

National Disability Agreement: d-Proportion of people with disability who are satisfied with the range of disability service options and quality of support received, 2011

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National Disability Agreement: d-Proportion of people with disability who are satisfied with the range of disability service options and quality of support received, 2011

Identifying and definitional attributes

Metadata item type:	Indicator
Indicator type:	Indicator
Short name:	Proportion of people with disability who are satisfied with the range of disability service options and quality of support received, 2011
METEOR identifier:	428742
Registration status:	Community Services (retired) , Superseded 05/03/2012
Description:	Satisfaction with disability services.
Indicator set:	National Disability Agreement (2011) Community Services (retired) , Superseded 05/03/2012
Outcome area:	People with disability enjoy choice, wellbeing and the opportunity to live as independently as possible Community Services (retired) , Standard 23/07/2010 Disability , Standard 13/08/2015

Collection and usage attributes

Computation description: Number of service users who are 'satisfied' divided by total number of service users in the census or survey, as applicable.

Computation: $\sum r_i / \sum n_i$
or
 $(\sum r_i / \sum n_i) * 100$

Numerator: Number of service users who are 'satisfied'.

Numerator data elements: **Data Element / Data Set**

Data Element

Data elements to be added/created.

Denominator: Total number of service users in the census or survey, as applicable.

Denominator data elements:

Data Element / Data Set

Data Element

Data elements to be added/created.

Disaggregation data elements:

Data Element / Data Set

Data Element

Data elements to be added/created.

Comments: Suggested disaggregation would include state/territory; age group; sex; Indigenous status; country of birth; Remoteness Area; disability status.

Representational attributes

Representation class:	Percentage
Data type:	Real
Unit of measure:	Person

Accountability attributes

Organisation responsible for providing data:	Department of Human Services, Victoria.
Accountability:	Overall—shared; employment services—AG; Accommodation, respite, community support (includes management and individual service planning), community access services—state and territory governments.
Further data development / collection required:	<p>Data development for this indicator will be undertaken as part of the National Disability Services Quality Framework Implementation Plan being led by the Department of Human Services, Victoria.</p> <p>Substantial data development is required for this indicator, including: definitions for 'satisfied', 'quality', 'range of options' and the scope of the indicator as current service users or potential population.</p> <p>There is potential for substantial non-sampling error with any collection of this type of data.</p> <p>The report on the 1999 national survey of satisfaction with disability services recommended a coordinated approach to future satisfaction surveys to ensure satisfactory response rates.</p>
Other issues caveats:	Available disaggregation depends on sampling errors and other caveats.

Relational attributes

Related metadata references:	<p>Supersedes National Disability Agreement: d-Proportion of people with disability who are satisfied with the range of disability service options and quality of support received, 2010 Community Services (retired), Superseded 15/12/2011</p> <p>Has been superseded by National Disability Agreement: d-Proportion of people with disability who are satisfied with the range of disability service options and quality of support received, 2012 Community Services (retired), Superseded 23/05/2013</p>
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