	23	3	0	0
		%	7.7%	5.2%	6.8%	7.5%	4.7%	11.2%	8.6%	15.0%	5.7%
	Very Poor		42	0	26	3	1	10	2		0
		%	3.9%	2.6%	3.6%	5.9%	1.6%	5.0%	5.2%		2.9%
	Don't know / no opinion		34		29	0	1	3	1		
		%	3.2%		4.0%	.5%	1.6%	1.7%	1.7%		
	No response		25	0	15	1	3	6	0	0	
		%	2.3%	5.2%	2.0%	2.2%	4.7%	2.9%	.9%	5.0%	

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

*Productivity Commission
Job Number: 98196*

**Q12a - OVERALL, WHAT DO YOU THINK OF THE SERVICE AND SUPPORT YOUR FAMILY RECEIVED FROM YOUR
SUPPORT CO-ORDINATOR OR CASE MANAGER OVER 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		Intellectual / Specific Learning		Physical	Sensory	
						Cognitive		Psychiatric			
BASE: Receives Case Management Services (weighted)		1085	402	582	601	205	591	39	184	136	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
REACTION TO SERVICE AND SUPPORT FROM SC/CM IN LAST YEAR	Very good		427	127	250	243	81	203	26	63	67
		%	39.3%	31.5%	43.0%	40.4%	39.7%	34.3%	66.6%	34.3%	49.1%
	Good		277	113	154	160	57	159	4	58	33
		%	25.6%	28.1%	26.4%	26.6%	28.0%	27.0%	10.2%	31.3%	23.9%
	OK		196	82	94	109	36	109	4	36	15
		%	18.1%	20.3%	16.2%	18.1%	17.6%	18.5%	11.4%	19.8%	11.1%
	Poor		83	35	24	41	12	52	1	14	7
		%	7.7%	8.7%	4.2%	6.8%	5.8%	8.8%	2.2%	7.4%	4.9%
	Very Poor		42	15	29	29	10	21	4	8	5
		%	3.9%	3.7%	4.9%	4.8%	5.0%	3.6%	9.6%	4.4%	4.0%
	Don't know / no opinion		34	17	17	10	4	27		3	6
		%	3.2%	4.3%	2.9%	1.6%	2.1%	4.6%		1.6%	4.5%
	No response		25	14	14	10	4	19		2	3
		%	2.3%	3.5%	2.4%	1.6%	1.9%	3.2%		1.2%	2.5%

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

*Productivity Commission
Job Number: 98196*

**Q12a - OVERALL, WHAT DO YOU THINK OF THE SERVICE AND SUPPORT YOUR FAMILY RECEIVED FROM YOUR
SUPPORT CO-ORDINATOR OR CASE MANAGER 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				
							18-24 years	25-34 years	35-44 years	45+ years	
BASE: Receives Case Management Services (weighted)		101	602	201	127	196	314	281	184	283	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
REACTION TO SERVICE AND SUPPORT FROM SC/CM IN LAST YEAR	Very good		40	228	67	72	78	112	94	78	135
		%	39.5%	37.9%	33.2%	56.7%	39.9%	35.6%	33.6%	42.6%	47.7%
	Good		21	158	45	29	52	96	58	48	66
		%	20.8%	26.3%	22.6%	22.5%	26.4%	30.7%	20.5%	26.1%	23.3%
	OK		21	100	44	15	44	41	69	32	48
		%	20.7%	16.5%	21.7%	11.8%	22.4%	13.0%	24.5%	17.6%	17.1%
	Poor		4	53	27	2	7	35	28	10	10
		%	3.6%	8.7%	13.3%	1.5%	3.6%	11.1%	10.0%	5.5%	3.5%
	Very Poor		8	22	12	7	7	15	10	4	13
		%	8.3%	3.6%	6.2%	5.2%	3.7%	4.9%	3.5%	2.4%	4.5%
	Don't know / no opinion		4	26	0	3	4	13	11	7	3
		%	4.1%	4.4%	.2%	2.3%	1.9%	4.1%	4.0%	3.8%	1.2%
	No response		3	15	6		4	2	11	4	8
		%	3.1%	2.5%	2.9%		2.0%	.6%	3.9%	2.1%	2.8%

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

*Productivity Commission
Job Number: 98196*

Q12B - MADE COMMENT: HOW COULD THE SERVICES PROVIDED BY YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER BE IMPROVED?

		TOTAL	STATE								
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT	
BASE: Receives Case Management Services (weighted)		1085	9	726	45	56	207	38	3	2	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SERVICE IMPROVEMENTS	No improvement suggested		499	3	344	19	29	86	16	1	1
		%	46.0%	37.7%	47.4%	41.4%	52.3%	41.5%	41.4%	40.0%	45.7%
	Suggested improvement		587	6	382	26	27	121	23	2	1
		%	54.0%	62.3%	52.6%	58.6%	47.7%	58.5%	58.6%	60.0%	54.3%

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

*Productivity Commission
Job Number: 98196*

Q12B - MADE COMMENT: HOW COULD THE SERVICES PROVIDED BY YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER 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: Receives Case Management Services (weighted)		1085	402	582	601	205	591	39	184	136	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SERVICE IMPROVEMENTS	No improvement suggested		499	176	263	242	90	258	17	85	71
		%	46.0%	43.6%	45.2%	40.2%	43.7%	43.7%	43.5%	46.3%	52.4%
	Suggested improvement		587	227	318	360	116	333	22	99	65
		%	54.0%	56.4%	54.8%	59.8%	56.3%	56.3%	56.5%	53.7%	47.6%

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

*Productivity Commission
Job Number: 98196*

Q12B - MADE COMMENT: HOW COULD THE SERVICES PROVIDED BY YOUR SUPPORT CO-ORDINATOR OR CASE MANAGER 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				
							18-24 years	25-34 years	35-44 years	45+ years	
BASE: Receives Case Management Services (weighted)		101	602	201	127	196	314	281	184	283	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
SERVICE IMPROVEMENTS	No improvement suggested		46	261	72	65	96	131	106	96	151
		%	45.2%	43.4%	35.7%	51.0%	48.9%	41.7%	37.8%	52.0%	53.2%
	Suggested improvement		56	341	129	62	100	183	175	88	133
		%	54.8%	56.6%	64.3%	49.0%	51.1%	58.3%	62.2%	48.0%	46.8%

**DISABILITY SERVICES SATISFACTION SURVEY
FAMILY SURVEY, SERVICE, 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 Case Management Services (weighted)		1085	9	726	45	56	207	38	3	2	
	%	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		421	3	283	15	24	77	18	1	1
		%	38.8%	36.4%	39.0%	33.3%	42.2%	37.3%	45.7%	40.0%	42.9%
	No		478	5	312	23	22	96	18	1	0
		%	44.0%	50.6%	43.0%	52.2%	39.1%	46.5%	46.6%	50.0%	28.6%
	Don't know		81	0	58	3	5	15		0	
		%	7.5%	3.9%	8.0%	5.9%	8.6%	7.1%		10.0%	
	No response		106	1	73	4	6	19	3		0
		%	9.7%	9.1%	10.0%	8.6%	10.2%	9.1%	7.8%		28.6%

**DISABILITY SERVICES SATISFACTION SURVEY
FAMILY SURVEY, SERVICE, 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 Case Management Services (weighted)		1085	402	582	601	205	591	39	184	136	
	%	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		421	154	257	250	87	212	23	62	62
		%	38.8%	38.2%	44.3%	41.6%	42.6%	35.8%	59.5%	33.5%	45.7%
	No		478	177	237	315	76	289	15	93	45
		%	44.0%	44.1%	40.7%	52.4%	36.9%	49.0%	37.5%	50.6%	33.1%
	Don't know		81	32	33	33	19	39	0	14	7
		%	7.5%	8.0%	5.8%	5.5%	9.3%	6.6%	1.2%	7.4%	5.3%
	No response		106	39	54	4	23	51	1	16	22
		%	9.7%	9.7%	9.2%	.6%	11.1%	8.7%	1.7%	8.5%	15.9%

**DISABILITY SERVICES SATISFACTION SURVEY
FAMILY SURVEY, SERVICE, 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				
							18-24 years	25-34 years	35-44 years	45+ years	
BASE: Receives Case Management Services (weighted)		101	602	201	127	196	314	281	184	283	
	%	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		38	214	58	73	88	91	90	81	154
		%	37.5%	35.5%	28.7%	57.5%	44.8%	28.8%	32.1%	43.9%	54.3%
	No		42	299	120	23	74	170	150	72	71
		%	41.7%	49.6%	59.7%	17.7%	37.7%	54.1%	53.5%	39.3%	25.2%
	Don't know		13	38	9	17	15	24	19	14	24
		%	12.5%	6.4%	4.7%	13.5%	7.8%	7.7%	6.8%	7.3%	8.4%
No response		8	51	14	14	19	29	22	17	34	
	%	8.3%	8.5%	7.0%	11.4%	9.7%	9.4%	7.7%	9.5%	12.1%	

**DISABILITY SERVICES SATISFACTION SURVEY
FAMILY SURVEY, SERVICE, 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 Case Management Services (weighted)		1085	9	726	45	56	207	38	3	2
	%	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	598	4	411	21	33	107	20	1	1
	%	55.1%	48.1%	56.6%	46.8%	58.6%	51.5%	52.6%	50.0%	71.4%
	Accommodation/residential service	185	3	128	7	7	34	5	0	
	%	17.0%	29.9%	17.7%	16.7%	13.3%	16.2%	13.8%	10.0%	
	Respite	155	2	105	7	7	29	4	0	0
	%	14.3%	20.8%	14.5%	15.6%	13.3%	14.1%	11.2%	15.0%	5.7%
	Other	123	1	76	6	9	26	6	0	0
	%	11.4%	10.4%	10.4%	12.4%	16.4%	12.4%	14.7%	15.0%	2.9%
	Accommodation support in persons own home	112	1	79	6	3	20	4	1	0
	%	10.4%	10.4%	10.8%	12.4%	5.5%	9.5%	9.5%	25.0%	2.9%
	Specialist Support Coordinator or Case	80	1	52	3	2	19	2	0	0
	%	7.4%	7.8%	7.2%	7.5%	3.1%	9.1%	5.2%	15.0%	14.3%
	Employment service to get a job in the community	53	1	29	3	3	13	2	0	0
	%	4.8%	13.0%	4.0%	7.5%	6.3%	6.2%	5.2%	10.0%	14.3%
Sheltered work	37	0	23	2	2	7	3	0		
%	3.4%	5.2%	3.2%	3.8%	3.1%	3.3%	7.8%	10.0%		
No response	4			0	1	3				
%	.4%			1.1%	1.6%	1.2%				

**DISABILITY SERVICES SATISFACTION SURVEY
FAMILY SURVEY, SERVICE, 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 Case Management Services (weighted)		1085	402	582	601	205	591	39	184	136
	%	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	598	223	343	281	127	295	24	91	90
	%	55.1%	55.5%	59.0%	46.7%	61.8%	49.9%	61.9%	49.4%	66.3%
	Accommodation/ residential service	185	81	68	158	13	138	3	34	17
	%	17.0%	20.2%	11.7%	26.2%	6.6%	23.4%	8.3%	18.5%	12.3%
	Respite	155	47	73	125	28	88	8	28	15
	%	14.3%	11.8%	12.5%	20.8%	13.8%	14.8%	20.8%	15.1%	10.7%
	Other	123	51	68	72	26	65		16	11
	%	11.4%	12.7%	11.8%	12.0%	12.7%	11.0%		8.7%	7.9%
	Accommodation support in persons own home	112	32	69	77	18	58	4	36	15
	%	10.4%	7.9%	11.9%	12.9%	9.0%	9.7%	10.0%	19.4%	10.8%
	Specialist Support Coordinator or Case	80	23	38	51	16	45	4	15	6
	%	7.4%	5.8%	6.6%	8.5%	7.7%	7.5%	9.6%	8.3%	4.6%
Employment service to get a job in the community	53	22	21	17	4	36	3	10	6	
%	4.8%	5.4%	3.7%	2.8%	1.8%	6.1%	7.4%	5.7%	4.7%	
Sheltered work	37	14	17	30	7	29	1	1	4	
%	3.4%	3.6%	2.9%	5.1%	3.4%	4.9%	2.2%	.8%	3.0%	
No response	4	0	0	0	0	3		0	1	
%	.4%	.1%	.0%	.1%	.1%	.4%		.1%	.6%	

**DISABILITY SERVICES SATISFACTION SURVEY
FAMILY SURVEY, SERVICE, 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			
							18-24 years	25-34 years	35-44 years	45+ years
BASE: Receives Case Management Services (weighted)		101	602	201	127	196	314	281	184	283
	%	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	57	298	81	104	122	143	127	109	210
	%	56.4%	49.4%	40.1%	81.6%	62.1%	45.4%	45.3%	59.3%	74.1%
	Accommodation/residential service	4	137	65	0	24	84	63	23	9
	%	4.3%	22.8%	32.2%	.3%	12.3%	26.8%	22.5%	12.3%	3.3%
	Respite	13	107	54	11	11	64	52	15	18
	%	12.7%	17.7%	26.7%	8.5%	5.6%	20.5%	18.4%	8.1%	6.3%
	Other	16	77	28	3	26	29	54	22	19
	%	16.0%	12.8%	13.8%	2.6%	13.1%	9.2%	19.1%	12.0%	6.6%
	Accommodation support in persons own home	13	81	18	1	12	36	46	11	18
	%	12.7%	13.5%	8.7%	.8%	6.1%	11.6%	16.3%	6.1%	6.2%
	Specialist Support Coordinator or Case	13	47	18	8	10	29	20	11	20
	%	12.4%	7.8%	8.9%	6.3%	5.1%	9.1%	7.3%	5.9%	7.0%
Employment service to get a job in the community	10	33	7	0	11	21	18	7	4	
%	10.2%	5.5%	3.5%	.3%	5.4%	6.6%	6.4%	3.6%	1.4%	
Sheltered work		27	10	4	3	19	9	5	4	
%		4.4%	5.2%	3.0%	1.7%	6.1%	3.4%	2.7%	1.3%	
No response		1	3		0			2	1	1
%		.8%	.5%		.2%			.8%	.5%	.3%