

SPECIALIST HOMELESSNESS SERVICES

Client Satisfaction Survey 2021

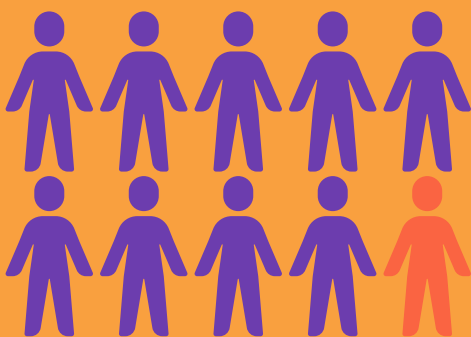
This infographic presents a summary of key aggregate findings from the sector-wide Specialist Homelessness Services (SHS) client satisfaction survey conducted by the Community Housing Industry AssociationNSW(CHIA NSW) on behalf of the Industry Partnership. Data collection took place between 29 March and 21 May2021.

34 services took part in the survey

817 clients took part in the survey

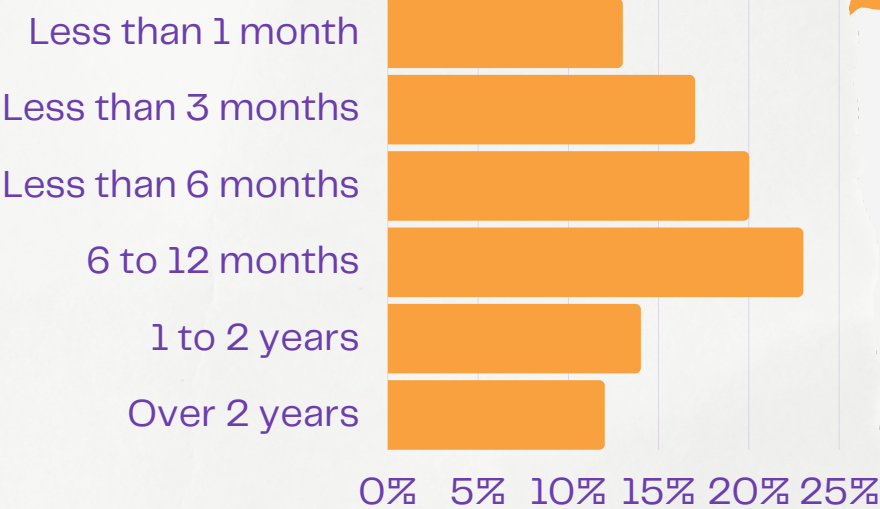
Overall Satisfaction

Over 9 in 10 (91%) of clients are satisfied overall with the services they received.



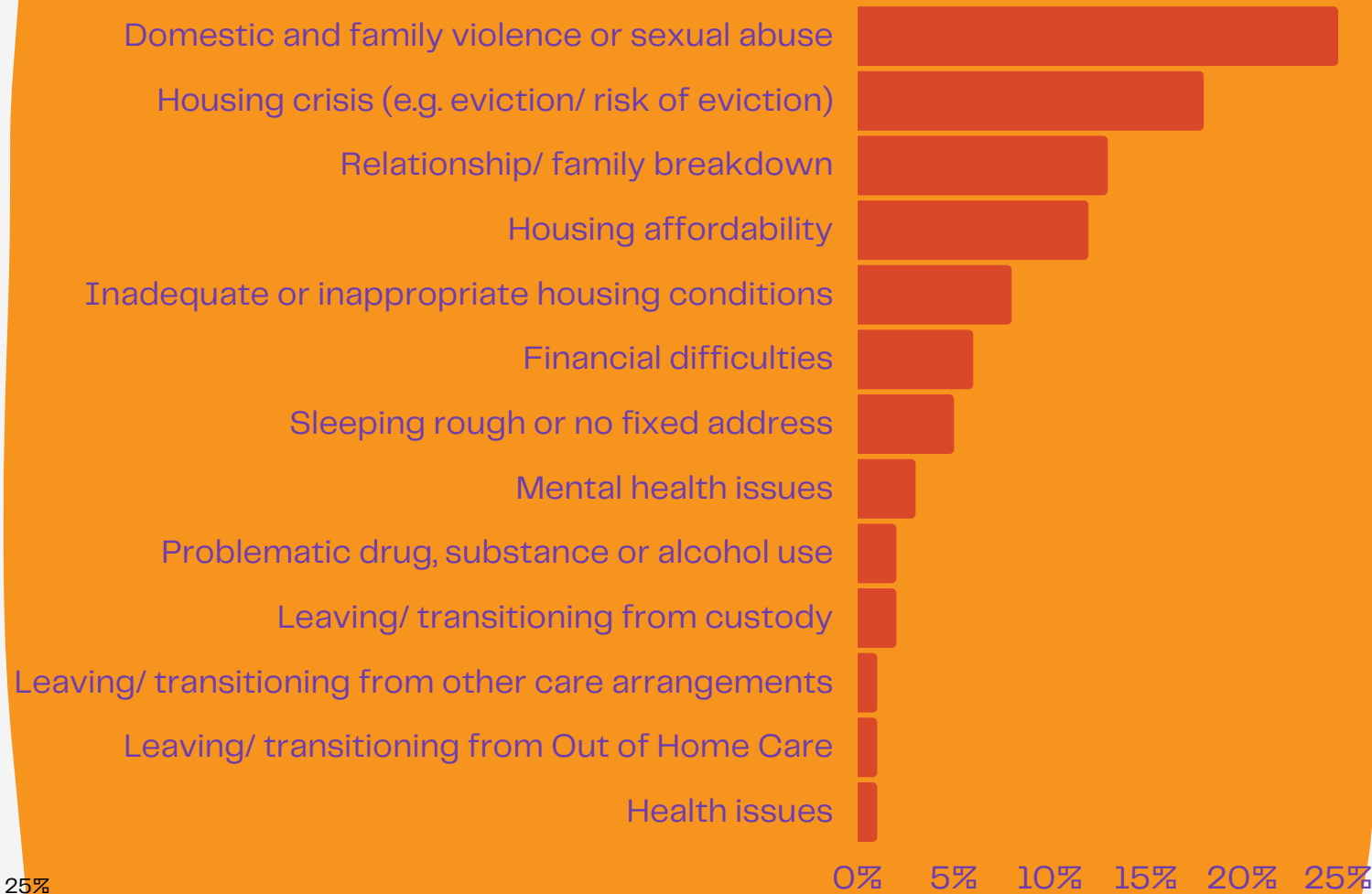
Length of relationship with SHS organisation

When completing the survey, how long had clients been accessing support from a service?

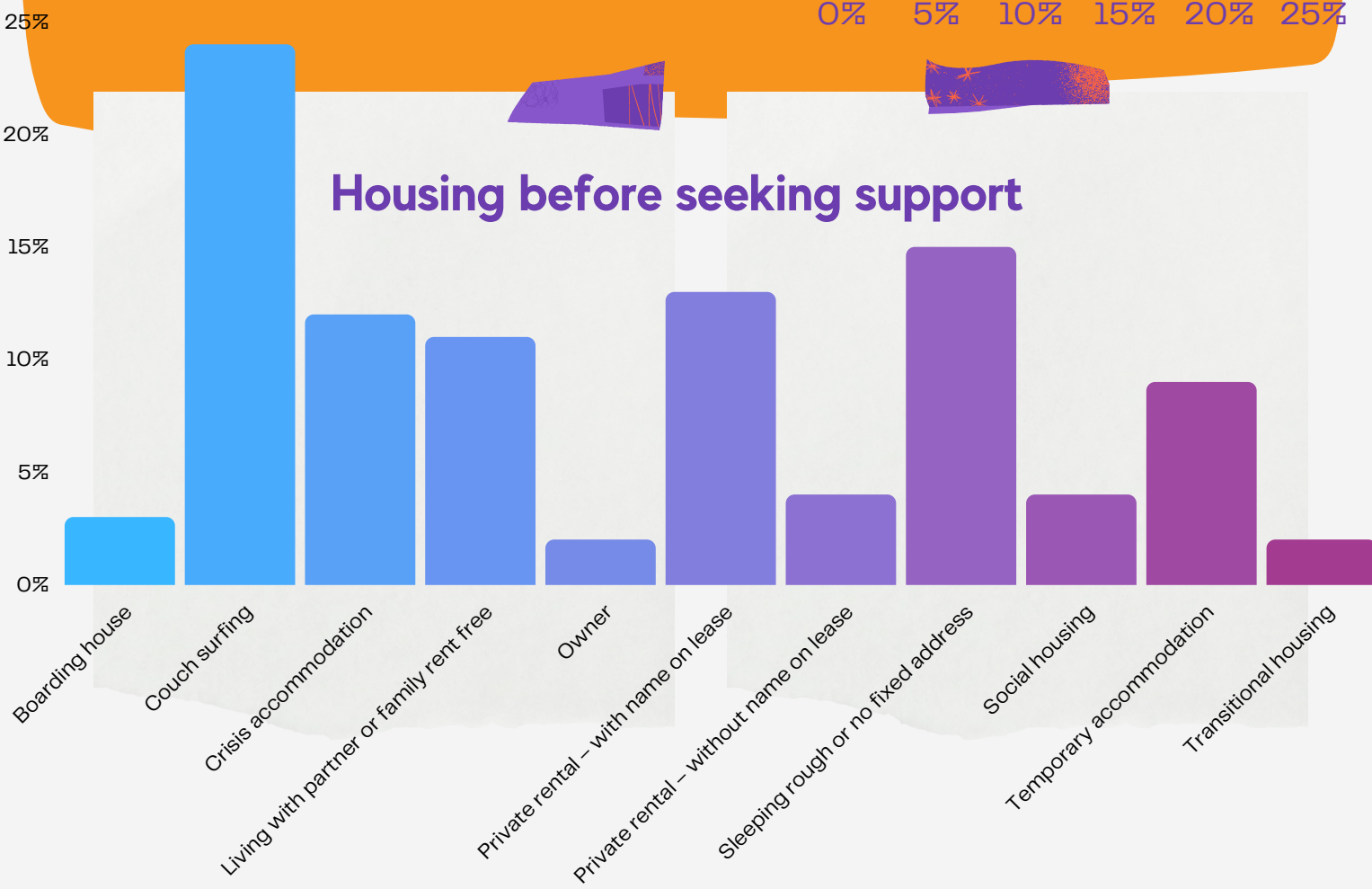


Reason for seeking support

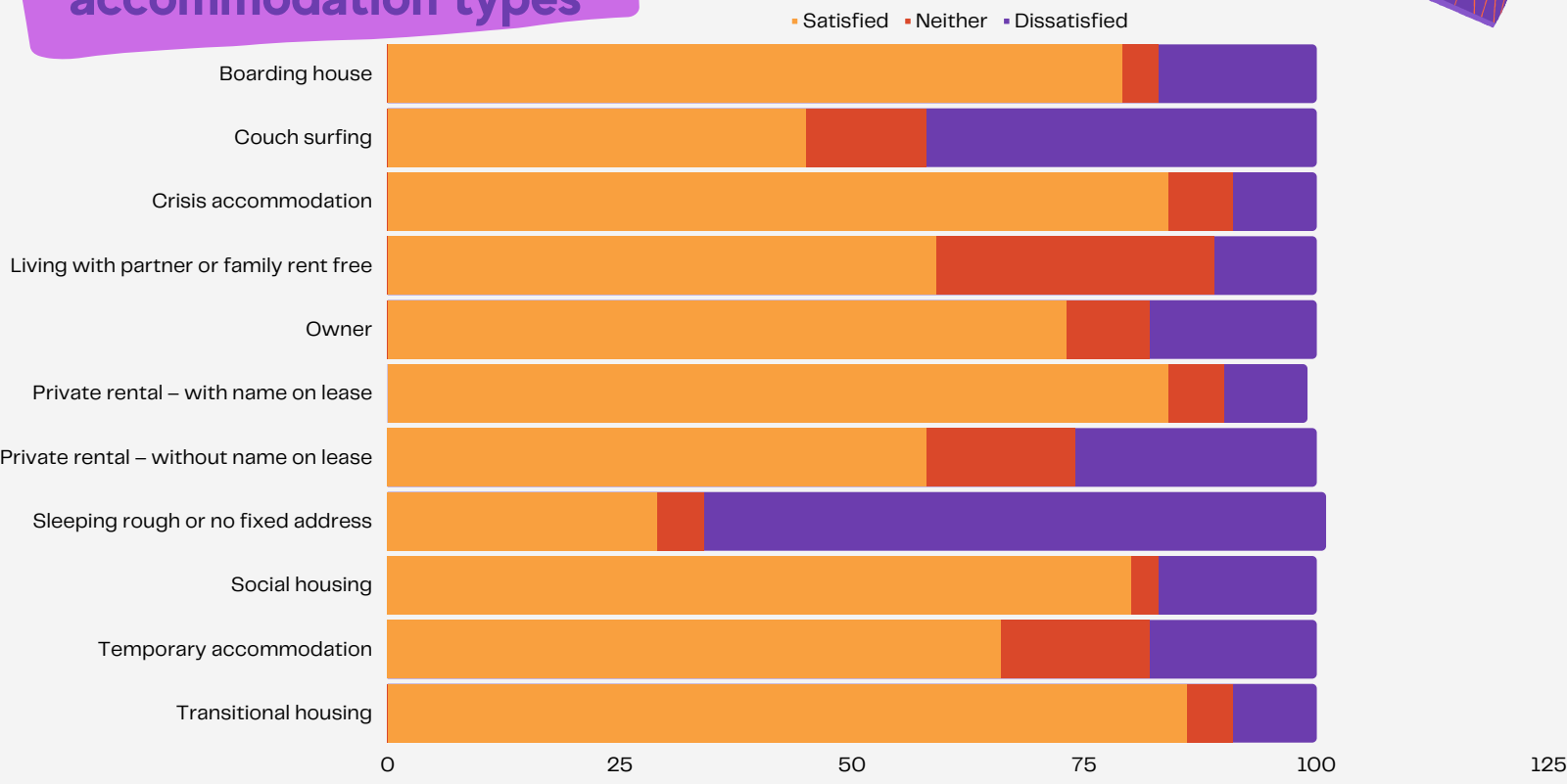
Female clients were significantly more likely than male respondents to report that their reason for seeking support was related to domestic/family violence or sexual abuse (33% vs 5%). Of this group, 38% of clients were aged 25–34 years.



Housing before seeking support



Satisfaction with accommodation types

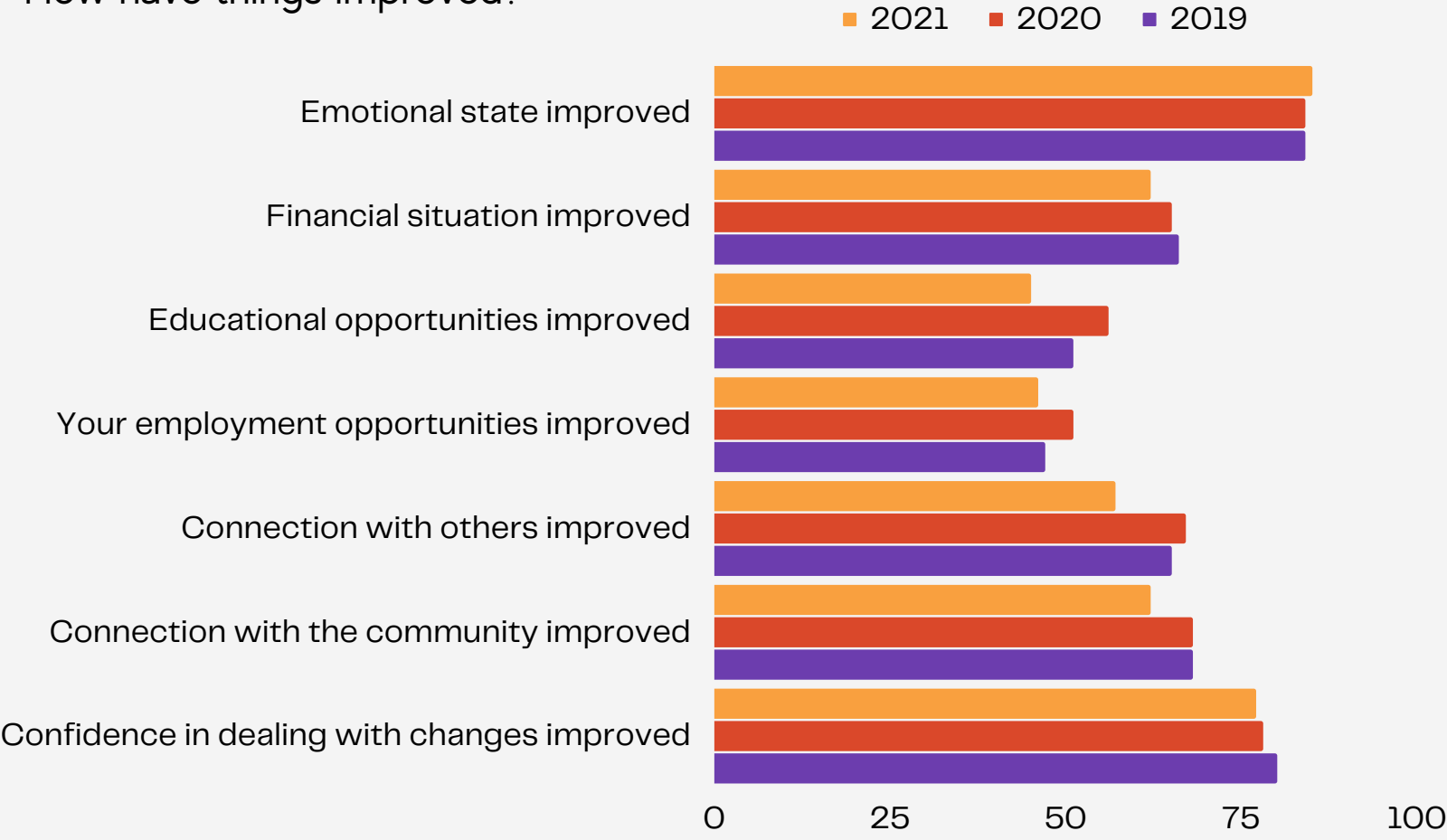


Clients indicated they agreed that...



Impact of service

How have things improved?



The average overall wellbeing score among SHS clients was 64.2 points, compared to 67.4 in 2020. 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).



- Scores for the personal wellbeing index varied depending on the type of housing:**
- social housing 71.0
 - private rental – without name on lease 69.2
 - living with partner or family rent free 69.2
 - private rental – with name on lease 67.1
 - transitional housing 66.5
 - boarding house 61.7
 - crisis accommodation 61.4
 - couch surfing 56.6
 - owner 50.0
 - temporary accommodation 49.0
 - sleeping rough or no fixed address 45.3



- Personal wellbeing scores varied depending on the reason for seeking support:**
- leaving/ transitioning from Out of Home Care 74.3
 - inadequate or inappropriate housing conditions 67.5
 - problematic drug, substance or alcohol use 67.2
 - mental health issues 66.1
 - relationship/ family breakdown 66.0
 - leaving/ transitioning from other care arrangements 65.5
 - domestic and family violence or sexual abuse 65.2
 - leaving/ transitioning from custody 64.6
 - financial difficulties 63.8
 - housing crisis (e.g. eviction/ risk of eviction) 63.0
 - sleeping rough or no fixed address 62.6
 - housing affordability 59.3
 - Health issues 48.0