



**Industry  
Partnership**

Homelessness NSW  
Domestic Violence NSW  
Yfoundations



**COMMUNITY  
HOUSING  
INDUSTRY  
ASSOCIATION NSW**

# SHS Aggregate Report 2020

Report prepared by Community  
Housing Industry Association NSW

8 February 2021

# Contents

Introduction .....	3
Methodology .....	4
Executive Summary .....	7
Human Service Outcome Domains .....	11
Reason for seeking support.....	13
Current Situation.....	14
Customer Service .....	15
Overall satisfaction .....	30
Meeting Children’s Needs .....	32
Accommodation .....	33
Impact of Service .....	46
Wellbeing .....	68
Sub-Group Analysis.....	102

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# Introduction

This report provides the findings of the independent Specialist Homelessness Services client satisfaction survey conducted by the Community Housing Industry Association NSW (CHIA NSW) on behalf of the Industry Partnership - 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 Industry Partnership 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. 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.

This aggregate report provides a sector wide summary for all participating services and highlights sector strengths and areas for improvement. The Industry Partnership 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 (page 102 onwards) provide results analysed by all major target segments, including demographic and Regional segments.

CHIA NSW thanks everyone who participated in this important survey.

# 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 initially implemented sector wide between March and April 2020. In light of the COVID-19 outbreak and SHSs response to the pandemic, fieldwork was paused and restarted in October 2020. The second fieldwork phase closed in November 2020. Steps were taken to ensure that the surveys were completed in line with social distancing and other health requirements. Results presented in this report should be understood as an aggregate of responses collected at different phases of the COVID-19 pandemic in New South Wales, which in turn may reflect different levels of demand and supply for/from SHS providers. As a consequence of the pandemic the number of services participating in the survey was significantly less than in previous years (35 compared to 56 in 2019) and the number of surveys was significantly less than in previous years (501 compared to 1051 in 2019). This needs to be considered when comparing the data from 2020 with all other years.

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.

Clients were provided an information sheet detailing that the survey was being conducted by CHIA NSW on behalf of Homelessness NSW. Participation in the survey was entirely voluntary and the survey could not be completed unless the client provided informed consent. Of the 564 who began the questionnaire, 501 (89%) 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 SHS providers as it was funded by the Industry Partnership.

In total 35 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.

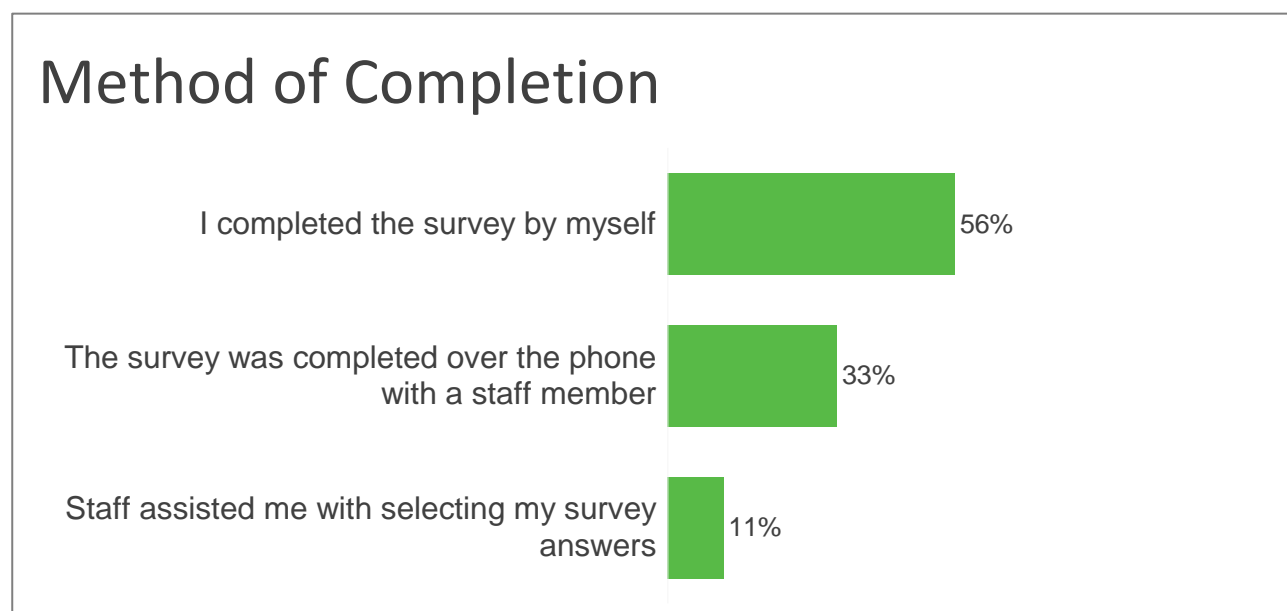
Hard to reach clients who are less engaged with services due to a range of factors may also be under represented in this survey. Clients who feel marginalised or excluded from services may not feel that their needs are as well catered for. The absence of hard to reach clients may have contributed to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

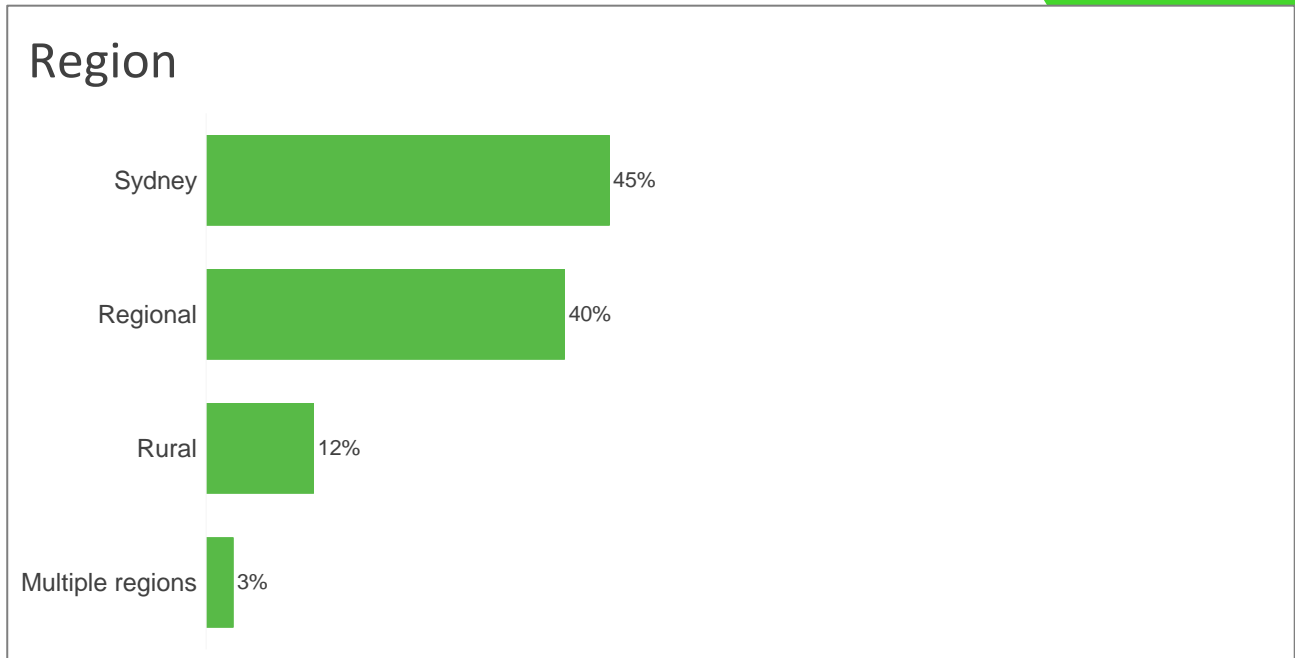
## Method of Completion

Just over half of the sample (56%) completed the survey by themselves, 33% completed the survey over the phone and 11% were assisted by a member of staff.



## Region

Most organisations were based in Sydney (45%) or were Regional (40%). A further 12% were Rural organisations and 3% operate in Multiple regions. In this report, organisations classified under "Multiple regions" refer to those that operate in more than one region.



# 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.

## Customer Service

Satisfaction with customer service indicators were extremely high (between 85% and 98% satisfied). In particular:

- 98% agreed that staff treated them with respect
- 98% agreed that staff understood their needs
- 96% agreed that staff told them about their accommodation options

A key driver (regression) analysis was undertaken to identify the significant and/or leading customer service indicators which predicted overall satisfaction with SHS. Among the 6<sup>1</sup> customer service indicators, only the statements “staff understood my needs” and “staff treated me with respect” were significant predictors of overall satisfaction. The strength of the relationships between these two indicators and overall satisfaction were similar (for a precise quantification of results, please see Appendix at the end of this report). High rates of agreement among clients that staff treated them with respect (98%) and understood their needs (98%) are especially favourable in this light. Sustained quality in these service areas will likely serve to maintain high rates of overall satisfaction with SHS.

Subgroup analysis failed to identify an overall theme in terms of variations in satisfaction with customer service, suggesting that customer service satisfaction did not systemically vary by key grouping variables (including demographic and regional segments). While no one grouping variable consistently predicted differences in customer satisfaction across key service areas, the following trends may be worth noting:

- The proportion of clients in DFV and Youth specialist organisations that agreed that staff were sensitive to ethnic and cultural background recorded a statistically significant increase.
- The proportion agreeing that they participated in setting case plan goals for Regional areas (97%) was significantly higher than that for Sydney (90%) and Rural areas (86%). The scores for Sydney and Rural organisations dropped significantly compared to 2019 (both down 4% points).
- The proportion agreeing that staff had referred them to other services to support their needs for Regional areas (96%) is significantly higher than Rural areas (86%). The Regional score also recorded as statistically significant increase compared to 2019 (up 7% points).
- Clients in Rural organisations were significantly less likely to agree that staff had told them about accommodation options (84%) than those in Sydney (96%) and Regional areas (99%). For this indicator, the score for Youth organisations was significantly higher than in 2019 (up 5% points).
- Rural respondents (92%) and Regional respondents (88%) were significantly more likely to agree that staff had explained how to make a complaint than respondents in Sydney (80%). The score for Youth organisations for this indicator was significantly higher than 2019 (up 4% points).

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<sup>1</sup> Staff understood my needs; Staff treated me with respect; Staff told me about my accommodation options; Staff have been sensitive to my ethnic and cultural background; Staff referred me to other services to support my other needs; Staff explained how to make a complaint against this organisation

## Overall Satisfaction

96% reported that they are satisfied with the services provided. This is almost exactly the same as the score recorded in 2019, (95%). It is a real achievement for the sector that overall satisfaction was sustained despite the social, economic, and emotional impact of COVID19 that afflicted 2020. Those receiving Generalist services were significantly more likely to be satisfied than those receiving Youth services (98% vs 93%). There were no other significant differences between subgroups identified for this indicator.

## Meeting Children's Needs

Services catered well for the needs of children; 81% reported that all their children's needs were met, while 16% reported that some of their children's needs were met and 3% reported that none of their children's needs were met. The changes comparing 2020 to 2019 were not statistically significant.

## Satisfaction with Accommodation

Respondents were asked to rate how satisfied they are with their current accommodation. Again, the scores were positive:

- 87% were satisfied with the safety of their current accommodation (significantly higher than 2018, 82%)
- 80% were satisfied with their current accommodation overall
- 84% were satisfied with the cost of their current accommodation (significantly higher than the scores recorded in 2019 (80%) and 2018 (78%)).
- 80% were satisfied with the privacy of their current accommodation

Detailed analysis of these questions found that those sleeping rough were less positive in general, there were fewer differences when comparing the initial reason for seeking support.

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

- For safety of current accommodation, those in organisations that have services in Multiple regions were significantly more likely to be satisfied (100%) than those in Rural organisations (78%).
- For cost of current accommodation, those in Sydney were more likely to be satisfied (88%) than those accessing Rural organisations (75%). The score for Sydney increased significantly compared to 2019 (up 8% points).

## 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% reported that their emotional state has improved since getting assistance from the service. 13% reported that it has stayed the same and 3% reported that it has got worse
- 78% reported that their confidence in dealing with changes has improved. 19% reported that it has stayed the same and 3% reported that it has got worse
- 68% reported that their connection with the community has improved. 30% reported that it has stayed the same and 3% reported that it has got worse
- 67% reported that their connection with others has improved. 28% reported that it has stayed the same and 4% reported that it has got worse



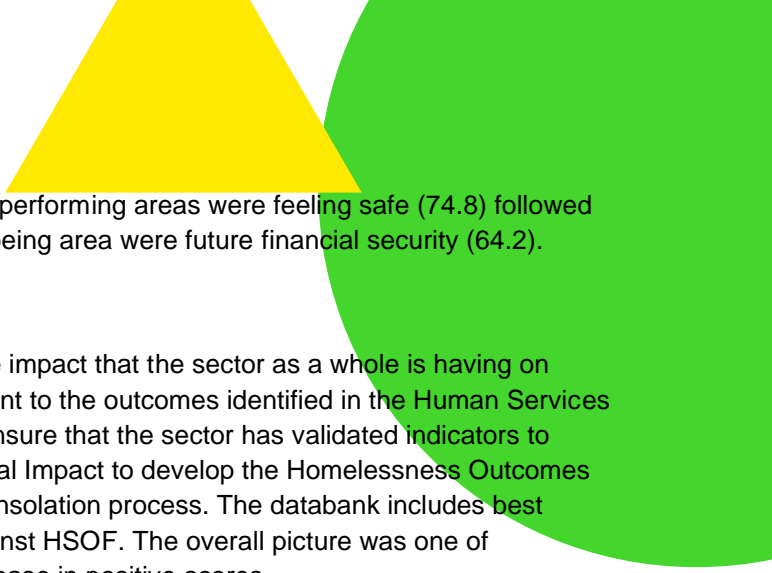
- 65% reported that their financial situation has improved. 29% reported that it has stayed the same and 6% reported that it has got worse
- 56% reported that their educational opportunities have improved. 43% reported that they have stayed the same and 1% reported that they have got worse
- 51% reported that their employment opportunities have improved. 47% reported that they have stayed the same and 2% reported that they have got worse.

There were no statistically significant differences when comparing the 2019 and 2020 data for these questions. However, a number of significant differences were identified when comparing regions and service speciality:

- Those in Sydney and Rural areas were significantly more likely than those in Regional areas to report that their emotional state has improved. The score for Regional organisations recorded a statistically significant decrease (down 8% points).
- Those in Rural organisations were significantly less likely to report that their financial situation has improved than those in Sydney or Regional organisations. The score for Rural organisations fell significantly from 72% to 49%.
- Those in Youth and Generalist specialisms were significantly more likely than those in DFV to report that their financial situation has improved. There was a statistically significant fall in the score for DFV organisations (from 67% to 54%).
- Those in Rural organisations were significantly less likely to report an improvement in their educational opportunities than those in Sydney and Regional organisations. The score for Rural organisations fell significantly from 53% to 34%. Youth specialist organisations (69%) scored significantly above both Generalist organisations (49%) and DFV organisations (48%) for improvement in educational opportunities.
- Youth specialist organisations (62%) scored significantly above both Generalist organisations (49%) and DFV organisations (37%) for improved employment opportunities.
- Those in Sydney (74%) were significantly more likely than those in Regional areas (63%) to report that their connection with others has improved.
- Those in the Youth specialism were significantly more likely than those in other specialisms to report that their connection with others has improved. The score for Youth organisations increased significantly from 68% to 77%.
- The score for improved confidence of dealing with changes was higher for organisations specialising in Youth services (84%) than the score for Generalist organisations (75%).

## Wellbeing Index

With regards to personal wellbeing, the average overall wellbeing score was 67.4 points. This is below the range set by the Australian Unity Wellbeing Index report for Australia as a whole (between 73.4 – 76.4 points), but falls within expected range when compared against low-income groups (66.1 to 74.5). In terms of geographic comparisons, the score for those in Rural organisations was lower (61.2) than in other areas (between 67.5 and 68.1). Organisations specialising in Youth support scored the highest for overall wellbeing (71.5), with DFV organisations scoring lowest (63.1). Clients in private rental housing have the highest Wellbeing Index score (72.4), while those sleeping rough have a score of just 47.5. Not unexpectedly, clients who are sleeping rough scored the lowest for many of the wellbeing index variables.



When looking at the individual wellbeing areas, the best performing areas were feeling safe (74.8) followed by standard of living (70.4). The lowest performing Wellbeing area were future financial security (64.2).

### **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 Industry Partnership 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. The overall picture was one of improvement, with many indicators showing a small increase in positive scores.

### **Demographics:**

Of the 501 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 30% of the overall responses, and migrants 12%. Only 4% of respondents were over 60 years of age, however 54% were under the age of 25 reflecting the number of specialist youth services taking part in this survey.

There was some variation when exploring results for various subgroups. For example, those with elderly dependents, or dependents with a disability tend to be less satisfied on the whole. Also, those without a disability were more satisfied for many service areas. There were fewer differences when comparing different age groups, cultural backgrounds and genders.

# Human Service Outcome Domains

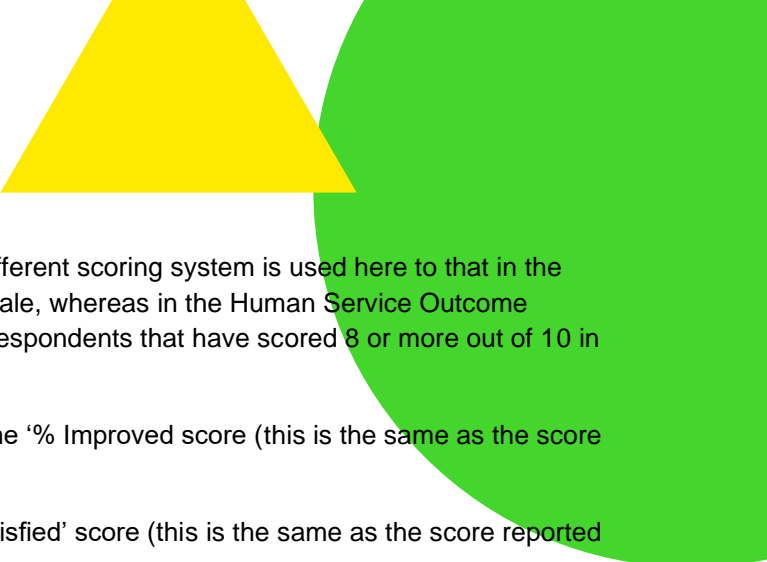
One of the main drivers of the survey was to identify the impact that the sector has on clients. The sector has aligned its outcomes measurement to those identified in the Human Services Outcomes Framework (HSOF). To support this and to ensure that the sector has validated indicators to adopt, the Industry Partnership 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 1% point). Satisfaction with 'Safety of my current accommodation' was particularly high at 87%.

It seems that the sector is generating positive outcomes even with longer term, trajectory outcomes such as employment (51%) and educational opportunities (56%).

Domain	Item	Item Score	Domain Score
Economic	Impact of service: Employment opportunities	51% ↑4	60% ↑4
	Impact of service: Financial situation	65% ↓1	
	PWI: Standard of Living	66% ↑3	
	PWI: Financial Security	58% ↑9	
Education / skills	Impact of service: Educational opportunities	56% ↑5	56% ↑5
Home	PWI: Future housing security	58% ↑4	69% ↑1
	Satisfaction: Current accommodation	80% ↓2	
Health	PWI: Health	62% ↑6	63% ↑5
	PWI: General wellbeing	63% ↑4	
Safety	PWI: Feeling of safety	71% ↔	80% ↑1
	Satisfaction: Safety of current accommodation	87% ↑2	
	Satisfaction: Privacy of current accommodation	80% ↓1	
	Satisfaction: Cost of current accommodation	84% ↑4	
Social and community	Impact of service: Connection with others (e.g., family or friends)	67% ↑2	63% ↑2
	Impact of service: Connection with the community	68% ↔	
	PWI: Personal relationships	58% ↑3	
	PWI: Feeling part of the community	59% ↑2	
Empowerment	Impact of service: Emotional state	84% ↔	71% ↑1
	Impact of service: Confidence dealing with changes	78% ↓2	
	PWI: What you are achieving in life	59% ↑5	
	PWI how satisfied with life as a whole?	59% ↑1	



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.

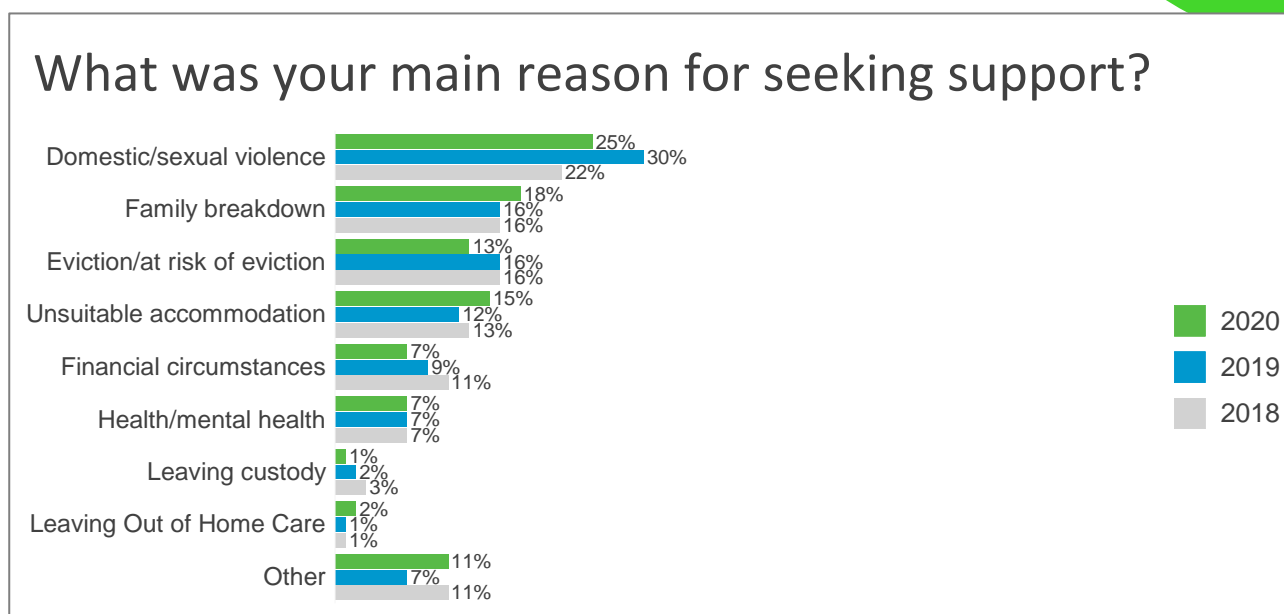
2/ For the Impact of service questions we are reporting the ‘% Improved score (this is the same as the score reported in the main body of this report).

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.

## Reason for seeking support

There were varied reasons why clients have sought support from homelessness organisations, including domestic and family violence (25%), family breakdown (18%) and unsuitable accommodation (15%). The proportion reporting that they sought support due to domestic or sexual violence decreased significantly from 2019 (from 30% to 25%), while the proportion citing overcrowding or unsuitable accommodation increased from 12% to 15%.

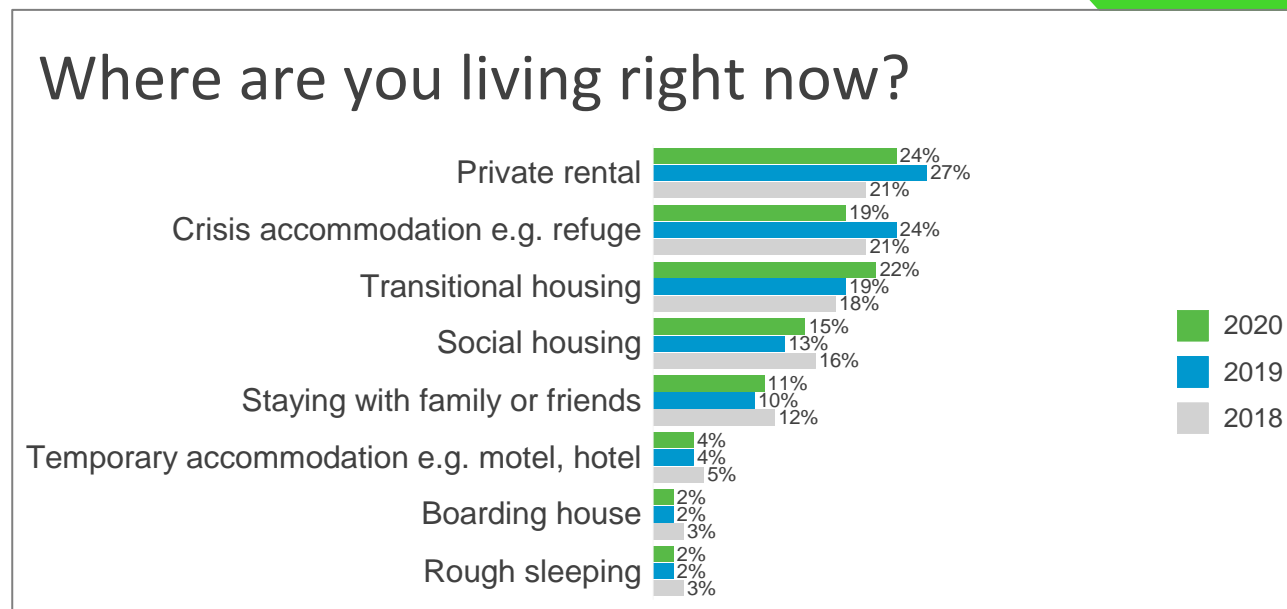


Female respondents were significantly more likely than male respondents to report that the reason for seeking support was related to domestic and family violence/ sexual violence (31% vs 10%). The response patterns for different age groups varies, for example, family breakdown is the main reason that those aged 16-20 sought advice while financial circumstances 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	25%	16%	20%	43%	46%	30%	14%	11%
Family breakdown	18%	33%	19%	15%	7%	3%	16%	6%
Overcrowding or unsuitable accommodation	15%	17%	18%	23%	9%	8%	16%	11%
Eviction/at risk of eviction	13%	10%	14%	8%	12%	24%	14%	17%
Financial circumstances	7%	4%	9%	3%	9%	3%	9%	28%
Health (including mental health; medical issues; drug, substance or alcohol use)	7%	3%	5%	5%	4%	16%	12%	17%
Leaving Out of Home Care	2%	5%	3%	3%	-	-	-	-
Leaving custody	1%	1%	-	-	4%	3%	-	-
Other	11%	10%	12%	3%	9%	13%	19%	11%

## 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 24% in private rental, 19% in crisis accommodation, 22% in transitional housing and 15% in social housing.



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

Age group	16-20	21-25	26-30	31-40	41-50	51-60	61+
Private rental	18%	26%	23%	26%	31%	19%	47%
Transitional housing	20%	35%	20%	22%	11%	16%	-
Crisis accommodation e.g. refuge	29%	6%	18%	28%	21%	16%	12%
Social housing	8%	15%	15%	13%	19%	30%	35%
Staying with family or friends	17%	12%	13%	6%	5%	7%	6%
Temporary accommodation e.g. motel, hotel	3%	3%	8%	1%	5%	7%	-
Boarding house	1%	2%	5%	3%	3%	2%	-
Rough sleeping	2%	1%	-	1%	5%	2%	-

# Customer Service

It is important that providers are client focused 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 previous years:

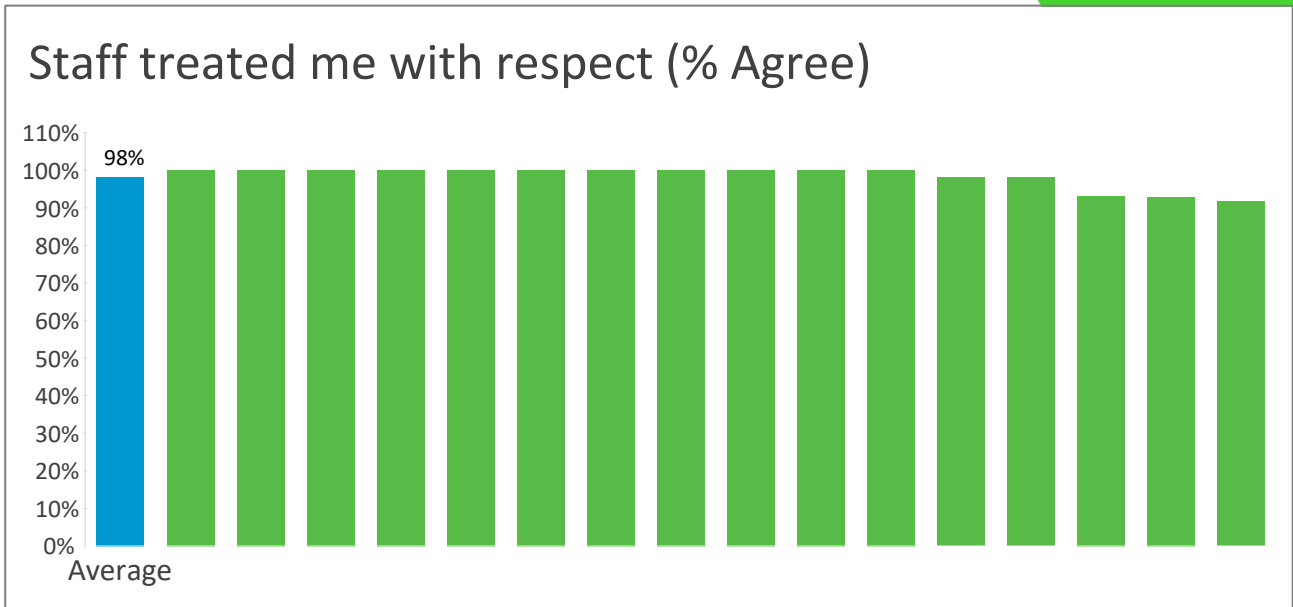
- 98% agreed that staff treated them with respect
- 98% agreed that staff understood their needs
- 96% agreed that staff told them about their accommodation options
- 92% agreed that they were involved in setting their case plan goals
- 95% agreed that staff were sensitive to their ethnic and cultural background (significant increase from 2019, 92%)
- 93% agreed that staff referred them to other services to support their other needs (significant increase from 2019, 90%).
- 85% agreed that staff explained how to make a complaint about their organisation.



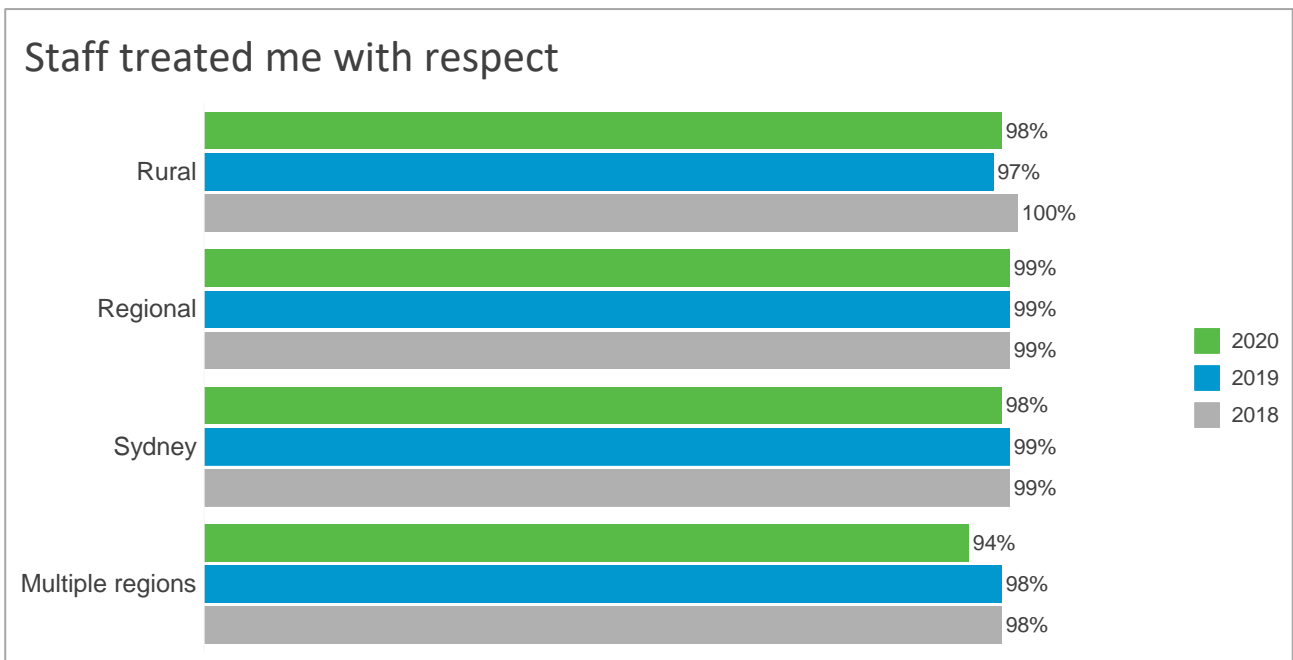
In the following pages we look at these scores in more detail.

## Staff treated me with respect

The chart below shows the range in scores for all organisations with at least 10 responses. 98% agreed that staff treated them with respect. Only 5 of the providers with at least 10 respondents received a score below 100%.

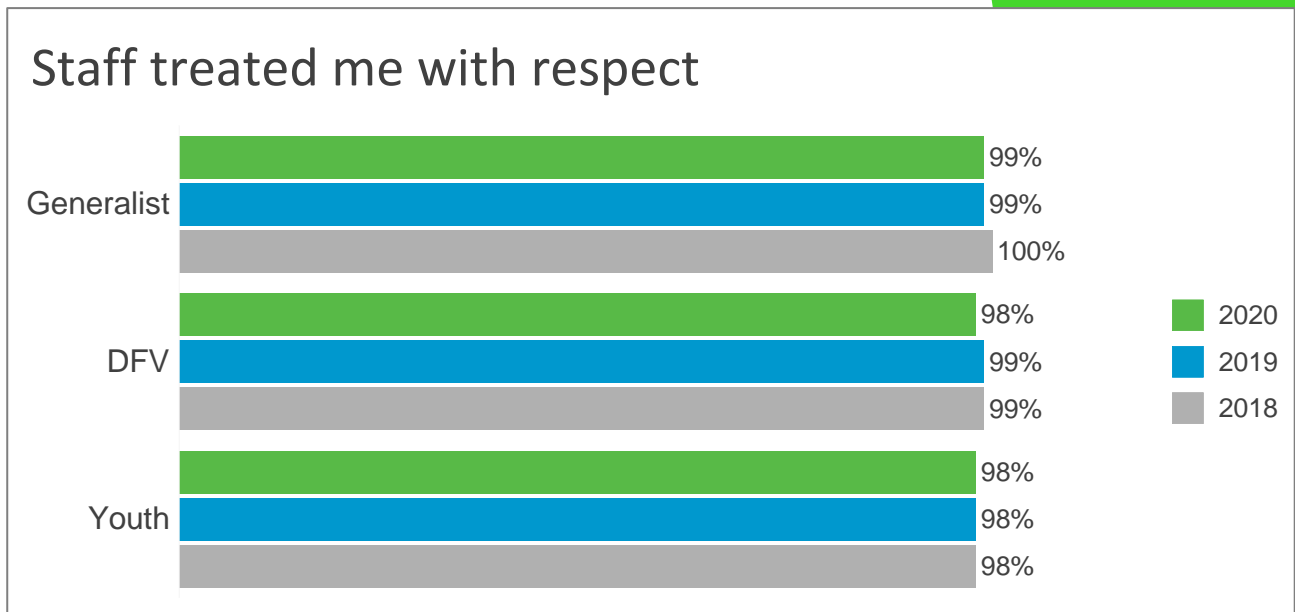


There is little variation when comparing these scores for different regions.



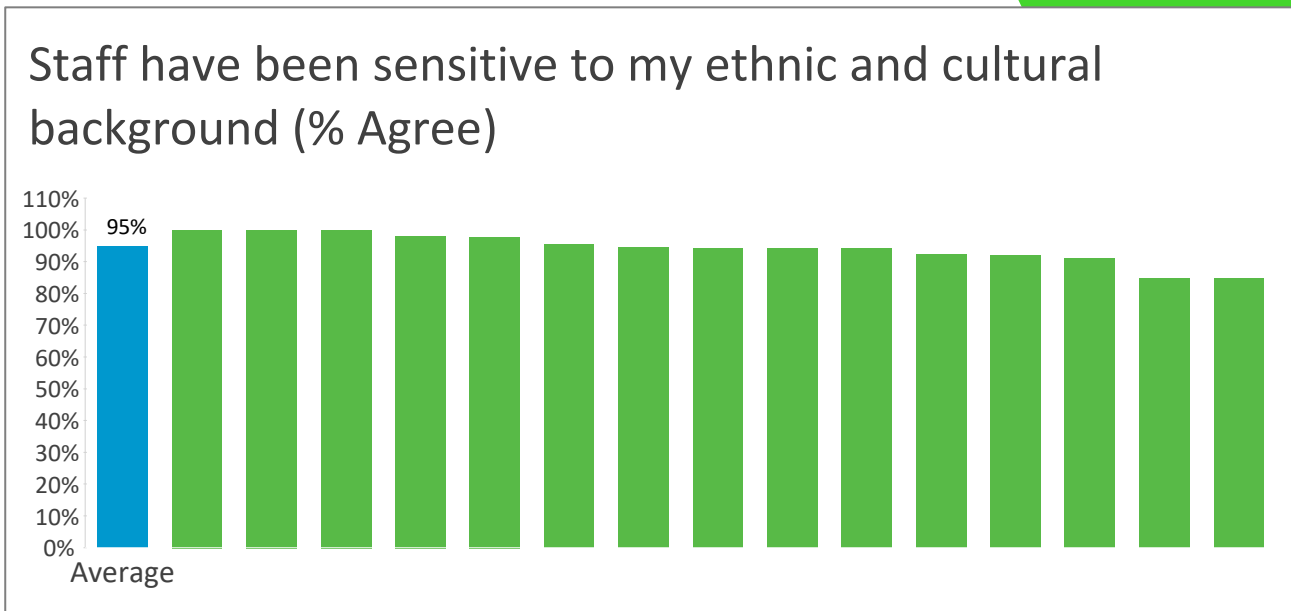


There is little variation when comparing these scores for different specialities.

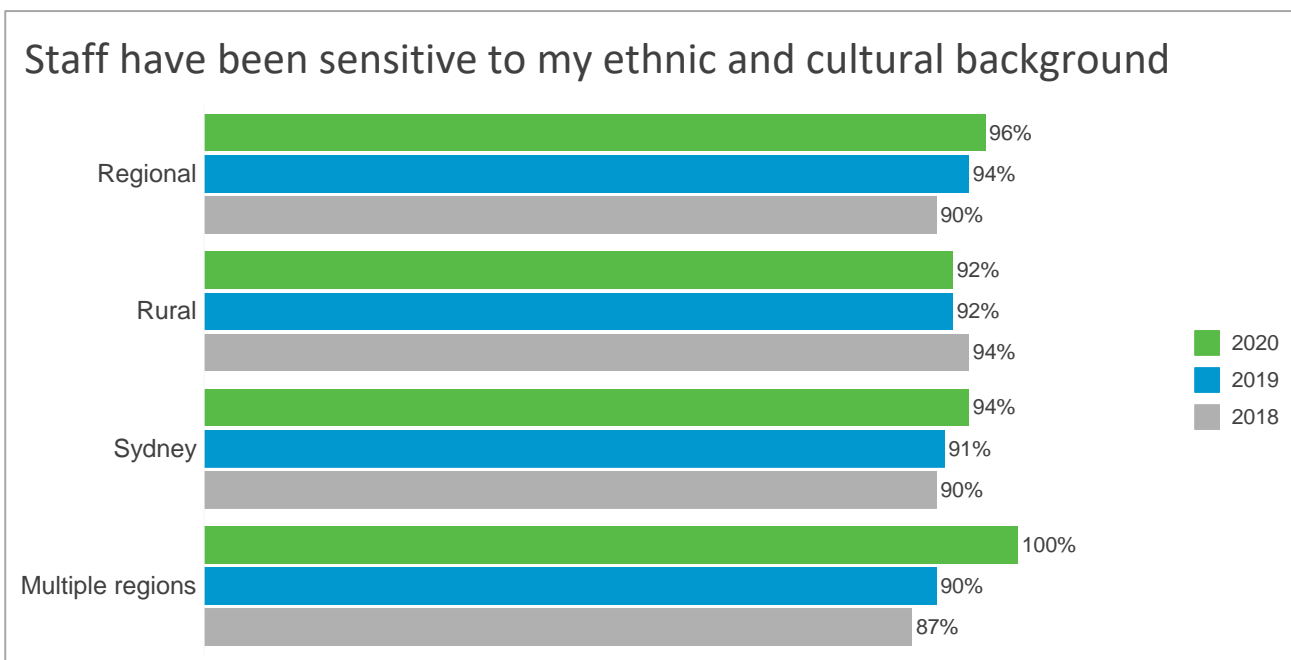


## Staff have been sensitive to my ethnic and cultural background

The chart below shows the range in scores for all organisations with at least 10 responses. 95% agreed that staff were sensitive to their ethnic and cultural background. The lowest score was 85%.



There were no significant differences when comparing the responses for different region, with scores ranging between 94% and 100%:



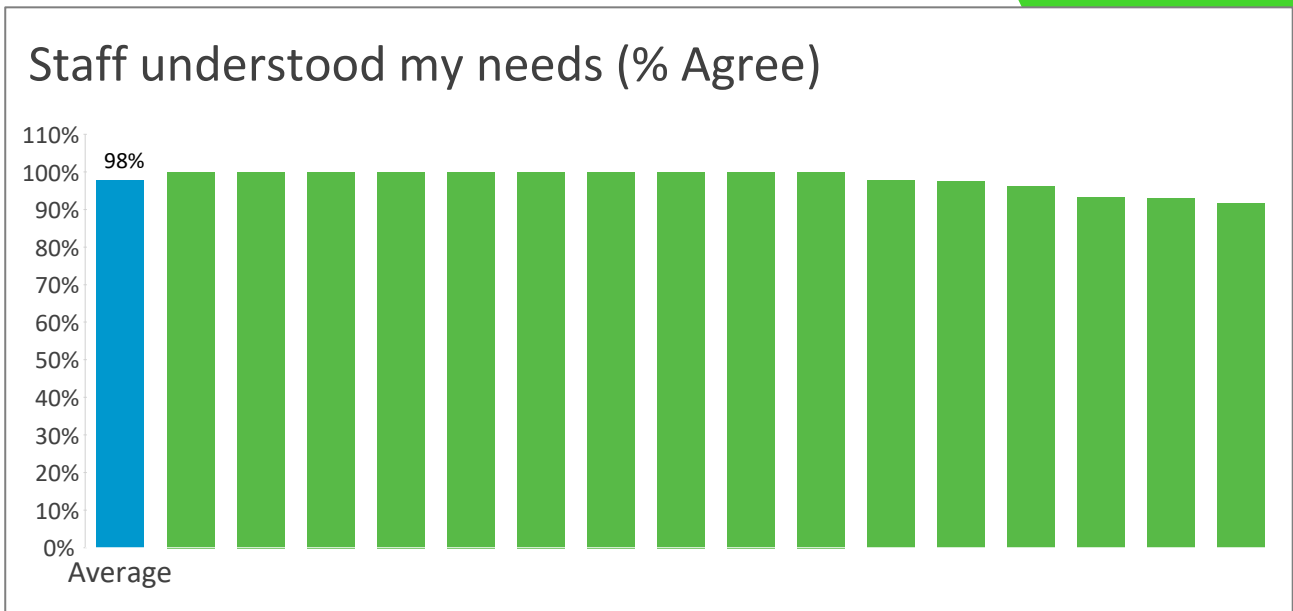
There were no significant differences when comparing service speciality in 2020, but the scores for DFV and Youth specialist organisations recorded a statistically significant increase.

## Staff have been sensitive to my ethnic and cultural background

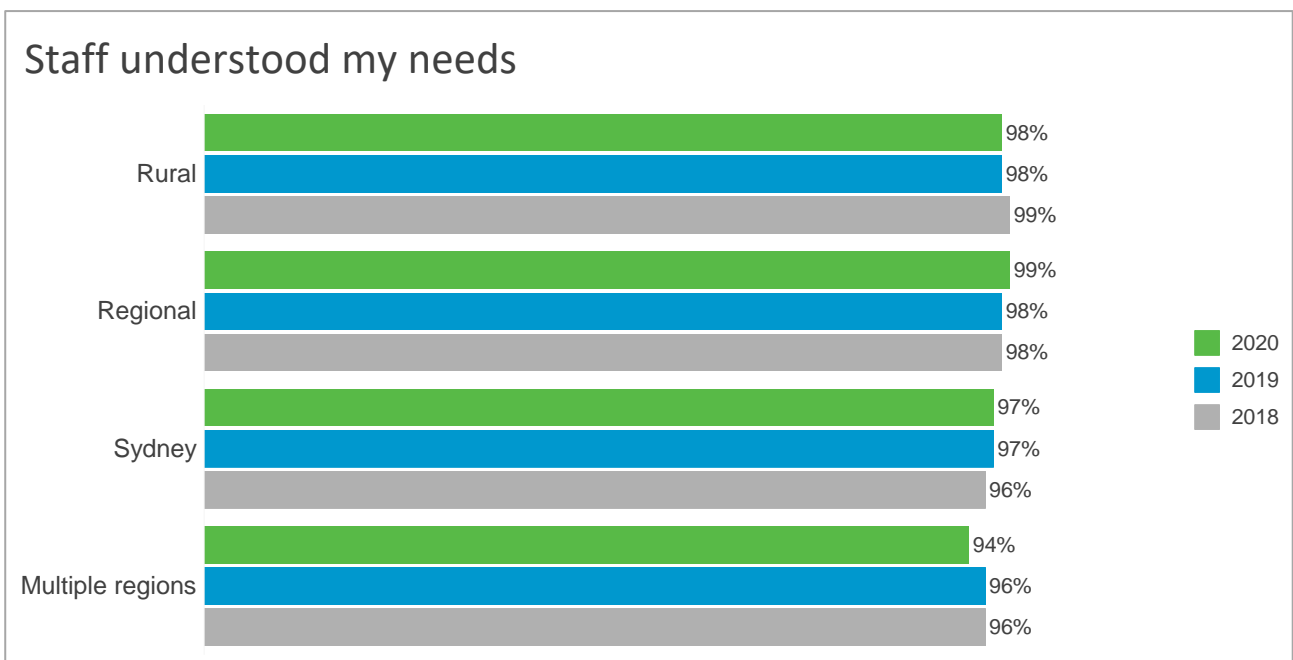


## Staff understood my needs

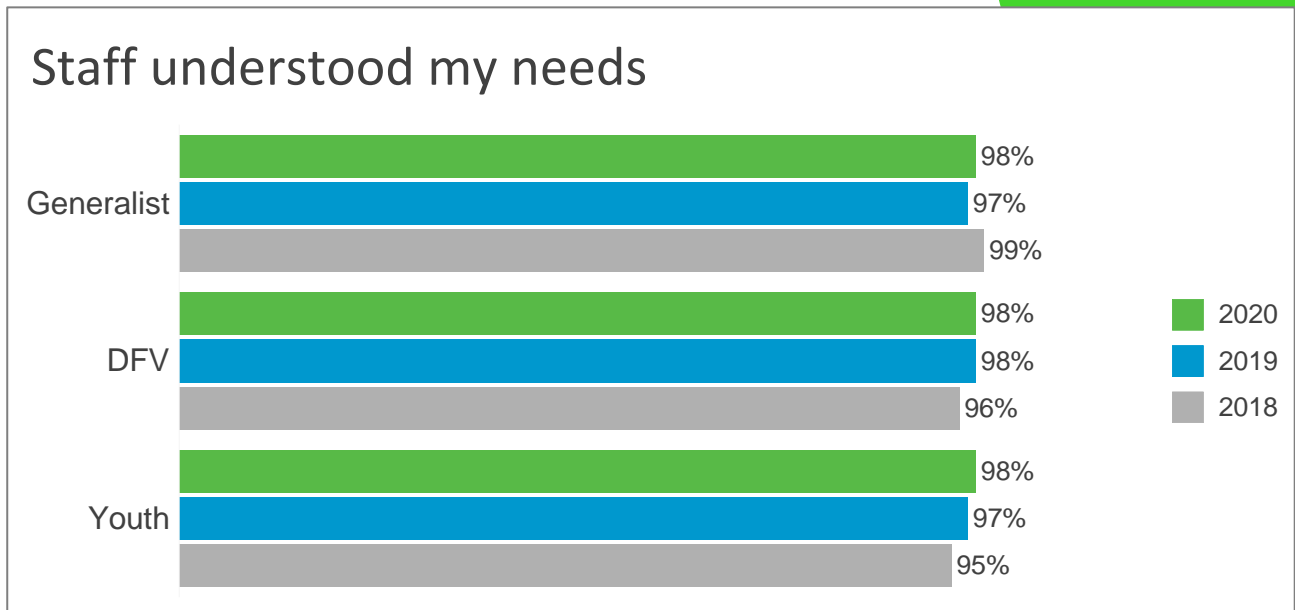
The chart below shows the range in scores for all organisations with at least 10 responses. 98% agreed that staff understood their needs. Ten organisations received a score of 100% and the lowest score was 92%.



There were no significant differences when comparing different regions with scores ranging between 94% and 98%.

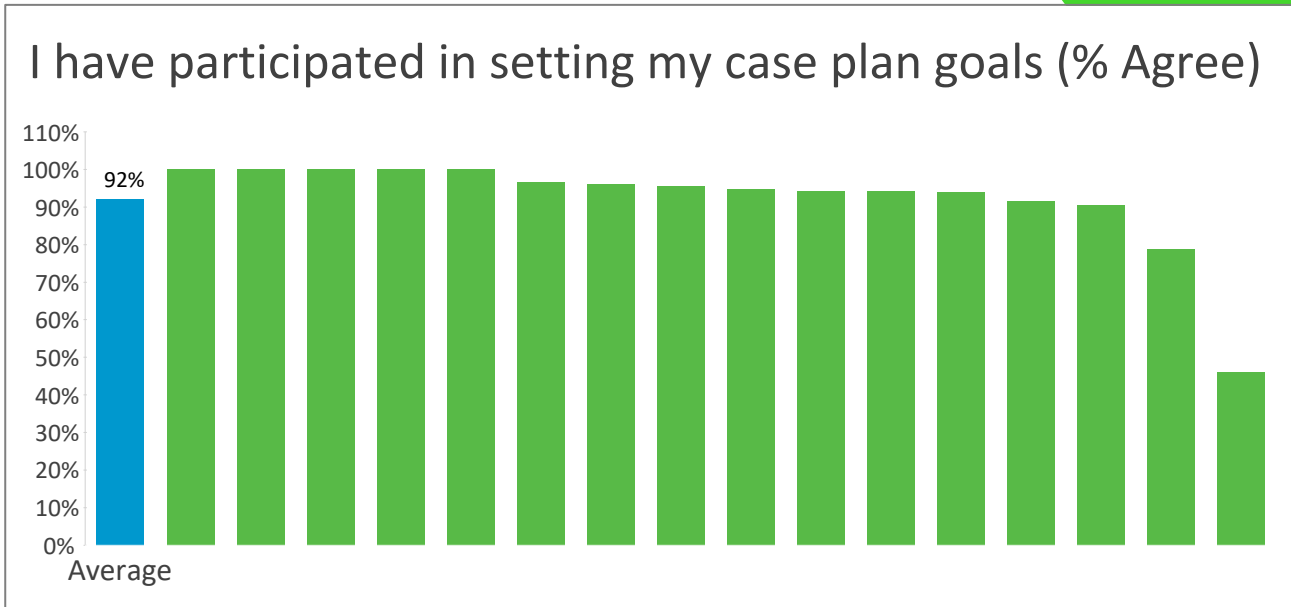


There were no significant differences when comparing different specialisms with all recording the same score of 98%.

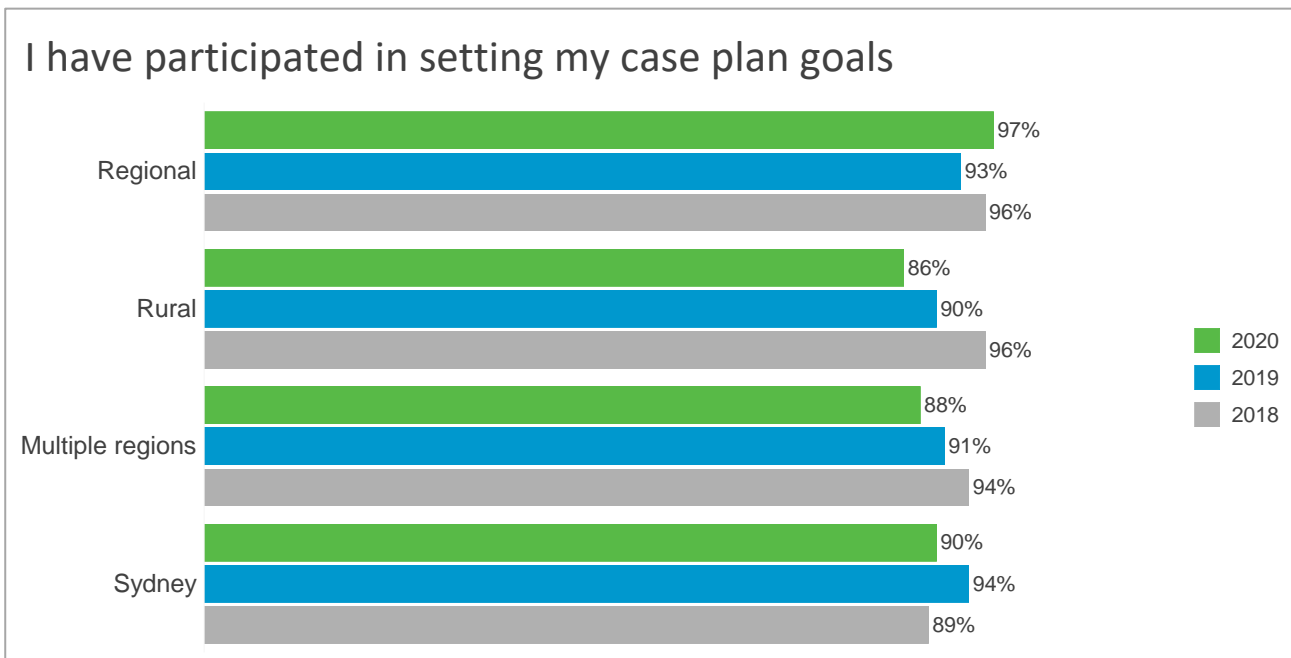


## I have participated in setting my case plan goals

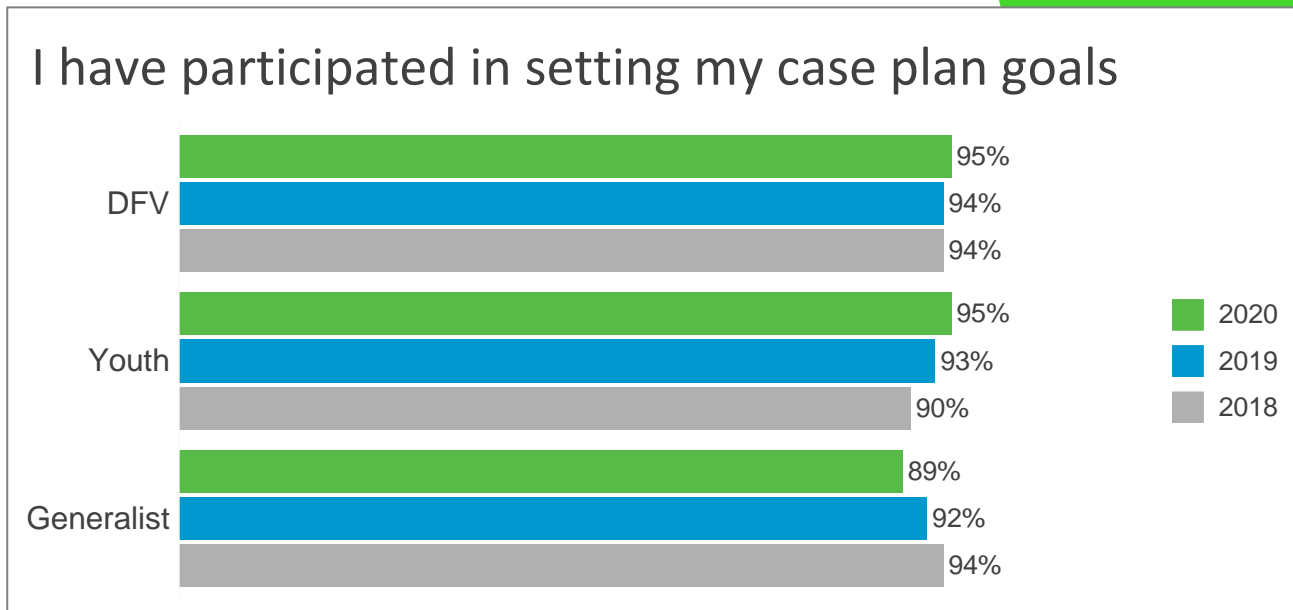
The chart below shows the range in scores for all organisations with at least 10 responses. 92% agreed that they were involved in setting their case plan goals, five organisations received a score of 100% with one organisation scoring well below the others at 43%. This organisation had a neutral score of 46% with just 8% (one respondent) dissatisfied.



The score for Regional (97%) was significantly higher than that for Sydney (90%) and Rural (86%). The scores for Sydney and Rural organisations dropped significantly compared to 2019 (both down 4% points).

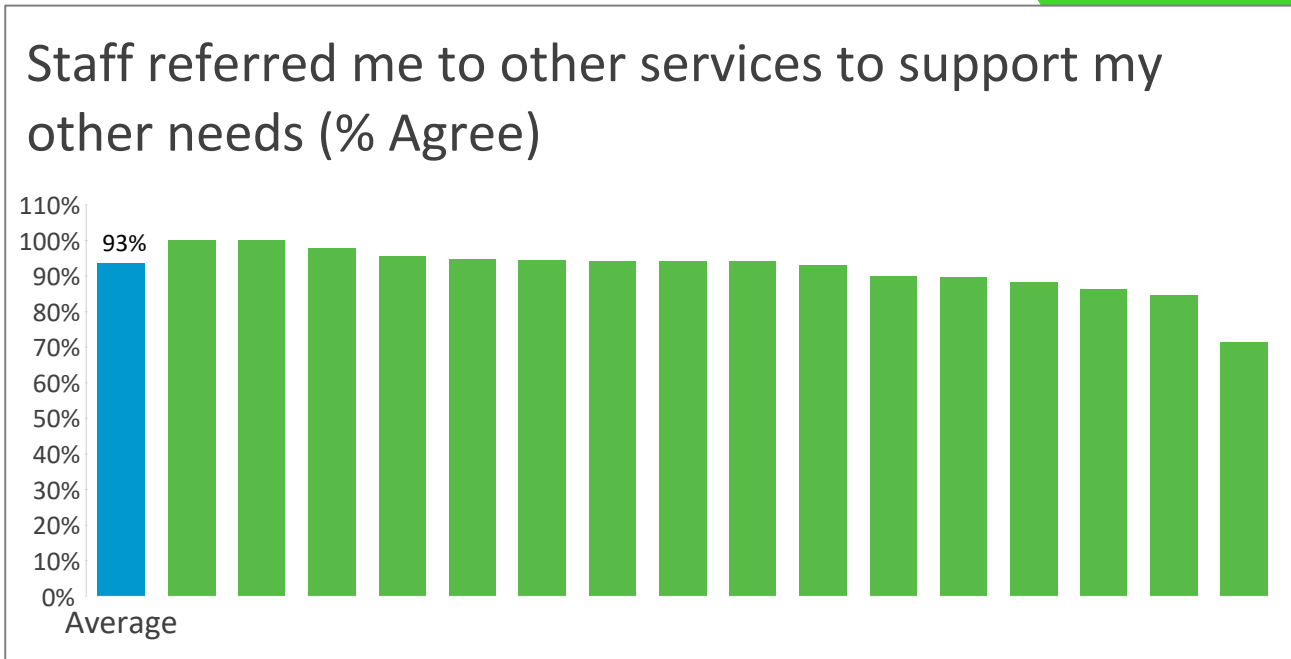


The Generalist score (89%) was significantly lower than the score for Youth organisations (95%). The score for Generalist organisations (89%) was also significantly below the 2018 score (94%).

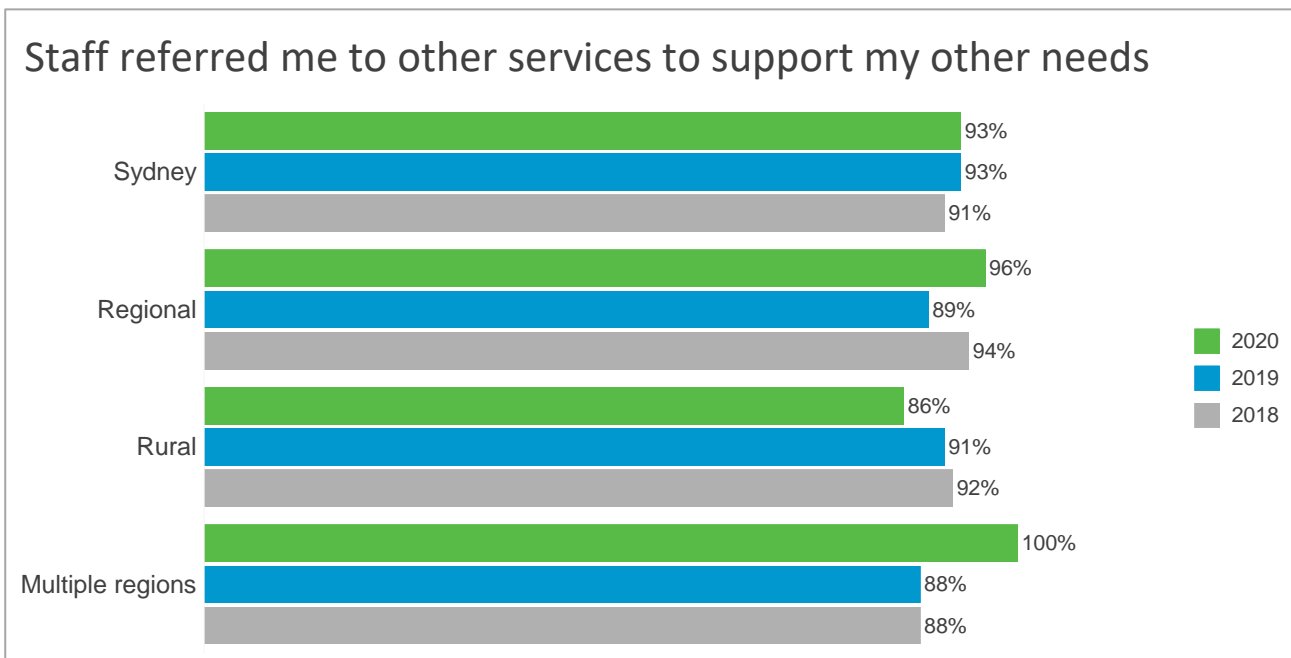


## Staff referred me to other services to support my other needs

The chart below shows the range in scores for all organisations with at least 10 responses. 93% agreed that staff referred them to other services to support their other needs, two organisations achieved scores of 100% with the lowest score being 71% (with a neutral score of 21% and 7% - one respondents- disagreeing).



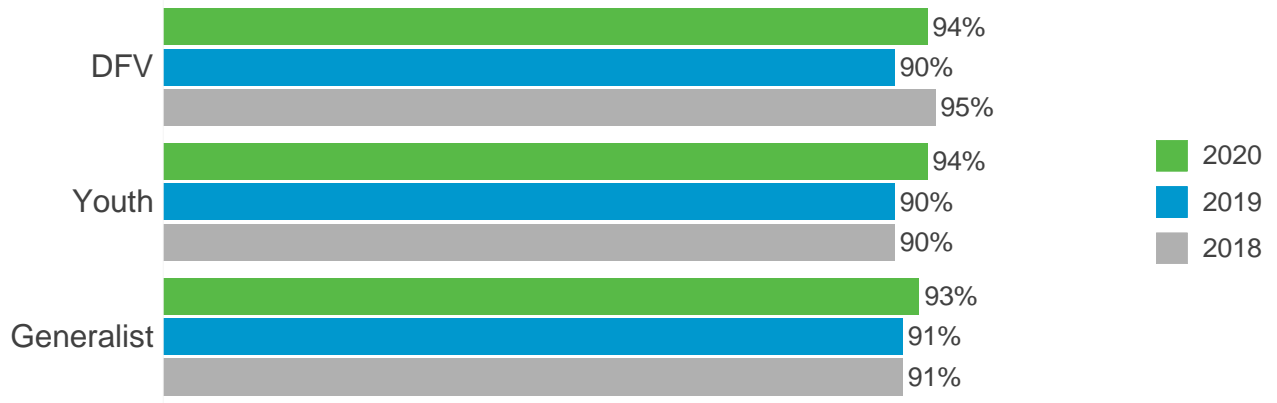
The score for Regional (96%) is significantly higher than Rural (86%). The Regional score also recorded as statistically significant increase compared to 2019 (up 7% points).





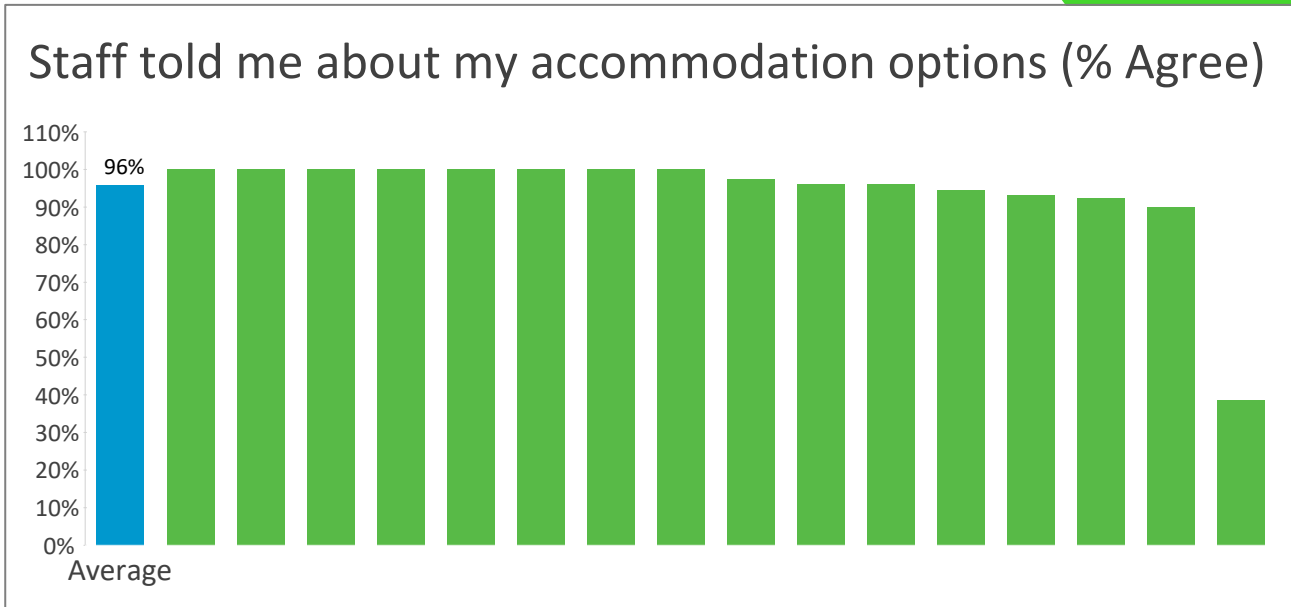
There were no significant differences when comparing different specialisms:

## Staff referred me to other services to support my other needs

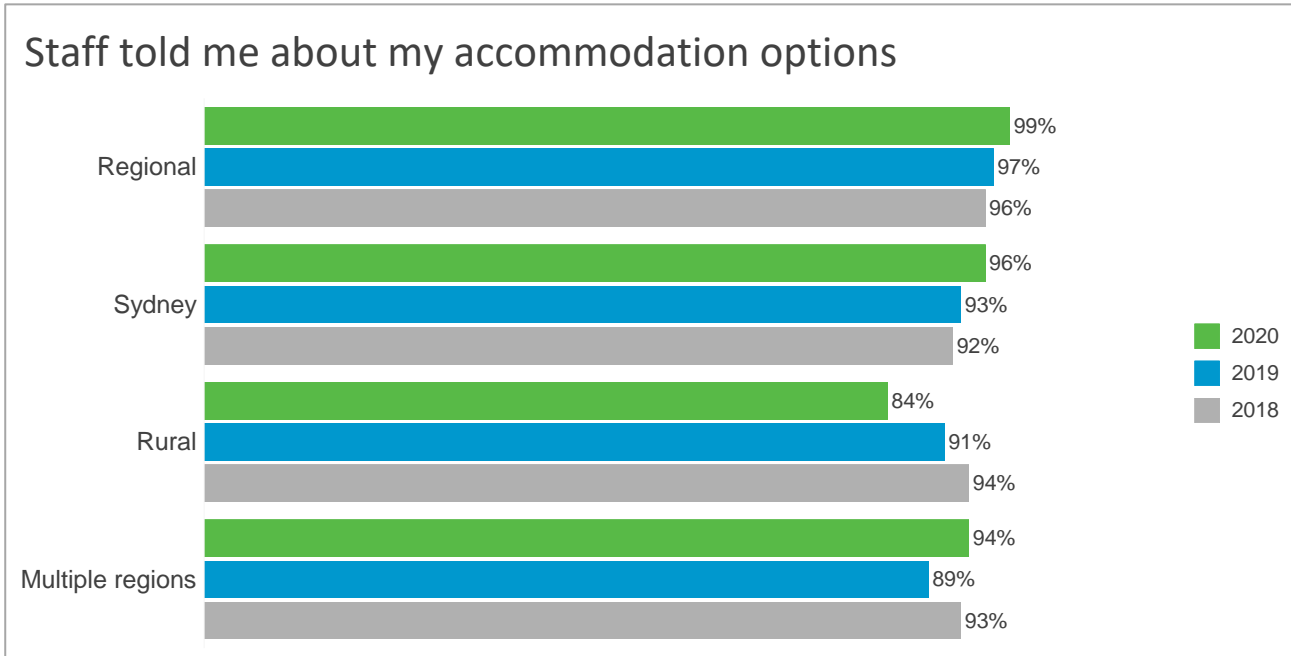


## Staff told me about my accommodation options

The chart below shows the range in scores for all organisations with at least 10 responses. 96% agreed that staff told them about their accommodation options, eight organisations achieved a score of 100%, with one organisation scoring well below the others at 38% (this organisation had a neutral score of 46% with 15% - two respondents – disagreeing).



Rural organisations scored significantly lower (84%) than Sydney (96%) and Regional (99%).



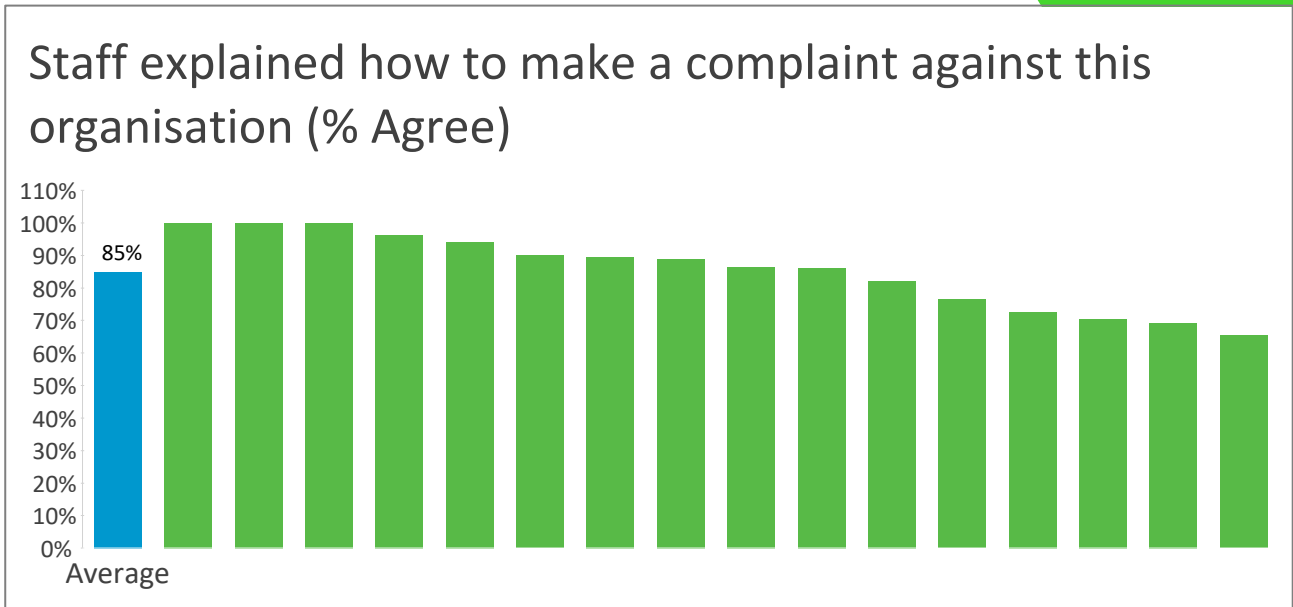
There were no statistically significant differences when comparing service specialisms, but the score for Youth organisations was significantly higher than in 2019 (up 5% points).

## Staff told me about my accommodation options

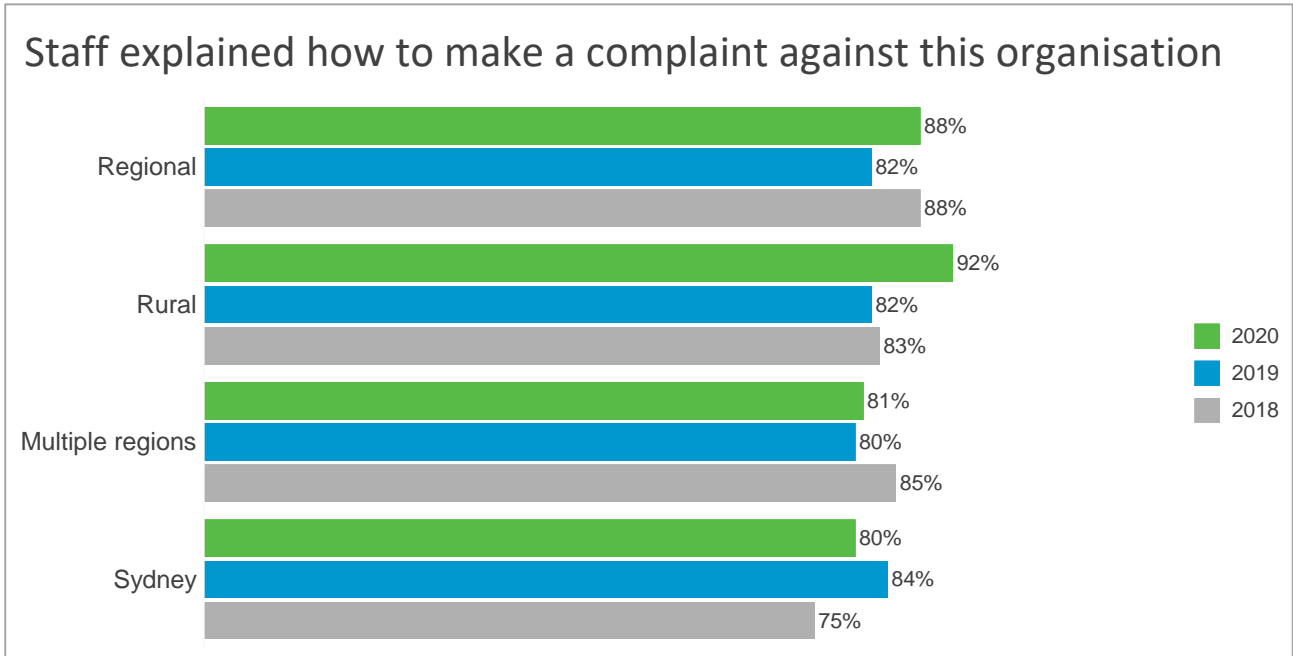


## Staff explained how to make a complaint against this organisation

The chart below shows the range in scores for all organisations with at least 10 responses. 85% agreed that staff explained how to make a complaint about their organisation. Three organisations achieved a score of 100%, with the lowest score being 65% (34% neutral and 4% - one respondent- disagree).

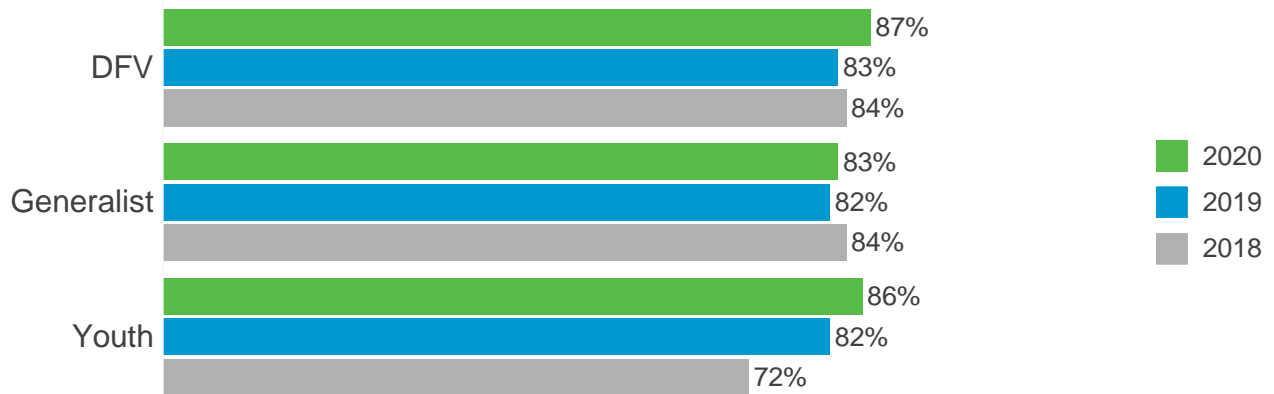


Rural respondents (92%) and Regional respondents (88%) were significantly more likely to agree than respondents Sydney (80%).



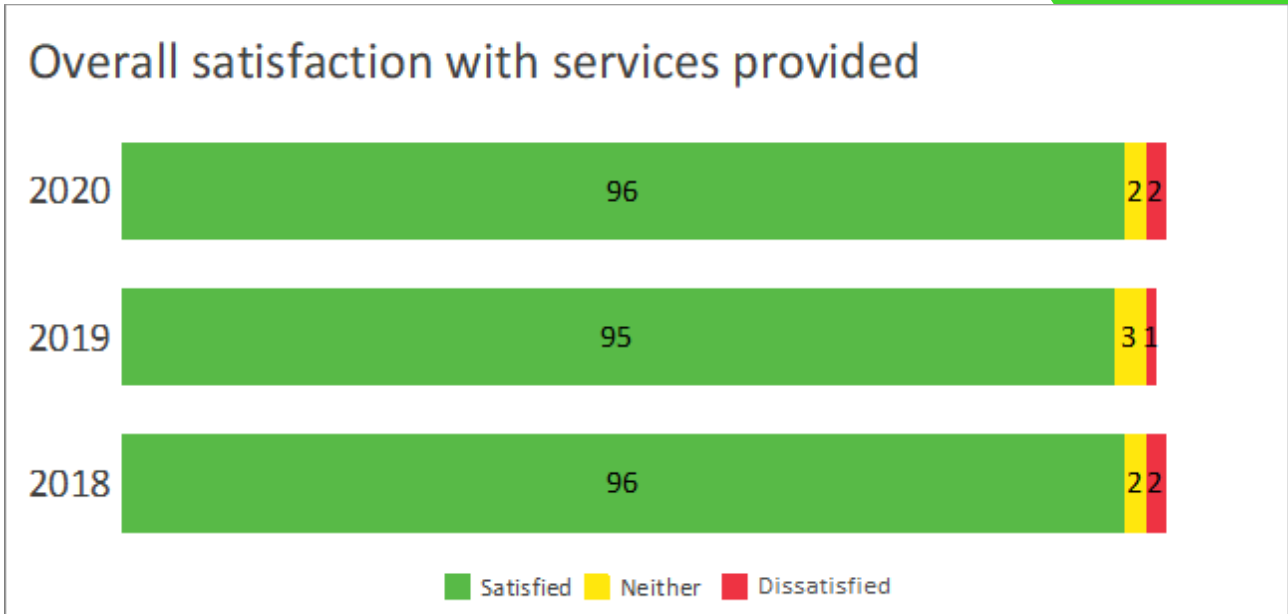
There were no significant differences when comparing different specialisms. The score for Youth organisations was significantly higher than 2019 (up 4% points).

## Staff explained how to make a complaint against this organisation

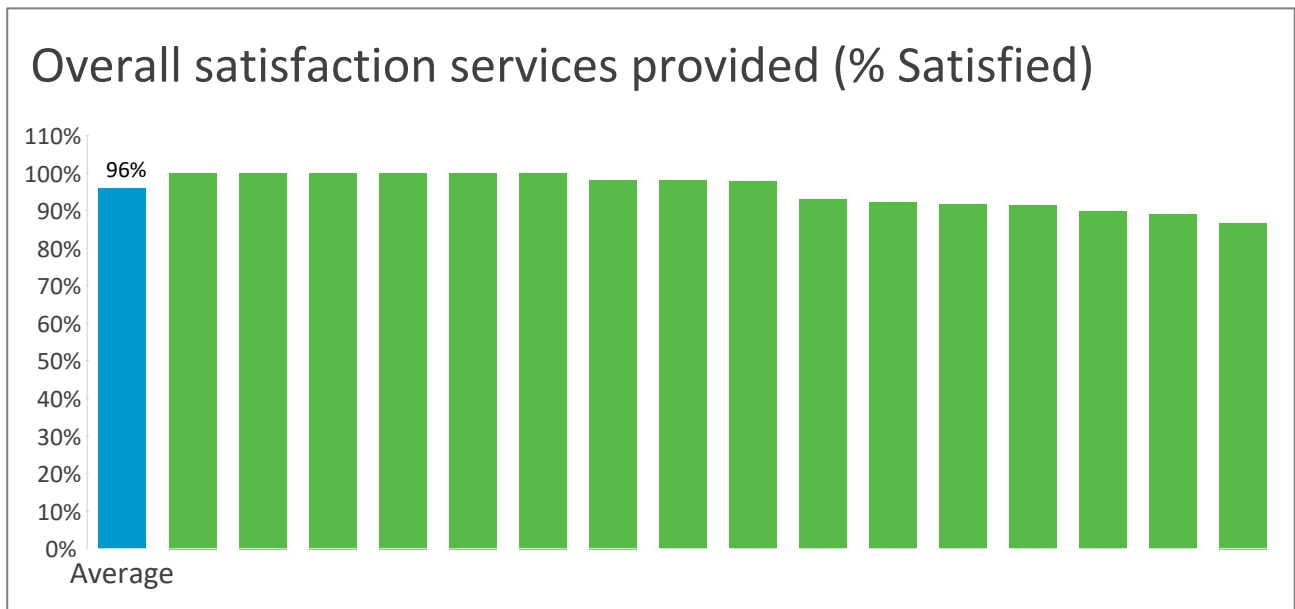


# Overall satisfaction

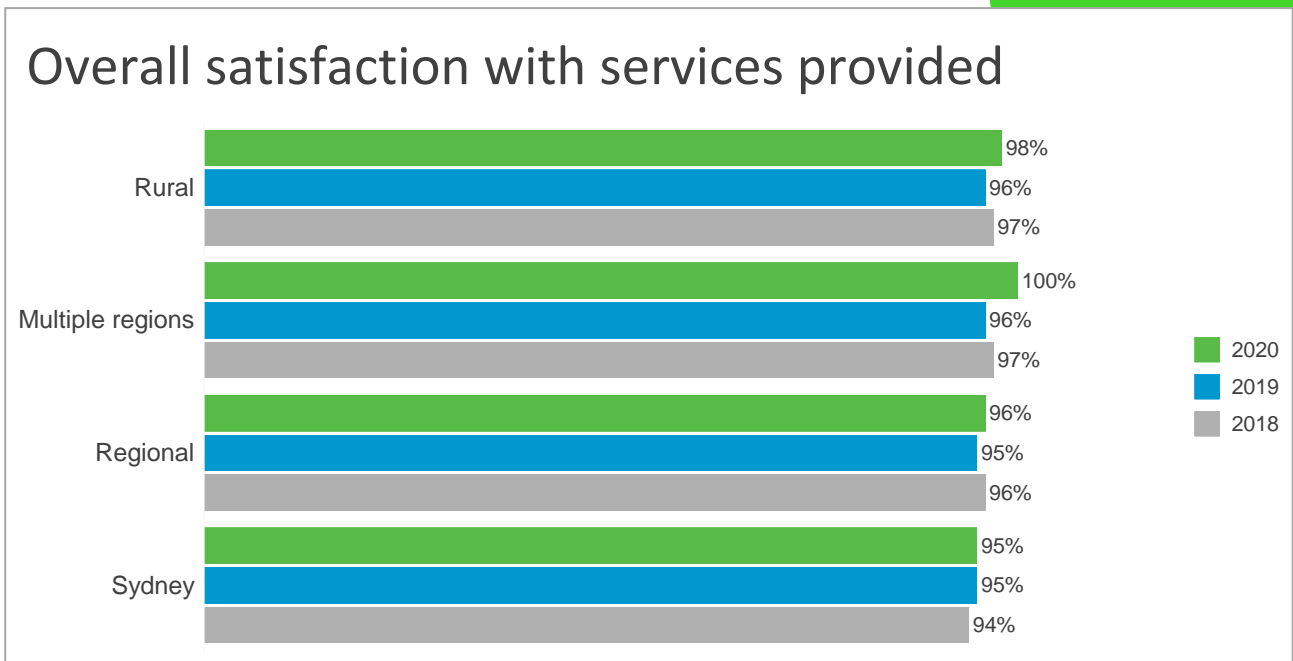
Overall satisfaction with the services provided has maintained a high score at 96% (similar to that recorded in previous years).



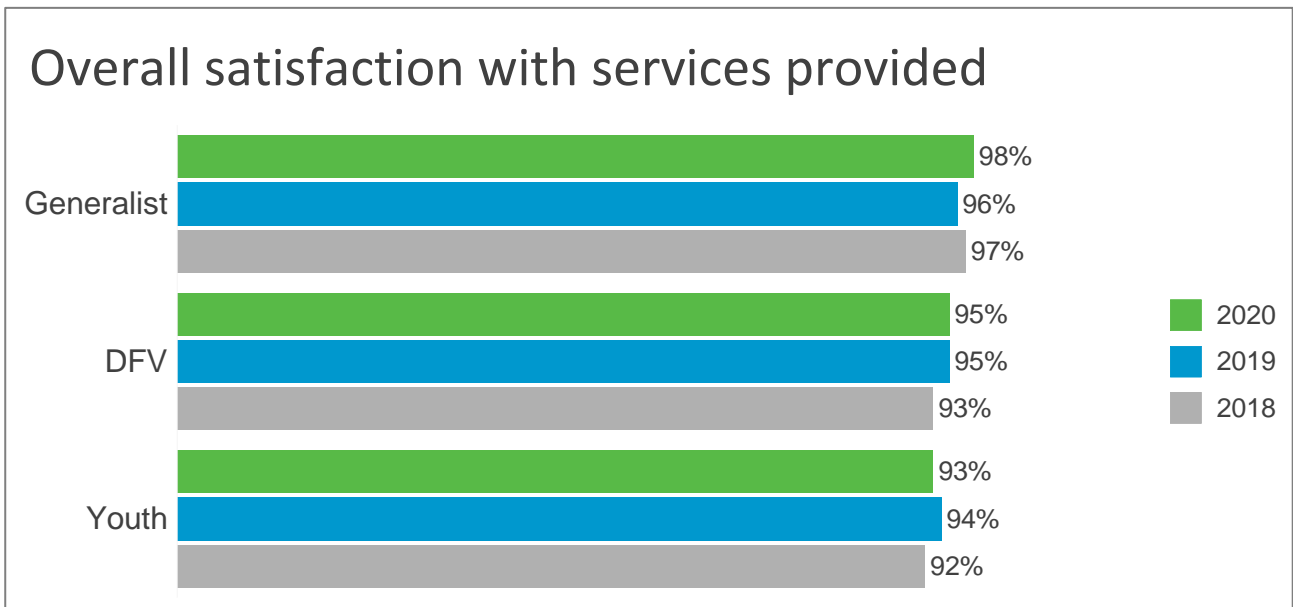
The chart below shows the range in scores for all organisations with at least 10 responses. Just eleven respondents (2%) were dissatisfied with the services received, a further 2% were neutral. The lowest organisation score was 87%.



There were no significant differences when comparing regions:



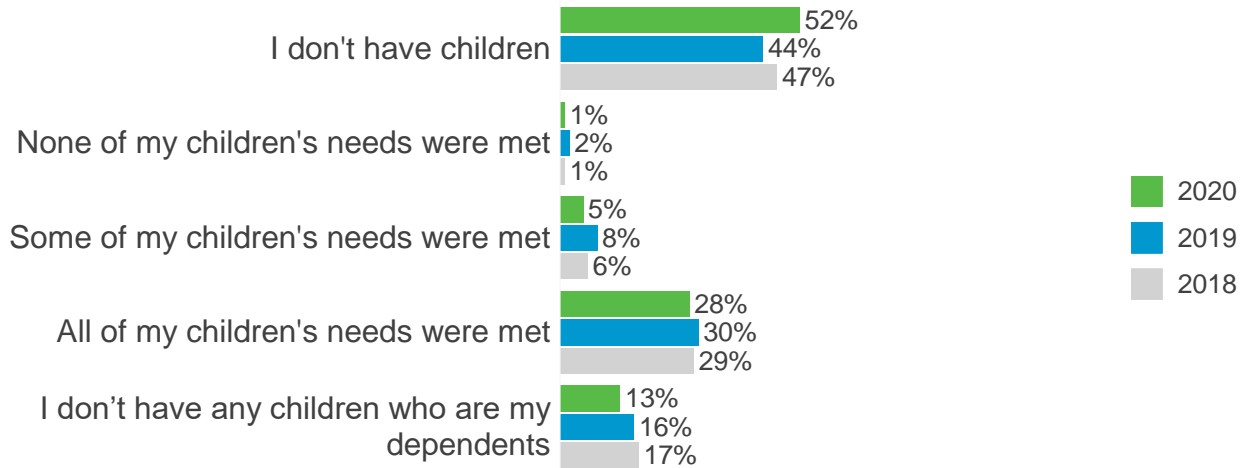
Those receiving Generalist services were significantly more likely to be satisfied than those receiving Youth services (98% vs 93%).



# Meeting Children's Needs

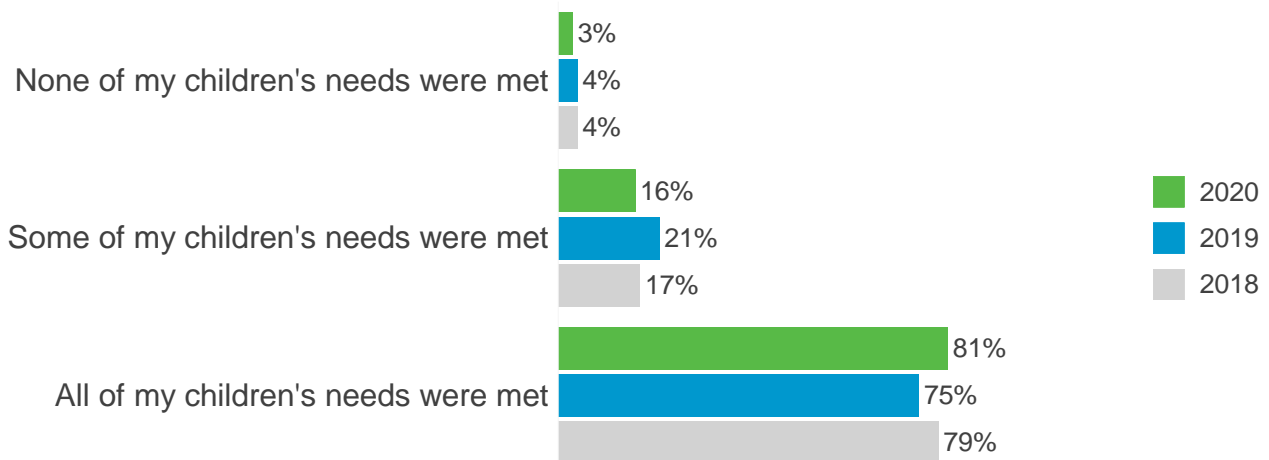
Clients were asked about how their service caters for the needs of children, 52% of respondents reported that they do not have children, while 13% reported that their children are not dependents. 28% reported that all their children's needs were met, and 5% reported that some of their children's needs were met. Just 1% reported 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, 81% reported that all their children's needs were met, while 16% reported that some of their children's needs were met and 3% reported that none of their children's needs were met. The changes comparing those with children in 2020 to those with children in 2019 were not statistically significant.

## Did the service meet your children's needs?



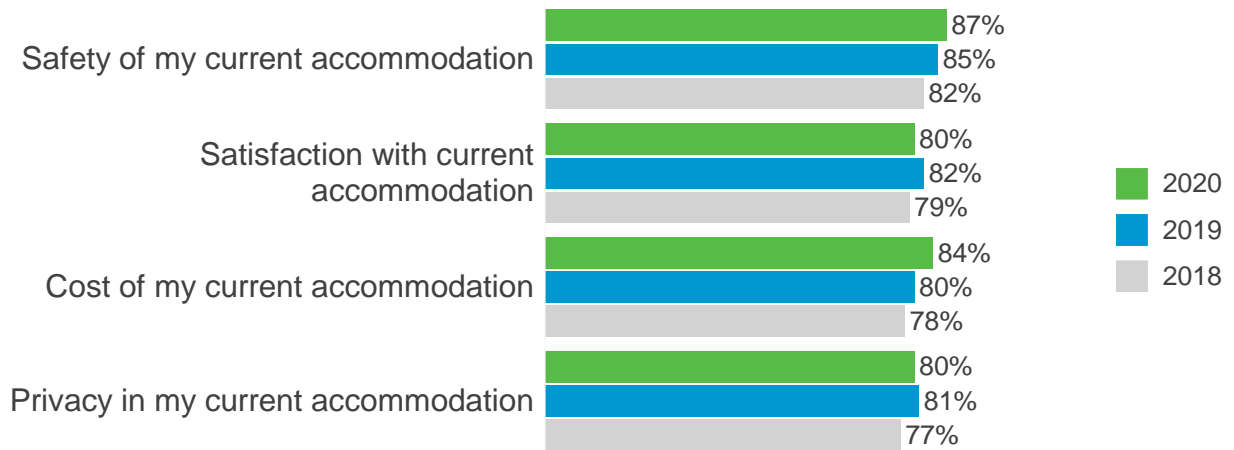


# Accommodation

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

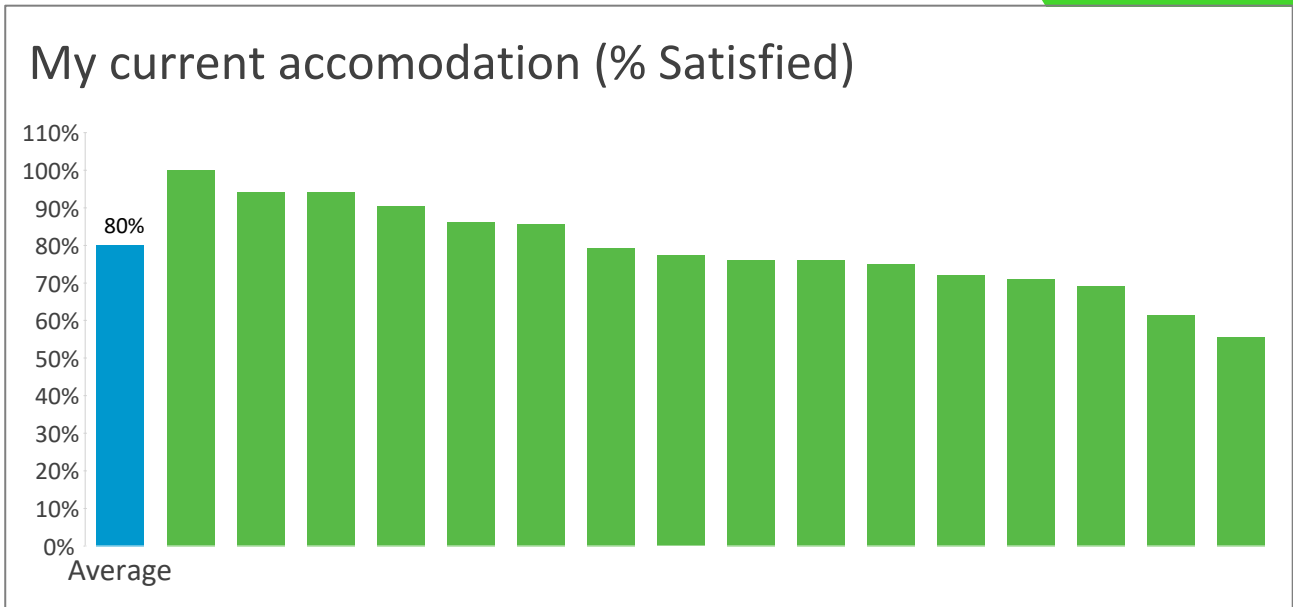
- 87% were satisfied with the safety of their current accommodation (significantly higher than 2018, 82%).
- 80% were satisfied with their current accommodation overall.
- 84% were satisfied with the cost of their current accommodation (significantly higher than the score recorded in 2018 (78%)).
- 80% were satisfied with the privacy of their current accommodation.

## Summary: Current accommodation

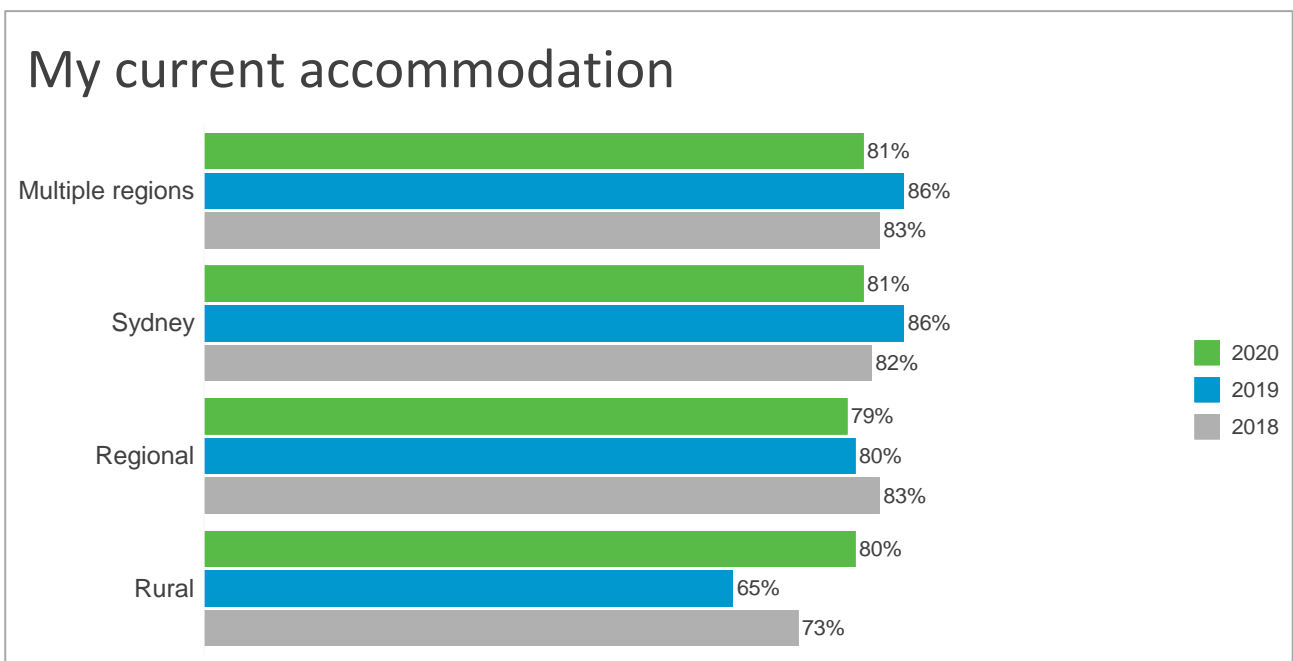


## Satisfaction with current accommodation

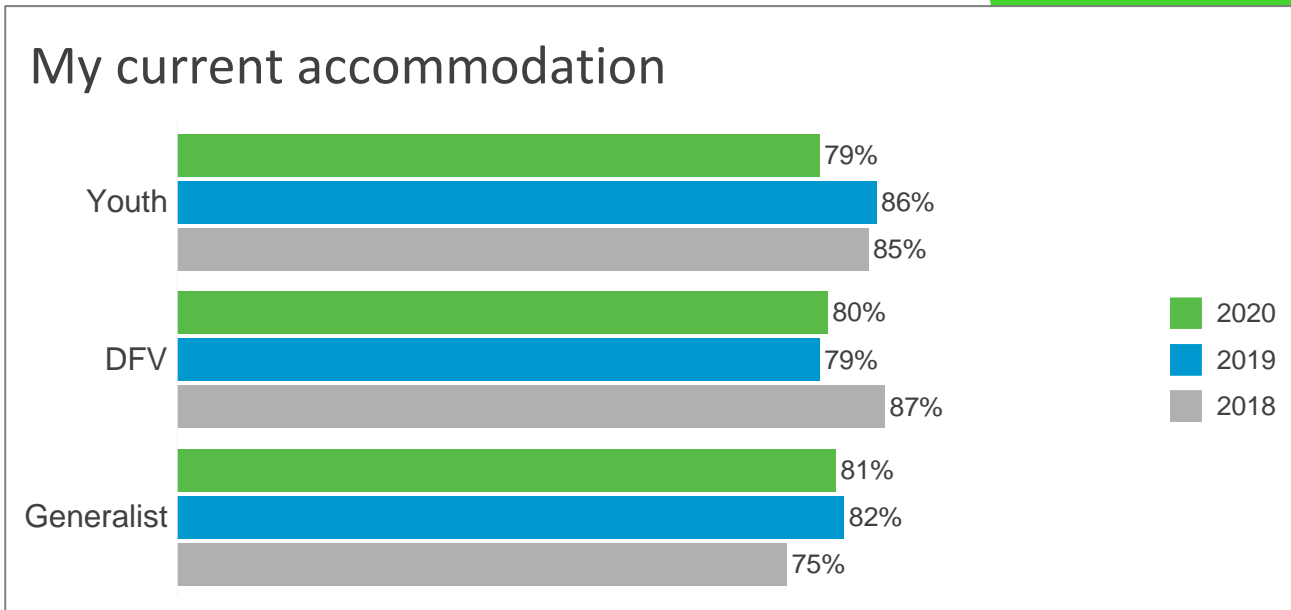
The chart below shows the range in scores for all organisations with at least 10 responses. 80% were satisfied with their current accommodation overall, 11% were dissatisfied and 9% were neutral. The highest organisational score was 100% with the lowest 56%.



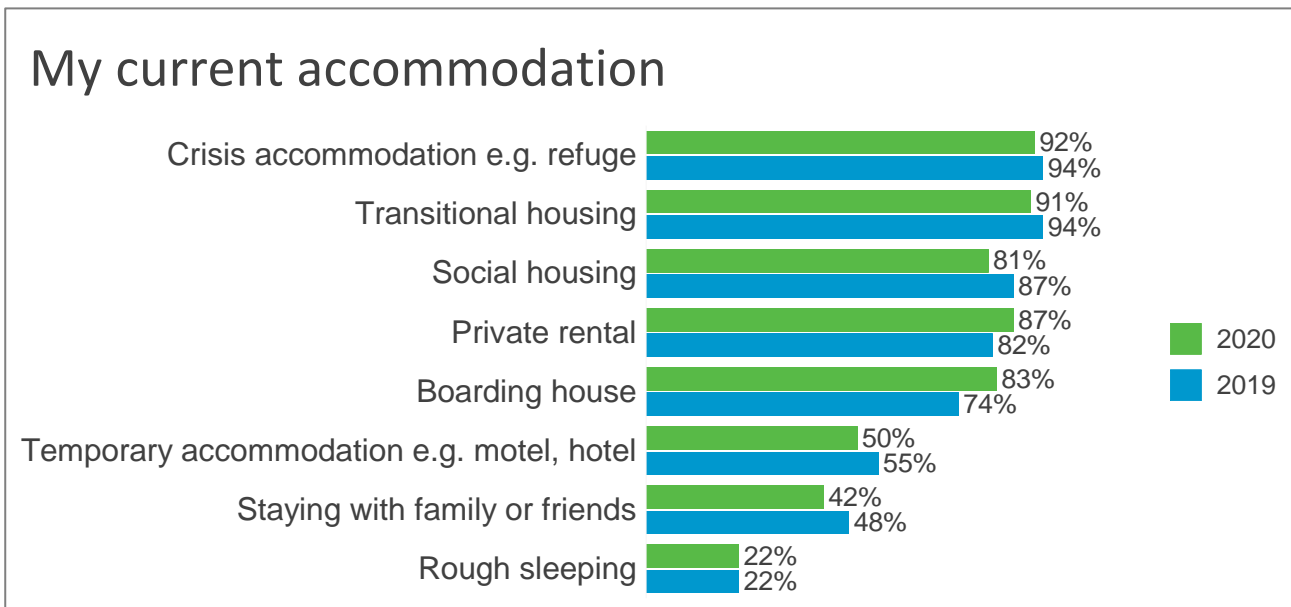
There were no statistically significant differences when comparing the results for different regions.



There were no statistically significant differences when comparing service specialities.



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.



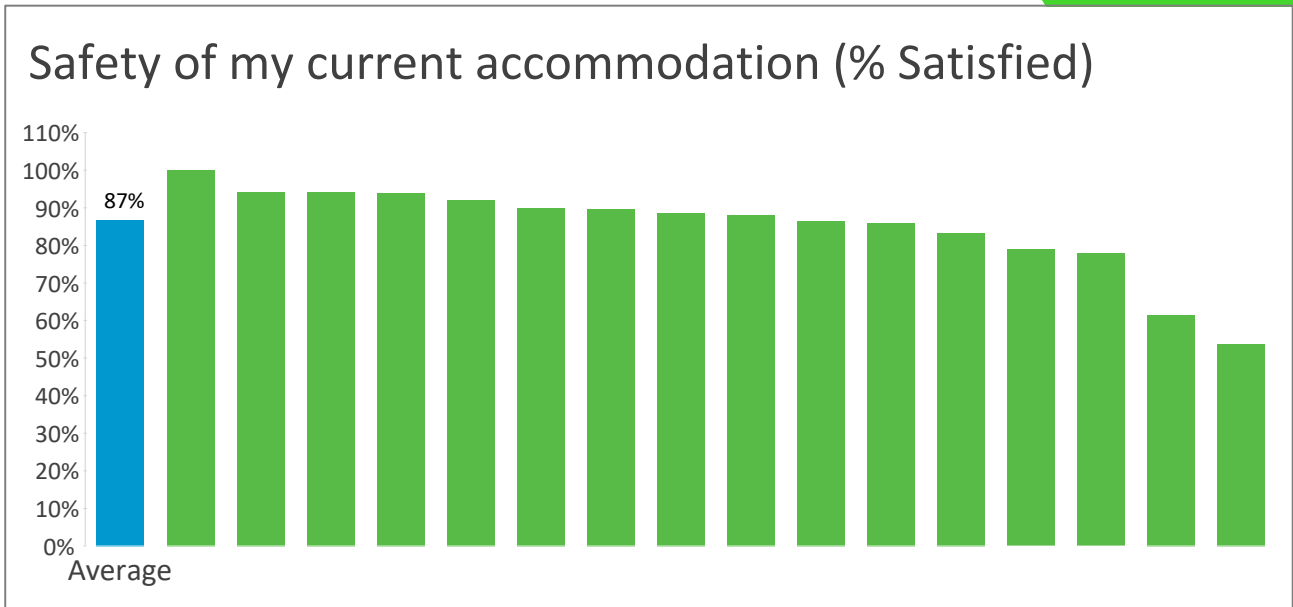
There was some variation when comparing satisfaction by the reason for which people sought help from their provider – with lower scores for those who sought help following family breakdown (74%).

## My current accommodation

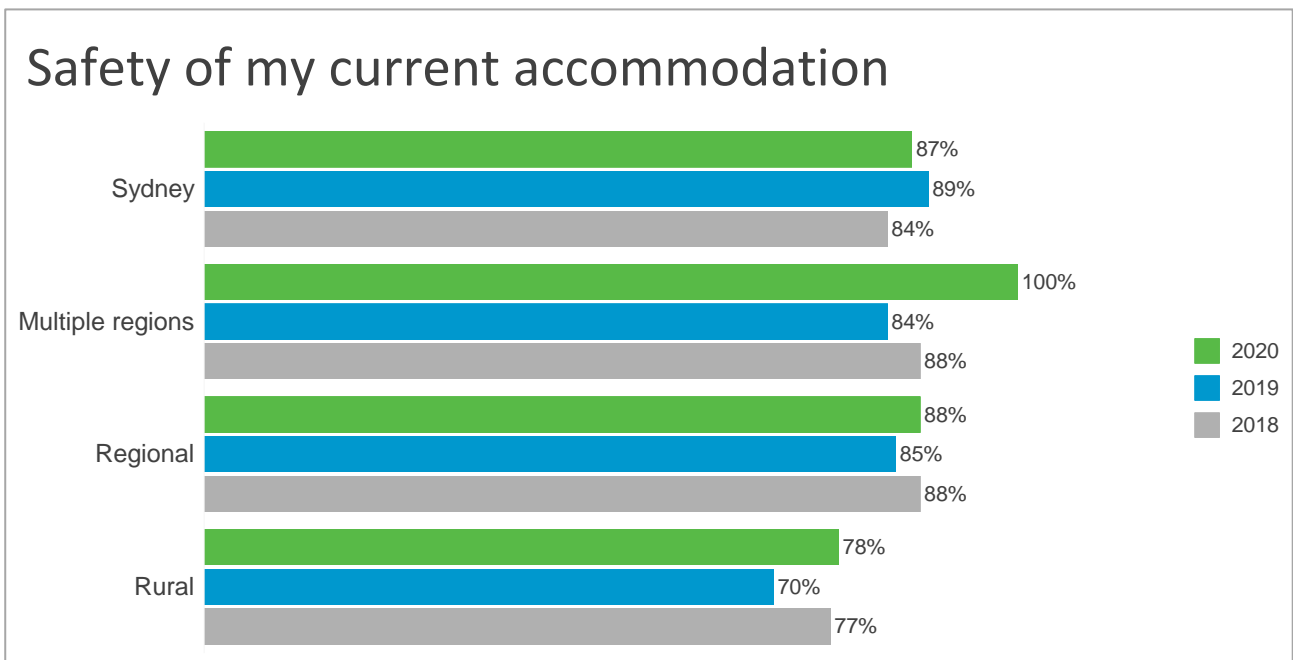


## Safety of accommodation

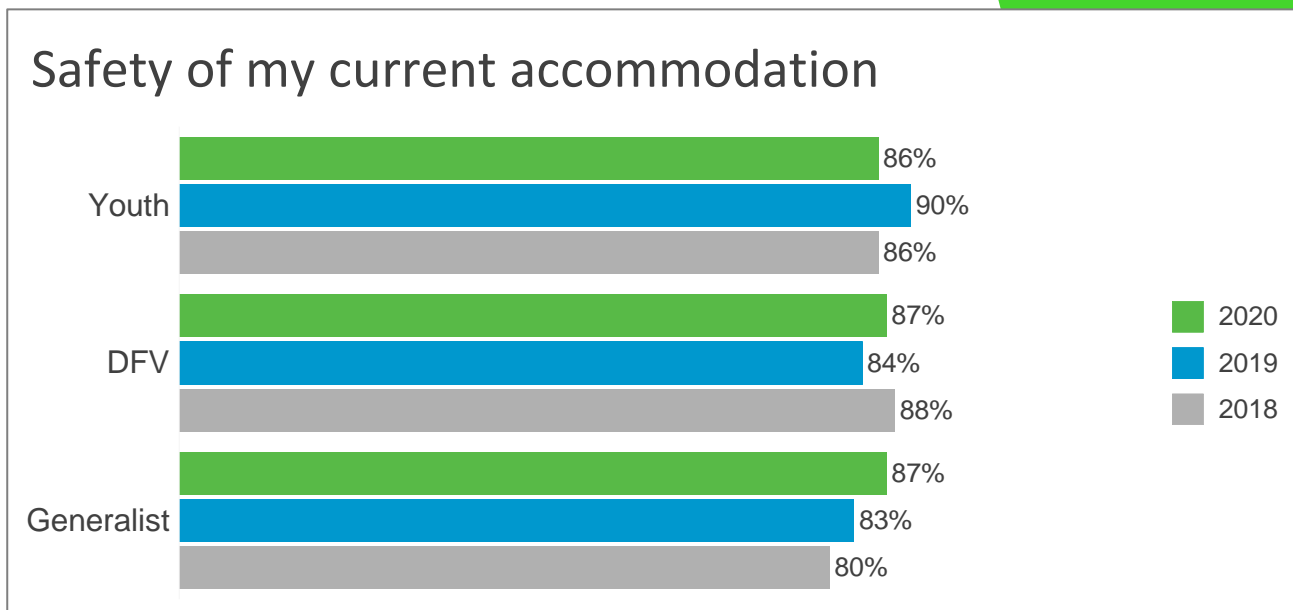
The chart below shows the range in scores for all organisations with at least 10 responses. 87% were satisfied with the safety of their current accommodation, 8% were dissatisfied and 5% were neutral. The highest score was 100% with the lowest 54%.



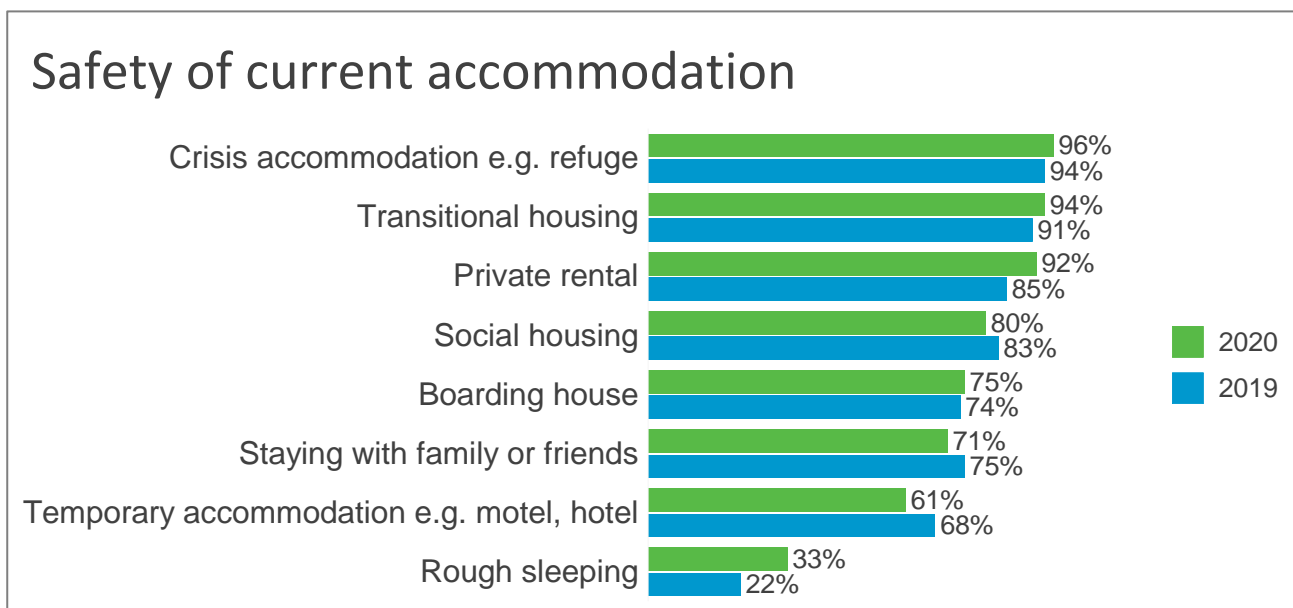
Those in organisations that have services in Multiple regions were significantly more likely to be satisfied (100%) than those in Rural organisations (78%).



There were no statistically significant differences when comparing the scores for different service specialisms but the score for Generalist organisations (87%) is significantly higher than the 2018 score (80%).

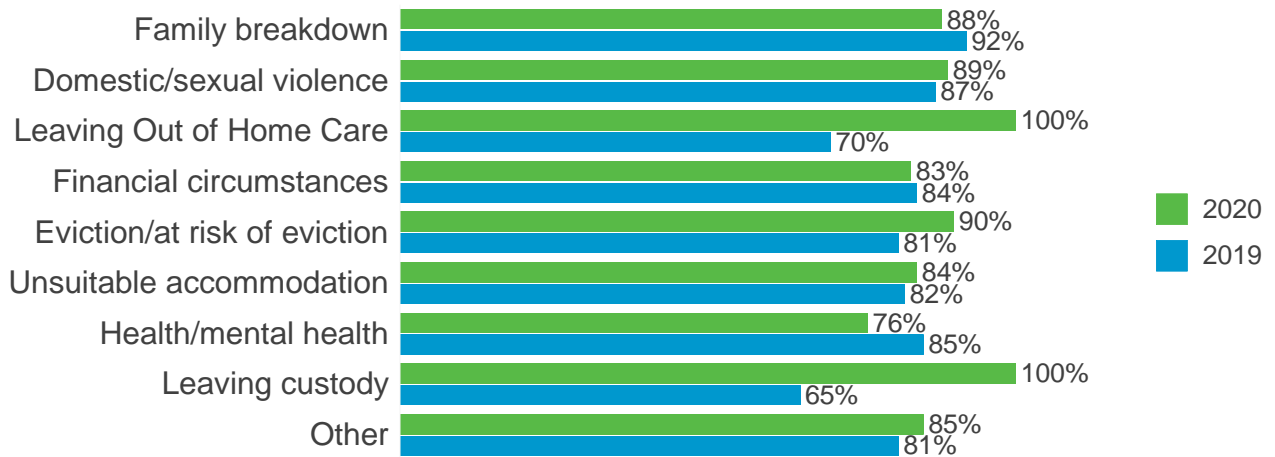


Levels of satisfaction with the safety of accommodation vary depending on the type of accommodation clients are in. Only 33% of those sleeping rough reported feeling safe, compared to 96% of those in crisis accommodation.



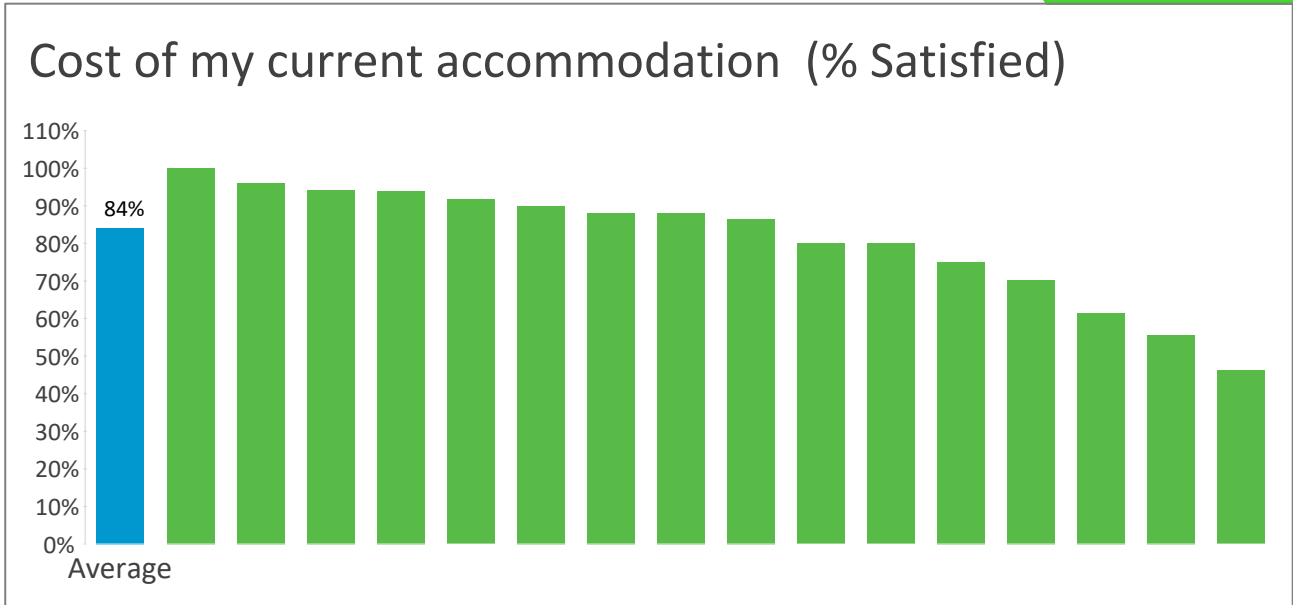
When looking at peoples' circumstances there was some variation, with those who sought help for health or mental health reasons less likely to be satisfied with the safety of their current accommodation.

## Safety of current accommodation

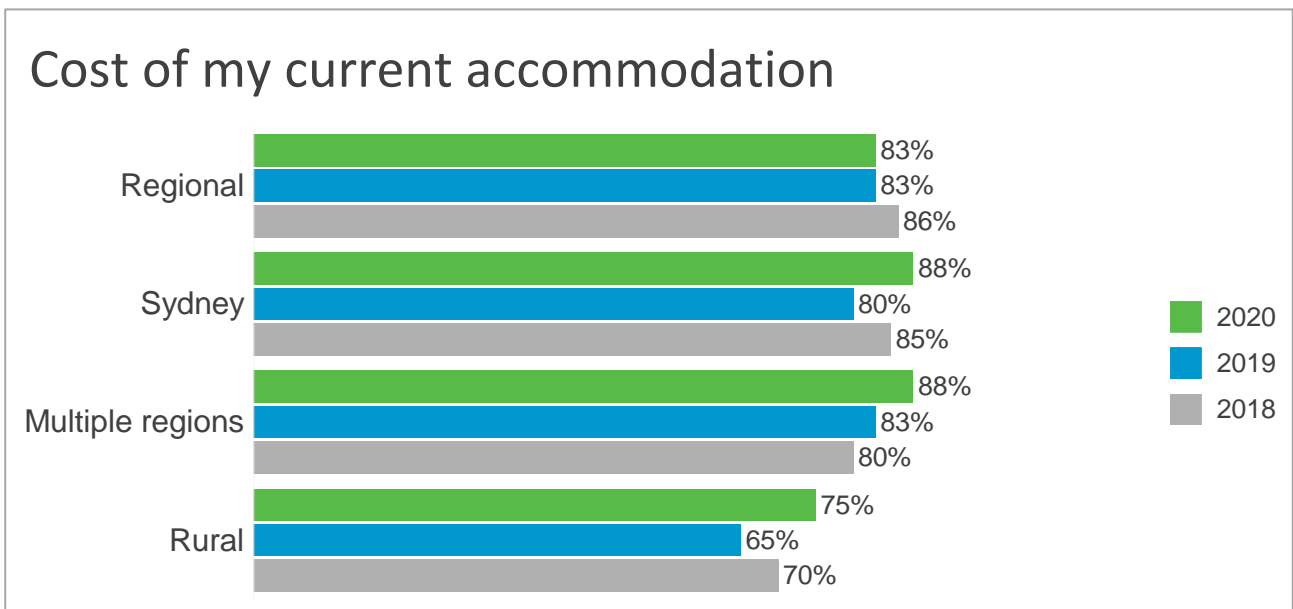


## Cost of accommodation

The chart below shows the range in scores for all organisations with at least 10 responses. 84% were satisfied with the cost of their current accommodation, 8% were dissatisfied and 9% were neutral. The highest organisational score was 100% and the lowest was 46%.

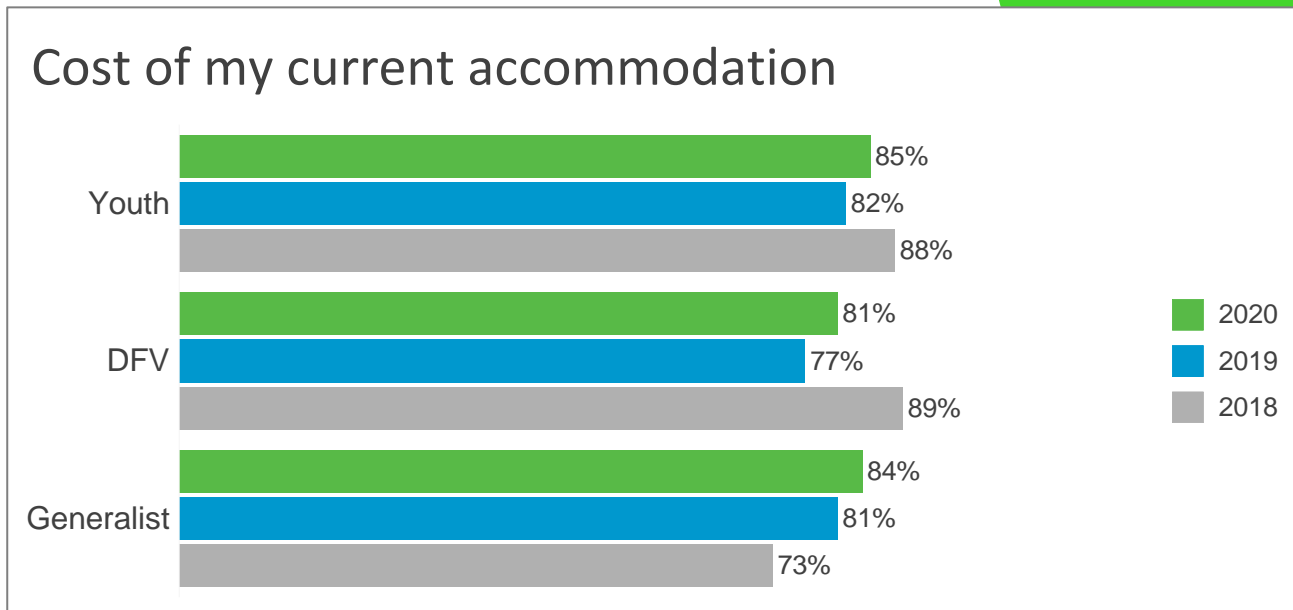


Those in Sydney were more likely to be satisfied (88%) than those receiving support from Rural organisations (75%). The score for Sydney increased significantly compared to 2019 (up 8% points).

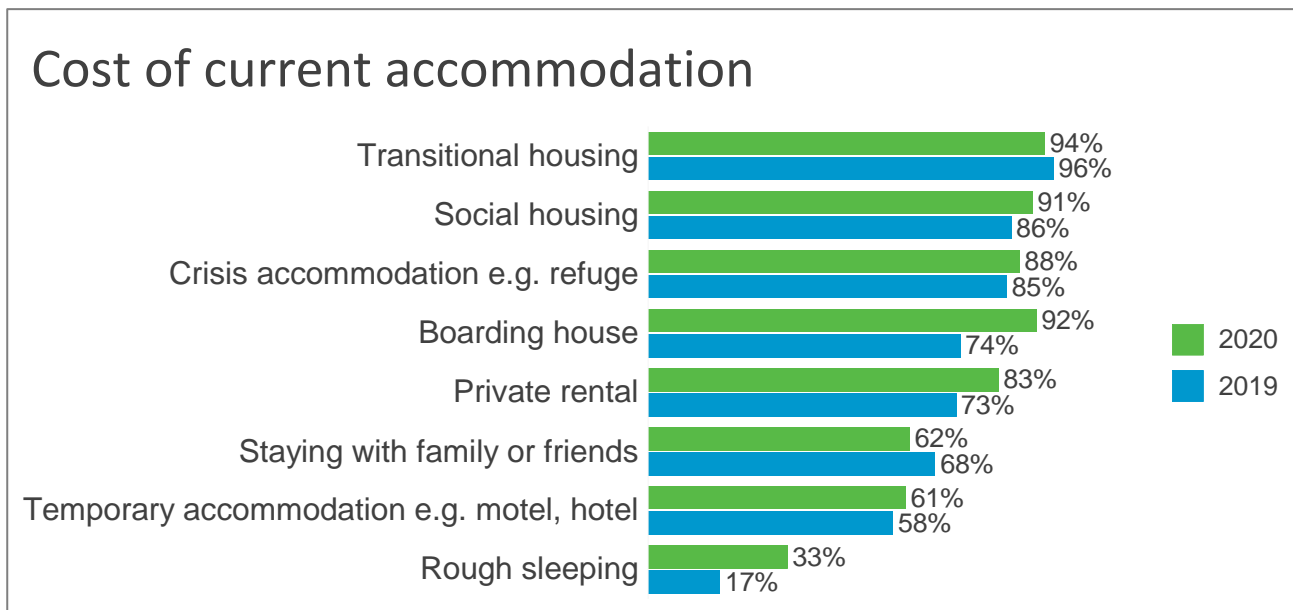




There were no statistically significant differences when comparing score for different specialisms. The score for Generalist organisations has increased steadily since 2018.

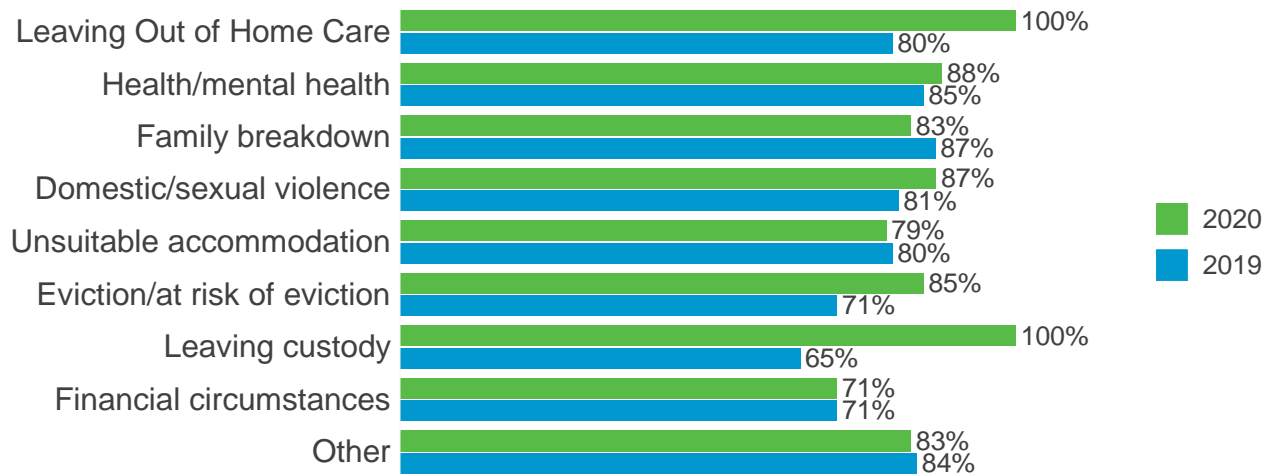


Those in transitional housing (94%) were most likely to be satisfied with the cost of their current accommodation.



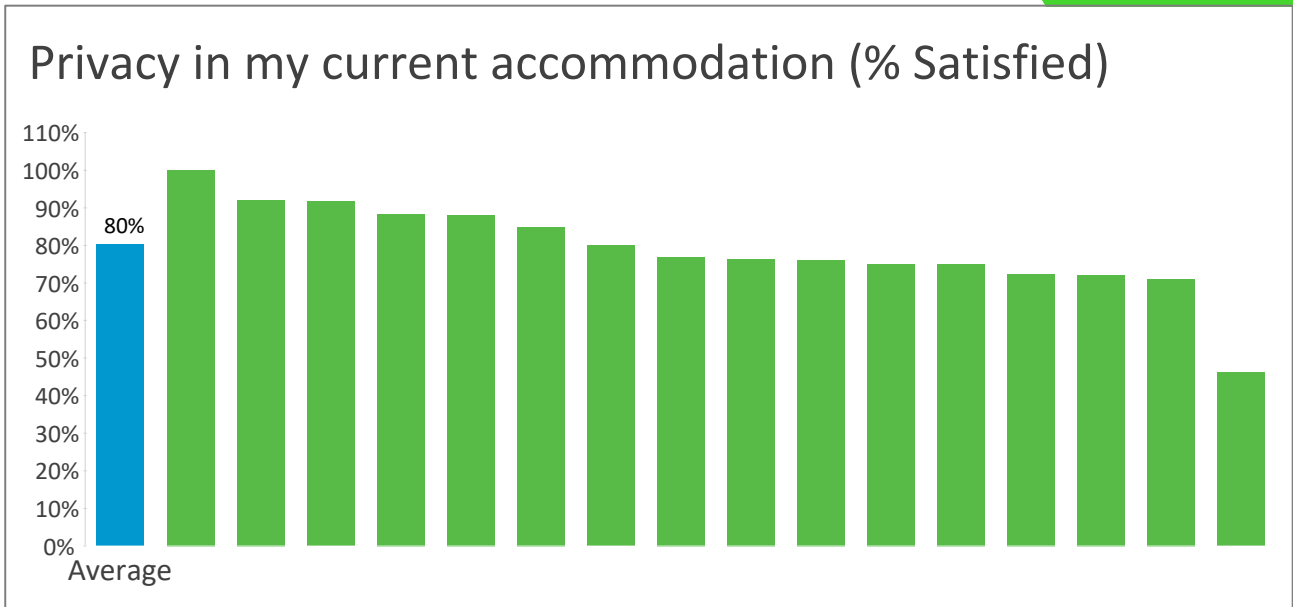
Those who sought help due to their financial circumstances were the least likely to be satisfied with the cost of their current accommodation (71%)

## Cost of current accommodation

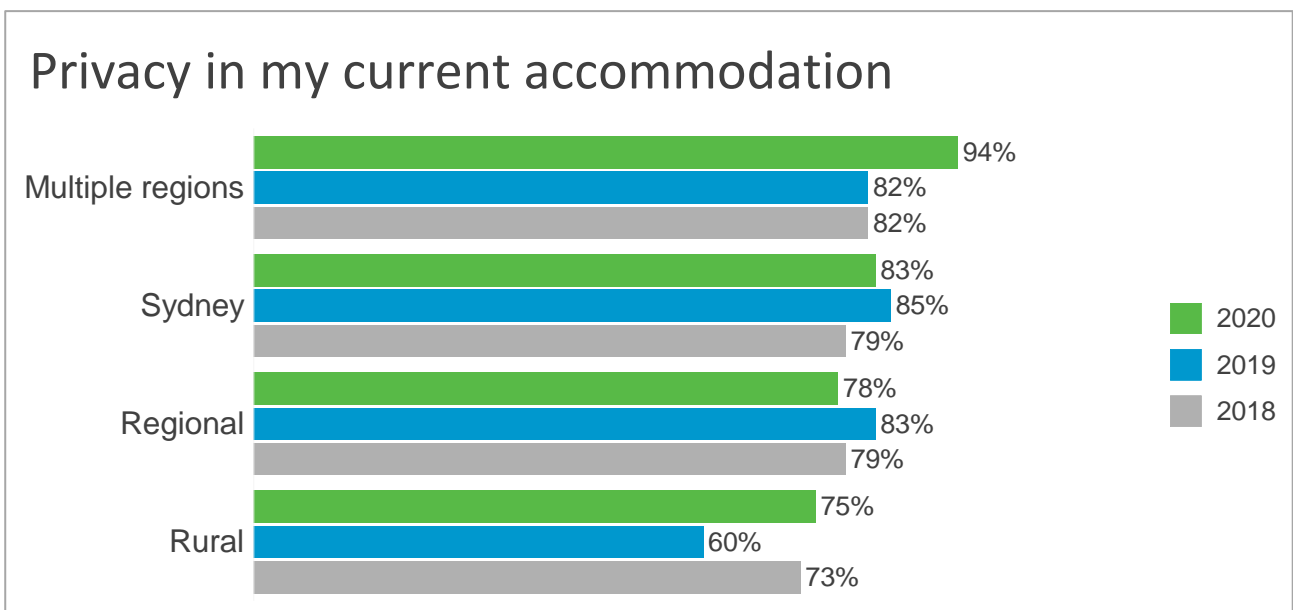


## Privacy of accommodation

The chart below shows the range in scores for all organisations with at least 10 responses. 80% were satisfied with the privacy of their current accommodation, 10% were dissatisfied and 9% were neutral. One organisation received a score of 100%, with the lowest score being 46%.

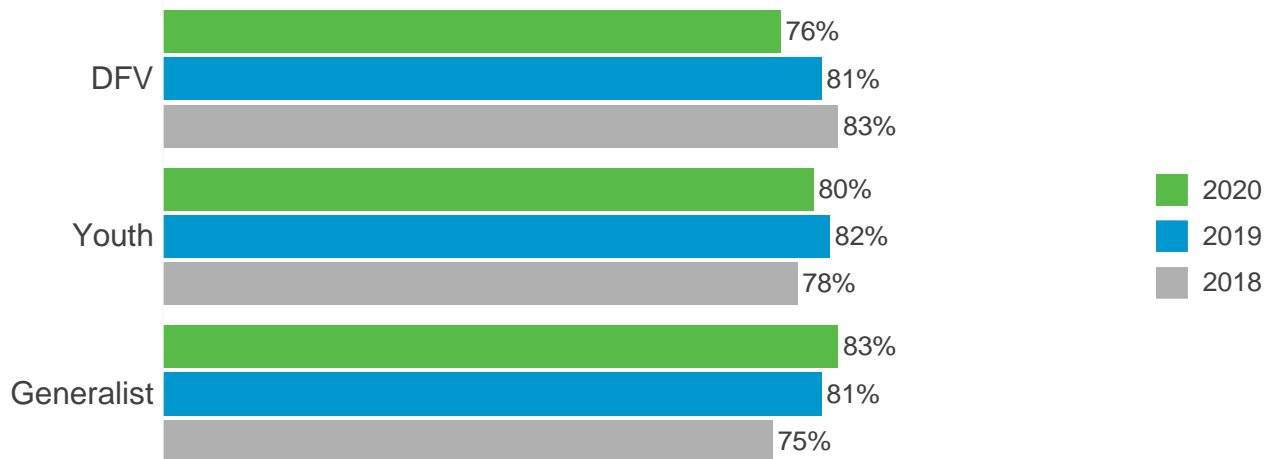


There were no statistically significant differences when comparing different regions.



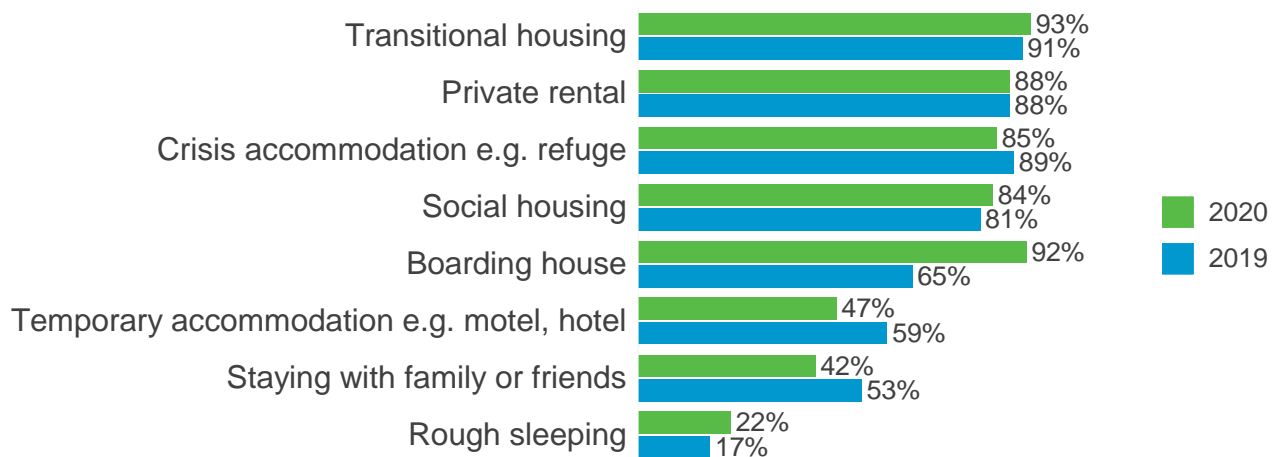
There were no statistically significant differences when comparing different specialisms. The score for Generalist organisations has risen steadily since 2018, while for DFV organisations there is a downward trend.

## Privacy in my current accommodation

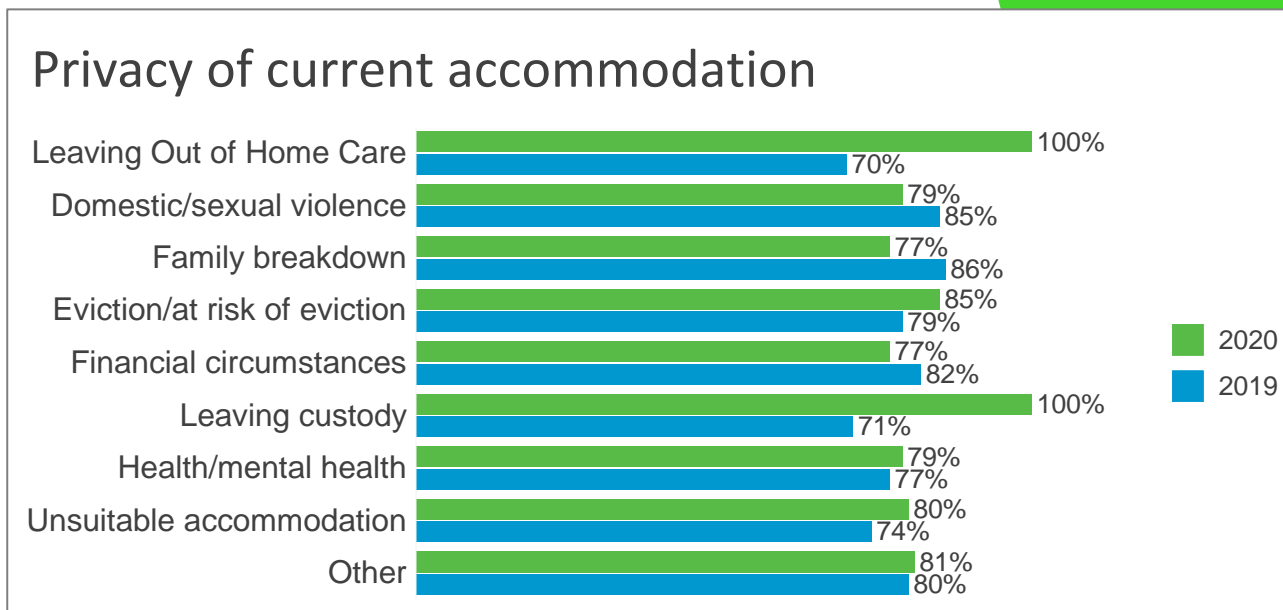


In terms of privacy, those in transitional housing were the most satisfied (93%), followed by those in a boarding house (92%) and private rental (88%).

## Privacy of current accommodation



Those who sought help due to their financial circumstances or family breakdown were the least satisfied with the privacy of their current accommodation (both 77%).



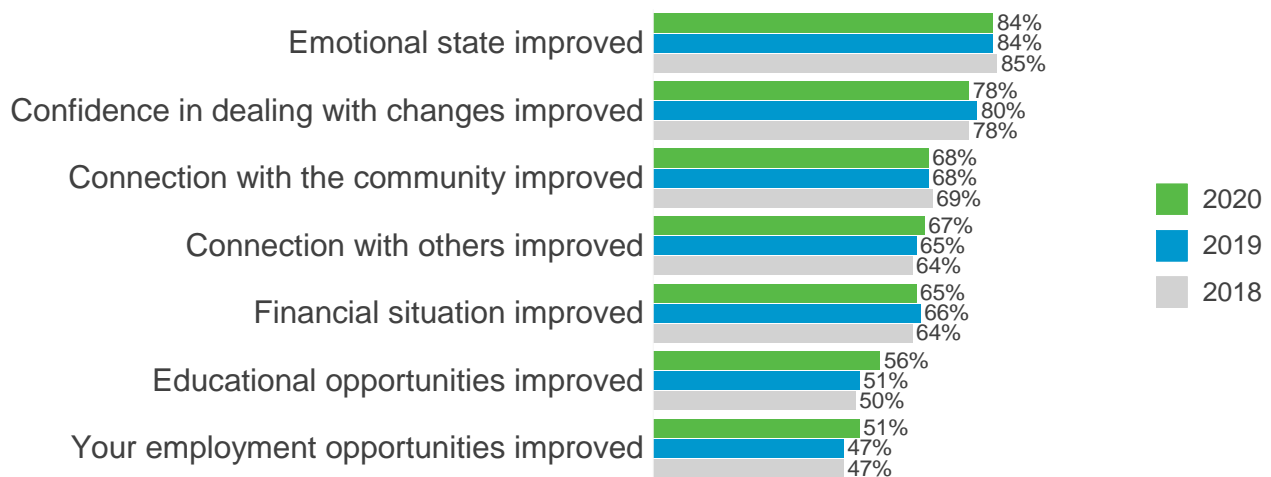
# Impact of Service

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% reported that their emotional state has improved since getting assistance from the service. 13% reported that it has stayed the same and 3% reported that it has got worse
- 78% reported that their confidence in dealing with changes has improved. 19% reported that it has stayed the same and 3% reported that it has got worse
- 68% reported that their connection with the community has improved. 30% reported that it has stayed the same and 3% reported that it has got worse
- 67% reported that their connection with others has improved. 28% reported that it has stayed the same and 4% reported that it has got worse
- 65% reported that their financial situation has improved. 29% reported that it has stayed the same and 6% reported that it has got worse
- 56% reported that their educational opportunities have improved. 43% reported that they have stayed the same and 1% reported that they have got worse
- 51% reported that their employment opportunities have improved. 47% reported that they have stayed the same and 2% reported that they have got worse.

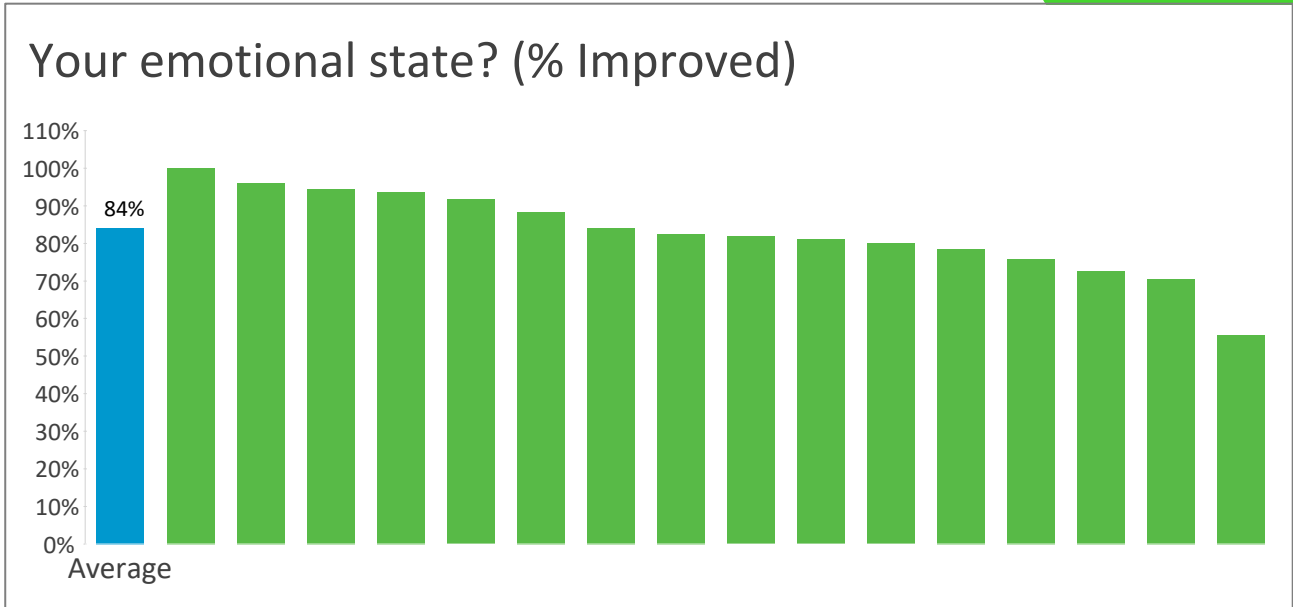
There were no statistically significant differences when comparing the 2019 and 2020 data for these questions.

## Summary: How things have improved

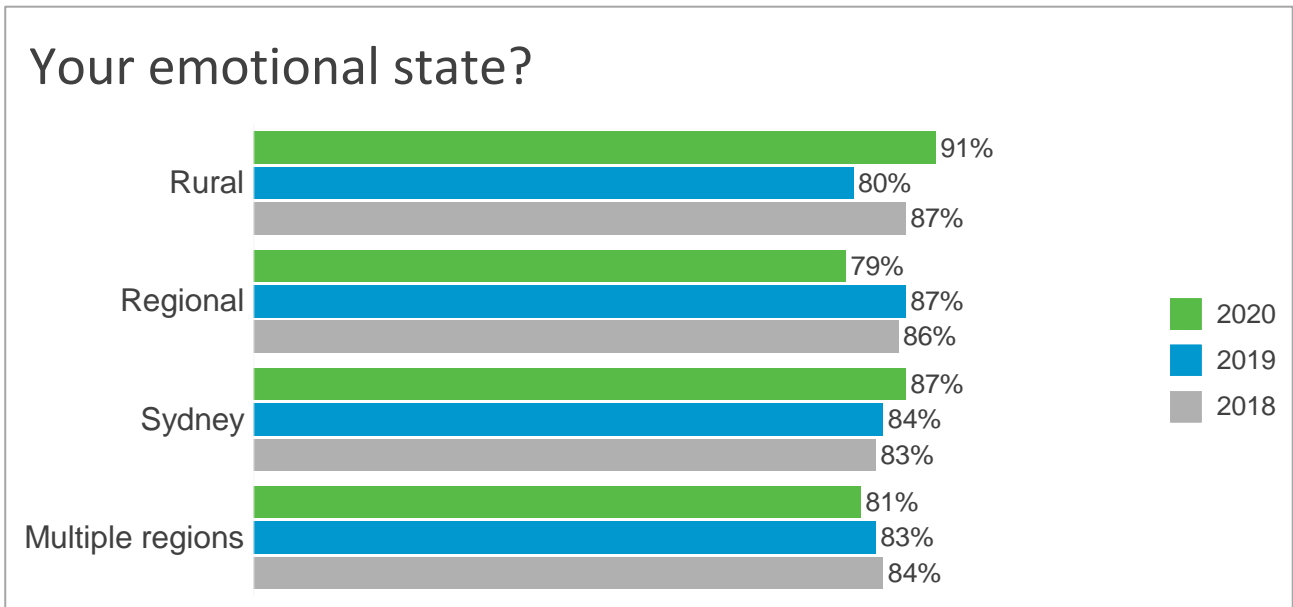


## Impact on emotional state

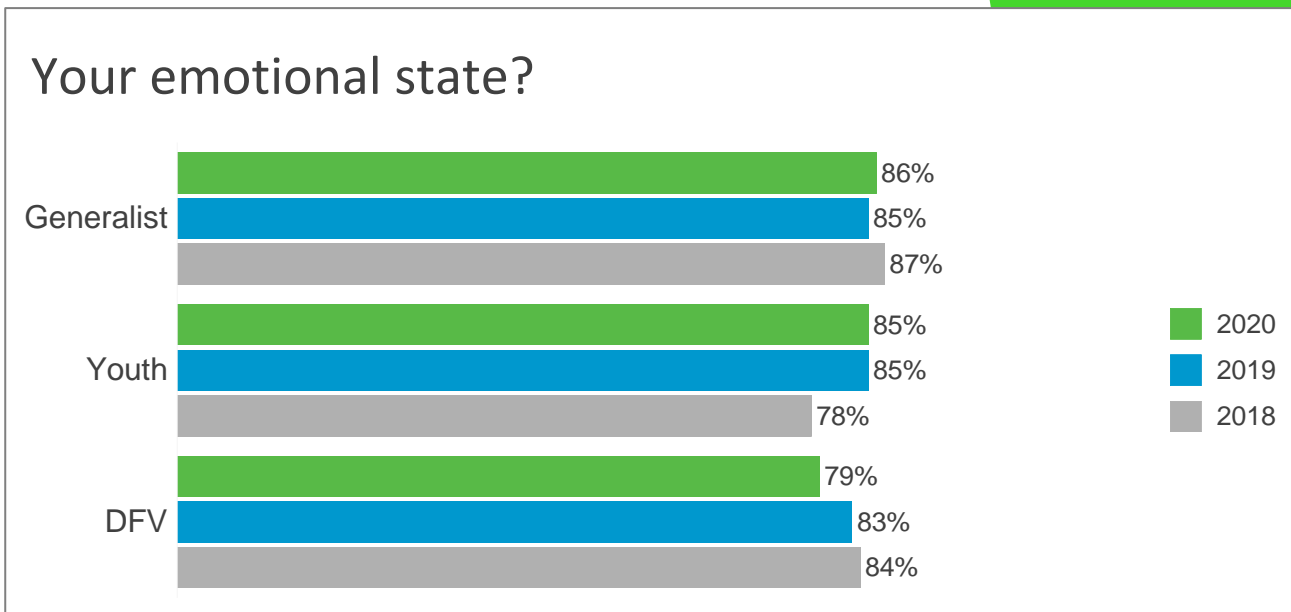
The chart below shows the range in scores for all organisations with at least 10 responses. 84% reported that their emotional state has improved since getting assistance from the service, 13% reported that it had stayed the same and 3% that it had got worse. The highest score was 100% with the lowest scoring 56%.



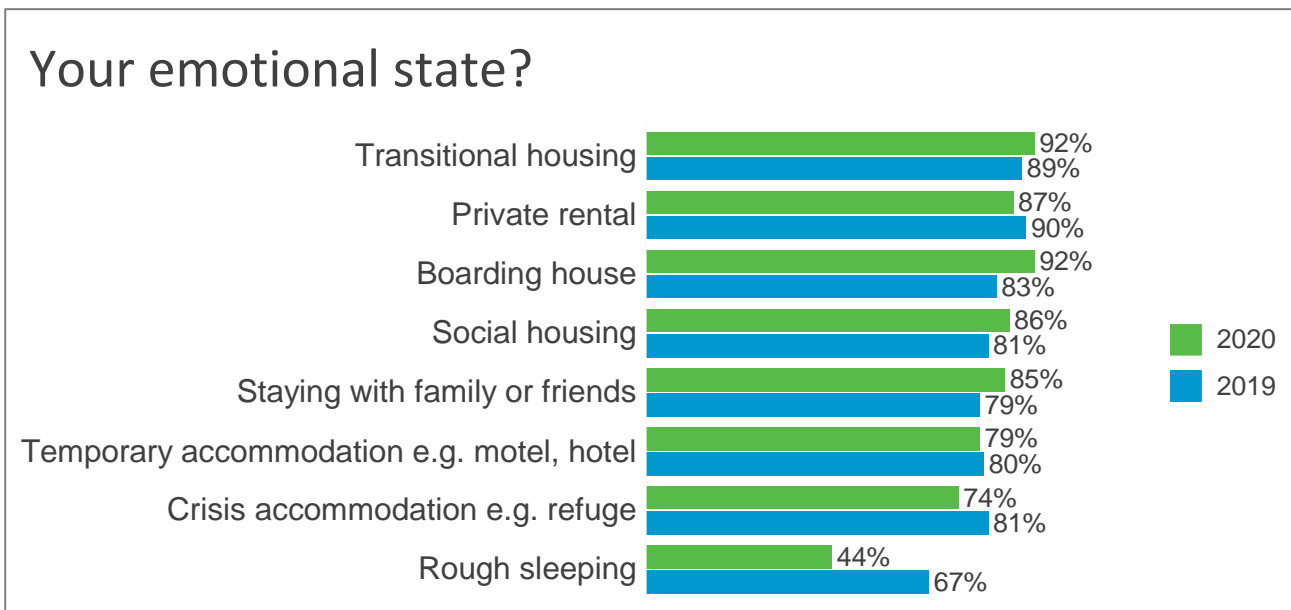
Those in Sydney and Rural areas were significantly more likely than those in Regional areas to report that their emotional state has improved. The score for Regional organisations recorded a statistically significant decrease (down 8% points).



There were no significant differences when comparing different specialisms:



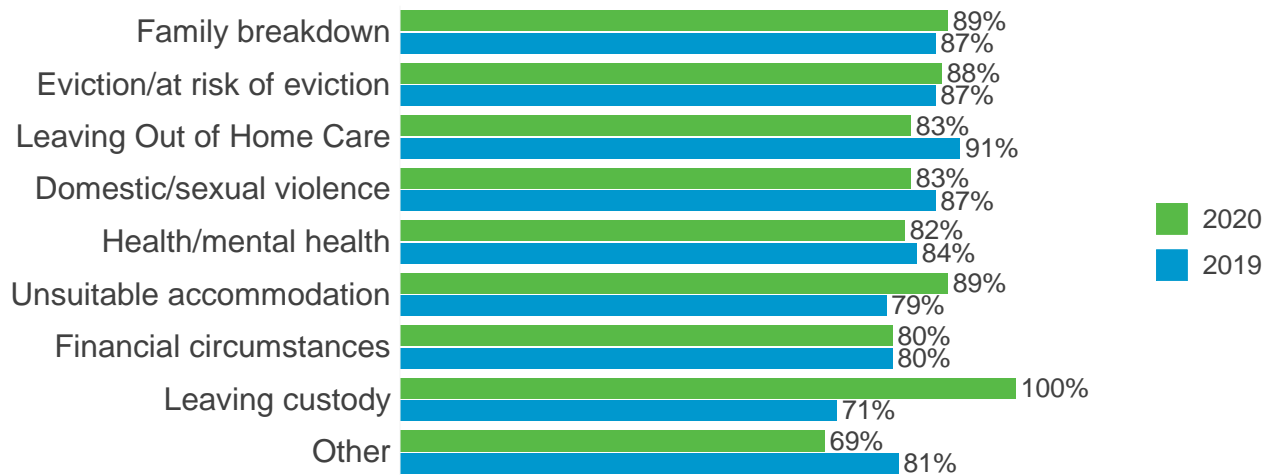
There was some variation when comparing accommodation type, with those sleeping rough least likely to report that their emotional state had improved (44%) while those in transitional housing and those staying in a boarding house were most likely to report an improvement in their emotional state (both 92%).





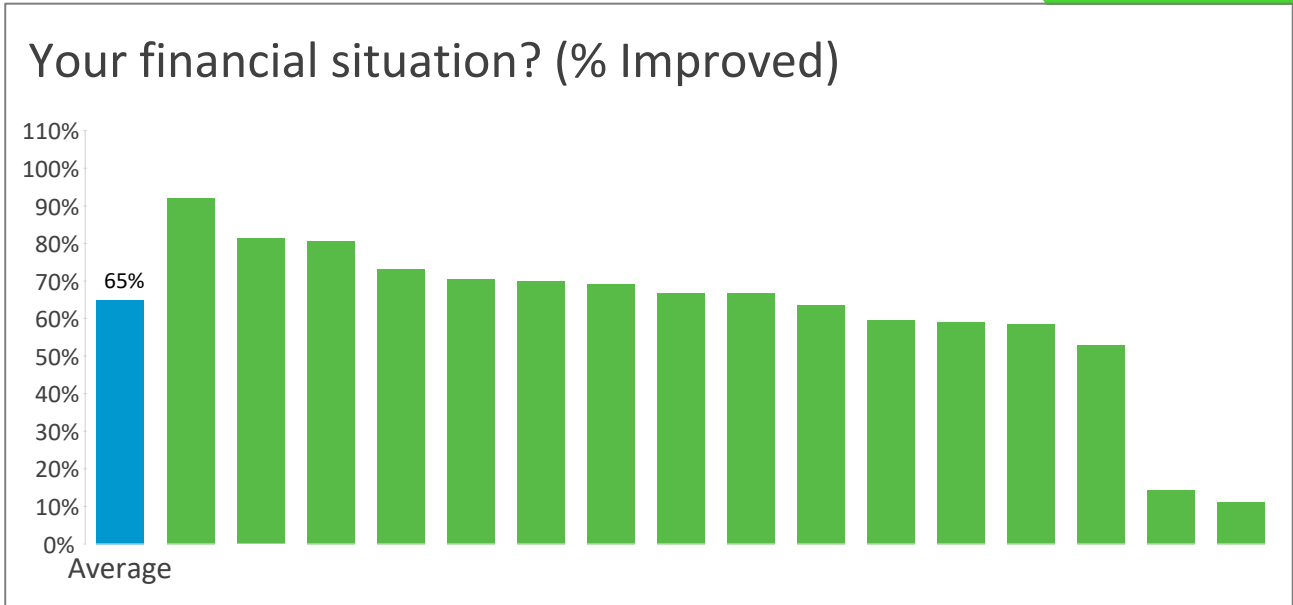
When looking at the reasons that people sought help, those who sought help since leaving custody were the most likely to report an improvement in their emotional state (100%).

## Your emotional state?

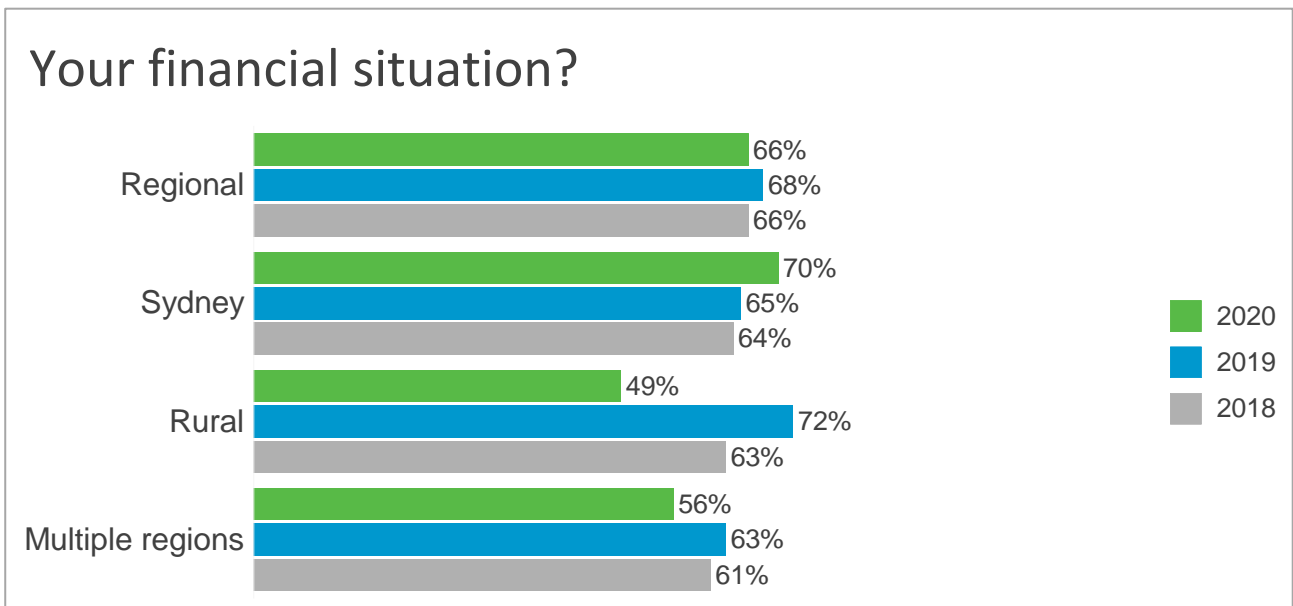


## Impact on financial situation

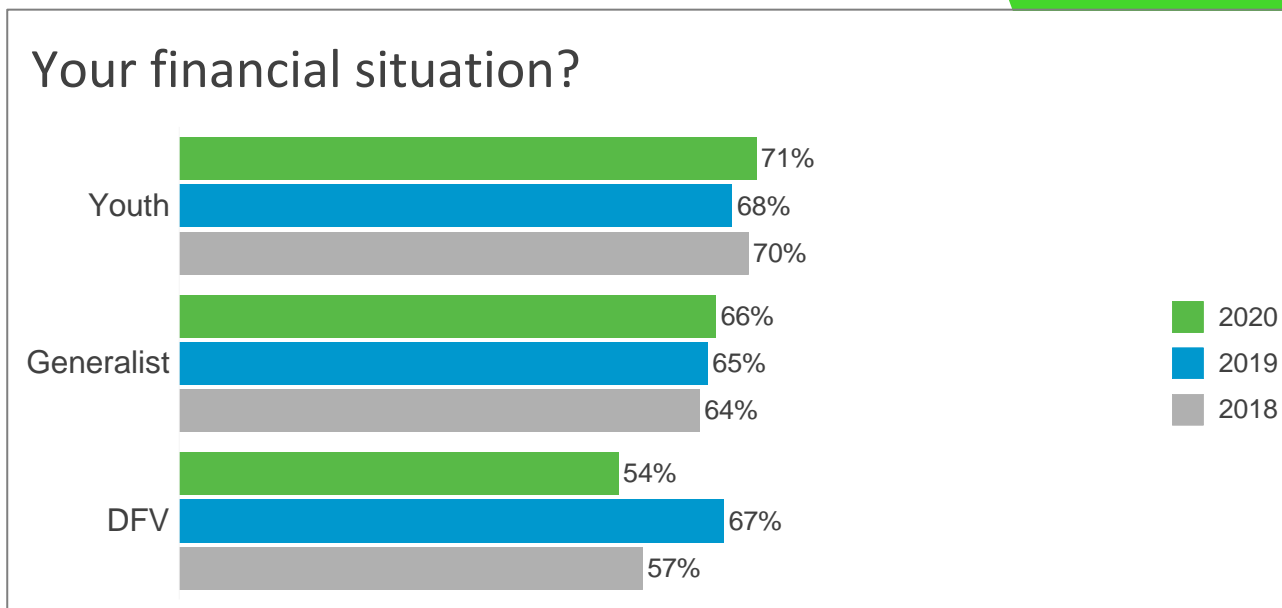
The chart below shows the range in scores for all organisations with at least 10 responses. 65% reported that their financial situation has improved. 29% reported that it has stayed the same and 6% reported that it has got worse. The highest score was 92% and the lowest was 11%.



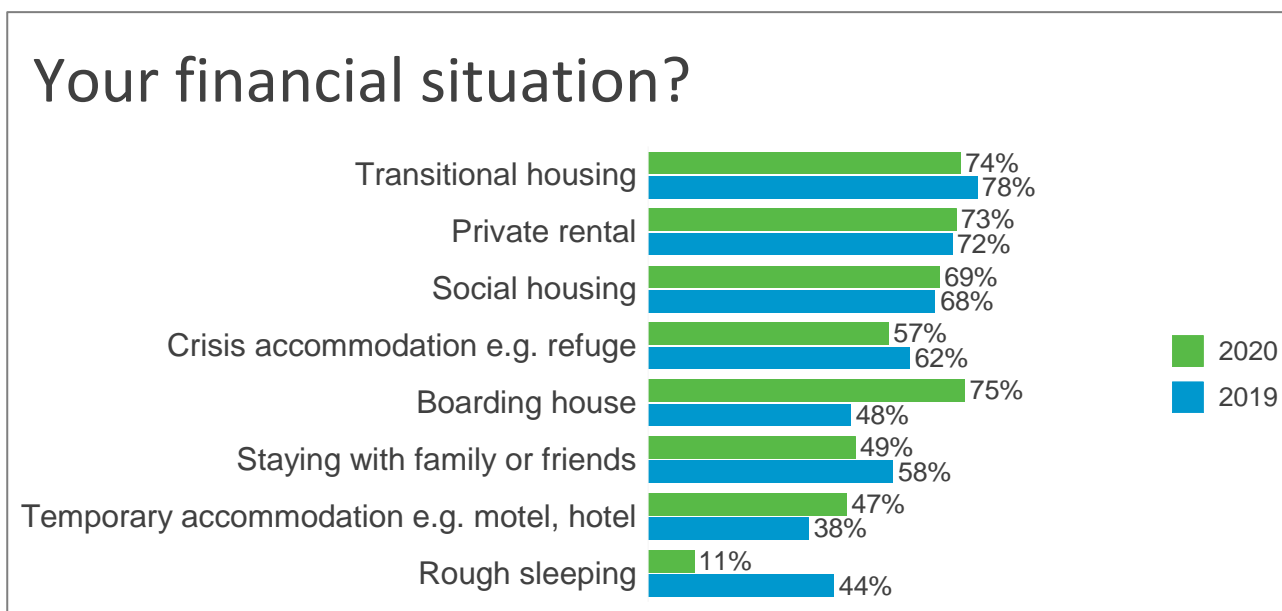
Those in Rural organisations were significantly less likely to report that their financial situation has improved than those in Sydney and Regional organisations. The score for Rural organisations fell significantly from 72% to 49%.



Those in Youth and Generalist specialisms were significantly more likely than those in DFV to report that their financial situation has improved. There was a statistically significant fall in the score for DFV organisations (from 67% to 54%).

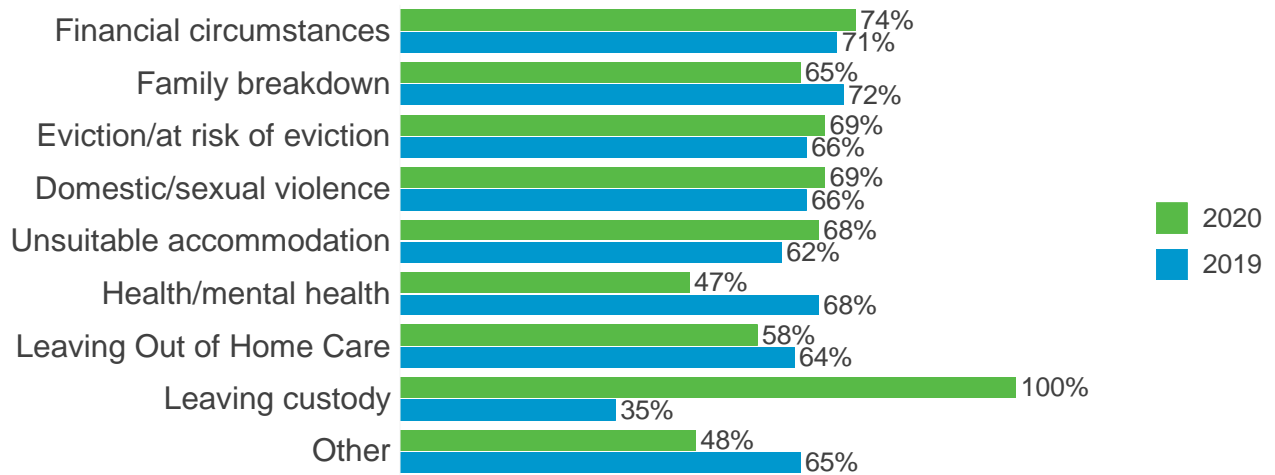


Those who are sleeping rough (11%) were the least likely to report that their financial situation has improved.



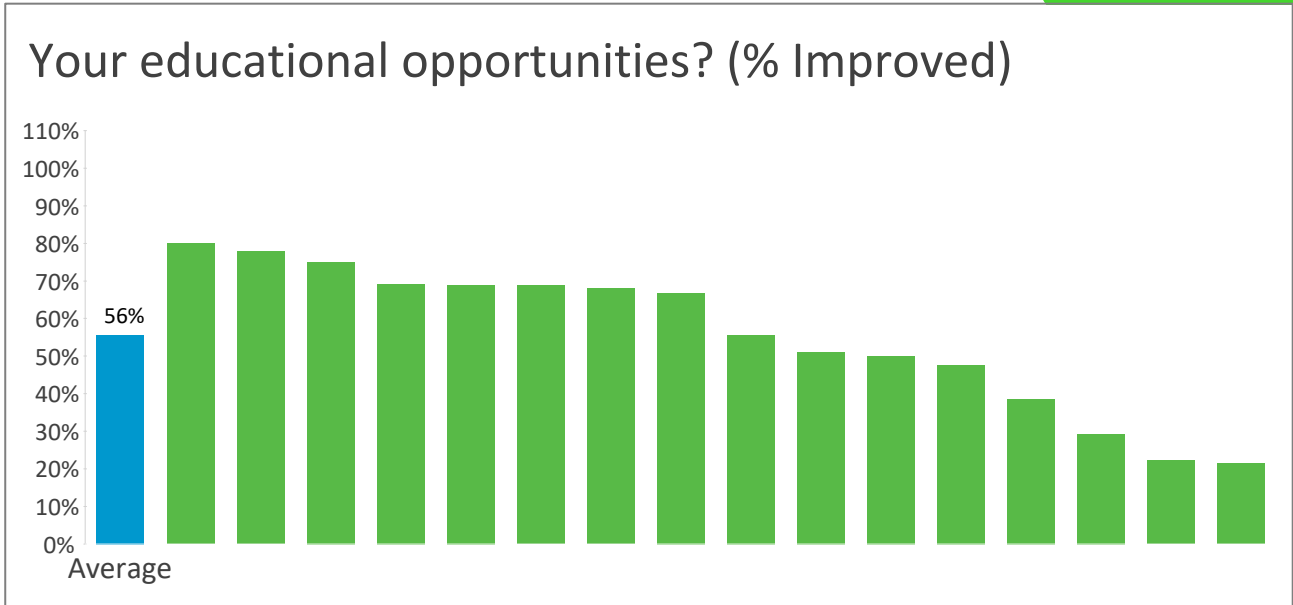
People who sought help for health or mental health reasons were the least likely to report that their financial situation has improved (47%). 74% of those who sought help due to their financial circumstances reported that their financial situation has improved.

## Your financial situation?

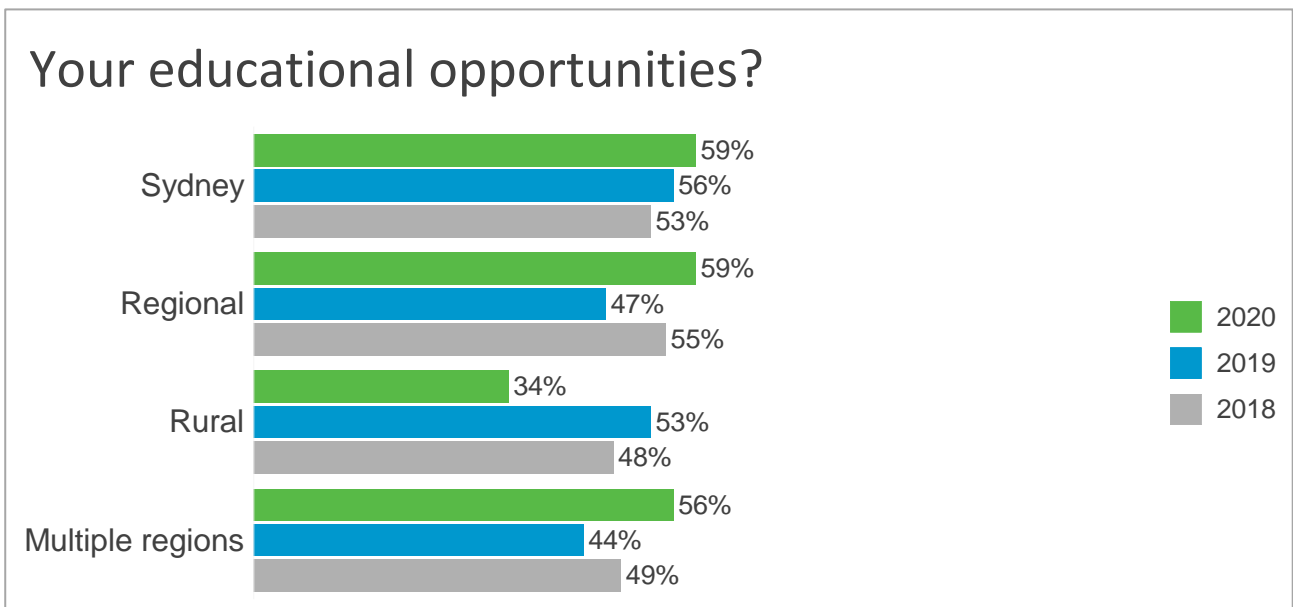


## Impact on educational opportunities

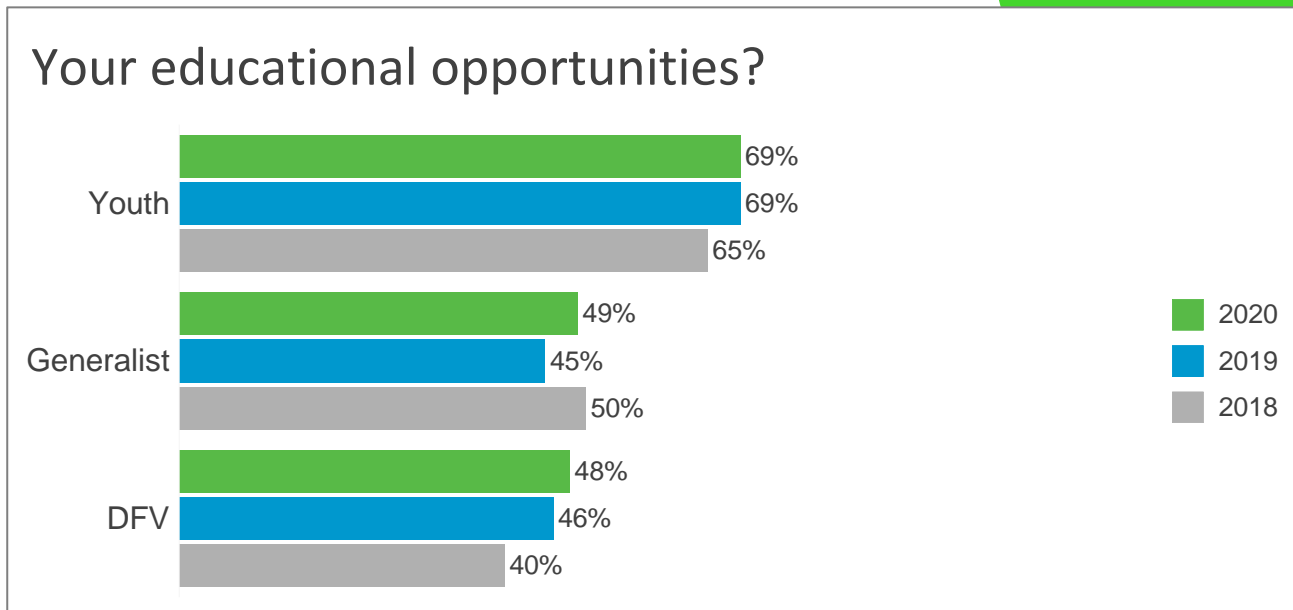
The chart below shows the range in scores for all organisations with at least 10 responses. 56% reported that their educational opportunities have improved. 43% reported that they have stayed the same and 1% reported that they have got worse. The highest score was 80% and the lowest was 21%.



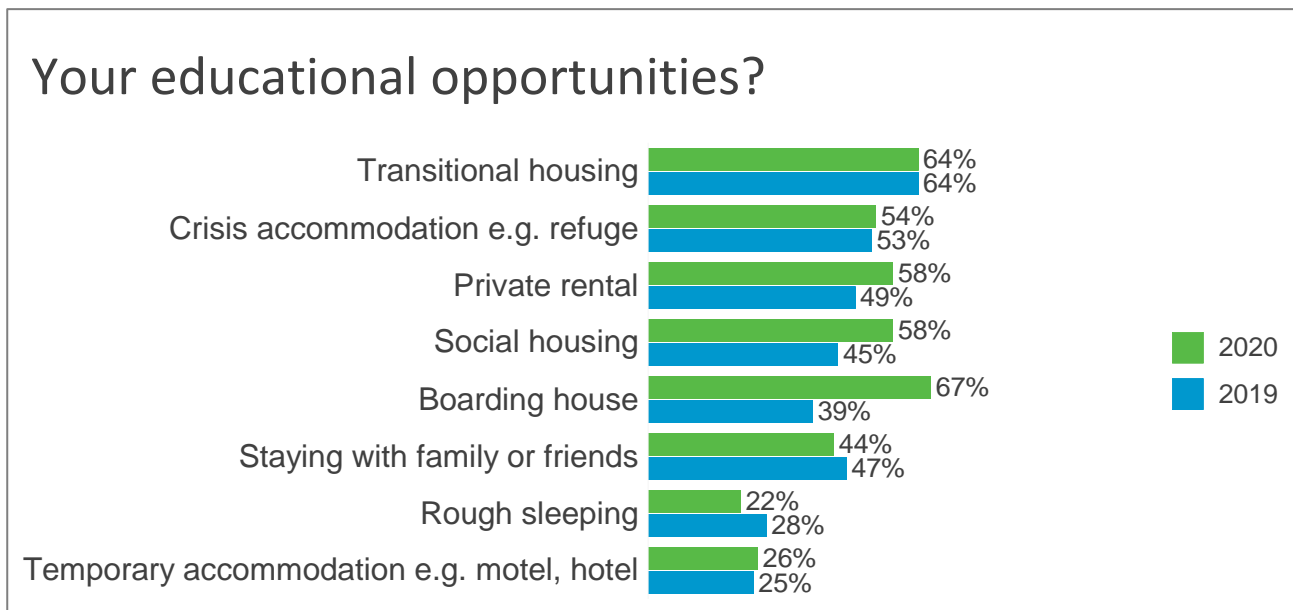
Those in Rural organisations were significantly less likely to report an improvement than those in in Sydney and Regional organisations. The score for Rural organisations fell significantly from 53% to 34%.



Youth specialist organisations (69%) scored significantly above both Generalist organisations (49%) and DFV organisations (48%).

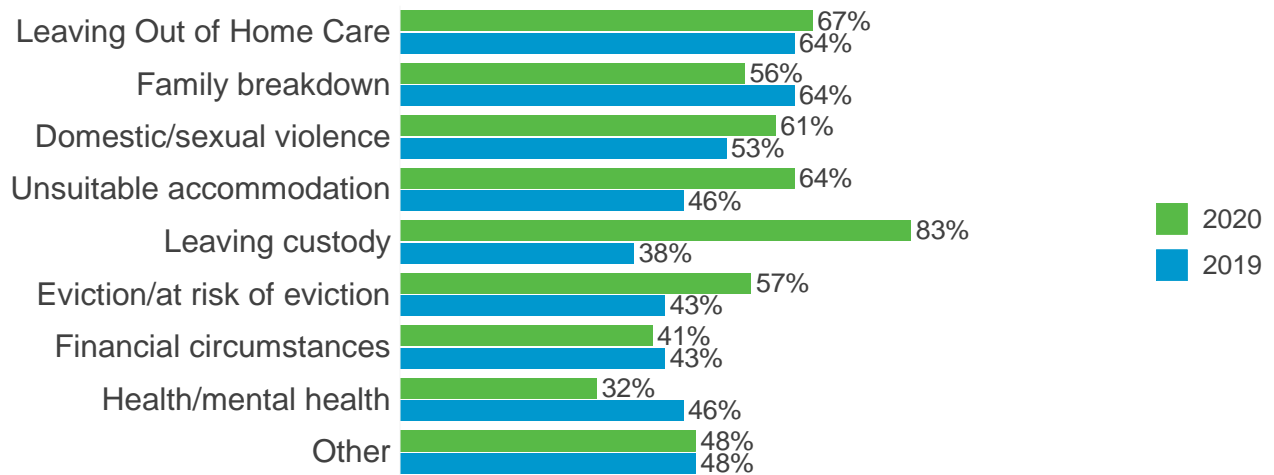


Those in temporary accommodation (26%) and those sleeping rough (22%) were the least likely to report that their educational opportunities have got better.



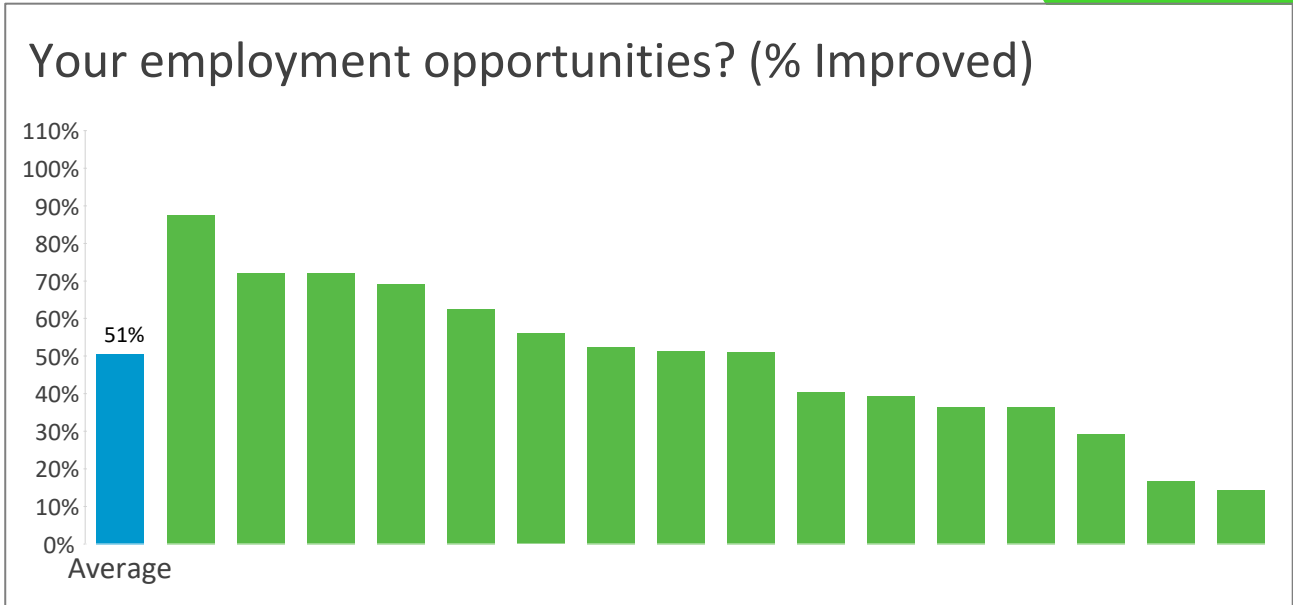
Clients leaving custody (83%) and those leaving Out of Home Care (67%) were the most likely to report that their educational opportunities have improved.

## Your educational opportunities?

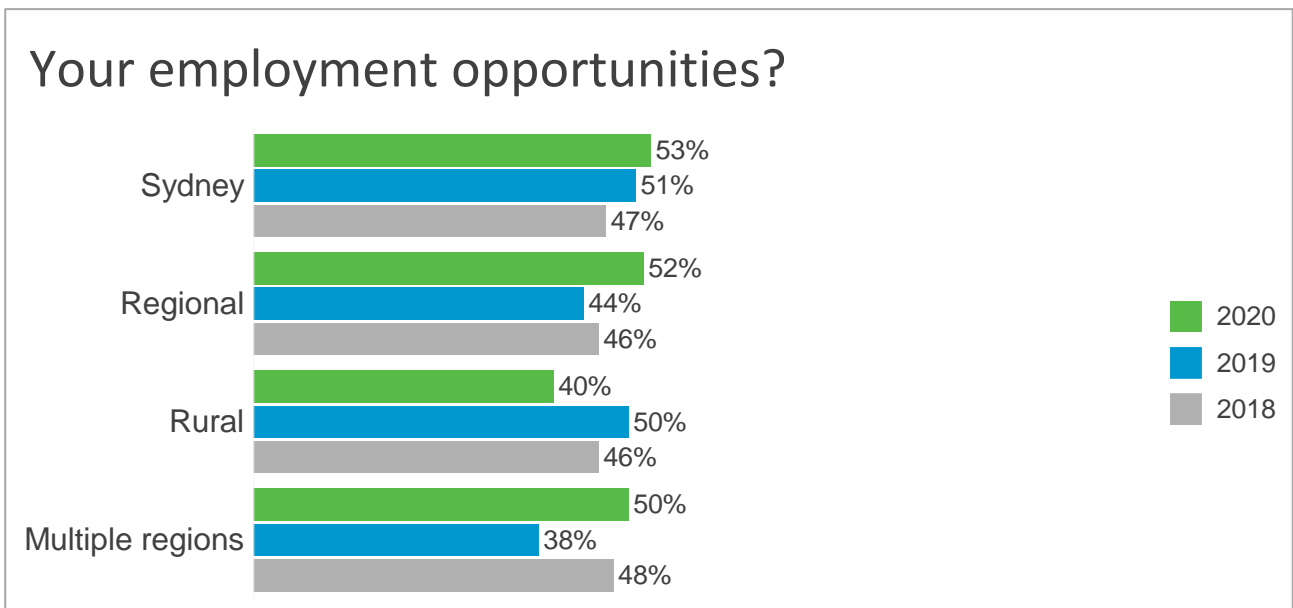


## Impact on employment opportunities

The chart below shows the range in scores for all organisations with at least 10 responses. 51% reported that their employment opportunities have improved. 47% reported that they have stayed the same and 2% reported that they have got worse. The highest score was 88% with the lowest 14%.

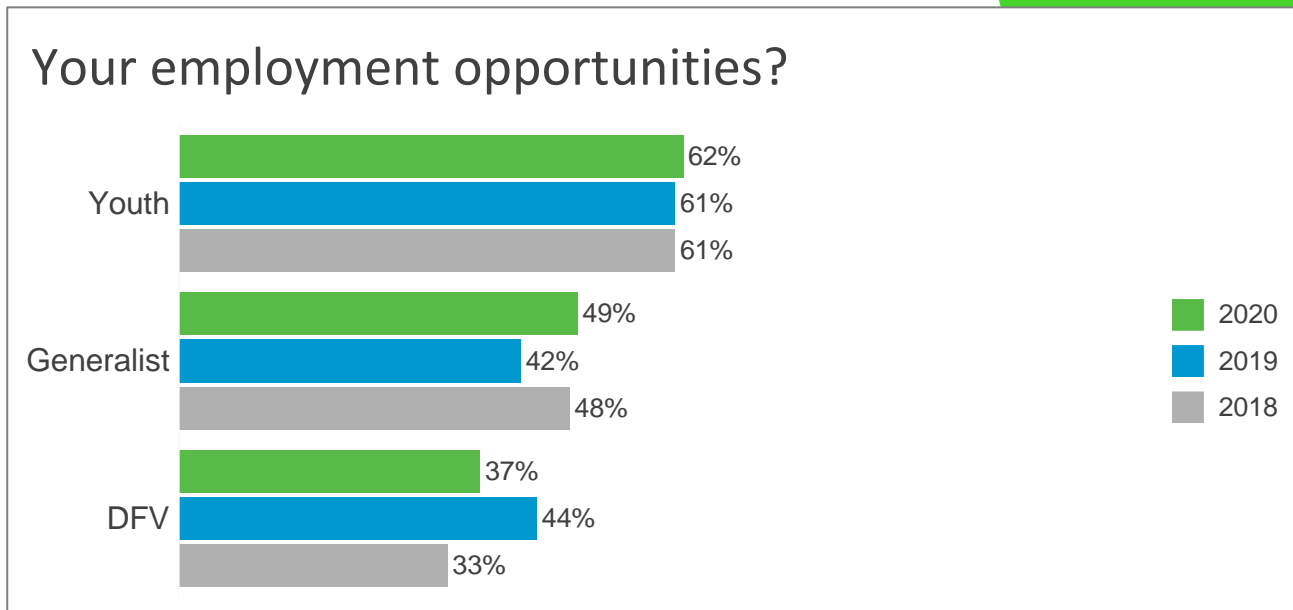


There were no statistically significant differences when comparing regions.

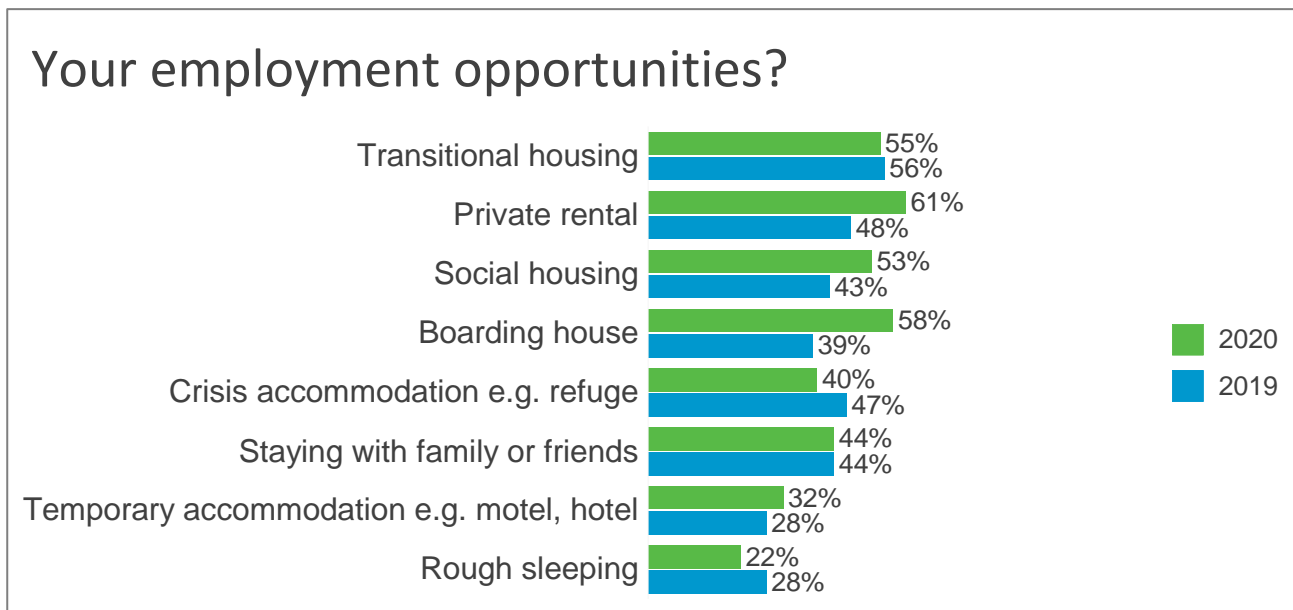




Youth specialist organisations (62%) scored significantly above both Generalist organisations (49%) and DFV organisations (37%).

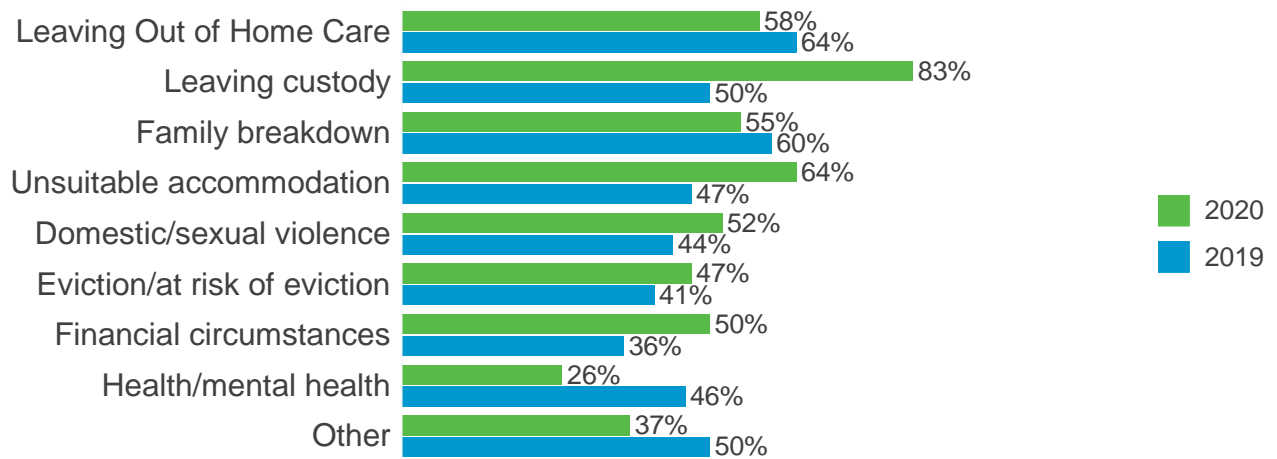


People sleeping rough (22%) or in temporary accommodation (32%) were the least likely to report that their employment opportunities had got better.



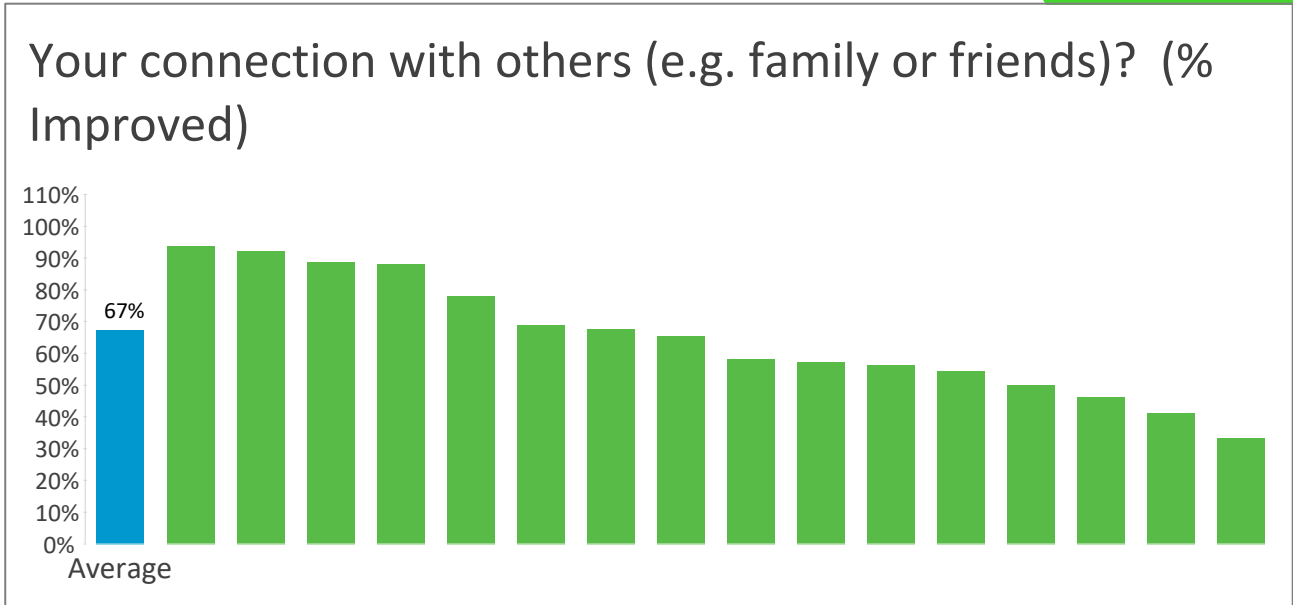
People leaving custody (83%) were the most likely to report that their employment opportunities have improved, while those who sought help as a consequence of poor health or mental health were the least likely to report that their employment opportunities have improved (26%).

## Your employment opportunities?

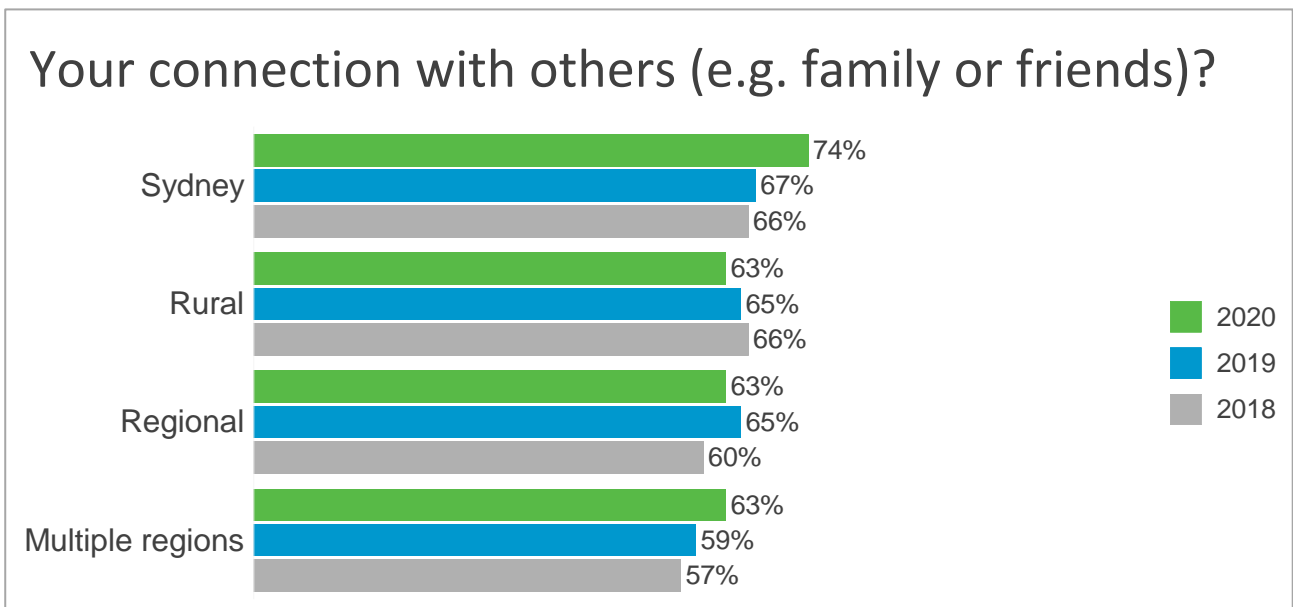


## Impact on connection with others

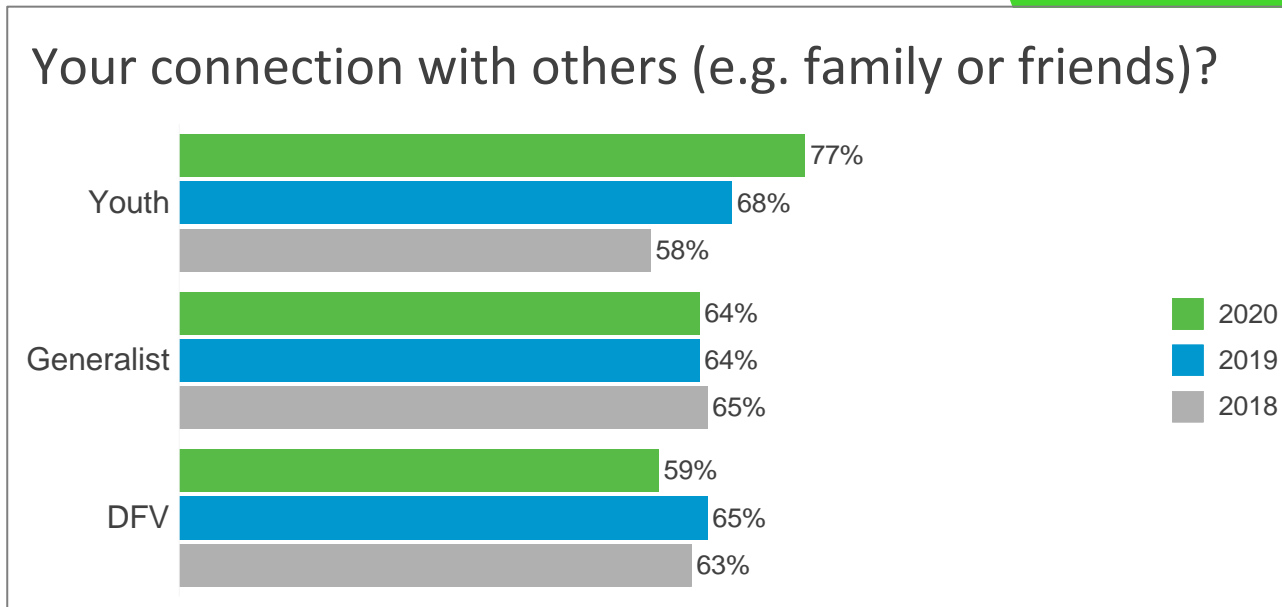
The chart below shows the range in scores for all organisations with at least 10 responses. 67% reported that their connection with others has improved. 28% reported that it has stayed the same and 4% reported that it has got worse. The highest score was 94% and the lowest score was 33%.



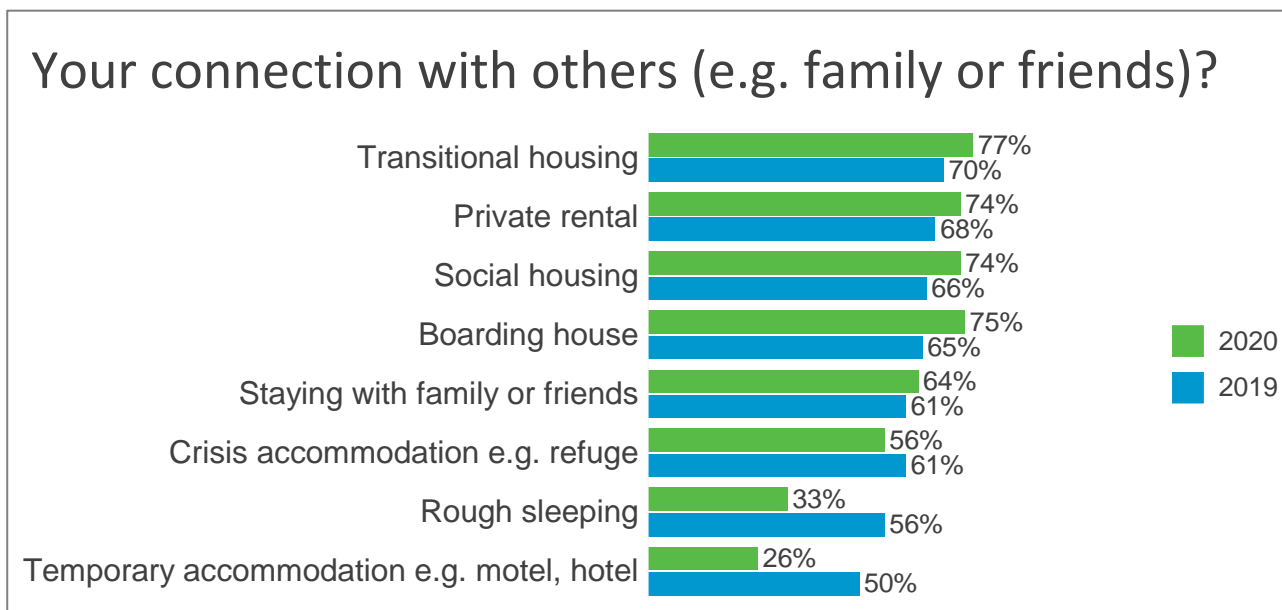
Those in Sydney (74%) were significantly more likely than those in Regional areas (63%) to report that their connection with others has improved.



Those in the Youth specialism were significantly more likely than those in other specialisms to report that their connection with others has improved. The score for Youth organisations increased significantly from 68% to 77%.

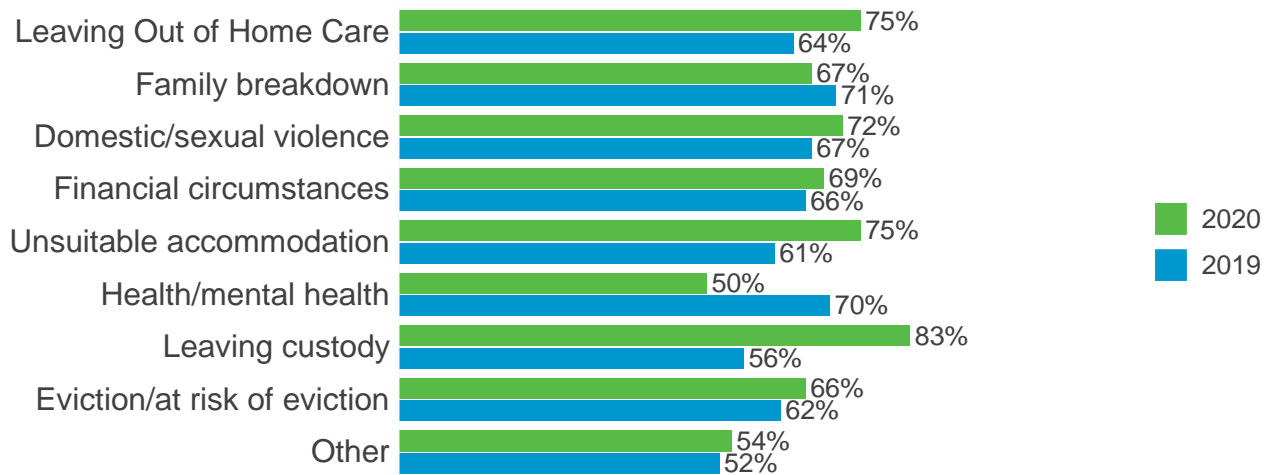


When looking at the accommodation that people are in, those in transitional housing were the most likely to report that their connection with others has improved (77%), followed by those in a boarding house (75%) private rental (74%) and social housing (also 74%).



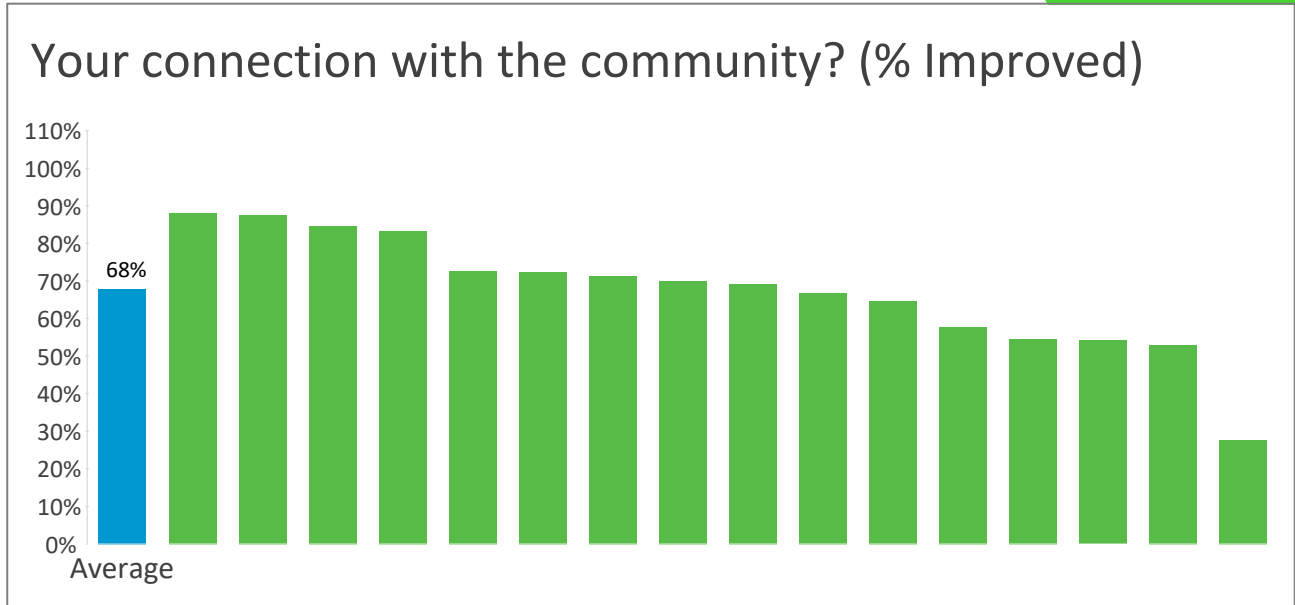
Those who sought help since leaving custody were the most likely to report that their connection with others has improved (83%).

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

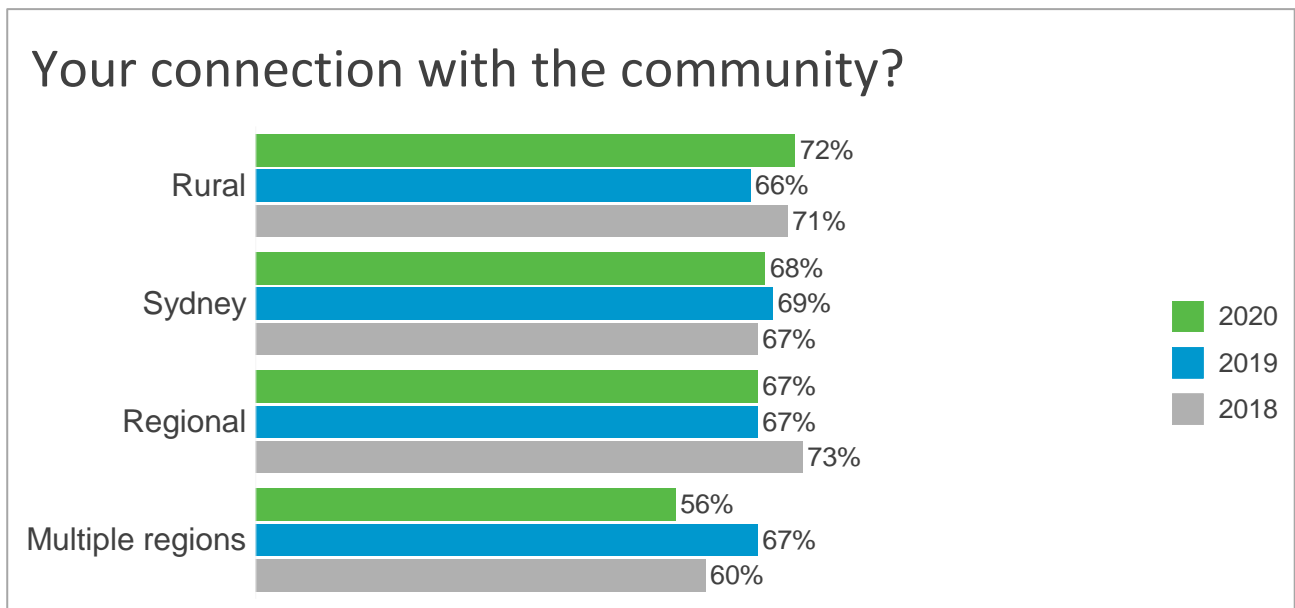


## Impact on connection to the community

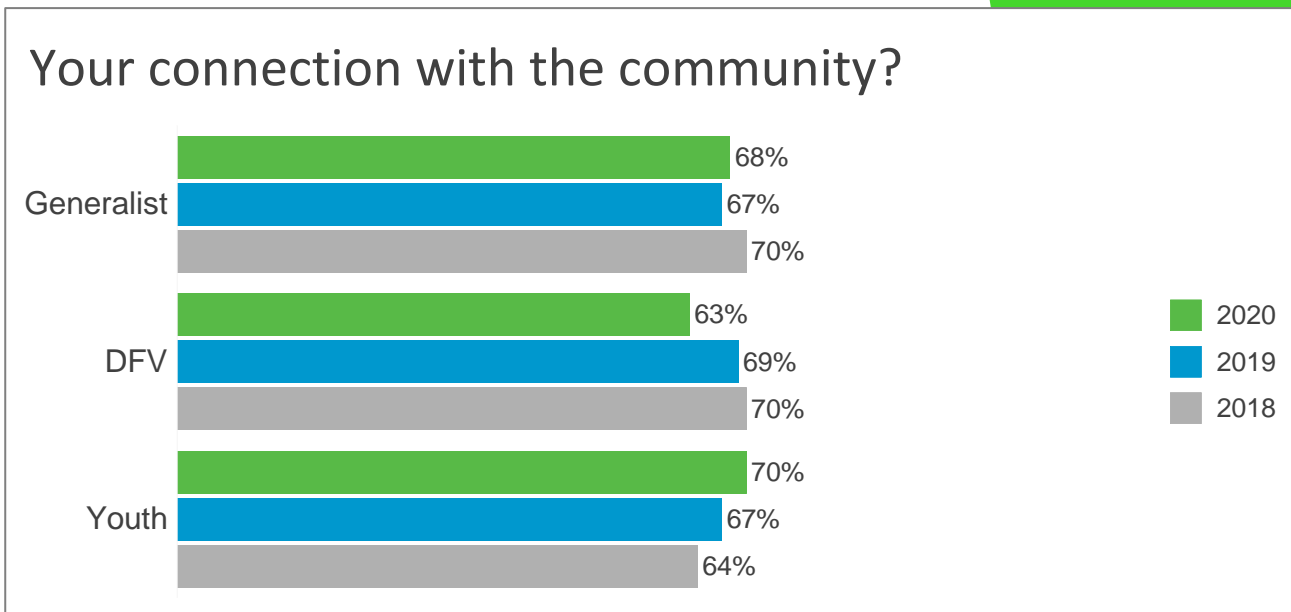
The chart below shows the range in scores for all organisations with at least 10 responses. 68% reported that their connection with the community has improved. 30% reported that it has stayed the same and 3% reported that it has got worse. The highest score was 88% and the lowest score was 28%.



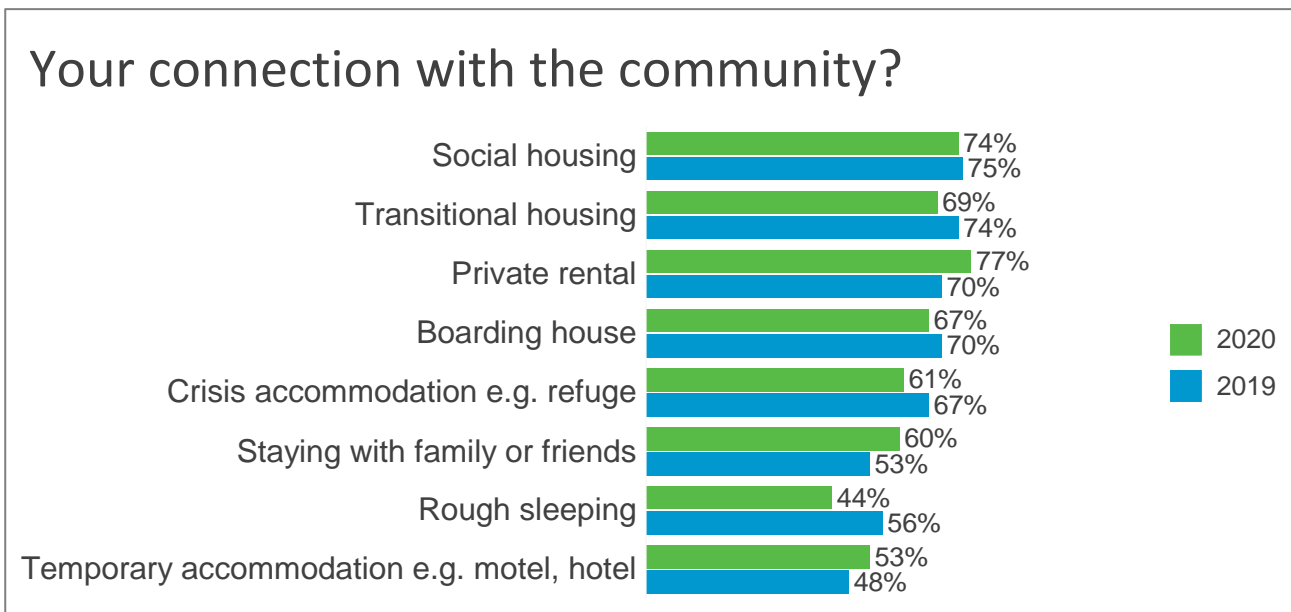
There were no statistically significant differences when comparing regions.



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

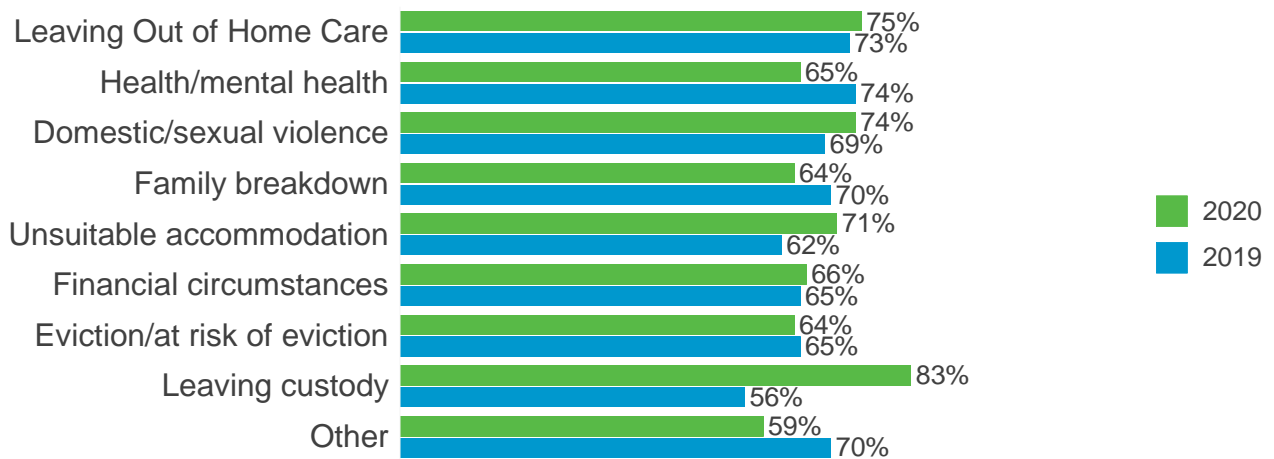


Those sleeping rough and those in temporary accommodation were the least likely to report that their connection with the community has improved, while people living in private rental and social housing were the most likely to report that it has improved.



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

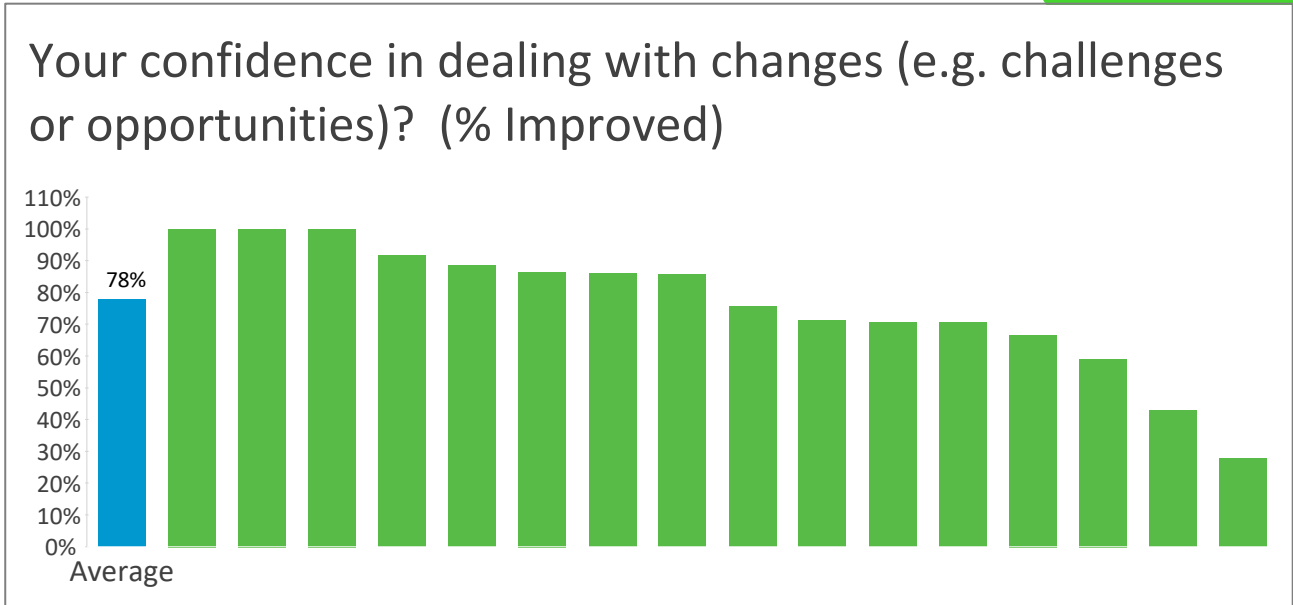
## Your connection with the community?



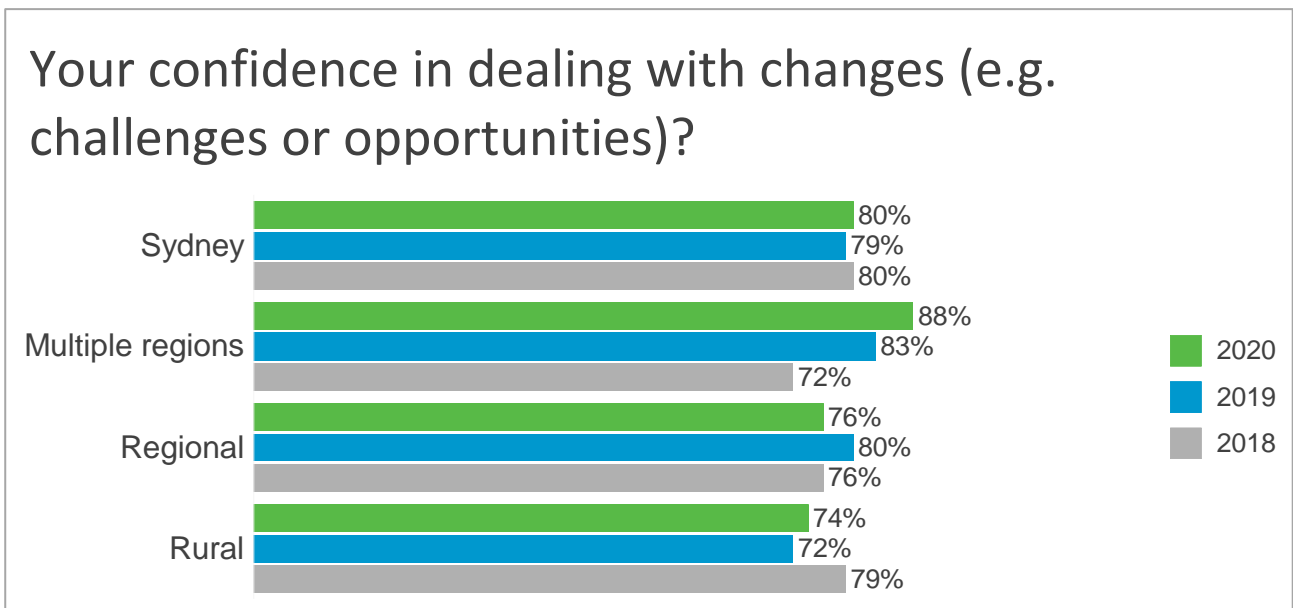


## Impact on confidence in dealing with changes

The chart below shows the range in scores for all organisations with at least 10 responses. 78% reported that their confidence in dealing with changes has improved. 19% reported that it has stayed the same and 3% reported that it has got worse. The highest score was 100% and the lowest score was 28%.

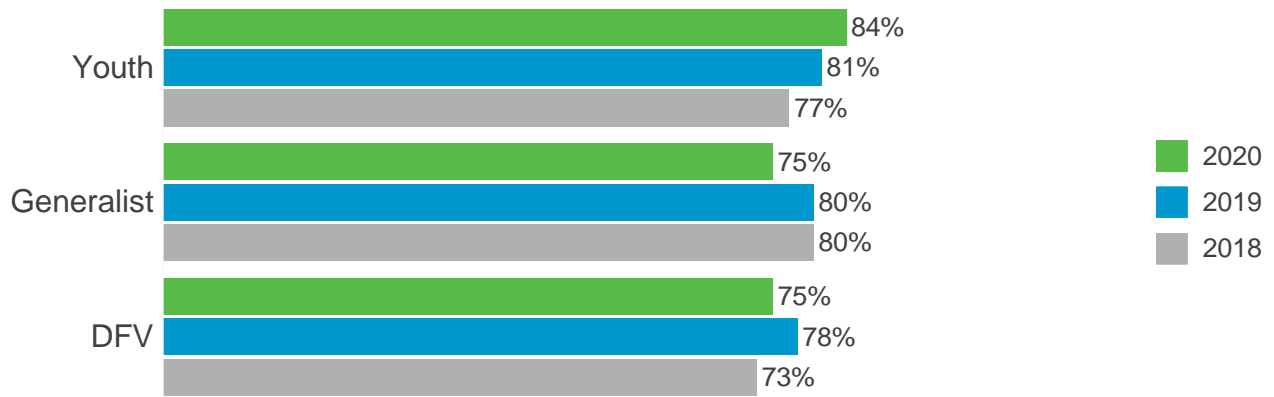


There were no statistically significant differences when comparing different regions.



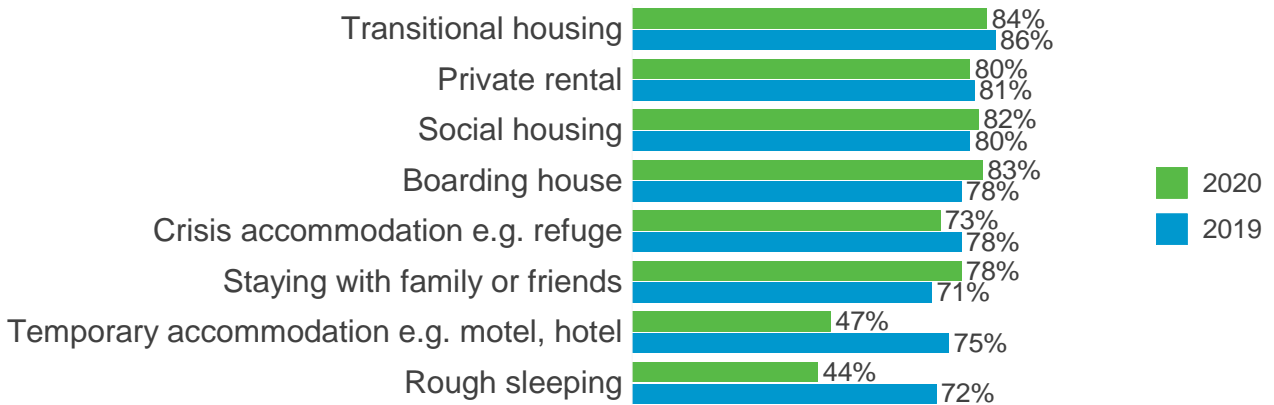
The score for organisations specialising in Youth services (84%) was significantly higher than the score for Generalist organisations (75%)

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



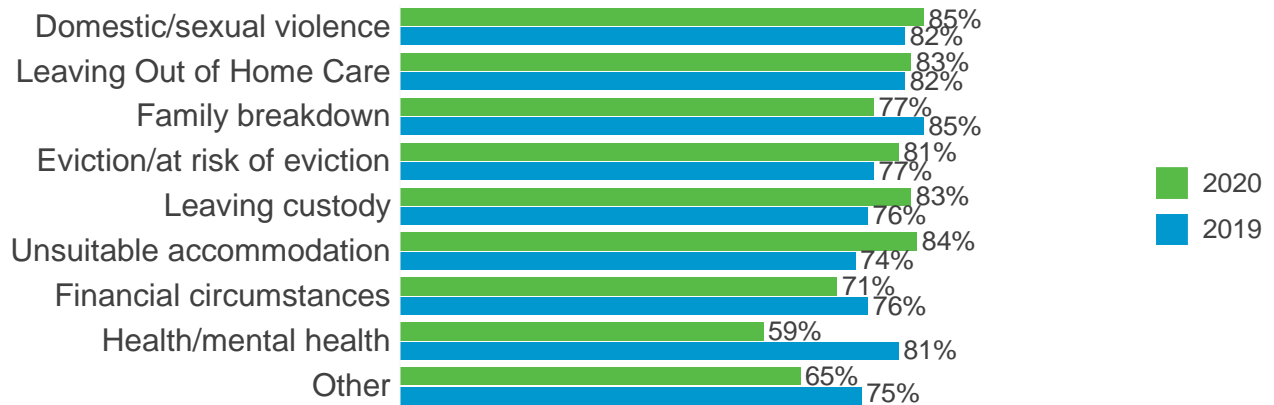
Those sleeping rough and those in temporary accommodation were less likely to report that their confidence in dealing with changed has improved.

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



Those who sought help following domestic or sexual violence were the most likely to report that their confidence in dealing with changes has improved (85%).

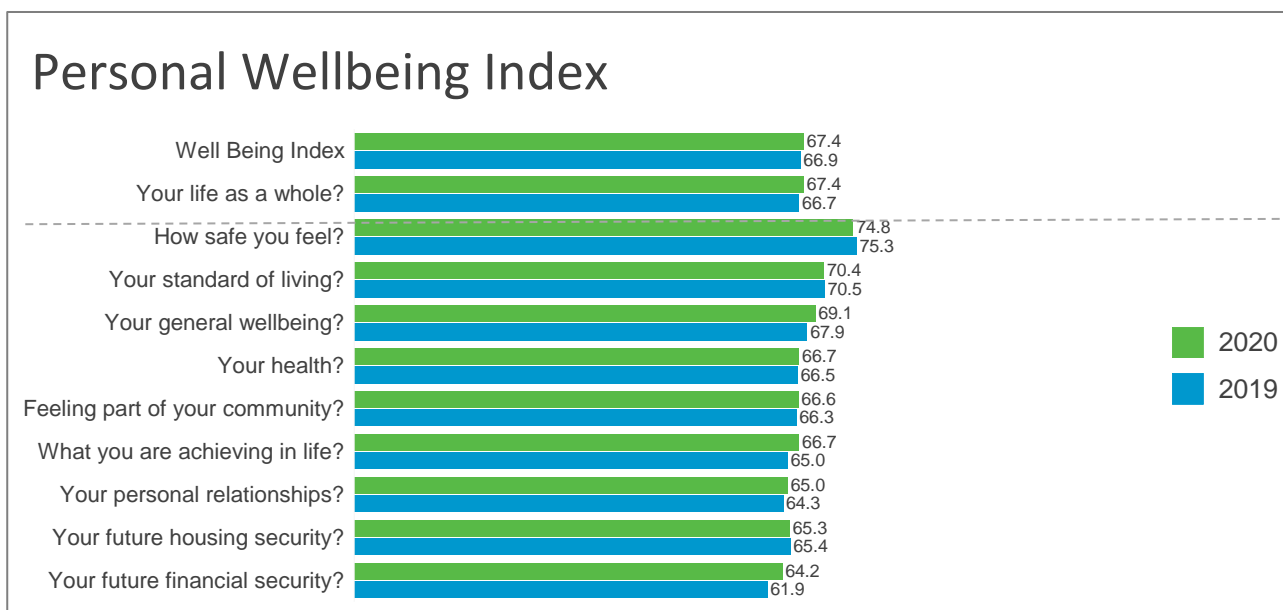
## Your confidence in dealing with changes (e.g. challenges or opportunities)?



# 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 2019.

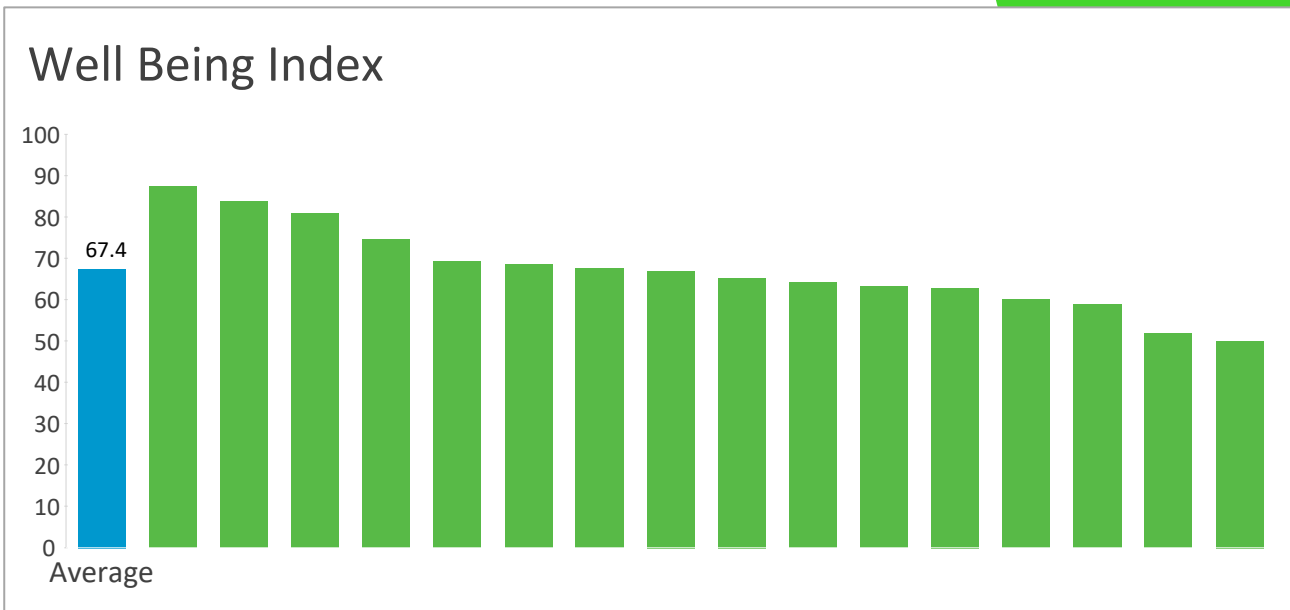


The question 'How satisfied are you with your life as a whole?' is not included in the Personal Wellbeing Index calculation and is used as a sense check on the data. The score of 67.4 serves to back-up the validity of the overall figure of 67.4 as the scores are the same.

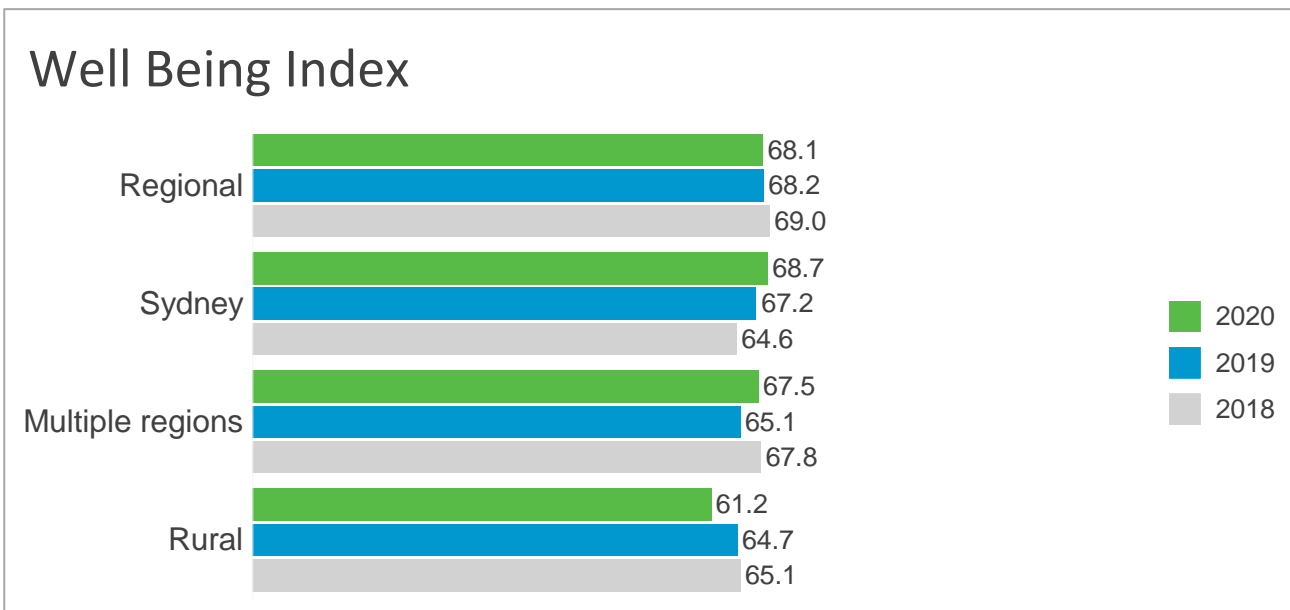
According to the Australian Unity Wellbeing Index report, the overall Index score should be in the range of 73.4 – 76.4 points. So, the score is a little short of the expected score for Australia as a whole.

Please note, that in calculating the PWI scores in this report, the method of calculation is different to that used in 2019 and 2018. The guidelines for WBI calculation state that only those who have replied to every WBI question should be included in the calculation. In addition, any respondents that selected '10' for every question or '0' for every question must be removed. We have applied these principles to the data included in this report, including to historical data so that we can make valid comparisons between years.

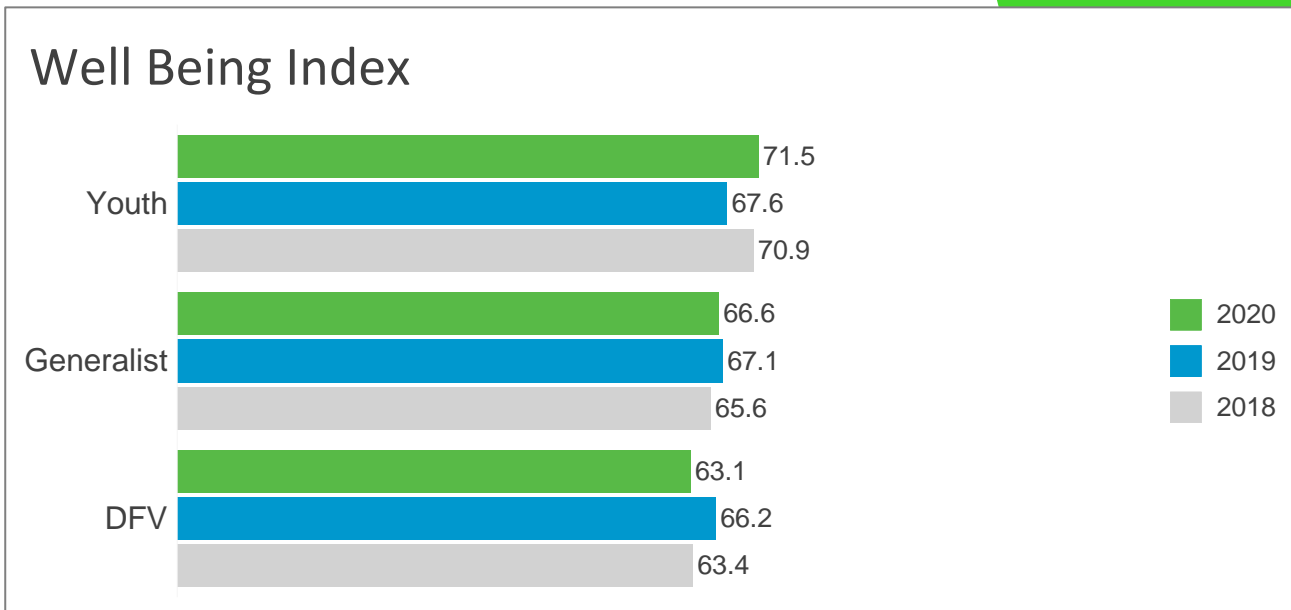
The chart below shows the range in scores for all organisations with at least 10 responses. The average overall wellbeing score was 67.4. The highest score was 87.33 and the lowest was 50.0.



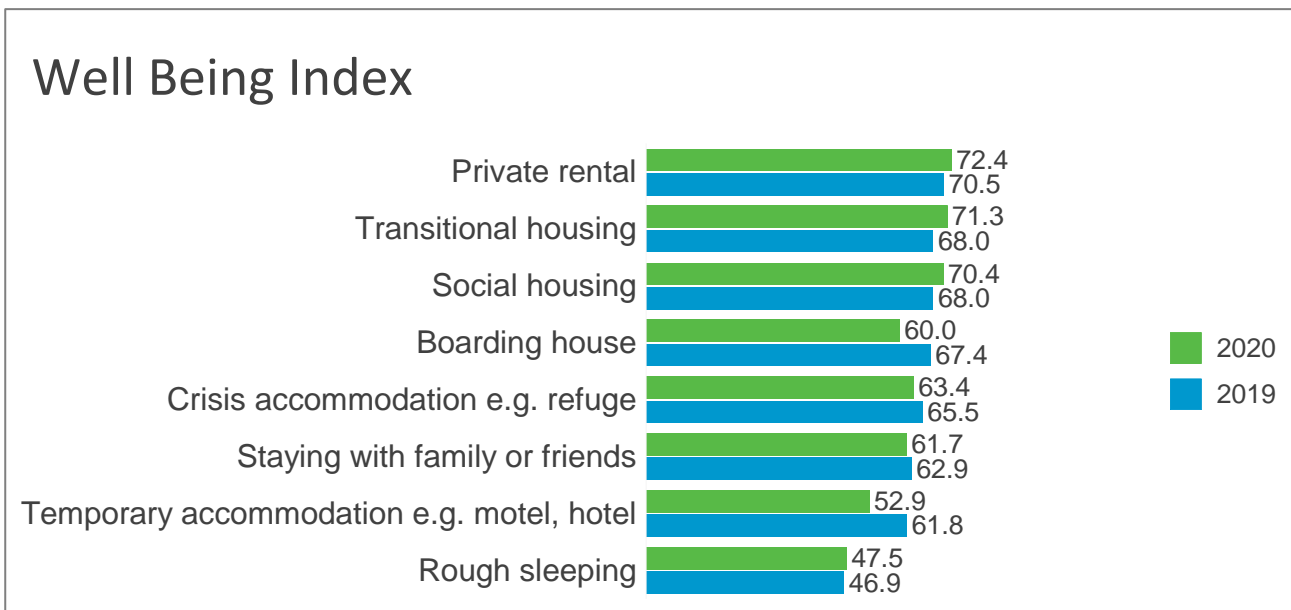
In terms of geographic comparisons, those people in Sydney had the highest average WBI score (68.7) while it was lowest in Rural organisations (61.2).



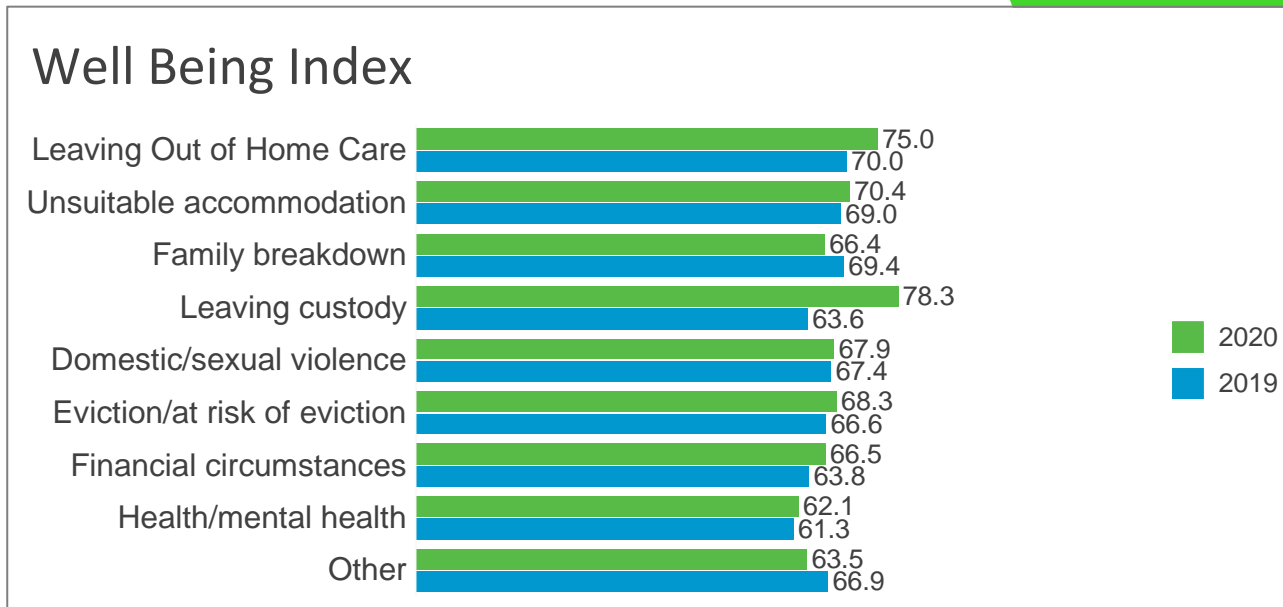
Organisations specialising in Youth support scored the highest overall (71.5), with DFV organisations scoring lowest (63.1).



Clients in private rental have the highest WBI score (72.4), while those sleeping rough have a score of just 47.5.

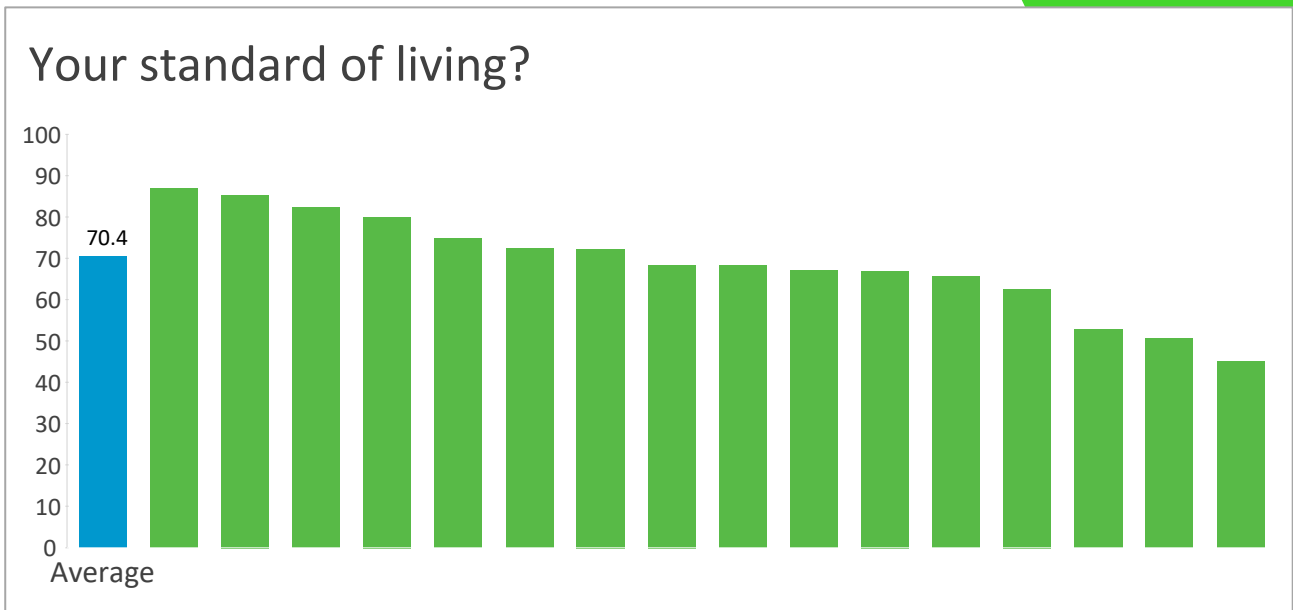


When looking at the WBI score for different groups of people depending on the reasons they sought assistance, those who have recently left custody have the highest score (78.3), while those who suffer poor health or mental health have the lowest score (62.1).

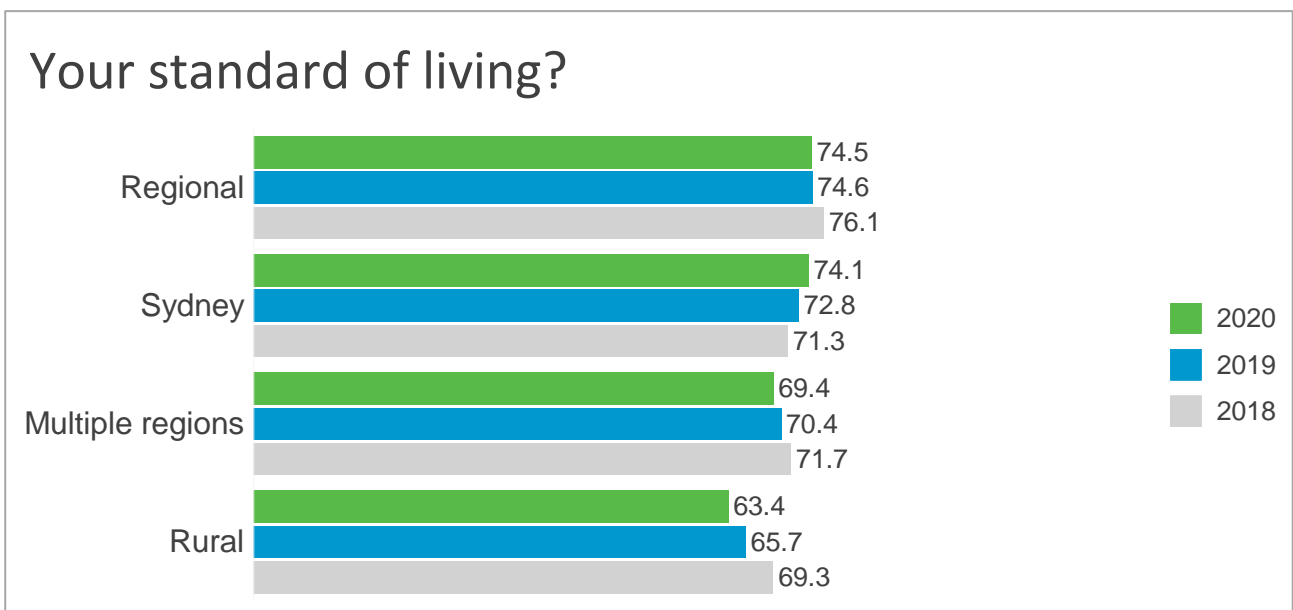


## Standard of living

The chart below shows the range in scores for all organisations with at least 10 responses. The average standard of living score was 70.4. The highest score was 86.9 and the lowest was 45.0.

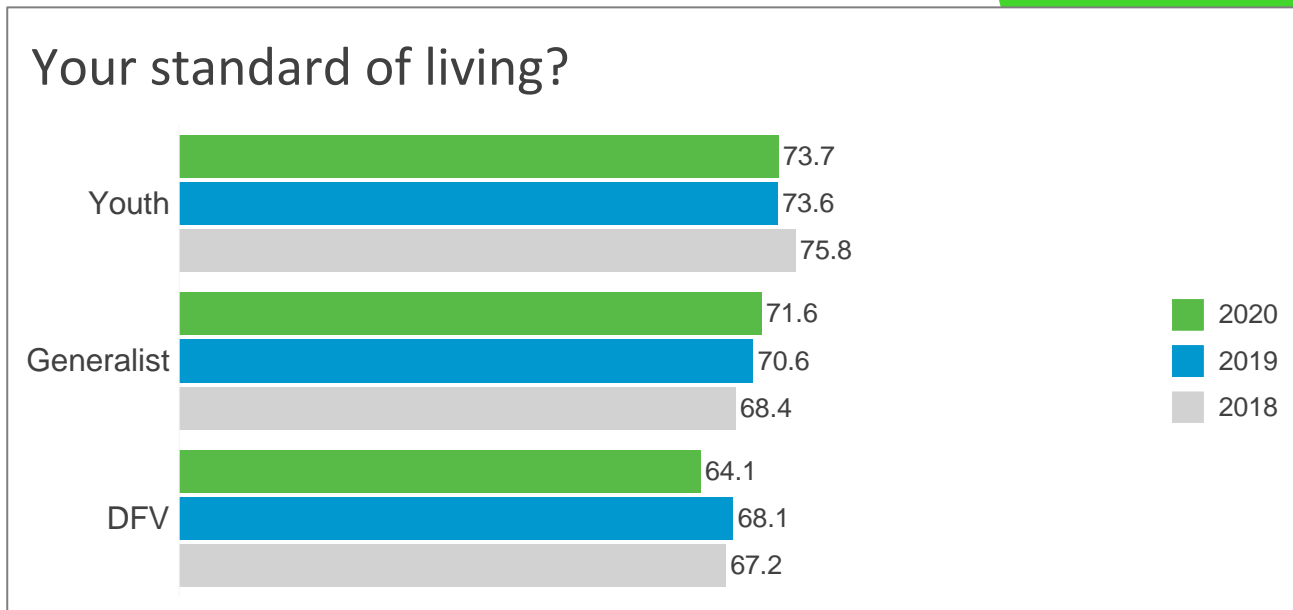


In terms of geographic comparisons, those people in Regional organisations had the highest satisfaction with their standard of living (74.5) while it was lowest in Rural areas (63.4).

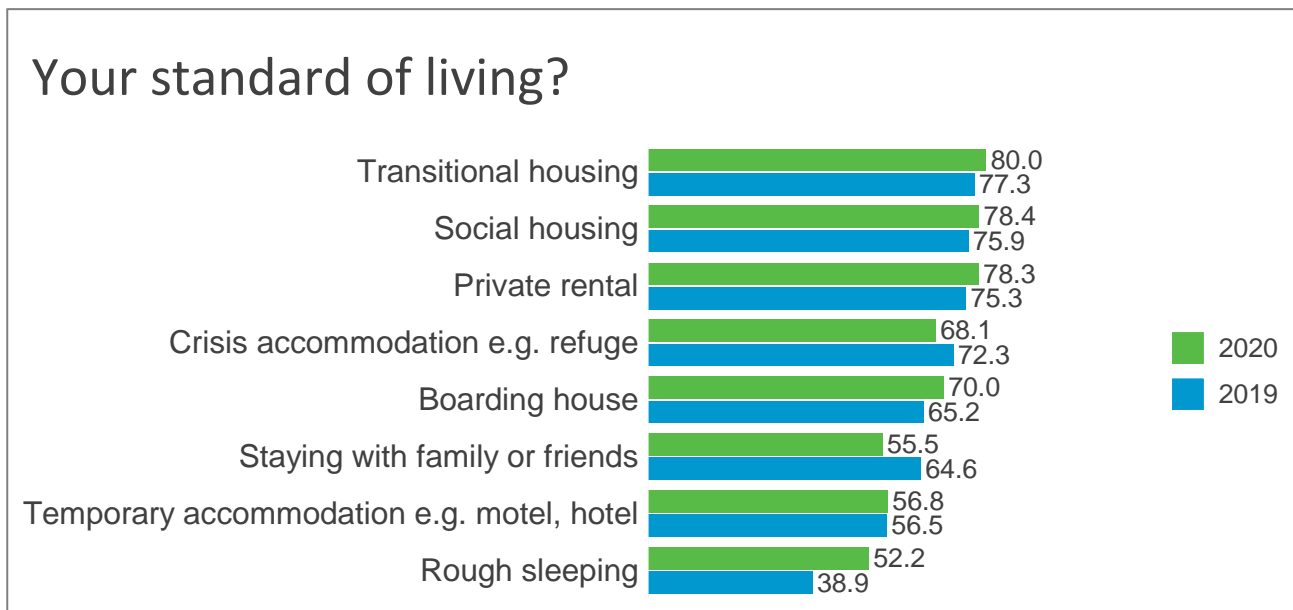




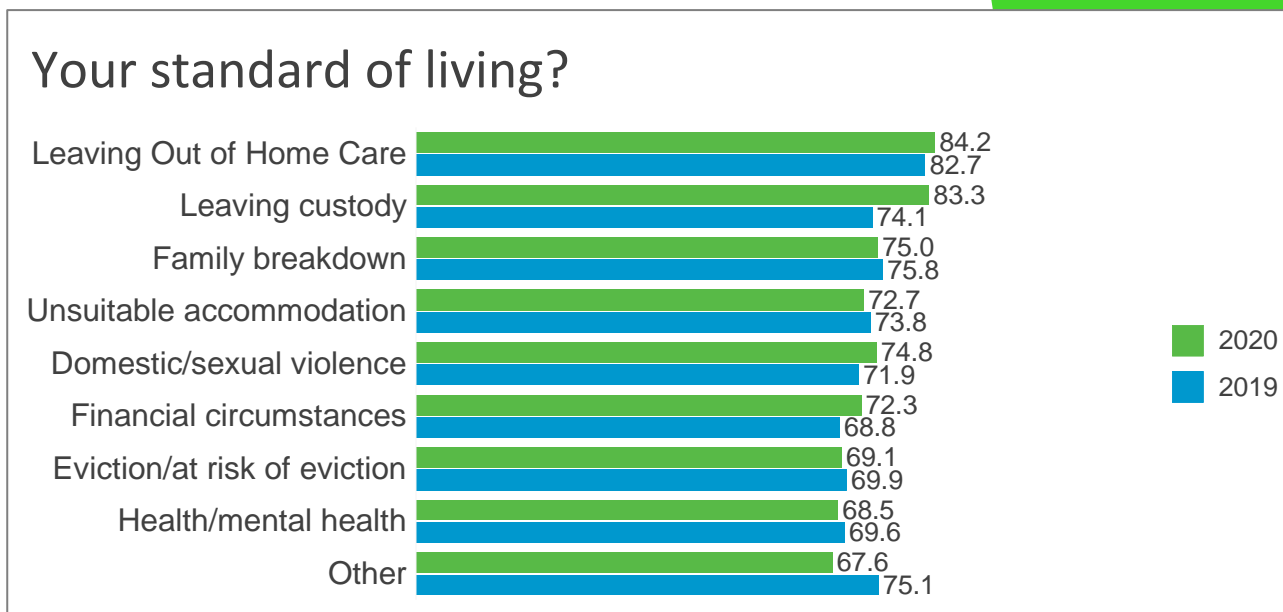
Organisations specialising in Youth support scored the highest overall (73.7), with DFV organisations scoring lowest (64.1).



Clients living in transitional housing gave the highest score for their standard of living (80.0), followed by those in social housing (78.4) and private rental (78.3). People sleeping rough gave the lowest score (52.2).

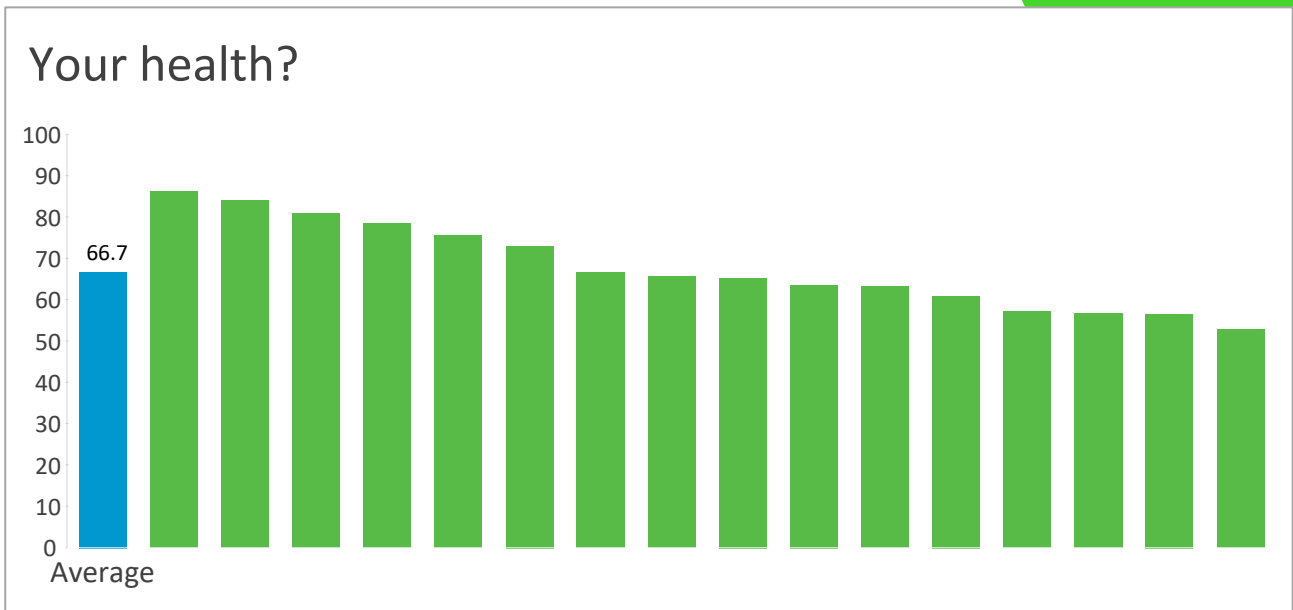


There was little variation when comparing scores by reason for seeking assistance:

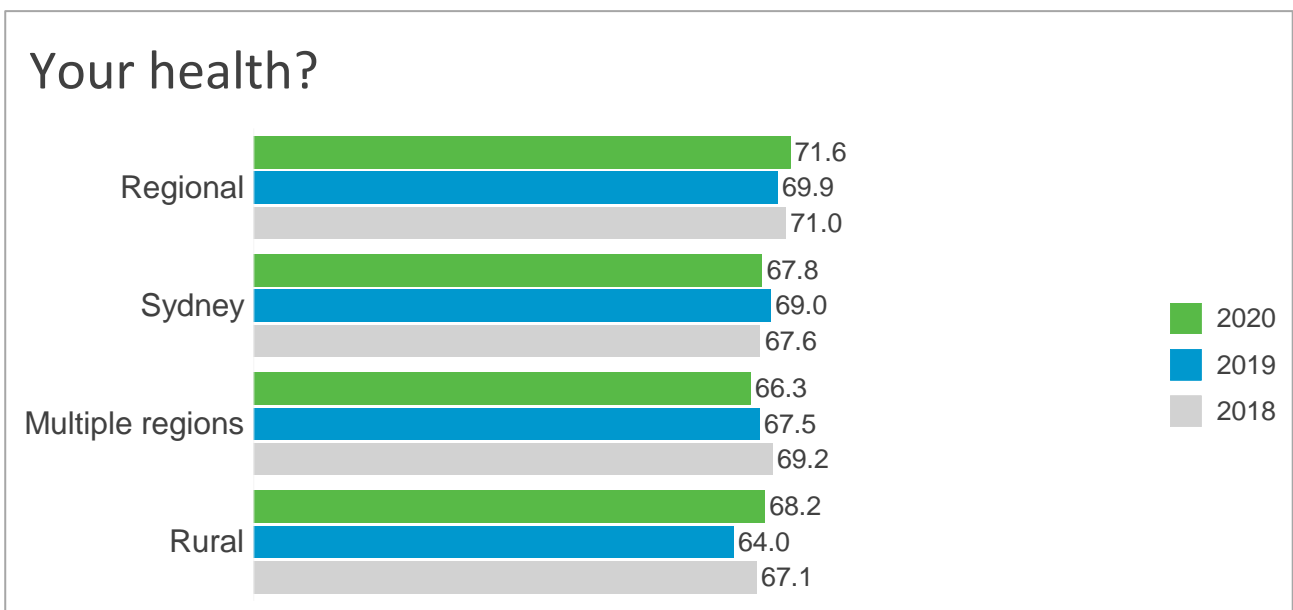


## Health

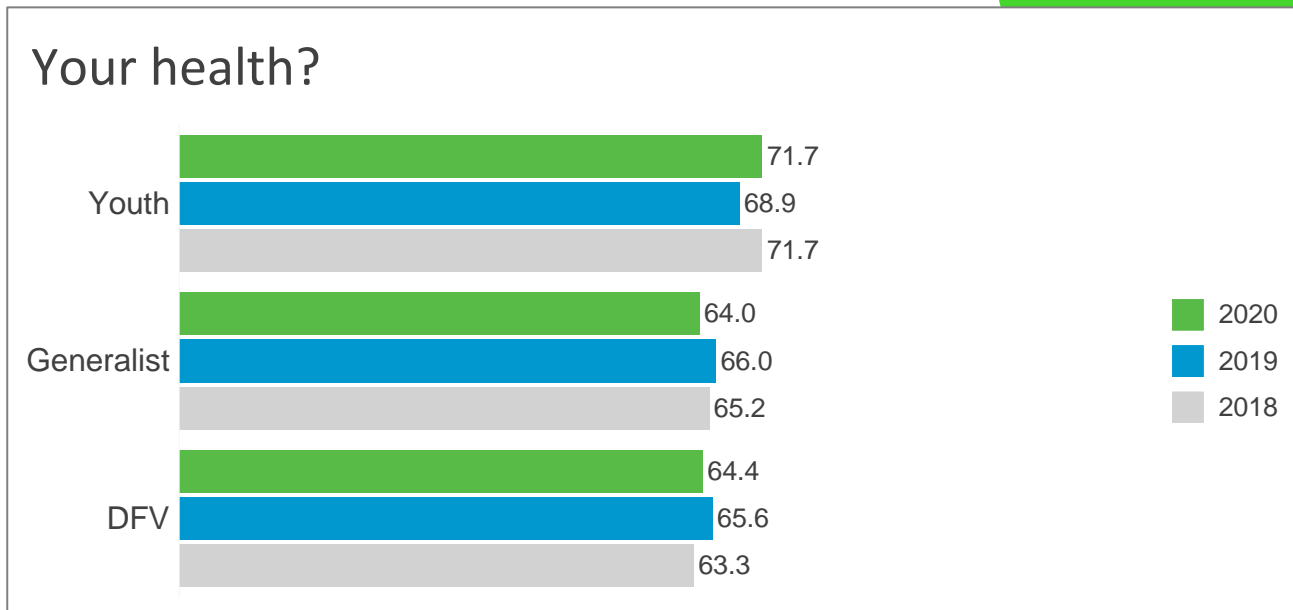
The chart below shows the range in scores for all organisations with at least 10 responses. The average health score was 66.7. The highest score was 86.2 and the lowest was 52.9.



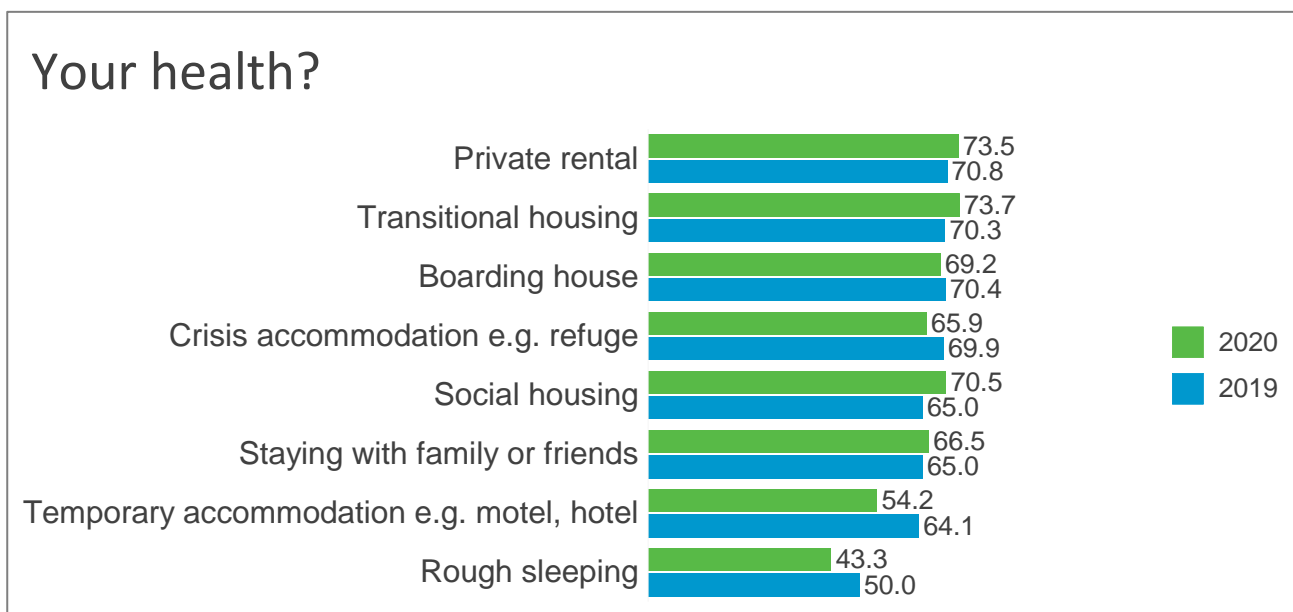
In terms of geographic comparisons, those people in Regional areas had the highest satisfaction with their health (71.6) while it was lowest for organisations covering multiple regions (66.3).



Organisations specialising in Youth support scored the highest overall (71.7), with Generalist organisations scoring lowest (64.0).

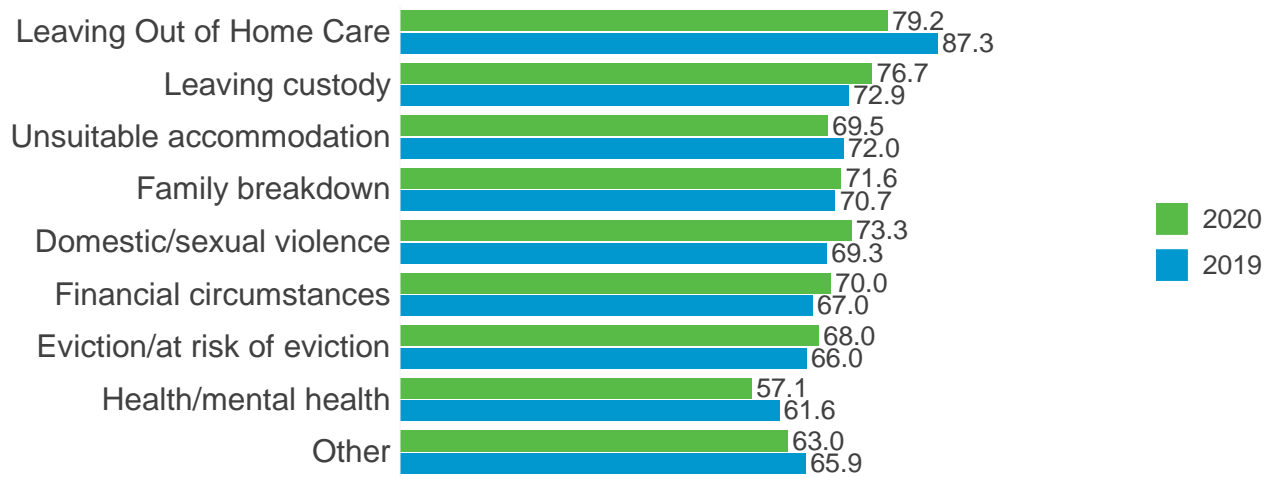


Respondents who sleep rough gave the lowest score for their health (43.3).



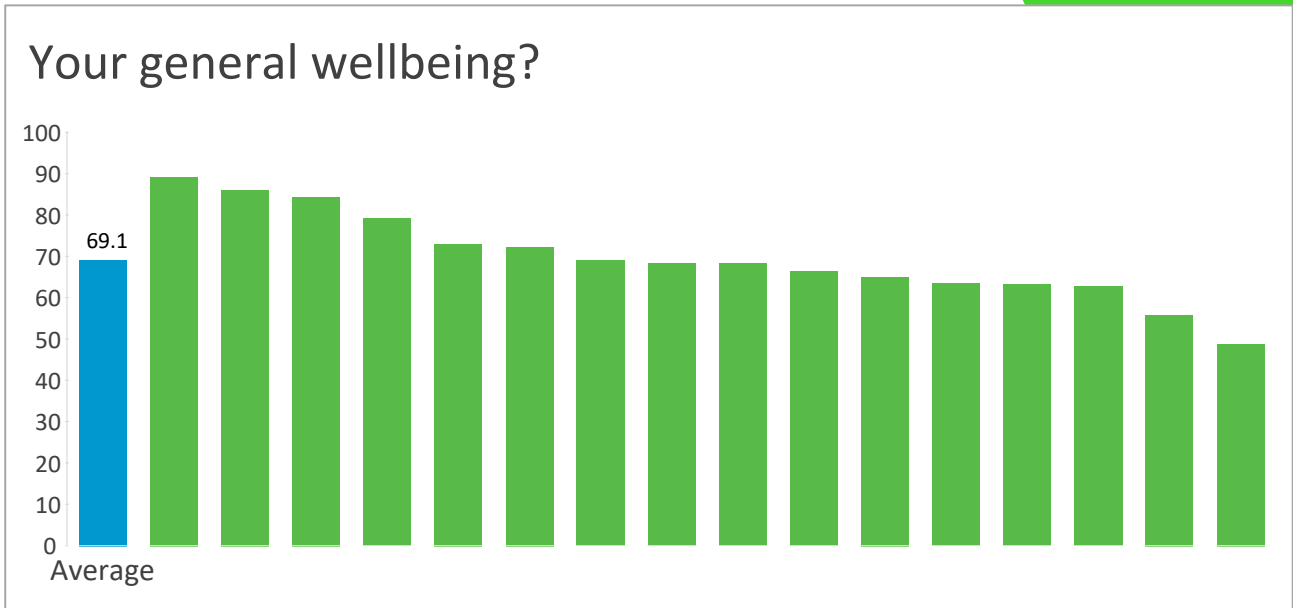
When looking at the reason for seeking support, people who originally requested assistance due to poor health gave the lowest score for their health, (57.1).

## Your health?

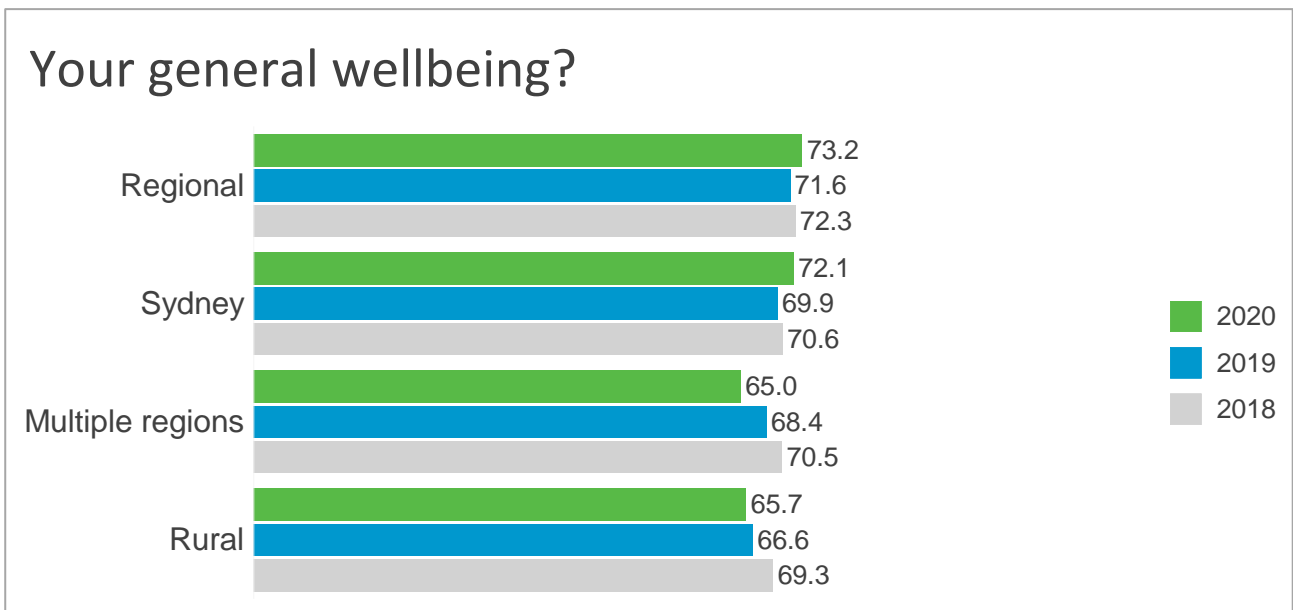


## General Wellbeing

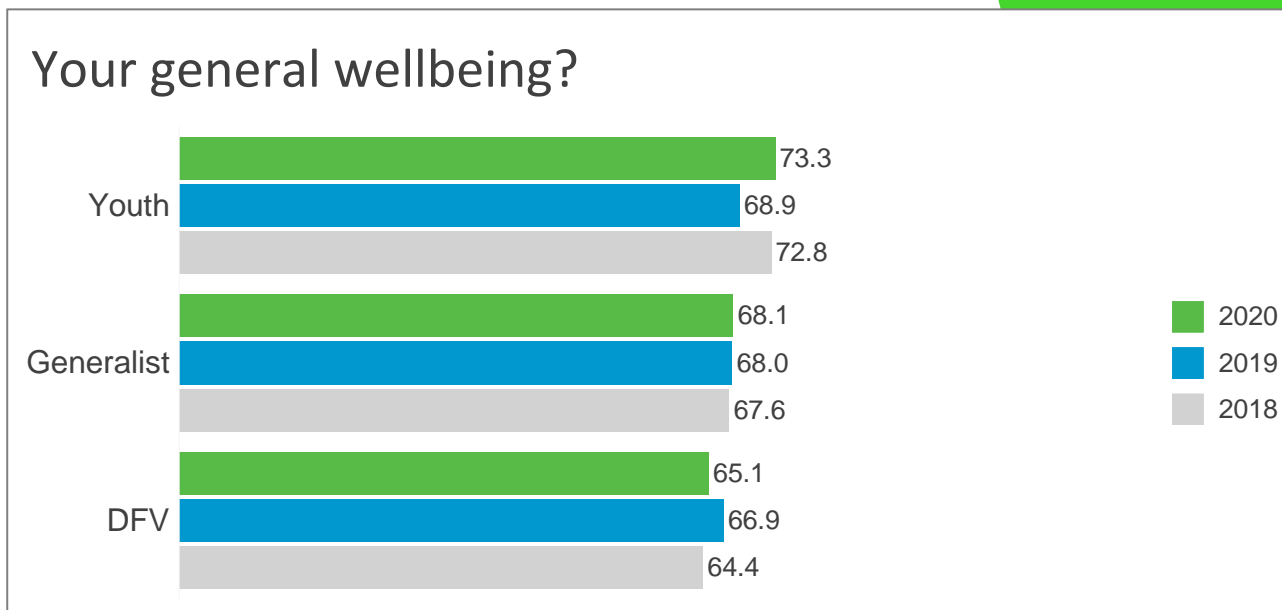
The chart below shows the range in scores for all organisations with at least 10 responses. The average general wellbeing score was 69.1. The highest score was 89.2 and the lowest was 48.8.



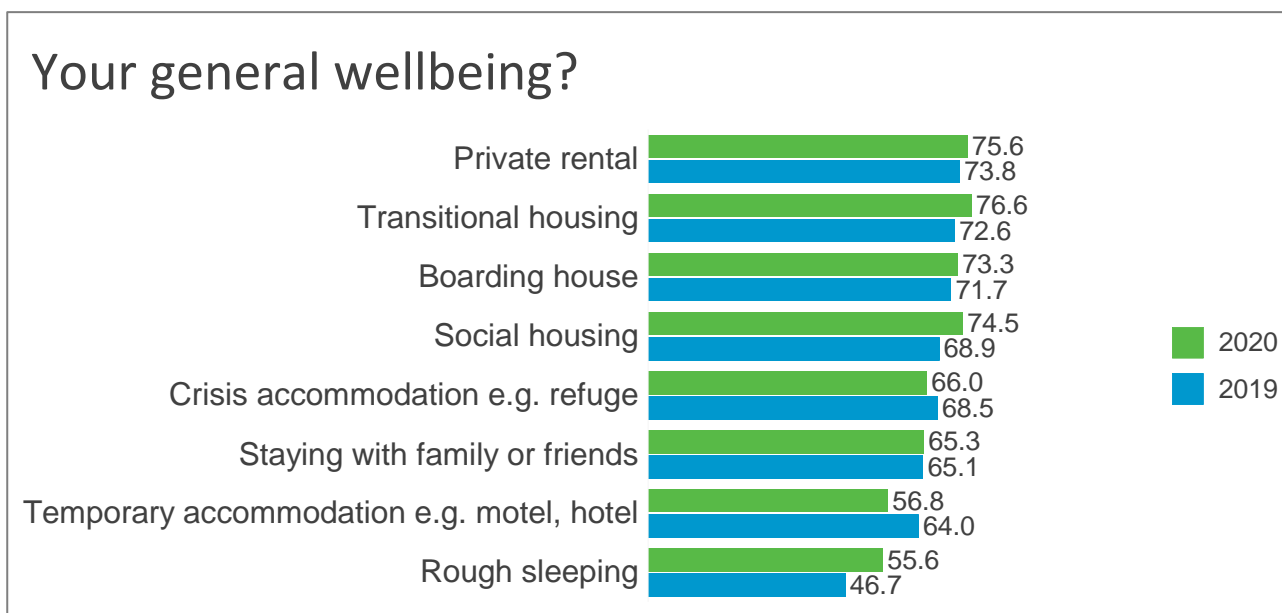
In terms of geographic comparisons, those people in Regional areas had the highest satisfaction with their general wellbeing (73.2) while it was lowest for organisations covering multiple regions (65.0).



Organisations specialising in Youth support scored the highest overall (73.3), with DFV organisations scoring lowest (65.1).

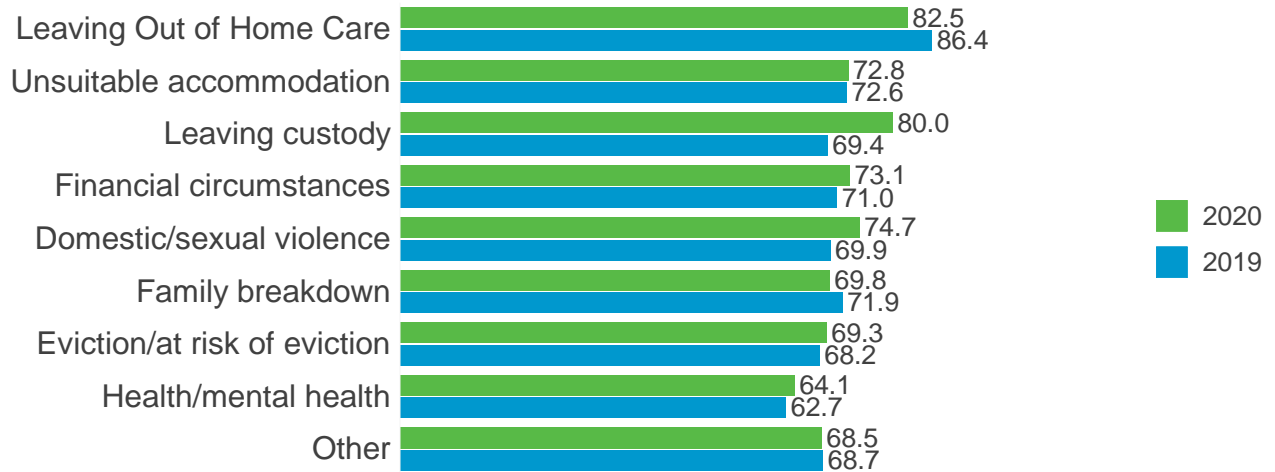


People sleeping rough gave the lowest scores for their general wellbeing (55.6), while those in transitional housing gave the highest scores (76.6).



People who sought assistance when leaving Out of Home Care gave high general wellbeing scores (82.5), while people who sought help due to their health or mental health gave the lowest overall score (64.1)

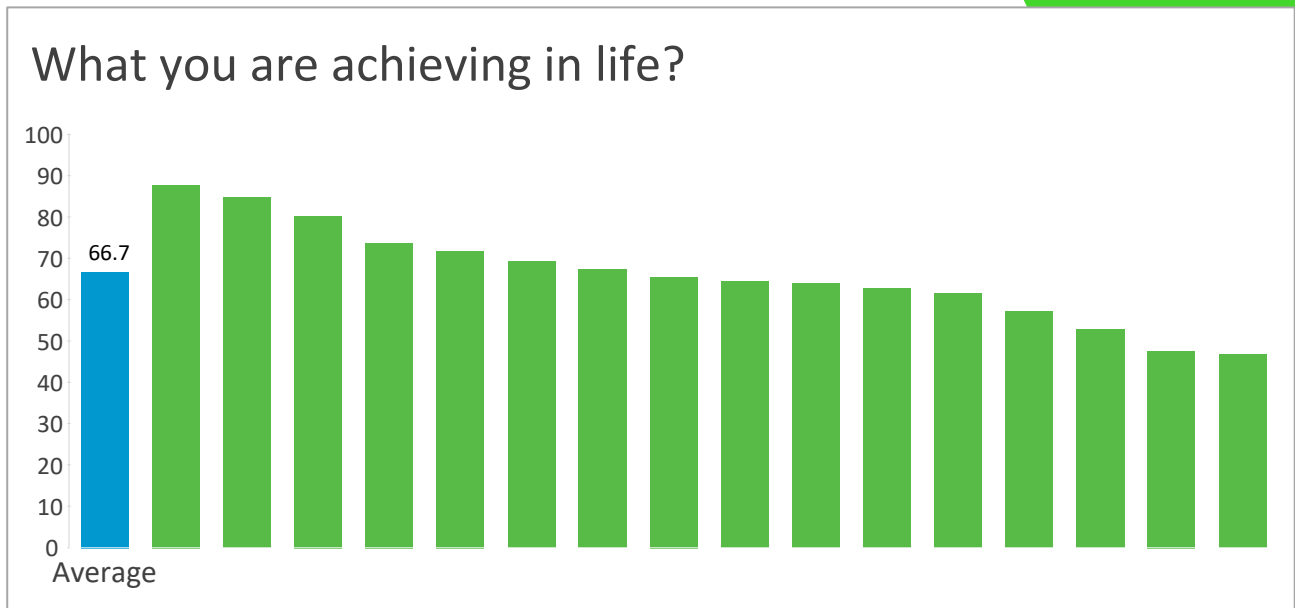
## Your general wellbeing?



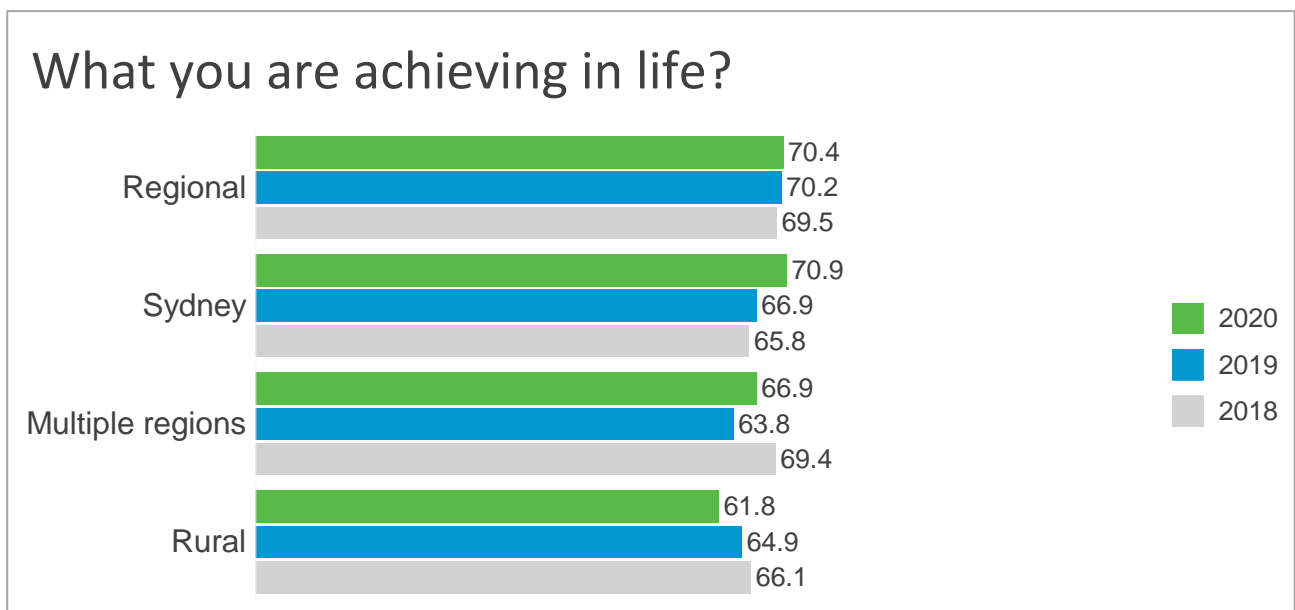


## What you are achieving in life

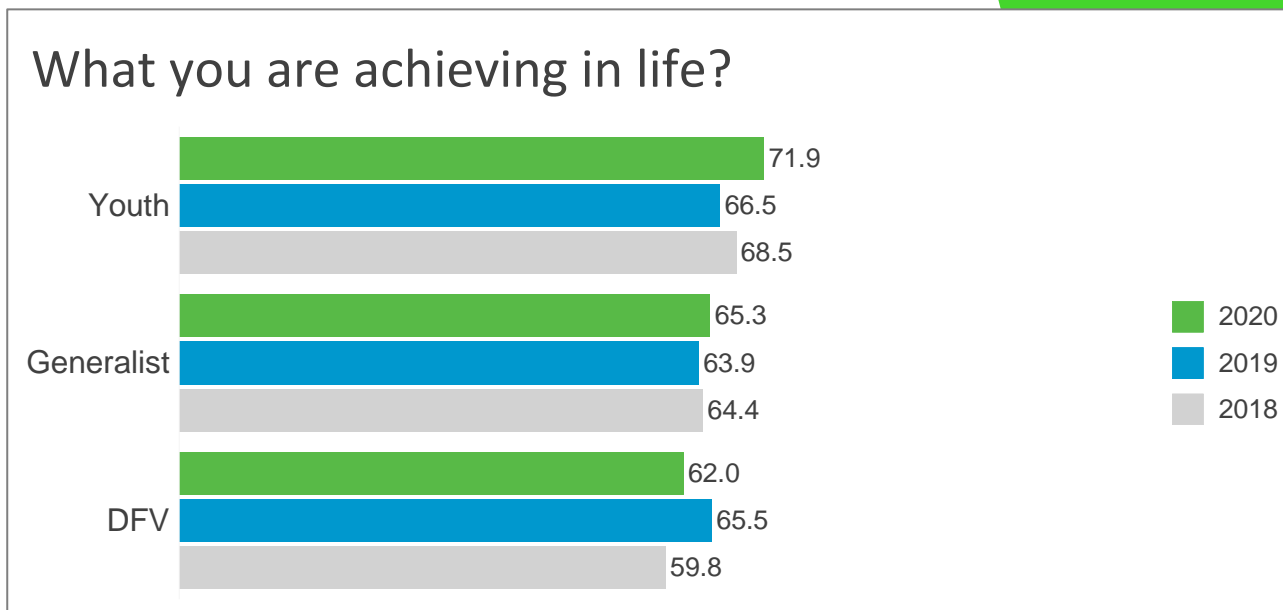
The chart below shows the range in scores for all organisations with at least 10 responses. The average score was 66.7. The highest score was 87.7 and the lowest was 46.7.



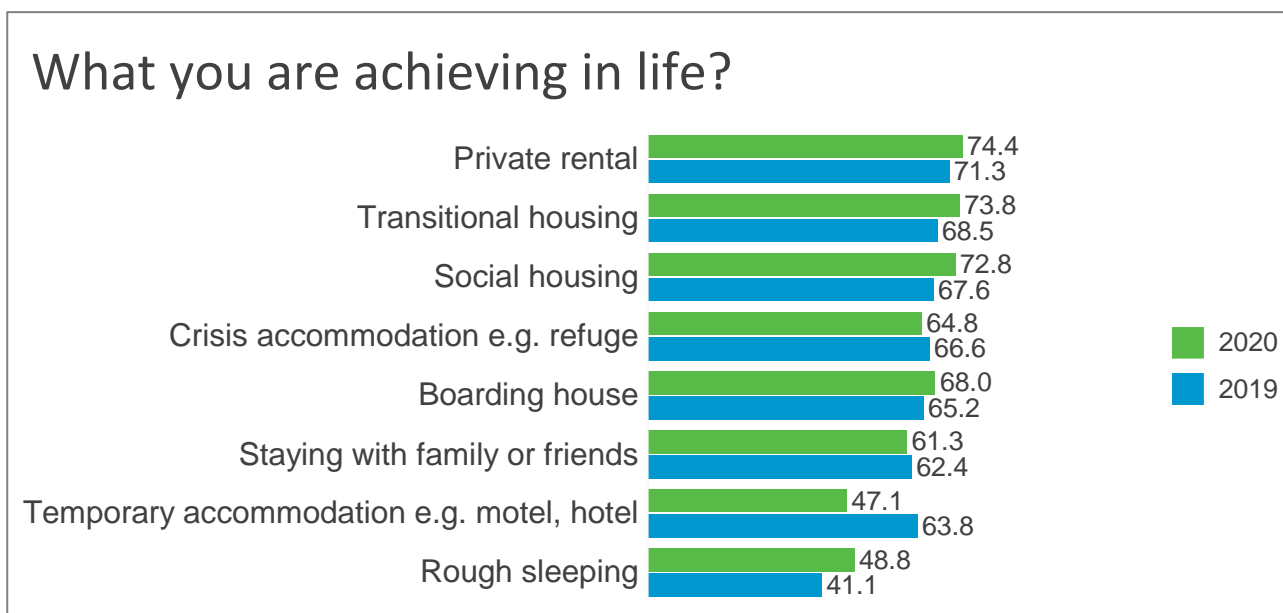
In terms of geographic comparisons, those people in Sydney had the highest satisfaction with what they are achieving in life (70.9) while it was lowest for Rural organisations (61.8).



Organisations specialising in Youth support scored the highest overall (71.9), with DFV organisations scoring lowest (62.0).

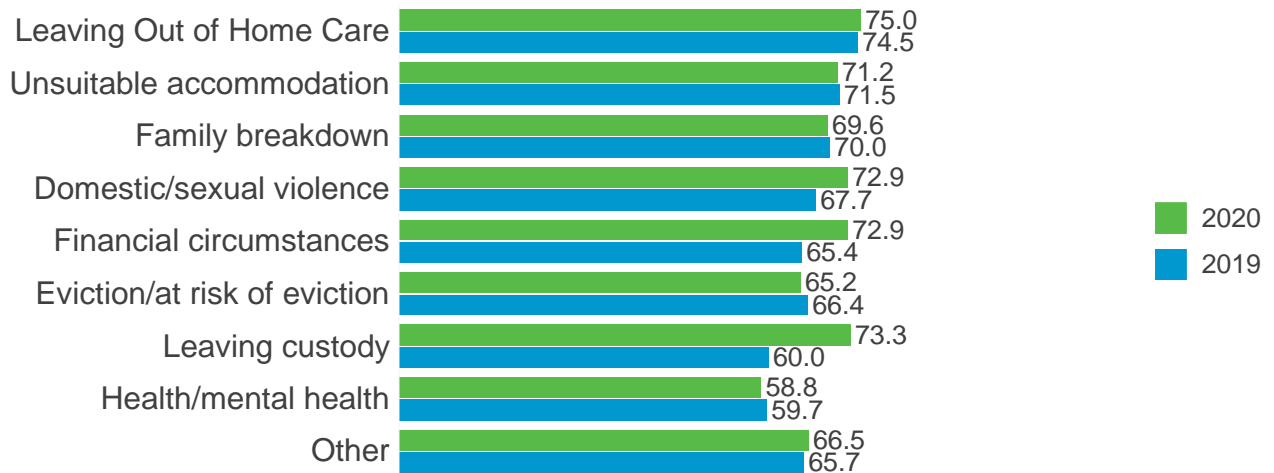


People in temporary accommodation gave the lowest score (47.1), with those in private rental top scoring with 74.4.



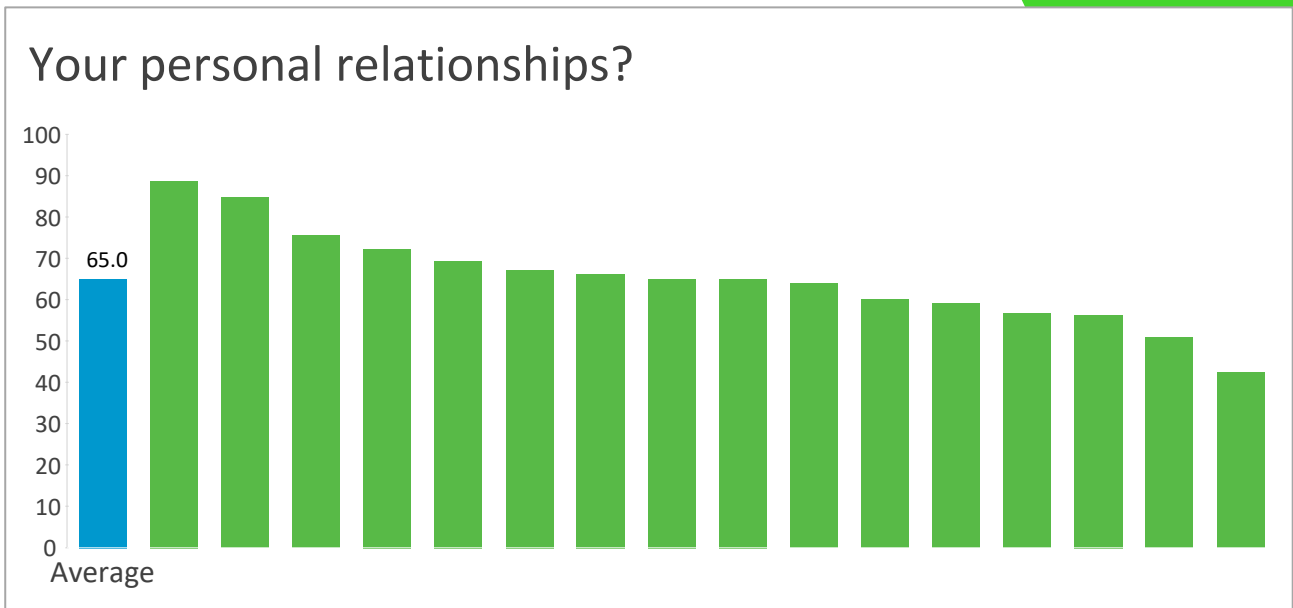
People who sought assistance when leaving Out of Home Care gave the highest score for what they are achieving in life (75.0), while those who sought help due to their health or mental health gave the lowest score (58.8).

## What you are achieving in life?

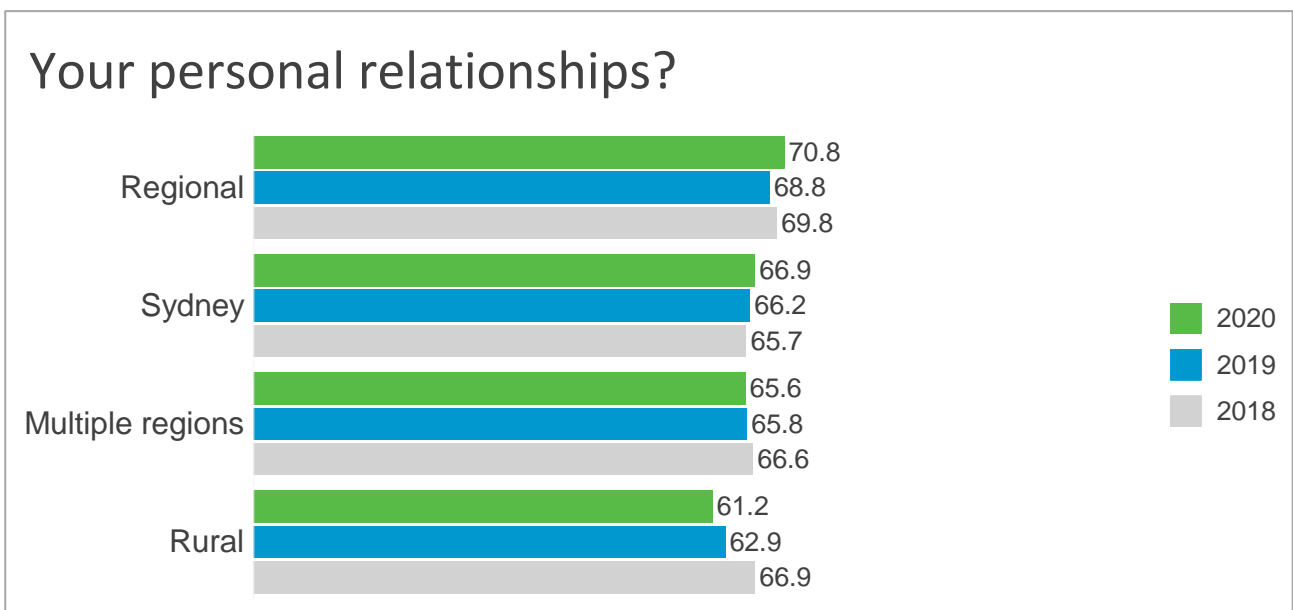


## Personal Relationships

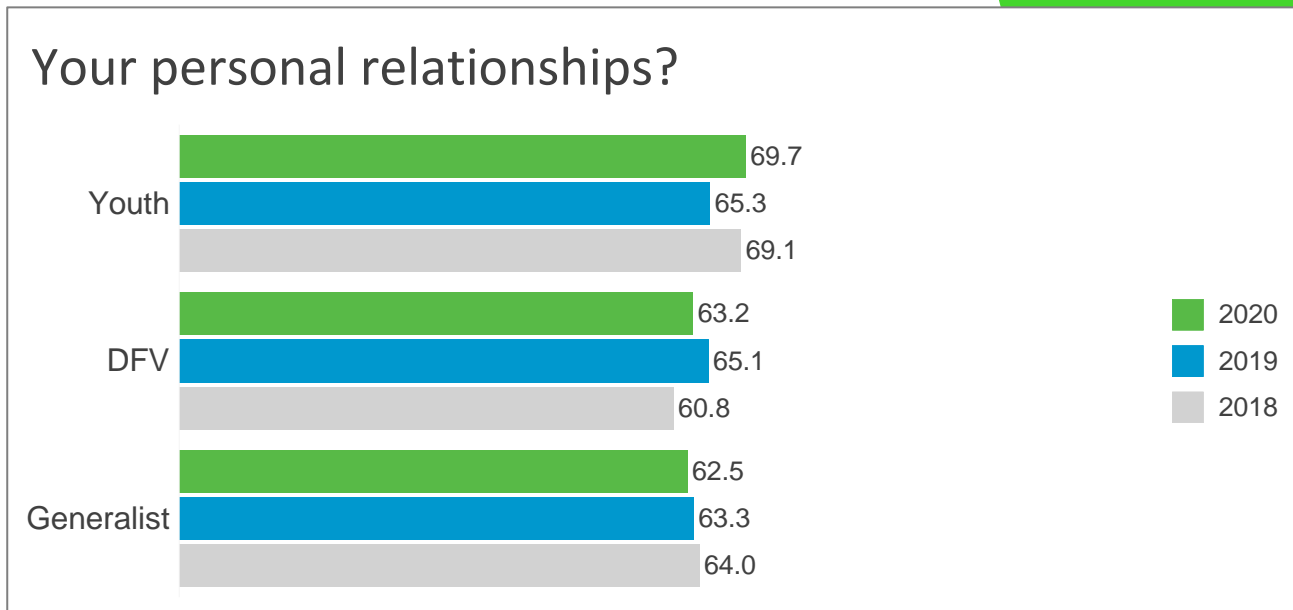
The chart below shows the range in scores for all organisations with at least 10 responses. The average score was 65.0, the highest score was 88.7 and the lowest was 42.4.



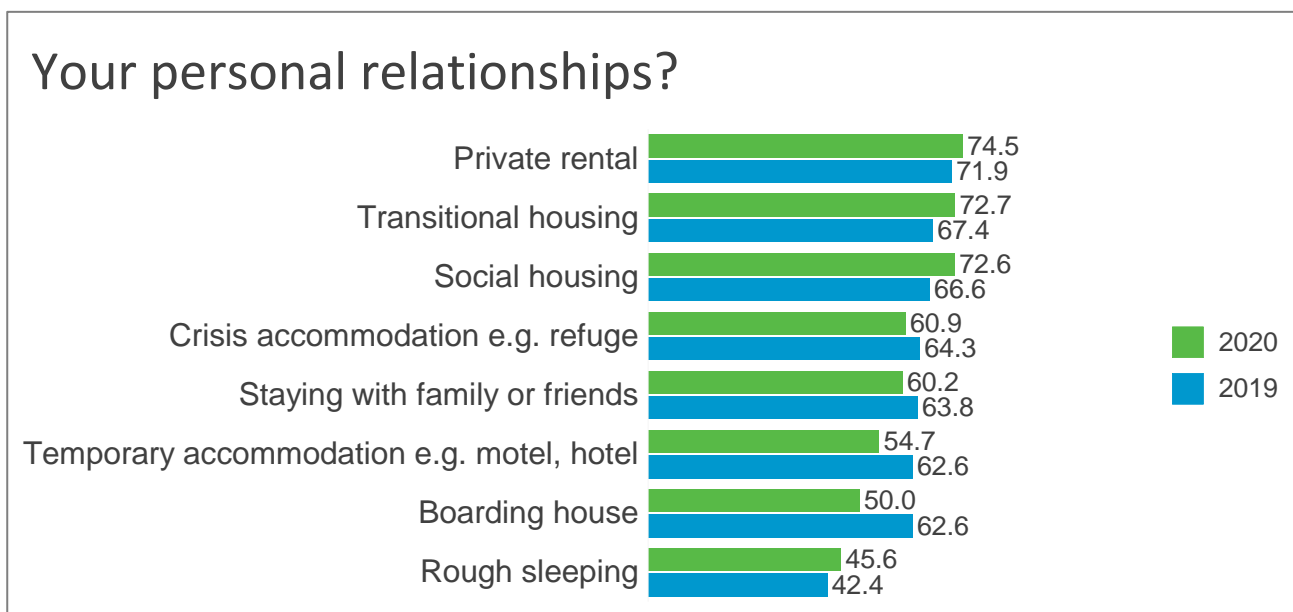
In terms of geographic comparisons, there was some variation with the lowest score being for Rural respondents (61.2) and the highest for Regional respondents (70.8).



Organisations specialising in Youth support scored the highest overall (69.7), with Generalist organisations scoring lowest (62.5).

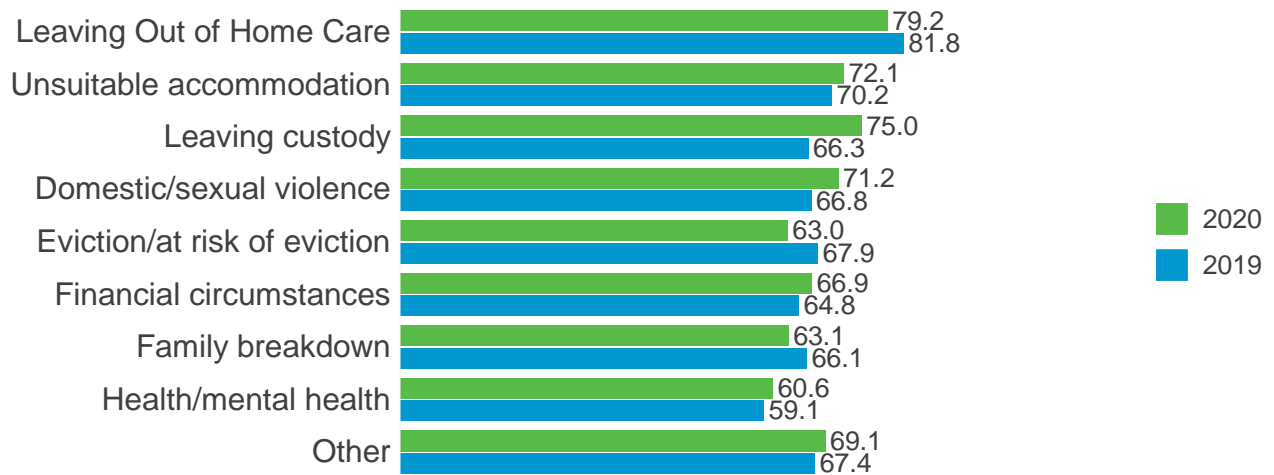


Those sleeping rough are the least positive (45.6), other scores ranged between 50.0 and 74.5.



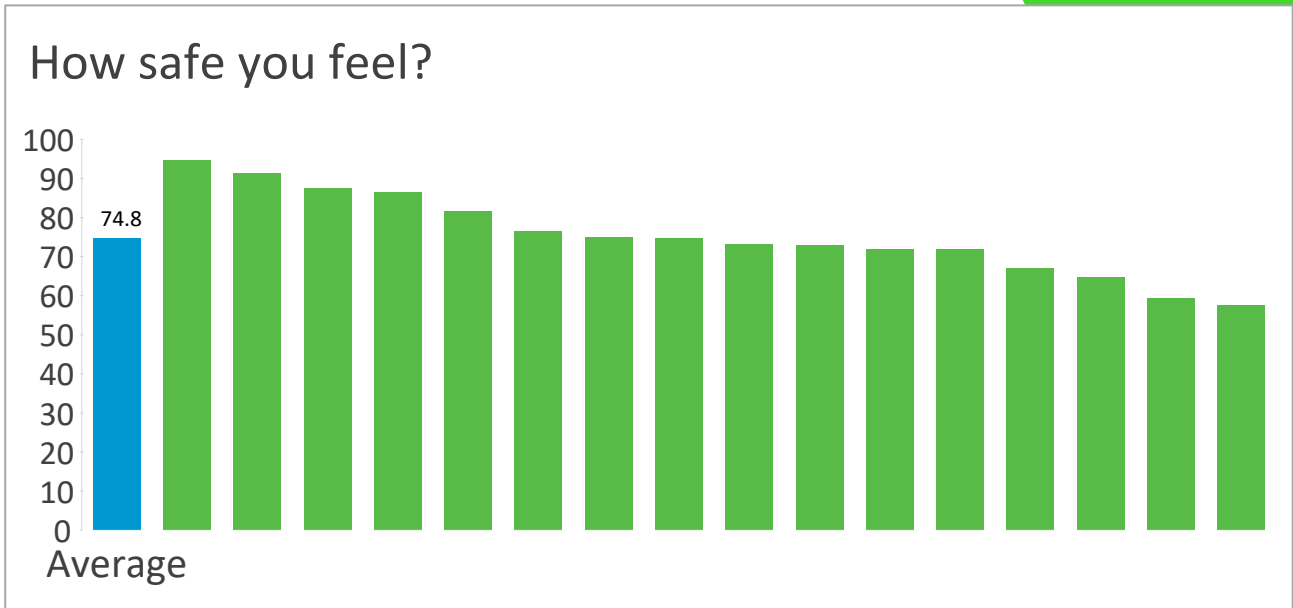
People who sought assistance after leaving Out of Home Care gave the highest scores for their personal relationships (79.2). Those who sought assistance with health issues gave the lowest score (60.6).

## Your personal relationships?

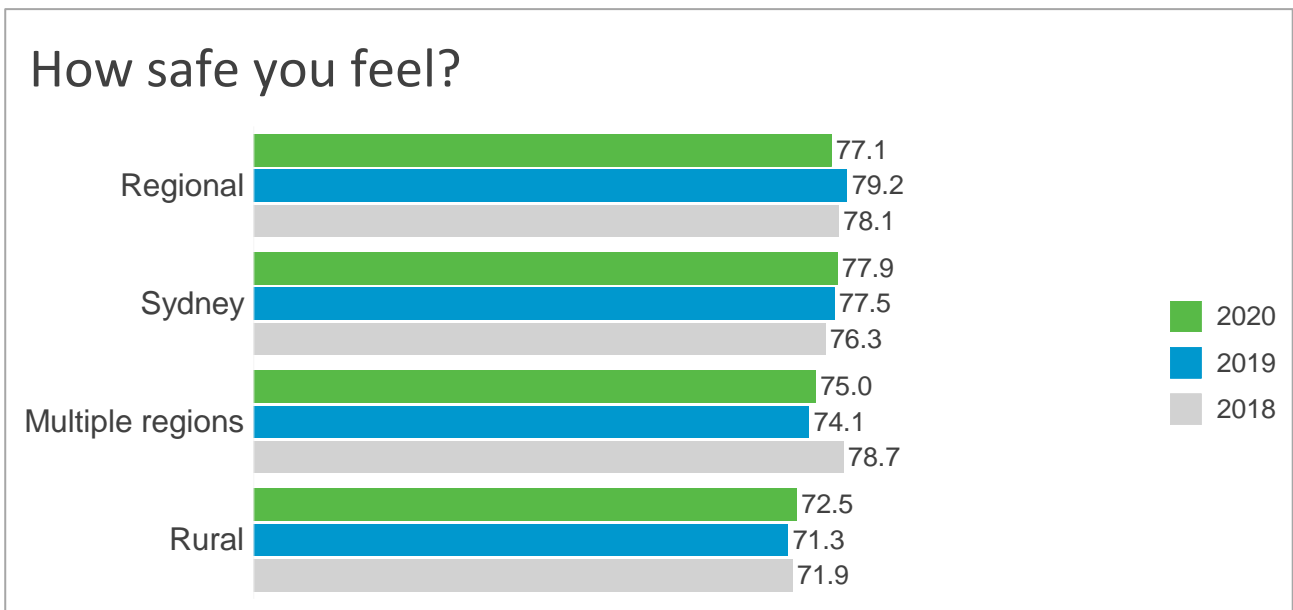


## Personal safety

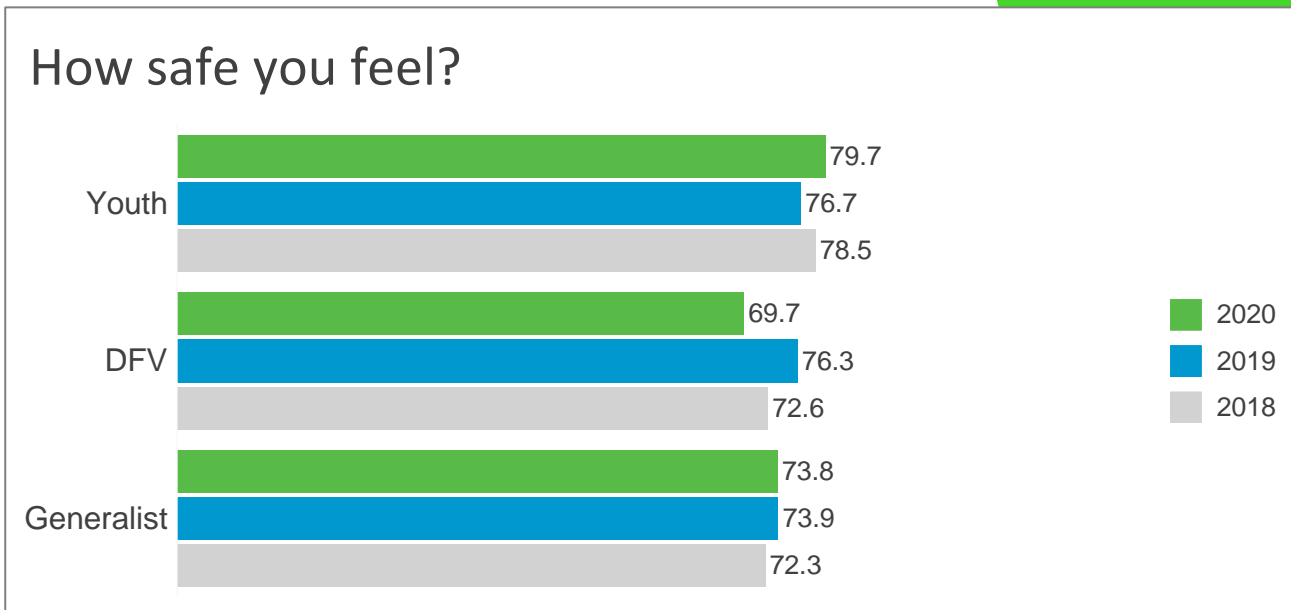
The chart below shows the range in scores for all organisations with at least 10 responses. The average score was 74.8. The highest score was 94.6 and the lowest was 57.5.



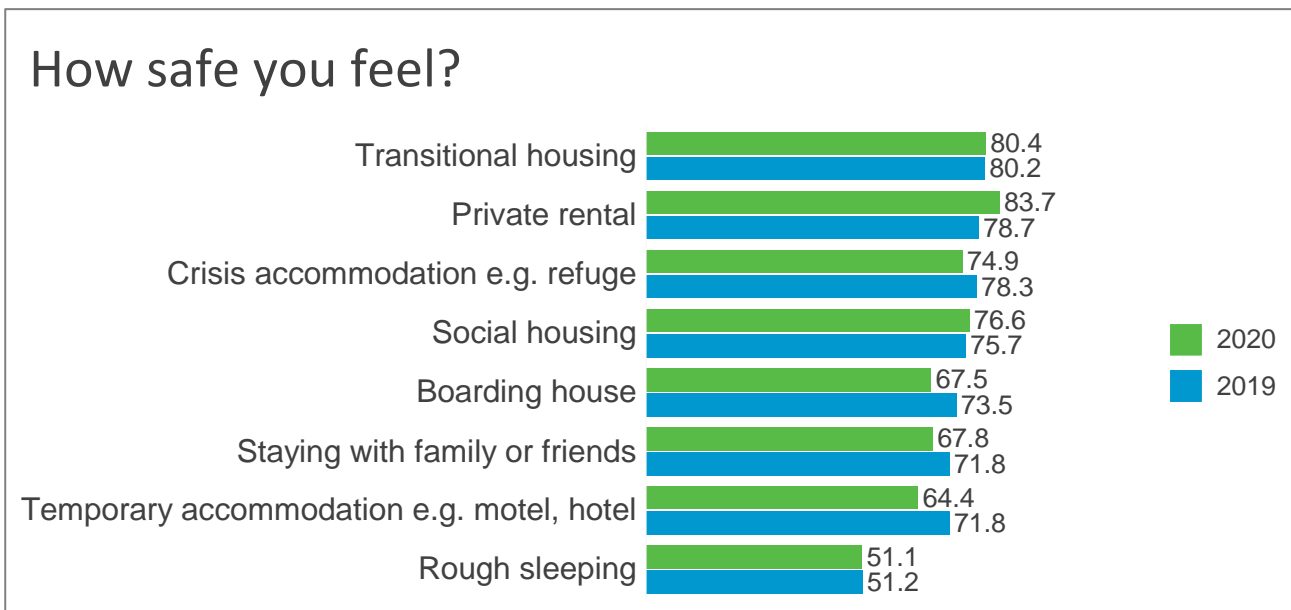
In terms of geographic comparisons, those people who are clients of Regional organisations had the highest satisfaction with how safe they feel (77.1) while it was lowest in Rural areas (72.5).



Organisations specialising in Youth scored the highest overall (79.7), with DFV organisations scoring lowest (69.7).



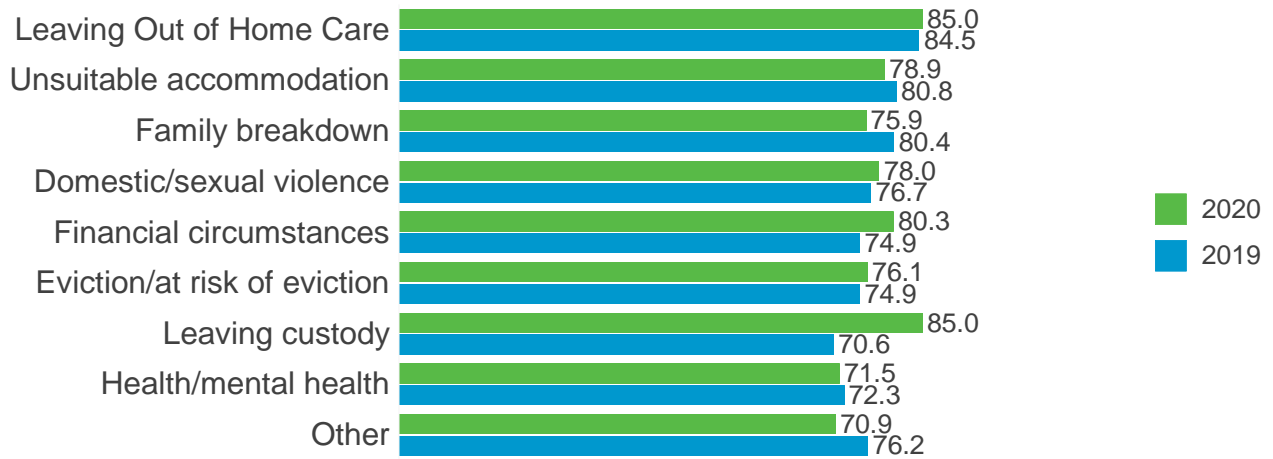
People living in private rental gave the highest score for how safe they feel (83.7), while those sleeping rough gave a score of just 51.1.





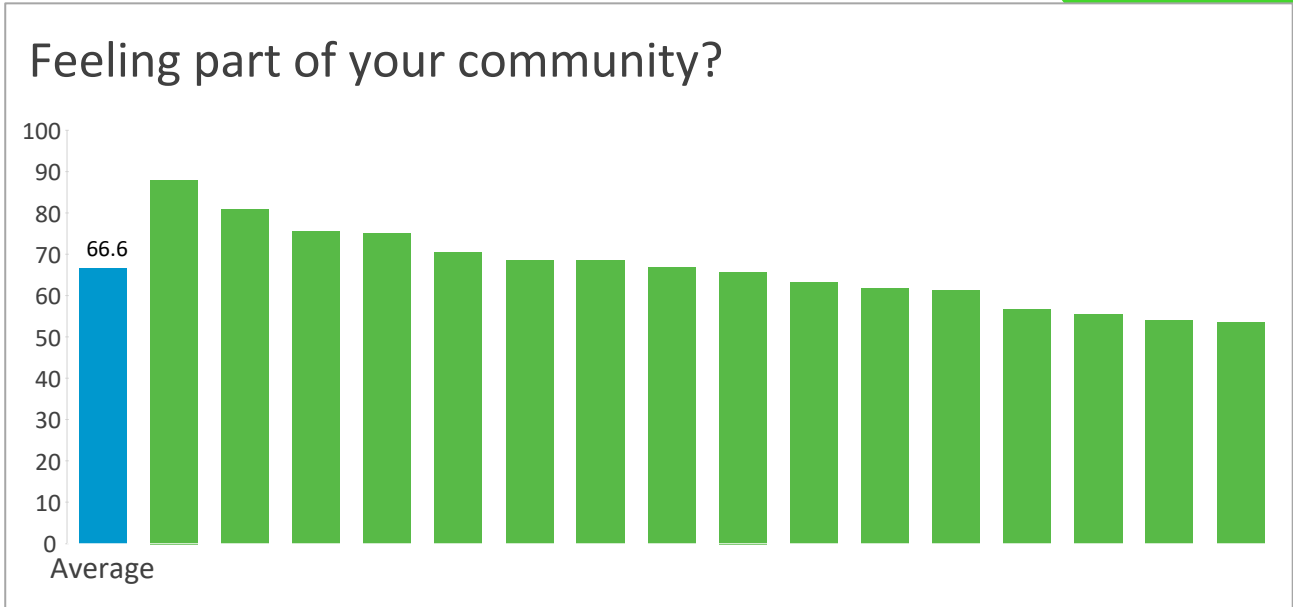
There was some variation in scores when comparing the reasons that people sought assistance, ranging from 71.5 to 85.0.

## How safe you feel?

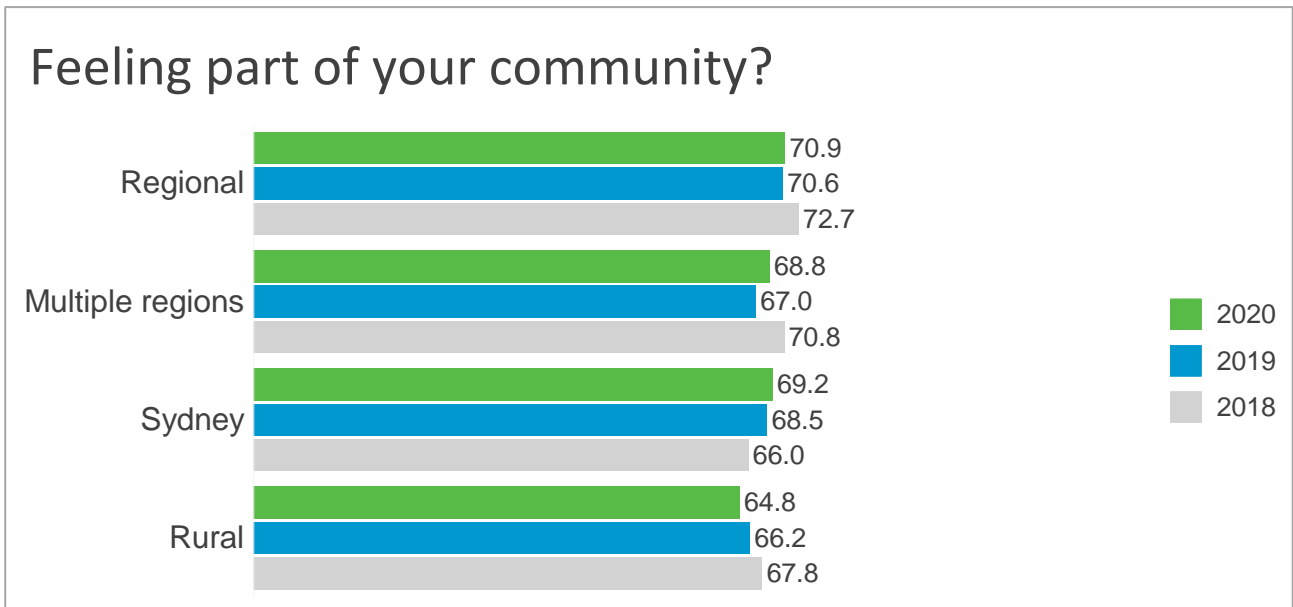


## Community

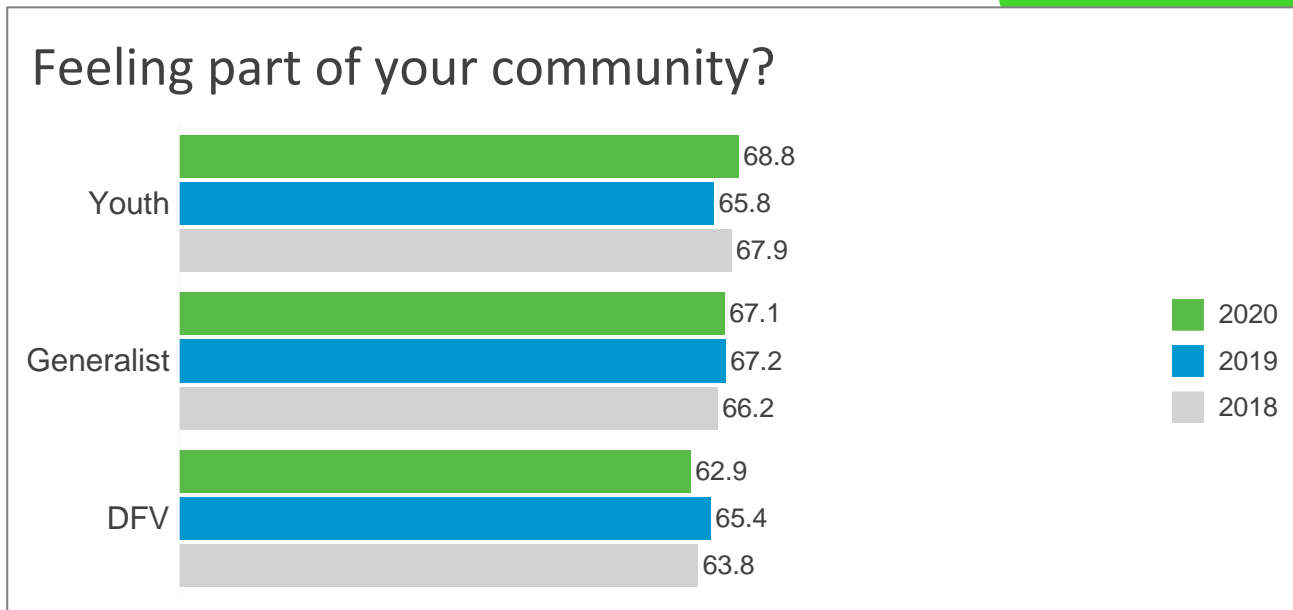
The chart below shows the range in scores for all organisations with at least 10 responses. The average score was 66.6. The highest score was 88.0 and the lowest was 53.5.



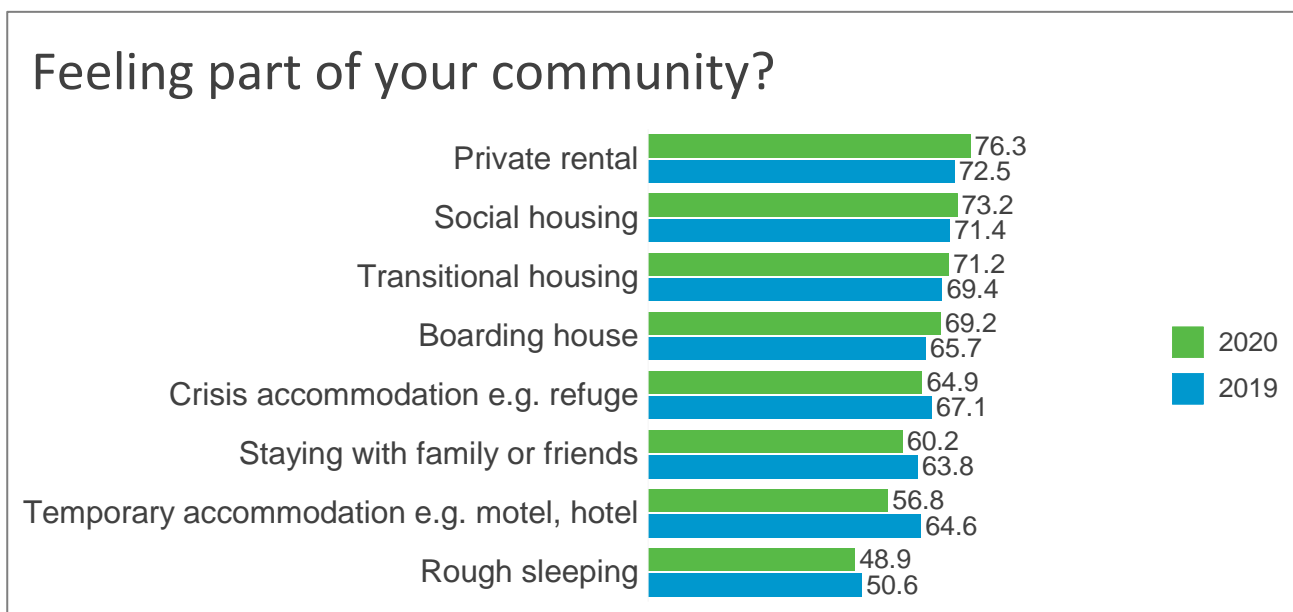
In terms of geographic comparisons there was little variation with the lowest score being 64.8 for Rural organisations and the highest 70.9 for Regional organisations.



Organisations specialising in Youth support scored the highest overall (68.8), with DFV organisations scoring lowest (62.9).

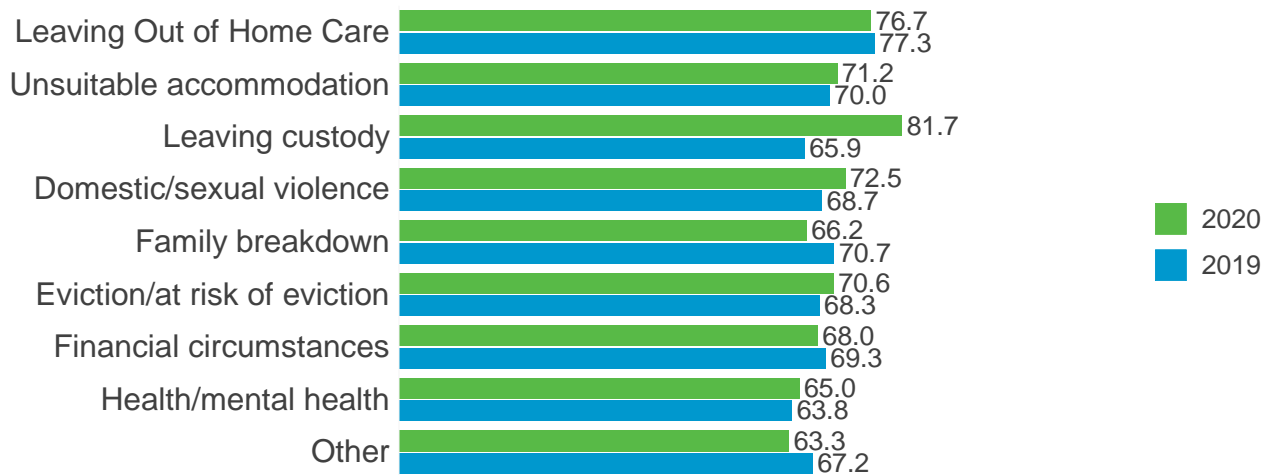


Those sleeping rough were the least positive (48.9), other scores ranged from 56.8 to 76.3.



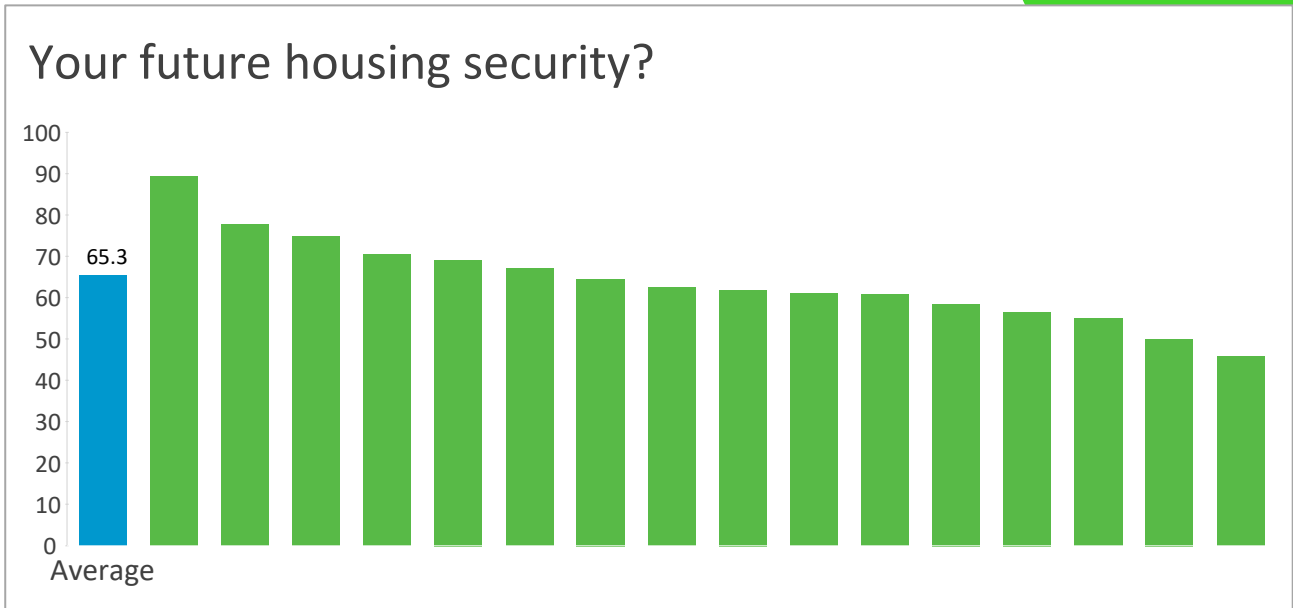
People who sought assistance after leaving custody were the most positive about feeling part of the community (81.7), while those who sought assistance with health issues gave the lowest scores (65.0).

## Feeling part of your community?

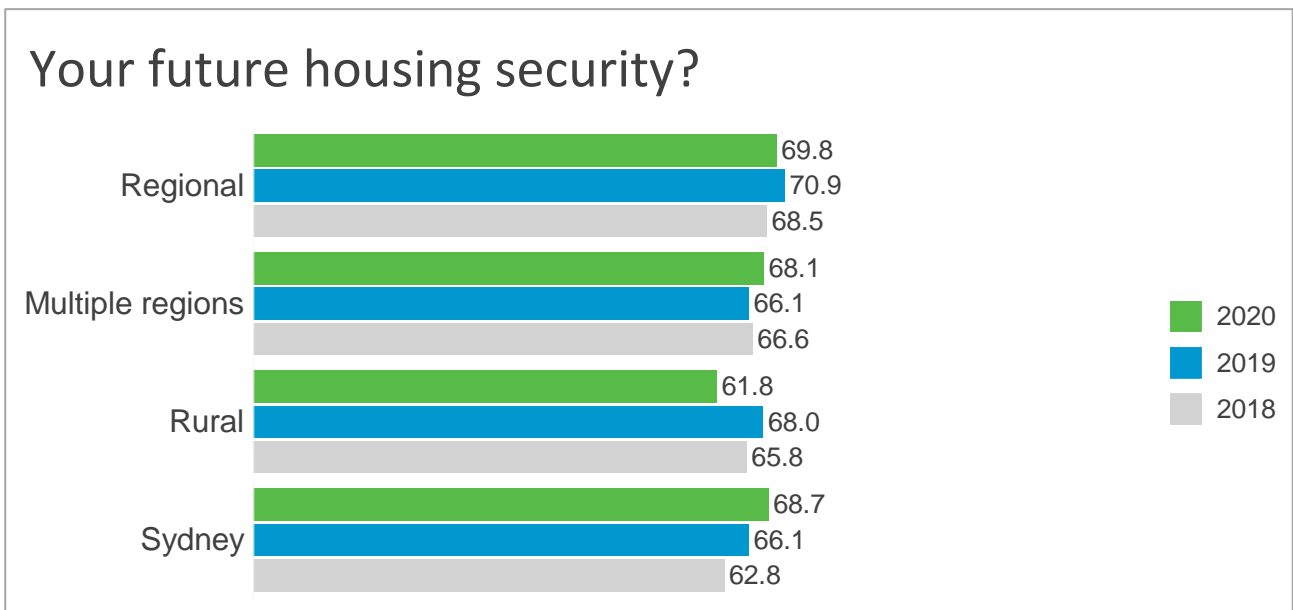


## Housing security

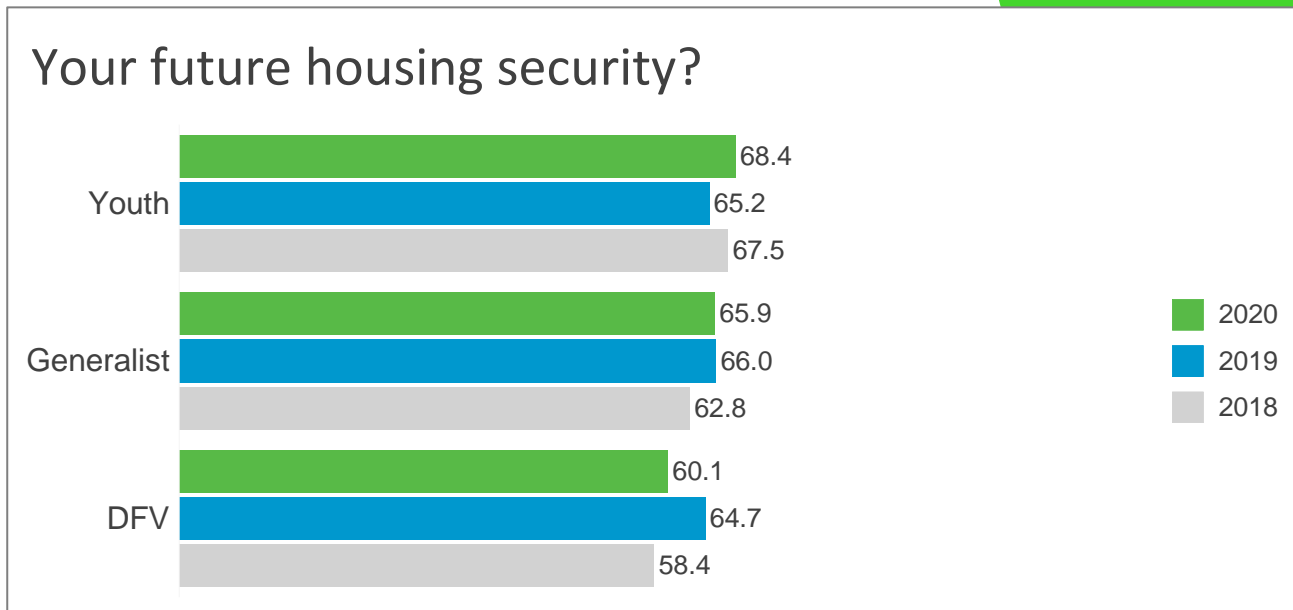
The chart below shows the range in scores for all organisations with at least 10 responses. The average score was 65.3. The highest score was 89.3 and the lowest was 45.8.



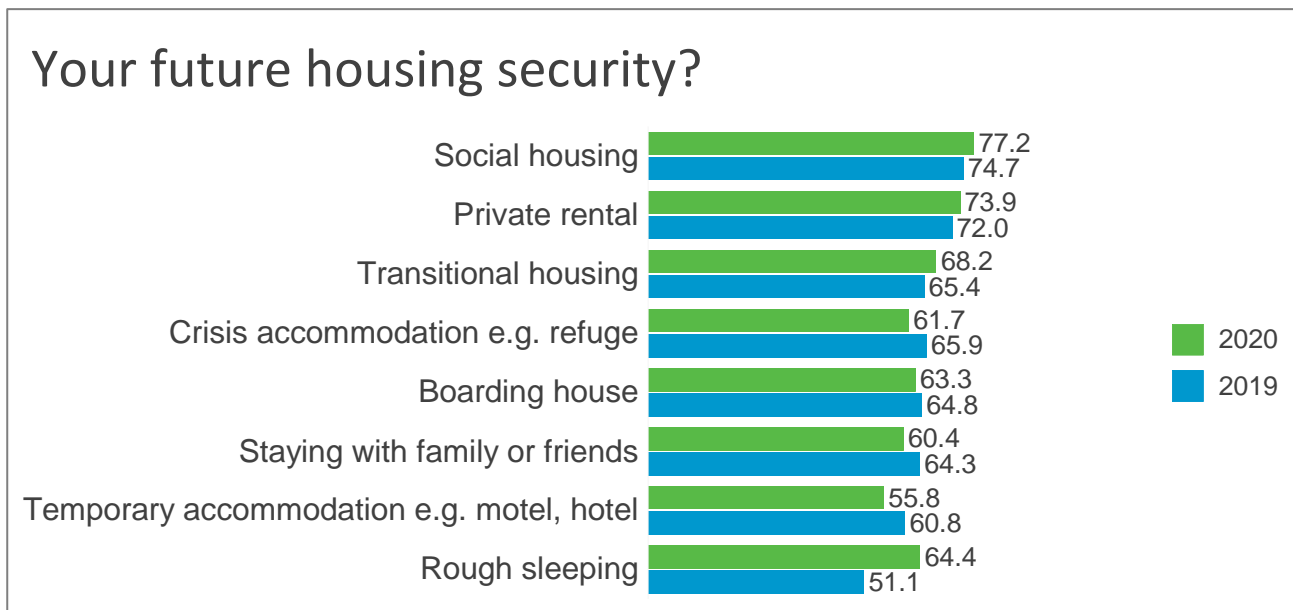
In terms of geographic comparisons, there was some variation. The highest score was 69.8 (Regional) and the lowest score was 61.8 (Rural).



Organisations specialising in Youth support scored the highest overall (68.4), with DFV organisations scoring lowest (60.1).

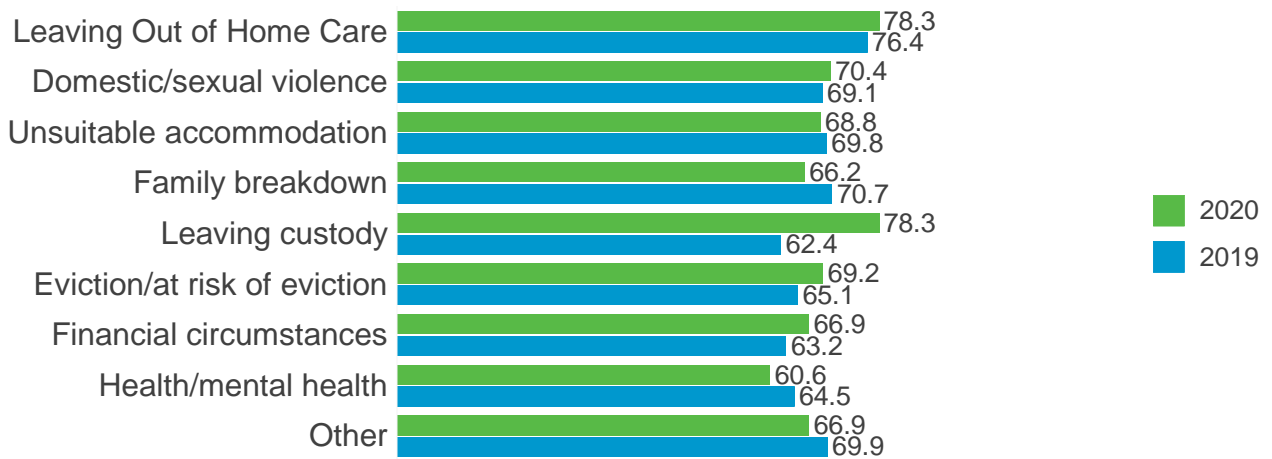


Regarding future housing security, people in temporary accommodation were the least positive (55.8). The most positive were those in social housing (77.2).



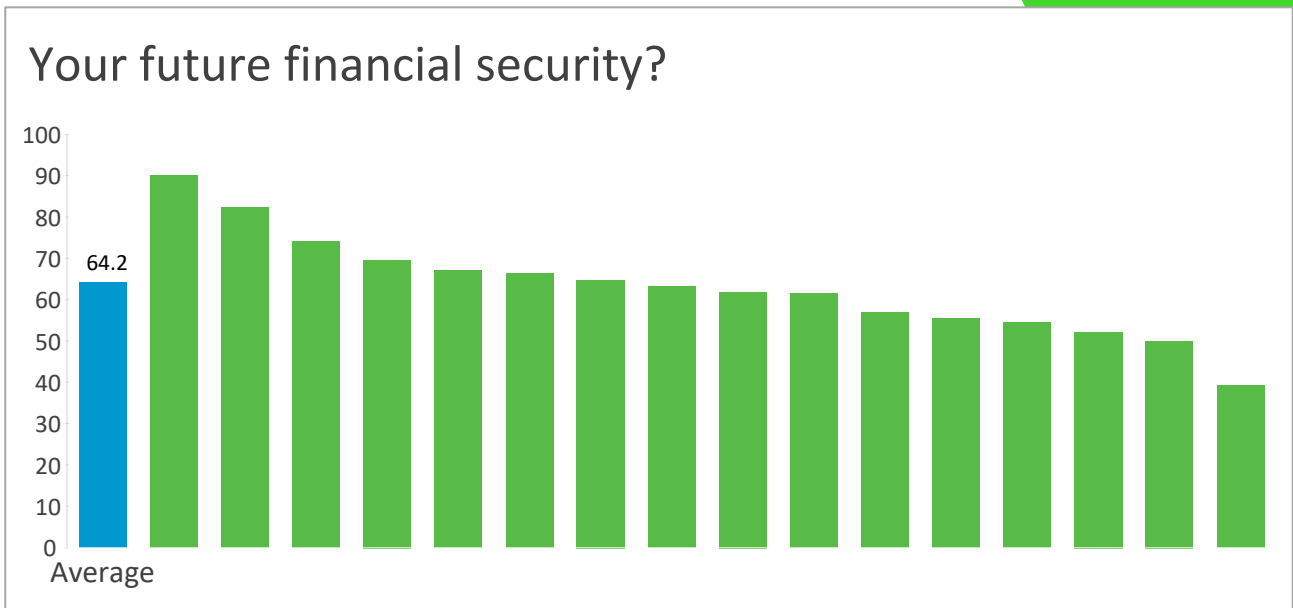
People who sought assistance after leaving Out of Home Care and after leaving custody were the most positive about their future housing security (both 78.3) while those who sought assistance for health or mental health reasons gave the lowest scores (60.6).

## Your future housing security?

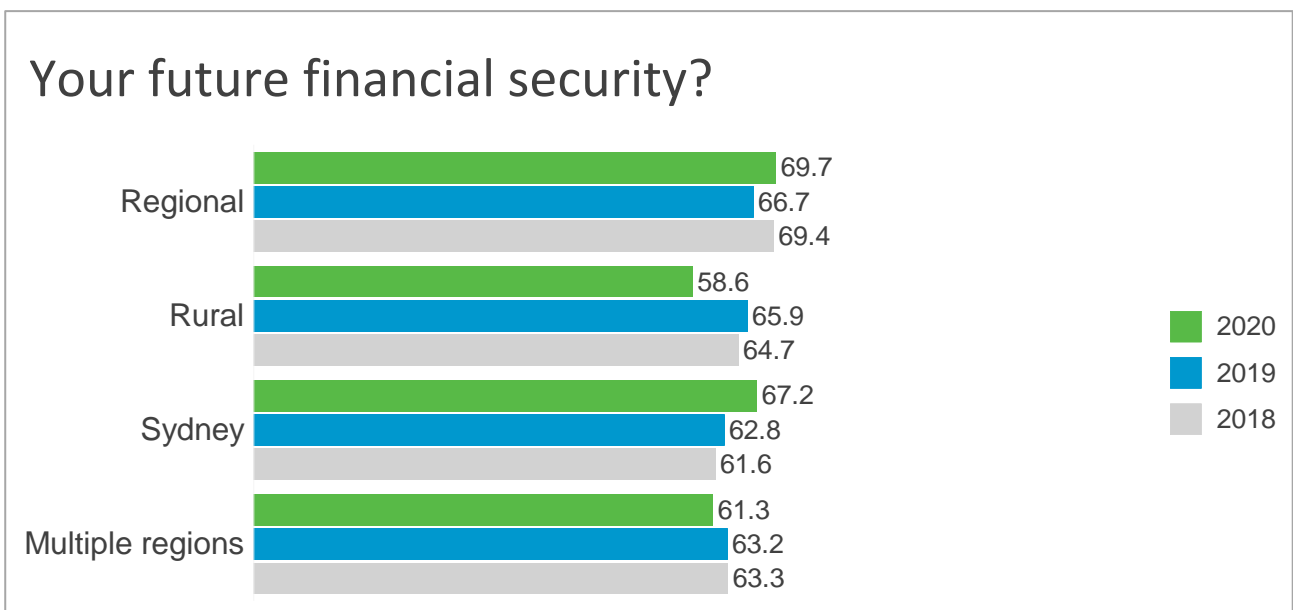


## Financial Security

The chart below shows the range in scores for all organisations with at least 10 responses. The average was 64.2. The highest score was 90.0 and the lowest was 39.2.

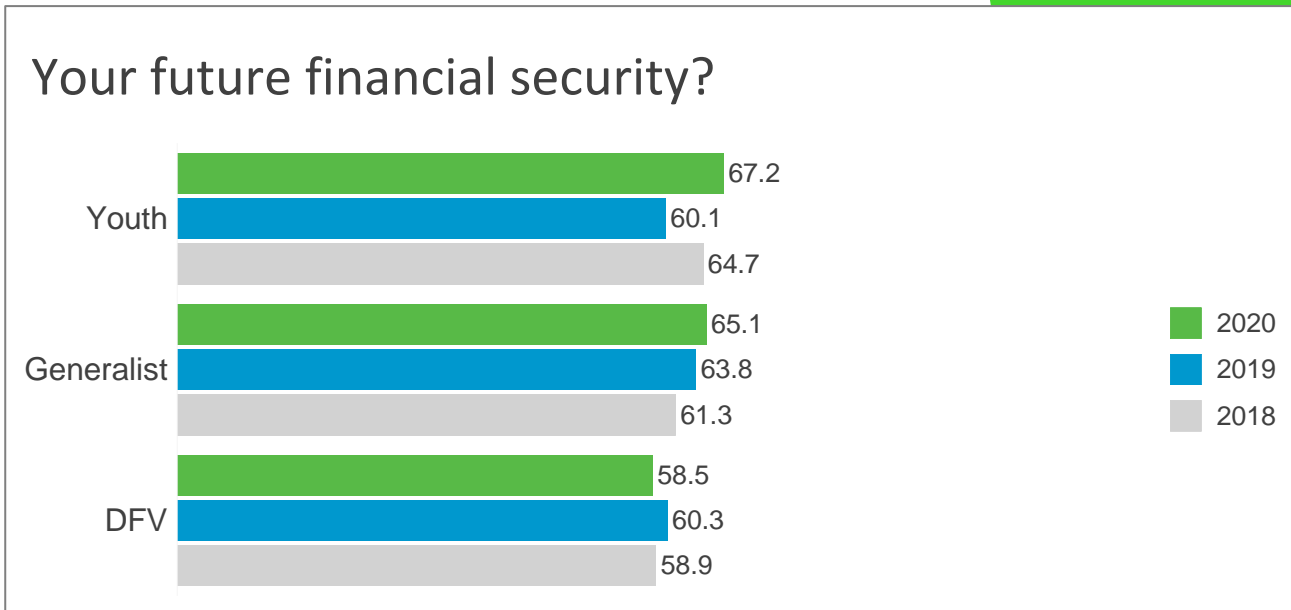


In terms of geographic comparisons the lowest score was for Rural organisations (58.6) and the highest score was for Regional organisations (69.7).

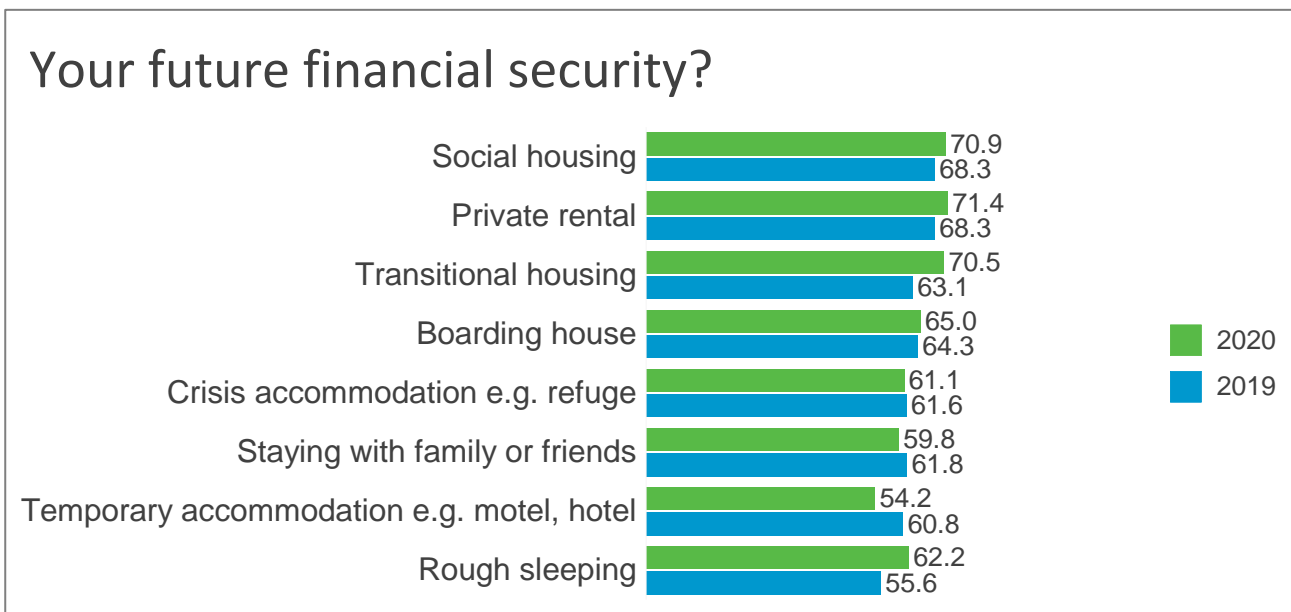




Youth organisations scored the highest overall (67.2), with DFV organisations scoring lowest (58.5).

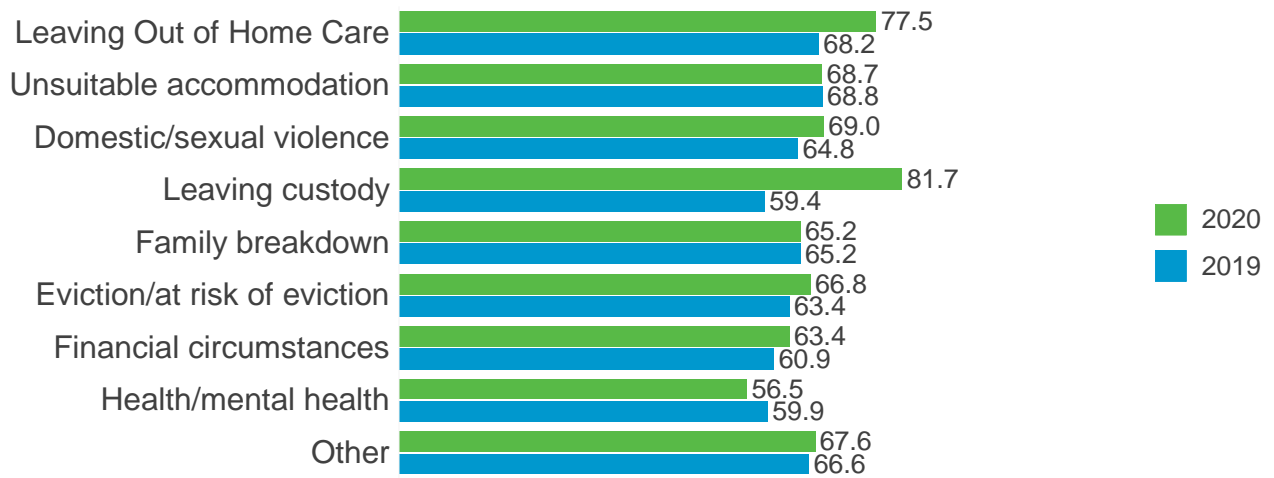


In terms of financial security, there was less variation when comparing accommodation type; the lowest score being for temporary accommodation (54.2) and the highest for those in private rental (71.4).



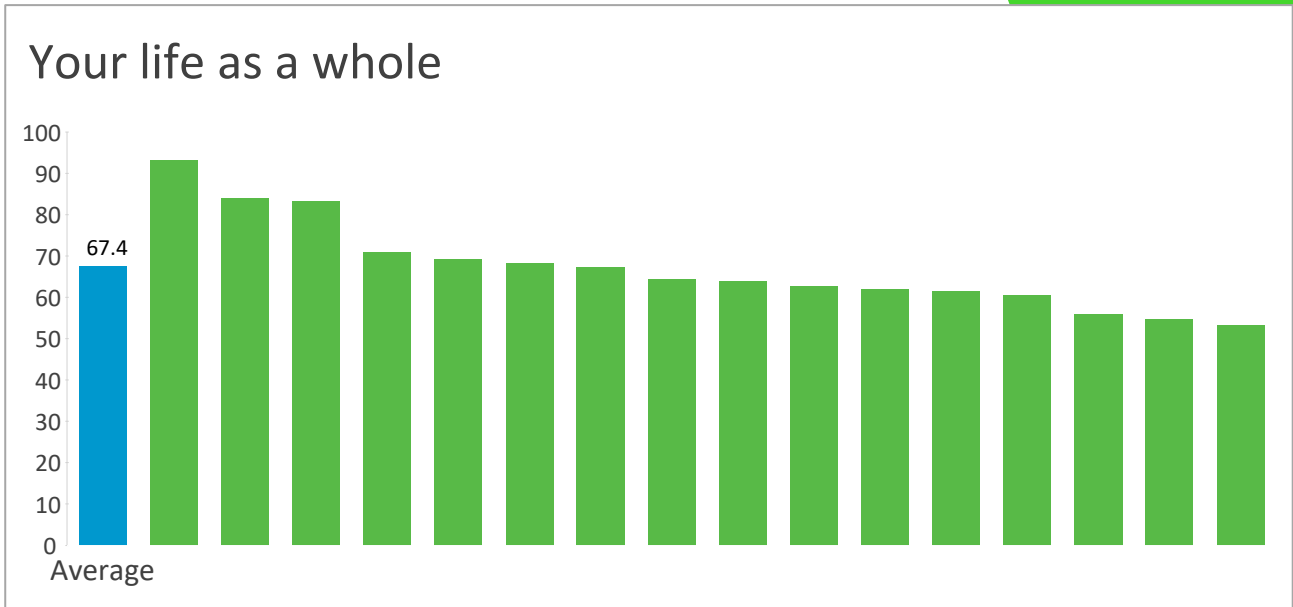
When comparing responses by the reason for seeking help, the scores ranged between 56.5 and 81.7.

## Your future financial security?

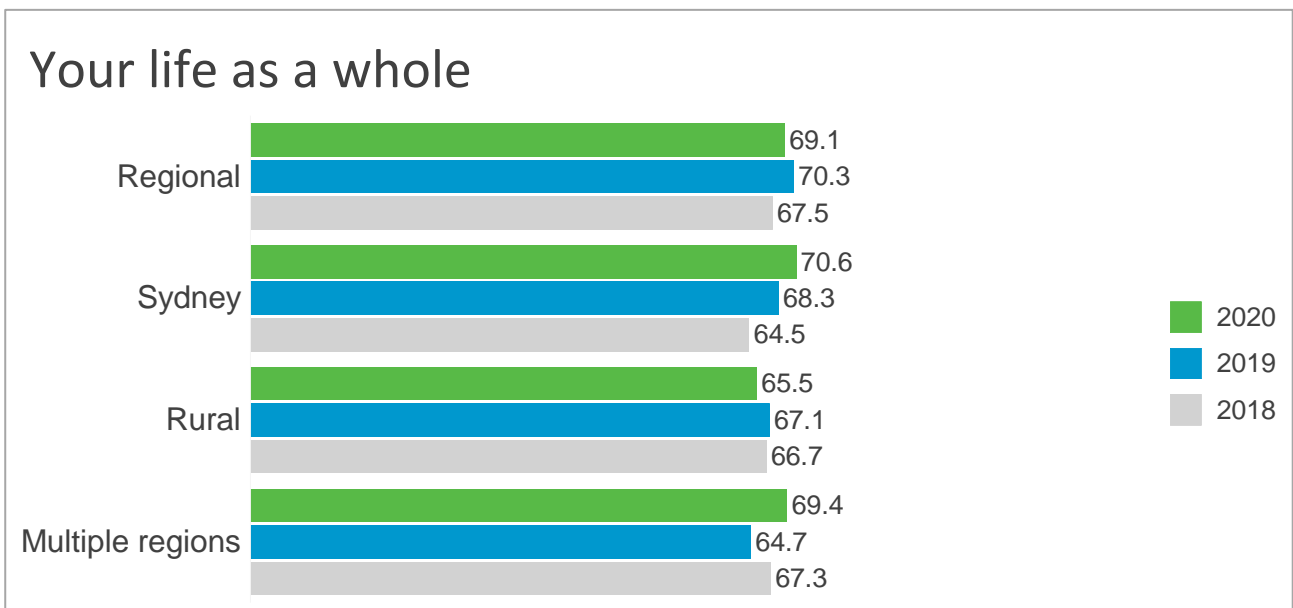


## Life Satisfaction

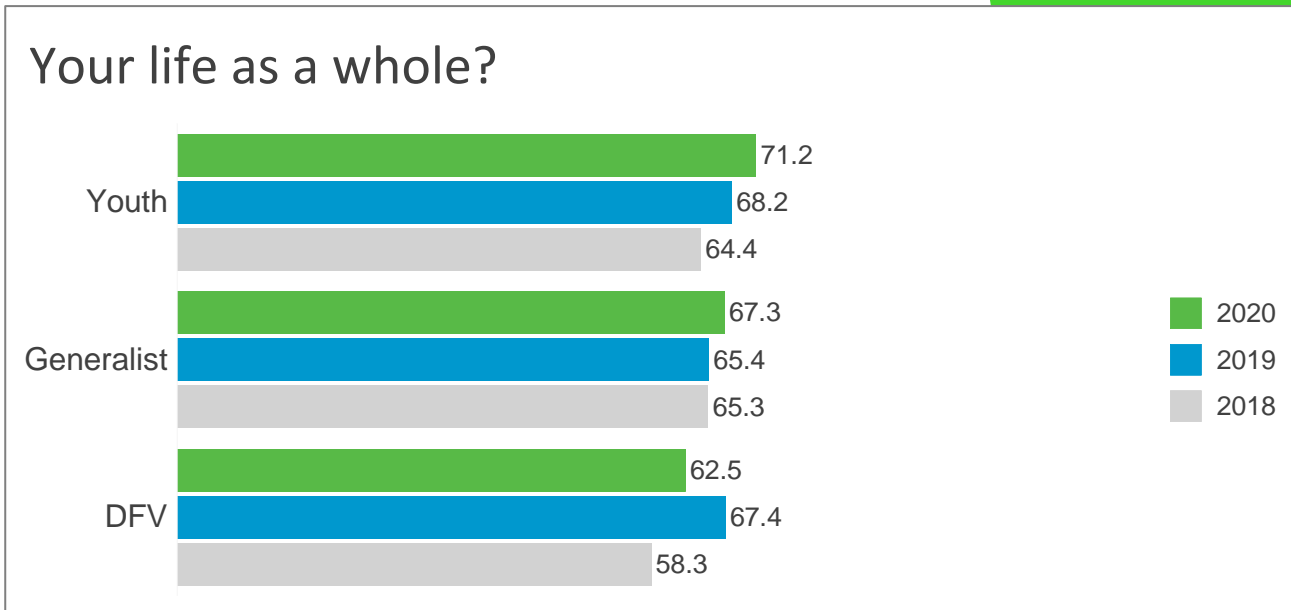
The average score was 67.4. The highest score was 93.3 and the lowest was 53.3.



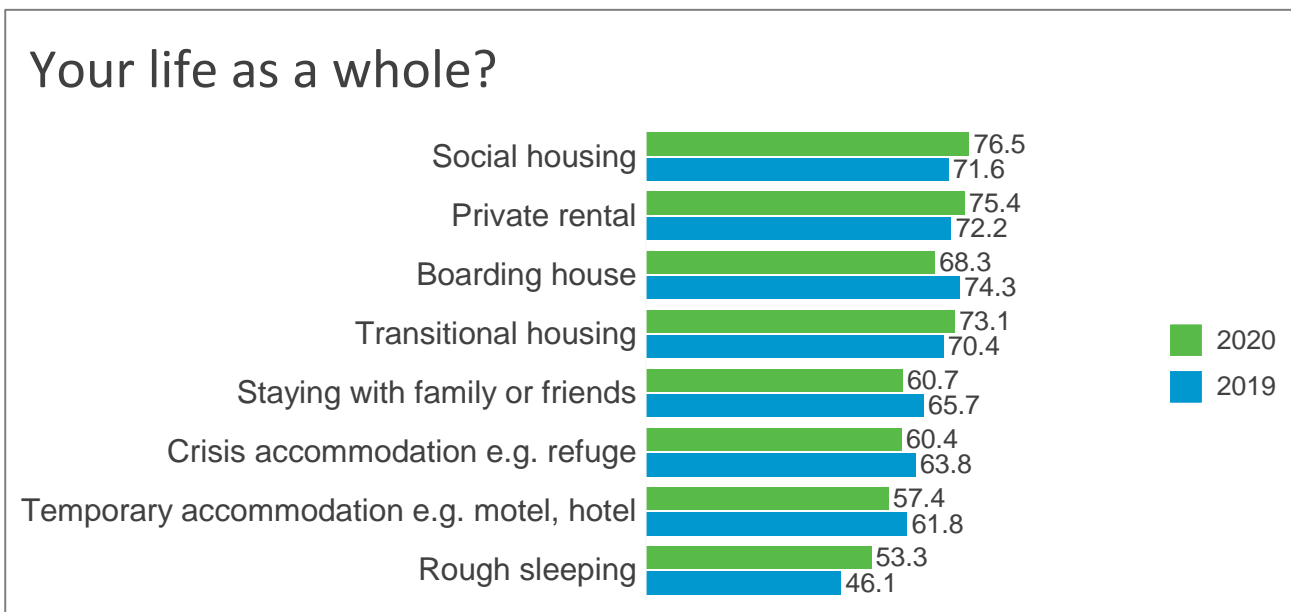
In terms of geographic comparisons there was little variation; those people in Sydney had the highest satisfaction with their life as a whole (70.6) while it was lowest for Rural organisations (65.5).



Youth organisations scored the highest overall (71.2), with DFV organisations scoring lowest (62.5).

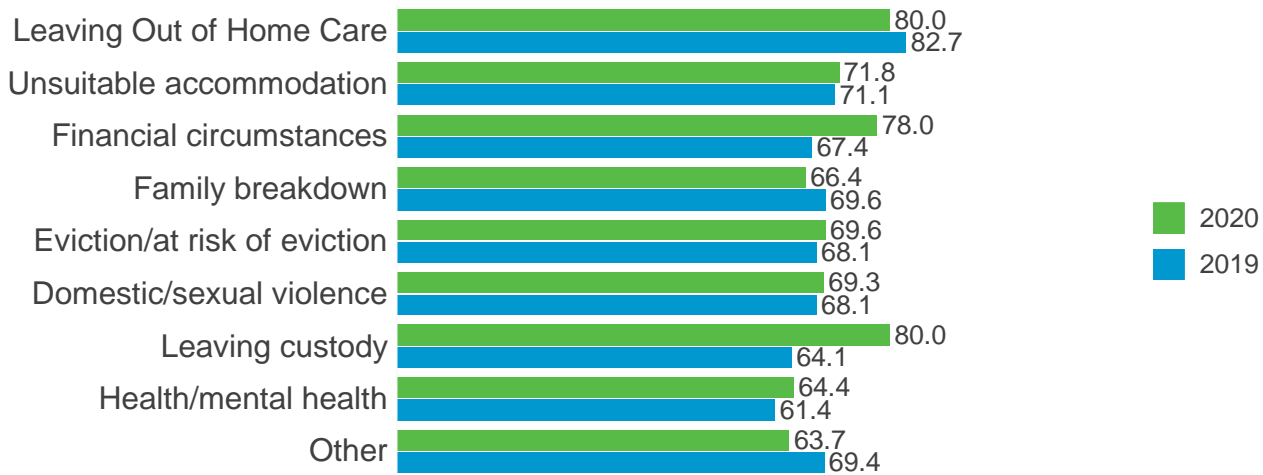


In relation to how satisfied people are with their life as a whole, the highest score was from people in social housing (76.5) and the lowest for those sleeping rough (53.3).



When looking at reasons for seeking assistance, those leaving Out of Home Care and those leaving custody gave the highest score for their life as a whole (both 80.0). Those with health and mental health issues gave the lowest score (64.4).

## Your life as a whole?



# 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.

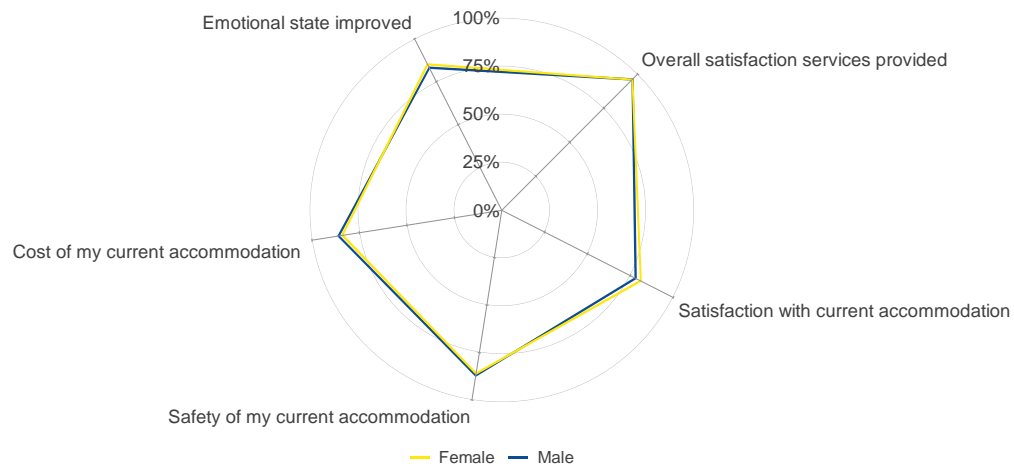
Description	Sub group	Proportion
Age group	16-20	29%
	21-25	25%
	26-30	8%
	31-40	14%
	41-50	13%
	51-60	9%
	61-70	3%
	71+	1%
Gender	Male	30%
	Female	69%
	Other/Opt-out	1%
Cultural Group	Born in Australia (not identifying as Aboriginal or Torres Strait Islander)	40%
	Aboriginal or Torres Strait Islander	30%
	Migrant (not born in Australia)	12%
	Refugee or Asylum Seeker	2%
	None of the above	15%
Disability	None	57%
	Mental Illness	33%
	Physical disability	15%
	Intellectual disability	9%
Dependents	No dependents	58%
	One or more children	39%
	Family member with disability	3%
	Elderly family member	3%
Survey Completion	Self-completion	56%
	Completed by staff member over the phone	33%
	Assisted completion (with staff member)	11%

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 Gender

There were no statistically significant differences when comparing genders for these questions.

### Differences by Gender

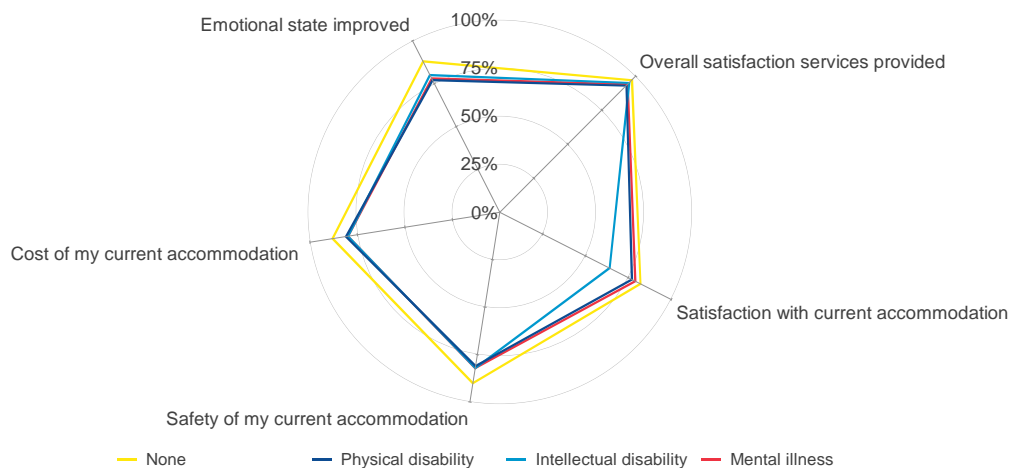


Indicator	Total	A. Female	B. Male
Satisfaction with services	96% (495)	96% (335)	96% (144)
Satisfaction with accommodation	80% (493)	81% (332)	78% (145)
Safety of accommodation	87% (495)	86% (333)	87% (145)
Cost of accommodation	84% (493)	83% (332)	85% (144)
Emotional state has improved	84% (500)	84% (338)	84% (146)

## Summary of differences by Disability

People without a disability were more positive for all indicators.

### Differences by Disability



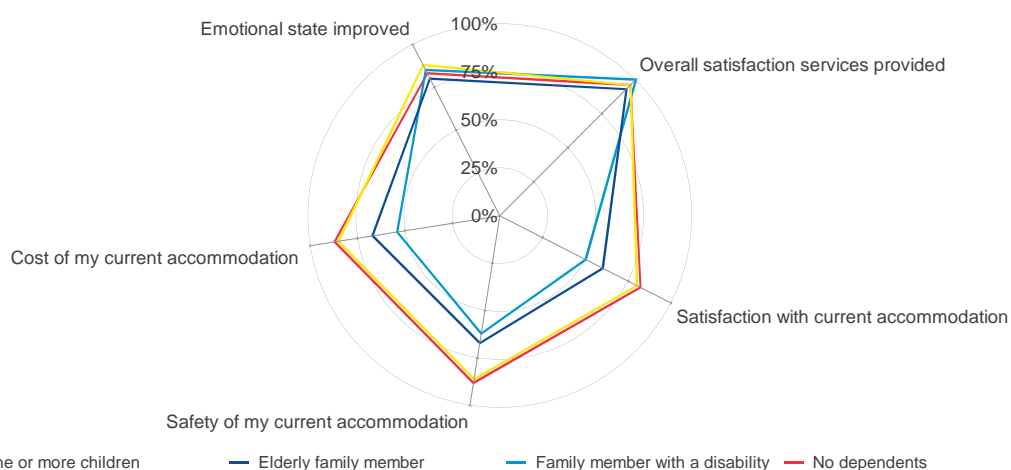
Indicator	Total	A. No disability	B. Physical disability	C. Intellectual disability	D. Mental illness
Satisfaction with services	96% (495)	97% (278) B	92% (71) A	93% (44)	94% (164)
Satisfaction with accommodation	80% (493)	82% (278) C	76% (70)	62% (45) AD	79% (163) C
Safety of accommodation	87% (495)	90% (279) BD	80% (71) A	80% (45)	82% (63) A
Cost of accommodation	84% (493)	87% (279) D	82% (71)	80% (45)	80% (161) A
Emotional state has improved	84% (500)	88% (282) BD	76% (75) A	78% (45)	78% (165) A



## Summary of differences by Dependents

There were several statistically significant differences when comparing scores for these variables by the type of dependents that the tenants have. Those who are responsible for an elderly family member or a family member with a disability were less positive.

### Differences by Dependent Type

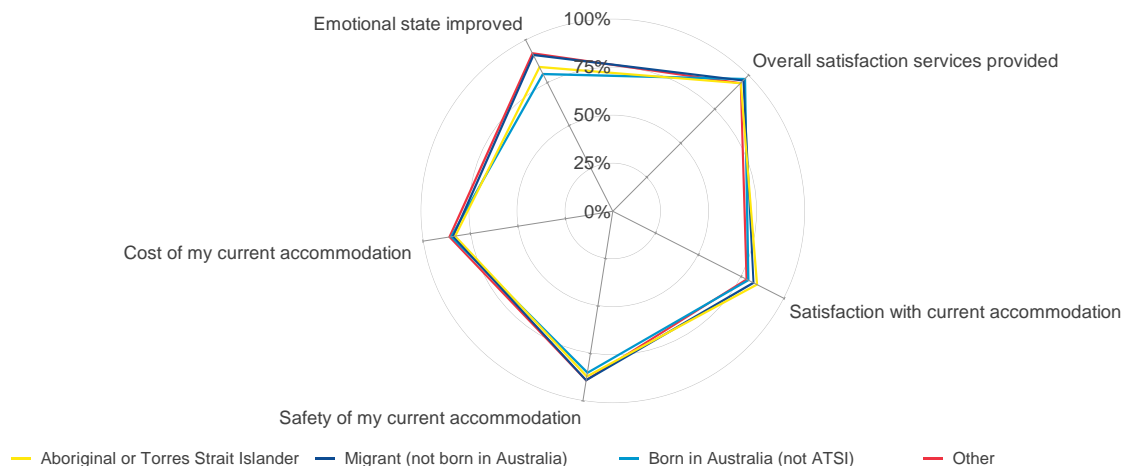


Indicator	Total	A. One or more children	B. Elderly family Member	C. Family Member with a disability	D. No Dependents
Satisfaction with services	96% (495)	96% (188)	93% (14)	100% (13)	95% (282)
Satisfaction with accommodation	80% (493)	80% (186) C	60% (15) D	50% (12) AD	81% (282) BC
Safety of accommodation	87% (495)	86% (187) BC	67% (15) AD	62% (13) AD	88% (282) BC
Cost of accommodation	84% (493)	84% (186) C	67% (15) D	54% (13) AD	86% (281) BC
Emotional state has improved	84% (500)	88% (191)	80% (15)	85% (13)	82% (284)

## Summary of differences by Cultural Group

Those born in Australia (not identifying as Aboriginal or Torres Strait Islander) were significantly less likely than those from 'other' backgrounds to report that their emotional state has improved.

### Differences by Cultural Group

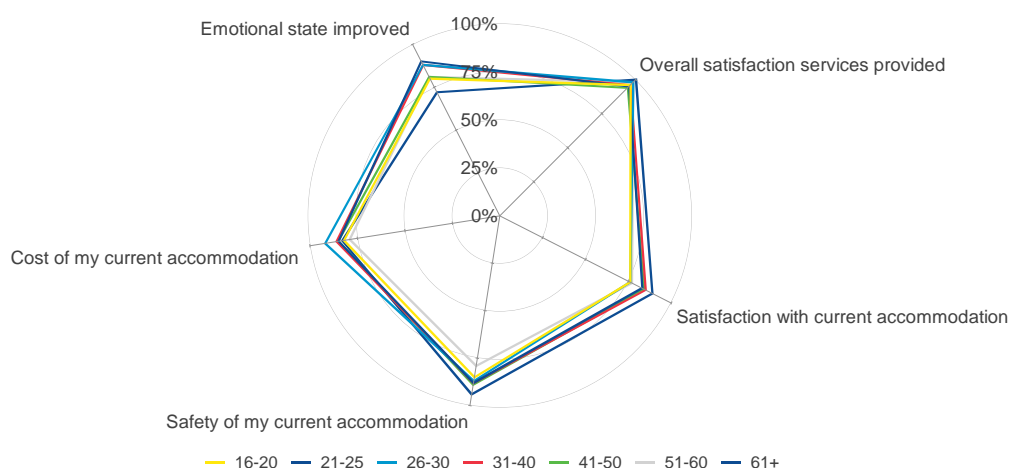


Indicator	Total	A. Aboriginal / Torres Strait Islander	B. Migrant (not born in Australia)	C. Born in Australia (not identifying as Aboriginal or Torres Strait Islander)	D. Other
Satisfaction with services	96% (495)	95% (148)	95% (58)	97% (196)	94% (86)
Satisfaction with accommodation	80% (493)	82% (148)	81% (58)	79% (195)	79% (85)
Safety of accommodation	87% (495)	86% (147)	88% (59)	86% (197)	89% (85)
Cost of accommodation	84% (493)	81% (145)	84% (58)	86% (197)	85% (86)
Emotional state has improved	84% (500)	83% (150)	90% (59)	80% (199) D	92% (86) C

## Summary of differences by Age Group

When looking at differences between age groups for these variables, those aged 21-25 were significantly more likely to report that their emotional state has improved (91%) than those aged 16-20 (79%) and those aged 61+ (72%).

### Differences by Age Group

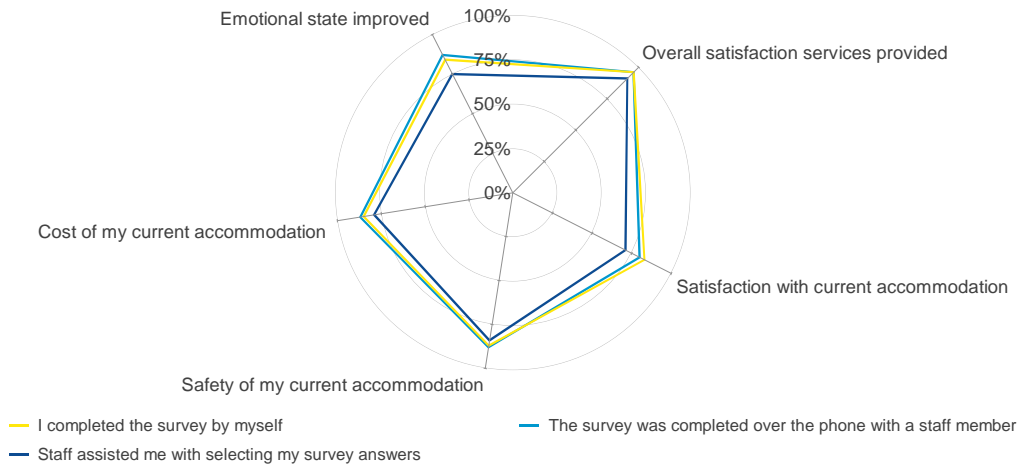


Indicator	Total	A. 16-20	B. 21-25	C. 26-30	D. 31-40	E. 41-50	F. 51-60	G. 61+
Satisfaction with services	96% (495)	95% (141)	96% (120)	98% (40)	96% (68)	94% (63)	98% (43)	100% (18)
Satisfaction with accommodation	80% (493)	75% (143)	83% (122)	76% (37)	85% (66)	84% (63)	77% (43)	89% (18)
Safety of accommodation	87% (495)	84% (143)	89% (121)	87% (38)	88% (68)	89% (62)	79% (43)	94% (18)
Cost of accommodation	84% (493)	80% (142)	85% (122)	92% (38)	86% (66)	85% (62)	79% (43)	83% (18)
Emotional state has improved	84% (500)	79% (143) B	91% (123) AEG	88% (40)	88% (69)	81% (63) B	81% (43)	72% (18) B

## Summary of differences by Survey Method

Those who completed a telephone interview were significantly more likely to report that their emotional state has improved (87%) than those who had staff assist them in completing the survey (75%).

### Differences by Survey Method



Indicator	Total	A. Completed the survey by myself	B. Staff assisted completion	C. Telephone interview
Satisfaction with services	96% (495)	96% (272)	91% (55)	96% (164)
Satisfaction with accommodation	80% (493)	82% (271)	71% (56)	80% (162)
Safety of accommodation	87% (495)	87% (271)	84% (56)	88% (164)
Cost of accommodation	84% (493)	84% (269)	79% (56)	87% (164)
Emotional state has improved	84% (500)	84% (275)	75% (56) C	87% (165) B

## Appendix

A key driver (regression) analysis was undertaken to identify the significant and/or leading customer service indicators which predicted overall satisfaction with services provided. Customer service indicators which significantly predicted overall satisfaction are in **bold\*** in the table below, where  $\beta$  (beta) weights denote the strength of the relationship between an indicator and overall satisfaction.

Customer Service Indicator	$\beta$
<b>Staff understood my needs*</b>	<b>.275</b>
<b>Staff treated me with respect*</b>	<b>.250</b>
Staff told me about my accommodation options	.070
Staff have been sensitive to my ethnic and cultural background	.039
Staff referred me to other services to support my other needs	.038
Staff explained how to make a complaint against this organisation	.005