



# Pave the Way

## Survey of Stakeholders

### Results

October 2008

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## Characteristics of the respondent and the person with a disability

### Relationship between respondent and the person with a disability

	N	%
Parent	173	87.8
Sibling	7	3.6
Other family member	7	3.6
Friend	6	3.0
Worker	3	1.5
Self	0	0.0
Other	1	0.5
<b>Total</b>	<b>197</b>	<b>100.0</b>

### Age of respondents

	N	%
Under 18	0	0.0
19 to 35	1	0.5
36 to 64	154	78.2
Over 65	42	21.3
<b>Total</b>	<b>197</b>	<b>100.0</b>

### Aboriginal and/or Torres Strait Islander descent

	N	%
Yes	3	1.5
No	194	98.5
<b>Total</b>	<b>197</b>	<b>100.0</b>

### Country of respondents' birth

	N	%
Australia	164	83.7
England	8	4.1
New Zealand	9	4.6
Vietnam	0	0.0
China	1	0.5
Italy	1	0.5
Philippines	2	1.0
Scotland	0	0.0
India	0	0.0
South Africa	0	0.0
Other	11	5.6
<b>Total</b>	<b>196</b>	<b>100.0</b>

### Interpretation requirement

	N	%
Yes	1	0.5
No	196	99.5
<b>Total</b>	<b>197</b>	<b>100.0</b>

### Gender of respondents

	N	%
Male	21	10.8
Female	174	89.2
<b>Total</b>	<b>195</b>	<b>100.0</b>

### Age of person with the disability

	N	%
0 to 5	4	2.1
6 to 12	21	10.8
13 to 20	45	23.1
21 to 35	78	40.0
36 to 64	45	23.1
Over 65	2	1.0
<b>Total</b>	<b>195</b>	<b>100.0</b>

### Gender of person with the disability

	N	%
Male	121	62.4
Female	73	37.6
<b>Total</b>	<b>194</b>	<b>100.0</b>

### Region of respondents' residence

	N	%
Greater Brisbane	96	49.0
Sunshine Coast	14	7.1
Gold Coast	6	3.1
Inner Regional Centre	17	8.7
Outer Regional Centre	32	16.3
Remote community	2	1.0
Very remote community	1	0.5
Other	28	14.3
<b>Total</b>	<b>196</b>	<b>100.0</b>

## The age of the respondent and the person with the disability

Respondent age	Age group of person with disability						Total
	0 to 5	6 to 12	13 to 20	21 to 35	36 to 64	Over 65	
19 to 35	1	0	0	0	0	0	1
36 to 64	3	21	41	68	17	2	152
Over 65	0	0	4	10	28	0	42
<b>Total</b>	<b>4</b>	<b>21</b>	<b>45</b>	<b>78</b>	<b>45</b>	<b>2</b>	<b>195</b>

## Nature of disability and support needs

### Nature of the disability

	N	%
Intellectual	135	68.5
Physical	71	36.0
Developmental	45	22.8
Autism and autistic spectrum disorders	62	31.5
Acquired Brain Injury	17	8.6
Visual impairment	28	14.2
Deaf or hearing impairment	22	11.2
Psychiatric disability	15	7.6
Other	40	20.3

(Multiple responses accepted)

### The amount of support required in decision making around major life issues

	N	%
not at all	1	0.5
rarely	1	0.5
sometimes	7	3.6
often	26	13.3
always	160	82.1
<b>Total</b>	<b>195</b>	<b>100.0</b>

### Support required in managing own financial and other important affairs

	N	%
not at all	2	1.0
rarely	3	1.5
sometimes	3	1.5
often	22	11.3
always	164	84.5
<b>Total</b>	<b>194</b>	<b>100.0</b>

## The amount of support required in making everyday choices

	N	%
not at all	2	1.0
rarely	6	3.1
sometimes	49	25.3
often	59	30.4
always	78	40.2
<b>Total</b>	<b>194</b>	<b>100.0</b>

## The amount of support required in planning for the future

	N	%
not at all	2	1.0
rarely	0	0.0
sometimes	6	3.1
often	22	11.3
always	164	84.5
<b>Total</b>	<b>194</b>	<b>100.0</b>

## The amount of support required for other issues

	N	%
not at all	1	1.1
rarely	1	1.1
sometimes	4	4.3
often	16	17.0
always	72	76.6
<b>Total</b>	<b>94</b>	<b>100.0</b>

## Nature of support received

### The kinds of services and support received for family member, family or self

	N	%
Respite	94	47.7
Family support	65	33.0
Accommodation support	29	14.7
Special school	27	13.7
Regular school	22	11.2
Post school services	54	27.4
Community Access	69	35.0
Recreational	35	17.8
Employment	28	14.2
Advocacy	20	10.2
Other	16	8.1

(Multiple responses accepted)

## Individualised funding that the family member with a disability receives

	N	%
Adult Lifestyle Support Package	36	18.3
Family Support Program	30	15.2
Post-School Support Package	44	22.3
Other	26	13.2

(Multiple responses accepted)

## How respondents first heard about Pave the Way

	N	%
Newsletter	27	14.2
Pave the Way website	1	0.5
Mamre website	2	1.1
Another parent or family member	32	16.8
Friend	10	5.3
Local radio	0	0.0
Information via mail	6	3.2
Email	0	0.0
School	6	3.2
Ad in paper	3	1.6
Mamre	30	15.8
Disability service agency	30	15.8
Another organisation	14	7.4
DSQ	6	3.2
Commonwealth Government Booklet	5	2.6
Other	18	9.5
<b>Total</b>	<b>190</b>	<b>100.0</b>

## Pave the Way events and services

### Ratings of Pave the Way events and services

	Mean	Min	Max	N
Request for information - phone	4.48	1	5	82
Request for information - email	4.43	1	5	47
Request for information - post	4.54	2	5	81
Request for information via PTW website	3.90	1	5	20
One day workshop - planning & legal	4.49	1	5	138
One day workshop - circle & networks	4.45	1	5	110
Two day workshop	4.35	1	5	20
Six day workshop	4.63	1	5	30
2 Hr presentation by Pave the Way	4.38	1	5	34
Rolling Conversations	3.83	1	5	12
Conference	4.19	1	5	16
Small family meeting	4.48	1	5	27
One off meeting	4.33	1	5	27
Assistance with Support Circle	4.47	1	5	38

Facilitated planning session	4.44	1	5	27
Discussions with PTW staff	4.36	1	5	36
Papers and materials to read	4.26	1	5	81
Not sure what I have attended	4.38	3	5	8
Other	4.67	4	5	3
Website -				
- Range of content	4.23	3	5	39
- Usefulness of information	4.32	1	5	38
- User friendliness	4.21	3	5	38
-Time taken to find information	3.93	1	5	40
- Relevance of links to other websites	4.13	1	5	31
- Other	3.60	3	4	5
Newsletter -				
- Usefulness of information	4.32	1	5	38
- Range of content	4.21	3	5	38
- Format	3.93	1	5	40
- Frequency	4.13	1	5	31
- Other	3.60	3	4	5

### Percent of respondents rating events and services ‘good’ or ‘very good’

	%	N
Request for information – phone	89.0	82
Request for information – email	85.1	47
Request for information – post	90.1	81
Request for information via PTW website	70.0	20
One day workshop – planning & legal	91.3	138
One day workshop – circle & networks	91.8	110
Two day workshop	85.0	20
Six day workshop	93.3	30
2 Hr presentation by Pave the Way	88.2	34
Rolling Conversations	66.7	12
Conference	81.3	16
Small family meeting	92.6	27
One off meeting	87.5	24
Assistance with Support Circle	89.5	38
Facilitated planning session	88.9	27
Discussions with PTW staff	88.9	36
Papers and materials to read	88.9	81
Not sure	75.0	8
Other	100.0	3
Website – Range of content	89.7	39
Website – Usefulness of information	92.1	38
Website – User friendliness	92.1	38
Website - Time taken to find information	75.0	40
Website – Relevance of links to other websites	90.3	31
Website - Other	60.0	5
Newsletter – Usefulness of information	84.6	149
Newsletter – Range of content	83.3	144
Newsletter - Format	89.0	136
Newsletter - Frequency	86.6	142
Newsletter - Other	77.8	18

## **Additional Feedback**

### **Follow-up support and contact**

#### **Follow-up**

- Doesn't seem to be any
- Need follow up on people already approached or waiting a long time
- 2 x Workshop at 12-18 months post "Visions to Action" to keep momentum going.

#### **On-going support**

- A continuance of personalised help and advice
- More frequent checking into how families are going
- 2 x On-going support necessary to maintain circles
- 2 x Long-term support for checking/feedback etc
- Support group meetings.

## **Additional Assistance**

#### **General**

- 2 x Accommodation support
- A greater voice for family and friends of people with profound and severe disabilities
- 3 x Assistance with social contacts so that people can find group members
- Greater access for more families
- Help for young people who have moved out of home
- Local services databases
- Outreach to families
- Practical assistance for young adults who only have a mild disability and are not really into support circles
- Respite funding
- Miracles
- 3 x PTW need to raise awareness of Mamre/PTW more
- 2 x PTW should lobby for reasonable options for long-term supported accommodation.

#### **Workshops**

- Need assistance to attend workshops - limited support hours
- Need more workshops in south Brisbane
- 3 x Provide workshop information in printed/DVD format for people with limited time

- “Maybe a self-paced series of modules on website – made available to selected participants @ discretion of Mamre staff”
- Start planning for children’s lifetime whilst they are children – use education system.

### **Support Circles**

- 3 x More practical assistance with starting, not just theoretical
- Training for facilitators
- More local networks
- More flexible options – less formal meetings, more on-demand and possibly phone/email contact
- “The programs provided by Mamre should be compulsory for all paid carers and group workers. In many programs for the disabled their legal and social rights are being abused or neglected.”

## **Format and accessibility**

### **Website**

- Needs:
  - Centrelink information
  - Links to other support groups
  - Links to specialists
  - More stories
- Too vague about what is being offered
- “Because we live well away from Brisbane, it is good to have information readily available – easily and quickly accessible when required.”

### **Written Information**

- More frequent newsletters
- More of it
- Needs to be simpler, shorter
- Needs to go into more detail
- Send newsletters to service providers or respite centres for the benefit of families
- The themed newsletters are good
- “The newsletter – needs to be more informative – maybe tapping families into other ideas. Maybe include some success stories and share ideas of things that have worked.”

## **Regional and rural services**

- Bundaberg
  - Cairns
  - Darling Downs
  - Gympie
  - 2 x Toowoomba
- 
- Available funding doesn't cover enough hours to attend courses away from home
  - Distance to workshops is a problem
  - Liaise with DSQ LACs to distribute information to rural families
  - 2 x More one-day workshops
  - 5 x Need more regional workshops
  - 2 x Outreach to regional services to inform them of PTW
  - Regional branches
  - "Pave the Way seems to be set up for people who live in city or towns where you can get lots of help, for people who live in the country away from family and limited help we have no one who can give help in this way."
  - "Could Pave The Way set up a 'Network of Support' across the state which families and individuals could access and which could help break down the ongoing lack of information in regional and country areas."

## **Further information respondents would like**

### **General**

- 3 x Examples of others' success stories
- Available alternative or uncommon therapies
- Help with sourcing and dealing with government agencies.

### **Disability issues**

- Information focused on planning for mental illness
- Information focused on young children with disabilities.

### **Support circles**

- Better strategies to start and keep moving
- Examples - what happened, what did it look like.

### **Financial, legal and legislation**

- DSQ legislation
- Guardianship
- More down-to-earth / less jargon in workshops

- More financial issues workshops
- More information on complex issues, e.g. special disability trusts
- More practical legal advice
- Recovery strategies if things go wrong
- Social security issues
- 2 x Updates on legislation/Centrelink etc
- Wills & estate planning
- Workshop on family's rights when dealing with government departments.

### **Service types**

- Database of people wishing to share accommodation
- Information on where to find more support
- 5 x Need real options for long term supported accommodation
- Plans for long holidays
- Social activities for young children
- Workshop on transition to housing
- "Circle of Friends scheme didn't work for me. What else is there?"

### **General issues**

- Attended workshop looking for legal information - felt that no legal information had been provided, and that sole focus was on Circles of Support. Does not think that involving other people who have their own life issues to contend with will assist
- Circles are difficult to form around mental illness
- Circles just sound too hard when you barely have enough energy
- Contacts at PTW may change
- Focused more on adults with disabilities than children with disabilities
- Need more workshops during weekdays
- Need more workshops on weekends, for working families
- Not enough staff to start programs early
- 2 x PTW need to advertise themselves more
- 2 x Tendency to cater more for the more severe end of the spectrum of disability issues
- 2 x Very slow to get off the ground
- Web information should be mailed out more readily if people don't have their own Internet access
- Workshops are oversubscribed: Needs to be more of them
- "A perceived assumption that all people with a disability can live independently given detailed planning - this attitude is exclusive."
- "A perceived assumption that parents not governments should remain the primary carers of their adult children."
- "About wills. The solicitor I was told to contact told me not to worry about a will for my son."

- “Although PTW over the years has become more tolerant of different perspectives on disability the organisation is still providing advice that comes from one particular ideological perspective which is not necessarily encompassing of all family values. This would be fine if it was their charter only but it is not if they are the organisation that DSQ refers people to for support as the only service provider.”
- “As an organisation funded by DSQ I believe there should be a closer connection and cooperation between PTW and DSQ to support families to find out about and transition from information to service provision.”
- “[PTW needs] A broader range of information and options from a wider ideological perspective. Whilst Support Circles may work for some families and be the preferred options this ideology underpins most of PTW’s information. SCs are not always feasible or ideal in some cases although the idea may be positive in many cases.”
- “Because of my intense involvement in my son’s life it has been extremely difficult to start anything so it was put on back burner. Need better solutions to keep moving forwards rather than taken off list or just left until family members are ready.”
- “I feel that I and many parents are concerned about the Public Trustee being very difficult to access funds for the Disabled. I would like an alternative situation to the Public Trustee.”
- “I was told there was a “Buddy System” in the Brisbane Area, but found that none exists.”
- “Not sure what overall purpose is.”
- “Pave The Way doesn’t seem to be very informed about Psychiatric Disability. As far as support circles go PTW seems to presume that every carer has their family members or family friends they can count on. I am alone, I am the only carer, there is no-one who would be part of a support circle and I have had no help in this regard from PTW or anyone else I have tried – and I have tried many organisations.”
- “I cannot fill in any thing, unfortunately I don’t know what I am doing myself, I want the two of us to stay together and no place here will have us on as my son is under 53. Hopefully something will come up, carer’s groups are fighting for me, will just have to live it day by day.”
- “We have a son who is regarded by agencies as in the mild end of the spectrum and therefore is not as/or not at all catered for. His problems are very real to him and to us – there is very little real support for children and families considered within the mild end of the spectrum. Yes these are the children who with more support and intervention can go on and lead much more and independent, functional lives.”
- “Until I received this survey I was not aware of the whole range of activities of PTW e.g. I did not know of the small family meeting.”

- “The type of workshops are excellent quality and format. They not only give direction for the future but help guide insight and healing for the past.”
- “I would love access to a multidisciplinary team with all specialists to actually help put future plan together.”

### **Most helpful**

- Ability to respond to individual needs
- 6 x Advice on planning
- Awareness of ageing-related issues (over 16 and over 60)
- Basic principles
- Challenge to think outside the square
- 5 x Contacts
- 4 x Encouragement/hope to work towards a good life
- 19 x Facilitation of circle
- Face to face meetings
- 7 x Future options
- 19 x General information
- Having a vision
- 3 x Help with starting support circle
- Housing options
- 11 x Information available
- 2 x Information sent promptly
- Information workshops
- 2 x Innovative solutions
- 3 x Jeremy Ward’s legal expertise
- 18 x Legal information
- Legal responsibility
- Moral support
- 2 x Need to plan ahead
- 17 x Newsletters
- 2 x Planning as a state of mind
- “Planning” booklet
- 13 x Peer support
- Posted literature
- 4 x Providing workshops on multiple issues
- 2 x Rural outreach
- Seeing what has worked for other people
- 6 x Six day workshop – Planning for the future
- 2 x Social responsibility
- 4 x Solicitors list
- 9 x Staff who have been there, done that and understand
- 41 x Staff’s willingness to assist and share knowledge
- 2 x Support and Guidance to help make a good life happen
- Support from Catherine Raju
- Support for facilitators
- Support families to empower their own decision-making
- 4 x Supportive and encouraging

- 2 x The belief that a good life can happen
- 2 x Two day workshop
- Useful contact
- 7 x Website
- Wills information and advice
- Workshops as dedicated time away.

### **General Praise**

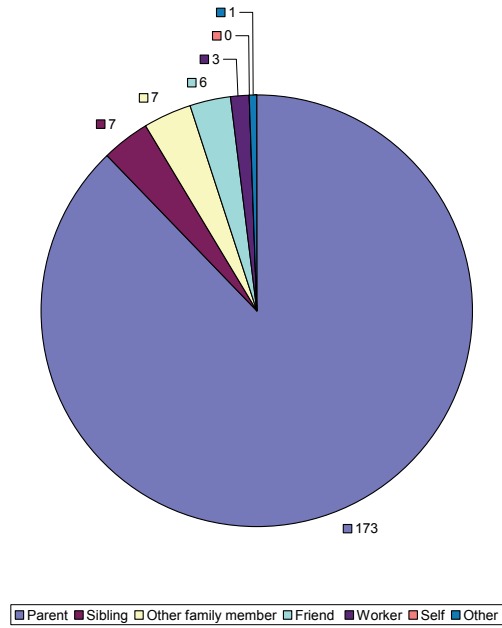
- “Although I may not be using or doing the A-Z to make K independent in her own place, with the info learned I am able to work on independence within her own homes.”
- “It’s really good to know that I can contact anybody at any time from PTW. I have done many workshops with them and have learnt something new each time. PTW has provided me with a facilitator to help our circle get started, which has been a huge help to us.”
- “Although I have only attended a couple of sessions, just knowing there is another organisation I can contact for information is great.”
- “After having a one to one meeting with a member of “Pave The Way” I gained the courage to step out of my comfort zone and form the support circle. This circle has been going now for twelve months and is great.”
- “I would like to particularly thank Sharon and Jeremy for helping and guiding our family.”

## Appendices

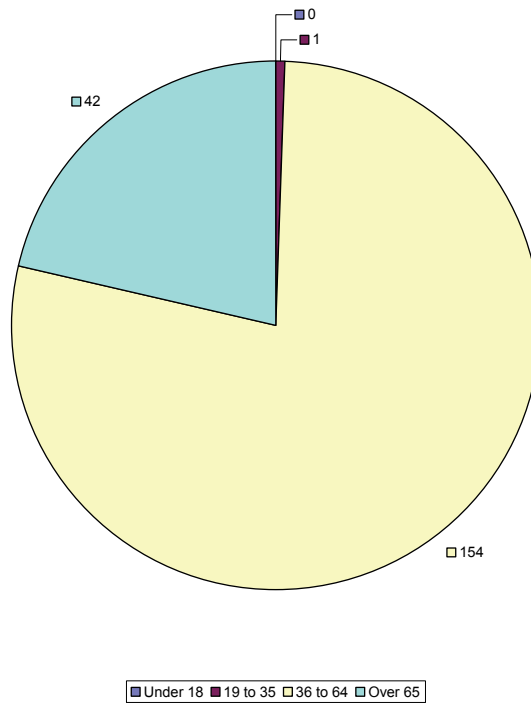
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# Survey results in chart format

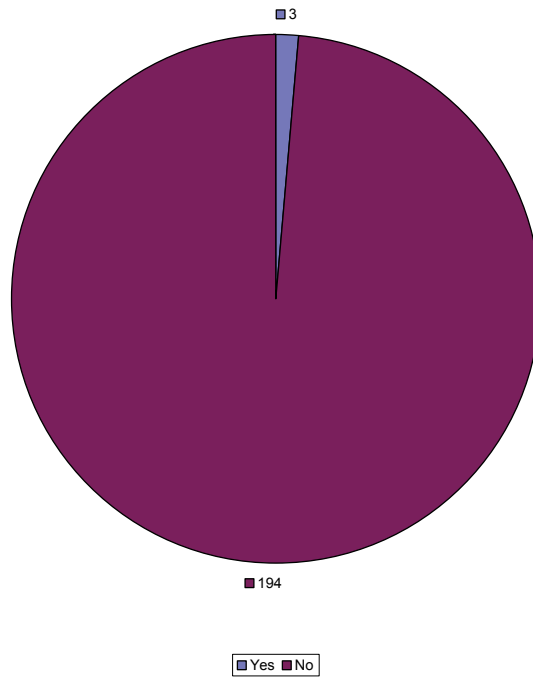
Relationship between respondent and the person with a disability



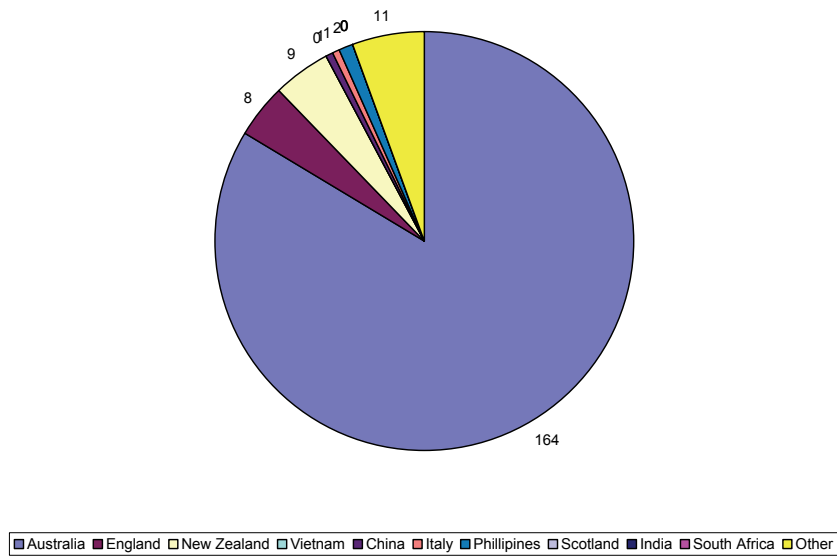
Age of respondents



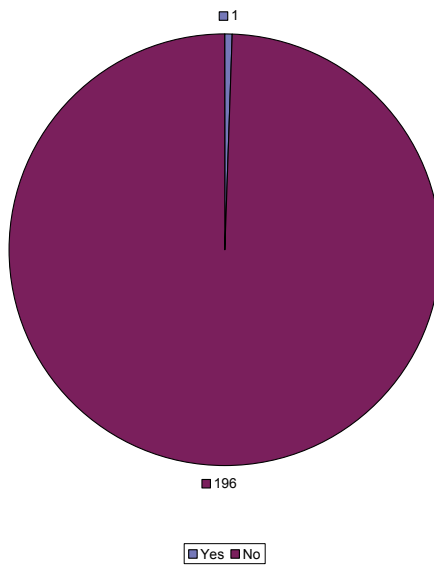
Aboriginal and/or Torres Strait Islander descent



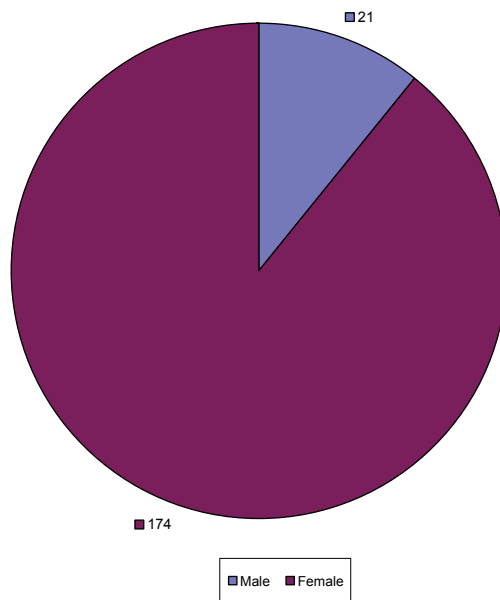
Country of respondents birth



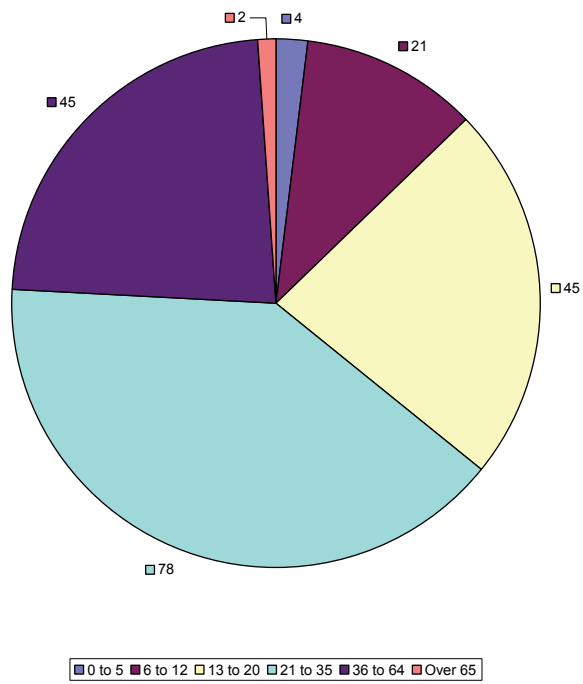
**Interpretation required**



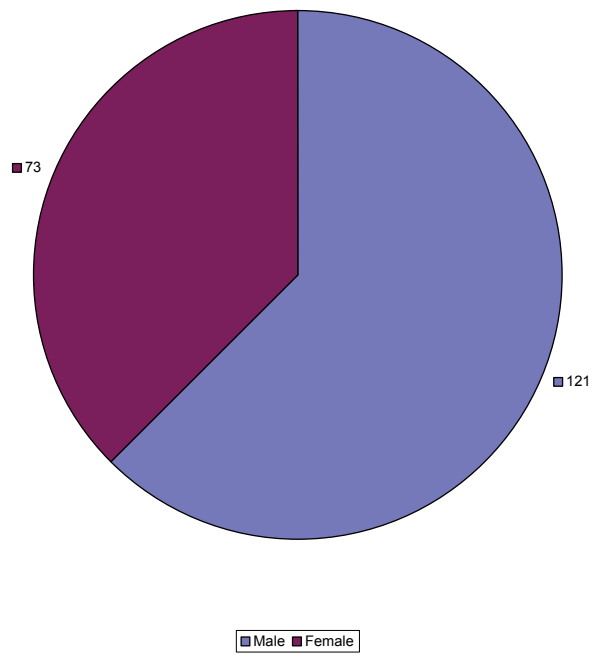
**Gender of respondents**



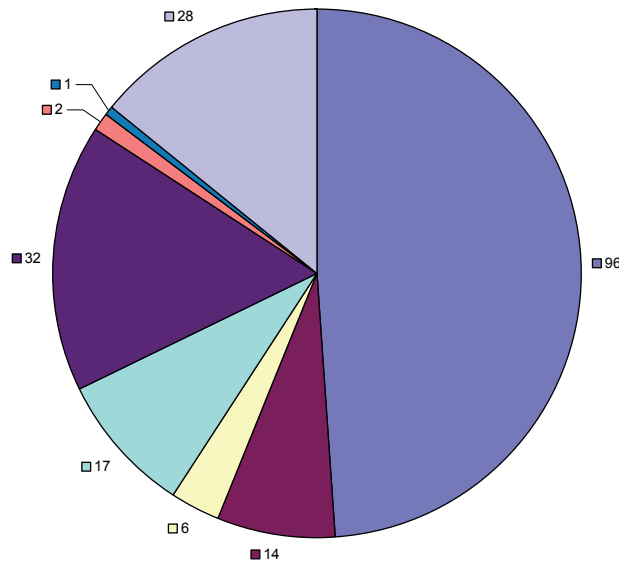
Age of person with the disability



Gender of person with the disability

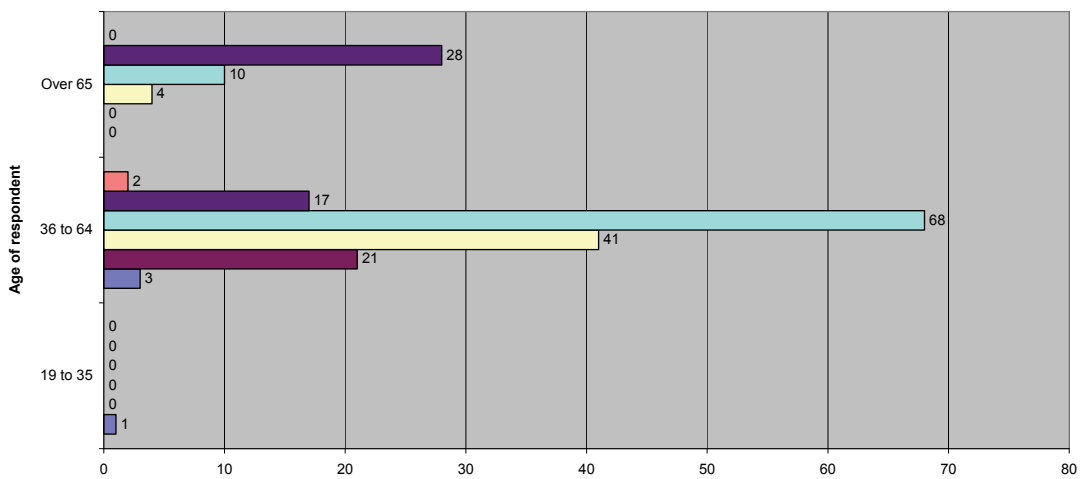


Region of respondents' residence



Greater Brisbane Sunshine Coast Gold Coast Inner Regional Centre Outer Regional Centre Remote community Very remote community Other

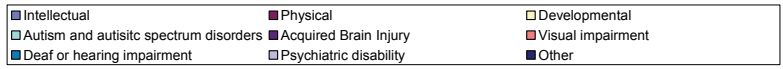
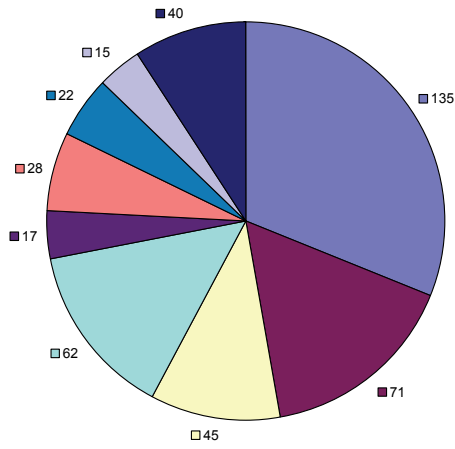
The age of the respondent and the person with the disability



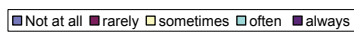
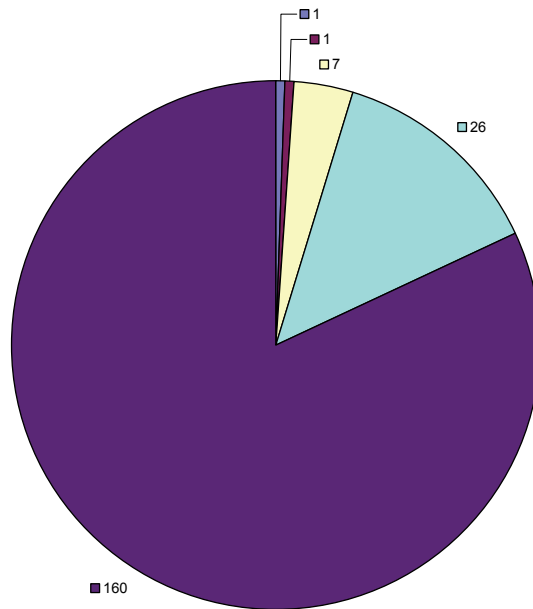
	19 to 35	36 to 64	Over 65
Over 65	0	2	0
36 to 64	0	17	28
21 to 35	0	68	10
13 to 20	0	41	4
6 to 12	0	21	0
0 to 5	1	3	0

0 to 5 6 to 12 13 to 20 21 to 35 36 to 64 Over 65

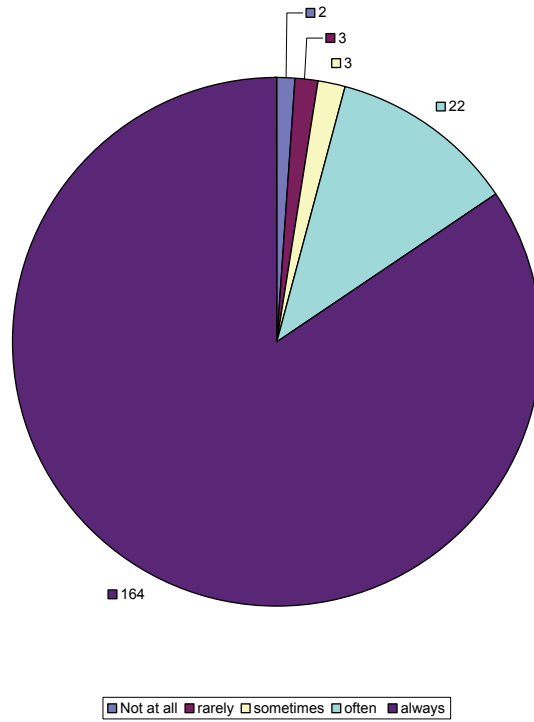
Nature of disability



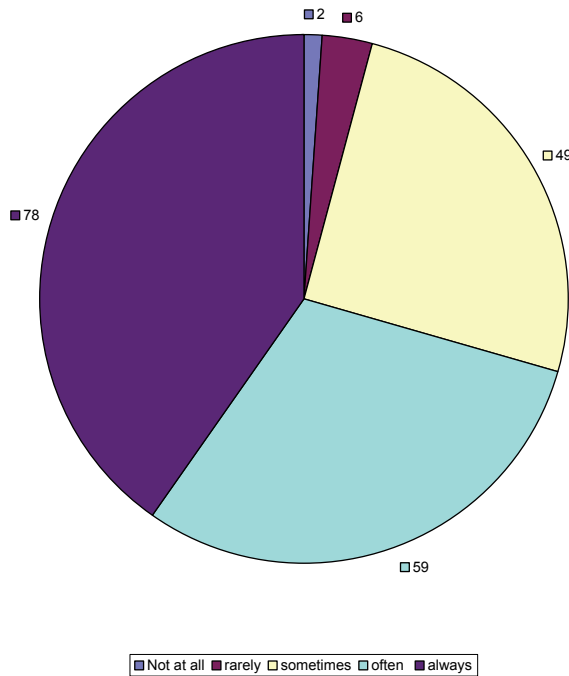
The amount of support required in decision making around major life issues



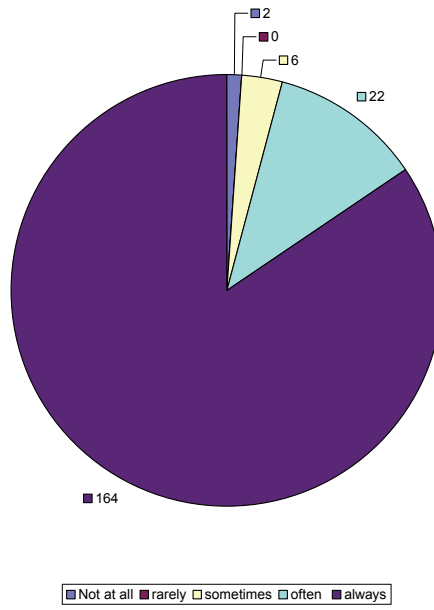
Support required in managing own financial and other important affairs



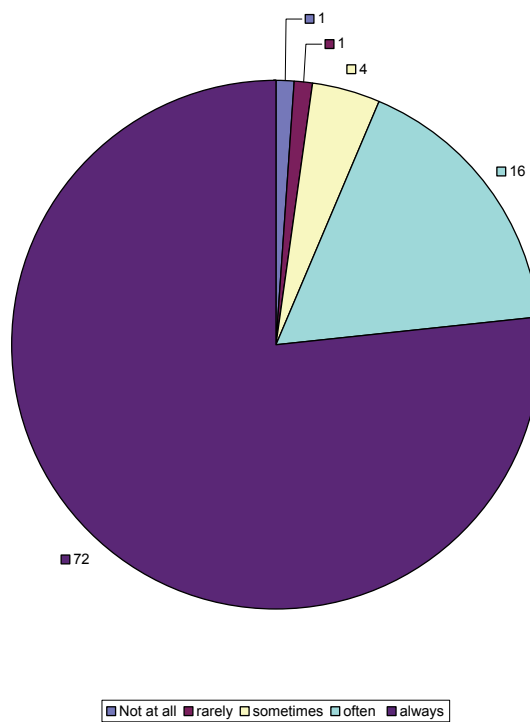
The amount of support required in making everyday choices



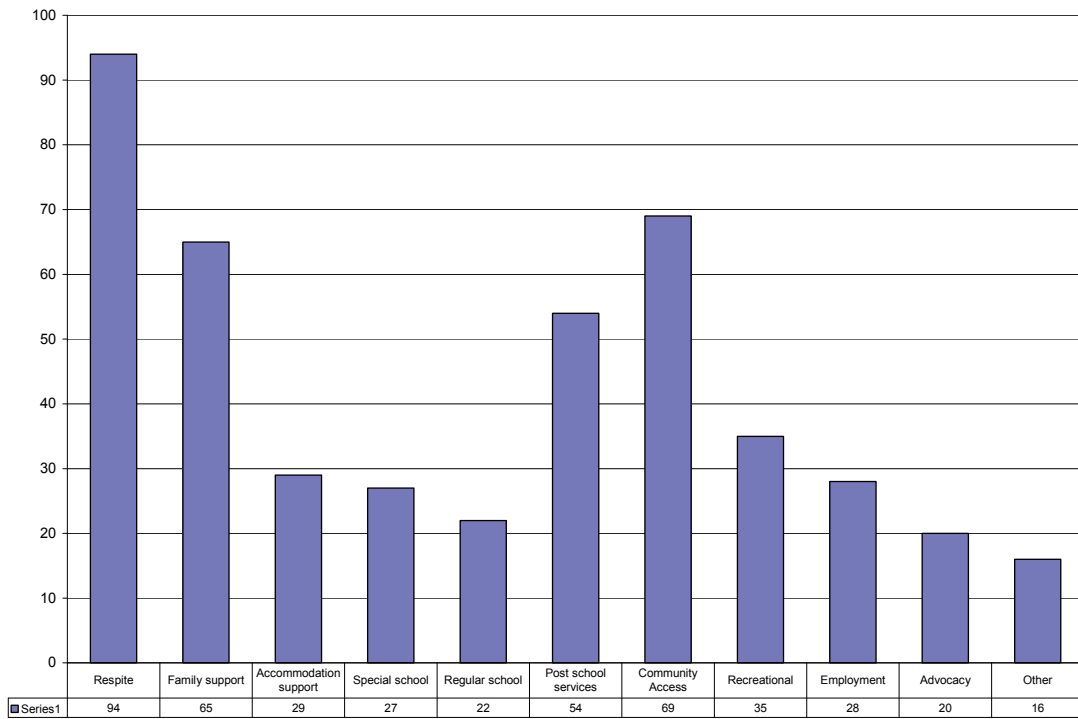
The amount of support required in planning for future



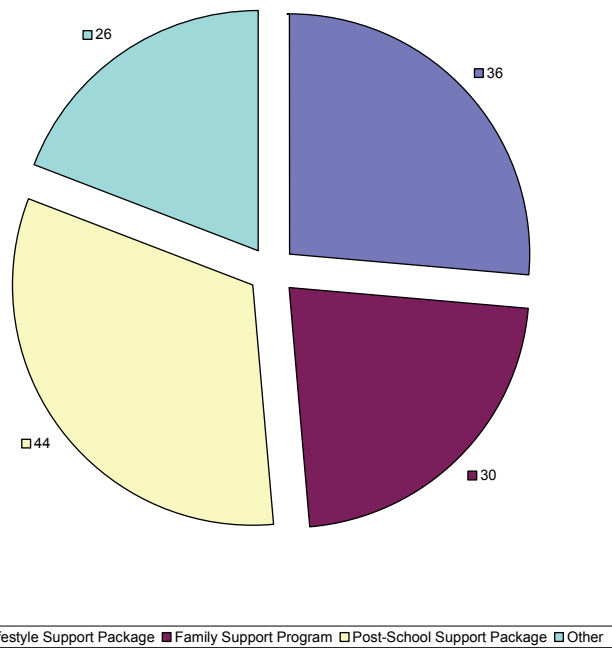
The amount of support required in other issues



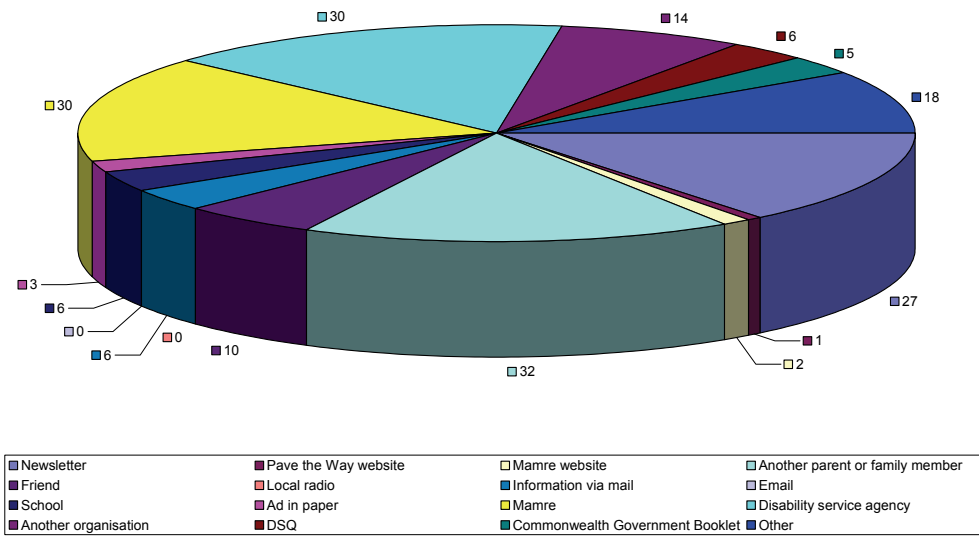
**Services or supports the carer or family member with a disability receive**



**Individualised funding that the family member with a disability receives**



How respondents first heard about Pave the Way



## PAVE THE WAY EXTERNAL EVALUATION 2008 SURVEY OF STAKEHOLDERS

Pave the Way, a project team within Mamre Association Inc, is planning an external evaluation of its activities and operations. The purpose of this evaluation is to find out how Pave the Way has been going since it began in 2002 and determine how it might be improved. The evaluation is seeking to find out the views and suggestions from as many people as possible who have had contact with the project. This evaluation is the initiative of Pave the Way and not directed by government or Disability Services Queensland, which funds Pave the Way.

Dr Michael Kendrick and a team of parents and others will be conducting the evaluation in October 2008. Dr Kendrick leads a small specialised international consulting firm principally focused on leadership and emerging developments in the fields of disability, mental health and ageing and has worked extensively in Australia and in many other parts of the world.

As someone who has had contact with Pave the Way, we would like to hear your thoughts and feedback about Pave the Way as well as any suggestions you might have for its future. All responses will be kept in the strictest confidence and no identifying information about you or your family will be disclosed.

### Written feedback

Please take a few moments to respond to the enclosed survey and send it back in the prepaid envelope provided.

### Speaking to the evaluation team

You, or anyone in your family or network, can also provide feedback by speaking to the external evaluation team. Interviews will be conducted in October. You can either request an interview or make your name available to the Team to be contacted on a random basis.

Please complete the details below if you would like to speak with the external evaluation team in October.

✂.....

Yes, as part of the evaluation (please tick preference):

- I definitely want to speak to the evaluation team
- I am happy to be contacted for an interview, if required.

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

PHONE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

***Please note: No survey responses or requests for an interview will be disclosed to the Pave the Way team.***

Please complete this survey and return it as soon as possible

**Firstly, can you provide some background about you and your family member with a disability**

1. What is your relationship to the person with a disability?

- Parent
- Sibling
- Other family member
- Friend
- Worker
- Self
- Other please specify \_\_\_\_\_

2. How old are you?

- Under 18
- 19 to 35
- 36 to 64
- Over 65

3. Are you of Aboriginal and/or Torres Strait Islander descent?

- Yes  No

4. In which country were you born?

- Australia
- England
- New Zealand
- Vietnam
- China
- Italy
- Philippines
- Scotland
- India
- South Africa
- Other country please specify \_\_\_\_\_

5. Do you require interpreter services or information translated in a language other than English?

- Yes Please specify which language \_\_\_\_\_
- No

6. Your gender  Male  Female

7. How old is your family member with a disability?

- 0 to 5
- 6 to 12
- 13 to 20
- 21 to 35
- 36 to 64
- Over 65

8. What is the gender of the person with a disability?  Male  Female

9. Where do you live?

- Greater Brisbane
- Sunshine Coast
- Gold Coast
- Inner Regional Centre - eg Rockhampton, Gladstone
- Outer Regional Centre - eg Roma, Cairns
- Remote community - eg Cooktown, Charters Towers
- Very remote community - eg Cape York, Far west
- Other or not sure \_\_\_\_\_

10. What is the nature of the disability? (tick all that apply)

- Intellectual
- Physical
- Developmental
- Autism and autistic spectrum disorders
- Acquired Brain Injury
- Visual impairment
- Deaf or hearing impairment
- Psychiatric disability
- Other \_\_\_\_\_

11. How much support does the person with a disability require in the following areas where:

- 1 = not at all
- 2 = rarely
- 3 = sometimes
- 4 = often
- 5 = always

How much support does the person with a disability require in the following areas:	Scale (please circle)				
1. Decision making around major life issues	1	2	3	4	5
2. Managing their own financial and other important affairs	1	2	3	4	5
3. Making everyday choices	1	2	3	4	5
4. Planning for the future	1	2	3	4	5
5. Other issues – please describe	1	2	3	4	5

12. What kinds of services and supports do you receive for your family member and your family, or yourself? Tick all that apply.

- Respite
- Family support
- Accommodation support
- Special school
- Regular school
- Post school services
- Community Access
- Recreational
- Employment
- Advocacy
- Other please specify \_\_\_\_\_

13. Please indicate if you receive any individualised funding for your family member with a disability. *(This is funding that you have been told has been allocated to your family member, even though it will usually be administered through a non-government disability service agency or Disability Services Queensland.)*

- Adult Lifestyle Support Package
- Family Support Program
- Post-School Support Package
- Other funding for individual \_\_\_\_\_

## We would also like to know about your contact with Pave the Way

14. How did you first hear about *Pave The Way*?

- Newsletter
- Pave the Way website
- Mamre website
- Another parent or family member supporting person with a disability
- Friend
- Local Radio
- Information via mail
- Email
- School
- Ad in paper
- Mamre
- Disability service agency
- Another organisation
- Disability Services Queensland
- Commonwealth Government Booklet “Planning for the Future: People with Disability”
- Other please specify \_\_\_\_\_

15. What *Pave the Way* activities or events have you experienced? Please rate each that you have experienced on a 1 to 5 scale where:

- 1 = very poor
- 2 = poor
- 3 = average
- 4 = good
- 5 = very good

What Pave the Way activities or events have you experienced?	Scale (please circle)				
	1	2	3	4	5
1. Request for information – phone	1	2	3	4	5
2. Request for information - email	1	2	3	4	5
3. Request for information - post	1	2	3	4	5
4. Request for information via PTW website	1	2	3	4	5
5. One day workshop – planning & legal	1	2	3	4	5
6. One day workshop – circles & networks	1	2	3	4	5

7. Two day workshop	1	2	3	4	5
8. Six day workshop	1	2	3	4	5
9. 2 Hr presentation by Pave the Way	1	2	3	4	5
10. "Rolling Conversations" – 5 evening sessions	1	2	3	4	5
11. Conference	1	2	3	4	5
12. Small family meeting	1	2	3	4	5
13. One off meeting	1	2	3	4	5
14. Assistance with Support Circle	1	2	3	4	5
15. Facilitated planning session	1	2	3	4	5
16. Discussions with PTW staff	1	2	3	4	5
17. Papers and materials to read	1	2	3	4	5
18. Not sure what I have attended	1	2	3	4	5
19. Other please specify	1	2	3	4	5

16. If you have visited the Pave the Way website, please rate the following features of the website on a 1 to 5 scale where:

- 1 = very poor
- 2 = poor
- 3 = average
- 4 = good
- 5 = very good

If you have visited the Pave the Way website, please rate the following features:	Scale (please circle)				
1. Range of content	1	2	3	4	5
2. Usefulness of information	1	2	3	4	5
3. User friendliness	1	2	3	4	5
4. Time taken to find information	1	2	3	4	5
5. Relevance of links to other websites	1	2	3	4	5
6. Other please specify	1	2	3	4	5

17. If you receive the Pave the Way newsletter, please rate the following features of the newsletter on a 1 to 5 scale where:

- 1 = very poor
- 2 = poor
- 3 = average
- 4 = good
- 5 = very good

If you receive the Pave the Way newsletter, please rate the following features:	Scale (please circle)				
1. Usefulness of information	1	2	3	4	5
2. Range of content	1	2	3	4	5
3. Format	1	2	3	4	5
4. Frequency (currently quarterly)	1	2	3	4	5
5. Other please specify	1	2	3	4	5

**Additional Feedback**

18. If you would like to make any further comment about your overall impression of the Pave the Way website, please do so:

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19. What three things about *Pave the Way* have you found most helpful?

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Please complete this survey and return it as soon as possible

20. What things about *Pave the Way* have you found least helpful?

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21. What would you like *Pave the Way* to provide in the future?

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22. Any other comments you would like to make?

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Please return the completed survey in the pre-paid envelope attached as soon as possible. If you do not have an envelope, post to (*no stamp required*):

Evaluation Survey  
Pave the Way  
Mamre Association Inc  
Reply Paid 949  
MT GRAVATT QLD 4122

*Thank you for taking the time to fill out this survey. Your input is greatly appreciated.*