

National Satisfaction Survey of Clients of Disability Services

Consultancy Report

*E-QUAL and
Donovan Research*

A report prepared for:
Steering Committee for the
Review of Commonwealth/State
Service Provision
and
National Disability Administrators

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Suggestions

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Foreword

The Steering Committee for the Review of Commonwealth/State Service Provision and the National Disability Administrators commissioned this national satisfaction survey of clients of disability services in March 1999. E-QUAL and Donovan Research conducted the survey between March and November 1999.

The survey was funded from the Commonwealth/State Disability Agreement national research and development fund.

The survey compared the satisfaction of clients of disability services across jurisdictions and across services within jurisdictions for the purposes of:

- enabling comparisons across jurisdictions to be reported in the Steering Committee's Report on Government Services; and
- providing policy makers with information to improve their services.

The survey targeted clients of selected services for people with a disability and their families.

This joint publication is the final report from the consultants. Selected results of the survey were included in the Steering Committee's *Report on Government Services 2000* (released in February 2000).

We thank the consultants E-Qual and Donovan Research for their efforts to ensure that this survey was successful. We are grateful to the Disability Services Working Group for their assistance with the survey and for their commitment to measuring the effectiveness of disability services and to gaining information that jurisdictions could use for service improvement. This survey would not have been possible without the participation of service providers, clients of disability services and their families. Their assistance is gratefully acknowledged.

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Abbreviations

AIHW	Australian Institute of Health and Welfare
CIP	Core Indicators Project
CSDA	Commonwealth/State Disability Agreement
NDA	National Disability Administrators
MDS	minimum dataset
NOK	next-of-kin
PC	Productivity Commission

Glossary

Accommodation support services	Services that provide accommodation to people with a disability, and services that provide the support needed to enable a person with a disability to remain in their existing accommodation (MDS codes 1.01–1.07).
Alternative family placement	Placements of a person with a disability with an alternative family who will provide care and support. This category includes shared accommodation arrangements (MDS code 1.06).
Attendant care	An attendant care program that provides for an attendant(s) to assist persons with a disability with daily activities that they are unable to complete for themselves as a result of physical, intellectual or any other disability. The service is provided to people to assist them to live in the community (MDS code 1.04).
Brokerage/direct funding/individual support packages	Direct funding service for individuals/families with complex needs, which generally involves ongoing contact between the person and carer and the case manager to ensure services are available, accessible and coordinated to meet identified needs. Such support may involve a brokerage component, and the person/family may or may not have financial control. Direct funding enables a discretionary capacity to purchase and/or develop services (MDS code 2.10).
Centre based respite/respite homes	Respite care provided in a community setting similar to a ‘group house’ structure (MDS code 4.02).
Community support services	Services that provide the support needed for a person with a disability to live in a non-institutional setting. Support with the basic needs of living — such as meal preparation, dressing, transferring, etc. — are included under accommodation support (MDS codes 2.01–2.10).

Disability	Restriction in one or more of the following core activities; self-care, mobility and communication.
Enclave	An employment arrangement whereby a group of workers (with disabilities, in the context of this report) are employed by a community employer in a location alongside other workers, to complete work tasks with the support of an employment service. The community employer may pay individual workers directly or indirectly through the employment agency.
Family/individual case practice/management services	The provision of services for individuals/families, including specialist services provision, for the purpose of providing cost effective supports to maintain people with disabilities in the least restrictive environment, which often involves responding to complex needs. This support includes the implementation of case plans, and obtaining access to and coordinating services (MDS code 2.07).
Group homes	Combined accommodation and community based residential support to people in a residential setting. Usually no more than six clients are located in any one house, although this can vary. The organisation being funded to provide the service must have control of the residence (that is, own, lease, hold in trust, or in other ways be responsible for the residence), not just the support to enable the residents to remain in the residence (MDS code 1.03). If the only service being provided is support to enable recipients to remain in their existing accommodation, then this is in-home support (MSD code 1.05).
Host family/peer support respite	Host family respite provides a network of ‘host families’ matched to the age, interests and background of the individual and their carer. Peer support is generally targeted at 14–25 year olds, and matches the individual with a peer of similar age and interests, usually for group activities. This respite is usually provided on a voluntary basis (MDS code 4.03).
Hostels	Residential support in a congregated setting of usually fewer than 20 beds. Hostels may or may not provide 24-hour care. Many are situated in an institutional setting and also include respite beds on the premises (MDS code 1.02).

Institutions/large residential	Institutions are usually located on large parcels of land and provide 24-hour residential support in a congregated setting of 20 or more beds. In many cases, a range of residential and vocational/day services are provided on the site (MDS code 1.01).
Open employment services	Services that provide employment assistance to people with a disability in obtaining and/or retaining paid employment in another organisation (MDS code 5.01).
Other accommodation support services	Accommodation support services that are not included in MDS codes 1.01–1.06 (MDS code 1.07).
Other respite/ combination/ flexible	Respite services that are not included in MDS codes 4.01–4.03 (MDS code 4.04).
Outreach support/ other ‘in-home’ living support/ drop-in support	Support that involves in-home living support and/or developmental programming services for people with a disability, supplied independently of the accommodation. The accommodation may be owned, rented or otherwise provided, but still independent of the organisation providing the in-home support service. Otherwise, this is a ‘group home’ (MSD code 1.03) (MDS code 1.05).
Own home respite	Respite care provided in the individual’s own home location (MDS code 4.01).
Primary consumer	The individual or group for whom services are established to serve before all others. When there is competition between the interests of the primary consumer and other consumers, a service provider will act in the interests of its primary consumers.
Respite	A short term and time limited break for families and other voluntary care givers of people with disabilities, to assist in supporting and maintaining the primary care giving relationship, while providing a positive experience for the person with a disability.

**Secondary
consumer**

An individual or group for whom services are established to serve, in addition to the primary consumer. When there is competition between the interests of a secondary consumer and the primary consumer, a service provider will give precedence to the latter.

**Supported
employment
services**

Services that support or employ people with a disability within the same organisation (**MDS code 5.02**)

Work crew

An employment arrangement whereby a group of workers (with disabilities, in the context of this report) are employed by an employment service to complete work tasks for clients in the wider community. The work crew may be operated as a small business by the employment service, with workers sharing all or some of the income.

1 Background to the survey

1.1 Administrative structure

This study is the outcome of a cooperative effort between the Steering Committee for the Review of Commonwealth/State Service Provision (the Review) and the National Disability Administrators (NDA).

The Review is a Council of Australian Governments (COAG) initiative with the Steering Committee comprising senior representatives drawn from the Commonwealth and from State and Territory governments. An important role of the Review is to provide ongoing comparison of the performance of government services. The Review's key output is the annual Report on Government Services.

The NDA is a subcommittee of the Standing Committee of the Community Services and Income Security Administrators. The NDA advises the Commonwealth, State and Territory ministers with responsibility for disability services.

Information to enable comparisons across jurisdictions on client satisfaction for users of disability services has been limited in the past. This has limited the ability of the Review to report on service quality performance indicators. The NDA was also restricted by lack of information about how to improve services. The Review and the NDA identified a common goal in improving the availability of information on client satisfaction for users of disability services.

In March 1999, the Review and the NDA commissioned E-Qual and Donovan Research to conduct a national study of client satisfaction with disability services in Australia (the survey).

The project was coordinated by the Secretariat for the Review and funded from the Commonwealth/State Disability Agreement National Research and Development Fund which is administered by the NDA.

This study received ongoing input from the Review's Disability Services Working Group which comprises representatives from the Commonwealth, State and Territory health, disability and community services departments. The Australian

Institute of Health and Welfare also provides valuable input through its observer status on this working group.

1.2 Report on Government Services

The Review of Commonwealth/State Service Provision aims to publish ongoing, accurate comparisons across jurisdictions of government performance in the provision of services, so as to promote continuing performance improvement. Government and service providers are able to use the information to help identify what improved level of services is possible, and to improve ways in which services are provided to the community.

The Review covers the service areas of education (school education and vocational education and training), health, justice (police, court administration and corrective services), emergency management, community services (aged care, disability, children's and protection and support services) and housing.

The focus in the Report on Government Services is on provision of performance information for individual services which permits comparisons across jurisdictions. Performance for each area is measured using two broad categories of indicators:

- effectiveness — whether the service is achieving the desired objectives; and
- efficiency — the cost of services to government.

Effectiveness is measured using four major indicator groupings:

- overall outcomes;
- access and equity;
- appropriateness; and
- quality.

Efficiency is measured, where possible, in terms of inputs per unit of output of government funded service.

Reporting on services for people with a disability

The scope of services for people with a disability in the Report on Government Services is defined as:

[S]ervices provided under the Commonwealth/State Disability Agreement (CSDA) (excluding psychiatric disability services). These services are targeted at people

younger than 65 years of age who have a severe or profound disability and require ongoing support (SCRCSSP 2000, p. 1019).

The framework of performance indicators developed for services for people with a disability is based on the overarching objective for the services — that is, to enhance the quality of life experienced by people with a disability by assisting them to live as valued and participating members of the community.

In working towards this objective, governments aim to:

- provide access to specialist government funded or provided disability services on the basis of relative need and available resources, and promote access to general community services and facilities;
- fund or provide quality services in an efficient and effective way, and be accountable to those using or funding services;
- ensure clients and carers are consulted about the types of services and service mix made available to meet their individual needs and goals; and
- promote the rights of people with disability as members of the community, and empower them to exercise these rights.

For measuring the effectiveness of disability services, three groups of outcomes have been identified:

- participation outcomes;
- quality; and
- access.

Within the quality outcomes, client perceptions are separated from other quality assurance processes. Client perceptions are seen to be composed of ‘client satisfaction’ and ‘carer satisfaction’. ‘Client satisfaction with appropriateness’ is also listed as a performance indicator for access to appropriate services based on relative need.

The Report on Government Services had not yet included quantitative information on the quality of disability services. The Steering Committee wished to commence reporting of this type of information as soon as possible and no later than 2000. Comparative measurement of client satisfaction, as in the survey, would help fill this gap. The Steering Committee recognised that only partial reporting would be possible — for selected service types of disability services, for example — and that improvements in reporting may be achieved progressively.

The survey was the strategy adopted by the Steering Committee to achieve the presentation of quantitative information on the quality of disability services in the *Report on Government Services 2000*.

1.3 Review of research methods

The survey is the second of a two-stage project for conducting a satisfaction survey of clients of disability services. The first stage involved a review of previous approaches relevant to satisfaction surveys of disability services clients, and the development of options for collection of data for jurisdictional comparisons of disability services in Australia.

E-QUAL completed the study for the first stage, which is available on the Internet at:

<http://www.pc.gov.au/research/commres/disabsvc/index.html>

E-QUAL recommended that information on the satisfaction of clients of disability services could be collected using a combination of telephone and face-to-face interviews with people with disabilities and a mail questionnaire with family members or nominated representatives.

It also reported the following findings:

- outcome related findings:
 - measured consumer satisfaction always tends to be high; and
 - the relationship between measured consumer satisfaction and other, objective measures of the quality of services may be low. Reasons for any such low association may include: measured consumer satisfaction being influenced by respondent personality variables and expectations; and objective service quality measures being focused on processes of service delivery as well as desired consumer outcomes (both of which may have been specified by a funding agent or party other than consumers).
- process related findings:
 - the required comparisons across jurisdictions and service types must be clearly defined;
 - having family members or others speak on behalf of consumers with disabilities is acceptable only under certain conditions;
 - the focus of reporting should be on identifying any areas of dissatisfaction rather than any areas of high satisfaction. The priority of disability service systems is to ensure as many consumers as possible within their target groups

are reasonably satisfied (that is, not dissatisfied) with the way in which the service system is meeting their needs. This follows from the aim of using public funds to meet equitably the needs of a defined group who need the services. The creation of very satisfied consumers is of interest only if there are no longer any dissatisfied consumers;

- the question format adopted in the Core Indicators Project (CIP) would be most appropriate for a consumer satisfaction survey. This format generates numeric counts rather than percentage satisfaction figures;
- the format of the CIP family survey would be appropriate for any mail survey of family members;
- a multi-stage systematic or area sampling procedure offers the best way to overcome the absence of a database of all consumers of interest; and
- the cooperation of funding agencies and service providers would be crucial to the success of any national survey.

1.4 Scope of the survey

Jurisdictions covered by the survey

All the Australian States and Territories were covered by the survey.

Disabilities covered by the survey

Table 1.1 lists the specific disability types to be covered by the survey.

Table 1.1 Disability types to be covered by the survey

Acquired brain injury	Neurological (including epilepsy/Alzheimer's Diseases)
Autism	Physical
Deaf/blind (dual sensory)	Psychiatric
Developmental delay	Specific learning/Attention Deficit Disorder
Hearing (sensory)	Speech (sensory)
Intellectual (including Down Syndrome)	Vision (sensory)

The ability of each client (in terms of cognitive and communicative competence) to participate in the survey was elicited from service providers via a pre-survey form (see figure B.46, p. 199).

If any person first accessed disability services under the age of 65 years and continues to do so, they will be included irrespective of their age.

Services covered by the survey

Table 1.2 lists the specific service types to be covered by the survey.

The following points should be noted when considering the specified services included in the survey:

- the service type definitions are taken from the CSDA minimum dataset annually collected by the Australian Institute of Health and Welfare;
- the Commonwealth Government administers employment services, while State and Territory governments administer all the other services;
- accommodation support services and employment services have been the major focus of the chapter on services for people with a disability in previous editions of the Report on Government Services. Reporting on respite and case management/service coordination will expand the scope of the chapter;
- service types excluded from the survey include community access services, therapy services, advocacy services, and research and development;
- accommodation support services include both residential and visiting support services. ‘Other accommodation services’ includes one type of residential service (‘group homes’ — MDS code 1.03);
- at the start of the survey no reliable information was available on the proportions of clients who were using more than one service type (for example, an accommodation support and an employment service); and
- clients of specific disability services are those people with the disability and their family members or nominated representatives. Consistent with the specified service types, the survey was concerned with the quality of services provided to adults only (those aged 18 years and over).

Relationship between services survey target respondents

Survey respondents were considered as being primary or secondary consumers for the different service types (table 1.3).

The survey used a consumer interview of people with disabilities to gain the views of service users as primary consumers for accommodation support and employment services, and a family mail survey to gain the views of family members (table 1.2).

Table 1.2 Service types to be covered by the survey

<i>Service type</i>	<i>CSDA minimum dataset code^a</i>
Accommodation support^b	
Institutions/large residential	1.01
Hostels	1.02
Group homes	1.03
Attendant care	1.04
Outreach support/other in-home living support/drop-in support	1.05
Alternative family placement	1.06
Other accommodation support services	1.07
Community support^c	
Family/individual case practice/management services	2.07
Brokerage/direct funding/individual support packages	2.10
Respite^d	
Own home respite	4.01
Centre based respite/respite homes	4.02
Host family/peer support respite	4.03
Other respite/combination/flexible	4.04
Employment services	
Open employment services	5.01
Supported employment services	5.02

^a For the remainder of this report, CSDA minimum dataset codes are referred to as simply MDS codes.

^b Services that provide accommodation to people with a disability and services that provide the support needed to enable a person with a disability to remain in their existing accommodation. ^c Services that provide the support needed for a person with a disability to live in a non-institutional setting. Support with the basic needs of living (such as meal preparation, dressing and transferring) is included under accommodation support. ^d Respite services specifically provide a short term and time limited break for families and other voluntary care givers of people with disabilities, to assist in supporting and maintaining the primary care giving relationship, while providing a positive experience for the person with a disability.

Table 1.3 Consumer status allocated to respondents for different sections of the survey tools

<i>Section of survey tool by service type</i>	<i>Consumer interview respondents</i>	<i>Family survey respondents</i>
Accommodation support services	Primary	Secondary
Employment services	Primary	Secondary
Respite	Secondary ^a	Primary
Case management/service coordination	Secondary	Primary

^a The consumer interview had short sections on respite and service coordination. The family survey was the main source of information on primary consumers for these two service types.

Consumer interviews were conducted with samples drawn from accommodation support and employment services users. Information about respite and service coordination was collected from respondents in this sample who were coincidentally users of respite and/or service coordination.

The family survey was used to gain the views of family members (or other appropriate respondents) on all four types of service. Respondents to the family survey were taken to be primary consumers for the respite and service coordination sections of the survey. The family survey was designed to enable people with disabilities to contribute, if they entered the sample by virtue of using a service coordination service. Respondents to the family survey were taken to be secondary consumers for the accommodation support and employment sections, because these services are typically designed to serve first the needs of people with disabilities.

The family survey was sent to samples drawn from respite and service coordination services and to a proportion of families whose relatives had been included in the sample for the consumer interviews. When a family member acted as a respondent for a consumer survey, they were answering on behalf of the person with a disability, whereas when a family member was a respondent to the family survey, they answered questions about their experience of services as a family member (table 1.2).

1.5 Survey objectives

Data to enable comparisons across Australia

The principle objective of the survey was to enable comparisons of the measured satisfaction of clients of specified disability services, across jurisdictions and across services within jurisdictions. Satisfaction was conceptualised as an indicator of service quality (section 1.2).

The survey aimed, for example, to provide information to enable comparisons of the quality of respite services (as expressed by clients) across jurisdictions. The survey also aimed to provide information to enable comparisons within jurisdictions, such as a comparison of the quality of respite services in Western Australia with the quality of employment services in that jurisdiction.

The survey did not attempt to define an ‘ideal’ or ‘optimal’ level of satisfaction. Subject to data reliability, the survey results enable comparison between jurisdictions of a range of ‘quality of life’ and ‘quality of service’ indicators. This does not mean that any jurisdiction ranked ‘top’ is in any sense ‘ideal’.

Nor did the survey aim to provide a measure of overall client satisfaction with disability services for each jurisdiction, because only selected service types were sampled for each jurisdiction. Separate samples were drawn from each State and Territory. The service types were grouped and the samples were designed to enable comparisons across jurisdictions subject to accepted margins of error (table 1.3). The consumer interviews were the means of collecting the views of primary consumers for accommodation support and employment services, and the family survey was the means of collecting the views of primary consumers for respite and service coordination services.

The target 95 per cent confidence limits for these four groups were ± 6 per cent (table 1.4). Wider confidence limits (± 8 per cent) were planned for subgroups of accommodation support (institutions/hostels and other accommodation support services) and employment services (open employment and supported employment).

Information for service improvement

Representatives of the various disability jurisdictions were keen that the survey should inform on possible areas for service improvement. This goal was held in common with that for the Core Indicators Project (CIP). However, neither the CIP consumer interview nor the CIP family survey provides any open-ended questions in which respondents can identify service shortcomings or suggest how services could be improved. The Disability Services Working Group therefore specified that the survey should provide such open-ended questions.

Table 1.4 Target 95 per cent confidence limits for service types (per cent)

	<i>MDS codes</i>	<i>Consumer interview 95% confidence limits</i>	<i>Family survey 95% confidence limits</i>
Accommodation support	1.01–1.07	± 6	± 12 –13
Institutions/hostels	1.01/1.02	± 8	na
Other accommodation support	1.03–1.07	± 8	na
Case management/service coordination	2.07; 2.10	na	± 6
Respite	4.01–4.04	na	± 6
Employment services	5.01/5.02	± 6	± 12 –13
Open employment	5.01	± 8	na
Supported employment	5.02	± 8	na

na Not available.

1.6 Structure of report

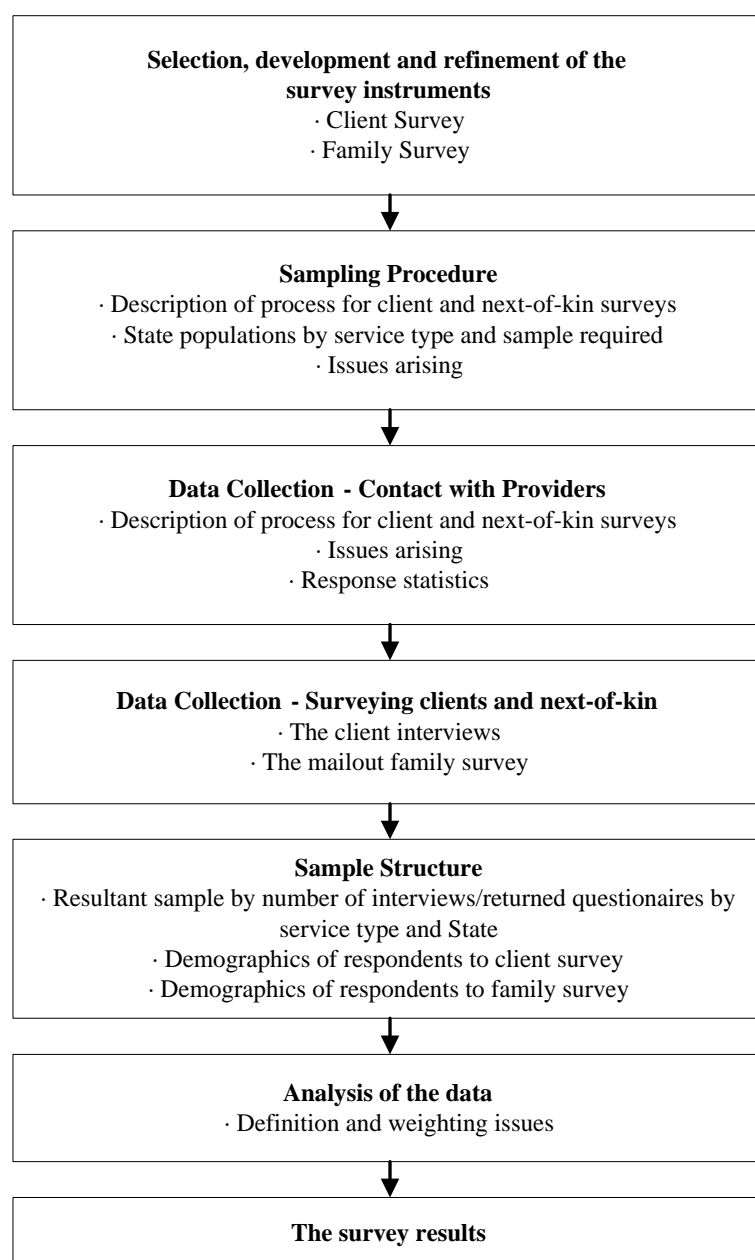
The report is organised in the following sections:

- Part A Introduction — This section provides the background and the objectives of the survey;
- Part B Method — This section provides a summary of the survey method and reports on the results with regard to fieldwork statistics and the characteristics of the resulting samples for the client interviews and family surveys. A full description of the survey method and issues that arose appear in appendix A;
- Part C Survey results — This section provides information on the overall levels of satisfaction with the service types as found through the client interviews and family survey. The results for each indicator are reported in turn: first, results for the four quality of life indicators (life situation, relationships, community inclusion and choice/self determination), then those for the four quality of service indicators (access to services, independence, service quality and satisfaction with services);
- Part D Summary and conclusions — This section suggests improvements to the method for future surveys, and summarises the results across service types and jurisdictions. The concluding chapter summarises the benefits of the survey in terms of new knowledge gained and its possible applications; and
- Part E Appendices — A comprehensive set of attachments includes the survey instruments and other fieldwork documents, details of the data analysis, and data tables.

2 Overview of the method

The flow chart in figure 2.1 summarises the major stages of the survey method.

Figure 2.1 **Overview of the survey method**



2.1 Survey instruments

The starting point for the development of the survey instruments was the Core Indicators Project (CIP) (HSRI 1998). This project is managed by the Center on Managed Long Term Supports for People with Disabilities on behalf of the National Association of State Directors of Developmental Disability Service in the United States. The Center is located at the Human Services Research Institute.

The aims of the CIP are broader than those of the survey, although they apply to developmental disability services only. The survey focussed on consumer outcomes only, so just some of the CIP measurement tools were relevant, specifically:

- the candidate indicators;
- the pre-survey form;
- the consumer survey; and
- the family survey.

The following tasks involved adapting these instruments for the survey:

- selecting the indicators of interest to the survey (appendix D). The agreed indicators show the emphasis on consumer outcomes and overall measures or satisfaction in the survey, compared with the CIP candidate indicators;
- ensuring the interview would address questions that the Disability Services Working Group wished to answer. That is, ensuring the indicators were acceptable to the Working Group. This issue involved determining how to collect information that would assist with service improvement;
- ensuring the language of the interview was suitable for the target respondents. That is, ensuring the language did not include distinctly American wording, and was acceptable to all consumers from the defined service types;
- enabling interviewers to identify early those respondents who would be unable to complete the interview reliably;
- reviewing new material about the performance of the CIP consumer survey as it became available from the Human Services Research Institute, and including this as appropriate;
- adapting the family survey so responses from multiple service users could be linked to particular service types; and
- conducting pilot studies. Both the consumer interview and family survey were adapted first through individual ‘think aloud’ interviews, then through extensive pilot testing. More details are provided in E-QUAL and Donovan Research (1999).

Prior to the surveys being used in the field, a number of improvements were made (appendix A). The consumer interview as used in the field is reproduced in appendix B; the family survey as used in the field is also reproduced in that appendix.

2.2 Sample specifications

Sample sizes were derived for each survey and for each jurisdiction based on a desired level of accuracy. The desired level of reliability was that there should be a 95 per cent probability that the responses to any survey question should be accurately estimated for the service population by the survey responses (\pm the target margin of error). The target margin of error were:

- Client survey:
 - A target margin of error of ± 6 per cent on survey responses was the target for:
 - ... total accommodation services (MDS codes 1.01–1.07) in each jurisdiction; and
 - ... total employment services (MDS codes 5.01 and 5.02) in each jurisdiction.
 - A target margin of error of ± 8 per cent on survey responses within each jurisdiction was the target for:
 - ... large residential/hostels (MDS codes 1.01 and 1.02);
 - ... other accommodation services (MDS codes 1.03–1.07);
 - ... open employment (MDS code 5.01); and
 - ... supported employment (MDS code 5.02).
- Family survey
 - A target margin of error of ± 6 per cent on survey responses was the target for:
 - ... total respite services (MDS codes 4.01–4.04) in each jurisdiction; and
 - ... total case management/brokerage services (MDS codes 2.07 and 2.10) in each jurisdiction.

The sample size necessary for this level of reliability vary with the population size. Table 2.1 details the population sizes that were estimated to be an accurate representation of the number of clients aged 18 or over for each service category, and thus the sample sizes desired for the required level of accuracy.

Table 2.1 Population and sample sizes for service users aged 18 years and over^{a, b}

	MDS codes 1.01 and 1.02	MDS codes 1.03–1.07	Accommodation	Total	MDS code 5.01	MDS code 5.02	employment	Total	Respite MDS codes 4.01–4.04	Case management MDS codes 2.07 & 2.10
NSW										
Population	2 948	4 479	7 427	8 101	6 373	14 474	1 728	406		
Sample	143	146	260	148	147	265	232	162		
Vic										
Population	1 350	5 554	6 904	8 366	3 976	12 342	3 604	23 098		
Sample	135	146	257	148	146	262	249	265		
Qld										
Population	574	5 170	5 744	3 822	1 430	5 252	3 594	1 464		
Sample	120	147	256	145	136	255	248	225		
WA										
Population	922	1 761	2 683	2 496	2 115	4 611	354	1 872		
Sample	130	140	244	142	141	255	152	234		
SA										
Population	1 356	2 008	3 364	1 615	2 566	4 181	709	6 359		
Sample	136	140	250	138	142	255	195	240		
Tas										
Population	207	539	746	529	562	1 091	359	1 116		
Sample	88	118	198	118	119	217	154	216		
NT										
Population	0	159	159	210	89	299	150	84		
Sample	0	78	100	88	56	142	96	64		
ACT										
Population	0	220	220	442	195	637	180	63		
Sample	0	90	121	113	85	190	108	51		

^a 1998 minimum MDS data, revised based on information collected in the field.

^b Sample sizes are greater than the actual number of interviews because it was assumed there would be a degree of overlap — that is, clients who are using more than one service and therefore 'counting' within two samples.

These figures are based on the 1998 minimum dataset of clients of employment services as provided to the consultants by each jurisdiction and the Commonwealth. They were modified in the light of experience in the field (that is, finding agencies that no longer provided the service, those who provided the services to clients aged under 18 years, and those that had a different number of active clients from the number specified in the database).

Samples were selected on the basis of a uniform sampling fraction — that is, no allowance was made for dispersion within sub-populations as this information was not available. For the actual survey sample sizes were increased by 40 per cent to allow for nonresponse or nonparticipation by either the client or the provider.

The sum of the sample sizes detailed in table 2.1 is greater than the actual number of interviews that were planned to be undertaken because it was assumed there would be a degree of overlap — that is, clients who are using more than one service and therefore ‘counting’ within two samples.

2.3 Sampling procedure

The sampling procedure for both client and family surveys was fundamentally the same — a two stage process of first sampling the provider (undertaken by the consultant as described below) and then sampling clients.

Sampling providers

Different sampling approaches were investigated during the pilot process, and these are discussed in E-QUAL and Donovan Research (1999), as is the rationale for the following selected sampling procedure.

1. Calculate the necessary sample size to achieve the desired level of accuracy (section 2.2).
2. Where a service category constitutes more than one MDS code (all but employment), calculate the proportion of clients in each MDS code and derive the sample size for that MDS code.
3. Split the database by MDS code. Within each, split service outlets into government and non-government agencies, and rank them by size. Calculate the proportion of clients receiving government/non-government services, and derive the sample size required. (This step is not necessary with employment services.)

-
4. If any service outlet represents more than 20 per cent of the clients in their subsample (MDS code; government/non-government), automatically include them and sample them in proportion to their contribution to that subsample.
 5. Order government outlets by region (where appropriate) and conduct sampling by outlet within regions to ensure regional representation. Within each region, include every eighth outlet as default (increasing up to every second if there are only a few service outlets).
 6. Divide the number of government clients by the sample required, and select every *n*th client to give that sample.
 7. Again as default, select every eight non-government service outlet (increasing up to every second if there are only a few service outlets).
 8. Divide the sum of the clients at those selected non-government outlets by the sample required, and select every *n*th client.

Sampling clients

Providers were asked to sample a specified number of clients, but the lack of centrally held client details meant the consultants could not randomly select individual clients. Providers were thus asked to use a random process to select the clients to be included (appendix B).

There was no alternative to this process (except for an individual to select clients from each outlet's records) yet selection of respondent by outlet opens the possibility of bias, in that service providers could have selected individuals they believed would be more positive about the services (or not selected those with whom there had been issues). However, outlets were also 'rated' by clients who were included in the survey via being a client of another outlet. An accommodation service provider, for example, may have chosen to omit a certain client from the selection, but that client may still have been included in the survey via their employment provider.

2.4 Provider participation

In total, 649 outlets were initially contacted:

- 120 in New South Wales;
- 179 in Victoria;
- 98 in Queensland;

-
- 80 in Western Australia;
 - 80 in South Australia;
 - 45 in Tasmania;
 - 41 in the Australian Capital Territory; and
 - 31 in the Northern Territory.

An additional 135 providers were contacted to replace providers that were unable to or unwilling to participate, making the total number of outlets included in the survey 784.

Contact with providers proved one of the most problematic elements of the survey, largely due to the sheer numbers of providers involved and the extent to which they operate under different models (thus the difficulties of imposing a standard sampling procedure).

The problems (discussed more fully in appendix A) largely fell into three areas:

- difficulty in making and maintaining contact with the nominated person. A number of individuals were difficult to contact and required frequent attempts. This was particularly true in government services;
- refusal to participate in the survey; and
- failure to complete all elements of the survey process, either on time or at all.

Table 2.2 details provider responses to the request to participate in each of the eight jurisdictions. It includes the total number of organisations¹ and outlets (based on the data received from the jurisdictions), the number of organisations and outlets contacted during the survey process, the outcome of those contacts, and the percentage of all outlets that were contacted.

The outcomes are divided into:

- those outlets that declined the offer to participate because other surveys were taking place, or for other reasons, as a percentage of all those contacted;
- those that had to be removed from the survey because their clients were aged under 18 years or, on rare occasions, because they held no next-of-kin data;
- those that agreed to participate but did not send back pre-survey forms or next-of-kin data;
- those that agreed to participate and sent out the family questionnaire;

¹ A government department counts as one organisation only.

- those that participated but could provide less than 70 per cent of the names requested (70 per cent was chosen as that was the proportion needed to fulfil the sample size, remembering that oversampling of around 40 per cent occurred); and
- those that were able to provide the required number of names (that is, 70 per cent or more of those requested), as a percentage of all those contacted.

Table 2.2 Provider response, by jurisdiction

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>NT</i>	<i>ACT</i>
Organisations	no.	338	381	184	107	87	66	26	34
Outlets	no.	1 169	1 323	449	461	153	93	38	42
Organisations contacted	no.	102	111	87	58	50	43	25	34
Outlets contacted	no.	166	201	120	106	63	51	35	42
Share of all outlets	%	14.2	15.2	26.7	23.0	41.2	54.8	92.1	100
Outlets that declined	no.	37	22	22	16	7	20	18	14
Share of all outlets	%	22.3	10.9	18.3	15.1	11.1	39.2	51.4	33.3
Removed, all children	no.	0	10	6	6	0	2	2	1
Removed, no next-of-kin	no.	0	1	0	0	0	0	1	0
Agreed, never responded	no.	19	11	6	2	3	2	4	2
Agreed, self sent survey	no.	5	6	12	2	3	0	2	4
Provided names but less than 70 per cent of number requested	no.	19	21	16	10	6	4	3	7
Provided 70 per cent or more of names requested	no.	80	129	58	70	43	23	4	14
Share of outlets contacted	%	48.2	64.2	48.3	66.0	68.3	45.1	11.4	33.3

Across Australia as a whole, the results by these various categories were as follows:

- forty-two per cent of all organisations were contacted, with one in five of all outlets contacted;
- twenty per cent of outlets contacted declined the offer to participate (15 per cent when first contacted and 5 per cent after they had received their provider packs). This level of nonparticipation, which was higher than anticipated, was a potential area of bias, in that particularly busy providers may not have been included (because time was a major reason for refusal). However it may also provide a level of ‘control’, guarding against the inclusion of those that have been most heavily surveyed previously (because this was the *single most common reason* for nonparticipation);
- a further 5 per cent agreed to participate but never completed their tasks;
- just 2 per cent were removed because their clients were aged under 18 years; and

-
- fewer than 65 per cent of outlets contacted provided client and/or next-of-kin details for the survey, with over half of all outlets contacted (54 per cent) providing at least 70 per cent of the names requested.

By jurisdiction, virtually all outlets in the Northern Territory and the Australian Capital Territory were contacted, with the proportion falling to 14–15 per cent in the largest two jurisdictions. South Australia, Western Australia and Victoria had the highest proportion of outlets who participated and provided at least 70 per cent of names requested (about two thirds in each jurisdiction).

The Northern Territory, Tasmania and the Australian Capital Territory had higher levels of provider nonparticipation (which was greater with employment services in all three jurisdictions). Five of the 12 employment service outlets contacted provided some client details in the Australian Capital Territory, as did five of the 20 contacted in Tasmania. None of the nine outlets contacted in the Northern Territory were able to provide client details.

Information for these three jurisdictions is likely to be less representative than that for the other jurisdictions; that is, there is a greater risk that the reported results do not accurately reflect the situation within the jurisdiction. Based on provider nonparticipation alone, the same point could be made (that is, the extent to which results accurately reflect the situation) about employment services. However, nonparticipation rates and nonresponse rates are not the only factors influencing reliability, and these factors are mitigated in the case of employment providers by the fact that a greater proportion of clients rather than next-of-kin answered the survey (87 per cent compared with 64 per cent for accommodation services).

Provider return of pre-survey forms/next-of-kin details

The second element of provider ‘response’ relates to the extent to which the anticipated numbers of pre-survey forms and next-of-kin details were provided.

Pre-survey forms

A total of 4123 forms were sent (an average of just over ten per outlet), of which:

- 2847 (69 per cent) were returned completed;
- 361 (8.8 per cent) were not returned or were returned blank because the provider had decided against participating at a later date;

- 604 (14.6 per cent) were forms unused by outlets as a result of client nonparticipation (or nonparticipation of next-of-kin on their behalf) or of having insufficient eligible clients to fulfil the quota requested; and
- 311 (7.5 per cent) had not been returned at the point at which the fieldwork was finalised (despite reminder calls to the provider).

A return rate of 69 per cent means that 31 per cent were not returned, which introduces another possibility of bias — that is, that outlets returning the forms were in some way ‘different’ from those that did not. However, a response rate of 69 per cent is a good rate for most surveys, so the potential for bias is likely to be lower than is generally the case.

By jurisdiction, the responses were as outlined in table 2.3.

Table 2.3 Outcomes of pre-survey forms mailed to providers by jurisdiction (per cent)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
Returned	68	67	67	81	75	67	62	41
Not completed because provider later refused	8	14	5	2	2	19	10	34
Not completed because not enough clients/clients refused	11	12	20	16	18	11	22	7
Never returned	14	7	9	1	5	4	6	19

Western Australia had the highest achievement of completed pre survey forms from providers agreeing to participate (81 per cent), reflecting a low rate of subsequent nonparticipation by providers (that is, nonparticipation after initially agreeing and receiving a provider pack) and of outstanding forms. Only 41 per cent of pre-survey forms sent to providers in the Northern Territory were returned completed. One third were lost as a result of later withdrawal by providers, and almost one in five remained outstanding at the end of the survey. Therefore, the representativeness of data from the Northern Territory is likely to be lower than that from the other jurisdictions.

Next-of-kin details

The total number of next-of-kin details required to provide the six per cent margin of error in each jurisdiction for the respite and case management services (net of nonparticipants and the removal of providers that had only clients aged under 18 years) was 3944. This was based on an assumed 50 per cent overlap (that is, that half of those receiving each of the two services would also receive the other) and a

55 per cent response rate (except for next-of-kin of those in accommodation services, for whom a 45 per cent response was assumed).

A questionnaire was sent to 2948 families receiving either respite or case management (75 per cent of the number required). Slightly more names were received, but some proved to be duplicates and a few providers nominated the public guardian as the next-of-kin. Questionnaires were also sent to families receiving accommodation and employment services.

The reasons for the shortfall between the number requested and that achieved were similar to those affecting the client survey:

- some providers had an insufficient number of eligible clients for whom they could provide next-of-kin details and therefore sent fewer names than were requested. The effect of this was often quite marked in service categories with a few large providers, such as service coordination (MDS code 2.07);
- next-of-kin declined to participate; and
- the provider decided at a later date against participation.

The consultants partly overcame the problem of providers not completing their tasks within the time requested by asking providers to send the questionnaires directly to the families.

Providers in Victoria (who were contacted first and therefore reminded most often) were most likely to provide data, and those in the Northern Territory were least likely (table 2.4).

Table 2.4 Outcomes of request for next-of-kin details from service providers (per cent)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
Details returned	51	81	43	68	49	61	57	37
Provider sent questionnaires	23	3	27	5	27	1	22	12
Not enough next-of-kin/next-of-kin refused to participate	19	13	22	23	13	13	17	21
Provider later refused to participate/service for clients aged under 18 years	7	1	5	4	12	25	4	30

2.5 Client survey

In total, 2271 interviews were conducted with clients of accommodation and employment services, using a mix of telephone and face-to-face interviews (table 2.5).

The 8.5 per cent rate of nonparticipation was low compared with most surveys.

Forty-six per cent of the surveys were conducted via face-to-face interview, for which the average duration was 31 minutes. Fifty-four per cent were conducted by telephone interview, for which the average duration was 22 minutes.

Interviewing commenced in Victoria in the last week of July 1999 and concluded on Sunday 7 November 1999. It is possible therefore that some client circumstances against which satisfaction was recorded would already have changed.

Table 2.5 **Field statistics**

	Number	As a proportion of useable pre survey forms supplied ^a
	no.	%
Interviews required	2 965	
Interviews achieved	2 271	80.6
Interviews not achieved by reason:		
Nonparticipation ^b	239	8.5
Away for duration of survey	160	5.7
Dead/wrong number/unknown at number	83	2.9
Not contactable ^c	50	1.8
Not contacted by end of survey period	6	0.2
Other ^d	10	0.4
Total interviews not achieved	548	19.4

^a There were 2819 usable pre-survey forms supplied. ^b Including 'temporary' — that is, a request to come back later. ^c Including in hospital; unable to be traced. ^d Including early termination of interview, language barrier, etc.

Interview source and technique

Table 2.6 details who undertook the interview and whether the interview was conducted by telephone or via a personal visit.

Table 2.6 Interview source and technique

	<i>Unit</i>	<i>All interviews</i>	<i>Interviews conducted by telephone</i>	<i>Interviews conducted face-to-face</i>
Number	no.	2 271	1 223	1 043
Undertaken by client alone	%	61.7	52.5	72.5
Undertaken by client with assistance:				
Assisted by family friends	%	3.7	0.2	7.6
Assisted by staff/other	%	6.5	0.5	13.6
Total undertaken with assistance	%	10.2	0.7	21.3
Undertaken by next-of-kin	%	28.1	46.7	6.2

In total, just over one quarter of interviews were conducted with the next-of-kin rather than the client, and one in ten client interviews involved some assistance from family/staff. Both of these factors could have led to some differences in the nature of responses; such differences are more likely to affect results across service types (given the different nature of the clients and their ability to be personally involved) than across jurisdictions (which have a similar proportion of client/next-of-kin interviews).

Respondents were given the choice of survey medium (telephone or face-to-face), when initially contacted by their provider; if they chose a telephone interview, they had a second opportunity to opt for a face-to-face interview at the start of the telephone interview. Next-of-kin tended to opt for telephone interviews because these were less intrusive and could be done straight away rather than needing an appointment. However, for many clients, telephone was not an appropriate medium.

Sample size

Table 2.7 details the sample size within each jurisdiction, both in total and by the two service categories of accommodation and employment.

In each of the five larger jurisdictions, the margin of error was within ± 7 per cent and in many instances the ± 6 per cent has been achieved. In Tasmania the level of nonparticipation (particularly among employment providers) led to a larger margin of error (particularly for employment services). The situation was more severe within the Australian Capital Territory and the Northern Territory. In the Northern Territory no employment providers participated and just seven people receiving accommodation commented on employment services.

Table 2.7 Sample size, by jurisdiction, service category and margin of error^{a, b}

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Australia</i>
Total sample ^a	no.	371	381	360	398	419	207	97	38	2 271
Received accommodation services	no.	220	242	236	258	307	139	89	38	1 529
	%	(6.5)	(6.2)	(6.2)	(5.8)	(5.3)	(7.5)	(8.0)	(13.9)	
Received employment services	no.	245	257	205	295	261	116	63	7	1 449
	%	(6.2)	(6.0)	(6.7)	(5.5)	(5.9)	(8.6)	(11.7)	(na)	

^a The sum of the service categories exceeds the total sample because some respondents received both accommodation and employment services. ^b The margin of error of the sample size is given in parentheses for each figure. **na** Not available.

Table 2.8 provides the same information for the subcategories of large residential/hostel (MDS codes 1.01–1.02), group homes and other accommodation services (MDS codes 1.03–1.07), open employment services (MDS code 5.01) and supported employment services. The desired margin of error for these subcategories was ± 8 per cent.

Table 2.8 Sample size, by jurisdiction, service subcategory and margin of error^a

<i>MDS codes</i>	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Australia</i>
1.01–1.02	no.	103	98	115	95	167	50	3	0	631
	%	(9.5)	(9.5)	(8.2)	(9.5)	(7.1)	(12.1)	(na)	(na)	
1.03–1.07	no.	117	144	121	163	140	89	86	38	898
	%	(8.9)	(8.1)	(8.8)	(7.3)	(8.0)	(9.5)	(8.2)	(13.8)	
5.01	no.	95	91	83	114	61	43	3	5	495
	%	(10.0)	(10.2)	(10.6)	(9.0)	(12.1)	(14.3)	(na)	(na)	
5.02	no.	150	166	122	181	200	73	60	2	954
	%	(7.9)	(7.4)	(8.5)	(7.0)	(6.6)	(10.7)	(10.5)	(na)	

^a The margin of error of the sample size is given in parentheses for each figure. **na** Not available.

The desired margin of error was exceeded more often in smaller jurisdictions for the subcategories of large residential/hostel (MDS code 1.01/1.02) and open employment (MDS code 5.01). The required sample numbers were more difficult to achieve in instances where:

- open employment services declined to participate more often than other services (particularly in some of the smaller jurisdictions);
- the smaller jurisdictions had fewer service outlets for each sub-category from which to sample. When service outlets declined to participate, they were sometimes impossible to replace; and

- clients of large residential/hostels and open employment services tended not to be multiple service users. Numbers in these subcategories were not boosted by respondents sampled from other service types.

Extent of service overlap

The shortfall in these categories was further exacerbated by the lower than anticipated overlap between services. In the absence of any data, 10 per cent of clients in open employment services and 75 per cent of those in supported employment were assumed to be receiving an accommodation service. The survey found that 21 per cent and 63 per cent of clients sourced from such employment services respectively were also receiving accommodation services.

The overlap by the different types of accommodation and employment services is shown in table 2.9. Information about the demographic characteristics of the sample and how the sample reflected the population appears in appendix A.

Table 2.9 **Extent and nature of service overlap — client survey (per cent)**

<i>Also receiving</i>	<i>Those receiving</i>			
	<i>MDS codes 1.01–1.02</i>	<i>MDS codes 1.03–1.07</i>	<i>MDS code 5.01</i>	<i>MDS code 5.02</i>
MDS codes 1.01–1.02	na	na	3.6	19.5
MDS codes 1.03–1.07	na	na	17.0	43.9
MDS code 5.01	2.9	9.4	na	na
MDS code 5.02	29.5	46.7	na	na

na Not available.

2.6 Family survey

Field work statistics

Table 2.10 details the required sample size, the number of survey forms sent, and the usable number returned by the cut-off date of 8 November 1999.

The overall response rate of 58 per cent was therefore slightly higher than the estimated response rate of 53 per cent. Providers sent out 789 questionnaires (18 per cent of the total sent out) and 280 of these were returned. If that element of the survey is removed, the response rate among those with whom the method was conducted as intended was 62 per cent.

Table 2.10 Response rates, by jurisdiction

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Australia</i>
Required sample size	no.	429	519	488	421	458	402	227	224	3 168
Survey forms mailed	no.	708	900	757	553	761	382	206	198	4 465
Survey forms returned	no.	401	560	467	306	471	230	101	62	2 598
Response rate	%	56.6	62.2	61.7	55.3	61.9	60.2	49.0	31.3	58.2

The extent of nonresponse (42 per cent) means there may be some bias — that is, respondents may in some way be different from nonrespondents and thus have different opinions. However, this bias is unlikely to be more marked than is generally the case in such surveys.

A further 66 questionnaires were received after the cut-off date. Fifty three questionnaires were returned to sender; the highest number occurred in Western Australia (15) but this may have represented the greater likelihood of a return occurring within the same jurisdiction rather than less accurate lists. Sixteen questionnaires were unusable, being returned largely or completely blank, or filled in by a staff member or public advocate.

Sample size

Table 2.11 details the sample size within each jurisdiction and nationally, both in total and by the four service categories of case management, respite, accommodation and employment. The sum of the service categories exceeds the total sample because some respondents would have received more than one service.

Table 2.11 Sample size, by jurisdiction and service category (number)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Australia</i>
Total sample	380	520	406	283	471	217	101	58	2 436
Case management/ brokerage	120	282	216	153	263	120	51	21	1 226
Received respite	162	239	191	105	139	97	28	33	994
Accommodation services	161	244	188	137	203	110	75	46	1 164
Employment services	171	208	138	176	204	71	54	11	1 033

Of the 2559 questionnaires returned, 123 related to a family member aged less than 18 years of age and therefore were removed from the analysis.

Table 2.12 provides the margin of error of each of the above sample sizes. A margin of error of 6 per cent was sought for case management and respite services, and 12–13 per cent was sought for accommodation and employment services.

Table 2.12 Margin of error of sample sizes (per cent)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
Case management/ brokerage	7.5	5.8	6.2	7.6	5.9	8.4	6.0	18.5
Respite	7.3	6.1	6.9	8.0	7.4	8.5	17.0	15.1
Accommodation services	7.6	6.2	7.0	8.2	6.7	8.6	9.2	12.2
Employment services	7.4	6.7	8.2	7.2	6.7	11.2	12.8	na

na Not available.

The effect of overlap (that is, those in respite and case management who also received accommodation or employment services), and the fact that all next-of-kin names received from the client survey were entered in the survey to boost numbers, meant the achieved margin of error did not differ much across the four service areas. Victoria, which had the highest response rate overall, met the desired margins of error for all services; New South Wales, Queensland and South Australia were all close to the ± 6 per cent required. Again, the low sample sizes in the Northern Territory mean the results for this jurisdiction have to be treated with particular caution.

Extent of service overlap

Table 2.13 depicts the extent to which surveyed clients or families who received one service type also receive another.

Table 2.13 Nature and extent of service overlap (per cent)^a

<i>Also received</i>	<i>Received case management /brokerage</i>	<i>Received respite</i>	<i>Received accommodation services</i>	<i>Received employment services</i>
Case management	86	56	47	40
Brokerage	43	32	24	20
Respite	52	100	34	35
Accommodation	52	40	100	46
Employment	40	37	41	100

^a For example, 56 per cent of the respondents who respite services also received case management services.

About half of the families receiving case management or brokerage also received a respite service. Similarly 56 per cent of those receiving respite services also received case management, and one third also received brokerage services.

Just over half of those receiving case management or brokerage also received accommodation services, and 40 per cent also received employment services. The figures for respite are somewhat lower, with 40 per cent of respite families having a client of accommodation services and 37 per cent having a client of employment services.

2.7 Implications of method on interpretation of results

This review of the method has highlighted elements of the survey process that should be kept in mind when reading the results. These include:

- the number of providers contacted within each jurisdiction/service type, and the proportion they represent of all providers;
- the different participation rates among providers, by jurisdiction and service type;
- the different rates of returning client/next-of-kin details, by jurisdiction and service type;
- differences in the data collection medium (telephone and face-to-face) across different service types; and
- differences in the proportion of clients or next-of-kin answering the survey across different service types.

Other issues may also affect levels of satisfaction beyond the scope of this survey. Differences in the level of expectations, for example, will affect satisfaction. Such differences could occur systematically, among types of client, between clients and next-of-kin, across service types and across jurisdictions.

3 Survey results — introduction

Part C of the Report presents the survey results in detail. (Summaries of the key issues for service types and jurisdictions appear in chapter 7.) The field work for the survey was carried out in the period July–November 1999.

3.1 Presentation of the results

The results may be presented by:

- performance indicators;
- source of information (client interview or family survey; primary or secondary consumer);
- consumer characteristic (disability type or the age of the person with a disability);
- jurisdiction; or
- service type.

Data about overall satisfaction with services, from both the client interviews and the family survey, are presented in section 3.2. Respondents to the client interviews are treated as primary consumers for accommodation support and employment services; respondents to the family survey are treated as primary consumers for respite and case management, and as secondary consumers for accommodation support and employment services (table 1.2).

The discussion of the results is structured around two domains of performance indicators:

- *those associated with quality of life*: Table 3.1 lists the performance indicators that can broadly be associated with quality of life. The survey responses for questions related to these indicators are presented in chapter 4; and
- *those associated with quality of service*: Table 3.2 lists the performance indicators that can broadly be associated with quality of service. The survey responses for questions related to these indicators are presented in chapter 5.

Table 3.1 Quality of life domain indicators (chapter 4)

<i>Cluster</i>	<i>Indicators (as measured by the survey)</i>
Life situation	Proportion of people who like their living situation
	Proportion of people who wish to stay in their living situation
	Proportion of people who feel safe in their residence and while using services
	Proportion of people who are satisfied with the amount of time they spend alone
	Proportion of people and families who are happy with their employment situation and wish it to continue
	Proportion of people and families who enjoy time spent using a service
Relationships	Proportion of people who have friends other than people in the service system
	Proportion of people who have someone they can talk to about personal matters
	Proportion of people who are able to see friends and family when they want to
	Proportion of families who maintain their relationship with a family member with a disability using the help of services
Community inclusion	Proportion of people who use community/public services
	Proportion of people who have transport to get to where they want to go
Choice/self determination	Proportion of people who make choices about important life decisions
	Proportion of families who report that they choose the services for the person with disability under their care
	Proportion of families who report that they choose the agency staff who work with them
	Proportion of families who report that staff support them in choosing the services and supports they need

Table 3.2 Quality of service domain indicators (section 3.2, chapter 5)

<i>Cluster</i>	<i>Indicators (as measured by the survey)</i>
Access to services	Proportion of families who have information about services available to them
	Proportion of families for whom services are available as required
	Proportion of people and families who use the defined services
Independence	Proportion of people with access to aids and equipment
	Proportion of people who have control over their personal money
	Proportion of people with opportunities to learn new skills
Service quality	Proportion of people and families with staff who communicate effectively
	Proportion of people and families who are treated with respect by staff
	Proportion of people whose privacy is respected by staff
	Proportion of people who do not experience problems through staff changes
Satisfaction ^a	Proportion of people and families for whom services achieve their main aim
	Proportion of people and families who are satisfied with the service they use
	Proportion of families who wish to change service provider

^a Indicators of overall satisfaction are discussed in section 3.2.

Within each domain, the indicators are grouped into clusters of related indicators. The relationship of the indicators to the questions in the client interview and the family survey is described in table D.1 in appendix D.

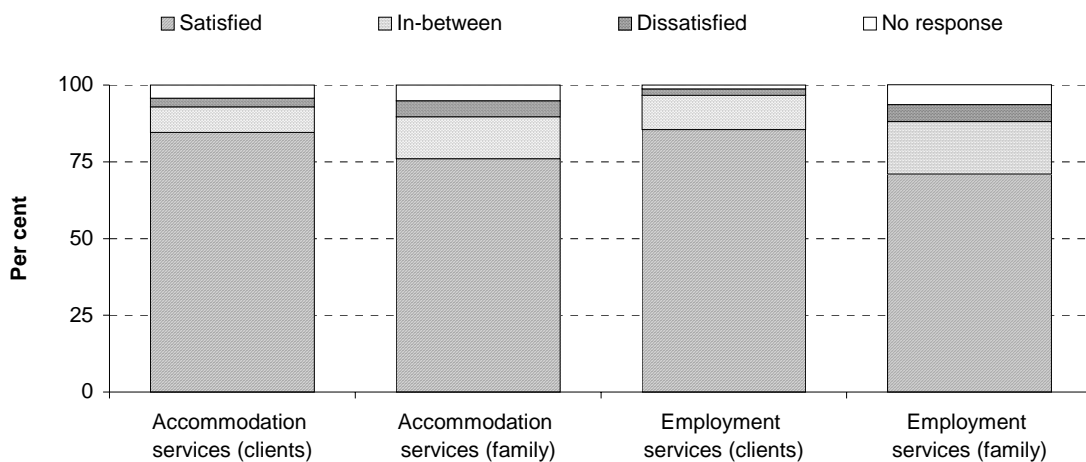
For each indicator within a cluster, the following are reported:

- results from the client interviews (where applicable) and the family survey for each service type; and
- any statistically significant differences across jurisdictions or consumer characteristics.

3.2 Overall satisfaction by service types

The overall level of expressed satisfaction was high for all service types in the client interviews (75–85 per cent) and the family survey (65–76 per cent) (figure 3.1 and figure 3.2).

Figure 3.1 **Satisfaction with accommodation and employment services^{a, b}**



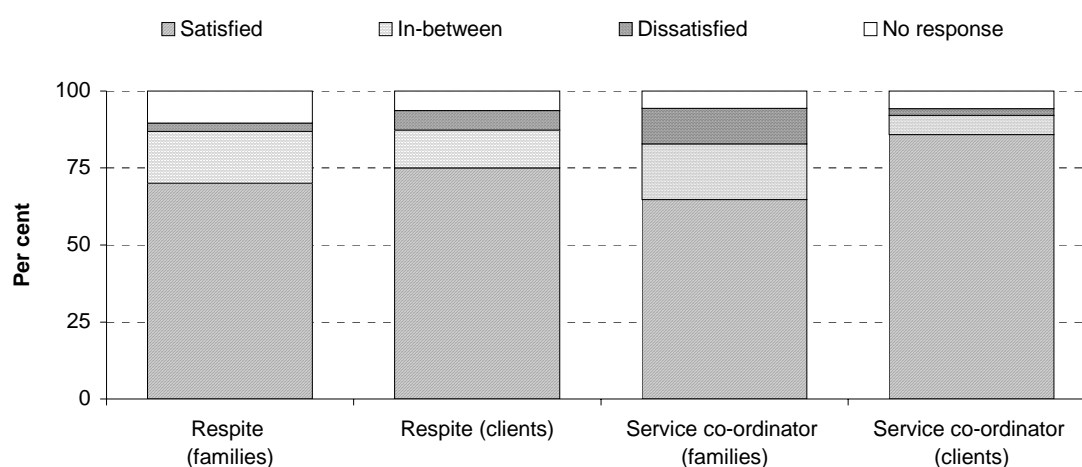
^a Number of respondents greater than 1000 for all samples. ^b Responses (from left to right), relate to question 24a *Client Survey*, question 24a *Family Survey*, question 50a *Client Survey*, and question 19a *Family survey* respectively (see Appendix B).

Data source: table E.1.

For accommodation and employment services, people with disabilities were more likely to be satisfied (85 per cent) than families (71–76 per cent). Correspondingly, families were more likely to be dissatisfied with these services (6 per cent) than were the people with a disability (2 per cent).

Figure 3.2 suggests lower levels of satisfaction among families (the primary consumers) using respite (70 per cent) and service coordination (65 per cent), than among the primary consumers (people with disabilities) of accommodation and employment services. This was consistent with the tendency for families to have expressed lower levels of satisfaction than expressed by people with disabilities. The lower levels of satisfaction with service coordination included a greater proportion of families expressing dissatisfaction (12 per cent), than did the other services (3–6 per cent). These results are discussed in more detail in section 7.4.

Figure 3.2 Satisfaction with respite and service coordination^{a, b}



^a For family samples, $n = 994$ for respite and $n = 1226$ for service coordination, for people with disabilities, $n = 40$ for respite and $n = 624$ for service coordination. ^b Responses (from left to right), relate to question 31 *Family Survey*, question 58a *Client Survey*, question 12a *Family Survey*, and question 56a *Client survey* respectively (see Appendix B).

Data source: table E.2.

3.3 Reporting of statistically significant differences

Statistical significance between results has been tested at the $p < 0.05$ level. Over the long run, such differences are likely to occur in one in 20 comparisons by chance alone. In such a large survey the number of possible comparisons is high; for example, comparisons among jurisdictions could be made for at least 50 questions in the family survey.

For reporting the results, there are at least two approaches to this issue:

- to increase the level of significance reported (for example, to $p < 0.01$); or
- to continue to report at the $p < 0.05$ level and highlight only those areas in which a series of consistent significant results are found.

The latter approach was selected because performance indicators are grouped into clusters, and it is useful to discuss groups of consistent results at a lower level of significance.

When a difference is reported in the following text, it is a statistically significant difference at the $p < 0.05$ level. Unless such a level of significance is reached, scores are treated as being similar. The one exception to this rule occurs in tables that group jurisdictions on a particular dimension (for example, table 6.1 on the life situation at home). These groupings are an attempt to find patterns across jurisdictions, and do not imply statistical differences between the results for jurisdictions allocated to different groups. These groupings should therefore be interpreted with care. Differences mentioned in the accompanying text always refer to statistically significant differences at the $p < 0.05$ level, even if they are not specifically labelled as such.

The figures presented in the results are supported by data in appendix E. The data tables in appendix E provide the exact question wording and the relevant sample sizes. Margins of error can be calculated by relating tables provided in appendix C to the data provided in appendix E.

3.4 The use of weighted data

Most of the data presented has been weighted to increase the accuracy of the estimates given for the populations in question (appendix C). At this point it is useful to note that there were differences between how the client interview and family survey data could be weighted at the jurisdiction level.

For the client interview data, the MDS code of the services used by each interview subject (for example, 'hostel' MDS code 1.02), was known, as were the numbers of service users for each MDS code in each jurisdiction. Weights could therefore be attached within a jurisdiction for each MDS code to achieve a more accurate estimate of the results for that jurisdiction, based on the appropriate proportions of service users for each service type. The data for the client interviews is therefore weighted for service type at the jurisdiction level.

For the family survey the MDS code of the services used by each survey subject was not known as accurately, and weighting could not be used with the same degree of certainty. The data for the family survey is therefore not weighted for service type at the jurisdiction level.

4 Quality of life indicators

4.1 Life situation — home, community, and work

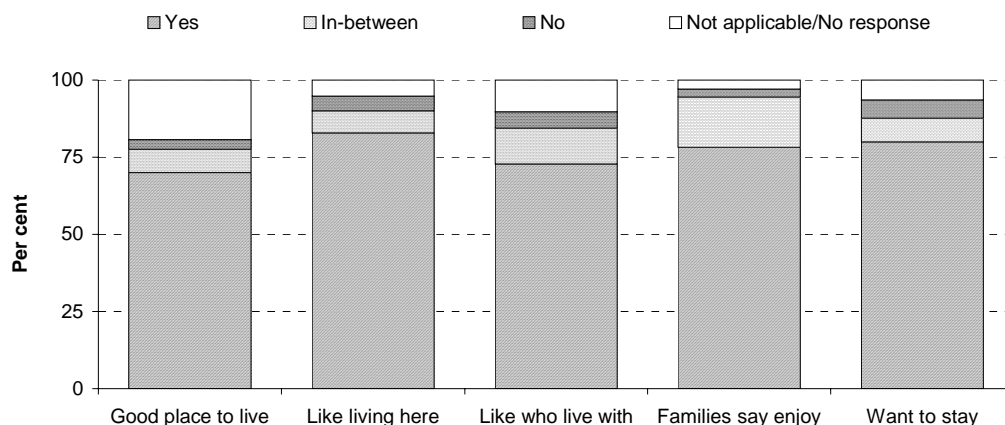
Objective: People with disability experience a high quality of life.

Life situation at home and in the community

Indicator: proportion of people who like their living situation

The majority of people who used accommodation support services liked where they lived (figure 4.1). However, it is unclear what proportion of clients had ever lived anywhere else. Nevertheless, for those using accommodation services, at least 5 per cent (or one in 20) did not like where they were living, did not like who they were living with, and/or would like to move out to escape their present situation (table E.3).

Figure 4.1 **Accommodation service users across Australia — experience of home^{a, b}**



^a Number of respondents was greater than 1100 for all samples. ^b Responses (from left to right), relate to question 23 *Client Survey*, question 4 *Client Survey*, question 7a/7b *Client Survey*, question 22k *Family Survey*, and question 9 *Client Survey* respectively (see Appendix B).

Data source: table E.3.

Over one in six of those living alone and using accommodation support services (17 per cent) and/or employment services (20 per cent) disliked living alone (table E.4).

Across jurisdictions, the proportion of people using accommodation support services in Queensland who liked where they lived was statistically significantly different from the proportions in the three jurisdictions (South Australia, Western Australia and New South Wales) with the highest proportions who liked where they lived (table 4.1).

Table 4.1 Accommodation service users — life situation at home^a

<i>Area of home life</i>	<i>Highest proportion</i>	<i>Mid range</i>	<i>Lowest proportion</i>
Liked where they lived Q4 (Yes)	SA, WA, NSW Range 85–87%	Vic, Tas, ACT Range 79–82%	Qld Range 77%
Staying where living (that is, not move out) Q9 (No, liked where lived)	No differences across jurisdictions but more people (10%) in Qld wished to move out for negative reasons Range 65–75%		
Felt safe at home Q5 (Yes)	SA, WA, NSW, Tas Range 87–92%	Vic, ACT Range 83%	Qld Range 80%
Felt safe in area Q6 (Yes)	No differences among jurisdictions (allowing for those coded not applicable) Range 61–77%		
Had enough time alone at home Q18 (Yes)	No differences among jurisdictions after allowing for those coded as being not applicable Range 67–86%		

^a No data are shown for the Northern Territory because the sample size was insufficient.

Source: table E.7.

Indicator: proportion of people who wish to stay in their living situation

About one in 20 (6 per cent) of people using accommodation support services would have liked to move out from their current residence for negative reasons, for example, because they disliked it (table E.7). Over 10 per cent of those using outreach support (MDS code 1.05) would have liked to move elsewhere for negative reasons (table E.6). Another 9 per cent using this service type would have liked to move for positive reasons, such as wishing to live with a friend or aspiring to a better home (table E.6).

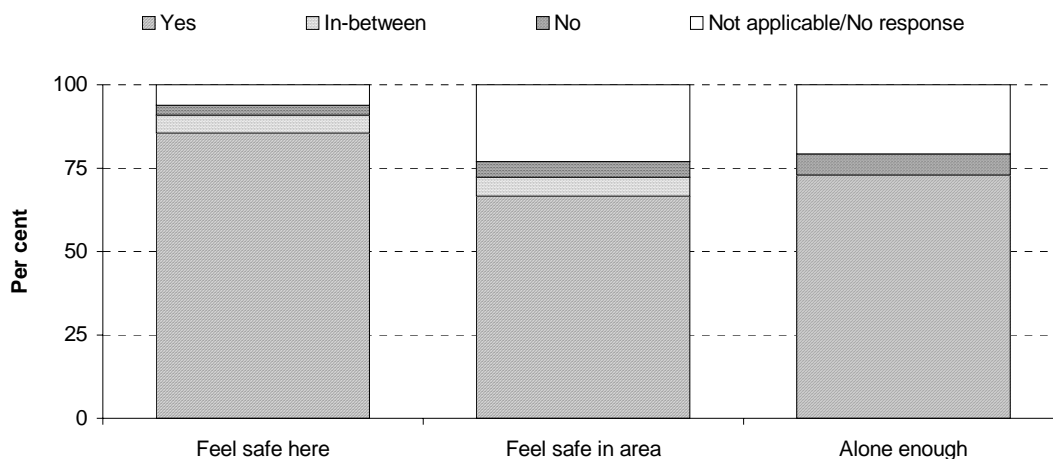
Across jurisdictions:

- there were no differences in the proportions of people using accommodation support services who wished to stay where they were living (table 4.1); and
- people using accommodation support services in Queensland were more likely to want to move out for negative reasons (10 per cent) than their peers in Victoria and South Australia (table E.7). The raw data show that 24 of the 89 people who wanted to move lived in Queensland (table E.7).

Indicator: proportion of people who feel safe in their residence and while using services

People with disabilities felt safe when they use services. Eighty six per cent of people using accommodation support services felt safe at home (figure 4.2). Responses were consistent across people using residential and non-residential services, and with the share among people using employment services. However, the results also suggest that about one person in 12 (8 per cent) of residents in accommodation services (including people living in group homes) did not feel safe all the time (table E.7).

Figure 4.2 **Accommodation service users across Australia — experience of safety and solitude at home^{a, b}**



^a Number of respondents was greater than 1200 for all samples. ^b Responses (from left to right), relate to questions 5, 6 and 18 of the *Client Survey* respectively (see Appendix B).

Data source: table E.8.

More anxieties were expressed about the area or neighbourhood in which people were living. About two thirds (67 per cent) felt safe enough in their area, for example, to walk in the streets (figure 4.2). The question was not applicable to

44 per cent of those using large residential services (MDS code 1.01) because they did not go out (table E.8). When the group for whom the question was not applicable are excluded, the proportion of respondents who felt safe in their area rose to 76 per cent. The proportion of respondents who felt safe in their area was higher for those who lived alone (82 per cent) and for those who lived with their family or partner (80 per cent). A recent national survey of public housing tenants (both those with and without a disability) suggested that 57 per cent of such tenants were satisfied with the safety of their neighbourhood (Donovan Research 1998).

Typically, 90 per cent of respondents to the family survey for each service type (excluding 'don't know/no response' codes), indicated that the person with a disability was safe most of the time when using this service (table E.9). Although 19 per cent of people with disabilities who used respite felt safe only some of the time or rarely when they used respite, this result was not statistically significantly different from ratings by family members.

People using accommodation support services were less likely to feel safe in Queensland (80 per cent) than in South Australia, Western Australia, Tasmania and New South Wales (87–92 per cent) (table E.7). The raw data show that the number of people who did not feel safe where they lived was small (39), and included 14 people using accommodation support services in Queensland (table E.7).

The results for neighbourhood safety are confounded by the 'not applicable' responses. Once these are excluded, there are no differences among jurisdictions. The family surveys also found no differences across jurisdictions on the issue of safety.

Indicator: proportion of people who are satisfied with the amount of time they spend alone

Most people using accommodation support services (73 per cent) were happy with the time they spent alone (figure 4.1). Of those coded 'not applicable' (21 per cent), most lived alone (table E.8). There are no differences across jurisdictions once the responses for those who lived alone are excluded.

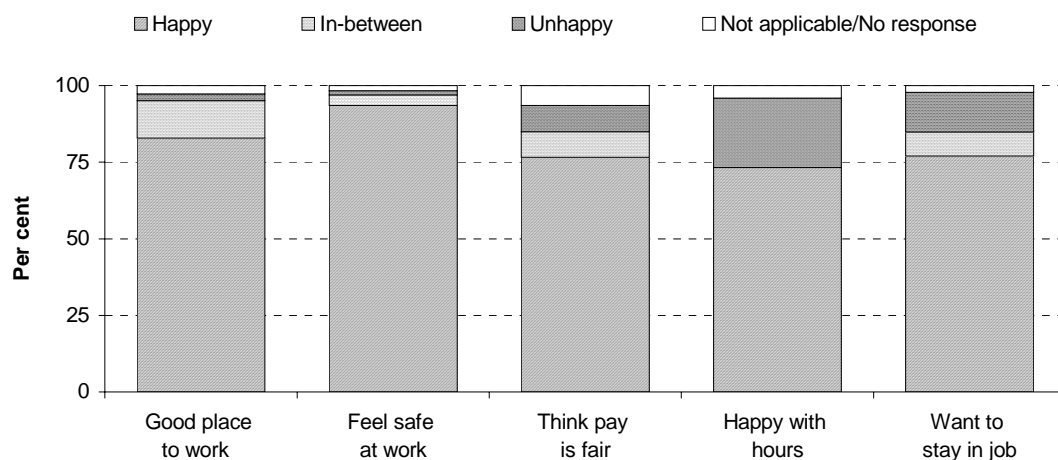
Life situation at work

Indicator: proportion of people and families who are happy with their employment situation and wish it to continue

Figure 4.3 shows that most people using employment services:

- liked their place of work (83 per cent);
- felt safe at work (94 per cent);
- believed the pay was fair (77 per cent);
- were happy with their hours (73 per cent); and
- would have liked their work to continue (77 per cent).

Figure 4.3 **Employment service — experience of work^{a, b}**



^a Number of respondents was greater than 1200 for all samples. ^b Responses (from left to right) relate to questions 38, 39, 40, 43 and 45 of the *Client Survey* respectively (see Appendix B).

Data source: table E.10.

The results from the family survey were similar. Most families (table E.11):

- were happy with the hours worked by the family member with a disability (81 per cent);
- were happy with the job security (66 per cent); and
- believed the family member with a disability enjoyed using the employment service (78 per cent).

These results have the following points of interest:

- From the client interviews, 23 per cent wanted to change their hours (table E.10), including 16 per cent who wanted more hours of work (table E.13). Those who were most likely to want more hours included:
 - those living in Queensland (20 per cent) or the Australian Capital Territory (30 per cent), compared with South Australia (12 per cent) (table E.12);

-
- those aged 18–34 years old (17 per cent) (table E.14);
 - those using open employment services (23 per cent) (table E.91); and
 - those with a psychiatric or physical disability (27 per cent and 24 per cent respectively) (table E.15).
- From the family survey, one in six families (15 per cent) wanted a change of hours (table E.12). Those who were most likely to want a change included:
 - those living in the Australian Capital Territory (30 per cent) (table E.12);
 - those aged 18–24 years old (21 per cent) (table E.14);
 - those using open employment services (30 per cent) (table E.92) and
 - those people with a Psychiatric disability (37 per cent) (table E.15).
 - From the family survey, one in five (20 per cent) families wanted more job security (table E.11). Those who were most likely to be looking for more job security included:
 - those living in the Australian Capital Territory (44 per cent) and Queensland (29 per cent) (table E.12);
 - those aged 18–24 yrs old (30 per cent) (table E.14);
 - those using open employment services (39 per cent) (table E.92); and
 - those with a physical, sensory or cognitive disability (28–32 per cent) (table E.15).

Across jurisdictions:

- people using employment services in South Australia (91 per cent) were more likely to say theirs was a good place to work, than were their peers in New South Wales (81 per cent) or Victoria (81 per cent) (table E.13);
- people in Western Australia (68 per cent) were less likely to say their pay was fair, than were their peers in Queensland (79 per cent), New South Wales (79 per cent) or Victoria (77 per cent) (table E.13);
- people in Western Australia (68 per cent), the Australian Capital Territory (40 per cent) and Queensland (71 per cent) were less likely to want to continue with the same number of working hours than were their peers in South Australia (81 per cent); and
- people in South Australia were happiest with their work situations.

Variations between the employment samples for individual jurisdictions are important because the desire to change hours and improve job security was more prevalent among open employment respondents. Nationally, three in five

(60 per cent) of the weighted employment sample were using open employment services. However, two jurisdictions had fewer than half of their weighted sample from open employment services; South Australia (39 per cent) and Tasmania (49 per cent) (table 2.1). The jurisdictions with the highest proportions using open employment services were Queensland (73 per cent), the Northern Territory (70 per cent), Victoria (68 per cent) and the Australian Capital Territory (68 per cent) (table 2.1).

Enjoyment of services

Indicator: proportion of people and families who enjoy time spent using a service

The family survey results on accommodation and employment services were similar, in that almost 80 per cent of families indicated that the person with a disability enjoyed using these services most of the time. Within accommodation services, attendant care services (MDS code 1.04) (87 per cent) were enjoyed the most, while there was no difference in the proportion who enjoyed the various employment services (76–80 per cent) (table E.17). People with physical disabilities (65 per cent) were less likely to enjoy employment services.

A greater share of families in Victoria (84 per cent) indicated that their family member enjoyed accommodation services most of the time than the share in New South Wales (75 per cent), Queensland (76 per cent) and the Australian Capital Territory (73 per cent) (table E.16). There was a little more concern about respite services, for which only 69 per cent of family survey respondents indicated their family member enjoyed most of the time (table E.16). Respite in Queensland (76 per cent) was enjoyed most of the time more frequently than respite in Victoria (62 per cent) and Western Australia (60 per cent) (table E.16). Interestingly families thought their family members were more likely to enjoy respite in respite houses (71 per cent) or away from home centres (70 per cent), than home respite (61 per cent).

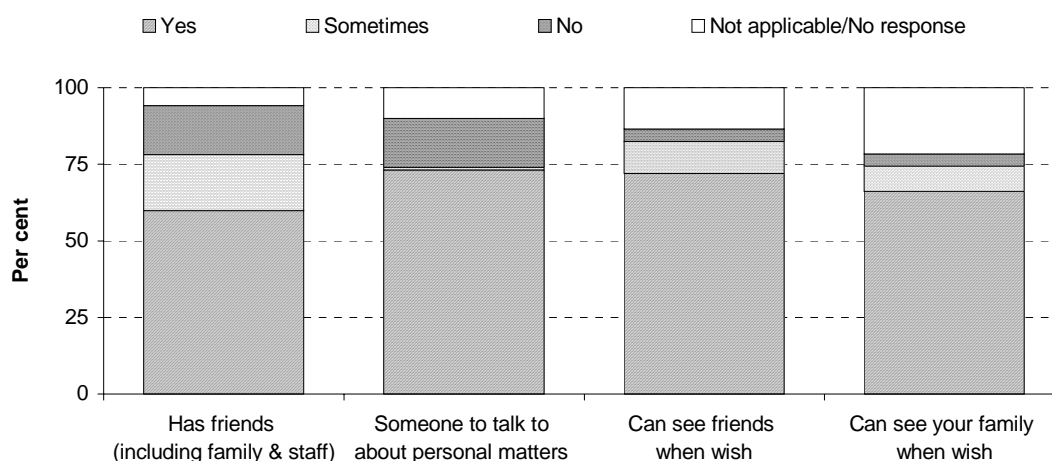
4.2 Relationships

Objective: People gain and maintain friendships and relationships. Families improve their capacity to provide support for family members living at home.

Indicator: proportion of people who have friends other than people in the service system

Most users of accommodation (60 per cent) had friends in addition to family. Fewer than one in five (18 per cent) of those who used accommodation support services reported that all their friends were members of their family and staff. Sixteen per cent had no friends with whom they liked to talk or with whom they liked to do things (figure 4.4, table E.18).

Figure 4.4 Accommodation services users — relationships^{a, b}



^a Based on 1529 respondents. ^b Responses (from left to right), relate to questions 25b, 25a, 26 and 27 of the Client Survey respectively (see Appendix B).

Data source: table E.18.

In contrast, the majority (75 per cent) of people who used employment services reported having friends in addition to those who were either family or staff (table E.19). Fewer people using employment services (than those not using them) either drew all their friends from family or from staff (12 per cent), or had no friends at all (12 per cent) (table E.19). Those who used open employment services had an even higher proportion with friends from the community (80 per cent) (table E.19).

Those people who reported having no friends were more likely to come from two overlapping groups:

- those living with other people in a large accommodation service (MDS code 1.01), of whom 32 per cent had no friends (table E.85); and
- those who had a next-of-kin complete the interview, of whom 30 per cent had no friends (table E.21).

Those living in group homes (MDS code 1.03) were also more likely to have had friends from the community (57 per cent) than those using other residential accommodation services (36 per cent), although more than one in eight (13 per cent) reported having no friends (table E.85).

Those who used visiting accommodation support services (MDS codes 1.04 and 1.05) were among the most likely to have friends from the community (85 per cent and 77 per cent respectively). This still held for those living alone and using these services (80 per cent). However, around one in ten (13 per cent) of those living alone reported having no friends to whom they could talk or with whom they could do things (table E.85).

Across jurisdictions (table 4.2, table E.19):

- people using accommodation support services (70 per cent) and/or employment services (83 per cent) in Queensland were more likely to have friends outside the service system than were their peers in most of the other major jurisdictions; and
- people using employment services in Western Australia (67 per cent) were less likely to have friends outside the service system than were their peers in the other major jurisdictions.

Table 4.2 Service users — relationships^{a, b}

<i>Area of relationships</i>	<i>Highest proportion</i>	<i>Mid range</i>	<i>Lowest proportion</i>
Had friends outside service system (A) Q25b (code 1)	Qld, SA, ACT Range 65–70%	WA, NSW Range 56–57%	Vic, Tas Range 50–51%
Had friends outside service system (E) Q25b (code 1)	Qld 83%	NSW, Vic, SA Range 72–77%	Tas, WA Range 67–69%
Personal matters (A) Q25a (No one to talk to)	SA, WA, Qld, ACT, Tas Range 7–12%	Vic 17%	NSW 24%
Personal matters (E) Q25a (No one to talk to)	Tas, SA Range 1–3%	NSW, Vic, Tas, Qld, WA Range 6–10%	
Saw friends as wished (A) Q26 (Yes)	Qld, SA Range 78–79%	WA, Vic, Tas, NSW, ACT Range 68–70%	
Saw family as wished (A) Q27 (Yes)	SA 75%	WA, ACT, Tas, NSW Range 68–70%	Qld, Vic Range 61–63%

^a No data are shown for the Northern Territory because sample size was insufficient. ^b (A) denotes results for accommodation support services users; (E) denotes results for employment services users.

Source: table E.19.

Indicator: proportion of people who have someone they can talk to about personal matters

Among those using accommodation support services, 16 per cent had no friends (which could include family and agency staff members) to talk with about personal matters. However, just over one third (35 per cent) counted at least one staff member as a friend in this way; nearly half (44 per cent) counted a family member; and nearly one quarter (24 per cent) had at least one friend who was neither staff nor family (table E.19).

The patterns of friendship varied with the service types and client's living situation:

- people using employment services were more likely to have friends (to talk to about personal matters), than those who did not use such services. Only 9 per cent of those using employment services had no friends in this way (table E.19). People using open employment services (80 per cent) were more likely to have friends who were not family or staff than were those using supported employment services (67 per cent), they were less likely to cite agency staff among their friends, as defined (table E.85);
- people living in large residential facilities (MDS code 1.01), over one in three people (35 per cent) had no one to talk to about personal matters (including staff and family), and only just over one in 10 (12 per cent) had a friend who was not staff or family (table E.85);
- next-of-kin who completed interviews on behalf of users of accommodation services were more likely than other respondents to state that the person with a disability did not have a friend to talk to about personal things (34 per cent) (table E.21);
- people living in group homes (MDS code 1.03) had friendship patterns similar to those living in hostels (MDS code 1.02), with around one in 10 people having no one to talk to about personal matters (table E.85);
- people using in-home accommodation services (MDS code 1.05), including those who lived alone, were less likely to have no one to talk to about personal matters (9 per cent) (table E.85); and
- people living with family members or partners and using employment services were the least likely to have no one to talk to about personal matters (7 per cent).

Across jurisdictions (table 4.2, table E.19):

- people who used accommodation support services in New South Wales were less likely to have someone to talk to about personal matters than were their peers in some other major jurisdictions. Almost one in four (24 per cent) had no one to talk to in this way; and

-
- people who used employment services in Western Australia were less likely to have someone to talk to about personal matters than were their peers in some other major jurisdictions. Around one in 10 (10 per cent) had no one to talk to in this way.

Indicator: proportion of people who are able to see friends and family when they want to

Nationally, most people using accommodation services who had family and friends were able to see them as they wished (81 per cent and 77 per cent respectively). These results are consistent across service types and jurisdictions, apart from some indication that access to family may have been more difficult for those in the Northern Territory (56 per cent, based on a small sample) (table E.20).

Figure 4.4 shows the results for the users of accommodation services only, and includes people who had no friends or family to visit in the ‘not applicable’ code (13 per cent for friends and 22 per cent for family) (table E.18).

Indicator: proportion of families who maintain their relationship with a family member with a disability using the help of services

Most families (79 per cent of accommodation service users to whom the question was applicable) reported that the accommodation service encouraged them most of the time to be involved with their family member. The results varied across jurisdictions, with New South Wales (72 per cent) reporting the highest proportion and Queensland (61 per cent) reporting the lowest (table E.22).

Fewer families (58 per cent of respite users to whom the question was applicable) thought respite services usually assisted them to better care for their family member at home. About a quarter (26 per cent) thought respite services sometimes assisted. There were no differences in results across types of respite or across jurisdictions. Surveys completed by partners (75 per cent) were more likely to report that respite helped them to care better at home most of the time (table E.25).

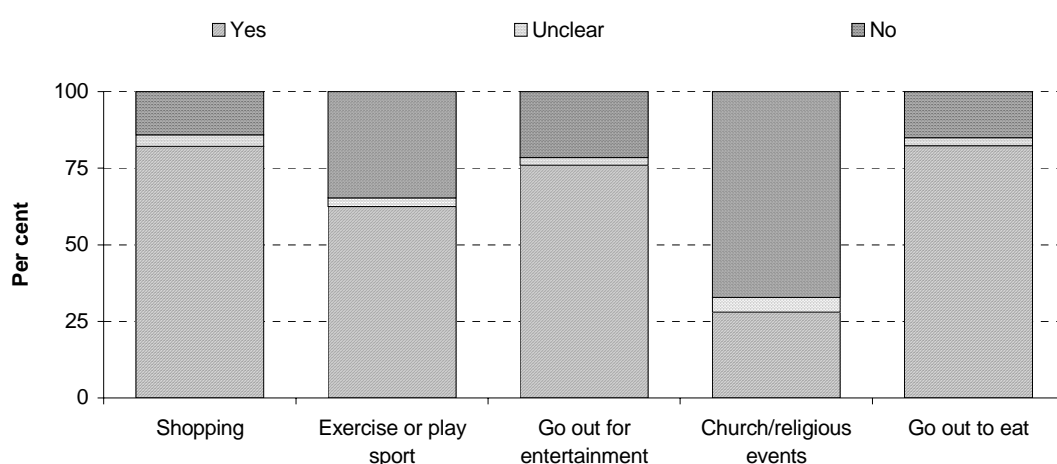
4.3 Community inclusion

Objective: People take part in the life of the community and use community services.

Indicator: proportion of people who use community/public services

Figure 4.5 shows the proportion of users of accommodation support services who used a range of different community and public facilities. Shopping (82 per cent), going out to eat (82 per cent), and going out for entertainment (76 per cent) were the community activities carried out by the highest proportions of accommodation service users. Participation in exercise or sporting activities was next highest (62 per cent), and participation in church or other religious events was lower (28 per cent) (table E.26).

Figure 4.5 **Accommodation service users — participation in community activities^{a, b}**



^a Based on 1529 respondents. ^b Responses (from left to right), relate to questions 28, 30, 31, 32 and 33 of the *Client Survey* respectively (see Appendix B).

Data source: table E.26.

Consistent with the results for other indicators, users of employment services reported more participation in these community activities. Users of employment services showed higher participation rates than those of clients of other services (4–9 per cent) for all activities, apart from going out for entertainment, which was not significantly different. There were few differences in the results for supported and open employment users.

Within accommodation service users, differences in results related to service types and other characteristics:

- participation rates for residents of large residential facilities (MDS code 1.01) were 10–20 per cent lower than those for all other accommodation service users for each activity, with the exception of going to church/religious events. The rate of participation in this latter activity by residents of large residential facilities (26 per cent) was similar to that of group homes (MDS code 1.03) and outreach support (MDS code 1.05) (both 28 per cent) (table E.84);

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- those using hostels (MDS code 1.02), group homes (MDS code 1.03) and outreach support (MDS code 1.05) had very similar rates of participation in community activities (table E.84);
 - those using attendant care services (MDS code 1.04) reported lower participation in sports (28 per cent) — perhaps as a result of physical disabilities — and religious activities (17 per cent), but were more likely to go out for entertainment and to eat out (both 91 per cent) (table E.84);
 - those living alone had greater participation rates for some activities (97 per cent for shopping, for example) than those of clients living with families or those living with other people, often in residential accommodation, (both 81 per cent for shopping) (table E.84); and
 - next-of-kin who completed interviews on behalf of users of accommodation services reported lower participation rates than reported by other respondents (table E.84).

Table 4.3 compares participation in community activities among accommodation support service users by jurisdiction. The following are points of interest:

- for all five areas of participation there were statistically significant differences between some jurisdictions. For shopping, for example, results in Queensland, Western Australia and the Australian Capital Territory were different from those in New South Wales and Victoria. South Australia and Tasmania achieved results not dissimilar to those of Queensland, Western Australia and the Australian Capital Territory, but not different enough from those of New South Wales and Victoria to achieve statistical significance (table E.27);
- South Australia and the Australian Capital Territory appear consistently in the highest participation group, with Queensland and Western Australia appearing slightly less often (table E.27); and
- New South Wales and to a lesser extent Victoria appear most often in the lowest participation group (table E.27).

Table 4.3 Accommodation support service users — use of community/public facilities^a

<i>Area of activity</i>	<i>Highest proportion</i>	<i>Mid-range</i>	<i>Lowest proportion</i>
Shopping Q28 (Yes)	ACT, WA, Qld, SA, Tas Range 86–93%		NSW, Vic Range 78%
Sports Q30 (Yes)	SA, ACT Range 69–73%	Vic, Qld, WA, Tas Range 62–65%	NSW Range 58%
Entertainment out Q31 (Yes)	ACT, SA, Qld, WA Range 79–94%	Tas, NSW, Vic Range 73–75%	
Religious events Q32 (Yes)	SA, ACT Range 41–45%	WA, Tas Range 31–36%	NSW, Vic, Qld Range 22–27%
Eating out Q33 (Yes)	Continuum with SA (85%) being higher than Vic (79%) Range 79–85%		

^a No data are shown for the Northern Territory because sample size was insufficient.

Source: table E.27.

Indicator: proportion of people who have transport to get to where they want to go

Most people using accommodation support services (65 per cent overall, and 81 per cent wishing to travel) and employment services (87 per cent) reported that they could almost always get transport to where they wanted to go. The proportions of people who said they could never get transport were low (2 per cent of accommodation service users; 2 per cent of employment service users) (table E.29).

Nineteen per cent of people using accommodation services responded ‘not applicable’ to the question about transport because they did not wish or ask to go anywhere. Similarly, 52 per cent of people in large residential facilities (MDS code 1.01) and 16 per cent of those in group homes (MDS code 1.03) responded ‘not applicable’ for similar reasons. Next-of-kin also tended to use the ‘not applicable’ code in interviews (53 per cent) (table E.29).

People using open employment services were more likely (90 per cent) to almost always have transport than were their peers in supported employment (81 per cent) (table E.29).

4.4 Choice/self determination

Objective: People make life choices and participate actively in planning their services and supports.

Indicator: proportion of people who make choices about important life decisions

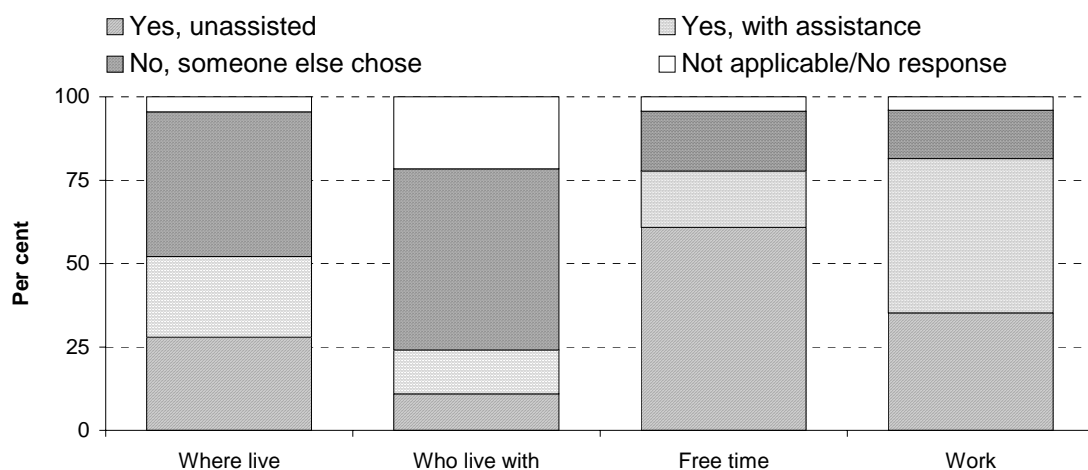
Important life decisions include:

- the place where the person lived;
- the people with whom the person lived;
- social and recreational activities;
- the place where the person worked; and
- the service provider used.

Client interview results (primary consumers)

There were statistically significant differences in the choices that service users exercised in different parts of their lives. The results for the first three items shown in figure 4.6 are taken from those who used accommodation support services, while the fourth item about choice of work was from the sample of those who used employment services.

Figure 4.6 **People with disabilities — choice exercised^{a, b}**



^a Number of respondents was greater than 1200 for all samples. ^b Responses (from left to right), relate to questions 2, 3, 16 and 37 of the *Client Survey* respectively (see Appendix B).

Data source: table E.31.

People with disabilities had more choice about where they worked (be it with an agency or regular employer), than about where they lived or with whom they lived when using an accommodation support service. About half (52 per cent) of those people using accommodation support services had some say in where they lived, and about one in four (24 per cent) had some say about with whom they lived. Just over half (54 per cent) did not have any choice about with whom they lived (table E.31).

The question about choice in their use of evenings and weekends was asked of only accommodation support service users. Almost four in five (78 per cent) respondents had some choice about their use of this time (table E.31).

The exercise of choice varied with the characteristics of service users, and also with the service types that they were using. There were also differences across jurisdictions in the proportions exercising choice in accommodation and employment services.

Those people who typically exercised more choice in all measured aspects of their lives tended to:

- live alone or with a partner or family;
- have completed the questionnaire by themselves and/or over the telephone; and
- have a disability other than an intellectual disability.

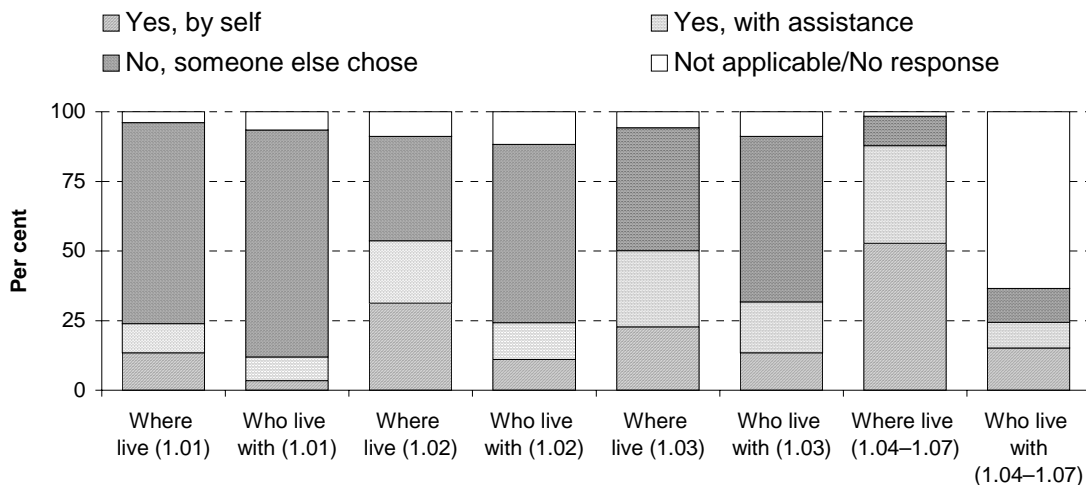
Those clients who lived with people who were not family members, had interviews completed by their next-of-kin, and had an intellectual disability, typically exercised less choice.

The results across different accommodation service types are shown in figure 4.7. Only a small percentage of consumers who used large residential facilities (MDS code 1.01) exercised any influence over where they lived (24 per cent) or with whom they lived (12 per cent). Those who used hostels (MDS code 1.02) exercised more choice in these areas (54 per cent and 23 per cent respectively), as did those in group homes (MDS code 1.03) (50 per cent and 32 per cent respectively). But even with these services, only around half of the service users had influence over where they lived (table E.30).

More people using visiting accommodation support services (MDS codes 1.04–1.07) had exercised influence over where they lived (88 per cent). This can be partly explained by the high proportion (58 per cent) of these consumers who lived alone. Those who lived alone are represented in figure 4.6 by the high proportion of people in this group for whom the question about choice of co-residents was ‘not applicable’ (63 per cent) (table E.30).

Clients using open employment services were more likely to exercise choice in where they worked than clients using supported employment services. Nine in ten clients using open employment services exercised choice about where they worked (47 per cent unassisted and 44 per cent with assistance), compared with seven in ten (23 per cent unassisted and 47 per cent with assistance) for clients using supported employment services (table E.34).

Figure 4.7 Accommodation service users — choices made^{a, b, c}



^a Number of respondents ranged from 99 (MDS code 1.02) to 532 (MDS code 1.01). ^b Responses (from left to right), relate to questions 2 and 4 of the *Client Survey* for MDS groups 1.01, 1.02, 1.03 and 1.04–1.07 respectively (see appendix B). ^c In most cases where someone other than the client made choices, the choice would have been made by next-of-kin.

Data source: table E.30.

Across jurisdictions (table 4.4):

- more users of accommodation support services in Queensland reported choice of residence than did those in the other major jurisdictions (although not Tasmania). More users of accommodation support services in New South Wales (53 per cent) than in the other major jurisdictions reported that someone else had made the choice of residence for them (table E.32);
- more users of accommodation services in Tasmania and Queensland had some choice of co-residents (excluding those for whom choice was ‘not-applicable’), and significantly more than their counterparts in New South Wales, South Australia and Western Australia (table E.32);

most people chose their place of work unassisted in the Australian Capital Territory (49 per cent), Victoria (47 per cent), Tasmania (39 per cent) and Queensland (38 per cent), with significantly less choice being exercised in South Australia (24 per cent). In Western Australia (25 per cent) and the Australian

Capital Territory (36 per cent) more people had someone else choose their place of work than occurred in most other jurisdictions (table E.35); and

Table 4.4 Service users — consumer choice^{a, b}

<i>Area of choice</i>	<i>Most choice</i>	<i>Mid range</i>	<i>Least choice</i>
<i>Accommodation support services</i>			
Choice of residence (C)	Qld, Tas	Vic, WA, SA	NSW, ACT
Q2 (Yes, code 1 and 2)	Range 66–60%	Range 49–58%	Range 44–45%
Choice of co-residents (C)	Tas, Qld	ACT, Vic, NSW, WA, SA	
Q3 (Yes, code 1 and 2)	Range 30%	Range 19–27%	
Use of evenings/ weekends (C)	SA, Qld, Tas	Vic, WA, ACT	NSW
Q16 (Yes, code 1)	Range 68–74%	Range 55–61%	51%
Choice of service (F)	SA	Vic, WA, NSW, Qld	Tas
Q22m (Yes)	53%	Range 45–48%	36%
Choice of accom. staff (F)	NT	WA, Vic, Qld, SA	NSW, Tas, ACT
Q22n (Yes)	33%	Range 11–15%	Range 1–5%
<i>Employment related</i>			
Choice of workplace (C)	Qld	Vic, Tas, NSW, ACT, SA	WA, ACT
Q3 (Yes, code 1 and 2)	88%	Range 80–84%	Range 61–70%
Choice of employment service (F)	NSW, Vic, Qld, WA, SA		Tas, ACT
Q16 (Yes)	Range 44–52%		Range 22–34%
Choice of employment staff (F)	Qld	WA, SA, Tas, NSW, Vic	ACT
Q17 (Yes)	12%	Range 5–7%	0%
<i>Respite related (insufficient ACT sample size)</i>			
Choice of respite (F)	Qld, WA, Vic	NSW, SA, Tas	
Q28 (Yes)	Range 55–62%	Range 49–50%	
Choice of carers (F)	SA, Qld	WA, Vic, NSW, Tas	
Q29 (Yes)	Range 17–19%	Range 8–14%	

^a No data are shown for the Northern Territory because sample size was insufficient. ^b (C) denotes results from client interviews; (F) denotes results from the family survey.

Data source: tables E.32, E.35 and E.37.

-
- more users of accommodation services in South Australia (74 per cent) exercised choices about free time than did those in all the other major jurisdictions, apart from Queensland (68 per cent). Among the major jurisdictions, more accommodation users in Queensland (68 per cent) than in New South Wales (51 per cent) and Western Australia (55 per cent) exercised such choice. More people in New South Wales (27 per cent) than in all the other jurisdictions apart from the Australian Capital Territory (22 per cent), had others choose their activities. Choice about use of evening/weekend time produced some of the largest differences among jurisdictions in choice related results (table E.32).

Family survey results (secondary consumers)

Indicator: proportion of families who report that they choose the services for the person with disability under their care

The likelihood of choice of accommodation service by families increased where:

- the family member with a disability lived in South Australia (53 per cent) and Victoria (48 per cent), compared with Tasmania (36 per cent) (table E.32);
- the survey was completed by a parent of the person with a disability (49 per cent for mother; 54 per cent for father) (table E.33);
- the person with a disability was a resident in a large residential service (MDS codes 1.01 and 1.02) (55 per cent), compared with residents of a group home (42 per cent) or users of attendant care (45 per cent) or in-home support services (44 per cent) (table E.81); and/or
- the person with a disability did not have a psychiatric disability (17 per cent for people with a psychiatric disability) (table E.33).

The likelihood of having choice of employment service by families increased where:

- the family member with a disability belonged to a sheltered workshop group (with 24 per cent reporting having no choice), compared with users of work crews or enclaves (33 per cent) or open employment services (33 per cent) (table E.92);
- similar numbers of respondents whose family member used sheltered workshops (51 per cent), and those whose family member used open employment services (45 per cent), said they fully chose the service (table E.92);
- the family member with a disability lived in a jurisdiction other than Tasmania (34 per cent) or the Australian Capital Territory (22 per cent) (table E.35); and/or

-
- they were not using accommodation support services (35 per cent of families of accommodation services users chose employment services) (table E.36).

The likelihood of choice of respite by families increased where:

- the family member with a disability lived in Queensland (62 per cent) rather than New South Wales (49 per cent), South Australia (49 per cent), Tasmania (50 per cent) or the Australian Capital Territory (29 per cent) (table E.37); and/or
- they used a respite house (58 per cent) or centre based respite service (63 per cent) (table E.37), compared with other types of respite such as in-home respite (48 per cent) (table E.38).

Indicator: proportion of families who report that they choose the agency staff who work with them

The likelihood of having some influence on the choice of accommodation service staff increased where:

- the person with a disability lived in the Northern Territory (39 per cent), rather than Western Australia (27 per cent), Victoria (28 per cent), Queensland (32 per cent), South Australia (20 per cent), New South Wales (13 per cent) or Tasmania (14 per cent) (table E.32);
- the survey was completed by the person with a disability (36 per cent), or their partner (48 per cent), compared with a relative (less than 23 per cent) (table E.33); and/or
- the person with a disability used attendant care (42 per cent) or in-home support services (44 per cent), compared with residents in a large residential service (MDS codes 1.01 and 1.02) (5 per cent) service or in a group home (15 per cent) (table E.81).

The likelihood of having some influence on the choice of employment service staff increased where:

- the person with a disability lived in Queensland (25 per cent) rather than New South Wales (9 per cent) or Victoria (17 per cent) (table E.35)
- the survey was completed by the person with a disability (21 per cent), rather than a relative (table E.36); and/or
- the person with a disability used an open employment service (21 per cent) compared with users of a sheltered workshop (13 per cent) or a work crew or enclave (9 per cent) (table E.92).

The likelihood of choice of respite carers used by families increased where:

- the person with a disability lived in South Australia (19 per cent) and the Northern Territory (46 per cent) rather than New South Wales (10 per cent), Victoria (11 per cent), Tasmania (8 per cent) or the Australian Capital Territory (4 per cent) (table E.37); and/or
- the person with a disability used in-home (21 per cent) or peer support respite (22 per cent), compared with users of a respite house (7 per cent) or centre based respite service (10 per cent) (table E.38).

Indicator: proportion of families who report that staff support them in choosing the services and supports they need

The family survey included two questions related to this indicator for each service area.

The first question concerned working with families to identify their needs in a service area. Across each of the major jurisdictions, staff working in accommodation support services (58–72 per cent) were more likely to offer this type of support most of the time, than those in employment services (45–53 per cent), respite (37–50 per cent) or service coordination 41–52 per cent). The exception was accommodation services (58 per cent) and employment services (53 per cent) staff in Western Australia (table E.39).

Nationally, 15 per cent of families reported that service coordinators rarely worked with them to identify their needs (table E.39). The number of respondents who reported that service coordinators became involved in determining support needs might have been a function of:

- families in some jurisdictions being allocated to service coordinators whom they rarely see; and
- families referring to staff other than MDS code 2.07 service coordinators.

However, in terms of the number of service coordinators who rarely worked with families to identify supports, there were no differences between jurisdictions such as Western Australia (13 per cent) and South Australia (17 per cent) where target service coordinators (MDS code 2.07) have specific titles, and other jurisdictions such as New South Wales (16 per cent) and Victoria (14 per cent) where target service coordinators might have been more easily confused with other case managers (table E.39).

The following are points of interest:

- staff from employment services were more likely to have discussed service needs most of the time when the person with a disability was part of a work crew or enclave (58 per cent) rather than with a sheltered workshop (49 per cent);
- service coordinators were more likely to have discussed service needs most of the time when the survey was completed by the partner of the person with a disability (69 per cent) rather than a family member (45–47 per cent) (table E.39); and
- staff from respite services were less likely to have rarely discussed service needs in cases where the person with a disability (7 per cent) or their partner (9 per cent) completed the survey, compared with cases where a family member was the respondent (19–20 per cent) (table E.40).

The second question concerns whether staff respected the choices and preferences of families. There tended to be few differences across jurisdictions on this measure although a greater proportion of service coordinators in Western Australia (78 per cent) than in South Australia (67 per cent) were reported as respecting the choices of families most of the time (table E.40).

5 Quality of service indicators

5.1 Access to services

Objective: People are informed about available resources, and those eligible have access to an adequate complement of services and supports.

Access to information about services

Indicator: proportion of families who have information about services available to them

For each of the client service types, most families (68–77 per cent) reported that information was readily available either some or most of the time. The proportion reporting ‘most of the time’ was 51–53 per cent for the different client service types. However, almost one in five (19 per cent) of families reported that their service coordinator rarely provided information about services. This was particularly marked in South Australia (24 per cent) and Tasmania (24 per cent) (table E.41).

The availability of information about respite services was similar across many jurisdictions (table 5.1). Nationally, one in ten families, and almost one in eight in Queensland (12 per cent) and South Australia (12 per cent), reported that they rarely had information about respite services available when they needed it (table E.41).

Access to services

Indicator: proportion of families for whom services are available as required

Two sets of questions in the family survey related to this indicator:

- those about each service type, which was completed by families who had existing access to that service type; and
- those about perceived unmet need, which were completed by all respondents.

Table 5.1 Families — availability of information about services

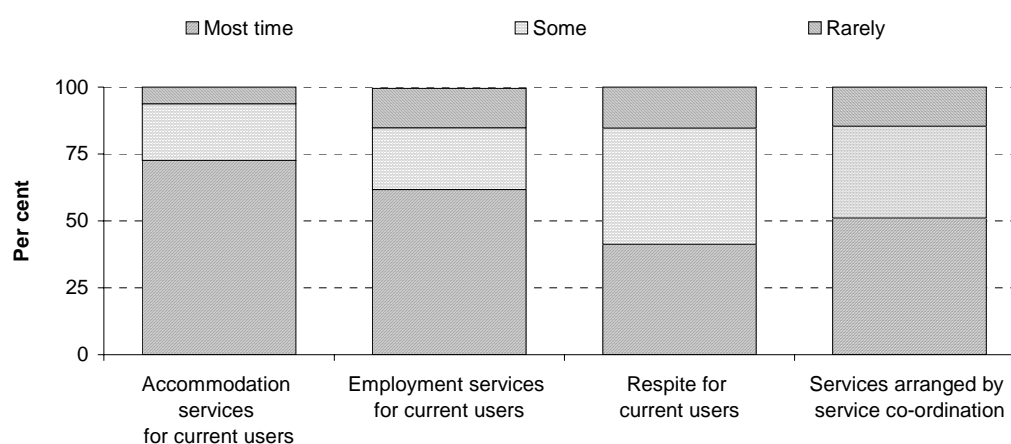
Type of information	Most information	Mid-range	Least information
About accommodation Q22a (rarely/never)	No differences among major jurisdictions in the 'rarely/never' reply. More Vic (60%) families reported having information most of the time. Range 4–18%		
About employment ^a Q15m (rarely/never)	NSW, Vic, Qld, WA, SA, ACT Range 14–19%		Tas Range 27%
Provided by service Coordinator ^{a, b} Q9b (rarely/never)	NSW, WA Range 13–15%	Vic, Qld Range 18–19%	SA, Tas Range 24%
About respite ^{a, b} Q27a (rarely/never)	No differences among major jurisdictions. More Tas families (68%) than WA and SA families (53% and 50% respectively) reported having information most of the time. Range 6–12%		

^a No data are shown for the NT because sample sizes were insufficient. ^b No data are shown for the ACT due to small sample sizes.

Source: table E.41.

Figure 5.1 shows the access to services by families who were already users of those services. Most people using accommodation support services (68 per cent) could access support to meet their perceived need for this type of service most of the time, but less than two in five (38 per cent) could access respite services when desired most of the time (table E.43).

Figure 5.1 Family survey — availability of services for existing users and of services arranged through service coordination (MDS code 2.07)^{a, b, c}



^a Number of respondents was at least 994 for all samples. ^b Excludes all 'don't know' and 'not applicable' responses. ^c Responses (from left to right), relate to questions 22g, 15l, 27g and 9h *Family Survey* respectively (see Appendix B).

Data source: table E.42.

Further, two in five (43 per cent) users of service coordination reported that other services were available most of the time when they wanted them; for one in eight (13 per cent) families, these services were rarely available (table E.43).

Table 5.2 provides further information on the perceived unmet needs of families who were already using services. Families with a member using residential services were most likely to indicate that they were getting all the services they wanted.

Table 5.2 Families able to get all the services they desire, by service type

Services used by family members with disability	Not waiting for specific service type Q33	Able to get all services needed for family member Q32			Total
		Yes	No	Don't know/ No response ^a	
Accommodation	64.3	51.1	42.0	6.9	100.0
Residential (MDS code 1.01–1.03)	73.9	61.6	32.7	5.7	100.0
Non-residential (MDS code 1.04–1.07)	52.9	41.0	51.3	7.7	100.0
Employment	61.3	46.1	44.4	9.4	100.0
Service coordination	55.1	43.0	48.7	8.3	100.0
Respite	42.9	36.1	56.2	7.8	100.0

^a Where the 'no response' code exceeded 5 per cent it was excluded and the results of the remaining categories were recalculated. This affects all services except Respite.

Sources: tables E.44.

Almost three in five (57 per cent) of those using respite were likely to be looking for additional services (table 5.2). In addition, about one in four (27 per cent) existing users of respite were waiting for residential accommodation services (table E.48). About half (51 per cent) of existing users of visiting accommodation support services (MDS code 1.05), were also waiting for additional services. About one in six (17 per cent) of these families were waiting for additional residential accommodation services. For existing users of attendant care and outreach support services (MDS codes 1.04–1.05), one in six (17 per cent) were waiting for additional home support and respite (15 per cent) (table E.48).

There was no evidence to suggest that those involved with service coordination were less likely to be waiting for additional services. Around two in three (63 per cent) people were able to get the services they wanted (excluding 'don't know' and 'no response' codes) (table E.44).

The age of the person with a disability was strongly related to demand for services. Families with a younger person with a disability were more likely to be waiting for services (table E.46).

No consistent pattern across jurisdictions was evident regarding the availability of services for those who were already accessing them (table 5.3). As with the availability of information, there were no differences across jurisdictions with regard to availability of support through employment services.

Across jurisdictions:

- families using accommodation services in Western Australia and Queensland were less likely than those in other jurisdictions to say they were getting the services they needed (table E.43); and
- families using respite in Western Australia and Victoria were less likely than those in other jurisdictions to say that respite was rarely or never available when they needed it (table E.43).

Table 5.3 Existing service users — availability of services as wanted and needed^a

<i>Type of service</i>	<i>Most available</i>	<i>Mid range</i>	<i>Least available</i>
Accommodation Q22g (Rarely/never)	Tas 1%	NSW, Vic, Qld, SA Range 5–6%	WA 12%
Employment Q15i (Rarely/never)	No differences across jurisdictions Range 7–12%		
Services through coordination Q9h (Rarely/never)	Vic, Tas 10%	Qld, WA, SA, Range 15–18%	NSW 22%
Respite Q27g (Rarely/never)	Vic, WA Range 7–8%	Qld, SA, Tas Range 15–17%	NSW 22%

^a No data are shown for the NT or ACT due to small sample sizes.

Source: table E.43.

Families were waiting for the following types of services:

- residential accommodation — in addition to those already using a residential accommodation service, about 12 per cent of families from each group of service users were looking for residential accommodation services. More than one in four (27 per cent) of families using respite were waiting for residential services (table E.45). The proportion was around two in seven for users respite centres or homes (MDS code 4.02, 34 per cent) and peer support respite (MDS code 4.03, 29 per cent) (table E.48).
- The demand for residential accommodation appeared to be related to the age of the person with a disability. For example, almost two in five (38 per cent) of families using respite services with 18–24 year olds were waiting for residential

accommodation, compared with one in four (25 per cent) of families with 25–34 year old service users (table E.46);

- respite — more respite was also in demand from one in four (24 per cent) existing respite users. The demand for more respite was spread evenly across users of different types of respite, including users of visiting accommodation services (of whom one in six were waiting) (table E.48);
- visiting accommodation support — was desired by one in seven (15 per cent) of those already using respite. Additional accommodation support was also in demand from one in six (17 per cent) of those already using these services (table E.48);
- other services (other than the options listed) were in demand by 8–13 per cent of service users (table E.48);
- service coordination — the demand for service coordination was 6–10 per cent from families using the different service types. The demand for other services from those already involved with service coordinators was similar to the demand from users of other services (table E.48); and
- employment services — the demand for employment services was less than that for accommodation or respite services, with around 5 per cent of families using each service type for each of open and sheltered employment (table E.48). Demand for employment services was age related, with the highest demand from families with 18–24 year olds (table E.47).

Table 5.4 Demand for services from existing respite users^a

	<i>Least perceived unmet need</i>	<i>Mid-range</i>	<i>Most perceived unmet need^b</i>
<i>Q33 (F) What types of services are you waiting for or not able to get? (More than one response possible)</i>			
Residential accommodation	WA, Tas Range 16–19%	Vic, Qld, SA Range 25–27%	NSW 39%
Respite	Vic, WA, Tas Range 17–18%	Qld, SA Range 23–26%	NSW 30%
Visiting accommodation support	NSW, Vic, WA, SA, Tas Range 11–14%		Qld 22%

^a No data are shown for the ACT and the NT due to small sample sizes.

Source: table E.45.

Indicator: proportion of people and families who use the defined services

It is not possible to comment on the proportions of people who use the different service types, given that the survey sampled users of specific services via service providers. But the survey can provide information on access to services by different groups within the survey sample. Two issues are described here:

- the access of residential accommodation service (MDS codes 1.01–1.03) users to employment services; and
- the access of younger adults with disabilities to services.

Access to employment services

The description of the sample for the client interviews in chapter 2 reports on the use of accommodation and employment services by people in the sample (the overlap). People using large residential accommodation services (MDS codes 1.01 and 1.02) exhibited relatively low access to employment services (table 2.9). Using the unweighted figures, about one in 100 (1 per cent) used open employment services and just over one in 20 (6 per cent) used supported employment services. Employment service access by users of the community based accommodation support services was better (MDS code 5.02, 23 per cent; MDS code 5.01, 6 per cent), but still low.

The results for the community based accommodation support services (MDS codes 1.03–1.07) hide the low access by group home (MDS code 1.03) residents to open employment services (table 2.9). While almost one in five group home residents used supported employment services, the raw data show that for the whole sample only two of 476 group home residents used an open employment service.

Overall 10 in 1100 residents in accommodation services (MDS codes 1.01–1.03) interviewed used open employment services.

Young adults and access to services

Many results were consistent with young adults with disabilities gaining less access to services than older people — for example:

- more families of young adults were waiting for services (58 per cent of families with 18–24 year olds) (table E.47);
- two in five (38 per cent of families with 18–24 year olds) using respite services were waiting for residential accommodation (table E.46);

-
- more families with 18–24 year olds were waiting for employment services (13 per cent for open employment and 8 per cent for sheltered employment) (table E.47);
 - more young adults already using employment services would have liked to have been working longer hours (table E.14); and
 - one in five (21 per cent) of 18–24 year olds using employment services were not working and looking for work. The average unemployment rate during the sample period for all Australian 15–24 year olds was about 13 per cent (DX Data database, accessed 20 April 2000).

Families with 18–24 year olds were also more likely than other families to say they would change respite arrangements or services (45 per cent), change accommodation services (18 per cent) and change service coordinator (15 per cent), if alternatives were available (table E.69).

5.2 Independence

Objective: People experience personal growth and increased independence.

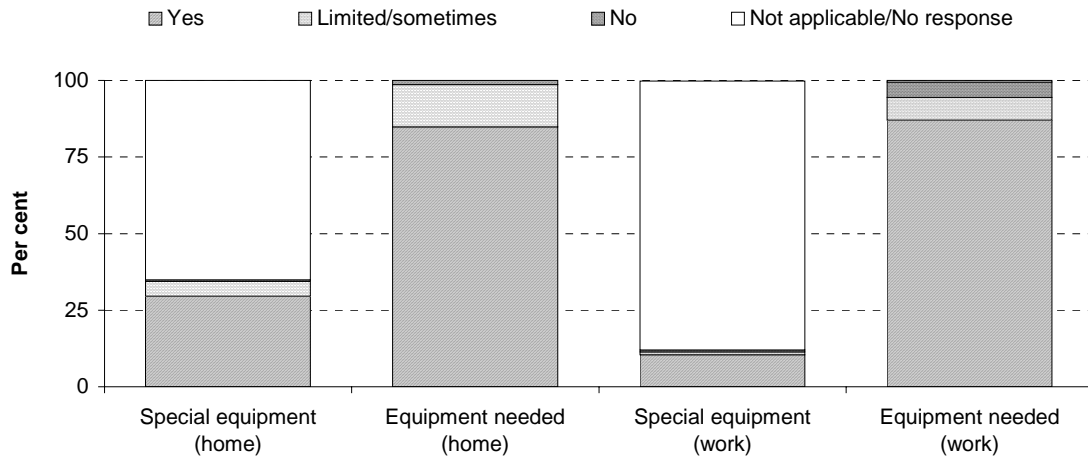
Access to equipment to support independence

Indicator: proportion of people with access to aids and equipment

Most surveyed people with disabilities had no need for ramps rails and other equipment either at home (63 per cent) or at work (87 per cent) (figure 5.2). For those who needed equipment and made a clear response, the results suggest that around one in seven of people (15 per cent at home and 13 per cent at work) had either limited or no access to the equipment they needed (table E.49). However, these data are based on small sample numbers; for example, only seven people from the employment sample indicated that they had no access to equipment at work (all people with either an intellectual or cognitive disability) (table E.49).

More people had no need for communication devices or interpreters at home (83 per cent) or at work (92 per cent) (figure 5.3), and there was less access to these services for those who did need them. Of those who did need communication equipment or interpreters, over one in two people had limited or no access to communication equipment or interpreters (51 per cent at home; 47 per cent at work). However, the sample numbers are small for those who needed additional communication services (table E.50).

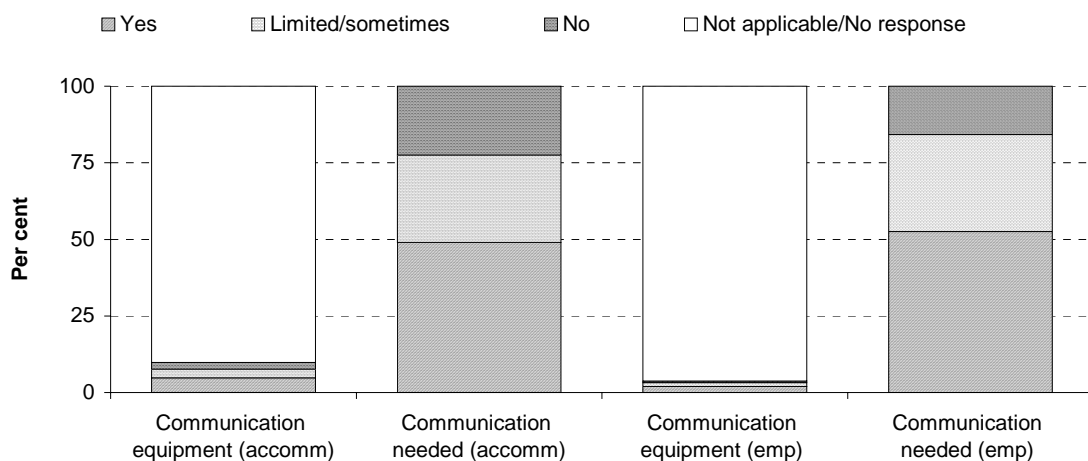
Figure 5.2 People with disabilities — access to equipment and assistive devices^{a, b}



^a Number of respondents was 1373 for home and 1210 for work. ^b Responses (from left to right), relate to questions 21 and 42 of the *Client Survey* respectively (see Appendix B).

Data source: table E.49.

Figure 5.3 People with disabilities — access to communication devices and interpreters^{a, b}



^a Number of respondents was 1529 for home and 1449 for work. ^b Responses (from left to right), relate to question 35 of the *Client Survey* for accommodation and employment samples. (see Appendix B).

Data source: table E.50.

Despite the small sample numbers, there was some indication of more unmet need for communication assistance in Victoria than in other jurisdictions. The Victorian figures for ‘no access’ in the raw data were:

- twenty of 28 in the accommodation services users sample across Australia; and
- five of 14 in the employment sample across Australia.

These two samples were not independent.

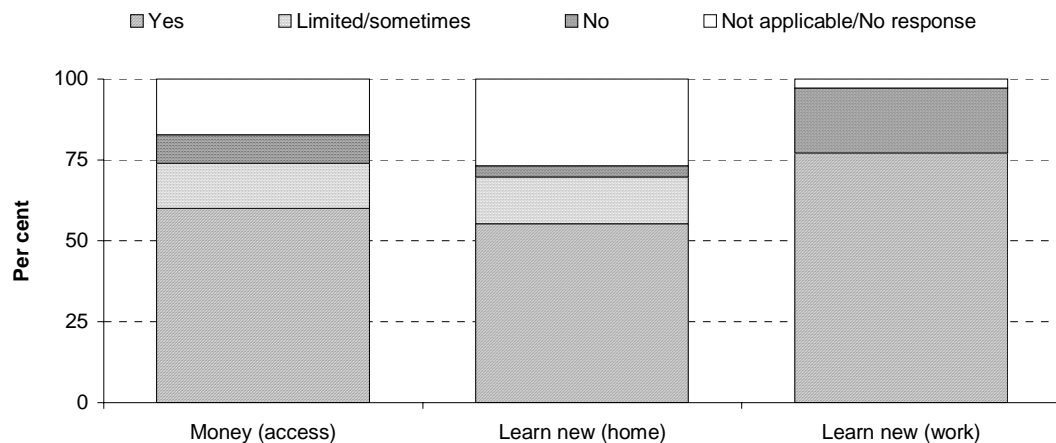
Access to own funds

Indicator: proportion of people who have control over their personal money

Most people with disabilities (60 per cent) using accommodation support services could access their own money as they wished (figure 5.4). Some did this without assistance (19 per cent), while others received help (42 per cent) (table E.53). Only a small proportion of people (2 per cent) were unable to receive assistance with managing their money (table E.52).

Of those who did receive assistance with managing their money, most (63 per cent) could get money as they wished, some (18 per cent) had some restrictions, and others (13 per cent) always needed permission from someone else to get money (table E.52).

Figure 5.4 People with disabilities — ability to access their own money and can learn new skills^{a, b}



^a Number of respondents was greater than 1000 for all samples. ^b Responses (from left to right), relate to questions 17a/17b, 22 and 41 of the *Client Survey* respectively (see Appendix B).

Data source: table E.51.

For those receiving help with their money, there were no access differences between those who lived in large residential facilities (MDS code 1.01) and those who lived in group homes (MDS code 1.03) (table E.87). Those using other services such as hostels (MDS code 1.02), attendant care (MDS code 1.04) and outreach services (MDS code 1.05) all enjoyed better access to their money.

People with intellectual disabilities were more likely both to receive assistance with their money and to have restricted access to it.

Across jurisdictions:

- Queensland (28 per cent) and Western Australia (23 per cent) had a higher proportion of service users who had independent access to their money than most of the other jurisdictions. The Australian Capital Territory (7 per cent) had fewer people in this group (table E.53);
- New South Wales (20 per cent) had a higher proportion of service users who did not ask for, or use money, than other jurisdictions (table E.52);
- a higher proportion of people in New South Wales, Western Australia and Victoria had some restrictions on assistance than in the other major jurisdictions (table E.52); and
- in New South Wales, a higher proportion of people (24 per cent) receiving assistance with their money, could not get money whenever they wished, and had to ask for permission (table E.52).

Table 5.5 Access to own funds by users of accommodation support services^a

<i>Area of activity</i>	<i>Highest % or least restricted</i>	<i>Mid-range</i>	<i>Lowest % or most restricted</i>
Independent access to money Q17a (code 2)	Qld, WA Range 23–28%	NSW, Vic, SA, Tas Range 14–18%	ACT Range 7%
Does not ask for/use money Q17a (code 4)	Vic, Qld, WA, Tas, ACT, SA Range 78–13%		NSW (most do not use money) Range 20%
Unrestricted access when assisted Q17b (code 1)	Tas, Qld, SA Range 71–78%	ACT Range 66%	NSW, Vic, WA Range 56–57%
Need permission Q17b (code 3)	Qld, SA, ACT, Tas, Vic Range 6–11%	WA Range 16%	NSW Range 24%

^a No data are shown for the NT because sample size was insufficient.

Source: table E.52 and table 53.

The differences in access shown in table 5.5 are unlikely to be related to differences in the sample characteristics. The New South Wales and South Australian weighted accommodation samples had comparatively high proportions (35 per cent and 38 per cent respectively) from large residential services (MDS code 1.01), yet the South Australian results were similar to those of Queensland. The Queensland weighted accommodation sample had the lowest proportion of the major jurisdictions drawn from large residential services (11 per cent). The New South Wales accommodation sample had the highest proportion of people with an intellectual disability of the major states (71 per cent), followed by Western Australia (60 per cent) and Queensland (54 per cent) (table E.73).

The differences in table 5.5 may reflect real differences across service providers in different jurisdictions on the issue of balancing the right to access money, with the requirement to safeguard people from unwise use of money, financial exploitation and other problems.

Opportunities for new learning

Indicator: proportion of people with opportunities to learn new skills

There were opportunities to learn some new things for many people at home (70 per cent) and work (77 per cent) (figure 5.4). For those using accommodation services, almost one in four (23 per cent) were thought unable, or not motivated, to learn new skills at home. At work, one in five (20 per cent) people did not learn new things because they did the same job all the time (table E.51).

Just over two in five (44 per cent) users of large residential facilities (MDS code 1.01) reported that they were unable, or did not need or want to learn new skills, compared with 12 per cent of users of group homes (MDS code 1.03) and 27 per cent of users of outreach support (MDS code 1.05) (table E.87). Interviews completed by next-of-kin reported that the clients were unable or unmotivated to learn new skills comparatively often (42 per cent) (table E.88).

Within employment services, those using open employment services were more likely to say they did the same job all the time and did not have opportunities to learn new things (24 per cent), than those using supported employment services (16 per cent) (table E.93).

Across jurisdictions:

- accommodation service users in New South Wales (28 per cent) and Queensland (25 per cent) were more likely to be coded ‘not applicable’ for learning new skills. Their peers in Western Australia, South Australia and Tasmania were more likely to have opportunities to learn new skills at home (table E.54); and
- fewer employment service users in Queensland (67 per cent) changed jobs and learned new things than those in the other jurisdictions. The Queensland result was marked compared with those of South Australia (84 per cent) and Tasmania (83 per cent) (table E.54).

5.3 Service quality

Staff communication with people with disabilities and families

Objective: People receive support from staff who are understanding, communicate effectively and respect their rights.

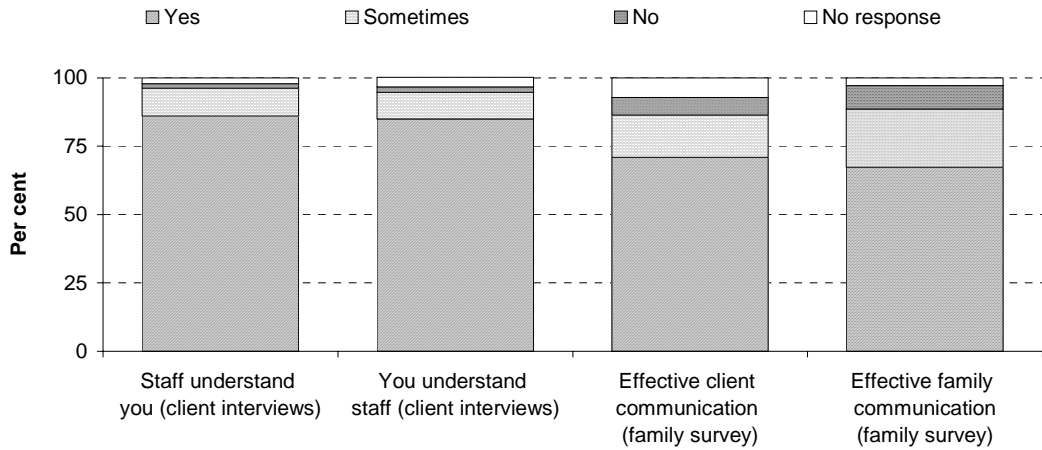
Indicator: proportion of people and families with staff who communicate effectively

Most people with disabilities and their families indicated that accommodation support staff communicated effectively with the client most of the time (85–87 per cent and 71 per cent respectively) (figure 5.5, table E.55). Families were more likely to respond that staff communicated effectively with their family member some of the time (one in seven people, or 15 per cent) or rarely (one in 14 people, or 7 per cent) (table E.55).

Figure 5.6 shows a slightly different picture for employment services. More people with disabilities (91–93 per cent) indicated that employment staff communicated effectively with the client most of the time, but families were less likely to have experienced effective communication with staff most of the time (55 per cent) (table E.56). Families were more likely to say that communication with employment staff was ‘not applicable’ (6.5 per cent) or rarely effective (one in six people, or 16 per cent) compared with accommodation services staff (table E.57).

Effective communication between staff and families differed across the various services. Staff with accommodation services were rated as being the most effective communicators with families (67 per cent most of the time), ahead of respite carers (63 per cent most of the time), service coordinators (57 per cent most of the time) and employment staff (55 per cent most of the time) (table E.57).

Figure 5.5 People with disabilities and their families — communication with accommodation support services staff^{a, b}

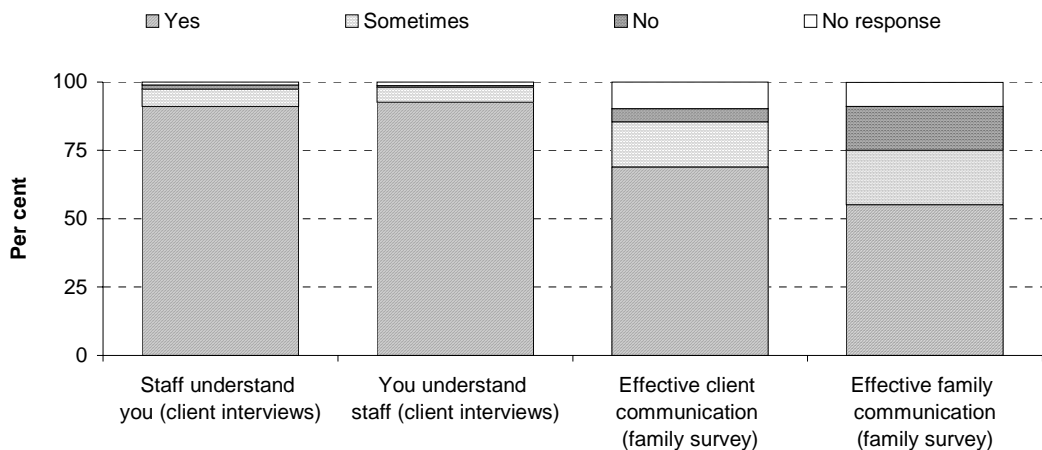


^a Number of respondents was 1373 for client interviews and 1163 for the family survey. ^b Responses (from left to right), relate to questions 13 and 14 of the *Client Survey*, and questions 22d and 22f of the *Family Survey* respectively (see Appendix B).

Data source: table E.55.

Within accommodation services, there were no differences among service types. Within employment services, those using enclaves or work crews rated communication better than those using sheltered workshops or open employment services.

Figure 5.6 People with disabilities and their families —communication with employment services staff^{a, b}



^a Number of respondents was 1289 for client interviews and 1032 for the family survey. ^b Responses (from left to right), relate to questions 47 and 48 of the *Client Survey*, and questions 15e and 15d of the *Family Survey* respectively (see Appendix B).

Data source: table E.56.

Across jurisdictions:

- staff from South Australia accommodation services achieved higher ratings (92–93 per cent) for communication with people with disabilities than the rating of staff from New South Wales (81–88 per cent) and Victoria (81–84 per cent), according to client interviews (table E.58);
- Western Australia had poorer results than those of other major jurisdictions for communication between families and accommodation staff;
- employment staff in Western Australia, Victoria and New South Wales communicated more effectively with families and clients than did those in Queensland, and South Australia;
- Queensland respite staff communicated more effectively than did respite staff in all other major jurisdictions; and
- service coordinators in Western Australia communicated more effectively than did those in South Australia, New South Wales and Tasmania. However, even in Western Australia, service coordinators were rated at levels similar to the average for accommodation services staff.

Overall, the proportion of families citing effective communication most of the time with the various staff groups was comparatively low compared with the ratings for some other questions. Of particular interest is the low rating of effective communication for respite services (where frequent contact with families might have been expected) in comparison to accommodation services.

Respect and privacy for people with disabilities

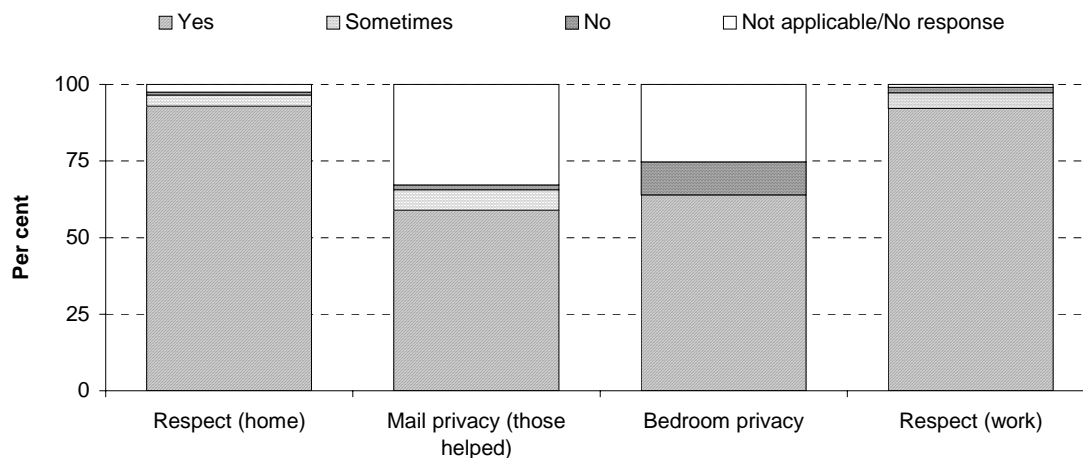
Indicator: proportion of people and families who are treated with respect by staff

Most people with disabilities reported that they were treated with respect most of the time by staff from accommodation support services (93 per cent) and employment services (92 per cent) (figure 5.7, table E.59).

Indicator: proportion of people whose privacy is respected by staff

Most people with disabilities also reported that their privacy at home was respected in two specific instances: opening of mail (88 per cent, excluding those who could not give permission) and request for permission to enter the bedroom (86 per cent, excluding those who could not give permission) (table E.59).

Figure 5.7 **People with disabilities using services — respect and privacy from staff^{a, b}**



^a Number of respondents was greater than 1000 for all samples except mail privacy where there were 477 respondents. ^b Responses (from left to right), relate to questions 12, 19b, 20a and 46 of the *Family Survey* respectively (see Appendix B).

Data source: table E.59.

Nonetheless, 11 per cent of accommodation support services users (14 per cent of those who could give permission) indicated that people came into their bedroom without asking first (table E.59). These people came from all service types including one in seven (15 per cent) of all group home (MDS code 1.03) residents, and one in eight (12 per cent) of all users of attendant care (MDS code 1.04) who could give permission for entry (table E.86).

Across jurisdictions:

- Queensland (65 per cent) had more, and Victoria (38 per cent) had fewer, people opening their own mail than in any of the other jurisdictions (table E.60);
- New South Wales (20 per cent) had more people who received no mail than in most other jurisdictions, including South Australia (6 per cent) (table E.60);
- any apparent differences in mail privacy across jurisdictions disappear when the results are adjusted to allow for the people who were unable to give permission. The New South Wales sample had more people who were unable to give permission (35 per cent) than any other jurisdiction. Tasmania (12 per cent) and South Australia (14 per cent) had the smallest proportions unable to give permission for mail opening (table E.60); and
- any apparent differences in bedroom privacy across jurisdictions disappear when the results are adjusted to allow for the people who were unable to give permission. As with mail privacy, the New South Wales sample has more people

who were unable to give permission (22 per cent) than any other jurisdiction. South Australia had the lowest proportion (6 per cent) unable to give permission for bedroom entry (table E.60).

The differences between New South Wales and South Australia are marked for this cluster of indicators. These two jurisdictions had similar proportions (35 per cent) of their accommodation samples using large residential services (MDS code 1.01). However, New South Wales also had a high proportion of people with a primary disability of intellectual disability, developmental delay or specific learning disorder (71 per cent), which was in marked contrast to the corresponding figure for South Australia (51 per cent) (table E.73).

Staff continuity of care

Indicator: proportion of people who do not experience problems through staff changes

Figure 5.8 shows that across Australia:

- problems with staff changing too often were not common for respondents to the client survey;
- families were more concerned about staff changes than were people with disabilities; and
- staff changes within employment services were less of a concern than were staff changes in accommodation services or respite services.

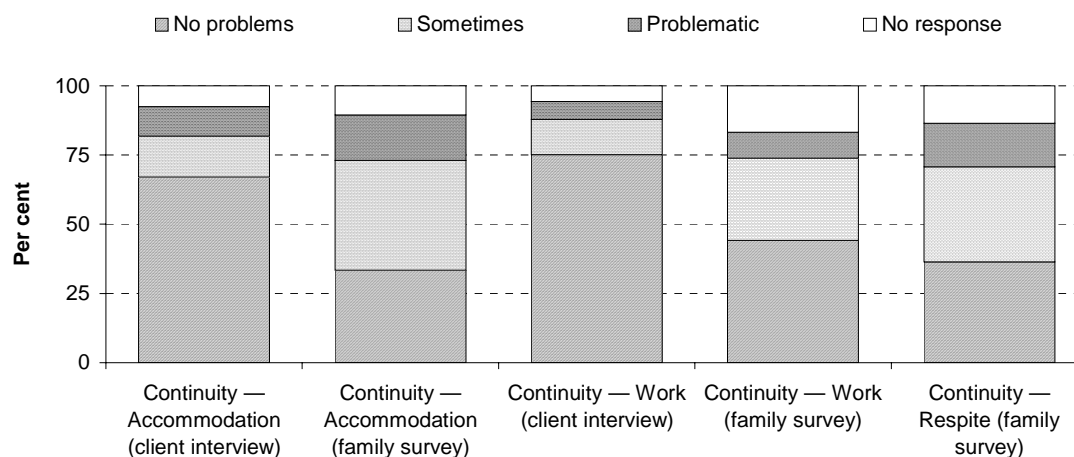
Within accommodation service types there were few differences, with users of attendant care services (MDS code 1.04) indicating overly frequent staff changes in similar ways to residents of large residential facilities (MDS code 1.01) and group homes (MDS code 1.03) (table E.89). Users of in home support services (MDS code 1.05) were less likely to report that staff changed too often (table E.89). Consistent with the differences between ratings by people with disabilities and by their families on this issue, interviews completed by next-of-kin were more likely to indicate that staff changed too often (16 per cent) (table E.76).

There are considerable differences across jurisdictions (table 5.6):

- people with disabilities and accommodation services — over 70 per cent of respondents from South Australia and Tasmania said staff did not change too often, compared with only 51 per cent of those in the Australian Capital Territory, (where 27 per cent said staff change too often). More respondents from Western Australia (17 per cent) reported that staff changed too often than

did those in all the other major jurisdictions apart from Queensland (15 per cent) (table E.62);

Figure 5.8 People with disabilities and families using services — experience of problems associated with staff^{a, b}



^a Number of respondents was greater than 1000 for all samples. ^b Responses (from left to right), relate to Question 15 *Client Survey*, Question 22i *Family Survey*, Question 49 *Client Survey*, and Question 27i *Family Survey* respectively (see Appendix B).

Data source: table E.61.

- families and service coordination — there were no differences across jurisdictions which operate MDS code 2.07 service coordination services (table E.63);
- families and accommodation services — overall 56 per cent of families of accommodation services users had some concerns about staff turnover in accommodation services. Western Australia, Victoria and South Australia respondents lower levels of concern about the issue than did respondents in New South Wales and Queensland. All jurisdictions recorded better results than those of the Australian Capital Territory (table E.62);
- people with disabilities and employment services — 67 per cent of those in Western Australia said staff did not change too often, compared with 89 per cent in Tasmania and 82 per cent in South Australia. About one in 10 (10 per cent) of respondents from Western Australia indicated that staff changed too often/kept leaving. However, the results for Western Australia were still better than those for the Australian Capital Territory (one in four or 27 per cent) (table E.62);
- families and employment services — overall, two in five (39 per cent) of families of employment service users had concerns about staff turnover in employment services. Western Australia showed better results than those of

Queensland and the Australian Capital Territory, but there were no other differences among jurisdictions (table E.62);

- families and respite services — overall, one in two (50 per cent) families expressed concern about staff turnover in respite services. Only the Australian Capital Territory and the Northern Territory were different from the other jurisdictions (table E.63); and

Table 5.6 Problems with staff changing^{a, b}

<i>Service type</i>	<i>Source^a</i>	<i>Least problems^b</i>	<i>Mid-range^b</i>	<i>Most problems^c</i>
<i>Accommodation</i>				
Q15 (Yes, change)	CI(P)	Tas Range 4%	SA, NSW, Vic Range 8–9%	Qld, WA, ACT Range 15–28%
Q22i (Most of the time)	FS(S)	Vic, SA, WA, Tas Range 12–15%	NSW, Qld Range 19%	ACT Range 29%
<i>Employment</i>				
Q49 (Yes, change)	CI(P)	Tas, SA, Qld Range 2–4%	Vic, NSW Range 6–7%	ACT (27%) WA (10%)
Q15k (Most of the time)	FS(S)	SA Range 5%	Qld, WA, NSW, Vic, Tas Range 9–10%	ACT Range 17%
<i>Service coordination</i>				
Q9g (Most of the time)	FS(P)	WA, Vic, SA, Tas, Qld Range 13–19%		NSW, ACT Range 23–26%
<i>Respite</i>				
Q27i (Most of the time)	FS(P)	Tas, SA, Qld, WA, NSW, Vic Range 11–17%		ACT (25%)

^a Sources are CI(P): Client interview (primary consumer), FS(P): Family Survey (primary consumer) and FS(S): Family Survey (secondary consumer). ^b No data are shown for the NT because sample size was insufficient.

Source: table E.62 and table E.63.

These results were consistent to the extent that they suggested:

- staff turnover was more of an issue in accommodation and respite services than in employment services; and
- services in South Australia and Tasmania tended to have fewer problems with staff turnover than did services in other jurisdictions. The Australian Capital Territory had the greatest problems across all service types.

For Western Australia, the client interviews suggested concerns second only to those of the Australian Capital Territory, and the family survey suggested a performance comparable with the other states.

Services' achievement of their main aims

Indicator: proportion of people and families for whom services achieve their main aim

Accommodation support services

Over two in three (69 per cent) families indicated that the accommodation service that they were using met the accommodation support needs of their family member most of the time. Those using residential accommodation were more likely to say that their needs were being met most of the time, than were those using nonresidential services. There was no difference between respondents with a family member using a group home and those with a family member using a large residential service (table E.64).

Employment services

Employment services enabled five in six interested people to be employed. Only one in six (17 per cent) users of employment services were looking for employment and might have been doing work experience, training or voluntary work. Nearly all these people were involved with open employment services, so over one in four (27 per cent) of open employment users were looking for work (table E.91).

Most families (71 per cent) involved with employment services indicated that the employment needs of their family member were met most of the time (table E.65). The following are other points of interest:

- families in Victoria and Western Australia were more likely to indicate employment needs being met in this way, than were families in New South Wales or Queensland (table E.65);
- families with a family member using a work crew or enclave were more likely to receive the help they needed to work, than were those using a sheltered workshop or open employment service; and
- staff from employment services were less likely to do what they said they were going to do, than were staff from accommodation support services or service coordinators.

Respite

Less than half the families (45 per cent) using respite indicated that the available respite met their family's perceived needs most of the time for a break from caring. Other families (34 per cent) said their perceived needs were met some of the time, and a small proportion (12 per cent) said their perceived needs were rarely met. The last figure is much higher than that for similar questions asked about accommodation and employment services (table E.65).

Three in five families (58 per cent) indicated that using available respite services enabled them to feel more able to continue to care for the family member with a disability. One in four families (26 per cent) said respite did this some of the time, and one in 14 (7 per cent), said they rarely felt that this was the case. These figures were calculated after removing the 'not applicable' responses (9 per cent) (table E.66)

When combined with the data about the availability of respite services (38 per cent of families said respite was available most of the time when they wanted and needed it) (table E.43). The overall picture suggests that, from the perspective of the surveyed families, respite services may not have achieved their main aims for many families. Families from Western Australia and Tasmania were more likely to have their perceived respite needs met, than those from New South Wales or Queensland as were families with older members with a disability (table E.65).

Service coordination

Three in five families (60 per cent) indicated that service coordinators helped them to organise the services and supports they needed most of the time. One in seven (14 per cent) families indicated that service coordinators rarely did this. More families (69 per cent) indicated that the service coordinator did what they said they would most of the time (table E.67). This latter result was similar to that for accommodation service staff (70 per cent). The following are other points of interest:

- the inter-jurisdiction differences were consistent with service coordination in Western Australia and Victoria being more effective than that in the other major states, particularly in South Australia. The results for New South Wales were questionable because respondents were not likely to refer to MSD code 2.07 designated service coordination;
- Western Australia service coordinators were more often rated as doing what they said they would do most of the time, than were those in every other jurisdiction except Victoria;

-
- service coordination was one of the few areas in which families of 18–24 year olds indicated they get better services than those for families with 25–34 year olds; and
 - surveys completed by partners of people with a disability were more likely to give higher ratings for service coordination.

5.4 Satisfaction with services

Objective: People with disabilities and families are satisfied with the supports they receive.

Satisfaction with services being used

Indicator: proportion of people and families who are satisfied with the service they use

Results are reported on overall satisfaction with services (see chapter 3) and life situation at home and at work (see section 4.1 in chapter 4). Overall, both people with disabilities (75–86 per cent) and families (65–70 per cent) rated that they were satisfied with services from each service area (table E.2). Only for service coordination (12 per cent) did more than 6 per cent of families rate services as poor or very poor (table E.2). The results also showed that at least three in four clients with disabilities were happy with their life situation at home and at work. This section reports on these satisfaction results in more detail (table E.2).

The following are points of interest about accommodation and employment services:

- families were more likely to be satisfied with residential services than with visiting accommodation services. There was no difference between the rating for group homes and large residential services (table E.81);
- there was no indication that particular types of accommodation services were associated with higher satisfaction for people with disabilities (table E.80);
- families were more likely to be satisfied with work crew/enclaves than with other employment services. There was no indication that particular types of employment services were associated with higher satisfaction for people with disabilities (table E.90);
- people with disabilities who completed the family survey were less satisfied than families;

-
- both service types in Queensland achieved lower satisfaction ratings than those in the other major states with the family survey (table E.68). With the client interviews, overall satisfaction ratings for accommodation and employment services in Queensland were comparable to other jurisdictions;
 - employment services in Victoria attracted the lowest overall satisfaction ratings with the client interviews, and these were significantly different from those of South Australia, which attracted the highest ratings;
 - across disability types, there were no differences in rating apart from people with psychiatric disabilities being less satisfied with their accommodation services; and
 - families using respite services as well as an accommodation service were less satisfied, perhaps because some were waiting for residential accommodation services and other services.

The following are points of interest about satisfaction with respite services:

- families rated the quality of respite above that of service coordination (excluding the 'don't know/no response' codes). Respite quality was rated similarly to employment services, and not so highly as accommodation support services; and
- respite services were rated similarly across jurisdictions, disability types and types of respite.

The following are points of interest about satisfaction with service coordination:

- Western Australia and Victoria were rated as having the best service coordination services (both significantly better than ratings in South Australia and Tasmania);
- surveys completed by partners rated service coordination more highly than did those completed by other people; and
- families with people with psychiatric and sensory disabilities rated service coordination more highly than did those with other family members.

Desire to change services

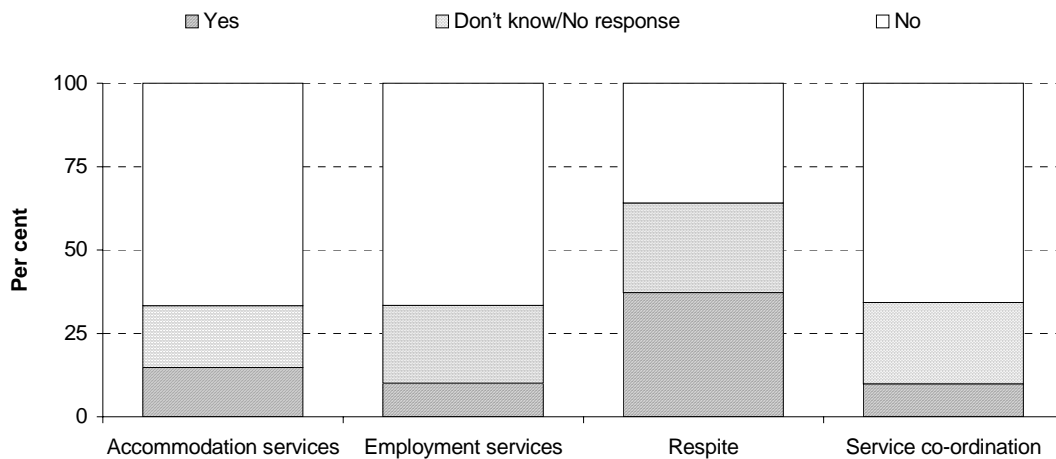
Indicator: proportion of families who wish to change service provider

Another approach to measuring satisfaction with services is to establish the proportion of people who would change services if an alternative was available. Results are presented for the primary consumers of accommodation and employment services in the sections on the life situation at home and at work. In

summary, one in 20 (6 per cent) of users of accommodation support services would have liked to move from where they live for negative reasons (table E.7), and one in eight (13 per cent) would have liked to change their job or retire (table E.13). Such changes might or might not have been directly related to changes of service providers.

Families are secondary consumers of accommodation and employment services. For both these service types, two in three families would not have changed provider if given the opportunity provider (figure 5.9). There were ‘don’t know/no response’ rates of over one in five (19–23 per cent). However, one in seven (15 per cent) would have changed accommodation support service provider, and one in 10 (10 per cent) would have changed employment service provider (table E.69).

Figure 5.9 Families using services — desire to change service if an alternative was available^{a, b}



^a Number of respondents was greater than 1000 for all samples. ^b Responses (from left to right), relate to questions 23, 18, 30 and 11 of the *Family Survey* respectively (see Appendix B).

Data source: table E.69.

The following are other points of interest:

- more families wished to change accommodation service provider (15 per cent) than employment provider (10 per cent), although the ‘don’t know’ codes were higher for employment services (19 per cent for accommodation; 23 per cent for employment) (table E.69);
- the ratings were fairly similar across service types within a service area (although fewer people wanted to change attendant care provider than wanted to change other accommodation services);

-
- with accommodation services, families with younger people with disabilities were more likely to want to change provider (19 per cent of families with 18–24 year olds). This would have also held for those using employment services, apart from a high ‘yes’ response from families with a person with a disability who was at least 45 years old. This might have reflected a need for more employment or other alternatives among older people with disabilities (table E.69);
 - ratings were also fairly similar across jurisdictions (although fewer people in Victoria than in New South Wales or Queensland wanted to change employment provider); and
 - families of people with psychiatric disabilities might have been more likely to want to change provider (which was a consistent but not significant finding with small sample sizes, across service areas).

Respite

One in three (37 per cent) families (the primary consumers of respite services), stated that they would use different respite arrangements or services if available. A similar proportion (36 per cent) answered ‘no’ to this question. All others responded ‘don’t know/no’ response (27 per cent) (table E.69). The proportion who would change respite was unusually high compared with that for the other service areas, and was consistent with earlier comments about perceived high unmet need among users of respite services (section 5.1).

The following are other points of interest:

- The major jurisdictions in which fewest families indicated they would change (Victoria and South Australia) were significantly different from the major jurisdiction in which the most families indicated they would change (Queensland); and
- The highest proportions of ‘yes’ responses to the question on changing respite services were from families of younger people with disabilities (nearly one in two [45 per cent] of 18–24 year olds) and on surveys completed by either mothers or fathers (40 per cent) (table E.69).

Service coordination

The following are the major points of interest:

- One in ten (10 per cent) families wished to change service coordinator (similar to the response about changing employment services), with one in four (24 per cent) giving a ‘don’t know/no response’ code (table E.69);
- The highest proportions of ‘yes’ responses to the question on changing service coordinator were from families of younger people with disabilities and those with psychiatric disabilities (which was a small sample); and
- Families from Western Australia were less likely (one in 50 or 2 per cent) to want to change coordinator than were those from any other jurisdiction.

Results for open-ended questions of family survey

Each section of the family survey provided space for families to comment on how services could be improved for that area of service. Over half of the respondents for each section made a comment (range 51–56 per cent). Up to 19 per cent of the comments for each section were generally positive comments, and these have been removed from the following analysis.

The comments were sorted into the eight categories used in the client interviews to categorise comments of respondents indicating dissatisfaction with services in response to an overall satisfaction question (for example, Q24b, Q50b). The results are summarised in table 5.7, which shows the percentage of the respondents for each section who made a comment in that category.

Access to services attracted the greatest percentage of suggestions for improvement or other comments across each service area. The weighted data suggested almost half (46 per cent) of respite users who completed the respite section, and one in three (33 per cent) of accommodation service users were concerned about access to services. Overall, the 2437 completed family surveys generated over 1500 comments about access to services, including those from the final question on the survey. These results were consistent with the proportions of respondents waiting for services (section 5.1). Relationships with services and staff was the second most frequent area of comment for all service types (range 8–14 per cent).

Further breakdown of the 427 comments about access to respite services made by families who already used respite services, shows that the most frequently cited areas for improvement were:

- more respite available/different types needed (30 per cent of comments);

Table 5.7 Respondents who commented in each category on open-ended questions by service type – percentage of respondents for that service type^a

	<i>Unit</i>	<i>Q24b Accommodation support services</i>	<i>Q19b Employment services</i>	<i>Q31a Respite</i>	<i>Q12b Service coordination</i>
Access to services	%	33	26	46	20
Choice/self determination	%	0	2	0	0
Quality of life, including work	%	4	4	3	0
Personal development and community inclusion	%	6	8	4	0
Relationship with services and staff	%	11	9	8	14
Quality of service	%	7	3	8	6
Rights, privacy and confidentiality	%	0	0	0	0
Effectiveness of services	%	1	0	0	1
Other	%	1	1	1	1
Unfocused comment or complaint	%	5	5	3	7
Respondents	no.	1 163	1 033	993	1 053

^a Weighted data.

Source: E-Qual and Donovan (1999).

- extended hours for respite/longer respite hours (13 per cent);
- ability to use respite more frequently (11 per cent);
- more funding (unspecified) (10 per cent);
- ease of accessing respite on short notice/less waiting time (9 per cent);
- availability of respite closer to home/availability of more services in area (8 per cent);
- better availability of respite at peak times (5 per cent);
- more overnight stays (4 per cent); and
- more affordable respite (4 per cent).

Further breakdown of the 358 comments about access to accommodation services made by families who already used accommodation support services, shows that the most frequently cited areas for improvement were:

- more funding (24 per cent);
- more carers/more staff (14 per cent);
- an increase in hours for attendant care/more staffing hours (14 per cent);
- more residential/community services (8 per cent); and
- provision of better/more in-home support services (7 per cent).

The above list has a focus on visiting accommodation support services (attendant care MDS code 1.04 and in home support MDS code 1.05) consistent with the information about access to services reported in section 5.1.

Respondents had another opportunity to comment generally at the end of the family survey. Families who used respite services commented in this space most frequently on the quantity of respite services (10 per cent of respite respondents) and of accommodation support services (8 per cent), and one in 20 (5 per cent) commented on their concerns for when they could no longer look after their family members.

Families who used accommodation support services commented in this space most frequently on the level of funding in general (8 per cent of accommodation services respondents) and on the quantity of accommodation services (5 per cent).

6 Suggestions for improvements to the method

6.1 Improvements to the sampling method

The survey used the following elements in the sampling method (chapter 2):

- sampling service providers by MDS code from lists provided by funding agencies;
- providing service providers with a ‘provider pack’ of instructions; and
- asking service providers to follow the provider pack to sample clients, gain consents, and return completed pre-survey forms to the consultants within a specified time.

The survey has demonstrated that in all jurisdictions except the Australian Capital Territory and the Northern Territory, this approach can produce survey results approaching the level of accuracy required for the target service types. For the Australian Capital Territory and the Northern Territory, the required sample sizes were not achieved. The amount of effort involved was far greater than expected in terms of the contact with service providers, and there are opportunities to reduce the error introduced by sampled service providers that declined to participate. The suggestions in this section focus on these two related issues:

- reducing the resources required to obtain the sample; and
- encouraging a higher proportion of sampled service providers to participate.

Information about the participation of sampled service providers is given in table 2.2, section 2.4.

Database information

Information about multiple service users

Best estimates of the number of consumers using more than one service type — in the absence of data from the Commonwealth/State Disability Agreement (CSDA)

minimum data set or any other source — influenced the survey sample numbers. Future surveys will have the benefit of information about multiple service users, which the Australian Institute of Health and Welfare is now collecting as part of the annual CSDA minimum data set via a linkage key. This will assist with more accurate determination of required sample sizes.

Accuracy of State government databases

Delays in gathering accurate information about CSDA funded service providers affected the sampling pilot and the actual survey. The timely availability of databases that accurately identify the MDS codes and numbers of active adult clients of services would help to reduce the amount of unproductive contact with service providers and subsequent re-sampling.

Support from funding agencies and industry bodies

Marketing by funding agencies and industry bodies

Timely marketing of the survey by funding agencies, through meetings and newsletters as well as letters, and by peak bodies such as ACROD would prepare service providers for the survey. The wide dissemination of the results from the present survey is also likely to add to the perceived value for service providers and encourage participation in future surveys.

Coordination with other surveys

Recent involvement with other surveys of clients and families was one of the most common reasons given by service providers for not participating in the survey. State agencies could assist a national survey by trying to avoid concurrent jurisdiction surveys of the same population.

Coordination with quality assurance exercises

Recent or concurrent participation of clients and families in annual Disability Services Standards assessments was another common reason that employment services did not participate in the survey. Coordination between these assessments and a national survey could produce better targeted service provider contact and less re-sampling.

Supporting service providers to complete the tasks

The survey placed substantial demands on some service providers, and some did not complete the tasks required on time. Delays and nonparticipation in the completion and return of pre-survey forms were associated with inefficiencies in follow-up telephone calls, re-training of interviewers, and uncertainty about whether to re-sample. Strategies to reduce these inefficiencies could include:

- reviewing the provider packs to simplify where possible;
- making follow-up telephone calls as soon as service providers receive provider packs; and
- using members of the field interviewing team to follow up with an appointment within two weeks of the packs being received to take service providers through the required tasks. While labour intensive, this strategy could improve the speed and quality of the returned pre-survey forms, and quickly identify nonparticipating service providers.

6.2 Improvements to the survey tools

Linking to the Disability Services Standards

The survey was not required to measure the performance of jurisdictions on any aspect of the Disability Services Standards. Future national surveys may take the opportunity to link the indicators to these national standards. As discussed in appendix D, the indicators for the survey were derived from the Core Indicators Project (CIP), and while these overlap with the Disability Services Standards, there are also differences. The survey provides service user outcome indicators for the standards concerned with:

- individual needs;
- decision making and choice;
- privacy, dignity and confidentiality; and
- participation and integration.

Pre-survey forms

The feedback from the field interviewers was that the pre-survey forms were essential and that the survey was well organised in terms of providing interviewers with the information they needed.

Some service providers felt that some of the information requested was too detailed. A few service providers did not complete the disability type section for this reason.

One of the main difficulties with the pre-survey forms was the amount of resources required to identify accurately all the services used by an individual and their MDS codes. Coding rules were developed, but in some cases the lists of service providers had to be scanned to identify individual services, and where this was not successful, accuracy was checked via a telephone call to some service providers.

Client interviews

Reducing problems reported by interviewers

Problems faced during interviews ranged from an almost total lack of ability of some client to communicate to a lack of certainty and consistency about some aspects of the services received by the client. For example, the interviewer's comments on one client state that:

[The] client can't speak, and usually doesn't actually communicate. Occasionally his eyes show disappointment and then the answer is taken as negative and a new suggestion made. If he is reticent to get out of the car, it is assumed he is not happy about the venue or people there and then enquiries are made. His life is surrounded by a lot of guesswork by carers and his family (interview notes, unpublished).

Comments by another interviewer stated that:

There is no mention of an accommodation service on the *pre-survey form* and [the client] did not know who supplied the housing, only that he paid rent. [The client] moved to his new address about one year ago. He shares with two other 'clients' (interview notes, unpublished).

Interviewers reported the highest frequency of problems in interviews in which the client was assisted (25 per cent), interviews with those living in the Australian Capital Territory (21 per cent), and interviews with people living in group homes (MDS code 1.03) (16 per cent). Overall, there were problems with 10 per cent of interviews. More problems were associated with the face-to-face interviews (17 per cent) — which involved all those interviews in which the clients were assisted — than in the telephone interviews (three per cent). The last result is consistent with the pre-survey forms identifying suitable clients for telephone interviews.

The comparatively high rate of problems (25 per cent) with the interviews in which the client was assisted suggests that the interviewers were able to reach the boundaries of those people with disabilities who were able to contribute to the

interviews, and that next-of-kin interviews were not substituted inappropriately for direct interviews with clients. The lower frequency of problems with interviews about clients from large residential services (MDS code 1.01), compared with interviews about clients from group homes (MDS code 1.03), may reflect the lower frequency of service outlet staff assistance in the former group of interviews (8 per cent and 15 per cent respectively).

Next-of-kin completed over one in two interviews (51 per cent) conducted about clients living in large residential homes, compared with two in five (40 per cent) interviews about clients in group homes.

One strategy to reduce the frequency of interview problems could be to replace interviews in which the client required assistance, with next-of-kin interviews. However, given the different problems with next-of-kin interviews, this does not seem an appropriate strategy. A better alternative may be to improve the interviewer training.

Improving the validity of information about residential services

There are several reasons for believing that the information about large residential services (MDS code 1.01) and group homes (MDS code 1.03) should be treated with less confidence than the information about visiting accommodation support services and employment services. For MDS codes 1.01 and 1.03 (table E.72):

- the proportion of interviews in which clients were assisted was higher, and these interviews were more likely to have been associated with problems;
- the proportion of next-of-kin interviews was higher; and
- some next-of-kin respondents may not have adequate information about the operation of the services discussed in the interviews.

The stage 1 study for this project gave reasons for being cautious about the validity of next-of-kin interviews (chapter 1), and this report raises the issue again in interpretation of results (chapter 2). The results show that:

- a proportion of next-of-kin respondents may not have had adequate information on which to base their responses; and
- across all accommodation services combined, next-of-kin interviews were statistically significantly different from interviews conducted with clients.

Concerning the information on which next-of-kin based their responses, the raw data reveal that around one in three next-of-kin respondents for users of large residential services (MDS code 1.01) saw their relative and/or the service less than

once a month (table E.75). For users of group homes, the equivalent figure is one in six. If this frequency of contact is taken as the cut-off to identify those having adequate information about the service to complete a valid interview, around one in six interviews (51 per cent \times 33 per cent, using unweighted figures) about users of large residential services were with respondents with inadequate information. The equivalent figure for group homes is one in 15 interviews (40 per cent \times 15 per cent).

Results from next-of-kin interviews differed from client interviews in the following ways (table E.76):

- next-of-kin interviews were more likely to be coded 9 ('no response/unclear' including 'don't know') on questions about the service user's feelings or intentions — for example Q2 'do you like living here?' This may result from respondents feeling unable to judge the feelings of other people and/or having infrequent contact with the service user;
- next-of-kin interviews were more likely to be coded 8 ('not applicable') on questions that required the ability to communicate intentions or permission — for example, Q17a 'do you have someone who helps you with your money?' This may relate to the reasons that the next-of-kin were interviewed rather than the person with a disability;
- next-of-kin rated some general questions about service user wellbeing or service quality more positively than did clients, and were less likely to report being dissatisfied with services; and
- next-of-kin rated many other questions about relationships, community inclusion, choice and service quality less positively than did clients; for example, 18 per cent of next-of-kin said that staff changed too often, compared with 8 per cent of clients.

Table E.76 in appendix E shows statistically significant differences between next-of-kin and client ratings on questions from the client interview for the accommodation service users' sample.

Future surveys could overcome the issue of poorly informed next-of-kin respondents by being restricted to 'qualified' respondents. The strategy could include oversampling for next-of-kin, using the information from the present survey to estimate the oversampling requirement for different service types.

The survey instrument could exclude respondents who have inadequate contact with a service, either before they complete the questions or at the data analysis stage. Further analysis of the present survey results may assist in establishing an

appropriate definition of a qualified respondent, taking care not to exclude respondents who could make a valid contribution.

Value of the open-ended questions

Few respondents (34 out of 1373 accommodation service users, and 31 out of 1289 employment service users) used the open-ended questions in the client interview.

Ways to gain greater value from any open-ended questions in the client interviews may be reviewed in the design of any future survey, given the potential of such questions to contribute to program improvement.

Family survey

Improving the validity of information about service coordination

The changes made to the family survey during the pilot study improved the ability of respondents to identify relevant accommodation and employment services, but problems remain with respondents being able to accurately identify service coordinators designated by the MDS code 2.07. The following raw data support this conclusion:

- in the Australian Capital Territory, 51 of 101 respondents indicated that they had a service coordinator by completing the service coordination section of the survey, although there are no MDS code 2.07 designated staff in the Australian Capital Territory;
- in Queensland, 216 of 406 respondents indicated that they had a service coordinator, although surveys were sent to only 55 families known to be using a MDS code 2.07 designated coordinator. These staff worked in selected areas in Queensland; and
- in Victoria, 282 of 520 respondents identified themselves as having MDS code 2.07 designated staff. 138 of these responses were from the 240 surveys sent to consumers of MDS code 2.07 designated coordinators.

Confusion may arise from:

- designated MDS code 2.07 staff having similar titles to those of other staff and service coordinators funded by other sources (for example, the Home and Community Care program); and

-
- jurisdictions making administrative changes in the allocation of MDS 2.07 code. The numbers of clients served by MDS code 2.07 designated services fluctuated by over 100 per cent in seven jurisdictions from 1997 to 1998.

Bias may also be increased by the coding conventions of jurisdictions. For example, in Western Australia, all the Local Area Coordination services included in the survey were designated MDS code 2.10, not 2.07, by the funding agency. This introduces the possibility that the sample of clients were not representative of coordination services in that jurisdiction.

It may be difficult to ensure accurate identification of MDS code 2.07 service users in future surveys while these sources of confusion remain.

7 Key issues for service types and jurisdictions

7.1 Opportunities for service improvement across Australia

Chapter 1 cited the broad government objective for services for people with disability — to enhance their quality of life by assisting them to live as valued and participating members of the community — and listed four related aims:

- to provide access to specialist government funded or provided disability services based on relative need and available resources, and promote access to general community services and facilities;
- to fund or provide quality services in an efficient and effective way, and be accountable to those using or funding services;
- to ensure clients and carers are consulted about the type and mix of services made available to meet their individual needs and goals; and
- to promote the rights of people with the disability as members of the community, and empower them to exercise these rights.

The survey results suggest that many families with members already using at least one disability service could not access specialist services as needed. These families advocated improving their access to services by increasing the quantity of services.

The survey also identifies the following areas where some jurisdictions may wish to focus efforts for service improvement. That is, areas consistent with the aims of government disability services where the survey responses suggest a divergence of performance across jurisdictions. These areas include:

- reducing the proportion of people using residential accommodation services who do not like with whom they are living (section 4.1);
- increasing friendships for people using residential accommodation support services (section 4.2);
- increasing the use of community facilities for those using large accommodation services (section 4.3);

-
- increasing access to assistance with communication (for example, using equipment and interpreters) (section 5.3);
 - identifying approaches across jurisdictions to access to personal money by people with disabilities (section 5.2); and
 - reducing problems caused by frequent staff changes (section 5.3).

7.2 Key issues across service types

The survey provides the opportunity to compare the performance of different service types within a service area, based on the performance indicators. This section examines each of the four service areas — accommodation support services, employment services, respite and service coordination.

Accommodation support services

The survey allowed for comparison of the three major service types in the sample:

- large residential services (MDS code 1.01 — 532 respondents);
- group homes (MDS code 1.03 — 476 respondents); and
- visiting support services (attendant care MDS code 1.04 and outreach support MDS code 1.05 — 422 respondents).

Table 7.1 shows differences among the service types in their performances against selected indicators. (No one service type performed better across all the indicators.) It is recognised that the service types may have served different populations of people with disabilities.

Group homes gave better outcomes than those of large residential services, but had more in common with other residential services than with the visiting accommodation support services. The visiting services were linked with more choices and community inclusion for consumers. One in two users of these services were waiting for more services (section 5.1), suggesting that quantity and the need for other services such as respite may be the major weaknesses of the visiting accommodation support services.

Table 7.1 shows that almost one in five (18 per cent) of people living in home support (MDS code 1.05) do not like who they are living with or living alone. Many of these people were living alone (table E.4).

Table 7.1 Effectiveness of accommodation support service types on selected indicators (per cent)^a

	<i>Large residential MDS code 1.01</i>	<i>Group homes MDS code 1.03</i>	<i>Visiting services</i>	
			<i>MDS code 1.04</i>	<i>MDS code 1.05</i>
Quality of life				
<i>Life situation - at home</i>				
Like to stay or move out — Q9 (C) Like to move out for negative reasons	3	6	7	10
Like who living with/living alone — Q7 (C) No, don't like	2	4	3	18
Enough time alone — Q18 (C) No, wish had more	4	8	8	6
<i>Relationships</i>				
Friends to do things with — Q25b (C) No code 3	32	13	4	10
Person to talk to about personal things — Q25a (C) No code 5	35	13	16	9
Able to see friends as wish — Q26 (C) No	2	4	8	6
Able to see family as wish — Q27 (C) No	2	5	4	6
<i>Community inclusion</i>				
Goes shopping — Q28 (C) Yes	61	89	89	89
Goes out for exercise/sports — Q30 (C) Yes	50	69	28	67
Goes out for entertainment — Q31 (C) Yes	64	81	91	75
Goes to religious events/church — Q32 (C) Yes	26	28	17	28
Goes out to eat — Q33 (C) Yes	73	84	91	84
<i>Choice/self-determination</i>				
Choices around living situation (figure 4.7)	Less	Mid range	More	More
Choice of service provider — Q22m (F) Yes	55	42	45	44
Choice of carers/staff — Q22n (F) No	91	82	56	51
Quality of service				
<i>Access to services</i>				
Families able to get services that need — Q32 (F) No	27	25	42	50
<i>Independence</i>				
Access to own money — Q17b (C) No	18	17	0	2
Opportunities to learn new skills — Q22 (C) Yes	39	61	70	55

(Continued on next page)

Table 7.1 (Continued)

	<i>Large residential MDS code 1.01</i>	<i>Group homes MDS code 1.03</i>	<i>Visiting services</i>	
			<i>MDS code 1.04</i>	<i>MDS code 1.05</i>
<i>Service quality</i>				
Staff treat you with respect — Q12 (C) No	0	2	0	0
Mail privacy when mail opened by other — Q19b (C) Some or all mail opened without permission	7	12	0	0
Proportion not able to give permission	38	23	0	10
Bedroom privacy — Q20a (C) People enter without permission	13	13	12	6
Proportion not able to give permission	31	10	3	8
Staff change staff too often — Q15 (C) Yes	14	12	14	7
Problems with staff changes — Q22l (F) Most of the time	16	18	12	15
<i>Satisfaction with services</i>				
Client overall satisfaction — Q24a (C) Unhappy	1	3	3	5
Family satisfaction — Q24a (F) Very good	56	55	43	48
Family satisfaction — Q24a (F) Poor/very poor	4	4	4	6
Would change providers — Q23 (F) Yes	16	15	7	14

^a (C) denotes client survey; (F) denotes family survey.

Sources: tables E.80–E.89.

Employment services

The client interviews allowed for comparisons between open employment services (495 respondents) and supported employment services (945 respondents), and the family survey allowed for an additional comparison with work crews and enclaves, which supported employment services usually (but not always) operate.

Data in table 7.2 suggest that open employment services were associated with more choices around the work situation and more community inclusion. Open employment services were also associated with more people who were not actually working, people wanting to work more hours, and more family concerns about job security.

Table 7.2 Effectiveness of employment service types on selected indicators (per cent)

<i>Indicator</i>	<i>Open employment MDS code 5.01</i>	<i>Supported employment MDS code 5.02</i>	
		<i>Sheltered workshop</i>	<i>Work crew/ enclave</i>
Quality of life			
<i>Life situation — at work</i>			
Wish to change working hours — Q43 (C) Want more hours	23	8	
Working as many hours as family would like - Q15b (F) No	30	10–12	
As much job security as family would like — Q15c (F) No	40	15–18	
<i>Relationships</i>			
Friends to do things with — Q25b (C) No code 3	11	13	
Person to talk to about personal things — Q25a (C) No code 5	9	5	
Able to see friends as wish — Q26 (C) No	3	2	
Able to see family as wish — Q27 No	2	3	
<i>Choice/self determination</i>			
Choice of workplace — Q37 (C) No, someone else chose	7	22	
Choice of service provider — Q16 (F) No	33	24	33
Choice of staff — Q17 (F) No	74	80	86
Quality of service			
<i>Access to services</i>			
Extra support as needed — Q15i (F) Rarely	10	9	5
<i>Independence</i>			
Opportunities to learn new skills — Q41 (C) No	24	16	
<i>Service quality</i>			
Achieve main aim (employment) — Q36a (C) Not doing paid work but looking for work code 5	27	1	
<i>Satisfaction with services</i>			
Client overall satisfaction — Q50a (C) Unhappy	2	3	
Family satisfaction — Q19a (F) Very good	37	41	52
Family satisfaction — Q19a (F) Poor/very poor	7	5	4

^a (C) denotes client survey, (F) denotes family survey.

Sources: tables E.34, E.85, E.90, E.91, E.92 and E.93.

Work crews and enclaves achieved better results than those of sheltered workshops or open employment on some indicators. Work crews and enclaves gained the highest satisfaction, best staff communication, and best support ratings from families.

Respite

There were few differences across the performance of the different types of respite. Families had more choice of carers through in-home or peer respite than through centre based respite.

The results on the unmet needs of families using respite services (sections 5.1 and 5.3) are of more interest:

- only three in five (58 per cent) families reported that respite helped them to care better for the person with a disability most of the time;
- fewer than one in two families (45 per cent) reported that the available respite met their needs for a break most of the time;
- three in five families were waiting for additional services;
- three in five comments about respite concerned the quantity of respite available;
- seven in 10 families reported that their family member with a disability enjoyed respite most of the time;
- families rated problems with staff changes as being comparatively frequent;
- families rated communication with staff as comparatively low; and
- one in four (27 per cent) families were waiting for residential accommodation.

The final point was consistent with a large unmet demand for residential accommodation. From the sample of 1032 families using respite, 281 were waiting for residential accommodation. Given a 10 000 population of adult respite users across Australia (table 2.1), an estimated 2700 to 3000 new residential accommodation places would be needed to meet the requirements of those using respite services.

Taken together, the above results suggest greater opportunities to improve services to better meet the perceived needs of families using respite, than for families and people with disabilities using the other three areas of service provision.

Service coordination

The results on service coordination were disappointing, although some respondents were not referring to MDS code 2.07 designated service coordinators (section 5.2).

Even in the jurisdictions with well developed service coordination, there was no evidence from the family survey that those completing the service coordination section had:

- fewer unmet needs;
- any increased access to, or reduced demand for, additional services;
- any better information about services;
- any greater participation in the planning of services;
- any more choice about services;
- experienced particularly good communication with service coordinators; or
- expressed greater satisfaction with services.

7.3 Comparisons across jurisdictions

This section aims to provide a summary profile of each of the jurisdictions. The profile lists the key areas in which each of the States differed from at least one other State. Areas not mentioned in a profile indicate that the jurisdiction was not different from any other jurisdiction in those areas.

Questions from the client interviews and family survey have been grouped into indicators and clusters of indicators within the two domains of quality of life and quality of service (tables 3.1 and 3.2). Chapters 4 and 5 report the results within this structure. For the purposes of the summary profiles, a listed area may refer to an individual question, an indicator or a cluster.

For some individual survey items, the jurisdictions might have been distributed evenly along a continuum, and a jurisdiction may be mentioned because it was significantly different ($p < 0.05$) from one or two other jurisdictions at the other end of that continuum. If a jurisdiction's rating was significantly higher than that of at least one other jurisdiction, it is referred to as 'higher' or 'more' for that question, for the purposes of the summary profiles. Any jurisdiction so described probably did not score at a statistically significant different level to the majority of other jurisdictions.

Similarly, if a jurisdiction's rating was statistically significantly lower than at least one other jurisdiction, it is included as 'lower' in the summary profile. Again, in most cases the jurisdiction probably was not statistically different from most other jurisdictions.

The summary profiles also include results for indicators and clusters. These are results from groups of items. ‘Higher’ jurisdictions are identified where two or more individual items in the indicator or cluster fulfilled the ‘higher’ or ‘more’ criteria. Similarly, ‘lower’ jurisdictions are reported if they were statistically significantly lower than at least one jurisdiction for two or more items in that indicator or cluster.

Other issues that influence the certainty of the reported differences in these profiles include, but are not limited to, bias introduced by service provider nonparticipation (section 2.4) and by the varying proportions of next-of-kin respondents across different service types and jurisdictions (section 6.2). For these reasons, the characteristics of services described in the summary profiles should be treated with caution, and used in conjunction with other information about the quality of services.

New South Wales

New South Wales accommodation support services were characterised by:

- more encouragement for families to be involved with residents (section 4.2);
- less community participation (section 4.3);
- less choice of services and staff for consumers (section 4.4);
- fewer people able to give permission for others to open their mail (section 5.3); and
- more restricted access to personal money for service users (section 5.2).

New South Wales and South Australia had the highest proportion (35 per cent) of users of large residential services (MDS code 1.01) in the client weighted interview sample, consistent with the profile of services in these States (table 2.1). New South Wales also had the highest proportion of people with a primary disability of intellectual disability, developmental delay or specific learning disorder (71 per cent), which was in marked contrast to the corresponding figure for South Australia (49 per cent). The combination of large residential service users and primary disability types was associated with a high proportion of next-of-kin interviews (46 per cent) in the New South Wales accommodation sample (tables E.70, E.71 and E.72). One in three next-of-kin (33 per cent) in New South Wales had contact with their family member with a disability less than once month (table E.74).

New South Wales employment services were characterised by:

- more people with unmet employment needs (section 5.3); and

-
- more people who would change employment service provider if there was an alternative provider (section 5.4).

More respite users in New South Wales had unmet needs for residential accommodation and additional respite (section 5.3).

In summary, New South Wales had a distinctive profile, with residential services scoring below those in some other jurisdictions on indicators related to choice, community participation, privacy and independence.

Victoria

The results for accommodation support services in Victoria were characterised by:

- more enjoyment of accommodation services, as reported by families (section 4.1); and
- less connection with the community for service users as suggested by fewer people having friends outside the service system, fewer people being able to see family when they wished and fewer people participating in community activities such as shopping, using entertainment facilities or eating out (sections 4.2 and 4.3).

The weighted accommodation sample for the client interviews for Victoria had the highest proportion of group home residents (MDS code 1.03) (48 per cent), and one of the lowest proportions of residents of large facilities (MDS code 1.01) (12 per cent). Also distinctive were the comparatively high proportion of hostel residents (MDS code 1.02) (8 per cent) and comparatively low proportion of residents using outreach/in home support (MDS 1.05) (9 per cent).

Victorian employment services were characterised by:

- more people being happy with specific aspects of life at work as suggested by fewer people wishing to change working hours, and more people reporting their pay was fair (section 4.1);
- fewer people expressing satisfaction on broader measures such as overall satisfaction with employment service or theirs being a good place to work (section 4.1);
- fewer families concerned about too few working hours or job security (section 4.1);
- more people with extra employment support available if needed, but more people not working and looking for work (section 5.3); and

-
- fewer families saying they would change employment service provider if an alternative was available (section 5.4).

The weighted sample for Victoria had among the highest proportions of people using open employment services (MDS 5.01) (68 per cent) (table 2.1).

Victorian respite services were characterised by:

- more families saying respite was available when they needed it (section 5.1);
- fewer families saying they would change respite arrangements or service provider if an alternative was available (section 5.4); and
- fewer people with disabilities enjoying respite, as reported by families (section 4.1).

Victoria also had:

- more families satisfied with service coordination (section 5.4); and
- more people not gaining access to aids and equipment and communication assistance (section 5.2).

Victorian services were less distinctive with regard to the indicators, although Victoria has a distinctive profile by service types. Victoria achieved some of the better employment and service coordination outcomes.

Queensland

Queensland accommodation support services were characterised by:

- less enjoyment of accommodation services, as reported by people with disabilities and families (section 4.1);
- more people wishing to move out from where they live for negative reasons (section 4.1);
- more people not feeling safe using the services (section 4.1);
- more people in contact with friends outside the service system (section 4.2);
- more choice of services and staff (section 4.4);
- fewer people without the capacity to learn new skills (section 5.2); and
- more people with access to their personal money (section 5.2).

Queensland accommodation services attracted lower levels of satisfaction from families. The profile was consistent with the services performing well on the indicators related to relationships, community inclusion, choice and independence

(but not safety) and yet not attracting levels of enjoyment or satisfaction as high as those for accommodation support services in other jurisdictions.

The Queensland weighted accommodation sample for client interviews had a high proportion of users of in-home support (MDS code 1.05) (48 per cent) and low proportions of residents of large facilities (MDS 1.01) (10 per cent) and hostels (MDS (1.02) (<1 per cent). Queensland had the highest proportion of interviews conducted with people with disabilities (77 per cent), consistent with the distribution of service types. The proportion of the sample with intellectual cited as the primary disability was comparatively low (59 per cent).

Queensland employment services were characterised by:

- fewer 'very good' ratings by families (section 5.4);
- more choice for people with disabilities and families (section 4.4);
- more people wishing to work more hours (section 4.1);
- fewer people extra employment support available if needed (section 5.3);
- fewer opportunities to learn new skills (section 5.2);
- less effective communication by staff (section 5.3); and
- more families wishing to change their employment service provider (section 5.4).

The lower level of family satisfaction with employment services of families as expressed by families was consistent with performance by Queensland with the other indicators. Queensland (with Victoria) had the highest proportion (68 per cent) of open employment (MDS 5.01) users in the weighted client interview sample.

Queensland respite services were characterised by:

- fewer families reporting that respite was available when needed (section 5.1);
- more families who would have changed respite arrangements or services in an alternative had been available (section 5.4);
- more families reporting unmet needs (section 5.3);
- more people with disabilities enjoying respite, as reported by families (section 4.1); and
- better communication with staff and carers (section 5.3).

The Queensland service profile was distinctive, with a range of highs and lows on the indicators. The results for the accommodation and employment services are consistent with the mix of service types in Queensland.

Western Australia

Western Australian accommodation support services were characterised by:

- more families reporting needed supports for their family members were rarely available where the family members lived (section 5.1);
- more people participating in community activities (section 4.3);
- less encouragement for families to be involved with residents (section 4.2);
- less effective communication between staff and families (section 5.3); and
- more problems with staff changes, as reported by people with disabilities (section 5.3).

The profile of accommodation service types in Western Australia is similar to the national profile.

Western Australian employment services were characterised by:

- more people with extra employment support available if needed (section 5.3);
- more people dissatisfied with their pay (section 4.1);
- fewer people with friends among those using open employment services (section 4.3); and
- more problems with staff changes, as reported by people with disabilities (section 5.3).

The profile of employment service types in Western Australia is similar to the national profile.

Western Australian respite services were characterised by:

- more families reporting that respite was available when needed (section 5.1);
- fewer families waiting for additional services (section 5.1); and
- fewer people with disabilities enjoying respite, as reported by families (section 4.1).

Western Australian service coordination was characterised by:

- more families satisfied with service coordination (section 5.4):

-
- more staff doing what they said they would do (section 5.3);
 - fewer families wishing to change their coordinator (section 5.4); and
 - more effective communication between coordinators and families (section 5.3).

Western Australian services were made distinctive by the performance of service coordination. People with disabilities and families had differing views on the problems with changes of staff.

South Australia

South Australian accommodation services were characterised by:

- more satisfaction with the life situation at home, as reported by people with disabilities (section 4.1);
- a greater likelihood of friendships for people with disabilities (section 4.2);
- more people using community facilities (section 4.3);
- more choice about the use of weekends/evenings, but less choice of service arrangements (section 4.4);
- more effective communication between staff and people with disabilities (section 5.3);
- fewer problems with staff changing (section 5.3); and
- more people receiving mail and being able to give permission for mail and bedroom privacy (section 5.3).

South Australian accommodation services performed well on many of the indicators. The South Australian weighted client interview sample had a high proportion (38 per cent) of users of large residential services (MDS code 1.01) and a low proportion (21 per cent) of group home residents (MDS code 1.03). The proportions of hostel residents (MDS 1.02) and attendant care users (MDS 1.04) were also low (both 2 per cent). The sample for South Australia had the lowest proportions of people with a primary disability defined as intellectual (49 per cent) and physical (6 per cent), but the highest proportion of people with a sensory disability as primary (11 per cent). South Australia had the highest proportion of 'no response' (21 per cent) for the primary disability item.

South Australian employment services were characterised by:

- more satisfaction with the life situation at work, as reported by people with disabilities (section 4.1);
- fewer people wishing to change work hours (section 4.1);

-
- more opportunities to learn new skills (section 5.2); and
 - less effective communication by staff (section 5.3).

South Australia was the only major state to have over half (62 per cent) of the weighted client interview sample using supported employment services (MDS code 5.02).

Other South Australian services were characterised by:

- fewer families wishing to change respite arrangements (section 5.4);
- less effective communication by service coordinators (section 5.3); and
- less overall satisfaction with service coordination (section 5.4).

South Australian services were distinguished by a good performance by accommodation and employment services, and a comparatively poor performance by service coordination.

Tasmania

Tasmanian accommodation services were characterised by:

- more choice of service arrangements (section 4.4);
- fewer problems with staff changes (section 5.3); and
- more people being able to give permission for mail privacy (section 5.3).

Tasmanian accommodation services performed well on many of the indicators. The proportion of group home (MDS 1.03) residents in the weighted sample for the client interviews was high (50 per cent).

Tasmanian employment services were characterised by:

- fewer problems with staff changes (section 5.3); and
- more opportunities to learn new skills (section 5.2).

The Tasmanian weighted employment sample had almost equal numbers of open employment and sheltered employment service users.

Other Tasmanian services were characterised by:

- fewer problems with staff changes (section 5.3); and
- less overall satisfaction with service coordination (section 5.4).

Tasmanian services were distinguished by a comparatively good supply of accommodation services, and fewer problems with staff changing too often across all service areas. There might have been less choice of respite and employment service providers for families.

Australian Capital Territory

Australian Capital Territory accommodation services were characterised by:

- more enjoyment of accommodation services by people with disabilities, as reported by families (section 4.1);
- more community participation (section 4.3);
- less choice of service arrangements (section 4.4); and
- more problems with staff changes as reported by people with disabilities (group home residents) and families (section 5.3).

The weighted accommodation sample for the Australian Capital Territory were nearly all group home residents (MDS 1.03) (92 per cent) who were cited as having an intellectual disability as their primary disability (87 per cent).

Australian Capital Territory employment services results were characterised by:

- more problems with staff changes as reported by people with disabilities (supported employment users) and families (section 5.3);
- more people wishing to work more hours (section 4.1);
- more families looking for more job security for the family member with a disability (section 4.1); and
- less choice of employment service for people using supported employment services (section 4.4).

The samples for the client interviews and the family surveys included disproportionately high shares of people using supported employment services. Comparisons have been made with other samples of supported employment users where appropriate.

Families also reported to have more problems with staff changes for other Australian Capital Territory respite, although the sample size was small.

Australian Capital Territory services were distinguished by a good performance in terms of community participation, but problems with staff changing too often and with choice of services being restricted.

7.4 Comparative performance across jurisdictions

The above profiles allow for easy comparisons across jurisdictions for identifying potential levels of superior performance. Four significant examples are:

- the use of community and public facilities by users of accommodation services in South Australia and the Australian Capital Territory;
- the relationships and friendships enjoyed by people with disabilities in Queensland and South Australia;
- the low staff turnover in Tasmania and South Australia; and
- service coordination in Western Australia and Victoria compared with other jurisdictions.

8 Discussion and conclusions

8.1 Achievements of the survey project

The survey demonstrated that it is possible to collect nationally comparable satisfaction data for multiple service types across jurisdictions in Australia. The following observations can be made:

- there is variation in the quality of the information across service types. The information about open employment services is taken to be of good quality because there were a high proportion of direct client interviews. The information about large residential services and service coordination is of poorer quality;
- there is variation in the quality of the information by jurisdiction. The samples for the larger jurisdictions tended to be more complete than those for the smaller jurisdictions. The results based on small sample sizes should be viewed with caution; and
- most of the differences across jurisdictions were found using the items that provide numerical counts of the proportions of service users achieving outcomes, rather than using satisfaction ratings.

Areas of superior performance by jurisdictions

The survey identified four areas of superior performance by jurisdictions:

- use of community and public facilities by more users of accommodation support services in South Australia and the Australian Capital Territory (however, as discussed above, data for the Australian Capital Territory may be less reliable);
- relationships and friendships enjoyed by people with disabilities in Queensland and South Australia;
- low staff turnover in South Australia and Tasmania (however, as discussed above, data for Tasmania may be less reliable); and
- service coordination in Western Australia.

Comparisons across service types

The survey also allowed for the following large scale comparisons for the first time in Australia of the outcomes achieved by different service types:

- within accommodation support services, comparisons across large residential services, group homes and visiting accommodation support services (section 7.2); and
- within employment services, comparisons between open employment and supported employment services (section 7.2).

With regard to accommodation support services, no one service type performed better across all the indicators. Group homes had better outcomes than those of large residential services, but had more in common with other residential services than with the visiting accommodation support services. Some visiting accommodation support services were linked with more choices and community inclusion for consumers, but families are more likely to be waiting for more services.

Concerning employment services, open employment was linked with more choices around the work situation and more community inclusion, than was supported employment. Open employment services were also linked with more people who were not actually working, with people wanting to work more hours, and with more family concerns about job security.

Information about next-of-kin as survey respondents

The results show that the responses of respondents other than the person with a disability (usually a relative — table A.19) were different from those of client respondents on some items. Respondents other than clients particularly tended to have higher proportions of unclear/no response codes with items that related to client preferences or unseen behaviours (section 6.2).

The survey also provided data on the varying proportions of respondents other than clients — by service type and the level of contact with the services — that may be expected when using this survey method. Such information informs questions about the validity of next-of-kin responses, and will be important in the design of future surveys.

Information about the perceived unmet needs of families of existing service users

As well as providing good information about the quality of respite, accommodation support services and employment services, the family survey provided national information on access to services (perceived unmet need) among existing service users (section 5.1). The highest levels of perceived unmet need were found among families who were already using respite and visiting accommodation services; over 27 per cent of families already using respite services were waiting for residential accommodation. The highest proportions of families with perceived unmet needs were those whose family members with a disability was a young adult (section 5.1).

8.2 Uses for the survey information

Some information from the survey was published in the *Report on Government Services 2000*. Other possible uses for the information include:

- jurisdictions using the comparisons across jurisdictions to inform potential performance standards and areas of priority for service improvement;
- using the comparisons of outcomes from different service types to assist policy development for accommodation support and employment services;
- jurisdictions using the data on perceived unmet need of existing service users to inform policy and funding allocations;
- service providers comparing similar service types to inform potential performance standards and areas of priority for improvement; and
- systemic advocacy groups identifying areas of perceived unmet need.

8.3 Uses for the survey instruments

The survey instruments have the potential to be re-used by jurisdictions and service providers to determine performance against the present dataset. Use of the survey instruments may enable some jurisdictions to meet their local reporting requirements concerning service effectiveness.

A second use for the instruments follows from more closely linking the instruments to the Disability Services Standards. This would provide a method for service providers and jurisdictions to quantify performance against some, if not all, of the Disability Services Standards. The modified survey instruments could provide an

ideal tool for service providers to use to fulfil any annual obligations to self assess against the standards.

8.4 Conclusion

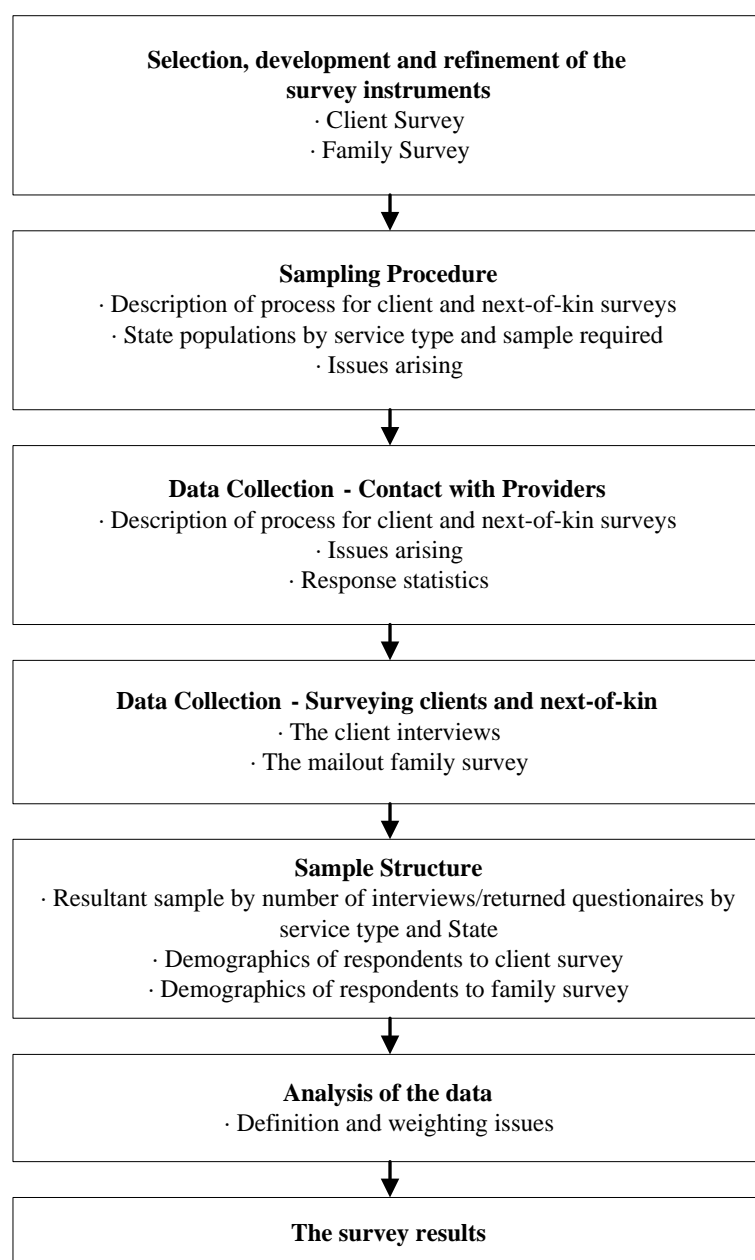
The national survey project achieved its main aim of providing nationally comparable satisfaction data across the target service types, subject to some limitations. The Review of Government Services has already published selected results.

Much has been learned in the development of the survey method, and more complete results could be expected if the survey is repeated. This chapter has foreshadowed possible uses for the information now available. The challenge is now with the various jurisdictions and their funded organisations to gain additional value from the survey.

A Survey method

The flow chart in figure A.1 summarises the major stages of the survey method.

Figure A.1 **Overview of the survey method**



A.1 Survey instruments

Origins of the instruments in the Core Indicators Project

The starting point for the development of the survey instruments was the Core Indicators Project (CIP) (HSRI 1998). This project is managed by the Center on Managed Long Term Supports for People with Disabilities on behalf of the National Association of State Directors of Developmental Disability Service in the United States. The Center is located at the Human Services Research Institute.

The aim of the CIP is to identify and rigorously test performance and outcome indicators that will enable state developmental disability authorities (SDDAs) in the United States to benchmark their service system's performance against the results being achieved elsewhere. SDDAs had identified a need for reliable, meaningful indicators of a system level performance to assist them in targeting potential areas for service system improvement activities, as well as to provide a point of reference for more detailed performance tracking systems that they operate or are developing within their own borders. By developing and testing national performance indicators that cut across state lines, the goal of the CIP is to establish reliable yardsticks that will provide individual SDDAs with meaningful benchmarks against which they can judge the performance of their systems.

The aims of the CIP are broader than those of the survey, although they apply to developmental disability services only. Underpinning the CIP has been the development of candidate indicators which the participant states regard as important for gauging system performance across for four broad 'domains': consumer outcomes, system performance, provider performance and health, welfare and consumer rights.

The survey focussed on consumer outcomes only, so just some of the CIP measurement tools were relevant, specifically:

- the candidate indicators;
- the pre-survey form;
- the consumer survey; and
- the family survey.

The candidate indicators are a series of 61 performance and outcome indicators grouped into four domains; consumer outcomes, system provider performance, health welfare and consumer rights. The indicators have much in common with the Disability Services Standards in use in Australia. Each domain has a number of

subdomains or concerns, which typically contain four or five indicators. In the consumer outcomes domain for example, the subdomain relationships is concerned that ‘people gain and maintain friendships and relationships’. Four indicators related to this concern are:

1. proportion of people who report having friends and caring relationships with people other than those in the service system (for example, paid staff, co-workers in segregated settings, and room mates with disabilities);
2. proportion of people who report having someone they can talk to about private matters;
3. proportion of people who are able to see their families and friends when they want to; and
4. proportion of people reporting feeling lonely.

Questions on the CIP consumer interview are designed to measure the individual indicators concerned with relationships.

The pre-survey form is designed to provide the interviewer with essential information about the respondent contact details — that is, the services used by the person and other information to enable interviews with people with disabilities to be more effective. The form can also record consent details. The CIP found that completion of pre-survey forms is an essential stage of the survey process.

The CIP consumer survey available at that stage could be done as a series of face to face (or telephone) interviews with different respondents. It was divided into four sections:

1. questions to ask the individual receiving services and supports. (If the individual was unavailable to respond, this section was not completed);
2. questions to ask either the individual or a person who advocates for the individual (not to be completed by a service agency staff member);
3. questions to ask either the individual or a person who knows the individual (including service agency staff); and
4. questions to ask the case manager or an other agency staff person who can directly check records (questions relating to use of services — for example, medical and dental examinations; which would be recorded in case notes).

The questions on the CIP consumer survey are appropriately constructed for people with developmental disabilities and to have good inter-rater reliability.

The CIP family survey is a brief survey (15 tickbox items in addition to demographic details) that covers four key areas of services as experienced by

families. Families using more than one service type are not required to indicate the particular services to which they refer in their responses.

The following tasks involved adapting these instruments for the survey:

- selecting the indicators of interest to the survey (appendix D). The agreed indicators show the emphasis on consumer outcomes and overall measures of satisfaction in the survey, compared with the CIP candidate indicators;
- ensuring the interview would address questions that the Disability Services Working Group wished to answer. That is, ensuring the indicators were acceptable to the Working Group. This issue involved determining how to collect information that would assist with service improvement;
- ensuring the language of the interview was suitable for the target respondents. That is, ensuring the language did not include distinctly American wording, and was acceptable to all consumers from the defined service types;
- enabling interviewers to identify early those respondents who would be unable to complete the interview reliably;
- reviewing new material about the performance of the CIP consumer survey as it became available from the Human Services Research Institute, and including this as appropriate;
- adapting the family survey so responses from multiple service users could be linked to particular service types; and
- conducting pilot studies. Both the consumer interview and family survey were adapted first through individual ‘think aloud’ interviews, then through extensive pilot testing. More details are provided in E-QUAL and Donovan Research (1999).

Indicators for the survey

The indicators for the survey agreed to by with Disability Services Working Group are given in appendix D. The agreed indicators show the survey’s emphasis on consumer outcomes and overall measures of satisfaction in the survey, when compared to the CIP candidate indicators.

Pilot studies

The version of the consumer interview used during the pilot study was developed through a combination of initial re-drafting of the CIP consumer interview and individual ‘think aloud’ interviews with 10 people with disabilities. The pilot study

was conducted with 40 people with disabilities (or family/next-of-kin representatives). More details are provided in E-QUAL and Donovan Research (1999).

The changes to the consumer interview cited below were made in response to information gained through the pilot study, additional material from the Human Services Research Institute, and feedback from members of the Disability Services Working Group.

For the family survey, the initial re-drafting was much more extensive so as to accommodate the need to link responses to particular service types. As with the consumer interview its development involved a combination of ‘think aloud’ interviews and instrument testing (with 200 family members). A later draft was tested with another 20 families. More details are provided in E-QUAL and Donovan Research (1999).

Improvements to the consumer interview

Prior to the consumer interview being used in the field, a number of improvements were made.

- The acquiescence scale introduced at the start of the interview was deleted, and consistency questions improved.
- The opening questions in some sections — for example, section D ‘Work’ and section E ‘Service coordination’ were clarified.
- Overall satisfaction questions with a three-point scale and an open-ended follow-up question were introduced for those who expressed dissatisfaction. Responses to the open-ended question could be sorted into one or more of eight categories or ‘Other’.
- The use of a ‘happy faces’ scale in face to face interviews to assist selected people with disabilities was no longer promoted to interviewers.
- A new response category of ‘not applicable’ was introduced for some questions as an appropriate response for some people with disabilities who were considered to be not aware enough for selected interview questions to apply. The response category was most frequently used in interviews with family members/next-of-kin.

The consumer interview as used in the field is reproduced in appendix B.

Improvements to the family survey

Prior to the family survey being used in the field, a number of improvements were made:

- the one-page introduction was changed (to also apply to people with disabilities who organise services themselves) and simplified;
- section A, ‘background information’ was simplified;
- the response format on some questions was changed from the frequency ratings characteristic of the CIP to two-or three-point yes/no ratings. Most questions retained the CIP format;
- overall satisfaction questions, with an open-ended follow-up question asking for suggestions for service improvement, were added to the end of each section;
- routing instructions between sections were clarified, and the section names and their introductions were changed to help respondents complete sections appropriate to them. For example, prominence was given to sheltered workshops being included in employment services, and the section on accommodation support services was re-labelled ‘residential and home-support services’; and
- different versions of the survey were produced for each State and Territory to enable clearer labelling of section B that was concerned with case management/service coordination. The version for South Australia for example, labelled section B as a ‘options coordinator and options manager’ consistent with the staff designations in that State.

The family survey as used in the field in South Australia is reproduced in appendix B.

A.2 Sample specifications

Sample size

The total sample size for both the client and family surveys was derived by calculating the sample size required within each State and Territory for each service category to give a specified desired level of accuracy. These were:

- Client survey:
 - A maximum margin of error of ± 6 per cent on survey responses was the target for:

-
- ... total accommodation services (MDS codes 1.01–1.07) in each jurisdiction; and
 - ... total employment services (MDS codes 5.01 and 5.02) in each jurisdiction.
 - A maximum margin of error of ± 8 per cent on survey responses within each jurisdiction was the target for:
 - ... large residential/hostels (MDS codes 1.01 and 1.02);
 - ... other accommodation services (MDS codes 1.03–1.07);
 - ... open employment (MDS code 5.01); and
 - ... supported employment (MDS code 5.02).
 - Family survey
 - A maximum margin of error of ± 6 per cent on survey responses was the target for:
 - ... total respite services (MDS codes 4.01–4.04) in each jurisdiction; and
 - ... total case management/brokerage services (MDS codes 2.07 and 2.10) in each jurisdiction.

The sample size required to provide a certain level of accuracy, varies with the population size. Table 2.1 in chapter 2 details the population sizes that were estimated to be an accurate representation of the number of clients aged 18 or over for each service category, and thus the sample sizes desired for the required level of accuracy. These figures are based on the 1998 minimum dataset of clients of employment services as provided to the consultants by each jurisdiction. They were modified in the light of experience in the field (that is, finding agencies that no longer provide the service, those who provide the services to clients aged under 18 years, and those that have a different number of active clients from the number specified in the database).

During the process of contacting selected providers, it became apparent that some providers counted within a certain MDS code either:

- no longer provided that service; or
- provided the service either entirely or primarily to clients aged under 18 years. (which mainly affected the estimate of clients of respite services); or
- did not have as many clients as stated on the data from the jurisdictions. Many providers had fewer clients than indicated by the data supplied, but it was only an issue when the provider had been asked to sample more than, or a substantial proportion of, their total client base.

These factors were considered, and the client population numbers for the various MDS codes were revised, as were the sample sizes required to give the desired level of accuracy.

Extent of oversampling

The sum of the sample sizes detailed in table 2.1 is greater than the total number of interviews that were to be undertaken because it was assumed there would be a degree of overlap — that is, clients who are using more than one service and therefore ‘counting’ within two samples. However, the consultants also needed to oversample and allow for refusals (either by the client or the provider) and/or nonavailability of the client. Thus in the pilot study, the consultants requested another 33 per cent of client names in addition to the final sample required. This was increased to an additional 40 per cent for the survey proper, so the small percentage of providers who proved slow to return the necessary documentation could be dropped from the survey (rather than hold up the survey).

A pilot of the sampling method and initial response/agreement to participation was undertaken in Victoria but the survey proper began before the initial contact with providers had been completed. There was therefore no measure of the extent to which providers would fail to complete the tasks in time, and thus whether this allowance was sufficient. As discussed in later sections, 40 per cent oversampling proved to be insufficient to allow for the rate of refusal or the extent to which providers did not complete their survey tasks on time.

Sampling procedure

The sampling procedure for both client and next-of-kin surveys was fundamentally the same — a two stage process of first sampling the provider (undertaken by the consultant as described below) and then sampling clients.

Sampling of providers

Different sampling approaches were investigated during the pilot process, and these are discussed in E-QUAL and Donovan Research (1999), as is the rationale for the following selected sampling procedure.

1. Calculate the necessary sample size to achieve the desired level of accuracy (section 2.2).

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2. Where a service category constitutes more than one MDS code (all but employment), calculate the proportion of clients in each MDS code and derive the sample size for that MDS code.
 3. Split the database by MDS code. Within each, split service outlets into government and non-government agencies, and rank them by size. Calculate the proportion of clients receiving government/non-government services, and derive the sample size required. (This step is not necessary with employment services.)
 4. If any service outlet represents more than 20 per cent of the clients in their subsample (MDS code; government/non-government), automatically include them and sample them in proportion to their contribution to that subsample.
 5. Order government outlets by region (where appropriate) and conduct sampling by outlet within regions to ensure regional representation. Within each region, include every eighth outlet as a default (increasing up to every second if there are only a few service outlets).
 6. Divide the number of government clients by the sample required, and select every *n*th client to give that sample.
 7. Again as a default, select every eighth non-government service outlet (increasing up to every second if there are only a few service outlets).
 8. Divide the sum of the clients at those selected non-government outlets by the sample required, and select every *n*th client.

Notes

1. For multiple service outlets with small client numbers in each (for example, group homes) these were aggregated to provider level and provider selection was done at that level. The data for the selected providers were then disaggregated, and every third outlet (or the number of outlets that resulted from an average of three interviews at each, whichever is the lesser) was selected.
2. Division of the number of clients into the sample required generally resulted in fractions, of which a number were then rounded down to zero. These outlets were then removed. If this resulted in the sum of the sample being less than the total required, an additional interview was allocated to another comparable small service outlet (to compensate for the small service outlet 'lost').
3. Where only one interview at a service outlet was selected, this was rolled into an equivalent sized outlet in the same MDS code, so all outlets were being contacted to provide at least two names.
4. For the client interviews, the resulting sample was then sent to the field agency to ascertain whether any very remote locations had been selected for just two or

three interviews. In an ideal world the extremely remote locations would be included, but the costs of doing so were not feasible unless a number of interviews were to be conducted in each location. As a rule, it was decided that round trips of 200 kilometres or more required at least three interviews to be affordable. Across the whole of the sample, only six outlets were thus required to be replaced.

Sampling of clients

Providers were asked to sample a specified number of clients, but the lack of centrally held client details meant the consultants could not randomly select individual clients. Providers were thus asked to use a random process to select the clients to be included (appendix B).

There was no alternative to this process (except for an individual to select clients from each outlet's records) yet selection of respondent by outlet opens the possibility of bias, in that service providers could have selected individuals they believed would be more positive about the services (or not selected those with whom there had been issues). However, outlets were also 'rated' by clients who were included in the survey via being a client of another outlet. An accommodation service provider, for example, may have chosen to omit a certain client from the selection, but that client may still have been included in the survey via their employment provider.

Issues arising during the sampling procedure

Need for additional providers over the number estimated, were required

The pilot study of the sampling procedure in Victoria had included approximately 180 individual outlets, which, if replicated nationally, were deemed to be an unmanageable number of contacts to be made within the time available for the survey. Thus the default interval at which a provider was selected was dropped from every fifth to every eighth as mentioned above. The number of outlets to be included in each jurisdiction was thus anticipated to be as follows:

- 100–110 in New South Wales;
- 179 in Victoria;
- 70–80 in Queensland;
- 60–70 in Western Australia;
- 80 in South Australia;

-
- 30 in Tasmania;
 - 15 in Australian Capital Territory;
 - 20 in the Northern Territory; and
 - 554–584 in total.

However, when the every eighth provider rule was actually implemented, it resulted in a sample that was too clustered in all but the New South Wales and Queensland. In other words, a large number of the clients of any service category in six of the eight jurisdictions would have been derived from just a few providers. This had implications for:

- the quality of the data collected, specifically the risk of not properly representing the sector and collecting biased data;
- the amount of work required of those providers selected in contacting clients/next-of-kin and completing the pre-survey forms (in the instance of the client survey).

An upper limit (30) was placed on the number of clients that would usually be taken from an outlet. However, in jurisdictions where one or two organisations dominated a service category (such as respite or case management), the limit was increased to over 30 clients.

Thus the number of outlets contacted per State and Territory in the first instance was significantly higher than the estimate. In total, 649 outlets contacted were initially contacted:

- 120 in New South Wales;
- 179 in Victoria;
- 98 in Queensland;
- 80 in Western Australia;
- 80 in South Australia;
- 45 in Tasmania;
- 41 in the Australian Capital Territory; and
- 31 in the Northern Territory.

Replacement of nonparticipating providers

The above lists reflects the number of providers initially contacted. A significant number of providers declined the opportunity to participate for reasons discussed

below. This led to the issue of how to replace those that declined. The approach taken was to replace the outlet with the next largest provider within that service category of the same passed if it belonged to a provider who had already agreed and had given agreement for other outlets within their organisation to participate, and the next was taken. This decision was made for the following reasons:

- concern for data quality, with the danger of overrepresenting more amenable providers in the final sample; and
- the difficulty (and inherent ‘unfairness’) of returning to a provider and asking them to repeat or amend work they had already done (for example work contacting staff at outlets and selecting clients, or next-of-kin).

An additional 135 providers were contacted to replace providers that were unable to or unwilling to participate, making the total number of outlets included in the survey 784. This was 38 per cent higher than the consultants had deemed manageable to contact and coordinate following the pilot survey.

A.3 Data collection procedure

Contact procedure with providers

Having selected a random sample of providers, the contact procedure, and collection of client/next-of-kin details was as follows.

1. Prior to contact by the consultants, all providers in the service categories covered by the survey were sent a letter from their funder agency introducing the survey and explaining its purpose.
2. A letter was sent from the consultants to each selected provider. This letter described the nature of the survey and outlined their involvement. It was accompanied by an information sheet about the survey (prepared by the Productivity Commission), a reference sheet containing definitions of the services covered under each of the MDS codes, and instructions on how to undertake the sampling.
 - (a) In the case of employment services, this was sent to the named contact at the outlet selected. The letter included details of the number of clients to be interviewed at that outlet.
 - (b) In the case of other non-government services, contact was made at the agency level. The letter gave details of the outlets to be included, the MDS codes of the services to be included, and the number of clients to be interviewed or next-of-kin names to be provided (in the case of respite and

-
- case management services). In smaller agencies with one or two outlets, the initial contact person would generally remain as the contact; in larger organisations further contact needed to be made at the outlet level. In some very large organisations the provider decided to coordinate the sampling across the outlets, but this was rare.
- (c) For government services, contact was made first with the head of the particular service (in the case of South Australia for example) or with the regional manager. In most instances, contact was then required with the individual outlets. Sometimes contact was also required with an intermediate area manager before the outlet could be contacted.
 - (d) The planned simplification of the contact procedures with the government sector proposed after the pilot study (that is, that just one or two contact persons be nominated) did not materialise to a significant degree in any jurisdiction except Western Australia. In that State, the Disability Services Commission coordinated contact for all accommodation, respite and service coordination services through three central points. This greatly minimised the time required both in contacting the necessary staff members, explaining and arranging their involvement and in making follow-up contact. In addition, it meant all data from Commission arrived in just three electronic files, again greatly assisting in the smooth and timely running of the survey and minimising the potential for error.
3. About one week after dispatch of the letter, the provider was telephoned. If the provider agreed to participate on behalf of the organisation, an appropriate contact person with whom to arrange sampling of clients and other details was identified. This person was then contacted. The sampling process was explained for client interviews and the manner in which the clients would be approached was ascertained (that is, whether clients or next-of-kin would be sent a letter about the survey, or whether consent would be collected verbally).
 4. The provider was then sent a Provider Pack. These packs contained the instructions and paperwork required for the rest of the provider's involvement in the survey, and included:
 - (a) detailed instructions of the tasks the provider needed to undertake. These included the dates by which letters were to be mailed out and either the pre-survey forms or the lists of next-of-kin returned to the consultants;
 - (b) a pro forma of an appropriate advance letter for the provider to copy onto their letterhead and send out to selected clients/next-of-kin. Two were provided, with one to be used when the person being contacted (next-of-kin or client) could give permission for themselves, a second to be sent to next-of-kin where their permission was required for the client's participation. The

format in which next-of-kin details should be returned was also specified, and an EXCEL file of the desired format was made available for providers to use if they preferred;

- (c) stamps to cover mailing costs of letters;
- (d) a postcard which the provider was asked to complete and return to Donovan Research once they had sent out the advance letters or verbally requested that their clients take part;
- (e) for those from whom clients were being sampled, sufficient pre-survey forms for completion (one for each client);
- (f) where clients were not being sampled (respite and service coordination) a list detailing information required about next-of-kin; and
- (g) a reply paid envelope.

Copies of these materials can be found in appendix B.

5. Providers were then recontacted if they did not return the pre-survey form with details for client interviews, or name and address details for selected next-of-kin, within the required time frame. Initially, two weeks grace was allowed, but this was shortened to one week as time became more critical. For providers who were included in the survey late (as replacements for other organisations that had dropped out), telephone contact followed the mailing out of the provider pack to ensure the provider had received the pack, read it and could complete the tasks in the nominated time.

Provider sampling of clients/next-of-kin

Privacy legislation meant that providers could release only the names of clients and their families who had at least provided passive consent. Thus the provider had to undertake sampling and the initial contact with clients/next-of-kin.

Providers were given detailed instructions (appendix B) on how to undertake the sampling, both in terms of the restrictions that should apply (only participants over 18, who had used the service in past 12 months; and for the family survey, how to hold details of a 'next-of-kin') and also how to randomly select clients. Few providers appeared to have difficulties following or implementing these instructions, and the main problem was that providers had insufficient names (that is, less than requested) once the above limitations had applied.

Contact with clients/next-of-kin

Making initial contact

Having sampled the required number of clients, the provider sent out the advance letter. For the client survey, the letter was sent to either the client or their next-of-kin according to whom the provider usually sent correspondence relating to the services received by the client. Thus, where the client was the appropriate contact, they were sent the advance letter; where the client was not usually sent mail, the next-of-kin was sent the advance letter.

For the family survey the letter was sent to the nominated next-of-kin (except where a couple of agencies in South Australia felt that it was insulting to their client for their next-of-kin to fill in the survey and thus sent the letter, and subsequently the survey, straight to the client).

The advance letter (appendix B), informed the client/next-of-kin of the survey and its purpose and indicated that they might be contacted. Extra letters were sent to allow for refusals, incorrect contact details and so on, so an interview did not necessarily occur or a survey form was not necessarily sent to each person contacted.

The letter explained the purpose of the survey and the role of the client/next-of-kin. It provided the reassurance that participation was not compulsory and whom to contact (the provider) if the client/next-of-kin did not wish to participate.

Passive consent was assumed, so if there was no reply (or an affirmative reply was received), the provider filled in the pre-survey forms (in the case of client interviews) and provided a list of names and addresses for next-of-kin to be included in the family survey. These were returned to Donovan Research. Providers were asked to allow two weeks between mailing out the advance letters and sending the details back to Donovan Research to allow clients and their families time to refuse participation.

Arranging client interviews

Details for client interviews were then passed to the field work agency who followed the instructions for contact with client or next-of-kin as given on that relevant pre-survey forms. However, given the desire to include as many clients as possible in the client survey (rather than have their next-of-kin speak on their behalf) a further check on the details was made as part of arranging the interview. When a next-of-kin was nominated for interview on the pre-survey form, the

interviewer checked the ability of the client to contribute to the survey with the next-of-kin and asked whether a telephone or personal interview would be preferred (in cases where a telephone interview had been nominated).

The interviewer arranged a mutually convenient day and time for the interview. Telephone interviewing was all done from a central Computer Aided Telephone Interviewing (CATI) unit in Melbourne. The pre-survey form details for personal interviews were sent to the relevant jurisdictions. Details regarding the client interviews — in terms of who completed the survey and whether it was undertaken by telephone or a face to face interview — can be found in chapter 2.

Arranging the family survey

Details of family members receiving case management and/or respite services, and any next-of-kin data given on the pre-survey forms were entered into a database for later mailout of the family surveys. It was easier to mail all surveys in any State or Territory together, so in some instances there was a lag of two to three months between the advance letter from the provider and the arrival of the questionnaire. This did not appear to affect response rates because the lag would have been most severe in Victoria, yet this State achieved the highest response rate to the family survey.

The family survey (a 16 page self completion form), was mailed out to the nominated next-of-kin along with:

- a cover letter from the consultants providing details on completing the form, assuring confidentiality and explaining the purpose of the identifier number on the front. This letter also drew attention to the 1800 helpline which could be called if the respondent had a query;
- a precis of the content of the cover letter in 16 languages, alerting the respondent to the Translator and Interpreter Service through which the questionnaire could be read to them in their own language; and
- a reply paid envelope for return of the questionnaire to the consultants. Respondents not returning their questionnaire with two weeks were sent a reminder postcard. A second reminder was sent one and a half weeks later.

When calls were made to providers to follow up non-returned lists of next-of-kin, in many instances the provider had not started on the survey process (that is, had not yet sampled their clients, nor sent out the advance letters). The time available for the survey made it impossible for that procedure to then be followed, so an alternative was put in place. Providers were sent sufficient questionnaires and other materials (envelopes etc.) for the number of surveys required from their

organisation, and asked to place their own 'advance' letter (suitably modified) in the packs, address the envelopes and send out the surveys directly. They were also provided with sufficient reminder cards to post one card to each respondent.

Forty providers were to contact a total of 789 clients by this means. Based on the response statistics, it would appear that 27 of the 40 sent out the questionnaires because no surveys were returned from 13 of the providers. Among those who did send them out (as evidenced by the return of some forms) the response rate was lower than that across the survey as a whole (at 44 per cent).

Issues arising from contact with providers

Contact with providers proved one of the most problematic elements of the survey, largely due to the sheer numbers of providers involved and the extent to which they operate under different models (thus the difficulties of imposing a standard sampling procedure).

The problems largely fell into three areas:

- difficulty in making and maintaining contact with the nominated person. A number of individuals were difficult to contact and required frequent attempts. This was particularly true in government services;
- refusal to participate in the survey; and
- failure to complete the elements of the survey process, either on time or at all.

Difficulty in making and maintaining contact

This largely reflected the business of people in the sector and also the high proportion who work part time. There were often also problems with staff leaving or going on holiday or sick leave or being transferred during the survey process without leaving any information for other staff about the survey. This generally meant the process had to be repeated (that is a second provider pack had to be sent, and the new contact had to be talked through the sampling etc.). Towards the end of the fieldwork period, this became a considerable problem because the lag time between the initial contact with the provider and the receipt of client/next-of-kin details, the client data would not be received in time. (The intended time was three to four weeks, allowing a week to sample and send out letters, two weeks for reply and a few more days to return details).

Nonparticipation by providers

Service providers who declined the offer to participate in the survey was a significant problem. It was most marked in employment services where a number of providers had recent or upcoming experience with the Commonwealth Disability Services Standards assessments. However, providers in all services declined primarily because they had recently undertaken other surveys and because they had insufficient resources available to undertake the administration for such surveys. The existing surveys were both internal organisation specific surveys, surveys being conducted by universities and other public bodies. In two jurisdictions, the relevant government department was conducting a survey at the same time as the present survey.

The problem of excessive surveying was exacerbated by the limited feedback from any previous surveys.¹ Providers felt they regularly filled in forms but then received no information about either their business or the sector as a whole in return.

The interlinked problems of excessive surveys and insufficient resources were the most common, but other reasons for refusal were:

- having no clients who were eligible (for example, holding few next-of-kin details, having clients who unable to participate, or few clients aged over 18 years);
- concern about the appropriateness of next-of-kin answering on behalf of the client (in situations where client was unable to communicate well enough);
- concerns about the nature of the questionnaire;
- concerns about privacy; and
- a union ban on undertaking assessments in group homes in New South Wales.

Failure to complete tasks

Both surveys, particularly the client survey, imposed a fairly heavy demand on providers in the sampling, the compiling and mailing of the advance letter answering of queries. For the client survey, providers had the additional task of filling in the pre-survey forms.

¹ This has been noted by the Disability Services Working Group, and there will be feedback to providers about this survey.

A large proportion of providers eventually completed the tasks set (section 2.4), but only about one third of all providers did so in the time requested. A considerable number of telephone reminders were thus required.

These often unearthed other problems:

- providers only fully appreciated the amount of work when the pre-survey forms arrived;
- changes in personnel meant no one knew about the survey;
- changes/reductions in personnel meant providers who had initially felt they would be able to complete the survey no longer had the resources; and
- providers failed to open the package when it arrived or forgot about it, or did not read the timelines by which tasks needed to be completed.

However, with the exception of the timelines, most providers followed the instructions correctly, and the only notable issues were that:

- three organisations sent the pre-survey forms to the next-of-kin to complete; and
- when some interviews were undertaken, a number of clients and next-of-kin said they knew nothing about the survey, suggesting that providers had not sent them the advance letter. However, in many cases, the client/next-of-kin may have simply forgotten.

Response statistics

Provider response statistics

Table 2.2 in chapter 2 details provider responses to the request to participate in each of the eight jurisdictions. It includes the total number of organisations² and outlets (based on the data received from the jurisdictions), the number of organisations and outlets contacted during the survey process, the outcome of those contacts, and the percentage of all outlets who were contacted.

The outcomes are divided into:

- those outlets that declined the offer to participate because other surveys were taking place, or for other reasons, as a percentage of all those contacted;
- those that had to be removed from the survey because their clients were aged under 18 years or, on rare occasions, because they held no next-of-kin data;

² A government department counts as one organisation only.

-
- those that agreed to participate but did not send back pre-survey forms or next-of-kin data;
 - those that agreed to participate and sent out the family questionnaire;
 - those that participated but could provide only a proportion of the names required (70 per cent was chosen as the proportion needed to fulfil the sample size, remembering that oversampling of around 40 per cent occurred); and
 - those that were able to provide the required number of names, as a percentage of all those contacted.

Across Australia as a whole, the results by these various categories were as follows:

- forty-two per cent of all organisations were contacted, with one in five of all outlets contacted;
- twenty per cent of outlets contacted declined the offer to participate (15 per cent when first contacted and 5 per cent after they had received their provider packs). This level of nonparticipation, which was higher than anticipated, was a potential area of bias, in that particularly busy providers may not have been included (because time was a major reason for refusal). However it may also provide a level of ‘control’, guarding against the inclusion of those that have been most heavily surveyed previously (because this was the *single most common reason* for nonparticipation);
- a further 5 per cent agreed to participate but never completed their tasks;
- just 2 per cent were removed because their clients were aged under 18 years; and
- just under 65 per cent of outlets contacted provided client and/or next-of-kin details for the survey, with over half of all outlets contacted (54 per cent) providing at least 70 per cent of the names requested.

By jurisdiction, virtually all outlets in the Northern Territory and the Australian Capital Territory were contacted, with the proportion falling to 14–15 per cent in the largest two jurisdictions. South Australia, Western Australia and Victoria had the highest proportion of outlets who participated and provided at least 70 per cent of names requested (about two thirds in each jurisdiction).

The Northern Territory, Tasmania and the Australian Capital Territory had higher levels of provider nonparticipation (which was greater with employment services in all three jurisdictions). Five of the 12 employment service outlets contacted provided some client details in the Australian Capital Territory, as did five of the 20 contacted in Tasmania. None of the nine outlets contacted in the Northern Territory were able to provide client details.

Information for these three jurisdictions is likely to be less representative than that for the other jurisdictions; that is, there is a greater risk that the reported results do not accurately reflect the situation within the jurisdiction. Based on provider nonparticipation alone, the same point could be made (that is, the extent to which results accurately reflect the situation) about employment services. However, nonparticipation rates and nonresponse rates are not the only factors influencing reliability, and these factors are mitigated in the case of employment providers by the fact that a greater proportion of clients rather than next-of-kin answered the survey (87 per cent compared with 64 per cent for accommodation services).

Provider return of pre-survey forms/next-of-kin details

The second element of provider ‘response’ relates to the extent to which the anticipated number of pre-survey forms and next-of-kin details were provided.

Pre-survey forms

A total of 4123 forms were sent (an average of just over ten per outlet), of which:

- 2847 (69 per cent) were returned completed;
- 361 (8.8 per cent) were not returned or were returned blank because the provider had decided against participating at a later date;
- 604 (14.6 per cent) were forms unused by outlets as a result of client nonparticipation (or nonparticipation of next-of-kin on their behalf) or of having insufficient eligible clients to fulfil the quota requested; and
- 311 (7.5 per cent) had not been returned at the point at which the fieldwork was finalised (despite reminder calls to the provider).

A return rate of 69 per cent means that 31 per cent were not returned, which introduces another possibility of bias — that is, that outlets returning the forms were in some way ‘different’ from those that did not. However, a response rate of 69 per cent is a good rate for most surveys, so the potential for bias is likely to be lower than is generally the case.

By jurisdiction, the responses were as outlined in table A.1.

Table A.1 Outcomes of pre-survey forms mailed to providers by jurisdiction (per cent)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
Returned	68	67	67	81	75	67	62	41
Not completed because provider later refused	8	14	5	2	2	19	10	34
Not completed because not enough clients/clients refused	11	12	20	16	18	11	22	7
Never returned	14	7	9	1	5	4	6	19

Western Australia had the highest achievement of completed pre survey forms from providers agreeing to participate (81 per cent), reflecting a low rate of subsequent nonparticipation by providers (that is, nonparticipation after initially agreeing and receiving a provider pack) and of outstanding forms. Only 41 per cent of pre-survey forms sent to providers in Northern Territory were returned completed. One third were lost as a result of later withdrawal by providers, and almost one in five remained outstanding at the end of the survey. Therefore, the representativeness of data from the Northern Territory is likely to be lower than that from the other jurisdictions.

In general the pre-survey forms were well filled in and proved invaluable to the interviewers when arranging the surveys. But the following problem did arise.

1. Providers often identified the MDS code of their service differently from that on the database provided. Most commonly, there were variations between the database and the provider in assigning MDS codes 1.01 (large institutions), 1.02 (hostels) and 1.03 (group homes). In addition, employment services described as MDS code 5.01 (open employment) or MDS code 5.02 (supported employment) were sometimes described by the provider as MDS code 5.03 (both open and supported). The first 1000 returned surveys were examined to see whether common patterns could be distinguished and whether, in general, judgments could be made about whether to use the database definition or that given by the provider. It was recognised that in a few instances, a client who had been in an institution or large residential accommodation might now be in a group home provided by the same organisation. However, the extent to which providers were not always familiar with the MDS classification system (apparent both from the initial telephone contact and on the pre-survey forms) favoured retaining the classification given on the database. This was therefore adopted unless the respondent indicated within the interview that their place of accommodation or employment had changed (at Q10a and b and Q36b and c). (appendix C).
2. A number of providers did not have accurate or current contact details for next-of-kin and/or clients, as many of the names given proved uncontactable.

Next-of-kin details

The total number of next-of-kin details required to provide the six per cent margin of error in each jurisdiction for the respite and case management services (net of nonparticipants and the removal of providers that had only clients aged under 18 years) was 3944. This was based on an assumed 50 per cent overlap (that is, that half of those receiving each of the two services would also receive the other) and a 55 per cent response rate (except for next-of-kin of those in accommodation services, for whom a 45 per cent response was assumed).

A questionnaire was sent to 2948 families receiving either respite or case management (75 per cent of the number required). Slightly more names were received, but some proved to be duplicates and a few providers nominated the public guardian as the next-of-kin. Questionnaires were also sent to families receiving accommodation and employment services.

The reasons for the shortfall between the number requested and that achieved were similar to those affecting the client survey:

- some providers had an insufficient number of eligible clients for whom they could provide next-of-kin details and therefore sent fewer names than were requested. The effect of this was often quite marked in service categories with a few large providers, such as service coordination (MDS code 2.07);
- next-of-kin declined to participate; and
- the provider decided at a later date against participation.

The consultants partly overcame the problem of providers not completing their tasks within the time requested by asking providers to send the questionnaires directly to the families.

Providers in Victoria (who were contacted first and therefore reminded most often) were most likely to provide data, and those in the Northern Territory were least likely (table A.2).

Table A.2 **Outcomes of request for next-of-kin details from service providers (per cent)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
Details returned	51	81	43	68	49	61	57	37
Provider sent questionnaires	23	3	27	5	27	1	22	12
Not enough next-of-kin/next-of-kin refused to participate	19	13	22	23	13	13	17	21
Provider later refused to participate/service for clients aged under 18 years	7	1	5	4	12	25	4	30

A.4 Data collection

Client survey

In total, 2271 interviews were conducted with clients of accommodation and employment services, using a mix of telephone and face-to-face interviews (table A.3).

Table A.3 **Field statistics**

	<i>As a proportion of useable pre survey forms supplied^a</i>	
	<i>Number</i>	<i>%</i>
	no.	%
Interviews required	2 965	
Interviews achieved	2 271	80.6
Interviews not achieved by reason:		
Nonparticipation ^b	239	8.5
Away for duration of survey	160	5.7
Dead/wrong number/unknown at number	83	2.9
Not contactable (including in hospital; unable to be traced)	50	1.8
Not contacted by end of survey period	6	0.2
Other (early termination of interview; language barrier; etc.)	10	0.4
Total interviews not achieved	548	19.4

^a There were 2819 usable pre-survey forms supplied. ^b includes temporary — that is, a request to come back later

The nonparticipation, rate of 8.5 per cent was low compared with most surveys.

Forty-six per cent of the surveys were conducted via face-to-face interview, for which the average duration was 31 minutes. Fifty-four per cent were conducted by telephone interview, for which the average duration was 22 minutes.

Interviewing commenced in Victoria in the last week of July 1999 and concluded on Sunday 7 November 1999. It is possible therefore that some client circumstances against which satisfaction was recorded will already have changed.

Interview source and technique

Table A.4 details who undertook the interview and whether the interview was conducted by telephone or via a personal visit.

In total, just over one quarter of interviews were conducted with the next-of-kin rather than the client, and one in ten client interviews involved some assistance from family/staff. Both of these factors could have led to some differences in the nature of responses; such differences are more likely to affect results across service types (given the different nature of the clients and their ability to be personally involved) than across jurisdictions (which have a similar proportion of client/next-of-kin interviews).

Table A.4 Interview source and technique

	<i>Unit</i>	<i>All interviews</i>	<i>Interviews conducted by telephone</i>	<i>Interviews conducted face to face</i>
Number	no.	2 271	1 223	1 043
Undertaken by client alone	%	61.7	52.5	72.5
Undertaken by client with assistance	%	10.2	0.7	21.3
from family friends	%	3.7	0.2	7.6
from staff/other	%	6.5	0.5	13.6
Undertaken by next-of-kin	%	28.1	46.7	6.2

Respondents were given the choice of survey medium (telephone or face-to-face), when initially contacted by their provider; if they chose a telephone interview, they had a second opportunity to opt for a face-to-face interview at the start of the telephone interview. Next-of-kin tended to opt for telephone interviews because these were less intrusive and could be done straight away rather than needing an appointment. However, for many clients, telephone was not an appropriate medium.

Interviewer feedback and other issues arising

Briefing

Overall, the interviewers thought the briefing and briefing materials were excellent and the opportunity to interview disabled people within the training very beneficial.

However, there was concern about the time lag between the briefing and the start of interviewing which reflected the slow return of pre-survey forms. The interviewers felt less confident as a result of this time lag and needed to be re-briefed before going out into the field.

Arranging the interview

In many instances, when a service was rung to arrange interviews with clients, it appeared that only one person at the service knew of the survey. Thus there were additional delays if that person was not available (for example, on holiday or only working part time).

There were also problems with incomplete pre-survey forms such as missing telephone prefixes, and interviewers had to spend time looking these up. Some of the pre-survey forms had missing contact information and names that were required during the interview, such as service provider, work details and people with whom the client lives. Where there was missing information, interviewers spent time trying to fill in the gaps.

Some interviews were undertaken with the client and the next-of-kin where even the next-of-kin could not communicate with the client sufficiently to ascertain whether they were happy with the services they were receiving. This concerned the interviewers, but did represent the desired method of including as many clients as possible.

Interviewers who did both face-to-face and telephone interviews found that if the client's ability made them 'borderline', it was far more productive to conduct the interview face to face. This again was in line with the desired method of seeking face-to-face interviews where possible.

Questionnaire

In terms of the actual interview, many of the next-of-kin and the physically disabled clients found the questionnaire a little simplistic, particularly when they wanted to elaborate on their answers, but could only answer with a yes/no option. This was particularly obvious with the consistency questions.

Some respondents felt they could not answer too positively about the services they received, such as accommodation, because they thought they might be moved into independent care to cut costs, or the service might be reduced if they responded that the services were too good or more than adequate. There was no indication that clients or next-of-kin were scared to give negative feedback for fear of having the service taken away.

Some clients did not know their case manager and could not answer questions about them. Another problem was that the question on bedroom size was misinterpreted by some clients thinking it was a suggestive question.

Complaints

The consultant received five complaints about interviewers across the survey — two in Western Australia and three (all relating to one telephone interviewer) in Tasmania/Victoria. All complaints related to an interviewer's inappropriate actions with either the service provider or the next-of-kin, not the client. In each instance an apology (either written or verbal, as required) was provided to the service provider (to be passed onto the next-of-kin if appropriate), and the interviewer was removed from the survey.

Family survey

Field work statistics

Table A.5 details the required sample size, the number of survey forms sent, and the usable number returned by the cut-off date of 8 November 1999.

Table A.5 Response rates, by jurisdiction

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Australia</i>
Required sample size	no.	429	519	488	421	458	402	227	224	3 168
Survey forms mailed	no.	708	900	575	553	761	382	206	198	4 465
Survey forms returned	no.	401	560	467	306	432	230	101	62	2 559
Response rate	%	56.6	62.2	61.7	55.3	56.8	60.2	49.0	31.3	57.3

The overall response rate of 57.3 per cent was therefore slightly higher than the estimated response rate of 53 per cent. Providers sent out 789 questionnaires (17.7 per cent of the total sent out) and 280 of these were returned. If that element of the survey is removed, the response rate among those with whom the method was conducted as intended was 62 per cent.

As indicated above, 57 per cent is a good response rate to a survey of this nature. The extent of nonresponse (43 per cent) means there may be some bias — that is, respondents may in some way be different from nonrespondents and thus have different opinions. However, this bias is unlikely to be more marked than is generally the case in such surveys.

A further 66 questionnaires were received after the cut-off date. Fifty three questionnaires were returned to sender; the highest number occurred in Western Australia (15) but this may have represented the greater likelihood of a return occurring within the same jurisdiction rather than less accurate lists. Sixteen questionnaires were unusable, being returned largely or completely blank, or filled in by a staff member or public advocate.

Timing of field work

The mail-out dates, dates of reminders and cut-off dates (as printed in the questionnaire) are shown in table A.6.

Table A.6 Field work timing

	<i>Mail-out of surveys</i>	<i>First reminder card</i>	<i>Second reminder card</i>	<i>Cut-off date on questionnaire</i>
New South Wales	21 Sept	6 Oct	15 Oct	26 Oct
Victoria	16 Sept	6 Oct	15 Oct	22 Oct
Queensland	24 Sept	6 Oct	15 Oct	29 Oct
Western Australi	24 Sept	6 Oct	15 Oct	29 Oct
South Australia	16 Sept	6 Oct	15 Oct	22 Oct
Tasmania	22 Sept	6 Oct	15 Oct	27 Oct
Northern Territory	22 Sept	6 Oct	15 Oct	28 Oct
Australia Capital Territory	24 Sept	6 Oct	15 Oct	28 Oct

Use of a helpline and translator service

Both the cover letter and questionnaire instructions mentioned a helpline and translator and interpreter service, which respondents were asked to call if they had questions about the survey or needed help completing the questionnaire in a different language. They were directed to ‘the service provider who sent you the previous letter’ for other queries.

The helpline was in operation from 17 September to 7 November during office hours with an answerphone at other times. During that time it took 252 calls, for which the main issues were:

- request for another questionnaire/envelope — 80
- queries about a question / needs assistance — 61
- notice that questionnaire had already been returned — 32
- declining to participate — 18

- notice that a person was not applicable to the survey (that is, did not receive services or have a family member with a disability) — 17
- queries about the objectives of survey — 17
- need for other types of assistance to answer — 11
- inability to complete (such as being away or ill) — 6.

Only two families called the translator service, and they did not require the service. Families had the option to use an AUSLAN interpreter as required, and four chose to do this.

A.5 Description of the client and family survey samples

Client survey

Sample size

Table A.7 details the sample size within each jurisdiction, both in total and by the two service categories of accommodation and employment. The sum of the service categories exceeds the total sample because some respondents received both accommodation and employment services. (The margin of error of the sample size is given in parentheses for each figure.)

Table A.7 **Sample size, by jurisdiction, service category and margin of error^{a, b}**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Australia</i>
Total sample ^a	no.	371	381	360	398	419	207	97	38	2 271
Received accommodation services	no.	220	242	236	258	307	139	89	38	1 529
	%	(6.5)	(6.2)	(6.2)	(5.8)	(5.3)	(7.5)	(8.0)	(13.9)	
Received employment services	no.	245	257	205	295	261	116	63	7	1 449
	%	(6.2)	(6.0)	(6.7)	(5.5)	(5.9)	(8.6)	(na)	(11.7)	

^a The sum of the service categories exceeds the total sample because some respondents received both accommodation and employment services. ^b The margin of error of the sample size is given in parentheses for each figure. **na** Not available.

In each of the five larger jurisdictions, the margin of error was within ± 7 per cent and in many instances the ± 6 per cent has been achieved. In Tasmania the level of nonparticipation (particularly among employment providers) led to a larger margin of error (particularly for employment services). The situation was more severe within the Australian Capital Territory and particularly the Northern Territory,

where no employment providers participated and just seven people receiving accommodation commented on employment services.

Table A.8 provides the same information for the subcategories of large residential/hostel (MDS codes 1.01–1.02), group homes and other accommodation services (MDS codes 1.03–1.07), open employment services (MDS code 5.01) and supported employment services. The desired margin of error for these subcategories was ± 8 per cent.

Table A.8 Sample size, by jurisdiction, service subcategory and margin of error^a

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Australia</i>
MDS codes 1.01–1.02	no.	103	98	115	95	167	50	3	0	631
	%	(9.5)	(9.5)	(8.2)	(9.5)	(7.1)	(12.1)	(na)	(na)	
MDS codes 1.03–1.07	no.	117	144	121	163	140	89	86	38	898
	%	(8.9)	(8.1)	(8.8)	(7.3)	(8.0)	(9.5)	(8.2)	(13.8)	
MDS code 5.01	no.	95	91	83	114	61	43	3	5	495
	%	(10.0)	(10.2)	(10.6)	(9.0)	(12.1)	(14.3)	(na)	(na)	
MDS code 5.02	no.	150	166	122	181	200	73	60	2	954
	%	(7.9)	(7.4)	(8.5)	(7.0)	(6.6)	(10.7)	(10.5)	(na)	

^a The margin of error of the sample size is given in parentheses for each figure. **na** Not available.

The desired margin of error was exceeded more often in smaller jurisdictions for the subcategories of large residential/hostel (MDS code 1.01/1.02) and open employment (MDS code 5.01). The required sample numbers were more difficult to achieve in instances where:

- open employment services refused more often than other services (particularly in some of the smaller jurisdictions);
- the smaller jurisdictions had fewer service outlets for each sub-category from which to sample. When service outlets refused to participate, they were sometimes impossible to replace; and
- clients of large residential/hostels and open employment services tended not to be multiple service users. Numbers in these subcategories were not boosted by respondents sampled from other service types.

Extent of service overlap

The shortfall in these categories has been further exacerbated by the lower than anticipated overlap across services. In the absence of any data, 10 per cent of clients in open employment services and 75 per cent of those in supported employment were assumed to be receiving an accommodation service. The survey found that

21 per cent and 63 per cent of clients sourced from such employment services respectively were also receiving accommodation services.

By the different types of accommodation and employment services, the overlap was as shown in table A.9.

Table A.9 Extent and nature of service overlap — client survey (per cent)

	<i>Those receiving</i>			
	<i>MDS codes 1.01–2.02</i>	<i>MDS codes 1.03–1.07</i>	<i>MDS code 5.01</i>	<i>MDS code 5.02</i>
Also receiving:				
MDS codes 1.01–2.02	na	na	3.6	19.5
MDS codes 1.03–1.07	na	na	17.0	43.9
MDS code 5.01	2.9	9.4	na	na
MDS code 5.02	29.5	46.7	na	na

na Not available.

Characteristics of the client survey sample

Demographic characteristics

The first two columns of table A.10 detail the demographic characteristics of the clients receiving accommodation services and employment services in terms of their age, gender and primary disability.³ The third column provides a comparison to the demographic of all clients receiving a CSDA funded service in 1998. It is not directly comparable but indicates the representative nature of the samples.

The sample profiles contain slightly fewer middle aged (35–44 years) adults, than among those receiving any CSDA funded service. This might have reflected the profile of those services excluded from the survey (such as post school options, independent living).

The profile of respondents, particularly in terms of age and disability type varied by type of service received (tables A.11 and A.12).

³ The provider presented date of birth and disability data on the pre-survey forms, so accuracy may vary depending on who filled in the forms and the completeness of records available to assist in that task.

Table A.10 Sample demographics (per cent)^a

	<i>Accommodation sample</i>	<i>Employment sample</i>	<i>All persons receiving any CSDA funded service^b</i>
Age			
18–34 years	27	42	44 ^c
35–44 years	18	16	27
45–54 years	13	11	17
55+ years	19	17	12
Gender			
Male	51	58	57
Female	49	42	43
Primary disability type^d			
<i>Intellectual/specific learning disabilities</i>			
Intellectual (incl. Downs Syndrome)	57	47	64
Developmental delay	5	2	2
Specific learning/ADD	1	4	1
Autism	1	2	3
All intellectual/specific learning disabilities	64	55	70
<i>Cognitive disabilities</i>			
ABI	4	3	3
Neurological	2	2	2
All Cognitive disabilities	7	5	5
All Psychiatric disabilities	3	10	7
All Physical disabilities	16	15	12
All Sensory disabilities	3	8	5
Total all disabilities (excluding non response)	100	100	100

^a For sample weighted by jurisdiction populations. ^b AIHW (1999). ^c 20–34 year olds. ^d Age was not given by providers in the case of 20 per cent of clients, and primary disability information was not given by providers in the case of 12 per cent of clients. This would primarily affect the largest disability group (intellectual). When the sample profile is re-shared to allow for this nonresponse, the disability profile of the samples is very similar to that of all persons receiving a CSDA funded service.

Table A.11 Age of client, by service type received (per cent)

	<i>Large residential / hostel (MDS codes 1.01 and 1.02)</i>	<i>Group home & other accomm (MDS code 1.03–1.07)</i>	<i>Open employment services (MDS code 5.01)</i>	<i>Supported employment services (MDS code 5.02)</i>
18–34 years	22	29	48	31
35–44 years	28	14	13	20
45–54 years	16	12	9	14
55+ years	19	19	21	12
Unknown	15	26	9	23

In accommodation, clients living in a group home or receiving visiting services were both younger and older than those in large residential establishments or hostels. Both employment samples were younger, particularly those in open employment.

Table A.12 below shows the primary disability of the client by service type received. Population data, again from the 1998 CSDA data collections, are given in parentheses.

Table A.12 Primary disability of client, by service type received (per cent)

	<i>Large residential / hostel (MDS codes 1.01 and 1.02)</i>	<i>Group home & other accomm (MDS code 1.03–1.07)</i>	<i>Open employment services (MDS code 5.01)</i>	<i>Supported employment services (MDS code 5.02)</i>
Intellectual/ specific learning	59 (80)	63 (68)	43 (48)	76 (78)
Cognitive	15 (8)	7 (6)	7 (6)	3 (4)
Psychiatric	1 (1)	4 (10)	15 (22)	3 (6)
Physical	13 (10)	15 (13)	18 (15)	5 (6)
Sensory	1 (1)	4 (1)	10 (9)	2 (3)

The match of disability type by service received was close, particularly when the element of nonresponse was factored into survey percentages.

Clients with an intellectual disability were dominant in all categories particularly supported employment. Clients with a psychiatric disability were most widely represented in open employment services, as were those with a physical or sensory disability.

Respondents were asked who they lived with — that is, whether on their own, with their family or partner, or with others (not family members).

Overall, 51 per cent of the sample lived with others (not family members), 35 per cent lived with their family/partner and 13 per cent lived alone. These percentages compared to 45 per cent, 43 per cent and 10 per cent respectively of all recipients of all CSDA funded surveys. Again, these proportions varied by disability type and within the various service categories (table A.13). Where available, the sample profile is again compared with the population of all clients receiving CSDA funded services (given in parentheses).

Table A.13 Living arrangement of clients (per cent)

	<i>Lived with others (not family)</i>	<i>Lived with family/ partner</i>	<i>Lived alone</i>
Intellectual/specific learning	58 (53)	31 (39)	9 (6)
Cognitive	59 (34)	30 (56)	10 (10)
Psychiatric	23 (29)	46 (36)	31 (32)
Physical	44 (31)	37 (54)	19 (12)
Sensory	14 (14)	53 (55)	33 (25)
Service received			
Large residential/hostel	98	na	na
Other accommodation	59	22	18
Open employment	14	66	20
Supported employment	50	37	12

na Not available.

The profile of sample to population showed some variation for clients with a cognitive disability and with a physical disability. However, this might have reflected the nature of the services covered in the sample (accommodation and employment only) compared with all services.

Characteristics of survey respondent

Seventy two per cent of interviews were undertaken by the client themselves and 28.1 per cent were undertaken by their next-of-kin (table 2.6). By jurisdiction, the highest proportion of clients directly participating was in Tasmania (78.7 per cent), and the lowest was in the Northern Territory (47.4 per cent).

Ninety-five percent of clients with a psychiatric disability, 92.6 per cent of those with a sensory disability, but only 65.8 per cent of those with an intellectual disability undertook the interview themselves.

In 6.5 per cent of interviews, the client was assisted by service outlet staff. This scenario was highest for the 'other accommodation' category (9.6 per cent) and lowest for open employment (1.6 per cent).

Across those service categories, the client was interviewed in:

- 90.5 per cent of interviews regarding open employment services;
- 79.8 per cent of those for supported employment;
- 71.6 per cent of those for other accommodation services; and
- 52.3 per cent of those for institutions/large residential.

Relationship of next-of-kin to client

The next-of-kin undertaking the survey on behalf of the client was usually the client's mother (59 per cent of all next-of-kin interviews), then their father (15 per cent), and thirdly a sibling (12 per cent). To assist in establishing the reliability of the information provided by the next-of-kin, next-of-kin respondents were asked how often they saw the client and how recently they had seen the various services being rated.

Frequency of contact with client

Seventeen per cent of next-of-kin lived with the client, and a further 4 per cent saw the client every day. At the other end of the scale, 12 per cent saw the client once or twice a year or less, or couldn't remember. Table A.14 depicts frequency of contact by the service type received.

Table A.14 Frequency with which next-of-kin saw client (per cent)

	<i>All next-of-kin</i>	<i>Large residential / hostel (MDS codes 1.01 and 1.02)</i>	<i>Group home & other accomm. (MDS codes 1.03–1.07)</i>	<i>Open employ services (MDS code 5.01)</i>	<i>Supported employ services (MDS code 5.02)</i>
Lived with/ every day	21	6	18	73	38
Once a week or more	31	36	34	7	26
Once a month or more	26	28	32	7	18
Less than once a month	22	30	16	14	18

Least frequent contact was therefore among the next-of-kin and clients who were living in large residential services or hostels (MDS codes 1.01 and 1.02). As a second element of establishing how well informed the next-of-kin's responses might be, next-of-kin were asked when they last saw the services their family member received in operation (table A.15).

Of some concern was the high number of next-of-kin who said their family member did not use the service or that they could not remember ever seeing the service. This response was lowest among accommodation services, but rose to about one quarter of the next-of-kin of clients who received employment services, and was higher for open employment than for supported employment.

Table A.15 Last time next-of-kin saw service (per cent)

	<i>Accommodation service</i>	<i>Employment service</i>	<i>Respite</i>	<i>Case management</i>
In the last month	64	39	43	41
2–12 months ago	19	19	22	16
Over a year ago	5	8	5	3
Never	1	10	0	5
Did not use service/ could not remember	10	25	30	36

Family survey

Sample size

Table A.16 details the sample size within each jurisdiction and nationally, both in total and by the four service categories of case management, respite, accommodation and employment. The sum of the service categories exceeds the total sample because some respondents would have received more than one service.

Table A.16 Sample size, by jurisdiction and service category

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Australia</i>
Total sample	380	520	406	283	471	217	101	58	2 436
Received case management/brokerage	120	282	216	153	263	120	51	21	1 226
Received respite	162	239	191	105	139	97	28	33	994
Received accommodation services	161	244	188	137	203	110	75	46	1 164
Received employment services	171	208	138	176	204	71	54	11	1 033

Of the 2559 questionnaires returned, 123 related to a family member aged under 18 years and therefore were removed from the analysis.

Table A.17 provides the margin of error of each of the above sample sizes. A margin of error of 6 per cent was sought for case management and respite services, and 12–13 per cent was sought for accommodation and employment services.

Table A.17 Margin of error of sample sizes (per cent)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
Received case management/brokerage	7.5	5.8	6.2	7.6	5.9	8.4	6.0	18.5
Received respite	7.3	6.1	6.9	8.0	7.4	8.5	17.0	15.1
Received accommodation services	7.6	6.2	7.0	8.2	6.7	8.6	9.2	12.2
Receive employment services	7.4	6.7	8.2	7.2	6.7	11.2	12.8	na

na Not available.

The effect of overlap (that is, those in respite and case management who also received accommodation or employment services), and the fact that all next-of-kin names received from the client survey were entered in the survey to boost numbers, meant the achieved margin of error did not differ much across the four service areas. Victoria, which had the highest response rate overall, met the desired margins of error for all services; New South Wales, Queensland and South Australia were all close to the ± 6 per cent required. Again, the low sample sizes in Northern Territory mean the results for this jurisdiction have to be treated with particular caution.

Extent of service overlap

Table A.18 depicts the extent to which surveyed clients or families who received one service type also receive another.

Table A.18 Nature and extent of service overlap (per cent)

<i>Also received</i>	<i>Received case management /brokerage</i>	<i>Received respite</i>	<i>Received accommodation services</i>	<i>Received employment services</i>
Case management	86	56	47	40
Brokerage	43	32	24	20
Respite	52	100	34	35
Accommodation	52	40	100	46
Employment	40	37	41	100

About half of the families receiving case management or brokerage also received a respite service. Similarly 56 per cent of those receiving respite services also received case management, and one third also received brokerage services.

Just over half of those receiving case management or brokerage also received accommodation services, and 40 per cent also received employment services. The figures for respite are somewhat lower, with 40 per cent of respite families having a client of accommodation services and 37 per cent having a client of employment services.

Characteristics of the sample

Demographic characteristics — respondent

Table A.19 depicts the demographic characteristics of those completing the questionnaire. More than one person might have completed the questionnaire, so responses for the first part may exceed 100 per cent.

Table A.19 Demographic characteristics of survey respondents (per cent)

	<i>Received case management /brokerage (n=1226)</i>	<i>Received respite (n=994)</i>	<i>Received accomm. services (n=1164)</i>	<i>Received employment services (n=1033)</i>
Relationship to person with a disability				
Mother	56	66	55	65
Father	18	19	20	22
Brother/sister	8	6	15	12
Was the person with a disability	9	6	7	5
Partner	12	8	6	2
Other relative	9	6	8	4
Other	2	2	3	3
Frequency with which see person with a disability				
Living together	63	79	26	55
Several times a week	18	11	26	21
Once a week	7	4	18	11
Once a month / more	5	3	16	7
Less often	1	1	9	2
Was the person with a disability	5	3	4	3

Most commonly, the mother of the person with the disability was the respondent, followed by the father. Between 5 per cent and 10 per cent of the respondents to each service section were actual clients with a disability.

Nearly 80 per cent of the clients receiving respite services were living with their family. At the other extreme, 26 per cent of clients receiving accommodation services were living with next-of-kin. Contact between the next-of-kin and the clients receiving accommodation services was, unsurprisingly, less frequent than that in the other categories. However, only 9 per cent of next-of-kin respondents reported seeing their family member less than once a month.

Demographic characteristics — person with a disability

Table A.20 depicts the demographic characteristics of the person with a disability who received the services. Again, the profile of all persons receiving any CSDA funded services is given in the fifth column, along with the profile of all people receiving that particular service, where available.

Table A.20 Demographic characteristics of the person with a disability (per cent)

	<i>Received case management (n=1053)</i>	<i>Received respite (n=994)</i>	<i>Received accomm. services (n=11634)</i>	<i>Received employment services (n=1033)</i>	<i>All persons receiving any CSDA funded service (69198)</i>
Age					
18–24	29	34	16	25	146 ^a
25–34	26	32	32	38	30
35–44	17	16	24	22	27
45–64	17	11	21	12	24
65 or over	9	4	5	*	5
Primary disability					
Intellectual (incl. Downs syndrome)	46 (48)	50 (57)	52 (72)	68 (69)	66
Specific learning and ADD	3 (0)	2 (1)	1 (0)	4 (2)	1
Autism	5 (5)	6 (8)	4 (2)	4 (1)	3
ABI	8 (9)	8 (4)	8 (3)	4 (3)	3
Neurological	11 (7)	12 (4)	10 (3)	7 (0)	2
Psychiatric	4 (2)	3 (2)	3 (8)	2 (10)	7
Physical	17 (14)	22 (20)	21 (12)	11 (9)	12
Sensory	13 (10)	10 (3)	9 (1)	7 (5)	5

^a 20–24 year olds.

Clients receiving respite services and also employment services were notably younger than those receiving accommodation services.

As seen in the client survey, the majority of clients had an intellectual disability, particularly those receiving employment services. The profile of the other three

service groups was similar with over half having an intellectual disability, one fifth having a physical disability, and one in ten having a sensory disability or neurological disability.

Compared to the population, the incidence of a neurological disability was higher in all sample groups. The accommodation sample showed the most variation to population in the proportion with an intellectual disability (who were underrepresented, as were those with a psychiatric disability). Conversely, those with a physical disability and ABI were somewhat overrepresented. However, in the family survey, disability type was described by a family member, so might have been less accurate than when described by a service provider.

A.6 Implications of method for the interpretation of results

This review of the method has highlighted elements of the survey process that should be considered when reading the results. These include:

- the number of providers contacted within each jurisdiction/service type, and the proportion they represent of all providers;
- the different participation rates among providers, by jurisdiction and service type;
- the different rates of returning client/next-of-kin details, by jurisdiction and service type;
- differences in the data collection medium (telephone and face to face) across different service types; and
- differences in the proportion of clients or next-of-kin answering the survey across different service types.

Other issues may also affect levels of satisfaction beyond the scope of this survey. Differences in the level of expectations, for example, will affect satisfaction. Such differences could occur systematically, among types of client, between clients and next-of-kin, across service types and across jurisdictions.

C Data analysis information

C.1 Allocation of respondents to MDS codes

Clients were sampled via the service they received, so at the start of the survey, it was anticipated for analysis that they would be included within the sample for that type of service and also any other relevant service that they received. Thus, a person in a group home (MDS code 1.03) would count within that group and, if they also worked in sheltered employment (MDS code 5.02), within that group too.

The returned pre-survey forms, however, revealed that providers often identified the MDS code of their service differently from that on the database provided. Most commonly, there were variations between the code given for the provider on the jurisdiction database and that given by the provider in the assignment of MDS codes 1.01, 1.02 and 1.03. In addition, employment services described as MDS code 5.01 or 5.02 on the Commonwealth database were sometimes described by the provider as MDS code 5.03.

The first 1000 returned surveys were examined to see whether common patterns could be distinguished, and whether general judgments made about whether to take the database definition or that given by the provider.

It was recognised that a client who had been in an institute or large residential accommodation might later be in a group home provided by the same organisation. Early communications, however, revealed that some providers were not always familiar with the MDS classification system. Greater accuracy was likely to be achieved by retaining the classification given on the database.

The following rules were established to classify client who had changed their place of accommodation or employment:

- unless respondents indicated during the interview that their place of accommodation or employment had changed the classification given on the database was allocated; and
- where any change clients was indicated (at Q10 (a) and (b), and Q36 (b) and (c)), the appropriate MDS code was allocated.

Some clients were receiving more than one type of accommodation or employment service. For example, they lived in an institution but also received drop-in support, or receive both open and supported employment services. It was necessary to decide which service the client would have been considering when answering the survey, and it was assumed that they would have been thinking about the one with which they had the greater involvement (in terms of time spent receiving that service).

The following rules were established for clients were receiving more than one type of service:

- for accommodation, ‘bricks and mortar’ services took precedence over visiting services;
- for multiple nonresidential services, MDS code 1.04 took precedence over MDS code 1.05, which took precedence over MDS code 1.06, which took precedence over MDS code 1.07; and
- for employment, the client was deemed more likely to actually work for the supported employment agency and be on the ‘books’ of the open employment agency, rather than vice versa.

C.2 Weighting procedure and weights applied

To understand the need for weighting and the use of weighted and unweighted data, it is necessary to remember how the samples were constructed. The client survey was a survey of two distinct subgroups:

- those receiving employment services; and
- those receiving accommodation services.

The sampling procedure sampled respondents such that the internal composition of these two samples in each jurisdiction reflected the mix of accommodation and employment services provided. The sample size in each jurisdiction was selected to give a certain degree of accuracy for that jurisdiction, rather than to be in proportion to the total number of client receiving that service nationally.

Without weighting:

- ‘total client’ data within any individual jurisdiction are meaningless because they were not ‘all clients’ but simply a group receiving one or both of two types of services, and thus might not have reflected those services proportional to each other; and

-
- ‘national’ data are meaningless for the above reason, and because to give required levels of account per jurisdiction represents the large, the data under-represent the larger jurisdictions in relation to the small.

The same weighting issues are also true for the family survey (except that it is comprised of four subgroups).

To provide meaningful data, it is thus necessary to consider results within each service rather than combined. The data can be correctly weighted within each service such that both the jurisdiction and national results become meaningful. However, because the extent and nature of service overlap are not known, it is not possible to combine accurately data across services and to give results for ‘all clients in New South Wales or ‘all family members in New South Wales’, for example.

The following weighting was therefore conducted.

Client survey:

- number of clients receiving accommodation services MDS codes 1.01 and 1.02 and 1.03–1.07 were weighted within each jurisdiction such that the sample accurately reflected the split of accommodation service clients in that jurisdiction (table C.1);
- number of clients receiving employment services MDS codes 5.01 and 5.02 were weighted within each jurisdiction so that the sample accurately reflected the split of employment service clients in that jurisdiction (table C.2); and
- the sample for both of the service types in each jurisdiction was weighted so that it accurately reflected the proportion of clients within that jurisdiction of the national total.

Family survey:

- for each of the four service areas, jurisdiction samples were weighted such that they accurately reflected the proportion of clients of that service in that jurisdiction (table C.3).

The development of the weighting factors is summarised in the tables C.1 and C.2 for client survey. Column 1 lists the best estimate of the number of clients aged 18 years or over for that service type within each jurisdiction (see section A.3, appendix A, for the source of these data). These estimates were converted to a

Table C.1 Clients of accommodation services

	<i>MDS code</i>	<i>Clients</i>	<i>Proportion of total clients</i>	<i>Proportion of total survey sample</i>	<i>Weighting factor</i>
		no.	%	%	
NSW	1.01 – 1.02	2 948	10.9	6.7	1.6202
	1.03 – 1.07	4 479	16.6	7.7	2.1671
Vic	1.01 – 1.02	1 350	5.0	6.4	0.7798
	1.03 – 1.07	5 304	19.6	9.4	2.0851
Qld	1.01 – 1.02	574	2.1	7.5	0.2826
	1.03 – 1.07	5 170	19.1	7.9	2.4187
WA	1.01 – 1.02	922	3.4	6.2	0.5494
	1.03 – 1.07	1 761	6.5	10.7	0.6116
SA	1.01 – 1.02	1 356	5.0	10.9	0.4596
	1.03 – 1.07	2 008	7.4	9.2	0.8119
Tas	1.01 – 1.02	207	0.8	3.3	0.2344
	1.03 – 1.07	539	2.0	5.8	0.3428
NT	1.01 – 1.02	0	0.0	0.0	0.0000
	1.03 – 1.07	172	0.6	2.5	0.2562
ACT	1.01 – 1.02	0	0.0	0.2	0.0000
	1.03 – 1.07	220	0.8	5.6	0.1448

Table C.2 Clients of employment services

	<i>MDS code</i>	<i>Clients</i>	<i>Proportion of total clients</i>	<i>Proportion of total survey sample</i>	<i>Weighting factor</i>
		no.	%	%	
NSW	5.01	8101	18.9	6.8	2.8811
	5.02	6373	14.9	10.4	1.4355
Vic	5.01	8366	19.5	6.3	3.1061
	5.02	3976	9.3	11.5	0.8092
Qld	5.01	3822	8.9	5.7	1.5558
	5.02	1430	3.3	8.4	0.3960
WA	5.01	2496	5.8	7.9	0.7397
	5.02	2115	4.9	12.5	3.8220
SA	5.01	1615	3.8	4.2	1.4300
	5.02	2566	6.0	13.8	2.4960
Tas	5.01	529	1.2	3.0	2.1150
	5.02	562	1.3	5.0	1.6150
NT	5.01	210	0.5	0.3	1.4190
	5.02	89	0.2	0.1	1.5035
ACT	5.01	442	1.0	0.2	4.9779
	5.02	195	0.5	4.1	0.1098

relative proportion of total clients (nationally) of that service (column 2). Column 3 relates to survey sample size, and presents the relative proportion of the total survey sample in each jurisdiction. The discrepancies between the data in columns 2 and 3 highlight the need for data weighting. Column 4 lists the weighting factors required to bring the survey sample composition ‘in line’ with actual numbers of clients by service type, by jurisdiction, thus ensuring both the internal composition of each jurisdiction and the ‘national picture’ are meaningful.

Using the same process, the following weights for total employment, accommodation, respite and service coordination services were derived for the family survey, thus providing a meaningful ‘national’ figure for each service area (table C.3).

Table C.3 Family survey — weight by service area

	<i>Employment</i>	<i>Accommodation</i>	<i>Service coordination</i>	<i>Respite</i>
NSW	2.0388	1.9880	0.1204	1.2247
Vic	1.4292	1.2194	2.9139	1.4037
Qld	0.9167	1.3167	0.2411	1.7516
WA	0.6310	0.8440	0.4353	0.3138
SA	0.4937	0.7141	0.8602	0.4748
Tas	0.3701	0.2923	0.3309	0.3445
NT	0.6547	0.1490	0.1423	0.4231
ACT	0.2841	0.1264	0.0439	0.5984

C.3 Statistical significance tables

The report refers to statistical significance tests that were undertaken. A result is statistically significant if the difference between it and another result is sufficiently large enough to make the possibility of sampling error or chance sample fluctuation low. In this survey, a test with a 95 per cent confidence level was used, which means that in 95 cases of 100, the difference in results reflect a ‘real’ difference rather than being function of sampling error.¹

Sampling error

Sampling error reflects the difference between an estimate derived from a survey and the ‘true value’ that would be obtained if the whole target population was

¹ The test method used is a t-test on mean scores at a 0.95 confidence level. The overlap formula was used.

surveyed. Several factors can affect the size of the sampling error, although the main factor is sample size. Larger samples usually give rise to smaller sampling error — that is, the larger the sample size, the greater confidence one can have that even small percentage differences in results (between jurisdictions or services, for example) reflect ‘real’ differences.

When interpreting data gathered from survey samples, the existence of sampling error must be taken into account, both when:

- making ‘population estimates’ from a single percentage; and
- when comparing proportions.

Population estimates

The margin of error for populations estimates is presented in table C.4.

Table C.4 Sampling error when estimating from a single percentage (95 per cent confidence level)

<i>Sample size</i>	<i>Survey results</i>		
	<i>10% or 90%</i>	<i>20% or 80%</i>	<i>40% or 60%</i>
50	8	11	14
100	6	8	10
200	4	6	7
500	2	2	3
1 000	2	2	3
2 000	1	1	2
5 000	–	–	1
10 000	–	–	–

A reported percentage of 20 per cent, for example, based on a random sample of $n = 1000$, has an error rate of plus or minus 2 per cent. That is, there is a 95 per cent probability (that is, 95 per cent confidence) that the actual population percentage was between 18 per cent and 22 per cent.

Difference between subgroups

Whenever subgroup comparisons are made, it is important to distinguish between differences that are reliable (that is, statistically significant) and those that are not (that is, possibly due to chance sample fluctuations or sampling error). The size of the differences required to reach statistical significance (again at the 95 per cent confidence level), for various sample sizes is presented in table C.5.

Table C.5 Difference required to be significant when comparing two percentages (95 per cent confidence level)

Average sample size of groups being compared	Average of two percentages		
	10% or 90%	20% or 80%	40% or 60%
50	12	16	19
100	8	11	14
200	6	8	10
500	4	5	6
1 000	4	4	5
2 000	2	2	3
5 000	1	1	2
10 000	1	1	1

If comparing, for example, the results from the following two sub-samples:

- result A — 23 per cent very satisfied (n = 750); and
- result B — 17 per cent very satisfied (n = 1250)

the average of the two sample sizes is 1000, and the average of the two ‘satisfaction’ results is 20 per cent. From table C.6, the difference needed to be statistically significant is at least 4 per cent. Therefore, with 95 per cent confidence, the difference between the two results is statistically reliable.

C.4 Information on sample data

The results reported are estimates obtained by conducting surveys. Results are therefore subject to *sampling error*. The data obtained from a sample may be different from the ‘true’ data which would have been obtained from the entire group or population — not just a sample — using the same methods. Consequently, when using survey results, it is necessary to be cautious.

The *standard error* is a measure of sampling error. It indicates the extent to which the estimate may differ by chance from the ‘true value’ because only a sample was taken. If the survey is performed repeatedly, the difference between the sample estimate and the population value will be less than one standard error about 68 per cent of the time. The difference will be less than two standard errors 95 per cent of the time. It will be less than three standard errors 99 per cent of the time. Another way of expressing this is to say that, in 68 (95, 99) of every 100 samples, the estimate obtained from a single survey will be within one (two, three) standard errors of the ‘true’ value.

The chance that an estimate falls within a certain range of the true value is known as the *confidence* of the estimate. For any particular survey, there is a trade-off between the confidence of the estimate and the range of error (in terms of standard errors) attached to the estimate. The appropriate level of reliability chosen depends on the purpose of obtaining the estimate.

Table C.6 presents a workable guide to the standard errors associated with different sample sizes and survey estimates. The following example illustrates how to use table C.6. Suppose that a survey of 600 people estimated that 80 per cent of a given population used, or were satisfied with, a particular service. From table C.6, the estimated margin of error (at a 95 per cent confidence level) is 3.3 per cent. If the sample had been a simple random sample, there would have been a 95 per cent probability that true value lies between 32 per cent plus or minus 3.3 per cent — 28.7 to 35.3 per cent.

Table C.6 Estimated margin of error for survey percentages by sample size (at a 95 per cent confidence level)

<i>Estimated proportion (%)</i>	<i>5% or 95%</i>	<i>10% or 90%</i>	<i>15% or 85%</i>	<i>20% or 80%</i>	<i>25% or 75%</i>	<i>30% or 70%</i>	<i>35% or 65%</i>	<i>40% or 60%</i>	<i>45% or 55%</i>	<i>50%</i>
<i>Sample size</i>										
50	±6.2	±8.5	±10.1	±11.3	±12.2	±13.0	±13.5	±13.9	±14.1	±14.1
100	±4.4	±6.0	±7.1	±8.0	±8.7	±9.2	±9.5	±9.8	±9.9	±10.0
150	±3.6	±4.9	±5.8	±6.5	±7.1	±7.5	±7.8	±8.0	±8.1	±8.2
200	±3.1	±4.2	±5.0	±5.7	±6.1	±6.5	±6.7	±6.9	±7.0	±7.1
250	±2.8	±3.8	±4.5	±5.1	±5.5	±5.8	±6.0	±6.2	±3.6	±6.3
300	±2.5	±3.5	±4.1	±4.6	±5.0	±5.3	±5.5	±5.7	±5.7	±5.8
400	±2.2	±3.0	±3.6	±4.0	±4.3	±4.6	±4.8	±4.9	±5.0	±5.0
500	±1.9	±2.7	±3.2	±3.6	±3.9	±4.1	±4.3	±4.4	±4.4	±4.5
600	±1.8	±2.4	±2.9	±3.3	±3.5	±3.7	±3.9	±4.0	±4.1	±4.1
700	±1.6	±2.3	±2.7	±3.0	±3.3	±3.5	±3.6	±3.7	±3.8	±3.8
800	±1.5	±2.1	±2.5	±2.8	±3.1	±3.2	±3.4	±3.5	±3.5	±3.5
900	±1.5	±2.0	±2.4	±2.7	±2.9	±3.1	±3.2	±3.3	±3.3	±3.3
1 000	±1.4	±1.9	±2.3	±2.5	±2.7	±2.9	±3.0	±3.1	±3.1	±3.2
1 500	±1.1	±1.5	±1.8	±2.1	±2.2	±2.4	±2.5	±2.5	±2.6	±2.6
2 000	±1.0	±1.3	±1.6	±1.8	±1.9	±2.0	±2.1	±2.2	±2.2	±2.2
3 000	±0.8	±1.0	±1.3	±1.5	±1.6	±1.7	±1.7	±1.8	±1.8	±1.8

D Survey indicators matrix and the Disability Services Standards

Table D.1 (the survey indicators matrix) lists all the survey indicators and the questions in the client interview and the family survey that relate to each indicator. The client interview and family survey are given in appendix B. Table D.2 lists the Disability Services Standards and the survey indicators that relate to them.

D.1 Survey indicator matrix

The survey indicators matrix (table D.1) shows which questions on the client interview and the family survey provide information for the survey indicators. The survey indicators are grouped into the two domains described in chapter 3: quality of life (table 3.1) and quality of service (table 3.2).

The quality of life domain consists of four clusters of indicators:

- life situation;
- relationships;
- community inclusion; and
- choice/self determination.

The client interviews were organised so most quality of life questions were asked of all respondents, except where such questions applied to specific populations (for example, those in employment). Those questions asked of all respondents in the client interview are listed in table D.1 under accommodation and marked (all).

The quality of service domain also includes four clusters of indicators:

- access to services;
- independence;
- service quality; and
- satisfaction with services.

The questions in the quality of service domain tended to be asked of users of specific service types.

Some indicators (for example, those in the choice/self-determination cluster) are related to quality of service as well as quality of life. In the case of choice/self-determination this is confirmed by the inclusion of a similar area in the Disability Services Standards (see D.1).

Table D.1 Survey indicators and questions on the client interview and family survey

		<i>Client interview</i>				<i>Family survey</i>			
		<i>Accommodation</i>	<i>Employment</i>	<i>Service coord.</i>	<i>Respite</i>	<i>Service coord.</i>	<i>Employment</i>	<i>Accommodation</i>	<i>Respite</i>
Domain A: quality of life — clusters and indicators									
A1	Life situation concern: People are satisfied with major areas of their life, including conditions at home and at work								
A1.1	Proportion of people who like their living situation	4 (all), 7 (all), 23							
A1.2	Proportion of people reporting they would like to change their residential arrangements	9 (all)							
A1.3	Proportion of people reporting that they (or family member) feel safe in their home and neighbourhood, at work, or when using respite service	5 (all), 6 (all)	39			15l	22j	27j	
A1.4	Proportion of people reporting satisfaction with amount of time alone	18							
A1.5	Proportion of service users and families reporting that they were happy with their work conditions – time, security, fair pay		40, 43			15b, 15c,			
A1.6	Proportion of people reporting satisfaction with their job		38, 44						
A1.7	Proportion of people reporting they would like to change their jobs		45						
A1.8	Proportion of families reporting that their family member with a disability enjoys the time they spend with a service.					15a	22k	27k	
A2	Relationships concern: People gain and maintain friendships and relationships. Families improve their capacity to provide support for family members living at home.								

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Table D.1 (Continued)

		<i>Client interview</i>				<i>Family survey</i>			
		<i>Accommodation</i>	<i>Employment</i>	<i>Service coord.</i>	<i>Respite</i>	<i>Service coord.</i>	<i>Employment</i>	<i>Accommodation</i>	<i>Respite</i>
A2.9	Proportion of people reporting having friends and caring relationships with people other than those in the service system (for example, paid staff, co-workers in segregated settings, and room mates with disabilities)	25b (all)							
A2.10	Proportion of people reporting having someone they can talk to about personal matters	25a (all)							
A2.11	Proportion of people who are able to see their families and friends when they want to	26 (all), 27 (all)							
A2.12	Proportion of families reporting that their relationships with their family member with a disability are supported and maintained through the use of services							22l	27h
A3	Community inclusion concern: People take part in the life of the community and use community services								
A3.13	Proportion of people who use community/public services and facilities such as banks, post offices, hairdressers, places of worship and medical services	28–33 (all)							
A3.14	Proportion of people reporting having adequate transportation when they want to go somewhere	34 (all)							
A4	Choice/self-determination concern: People make life choices and participate actively in planning their services and supports								

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Table D.1 (Continued)

	<i>Client interview</i>				<i>Family survey</i>			
	<i>Accommodation</i>	<i>Employment</i>	<i>Service coord.</i>	<i>Respite</i>	<i>Service coord.</i>	<i>Employment</i>	<i>Accommodation</i>	<i>Respite</i>
A4.15	Proportion of people who make choices about important life decisions, such as:							
	a) place where they live							
	b) people with whom they live							
	c) social and recreational activities							
	d) work							
A4.16					9a, 9d	15f, 15g	22b, 22e	27b, 27e
A4.17						16	22m	28
A4.18					10	17	22n	29
<i>Domain B: quality of service — clusters and indicators</i>								
B5	<i>Access to services concern:</i> People are informed about available resources and those eligible have access to an adequate complement of services and supports							
B5.19					9b	15m	22a	27a
B5.20			53		9h 33	15l 33	22g 33	27g 33

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Table D.1 (Continued)

		<i>Client interview</i>				<i>Family survey</i>			
		<i>Accommodation</i>	<i>Employment</i>	<i>Service coord.</i>	<i>Respite</i>	<i>Service coord.</i>	<i>Employment</i>	<i>Accommodation</i>	<i>Respite</i>
B5.21	Proportion of people and families who use the defined services	10a,10b	36a, 36b, 36c	51	57	8	13, 14	20, 21	25, 26
B6	<i>Independence concern:</i> People experience personal growth and increased independence								
B6.22	Proportion of people reporting access to adaptive equipment, environmental modifications and assistive communication devices	21, 35 (all)	42						
B6.23	Proportion of people reporting that they control their own income and earnings and spending money	17							
B6.24	Proportion of people and families who report that their family member with a disability has opportunities to develop and/or maintain their skills when using services	22	41						
B7	<i>Service quality concern:</i> People receive support from staff who are understanding, communicate effectively and respect their rights								
B7.25	Proportion of people reporting that staff communicate effectively	13, 14,	47, 48	54		9c	15d, 15e	22c, 22d	27c, 27d
B7.26	Proportion of people indicating that staff treat them with respect at work and at home	12	46						

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Table D.1 (Continued)

	<i>Client interview</i>				<i>Family survey</i>			
	<i>Accommodation</i>	<i>Employment</i>	<i>Service coord.</i>	<i>Respite</i>	<i>Service coord.</i>	<i>Employment</i>	<i>Accommodation</i>	<i>Respite</i>
B7.27	Proportion of people who feel that their right to privacy is respected at home							
	19, 20a,							
B7.28	Proportion of people reporting that staff changes do not create any problems with the quality of care that their family member receives							
	15	49			9g	15k	22i	27i
B7.29	Proportion of service users and families reporting that services achieve their main aim							
		36	52, 55		9e, 9f	15h, 15j	22f, 22h	27f,
B8	Overall satisfaction with services concern: People with disabilities and families are satisfied with the supports they receive							
B8.30	Proportion of people reporting satisfaction with their job							
		38, 44						
B8.31	Proportion of service users/families reporting satisfaction with the services they use							
	24a	50a	56a	58a	12a	19a	24a	31a
B8.32	Proportion of families who already use services who express a desire to use a different service							
					11	18	23	30

D.2 Relationship between the Disability Services Standards and the survey indicators

Background to the Disability Services Standards

During 1992 and 1993, a national Disability Standards Working Party developed eight national Disability Services Standards to apply to disability services funded by both State and Commonwealth governments, through a process of extensive consultation. Three additional standards were also developed to apply to only employment services funded by the Commonwealth under the *Disability Services Act (1986)*.

The Commonwealth Parliament endorsed the eleven standards in December 1992 as the Commonwealth Disability Services Standards, which took effect under the Disability Services Act from 1 March 1993.

State and Territory ministers with responsibility for disability services endorsed the eight national Disability Service Standards in June 1993. All services funded by the State/Territory and Commonwealth governments through the Commonwealth/State Disability Agreement are expected to meet the relevant their standards. Some States have introduced additional standards to apply in their jurisdiction. Table D2 is concerned with only the eleven standards developed during 1992 and 1993, which are applicable across Australia.

Funding sources within each jurisdiction typically see the role of the Disability Services Standards as:

- empowering consumers by clearly defining what standards they should expect when accessing disability services;
- providing a basis for service providers and consumers to jointly improve service quality;
- assisting service providers to meet the principles and objectives of Commonwealth and State Disability Services Acts by clearly defining what is expected of them in terms of service quality;
- assisting prospective service providers by defining what is expected of services to be eligible for funding; and
- providing a means of satisfying government accountability requirements.

Service standards represent only one element of an effective and comprehensive quality assurance system that protects the rights and the quality of life of people with a disability and drives continuing improvement towards excellence in service delivery.

The survey and the Disability Services Standards

There was no requirement for the survey indicator instruments (derived from a project in the United States) to relate to the Disability Services Standards. However, given the commonality of purpose of disability services worldwide, it would have been surprising if the survey did not measure aspects of service provision similar to the standards. Table D2 presents how specific survey indicators relate to the standards and supporting standards.

The following differences exist between the survey and the standards.

- The survey was designed to measure outcomes for service users and their families which could be compared across jurisdictions and service types. The survey provided quantitative satisfaction data and numerical counts on a number of outcome measures.
- The standards are about the quality of services provided by service providers. They focus on policies and processes, of which service users and their families may be unaware. Direct comparisons across service providers' performance against the standards is difficult, given the standards qualitative nature.

These differences are reflected in the relationship between the survey indicators and the standards. Compliance with the standards may not necessarily lead to any increase in consumer satisfaction as measured by the survey. The survey may be stronger in measuring the outcomes of implementing the following standards within a jurisdiction:

- standard 2 — individual needs;
- standard 3 — decision making and choice;
- standard 4 — privacy, dignity and confidentiality (apart from confidentiality of information); and
- standard 5 — participation and integration.

Table D.2 Disability Service Standards and the survey indicators

<i>Ref. no.</i>	<i>Disability Services Standards</i>	<i>Ref. no.</i>	<i>Survey indicator</i>	<i>Comments</i>
	Standard 1: service access <i>Each consumer seeking a service has access to a service on the basis of relative need and available resources.</i>			
1.8	Where an agency is unable to provide a person with a disability access to its service, a referral to another service is made, where this exists.	B8.32	Proportion of families who already use services who express a desire to use a different service	B8.32 is related to standard 1.8 because a family may continue to use a service with which it is unhappy because it lacks information about alternatives.
1.9	The agency targets its information activities to be accessible by all identifiable groups within the target population.	B5.19	Proportion of families reporting that information about services is readily available and helpful	B5.19 will be directly influenced by performance with standard 1.9.
	Standard 2: individual needs <i>Each person with a disability receives a service which is designed to meet, in the least restrictive way, his or her individual needs and personal goals.</i>			
		A1.2	Proportion of people reporting they would like to change their residential arrangements	The indicators A1.2–B8.31 are all outcomes that would be influenced by the degree to which by service providers implement standard 2.
		B5.20	Proportion of families reporting that services are available when the family wants and needs them	

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Table D.2 (Continued)

<i>Ref. no.</i>	<i>Disability Services Standards</i>	<i>Ref. no.</i>	<i>Survey indicator</i>	<i>Comments</i>
		B6.22	Proportion of people reporting access to adaptive equipment, environmental modifications, and assistive communication devices	
		B6.24	Proportion of people and families reporting that their family member with a disability has opportunities to develop and/or maintain their skills when using services	
		B7.29	Proportion of service users and families reporting that services achieve their main aim	
		B8.31	Proportion of service users/families reporting satisfaction with the services they use	
2.7	The agency considers the appropriateness of general community facilities and services in meeting the individual needs of each person with a disability.	A3.13	Proportion of people who use community/public services and facilities such as banks, post offices, hairdressers, places of worship and medical services	The indicators A3.13 and A3.14 will be directly influenced by performance with standards 2.7 and 2.10.
2.10	The agency supports each consumer's efforts to gain access to general community facilities and services and/or to other specialist agencies and/or services.			

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Table D.2 (Continued)

Ref. no.	Disability Services Standards	Ref. no.	Survey indicator	Comments
		A3.14	Proportion of people reporting having adequate transportation when they want to go somewhere	
	<p>Standard 3: decision making and choice <i>Each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of his or her daily life in relation to the services he or she receives.</i></p>			
3.3 and	The agency offers each person with a disability support to make informed decisions and choices in relation to the services he or she receives.	A4.16	Proportion of families reporting that staff support them to choose the services and supports that they need	The indicators A4.16 and A4.17 will be directly influenced by performance with standards 3.3 and 3.4, given that families are taken to include the person with a disability.
3.4	The agency informs each consumer of other services that may meet his or her needs.	A4.17	Proportion of families who report that they choose the services they use	
3.5	The agency implements its policies and procedures to maximise consumer participation in decision making at the individual and service level.	A4.18	Proportion of families who report that they choose the agency staff who work with them	
3.8	The right of each person with a disability to exercise control over his or her life is not restricted by the policies and procedures of the agency.	A2.11	Proportion of people who are able to see their families and friends when they want to	The indicators A2.11, A4.15 and B6.23 are all indicators of the degree to which a person is able to exercise control over their own life, as described in standard 3.8.

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Table D.2 (Continued)

Ref. no.	Disability Services Standards	Ref. no.	Survey indicator	Comments
		A4.15	Proportion of people who make choices about important life decisions, such as: a) place where they live b) people with whom they live c) social and recreational activities d) work	
		B6.23	Proportion of people reporting that they control their own income and earnings and spending money	
	Standard 4: privacy, dignity and confidentiality <i>Each consumer's right to privacy, dignity and confidentiality in all aspects of his or her life is recognised and respected.</i>			
4.6 and 4.7	Each consumer's rights to dignity and privacy is recognised, respected and protected in relation to personal activities. The agency implements its policies and procedures on protecting consumers' privacy, dignity and confidentiality.	A1.4	Proportion of people reporting satisfaction with amount of time alone	The indicators A1.4, B7.26 and B7.27 are all indicators of the degree to which a person's right to privacy and respect is implemented. The survey indicators do not specifically cover confidentiality of information which is emphasised in the standards.
		B7.26	Proportion of people indicating that staff treat them with respect at work and at home	

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Table D.2 (Continued)

Ref. no.	Disability Services Standards	Ref. no.	Survey indicator	Comments
		B7.27	Proportion of people who feel that their right to privacy is respected at home	
	Standard 5: participation and integration			
	<i>Each person with a disability is supported and encouraged to participate and be involved in the life of the community.</i>			
5.2	Services are provided in a way that facilitates the integration and participation of each person with a disability in the community, at times and in ways similar to that for other members of the community.	A3.14	Proportion of people who report having adequate transportation when they want to go somewhere	The indicators A3.14 will clearly be influenced by the way in which service providers implement standard 5.2, and also by the provision of accessible public transport within a jurisdiction.
5.3	Each consumer is provided with information about the general community facilities and services and how to use them.	A3.13	Proportion of people who use community/public services and facilities such as banks, post offices, hairdressers, places of worship and medical services	The indicator A3.13 will be directly influenced by how standard 5.3 is implemented.
5.4	The agency provides each person with a disability with the opportunity to form and maintain a variety of ties, connections and involvements in the community.	A2.9	Proportion of people who report having friends and caring relationships with people other than those in the service system (for example, paid staff, co-workers in segregated settings, and room mates with disabilities)	The indicators A2.9, A2.11 and A2.12 are all outcome measures of how well service users are connected to the community as described in standard 5.4.
		A2.10	Proportion of people who report having someone they can talk to about personal matters	The indicator A2.10 can include staff members as people to talk to about personal matters but may also be influenced by service users' connections with the community.

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Table D.2 (Continued)

Ref. no.	Disability Services Standards	Ref. no.	Survey indicator	Comments
		A2.11	Proportion of people who are able to see their families and friends when they want to	
		A2.12	Proportion of families who report that their relationship with the family member with a disability is supported and maintained through the use of services	
	<p>Standard 6: valued status <i>Each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.</i></p>			Standard 6 is difficult to measure by direct questions to service users. However, in the survey, life situation questions (A1) measure the value that service users place on their home and their work situations.
6.3	Each person with a disability has the opportunity to develop and maintain skills, capacities and life styles that are valued in the community.	B6.24	Proportion of people and families who report that their family member with a disability has opportunities to develop and/or maintain their skills when using services	The indicator B6.24 will be influenced by the degree to which standard 6.3 is implemented.
	<p>Standard 7: complaints and disputes <i>Each consumer is free to raise and have resolved, any complaints or disputes he or she may have regarding the agency or the service.</i></p>			The survey had no questions about resolving complaints about service providers.

(Continued on next page)

Table D.2 (Continued)

Ref. no.	Disability Services Standards	Ref. no.	Survey indicator	Comments
<p>Standard 8: service management <i>Each agency adopts sound management practices which maximise outcomes for consumers.</i></p>				
8.2	The agency provides a safe physical environment for its consumers.	A1.3	Proportion of people who report that they (or family member) feel safe in their home and neighbourhood, at work, or when using respite service	The indicator A1.3 directly relates to standard 8.2.
8.6	People with a disability receive services from appropriately skilled and competent staff.	B7.25	Proportion of people reporting that staff communicate effectively	The indicator B7.25 measures one important area of staff skills.
8.7	The agency ensures that its employed and volunteer staff receive appropriate support, and that they understand their role, the administration of the agency and the service, and their accountability for their work related activities.	B7.28	Proportion of people reporting that staff changes do not create any problems with the quality of care that their family member receives	The indicator B7.28 was intended as a measure of the impact of staff turnover and, indirectly, the level of staff turnover. The impact of staff turnover can be influenced by the way in which standards 8.6 and 8.7 are implemented.
<p>Standard 9: employment conditions <i>Each person with a disability enjoys comparable working conditions to those expected and enjoyed by the general workforce.</i></p>				

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Table D.2 (Continued)

<i>Ref. no.</i>	<i>Disability Services Standards</i>	<i>Ref. no.</i>	<i>Survey indicator</i>	<i>Comments</i>
9.1 , 9.2, 9.7 and 9.9	<p>The agency ensures each employee has the same rights, protection and responsibilities as other people in the workforce.</p> <p>The agency ensures each employee with a disability receives an agreed minimum wage or salary which reflects progress towards an award-related wage.</p> <p>The agency ensures each employee with a disability works in a job and in a work environment in which he or she receives the same employment conditions, rights, protections and responsibilities as those expected and enjoyed by other people in the general workforce.</p> <p>The agency ensures each employee with a disability receives award wage rates or pro-rata award wage rates determined through an independent industrial relations process.</p> <p>Standard 10: employment support <i>The employment prospects of each person with a disability are maximised by effective and relevant support.</i></p>	A1.5	Proportion of service users and families reporting that they are happy with their work conditions — time, security, fair pay	The indicator A1.5 asks for the views of service users and families about working conditions, and is not concerned about the comparability of these conditions with those of other workers (standards 9.1 and 9.7) or with the process of arranging working conditions (standard 9.9).
		A1.6 and B8.30	Proportion of people reporting satisfaction with their job	

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Table D.2 (Continued)

<i>Ref. no.</i>	<i>Disability Services Standards</i>	<i>Ref. no.</i>	<i>Survey indicator</i>	<i>Comments</i>
		A1.7	Proportion of people who express a desire to change jobs	
10.6 and 10.7	The agency provides work support and work related support to assist with skills development, job seeking, job participation and job retention of each person with a disability.	B6.22	Proportion of people reporting access to adaptive equipment, environmental modifications, and assistive communication devices	
	The provision of support allows maximum participation and integration of each employee with a disability into the work and social activities of the workplace	B6.24	Proportion of people and families who report that their family member with a disability has opportunities to develop and/or maintain their skills when using services	
	Standard 11: employment skills development <i>The employment prospects of each person with a disability are maximised by effective and relevant training.</i>	B6.24	Proportion of people and families who report that their family member with a disability has opportunities to develop and/or maintain their skills when using services	



E Data tables

This appendix contains the data to support the discussion in the report. Section E.1 provides the data tables. The actual precision of survey estimates depends on the survey sample size, the representativeness of the sample and the sample estimate. Larger sample sizes result in higher precision, as do larger sample estimates; for example, if 90 per cent of surveyed respondents chose an answer, there would be less uncertainty about the actual population's views than if 50 per cent of respondents had chosen it. Consequently, caution should be used when interpreting small differences in results and estimates which are small. Appendix C discusses the sampling method, including sample size, and provides information for calculating confidence intervals.

E.1 Data tables

Table E.1 **Satisfaction with accommodation and employment services^{a, b, c}**

	<i>Satisfied</i>	<i>In-between</i>	<i>No response</i>	<i>Dissatisfied</i>	Total	<i>Sample size</i>
	%	%	%	%	%	no.
Q24a (C) Overall, how satisfied/happy are you with (accommodation service)?	84.6	8.3	4.3	2.8	100.0	1 373
Q24a (F) Overall, what do you think of the residential/home support service your family member has received over the last 12 months?	76.0	13.7	5.1	5.2	100.0	1 164
Q50a (C) Overall, how satisfied/happy are you with (employment service)?	85.4	11.1	1.1	2.0	100.0	1 289
Q19a (F) Overall, what do you think of the employment service your family member has received over the last 12 months?	71.0	17.1	6.5	5.5	100.0	1 033

^a Weighted data. Totals may not add as a result of rounding. ^b (C) denotes client interviews: (F) denotes family survey. ^c Results from the family survey have been collapsed as follows: very good and good combined into satisfied; poor or very poor combined into dissatisfied; no response and don't know/no opinion into no response.

Table E.2 Satisfaction with respite and service coordination^{a, b, c}

	<i>Satisfied</i>	<i>In-between</i>	<i>No response</i>	<i>Dissatisfied</i>	Total	<i>Sample size</i>
	%	%	%	%	%	no.
Q31 (F) Overall, what do you think of the respite you have used over the last 12 months?	70.1	16.8	10.3	2.7	100.0	994
Q58a (C) Do you like spending time with (respite service or individual)?	75.0	12.5	6.3	6.3	100.0	40
Q12a (F) Overall, what do you think of the service and support your family received from your service coordinator over the last 12 months?	64.9	18.1	5.5	11.6	100.0	1 226
Q56a (C) Overall, how satisfied/happy are you with (service coordinator)?	85.9	6.3	5.6	2.1	100.0	624

^a Weighted data. Totals may not add as a result of rounding. ^b (C) denotes client interviews: (F) denotes family survey. ^c Results from the family survey have been collapsed as follows: very good and good combined into satisfied; poor or very poor combined into dissatisfied.

Table E.3 Accommodation service users across Australia — experience of home^{a, b}

	<i>Like</i>	<i>In-between</i>	<i>Dislike</i>	<i>Not applicable/ No response</i>	Total	<i>Sample size</i>
	%	%	%	%	%	no.
Q23 (C) Is this (name of residence) a good place or a bad place to live?	70.0	7.6	3.1	19.4	100.0	1 373
Q5 (C) Do you like living here/at (name of residence)	82.8	7.2	4.7	5.3	100.0	1 332
Q7a (C) Do you like living alone?/7b Do you like living with the people you live with?	72.7	11.8	5.3	10.3	100.0	1 332
Q22k (F) Does your family member enjoy where they live? ^c	79.3	13.1	1.1	6.5	100.0	1 164
Q9 (C) Do you want to move out of where you live?	79.9	7.7	5.8	6.5	100.0	1 529

^a Weighted data. Totals may not add as a result of rounding. ^b (C) denotes client interviews: (F) denotes family survey. ^c In-between = responses coded 'some of the time', dislike = responses coded 'rarely/never'.

Table E.4 Views of living arrangement, by type of living arrangement^{a, b}

	Unit	Accommodation service users		Employment services users	
		Lives alone	Lives with others	Lives alone	Lives with others
<i>Q7a (C) Do you like living alone?/7b Do you like living with the people you live with?</i>					
Yes, I like who I live with/living alone	%	71.7	73.5	68.4	78.2
In between like others sometimes, or some people not others	%	9.6	12.2	10.0	11.5
No, don't like who I live with/living alone	%	17.2	3.0	19.5	2.7
No/unclear response ^c	%	1.4	11.3	2.0	7.7
Total	%	100.0	100.0	100.0	100.0
Sample size	no.	163	1 144	218	542

^a Weighted data. Totals may not add as a result of rounding. ^b (C) denotes client interviews. ^c Includes next-of-kin don't know.

Table E.5 Views of living arrangements, by type of disability^{a, b}

	Unit	Cognitive	Intellectual	Psychiatric	Physical	Sensory
<i>Q7a (C) Do you like living alone?/7b Do you like living with the people you live with?</i>						
Yes, I like who I live with/living alone	%	66.1	73.2	71.1	71.2	58.3
In between like others sometimes, or some people not others	%	22.2	10.6	2.6	15.7	15.1
No, don't like who I live with/living alone	%	2.0	4.3	23.8	6.8	14.5
No/unclear response ^c	%	9.7	11.8	2.6	6.3	12.2
Total	%	100.0	100.0	100.0	100.0	100.0
Sample size	no.	131	851	36	167	29

^a Weighted data. Totals may not add as a result of rounding. ^b (C) denotes client interviews. ^c Includes next-of-kin don't know.

Table E.6 Accommodation service users — views of living arrangement, by program type^a

	Move for positive reasons	Like	In between	Dislike	No/unclear response	Total	Sample size
	%	%	%	%	%	%	no.
<i>Q9 (C) Do you want to move out of where you live?</i>							
MDS 1.01	5.5	74.7	5.9	3.0	10.8	100.0	532
MDS 1.02	9.2	72.7	8.1	6.1	3.8	100.0	99
MDS 1.03	7.4	69.2	7.7	5.9	9.9	100.0	476
MDS 1.04	18.6	69.5	5.2	6.7	0.0	100.0	50
MDS 1.05	9.0	70.1	8.9	10.3	1.8	100.0	245
MDS 1.06–1.07	8.4	78.3	10.2	1.8	0.0	100.0	127
MDS 1.01–1.07	8.1	71.8	7.7	5.8	6.5	100.0	1 529

^a Weighted data. Totals may not add as a result of rounding.

Table E.7 Accommodation service users — life situation at home^a

	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Q4 (C) Do you like living here/at (name of residence)</i>									
Yes, like where I live now	85.2	82.0	77.2	85.6	86.5	79.3	72.2	79.2	82.8
In between	6.9	6.6	8.7	5.8	7.3	10.0	8.3	7.8	7.7
No, don't like where I live now	1.8	3.4	10.6	5.4	3.6	5.9	8.3	9.1	5.3
Not applicable — live in parents'/relatives' home	0.9	0.9	1.1	1.0	2.6	0.6	0.0	1.3	1.2
No/unclear response ^b	5.2	7.1	2.3	2.3	0.0	4.1	11.1	2.6	4.1
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	195	208	202	218	270	123	36	80	1 332
<i>Q9 (C) Do you want to move out of where you live?</i>									
Yes, move somewhere for positive reasons (eg getting married)	7.9	9.2	4.9	7.8	11.7	9.2	7.9	11.6	8.1
No, like where I live — stay	73.6	69.5	71.9	68.5	75.4	71.9	65.8	65.1	71.8
In between, sometimes I want to move, sometimes stay/not immediately but would like to move out in the future	6.1	7.9	8.0	10.3	8.1	9.3	7.9	9.3	7.7
Yes, move somewhere for negative reasons (eg don't like it here)	6.3	2.4	10.3	6.9	3.5	3.5	5.3	7.0	5.8
No/unclear response ^b	6.2	11.0	4.8	6.4	1.3	6.0	13.2	7.0	6.5
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	220	242	236	258	307	139	38	89	1 529
<i>Q5 (C) Do you feel safe here/at (name of residence)?</i>									
Yes, feel safe here/there	87.7	83.0	79.6	88.1	92.3	86.8	83.3	83.1	85.5
In-between, most of the time	4.9	7.4	4.4	4.6	3.9	9.0	8.3	6.5	5.4
No, don't feel safe	1.8	1.6	7.3	3.6	1.6	0.6	2.8	5.2	3.0
Not applicable — lives in parents'/relatives' home	0.9	0.5	1.1	1.0	1.1	0.6	0.0	1.3	0.9
No/unclear response ^b	4.7	7.5	7.6	2.8	1.1	2.8	5.6	3.9	5.2
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	195	208	202	218	270	123	36	80	1 332
<i>Q6 (C) Do you feel safe in your area?</i>									
Yes, feel safe (if just feels unsafe at night code 1)	60.6	68.8	66.5	69.5	70.0	77.4	71.1	72.1	66.6
In-between, most of the time	6.7	3.4	8.2	7.4	3.4	4.6	2.6	2.3	5.7
No, feel scared	4.2	4.7	6.6	6.8	1.8	2.4	2.6	7.0	4.8
Not applicable — does not go out/not aware	23.6	11.0	15.0	11.7	24.1	10.6	18.4	12.8	17.1
No/unclear response ^b	4.8	12.2	3.8	4.6	0.7	4.9	5.3	5.8	5.9
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	220	242	236	258	307	139	38	89	1 529

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Table E.7 (Continued)

	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Q18 (C) Can you be alone/by yourself as much as you want to at (home/residence)</i>									
Yes, I have enough time alone	70.0	77.0	67.0	77.1	77.0	82.0	69.4	85.7	72.9
No, wish I had more time alone	7.6	4.4	5.9	9.3	5.2	7.5	11.1	3.9	6.4
Not applicable — lives alone	15.1	6.8	20.8	7.5	15.3	3.9	8.3	3.9	13.3
No/unclear response ^b	7.3	11.9	6.2	6.2	2.5	6.6	11.1	6.5	7.4
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	206	201	219	236	277	118	36	80	1 373

^a Weighted data. Totals may not add as a result of rounding. ^b Includes next-of-kin don't know.

Table E.8 Accommodation service users — experience of safety and solitude at home^a

	Yes	In-between	Not applicable/ No response	No	Total	Sample size
	%	%	%	%	%	no.
<i>Q5 (C) Do you feel safe here/at (name of residence)?</i>						
	85.5	5.4	6.1	3.0	100.0	1 332
<i>Q6 (C) Do you feel safe in your area?</i>						
	66.6	5.7	23.0	4.8	100.0	1 529
<i>Q18 (C) Can you be alone/by yourself as much as you want to at (home/residence)</i>						
	72.9	0.0	20.7	6.4	100.0	1 373

^a Weighted data. Totals may not add as a result of rounding.

Table E.9 Family survey — perceptions of safety^a

	Most of the time	Some of the time	Don't know/ No response	Rarely/ Never	Total	Sample size
	%	%	%	%	%	no.
<i>Q22j (F) Is your family member safe where they live?</i>						
	90.5	0.0	6.2	3.1	100.0	1 163
<i>Q15l (F) Is your family member safe when he or she is supported by the employment service (at work, work experience, training job seeking)?</i>						
	84.6	5.1	9.2	1.2	100.0	1 032
<i>Q27j (F) Is your family member safe when he or she is cared for by a respite service or carers?</i>						
	79.7	8.9	11.4	0.6	100.0	994
<i>Q27j (F) Is your family member safe when he or she is cared for by a respite service or carers? (Completed by people with disabilities)</i>						
	68.5	13.9	12.3	5.2	100.0	58

^a Weighted data. Totals may not add as a result of rounding.

Table E.10 Employment service users — experience of work^a

	<i>Happy</i>	<i>In-between</i>	<i>Not applicable/ No response</i>	<i>Unhappy</i>	Total	<i>Sample size</i>
	%	%	%	%	%	no.
Q38 (C) <i>Is (employer) a bad place to work or a good place to work?</i>	82.9	12.2	2.7	2.2	100.0	1 210
Q39 (C) <i>Do you feel safe at work?</i>	93.5	3.5	1.7	1.3	100.0	1 210
Q40 (C) <i>Do you think your pay is fair?</i>	76.6	8.4	6.5	8.6	100.0	1 210
Q43 <i>Do you want to change the hours you work?</i>	73.2	0.0	4.1	22.7	100.0	1 210
Q45 <i>Do you want to leave your job?</i>	77.0	7.8	2.2	13.0	100.0	1 210

^a Weighted data. Totals may not add as a result of rounding.

Table E.11 Family survey — life situation at work^a

	<i>Most of the time</i>	<i>Some of the time</i>	<i>Don't know/ No response</i>	<i>Rarely/ Never</i>	Total	<i>Sample size</i>
	%	%	%	%	%	no.
Q15b (C) <i>Is your family member working as many hours as you would like?</i>	80.5	0.0	4.6	14.9	100.0	1 032
Q15c (C) <i>Does your family member have as much job security as you would like?</i>	65.8	0.0	13.9	20.4	100.0	1 032
Q15a (C) <i>Does your family member enjoy the activities he or she does through the employment service? (such as work itself, work experience, training)</i>	78.2	16.2	3.0	2.7	100.0	1 032

^a Weighted data. Totals may not add as a result of rounding.

Table E.12 Desire to work more hours/job security by jurisdiction^a

		<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>NT</i>	<i>ACT</i>	<i>Australia</i>
Q43 (C) <i>Do you want to change the hours you work? (client interview)</i>											
Yes, want to work more hours	%	13.5	16.0	20.0	17.9	11.6	16.1	0.0	29.6	15.5	
Sample size	no.	206	190	166	255	232	94	6	61	1 210	
Q15b <i>Is your family member working as many hours as you would like? (family survey)</i>											
No	%	14.0	9.6	18.1	21.0	16.7	21.1	27.3	38.9	14.9	
Sample size	no.	171	208	138	176	203	71	11	54	1 032	
Q15c <i>Does your family member have as much job security as you would like? (family survey)</i>											
No	%	21.1	13.5	29.0	23.3	19.2	23.9	27.3	44.4	20.4	
Sample size	no.	171	208	138	176	203	71	11	54	1 032	

^a Weighted data. Totals may not add as a result of rounding.

Table E.13 Family survey — life situation at work by jurisdiction^a

	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Q38 (C) Is this a good place or bad place to work?</i>									
Good	80.9	81.2	87.5	85.7	91.1	78.6	100	46.6	82.9
In between	14.2	11.9	8.5	8.5	7.8	16.8	0.0	51.9	12.2
Bad	3.0	1.5	2.8	2.3	0.4	3.7	0.0	0.0	2.2
No/unclear response ^b	1.9	5.4	1.1	3.4	0.7	0.9	0.0	1.5	2.7
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	206	190	166	255	232	94	6	61	1 210
<i>Q40 (C) Do you think your pay is fair?</i>									
Yes, pay is fair	78.7	77.1	79.1	67.5	74.9	66.1	100	87.1	76.6
In between	7.9	8.7	11.5	6.2	8.9	11.1	0.0	2.6	8.4
No, pay is not fair	7.1	0.9	8.3	12.6	8.1	15.9	0.0	2.1	8.6
No/unclear response ^b	6.4	5.2	1.1	13.8	8.1	6.9	0.0	8.2	6.5
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	206	190	166	255	232	94	6	61	1 210
<i>Q45 (C) Do you want to leave your job?</i>									
No, like where I work now — want to stay	78.7	75.2	74.6	74.7	80.9	81.4	83.7	68.4	77
In between, not immediately but won't stay forever	8.6	6.6	10.1	5.3	9.6	6.6	0.0	0.1	7.8
Yes, to go to another job, to get a better job	10.9	14.5	12.1	12.1	7.7	11.1	16.3	30.1	12.1
Yes, to give up work, to retire	0.7	1.5	0.3	1.8	0.4	0.9	0.0	0.0	0.9
No/unclear response ^b	1.1	2.1	2.8	6.1	1.5	0	0.0	0.0	2.2
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	206	190	166	255	232	94	6	61	1 210

^a Weighted data. ^b Includes next-of-kin don't know. Totals may not add as a result of rounding.

Table E.14 Desire to work more hours/job security by age^a

	Age in years						
	Unit	18–24	25–34	18–34	35–44	45–54	55 plus
<i>Q43 (C) Do you want to change the hours you work? (client interview)</i>							
Yes, want to work more hours	%	na	na	5.3	4.4	8.1	7
Sample size	no.	na	na	73	39	17	24
<i>Q15b (F) Is your family member working as many hours as you would like? (family survey)</i>							
No	%	20.7	16.0	17.4	10.4	8.7	na
Sample size	no.	257	384	641	240	131	na
<i>Q15c (F) Does your family member have as much job security as you would like? (family survey)</i>							
No	%	30.4	23.0	26.0	12.0	8.5	na
Sample size	no.	257	384	641	240	131	na

^a Weighted data. Totals may not add as a result of rounding. na Not available.

Table E.15 Desire to work more hours/job security by primary disability^a

		Intellectual/ Unit Cognitive specific leaning	Psychiatric	Physical	Sensory	
<i>Q43 (C) Do you want to change the hours you work? (client interview)</i>						
Yes, want to work more hours	%	17.7	12.8	26.9	23.7	15
Sample size	no.	53	829	66	94	48
<i>Q15b (F) Is your family member working as many hours as you would like? (family survey)</i>						
No	%	15.3	13.5	36.2	27.0	22.2
Sample size	no.	115	781	20	118	70
<i>Q15c (F) Does your family member have as much job security as you would like? (family survey)</i>						
No	%	27.9	18.3	26.0	27.5	31.9
Sample size	no.	115	781	20	118	70

^a Weighted data. Totals may not add as a result of rounding. na Not available.

Table E.16 Accommodation services users — living arrangements^a

	Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	National
<i>Q22k (F) Does your family member enjoy where they live?</i>										
Most of the time	%	75.2	84.4	76.6	81.8	82.2	75.5	73.9	73.3	79.3
Some of the time	%	15.5	10.2	14.9	8.8	13.4	14.5	19.6	14.7	13.0
Rarely/never	%	0.0	1.2	1.6	1.5	1.5	4.5	0.0	1.3	1.2
Don't know/no response	%	9.3	4.1	6.9	8.0	3.0	5.4	6.5	10.7	6.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	161	244	188	137	202	110	46	75	1 163
<i>Q15a (F) Does your family member enjoy the activities he or she does through the employment service (such as the work itself, work experience, training)?</i>										
Most of the time	%	76.6	79.3	76.1	82.4	77.8	81.7	81.8	74.1	78.2
Some of the time	%	16.4	14.9	20.3	14.2	16.3	14.1	18.2	18.5	16.2
Rarely/never	%	4.7	1.4	2.2	0.0	3.0	1.4	0.0	5.6	2.7
Don't know/no response	%	2.4	4.3	1.4	3.4	3.0	2.8	0.0	1.9	3.0
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	171	208	138	176	204	71	11	54	1 032
<i>Q27k (F) Does your family member enjoy the time he or she is cared for by a respite service or carers?</i>										
Most of the time	%	66.7	62.3	75.9	60.0	66.2	75.3	72.7	71.4	68.5
Some of the time	%	22.8	20.9	17.8	24.8	17.3	14.4	12.1	17.9	19.7
Rarely/never	%	2.5	4.2	2.6	1.9	2.9	1.0	3.0	3.6	3.1
Don't know/no response	%	8.4	12.6	3.7	13.4	13.7	9.3	12.1	7.1	8.7
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	162	239	191	105	139	97	33	28	994

^a Totals may not add as a result of rounding.

Table E.17 Living arrangements by services received^a

	<i>Most of the time</i>	<i>Some of the time</i>	<i>Rarely/never</i>	<i>Don't know/no response</i>	Total	<i>Sample size</i>
	%	%	%	%	%	no.
<i>Q22k (F) Does your family member enjoy where they live?</i>						
Group home service	76.4	15.4	1.1	7.1	100.0	414
Receives hostel/large residential unit service	77.6	13.6	2.2	6.4	100.0	310
Receives attendant care	86.5	8.0	0.7	4.8	100.0	186
Receives home support service	82.9	11.5	0.9	5.3	100.0	405
Receives other accommodation service	78.2	10.5	2.1	9.1	100.0	54
All accommodation services	79.3	13.1	1.1	6.5	100.0	1 163
<i>Q15a (F) Does your family member enjoy the activities he or she does through the employment service (such as the work itself, work experience, training)?</i>						
Receives sheltered workshop service	79.0	15.6	3.1	2.3	100.0	651
Receives workcrew or enclave service	80.1	14.7	1.7	3.4	100.0	154
Receives open employment service	76.8	17.4	2.1	3.8	100.0	269
Receives other employment service	76.2	12.4	11.3	0.0	100.0	25
All employment services	78.2	16.2	2.7	3.0	100.0	1 032
<i>Q27k (F) Does your family member enjoy the time he or she is cared for by a respite service or carers?</i>						
Receives respite house service	70.8	20.7	2.6	5.9	100.0	597
Receives centre-based respite service	70.3	20.5	1.6	7.6	100.0	190
Receives own home respite service	61.5	24.5	2.6	11.4	100.0	240
Receives in-home respite service	61.2	23.9	4.3	10.6	100.0	173
Receives peer support respite service	72.7	19.7	1.3	6.3	100.0	99
Receives other respite service	67.4	10.1	7.8	14.7	100.0	93
All respite services	68.5	19.7	3.1	8.7	100.0	994

^a Totals may not add as a result of rounding.

Table E.18 Accommodation services users — relationships^a

	<i>Yes</i>	<i>Sometimes^b</i>	<i>Not applicable/No response</i>	<i>No</i>	Total	<i>Sample size</i>
	%	%	%	%	%	no.
<i>Q25b (C) Do you have other friends you like to talk to or do things with?</i>						
	59.8	18.3	5.8	16.0	100.0	1 529
<i>Q25a (C) Do you have someone you can talk to about personal things?</i>						
	73.1	0.9	10.0	16.0	100.0	1 529
<i>Q26 (C) Can you see your friends when you want to see them?</i>						
	72.0	10.3	13.4	4.0	100.0	1 529
<i>Q27 (C) Do you have family that you see? Can you see your family when you want to?</i>						
	66.1	8.3	21.7	4.0	100.0	1 529

^a Weighted data. Totals may not add as a result of rounding. ^b For Q25b “Sometimes” refers to positives responses to “Yes, friends who are all staff or family” or “not sure whether they are staff/family or not”.

Table E.19 Service users — relationships^a

		<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>NT</i>	<i>ACT</i>	<i>Australia</i>
<i>Q25b (A) Do you have other friends you like to talk to or do things with?</i>											
Yes, friends who are not staff or family	%	56.8	51.7	69.9	57.1	69.2	50.1	65.8	65.1	59.8	
Yes, friends who are all staff or family, or not sure whether they are staff/family or not	%	20.5	21.3	16.0	17.2	12.1	23.7	10.5	15.1	18.3	
No friends	%	15.9	16.8	12.7	19.3	17.1	18.1	21.1	14.0	16.0	
No/unclear response ^b	%	6.8	10.2	1.4	6.4	1.6	8.2	2.6	5.8	5.8	
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Sample size	no.	220	242	236	258	307	139	38	89	1 529	
<i>Q25b (E) Do you have other friends you like to talk to or do things with?</i>											
Yes, friends who are not staff or family	%	76.5	72.0	82.5	66.5	75.6	68.8	100.0	70.2	74.6	
Yes, friends who are all staff or family, or not sure whether they are staff/family or not	%	11.2	12.5	10.8	11.8	10.2	14.8	0.0	25.7	11.7	
No friends	%	10.6	13.4	5.8	19.2	13.0	14.9	0.0	2.0	11.9	
No/unclear response ^b	%	1.8	2.1	0.9	2.5	1.2	1.4	0.0	2.0	1.8	
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Sample size	no.	245	257	205	295	261	116	7	63	1 449	
<i>Q25a (A) Do you have someone you can talk to about personal things? (More than one answer possible.)</i>											
Yes, a family member	%	36.7	42.7	46.7	42.5	59.9	38.1	31.6	40.7	43.8	
Yes, a friend	%	19.8	22.8	26.9	29.6	25.1	20.1	23.7	19.8	23.7	
Yes, a staff member	%	33.9	29.0	34.5	44.1	42.1	41.9	21.1	33.7	35.0	
Sometimes	%	0.5	2.1	0.0	1.2	0.7	1.6	0.0	2.3	0.9	
No	%	24.4	16.7	11.6	10.4	9.2	12.0	23.7	7.0	16.0	
No/unclear response ^b	%	10.4	13.0	9.8	10.0	2.7	11.2	13.2	17.4	10.0	
Total	%	125.7	126.3	129.5	137.8	139.7	124.9	113.3	120.9	129.4	
Sample size	no.	220	242	236	258	307	139	38	89	1 529	
<i>Q25a (E) Do you have someone you can talk to about personal things? (More than one answer possible.)</i>											
Yes, a family member	%	59.4	60.0	66.7	50.2	63.4	59.1	42.1	62.1	59.8	
Yes, a friend	%	41.8	44.7	44.6	32.6	33.3	40.8	43.8	75.5	41.6	
Yes, a staff member	%	25.9	15.6	24.3	29.4	39.3	21.7	14.0	36.4	24.4	
Sometimes	%	1.2	1.7	0.0	1.0	0.0	0.7	0.0	1.0	1.0	
No	%	9.1	7.3	5.5	10.4	2.8	8.5	0.0	1.0	7.5	
No/unclear response ^b	%	0.0	2.9	1.1	6.2	1.5	0.7	0.0	2.6	1.8	
Total	%	137.4	132.2	142.2	129.8	140.3	131.5	100.0	178.6	136.1	
Sample size	no.	245	257	205	295	261	116	7	63	1 449	

(Continued on next page)

Table E.19 (Continued)

		Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Q26 (A) Can you see your friends when you want to see them?</i>											
Yes, can see them when I want to	%	67.9	69.8	78.3	70.2	79.1	69.8	73.3	70.3		72.3
Sometimes	%	10.0	9.0	11.9	13.6	7.8	12.6	13.3	13.5		10.3
No	%	2.3	4.7	2.0	5.9	7.0	6.6	6.7	2.7		3.9
Not applicable— doesn't have any friends	%	10.1	4.5	3.7	4.6	5.0	4.3	3.3	10.8		6.0
No/unclear response ^b	%	9.8	12.1	4.1	5.7	1.1	6.7	3.3	2.7		7.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	181	191	188	208	250	112	30	76		1 236
<i>Q27 (A) Do you have family that you see? Can you see your family when you want to?</i>											
Yes, can see them when I want to, or choose to see family	%	67.5	61.2	63.0	70.3	74.8	68.2	52.6	70.9		66.1
Sometimes	%	9.7	6.4	9.3	7.1	5.7	16.3	26.3	9.3		8.3
No	%	4.4	3.3	4.2	2.8	4.2	2.2	7.9	7.0		3.9
Not applicable — no family, family not available, or lives with family	%	16.2	20.5	21.0	17.2	15.3	8.7	10.5	9.3		18.0
No/unclear response ^b	%	2.2	8.6	2.6	2.6	0.0	4.6	2.6	3.5		3.7
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	220	242	236	258	307	139	38	89		1 529

^a Weighted data. ^b Includes next-of-kin don't know. Totals may not add as a result of rounding.

Table E.20 Service users relationships — results for those with a family^{a, b}

		Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Q26 (A) Can you see your friends when you want to see them?</i>											
Yes, can see them when I want to	%	75.7	73.2	81.3	73.5	83.3	70.6	75.0	80.0		77.0
Sample size	no.	181	191	188	208	250	112	30	76		1 236
<i>Q27 (A) Do you have family that you see? Can you see your family when you want to?</i>											
Yes, can see them when I want to	%	80.7	77.0	79.8	84.9	88.2	76.3	55.6	81.8		80.6
Sample size	no.	220	242	236	258	307	139	38	89		1 529

^a That is, excluding those who responded not applicable. ^b Weighted data. Totals may not add as a result of rounding.

Table E.21 Service users relationships by who filled out questionnaire^{a, b}

		Client Unit alone	Client with assistance	Total client	Next-of-kin
<i>Q25b (A) Do you have other friends you like to talk to or do things with?</i>					
Yes, friends who are not staff or family	%	75.2	59.8	72.6	35.9
Yes, friends who are all staff or family, or not sure whether they are staff/family or not	%	13.7	19.6	14.7	25.2
No friends	%	8.3	10.4	8.6	29.9
No/unclear response	%	2.8	10.2	4.1	9.0
Total	%	100.0	100.0	100.0	100.0
Sample size	no.	781	192	973	556
<i>Q25a (A) Do you have someone you can talk to about personal things? (More than one answer possible.)^c</i>					
Yes, a family member	%	32.8	41.1	49.6	32.8
Yes, a friend	%	10.6	20.0	30.7	10.6
Yes, a staff member	%	20.7	56.7	42.6	20.7
Sometimes	%	0.4	0.8	1.2	0.4
No	%	34.2	3.5	6.4	34.2
No/unclear response	%	20.9	8.0	4.2	20.9
Sample size	no.	781	192	973	556

^a Weighted data. ^b Includes next-of-kin don't know. Totals may not add as a result of rounding. ^c Proportions will not sum to 100 per cent due to double counting.

Table E.22 Family survey — maintenance of family relationships^a

	Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Q22i Does the residential/home support service encourage you to see and be involved with your family member?</i>										
Most of the time	%	72.0	63.9	60.9	70.1	68.8	67.3	73.9	66.7	66.8
Some of the time	%	9.3	6.1	12.2	6.6	5.4	11.8	8.7	4.0	8.4
Rarely/never	%	1.9	6.6	8.5	4.4	5.0	5.5	4.3	6.7	5.2
Doesn't apply	%	13.7	18.4	14.9	13.1	14.9	7.3	10.9	14.7	15
No response/don't know	%	3.1	4.9	3.7	5.9	6.0	8.2	2.2	8.0	4.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	161	244	188	137	202	110	46	75	1 163
<i>Q27h Do you feel more able to continue to care for your family member with a disability at home through using the respite service?</i>										
Most of the time	%	53.1	54.4	49.5	56.2	55.4	56.7	60.6	50.0	52.8
Some of the time	%	22.2	25.1	25.7	17.1	17.3	19.6	18.2	21.4	23.7
Rarely/never	%	9.9	3.8	7.9	5.7	7.9	3.1	9.1	7.1	6.6
Doesn't apply	%	6.8	7.1	9.4	13.3	9.4	13.4	9.1	21.4	8.7
No response/don't know	%	8.1	9.6	7.3	7.6	10.1	7.2	3.0	0.0	8.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	162	239	191	105	139	97	33	28	994

^a Weighted data. Totals may not add as a result of rounding.

Table E.23 Service users relationships by location^{a, b}

	Location of service provider			Place of residence			
	Unit	Capital city	Other	With family/partner	Lives alone	Lives with other people	All users
<i>Q25a (A) Do you have someone you can talk to about personal things? (More than one answer possible.)</i>							
Yes, a family member	%	45.2	39.4	71.8	52.1	35.2	43.8
Yes, a friend	%	23.6	24.0	33.0	39.9	18.6	23.7
Yes, a staff member	%	35.0	35.0	15.2	40.0	39.2	35.0
Sometimes	%	0.8	1.3	1.0	0.4	1.0	0.9
No	%	15.7	17.2	7.3	8.7	20.0	16.0
No/unclear response ^c	%	9.9	10.4	3.8	1.9	12.4	10.0
Sample size	no.	1282	247	197.0	163	1 144	1 529
<i>Q25b (A) Do you have other friends you like to talk to or do things with?</i>							
Yes, friends who are <u>not</u> staff or family	%	61.5	54.7	74.9	79.6	52.7	59.8
Yes, friends who are all staff or family, or not sure whether they are staff/family or not	%	16.3	24.8	13.6	11.6	20.9	18.3
No friends	%	16.5	14.4	10.6	8.6	19.2	16.0
No/unclear response ^c	%	5.7	6.1	0.9	0.2	7.2	5.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	1282	247	197.0	163	1144	1 529

^a Weighted data. ^b Includes next-of-kin don't know. Totals may not add as a result of rounding. ^c Proportions will not sum to 100 per cent due to double counting.

Table E.24 Family survey — maintenance of family relationships (excluding not applicable)^a

	Most of the time	Some of the time	Rarely/never	Doesn't apply	No response/don't know	Total	Sample size
	%	%	%	%	%	%	no.
<i>Q22i Does the residential/home support service encourage you to see and be involved with your family member?</i>	78.8	9.9	6.1	na	5.3	100.0	1 163
<i>Q27h Do you feel more able to continue to care for your family member with a disability at home through using the respite service?</i>	57.8	25.9	7.2	na	9.0	100.0	994

^a Weighted data. Totals may not add as a result of rounding.

Table E.25 Family survey — maintenance of family relationships (by survey respondent)^a

	Unit	Survey completed by				
		Person with disability	Mother	Father	Partner	Other
<i>Q22l (F) Does the residential/home support service encourage you to see and be involved with your family member?</i>						
Most of the time	%	38.5	69.3	72.2	54.2	69.5
Some of the time	%	6.9	8.4	9.9	3.3	9.6
Rarely/never	%	3.3	3.7	6.4	4.0	8.4
Don't know	%	0.2	1.2	0.1	1.3	0.5
Doesn't apply	%	44.6	13.9	7.9	35.5	8.3
No response	%	6.6	3.5	3.5	1.8	3.6
No response/don't know	%	6.8	4.7	3.6	3.1	4.1
Total	%	100.0	100.0	100.0	100.0	100.0
Sample size	no.	83	631	235	68	302
<i>Q27h (F) Do you feel more able to continue to care for your family member with a disability at home through using the respite service?</i>						
Most of the time	%	44.7	53.3	45.2	75.2	50.2
Some of the time	%	9.2	25.2	32.2	16.3	21.0
Rarely/never	%	8.6	6.8	7.2	1.3	2.3
Don't know	%	2.1	2.7	4.5	3.8	1.4
Doesn't apply	%	24.1	7.0	6.9	2.7	16.2
No response	%	11.3	5.1	4.0	0.6	8.9
No response/don't know	%	13.4	7.8	8.5	4.4	10.3
Total	%	100.0	100.0	100.0	100.0	100.0
Sample size	no.	58	637	194	79	154

^a Weighted data. Totals may not add as a result of rounding.

Table E.26 Accommodation service users — participation in community activities^a

	Yes	Unclear	No	Total	Sample size
	%	%	%	%	no.
<i>Q28 Do you go shopping?</i>	82.1	3.8	14.1	100.0	1 529
<i>Q30 Do you go out to exercise or play sport?</i>	62.5	2.8	34.7	100.0	1 529
<i>Q31 Do you go out for entertainment?</i>	76.0	2.3	21.3	100.0	1 529
<i>Q32 Do you go out to any church services or religious events?</i>	28.0	4.8	67.2	100.0	1 529
<i>Q33 Do you sometimes go out to eat?</i>	82.3	2.7	15.0	100.0	1 529

^a Weighted data. Totals may not add as a result of rounding.

Table E.27 Accommodation support service users — use of community/public facilities^a

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>NT</i>	<i>ACT</i>	<i>Australia</i>
<i>Q28 Do you go shopping?</i>										
Yes	%	78.3	77.7	86.6	87.0	86.1	84.4	84.2	93.0	82.1
No	%	16.6	16.7	12.3	12.6	8.7	12.9	15.8	5.8	14.1
Unclear/don't know	%	5.1	5.5	1.1	0.4	5.2	2.7	0.0	1.2	3.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	220	242	236	258	307	139	38	89	1 529
<i>Q30 Do you go out to exercise or play sport?</i>										
Yes	%	57.9	64.6	61.8	62.6	68.7	63.9	60.5	73.3	62.5
No	%	39.4	29.3	38.2	35.5	29.6	32.2	39.5	24.4	34.7
Unclear/don't know	%	2.7	6.1	0.0	1.9	1.6	3.8	0.0	2.3	2.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	220	242	236	258	307	139	38	89	1 529
<i>Q31 Do you go out for entertainment?</i>										
Yes	%	74.3	72.5	78.8	79.8	81.1	74.7	71.1	94.2	76.3
No	%	22.0	23.1	20.9	19.4	18.6	23.7	28.9	5.8	21.3
Unclear/don't know	%	3.7	4.4	0.3	0.8	0.2	1.6	0.0	0.0	2.3
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	220	242	236	258	307	139	38	89	1 529
<i>Q32 Do you go out to any church services or religious events?</i>										
Yes	%	24.8	22.5	26.5	35.7	40.9	30.5	18.4	45.3	28.0
No	%	70.1	67.6	71.1	62.4	58.1	63.7	78.9	51.2	67.5
Unclear/don't know	%	5.0	10.0	2.4	1.9	0.9	5.7	2.6	3.5	4.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	220	242	236	258	307	139	38	89	1 529
<i>Q33 Do you sometimes go out to eat</i>										
Yes	%	84.7	78.9	81.4	82.6	85.4	84.5	65.8	86.0	82.3
No	%	13.4	15.7	16.7	15.5	14.1	13.1	21.1	10.5	15.0
Unclear/don't know	%	1.9	5.4	1.8	1.9	0.5	2.4	13.2	3.5	2.7
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	220	242	236	258	307	139	38	89	1 529

^a Weighted data. Totals may not add as a result of rounding.

Table E.28 Accommodation support service users — use of community/public facilities by living arrangements^a

	<i>Unit</i>	<i>Lives alone</i>	<i>Lives with family/partner</i>	<i>Lives with other people</i>
<i>Q28 Do you go shopping?</i>				
Yes	%	97.1	80.8	80.9
No	%	2.9	19.1	15.1
Unclear/don't know	%	0.0	0.1	4.0
Total	%	100.0	100.0	100.0
Sample size	no.	163	197	1 144
<i>Q30 Do you go out to exercise or play sport?</i>				
Yes	%	68.4	59.2	62.7
No	%	31.6	40.5	34.0
Unclear/don't know	%	0.0	0.3	3.3
Total	%	100.0	100.0	100.0
Sample size	no.	163	197	1 144
<i>Q31 Do you go out for entertainment?</i>				
Yes	%	82.6	76.5	75.8
No	%	16.3	23.5	21.7
Unclear/don't know	%	1.1	0.0	2.5
Total	%	100.0	100.0	100.0
Sample size	no.	163	197	1 144
<i>Q32 Do you go out to any church services or religious events?</i>				
Yes	%	30.5	23.7	28.4
No	%	66.9	75.4	66.1
Unclear/don't know	%	2.5	0.9	5.5
Total	%	99.9	100.0	100.0
Sample size	no.	163	197	1 144
<i>Q33 Do you sometimes go out to eat?</i>				
Yes	%	85.5	89.0	80.7
No	%	14.2	11.0	16.4
Unclear/don't know	%	0.3	0.0	2.9
Total	%	100.0	100.0	100.0
Sample size	no.	163	197	1 144

^a Weighted data. Totals may not add as a result of rounding.

Table E.29 Client interviews — transport arrangements^a

<i>Transport - Client interviews, weighted data</i>	<i>Accommodation service users</i>				<i>Employment service users</i>				
	<i>Unit</i>	<i>MDS</i>	<i>MDS</i>	<i>Next-of-kin</i>	<i>All</i>	<i>MDS</i>	<i>MDS</i>	<i>Next-of-kin</i>	<i>All</i>
	<i>1.01</i>	<i>1.03</i>	<i>respondents</i>	<i>users</i>	<i>5.01</i>	<i>5.02</i>	<i>respondents</i>	<i>users</i>	
<i>Q34 When you want to go somewhere, do you always have a way to get there or not?</i>									
Including not applicable									
Almost always ^b	%	38.8	63.2	34.4	65.2	90.3	81.2	68.9	86.6
Sometimes	%	6.2	14.5	9.0	11.0	7.9	8.7	9.0	8.2
Almost never	%	1.2	1.7	1.4	2.2	1.2	2.2	2.7	1.6
Not applicable ^c	%	51.6	15.7	53.1	19.0	0.5	6.1	19.6	2.8
No/unclear response	%	2.2	4.9	2.1	2.6	0.1	1.8	0.2	0.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	532	476	556	1 529	495	954	240	1 449
Excluding not applicable									
Almost always ^b	%	79.9	75.1	19.2	80.5	90.8	86.4	85.8	89.1
Sometimes	%	12.8	17.2	3.0	13.6	7.9	9.3	11.2	8.4
Almost never	%	2.5	2.0	113.2	2.7	1.2	2.3	3.4	1.6
No/unclear response	%	4.5	5.8	213.3	3.2	0.1	1.9	0.2	0.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	323	393	252	1 213	489	895	181	1 384

^a Weighted data. Totals may not add as a result of rounding. ^b Travel by self and/or can get a lift from family or staff. ^c Does not have wishes/ask to go anywhere (may still be taken some places).

Table E.30 Accommodation service users — choices made^a

	<i>MDS code</i>	<i>Yes, by self</i>	<i>Yes, with assistance</i>	<i>Not applicable/ No response</i>	<i>No, someone else chose</i>	<i>Total</i>	<i>Sample size</i>
		%	%	%	%	%	no.
<i>Q2 (C) Did you choose to live there/at ?</i>	1.01	13.4	10.5	3.9	72.2	100.0	532
<i>Q3 (C) Did you choose the people you live with?</i>	1.01	3.4	8.5	6.6	81.5	100.0	532
<i>Q2 (C) Did you choose to live there/at ?</i>	1.02	31.3	22.4	8.9	37.4	100.0	99
<i>Q3 (C) Did you choose the people you live with?</i>	1.02	11.0	13.3	11.7	64.1	100.0	99
<i>Q2 (C) Did you choose to live there/at ?</i>	1.03	22.8	27.3	5.7	44.2	100.0	463
<i>Q3 (C) Did you choose the people you live with?</i>	1.03	13.4	18.3	8.8	59.5	100.0	463
<i>Q2 (C) Did you choose to live there/at ?</i>	1.04–1.07	52.8	35.0	1.6	10.6	100.0	238
<i>Q3 (C) Did you choose the people you live with ?</i>	1.04–1.07	15.2	9.2	63.4	12.2	100.0	238

^a Weighted data. Totals may not add as a result of rounding.

Table E.31 People with disabilities — choice exercised^a

	Yes, unassisted	Yes, with assistance	Not applicable/ No response	No, someone else chose	Total	Sample size
	%	%	%	%	%	no.
Q2 (A) Did you choose to live there/at ?	27.9	24.2	4.5	43.4	100.0	1 332
Q3 (A) Did you choose the people you live with?	10.9	13.2	21.6	54.3	100.0	1 332
Q16 (A) Do you choose how you spend your evenings and weekends?	60.9	16.9	4.3	18.0	100.0	1 373
Q37 (E) Did you choose to work at ?	35.2	46.3	4.0	14.5	100.0	1 210

^a Weighted data. Totals may not add as a result of rounding.

Table E.32 Consumer choice — residential services^a

	Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
Q2 (A) Did you choose to live there/at ?										
Yes, unassisted ^b	%	20.4	27.0	39.8	27.7	28.2	41.7	8.3	10.4	27.9
Yes, with assistance (from coordinator/service provider)	%	23.8	21.6	26.1	21.0	30.0	18.7	33.3	35.1	24.2
No, someone else chose for me	%	53.3	41.0	32.7	46.4	40.5	33.4	55.6	49.4	43.4
Not applicable — live in parent/relative's home	%	0.9	0.0	1.1	0.5	0.8	1.6	0.0	0.0	0.7
No/unclear response, can't remember — too long ago	%	1.6	10.3	0.3	4.4	0.5	4.7	2.8	5.2	3.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	195	208	202	218	270	123	36	80	1 332
Q3 (A) Did you choose the people you live with?										
Yes, unassisted	%	7.5	16.3	14.0	10.2	4.3	15.9	2.8	1.3	10.9
Yes, with assistance or chose some of the people who share with	%	16.7	7.1	16.2	8.4	15.6	13.8	2.8	26.0	13.2
No, someone else chose the people I live with	%	62.7	55.1	34.8	63.4	55.3	46.9	83.3	64.9	54.3
Not applicable — live in parent/relative's home	%	0.9	0.7	1.1	0.5	1.6	2.5	0.0	0.0	1.0
Not applicable — live in own home	%	11.1	10.3	32.5	13.4	23.2	13.7	11.1	3.9	16.8
No/unclear response ^c	%	1.0	10.6	1.3	4.0	0.0	7.2	0.0	3.9	3.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	195	208	202	218	270	123	36	80	1 332

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Table E.32 (Continued)

	Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Q16 (A) Do you choose how you spend your evenings and weekends?</i>										
Yes, unassisted, I make my own choices	%	51.0	61.2	67.5	54.9	73.8	68.4	52.8	57.1	60.9
Yes, with assistance	%	12.5	8.4	11.5	20.0	9.0	10.8	5.6	10.4	11.6
Sometimes, some things	%	5.9	5.3	5.1	8.0	2.0	2.6	5.6	7.8	5.3
No, someone else chooses for me ^d	%	26.5	16.2	13.0	14.2	12.5	14.8	33.3	22.1	18.0
No/unclear response ^c	%	3.2	8.9	2.8	2.9	2.7	3.3	2.8	2.6	4.3
Total	%	99.1	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	206	201	219	236	277	118	36	80	1 373
<i>Q22m (F) Did members of your family choose the residential/home support service that assists your family member?</i>										
Yes	%	46.6	48.0	45.2	44.5	52.5	35.5	58.7	38.7	46.8
Partly	%	21.7	24.2	25.0	21.2	15.8	19.1	13.0	34.7	22.2
No	%	28.0	24.2	22.3	25.5	25.6	41.8	21.7	22.7	25.7
Don't know	%	0.0	0.8	2.7	1.5	2.0	1.8	4.3	1.3	1.2
No response	%	3.7	2.9	4.8	7.3	4.0	1.8	2.2	2.7	4.0
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	161	244	188	137	202	110	46	75	1 163
<i>Q22n (F) Did members of your family choose the staff (that is the paid carers, residential care workers or support workers) who assist your family member?</i>										
Yes	%	4.3	14.3	13.3	14.6	11.3	4.5	32.6	1.3	10.9
Partly	%	8.7	13.5	18.1	12.4	8.9	9.1	6.5	6.7	12.3
No	%	79.5	67.2	66.0	65.7	73.4	81.8	60.9	86.7	71.3
Don't know	%	1.2	1.2	1.1	1.5	2.0	0.9	0.0	2.7	1.3
No response	%	6.2	3.7	1.6	5.8	4.4	3.6	0.0	2.7	4.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	161	244	188	137	202	110	46	75	1 163

^a Weighted data. Totals may not add as a result of rounding. ^b Includes chose with family member/spouse/real estate agent. ^c Includes next-of-kin don't know. ^d Includes not able to choose. Note: Combining response codes 1 and 2 ('yes' and 'partly') provides a measure of those who had 'some' influence on decisions.

Table E.33 Choice of residential services and staff, by survey respondent and primary disability^a

	Yes	Partly	No	Don't know	No response	Total	Sample size
	%	%	%	%	%	%	no.
<i>Q22m (F) Did members of your family choose the residential/home support service that assists your family member?</i>							
Survey completed by							
Person with disability	30.4	25.0	33.9	3.4	7.3	100.0	83
Mother	49.5	22.4	22.6	1.0	4.5	100.0	631

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Table E.33 (Continued)

	Yes	Partly	No	Don't know	No response	Total	Sample size
	%	%	%	%	%	%	no.
Father	54.9	20.3	20.4	0.0	4.3	100.0	235
Partner	42.1	26.0	27.6	3.9	0.4	100.0	68
Other	41.5	22.1	30.9	1.9	3.7	100.0	302
Primary disability							
Cognitive	40.6	21.9	28.2	2.6	6.7	100.0	223
intellectual/specific learning	49.5	23.9	22.4	0.7	3.5	100.0	652
Psychiatric	17.3	21.9	51.5	0.0	9.4	100.0	34
Physical	49.0	20.1	22.7	2.4	5.8	100.0	234
Sensory	55.2	18.1	22.1	0.3	4.3	100.0	102
<i>Q22n (F) Did members of your family choose the staff (that is the paid carers, residential care workers or support workers) who assist your family member?</i>							
Survey completed by							
Person with disability	17.5	18.8	60.7	0.2	2.7	100.0	83
Mother	11.2	11.2	71.3	1.4	4.9	100.0	631
Father	7.6	10.3	76.1	0.5	5.4	100.0	235
Partner	19.6	28.5	43.4	5.1	3.4	100.0	68
Other	6.7	8.4	80.3	1.1	3.5	100.0	302
Primary disability							
Cognitive	10.7	15.3	69.0	1.4	3.5	100.0	223
intellectual/specific learning	8.4	10.9	75.1	1.1	4.5	100.0	652
Psychiatric	3.2	15.8	69.6	0.0	11.4	100.0	34
Physical	18.1	16.8	59.1	1.3	4.6	100.0	234
Sensory	13.9	11.4	67.5	2.2	5.0	100.0	102

^a Weighted data. Totals may not add as a result of rounding.

Table E.34 Client choice by employment service type^a

	Unit	NSW	Vic	Qld	WA	SA	Tas	NT ^b	ACT	Australia
<i>Q37 (E) Did you choose to work at ... ?</i>										
Yes, unassisted										
MDS code 5.01	%	45.9	56.3	44.4	39.1	30.8	30.8	np	66.7	46.7
MDS code 5.02	%	18.6	33.8	22.3	21.4	20.7	44.1	np	6.9	23.4
Yes, with assistance										
MDS code 5.01	%	49.2	37.5	49.2	40.2	56.4	46.2	np	0.0	44.1
MDS code 5.02	%	55.9	35.2	51.2	39.9	56.5	41.2	np	41.1	48.6
No, someone else chose										
MDS code 5.01	%	3.3	4.2	4.8	17.2	12.8	23.1	np	33.3	7.4
MDS code 5.02	%	20.7	16.9	24.3	33.3	20.2	10.3	np	43.1	21.7

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Table E.34 (Continued)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>NT^b</i>	<i>ACT</i>	<i>Australia</i>
Not applicable/unclear response/can't remember										
MDS code 5.01	%	1.6	2.1	1.6	3.4	0.0	0.0	np	0.0	1.8
MDS code 5.02	%	4.8	14.1	1.9	5.4	2.6	4.4	np	8.6	6.3
Total ^b										
MDS code 5.01	%	100.0	100.0	100.0	100.0	100.0	100.0	np	100.0	100.0
MDS code 5.02	%	100.0	100.0	100.0	100.0	100.0	100.0	np	100.0	100.0
Sample										
MDS code 5.01	no.	95	91	83	114	61	43	5	3	495
MDS code 5.02	no.	150	166	122	181	200	73	2	18	541

^a Weighted data. Totals may not add as a result of rounding. ^b No data are reported for the NT because of the small sample size. np Not published.

Table E.35 Consumer choice — employment services^a

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>NT</i>	<i>ACT</i>	<i>Australia</i>
<i>Q37 (E) Did you choose to work at</i>										
Yes, unassisted	%	31.1	46.5	37.9	30.1	23.7	39.1	16.3	48.8	35.2
Yes, with assistance	%	52.8	36.5	49.9	40.1	56.5	43.1	50.0	12.4	46.3
No, someone else chose for me	%	12.7	9.7	10.5	25.4	18.0	15.1	33.7	36.3	14.5
No/unclear response ^b	%	3.4	7.3	1.7	4.4	1.8	2.7	0.0	2.6	4.0
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	206	190	166	255	232	94	6	61	1 210
<i>Q16 (F) Did your family member choose the employment service that works with your family member with a disability?</i>										
Yes	%	47.4	50.5	51.4	43.8	49.0	33.8	45.5	22.2	47.8
Partly	%	16.4	25.0	20.3	16.5	18.7	28.2	36.4	38.9	20.4
No	%	30.4	19.7	23.2	33.6	24.1	36.6	9.1	31.5	26.2
Don't know	%	1.8	1.0	1.4	5.1	3.0	1.4	9.1	5.6	2.1
No response	%	4.1	3.8	3.6	1.1	4.9	0.0	0.0	1.9	3.6
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	171	208	138	176	203	71	11	54	1 032
<i>Q17 (F) Did members of your family choose the employment service staff who work with your family member with a disability (that is, the employment coordinator, support workers or supervisors)?</i>										
Yes	%	4.7	5.3	12.3	6.8	6.4	7.0	0.0	0.0	6.1
Partly	%	4.1	11.5	13.0	9.1	9.4	9.9	0.0	5.6	8.5
No	%	84.2	77.4	71.0	77.8	76.5	81.7	90.9	88.9	79.2
Don't know	%	2.3	1.9	1.4	3.4	2.9	1.4	9.1	3.7	2.3
No response	%	4.7	3.8	2.2	2.8	4.9	0.0	0.0	1.9	3.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	171	208	138	176	203	71	11	54	1 032

^a Weighted data. Totals may not add as a result of rounding. ^b , Includes can't remember — too long ago, and next-of-kin don't know. Note: Combining response codes 1 and 2 ('yes' and 'partly') provides a measure of those who had 'some' influence on decisions.

Table E.36 Choice of employment services and staff, by survey respondent and services received^a

	Yes	Partly	No	Don't know response	No	Total	Sample size
	%	%	%	%	%	%	no.
<i>Q16 (F) Did your family member choose the employment service that works with your family member with a disability?</i>							
Survey completed by							
Person with disability	52.7	19.5	18.7	8.0	1.0	100.0	49
Mother	50.5	21.4	23.7	0.6	3.8	100.0	681
Father	52.8	17.7	26.6	0.0	2.9	100.0	231
Partner	40.9	22.2	30.6	2.6	3.8	100.0	24
Other	31.3	20.9	37.8	7.0	3.0	100.0	182
Services received							
Case management/brokerage	44.2	21.6	28.0	2.3	3.9	100.0	492
Employment	47.8	20.4	26.2	2.1	3.6	100.0	1 032
Accommodation	35.0	22.5	35.6	3.1	3.9	100.0	474
Respite	54.0	18.4	22.6	0.7	4.4	100.0	365
<i>Q17 (F) Did members of your family choose the employment service staff who work with your family member with a disability (that is, the employment coordinator, support workers or supervisors)?</i>							
Survey completed by							
Person with disability	15.6	4.9	63.6	6.8	9.1	100.0	49
Mother	6.1	9.0	79.5	1.8	3.6	100.0	681
Father	5.4	7.3	85.5	0.4	1.5	100.0	231
Partner	3.8	20.7	70.9	4.6	0.0	100.0	24
Other	3.4	5.1	83.0	4.1	4.4	100.0	182
Services received							
Case management/brokerage	7.1	10.9	77.8	1.4	2.8	100.0	492
Employment	6.1	8.5	79.2	2.3	3.8	100.0	1 032
Accommodation	4.3	8.1	81.4	2.2	3.9	100.0	474
Respite	6.9	9.9	79.2	0.7	3.3	100.0	365

^a Weighted data. Totals may not add as a result of rounding.

Table E.37 Consumer choice — respite services^a

	Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Q28 (F) Did you choose the respite you use?</i>										
Yes	%	49.4	55.6	62.3	55.2	48.9	49.5	57.6	28.6	55.8
Partly	%	28.4	23.0	20.9	22.9	29.5	16.5	21.2	42.9	23.7
No	%	17.9	15.5	12.0	10.5	10.8	25.8	18.2	21.4	14.7
Don't know	%	0.0	0.0	0.5	1.0	2.2	1.0	0.0	3.6	0.4
No response	%	4.3	5.9	4.2	10.5	8.6	7.2	3.0	3.6	5.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	162	239	191	105	139	97	33	28	994

(Continued on next page)

Table E.37 (Continued)

	Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Q29 (F) Do you choose the carers who provide you with respite?</i>										
Yes	%	9.9	11.3	16.8	14.3	19.4	8.2	45.5	3.6	13.8
Partly	%	10.5	19.2	25.1	18.1	16.5	11.3	15.2	21.4	19.3
No	%	73.5	61.9	51.3	58.1	53.2	71.1	36.4	67.9	59.6
Don't know	%	1.9	1.7	1.0	1.9	2.9	1.0	0.0	3.6	1.6
No response	%	4.3	5.9	5.8	7.6	7.9	8.2	3.0	3.6	5.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	162	239	191	105	139	97	33	28	994

^a Weighted data. Totals may not add as a result of rounding. Note: Combining response codes 1 and 2 ('yes' and 'partly') provides a measure of those who had 'some' influence on decisions.

Table E.38 Choice of respite services by type of respite service received^a

	Yes	Partly	No	Don't know	No response	Total	Sample size
	%	%	%	%	%	%	no.
<i>Q28 (F) Did you choose the respite you use?</i>							
Respite house service	57.9	24.8	13.2	0.4	3.7	100.0	597
Centre-based respite service	62.7	17.7	15.0	0.9	3.7	100.0	190
Own home respite service	49.1	28.0	16.5	0.4	5.9	100.0	240
In-home respite service	47.6	29.5	14.1	1.2	7.6	100.0	173
Peer support respite service	57.5	31.0	6.1	0.0	5.3	100.0	99
Other respite service	66.0	19.5	6.2	1.0	7.4	100.0	93
<i>Q29 (F) Do you choose the carers who provide you with respite?</i>							
Respite house service	7.5	16.8	70.9	0.7	4.1	100.0	597
Centre-based respite service	10.2	23.8	59.1	1.8	5.1	100.0	190
Own home respite service	22.7	31.8	36.1	2.3	7.1	100.0	240
In-home respite service	21.1	22.8	46.4	1.9	7.8	100.0	173
Peer support respite service	22.1	31.6	43.5	0.0	2.7	100.0	99
Other respite service	28.6	23.2	37.0	2.4	8.8	100.0	93

^a Weighted data. Totals may not add as a result of rounding.

Table E.39 Families — support in choosing services^a

		Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Q22b (F) Does the residential/home support service work with you and your family member to identify what help your family member needs?</i>											
Most of the time	%		72.0	66.4	60.6	58.4	64.4	55.5	67.4	69.3	65.6
Rarely/never	%		8.1	10.2	12.2	12.4	11.4	12.7	4.3	6.7	10.4
Sample size	no.		161	244	188	137	202	110	46	75	1163
<i>Q22e (F) Does the residential/home support service respect your family member's choices and preferences?</i>											
Most of the time	%		75.2	69.3	67.0	69.3	74.8	68.2	73.9	76.0	71.1
Rarely/never	%		1.9	4.9	4.8	4.4	3.5	3.6	2.2	1.3	3.7
Sample size	no.		161	244	188	137	202	110	46	75	1 163
<i>Q15f (F) Does the employment service work with you and your family member to identify what help and support your family member needs to work?</i>											
Most of the time	%		50.3	53.4	44.9	53.4	49.3	40.8	63.6	42.6	50.6
Rarely/never	%		19.3	20.7	26.1	17.6	22.2	26.8	27.3	33.3	21.1
Sample size	no.		171	208	138	176	203	71	11	54	1 032
<i>Q15g (F) Does the employment service respect your family member's choices and preferences?</i>											
Most of the time	%		62.6	67.3	60.1	67.6	65.0	59.2	63.6	53.7	64.2
Rarely/never	%		4.1	4.3	8.7	4.0	6.9	1.4	9.1	16.7	5.1
Sample size	no.		171	208	138	176	203	71	11	54	1 032
<i>Q27b (F) Do respite services work with you to identify your family's respite needs?</i>											
Most of the time	%		40.1	49.4	49.2	41.0	37.4	51.5	66.7	53.6	47.1
Rarely/never	%		24.1	18.0	16.8	17.1	21.6	19.6	6.1	14.3	18.6
Sample size	no.		162	239	191	105	139	97	33	28	994
<i>Q27e (F) Do respite services respect your choices and preferences?</i>											
Most of the time	%		57.4	64.9	63.9	59.0	60.4	63.9	78.8	60.7	62.9
Rarely/never	%		7.4	4.2	5.2	1.9	5.0	2.1	3.0	10.7	5.1
Sample size	no.		162	239	191	105	139	97	33	28	994
<i>Q9a (F) Does your support coordinator or case manager work with you to find out what your family member needs to support your family member with a disability?</i>											
Most of the time	%		46.8	52.2	48.9	49.2	40.7	40.5	35.0	42.9	49.2
Rarely/never	%		15.6	13.7	14.5	12.5	17.4	20.7	10.0	14.3	14.6
Sample size	no.		77	249	186	128	241	116	20	35	1 052
<i>Q9d (F) Does your support coordinator or case manager respect your family's choices and preferences?</i>											
Most of the time	%		64.9	72.7	67.7	78.1	67.2	64.7	60.0	65.7	71.3
Rarely/never	%		9.1	3.6	7.5	3.1	7.1	5.2	5.0	11.4	4.5
Sample size	no.		77	249	186	128	241	116	20	35	1 052

^a Weighted data. Totals may not add as a result of rounding.

Table E.40 Families — support in choosing services by survey respondent^a

	Unit	Survey respondent				
		Person with disability	Mother	Father	Partner	Other
<i>Q22b (F) Does the residential/home support service work with you and your family member to identify what help your family member needs?</i>						
Most of the time	%	60.8	66.2	61.9	67.8	63.7
Rarely/never	%	6.5	10.9	11.1	8.2	10.9
Sample size	no.	83	631	235	68	302
<i>Q22e (F) Does the residential/home support service respect your family member's choices and preferences?</i>						
Most of the time	%	64.4	71.2	64.6	77.1	70.8
Rarely/never	%	4.9	3.8	3.2	3.7	3.3
Sample size	no.	83	631	235	68	302
<i>Q15f (F) Does the employment service work with you and your family member to identify what help and support your family member needs to work?</i>						
Most of the time	%	40.8	56.1	49.0	48.4	39.2
Rarely/never	%	23.6	17.2	22.1	3.0	32.3
Sample size	no.	49	681	231	24	182
<i>Q15g (F) Does the employment service respect your family member's choices and preferences?</i>						
Most of the time	%	64.9	68.2	61.1	71.0	54.2
Rarely/never	%	6.8	4.9	4.1	8.4	5.9
Sample size	no.	49	681	231	24	182
<i>Q27b (F) Do respite services work with you to identify your family's respite needs?</i>						
Most of the time	%	43.3	45.8	47.7	68.5	42.4
Rarely/never	%	6.5	20.2	19.8	8.7	18.0
Sample size	no.	58	637	194	79	154
<i>Q27e (F) Do respite services respect your choices and preferences?</i>						
Most of the time	%	67.3	62.6	60.4	76.6	61.7
Rarely/never	%	4.6	5.0	5.4	2.3	3.2
Sample size	no.	58	637	194	79	154
<i>Q9a (F) Does your support coordinator or case manager work with you to find out what your family member needs to support your family member with a disability?</i>						
Most of the time	%	41.5	46.5	45.2	68.8	45.6
Rarely/never	%	16.5	13.4	16.3	15.8	12.0
Sample size	no.	106	619	196	80	190
<i>Q9d (F) Does your support coordinator or case manager respect your family's choices and preferences?</i>						
Most of the time	%	60.0	69.7	70.0	80.3	71.3
Rarely/never	%	3.1	4.2	6.2	3.0	4.9
Sample size	no.	106	619	196	80	190

^a Weighted data. Totals may not add as a result of rounding.

Table E.41 Families — availability of information about services^a

	Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Q22a (F) Is information about the range of residential and home-support services available to your family when you need it?</i>										
Most of the time	%	53.4	60.2	44.7	51.1	47.3	50.0	63.0	52.0	52.3
Some of the time	%	13.7	16.4	25.0	13.9	16.3	19.1	10.9	14.7	17.2
Rarely/Never	%	10.6	10.7	12.8	9.5	11.3	18.2	8.7	4.0	11.2
Don't know	%	5.6	3.7	4.3	8.0	5.9	2.7	10.9	6.7	5.1
Doesn't apply	%	14.9	7.4	11.2	16.1	15.8	9.1	4.3	16.0	12.2
No response	%	1.9	1.6	2.1	1.5	3.4	0.9	2.2	6.7	2.0
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	161	244	188	137	202	110	46	75	1 163
<i>Q15m (F) Is information about the range of employment services readily available to your family when you need it?</i>										
Most of the time	%	55.6	53.8	50.7	51.1	51.0	46.5	54.5	53.7	53.3
Some of the time	%	12.3	14.9	18.8	15.9	14.7	19.7	0.0	16.7	14.6
Rarely/Never	%	16.4	13.5	16.7	15.9	16.7	26.8	9.1	18.5	15.8
Don't know	%	11.1	13.0	10.9	13.6	11.3	7.0	36.4	7.4	11.9
No response	%	4.7	4.8	2.9	3.4	6.4	0.0	0.0	3.7	4.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	171	208	138	176	203	71	11	54	1 032
<i>Q9b (F) Does your Options Coordinator/Manager keep your family well informed about the range of supports and services available?</i>										
Most of the time	%	53.2	53.8	48.9	52.3	41.1	40.5	25.0	40.0	50.5
Some of the time	%	28.6	24.5	26.9	28.1	30.3	32.8	35.0	40.0	26.3
Rarely/Never	%	13.0	17.7	18.8	14.8	23.7	24.1	35.0	20.0	19.0
Don't know	%	0.0	0.4	0.5	0.0	1.2	0.0	0.0	0.0	0.5
Doesn't apply	%	1.3	2.4	3.8	3.1	2.5	2.6	5.0	0.0	2.5
No response	%	3.9	1.2	1.1	1.6	1.2	0.0	0.0	0.0	1.2
Total	%	100.0	100.0	99.2	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	77	249	186	128	241	116	20	35	1 052
<i>Q27a (F) Is information about respite readily available to you when you need it?</i>										
Most of the time	%	57.4	58.2	60.2	53.3	50.4	68.0	69.7	60.7	58.6
Some of the time	%	25.9	25.5	22.0	29.5	25.9	19.6	21.2	17.9	24.2
Rarely/Never	%	10.5	8.8	11.5	5.7	12.2	7.2	6.1	14.3	10.1
Don't know	%	2.5	2.5	2.1	2.9	5.8	1.0	0.0	7.1	2.6
No response	%	3.7	5.0	4.2	8.6	5.8	4.1	3.0	0.0	4.6
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	162	239	191	105	139	97	33	28	994

^a Weighted data. Totals may not add as a result of rounding.

Table E.42 Families — availability of services for existing users and of services arranged through service coordination (MDS code 2.07)^{a, b}

	<i>Most of the time</i>	<i>Some</i>	<i>Rarely</i>	<i>Total</i>	<i>Sample size</i>
	%	%	%	%	no.
<i>Q22g Is support available when your family member wants and needs it where they live?</i>	72.6	21.2	6.1	100.0	1 163
<i>Q15i Is extra employment support available when your family member needs it?</i>	62.6	23.2	14.8	100.0	1 032
<i>Q27g Is respite available when your family wants and needs it?</i>	41.7	43.5	15.1	100.0	994
<i>Q9h Are the supports (such as respite, recreation, accommodation) available when your family wants and needs them?</i>	51.2	34.2	14.7	100.0	1 052

^a Weighted data. Totals may not add as a result of rounding. ^b Don't know and No response codes have been excluded.

Table E.43 Existing service users — availability of services as wanted and needed^a

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>NT</i>	<i>ACT</i>	<i>Australia</i>
<i>Q22g (F) Is support available when your family member wants and needs it where they live?</i>										
Most of the time	%	68.3	69.7	62.8	65.0	70.9	69.1	71.7	70.7	67.7
Some of the time	%	19.9	18.9	23.9	15.3	17.2	20.0	17.4	20.0	19.6
Rarely/Never	%	5.0	5.7	5.9	11.7	5.0	0.9	6.5	1.3	5.9
Don't know	%	3.7	3.3	4.3	2.9	3.4	5.5	4.3	6.7	3.7
No response	%	3.1	2.5	3.2	5.1	3.4	4.5	0.0	1.3	3.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	161	244	188	137	202	110	46	75	1 163
<i>Q15i (F) Is extra employment support available when your family member needs it?</i>										
Most of the time	%	36.3	33.7	35.5	39.8	40.4	38.0	36.4	22.2	36.0
Some of the time	%	12.3	13.9	18.8	14.8	10.3	11.3	0.0	13.0	13.5
Rarely/Never	%	8.8	6.7	9.4	7.4	12.3	7.0	18.2	20.4	8.7
Don't know	%	19.9	21.6	18.8	22.2	12.3	22.5	27.3	22.2	19.9
Doesn't apply	%	19.3	21.2	13.8	13.6	20.1	18.3	18.2	16.7	18.6
No response	%	3.5	2.9	3.6	2.3	4.4	2.8	0.0	5.6	3.3
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	171	208	138	176	203	71	11	54	1 032

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Table E.43 (Continued)

	Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Q9h (F) Are the supports (such as respite, recreation, accommodation) available when your family wants and needs them?</i>										
Most of the time	%	33.8	43.8	44.1	35.9	39.8	50.9	45.0	51.4	42.8
Some of the time	%	29.9	30.1	26.9	25.0	24.1	30.2	35.0	22.9	28.6
Rarely/Never	%	22.1	10.0	14.5	17.2	18.3	10.3	5.0	8.6	12.3
Don't know	%	6.5	10.0	7.5	15.6	12.0	4.3	10.0	8.6	10.4
No response	%	7.8	6.0	7.0	6.3	5.8	4.3	5.0	8.6	6.0
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	77	249	186	128	241	116	20	35	1 052
<i>Q27g (F) Is respite available when your family wants and needs it?</i>										
Most of the time	%	30.2	38.1	39.3	37.1	38.8	44.3	57.7	42.9	37.8
Some of the time	%	40.7	44.8	37.7	38.1	30.9	24.7	24.2	35.7	39.5
Rarely/Never	%	21.6	7.5	15.2	6.7	16.5	15.5	18.2	10.7	13.4
Don't know	%	1.9	3.8	2.6	8.6	7.2	6.2	0.0	10.7	3.6
No response	%	5.6	5.9	5.2	9.5	6.5	9.3	0.0	0.0	5.7
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	162	239	191	105	139	97	33	28	994

^a Weighted data. Totals may not add as a result of rounding.

Table E.44 General access to disability services as wanted and needed^a

	Unit	MDS codes 1.01–1.03	MDS codes 1.04–1.07	All accommodation	All employment	All case management/ brokerage	All Respite
<i>Q32 (F) Are you able to get all the disability services needed for your family member with a disability?</i>							
Yes	%	48.4	36.9	42.4	39.1	38.8	36.1
No	%	25.7	46.2	34.8	37.7	44.0	56.2
Don't know	%	4.5	6.9	5.7	8.0	7.5	6.1
No response	%	21.4	10.0	17.1	15.1	9.7	1.7
Total	%	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	727	652	1 174	1 033	1 226	994
<i>Q33 (F) If No (to Q32), what types of services are you waiting for or not able to get?</i>							
Not waiting for a service	%	73.9	52.9	64.3	61.3	55.1	42.9
Sample size	no.	727	652	1 174	1 033	1 226	994

^a Weighted data. Totals may not add as a result of rounding.

Table E.45 Demand for services from existing respite users^a

		<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>NT</i>	<i>ACT</i>	<i>Australia</i>
<i>Q33 (F) What types of services are you waiting for or not able to get? (More than one response possible)</i>											
Not waiting for a service	%		41.4	49.8	35.1	45.7	45.3	56.7	27.3	46.4	42.9
Accommodation/residential service	%		38.9	24.7	26.7	19.0	26.6	15.5	9.1	7.1	26.8
Respite	%		30.2	18.4	26.2	17.1	23.0	16.5	51.5	14.3	23.5
Accommodation support in person's own home	%		11.7	10.5	21.5	11.4	14.4	11.3	18.2	21.4	15.0
Other	%		9.9	11.3	11.5	20.0	9.4	8.2	9.1	17.9	11.3
Specialist Support Coordinator or case manager	%		9.9	10.0	9.9	8.6	9.4	6.2	9.1	10.7	9.8
Employment service to get a job in the community	%		9.3	2.5	8.9	7.6	4.3	6.2	3.0	21.4	6.5
Sheltered work	%		8.6	3.3	5.8	5.7	3.6	8.2	6.1	10.7	5.4
No response	%		0.6	0.4	1.6	1.0	0.7	0.0	3.0	0.0	0.9
Sample size	no.		162	239	191	105	139	97	33	28	994

^a Weighted data. More than one response possible. Totals may not add as a result of rounding.

Table E.46 Demand for services from existing respite users by age^a

		<i>Age of family member (years)</i>				
		<i>Unit</i>	<i>18–24</i>	<i>25–34</i>	<i>35–44</i>	<i>45 plus</i>
<i>Q33 (F) What types of services are you waiting for or not able to get? (More than one response possible)</i>						
Not waiting for a service	%		30.0	42.5	49.1	64.4
Accommodation/residential service	%		38.4	25.2	23.9	7.7
Respite	%		28.6	24.5	20.9	13.8
Accommodation support in person's own home	%		17.6	17.4	10.4	8.4
Other	%		11.7	13.8	8.4	9.6
Specialist Support Coordinator or case manager	%		10.8	10.1	11.3	5.8
Employment service to get a job in the community	%		10.3	7.0	3.7	1.1
Sheltered work	%		9.2	5.8	1.4	1.4
No response	%		0.0	1.5	0.0	2.5
Sample size	no.		330	314	162	169

^a Weighted data. More than one response possible. Totals may not add as a result of rounding.

Table E.47 Demand for services from all respondents by age^a

	Unit	Age of family member (years)			
		18–24	25–34	35–44	45 plus
<i>Q33 (F) What types of services are you waiting for or not able to get? (More than one response possible)</i>					
Not waiting for a service	%	42.2	56.1	63.4	74.2
Accommodation/residential service	%	24.6	14.3	11.8	3.7
Respite	%	20.7	13.6	9.3	6.6
Accommodation support in person's own home	%	12.5	11.1	9.6	8.0
Other	%	12.4	9.4	7.7	5.7
Specialist Support Coordinator or case manager	%	10.3	8.1	6.3	4.3
Employment service to get a job in the community	%	12.5	7.3	3.9	2.0
Sheltered work	%	8.2	4.2	3.0	0.7
No response	%	0.0	1.8	1.0	1.1
Sample size	no.	574	757	492	561

^a Unweighted data. More than one response possible. Totals may not add as a result of rounding.

Table E.48 Demand for services from all respondents by MDS code^a

		MDS code						
		1.04	1.05	1.04–1.05	2.07/2.10	4.02	4.04	4.01–4.04
<i>Q33 (F) What types of services are you waiting for or not able to get?</i>								
Not waiting for a service	%	57.3	49.2	51.8	55.1	39.9	37.4	42.9
Accommodation/residential service	%	12.1	17.2	15.5	17.0	33.6	28.5	26.8
Respite	%	14.7	15.0	14.9	14.3	24.0	29.0	23.5
Accommodation support in person's own home	%	18.0	15.6	16.4	10.4	13.4	17.8	15.0
Other	%	8.1	13.7	11.9	11.4	11.7	12.8	11.3
Specialist Support Coordinator or case manager	%	7.8	8.4	8.2	7.4	9.6	5.5	9.8
Employment service to get a job in the community	%	3.9	7.8	6.5	4.8	6.0	11.1	6.5
Sheltered work	%	0.7	4.6	3.3	3.4	5.3	12.5	5.4
No response	%	0.8	1.2	1	0.4	0.6	0.0	0.9
Sample size	no.	185	380	565	1226	812	99	994

^a Unweighted data. More than one response possible. Totals may not add as a result of rounding.

Table E.49 People with disabilities — access to equipment and assistive devices^a

	Yes	Limited/ sometimes	Not applicable	No response	No	Total	Sample size
	%	%	%	%	%	%	no.
Q21 (C) Do you have special things at home to help you, such as ramps, rails and equipment?	29.6	4.8	62.6	2.5	0.5	100.0	1 373
Equipment needed — Home ^b	84.8	13.8	na	na	1.4	100.0	509
Q42 Do you have special things at work to help you, such as ramps, rails and equipment?	10.4	1.0	86.8	1.2	0.6	100.0	1 210
Equipment needed — Work ^b	87.0	7.5	na	na	5.0	100.0	123

^a Weighted data. Totals may not add as a result of rounding. ^b derived by excluding 'Not applicable' and 'No response' coded responses.

Table E.50 People with disabilities — access to communication devices and interpreters^a

	Yes	Limited/ sometimes	Not applicable	No response	No	Total	Sample size
	%	%	%	%	%	%	no.
Q35(A) Do you have things such as communication boards or interpreters that you need to communicate with people?	4.8	2.8	82.5	7.7	2.2	100.0	1 529
Communication needed — Home ^b	49.0	28.5	0.0	0.0	22.5	100.0	150
Q35(E) Do you have things such as communication boards or interpreters that you need to communicate with people?	2.0	1.2	91.9	4.2	0.6	100.0	1 449
Communication needed — Work ^b	52.6	31.6	0.0	0.0	15.8	100.0	79

^a Weighted data. Totals may not add as a result of rounding. ^b derived by excluding 'Not applicable' and 'No response' coded responses.

Table E.51 People with disabilities — ability to access their own money and can learn new skills^a

	Yes	Limited/ sometimes	Not applicable	No response	No	Total	Sample size
	%	%	%	%	%	%	no.
<i>Q17a Do you have someone who helps you with your money? Q17b Can you get your money whenever you want?</i>	60.0	14.0	11.4	5.9	8.7	100.0	1 373
<i>Q22 Can you learn new things at home/residence if you want to - so that you can do more for yourself?</i>	55.3	14.4	23.0	3.9	3.4	100.0	1 373
<i>Q41 Do you get to learn new things at work?</i>	77.2	0.0	0.7	2.2	20.0	100.0	1 210

^a Weighted data. Totals may not add as a result of rounding. ^b The results for those able to access their own money have been calculated from the table E.52. Those able to access their own money are the sum of Q17a code 2 code 2 (those who are assisted and can get money as they wish) and Q17b code 1 (independent access to money).

Table E.52 Accommodation service users — access to own funds^a

	Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Q17a Do you have someone who helps you with your money?</i>										
Yes	%	57.6	70.5	63.2	64.8	70.1	75.7	58.3	76.6	64.6
No — no need, has independent access to money	%	17.8	14.1	28.0	22.5	16.6	14.1	22.2	6.5	19.4
No, but needs help with money	%	3.0	1.0	1.7	3.5	2.2	1.3	2.8	2.6	2.2
No, does not ask for/use money	%	19.8	8.1	6.8	8.3	9.1	7.9	13.9	13.0	11.4
No/unclear response	%	1.8	6.3	0.2	0.9	2.0	1.0	2.8	1.3	2.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	206	201	219	236	277	118	36	80	1 373
<i>Q17b Can you get your money whenever you want it?</i>										
Yes, can get to my money whenever I want it	%	56.7	57.4	72.6	56.1	71.3	78.2	47.6	66.1	62.9
Yes, can get money but with some restrictions	%	14.1	24.1	12.9	23.9	20.1	10.4	33.3	22.0	18.2
No, cannot get my money whenever I want	%	23.9	11.1	5.9	15.6	8.6	9.6	19.0	8.5	13.4
No/unclear response	%	5.3	7.3	8.5	4.4	0.0	1.8	0.0	3.4	5.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	117	140	138	153	198	89	21	60	916

^a Weighted data. Totals may not add as a result of rounding.

Table E.53 Accommodation service users — access to own funds^a

		Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Derived results^b</i>											
Able to access own money independently	%	17.8	14.1	28.0	22.5	16.6	14.1	22.2	6.5	19.4	
Able to access own money with assistance	%	32.2	40.0	45.7	36.4	51.0	59.0	27.8	49.6	42.0	
Total for those able to access own money	%	50.0	54.1	73.7	58.9	67.6	73.1	50.0	56.1	61.4	
Those with limited access as a % of total	%	11.0	17.8	9.8	19.0	16.6	9.1	22.2	19.1	14.3	
Those who cannot get money as a percentage of total	%	13.6	7.7	3.7	10.1	6.1	7.2	11.1	6.4	8.9	
Those who do not use money	%	19.8	8.1	6.8	8.3	9.1	7.9	13.9	13.0	11.4	
No response	%	4.8	11.4	5.6	3.8	2.0	2.4	2.8	3.9	6.1	
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Sample	no.	206	201	219	236	277	118	36	80	1373	

^a Weighted data. Totals may not add as a result of rounding. ^b The results for those able to access their own money have been calculated from the table E.52. Those able to access their own money are the sum of Q17a code 2 (independent access to money) and Q17b code 1 (those who are assisted and can get money as they wish) divided by the sample size for Q17a (that is, all those responding).

Table E.54 Opportunities to learn new things for users of accommodation support services^a

		Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Q22 Can you learn new things at (home/residence) if you want to — so that you can do more for yourself?</i>											
Yes, if I want to/most things	%	54.7	54.6	45.8	64.1	65.7	64.1	38.9	71.4	55.3	
Sometimes/some things	%	13.1	17.3	20.5	8.0	8.2	7.9	13.9	9.1	14.4	
No	%	1.9	3.1	4.7	2.9	5.0	3.0	11.1	5.2	3.4	
Not applicable, don't need/not able/don't want to learn	%	28.3	17.4	25.3	21.6	18.1	22.4	33.3	13	23	
No/unclear response	%	1.9	7.7	3.7	3.4	3.0	2.6	2.8	1.3	3.9	
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Sample size	no.	206	201	219	236	277	118	36	80	1 373	
<i>Q41 Do you get to learn new things at work?</i>											
Yes, I change jobs and learn new things	%	78.3	77.6	67.4	76.2	83.8	83.4	51.0	87.6	77.2	
No, always do the same job	%	19.1	18.2	29.8	20.2	15.1	16.6	49.0	11.3	20.0	
Not applicable, does not have ability to learn new things	%	1.1	0.6	0.3	1.2	0.0	0.0	0.0	0.0	0.7	
No/unclear response	%	1.5	3.7	2.5	2.3	1.1	0.0	0.0	1.0	2.2	
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Sample size	no.	206	190	166	255	232	94	6	61	1 210	

^a Weighted data. Totals may not add as a result of rounding.

Table E.55 People with disabilities and their families — communication with accommodation support services staff^a

	Yes	Sometimes	No response	No	Total	Sample size
	%	%	%	%	%	no.
Q13 (C) Are the staff at your accommodation able to understand what you want?	87.1	8.8	2.8	1.3	100.0	1 373
Q14 (C) Do you understand the staff at your accommodation when they talk to you?	85.3	8.7	3.9	2.0	100.0	1 373
Q22d (F) Do the residential/home support service staff communicate effectively with your family member?	70.9	15.4	7.2	6.5	100.0	1 163
Q22c (F) Do the residential/home support staff communicate effectively with you?	67.3	21.3	3.0	8.5	100.0	1 163

^a Weighted data. Totals may not add as a result of rounding.

Table E.56 People with disabilities and their families — communication with employment services staff^a

	Yes	Sometimes	No response	No	Total	Sample size
	%	%	%	%	%	no.
Q47 (C) Are the staff at your employment service able to understand what you want?	91.2	6.1	1.3	1.3	100.0	1 289
Q48 (C) Do you understand the employment service staff when they talk to you?	93.3	5.0	1.2	0.6	100.0	1 289
Q15e (F) Do the employment service staff communicate effectively with your family member with a disability?	68.9	16.5	9.7	4.9	100.0	1 032
Q15d (F) Do the employment staff communicate effectively with you?	55.3	19.8	8.9	16.0	100.0	1 032

^a Weighted data. Totals may not add as a result of rounding.

Table E.57 Communication with staff by service type^a

	<i>Most of the time</i>	<i>Some of the time</i>	<i>rarely/ never</i>	<i>Don't know</i>	<i>No response</i>	Total	<i>Sample size</i>
	%	%	%	%	%	%	no.
Q9c (F) Does your options co-ordinator communicate effectively with your family?	57.1	24.8	15.5	0.2	2.4	100.0	1 052
Q15d (F) Does the employment service staff communicate effectively with you?	55.3	19.8	16.0	0.4	8.5	100.0	1 032
Q22c (F) Do the residential/home support staff communicate effectively with you?	67.2	21.3	8.5	1.2	1.8	100.0	1 163
Q27c (F) Do respite carers or staff communicate effectively with you?	62.8	24.4	6.7	1.2	4.9	100.0	994

^a Weighted data. Totals may not add as a result of rounding.

Table E.58 Communication with accommodation services staff^a

		<i>Unit NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>NT</i>	<i>ACT</i>	<i>Australia</i>
Q13 (C) Are the staff at(accommodation service) able to understand what you want?										
Yes — they understand me/most of the time	%	87.9	83.5	89.2	82.8	91.7	87.9	77.8	90.9	87.1
Some staff, sometimes	%	6.9	10.4	9.6	13.9	5.0	7.8	11.1	7.8	8.8
No, few or no staff, rarely	%	1.4	1.2	1.1	1.7	1.2	1.6	2.8	1.3	1.3
No/unclear response ^b	%	3.9	4.9	0.1	1.6	2.0	2.6	8.3	0.0	2.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	206	201	219	236	277	118	36	80	1 373

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Table E.58 (Continued)

		<i>Unit NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>NT</i>	<i>ACT</i>	<i>Australia</i>
Q14 (C) Do you understand the staff at(accommodation service) when they talk to you?										
Yes, I understand most staff, most of the time	%	81.8	81.4	87.9	88.9	93.0	86.9	75.0	89.6	85.3
Some staff, sometimes	%	10.0	11.1	8.1	6.9	3.9	7.5	16.7	9.1	8.7
No, few or no staff, rarely	%	2.9	1.4	2.8	1.7	0.3	2.3	0.0	0.0	2.0
No/unclear response ^b	%	5.2	6.1	1.2	2.5	2.8	3.3	8.3	1.3	3.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	206	201	219	236	277	118	36	80	1 373

^a Weighted data. Totals may not add as a result of rounding. ^b Includes next-of-kin don't know.

Table E.59 People with disabilities using services — respect and privacy from staff^a

	Yes	Sometimes	Not applicable/No response	No	Total	Sample size
	%	%	%	%	%	no.
<i>Q12 (A) Do the staff who help you at your home/residence treat you with respect?</i>						
All respondents	92.9	3.6	2.5	1.0	100.0	1 373
<i>Q19b (A) Did you tell that person it was okay to open your mail?</i>						
All respondents	58.9	6.7	32.8	1.6	100.0	477
Excluding those unable to give permission	87.5	10.0	0.0	2.4	100.0	321
<i>Q20a (A) Does anyone come into your bedroom without asking?</i>						
All respondents	64.0	0.0	25.3	10.7	100.0	1 373
Excluding those unable to give permission	85.5	0.0	0.0	14.3	100.0	1 026
<i>Q46 (E) Do the staff from your employment service treat you with respect?</i>						
All respondents	92.2	5.1	1.0	1.8	100.0	1 289

^a Weighted data. Totals may not add as a result of rounding.

Table E.60 Respect and privacy for people by jurisdiction^a

	Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Q19a (A) When you get mail or post who opens it?</i>										
Someone else opens some or all of my mail	%	27.4	45.2	19.7	39.3	33.3	37.1	25.0	16.9	31.8
I open all my own mail	%	49.2	38.2	65.2	49.7	57.0	51.7	44.4	61.0	51.4
Not applicable — receives no mail	%	19.5	8.2	13.2	8.0	6.3	8.6	22.2	14.3	12.5
No/unclear response ^b	%	3.9	8.4	1.9	3.0	3.5	2.6	8.3	7.8	4.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	206	201	219	236	277	118	36	80	1 373

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Table E.60 (Continued)

		Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Q19b (A) Did you tell that person it was okay to open your mail?</i>											
Mail is not opened without my permission	%	52.8	52.9	59.8	63.0	76.1	80.5	44.4	53.8		58.9
Some mail is opened without my permission	%	7.5	9.7	1.0	4.3	6.9	4.4	11.1	0.0		6.7
All mail is opened without permission	%	0.0	2.3	0.5	3.3	2.3	2.6	0.0	7.7		1.6
Not applicable — not able to give permission	%	34.6	23.4	25.7	23.0	13.9	12.4	44.4	15.4		25.0
No/unclear response ^b	%	5.0	11.8	13.0	6.4	0.8	0.0	0.0	23.1		7.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	58	92	69	93	98	45	9	13		447
<i>Q20a Does anyone come into your bedroom at your accommodation service without asking first?</i>											
No one enters the bedroom without permission	%	56.5	58.7	67.9	68.5	79.0	75.3	50.0	64.9		64.0
Yes people sometimes/always enter bedroom without permission.	%	8.0	11.2	11.7	15.1	10.1	8.2	13.9	20.8		10.7
Not applicable — not able to give permission	%	22.4	12.4	14.4	8.5	5.9	8.6	2.8	9.1		14.3
No/unclear response	%	13.1	17.7	6.0	7.9	5.1	7.9	33.3	5.2		11.0
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	206	201	219	236	277	118	36	80		1373

^a Weighted data. Totals may not add as a result of rounding. ^b Includes next-of-kin don't know.

Table E.61 **People with disabilities and families using services — experience of problems associated with staff ^a**

	No problem	Sometimes	No response ^b	Problematic	Total	Sample size
	%	%	%	%	%	no.
<i>Q15 (C) (A) Do the staff who support you in your home change too often?</i>	67.1	14.8	7.3	10.7	100.0	1 373
<i>Q22i (F) Are changes in residential/home support service staff a problem for you or your family member?</i>	33.4	39.7	10.7	16.3	100.0	1 163
<i>Q49 (C) (E) Do the employment service staff change too often?</i>	75.1	12.8	5.7	6.5	100.0	1 289
<i>Q15k (F) Are changes of employment services staff a problem for your family?</i>	44.2	29.7	16.7	9.3	100.0	1 032
<i>Q27i (F) Is change in carers who provide respite to your family a problem?</i>	36.3	34.4	13.5	15.8	100.0	994

^a Weighted data. Totals may not add as a result of rounding. ^b Include 'don't know.'

Table E.62 People with disabilities and families using accommodation and employment services — experience of problems associated with staff ^a

	Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Q15 (A) Do the staff who support you in your home change too often?</i>										
No, they stay, they don't change too often	%	65.4	68.4	68.3	59.6	74.2	70.1	58.3	50.6	67.1
Some staff or sometimes	%	17.2	14.0	11.7	18.0	11.9	19.4	22.2	18.2	14.8
Yes, they change too often, keep leaving	%	9.0	7.6	14.6	17.1	8.8	3.6	8.3	27.3	10.7
No/unclear response ^b	%	8.4	10.0	5.5	5.3	5.1	6.9	11.1	3.9	7.3
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	206	201	219	236	277	118	36	80	1 373
<i>Q22i (F) Are changes in residential/home support service staff a problem for you or your family member?</i>										
Most of the time	%	19.3	12.3	18.6	15.3	13.9	12.7	28.3	29.3	16.4
Some of the time	%	41.0	38.1	46.8	27.0	36.6	43.6	23.9	54.7	39.6
Rarely/Never	%	29.8	39.3	25.5	43.1	36.6	30.0	41.3	9.3	33.3
Don't know	%	6.2	5.3	6.9	9.5	8.4	9.1	4.3	4.0	6.8
No response	%	3.7	4.9	2.1	5.1	4.5	4.5	2.2	2.7	3.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	161	244	188	137	202	110	46	75	1 163
<i>Q49 (E) Do the employment service staff change too often?</i>										
No, they stay long enough, they don't leave too often	%	73.5	75.3	80.8	67.2	82.1	89.3	83.7	40.0	75.1
Some staff or sometimes	%	13.2	15.2	9.5	15.4	10.3	5.6	0.0	5.2	12.8
Yes, they change too often, keep leaving	%	6.8	6.0	4.3	10.3	2.3	4.3	16.3	27.4	6.5
No/unclear response ^b	%	6.4	3.5	5.5	7.1	5.3	0.8	0.0	27.4	5.7
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	224	210	182	256	248	105	6	58	1 289
<i>Q15k (F) Are changes of employment services staff a problem for your family?</i>										
Most of the time	%	9.9	10.1	8.7	9.1	5.4	8.5	0.0	16.7	9.3
Some of the time	%	33.3	26.9	36.2	21.0	26.6	23.9	18.2	46.3	29.7
Rarely/Never	%	40.9	46.6	39.9	51.1	50.2	43.7	27.3	27.8	44.2
Don't know	%	11.7	10.1	11.6	15.3	11.3	19.7	54.5	7.4	12.0
No response	%	4.1	6.3	3.6	3.4	6.4	4.2	0.0	1.9	4.7
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	171	208	138	176	203	71	11	54	1 032

^a Weighted data. Totals may not add as a result of rounding. ^b Includes next-of-kin don't know.

Table E.63 People with disabilities and families using service coordination and respite services— experience of problems associated with staff^a

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>NT</i>	<i>ACT</i>	<i>Australia</i>
<i>Q9g (F) Are changes of support coordinator or case manager a problem for your family?</i>										
Most of the time	%	23.4	14.5	14.5	13.3	14.9	19.0	25.0	25.7	14.8
Some of the time	%	26.0	24.5	37.6	23.4	28.6	33.6	30.0	40.0	26.1
Rarely/Never	%	37.7	45.0	33.9	46.9	44.0	36.2	35.0	28.6	44.0
Don't know	%	5.2	13.3	10.8	12.5	8.3	10.3	10.0	5.7	12.0
No response	%	7.8	2.8	3.2	3.9	4.1	0.9	0.0	0.0	3.1
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	77	249	186	128	241	116	20	35	1 052
<i>Q27i (F) Is change in carers who provide respite to your family a problem?</i>										
Most of the time	%	17.3	16.7	14.1	11.4	11.5	12.4	42.4	25.0	15.8
Some of the time	%	34.6	33.9	36.6	34.3	25.9	27.8	24.2	50.0	34.3
Rarely/Never	%	35.2	35.6	37.7	36.2	39.6	45.4	27.3	14.3	36.4
Don't know	%	6.8	7.5	6.3	7.6	13.7	6.2	6.1	10.7	7.4
No response	%	6.1	6.3	5.2	10.5	9.4	8.2	0.0	0.0	6.1
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	162	239	191	105	139	97	33	28	994

^a Weighted data. Totals may not add as a result of rounding.

Table E.64 Suitability of accommodation services by service type^a

	<i>Resident accommodation received (by MDS code)</i>			<i>Other accommodation received (by MDS code)</i>				<i>Australia</i>	
	<i>Unit</i>	<i>1.03</i>	<i>1.01/1.02</i>	<i>1.01–1.03</i>	<i>1.04</i>	<i>1.05</i>	<i>1.06/1.07</i>		<i>1.04–1.07</i>
<i>Q22f (F) Does the residential/home support service meet your family member's accommodation support needs?</i>									
Most of the time	%	78.7	76.5	77.7	63.8	56.8	57.9	59.0	68.6
Some of the time	%	15.7	15.4	15.5	16.3	21.6	15.9	19.6	17.6
Rarely/never	%	4.1	3.9	4.0	9.9	12.0	17.5	11.8	6.7
Don't know	%	1.5	1.3	1.4	4.8	4.6	1.8	4.3	3.3
No response	%	0.0	3.0	1.4	5.1	5.0	7.0	5.2	3.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size		414	310	724	186	405	54	645	1 163

^a Weighted data. Totals may not add as a result of rounding.

Table E.65 Service provider responsiveness^a

		Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Q15h (F) Does the employment service provide your family member with the help they need to work?</i>											
Most of the time	%	66.7	75.0	65.9	76.7	72.9	71.8	72.7	68.5	70.9	
Some of the time	%	15.8	11.1	17.4	14.2	10.8	14.1	0.0	11.1	13.7	
Rarely/never	%	6.4	3.4	5.8	1.7	7.4	2.8	9.1	13.0	5.1	
Don't know	%	7.6	6.7	7.2	5.1	4.4	8.5	18.2	1.9	6.7	
No response	%	3.5	3.8	3.6	2.3	4.4	2.8	0.0	5.6	3.6	
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	171	208	138	176	203	71	11	54	1 032	
<i>Q27f (F) Do the respite arrangements and services available to you meet your family's needs for a break from caring?</i>											
Most of the time	%	41.4	47.7	41.4	52.4	44.6	57.7	69.7	46.4	45.1	
Some of the time	%	36.4	35.6	35.1	27.6	26.6	20.6	18.2	35.7	33.9	
Rarely/never	%	15.4	8.4	15.2	10.5	11.5	10.3	12.1	10.7	12.2	
Don't know	%	0.6	2.1	0.5	0.0	7.2	3.1	0.0	7.1	1.7	
Doesn't apply	%	1.9	1.7	2.6	2.9	2.2	4.1	0.0	0.0	2.1	
No response	%	4.3	4.6	5.2	6.7	7.9	4.1	0.0	0.0	4.9	
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	162	239	191	105	139	97	33	28	994	
<i>Q27h (F) 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?</i>											
Most of the time	%	53.1	54.4	49.7	56.2	55.4	56.7	60.6	50.0	52.8	
Some of the time	%	22.2	25.1	25.7	17.1	17.3	19.6	18.2	21.4	23.7	
Rarely/never	%	9.9	3.8	7.9	5.7	7.9	3.1	9.1	7.1	6.6	
Don't know	%	2.5	3.3	2.1	1.9	2.9	3.1	0.0	0.0	2.6	
Doesn't apply	%	6.8	7.1	9.4	13.3	9.4	13.4	9.1	21.4	8.7	
No response	%	5.6	6.3	5.2	5.7	7.2	4.1	3.0	0.0	5.6	
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	162	239	191	105	139	97	33	28	994	

^a Weighted data. Totals may not add as a result of rounding.

Table E.66 Service provider responsiveness — excluding not applicable^a

		Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Q27h (F) 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?</i>											
Most of the time	%	57.0	58.6	54.9	64.0	60.9	64.5	65.3	65.4	57.8	
Some of the time	%	23.8	27.0	28.4	19.5	19.0	22.3	19.6	28.0	25.9	
Rarely/never	%	10.6	4.1	8.7	6.5	8.7	3.5	9.8	9.3	7.2	
Don't know	%	2.7	3.6	2.3	2.2	3.2	3.5	0.0	0.0	2.8	
No response	%	6.0	6.8	5.7	6.5	7.9	4.7	3.2	0.0	6.1	
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	151.0	222.0	173.0	91.0	126.0	84.0	30.0	22.0	899.0	

^a Weighted data. Totals may not add as a result of rounding.

Table E.67 Option coordinator/manager responsiveness^a

		Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Q9e (F) Does your Options Coordinator/manager provide your family with the help you need to organise supports and services?</i>											
Most of the time	%	51.9	63.5	58.6	62.5	47.7	47.4	40.0	54.3	59.5	
Some of the time	%	27.3	21.7	21.0	24.2	29.9	31.0	40.0	28.6	23.8	
Rarely/never	%	13.0	12.9	15.6	9.4	19.1	17.2	15.0	14.3	14.1	
Don't know	%	1.3	0.4	2.2	2.3	0.8	1.7	5.0	2.9	0.7	
No response	%	6.5	1.6	2.7	1.6	2.5	2.6	0.0	0.0	1.9	
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	77	249	186	128	241	116	20	35	1052	
<i>Q9f (F) Does your Options Coordinator/manager do the things they say they will do?</i>											
Most of the time	%	63.6	71.1	68.3	78.9	61.0	62.9	60.0	57.1	69.0	
Some of the time	%	24.7	16.5	18.3	11.7	27.4	24.1	25.0	34.3	18.8	
Rarely/never	%	3.9	7.6	9.1	3.9	8.7	6.9	10.0	5.7	7.7	
Don't know	%	0.0	2.4	3.2	3.1	1.2	4.3	5.0	2.9	2.3	
No response	%	7.8	2.4	1.1	2.3	1.7	1.7	0.0	0.0	2.2	
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	77	249	186	128	241	116	20	35	1 052	

^a Weighted data. Totals may not add as a result of rounding.

Table E.68 Satisfaction rating of services by jurisdiction^a

		Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Australia
<i>Q24a (F) Overall, what do you think of the residential/home support service your family member has received over the last 12 months?</i>											
Very good	%	55.3	50.0	39.9	54.7	51.5	46.4	50.0	40.0	49.8	
Good	%	23.0	29.1	29.8	22.6	23.8	24.5	28.3	37.3	26.2	
Okay	%	11.2	11.1	20.7	10.2	14.4	17.3	15.2	16.0	13.7	
Poor	%	4.3	2.5	4.8	0.7	2.0	2.7	0.0	2.7	3.2	
Very poor	%	1.9	2.9	1.1	3.6	0.5	2.7	2.2	13.0	2.0	
Don't know/no opinion	%	1.2	1.6	1.1	2.2	3.0	1.8	0.0	0.0	1.6	
No response	%	3.1	2.9	2.7	5.8	5.0	4.5	4.3	2.7	3.5	
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	161	244	188	137	202	110	46	75	1 163	
<i>Q19a (F) Overall, what do you think of the employment service your family member has received over the last twelve months?</i>											
Very good	%	43.3	48.6	27.5	43.2	43.3	35.2	54.5	29.6	42.5	
Good	%	22.2	29.8	41.3	30.1	25.6	33.8	18.2	38.9	28.4	
Okay	%	21.6	12.0	19.6	17.0	13.3	19.7	18.2	9.3	17.1	
Poor	%	4.1	1.0	5.8	2.8	6.9	7.0	0.0	11.1	3.7	
Very poor	%	2.9	0.5	2.2	0.0	2.0	1.4	9.1	7.4	1.8	
Don't know/no opinion	%	1.8	5.3	1.4	4.5	3.4	2.8	0.0	0.0	3.2	
No response	%	4.1	2.9	2.2	2.3	5.4	0.0	0.0	3.7	3.3	
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	171	208	138	176	203	71	11	54	1 032	

^a Weighted data. Totals may not add as a result of rounding.

Table E.69 Families using services — desire to change service if an alternative was available^a

	<i>Don't know/</i>			Total	<i>Sample size</i>
	<i>Yes</i>	<i>No response</i>	<i>No</i>		
	%	%	%	%	no.
<i>Q23 Would you like your family member to have a different residential home support service if one was available?</i>					
All respondents	14.8	18.5	66.7	100.0	1 163
Family member with disability aged 18–24 years	18.2	28.0	53.8	100.0	181
<i>Q18 Would you like your family member to use a different employment service if one was available?</i>					
All respondents	10.1	23.3	66.6	100.0	1 032
Family member with disability aged 18–24 years	8.4	29.3	62.2	100.0	257
<i>Q30 Would you like your family member to use a different respite service if one was available?</i>					
All respondents	37.2	26.9	35.9	100.0	994
Family member with disability aged 18–24 years	45.1	23.7	31.3	100.0	330
Survey complete by mothers	40.3	24.9	34.9	100.0	637
Survey completed by father	39.1	27.0	33.8	100.0	194
<i>Q11 Would you like your family member to use a different Options Coordinator/Manager if one was available</i>					
All respondents	9.9	24.2	65.7	100.0	1 052
Family member with disability aged 18–24 years	13.6	29.7	56.7	100.0	324
Western Australia	2.3	18.7	78.9	100.0	128

^a Weighted data. Totals may not add as a result of rounding.

Table E.70 Client interviews — Client primary disability by service type (unweighted)

	<i>Unit</i>	<i>MDS code</i>					
		<i>1.01</i>	<i>1.02</i>	<i>1.03</i>	<i>1.04–1.07</i>	<i>5.01</i>	<i>5.02</i>
Primary disability							
Cognitive	%	16.4	5.1	6.5	8.1	7.1	2.9
Intellectual/specific learning	%	59.8	57.6	77.7	45.0	43.4	76.1
Sensory	%	0.6	1.0	0.6	7.3	9.5	2.0
Other	%	10.7	28.3	9.5	30.6	32.7	8.5
No response	%	12.6	8.1	4.6	9.0	7.3	10.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0
Sample	no.	532	99	476	422	495	954

Table E.71 Client interviews — primary disability type by survey respondent (unweighted)^a

<i>Primary disability</i>	<i>Next-of-kin interviews</i>	<i>Client interviews</i>	Total	<i>Sample size</i>
	%	%	%	no.
Cognitive	25.6	74.4	100.0	199
Intellectual/specific learning	34.2	65.8	100.0	1 320
Sensory	7.4	92.6	100.0	94
Other	9.7	90.3	100.0	435
No response	39.0	61.0	100.0	223
All primary disabilities	28.1	71.9	100.0	2 271

^a Totals may not add as a result of rounding.

Table E.72 Proportion of next-of-kin interviews by service type (unweighted)^a

<i>Interview respondent</i>	<i>Unit</i>	<i>MDS code</i>					
		<i>1.01</i>	<i>1.02</i>	<i>1.03</i>	<i>1.04–1.07</i>	<i>5.01</i>	<i>5.02</i>
Next-of-kin interviews	%	51.1	29.3	40.3	14.9	9.5	20.2
Client with assistance from relative or friend	%	2.4	1.0	3.6	5.2	3.2	4.6
Client with assistance from service outlet staff	%	7.9	11.1	14.9	3.6	1.6	8.3
Client unassisted	%	38.5	58.6	41.2	76.3	85.7	66.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	532	99	476	422	495	954

^a Totals may not add as a result of rounding.

Table E.73 Client interviews — Primary disability type by jurisdiction (unweighted)^a

<i>Primary disability</i>		<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>NT</i>	<i>ACT</i>	<i>All interviews</i>
		%	%	%	%	%	%	%	%	%	%
Cognitive	%	4.0	6.8	10.3	8.0	10.7	18.4	5.3	4.1		8.8
Intellectual/specific learning	%	70.6	50.4	54.4	60.1	50.8	57.5	44.7	84.5		58.1
Sensory	%	2.2	7.9	2.5	3.3	6.9	2.4	0.0	0.0		4.1
Other	%	14.0	24.4	29.7	23.6	9.5	9.2	50.0	11.3		19.2
No response	%	9.2	10.5	3.1	5.0	22.0	12.6	0.0	0.0		9.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		100.0
Sample size	no.	371	381	360	398	419	207	38	97		2 271

^a Totals may not add as a result of rounding.

Table E.74 Client interviews — Frequency with which next-of-kin respondents gain information about services^a

		<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>NT</i>	<i>ACT</i>	<i>All interviews</i>
<i>QE On average how often do you see (family member) or speak to them on the phone?^b</i>											
Every day	%	4.5	2.7	6.1	2.0	5.7	2.3	0.0	4.9		3.9
Client lives with next-of-kin	%	12.9	25.2	7.3	30.4	18.9	11.4	0.0	2.4		16.9
Several times a week	%	7.6	12.6	15.9	12.7	17.9	11.4	15.0	19.5		13.3
Once a week	%	18.9	10.8	15.9	13.7	22.6	34.1	15.0	12.2		17.4
Several times a month	%	9.8	16.2	13.4	9.8	17.0	20.5	35.0	22.0		14.9
Once a month	%	11.4	15.3	13.4	10.8	6.6	13.6	10.0	7.3		11.3
Every two to three months	%	15.2	9.9	14.6	8.8	4.7	4.5	10.0	2.4		9.7
Once or twice a year	%	15.2	4.5	8.5	2.9	2.8	2.3	10.0	7.3		6.9
Less often	%	2.3	0.9	2.4	1.0	2.8	0.0	5.0	0.0		1.7
Can't remember/no reply	%	2.3	1.8	2.4	7.8	0.9	0.0	0.0	22.0		3.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	132	111	82	102	106	44	20	41		638
<i>QF When was the last time you saw (family member) (next-of-kin responses)</i>											
Last day or two	%	26.5	20.7	31.7	18.6	35.8	13.6	25.0	29.3		25.7
In the last week	%	12.9	19.8	26.8	15.7	21.7	27.3	10.0	19.5		19.1
In the last couple of weeks	%	8.3	13.5	14.6	12.7	10.4	27.3	20.0	17.1		13.3
Last month	%	6.1	7.2	4.9	2.9	2.8	9.1	10.0	4.9		5.3
A few months ago	%	15.2	2.7	3.7	6.9	2.8	6.8	25.0	4.9		7.2
About six months ago	%	4.5	7.2	3.7	2.9	3.8	4.5	0.0	0.0		4.1
A year or more ago	%	11.4	1.8	3.7	2.0	1.9	0.0	10.0	0.0		4.1
Can't remember/no reply	%	2.3	1.8	3.7	7.8	1.9	0.0	0.0	22.0		4.2
Client lives with next-of-kin	%	12.9	25.2	7.3	30.4	18.9	11.4	0.0	2.4		16.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	132	111	82	102	106	44	20	41		638
<i>QG When did you last see for yourself how the different services work with family member)?</i>											
In the last month	%	37.9	55.9	70.7	48.0	65.1	70.5	65.0	65.9		56.3
2-4 months ago	%	21.2	6.3	1.2	5.9	4.7	9.1	20.0	9.8		9.2
5-12 months ago	%	11.4	6.3	6.1	6.9	5.7	9.1	5.0	0.0		7.1
Over a year ago	%	9.1	2.7	8.5	2.9	2.8	0.0	0.0	0.0		4.4
Never seen how they work	%	1.5	1.8	0.0	0.0	0.9	0.0	10.0	0.0		1.1
Doesn't use this type of service	%	15.9	21.6	8.5	25.5	15.1	11.4	0.0	19.5		16.8
Can't remember/no reply	%	3.0	5.4	4.9	10.8	5.7	0.0	0.0	4.9		5.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	132	111	82	102	106	44	20	41		638

^a Totals may not add as a result of rounding. ^b Next-of-kin responses.

Table E.75 **Accommodation service users — Frequency of contact with next-of-kin^a**

		<i>MDS code</i>					
		<i>1.01</i>	<i>1.02</i>	<i>1.03</i>	<i>1.04</i>	<i>1.05</i>	<i>1.06–1.07</i>
<i>QE (C) On average how often do you see (family member) or speak to them on the phone?^b</i>							
Client lives with next-of-kin	%	1.2	12.7	1.8	100.0	35.5	73.8
Every day	%	2.0	1.3	3.2	0.0	17.4	0.0
Several times a week	%	8.5	12.9	20.0	0.0	10.8	21.4
Once a week	%	22.2	19.3	13.7	0.0	17.7	0.0
Several times a month	%	11.7	37.6	26.6	0.0	0.0	0.0
Once a month	%	15.6	16.2	18.6	0.0	0.0	0.0
Every two to three months	%	17.9	0.0	10.3	0.0	2.4	0.0
Once or twice a year	%	17.0	0.0	4.0	0.0	0.0	0.0
Less often	%	3.2	0.0	0.8	0.0	0.0	0.0
Can't remember/no reply	%	0.7	0.0	1.0	0.0	16.2	4.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	272	29	192	4	28	31

^a Weighted data. Totals may not add as a result of rounding. ^b Next-of-kin responses.

Table E.76 **Comparison between client and next-of-kin responses with client interviews (accommodation support services users only)^a**

	<i>No response/ unclear</i>	<i>Not applicable</i>	<i>+ve</i>	<i>-ve</i>
Quality of life domain				
<i>Life situation at home</i>				
Q4 Do you like living here/at name of residence)	**	-	-	-
Q7a Do you like living alone?/7b Do you like living with the people you live with?	*	-	**	-
Q5 Do you feel safe here/at (name of residence)?	**	-	-	-
Q6 Do you feel safe in your area?	-	-	-	-
Q9 Do you want to move out of where you live?	**	-	**	-
Q18 Can you be alone/by yourself as much as you want to at (home/residence)	**	*	-	**
<i>Relationships</i>				
Q25b Do you have other friends you can talk to or do things with?	**	-	-	**
Q25a Do you have someone to talk to about personal things?	**	-	-	**
Q26 Can you see your friends when you want to?	**	**	-	**
Q27 Can you see your family when you want to?	-	**	**	-

(Continued on next page)

Table E.76 (Continued)

	No response/ unclear	Not applicable	+ve	-ve
<i>Community inclusion</i>				
Q28 Do you go shopping?	**	-	-	**
Q30 Do you go out to exercise or play sports?	**	-	-	-
Q31 Do you go out for entertainment?	-	-	-	**
Q32 Do you go out to any church services or religious events?	**	-	-	*
Q33 Do you go out to eat?	**	-	-	**
Q34 When you want to get somewhere, do you always have a way to get there or not?	-	**	-	-
<i>Choice self-determination</i>				
Q2 Did you choose to live there/at	C**	-	-	**
Q3 Did you choose the people you live with?	C**	C**	-	**
Q16 Do you choose how you spend your evenings and weekends?	-	-	-	**
Quality of service domain				
<i>Service Access</i>				
Not applicable as all indicators from family survey				
<i>Independence</i>				
Q21 Do you have things at home to help you, such as ramps, rails and equipment?	-	-	-	-
Q35 Do you have things such as communication boards or interpreters, that you need in order to communicate with people?	C**	-	-	**
Q17a Do you have someone who helps you with your money?	-	**	-	**
Q17b Can you get your money whenever you want it?	**	-	-	**
Q22 Can you learn new things at. If you want to — so that you can do more for yourself?	-	**	-	-
Quality of service domain (continued)				
<i>Service quality</i>				
Q13 Are the staff at able to understand what you want?	-	-	-	**
Q14 Do you understand the staff at when they talk to you?	-	-	-	**
Q12 Do the staff who help you at treat you with respect?	-	-	**	-
Q19a When you get mail who opens it?	**	**	-	**
Q19b Did you tell that person it was OK to open your mail?	-	**	-	**
Q20a Does anyone come into your bedroom without asking first?	**	**	-	**
Q15 Do the staff who support you in your home change too often? (next-of-kin are more likely to say that staff change too often)	-	-	-	**
<i>Satisfaction</i>				
Q24a Overall how satisfied/happy are you with (accommodation service)? (next-of-kin less likely to be unhappy.)	-	-	**	-

^a Unweighted data — overall 36.4 per cent of interviews about accommodation service users with next-of-kin.
* shows $p < 0.05$; ** shows $p < 0.01$, C shows that clients, not next-of-kin used this code more frequently.

Table E.77 Overall satisfaction with service — open ended questions^a

	Satisfied	<i>In-between/ neither satisfied/ nor dissatisfied</i>	Dissatisfied/ unhappy	No response/ unclear response	Total	Sample size
	%	%	%	%	%	no.
Q24a (A) Overall, How satisfied/happy are you with your accommodation service?	84.6	8.3	2.8	4.3	100.0	1 352
Q50a (E) Overall, How satisfied/happy are you with your employment service?	86.4	11.1	2.4	1.1	100.0	1 281

^a Weighted data. Totals may not add as a result of rounding.

Table E.78 Family survey respondents by section^a

	Unit	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	All respondents	
Q8 (S) In the last 12 months, has your family (or family member with a disability) received Assistance from a support coordinator or case manager from any of the above agencies?	Yes	%	20.3	47.9	45.8	45.2	51.3	53.5	34.5	34.7	43.2
Q13 (E) In 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?	Yes	%	45.0	40.0	34.0	62.2	43.2	32.7	19.0	53.5	42.4
Q 20 (A) Over the last 12 months, has your family member with a disability received residential or home support services?	Yes	%	42.4	46.9	46.3	48.4	43.0	50.7	79.3	74.3	47.8
Q25 (R) Over the last 12 months, has your family member with a disability used respite services?	Yes	%	42.6	46.0	47.0	37.1	29.6	44.7	56.9	27.7	40.8
Total respondents	no.		380	520	406	283	470	217	58	101	2 435

^a Unweighted data. Totals may not add as a result of rounding. More than one response possible.

Table E.79 Client survey respondents by survey section^a

	Unit	MDS code				
		1.01	1.03	1.04	1.05	
Q9 (C) Do you want to move out of where you live?	Yes, move somewhere else for positive reasons ^b	%	5.5	7.4	18.6	9.0
	No, like where I live — stay	%	74.7	69.2	69.5	70.1
	In between ^c	%	5.9	7.7	5.2	8.9
	Yes, move somewhere else for negative reasons ^d	%	3.0	5.9	6.7	10.3
	No/unclear response ^e	%	10.8	9.9	0.0	1.8
	Total	%	100.0	100.0	100.0	100.0
	Sample size	no.	532	476	50	245

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Table E.79 (Continued)

	Unit	MDS code			
		1.01	1.03	1.04	1.05
<i>Q7a (C) Do you like living alone?/7b Do you like living with the people you live with?</i>					
Yes, like who I live with/living alone	%	72.1	70.7	62.0	70.3
In between ^f	%	12.5	12.8	25.5	9.6
No, don't like who I live with/living alone	%	2.0	3.6	2.8	18.3
No/unclear response ^e	%	13.4	12.9	9.7	1.9
Total	%	100.0	100.0	100.0	100.0
Sample size	no.	532	463	18	154

^a Weighted data. Totals may not add as a result of rounding. ^b Such as getting married. ^c Includes 'sometimes I want to move', 'sometimes stay' and 'not immediately but would like to move sometime in the future'. ^d Such as don't like it here. ^e Includes next-of-kin don't know. ^f Includes 'like others sometimes' or 'some people, not others'.

Table E.80 Overall satisfaction with accommodation services, by type of accommodation service^a

	Unit	MDS code			
		1.01	1.03	1.04	1.05
<i>Q24a (C) Overall, how satisfied/happy are you with your accommodation service?</i>					
Satisfied/happy	%	86.5	83.7	84.3	84.5
In-between/neither satisfied nor dissatisfied	%	10.3	7.8	8.6	6.5
Dissatisfied/unhappy	%	1.1	3.2	3.1	4.8
No response/unclear response	%	2.1	5.3	4.0	4.6
Total	%	100.0	100.0	100.0	100.0
Sample size	no.	511	465	45	178

^a Weighted data. Totals may not add as a result of rounding.

Table E.81 Aspects of service quality, accommodation service type^a

	Unit	MDS code			
		1.01/1.02	1.03	1.04	1.05
<i>Q24a (F) Overall, what do you think of the residential/home support service your family member has received over the last 12 months?</i>					
Very good	%	56.0	55.3	47.7	42.8
Good	%	23.8	24.1	31.7	30.5
Okay	%	13.3	13.4	12.3	13.3
Poor	%	2.5	3.2	2.4	4.4
Very poor	%	2.1	0.9	1.7	2.0

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Table E.81 (Continued)

	Unit	MDS code			
		1.01/1.02	1.03	1.04	1.05
Don't know/no opinion	%	0.2	1.4	1.0	1.3
No response	%	2.2	1.6	3.2	5.6
Total	%	100.0	100.0	100.0	100.0
Sample size	no.	310	414	186	405
<i>Q32 (F) Are you able to get all the disability services needed for your family member with a disability?</i>					
Yes	%	46.0	50.3	38.4	35.3
No	%	27.0	24.5	42.7	49.7
Don't know	%	5.4	3.8	7.8	6.0
No response	%	21.6	21.4	11.1	9.0
Total	%	100.0	100.0	100.0	100.0
Sample size	no.	310	414	186	405
<i>Q23 (F) Would you like your family member to use a different residential/home support service if one was available?</i>					
Yes	%	16.2	15.2	7.7	14.3
No	%	70.6	68.0	66.6	60.7
Don't know	%	11.4	13.1	20.8	19.0
No response	%	1.9	3.7	4.9	5.9
Total	%	100.0	100.0	100.0	100.0
Sample size	no.	310	414	186	405

^a Weighted data. Totals may not add as a result of rounding.

Table E.82 Family survey — problems with accommodation service staff^a

	Unit	MDS code			
		1.01/1.02	1.03	1.04	1.05
<i>Q22i (F) Are changes in residential/home support service staff a problem for you or your family member?</i>					
Most of the time	%	15.7	17.7	11.1	15.3
Some of the time	%	38.2	40.7	47.2	41.3
Rarely/never	%	33.7	36.0	35.7	33.4
Don't know	%	7.7	4.4	4.0	6.9
No response	%	4.6	1.2	2.0	3.1
Total	%	100.0	100.0	100.0	100.0
Sample size	no.	310	414	186	405

^a Weighted data. Totals may not add as a result of rounding.

Table E.83 Family choice of service and staff by accommodation service type^a

	Unit	MDS code			
		1.01/1.02	1.03	1.04	1.05
<i>Q22m (F) Did your family choose the residential/home support service?</i>					
Yes	%	55.5	41.7	46.1	44.4
Partly	%	20.2	24.0	21.2	24.0
No	%	22.9	28.9	26.6	24.6
Don't know	%	0.6	1.3	2.2	1.6
No response	%	0.9	4.0	4.0	5.5
Total	%	100.0	100.0	100.0	100.0
Sample size	no.	310	414	186	405
<i>Q22n (F) Did members of your family choose the staff (that is the paid carers, residential care workers or support workers) who assist your family member?</i>					
Yes	%	1.4	4.6	23.6	20.1
Partly	%	2.9	10.1	17.3	23.7
No	%	91.2	81.5	56.2	50.5
Don't know	%	0.7	1.6	0.1	0.6
No response	%	3.8	2.3	2.8	5.2
Total	%	100.0	100.0	100.0	100.0
Sample size	no.	310	414	186	405

^a Weighted data. Totals may not add as a result of rounding.

Table E.84 Community inclusion, by accommodation service type^a

	No/unclear			Total	Sample size
	Yes	No	response		
<i>Q28 (C) Do you go shopping?</i>					
Client interview — accommodation services					
MDS 1.01	61.4	28.6	10.1	100.0	532
MDS 1.02	84.0	14.9	1.1	100.0	99
MDS 1.03	88.6	7.7	3.6	100.0	476
MDS 1.04	88.5	11.5	0.0	100.0	50
MDS 1.05	88.8	11.2	0.0	100.0	245
Living alone (A)	97.1	2.9	0.0	100.0	163
Living with family/partner (A)	80.8	19.1	0.1	100.0	197
Lives with others (A)	80.9	15.1	4.0	100.0	1 144
Next-of-kin interviews (A)	67.6	24.9	7.4	100.0	556
Client interview — employment services					
MDS 5.01	91.7	7.3	0.9	100.0	495
MDS 5.02	88.0	9.6	2.4	100.0	954

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Table E.84 (Continued)

	Yes	No	No/unclear response	Total	Sample size
<i>Q30 (C) Do you go out to exercise or play sports?</i>					
Client interview — accommodation services					
MDS 1.01	50.1	44.1	5.8	100.0	532
MDS 1.02	67.4	29.2	3.4	100.0	99
MDS 1.03	68.9	28.1	3.0	100.0	476
MDS 1.04	28.3	71.7	0.0	100.0	50
MDS 1.05	66.2	33.5	0.3	100.0	245
Living alone (A)	68.4	31.6	0.0	100.0	163
Living with family/partner (A)	59.2	40.5	0.3	100.0	197
Lives with others (A)	62.7	34.0	3.3	100.0	1144
Next-of-kin interviews (A)	59.4	36.2	4.4	100.0	556
Client interview — employment services					
MDS 5.01	72.3	27.2	0.4	100.0	495
MDS 5.02	70.7	27.8	1.4	100.0	954
<i>Q31 (C) Do you go out for entertainment?</i>					
Client interview — accommodation services					
MDS 1.01	63.8	30.9	5.3	100.0	532
MDS 1.02	82.6	16.3	1.1	100.0	99
MDS 1.03	81.3	16.4	2.2	100.0	476
MDS 1.04	91.3	8.7	0.0	100.0	50
MDS 1.05	75.4	23.2	1.3	100.0	245
Living alone (A)	82.6	16.3	1.1	100.0	163
Living with family/partner (A)	76.5	23.5	0.0	100.0	197
Lives with others (A)	75.8	21.7	2.5	100.0	1144
Next-of-kin interviews (A)	70.1	26.9	3.0	100.0	556
Client interview — employment services					
MDS 5.01	80.9	19.1	0.0	100.0	495
MDS 5.02	81.5	17.0	1.5	100.0	954
<i>Q32 (C) Do you go out to any church services or religious events?</i>					
Client interview — accommodation services					
MDS 1.01	25.7	65.9	8.4	100.0	532
MDS 1.02	43.2	54.1	2.7	100.0	99
MDS 1.03	28.1	65.4	6.5	100.0	476
MDS 1.04	17.3	82.2	0.5	100.0	50
MDS 1.05	27.9	70.7	1.4	100.0	245
Living alone (A)	30.5	66.9	2.5	100.0	163
Living with family/partner (A)	23.7	75.4	0.9	100.0	197
Lives with others (A)	28.4	66.1	5.5	100.0	1144
Next-of-kin interviews (A)	22.1	65.9	2.2	100.0	556
Client interview — employment services					
MDS 5.01	30.5	69.5	0.1	100.0	495
MDS 5.02	35.0	62.6	2.4	100.0	954

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Table E.84 (Continued)

	Yes	No	No/unclear response	Total	Sample size
Q33 (C) Do you sometimes go out to eat?					
Client interview — accommodation services					
MDS 1.01	72.7	22.0	5.3	100.0	532
MDS 1.02	84.9	14.0	1.1	100.0	99
MDS 1.03	83.8	12.6	3.5	100.0	476
MDS 1.04	91.4	8.6	0.0	100.0	50
MDS 1.05	84.4	14.8	0.8	100.0	245
Living alone (A)	85.5	14.2	0.3	100.0	163
Living with family/partner (A)	89.0	11.0	0.0	100.0	197
Lives with others (A)	80.7	16.4	2.9	100.0	1144
Next-of-kin interviews (A)	78.6	17.5	4.0	100.0	556
Client interview — employment services					
MDS 5.01	86.8	12.9	0.3	100.0	495
MDS 5.02	89.2	10.2	0.6	100.0	954

^a Weighted data. Totals may not add as a result of rounding.

Table E.85 Relationships, by accommodation and employment service type^a

	Unit	MDS code						
		1.01	1.02	1.03	1.04	1.05	5.01	5.02
Q25b Do you have other friends you like to talk to or do things with?								
Yes, friends who are not family	%	36.2	59.8	57.4	84.7	77.3	79.6	67.3
Yes, friends who are all staff or family/or not sure	%	21.9	22.8	20.6	11.7	12.6	8.6	16.3
No friends	%	31.6	15.6	13.4	3.7	10.1	11.1	13.0
No/unclear response	%	10.3	1.8	8.6	0.0	0.1	0.7	3.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	532	99	476	50	245	495	954
Q25a Do you have someone you can talk to about personal things?^b								
Yes, a family member	%	31.0	41.2	35.1	65.5	56.4	62.1	56.3
Yes, a friend	%	11.6	21.5	18.9	37.6	36.2	49.0	30.7
Yes, a staff member	%	27.9	40.3	45.9	13.5	32.3	14.7	38.7
Sometimes	%	0.5	1.1	1.0	2.9	1.0	1.1	0.9
No	%	35.2	9.7	13.0	16.3	8.7	8.9	5.4
No/unclear response	%	14.9	6.1	15.4	0.0	2.9	0.4	3.9
Sample size	no.	532	99	476	50	245	495	954

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Table E.85 (Continued)

	Unit	MDS code						
		1.01	1.02	1.03	1.04	1.05	5.01	5.02
<i>Q26 Can you see your friends when you want to see them?</i>								
Yes, can see them when I want to	%	61.4	77.1	67.7	83.7	79.0	86.1	81.1
Sometimes	%	7.2	11.4	12.2	8.7	11.3	9.6	9.6
No	%	1.7	1.2	4.2	7.6	5.6	2.5	1.9
Not applicable — doesn't have any friends	%	16.2	4.9	5.1	0.0	2.2	0.9	2.9
No/unclear response ^c	%	13.5	5.3	10.8	0.0	2.0	0.8	4.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	371	84	403	48	218	433	826
<i>Q27 Do you have family you can see/can you see your family when you want to?</i>								
Yes, can see them when I want/choose to	%	84.2	76.5	73.5	27.9	53.5	29.1	49.3
Sometimes	%	8.3	7.4	11.2	2.1	6.4	2.3	5.6
No	%	2.2	0.0	4.8	3.8	5.8	2.3	2.5
Not applicable ^d	%	2.6	8.8	5.4	66.2	32.6	65.1	38.2
No/unclear response	%	2.7	7.3	5.1	0.0	1.7	1.2	4.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sample size	no.	532	99	476	50	245	495	954

^a Weighted data. Totals may not add as a result of rounding. ^b Multiple response possible. ^c Includes next-of-kin don't know. ^d Includes no family/family not available/lives with family.

Table E.86 Aspects of service quality, by accommodation service type^a

	Unit	MDS code			
		1.01	1.03	1.04	1.05
<i>Q12 Do the staff at your accommodation service treat you with respect?</i>					
Yes, most staff most of the time	%	94.0	90.5	95.1	96.0
Sometimes, some staff	%	3.7	4.7	4.0	2.2
No, some staff often are not nice	%	0.2	1.6	0.0	0.3
No/unclear response	%	2.0	3.2	0.9	1.5
Total	%	100.0	100.0	100.0	100.0
Sample size	no.	511	465	45	178
<i>Q18 Can you be alone as much as you want to at your home/residence?</i>					
Yes, have enough time alone	%	70.2	80.1	67.6	58.2
No, wish I had more time alone	%	4.2	7.6	8.0	6.0
Not applicable, lives alone	%	15.3	2.8	15.8	34.7
No/unclear response	%	10.2	9.5	8.6	1.0
Total	%	100.0	100.0	100.0	100.0
Sample size	no.	511	465	45	178

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Table E.86 (Continued)

	Unit	MDS code			
		1.01	1.03	1.04	1.05
<i>Q 19a Who opens your mail or post?</i>					
Someone else opens some or all of my mail	%	39.1	37.4	26.2	14.5
I open my own mail	%	28.6	45.5	69.8	78.8
Not applicable, receives no mail	%	28.9	9.5	3.1	6.0
No/unclear response	%	3.4	7.6	0.9	0.8
Total	%	100.0	100.0	100.0	100.0
Sample size	no.	511	465	45	178
<i>Q19b Did you tell that person it was okay to open your mail?</i>					
Mail is not opened without permission	%	52.3	53.1	100.0	83.7
Some mail is opened without permission	%	3.9	11.4	0.0	0.0
All mail opened without permission	%	2.8	0.9	0.0	0.0
Not applicable — not able to give permission	%	37.8	23.2	0.0	9.8
No/unclear response	%	3.3	11.4	0.0	6.6
Total	%	100.0	100.0	100.0	100.0
Sample size	no.	210	164	13	31
<i>Q20a Does anyone come into your bedroom at your accommodation service with out asking first?</i>					
No one enters the bedroom with out permission	%	39.5	62.4	84.3	83.8
Yes people sometimes/always enter bedroom with out permission.	%	12.6	13.1	11.6	5.7
Not applicable — not able to give permission	%	31.1	10.2	3.2	8.0
No/unclear response	%	16.9	14.2	0.9	2.5
Total	%	100.0	100.0	100	100
Sample size	no.	511	465	45	178
<i>Q20a Does anyone come into your bedroom at your accommodation service without asking first? (excluding those not able to give permission)</i>					
No one enters the bedroom without permission	%	57.3	69.4	86.2	91.0
Yes people sometimes/always enter bedroom without permission.	%	18.3	14.6	11.9	6.2
No/unclear response	%	24.5	15.8	0.9	2.7
Total	%	100.0	100.0	100.0	100.0
Sample size	no.	352	418	44	164

^a Weighted data. Totals may not add as a result of rounding.

Table E.87 Independence, by accommodation service type^a

	Unit	MDS code			
		1.01	1.03	1.04	1.05
<i>Q17a Do you have someone in your accommodation service who helps you with your money?</i>					
Yes	%	59.4	79.7	11.6	57.5
No, no need/has independent access to money	%	6.9	6.2	87.5	38.8
No, but needs help with money	%	1.4	2.1	0.0	2.9
No, does not ask for/use money	%	30.2	8.3	0.0	0.0
No/unclear response	%	2.2	3.6	0.9	0.8
Total	%	100.0	100.0	100.0	100.0
Sample size	no.	511	465	45	178
<i>Q17b Can you get your money whenever you want it?</i>					
Yes, can get to my money whenever I want it	%	58.5	57.3	100.0	83.5
Yes, can get money but with some restrictions	%	16.1	19.7	0.0	11.1
No cannot get my money whenever I want	%	17.6	16.9	0.0	2.3
No/unclear response	%	7.8	6.1	0.0	3.1
Total	%	100.0	100.0	100.0	100.0
Sample size	no.	330	365	8	102
<i>Q22 Can you learn new things at(home/residence) if you want to — so that you can do more for yourself?</i>					
Yes, if I want to/most things	%	38.8	60.5	69.6	54.7
Sometimes/some things	%	11.2	19.3	0.0	14.0
No	%	4.6	2.8	6.2	1.9
Not applicable — don't need/not able/don't want to learn	%	43.5	12.1	15.3	27.1
No/unclear response	%	2.0	5.3	9.0	2.2
Total	%	100.0	100.0	100.0	100.0
Sample size	no.	511	465	45	178

^a Weighted data. Totals may not add as a result of rounding.

Table E.88 Independence, by interview respondent^a

	Unit	Interview respondent			
		Next-of-kin	Client alone	Client with assistance	Client total
<i>Q22 Can you learn new things at(home/ residence) if you want to - so that you can do more for yourself?</i>					
Yes, if I want to / most things	%	36.2	66.9	60.1	65.6
Sometimes / some things	%	14.8	11.9	24.0	14.1
No	%	3.7	3.7	1.2	3.2
Not applicable — don't need / not able / don't want to learn	%	42.3	13.4	9.5	12.7
No response, unclear response	%	3.0	4.1	5.3	4.4
Total	%	100.0	100.0	100.0	100.0
Sample size	no.	472	719	161	880

^a Weighted data. Totals may not add as a result of rounding.

Table E.89 Staff turnover, by accommodation service type^a

		MDS Unit code 1.01	MDS code 1.03	MDS code 1.04	MDS code 1.05
<i>Q15 Do the staff who support you in your home change too often?</i>					
No, they stay, they don't change too often	%	60.8	67.5	59.6	74.0
Some staff, sometimes	%	16.3	14.7	25.8	12.7
Yes, they change too often/keep leaving	%	13.6	11.9	13.7	6.5
No response, unclear response	%	9.3	5.9	0.9	6.8
Total	%	100.0	100.0	100.0	100.0
Sample size	no.	511	465	45	178

^a Weighted data. Totals may not add as a result of rounding.

Table E.90 Overall satisfaction, by employment service type — family survey^a

	Unit	MDS code 5.01	MDS code 5.02	Enclave/ workcrew
<i>Q19a (F) Overall, what do you think of the employment service your family member has received over the last twelve months?</i>				
Very good	%	37.1	41.3	51.7
Good	%	28.7	29.3	26.9
Okay	%	21.5	17.7	11.2
Poor	%	3.9	3.3	3.4
Very poor	%	3.0	1.9	0.6
Don't know/no opinion	%	3.0	2.9	4.3
No response	%	2.7	3.5	1.9
Total	%	100.0	100.0	100.0
Sample size	no.	269	651	154

^a Weighted data. Totals may not add as a result of rounding.

Table E.91 Participation in work, by employment service type^a

	Unit	MDS codes		
		5.01	5.02	5.01–5.02
<i>Q36a (C) What are you doing for work at the moment?</i>				
Working in paid employment	%	59.6	11.8	40.3
Working in supported employment	%	4.8	73.2	32.4
Working in both open and sheltered/supported employment	%	1.6	5.7	3.3
Working in supported employment using agency	%	0.4	2.8	1.4
Not doing paid work but looking for work	%	27.2	1.0	16.6

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Table E.91 (Continued)

	Unit	MDS codes		
		5.01	5.02	5.01–5.02
Not working/not looking for work	%	6.4	4.6	5.6
No /unclear response	%	0.2	0.8	0.4
Total	%	100.2	100.0	100.0
Sample size	no.	495	954	1 449
<i>Q43 Do you want to change the hours you work?</i>				
No, work the same number of hours	%	69.9	76.7	73.2
Yes, want to work fewer hours	%	3.1	8.0	5.5
Yes, want to work more hours	%	22.6	8.3	15.5
Yes, change the times when I work/keep the same hours	%	1.7	1.7	1.6
No /unclear response	%	2.8	5.3	4.1
Total	%	100.0	100.0	100.0
Sample size	no.	331	879	1 210

^a Weighted data. Totals may not add as a result of rounding.

Table E.92 Quality of life and quality of service indicators, by employment service type^a

	Unit	MDS code 5.01	MDS code 5.02	Enclave/workcrew
<i>Q15b (F) Is your family member working as many hours as you would like?</i>				
Yes	%	63.2	86.2	83.6
No	%	30.4	10.0	11.5
Not sure/don't know	%	4.0	2.5	3.0
No/unclear response	%	2.4	1.2	2.0
Total	%	100.0	100.0	100.0
Sample size	no.	269	651	154
<i>Q15c (F) Does your family member have as much job security as you would like?</i>				
Yes	%	52.5	71.3	67.7
No	%	38.6	14.7	18.3
Not sure/don't know	%	7.1	12.6	12.6
No/unclear response	%	1.8	1.4	1.4
Total	%	100.0	100.0	100.0
Sample size	no.	269	651	154

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Table E.92 (Continued)

	Unit	MDS code 5.01	MDS code 5.02	Enclave/ workcrew
<i>Q16 (F) Did your family choose the employment service that works with your family member with a disability?</i>				
Yes	%	44.7	50.8	34.7
Partly	%	18.0	19.1	29.4
No	%	32.6	23.8	32.8
Don't know	%	1.8	2.4	1.8
No response/unclear response	%	2.8	4.0	1.3
Total	%	100.0	100.0	100.0
Sample size	no.	269	651	154
<i>Q17 (F) Did members of your family choose the employment service staff who work with your family member with a disability (that is, the employment coordinator, support workers or supervisors)?</i>				
Yes	%	8.4	5.3	3.7
Partly	%	13.0	8.0	5.4
No	%	74.1	80.4	86.1
Don't know	%	1.6	2.5	2.2
No /unclear response	%	3.0	3.8	2.7
Total	%	100.0	100.0	100.0
Sample size	no.	269	651	154
<i>Q15I (F) Is extra employment support available when your family member needs it?</i>				
Most of the time	%	46.5	30.7	48.5
Some of the time	%	16.3	12.7	16.6
Rarely/never	%	9.8	9.0	4.8
Don't know	%	13.6	22.5	14.0
Doesn't apply	%	10.7	22.0	13.9
No response	%	3.0	3.1	2.2
Total	%	100.0	100.0	100.0
Sample size	no.	269	651	154

^a Weighted data. Totals may not add as a result of rounding.

Table E.93 Opportunity to learn new things, by employment type^a

	Unit	MDS code 5.01	MDS code 5.02
<i>Q41 Do you get to learn new things at work?</i>			
Yes, I change jobs and learn new things	%	74.9	79.5
No, always do the same job	%	23.6	16.2
Not applicable, does not have ability to learn new things	%	0.0	1.5
No response, unclear response	%	1.5	2.8
Total	%	100.0	100.0
Sample size	no.	331	879

^a Weighted data. Totals may not add as a result of rounding.

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