

SPECIALIST HOMELESSNESS SERVICES

Client Satisfaction Survey, 2020

35

services took part in the survey

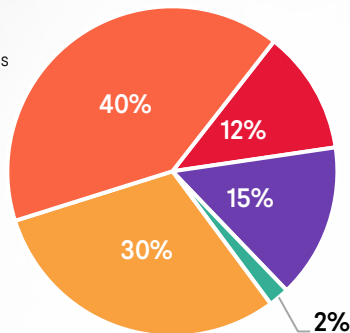
501

participants completed the survey

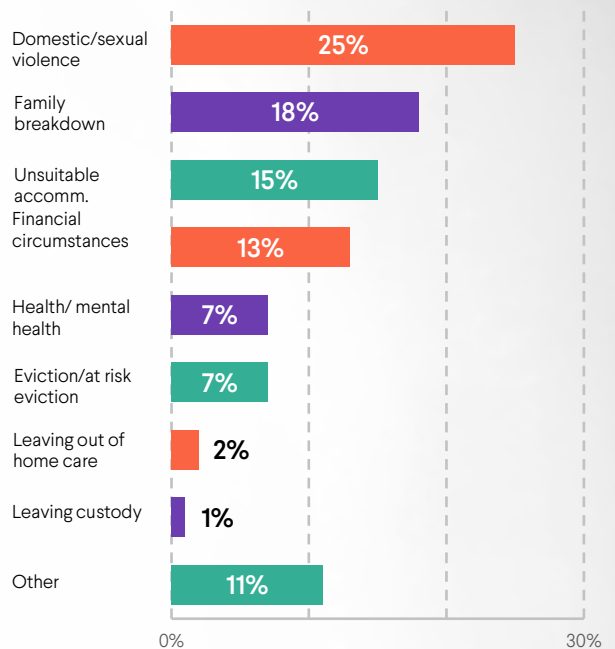
DEMOGRAPHICS OF SURVEY PARTICIPANTS

KEY

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



REASON FOR SEEKING SUPPORT



31%

Of females sought support because of **domestic or sexual violence**

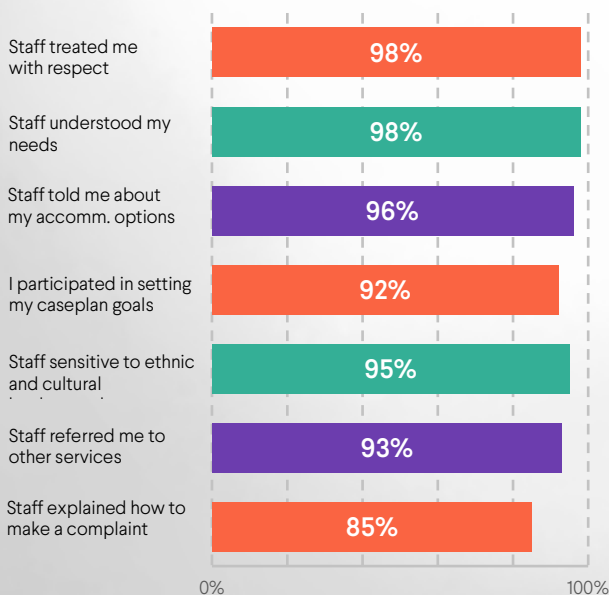
10%

Of males sought support because of **domestic or sexual violence**

33%

Of 16-20 year olds sought support because of **family breakdown**

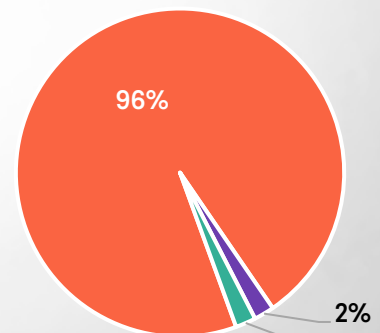
SERVICE PROVISION



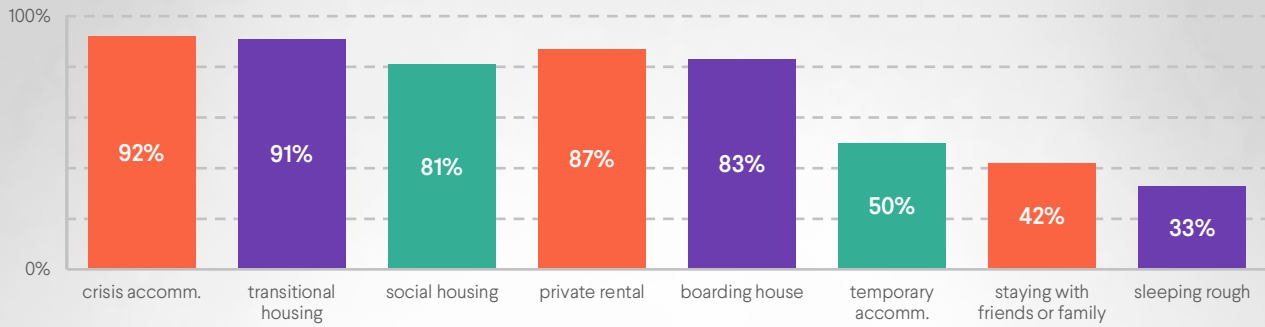
OVERALL SATISFACTION WITH SERVICES PROVIDED

KEY

- Satisfied
- Dissatisfied
- Neither

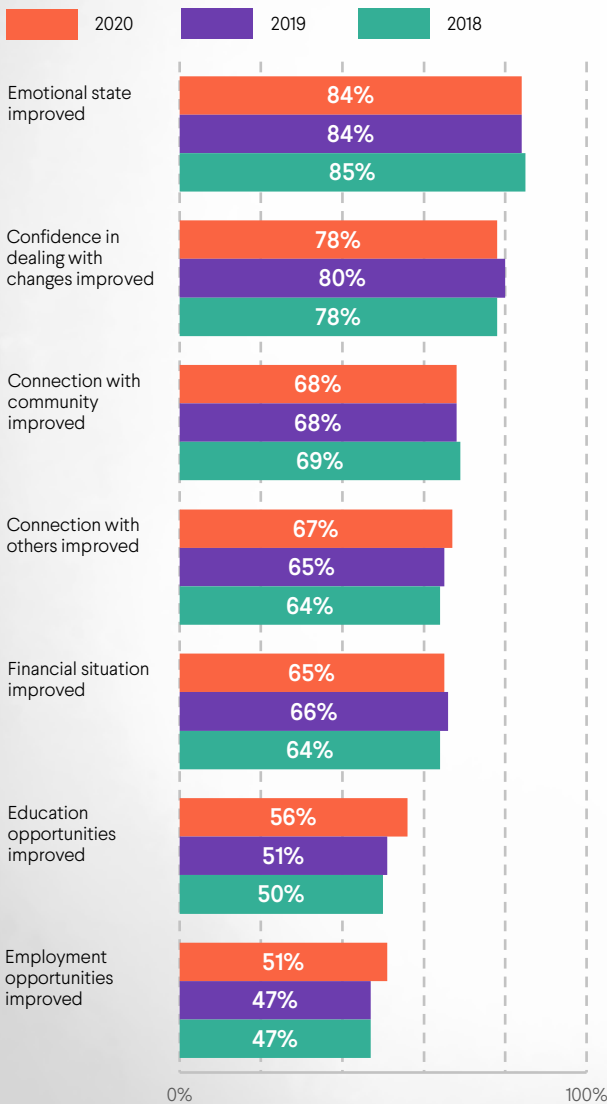


SATISFACTION WITH ACCOMMODATION



WHAT IS THE IMPACT OF OUR SERVICE ON CLIENTS

KEY



PERSONAL WELLBEING INDEX

The method of calculation to determine the PWIscores in this 2020 report is different to that used in 2019 and 2018. For more detail please see page 68 of the aggregated report. Clients personal wellbeing rated higher at 67.4 than the 2019 rating of 66.9. The general population is in the range of 73.4 - 76.4 points.



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

Those in private rental scored 72.4, transitional housing scored 71.3, social housing 70.4, crisis accommodation 63.4, staying with family or friends 61.7, boarding house 60, temporary accommodation 52.9 and rough sleeping 47.5



PERSONAL WELLBEING SCORES VARIED ACCORDING TO THE REASON FOR SEEKING ASSISTANCE

Those leaving out of home care (75), unsuitable accommodation (70.4), family breakdown (66.4), domestic/ sexual violence (67.9), eviction/ at risk of eviction (68.3), financial circumstances (66.5), leaving custody (78.3), health/mental health (62.1), other (63.5)



Industry Partnership

Homelessness NSW
Domestic Violence NSW
Yfoundations



COMMUNITY HOUSING INDUSTRY ASSOCIATION NSW