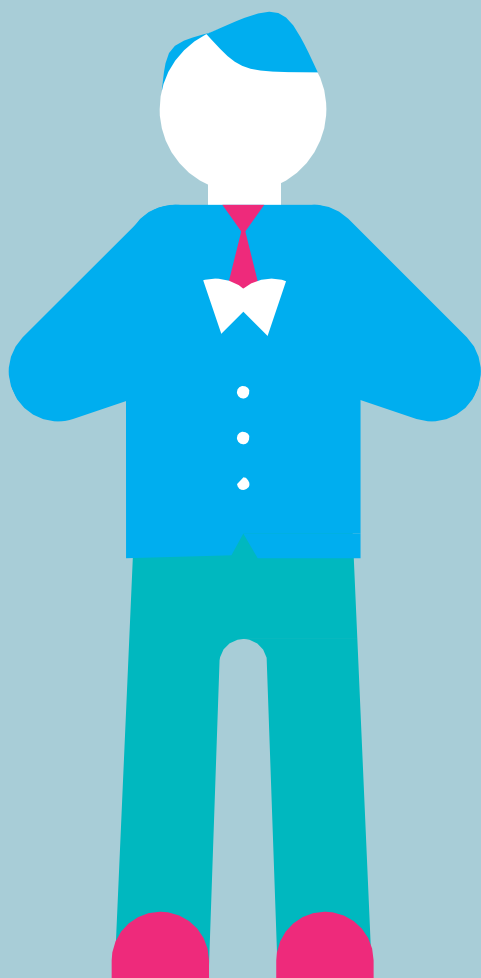


Make Work Pay for People with Disabilities
Recommendations 9(b) and 10
National Survey 2018





Make Work Pay
for People with
Disabilities:

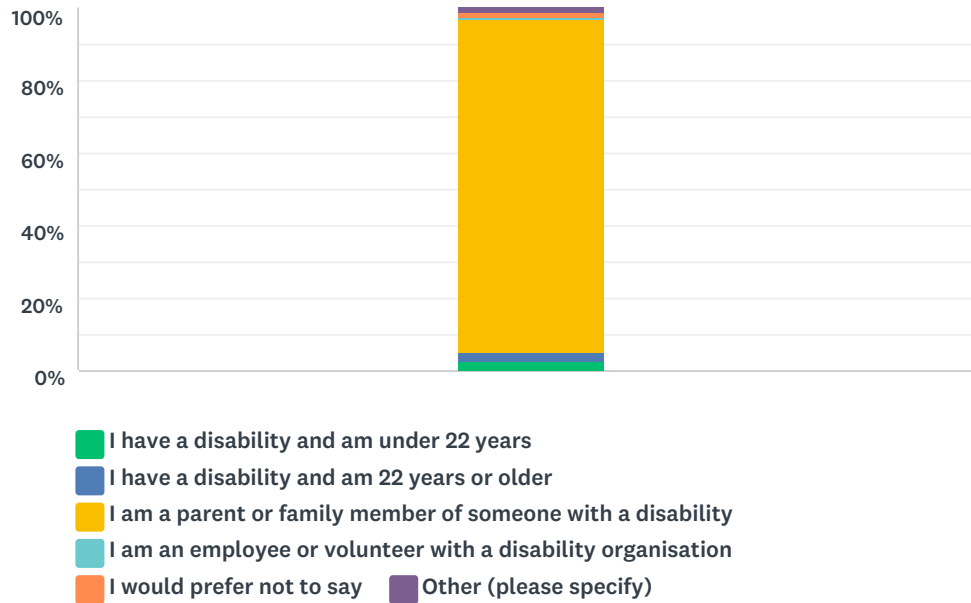
National Survey 2018

Make Work Pay recommendations 9(b) and 10: national survey

- The survey was created on Friday, the 9th of March 2018. It closed on the morning of the 16th of April, 2018.
- There were 2,145 total responses, with all fully completing the survey.
- What follows is the response data of the Make Work Pay recommendation 9(b) and 10, by question. Afterwards there is a selection of cross-tabulated data.
- Some questions provided comment boxes to elaborate on answers. A selection of these are provided in the appendix.

Q1 How would you best describe yourself?

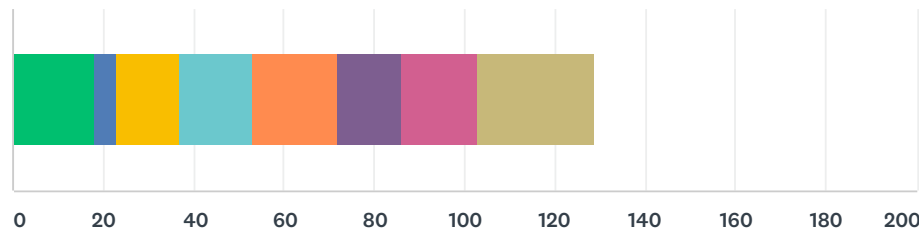
Answered: 2,145 Skipped: 0



ANSWER CHOICES	RESPONSES	
I have a disability and am under 22 years	2.48%	57
I have a disability and am 22 years or older	2.57%	55
I am a parent or family member of someone with a disability	91.90%	1,968
I am an employee or volunteer with a disability organisation	0.67%	14
I would prefer not to say	1.19%	26
Other (please specify)	1.14%	25
TOTAL		2,145

Q2 What is the nature of your disability? Please tick one or more categories.

Answered: 84 Skipped: 2,061

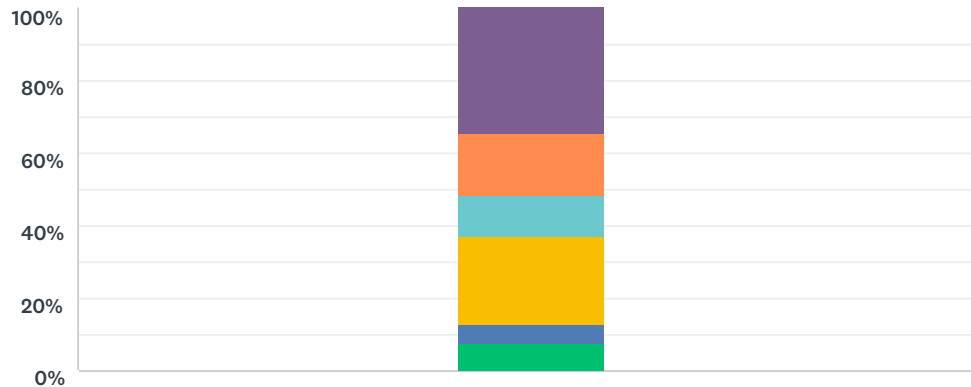


- Blindness or a severe vision impairment
- Deafness or a severe hearing impairment ■ An intellectual disability
- Autism ■ A difficulty with learning, remembering or concentrating
- A difficulty with basic physical activities, for example, washing, dressing, climbing stairs, going to the toilet
- A psychological, mental health or emotional difficulty
- A difficulty with pain, breathing, or any other chronic illness or condition

ANSWER CHOICES	RESPONSES	
Blindness or a severe vision impairment	23.08%	18
Deafness or a severe hearing impairment	6.41%	1
An intellectual disability	17.95%	14
Autism	20.51%	17
A difficulty with learning, remembering or concentrating	24.36%	22
A difficulty with basic physical activities, for example, washing, dressing, climbing stairs, going to the toilet	17.95%	15
A psychological, mental health or emotional difficulty	21.79%	18
A difficulty with pain, breathing, or any other chronic illness or condition	33.33%	29
Total Respondents: 84 (some respondents chose more than one category)		

Q3 What is your highest level of education?

Answered: 84 Skipped: 2,061

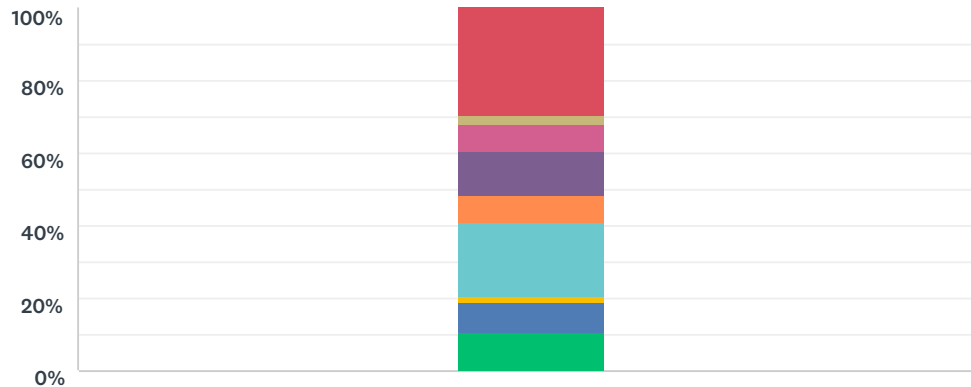


- I did not finish school and have no formal qualifications
- I did finish school but have no formal qualifications
- Junior certificate
- Leaving certificate
- Certificate or diploma
- Degree or higher

ANSWER CHOICES	RESPONSES	
I did not finish school and have no formal qualifications	7.69%	8
I did finish school but have no formal qualifications	5.13%	4
Junior certificate	24.36%	21
Leaving certificate	11.54%	10
Certificate or diploma	16.67%	14
Degree or higher	34.62%	27
TOTAL		84

Q4 How would you describe your current work status?

Answered: 84 Skipped: 2,061

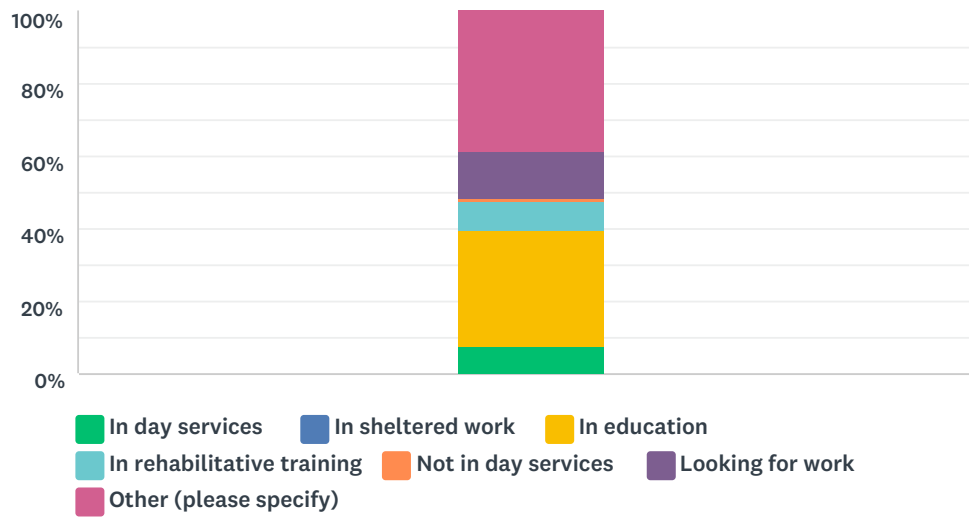


- In full-time work
- In part-time work but would like more work
- In part-time work but do not want more work
- Worked before but now out-of-work and interested in working
- Never had a job but interested in working
- Never had work experience but interested in working
- Doing voluntary work
- I am looking for work at this time
- I am not looking for work at this time

ANSWER CHOICES	RESPONSES	
In full-time work	10.26%	8
In part-time work but would like more work	8.97%	7
In part-time work but do not want more work	1.28%	2
Worked before but now out-of-work and interested in working	20.51%	16
Never had a job but interested in working	7.69%	7
Never had work experience but interested in working	11.54%	10
Doing voluntary work	7.69%	6
I am looking for work at this time	2.56%	2
I am not looking for work at this time	29.49%	26
TOTAL		84

Q5 If you are not working at this time, what are you doing?

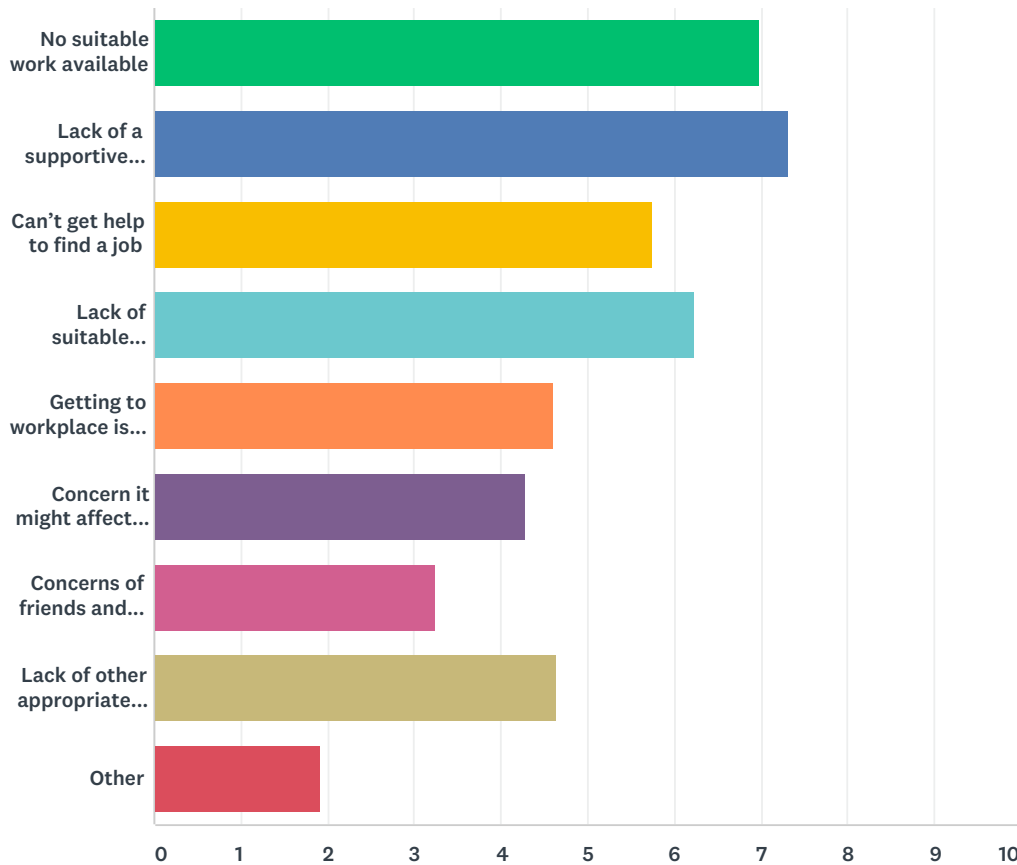
Answered: 84 Skipped: 2,061



ANSWER CHOICES	RESPONSES	
In day services	7.69%	6
In sheltered work	0.00%	0
In education	32.05%	29
In rehabilitative training	7.69%	6
Not in day services	1.28%	1
Looking for work	12.82%	10
Other (please specify)	38.46%	32
TOTAL		84

Q6 We ask all people to fill in the rest of the questionnaire. This includes people with disabilities, family members, carers, supporters or advocates. Why do you think it might be hard for a person with a disability to get work? (1=most relevant, 9=least relevant)

Answered: 1,622 Skipped: 523



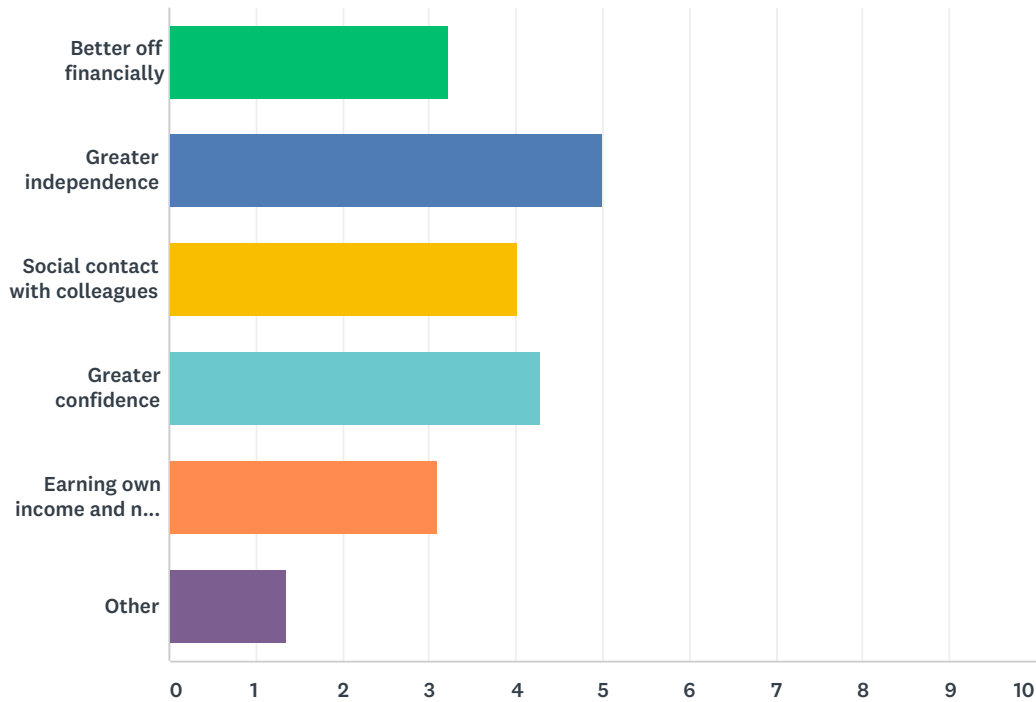
	1	2	3	4	5	6	7	8	9	TOTAL	SCORE
No suitable work available	31.13% 505	22.13% 359	14.12% 229	10.67% 173	7.09% 115	5.43% 88	4.32% 70	3.08% 50	2.03% 33	1,622	6.98
Lack of a supportive workplace	29.84% 484	30.02% 487	16.46% 267	9.43% 153	4.99% 81	3.21% 52	2.90% 47	1.97% 32	1.17% 19	1,622	7.32
Can't get help to find a job	3.76% 61	9.80% 159	26.40% 428	20.28% 329	16.15% 262	10.85% 176	7.71% 125	3.82% 62	1.23% 20	1,622	5.75
Lack of suitable education or training course available	13.87% 225	13.63% 221	17.14% 278	25.40% 412	13.69% 222	8.01% 130	3.88% 63	2.59% 42	1.79% 29	1,622	6.24

Make Work Pay recommendations 9(b) and 10: national consultation

Getting to workplace is a problem (for example, no transport or parking)	3.14% 51	5.12% 83	6.97% 113	11.96% 194	26.75% 434	17.87% 290	14.36% 233	10.73% 174	3.08% 50	1,622	4.61
Concern it might affect entitlements (such as social welfare payment or medical card)	6.10% 99	5.18% 84	5.67% 92	7.03% 114	10.05% 163	26.94% 437	20.65% 335	13.50% 219	4.87% 79	1,622	4.28
Concerns of friends and relatives that a place in a day service might be lost	1.48% 24	2.77% 45	3.58% 58	3.64% 59	6.35% 103	11.40% 185	31.63% 513	30.70% 498	8.45% 137	1,622	3.25
Lack of other appropriate supports	5.98% 97	10.23% 166	8.20% 133	10.30% 167	13.19% 214	13.13% 213	10.60% 172	26.51% 430	1.85% 30	1,622	4.64
Other	4.69% 76	1.11% 18	1.48% 24	1.29% 21	1.73% 28	3.14% 51	3.95% 64	7.09% 115	75.52% 1,225	1,622	1.93

Q7 What would be the benefits to you (or to someone with a disability) of taking up or being in work? (1=most relevant, 6=least relevant)

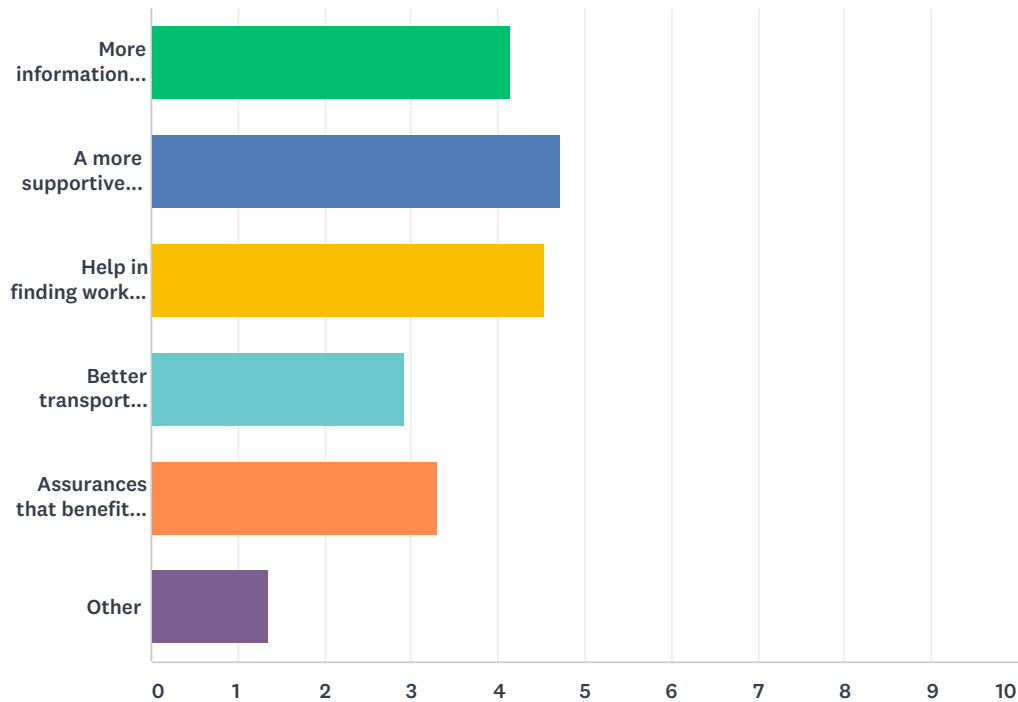
Answered: 1,622 Skipped: 523



	1	2	3	4	5	6	TOTAL	SCORE
Better off financially	12.26% 215	9.86% 160	10.60% 172	24.11% 391	37.55% 609	4.62% 75	1,622	3.22
Greater independence	43.96% 713	29.16% 473	16.03% 260	7.03% 114	2.47% 40	1.36% 22	1,622	5.01
Social contact with colleagues	9.93% 161	25.15% 408	34.59% 561	18.68% 303	10.30% 167	1.36% 22	1,622	4.01
Greater confidence	19.48% 316	27.74% 450	26.14% 424	17.26% 280	7.71% 125	1.66% 27	1,622	4.29
Earning own income and not being dependent on State benefits	9.31% 151	7.40% 120	11.65% 189	30.76% 499	37.18% 603	3.70% 60	1,622	3.10
Other	4.07% 66	0.68% 11	0.99% 16	2.16% 35	4.81% 78	87.30% 1,416	1,622	1.36

Q8 What are the most important supports that could help you (or someone with a disability) overcome barriers to getting work if you want to work? (1=most relevant,6=least relevant)

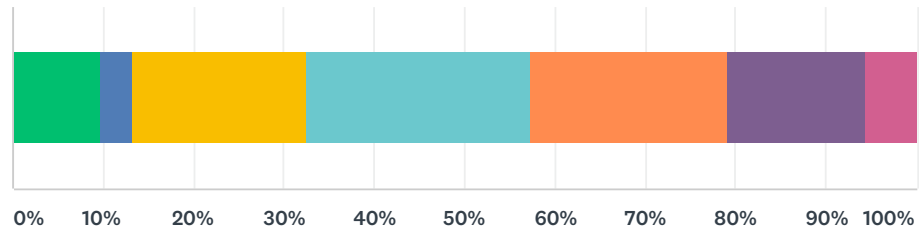
Answered: 1,622 Skipped: 523



	1	2	3	4	5	6	TOTAL	SCORE
More information about what work is available	16.15% 262	26.51% 430	28.18% 457	17.45% 283	10.05% 163	1.66% 27	1,622	4.15
A more supportive workplace	33.66% 546	25.59% 415	24.23% 393	10.97% 178	4.13% 67	0.80% 13	1,622	4.72
Help in finding work opportunities or other help such as education and training	27.93% 453	27.06% 439	25.65% 416	12.58% 204	5.92% 96	1.48% 24	1,622	4.55
Better transport facilities	3.95% 64	8.32% 135	10.30% 167	34.53% 560	39.15% 635	3.76% 61	1,622	2.92
Assurances that benefits would be kept	13.75% 223	11.41% 185	11.22% 182	22.69% 368	36.19% 587	4.75% 77	1,622	3.30
Other	3.95% 64	1.11% 18	1.05% 17	1.79% 29	4.56% 74	87.55% 1,420	1,622	1.36

Q9 How could the Intreo service best help you (or someone with a disability) to find work?

Answered: 1,537 Skipped: 608

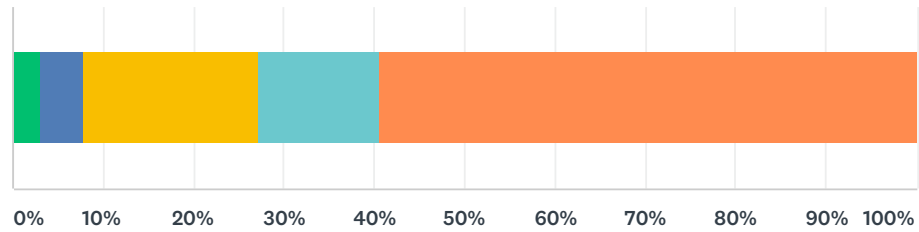


- It's voluntary - I only have to use it if I want to
- The Intreo centre invites me for a discussion - I don't have to look for help myself
- The Intreo centre will be flexible and treat me as an individual, for example by letting me bring a friend or family member to meetings
- The Intreo centre will have trained and experienced staff who can support me in pursuing my work ambitions
- The Intreo centre will have contacts with other organisations that can help me with education, training or other activities
- The Intreo centre will identify the barriers to employment that I have and help me address them
- Other (please specify)

ANSWER CHOICES	RESPONSES	
It's voluntary - I only have to use it if I want to	9.37%	144
The Intreo centre invites me for a discussion - I don't have to look for help myself	3.77%	58
The Intreo centre will be flexible and treat me as an individual, for example by letting me bring a friend or family member to meetings	19.45%	299
The Intreo centre will have trained and experienced staff who can support me in pursuing my work ambitions	24.79%	381
The Intreo centre will have contacts with other organisations that can help me with education, training or other activities	21.67%	333
The Intreo centre will identify the barriers to employment that I have and help me address them	15.42%	237
Other (please specify)	5.53%	85
TOTAL		1,537

Q10 If you have a disability, do you have any experience of using the Intreo service to help you find work?

Answered: 1,537 Skipped: 608

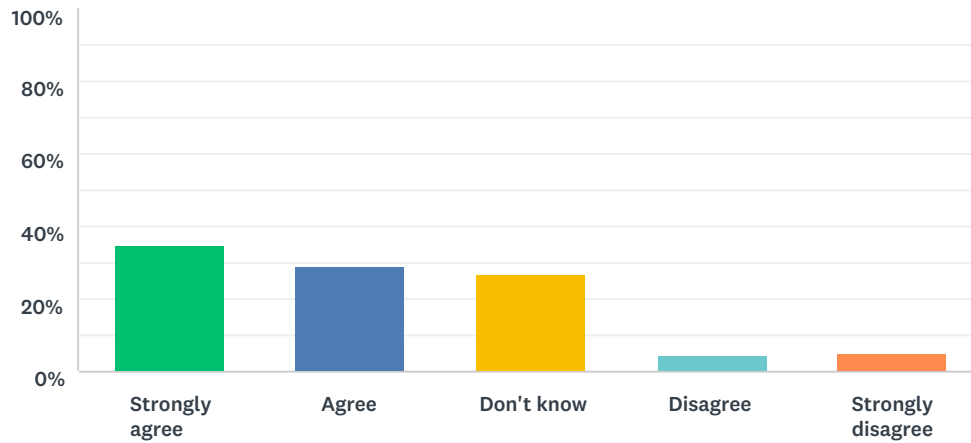


- I have used Intreo for help in finding work and found it useful
- I have used Intreo for help in finding work and did not find it useful
- I have heard of Intreo but haven't used it to help me find work (I don't think it would be useful for me)
- I have heard of Intreo and used it to get information on my entitlements
- I have not heard of Intreo

ANSWER CHOICES	RESPONSES	
I have used Intreo for help in finding work and found it useful	3.12%	48
I have used Intreo for help in finding work and did not find it useful	4.68%	72
I have heard of Intreo but haven't used it to help me find work (I don't think it would be useful for me)	19.84%	305
I have heard of Intreo and used it to get information on my entitlements	13.34%	205
I have not heard of Intreo	59.01%	907
TOTAL		1,537

Q11 "Early engagement" means that, if you are able and want to work, you will get every possible support at the earliest time possible to help you get a job."I think the changes proposed about early engagement could help me achieve my work ambitions."

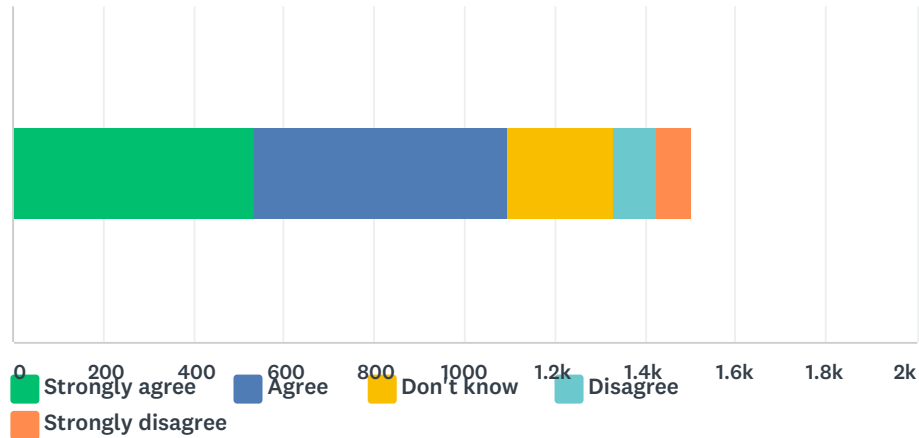
Answered: 1,537 Skipped: 608



ANSWER CHOICES	RESPONSES	
Strongly agree	35.10%	543
Agree	28.77%	445
Don't know	26.44%	409
Disagree	4.52%	70
Strongly disagree	5.17%	80
Total (10 respondents chose more than one answer):		1,547

Q12 "A person on a disability payment should be invited to meet an adviser in their nearest Intreo centre to discuss their work ambitions."

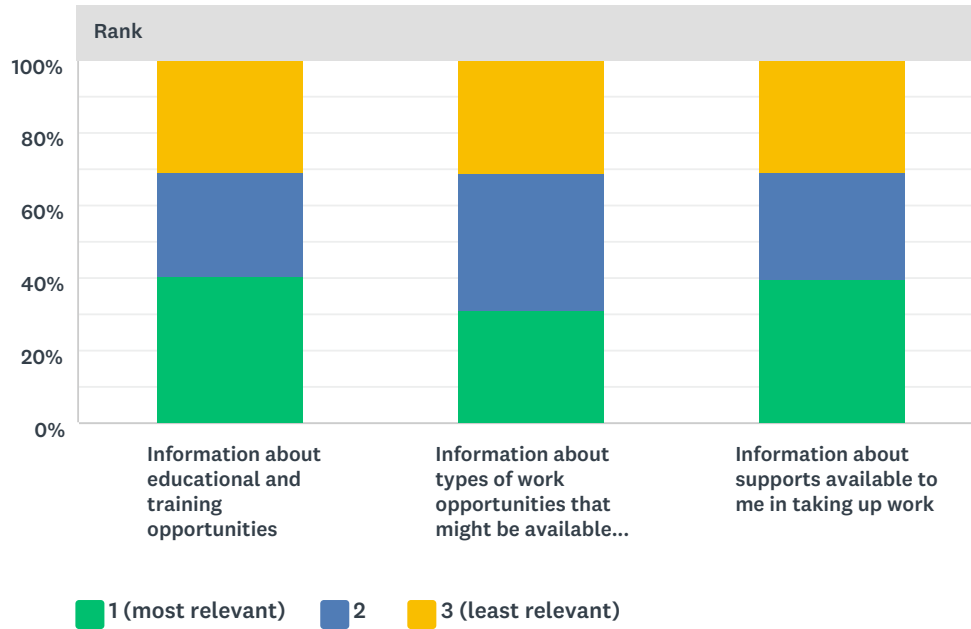
Answered: 1,537 Skipped: 608



ANSWER CHOICES	RESPONSES	
Strongly agree	35.83%	554
Agree	37.26%	576
Don't know	15.39%	238
Disagree	6.40%	99
Strongly disagree	5.11%	79
Total Respondents: 1,537.		Total responses: 1546

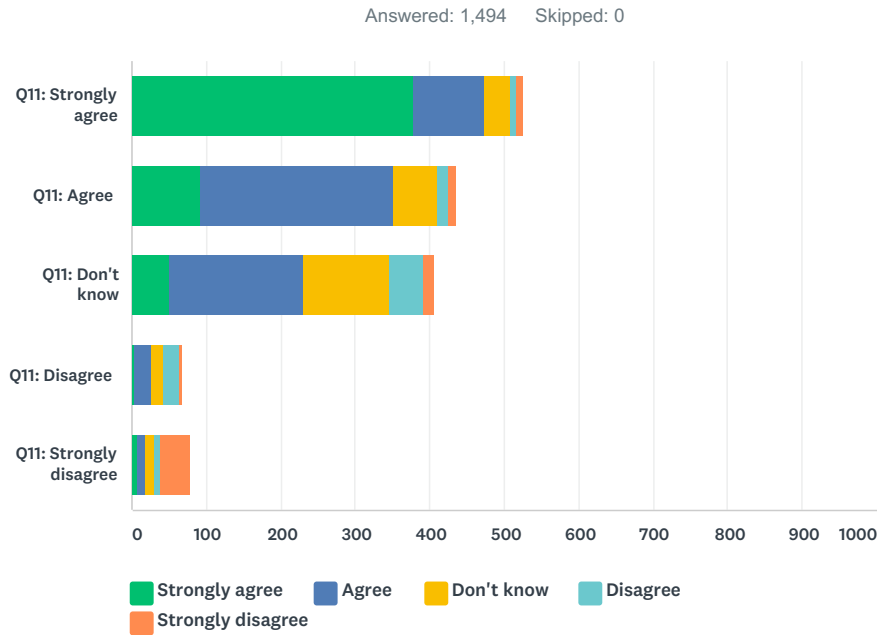
Q13 Which Intreo services and supports would be most important to you? (1=most important, 3=least important)

Answered: 1,537 Skipped: 608



Rank				
	1 (MOST RELEVANT)	2	3 (LEAST RELEVANT)	TOTAL
Information about educational and training opportunities	40.84% 615	28.22% 425	30.94% 466	1,506
Information about types of work opportunities that might be available to me	31.28% 472	37.91% 572	30.82% 465	1,509
Information about supports available to me in taking up work	39.17% 591	29.62% 447	31.21% 471	1,509

Cross-tabulation of Q12 and Q11 (online survey only)



	STRONGLY AGREE	AGREE	DON'T KNOW	DISAGREE	STRONGLY DISAGREE	TOTAL
Q11: Strongly agree	72.22% 377	18.58% 97	6.51% 34	1.72% 9	1.72% 9	35.21% 526
Q11: Agree	21.58% 93	59.86% 258	13.69% 59	3.71% 16	2.09% 9	29.12% 435
Q11: Don't know	12.62% 51	44.31% 179	28.71% 116	11.14% 45	3.71% 15	27.18% 406
Q11: Disagree	7.25% 5	30.43% 21	24.64% 17	30.43% 21	7.25% 5	4.62% 69
Q11: Strongly disagree	10.26% 8	14.10% 11	15.38% 12	10.26% 8	50.00% 39	5.22% 78
Total Respondents	533	563	232	98	77	1,494

Q12 "A person on a disability payment should be invited to meet an adviser in their nearest Intreo centre to discuss their work ambitions."Please indicate on the scale how you feel about this statement.

Q11 "Early engagement" means that, if you are able and want to work, you will get every possible support at the earliest time possible to help you get a job."I think the changes proposed about early engagement could help me achieve my work ambitions."

Appendix

Sample of the comments provided to question 9.

Comment It is incredibly important that they understand diversity. I have multiple brain injuries, and this is not visible. I also have an above average IQ, which seems to go against the stereotype that they expect. This leads to subtle suspicion or insincerity, all of which is completely unnecessary. Your services need to understand the spectrum of diversity with brain injury, especially with regard to its effect on personality (such as, a need for predictable structure and an intolerance for implicit communication)
4/4/2018 2:54 PM

Comment 2 years ago I approached Intreo with my son to be told by staff that its not for people like him (with Down Syndrome) but for Its for people who are work ready. Intreo should be available for all who are looking for work and not discriminate on grounds of disability but think outside the box to help find jobs and supports. Buddying and shorter hours would be a start. I was devastated at such a cold reply. Obviously staff training is needed.
4/4/2018 2:38 PM

Comment You must realise that a large number of our children may never be able to work. It is hard to complete a survey with all questions relating to work when at this stage it is not possible to be able to say if intreo will or will not be of any help. This survey should have different questions for people who definitely will be able to work with help i.e. those who can read and write and for other children who may never be able to be employed or who we don't know at present if they will or will not
4/3/2018 11:33

Comment It should be voluntary with properly trained and supportive staff that has contacts with organisations who can assist. In the recommendations it stated that staff 'will have access to disability awareness training'. This is not good enough. Staff MUST be appropriately trained to conduct these types of supports. People with disability face enough hardships and discrimination as it is. I have personal experience of such staff previously when job seeking and while it's great that there are options and support people available I don't think intreo is the way to go - a separate entity should be set up. There is low take up of additional supports available to disabled people in Ireland since 2016 - have you asked yourselves why this is? It could be something as simple as going through this process into a big building / office, the process is arduous, while many in intreo are extremely helpful - my own personal experience of the 'job support service' and individual planning service is very complicated, being sent from section to section, filling out a ton of paperwork only to sit across from someone who doesn't appreciate my individual circumstances and skills and who was clearly only interested in a tick the box exercise to move paperwork along through the process. I found this whole process extremely difficult - it is not disabled friendly nor empathetic.
3/31/2018 8:44 AM

Comment Service cannot help my son who is severely intellectually disabled, can never work so survey is not really applicable, sorry...
3/27/2018 11:09 PM

Comment I don't think there is one tick box that can answer this. The service needs to be well qualified, dedicated professionals who work on a case/client end to end. The service needs to be accessible and flexible. The service should while in progress not discuss effecting any allowances and the state should support this by providing a percentage of civil services posts to be occupied by people with disabilities. There should also be a state incentive to encourage companies to promote more accessible workplaces and back to work schemes for all abilities.
3/20/2018 4:29

Comment Intreo told me that they are only job is to pay benefits, not for help people to back to work (Cobh, 2017). They should be more aware that some people have mental health problems so they may look fine, but be very anxious inside and very unsure. Their attitude was shocking. I got my job in September without any help, support or advice from Intreo. They should be working hard to identify barriers, make contacts etc.
3/14/2018 11:45 PM

Comment My daughter is profoundly intellectually, non-verbal, doubly incontinent and physically disabled and needs help with all tasks of daily living. To have to fill in a fantasy questionnaire to make her fit into your narrow definitions of disability to keep a pittance of an allowance from the ages of 16-18 when my family will be plunged into poverty as I will be unable to work is insulting and testimony to your cost cutting agenda.
3/14/2018 9:13 PM

Sample of the comments provided to question 13.

Comment Recognition that due to the complexity of my son"s needs he may never be in a position to work
4/6/2018 9:45 PM

Comment Disability comes in different forms and is an insult this questionnaire to severe special needs children and their families and we unable to give accurate answers
4/5/2018 9:45 PM

Comment In some ways, all three options are interdependent and indeed very relevant ie equal ranking really
4/5/2018 3:42 PM

Comment Again, the unfortunate stereotyping of people with brain injury means that one most be expected to to menial work and feel "lucky" to do so. This bias precludes the possibility of professional engagement entirely, which is frankly, unethical.
4/4/2018 2:54 PM

Comment Information about training and educational opportunities is only important if the child/adult with a disability is able to partake in such training. As previously stated there are hundreds of our children who are still at the stage of needing vital intervention services which were not provided earlier therefore we are still at a stage of needing help to get these children

speaking/reading/writing/independent some of whom will never be able to work. I think the government need to realise this and to realise that the one survey cannot fit all. Of course there are numerous people with disabilities who may be able to take up employment in the future but there will also be thousands more who will not. This survey appears to be geared totally to those will have the potential to work.

4/3/2018 11:33 AM

Comment I would agree with all 3 above. I essentially would like to get information on all options available both educationally, course wise, information on opportunities in terms of jobs available as well as supports available to help me in taking up work positions

3/28/2018 2:33 PM

Comment Technology supports e.g. Assisted phones, speakers and microphones for our cochlear implanted daughter so that she can have the same opportunities as her peers.

3/28/2018 10:48 AM

Comment I think it can be very intimidating for people to be advised to attend Intreo meetings. The invitations are very formal and from my own experience, people are afraid they will lose their benefits. It needs to be clear that this is to help people find work and they will not lose their benefits if they are not successful. It should be an informal meeting. Let them bring someone they are familiar with to the meetings.

3/24/2018 7:46 AM

Comment My child has intellectual & physical disabilities and would not be in a position to take up any form of work

3/15/2018 2:39 PM

Comment None, my teenager with her disability can barely go out of the house, let alone go into an office to discuss work, she doesn't have the intellect or the understanding of what is happening and would cause more anxiety which in turn would leave to more self injurious behaviour, this isn't a reality for my child

3/15/2018 11:48 AM

Comment The above statements are ranked 1 to 3 but in my opinion they are all equally important and all carry significant weight in helping a person with a disability realise their employment dreams and ambitions.

