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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| 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| Registration status: | [Community Services (retired)](https://meteor.aihw.gov.au/RegistrationAuthority/1), Superseded 05/03/2012 |
| Description: | Satisfaction with disability services. |
| Indicator set: | [National Disability Agreement (2011)](https://meteor.aihw.gov.au/content/428724)  [Community Services (retired)](https://meteor.aihw.gov.au/RegistrationAuthority/1), Superseded 05/03/2012 |
| Outcome area: | [People with disability enjoy choice, wellbeing and the opportunity to live as independently as possible](https://meteor.aihw.gov.au/content/393878)  [Community Services (retired)](https://meteor.aihw.gov.au/RegistrationAuthority/1), Standard 23/07/2010  [Disability](https://meteor.aihw.gov.au/RegistrationAuthority/16), Standard 13/08/2015 |

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| 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: | ∑r i / ∑n i  or  (∑r i / ∑n i) \* 100 |
| Numerator: | Number of service users who are ‘satisfied. |
| Numerator data elements: | **Data Element / Data Set**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 elements to be added/created. |
| Disaggregation data elements: | **Data Element / Data Set**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: | 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.  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.  There is potential for substantial non-sampling error with any collection of this type of data.  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. |
| Other issues caveats: | Available disaggregation depends on sampling errors and other caveats. |
| Relational attributes | |
| Related metadata references: | 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](https://meteor.aihw.gov.au/content/393919)  [Community Services (retired)](https://meteor.aihw.gov.au/RegistrationAuthority/1), Superseded 15/12/2011  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](https://meteor.aihw.gov.au/content/467934)  [Community Services (retired)](https://meteor.aihw.gov.au/RegistrationAuthority/1), Superseded 23/05/2013 |