

SPECIALIST HOMELESSNESS SERVICES

CLIENT SATISFACTION SURVEY, 2019

56

services took part in the survey

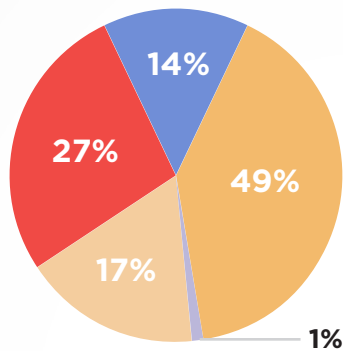
1,051

participants completed the survey

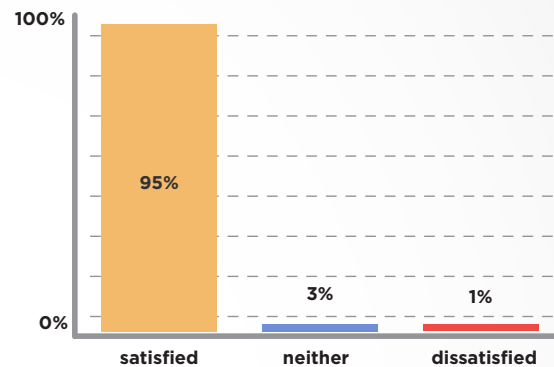
DEMOGRAPHICS OF SURVEY PARTICIPANTS

KEY

- Aboriginal or Torres Strait Islander
- Migrant (not born in Australia)
- Born in Australia (not ATSI)
- Refugee or Asylum Seeker
- None of the above



OVERALL SATISFACTION WITH SERVICES PROVIDED



SERVICE PROVISION

99%

agreed staff treated them with **respect**

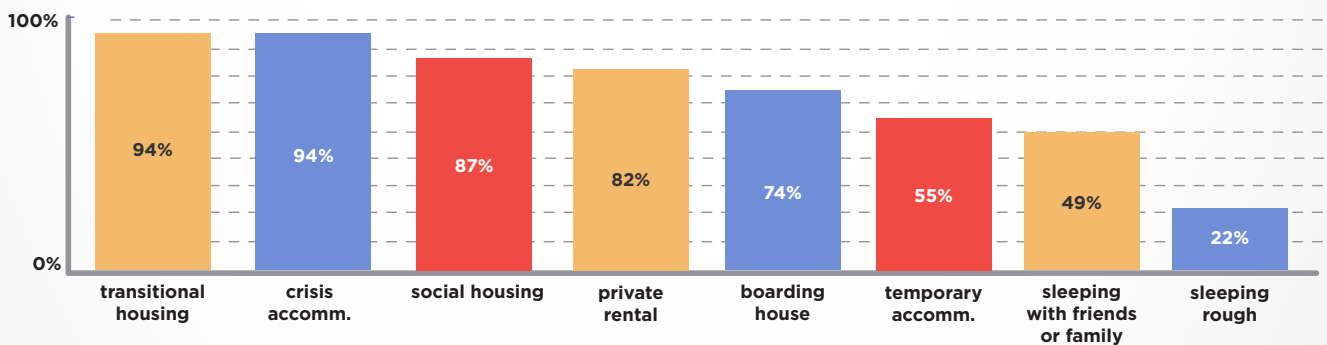
92%

agreed staff were sensitive to their **ethnic and cultural background**

83%

agreed staff explained **how to make a complaint** about the organisation

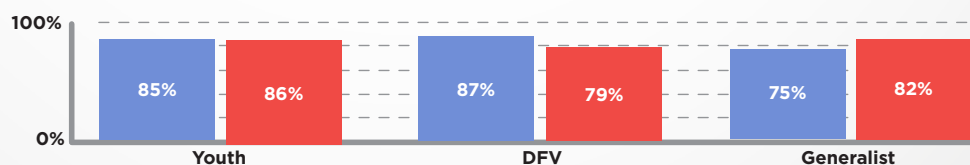
SATISFACTION WITH ACCOMMODATION



Levels of satisfaction with accommodation also varied between area of SHS service

KEY

- 2018
- 2019



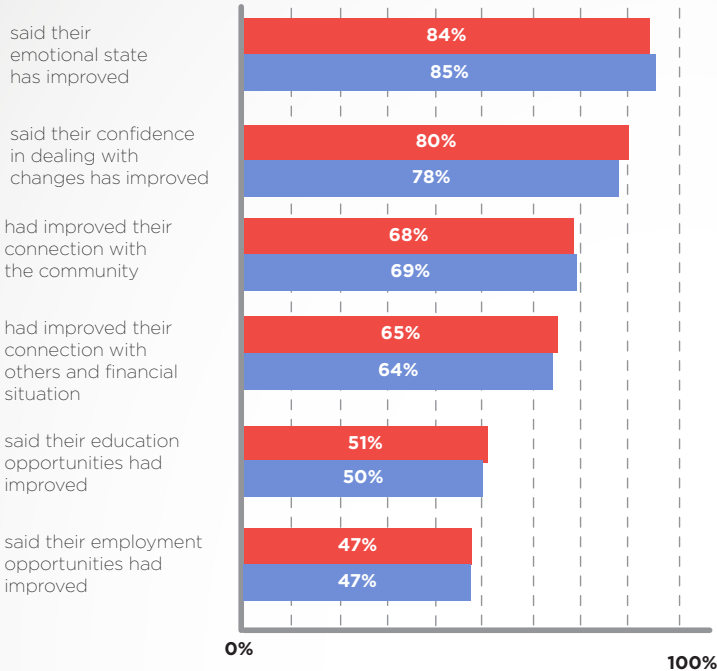
Organisations based in **rural areas** recorded **lower satisfaction** (65%) with accommodation than Sydney (86%) and Regional areas (80%).

Rural organisations scored 70% in comparison to Sydney (89%) and regional (85%) for **safety of accommodation**.



WHAT IS THE IMPACT OF OUR SERVICE ON CLIENTS

KEY



PERSONAL WELLBEING INDEX

Clients personal wellbeing rated 69, the same as 2018 recordings, whilst general population is in the range of 73-76 points which is to be expected.



SCORES FOR THE PERSONAL WELLBEING INDEX VARIED DEPENDING ON THE TYPE OF HOUSING

Those in private rental scored 73, transitional housing scored 70, social housing 70, crisis accommodation 68, staying with family or friends 65, boarding house 67, temporary accommodation 63 and rough sleeping 47.



PERSONAL WELLBEING SCORES VARIED ACCORDING TO THE REASON FOR SEEKING ASSISTANCE

Those leaving out of home care (81), unsuitable accommodation (73), family breakdown (71), domestic/sexual violence (70), eviction/at risk of eviction (68), financial circumstances (67), leaving custody (66), health/mental health (63)

REASON FOR SEEKING SUPPORT

DOMESTIC/FAMILY VIOLENCE INCREASED FROM 22% (2018) TO 30% (2019), whilst other reasons remained steady:

- eviction at risk of eviction (16%)
- family breakdown (16%)
- unsuitable accommodation (12%)
- financial circumstances (9%)
- health/mental health (7%)
- leaving custody (2%)
- leaving out of home care (1%)

OLDER PEOPLE:

Eviction/at risk of eviction (34%) and financial circumstances (23%) were the main reasons those over 61 years of age sought support.

