



Spinal Injuries Association

# MEMBER'S SURVEY

## 2012

**FINAL REPORT**

Produced by Simons & Associates Pty Ltd  
on behalf of Spinal Injuries Association, 2013.

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## Executive Summary

- In all 127 respondents answered the survey. The greatest number of responses originated from Logan (19.5%) and Greater Brisbane (18.6%). Care should be taken to review the representativeness of the sample obtained.
- In total 75 respondents (59.1%) received direct services from the Spinal Injuries Association. Average ratings of the services offered indicated a consistently high level of satisfaction. Please see Appendix A for a depiction of the percentage of satisfied by service type.
- The majority of respondents indicated that of the services they used most felt:
  - Response was prompt (highest – Equipment Hire, lowest – Peer Support)
  - Staff were approachable ( highest – Equipment Hire, lowest – Peer Support)
  - Decision Making involvement (highest – Equipment Hire, lowest – Peers Support)
  - Met expectations (highest – Equipment Hire, lowest – Peer Support)
  - Improve life quality (highest – Spinal Advisory Service, lowest – Peer Support)
  - Likely to use again (highest – Advocacy/Equipment Hire, lowest – Peer Support)
- Clients of Personal Support and Home Care gave average ratings indicating Satisfied to Very Satisfied and almost 70% indicated they would know who to contact regarding dissatisfaction.
- Regarding Member Networks approximately 62% indicated at least some knowledge about the role of the Association’s Member Networks. The majority felt that Information and Education (n=63) was the best area for Member Networks and the Social inclusion was the least (n=28). Of respondents (n=103), 46 (44.7%) indicated an interest in participating in advocacy, local access issues and education in their area.
- Although most were happy, improvement of Association service delivery included some themes relating to improved communication. The promptness of Association services and the personal approach applied were highly regarded.
- Over 85% of respondents very that the Association supported individuals across a range of principles (see Question 13 for more details) from:
  - Providing information to help decision making (86.5%), to
  - Providing opportunity to give feedback (93.4%).
- 92.3% felt the Association worked collaboratively to provide a customized service to suit lifestyle, 96.0% felt the benefits suited people with Spinal Cord disabilities generally, and 91% felt the Association was the right choice as service provider. Comments indicated no consistent theme in relation to further improvement areas with the possible exception of providing more information on services available.

- The majority of respondents felt Association branding was comfortable in relation to Personal Support workers (85%) and office staff (92.8%). Branding on vehicles was supported by 88.9% of respondents.
- Almost a third indicated having an unmet need for service/support not already provided (31.2%) and an increase in service being received (26.5%). Equipment maintenance, home assistance, and personal care/physical therapy were commonly referred to in this regard. A range of reasons were listed for the lack of service including cost, eligibility, locality, etc.
- Just over half indicated free specialist counseling or psychological services would be access if available via the association (54.4%). Other services requested included more information on services within the Association and community.
- Issues most critical for respondents were Housing (40.9%), Equipment and Aids (39.4%), and Personal Care Support (37%). Self-managed living arrangements were the most preferred (67.6%). Furthermore, 64.5% felt Inclusive Communities would be accepted by the wider community.
- 90% of respondents supported the Associations view on the Commonwealth Anti-Discrimination Act. 88.2% felt the Association advocated well on behalf of people with spinal cord disabilities.
- When asked whether members/clients are currently given enough opportunity to contribute to the fundraising efforts of the Association, 70.8% agreed. 64.8% felt members should be given more information on volunteering/fundraising by the Association. Donor appeals information was indicated by 78.5% as an area of interest. Having Member Network groups involved in Association fundraising was identified as important by 78.3%.
- The majority of respondents read the advocate (87.9%), with paper the preferred method of delivery (73.7%). Advocate information was relevant to 87.4% of respondents. Respondents typically did not prefer online delivery of the Advocate via the website. Of those the smaller number that responded to question 43 (n=52) almost 70% indicated the website information was of interest.

# Introduction

In late 2012 a survey was conducted to draw members' perceptions on issues relating to their experiences of Spinal Injuries Association (SIA). The results of that survey are presented in this report.

## **NATURE OF RESULTS REPORTED HERE**

In total 44 questions were asked of respondents. Some of the questions required open-ended responses and others required respondents to select one of a number of possible responses. For question 3 perceptions were assessed using a four point likert scale where 4 = Very Satisfied and 1 = Very Dissatisfied. For question 5 perceptions were assessed using a three point likert scale where 3 = Always and 1 = Never.

A total of 127 respondents were included in this report. The overall results are presented below:

# Demographics

Demographics (n=127)

## 1. Postcode

Options	N	%
Greater Brisbane	21	18.6
Logan city	22	19.5
Redland shire	1	.9
Gold Coast and Beaudesert	11	9.7
Ipswich, etc	9	8.0
Sunshine Coast	16	14.2
Widebay Burnett	6	5.3
Central Qld	7	6.2
North Qld	11	9.7
Far North Qld	9	8.0
<b>Total</b>	<b>113</b>	<b>100.0</b>

## 2. In the past two years have you received any direct services from the Spinal Injuries Association?

	N	%
No (Goto Q5)	49	38.6
Yes	75	59.1
Total	124	97.6

## 3. If you have accessed services (listed below) through the Association in the last two years, how satisfied were/are you with the service/support provided (4=Very Satisfied, 1=Very Dissatisfied).

	N	Min	Max	Mean	Stddev
Spinal Advisory Service	43	1	4	3.40	.791
Information Service	42	1	4	3.14	.926
Personal Support and Home Care	42	1	4	3.33	.902
Member Networks	24	1	4	3.08	.929
Post Polio Networks	11	2	4	3.55	.688
Transverse Myelitis Networks	1	3	3	3.00	
Peer Support	16	1	4	3.00	1.033
Employment Options	10	1	4	3.30	.949
Advocacy & Access Support	26	1	4	3.08	.935

**4. If you use any of the services listed in the table below please answer the following questions?**

Question	Service	Yes		No	
		N	%	N	%
Did the service respond to your request promptly?	Spinal Advisory Service	41	91.1%	4	8.9%
	Information	22	88.0%	3	12.0%
	Peer Support	7	50.0%	7	50.0%
	Employment Option	7	70.0%	3	30.0%
	Advocacy	8	80.0%	2	20.0%
	Equip Hire	10	100.0%	0	0.0%
Did you find the staff approachable?	Spinal Advisory Service	41	97.6%	1	2.4%
	Information	19	82.6%	4	17.4%
	Peer Support	7	58.3%	5	41.7%
	Employment Option	7	77.8%	2	22.2%
	Advocacy	10	90.9%	1	9.1%
	Equip Hire	9	100.0%	0	0.0%
Were you involved in the decision making?	Spinal Advisory Service	37	90.2%	4	9.8%
	Information	15	75.0%	5	25.0%
	Peer Support	6	54.5%	5	45.5%
	Employment Option	8	88.9%	1	11.1%
	Advocacy	9	81.8%	2	18.2%
	Equip Hire	10	100.0%	0	0.0%
Did the service meet your expectations?	Spinal Advisory Service	38	90.5%	4	9.5%
	Information	14	70.0%	6	30.0%
	Peer Support	6	46.2%	7	53.8%
	Employment Option	7	77.8%	2	22.2%
	Advocacy	9	81.8%	2	18.2%
	Equip Hire	10	100.0%	0	0.0%
Has this service improved your quality of life?	Spinal Advisory Service	34	89.5%	4	10.5%
	Information	12	63.2%	7	36.8%
	Peer Support	8	57.1%	6	42.9%
	Employment Option	8	80.0%	2	20.0%
	Advocacy	7	63.6%	4	36.4%
	Equip Hire	8	88.9%	1	11.1%
Would you use this service again?	Spinal Advisory Service	38	97.4%	1	2.6%
	Information	19	90.5%	2	9.5%
	Peer Support	7	53.8%	6	46.2%
	Employment Option	9	90.0%	1	10.0%
	Advocacy	10	100.0%	0	0.0%
	Equip Hire	10	100.0%	0	0.0%

**5. If you are a client of Personal Support and Home Care please answer the following questions?**

	<b>N</b>	<b>Min</b>	<b>Max</b>	<b>Mean</b>	<b>Stddev</b>
Are you included in the planning/decision making about the support services that you receive?	50	1	4	3.36	.964
Do you think the office staff e.g. Client Service Officers of the service has the knowledge, skills and training to coordinate delivery of your support needs?	55	1	4	3.40	.955
Do you think the Personal Support workers employed in the service have the knowledge, skills, training and qualifications to meet your support needs?	53	1	4	3.49	.775
If Personal Support and Home Care needs to make changes to your service do they always advise you of the change?	47	1	4	3.47	.804

	<b>Yes</b>		<b>No</b>	
	<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>
If you are not happy about the service you received, would you know who to contact to tell us about your concerns?	37	69.8%	16	30.2%

**Spinal Injuries Association supports Member Networks (currently 20 state-wide) that comprise clusters of members in cities and regions across the State.**

**6. What is your level of knowledge about the role of the Association's Member Networks?**

	<b>N</b>	<b>%</b>
None	18	15.3
Very Little	27	22.9
Some	54	45.8
High Level	19	16.1
Total	118	100.0

**7. In what areas do you think the Association's Member Networks can assist you?**

	<b>N</b>
Advocacy	40



Local access issues (e.g., footpaths)	44
Peer Support	31
Social inclusion	28
Information and education	63

**8. How would you like to access the services of the Association's Member Networks**

	N
Local Meetings	35
Information on Association website	32
Email	48
Public Forums	7
Social Gatherings	28
Other	13

**9. Would you be interested in participating in activities such as advocacy, local access issues and education in your area?**

	N	%
Yes	46	44.7
No	57	55.3
Total	103	100.0

**13. The Association strives to support individuals by providing services consistent with the principles listed below. To what extent do you think we achieve this?**

	I Agree		I Disagree	
	N	%	N	%
Flexible to meet your individual lifestyle needs	76	87.4%	11	12.6%
Tailors services to meet my needs	74	87.1%	11	12.9%
Provides information to help decision-making	77	86.5%	12	13.5%
Supports your individual choice/s	76	87.4%	11	12.6%
Respects you as an individual and your rights	82	91.1%	8	8.9%
Provides you with opportunity to give feedback	85	93.4%	6	6.6%



**14. Do you believe that we work with you to provide services which are flexible for your lifestyle?**

Yes		No	
N	%	N	%
84	92.3%	7	7.7%



**15. Do you believe the Association benefits people with spinal cord disabilities generally?**

Yes		No	
N	%	N	%
95	96.0%	4	4.0%

**16. In your opinion did you make the right decision to select Spinal Injuries Association as your service provider?**

Yes		No	
N	%	N	%
81	91.0%	8	9.0%

**18. Are you comfortable with the idea of Association staff wearing shirts with Association branding in the following situations?**

**a) Personal Support workers in client's homes**

Yes		No	
N	%	N	%
91	85.0%	16	15.0%

**b) Office staff e.g. Spinal Advisors, CSO's when visiting client's homes**

Yes		No	
N	%	N	%
103	92.8%	8	7.2%

## Unmet Needs

In this section of the survey we want to know about services or assistance you may need now but have been unable to obtain;

This will help us look at the types of services and support the Association provides and, also, how we can best advocate, on members' behalf, for other assistance that may be needed in the local community.

### 19. At the present time, do you need:

a) Some form of service/support that you don't already have?

Yes		No	
N	%	N	%
34	31.2%	75	68.8%

b) An increase in the service/support you already receive?

Yes		No	
N	%	N	%
27	26.5%	75	73.5%

c) What is the assistance you require? Some examples might be: personal care at home or work; employment; equipment maintenance; health care support; access to community facilities and transport; gardening or home maintenance; physical therapy

- ? Support to attend a gym to try and maintain my health
- 2 things.  
A focus on developing community attitudes so that the general population better understand disability and are comfortable dealing with disabled people in an appropriate way.  
Develop a national directory of accessible facilities (accommodation, venues, parking, toilets, petrol stations) based on a road atlas. See [www.thepieguide.com](http://www.thepieguide.com) to see what the UK offers.
- access to community facilities, physical therapy
- Access to services for maintaining wheelchairs (including one that I purchased several years ago independent of the Spinal Injuries Association)
- Adequate increase in my Adult lifestyle support funding which is the most important aspect of being able to lead an ordinary life and the ability to do everything that able bodied people do. I should have the right to live an ordinary life.
- As a Polio survivor, It would be good to have (perhaps there is one) a doctor that is experienced in Polio problems, I have a excellent GP, however she would be the first to admit that she doesn't have to much/any polio experience!!!
- as can get out to property per lift in car so no use growling go ramp into home. Any kind of support would be helpful but at present going along OK but in future could be very helpful thank you.
- as my mother is my primary carer she is getting older and frail and because I work can't get any help
- BECAUSE OF ISOLATION EXTRA HRS MADE AVAILABLE WHEN HAVE TO GO TO CAIRNS FOR XRAYS AND OTHER BUSINESS NOT OFTEN CAIRNS APPROX 132KLMS FROM WONGA.
- Carer to help with housework.
- Don't know if you can help. I cannot afford physio. I know there is the system the government have where you get 5 visits free, but when you have to share them with other service providers that is not enough. I need physio weekly, but can only go once or twice a year.
- equipment main, physical therapy, counselling

- equipment maintenance - never know who to contact
- Equipment maintenance, gardening, home maintenance, physical therapy
- Gardening and home maintenance
- Gardening would be a help if we are to remain in our own home. Maintenance of equipment.
- Have no licence, use public transport
- Home assistance with gardening and home maintenance. physical therapy health care support especially when bed ridden after post-surgery.
- Home visits from GP's or physios. If one's mobility is limited or an examination is needed which is difficult in a doctor's office (e.g. getting on to an examination bench) the tasks are more easily carried out in one's own home.
- I am receiving Blue Care every six week to change my bladder catheter
- I anticipate needing services in the future.
- I don't know the various charges which info would affect my answer.
- I need a new wheelchair cushion
- increased funding for personal care, as well as accessing the community
- Massage and physical therapy
- More care
- MORE SUPPORT HOURS. GARDENING AND HOME MAINTENANCE WOULD BE A GREAT HELP.
- Peer support, Physical Therapy and some home duties support.
- Personal care at home and work; employment; equipment maintenance; gardening or home maintenance; physical therapy at gym and home.
- Personal care at home  
Gardening and home maintenance
- personal care at home, health care support, gardening, physical therapy, equipment maintenance, advice on home modification/improvement and safety
- Personal care at work needed.
- Personal care on Saturdays and Sundays. Helping to change at night on bed.
- Physical therapy home maintenance domestic assistance
- physical therapy, perhaps employment, health care support
- some medical health regarding post-polio
- We would like carers to be able to give massages and help with exercising her.
- Well the wheelie walker needs to be looked at after 12 months out of spinal unit. But we haven't contacted MASS. Which we do know about. Plus. Mt Gravatt home assist could be contacted re home maintenance. so that is up to us to ring them. thanks.
- what my entitlements are?

## 20. Why is the assistance you require unavailable?

	N
Not accessible	7
Not available in area	10
Financial cost	13
Waiting list	8
Not eligible	11
Other	11

### *Not eligible - comment*

- because I work and mum is still alive is what i was told
- HRS AVAILABLE
- I am unaware of where I can get my wheelchairs maintained apart from the local cycle shop
- I received quantum 600 powered wheelchairs through MASS, who covered their maintenance.
- I try to be self-reliant
- I work and can't get a concession card
- I'm still able to do things for myself and life in a retirement village
- lack of funds
- Medical staff are not able to help as most of them have not heard of polio/PPS. even our own G/daughter now a Dr didn't know
- My Injury is not considered bad enough
- Needs to be developed
- without permanent residency
- old age
- right to adequate funding isn't in legislation
- These services have never been offered to me, so I surmise that I am not eligible

### *Other - comment*

- block funding restricts how much i can have, and block funding doesn't take into account SCI level with multiple disabilities
- hard to access
- Have not gotten back to me.
- haven't asked
- haven't asked as yet
- Haven't found one (GP)
- Need help to access
- Not made available
- NOT SURE WHY HOURS WON'T BE INCREASED
- we need rights based lifestyle support funding

**21. Would you or your family access free specialist counselling or psychological services if they were available through the Association?**

	N	%
Yes	56	54.4
No	47	45.6
Total	103	100.0

**22. Are there any other services you believe the Association should provide?**

- Access to swimming pool just for people with disabilities to do hydrotherapy, with hoist to get them in and out locally.
- better interaction with clients
- Co-ordination with Government and Disability Services to make sure the client is getting everything that is needed both financial and physical support
- Don't know
- Don't know what they do. Would like to know more about what they do. Would like to know more about what happens to the money raised.
- Don't take on any more services at the expense of lobbying for rights based funding into legislation.
- employment options for people outside Brisbane/Townsville areas
- I hadn't thought of any
- I have no knowledge of what I can get, try to be self-reliant, but at this moment I am over??? by all the mail I get and don't understand anything about any services, have little time to comprehend, am over??? by anything going on.
- I think
- I would like to see more assistance around procuring wheelchairs with a greater range of wheelchairs available (especially for people who do not have strong arms but can still use a manual wheelchair)
- Information on other community services
- Lobby government for access to public transport
- medical advice in house and on the phone
- no
- No
- No
- No
- no
- No
- No
- No
- No
- No
- No
- NOT SHOULD PROVIDE BUT GETTING GOV. TO LET UNUSED HOURS ROLL OVER OF UNUSED HOURS OR BE USED TOWARDS CLIENTS NEEDS. eg. MONIES TOWARDS NEW EQUIPMENT THAT THE CLIENTS HAS TO CONTRIBUTE TO.
- Not that I can think of.
- One handed cath leg bag tap. For more than 20 months my right arm was in a splint to fingertips. I am right handed; my left hand is missing index finger after accident. Careline had a one handed lever tap leg bag, but discontinued product. At the time several members also needed one handed tap. Only one other bag useable (axis flip-flow each) but large tap would come apart in bed, I was very annoyed having to change bedding and washing (careline was perfect) ask peter Lysaught.
- Physical Examination by medical Staff to assess people with Post Polio Syndrome & Late effects of Polio say every 5yrs or less, with regular follow ups as necessary.
- Transport services

- What does the association provide at the moment?  
Please refer to Question 10; as follows  
let people know that you do have a list for some services, and who? to talk to, what services these are/can do, frequency of services, cost of services, etc.
- **WOULD BE NICE TO RECEIVE PHYSIO NO OUTPAITENTS AT CAIRNS OR MOSSMAN**
- You people would know more about this. Not sure on these questions.



## Advocacy

The Association works/advocates to raise awareness with government and the wider community about the unmet needs of people with disabilities. The following section asks questions about your views on these activities.

23. Below is a list of some issues that often concern people with disabilities. For each issue could you please rank its importance out of 10 (with 1 being most important and 10 being least important) and then rate the priority as critical/medium/low.

Options	Importance Mean*	N	Critical	Medium	Low	Blank
Housing	2.81	89	40.9%	7.9%	4.7%	46.5%
Transport	3.24	91	28.3%	26.0%	1.6%	44.1%
Education	4.71	84	14.2%	32.3%	9.4%	44.1%
Employment	5.14	86	16.5%	24.4%	11.0%	48.0%
Recreation	5.02	86	7.9%	35.4%	12.6%	44.1%
Information	4.02	87	19.7%	32.3%	3.9%	44.1%
Income Support	3.33	84	33.1%	18.9%	3.1%	44.9%
Equipment and Aids	2.84	89	39.4%	15.0%	0.0%	45.7%
Personal Care Support	3.20	85	37.0%	15.7%	1.6%	45.7%
Access to the built environment	3.92	84	23.6%	22.8%	7.9%	45.7%

\*The lower the mean the more favourable the importance.

24. If you had a choice of living arrangements what would be your choice?

Options	N	%
Association manage funds	30	29.4
Self manage	69	67.6
Other organisation	3	2.9

25. The Association has been fostering the concept of Inclusive Communities, particularly with Local Government (Brisbane, Gold Coast and Sunshine Coasts being examples). Do you sense acceptance of Inclusive Communities by the wider community?

Yes		No	
N	%	N	%
60	64.5%	33	35.5%

**26. Do you support the Association's view that Australia's proposed new Commonwealth Anti-Discrimination Act should require the three tiers of government to report on access, equity and inclusion through policy and action plans?**

Yes		No	
N	%	N	%
90	90.0%	10	10.0%

**27. Do you feel the Association advocates well on behalf of people with spinal cord disabilities?**

Yes		No	
N	%	N	%
90	88.2%	12	11.8%

**Comments**

- "concept of Inclusive Communities"  
Sounds very governmentally jargonistic, but, What on earth are you talking about?
- Access should not just be enforced by Govt, private certifiers should be made aware and accountable for enforcing this issue.
- Believe NDIS absolute necessity and am somewhat disgusted at politics (cost) interfering in such an essential need. Present state government appears to be particularly ignorant, insular and penny pinching.
- Both locally and with the big stuff like NDIS.
- Comment on 25. I find that in the wider community, people rush to help. That may seem like acceptance except that I don't need help. Better education would show the public how to be available to help without offending through being patronising. That is a wheelchair does not equate to totally incapacitated. A person with a disability has a right to be fiercely independent and proud of it.
- continue to advocate for accountability and service providers to genuinely action commitment to access, equity and inclusion eg local authorities; airlines
- Did the Association advocate well senior citizens with spinal cord injuries who happen to live on their own?
- Don't know what they do.
- HACC (cleaning) Blue care (cathchanges) MACS (post hospital personal) GOCcare (shopping) Transit care (transport) MASS/CAAS (aids) + care and equipment BUCC (Poditary) TSS (transport) council cabs (transport) BLuecare (wound care) Independence Australia (medical supply) (can Association organise all this)
- I need more information regarding how I would best like to manage my funding. While I would prefer to stay with SIA, it comes up repeatedly that SIA are the most expensive providers and I have major concerns regarding their ability to provide my ongoing personal care. Going outside of SIA would allow me to get some more hours for my current funding.
- I seem negative because of perceived results. I know there have been many achievements over the years, but I compare with diabetes, a much stronger lobby admittedly.  
Also I point to the fact that while public buildings are more accessible, private houses are woeful, and there is no excuse except a "thick headed building trade bent on maximising profit".
- I think we easily get side-tracked with other issues and forget about spending most of our time on getting adequate lifestyle support funding into legislation. I get the feeling that the federal government is going to make a mess of the NDIS.
- I'm not fully versed on the position the association has taken in question 26
- not really sure
- Please explain Inclusive Community
- QPAC has been a prime example of the improvements for people with disabilities. Now an excellent facility and staff are exceptional.
- What is the concept of Inclusive Communities concept? I have never seen or heard of this.

## Fundraising and Profile

The Association runs a number of appeals and fundraising events during the year that brings in much needed funds for many of the Spinal Injuries Association's activities.

The Spinal Injuries Association supports Member Networks (currently 20 state-wide) that comprise clusters of members in cities and regions across the State.

**28. Do you think members/clients are currently given enough of an opportunity to contribute to the fundraising efforts of the Spinal Injuries Association?**

Yes		No	
N	%	N	%
63	70.8%	26	29.2%

**29. Do you think members/clients should be given more information about how they can be a volunteer at events and in fundraising for the Spinal Injuries Association?**

Yes		No	
N	%	N	%
59	64.8%	32	35.2%

**30. Do you think members/clients should receive information about how to contribute to the Spinal Injuries Association's donor appeals?**

Yes		No	
N	%	N	%
73	78.5%	20	21.5%

**31. Do you think it is important for Member Network groups to be involved in fundraising for the Spinal Injuries Association?**

Yes		No	
N	%	N	%
72	78.3%	20	21.7%

How? - Comment

- A higher profile for the organisation
- Any way possible.
- appoint a leader, members report to leader, regular meetups
- Can't answer these questions
- Develop a Spinal Injuries day. Similar to red nose day or jeans for jeans day.
- Don't know
- Don't know what they do.
- email  
media awareness

- Have an event that highlights the work of the assn
- However many members and carers may not have much available resources. Cash or physical or time resources. Thus it is simply present the situation and wait for any takers. I guess they tell their friends, and the network group is a way to disseminate this. Facebook may work for some. It does nothing for me but probably gets a message out quickly for others..
- I don't know how MNG work!
- I'm not sure
- LET THEM HELP
- Mad drinking and hot babe sessions at Hollywood Showgirls in Surfers. Yewwwww!
- mail out
- Member networks should use the knowledge of the members to find out who the members know or can give references to (e.g. past employer and networks etc) that maybe able to assist with gaining funds or helping raise funds.
- No knowledge
- Not at a member network level
- Not sure
- perhaps more community involvement fund raisers
- Please refer to Question 4, 10&22, as follows  
let people know that you do have a list for some services, and who? to talk to, what services these are/can do, frequency of services, cost of services, etc.
- PPS could possibly help with fund raising in their own area
- Regret to say that again I am a slack so & so! also very much involved with family matters (now on great grand sons)
- scrap metal/steel round up
- Some events are too far away. Some are at night.
- Tap into members' talents, skills, creativity, etc. as fun raising projects
- UNKNOWN WHAT \$ CONTRIBUTION FROM STATE (DSQ)OR FEDERAL FUNDING MADE AVAILIABLE TO SIA
- very complicated for me OK as going for me but leave that
- We cannot live on charity indefinitely. I think fundraising for pwd devalues us as equal citizens and it sends the wrong message to society that we should be seen as poor little injured animals to be pitied.
- We could help somehow, in a small way, to raise money. We did for Endeavour. We don't like just taking, we like to give something back.
- We hope you have clever people and experience in this field, sorry we haven't.
- What are member networks??
- Within local groups
- Yearly collections in Shopping Centres. Polio Day for example
- Yes. Put how done in Townsville do this as we have need and solved and now have no member meetings once/by monthly to be in contact with each other where the office staff inclusion so tell me why the Burdekin still has this going as this is bias and other tell the same way.

### **32. Any comments or ideas on how we can involve members more in fundraising for the Spinal Injuries Association and its members?**

- Advertise and send out drop offs
- advertise for volunteers, get schools involved
- Ask them!
- Competitions with good donated prizes.
- Don't agree with fundraising.
- Don't know
- Get out raffle tickets to us to sell.
- Getting feedback; volunteer participation as part of an individual's educational and social/recreational program

- GIVE THEM A JOB IN SPINAL ASSOCIATION OFFICES
- LETTERS TO DSQ AND FEDERAL GOVERNMENT MAKING APPLICATIONS FOR \$ GRANTS SIGNED BY ALL MEMBERS.(MAJOR COST INCREASES AND SIA CLIENTS INCREASING)
- Members are the best source of contact to the areas of funding such as past employers / employees, willing to help in specific areas. You need to tap into this source.
- more info to clients
- No
- No
- No
- Please refer to Question's 4, 10,22&31 as follows  
let people know that you do have a list for some services, and who? to talk to, what services these are/can do, frequency of services, cost of services, etc.
- PPS could possibly help with fund raising in their own area
- Provide opportunities for involvement in the preparation, not just implementation
- Regular meetups to explore ideas/options. use peer support group to advertise these events
- See 31, also I hear private equity is a very lucrative business operation these days. Perhaps SIA could conduct LBO's on smaller in home care providers.
- Sometimes like other state wide organisations it seems a bit South East Corner centric at times. Half the state population lives elsewhere, please.
- Something like the Townsville 'Cruise for a Cause'
- They should receive their newsletter/info when their workers do not weeks later
- What is the money raised for?

**33. Do you regularly attend Association fundraising/awareness raising events?**

Yes		No	
N	%	N	%
7	6.2%	105	93.8%

**34. If yes, what events do you like best?**

	N	%
Gala Dinner	3	18.8
Classic Wallabies Lunch	1	6.3
Cruise for a Cause	2	12.5
Take My Seat	3	18.8
Other	7	43.8
Total	16	100.0

**Other - Comments**

- BBQ's
- get out occasionally
- meetings
- will try harder to get involved!!!
- would prefer to utilise the media re

**35. If no, what prevents you from attending?**

	N
Location	56
Costs	34
Didn't know about it	25
Not interested	16
Other	25

**Other - Comments**

- age
- age, mobility
- apathy
- Cannot access by myself
- Can't afford the tickets/transport
- Disabled
- have limited funding need to prioritize
- haven't got time
- I am A Carer
- I have MS and primarily support MS Society of Queensland
- in hospital at time
- needs to spend lots of time in bed
- No time resource
- Other commitments
- pain and not knowing the mobility, that day
- Time
- too difficult
- transport
- unable to attend
- unable to leave my home due to fear and panic attacks
- Will try harder!
- you clearly over estimate the amount of resources that are contained in my budget

**36. Do you know about the above fundraising/awareness raising events the Association holds?**

Yes		No	
N	%	N	%
50	47.6%	55	52.4%

**37. Do you believe the Association should have Association branding on their vehicles to raise their profile?**

Yes		No	
N	%	N	%
96	88.9%	12	11.1%

**38. Do you read the advocate (The Associations newsletter)?**

Yes		No	
N	%	N	%
102	87.9%	14	12.1%

**39. How would you prefer to access each edition?**

Paper		Email		Website	
N	%	N	%	N	%
84	73.7%	26	22.8%	4	3.5%

**40. Is the information in the advocate relevant to you?**

Yes		No	
N	%	N	%
90	87.4%	13	12.6%

**41. What do you most like in the advocate?**

- Ads for products and services
- Advances in technology of all aspects including medical, pioneering research, mobility mechanical and physical. access to these ideas and if they are obtainable through MASS or is there alternatives via private research facilities? Does the upcoming ADIS open opportunities for this R&D?
- All info provided.
- All the different articles
- All the info on post polio and access and medical and adds re equipment
- Articles relating to polio and services available for disabled people
- Association advocacy and services updates
- Bitz  
Travel stories  
personal experiences
- client stories access info
- Community information. Updates re changes to disability programs, trashout etc.
- diversity of information
- Easy to read and informative. Coun have more on PPS
- Everything
- Focus points, sports for all, what's on, insight, Q&A. member networks, news info news. classified, adverts and mail.
- General info

- Has a balance of information and personal stories.
- Health care information for post polio
- information
- Information
- information on post polio
- Information on post polio
- Information on what's out there
- Information re post polio
- Interesting articles
- It covers a diverse range of topics. Well laid out. Has buy/sell section. Talks of real peoples achievements.
- Jokes/cartoons. Reports from other polio groups
- Just about all of it
- Just being kept up to date
- keeps me informed
- knowledgeable and interesting reading about other peoples success stories
- Life's experience of those who inspire others and there disability
- Lifestyle stories
- medical and equipment articles
- Mr John Mayo's stories
- New ideas, stories of hope, events, HD advice, new equipment
- News
- News content
- NOT AWARE OF NEWS LETTERS
- Occasional pertinent information.
- People's life stories and experiences in travel. Advertisements of building and house maintenance
- Peoples stories
- personal stories of members, what the Association advocate for members
- Polio. News.
- readers' comments, advertising, for sale pages etc.
- Real stories
- relevancy to various situations
- Second hand equipment. Info about cost savings.
- Some advertising and the true life stories of people who have moved on with their lives after a specific event causing the disability.
- Stories
- stories from people affected - detailed on services offered
- the info about other people and how they deal with they day to day life with a spinal injurie
- The information it provides
- The lot
- the name, the branding, the articles, the frequency, information about members who are self-employed.
- The stories about other people and the For Sale items.
- The up to date info in the association & any news that is of interest & changes that are made locally & federally that may affect people with disability
- Travel
- Member Profile
- In Focus
- bitz





- no
- No
- No
- No
- No
- No
- no
- No
- No
- no
- No
- No
- No
- No
- No
- No
- No
- No
- No (no computer)
- No access
- no computer
- No Computer
- No don't have internet
- no i was unaware of it
- No interest.
- No internet
- No PC
- No there's a world out there and I'd rather read a book or newsletter.
- No too far away
- No, don't have computer
- No, not online and never will be.
- NO.
- No.
- No. But as the carer I will soon thanks.
- No. Maybe 2x year.
- No. Never had. Never knew their was one.
- Not at all
- Not now. I need to do that.
- not often
- Not on the net
- Not that often
- Not that regularly
- Occasionally
- occasionally
- Once a month
- PO

- sometimes
- Sometimes
- Very occasionally. Maybe once every couple of months
- weekly
- Weekly.
- WHY?
- yes
- Yes
- Yes
- yes
- Yes
- Yes. Sometimes more often.
- Yes. About 2-3 times per month

**43. Do you find the information on the website of interest?**

Yes		No	
N	%	N	%
36	69.2%	16	30.8%

(If no, what information would you like to see on the website)

- as above
- Don't have a website
- Don't have Facebook
- I do not have a computer
- I don't own a computer
- I have no computer
- I probably visit the website once every 2 months
- More medical updates on spinal injuries
- More personal stories - Both in the spinal unit and post.
- NA
- NA
- NA
- NA
- NA - access is not available
- Never seen it
- no
- No computer and costs too high
- Please refer to Question's 4, 10, 22, 31&32 as follows

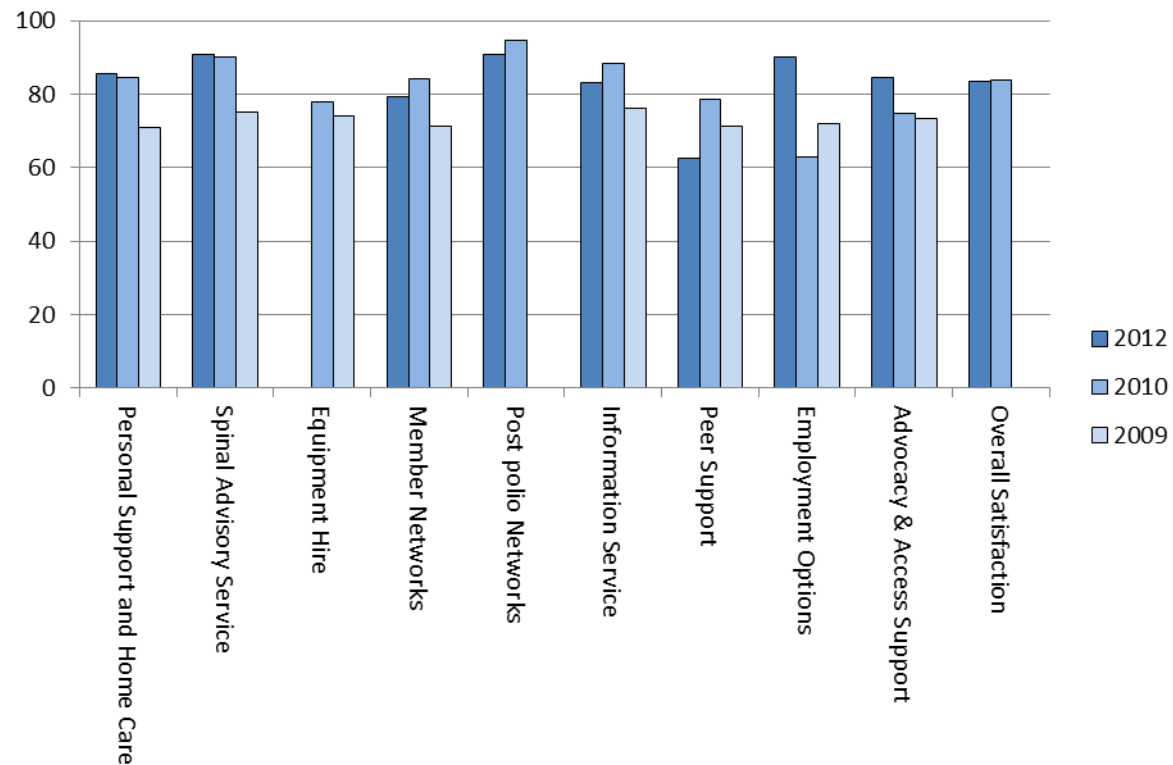
let people know that you do have a list for some services, and who? to talk to, what services these are/can do, frequency of services, cost of services, etc.

- Some
- unsure
- Yes

**44. Have you ‘liked’ the Spinal Injuries Association’s Facebook page?**

Yes		No	
N	%	N	%
22	35.5%	40	64.5%

## Appendix A – Satisfaction Percentages with Spinal Injuries Association



\*The above graph outlines the percentage satisfied with each of the options presented in Question 3. Please note that Equipment Hire and Overall Satisfaction were not presented in 2012. The Overall Satisfaction scale was calculated by averaging across each section. Personal Support and Home Care was previously called Personal Support Plus and Post polio Networks was previously called Post polio Support Group. Please note the number of respondents to each section may vary. Please refer to Question 3 in the report for more details.

## Data Table for Appendix A

	<b>2012</b>	<b>2010</b>	<b>2009</b>
<b>Personal Support and Home Care</b>	85.7	84.6	70.8
<b>Spinal Advisory Service</b>	90.7	90.1	75.2
<b>Equipment Hire</b>	-	77.9	74.0
<b>Member Networks</b>	79.2	84.3	71.2
<b>Post polio Networks</b>	90.9	94.6	-
<b>Information Service</b>	83.3	88.4	76.0
<b>Peer Support</b>	62.5	78.7	71.4
<b>Employment Options</b>	90.0	62.9	72.0
<b>Advocacy &amp; Access Support</b>	84.6	74.6	73.4
<b>Overall Satisfaction</b>	83.4	83.8	-

## Appendix B – Postcodes

Postcodes	N	%
No response	7	5.5
2486	1	.8
4000	1	.8
4011	1	.8
4013	1	.8
4020	1	.8
4021	1	.8
4022	1	.8
4035	1	.8
4051	1	.8
4053	2	1.6
4054	1	.8
4055	2	1.6
4060	1	.8
4064	1	.8
4067	1	.8
4073	1	.8
4075	2	1.6
4077	1	.8
4103	1	.8
4110	1	.8
4114	2	1.6
4115	1	.8
4122	2	1.6
4123	1	.8
4129	1	.8
4131	2	1.6

Postcodes	N	%
4152	2	1.6
4157	2	1.6
4159	1	.8
4161	1	.8
4163	1	.8
4165	1	.8
4170	4	3.1
4171	1	.8
4205	1	.8
4207	1	.8
4209	2	1.6
4212	1	.8
4215	1	.8
4217	1	.8
4218	1	.8
4223	1	.8
4224	1	.8
4225	1	.8
4227	1	.8
4271	1	.8
4280	1	.8
4301	1	.8
4304	1	.8
4305	1	.8
4306	3	2.4
4310	1	.8
4350	2	1.6

Postcodes	N	%
4352	1	.8
4380	1	.8
4454	1	.8
4500	1	.8
4503	2	1.6
4505	2	1.6
4507	2	1.6
4508	1	.8
4510	1	.8
4520	1	.8
4552	2	1.6
4556	1	.8
4558	1	.8
4572	1	.8
4575	1	.8
4610	2	1.6
4650	2	1.6
4670	4	3.1
4701	3	2.4
4702	1	.8
4719	1	.8
4721	1	.8
4739	1	.8
4740	2	1.6
4810	1	.8
4814	3	2.4
4815	1	.8

Postcodes	N	%
4817	3	2.4
4825	1	.8
4868	1	.8

Postcodes	N	%
4870	2	1.6
4873	1	.8
4877	1	.8

Postcodes	N	%
4879	1	.8
4883	1	.8
Total	127	100.0