



Report prepared by Community
Housing Industry Association (CHIA)
NSW

17 May 2019

Contents

Section 1: Introduction	3
Section 2: Methodology	4
Section 3: Executive Summary.....	6
Section 4: Human Service Outcome Domains	9
Section 5: Reason for seeking support.....	11
Section 6: Current Situation.....	12
Section 7: Service Provision.....	13
Section 8: Overall satisfaction	28
Section 9: Meeting Children’s Needs	30
Section 10: Accommodation.....	31
Section 11: Impact of Service.....	44
Section 12: Wellbeing.....	66
Section 13: Sub-Group Analysis.....	100

This report was prepared by:

Zed Tintor and Adam West
Community Housing Industry Association NSW
Suite 5, 619 Elizabeth St, Redfern NSW 2016
E: ZedT@communityhousing.org.au

AdamW@communityhousing.org.au

T: 02 9690 2447 W: www.communityhousing.org.au

Section 1: Introduction

This report provides the findings of the independent Specialist Homelessness Services client satisfaction survey conducted by the Community Housing Industry Association (CHIA) NSW on behalf of the Homelessness Industry and Workforce Development Strategy - a partnership between Domestic Violence NSW, Yfoundations and Homelessness NSW.

This survey measures satisfaction with services and client outcomes resulting from accessing SHS services.

The aims of the sector wide client satisfaction survey were to:

- Establish levels of well-being of service users and their experiences
- Benchmark the results for each service provider
- Inform future service delivery improvements

One of the main drivers for the survey was to identify the impact that the sector is having on clients. The sector has aligned its outcomes measurement to the outcomes identified in the Human Services Outcomes Framework (HSOF). To support this and to ensure that the sector has validated indicators to adopt, the Homelessness Industry and Workforce Development Strategy engaged the Centre for Social Impact to develop the Homelessness Outcomes Indicator Databank following a rigorous research and consultation process. The databank includes best practice validated and prioritised indicators mapped against HSOF. Key questions mapped to the HSOF and drawn from the Homelessness Outcomes Indicator Databank were included in the survey and these results are presented against HSOF domains in Section four of this report.

This aggregate report provides a sector wide summary for all participating services and highlights sector strengths and areas for improvement. The Homelessness Industry and Workforce Development Strategy can use this data to demonstrate levels of client satisfaction and the impact of the sector as a whole to stakeholders.

Each participating SHS that received over 10 responses, will also receive a headline smart report that describes their individual results and benchmarks them with other participants. This will enable them to consider their individual performance against that of their peers and consider if there are areas for continuous improvement.

It is anticipated that the survey will be conducted sector wide on an annual basis to track changes over time and to measure and guide sector development.

The data tables provide results analysed by all major target segments, including demographic and Regional segments.

CHIA NSW thanks everyone who participated in this important survey.

Section 2: Methodology

The questions used in this survey were developed following an extensive consultation with the sector reference group of 12 SHS providers.

The sector reference group identified common measures of client satisfaction for use by diverse homelessness services. Questions were mapped to align with the Human Services Outcomes Framework domains:

- Home
- Safety
- Education
- Economic
- Empowerment
- Health
- Social and Community

The questionnaire consisted of 38 multiple choice questions and contained the following sections:

1. Service Experience
2. Current situation
3. Impact of Service
4. About you (user profile)

The survey was implemented sector wide between 11 March to 12 April 2019. The survey was available online and also administered via an app that was downloaded to a tablet or smart phone.

Services were required to introduce the survey to clients and encourage them to complete it. Participants were able to complete the survey on their own or a member of staff could assist them to complete the survey.

Participation in the survey was entirely voluntary and the survey could not be completed unless the client provided informed consent. Of the 1,118 who began the questionnaire, 1051 (94%) gave their consent to take part in the survey. The consent process emphasised that there would be no negative consequences for clients whether or not they participated or if they provided negative feedback about their service.

Participation in the sector survey was free of charge for SHSs as it was funded by the Homelessness Industry and Workforce Development Strategy.

In total 56 services took part in the study.

Nonresponse error

Nonresponse error occurs when people selected for a sample are not interviewed, in this case when service users did not complete the survey because they were unable, unavailable, unwilling to do so, or possibly were not introduced to the survey by service staff.

Nonresponse is a problem for survey quality because it almost always introduces systematic bias into the data. Service users may be unwilling to take the survey because they simply don't trust the researcher/staff

member, don't trust that their feedback will remain confidential, or because they fear that negative feedback will affect the assistance that they receive from their service provider or service worker.

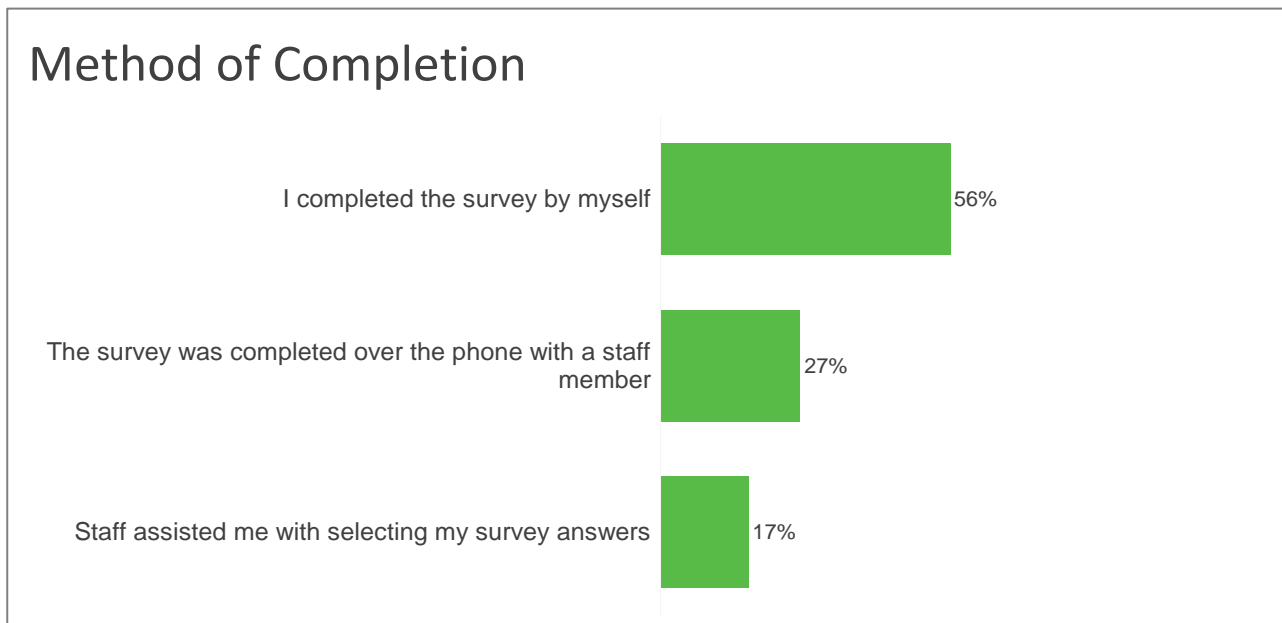
Hard to reach clients who are less engaged with services due to a range of factors may also be under represented in this survey. Clients who feel marginalised or excluded from services may not feel that their needs are as well catered for. The absence of hard to reach clients may have contributed to the very high levels of satisfaction experienced in this survey.

Whilst a client's informed consent was received prior to asking any questions, nonresponse error or other bias may have had some impact on the results.

Please note that percentages may not add to 100% due to rounding.

Method of Completion

Just over half of the sample (56%) completed the survey by themselves, 27% completed the survey over the phone and 17% were assisted by a member of staff.



Section 3: Executive Summary

Overall this is a very positive set of results and clients reported high scores for their experiences of services and for their well-being.

Respondent Profile:

Of the 1,051 participants who completed this survey, the largest cultural group were those born in Australia (not Aboriginal or Torres Strait Islander) at 40%, with Aboriginal or Torres Strait Islander respondents making up 27% of the overall responses, and migrants 14%. Only 5% of respondents were over 60 years of age, however 38% were under the age of 25 reflecting the number of specialist youth services taking part in this survey.

Service Provision

Satisfaction with service provision indicators were extremely high (between 83% and 99% satisfied). In particular:

- 99% agreed that staff treated them with respect
- 97% agreed that staff understood their needs
- 94% agreed that they were involved in setting their accommodation options

Sub group analysis failed to identify an overall theme in terms of variations in satisfaction with customer service, but the following significant differences were identified in this section:

For satisfaction with staff being sensitive to ethnic and cultural background; organisations specialising with Youth scored significantly lower (88%) than Generalist organisations (93%).

In terms of respondents having participated in setting case plan goals; Rural organisations' scores fell significantly (from 96% to 90%) while the score for Sydney organisations saw a significant increase (from 89% to 94%).

Residents in Regional organisations were significantly less likely to agree that staff have referred them to other services in 2019 (89%) than 2018 (94%).

Residents in Regional organisations were significantly more likely than residents in other areas to say that staff had informed them about accommodation options (97%). Similarly, residents in DFV organisations were significantly more likely to agree with this statement than those in Generalist and Youth organisations.

Residents in Sydney organisations were significantly more likely to agree that they had been informed how to make a complaint in 2019 (84%) than in 2018 (75%). Youth organisations also recorded a significant increase in this indicator (from 72% to 82%).

Overall Satisfaction

95% said that they are satisfied with the services provided. This is almost exactly the same as the score recorded in 2018, (96%). There were no significant differences between subgroups identified for this indicator.

Meeting Children's Needs

Services catered well for the needs of children; 75% said that all their children's needs were met, 21% saying that some of their children's needs were met and just 4% saying that none of their children's needs were met.

Satisfaction with Accommodation

Turning to the quality of accommodation; high levels of satisfaction were recorded for all indicators with 85% satisfied with the safety of current accommodation being the highest scoring item in this section. 81% said that they are satisfied with the privacy in their current accommodation, which was a significant increase compared to 2018 (77%).

Detailed analysis of these questions found that those sleeping rough and those who have recently left custody were less positive in general.

The main finding in this section was the poor performance of Rural organisations:

Residents living in homes provided by Rural organisations were significantly less satisfied with their current accommodation (65%) than all other regions.

Residents living in homes provided by Rural organisations were significantly less satisfied with the privacy of their current accommodation (70%) than all other regions.

Residents living in homes provided by Rural organisations were significantly less satisfied with the cost of their current accommodation (65%) than all other regions

For privacy of accommodation, Rural organisations (60%) scored significantly below all other regions (82% to 85%), the score of 60% was also significantly lower than the 73% reported in 2018:

Impact of service

The results show that homelessness services are having a positive effect on various aspects of respondents' lives. The highest score related to respondents improved emotional state since getting assistance from the service (84% improved) followed by confidence in dealing with changes (80% improved). Headline numbers are lower in some other areas, although overall the results show that clients believe homelessness services are making significant contributions in areas such as improving educational opportunities (50% improved) and employment opportunities (47% improved). There were no statistically significant changes when comparing headline scores in 2019 to 2018.

The following statistically significant differences were identified:

There was a significant increase in the proportion of DFV residents saying that their financial situation has improved (from 57% to 67%).

Respondents living in Sydney organisations were significantly more likely to say that their education opportunities have improved (56%), than those in Regional (47%) and All Region (44%) organisations. Youth specialist organisations (69%) scored significantly above both Generalist organisations (45%) and DFV organisations (46%) for the same indicator.

Sydney organisations scored significantly higher for employment opportunities (51%) than organisations covering All Regions (38%). Also for this indicator, Youth specialist organisations (61%) scored significantly above both Generalist organisations (42%) and DFV organisations (44%). And there was a significant fall in satisfaction for Generalist organisations, while there was a statistically significant increase in satisfaction for DFV organisations.

There is a significant increase in the '% Improved' score for Youth specialist organisations when looking at their connection with others, (58% in 2018 to 68% in 2019).

Organisations servicing All regions have seen a statistically significant increase in the ‘% Improved’ score for confidence in dealing with change, rising from 72% to 83%.

Wellbeing Index

With regard to personal wellbeing, the average overall wellbeing score was 69.2 points which is below the range set by the Australian Unity Wellbeing Index report for Australia as a whole (between 73.4 – 76.4 points). In terms of geographic comparisons, those people in Regional areas had the highest average Wellbeing Index score (71.3) while it was lowest in Rural areas (66.5). Organisations specialising in Youth support scored the highest for overall wellbeing (70.7), with DFV organisations scoring lowest (68.0). This is a pattern which is repeated throughout the Wellbeing areas. Clients in private rental housing have the highest Wellbeing Index score (73.0), while those sleeping rough have a score of just 46.9. As expected, clients who are sleeping rough scored the lowest on all of the wellbeing index variables.

When looking at the individual wellbeing areas, the best performing areas were feeling safe (77.0) followed by standard of living (72.4). The two lowest performing Wellbeing areas were future housing security (67.9) and future financial security (64.5).

Human Services Outcomes Framework

One of the main drivers for the survey was to identify the impact that the sector as a whole is having on clients. The sector has aligned its outcomes measurement to the outcomes identified in the Human Services Outcomes Framework (HSOF). To support this and to ensure that the sector has validated indicators to adopt, the Homelessness Industry and Workforce Development Strategy engaged Centre for Social Impact to develop the Homelessness Outcomes Indicator Databank following a rigorous research and consultation process. The databank includes best practice validated and prioritised indicators mapped against HSOF. Whilst there has been little change since 2018, results here are still positive with scores in the Safety domain being particularly impressive.

Demographics:

The demographic breakdown provides valuable information on the different sub-groups of respondents. Just over a quarter of respondents (27%) were Aboriginal and a further 14% were either a migrant (not born in Australia) or refugee / asylum seeker. Satisfaction levels amongst these groups were also high.

There was some variation of satisfaction by age. Respondents aged 21-25 were the least satisfied group overall when compared to the average, particularly in areas such as overall services provided (91% vs 95%), and accommodation (78% vs 82%).

When looking at differences by disability, those without a disability were the most satisfied group.

Section 4: Human Service Outcome Domains

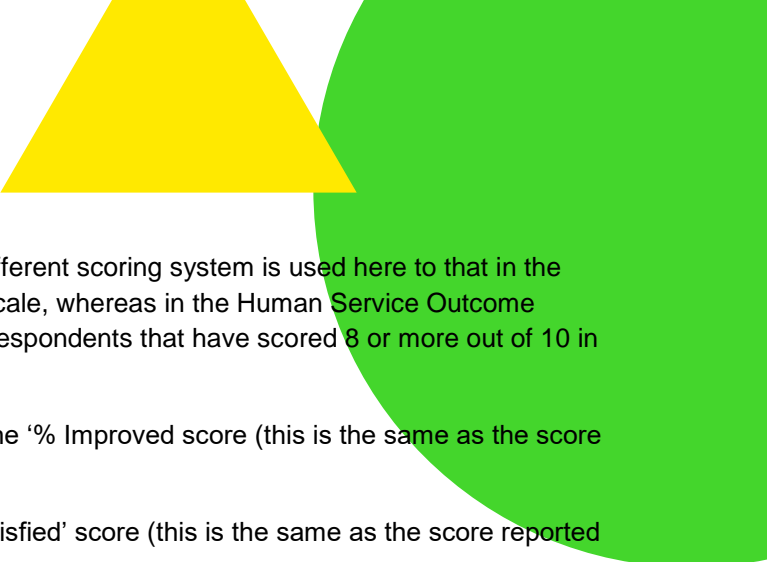
One of the main drivers of the survey was to identify the impact that the sector has on clients. The sector has aligned its outcomes measurement to the outcomes identified in the Human Services Outcomes Framework (HSOF). To support this and to ensure that the sector has validated indicators to adopt, the Homelessness Industry and Workforce Development Strategy engaged the Centre for Social Impact to develop the Homelessness Outcomes Indicator Databank following rigorous research and consultation. The databank includes best practice validated and prioritised indicators mapped against HSOF.

Key indicators from the Indicator Databank were included in the survey and the table below presents the headline results mapped against the HSOF domains. These have been summarised in the table by individual indicator and by using a summary domain score.

The results suggest that the sector is having a significant impact across all seven HSOF domains. Looking at the domains, the highest score was for the safety domain, where the average score was 80% positive impact (up by 3%). Satisfaction with 'Safety of my current accommodation' was particularly high at 85%.

It seems that the sector is generating positive outcomes even with longer term, trajectory outcomes such as employment (47%) and educational opportunities (51%).

Domain	Item	Item Score	Domain Score
Economic	Impact of service: Employment opportunities	47% ⇔	58% ⇔
	Impact of service: Financial situation	66% ↑2	
	PWI: Standard of Living	65% ↓2	
	PWI: Financial Security	52% ↓2	
Education / skills	Impact of service: Educational opportunities	51% ↑1	51% ↑1
Home	PWI: Future housing security	59% ↑2	71% ↑3
	Satisfaction: Current accommodation	82% ↑3	
Health	PWI: Health	59% ↓1	61% ↓1
	PWI: General wellbeing	62% ↓2	
Safety	PWI: Feeling of safety	73% ↑3	80% ↑3
	Satisfaction: Safety of current accommodation	85% ↑3	
	Satisfaction: Privacy of current accommodation	81% ↑4	
	Satisfaction: Cost of current accommodation	80% ↑2	
Social and community	Impact of service: Connection with others (e.g. family or friends)	65% ↑1	63% ⇔
	Impact of service: Connection with the community	68% ↓1	
	PWI: Personal relationships	58% ↑1	
	PWI: Feeling part of the community	60% ⇔	
Empowerment	Impact of service: Emotional state	84% ↓1	71% ↑1
	Impact of service: Confidence dealing with changes	80% ↑2	
	PWI: What you are achieving in life	58% ⇔	
	PWI how satisfied with life as a whole?	60% ↑3	



Three separate calculations are used:

1/ For the Personal Wellbeing Index (PWI) variables a different scoring system is used here to that in the report. In the report a scoring system is applied to this scale, whereas in the Human Service Outcome Domain table below we are reporting the percentage of respondents that have scored 8 or more out of 10 in terms of satisfaction.

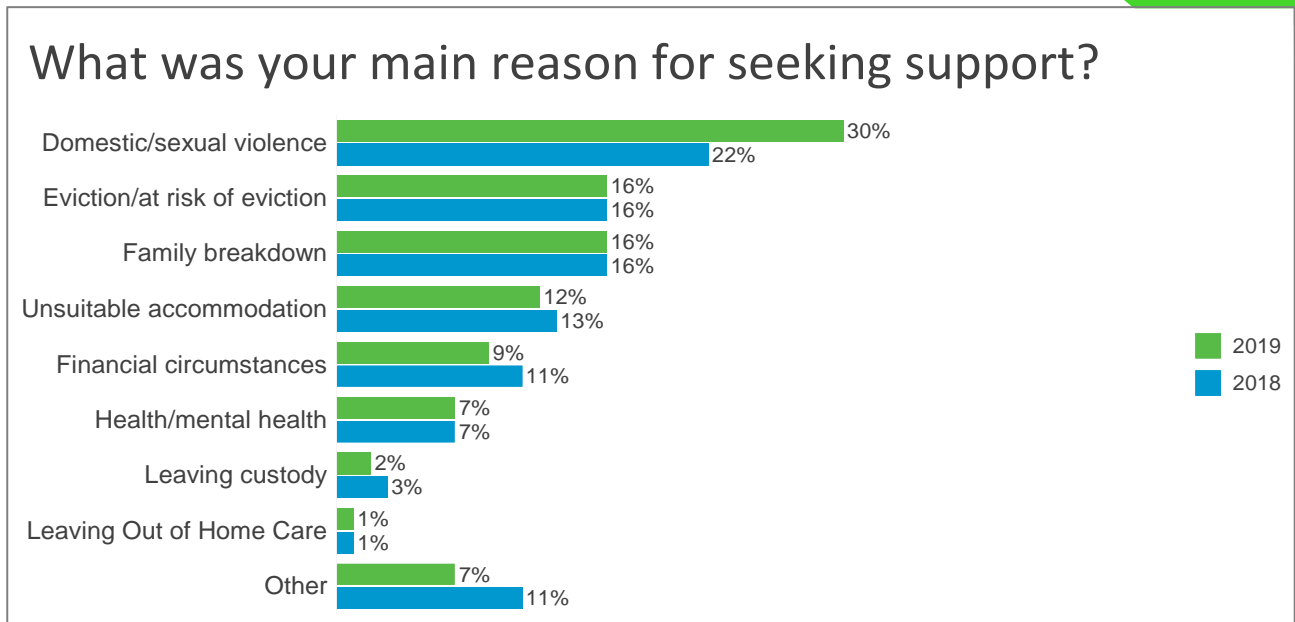
2/ For the Impact of service questions we are reporting the ‘% Improved score (this is the same as the score reported in the main body of this report).

3/ For the satisfaction scores we are reporting the ‘% Satisfied’ score (this is the same as the score reported in the main body of this report).

Domain score is an average of the contributing item scores.

Section 5: Reason for seeking support

There were a great many life changing reasons why clients have sought support from homelessness organisations, including domestic and family violence (30%), eviction (16%) and family breakdown (16%). The proportion saying that they sought support due to domestic or sexual violence increased significantly since 2018 (from 22% to 30%).



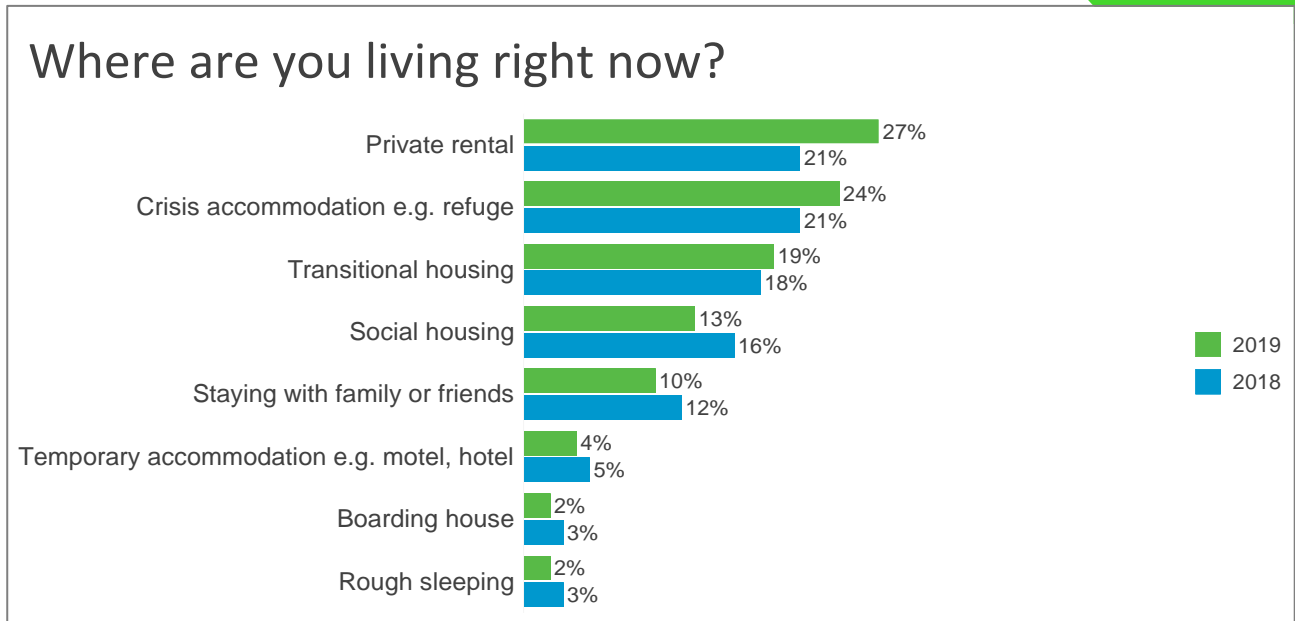
Female respondents were significantly more likely than male respondents to say that the reason for seeking support was related to domestic and family violence/ sexual violence (40% vs 7%).

The response patterns for different age groups varies, for example family breakdown is the main reason that those aged 16-20 sought advice while eviction or the threat of eviction was the main reason that those aged 61+ sought support. The data is shown below.

	All	16-20	21-25	26-30	31-40	41-50	51-60	61+
Domestic & family violence/Sexual violence	30%	21%	31%	43%	41%	36%	23%	6%
Eviction/at risk of eviction	16%	7%	12%	20%	18%	19%	24%	34%
Family breakdown	16%	38%	15%	8%	7%	10%	9%	2%
Overcrowding or unsuitable accommodation	12%	13%	19%	11%	11%	8%	9%	13%
Financial circumstances	9%	3%	7%	10%	8%	14%	10%	23%
Health (including mental health; medical issues; drug, substance or alcohol use)	7%	6%	5%	3%	8%	8%	13%	6%
Leaving custody	2%	2%	1%	-	2%	-	3%	4%
Leaving Out of Home Care	1%	3%	2%	-	-	-	-	-
Other	7%	7%	8%	4%	5%	4%	10%	13%

Section 6: Current Situation

Respondents were asked where they are living and how they feel about their current accommodation. Clients have a wide variety of living arrangements, with 27% in private rental, (significantly higher than in 2018; 21%), 24% in crisis accommodation, 19% in transitional housing and 13% in social housing.



There is some variation by age group, with those aged 61 or over more likely to be in private rental, while those aged 16-20 are more likely to be in crisis accommodation. The 21-25 aged group were more likely to use transitional housing than other age group, while the 51-60 age group were the group more likely to be in social housing (or private rental).

Age group	16-20	21-25	26-30	31-40	41-50	51-60	61+
Private rental	16%	31%	28%	30%	25%	34%	38%
Crisis accommodation e.g. refuge	31%	16%	16%	25%	29%	15%	25%
Transitional housing	19%	27%	13%	19%	19%	13%	9%
Social housing	8%	6%	20%	12%	13%	27%	19%
Staying with family or friends	19%	15%	10%	6%	5%	4%	-
Temporary accommodation e.g. motel, hotel	4%	2%	6%	3%	5%	4%	2%
Boarding house	1%	3%	5%	2%	3%	1%	2%
Rough sleeping	2%	1%	1%	2%	-	3%	6%

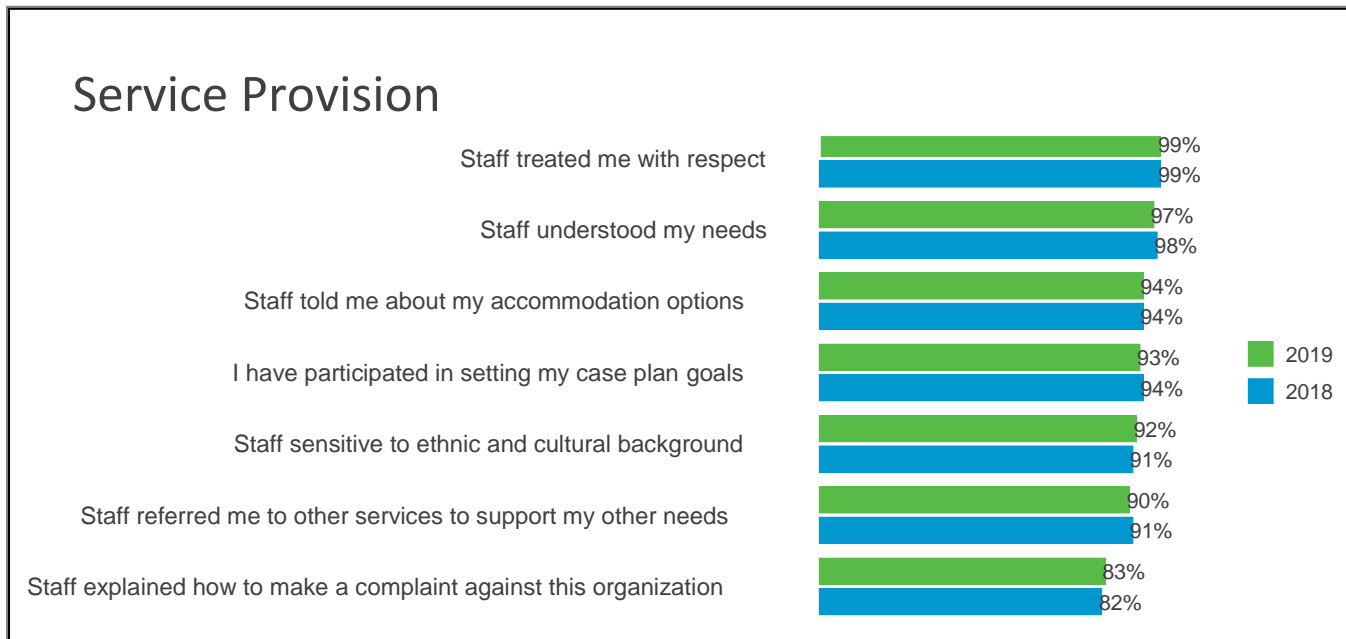
Section 7: Service Provision

It is important that service providers are client centred and collaborative in their approach. These questions were designed to measure the extent to which clients are involved in making decisions and the quality of support received from staff.

Clients reported high scores for all aspects and results were similar to those recorded in 2018:

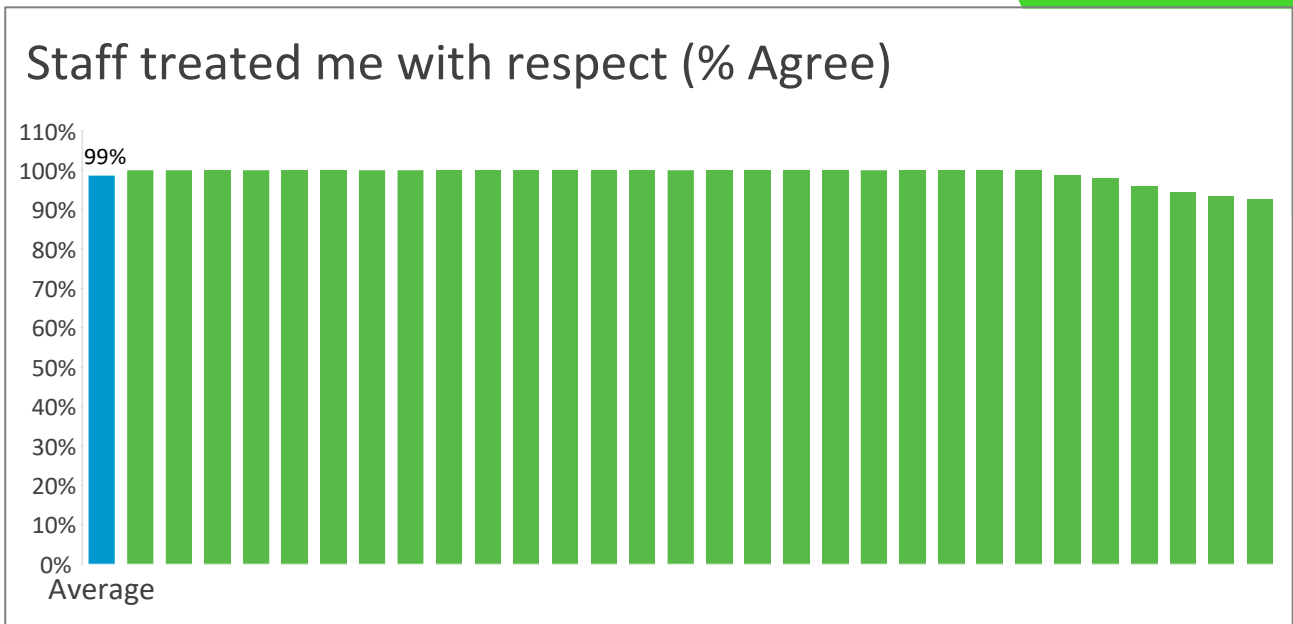
- 99% agreed that staff treated them with respect
- 97% agreed that staff understood their needs
- 94% agreed that staff told them about their accommodation options
- 93% agreed that they were involved in setting their case plan goals
- 92% agreed that staff were sensitive to their ethnic and cultural background
- 90% agreed that staff referred them to other services to support their other needs
- 83% agreed that staff explained how to make a complaint about their organisation.

In the following pages we look at these scores in more detail.

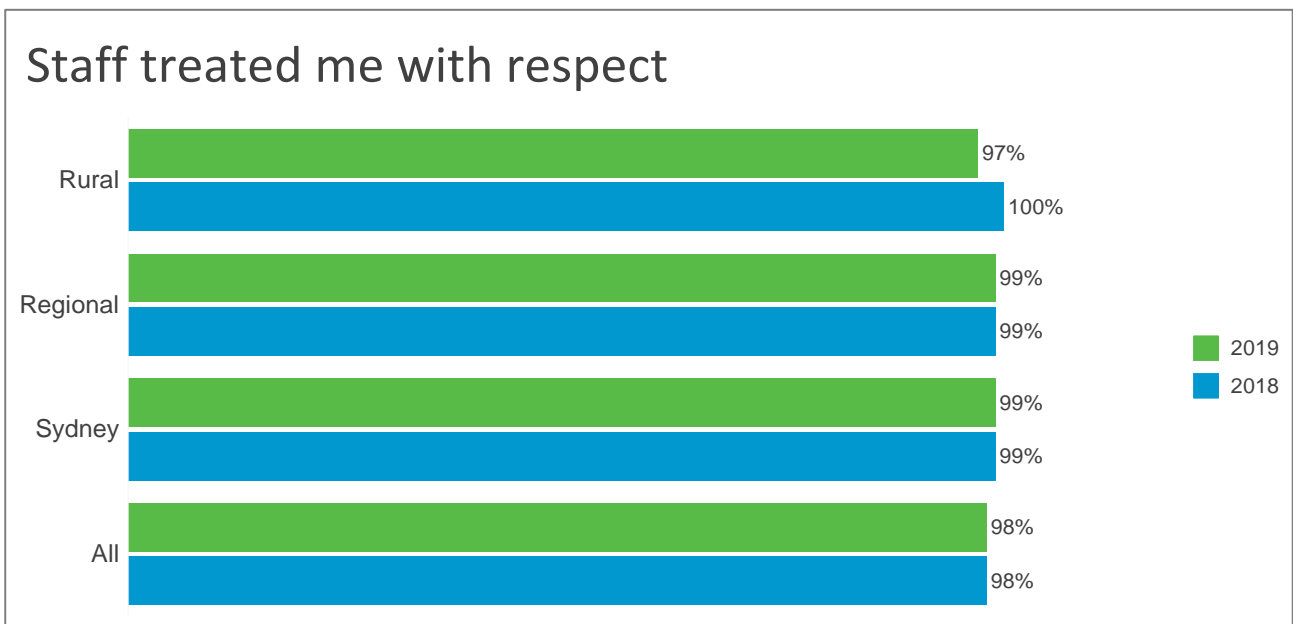


Staff treated me with respect

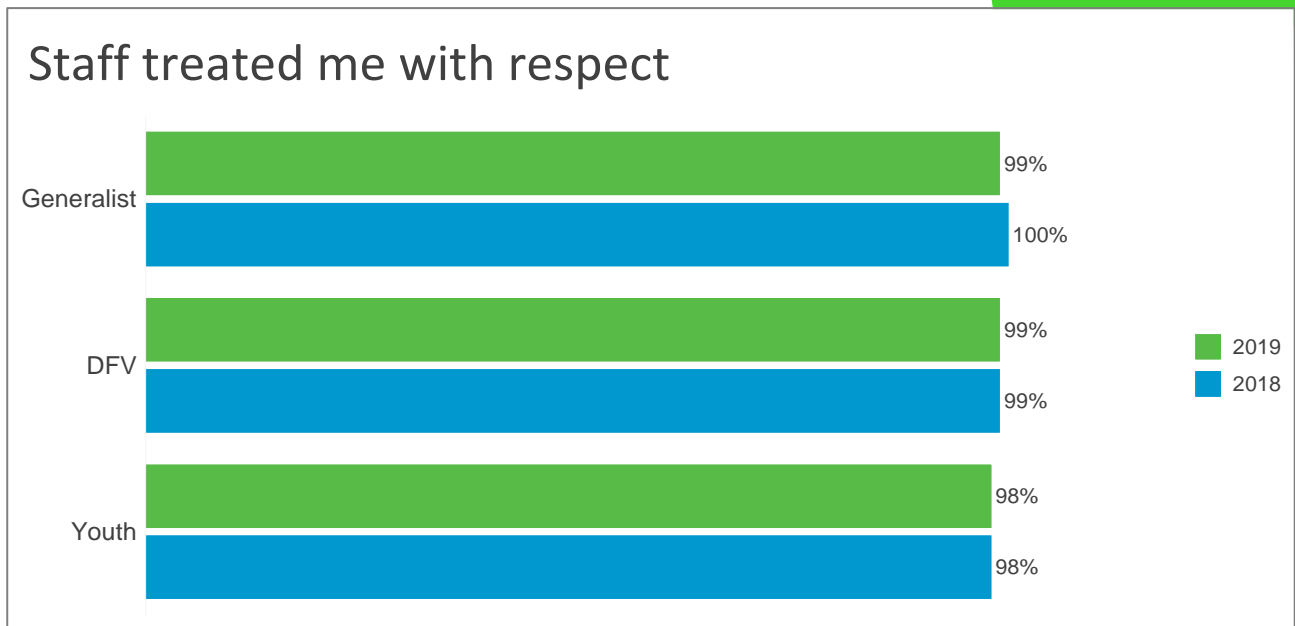
99% agreed that staff treated them with respect. Only 6 of the providers with at least 10 respondents received a score below 100%, and only six respondents in total disagreed.



There is little variation when comparing these scores for different regions:

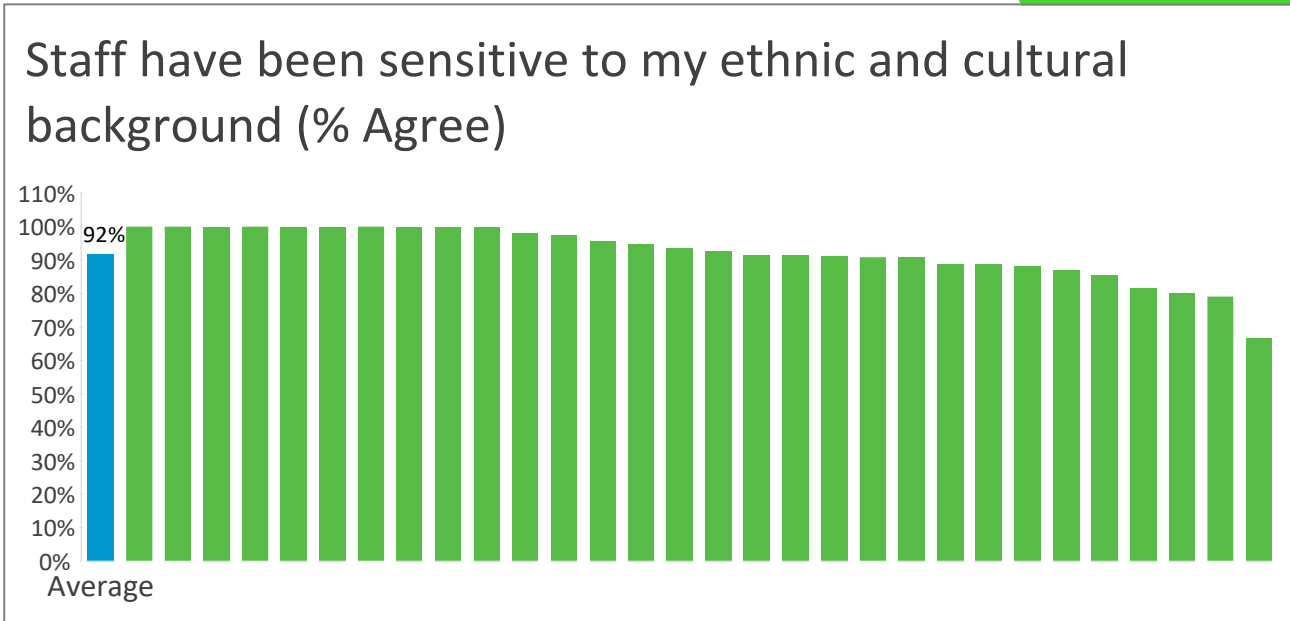


There is little variation when comparing these scores for different specialities:

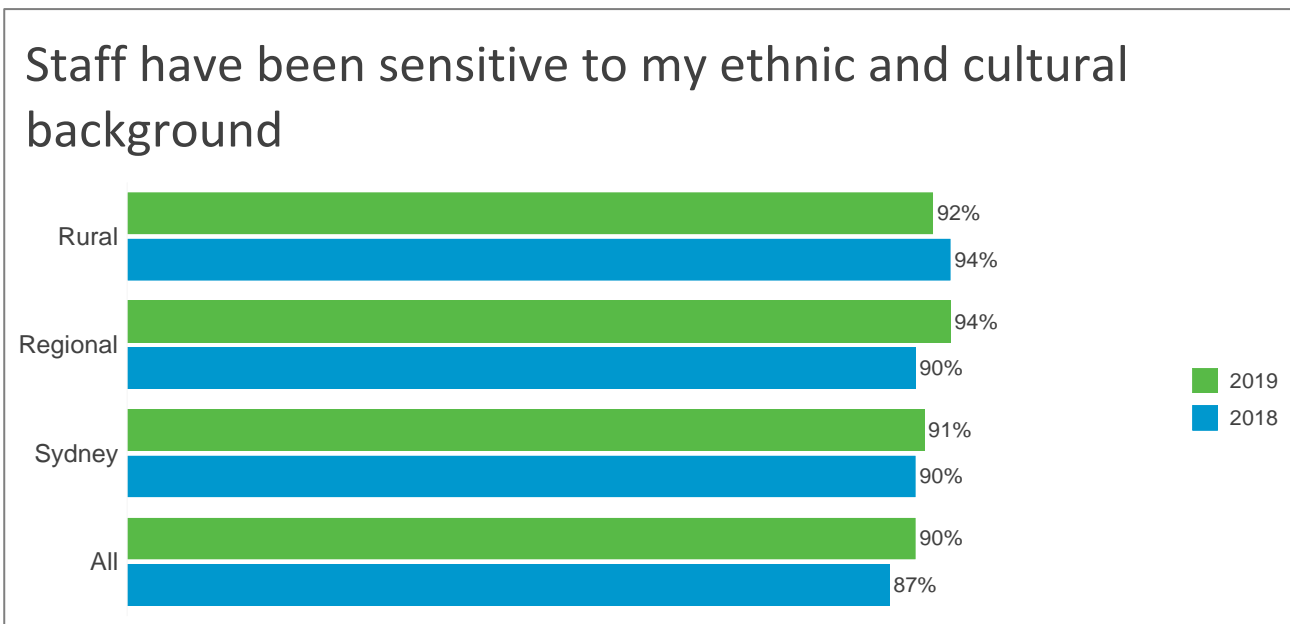


Staff have been sensitive to my ethnic and cultural background

92% agreed that staff were sensitive to their ethnic and cultural background. Only seven people disagreed, spread over four different providers, 10 providers received a score of 100%.



There were no significant differences when comparing the responses for different region type, with scores ranging between 90% and 94%:



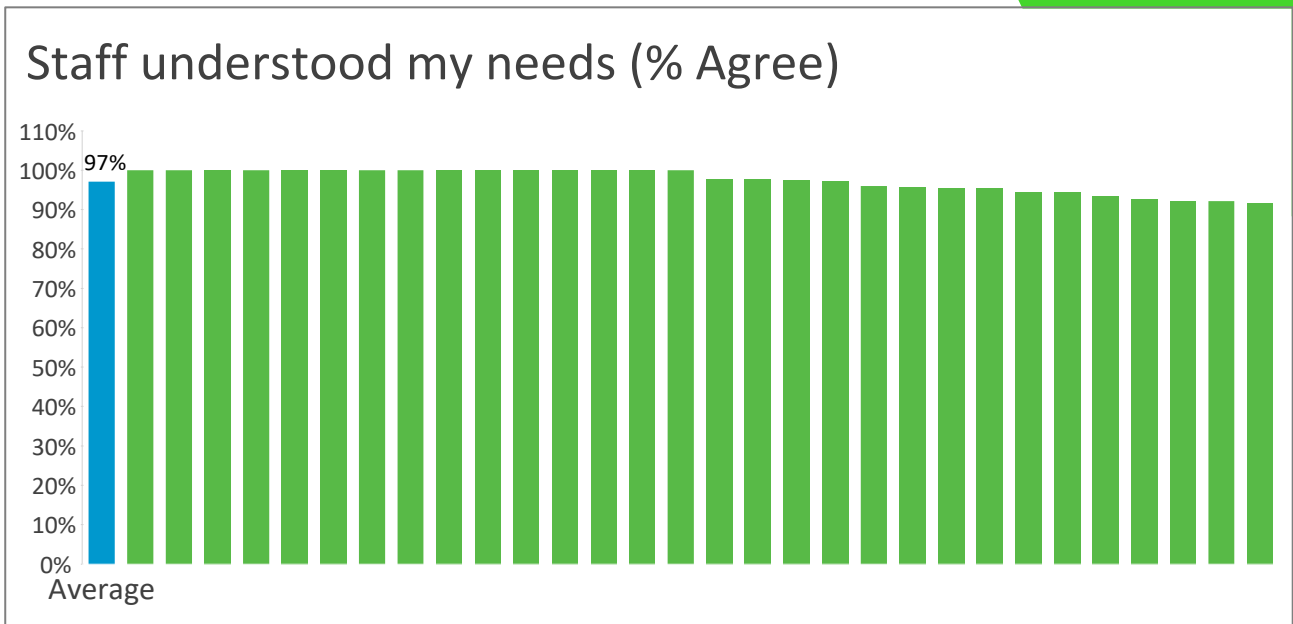
Organisations specialising with Youth scored significantly lower (88%) than Generalist organisations (93%).

Staff have been sensitive to my ethnic and cultural background

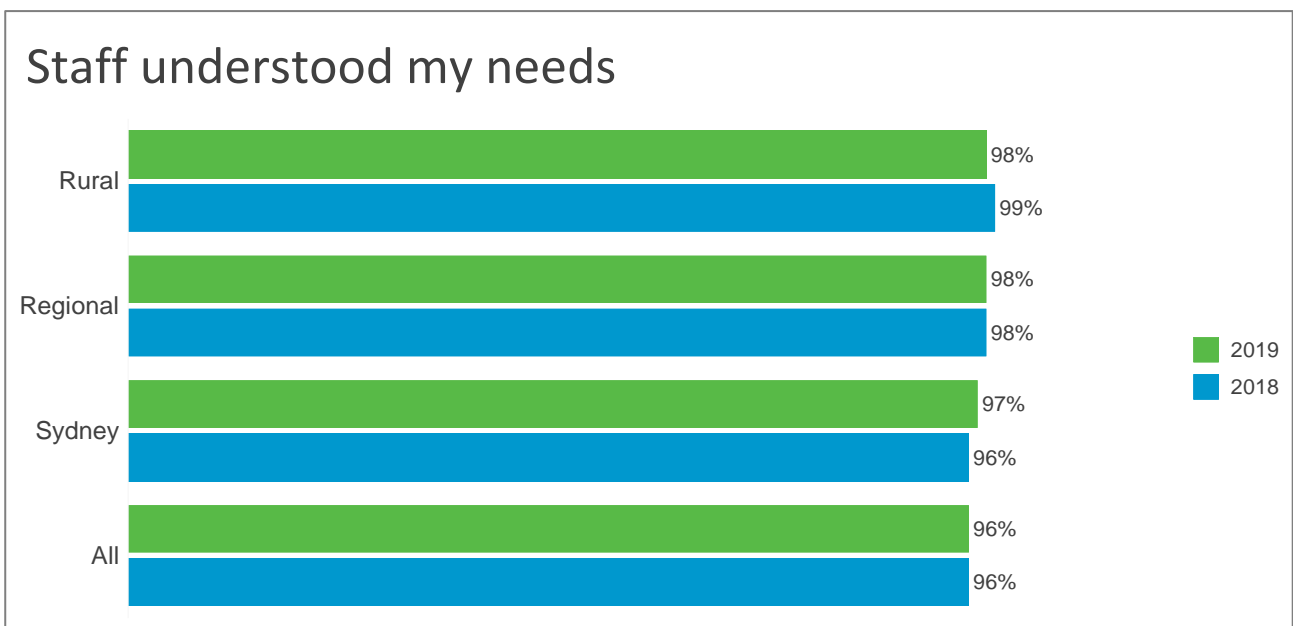


Staff understood my needs

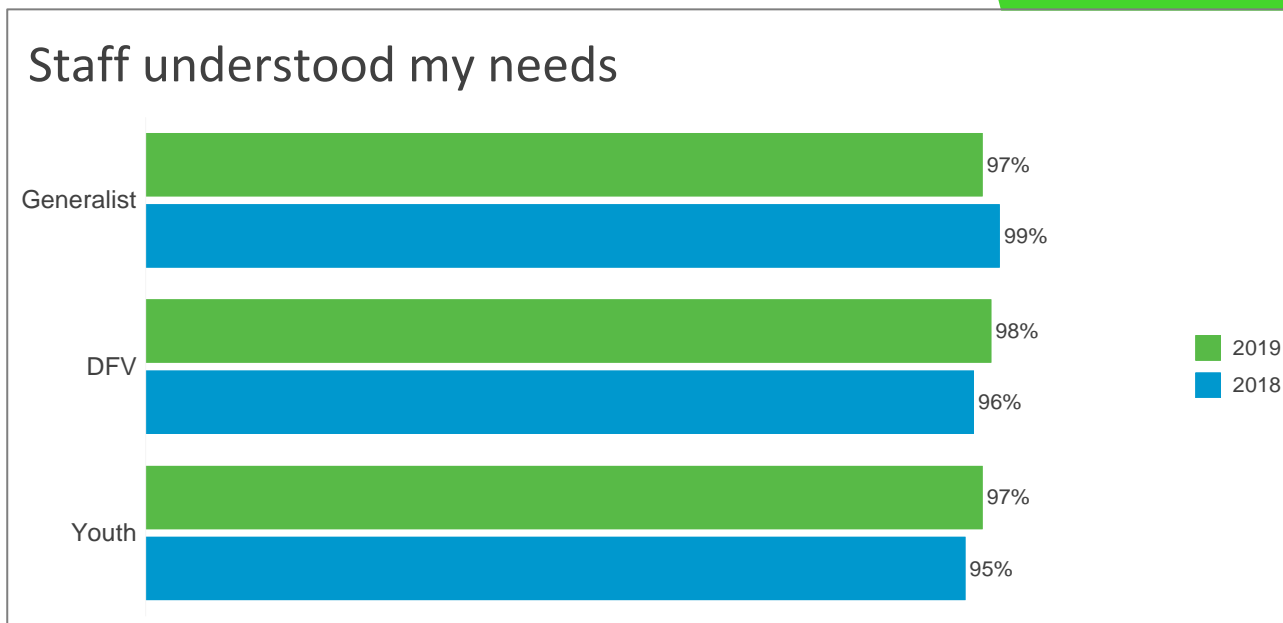
97% agreed that staff understood their needs (eight people disagreed, four of whom are housed by the same provider).



There were no significant differences when comparing different regions with scores ranging between 96% and 98%.

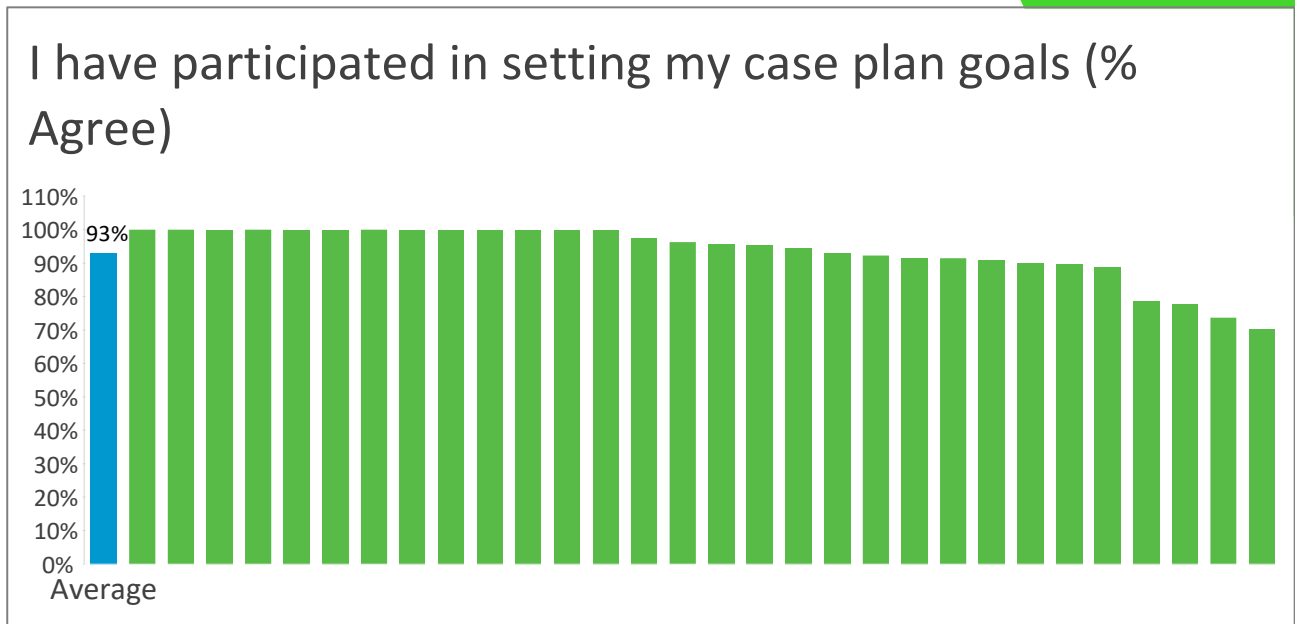


There were no significant differences when comparing different specialisms with scores ranging between 97% and 98%.

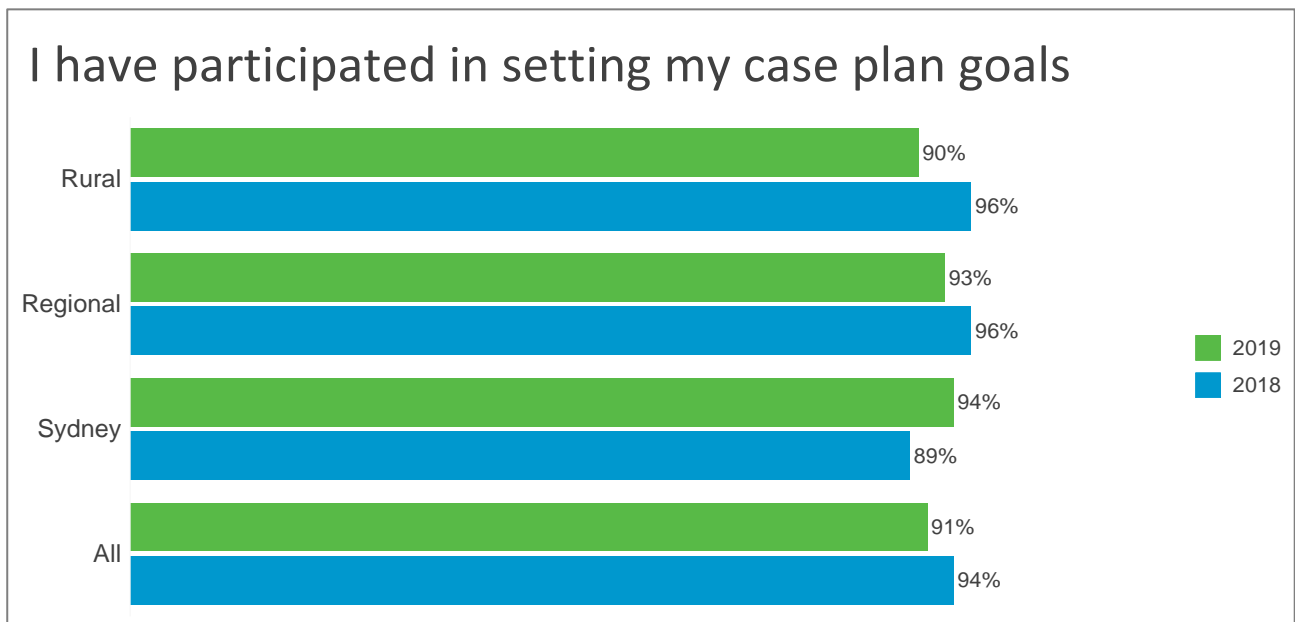


I have participated in setting my case plan goals

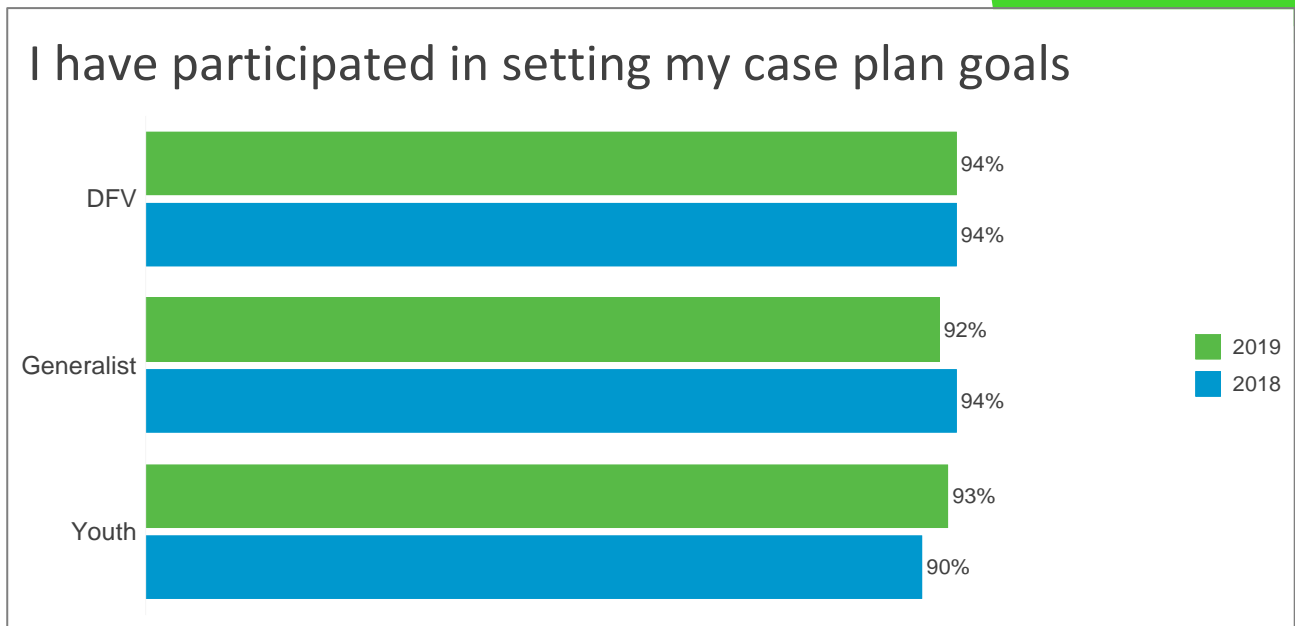
93% agreed that they were involved in setting their case plan goals (16 people disagreed, spread over several different providers).



There were no significant differences when comparing different regions with scores ranging between 90% and 94%, however the score for Rural organisations fell significantly while the score for Sydney organisations saw a significant increase.



There is little variation when comparing these scores for different specialities:

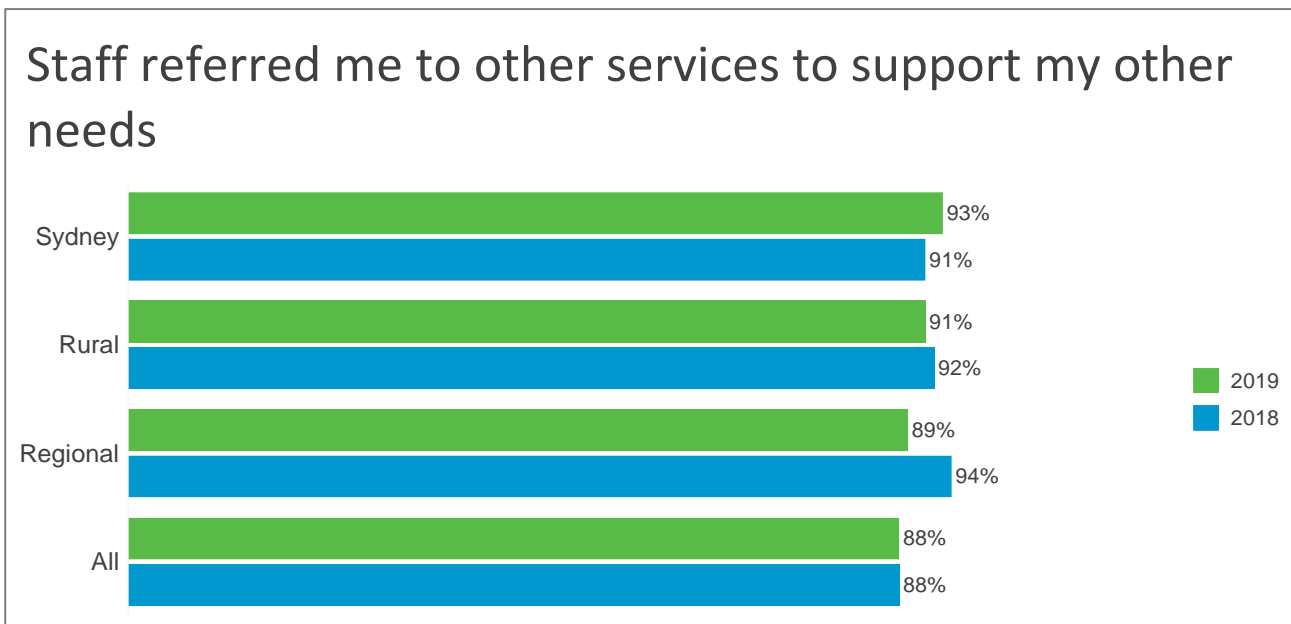


Staff referred me to other services to support my other needs

90% agreed that staff referred them to other services to support their other needs (25 people disagreed, spread over several providers, although for one provider eight people disagreed).



There were no significant differences when comparing different regions with scores ranging between 88% and 93%, however the score for Regional organisations saw a statistically significant decrease.



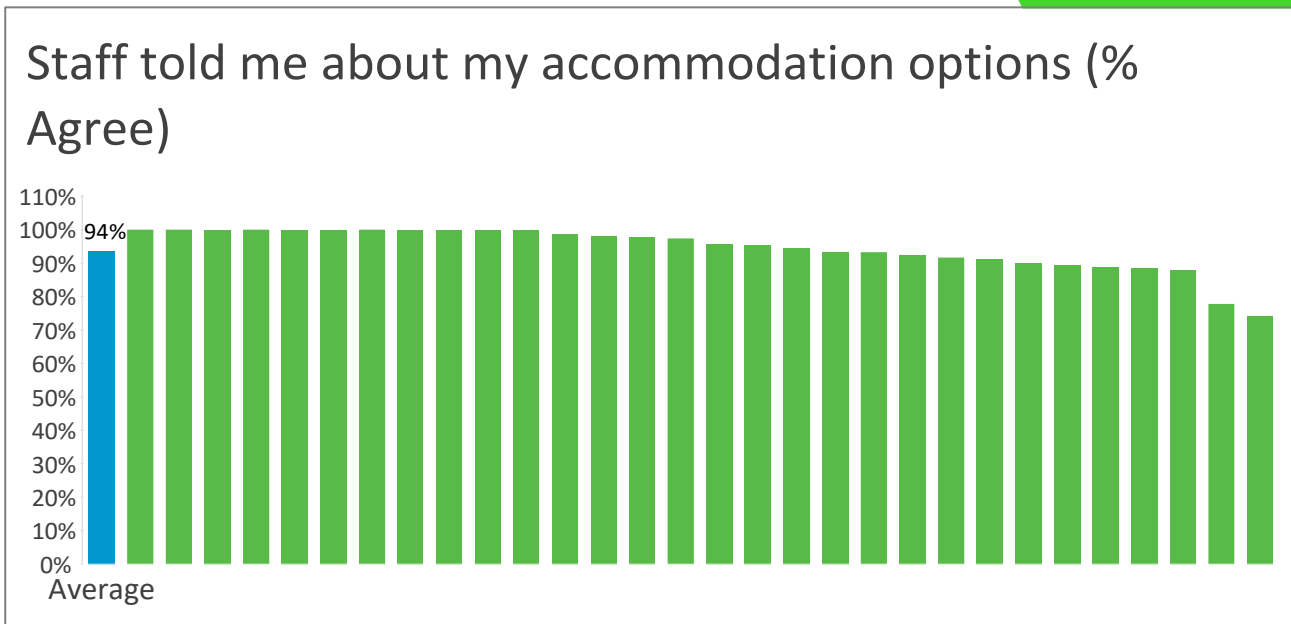
There were no significant differences when comparing different specialisms:

Staff referred me to other services to support my other needs

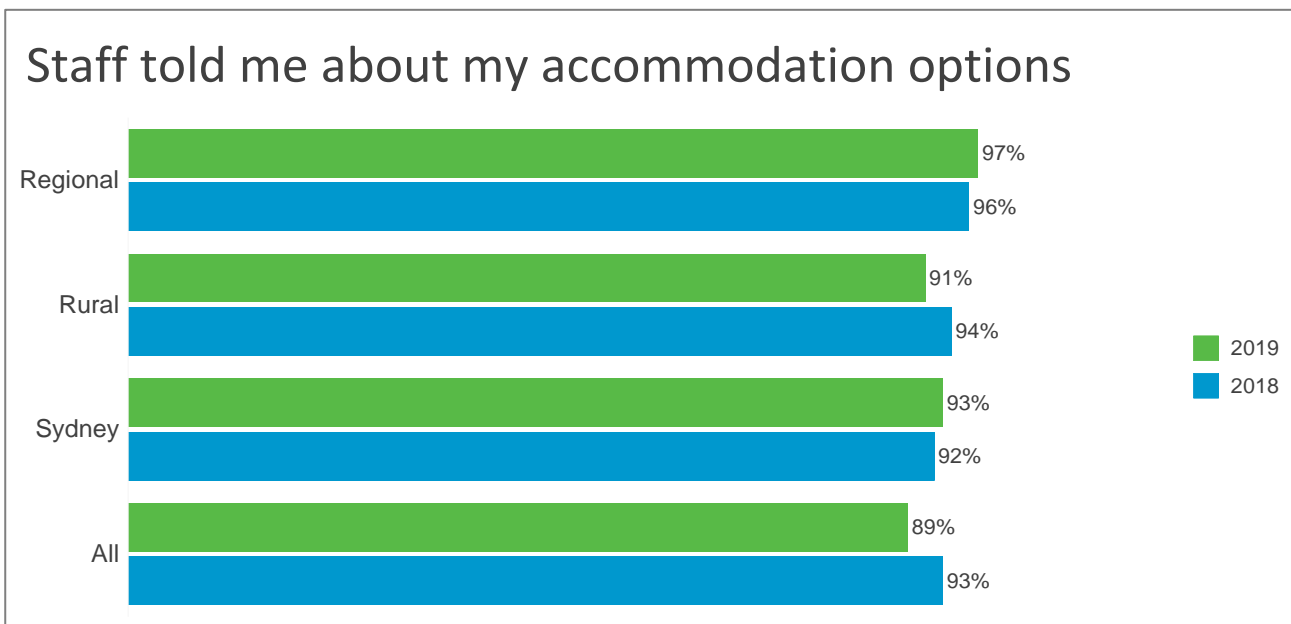


Staff told me about my accommodation options

94% agreed that staff told them about their accommodation options (15 people disagreed, spread over eight different providers).



Regional organisations scored significantly higher (97%) than other organisation types:



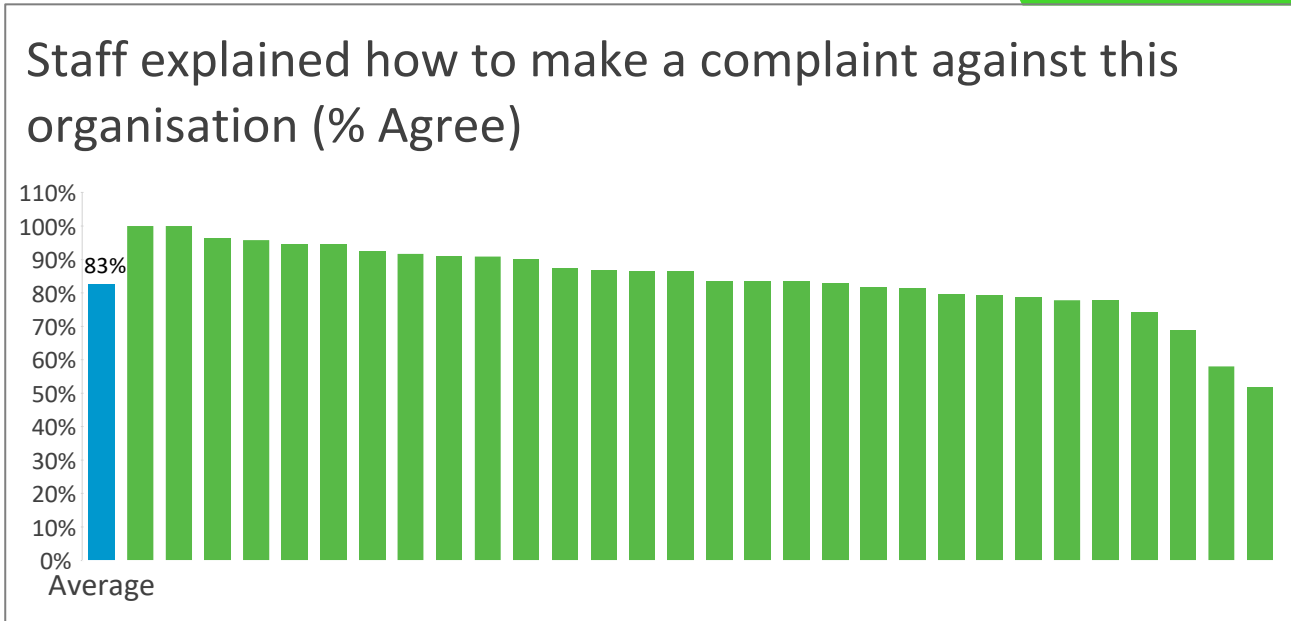
DFV specialist organisations scored significantly higher (96%) than other organisations.

Staff told me about my accommodation options

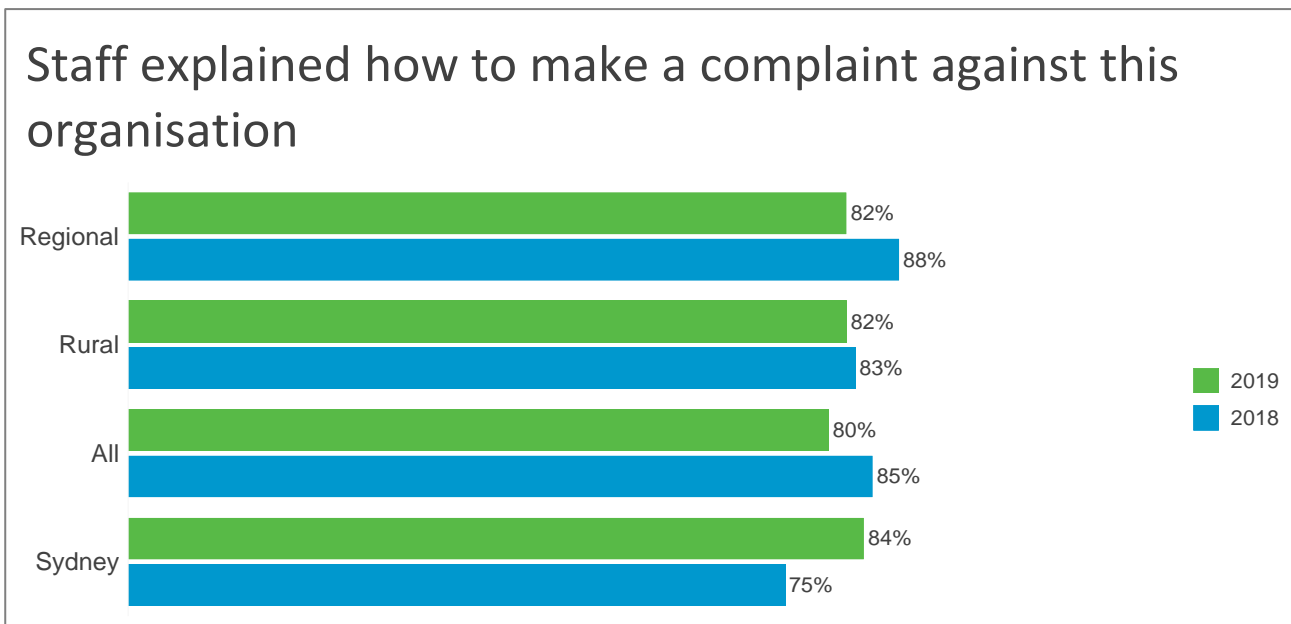


Staff explained how to make a complaint against this organisation

83% agreed that staff explained how to make a complaint about their organisation; 68 people (7%) disagreed, with most providers having at least one respondent disagreeing.

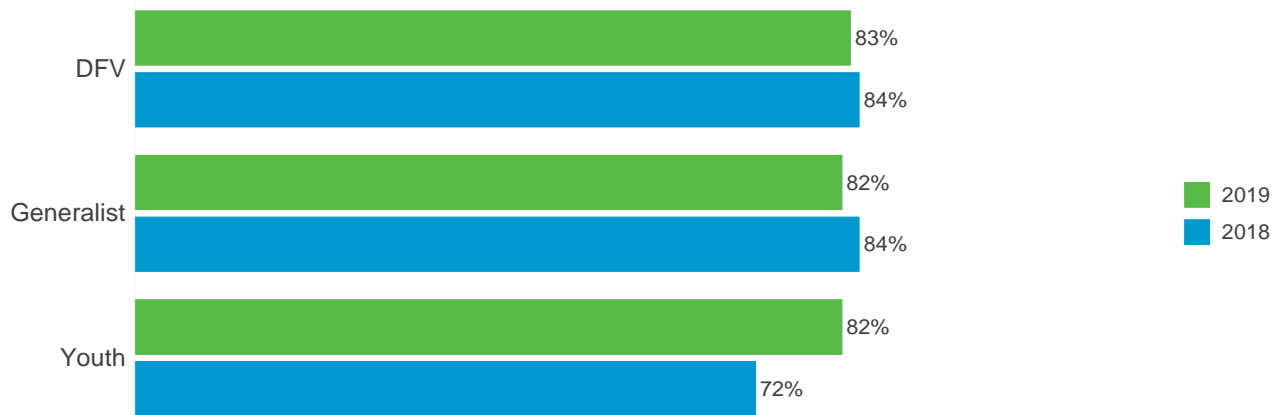


There were no significant differences when comparing different regions, with scores ranging between 80% and 84%. The score for Sydney organisations increased significantly from 75% to 84%.



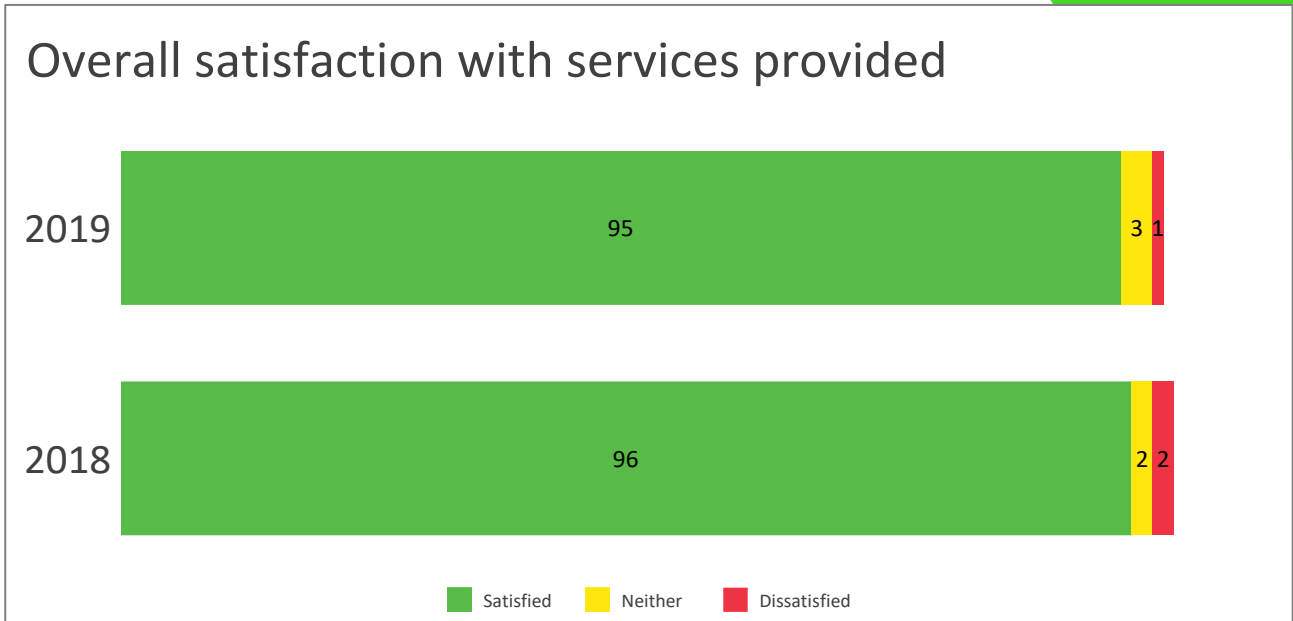
There were no significant differences when comparing different specialisms, although the score for organisations specialising in youths saw a significant increase from 72% to 82%.

Staff explained how to make a complaint against this organisation

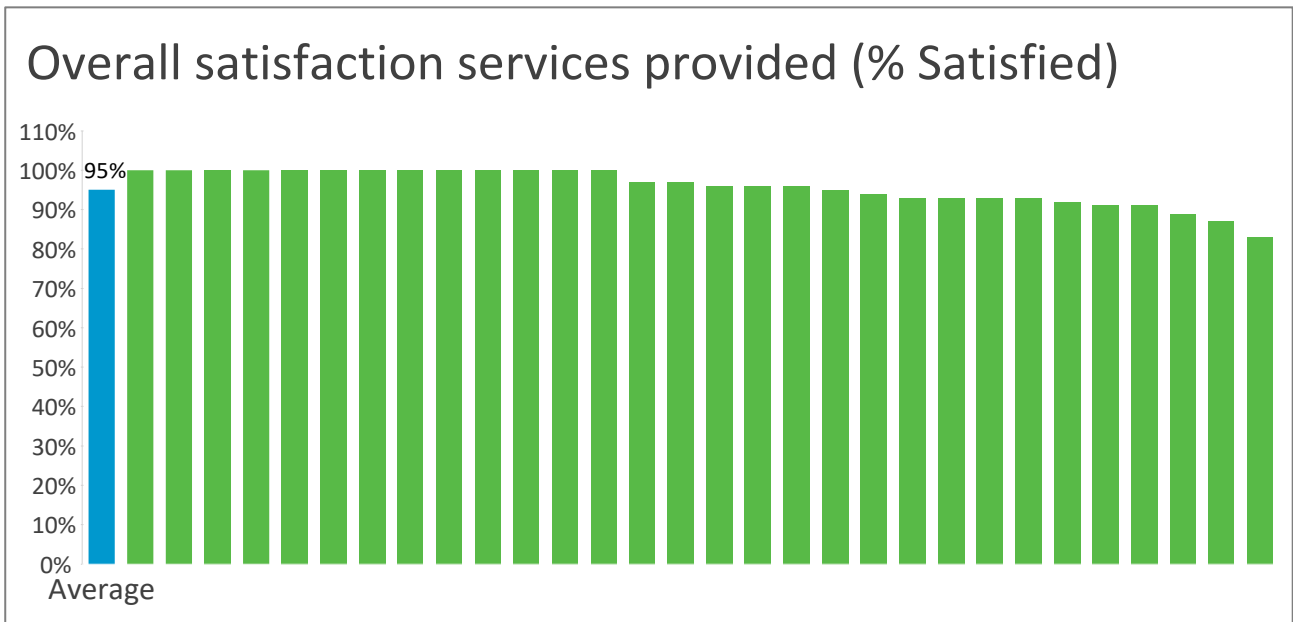


Section 8: Overall satisfaction

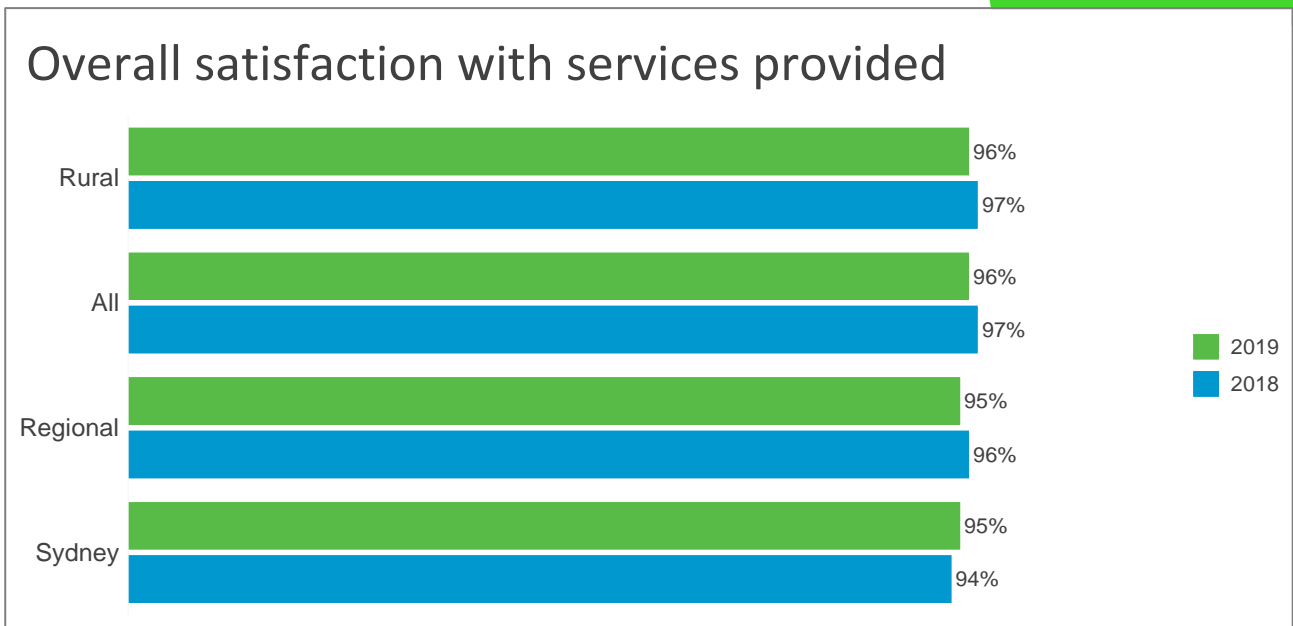
Overall satisfaction with the services provided has maintained a high score at 95% (similar to that recorded in 2018).



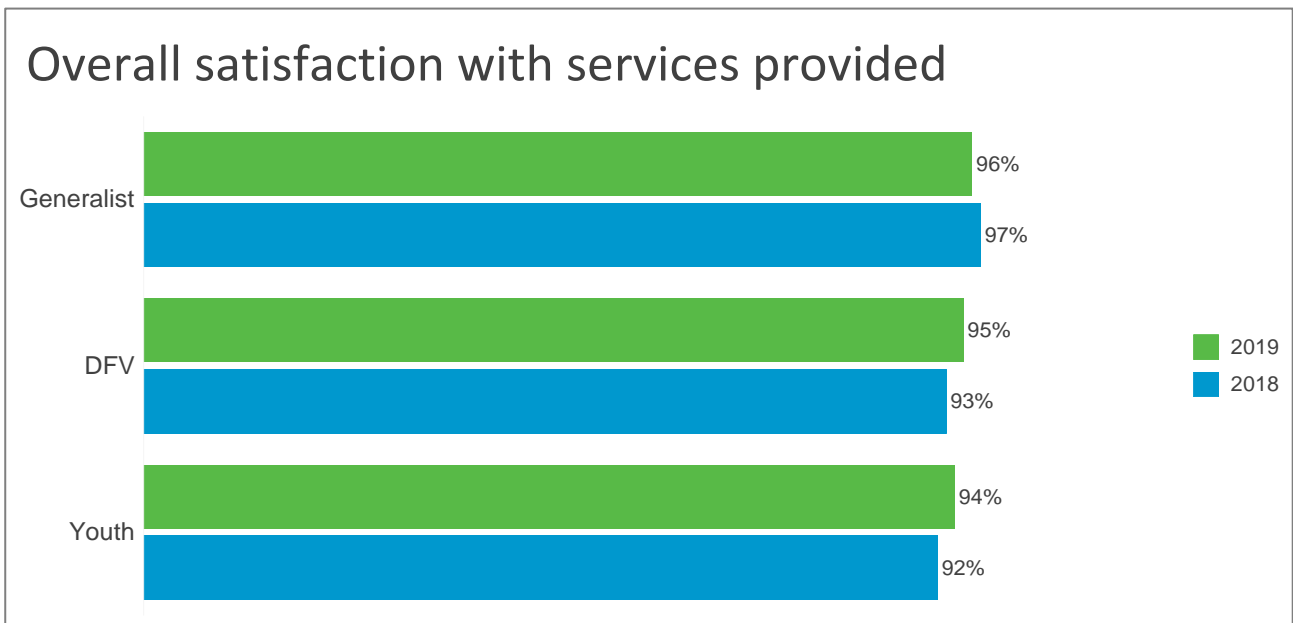
13 providers had a score of 100% and only 15 people were dissatisfied, spread over several different providers. Of the organisations with at least 10 respondents, none received a score less than 83%.



There were no significant differences when comparing regions:



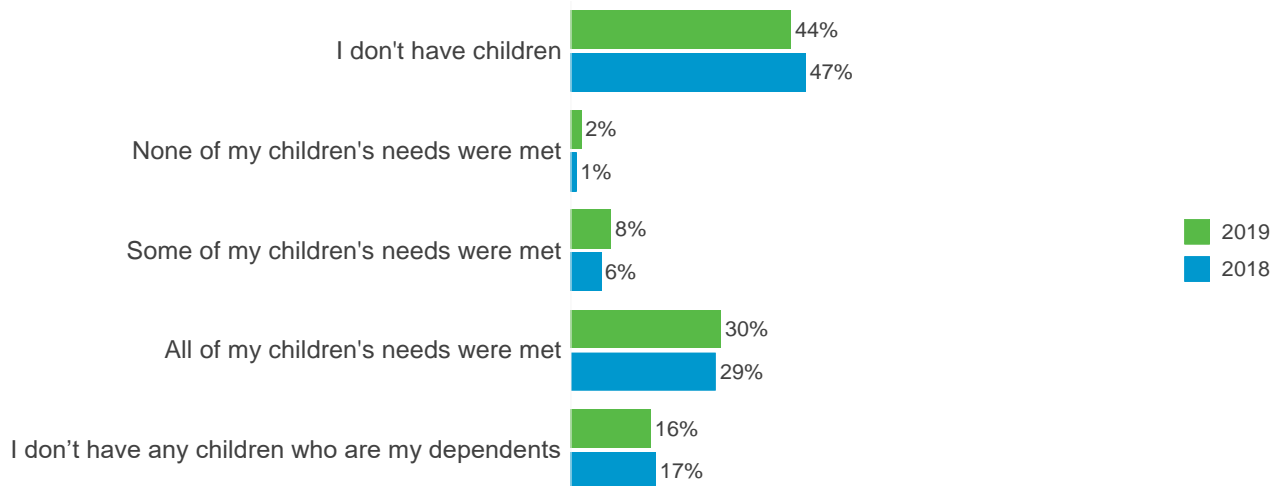
There were no significant differences when comparing specialisms:



Section 9: Meeting Children's Needs

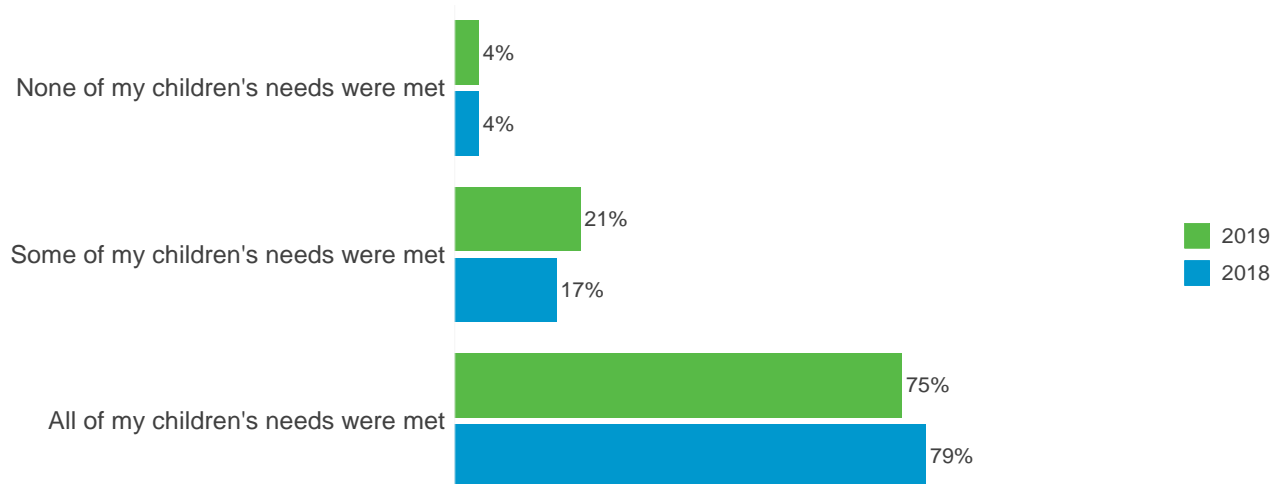
Clients were asked about how their service caters for the needs of children, 44% of respondents said that they do not have children, while 16% said that their children are not dependents. 30% said that all their children's needs were met, and 8% said that some of their children's needs were met. Just 2% said that none of their children's needs were met.

If you have children, did the service meet their needs?



If we just look at the responses from people with children for whom they are responsible, 75% said that all their children's needs were met, while 21% said that some of their children's needs were met and 4% said that none of their children's needs were met.

Did the service meet your children's needs?

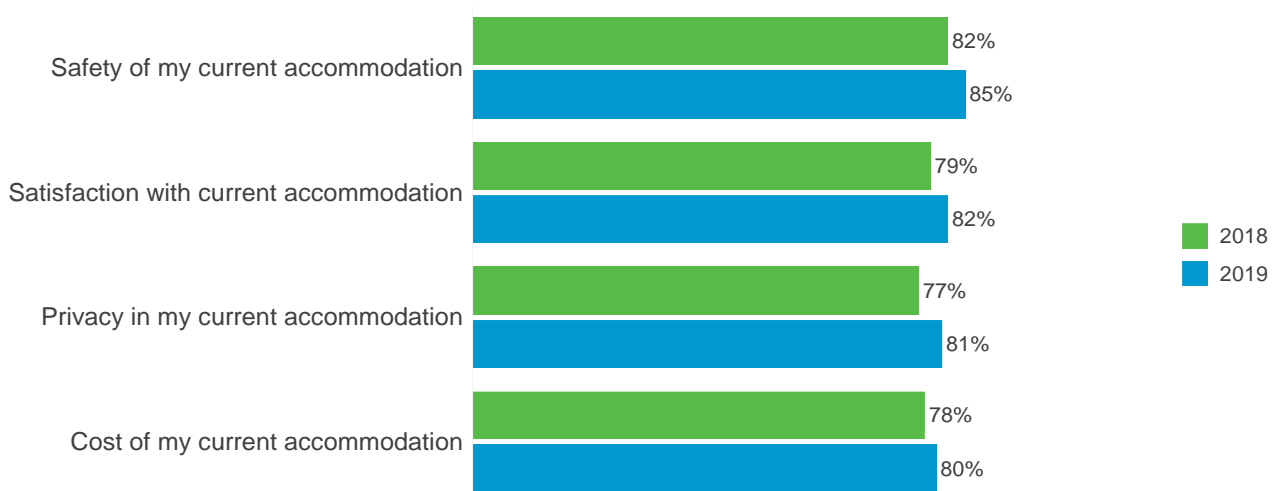


Section 10: Accommodation

Respondents were asked to rate how satisfied they are with their current accommodation.

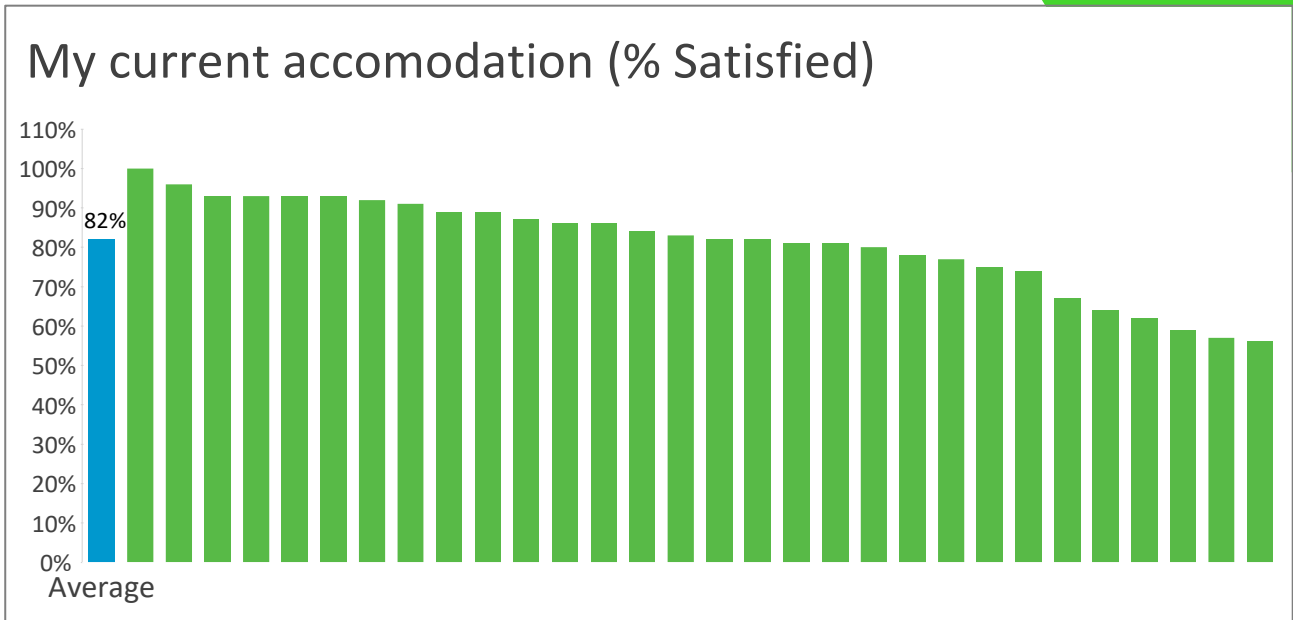
- 85% were satisfied with the safety of their current accommodation
- 82% were satisfied with their current accommodation overall
- 81% were satisfied with the privacy of their current accommodation (a statistically significant increase compared to 2018, when the score was 77%)
- 80% were satisfied with the cost of their current accommodation

Summary: Current accommodation

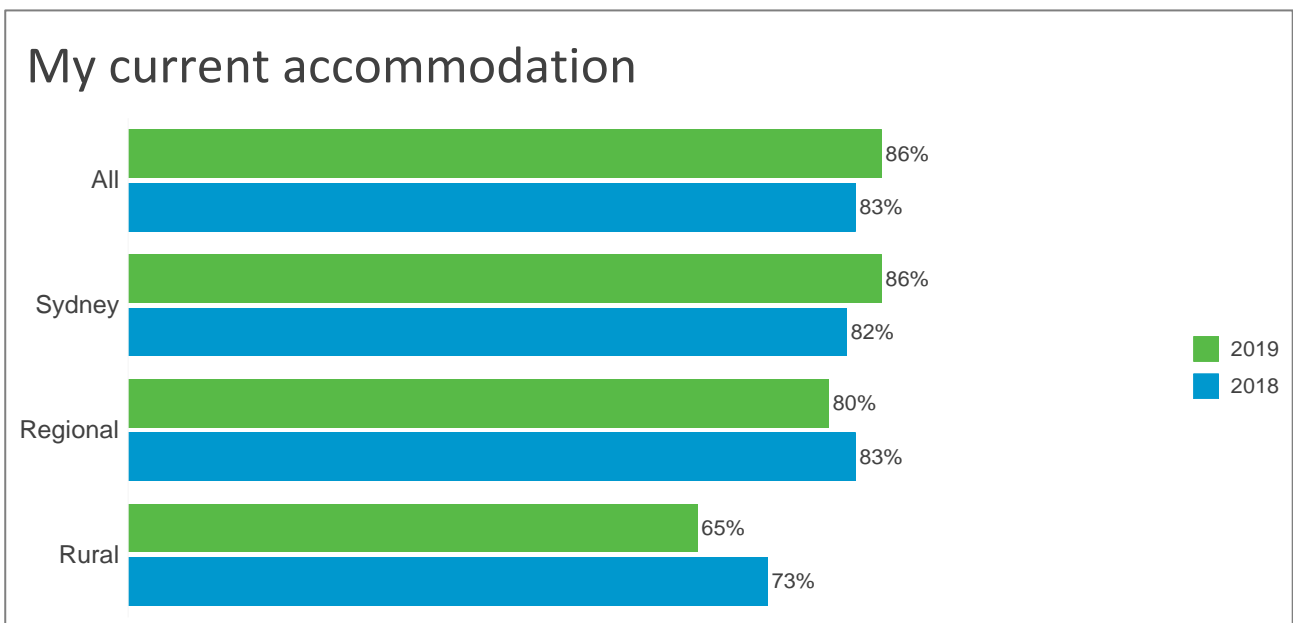


Satisfaction with current accommodation

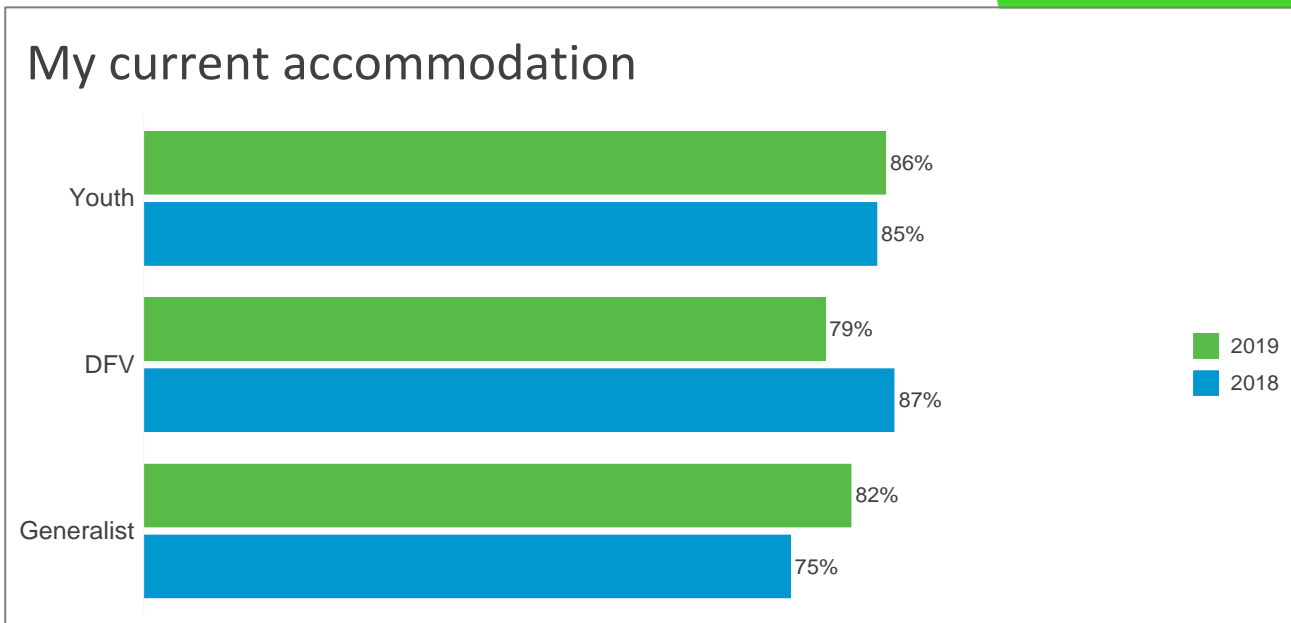
82% were satisfied with their current accommodation overall. The lowest score was 56% and the highest score was 100%. The average score of 82% was exceeded or matched by 16 of the 28 providers that had at least 10 replies.



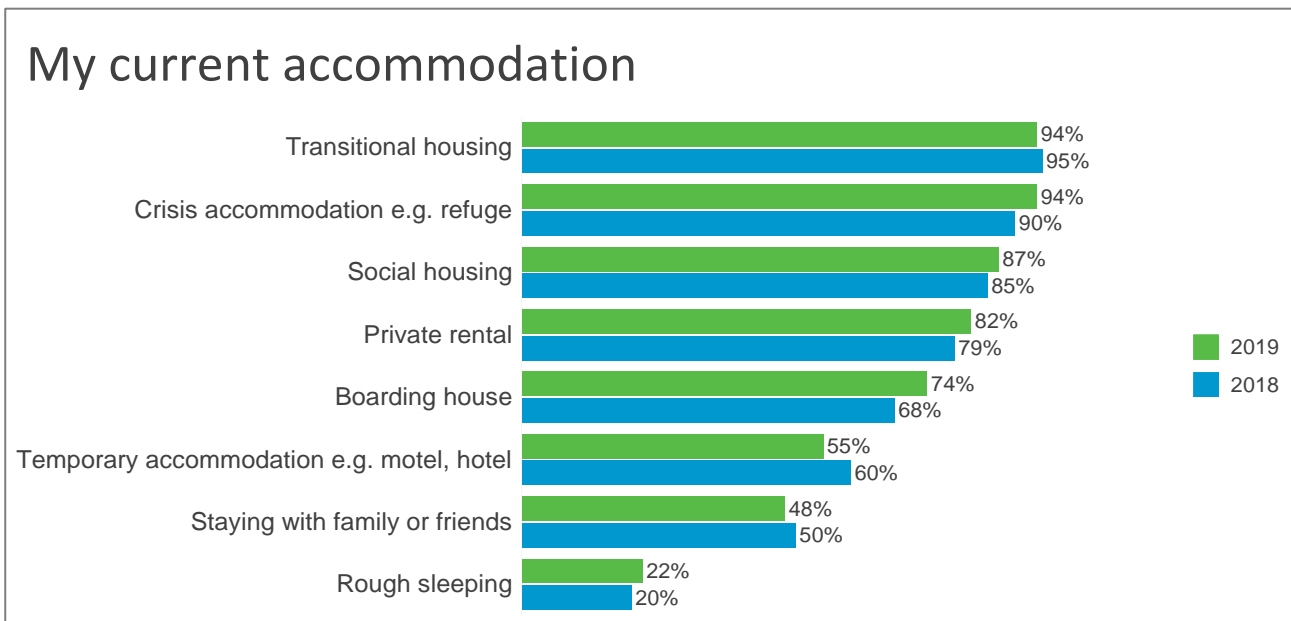
Residents living in homes provided by Rural organisations were significantly less satisfied (65%) than all other regions.



DFV organisations reported a statistically significant fall in satisfaction from 87% to 79%, while Generalist organisations saw a statistically significant increase from 75% to 82%.

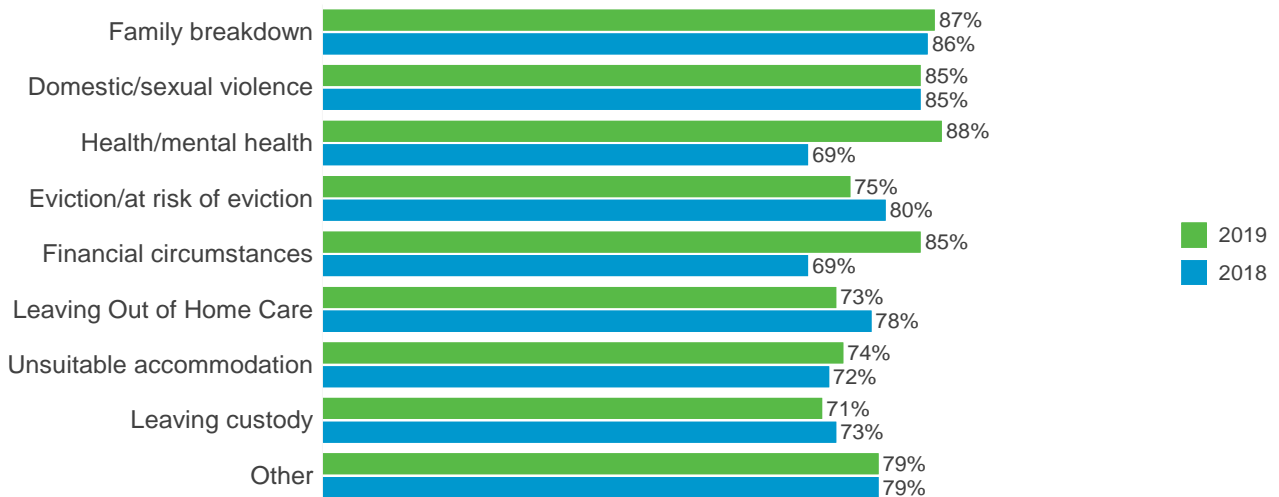


Further analysis showed large variations in satisfaction depending on the type of accommodation clients were able to access. The chart below shows the levels of satisfaction with current accommodation for each of the different accommodation types. Those who are sleeping rough, staying with friends or family and using temporary accommodation are less satisfied overall.



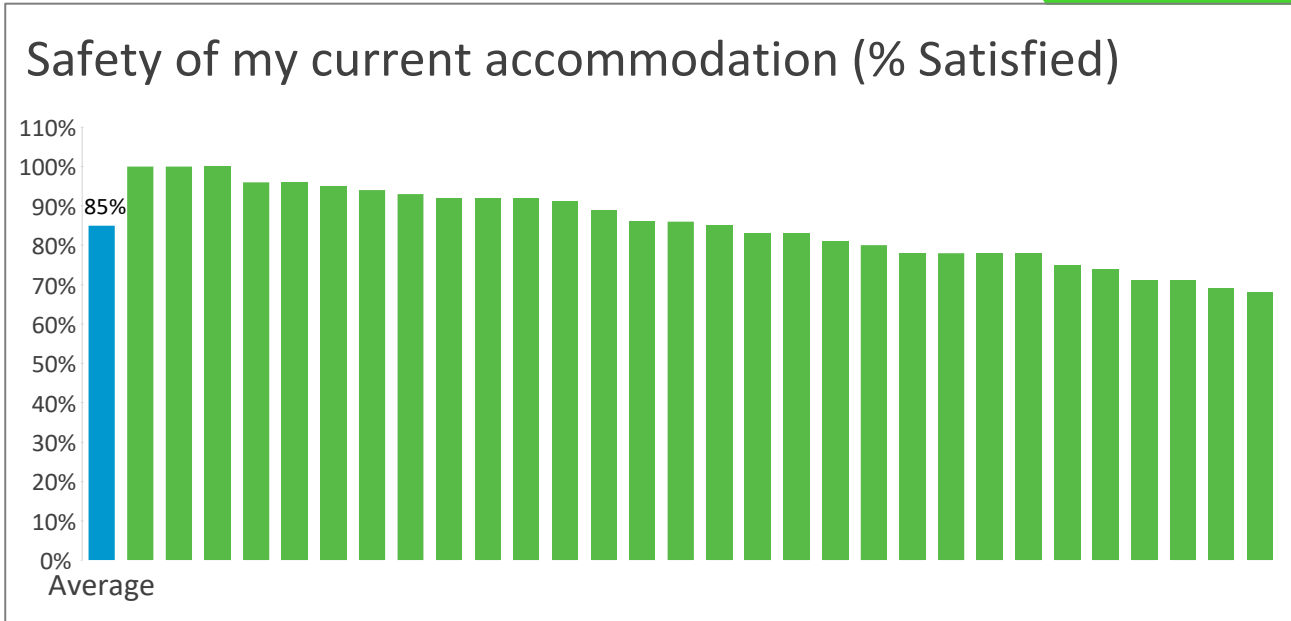
There was some variation when comparing satisfaction by the reason for which people sought help from their provider – the lowest score was for those who sought help after leaving custody (71%), while the highest was for those who sought help on physical health or mental health grounds (88%).

My current accommodation

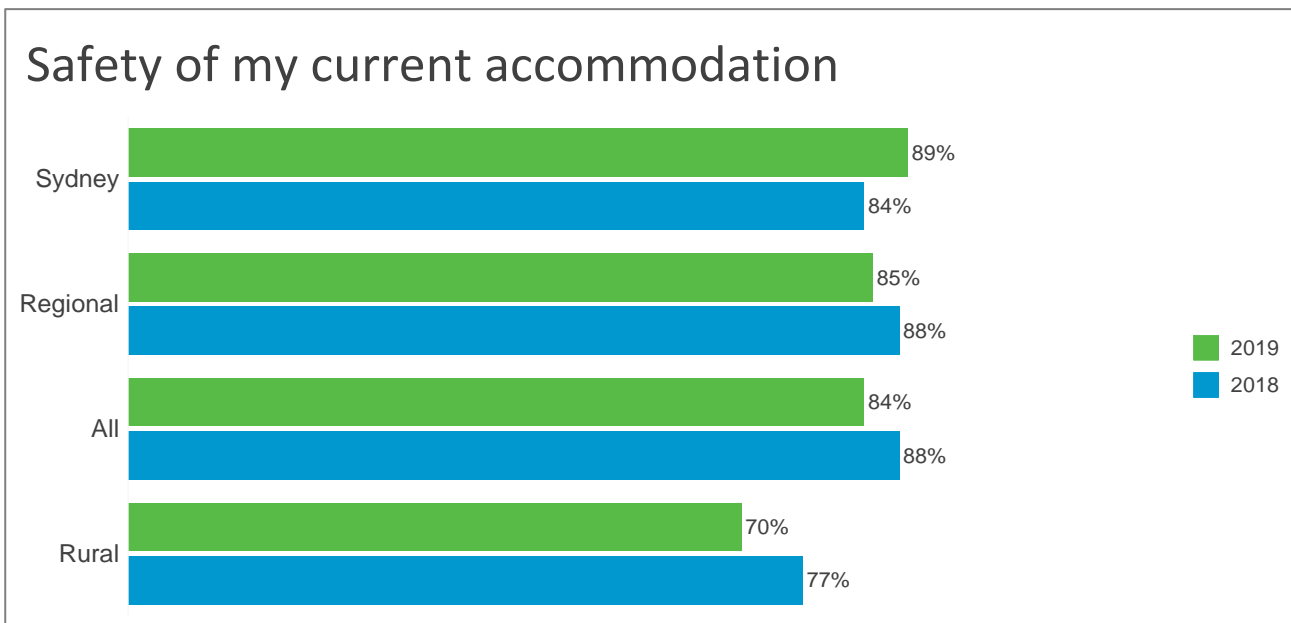


Safety of accommodation

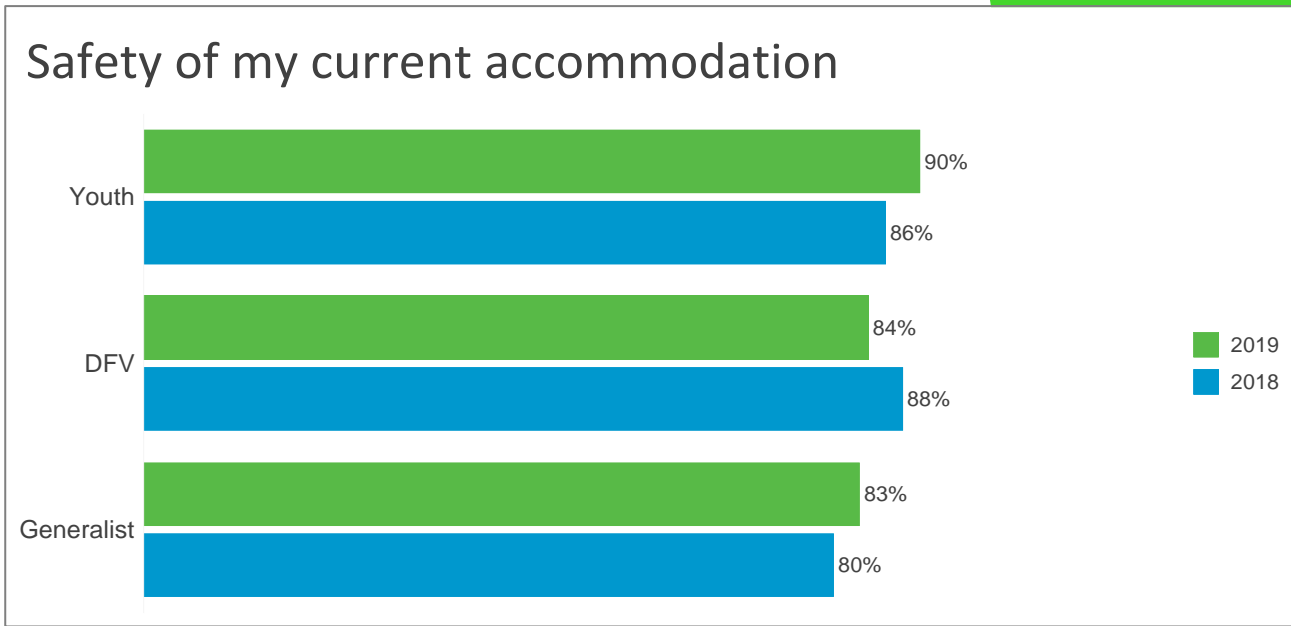
85% were satisfied with the safety of their current accommodation. The lowest score was 68% and the highest score was 100%. The average score of 85% was exceeded or matched by 15 out of 28 providers that had at least 10 replies.



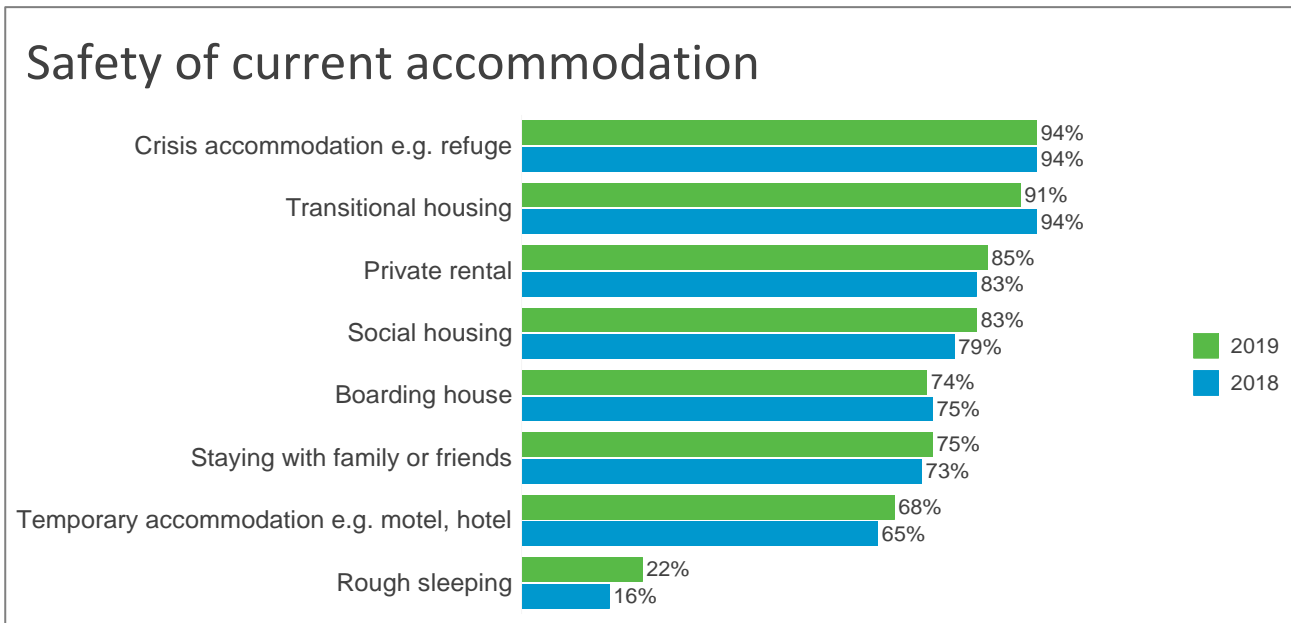
Rural organisations (70%) scored significantly below other areas (84%~89%).



Youth organisations scored significantly above Generalist organisations (90% vs 83%).

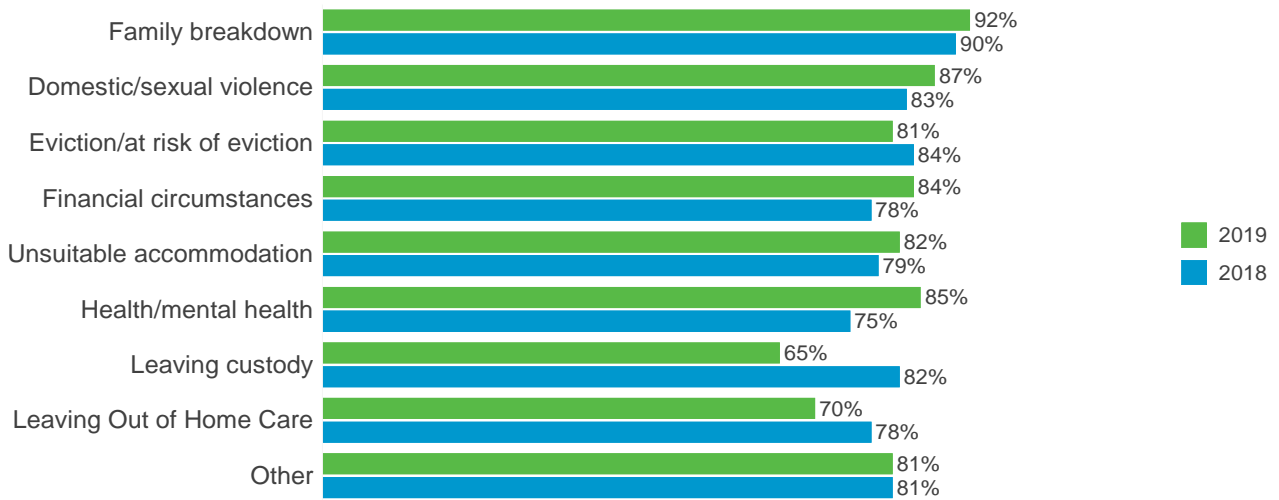


Levels of satisfaction with the safety of accommodation vary depending on the type of accommodation clients are in. Only 22% of those sleeping rough reported feeling safe, compared to 94% of those in crisis accommodation.



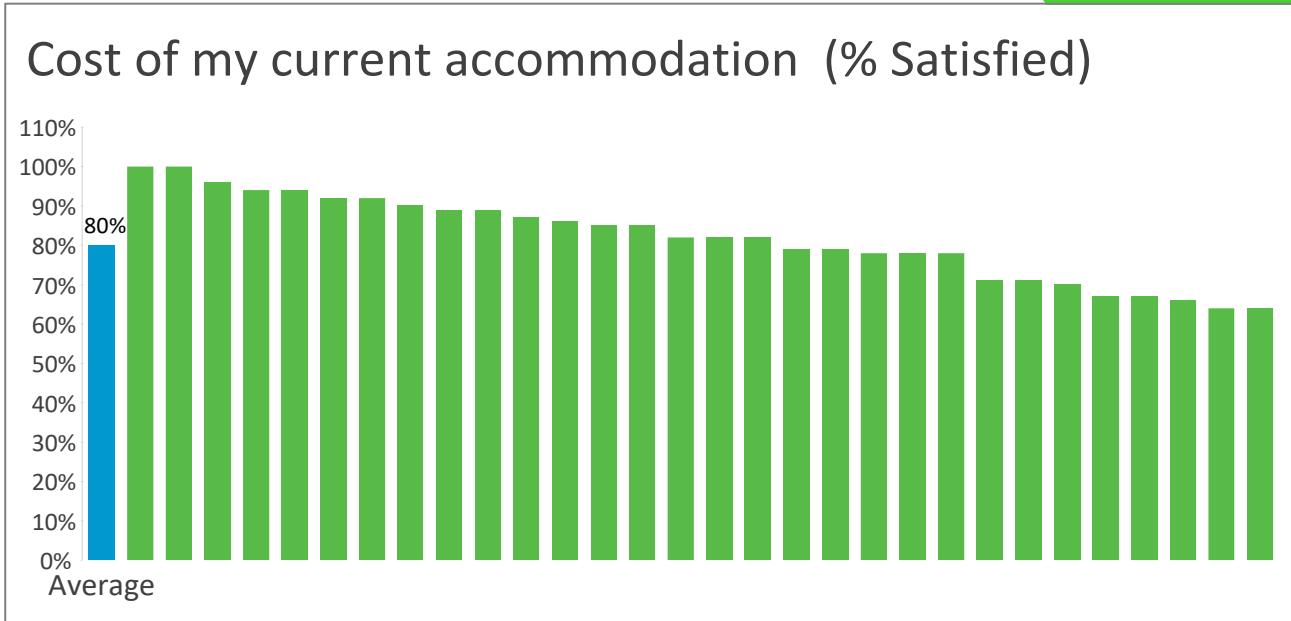
When looking at peoples' circumstances, those who sought help due to family breakdown were the most satisfied with the safety of the accommodation (92%), while those who sought help after leaving custody were the least satisfied (65%).

Safety of current accommodation

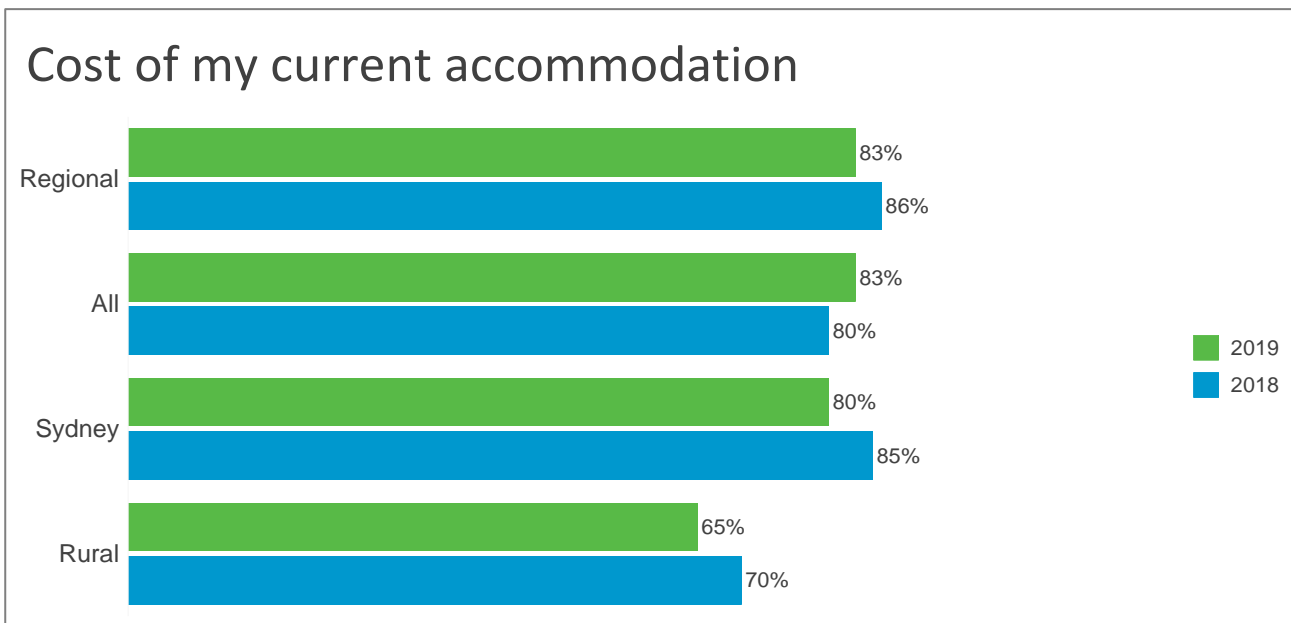


Cost of accommodation

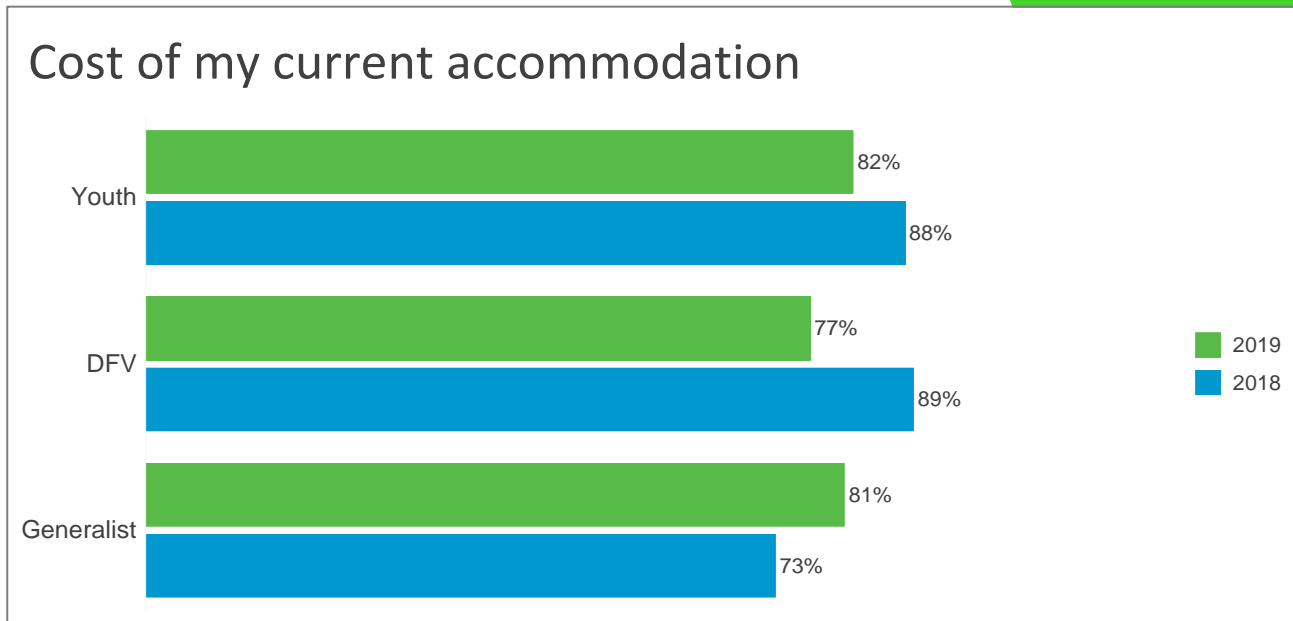
80% were satisfied with the cost of their current accommodation. The lowest score was 64% and the highest score was 100%. The average score of 80% was met or surpassed by 16 out of 28 organisations with at least 10 respondents.



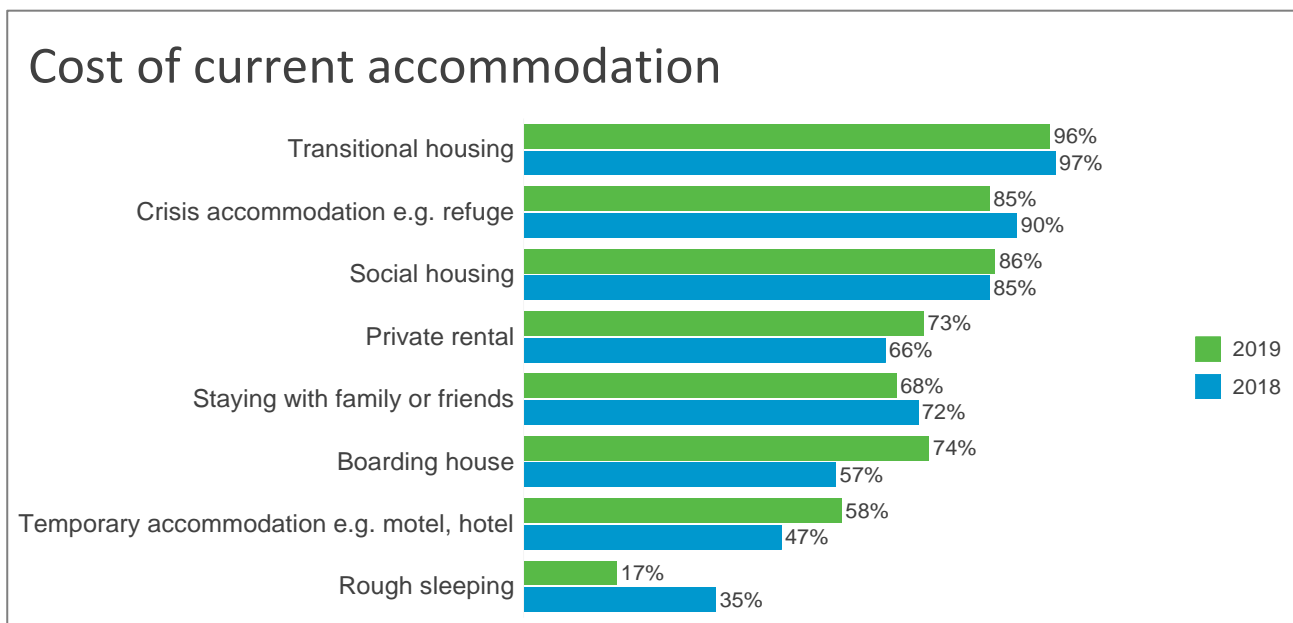
Rural organisations scored significantly below other areas (65% vs 80%~83%).



Scores for different specialisms ranged between 77% and 82% - there was a statistically significant drop in satisfaction for DFV providers (from 89% to 77%), whilst Sydney providers reported a statistically significant improvement (from 73% to 81%).

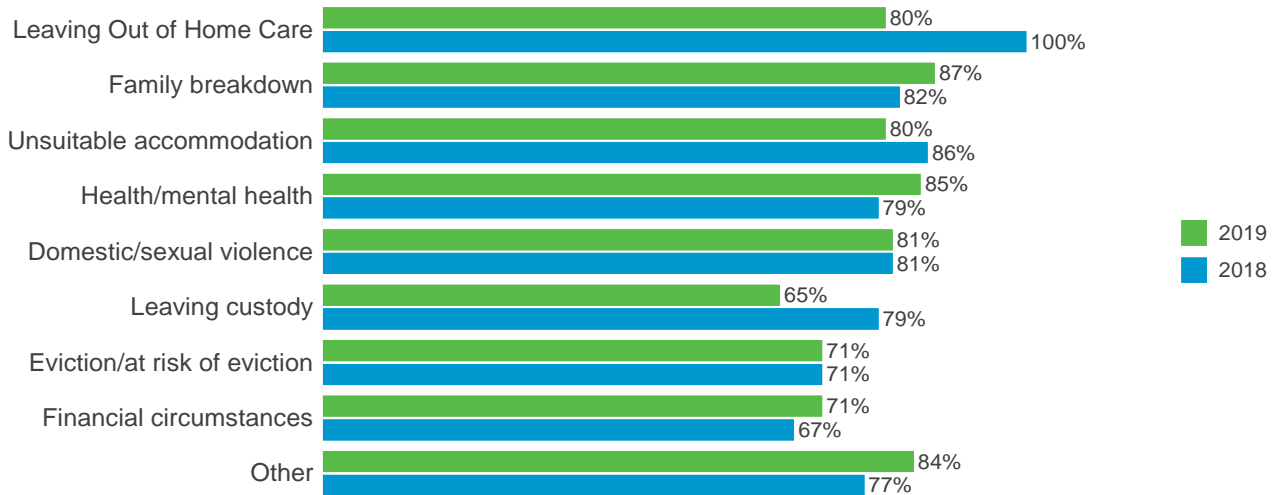


Nearly all those in transitional housing (96%) were satisfied with the cost of their accommodation. The figure was also high for those in crisis accommodation (85%) and social housing (86%). Those in temporary accommodation (58%), and those sleeping rough (17%) were less satisfied.



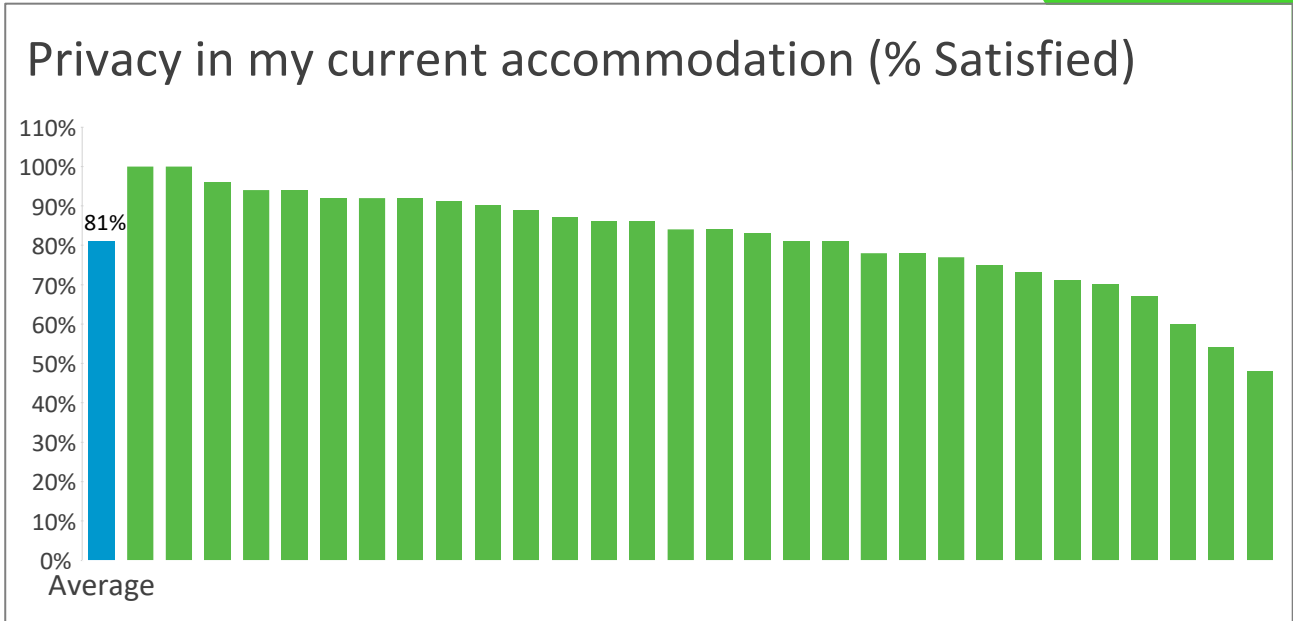
Those who sought help after leaving custody were the least satisfied with the cost of their current accommodation (65%).

Cost of current accommodation

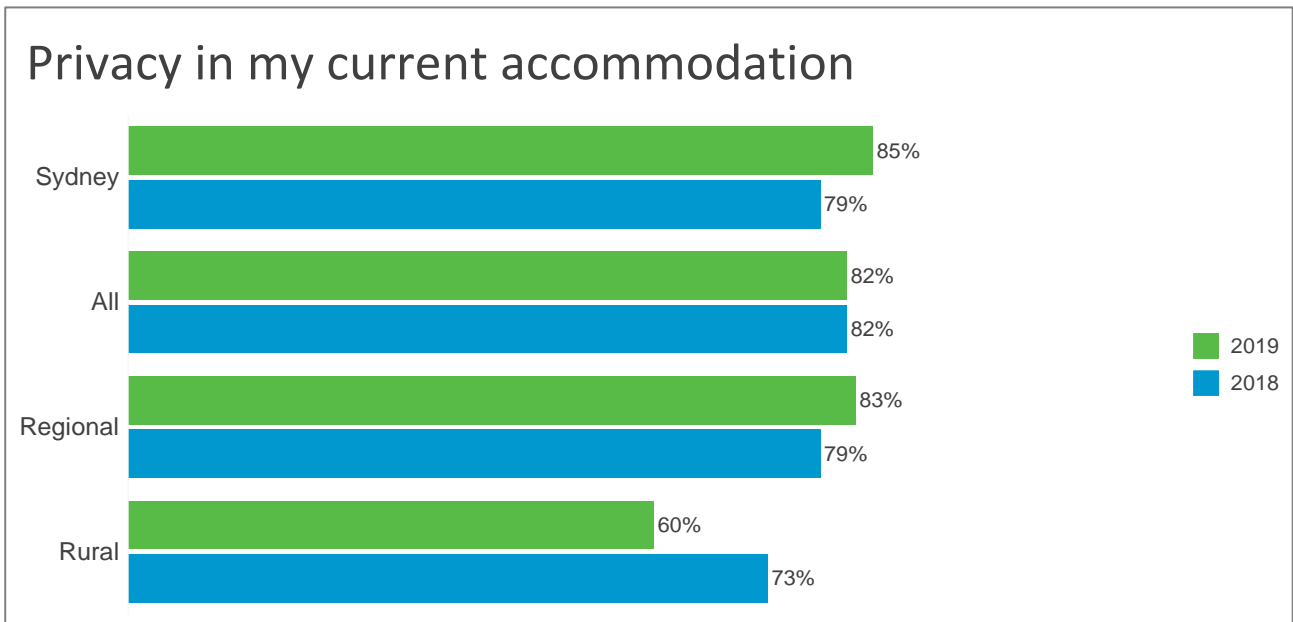


Privacy of accommodation

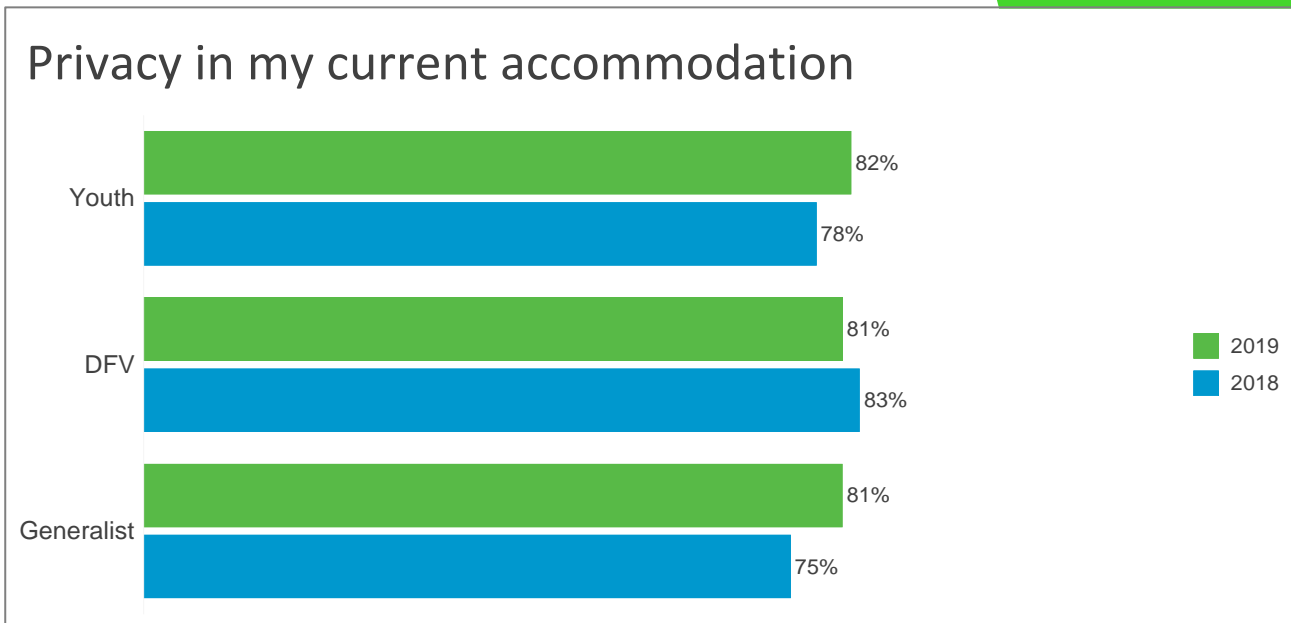
81% were satisfied with the privacy of their current accommodation. The lowest score was 48% and the highest score was 100%. The average score of 81% was met or surpassed by 17 out of the 29 providers with at least 10 respondents.



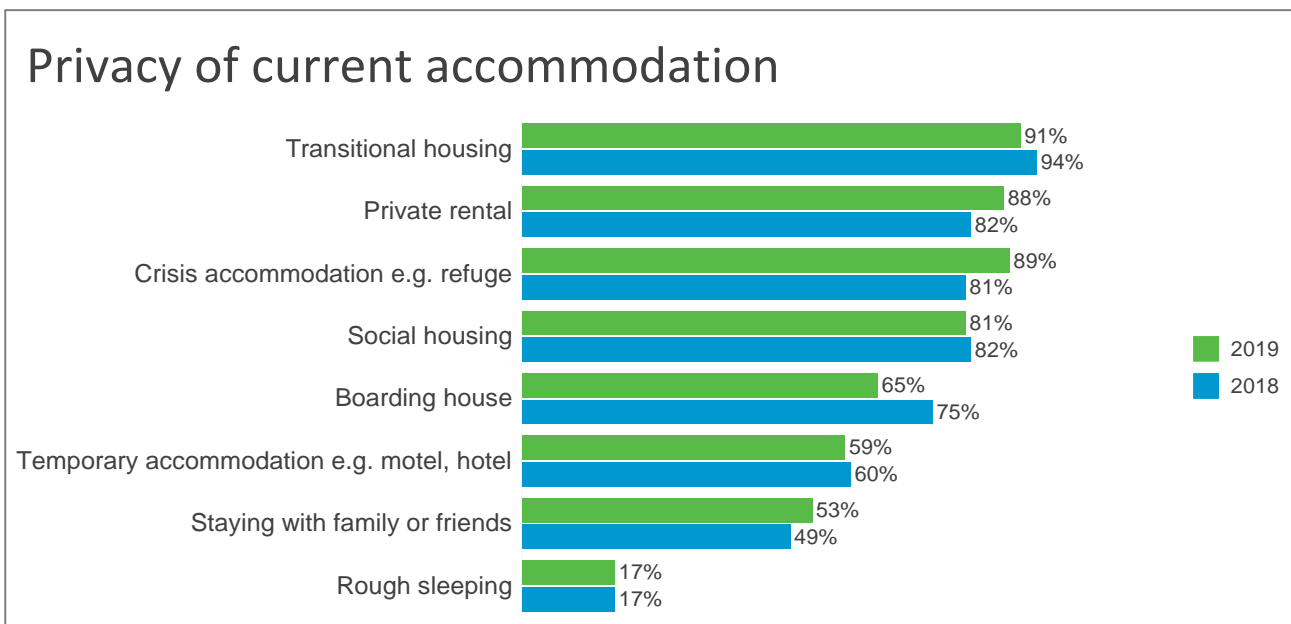
Rural organisations (60%) scored significantly below all other regions (82% to 85%), the score of 60% is also significantly lower than the 73% reported in 2018:



Scores for different specialisms were broadly similar, and Generalist organisations saw a statistically significant increase in satisfaction from 75% to 81%.

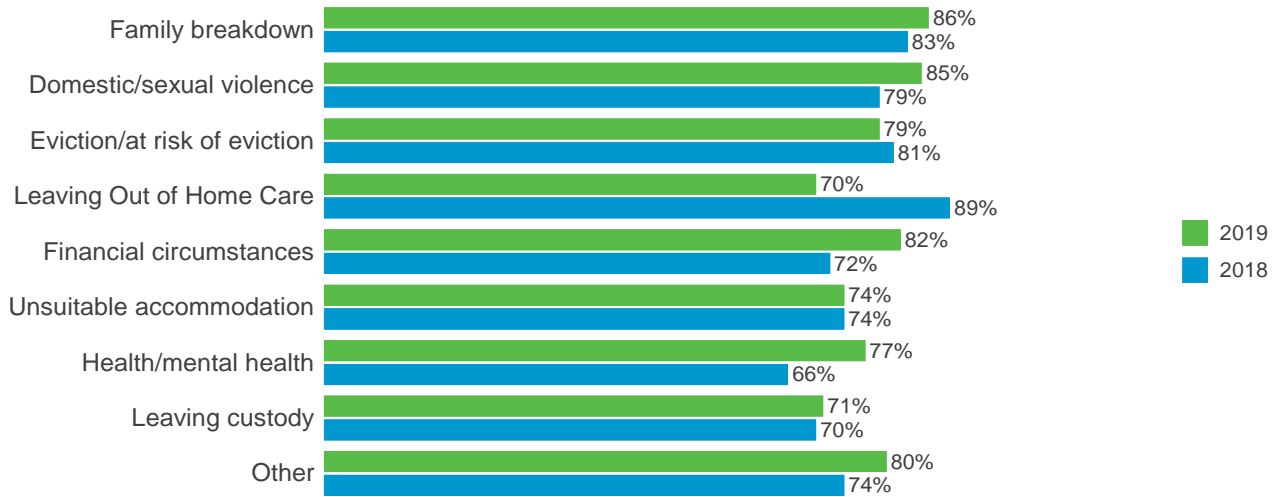


In terms of privacy, those in transitional housing were the most satisfied (91%), followed by those in crisis accommodation (89%) and private rental (88%).



Those who sought help after leaving Out of Home Care were the least satisfied with the privacy in their current accommodation (70%).

Privacy of current accommodation



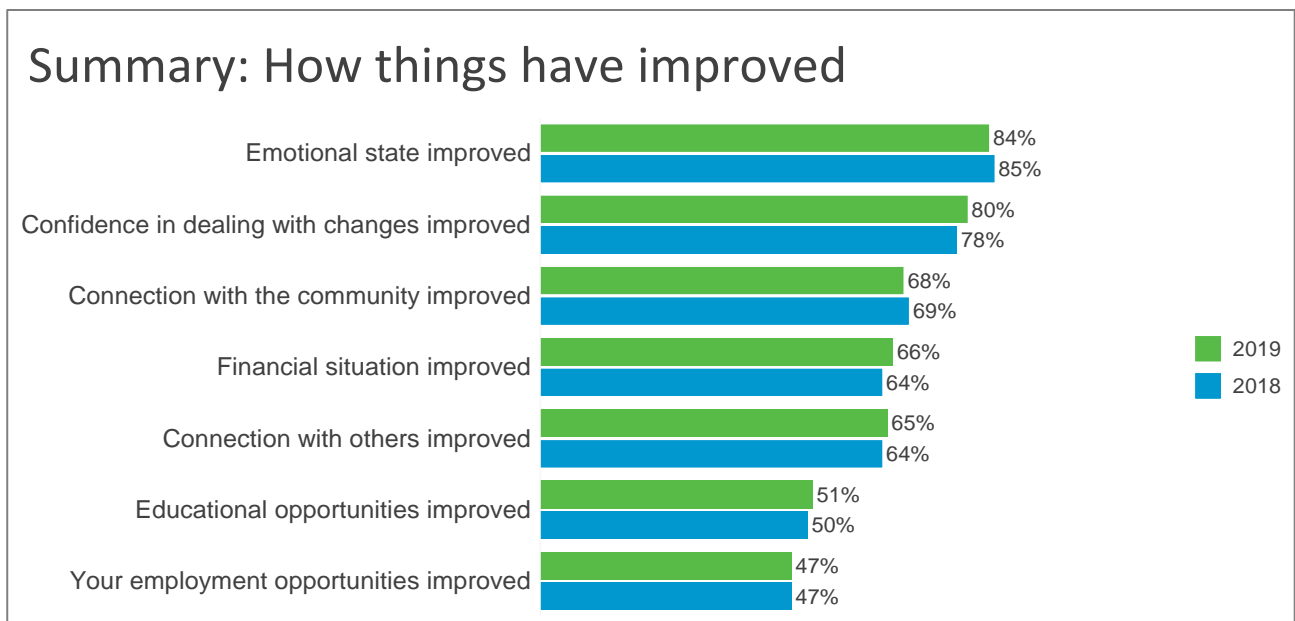
Section 11: Impact of Service

Respondents were asked how assistance from their service has affected various aspects of their life. The results show that the homelessness services are having a positive effect in various ways:

- 84% said that their emotional state has improved since getting assistance from the service. 12% said that it has stayed the same and 4% said that it has got worse
- 80% said that their confidence in dealing with changes has improved. 17% said that it has stayed the same and 3% said that it has got worse
- 68% said that their connection with the community has improved. 30% said that it has stayed the same and 3% said that it has got worse
- 65% said that their connection with others has improved. 31% said that it has stayed the same and 4% said that it has got worse
- 66% said that their financial situation has improved. 28% said that it has stayed the same and 6% said that it has got worse
- 51% said that their educational opportunities have improved. 48% said that they have stayed the same and 1% said that they have got worse
- 47% said that their employment opportunities have improved. 52% said that they have stayed the same and 2% said that they have got worse.

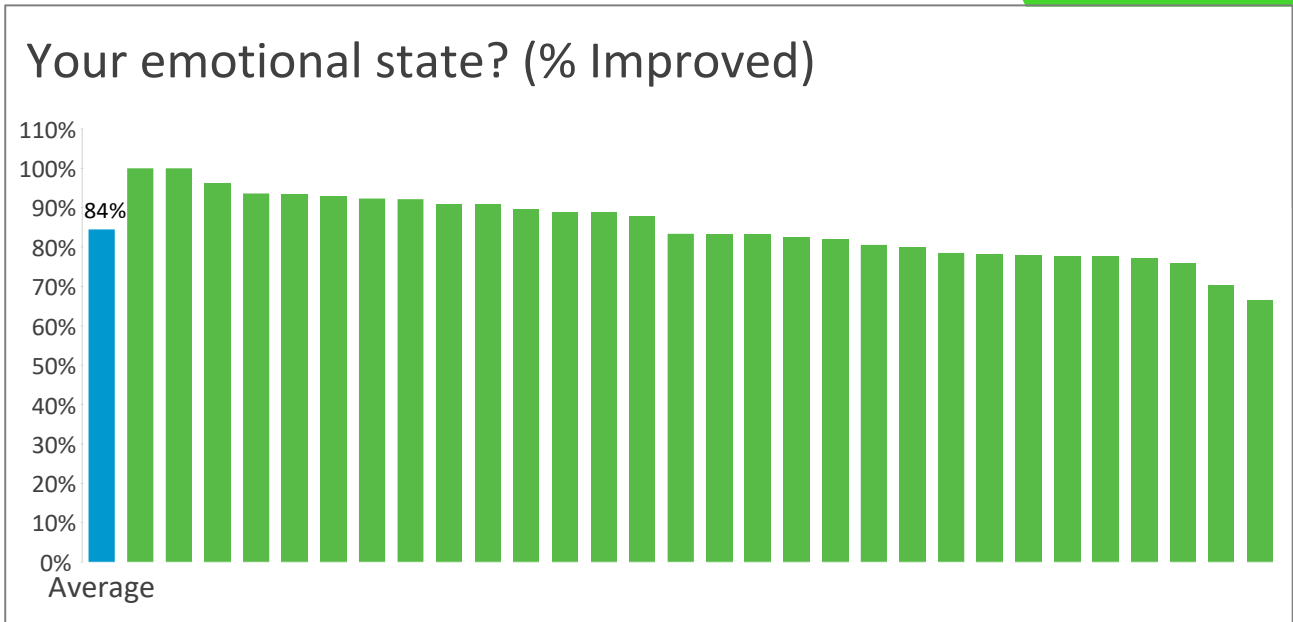
Note that there were very small proportions of people saying that their situation has got worse.

There were no statistically significant differences when comparing the 2019 and 2018 data for these questions.

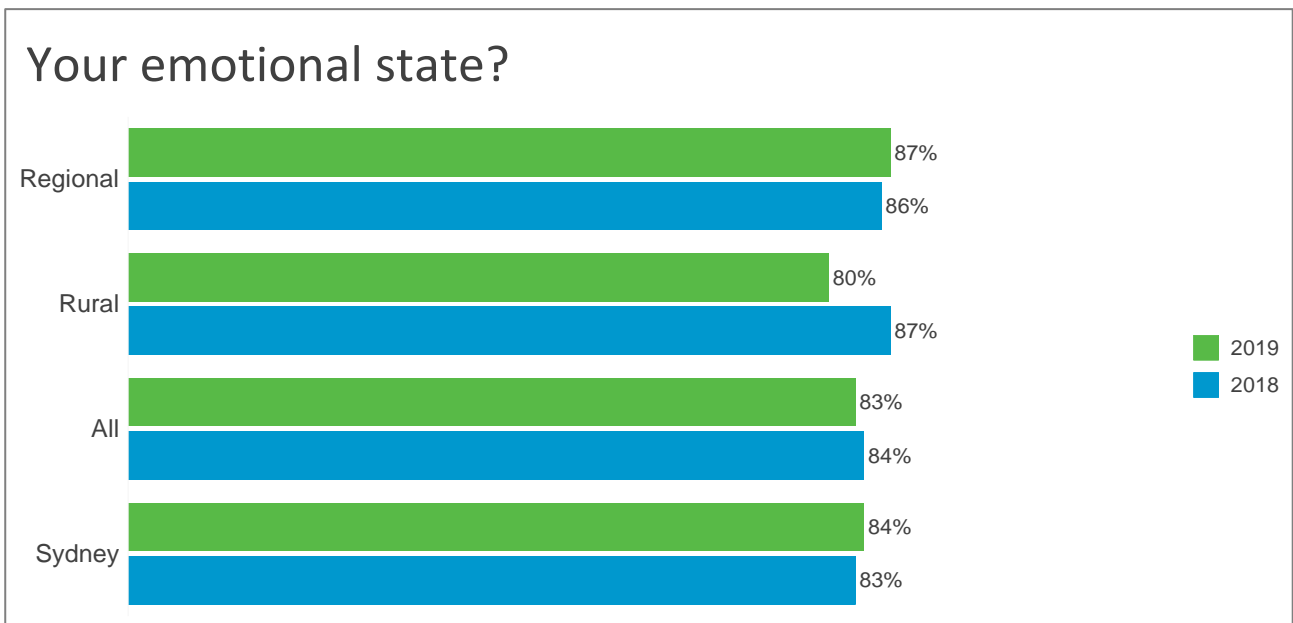


Impact on emotional state

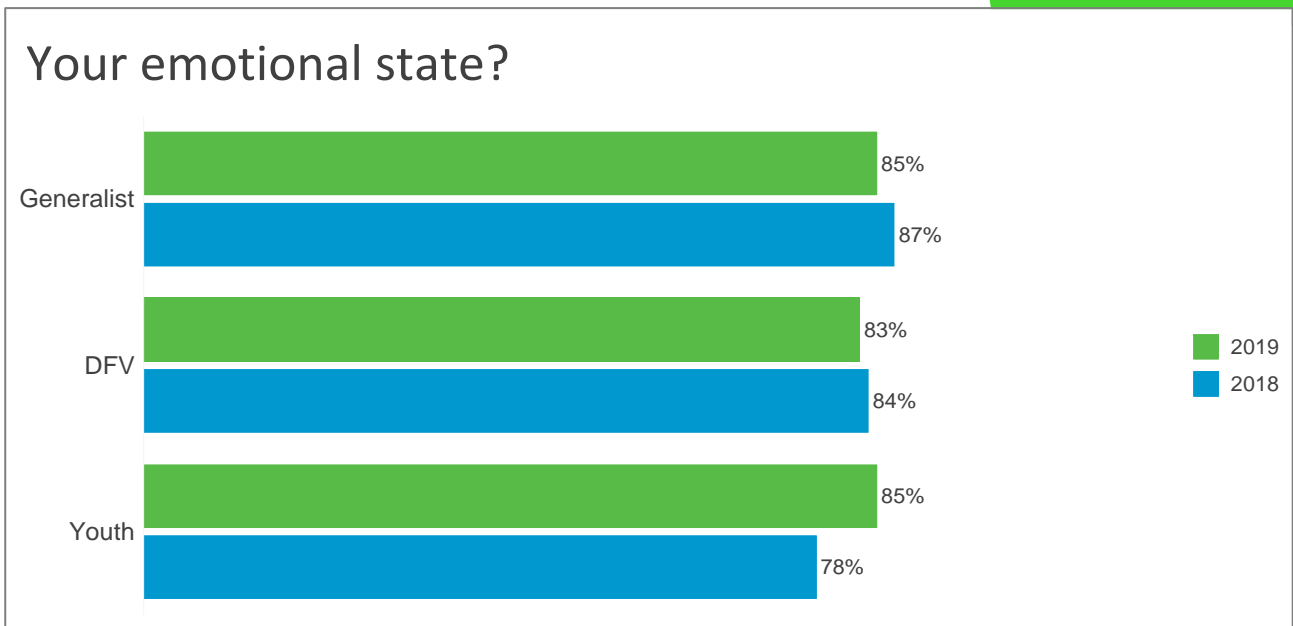
84% said that their emotional state has improved since getting assistance from the service. The lowest score was 67% and the highest was 100%.



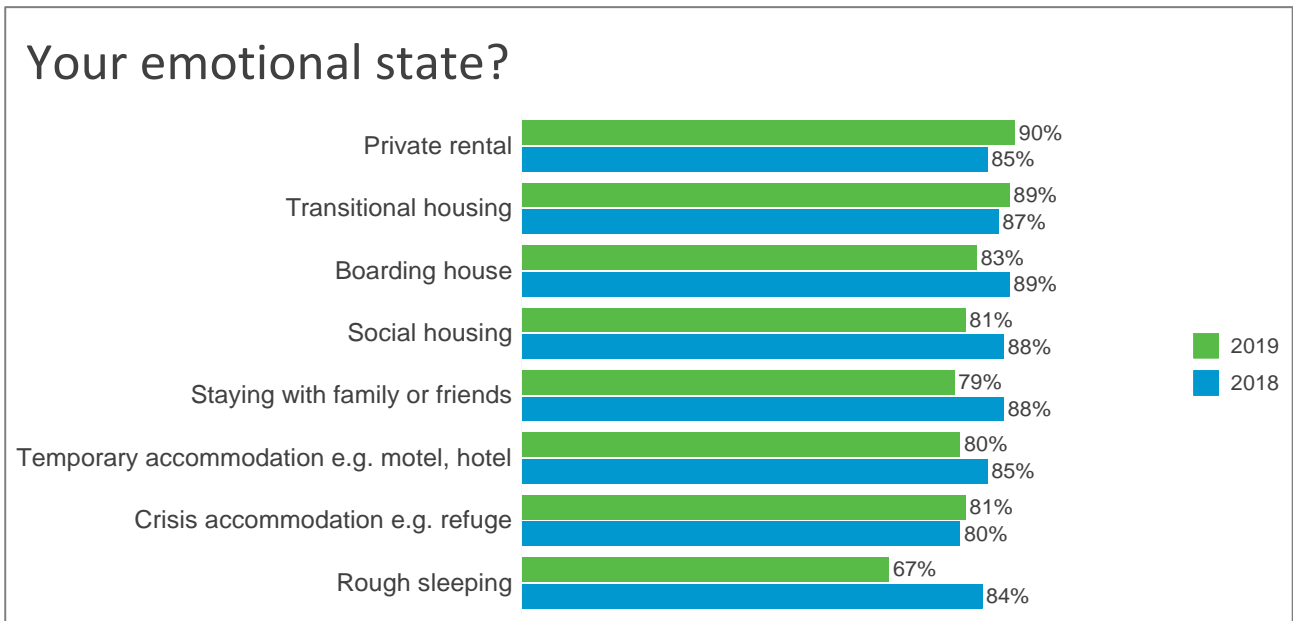
There is little variation when comparing these scores for different regions with scores ranging from 80% to 87%.



There were no significant differences when comparing different specialisms:

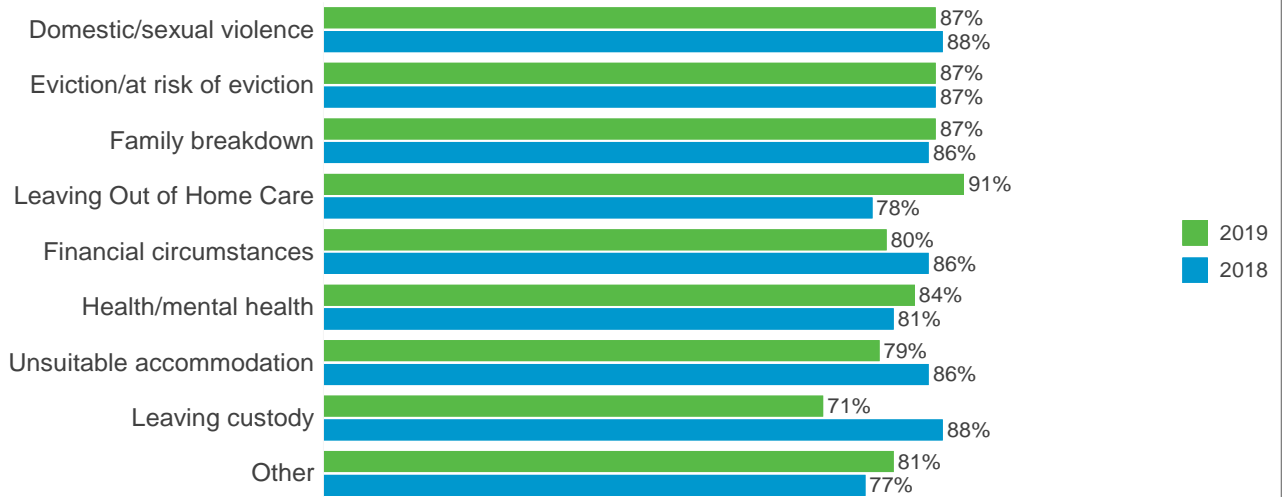


There was some variation when comparing accommodation type, with those sleeping rough least likely to say that their emotional state had improved (67%) while those in private rental were most likely to report an improvement in their emotional state (90%).



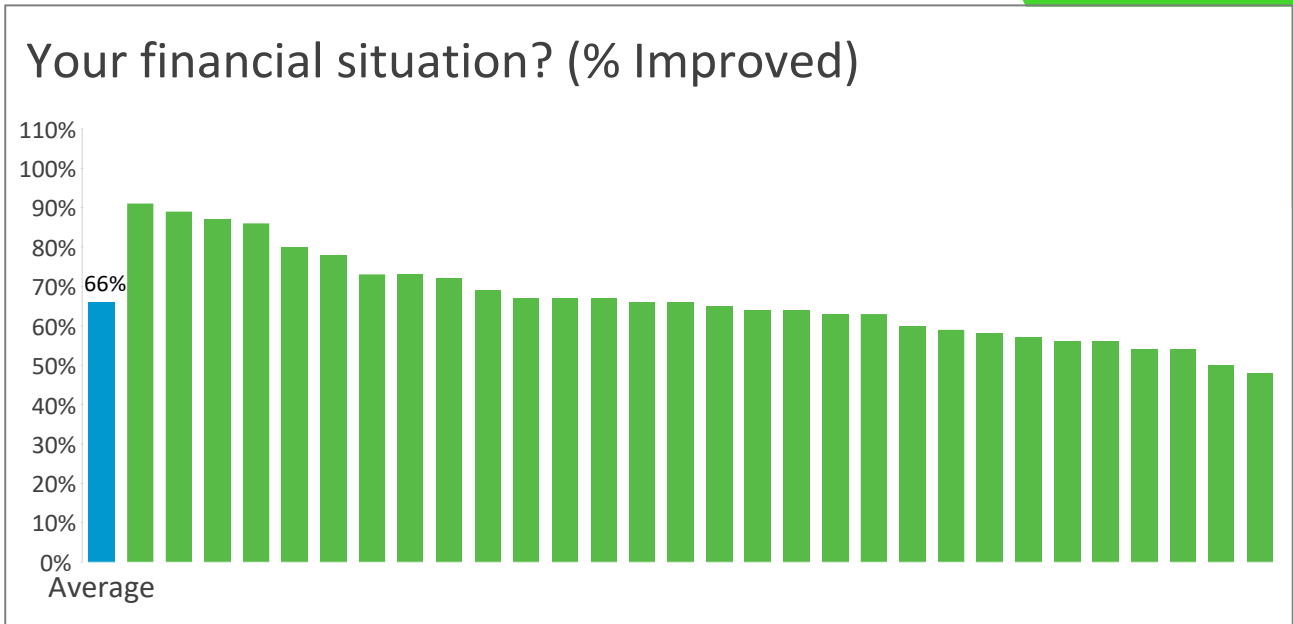
When looking at the reasons that people sought help, those who sought help since leaving custody were the least likely to report an improvement in their emotional state (71%).

Your emotional state?

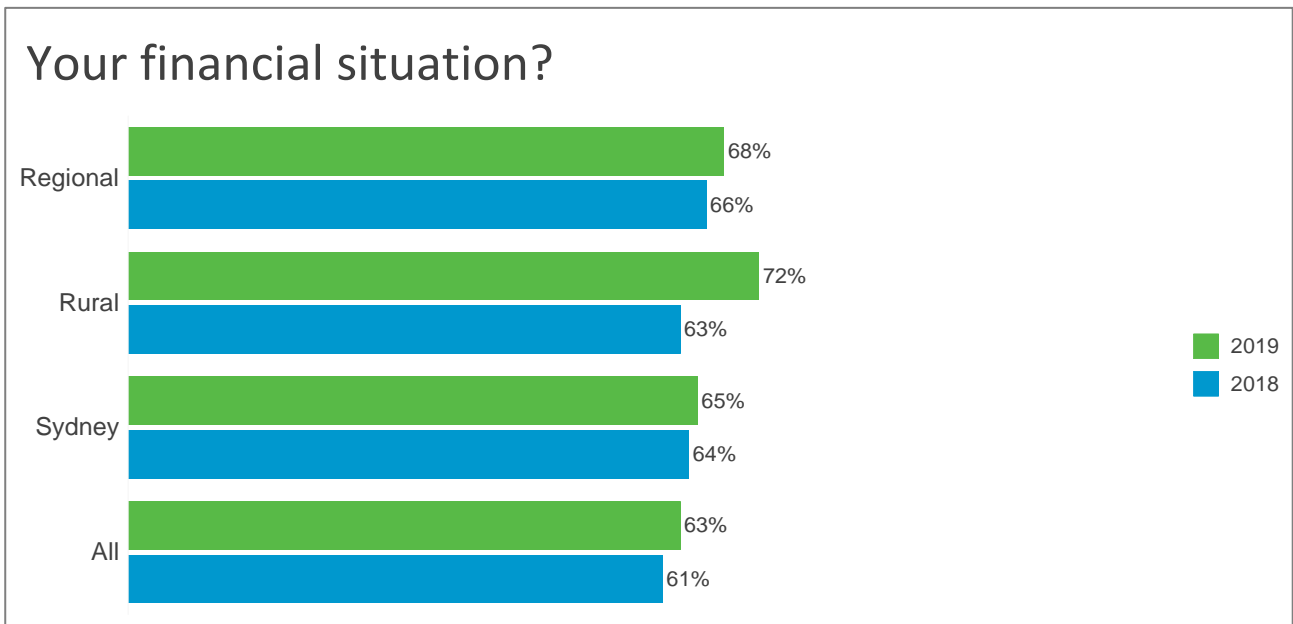


Impact on financial situation

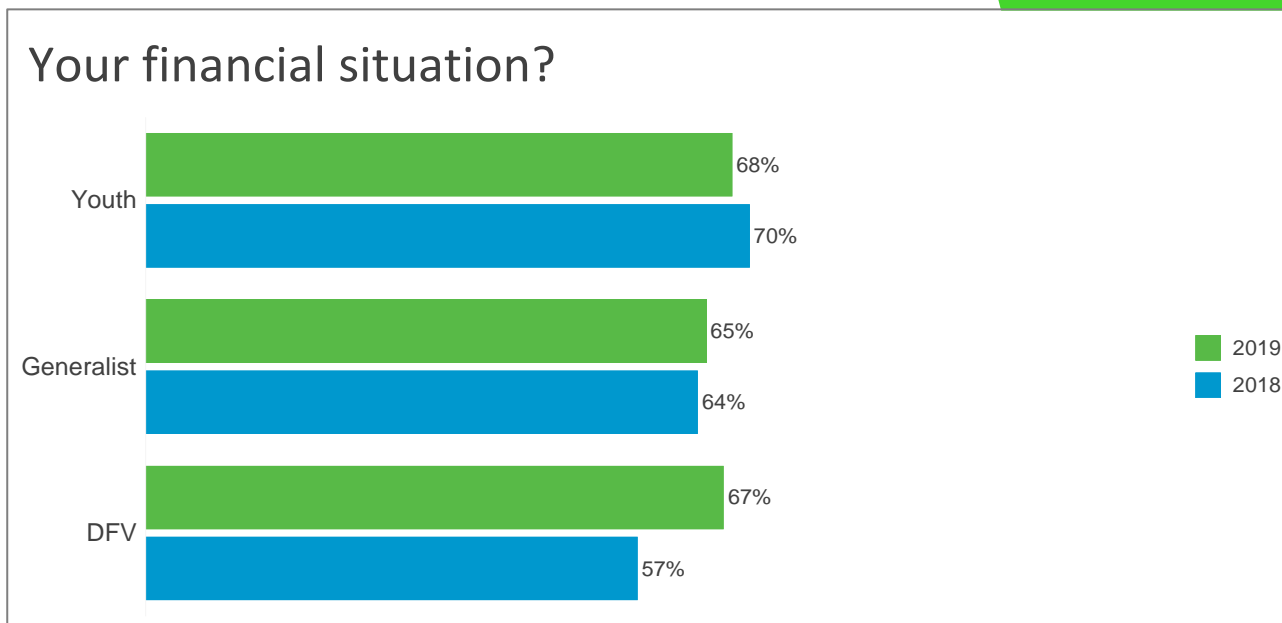
66% said that their financial situation has improved. The lowest score was 48% and the highest score was 91%.



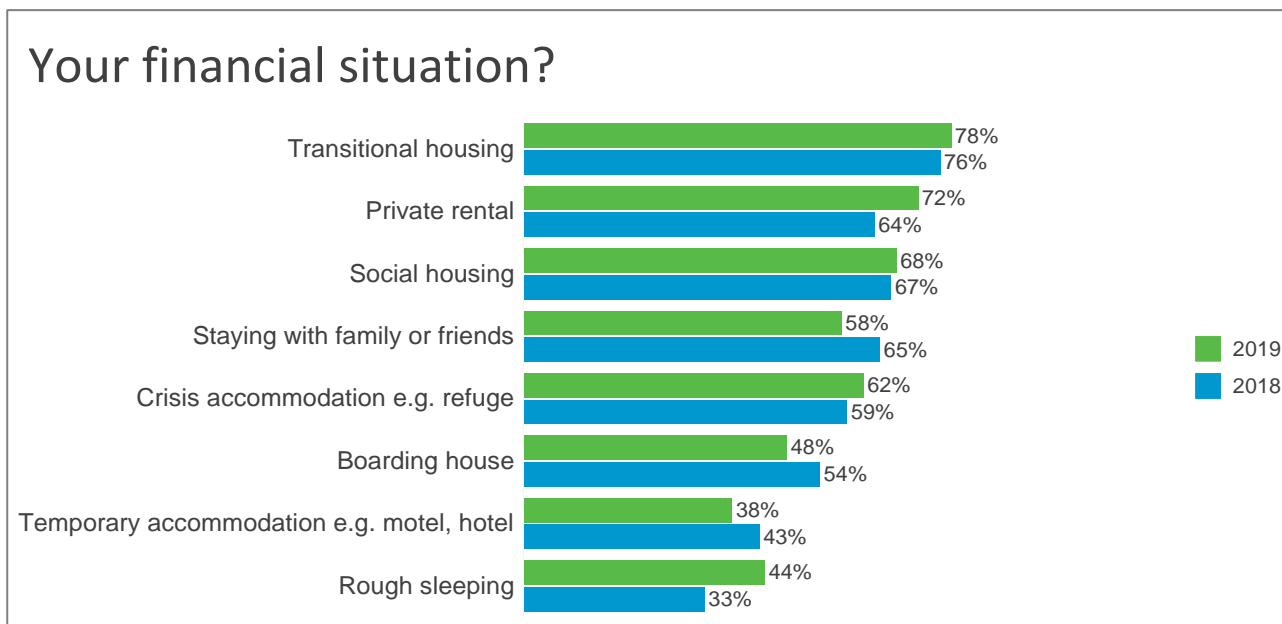
Scores for different regions ranged between 65% and 72%.



There were no significant differences when comparing different specialisms, although DFC organisations have seen a significant increase in satisfaction when compared to 2018 a rise from 57% to 67%):

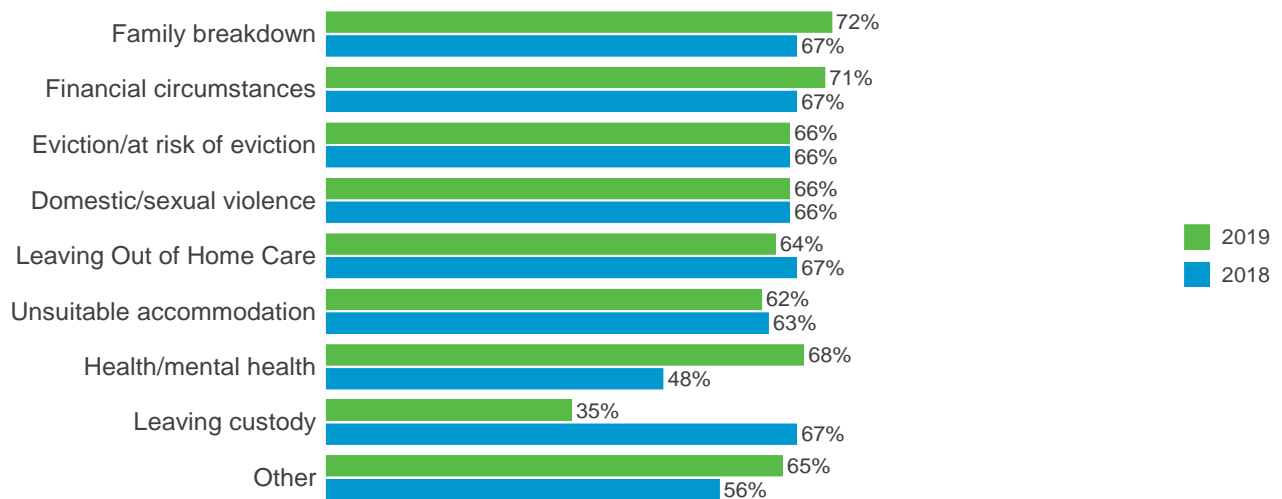


Those who are in temporary accommodation (38%) or sleeping rough (44%) were the least likely to say that their financial situation has improved.



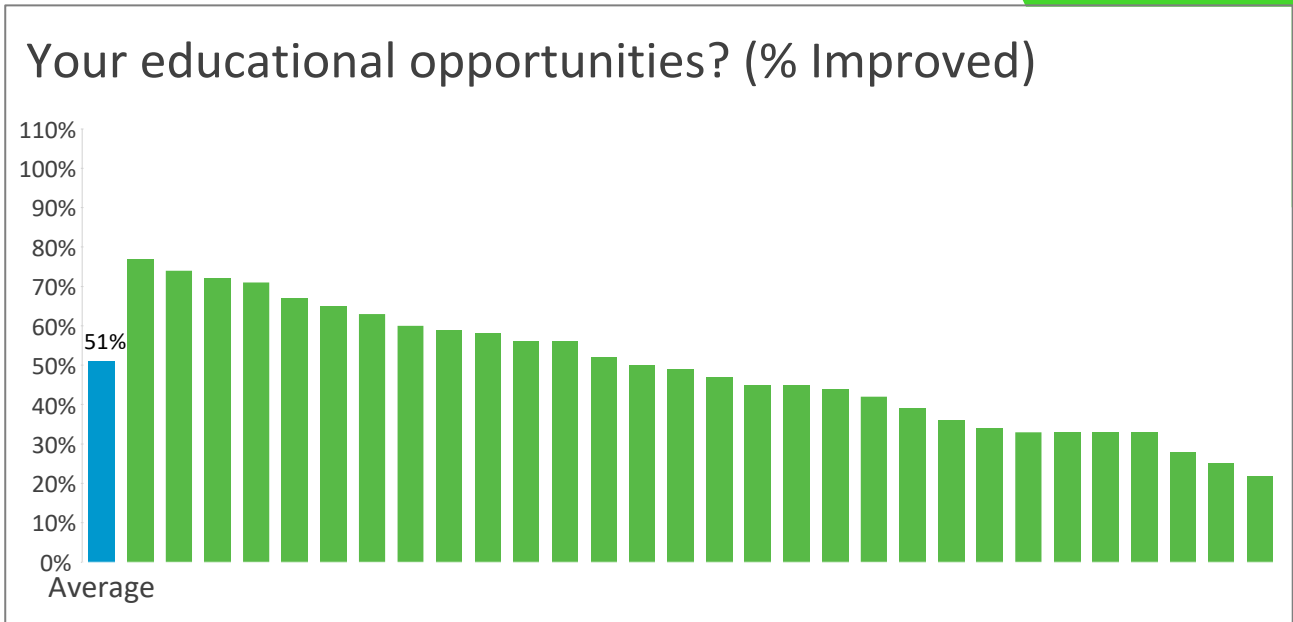
People who have left custody were the least likely to say that financial situation has improved (35%), this figure is notably lower than the 2018 figure, but bases sizes are small so there is a wide margin of error on the data.

Your financial situation?

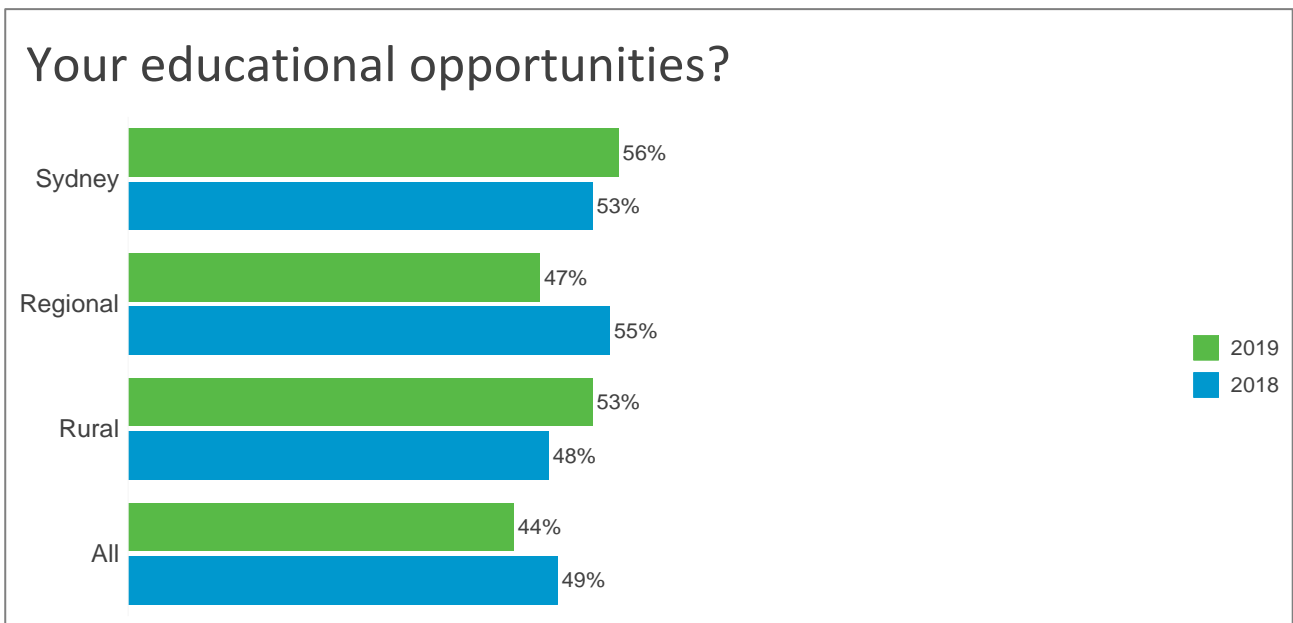


Impact on educational opportunities

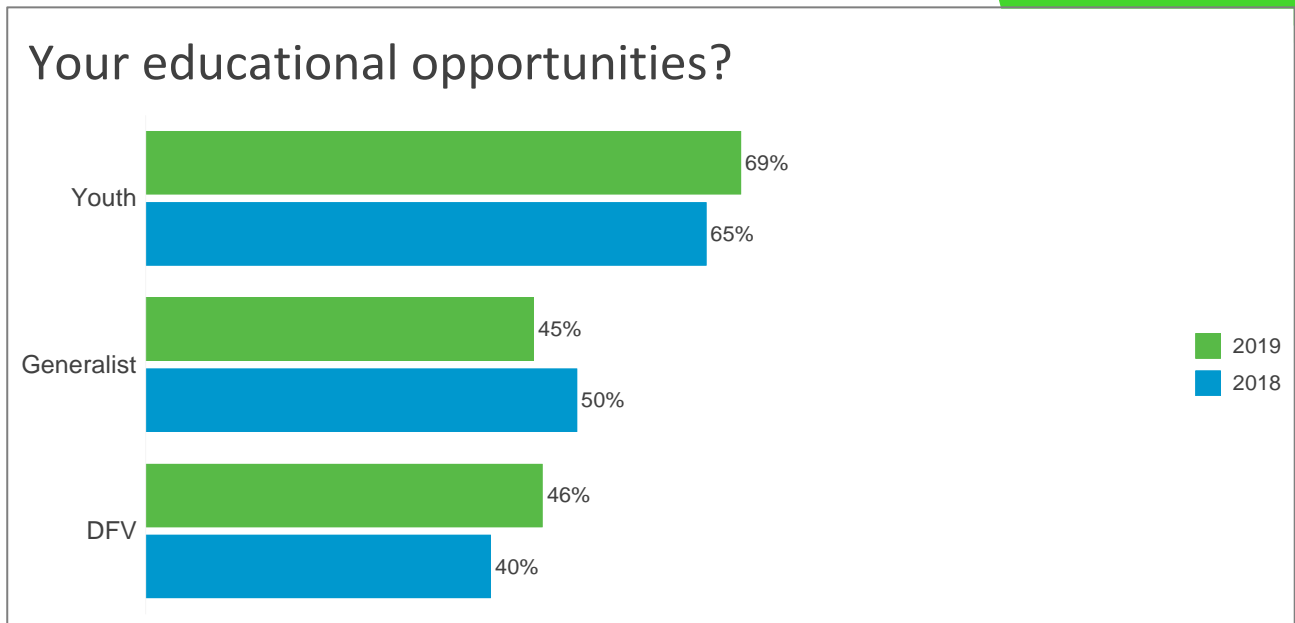
51% said that their educational opportunities have improved. The lowest score was 22% and the highest score was 77%.



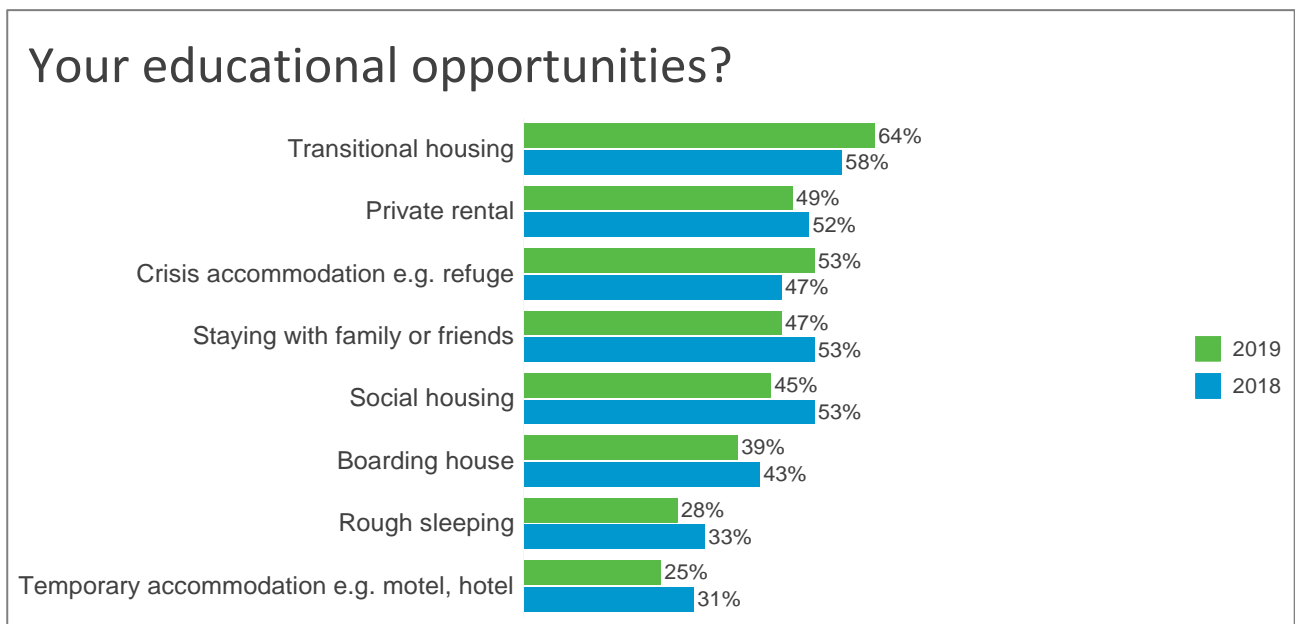
Respondents living in Sydney organisations were significantly more likely to say that their education opportunities have improved (56%), than those in Regional (47%) and All Region (44%) organisations.



Youth specialist organisations (69%) scored significantly above both Generalist organisations (45%) and DFV organisations (46%).

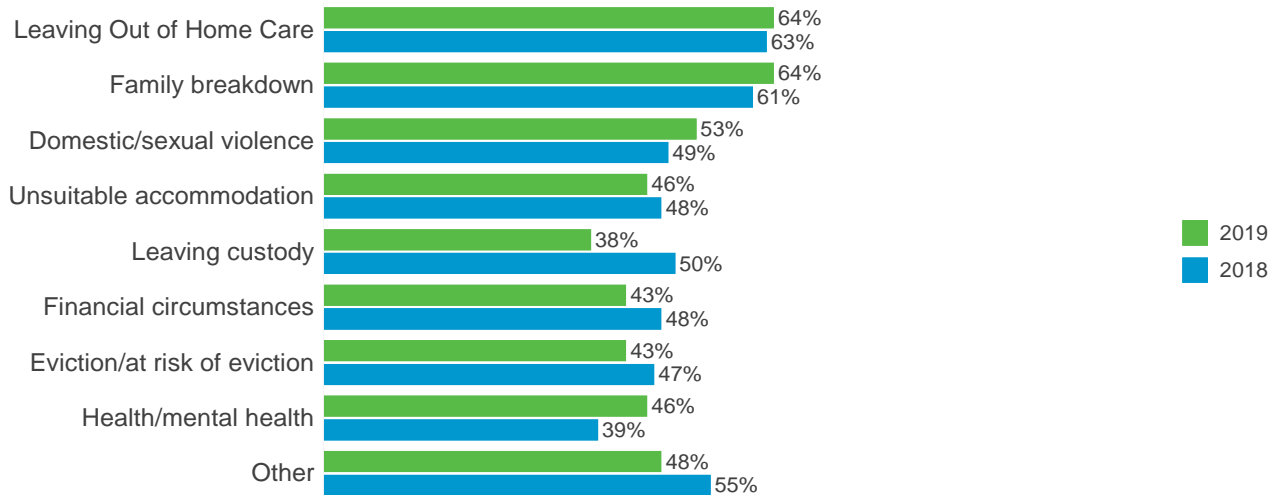


Those in temporary accommodation were the least likely to say that their educational opportunities have got better, (25%).



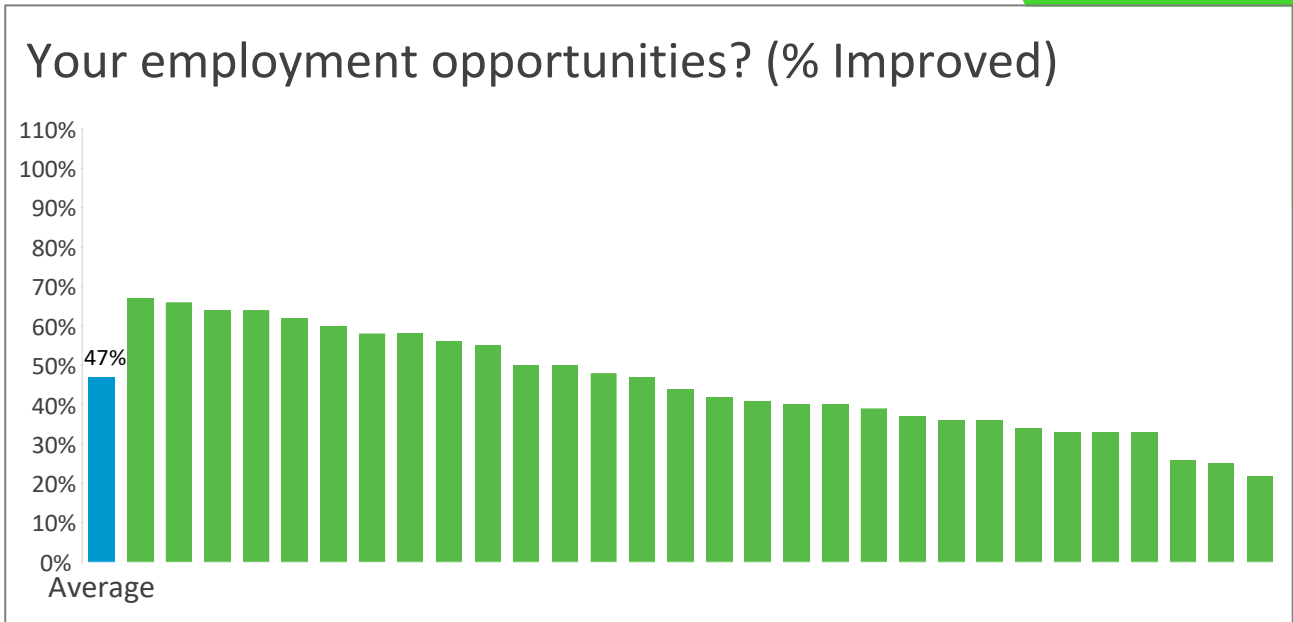
Clients leaving Out of Home Care and those who sought help as a consequence of family breakdown were the most likely to say that their educational opportunities have improved (both 64%).

Your educational opportunities?

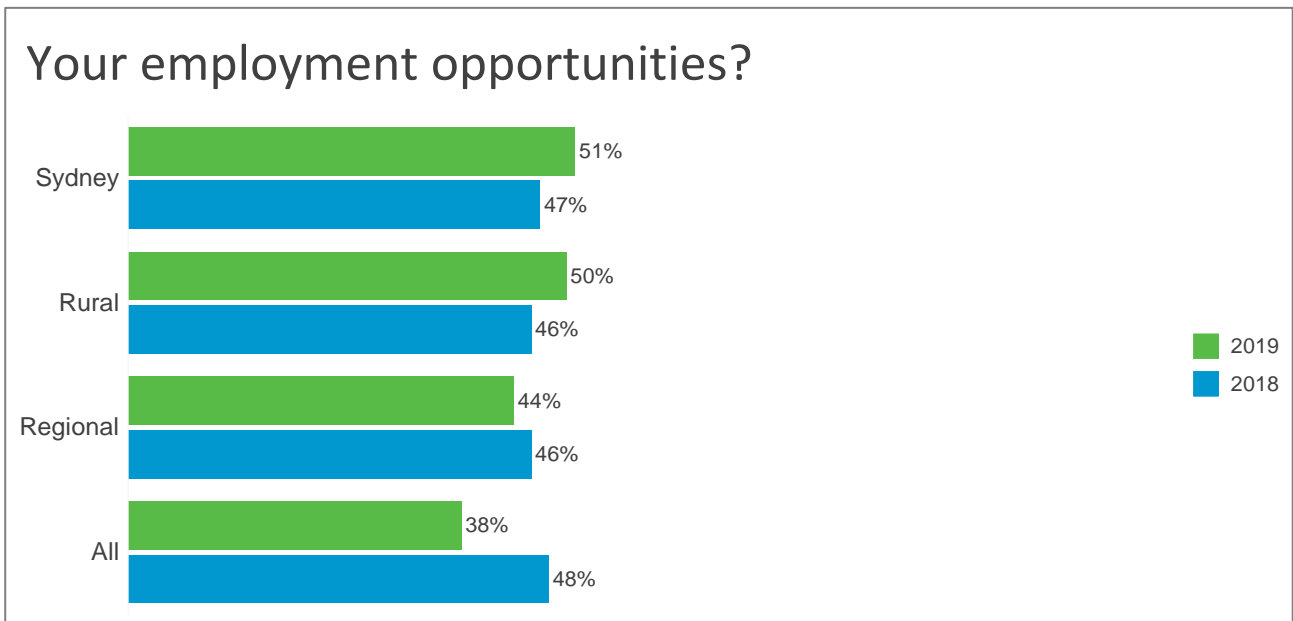


Impact on employment opportunities

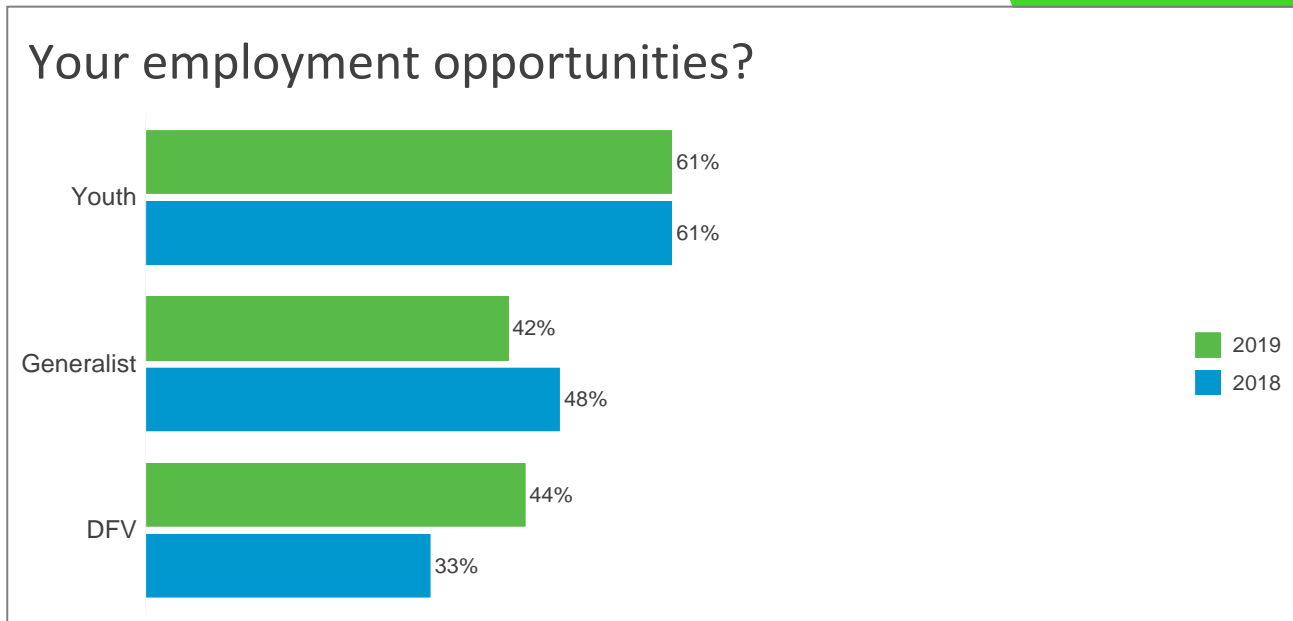
47% said that their employment opportunities have improved. The lowest score was 22% and the highest score was 67%.



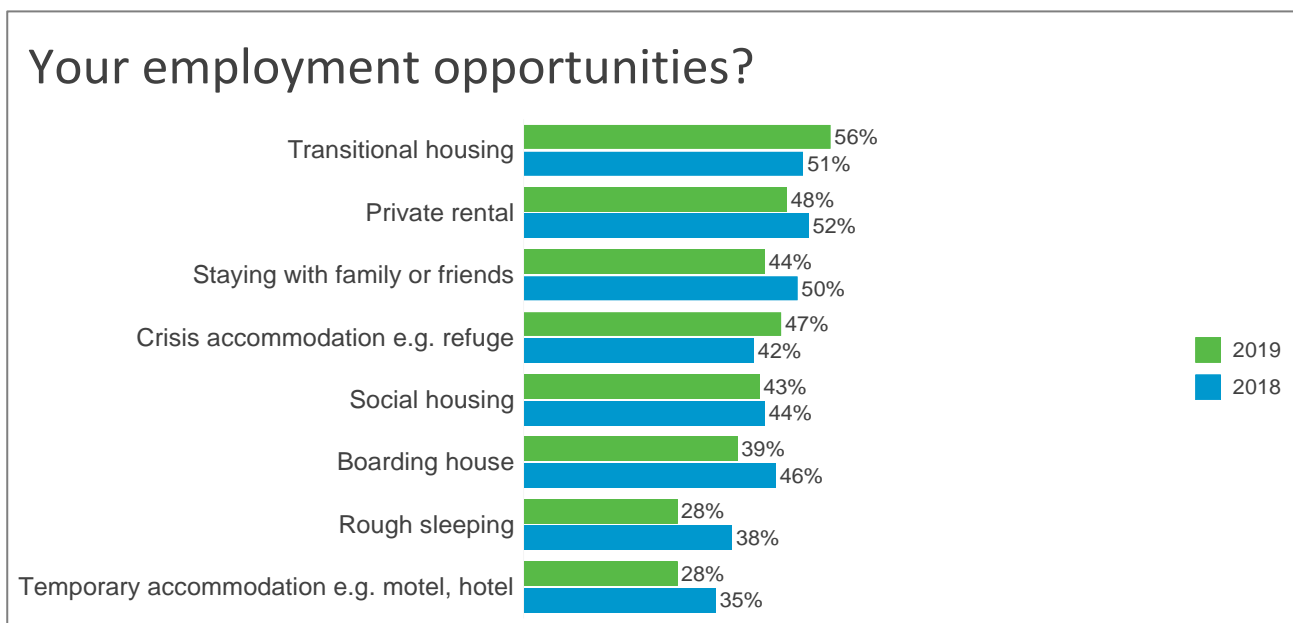
Sydney organisations scored significantly higher (51%) than those organisations covering All Regions (38%)



Youth specialist organisations (61%) scored significantly above both general organisations (42%) and DFV organisations (44%). There was a significant fall in satisfaction for Generalist organisations, while there was a statistically significant increase in satisfaction for DFV organisations.

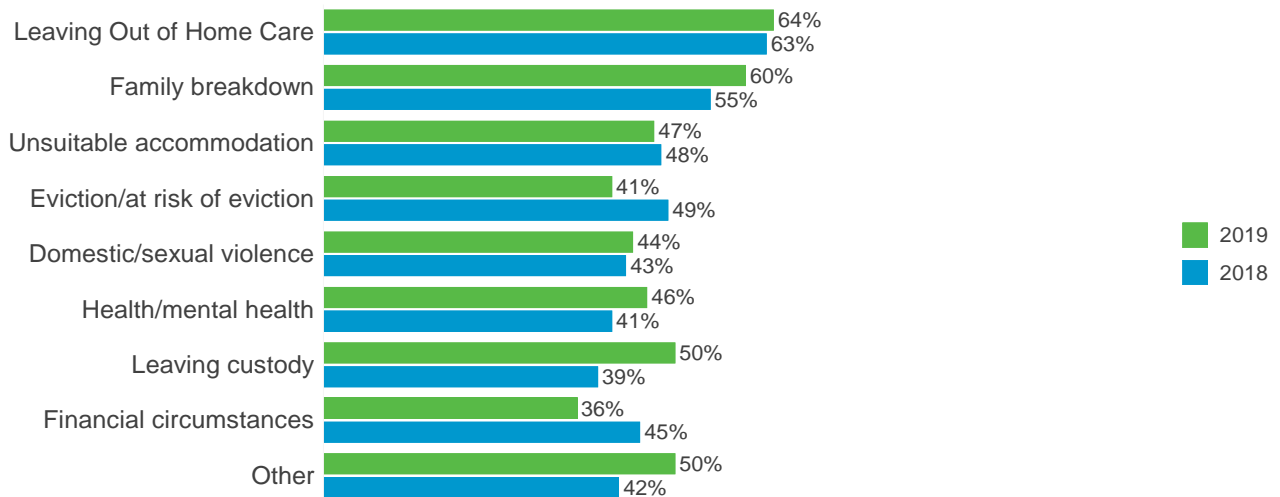


People sleeping rough (28%) or in temporary accommodation (28%) were the least likely to say that their employment opportunities had got better.



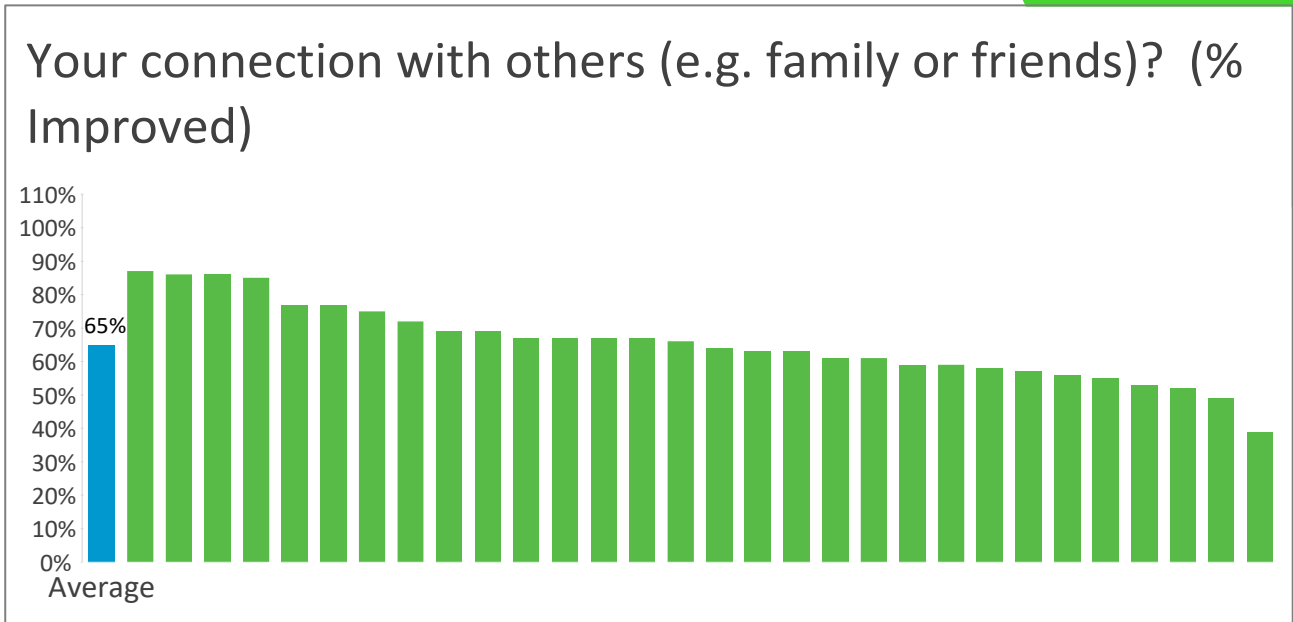
People leaving Out of Home Care (64%) were the most likely to say that their employment opportunities have improved, while those who sought help as a consequence of financial circumstances (36%), were the least likely to say that their employment opportunities have improved.

Your employment opportunities?

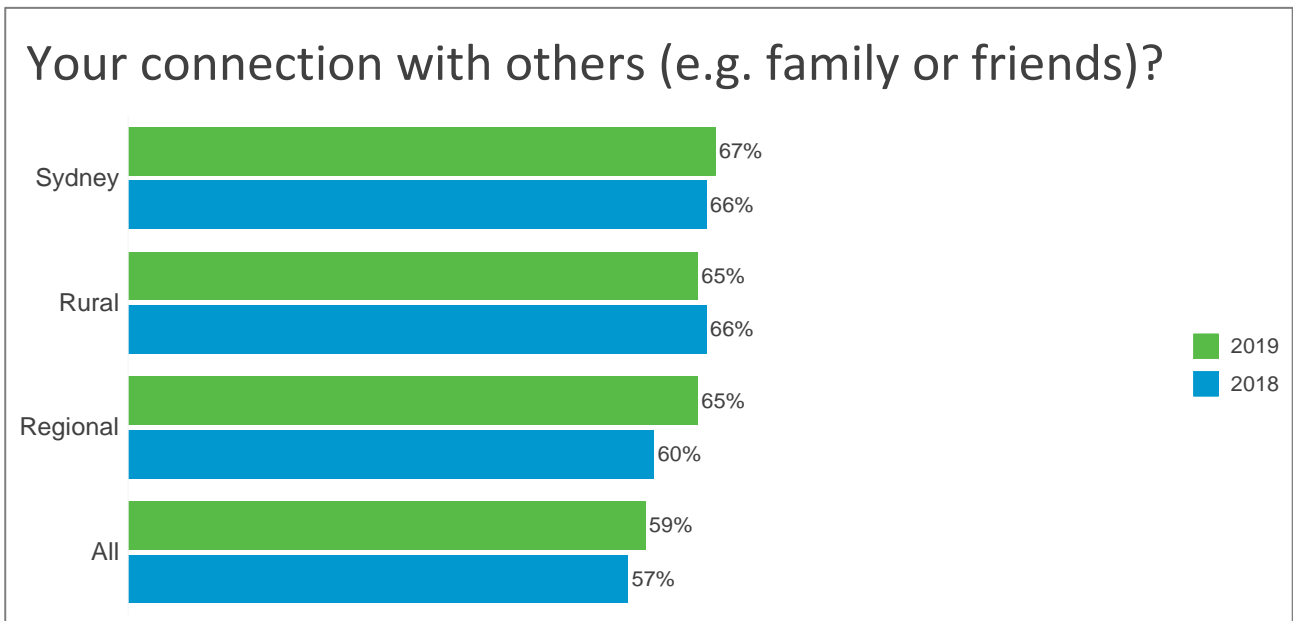


Impact on connection to others

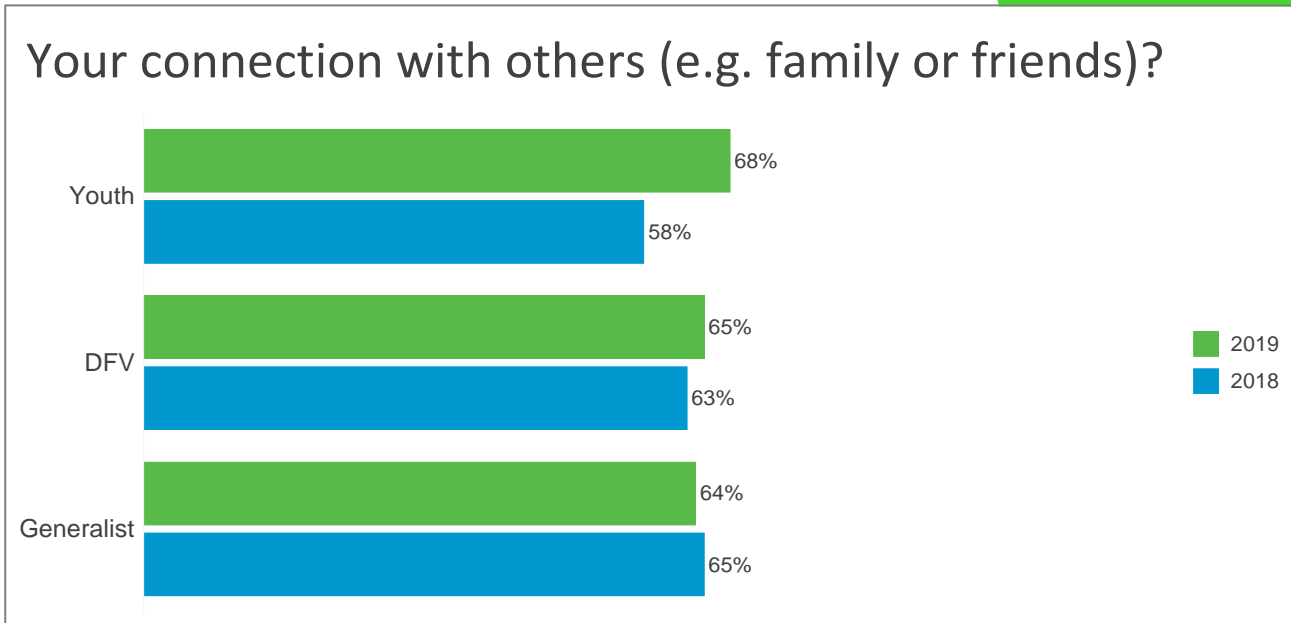
65% said that their connection with others has improved. The lowest score was 39% and the highest score was 87%.



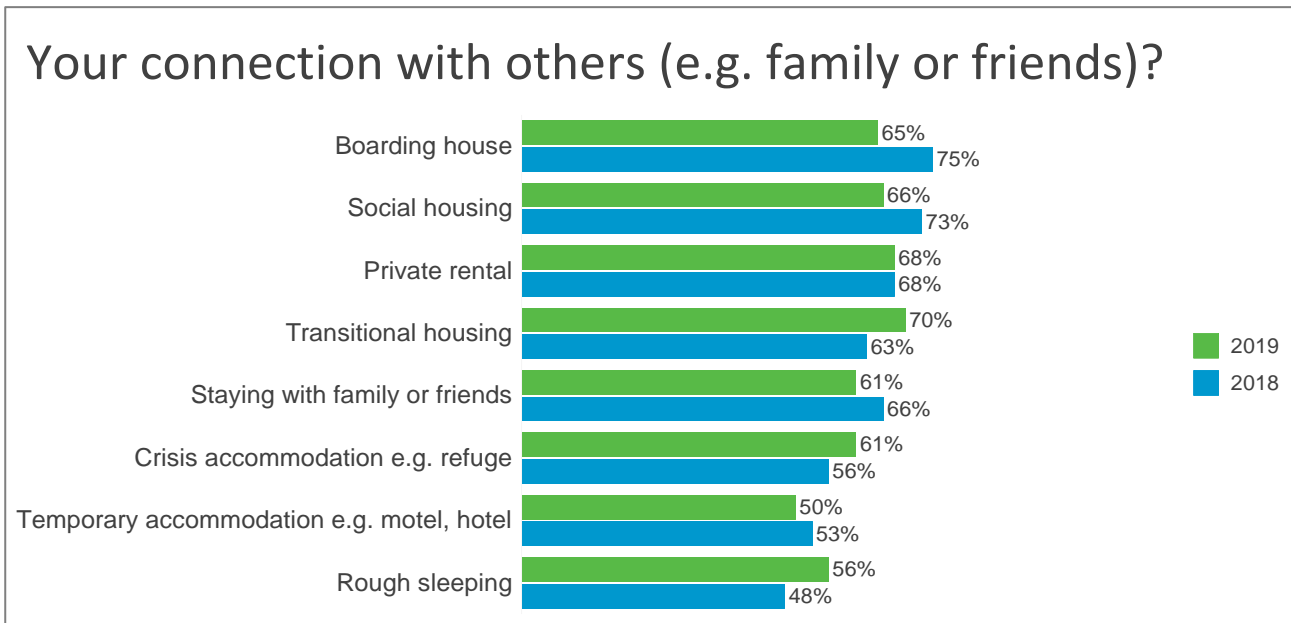
There were no significant differences when comparing these scores for different regions:



There is a significant increase in the '% Improved' score for Youth specialist organisations when looking at their connection with others, (58% in 2018 to 68% in 2019).

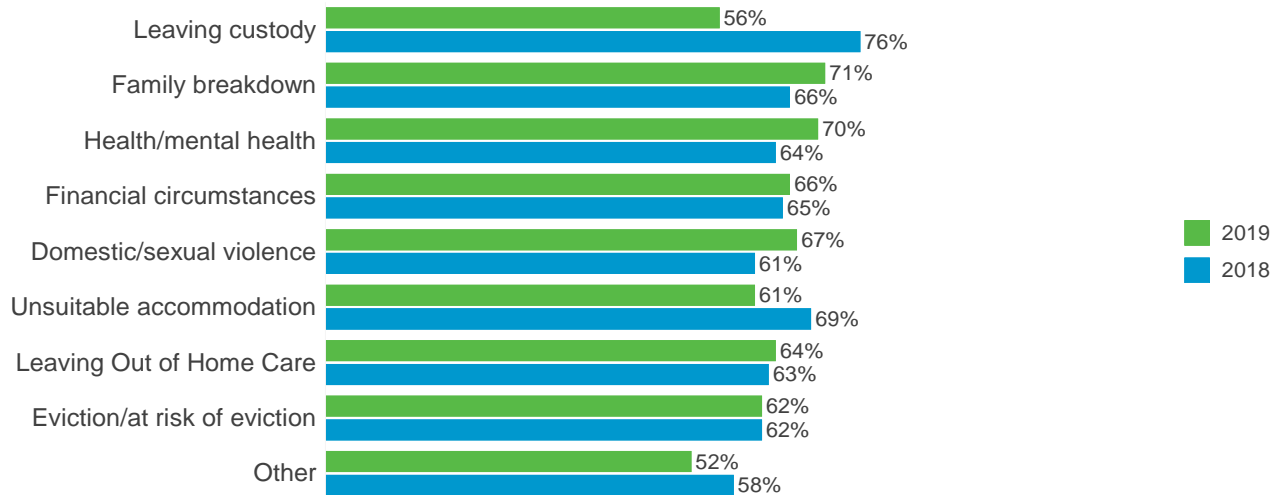


When looking at the accommodation that people are in, those in transitional housing were the most likely to say that their connection with others has improved (70%), followed by those in private rental (68%).



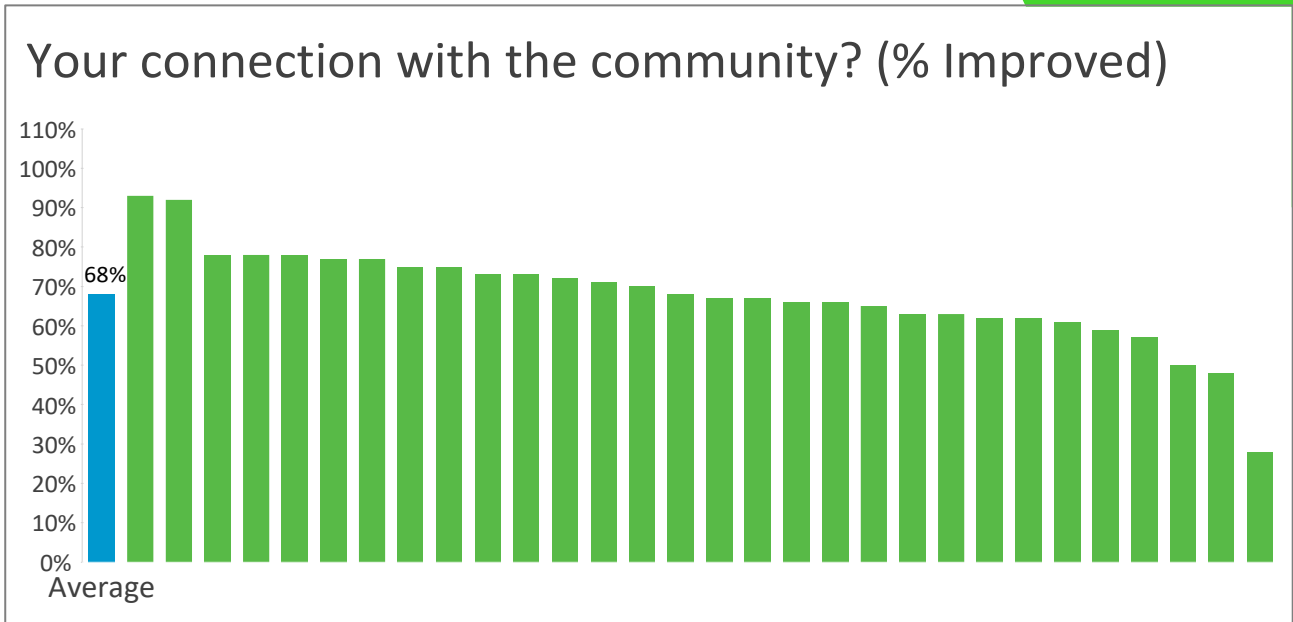
Those who sought help due to family breakdown (71%) and their health (70%) were the most likely to say that their connection with others has improved.

Your connection with others (e.g. family or friends)?

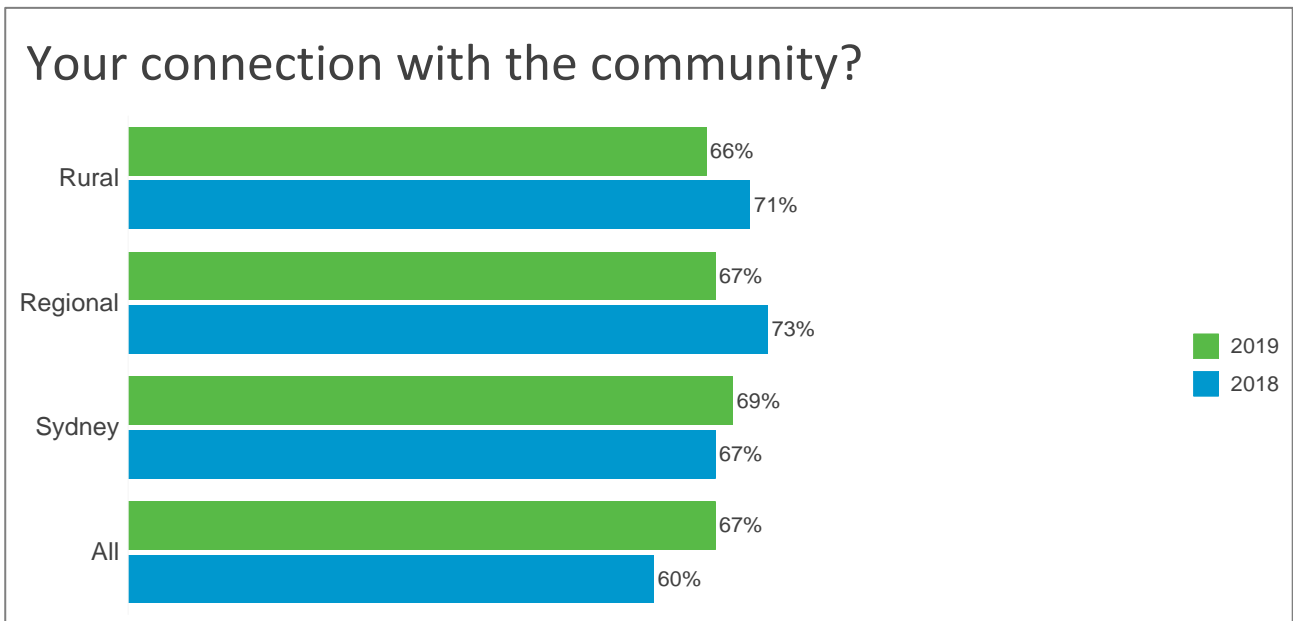


Impact on connection to the community

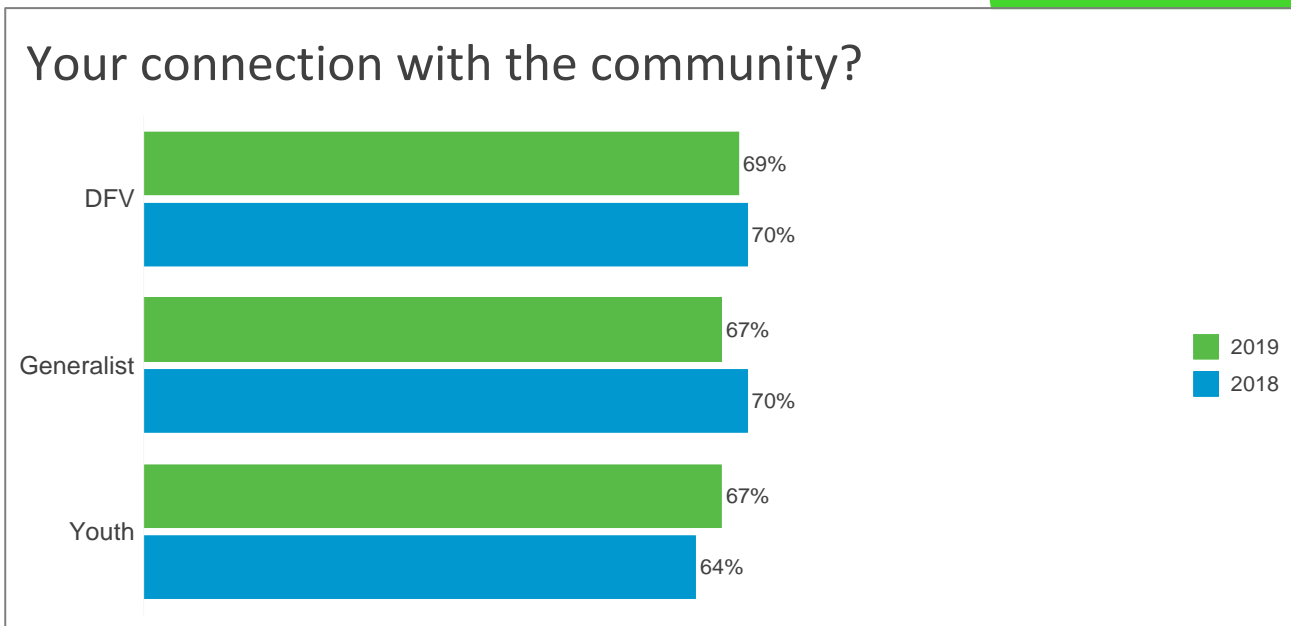
68% said that their connection with the community has improved. The lowest score was 28% and the highest score was 93%.



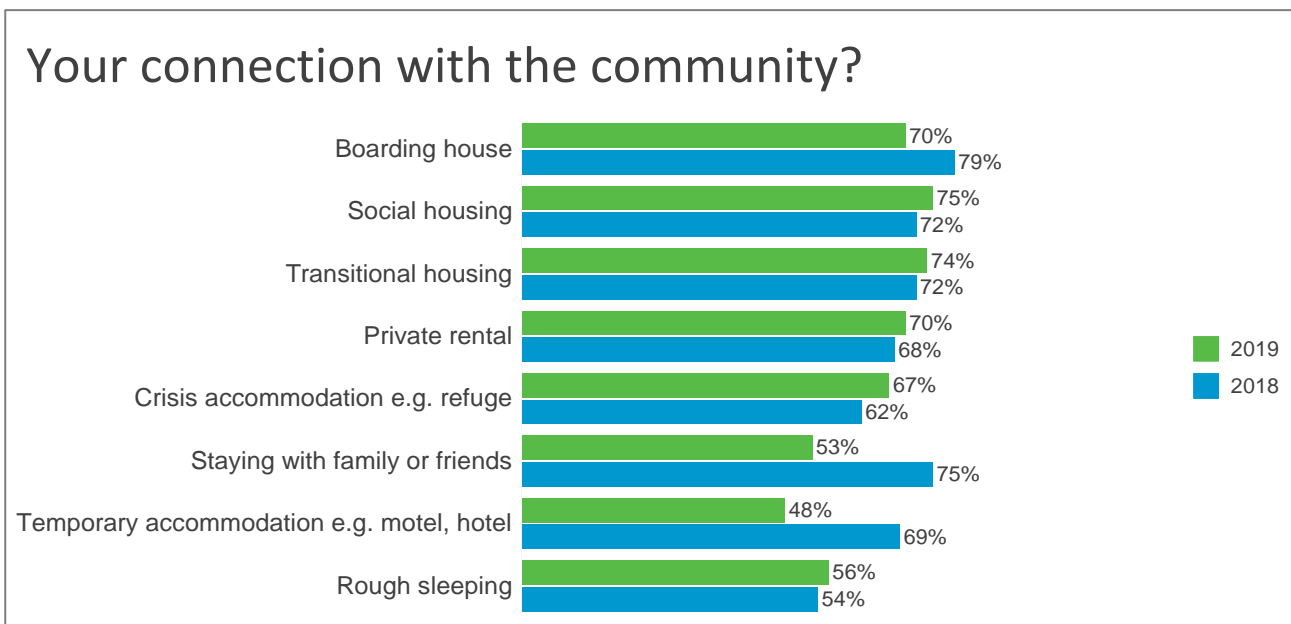
There were no significant differences when comparing regions, with scores ranging between 66% and 69%.



There is no significant variation when comparing these scores for different specialities:

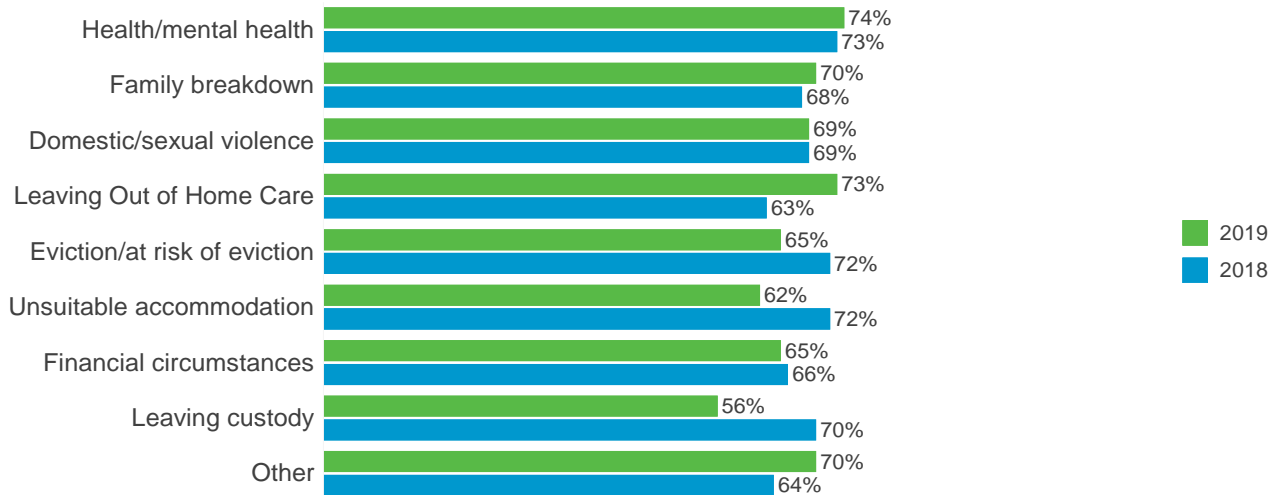


Those in temporary accommodation were the least likely to say that their connection with the community has improved (48%), while people living in social housing (75%) and transitional housing (74%) were the most likely to say that it has improved.



When comparing the different reasons that people sought assistance, there is less variation in how their connection with the community has been affected.

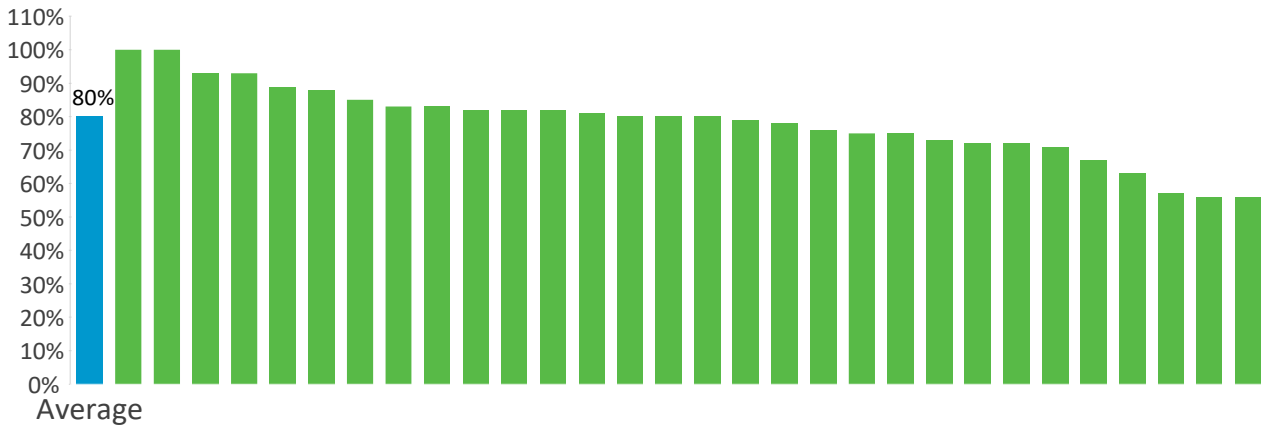
Your connection with the community?



Impact on confidence in dealing with changes

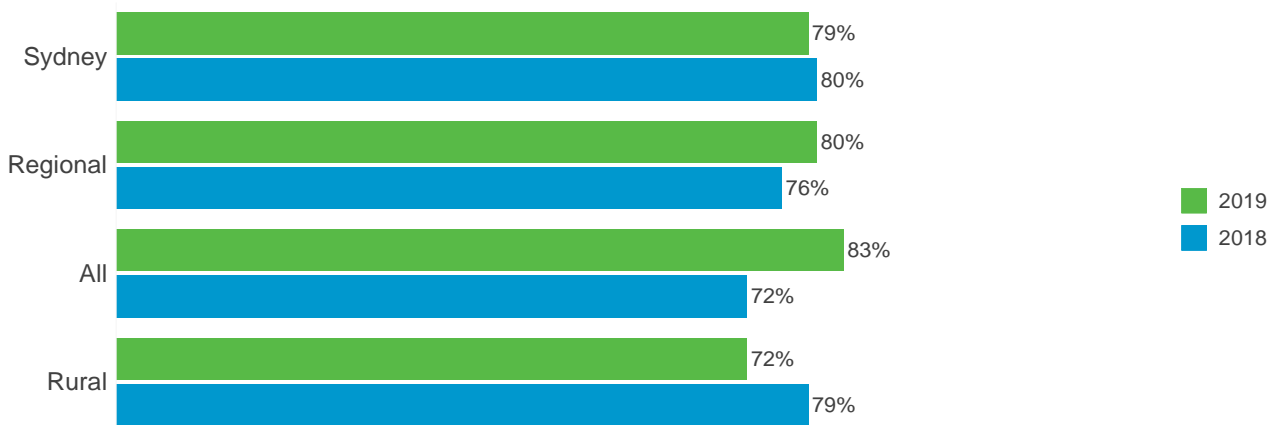
80% said that their confidence in dealing with changes has improved. The lowest score was 56% and the highest score was 100%.

Your confidence in dealing with changes (e.g. challenges or opportunities)? (% Improved)



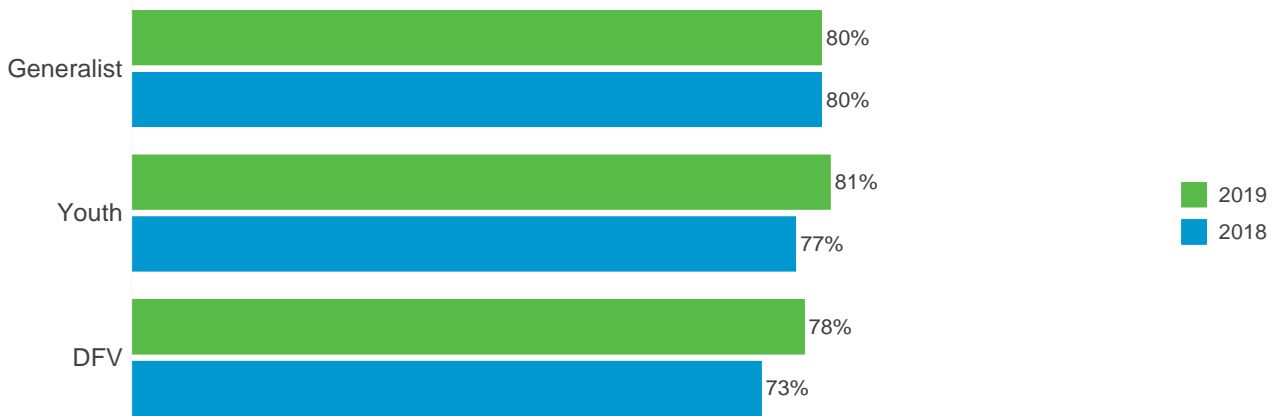
Organisations servicing All regions have seen a statistically significant increase in the ‘% Improved’ score for confidence in dealing with changes, rising from 72% to 83%.

Your confidence in dealing with changes (e.g. challenges or opportunities)?



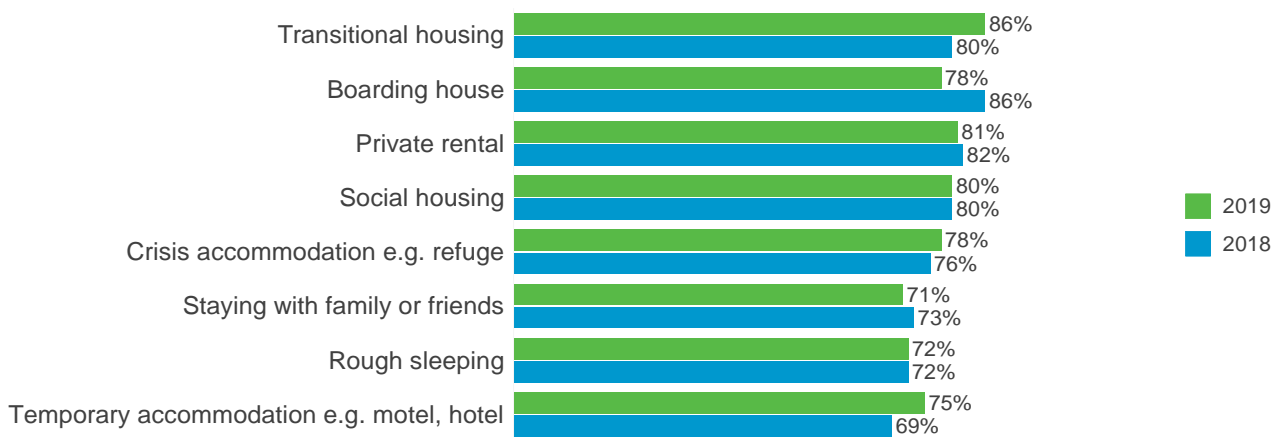
There were no significant differences when comparing different specialisms.

Your confidence in dealing with changes (e.g. challenges or opportunities)?



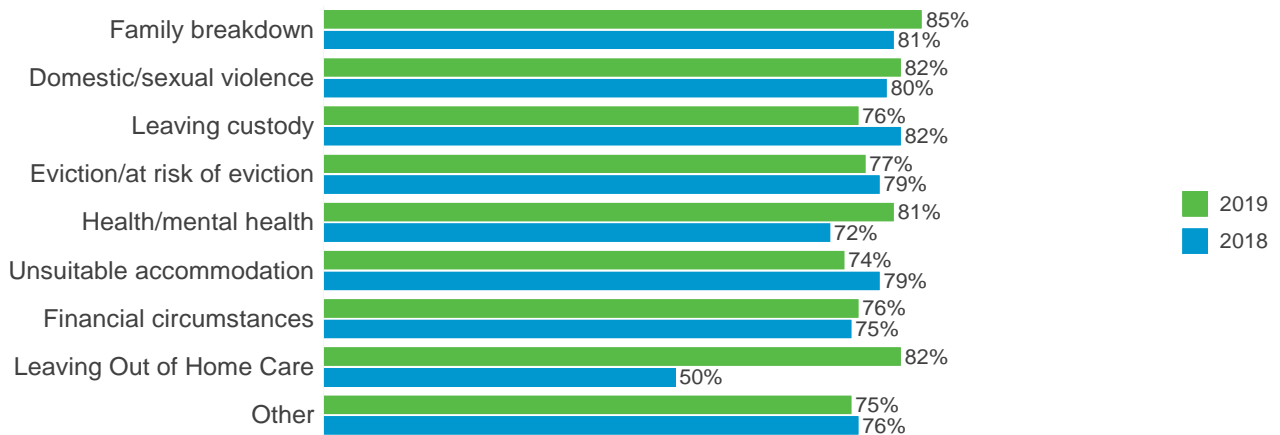
There was little variation between those in different accommodation types when looking at how their confidence in dealing with changes has been affected.

Your confidence in dealing with changes (e.g. challenges or opportunities)?



Whilst it looks like there is a major change in how those who have left Out of Home Care are able to deal with changes, the base sizes for this group are small and should be interpreted with caution.

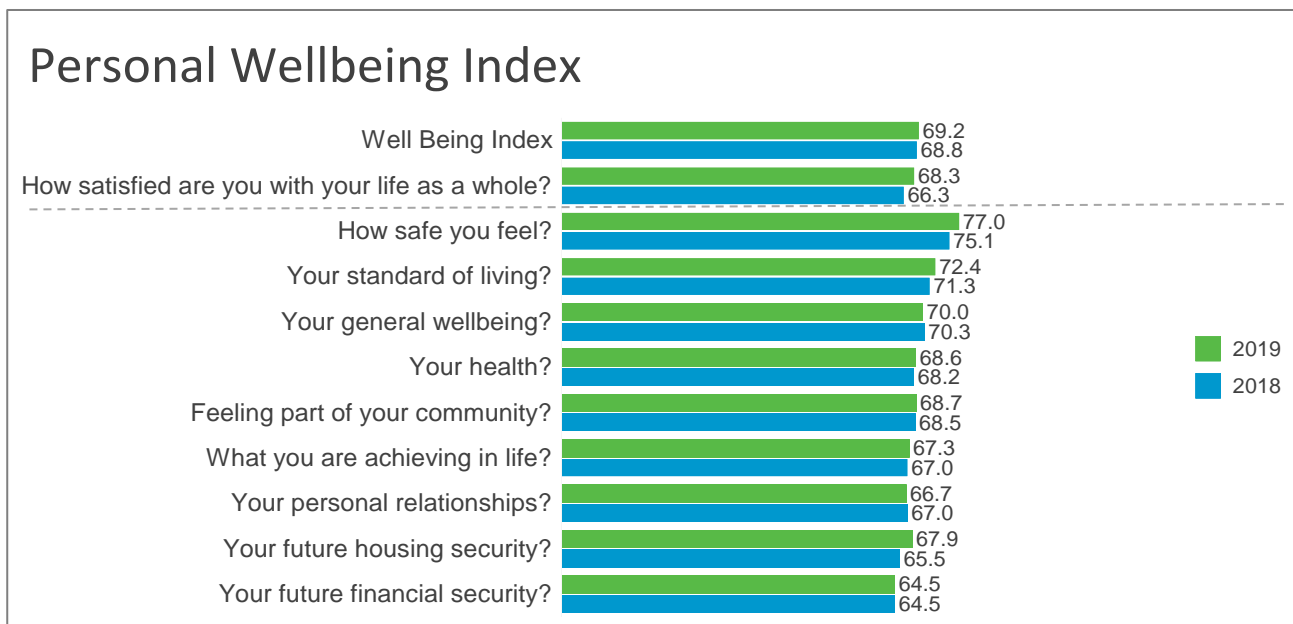
Your confidence in dealing with changes (e.g. challenges or opportunities)?



Section 12: Wellbeing

The Personal Wellbeing Index

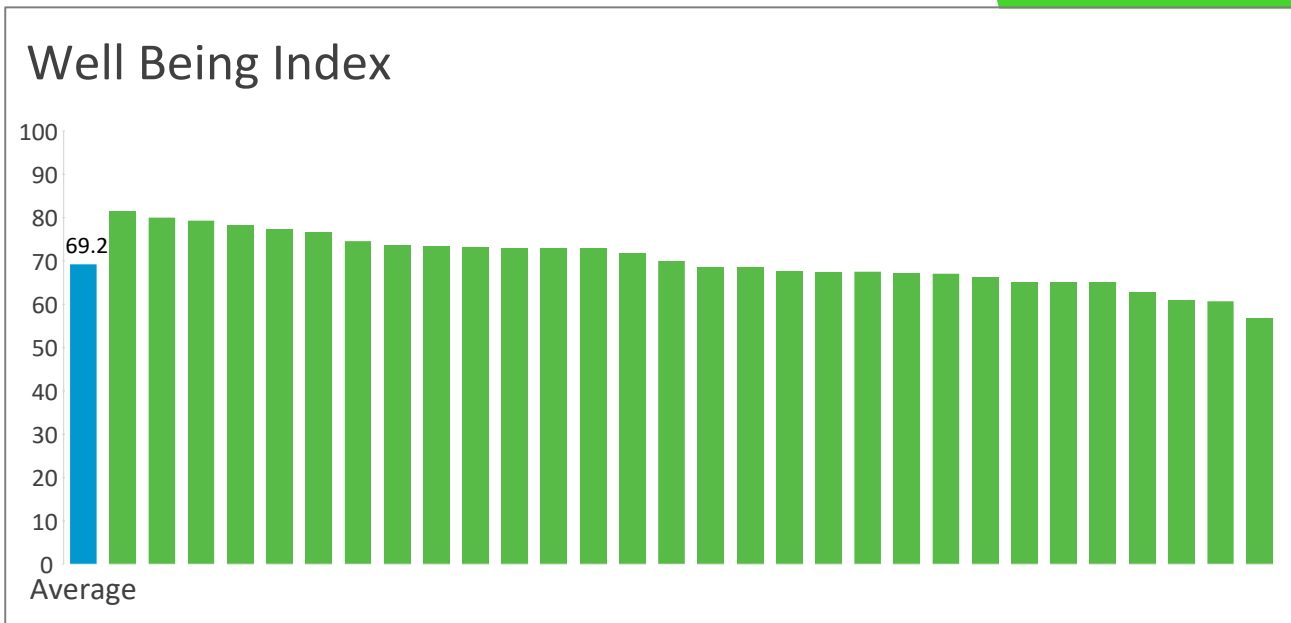
At the end of questionnaire residents were asked to respond to different 11-point rating scale questions which when taken together make up the 'Personal Wellbeing Index' but when looked at independently give a perspective on various issues including sense of personal safety, life satisfaction and health. These questions are scored on a scale of 0 to 100, where 100 is the highest rating. The chart below plots the results to the individual questions as well as the overall Personal Wellbeing Index score; there has been little change when comparing this year's data to 2018.



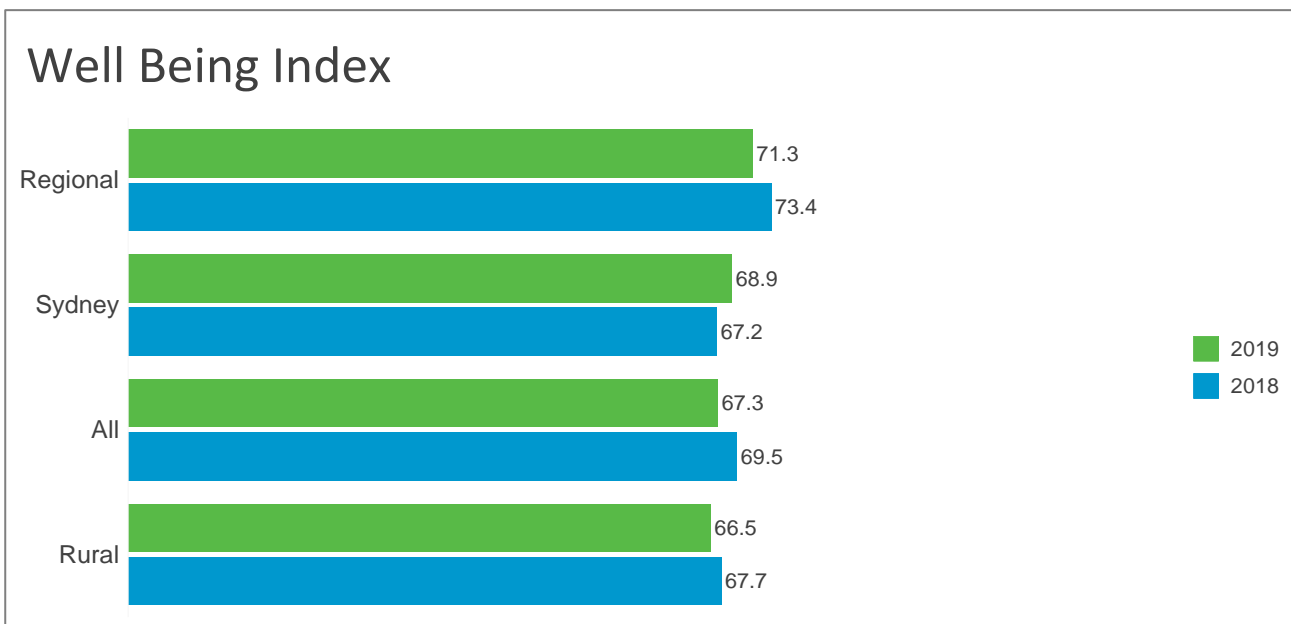
The question 'How satisfied are you with your life as a whole?' is not included in the Personal Wellbeing Index calculation and is used as a sense check on the data. The score of 68.3 serves to back-up the validity of the overall figure of 69.2 as the scores are close.

According to the Australian Unity Wellbeing Index report, the overall Index score should be in the range of 73.4 – 76.4 points. So, the score is a little short of the expected score for Australia as a whole.

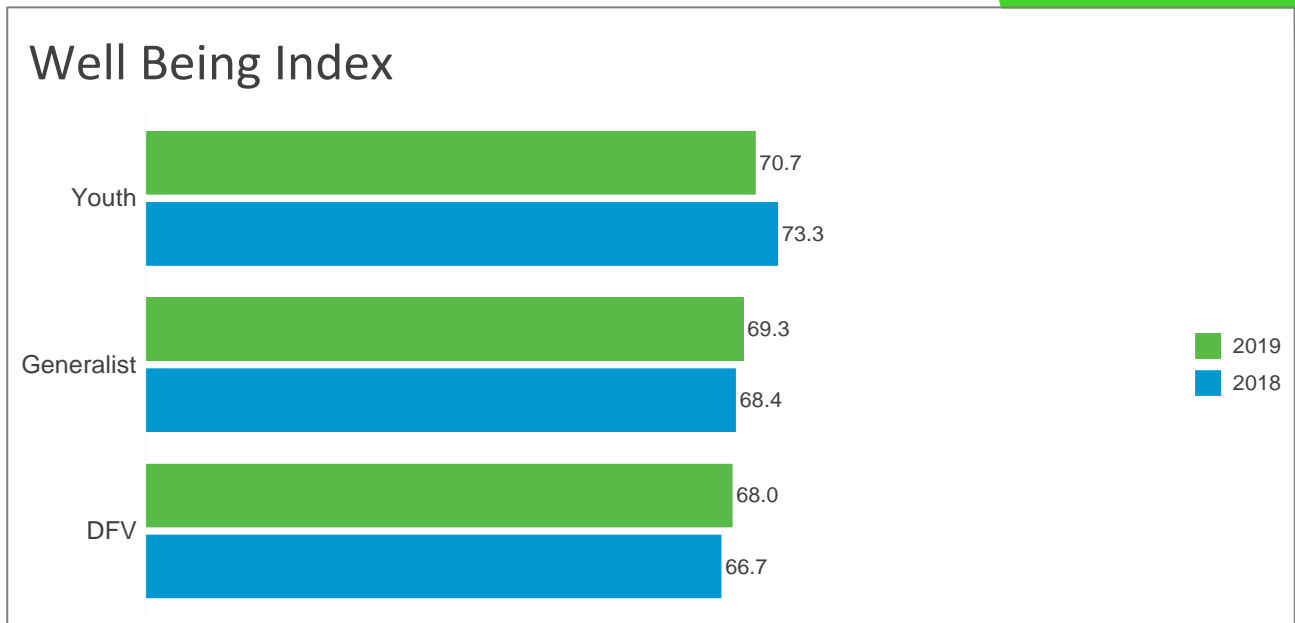
The average overall wellbeing score was 69.2. The lowest score was 56.8 and the highest was 81.4. The average score of 69.2 was exceeded or matched by 15 of the 28 providers that had at least 10 replies.



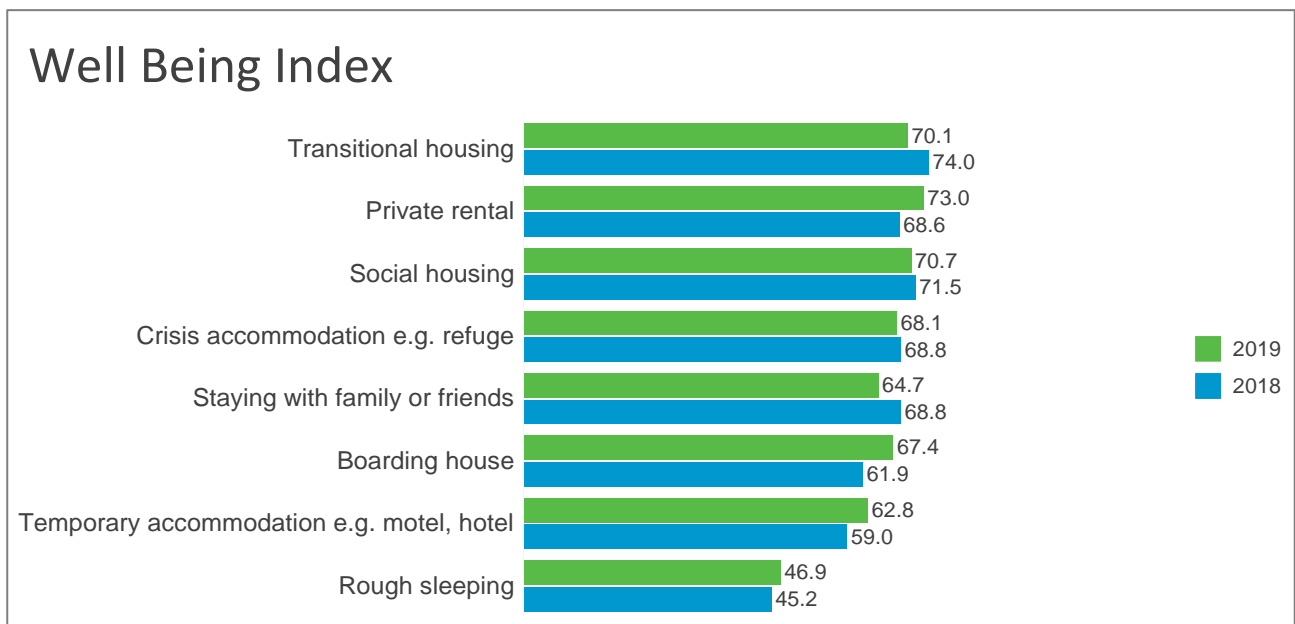
In terms of geographic comparisons, those people in Regional areas had the highest average WBI score (71.3) while it was lowest in Rural organisations (66.5).



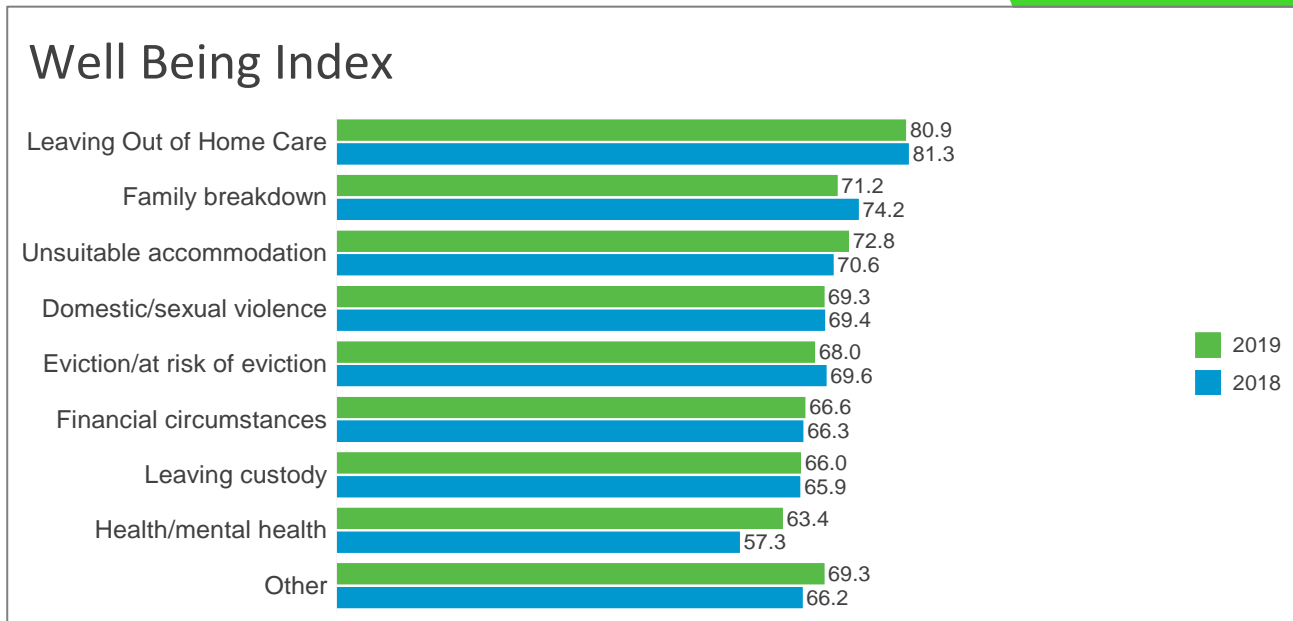
Organisations specialising in Youth support scored the highest overall (70.7), with DFV organisations scoring lowest (68.0). Differences here are marginal.



Clients in private rental have the highest WBI score (73.0), while those sleeping rough have a score of just 46.9. Clients who are sleeping rough scored the lowest on all of the wellbeing index variables.

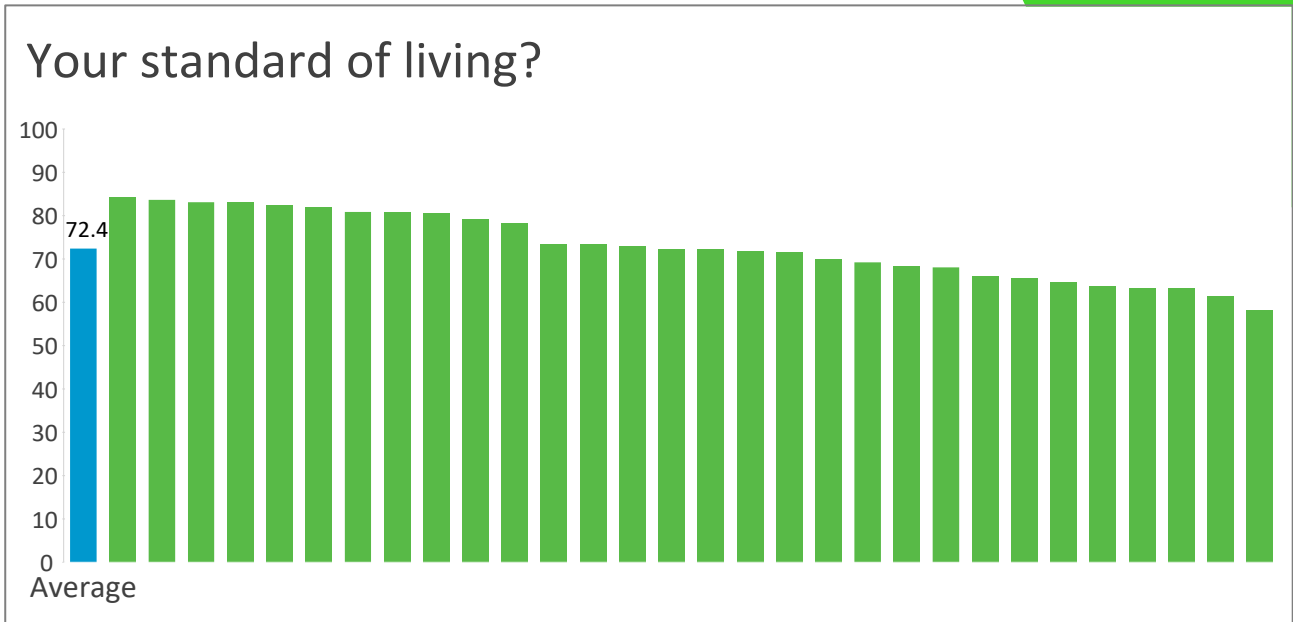


When looking at the WBI score for different groups of people depending in the reasons they sought assistance, those who are leaving Out of Home Care have the highest score (80.9), while those who suffer poor health or mental health have the lowest score (63.4).

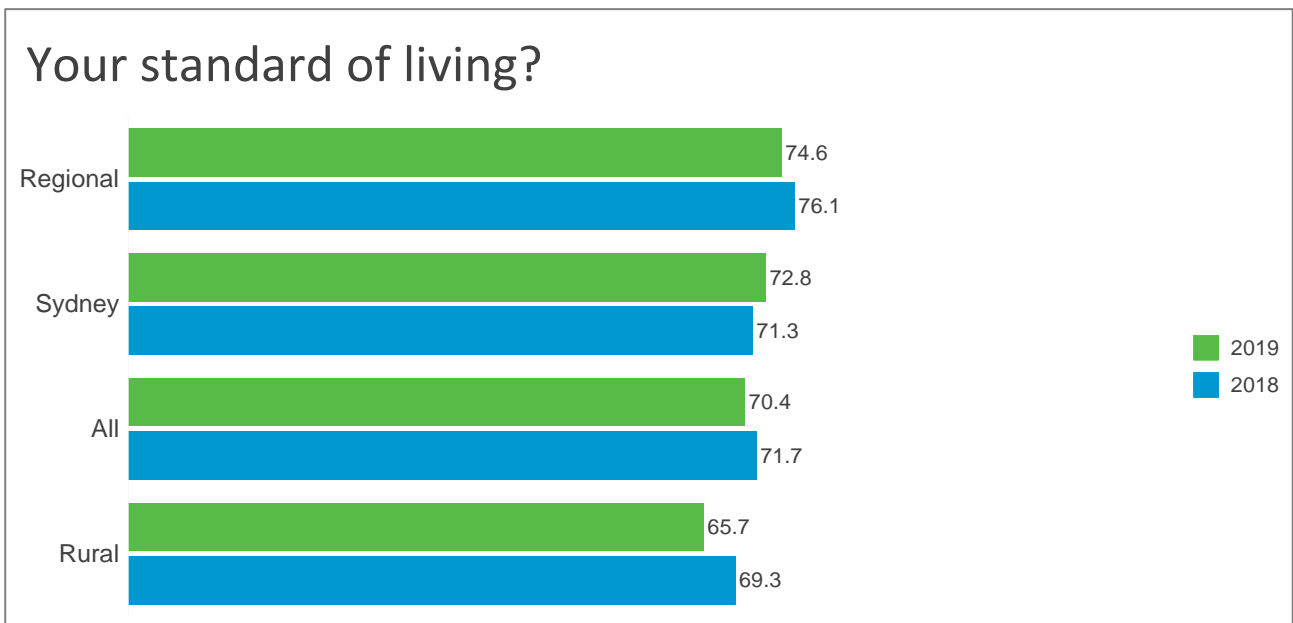


Standard of living

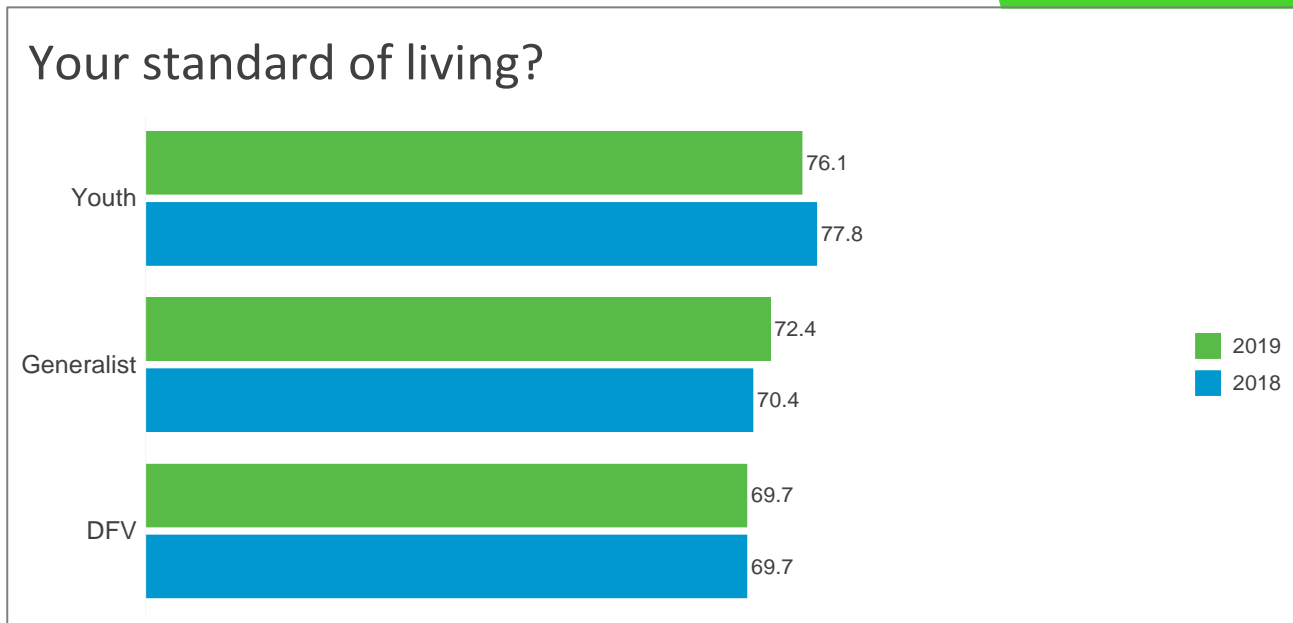
The average standard of living score was 72.4. The lowest score was 58.1 and the highest was 84.3. The average score of 72.4 was exceeded or matched by 13 of the 28 providers that had at least 10 replies.



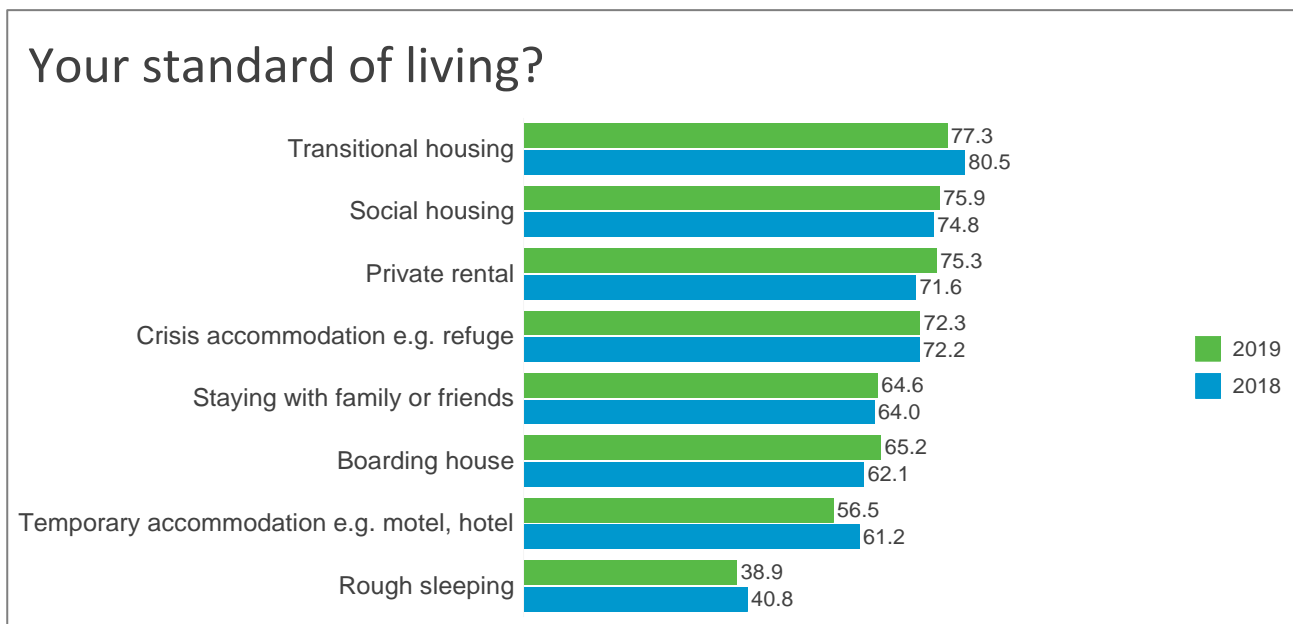
In terms of geographic comparisons, those people in Regional areas had the highest satisfaction with their standard of living (74.6) while it was lowest in Rural areas (65.7).



Organisations specialising in Youth support scored the highest overall (76.1), with DFV organisations scoring lowest (69.7)

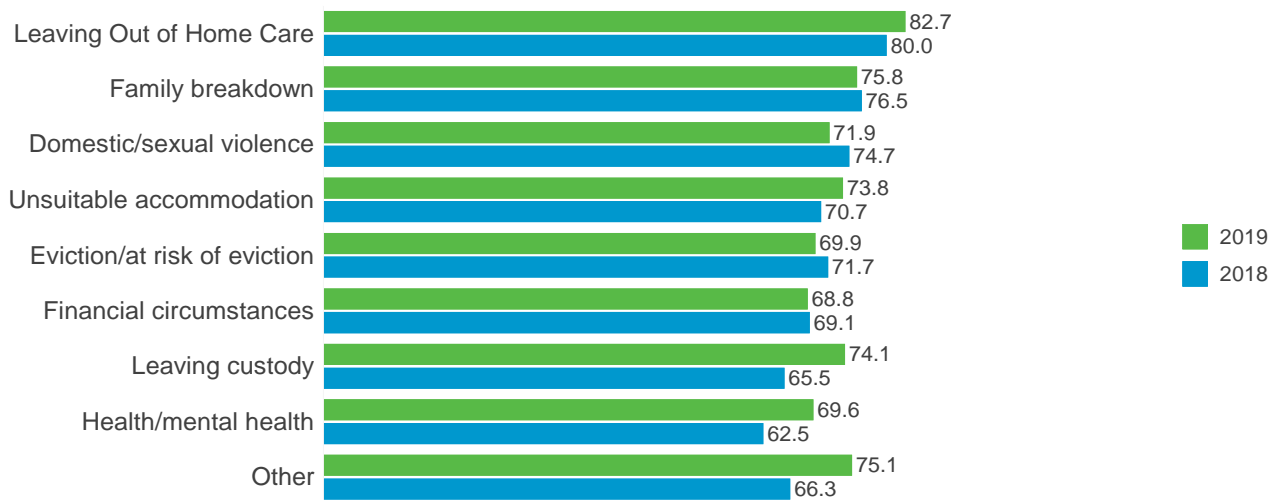


Clients living in transitional housing gave the highest score for their standard of living (77.3), followed by those in social housing (75.9) and private rental (75.3). People sleeping rough gave the lowest score (38.9).



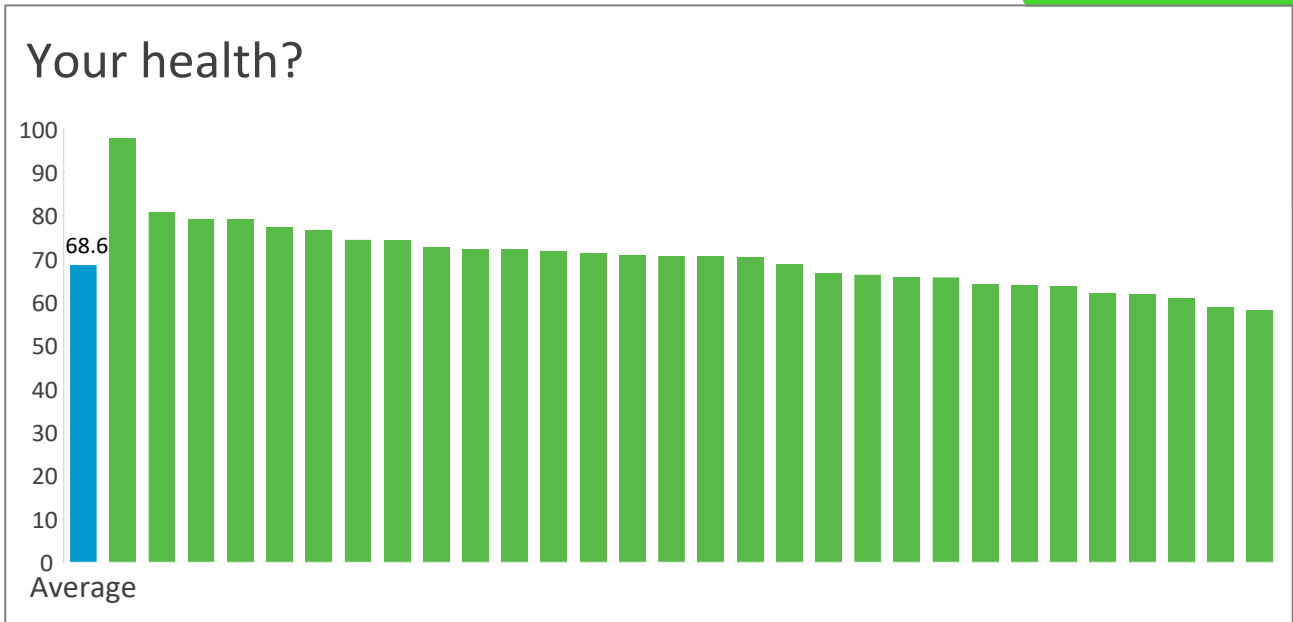
There was little variation when comparing scores by reason for seeking assistance:

Your standard of living?

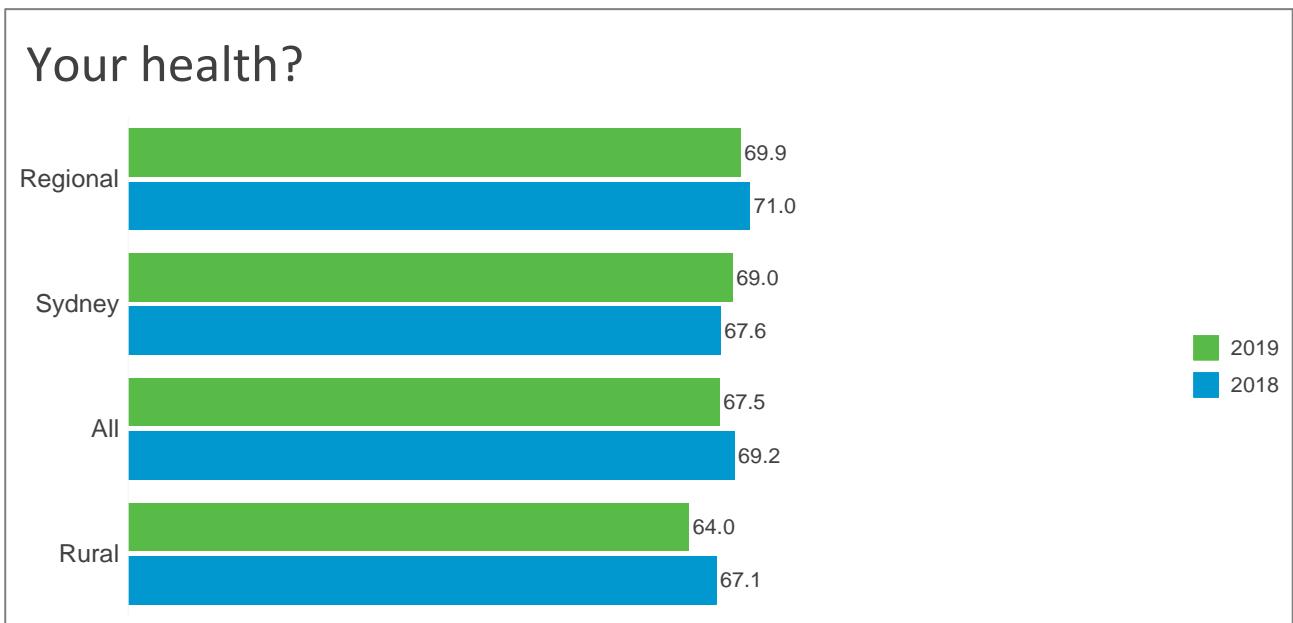


Health

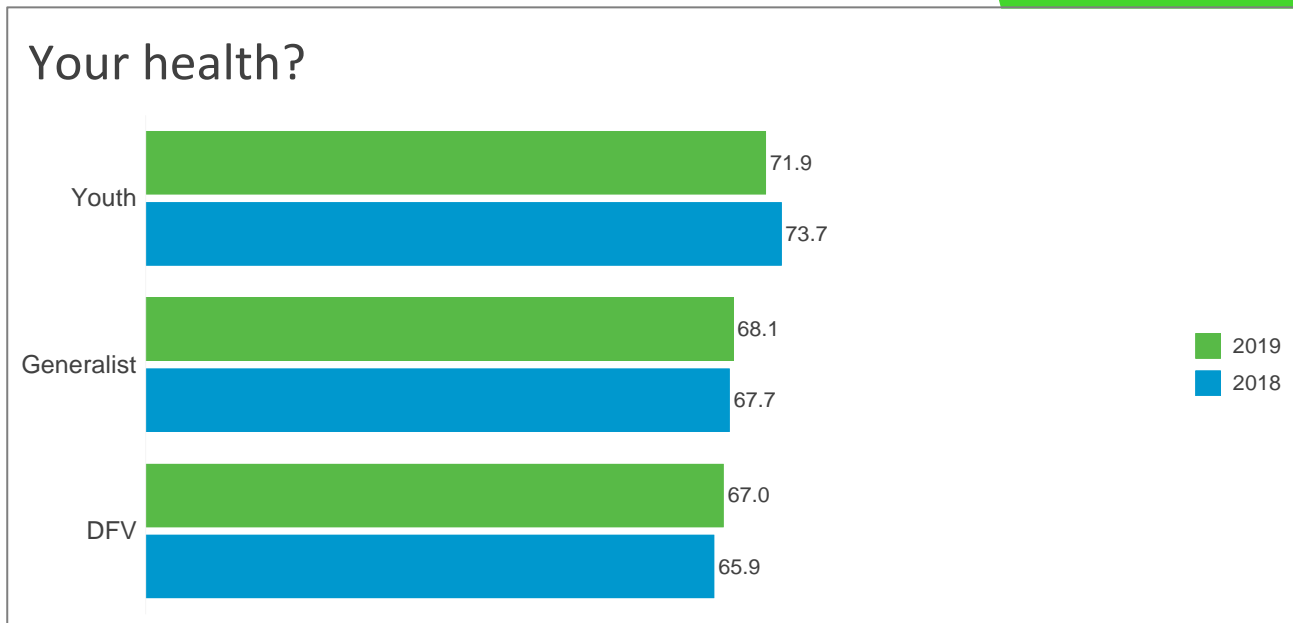
The average health score was 68.6. The lowest score was 58.2 and the highest was 97.8. The average score of 68.6 was exceeded or matched by 18 of the 29 providers that had at least 10 replies.



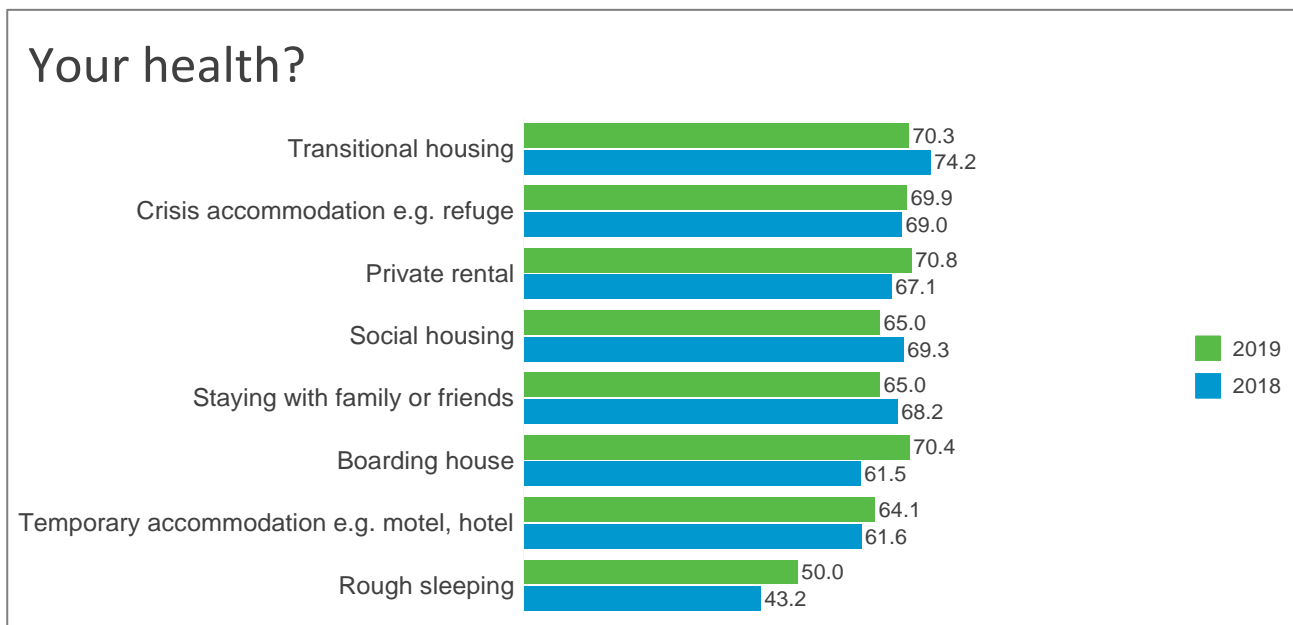
In terms of geographic comparisons, those people in Regional areas had the highest satisfaction with their health (69.9) while it was lowest in Rural areas (64.0).



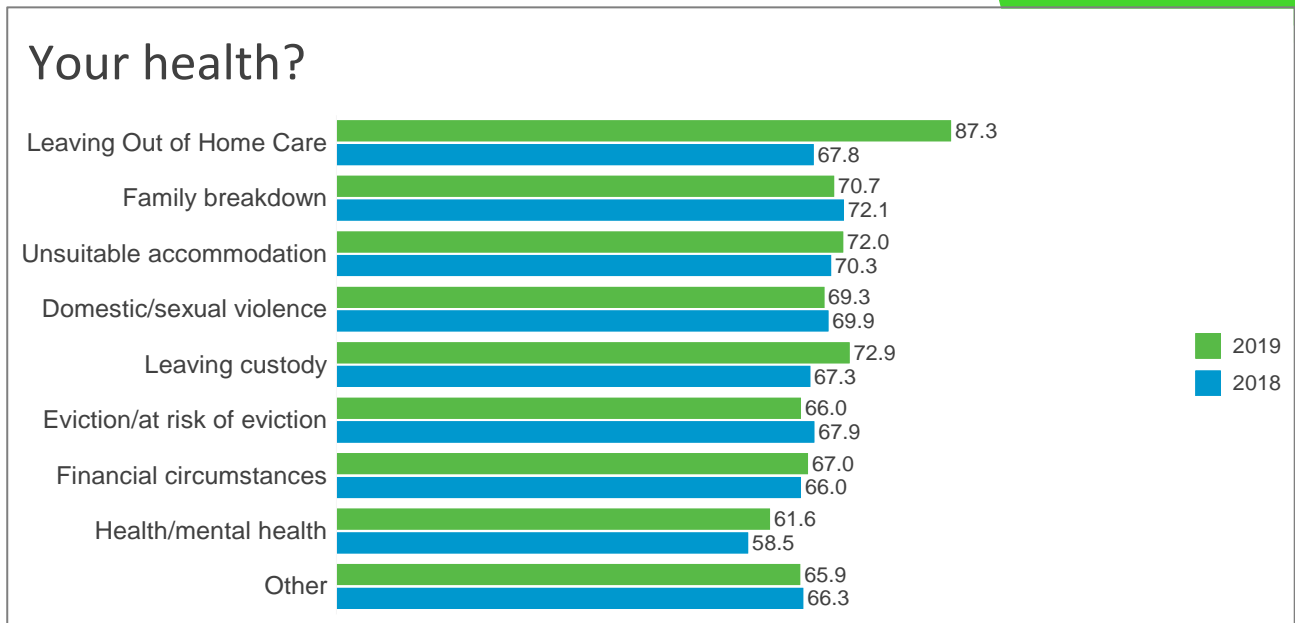
Organisations specialising in Youth support scored the highest overall (71.9), with DFV organisations scoring lowest (67.0).



Respondents who sleep rough gave the lowest score for their health (50.0).

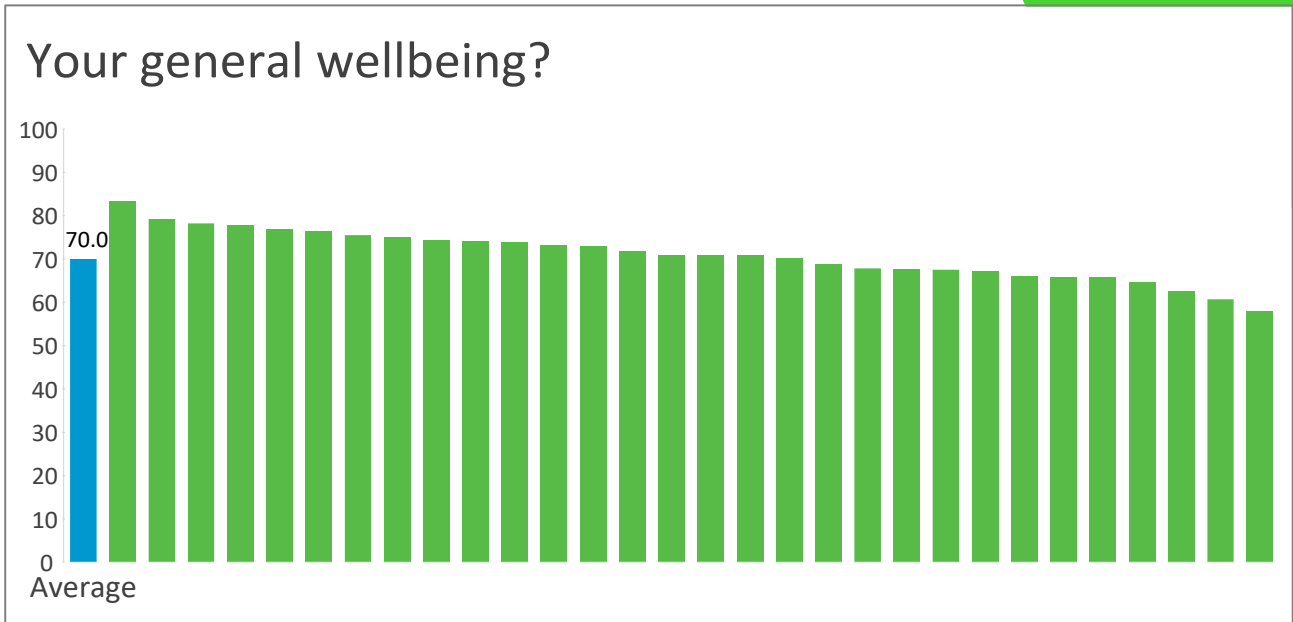


When looking at the reason for seeking support, people who originally requested assistance due to poor health gave the lowest score for their health, (61.6).

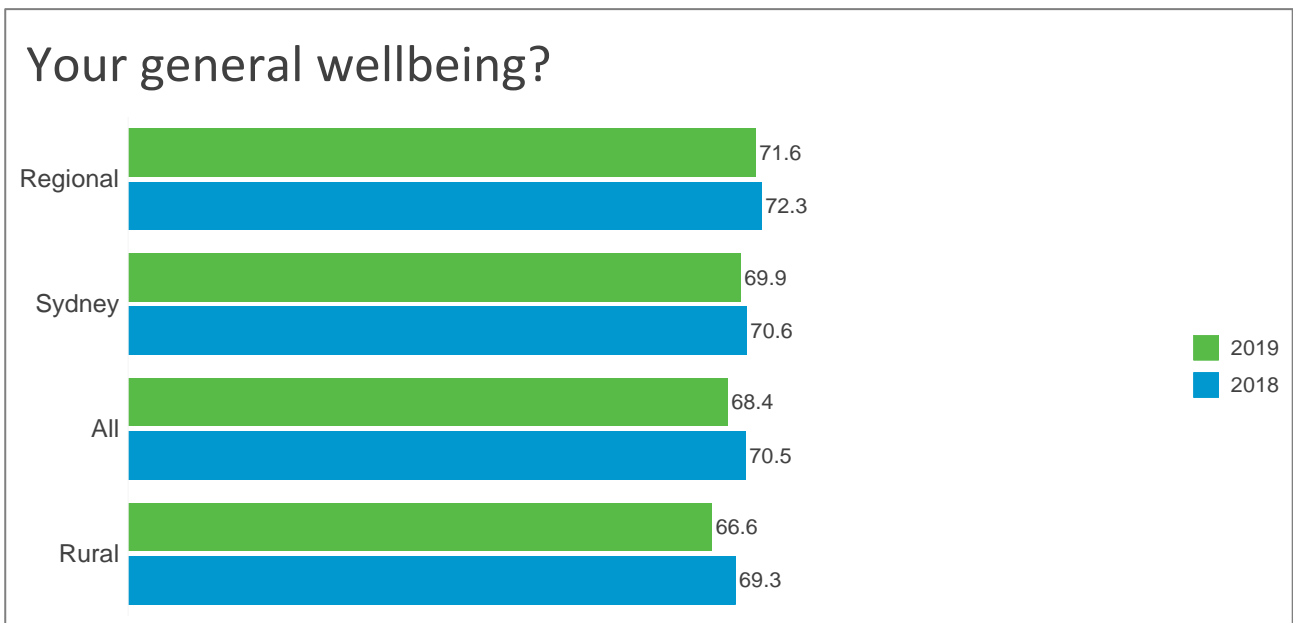


General Wellbeing

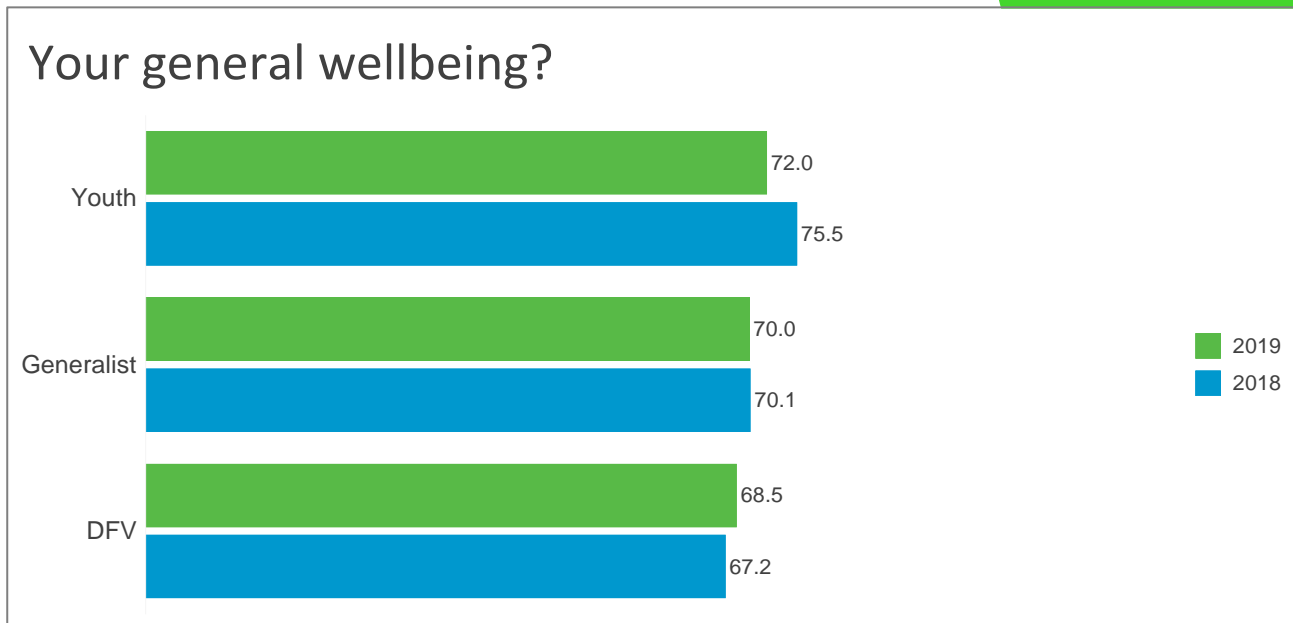
The average general wellbeing score was 70. The lowest score was 57.9 and the highest was 83.3. The average score of 70 was exceeded or matched by 17 of the 28 providers that had at least 10 replies.



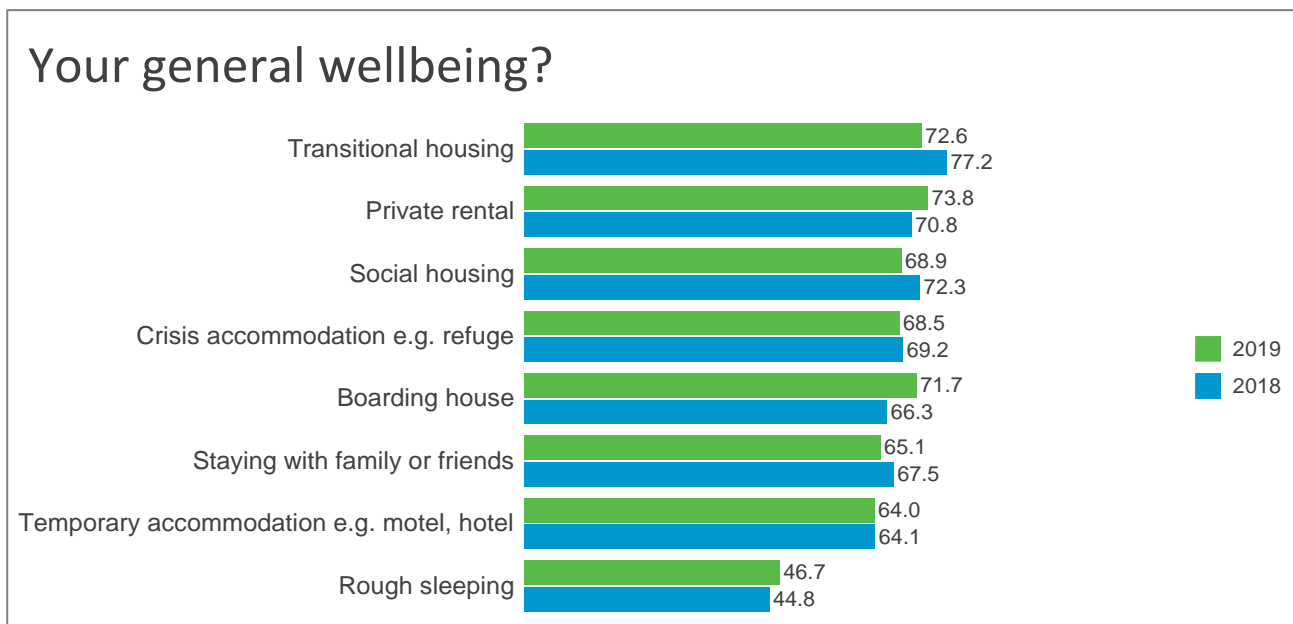
In terms of geographic comparisons, those people in Regional areas had the highest satisfaction with their general wellbeing (71.6) while it was lowest in Rural areas (66.6).



Organisations specialising in Youth support scored the highest overall (72.0), with DFV organisations scoring lowest (68.5).

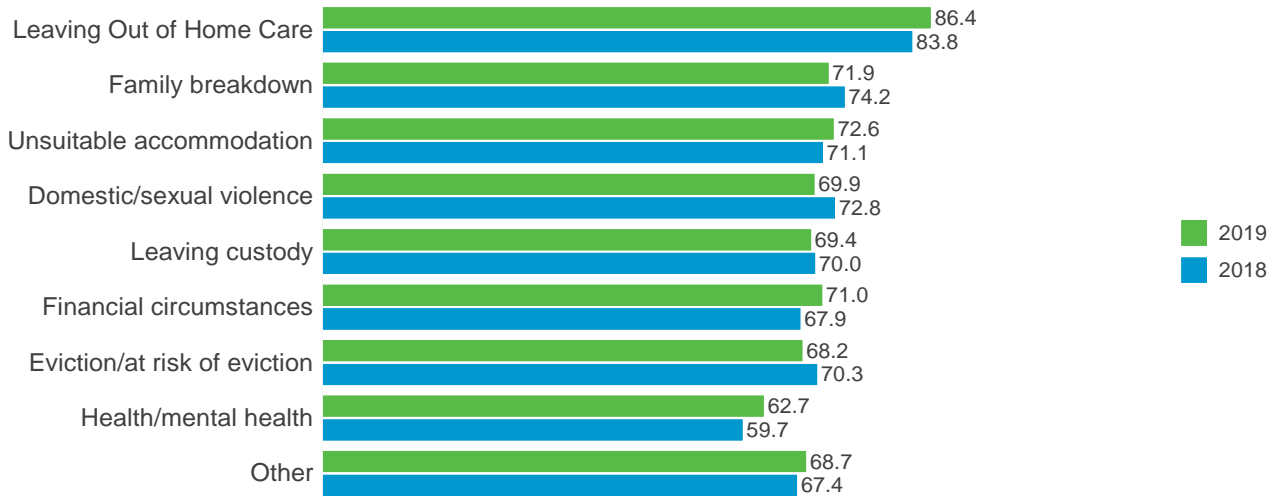


People sleeping rough gave the worst scores for their general wellbeing (46.7), while those in private rental gave the highest scores (73.8).



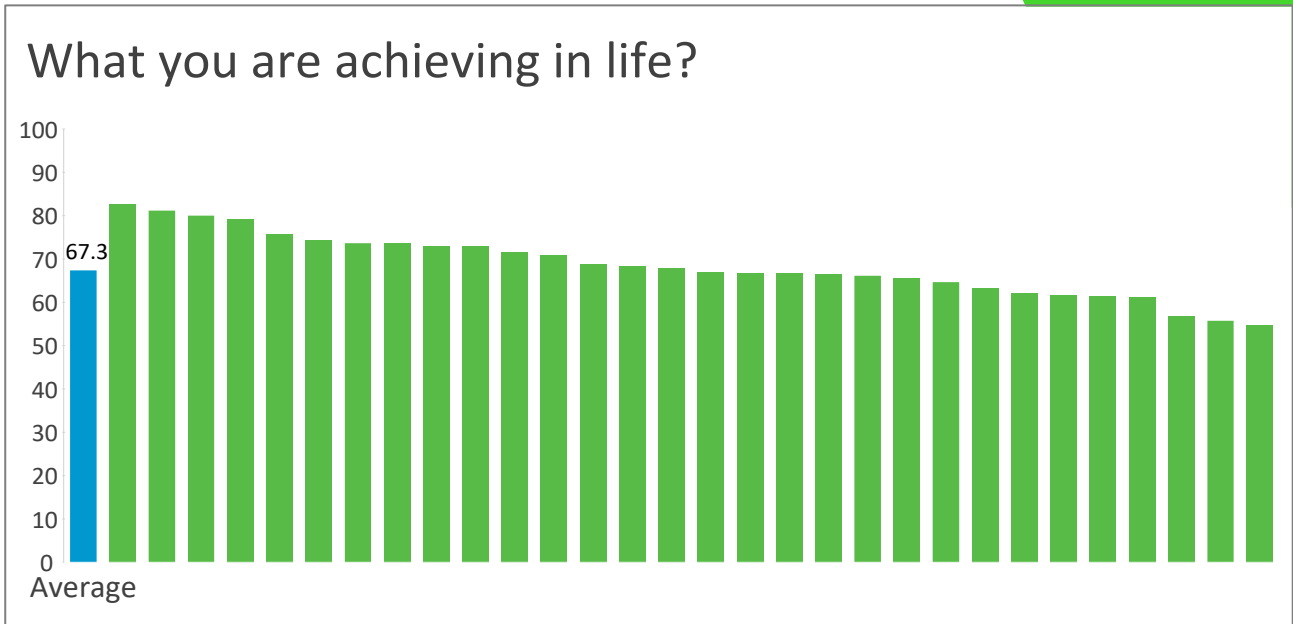
People who sought assistance when leaving Out of Home Care gave high general wellbeing scores (86.4), while people who sought help due to their health or mental health gave the lowest overall score (62.7)

Your general wellbeing?

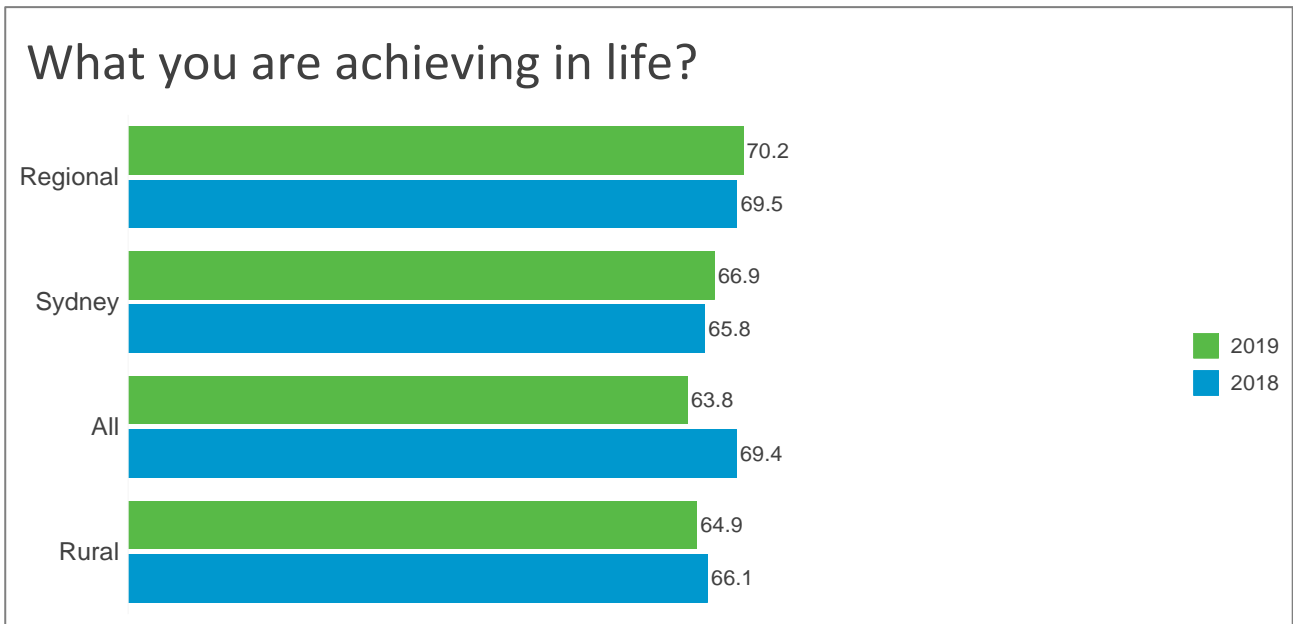


What you are achieving in life

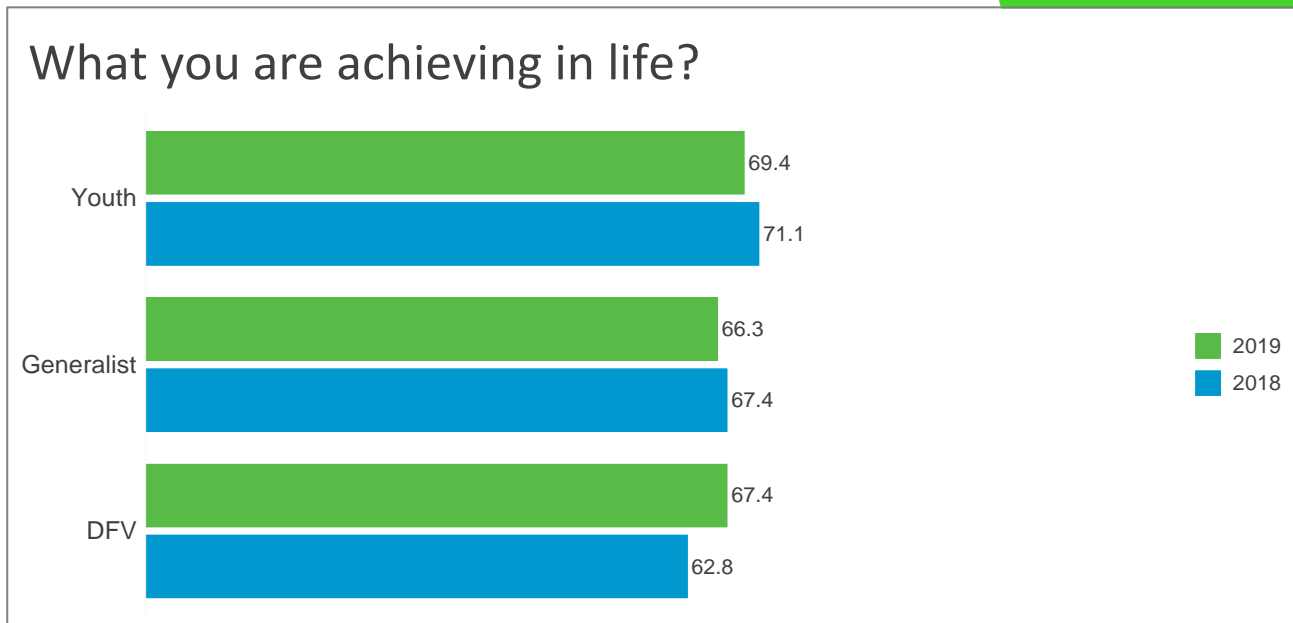
The average score was 67.3. The lowest score was 54.7 and the highest was 82.7. The average score of 67.3 was exceeded or matched by 14 of the 28 providers that had at least 10 replies.



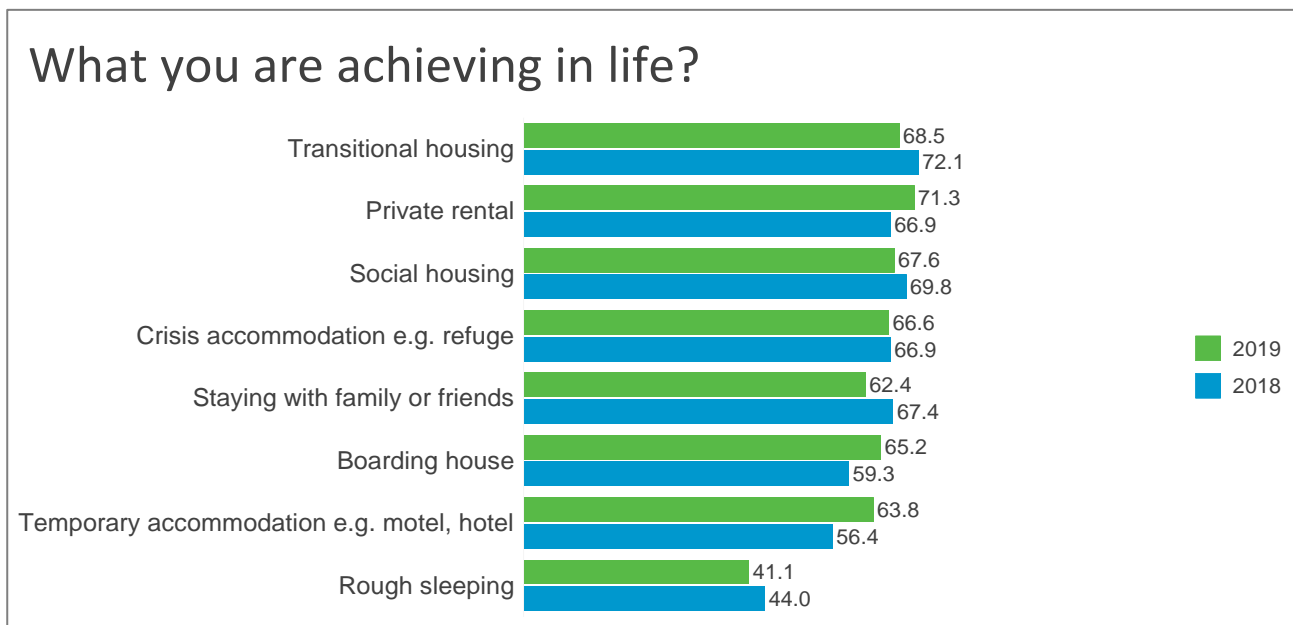
In terms of geographic comparisons, those people in Regional areas had the highest satisfaction with what they are achieving in life (70.2) while it was lowest for organisations covering All Regions (63.8).



Organisations specialising in Youth support scored the highest overall (69.4), with Generalist organisations scoring lowest (66.3).

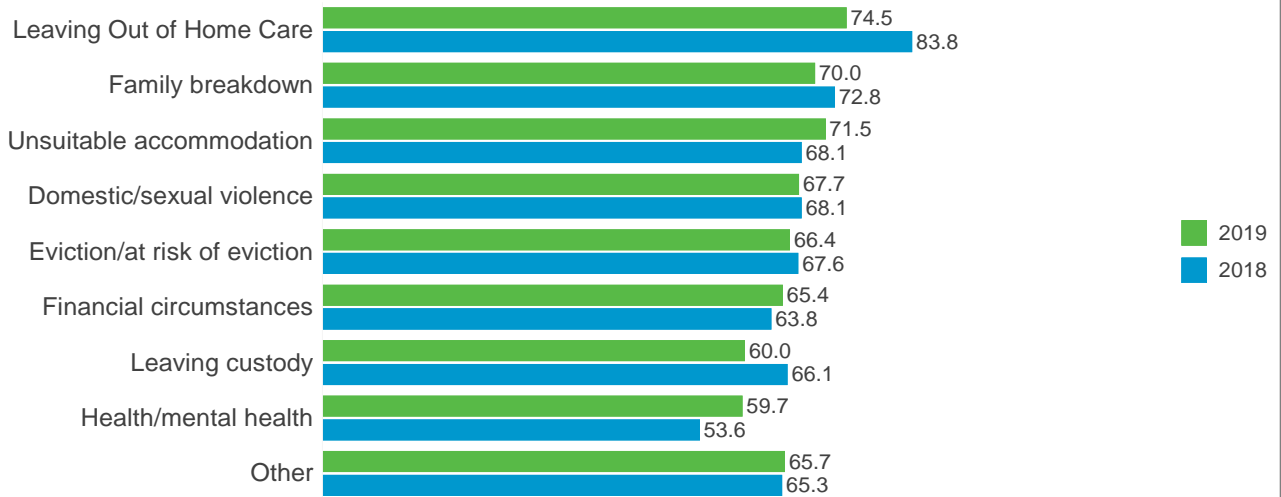


People sleeping rough gave the lowest score (44.1), other scores ranged between 62.4 and 71.3.



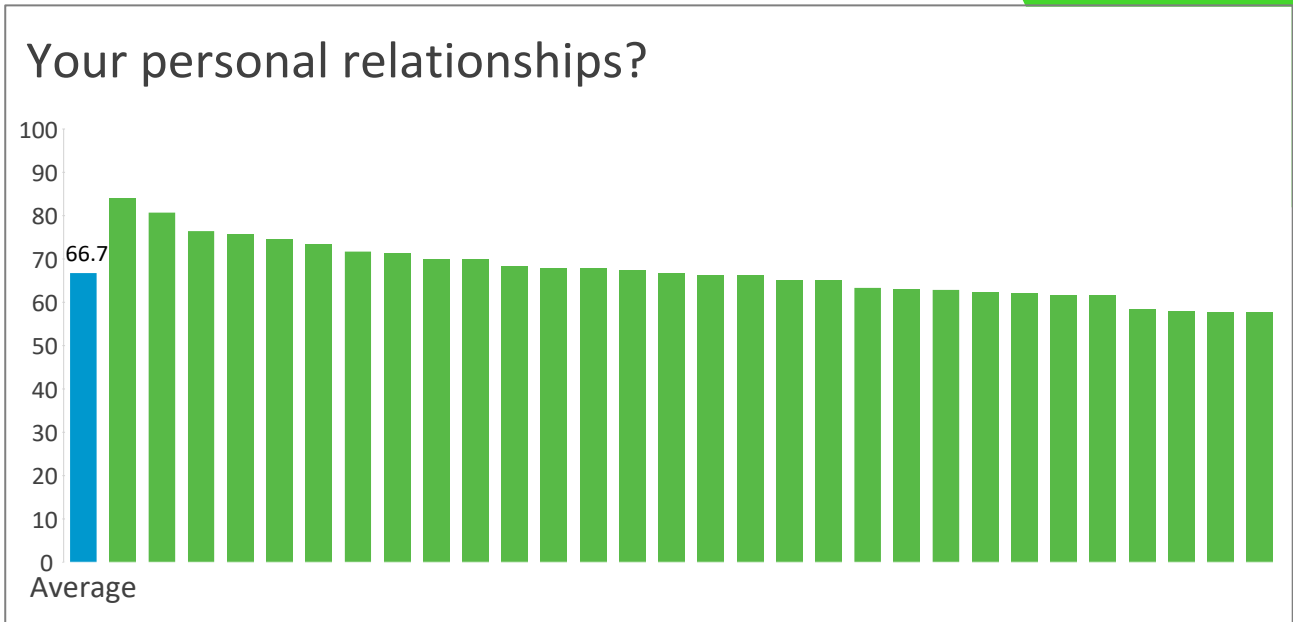
People who sought assistance when leaving out of home care gave the highest score for what they are achieving life (74.5), while those who sought help due to their mental health gave the lowest score (59.7).

What you are achieving in life?

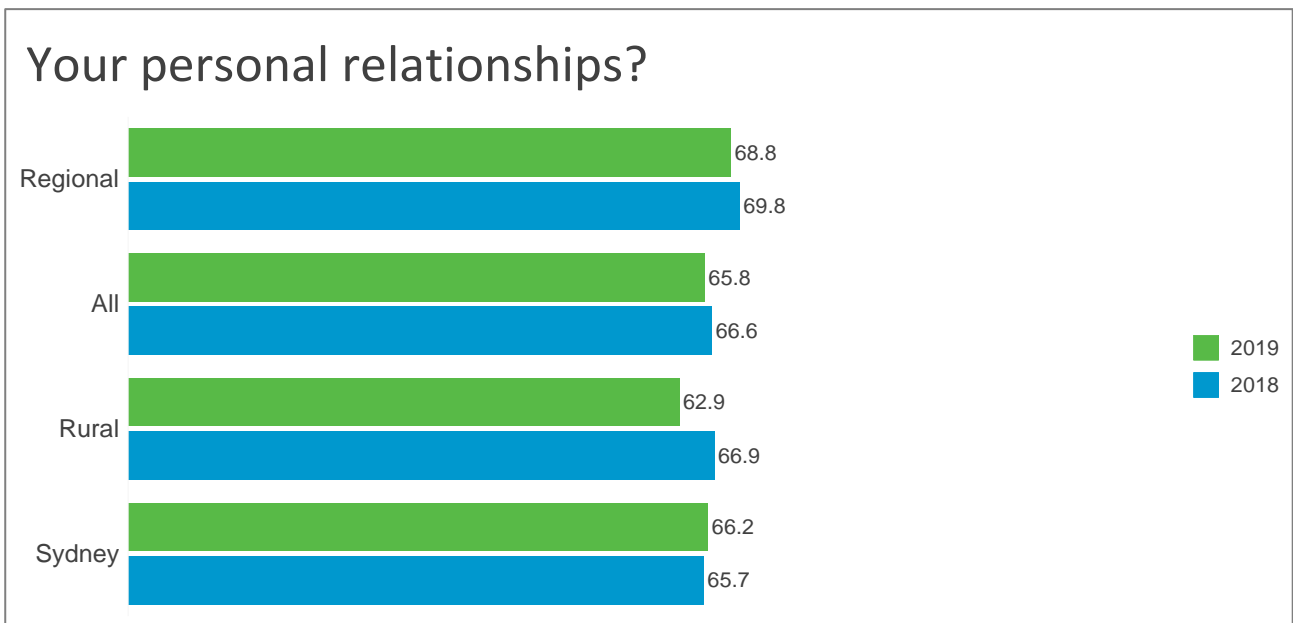


Personal Relationships

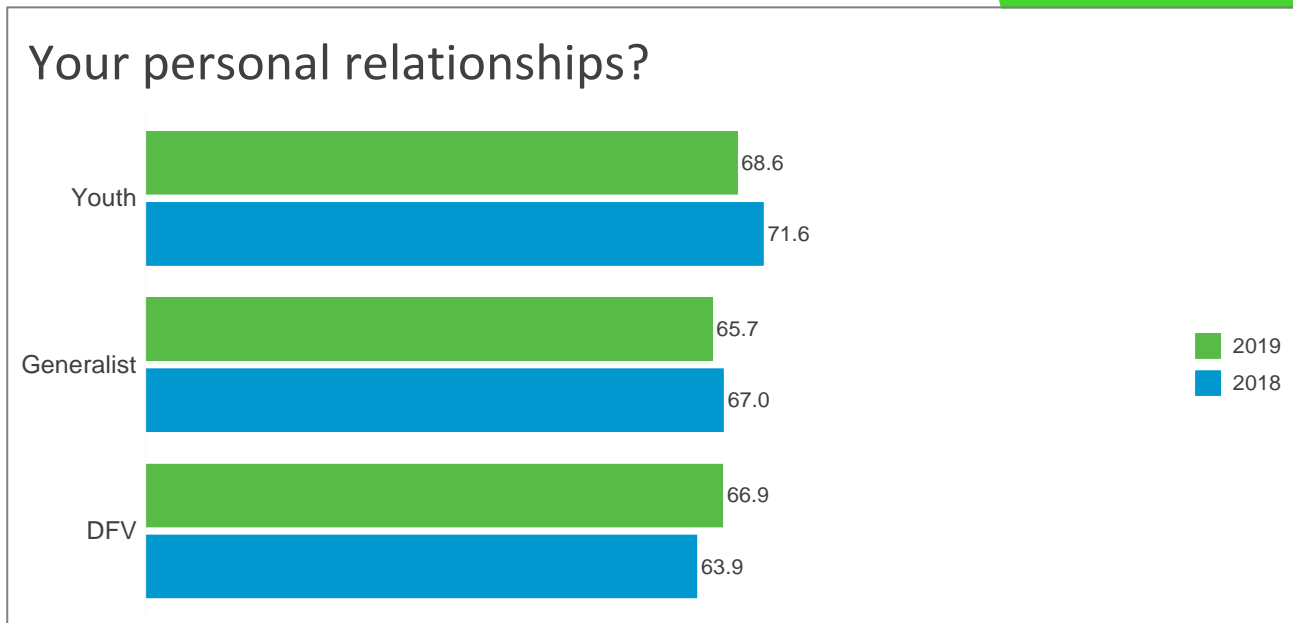
The average score was 66.7, the lowest score was 57.6 and the highest was 84.0. The average score was exceeded or matched by 14 of the 28 providers that had at least 10 replies.



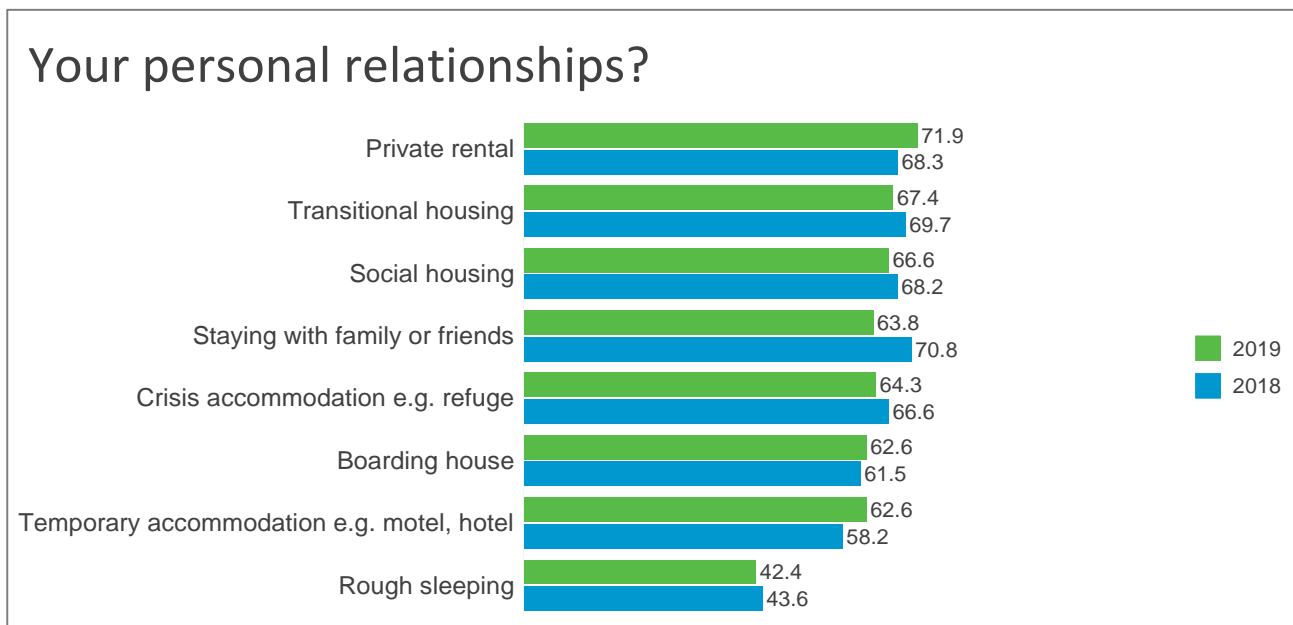
In terms of geographic comparisons, those people in Regional organisations had the highest satisfaction with their personal relationships (68.8) while it was lowest in Rural organisations (62.9).



Organisations specialising in Youth support scored the highest overall (68.6), with Generalist organisations scoring lowest (65.7).

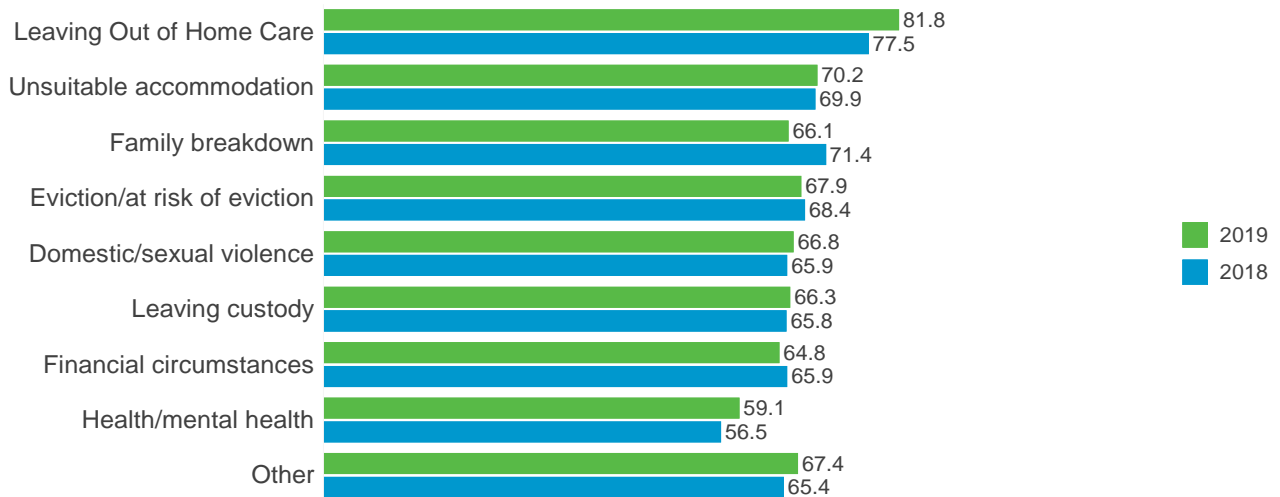


Those sleeping rough are the least positive (42.4), other scores ranged between 62.6 and 71.9.



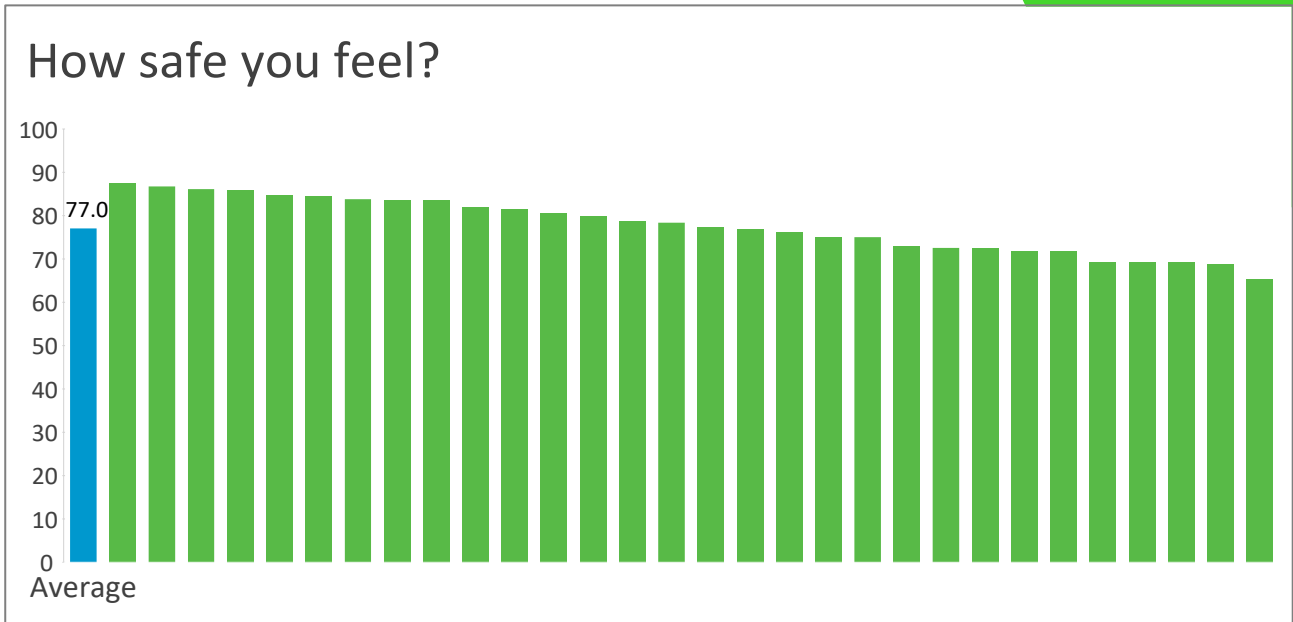
People who sought assistance after leaving Out of Home Care gave the highest scores for their personal relationships (81.8). Those who sought assistance with health issues gave the lowest score (59.1).

Your personal relationships?

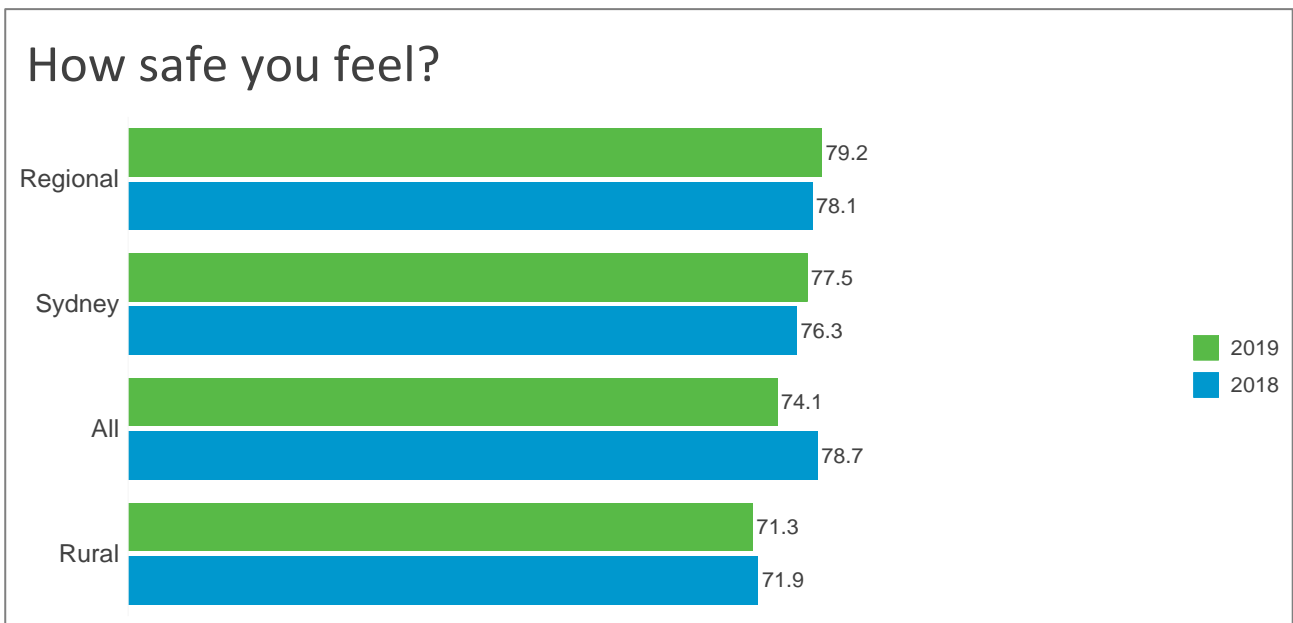


Personal safety

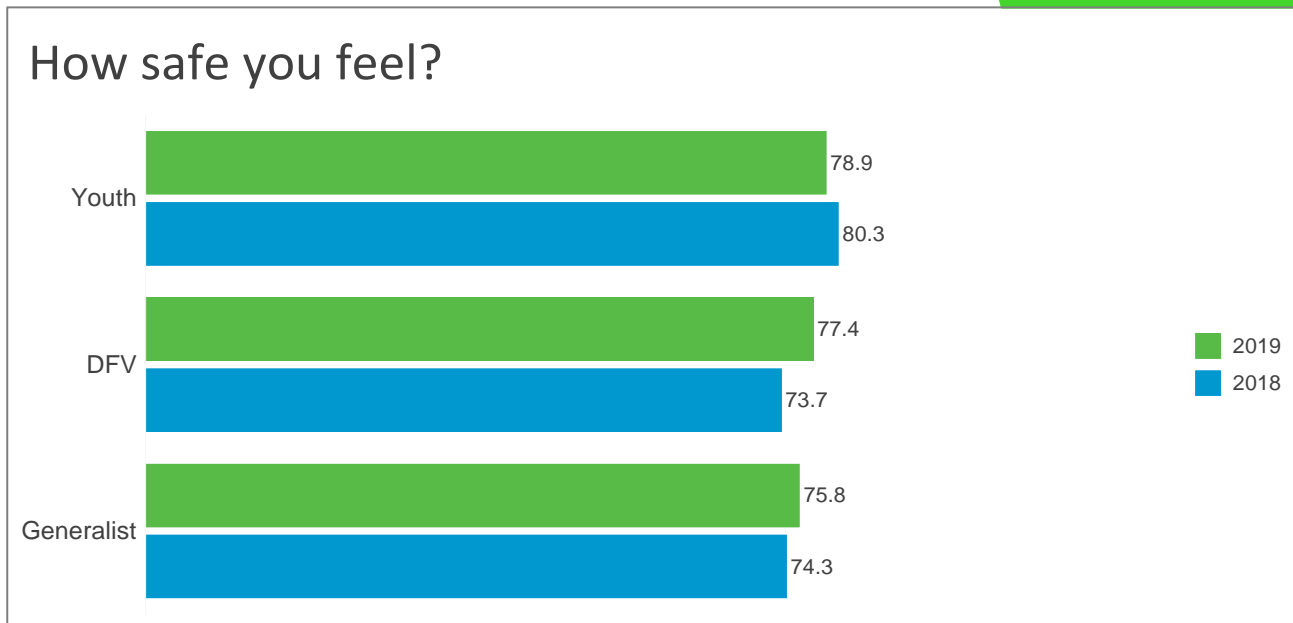
The average score was 77. The lowest score was 65.2 and the highest was 87.5. The average score of 77 was exceeded or matched by 15 of the 28 providers that had at least 10 replies.



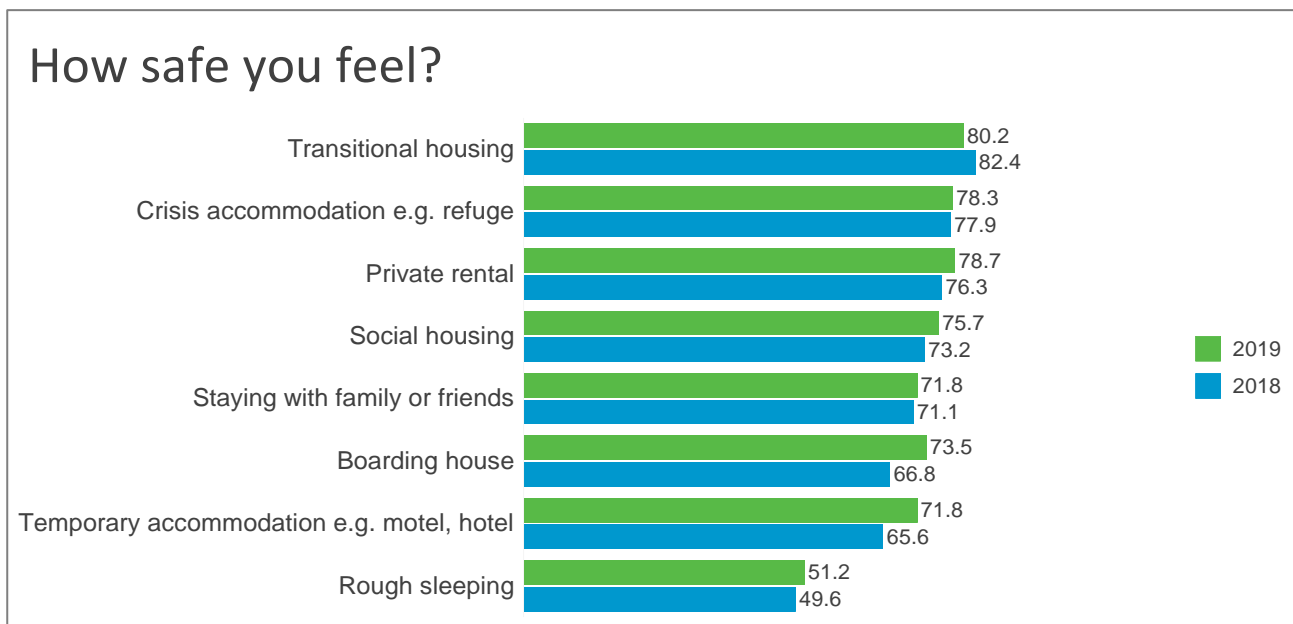
In terms of geographic comparisons, those people who are clients of Regional organisations had the highest satisfaction with how safe they feel (79.2) while it was lowest in Rural areas (71.3).



Organisations specialising in Youth scored the highest overall (78.9), with Generalist organisations scoring lowest (75.8).

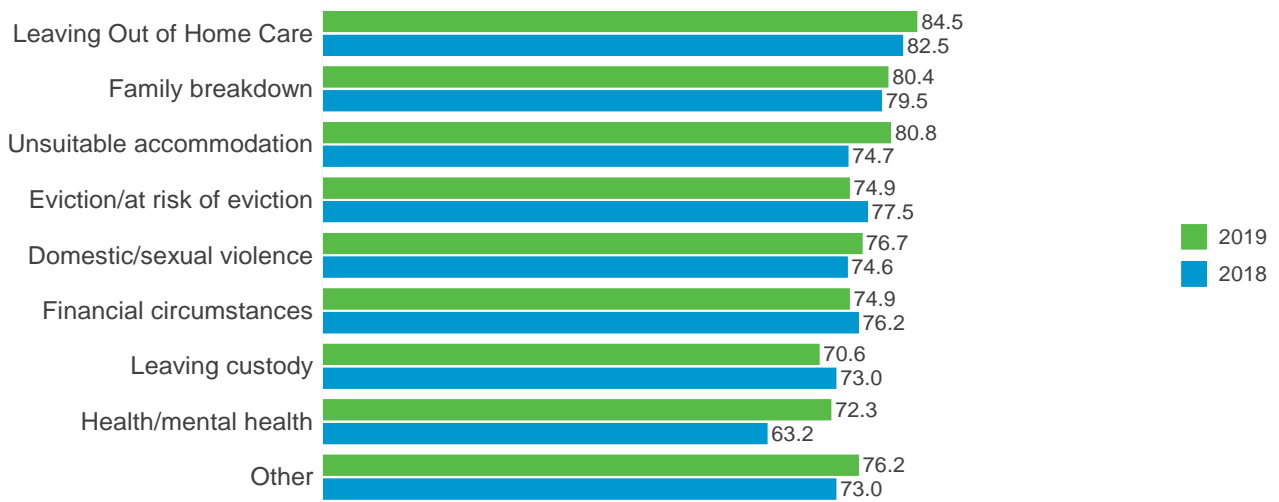


People living in transitional housing gave the highest score for how safe they feel (80.2), while those sleeping rough gave a score of just 51.2.



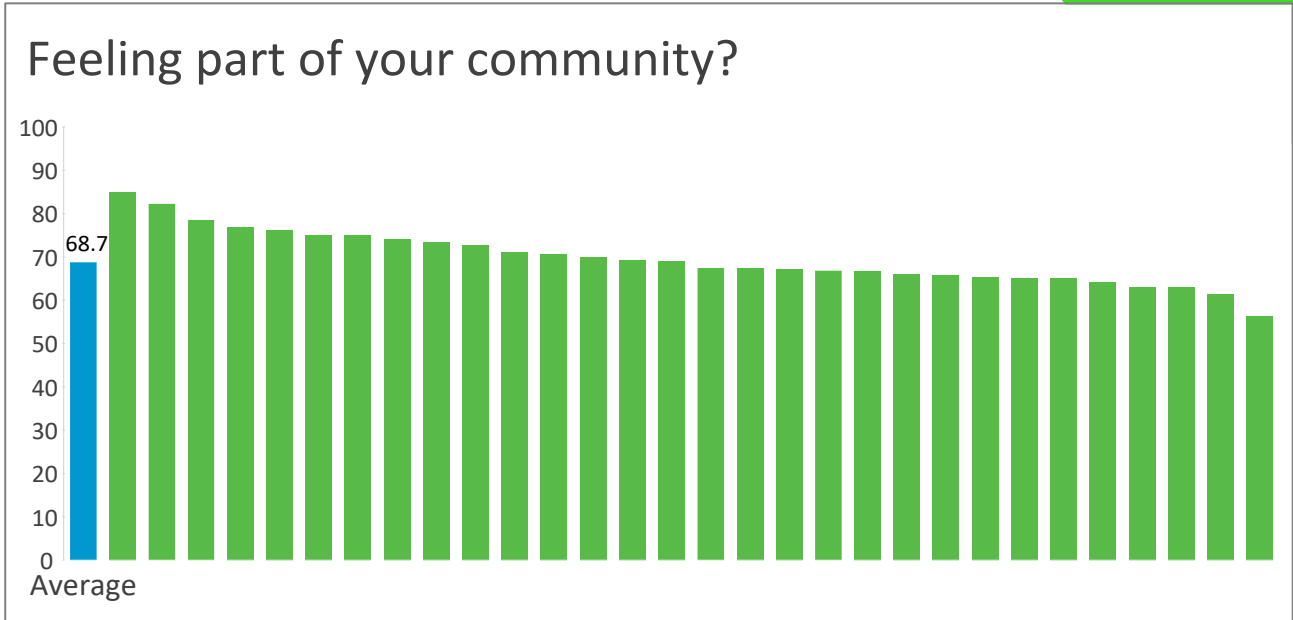
There was little variation in scores when comparing the reasons that people sought assistance.

How safe you feel?

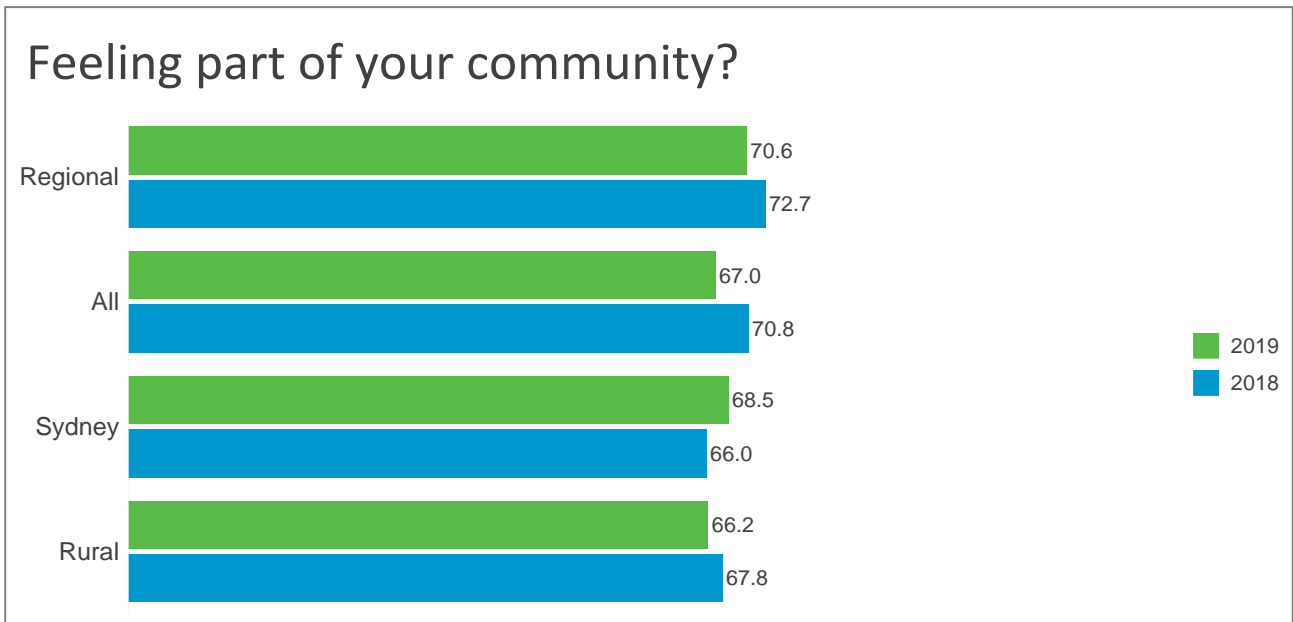


Community

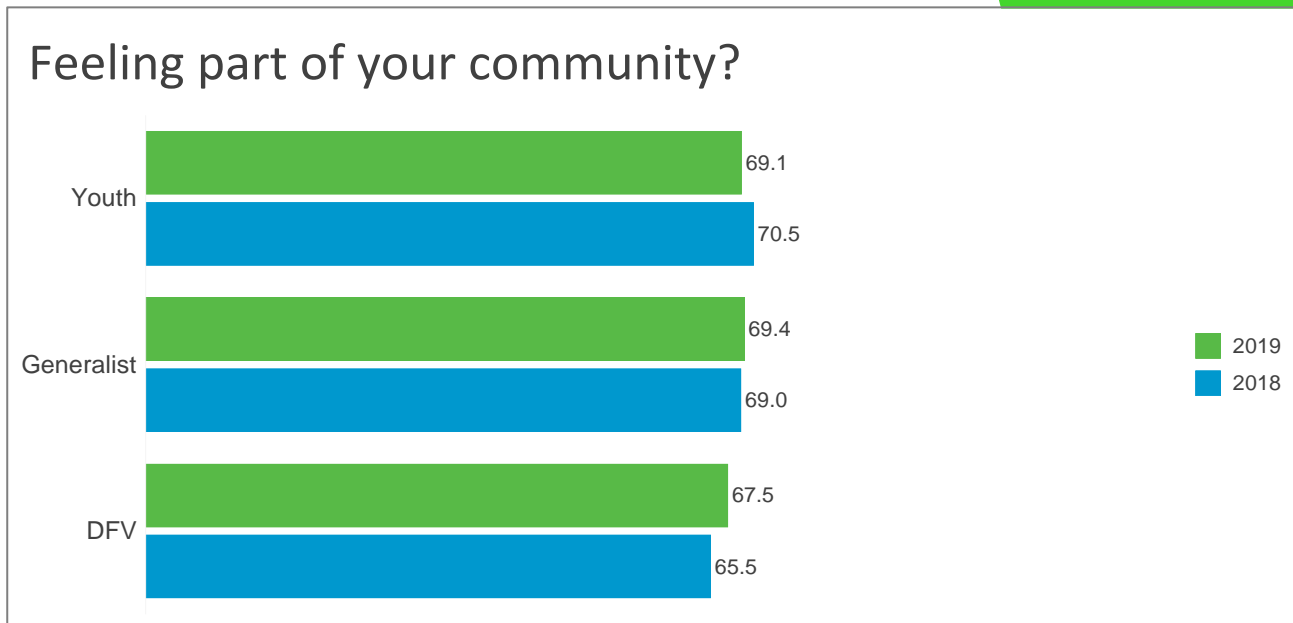
The average score was 68.7. The lowest score was 56.4 and the highest was 85.0. The average score of 68.7 was exceeded or matched by 14 of the 28 providers that had at least 10 replies.



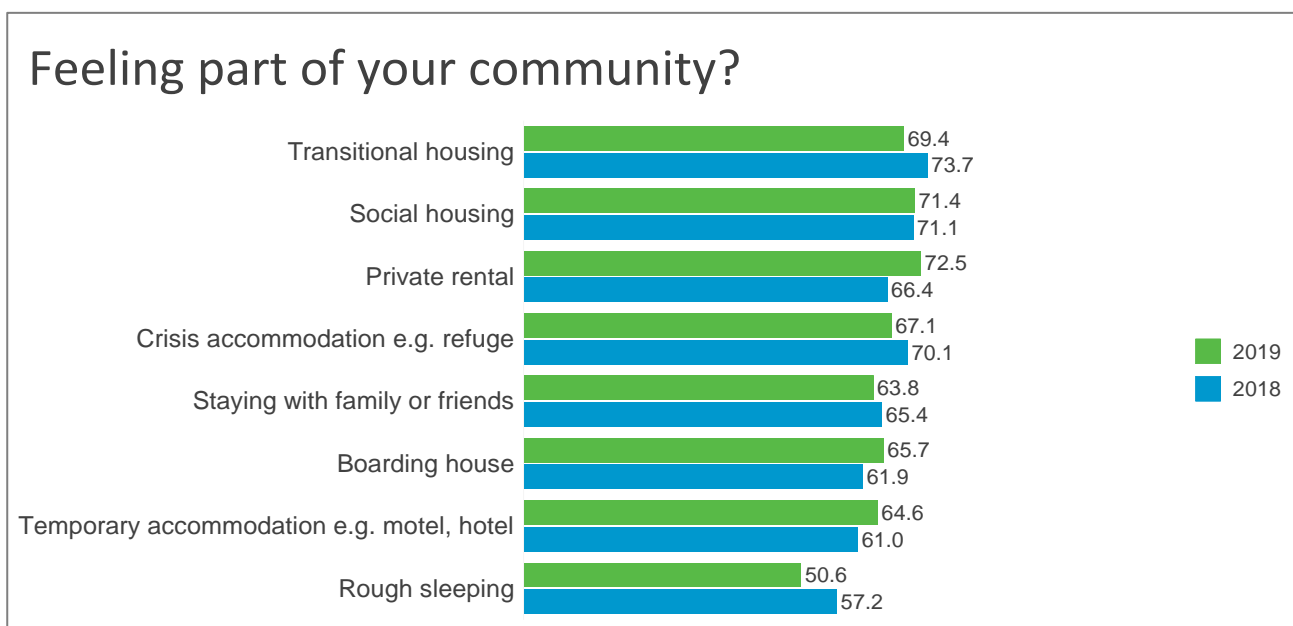
In terms of geographic comparisons, people in Regional areas had the highest satisfaction with how connected they feel to the community (70.6) while it was lowest in Rural areas (66.2).



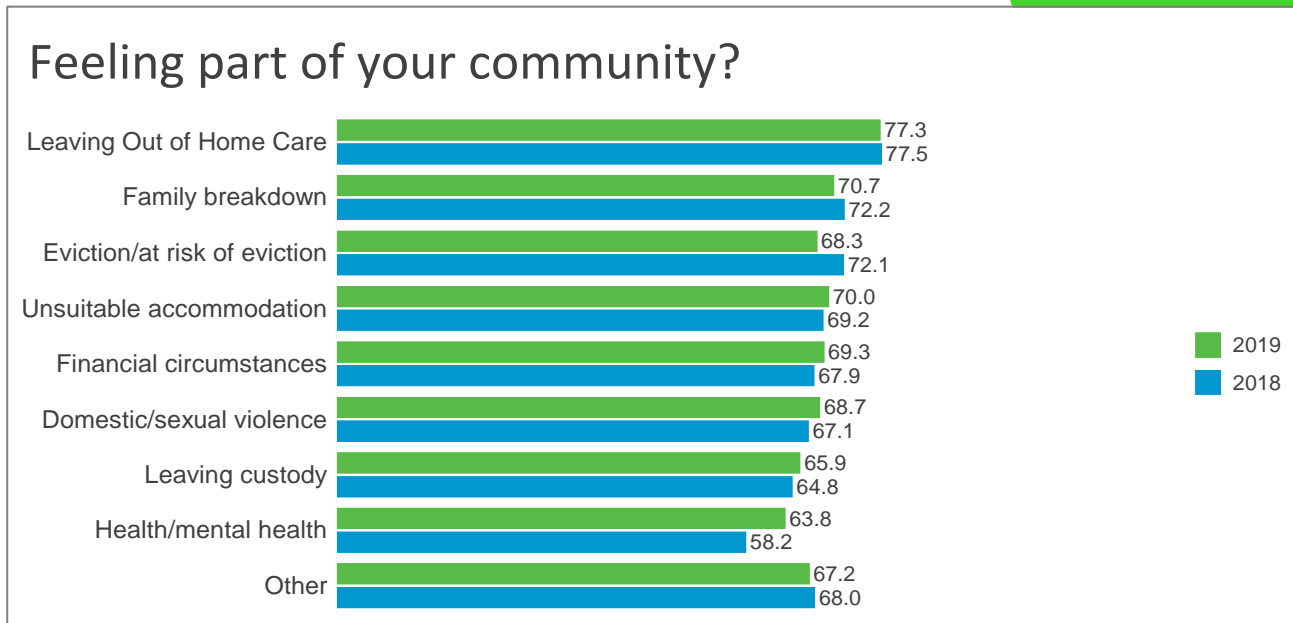
Organisations specialising in Youth support scored the highest overall (69.1), with DFV organisations scoring lowest (67.5).



Those sleeping rough were again the least positive (50.6), other scores ranged from 63.8 to 72.5.

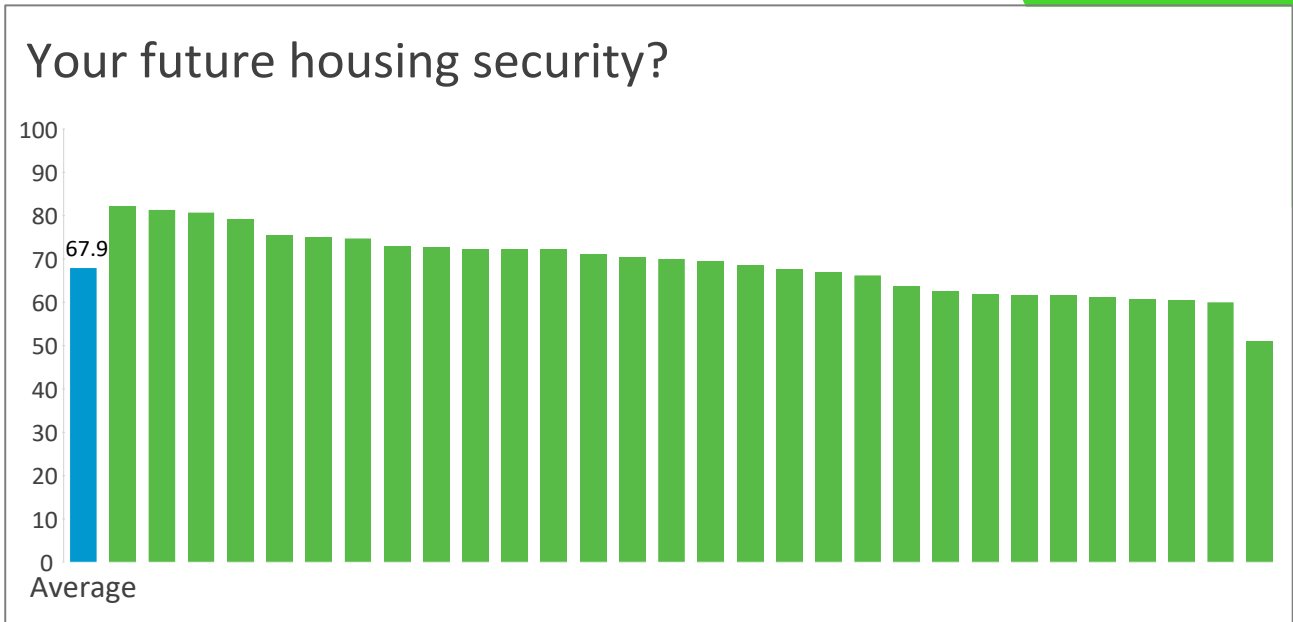


People who sought assistance after leaving Out of Home care were the most positive about feeling part of the community (77.3), while those who sought assistance with health issues gave the lowest scores (63.8 overall).

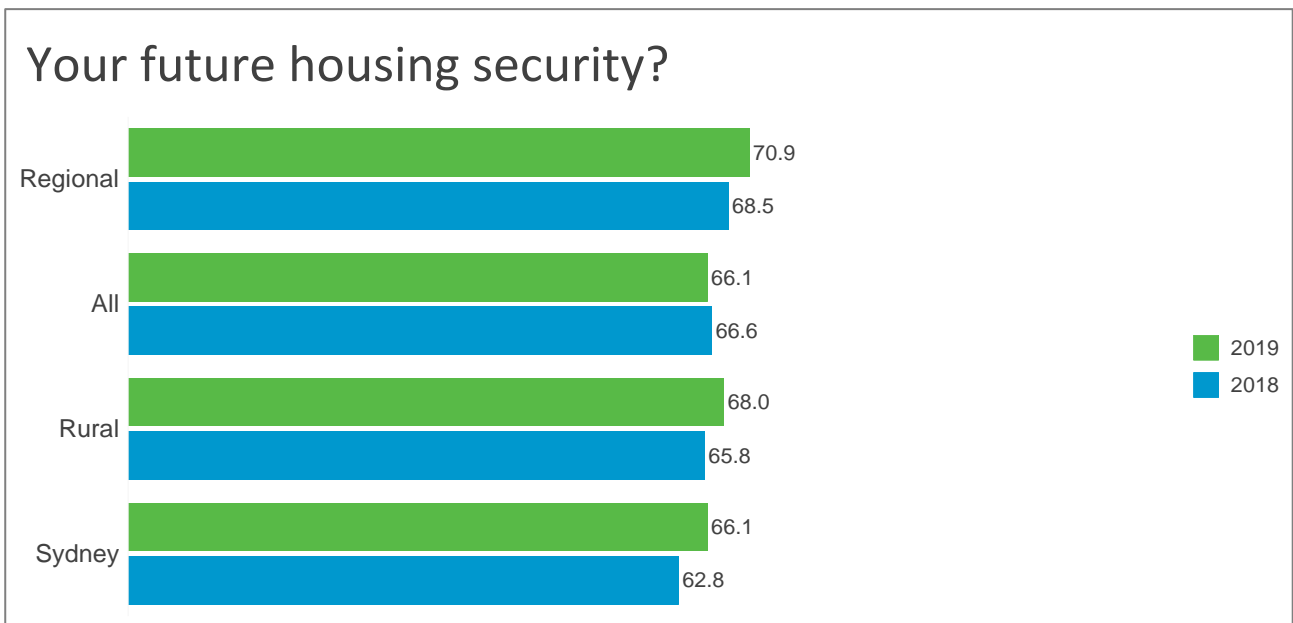


Housing security

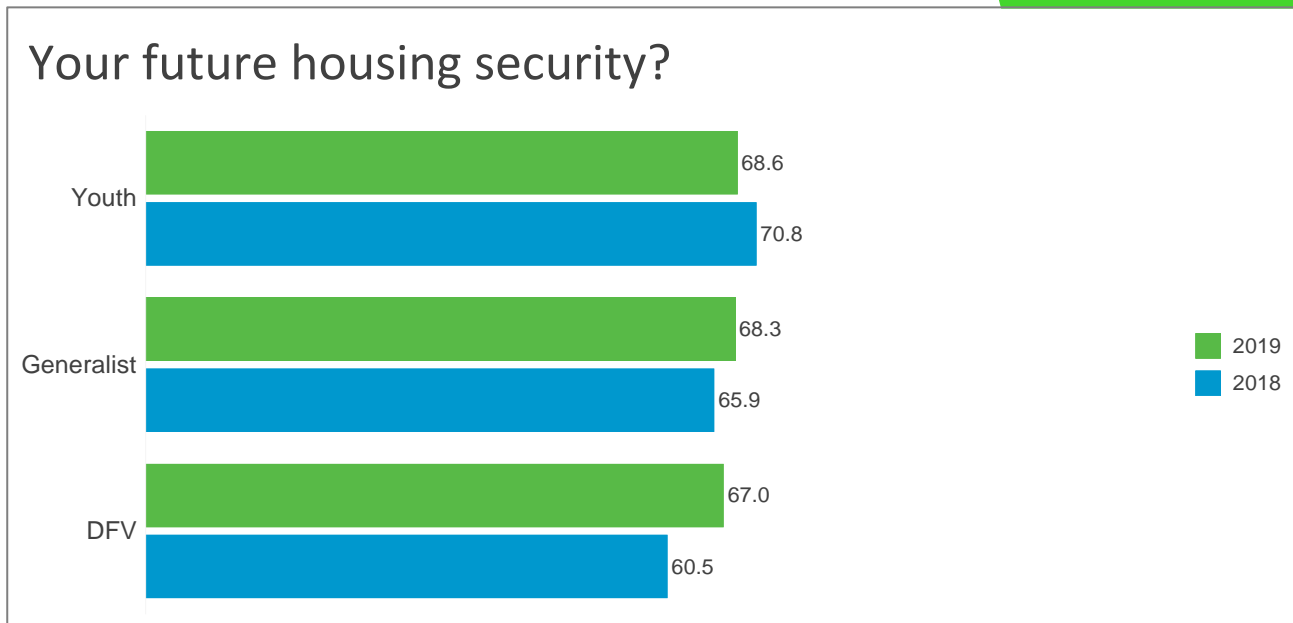
The average score was 67.9. The lowest score was 51.0 and the highest was 82.2. The average score of 67.9 was exceeded or matched by 16 of the 28 providers that had at least 10 replies.



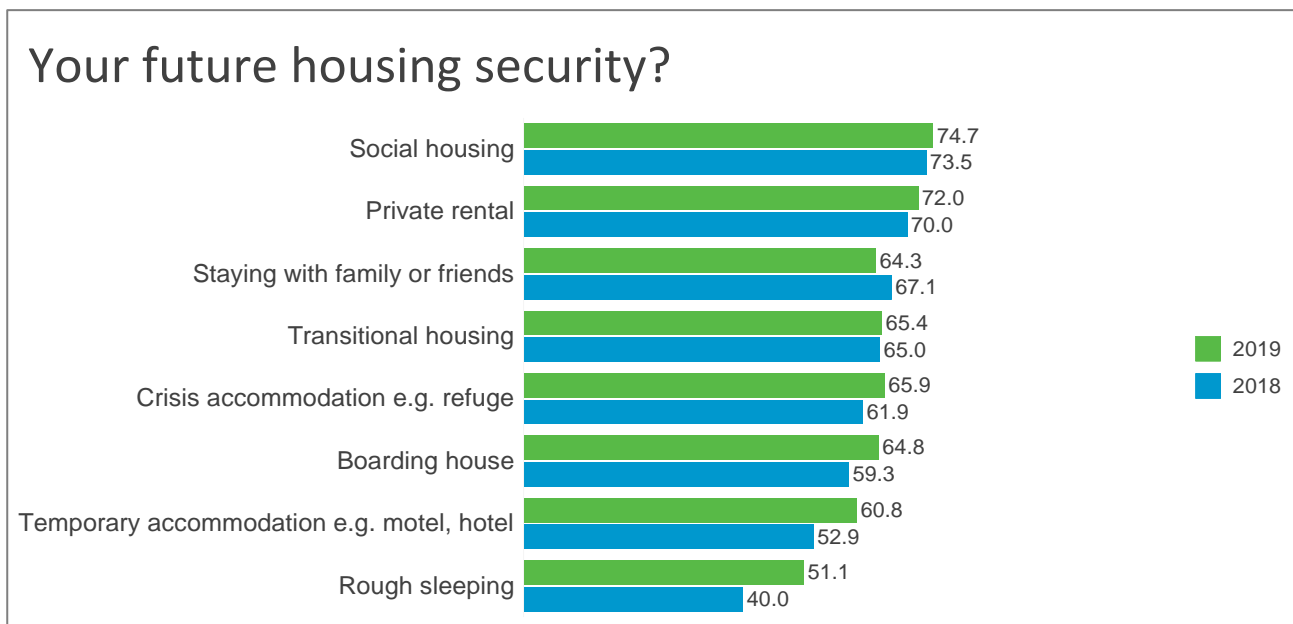
In terms of geographic comparisons, those people in Regional areas had the highest satisfaction with their future housing security (70.9) while it was lowest in Sydney and All Region organisations (both 66.1).



Organisations specialising in Youth support scored the highest overall (68.6), with DFV organisations scoring lowest (67.0).

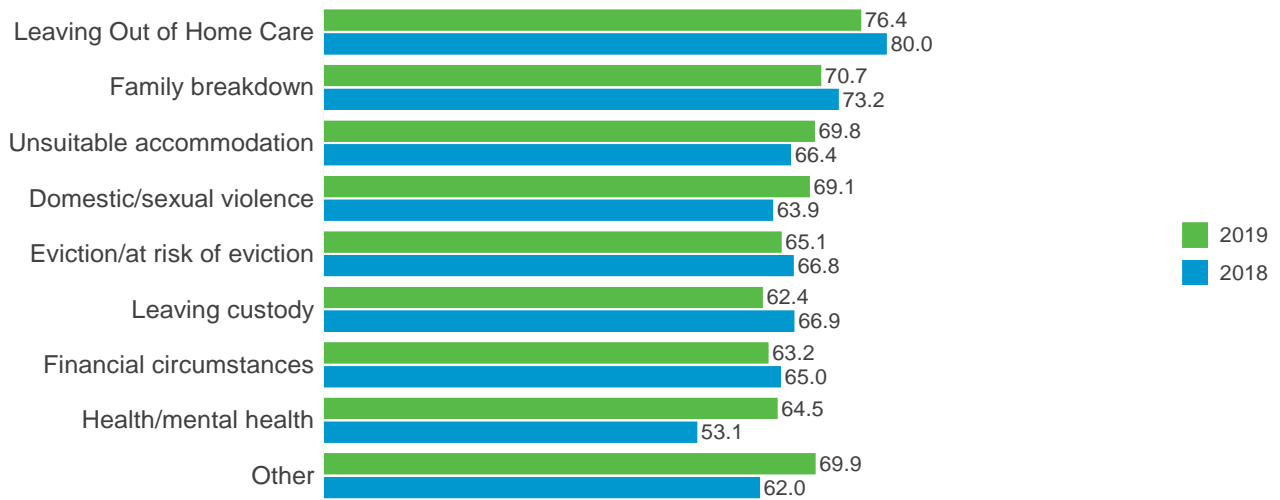


Regarding future housing security, people sleeping rough were the least positive (51.1). The most positive were those in social housing (74.7).



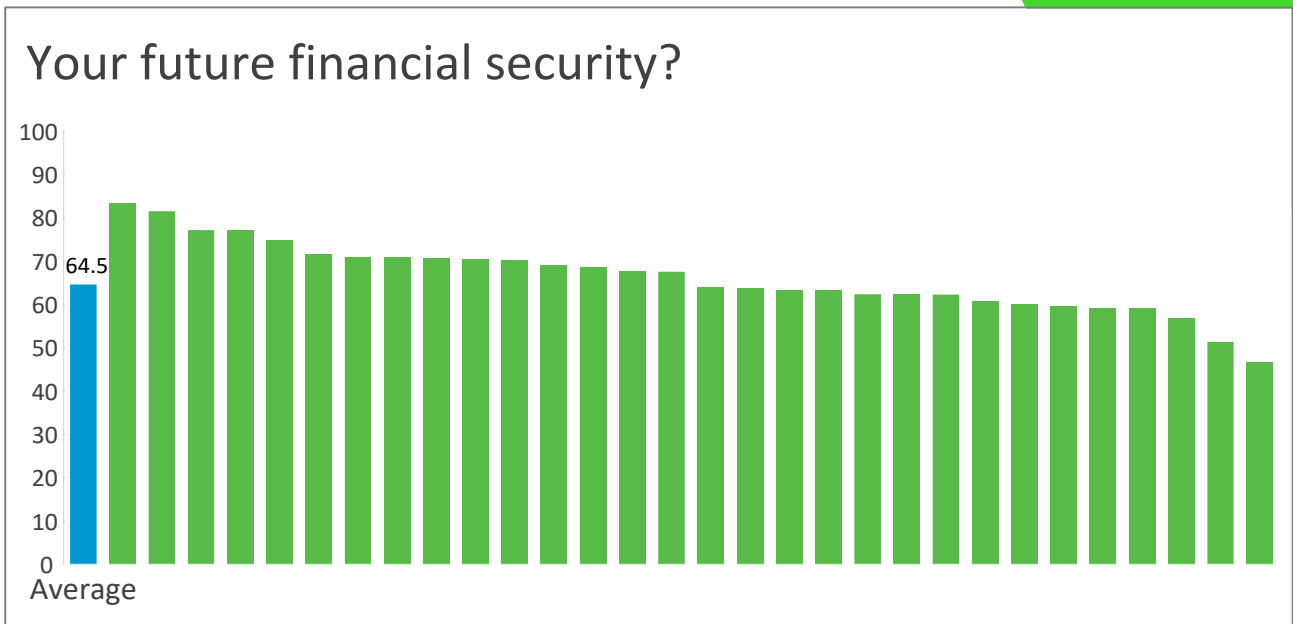
People who sought assistance after leaving Out of Home care were the most positive about their future housing security (76.4) while those who sought assistance with after leaving custody gave the lowest scores (62.4 overall).

Your future housing security?

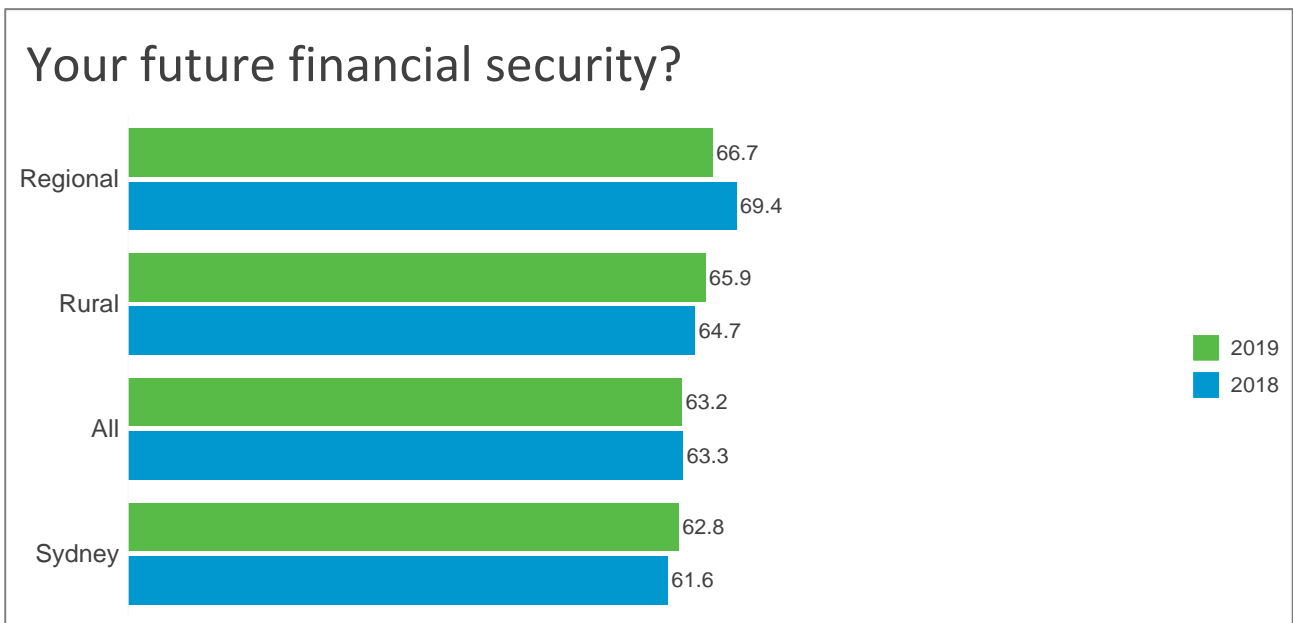


Financial Security

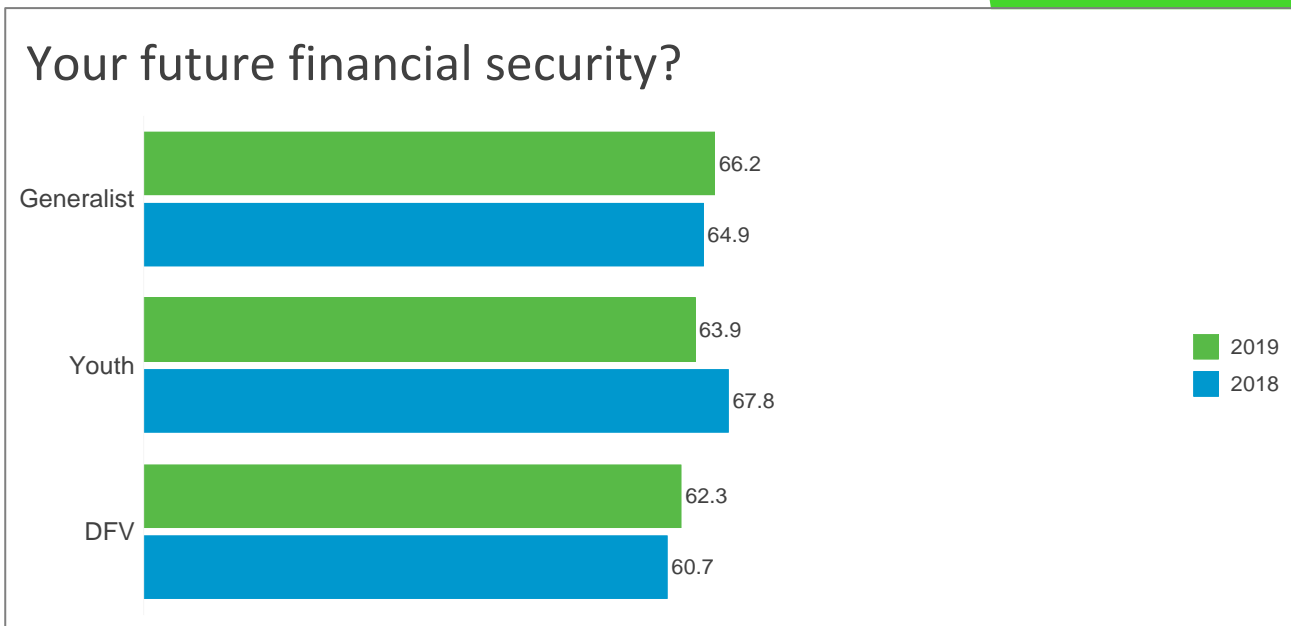
The average was 64.5. The lowest score was 46.7 and the highest was 83.3. The average score of 64.5 was exceeded or matched by 14 of the 28 providers that had at least 10 replies.



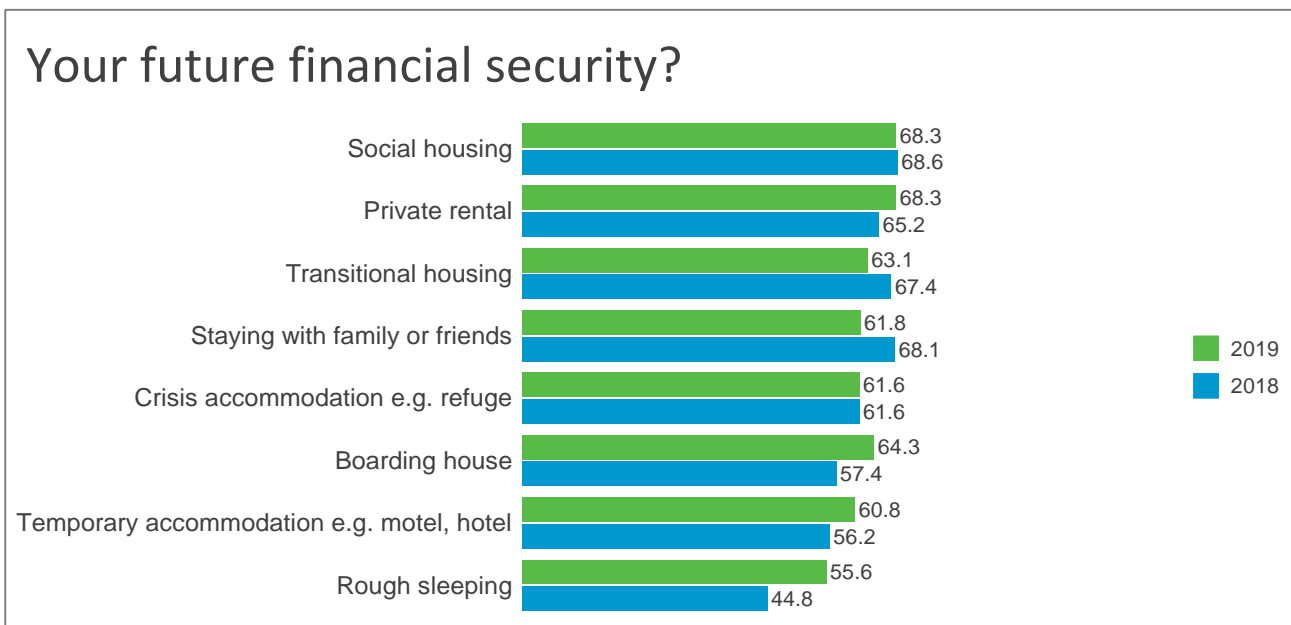
In terms of geographic comparisons, those people in Regional areas had the highest satisfaction with their future financial security (66.7) while it was lowest in Sydney (62.8).



Generalist organisations scored the highest overall (66.2), with DFV organisations scoring lowest (62.3).

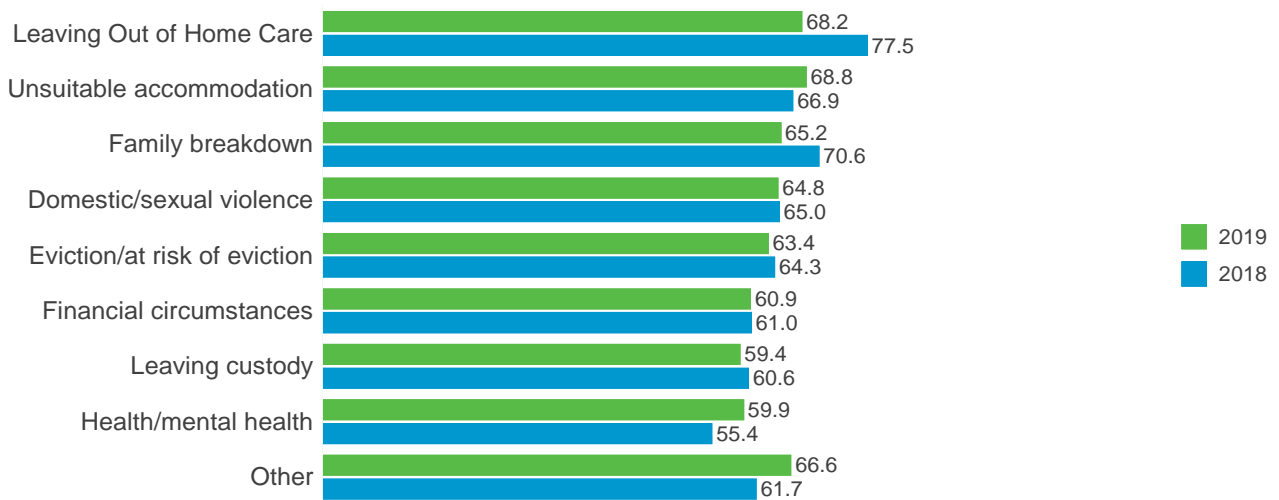


In terms of financial security, there was less variation when comparing accommodation type; the lowest score being for those sleeping rough (55.6) and the highest for those in private rental (68.3).



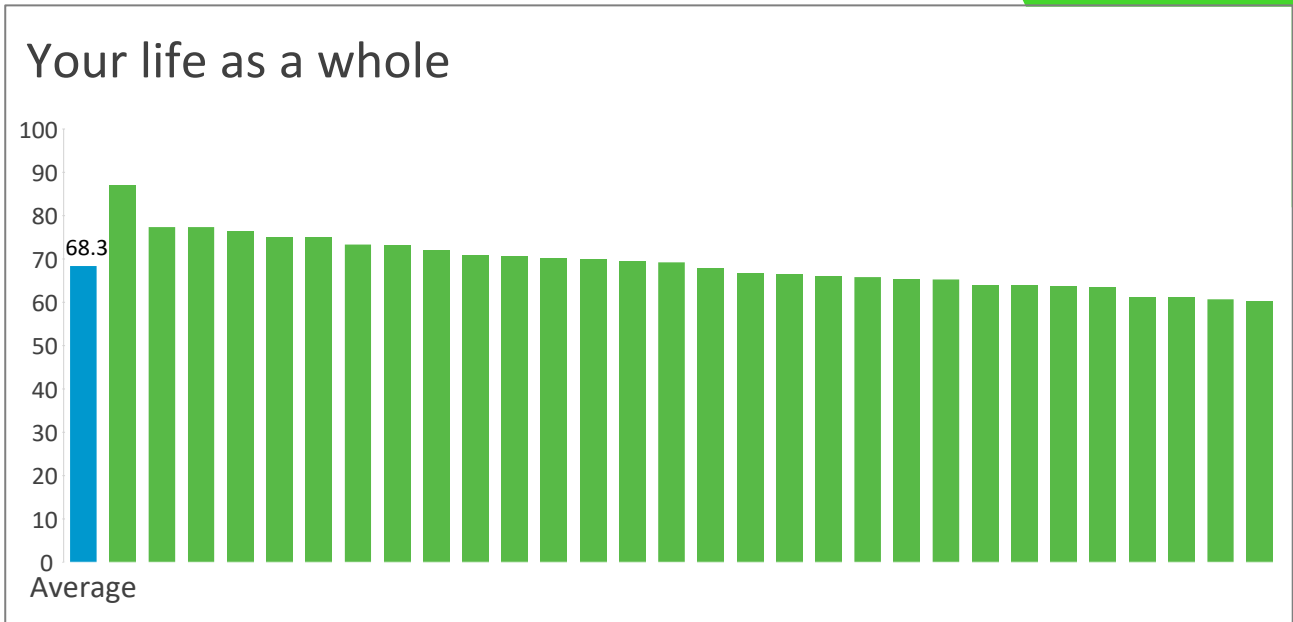
When comparing responses by the reason for seeking help, the scores ranged between 59.4 and 68.8.

Your future financial security?

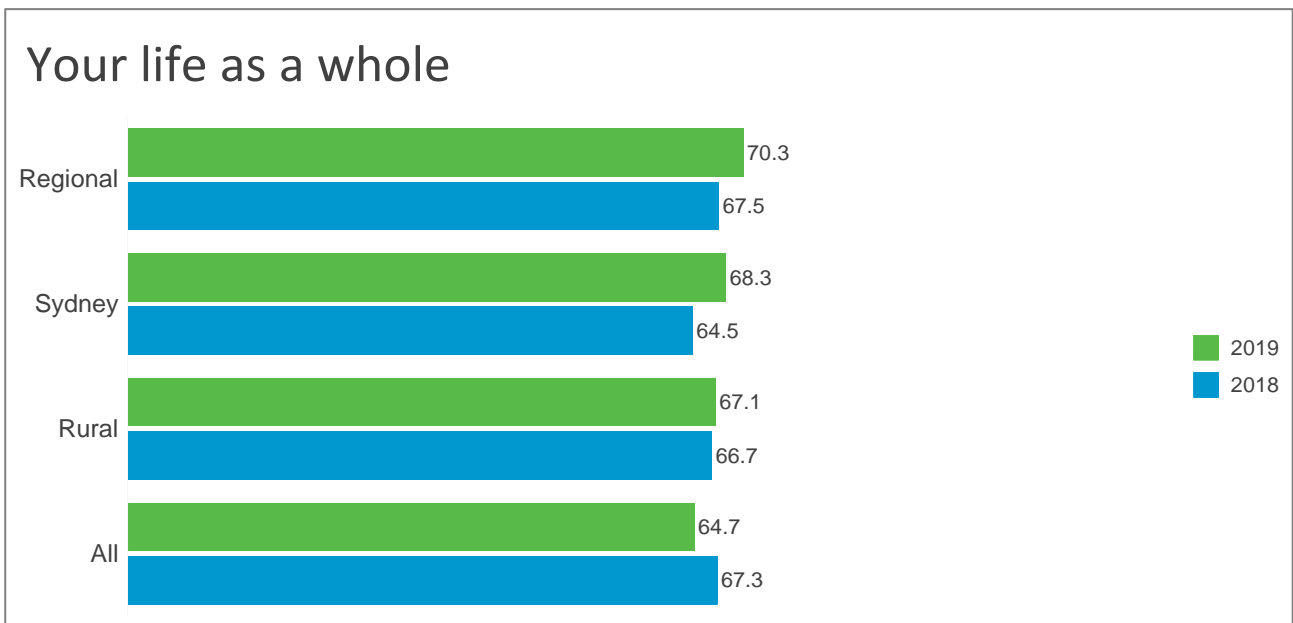


Life Satisfaction

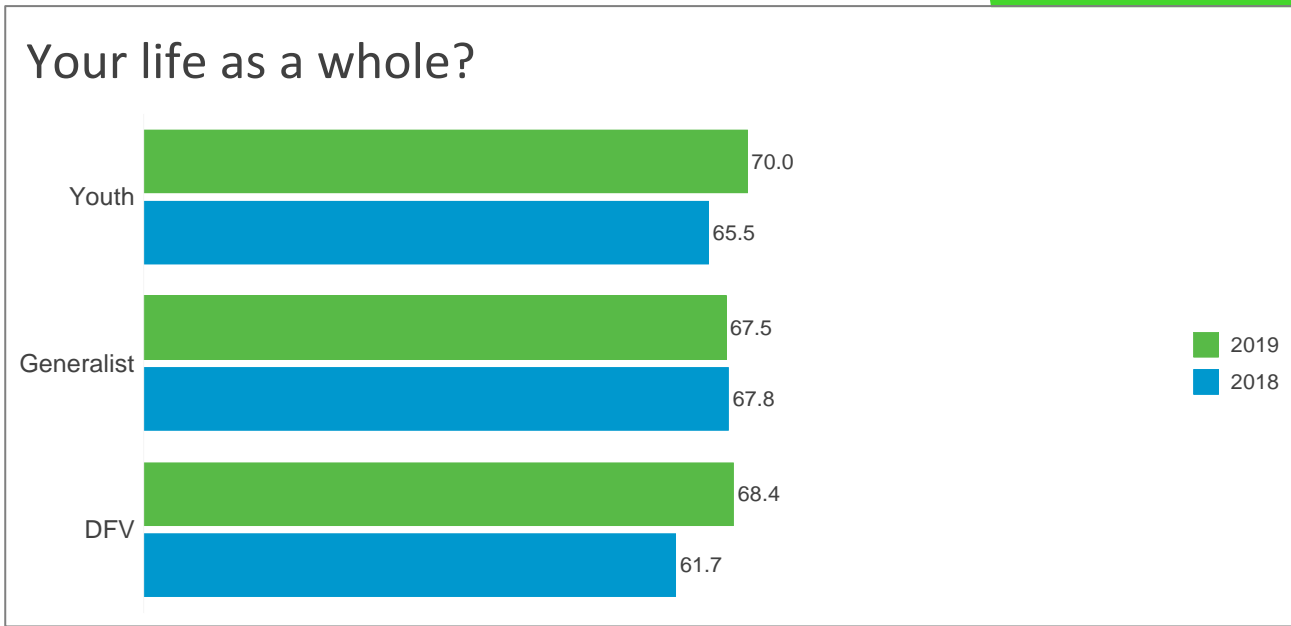
The average score was 68.3. The lowest score was 60.3 and the highest was 87.1. The average score of 68.3 was exceeded or matched by 14 of the 28 providers that had at least 10 replies.



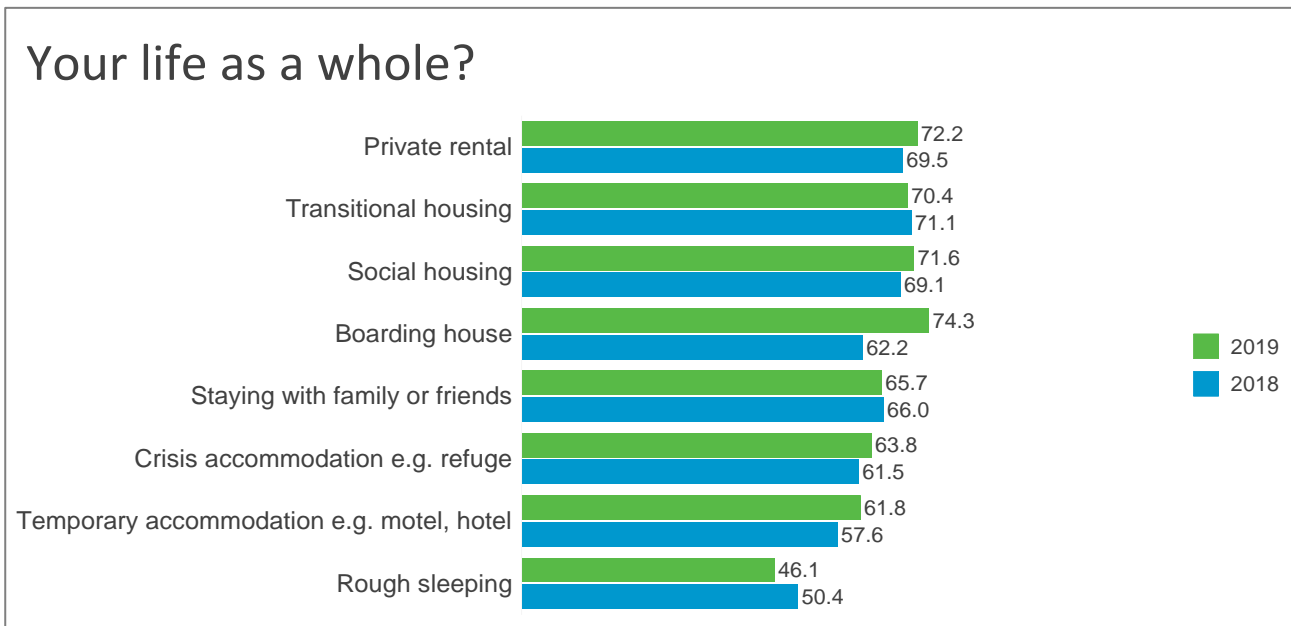
In terms of geographic comparisons, those people in Regional areas had the highest satisfaction with their life as a whole (70.3) while it was lowest for All Region organisations (64.7).



Youth organisations scored the highest overall (70.0), with Generalist organisations scoring lowest (67.5).

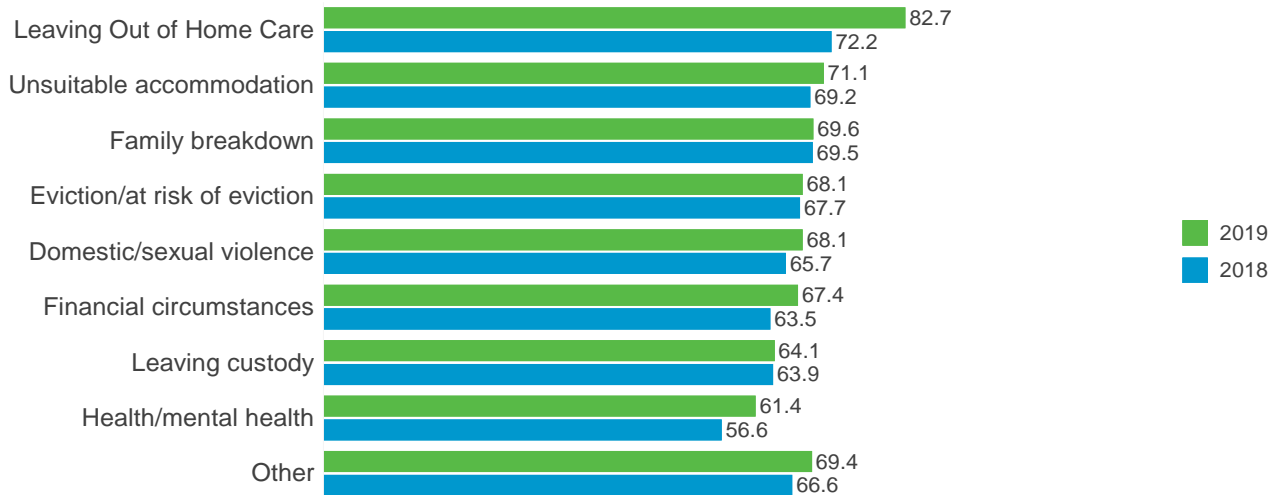


In relation to how satisfied people are with their life as a whole, the highest score was from people in a boarding house (74.3) and the lowest for those sleeping rough (46.1).



When looking at reasons for seeking assistance, those leaving Out of Home Care gave the highest score for their life as a whole (82.7). Those with health and mental health issues gave the lowest score (61.4).

Your life as a whole?



Section 13: Sub-Group Analysis

The demographic section serves two purposes. Firstly, it provides information about the backgrounds of the people who responded to the survey. Secondly, it enables cross tabulation of other survey results by the variables in this section. There is also the possibility to conduct further analysis should the need arise in future.

Description	Sub group	Proportion
Age group	16-20	24%
	21-25	14%
	26-30	9%
	31-40	22%
	41-50	15%
	51-60	10%
	61-70	4%
	71+	1%
Gender	Male	27%
	Female	71%
	Other/Opt out	2%
Cultural Group	Born in Australia (not ATSI)	40%
	Aboriginal or Torres Strait Islander	27%
	Migrant (not born in Australia)	14%
	Refugee or Asylum Seeker	1%
	None of the above	17%
Disability	None	55%
	Mental Illness	36%
	Physical disability	12%
	Intellectual disability	6%
Dependents	No dependents	54%
	One or more children	43%
	Family member with disability	4%
	Elderly family member	3%
Survey Completion	Self-completion	56%
	Completed by staff member over the phone	27%
	Assisted completion (with staff member)	17%

In the following pages we compare results from different subgroups using 'radar charts' and also in data tables. When looking at results in the tables the data has been significance-tested using the z-test at the 95% confidence interval. Significant differences are identified using the uppercase characters in the table cells.

Summary of differences by Age Group

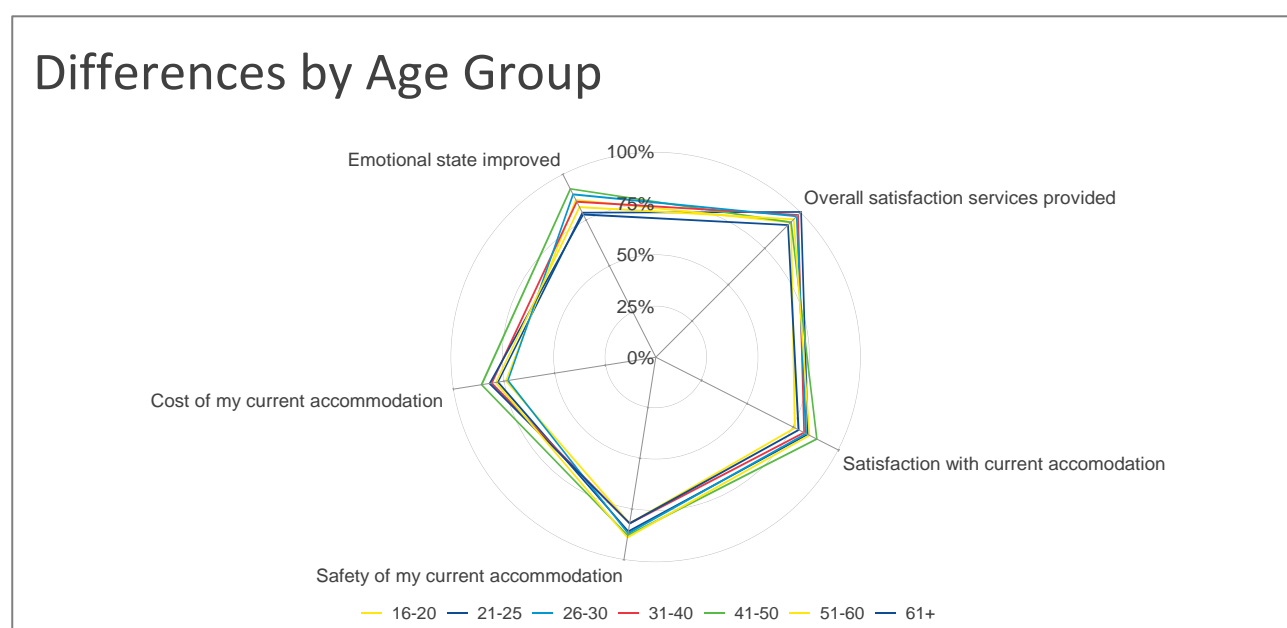
There is some variation by age. Respondents aged 61+ (100%) and 31-40 (98%) were significantly more satisfied with the services provided than those aged 21-25 (91%), 41-50 (93%) and 51-60 (93%).

Looking at satisfaction with accommodation, those aged 21-25 (78%) and 51-60 (76%) were significantly less satisfied than those aged 41-50 (88%).

Respondents aged 31-40 were significantly less satisfied with the safety of their accommodation (82%) than those aged 16-20 (89%).

Turning to satisfaction with the cost of the accommodation, those aged 41-50 were significantly more satisfied (86%) than those aged 26-30 (73%) and 51-60 (74%).

Those aged 41-50 were significantly more likely than those aged 25 or under to say that their emotional state has improved.

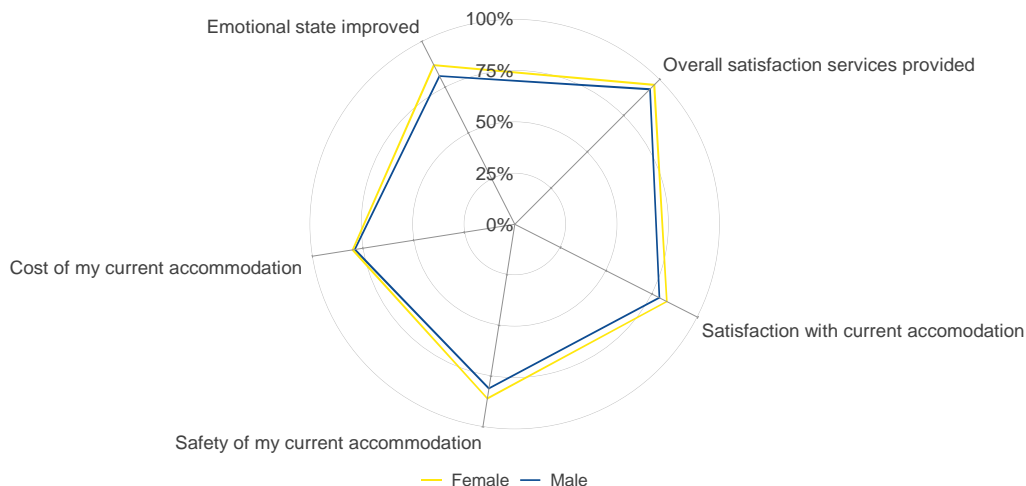


Indicator	Total	A. 16-20	B. 21-25	C. 26-30	D. 31-40	E. 41-50	F. 51-60	G. 61+
Satisfaction with services	95% (1022)	95% (249)	91% (142) DG	97% (95)	98% (227) BEF	93% (150) D	93% (104) D	100% (48) B
Satisfaction with accommodation	82% (1050)	84% (255)	78% (144) E	82% (98)	81% (232)	88% (156) BF	76% (105) E	83% (53)
Safety of accommodation	85% (1031)	89% (253) D	82% (141)	87% (97)	82% (231) A	88% (150)	82% (101)	86% (51)
Cost of accommodation	80% (1033)	79% (53)	82% (141)	73% (97) E	81% (231)	86% (151) CF	74% (102) E	78% (51)
Emotional state has improved	84% (1043)	82% (255) E	78% (144) CE	89% (98) B	85% (230)	92% (ABG)	86% (104)	79% (53) E

Summary of differences by Gender

Females were significantly more satisfied with the safety of their accommodation (86%) than males (81%). They were also significantly more likely to say that their emotional state has improved (87% vs 81%).

Differences by Gender

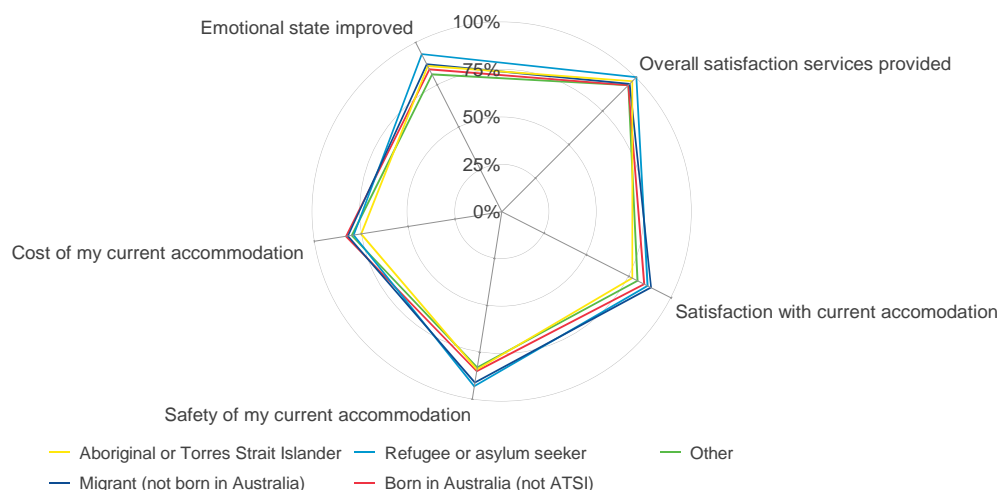


Indicator	Total	A. Female	B. Male
Satisfaction with services	95% (1022)	96% (714)	93% (274)
Satisfaction with accommodation	82% (1050)	83% (732)	79% (282)
Safety of accommodation	85% (1031)	86% (718) B	81% (277) A
Cost of accommodation	80% (1033)	80% (720)	79% (277)
Emotional state has improved.	84% (1043)	87% (728) B	81% (280) A

Summary of differences by Cultural Group

There was some variation when comparing cultural backgrounds, with those describing their background as Aboriginal/ Torres Strait Islander less satisfied with their accommodation in general than migrants (77% vs 88%), less satisfied with the safety of their accommodation than migrants (84% vs 91%) and less satisfied with the cost of their accommodation than non ATSI clients born in Australia, (75% vs 83%).

Differences by Cultural Group



Indicator	Total	A. Aboriginal / Torres Strait Islander	B. Migrant (not born in Australia)	C. Refugee or asylum seeker	D. Born in Australia (not ATSI)	E. Other
Satisfaction with services	95% (1022)	97% (277)	95% (145)	100% (13)	94% (407)	94% (171)
Satisfaction with accommodation	82% (1050)	77% (282) BD	88% (147) AE	86% (14)	84% (421) A	80% (177) B
Safety of accommodation	85% (1031)	84% (274) B	91% (144) AE	93% (14)	85% (414)	83% (176) B
Cost of accommodation	80% (1033)	75% (275) D	82% (144)	79% (14)	83% (415) A	80% (176)
Emotional state has improved.	84% (1043)	86% (280)	87% (147)	93% (14)	84% (419)	81% (176)

Summary of differences by Disability

People without a disability were significantly more satisfied with services overall than those with a mental illness (96% vs 93%). They were also significantly more satisfied with the safety of their accommodation (87%) than those with a physical disability (78%) or an intellectual disability (75%). Additionally, those without a disability were more satisfied with the cost of their accommodation (80%) than those with a physical disability (72%).

People without a disability were more likely to say that their emotional state has improved (87%) than those with a physical disability (79%) or a mental illness (81%).

Differences by Disability

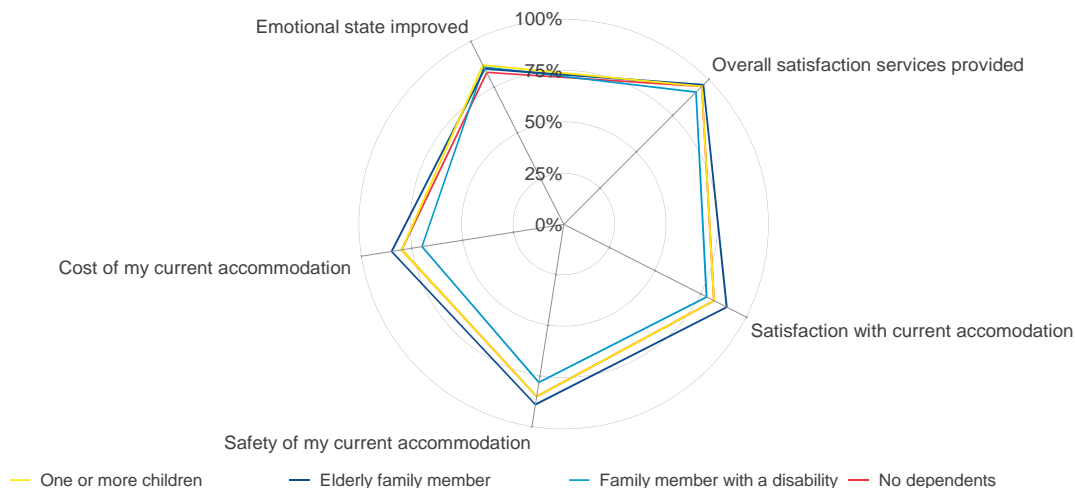


Indicator	Total	A. No disability	B. Physical disability	C. Intellectual disability	D. Mental illness
Satisfaction with services	95% (1022)	96% (549) D	93% (121)	94% (67)	93% (361) A
Satisfaction with accommodation	82% (1050)	82% (566)	77% (124)	79% (67)	84% (369)
Safety of accommodation	85% (1031)	87% (554) BC	78% (122) A	75% (67) A	83% (365)
Cost of accommodation	80% (1033)	80% (555) B	72% (122) AD	78% (67)	81% (366) B
Emotional state has improved	84% (1043)	87% (564) BD	79% (123) A	84% (67)	81% (368) A

Summary of differences by Dependents

There were statistically significant differences when comparing scores for these variables by the type of dependents that the respondents have.

Differences by Dependent Type

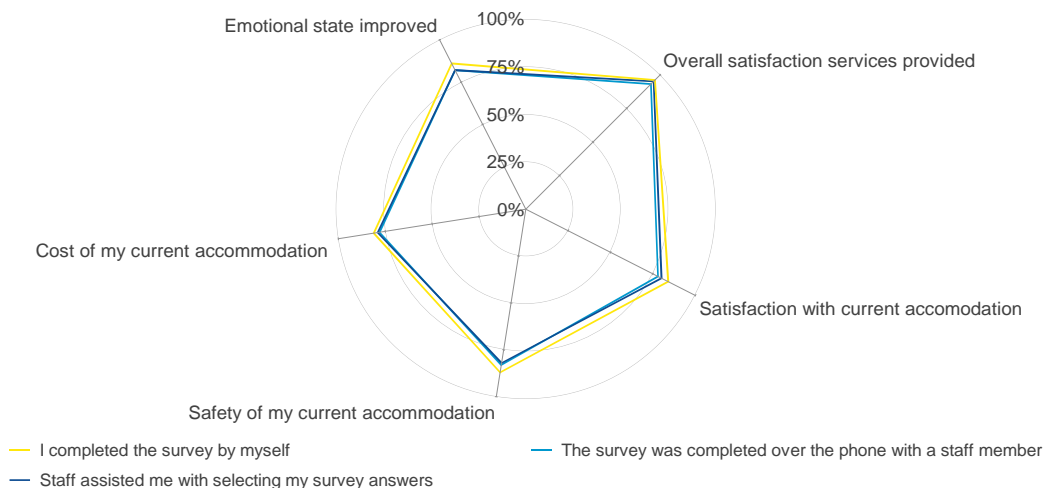


Indicator	Total	A. One or more children	B. Elderly family Member	C. Family Member with a disability	D. No Dependents
Satisfaction with services	95% (1022)	95% (431)	96% (26)	91% (35)	95% (548)
Satisfaction with accommodation	82% (1050)	82% (441)	89% (28)	78% (37)	82% (563)
Safety of accommodation	85% (1031)	85% (432)	89% (27)	78% (37)	85% (554)
Cost of accommodation	80% (1033)	80% (433)	85% (27)	70% (37)	80% (555)
Emotional state has improved	84% (1043)	87% (438)	85% (27)	86% (37)	83% (562)

Summary of differences by Survey Method

Those who completed an interviewer-led telephone survey were significantly less likely to be satisfied with their accommodation (78%) than those who completed the survey by themselves (84%).

Differences by Survey Method



Indicator	Total	A. Completed the survey by myself	B. Staff assisted completion	C. Telephone interview
Satisfaction with services	95% (1022)	96% (569)	95% (13)	93% (273)
Satisfaction with accommodation	82% (1050)	84% (585) C	80% (180)	78% (277) A
Safety of accommodation	85% (1031)	87% (571)	82% (179)	83% (274)
Cost of accommodation	80% (1033)	81% (570)	79% (179)	78% (277)
Emotional state has improved	84% (1043)	86% (580)	82% (180)	82% (277)