

Industry Partnership

# **SPECIALIST HOMELESSNESS SERVICES (SHS) CLIENT SATISFACTION SURVEY: 2021 SECTOR REPORT**

PREPARED BY COMMUNITY HOUSING INDUSTRY ASSOCIATION NSW (CHIA NSW)

28 June 2021



**Industry  
Partnership**

Homelessness NSW  
Domestic Violence NSW  
Yfoundations



**COMMUNITY  
HOUSING  
INDUSTRY  
ASSOCIATION NSW**

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# Section 1: Introduction

This report presents aggregate findings from the sector-wide Specialist Homelessness Services (SHS) client satisfaction survey conducted by the Community Housing Industry Association NSW (CHIA NSW) on behalf of the Industry Partnership<sup>1</sup>.

The aims of this sector-wide SHS survey were multi-fold, including:

- To offer SHS individualised reports on their users' experiences, towards informing continuous service improvement. Each participating SHS is supplied a separate report if they collected at least 10 responses on the survey.
- To allow for information sharing across the sector for benchmarking and transparency.
- To obtain data which can be used to demonstrate the impact and performance of the sector. 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.

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 the Centre for Social Impact to develop the Homelessness Outcomes Indicator Databank following a rigorous research and consultation process. The databank includes best practice validated and prioritised indicators mapped against HSOF. Key questions mapped to the HSOF and drawn from the Homelessness Outcomes Indicator Databank were included in the survey, and these results are presented against HSOF domains in Section 4 of this report.

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<sup>1</sup> a partnership between Domestic Violence NSW, Yfoundations and Homelessness NSW.

## Section 2: Methodology

The questions used in this survey were developed following extensive consultations with various stakeholders, including the Centre for Social Impact and a sector reference group of 12 SHS providers. Outcome domains from the Human Services Outcomes Framework (HSOF) were also closely considered (Home, Safety, Education, Economic, Empowerment, Health, Social and Community). Informed by these sources, the 2021 questionnaire captured information on the following sections:

- |  |                         |
|--|-------------------------|
| 1. About you                                       | 4. Service satisfaction |
| 2. Your situation when you started seeking support | 5. Impact of service    |
| 3. Your current situation                          | 6. Personal well-being  |

Data collection took place between 29 March and 21 May 2021. The survey was set up to be administered primarily via a tablet, but could also be administered via a web browser, smart phone, or paper. SHS were provided technical instructions on how to administer the survey to clients. Clients completed the survey either independently or with assistance from staff member(s).

Issues of confidentiality were closely considered in the administration of the survey. Clients were briefed with an information sheet before they proceeded to the questionnaire. This information sheet detailed that the survey was being conducted by CHIA NSW on behalf of Homelessness NSW, and also included details on how clients' data will be used. Participation in the survey was entirely voluntary; clients could not proceed to the questionnaire unless they indicated their informed consent, and were also given the option to decline to participate following the brief. The consent process emphasised that there would be no negative consequences for clients, whether or not they chose to participate or the nature of feedback they provided about their service.

The sector survey was funded by the Industry Partnership, so that SHS providers could participate at no cost. In total 34 services took part in the study. Of the 875 clients who were presented the survey brief/information sheet, 817 (93%) gave their consent to take part in the survey.

## A note on sampling bias

Nonresponse bias is a type of sampling bias which can occur when individuals who are part of the targeted population are not interviewed. In this case, nonresponse bias may occur when service users do not complete the survey because they were unable, unavailable, unwilling to do so, or possibly were not introduced to the survey by service staff.

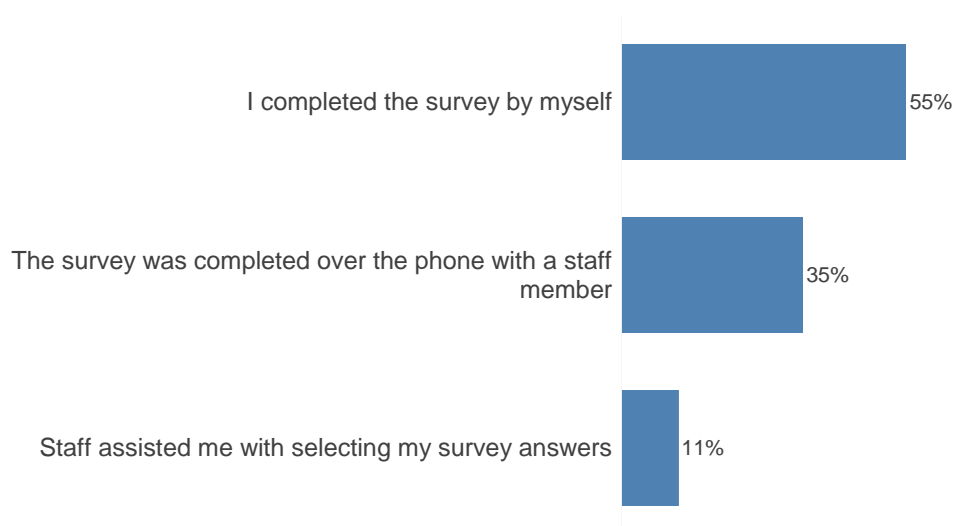
It is a challenge in any given data collection process to quantify the true impact of nonresponse bias on survey results. Accordingly, it is at the discretion of any given researcher/audience to consider survey results with the potential impact of nonresponse bias in mind.

## A note on figures in this report

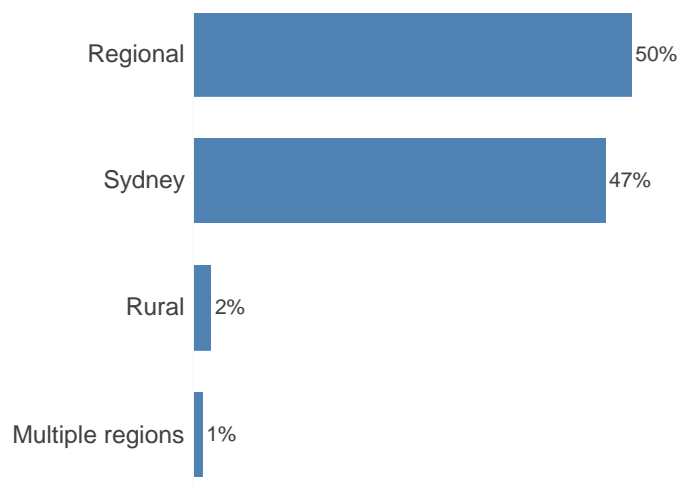
Please note that percentages may not add to 100% due to rounding.

## Key descriptives

**Method of Completion:** Just over half of the sample (55%) completed the survey by themselves, 35% completed the survey over the phone and 11% were assisted by a member of staff.



**Participating services by Region:** Most organisations were Regional (50%) or based in Sydney (47%). A further 2% were Rural organisations and 1% operate in Multiple regions. In this report, organisations classified under "Multiple regions" refer to those that operate in more than one region.



**Participant demographics:** Of the 817 clients who completed this survey, 24% described themselves as having Aboriginal or Torres Strait Island heritage and 88% were Australian citizens. Only 9% of respondents were over 55 years of age; however 42% were under the age of 25, likely reflecting the number of specialist youth services taking part in this survey. 70% of respondents were female, and 38% of respondents had dependents under the age of 18. 44% indicated they lived with a disability. For a full breakdown of participant demographics, please see Section 12.



## Section 3: Executive Summary

This section presents the headline aggregate findings from the 2021 SHS client survey. Where historical data is available, comparisons to 2020 results are described.

For a full breakdown of findings by Region and Service Speciality, please refer to the supplementary Data Tables provided with this report. For group comparisons of selected indicators by demographic variables, please see Section 12. Notable group differences in results for indicators are reported within the relevant sections in this report, for key groups of variables of interest (Region, Service Speciality, Accommodation Type, Reason for Seeking Support).

Contextual note: Results reported in this section (and in this report) should be read with the understanding that data collection for the 2021 SHS client survey occurred at a time when SHS providers were still managing the impact of COVID19 (e.g. scaling down non-essential services, staff shortages). Results may in part reflect this impact, though the exact extent cannot be quantified.

### OVERALL SERVICE SATISFACTION

91% of clients indicated that they were satisfied overall with the services they received. This is a statistically significant decrease from 2020 (96% satisfied), but still represents a very positive result – over 9 in 10 clients are satisfied overall with the services they received.

### SATISFACTION WITH ACCOMODATION

There was a general decreasing trend in satisfaction with accommodation between 2020 and 2021. However, clients nonetheless indicated high levels of satisfaction with their accommodation this year:

- 76% were satisfied with their current accommodation **overall** (down 4% points from the 2020 figure of 80%, but this decrease was not statistically significant).
- 80% were satisfied with the **safety** of their current accommodation (significantly below the 2020 figure of 87%).
- 80% were satisfied with the **cost** of their current accommodation (down 4% points from the 2020 figure of 84%, but this decrease was not statistically significant).
- 74% were satisfied with the **privacy** of their current accommodation (a significant decrease from the 2020 figure of 80%).



- 68% were satisfied with the [security](#) of their future accommodation (a new question introduced in 2021).

## CUSTOMER SERVICE

Satisfaction with customer service indicators received very high scores (between 87% and 97% satisfied). Highlights include:

- 97% agreed that staff treated them with [respect](#).
- 97% agreed that staff made them feel [accepted for who they are](#).
- 94% agreed that staff [understood their needs](#).
- 93% agreed that they were [involved in setting their case plan goals](#).

## CHILD SUPPORT

64% of clients who had children to care for indicated that *all* their children's needs were met by their service, while 22% reported that *most* of their children's needs were met. 16% reported that some of their children's needs were met, and only 3% reported that none of their children's needs were met.

## SERVICE IMPACT

Feedback from clients suggest that SHS have helped place them in a better position in their lives, in various ways:

- 85% reported that their [emotional state](#) had improved since receiving assistance from their service (11% reported it has stayed the same, and 4% reported that it has gotten worse).
- 77% reported that their [confidence in dealing with changes](#) had improved (20% reported it has stayed the same, and 3% reported that it has gotten worse).
- 62% reported that their [financial situation](#) has improved (32% reported it has stayed the same, and 5% reported it has gotten worse).

- 62% reported that their [connection with the community](#) had improved (significantly below the 68% recorded in 2020; 35% reported it has stayed the same, and 3% reported it has gotten worse).
- 57% reported that their [connection with others](#) had improved (significantly below the 67% recorded in 2020; 39% reported it has stayed the same, and 4% reported it has gotten worse).
- 45% reported that their [educational opportunities](#) have improved (significantly below the 67% recorded in 2020; 53% reported they have stayed the same, and 2% reported they have gotten worse).
- 46% reported that their [employment opportunities](#) have improved (52% reported they have stayed the same, and 3% reported they have gotten worse).

## WELLBEING INDEX

The average overall wellbeing score among SHS clients was 64.2 points. Not unexpectedly, this is below the norm set by the Australian Unity Wellbeing Index for Australia as a whole (between 73.4 – 76.4 points) and just below the expected range when compared against low-income groups (66.1 to 74.5). By way of comparison, CHIA NSW's current benchmark figure for wellbeing score among community housing tenants is 68.45.

When looking at the individual wellbeing areas, the best performing indicators were feeling safe (71.6) followed by standard of living (65.6). The lowest performing Wellbeing areas were for sense of achievement and health (both scoring 61.8).

## ALIGNMENT WITH HSOF DOMAINS

Key questions mapped to the HSOF and drawn from the Homelessness Outcomes Indicator Databank were included in the survey. These results are presented in full against HSOF domains in the next section (Section 4). Results suggest that the sector is having a significant impact across all seven HSOF domains. The highest score was for the 'home' domain, recording a positive impact score of 76%. The sector is also generating positive outcomes even with longer-term trajectory outcomes, such as employment (46%) and educational opportunities (45%).

## Section 4: Human Service Outcome Domains

One key motivation underpinning the SHS client 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. The table below presents the headline results mapped against the HSOF domains. These have been summarised in the table below by individual indicator, and by a summary domain score.

Results suggest that the sector is having a significant impact across all seven HSOF domains. The highest score was for the 'home' domain, recording a positive impact score of 76%.

The sector is also generating positive outcomes even with longer-term trajectory outcomes, such as employment (46%) and educational opportunities (45%).

Domain	Item	Item Score	Domain Score
Economic	Impact of service: Employment opportunities	46%↓5	54%
	Impact of service: Financial situation	62%↓3	
	PWI: Standard of Living	55%	
	PWI: Future Security	54%	
Education / skills	Impact of service: Educational opportunities	45%↓11	45%
Home	Satisfaction: Current accommodation	76%↓4	76%
Health	PWI: Health	50%	50%
Safety	PWI: Feeling of safety	67%	75%
	Satisfaction: Safety of current accommodation	80%↓7	
	Satisfaction: Privacy of current accommodation	74%↓6	
	Satisfaction: Cost of current accommodation	80%↓4	
Social and community	Impact of service: Connection with others (e.g., family or friends)	57%↓10	56%
	Impact of service: Connection with the community	62%↓6	
	PWI: Personal relationships	52%	
	PWI: Feeling part of the community	51%	
	Impact of service: Emotional state	85%↑1	66%

Empowerment	Impact of service: Confidence dealing with changes	77%↓1	
	PWI: What you are achieving in life	50%	
	PWI how satisfied with life as a whole?	52%	

↓ = decrease from 2020 results; ↑ = increase from 2020 results

### Notes on calculation of scores:

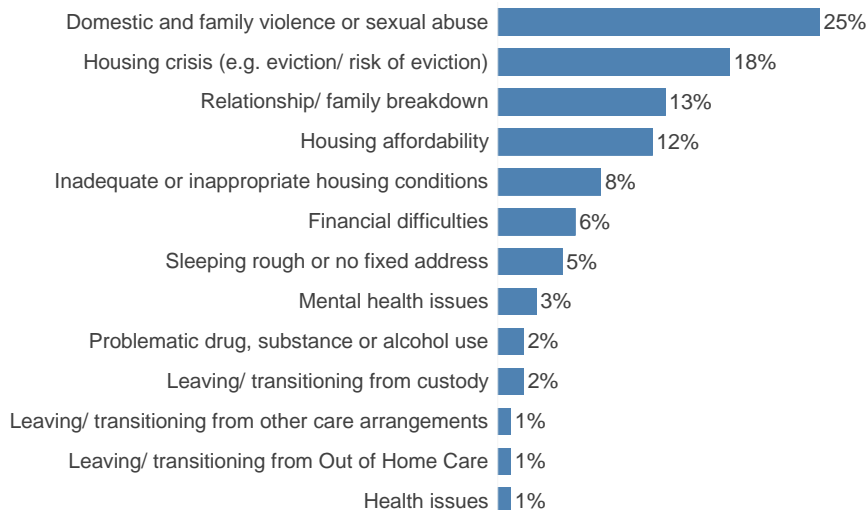
- 1) Domain score reported in the table above is an average of the contributing item scores.
- 2) For the Personal Wellbeing Index (PWI) indicators, a different scoring system is used here to that in the report. In the report (Section 11) a scoring system is applied to this scale. However, in the Human Service Outcome Domain table above, the percentage of respondents that have scored 7 or more out of 10 (in terms of satisfaction) is reported.
- 3) For the Impact of Service questions the '% Improved' score is reported (this is the same as the score reported in the main body of this report; Section 10).
- 4) For the satisfaction scores, the '% Satisfied' score is reported (this is the same as the score reported in the main body of this report; various sections).

# Section 5: Previous and Current Housing Situation

## REASON FOR SEEKING SUPPORT

Clients sought support from homelessness services for a range of reasons, including domestic and family violence (25%), a housing crisis (e.g. eviction; 18%), and relationship or familial breakdown (13%).

### What was your main reason for seeking support?



Female clients were significantly more likely than male respondents to report that their reason for seeking support was related to domestic/family violence or sexual abuse (33% vs 5%).

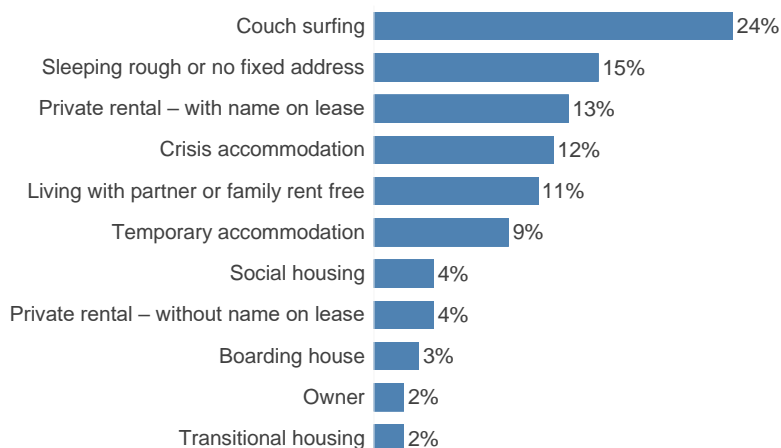
**Group comparison by age:** The response patterns for different age groups varied. For example, clients in the 16-24 age range primarily sought support for relationship or familial breakdown. Clients in the 25-54 age range primarily sought support for domestic/family violence or sexual abuse, while clients aged 55 and above primarily sought help after experiencing a housing crisis.

Age group / reason for seeking support	16-17	18-24	25-34	35-44	45-54	55+
Financial difficulties	2%	4%	10%	7%	9%	9%
Housing affordability	4%	15%	15%	8%	11%	16%
Inadequate or inappropriate housing conditions	9%	14%	4%	6%	3%	9%
Housing crisis (e.g. eviction/ risk of eviction)	12%	17%	15%	21%	20%	<u>29%</u>
Relationship/ family breakdown	<u>30%</u>	<u>18%</u>	10%	3%	6%	13%
Domestic and family violence or sexual abuse	29%	17%	<u>38%</u>	<u>33%</u>	<u>27%</u>	9%
Sleeping rough or no fixed address	4%	6%	2%	8%	8%	6%
Mental health issues	5%	5%	1%	2%	5%	1%
Health issues	-	-	1%	1%	1%	4%
Problematic drug, substance or alcohol use	-	1%	2%	5%	5%	-
Leaving/ transitioning from custody	-	1%	1%	4%	3%	4%
Leaving/ transitioning from Out of Home Care	4%	1%	1%	-	-	-
Leaving/ transitioning from other care arrangements	2%	1%	2%	3%	-	-

## HOUSING SITUATION AT POINT OF SEEKING SUPPORT

Almost a quarter of clients (24%) were couch surfing when they sought support, a further 15% were sleeping rough or had no fixed address, while 13% were in private rental accommodation (with their name on the lease), and 12% were in crisis accommodation.

### What was your housing situation when you sought support?

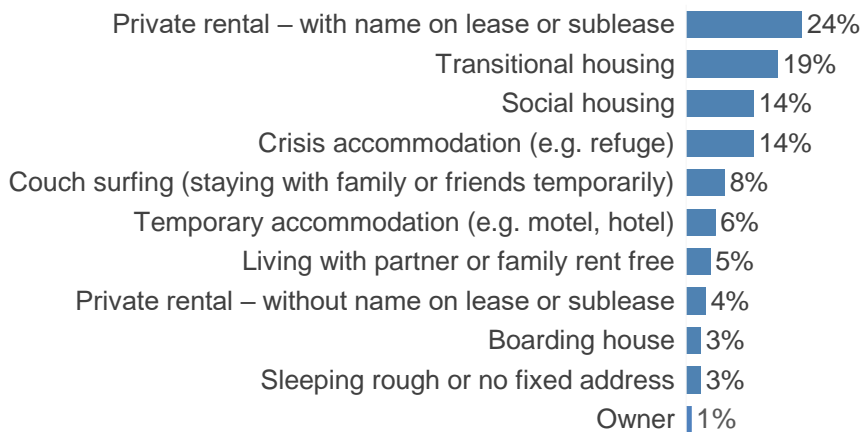




## CURRENT SITUATION

Respondents were asked about their current housing situation. Clients reported a wide variety of living arrangements, with 24% in private rental (with their name on the lease), 19% in transitional housing, and 14% in social housing.

### What is your housing situation now?



**Group comparison by age:** Living in private rental (with name on the lease) is the most common housing situation for all age groups with the exception of clients aged 16-17, who were most likely to live in crisis accommodation.

Age group / Current accommodation	16-17	18-24	25-34	35-44	45-54	55+
Crisis accommodation	<u>51%</u>	12%	13%	12%	10%	4%
Living with partner or family rent free	12%	7%	3%	1%	-	4%
Transitional housing	12%	23%	17%	21%	16%	7%
Couch surfing	11%	10%	8%	4%	5%	7%
Private rental – without name on lease	5%	5%	3%	5%	3%	-
Boarding house	4%	3%	3%	1%	3%	6%
Sleeping rough or no fixed address	2%	2%	-	6%	6%	-
Temporary accommodation	2%	5%	9%	3%	10%	4%
Social housing	2%	9%	17%	14%	20%	29%
Private rental – with name on lease	-	<u>23%</u>	<u>26%</u>	<u>32%</u>	<u>24%</u>	<u>30%</u>
Owner	-	-	2%	1%	2%	7%

## CURRENT VS. PREVIOUS SITUATION

The table below compares clients' previous housing situations (before seeking support) to their current housing situation. The proportion of clients couch surfing fell by 16% post seeking support, and the proportion of clients sleeping rough fell by 12% post seeking support.

The proportion of clients living in transitional housing increased by 17% post seeking support, the proportion of clients living in private rental (with their name on the lease) increased by 11%, and the proportion of clients living in social housing increased by 10%.

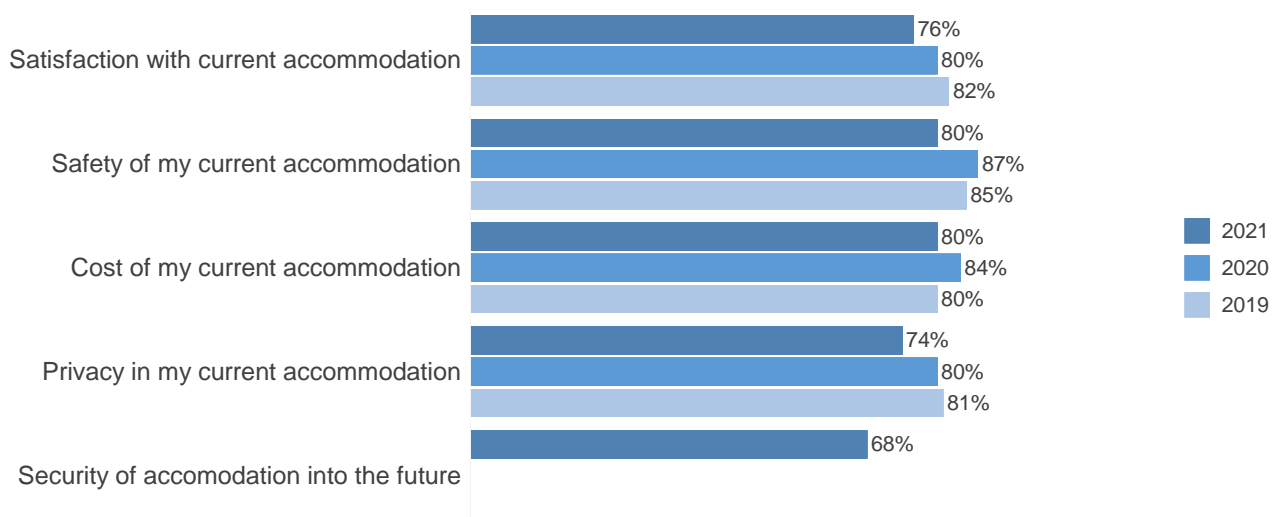
	Previous situation	Current situation	Change
Transitional housing	2%	19%	+17
Private rental – with name on lease	13%	24%	+11
Social housing	4%	14%	+10
Crisis accommodation	12%	14%	+2
Private rental – without name on lease	4%	4%	0
Boarding house	3%	3%	0
Owner	2%	1%	-1
Temporary accommodation	9%	6%	-3
Living with partner or family rent free	11%	5%	-6
Sleeping rough or no fixed address	15%	3%	-12
Couch surfing	24%	8%	-16

## Section 6: Current Accommodation

Respondents were asked to provide ratings on various aspects of their current accommodation.

- 76% were satisfied with their current accommodation **overall** (down 4% from the 2020 score of 80%, but this decrease was not statistically significant).
- 80% were satisfied with the **safety** of their current accommodation (significantly below the 2020 figure of 87%).
- 80% were satisfied with the **cost** of their current accommodation (down 4% from 2020, but this decrease was not statistically significant).
- 74% were satisfied with the **privacy** of their current accommodation (a significant decrease from the 2020 of 80%).
- 68% were satisfied with the **security** of their accommodation into the future (a new question introduced in the 2021 survey).

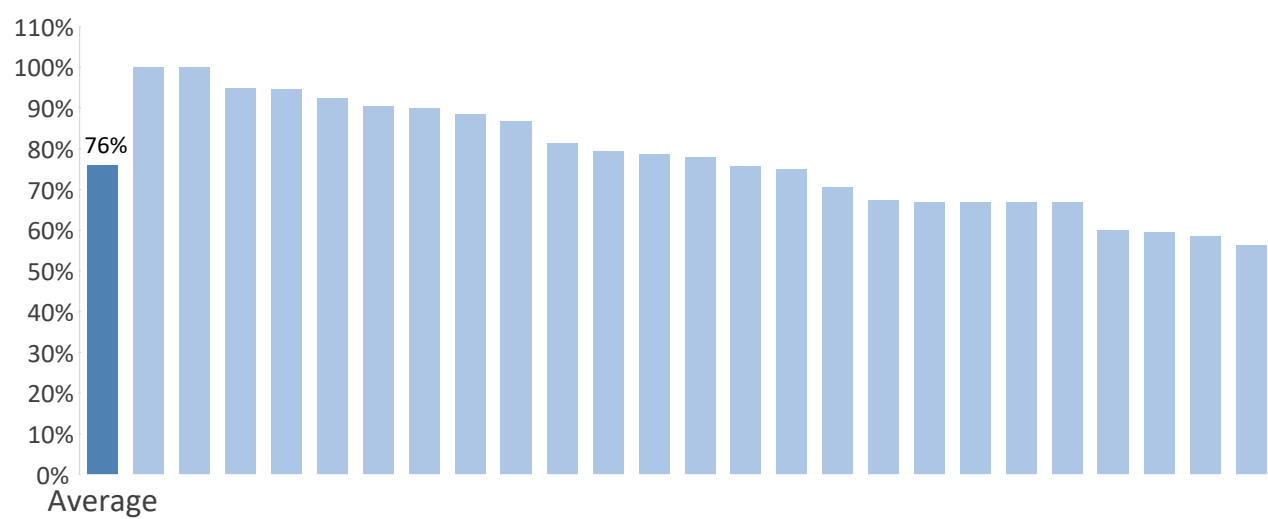
### Summary: Current accommodation



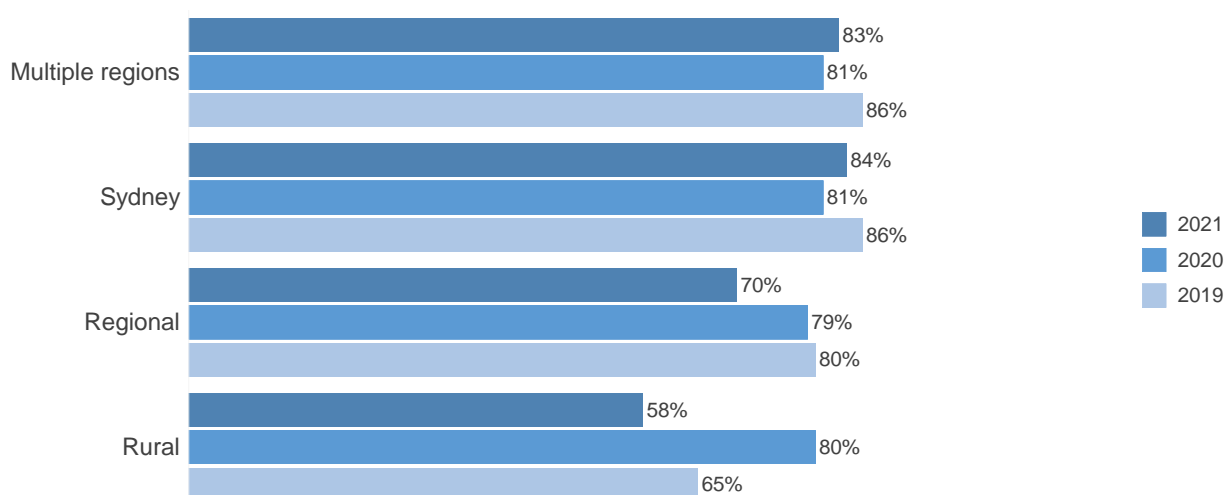
CURRENT ACCOMMODATION: OVERALL SATISFACTION

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. On average, 76% were satisfied with their current accommodation overall; 16% were dissatisfied, and 8% were neutral. The highest organisational score was 100%, and the lowest was 56%.

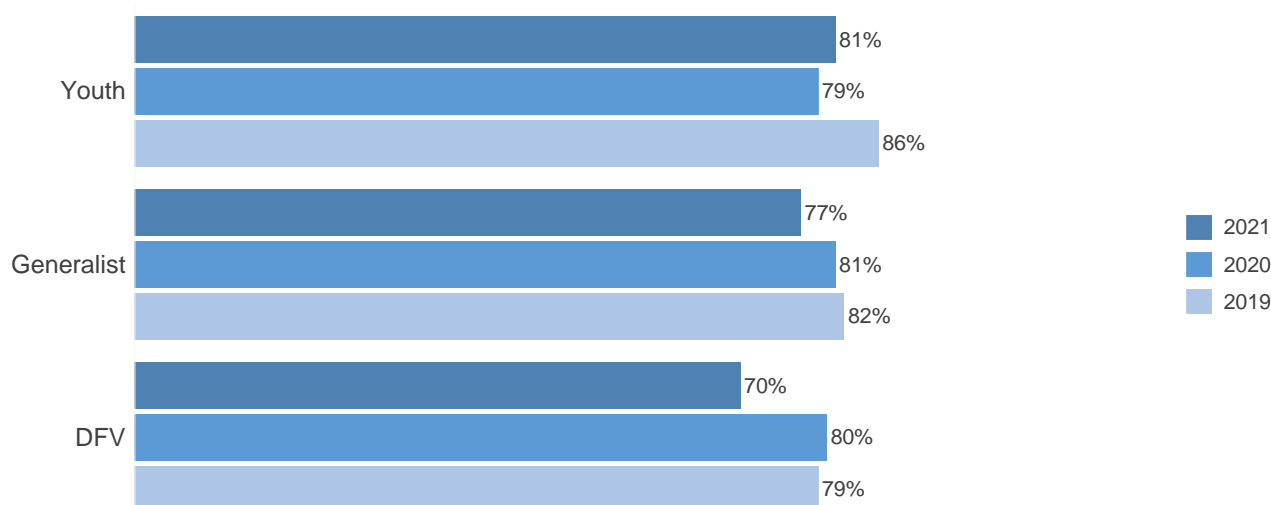
Current accomodation (% Satisfied)



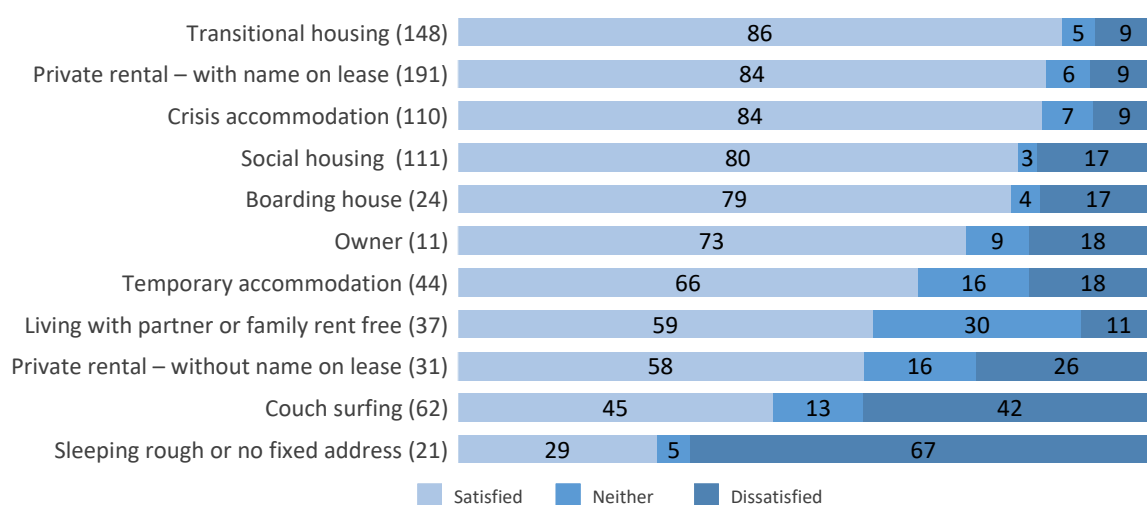
**Group comparison by region:** Clients in Sydney were significantly more satisfied with their current accommodation (84%) than clients in Regional (70%) and Rural (58%) areas. The score for Regional areas recorded a statistically significant decrease between 2020 to 2021, from 79% to 70%.



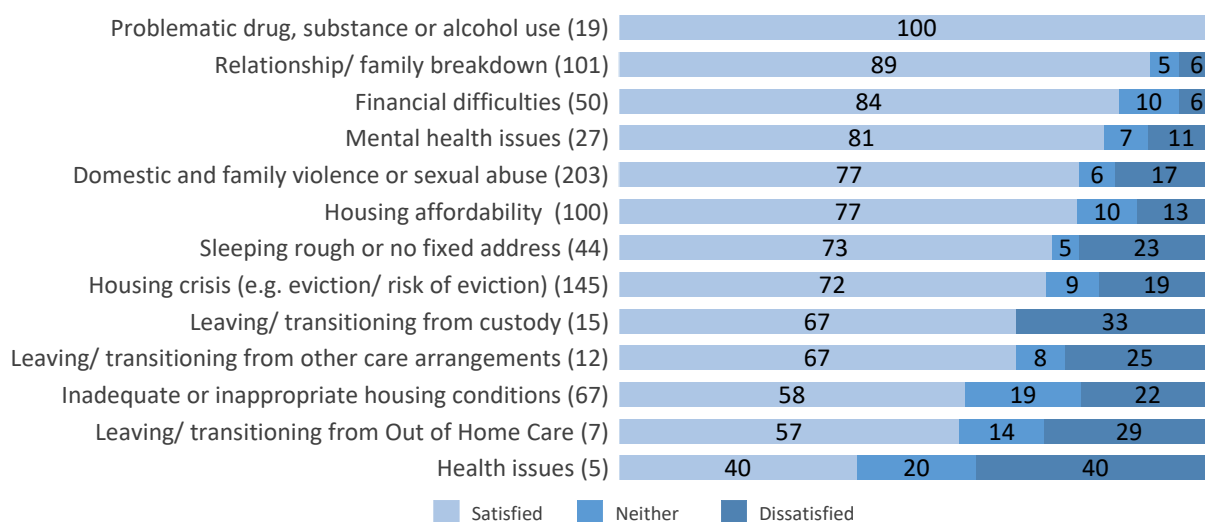
**Group comparison by service speciality:** Clients receiving support from Youth specialist services were significantly more satisfied with their current accommodation (81%) than clients receiving support from DFV specialist services (70%). The score for DFV specialist services recorded a statistically significant decrease between 2020 and 2021 (80% to 70%).



**Group comparison by type of current accommodation:** Further analysis showed large variations in satisfaction depending on the type of accommodation clients are accessing. The chart below shows the levels of satisfaction with current accommodation for each of the different accommodation types. Clients who are sleeping rough or couch surfing were less satisfied with their current accommodation.



**Group comparison by reason for seeking support:** There was some variation when comparing satisfaction rates by reason for seeking support. Clients who sought help for health issues or when transitioning from Out of Home Care tended to report lower satisfaction with their current accommodation, although it should be noted sample sizes are small for these groups.

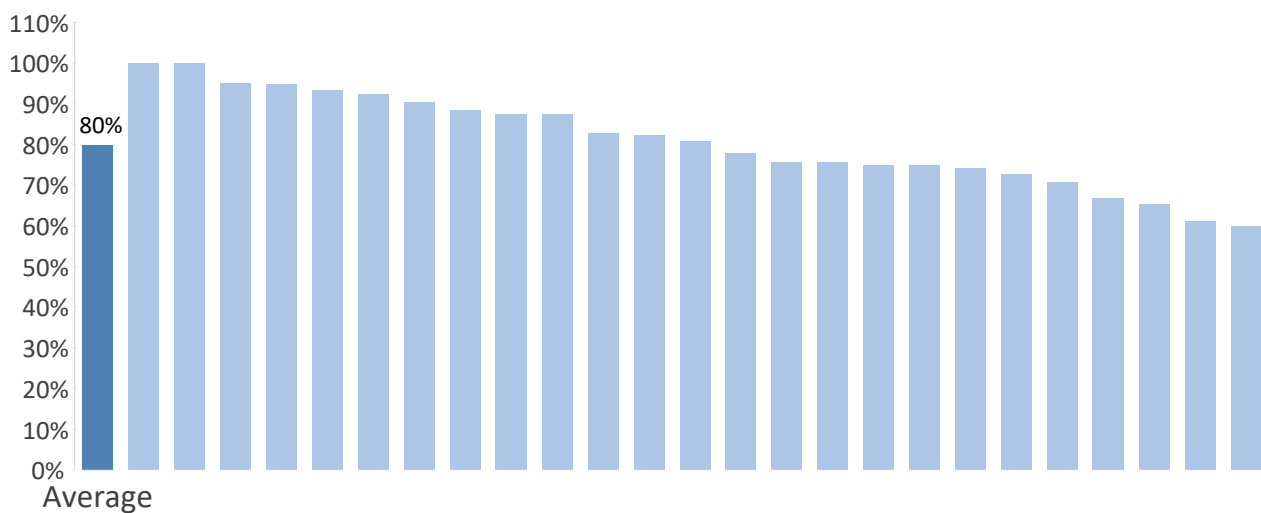




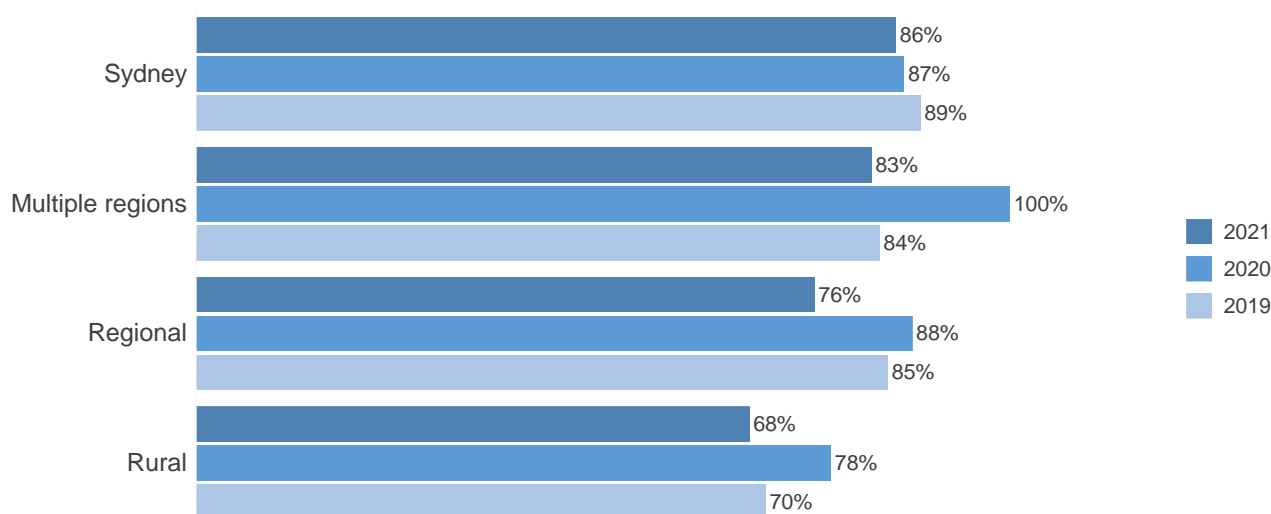
## CURRENT ACCOMMODATION: SAFETY

**Range and mean:** The chart below shows the range of scores for all organisations with at least 10 responses. On average: 80% were satisfied with the safety of their current accommodation; 13% were dissatisfied, and 8% were neutral. The highest organisational score was 100%, and the lowest was 60%.

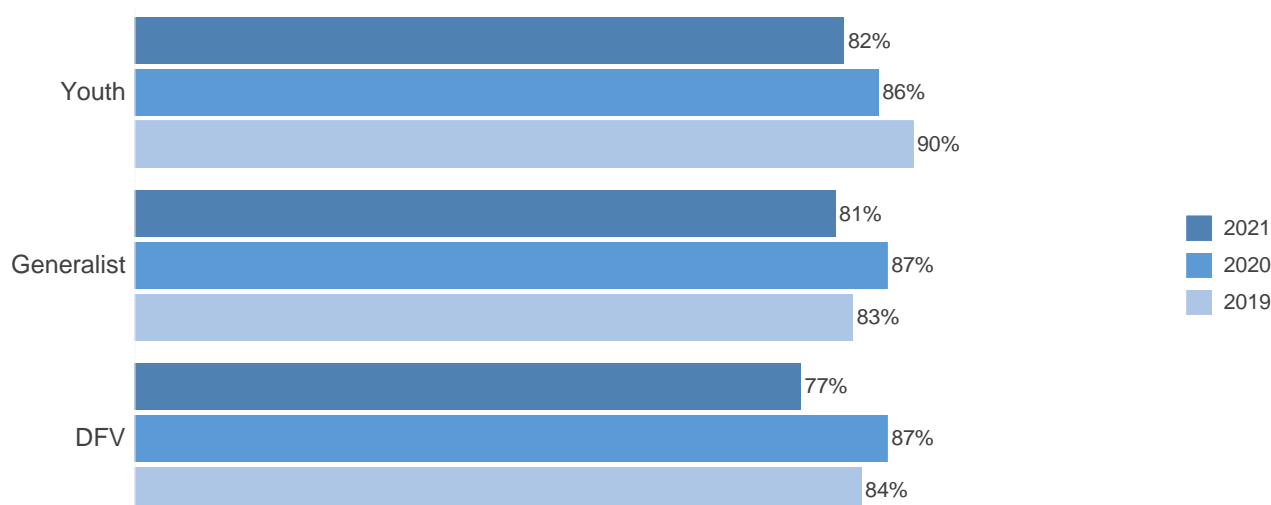
### Safety of current accommodation (% Satisfied)



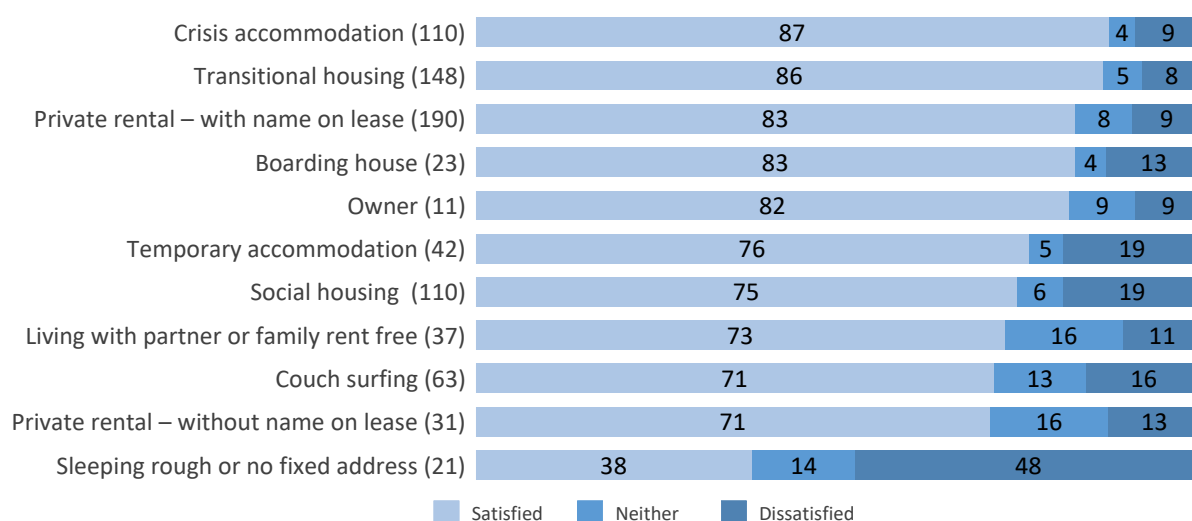
**Group comparison by region:** Clients in Sydney were significantly more satisfied with the safety of their current accommodation (86%) than clients in Regional (76%) and Rural (68%) areas. The score for Regional areas fell significantly from 88% in 2020 to 76% in 2021.



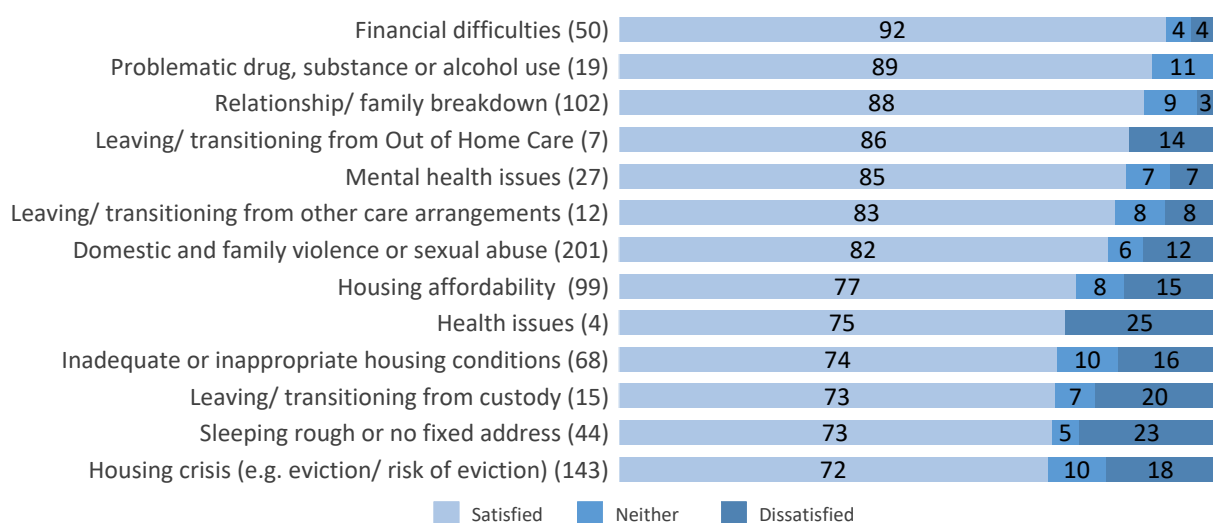
**Group comparison by service speciality:** There were no statistically significant differences when comparing the scores for different service specialisms in terms of the safety of accommodation. However, the 2021 score for DFV organisations (77%) is significantly lower than the DFV score recorded in 2020 (87%).



**Group comparison by accommodation type:** Levels of satisfaction with the safety of accommodation varied depending on the type of accommodation clients are in. Only 38% of clients sleeping rough reported feeling safe, compared to 87% of clients in crisis accommodation.



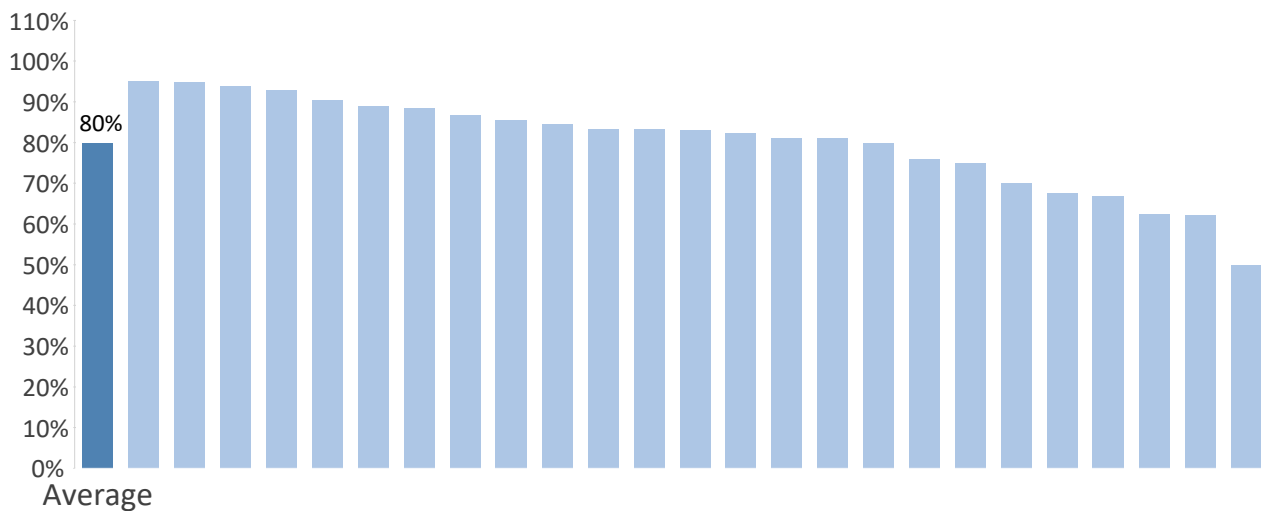
**Group comparison by reason for seeking support:** There was some variation when comparing satisfaction rates by reason for seeking support. Clients who sought help due to financial difficulties were most likely to be satisfied with the safety of their current accommodation.



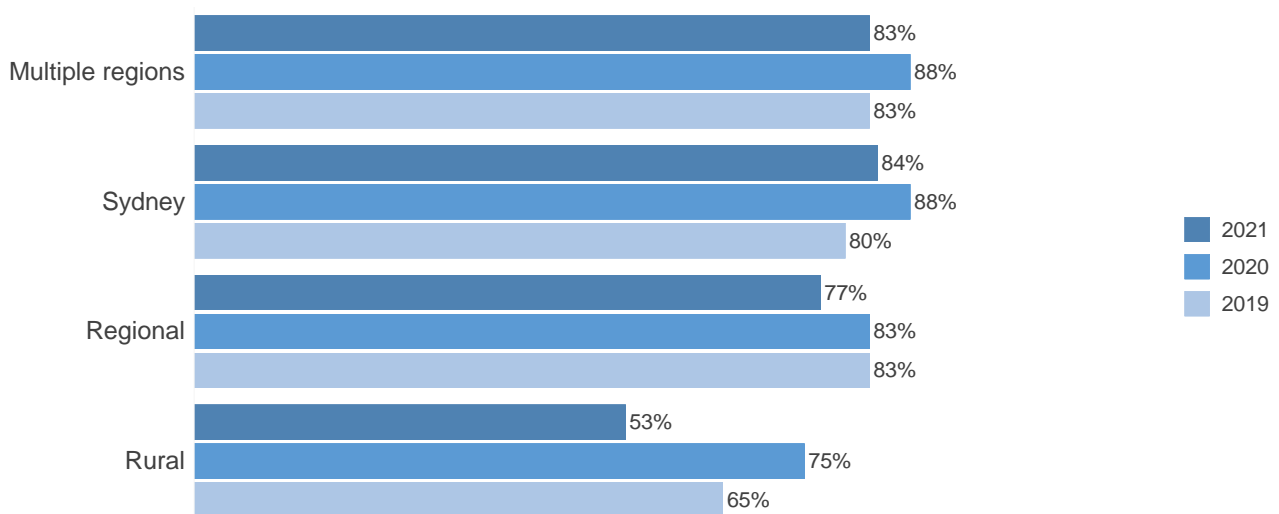
## CURRENT ACCOMMODATION: COST

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 80% were satisfied with the cost of their current accommodation, 10% were dissatisfied, and 10% were neutral. The highest organisational score was 95%, and the lowest was 50%.

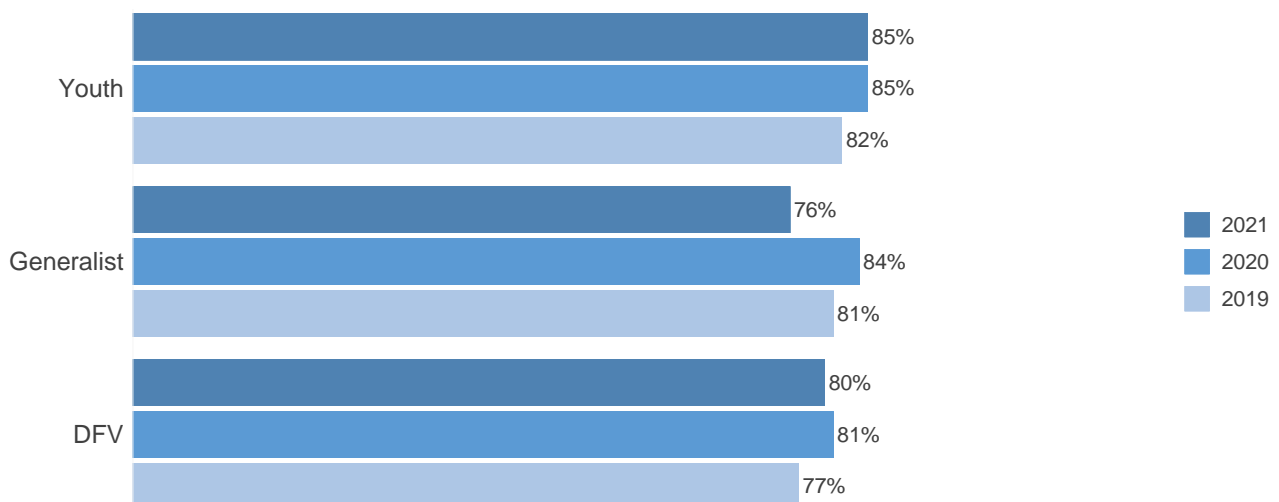
### Cost of current accommodation (% Satisfied)



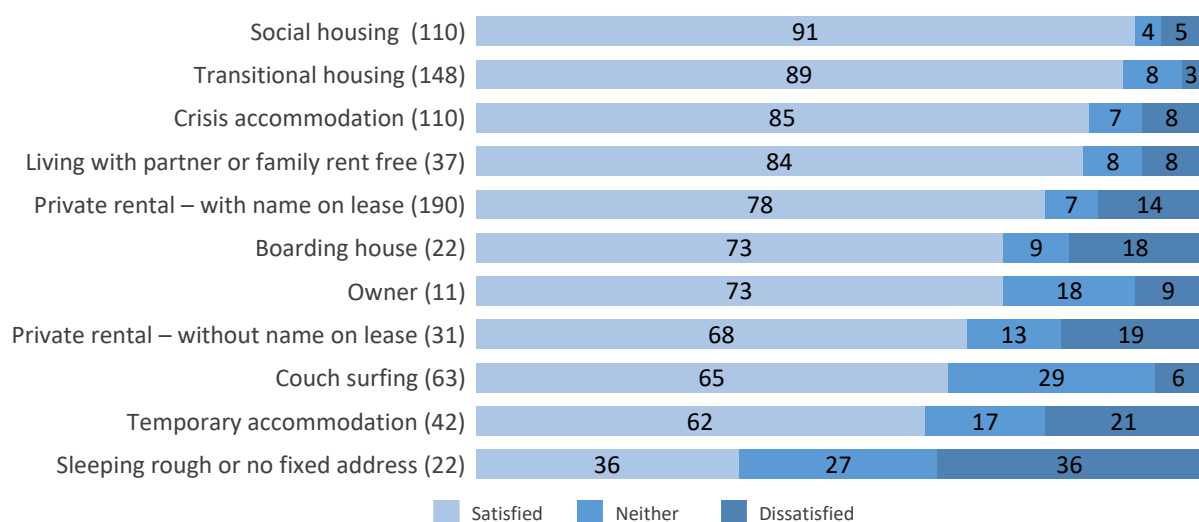
**Group comparison by region:** Clients in Sydney were significantly more satisfied with the cost of their current accommodation (84%) than clients in Regional (77%) and Rural (53%) areas. The score for Rural areas was also significantly below the score for regional areas (53% vs 77%).



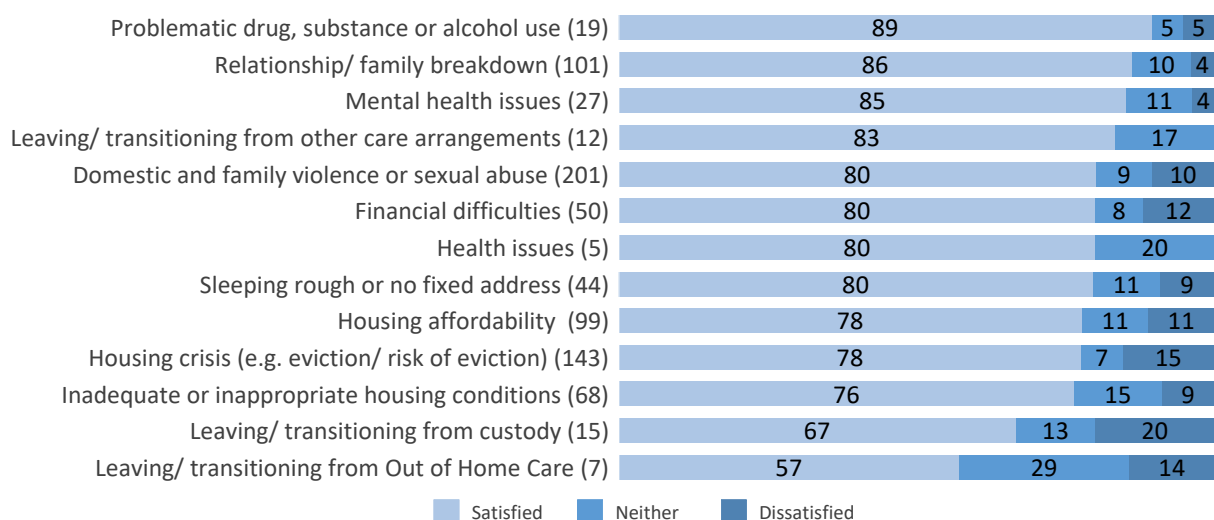
**Group comparison by service speciality:** Satisfaction with the cost of accommodation is significantly higher for Youth organisations (85%) than Generalist organisations (76%). The score for Generalist organisations also recorded a statistically significant decrease from 84% in 2020 to 76% in 2021.



**Group comparison by accommodation type:** Clients in social housing (91%) and transitional housing (89%) were most likely to be satisfied with the cost of their current accommodation.



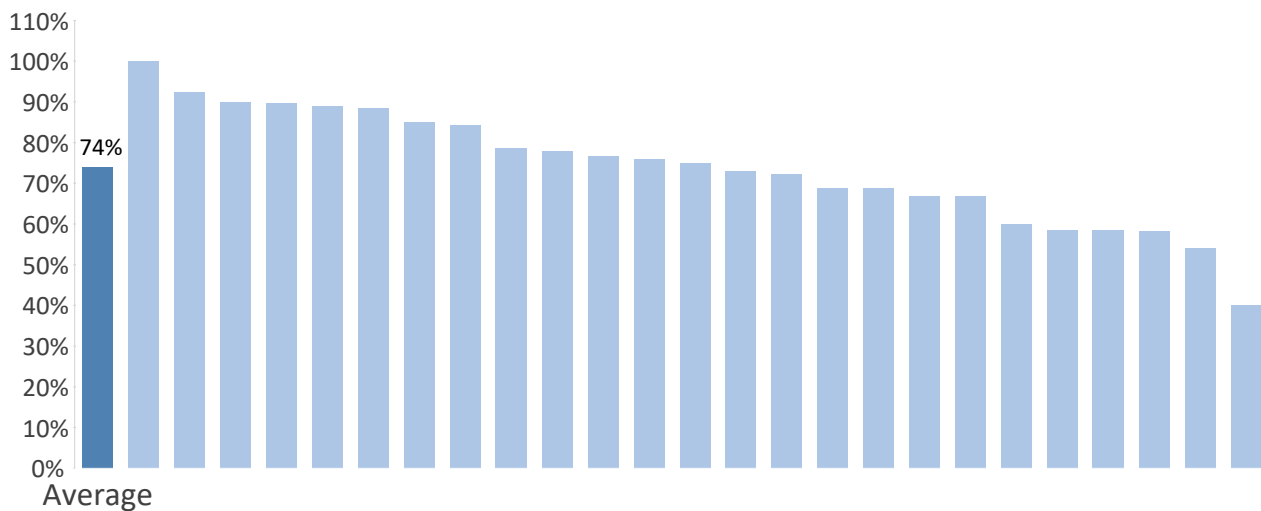
**Group comparison by reason for seeking support:** Clients who sought help due to problematic drug or substance abuse were the most likely to be satisfied with the cost of their current accommodation (89%). The lowest score of 57% was for clients who sought help when leaving Out of Home Care, although base sizes are small for this group.



## CURRENT ACCOMMODATION: PRIVACY

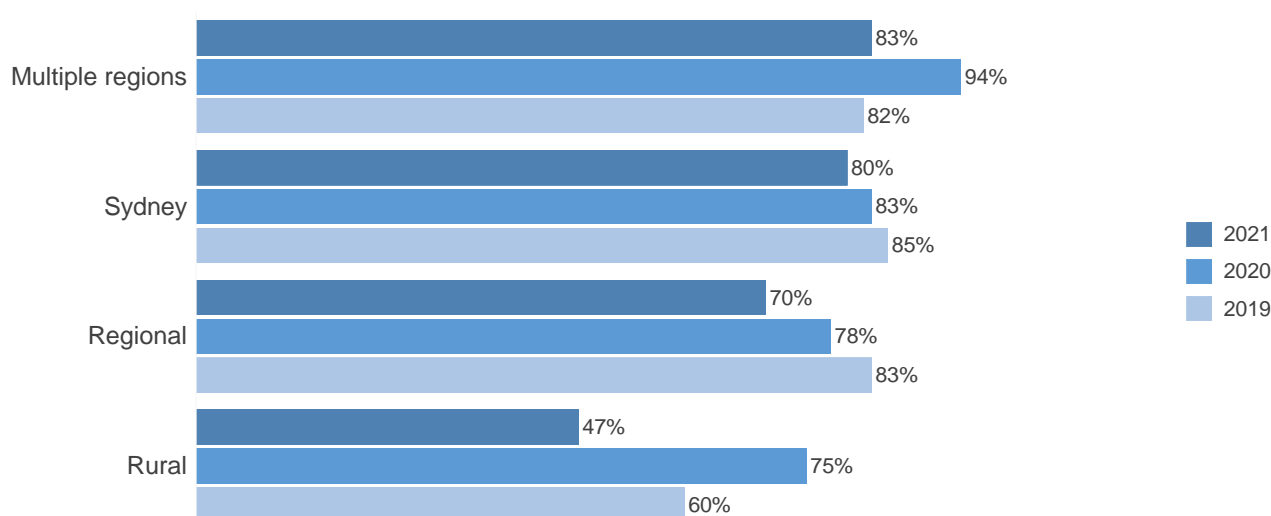
**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 74% were satisfied with the privacy of their current accommodation, 16% were dissatisfied, and 10% were neutral. One organisation received a score of 100%, and the lowest score was 40%.

### Privacy in current accommodation (% Satisfied)

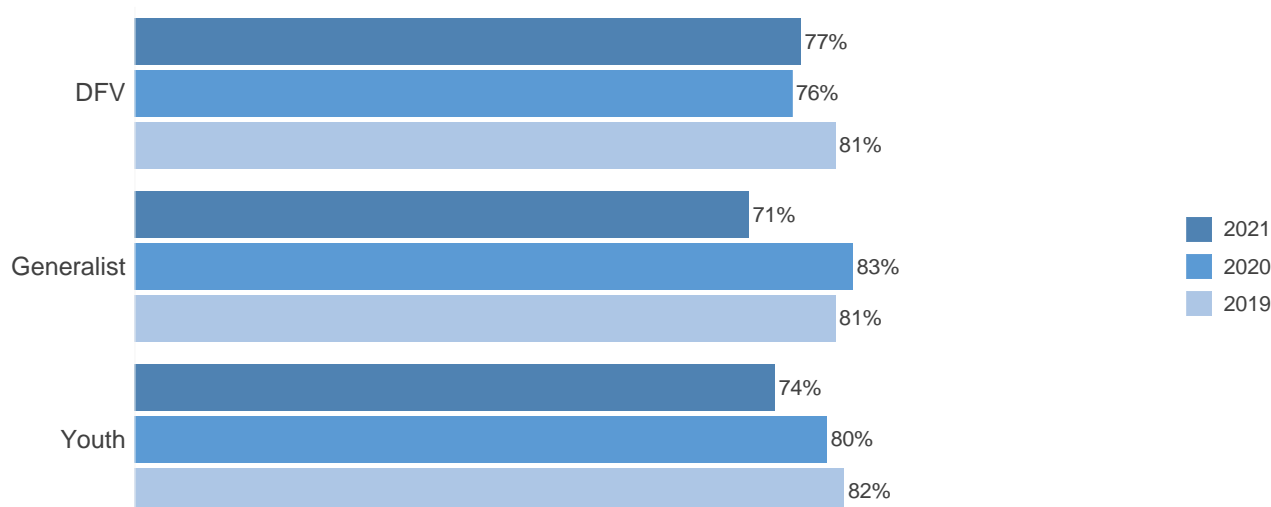




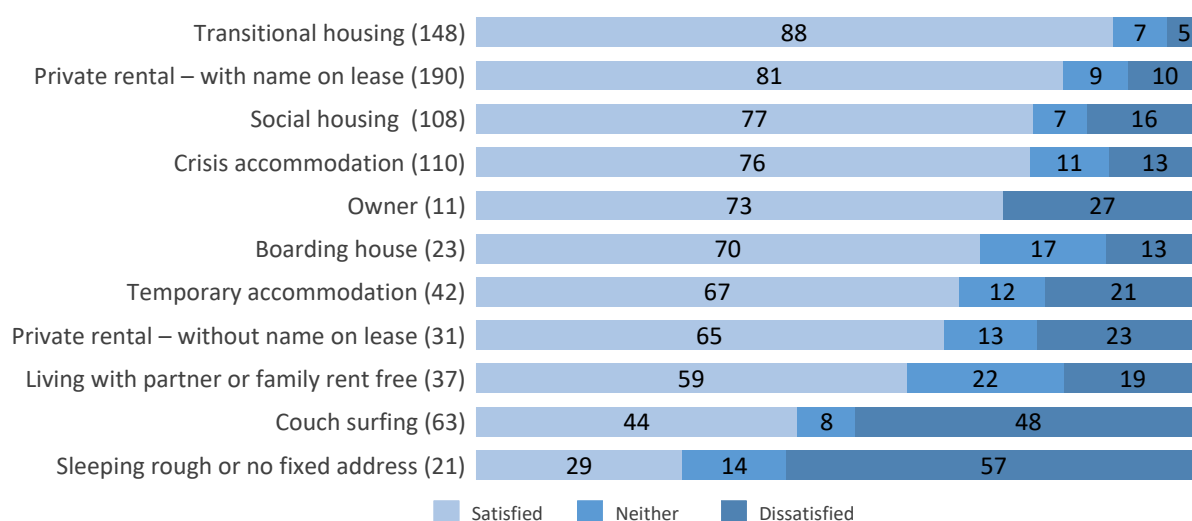
**Group comparison by region:** Clients in Sydney were significantly more satisfied with the privacy of their current accommodation (80%) than clients in Regional (70%) and Rural (47%) areas. The score for Regional areas recorded a statistically significant decrease from 78% in 2020 to 70% in 2021. The score for Rural areas recorded a statistically significant decrease from 75% to 47%.



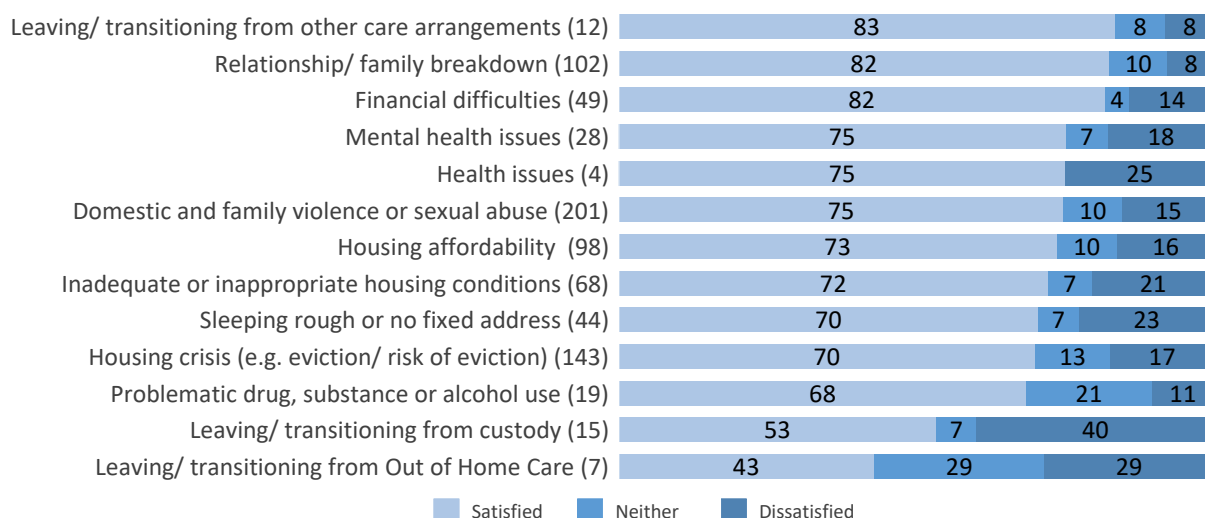
**Group comparison by service speciality:** There were no statistically significant differences in satisfaction with the privacy of accommodation when comparing different specialisms. The score for Generalist organisations recorded a statistically significant decrease from 83% in 2020 to 71% in 2021.



**Group comparison by accommodation type:** In terms of privacy, clients in transitional housing were the most satisfied (88%), followed by clients in private rental with their name on the lease (81%). The lowest score was for clients sleeping rough (29%)



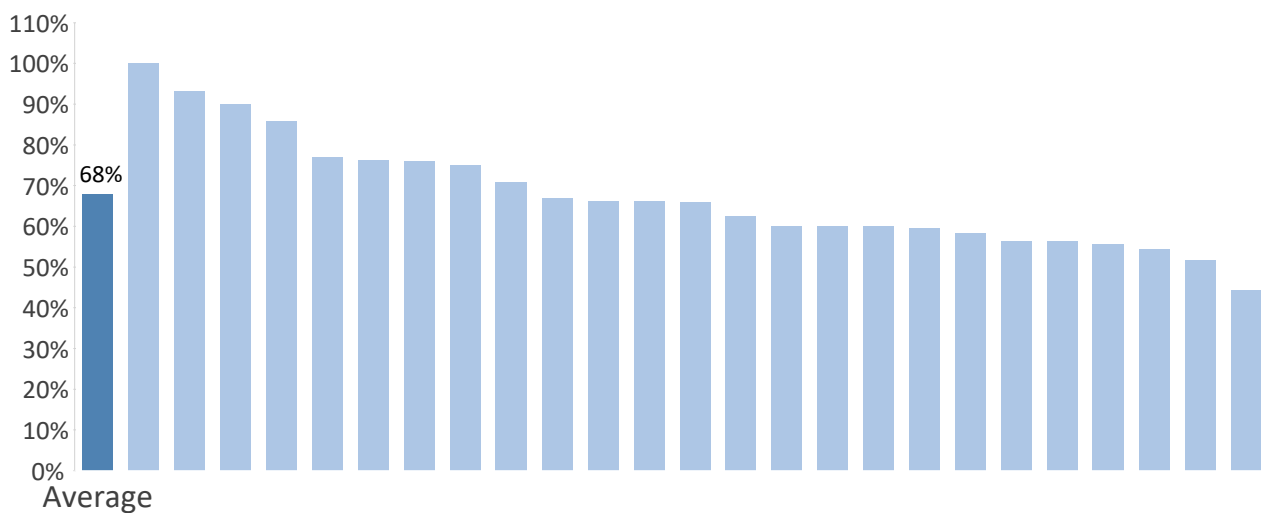
**Group comparison by reason for seeking support:** Clients who sought help when leaving Out of Home Care the least satisfied with the privacy of their current accommodation (43%), followed by clients who sought help when leaving custody (53%), although base sizes for these subgroups are small.



## FUTURE ACCOMMODATION SECURITY

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 68% were satisfied with the privacy of their current accommodation, 17% were dissatisfied, and 15% were neutral. The highest organisational score was 100%, and the lowest score was 44%.

### Security of accomodation into the future (% Satisfied)



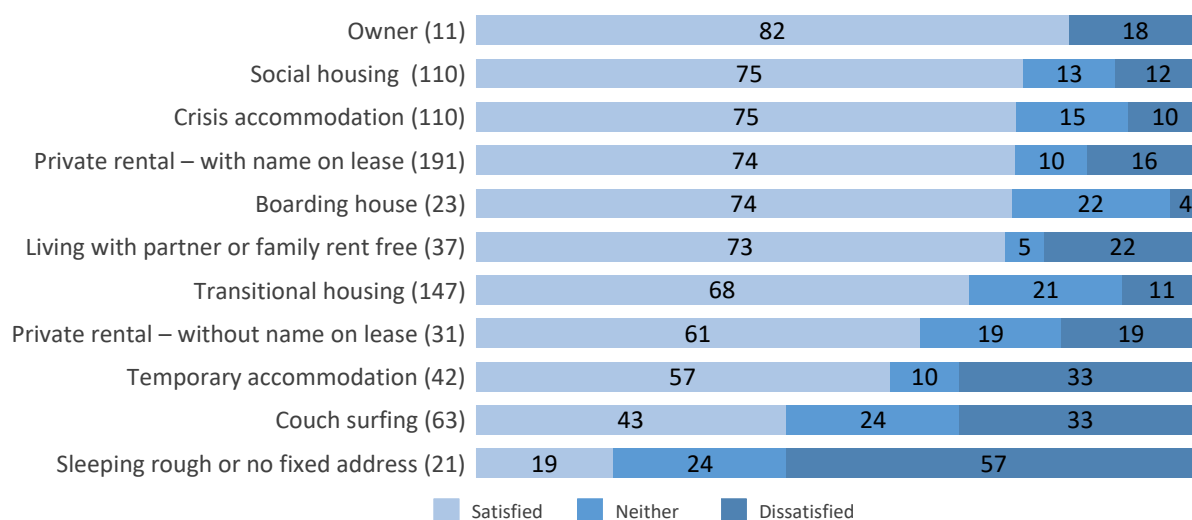
**Group comparison by region:** Clients in Sydney were significantly more satisfied with the security of their accommodation into the future (74%) than clients in Regional areas (63%).



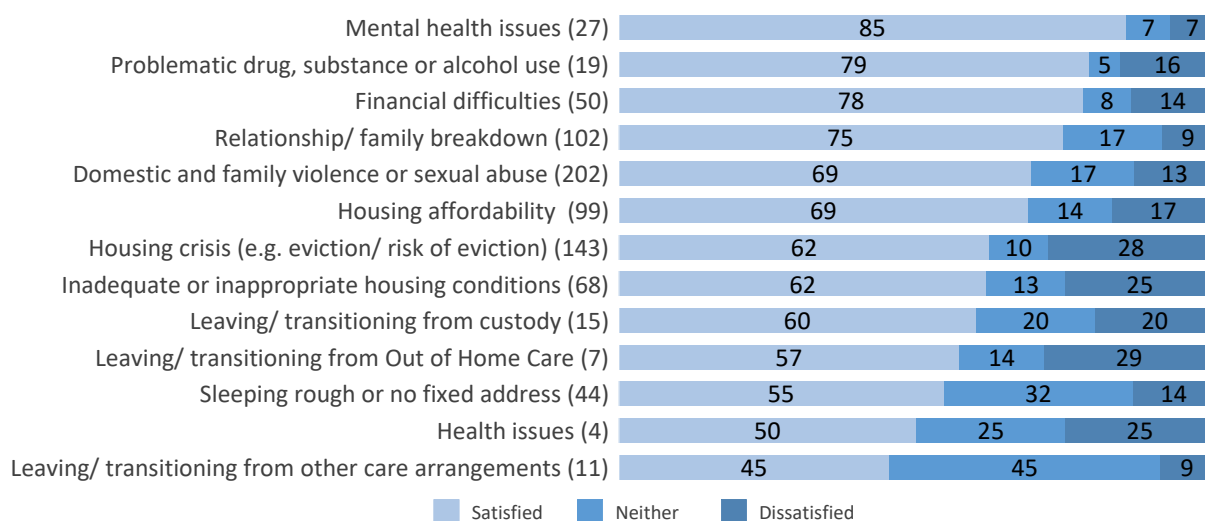
**Group comparison by service speciality:** There were no statistically significant differences between service specialisms.



**Group comparison by accommodation type:** Clients who own their own home were the most likely to be satisfied with the security of their accommodation into the future (82%), while clients who are sleeping rough were the least likely to be satisfied (19%).



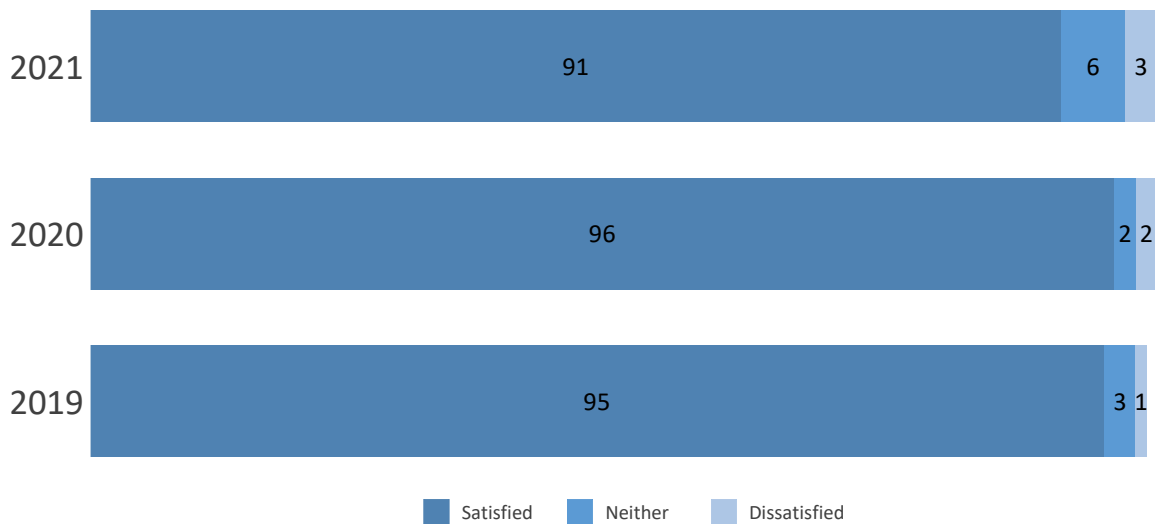
**Group comparison by reason for seeking support:** Clients who sought help for mental health reasons were the most likely to be satisfied (85%) with the security of their future accommodation.



## Section 7: Overall Satisfaction

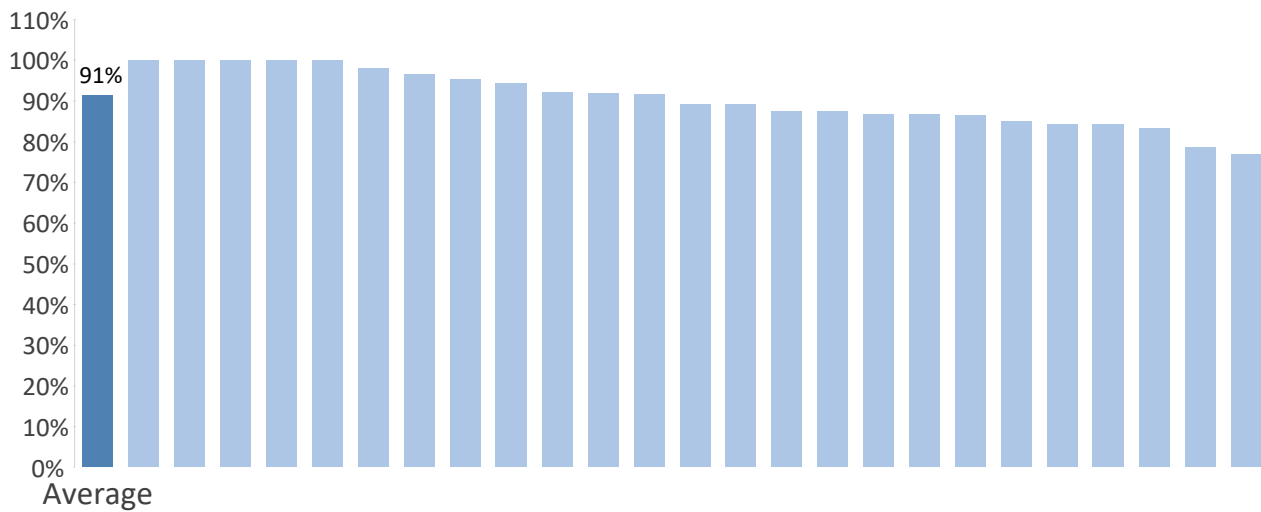
91% of clients indicated that they were satisfied overall with the services they received. This is a statistically significant decrease from 2020 (96% satisfied), but still represents a very positive result – over 9 in 10 clients are satisfied overall with the services they received.

### Overall satisfaction with services provided



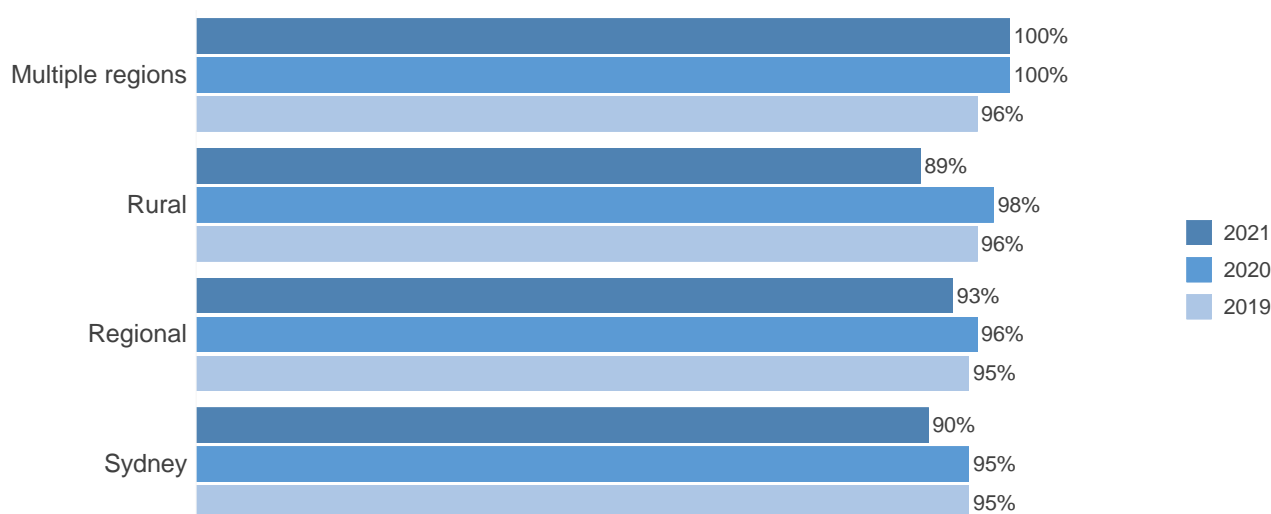
**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 91% were satisfied with services provided overall, 3% were dissatisfied and 6% were neutral. Five organisations received a score of 100%, and the lowest score was 77%.

## Overall satisfaction services provided (% Satisfied)





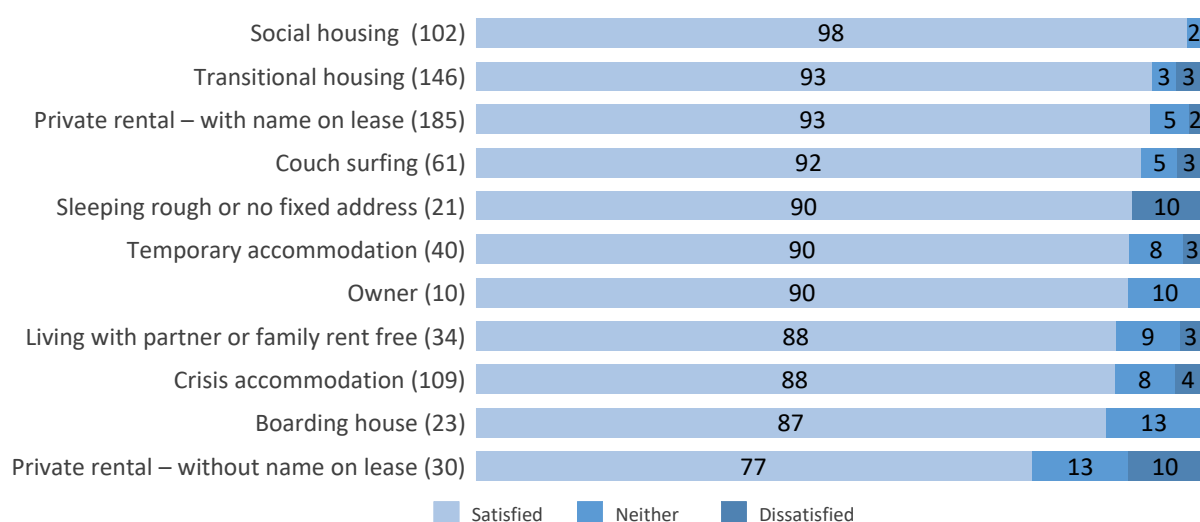
**Group comparison by region:** In terms of overall satisfaction, there were no statistically significant differences between regions in 2021. However, in year-on-year terms, the score for Sydney has recorded a statistically significant decrease from 95% to 90%.



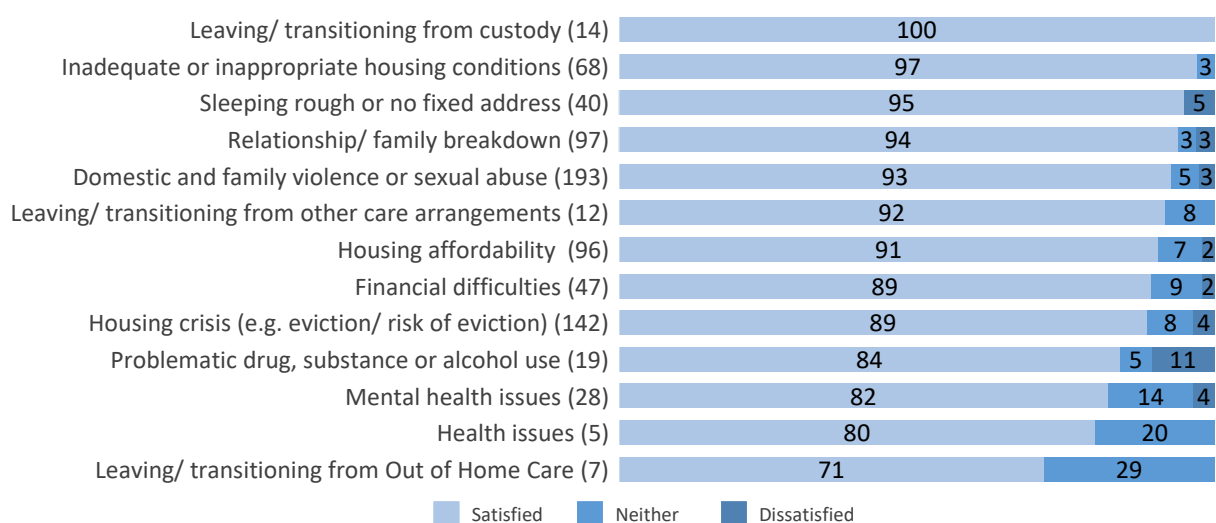
**Group comparison by service speciality:** There were no statistically significant differences in overall satisfaction when comparing different specialisms, although the score for Generalist organisations recorded a statistically significant decrease from 98% in 2020 to 92% in 2021.



**Group comparison by accommodation type:** Overall satisfaction with the services provided varied according to the type of accommodation that clients live in. Clients in social housing reported the highest levels of satisfaction (98%), while clients in private rental without their name on the lease reported the lowest levels of satisfaction (77%).



**Group comparison by reason for seeking support:** Clients who made contact when leaving custody were the most satisfied with services they received overall (100%). The lowest levels of satisfaction were for clients leaving Out of Home Care (71%). It should be noted, however, that base sizes are small for both groups.



## Section 8: Customer Service

Clients indicated high levels of agreement that they received quality support from staff members this year, although statistically significant decreases were observed in some indicators from 2020:

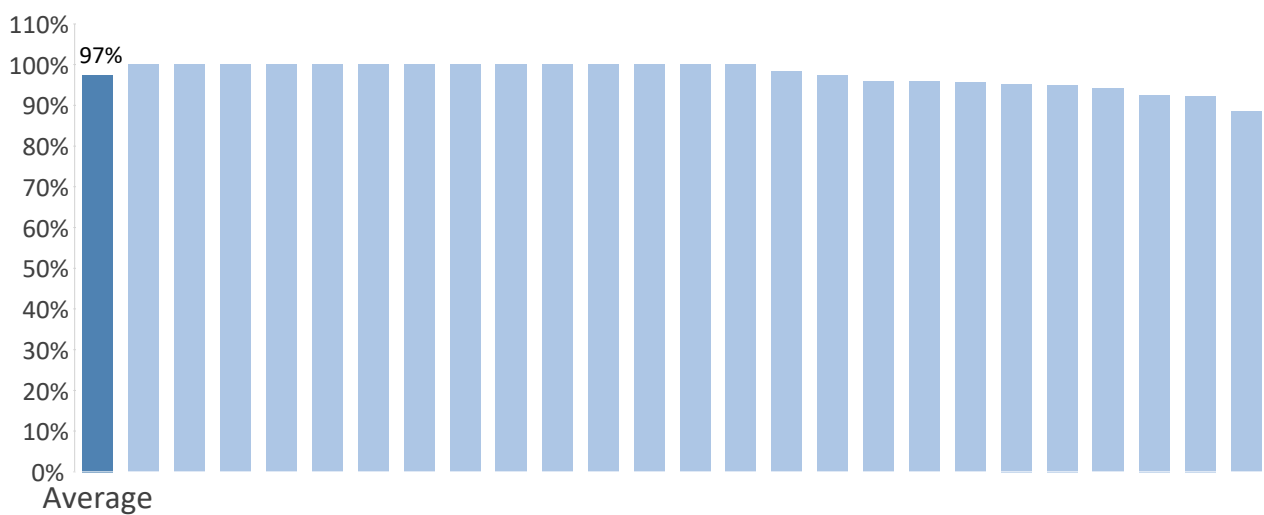
- 97% agreed that staff [treated them with respect](#).
- 97% agreed that staff have made them feel [accepted for who they are](#) (a new question introduced in 2021).
- 94% agreed that staff [understood their needs](#) (a statistically significant decrease from the 98% figure recorded in 2020).
- 93% agreed that they were [involved in setting their case plan goals](#).
- 90% agreed that [staff referred them to other services](#) to support their other needs (significant decrease from 2020 figure of 93%).
- 93% agreed that staff [told them about their accommodation options](#).
- 90% agreed that staff were [sensitive to their ethnic and cultural background](#) (significant decrease from 2020 figure of 95%).
- 87% agreed that staff [explained how to make a complaint](#) about their service.



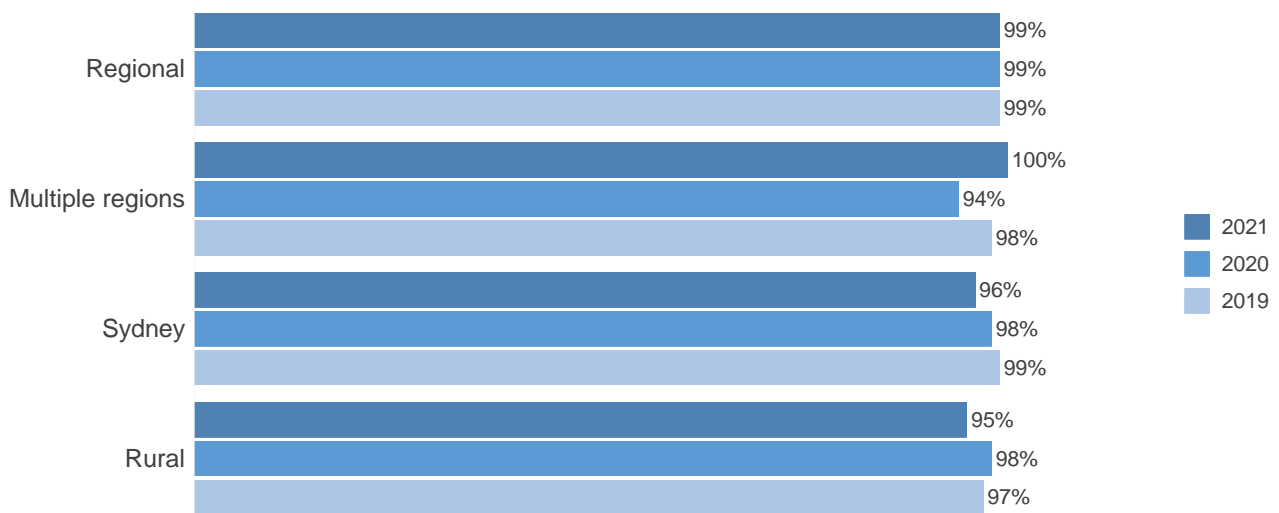
## ‘STAFF TREATED ME WITH RESPECT’

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 97% agreed that staff treated them with respect, 1% disagreed and 2% were neutral. Several organisations scored 100%, and the lowest score was 88%.

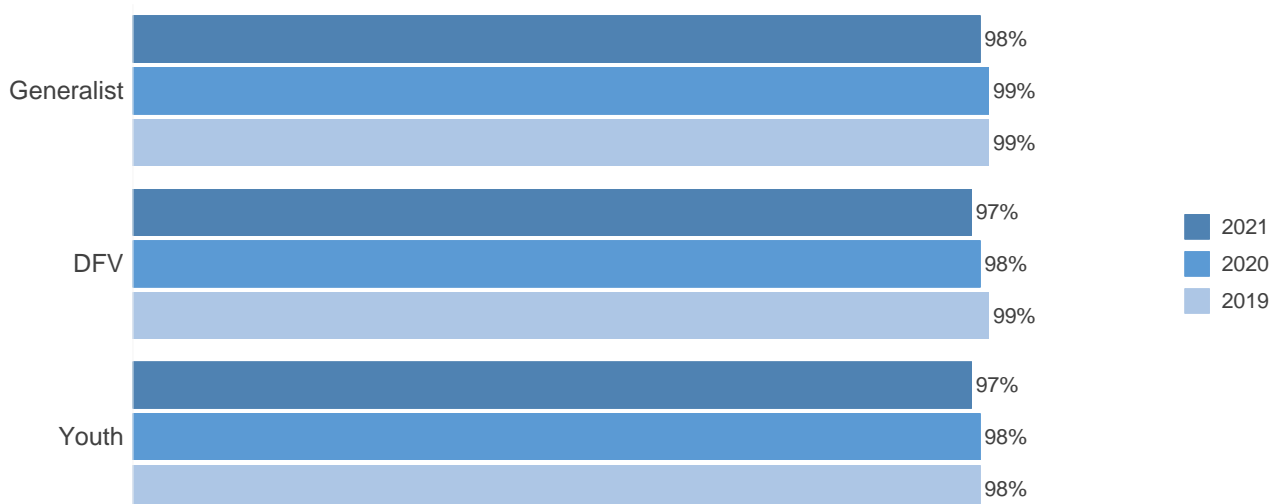
### Staff treated me with respect (% Agree)



**Group comparison by region:** Clients in Sydney were significantly less likely to agree that staff treated them with respect (96%) than clients in Regional areas (99%).



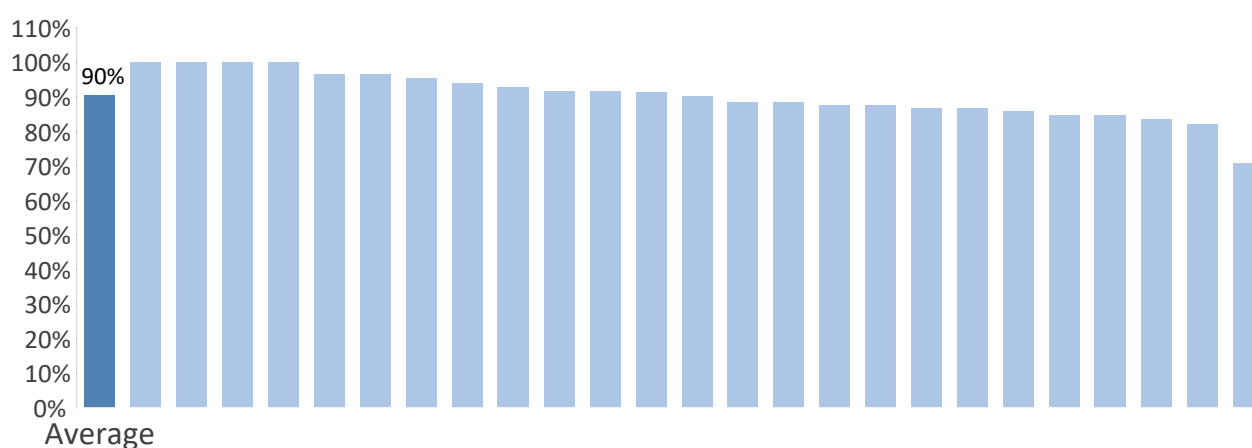
**Group comparison by service speciality:** There is little variation when comparing these scores for different specialities.



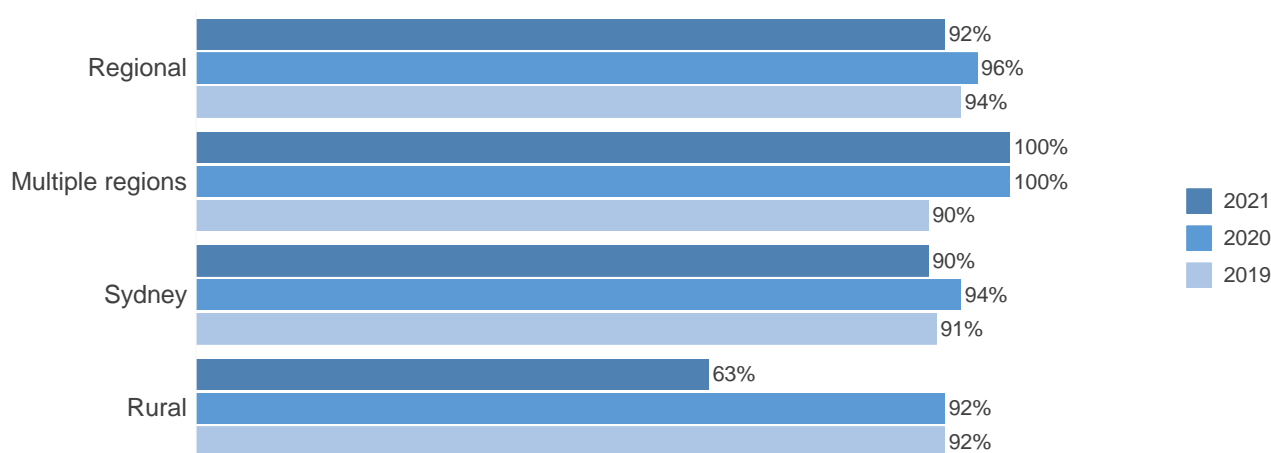
## ‘STAFF HAVE BEEN SENSITIVE TO MY ETHNIC AND CULTURAL BACKGROUND’

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 90% agreed that staff were sensitive to their ethnic and cultural background, 2% disagreed and 8% were neutral. Four organisations scored 100%, with the lowest score recorded at 71%.

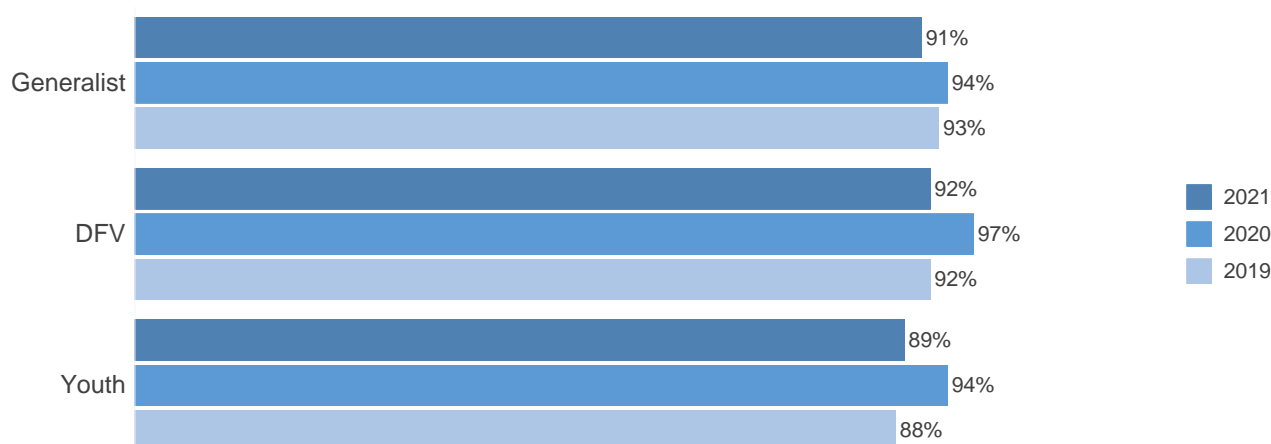
### Staff have been sensitive to my ethnic and cultural background (% Agree)



**Group comparison by region:** Clients in Rural areas were significantly less likely to agree that staff have been sensitive to their ethnic and cultural needs in 2021 (63%) than in 2020 (92%). They were also significantly less likely to agree that staff have been sensitive to their ethnic and cultural needs than clients in Sydney (90%) and Regional areas (92%).



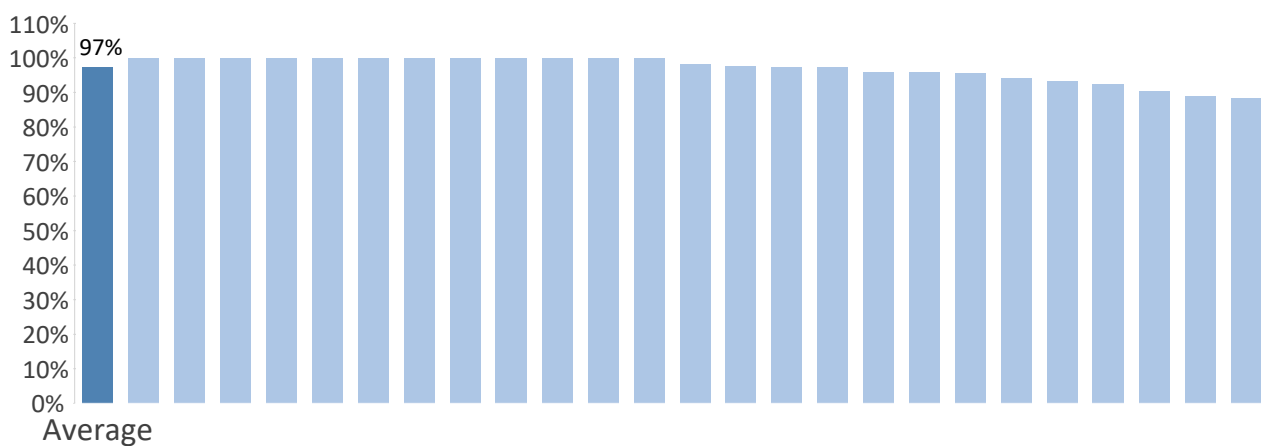
**Group comparison by service speciality:** There were no significant differences when comparing service specialities. However, the score for DFV organisations recorded a statistically significant fall from 97% in 2020 to 92% in 2021.



## ‘STAFF MADE ME FEEL ACCEPTED FOR WHO I AM’

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 97% agreed that staff have made them feel accepted for who they are, 1% disagreed and 2% were neutral. Several organisations scored 100%, with the lowest score recorded at 88%.

### Staff have made me feel accepted for who I am (% Agree)





**Group comparison by region:** There were no significant differences when comparing different regions.



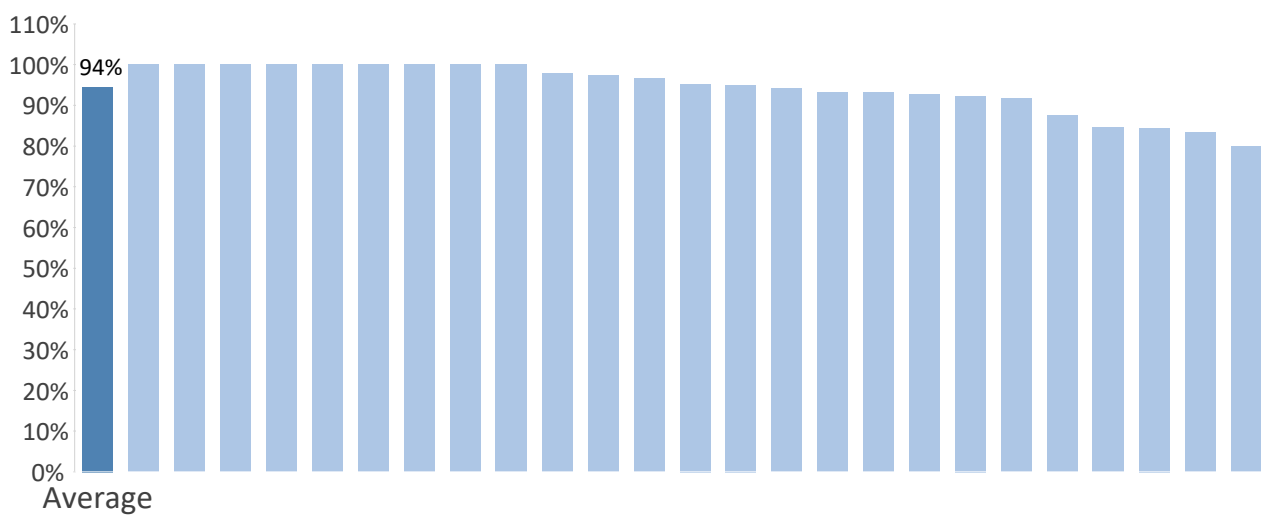
**Group comparison by service speciality:** There were no significant differences when comparing different specialisms.



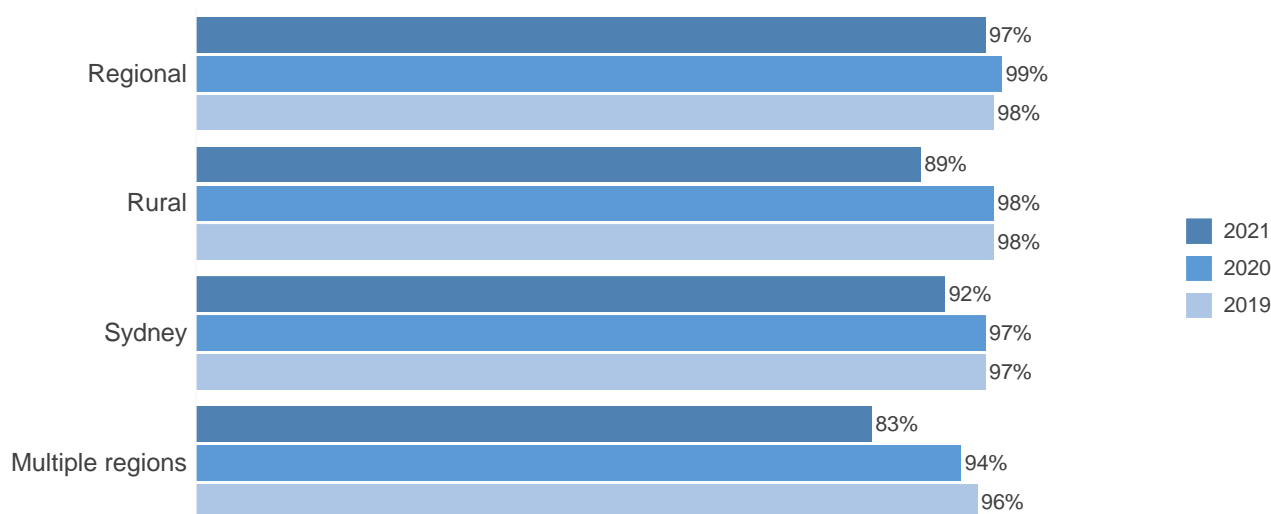
## 'STAFF UNDERSTOOD MY NEEDS'

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 94% agreed that staff understood their needs, 2% disagreed and 3% were neutral. Several organisations scored 100% and the lowest score was 80%.

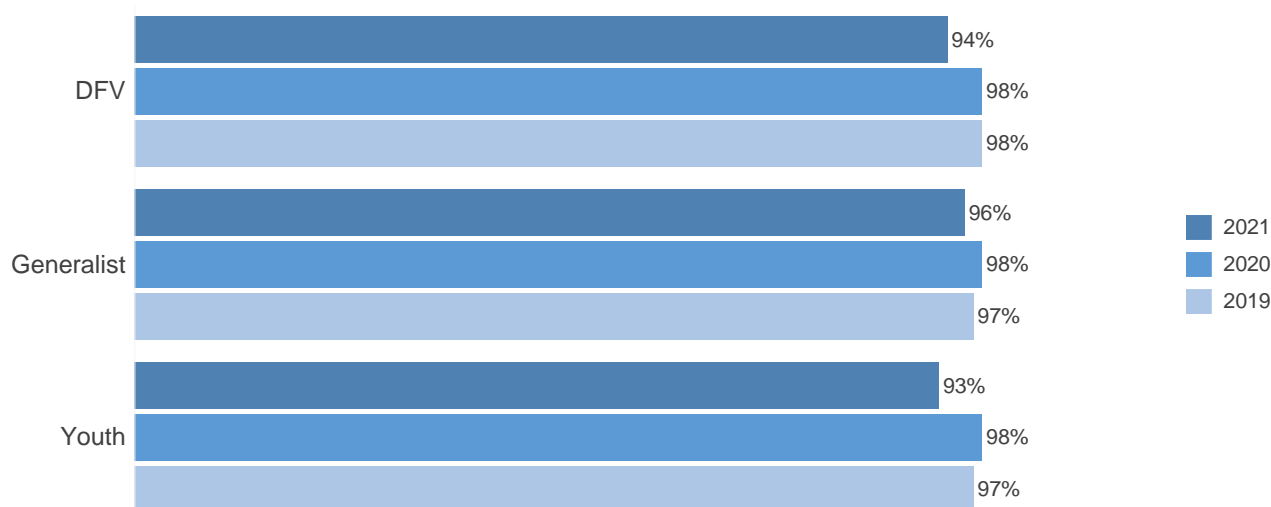
### Staff understood my needs (% Agree)



**Group comparison by region:** Clients in Sydney areas were significantly less likely to agree that staff understood their needs in 2021 (92%) than in 2020 (97%). They were also significantly less likely to agree that staff understood their needs than clients in Regional areas (97%).



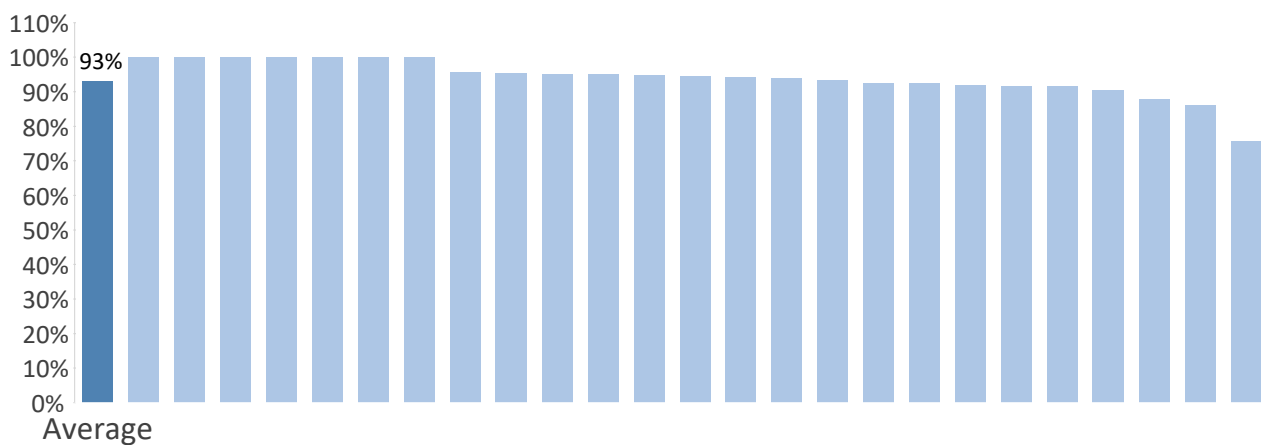
**Group comparison by service speciality:** There were no significant differences when comparing different specialisms in 2021, although the score for Youth organisations recorded a statistically significant year-on-year fall from 98% to 93%.



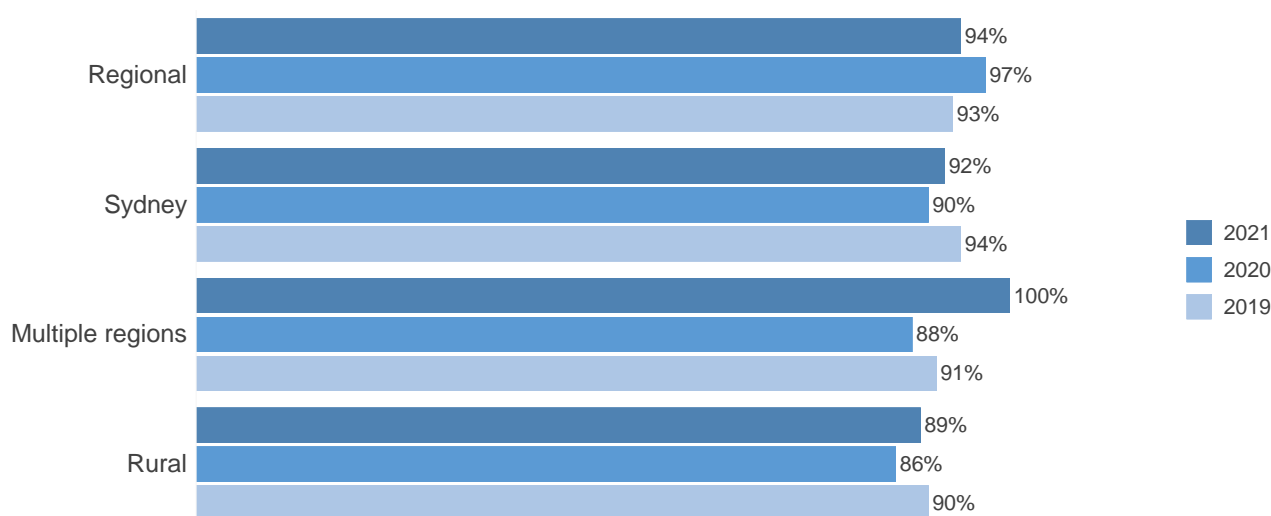
## 'I HAVE PARTICIPATED IN SETTING MY CASE PLAN GOALS'

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 93% agreed that they have participated in setting their case plan goals, 1% disagreed and 6% were neutral. Seven organisations scored 100% and the lowest score was 76%.

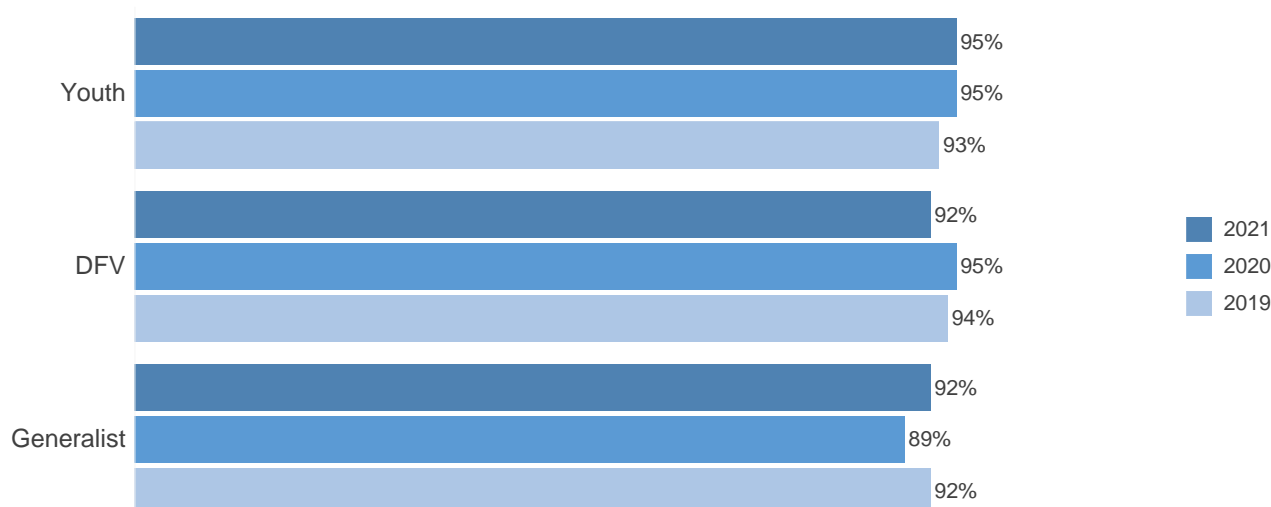
### I have participated in setting my case plan goals (% Agree)



**Group comparison by region:** In terms of having needs understood, there were no statistically significant differences between regions in 2021, nor were there any statistically significant year-on-year changes when comparing regions.



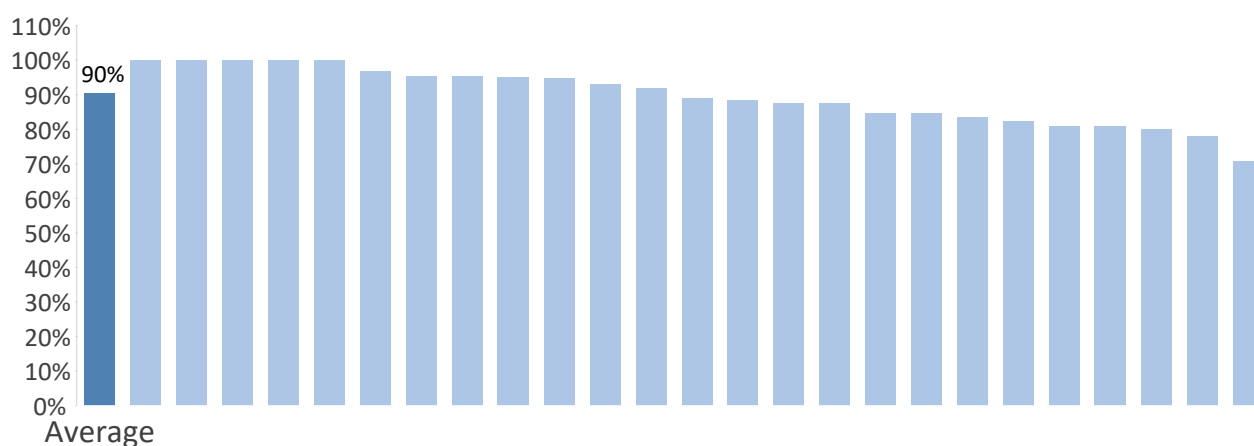
**Group comparisons by service speciality:** There were no statistically significant variations between service specialisms when comparing the proportion who reported that they participated in setting their case plan goals. There were also no statistically significant year-on-year changes for individual specialisms.



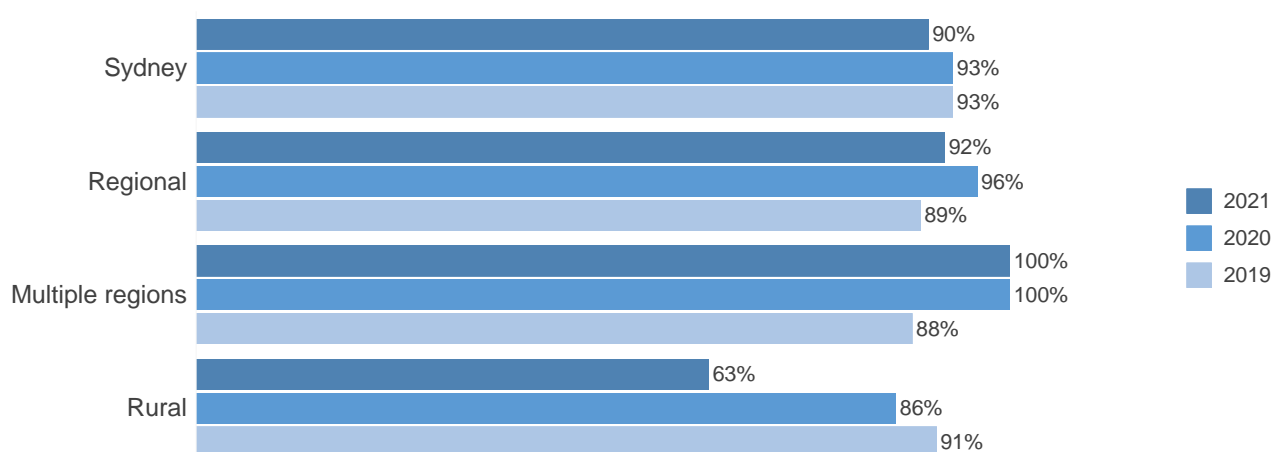
## 'STAFF REFERRED ME TO OTHER SERVICES TO SUPPORT MY OTHER NEEDS'

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 90% agreed that staff referred them to other services to support their other needs, 2% disagreed and 7% were neutral. Five organisations scored 100% and the lowest score was 71%.

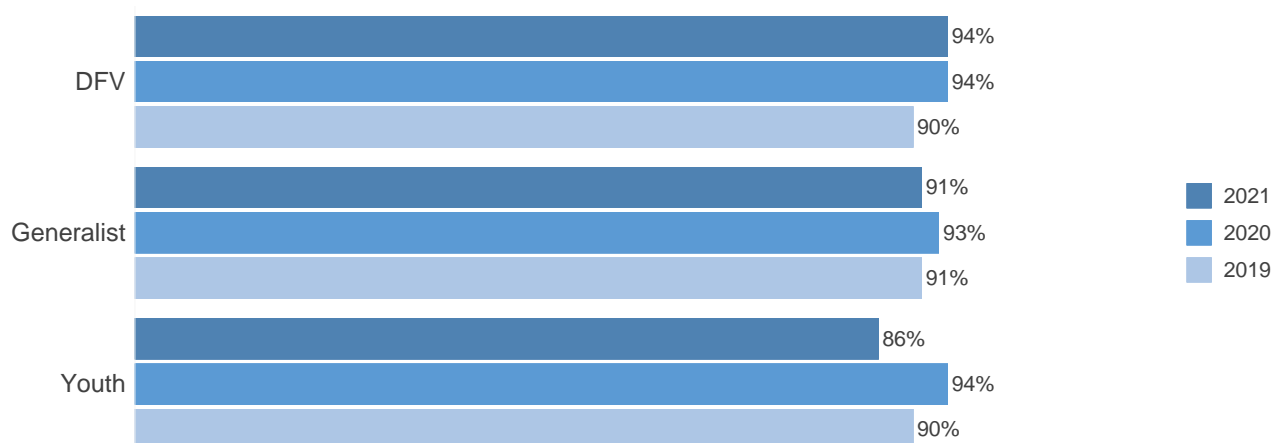
### Staff referred me to other services to support my other needs (% Agree)



**Group comparison by region:** Clients in Rural areas were significantly less likely to agree that staff have referred them to external support services in 2021 (63%) than in 2020 (86%). They were also significantly less likely to agree that staff have referred them to external support services than clients in Sydney (90%) and Regional areas (92%).



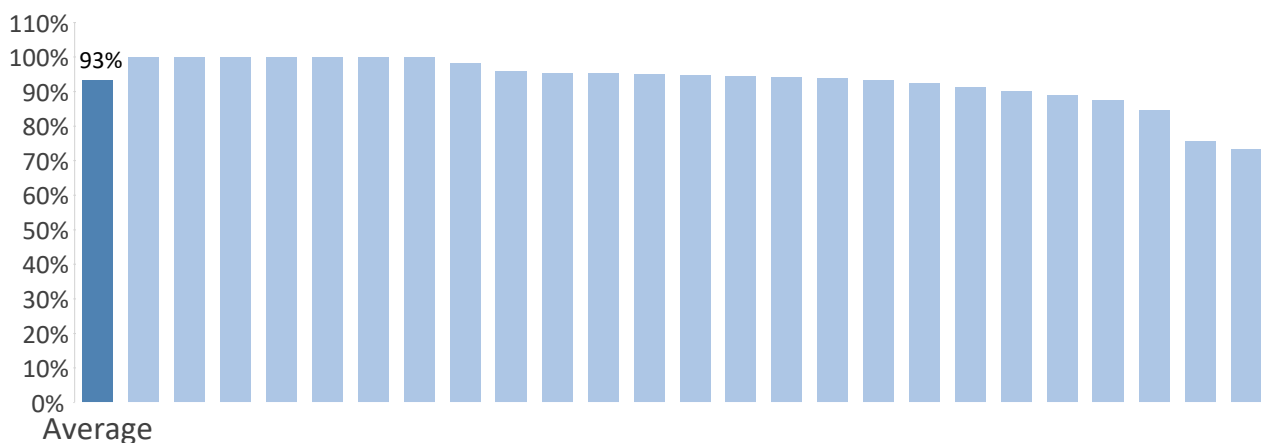
**Group comparison by service speciality:** Clients in Youth specialism organisations were significantly less likely to report that they were referred to external support services (86%) than clients of DFV organisations (94%). The score for Youth organisations also recorded a statistically significant fall (down from 94% in 2020 to 86% in 2021).



## 'STAFF TOLD ME ABOUT MY ACCOMMODATION OPTIONS'

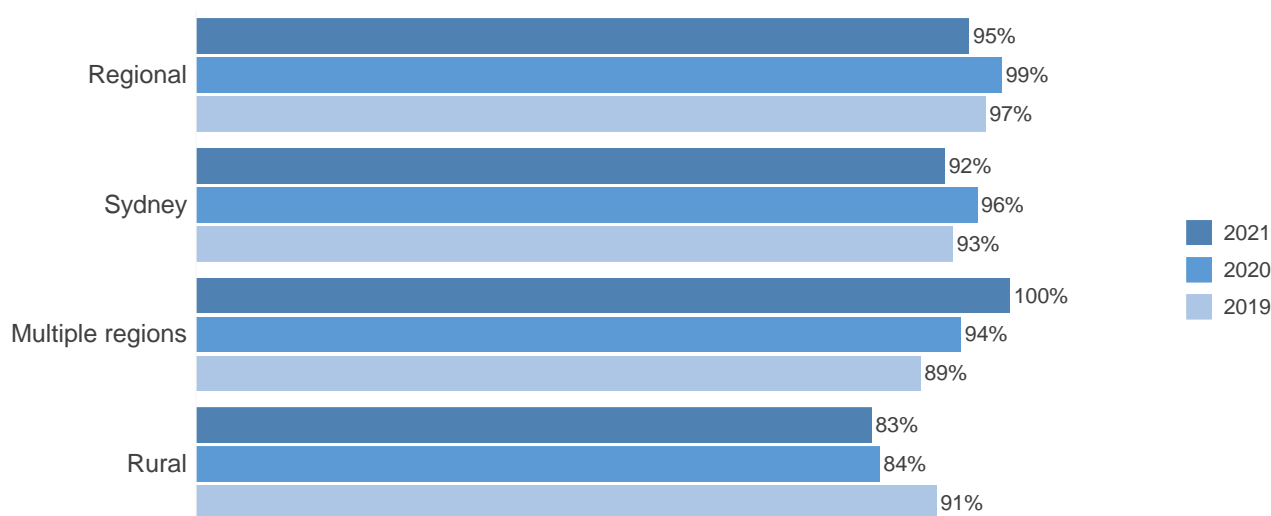
**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 93% agreed that staff told them about their accommodation options, 3% disagreed and 3% were neutral. Seven organisations scored 100% and the lowest score was 73%.

### Staff told me about my accommodation options (% Agree)

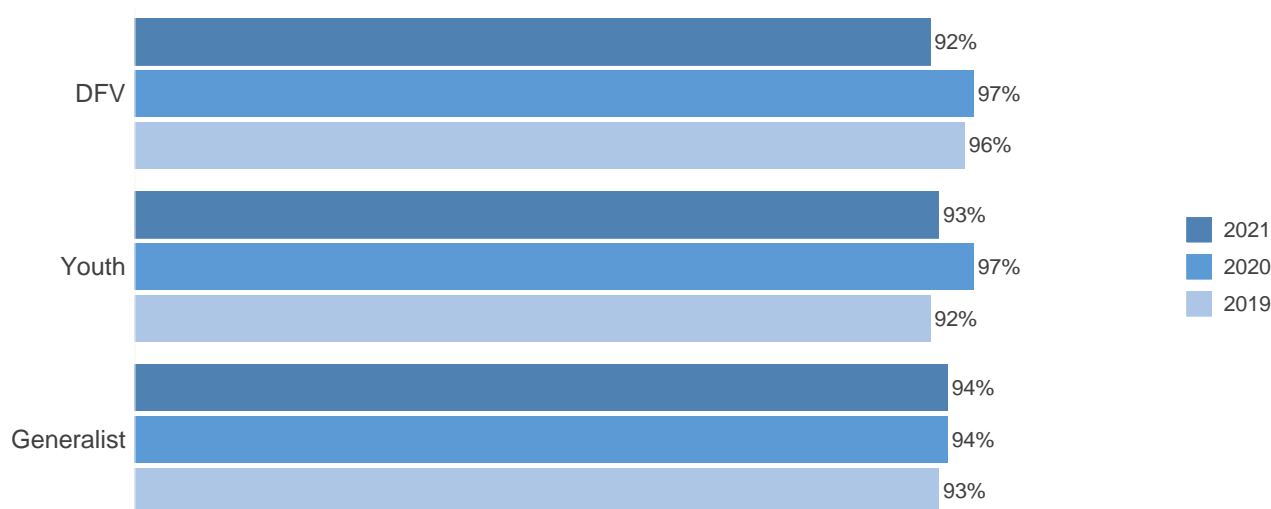




**Group comparison by region:** Clients in Rural areas were significantly less likely to agree that staff told them about accommodation options (83%) than clients in Regional areas (95%). The score for Regional areas recorded a statistically significant decrease from 99% in 2020 to 95% this year.



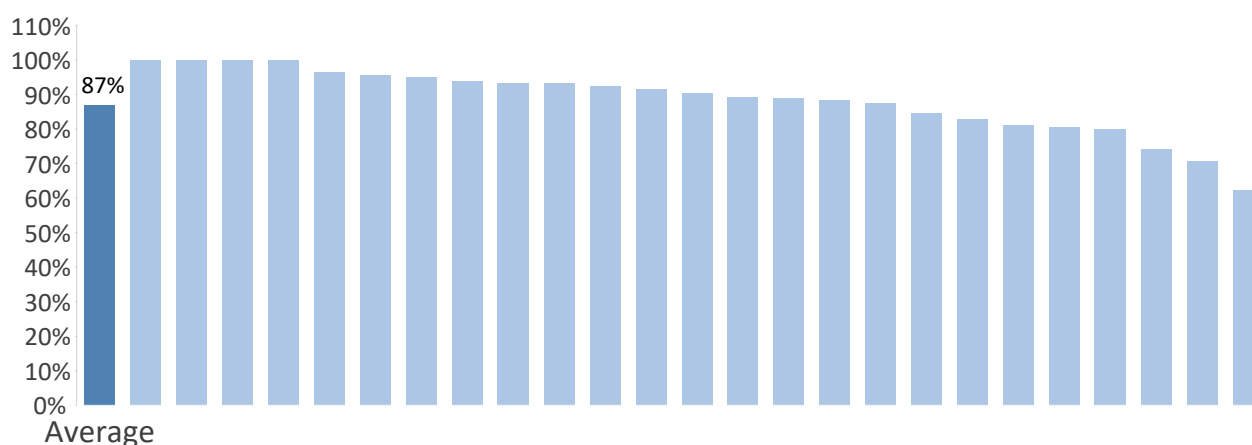
**Group comparison by service speciality:** When looking at the proportion of clients reporting that they were told about their accommodation options, there were no statistically significant differences when comparing service specialisms. There were no statistically significant year-on-year changes for individual service specialities.



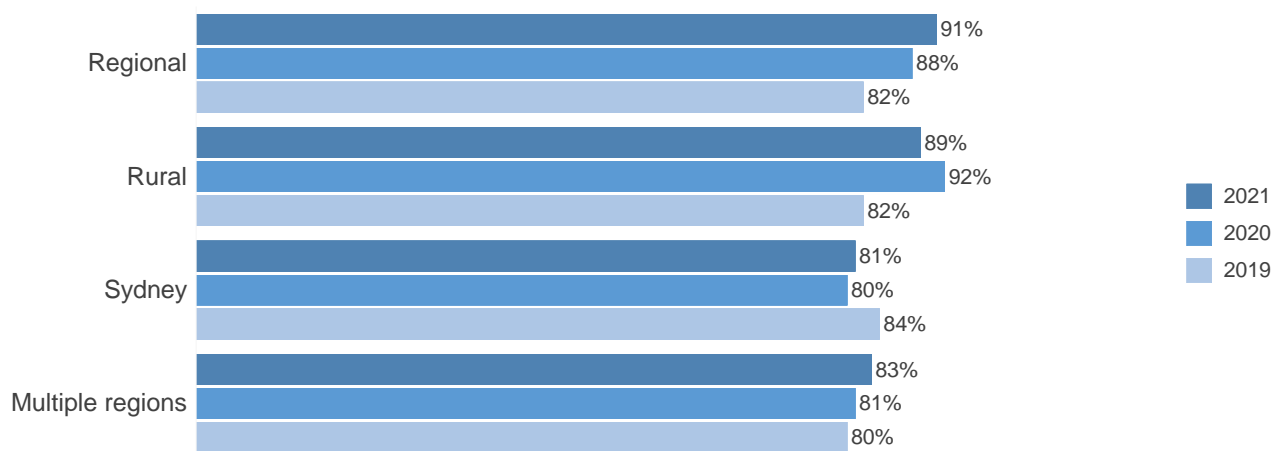
## ‘STAFF EXPLAINED HOW TO MAKE A COMPLAINT AGAINST THIS ORGANISATION’

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 87% agreed that staff explained how to make a complaint against the organisation, 6% disagreed and 7% were neutral. Four organisations scored 100% and the lowest score was 62%.

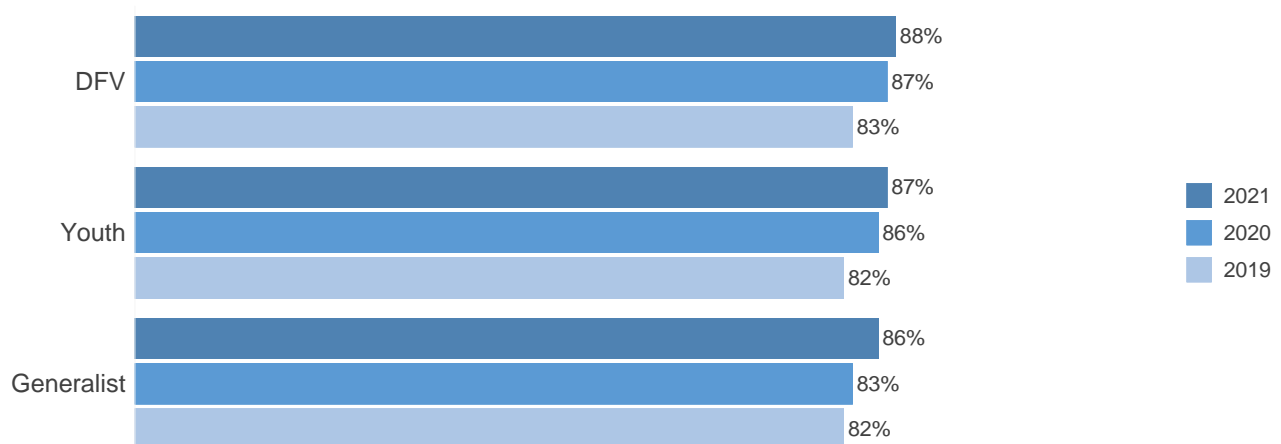
### Staff explained how to make a complaint against this organisation (% Agree)



**Group comparison by region:** Regional clients were significantly more likely to agree that staff explained how to make a complaint (91%) than respondents Sydney (81%). There were no statistically significant year-on-year changes.



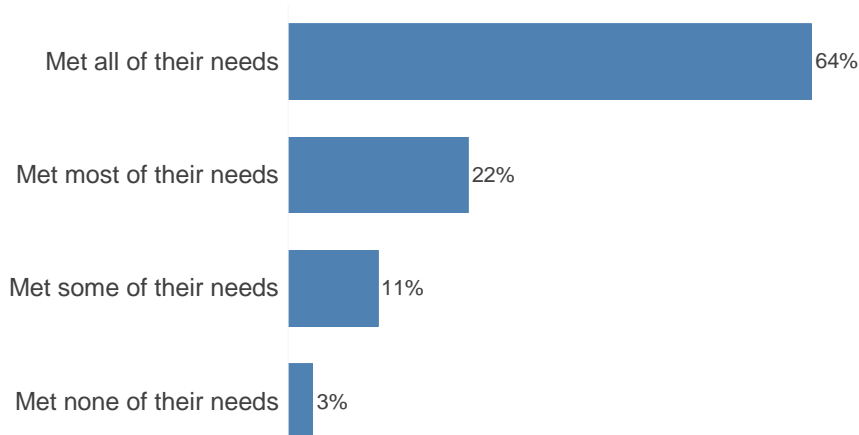
**Group comparison by service speciality:** When looking at the proportion of clients reporting that they were told about how to make a complaint, there were no statistically significant differences when comparing service specialisms. There were also no statistically significant year-on-year changes for individual service specialities.



## Section 9: Child Support

Clients were asked about how their service caters for the needs of children. 62% of respondents reported that they do not have children under the age of eighteen. Excluding these clients from analysis, 64% reported that the service met all their children's needs, and 22% reported that their service met most of their children's needs.

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

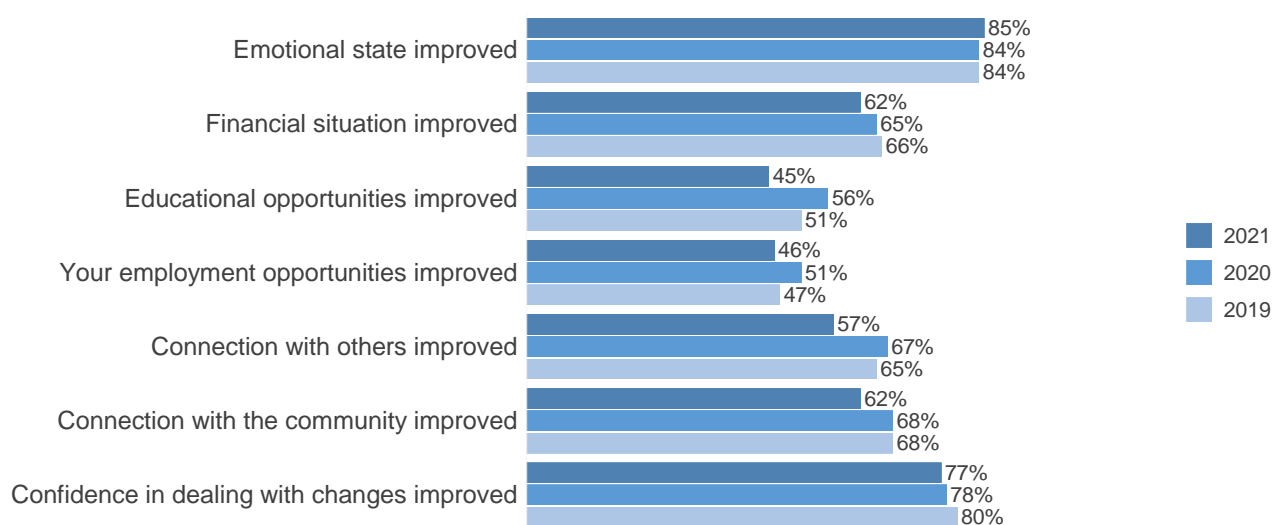


# Section 10: Impact of Service

Clients were asked how assistance from their service has affected various aspects of their life. The results show that that SHS are making a positive impact in various ways:

- 85% reported that their [emotional state](#) has improved since getting assistance from the service. 11% reported that it has stayed the same and 4% reported that it has got worse.
- 62% reported that their [financial situation](#) has improved, 32% reported that it has stayed the same and 5% reported that it has got worse.
- 45% reported that their [educational opportunities](#) have improved (significantly below the 67% recorded in 2020), 53% reported that they have stayed the same and 2% reported that they have got worse.
- 46% reported that their [employment opportunities](#) have improved, 52% reported that they have stayed the same and 3% reported that they have got worse.
- 57% reported that [their connection with others](#) has improved (significantly below the 67% recorded in 2020), 39% reported that it has stayed the same and 4% reported that it has got worse.
- 62% reported that their [connection with the community](#) has improved (significantly below the 68% recorded in 2020), 35% reported that it has stayed the same and 3% reported that it has got worse.
- 77% reported that their [confidence in dealing with changes](#) has improved, 20% reported that it has stayed the same and 3% reported that it has got worse.

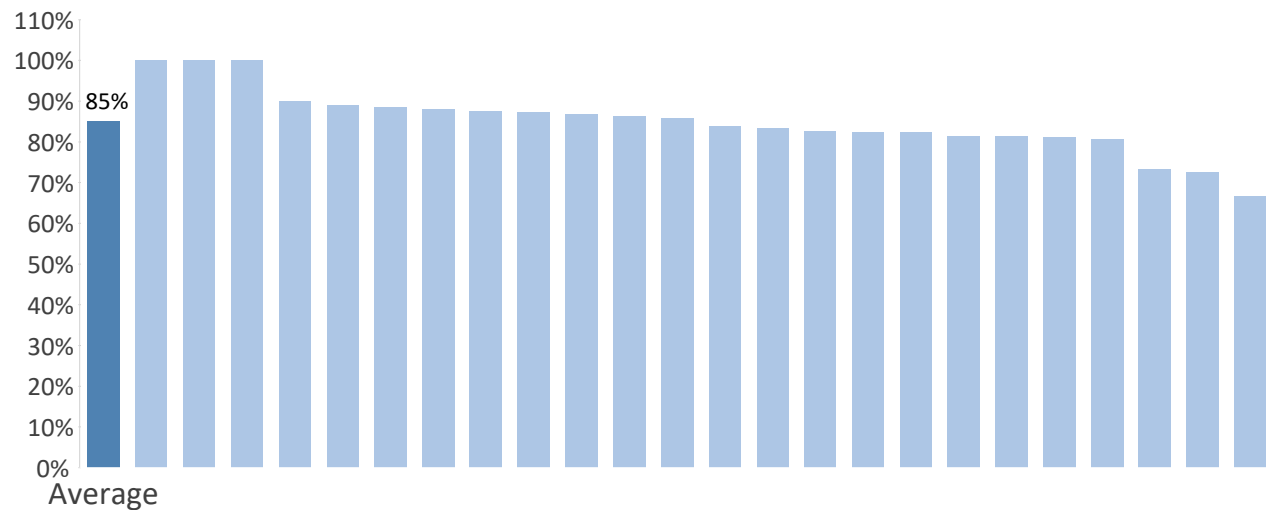
## Summary: How things have improved



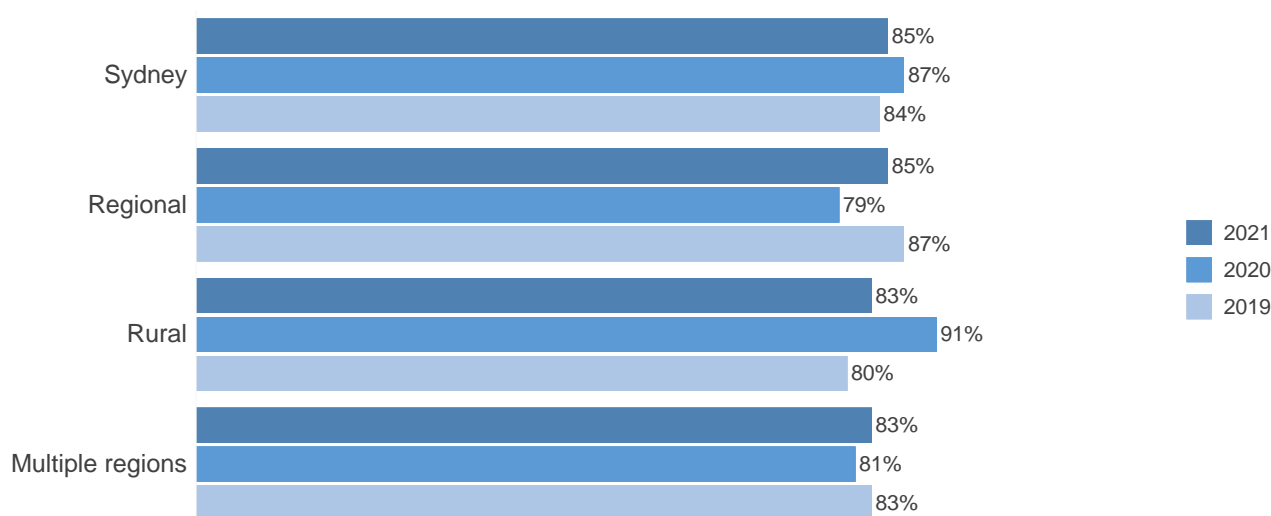
## EMOTIONAL STATE IMPROVEMENT

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 85% reported that their emotional state has improved since getting assistance from the service, 11% reported that it had stayed the same and 4% that it had got worse. The highest score was 100% with the lowest scoring 67%.

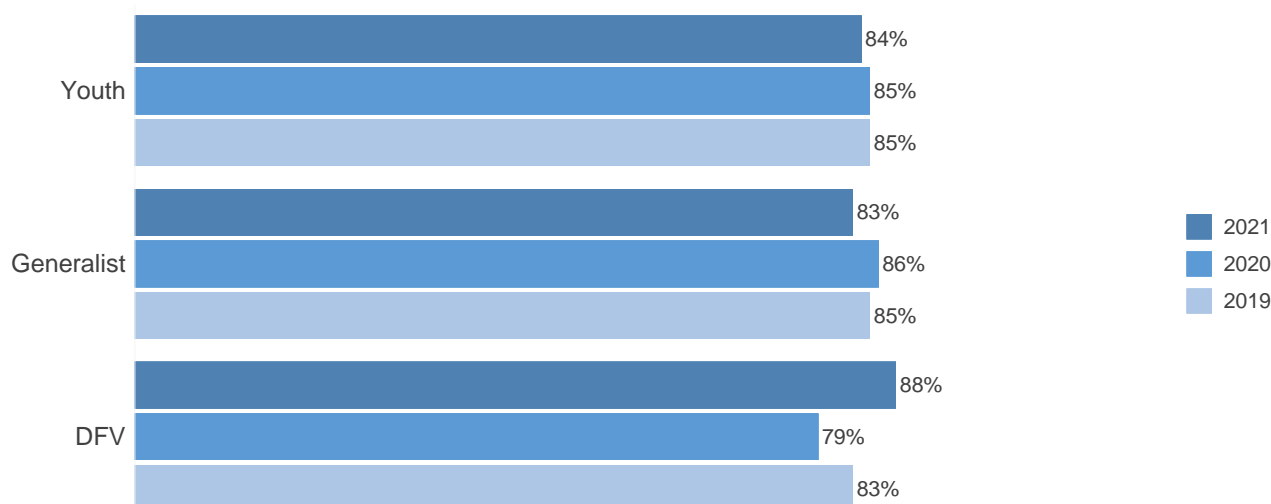
### Your emotional state? (% Improved)



**Group comparison by region:** There were no statistically significant differences between regions, nor were there any statistically significant year-on-year changes when looking at the proportion of clients reporting that their emotional state has improved.

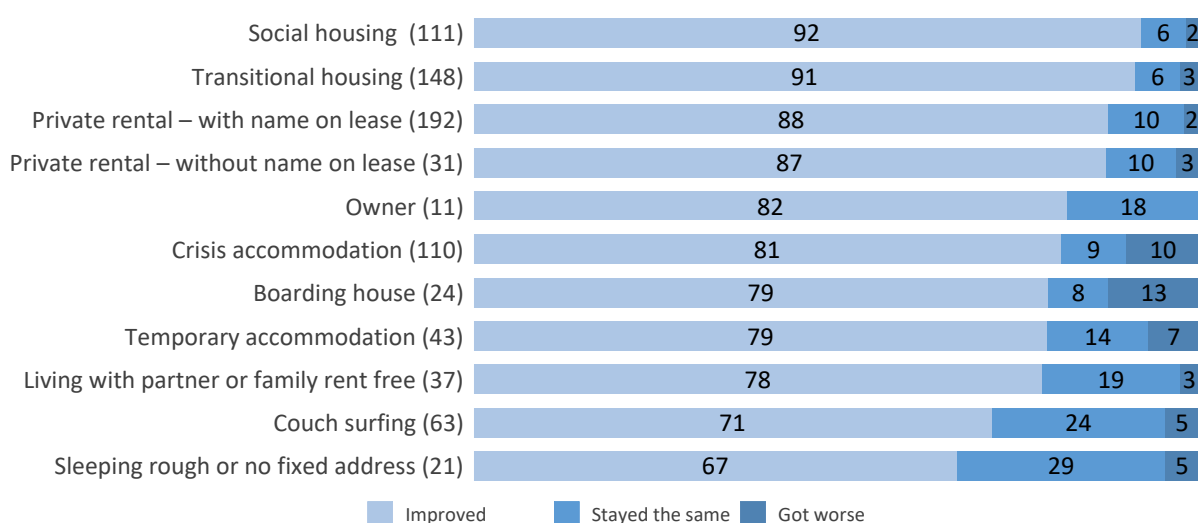


**Group comparison by service speciality:** There were no significant differences when comparing different specialisms in terms of the proportion reporting that their emotional state has improved. However the score for DFV organisations **increased** significantly, from 79% in 2020 to 88% in 2021.

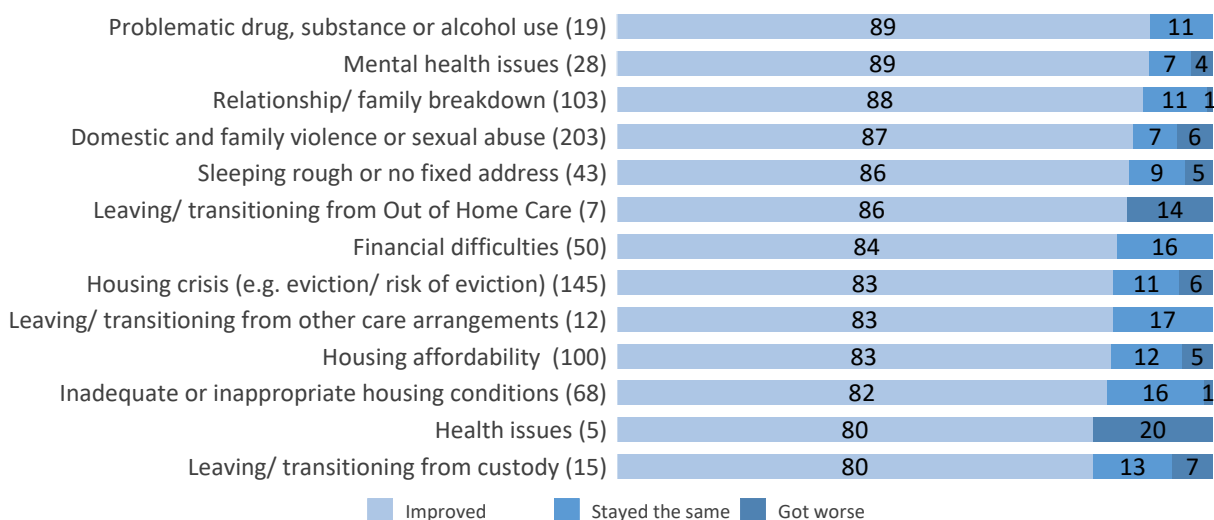




**Group comparison by accommodation type:** There was some variation when comparing accommodation type, with clients sleeping rough least likely to report that their emotional state had improved (67%) while clients in social housing (92%) and transitional housing (91%) were most likely to report an improvement in their emotional state.



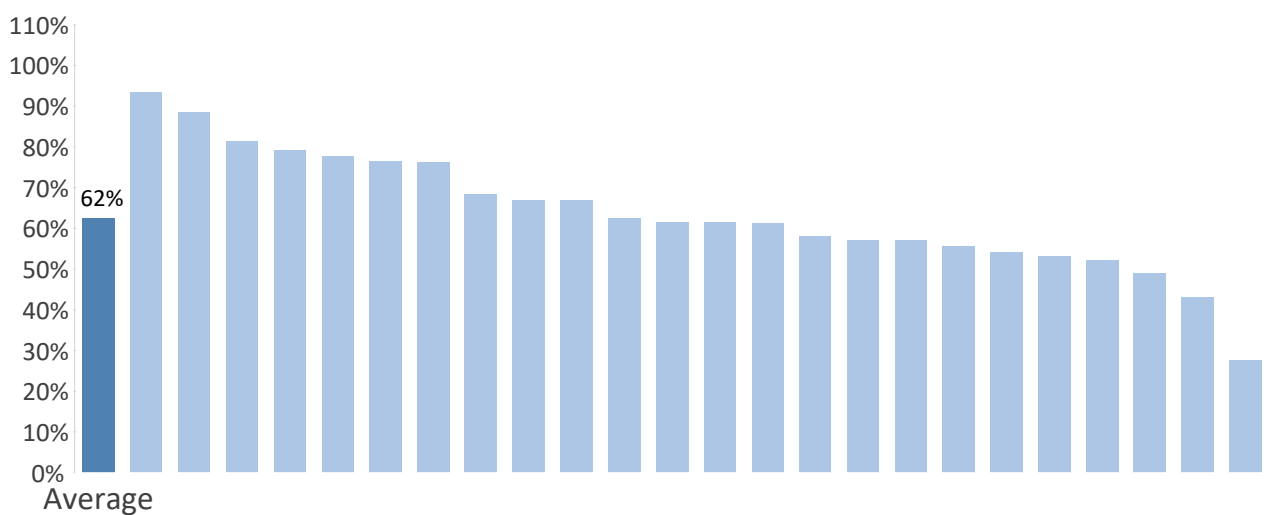
**Group comparison by reason for seeking support:** When looking at the reasons that clients sought help, there was less variation in terms of the proportions reporting that their emotional state had improved.



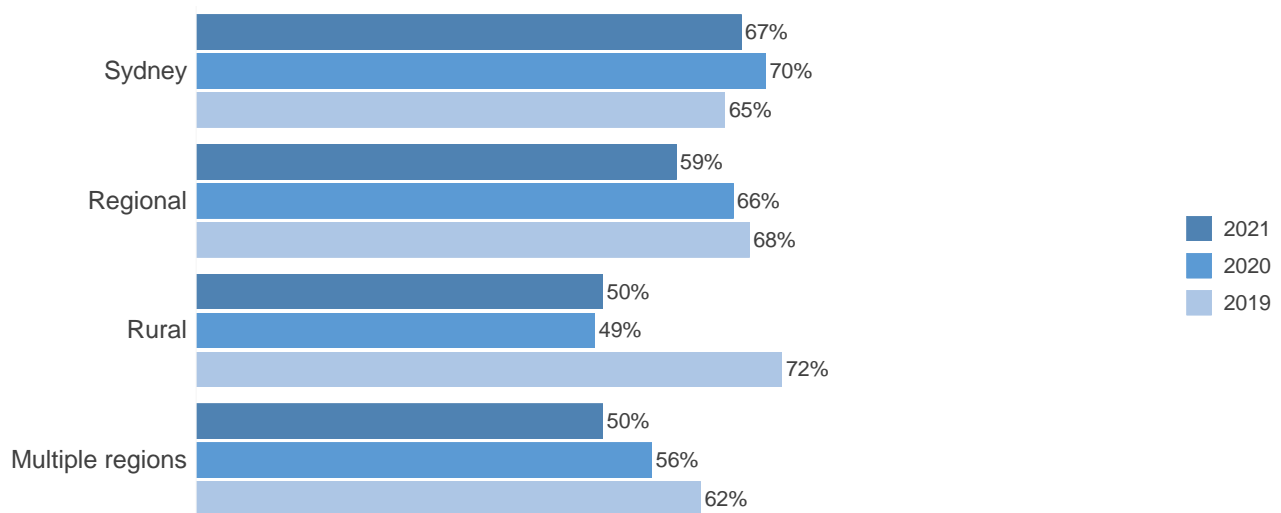
## FINANCIAL SITUATION IMPROVEMENT

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 62% reported that their financial situation has improved, 32% reported that it has stayed the same and 5% reported that it has got worse. The highest score was 93% and the lowest was 28%.

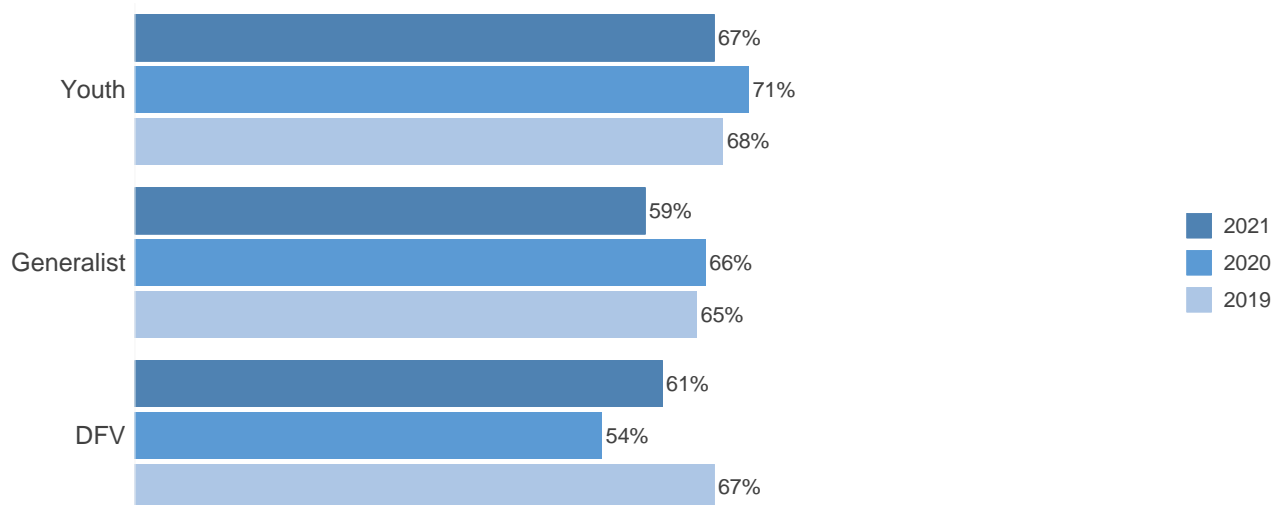
### Your financial situation? (% Improved)



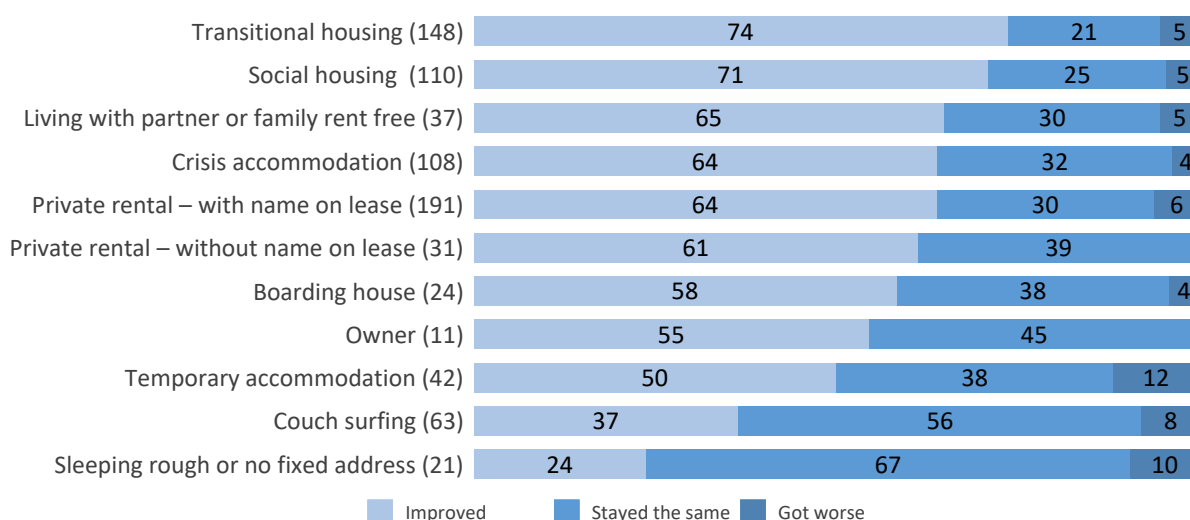
**Group comparison by region:** Clients in Sydney were significantly more likely to report that their financial situation has improved (67%) than clients in Regional areas (59%). There were no statistically significant year-on-year changes.



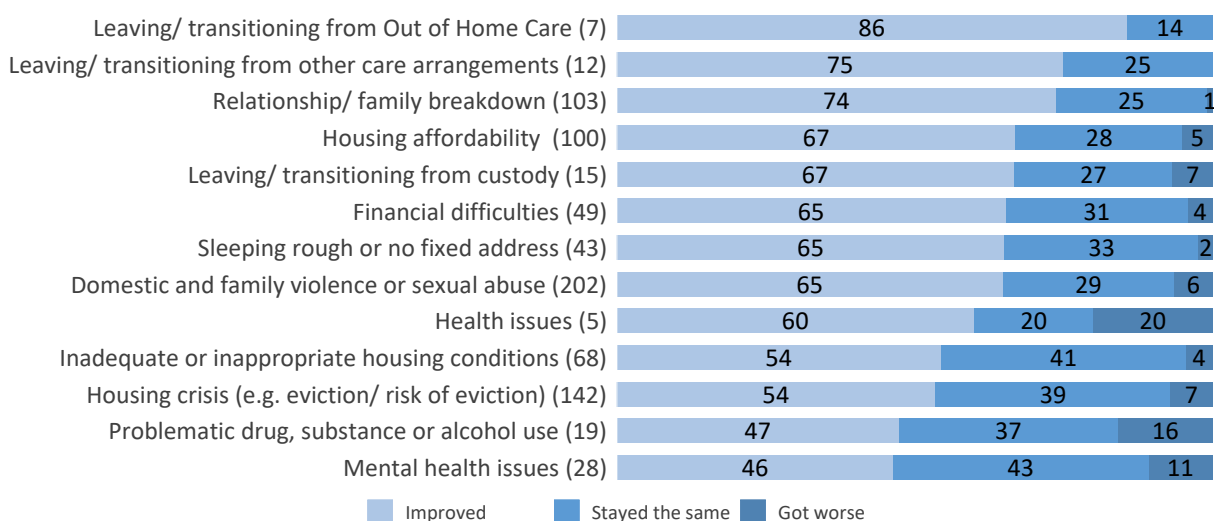
**Group comparison by service speciality:** There were no statistically significant variations between service specialisms when comparing the proportion reporting that their financial situation has improved, nor were there any statistically significant year-on-year changes.



**Group comparison by accommodation type:** Clients who are sleeping rough (24%) were the least likely to report that their financial situation has improved, while scores were the highest for clients in transitional housing (74%) and social housing (71%).



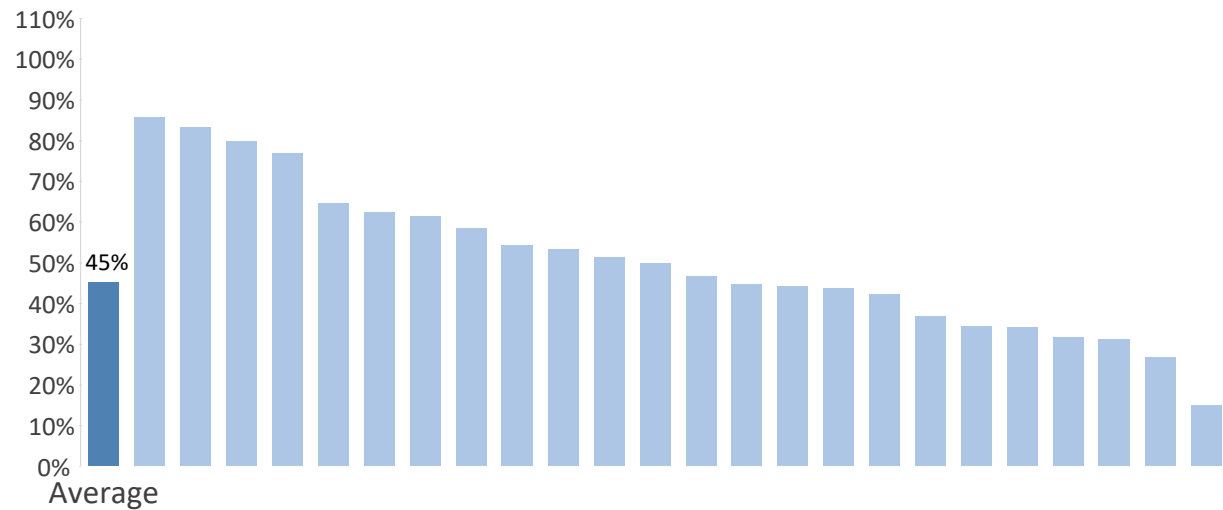
**Group comparison by reason for seeking support:** Clients who sought help for health or mental health reasons were the least likely to report that their financial situation has improved (46%) followed by clients who sought help due to problematic drug use (47%). 65% of clients who sought help due to financial difficulties reported that their financial situation has improved.



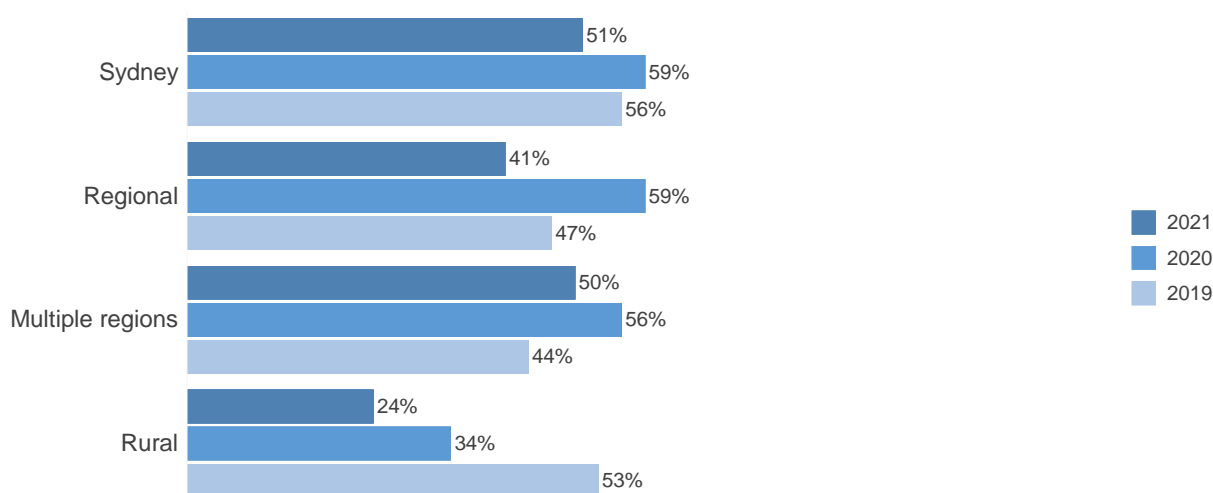
## IMPROVEMENT OF EDUCATIONAL OPPORTUNITIES

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 45% reported that their educational opportunities have improved, 53% reported that they have stayed the same and 2% reported that they have got worse. The highest score was 86% and the lowest was 0% (all clients of this organisation reported that there has been no change).

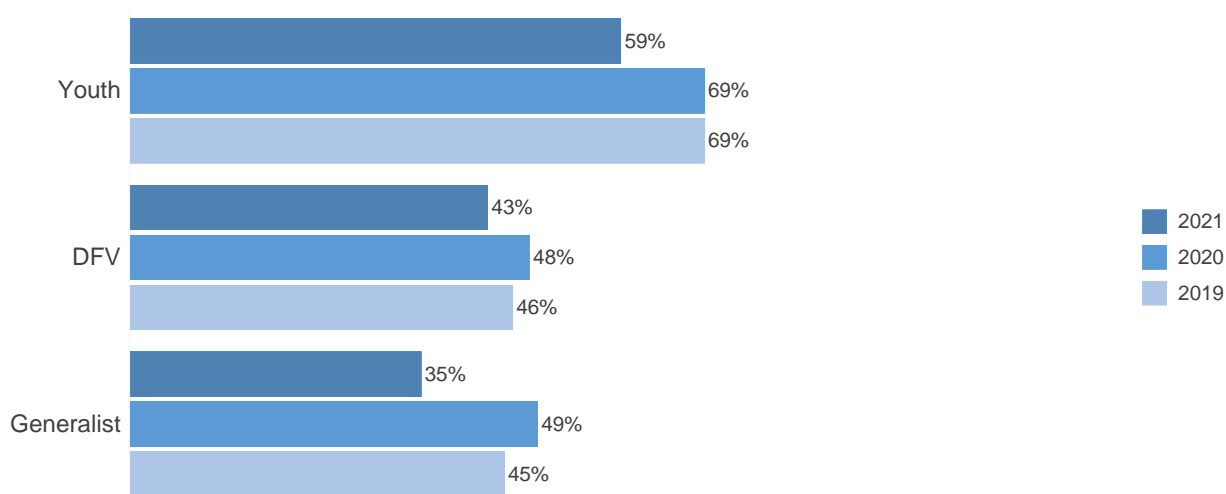
### Your educational opportunities? (%Improved)



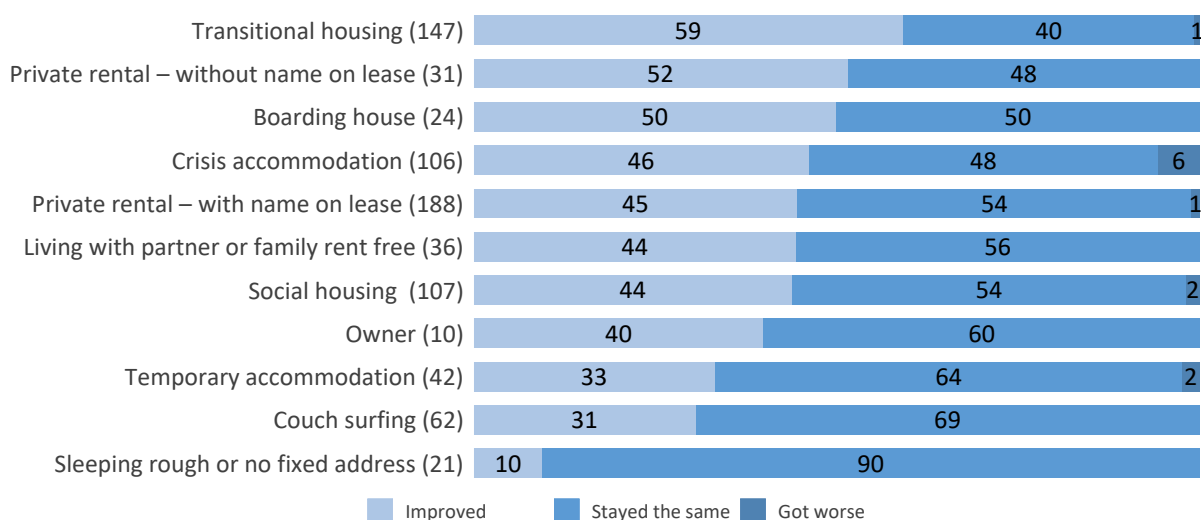
**Group comparison by region:** Clients in Sydney were significantly more likely to report that their educational opportunities have improved (51%) than clients in Regional (41%) and Rural (24%) areas. The score for Regional organisations recorded a statistically significant decrease from 59% in 2020 to 41% in 2021.



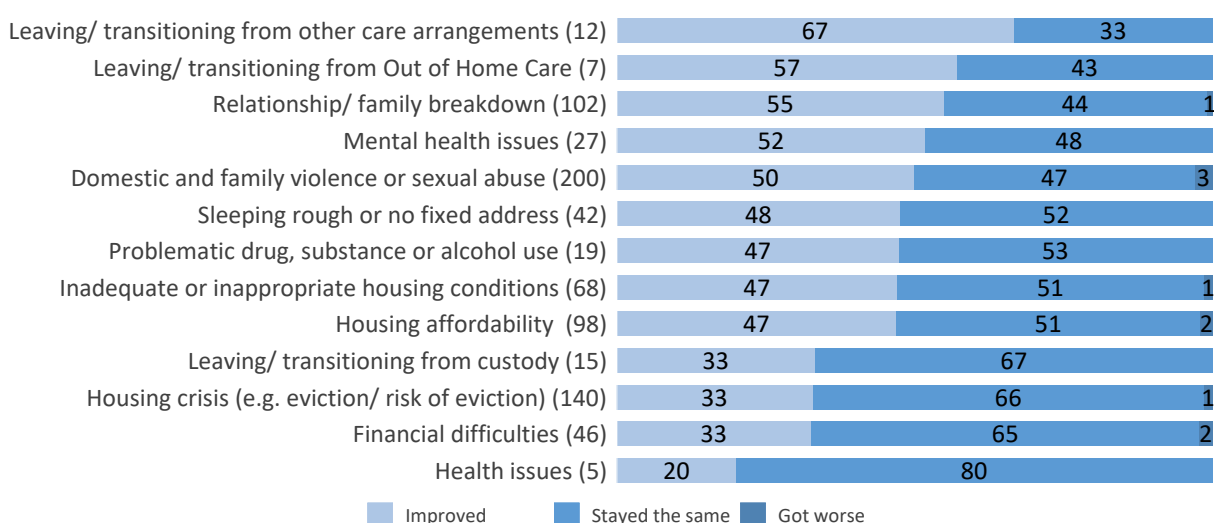
**Group comparison by service speciality:** Clients in Youth organisations were significantly more likely to report that their educational opportunities have improved (59%) than clients in DFV and Generalist organisations. However, the score for DFV (43%) is significantly higher than the score for Generalist organisations (35%). The scores for Generalist and Youth organisations both recorded statistically significant decreases from 2020.



**Group comparison by accommodation type:** Clients who are sleeping rough (10%) were the least likely to report that their educational opportunities have got better. The highest score was for clients in transitional housing (59%).



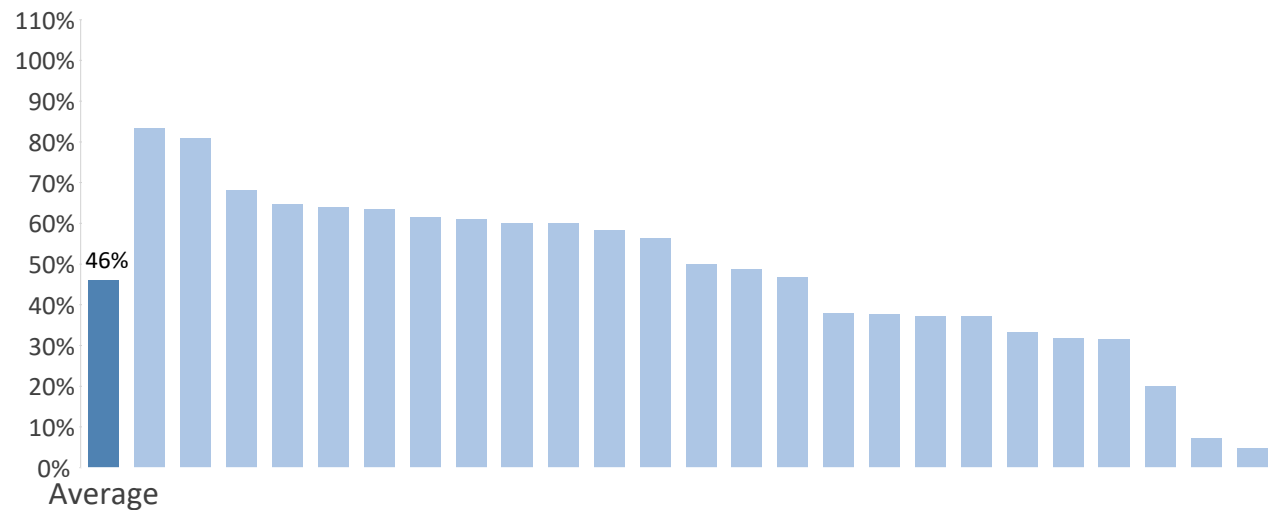
**Group comparison by reason for seeking support:** Clients leaving other care arrangements (67%) were the most likely to report that their educational opportunities have improved.



## IMPROVEMENT OF EMPLOYMENT OPPORTUNITIES

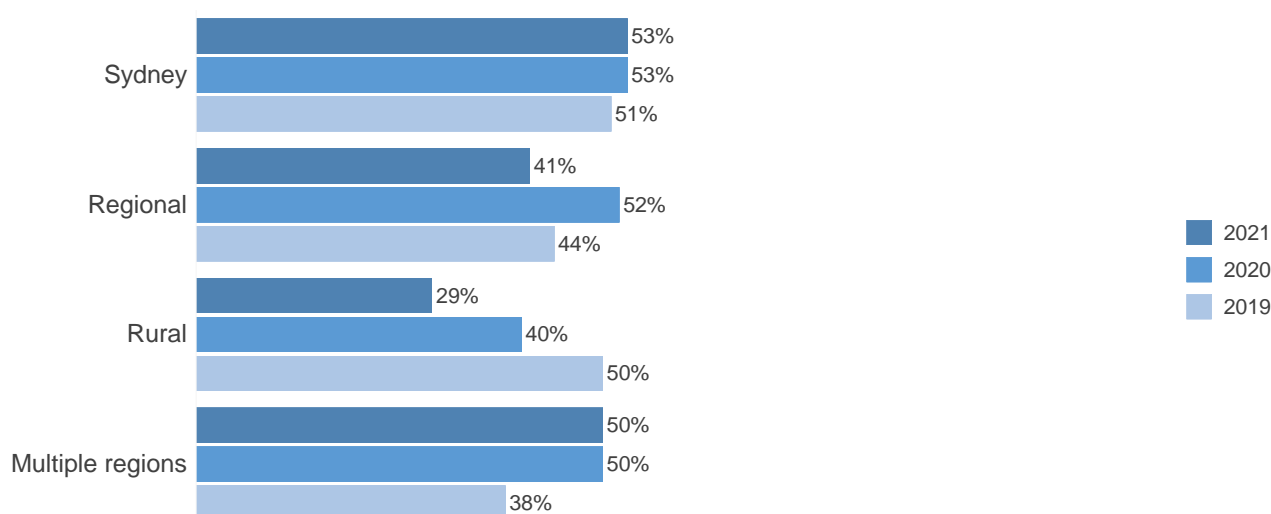
**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 46% reported that their employment opportunities have improved, 52% reported that they have stayed the same and 3% reported that they have got worse. The highest score was 83% with the lowest 5%.

### Your employment opportunities? (% Improved)

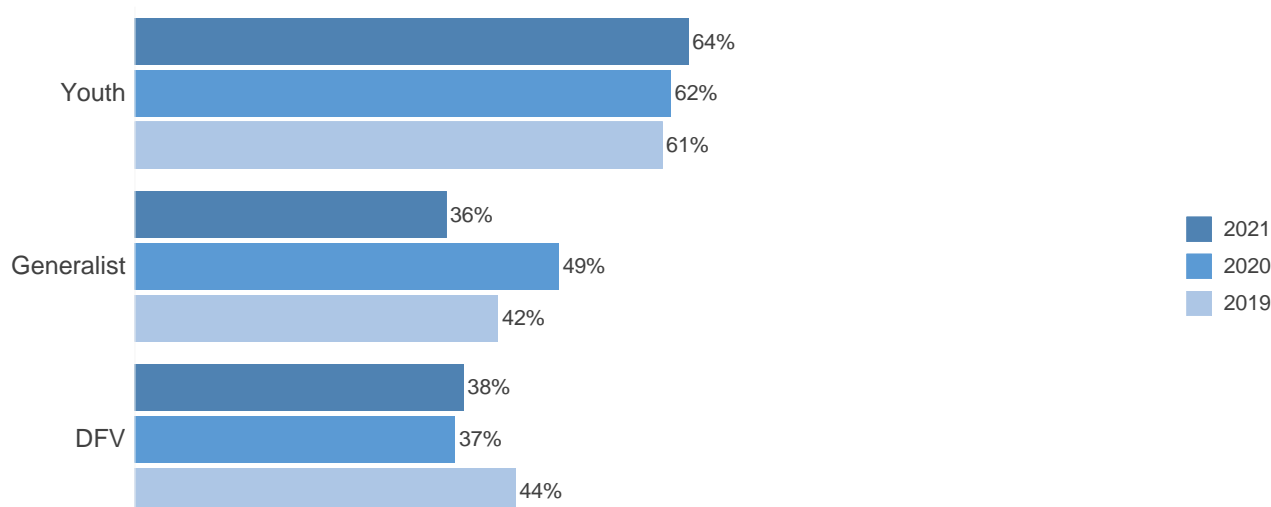




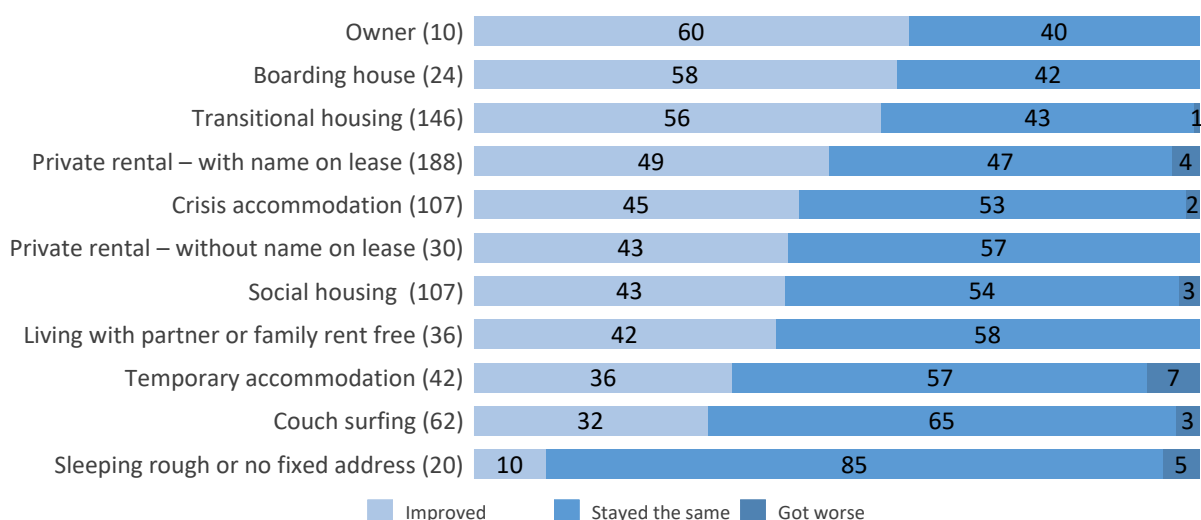
**Group comparison by region:** Clients in Sydney were significantly more likely to report that their employment opportunities have improved (53%) than clients in Regional areas (41%). The score for Regional organisations fell significantly from 52% to 41%.



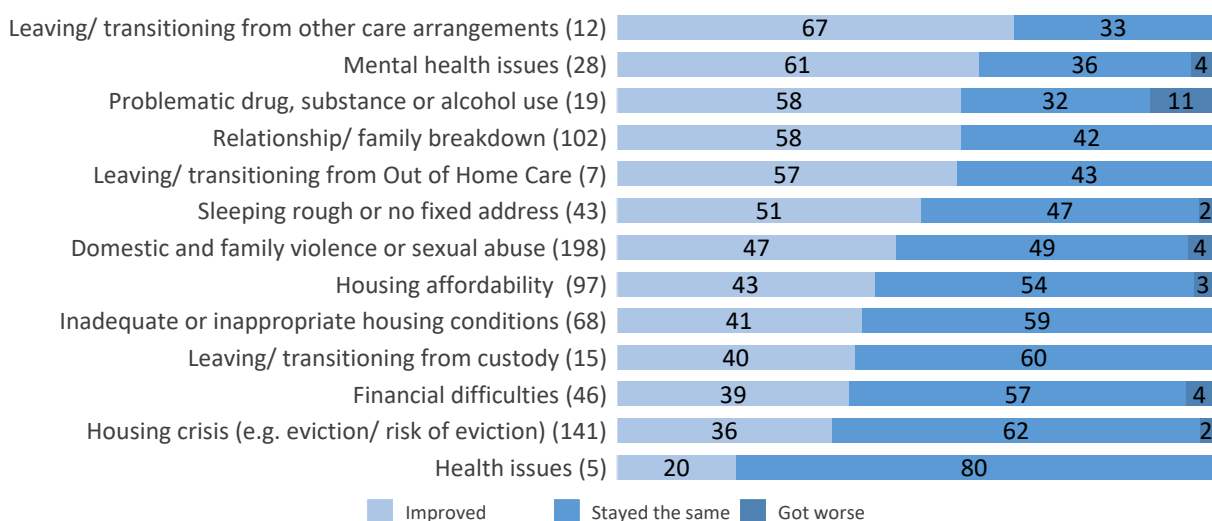
**Group comparison by service speciality:** Youth specialist organisations (64%) scored significantly above both Generalist organisations (36%) and DFV organisations (38%). The score for Generalist organisations fell significantly (from 49% in 2020 to 36% in 2021)



**Group comparison by accommodation type:** Clients sleeping rough (10%) were the least likely to report that their employment opportunities have improved. Clients who own their own home were the most likely to report that their employment opportunities have improved (60%).



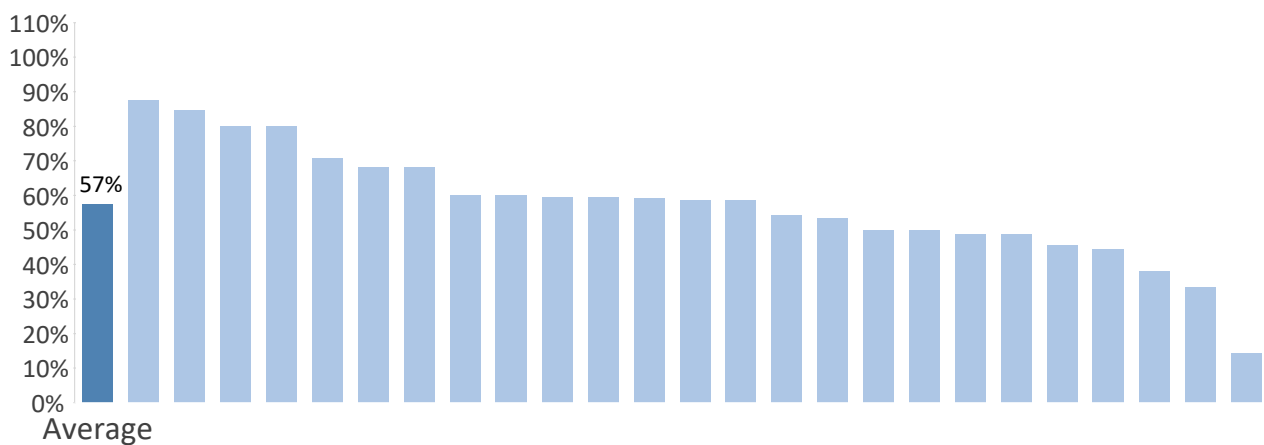
**Group comparison by reason for seeking support:** Clients leaving other care arrangements (67%) were the most likely to report that their employment opportunities have improved, while clients who sought help as a consequence of poor health were the least likely to report that their employment opportunities have improved (20%). Please note low base sizes for both subgroups.



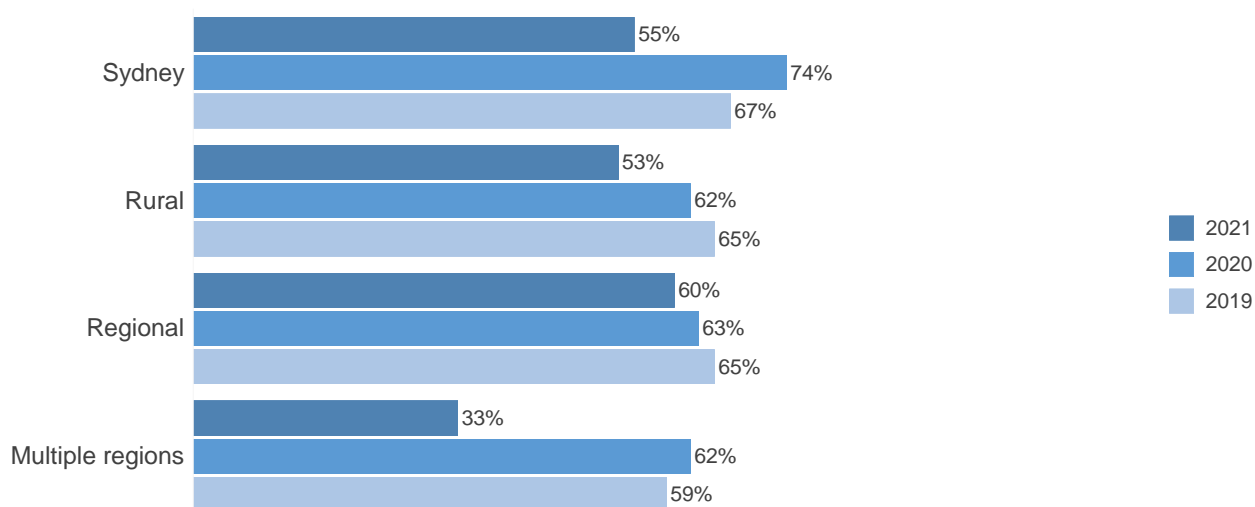
## IMPROVEMENT OF CONNECTION WITH OTHERS

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 57% reported that their connection with others has improved, 39% reported that it has stayed the same and 4% reported that it has got worse. The highest score was 88% and the lowest score was 14%.

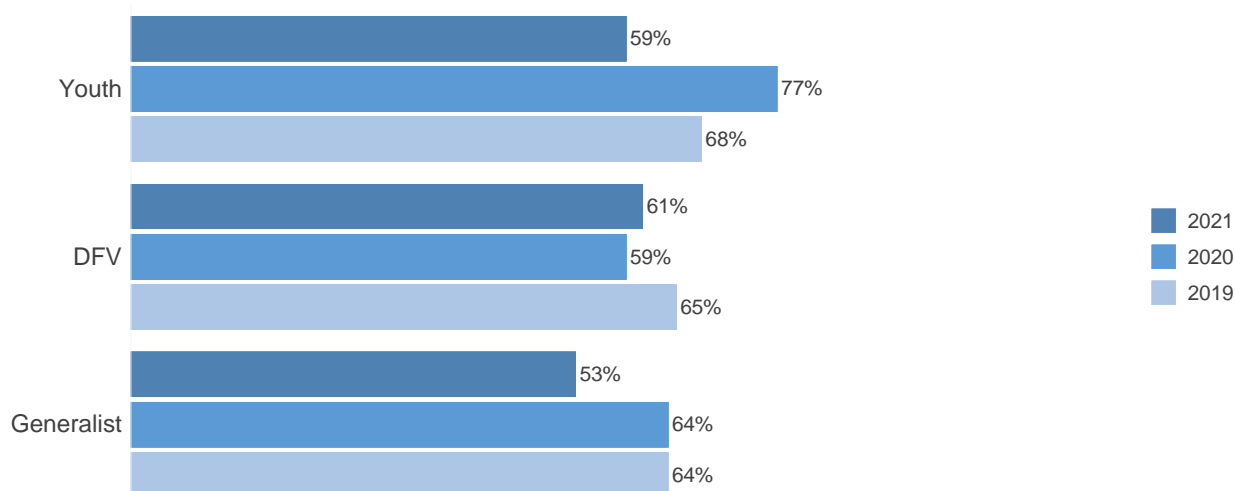
Your connection with others (e.g. family or friends)?  
(% Improved)



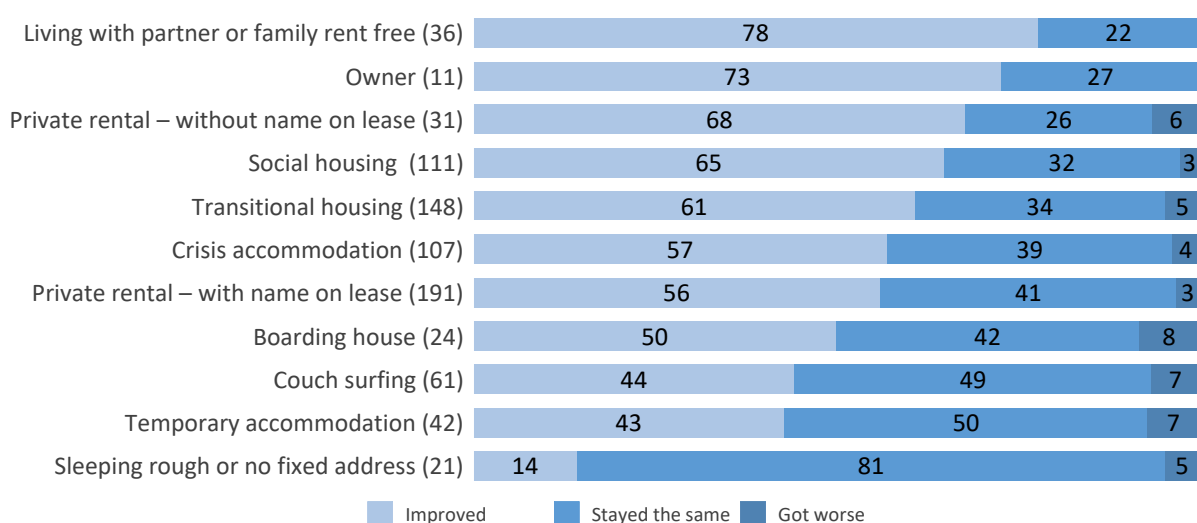
**Group comparison by region:** There were no statistically significant differences between regions when comparing the proportion of clients who report that their connection with others has improved. The score for Sydney recorded a statistically significant decrease from 74% (2020) to 55% (2021).



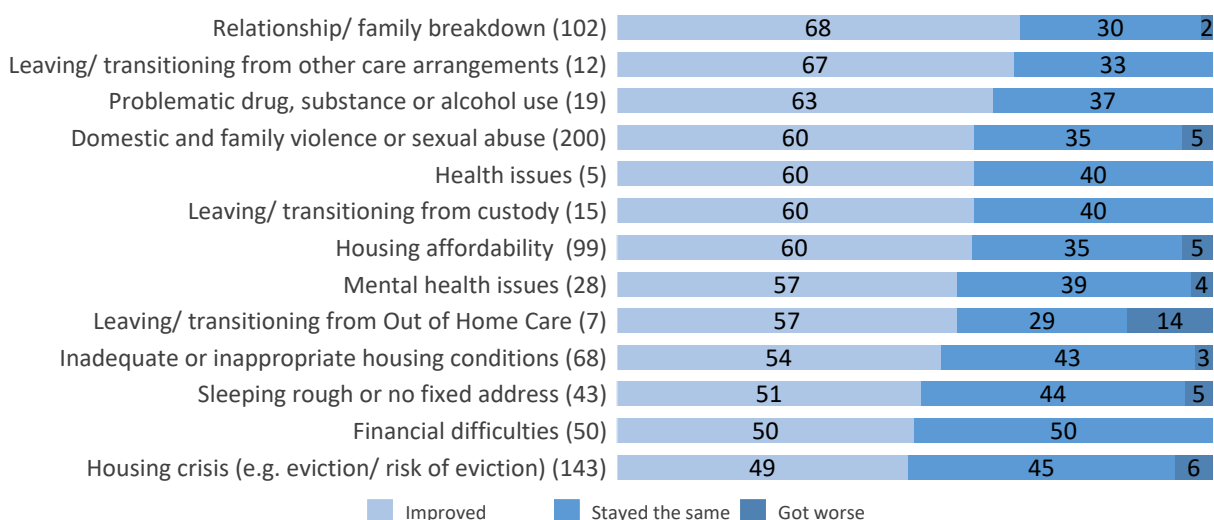
**Group comparison by service speciality:** There were no statistically significant differences between specialisms. When looking at year-on-year change, the scores for Generalist organisations (64% in 2020 and 53% in 2021) and Youth organisations (77% in 2020 and 59% in 2021) both fell significantly.



**Group comparison by accommodation type:** When looking at accommodation type, clients living with family or a partner were the most likely to report that their connection with others has improved (78%), clients sleeping rough were the least likely to report that their connection with others has improved (14%).



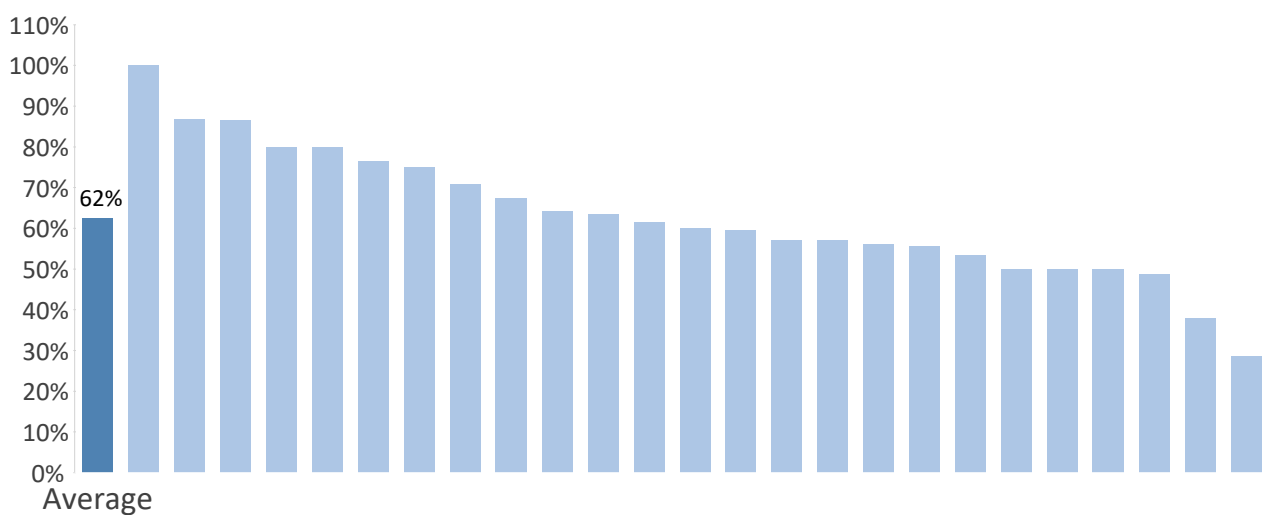
**Group comparison by reason for seeking support:** Clients who sought help due to relationship or family breakdown were the most likely to report that their connection with others has improved (68%).



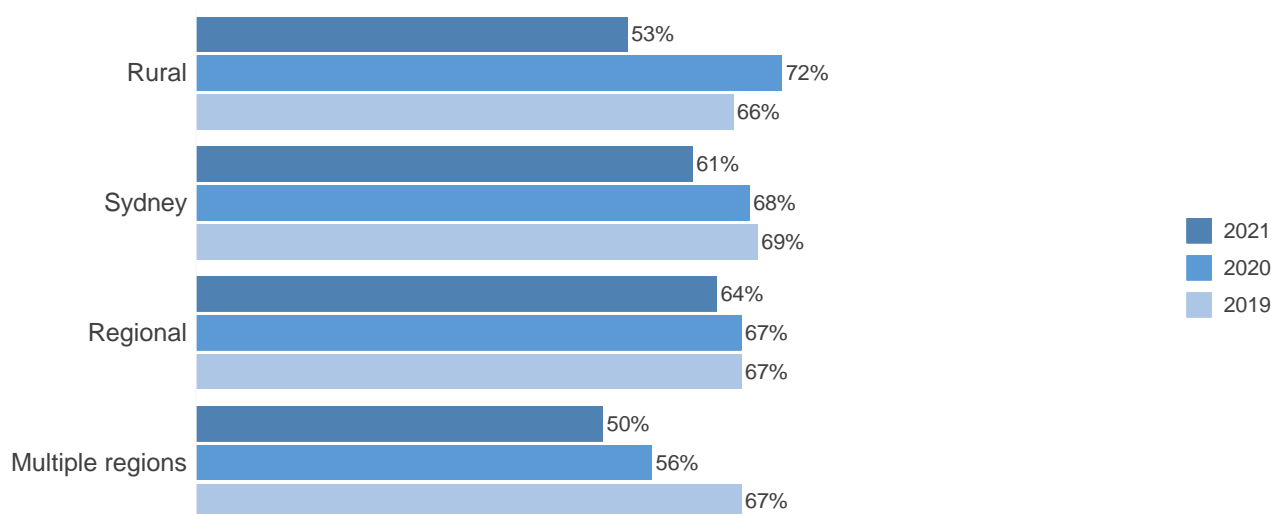
## IMPROVEMENT OF COMMUNITY CONNECTION

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 62% reported that their connection with the community has improved, 35% 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 29%.

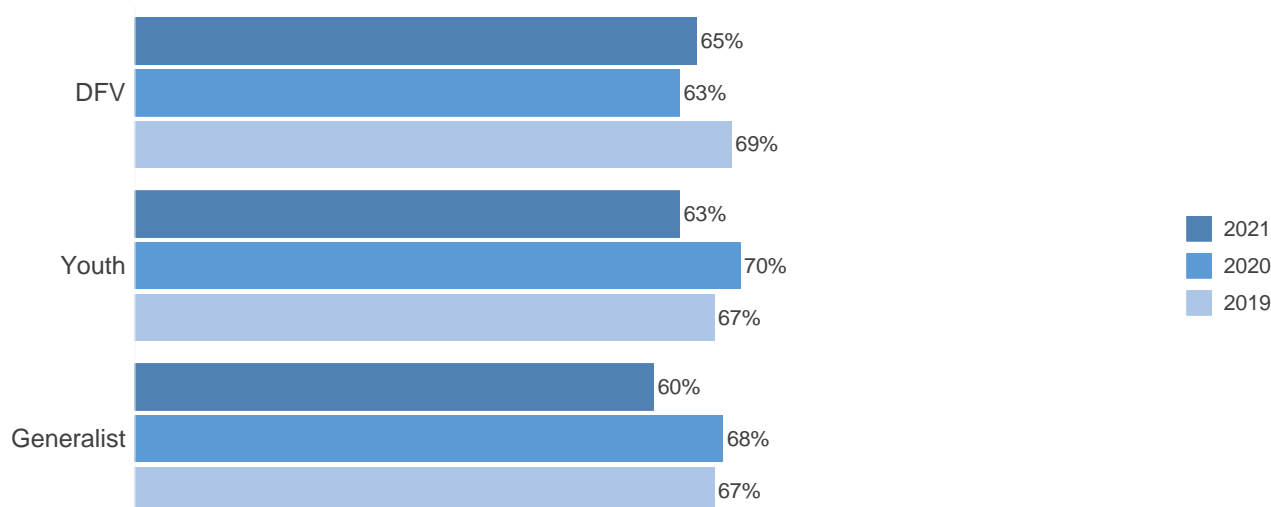
### Your connection with the community? (% Improved)



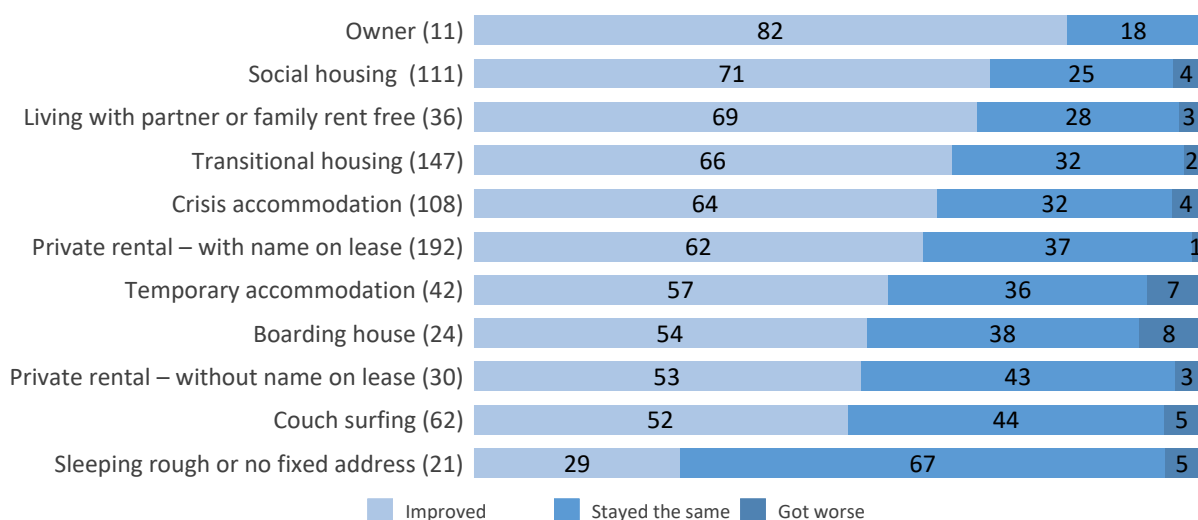
**Group comparison by region:** There were no statistically significant differences when comparing regions, and none of the year-on-year changes were statistically significant.



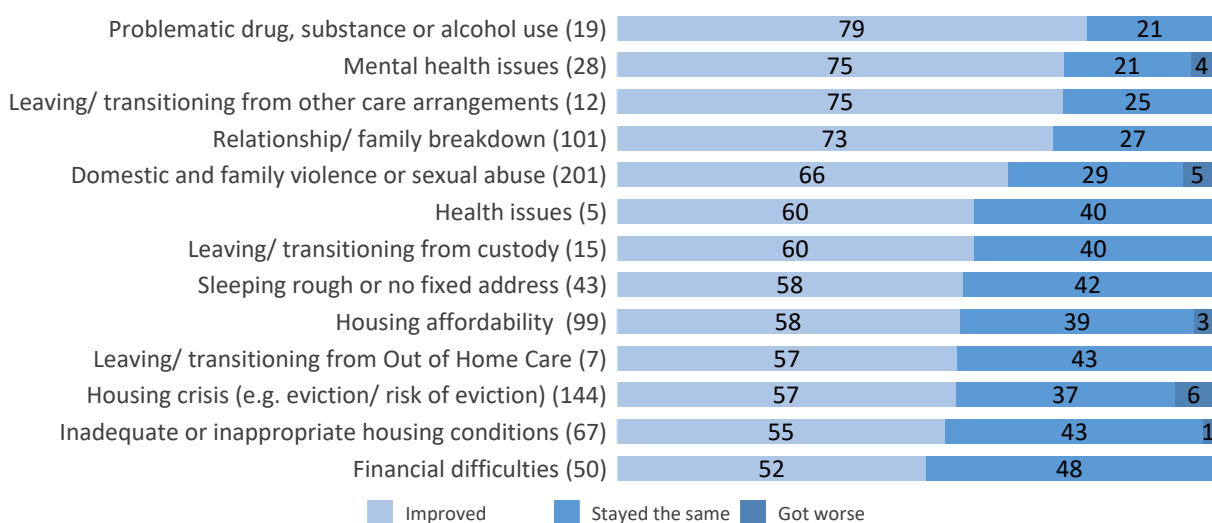
**Group comparison by service speciality:** There were no statistically significant differences between specialisms when looking at the proportion reporting that their connection with the community has improved. When looking at year-on-year change, the score for Generalist organisations (68% in 2020 and 60% in 2021) fell significantly.



**Group comparison by accommodation type:** Clients sleeping rough and were the least likely to report that their connection with the community has improved (29%), while clients who own their home were the most likely to report that it has improved (82%).



**Group comparison by reason for seeking support:** When comparing the different reasons that clients sought assistance, clients who sought help due to financial difficulties were the least likely to report that their connection with the community has improved (52%). The subgroup most likely to report that their connection with the community has improved were clients who sought help due to problem drug use (79%).

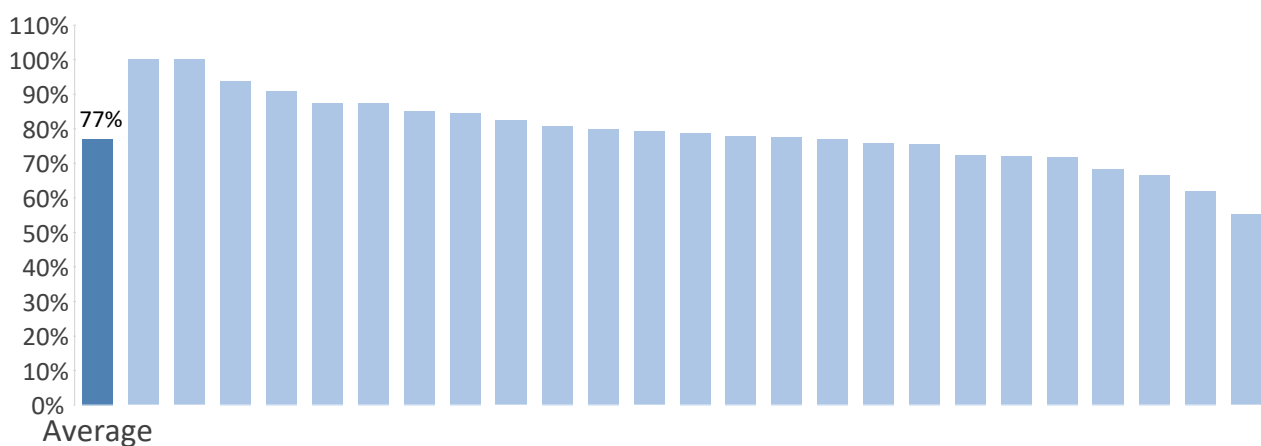




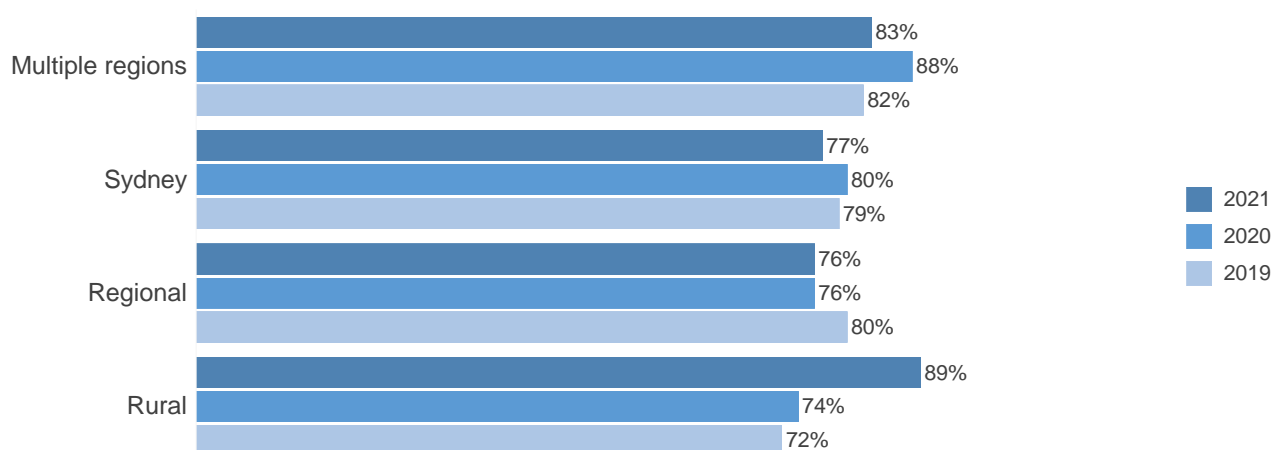
## CONFIDENCE IMPROVEMENT IN DEALING WITH CHANGES

The chart below shows the full range of scores for all organisations with at least 10 responses. 77% reported that their confidence in dealing with changes has improved, 20% 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 55%.

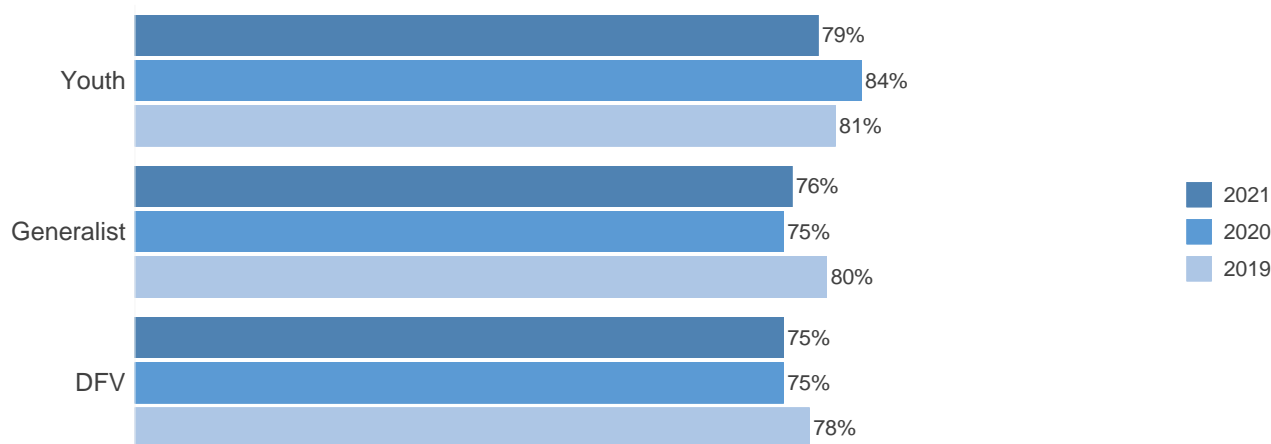
Your confidence in dealing with changes (e.g. challenges or opportunities)? (% Improved)



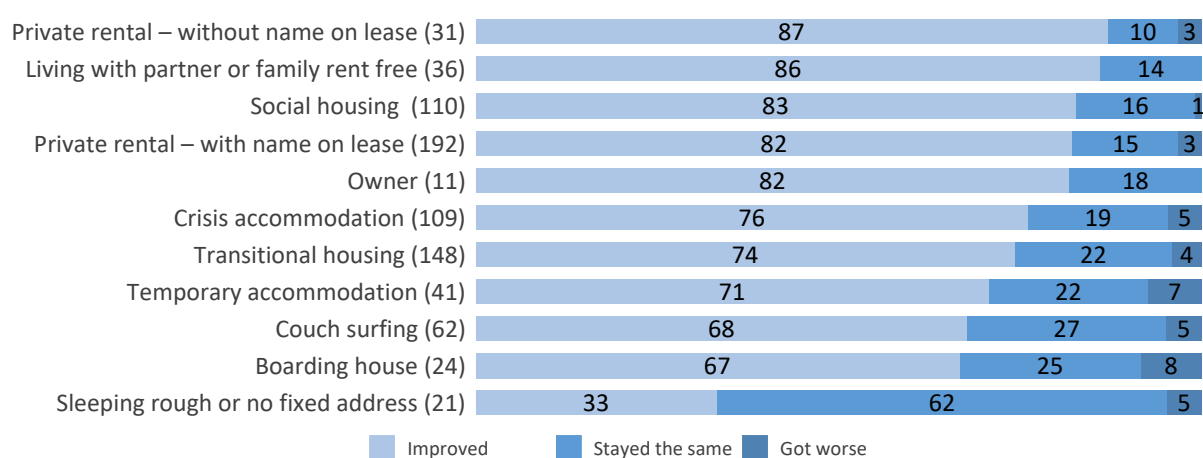
**Group comparison by region:** There were no statistically significant differences when comparing regions in terms of the proportion reporting that their confidence in dealing with change has improved, and none of the year-on-year changes were statistically significant.



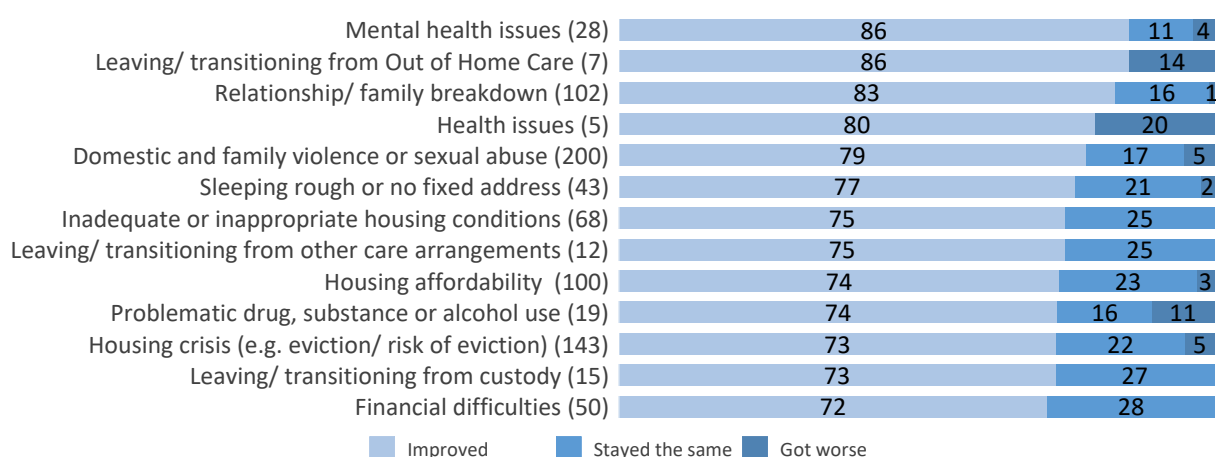
**Group comparison by service speciality:** There were no statistically significant variations when comparing the scores of different service specialisms in terms of the confidence in dealing with changes.



**Group comparison by accommodation type:** Clients sleeping rough were the least likely to report that their confidence in dealing with change has improved. The highest scores were for clients in private rental – without their name on the lease (87%) and clients living with a partner or family (86%).



**Group comparison by reason for seeking support:** Clients who sought help for mental health reasons and clients who sought help when leaving Out of Home Care were the most likely to report that their confidence in dealing with changes has improved (both 86%).



# Section 11: Wellbeing

## PERSONAL WELLBEING INDEX

Clients were asked to respond to several 11-point rating scale questions. When grouped together, these questions make up the 'Personal Wellbeing Index' (PWI). However, these questions can also be considered independently to give a perspective on various aspects of well-being 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 shows the results to the individual questions, as well as the overall Personal Wellbeing Index score (averaged across seven items). 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 data validity check (please see the PWI manual for more information)<sup>2</sup>.

The average overall PWI score<sup>3</sup> among SHS clients was 64.2 this year. Not unexpectedly, this is below the norm set by the Australian Unity Wellbeing Index for Australia as a whole (between 73.4 – 76.4 points) and just below the expected range when compared against low-income groups (66.1 to 74.5). By way of comparison, CHIA NSW's current benchmark figure for wellbeing score among community housing tenants is 68.45.

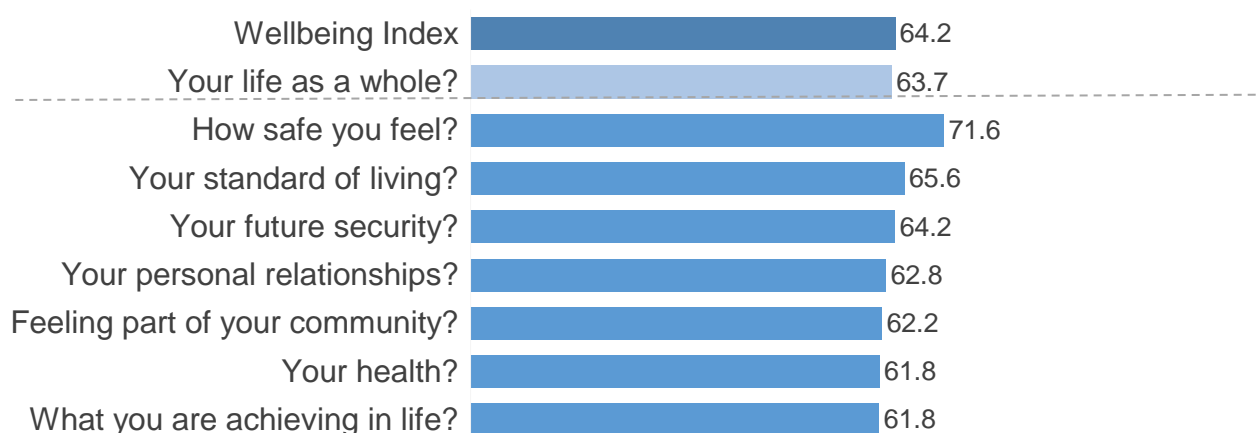
When looking at the individual wellbeing areas, the best performing indicators were feeling safe (71.6) followed by standard of living (65.6). The lowest performing Wellbeing areas were for sense of achievement and health (both scoring 61.8).

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<sup>2</sup> 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 validity check on the data. The score of 63.7 supports the validity of the overall Personal Wellbeing Index figure of 64.2 (scores should be similar). For more information, please see the [PWI manual](#).

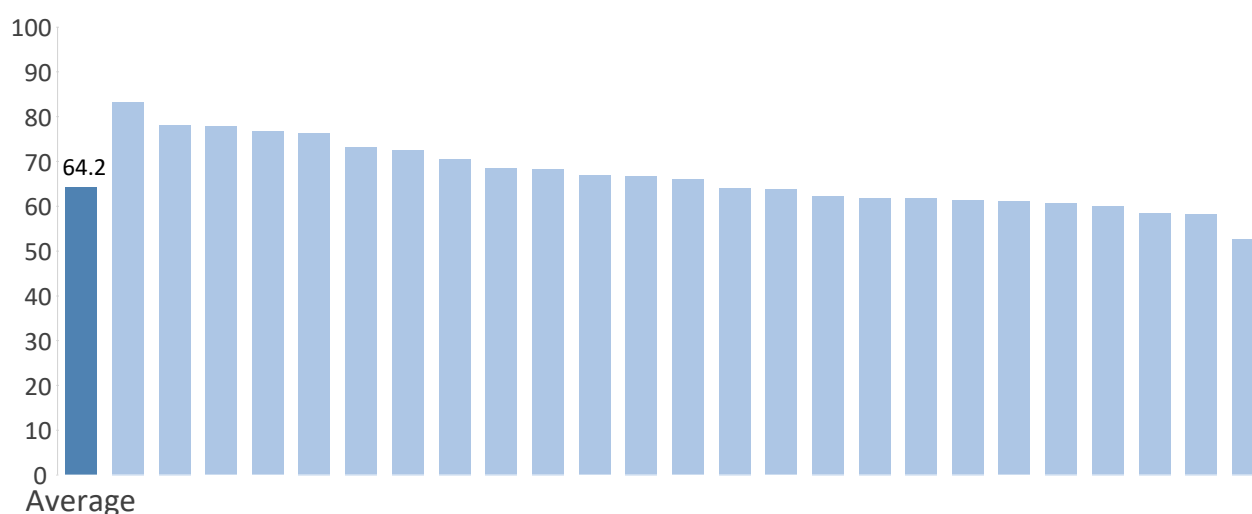
<sup>3</sup> 2021 represents the first year that the Personal Wellbeing Index, in its validated structure, format, and order, was presented in entirety within the SHS client survey. Historical comparisons are not provided here, given that the Personal Wellbeing Index was computed on the basis of different indicators in this survey compared to previous years.

## Personal Wellbeing Index

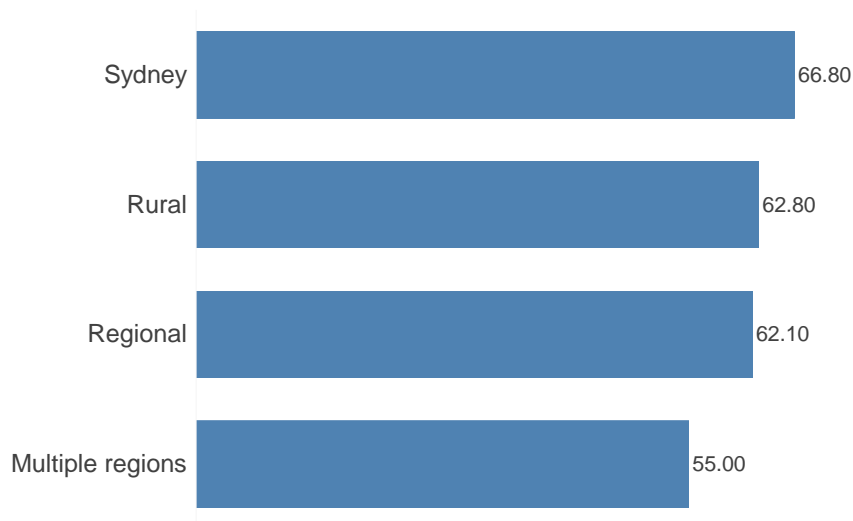


**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. The average overall wellbeing score was 64.2. The highest score was 83.3 and the lowest was 52.7.

## Wellbeing Index



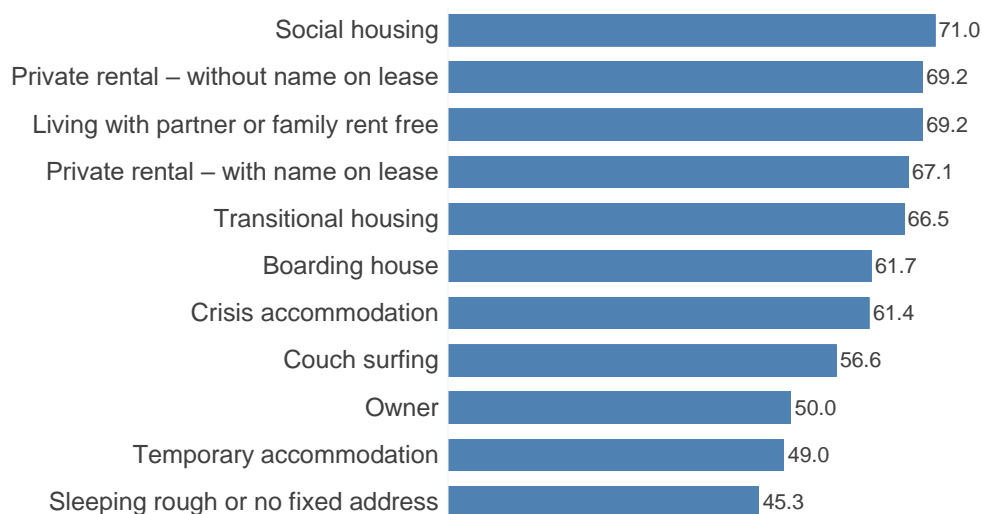
**Group comparison by region:** In terms of geographic comparisons, clients in Sydney had the highest mean overall wellbeing score (66.8).



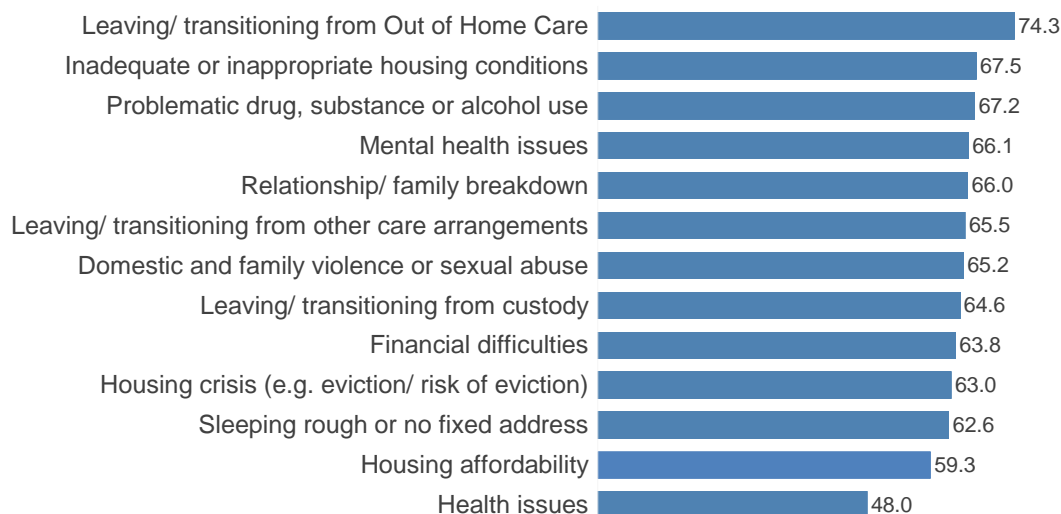
**Group comparison by service speciality:** Organisations specialising in Youth support scored the highest overall (66.4), with DFV organisations scoring lowest (62.3).



**Group comparison by accommodation type:** Clients in social housing have the highest overall wellbeing score (71.0), while clients sleeping rough have a score of just 45.3.



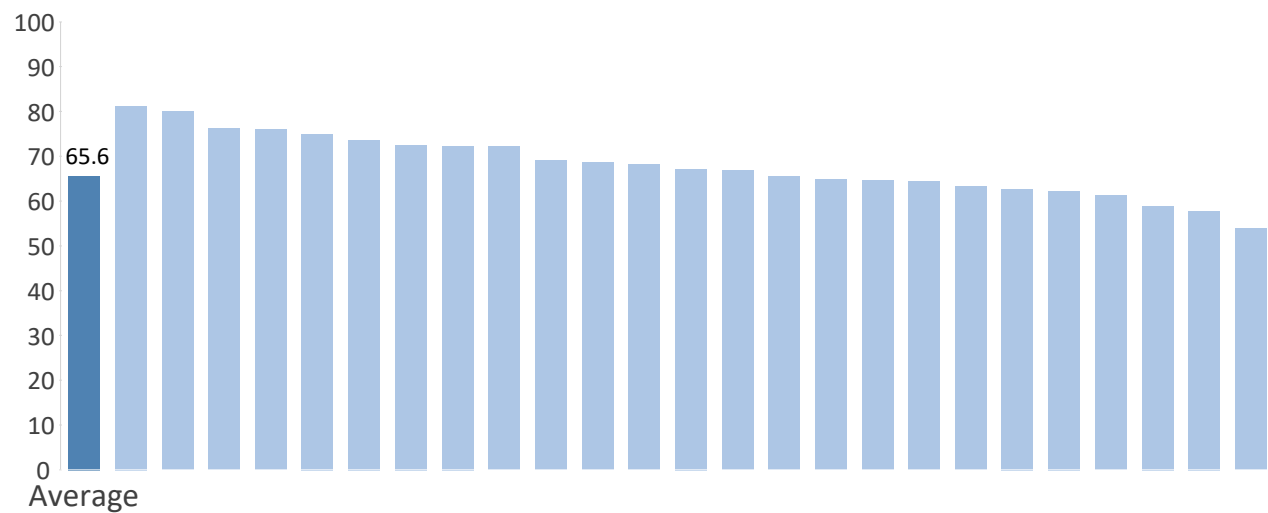
**Group comparison by reason for seeking support:** Clients who have recently left Out of Home Care have the highest score (74.3), while clients who suffer poor health have the lowest score (48.0).



PERSONAL WELLBEING: STANDARD OF LIVING

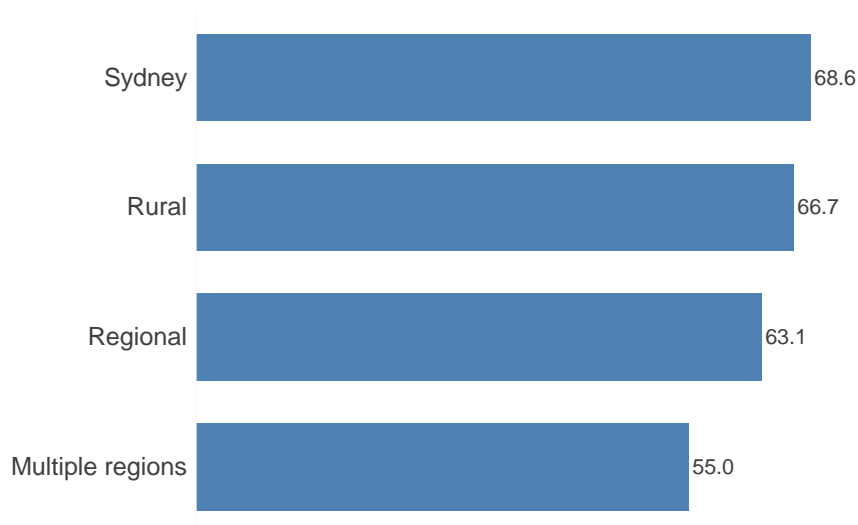
**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. The average standard of living score was 65.6. The highest score was 81.2, and the lowest was 53.9.

Your standard of living?





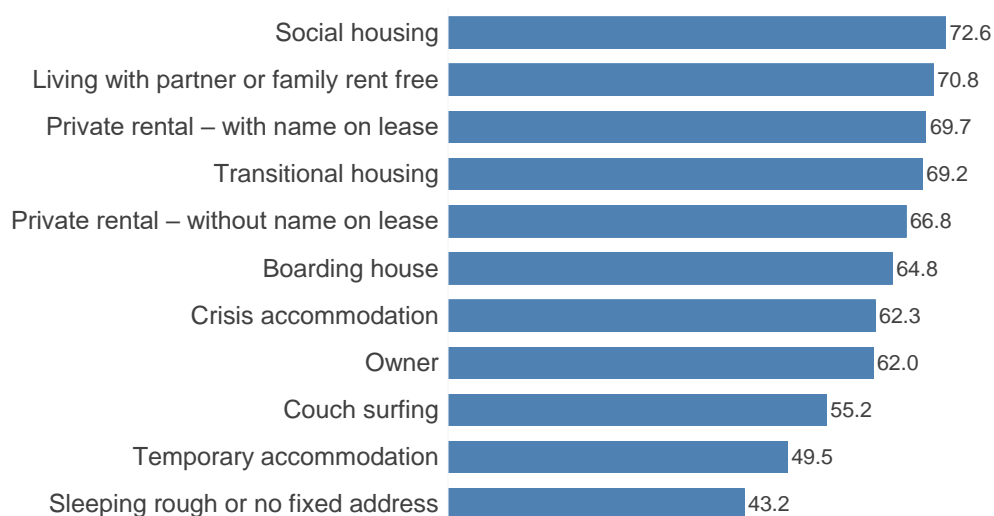
**Group comparison by region:** In terms of geographic comparisons, clients in Sydney organisations had the highest satisfaction with their standard of living (68.6).



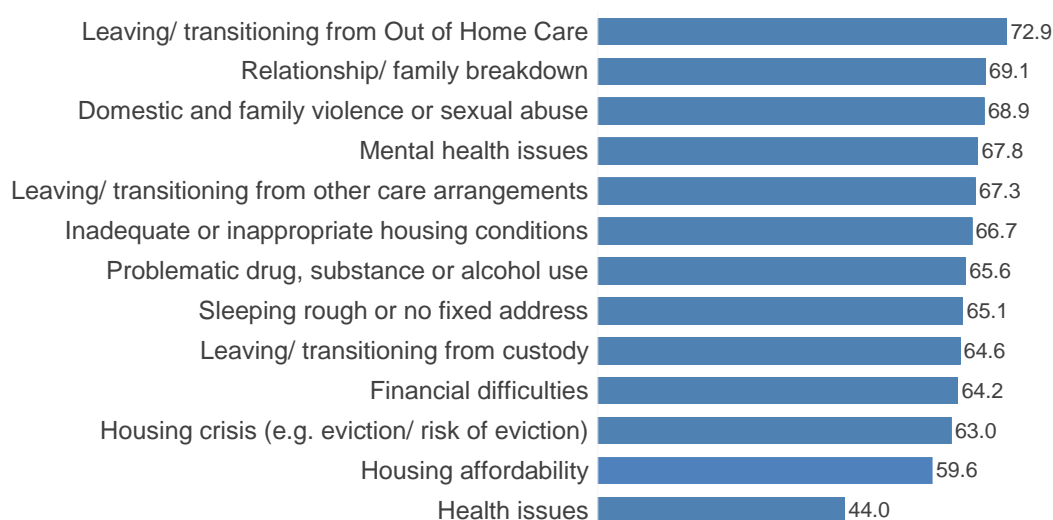
**Group comparison by service speciality:** Organisations specialising in Youth support scored the highest overall (68.2), with DFV organisations scoring lowest (61.5).



**Group comparison by accommodation type:** Clients living in social housing gave the highest score for their standard of living (72.6). Clients sleeping rough gave the lowest score (43.2).



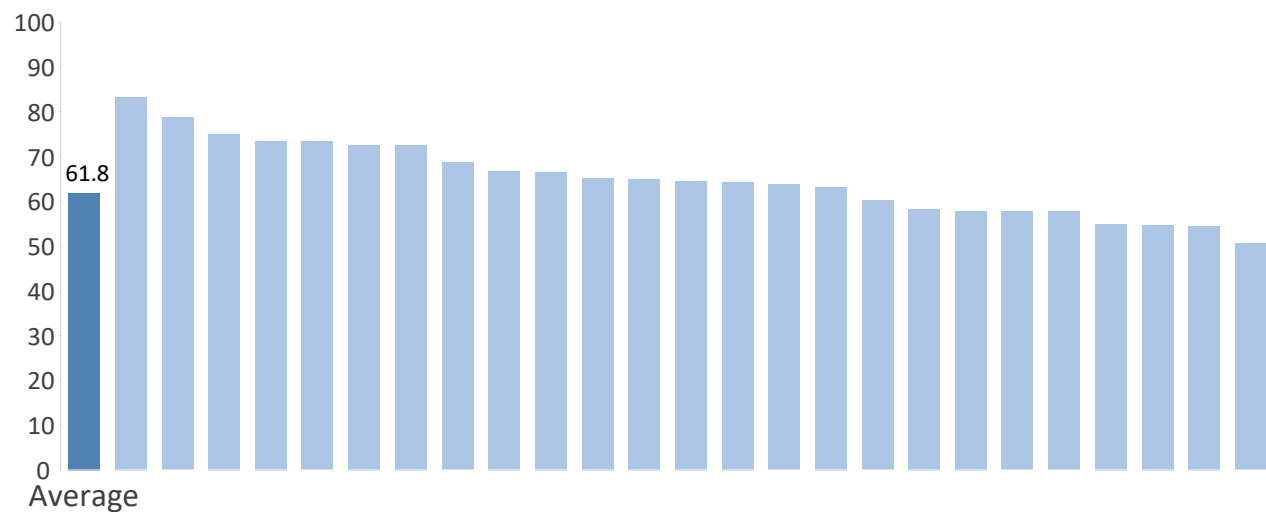
**Group comparison by reason for seeking support:** Clients who sought help after leaving Out of Home Care had the highest standard of living score (72.9) while it was lowest for clients who sought help due to health reasons (44.0).



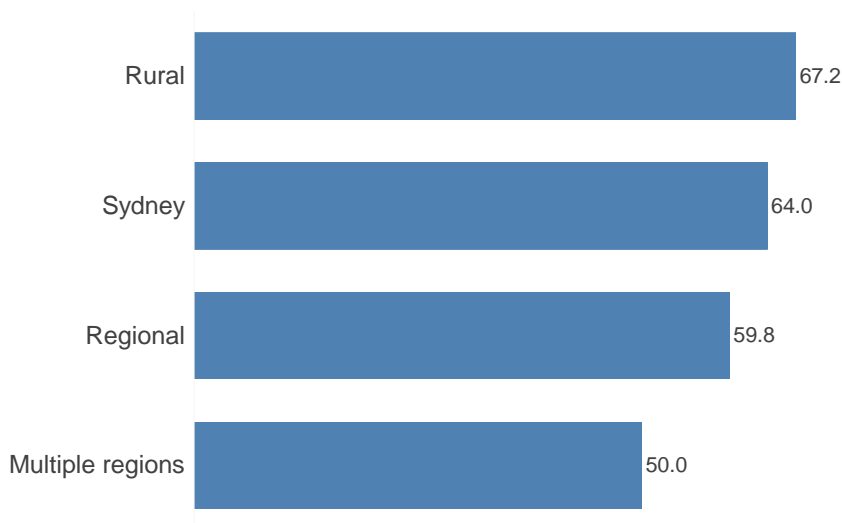
PERSONAL WELLBEING: HEALTH

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. The average satisfaction with health score was 61.8. The highest score was 83.3, and the lowest was 50.6.

Your health?



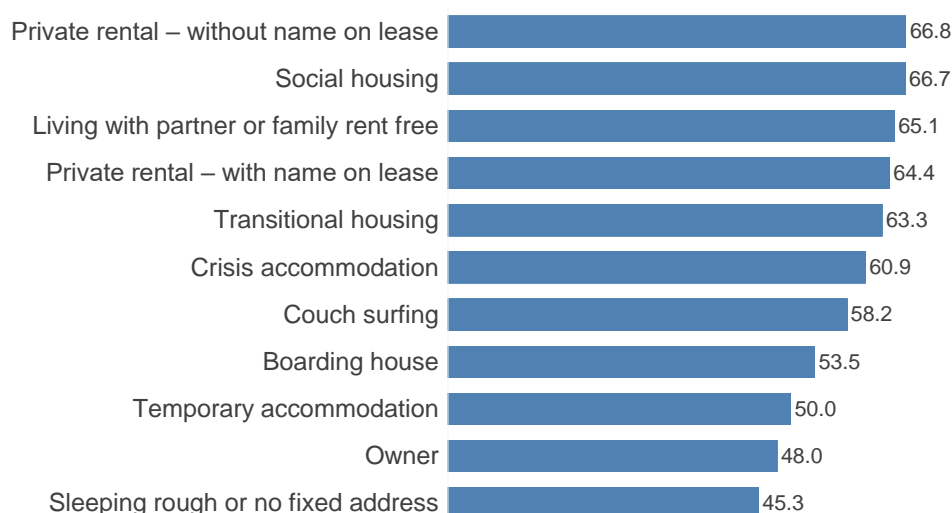
**Group comparison by region:** In terms of geographic comparisons, clients in Rural areas had the highest satisfaction with their health (67.2) while it was lowest for organisations covering multiple regions (50.0).



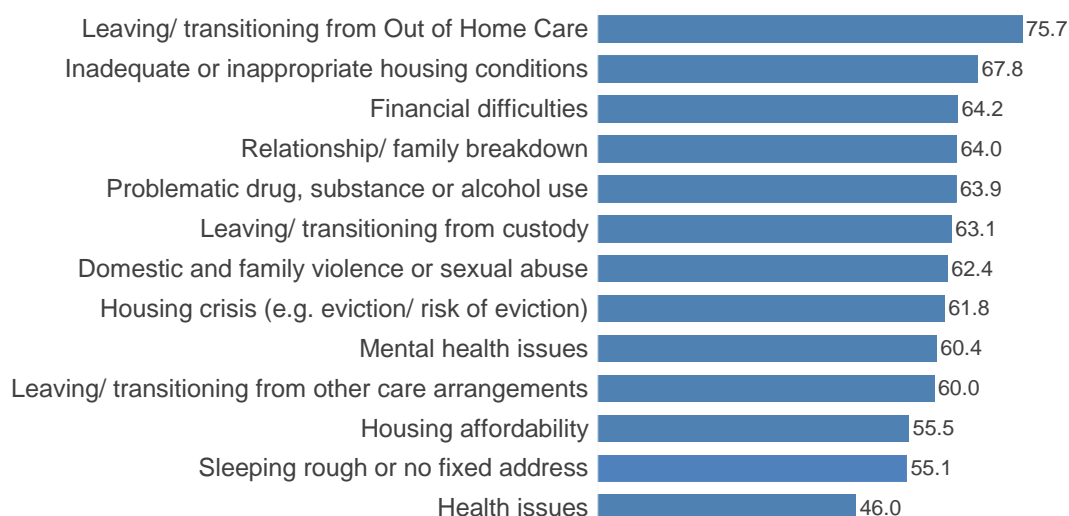
**Group comparison by service speciality:** Organisations specialising in Youth support scored the highest overall (65.0), with DFV organisations scoring lowest (59.5).



**Group comparison by accommodation type:** Clients who sleep rough gave the lowest score for their health (45.3). Clients in private rental with their name on lease (66.8) and clients in social housing (66.7) were the most satisfied with their health.



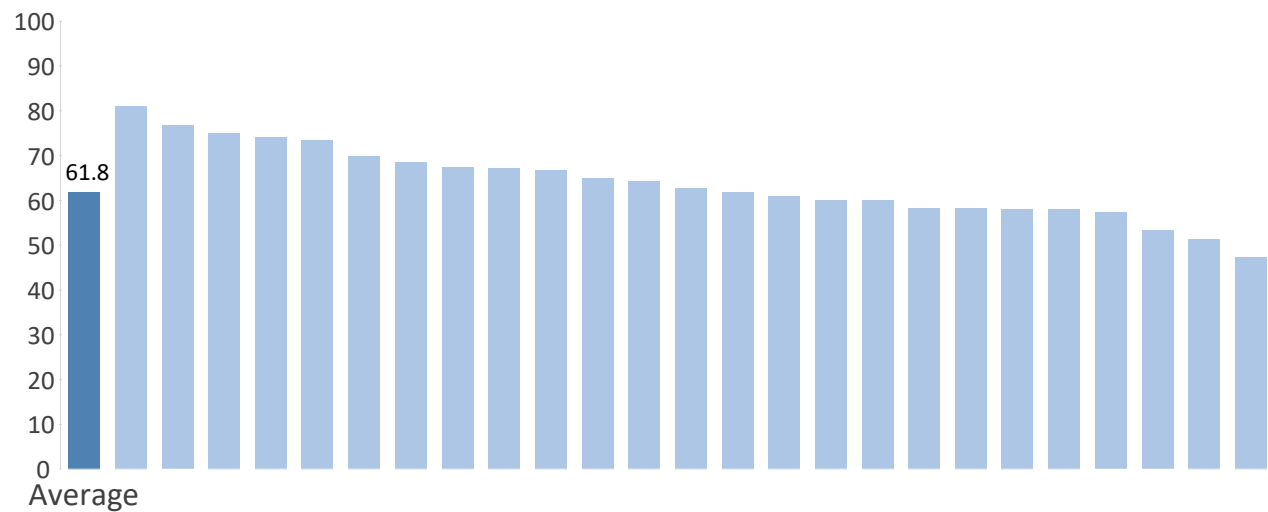
**Group comparison by reason for seeking support:** Clients who sought support due to poor health gave the lowest satisfaction score for their health (46.0). The score was highest for clients who sought help when leaving Out of Home Care (75.7).



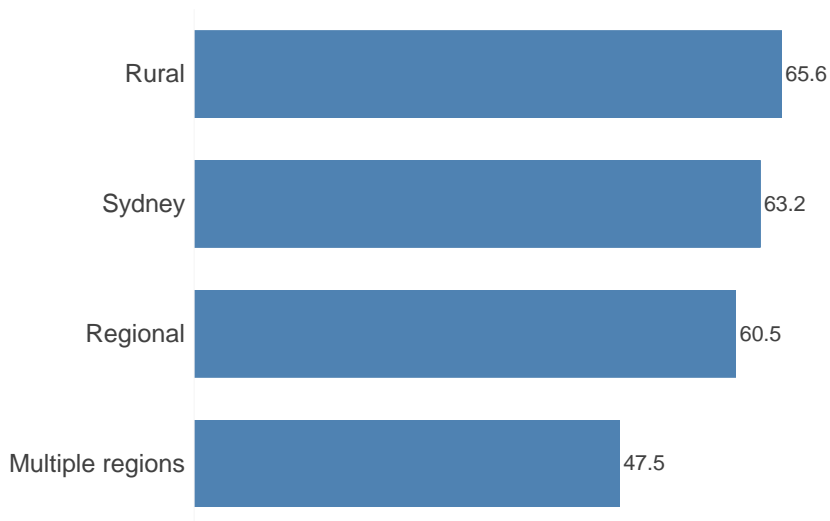
PERSONAL WELLBEING: LIFE ACHIEVEMENT

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. The average score was 61.8. The highest score was 81.1 and the lowest was 47.3.

What you are achieving in life?



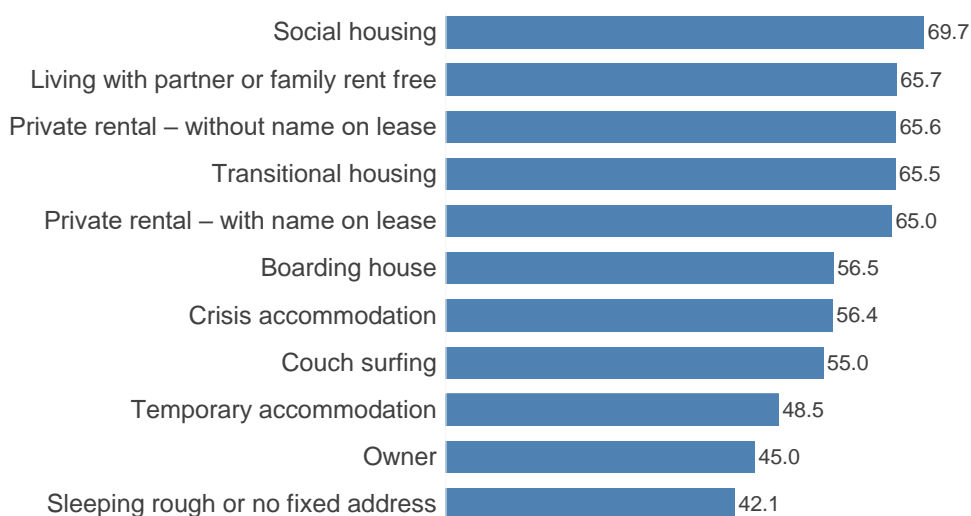
**Group comparison by region:** In terms of geographic comparisons, clients in Rural areas had the highest satisfaction with what they are achieving in life (65.6) while it was lowest for clients seeking support from organisations which service Multiple regions (47.5).



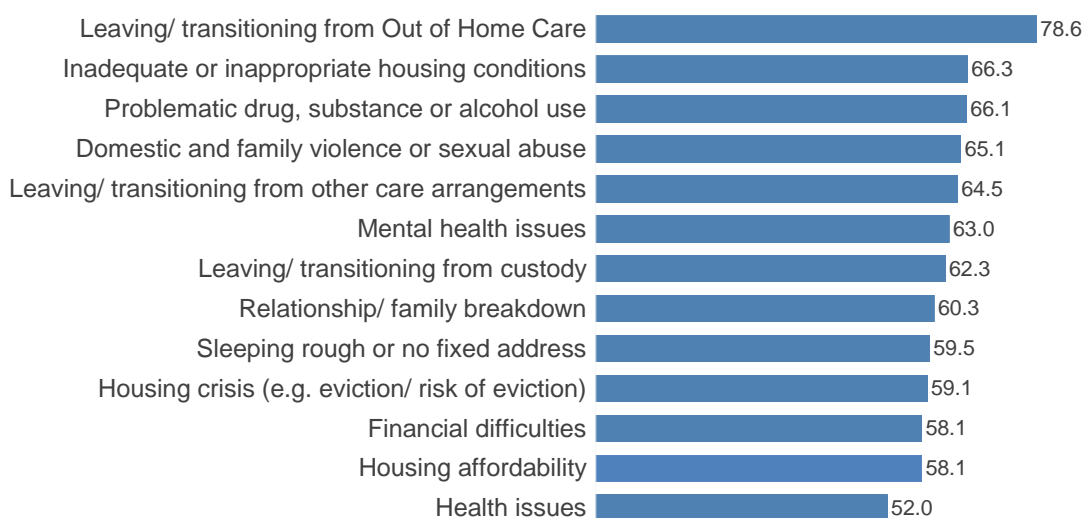
**Group comparison by service speciality:** Organisations specialising in Youth support scored the highest overall (63.8). Generalist (60.6) and DFV (61.0) organisations returning similar scores.



**Group comparison by accommodation type:** Clients sleeping rough were the least satisfied with what they were achieving in life (42.1), while clients in social housing scored the highest at 69.7.



**Group comparison by accommodation type:** Clients who sought assistance when leaving Out of Home Care were most satisfied with what they were achieving in life (78.6), while clients who sought help due to their health gave the lowest score (52.0).

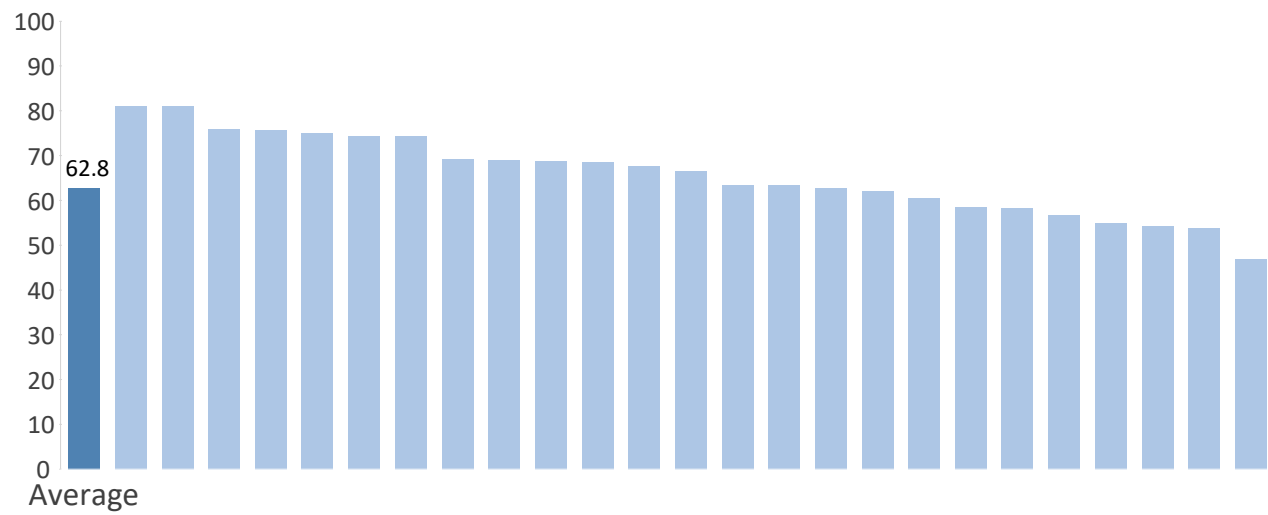




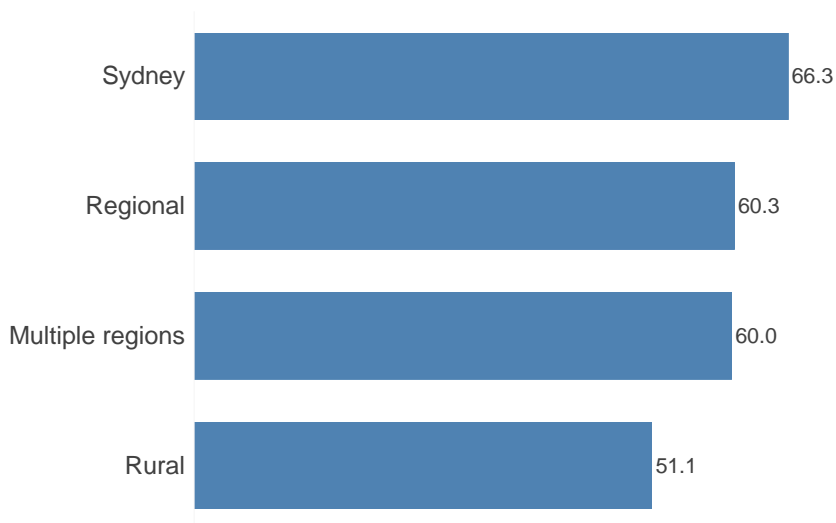
PERSONAL WELLBEING: PERSONAL RELATIONSHIPS

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. The average score was 62.8, the highest score was 81.1, and the lowest was 47.0.

Your personal relationships?



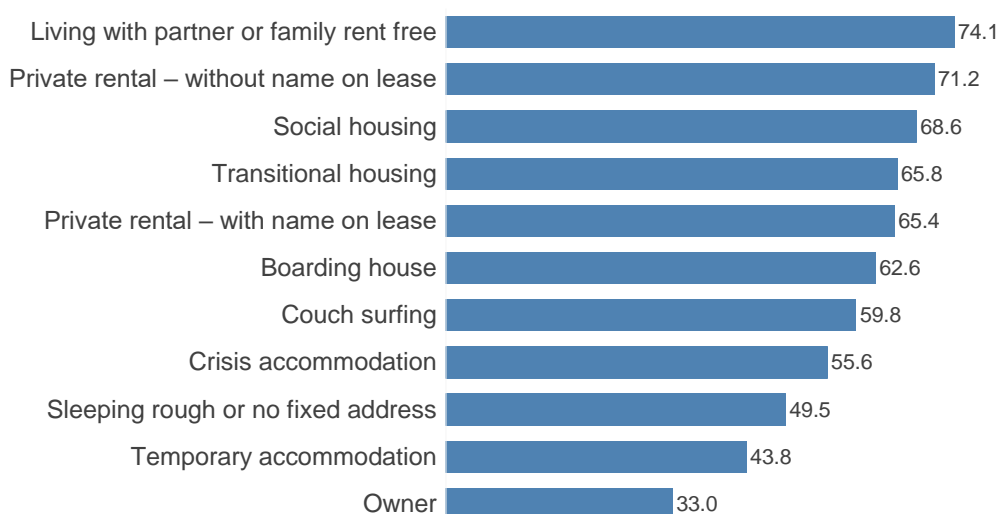
**Group comparison by region:** In terms of geographic comparisons, there was some variation. Clients accessing Rural services were the least satisfied with their personal relationships (51.1), and clients from Sydney were the most satisfied (66.3).



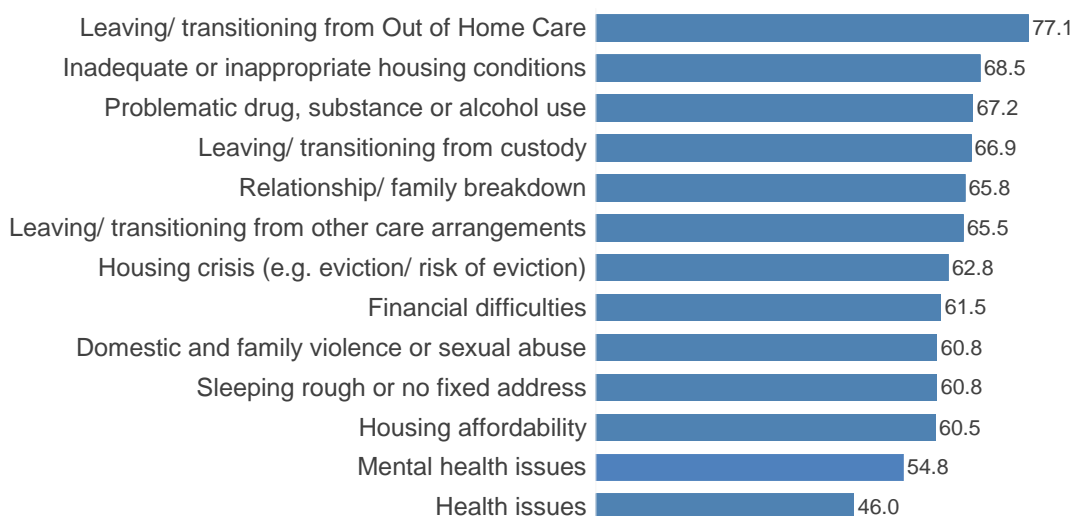
**Group comparison by service speciality:** Organisations specialising in Youth support scored the highest overall (67.2), with DFV organisations scoring lowest (59.2).



**Group comparison by accommodation type:** Home owners (33.0) scored lowest for satisfaction with personal relationships, while clients who live with a partner or family scored the highest (74.1).



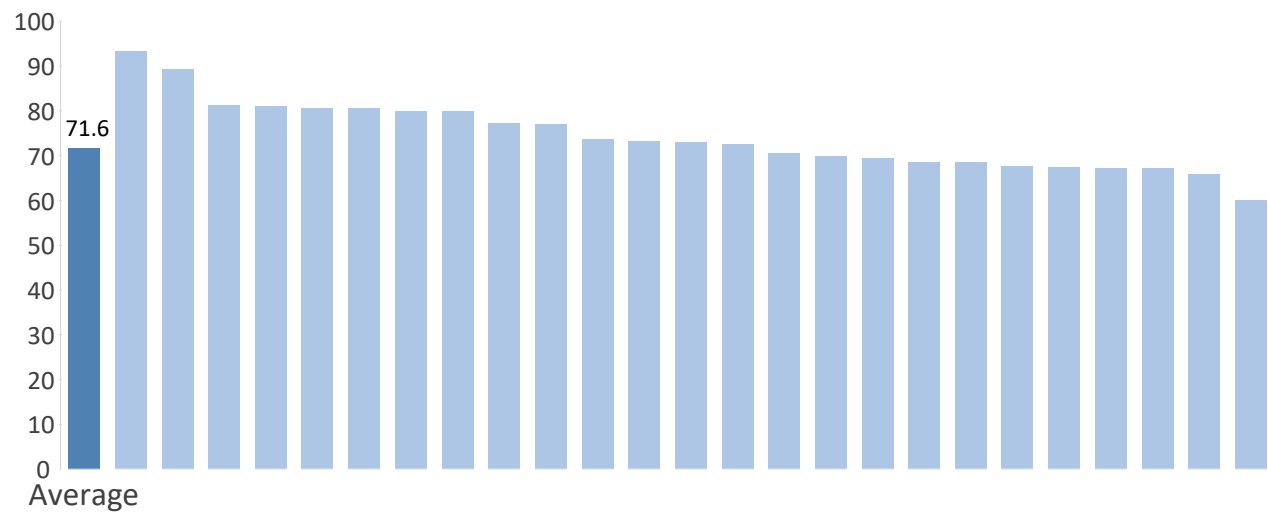
**Group comparison by reason for seeking support:** Clients who sought assistance after leaving Out of Home Care were most satisfied with their personal relationships (77.1). Clients who sought assistance with health issues were least satisfied (46.0).



PERSONAL WELLBEING: SENSE OF SAFETY

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. The average score was 71.6. The highest score was 93.3, and the lowest was 60.0.

How safe you feel?



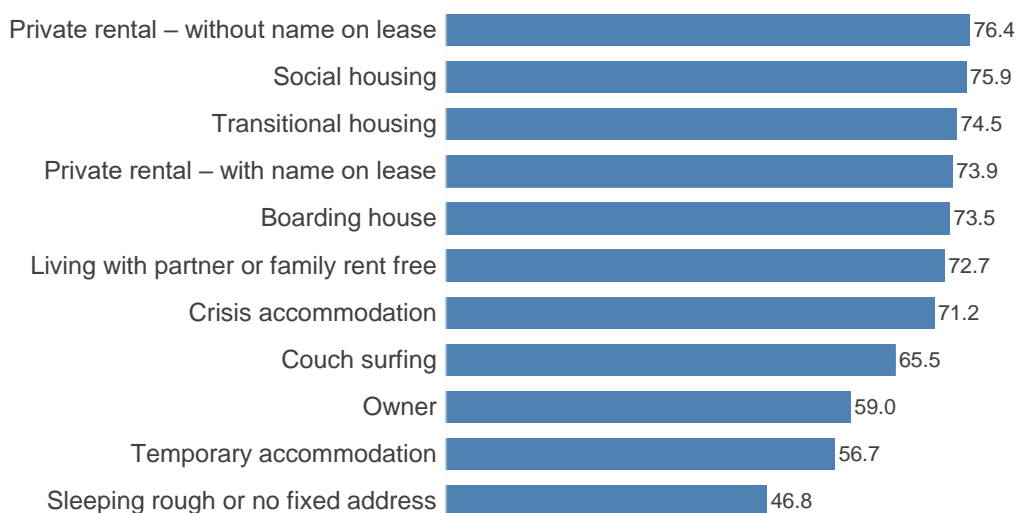
**Group comparison by region:** In terms of geographic comparisons, clients of Sydney organisations were the most satisfied with how safe they feel (74.7) while clients of Rural organisations were least satisfied (65.6).



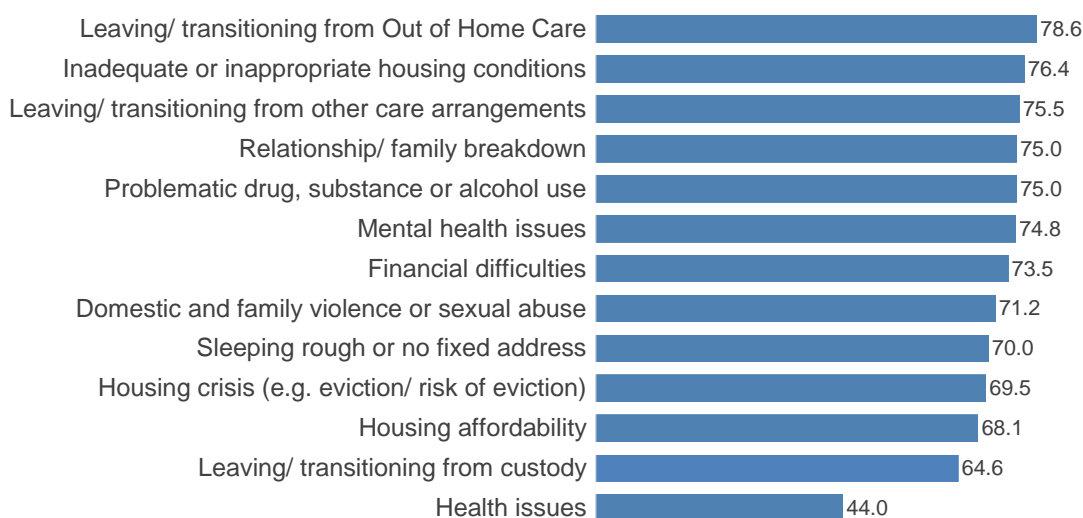
**Group comparison by service speciality:** Organisations specialising in Youth scored the highest overall (73.6), with DFV organisations scoring lowest (69.5).



**Group comparison by accommodation type:** Clients in private rental without their name on the lease were most satisfied with how safe they feel (76.4), while clients sleeping rough were the least satisfied (46.8).



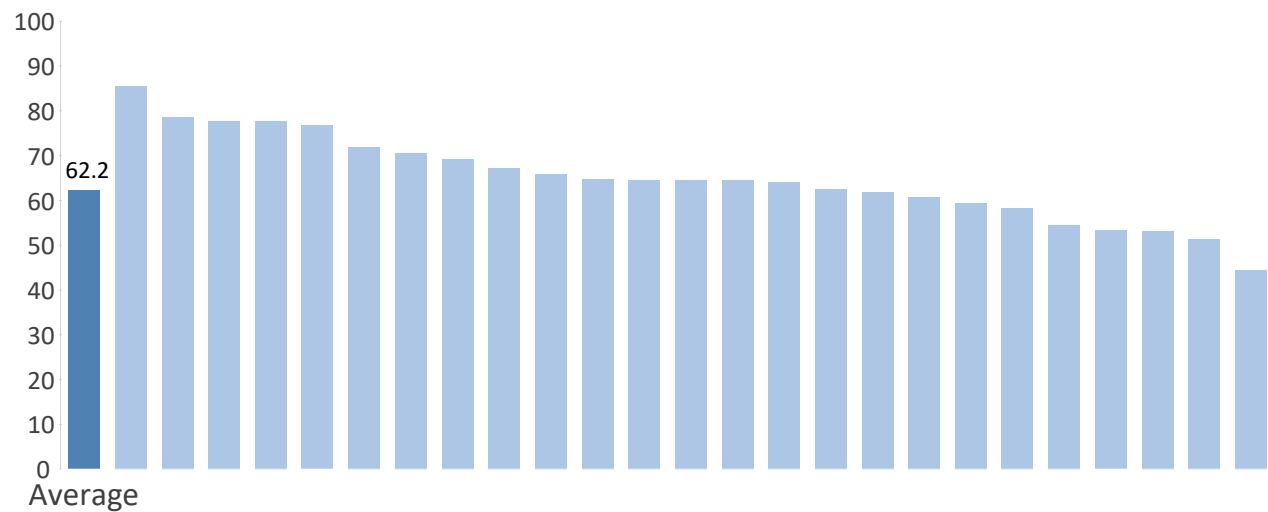
**Group comparison by reason for seeking support:** Clients who sought help when they were transitioning from Out of Home Care were the most with how safe they feel (78.6), while clients who sought help due to health issues were the least satisfied (44.0).



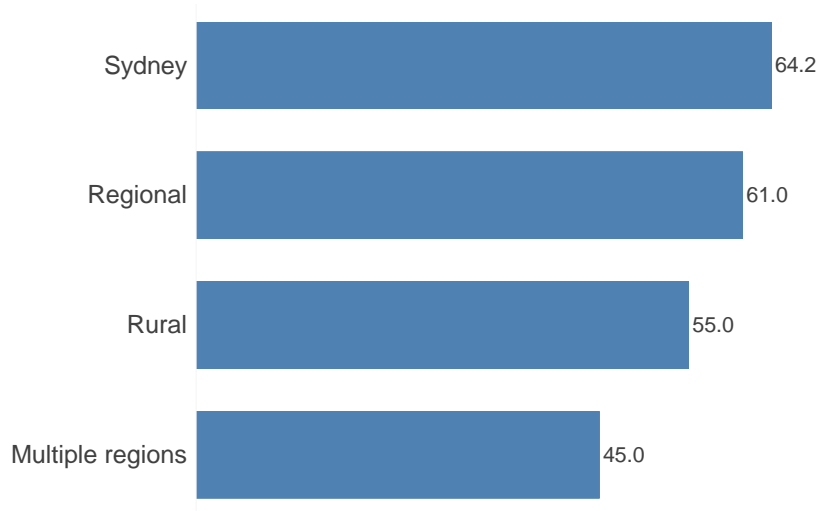
PERSONAL WELLBEING: COMMUNITY CONNECTION

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. The average score was 62.2. The highest score was 85.6, and the lowest was 44.4.

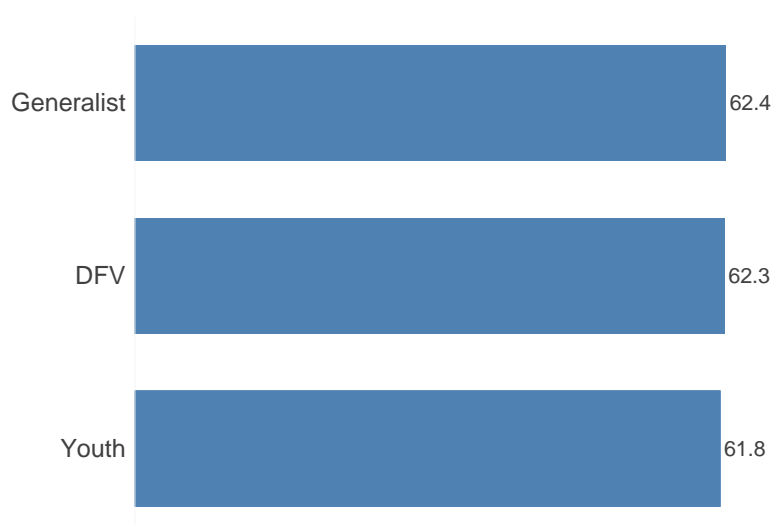
Feeling part of your community?



**Group comparison by region:** In terms of geographic comparisons there was some variation. Clients accessing Rural services were the least satisfied with feeling part of their community (45.0), while clients accessing services in Sydney were the most satisfied (64.2).

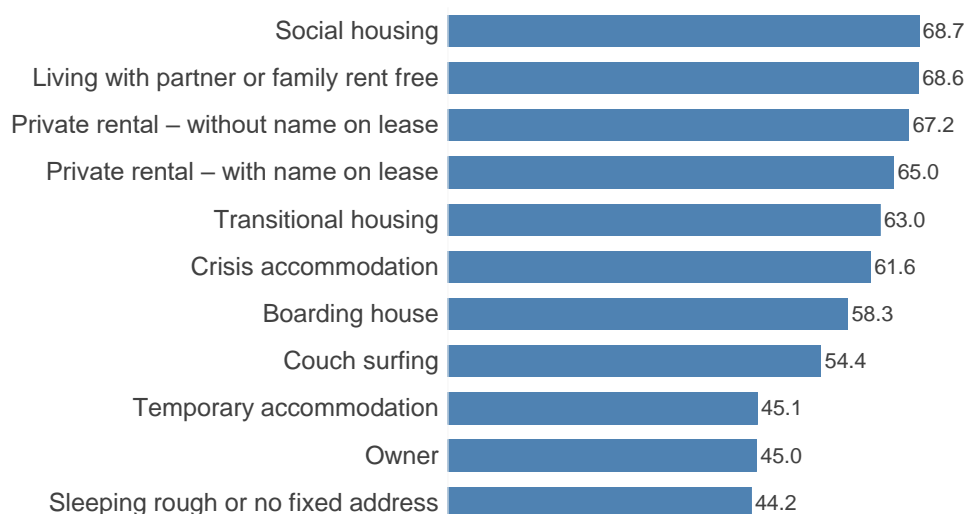


**Group comparison by service speciality:** There was very little variation when comparing levels of satisfaction with community connectedness for different service types.

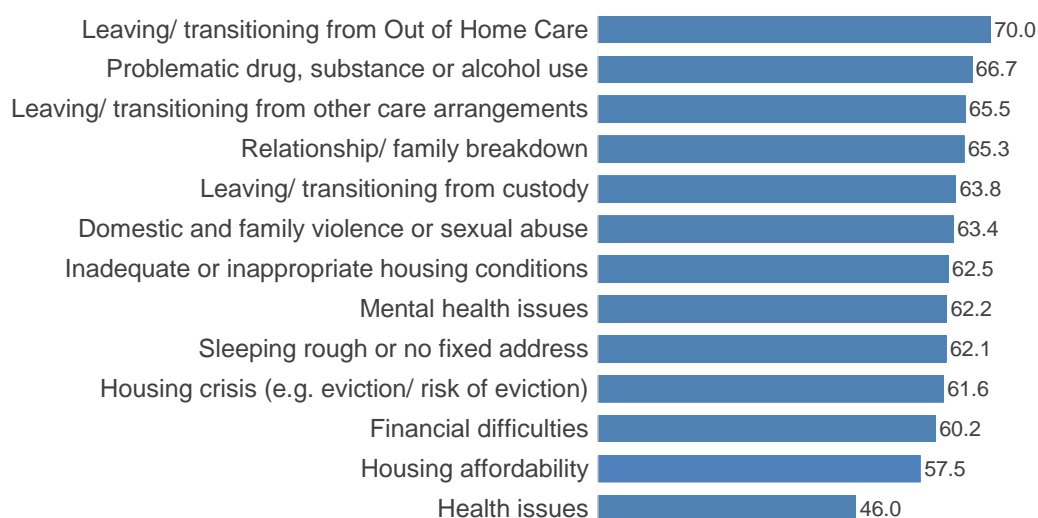




**Group comparison by accommodation type:** Clients sleeping rough (44.2), home owners (45.0) and clients in temporary accommodation (45.1) were the least satisfied with feeling part of their community.



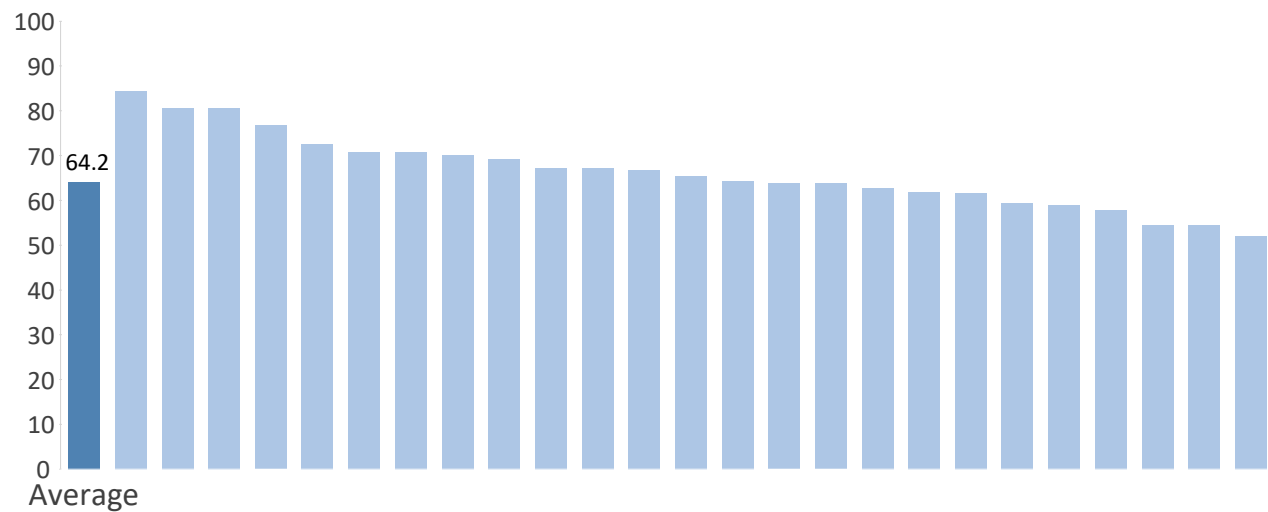
**Group comparison by reason for seeking support:** Clients who sought assistance after leaving Out of Home Care were the most satisfied with feeling part of their community (70.0), while clients who sought assistance for health issues were least satisfied (46.0).



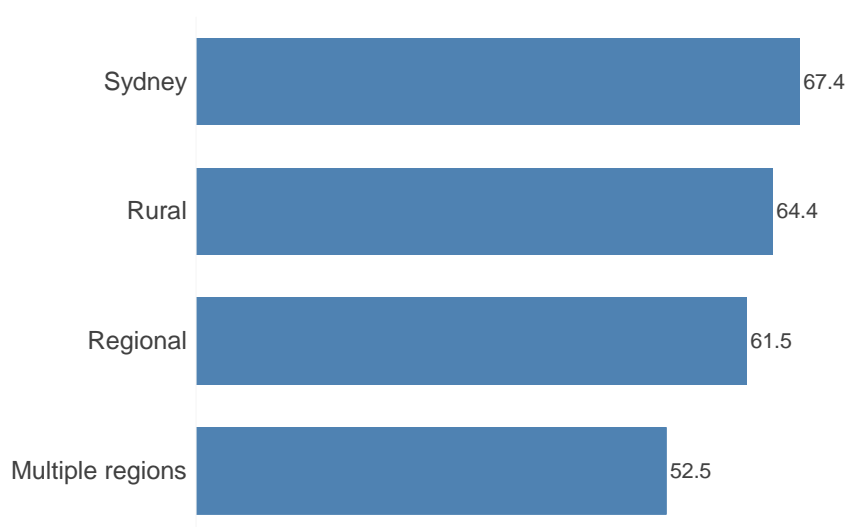
PERSONAL WELLBEING: FUTURE SECURITY

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. The average score was 64.2. The highest score was 84.4 and the lowest was 52.1.

Your future security?



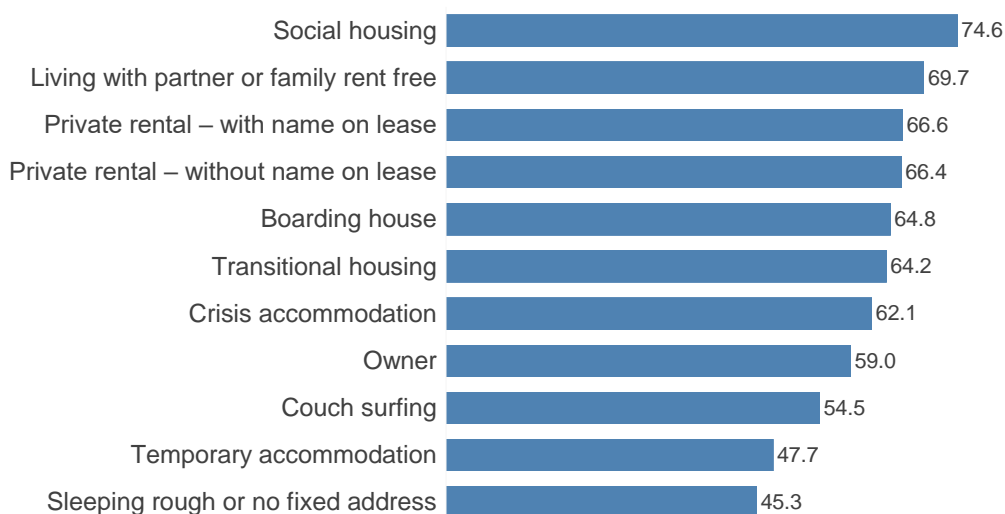
**Group comparison by region:** In terms of geographic comparisons, there was some variation. Clients accessing services in Sydney were the most satisfied with their future security (67.4) while clients accessing services operating across multiple regions were the least satisfied (52.5).



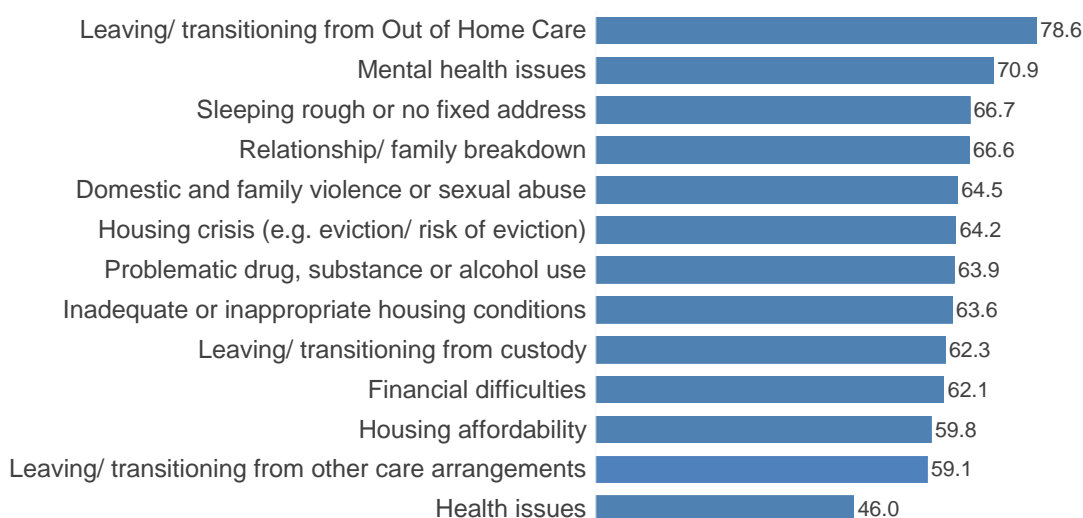
**Group comparison by service speciality:** There was little variation when comparing specialisms. Organisations specialising in Youth support scored the highest overall (66.2), with DFV organisations scoring lowest (62.3).



**Group comparison by accommodation type:** Regarding future security, people sleeping rough were the least positive (45.3). The most positive were clients in social housing (74.6).



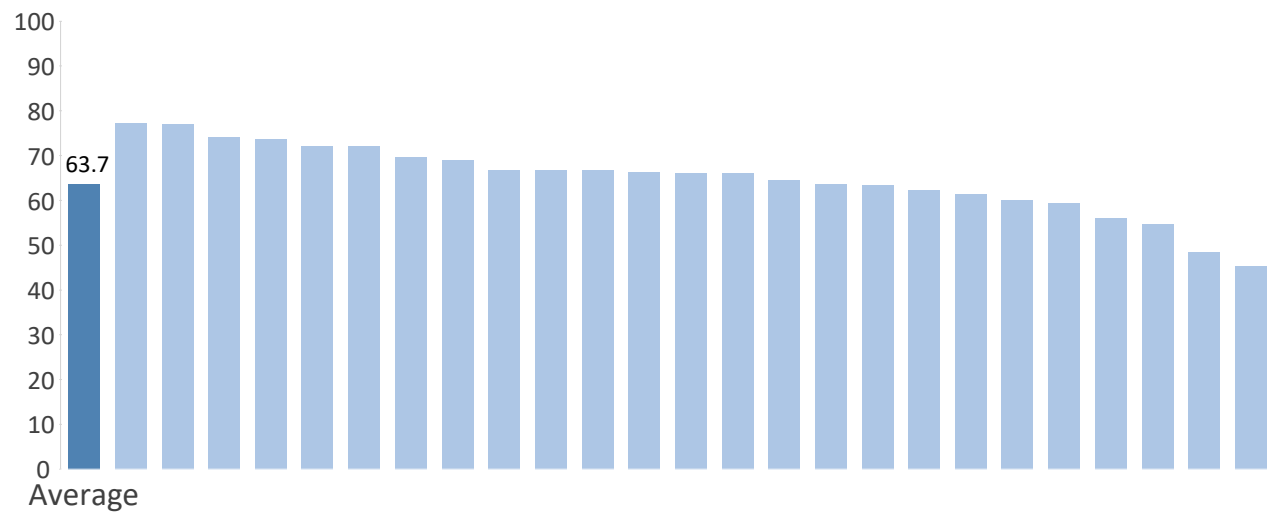
**Group comparison by reason for seeking support:** Clients who sought assistance after leaving Out of Home Care were the most positive about their future security (78.6). Clients who sought assistance for health issues were the least positive (46.0).



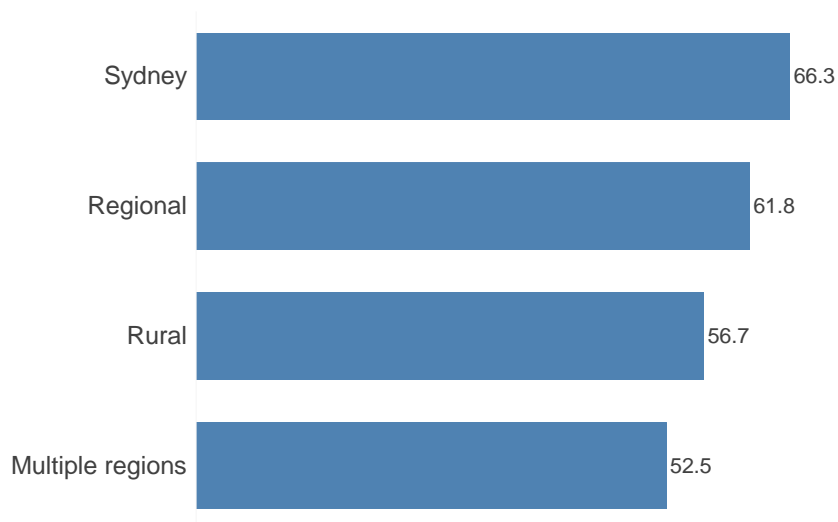
PERSONAL WELLBEING: SATISFACTION WITH LIFE AS A WHOLE

**Range and mean:** The chart below shows the full range of scores for all organisations with at least 10 responses. The average score was 63.7. The highest score was 77.3, and the lowest was 45.4.

Your life as a whole



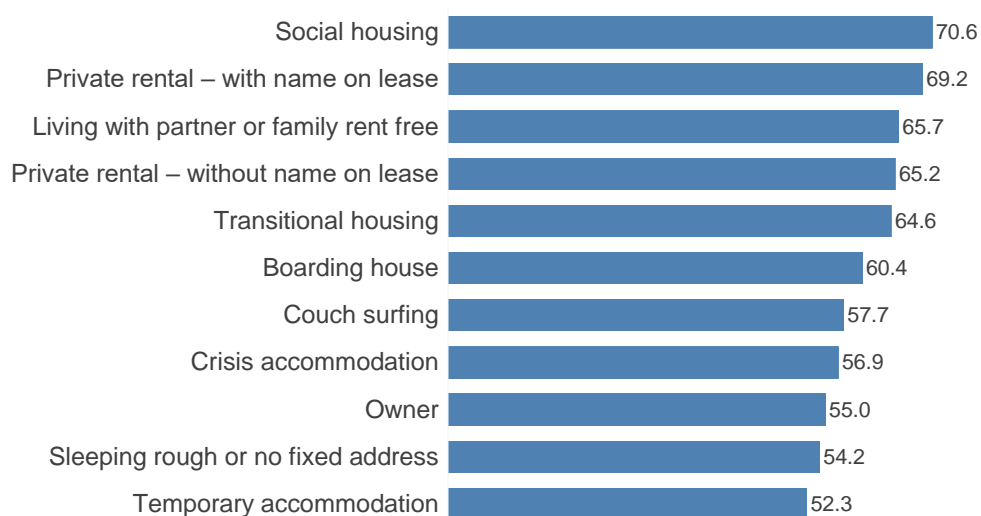
**Group comparison by region:** In terms of geographic comparisons there was some variation; clients in Sydney had the highest satisfaction with their life as a whole (66.3). Clients of organisations serving multiple regions were least satisfied with their life as a whole (52.5).



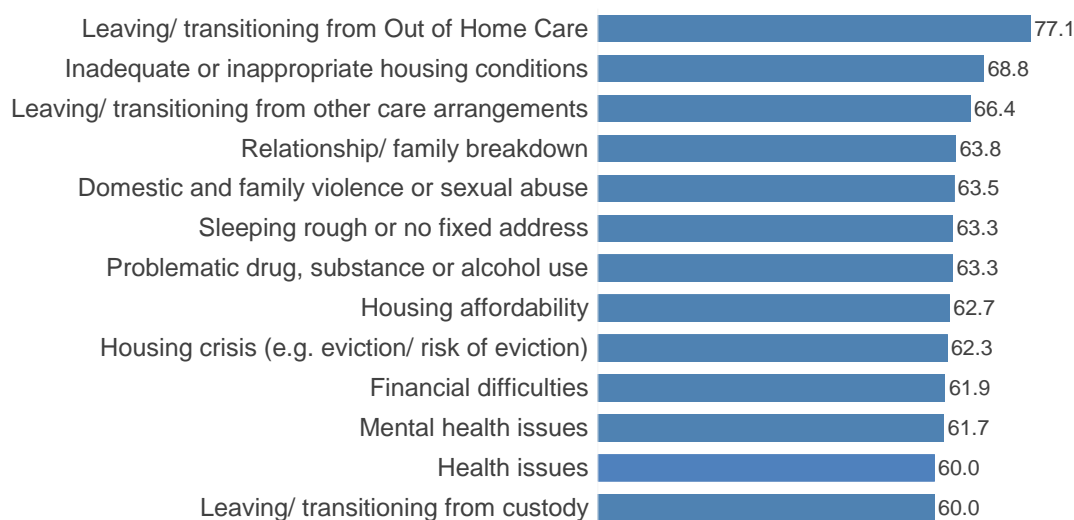
**Group comparison by service speciality:** There was little variation when comparing the results of organisations based on service speciality (range 62.3 to 64.6).



**Group comparison by accommodation type:** Clients in social housing were most satisfied with their life as a whole (70.6), while clients in temporary accommodation were the least satisfied (52.3).



**Group comparison by reason for seeking support:** Clients leaving Out of Home Care were the most satisfied with their life as a whole (77.1). Clients who sought help after leaving custody and clients who sought help due to health reasons were the least satisfied (both 60.0).



## Section 12: Analysis by Demographic Profile

The table below presents the demographic breakdown of participants in the 2021 SHS client survey. In the following sub-sections, results for key indicators are broken down by each demographic variable listed in the table below. Results are compared between demographic subgroups using 'radar charts' and are also presented in data tables (significant group differences identified using the z-test at 95% confidence interval are identified using uppercase characters in table cells).

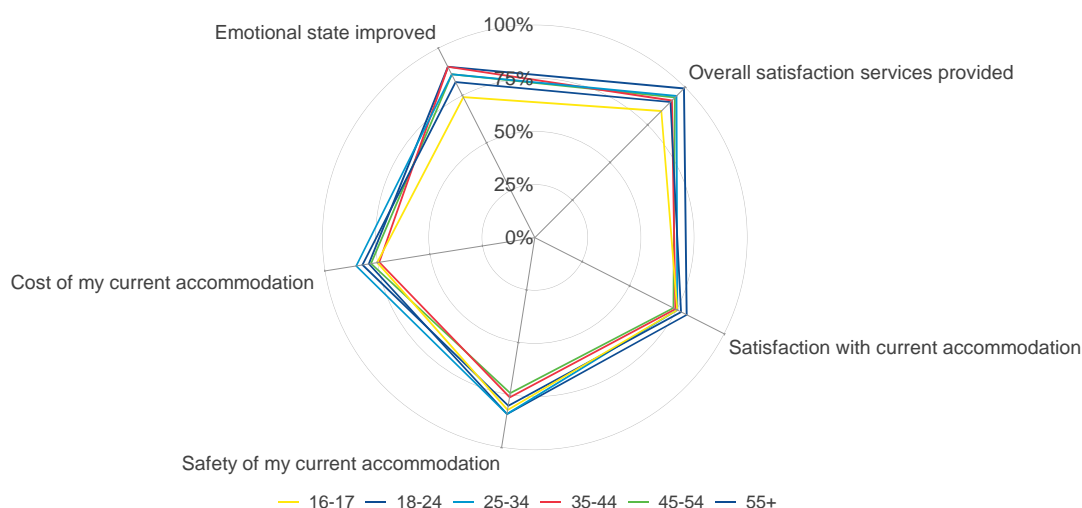
Description	Subgroup	Proportion
Gender	Man	27%
	Woman	70%
	Other/Opt-out	3%
Heritage	Identifying as Aboriginal or Torres Strait Islander	24%
	Not identifying as Aboriginal or Torres Strait Islander	76%
Dependents under 18	One or more	38%
	None	62%
Language	English	86%
	Other	14%
Age group	16-17	7%
	18-24	35%
	25-34	20%
	35-44	17%
	45-54	12%
	55+	9%
Disability	No disability	56%
	Disability	44%
Citizenship	Australian	88%
	Other	12%
Length of relationship with SHS organisation	Less than 1 month	13%
	Less than 3 months	17%
	Less than 6 months	20%
	6 to 12 months	23%
	1 to 2 years	14%
	Over 2 years	12%
Survey completion	Self-completion	55%
	Completed by staff member over the phone	35%
	Assisted completion (with staff member)	11%



## SUMMARY OF DIFFERENCES BY AGE GROUP

Clients aged 25-34 and clients aged 55 or over were more satisfied with the services they receive overall than other age groups. Clients under 25 were less likely to report that their emotional state has improved.

### Differences by Age Group

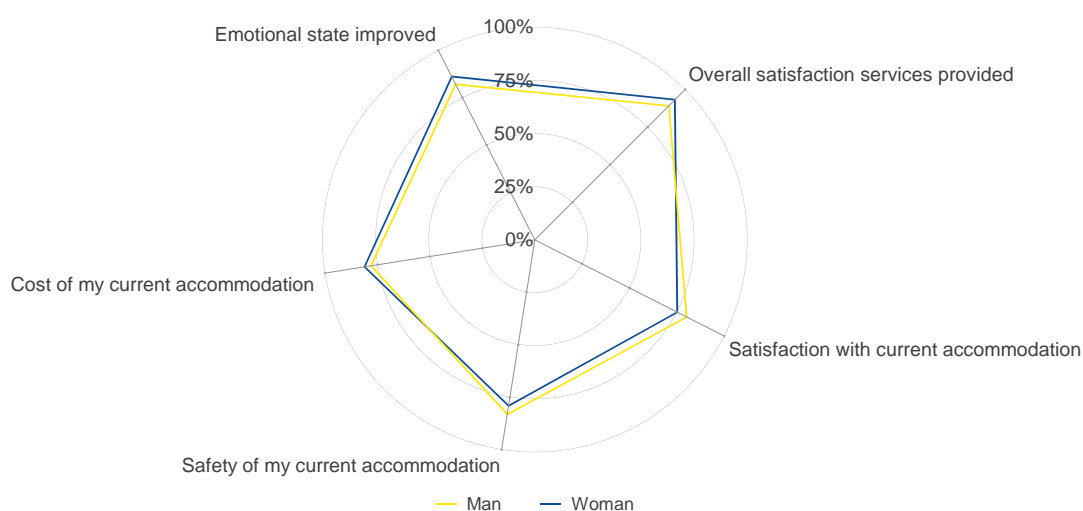


Indicator	Total	A. 16-17	B. 18-24	C. 25-34	D. 35-44	E. 45-54	F. 55+
Satisfaction with services	91% (783)	84% (56) CF	90% (282) F	94% (147) A	91% (139) F	93% (91)	99% (67) ABD
Satisfaction with accommodation	76% (810)	75% (57)	77% (288)	75% (158)	74% (140)	73% (96)	80% (70)
Safety of accommodation	80% (806)	82% (57)	80% (286)	84% (158)	76% (140)	74% (94)	84% (70)
Cost of accommodation	80% (806)	75% (57)	82% (286)	85% (157) D	74% (141) C	78% (94)	79% (70)
Emotional state has improved	85% (813)	74% (57) CDEF	82% (288) D	86% (158) A	90% (141) AB	86% (96) A	90% (72) A

## SUMMARY OF DIFFERENCES BY GENDER

There were no statistically significant differences when comparing the responses of individuals who identified as man or woman for key indicators.

### Differences by Gender

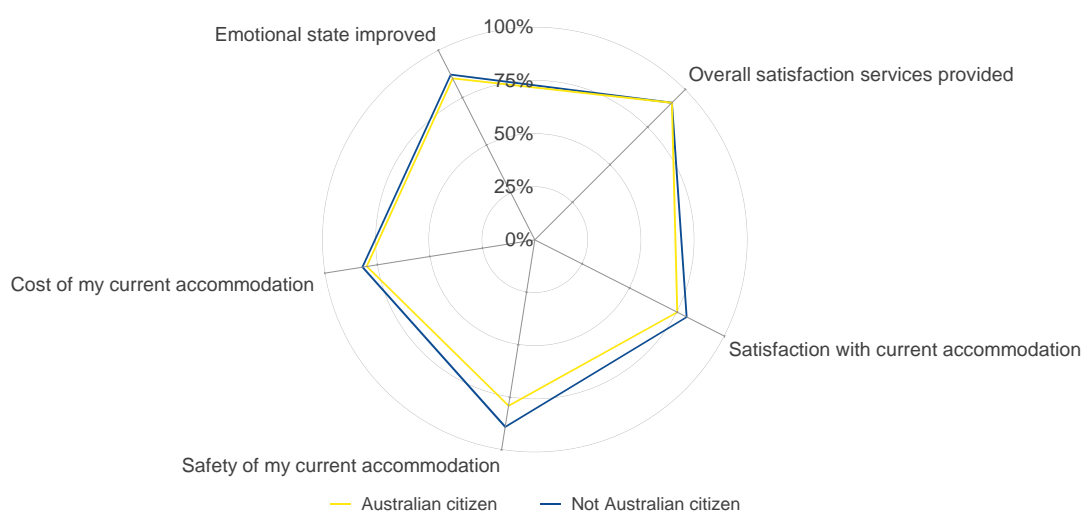


Indicator	Total	A. Man	B. Woman
Satisfaction with services	91% (783)	89% (211)	93% (553)
Satisfaction with accommodation	76% (810)	80% (219)	75% (571)
Safety of accommodation	80% (806)	83% (218)	79% (568)
Cost of accommodation	80% (806)	78% (220)	81% (566)
Emotional state has improved	85% (813)	82% (220)	86% (573)

## SUMMARY OF DIFFERENCES BY CITIZENSHIP

Australian citizens were significantly less satisfied with the safety of their accommodation than non-Australian citizens.

### Differences by Citizenship

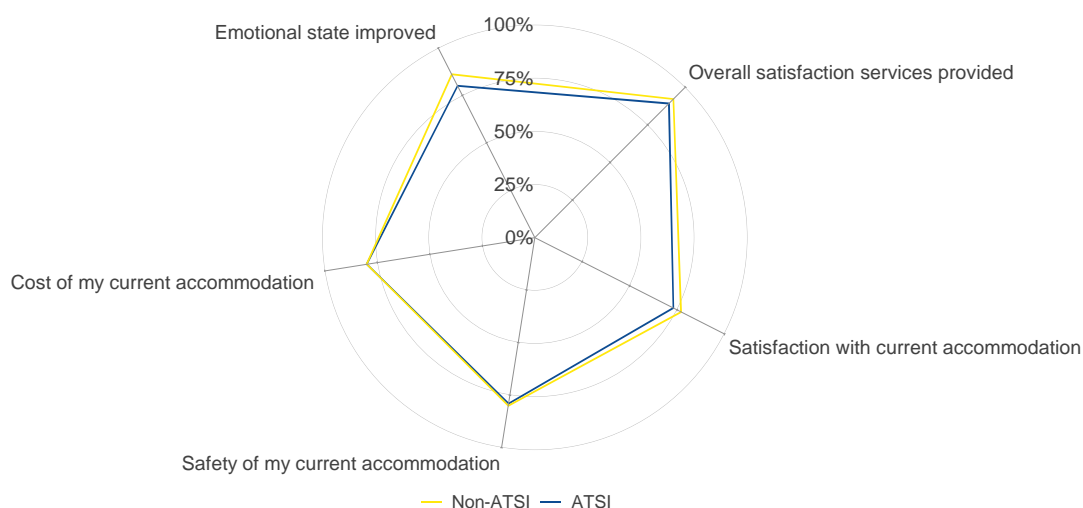


Indicator	Total	A. Australian citizen	B. Not Australian citizen
Satisfaction with services	91% (783)	91% (688)	91% (94)
Satisfaction with accommodation	76% (810)	75% (713)	80% (96)
Safety of accommodation	80% (806)	79% (710) B	89% (95) A
Cost of accommodation	80% (806)	80% (709)	82% (96)
Emotional state has improved	85% (813)	85% (715)	87% (97)

## SUMMARY OF DIFFERENCES BY HERITAGE

Clients who identified as Aboriginal and/or Torres Strait Islander were significantly less likely to report that their emotional state has improved, compared to clients who identified with other backgrounds.

### Differences by Heritage

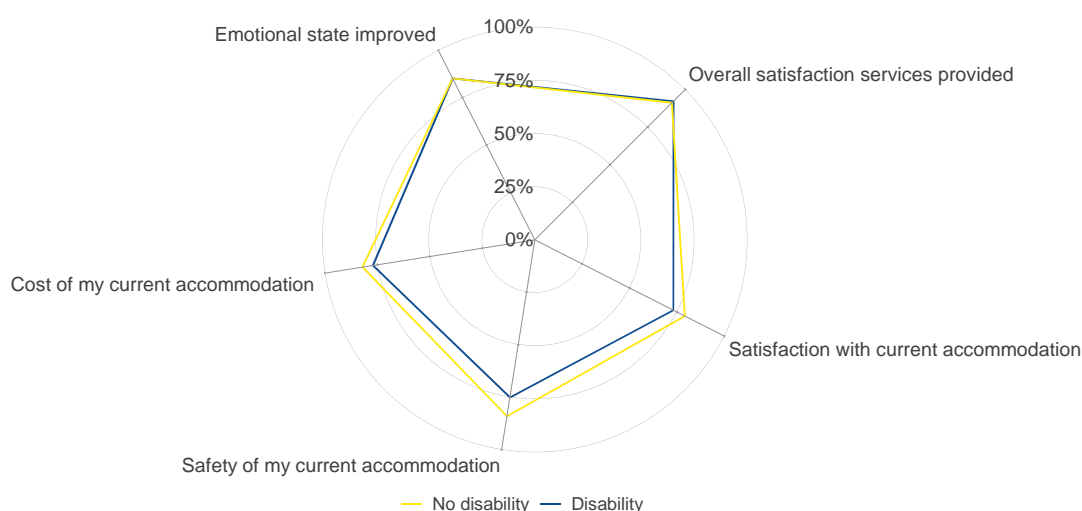


Indicator	Total	A. Not identifying as Aboriginal and/or Torres Strait Islander	B. Identifying as Aboriginal and/or Torres Strait Islander
Satisfaction with services	91% (783)	92% (603)	89% (178)
Satisfaction with accommodation	76% (810)	77% (616)	73% (192)
Safety of accommodation	80% (806)	80% (613)	79% (191)
Cost of accommodation	80% (806)	80% (613)	80% (191)
Emotional state has improved	85% (813)	86% (619) B	80% (192) A

## SUMMARY OF DIFFERENCES BY FUNCTIONAL ABILITY

Clients living without a disability were significantly less likely than clients living with a disability to be satisfied with the safety of their accommodation.

### Differences by Disability

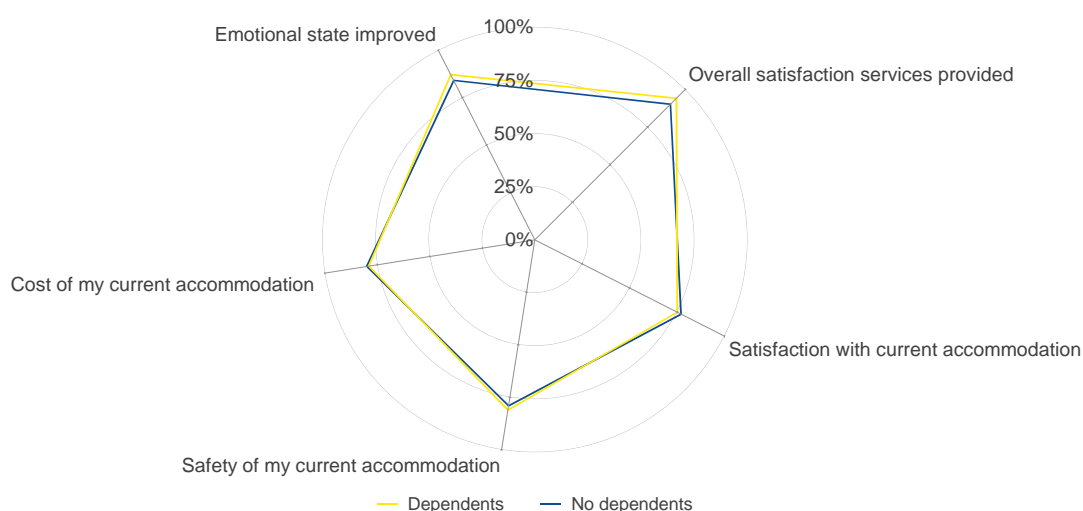


Indicator	Total	A. No disability	B. Disability
Satisfaction with services	91% (783)	91% (439)	92% (338)
Satisfaction with accommodation	76% (810)	79% (453)	73% (350)
Safety of accommodation	80% (806)	84% (452) B	75% (347) A
Cost of accommodation	80% (806)	82% (450)	77% (349)
Emotional state has improved	85% (813)	85% (455)	85% (351)

## SUMMARY OF DIFFERENCES BY DEPENDENTS

Clients with one or more dependents under the age of 18 were more likely to be satisfied with services overall than clients without any dependents under the age of 18.

### Differences by Dependents

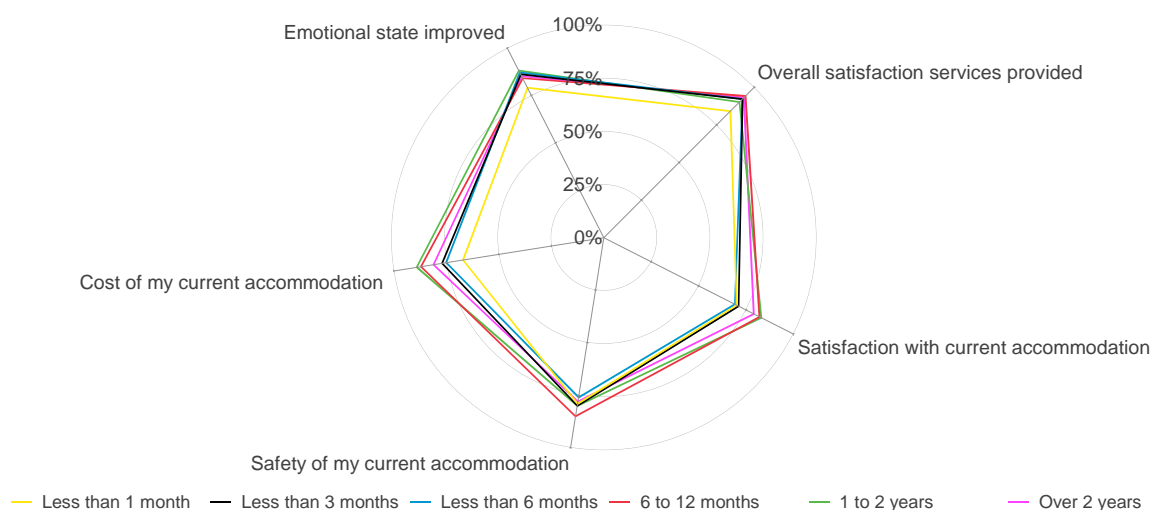


Indicator	Total	A. One or more dependent(s)	B. No dependents
Satisfaction with services	91% (783)	94% (282) B	90% (470) A
Satisfaction with accommodation	76% (810)	75% (292)	77% (487)
Safety of accommodation	80% (806)	81% (289)	79% (486)
Cost of accommodation	80% (806)	79% (289)	80% (485)
Emotional state has improved	85% (813)	87% (293)	84% (489)

## SUMMARY OF DIFFERENCES BY LENGTH OF CONTACT

There were several differences when comparing clients according to how long they have had contact with their SHS service. In general terms, clients who have had a shorter relationship with their provider were less satisfied than clients with a more established relationship.

### Differences by Length of Contact

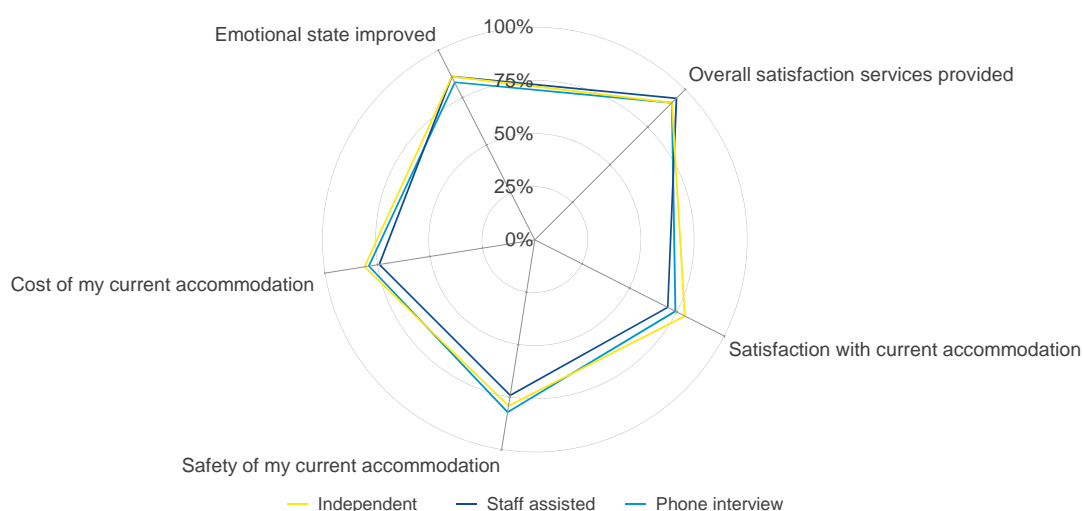


Indicator	Total	A. Less than 1 month	B. Less than 3 months	C. Less than 6 months	D. 6 to 12 months	E. 1-2 years	F. Over 2 years
Satisfaction with services	91% (783)	84% (104) BCD	92% (138) A	92% (158) A	94% (180)	90% (104)	93% (95)
Satisfaction with accommodation	76% (810)	70% (105) DE	71% (138) DE	69% (161) DE	82% (187) ABC	83% (114) ABC	79% (100)
Safety of accommodation	80% (806)	79% (105)	80% (138)	76% (160) D	85% (188) C	80% (112)	78% (98)
Cost of accommodation	80% (806)	67% (106) DEF	77% (138) DE	75% (158) DE	87% (188) ABC	89% (112) ABC	81% (99) A
Emotional state has improved	85% (813)	79% (104)	86% (138)	87% (163)	84% (189)	88% (114)	85% (100)

## SUMMARY OF DIFFERENCES BY COMPLETION METHOD

There were no statistically significant differences when comparing the ways in which clients completed their survey.

### Differences by Completion Method



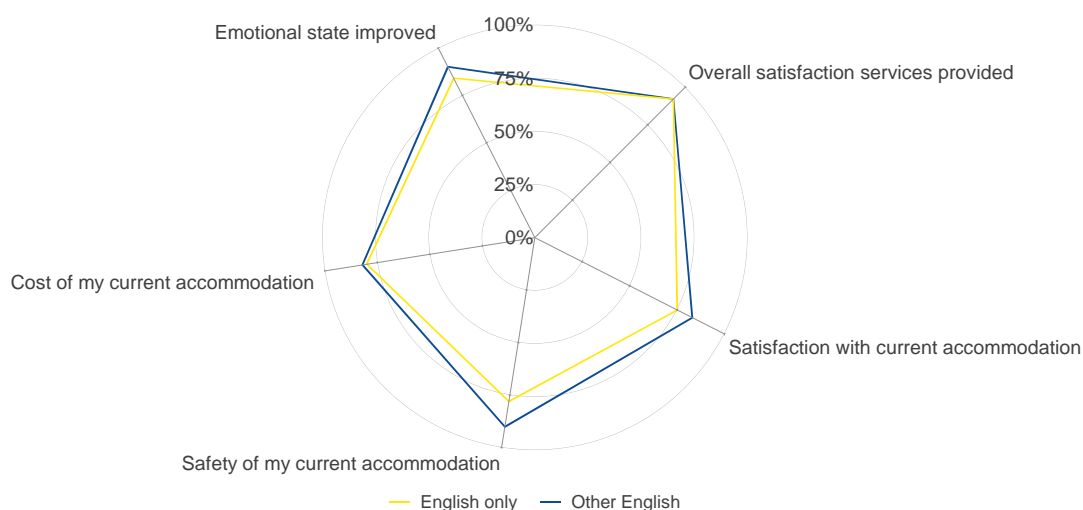
Indicator	Total	A. Completed independently	B. Staff assisted completion	C. Telephone interview
Satisfaction with services	91% (783)	91% (428)	94% (83)	91% (267)
Satisfaction with accommodation	76% (810)	79% (438)	70% (86)	74% (281)
Safety of accommodation	80% (806)	79% (434)	74% (86)	82% (281)
Cost of accommodation	80% (806)	81% (434)	74% (86)	79% (281)
Emotional state has improved	85% (813)	86% (41)	86% (87)	83% (281)



## SUMMARY OF DIFFERENCES BY LANGUAGE

Clients who speak English as their first language were significantly less likely to be satisfied with their accommodation in general, and the safety of their current accommodation in particular than clients who have a different mother tongue.

### Differences by Language



Indicator	Total	A. English	B. Other language
Satisfaction with services	91% (783)	92% (655)	92% (114)
Satisfaction with accommodation	76% (810)	75% (681) B	83% (115) A
Safety of accommodation	80% (806)	78% (679) B	90% (113) A
Cost of accommodation	80% (806)	80% (678)	82% (114)
Emotional state has improved	85% (813)	84% (684)	90% (115)