

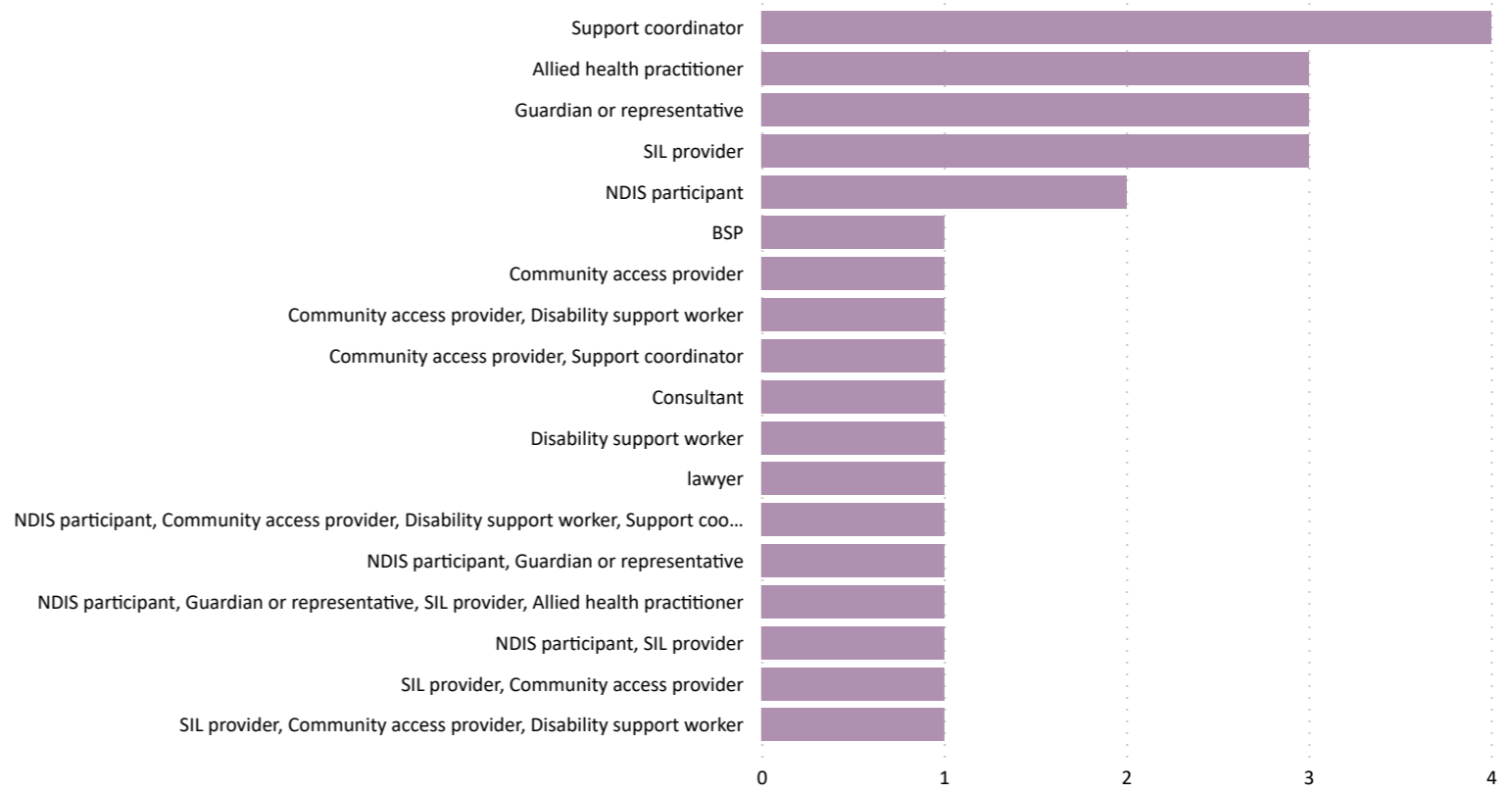
2023

28

Total Respondents

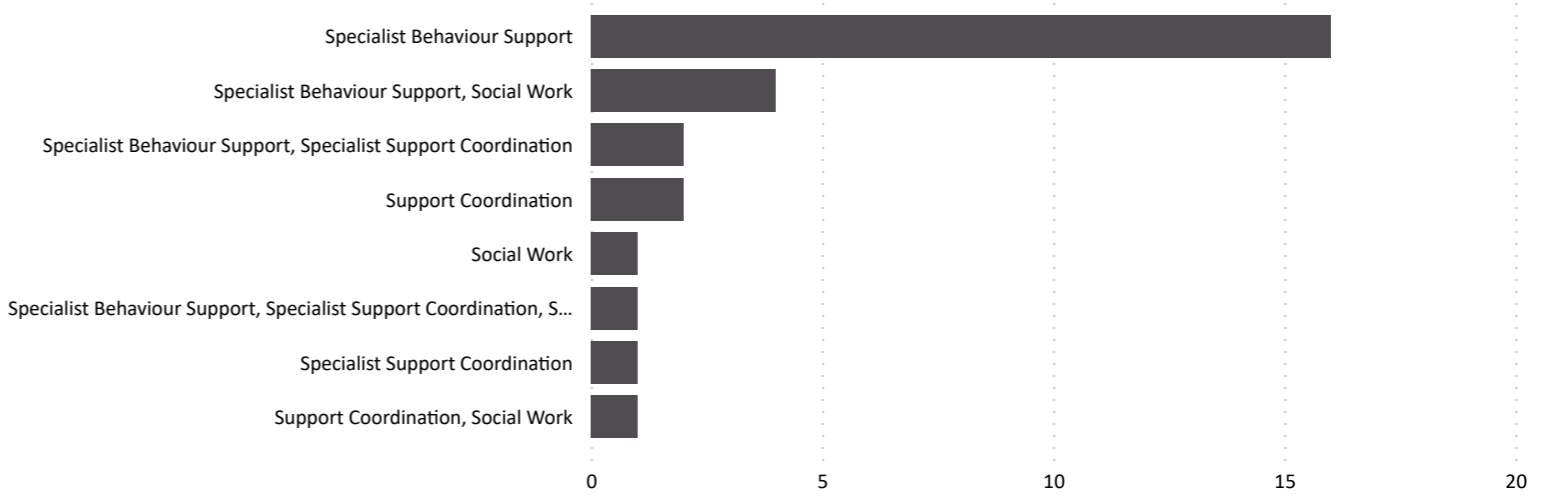
### 1. Role of Respondents

Role / Profession	Count	%
Support coordinator	4	14.29%
Allied health practitioner	3	10.71%
Guardian or representative	3	10.71%
SIL provider	3	10.71%
NDIS participant	2	7.14%
BSP	1	3.57%
Community access provider	1	3.57%
Community access provider, Disability support worker	1	3.57%
Community access provider, Support coordinator	1	3.57%
Consultant	1	3.57%
Disability support worker	1	3.57%
lawyer	1	3.57%
NDIS participant, Community access provider, Disability support worker, Support coordinator, Allied health practitioner	1	3.57%
NDIS participant, Guardian or representative	1	3.57%
NDIS participant, Guardian or representative, SIL provider, Allied health practitioner	1	3.57%
NDIS participant, SIL provider	1	3.57%
SIL provider, Community access provider	1	3.57%
SIL provider, Community access provider, Disability support worker	1	3.57%
<b>Total</b>	<b>28</b>	<b>100.00%</b>



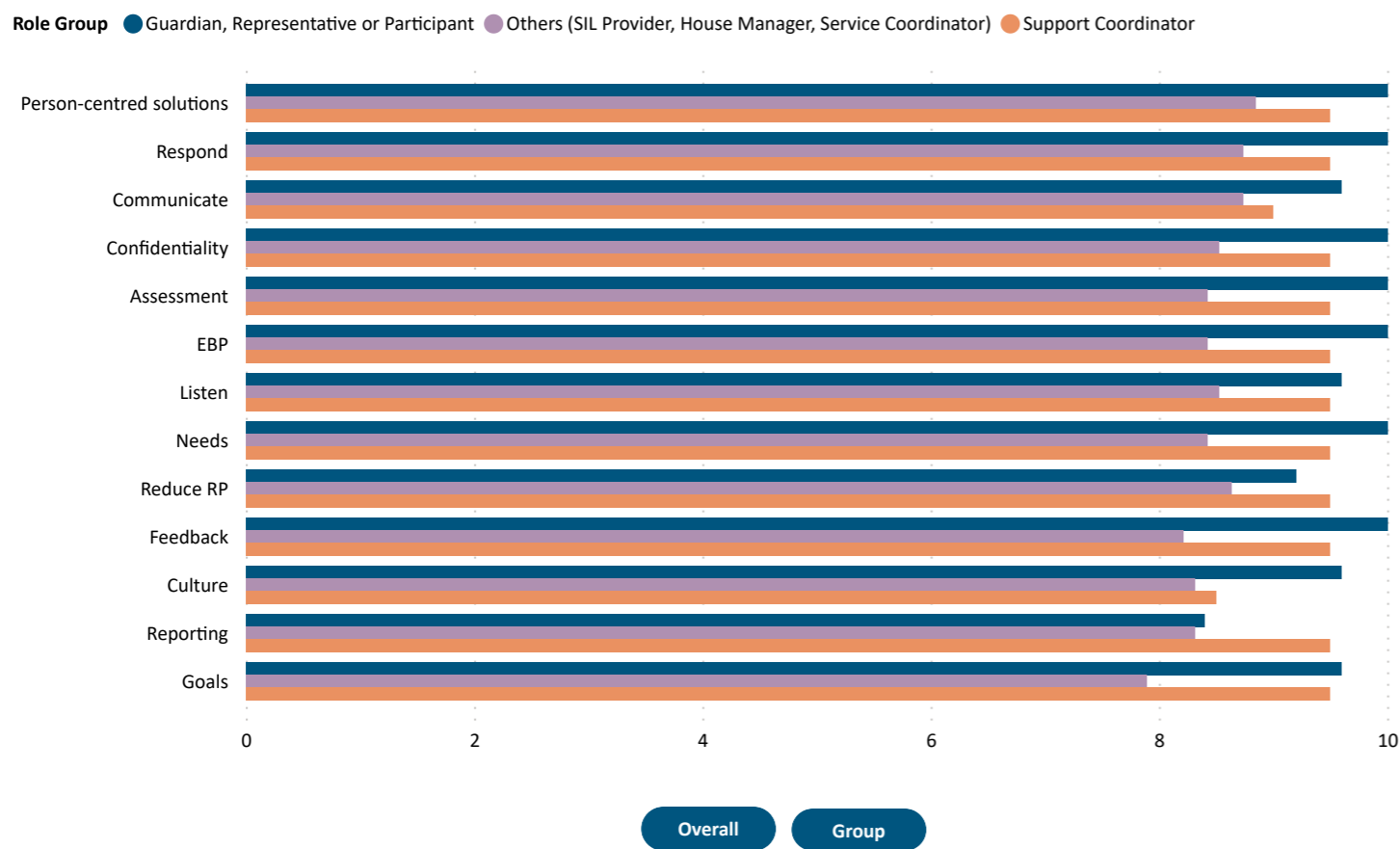
### 2. Services Provided

Services Received	Count	%
Specialist Behaviour Support	16	57.14%
Specialist Behaviour Support, Social Work	4	14.29%
Specialist Behaviour Support, Specialist Support Coordination	2	7.14%
Support Coordination	2	7.14%
Social Work	1	3.57%
Specialist Behaviour Support, Specialist Support Coordination, Support Coordination, Social Work	1	3.57%
Specialist Support Coordination	1	3.57%
Support Coordination, Social Work	1	3.57%
<b>Total</b>	<b>28</b>	<b>100.00%</b>



### 3. Satisfaction

8.8 Av. Satisfaction - Overall
9.7 Av. Satisfaction - Guardian
9.4 Av. Satisfaction - Support Coordinator
8.5 Av. Satisfaction - Others



#### Key for Satisfaction Items

Item	Item Label
Assessment	Competently assess participant needs
Communicate	Communicate with you about Veritable's service
Confidentiality	Maintain confidentiality and privacy
Culture	Culturally competent services
EBP	Evidence-based decisions and practice
Feedback	Openly invite and respond to feedback
Goals	Assist in determining participant goals and directions
Listen	Actively listen to your needs and concerns
Needs	Put the participant's needs and goals first
Person-centred solutions	Provide person-centred solutions and advice
Reduce RP	Identify and proactively work to reduce restrictive practices
Reporting	Provide clear and persuasive reports
Respond	Innovatively respond to participant needs

### 4. Areas for Improvement

Improvements	Count
Capacity and/or referrals	4
Capacity and/or referrals, Efficiency of services (e.g., within budget, on time)	1
Collaboration with other stakeholders	2
Delivery of Services, Collaboration with other stakeholders	1
Participant and/or family involvement, Plan strategies, Efficiency of services (e.g., within budget, on time)	1
Participant and/or family involvement, Resources and training, Collaboration with other stakeholders	1
Participant and/or family involvement, Skill and Experience of staff	1
Reports	1
Reports, Data and evidence, Plan strategies	1
Reports, Data and evidence, Resources and training, Skill and Experience of staff, Efficiency of services (e.g., within budget, on time), Collaboration with other stakeholders	1
Reports, Participant and/or family involvement, Data and evidence, Resources and training, Skill and Experience of staff, Plan strategies	1
Resources and training	1
Resources and training, Skill and Experience of staff, Efficiency of services (e.g., within budget, on time)	1
<b>Total</b>	<b>17</b>