

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

DEMOGRAPHICS - STATE

BASE: All Respondents			2435
	%		100.0%
STATE	NSW		380
		%	15.6%
	Victoria		520
		%	21.4%
	Queensland		406
		%	16.7%
	Western Australia		283
		%	11.6%
	South Australia		470
		%	19.3%
	Tasmania		217
		%	8.9%
	Northern Territory		58
		%	2.4%
	ACT		101
		%	4.1%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

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11/4/2000- 98196

DEMOGRAPHICS - STATE

			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: All Respondents			1226	1032	1163	994	440	1392	70	423	239
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STATE	NSW		120	171	161	162	60	253	7	67	26
		%	9.8%	16.6%	13.8%	16.3%	13.6%	18.2%	10.0%	15.8%	10.9%
	Victoria		282	208	244	239	83	271	13	77	83
		%	23.0%	20.2%	21.0%	24.0%	18.9%	19.5%	18.6%	18.2%	34.7%
	Queensland		216	138	188	191	78	210	24	91	38
		%	17.6%	13.4%	16.2%	19.2%	17.7%	15.1%	34.3%	21.5%	15.9%
	Western Australia		153	176	137	105	46	174	6	50	20
		%	12.5%	17.1%	11.8%	10.6%	10.5%	12.5%	8.6%	11.8%	8.4%
	South Australia		263	203	202	139	106	260	8	72	44
		%	21.5%	19.7%	17.4%	14.0%	24.1%	18.7%	11.4%	17.0%	18.4%
	Tasmania		120	71	110	97	39	138	8	31	17
		%	9.8%	6.9%	9.5%	9.8%	8.9%	9.9%	11.4%	7.3%	7.1%
	Northern Territory		21	11	46	33	14	18	3	17	5
		%	1.7%	1.1%	4.0%	3.3%	3.2%	1.3%	4.3%	4.0%	2.1%
	ACT		51	54	75	28	14	68	1	18	6
		%	4.2%	5.2%	6.4%	2.8%	3.2%	4.9%	1.4%	4.3%	2.5%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

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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: All Respondents			226	1412	465	182	458	574	757	492	561
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STATE	NSW		39	230	69	9	68	107	138	74	53
		%	17.3%	16.3%	14.8%	4.9%	14.8%	18.6%	18.2%	15.0%	9.4%
	Victoria		36	274	96	69	112	105	143	100	159
		%	15.9%	19.4%	20.6%	37.9%	24.5%	18.3%	18.9%	20.3%	28.3%
	Queensland		26	283	79	27	50	116	135	84	62
		%	11.5%	20.0%	17.0%	14.8%	10.9%	20.2%	17.8%	17.1%	11.1%
	Western Australia		19	158	67	21	55	76	85	56	59
		%	8.4%	11.2%	14.4%	11.5%	12.0%	13.2%	11.2%	11.4%	10.5%
	South Australia		86	253	79	32	81	96	134	103	131
		%	38.1%	17.9%	17.0%	17.6%	17.7%	16.7%	17.7%	20.9%	23.4%
	Tasmania		8	127	43	13	56	48	60	46	62
		%	3.5%	9.0%	9.2%	7.1%	12.2%	8.4%	7.9%	9.3%	11.1%
	Northern Territory		4	20	5	8	24	13	14	3	23
		%	1.8%	1.4%	1.1%	4.4%	5.2%	2.3%	1.8%	.6%	4.1%
	ACT		8	67	27	3	12	13	48	26	12
		%	3.5%	4.7%	5.8%	1.6%	2.6%	2.3%	6.3%	5.3%	2.1%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

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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: All Respondents			2435	380	520	406	283	470	217	58	101
	%		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		574	107	105	116	76	96	48	13	13
		%	23.6%	28.2%	20.2%	28.6%	26.9%	20.4%	22.1%	22.4%	12.9%
	25-34 years		757	138	143	135	85	134	60	14	48
		%	31.1%	36.3%	27.5%	33.3%	30.0%	28.5%	27.6%	24.1%	47.5%
	35-44 years		492	74	100	84	56	103	46	3	26
		%	20.2%	19.5%	19.2%	20.7%	19.8%	21.9%	21.2%	5.2%	25.7%
	45-54 years		282	38	46	38	44	67	33	8	8
		%	11.6%	10.0%	8.8%	9.4%	15.5%	14.3%	15.2%	13.8%	7.9%
	55-65 years		145	11	44	16	9	39	18	5	3
		%	6.0%	2.9%	8.5%	3.9%	3.2%	8.3%	8.3%	8.6%	3.0%
	65-74 years		65	4	28	4	5	11	8	5	
		%	2.7%	1.1%	5.4%	1.0%	1.8%	2.3%	3.7%	8.6%	
	75 years plus		69		41	4	1	14	3	5	1
		%	2.8%		7.9%	1.0%	.4%	3.0%	1.4%	8.6%	1.0%
	No response		51	8	13	9	7	6	1	5	2
		%	2.1%	2.1%	2.5%	2.2%	2.5%	1.3%	.5%	8.6%	2.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

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: All Respondents			1226	1032	1163	994	440	1392	70	423	239
	%		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		372	257	181	330	68	388	7	119	36
		%	30.3%	24.9%	15.6%	33.2%	15.5%	27.9%	10.0%	28.1%	15.1%
	25-34 years		353	384	364	314	109	499	26	144	51
		%	28.8%	37.2%	31.3%	31.6%	24.8%	35.8%	37.1%	34.0%	21.3%
	35-44 years		233	240	271	162	98	301	13	82	38
		%	19.0%	23.3%	23.3%	16.3%	22.3%	21.6%	18.6%	19.4%	15.9%
	45-54 years		113	104	178	77	81	129	10	39	25
		%	9.2%	10.1%	15.3%	7.7%	18.4%	9.3%	14.3%	9.2%	10.5%
	55-65 years		67	22	83	49	49	36	6	22	20
		%	5.5%	2.1%	7.1%	4.9%	11.1%	2.6%	8.6%	5.2%	8.4%
	65-74 years		27	5	31	20	15	10	4	1	18
		%	2.2%	.5%	2.7%	2.0%	3.4%	.7%	5.7%	.2%	7.5%
	75 years plus		31		32	23	7	3	2	5	46
		%	2.5%		2.8%	2.3%	1.6%	.2%	2.9%	1.2%	19.2%
	No response		30	20	23	19	13	26	2	11	5
		%	2.4%	1.9%	2.0%	1.9%	3.0%	1.9%	2.9%	2.6%	2.1%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

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: All Respondents			226	1412	465	182	458	574	757	492	561
	%		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		25	453	113	2	48	574			
		%	11.1%	32.1%	24.3%	1.1%	10.5%	100.0%			
	25-34 years		44	554	199	13	79		757		
		%	19.5%	39.2%	42.8%	7.1%	17.2%		100.0%		
	35-44 years		55	299	120	27	79			492	
		%	24.3%	21.2%	25.8%	14.8%	17.2%			100.0%	
	45-54 years		51	81	28	44	106				282
		%	22.6%	5.7%	6.0%	24.2%	23.1%				50.3%
	55-65 years		25	12	3	46	66				145
		%	11.1%	.8%	.6%	25.3%	14.4%				25.8%
	65-74 years		10	1	1	25	28				65
		%	4.4%	.1%	.2%	13.7%	6.1%				11.6%
	75 years plus		9	1		18	41				69
		%	4.0%	.1%		9.9%	9.0%				12.3%
	No response		7	11	1	7	11				
		%	3.1%	.8%	.2%	3.8%	2.4%				

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

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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: All Respondents			2435	380	520	406	283	470	217	58	101
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Disability	Intellectual (including Down Syndrome)		1207	226	234	171	153	229	118	13	63
		%	49.6%	59.5%	45.0%	42.1%	54.1%	48.7%	54.4%	22.4%	62.4%
	Specific Learning / Attention Deficit Disorder		73	6	16	17	16	11	7		
		%	3.0%	1.6%	3.1%	4.2%	5.7%	2.3%	3.2%		
	Autism		127	24	22	28	8	23	14	5	3
		%	5.2%	6.3%	4.2%	6.9%	2.8%	4.9%	6.5%	8.6%	3.0%
	Physical (cerebral palsy/spinal bifida/spinal cord lesions)		423	67	77	91	50	72	31	17	18
		%	17.4%	17.6%	14.8%	22.4%	17.7%	15.3%	14.3%	29.3%	17.8%
	Acquired brain injury		208	26	32	36	24	55	20	5	10
		%	8.5%	6.8%	6.2%	8.9%	8.5%	11.7%	9.2%	8.6%	9.9%
	Vision		115	11	56	10	8	23	2	1	4
		%	4.7%	2.9%	10.8%	2.5%	2.8%	4.9%	.9%	1.7%	4.0%
	Hearing		47	3	16	8	6	6	3	4	1
		%	1.9%	.8%	3.1%	2.0%	2.1%	1.3%	1.4%	6.9%	1.0%
	Speech		73	9	17	9	8	15	12	1	2
		%	3.0%	2.4%	3.3%	2.2%	2.8%	3.2%	5.5%	1.7%	2.0%
	Deaf and blind (dual sensory)		22	4	5	6	1	4	2		
		%	.9%	1.1%	1.0%	1.5%	.4%	.9%	.9%		
	Psychiatric		70	7	13	24	6	8	8	3	1
		%	2.9%	1.8%	2.5%	5.9%	2.1%	1.7%	3.7%	5.2%	1.0%
	Neurological (including ms/epilepsy)		245	35	54	46	24	53	19	9	5
		%	10.1%	9.2%	10.4%	11.3%	8.5%	11.3%	8.8%	15.5%	5.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q5 - PRIMARY DISABILITY TYPE OF FAMILY MEMBER

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
Primary Disability	Other		259	36	87	43	17	41	17	9	9
		%	10.6%	9.5%	16.7%	10.6%	6.0%	8.7%	7.8%	15.5%	8.9%
	Don't know		52	6	9	8	8	10	7	2	2
		%	2.1%	1.6%	1.7%	2.0%	2.8%	2.1%	3.2%	3.4%	2.0%
	COGNITIVE - TOTAL		440	60	83	78	46	106	39	14	14
		%	18.1%	15.8%	16.0%	19.2%	16.3%	22.6%	18.0%	24.1%	13.9%
	INTELLECTUAL / SPECIFIC LEARNING - TOTAL		1392	253	271	210	174	260	138	18	68
		%	57.2%	66.6%	52.1%	51.7%	61.5%	55.3%	63.6%	31.0%	67.3%
	SENSORY - TOTAL		239	26	83	38	20	44	17	5	6
		%	9.8%	6.8%	16.0%	9.4%	7.1%	9.4%	7.8%	8.6%	5.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

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11/4/2000- 98196

Q5 - PRIMARY DISABILITY TYPE OF FAMILY MEMBER

			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: All Respondents			1226	1032	1163	994	440	1392	70	423	239
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Disability	Intellectual (including Down Syndrome)		618	694	586	505	56	1207	16	68	76
		%	50.4%	67.2%	50.4%	50.8%	12.7%	86.7%	22.9%	16.1%	31.8%
	Specific Learning / Attention Deficit Disorder		35	43	18	20	9	73	2	4	6
		%	2.9%	4.2%	1.5%	2.0%	2.0%	5.2%	2.9%	.9%	2.5%
	Autism		78	46	53	60	5	127	4	2	3
		%	6.4%	4.5%	4.6%	6.0%	1.1%	9.1%	5.7%	.5%	1.3%
	Physical (cerebral palsy/spinal bifida/spinal cord lesions)		227	118	234	205	32	75	3	423	46
		%	18.5%	11.4%	20.1%	20.6%	7.3%	5.4%	4.3%	100.0%	19.2%
	Acquired brain injury		101	53	107	81	208	17	1	11	19
		%	8.2%	5.1%	9.2%	8.1%	47.3%	1.2%	1.4%	2.6%	7.9%
	Vision		52	27	37	33	10	21	3	9	115
		%	4.2%	2.6%	3.2%	3.3%	2.3%	1.5%	4.3%	2.1%	48.1%
	Hearing		17	14	17	13	3	15	3	5	47
		%	1.4%	1.4%	1.5%	1.3%	.7%	1.1%	4.3%	1.2%	19.7%
	Speech		41	31	42	34	20	42	2	25	73
		%	3.3%	3.0%	3.6%	3.4%	4.5%	3.0%	2.9%	5.9%	30.5%
	Deaf and blind (dual sensory)		10	3	12	12	3	9		3	22
		%	.8%	.3%	1.0%	1.2%	.7%	.6%		.7%	9.2%
	Psychiatric		40	20	34	31	7	21	70	3	7
		%	3.3%	1.9%	2.9%	3.1%	1.6%	1.5%	100.0%	.7%	2.9%
	Neurological (including ms/epilepsy)		137	67	125	120	245	55	6	21	20
		%	11.2%	6.5%	10.7%	12.1%	55.7%	4.0%	8.6%	5.0%	8.4%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

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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	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
Primary Disability	Other		126	76	116	102	36	59	5	25	48
		%	10.3%	7.4%	10.0%	10.3%	8.2%	4.2%	7.1%	5.9%	20.1%
	Don't know		15	15	26	17		1			
		%	1.2%	1.5%	2.2%	1.7%		.1%			
	COGNITIVE - TOTAL		231	115	223	194	440	69	7	32	36
		%	18.8%	11.1%	19.2%	19.5%	100.0%	5.0%	10.0%	7.6%	15.1%
	INTELLECTUAL / SPECIFIC LEARNING - TOTAL		725	781	652	582	69	1392	21	75	88
		%	59.1%	75.7%	56.1%	58.6%	15.7%	100.0%	30.0%	17.7%	36.8%
	SENSORY - TOTAL		114	70	102	89	36	88	7	46	239
		%	9.3%	6.8%	8.8%	9.0%	8.2%	6.3%	10.0%	10.9%	100.0%

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Q5 - PRIMARY DISABILITY TYPE OF FAMILY MEMBER

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								18-24 years	25-34 years	35-44 years	45+ years
BASE: All Respondents			226	1412	465	182	458	574	757	492	561
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Disability	Intellectual (including Down Syndrome)		29	814	286	10	236	303	441	272	170
		%	12.8%	57.6%	61.5%	5.5%	51.5%	52.8%	58.3%	55.3%	30.3%
	Specific Learning / Attention Deficit Disorder		6	45	19	3	14	31	20	12	7
		%	2.7%	3.2%	4.1%	1.6%	3.1%	5.4%	2.6%	2.4%	1.2%
	Autism			103	28	2	10	60	45	16	3
		%		7.3%	6.0%	1.1%	2.2%	10.5%	5.9%	3.3%	.5%
	Physical (cerebral palsy/spinal bifida/spinal cord lesions)		60	260	76	23	61	119	144	82	67
		%	26.5%	18.4%	16.3%	12.6%	13.3%	20.7%	19.0%	16.7%	11.9%
	Acquired brain injury		25	108	43	25	32	25	64	48	65
		%	11.1%	7.6%	9.2%	13.7%	7.0%	4.4%	8.5%	9.8%	11.6%
	Vision		11	29	7	38	35	13	15	10	76
		%	4.9%	2.1%	1.5%	20.9%	7.6%	2.3%	2.0%	2.0%	13.5%
	Hearing		8	23	4	9	8	3	10	11	23
		%	3.5%	1.6%	.9%	4.9%	1.7%	.5%	1.3%	2.2%	4.1%
	Speech		6	46	18	7	12	14	21	16	19
		%	2.7%	3.3%	3.9%	3.8%	2.6%	2.4%	2.8%	3.3%	3.4%
	Deaf and blind (dual sensory)		1	10	4	4	6	5	6	2	9
		%	.4%	.7%	.9%	2.2%	1.3%	.9%	.8%	.4%	1.6%
	Psychiatric		13	32	9	4	21	7	26	13	22
		%	5.8%	2.3%	1.9%	2.2%	4.6%	1.2%	3.4%	2.6%	3.9%
	Neurological (including ms/epilepsy)		44	114	35	46	44	44	49	55	90
		%	19.5%	8.1%	7.5%	25.3%	9.6%	7.7%	6.5%	11.2%	16.0%
	Other		53	122	40	50	29	47	64	41	97
		%	23.5%	8.6%	8.6%	27.5%	6.3%	8.2%	8.5%	8.3%	17.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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
Primary Disability	Don't know		10	18	4	6	19	7	10	12	18
		%	4.4%	1.3%	.9%	3.3%	4.1%	1.2%	1.3%	2.4%	3.2%
	COGNITIVE - TOTAL		68	212	76	70	75	68	109	98	152
		%	30.1%	15.0%	16.3%	38.5%	16.4%	11.8%	14.4%	19.9%	27.1%
	INTELLECTUAL / SPECIFIC LEARNING - TOTAL		34	950	329	15	259	388	499	301	178
		%	15.0%	67.3%	70.8%	8.2%	56.6%	67.6%	65.9%	61.2%	31.7%
	SENSORY - TOTAL		26	107	34	50	54	36	51	38	109
		%	11.5%	7.6%	7.3%	27.5%	11.8%	6.3%	6.7%	7.7%	19.4%

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: All Respondents			2435	380	520	406	283	470	217	58	101
	%		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		1280	190	323	226	150	230	104	31	26
		%	52.6%	50.0%	62.1%	55.7%	53.0%	48.9%	47.9%	53.4%	25.7%
	Every day		141	19	36	26	18	18	12	3	9
		%	5.8%	5.0%	6.9%	6.4%	6.4%	3.8%	5.5%	5.2%	8.9%
	Several times a week		308	34	45	48	45	69	32	6	29
		%	12.6%	8.9%	8.7%	11.8%	15.9%	14.7%	14.7%	10.3%	28.7%
	Once a week		235	42	39	28	31	41	28	11	15
		%	9.7%	11.1%	7.5%	6.9%	11.0%	8.7%	12.9%	19.0%	14.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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
FREQUENCY OF CONTACT WITH FAMILY MEMBER	Several times a month		142	23	25	23	12	30	16	1	12
		%	5.8%	6.1%	4.8%	5.7%	4.2%	6.4%	7.4%	1.7%	11.9%
	Once a month		64	13	13	13	4	11	6	2	2
		%	2.6%	3.4%	2.5%	3.2%	1.4%	2.3%	2.8%	3.4%	2.0%
	Every two or three months		59	19	7	10	7	4	11		1
		%	2.4%	5.0%	1.3%	2.5%	2.5%	.9%	5.1%		1.0%
	Once or twice a year		30	6	5	10	2	3	2	2	
		%	1.2%	1.6%	1.0%	2.5%	.7%	.6%	.9%	3.4%	
	Less often		15	5	1	2	2	1	2	1	1
		%	.6%	1.3%	.2%	.5%	.7%	.2%	.9%	1.7%	1.0%
	Doesn't apply/I am family member with disability		126	27	17	14	9	50	4		5
		%	5.2%	7.1%	3.3%	3.4%	3.2%	10.6%	1.8%		5.0%
	Can't remember		4	1			1	2			
		%	.2%	.3%			.4%	.4%			
	No response		31	1	9	6	2	11		1	1
		%	1.3%	.3%	1.7%	1.5%	.7%	2.3%		1.7%	1.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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: All Respondents			1226	1032	1163	994	440	1392	70	423	239
	%		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		701	555	288	770	224	762	36	232	136
		%	57.2%	53.8%	24.8%	77.5%	50.9%	54.7%	51.4%	54.8%	56.9%
	Every day		80	70	79	51	29	72	8	23	17
		%	6.5%	6.8%	6.8%	5.1%	6.6%	5.2%	11.4%	5.4%	7.1%
	Several times a week		165	169	245	68	54	184	10	57	29
		%	13.5%	16.4%	21.1%	6.8%	12.3%	13.2%	14.3%	13.5%	12.1%
	Once a week		95	107	217	26	43	146	5	36	21
		%	7.7%	10.4%	18.7%	2.6%	9.8%	10.5%	7.1%	8.5%	8.8%
	Several times a month		64	49	128	18	21	96	2	16	9
		%	5.2%	4.7%	11.0%	1.8%	4.8%	6.9%	2.9%	3.8%	3.8%
	Once a month		12	23	58	9	10	41	1	13	8
		%	1.0%	2.2%	5.0%	.9%	2.3%	2.9%	1.4%	3.1%	3.3%
	Every two or three months		20	14	55	7	9	43	2	3	4
		%	1.6%	1.4%	4.7%	.7%	2.0%	3.1%	2.9%	.7%	1.7%
	Once or twice a year		7	7	22	3	6	20		3	2
		%	.6%	.7%	1.9%	.3%	1.4%	1.4%		.7%	.8%
	Less often		4	2	9	2	1	9		1	1
		%	.3%	.2%	.8%	.2%	.2%	.6%		.2%	.4%
	Doesn't apply/I am family member with disability		67	24	45	26	40	12	6	33	10
		%	5.5%	2.3%	3.9%	2.6%	9.1%	.9%	8.6%	7.8%	4.2%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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
FREQUENCY OF CONTACT WITH FAMILY MEMBER	Can't remember		1	2	1	1				2	
		%	.1%	.2%	.1%	.1%				.5%	
	No response		10	10	16	13	3	7		4	2
		%	.8%	1.0%	1.4%	1.3%	.7%	.5%		.9%	.8%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
11/4/2000- 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: All Respondents			226	1412	465	182	458	574	757	492	561
	%		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		58	841	237	164	144	427	390	205	232
		%	25.7%	59.6%	51.0%	90.1%	31.4%	74.4%	51.5%	41.7%	41.4%
	Every day		10	81	31	3	42	21	55	29	32
		%	4.4%	5.7%	6.7%	1.6%	9.2%	3.7%	7.3%	5.9%	5.7%
	Several times a week		9	194	65	6	72	63	116	66	60
		%	4.0%	13.7%	14.0%	3.3%	15.7%	11.0%	15.3%	13.4%	10.7%
	Once a week		8	130	54	3	73	18	70	67	73
		%	3.5%	9.2%	11.6%	1.6%	15.9%	3.1%	9.2%	13.6%	13.0%
	Several times a month		6	84	36	3	34	11	44	46	38
		%	2.7%	5.9%	7.7%	1.6%	7.4%	1.9%	5.8%	9.3%	6.8%
	Once a month		2	31	13		23	3	20	20	20
		%	.9%	2.2%	2.8%		5.0%	.5%	2.6%	4.1%	3.6%
	Every two or three months			24	17		31	7	20	13	18
		%		1.7%	3.7%		6.8%	1.2%	2.6%	2.6%	3.2%
	Once or twice a year		1	7	3		20	1	6	6	16
		%	.4%	.5%	.6%		4.4%	.2%	.8%	1.2%	2.9%
	Less often			4	4	2	8	1	2	4	7
		%		.3%	.9%	1.1%	1.7%	.2%	.3%	.8%	1.2%
	Doesn't apply/I am family member with disability		124	2			1	17	27	26	55
		%	54.9%	.1%			.2%	3.0%	3.6%	5.3%	9.8%
	Can't remember		1	1			1	1			2
		%	.4%	.1%			.2%	.2%			.4%
	No response		7	13	5	1	9	4	7	10	8
		%	3.1%	.9%	1.1%	.5%	2.0%	.7%	.9%	2.0%	1.4%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q2A - RELATIONSHIP OF RESPONDENT TO FAMILY MEMBER

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: All Respondents			2435	380	520	406	283	470	217	58	101
	%		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		1412	230	274	283	158	253	127	20	67
		%	58.0%	60.5%	52.7%	69.7%	55.8%	53.8%	58.5%	34.5%	66.3%
	Father		465	69	96	79	67	79	43	5	27
		%	19.1%	18.2%	18.5%	19.5%	23.7%	16.8%	19.8%	8.6%	26.7%
	Brother or sister		234	44	53	29	27	40	33	3	5
		%	9.6%	11.6%	10.2%	7.1%	9.5%	8.5%	15.2%	5.2%	5.0%
	I am the family member with a disability		226	39	36	26	19	86	8	4	8
		%	9.3%	10.3%	6.9%	6.4%	6.7%	18.3%	3.7%	6.9%	7.9%
	Partner, eg, husband, wife		182	9	69	27	21	32	13	8	3
		%	7.5%	2.4%	13.3%	6.7%	7.4%	6.8%	6.0%	13.8%	3.0%
	Son or Daughter (including in-law)		102	6	40	7	10	16	9	11	3
		%	4.2%	1.6%	7.7%	1.7%	3.5%	3.4%	4.1%	19.0%	3.0%
	Other relative		72	8	16	10	11	12	9	5	1
		%	3.0%	2.1%	3.1%	2.5%	3.9%	2.6%	4.1%	8.6%	1.0%
	Other		61	10	5	8	8	13	7	6	4
		%	2.5%	2.6%	1.0%	2.0%	2.8%	2.8%	3.2%	10.3%	4.0%
	No response		31	3	8	7	6	4		1	2
		%	1.3%	.8%	1.5%	1.7%	2.1%	.9%		1.7%	2.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: All Respondents			1226	1032	1163	994	440	1392	70	423	239
	%		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		743	681	631	637	212	950	32	260	107
		%	60.6%	66.0%	54.3%	64.1%	48.2%	68.2%	45.7%	61.5%	44.8%
	Father		228	231	235	194	76	329	9	76	34
		%	18.6%	22.4%	20.2%	19.5%	17.3%	23.6%	12.9%	18.0%	14.2%
	Brother or sister		95	109	165	75	36	157	9	26	12
		%	7.7%	10.6%	14.2%	7.5%	8.2%	11.3%	12.9%	6.1%	5.0%
	I am the family member with a disability		119	49	83	58	68	34	13	60	26
		%	9.7%	4.7%	7.1%	5.8%	15.5%	2.4%	18.6%	14.2%	10.9%
	Partner, eg, husband, wife		88	24	68	79	70	15	4	23	50
		%	7.2%	2.3%	5.8%	7.9%	15.9%	1.1%	5.7%	5.4%	20.9%
	Son or Daughter (including in-law)		43	19	52	40	22	26	6	17	31
		%	3.5%	1.8%	4.5%	4.0%	5.0%	1.9%	8.6%	4.0%	13.0%
	Other relative		42	27	49	24	14	37	4	13	7
		%	3.4%	2.6%	4.2%	2.4%	3.2%	2.7%	5.7%	3.1%	2.9%
	Other		36	30	45	20	6	44	2	8	5
		%	2.9%	2.9%	3.9%	2.0%	1.4%	3.2%	2.9%	1.9%	2.1%
	No response		19	12	15	12	7	13	1	5	2
		%	1.5%	1.2%	1.3%	1.2%	1.6%	.9%	1.4%	1.2%	.8%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
11/4/2000- 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: All Respondents			226	1412	465	182	458	574	757	492	561
	%		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		20	1412	240	6	39	453	554	299	95
		%	8.8%	100.0%	51.6%	3.3%	8.5%	78.9%	73.2%	60.8%	16.9%
	Father		6	240	465	3	17	113	199	120	32
		%	2.7%	17.0%	100.0%	1.6%	3.7%	19.7%	26.3%	24.4%	5.7%
	Brother or sister		1	23	9	2	234	8	35	52	136
		%	.4%	1.6%	1.9%	1.1%	51.1%	1.4%	4.6%	10.6%	24.2%
	I am the family member with a disability		226	20	6	10	13	25	44	55	95
		%	100.0%	1.4%	1.3%	5.5%	2.8%	4.4%	5.8%	11.2%	16.9%
	Partner, eg, husband, wife		10	6	3	182	9	2	13	27	133
		%	4.4%	.4%	.6%	100.0%	2.0%	.3%	1.7%	5.5%	23.7%
	Son or Daughter (including in-law)		9	9	5	5	102	16	12	8	61
		%	4.0%	.6%	1.1%	2.7%	22.3%	2.8%	1.6%	1.6%	10.9%
	Other relative		1	6	1	1	72	10	14	11	34
		%	.4%	.4%	.2%	.5%	15.7%	1.7%	1.8%	2.2%	6.1%
	Other		2	2	2	1	61	14	18	10	17
		%	.9%	.1%	.4%	.5%	13.3%	2.4%	2.4%	2.0%	3.0%
	No response								2		3
		%							.3%		.5%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q4 - AGE OF RESPONDENT COMPLETING SURVEY

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: All Respondents			2435	380	520	406	283	470	217	58	101
	%		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		7	2	1		2	1		1	
		%	.3%	.5%	.2%		.7%	.2%		1.7%	
	25-34 years		61	12	10	5	9	12	3	7	3
		%	2.5%	3.2%	1.9%	1.2%	3.2%	2.6%	1.4%	12.1%	3.0%
	35-44 years		225	31	44	48	33	40	18	9	2
		%	9.2%	8.2%	8.5%	11.8%	11.7%	8.5%	8.3%	15.5%	2.0%
	45-54 years		753	114	151	141	94	128	73	23	29
		%	30.9%	30.0%	29.0%	34.7%	33.2%	27.2%	33.6%	39.7%	28.7%
	55-65 years		605	94	140	106	65	96	60	12	32
		%	24.8%	24.7%	26.9%	26.1%	23.0%	20.4%	27.6%	20.7%	31.7%
	65-74 years		396	67	100	65	33	75	37	4	15
		%	16.3%	17.6%	19.2%	16.0%	11.7%	16.0%	17.1%	6.9%	14.9%
	75 years plus		175	23	38	17	26	42	18	1	10
		%	7.2%	6.1%	7.3%	4.2%	9.2%	8.9%	8.3%	1.7%	9.9%
	Doesn't apply/I am family member with disability		167	29	27	16	12	71	5		7
		%	6.9%	7.6%	5.2%	3.9%	4.2%	15.1%	2.3%		6.9%
	No response		46	8	9	8	9	5	3	1	3
		%	1.9%	2.1%	1.7%	2.0%	3.2%	1.1%	1.4%	1.7%	3.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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	Psychiatric	Physical	Sensory
							Cognitive				
BASE: All Respondents			1226	1032	1163	994	440	1392	70	423	239
	%		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	4	2	2			5	2
		%	.3%	.2%	.3%	.2%	.5%			1.2%	.8%
	25-34 years		34	25	34	20	9	27		14	4
		%	2.8%	2.4%	2.9%	2.0%	2.0%	1.9%		3.3%	1.7%
	35-44 years		135	94	92	110	40	123	9	42	17
		%	11.0%	9.1%	7.9%	11.1%	9.1%	8.8%	12.9%	9.9%	7.1%
	45-54 years		421	336	315	375	114	486	18	133	71
		%	34.3%	32.6%	27.1%	37.7%	25.9%	34.9%	25.7%	31.4%	29.7%
	55-65 years		281	270	301	250	106	368	19	100	55
		%	22.9%	26.2%	25.9%	25.2%	24.1%	26.4%	27.1%	23.6%	23.0%
	65-74 years		155	172	220	125	77	235	10	55	45
		%	12.6%	16.7%	18.9%	12.6%	17.5%	16.9%	14.3%	13.0%	18.8%
	75 years plus		79	82	112	53	32	105	5	21	21
		%	6.4%	7.9%	9.6%	5.3%	7.3%	7.5%	7.1%	5.0%	8.8%
	Doesn't apply/I am family member with disability		87	33	60	38	51	21	7	44	21
		%	7.1%	3.2%	5.2%	3.8%	11.6%	1.5%	10.0%	10.4%	8.8%
	No response		30	18	25	21	9	27	2	9	3
		%	2.4%	1.7%	2.1%	2.1%	2.0%	1.9%	2.9%	2.1%	1.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
11/4/2000- 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: All Respondents			226	1412	465	182	458	574	757	492	561
	%		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		3	1			4	4	1		1
		%	1.3%	.1%			.9%	.7%	.1%		.2%
	25-34 years		8	6	1	11	42	3	29	14	14
		%	3.5%	.4%	.2%	6.0%	9.2%	.5%	3.8%	2.8%	2.5%
	35-44 years		8	112	14	29	77	105	32	41	44
		%	3.5%	7.9%	3.0%	15.9%	16.8%	18.3%	4.2%	8.3%	7.8%
	45-54 years		17	512	126	51	135	347	253	34	110
		%	7.5%	36.3%	27.1%	28.0%	29.5%	60.5%	33.4%	6.9%	19.6%
	55-65 years		14	391	132	42	113	77	287	114	122
		%	6.2%	27.7%	28.4%	23.1%	24.7%	13.4%	37.9%	23.2%	21.7%
	65-74 years		7	253	120	28	59	14	104	176	99
		%	3.1%	17.9%	25.8%	15.4%	12.9%	2.4%	13.7%	35.8%	17.6%
	75 years plus		4	117	58	15	19	1	18	66	90
		%	1.8%	8.3%	12.5%	8.2%	4.1%	.2%	2.4%	13.4%	16.0%
	Doesn't apply/I am family member with disability		165	1		4	4	19	27	41	78
		%	73.0%	.1%		2.2%	.9%	3.3%	3.6%	8.3%	13.9%
	No response			19	14	2	5	4	6	6	3
		%		1.3%	3.0%	1.1%	1.1%	.7%	.8%	1.2%	.5%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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: All Respondents			2435	380	520	406	283	470	217	58	101
	%		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		525	59	127	109	71	94	31	5	29
		%	21.6%	15.5%	24.4%	26.8%	25.1%	20.0%	14.3%	8.6%	28.7%
	No		1602	278	334	242	172	305	164	44	63
		%	65.8%	73.2%	64.2%	59.6%	60.8%	64.9%	75.6%	75.9%	62.4%
	Not sure / don't know		205	32	40	33	25	48	18	6	3
		%	8.4%	8.4%	7.7%	8.1%	8.8%	10.2%	8.3%	10.3%	3.0%
	No response		103	11	19	22	15	23	4	3	6
		%	4.2%	2.9%	3.7%	5.4%	5.3%	4.9%	1.8%	5.2%	5.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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: All Respondents			1226	1032	1163	994	440	1392	70	423	239
	%		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		525	204	285	313	100	309	15	111	53
		%	42.8%	19.8%	24.5%	31.5%	22.7%	22.2%	21.4%	26.2%	22.2%
	No		577	706	712	553	271	926	43	262	158
		%	47.1%	68.4%	61.2%	55.6%	61.6%	66.5%	61.4%	61.9%	66.1%
	Not sure / don't know		90	77	109	91	50	106	7	39	18
		%	7.3%	7.5%	9.4%	9.2%	11.4%	7.6%	10.0%	9.2%	7.5%
	No response		34	45	57	37	19	51	5	11	10
		%	2.8%	4.4%	4.9%	3.7%	4.3%	3.7%	7.1%	2.6%	4.2%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
11/4/2000- 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: All Respondents			226	1412	465	182	458	574	757	492	561
	%		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		37	350	102	30	79	183	147	94	86
		%	16.4%	24.8%	21.9%	16.5%	17.2%	31.9%	19.4%	19.1%	15.3%
	No		148	904	308	126	312	334	515	329	398
		%	65.5%	64.0%	66.2%	69.2%	68.1%	58.2%	68.0%	66.9%	70.9%
	Not sure / don't know		31	98	31	19	50	38	69	39	52
		%	13.7%	6.9%	6.7%	10.4%	10.9%	6.6%	9.1%	7.9%	9.3%
	No response		10	60	24	7	17	19	26	30	25
		%	4.4%	4.2%	5.2%	3.8%	3.7%	3.3%	3.4%	6.1%	4.5%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

**Q8 - IN THE LAST 12 MONTHS, HAS YOUR FAMILY (OR FAMILY MEMBER WITH A DISABILITY)
RECEIVED ASSISTANCE FROM A SUPPORT CO-ORDINATOR OR CASE MANAGER FROM ANY OF THE ABOVE AGENCIES**

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: All Respondents			2435	380	520	406	283	470	217	58	101
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ASSISTANCE FROM SUPPORT COORDINATOR/CASE MANAGER	Yes		1052	77	249	186	128	241	116	20	35
		%	43.2%	20.3%	47.9%	45.8%	45.2%	51.3%	53.5%	34.5%	34.7%
	No		1135	274	225	166	122	187	83	30	48
		%	46.6%	72.1%	43.3%	40.9%	43.1%	39.8%	38.2%	51.7%	47.5%
	Not sure / don't know		129	16	12	29	22	22	14	4	10
		%	5.3%	4.2%	2.3%	7.1%	7.8%	4.7%	6.5%	6.9%	9.9%
	No response		119	13	34	25	11	20	4	4	8
		%	4.9%	3.4%	6.5%	6.2%	3.9%	4.3%	1.8%	6.9%	7.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q8 - IN THE LAST 12 MONTHS, HAS YOUR FAMILY (OR FAMILY MEMBER WITH A DISABILITY) RECEIVED ASSISTANCE FROM A SUPPORT CO-ORDINATOR OR CASE MANAGER FROM ANY OF THE ABOVE AGENCIES

							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: All Respondents			1226	1032	1163	994	440	1392	70	423	239
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ASSISTANCE FROM SUPPORT COORDINATOR/CASE MANAGER	Yes		1052	411	551	558	202	619	38	186	98
		%	85.8%	39.8%	47.4%	56.1%	45.9%	44.5%	54.3%	44.0%	41.0%
	No		146	537	452	376	182	654	27	197	117
		%	11.9%	52.0%	38.9%	37.8%	41.4%	47.0%	38.6%	46.6%	49.0%
	Not sure / don't know		10	45	90	26	32	66	3	27	11
		%	.8%	4.4%	7.7%	2.6%	7.3%	4.7%	4.3%	6.4%	4.6%
	No response		18	39	70	34	24	53	2	13	13
		%	1.5%	3.8%	6.0%	3.4%	5.5%	3.8%	2.9%	3.1%	5.4%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
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**Q8 - IN THE LAST 12 MONTHS, HAS YOUR FAMILY (OR FAMILY MEMBER WITH A DISABILITY)
RECEIVED ASSISTANCE FROM A SUPPORT CO-ORDINATOR OR CASE MANAGER FROM ANY OF THE ABOVE AGENCIES**

			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: All Respondents			226	1412	465	182	458	574	757	492	561
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ASSISTANCE FROM SUPPORT COORDINATOR/CASE MANAGER	Yes		106	619	196	80	190	324	295	197	211
		%	46.9%	43.8%	42.2%	44.0%	41.5%	56.4%	39.0%	40.0%	37.6%
	No		100	664	227	86	195	220	404	228	268
		%	44.2%	47.0%	48.8%	47.3%	42.6%	38.3%	53.4%	46.3%	47.8%
	Not sure / don't know		9	64	20	6	51	22	34	31	36
		%	4.0%	4.5%	4.3%	3.3%	11.1%	3.8%	4.5%	6.3%	6.4%
	No response		11	65	22	10	22	8	24	36	46
		%	4.9%	4.6%	4.7%	5.5%	4.8%	1.4%	3.2%	7.3%	8.2%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			1052	77	249	186	128	241	116	20	35
	%		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		487	36	130	91	63	98	47	7	15
		%	46.3%	46.8%	52.2%	48.9%	49.2%	40.7%	40.5%	35.0%	42.9%
	Some of the time		341	23	72	55	41	89	40	8	13
		%	32.4%	29.9%	28.9%	29.6%	32.0%	36.9%	34.5%	40.0%	37.1%
	Rarely/ Never		162	12	34	27	16	42	24	2	5
		%	15.4%	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		42	3	9	8	6	7	5	2	2
		%	4.0%	3.9%	3.6%	4.3%	4.7%	2.9%	4.3%	10.0%	5.7%
	No response		19	3	4	5	2	4		1	
		%	1.8%	3.9%	1.6%	2.7%	1.6%	1.7%		5.0%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives Case Management Services			1052	411	551	558	202	619	38	186	98
	%		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		487	168	280	270	106	275	18	76	43
		%	46.3%	40.9%	50.8%	48.4%	52.5%	44.4%	47.4%	40.9%	43.9%
	Some of the time		341	141	161	187	56	204	14	70	35
		%	32.4%	34.3%	29.2%	33.5%	27.7%	33.0%	36.8%	37.6%	35.7%
	Rarely/ Never		162	68	72	81	33	100	2	32	13
		%	15.4%	16.5%	13.1%	14.5%	16.3%	16.2%	5.3%	17.2%	13.3%
	Don't know		1			1	1				
		%	.1%			.2%	.5%				
	Doesn't apply		42	25	28	11	3	29	2	3	5
		%	4.0%	6.1%	5.1%	2.0%	1.5%	4.7%	5.3%	1.6%	5.1%
	No response		19	9	10	8	3	11	2	5	2
		%	1.8%	2.2%	1.8%	1.4%	1.5%	1.8%	5.3%	2.7%	2.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
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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			106	619	196	80	190	324	295	197	211
	%		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		45	280	83	51	80	147	128	90	110
		%	42.5%	45.2%	42.3%	63.8%	42.1%	45.4%	43.4%	45.7%	52.1%
	Some of the time		32	213	70	17	63	102	108	64	57
		%	30.2%	34.4%	35.7%	21.3%	33.2%	31.5%	36.6%	32.5%	27.0%
	Rarely/ Never		18	94	31	11	25	62	40	29	31
		%	17.0%	15.2%	15.8%	13.8%	13.2%	19.1%	13.6%	14.7%	14.7%
	Don't know		1					1			
		%	.9%					.3%			
	Doesn't apply		7	20	9		15	6	15	11	8
		%	6.6%	3.2%	4.6%		7.9%	1.9%	5.1%	5.6%	3.8%
	No response		3	12	3	1	7	6	4	3	5
		%	2.8%	1.9%	1.5%	1.3%	3.7%	1.9%	1.4%	1.5%	2.4%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			1052	77	249	186	128	241	116	20	35
	%		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		498	41	134	91	67	99	47	5	14
		%	47.3%	53.2%	53.8%	48.9%	52.3%	41.1%	40.5%	25.0%	40.0%
	Some of the time		301	22	61	50	36	73	38	7	14
		%	28.6%	28.6%	24.5%	26.9%	28.1%	30.3%	32.8%	35.0%	40.0%
	Rarely/ Never		207	10	44	35	19	57	28	7	7
		%	19.7%	13.0%	17.7%	18.8%	14.8%	23.7%	24.1%	35.0%	20.0%
	Don't know		5		1	1		3			
		%	.5%		.4%	.5%		1.2%			
	Doesn't apply		28	1	6	7	4	6	3	1	
		%	2.7%	1.3%	2.4%	3.8%	3.1%	2.5%	2.6%	5.0%	
	No response		13	3	3	2	2	3			
		%	1.2%	3.9%	1.2%	1.1%	1.6%	1.2%			

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			1052	411	551	558	202	619	38	186	98
	%		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		498	184	275	265	99	288	20	79	52
		%	47.3%	44.8%	49.9%	47.5%	49.0%	46.5%	52.6%	42.5%	53.1%
	Some of the time		301	121	155	163	59	174	13	58	28
		%	28.6%	29.4%	28.1%	29.2%	29.2%	28.1%	34.2%	31.2%	28.6%
	Rarely/ Never		207	81	91	113	38	127	4	42	13
		%	19.7%	19.7%	16.5%	20.3%	18.8%	20.5%	10.5%	22.6%	13.3%
	Don't know		5	2	1	3	1	4			
		%	.5%	.5%	.2%	.5%	.5%	.6%			
	Doesn't apply		28	17	23	7	3	19	1	2	3
		%	2.7%	4.1%	4.2%	1.3%	1.5%	3.1%	2.6%	1.1%	3.1%
	No response		13	6	6	7	2	7		5	2
		%	1.2%	1.5%	1.1%	1.3%	1.0%	1.1%		2.7%	2.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
11/4/2000- 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			106	619	196	80	190	324	295	197	211
	%		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		49	288	90	48	84	153	126	98	109
		%	46.2%	46.5%	45.9%	60.0%	44.2%	47.2%	42.7%	49.7%	51.7%
	Some of the time		24	185	57	18	60	85	96	52	59
		%	22.6%	29.9%	29.1%	22.5%	31.6%	26.2%	32.5%	26.4%	28.0%
	Rarely/ Never		24	121	41	13	31	76	56	38	35
		%	22.6%	19.5%	20.9%	16.3%	16.3%	23.5%	19.0%	19.3%	16.6%
	Don't know		1	3			1	2	1	2	
		%	.9%	.5%			.5%	.6%	.3%	1.0%	
	Doesn't apply		6	13	5		9	4	12	5	6
		%	5.7%	2.1%	2.6%		4.7%	1.2%	4.1%	2.5%	2.8%
	No response		2	9	3	1	5	4	4	2	2
		%	1.9%	1.5%	1.5%	1.3%	2.6%	1.2%	1.4%	1.0%	.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			1052	77	249	186	128	241	116	20	35
	%		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		581	40	148	111	84	115	58	7	18
		%	55.2%	51.9%	59.4%	59.7%	65.6%	47.7%	50.0%	35.0%	51.4%
	Some of the time		281	21	58	45	26	72	36	10	13
		%	26.7%	27.3%	23.3%	24.2%	20.3%	29.9%	31.0%	50.0%	37.1%
	Rarely/ Never		161	11	37	27	14	45	22	2	3
		%	15.3%	14.3%	14.9%	14.5%	10.9%	18.7%	19.0%	10.0%	8.6%
	Don't know		4			1		2		1	
		%	.4%			.5%		.8%		5.0%	
	No response		25	5	6	2	4	7			1
		%	2.4%	6.5%	2.4%	1.1%	3.1%	2.9%			2.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			1052	411	551	558	202	619	38	186	98
	%		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		581	209	322	307	115	329	20	94	59
		%	55.2%	50.9%	58.4%	55.0%	56.9%	53.2%	52.6%	50.5%	60.2%
	Some of the time		281	117	144	154	50	173	13	54	25
		%	26.7%	28.5%	26.1%	27.6%	24.8%	27.9%	34.2%	29.0%	25.5%
	Rarely/ Never		161	71	72	85	29	102	4	33	11
		%	15.3%	17.3%	13.1%	15.2%	14.4%	16.5%	10.5%	17.7%	11.2%
	Don't know		4		2	2	2		1		
		%	.4%		.4%	.4%	1.0%		2.6%		
	No response		25	14	11	10	6	15		5	3
		%	2.4%	3.4%	2.0%	1.8%	3.0%	2.4%		2.7%	3.1%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
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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			106	619	196	80	190	324	295	197	211
	%		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		56	331	106	56	108	173	152	120	125
		%	52.8%	53.5%	54.1%	70.0%	56.8%	53.4%	51.5%	60.9%	59.2%
	Some of the time		29	175	54	12	47	81	95	42	53
		%	27.4%	28.3%	27.6%	15.0%	24.7%	25.0%	32.2%	21.3%	25.1%
	Rarely/ Never		17	96	31	10	26	61	41	31	27
		%	16.0%	15.5%	15.8%	12.5%	13.7%	18.8%	13.9%	15.7%	12.8%
	Don't know		1		1	1	1	1	1	1	
		%	.9%		.5%	1.3%	.5%	.3%	.3%	.5%	
	No response		3	17	4	1	8	8	6	3	6
		%	2.8%	2.7%	2.0%	1.3%	4.2%	2.5%	2.0%	1.5%	2.8%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			1052	77	249	186	128	241	116	20	35
	%		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		729	50	181	126	100	162	75	12	23
		%	69.3%	64.9%	72.7%	67.7%	78.1%	67.2%	64.7%	60.0%	65.7%
	Some of the time		170	13	34	36	13	41	25	3	5
		%	16.2%	16.9%	13.7%	19.4%	10.2%	17.0%	21.6%	15.0%	14.3%
	Rarely/ Never		62	7	9	14	4	17	6	1	4
		%	5.9%	9.1%	3.6%	7.5%	3.1%	7.1%	5.2%	5.0%	11.4%
	Don't know		38		9	5	4	12	3	2	3
		%	3.6%		3.6%	2.7%	3.1%	5.0%	2.6%	10.0%	8.6%
	Doesn't apply		35	3	12	2	6	6	5	1	
		%	3.3%	3.9%	4.8%	1.1%	4.7%	2.5%	4.3%	5.0%	
	No response		18	4	4	3	1	3	2	1	
		%	1.7%	5.2%	1.6%	1.6%	.8%	1.2%	1.7%	5.0%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			1052	411	551	558	202	619	38	186	98
	%		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		729	278	378	394	146	426	27	120	71
		%	69.3%	67.6%	68.6%	70.6%	72.3%	68.8%	71.1%	64.5%	72.4%
	Some of the time		170	62	93	92	25	104	8	31	12
		%	16.2%	15.1%	16.9%	16.5%	12.4%	16.8%	21.1%	16.7%	12.2%
	Rarely/ Never		62	28	36	31	14	36		18	10
		%	5.9%	6.8%	6.5%	5.6%	6.9%	5.8%		9.7%	10.2%
	Don't know		38	19	17	16	8	22	1	8	1
		%	3.6%	4.6%	3.1%	2.9%	4.0%	3.6%	2.6%	4.3%	1.0%
	Doesn't apply		35	17	18	17	5	21	2	4	3
		%	3.3%	4.1%	3.3%	3.0%	2.5%	3.4%	5.3%	2.2%	3.1%
	No response		18	7	9	8	4	10		5	1
		%	1.7%	1.7%	1.6%	1.4%	2.0%	1.6%		2.7%	1.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
11/4/2000- 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			106	619	196	80	190	324	295	197	211
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
RESPECT YOUR FAMILY'S CHOICES AND PREFERENCES	Most of the time		69	421	128	63	135	220	203	135	153
		%	65.1%	68.0%	65.3%	78.8%	71.1%	67.9%	68.8%	68.5%	72.5%
	Some of the time		13	108	37	10	29	54	51	28	33
		%	12.3%	17.4%	18.9%	12.5%	15.3%	16.7%	17.3%	14.2%	15.6%
	Rarely/ Never		6	36	17	2	9	21	18	12	11
		%	5.7%	5.8%	8.7%	2.5%	4.7%	6.5%	6.1%	6.1%	5.2%
	Don't know		9	22	5	2	5	14	9	10	4
		%	8.5%	3.6%	2.6%	2.5%	2.6%	4.3%	3.1%	5.1%	1.9%
	Doesn't apply		6	19	7	2	7	9	10	8	7
		%	5.7%	3.1%	3.6%	2.5%	3.7%	2.8%	3.4%	4.1%	3.3%
	No response		3	13	2	1	5	6	4	4	3
		%	2.8%	2.1%	1.0%	1.3%	2.6%	1.9%	1.4%	2.0%	1.4%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			1052	77	249	186	128	241	116	20	35
	%		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		584	40	158	109	80	115	55	8	19
		%	55.5%	51.9%	63.5%	58.6%	62.5%	47.7%	47.4%	40.0%	54.3%
	Some of the time		271	21	54	39	31	72	36	8	10
		%	25.8%	27.3%	21.7%	21.0%	24.2%	29.9%	31.0%	40.0%	28.6%
	Rarely/ Never		157	10	32	29	12	46	20	3	5
		%	14.9%	13.0%	12.9%	15.6%	9.4%	19.1%	17.2%	15.0%	14.3%
	Don't know		15	1	1	4	3	2	2	1	1
		%	1.4%	1.3%	.4%	2.2%	2.3%	.8%	1.7%	5.0%	2.9%
	No response		25	5	4	5	2	6	3		
		%	2.4%	6.5%	1.6%	2.7%	1.6%	2.5%	2.6%		

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

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**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	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives Case Management Services			1052	411	551	558	202	619	38	186	98
	%		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		584	215	317	313	114	329	24	96	54
		%	55.5%	52.3%	57.5%	56.1%	56.4%	53.2%	63.2%	51.6%	55.1%
	Some of the time		271	120	140	151	45	173	10	51	25
		%	25.8%	29.2%	25.4%	27.1%	22.3%	27.9%	26.3%	27.4%	25.5%
	Rarely/ Never		157	62	68	81	35	93	3	31	15
		%	14.9%	15.1%	12.3%	14.5%	17.3%	15.0%	7.9%	16.7%	15.3%
	Don't know		15	3	10	4	5	6	1	2	2
		%	1.4%	.7%	1.8%	.7%	2.5%	1.0%	2.6%	1.1%	2.0%
	No response		25	11	16	9	3	18		6	2
		%	2.4%	2.7%	2.9%	1.6%	1.5%	2.9%		3.2%	2.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			106	619	196	80	190	324	295	197	211
	%		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		57	331	94	57	111	168	151	114	138
		%	53.8%	53.5%	48.0%	71.3%	58.4%	51.9%	51.2%	57.9%	65.4%
	Some of the time		22	172	56	12	49	91	87	42	42
		%	20.8%	27.8%	28.6%	15.0%	25.8%	28.1%	29.5%	21.3%	19.9%
	Rarely/ Never		19	91	36	10	20	54	47	32	23
		%	17.9%	14.7%	18.4%	12.5%	10.5%	16.7%	15.9%	16.2%	10.9%
	Don't know		5	6	4		4	3	4	4	3
		%	4.7%	1.0%	2.0%		2.1%	.9%	1.4%	2.0%	1.4%
	No response		3	19	6	1	6	8	6	5	5
		%	2.8%	3.1%	3.1%	1.3%	3.2%	2.5%	2.0%	2.5%	2.4%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

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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			1052	77	249	186	128	241	116	20	35
	%		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		706	49	177	127	101	147	73	12	20
		%	67.1%	63.6%	71.1%	68.3%	78.9%	61.0%	62.9%	60.0%	57.1%
	Some of the time		220	19	41	34	15	66	28	5	12
		%	20.9%	24.7%	16.5%	18.3%	11.7%	27.4%	24.1%	25.0%	34.3%
	Rarely/ Never		77	3	19	17	5	21	8	2	2
		%	7.3%	3.9%	7.6%	9.1%	3.9%	8.7%	6.9%	10.0%	5.7%
	Don't know		26		6	6	4	3	5	1	1
		%	2.5%		2.4%	3.2%	3.1%	1.2%	4.3%	5.0%	2.9%
	No response		23	6	6	2	3	4	2		
		%	2.2%	7.8%	2.4%	1.1%	2.3%	1.7%	1.7%		

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			1052	411	551	558	202	619	38	186	98
	%		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		706	272	369	375	141	405	26	118	67
		%	67.1%	66.2%	67.0%	67.2%	69.8%	65.4%	68.4%	63.4%	68.4%
	Some of the time		220	95	118	120	37	135	7	45	19
		%	20.9%	23.1%	21.4%	21.5%	18.3%	21.8%	18.4%	24.2%	19.4%
	Rarely/ Never		77	26	36	42	16	47	4	11	7
		%	7.3%	6.3%	6.5%	7.5%	7.9%	7.6%	10.5%	5.9%	7.1%
	Don't know		26	8	15	10	4	15	1	7	2
		%	2.5%	1.9%	2.7%	1.8%	2.0%	2.4%	2.6%	3.8%	2.0%
	No response		23	10	13	11	4	17		5	3
		%	2.2%	2.4%	2.4%	2.0%	2.0%	2.7%		2.7%	3.1%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			106	619	196	80	190	324	295	197	211
	%		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		77	399	125	58	130	208	192	131	159
		%	72.6%	64.5%	63.8%	72.5%	68.4%	64.2%	65.1%	66.5%	75.4%
	Some of the time		14	137	45	14	42	70	68	43	32
		%	13.2%	22.1%	23.0%	17.5%	22.1%	21.6%	23.1%	21.8%	15.2%
	Rarely/ Never		10	48	17	7	8	27	23	13	14
		%	9.4%	7.8%	8.7%	8.8%	4.2%	8.3%	7.8%	6.6%	6.6%
	Don't know		3	16	5		5	11	6	5	3
		%	2.8%	2.6%	2.6%		2.6%	3.4%	2.0%	2.5%	1.4%
	No response		2	19	4	1	5	8	6	5	3
		%	1.9%	3.1%	2.0%	1.3%	2.6%	2.5%	2.0%	2.5%	1.4%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			1052	77	249	186	128	241	116	20	35
	%		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		170	18	36	27	17	36	22	5	9
		%	16.2%	23.4%	14.5%	14.5%	13.3%	14.9%	19.0%	25.0%	25.7%
	Some of the time		309	20	61	70	30	69	39	6	14
		%	29.4%	26.0%	24.5%	37.6%	23.4%	28.6%	33.6%	30.0%	40.0%
	Rarely/ Never		429	29	112	63	60	106	42	7	10
		%	40.8%	37.7%	45.0%	33.9%	46.9%	44.0%	36.2%	35.0%	28.6%
	Don't know		109	4	33	20	16	20	12	2	2
		%	10.4%	5.2%	13.3%	10.8%	12.5%	8.3%	10.3%	10.0%	5.7%
	No response		35	6	7	6	5	10	1		
		%	3.3%	7.8%	2.8%	3.2%	3.9%	4.1%	.9%		

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			1052	411	551	558	202	619	38	186	98
	%		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		170	64	94	103	40	103	6	29	14
		%	16.2%	15.6%	17.1%	18.5%	19.8%	16.6%	15.8%	15.6%	14.3%
	Some of the time		309	127	176	165	49	182	13	64	27
		%	29.4%	30.9%	31.9%	29.6%	24.3%	29.4%	34.2%	34.4%	27.6%
	Rarely/ Never		429	167	217	216	85	241	14	66	38
		%	40.8%	40.6%	39.4%	38.7%	42.1%	38.9%	36.8%	35.5%	38.8%
	Don't know		109	38	51	56	18	68	5	23	10
		%	10.4%	9.2%	9.3%	10.0%	8.9%	11.0%	13.2%	12.4%	10.2%
	No response		35	15	13	18	10	25		4	9
		%	3.3%	3.6%	2.4%	3.2%	5.0%	4.0%		2.2%	9.2%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			106	619	196	80	190	324	295	197	211
	%		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		16	111	31	14	26	64	48	25	30
		%	15.1%	17.9%	15.8%	17.5%	13.7%	19.8%	16.3%	12.7%	14.2%
	Some of the time		24	191	64	15	50	98	93	64	47
		%	22.6%	30.9%	32.7%	18.8%	26.3%	30.2%	31.5%	32.5%	22.3%
	Rarely/ Never		51	229	64	39	95	107	116	88	108
		%	48.1%	37.0%	32.7%	48.8%	50.0%	33.0%	39.3%	44.7%	51.2%
	Don't know		12	66	27	8	12	44	32	13	17
		%	11.3%	10.7%	13.8%	10.0%	6.3%	13.6%	10.8%	6.6%	8.1%
	No response		3	22	10	4	7	11	6	7	9
		%	2.8%	3.6%	5.1%	5.0%	3.7%	3.4%	2.0%	3.6%	4.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			1052	77	249	186	128	241	116	20	35
	%		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		445	26	109	82	46	96	59	9	18
		%	42.3%	33.8%	43.8%	44.1%	35.9%	39.8%	50.9%	45.0%	51.4%
	Some of the time		288	23	75	50	32	58	35	7	8
		%	27.4%	29.9%	30.1%	26.9%	25.0%	24.1%	30.2%	35.0%	22.9%
	Rarely/ Never		151	17	25	27	22	44	12	1	3
		%	14.4%	22.1%	10.0%	14.5%	17.2%	18.3%	10.3%	5.0%	8.6%
	Don't know		103	5	25	14	20	29	5	2	3
		%	9.8%	6.5%	10.0%	7.5%	15.6%	12.0%	4.3%	10.0%	8.6%
	No response		65	6	15	13	8	14	5	1	3
		%	6.2%	7.8%	6.0%	7.0%	6.3%	5.8%	4.3%	5.0%	8.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			1052	411	551	558	202	619	38	186	98
	%		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		445	173	265	256	86	261	19	69	36
		%	42.3%	42.1%	48.1%	45.9%	42.6%	42.2%	50.0%	37.1%	36.7%
	Some of the time		288	112	139	197	46	183	6	58	29
		%	27.4%	27.3%	25.2%	35.3%	22.8%	29.6%	15.8%	31.2%	29.6%
	Rarely/ Never		151	60	64	71	28	90	7	34	11
		%	14.4%	14.6%	11.6%	12.7%	13.9%	14.5%	18.4%	18.3%	11.2%
	Don't know		103	36	44	20	32	45	4	15	12
		%	9.8%	8.8%	8.0%	3.6%	15.8%	7.3%	10.5%	8.1%	12.2%
	No response		65	30	39	14	10	40	2	10	10
		%	6.2%	7.3%	7.1%	2.5%	5.0%	6.5%	5.3%	5.4%	10.2%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
11/4/2000- 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			106	619	196	80	190	324	295	197	211
	%		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		31	260	74	36	94	122	117	95	103
		%	29.2%	42.0%	37.8%	45.0%	49.5%	37.7%	39.7%	48.2%	48.8%
	Some of the time		19	175	59	21	45	112	79	41	47
		%	17.9%	28.3%	30.1%	26.3%	23.7%	34.6%	26.8%	20.8%	22.3%
	Rarely/ Never		22	97	34	9	20	51	54	26	19
		%	20.8%	15.7%	17.3%	11.3%	10.5%	15.7%	18.3%	13.2%	9.0%
	Don't know		25	47	19	11	18	25	30	19	25
		%	23.6%	7.6%	9.7%	13.8%	9.5%	7.7%	10.2%	9.6%	11.8%
	No response		9	40	10	3	13	14	15	16	17
		%	8.5%	6.5%	5.1%	3.8%	6.8%	4.3%	5.1%	8.1%	8.1%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			1052	77	249	186	128	241	116	20	35
	%		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		85	7	7	39	4	18	4	1	5
		%	8.1%	9.1%	2.8%	21.0%	3.1%	7.5%	3.4%	5.0%	14.3%
	Partly		67	5	17	19	2	17	3	1	3
		%	6.4%	6.5%	6.8%	10.2%	1.6%	7.1%	2.6%	5.0%	8.6%
	No		849	57	218	117	115	193	109	16	24
		%	80.7%	74.0%	87.6%	62.9%	89.8%	80.1%	94.0%	80.0%	68.6%
	Don't know		27	4	2	9	2	6		1	3
		%	2.6%	5.2%	.8%	4.8%	1.6%	2.5%		5.0%	8.6%
	No response		24	4	5	2	5	7		1	
		%	2.3%	5.2%	2.0%	1.1%	3.9%	2.9%		5.0%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			1052	411	551	558	202	619	38	186	98
	%		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		85	37	48	41	19	41	5	17	11
		%	8.1%	9.0%	8.7%	7.3%	9.4%	6.6%	13.2%	9.1%	11.2%
	Partly		67	28	42	42	17	40	1	13	9
		%	6.4%	6.8%	7.6%	7.5%	8.4%	6.5%	2.6%	7.0%	9.2%
	No		849	327	435	451	154	509	31	145	73
		%	80.7%	79.6%	78.9%	80.8%	76.2%	82.2%	81.6%	78.0%	74.5%
	Don't know		27	8	16	14	9	11	1	7	1
		%	2.6%	1.9%	2.9%	2.5%	4.5%	1.8%	2.6%	3.8%	1.0%
	No response		24	11	10	10	3	18		4	4
		%	2.3%	2.7%	1.8%	1.8%	1.5%	2.9%		2.2%	4.1%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
11/4/2000- 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			106	619	196	80	190	324	295	197	211
	%		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		10	53	7	5	11	24	26	19	12
		%	9.4%	8.6%	3.6%	6.3%	5.8%	7.4%	8.8%	9.6%	5.7%
	Partly		5	39	17	10	9	19	22	14	11
		%	4.7%	6.3%	8.7%	12.5%	4.7%	5.9%	7.5%	7.1%	5.2%
	No		83	501	162	64	155	266	237	152	178
		%	78.3%	80.9%	82.7%	80.0%	81.6%	82.1%	80.3%	77.2%	84.4%
	Don't know		5	11	2		11	10	7	6	3
		%	4.7%	1.8%	1.0%		5.8%	3.1%	2.4%	3.0%	1.4%
	No response		3	15	8	1	4	5	3	6	7
		%	2.8%	2.4%	4.1%	1.3%	2.1%	1.5%	1.0%	3.0%	3.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			1052	77	249	186	128	241	116	20	35
	%		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	8	23	20	3	32	14	5	2
		%	10.2%	10.4%	9.2%	10.8%	2.3%	13.3%	12.1%	25.0%	5.7%
	No		708	54	162	121	101	152	87	10	21
		%	67.3%	70.1%	65.1%	65.1%	78.9%	63.1%	75.0%	50.0%	60.0%
	Don't know		205	11	57	38	20	51	14	3	11
		%	19.5%	14.3%	22.9%	20.4%	15.6%	21.2%	12.1%	15.0%	31.4%
	No response		32	4	7	7	4	6	1	2	1
		%	3.0%	5.2%	2.8%	3.8%	3.1%	2.5%	.9%	10.0%	2.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			1052	411	551	558	202	619	38	186	98
	%		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	41	54	69	20	67	8	26	10
		%	10.2%	10.0%	9.8%	12.4%	9.9%	10.8%	21.1%	14.0%	10.2%
	No		708	283	387	358	143	408	26	114	65
		%	67.3%	68.9%	70.2%	64.2%	70.8%	65.9%	68.4%	61.3%	66.3%
	Don't know		205	72	94	116	32	122	3	44	17
		%	19.5%	17.5%	17.1%	20.8%	15.8%	19.7%	7.9%	23.7%	17.3%
	No response		32	15	16	15	7	22	1	2	6
		%	3.0%	3.6%	2.9%	2.7%	3.5%	3.6%	2.6%	1.1%	6.1%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
11/4/2000- 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			106	619	196	80	190	324	295	197	211
	%		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		8	66	26	6	15	48	31	16	9
		%	7.5%	10.7%	13.3%	7.5%	7.9%	14.8%	10.5%	8.1%	4.3%
	No		73	403	125	61	139	188	202	140	161
		%	68.9%	65.1%	63.8%	76.3%	73.2%	58.0%	68.5%	71.1%	76.3%
	Don't know		23	128	36	11	31	82	54	35	32
		%	21.7%	20.7%	18.4%	13.8%	16.3%	25.3%	18.3%	17.8%	15.2%
	No response		2	22	9	2	5	6	8	6	9
		%	1.9%	3.6%	4.6%	2.5%	2.6%	1.9%	2.7%	3.0%	4.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			1052	77	249	186	128	241	116	20	35
	%		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		365	28	108	60	55	68	33	6	7
		%	34.7%	36.4%	43.4%	32.3%	43.0%	28.2%	28.4%	30.0%	20.0%
	Good		299	20	58	58	31	76	36	4	16
		%	28.4%	26.0%	23.3%	31.2%	24.2%	31.5%	31.0%	20.0%	45.7%
	OK		215	19	42	38	26	47	28	6	9
		%	20.4%	24.7%	16.9%	20.4%	20.3%	19.5%	24.1%	30.0%	25.7%
	Poor		83	4	17	14	6	27	10	3	2
		%	7.9%	5.2%	6.8%	7.5%	4.7%	11.2%	8.6%	15.0%	5.7%
	Very Poor		43	2	9	11	2	12	6		1
		%	4.1%	2.6%	3.6%	5.9%	1.6%	5.0%	5.2%		2.9%
	Don't know / no opinion		19		10	1	2	4	2		
		%	1.8%		4.0%	.5%	1.6%	1.7%	1.7%		
	No response		28	4	5	4	6	7	1	1	
		%	2.7%	5.2%	2.0%	2.2%	4.7%	2.9%	.9%	5.0%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Receives Case Management Services			1052	411	551	558	202	619	38	186	98
	%		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		365	123	205	193	70	188	21	63	37
		%	34.7%	29.9%	37.2%	34.6%	34.7%	30.4%	55.3%	33.9%	37.8%
	Good		299	125	165	158	63	188	6	47	27
		%	28.4%	30.4%	29.9%	28.3%	31.2%	30.4%	15.8%	25.3%	27.6%
	OK		215	89	108	114	41	127	8	45	19
		%	20.4%	21.7%	19.6%	20.4%	20.3%	20.5%	21.1%	24.2%	19.4%
	Poor		83	34	28	49	12	52	1	21	3
		%	7.9%	8.3%	5.1%	8.8%	5.9%	8.4%	2.6%	11.3%	3.1%
	Very Poor		43	17	21	27	10	28	2	6	6
		%	4.1%	4.1%	3.8%	4.8%	5.0%	4.5%	5.3%	3.2%	6.1%
	Don't know / no opinion		19	9	9	5	3	15		1	3
		%	1.8%	2.2%	1.6%	.9%	1.5%	2.4%		.5%	3.1%
	No response		28	14	15	12	3	21		3	3
		%	2.7%	3.4%	2.7%	2.2%	1.5%	3.4%		1.6%	3.1%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			106	619	196	80	190	324	295	197	211
	%		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	206	54	39	71	103	99	67	89
		%	37.7%	33.3%	27.6%	48.8%	37.4%	31.8%	33.6%	34.0%	42.2%
	Good		26	184	54	19	51	98	78	57	59
		%	24.5%	29.7%	27.6%	23.8%	26.8%	30.2%	26.4%	28.9%	28.0%
	OK		21	122	51	15	42	50	74	46	37
		%	19.8%	19.7%	26.0%	18.8%	22.1%	15.4%	25.1%	23.4%	17.5%
	Poor		6	49	20	3	12	43	17	13	10
		%	5.7%	7.9%	10.2%	3.8%	6.3%	13.3%	5.8%	6.6%	4.7%
	Very Poor		5	27	10	3	7	18	12	4	9
		%	4.7%	4.4%	5.1%	3.8%	3.7%	5.6%	4.1%	2.0%	4.3%
	Don't know / no opinion		3	14	1	1	2	6	7	4	2
		%	2.8%	2.3%	.5%	1.3%	1.1%	1.9%	2.4%	2.0%	.9%
	No response		5	17	6		5	6	8	6	5
		%	4.7%	2.7%	3.1%		2.6%	1.9%	2.7%	3.0%	2.4%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q12B - 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: Family member receives Case Management Services		1052	77	249	186	128	241	116	20	35
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SATISFIED/ HAPPY WITH SERVICES		128	12	34	16	19	32	10	1	4
	%	12.2%	15.6%	13.7%	8.6%	14.8%	13.3%	8.6%	5.0%	11.4%
More frequent, regular contact/ See them more often		135	8	27	24	11	39	20	2	4
	%	12.8%	10.4%	10.8%	12.9%	8.6%	16.2%	17.2%	10.0%	11.4%
More information re service/ events available within area		53	3	10	8	10	15	6	1	
	%	5.0%	3.9%	4.0%	4.3%	7.8%	6.2%	5.2%	5.0%	
Rural issues (more services required/ funds/ transport)		8	3	2	1	2				
	%	.8%	3.9%	.8%	.5%	1.6%				
Travel/ Transport (service, support/ more funding)		7	1		2	1	2	1		
	%	.7%	1.3%		1.1%	.8%	.8%	.9%		
More recreation services		4			1	2	1			
	%	.4%			.5%	1.6%	.4%			
More community access for clients		1			1					
	%	.1%			.5%					
More funding/ resources needed (generally)		67	10	8	17	5	17	7	2	1
	%	6.4%	13.0%	3.2%	9.1%	3.9%	7.1%	6.0%	10.0%	2.9%
Case managers overworked		7		2	2	1	1	1		
	%	.7%		.8%	1.1%	.8%	.4%	.9%		
More services (providers, types of services)		4	1	1	1				1	
	%	.4%	1.3%	.4%	.5%				5.0%	
SUMMARY: ACCESS TO SERVICES		249	23	41	49	28	67	30	6	5
	%	23.7%	29.9%	16.5%	26.3%	21.9%	27.8%	25.9%	30.0%	14.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q12B - 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
Larger/ modern/ user friendly premises/ facilities		2	1				1			
	%	.2%	1.3%				.4%			
Interpreters needed		1					1			
	%	.1%					.4%			
SUMMARY: QUALITY OF LIFE/ WORK		3	1				2			
	%	.3%	1.3%				.8%			
Staff turnover (frequent changes/ too transitory)		36	2	9	9		7	6	2	1
	%	3.4%	2.6%	3.6%	4.8%		2.9%	5.2%	10.0%	2.9%
Permanent staff (long term/ less use of agency, casuals)		4			2			1		1
	%	.4%			1.1%			.9%		2.9%
Regular progress reports, updates/ Feedback about clients		6		3			1	2		
	%	.6%		1.2%			.4%	1.7%		
Better communication with families/ Operate with families		69	3	11	16	8	15	12		4
	%	6.6%	3.9%	4.4%	8.6%	6.3%	6.2%	10.3%		11.4%
Get to know clients better/ Help clients do what they want		50	5	10	12	2	12	5	3	1
	%	4.8%	6.5%	4.0%	6.5%	1.6%	5.0%	4.3%	15.0%	2.9%
Improved liaison with other agencies involved in client care		14		5	3	2	2	2		
	%	1.3%		2.0%	1.6%	1.6%	.8%	1.7%		
SUMMARY: RELATIONSHIP WITH SERVICE/STAFF		158	9	34	33	12	33	25	5	7
	%	15.0%	11.7%	13.7%	17.7%	9.4%	13.7%	21.6%	25.0%	20.0%
Training for staff (including support staff)		14		4	3	1	3	2		1
	%	1.3%		1.6%	1.6%	.8%	1.2%	1.7%		2.9%
Staff commitment (staff need more energy, enthusiasm)		14	1	1	3	2	3	1	1	2
	%	1.3%	1.3%	.4%	1.6%	1.6%	1.2%	.9%	5.0%	5.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q12B - 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
More easily contactable/ Prompt service, not forgotten		46	3	12	7	3	13	4	2	2
	%	4.4%	3.9%	4.8%	3.8%	2.3%	5.4%	3.4%	10.0%	5.7%
SUMMARY: QUALITY OF SERVICE		68	3	15	13	6	18	7	2	4
	%	6.5%	3.9%	6.0%	7.0%	4.7%	7.5%	6.0%	10.0%	11.4%
SUMMARY: EFFECTIVENESS (Too much red tape)		6		3				2	1	
	%	.6%		1.2%				1.7%	5.0%	
OTHER		6		2	2		1		1	
	%	.6%		.8%	1.1%		.4%		5.0%	
IRRELEVANT/ GENERAL COMMENT, COMPLAINT		69	7	18	14	7	15	7		1
	%	6.6%	9.1%	7.2%	7.5%	5.5%	6.2%	6.0%		2.9%
NO ANSWER		464	29	118	76	66	101	49	8	17
	%	44.1%	37.7%	47.4%	40.9%	51.6%	41.9%	42.2%	40.0%	48.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q12B - 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: Family member receives Case Management Services		1052	411	551	558	202	619	38	186	98
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SATISFIED/ HAPPY WITH SERVICES		128	56	74	66	21	74	7	18	14
	%	12.2%	13.6%	13.4%	11.8%	10.4%	12.0%	18.4%	9.7%	14.3%
More frequent, regular contact/ See them more often		135	56	62	75	19	90	5	25	9
	%	12.8%	13.6%	11.3%	13.4%	9.4%	14.5%	13.2%	13.4%	9.2%
More information re service/ events available within area		53	22	23	35	13	30	2	9	5
	%	5.0%	5.4%	4.2%	6.3%	6.4%	4.8%	5.3%	4.8%	5.1%
Rural issues (more services required/ funds/ transport)		8	1	6	4	2	3		3	
	%	.8%	.2%	1.1%	.7%	1.0%	.5%		1.6%	
Travel/ Transport (service, support/ more funding)		7	2	2	6		5		2	1
	%	.7%	.5%	.4%	1.1%		.8%		1.1%	1.0%
More recreation services		4	1	2	1	1	2			1
	%	.4%	.2%	.4%	.2%	.5%	.3%			1.0%
More community access for clients		1		1		1			1	
	%	.1%		.2%		.5%			.5%	
More funding/ resources needed (generally)		67	22	40	35	12	35	1	19	5
	%	6.4%	5.4%	7.3%	6.3%	5.9%	5.7%	2.6%	10.2%	5.1%
Case managers overworked		7	3	6	5	2	5		1	
	%	.7%	.7%	1.1%	.9%	1.0%	.8%		.5%	
More services (providers, types of services)		4		3	3	1	2			
	%	.4%		.5%	.5%	.5%	.3%			

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

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

		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
SUMMARY: ACCESS TO SERVICES		249	95	128	141	47	147	7	55	18
	%	23.7%	23.1%	23.2%	25.3%	23.3%	23.7%	18.4%	29.6%	18.4%
Larger/ modern/ user friendly premises/ facilities		2	1		1		1		1	1
	%	.2%	.2%		.2%		.2%		.5%	1.0%
Interpreters needed		1		1	1		1			
	%	.1%		.2%	.2%		.2%			
SUMMARY: QUALITY OF LIFE/ WORK		3	1	1	2		2		1	1
	%	.3%	.2%	.2%	.4%		.3%		.5%	1.0%
Staff turnover (frequent changes/ too transitory)		36	10	23	20	5	23	2	5	1
	%	3.4%	2.4%	4.2%	3.6%	2.5%	3.7%	5.3%	2.7%	1.0%
Permanent staff (long term/ less use of agency, casuals)		4	1	1	2		3		1	
	%	.4%	.2%	.2%	.4%		.5%		.5%	
Regular progress reports, updates/ Feedback about clients		6	2	6	3		4		2	
	%	.6%	.5%	1.1%	.5%		.6%		1.1%	
Better communication with families/ Operate with families		69	27	47	27	11	47		11	9
	%	6.6%	6.6%	8.5%	4.8%	5.4%	7.6%		5.9%	9.2%
Get to know clients better/ Help clients do what they want		50	26	25	29	8	33		10	2
	%	4.8%	6.3%	4.5%	5.2%	4.0%	5.3%		5.4%	2.0%
Improved liaison with other agencies involved in client care		14	3	8	11	4	6	2	3	1
	%	1.3%	.7%	1.5%	2.0%	2.0%	1.0%	5.3%	1.6%	1.0%
SUMMARY: RELATIONSHIP WITH SERVICE/STAFF		158	65	95	85	26	102	4	27	13
	%	15.0%	15.8%	17.2%	15.2%	12.9%	16.5%	10.5%	14.5%	13.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q12B - 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
Training for staff (including support staff)		14	3	7	10	4	5		3	3
	%	1.3%	.7%	1.3%	1.8%	2.0%	.8%		1.6%	3.1%
Staff commitment (staff need more energy, enthusiasm)		14	6	6	9	5	9		2	2
	%	1.3%	1.5%	1.1%	1.6%	2.5%	1.5%		1.1%	2.0%
More easily contactable/ Prompt service, not forgotten		46	18	22	29	11	25	1	12	4
	%	4.4%	4.4%	4.0%	5.2%	5.4%	4.0%	2.6%	6.5%	4.1%
SUMMARY: QUALITY OF SERVICE		68	25	32	42	16	37	1	15	8
	%	6.5%	6.1%	5.8%	7.5%	7.9%	6.0%	2.6%	8.1%	8.2%
SUMMARY: EFFECTIVENESS (Too much red tape)		6	2	5	3	1	4			2
	%	.6%	.5%	.9%	.5%	.5%	.6%			2.0%
OTHER		6	3	4	3	1	4			
	%	.6%	.7%	.7%	.5%	.5%	.6%			
IRRELEVANT/ GENERAL COMMENT, COMPLAINT		69	27	31	39	17	46		10	6
	%	6.6%	6.6%	5.6%	7.0%	8.4%	7.4%		5.4%	6.1%
NO ANSWER		464	174	238	228	87	265	20	80	44
	%	44.1%	42.3%	43.2%	40.9%	43.1%	42.8%	52.6%	43.0%	44.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q12B - 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: Family member receives Case Management Services		106	619	196	80	190	324	295	197	211
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SATISFIED/ HAPPY WITH SERVICES		10	74	22	15	28	31	36	24	34
	%	9.4%	12.0%	11.2%	18.8%	14.7%	9.6%	12.2%	12.2%	16.1%
More frequent, regular contact/ See them more often		12	82	32	11	21	52	32	31	18
	%	11.3%	13.2%	16.3%	13.8%	11.1%	16.0%	10.8%	15.7%	8.5%
More information re service/ events available within area		4	37	11	5	4	26	13	6	7
	%	3.8%	6.0%	5.6%	6.3%	2.1%	8.0%	4.4%	3.0%	3.3%
Rural issues (more services required/ funds/ transport)		4	4			1	3	2	2	
	%	3.8%	.6%			.5%	.9%	.7%	1.0%	
Travel/ Transport (service, support/ more funding)			5	3		1	3	3	1	
	%		.8%	1.5%		.5%	.9%	1.0%	.5%	
More recreation services			2			2	2			2
	%		.3%			1.1%	.6%			.9%
More community access for clients			1					1		
	%		.2%					.3%		
More funding/ resources needed (generally)		11	42	13	5	9	23	21	8	14
	%	10.4%	6.8%	6.6%	6.3%	4.7%	7.1%	7.1%	4.1%	6.6%
Case managers overworked			4	3	1		2	2	2	1
	%		.6%	1.5%	1.3%		.6%	.7%	1.0%	.5%
More services (providers, types of services)				3		2	1	2		1
	%			1.5%		1.1%	.3%	.7%		.5%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q12B - 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
SUMMARY: ACCESS TO SERVICES		25	148	56	20	37	92	69	44	40
	%	23.6%	23.9%	28.6%	25.0%	19.5%	28.4%	23.4%	22.3%	19.0%
Larger/ modern/ user friendly premises/ facilities		1	1				1		1	
	%	.9%	.2%				.3%		.5%	
Interpreters needed			1					1		
	%		.2%					.3%		
SUMMARY: QUALITY OF LIFE/ WORK		1	2				1	1	1	
	%	.9%	.3%				.3%	.3%	.5%	
Staff turnover (frequent changes/ too transitory)		1	25	7	2	5	15	5	10	5
	%	.9%	4.0%	3.6%	2.5%	2.6%	4.6%	1.7%	5.1%	2.4%
Permanent staff (long term/ less use of agency, casuals)			3	3			3	1		
	%		.5%	1.5%			.9%	.3%		
Regular progress reports, updates/ Feedback about clients		1	4			2	4		2	
	%	.9%	.6%			1.1%	1.2%		1.0%	
Better communication with families/ Operate with families		4	43	15	2	16	24	25	10	10
	%	3.8%	6.9%	7.7%	2.5%	8.4%	7.4%	8.5%	5.1%	4.7%
Get to know clients better/ Help clients do what they want		4	32	8		8	25	12	4	9
	%	3.8%	5.2%	4.1%		4.2%	7.7%	4.1%	2.0%	4.3%
Improved liaison with other agencies involved in client care			8	5	2	2	6	4	3	1
	%		1.3%	2.6%	2.5%	1.1%	1.9%	1.4%	1.5%	.5%
SUMMARY: RELATIONSHIP WITH SERVICE/STAFF		8	101	36	6	29	65	46	24	22
	%	7.5%	16.3%	18.4%	7.5%	15.3%	20.1%	15.6%	12.2%	10.4%
Training for staff (including support staff)		2	11	4		1	6	2	2	4
	%	1.9%	1.8%	2.0%		.5%	1.9%	.7%	1.0%	1.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q12B - 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
Staff commitment (staff need more energy, enthusiasm)			10	2	1	2	7	4	1	1
	%		1.6%	1.0%	1.3%	1.1%	2.2%	1.4%	.5%	.5%
More easily contactable/ Prompt service, not forgotten		5	31	10	3	6	19	13	7	5
	%	4.7%	5.0%	5.1%	3.8%	3.2%	5.9%	4.4%	3.6%	2.4%
SUMMARY: QUALITY OF SERVICE		7	48	16	3	9	31	17	9	9
	%	6.6%	7.8%	8.2%	3.8%	4.7%	9.6%	5.8%	4.6%	4.3%
SUMMARY: EFFECTIVENESS (Too much red tape)			3	3		2	3	1		2
	%		.5%	1.5%		1.1%	.9%	.3%		.9%
OTHER		1	4			1	1	3		2
	%	.9%	.6%			.5%	.3%	1.0%		.9%
IRRELEVANT/ GENERAL COMMENT, COMPLAINT		7	42	12	5	9	18	19	17	14
	%	6.6%	6.8%	6.1%	6.3%	4.7%	5.6%	6.4%	8.6%	6.6%
NO ANSWER		53	261	75	37	91	130	124	91	103
	%	50.0%	42.2%	38.3%	46.3%	47.9%	40.1%	42.0%	46.2%	48.8%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

**Q13 - OVER THE LAST 12 MONTHS, HAS YOUR FAMILY MEMBER WITH A DISABILITY BEEN EMPLOYED IN A SHELTERED WORKSHOP,
WORK CREW OR ENCLAVE OR USED AN OPEN EMPLOYMENT SERVICE**

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: All Respondents			2435	380	520	406	283	470	217	58	101
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
EMPLOYED IN LAST 12 MONTHS	Yes		1032	171	208	138	176	203	71	11	54
		%	42.4%	45.0%	40.0%	34.0%	62.2%	43.2%	32.7%	19.0%	53.5%
	No		1310	192	286	258	99	250	137	46	42
		%	53.8%	50.5%	55.0%	63.5%	35.0%	53.2%	63.1%	79.3%	41.6%
	Not sure / don't know		24	5	3	2	2	6	4	1	1
		%	1.0%	1.3%	.6%	.5%	.7%	1.3%	1.8%	1.7%	1.0%
	No response		69	12	23	8	6	11	5		4
		%	2.8%	3.2%	4.4%	2.0%	2.1%	2.3%	2.3%		4.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

**Q13 - OVER THE LAST 12 MONTHS, HAS YOUR FAMILY MEMBER WITH A DISABILITY BEEN EMPLOYED IN A SHELTERED WORKSHOP,
WORK CREW OR ENCLAVE OR USED AN OPEN EMPLOYMENT 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: All Respondents			1226	1032	1163	994	440	1392	70	423	239
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
EMPLOYED IN LAST 12 MONTHS	Yes		492	1032	474	365	115	781	20	118	70
		%	40.1%	100.0%	40.8%	36.7%	26.1%	56.1%	28.6%	27.9%	29.3%
	No		694		641	598	305	567	47	289	155
		%	56.6%		55.1%	60.2%	69.3%	40.7%	67.1%	68.3%	64.9%
	Not sure / don't know		9		12	10	6	11		6	3
		%	.7%		1.0%	1.0%	1.4%	.8%		1.4%	1.3%
	No response		31		36	21	14	33	3	10	11
		%	2.5%		3.1%	2.1%	3.2%	2.4%	4.3%	2.4%	4.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q13 - OVER THE LAST 12 MONTHS, HAS YOUR FAMILY MEMBER WITH A DISABILITY BEEN EMPLOYED IN A SHELTERED WORKSHOP, WORK CREW OR ENCLAVE OR USED AN OPEN EMPLOYMENT 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 sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
							18-24 years	25-34 years	35-44 years	45+ years					
BASE: All Respondents			226	1412	465	182	458	574	757	492	561	667	157	275	36
	%		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%
EMPLOYED IN LAST 12 MONTHS	Yes		49	681	231	24	182	257	384	240	131	651	154	269	25
		%	21.7%	48.2%	49.7%	13.2%	39.7%	44.8%	50.7%	48.8%	23.4%	97.6%	98.1%	97.8%	69.4%
	No		170	681	217	150	256	306	351	229	400	10	3	4	11
		%	75.2%	48.2%	46.7%	82.4%	55.9%	53.3%	46.4%	46.5%	71.3%	1.5%	1.9%	1.5%	30.6%
	Not sure / don't know		3	11	2	1	9	4	7	4	7	2			
		%	1.3%	.8%	.4%	.5%	2.0%	.7%	.9%	.8%	1.2%	.3%			
	No response		4	39	15	7	11	7	15	19	23	4		2	
		%	1.8%	2.8%	3.2%	3.8%	2.4%	1.2%	2.0%	3.9%	4.1%	.6%		.7%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q14 - WHAT TYPE OF EMPLOYMENT SERVICE HAS YOUR FAMILY MEMBER WITH A DISABILITY USED?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives employment service			1032	171	208	138	176	203	71	11	54
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
TYPES OF EMPLOYMENT SERVICE	Sheltered workshops		651	117	146	83	98	137	44	5	21
		%	63.1%	68.4%	70.2%	60.1%	55.7%	67.5%	62.0%	45.5%	38.9%
	Open employment service		269	36	33	56	71	38	16	5	14
		%	26.1%	21.1%	15.9%	40.6%	40.3%	18.7%	22.5%	45.5%	25.9%
	Workcrew or enclave		154	22	38	9	17	31	13		24
		%	14.9%	12.9%	18.3%	6.5%	9.7%	15.3%	18.3%		44.4%
	Other		25	3	9	1	1	5	2	1	3
		%	2.4%	1.8%	4.3%	.7%	.6%	2.5%	2.8%	9.1%	5.6%
	No response		8	1	1	2	1	2	1		
		%	.8%	.6%	.5%	1.4%	.6%	1.0%	1.4%		

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q14 - WHAT TYPE OF EMPLOYMENT SERVICE HAS YOUR FAMILY MEMBER WITH A DISABILITY USED?

			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 employment service			492	1032	474	365	115	781	20	118	70
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
TYPES OF EMPLOYMENT SERVICE	Sheltered workshops		281	651	307	244	69	516	16	63	41
		%	57.1%	63.1%	64.8%	66.8%	60.0%	66.1%	80.0%	53.4%	58.6%
	Open employment service		150	269	101	78	31	179	5	41	26
		%	30.5%	26.1%	21.3%	21.4%	27.0%	22.9%	25.0%	34.7%	37.1%
	Workcrew or enclave		79	154	81	58	15	126	1	13	9
		%	16.1%	14.9%	17.1%	15.9%	13.0%	16.1%	5.0%	11.0%	12.9%
	Other		17	25	11	11	5	16	1	3	
		%	3.5%	2.4%	2.3%	3.0%	4.3%	2.0%	5.0%	2.5%	
	No response		4	8	5	2	1	5		1	2
		%	.8%	.8%	1.1%	.5%	.9%	.6%		.8%	2.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
11/4/2000- 98196

Q14 - WHAT TYPE OF EMPLOYMENT SERVICE HAS YOUR FAMILY MEMBER WITH A DISABILITY USED?

			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: Family member receives employment service			49	681	231	24	182	257	384	240	131
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
TYPES OF EMPLOYMENT SERVICE	Sheltered workshops		23	415	158	17	126	128	250	159	103
		%	46.9%	60.9%	68.4%	70.8%	69.2%	49.8%	65.1%	66.3%	78.6%
	Open employment service		26	185	50	9	27	112	89	43	17
		%	53.1%	27.2%	21.6%	37.5%	14.8%	43.6%	23.2%	17.9%	13.0%
	Workcrew or enclave		3	108	36	1	28	38	58	45	10
		%	6.1%	15.9%	15.6%	4.2%	15.4%	14.8%	15.1%	18.8%	7.6%
	Other		2	17	4	1	5	5	9	7	4
		%	4.1%	2.5%	1.7%	4.2%	2.7%	1.9%	2.3%	2.9%	3.1%
	No response			7	1			1		4	3
		%		1.0%	.4%			.4%		1.7%	2.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q15A - DOES YOUR FAMILY MEMBER ENJOY THE ACTIVITIES HE OR SHE DOES THROUGH THE EMPLOYMENT SERVICE?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives employment service			1032	171	208	138	176	203	71	11	54
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENJOY THE ACTIVITIES THRU EMPLOYMENT SERVICE	Most of the time		811	131	165	105	145	158	58	9	40
		%	78.6%	76.6%	79.3%	76.1%	82.4%	77.8%	81.7%	81.8%	74.1%
	Some of the time		167	28	31	28	25	33	10	2	10
		%	16.2%	16.4%	14.9%	20.3%	14.2%	16.3%	14.1%	18.2%	18.5%
	Rarely/ Never		24	8	3	3		6	1		3
		%	2.3%	4.7%	1.4%	2.2%		3.0%	1.4%		5.6%
	Don't know		19	1	6	1	4	4	2		1
		%	1.8%	.6%	2.9%	.7%	2.3%	2.0%	2.8%		1.9%
	No response		11	3	3	1	2	2			
		%	1.1%	1.8%	1.4%	.7%	1.1%	1.0%			

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15A - DOES YOUR FAMILY MEMBER ENJOY THE ACTIVITIES HE OR SHE DOES THROUGH THE EMPLOYMENT 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 employment service			492	1032	474	365	115	781	20	118	70
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENJOY THE ACTIVITIES THRU EMPLOYMENT SERVICE	Most of the time		377	811	358	291	83	622	16	81	55
		%	76.6%	78.6%	75.5%	79.7%	72.2%	79.6%	80.0%	68.6%	78.6%
	Some of the time		91	167	87	55	27	120	3	28	12
		%	18.5%	16.2%	18.4%	15.1%	23.5%	15.4%	15.0%	23.7%	17.1%
	Rarely/ Never		10	24	14	9	2	18		5	1
		%	2.0%	2.3%	3.0%	2.5%	1.7%	2.3%		4.2%	1.4%
	Don't know		10	19	11	8	2	13	1	2	2
		%	2.0%	1.8%	2.3%	2.2%	1.7%	1.7%	5.0%	1.7%	2.9%
	No response		4	11	4	2	1	8		2	
		%	.8%	1.1%	.8%	.5%	.9%	1.0%		1.7%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15A - DOES YOUR FAMILY MEMBER ENJOY THE ACTIVITIES HE OR SHE DOES THROUGH THE EMPLOYMENT 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 sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
								18-24 years	25-34 years	35-44 years	45+ years				
BASE: Family member receives employment service			49	681	231	24	182	257	384	240	131	651	154	269	25
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENJOY THE ACTIVITIES THRU EMPLOYMENT SERVICE	Most of the time		33	536	185	19	139	198	299	189	105	517	123	208	20
		%	67.3%	78.7%	80.1%	79.2%	76.4%	77.0%	77.9%	78.8%	80.2%	79.4%	79.9%	77.3%	80.0%
	Some of the time		10	113	36	3	34	49	67	36	15	104	23	45	3
		%	20.4%	16.6%	15.6%	12.5%	18.7%	19.1%	17.4%	15.0%	11.5%	16.0%	14.9%	16.7%	12.0%
	Rarely/ Never		3	17	3		2	4	10	5	5	17	2	5	2
		%	6.1%	2.5%	1.3%		1.1%	1.6%	2.6%	2.1%	3.8%	2.6%	1.3%	1.9%	8.0%
	Don't know		1	9	4	1	6	3	7	5	4	9	4	7	
		%	2.0%	1.3%	1.7%	4.2%	3.3%	1.2%	1.8%	2.1%	3.1%	1.4%	2.6%	2.6%	
	No response		2	6	3	1	1	3	1	5	2	4	2	4	
		%	4.1%	.9%	1.3%	4.2%	.5%	1.2%	.3%	2.1%	1.5%	.6%	1.3%	1.5%	

Q15B - IS YOUR FAMILY MEMBER WORKING AS MANY HOURS AS YOU WOULD LIKE?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives employment service			1032	171	208	138	176	203	71	11	54
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
WORKING AS MANY HOURS AS YOU WOULD LIKE	Yes		802	140	178	108	132	153	51	8	32
		%	77.7%	81.9%	85.6%	78.3%	75.0%	75.4%	71.8%	72.7%	59.3%
	No		179	24	20	25	37	34	15	3	21
		%	17.3%	14.0%	9.6%	18.1%	21.0%	16.7%	21.1%	27.3%	38.9%
	Not sure / don't know		34	2	7	5	5	10	4		1
		%	3.3%	1.2%	3.4%	3.6%	2.8%	4.9%	5.6%		1.9%
	No response		17	5	3		2	6	1		
		%	1.6%	2.9%	1.4%		1.1%	3.0%	1.4%		

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15B - IS YOUR FAMILY MEMBER WORKING AS MANY HOURS AS YOU WOULD LIKE?

							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	Psychiatric	Physical	Sensory
BASE: Family member receives employment service			492	1032	474	365	115	781	20	118	70
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
WORKING AS MANY HOURS AS YOU WOULD LIKE	Yes		361	802	360	279	85	623	15	77	53
		%	73.4%	77.7%	75.9%	76.4%	73.9%	79.8%	75.0%	65.3%	75.7%
	No		107	179	78	70	21	122	5	35	16
		%	21.7%	17.3%	16.5%	19.2%	18.3%	15.6%	25.0%	29.7%	22.9%
	Not sure / don't know		16	34	22	10	7	24		5	
		%	3.3%	3.3%	4.6%	2.7%	6.1%	3.1%		4.2%	
	No response		8	17	14	6	2	12		1	1
		%	1.6%	1.6%	3.0%	1.6%	1.7%	1.5%		.8%	1.4%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15B - IS YOUR FAMILY MEMBER WORKING AS MANY HOURS AS YOU WOULD LIKE?

			Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
								18-24 years	25-34 years	35-44 years	45+ years				
BASE: Family member receives employment service			49	681	231	24	182	257	384	240	131	651	154	269	25
	%		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%
WORKING AS MANY HOURS AS YOU WOULD LIKE	Yes		33	532	177	22	137	174	311	197	102	553	122	160	17
		%	67.3%	78.1%	76.6%	91.7%	75.3%	67.7%	81.0%	82.1%	77.9%	84.9%	79.2%	59.5%	68.0%
	No		14	114	47	2	34	68	64	30	15	71	23	94	7
		%	28.6%	16.7%	20.3%	8.3%	18.7%	26.5%	16.7%	12.5%	11.5%	10.9%	14.9%	34.9%	28.0%
	Not sure / don't know			26	6		6	14	7	7	6	19	6	11	1
		%		3.8%	2.6%		3.3%	5.4%	1.8%	2.9%	4.6%	2.9%	3.9%	4.1%	4.0%
	No response		2	9	1		5	1	2	6	8	8	3	4	
		%	4.1%	1.3%	.4%		2.7%	.4%	.5%	2.5%	6.1%	1.2%	1.9%	1.5%	

Q15C - DOES YOUR FAMILY MEMBER HAVE AS MUCH JOB SECURITY AS YOU WOULD LIKE?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives employment service			1032	171	208	138	176	203	71	11	54
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HAVE AS MUCH JOB SECURITY AS YOU WOULD LIKE	Yes		672	108	149	83	115	138	47	7	25
		%	65.1%	63.2%	71.6%	60.1%	65.3%	68.0%	66.2%	63.6%	46.3%
	No		228	36	28	40	41	39	17	3	24
		%	22.1%	21.1%	13.5%	29.0%	23.3%	19.2%	23.9%	27.3%	44.4%
	Not sure / don't know		113	23	26	15	17	19	7	1	5
		%	10.9%	13.5%	12.5%	10.9%	9.7%	9.4%	9.9%	9.1%	9.3%
	No response		19	4	5		3	7			
		%	1.8%	2.3%	2.4%		1.7%	3.4%			

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15C - DOES YOUR FAMILY MEMBER HAVE AS MUCH JOB SECURITY AS YOU WOULD LIKE?

							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 employment service			492	1032	474	365	115	781	20	118	70
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HAVE AS MUCH JOB SECURITY AS YOU WOULD LIKE	Yes		298	672	303	224	65	525	15	62	44
		%	60.6%	65.1%	63.9%	61.4%	56.5%	67.2%	75.0%	52.5%	62.9%
	No		133	228	98	84	31	157	5	34	19
		%	27.0%	22.1%	20.7%	23.0%	27.0%	20.1%	25.0%	28.8%	27.1%
	Not sure / don't know		53	113	62	50	18	84		18	7
		%	10.8%	10.9%	13.1%	13.7%	15.7%	10.8%		15.3%	10.0%
	No response		8	19	11	7	1	15		4	
		%	1.6%	1.8%	2.3%	1.9%	.9%	1.9%		3.4%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15C - DOES YOUR FAMILY MEMBER HAVE AS MUCH JOB SECURITY AS YOU WOULD LIKE?

			Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
								18-24 years	25-34 years	35-44 years	45+ years				
BASE: Family member receives employment service			49	681	231	24	182	257	384	240	131	651	154	269	25
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
HAVE AS MUCH JOB SECURITY AS YOU WOULD LIKE	Yes		32	441	149	19	120	138	250	164	102	469	98	138	12
		%	65.3%	64.8%	64.5%	79.2%	65.9%	53.7%	65.1%	68.3%	77.9%	72.0%	63.6%	51.3%	48.0%
	No		12	155	53	2	36	88	94	33	11	97	35	110	7
		%	24.5%	22.8%	22.9%	8.3%	19.8%	34.2%	24.5%	13.8%	8.4%	14.9%	22.7%	40.9%	28.0%
	Not sure / don't know		4	73	26	3	22	29	37	34	13	75	20	17	5
		%	8.2%	10.7%	11.3%	12.5%	12.1%	11.3%	9.6%	14.2%	9.9%	11.5%	13.0%	6.3%	20.0%
	No response		1	12	3		4	2	3	9	5	10	1	4	1
		%	2.0%	1.8%	1.3%		2.2%	.8%	.8%	3.8%	3.8%	1.5%	.6%	1.5%	4.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q15D - DO THE EMPLOYMENT SERVICE STAFF COMMUNICATE EFFECTIVELY WITH YOU?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives employment service			1032	171	208	138	176	203	71	11	54
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DO EMPLOYMENT STAFF COMMUNICATE EFFECTIVELY WITH YOU	Most of the time		551	98	122	64	104	99	33	6	25
		%	53.4%	57.3%	58.7%	46.4%	59.1%	48.8%	46.5%	54.5%	46.3%
	Some of the time		221	28	40	32	40	51	16	2	12
		%	21.4%	16.4%	19.2%	23.2%	22.7%	25.1%	22.5%	18.2%	22.2%
	Rarely/ Never		169	28	29	32	18	29	18	2	13
		%	16.4%	16.4%	13.9%	23.2%	10.2%	14.3%	25.4%	18.2%	24.1%
	Don't know		3	2				1			
		%	.3%	1.2%				.5%			
	Doesn't apply		68	10	13	6	13	19	4	1	2
		%	6.6%	5.8%	6.3%	4.3%	7.4%	9.4%	5.6%	9.1%	3.7%
	No response		20	5	4	4	1	4			2
		%	1.9%	2.9%	1.9%	2.9%	.6%	2.0%			3.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15D - DO THE EMPLOYMENT 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 employment service			492	1032	474	365	115	781	20	118	70
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DO EMPLOYMENT STAFF COMMUNICATE EFFECTIVELY WITH YOU	Most of the time		271	551	213	221	62	427	10	57	36
		%	55.1%	53.4%	44.9%	60.5%	53.9%	54.7%	50.0%	48.3%	51.4%
	Some of the time		109	221	94	75	20	179	5	21	17
		%	22.2%	21.4%	19.8%	20.5%	17.4%	22.9%	25.0%	17.8%	24.3%
	Rarely/ Never		72	169	113	47	24	116	5	25	10
		%	14.6%	16.4%	23.8%	12.9%	20.9%	14.9%	25.0%	21.2%	14.3%
	Don't know			3	2		2	1			
		%		.3%	.4%		1.7%	.1%			
	Doesn't apply		31	68	40	15	6	41		10	4
		%	6.3%	6.6%	8.4%	4.1%	5.2%	5.2%		8.5%	5.7%
	No response		9	20	12	7	1	17		5	3
		%	1.8%	1.9%	2.5%	1.9%	.9%	2.2%		4.2%	4.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15D - DO THE EMPLOYMENT 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 sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
								18-24 years	25-34 years	35-44 years	45+ years				
BASE: Family member receives employment service			49	681	231	24	182	257	384	240	131	651	154	269	25
	%		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 EMPLOYMENT STAFF COMMUNICATE EFFECTIVELY WITH YOU	Most of the time		26	394	117	16	67	140	209	128	60	334	88	146	15
		%	53.1%	57.9%	50.6%	66.7%	36.8%	54.5%	54.4%	53.3%	45.8%	51.3%	57.1%	54.3%	60.0%
	Some of the time		6	148	63	2	35	62	92	48	17	146	36	58	6
		%	12.2%	21.7%	27.3%	8.3%	19.2%	24.1%	24.0%	20.0%	13.0%	22.4%	23.4%	21.6%	24.0%
	Rarely/ Never		9	90	39	5	56	37	58	37	33	108	25	39	3
		%	18.4%	13.2%	16.9%	20.8%	30.8%	14.4%	15.1%	15.4%	25.2%	16.6%	16.2%	14.5%	12.0%
	Don't know		1	1			1		1	1	1	3			
		%	2.0%	.1%			.5%		.3%	.4%	.8%	.5%			
	Doesn't apply		7	36	8	1	18	16	20	15	17	47	3	22	1
		%	14.3%	5.3%	3.5%	4.2%	9.9%	6.2%	5.2%	6.3%	13.0%	7.2%	1.9%	8.2%	4.0%
	No response			12	4		5	2	4	11	3	13	2	4	
		%		1.8%	1.7%		2.7%	.8%	1.0%	4.6%	2.3%	2.0%	1.3%	1.5%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q15E - DO THE EMPLOYMENT SERVICE STAFF COMMUNICATE EFFECTIVELY WITH YOUR FAMILY MEMBER WITH A DISABILITY?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives employment service			1032	171	208	138	176	203	71	11	54
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF COMMUNICATE EFFECTIVELY WITH FAMILY MEMBER	Most of the time		707	119	148	84	128	132	53	8	35
		%	68.5%	69.6%	71.2%	60.9%	72.7%	65.0%	74.6%	72.7%	64.8%
	Some of the time		176	25	31	33	32	36	10	1	8
		%	17.1%	14.6%	14.9%	23.9%	18.2%	17.7%	14.1%	9.1%	14.8%
	Rarely/ Never		52	9	8	10	6	11	2	1	5
		%	5.0%	5.3%	3.8%	7.2%	3.4%	5.4%	2.8%	9.1%	9.3%
	Don't know		69	13	15	8	7	16	6	1	3
		%	6.7%	7.6%	7.2%	5.8%	4.0%	7.9%	8.5%	9.1%	5.6%
	No response		28	5	6	3	3	8			3
		%	2.7%	2.9%	2.9%	2.2%	1.7%	3.9%			5.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15E - DO THE EMPLOYMENT SERVICE STAFF COMMUNICATE EFFECTIVELY WITH 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	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Family member receives employment service			492	1032	474	365	115	781	20	118	70
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF COMMUNICATE EFFECTIVELY WITH FAMILY MEMBER	Most of the time		334	707	307	253	71	550	12	67	44
		%	67.9%	68.5%	64.8%	69.3%	61.7%	70.4%	60.0%	56.8%	62.9%
	Some of the time		89	176	83	68	26	125	5	26	16
		%	18.1%	17.1%	17.5%	18.6%	22.6%	16.0%	25.0%	22.0%	22.9%
	Rarely/ Never		32	52	21	19	6	37	1	10	6
		%	6.5%	5.0%	4.4%	5.2%	5.2%	4.7%	5.0%	8.5%	8.6%
	Don't know		25	69	45	16	11	48	2	10	1
		%	5.1%	6.7%	9.5%	4.4%	9.6%	6.1%	10.0%	8.5%	1.4%
	No response		12	28	18	9	1	21		5	3
		%	2.4%	2.7%	3.8%	2.5%	.9%	2.7%		4.2%	4.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15E - DO THE EMPLOYMENT SERVICE STAFF COMMUNICATE EFFECTIVELY WITH 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				Receives sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
								18-24 years	25-34 years	35-44 years	45+ years				
BASE: Family member receives employment service			49	681	231	24	182	257	384	240	131	651	154	269	25
	%		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 COMMUNICATE EFFECTIVELY WITH FAMILY MEMBER	Most of the time		26	485	154	18	115	167	272	158	93	441	113	179	20
		%	53.1%	71.2%	66.7%	75.0%	63.2%	65.0%	70.8%	65.8%	71.0%	67.7%	73.4%	66.5%	80.0%
	Some of the time		9	121	46	4	26	58	66	41	9	112	22	54	3
		%	18.4%	17.8%	19.9%	16.7%	14.3%	22.6%	17.2%	17.1%	6.9%	17.2%	14.3%	20.1%	12.0%
	Rarely/ Never		6	29	14	1	10	17	20	12	3	32	5	20	
		%	12.2%	4.3%	6.1%	4.2%	5.5%	6.6%	5.2%	5.0%	2.3%	4.9%	3.2%	7.4%	
	Don't know		6	33	11	1	24	13	19	17	19	48	10	10	2
		%	12.2%	4.8%	4.8%	4.2%	13.2%	5.1%	4.9%	7.1%	14.5%	7.4%	6.5%	3.7%	8.0%
	No response		2	13	6		7	2	7	12	7	18	4	6	
		%	4.1%	1.9%	2.6%		3.8%	.8%	1.8%	5.0%	5.3%	2.8%	2.6%	2.2%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

**Q15F - DOES THE EMPLOYMENT SERVICE WORK WITH YOU AND YOUR FAMILY MEMBER TO IDENTIFY WHAT HELP
AND SUPPORT YOUR FAMILY MEMBER NEEDS TO WORK?**

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives employment service			1032	171	208	138	176	203	71	11	54
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
IDENTIFY HELP & SUPPORT FOR FAMILY MEMBER TO WORK	Most of the time		512	86	111	62	94	100	29	7	23
		%	49.6%	50.3%	53.4%	44.9%	53.4%	49.3%	40.8%	63.6%	42.6%
	Some of the time		211	35	43	29	38	37	19	1	9
		%	20.4%	20.5%	20.7%	21.0%	21.6%	18.2%	26.8%	9.1%	16.7%
	Rarely/ Never		228	33	43	36	31	45	19	3	18
		%	22.1%	19.3%	20.7%	26.1%	17.6%	22.2%	26.8%	27.3%	33.3%
	Don't know		46	8	4	7	8	13	4		2
		%	4.5%	4.7%	1.9%	5.1%	4.5%	6.4%	5.6%		3.7%
	No response		35	9	7	4	5	8			2
		%	3.4%	5.3%	3.4%	2.9%	2.8%	3.9%			3.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

**Q15F - DOES THE EMPLOYMENT SERVICE WORK WITH YOU AND YOUR FAMILY MEMBER TO IDENTIFY WHAT HELP
AND SUPPORT YOUR FAMILY MEMBER NEEDS TO WORK?**

							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 employment service			492	1032	474	365	115	781	20	118	70
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
IDENTIFY HELP & SUPPORT FOR FAMILY MEMBER TO WORK	Most of the time		248	512	211	205	49	412	10	37	33
		%	50.4%	49.6%	44.5%	56.2%	42.6%	52.8%	50.0%	31.4%	47.1%
	Some of the time		111	211	91	74	24	160	2	31	18
		%	22.6%	20.4%	19.2%	20.3%	20.9%	20.5%	10.0%	26.3%	25.7%
	Rarely/ Never		103	228	127	69	32	155	7	37	13
		%	20.9%	22.1%	26.8%	18.9%	27.8%	19.8%	35.0%	31.4%	18.6%
	Don't know		17	46	24	7	7	28	1	8	4
		%	3.5%	4.5%	5.1%	1.9%	6.1%	3.6%	5.0%	6.8%	5.7%
	No response		13	35	21	10	3	26		5	2
		%	2.6%	3.4%	4.4%	2.7%	2.6%	3.3%		4.2%	2.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15F - DOES THE EMPLOYMENT SERVICE WORK WITH YOU AND YOUR FAMILY MEMBER TO IDENTIFY WHAT HELP AND SUPPORT YOUR FAMILY MEMBER NEEDS TO WORK?

			Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
								18-24 years	25-34 years	35-44 years	45+ years				
BASE: Family member receives employment service			49	681	231	24	182	257	384	240	131	651	154	269	25
	%		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%
IDENTIFY HELP & SUPPORT FOR FAMILY MEMBER TO WORK	Most of the time		19	376	107	12	67	135	199	113	53	310	83	148	12
		%	38.8%	55.2%	46.3%	50.0%	36.8%	52.5%	51.8%	47.1%	40.5%	47.6%	53.9%	55.0%	48.0%
	Some of the time		12	135	59	6	35	60	82	49	16	129	36	53	8
		%	24.5%	19.8%	25.5%	25.0%	19.2%	23.3%	21.4%	20.4%	12.2%	19.8%	23.4%	19.7%	32.0%
	Rarely/ Never		14	120	52	2	65	50	81	51	42	158	27	50	3
		%	28.6%	17.6%	22.5%	8.3%	35.7%	19.5%	21.1%	21.3%	32.1%	24.3%	17.5%	18.6%	12.0%
	Don't know		3	29	4	4	9	7	12	13	14	33	3	10	2
		%	6.1%	4.3%	1.7%	16.7%	4.9%	2.7%	3.1%	5.4%	10.7%	5.1%	1.9%	3.7%	8.0%
	No response		1	21	9		6	5	10	14	6	21	5	8	
		%	2.0%	3.1%	3.9%		3.3%	1.9%	2.6%	5.8%	4.6%	3.2%	3.2%	3.0%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q15G - DOES THE EMPLOYMENT SERVICE RESPECT YOUR FAMILY MEMBERS CHOICES AND PREFERENCES?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives employment service			1032	171	208	138	176	203	71	11	54
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
RESPECT FAMILY MEMBERS CHOICES AND PREFERENCES	Most of the time		659	107	140	83	119	132	42	7	29
		%	63.9%	62.6%	67.3%	60.1%	67.6%	65.0%	59.2%	63.6%	53.7%
	Some of the time		178	32	35	28	29	26	18	2	8
		%	17.2%	18.7%	16.8%	20.3%	16.5%	12.8%	25.4%	18.2%	14.8%
	Rarely/ Never		60	7	9	12	7	14	1	1	9
		%	5.8%	4.1%	4.3%	8.7%	4.0%	6.9%	1.4%	9.1%	16.7%
	Don't know		105	20	16	11	19	21	10	1	7
		%	10.2%	11.7%	7.7%	8.0%	10.8%	10.3%	14.1%	9.1%	13.0%
	No response		30	5	8	4	2	10			1
		%	2.9%	2.9%	3.8%	2.9%	1.1%	4.9%			1.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15G - DOES THE EMPLOYMENT SERVICE RESPECT YOUR FAMILY MEMBERS 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 employment service			492	1032	474	365	115	781	20	118	70
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
RESPECT FAMILY MEMBERS CHOICES AND PREFERENCES	Most of the time		311	659	286	240	71	512	12	62	43
		%	63.2%	63.9%	60.3%	65.8%	61.7%	65.6%	60.0%	52.5%	61.4%
	Some of the time		94	178	71	69	18	129	5	24	10
		%	19.1%	17.2%	15.0%	18.9%	15.7%	16.5%	25.0%	20.3%	14.3%
	Rarely/ Never		32	60	36	19	8	41		16	5
		%	6.5%	5.8%	7.6%	5.2%	7.0%	5.2%		13.6%	7.1%
	Don't know		43	105	62	28	17	76	3	12	9
		%	8.7%	10.2%	13.1%	7.7%	14.8%	9.7%	15.0%	10.2%	12.9%
	No response		12	30	19	9	1	23		4	3
		%	2.4%	2.9%	4.0%	2.5%	.9%	2.9%		3.4%	4.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15G - DOES THE EMPLOYMENT SERVICE RESPECT YOUR FAMILY MEMBERS 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 sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
								18-24 years	25-34 years	35-44 years	45+ years				
BASE: Family member receives employment service			49	681	231	24	182	257	384	240	131	651	154	269	25
	%		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 FAMILY MEMBERS CHOICES AND PREFERENCES	Most of the time		33	460	142	19	94	165	252	149	76	396	106	188	19
		%	67.3%	67.5%	61.5%	79.2%	51.6%	64.2%	65.6%	62.1%	58.0%	60.8%	68.8%	69.9%	76.0%
	Some of the time		6	108	50	3	33	58	67	35	18	117	26	39	1
		%	12.2%	15.9%	21.6%	12.5%	18.1%	22.6%	17.4%	14.6%	13.7%	18.0%	16.9%	14.5%	4.0%
	Rarely/ Never		4	37	11	1	14	15	26	10	8	40	9	17	
		%	8.2%	5.4%	4.8%	4.2%	7.7%	5.8%	6.8%	4.2%	6.1%	6.1%	5.8%	6.3%	
	Don't know		5	61	21	1	33	16	30	35	22	76	10	19	5
		%	10.2%	9.0%	9.1%	4.2%	18.1%	6.2%	7.8%	14.6%	16.8%	11.7%	6.5%	7.1%	20.0%
	No response		1	15	7		8	3	9	11	7	22	3	6	
		%	2.0%	2.2%	3.0%		4.4%	1.2%	2.3%	4.6%	5.3%	3.4%	1.9%	2.2%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q15H - DOES THE EMPLOYMENT SERVICE PROVIDE YOUR FAMILY MEMBER WITH THE HELP THEY NEED TO WORK?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives employment service			1032	171	208	138	176	203	71	11	54
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PROVIDE FAMILY MEMBER WITH HELP THEY NEED TO WORK	Most of the time		740	114	156	91	135	148	51	8	37
		%	71.7%	66.7%	75.0%	65.9%	76.7%	72.9%	71.8%	72.7%	68.5%
	Some of the time		137	27	23	24	25	22	10		6
		%	13.3%	15.8%	11.1%	17.4%	14.2%	10.8%	14.1%		11.1%
	Rarely/ Never		54	11	7	8	3	15	2	1	7
		%	5.2%	6.4%	3.4%	5.8%	1.7%	7.4%	2.8%	9.1%	13.0%
	Don't know		64	13	14	10	9	9	6	2	1
		%	6.2%	7.6%	6.7%	7.2%	5.1%	4.4%	8.5%	18.2%	1.9%
	No response		37	6	8	5	4	9	2		3
		%	3.6%	3.5%	3.8%	3.6%	2.3%	4.4%	2.8%		5.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q15H - DOES THE EMPLOYMENT SERVICE PROVIDE YOUR FAMILY MEMBER WITH THE HELP THEY NEED TO WORK?

							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 employment service			492	1032	474	365	115	781	20	118	70
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
PROVIDE FAMILY MEMBER WITH HELP THEY NEED TO WORK	Most of the time		343	740	334	268	73	581	11	64	45
		%	69.7%	71.7%	70.5%	73.4%	63.5%	74.4%	55.0%	54.2%	64.3%
	Some of the time		73	137	57	48	21	97	3	23	12
		%	14.8%	13.3%	12.0%	13.2%	18.3%	12.4%	15.0%	19.5%	17.1%
	Rarely/ Never		36	54	22	17	11	29	2	14	7
		%	7.3%	5.2%	4.6%	4.7%	9.6%	3.7%	10.0%	11.9%	10.0%
	Don't know		25	64	41	21	7	46	2	12	3
		%	5.1%	6.2%	8.6%	5.8%	6.1%	5.9%	10.0%	10.2%	4.3%
	No response		15	37	20	11	3	28	2	5	3
		%	3.0%	3.6%	4.2%	3.0%	2.6%	3.6%	10.0%	4.2%	4.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15H - DOES THE EMPLOYMENT SERVICE PROVIDE YOUR FAMILY MEMBER WITH THE HELP THEY NEED TO WORK?

			Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
								18-24 years	25-34 years	35-44 years	45+ years				
BASE: Family member receives employment service			49	681	231	24	182	257	384	240	131	651	154	269	25
	%		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%
PROVIDE FAMILY MEMBER WITH HELP THEY NEED TO WORK	Most of the time		28	510	166	18	121	181	274	175	93	468	122	185	17
		%	57.1%	74.9%	71.9%	75.0%	66.5%	70.4%	71.4%	72.9%	71.0%	71.9%	79.2%	68.8%	68.0%
	Some of the time		7	88	34	4	16	43	58	24	11	82	16	38	5
		%	14.3%	12.9%	14.7%	16.7%	8.8%	16.7%	15.1%	10.0%	8.4%	12.6%	10.4%	14.1%	20.0%
	Rarely/ Never		7	33	13	1	13	15	24	8	6	33	8	20	1
		%	14.3%	4.8%	5.6%	4.2%	7.1%	5.8%	6.3%	3.3%	4.6%	5.1%	5.2%	7.4%	4.0%
	Don't know		5	29	8	1	25	12	15	19	17	43	5	17	2
		%	10.2%	4.3%	3.5%	4.2%	13.7%	4.7%	3.9%	7.9%	13.0%	6.6%	3.2%	6.3%	8.0%
	No response		2	21	10		7	6	13	14	4	25	3	9	
		%	4.1%	3.1%	4.3%		3.8%	2.3%	3.4%	5.8%	3.1%	3.8%	1.9%	3.3%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q15I - IS EXTRA EMPLOYMENT SUPPORT AVAILABLE WHEN YOUR FAMILY MEMBER NEEDS IT?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives employment service			1032	171	208	138	176	203	71	11	54
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
IS EXTRA EMPLOYMENT SUPPORT AVAILABLE WHEN NEEDED	Most of the time		376	62	70	49	70	82	27	4	12
		%	36.4%	36.3%	33.7%	35.5%	39.8%	40.4%	38.0%	36.4%	22.2%
	Some of the time		138	21	29	26	26	21	8		7
		%	13.4%	12.3%	13.9%	18.8%	14.8%	10.3%	11.3%		13.0%
	Rarely/ Never		98	15	14	13	13	25	5	2	11
		%	9.5%	8.8%	6.7%	9.4%	7.4%	12.3%	7.0%	18.2%	20.4%
	Don't know		200	34	45	26	39	25	16	3	12
		%	19.4%	19.9%	21.6%	18.8%	22.2%	12.3%	22.5%	27.3%	22.2%
	Doesn't apply		185	33	44	19	24	41	13	2	9
		%	17.9%	19.3%	21.2%	13.8%	13.6%	20.2%	18.3%	18.2%	16.7%
	No response		35	6	6	5	4	9	2		3
		%	3.4%	3.5%	2.9%	3.6%	2.3%	4.4%	2.8%		5.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15I - IS EXTRA EMPLOYMENT SUPPORT AVAILABLE WHEN YOUR FAMILY MEMBER NEEDS 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 employment service			492	1032	474	365	115	781	20	118	70
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
IS EXTRA EMPLOYMENT SUPPORT AVAILABLE WHEN NEEDED	Most of the time		176	376	154	123	38	286	10	34	21
		%	35.8%	36.4%	32.5%	33.7%	33.0%	36.6%	50.0%	28.8%	30.0%
	Some of the time		71	138	63	50	22	101	3	17	9
		%	14.4%	13.4%	13.3%	13.7%	19.1%	12.9%	15.0%	14.4%	12.9%
	Rarely/ Never		65	98	54	43	16	65	1	20	11
		%	13.2%	9.5%	11.4%	11.8%	13.9%	8.3%	5.0%	16.9%	15.7%
	Don't know		85	200	108	71	20	159	3	20	15
		%	17.3%	19.4%	22.8%	19.5%	17.4%	20.4%	15.0%	16.9%	21.4%
	Doesn't apply		81	185	76	66	16	142	3	21	11
		%	16.5%	17.9%	16.0%	18.1%	13.9%	18.2%	15.0%	17.8%	15.7%
	No response		14	35	19	12	3	28		6	3
		%	2.8%	3.4%	4.0%	3.3%	2.6%	3.6%		5.1%	4.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15I - IS EXTRA EMPLOYMENT SUPPORT AVAILABLE WHEN YOUR FAMILY MEMBER NEEDS 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 sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
								18-24 years	25-34 years	35-44 years	45+ years				
BASE: Family member receives employment service			49	681	231	24	182	257	384	240	131	651	154	269	25
	%		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 EXTRA EMPLOYMENT SUPPORT AVAILABLE WHEN NEEDED	Most of the time		20	272	74	9	47	93	148	78	47	213	67	121	7
		%	40.8%	39.9%	32.0%	37.5%	25.8%	36.2%	38.5%	32.5%	35.9%	32.7%	43.5%	45.0%	28.0%
	Some of the time		6	94	32	3	20	44	50	28	12	80	25	41	4
		%	12.2%	13.8%	13.9%	12.5%	11.0%	17.1%	13.0%	11.7%	9.2%	12.3%	16.2%	15.2%	16.0%
	Rarely/ Never		10	57	27	1	23	25	42	20	10	63	11	28	3
		%	20.4%	8.4%	11.7%	4.2%	12.6%	9.7%	10.9%	8.3%	7.6%	9.7%	7.1%	10.4%	12.0%
	Don't know		4	115	43	6	51	57	60	48	31	137	26	40	6
		%	8.2%	16.9%	18.6%	25.0%	28.0%	22.2%	15.6%	20.0%	23.7%	21.0%	16.9%	14.9%	24.0%
	Doesn't apply		8	121	48	4	36	34	71	53	26	136	21	31	5
		%	16.3%	17.8%	20.8%	16.7%	19.8%	13.2%	18.5%	22.1%	19.8%	20.9%	13.6%	11.5%	20.0%
	No response		1	22	7	1	5	4	13	13	5	22	4	8	
		%	2.0%	3.2%	3.0%	4.2%	2.7%	1.6%	3.4%	5.4%	3.8%	3.4%	2.6%	3.0%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q15J - DO THE EMPLOYMENT 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 employment service			1032	171	208	138	176	203	71	11	54
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DO STAFF DO THE THINGS THEY SAY THEY WILL DO	Most of the time		626	102	134	77	114	122	44	6	27
		%	60.7%	59.6%	64.4%	55.8%	64.8%	60.1%	62.0%	54.5%	50.0%
	Some of the time		176	27	29	32	23	37	12		16
		%	17.1%	15.8%	13.9%	23.2%	13.1%	18.2%	16.9%		29.6%
	Rarely/ Never		44	8	6	8	8	7	2	1	4
		%	4.3%	4.7%	2.9%	5.8%	4.5%	3.4%	2.8%	9.1%	7.4%
	Don't know		150	27	30	18	28	26	12	4	5
		%	14.5%	15.8%	14.4%	13.0%	15.9%	12.8%	16.9%	36.4%	9.3%
	No response		36	7	9	3	3	11	1		2
		%	3.5%	4.1%	4.3%	2.2%	1.7%	5.4%	1.4%		3.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15J - DO THE EMPLOYMENT 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 employment service			492	1032	474	365	115	781	20	118	70
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DO STAFF DO THE THINGS THEY SAY THEY WILL DO	Most of the time		303	626	259	228	65	486	11	53	37
		%	61.6%	60.7%	54.6%	62.5%	56.5%	62.2%	55.0%	44.9%	52.9%
	Some of the time		92	176	81	62	19	123	4	30	12
		%	18.7%	17.1%	17.1%	17.0%	16.5%	15.7%	20.0%	25.4%	17.1%
	Rarely/ Never		22	44	15	20	6	30	2	10	8
		%	4.5%	4.3%	3.2%	5.5%	5.2%	3.8%	10.0%	8.5%	11.4%
	Don't know		60	150	99	40	23	113	2	20	10
		%	12.2%	14.5%	20.9%	11.0%	20.0%	14.5%	10.0%	16.9%	14.3%
	No response		15	36	20	15	2	29	1	5	3
		%	3.0%	3.5%	4.2%	4.1%	1.7%	3.7%	5.0%	4.2%	4.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15J - DO THE EMPLOYMENT 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 sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
								18-24 years	25-34 years	35-44 years	45+ years				
BASE: Family member receives employment service			49	681	231	24	182	257	384	240	131	651	154	269	25
	%		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 DO THE THINGS THEY SAY THEY WILL DO	Most of the time		25	441	142	14	91	166	232	145	69	382	104	168	19
		%	51.0%	64.8%	61.5%	58.3%	50.0%	64.6%	60.4%	60.4%	52.7%	58.7%	67.5%	62.5%	76.0%
	Some of the time		11	115	39	7	28	51	71	30	19	108	23	55	2
		%	22.4%	16.9%	16.9%	29.2%	15.4%	19.8%	18.5%	12.5%	14.5%	16.6%	14.9%	20.4%	8.0%
	Rarely/ Never		4	27	7	1	9	15	16	9	4	27	6	15	
		%	8.2%	4.0%	3.0%	4.2%	4.9%	5.8%	4.2%	3.8%	3.1%	4.1%	3.9%	5.6%	
	Don't know		7	78	36	2	47	21	53	43	32	108	18	25	4
		%	14.3%	11.5%	15.6%	8.3%	25.8%	8.2%	13.8%	17.9%	24.4%	16.6%	11.7%	9.3%	16.0%
	No response		2	20	7		7	4	12	13	7	26	3	6	
		%	4.1%	2.9%	3.0%		3.8%	1.6%	3.1%	5.4%	5.3%	4.0%	1.9%	2.2%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15K - ARE CHANGES OF EMPLOYMENT SERVICES STAFF A PROBLEM FOR YOUR FAMILY?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives employment service			1032	171	208	138	176	203	71	11	54
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ARE CHANGES OF STAFF A PROBLEM FOR YOUR FAMILY	Most of the time		92	17	21	12	16	11	6		9
		%	8.9%	9.9%	10.1%	8.7%	9.1%	5.4%	8.5%		16.7%
	Some of the time		298	57	56	50	37	54	17	2	25
		%	28.9%	33.3%	26.9%	36.2%	21.0%	26.6%	23.9%	18.2%	46.3%
	Rarely/ Never		463	70	97	55	90	102	31	3	15
		%	44.9%	40.9%	46.6%	39.9%	51.1%	50.2%	43.7%	27.3%	27.8%
	Don't know		131	20	21	16	27	23	14	6	4
		%	12.7%	11.7%	10.1%	11.6%	15.3%	11.3%	19.7%	54.5%	7.4%
	No response		48	7	13	5	6	13	3		1
		%	4.7%	4.1%	6.3%	3.6%	3.4%	6.4%	4.2%		1.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15K - ARE CHANGES OF EMPLOYMENT SERVICES STAFF 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: Family member receives employment service			492	1032	474	365	115	781	20	118	70
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ARE CHANGES OF STAFF A PROBLEM FOR YOUR FAMILY	Most of the time		53	92	45	43	8	68	2	14	10
		%	10.8%	8.9%	9.5%	11.8%	7.0%	8.7%	10.0%	11.9%	14.3%
	Some of the time		157	298	140	117	39	226	5	39	10
		%	31.9%	28.9%	29.5%	32.1%	33.9%	28.9%	25.0%	33.1%	14.3%
	Rarely/ Never		199	463	194	147	46	359	5	42	34
		%	40.4%	44.9%	40.9%	40.3%	40.0%	46.0%	25.0%	35.6%	48.6%
	Don't know		61	131	75	39	18	90	6	17	13
		%	12.4%	12.7%	15.8%	10.7%	15.7%	11.5%	30.0%	14.4%	18.6%
	No response		22	48	20	19	4	38	2	6	3
		%	4.5%	4.7%	4.2%	5.2%	3.5%	4.9%	10.0%	5.1%	4.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15K - ARE CHANGES OF EMPLOYMENT SERVICES STAFF 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				Receives sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
								18-24 years	25-34 years	35-44 years	45+ years				
BASE: Family member receives employment service			49	681	231	24	182	257	384	240	131	651	154	269	25
	%		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%
ARE CHANGES OF STAFF A PROBLEM FOR YOUR FAMILY	Most of the time		2	67	15	3	18	16	42	23	8	54	18	26	3
		%	4.1%	9.8%	6.5%	12.5%	9.9%	6.2%	10.9%	9.6%	6.1%	8.3%	11.7%	9.7%	12.0%
	Some of the time		12	223	66	6	30	89	113	67	24	179	55	89	6
		%	24.5%	32.7%	28.6%	25.0%	16.5%	34.6%	29.4%	27.9%	18.3%	27.5%	35.7%	33.1%	24.0%
	Rarely/ Never		23	292	116	11	82	107	175	104	68	293	68	112	10
		%	46.9%	42.9%	50.2%	45.8%	45.1%	41.6%	45.6%	43.3%	51.9%	45.0%	44.2%	41.6%	40.0%
	Don't know		9	71	23	4	42	36	37	32	24	90	9	33	5
		%	18.4%	10.4%	10.0%	16.7%	23.1%	14.0%	9.6%	13.3%	18.3%	13.8%	5.8%	12.3%	20.0%
	No response		3	28	11		10	9	17	14	7	35	4	9	1
		%	6.1%	4.1%	4.8%		5.5%	3.5%	4.4%	5.8%	5.3%	5.4%	2.6%	3.3%	4.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15L - IS YOUR FAMILY MEMBER SAFE WHEN HE OR SHE IS SUPPORTED BY THE EMPLOYMENT SERVICE?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives employment service			1032	171	208	138	176	203	71	11	54
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SAFE WHEN SUPPORTED BY EMPLOYMENT SERVICE	Most of the time		873	145	172	123	151	167	58	10	47
		%	84.6%	84.8%	82.7%	89.1%	85.8%	82.3%	81.7%	90.9%	87.0%
	Some of the time		56	7	13	5	10	12	6		3
		%	5.4%	4.1%	6.3%	3.6%	5.7%	5.9%	8.5%		5.6%
	Rarely/ Never		12	2	2	3	2	2			1
		%	1.2%	1.2%	1.0%	2.2%	1.1%	1.0%			1.9%
	Don't know		58	11	14	4	9	10	7	1	2
		%	5.6%	6.4%	6.7%	2.9%	5.1%	4.9%	9.9%	9.1%	3.7%
	No response		33	6	7	3	4	12			1
		%	3.2%	3.5%	3.4%	2.2%	2.3%	5.9%			1.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15L - IS YOUR FAMILY MEMBER SAFE WHEN HE OR SHE IS SUPPORTED BY THE EMPLOYMENT 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 employment service			492	1032	474	365	115	781	20	118	70
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SAFE WHEN SUPPORTED BY EMPLOYMENT SERVICE	Most of the time		410	873	384	307	98	671	17	86	58
		%	83.3%	84.6%	81.0%	84.1%	85.2%	85.9%	85.0%	72.9%	82.9%
	Some of the time		39	56	33	19	8	35	2	18	4
		%	7.9%	5.4%	7.0%	5.2%	7.0%	4.5%	10.0%	15.3%	5.7%
	Rarely/ Never		6	12	4	5	2	8		2	
		%	1.2%	1.2%	.8%	1.4%	1.7%	1.0%		1.7%	
	Don't know		22	58	38	22	4	42	1	8	6
		%	4.5%	5.6%	8.0%	6.0%	3.5%	5.4%	5.0%	6.8%	8.6%
	No response		15	33	15	12	3	25		4	2
		%	3.0%	3.2%	3.2%	3.3%	2.6%	3.2%		3.4%	2.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15L - IS YOUR FAMILY MEMBER SAFE WHEN HE OR SHE IS SUPPORTED BY THE EMPLOYMENT 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 sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
								18-24 years	25-34 years	35-44 years	45+ years				
BASE: Family member receives employment service			49	681	231	24	182	257	384	240	131	651	154	269	25
	%		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%
SAFE WHEN SUPPORTED BY EMPLOYMENT SERVICE	Most of the time		40	588	201	21	141	219	331	202	102	545	135	231	22
		%	81.6%	86.3%	87.0%	87.5%	77.5%	85.2%	86.2%	84.2%	77.9%	83.7%	87.7%	85.9%	88.0%
	Some of the time		2	34	14	1	9	18	20	10	7	32	8	16	1
		%	4.1%	5.0%	6.1%	4.2%	4.9%	7.0%	5.2%	4.2%	5.3%	4.9%	5.2%	5.9%	4.0%
	Rarely/ Never		1	8	3		3	6	3	1	2	9	1	6	
		%	2.0%	1.2%	1.3%		1.6%	2.3%	.8%	.4%	1.5%	1.4%	.6%	2.2%	
	Don't know		2	32	7	1	22	11	19	14	14	41	7	11	2
		%	4.1%	4.7%	3.0%	4.2%	12.1%	4.3%	4.9%	5.8%	10.7%	6.3%	4.5%	4.1%	8.0%
	No response		4	19	6	1	7	3	11	13	6	24	3	5	
		%	8.2%	2.8%	2.6%	4.2%	3.8%	1.2%	2.9%	5.4%	4.6%	3.7%	1.9%	1.9%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q15M - IS INFORMATION ABOUT THE RANGE OF EMPLOYMENT SERVICES READILY 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 employment service			1032	171	208	138	176	203	71	11	54
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
INFORMATION ABOUT RANGE OF SERVICES AVAILABLE	Most of the time		538	95	112	70	90	103	33	6	29
		%	52.1%	55.6%	53.8%	50.7%	51.1%	50.7%	46.5%	54.5%	53.7%
	Some of the time		159	21	31	26	28	30	14		9
		%	15.4%	12.3%	14.9%	18.8%	15.9%	14.8%	19.7%		16.7%
	Rarely/ Never		171	28	28	23	28	34	19	1	10
		%	16.6%	16.4%	13.5%	16.7%	15.9%	16.7%	26.8%	9.1%	18.5%
	Don't know		121	19	27	15	24	23	5	4	4
		%	11.7%	11.1%	13.0%	10.9%	13.6%	11.3%	7.0%	36.4%	7.4%
	No response		43	8	10	4	6	13			2
		%	4.2%	4.7%	4.8%	2.9%	3.4%	6.4%			3.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q15M - IS INFORMATION ABOUT THE RANGE OF EMPLOYMENT SERVICES READILY 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 employment service			492	1032	474	365	115	781	20	118	70
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
INFORMATION ABOUT RANGE OF SERVICES AVAILABLE	Most of the time		247	538	241	197	59	417	7	49	37
		%	50.2%	52.1%	50.8%	54.0%	51.3%	53.4%	35.0%	41.5%	52.9%
	Some of the time		78	159	69	47	18	117	4	20	9
		%	15.9%	15.4%	14.6%	12.9%	15.7%	15.0%	20.0%	16.9%	12.9%
	Rarely/ Never		92	171	85	66	24	123	6	27	12
		%	18.7%	16.6%	17.9%	18.1%	20.9%	15.7%	30.0%	22.9%	17.1%
	Don't know		54	121	60	40	13	90	1	15	6
		%	11.0%	11.7%	12.7%	11.0%	11.3%	11.5%	5.0%	12.7%	8.6%
	No response		21	43	19	15	1	34	2	7	6
		%	4.3%	4.2%	4.0%	4.1%	.9%	4.4%	10.0%	5.9%	8.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q15M - IS INFORMATION ABOUT THE RANGE OF EMPLOYMENT SERVICES READILY 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 sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
								18-24 years	25-34 years	35-44 years	45+ years				
BASE: Family member receives employment service			49	681	231	24	182	257	384	240	131	651	154	269	25
	%		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%
INFORMATION ABOUT RANGE OF SERVICES AVAILABLE	Most of the time		26	373	123	14	75	125	207	127	65	340	89	130	15
		%	53.1%	54.8%	53.2%	58.3%	41.2%	48.6%	53.9%	52.9%	49.6%	52.2%	57.8%	48.3%	60.0%
	Some of the time		9	108	36	5	25	59	53	32	12	90	29	51	2
		%	18.4%	15.9%	15.6%	20.8%	13.7%	23.0%	13.8%	13.3%	9.2%	13.8%	18.8%	19.0%	8.0%
	Rarely/ Never		9	103	44	3	39	49	68	33	19	105	18	53	5
		%	18.4%	15.1%	19.0%	12.5%	21.4%	19.1%	17.7%	13.8%	14.5%	16.1%	11.7%	19.7%	20.0%
	Don't know		4	69	22	2	35	19	41	34	27	87	13	24	3
		%	8.2%	10.1%	9.5%	8.3%	19.2%	7.4%	10.7%	14.2%	20.6%	13.4%	8.4%	8.9%	12.0%
	No response		1	28	6		8	5	15	14	8	29	5	11	
		%	2.0%	4.1%	2.6%		4.4%	1.9%	3.9%	5.8%	6.1%	4.5%	3.2%	4.1%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q16 - DID YOUR FAMILY CHOOSE THE EMPLOYMENT SERVICE THAT WORKS WITH YOUR FAMILY MEMBER WITH A DISABILITY?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives employment service			1032	171	208	138	176	203	71	11	54
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DID YOUR FAMILY CHOOSE THE EMPLOYMENT SERVICE	Yes		475	81	105	71	77	100	24	5	12
		%	46.0%	47.4%	50.5%	51.4%	43.8%	49.3%	33.8%	45.5%	22.2%
	Partly		220	28	52	28	29	38	20	4	21
		%	21.3%	16.4%	25.0%	20.3%	16.5%	18.7%	28.2%	36.4%	38.9%
	No		277	52	41	32	59	49	26	1	17
		%	26.8%	30.4%	19.7%	23.2%	33.5%	24.1%	36.6%	9.1%	31.5%
	Don't know		27	3	2	2	9	6	1	1	3
		%	2.6%	1.8%	1.0%	1.4%	5.1%	3.0%	1.4%	9.1%	5.6%
	No response		33	7	8	5	2	10			1
		%	3.2%	4.1%	3.8%	3.6%	1.1%	4.9%			1.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q16 - DID YOUR FAMILY CHOOSE THE EMPLOYMENT SERVICE THAT WORKS WITH 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	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Family member receives employment service			492	1032	474	365	115	781	20	118	70
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DID YOUR FAMILY CHOOSE THE EMPLOYMENT SERVICE	Yes		212	475	163	184	57	363	9	48	28
		%	43.1%	46.0%	34.4%	50.4%	49.6%	46.5%	45.0%	40.7%	40.0%
	Partly		109	220	111	77	26	168	3	27	17
		%	22.2%	21.3%	23.4%	21.1%	22.6%	21.5%	15.0%	22.9%	24.3%
	No		142	277	168	84	27	203	8	37	19
		%	28.9%	26.8%	35.4%	23.0%	23.5%	26.0%	40.0%	31.4%	27.1%
	Don't know		11	27	16	5	4	19		1	2
		%	2.2%	2.6%	3.4%	1.4%	3.5%	2.4%		.8%	2.9%
	No response		18	33	16	15	1	28		5	4
		%	3.7%	3.2%	3.4%	4.1%	.9%	3.6%		4.2%	5.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q16 - DID YOUR FAMILY CHOOSE THE EMPLOYMENT SERVICE THAT WORKS WITH 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				Receives sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
								18-24 years	25-34 years	35-44 years	45+ years				
BASE: Family member receives employment service			49	681	231	24	182	257	384	240	131	651	154	269	25
	%		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%
DID YOUR FAMILY CHOOSE THE EMPLOYMENT SERVICE	Yes		23	335	113	11	52	127	187	103	43	315	55	115	12
		%	46.9%	49.2%	48.9%	45.8%	28.6%	49.4%	48.7%	42.9%	32.8%	48.4%	35.7%	42.8%	48.0%
	Partly		10	150	46	4	38	62	79	57	19	132	47	54	5
		%	20.4%	22.0%	19.9%	16.7%	20.9%	24.1%	20.6%	23.8%	14.5%	20.3%	30.5%	20.1%	20.0%
	No		11	168	65	7	71	60	100	63	52	159	47	90	7
		%	22.4%	24.7%	28.1%	29.2%	39.0%	23.3%	26.0%	26.3%	39.7%	24.4%	30.5%	33.5%	28.0%
	Don't know		4	7		1	16	6	5	6	10	19	3	5	1
		%	8.2%	1.0%		4.2%	8.8%	2.3%	1.3%	2.5%	7.6%	2.9%	1.9%	1.9%	4.0%
	No response		1	21	7	1	5	2	13	11	7	26	2	5	
		%	2.0%	3.1%	3.0%	4.2%	2.7%	.8%	3.4%	4.6%	5.3%	4.0%	1.3%	1.9%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

**Q17 - DID MEMBERS OF YOUR FAMILY CHOOSE THE EMPLOYMENT SERVICE STAFF WHO WORK WITH YOUR FAMILY MEMBER WITH A DISABILITY
(THAT IS, THE EMPLOYMENT CO-ORDINATOR, SUPPORT WORKERS OR SUPERVISORS)**

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives employment service			1032	171	208	138	176	203	71	11	54
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DID YOUR FAMILY CHOOSE THE EMPLOYMENT SERVICE STAFF	Yes		66	8	11	17	12	13	5		
		%	6.4%	4.7%	5.3%	12.3%	6.8%	6.4%	7.0%		
	Partly		94	7	24	18	16	19	7		3
		%	9.1%	4.1%	11.5%	13.0%	9.1%	9.4%	9.9%		5.6%
	No		811	144	161	98	137	155	58	10	48
		%	78.6%	84.2%	77.4%	71.0%	77.8%	76.4%	81.7%	90.9%	88.9%
	Don't know		26	4	4	2	6	6	1	1	2
		%	2.5%	2.3%	1.9%	1.4%	3.4%	3.0%	1.4%	9.1%	3.7%
	No response		35	8	8	3	5	10			1
		%	3.4%	4.7%	3.8%	2.2%	2.8%	4.9%			1.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

**Q17 - DID MEMBERS OF YOUR FAMILY CHOOSE THE EMPLOYMENT SERVICE STAFF WHO WORK WITH YOUR FAMILY MEMBER WITH A DISABILITY
(THAT IS, THE EMPLOYMENT CO-ORDINATOR, SUPPORT WORKERS OR SUPERVISORS)**

							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 employment service			492	1032	474	365	115	781	20	118	70
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DID YOUR FAMILY CHOOSE THE EMPLOYMENT SERVICE STAFF	Yes		35	66	24	24	9	40	3	9	3
		%	7.1%	6.4%	5.1%	6.6%	7.8%	5.1%	15.0%	7.6%	4.3%
	Partly		56	94	45	39	15	69	1	9	7
		%	11.4%	9.1%	9.5%	10.7%	13.0%	8.8%	5.0%	7.6%	10.0%
	No		377	811	376	286	84	629	16	94	57
		%	76.6%	78.6%	79.3%	78.4%	73.0%	80.5%	80.0%	79.7%	81.4%
	Don't know		9	26	13	4	4	16		3	
		%	1.8%	2.5%	2.7%	1.1%	3.5%	2.0%		2.5%	
	No response		15	35	16	12	3	27		3	3
		%	3.0%	3.4%	3.4%	3.3%	2.6%	3.5%		2.5%	4.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

**Q17 - DID MEMBERS OF YOUR FAMILY CHOOSE THE EMPLOYMENT SERVICE STAFF WHO WORK WITH YOUR FAMILY MEMBER WITH A DISABILITY
(THAT IS, THE EMPLOYMENT CO-ORDINATOR, SUPPORT WORKERS OR SUPERVISORS)**

			Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
								18-24 years	25-34 years	35-44 years	45+ years				
BASE: Family member receives employment service			49	681	231	24	182	257	384	240	131	651	154	269	25
	%		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%
DID YOUR FAMILY CHOOSE THE EMPLOYMENT SERVICE STAFF	Yes		5	46	14	1	7	23	18	19	4	36	6	22	1
		%	10.2%	6.8%	6.1%	4.2%	3.8%	8.9%	4.7%	7.9%	3.1%	5.5%	3.9%	8.2%	4.0%
	Partly		4	64	15	6	12	26	29	23	10	56	12	34	2
		%	8.2%	9.4%	6.5%	25.0%	6.6%	10.1%	7.6%	9.6%	7.6%	8.6%	7.8%	12.6%	8.0%
	No		32	539	197	15	147	200	317	183	102	514	130	204	22
		%	65.3%	79.1%	85.3%	62.5%	80.8%	77.8%	82.6%	76.3%	77.9%	79.0%	84.4%	75.8%	88.0%
	Don't know		4	12	1	2	9	5	6	3	10	19	3	4	
		%	8.2%	1.8%	.4%	8.3%	4.9%	1.9%	1.6%	1.3%	7.6%	2.9%	1.9%	1.5%	
	No response		4	20	4		7	3	14	12	5	26	3	5	
		%	8.2%	2.9%	1.7%		3.8%	1.2%	3.6%	5.0%	3.8%	4.0%	1.9%	1.9%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q18 - WOULD YOU LIKE YOUR FAMILY MEMBER TO USE A DIFFERENT EMPLOYMENT SERVICE IF ONE WAS AVAILABLE?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives employment service			1032	171	208	138	176	203	71	11	54
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LIKE TO USE DIFFERENT EMPLOYMENT SERVICE IF AVAILABLE	Yes		105	22	11	20	17	17	8	2	8
		%	10.2%	12.9%	5.3%	14.5%	9.7%	8.4%	11.3%	18.2%	14.8%
	No		677	115	144	81	121	136	46	7	27
		%	65.6%	67.3%	69.2%	58.7%	68.8%	67.0%	64.8%	63.6%	50.0%
	Don't know		213	27	45	33	35	37	16	2	18
		%	20.6%	15.8%	21.6%	23.9%	19.9%	18.2%	22.5%	18.2%	33.3%
	No response		37	7	8	4	3	13	1		1
		%	3.6%	4.1%	3.8%	2.9%	1.7%	6.4%	1.4%		1.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q18 - WOULD YOU LIKE YOUR FAMILY MEMBER TO USE A DIFFERENT EMPLOYMENT 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 employment service			492	1032	474	365	115	781	20	118	70
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LIKE TO USE DIFFERENT EMPLOYMENT SERVICE IF AVAILABLE	Yes		55	105	54	39	16	67	6	16	11
		%	11.2%	10.2%	11.4%	10.7%	13.9%	8.6%	30.0%	13.6%	15.7%
	No		316	677	292	229	71	525	12	62	44
		%	64.2%	65.6%	61.6%	62.7%	61.7%	67.2%	60.0%	52.5%	62.9%
	Don't know		103	213	110	85	25	161	2	35	12
		%	20.9%	20.6%	23.2%	23.3%	21.7%	20.6%	10.0%	29.7%	17.1%
	No response		18	37	18	12	3	28		5	3
		%	3.7%	3.6%	3.8%	3.3%	2.6%	3.6%		4.2%	4.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q18 - WOULD YOU LIKE YOUR FAMILY MEMBER TO USE A DIFFERENT EMPLOYMENT 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 sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
								18-24 years	25-34 years	35-44 years	45+ years				
BASE: Family member receives employment service			49	681	231	24	182	257	384	240	131	651	154	269	25
	%		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 DIFFERENT EMPLOYMENT SERVICE IF AVAILABLE	Yes		10	59	19	5	26	27	46	19	13	67	17	32	4
		%	20.4%	8.7%	8.2%	20.8%	14.3%	10.5%	12.0%	7.9%	9.9%	10.3%	11.0%	11.9%	16.0%
	No		28	464	154	14	105	153	255	163	87	434	102	165	14
		%	57.1%	68.1%	66.7%	58.3%	57.7%	59.5%	66.4%	67.9%	66.4%	66.7%	66.2%	61.3%	56.0%
	Don't know		9	135	52	5	43	71	70	47	24	124	31	65	7
		%	18.4%	19.8%	22.5%	20.8%	23.6%	27.6%	18.2%	19.6%	18.3%	19.0%	20.1%	24.2%	28.0%
	No response		2	23	6		8	6	13	11	7	26	4	7	
		%	4.1%	3.4%	2.6%		4.4%	2.3%	3.4%	4.6%	5.3%	4.0%	2.6%	2.6%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q19a - OVERALL, WHO DO YOU THINK OF THE EMPLOYMENT 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 employment service			1032	171	208	138	176	203	71	11	54
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
RATING OF EMPLOYMENT SERVICE OVER LAST 12 MONTHS	Very good		424	74	101	38	76	88	25	6	16
		%	41.1%	43.3%	48.6%	27.5%	43.2%	43.3%	35.2%	54.5%	29.6%
	Good		309	38	62	57	53	52	24	2	21
		%	29.9%	22.2%	29.8%	41.3%	30.1%	25.6%	33.8%	18.2%	38.9%
	OK		167	37	25	27	30	27	14	2	5
		%	16.2%	21.6%	12.0%	19.6%	17.0%	13.3%	19.7%	18.2%	9.3%
	Poor		47	7	2	8	5	14	5		6
		%	4.6%	4.1%	1.0%	5.8%	2.8%	6.9%	7.0%		11.1%
	Very Poor		19	5	1	3		4	1	1	4
		%	1.8%	2.9%	.5%	2.2%		2.0%	1.4%	9.1%	7.4%
	Don't know / no opinion		33	3	11	2	8	7	2		
		%	3.2%	1.8%	5.3%	1.4%	4.5%	3.4%	2.8%		
	No response		33	7	6	3	4	11			2
		%	3.2%	4.1%	2.9%	2.2%	2.3%	5.4%			3.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q19a - OVERALL, WHO DO YOU THINK OF THE EMPLOYMENT SERVICE YOUR FAMILY MEMBER HAS RECEIVED 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	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Family member receives employment service			492	1032	474	365	115	781	20	118	70
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
RATING OF EMPLOYMENT SERVICE OVER LAST 12 MONTHS	Very good		200	424	178	155	39	352	7	28	27
		%	40.7%	41.1%	37.6%	42.5%	33.9%	45.1%	35.0%	23.7%	38.6%
	Good		147	309	145	114	39	222	5	39	22
		%	29.9%	29.9%	30.6%	31.2%	33.9%	28.4%	25.0%	33.1%	31.4%
	OK		75	167	88	47	20	110	6	32	14
		%	15.2%	16.2%	18.6%	12.9%	17.4%	14.1%	30.0%	27.1%	20.0%
	Poor		25	47	17	21	8	33	2	5	
		%	5.1%	4.6%	3.6%	5.8%	7.0%	4.2%	10.0%	4.2%	
	Very Poor		12	19	10	7	2	13		4	2
		%	2.4%	1.8%	2.1%	1.9%	1.7%	1.7%		3.4%	2.9%
	Don't know / no opinion		14	33	16	11	3	24		6	2
		%	2.8%	3.2%	3.4%	3.0%	2.6%	3.1%		5.1%	2.9%
	No response		19	33	20	10	4	27		4	3
		%	3.9%	3.2%	4.2%	2.7%	3.5%	3.5%		3.4%	4.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q19a - OVERALL, WHO DO YOU THINK OF THE EMPLOYMENT 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 sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
								18-24 years	25-34 years	35-44 years	45+ years				
BASE: Family member receives employment service			49	681	231	24	182	257	384	240	131	651	154	269	25
	%		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%
RATING OF EMPLOYMENT SERVICE OVER LAST 12 MONTHS	Very good		15	299	95	9	67	107	161	93	54	257	78	97	12
		%	30.6%	43.9%	41.1%	37.5%	36.8%	41.6%	41.9%	38.8%	41.2%	39.5%	50.6%	36.1%	48.0%
	Good		12	202	72	9	52	77	106	78	38	206	38	81	5
		%	24.5%	29.7%	31.2%	37.5%	28.6%	30.0%	27.6%	32.5%	29.0%	31.6%	24.7%	30.1%	20.0%
	OK		15	101	36	6	31	36	70	37	23	109	17	53	4
		%	30.6%	14.8%	15.6%	25.0%	17.0%	14.0%	18.2%	15.4%	17.6%	16.7%	11.0%	19.7%	16.0%
	Poor		3	26	12		10	15	15	12	5	25	9	14	1
		%	6.1%	3.8%	5.2%		5.5%	5.8%	3.9%	5.0%	3.8%	3.8%	5.8%	5.2%	4.0%
	Very Poor		1	14	4		6	6	12		1	11	3	9	
		%	2.0%	2.1%	1.7%		3.3%	2.3%	3.1%		.8%	1.7%	1.9%	3.3%	
	Don't know / no opinion		2	17	8		10	12	7	8	6	19	6	8	2
		%	4.1%	2.5%	3.5%		5.5%	4.7%	1.8%	3.3%	4.6%	2.9%	3.9%	3.0%	8.0%
	No response		1	22	4		6	4	13	12	4	24	3	7	1
		%	2.0%	3.2%	1.7%		3.3%	1.6%	3.4%	5.0%	3.1%	3.7%	1.9%	2.6%	4.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q19B - HOW COULD YOUR FAMILY MEMBER'S EMPLOYMENT SERVICE BE IMPROVED?

		TOTAL	STATE							
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives Employment Services		1032	171	208	138	176	203	71	11	54
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Satisfied/ Happy with the service		141	24	24	18	26	29	10	1	9
	%	13.7%	14.0%	11.5%	13.0%	14.8%	14.3%	14.1%	9.1%	16.7%
More work hours available for clients		39	5	5	6	5	5	4		9
	%	3.8%	2.9%	2.4%	4.3%	2.8%	2.5%	5.6%		16.7%
Rural issues (more employment services)		1		1						
	%	.1%		.5%						
Transport/ Travel support needed		22	3	1	3	6	5	2		2
	%	2.1%	1.8%	.5%	2.2%	3.4%	2.5%	2.8%		3.7%
Cater for all disabilities/ Give attention to less able		28	5	6	4	2	6	2	1	2
	%	2.7%	2.9%	2.9%	2.9%	1.1%	3.0%	2.8%	9.1%	3.7%
More employment services available in general		29	6	5	2	6	3		1	6
	%	2.8%	3.5%	2.4%	1.4%	3.4%	1.5%		9.1%	11.1%
More funding/ resources needed (generally)		38	6	9	5	9	6	1		2
	%	3.7%	3.5%	4.3%	3.6%	5.1%	3.0%	1.4%		3.7%
SUMMARY: ACCESS TO SERVICES		276	47	49	36	49	48	19	3	25
	%	26.7%	27.5%	23.6%	26.1%	27.8%	23.6%	26.8%	27.3%	46.3%
GREATER CHOICES FOR/ INPUT FROM CLIENTS		20	2	3	5	1	5	3		1
	%	1.9%	1.2%	1.4%	3.6%	.6%	2.5%	4.2%		1.9%
Better pay		16	3	6	2		4	1		
	%	1.6%	1.8%	2.9%	1.4%		2.0%	1.4%		
Facilities at work place		9		3		3	2			1
	%	.9%		1.4%		1.7%	1.0%			1.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q19B - HOW COULD YOUR FAMILY MEMBER'S EMPLOYMENT SERVICE BE IMPROVED?

		TOTAL	STATE							
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
Expected to do too much		10	2		1		5	2		
	%	1.0%	1.2%		.7%		2.5%	2.8%		
Concern about job security		5			1	1	2			1
	%	.5%			.7%	.6%	1.0%			1.9%
SUMMARY: QUALITY OF LIFE/ WORK		39	5	8	4	4	13	3		2
	%	3.8%	2.9%	3.8%	2.9%	2.3%	6.4%	4.2%		3.7%
More to do while at work/ Kept busier (even if no work)		6	1				3	1		1
	%	.6%	.6%				1.5%	1.4%		1.9%
Less repetitive work/ More interesting, stimulating, variety		39	7	6	6	6	10	1		3
	%	3.8%	4.1%	2.9%	4.3%	3.4%	4.9%	1.4%		5.6%
More interaction in the 'real' world for clients		9		3	4		1			1
	%	.9%		1.4%	2.9%		.5%			1.9%
Help client learn extra skills/ Supervised training		24	6	4	2	3	7	2		
	%	2.3%	3.5%	1.9%	1.4%	1.7%	3.4%	2.8%		
Recognise achievements/ Opportunity for qualifications		8	3	3			1	1		
	%	.8%	1.8%	1.4%			.5%	1.4%		
SUMMARY: PERSONAL DVPMT/ COMM. INCLUSION		83	17	16	11	9	21	4		5
	%	8.0%	9.9%	7.7%	8.0%	5.1%	10.3%	5.6%		9.3%
Staff turnover		8		3	2	1				2
	%	.8%		1.4%	1.4%	.6%				3.7%
Better communication with families/ Operate with families		61	15	13	9	8	8	1	2	5
	%	5.9%	8.8%	6.3%	6.5%	4.5%	3.9%	1.4%	18.2%	9.3%
More staff needed		23	4	1	6	5	5	1		1
	%	2.2%	2.3%	.5%	4.3%	2.8%	2.5%	1.4%		1.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q19B - HOW COULD YOUR FAMILY MEMBER'S EMPLOYMENT SERVICE BE IMPROVED?

		TOTAL	STATE							
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
SUMMARY: RELATIONSHIP WITH SERVICE/STAFF		90	19	16	17	13	13	2	2	8
	%	8.7%	11.1%	7.7%	12.3%	7.4%	6.4%	2.8%	18.2%	14.8%
More staff training		19	3	7	5	1	3			
	%	1.8%	1.8%	3.4%	3.6%	.6%	1.5%			
More attention to social, cooperative skills of client		7	1	1	2		3			
	%	.7%	.6%	.5%	1.4%		1.5%			
Treat clients with respect/ Don't treat adults like children		5	2			2	1			
	%	.5%	1.2%			1.1%	.5%			
SUMMARY: QUALITY OF SERVICE		30	6	8	7	3	6			
	%	2.9%	3.5%	3.8%	5.1%	1.7%	3.0%			
WANT TO CHANGE JOB/ CHANGE FROM SHELTER TO OPEN EMPL.		4	1	1		1	1			
	%	.4%	.6%	.5%		.6%	.5%			
OTHER		12	2	2	1	3	2			2
	%	1.2%	1.2%	1.0%	.7%	1.7%	1.0%			3.7%
IRRELEVANT/ GENERAL COMMENT, COMPLAINT		51	5	13	7	7	9	6	2	2
	%	4.9%	2.9%	6.3%	5.1%	4.0%	4.4%	8.5%	18.2%	3.7%
NO ANSWER		506	77	111	60	91	106	36	5	20
	%	49.0%	45.0%	53.4%	43.5%	51.7%	52.2%	50.7%	45.5%	37.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q19B - HOW COULD YOUR FAMILY MEMBER'S EMPLOYMENT 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 Employment Services		492	1032	474	365	115	781	20	118	70
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Satisfied/ Happy with the service		68	141	64	43	11	111	3	14	14
	%	13.8%	13.7%	13.5%	11.8%	9.6%	14.2%	15.0%	11.9%	20.0%
More work hours available for clients		22	39	16	23	7	28		7	6
	%	4.5%	3.8%	3.4%	6.3%	6.1%	3.6%		5.9%	8.6%
Rural issues (more employment services)			1		1		1			
	%		.1%		.3%		.1%			
Transport/ Travel support needed		7	22	11	9	2	20		3	2
	%	1.4%	2.1%	2.3%	2.5%	1.7%	2.6%		2.5%	2.9%
Cater for all disabilities/ Give attention to less able		17	28	16	12	2	20	1	5	2
	%	3.5%	2.7%	3.4%	3.3%	1.7%	2.6%	5.0%	4.2%	2.9%
More employment services available in general		16	29	16	14	7	19		5	4
	%	3.3%	2.8%	3.4%	3.8%	6.1%	2.4%		4.2%	5.7%
More funding/ resources needed (generally)		24	38	16	19	6	30		4	3
	%	4.9%	3.7%	3.4%	5.2%	5.2%	3.8%		3.4%	4.3%
SUMMARY: ACCESS TO SERVICES		139	276	129	110	30	216	4	33	27
	%	28.3%	26.7%	27.2%	30.1%	26.1%	27.7%	20.0%	28.0%	38.6%
GREATER CHOICES FOR/ INPUT FROM CLIENTS		8	20	9	5	2	15	1	3	
	%	1.6%	1.9%	1.9%	1.4%	1.7%	1.9%	5.0%	2.5%	
Better pay		8	16	8	7	2	12		1	1
	%	1.6%	1.6%	1.7%	1.9%	1.7%	1.5%		.8%	1.4%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q19B - HOW COULD YOUR FAMILY MEMBER'S EMPLOYMENT 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
Facilities at work place		4	9	5	3	2	1		7	
	%	.8%	.9%	1.1%	.8%	1.7%	.1%		5.9%	
Expected to do too much		3	10	3	3	1	7	1	1	
	%	.6%	1.0%	.6%	.8%	.9%	.9%	5.0%	.8%	
Concern about job security		2	5	2		1	4			
	%	.4%	.5%	.4%		.9%	.5%			
SUMMARY: QUALITY OF LIFE/ WORK		17	39	18	13	5	24	1	9	1
	%	3.5%	3.8%	3.8%	3.6%	4.3%	3.1%	5.0%	7.6%	1.4%
More to do while at work/ Kept busier (even if no work)		5	6	4	2	1	5			
	%	1.0%	.6%	.8%	.5%	.9%	.6%			
Less repetitive work/ More interesting, stimulating, variety		15	39	24	14	4	31		5	3
	%	3.0%	3.8%	5.1%	3.8%	3.5%	4.0%		4.2%	4.3%
More interaction in the 'real' world for clients		4	9	5	4	3	4	1	2	
	%	.8%	.9%	1.1%	1.1%	2.6%	.5%	5.0%	1.7%	
Help client learn extra skills/ Supervised training		13	24	9	10	2	20		2	1
	%	2.6%	2.3%	1.9%	2.7%	1.7%	2.6%		1.7%	1.4%
Recognise achievements/ Opportunity for qualifications		3	8	5	3	2	6		1	
	%	.6%	.8%	1.1%	.8%	1.7%	.8%		.8%	
SUMMARY: PERSONAL DVPMNT/ COMM. INCLUSION		38	83	45	30	12	64	1	9	4
	%	7.7%	8.0%	9.5%	8.2%	10.4%	8.2%	5.0%	7.6%	5.7%
Staff turnover		4	8	3	2		4			1
	%	.8%	.8%	.6%	.5%		.5%			1.4%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q19B - HOW COULD YOUR FAMILY MEMBER'S EMPLOYMENT 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
Better communication with families/ Operate with families		30	61	27	22	8	44	2	10	6
	%	6.1%	5.9%	5.7%	6.0%	7.0%	5.6%	10.0%	8.5%	8.6%
More staff needed		13	23	8	13	6	15	2	3	1
	%	2.6%	2.2%	1.7%	3.6%	5.2%	1.9%	10.0%	2.5%	1.4%
SUMMARY: RELATIONSHIP WITH SERVICE/STAFF		47	90	37	36	14	61	4	13	8
	%	9.6%	8.7%	7.8%	9.9%	12.2%	7.8%	20.0%	11.0%	11.4%
More staff training		12	19	6	7	5	12	1	2	1
	%	2.4%	1.8%	1.3%	1.9%	4.3%	1.5%	5.0%	1.7%	1.4%
More attention to social, cooperative skills of client		2	7	4	2	1	5	1	2	
	%	.4%	.7%	.8%	.5%	.9%	.6%	5.0%	1.7%	
Treat clients with respect/ Don't treat adults like children		3	5	3	1	1	3		1	
	%	.6%	.5%	.6%	.3%	.9%	.4%		.8%	
SUMMARY: QUALITY OF SERVICE		17	30	13	10	7	19	2	5	1
	%	3.5%	2.9%	2.7%	2.7%	6.1%	2.4%	10.0%	4.2%	1.4%
WANT TO CHANGE JOB/ CHANGE FROM SHELTER TO OPEN EMPL.		2	4	3			3			1
	%	.4%	.4%	.6%			.4%			1.4%
OTHER		5	12	6	6	2	9		1	
	%	1.0%	1.2%	1.3%	1.6%	1.7%	1.2%		.8%	
IRRELEVANT/ GENERAL COMMENT, COMPLAINT		28	51	29	24	5	39		8	2
	%	5.7%	4.9%	6.1%	6.6%	4.3%	5.0%		6.8%	2.9%
NO ANSWER		233	506	227	163	54	383	9	50	30
	%	47.4%	49.0%	47.9%	44.7%	47.0%	49.0%	45.0%	42.4%	42.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q19B - HOW COULD YOUR FAMILY MEMBER'S EMPLOYMENT 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 sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
							18-24 years	25-34 years	35-44 years	45+ years				
BASE: Family member receives Employment Services		49	681	231	24	182	257	384	240	131	651	154	269	25
	%	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%
Satisfied/ Happy with the service		5	97	32	3	19	30	53	32	21	82	23	39	3
	%	10.2%	14.2%	13.9%	12.5%	10.4%	11.7%	13.8%	13.3%	16.0%	12.6%	14.9%	14.5%	12.0%
More work hours available for clients			29	10	2	5	12	16	5	6	13	11	17	2
	%		4.3%	4.3%	8.3%	2.7%	4.7%	4.2%	2.1%	4.6%	2.0%	7.1%	6.3%	8.0%
Rural issues (more employment services)			1				1						1	
	%		.1%				.4%						.4%	
Transport/ Travel support needed			15	12		2	6	12	4		16	3	4	
	%		2.2%	5.2%		1.1%	2.3%	3.1%	1.7%		2.5%	1.9%	1.5%	
Cater for all disabilities/ Give attention to less able		4	20	5		2	7	14	4	3	16	4	12	3
	%	8.2%	2.9%	2.2%		1.1%	2.7%	3.6%	1.7%	2.3%	2.5%	2.6%	4.5%	12.0%
More employment services available in general		2	21	4		5	7	11	8	3	14	7	9	2
	%	4.1%	3.1%	1.7%		2.7%	2.7%	2.9%	3.3%	2.3%	2.2%	4.5%	3.3%	8.0%
More funding/ resources needed (generally)			25	17	1	4	15	14	7		18	9	14	1
	%		3.7%	7.4%	4.2%	2.2%	5.8%	3.6%	2.9%		2.8%	5.8%	5.2%	4.0%
SUMMARY: ACCESS TO SERVICES		11	188	74	6	36	71	107	58	33	153	50	86	10
	%	22.4%	27.6%	32.0%	25.0%	19.8%	27.6%	27.9%	24.2%	25.2%	23.5%	32.5%	32.0%	40.0%
GREATER CHOICES FOR/ INPUT FROM CLIENTS			18	5		4	7	10	2	1	10	4	5	
	%		2.6%	2.2%		2.2%	2.7%	2.6%	.8%	.8%	1.5%	2.6%	1.9%	
Better pay			11	4		5	7	5	3	1	14	1		1
	%		1.6%	1.7%		2.7%	2.7%	1.3%	1.3%	.8%	2.2%	.6%		4.0%
Facilities at work place			9	1			4	4	1		5	2	2	
	%		1.3%	.4%			1.6%	1.0%	.4%		.8%	1.3%	.7%	
Expected to do too much			9	1		2	1	3	3	3	5	3	1	
	%		1.3%	.4%		1.1%	.4%	.8%	1.3%	2.3%	.8%	1.9%	.4%	
Concern about job security		1	2	1		1		4		1	2	2	1	
	%	2.0%	.3%	.4%		.5%		1.0%		.8%	.3%	1.3%	.4%	
SUMMARY: QUALITY OF LIFE/ WORK		1	30	7		8	11	16	7	5	25	8	4	1
	%	2.0%	4.4%	3.0%		4.4%	4.3%	4.2%	2.9%	3.8%	3.8%	5.2%	1.5%	4.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q19B - HOW COULD YOUR FAMILY MEMBER'S EMPLOYMENT 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 sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
							18-24 years	25-34 years	35-44 years	45+ years				
More to do while at work/ Kept busier (even if no work)			3	1		3	1	3	2		4	2		
	%		.4%	.4%		1.6%	.4%	.8%	.8%		.6%	1.3%		
Less repetitive work/ More interesting, stimulating, variety		1	27	15	3	6	4	19	14	2	31	6	4	
	%	2.0%	4.0%	6.5%	12.5%	3.3%	1.6%	4.9%	5.8%	1.5%	4.8%	3.9%	1.5%	
More interaction in the 'real' world for clients			6	2		3	2	5	1	1	5	2	2	1
	%		.9%	.9%		1.6%	.8%	1.3%	.4%	.8%	.8%	1.3%	.7%	4.0%
Help client learn extra skills/ Supervised training		1	17	6		3	8	12	2	1	17	4	9	
	%	2.0%	2.5%	2.6%		1.6%	3.1%	3.1%	.8%	.8%	2.6%	2.6%	3.3%	
Recognise achievements/ Opportunity for qualifications			5	4			2	4	2		7		1	
	%		.7%	1.7%			.8%	1.0%	.8%		1.1%		.4%	
SUMMARY: PERSONAL DVP/ MNT/ COMM. INCLUSION		2	55	28	3	15	17	42	19	4	61	14	16	1
	%	4.1%	8.1%	12.1%	12.5%	8.2%	6.6%	10.9%	7.9%	3.1%	9.4%	9.1%	5.9%	4.0%
Staff turnover			8	3			3	4	1		3	2	6	
	%		1.2%	1.3%			1.2%	1.0%	.4%		.5%	1.3%	2.2%	
Better communication with families/ Operate with families		4	34	16		19	19	21	14	7	34	7	22	1
	%	8.2%	5.0%	6.9%		10.4%	7.4%	5.5%	5.8%	5.3%	5.2%	4.5%	8.2%	4.0%
More staff needed		1	17	5	1	2	4	7	10	2	18	1	2	2
	%	2.0%	2.5%	2.2%	4.2%	1.1%	1.6%	1.8%	4.2%	1.5%	2.8%	.6%	.7%	8.0%
SUMMARY: RELATIONSHIP WITH SERVICE/STAFF		5	58	23	1	21	26	30	25	9	54	10	29	3
	%	10.2%	8.5%	10.0%	4.2%	11.5%	10.1%	7.8%	10.4%	6.9%	8.3%	6.5%	10.8%	12.0%
More staff training			11	8	2	2	5	7	6	1	16	4	4	
	%		1.6%	3.5%	8.3%	1.1%	1.9%	1.8%	2.5%	.8%	2.5%	2.6%	1.5%	
More attention to social, cooperative skills of client			6	2		2	1	5		1	6			1
	%		.9%	.9%		1.1%	.4%	1.3%		.8%	.9%			4.0%
Treat clients with respect/ Don't treat adults like children		1	2	1		2	2		1	2	3	1	1	
	%	2.0%	.3%	.4%		1.1%	.8%		.4%	1.5%	.5%	.6%	.4%	
SUMMARY: QUALITY OF SERVICE		1	18	11	2	6	8	11	7	4	24	5	5	1
	%	2.0%	2.6%	4.8%	8.3%	3.3%	3.1%	2.9%	2.9%	3.1%	3.7%	3.2%	1.9%	4.0%
WANT TO CHANGE JOB/ CHANGE FROM SHELTER TO OPEN EMPL.		1	2			1	1	2		1	3		2	1
	%	2.0%	.3%			.5%	.4%	.5%		.8%	.5%		.7%	4.0%
OTHER			10	3		1	5	5	2		5	2	4	1
	%		1.5%	1.3%		.5%	1.9%	1.3%	.8%		.8%	1.3%	1.5%	4.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q19B - HOW COULD YOUR FAMILY MEMBER'S EMPLOYMENT 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 sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
							18-24 years	25-34 years	35-44 years	45+ years				
IRRELEVANT/ GENERAL COMMENT, COMPLAINT			32	13	1	9	17	15	11	7	29	10	16	2
	%		4.7%	5.6%	4.2%	4.9%	6.6%	3.9%	4.6%	5.3%	4.5%	6.5%	5.9%	8.0%
NO ANSWER		28	329	99	11	94	117	180	126	72	336	70	120	8
	%	57.1%	48.3%	42.9%	45.8%	51.6%	45.5%	46.9%	52.5%	55.0%	51.6%	45.5%	44.6%	32.0%

Q20 - OVER THE LAST 12 MONTHS, HAS YOUR FAMILY MEMBER WITH A DISABILITY LIVED IN A GROUP HOME, HOSTEL, RESIDENTIAL UNIT OR NURSING HOME; RECEIVED IN HOME SUPPORT OR ATTENDANT CARE; AND / OR LIVED IN AN ALTERNATIVE FAMILY PLACEMENT

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: All respondents			2435	380	520	406	283	470	217	58	101
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
RECEIVED RESIDENTIAL OR HOME SUPPORT SERVICES	Yes		1163	161	244	188	137	202	110	46	75
		%	47.8%	42.4%	46.9%	46.3%	48.4%	43.0%	50.7%	79.3%	74.3%
	No		1170	209	251	195	132	251	98	10	24
		%	48.0%	55.0%	48.3%	48.0%	46.6%	53.4%	45.2%	17.2%	23.8%
	Don't know		14	1	5	2	2	3	1		
		%	.6%	.3%	1.0%	.5%	.7%	.6%	.5%		
	No response		88	9	20	21	12	14	8	2	2
		%	3.6%	2.4%	3.8%	5.2%	4.2%	3.0%	3.7%	3.4%	2.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

**Q20 - OVER THE LAST 12 MONTHS, HAS YOUR FAMILY MEMBER WITH A DISABILITY
LIVED IN A GROUP HOME, HOSTEL, RESIDENTIAL UNIT OR NURSING HOME;
RECEIVED IN HOME SUPPORT OR ATTENDANT CARE; AND / OR
LIVED IN AN ALTERNATIVE FAMILY PLACEMENT**

							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: All respondents			1226	1032	1163	994	440	1392	70	423	239
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
RECEIVED RESIDENTIAL OR HOME SUPPORT SERVICES	Yes		634	474	1163	396	223	652	34	234	102
		%	51.7%	45.9%	100.0%	39.8%	50.7%	46.8%	48.6%	55.3%	42.7%
	No		548	519		557	199	693	29	173	122
		%	44.7%	50.3%		56.0%	45.2%	49.8%	41.4%	40.9%	51.0%
	Don't know		6	2		3	4	5	1	2	2
		%	.5%	.2%		.3%	.9%	.4%	1.4%	.5%	.8%
	No response		38	37		38	14	42	6	14	13
		%	3.1%	3.6%		3.8%	3.2%	3.0%	8.6%	3.3%	5.4%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

**Q20 - OVER THE LAST 12 MONTHS, HAS YOUR FAMILY MEMBER WITH A DISABILITY
LIVED IN A GROUP HOME, HOSTEL, RESIDENTIAL UNIT OR NURSING HOME;
RECEIVED IN HOME SUPPORT OR ATTENDANT CARE; AND / OR
LIVED IN AN ALTERNATIVE FAMILY PLACEMENT**

			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 Accommodatio n Service
								18-24 years	25-34 years	35-44 years	45+ years					
BASE: All respondents			226	1412	465	182	458	574	757	492	561	422	321	189	424	58
	%		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%
RECEIVED RESIDENTIAL OR HOME SUPPORT SERVICES	Yes		83	631	235	68	302	181	364	271	324	414	310	186	405	54
		%	36.7%	44.7%	50.5%	37.4%	65.9%	31.5%	48.1%	55.1%	57.8%	98.1%	96.6%	98.4%	95.5%	93.1%
	No		131	730	215	103	137	376	364	198	208	2	7	2	18	4
		%	58.0%	51.7%	46.2%	56.6%	29.9%	65.5%	48.1%	40.2%	37.1%	.5%	2.2%	1.1%	4.2%	6.9%
	Don't know		3	5	3	2	4	3	5	2	4					
		%	1.3%	.4%	.6%	1.1%	.9%	.5%	.7%	.4%	.7%					
	No response		9	46	12	9	15	14	24	21	25	6	4	1	1	
		%	4.0%	3.3%	2.6%	4.9%	3.3%	2.4%	3.2%	4.3%	4.5%	1.4%	1.2%	.5%	.2%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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			1163	161	244	188	137	202	110	46	75
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
TYPE OF RESIDENTIAL / HOME SUPPORT SERVICE	A group home (<6 people with disabilities)		414	62	82	58	37	49	55	16	55
		%	35.6%	38.5%	33.6%	30.9%	27.0%	24.3%	50.0%	34.8%	73.3%
	In -home support		405	35	103	76	51	67	30	25	18
		%	34.8%	21.7%	42.2%	40.4%	37.2%	33.2%	27.3%	54.3%	24.0%
	A hostel or large residential unit (7+)		310	59	48	46	39	78	35	3	2
		%	26.7%	36.6%	19.7%	24.5%	28.5%	38.6%	31.8%	6.5%	2.7%
	Attendant care		186	15	50	43	20	34	12	8	4
		%	16.0%	9.3%	20.5%	22.9%	14.6%	16.8%	10.9%	17.4%	5.3%
	Alternative family placement		33	5	5	6	6	4	4	2	1
		%	2.8%	3.1%	2.0%	3.2%	4.4%	2.0%	3.6%	4.3%	1.3%
	Other		21	4	5	2	4	5		1	
		%	1.8%	2.5%	2.0%	1.1%	2.9%	2.5%		2.2%	
	No response		11	1	2	2	2	2		1	1
		%	.9%	.6%	.8%	1.1%	1.5%	1.0%		2.2%	1.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
11/4/2000- 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			634	474	1163	396	223	652	34	234	102
	%		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		285	156	405	227	80	178	19	108	43
		%	45.0%	32.9%	34.8%	57.3%	35.9%	27.3%	55.9%	46.2%	42.2%
	A group home (<6 people with disabilities)		221	196	414	102	69	294	10	58	37
		%	34.9%	41.4%	35.6%	25.8%	30.9%	45.1%	29.4%	24.8%	36.3%
	A hostel or large residential unit (7+)		110	113	310	58	59	181	6	52	21
		%	17.4%	23.8%	26.7%	14.6%	26.5%	27.8%	17.6%	22.2%	20.6%
	Attendant care		123	44	186	89	55	62	8	48	19
		%	19.4%	9.3%	16.0%	22.5%	24.7%	9.5%	23.5%	20.5%	18.6%
	Alternative family placement		21	20	33	20	5	22		4	4
		%	3.3%	4.2%	2.8%	5.1%	2.2%	3.4%		1.7%	3.9%
	Other		12	11	21	9	3	11		4	6
		%	1.9%	2.3%	1.8%	2.3%	1.3%	1.7%		1.7%	5.9%
	No response		2	4	11	2	5	1		5	2
		%	.3%	.8%	.9%	.5%	2.2%	.2%		2.1%	2.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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 Accommodatio n Service
								18-24 years	25-34 years	35-44 years	45+ years					
BASE: Family member receives Accommodation Services			83	631	235	68	302	181	364	271	324	414	310	186	405	54
	%		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		57	201	57	44	88	80	119	79	116	40	22	88	405	11
		%	68.7%	31.9%	24.3%	64.7%	29.1%	44.2%	32.7%	29.2%	35.8%	9.7%	7.1%	47.3%	100.0%	20.4%
	A group home (<6 people with disabilities)		10	249	108	3	108	67	164	89	86	414	11	36	40	7
		%	12.0%	39.5%	46.0%	4.4%	35.8%	37.0%	45.1%	32.8%	26.5%	100.0%	3.5%	19.4%	9.9%	13.0%
	A hostel or large residential unit (7+)		4	171	72	11	103	24	87	88	108	11	310	31	22	4
		%	4.8%	27.1%	30.6%	16.2%	34.1%	13.3%	23.9%	32.5%	33.3%	2.7%	100.0%	16.7%	5.4%	7.4%
	Attendant care		31	82	28	26	41	32	33	44	72	36	31	186	88	8
		%	37.3%	13.0%	11.9%	38.2%	13.6%	17.7%	9.1%	16.2%	22.2%	8.7%	10.0%	100.0%	21.7%	14.8%
	Alternative family placement		2	19	1		11	8	8	8	9	6	3	6	9	33
		%	2.4%	3.0%	.4%		3.6%	4.4%	2.2%	3.0%	2.8%	1.4%	1.0%	3.2%	2.2%	61.1%
	Other		1	7	7	4	5	1	2	8	9	1	1	2	2	21
		%	1.2%	1.1%	3.0%	5.9%	1.7%	.6%	.5%	3.0%	2.8%	.2%	.3%	1.1%	.5%	38.9%
	No response		2	2	2	2	5		3	3	5					
		%	2.4%	.3%	.9%	2.9%	1.7%		.8%	1.1%	1.5%					

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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 Accommodation Services			1163	161	244	188	137	202	110	46	75
	%		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		605	86	147	84	70	95	55	29	39
		%	52.0%	53.4%	60.2%	44.7%	51.1%	47.0%	50.0%	63.0%	52.0%
	Some of the time		198	22	40	47	19	33	21	5	11
		%	17.0%	13.7%	16.4%	25.0%	13.9%	16.3%	19.1%	10.9%	14.7%
	Rarely/ Never		130	17	26	24	13	23	20	4	3
		%	11.2%	10.6%	10.7%	12.8%	9.5%	11.4%	18.2%	8.7%	4.0%
	Don't know		62	9	9	8	11	12	3	5	5
		%	5.3%	5.6%	3.7%	4.3%	8.0%	5.9%	2.7%	10.9%	6.7%
	Doesn't apply		141	24	18	21	22	32	10	2	12
		%	12.1%	14.9%	7.4%	11.2%	16.1%	15.8%	9.1%	4.3%	16.0%
	No response		27	3	4	4	2	7	1	1	5
		%	2.3%	1.9%	1.6%	2.1%	1.5%	3.5%	.9%	2.2%	6.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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 Accommodation Services			634	474	1163	396	223	652	34	234	102
	%		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	241	605	200	110	361	15	95	47
		%	50.2%	50.8%	52.0%	50.5%	49.3%	55.4%	44.1%	40.6%	46.1%
	Some of the time		148	80	198	94	41	95	4	58	22
		%	23.3%	16.9%	17.0%	23.7%	18.4%	14.6%	11.8%	24.8%	21.6%
	Rarely/ Never		79	64	130	62	32	70	12	27	14
		%	12.5%	13.5%	11.2%	15.7%	14.3%	10.7%	35.3%	11.5%	13.7%
	Don't know		23	25	62	17	11	25	1	22	3
		%	3.6%	5.3%	5.3%	4.3%	4.9%	3.8%	2.9%	9.4%	2.9%
	Doesn't apply		58	57	141	16	22	89	2	22	14
		%	9.1%	12.0%	12.1%	4.0%	9.9%	13.7%	5.9%	9.4%	13.7%
	No response		8	7	27	7	7	12		10	2
		%	1.3%	1.5%	2.3%	1.8%	3.1%	1.8%		4.3%	2.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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 Accommodation Services			83	631	235	68	302	181	364	271	324	414	310	186	405	54
	%		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		41	301	120	45	165	71	184	146	195	221	163	106	217	22
		%	49.4%	47.7%	51.1%	66.2%	54.6%	39.2%	50.5%	53.9%	60.2%	53.4%	52.6%	57.0%	53.6%	40.7%
	Some of the time		20	122	40	9	41	55	62	34	42	68	39	33	88	11
		%	24.1%	19.3%	17.0%	13.2%	13.6%	30.4%	17.0%	12.5%	13.0%	16.4%	12.6%	17.7%	21.7%	20.4%
	Rarely/ Never		9	76	30	7	34	24	47	27	30	38	30	19	54	8
		%	10.8%	12.0%	12.8%	10.3%	11.3%	13.3%	12.9%	10.0%	9.3%	9.2%	9.7%	10.2%	13.3%	14.8%
	Don't know		4	27	11	2	21	15	16	14	14	19	15	8	17	5
		%	4.8%	4.3%	4.7%	2.9%	7.0%	8.3%	4.4%	5.2%	4.3%	4.6%	4.8%	4.3%	4.2%	9.3%
	Doesn't apply		5	89	32	5	30	14	50	40	33	62	55	16	22	7
		%	6.0%	14.1%	13.6%	7.4%	9.9%	7.7%	13.7%	14.8%	10.2%	15.0%	17.7%	8.6%	5.4%	13.0%
	No response		4	16	2		11	2	5	10	10	6	8	4	7	1
		%	4.8%	2.5%	.9%		3.6%	1.1%	1.4%	3.7%	3.1%	1.4%	2.6%	2.2%	1.7%	1.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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 Accommodation Services			1163	161	244	188	137	202	110	46	75
	%		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		746	116	162	114	80	130	61	31	52
		%	64.1%	72.0%	66.4%	60.6%	58.4%	64.4%	55.5%	67.4%	69.3%
	Some of the time		209	22	45	40	26	28	23	10	15
		%	18.0%	13.7%	18.4%	21.3%	19.0%	13.9%	20.9%	21.7%	20.0%
	Rarely/ Never		122	13	25	23	17	23	14	2	5
		%	10.5%	8.1%	10.2%	12.2%	12.4%	11.4%	12.7%	4.3%	6.7%
	Don't know		9			1	2	3		1	2
		%	.8%			.5%	1.5%	1.5%		2.2%	2.7%
	Doesn't apply		57	7	9	8	9	13	10	1	
		%	4.9%	4.3%	3.7%	4.3%	6.6%	6.4%	9.1%	2.2%	
	No response		20	3	3	2	3	5	2	1	1
		%	1.7%	1.9%	1.2%	1.1%	2.2%	2.5%	1.8%	2.2%	1.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

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

			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 Accommodation Services			634	474	1163	396	223	652	34	234	102
	%		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	304	746	224	133	453	19	130	58
		%	63.7%	64.1%	64.1%	56.6%	59.6%	69.5%	55.9%	55.6%	56.9%
	Some of the time		132	90	209	89	40	109	5	47	21
		%	20.8%	19.0%	18.0%	22.5%	17.9%	16.7%	14.7%	20.1%	20.6%
	Rarely/ Never		68	53	122	56	28	53	7	41	13
		%	10.7%	11.2%	10.5%	14.1%	12.6%	8.1%	20.6%	17.5%	12.7%
	Don't know		2	1	9	4	2	1		3	1
		%	.3%	.2%	.8%	1.0%	.9%	.2%		1.3%	1.0%
	Doesn't apply		24	23	57	18	14	31	3	7	6
		%	3.8%	4.9%	4.9%	4.5%	6.3%	4.8%	8.8%	3.0%	5.9%
	No response		4	3	20	5	6	5		6	3
		%	.6%	.6%	1.7%	1.3%	2.7%	.8%		2.6%	2.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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 Accommodation Services			83	631	235	68	302	181	364	271	324	414	310	186	405	54
	%		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	411	142	45	185	103	240	175	211	293	195	117	254	24
		%	61.4%	65.1%	60.4%	66.2%	61.3%	56.9%	65.9%	64.6%	65.1%	70.8%	62.9%	62.9%	62.7%	44.4%
	Some of the time		18	114	43	11	59	42	70	42	51	73	48	35	79	11
		%	21.7%	18.1%	18.3%	16.2%	19.5%	23.2%	19.2%	15.5%	15.7%	17.6%	15.5%	18.8%	19.5%	20.4%
	Rarely/ Never		7	69	28	5	30	29	34	27	32	32	36	23	47	8
		%	8.4%	10.9%	11.9%	7.4%	9.9%	16.0%	9.3%	10.0%	9.9%	7.7%	11.6%	12.4%	11.6%	14.8%
	Don't know		2	4	1		3	1	1	4	2	2	3	3	2	
		%	2.4%	.6%	.4%		1.0%	.6%	.3%	1.5%	.6%	.5%	1.0%	1.6%	.5%	
	Doesn't apply		1	25	17	6	18	4	17	17	18	11	21	5	16	8
		%	1.2%	4.0%	7.2%	8.8%	6.0%	2.2%	4.7%	6.3%	5.6%	2.7%	6.8%	2.7%	4.0%	14.8%
	No response		4	8	4	1	7	2	2	6	10	3	7	3	7	3
		%	4.8%	1.3%	1.7%	1.5%	2.3%	1.1%	.5%	2.2%	3.1%	.7%	2.3%	1.6%	1.7%	5.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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 Accommodation Services			1163	161	244	188	137	202	110	46	75
	%		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		770	115	161	124	83	142	63	30	52
		%	66.2%	71.4%	66.0%	66.0%	60.6%	70.3%	57.3%	65.2%	69.3%
	Some of the time		259	31	57	37	34	40	28	14	18
		%	22.3%	19.3%	23.4%	19.7%	24.8%	19.8%	25.5%	30.4%	24.0%
	Rarely/ Never		95	10	21	23	14	11	14		2
		%	8.2%	6.2%	8.6%	12.2%	10.2%	5.4%	12.7%		2.7%
	Don't know		14	2	1	3	3	3	1		1
		%	1.2%	1.2%	.4%	1.6%	2.2%	1.5%	.9%		1.3%
	No response		25	3	4	1	3	6	4	2	2
		%	2.1%	1.9%	1.6%	.5%	2.2%	3.0%	3.6%	4.3%	2.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

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

			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 Accommodation Services			634	474	1163	396	223	652	34	234	102
	%		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		419	304	770	244	141	466	18	138	65
		%	66.1%	64.1%	66.2%	61.6%	63.2%	71.5%	52.9%	59.0%	63.7%
	Some of the time		146	113	259	91	53	125	10	63	22
		%	23.0%	23.8%	22.3%	23.0%	23.8%	19.2%	29.4%	26.9%	21.6%
	Rarely/ Never		53	45	95	44	20	47	5	23	10
		%	8.4%	9.5%	8.2%	11.1%	9.0%	7.2%	14.7%	9.8%	9.8%
	Don't know		6	5	14	8	3	2	1	3	1
		%	.9%	1.1%	1.2%	2.0%	1.3%	.3%	2.9%	1.3%	1.0%
	No response		10	7	25	9	6	12		7	4
		%	1.6%	1.5%	2.1%	2.3%	2.7%	1.8%		3.0%	3.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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 Accommodation Services			83	631	235	68	302	181	364	271	324	414	310	186	405	54
	%		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		51	427	145	49	185	116	234	189	215	292	201	134	266	24
		%	61.4%	67.7%	61.7%	72.1%	61.3%	64.1%	64.3%	69.7%	66.4%	70.5%	64.8%	72.0%	65.7%	44.4%
	Some of the time		26	130	61	12	78	40	88	55	70	91	70	36	89	14
		%	31.3%	20.6%	26.0%	17.6%	25.8%	22.1%	24.2%	20.3%	21.6%	22.0%	22.6%	19.4%	22.0%	25.9%
	Rarely/ Never		4	53	20	5	24	22	29	16	28	24	29	13	35	11
		%	4.8%	8.4%	8.5%	7.4%	7.9%	12.2%	8.0%	5.9%	8.6%	5.8%	9.4%	7.0%	8.6%	20.4%
	Don't know			8	3	2	5		7	3	4	3	4	1	4	1
		%		1.3%	1.3%	2.9%	1.7%		1.9%	1.1%	1.2%	.7%	1.3%	.5%	1.0%	1.9%
	No response		2	13	6		10	3	6	8	7	4	6	2	11	4
		%	2.4%	2.1%	2.6%		3.3%	1.7%	1.6%	3.0%	2.2%	1.0%	1.9%	1.1%	2.7%	7.4%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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 Accommodation Services			1163	161	244	188	137	202	110	46	75
	%		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		813	121	173	129	92	140	73	33	52
		%	69.9%	75.2%	70.9%	68.6%	67.2%	69.3%	66.4%	71.7%	69.3%
	Some of the time		190	25	31	28	28	32	22	11	13
		%	16.3%	15.5%	12.7%	14.9%	20.4%	15.8%	20.0%	23.9%	17.3%
	Rarely/ Never		72	5	25	14	8	14	3	1	2
		%	6.2%	3.1%	10.2%	7.4%	5.8%	6.9%	2.7%	2.2%	2.7%
	Don't know		50	5	7	12	4	6	9		7
		%	4.3%	3.1%	2.9%	6.4%	2.9%	3.0%	8.2%		9.3%
	No response		38	5	8	5	5	10	3	1	1
		%	3.3%	3.1%	3.3%	2.7%	3.6%	5.0%	2.7%	2.2%	1.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

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

			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 Accommodation Services			634	474	1163	396	223	652	34	234	102
	%		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		424	339	813	247	146	487	20	151	69
		%	66.9%	71.5%	69.9%	62.4%	65.5%	74.7%	58.8%	64.5%	67.6%
	Some of the time		123	87	190	85	35	97	9	45	16
		%	19.4%	18.4%	16.3%	21.5%	15.7%	14.9%	26.5%	19.2%	15.7%
	Rarely/ Never		45	22	72	35	19	25	4	17	7
		%	7.1%	4.6%	6.2%	8.8%	8.5%	3.8%	11.8%	7.3%	6.9%
	Don't know		20	15	50	15	13	24	1	12	3
		%	3.2%	3.2%	4.3%	3.8%	5.8%	3.7%	2.9%	5.1%	2.9%
	No response		22	11	38	14	10	19		9	7
		%	3.5%	2.3%	3.3%	3.5%	4.5%	2.9%		3.8%	6.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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 Accommodation Services			83	631	235	68	302	181	364	271	324	414	310	186	405	54
	%		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		46	442	161	48	213	110	249	211	225	305	218	141	276	24
		%	55.4%	70.0%	68.5%	70.6%	70.5%	60.8%	68.4%	77.9%	69.4%	73.7%	70.3%	75.8%	68.1%	44.4%
	Some of the time		17	104	39	10	50	43	63	30	49	70	54	18	68	11
		%	20.5%	16.5%	16.6%	14.7%	16.6%	23.8%	17.3%	11.1%	15.1%	16.9%	17.4%	9.7%	16.8%	20.4%
	Rarely/ Never		11	40	12	6	16	14	25	8	25	16	13	15	35	9
		%	13.3%	6.3%	5.1%	8.8%	5.3%	7.7%	6.9%	3.0%	7.7%	3.9%	4.2%	8.1%	8.6%	16.7%
	Don't know		2	28	12	2	14	9	19	8	14	18	18	6	11	5
		%	2.4%	4.4%	5.1%	2.9%	4.6%	5.0%	5.2%	3.0%	4.3%	4.3%	5.8%	3.2%	2.7%	9.3%
	No response		7	17	11	2	9	5	8	14	11	5	7	6	15	5
		%	8.4%	2.7%	4.7%	2.9%	3.0%	2.8%	2.2%	5.2%	3.4%	1.2%	2.3%	3.2%	3.7%	9.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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 Accommodation Services			1163	161	244	188	137	202	110	46	75
	%		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		828	121	169	126	95	151	75	34	57
		%	71.2%	75.2%	69.3%	67.0%	69.3%	74.8%	68.2%	73.9%	76.0%
	Some of the time		165	21	38	29	22	22	17	8	8
		%	14.2%	13.0%	15.6%	15.4%	16.1%	10.9%	15.5%	17.4%	10.7%
	Rarely/ Never		43	3	12	9	6	7	4	1	1
		%	3.7%	1.9%	4.9%	4.8%	4.4%	3.5%	3.6%	2.2%	1.3%
	Don't know		50	3	10	11	7	6	6	1	6
		%	4.3%	1.9%	4.1%	5.9%	5.1%	3.0%	5.5%	2.2%	8.0%
	Doesn't apply		48	5	8	7	6	11	7	1	3
		%	4.1%	3.1%	3.3%	3.7%	4.4%	5.4%	6.4%	2.2%	4.0%
	No response		29	8	7	6	1	5	1	1	
		%	2.5%	5.0%	2.9%	3.2%	.7%	2.5%	.9%	2.2%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

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

			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 Accommodation Services			634	474	1163	396	223	652	34	234	102
	%		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		449	345	828	257	145	494	22	148	67
		%	70.8%	72.8%	71.2%	64.9%	65.0%	75.8%	64.7%	63.2%	65.7%
	Some of the time		104	68	165	77	36	85	6	42	17
		%	16.4%	14.3%	14.2%	19.4%	16.1%	13.0%	17.6%	17.9%	16.7%
	Rarely/ Never		25	17	43	21	7	15	4	12	5
		%	3.9%	3.6%	3.7%	5.3%	3.1%	2.3%	11.8%	5.1%	4.9%
	Don't know		23	25	50	21	12	25		15	4
		%	3.6%	5.3%	4.3%	5.3%	5.4%	3.8%		6.4%	3.9%
	Doesn't apply		22	11	48	12	13	20	2	6	2
		%	3.5%	2.3%	4.1%	3.0%	5.8%	3.1%	5.9%	2.6%	2.0%
	No response		11	8	29	8	10	13		11	7
		%	1.7%	1.7%	2.5%	2.0%	4.5%	2.0%		4.7%	6.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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 Accommodation Services			83	631	235	68	302	181	364	271	324	414	310	186	405	54
	%		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	451	149	52	217	113	258	200	240	305	208	139	299	28
		%	65.1%	71.5%	63.4%	76.5%	71.9%	62.4%	70.9%	73.8%	74.1%	73.7%	67.1%	74.7%	73.8%	51.9%
	Some of the time		16	82	53	9	42	41	48	35	36	62	49	26	53	10
		%	19.3%	13.0%	22.6%	13.2%	13.9%	22.7%	13.2%	12.9%	11.1%	15.0%	15.8%	14.0%	13.1%	18.5%
	Rarely/ Never		5	23	6	2	10	7	13	6	17	11	12	9	16	6
		%	6.0%	3.6%	2.6%	2.9%	3.3%	3.9%	3.6%	2.2%	5.2%	2.7%	3.9%	4.8%	4.0%	11.1%
	Don't know		2	32	8		14	8	18	9	14	17	14	8	17	3
		%	2.4%	5.1%	3.4%		4.6%	4.4%	4.9%	3.3%	4.3%	4.1%	4.5%	4.3%	4.2%	5.6%
	Doesn't apply		4	26	12	4	12	8	17	12	11	13	17	2	13	5
		%	4.8%	4.1%	5.1%	5.9%	4.0%	4.4%	4.7%	4.4%	3.4%	3.1%	5.5%	1.1%	3.2%	9.3%
	No response		2	17	7	1	7	4	10	9	6	6	10	2	7	2
		%	2.4%	2.7%	3.0%	1.5%	2.3%	2.2%	2.7%	3.3%	1.9%	1.4%	3.2%	1.1%	1.7%	3.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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 Accommodation Services			1163	161	244	188	137	202	110	46	75
	%		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		806	110	165	127	94	146	76	34	54
		%	69.3%	68.3%	67.6%	67.6%	68.6%	72.3%	69.1%	73.9%	72.0%
	Some of the time		202	30	47	33	21	26	24	6	15
		%	17.4%	18.6%	19.3%	17.6%	15.3%	12.9%	21.8%	13.0%	20.0%
	Rarely/ Never		70	11	14	18	10	8	4	2	3
		%	6.0%	6.8%	5.7%	9.6%	7.3%	4.0%	3.6%	4.3%	4.0%
	Don't know		42	5	10	3	4	11	4	2	3
		%	3.6%	3.1%	4.1%	1.6%	2.9%	5.4%	3.6%	4.3%	4.0%
	No response		43	5	8	7	8	11	2	2	
		%	3.7%	3.1%	3.3%	3.7%	5.8%	5.4%	1.8%	4.3%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

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

			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 Accommodation Services			634	474	1163	396	223	652	34	234	102
	%		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		407	331	806	216	148	482	17	141	65
		%	64.2%	69.8%	69.3%	54.5%	66.4%	73.9%	50.0%	60.3%	63.7%
	Some of the time		137	87	202	105	33	109	8	49	20
		%	21.6%	18.4%	17.4%	26.5%	14.8%	16.7%	23.5%	20.9%	19.6%
	Rarely/ Never		43	31	70	36	18	28	7	15	5
		%	6.8%	6.5%	6.0%	9.1%	8.1%	4.3%	20.6%	6.4%	4.9%
	Don't know		23	12	42	23	12	13		15	3
		%	3.6%	2.5%	3.6%	5.8%	5.4%	2.0%		6.4%	2.9%
	No response		24	13	43	16	12	20	2	14	9
		%	3.8%	2.7%	3.7%	4.0%	5.4%	3.1%	5.9%	6.0%	8.8%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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 Accommodation Services			83	631	235	68	302	181	364	271	324	414	310	186	405	54
	%		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	428	163	46	221	99	254	196	239	325	233	125	242	31
		%	61.4%	67.8%	69.4%	67.6%	73.2%	54.7%	69.8%	72.3%	73.8%	78.5%	75.2%	67.2%	59.8%	57.4%
	Some of the time		11	116	43	11	49	53	61	42	42	68	49	27	85	7
		%	13.3%	18.4%	18.3%	16.2%	16.2%	29.3%	16.8%	15.5%	13.0%	16.4%	15.8%	14.5%	21.0%	13.0%
	Rarely/ Never		8	50	11	3	9	16	25	12	17	13	12	16	39	10
		%	9.6%	7.9%	4.7%	4.4%	3.0%	8.8%	6.9%	4.4%	5.2%	3.1%	3.9%	8.6%	9.6%	18.5%
	Don't know		10	14	6	7	11	8	12	9	12	7	7	9	19	2
		%	12.0%	2.2%	2.6%	10.3%	3.6%	4.4%	3.3%	3.3%	3.7%	1.7%	2.3%	4.8%	4.7%	3.7%
	No response		3	23	12	1	12	5	12	12	14	1	9	9	20	4
		%	3.6%	3.6%	5.1%	1.5%	4.0%	2.8%	3.3%	4.4%	4.3%	.2%	2.9%	4.8%	4.9%	7.4%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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 Accommodation Services			1163	161	244	188	137	202	110	46	75
	%		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	110	170	118	89	143	76	33	53
		%	68.1%	68.3%	69.7%	62.8%	65.0%	70.8%	69.1%	71.7%	70.7%
	Some of the time		224	32	46	45	21	35	22	8	15
		%	19.3%	19.9%	18.9%	23.9%	15.3%	17.3%	20.0%	17.4%	20.0%
	Rarely/ Never		64	8	14	11	16	10	1	3	1
		%	5.5%	5.0%	5.7%	5.9%	11.7%	5.0%	.9%	6.5%	1.3%
	Don't know		46	6	8	8	4	7	6	2	5
		%	4.0%	3.7%	3.3%	4.3%	2.9%	3.5%	5.5%	4.3%	6.7%
	No response		37	5	6	6	7	7	5		1
		%	3.2%	3.1%	2.5%	3.2%	5.1%	3.5%	4.5%		1.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

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

			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 Accommodation Services			634	474	1163	396	223	652	34	234	102
	%		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		403	325	792	222	145	464	21	137	62
		%	63.6%	68.6%	68.1%	56.1%	65.0%	71.2%	61.8%	58.5%	60.8%
	Some of the time		149	99	224	114	38	121	8	65	20
		%	23.5%	20.9%	19.3%	28.8%	17.0%	18.6%	23.5%	27.8%	19.6%
	Rarely/ Never		41	25	64	31	17	24	4	15	7
		%	6.5%	5.3%	5.5%	7.8%	7.6%	3.7%	11.8%	6.4%	6.9%
	Don't know		23	18	46	18	12	26		7	3
		%	3.6%	3.8%	4.0%	4.5%	5.4%	4.0%		3.0%	2.9%
	No response		18	7	37	11	11	17	1	10	10
		%	2.8%	1.5%	3.2%	2.8%	4.9%	2.6%	2.9%	4.3%	9.8%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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 Accommodation Services			83	631	235	68	302	181	364	271	324	414	310	186	405	54
	%		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		53	420	160	47	212	97	255	186	239	310	231	125	238	31
		%	63.9%	66.6%	68.1%	69.1%	70.2%	53.6%	70.1%	68.6%	73.8%	74.9%	74.5%	67.2%	58.8%	57.4%
	Some of the time		18	131	37	13	57	55	69	46	47	68	43	40	107	10
		%	21.7%	20.8%	15.7%	19.1%	18.9%	30.4%	19.0%	17.0%	14.5%	16.4%	13.9%	21.5%	26.4%	18.5%
	Rarely/ Never		6	40	15	4	9	17	20	13	14	15	11	12	33	8
		%	7.2%	6.3%	6.4%	5.9%	3.0%	9.4%	5.5%	4.8%	4.3%	3.6%	3.5%	6.5%	8.1%	14.8%
	Don't know		4	20	11	3	14	8	13	11	13	16	12	3	15	4
		%	4.8%	3.2%	4.7%	4.4%	4.6%	4.4%	3.6%	4.1%	4.0%	3.9%	3.9%	1.6%	3.7%	7.4%
	No response		2	20	12	1	10	4	7	15	11	5	13	6	12	1
		%	2.4%	3.2%	5.1%	1.5%	3.3%	2.2%	1.9%	5.5%	3.4%	1.2%	4.2%	3.2%	3.0%	1.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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 Accommodation Services			1163	161	244	188	137	202	110	46	75
	%		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		809	108	177	131	92	145	71	33	52
		%	69.6%	67.1%	72.5%	69.7%	67.2%	71.8%	64.5%	71.7%	69.3%
	Some of the time		230	35	48	37	24	35	24	8	19
		%	19.8%	21.7%	19.7%	19.7%	17.5%	17.3%	21.8%	17.4%	25.3%
	Rarely/ Never		44	4	11	7	7	5	6	2	2
		%	3.8%	2.5%	4.5%	3.7%	5.1%	2.5%	5.5%	4.3%	2.7%
	Don't know		46	7	4	10	7	7	6	3	2
		%	4.0%	4.3%	1.6%	5.3%	5.1%	3.5%	5.5%	6.5%	2.7%
	No response		34	7	4	3	7	10	3		
		%	2.9%	4.3%	1.6%	1.6%	5.1%	5.0%	2.7%		

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

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

			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 Accommodation Services			634	474	1163	396	223	652	34	234	102
	%		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		443	320	809	260	148	468	19	151	70
		%	69.9%	67.5%	69.6%	65.7%	66.4%	71.8%	55.9%	64.5%	68.6%
	Some of the time		137	100	230	89	48	121	9	49	18
		%	21.6%	21.1%	19.8%	22.5%	21.5%	18.6%	26.5%	20.9%	17.6%
	Rarely/ Never		25	20	44	19	6	19	4	12	3
		%	3.9%	4.2%	3.8%	4.8%	2.7%	2.9%	11.8%	5.1%	2.9%
	Don't know		16	24	46	17	11	25	1	11	4
		%	2.5%	5.1%	4.0%	4.3%	4.9%	3.8%	2.9%	4.7%	3.9%
	No response		13	10	34	11	10	19	1	11	7
		%	2.1%	2.1%	2.9%	2.8%	4.5%	2.9%	2.9%	4.7%	6.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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 Accommodation Services			83	631	235	68	302	181	364	271	324	414	310	186	405	54
	%		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		56	427	157	49	213	117	243	186	248	296	208	141	286	30
		%	67.5%	67.7%	66.8%	72.1%	70.5%	64.6%	66.8%	68.6%	76.5%	71.5%	67.1%	75.8%	70.6%	55.6%
	Some of the time		22	129	50	13	60	44	78	52	49	84	62	31	89	10
		%	26.5%	20.4%	21.3%	19.1%	19.9%	24.3%	21.4%	19.2%	15.1%	20.3%	20.0%	16.7%	22.0%	18.5%
	Rarely/ Never		2	30	7	1	8	9	14	11	10	14	13	7	11	5
		%	2.4%	4.8%	3.0%	1.5%	2.6%	5.0%	3.8%	4.1%	3.1%	3.4%	4.2%	3.8%	2.7%	9.3%
	Don't know		1	28	10	3	11	6	21	10	8	17	17	3	9	5
		%	1.2%	4.4%	4.3%	4.4%	3.6%	3.3%	5.8%	3.7%	2.5%	4.1%	5.5%	1.6%	2.2%	9.3%
	No response		2	17	11	2	10	5	8	12	9	3	10	4	10	4
		%	2.4%	2.7%	4.7%	2.9%	3.3%	2.8%	2.2%	4.4%	2.8%	.7%	3.2%	2.2%	2.5%	7.4%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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 Accommodation Services			1163	161	244	188	137	202	110	46	75
	%		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		194	31	30	35	21	28	14	13	22
		%	16.7%	19.3%	12.3%	18.6%	15.3%	13.9%	12.7%	28.3%	29.3%
	Some of the time		458	66	93	88	37	74	48	11	41
		%	39.4%	41.0%	38.1%	46.8%	27.0%	36.6%	43.6%	23.9%	54.7%
	Rarely/ Never		384	48	96	48	59	74	33	19	7
		%	33.0%	29.8%	39.3%	25.5%	43.1%	36.6%	30.0%	41.3%	9.3%
	Don't know		81	10	13	13	13	17	10	2	3
		%	7.0%	6.2%	5.3%	6.9%	9.5%	8.4%	9.1%	4.3%	4.0%
	No response		46	6	12	4	7	9	5	1	2
		%	4.0%	3.7%	4.9%	2.1%	5.1%	4.5%	4.5%	2.2%	2.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

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

			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 Accommodation Services			634	474	1163	396	223	652	34	234	102
	%		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		107	74	194	75	35	106	7	52	23
		%	16.9%	15.6%	16.7%	18.9%	15.7%	16.3%	20.6%	22.2%	22.5%
	Some of the time		270	185	458	156	79	263	11	96	27
		%	42.6%	39.0%	39.4%	39.4%	35.4%	40.3%	32.4%	41.0%	26.5%
	Rarely/ Never		201	156	384	118	75	213	13	66	36
		%	31.7%	32.9%	33.0%	29.8%	33.6%	32.7%	38.2%	28.2%	35.3%
	Don't know		37	44	81	31	22	44	2	11	9
		%	5.8%	9.3%	7.0%	7.8%	9.9%	6.7%	5.9%	4.7%	8.8%
	No response		19	15	46	16	12	26	1	9	7
		%	3.0%	3.2%	4.0%	4.0%	5.4%	4.0%	2.9%	3.8%	6.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q22I - 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 Accommodation Services			83	631	235	68	302	181	364	271	324	414	310	186	405	54
	%		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		13	120	42	9	46	38	71	41	42	82	42	23	67	10
		%	15.7%	19.0%	17.9%	13.2%	15.2%	21.0%	19.5%	15.1%	13.0%	19.8%	13.5%	12.4%	16.5%	18.5%
	Some of the time		28	268	91	28	97	82	163	99	107	178	115	82	158	18
		%	33.7%	42.5%	38.7%	41.2%	32.1%	45.3%	44.8%	36.5%	33.0%	43.0%	37.1%	44.1%	39.0%	33.3%
	Rarely/ Never		31	176	75	26	121	45	95	92	139	133	110	67	138	14
		%	37.3%	27.9%	31.9%	38.2%	40.1%	24.9%	26.1%	33.9%	42.9%	32.1%	35.5%	36.0%	34.1%	25.9%
	Don't know		7	41	12	3	27	10	22	24	24	16	27	9	29	8
		%	8.4%	6.5%	5.1%	4.4%	8.9%	5.5%	6.0%	8.9%	7.4%	3.9%	8.7%	4.8%	7.2%	14.8%
	No response		4	26	15	2	11	6	13	15	12	5	16	5	13	4
		%	4.8%	4.1%	6.4%	2.9%	3.6%	3.3%	3.6%	5.5%	3.7%	1.2%	5.2%	2.7%	3.2%	7.4%

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 Accommodation Services			1163	161	244	188	137	202	110	46	75
	%		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		1051	143	227	170	124	184	91	46	66
		%	90.4%	88.8%	93.0%	90.4%	90.5%	91.1%	82.7%	100.0%	88.0%
	No		34	9	4	6	2	4	7		2
		%	2.9%	5.6%	1.6%	3.2%	1.5%	2.0%	6.4%		2.7%
	Don't know		41	4	6	7	5	7	8		4
		%	3.5%	2.5%	2.5%	3.7%	3.6%	3.5%	7.3%		5.3%
	No response		37	5	7	5	6	7	4		3
		%	3.2%	3.1%	2.9%	2.7%	4.4%	3.5%	3.6%		4.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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 Accommodation Services			634	474	1163	396	223	652	34	234	102
	%		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		571	430	1051	359	203	588	29	210	92
		%	90.1%	90.7%	90.4%	90.7%	91.0%	90.2%	85.3%	89.7%	90.2%
	No		25	14	34	13	5	18	1	5	3
		%	3.9%	3.0%	2.9%	3.3%	2.2%	2.8%	2.9%	2.1%	2.9%
	Don't know		20	17	41	8	8	25	2	9	2
		%	3.2%	3.6%	3.5%	2.0%	3.6%	3.8%	5.9%	3.8%	2.0%
	No response		18	13	37	16	7	21	2	10	5
		%	2.8%	2.7%	3.2%	4.0%	3.1%	3.2%	5.9%	4.3%	4.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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 Accommodation Services			83	631	235	68	302	181	364	271	324	414	310	186	405	54
	%		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	563	211	62	276	157	328	247	297	372	278	169	371	49
		%	92.8%	89.2%	89.8%	91.2%	91.4%	86.7%	90.1%	91.1%	91.7%	89.9%	89.7%	90.9%	91.6%	90.7%
	No		3	18	6	1	10	7	8	11	8	8	14	9	12	
		%	3.6%	2.9%	2.6%	1.5%	3.3%	3.9%	2.2%	4.1%	2.5%	1.9%	4.5%	4.8%	3.0%	
	Don't know		2	27	9	2	7	8	18	8	7	16	15	2	9	3
		%	2.4%	4.3%	3.8%	2.9%	2.3%	4.4%	4.9%	3.0%	2.2%	3.9%	4.8%	1.1%	2.2%	5.6%
	No response		1	23	9	3	9	9	10	5	12	18	3	6	13	2
		%	1.2%	3.6%	3.8%	4.4%	3.0%	5.0%	2.7%	1.8%	3.7%	4.3%	1.0%	3.2%	3.2%	3.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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 Accommodation Services			1163	161	244	188	137	202	110	46	75
	%		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		921	121	206	144	112	166	83	34	55
		%	79.2%	75.2%	84.4%	76.6%	81.8%	82.2%	75.5%	73.9%	73.3%
	Some of the time		153	25	25	28	12	27	16	9	11
		%	13.2%	15.5%	10.2%	14.9%	8.8%	13.4%	14.5%	19.6%	14.7%
	Rarely/ Never		17		3	3	2	3	5		1
		%	1.5%		1.2%	1.6%	1.5%	1.5%	4.5%		1.3%
	Don't know		33	9	3	7	1	2	3	3	5
		%	2.8%	5.6%	1.2%	3.7%	.7%	1.0%	2.7%	6.5%	6.7%
	No response		39	6	7	6	10	4	3		3
		%	3.4%	3.7%	2.9%	3.2%	7.3%	2.0%	2.7%		4.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q22K - DOES YOUR FAMILY MEMBER ENJOY WHERE THEY LIVE?

			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 Accommodation Services			634	474	1163	396	223	652	34	234	102
	%		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		497	380	921	303	173	520	24	185	77
		%	78.4%	80.2%	79.2%	76.5%	77.6%	79.8%	70.6%	79.1%	75.5%
	Some of the time		91	66	153	53	30	79	6	34	17
		%	14.4%	13.9%	13.2%	13.4%	13.5%	12.1%	17.6%	14.5%	16.7%
	Rarely/ Never		12	10	17	9	4	9	1	2	3
		%	1.9%	2.1%	1.5%	2.3%	1.8%	1.4%	2.9%	.9%	2.9%
	Don't know		15	7	33	11	8	24	1	2	2
		%	2.4%	1.5%	2.8%	2.8%	3.6%	3.7%	2.9%	.9%	2.0%
	No response		19	11	39	20	8	20	2	11	3
		%	3.0%	2.3%	3.4%	5.1%	3.6%	3.1%	5.9%	4.7%	2.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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 Accommodation Services			83	631	235	68	302	181	364	271	324	414	310	186	405	54
	%		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	493	182	57	236	131	286	216	267	316	235	163	342	41
		%	83.1%	78.1%	77.4%	83.8%	78.1%	72.4%	78.6%	79.7%	82.4%	76.3%	75.8%	87.6%	84.4%	75.9%
	Some of the time		13	83	33	4	46	32	45	39	35	62	44	14	43	8
		%	15.7%	13.2%	14.0%	5.9%	15.2%	17.7%	12.4%	14.4%	10.8%	15.0%	14.2%	7.5%	10.6%	14.8%
	Rarely/ Never			10	3	1	5	4	5	3	5	7	9	1	1	1
		%		1.6%	1.3%	1.5%	1.7%	2.2%	1.4%	1.1%	1.5%	1.7%	2.9%	.5%	.2%	1.9%
	Don't know			21	8	3	6	3	16	5	9	17	15	1	2	2
		%		3.3%	3.4%	4.4%	2.0%	1.7%	4.4%	1.8%	2.8%	4.1%	4.8%	.5%	.5%	3.7%
	No response		1	24	9	3	9	11	12	8	8	12	7	7	17	2
		%	1.2%	3.8%	3.8%	4.4%	3.0%	6.1%	3.3%	3.0%	2.5%	2.9%	2.3%	3.8%	4.2%	3.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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 Accommodation Services			1163	161	244	188	137	202	110	46	75
	%		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		779	116	156	114	96	139	74	34	50
		%	67.0%	72.0%	63.9%	60.6%	70.1%	68.8%	67.3%	73.9%	66.7%
	Some of the time		93	15	15	23	9	11	13	4	3
		%	8.0%	9.3%	6.1%	12.2%	6.6%	5.4%	11.8%	8.7%	4.0%
	Rarely/ Never		64	3	16	16	6	10	6	2	5
		%	5.5%	1.9%	6.6%	8.5%	4.4%	5.0%	5.5%	4.3%	6.7%
	Don't know		13		2	3	2	2	3		1
		%	1.1%		.8%	1.6%	1.5%	1.0%	2.7%		1.3%
	Doesn't apply		167	22	45	28	18	30	8	5	11
		%	14.4%	13.7%	18.4%	14.9%	13.1%	14.9%	7.3%	10.9%	14.7%
	No response		47	5	10	4	6	10	6	1	5
		%	4.0%	3.1%	4.1%	2.1%	4.4%	5.0%	5.5%	2.2%	6.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

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

			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 Accommodation Services			634	474	1163	396	223	652	34	234	102
	%		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		402	326	779	209	134	485	18	132	69
		%	63.4%	68.8%	67.0%	52.8%	60.1%	74.4%	52.9%	56.4%	67.6%
	Some of the time		51	44	93	37	19	50	6	20	7
		%	8.0%	9.3%	8.0%	9.3%	8.5%	7.7%	17.6%	8.5%	6.9%
	Rarely/ Never		37	25	64	28	16	24	3	17	5
		%	5.8%	5.3%	5.5%	7.1%	7.2%	3.7%	8.8%	7.3%	4.9%
	Don't know		8	8	13	7	2	6		3	2
		%	1.3%	1.7%	1.1%	1.8%	.9%	.9%		1.3%	2.0%
	Doesn't apply		111	57	167	98	43	64	4	49	12
		%	17.5%	12.0%	14.4%	24.7%	19.3%	9.8%	11.8%	20.9%	11.8%
	No response		25	14	47	17	9	23	3	13	7
		%	3.9%	3.0%	4.0%	4.3%	4.0%	3.5%	8.8%	5.6%	6.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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 Accommodation Services			83	631	235	68	302	181	364	271	324	414	310	186	405	54
	%		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		31	437	168	38	211	110	243	193	214	319	246	108	220	29
		%	37.3%	69.3%	71.5%	55.9%	69.9%	60.8%	66.8%	71.2%	66.0%	77.1%	79.4%	58.1%	54.3%	53.7%
	Some of the time		6	52	23	2	26	15	35	22	20	46	28	7	27	5
		%	7.2%	8.2%	9.8%	2.9%	8.6%	8.3%	9.6%	8.1%	6.2%	11.1%	9.0%	3.8%	6.7%	9.3%
	Rarely/ Never		4	27	14	3	24	9	20	9	26	18	17	12	21	7
		%	4.8%	4.3%	6.0%	4.4%	7.9%	5.0%	5.5%	3.3%	8.0%	4.3%	5.5%	6.5%	5.2%	13.0%
	Don't know		1	8	1	1	2	2	5	2	4	3	5	2	4	1
		%	1.2%	1.3%	.4%	1.5%	.7%	1.1%	1.4%	.7%	1.2%	.7%	1.6%	1.1%	1.0%	1.9%
	Doesn't apply		35	84	19	21	26	36	50	36	43	14	10	50	114	9
		%	42.2%	13.3%	8.1%	30.9%	8.6%	19.9%	13.7%	13.3%	13.3%	3.4%	3.2%	26.9%	28.1%	16.7%
	No response		6	23	10	3	13	9	11	9	17	14	4	7	19	3
		%	7.2%	3.6%	4.3%	4.4%	4.3%	5.0%	3.0%	3.3%	5.2%	3.4%	1.3%	3.8%	4.7%	5.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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 Accommodation Services			1163	161	244	188	137	202	110	46	75
	%		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		539	75	117	85	61	106	39	27	29
		%	46.3%	46.6%	48.0%	45.2%	44.5%	52.5%	35.5%	58.7%	38.7%
	Partly		255	35	59	47	29	32	21	6	26
		%	21.9%	21.7%	24.2%	25.0%	21.2%	15.8%	19.1%	13.0%	34.7%
	No		306	45	59	42	35	52	46	10	17
		%	26.3%	28.0%	24.2%	22.3%	25.5%	25.7%	41.8%	21.7%	22.7%
	Don't know		18		2	5	2	4	2	2	1
		%	1.5%		.8%	2.7%	1.5%	2.0%	1.8%	4.3%	1.3%
	No response		45	6	7	9	10	8	2	1	2
		%	3.9%	3.7%	2.9%	4.8%	7.3%	4.0%	1.8%	2.2%	2.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

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

			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 Accommodation Services			634	474	1163	396	223	652	34	234	102
	%		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		270	232	539	175	84	322	7	111	54
		%	42.6%	48.9%	46.3%	44.2%	37.7%	49.4%	20.6%	47.4%	52.9%
	Partly		153	100	255	93	50	156	7	45	18
		%	24.1%	21.1%	21.9%	23.5%	22.4%	23.9%	20.6%	19.2%	17.6%
	No		179	117	306	106	69	144	17	59	25
		%	28.2%	24.7%	26.3%	26.8%	30.9%	22.1%	50.0%	25.2%	24.5%
	Don't know		8	6	18	6	6	7		7	1
		%	1.3%	1.3%	1.5%	1.5%	2.7%	1.1%		3.0%	1.0%
	No response		24	19	45	16	14	23	3	12	4
		%	3.8%	4.0%	3.9%	4.0%	6.3%	3.5%	8.8%	5.1%	3.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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 Accommodation Services			83	631	235	68	302	181	364	271	324	414	310	186	405	54
	%		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		24	310	124	29	127	83	181	124	142	168	172	82	181	20
		%	28.9%	49.1%	52.8%	42.6%	42.1%	45.9%	49.7%	45.8%	43.8%	40.6%	55.5%	44.1%	44.7%	37.0%
	Partly		18	145	51	16	62	46	81	64	60	106	56	40	93	13
		%	21.7%	23.0%	21.7%	23.5%	20.5%	25.4%	22.3%	23.6%	18.5%	25.6%	18.1%	21.5%	23.0%	24.1%
	No		31	144	49	20	94	41	85	66	105	119	76	50	103	18
		%	37.3%	22.8%	20.9%	29.4%	31.1%	22.7%	23.4%	24.4%	32.4%	28.7%	24.5%	26.9%	25.4%	33.3%
	Don't know		4	6		2	9	3	4	3	7	7	3	5	7	1
		%	4.8%	1.0%		2.9%	3.0%	1.7%	1.1%	1.1%	2.2%	1.7%	1.0%	2.7%	1.7%	1.9%
	No response		6	26	11	1	10	8	13	14	10	14	3	9	21	2
		%	7.2%	4.1%	4.7%	1.5%	3.3%	4.4%	3.6%	5.2%	3.1%	3.4%	1.0%	4.8%	5.2%	3.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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 Accommodation Services			1163	161	244	188	137	202	110	46	75
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHOOSE THE STAFF WHO ASSIST	Yes		131	7	35	25	20	23	5	15	1
		%	11.3%	4.3%	14.3%	13.3%	14.6%	11.4%	4.5%	32.6%	1.3%
	Partly		134	14	33	34	17	18	10	3	5
		%	11.5%	8.7%	13.5%	18.1%	12.4%	8.9%	9.1%	6.5%	6.7%
	No		837	128	164	124	90	148	90	28	65
		%	72.0%	79.5%	67.2%	66.0%	65.7%	73.3%	81.8%	60.9%	86.7%
	Don't know		16	2	3	2	2	4	1		2
		%	1.4%	1.2%	1.2%	1.1%	1.5%	2.0%	.9%		2.7%
	No response		45	10	9	3	8	9	4		2
		%	3.9%	6.2%	3.7%	1.6%	5.8%	4.5%	3.6%		2.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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 Accommodation Services			634	474	1163	396	223	652	34	234	102
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHOOSE THE STAFF WHO ASSIST	Yes		94	42	131	86	23	54	3	45	15
		%	14.8%	8.9%	11.3%	21.7%	10.3%	8.3%	8.8%	19.2%	14.7%
	Partly		102	48	134	68	29	66	6	40	13
		%	16.1%	10.1%	11.5%	17.2%	13.0%	10.1%	17.6%	17.1%	12.7%
	No		410	355	837	222	159	501	21	136	67
		%	64.7%	74.9%	72.0%	56.1%	71.3%	76.8%	61.8%	58.1%	65.7%
	Don't know		9	10	16	6	4	7		4	3
		%	1.4%	2.1%	1.4%	1.5%	1.8%	1.1%		1.7%	2.9%
	No response		19	19	45	14	8	24	4	9	4
		%	3.0%	4.0%	3.9%	3.5%	3.6%	3.7%	11.8%	3.8%	3.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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 Accommodation Services			83	631	235	68	302	181	364	271	324	414	310	186	405	54
	%		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		14	67	18	15	29	34	28	24	41	17	7	41	88	10
		%	16.9%	10.6%	7.7%	22.1%	9.6%	18.8%	7.7%	8.9%	12.7%	4.1%	2.3%	22.0%	21.7%	18.5%
	Partly		15	68	25	16	22	29	46	24	29	36	8	31	89	6
		%	18.1%	10.8%	10.6%	23.5%	7.3%	16.0%	12.6%	8.9%	9.0%	8.7%	2.6%	16.7%	22.0%	11.1%
	No		49	461	180	32	236	107	273	209	235	345	284	107	205	32
		%	59.0%	73.1%	76.6%	47.1%	78.1%	59.1%	75.0%	77.1%	72.5%	83.3%	91.6%	57.5%	50.6%	59.3%
	Don't know		1	9	1	2	5	4	6	3	3	6	3	1	3	3
		%	1.2%	1.4%	.4%	2.9%	1.7%	2.2%	1.6%	1.1%	.9%	1.4%	1.0%	.5%	.7%	5.6%
	No response		4	26	11	3	10	7	11	11	16	10	8	6	20	3
		%	4.8%	4.1%	4.7%	4.4%	3.3%	3.9%	3.0%	4.1%	4.9%	2.4%	2.6%	3.2%	4.9%	5.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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 Accommodation Services			1163	161	244	188	137	202	110	46	75
	%		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		158	27	36	31	14	24	14	7	5
		%	13.6%	16.8%	14.8%	16.5%	10.2%	11.9%	12.7%	15.2%	6.7%
	No		772	107	161	120	100	142	70	28	44
		%	66.4%	66.5%	66.0%	63.8%	73.0%	70.3%	63.6%	60.9%	58.7%
	Don't know		183	19	38	30	14	28	22	10	22
		%	15.7%	11.8%	15.6%	16.0%	10.2%	13.9%	20.0%	21.7%	29.3%
	No response		50	8	9	7	9	8	4	1	4
		%	4.3%	5.0%	3.7%	3.7%	6.6%	4.0%	3.6%	2.2%	5.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

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

			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 Accommodation Services			634	474	1163	396	223	652	34	234	102
	%		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		93	62	158	77	26	85	10	37	15
		%	14.7%	13.1%	13.6%	19.4%	11.7%	13.0%	29.4%	15.8%	14.7%
	No		404	323	772	225	149	441	16	151	70
		%	63.7%	68.1%	66.4%	56.8%	66.8%	67.6%	47.1%	64.5%	68.6%
	Don't know		112	70	183	72	37	101	4	36	13
		%	17.7%	14.8%	15.7%	18.2%	16.6%	15.5%	11.8%	15.4%	12.7%
	No response		25	19	50	22	11	25	4	10	4
		%	3.9%	4.0%	4.3%	5.6%	4.9%	3.8%	11.8%	4.3%	3.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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 Accommodation Services			83	631	235	68	302	181	364	271	324	414	310	186	405	54
	%		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		11	89	35	8	36	29	64	27	36	49	54	15	50	12
		%	13.3%	14.1%	14.9%	11.8%	11.9%	16.0%	17.6%	10.0%	11.1%	11.8%	17.4%	8.1%	12.3%	22.2%
	No		52	410	150	45	215	103	233	182	238	280	210	126	258	30
		%	62.7%	65.0%	63.8%	66.2%	71.2%	56.9%	64.0%	67.2%	73.5%	67.6%	67.7%	67.7%	63.7%	55.6%
	Don't know		15	101	39	11	43	42	54	48	34	68	41	36	76	9
		%	18.1%	16.0%	16.6%	16.2%	14.2%	23.2%	14.8%	17.7%	10.5%	16.4%	13.2%	19.4%	18.8%	16.7%
	No response		5	31	11	4	8	7	13	14	16	17	5	9	21	3
		%	6.0%	4.9%	4.7%	5.9%	2.6%	3.9%	3.6%	5.2%	4.9%	4.1%	1.6%	4.8%	5.2%	5.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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 Accommodation Services			1163	161	244	188	137	202	110	46	75
	%		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		569	89	122	75	75	104	51	23	30
		%	48.9%	55.3%	50.0%	39.9%	54.7%	51.5%	46.4%	50.0%	40.0%
	Good		311	37	71	56	31	48	27	13	28
		%	26.7%	23.0%	29.1%	29.8%	22.6%	23.8%	24.5%	28.3%	37.3%
	OK		165	18	27	39	14	29	19	7	12
		%	14.2%	11.2%	11.1%	20.7%	10.2%	14.4%	17.3%	15.2%	16.0%
	Poor		32	7	6	9	1	4	3		2
		%	2.8%	4.3%	2.5%	4.8%	.7%	2.0%	2.7%		2.7%
	Very Poor		23	3	7	2	5	1	3	1	1
		%	2.0%	1.9%	2.9%	1.1%	3.6%	.5%	2.7%	2.2%	1.3%
	Don't know / no opinion		19	2	4	2	3	6	2		
		%	1.6%	1.2%	1.6%	1.1%	2.2%	3.0%	1.8%		
	No response		44	5	7	5	8	10	5	2	2
		%	3.8%	3.1%	2.9%	2.7%	5.8%	5.0%	4.5%	4.3%	2.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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 Accommodation Services			634	474	1163	396	223	652	34	234	102
	%		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		292	240	569	161	97	353	16	86	58
		%	46.1%	50.6%	48.9%	40.7%	43.5%	54.1%	47.1%	36.8%	56.9%
	Good		184	114	311	116	67	160	6	78	20
		%	29.0%	24.1%	26.7%	29.3%	30.0%	24.5%	17.6%	33.3%	19.6%
	OK		97	68	165	68	36	80	5	43	12
		%	15.3%	14.3%	14.2%	17.2%	16.1%	12.3%	14.7%	18.4%	11.8%
	Poor		16	11	32	16	8	17	2	5	4
		%	2.5%	2.3%	2.8%	4.0%	3.6%	2.6%	5.9%	2.1%	3.9%
	Very Poor		16	12	23	11		12	1	7	3
		%	2.5%	2.5%	2.0%	2.8%		1.8%	2.9%	3.0%	2.9%
	Don't know / no opinion		11	12	19	8	6	10		4	1
		%	1.7%	2.5%	1.6%	2.0%	2.7%	1.5%		1.7%	1.0%
	No response		18	17	44	16	9	20	4	11	4
		%	2.8%	3.6%	3.8%	4.0%	4.0%	3.1%	11.8%	4.7%	3.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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 Othe Accommodatio n Service
								18-24 years	25-34 years	35-44 years	45+ years					
BASE: Family member receives Accommodation Services			83	631	235	68	302	181	364	271	324	414	310	186	405	54
	%		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		33	306	111	32	159	79	178	129	170	217	165	89	183	17
		%	39.8%	48.5%	47.2%	47.1%	52.6%	43.6%	48.9%	47.6%	52.5%	52.4%	53.2%	47.8%	45.2%	31.5%
	Good		17	178	62	22	78	52	89	83	80	111	77	58	116	18
		%	20.5%	28.2%	26.4%	32.4%	25.8%	28.7%	24.5%	30.6%	24.7%	26.8%	24.8%	31.2%	28.6%	33.3%
	OK		21	83	39	9	38	27	57	37	41	60	44	23	54	7
		%	25.3%	13.2%	16.6%	13.2%	12.6%	14.9%	15.7%	13.7%	12.7%	14.5%	14.2%	12.4%	13.3%	13.0%
	Poor		4	15	11	1	5	7	14	4	7	9	8	4	15	1
		%	4.8%	2.4%	4.7%	1.5%	1.7%	3.9%	3.8%	1.5%	2.2%	2.2%	2.6%	2.2%	3.7%	1.9%
	Very Poor		3	15		1	5	5	7	4	7	4	7	4	8	3
		%	3.6%	2.4%		1.5%	1.7%	2.8%	1.9%	1.5%	2.2%	1.0%	2.3%	2.2%	2.0%	5.6%
	Don't know / no opinion		2	11	3	1	4	3	8	5	3	5	1	2	6	5
		%	2.4%	1.7%	1.3%	1.5%	1.3%	1.7%	2.2%	1.8%	.9%	1.2%	.3%	1.1%	1.5%	9.3%
	No response		3	23	9	2	13	8	11	9	16	8	8	6	23	3
		%	3.6%	3.6%	3.8%	2.9%	4.3%	4.4%	3.0%	3.3%	4.9%	1.9%	2.6%	3.2%	5.7%	5.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q24b - 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 Accommodation Services		1163	161	244	188	137	202	110	46	75
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Satisfied/ Happy with services		127	24	25	15	13	26	14	3	7
	%	10.9%	14.9%	10.2%	8.0%	9.5%	12.9%	12.7%	6.5%	9.3%
More frequent/ regular contact with clients		16		6	2	2	2	3	1	
	%	1.4%		2.5%	1.1%	1.5%	1.0%	2.7%	2.2%	
More information about what is available		6		1	2	1		1	1	
	%	.5%		.4%	1.1%	.7%		.9%	2.2%	
Increase in hours for attendant care/ More staffing hours		61	8	13	17	5	9	4	1	4
	%	5.2%	5.0%	5.3%	9.0%	3.6%	4.5%	3.6%	2.2%	5.3%
More residential services/ communities available		27	5	7	7	2	2	2	2	
	%	2.3%	3.1%	2.9%	3.7%	1.5%	1.0%	1.8%	4.3%	
Provide better/ more in home support services		30	3	7	7	3	2	3	3	2
	%	2.6%	1.9%	2.9%	3.7%	2.2%	1.0%	2.7%	6.5%	2.7%
More carers/ more staff needed		53	18	8	7	6	10	2		2
	%	4.6%	11.2%	3.3%	3.7%	4.4%	5.0%	1.8%		2.7%
More funding needed		84	16	17	20	5	13	5	6	2
	%	7.2%	9.9%	7.0%	10.6%	3.6%	6.4%	4.5%	13.0%	2.7%
Transport for outings		6	1	3	1		1			
	%	.5%	.6%	1.2%	.5%		.5%			
Closer residential service		3	1		1	1				
	%	.3%	.6%		.5%	.7%				
Choice of accommodation		5		1	1	1	1	1		
	%	.4%		.4%	.5%	.7%	.5%	.9%		

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q24b - 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
SUMMARY: ACCESS TO SERVICES		358	66	71	68	37	57	31	13	15
	%	30.8%	41.0%	29.1%	36.2%	27.0%	28.2%	28.2%	28.3%	20.0%
Reduce number living in a residential setting		11		2	1	1	6		1	
	%	.9%		.8%	.5%	.7%	3.0%		2.2%	
More space needed at accommodation		8	1	2	1		1		1	2
	%	.7%	.6%	.8%	.5%		.5%		2.2%	2.7%
More facilities required		12	2	2	2	3			2	1
	%	1.0%	1.2%	.8%	1.1%	2.2%			4.3%	1.3%
Change housemates		16	2	1	1	1	2	4	3	2
	%	1.4%	1.2%	.4%	.5%	.7%	1.0%	3.6%	6.5%	2.7%
Change area/ Move		3				1	1	1		
	%	.3%				.7%	.5%	.9%		
Other to do with accommodation		18	2	1	2	4	5	3		1
	%	1.5%	1.2%	.4%	1.1%	2.9%	2.5%	2.7%		1.3%
SUMMARY: QUALITY OF LIFE/ WORK		59	7	6	7	10	13	7	5	4
	%	5.1%	4.3%	2.5%	3.7%	7.3%	6.4%	6.4%	10.9%	5.3%
More interesting programs/ More activities/ Recreation		43	4	7	11	2	11	5	2	1
	%	3.7%	2.5%	2.9%	5.9%	1.5%	5.4%	4.5%	4.3%	1.3%
Better hygiene provided for clients		16	2	7	2	1	3	1		
	%	1.4%	1.2%	2.9%	1.1%	.7%	1.5%	.9%		
Help client learn skills to live more independently		8	2	1	2		3			
	%	.7%	1.2%	.4%	1.1%		1.5%			
SUMMARY: PERSONAL DVPMT/ COMM. INCLUSION		64	8	14	15	3	15	6	2	1
	%	5.5%	5.0%	5.7%	8.0%	2.2%	7.4%	5.5%	4.3%	1.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q24b - 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
Staff turnover (less changes/ more consistent)		61	7	11	11	4	5	4	1	18
	%	5.2%	4.3%	4.5%	5.9%	2.9%	2.5%	3.6%	2.2%	24.0%
Permanent staff (long term/ less use of agency, casuals)		25	3	4	2	2	3			11
	%	2.1%	1.9%	1.6%	1.1%	1.5%	1.5%			14.7%
Regular progress reports		4		1	1	1		1		
	%	.3%		.4%	.5%	.7%		.9%		
More contact with family/ Encourage family contact		38	2	4	14	6	4	3		5
	%	3.3%	1.2%	1.6%	7.4%	4.4%	2.0%	2.7%		6.7%
Improve staff motivation/ morale		14		3	4	2	3	2		
	%	1.2%		1.2%	2.1%	1.5%	1.5%	1.8%		
More personal care/ Personalised service		26	4	7	1	3	5	1	1	4
	%	2.2%	2.5%	2.9%	.5%	2.2%	2.5%	.9%	2.2%	5.3%
SUMMARY: RELATIONSHIP WITH SERVICE/STAFF		142	14	26	24	16	20	9	2	31
	%	12.2%	8.7%	10.7%	12.8%	11.7%	9.9%	8.2%	4.3%	41.3%
More training for staff		57	6	12	16	7	5	5	3	3
	%	4.9%	3.7%	4.9%	8.5%	5.1%	2.5%	4.5%	6.5%	4.0%
Staff follow up queries, complaints/ Do what they say		2							1	1
	%	.2%							2.2%	1.3%
Better coordination of staff		16	1	1	4	4	4		1	1
	%	1.4%	.6%	.4%	2.1%	2.9%	2.0%		2.2%	1.3%
More supervision during off work hours/ at night		10	1	1	1		3	2	1	1
	%	.9%	.6%	.4%	.5%		1.5%	1.8%	2.2%	1.3%
Prompt service		2						1	1	
	%	.2%						.9%	2.2%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q24b - 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
SUMMARY: QUALITY OF SERVICE		82	8	13	18	11	11	8	7	6
	%	7.1%	5.0%	5.3%	9.6%	8.0%	5.4%	7.3%	15.2%	8.0%
CONCERN ABOUT CARE IN THE LONG TERM		3	1		1		1			
	%	.3%	.6%		.5%		.5%			
SUMMARY: CHOICE/ SELF DETERMINATION		6	1	2			1	1		1
	%	.5%	.6%	.8%			.5%	.9%		1.3%
Service to be more accountable to clients		1					1			
	%	.1%					.5%			
Get rid of Dept overheads/ Run locally		7	2	1	2			2		
	%	.6%	1.2%	.4%	1.1%			1.8%		
Get rid of present Board of Management		2						2		
	%	.2%						1.8%		
SUMMARY: EFFECTIVENESS		10	2	1	2		1	4		
	%	.9%	1.2%	.4%	1.1%		.5%	3.6%		
OTHER		8	2	2	2	2				
	%	.7%	1.2%	.8%	1.1%	1.5%				
IRRELEVANT/ GENERAL COMMENT, COMPLAINT		53	7	12	6	12	8	6	2	
	%	4.6%	4.3%	4.9%	3.2%	8.8%	4.0%	5.5%	4.3%	
NO ANSWER		517	65	120	76	64	95	49	22	26
	%	44.5%	40.4%	49.2%	40.4%	46.7%	47.0%	44.5%	47.8%	34.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q24b - 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 Accommodation Services		634	474	1163	396	223	652	34	234	102
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Satisfied/ Happy with services		58	57	127	36	20	85	1	22	16
	%	9.1%	12.0%	10.9%	9.1%	9.0%	13.0%	2.9%	9.4%	15.7%
More frequent/ regular contact with clients		9	7	16	6	3	7	1	3	2
	%	1.4%	1.5%	1.4%	1.5%	1.3%	1.1%	2.9%	1.3%	2.0%
More information about what is available		5	3	6	2	2	2		2	1
	%	.8%	.6%	.5%	.5%	.9%	.3%		.9%	1.0%
Increase in hours for attendant care/ More staffing hours		45	27	61	33	12	30	1	24	3
	%	7.1%	5.7%	5.2%	8.3%	5.4%	4.6%	2.9%	10.3%	2.9%
More residential services/ communities available		18	11	27	17	6	15	2	3	2
	%	2.8%	2.3%	2.3%	4.3%	2.7%	2.3%	5.9%	1.3%	2.0%
Provide better/ more in home support services		15	14	30	17	6	13	3	7	4
	%	2.4%	3.0%	2.6%	4.3%	2.7%	2.0%	8.8%	3.0%	3.9%
More carers/ more staff needed		20	15	53	6	9	30	1	14	5
	%	3.2%	3.2%	4.6%	1.5%	4.0%	4.6%	2.9%	6.0%	4.9%
More funding needed		54	30	84	32	9	52	2	21	5
	%	8.5%	6.3%	7.2%	8.1%	4.0%	8.0%	5.9%	9.0%	4.9%
Transport for outings		3	3	6	1	2	4			1
	%	.5%	.6%	.5%	.3%	.9%	.6%			1.0%
Closer residential service		1	2	3	1		1	1	1	
	%	.2%	.4%	.3%	.3%		.2%	2.9%	.4%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q24b - 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
Choice of accommodation		3	5	5	2		3	1		1
	%	.5%	1.1%	.4%	.5%		.5%	2.9%		1.0%
SUMMARY: ACCESS TO SERVICES		196	149	358	129	58	205	9	86	34
	%	30.9%	31.4%	30.8%	32.6%	26.0%	31.4%	26.5%	36.8%	33.3%
Reduce number living in a residential setting		6	3	11	1	1	8		2	
	%	.9%	.6%	.9%	.3%	.4%	1.2%		.9%	
More space needed at accommodation		4	3	8	1	1	6		3	1
	%	.6%	.6%	.7%	.3%	.4%	.9%		1.3%	1.0%
More facilities required		4	4	12	2	2	6		6	1
	%	.6%	.8%	1.0%	.5%	.9%	.9%		2.6%	1.0%
Change housemates		8	4	16	4	1	13		1	1
	%	1.3%	.8%	1.4%	1.0%	.4%	2.0%		.4%	1.0%
Change area/ Move		1	2	3	1		1		1	
	%	.2%	.4%	.3%	.3%		.2%		.4%	
Other to do with accommodation		7	7	18	3	3	13		4	2
	%	1.1%	1.5%	1.5%	.8%	1.3%	2.0%		1.7%	2.0%
SUMMARY: QUALITY OF LIFE/ WORK		26	22	59	11	8	39		15	4
	%	4.1%	4.6%	5.1%	2.8%	3.6%	6.0%		6.4%	3.9%
More interesting programs/ More activities/ Recreation		22	17	43	10	3	26	1	8	2
	%	3.5%	3.6%	3.7%	2.5%	1.3%	4.0%	2.9%	3.4%	2.0%
Better hygiene provided for clients		9	7	16	6	4	10	1	2	1
	%	1.4%	1.5%	1.4%	1.5%	1.8%	1.5%	2.9%	.9%	1.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q24b - 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
Help client learn skills to live more independently		2	5	8	1	1	8			
	%	.3%	1.1%	.7%	.3%	.4%	1.2%			
SUMMARY: PERSONAL DVPMT/ COMM. INCLUSION		32	26	64	17	7	41	2	10	3
	%	5.0%	5.5%	5.5%	4.3%	3.1%	6.3%	5.9%	4.3%	2.9%
Staff turnover (less changes/ more consistent)		31	20	61	14	10	38	3	12	2
	%	4.9%	4.2%	5.2%	3.5%	4.5%	5.8%	8.8%	5.1%	2.0%
Permanent staff (long term/ less use of agency, casuals)		11	11	25	2	4	14		6	1
	%	1.7%	2.3%	2.1%	.5%	1.8%	2.1%		2.6%	1.0%
Regular progress reports		1	1	4	1	1	3		1	
	%	.2%	.2%	.3%	.3%	.4%	.5%		.4%	
More contact with family/ Encourage family contact		21	15	38	8	8	25	1	7	3
	%	3.3%	3.2%	3.3%	2.0%	3.6%	3.8%	2.9%	3.0%	2.9%
Improve staff motivation/ morale		10	1	14	6	3	5		4	
	%	1.6%	.2%	1.2%	1.5%	1.3%	.8%		1.7%	
More personal care/ Personalised service		12	9	26	6	6	15	1	6	1
	%	1.9%	1.9%	2.2%	1.5%	2.7%	2.3%	2.9%	2.6%	1.0%
SUMMARY: RELATIONSHIP WITH SERVICE/STAFF		73	49	142	35	28	82	4	29	6
	%	11.5%	10.3%	12.2%	8.8%	12.6%	12.6%	11.8%	12.4%	5.9%
More training for staff		31	17	57	14	12	31	2	18	6
	%	4.9%	3.6%	4.9%	3.5%	5.4%	4.8%	5.9%	7.7%	5.9%
Staff follow up queries, complaints/ Do what they say		1	1	2		1	1			
	%	.2%	.2%	.2%		.4%	.2%			

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q24b - 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
Better coordination of staff		10	6	16	6	3	5		7	
	%	1.6%	1.3%	1.4%	1.5%	1.3%	.8%		3.0%	
More supervision during off work hours/ at night		7	3	10	2	2	7		2	2
	%	1.1%	.6%	.9%	.5%	.9%	1.1%		.9%	2.0%
Prompt service		2	1	2	2		1	1	1	
	%	.3%	.2%	.2%	.5%		.2%	2.9%	.4%	
SUMMARY: QUALITY OF SERVICE		47	27	82	21	17	43	3	27	8
	%	7.4%	5.7%	7.1%	5.3%	7.6%	6.6%	8.8%	11.5%	7.8%
CONCERN ABOUT CARE IN THE LONG TERM			1	3	1	1	1			
	%		.2%	.3%	.3%	.4%	.2%			
SUMMARY: CHOICE/ SELF DETERMINATION		4	4	6	2	2	2		2	1
	%	.6%	.8%	.5%	.5%	.9%	.3%		.9%	1.0%
Service to be more accountable to clients				1			1			
	%			.1%			.2%			
Get rid of Dept overheads/ Run locally		6	4	7	3		6		1	1
	%	.9%	.8%	.6%	.8%		.9%		.4%	1.0%
Get rid of present Board of Management		2	1	2	2	1	1			
	%	.3%	.2%	.2%	.5%	.4%	.2%			
SUMMARY: EFFECTIVENESS		8	5	10	5	1	8		1	1
	%	1.3%	1.1%	.9%	1.3%	.4%	1.2%		.4%	1.0%
OTHER		5	2	8	3		3	1	3	1
	%	.8%	.4%	.7%	.8%		.5%	2.9%	1.3%	1.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q24b - 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
IRRELEVANT/ GENERAL COMMENT, COMPLAINT		28	22	53	31	14	28	2	6	7
	%	4.4%	4.6%	4.6%	7.8%	6.3%	4.3%	5.9%	2.6%	6.9%
NO ANSWER		286	210	517	172	102	278	18	95	50
	%	45.1%	44.3%	44.5%	43.4%	45.7%	42.6%	52.9%	40.6%	49.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q24b - 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 Accommodation Services		83	631	235	68	302	181	364	271	324	414	310	186	405	54
	%	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%
Satisfied/ Happy with services		4	81	25	5	33	12	35	38	37	44	37	25	41	6
	%	4.8%	12.8%	10.6%	7.4%	10.9%	6.6%	9.6%	14.0%	11.4%	10.6%	11.9%	13.4%	10.1%	11.1%
More frequent/ regular contact with clients		2	8	4	1	3	3	8	3	2	4	3	3	10	
	%	2.4%	1.3%	1.7%	1.5%	1.0%	1.7%	2.2%	1.1%	.6%	1.0%	1.0%	1.6%	2.5%	
More information about what is available			6	2			3	3			1	1	3	4	
	%		1.0%	.9%			1.7%	.8%			.2%	.3%	1.6%	1.0%	
Increase in hours for attendant care/ More staffing hours		8	43	9	4	4	10	26	10	14	13	7	14	41	
	%	9.6%	6.8%	3.8%	5.9%	1.3%	5.5%	7.1%	3.7%	4.3%	3.1%	2.3%	7.5%	10.1%	
More residential services/ communities available		2	15	11		8	11	6	3	7	5	6	4	16	
	%	2.4%	2.4%	4.7%		2.6%	6.1%	1.6%	1.1%	2.2%	1.2%	1.9%	2.2%	4.0%	
Provide better/ more in home support services		1	16	6	2	7	7	8	7	8	5	2	5	19	4
	%	1.2%	2.5%	2.6%	2.9%	2.3%	3.9%	2.2%	2.6%	2.5%	1.2%	.6%	2.7%	4.7%	7.4%
More carers/ more staff needed		1	38	11	1	11	8	19	20	6	15	29	4	9	1
	%	1.2%	6.0%	4.7%	1.5%	3.6%	4.4%	5.2%	7.4%	1.9%	3.6%	9.4%	2.2%	2.2%	1.9%
More funding needed		7	48	18	4	21	16	25	18	24	21	22	14	42	3
	%	8.4%	7.6%	7.7%	5.9%	7.0%	8.8%	6.9%	6.6%	7.4%	5.1%	7.1%	7.5%	10.4%	5.6%
Transport for outings			6	4				4	2		4	1		1	
	%		1.0%	1.7%				1.1%	.7%		1.0%	.3%		.2%	
Closer residential service			2			1	1	1		1		1	1	1	
	%		.3%			.3%	.6%	.3%		.3%		.3%	.5%	.2%	
Choice of accommodation			2	1		3		2	2	1	3	2			
	%		.3%	.4%		1.0%		.5%	.7%	.3%	.7%	.6%			
SUMMARY: ACCESS TO SERVICES		23	221	80	16	79	58	118	85	90	101	97	63	150	13
	%	27.7%	35.0%	34.0%	23.5%	26.2%	32.0%	32.4%	31.4%	27.8%	24.4%	31.3%	33.9%	37.0%	24.1%
Reduce number living in a residential setting		1	6		1	3	1	5	3	2	2	7	2		
	%	1.2%	1.0%		1.5%	1.0%	.6%	1.4%	1.1%	.6%	.5%	2.3%	1.1%		
More space needed at accommodation			5	5			1	5	1		5	3		1	
	%		.8%	2.1%			.6%	1.4%	.4%		1.2%	1.0%		.2%	
More facilities required			9	3		2	1	5	3	2	4	7		1	1
	%		1.4%	1.3%		.7%	.6%	1.4%	1.1%	.6%	1.0%	2.3%		.2%	1.9%
Change housemates			13	1		3	4	7	2	3	12	3	1	3	
	%		2.1%	.4%		1.0%	2.2%	1.9%	.7%	.9%	2.9%	1.0%	.5%	.7%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q24b - 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					
Change area/ Move			2			1	1	1	1			2		1	
	%		.3%			.3%	.6%	.3%	.4%			.6%		.2%	
Other to do with accommodation		1	13	4		3	6	6	3	3	5	12	1		
	%	1.2%	2.1%	1.7%		1.0%	3.3%	1.6%	1.1%	.9%	1.2%	3.9%	.5%		
SUMMARY: QUALITY OF LIFE/ WORK		2	41	11	1	11	13	26	10	9	23	31	4	5	1
	%	2.4%	6.5%	4.7%	1.5%	3.6%	7.2%	7.1%	3.7%	2.8%	5.6%	10.0%	2.2%	1.2%	1.9%
More interesting programs/ More activities/ Recreation			32	7		9	9	17	11	6	10	20	1	13	4
	%		5.1%	3.0%		3.0%	5.0%	4.7%	4.1%	1.9%	2.4%	6.5%	.5%	3.2%	7.4%
Better hygiene provided for clients			11	5	1	5	2	5	4	5	7	5	2	4	
	%		1.7%	2.1%	1.5%	1.7%	1.1%	1.4%	1.5%	1.5%	1.7%	1.6%	1.1%	1.0%	
Help client learn skills to live more independently			5	3		3		4	3	1	2	4		2	
	%		.8%	1.3%		1.0%		1.1%	1.1%	.3%	.5%	1.3%		.5%	
SUMMARY: PERSONAL DVPMT/ COMM. INCLUSION			46	13	1	16	11	25	16	12	18	27	3	19	4
	%		7.3%	5.5%	1.5%	5.3%	6.1%	6.9%	5.9%	3.7%	4.3%	8.7%	1.6%	4.7%	7.4%
Staff turnover (less changes/ more consistent)			40	20	3	9	9	28	12	12	36	15	9	9	
	%		6.3%	8.5%	4.4%	3.0%	5.0%	7.7%	4.4%	3.7%	8.7%	4.8%	4.8%	2.2%	
Permanent staff (long term/ less use of agency, casuals)		1	16	6		5	5	11	1	7	15	5	1	3	1
	%	1.2%	2.5%	2.6%		1.7%	2.8%	3.0%	.4%	2.2%	3.6%	1.6%	.5%	.7%	1.9%
Regular progress reports			1	1	1	2		1	1	2	2	1	1	1	1
	%		.2%	.4%	1.5%	.7%		.3%	.4%	.6%	.5%	.3%	.5%	.2%	1.9%
More contact with family/ Encourage family contact		2	19	7	2	13	8	15	8	7	15	14	3	11	
	%	2.4%	3.0%	3.0%	2.9%	4.3%	4.4%	4.1%	3.0%	2.2%	3.6%	4.5%	1.6%	2.7%	
Improve staff motivation/ morale		2	7	5		3	1	7	2	4	4	6	3	5	
	%	2.4%	1.1%	2.1%		1.0%	.6%	1.9%	.7%	1.2%	1.0%	1.9%	1.6%	1.2%	
More personal care/ Personalised service			16	6	1	7	2	9	6	9	8	8	4	7	2
	%		2.5%	2.6%	1.5%	2.3%	1.1%	2.5%	2.2%	2.8%	1.9%	2.6%	2.2%	1.7%	3.7%
SUMMARY: RELATIONSHIP WITH SERVICE/STAFF		5	82	35	7	32	22	56	27	36	64	42	19	32	4
	%	6.0%	13.0%	14.9%	10.3%	10.6%	12.2%	15.4%	10.0%	11.1%	15.5%	13.5%	10.2%	7.9%	7.4%
More training for staff			35	11	3	18	13	19	14	10	21	16	10	16	2
	%		5.5%	4.7%	4.4%	6.0%	7.2%	5.2%	5.2%	3.1%	5.1%	5.2%	5.4%	4.0%	3.7%
Staff follow up queries, complaints/ Do what they say			1	1				1	1		1		1	1	
	%		.2%	.4%				.3%	.4%		.2%		.5%	.2%	
Better coordination of staff		4	5	1	3	6	3	4	2	7	4	4	3	8	
	%	4.8%	.8%	.4%	4.4%	2.0%	1.7%	1.1%	.7%	2.2%	1.0%	1.3%	1.6%	2.0%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q24b - 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					
More supervision during off work hours/ at night		1	6	3	1	3		2	4	3	5	5			1
	%	1.2%	1.0%	1.3%	1.5%	1.0%		.5%	1.5%	.9%	1.2%	1.6%			1.9%
Prompt service		1	1		1				1		1	1	1	1	
	%	1.2%	.2%		1.5%				.4%		.2%	.3%	.5%	.2%	
SUMMARY: QUALITY OF SERVICE		6	47	16	7	23	15	26	21	17	31	24	14	24	3
	%	7.2%	7.4%	6.8%	10.3%	7.6%	8.3%	7.1%	7.7%	5.2%	7.5%	7.7%	7.5%	5.9%	5.6%
CONCERN ABOUT CARE IN THE LONG TERM				2		1		1	1	1		3			
	%			.9%		.3%		.3%	.4%	.3%		1.0%			
SUMMARY: CHOICE/ SELF DETERMINATION		1	4	3				5		1	3		1	2	
	%	1.2%	.6%	1.3%				1.4%		.3%	.7%		.5%	.5%	
Service to be more accountable to clients			1				1					1			
	%		.2%				.6%					.3%			
Get rid of Dept overheads/ Run locally			3	1		3	3	2		2	5	1		2	
	%		.5%	.4%		1.0%	1.7%	.5%		.6%	1.2%	.3%		.5%	
Get rid of present Board of Management			2				1			1	2				
	%		.3%				.6%			.3%	.5%				
SUMMARY: EFFECTIVENESS			6	1		3	5	2		3	7	2		2	
	%		1.0%	.4%		1.0%	2.8%	.5%		.9%	1.7%	.6%		.5%	
OTHER			4	1	1	2	2		4	2		5	2	2	1
	%		.6%	.4%	1.5%	.7%	1.1%		1.5%	.6%		1.6%	1.1%	.5%	1.9%
IRRELEVANT/ GENERAL COMMENT, COMPLAINT		3	26	14	4	13	9	13	16	15	17	17	12	22	5
	%	3.6%	4.1%	6.0%	5.9%	4.3%	5.0%	3.6%	5.9%	4.6%	4.1%	5.5%	6.5%	5.4%	9.3%
NO ANSWER		44	249	90	35	161	72	149	121	163	193	122	84	178	27
	%	53.0%	39.5%	38.3%	51.5%	53.3%	39.8%	40.9%	44.6%	50.3%	46.6%	39.4%	45.2%	44.0%	50.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

**Q25 - OVER THE LAST 12 MONTHS, HAS YOUR FAMILY MEMBER WITH A DISABILITY USED:
A RESPITE HOUSE; CENTRE BASED RESPITE; OWN HOME RESPITE; HOST FAMILY RESPITE; AND / OR PEER SUPPORT RESPITE?**

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: All Respondents			2435	380	520	406	283	470	217	58	101
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
USE OF RESPITE SERVICES	Yes		994	162	239	191	105	139	97	33	28
		%	40.8%	42.6%	46.0%	47.0%	37.1%	29.6%	44.7%	56.9%	27.7%
	No		1223	177	240	174	156	293	104	19	60
		%	50.2%	46.6%	46.2%	42.9%	55.1%	62.3%	47.9%	32.8%	59.4%
	Don't know		27	5	4	5	4	3	1	3	2
		%	1.1%	1.3%	.8%	1.2%	1.4%	.6%	.5%	5.2%	2.0%
	No response		191	36	37	36	18	35	15	3	11
		%	7.8%	9.5%	7.1%	8.9%	6.4%	7.4%	6.9%	5.2%	10.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

**Q25 - OVER THE LAST 12 MONTHS, HAS YOUR FAMILY MEMBER WITH A DISABILITY USED:
A RESPITE HOUSE; CENTRE BASED RESPITE; OWN HOME RESPITE; HOST FAMILY RESPITE; AND / OR PEER SUPPORT RESPITE?**

			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: All Respondents			1226	1032	1163	994	440	1392	70	423	239
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
USE OF RESPITE SERVICES	Yes		642	365	396	994	194	582	31	205	89
		%	52.4%	35.4%	34.0%	100.0%	44.1%	41.8%	44.3%	48.5%	37.2%
	No		509	585	607		207	701	28	181	125
		%	41.5%	56.7%	52.2%		47.0%	50.4%	40.0%	42.8%	52.3%
	Don't know		8	6	14		4	12		6	1
		%	.7%	.6%	1.2%		.9%	.9%		1.4%	.4%
	No response		67	76	146		35	97	11	31	24
		%	5.5%	7.4%	12.6%		8.0%	7.0%	15.7%	7.3%	10.0%

**Q25 - OVER THE LAST 12 MONTHS, HAS YOUR FAMILY MEMBER WITH A DISABILITY USED:
A RESPITE HOUSE; CENTRE BASED RESPITE; OWN HOME RESPITE; HOST FAMILY RESPITE; AND / OR PEER SUPPORT RESPITE?**

			Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Respite House Service	Receives Centre Based Respite Service	Receives Own Home Respite Service	Receives In Home Respite Service	Receives Peer Support Respite Service	Receives Other Respite Service
								18-24 years	25-34 years	35-44 years	45+ years						
BASE: All Respondents			226	1412	465	182	458	574	757	492	561	603	194	257	188	100	108
	%		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%	100.0%
USE OF RESPITE SERVICES	Yes		58	637	194	79	154	330	314	162	169	597	190	240	173	99	93
		%	25.7%	45.1%	41.7%	43.4%	33.6%	57.5%	41.5%	32.9%	30.1%	99.0%	97.9%	93.4%	92.0%	99.0%	86.1%
	No		149	647	231	96	245	223	383	274	320	1	1	11	13	1	12
		%	65.9%	45.8%	49.7%	52.7%	53.5%	38.9%	50.6%	55.7%	57.0%	.2%	.5%	4.3%	6.9%	1.0%	11.1%
	Don't know		1	8	5		14	3	7	3	10	1	1	1	1		2
		%	.4%	.6%	1.1%		3.1%	.5%	.9%	.6%	1.8%	.2%	.5%	.4%	.5%		1.9%
	No response		18	120	35	7	45	18	53	53	62	4	2	5	1		1
		%	8.0%	8.5%	7.5%	3.8%	9.8%	3.1%	7.0%	10.8%	11.1%	.7%	1.0%	1.9%	.5%		.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q26 - TYPE OF RESPITE ARRANGEMENT USED

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives Respite Services			994	162	239	191	105	139	97	33	28
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
TYPE OF RESPITE SERVICES USED	A respite house		597	129	153	107	50	77	60	8	13
		%	60.1%	79.6%	64.0%	56.0%	47.6%	55.4%	61.9%	24.2%	46.4%
	Own home respite		240	26	77	41	17	30	14	25	10
		%	24.1%	16.0%	32.2%	21.5%	16.2%	21.6%	14.4%	75.8%	35.7%
	Centre based respite		190	18	27	63	17	26	32	5	2
		%	19.1%	11.1%	11.3%	33.0%	16.2%	18.7%	33.0%	15.2%	7.1%
	In home support		173	16	51	45	20	15	7	14	5
		%	17.4%	9.9%	21.3%	23.6%	19.0%	10.8%	7.2%	42.4%	17.9%
	Peer support respite		99	30	18	16	9	16	3		7
		%	10.0%	18.5%	7.5%	8.4%	8.6%	11.5%	3.1%		25.0%
	Other		93	8	19	13	17	26	6	3	1
		%	9.4%	4.9%	7.9%	6.8%	16.2%	18.7%	6.2%	9.1%	3.6%
	No response		9	1	2	1	1	4			
		%	.9%	.6%	.8%	.5%	1.0%	2.9%			

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q26 - TYPE OF RESPITE ARRANGEMENT USED

							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	Psychiatric	Physical	Sensory
							Cognitive				
BASE: Family member receives Respite Services			642	365	396	994	194	582	31	205	89
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
TYPE OF RESPITE SERVICES USED	A respite house		382	233	185	597	102	399	14	117	49
		%	59.5%	63.8%	46.7%	60.1%	52.6%	68.6%	45.2%	57.1%	55.1%
	Own home respite		155	73	124	240	62	111	7	57	29
		%	24.1%	20.0%	31.3%	24.1%	32.0%	19.1%	22.6%	27.8%	32.6%
	In home support		130	49	125	173	29	72	9	56	19
		%	20.2%	13.4%	31.6%	17.4%	14.9%	12.4%	29.0%	27.3%	21.3%
	Centre based respite		133	49	61	190	42	108	4	51	14
		%	20.7%	13.4%	15.4%	19.1%	21.6%	18.6%	12.9%	24.9%	15.7%
	Peer support respite		70	44	31	99	23	59	5	15	10
		%	10.9%	12.1%	7.8%	10.0%	11.9%	10.1%	16.1%	7.3%	11.2%
	Other		64	37	34	93	19	56	3	13	11
		%	10.0%	10.1%	8.6%	9.4%	9.8%	9.6%	9.7%	6.3%	12.4%
	No response		5	5	2	9	1	4		1	1
		%	.8%	1.4%	.5%	.9%	.5%	.7%		.5%	1.1%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q26 - TYPE OF RESPITE ARRANGEMENT USED

			Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
			18-24 years	25-34 years	35-44 years	45+ years									
BASE: Family member receives Respite Services			58	637	194	79	154	330	314	162	169	249	58	79	18
			%	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 RESPITE SERVICES USED	A respite house		14	419	130	29	85	226	197	91	74	168	35	46	11
		%	24.1%	65.8%	67.0%	36.7%	55.2%	68.5%	62.7%	56.2%	43.8%	67.5%	60.3%	58.2%	61.1%
	Own home respite		22	135	40	39	42	66	66	32	67	48	14	14	2
		%	37.9%	21.2%	20.6%	49.4%	27.3%	20.0%	21.0%	19.8%	39.6%	19.3%	24.1%	17.7%	11.1%
	Centre based respite		6	136	38	11	27	75	56	29	26	32	11	12	2
		%	10.3%	21.4%	19.6%	13.9%	17.5%	22.7%	17.8%	17.9%	15.4%	12.9%	19.0%	15.2%	11.1%
	In home support		19	93	26	20	39	53	51	24	41	30	7	17	2
		%	32.8%	14.6%	13.4%	25.3%	25.3%	16.1%	16.2%	14.8%	24.3%	12.0%	12.1%	21.5%	11.1%
	Peer support respite		12	63	16	8	13	47	26	13	10	30	4	10	6
		%	20.7%	9.9%	8.2%	10.1%	8.4%	14.2%	8.3%	8.0%	5.9%	12.0%	6.9%	12.7%	33.3%
	Other		5	57	18	13	11	29	25	18	20	26	5	8	
		%	8.6%	8.9%	9.3%	16.5%	7.1%	8.8%	8.0%	11.1%	11.8%	10.4%	8.6%	10.1%	
	No response		1	5	2	1		1	5	1	2	4	1	1	
		%	1.7%	.8%	1.0%	1.3%		.3%	1.6%	.6%	1.2%	1.6%	1.7%	1.3%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q27A - IS THE INFORMATION ABOUT RESPITE READILY AVAILABLE TO YOU WHEN YOU NEED IT?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives Respite Services			994	162	239	191	105	139	97	33	28
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
INFORMATION READILY AVAILABLE WHEN YOU NEED IT	Most of the time		579	93	139	115	56	70	66	23	17
		%	58.2%	57.4%	58.2%	60.2%	53.3%	50.4%	68.0%	69.7%	60.7%
	Some of the time		243	42	61	42	31	36	19	7	5
		%	24.4%	25.9%	25.5%	22.0%	29.5%	25.9%	19.6%	21.2%	17.9%
	Rarely/ Never		96	17	21	22	6	17	7	2	4
		%	9.7%	10.5%	8.8%	11.5%	5.7%	12.2%	7.2%	6.1%	14.3%
	Don't know		28	4	6	4	3	8	1		2
		%	2.8%	2.5%	2.5%	2.1%	2.9%	5.8%	1.0%		7.1%
	No response		48	6	12	8	9	8	4	1	
		%	4.8%	3.7%	5.0%	4.2%	8.6%	5.8%	4.1%	3.0%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q27A - IS THE INFORMATION ABOUT RESPITE READILY AVAILABLE TO YOU 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 Respite Services			642	365	396	994	194	582	31	205	89
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
INFORMATION READILY AVAILABLE WHEN YOU NEED IT	Most of the time		358	217	222	579	110	345	15	113	46
		%	55.8%	59.5%	56.1%	58.2%	56.7%	59.3%	48.4%	55.1%	51.7%
	Some of the time		177	91	93	243	46	140	8	58	25
		%	27.6%	24.9%	23.5%	24.4%	23.7%	24.1%	25.8%	28.3%	28.1%
	Rarely/ Never		64	30	38	96	22	55	3	20	9
		%	10.0%	8.2%	9.6%	9.7%	11.3%	9.5%	9.7%	9.8%	10.1%
	Don't know		13	8	13	28	8	10	1	6	2
		%	2.0%	2.2%	3.3%	2.8%	4.1%	1.7%	3.2%	2.9%	2.2%
	No response		30	19	30	48	8	32	4	8	7
		%	4.7%	5.2%	7.6%	4.8%	4.1%	5.5%	12.9%	3.9%	7.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q27A - IS THE INFORMATION ABOUT RESPITE READILY AVAILABLE TO YOU 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 Respite House Service	Receives Centre Based Respite Service	Receives Own Home Respite Service	Receives In Home Respite Service	Receives Peer Support Respite Service	Receives Other Respite Service
			58	637	194	79	154	18-24 years	25-34 years	35-44 years	45+ years	597	190	240	173	99	93
BASE: Family member receives Respite Services			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%	100.0%
INFORMATION READILY AVAILABLE WHEN YOU NEED IT	Most of the time		30	371	112	50	86	180	180	102	108	369	105	129	93	50	57
		%	51.7%	58.2%	57.7%	63.3%	55.8%	54.5%	57.3%	63.0%	63.9%	61.8%	55.3%	53.8%	53.8%	50.5%	61.3%
	Some of the time		16	158	48	19	35	97	77	33	28	146	57	61	45	30	21
		%	27.6%	24.8%	24.7%	24.1%	22.7%	29.4%	24.5%	20.4%	16.6%	24.5%	30.0%	25.4%	26.0%	30.3%	22.6%
	Rarely/ Never		5	68	17	7	16	37	32	12	14	55	19	27	16	10	8
		%	8.6%	10.7%	8.8%	8.9%	10.4%	11.2%	10.2%	7.4%	8.3%	9.2%	10.0%	11.3%	9.2%	10.1%	8.6%
	Don't know		4	13	6	2	6	6	9	6	6	6	6	11	6	4	2
		%	6.9%	2.0%	3.1%	2.5%	3.9%	1.8%	2.9%	3.7%	3.6%	1.0%	3.2%	4.6%	3.5%	4.0%	2.2%
	No response		3	27	11	1	11	10	16	9	13	21	3	12	13	5	5
		%	5.2%	4.2%	5.7%	1.3%	7.1%	3.0%	5.1%	5.6%	7.7%	3.5%	1.6%	5.0%	7.5%	5.1%	5.4%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q27B - DO RESPITE SERVICES WORK WITH YOU TO IDENTIFY WHAT YOUR FAMILY'S RESPITE NEEDS ARE?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives Respite Services			994	162	239	191	105	139	97	33	28
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
IDENTIFY WHAT YOUR FAMILYS RESPITE NEEDS ARE	Most of the time		459	65	118	94	43	52	50	22	15
		%	46.2%	40.1%	49.4%	49.2%	41.0%	37.4%	51.5%	66.7%	53.6%
	Some of the time		246	44	55	50	31	33	18	8	7
		%	24.7%	27.2%	23.0%	26.2%	29.5%	23.7%	18.6%	24.2%	25.0%
	Rarely/ Never		187	39	43	32	18	30	19	2	4
		%	18.8%	24.1%	18.0%	16.8%	17.1%	21.6%	19.6%	6.1%	14.3%
	Don't know		13	1	1	1		6	2	1	1
		%	1.3%	.6%	.4%	.5%		4.3%	2.1%	3.0%	3.6%
	Doesn't apply		46	7	9	7	7	10	5		1
		%	4.6%	4.3%	3.8%	3.7%	6.7%	7.2%	5.2%		3.6%
	No response		43	6	13	7	6	8	3		
		%	4.3%	3.7%	5.4%	3.7%	5.7%	5.8%	3.1%		

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q27B - DO RESPITE SERVICES WORK WITH YOU TO IDENTIFY WHAT YOUR FAMILY'S RESPITE NEEDS ARE?

							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 Respite Services			642	365	396	994	194	582	31	205	89
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
IDENTIFY WHAT YOUR FAMILYS RESPITE NEEDS ARE	Most of the time		295	165	177	459	86	266	10	92	31
		%	46.0%	45.2%	44.7%	46.2%	44.3%	45.7%	32.3%	44.9%	34.8%
	Some of the time		175	86	97	246	51	138	9	63	23
		%	27.3%	23.6%	24.5%	24.7%	26.3%	23.7%	29.0%	30.7%	25.8%
	Rarely/ Never		116	65	62	187	38	120	8	34	23
		%	18.1%	17.8%	15.7%	18.8%	19.6%	20.6%	25.8%	16.6%	25.8%
	Don't know		6	3	7	13	5	4		2	
		%	.9%	.8%	1.8%	1.3%	2.6%	.7%		1.0%	
	Doesn't apply		24	26	26	46	6	24	2	7	4
		%	3.7%	7.1%	6.6%	4.6%	3.1%	4.1%	6.5%	3.4%	4.5%
	No response		26	20	27	43	8	30	2	7	8
		%	4.0%	5.5%	6.8%	4.3%	4.1%	5.2%	6.5%	3.4%	9.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q27B - DO RESPITE SERVICES WORK WITH YOU TO IDENTIFY WHAT YOUR FAMILY'S RESPITE NEEDS ARE?

			Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Respite House Service	Receives Centre Based Respite Service	Receives Own Home Respite Service	Receives In Home Respite Service	Receives Peer Support Respite Service	Receives Other Respite Service
			58	637	194	79	154	18-24 years	25-34 years	35-44 years	45+ years	597	190	240	173	99	93
BASE: Family member receives Respite Services			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%	100.0%
IDENTIFY WHAT YOUR FAMILY'S RESPITE NEEDS ARE	Most of the time		25	287	86	45	68	153	132	76	90	277	91	115	81	39	46
		%	43.1%	45.1%	44.3%	57.0%	44.2%	46.4%	42.0%	46.9%	53.3%	46.4%	47.9%	47.9%	46.8%	39.4%	49.5%
	Some of the time		18	163	49	19	37	88	85	35	31	151	60	49	50	32	18
		%	31.0%	25.6%	25.3%	24.1%	24.0%	26.7%	27.1%	21.6%	18.3%	25.3%	31.6%	20.4%	28.9%	32.3%	19.4%
	Rarely/ Never		5	130	42	7	28	69	63	30	21	125	30	44	24	21	17
		%	8.6%	20.4%	21.6%	8.9%	18.2%	20.9%	20.1%	18.5%	12.4%	20.9%	15.8%	18.3%	13.9%	21.2%	18.3%
	Don't know		3	5	4	1	3	3	5	4	1	5	1	4	4	1	1
		%	5.2%	.8%	2.1%	1.3%	1.9%	.9%	1.6%	2.5%	.6%	.8%	.5%	1.7%	2.3%	1.0%	1.1%
	Doesn't apply		4	27	3	5	11	9	14	7	16	17	6	17	5	2	6
		%	6.9%	4.2%	1.5%	6.3%	7.1%	2.7%	4.5%	4.3%	9.5%	2.8%	3.2%	7.1%	2.9%	2.0%	6.5%
	No response		3	25	10	2	7	8	15	10	10	22	2	11	9	4	5
		%	5.2%	3.9%	5.2%	2.5%	4.5%	2.4%	4.8%	6.2%	5.9%	3.7%	1.1%	4.6%	5.2%	4.0%	5.4%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q27C - DO RESPITE CARERS OR STAFF COMMUNICATE EFFECTIVELY WITH YOU?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives Respite Services			994	162	239	191	105	139	97	33	28
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF COMMUNICATE EFFECTIVELY WITH YOU	Most of the time		611	93	141	134	61	81	59	23	19
		%	61.5%	57.4%	59.0%	70.2%	58.1%	58.3%	60.8%	69.7%	67.9%
	Some of the time		240	46	66	39	28	29	19	6	7
		%	24.1%	28.4%	27.6%	20.4%	26.7%	20.9%	19.6%	18.2%	25.0%
	Rarely/ Never		75	15	17	8	7	12	12	3	1
		%	7.5%	9.3%	7.1%	4.2%	6.7%	8.6%	12.4%	9.1%	3.6%
	Don't know		15	2	3	1		6	2	1	
		%	1.5%	1.2%	1.3%	.5%		4.3%	2.1%	3.0%	
	No response		53	6	12	9	9	11	5		1
		%	5.3%	3.7%	5.0%	4.7%	8.6%	7.9%	5.2%		3.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q27C - DO RESPITE CARERS OR 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 Respite Services			642	365	396	994	194	582	31	205	89
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF COMMUNICATE EFFECTIVELY WITH YOU	Most of the time		400	217	234	611	118	355	16	120	45
		%	62.3%	59.5%	59.1%	61.5%	60.8%	61.0%	51.6%	58.5%	50.6%
	Some of the time		160	89	88	240	46	151	7	57	24
		%	24.9%	24.4%	22.2%	24.1%	23.7%	25.9%	22.6%	27.8%	27.0%
	Rarely/ Never		46	29	35	75	16	39	3	17	10
		%	7.2%	7.9%	8.8%	7.5%	8.2%	6.7%	9.7%	8.3%	11.2%
	Don't know		8	4	6	15	6	5	1	2	2
		%	1.2%	1.1%	1.5%	1.5%	3.1%	.9%	3.2%	1.0%	2.2%
	No response		28	26	33	53	8	32	4	9	8
		%	4.4%	7.1%	8.3%	5.3%	4.1%	5.5%	12.9%	4.4%	9.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q27C - DO RESPITE CARERS OR 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 Respite House Service	Receives Centre Based Respite Service	Receives Own Home Respite Service	Receives In Home Respite Service	Receives Peer Support Respite Service	Receives Other Respite Service
			58	637	194	79	154	18-24 years	25-34 years	35-44 years	45+ years	597	190	240	173	99	93
BASE: Family member receives Respite Services			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%	100.0%
	%																
STAFF COMMUNICATE EFFECTIVELY WITH YOU	Most of the time		39	392	123	51	89	204	190	101	106	383	110	141	107	57	60
		%	67.2%	61.5%	63.4%	64.6%	57.8%	61.8%	60.5%	62.3%	62.7%	64.2%	57.9%	58.8%	61.8%	57.6%	64.5%
	Some of the time		9	161	44	19	36	93	74	34	32	151	57	56	40	33	15
		%	15.5%	25.3%	22.7%	24.1%	23.4%	28.2%	23.6%	21.0%	18.9%	25.3%	30.0%	23.3%	23.1%	33.3%	16.1%
	Rarely/ Never		5	49	14	3	12	23	29	11	10	38	16	21	11	4	8
		%	8.6%	7.7%	7.2%	3.8%	7.8%	7.0%	9.2%	6.8%	5.9%	6.4%	8.4%	8.8%	6.4%	4.0%	8.6%
	Don't know		1	6	3	4	4	1	7	3	4	4	2	5	4		3
		%	1.7%	.9%	1.5%	5.1%	2.6%	.3%	2.2%	1.9%	2.4%	.7%	1.1%	2.1%	2.3%		3.2%
	No response		4	29	10	2	13	9	14	13	17	21	5	17	11	5	7
		%	6.9%	4.6%	5.2%	2.5%	8.4%	2.7%	4.5%	8.0%	10.1%	3.5%	2.6%	7.1%	6.4%	5.1%	7.5%

Q27D - DO RESPITE CARERS OR STAFF COMMUNICATE EFFECTIVELY WITH YOUR FAMILY MEMBER WITH A DISABILITY?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives Respite Services			994	162	239	191	105	139	97	33	28
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF COMMUNICATE EFFECTIVELY WITH YOUR FAMILY MEMBER	Most of the time		639	104	145	130	62	91	69	20	18
		%	64.3%	64.2%	60.7%	68.1%	59.0%	65.5%	71.1%	60.6%	64.3%
	Some of the time		191	34	53	37	23	19	13	7	5
		%	19.2%	21.0%	22.2%	19.4%	21.9%	13.7%	13.4%	21.2%	17.9%
	Rarely/ Never		49	10	9	7	6	5	6	3	3
		%	4.9%	6.2%	3.8%	3.7%	5.7%	3.6%	6.2%	9.1%	10.7%
	Don't know		60	7	20	7	6	12	5	2	1
		%	6.0%	4.3%	8.4%	3.7%	5.7%	8.6%	5.2%	6.1%	3.6%
	No response		55	7	12	10	8	12	4	1	1
		%	5.5%	4.3%	5.0%	5.2%	7.6%	8.6%	4.1%	3.0%	3.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q27D - DO RESPITE CARERS OR STAFF COMMUNICATE EFFECTIVELY WITH 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	Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Family member receives Respite Services			642	365	396	994	194	582	31	205	89
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
STAFF COMMUNICATE EFFECTIVELY WITH YOUR FAMILY MEMBER	Most of the time		410	248	244	639	118	382	17	129	45
		%	63.9%	67.9%	61.6%	64.3%	60.8%	65.6%	54.8%	62.9%	50.6%
	Some of the time		132	59	76	191	40	109	6	48	20
		%	20.6%	16.2%	19.2%	19.2%	20.6%	18.7%	19.4%	23.4%	22.5%
	Rarely/ Never		32	16	24	49	14	23	5	6	10
		%	5.0%	4.4%	6.1%	4.9%	7.2%	4.0%	16.1%	2.9%	11.2%
	Don't know		36	19	16	60	12	34	1	12	4
		%	5.6%	5.2%	4.0%	6.0%	6.2%	5.8%	3.2%	5.9%	4.5%
	No response		32	23	36	55	10	34	2	10	10
		%	5.0%	6.3%	9.1%	5.5%	5.2%	5.8%	6.5%	4.9%	11.2%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q27D - DO RESPITE CARERS OR STAFF COMMUNICATE EFFECTIVELY WITH 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				Receives Respite House Service	Receives Centre Based Respite Service	Receives Own Home Respite Service	Receives In Home Respite Service	Receives Peer Support Respite Service	Receives Other Respite Service
		58	637	194	79	154	18-24 years	25-34 years	35-44 years	45+ years	597	190	240	173	99	93
BASE: Family member receives Respite Services	%	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%	100.0%
STAFF COMMUNICATE EFFECTIVELY WITH YOUR FAMILY MEMBER	Most of the time	40	412	129	47	97	211	203	108	105	401	120	137	107	66	61
		%	69.0%	64.7%	66.5%	59.5%	63.9%	64.6%	66.7%	62.1%	67.2%	63.2%	57.1%	61.8%	66.7%	65.6%
	Some of the time	7	121	30	20	35	74	58	24	30	112	47	54	39	20	11
		%	12.1%	19.0%	15.5%	25.3%	22.4%	18.5%	14.8%	17.8%	18.8%	24.7%	22.5%	22.5%	20.2%	11.8%
	Rarely/ Never	4	31	8	4	8	13	18	8	10	23	5	22	7	5	3
		%	6.9%	4.9%	4.1%	5.1%	3.9%	5.7%	4.9%	5.9%	3.9%	2.6%	9.2%	4.0%	5.1%	3.2%
	Don't know	3	43	16	4	3	21	22	9	6	35	13	12	10	4	9
		%	5.2%	6.8%	8.2%	5.1%	1.9%	6.4%	7.0%	5.6%	5.9%	6.8%	5.0%	5.8%	4.0%	9.7%
	No response	4	30	11	4	11	11	13	13	18	26	5	15	10	4	9
		%	6.9%	4.7%	5.7%	5.1%	3.3%	4.1%	8.0%	10.7%	4.4%	2.6%	6.3%	5.8%	4.0%	9.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q27E - DO RESPITE SERVICES RESPECT YOUR CHOICES AND PREFERENCES?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives Respite Services			994	162	239	191	105	139	97	33	28
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
RESPECT YOUR CHOICES AND PREFERENCES	Most of the time		621	93	155	122	62	84	62	26	17
		%	62.5%	57.4%	64.9%	63.9%	59.0%	60.4%	63.9%	78.8%	60.7%
	Some of the time		206	44	45	43	25	19	19	5	6
		%	20.7%	27.2%	18.8%	22.5%	23.8%	13.7%	19.6%	15.2%	21.4%
	Rarely/ Never		47	12	10	10	2	7	2	1	3
		%	4.7%	7.4%	4.2%	5.2%	1.9%	5.0%	2.1%	3.0%	10.7%
	Don't know		30	2	6	2	4	8	6	1	1
		%	3.0%	1.2%	2.5%	1.0%	3.8%	5.8%	6.2%	3.0%	3.6%
	Doesn't apply		39	5	11	7	4	8	4		
		%	3.9%	3.1%	4.6%	3.7%	3.8%	5.8%	4.1%		
	No response		51	6	12	7	8	13	4		1
		%	5.1%	3.7%	5.0%	3.7%	7.6%	9.4%	4.1%		3.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q27E - DO RESPITE SERVICES RESPECT YOUR 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 Respite Services			642	365	396	994	194	582	31	205	89
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
RESPECT YOUR CHOICES AND PREFERENCES	Most of the time		404	226	236	621	118	370	19	116	46
		%	62.9%	61.9%	59.6%	62.5%	60.8%	63.6%	61.3%	56.6%	51.7%
	Some of the time		136	76	72	206	36	117	6	62	18
		%	21.2%	20.8%	18.2%	20.7%	18.6%	20.1%	19.4%	30.2%	20.2%
	Rarely/ Never		30	17	22	47	12	28	1	9	8
		%	4.7%	4.7%	5.6%	4.7%	6.2%	4.8%	3.2%	4.4%	9.0%
	Don't know		16	10	12	30	6	19		3	1
		%	2.5%	2.7%	3.0%	3.0%	3.1%	3.3%		1.5%	1.1%
	Doesn't apply		28	15	23	39	10	16	2	8	6
		%	4.4%	4.1%	5.8%	3.9%	5.2%	2.7%	6.5%	3.9%	6.7%
	No response		28	21	31	51	12	32	3	7	10
		%	4.4%	5.8%	7.8%	5.1%	6.2%	5.5%	9.7%	3.4%	11.2%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q27E - DO RESPITE SERVICES RESPECT YOUR 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 Respite House Service	Receives Centre Based Respite Service	Receives Own Home Respite Service	Receives In Home Respite Service	Receives Peer Support Respite Service	Receives Other Respite Service
BASE: Family member receives Respite Services			58	637	194	79	154	18-24 years	25-34 years	35-44 years	45+ years	597	190	240	173	99	93
			%	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 CHOICES AND PREFERENCES	Most of the time		38	397	116	58	96	203	195	104	109	392	112	146	115	59	62
		%	65.5%	62.3%	59.8%	73.4%	62.3%	61.5%	62.1%	64.2%	64.5%	65.7%	58.9%	60.8%	66.5%	59.6%	66.7%
	Some of the time		9	147	40	12	24	88	62	26	24	130	56	50	26	28	12
		%	15.5%	23.1%	20.6%	15.2%	15.6%	26.7%	19.7%	16.0%	14.2%	21.8%	29.5%	20.8%	15.0%	28.3%	12.9%
	Rarely/ Never		2	32	10	2	5	19	16	7	3	23	6	12	8	4	3
		%	3.4%	5.0%	5.2%	2.5%	3.2%	5.8%	5.1%	4.3%	1.8%	3.9%	3.2%	5.0%	4.6%	4.0%	3.2%
	Don't know		1	15	13	1	6	5	13	8	4	15	6	7	4	2	2
		%	1.7%	2.4%	6.7%	1.3%	3.9%	1.5%	4.1%	4.9%	2.4%	2.5%	3.2%	2.9%	2.3%	2.0%	2.2%
	Doesn't apply		4	20	4	4	10	6	14	6	12	13	6	11	8	1	7
		%	6.9%	3.1%	2.1%	5.1%	6.5%	1.8%	4.5%	3.7%	7.1%	2.2%	3.2%	4.6%	4.6%	1.0%	7.5%
	No response		4	26	11	2	13	9	14	11	17	24	4	14	12	5	7
		%	6.9%	4.1%	5.7%	2.5%	8.4%	2.7%	4.5%	6.8%	10.1%	4.0%	2.1%	5.8%	6.9%	5.1%	7.5%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q27F - DO THE RESPITE ARRANGEMENTS AND SERVICES AVAILABLE TO YOU MEET YOUR FAMILY'S NEEDS FOR A BREAK FROM CARING?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives Respite Services			994	162	239	191	105	139	97	33	28
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AVAILABLE TO MEET YOUR FAMILYS NEEDS FOR A BREAK	Most of the time		469	67	114	79	55	62	56	23	13
		%	47.2%	41.4%	47.7%	41.4%	52.4%	44.6%	57.7%	69.7%	46.4%
	Some of the time		313	59	85	67	29	37	20	6	10
		%	31.5%	36.4%	35.6%	35.1%	27.6%	26.6%	20.6%	18.2%	35.7%
	Rarely/ Never		118	25	20	29	11	16	10	4	3
		%	11.9%	15.4%	8.4%	15.2%	10.5%	11.5%	10.3%	12.1%	10.7%
	Don't know		22	1	5	1		10	3		2
		%	2.2%	.6%	2.1%	.5%		7.2%	3.1%		7.1%
	Doesn't apply		22	3	4	5	3	3	4		
		%	2.2%	1.9%	1.7%	2.6%	2.9%	2.2%	4.1%		
	No response		50	7	11	10	7	11	4		
		%	5.0%	4.3%	4.6%	5.2%	6.7%	7.9%	4.1%		

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q27F - DO THE RESPITE ARRANGEMENTS AND SERVICES AVAILABLE TO YOU MEET YOUR FAMILY'S NEEDS FOR A BREAK FROM CARING?

							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 Respite Services			642	365	396	994	194	582	31	205	89
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AVAILABLE TO MEET YOUR FAMILYS NEEDS FOR A BREAK	Most of the time		294	167	175	469	91	273	13	88	36
		%	45.8%	45.8%	44.2%	47.2%	46.9%	46.9%	41.9%	42.9%	40.4%
	Some of the time		218	115	121	313	61	184	7	77	26
		%	34.0%	31.5%	30.6%	31.5%	31.4%	31.6%	22.6%	37.6%	29.2%
	Rarely/ Never		76	41	43	118	15	77	5	24	13
		%	11.8%	11.2%	10.9%	11.9%	7.7%	13.2%	16.1%	11.7%	14.6%
	Don't know		14	6	9	22	10	6	1	2	3
		%	2.2%	1.6%	2.3%	2.2%	5.2%	1.0%	3.2%	1.0%	3.4%
	Doesn't apply		13	11	18	22	7	11	2	4	2
		%	2.0%	3.0%	4.5%	2.2%	3.6%	1.9%	6.5%	2.0%	2.2%
	No response		27	25	30	50	10	31	3	10	9
		%	4.2%	6.8%	7.6%	5.0%	5.2%	5.3%	9.7%	4.9%	10.1%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q27F - DO THE RESPITE ARRANGEMENTS AND SERVICES AVAILABLE TO YOU MEET YOUR FAMILY'S NEEDS FOR A BREAK FROM CARING?

			Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Respite House Service	Receives Centre Based Respite Service	Receives Own Home Respite Service	Receives In Home Respite Service	Receives Peer Support Respite Service	Receives Other Respite Service
			58	637	194	79	154	18-24 years	25-34 years	35-44 years	45+ years	597	190	240	173	99	93
BASE: Family member receives Respite Services			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%	100.0%
AVAILABLE TO MEET YOUR FAMILY'S NEEDS FOR A BREAK	Most of the time		29	286	85	43	81	144	146	76	95	306	93	95	76	37	35
		%	50.0%	44.9%	43.8%	54.4%	52.6%	43.6%	46.5%	46.9%	56.2%	51.3%	48.9%	39.6%	43.9%	37.4%	37.6%
	Some of the time		14	218	62	27	35	121	99	47	39	199	70	83	55	44	32
		%	24.1%	34.2%	32.0%	34.2%	22.7%	36.7%	31.5%	29.0%	23.1%	33.3%	36.8%	34.6%	31.8%	44.4%	34.4%
	Rarely/ Never		6	84	26	4	17	49	39	18	10	61	17	34	22	10	13
		%	10.3%	13.2%	13.4%	5.1%	11.0%	14.8%	12.4%	11.1%	5.9%	10.2%	8.9%	14.2%	12.7%	10.1%	14.0%
	Don't know		3	11	5	4	2	4	7	6	4	4	3	6	4	2	5
		%	5.2%	1.7%	2.6%	5.1%	1.3%	1.2%	2.2%	3.7%	2.4%	.7%	1.6%	2.5%	2.3%	2.0%	5.4%
	Doesn't apply		3	8	4		10	1	7	4	9	4	2	10	5	2	2
		%	5.2%	1.3%	2.1%		6.5%	.3%	2.2%	2.5%	5.3%	.7%	1.1%	4.2%	2.9%	2.0%	2.2%
	No response		3	30	12	1	9	11	16	11	12	23	5	12	11	4	6
		%	5.2%	4.7%	6.2%	1.3%	5.8%	3.3%	5.1%	6.8%	7.1%	3.9%	2.6%	5.0%	6.4%	4.0%	6.5%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q27G - IS RESPITE AVAILABLE WHEN YOUR FAMILY WANTS AND NEEDS IT?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives Respite Services			994	162	239	191	105	139	97	33	28
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AVAILABLE WHEN YOUR FAMILY WANTS AND NEEDS IT	Most of the time		382	49	91	75	39	54	43	19	12
		%	38.4%	30.2%	38.1%	39.3%	37.1%	38.8%	44.3%	57.6%	42.9%
	Some of the time		370	66	107	72	40	43	24	8	10
		%	37.2%	40.7%	44.8%	37.7%	38.1%	30.9%	24.7%	24.2%	35.7%
	Rarely/ Never		136	35	18	29	7	23	15	6	3
		%	13.7%	21.6%	7.5%	15.2%	6.7%	16.5%	15.5%	18.2%	10.7%
	Don't know		45	3	9	5	9	10	6		3
		%	4.5%	1.9%	3.8%	2.6%	8.6%	7.2%	6.2%		10.7%
	No response		61	9	14	10	10	9	9		
		%	6.1%	5.6%	5.9%	5.2%	9.5%	6.5%	9.3%		

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q27G - IS RESPITE AVAILABLE WHEN YOUR FAMILY WANTS AND NEEDS IT?

							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	Psychiatric	Physical	Sensory
							Cognitive				
BASE: Family member receives Respite Services			642	365	396	994	194	582	31	205	89
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AVAILABLE WHEN YOUR FAMILY WANTS AND NEEDS IT	Most of the time		240	139	149	382	72	227	11	79	30
		%	37.4%	38.1%	37.6%	38.4%	37.1%	39.0%	35.5%	38.5%	33.7%
	Some of the time		248	130	141	370	71	210	10	83	30
		%	38.6%	35.6%	35.6%	37.2%	36.6%	36.1%	32.3%	40.5%	33.7%
	Rarely/ Never		90	50	43	136	23	91	4	28	15
		%	14.0%	13.7%	10.9%	13.7%	11.9%	15.6%	12.9%	13.7%	16.9%
	Don't know		29	20	27	45	14	18	3	5	6
		%	4.5%	5.5%	6.8%	4.5%	7.2%	3.1%	9.7%	2.4%	6.7%
	No response		35	26	36	61	14	36	3	10	8
		%	5.5%	7.1%	9.1%	6.1%	7.2%	6.2%	9.7%	4.9%	9.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q27G - IS RESPITE AVAILABLE WHEN YOUR FAMILY WANTS AND NEEDS 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 Respite House Service	Receives Centre Based Respite Service	Receives Own Home Respite Service	Receives In Home Respite Service	Receives Peer Support Respite Service	Receives Other Respite Service
			58	637	194	79	154	18-24 years	25-34 years	35-44 years	45+ years	597	190	240	173	99	93
BASE: Family member receives Respite Services			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%	100.0%
	%																
AVAILABLE WHEN YOUR FAMILY WANTS AND NEEDS IT	Most of the time		23	240	61	35	62	112	119	67	78	234	84	84	64	25	29
		%	39.7%	37.7%	31.4%	44.3%	40.3%	33.9%	37.9%	41.4%	46.2%	39.2%	44.2%	35.0%	37.0%	25.3%	31.2%
	Some of the time		17	238	82	34	53	130	120	58	53	243	73	96	69	49	35
		%	29.3%	37.4%	42.3%	43.0%	34.4%	39.4%	38.2%	35.8%	31.4%	40.7%	38.4%	40.0%	39.9%	49.5%	37.6%
	Rarely/ Never		10	99	26	3	16	67	44	14	9	80	24	32	20	12	14
		%	17.2%	15.5%	13.4%	3.8%	10.4%	20.3%	14.0%	8.6%	5.3%	13.4%	12.6%	13.3%	11.6%	12.1%	15.1%
	Don't know		4	24	10	6	10	10	11	9	13	15	3	12	8	7	7
		%	6.9%	3.8%	5.2%	7.6%	6.5%	3.0%	3.5%	5.6%	7.7%	2.5%	1.6%	5.0%	4.6%	7.1%	7.5%
	No response		4	36	15	1	13	11	20	14	16	25	6	16	12	6	8
		%	6.9%	5.7%	7.7%	1.3%	8.4%	3.3%	6.4%	8.6%	9.5%	4.2%	3.2%	6.7%	6.9%	6.1%	8.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

**Q27H - DO YOU FEEL MORE ABLE TO CONTINUE TO CARE FOR YOUR FAMILY MEMBER WITH A DISABILITY AT HOME
THROUGH USING THE RESPIRE AVAILABLE TO YOU?**

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives Respite Services			994	162	239	191	105	139	97	33	28
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ABLE TO CONTINUE TO CARE	Most of the time		536	86	130	95	59	77	55	20	14
		%	53.9%	53.1%	54.4%	49.7%	56.2%	55.4%	56.7%	60.6%	50.0%
	Some of the time		218	36	60	49	18	24	19	6	6
		%	21.9%	22.2%	25.1%	25.7%	17.1%	17.3%	19.6%	18.2%	21.4%
	Rarely/ Never		65	16	9	15	6	11	3	3	2
		%	6.5%	9.9%	3.8%	7.9%	5.7%	7.9%	3.1%	9.1%	7.1%
	Don't know		25	4	8	4	2	4	3		
		%	2.5%	2.5%	3.3%	2.1%	1.9%	2.9%	3.1%		
	Doesn't apply		95	11	17	18	14	13	13	3	6
		%	9.6%	6.8%	7.1%	9.4%	13.3%	9.4%	13.4%	9.1%	21.4%
No response		55	9	15	10	6	10	4	1		
	%	5.5%	5.6%	6.3%	5.2%	5.7%	7.2%	4.1%	3.0%		

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

**Q27H - DO YOU FEEL MORE ABLE TO CONTINUE TO CARE FOR YOUR FAMILY MEMBER WITH A DISABILITY AT HOME
THROUGH USING THE RESPITE AVAILABLE TO 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 Respite Services			642	365	396	994	194	582	31	205	89
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ABLE TO CONTINUE TO CARE	Most of the time		349	189	189	536	104	315	17	108	39
		%	54.4%	51.8%	47.7%	53.9%	53.6%	54.1%	54.8%	52.7%	43.8%
	Some of the time		150	82	77	218	38	132	3	54	26
		%	23.4%	22.5%	19.4%	21.9%	19.6%	22.7%	9.7%	26.3%	29.2%
	Rarely/ Never		37	21	25	65	10	38	4	13	8
		%	5.8%	5.8%	6.3%	6.5%	5.2%	6.5%	12.9%	6.3%	9.0%
	Don't know		17	7	9	25	8	14		6	1
		%	2.6%	1.9%	2.3%	2.5%	4.1%	2.4%		2.9%	1.1%
	Doesn't apply		57	41	65	95	23	49	5	13	7
		%	8.9%	11.2%	16.4%	9.6%	11.9%	8.4%	16.1%	6.3%	7.9%
	No response		32	25	31	55	11	34	2	11	8
		%	5.0%	6.8%	7.8%	5.5%	5.7%	5.8%	6.5%	5.4%	9.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q27H - DO YOU FEEL MORE ABLE TO CONTINUE TO CARE FOR YOUR FAMILY MEMBER WITH A DISABILITY AT HOME
THROUGH USING THE RESPITE AVAILABLE TO 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 Respite House Service	Receives Centre Based Respite Service	Receives Own Home Respite Service	Receives In Home Respite Service	Receives Peer Support Respite Service	Receives Other Respite Service
								18-24 years	25-34 years	35-44 years	45+ years						
BASE: Family member receives Respite Services			58	637	194	79	154	330	314	162	169	597	190	240	173	99	93
			%	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 CONTINUE TO CARE	Most of the time		27	349	91	54	83	168	174	93	92	344	103	130	98	50	43
		%	46.6%	54.8%	46.9%	68.4%	53.9%	50.9%	55.4%	57.4%	54.4%	57.6%	54.2%	54.2%	56.6%	50.5%	46.2%
	Some of the time		4	148	56	14	29	96	65	22	32	144	47	51	34	27	23
		%	6.9%	23.2%	28.9%	17.7%	18.8%	29.1%	20.7%	13.6%	18.9%	24.1%	24.7%	21.3%	19.7%	27.3%	24.7%
	Rarely/ Never		5	45	16	2	4	28	19	9	7	34	14	17	7	7	7
		%	8.6%	7.1%	8.2%	2.5%	2.6%	8.5%	6.1%	5.6%	4.1%	5.7%	7.4%	7.1%	4.0%	7.1%	7.5%
	Don't know		3	16	6	3	2	6	11	5	2	10	4	4	4	2	5
		%	5.2%	2.5%	3.1%	3.8%	1.3%	1.8%	3.5%	3.1%	1.2%	1.7%	2.1%	1.7%	2.3%	2.0%	5.4%
	Doesn't apply		14	47	14	5	25	18	29	23	21	40	16	25	18	7	7
		%	24.1%	7.4%	7.2%	6.3%	16.2%	5.5%	9.2%	14.2%	12.4%	6.7%	8.4%	10.4%	10.4%	7.1%	7.5%
	No response		5	32	11	1	11	14	16	10	15	25	6	13	12	6	8
		%	8.6%	5.0%	5.7%	1.3%	7.1%	4.2%	5.1%	6.2%	8.9%	4.2%	3.2%	5.4%	6.9%	6.1%	8.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q27I - IS CHANGE IN CARERS WHO PROVIDE RESPIRE TO YOUR FAMILY A PROBLEM?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives Respite Services			994	162	239	191	105	139	97	33	28
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHANGE IN CARERS A PROBLEM FOR YOUR FAMILY	Most of the time		156	28	40	27	12	16	12	14	7
		%	15.7%	17.3%	16.7%	14.1%	11.4%	11.5%	12.4%	42.4%	25.0%
	Some of the time		328	56	81	70	36	36	27	8	14
		%	33.0%	34.6%	33.9%	36.6%	34.3%	25.9%	27.8%	24.2%	50.0%
	Rarely/ Never		364	57	85	72	38	55	44	9	4
		%	36.6%	35.2%	35.6%	37.7%	36.2%	39.6%	45.4%	27.3%	14.3%
	Don't know		79	11	18	12	8	19	6	2	3
		%	7.9%	6.8%	7.5%	6.3%	7.6%	13.7%	6.2%	6.1%	10.7%
	No response		67	10	15	10	11	13	8		
		%	6.7%	6.2%	6.3%	5.2%	10.5%	9.4%	8.2%		

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q27I - IS CHANGE IN CARERS WHO PROVIDE RESPITE TO YOUR FAMILY A PROBLEM?

							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	Psychiatric	Physical	Sensory
							Cognitive				
BASE: Family member receives Respite Services			642	365	396	994	194	582	31	205	89
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHANGE IN CARERS A PROBLEM FOR YOUR FAMILY	Most of the time		108	43	73	156	27	86	8	42	25
		%	16.8%	11.8%	18.4%	15.7%	13.9%	14.8%	25.8%	20.5%	28.1%
	Some of the time		214	109	116	328	60	184	6	80	23
		%	33.3%	29.9%	29.3%	33.0%	30.9%	31.6%	19.4%	39.0%	25.8%
	Rarely/ Never		236	156	141	364	66	232	11	63	24
		%	36.8%	42.7%	35.6%	36.6%	34.0%	39.9%	35.5%	30.7%	27.0%
	Don't know		44	27	25	79	26	39	3	10	8
		%	6.9%	7.4%	6.3%	7.9%	13.4%	6.7%	9.7%	4.9%	9.0%
	No response		40	30	41	67	15	41	3	10	9
		%	6.2%	8.2%	10.4%	6.7%	7.7%	7.0%	9.7%	4.9%	10.1%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q27I - IS CHANGE IN CARERS WHO PROVIDE RESPITE TO YOUR FAMILY A PROBLEM?

			Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Respite House Service	Receives Centre Based Respite Service	Receives Own Home Respite Service	Receives In Home Respite Service	Receives Peer Support Respite Service	Receives Other Respite Service
			58	637	194	79	154	18-24 years	25-34 years	35-44 years	45+ years	597	190	240	173	99	93
BASE: Family member receives Respite Services			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%	100.0%
	%																
CHANGE IN CARERS A PROBLEM FOR YOUR FAMILY	Most of the time		10	103	28	12	24	60	49	18	25	83	38	55	40	19	18
		%	17.2%	16.2%	14.4%	15.2%	15.6%	18.2%	15.6%	11.1%	14.8%	13.9%	20.0%	22.9%	23.1%	19.2%	19.4%
	Some of the time		15	233	60	23	38	124	100	54	45	204	70	91	54	42	24
		%	25.9%	36.6%	30.9%	29.1%	24.7%	37.6%	31.8%	33.3%	26.6%	34.2%	36.8%	37.9%	31.2%	42.4%	25.8%
	Rarely/ Never		19	221	80	28	66	118	115	58	65	241	67	62	54	27	28
		%	32.8%	34.7%	41.2%	35.4%	42.9%	35.8%	36.6%	35.8%	38.5%	40.4%	35.3%	25.8%	31.2%	27.3%	30.1%
	Don't know		9	40	12	14	13	18	28	14	18	38	11	17	10	6	13
		%	15.5%	6.3%	6.2%	17.7%	8.4%	5.5%	8.9%	8.6%	10.7%	6.4%	5.8%	7.1%	5.8%	6.1%	14.0%
	No response		5	40	14	2	13	10	22	18	16	31	4	15	15	5	10
		%	8.6%	6.3%	7.2%	2.5%	8.4%	3.0%	7.0%	11.1%	9.5%	5.2%	2.1%	6.3%	8.7%	5.1%	10.8%

Q27J - IS YOUR FAMILY MEMBER SAFE WHEN HE OR SHE IS CARED FOR BY A RESPITE SERVICE OR CARERS?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives Respite Services			994	162	239	191	105	139	97	33	28
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SAFE WHEN CARED FOR	Most of the time		786	125	185	160	79	103	82	30	22
		%	79.1%	77.2%	77.4%	83.8%	75.2%	74.1%	84.5%	90.9%	78.6%
	Some of the time		83	20	25	9	9	10	6	1	3
		%	8.4%	12.3%	10.5%	4.7%	8.6%	7.2%	6.2%	3.0%	10.7%
	Rarely/ Never		5	1	1	2		1			
		%	.5%	.6%	.4%	1.0%		.7%			
	Don't know		64	10	13	12	6	15	4	1	3
		%	6.4%	6.2%	5.4%	6.3%	5.7%	10.8%	4.1%	3.0%	10.7%
	No response		56	6	15	8	11	10	5	1	
		%	5.6%	3.7%	6.3%	4.2%	10.5%	7.2%	5.2%	3.0%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q27J - IS YOUR FAMILY MEMBER SAFE WHEN HE OR SHE IS CARED FOR BY A RESPITE SERVICE OR CARERS?

							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 Respite Services			642	365	396	994	194	582	31	205	89
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SAFE WHEN CARED FOR	Most of the time		509	285	307	786	149	458	23	169	68
		%	79.3%	78.1%	77.5%	79.1%	76.8%	78.7%	74.2%	82.4%	76.4%
	Some of the time		56	26	31	83	17	50	4	17	6
		%	8.7%	7.1%	7.8%	8.4%	8.8%	8.6%	12.9%	8.3%	6.7%
	Rarely/ Never		2	1	2	5	2			1	
		%	.3%	.3%	.5%	.5%	1.0%			.5%	
	Don't know		41	23	24	64	17	36	2	10	7
		%	6.4%	6.3%	6.1%	6.4%	8.8%	6.2%	6.5%	4.9%	7.9%
	No response		34	30	32	56	9	38	2	8	8
		%	5.3%	8.2%	8.1%	5.6%	4.6%	6.5%	6.5%	3.9%	9.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q27J - IS YOUR FAMILY MEMBER SAFE WHEN HE OR SHE IS CARED FOR BY A RESPITE SERVICE OR CARERS?

			Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Respite House Service	Receives Centre Based Respite Service	Receives Own Home Respite Service	Receives In Home Respite Service	Receives Peer Support Respite Service	Receives Other Respite Service
			58	637	194	79	154	18-24 years	25-34 years	35-44 years	45+ years	597	190	240	173	99	93
BASE: Family member receives Respite Services			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%	100.0%
	%																
SAFE WHEN CARED FOR	Most of the time		40	505	158	66	118	263	241	133	134	478	162	185	136	76	69
		%	69.0%	79.3%	81.4%	83.5%	76.6%	79.7%	76.8%	82.1%	79.3%	80.1%	85.3%	77.1%	78.6%	76.8%	74.2%
	Some of the time		8	57	12	7	14	33	30	9	10	59	15	20	12	12	7
		%	13.8%	8.9%	6.2%	8.9%	9.1%	10.0%	9.6%	5.6%	5.9%	9.9%	7.9%	8.3%	6.9%	12.1%	7.5%
	Rarely/ Never		2	2			1	2		2	1	2		1			1
		%	3.4%	.3%			.6%	.6%		1.2%	.6%	.3%		.4%			1.1%
	Don't know		5	39	12	5	10	18	26	7	11	33	10	16	12	5	9
		%	8.6%	6.1%	6.2%	6.3%	6.5%	5.5%	8.3%	4.3%	6.5%	5.5%	5.3%	6.7%	6.9%	5.1%	9.7%
	No response		3	34	12	1	11	14	17	11	13	25	3	18	13	6	7
		%	5.2%	5.3%	6.2%	1.3%	7.1%	4.2%	5.4%	6.8%	7.7%	4.2%	1.6%	7.5%	7.5%	6.1%	7.5%

Q27K - DOES YOUR FAMILY MEMBER ENJOY THE TIME HE OR SHE IS CARED FOR A RESPITE SERVICE OR CARERS?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives Respite Services			994	162	239	191	105	139	97	33	28
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENJOY THE TIME HE OR SHE IS CARED FOR	Most of the time		674	108	149	145	63	92	73	24	20
		%	67.8%	66.7%	62.3%	75.9%	60.0%	66.2%	75.3%	72.7%	71.4%
	Some of the time		194	37	50	34	26	24	14	4	5
		%	19.5%	22.8%	20.9%	17.8%	24.8%	17.3%	14.4%	12.1%	17.9%
	Rarely/ Never		28	4	10	5	2	4	1	1	1
		%	2.8%	2.5%	4.2%	2.6%	1.9%	2.9%	1.0%	3.0%	3.6%
	Don't know		42	6	16		3	9	3	3	2
		%	4.2%	3.7%	6.7%		2.9%	6.5%	3.1%	9.1%	7.1%
	No response		56	7	14	7	11	10	6	1	
		%	5.6%	4.3%	5.9%	3.7%	10.5%	7.2%	6.2%	3.0%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q27K - DOES YOUR FAMILY MEMBER ENJOY THE TIME HE OR SHE IS CARED FOR A RESPITE SERVICE OR CARERS?

							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 Respite Services			642	365	396	994	194	582	31	205	89
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ENJOY THE TIME HE OR SHE IS CARED FOR	Most of the time		439	263	256	674	117	415	25	138	56
		%	68.4%	72.1%	64.6%	67.8%	60.3%	71.3%	80.6%	67.3%	62.9%
	Some of the time		125	58	78	194	46	94	2	51	18
		%	19.5%	15.9%	19.7%	19.5%	23.7%	16.2%	6.5%	24.9%	20.2%
	Rarely/ Never		18	5	11	28	6	16	2	1	5
		%	2.8%	1.4%	2.8%	2.8%	3.1%	2.7%	6.5%	.5%	5.6%
	Don't know		27	10	18	42	17	21		5	2
		%	4.2%	2.7%	4.5%	4.2%	8.8%	3.6%		2.4%	2.2%
	No response		33	29	33	56	8	36	2	10	8
		%	5.1%	7.9%	8.3%	5.6%	4.1%	6.2%	6.5%	4.9%	9.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q27K - DOES YOUR FAMILY MEMBER ENJOY THE TIME HE OR SHE IS CARED FOR A RESPITE SERVICE OR CARERS?

			Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Respite House Service	Receives Centre Based Respite Service	Receives Own Home Respite Service	Receives In Home Respite Service	Receives Peer Support Respite Service	Receives Other Respite Service
			58	637	194	79	154	18-24 years	25-34 years	35-44 years	45+ years	597	190	240	173	99	93
BASE: Family member receives Respite Services			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%	100.0%
	%																
ENJOY THE TIME HE OR SHE IS CARED FOR	Most of the time		36	429	142	42	113	224	218	113	106	420	128	149	111	69	64
		%	62.1%	67.3%	73.2%	53.2%	73.4%	67.9%	69.4%	69.8%	62.7%	70.4%	67.4%	62.1%	64.2%	69.7%	68.8%
	Some of the time		13	132	28	25	23	74	55	25	38	125	44	53	37	20	9
		%	22.4%	20.7%	14.4%	31.6%	14.9%	22.4%	17.5%	15.4%	22.5%	20.9%	23.2%	22.1%	21.4%	20.2%	9.7%
	Rarely/ Never		3	19	4	4	2	11	6	4	5	14	4	7	6	2	5
		%	5.2%	3.0%	2.1%	5.1%	1.3%	3.3%	1.9%	2.5%	3.0%	2.3%	2.1%	2.9%	3.5%	2.0%	5.4%
	Don't know		3	23	9	6	6	9	18	8	7	17	9	14	6	2	7
		%	5.2%	3.6%	4.6%	7.6%	3.9%	2.7%	5.7%	4.9%	4.1%	2.8%	4.7%	5.8%	3.5%	2.0%	7.5%
	No response		3	34	11	2	10	12	17	12	13	21	5	17	13	6	8
		%	5.2%	5.3%	5.7%	2.5%	6.5%	3.6%	5.4%	7.4%	7.7%	3.5%	2.6%	7.1%	7.5%	6.1%	8.6%

Q28 - DID YOU CHOOSE THE RESPITE YOU USE

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives Respite Services			994	162	239	191	105	139	97	33	28
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHOOSE THE RESPITE YOU USE	Yes		533	80	133	119	58	68	48	19	8
		%	53.6%	49.4%	55.6%	62.3%	55.2%	48.9%	49.5%	57.6%	28.6%
	Partly		241	46	55	40	24	41	16	7	12
		%	24.2%	28.4%	23.0%	20.9%	22.9%	29.5%	16.5%	21.2%	42.9%
	No		152	29	37	23	11	15	25	6	6
		%	15.3%	17.9%	15.5%	12.0%	10.5%	10.8%	25.8%	18.2%	21.4%
	Don't know		7			1	1	3	1		1
		%	.7%			.5%	1.0%	2.2%	1.0%		3.6%
	No response		61	7	14	8	11	12	7	1	1
		%	6.1%	4.3%	5.9%	4.2%	10.5%	8.6%	7.2%	3.0%	3.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q28 - DID YOU CHOOSE THE RESPITE YOU USE

			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 Respite Services			642	365	396	994	194	582	31	205	89
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHOOSE THE RESPITE YOU USE	Yes		325	208	188	533	103	316	14	116	47
		%	50.6%	57.0%	47.5%	53.6%	53.1%	54.3%	45.2%	56.6%	52.8%
	Partly		180	79	96	241	43	149	10	41	18
		%	28.0%	21.6%	24.2%	24.2%	22.2%	25.6%	32.3%	20.0%	20.2%
	No		100	50	75	152	35	78	3	38	14
		%	15.6%	13.7%	18.9%	15.3%	18.0%	13.4%	9.7%	18.5%	15.7%
	Don't know		2	2	3	7	4	1	1	1	1
		%	.3%	.5%	.8%	.7%	2.1%	.2%	3.2%	.5%	1.1%
	No response		35	26	34	61	9	38	3	9	9
		%	5.5%	7.1%	8.6%	6.1%	4.6%	6.5%	9.7%	4.4%	10.1%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q28 - DID YOU CHOOSE THE RESPITE YOU USE

			Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Respite House Service	Receives Centre Based Respite Service	Receives Own Home Respite Service	Receives In Home Respite Service	Receives Peer Support Respite Service	Receives Other Respite Service
			58	637	194	79	154	18-24 years	25-34 years	35-44 years	45+ years	597	190	240	173	99	93
BASE: Family member receives Respite Services			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%	100.0%
	%																
CHOOSE THE RESPITE YOU USE	Yes		24	364	106	44	74	177	177	80	91	334	113	118	88	51	55
		%	41.4%	57.1%	54.6%	55.7%	48.1%	53.6%	56.4%	49.4%	53.8%	55.9%	59.5%	49.2%	50.9%	51.5%	59.1%
	Partly		15	152	41	24	37	91	72	37	37	150	38	64	47	33	22
		%	25.9%	23.9%	21.1%	30.4%	24.0%	27.6%	22.9%	22.8%	21.9%	25.1%	20.0%	26.7%	27.2%	33.3%	23.7%
	No		15	82	32	7	30	46	42	32	26	87	32	38	22	8	6
		%	25.9%	12.9%	16.5%	8.9%	19.5%	13.9%	13.4%	19.8%	15.4%	14.6%	16.8%	15.8%	12.7%	8.1%	6.5%
	Don't know		1	3	1	1	2	1	3	2	1	3	1	2	2		2
		%	1.7%	.5%	.5%	1.3%	1.3%	.3%	1.0%	1.2%	.6%	.5%	.5%	.8%	1.2%		2.2%
	No response		3	36	14	3	11	15	20	11	14	23	6	18	14	7	8
		%	5.2%	5.7%	7.2%	3.8%	7.1%	4.5%	6.4%	6.8%	8.3%	3.9%	3.2%	7.5%	8.1%	7.1%	8.6%

Q29 - DO YOU CHOOSE THE CARERS WHO PROVIDE YOU WITH RESPITE?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives Respite Services			994	162	239	191	105	139	97	33	28
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHOOSE THE CARERS WHO PROVIDE YOU WITH RESPITE	Yes		141	16	27	32	15	27	8	15	1
		%	14.2%	9.9%	11.3%	16.8%	14.3%	19.4%	8.2%	45.5%	3.6%
	Partly		175	17	46	48	19	23	11	5	6
		%	17.6%	10.5%	19.2%	25.1%	18.1%	16.5%	11.3%	15.2%	21.4%
	No		600	119	148	98	61	74	69	12	19
		%	60.4%	73.5%	61.9%	51.3%	58.1%	53.2%	71.1%	36.4%	67.9%
	Don't know		17	3	4	2	2	4	1		1
		%	1.7%	1.9%	1.7%	1.0%	1.9%	2.9%	1.0%		3.6%
	No response		61	7	14	11	8	11	8	1	1
		%	6.1%	4.3%	5.9%	5.8%	7.6%	7.9%	8.2%	3.0%	3.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q29 - DO YOU CHOOSE THE CARERS WHO PROVIDE YOU WITH RESPITE?

			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 Respite Services			642	365	396	994	194	582	31	205	89
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHOOSE THE CARERS WHO PROVIDE YOU WITH RESPITE	Yes		91	41	64	141	32	67	6	34	13
		%	14.2%	11.2%	16.2%	14.2%	16.5%	11.5%	19.4%	16.6%	14.6%
	Partly		125	64	79	175	43	89	3	43	10
		%	19.5%	17.5%	19.9%	17.6%	22.2%	15.3%	9.7%	21.0%	11.2%
	No		380	229	212	600	101	382	18	115	54
		%	59.2%	62.7%	53.5%	60.4%	52.1%	65.6%	58.1%	56.1%	60.7%
	Don't know		9	6	6	17	7	7	1	4	3
		%	1.4%	1.6%	1.5%	1.7%	3.6%	1.2%	3.2%	2.0%	3.4%
	No response		37	25	35	61	11	37	3	9	9
		%	5.8%	6.8%	8.8%	6.1%	5.7%	6.4%	9.7%	4.4%	10.1%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q29 - DO YOU CHOOSE THE CARERS WHO PROVIDE YOU WITH RESPITE?

			Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives Respite House Service	Receives Centre Based Respite Service	Receives Own Home Respite Service	Receives In Home Respite Service	Receives Peer Support Respite Service	Receives Other Respite Service
			58	637	194	79	154	18-24 years	25-34 years	35-44 years	45+ years	597	190	240	173	99	93
BASE: Family member receives Respite Services			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%	100.0%
CHOOSE THE CARERS WHO PROVIDE YOU WITH RESPITE	Yes		13	84	23	18	24	41	44	19	34	43	19	60	45	21	24
		%	22.4%	13.2%	11.9%	22.8%	15.6%	12.4%	14.0%	11.7%	20.1%	7.2%	10.0%	25.0%	26.0%	21.2%	25.8%
	Partly		17	116	29	20	21	70	50	27	28	91	40	66	39	29	22
		%	29.3%	18.2%	14.9%	25.3%	13.6%	21.2%	15.9%	16.7%	16.6%	15.2%	21.1%	27.5%	22.5%	29.3%	23.7%
	No		24	388	127	35	95	202	192	103	88	433	123	88	72	45	37
		%	41.4%	60.9%	65.5%	44.3%	61.7%	61.2%	61.1%	63.6%	52.1%	72.5%	64.7%	36.7%	41.6%	45.5%	39.8%
	Don't know		1	11	2	2	4	4	8	2	2	5	2	7	3		2
		%	1.7%	1.7%	1.0%	2.5%	2.6%	1.2%	2.5%	1.2%	1.2%	.8%	1.1%	2.9%	1.7%		2.2%
	No response		3	38	13	4	10	13	20	11	17	25	6	19	14	4	8
		%	5.2%	6.0%	6.7%	5.1%	6.5%	3.9%	6.4%	6.8%	10.1%	4.2%	3.2%	7.9%	8.1%	4.0%	8.6%

Q30 - WOULD YOU LIKE YOUR FAMILY MEMBER TO USE DIFFERENT RESPITE ARRANGEMENTS OR SERVICES IF THEY WERE AVAILABLE?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives Respite Services			994	162	239	191	105	139	97	33	28
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LIKE TO USE DIFFERENT RESPITE ARRANGEMENTS OR SERVICES	Yes		355	62	76	84	36	45	31	10	11
		%	35.7%	38.3%	31.8%	44.0%	34.3%	32.4%	32.0%	30.3%	39.3%
	No		365	58	89	64	38	48	38	18	12
		%	36.7%	35.8%	37.2%	33.5%	36.2%	34.5%	39.2%	54.5%	42.9%
	Don't know		198	31	51	31	22	35	21	4	3
		%	19.9%	19.1%	21.3%	16.2%	21.0%	25.2%	21.6%	12.1%	10.7%
	No response		76	11	23	12	9	11	7	1	2
		%	7.6%	6.8%	9.6%	6.3%	8.6%	7.9%	7.2%	3.0%	7.1%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q30 - WOULD YOU LIKE YOUR FAMILY MEMBER TO USE DIFFERENT RESPITE ARRANGEMENTS OR SERVICES IF THEY WERE AVAILABLE?

			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 Respite Services			642	365	396	994	194	582	31	205	89
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LIKE TO USE DIFFERENT RESPITE ARRANGEMENTS OR SERVICES	Yes		233	110	108	355	74	212	12	78	36
		%	36.3%	30.1%	27.3%	35.7%	38.1%	36.4%	38.7%	38.0%	40.4%
	No		232	148	169	365	67	220	14	71	26
		%	36.1%	40.5%	42.7%	36.7%	34.5%	37.8%	45.2%	34.6%	29.2%
	Don't know		134	79	81	198	40	103	3	44	15
		%	20.9%	21.6%	20.5%	19.9%	20.6%	17.7%	9.7%	21.5%	16.9%
	No response		43	28	38	76	13	47	2	12	12
		%	6.7%	7.7%	9.6%	7.6%	6.7%	8.1%	6.5%	5.9%	13.5%

Q30 - WOULD YOU LIKE YOUR FAMILY MEMBER TO USE DIFFERENT RESPITE ARRANGEMENTS OR SERVICES IF THEY WERE 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 Respite House Service	Receives Centre Based Respite Service	Receives Own Home Respite Service	Receives In Home Respite Service	Receives Peer Support Respite Service	Receives Other Respite Service
								18-24 years	25-34 years	35-44 years	45+ years						
BASE: Family member receives Respite Services			58	637	194	79	154	330	314	162	169	597	190	240	173	99	93
	%		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%	100.0%
LIKE TO USE DIFFERENT RESPITE ARRANGEMENTS OR SERVICES	Yes		16	250	67	19	43	144	112	43	46	222	81	90	60	41	36
		%	27.6%	39.2%	34.5%	24.1%	27.9%	43.6%	35.7%	26.5%	27.2%	37.2%	42.6%	37.5%	34.7%	41.4%	38.7%
	No		28	223	69	32	63	102	127	58	72	218	63	77	58	29	27
		%	48.3%	35.0%	35.6%	40.5%	40.9%	30.9%	40.4%	35.8%	42.6%	36.5%	33.2%	32.1%	33.5%	29.3%	29.0%
	Don't know		10	115	41	23	37	67	47	48	33	124	40	47	41	20	21
		%	17.2%	18.1%	21.1%	29.1%	24.0%	20.3%	15.0%	29.6%	19.5%	20.8%	21.1%	19.6%	23.7%	20.2%	22.6%
	No response		4	49	17	5	11	17	28	13	18	33	6	26	14	9	9
		%	6.9%	7.7%	8.8%	6.3%	7.1%	5.2%	8.9%	8.0%	10.7%	5.5%	3.2%	10.8%	8.1%	9.1%	9.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q31 - OVERALL, WHAT DO YOU THINK OF THE RESPITE YOU HAVE USED OVER THE LAST 12 MONTHS?

			TOTAL	STATE							
				NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives Respite Services			994	162	239	191	105	139	97	33	28
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
OVERALL REACTION TO RESPITE SERVICES OVER LAST 12 MONTHS	Very good		404	64	100	85	44	47	42	16	6
		%	40.6%	39.5%	41.8%	44.5%	41.9%	33.8%	43.3%	48.5%	21.4%
	Good		289	36	74	55	27	49	32	8	8
		%	29.1%	22.2%	31.0%	28.8%	25.7%	35.3%	33.0%	24.2%	28.6%
	OK		170	36	35	29	18	23	13	7	9
		%	17.1%	22.2%	14.6%	15.2%	17.1%	16.5%	13.4%	21.2%	32.1%
	Poor		25	8	6	4	4	1		1	1
		%	2.5%	4.9%	2.5%	2.1%	3.8%	.7%		3.0%	3.6%
	Don't know / no opinion		15	7	2	5			1		
		%	1.5%	4.3%	.8%	2.6%			1.0%		
	No response		91	11	22	13	12	19	9	1	4
		%	9.2%	6.8%	9.2%	6.8%	11.4%	13.7%	9.3%	3.0%	14.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q31 - OVERALL, WHAT DO YOU THINK OF THE RESPITE YOU HAVE USED 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 Respite Services			642	365	396	994	194	582	31	205	89
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
OVERALL REACTION TO RESPITE SERVICES OVER LAST 12 MONTHS	Very good		248	152	155	404	73	252	15	67	35
		%	38.6%	41.6%	39.1%	40.6%	37.6%	43.3%	48.4%	32.7%	39.3%
	Good		197	101	110	289	62	158	8	74	22
		%	30.7%	27.7%	27.8%	29.1%	32.0%	27.1%	25.8%	36.1%	24.7%
	OK		120	62	68	170	31	98	3	43	15
		%	18.7%	17.0%	17.2%	17.1%	16.0%	16.8%	9.7%	21.0%	16.9%
	Poor		18	4	9	25	4	12	1	7	2
		%	2.8%	1.1%	2.3%	2.5%	2.1%	2.1%	3.2%	3.4%	2.2%
	Don't know / no opinion		9	2	4	15	5	9	1	2	
		%	1.4%	.5%	1.0%	1.5%	2.6%	1.5%	3.2%	1.0%	
	No response		50	44	50	91	19	53	3	12	15
		%	7.8%	12.1%	12.6%	9.2%	9.8%	9.1%	9.7%	5.9%	16.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q31 - OVERALL, WHAT DO YOU THINK OF THE RESPITE YOU HAVE USED 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 Respite House Service	Receives Centre Based Respite Service	Receives Own Home Respite Service	Receives In Home Respite Service	Receives Peer Support Respite Service	Receives Other Respite Service
		58	637	194	79	154	18-24 years	25-34 years	35-44 years	45+ years	597	190	240	173	99	93
BASE: Family member receives Respite Services	%	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%	100.0%
OVERALL REACTION TO RESPITE SERVICES OVER LAST 12 MONTHS	Very good	26	245	83	30	68	127	125	71	73	266	63	84	69	28	40
		%	44.8%	38.5%	42.8%	38.0%	44.2%	38.5%	39.8%	43.8%	44.6%	33.2%	35.0%	39.9%	28.3%	43.0%
	Good	14	200	48	29	40	100	92	42	52	180	70	65	50	28	22
		%	24.1%	31.4%	24.7%	36.7%	26.0%	30.3%	29.3%	25.9%	30.2%	36.8%	27.1%	28.9%	28.3%	23.7%
	OK	8	112	39	15	22	62	57	24	22	100	44	43	25	26	17
		%	13.8%	17.6%	20.1%	19.0%	14.3%	18.8%	18.2%	14.8%	13.0%	16.8%	23.2%	17.9%	14.5%	26.3%
	Poor	3	17	2		5	14	5	2	3	12	5	10	8	5	1
		%	5.2%	2.7%	1.0%		3.2%	4.2%	1.6%	1.2%	2.0%	2.6%	4.2%	4.6%	5.1%	1.1%
	Don't know / no opinion	3	9	2		1	6	5	2		7	2	4	2	1	1
		%	5.2%	1.4%	1.0%		.6%	1.8%	1.6%	1.2%	1.2%	1.1%	1.7%	1.2%	1.0%	1.1%
	No response	4	54	20	5	18	21	30	21	19	32	6	34	19	11	12
		%	6.9%	8.5%	10.3%	6.3%	11.7%	6.4%	9.6%	13.0%	11.2%	5.4%	3.2%	14.2%	11.0%	12.9%

Q31A - HOW COULD YOUR RESPITE BE IMPROVED?

		STATE								
		TOTAL	NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Family member receives Respite Services		994	162	239	191	105	139	97	33	28
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Satisfied/ Happy with services		86	21	17	18	11	7	7	3	2
	%	8.7%	13.0%	7.1%	9.4%	10.5%	5.0%	7.2%	9.1%	7.1%
Extended hours for respite/ Longer respite periods		46	10	11	18	1	2	2	1	1
	%	4.6%	6.2%	4.6%	9.4%	1.0%	1.4%	2.1%	3.0%	3.6%
Able to use respite more frequently		47	12	6	11	3	9	6		
	%	4.7%	7.4%	2.5%	5.8%	2.9%	6.5%	6.2%		
More information re services available within area		8		2		3		1	1	1
	%	.8%		.8%		2.9%		1.0%	3.0%	3.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

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Q31A - HOW COULD YOUR RESPITE BE IMPROVED?

		TOTAL	STATE							
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
Rural issues (more services, improved transport)		7	2	5						
	%	.7%	1.2%	2.1%						
Travel/ transport (service, support/ more funding)		14	3	3	4		3	1		
	%	1.4%	1.9%	1.3%	2.1%		2.2%	1.0%		
More overnight stays		15		4	8		1		1	1
	%	1.5%		1.7%	4.2%		.7%		3.0%	3.6%
Caring at home more available/ More in-home respite		12	2	1	3	3	3			
	%	1.2%	1.2%	.4%	1.6%	2.9%	2.2%			
Crisis care/ More emergency respite		9	3		1		3	1	1	
	%	.9%	1.9%		.5%		2.2%	1.0%	3.0%	
More funding (unspecified)		39	7	6	16	5	2		3	
	%	3.9%	4.3%	2.5%	8.4%	4.8%	1.4%		9.1%	
Better availability at peak times		21	2	3	8	1	3	2	1	1
	%	2.1%	1.2%	1.3%	4.2%	1.0%	2.2%	2.1%	3.0%	3.6%
Easier to get respite on short notice/ Less waiting time		40	5	10	10	3	7	4	1	
	%	4.0%	3.1%	4.2%	5.2%	2.9%	5.0%	4.1%	3.0%	
More respite available/Different types needed		130	31	36	20	6	19	12	4	2
	%	13.1%	19.1%	15.1%	10.5%	5.7%	13.7%	12.4%	12.1%	7.1%
Make respite more affordable		20	3	3	5	1	3	4	1	
	%	2.0%	1.9%	1.3%	2.6%	1.0%	2.2%	4.1%	3.0%	
Could be closer to home/ More services in area		36	9	3	8	3	6	5	1	1
	%	3.6%	5.6%	1.3%	4.2%	2.9%	4.3%	5.2%	3.0%	3.6%
SUMMARY: ACCESS TO SERVICES		427	87	93	98	35	53	40	13	8
	%	43.0%	53.7%	38.9%	51.3%	33.3%	38.1%	41.2%	39.4%	28.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q31A - HOW COULD YOUR RESPITE BE IMPROVED?

		TOTAL	STATE							
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
People with similar disabilities at respite homes		12	5	3	2		1	1		
	%	1.2%	3.1%	1.3%	1.0%		.7%	1.0%		
Smaller groups at respite at a time/ Group home-type		8		2	2	2	2			
	%	.8%		.8%	1.0%	1.9%	1.4%			
More equipment at respite		6	1	2		1		2		
	%	.6%	.6%	.8%		1.0%		2.1%		
Better food		3		1	2					
	%	.3%		.4%	1.0%					
SUMMARY: QUALITY OF LIFE/ WORK		29	6	8	6	3	3	3		
	%	2.9%	3.7%	3.3%	3.1%	2.9%	2.2%	3.1%		
Increase range of activities/ recreational facilities		29	7	3	7	5	3	2	1	1
	%	2.9%	4.3%	1.3%	3.7%	4.8%	2.2%	2.1%	3.0%	3.6%
More facilities (unspecific)		2			1		1			
	%	.2%			.5%		.7%			
Better supervision of dental, bodily hygiene for clients		3	1				1	1		
	%	.3%	.6%				.7%	1.0%		
Teach clients more 'independent' skills		1			1					
	%	.1%			.5%					
SUMMARY: PERSONAL DVPMT/ COMM. INCLUSION		35	8	3	9	5	5	3	1	1
	%	3.5%	4.9%	1.3%	4.7%	4.8%	3.6%	3.1%	3.0%	3.6%
Staff turnover (more consistent, long term)		14	2	3	1		4		2	2
	%	1.4%	1.2%	1.3%	.5%		2.9%		6.1%	7.1%
Permanent staff (long term/ less use of agency, casuals)		8	1	4		2				1
	%	.8%	.6%	1.7%		1.9%				3.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q31A - HOW COULD YOUR RESPITE BE IMPROVED?

		TOTAL	STATE							
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
More staff		32	3	8	9	5	4	2	1	
	%	3.2%	1.9%	3.3%	4.7%	4.8%	2.9%	2.1%	3.0%	
Better communication with families		26	2	12	4	1	3	3	1	
	%	2.6%	1.2%	5.0%	2.1%	1.0%	2.2%	3.1%	3.0%	
Written care plan with carer should be organised		3		1		1				1
	%	.3%		.4%		1.0%				3.6%
SUMMARY: RELATIONSHIP WITH SERVICE/STAFF		77	8	25	14	7	11	5	4	3
	%	7.7%	4.9%	10.5%	7.3%	6.7%	7.9%	5.2%	12.1%	10.7%
Better staff care/ Better trained, more competent staff		50	6	19	8	6	4	4		3
	%	5.0%	3.7%	7.9%	4.2%	5.7%	2.9%	4.1%		10.7%
Staff show more kindness, care to clients/ Listen to clients		22	4	6	3	1	4	1	2	1
	%	2.2%	2.5%	2.5%	1.6%	1.0%	2.9%	1.0%	6.1%	3.6%
Better supervision		7		2	1		3			1
	%	.7%		.8%	.5%		2.2%			3.6%
SUMMARY: QUALITY OF SERVICE		74	10	26	11	7	8	5	2	5
	%	7.4%	6.2%	10.9%	5.8%	6.7%	5.8%	5.2%	6.1%	17.9%
Family members able to choose respite/ respite staff		2	1			1				
	%	.2%	.6%			1.0%				
Listen to clients' requests		2		2						
	%	.2%		.8%						
SUMMARY: CHOICE/ SELF DETERMINATION		4	1	2		1				
	%	.4%	.6%	.8%		1.0%				
OTHER		8		4	1	1				2
	%	.8%		1.7%	.5%	1.0%				7.1%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q31A - HOW COULD YOUR RESPITE BE IMPROVED?

		TOTAL	STATE							
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
IRRELEVANT/ GENERAL COMMENT, COMPLAINT		30	3	8	8	2	5	3	1	
	%	3.0%	1.9%	3.3%	4.2%	1.9%	3.6%	3.1%	3.0%	
NO ANSWER		417	57	101	70	51	66	44	17	11
	%	42.0%	35.2%	42.3%	36.6%	48.6%	47.5%	45.4%	51.5%	39.3%

Q31A - HOW COULD YOUR RESPITE BE IMPROVED?

		Receives Case Management/ Brokerage	Receives Employment services	Receives Accom. services	Receives Respite Services	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY	PRIMARY DISABILITY
						Cognitive	Intellectual / Specific Learning	Psychiatric	Physical	Sensory
BASE: Family member receives Respite Services		642	365	396	994	194	582	31	205	89
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Satisfied/ Happy with services		53	35	29	86	14	61	4	9	8
	%	8.3%	9.6%	7.3%	8.7%	7.2%	10.5%	12.9%	4.4%	9.0%
Extended hours for respite/ Longer respite periods		30	18	13	46	9	29		10	4
	%	4.7%	4.9%	3.3%	4.6%	4.6%	5.0%		4.9%	4.5%
Able to use respite more frequently		33	13	16	47	9	27	1	14	2
	%	5.1%	3.6%	4.0%	4.7%	4.6%	4.6%	3.2%	6.8%	2.2%
More information re services available within area		4	3	6	8	4	2	1		1
	%	.6%	.8%	1.5%	.8%	2.1%	.3%	3.2%		1.1%
Rural issues (more services, improved transport)		4	2	2	7	2	5		2	
	%	.6%	.5%	.5%	.7%	1.0%	.9%		1.0%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q31A - HOW COULD YOUR RESPITE 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
Travel/ transport (service, support/ more funding)		10	7	2	14	1	11		2	1
	%	1.6%	1.9%	.5%	1.4%	.5%	1.9%		1.0%	1.1%
More overnight stays		12	3	7	15	2	7	1	7	2
	%	1.9%	.8%	1.8%	1.5%	1.0%	1.2%	3.2%	3.4%	2.2%
Caring at home more available/ More in-home respite		11	2	9	12	1	4		6	2
	%	1.7%	.5%	2.3%	1.2%	.5%	.7%		2.9%	2.2%
Crisis care/ More emergency respite		6	5	2	9		6	1	2	2
	%	.9%	1.4%	.5%	.9%		1.0%	3.2%	1.0%	2.2%
More funding (unspecified)		31	13	18	39	3	25	1	13	1
	%	4.8%	3.6%	4.5%	3.9%	1.5%	4.3%	3.2%	6.3%	1.1%
Better availability at peak times		12	7	8	21	1	14	1	5	2
	%	1.9%	1.9%	2.0%	2.1%	.5%	2.4%	3.2%	2.4%	2.2%
Easier to get respite on short notice/ Less waiting time		24	12	12	40	3	27	1	12	4
	%	3.7%	3.3%	3.0%	4.0%	1.5%	4.6%	3.2%	5.9%	4.5%
More respite available/Different types needed		79	44	31	130	18	78	5	33	10
	%	12.3%	12.1%	7.8%	13.1%	9.3%	13.4%	16.1%	16.1%	11.2%
Make respite more affordable		12	8	8	20	5	8		7	2
	%	1.9%	2.2%	2.0%	2.0%	2.6%	1.4%		3.4%	2.2%
Could be closer to home/ More services in area		21	13	7	36	6	24		8	4
	%	3.3%	3.6%	1.8%	3.6%	3.1%	4.1%		3.9%	4.5%
SUMMARY: ACCESS TO SERVICES		273	150	136	427	70	270	11	92	34
	%	42.5%	41.1%	34.3%	43.0%	36.1%	46.4%	35.5%	44.9%	38.2%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q31A - HOW COULD YOUR RESPITE 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
People with similar disabilities at respite homes		5	5	5	12	2	8		2	1
	%	.8%	1.4%	1.3%	1.2%	1.0%	1.4%		1.0%	1.1%
Smaller groups at respite at a time/ Group home-type		6	1	1	8		6		4	2
	%	.9%	.3%	.3%	.8%		1.0%		2.0%	2.2%
More equipment at respite		4		4	6	2	2			2
	%	.6%		1.0%	.6%	1.0%	.3%			2.2%
Better food		2	3		3		3			
	%	.3%	.8%		.3%		.5%			
SUMMARY: QUALITY OF LIFE/ WORK		17	9	10	29	4	19		6	5
	%	2.6%	2.5%	2.5%	2.9%	2.1%	3.3%		2.9%	5.6%
Increase range of activities/ recreational facilities		18	12	9	29	5	18		6	1
	%	2.8%	3.3%	2.3%	2.9%	2.6%	3.1%		2.9%	1.1%
More facilities (unspecific)		2	1	1	2		1			
	%	.3%	.3%	.3%	.2%		.2%			
Better supervision of dental, bodily hygiene for clients		2	2	2	3		3			
	%	.3%	.5%	.5%	.3%		.5%			
Teach clients more 'independent' skills		1		1	1		1			
	%	.2%		.3%	.1%		.2%			
SUMMARY: PERSONAL DVPMT/ COMM. INCLUSION		23	15	13	35	5	23		6	1
	%	3.6%	4.1%	3.3%	3.5%	2.6%	4.0%		2.9%	1.1%
Staff turnover (more consistent, long term)		10	6	5	14	4	8		3	1
	%	1.6%	1.6%	1.3%	1.4%	2.1%	1.4%		1.5%	1.1%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q31A - HOW COULD YOUR RESPITE 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
Permanent staff (long term/ less use of agency, casuals)		4	3	2	8	2	4		5	1
	%	.6%	.8%	.5%	.8%	1.0%	.7%		2.4%	1.1%
More staff		23	8	15	32	6	18		9	2
	%	3.6%	2.2%	3.8%	3.2%	3.1%	3.1%		4.4%	2.2%
Better communication with families		18	6	11	26	2	18	1	9	4
	%	2.8%	1.6%	2.8%	2.6%	1.0%	3.1%	3.2%	4.4%	4.5%
Written care plan with carer should be organised		3	1	1	3	2	2			
	%	.5%	.3%	.3%	.3%	1.0%	.3%			
SUMMARY: RELATIONSHIP WITH SERVICE/STAFF		54	24	31	77	14	49	1	22	7
	%	8.4%	6.6%	7.8%	7.7%	7.2%	8.4%	3.2%	10.7%	7.9%
Better staff care/ Better trained, more competent staff		41	15	19	50	6	32	1	11	4
	%	6.4%	4.1%	4.8%	5.0%	3.1%	5.5%	3.2%	5.4%	4.5%
Staff show more kindness, care to clients/ Listen to clients		17	5	8	22	7	14		3	5
	%	2.6%	1.4%	2.0%	2.2%	3.6%	2.4%		1.5%	5.6%
Better supervision		7	3	4	7	2	3	1	2	1
	%	1.1%	.8%	1.0%	.7%	1.0%	.5%	3.2%	1.0%	1.1%
SUMMARY: QUALITY OF SERVICE		60	21	29	74	14	44	2	16	10
	%	9.3%	5.8%	7.3%	7.4%	7.2%	7.6%	6.5%	7.8%	11.2%
Family members able to choose respite/ respite staff		1	2	1	2		2			1
	%	.2%	.5%	.3%	.2%		.3%			1.1%
Listen to clients' requests		1	1	1	2	1	1			
	%	.2%	.3%	.3%	.2%	.5%	.2%			

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

Q31A - HOW COULD YOUR RESPITE 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
SUMMARY: CHOICE/ SELF DETERMINATION		2	3	2	4	1	3			1
	%	.3%	.8%	.5%	.4%	.5%	.5%			1.1%
OTHER		7	3	6	8	1	7		1	
	%	1.1%	.8%	1.5%	.8%	.5%	1.2%		.5%	
IRRELEVANT/ GENERAL COMMENT, COMPLAINT		17	9	11	30	11	11	1	3	4
	%	2.6%	2.5%	2.8%	3.0%	5.7%	1.9%	3.2%	1.5%	4.5%
NO ANSWER		268	170	197	417	87	232	17	83	40
	%	41.7%	46.6%	49.7%	42.0%	44.8%	39.9%	54.8%	40.5%	44.9%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q31A - HOW COULD YOUR RESPITE 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 sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
							18-24 years	25-34 years	35-44 years	45+ years				
BASE: Family member receives Respite Services		58	637	194	79	154	330	314	162	169	249	58	79	18
	%	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%
Satisfied/ Happy with services		5	58	19	7	8	24	31	18	10	27	5	6	1
	%	8.6%	9.1%	9.8%	8.9%	5.2%	7.3%	9.9%	11.1%	5.9%	10.8%	8.6%	7.6%	5.6%
Extended hours for respite/ Longer respite periods		2	40	11	3	4	19	17	6	2	14	2	2	1
	%	3.4%	6.3%	5.7%	3.8%	2.6%	5.8%	5.4%	3.7%	1.2%	5.6%	3.4%	2.5%	5.6%
Able to use respite more frequently		1	37	7	3	4	24	12	8	3	9		5	2
	%	1.7%	5.8%	3.6%	3.8%	2.6%	7.3%	3.8%	4.9%	1.8%	3.6%		6.3%	11.1%
More information re services available within area			6	3	1	1	3	2	1	2	1	1	1	1
	%		.9%	1.5%	1.3%	.6%	.9%	.6%	.6%	1.2%	.4%	1.7%	1.3%	5.6%
Rural issues (more services, improved transport)		1	4	2	1	1	3	2	1	1	2			
	%	1.7%	.6%	1.0%	1.3%	.6%	.9%	.6%	.6%	.6%	.8%			
Travel/ transport (service, support/ more funding)			12	2		3	7	5	1	1	4	2	1	
	%		1.9%	1.0%		1.9%	2.1%	1.6%	.6%	.6%	1.6%	3.4%	1.3%	
More overnight stays			12	1		3	4	3	5	3	3			
	%		1.9%	.5%		1.9%	1.2%	1.0%	3.1%	1.8%	1.2%			
Caring at home more available/ More in-home respite		2	9	4		2	3	4	3	2	1	1		
	%	3.4%	1.4%	2.1%		1.3%	.9%	1.3%	1.9%	1.2%	.4%	1.7%		
Crisis care/ More emergency respite			6		1	2	1	4	2		5		1	
	%		.9%		1.3%	1.3%	.3%	1.3%	1.2%		2.0%		1.3%	
More funding (unspecified)		2	27	16	3	2	14	13	7	5	8	1	4	
	%	3.4%	4.2%	8.2%	3.8%	1.3%	4.2%	4.1%	4.3%	3.0%	3.2%	1.7%	5.1%	
Better availability at peak times			18		1	2	8	9	2	2	5		2	
	%		2.8%		1.3%	1.3%	2.4%	2.9%	1.2%	1.2%	2.0%		2.5%	
Easier to get respite on short notice/ Less waiting time		1	30	8	2	5	21	11	3	5	7	3	3	1
	%	1.7%	4.7%	4.1%	2.5%	3.2%	6.4%	3.5%	1.9%	3.0%	2.8%	5.2%	3.8%	5.6%
More respite available/Different types needed		3	108	26	6	11	56	47	16	9	31	6	9	2
	%	5.2%	17.0%	13.4%	7.6%	7.1%	17.0%	15.0%	9.9%	5.3%	12.4%	10.3%	11.4%	11.1%
Make respite more affordable			10	5	3	3	6	5	5	4	5	2		2
	%		1.6%	2.6%	3.8%	1.9%	1.8%	1.6%	3.1%	2.4%	2.0%	3.4%		11.1%
Could be closer to home/ More services in area		1	30	8	2	2	16	10	7	3	7	3	4	1
	%	1.7%	4.7%	4.1%	2.5%	1.3%	4.8%	3.2%	4.3%	1.8%	2.8%	5.2%	5.1%	5.6%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q31A - HOW COULD YOUR RESPITE 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 sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
							18-24 years	25-34 years	35-44 years	45+ years				
SUMMARY: ACCESS TO SERVICES		15	322	94	27	41	163	143	69	44	102	24	31	10
	%	25.9%	50.5%	48.5%	34.2%	26.6%	49.4%	45.5%	42.6%	26.0%	41.0%	41.4%	39.2%	55.6%
People with similar disabilities at respite homes			9	3		2	7	4		1	3	1	1	
	%		1.4%	1.5%		1.3%	2.1%	1.3%		.6%	1.2%	1.7%	1.3%	
Smaller groups at respite at a time/ Group home-type			8	1		1	2	5	1		1			1
	%		1.3%	.5%		.6%	.6%	1.6%	.6%		.4%			5.6%
More equipment at respite		1	3	1		3	3	2		1				
	%	1.7%	.5%	.5%		1.9%	.9%	.6%		.6%				
Better food			3	1			2		1			1	2	
	%		.5%	.5%			.6%		.6%			1.7%	2.5%	
SUMMARY: QUALITY OF LIFE/ WORK		1	23	6		6	14	11	2	2	4	2	3	1
	%	1.7%	3.6%	3.1%		3.9%	4.2%	3.5%	1.2%	1.2%	1.6%	3.4%	3.8%	5.6%
Increase range of activities/ recreational facilities		1	24	2		2	16	7	3	2	7		2	3
	%	1.7%	3.8%	1.0%		1.3%	4.8%	2.2%	1.9%	1.2%	2.8%		2.5%	16.7%
More facilities (unspecific)			1			1	1	1				1		
	%		.2%			.6%	.3%	.3%				1.7%		
Better supervision of dental, bodily hygiene for clients			1	1		1	1	1		1	1		1	
	%		.2%	.5%		.6%	.3%	.3%		.6%	.4%		1.3%	
Teach clients more 'independent' skills			1					1						
	%		.2%					.3%						
SUMMARY: PERSONAL DVPMT/ COMM. INCLUSION		1	27	3		4	18	10	3	3	8	1	3	3
	%	1.7%	4.2%	1.5%		2.6%	5.5%	3.2%	1.9%	1.8%	3.2%	1.7%	3.8%	16.7%
Staff turnover (more consistent, long term)		1	10	1	1	2	7	4	2	1	3	3		
	%	1.7%	1.6%	.5%	1.3%	1.3%	2.1%	1.3%	1.2%	.6%	1.2%	5.2%		
Permanent staff (long term/ less use of agency, casuals)			8	2	1		7	1			3			
	%		1.3%	1.0%	1.3%		2.1%	.3%			1.2%			
More staff		1	23	8	1	4	12	11	6	3	5	1	2	
	%	1.7%	3.6%	4.1%	1.3%	2.6%	3.6%	3.5%	3.7%	1.8%	2.0%	1.7%	2.5%	
Better communication with families		1	21	4	1	3	14	5	4	2	3	3	2	
	%	1.7%	3.3%	2.1%	1.3%	1.9%	4.2%	1.6%	2.5%	1.2%	1.2%	5.2%	2.5%	
Written care plan with carer should be organised			3	1			2	1					1	
	%		.5%	.5%			.6%	.3%					1.3%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

Q31A - HOW COULD YOUR RESPITE 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 sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
							18-24 years	25-34 years	35-44 years	45+ years				
SUMMARY: RELATIONSHIP WITH SERVICE/STAFF		3	59	16	4	9	38	20	12	6	14	7	5	
	%	5.2%	9.3%	8.2%	5.1%	5.8%	11.5%	6.4%	7.4%	3.6%	5.6%	12.1%	6.3%	
Better staff care/ Better trained, more competent staff			36	11	3	8	24	14	7	5	11	5	2	1
	%		5.7%	5.7%	3.8%	5.2%	7.3%	4.5%	4.3%	3.0%	4.4%	8.6%	2.5%	5.6%
Staff show more kindness, care to clients/ Listen to clients			16	3	2	3	12	6	1	3	2	2	3	1
	%		2.5%	1.5%	2.5%	1.9%	3.6%	1.9%	.6%	1.8%	.8%	3.4%	3.8%	5.6%
Better supervision		2	4			2	3	2	1	1	2			1
	%	3.4%	.6%			1.3%	.9%	.6%	.6%	.6%	.8%			5.6%
SUMMARY: QUALITY OF SERVICE		2	52	13	5	12	37	20	8	9	15	6	4	2
	%	3.4%	8.2%	6.7%	6.3%	7.8%	11.2%	6.4%	4.9%	5.3%	6.0%	10.3%	5.1%	11.1%
Family members able to choose respite/ respite staff			1			1	1		1		1		1	
	%		.2%			.6%	.3%		.6%		.4%		1.3%	
Listen to clients' requests			1			1			1	1		1		
	%		.2%			.6%			.6%	.6%		1.7%		
SUMMARY: CHOICE/ SELF DETERMINATION			2			2	1		2	1	1	1	1	
	%		.3%			1.3%	.3%		1.2%	.6%	.4%	1.7%	1.3%	
OTHER			4	2		2		6	1	1	1	1		1
	%		.6%	1.0%		1.3%		1.9%	.6%	.6%	.4%	1.7%		5.6%
IRRELEVANT/ GENERAL COMMENT, COMPLAINT		2	16	5	4	4	6	9	7	7	5	3	2	
	%	3.4%	2.5%	2.6%	5.1%	2.6%	1.8%	2.9%	4.3%	4.1%	2.0%	5.2%	2.5%	
NO ANSWER		36	218	81	41	88	110	127	67	104	123	22	37	5
	%	62.1%	34.2%	41.8%	51.9%	57.1%	33.3%	40.4%	41.4%	61.5%	49.4%	37.9%	46.8%	27.8%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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: All Respondents			2435	380	520	406	283	470	217	58	101
	%		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		903	155	202	134	97	157	101	19	38
		%	37.1%	40.8%	38.8%	33.0%	34.3%	33.4%	46.5%	32.8%	37.6%
	No		983	153	190	186	114	193	77	33	37
		%	40.4%	40.3%	36.5%	45.8%	40.3%	41.1%	35.5%	56.9%	36.6%
	Don't know		167	23	40	30	24	36	6	2	6
		%	6.9%	6.1%	7.7%	7.4%	8.5%	7.7%	2.8%	3.4%	5.9%
	No response		382	49	88	56	48	84	33	4	20
		%	15.7%	12.9%	16.9%	13.8%	17.0%	17.9%	15.2%	6.9%	19.8%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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: All Respondents			1226	1032	1163	994	440	1392	70	423	239
	%		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		461	392	490	375	172	523	33	125	92
		%	37.6%	38.0%	42.1%	37.7%	39.1%	37.6%	47.1%	29.6%	38.5%
	No		557	398	414	543	165	585	25	214	85
		%	45.4%	38.6%	35.6%	54.6%	37.5%	42.0%	35.7%	50.6%	35.6%
	Don't know		73	76	63	56	34	79	2	31	15
		%	6.0%	7.4%	5.4%	5.6%	7.7%	5.7%	2.9%	7.3%	6.3%
	No response		135	166	196	20	69	205	10	53	47
		%	11.0%	16.1%	16.9%	2.0%	15.7%	14.7%	14.3%	12.5%	19.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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: All Respondents			226	1412	465	182	458	574	757	492	561
	%		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		82	513	154	77	198	152	290	199	248
		%	36.3%	36.3%	33.1%	42.3%	43.2%	26.5%	38.3%	40.4%	44.2%
	No		78	624	225	43	147	323	321	175	139
		%	34.5%	44.2%	48.4%	23.6%	32.1%	56.3%	42.4%	35.6%	24.8%
	Don't know		24	79	26	23	30	39	43	34	46
		%	10.6%	5.6%	5.6%	12.6%	6.6%	6.8%	5.7%	6.9%	8.2%
	No response		42	196	60	39	83	60	103	84	128
		%	18.6%	13.9%	12.9%	21.4%	18.1%	10.5%	13.6%	17.1%	22.8%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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: All respondents			2435	380	520	406	283	470	217	58	101
	%		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		1421	224	326	214	165	268	138	23	63
		%	58.4%	58.9%	62.7%	52.7%	58.3%	57.0%	63.6%	39.7%	62.4%
	Accommodation/ residential service		333	72	77	58	28	65	23	6	4
		%	13.7%	18.9%	14.8%	14.3%	9.9%	13.8%	10.6%	10.3%	4.0%
	Respite		311	62	62	60	32	52	19	17	7
		%	12.8%	16.3%	11.9%	14.8%	11.3%	11.1%	8.8%	29.3%	6.9%
	Other		249	37	45	39	41	44	23	8	12
		%	10.2%	9.7%	8.7%	9.6%	14.5%	9.4%	10.6%	13.8%	11.9%
	Accommodation support in persons own home		219	26	40	55	21	44	18	7	8
		%	9.0%	6.8%	7.7%	13.5%	7.4%	9.4%	8.3%	12.1%	7.9%
	Specialist Support Coordinator or Case Manager		181	29	43	37	13	36	11	4	8
		%	7.4%	7.6%	8.3%	9.1%	4.6%	7.7%	5.1%	6.9%	7.9%
	Employment service to get a job in the community		161	35	21	30	20	32	9	3	11
		%	6.6%	9.2%	4.0%	7.4%	7.1%	6.8%	4.1%	5.2%	10.9%
	Sheltered work		100	20	14	16	12	15	12	5	6
		%	4.1%	5.3%	2.7%	3.9%	4.2%	3.2%	5.5%	8.6%	5.9%
	No response		28	2	3	8	6	7		1	1
		%	1.1%	.5%	.6%	2.0%	2.1%	1.5%		1.7%	1.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
11/4/2000- 98196

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

			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: All respondents			1226	1032	1163	994	440	1392	70	423	239
	%		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		653	623	737	441	269	789	43	205	151
		%	53.3%	60.4%	63.4%	44.4%	61.1%	56.7%	61.4%	48.5%	63.2%
	Accommodation/ residential service		206	148	103	250	33	239	4	65	29
		%	16.8%	14.3%	8.9%	25.2%	7.5%	17.2%	5.7%	15.4%	12.1%
	Respite		178	117	94	230	49	191	13	63	32
		%	14.5%	11.3%	8.1%	23.1%	11.1%	13.7%	18.6%	14.9%	13.4%
	Other		148	95	129	115	56	126	3	59	20
		%	12.1%	9.2%	11.1%	11.6%	12.7%	9.1%	4.3%	13.9%	8.4%
	Accommodation support in persons own home		126	81	100	140	35	119	6	64	18
		%	10.3%	7.8%	8.6%	14.1%	8.0%	8.5%	8.6%	15.1%	7.5%
	Specialist Support Coordinator or Case Manager		91	64	73	93	37	103	4	43	15
		%	7.4%	6.2%	6.3%	9.4%	8.4%	7.4%	5.7%	10.2%	6.3%
	Employment service to get a job in the community		85	74	58	65	18	104	5	33	13
		%	6.9%	7.2%	5.0%	6.5%	4.1%	7.5%	7.1%	7.8%	5.4%
	Sheltered work		54	38	48	57	7	80	4	14	13
		%	4.4%	3.7%	4.1%	5.7%	1.6%	5.7%	5.7%	3.3%	5.4%
	No response		10	9	12	8	8	10	2	5	2
		%	.8%	.9%	1.0%	.8%	1.8%	.7%	2.9%	1.2%	.8%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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 sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
								18-24 years	25-34 years	35-44 years	45+ years				
BASE: All respondents			226	1412	465	182	458	574	757	492	561	667	157	275	36
	%		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		144	771	237	136	306	242	425	312	416	412	87	159	18
		%	63.7%	54.6%	51.0%	74.7%	66.8%	42.2%	56.1%	63.4%	74.2%	61.8%	55.4%	57.8%	50.0%
	Accommodation/ residential service		5	237	97	4	43	141	108	58	21	106	28	27	8
		%	2.2%	16.8%	20.9%	2.2%	9.4%	24.6%	14.3%	11.8%	3.7%	15.9%	17.8%	9.8%	22.2%
	Respite		19	216	78	15	39	119	103	46	37	80	19	28	3
		%	8.4%	15.3%	16.8%	8.2%	8.5%	20.7%	13.6%	9.3%	6.6%	12.0%	12.1%	10.2%	8.3%
	Other		29	145	58	11	46	72	84	47	45	52	19	30	7
		%	12.8%	10.3%	12.5%	6.0%	10.0%	12.5%	11.1%	9.6%	8.0%	7.8%	12.1%	10.9%	19.4%
	Accommodation support in persons own home		24	149	47	7	18	71	71	38	32	47	9	29	7
		%	10.6%	10.6%	10.1%	3.8%	3.9%	12.4%	9.4%	7.7%	5.7%	7.0%	5.7%	10.5%	19.4%
	Specialist Support Coordinator or Case Manager		18	111	42	10	34	59	61	31	24	43	14	14	5
		%	8.0%	7.9%	9.0%	5.5%	7.4%	10.3%	8.1%	6.3%	4.3%	6.4%	8.9%	5.1%	13.9%
	Employment service to get a job in the community		20	94	32	5	28	72	55	19	11	32	13	38	3
		%	8.8%	6.7%	6.9%	2.7%	6.1%	12.5%	7.3%	3.9%	2.0%	4.8%	8.3%	13.8%	8.3%
	Sheltered work		3	68	24	2	15	47	32	15	4	26	7	15	2
		%	1.3%	4.8%	5.2%	1.1%	3.3%	8.2%	4.2%	3.0%	.7%	3.9%	4.5%	5.5%	5.6%
	No response		7	17	4	3	2		14	5	6	7	1	2	
		%	3.1%	1.2%	.9%	1.6%	.4%		1.8%	1.0%	1.1%	1.0%	.6%	.7%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 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: All respondents answering questions			1018	158	197	190	117	202	82	35	37
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SERVICES WAITING FOR	Accommodation/ residential service		343	73	81	59	29	66	25	6	4
		%	33.7%	46.2%	41.1%	31.1%	24.8%	32.7%	30.5%	17.1%	10.8%
	Respite		316	62	62	62	33	53	20	17	7
		%	31.0%	39.2%	31.5%	32.6%	28.2%	26.2%	24.4%	48.6%	18.9%
	Other		253	37	46	41	42	44	23	8	12
		%	24.9%	23.4%	23.4%	21.6%	35.9%	21.8%	28.0%	22.9%	32.4%
	Accommodation support in persons own home		222	26	40	55	21	46	18	8	8
		%	21.8%	16.5%	20.3%	28.9%	17.9%	22.8%	22.0%	22.9%	21.6%
	Specialist Support Coordinator or Case Manager		182	29	43	37	14	36	11	4	8
		%	17.9%	18.4%	21.8%	19.5%	12.0%	17.8%	13.4%	11.4%	21.6%
	Employment service to get a job in the community		169	38	22	30	21	35	9	3	11
		%	16.6%	24.1%	11.2%	15.8%	17.9%	17.3%	11.0%	8.6%	29.7%
	Sheltered work		101	20	14	17	12	15	12	5	6
		%	9.9%	12.7%	7.1%	8.9%	10.3%	7.4%	14.6%	14.3%	16.2%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission
11/4/2000- 98196

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

			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: All respondents answering questions			585	414	426	561	172	611	27	216	91
	%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SERVICES WAITING FOR	Accommodation/ residential service		213	153	108	260	34	246	5	65	29
		%	36.4%	37.0%	25.4%	46.3%	19.8%	40.3%	18.5%	30.1%	31.9%
	Respite		182	118	94	232	53	192	13	64	34
		%	31.1%	28.5%	22.1%	41.4%	30.8%	31.4%	48.1%	29.6%	37.4%
	Other		150	96	130	116	57	129	3	60	22
		%	25.6%	23.2%	30.5%	20.7%	33.1%	21.1%	11.1%	27.8%	24.2%
	Accommodation support in persons own home		129	82	102	141	37	120	6	65	19
		%	22.1%	19.8%	23.9%	25.1%	21.5%	19.6%	22.2%	30.1%	20.9%
	Specialist Support Coordinator or Case Manager		92	64	74	94	37	104	5	43	15
		%	15.7%	15.5%	17.4%	16.8%	21.5%	17.0%	18.5%	19.9%	16.5%
	Employment service to get a job in the community		89	80	61	66	19	108	5	33	13
		%	15.2%	19.3%	14.3%	11.8%	11.0%	17.7%	18.5%	15.3%	14.3%
	Sheltered work		55	38	48	57	7	81	4	14	13
		%	9.4%	9.2%	11.3%	10.2%	4.1%	13.3%	14.8%	6.5%	14.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 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 sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service	
							18-24 years	25-34 years	35-44 years	45+ years					
BASE: All respondents answering questions		80	642	231	46	157	336	331	182	147	257	70	117	19	
	%	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	Accommodation/ residential service		6	244	97	4	45	142	114	60	22	110	28	27	9
		%	7.5%	38.0%	42.0%	8.7%	28.7%	42.3%	34.4%	33.0%	15.0%	42.8%	40.0%	23.1%	47.4%
	Respite		21	219	79	15	40	119	106	46	39	81	19	28	3
		%	26.3%	34.1%	34.2%	32.6%	25.5%	35.4%	32.0%	25.3%	26.5%	31.5%	27.1%	23.9%	15.8%
	Other		29	148	60	12	46	73	84	49	46	52	19	31	7
		%	36.3%	23.1%	26.0%	26.1%	29.3%	21.7%	25.4%	26.9%	31.3%	20.2%	27.1%	26.5%	36.8%
	Accommodation support in persons own home		24	150	49	7	19	71	71	39	34	47	10	29	7
		%	30.0%	23.4%	21.2%	15.2%	12.1%	21.1%	21.5%	21.4%	23.1%	18.3%	14.3%	24.8%	36.8%
	Specialist Support Coordinator or Case Manager		18	111	43	10	35	59	62	31	24	43	14	14	5
		%	22.5%	17.3%	18.6%	21.7%	22.3%	17.6%	18.7%	17.0%	16.3%	16.7%	20.0%	12.0%	26.3%
	Employment service to get a job in the community		22	97	33	7	30	73	58	21	13	36	13	40	3
		%	27.5%	15.1%	14.3%	15.2%	19.1%	21.7%	17.5%	11.5%	8.8%	14.0%	18.6%	34.2%	15.8%
	Sheltered work		3	69	24	2	15	48	32	15	4	26	7	15	2
		%	3.8%	10.7%	10.4%	4.3%	9.6%	14.3%	9.7%	8.2%	2.7%	10.1%	10.0%	12.8%	10.5%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
11/4/2000- 98196*

FINALLY, DO YOU HAVE ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE ?

		TOTAL	STATE							
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
BASE: Total sample		2435	380	520	406	283	470	217	58	101
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Happy/ Satisfied with services - General		251	51	47	30	27	60	23	3	10
	%	10.3%	13.4%	9.0%	7.4%	9.5%	12.8%	10.6%	5.2%	9.9%
Unhappy: Access to services /in rural areas/ mid north		26	6	7	4	4	2	2	1	
	%	1.1%	1.6%	1.3%	1.0%	1.4%	.4%	.9%	1.7%	
Unhappy: Choice/ self determination for client		2				1	1			
	%	.1%				.4%	.2%			
Unhappy: Quality of life/ personal dvpmnt/ comm. inclusion		49	6	9	12	6	8	4	1	3
	%	2.0%	1.6%	1.7%	3.0%	2.1%	1.7%	1.8%	1.7%	3.0%
Unhappy: Relationship of services/ staff with client		17	2	4		2	4		3	2
	%	.7%	.5%	.8%		.7%	.9%		5.2%	2.0%
Unhappy: Relationship of services/staff with family		32	4	4	6	2	5	8		3
	%	1.3%	1.1%	.8%	1.5%	.7%	1.1%	3.7%		3.0%
Unhappy: Quality of service		103	9	16	28	11	22	9	2	6
	%	4.2%	2.4%	3.1%	6.9%	3.9%	4.7%	4.1%	3.4%	5.9%
Unhappy: Quantity of services		43	2	12	5	4	10	6	2	2
	%	1.8%	.5%	2.3%	1.2%	1.4%	2.1%	2.8%	3.4%	2.0%
Unhappy: Level of funding		151	28	19	23	19	45	7	7	3
	%	6.2%	7.4%	3.7%	5.7%	6.7%	9.6%	3.2%	12.1%	3.0%
Unhappy: Questionnaire		35	6	5	5	5	8	2		4
	%	1.4%	1.6%	1.0%	1.2%	1.8%	1.7%	.9%		4.0%
Unhappy: Private agencies		6		2	1		2	1		
	%	.2%		.4%	.2%		.4%	.5%		

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

FINALLY, DO YOU HAVE ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE ?

		TOTAL	STATE							
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
Need more information on options available		79	9	20	11	16	12	4	3	4
	%	3.2%	2.4%	3.8%	2.7%	5.7%	2.6%	1.8%	5.2%	4.0%
Lack of transport/ Transport expensive		9	1		1	1	4	1		1
	%	.4%	.3%		.2%	.4%	.9%	.5%		1.0%
Carers need more money		10	1	5	2		1		1	
	%	.4%	.3%	1.0%	.5%		.2%		1.7%	
Dept of Families should concentrate on preventive methods		1			1					
	%	.0%			.2%					
More maxi taxis should be available		2	1		1					
	%	.1%	.3%		.2%					
Services are too centralised/ More grass roots staff		2		1	1					
	%	.1%		.2%	.2%					
More home help needed		8	1	1	1	2	2			1
	%	.3%	.3%	.2%	.2%	.7%	.4%			1.0%
Concerns regarding care for member after respondent's death		64	9	19	12	3	9	4	2	6
	%	2.6%	2.4%	3.7%	3.0%	1.1%	1.9%	1.8%	3.4%	5.9%
HAPPY/ SATISFIED WITH SERVICES - ACCOMMODATION		13		3	3	2	4	1		
	%	.5%		.6%	.7%	.7%	.9%	.5%		
Unhappy: Access to services /in rural areas/ mid north		5	1	3	1					
	%	.2%	.3%	.6%	.2%					
Unhappy: Choice/ self determination for client		13	1	2	3	2	3	1		1
	%	.5%	.3%	.4%	.7%	.7%	.6%	.5%		1.0%
Unhappy: Quality of life/ personal dvpmnt/ comm. inclusion		6	1		3		1	1		
	%	.2%	.3%		.7%		.2%	.5%		

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
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FINALLY, DO YOU HAVE ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE ?

		TOTAL	STATE							
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
Unhappy: Relationship of services/ staff with client		2	1	1						
	%	.1%	.3%	.2%						
Unhappy: Relationship of services/staff with family		2		1	1					
	%	.1%		.2%	.2%					
Unhappy: Quality of service		33	5	8	5	4	4	3		4
	%	1.4%	1.3%	1.5%	1.2%	1.4%	.9%	1.4%		4.0%
Unhappy: Quantity of services		123	27	30	20	8	20	12	1	5
	%	5.1%	7.1%	5.8%	4.9%	2.8%	4.3%	5.5%	1.7%	5.0%
Unhappy: Level of funding		24	3	3	6	4	7			1
	%	1.0%	.8%	.6%	1.5%	1.4%	1.5%			1.0%
Concern re death of parent - what happens to client		24	6	9	3	1	3	1		1
	%	1.0%	1.6%	1.7%	.7%	.4%	.6%	.5%		1.0%
Concern about moving long term residential to community		3		1			1	1		
	%	.1%		.2%			.2%	.5%		
CONCERNS/ UNHAPPY: ACCOMMODATION SERVICES		200	38	48	31	16	37	18	1	11
	%	8.2%	10.0%	9.2%	7.6%	5.7%	7.9%	8.3%	1.7%	10.9%
HAPPY/ SATISFIED WITH SERVICES - EMPLOYMENT		7	2	1	1	3				
	%	.3%	.5%	.2%	.2%	1.1%				
Unhappy: Access to services /in rural areas/ mid north		4			1	2	1			
	%	.2%			.2%	.7%	.2%			
Unhappy: Choice/ self determination for client		4		1	1	1				1
	%	.2%		.2%	.2%	.4%				1.0%
Unhappy: Quality of life/ personal dvpmnt/ comm. inclusion		5	4			1				
	%	.2%	1.1%			.4%				

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
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FINALLY, DO YOU HAVE ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE ?

		TOTAL	STATE							
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
Unhappy: Relationship of services/ staff with client		1	1							
	%	.0%	.3%							
Unhappy: Relationship of services/staff with family		2		1			1			
	%	.1%		.2%			.2%			
Unhappy: Quality of service		13	3	1	2	3	2		1	1
	%	.5%	.8%	.2%	.5%	1.1%	.4%		1.7%	1.0%
Unhappy: Quantity of services		26	8	5	1	4	5	2		1
	%	1.1%	2.1%	1.0%	.2%	1.4%	1.1%	.9%		1.0%
Unhappy: Level of funding		7	4	1			2			
	%	.3%	1.1%	.2%			.4%			
CONCERNS/ UNHAPPY: EMPLOYMENT SERVICES		52	15	9	5	8	9	2	1	3
	%	2.1%	3.9%	1.7%	1.2%	2.8%	1.9%	.9%	1.7%	3.0%
HAPPY/ SATISFIED WITH SERVICES - RESPITE		7		2	3			1		1
	%	.3%		.4%	.7%			.5%		1.0%
Unhappy: Access to services /in rural areas/ mid north		9	3	1	2	1			2	
	%	.4%	.8%	.2%	.5%	.4%			3.4%	
Unhappy: Choice/ self determination for client		1	1							
	%	.0%	.3%							
Unhappy: Relationship of services/ staff with client		8	1	3	1		1	1		1
	%	.3%	.3%	.6%	.2%		.2%	.5%		1.0%
Unhappy: Relationship of services/staff with family		3					2	1		
	%	.1%					.4%	.5%		
Unhappy: Quality of service		22	3	7	5	2	2	2	1	
	%	.9%	.8%	1.3%	1.2%	.7%	.4%	.9%	1.7%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

*Productivity Commission
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FINALLY, DO YOU HAVE ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE ?

		TOTAL	STATE							
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
Unhappy: Quantity of services		109	23	21	30	7	19	6	2	1
	%	4.5%	6.1%	4.0%	7.4%	2.5%	4.0%	2.8%	3.4%	1.0%
Unhappy: Level of funding		19	2	5	7	1	3	1		
	%	.8%	.5%	1.0%	1.7%	.4%	.6%	.5%		
Respite too expensive especially for those on pension		5	1	1	3					
	%	.2%	.3%	.2%	.7%					
Not much respite care for the middle aged		1			1					
	%	.0%			.2%					
Unhappy: Private agencies		2		1	1					
	%	.1%		.2%	.2%					
CONCERNS/ UNHAPPY: RESPITE SERVICES		155	32	31	42	10	22	11	5	2
	%	6.4%	8.4%	6.0%	10.3%	3.5%	4.7%	5.1%	8.6%	2.0%
HAPPY/ SATISFIED WITH SERVICES - CASE MGMNT/COORD		4		2	2					
	%	.2%		.4%	.5%					
Unhappy: Access to services /in rural areas/ mid north		1					1			
	%	.0%					.2%			
Unhappy: Relationship of services/ staff with client		13	4		2	3	2	2		
	%	.5%	1.1%		.5%	1.1%	.4%	.9%		
Unhappy: Relationship of services/staff with family		7	1	1	1	1	1	1		1
	%	.3%	.3%	.2%	.2%	.4%	.2%	.5%		1.0%
Unhappy: Quality of service		17	1	4	4	1	4	1	2	
	%	.7%	.3%	.8%	1.0%	.4%	.9%	.5%	3.4%	
Unhappy: Quantity of services		16	1	2	1	2	5	3	1	1
	%	.7%	.3%	.4%	.2%	.7%	1.1%	1.4%	1.7%	1.0%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

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FINALLY, DO YOU HAVE ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE ?

		TOTAL	STATE							
			NSW	Victoria	Queensland	Western Australia	South Australia	Tasmania	Northern Territory	ACT
Unhappy: Level of funding		7			1	1	2	1	2	
	%	.3%			.2%	.4%	.4%	.5%	3.4%	
CONCERNS/ UNHAPPY: CASE MANAGEMENT/OPTIONS		52	6	6	7	7	14	6	4	2
	%	2.1%	1.6%	1.2%	1.7%	2.5%	3.0%	2.8%	6.9%	2.0%
OTHER		9	1	2	2	1	1	2		
	%	.4%	.3%	.4%	.5%	.4%	.2%	.9%		
IRRELEVANT/ GENERAL COMMENT, COMPLAINT		144	17	28	22	17	35	16	6	3
	%	5.9%	4.5%	5.4%	5.4%	6.0%	7.4%	7.4%	10.3%	3.0%
NO ANSWER		1201	187	266	195	148	222	110	27	46
	%	49.3%	49.2%	51.2%	48.0%	52.3%	47.2%	50.7%	46.6%	45.5%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

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FINALLY, DO YOU HAVE ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE?

						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: Total sample		1226	1032	1163	994	440	1392	70	423	239
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Happy/ Satisfied with services - General		132	109	156	77	32	160	7	34	32
	%	10.8%	10.6%	13.4%	7.7%	7.3%	11.5%	10.0%	8.0%	13.4%
Unhappy: Access to services /in rural areas/ mid north		20	12	13	16	4	12	1	4	1
	%	1.6%	1.2%	1.1%	1.6%	.9%	.9%	1.4%	.9%	.4%
Unhappy: Choice/ self determination for client		1	1	1	1		2			
	%	.1%	.1%	.1%	.1%		.1%			
Unhappy: Quality of life/ personal dvpmnt/ comm. inclusion		24	26	22	17	7	28	3	11	2
	%	2.0%	2.5%	1.9%	1.7%	1.6%	2.0%	4.3%	2.6%	.8%
Unhappy: Relationship of services/ staff with client		9	8	13	5	5	8		4	1
	%	.7%	.8%	1.1%	.5%	1.1%	.6%		.9%	.4%
Unhappy: Relationship of services/staff with family		18	16	20	12	6	23	3	5	3
	%	1.5%	1.6%	1.7%	1.2%	1.4%	1.7%	4.3%	1.2%	1.3%
Unhappy: Quality of service		59	38	51	52	17	56	4	26	7
	%	4.8%	3.7%	4.4%	5.2%	3.9%	4.0%	5.7%	6.1%	2.9%
Unhappy: Quantity of services		25	17	25	19	11	24		11	6
	%	2.0%	1.6%	2.1%	1.9%	2.5%	1.7%		2.6%	2.5%
Unhappy: Level of funding		87	68	83	70	23	96		37	10
	%	7.1%	6.6%	7.1%	7.0%	5.2%	6.9%		8.7%	4.2%
Unhappy: Questionnaire		14	14	18	15	5	22		6	3
	%	1.1%	1.4%	1.5%	1.5%	1.1%	1.6%		1.4%	1.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

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FINALLY, DO YOU HAVE ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE?

						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
Unhappy: Private agencies		3	2	4	3		4		2	1
	%	.2%	.2%	.3%	.3%		.3%		.5%	.4%
Need more information on options available		38	45	35	36	12	46	3	16	10
	%	3.1%	4.4%	3.0%	3.6%	2.7%	3.3%	4.3%	3.8%	4.2%
Lack of transport/ Transport expensive		5	3	2	3	5	5	1	2	
	%	.4%	.3%	.2%	.3%	1.1%	.4%	1.4%	.5%	
Carers need more money		4	3	5	5	5	2		1	
	%	.3%	.3%	.4%	.5%	1.1%	.1%		.2%	
Dept of Families should concentrate on preventive methods		1		1			1			
	%	.1%		.1%			.1%			
More maxi taxis should be available			1	2	2				2	
	%		.1%	.2%	.2%				.5%	
Services are too centralised/ More grass roots staff		2	1	1	1		2			
	%	.2%	.1%	.1%	.1%		.1%			
More home help needed		4	3	3	5	1	4	1	3	
	%	.3%	.3%	.3%	.5%	.2%	.3%	1.4%	.7%	
Concerns regarding care for member after respondent's death		30	28	23	40	10	46	4	7	7
	%	2.4%	2.7%	2.0%	4.0%	2.3%	3.3%	5.7%	1.7%	2.9%
HAPPY/ SATISFIED WITH SERVICES - ACCOMMODATION		8	5	9	1	1	9	1	2	
	%	.7%	.5%	.8%	.1%	.2%	.6%	1.4%	.5%	
Unhappy: Access to services /in rural areas/ mid north		3	1	2	3		2	1	1	
	%	.2%	.1%	.2%	.3%		.1%	1.4%	.2%	

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

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FINALLY, DO YOU HAVE ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE?

						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
Unhappy: Choice/ self determination for client		9	5	7	8	2	7		4	1
	%	.7%	.5%	.6%	.8%	.5%	.5%		.9%	.4%
Unhappy: Quality of life/ personal dvpmnt/ comm. inclusion		2		6		3	1		1	1
	%	.2%		.5%		.7%	.1%		.2%	.4%
Unhappy: Relationship of services/ staff with client		2	1	2	1		2		1	1
	%	.2%	.1%	.2%	.1%		.1%		.2%	.4%
Unhappy: Relationship of services/staff with family		1	1	1	1		1			
	%	.1%	.1%	.1%	.1%		.1%			
Unhappy: Quality of service		17	13	23	7	2	18		12	3
	%	1.4%	1.3%	2.0%	.7%	.5%	1.3%		2.8%	1.3%
Unhappy: Quantity of services		83	60	54	78	20	87	2	21	11
	%	6.8%	5.8%	4.6%	7.8%	4.5%	6.3%	2.9%	5.0%	4.6%
Unhappy: Level of funding		16	8	16	15	4	14		7	4
	%	1.3%	.8%	1.4%	1.5%	.9%	1.0%		1.7%	1.7%
Concern re death of parent - what happens to client		13	14	8	18		22		3	2
	%	1.1%	1.4%	.7%	1.8%		1.6%		.7%	.8%
Concern about moving long term residential to community		2	2	2			2		1	
	%	.2%	.2%	.2%			.1%		.2%	
CONCERNS/ UNHAPPY: ACCOMMODATION SERVICES		126	93	101	107	30	134	3	39	19
	%	10.3%	9.0%	8.7%	10.8%	6.8%	9.6%	4.3%	9.2%	7.9%
HAPPY/ SATISFIED WITH SERVICES - EMPLOYMENT		3	6	3	2		6	1	1	1
	%	.2%	.6%	.3%	.2%		.4%	1.4%	.2%	.4%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

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FINALLY, DO YOU HAVE ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE?

						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
Unhappy: Access to services /in rural areas/ mid north		3	3		2		3		1	1
	%	.2%	.3%		.2%		.2%		.2%	.4%
Unhappy: Choice/ self determination for client			2	1	1		2	1	2	
	%		.2%	.1%	.1%		.1%	1.4%	.5%	
Unhappy: Quality of life/ personal dvpmnt/ comm. inclusion		2	2	1	2		5			1
	%	.2%	.2%	.1%	.2%		.4%			.4%
Unhappy: Relationship of services/ staff with client			1				1			
	%		.1%				.1%			
Unhappy: Relationship of services/staff with family		1	1	2	1		1			1
	%	.1%	.1%	.2%	.1%		.1%			.4%
Unhappy: Quality of service		5	7	3	4	2	7	1	3	
	%	.4%	.7%	.3%	.4%	.5%	.5%	1.4%	.7%	
Unhappy: Quantity of services		18	15	9	14	2	21	1	3	4
	%	1.5%	1.5%	.8%	1.4%	.5%	1.5%	1.4%	.7%	1.7%
Unhappy: Level of funding		3	6	1	3		7			
	%	.2%	.6%	.1%	.3%		.5%			
CONCERNS/ UNHAPPY: EMPLOYMENT SERVICES		26	31	14	22	4	38	3	8	5
	%	2.1%	3.0%	1.2%	2.2%	.9%	2.7%	4.3%	1.9%	2.1%
HAPPY/ SATISFIED WITH SERVICES - RESPITE		5		2	7		2	1	4	
	%	.4%		.2%	.7%		.1%	1.4%	.9%	
Unhappy: Access to services /in rural areas/ mid north		6	2	3	7	3	5		2	3
	%	.5%	.2%	.3%	.7%	.7%	.4%		.5%	1.3%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

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FINALLY, DO YOU HAVE ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE?

						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
Unhappy: Choice/ self determination for client		1	1		1					1
	%	.1%	.1%		.1%					.4%
Unhappy: Relationship of services/ staff with client		6	4	2	7	2	4		2	2
	%	.5%	.4%	.2%	.7%	.5%	.3%		.5%	.8%
Unhappy: Relationship of services/staff with family		3	1	1	3	1	1		1	
	%	.2%	.1%	.1%	.3%	.2%	.1%		.2%	
Unhappy: Quality of service		13	5	8	14	6	10		6	3
	%	1.1%	.5%	.7%	1.4%	1.4%	.7%		1.4%	1.3%
Unhappy: Quantity of services		63	33	27	89	17	67	2	20	10
	%	5.1%	3.2%	2.3%	9.0%	3.9%	4.8%	2.9%	4.7%	4.2%
Unhappy: Level of funding		11	6	6	18	2	8	1	6	3
	%	.9%	.6%	.5%	1.8%	.5%	.6%	1.4%	1.4%	1.3%
Respite too expensive especially for those on pension		3	2	1	4	1	3			
	%	.2%	.2%	.1%	.4%	.2%	.2%			
Not much respite care for the middle aged		1			1				1	
	%	.1%			.1%				.2%	
Unhappy: Private agencies		1	1	1	2	1	1			
	%	.1%	.1%	.1%	.2%	.2%	.1%			
CONCERNS/ UNHAPPY: RESPITE SERVICES		92	47	41	124	30	90	3	32	17
	%	7.5%	4.6%	3.5%	12.5%	6.8%	6.5%	4.3%	7.6%	7.1%
HAPPY/ SATISFIED WITH SERVICES - CASE MGMNT/COORD		2	1	2	1	2		1	1	1
	%	.2%	.1%	.2%	.1%	.5%		1.4%	.2%	.4%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

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FINALLY, DO YOU HAVE ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE?

						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
Unhappy: Access to services /in rural areas/ mid north		1			1				1	
	%	.1%			.1%				.2%	
Unhappy: Relationship of services/ staff with client		6	8	4	8	1	10	1	2	1
	%	.5%	.8%	.3%	.8%	.2%	.7%	1.4%	.5%	.4%
Unhappy: Relationship of services/staff with family		3	7	4	3	1	5		1	
	%	.2%	.7%	.3%	.3%	.2%	.4%		.2%	
Unhappy: Quality of service		10	9	7	7	3	10	2	2	
	%	.8%	.9%	.6%	.7%	.7%	.7%	2.9%	.5%	
Unhappy: Quantity of services		12	7	9	7	5	9	2	2	2
	%	1.0%	.7%	.8%	.7%	1.1%	.6%	2.9%	.5%	.8%
Unhappy: Level of funding		5	2	5	5	4	3	1		1
	%	.4%	.2%	.4%	.5%	.9%	.2%	1.4%		.4%
CONCERNS/ UNHAPPY: CASE MANAGEMENT/OPTIONS		32	27	22	27	11	32	5	8	3
	%	2.6%	2.6%	1.9%	2.7%	2.5%	2.3%	7.1%	1.9%	1.3%
OTHER		6	6	4	7	3	6			
	%	.5%	.6%	.3%	.7%	.7%	.4%			
IRRELEVANT/ GENERAL COMMENT, COMPLAINT		64	53	66	55	25	74	6	18	20
	%	5.2%	5.1%	5.7%	5.5%	5.7%	5.3%	8.6%	4.3%	8.4%
NO ANSWER		558	505	570	424	237	655	30	204	114
	%	45.5%	48.9%	49.0%	42.7%	53.9%	47.1%	42.9%	48.2%	47.7%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

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FINALLY, DO YOU HAVE ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
							18-24 years	25-34 years	35-44 years	45+ years				
BASE: Total sample		226	1412	465	182	458	574	757	492	561	667	157	275	36
	%	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%
Happy/ Satisfied with services - General		14	140	52	21	53	38	81	55	71	70	19	23	3
	%	6.2%	9.9%	11.2%	11.5%	11.6%	6.6%	10.7%	11.2%	12.7%	10.5%	12.1%	8.4%	8.3%
Unhappy: Access to services /in rural areas/ mid north		3	13	3	3	5	12	5	3	5	2	3	7	
	%	1.3%	.9%	.6%	1.6%	1.1%	2.1%	.7%	.6%	.9%	.3%	1.9%	2.5%	
Unhappy: Choice/ self determination for client			1			1	2						1	
	%		.1%			.2%	.3%						.4%	
Unhappy: Quality of life/ personal dvpmnt/ comm. inclusion		3	36	16	1	4	18	19	9	3	18	4	7	1
	%	1.3%	2.5%	3.4%	.5%	.9%	3.1%	2.5%	1.8%	.5%	2.7%	2.5%	2.5%	2.8%
Unhappy: Relationship of services/ staff with client		3	6	3	2	4		6	6	5	3		4	1
	%	1.3%	.4%	.6%	1.1%	.9%		.8%	1.2%	.9%	.4%		1.5%	2.8%
Unhappy: Relationship of services/staff with family			21	8		10	2	18	9	3	9	3	4	
	%		1.5%	1.7%		2.2%	.3%	2.4%	1.8%	.5%	1.3%	1.9%	1.5%	
Unhappy: Quality of service		8	72	15	3	19	40	34	11	18	24	8	12	1
	%	3.5%	5.1%	3.2%	1.6%	4.1%	7.0%	4.5%	2.2%	3.2%	3.6%	5.1%	4.4%	2.8%
Unhappy: Quantity of services		4	25	11	2	7	10	15	6	11	8	3	6	
	%	1.8%	1.8%	2.4%	1.1%	1.5%	1.7%	2.0%	1.2%	2.0%	1.2%	1.9%	2.2%	
Unhappy: Level of funding		9	90	51	7	23	44	49	31	24	45	13	14	4
	%	4.0%	6.4%	11.0%	3.8%	5.0%	7.7%	6.5%	6.3%	4.3%	6.7%	8.3%	5.1%	11.1%
Unhappy: Questionnaire		5	18	10	4	6	12	10	5	7	11	1	4	
	%	2.2%	1.3%	2.2%	2.2%	1.3%	2.1%	1.3%	1.0%	1.2%	1.6%	.6%	1.5%	
Unhappy: Private agencies			4	2		1	2	2	2		1	1		
	%		.3%	.4%		.2%	.3%	.3%	.4%		.1%	.6%		
Need more information on options available		4	51	16	4	14	25	28	14	10	26	9	12	2
	%	1.8%	3.6%	3.4%	2.2%	3.1%	4.4%	3.7%	2.8%	1.8%	3.9%	5.7%	4.4%	5.6%
Lack of transport/ Transport expensive			8	2		1	4	1	3	1	2	1	1	
	%		.6%	.4%		.2%	.7%	.1%	.6%	.2%	.3%	.6%	.4%	
Carers need more money		3	6	1	3		1	4		5	2		1	
	%	1.3%	.4%	.2%	1.6%		.2%	.5%		.9%	.3%		.4%	
Dept of Families should concentrate on preventive methods			1					1						
	%		.1%					.1%						

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

FINALLY, DO YOU HAVE ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
							18-24 years	25-34 years	35-44 years	45+ years				
More maxi taxis should be available			1			1		1	1			1		
	%		.1%			.2%		.1%	.2%			.6%		
Services are too centralised/ More grass roots staff			1			1	1			1	1			
	%		.1%			.2%	.2%			.2%	.1%			
More home help needed			6		2		2	3		3	3		1	
	%		.4%		1.1%		.3%	.4%		.5%	.4%		.4%	
Concerns regarding care for member after respondent's death		5	51	17	1		15	24	17	4	20	4	7	3
	%	2.2%	3.6%	3.7%	.5%		2.6%	3.2%	3.5%	.7%	3.0%	2.5%	2.5%	8.3%
HAPPY/ SATISFIED WITH SERVICES - ACCOMMODATION			10	3		3		6	2	5	5		2	
	%		.7%	.6%		.7%		.8%	.4%	.9%	.7%		.7%	
Unhappy: Access to services /in rural areas/ mid north			4			1	1		1	2	1		1	
	%		.3%			.2%	.2%		.2%	.4%	.1%		.4%	
Unhappy: Choice/ self determination for client		1	10	5		1	5	4	2	2	1		3	1
	%	.4%	.7%	1.1%		.2%	.9%	.5%	.4%	.4%	.1%		1.1%	2.8%
Unhappy: Quality of life/ personal dvpmnt/ comm. inclusion			5	1				4	1	1				
	%		.4%	.2%				.5%	.2%	.2%				
Unhappy: Relationship of services/ staff with client			2	1			1	1			1			
	%		.1%	.2%			.2%	.1%			.1%			
Unhappy: Relationship of services/staff with family					1	1			1	1	1			
	%				.5%	.2%			.2%	.2%	.1%			
Unhappy: Quality of service		1	21	10		5	4	14	11	4	12	1	1	1
	%	.4%	1.5%	2.2%		1.1%	.7%	1.8%	2.2%	.7%	1.8%	.6%	.4%	2.8%
Unhappy: Quantity of services		5	85	28	2	15	39	37	32	14	41	12	6	5
	%	2.2%	6.0%	6.0%	1.1%	3.3%	6.8%	4.9%	6.5%	2.5%	6.1%	7.6%	2.2%	13.9%
Unhappy: Level of funding		2	19	10			9	5	9	1	5		1	1
	%	.9%	1.3%	2.2%			1.6%	.7%	1.8%	.2%	.7%		.4%	2.8%
Concern re death of parent - what happens to client			17	8		2	8	11	3	2	12	2	2	1
	%		1.2%	1.7%		.4%	1.4%	1.5%	.6%	.4%	1.8%	1.3%	.7%	2.8%
Concern about moving long term residential to community				1		2	1			2	2			
	%			.2%		.4%	.2%			.4%	.3%			
CONCERNS/ UNHAPPY: ACCOMMODATION SERVICES		8	138	54	3	25	58	66	49	26	68	13	13	7
	%	3.5%	9.8%	11.6%	1.6%	5.5%	10.1%	8.7%	10.0%	4.6%	10.2%	8.3%	4.7%	19.4%

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

FINALLY, DO YOU HAVE ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
							18-24 years	25-34 years	35-44 years	45+ years				
HAPPY/ SATISFIED WITH SERVICES - EMPLOYMENT			5	2		1	3	3		1	3		4	
	%		.4%	.4%		.2%	.5%	.4%		.2%	.4%		1.5%	
Unhappy: Access to services /in rural areas/ mid north		1	2	1			2		1	1	2		3	
	%	.4%	.1%	.2%			.3%		.2%	.2%	.3%		1.1%	
Unhappy: Choice/ self determination for client			2	2	1	2	2	2	2				2	
	%		.1%	.4%	.5%	.4%	.3%		.4%				.7%	
Unhappy: Quality of life/ personal dvpmnt/ comm. inclusion			4	1			2	1	2		1		2	
	%		.3%	.2%			.3%	.1%	.4%		.1%		.7%	
Unhappy: Relationship of services/ staff with client				1					1				1	
	%			.2%					.2%				.4%	
Unhappy: Relationship of services/staff with family			1	1		1		1		1	1			
	%		.1%	.2%		.2%		.1%		.2%	.1%			
Unhappy: Quality of service		3	5	3	2	2	3	5	1	4	6	1	3	
	%	1.3%	.4%	.6%	1.1%	.4%	.5%	.7%	.2%	.7%	.9%	.6%	1.1%	
Unhappy: Quantity of services		3	21	6		2	13	4	6	3	10	1	5	2
	%	1.3%	1.5%	1.3%		.4%	2.3%	.5%	1.2%	.5%	1.5%	.6%	1.8%	5.6%
Unhappy: Level of funding			5	3		1	1	4	2		5		1	1
	%		.4%	.6%		.2%	.2%	.5%	.4%		.7%		.4%	2.8%
CONCERNS/ UNHAPPY: EMPLOYMENT SERVICES		6	33	16	3	7	19	12	13	8	20	2	13	3
	%	2.7%	2.3%	3.4%	1.6%	1.5%	3.3%	1.6%	2.6%	1.4%	3.0%	1.3%	4.7%	8.3%
HAPPY/ SATISFIED WITH SERVICES - RESPIRE			6	1	1		2	4		1				
	%		.4%	.2%	.5%		.3%	.5%		.2%				
Unhappy: Access to services /in rural areas/ mid north			5	1	1	3	4			5	2	1	1	
	%		.4%	.2%	.5%	.7%	.7%			.9%	.3%	.6%	.4%	
Unhappy: Choice/ self determination for client			1					1			1		1	
	%		.1%					.1%			.1%		.4%	
Unhappy: Relationship of services/ staff with client			7		1		5	2	1		1	4		
	%		.5%		.5%		.9%	.3%	.2%		.1%	2.5%		
Unhappy: Relationship of services/staff with family			2	1		1		2	1			1		
	%		.1%	.2%		.2%		.3%	.2%			.6%		
Unhappy: Quality of service		1	17	5	2	3	7	8	4	3	4	3		
	%	.4%	1.2%	1.1%	1.1%	.7%	1.2%	1.1%	.8%	.5%	.6%	1.9%		

DISABILITY SERVICES SATISFACTION SURVEY - FAMILY SURVEY, NATIONAL TABLES (UNWEIGHTED)

Productivity Commission

11/4/2000- 98196

FINALLY, DO YOU HAVE ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE?

		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
							18-24 years	25-34 years	35-44 years	45+ years				
Unhappy: Quantity of services		5	86	16	6	8	34	38	20	15	25	6	5	1
	%	2.2%	6.1%	3.4%	3.3%	1.7%	5.9%	5.0%	4.1%	2.7%	3.7%	3.8%	1.8%	2.8%
Unhappy: Level of funding			14	7	1	2	5	8	4	2	5			1
	%		1.0%	1.5%	.5%	.4%	.9%	1.1%	.8%	.4%	.7%			2.8%
Respite too expensive especially for those on pension			3		1	1	2	2		1	2			
	%		.2%		.5%	.2%	.3%	.3%		.2%	.3%			
Not much respite care for the middle aged						1				1				
	%					.2%				.2%				
Unhappy: Private agencies			1			1	1			1	1			
	%		.1%			.2%	.2%			.2%	.1%			
CONCERNS/ UNHAPPY: RESPITE SERVICES		6	115	27	11	18	49	52	26	26	38	9	6	1
	%	2.7%	8.1%	5.8%	6.0%	3.9%	8.5%	6.9%	5.3%	4.6%	5.7%	5.7%	2.2%	2.8%
HAPPY/ SATISFIED WITH SERVICES - CASE MGMNT/COORD			2		1	1		1	1	2	1			
	%		.1%		.5%	.2%		.1%	.2%	.4%	.1%			
Unhappy: Access to services /in rural areas/ mid north			1	1					1					
	%		.1%	.2%					.2%					
Unhappy: Relationship of services/ staff with client			9	3	1	2	4	5	3	1	4	2	2	
	%		.6%	.6%	.5%	.4%	.7%	.7%	.6%	.2%	.6%	1.3%	.7%	
Unhappy: Relationship of services/staff with family			3	3		1	3	2	2		3	4		
	%		.2%	.6%		.2%	.5%	.3%	.4%		.4%	2.5%		
Unhappy: Quality of service		3	9	3	1	1	5	4	6	2	5		3	1
	%	1.3%	.6%	.6%	.5%	.2%	.9%	.5%	1.2%	.4%	.7%		1.1%	2.8%
Unhappy: Quantity of services		1	9	3		5	4	2	3	7	3	2	2	
	%	.4%	.6%	.6%		1.1%	.7%	.3%	.6%	1.2%	.4%	1.3%	.7%	
Unhappy: Level of funding			3	2	1	3	2		1	4	2			
	%		.2%	.4%	.5%	.7%	.3%		.2%	.7%	.3%			
CONCERNS/ UNHAPPY: CASE MANAGEMENT/OPTIONS		4	30	13	2	10	14	13	14	11	13	7	6	1
	%	1.8%	2.1%	2.8%	1.1%	2.2%	2.4%	1.7%	2.8%	2.0%	1.9%	4.5%	2.2%	2.8%

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		Completed survey: Person with disability	Completed survey: Mother	Completed survey: Father	Completed survey: Partner	Completed survey: Other relative/ person	AGE OF FAMILY MEMBER				Receives sheltered workshop service	Receives workcrew or enclave service	Receives open employment service	Receives other employment service
							18-24 years	25-34 years	35-44 years	45+ years				
OTHER			5			4	3	3	1	2	4	3	1	
	%		.4%			.9%	.5%	.4%	.2%	.4%	.6%	1.9%	.4%	
IRRELEVANT/ GENERAL COMMENT, COMPLAINT		22	63	31	12	30	34	36	24	47	27	9	21	2
	%	9.7%	4.5%	6.7%	6.6%	6.6%	5.9%	4.8%	4.9%	8.4%	4.0%	5.7%	7.6%	5.6%
NO ANSWER		130	661	190	104	258	258	364	240	308	329	74	139	14
	%	57.5%	46.8%	40.9%	57.1%	56.3%	44.9%	48.1%	48.8%	54.9%	49.3%	47.1%	50.5%	38.9%