

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

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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, 2012

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, 2012
METEOR identifier:	467934
Registration status:	Community Services (retired) , Superseded 23/05/2013
Description:	Satisfaction with disability services.
Indicator set:	National Disability Agreement (2012) Community Services (retired) , Superseded 23/05/2013
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:	$R/N \times 100$ Where R = number of service users who are 'satisfied' N = number of service users in the census or survey, as applicable
Numerator:	Number of service users who are 'satisfied'.
Denominator:	Total number of service users in the census or survey, as applicable.
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
Format:	N[NN.N]

Indicator conceptual framework

Framework and dimensions:	Health
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Accountability attributes

Organisation responsible for providing data:	Department of Human Services, Victoria.
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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.

Source and reference attributes

Steward: [Disability Policy and Research Working Group \(DPRWG\)](#)

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, 2011](#)

[Community Services \(retired\)](#), Superseded 05/03/2012

See also [National Disability Agreement: e\(1\)-Proportion of the potential population of people with disability who report a need for more formal assistance, 2013](#)

[Community Services \(retired\)](#), Standard 23/05/2013

[Disability](#), Standard 13/08/2015

See also [National Disability Agreement: e\(2\)-Proportion of people with disability who are satisfied with the range of organised and formal service options available, 2013](#)

[Community Services \(retired\)](#), Standard 23/05/2013

[Disability](#), Standard 13/08/2015