



National Disability Services

QUEENSLAND

**National Disability Workforce
Project**

Direct Support Staff Survey

Preliminary Results

October 2008

Direct Support Staff Survey - National Disability Workforce Project

Why did you apply for this job?

Overall Mean Rating	Mean	Gender		Service Type										
		Male	Female	Acc. Support	Comm. Support	Therapy	Advocacy	Children Services	Respite	Comm. Access	DEN	Supp. Employ	Other	Multiple services
Working people w/ disability	8.55	8.42	8.60	8.76	8.26	6.92	8.76	9.11	7.95	9.06	8.47	8.99	8.35	8.46
Nature of the work	8.39	8.16	8.46	8.24	8.59	8.93	9.40	9.38	8.66	8.44	8.30	7.71	8.83	8.40
Opportunity to be of service	7.55	7.64	7.50	7.61	7.59	7.80	6.67	6.72	7.54	7.43	7.98	7.40	7.43	7.39
Professional Development	6.90	6.76	6.95	6.51	6.79	7.11	8.83	6.74	7.39	7.11	6.54	7.00	7.13	7.20
Personal Development	6.85	6.82	6.85	6.86	6.88	6.69	5.50	5.90	7.43	7.47	6.96	6.84	6.79	6.77
Flexibility	6.69	6.48	6.77	6.56	7.07	6.69	4.83	6.37	7.14	6.89	6.85	6.59	5.90	6.81
Teamwork	6.28	6.44	6.19	6.09	6.16	6.43	6.50	8.17	5.95	6.88	6.36	6.07	6.12	6.29
Location	6.12	6.03	6.19	6.16	6.78	4.71	6.17	6.58	4.84	5.39	6.33	5.93	6.28	6.06
Pay/conditions	5.58	5.52	5.61	5.49	4.95	7.66	5.43	6.83	5.20	5.15	5.60	5.70	5.49	5.72
Entry requirements	5.57	5.78	5.48	5.59	5.99	5.34	4.69	5.20	6.46	5.55	5.38	5.94	5.76	5.36
Supervision available	4.92	4.96	4.92	5.21	5.05	5.17	6.50	4.80	3.80	3.90	4.79	5.30	4.81	4.87
Other	3.27	3.22	3.22	3.43	3.13	2.46	3.64	3.86	3.60	3.19	2.85	3.40	2.97	3.35
Number	1237	320	856	240	104	17	6	22	17	49	185	90	86	353

Note: Top three ratings in red

Overall Mean Rating	Mean	Age								State							
		< 20	20-29	30-39	40-49	50-55	56-60	61-65	> 65	Qld	NSW	Vic	Tas	SA	WA	NT	ACT
Working people w/ disability	8.55	9.66	8.47	8.47	8.66	8.55	8.50	8.31	9.50	8.28	8.72	8.60	7.95	8.82	8.55	8.37	8.55
Nature of the work	8.39	9.04	8.21	8.56	8.37	8.23	8.46	8.90	8.48	8.47	8.49	8.48	8.28	8.07	8.56	7.21	8.40
Opportunity to be of service	7.55	7.85	7.60	7.30	7.55	7.67	7.43	8.19	7.36	7.85	7.51	7.35	6.77	7.68	7.75	7.19	7.78
Professional Development	6.90	7.39	7.35	7.02	6.75	6.75	6.33	6.77	5.92	6.69	6.83	6.87	6.62	7.07	7.02	6.55	6.94
Personal Development	6.85	7.67	7.03	6.91	6.67	6.99	6.44	6.70	7.12	7.07	6.70	6.58	6.86	6.90	7.19	6.51	7.01
Flexibility	6.69	7.67	6.68	6.62	6.70	6.64	6.77	6.80	7.08	6.90	6.48	6.79	6.26	6.96	6.74	5.47	6.77
Teamwork	6.28	5.33	5.99	6.16	6.41	6.21	6.61	6.80	6.18	6.58	6.21	6.32	6.54	6.14	6.23	5.73	6.14
Location	6.12	4.90	5.90	6.25	6.14	6.11	6.52	6.51	5.88	6.24	6.12	6.44	5.29	5.35	6.57	6.26	5.82
Pay/conditions	5.58	4.66	5.42	5.75	5.85	5.60	5.08	4.66	5.68	5.53	5.78	5.85	5.91	5.28	4.95	4.92	5.47
Entry requirements	5.57	3.86	5.45	5.42	5.43	5.71	5.94	5.93	6.87	5.49	5.57	5.43	5.89	5.58	6.01	5.13	5.07
Supervision available	4.92	5.99	4.92	5.05	4.97	4.76	4.68	5.08	3.92	4.67	5.07	4.91	4.87	5.62	4.84	3.64	4.88
Other	3.27	3.39	3.23	3.23	3.24	3.12	3.60	3.21	2.41	2.91	3.18	3.25	3.99	3.21	3.14	2.86	3.77
Number	1237	10	219	262	335	195	105	40	14	155	240	301	41	97	147	31	116

Direct Support Staff Survey - National Disability Workforce Project

What keeps you in this sort of work?

Descriptor	Mean	Gender		Service Type										
		Male	Female	Acc. Support	Comm. Support	Therapy	Advo-cacy	Children Services	Respite	Comm. Access	DEN	Supp. Employ	Other	Multiple services
Personal Development	8.76	8.57	8.81	9.00	8.38	7.27	7.46	9.13	8.49	8.91	8.65	9.35	8.93	8.58
Supervision available	7.84	7.62	7.92	7.80	8.08	7.06	10.00	7.66	7.74	7.66	7.64	7.54	8.18	7.92
Opportunity to be of service	7.72	7.84	7.68	7.79	7.67	7.28	5.83	6.26	8.17	7.87	7.99	7.73	7.96	7.64
Entry requirements	6.92	6.78	6.97	6.75	7.24	7.58	7.99	7.02	7.98	7.07	7.27	7.25	6.56	6.65
Flexibility	6.82	6.78	6.79	6.35	6.89	7.52	7.47	6.44	6.24	6.78	6.78	6.65	6.89	7.09
Professional Development	6.70	7.05	6.57	6.69	6.99	6.30	5.83	5.20	6.95	6.93	6.69	6.50	6.89	6.72
Working people w/ disability	6.60	6.37	6.66	6.40	6.52	7.60	6.27	7.33	6.08	6.60	6.60	6.58	6.67	6.66
Pay/conditions	6.33	6.41	6.34	6.22	6.58	5.84	8.39	7.27	5.74	5.88	6.37	6.34	5.97	6.47
Nature of the work	5.51	5.28	5.58	5.72	5.33	6.09	6.08	7.73	5.74	4.98	5.40	5.90	4.91	5.44
Teamwork	5.05	5.02	5.03	4.94	5.12	6.18	4.51	5.92	4.25	4.77	4.80	4.97	5.32	5.09
Location	4.86	5.04	4.79	5.31	4.74	4.92	4.14	4.36	5.12	5.62	5.19	4.53	4.06	4.51
Other	3.41	3.51	3.38	3.50	3.04	2.31	4.37	3.44	4.33	3.42	3.06	3.67	3.67	3.51
Number	1237	320	856	240	104	17	6	22	17	49	185	90	86	353

Note: Top three scores in red

Descriptor	Mean	Age								State							
		< 20	20-29	30-39	40-49	50-55	56-60	61-65	> 65	Qld	NSW	Vic	Tas	SA	WA	NT	ACT
Personal Development	8.76	9.48	8.57	8.86	8.80	8.88	8.68	8.28	8.97	8.83	8.86	8.77	8.73	8.63	8.71	8.37	9.01
Supervision available	7.84	8.48	7.60	7.93	7.85	7.95	7.94	7.23	9.20	8.16	7.72	7.80	7.62	8.13	7.73	7.35	7.95
Opportunity to be of service	7.72	7.67	7.54	7.56	7.78	7.79	8.01	8.19	8.19	7.94	7.87	7.54	7.07	7.90	7.54	8.14	8.06
Entry requirements	6.92	7.30	6.84	6.96	7.10	6.76	6.91	6.45	6.42	6.77	6.89	7.16	6.44	6.55	7.16	6.03	6.88
Flexibility	6.82	5.68	7.21	6.91	6.67	6.60	6.47	6.89	6.84	6.23	7.06	6.97	6.81	6.50	6.94	6.27	6.72
Professional Development	6.70	7.67	7.13	6.77	6.54	6.61	6.25	6.64	6.69	6.73	6.46	6.44	7.29	7.09	6.64	6.88	7.24
Working people w/ disability	6.60	6.56	6.50	6.59	6.48	6.61	6.84	7.01	7.66	6.50	6.32	6.85	6.46	6.73	7.13	6.36	6.30
Pay/conditions	6.33	5.73	5.99	6.44	6.46	6.36	6.46	6.44	6.17	6.11	6.51	6.67	5.36	5.99	6.71	5.28	5.82
Nature of the work	5.51	5.60	5.41	5.31	5.70	5.78	5.28	4.78	4.96	5.64	5.59	5.46	5.63	5.66	5.00	4.84	5.51
Teamwork	5.05	4.20	5.05	4.95	5.22	5.01	5.08	5.01	2.44	5.43	5.07	5.08	6.18	5.18	4.88	3.52	4.30
Location	4.86	5.49	4.90	4.84	4.56	5.11	4.43	6.45	4.62	4.83	4.94	4.55	4.57	4.64	5.51	5.18	4.96
Other	3.41	2.49	3.06	3.46	3.65	3.19	3.70	3.50	3.34	3.43	3.27	3.43	3.77	3.57	3.28	2.98	3.27
Number	1237	10	219	262	335	195	105	40	14	155	240	301	41	97	147	31	116

Direct Support Staff Survey - National Disability Workforce Project

Why would you look to work elsewhere?

Overall Mean Rating	Mean	Gender		Service Type										
		Male	Female	Acc. Support	Comm. Support	Therapy	Advo- cacy	Children Services	Respite	Comm. Access	DEN	Supp. Employ	Other	Multiple services
Renumeration	8.29	8.65	8.16	7.59	7.94	9.21	8.33	8.38	8.61	9.15	8.86	8.77	8.36	8.25
Professional development	7.85	7.75	7.88	7.73	7.81	7.76	8.95	7.44	7.36	7.77	7.83	7.75	8.33	7.90
Personal development	7.66	7.70	7.63	7.68	7.73	7.23	8.05	7.80	7.88	7.18	7.79	7.81	7.48	7.58
Nature of the work	7.37	7.46	7.36	7.17	7.57	8.07	7.80	8.13	7.89	7.33	7.33	7.31	7.18	7.46
Flexibility	6.92	6.85	6.95	6.61	7.04	7.70	6.32	7.16	6.86	7.22	7.03	6.68	7.11	6.96
Working people w/ disability	6.70	6.38	6.78	7.10	6.41	6.24	5.73	7.31	6.56	7.18	6.42	7.02	6.97	6.44
Opportunity to be of service	6.63	6.48	6.68	6.97	6.63	5.52	5.54	6.17	6.42	6.22	6.85	6.55	6.47	6.49
Location	6.27	5.91	6.42	6.30	6.67	6.44	4.83	5.79	6.04	5.86	5.96	6.31	6.46	6.39
Teamwork	5.83	5.72	5.85	5.71	6.16	5.73	6.64	5.95	6.11	5.47	5.96	5.81	5.63	5.76
Entry requirements	5.51	5.85	5.35	5.46	5.68	4.27	8.42	6.50	5.09	5.42	5.44	5.61	5.08	5.61
Supervision	4.58	4.67	4.53	4.75	4.85	6.37	2.03	4.75	4.38	4.75	4.41	4.54	4.82	4.32
Other	2.99	2.95	2.99	3.11	2.52	2.35	3.99	4.18	3.70	3.01	2.43	2.66	2.81	3.34
Number	1237	320	856	240	104	17	6	22	17	49	185	90	86	353

Note: Top three scores in red

Overall Mean Rating	Mean	Age								State							
		< 20	20-29	30-39	40-49	50-55	56-60	61-65	> 65	Qld	NSW	Vic	Tas	SA	WA	NT	ACT
Renumeration	8.29	7.53	7.97	8.66	8.36	8.07	8.51	7.87	8.42	8.35	8.60	8.04	7.67	7.90	8.51	7.39	8.39
Professional development	7.85	8.95	8.23	8.19	7.68	7.66	7.22	7.43	7.61	7.80	8.04	7.81	7.81	7.98	7.82	7.86	7.44
Personal development	7.66	7.73	7.87	7.64	7.67	7.73	7.17	7.63	6.43	7.81	7.87	7.52	7.77	7.36	7.83	7.73	7.70
Nature of the work	7.37	5.00	7.01	7.01	7.62	7.96	7.42	7.17	8.45	7.36	7.84	7.46	6.59	7.46	7.05	7.71	6.59
Flexibility	6.92	6.38	6.65	6.96	7.00	6.78	7.29	7.07	7.13	7.09	6.84	6.94	6.41	7.05	6.69	6.30	7.23
Working people w/ disability	6.70	6.14	6.30	6.52	6.80	6.73	7.28	6.90	7.44	6.33	6.56	6.71	6.96	7.06	6.83	5.64	7.02
Opportunity to be of service	6.63	7.83	6.57	6.23	6.65	6.79	6.81	7.38	6.49	6.87	6.35	6.58	6.62	6.47	6.87	6.10	6.84
Location	6.27	6.35	6.34	6.47	6.30	6.24	5.98	5.56	5.92	5.93	6.30	6.55	5.90	6.02	6.09	6.17	6.49
Teamwork	5.83	6.17	5.68	5.72	5.76	5.98	5.92	6.52	5.76	5.90	5.72	6.01	5.82	5.78	6.07	4.89	5.36
Entry requirements	5.51	5.95	5.72	5.22	5.70	5.36	5.36	5.09	6.89	5.43	5.15	5.54	5.61	5.79	5.67	4.52	5.98
Supervision	4.58	3.52	4.65	5.01	4.12	4.71	4.32	5.18	2.95	4.27	5.06	4.43	4.32	4.49	5.03	4.34	4.20
Other	2.99	3.29	3.00	2.74	3.10	2.86	3.22	3.92	2.21	3.23	2.83	3.02	3.85	3.10	2.69	2.99	2.84
Number	1237	10	219	262	335	195	105	40	14	155	240	301	41	97	147	31	116

Direct Support Staff Survey - National Disability Workforce Project

Job satisfaction																	
Percentages & Means																	
Descriptor	%	Gender		Service Type													
		Male	Female	Acc. Support	Comm. Support	Therapy	Advo- cacy	Children Services	Respite	Comm. Access	DEN	Supp. Employ	Other	Multiple services			
Very dissatisfied	3	3	3	3	1	6	0	0	0	2	3	1	4	4			
Dissatisfied	6	7	6	6	6	12	0	10	12	8	7	3	5	7			
Indifferent	12	14	11	11	9	6	33	10	6	2	14	16	16	11			
Satisfied	54	57	53	53	56	71	67	43	71	58	49	52	56	53			
Very satisfied	26	19	28	26	29	6	0	38	12	29	27	28	19	26			
Mean	3.94	3.82	3.98	3.94	4.06	3.59	3.67	4.10	3.82	4.04	3.90	4.02	3.82	3.90			
Number	1167	319	848	238	104	17	6	21	17	48	185	90	85	348			
Note: Top three scores in red																	
Percentages & Means																	
Descriptor	%	Age								State							
		< 20	20-29	30-39	40-49	50-55	56-60	61-65	> 65	Qld	NSW	Vic	Tas	SA	WA	NT	ACT
Very dissatisfied	3	0	3	2	4	1	4	5	0	2	3	4	1	2	3	3	
Dissatisfied	6	20	6	8	7	5	4	3	7	7	6	7	10	8	4	3	
Indifferent	12	10	16	12	14	6	9	3	7	10	10	13	7	12	10	13	
Satisfied	54	50	56	57	53	51	50	55	21	54	53	53	49	55	59	53	
Very satisfied	26	20	20	20	23	37	34	35	64	27	28	22	34	24	25	29	
Mean	3.94	3.70	3.85	3.85	3.84	4.17	4.06	4.13	4.43	3.98	3.95	3.83	4.07	3.92	4.01	4.00	
Number	1167	10	217	259	330	194	104	40	14	153	239	298	41	97	146	30	

Direct Support Staff Survey - National Disability Workforce Project

Where do you see yourself working three years from now?

Percentages & Means	%	Gender		Service Type										
		Male	Female	Acc. Support	Comm. Support	Therapy	Advo-cacy	Child. Services	Respite	Comm. Access	DEN	Supp. Employ	Other	Multiple services
Same job	58	50	61	56	59	35	33	73	65	60	53	74	69	55
Diff job, same employer	13	15	13	18	13	12	0	5	18	4	13	11	8	15
Diff job, diff empl. not in disability	11	16	9	8	11	12	33	0	6	15	15	8	7	13
Sim job, diff empl, in disability	8	10	7	9	11	6	0	14	12	11	6	4	6	8
Diff job, diff employer in disability	5	5	5	5	3	12	17	5	0	4	8	0	7	6
Sim job, diff empl. not disability	3	3	3	3	3	18	17	0	0	4	3	1	3	3
Not employed	1	2	1	2	1	6	0	5	0	2	2	1	0	1
Number	1201	317	848	235	104	17	6	22	17	47	185	90	86	349

Note: Top three scores in red

Percentages & Means	%	Age								State							
		< 20	20-29	30-39	40-49	50-55	56-60	61-65	> 65	Qld	NSW	Vic	Tas	SA	WA	NT	ACT
Same job	58	50	46	52	61	66	69	73	69	61	59	58	73	62	47	69	59
Diff job, same employer	13	30	15	13	14	14	10	10	8	10	16	15	12	16	13	10	9
Diff job, diff empl. not in disability	11	20	14	17	9	9	5	5	0	15	10	8	7	6	17	10	16
Sim job, diff empl, in disability	8	0	11	11	7	4	10	0	0	3	8	9	2	7	9	3	11
Diff job, diff employer in disability	5	0	6	5	5	4	5	0	15	6	5	7	0	3	8	0	2
Sim job, diff empl. not disability	3	0	6	1	4	3	1	0	0	3	1	2	5	5	3	7	4
Not employed	1	0	2	1	0	1	2	13	8	1	2	1	0	0	3	0	1
Number	1201	10	216	259	332	194	105	40	13	154	240	300	41	97	144	29	114