

Industry Partnership

**SPECIALIST HOMELESSNESS SERVICES (SHS)
CLIENT SATISFACTION SURVEY:
2022 SECTOR REPORT**

PREPARED BY COMMUNITY HOUSING INDUSTRY ASSOCIATION NSW (CHIA 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 Partnership¹.

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.

¹ 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 questionnaire captured information on the following sections:

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

Data collection took place between 6 June and 22 July 2022. 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 36 services took part in the study. Of the 727 clients who were presented the survey brief/information sheet, 666 (92%) gave their consent to take part in the survey.

A note on sampling bias

Non-response 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, non-response 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.

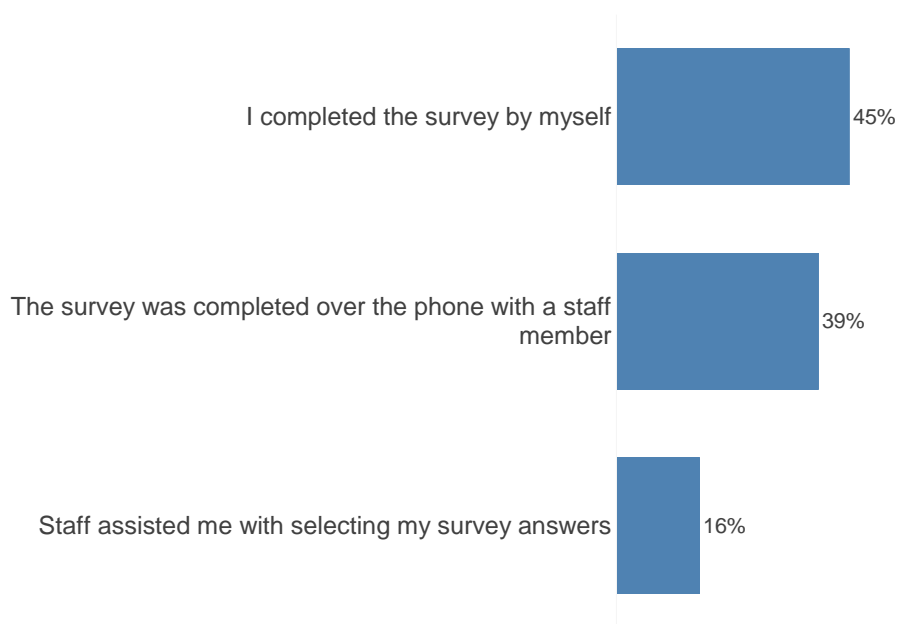
It is a challenge in any given data collection process to quantify the true impact of nonresponse bias on survey results. Accordingly, it is at the discretion of any given researcher/audience to consider survey results with the potential impact of nonresponse bias in mind.

A note on figures in this report

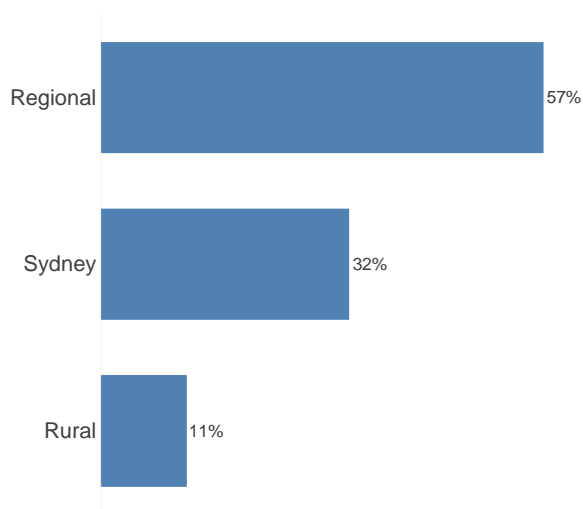
Please note that percentages may not add to 100% due to rounding.

Key descriptives

Method of Completion: Forty-five percent (45%) completed the survey by themselves, 39% completed the survey over the phone and 16% were assisted by a member of staff.



Participating services by Region: Most organisations were Regional (57%) or based in Sydney (32%). A further 11% were Rural organisations.



Participant demographics: Of the 666 clients who completed this survey, 25% described themselves as having Aboriginal or Torres Strait Island heritage and 93% were Australian citizens. Only 16% of respondents were over 55 years of age; however 36% were under the age of 25, likely reflecting the number of specialist youth services taking part in this survey. Seventy-two percent (72%) of respondents were female, and 34% of respondents had dependents under the age of 18. Half (50%) indicated they live 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 2022 SHS client survey. Where historical data is available, comparisons to 2020 and 2021 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).

OVERALL SERVICE SATISFACTION

91% of clients indicated that they were satisfied overall with the services they received. This is unchanged from 2021 and 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 2021 and 2022. However, clients nonetheless indicated high levels of satisfaction with their accommodation this year:

- 74% were satisfied with their current accommodation **overall** (down 2% from the 2021 score of 76%, but this decrease is not statistically significant).
- 80% were satisfied with the **safety** of their current accommodation (no change from 2021).
- 74% were satisfied with the **cost** of their current accommodation (down a statistically significant 6% from 2021).
- 74% were satisfied with the **privacy** of their current accommodation (no change from 2021).
- 62% were satisfied with the **security** of their accommodation into the future (down a statistically significant 6% from 2021 when the question was first introduced).

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 2021:

- 97% agreed that staff [treated them with respect](#).
- 90% agreed that staff were [sensitive to their ethnic and cultural background](#).
- 96% agreed that staff have made them feel [accepted for who they are](#).
- 95% agreed that staff [understood their needs](#).
- 89% agreed that they were [involved in setting their case plan goals](#) (significant decrease from the 2021 figure of 93%).
- 87% agreed that [staff referred them to other services](#) to support their other needs (significant decrease from 2021 figure of 90%).
- 89% agreed that staff [told them about their accommodation options](#) (significant decrease from 2021 figure of 93%).
- 81% agreed that staff [explained how to make a complaint](#) about their service (significant decrease from 2021 figure of 87%).

CHILD SUPPORT

66% of respondents reported that they do not have children under the age of eighteen. Excluding these clients from analysis, 55% reported that the service met all their children's needs, and 29% reported that their service met most of their children's needs.

SERVICE IMPACT

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

- 81% reported that their [emotional state](#) has improved since getting assistance from the service, (significantly below the 85% recorded in 2021), 15% reported that it has stayed the same and 4% reported that it has got worse.

- 55% reported that their **financial situation** has improved, (significantly below the 62% recorded in 2021), 37% reported that it has stayed the same and 7% reported that it has got worse.
- 38% reported that their **educational opportunities** have improved (significantly below the 45% recorded in 2021), 60% reported that they have stayed the same and 2% reported that they have got worse.
- 41% reported that their **employment opportunities** have improved, 57% reported that they have stayed the same and 2% reported that they have got worse.
- 55% reported that **their connection with others** has improved, 40% reported that it has stayed the same and 5% reported that it has got worse.
- 60% reported that their **connection with the community** has improved, 38% reported that it has stayed the same and 3% reported that it has got worse.
- 73% reported that their **confidence in dealing with changes** has improved, 25% reported that it has stayed the same and 2% reported that it has got worse.

WELLBEING INDEX

The average overall PWI score among SHS clients was 63.3 this year, slightly below the 64.2 recorded in 2021. 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 68.4.

When looking at the individual wellbeing areas, the best performing indicators were feeling safe (72.1) followed by standard of living (63.5). The lowest performing Wellbeing area was for personal relationships (60.5).

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.

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 74%.

The sector is also generating positive outcomes even with longer-term trajectory outcomes, such as employment (41%) and educational opportunities (38%).

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.

Domain	Item	Item Score	Domain Score
Economic	Impact of service: Employment opportunities	41% ↓5	49%
	Impact of service: Financial situation	55% ↓7	
	PWI: Standard of Living	51% ↓4	
	PWI: Future Security	50% ↓4	
Education / skills	Impact of service: Educational opportunities	38% ↓7	38%
Home	Satisfaction: Current accommodation	74% ↓2	74%
Health	PWI: Health	46% ↓4	46%
Safety	PWI: Feeling of safety	67% ⇔	74%
	Satisfaction: Safety of current accommodation	80% ⇔	
	Satisfaction: Privacy of current accommodation	74% ⇔	
	Satisfaction: Cost of current accommodation	74% ↓6	
Social community and	Impact of service: Connection with others (e.g., family or friends)	55% ↓2	53%
	Impact of service: Connection with the community	60% ↓2	
	PWI: Personal relationships	46% ↓6	
	PWI: Feeling part of the community	51% ⇔	
Empowerment	Impact of service: Emotional state	81% ↓4	62%
	Impact of service: Confidence dealing with changes	73% ↓4	
	PWI: What you are achieving in life	46% ↓4	
	PWI how satisfied with life as a whole?	48% ↓4	

↓ = decrease from 2021 results; ↑ = increase from 2021 results; ⇔ = no change from 2021

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 74%.

The sector is also generating positive outcomes even with longer-term trajectory outcomes, such as employment (41%) and educational opportunities (38%).

Notes on calculation of scores:

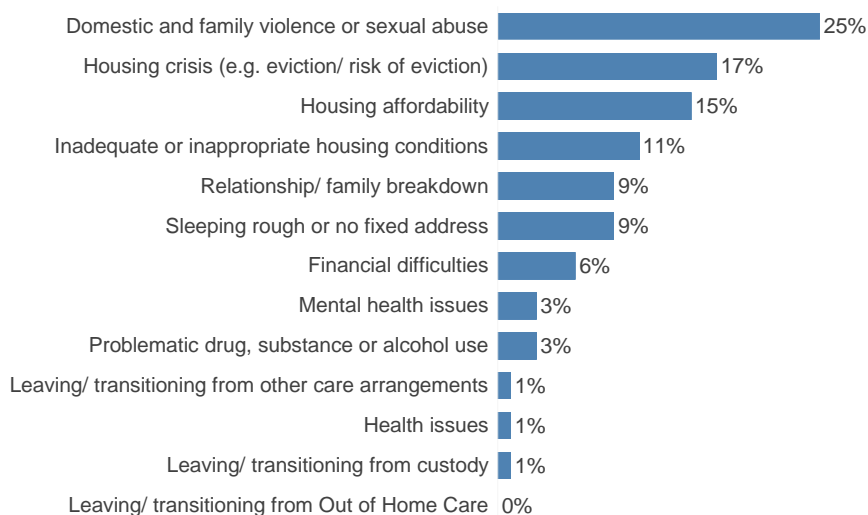
- 1) Domain score reported in the table above is an average of the contributing item scores.
- 2) For the Personal Wellbeing Index (PWI) indicators, a different scoring system is used here to that in the report. In the report (Section 11) a scoring system is applied to this scale. However, in the Human 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; 17%), and housing affordability (15%).

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 4%). Males (23%) were significantly more than female clients (15%) to have sought support due to a housing crisis (e.g., eviction).

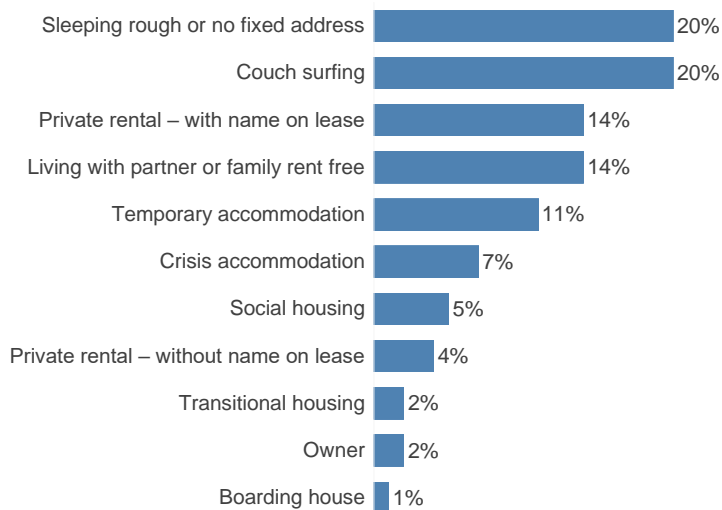
Group comparison by age: The response patterns for different age groups varied. For example, clients in the 16-24 age range primarily sought support for relationship or familial breakdown. Clients in the 25-54 age range primarily sought support for domestic/family violence or sexual abuse, while clients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

Age group / reason for seeking support	16-17	18-24	25-34	35-44	45-54	55+
Financial difficulties	-	4%	5%	4%	8%	10%
Housing affordability	9%	15%	9%	8%	20%	<u>25%</u>
Inadequate or inappropriate housing conditions	12%	16%	9%	8%	6%	8%
Housing crisis	-	17%	14%	18%	21%	<u>22%</u>
Relationship/ family breakdown	<u>45%</u>	15%	4%	4%	3%	5%
Domestic and family violence or sexual abuse	21%	17%	<u>35%</u>	<u>38%</u>	<u>26%</u>	16%
Sleeping rough or no fixed address	6%	8%	9%	10%	13%	6%
Mental health issues	3%	4%	5%	1%	2%	5%
Health issues	3%	1%	-	1%	1%	3%
Problematic drug, substance or alcohol use	-	1%	8%	6%	1%	1%
Leaving/ transitioning from custody	-	1%	1%	2%	-	-
Leaving/ transitioning from Out of Home Care	-	2%	-	-	-	-
Leaving/ transitioning from other care arrangements	-	2%	2%	2%	-	-

HOUSING SITUATION AT POINT OF SEEKING SUPPORT

One in five (20%) were sleeping rough or had no fixed address when they first sought support and a further 20% were couch surfing. Fourteen percent (14%) were in private rental accommodation (with their name on the lease), and 14% were living with a partner or family rent free.

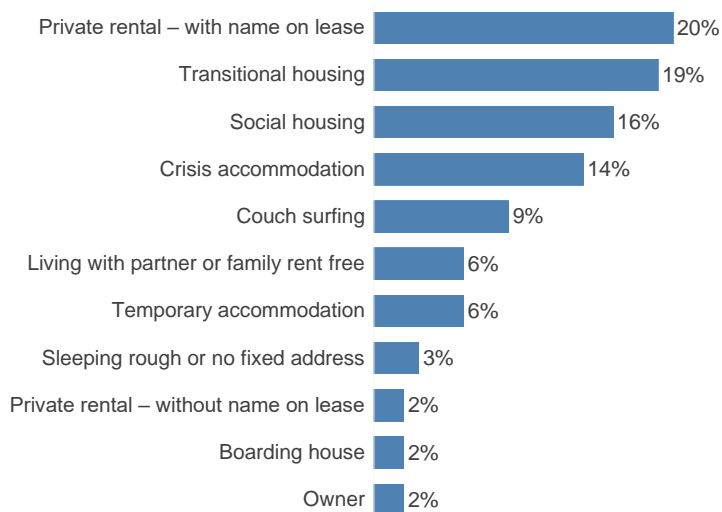
Previous situation



CURRENT SITUATION

Respondents were asked about their current housing situation. Clients reported a wide variety of living arrangements, with 20% in private rental (with their name on the lease), 19% in transitional housing, and 16% in social housing.

Current situation



Group comparison by age: Clients aged 16-17 were most likely to live in crisis accommodation (53%). The current accommodation of other age groups was more mixed, with private accommodation (with name on lease) being the main source of housing for those aged 18-24 (27%), 25-34 (19%) and 55+ (26%). Crisis accommodation accounted for the current accommodation of 23% of clients aged 35-44, while 27% of those aged 45-54 are in social housing.

Age group / Current accommodation	16-17	18-24	25-34	35-44	45-54	55+
Crisis accommodation	<u>53%</u>	8%	13%	<u>23%</u>	15%	8%
Couch surfing	12%	10%	11%	7%	10%	3%
Transitional housing	12%	23%	16%	15%	13%	23%
Living with partner or family rent free	6%	10%	9%	5%	1%	5%
Temporary accommodation	3%	5%	8%	9%	4%	4%
Social housing	3%	9%	14%	19%	<u>27%</u>	22%
Private rental – with name on lease	3%	<u>27%</u>	<u>19%</u>	12%	19%	<u>26%</u>
Private rental – without name on lease	3%	3%	2%	1%	3%	3%
Owner	3%	1%	2%	1%	1%	4%
Sleeping rough or no fixed address	-	3%	3%	7%	4%	2%
Boarding house	-	3%	2%	2%	3%	1%

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 11% post seeking support, and the proportion of clients sleeping rough fell by 17% post seeking support.

The proportion of clients living in transitional housing increased by 17% post seeking support, the proportion of clients living in social housing increased by 11% and the proportion of clients living in private rental (with their name on the lease) increased by 6% points.

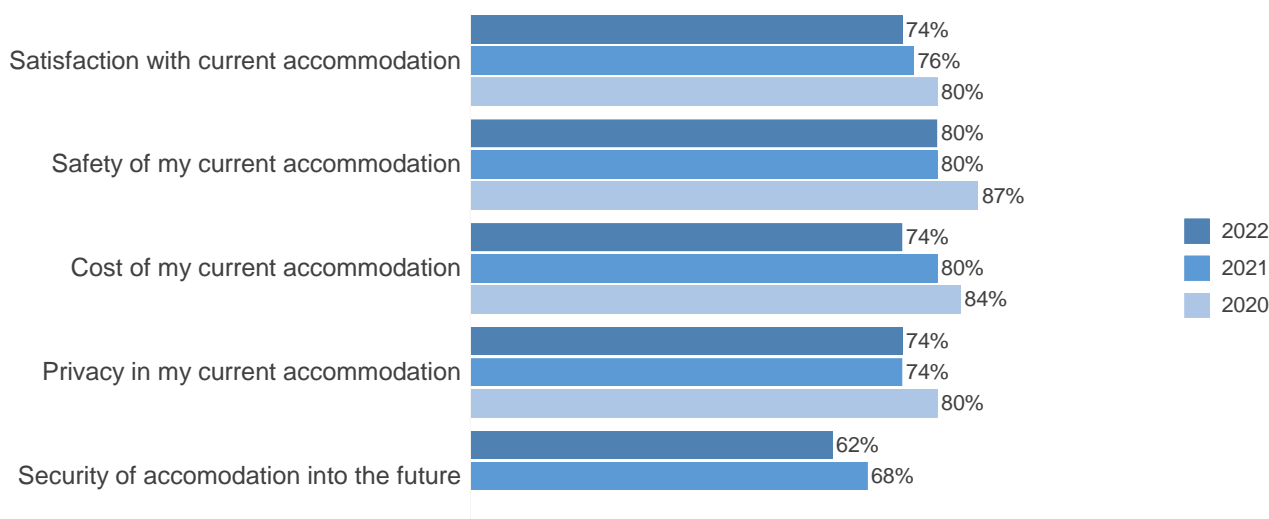
	Previous situation	Current situation	Change
Transitional housing	2%	19%	+17
Social housing	5%	16%	+11
Crisis accommodation	7%	14%	+7
Private rental – with name on lease	14%	20%	+6
Boarding house	1%	2%	+1
Private rental – without name on lease	4%	2%	-2
Temporary accommodation	11%	6%	-5
Living with partner or family rent free	14%	6%	-8
Couch surfing	20%	9%	-11
Sleeping rough or no fixed address	20%	3%	-17

Section 6: Current Accommodation

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

- 74% were satisfied with their current accommodation **overall** (down 2% from the 2021 score of 76%, but this decrease is not statistically significant).
- 80% were satisfied with the **safety** of their current accommodation (no change from 2021).
- 74% were satisfied with the **cost** of their current accommodation (down a statistically significant 6% from 2021).
- 74% were satisfied with the **privacy** of their current accommodation (no change from 2021).
- 62% were satisfied with the **security** of their accommodation into the future (down a statistically significant 6% from 2021 when the question was first introduced).

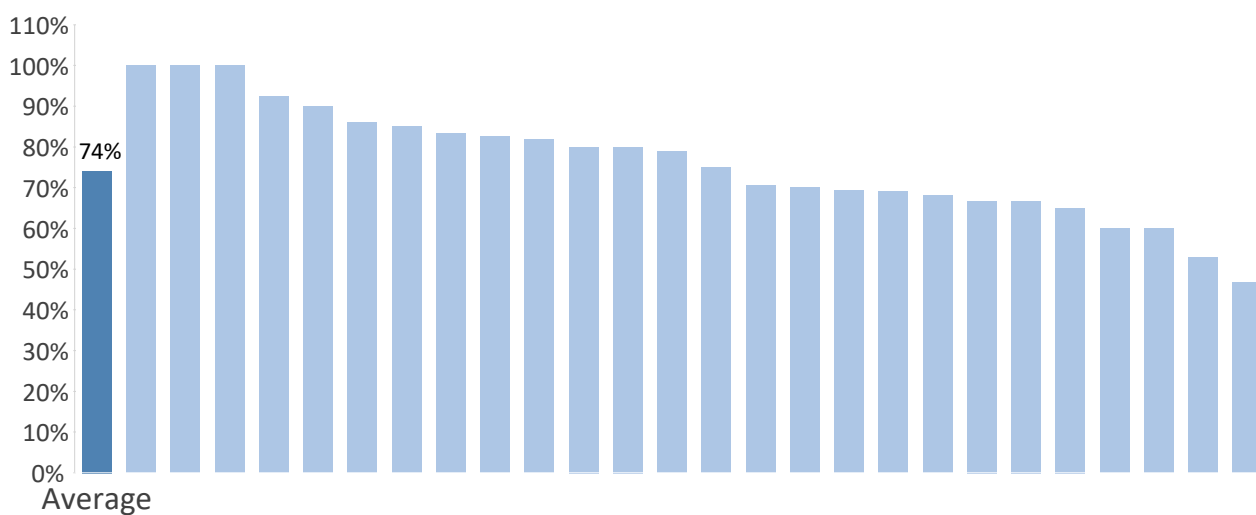
Summary: Current accommodation



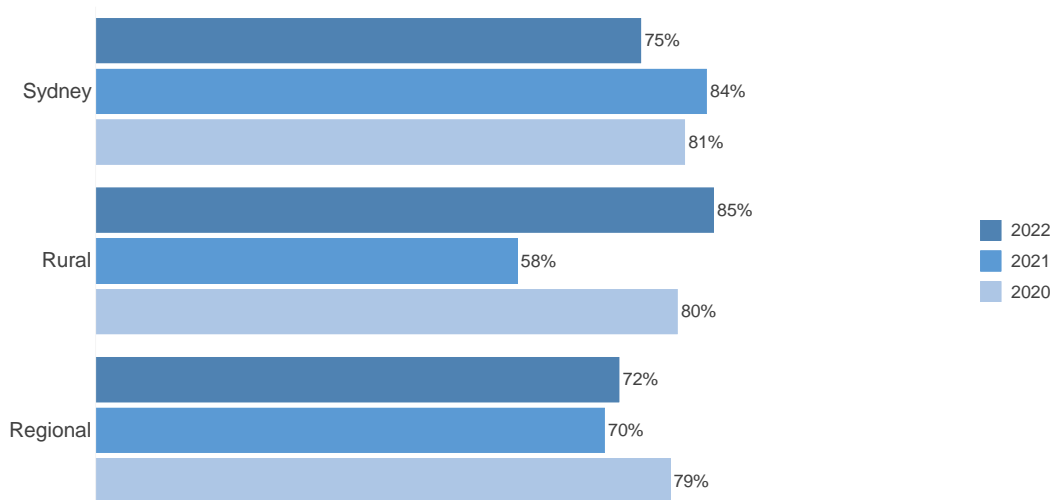
CURRENT ACCOMMODATION: OVERALL SATISFACTION

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average, 74% were satisfied with their current accommodation overall; 15% were dissatisfied, and 11% were neutral. The highest organisational score was 100%, and the lowest was 47%.

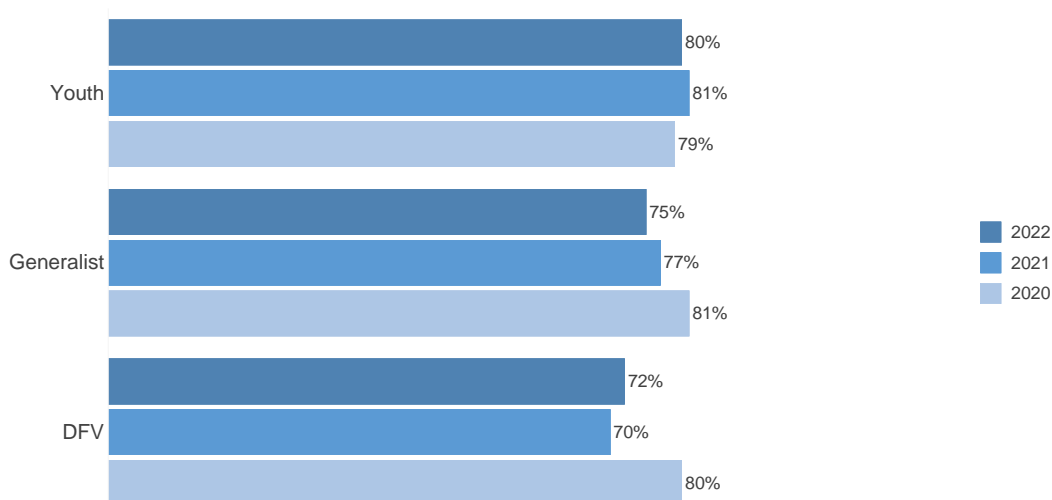
Current accomodation (% Satisfied)



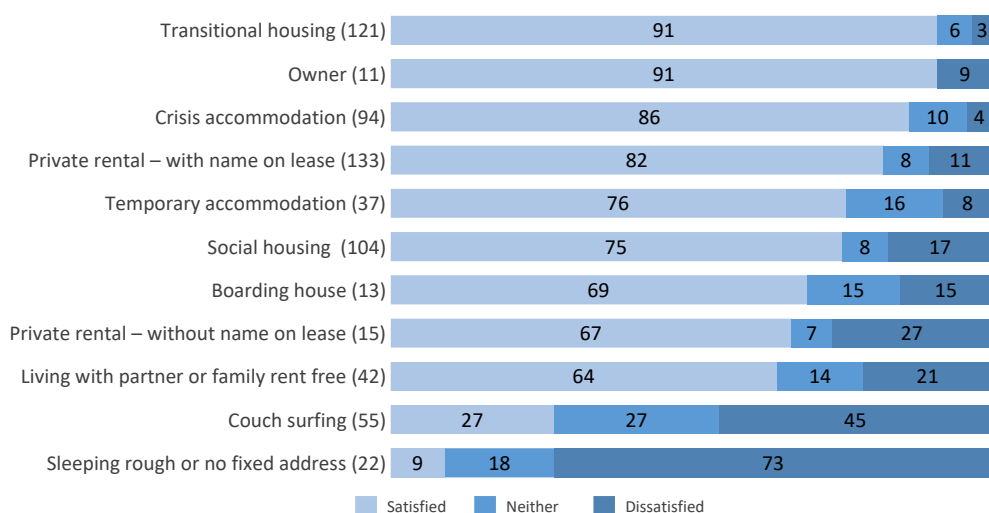
Group comparison by region: Clients in Rural areas were significantly more satisfied with their current accommodation (85%) than clients in Regional areas (72%). The score for Sydney recorded a statistically significant decrease between 2021 and 2022, from 84% to 75%. The score for Rural areas recorded a statistically significant increase from 58% to 85%.



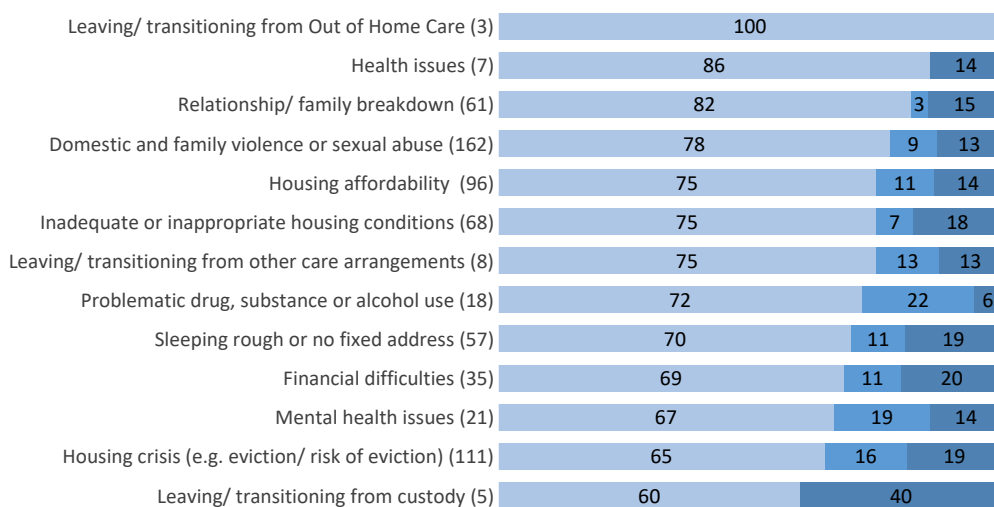
Group comparison by service speciality: Clients receiving support from Youth specialist services were significantly more satisfied with their current accommodation (80%) than clients receiving support from DFV specialist services (72%). There were no statistically significant differences when comparing individual service speciality 2022 scores to the 2021 scores.



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.



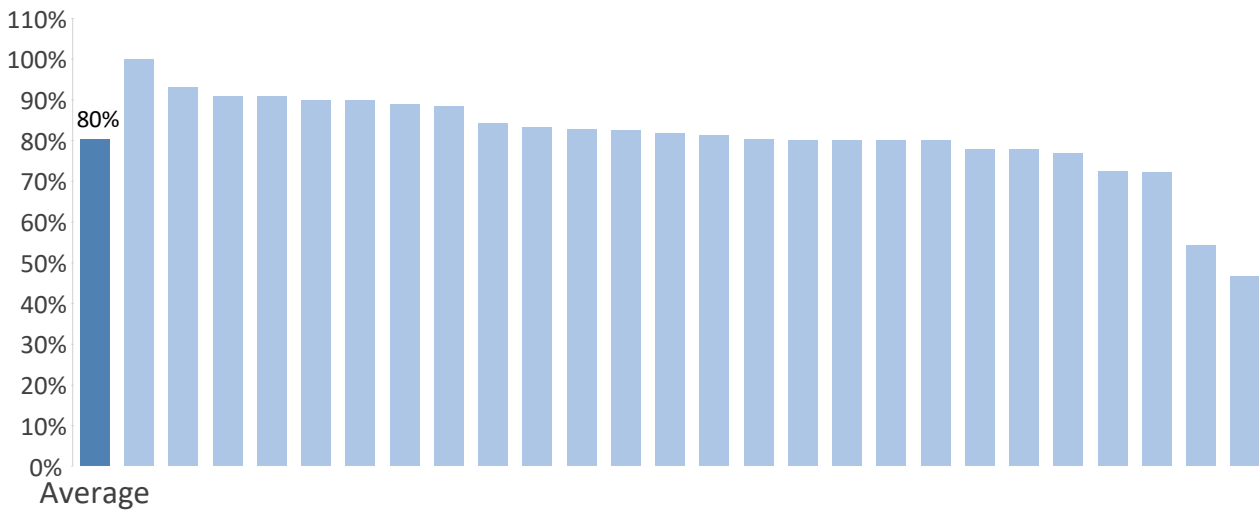
Group comparison by reason for seeking support: There was some variation when comparing satisfaction rates by reason for seeking support. Clients who sought help when transitioning from custody tended to report lower satisfaction with their current accommodation, although a small sample size was achieved for this group.



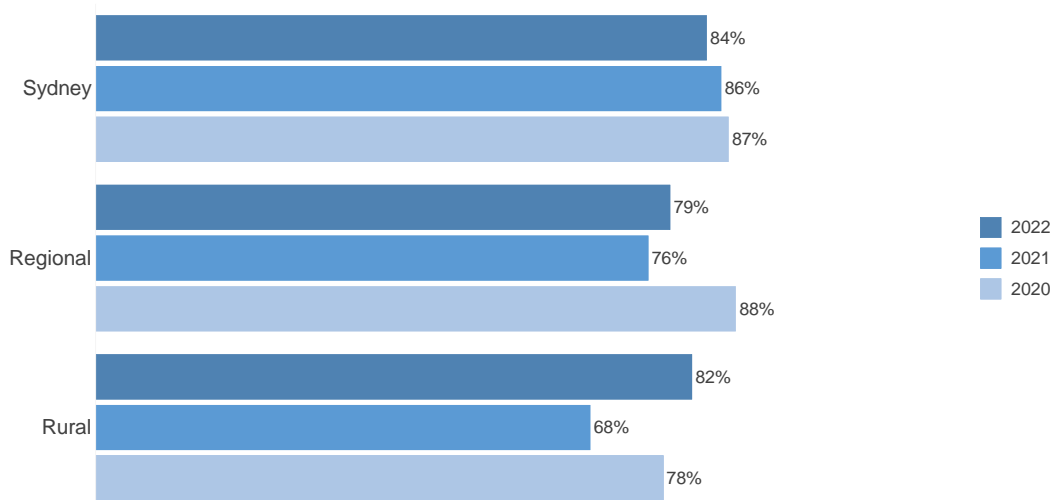
CURRENT ACCOMMODATION: SAFETY

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; 12% were dissatisfied, and 8% were neutral. The highest organisational score was 100%, and the lowest was 47%.

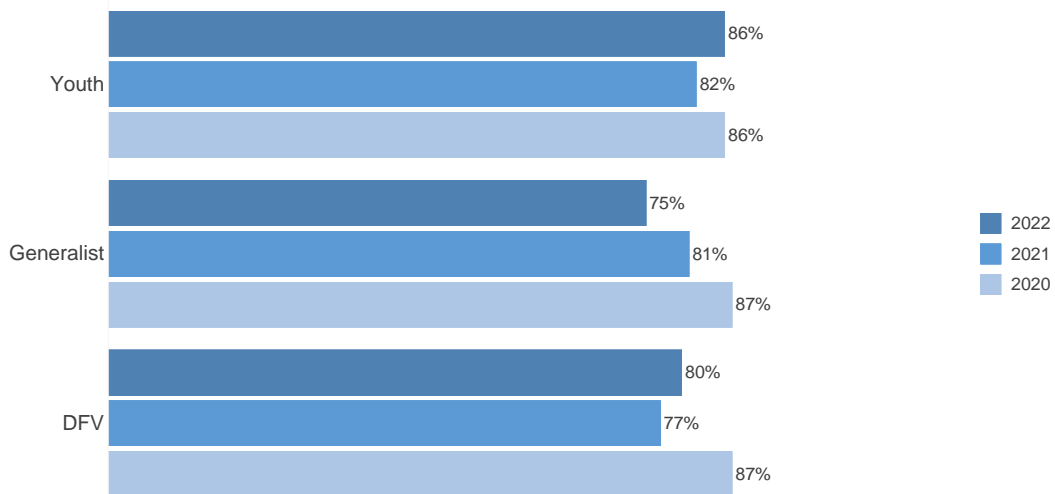
Safety of current accommodation (% Satisfied)



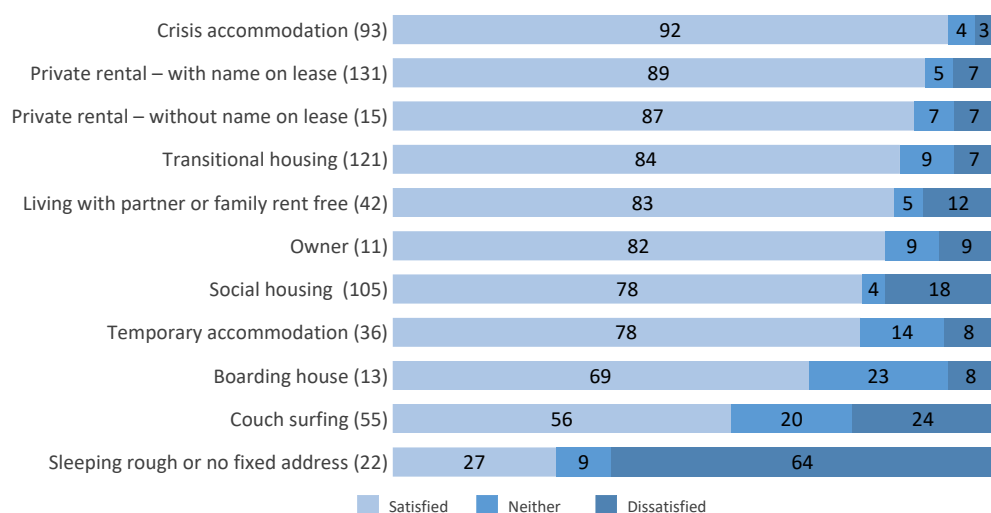
Group comparison by region: There were no statistically significant differences when comparing satisfaction with safety of accommodation by area. There were no statistically significant differences when comparing the 2022 region scores to the 2021 scores.



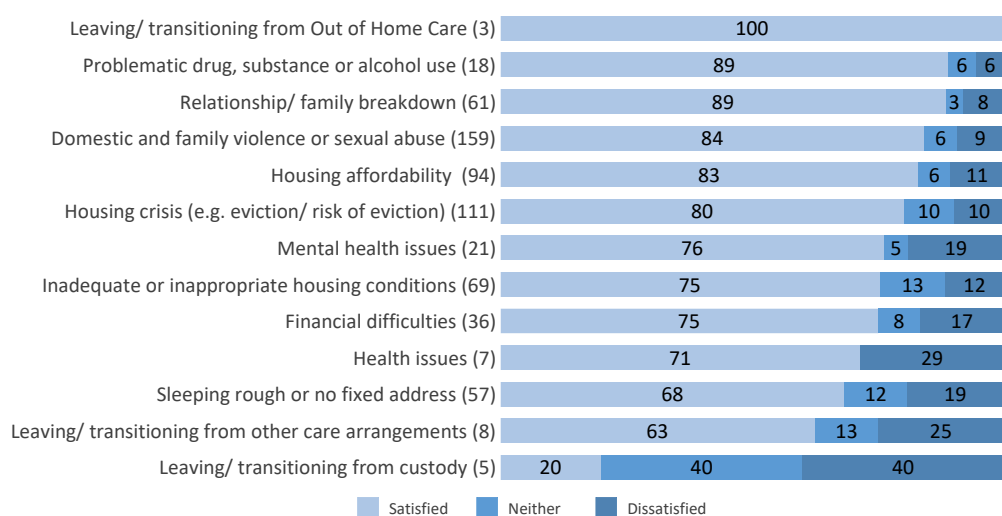
Group comparison by service speciality: Clients receiving support from Youth specialist services were significantly more satisfied with the safety of current accommodation (86%) than clients receiving support from generalist services (75%). There were no statistically significant differences when comparing individual service speciality 2022 scores to the 2021 scores.



Group comparison by accommodation type: Levels of satisfaction with the safety of accommodation varied depending on the type of accommodation clients are in. Only 27% of clients sleeping rough reported feeling safe, compared to 92% of clients in crisis accommodation.



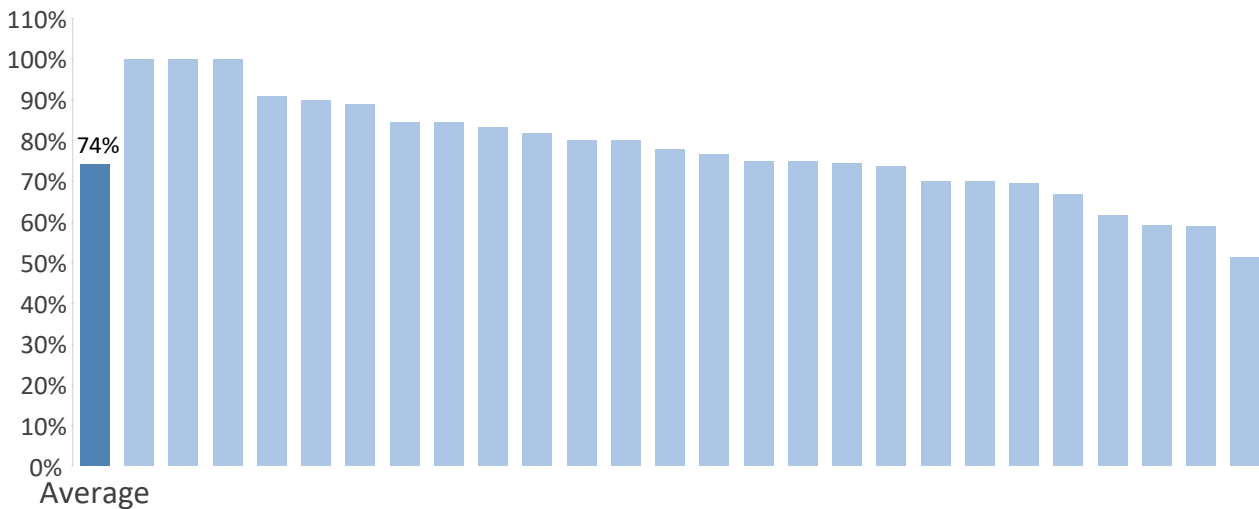
Group comparison by reason for seeking support: There was some variation when comparing satisfaction rates by reason for seeking support – although note the low base sizes for those groups at the extreme ends of the range of satisfaction.



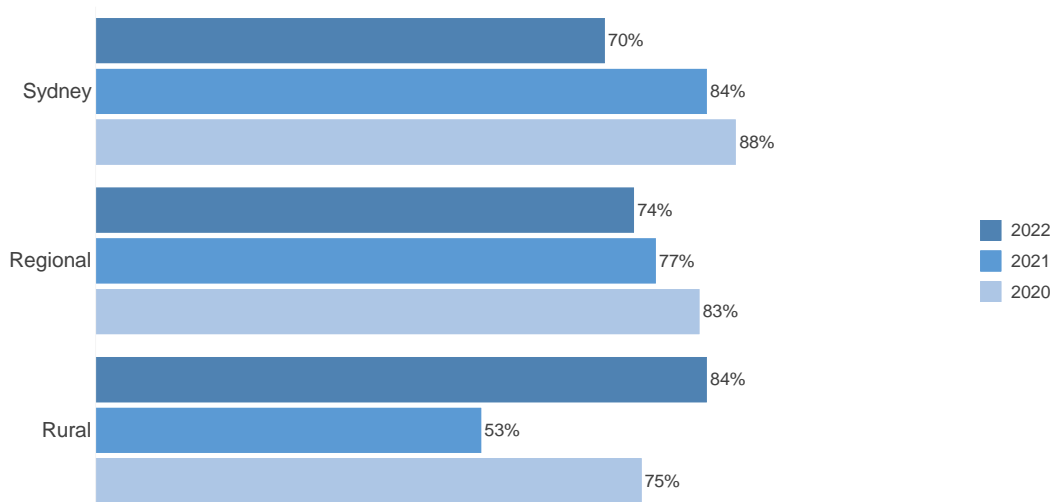
CURRENT ACCOMMODATION: COST

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 74% were satisfied with the cost of their current accommodation, 12% were dissatisfied, and 14% were neutral. The highest organisational score was 100%, and the lowest was 51%.

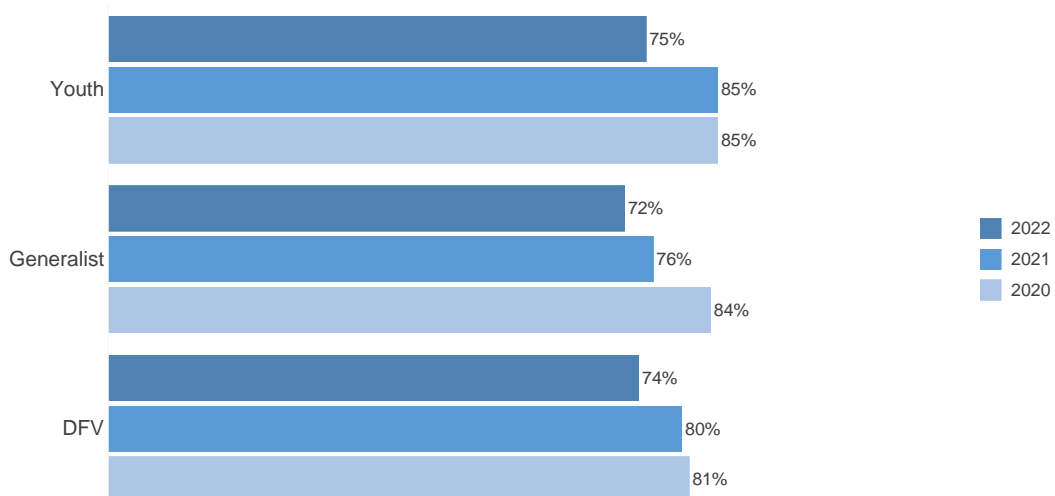
Cost of current accommodation (% Satisfied)



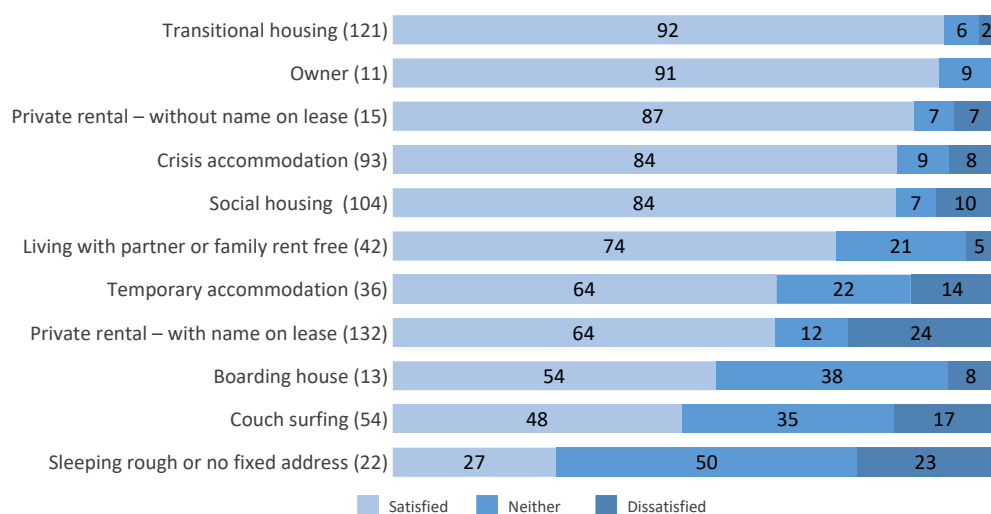
Group comparison by region: Clients in Rural areas were significantly more satisfied with the cost of their current accommodation (84%) than clients in Sydney (70%). The score for Rural areas increased significantly from 53% in 2021 to 84% in 2022 while the score for Sydney fell significantly from 84% to 70%.



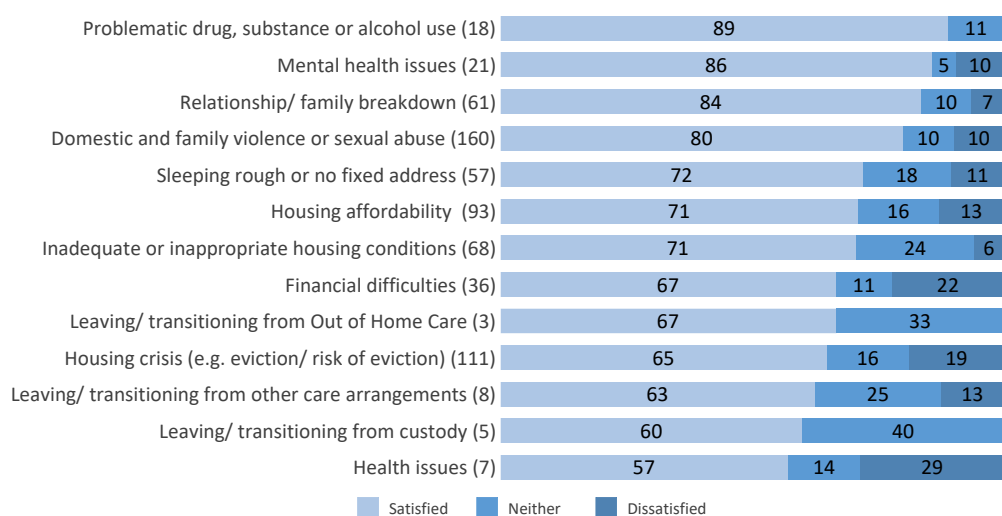
Group comparison by service speciality: There were no statistically significant differences in satisfaction with the cost of accommodation when comparing different specialisms. The score for Youth organisations recorded a statistically significant decrease from 85% in 2021 to 75% in 2022.



Group comparison by accommodation type: Clients in transitional housing (92%) and owners (91%) were most likely to be satisfied with the cost of their current accommodation.



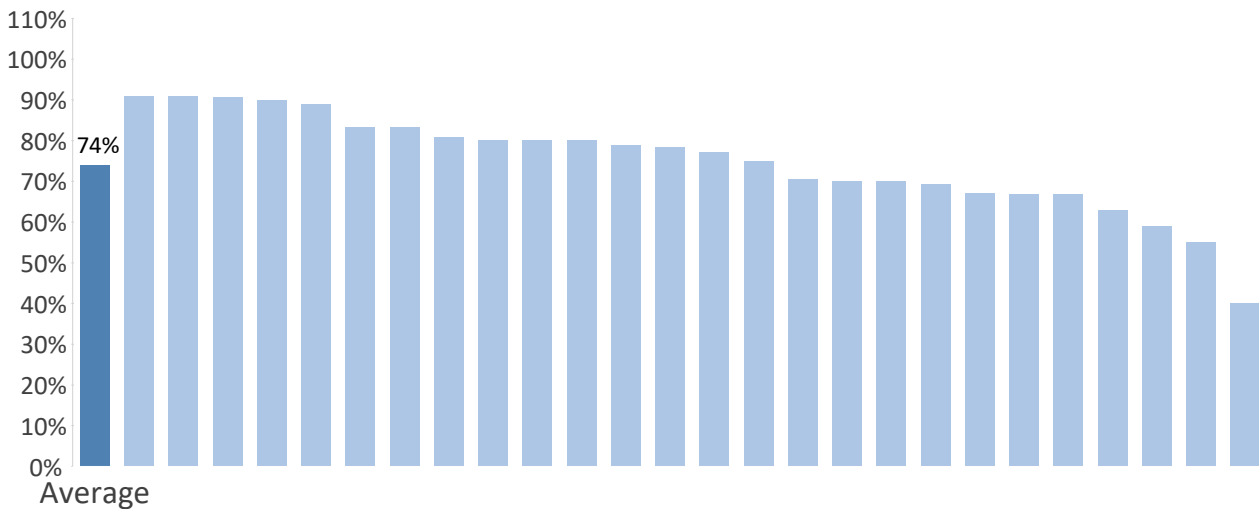
Group comparison by reason for seeking support: Clients who sought help due to problematic drug or substance abuse were the most likely to be satisfied with the cost of their current accommodation (89%). The lowest score of 57% was for clients who sought help due to health issues, although base sizes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



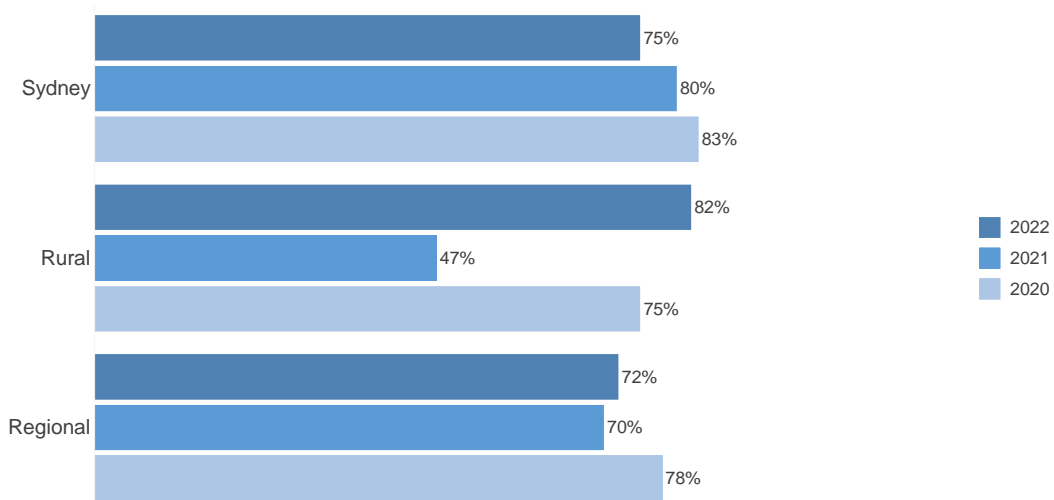
CURRENT ACCOMMODATION: PRIVACY

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. The highest organisational score was 91% (achieved by three organisations), and the lowest score was 40%.

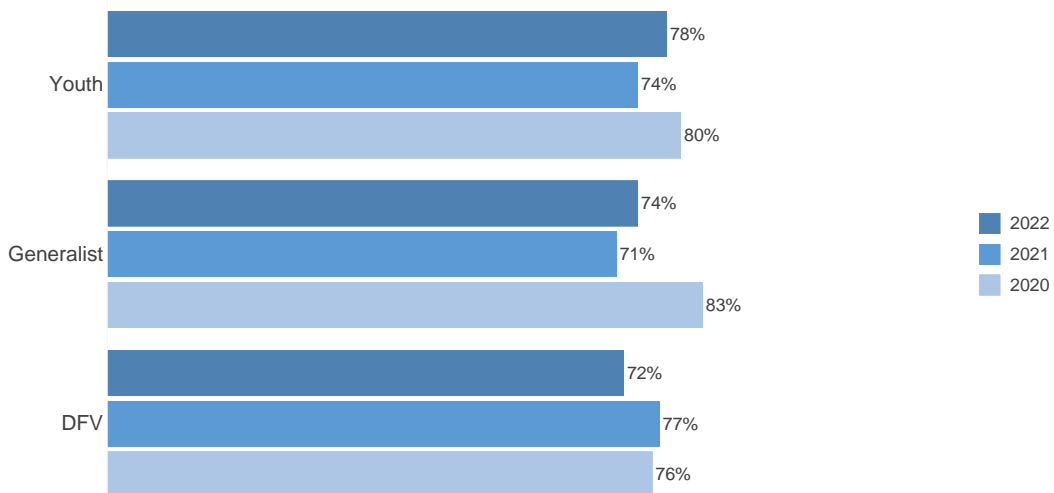
Privacy in current accommodation (% Satisfied)



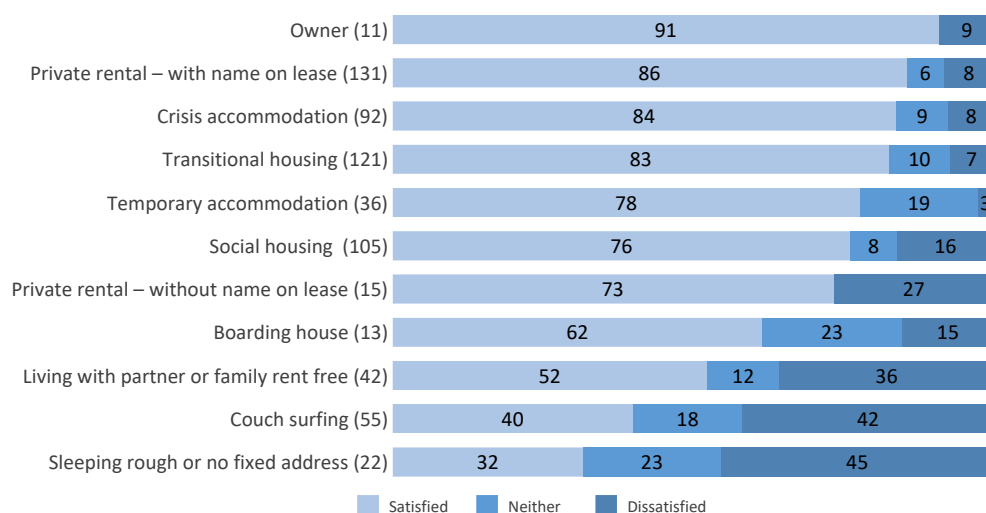
Group comparison by region: There were no statistically significant differences when comparing satisfaction with the privacy of accommodation by area. The score for Rural areas recorded a statistically significant increase from 47% in 2021 to 82% in 2022.



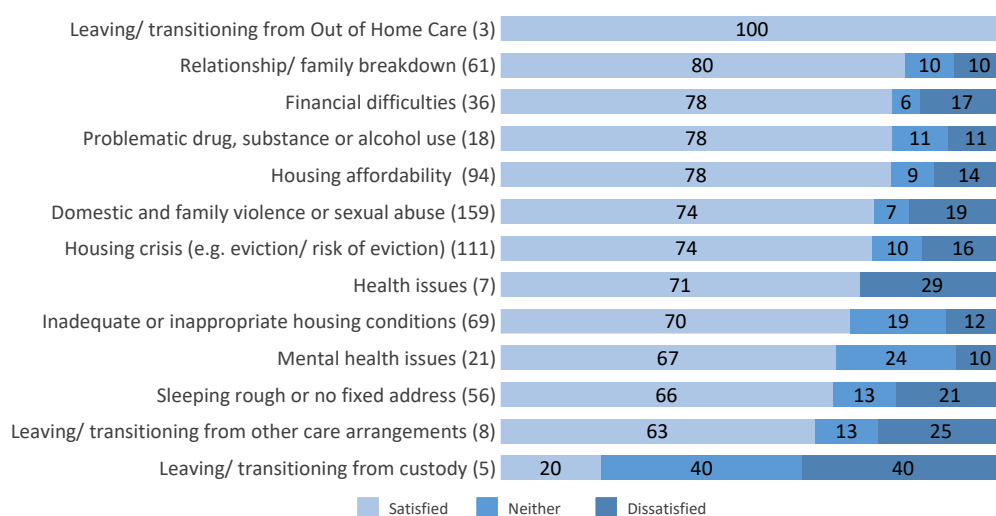
Group comparison by service speciality: There were no statistically significant differences in satisfaction with the privacy of accommodation when comparing different specialisms. There were no statistically significant differences when comparing individual service speciality 2022 scores to the 2021 scores.



Group comparison by accommodation type: In terms of privacy, clients who own their housing were the most satisfied (91%), followed by clients in private rental with their name on the lease (86%). The lowest score was for clients sleeping rough (32%)



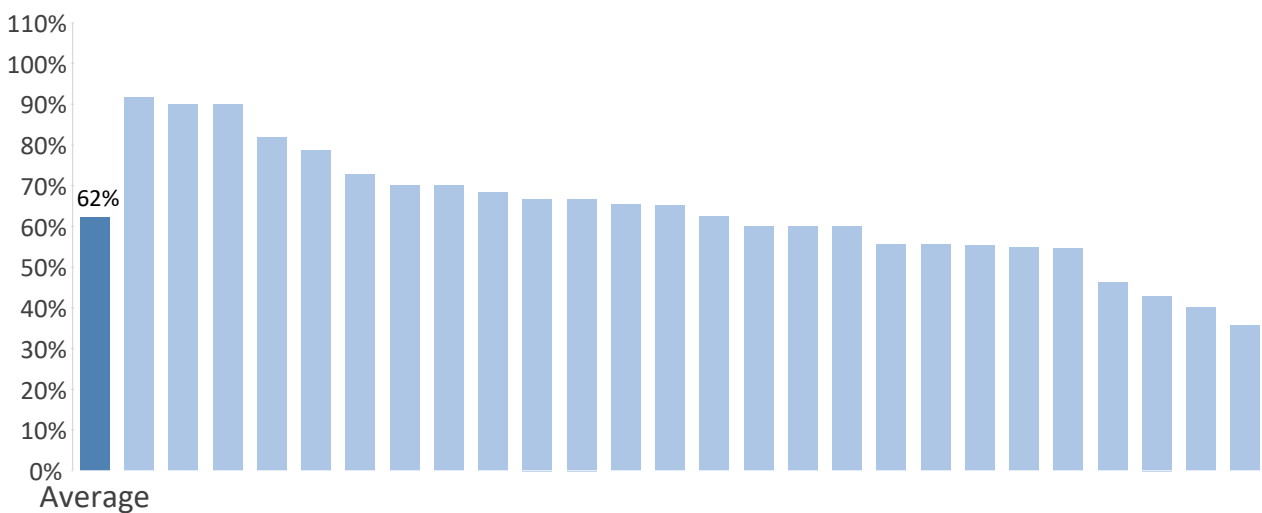
Group comparison by reason for seeking support: There was a wide range in satisfaction with the privacy of the home when comparing clients according to their reason for seeking support. Note the low base sizes at the extreme ends of the range.



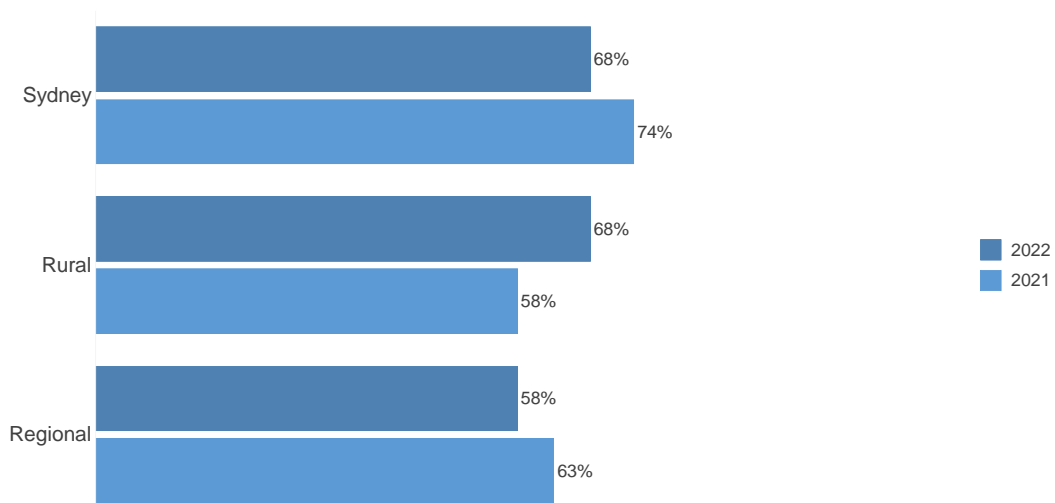
FUTURE ACCOMMODATION SECURITY

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 62% were satisfied with the security of their accommodation into the future 20% were dissatisfied, and 18% were neutral. The highest organisational score was 92%, and the lowest score was 36%.

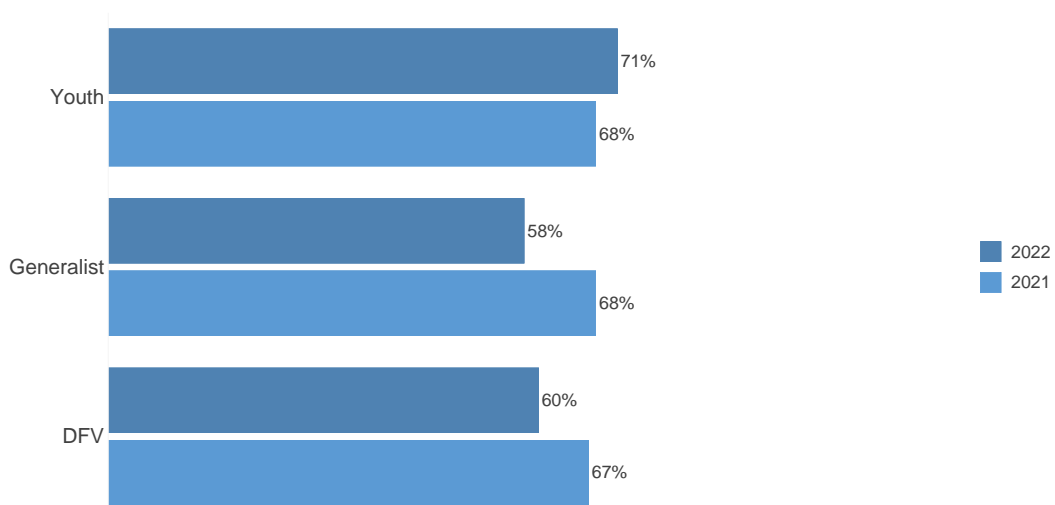
Security of accommodation into the future (% Satisfied)



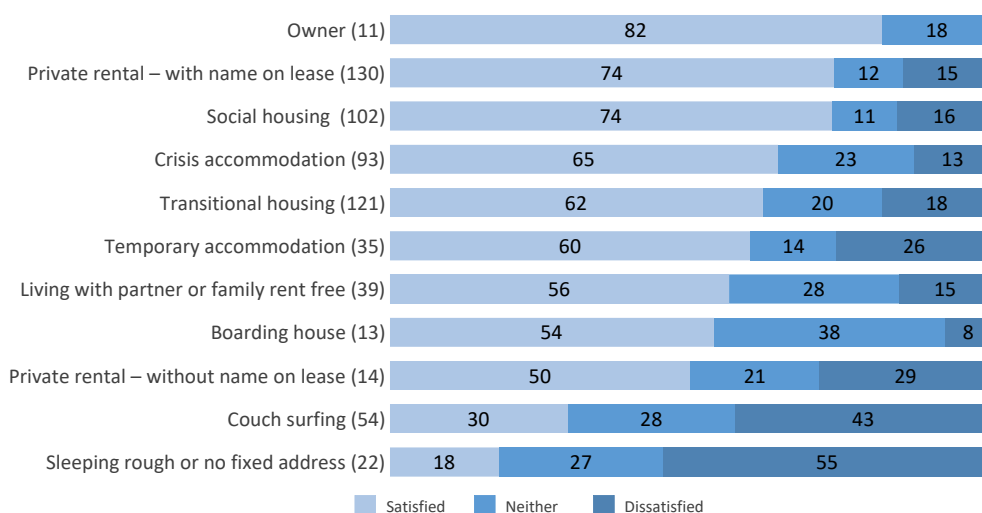
Group comparison by region: Clients in Sydney were significantly more satisfied with the security of their accommodation into the future (68%) than clients in Regional areas (58%). There were no statistically significant year on year changes for individual regions.



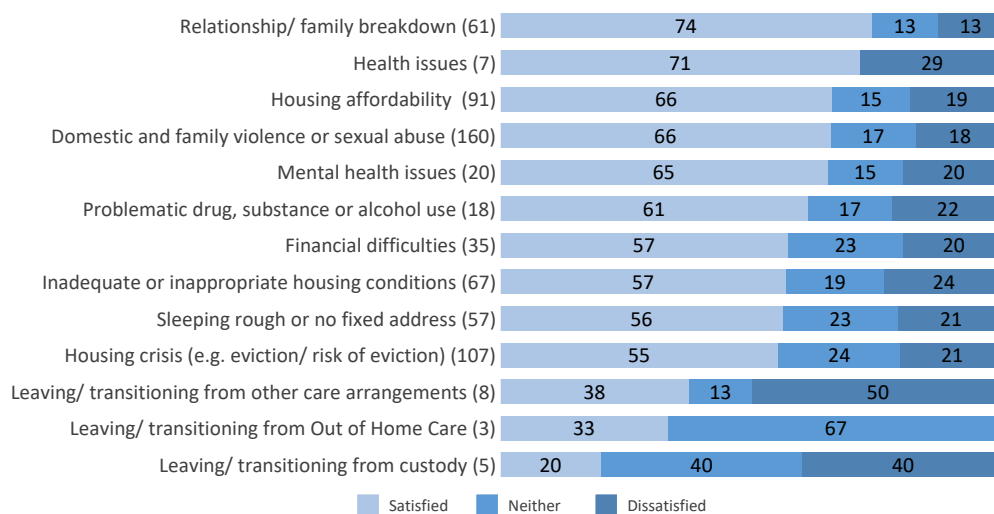
Group comparison by service speciality: Clients receiving support from Youth specialist services were significantly more satisfied with the security of their accommodation into the future (71%) than clients receiving support from Generalist (58%) and DFV (60%) services. The score for Generalist organisations recorded a statistically significant fall from 68% to 58%.



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 (18%).



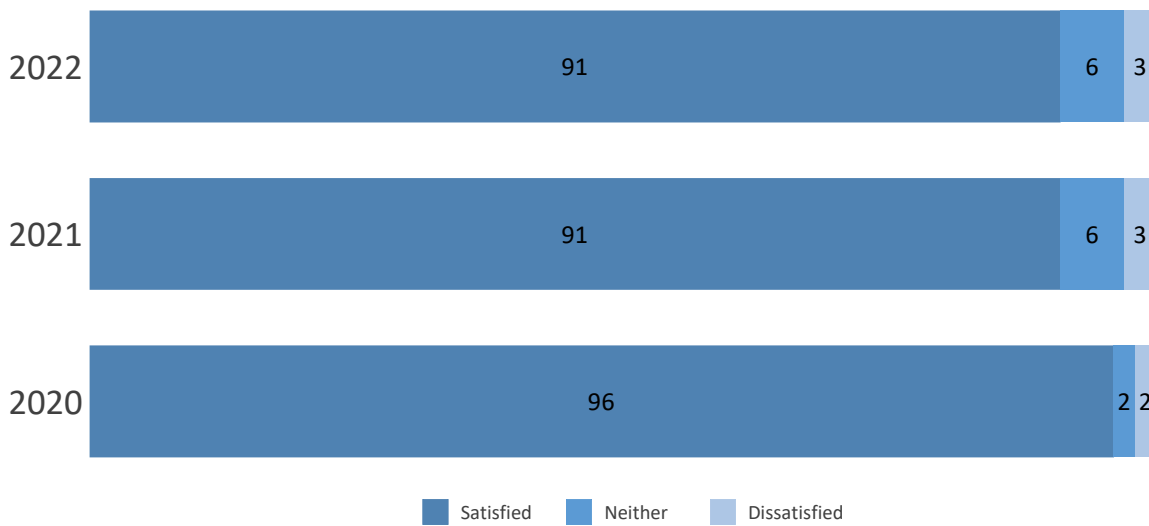
Group comparison by reason for seeking support: Clients who sought help after relationship or family breakdown were the most likely to be satisfied (74%) with the security of their future accommodation.



Section 7: Overall Satisfaction

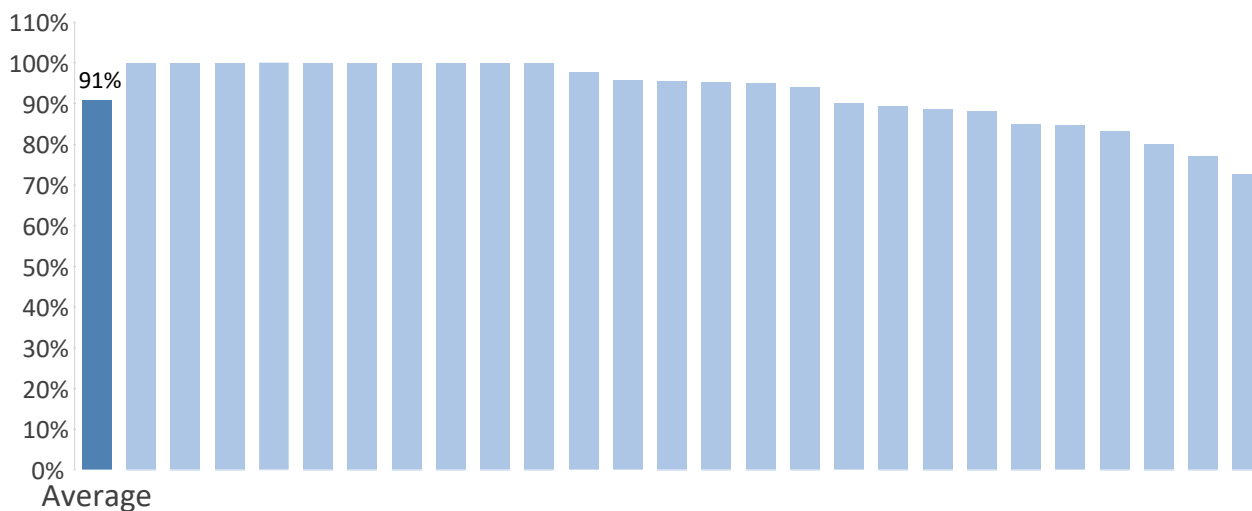
Ninety-one 91% of clients indicated that they were satisfied overall with the services they received. This is unchanged from 2021 and indicates that over 9 in 10 clients are satisfied overall with the services they received.

Overall satisfaction with services provided

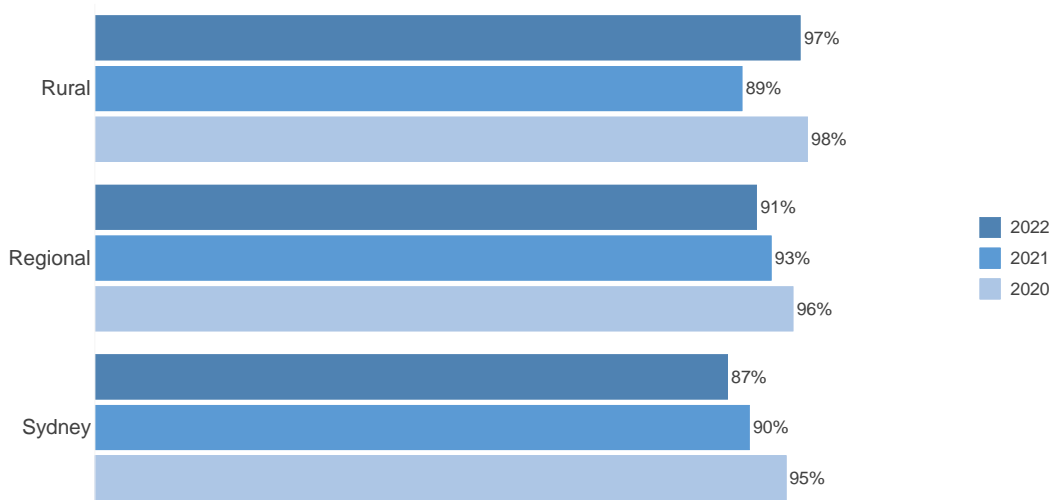


Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 91% were satisfied with services provided overall, 3% were dissatisfied and 6% were neutral. Ten organisations received a score of 100%, and the lowest score was 73%.

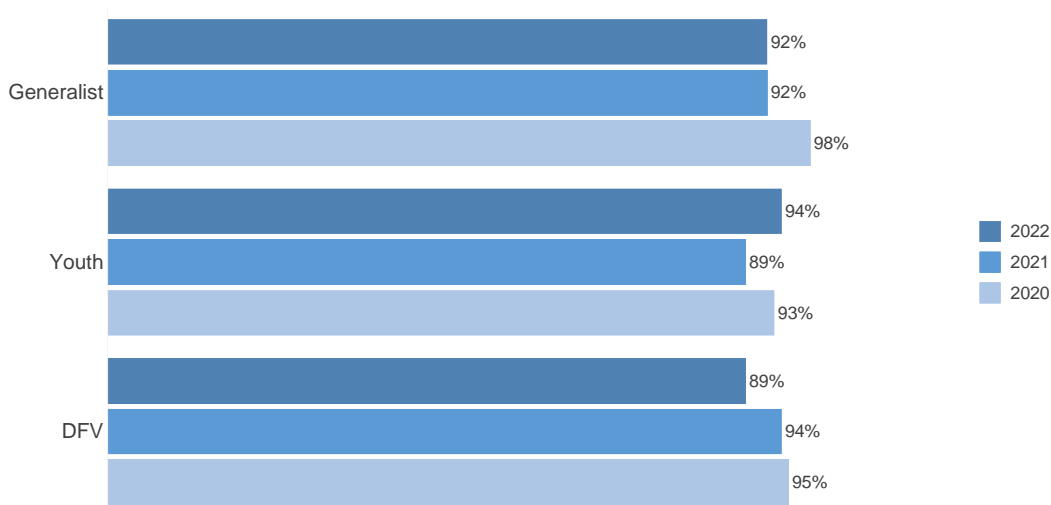
Overall satisfaction services provided (% Satisfied)



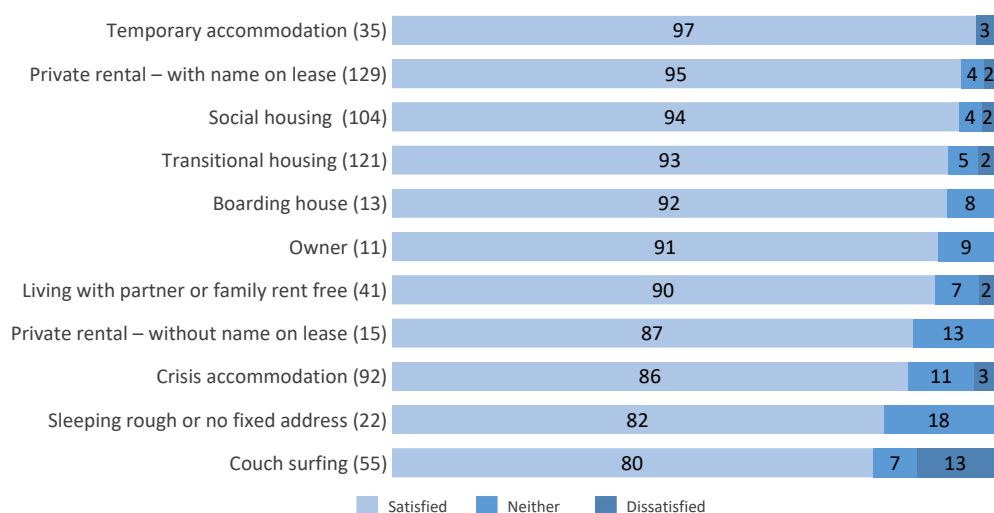
Group comparison by region: Clients in Rural areas were significantly more likely to be satisfied overall (97%) than those in Sydney (87%). There were no statistically significant changes in satisfaction when looking at individual region scores in 2022 compared to 2021.



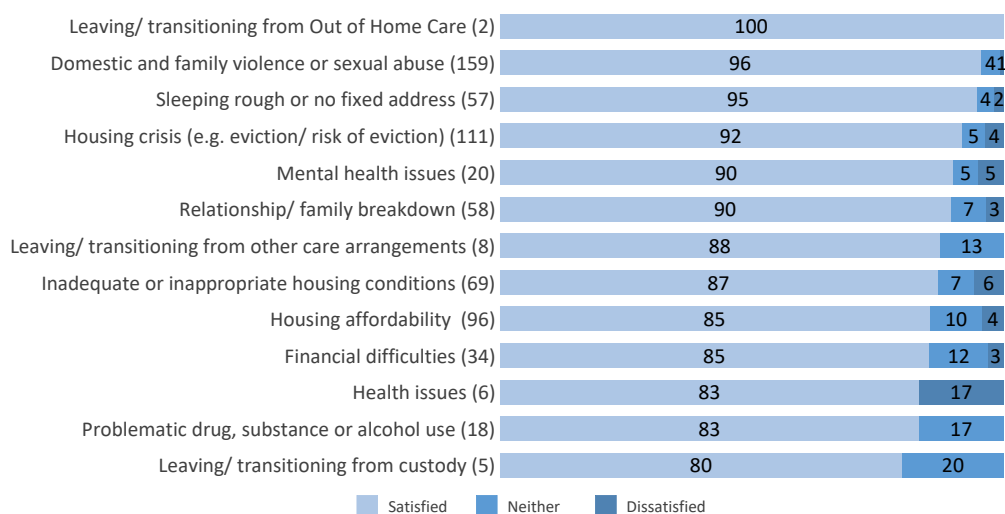
Group comparison by service speciality: There were no statistically significant differences in overall satisfaction when comparing different specialisms. There were no statistically significant differences when comparing individual service speciality 2022 scores to the 2021 scores.



Group comparison by accommodation type: Overall satisfaction with the services provided varied according to the type of accommodation that clients live in. Clients in temporary accommodation reported the highest levels of satisfaction (97%), while clients who are couch surfing reported the lowest levels of satisfaction (80%).



Group comparison by reason for seeking support: The highest levels of satisfaction were for clients leaving Out of Home Care (100%). Clients who made contact when leaving custody were the least satisfied with services they received overall (80%). 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 2021:

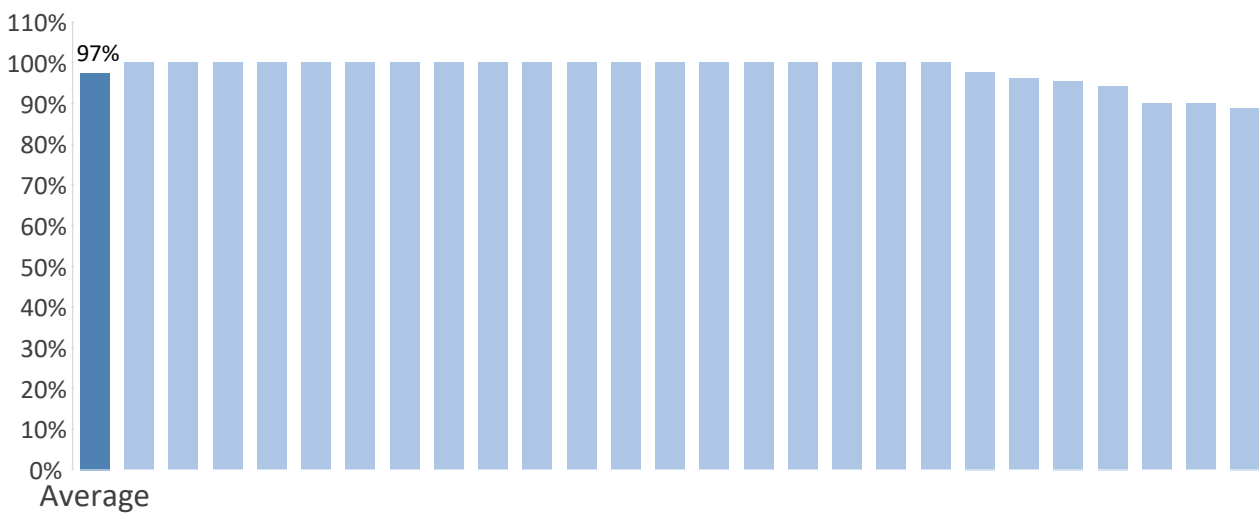
- 97% agreed that staff **treated them with respect**.
- 90% agreed that staff were **sensitive to their ethnic and cultural background**.
- 96% agreed that staff have made them feel **accepted for who they are**.
- 95% agreed that staff **understood their needs**.
- 89% agreed that they were **involved in setting their case plan goals** (significant decrease from the 2021 figure of 93%).
- 87% agreed that **staff referred them to other services** to support their other needs (significant decrease from 2021 figure of 90%).
- 89% agreed that staff **told them about their accommodation options** (significant decrease from 2021 figure of 93%).
- 81% agreed that staff **explained how to make a complaint** about their service (significant decrease from 2021 figure of 87%).



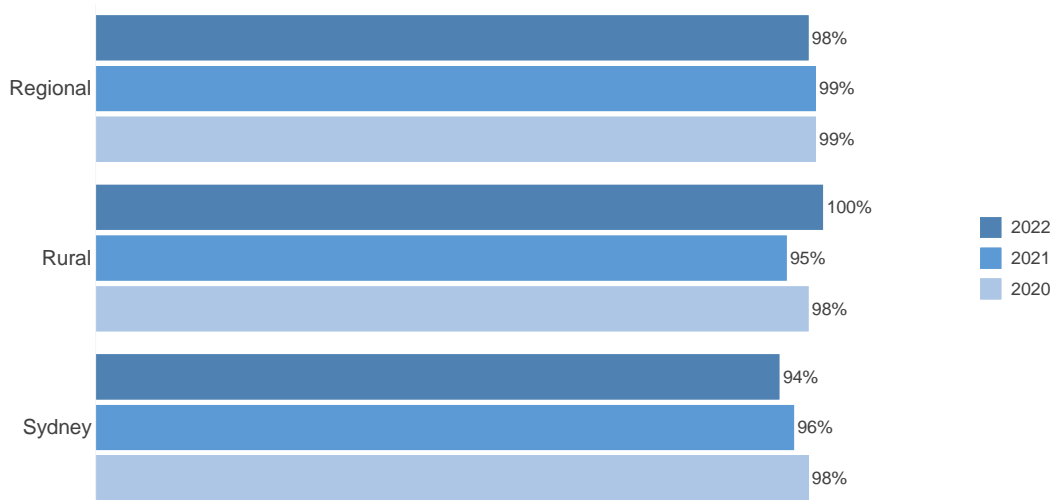
'STAFF TREATED ME WITH RESPECT'

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. Most organisations scored 100%, and the lowest score was 89%.

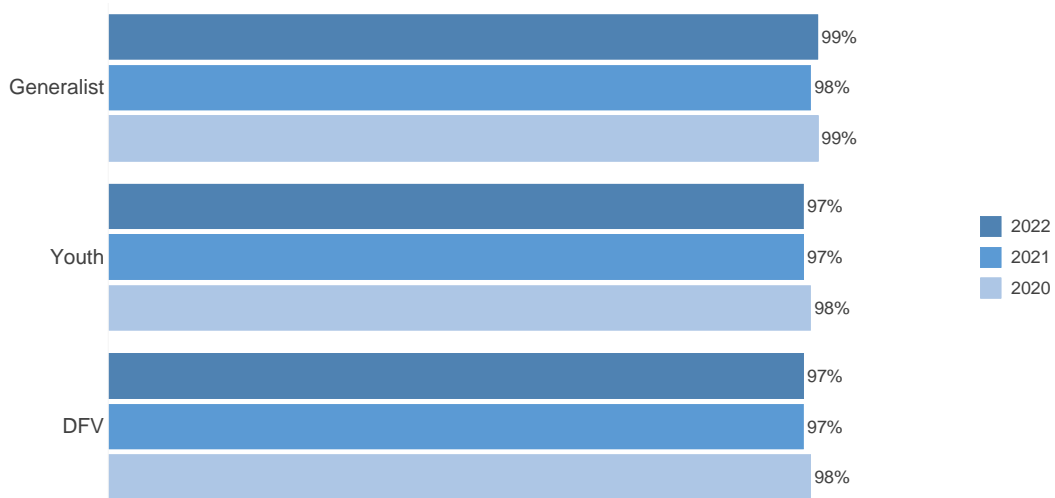
Staff treated me with respect (% Agree)



Group comparison by region: Clients in Sydney were significantly less likely to agree that staff treated them with respect (94%) than clients in Rural areas (100%). The score for Rural areas recorded a statistically significant increase, from 95% to 100%.



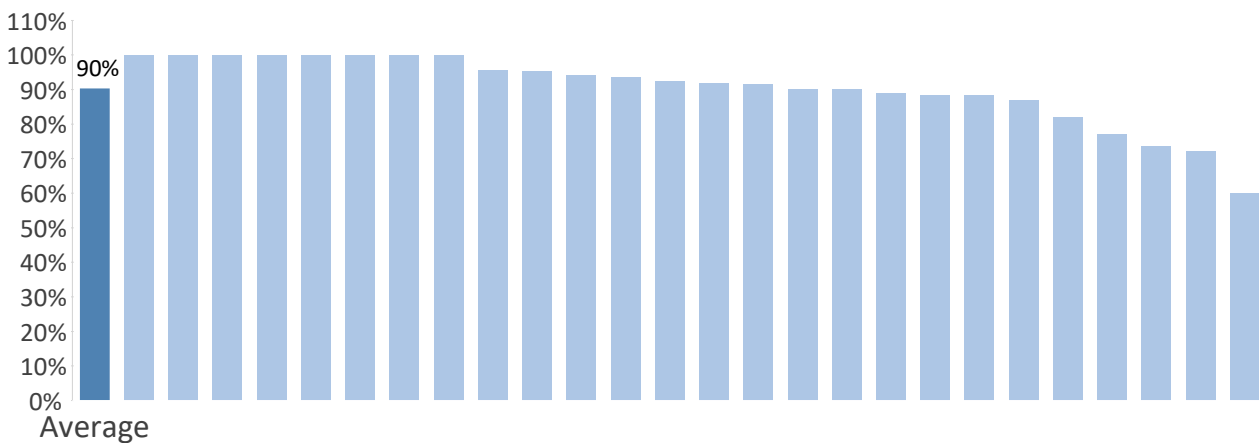
Group comparison by service speciality: There is little variation when comparing these scores for different specialities.



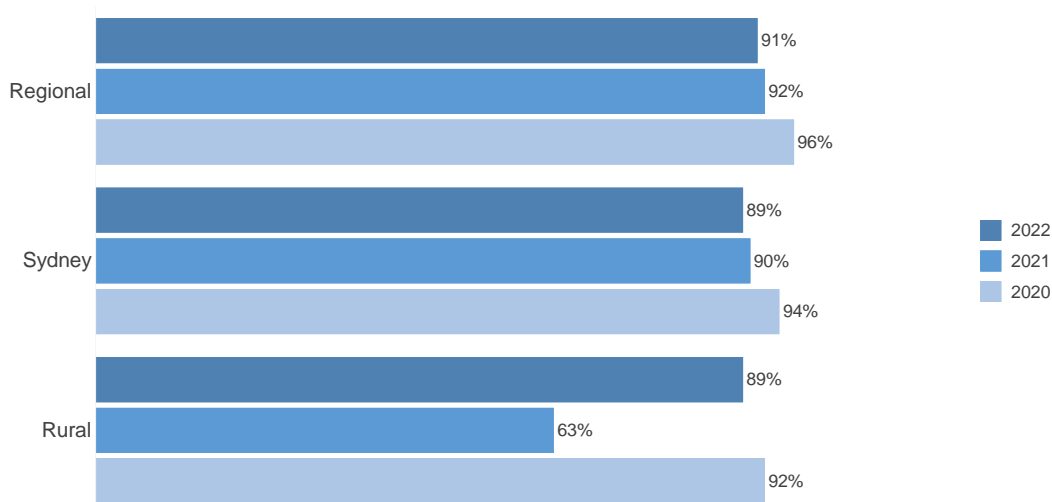
'STAFF HAVE BEEN SENSITIVE TO MY ETHNIC AND CULTURAL BACKGROUND'

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, 1% disagreed and 9% were neutral. Eight organisations scored 100%, with the lowest score recorded at 60%.

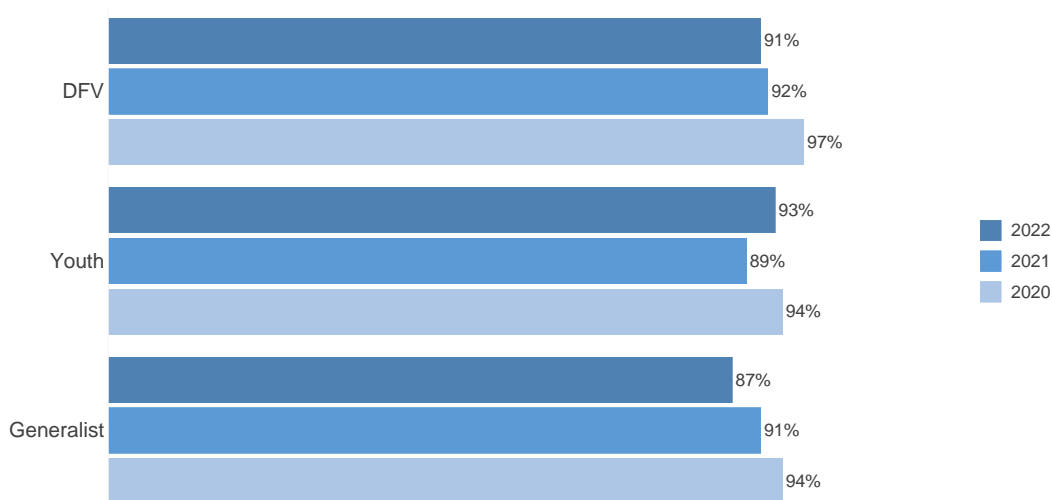
Staff have been sensitive to my ethnic and cultural background (% Agree)



Group comparison by region: There were no statistically significant differences when comparing different regions in terms of whether staff have been sensitive to the ethic and cultural background of clients. However, the score for Rural areas recorded a statistically significant increase, from 63% to 89%.



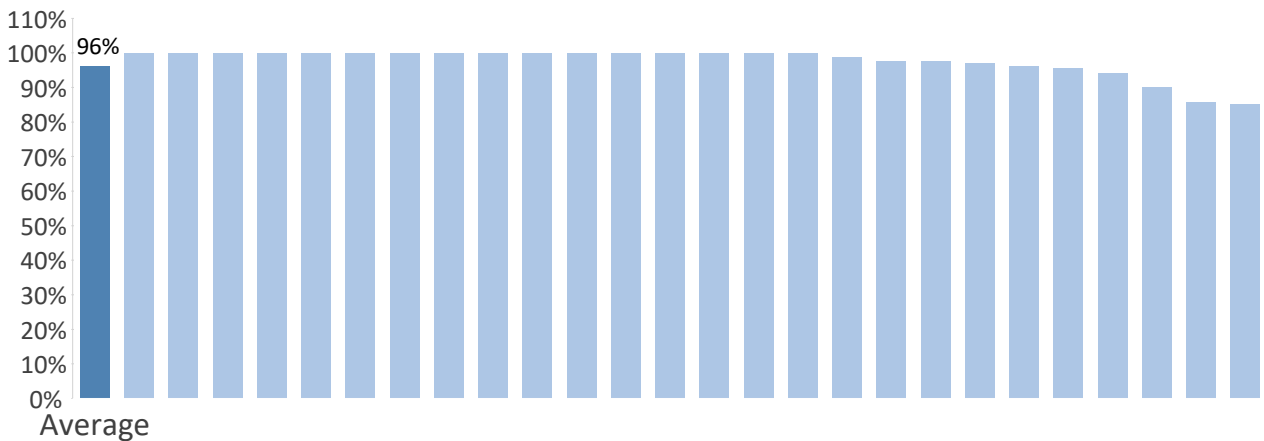
Group comparison by service speciality: There were no significant differences when comparing service specialities.



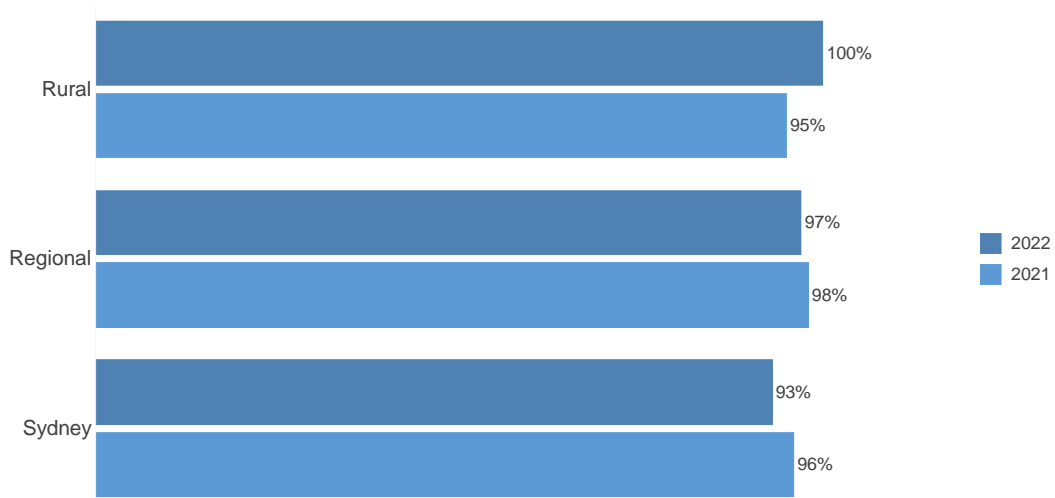
‘STAFF MADE ME FEEL ACCEPTED FOR WHO I AM’

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 96% agreed that staff have made them feel accepted for who they are, 1% disagreed and 3% were neutral. Many organisations scored 100%, with the lowest score recorded at 85%.

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



Group comparison by region: Clients in Rural areas (100%) and Regional areas (97%) were significantly more likely to agree that staff made them feel accepted for who they are than those in Sydney (93%). The score for Rural areas recorded a statistically significant increase, from 95% to 100%.



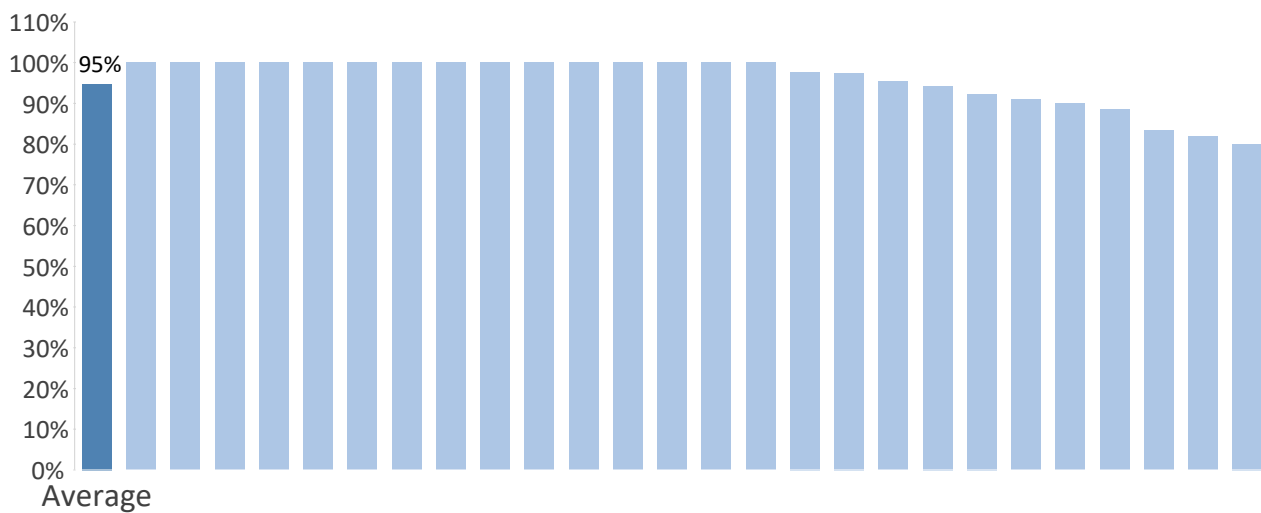
Group comparison by service speciality: There were no significant differences when comparing different specialisms.



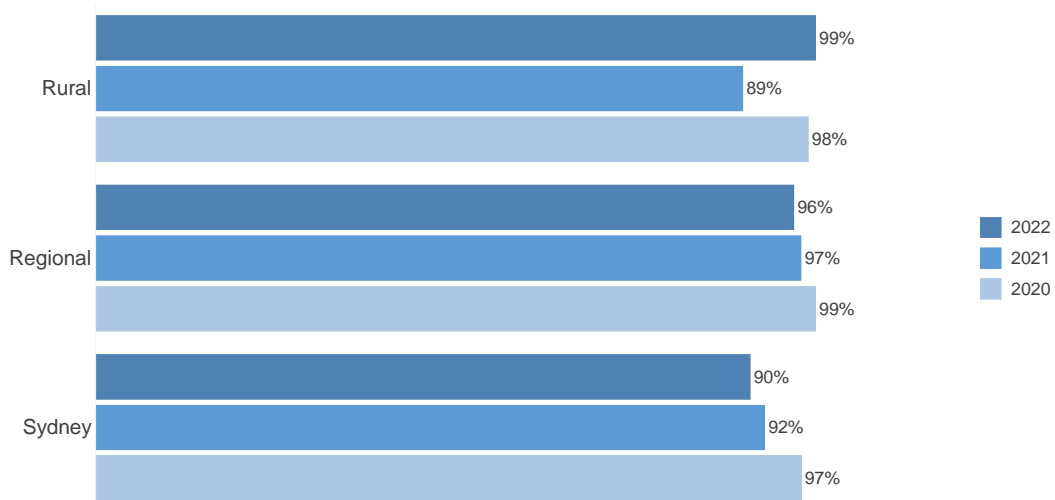
‘STAFF UNDERSTOOD MY NEEDS’

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 95% agreed that staff understood their needs, 2% disagreed and 3% were neutral. Several organisations scored 100% and the lowest score was 80%.

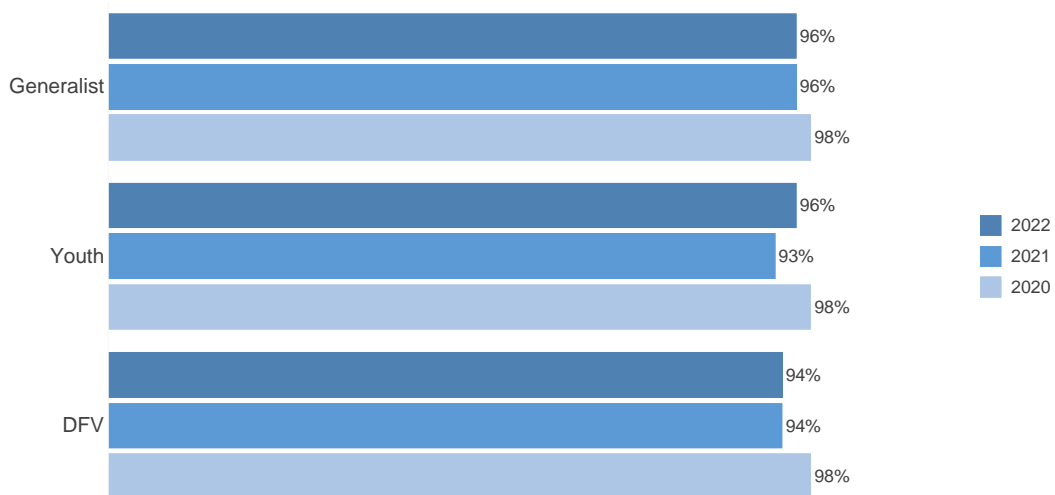
Staff understood my needs (% Agree)



Group comparison by region: Clients in Rural areas (99%) and Regional areas (96%) were significantly more likely to agree that staff understood their needs than those in Sydney (90%). The score for Rural areas recorded a statistically significant increase, from 89% to 99%.



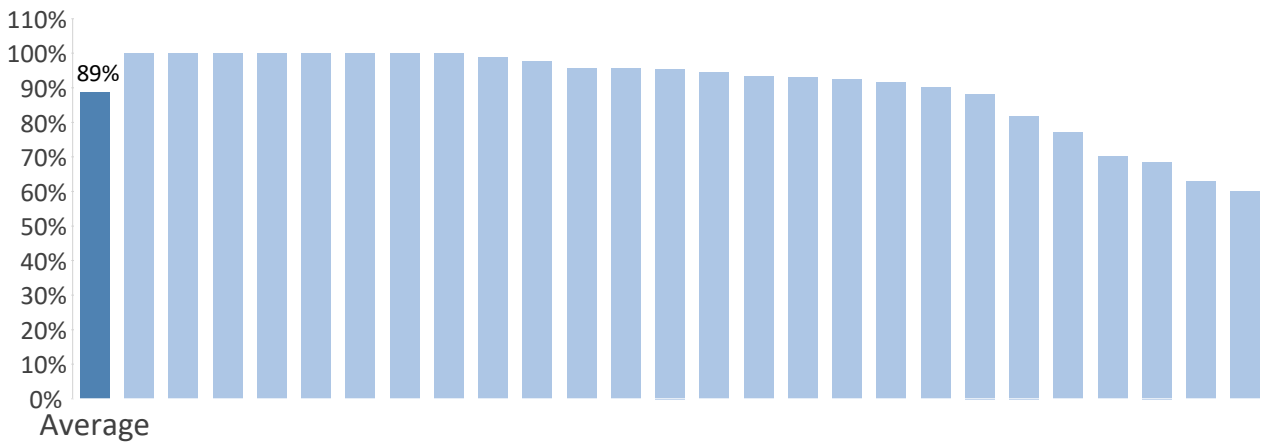
Group comparison by service speciality: There were no significant differences when comparing different specialisms.



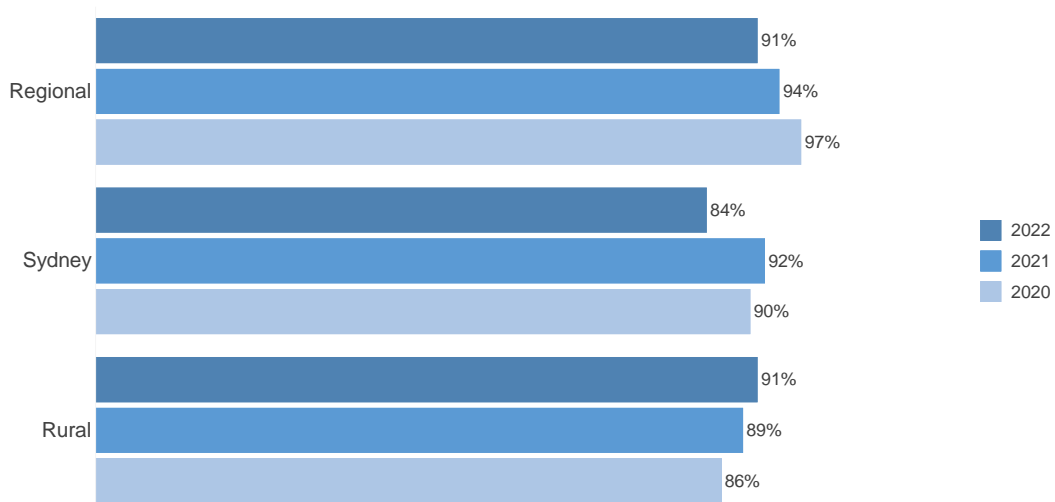
'I HAVE PARTICIPATED IN SETTING MY CASE PLAN GOALS'

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 89% agreed that they have participated in setting their case plan goals, 2% disagreed and 9% were neutral. Eight organisations scored 100% and the lowest score was 60%.

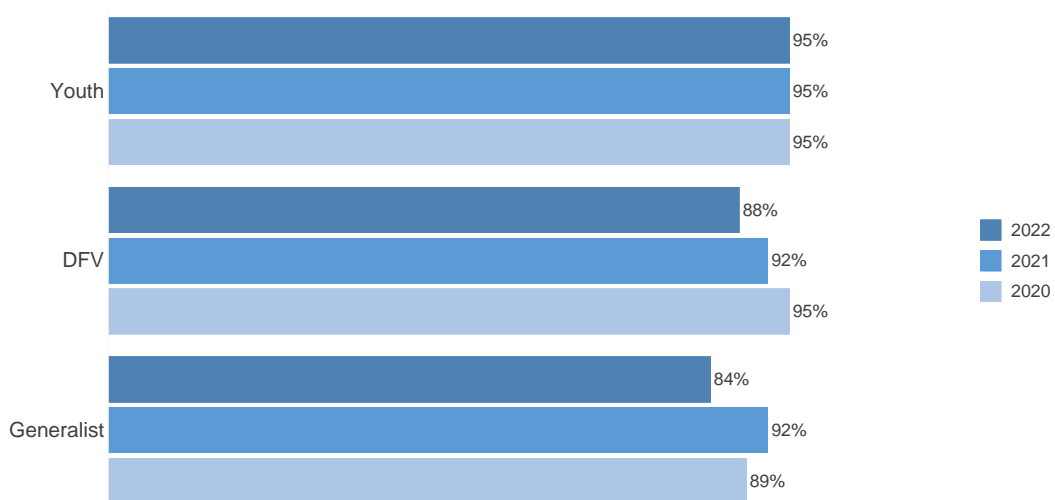
I have participated in setting my case plan goals (% Agree)



Group comparison by region: Clients in Regional areas were significantly more likely to agree that they have participated in setting their case plan goals (91%) than those in Sydney (84%). The score for Sydney recorded a statistically significant decrease, from 92% to 84% and the score for Regional areas also dropped significantly from 94% to 91%.



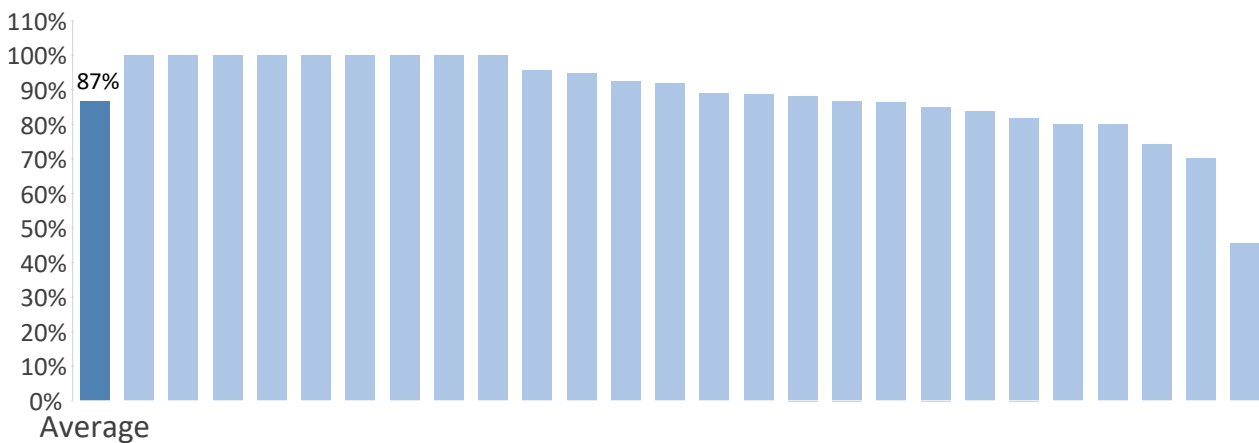
Group comparisons by service speciality: Youth specialist organisations were significantly more likely to involve clients in setting their case plan goals (95%) than DFV (88%) and Generalist (84%) organisations. Clients in Generalist organisations were significantly less likely to agree that they have participated in setting case plan goals in 2022 (84%) than in 2021 (92%).



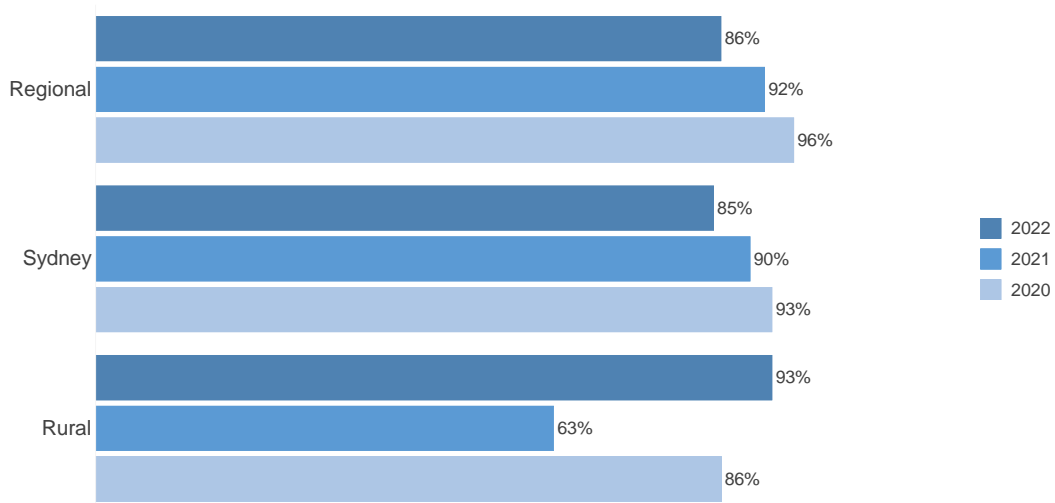
'STAFF REFERRED ME TO OTHER SERVICES TO SUPPORT MY OTHER NEEDS'

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 87% agreed that staff referred them to other services to support their other needs, 3% disagreed and 10% were neutral. Nine organisations scored 100% and the lowest score was 45%.

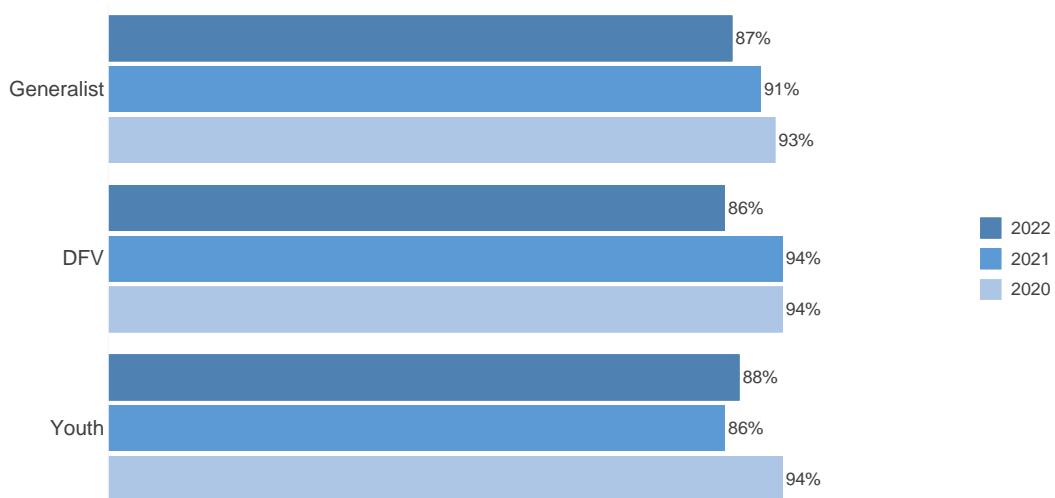
Staff referred me to other services to support my other needs (% Agree)



Group comparison by region: There were no statistically significant variations between regions when comparing the proportion who reported that they were referred to external support services. The score for Rural areas recorded a statistically significant increase, from 63% to 93% while the score for Regional areas recorded a statistically significant fall, from 92% to 86%.



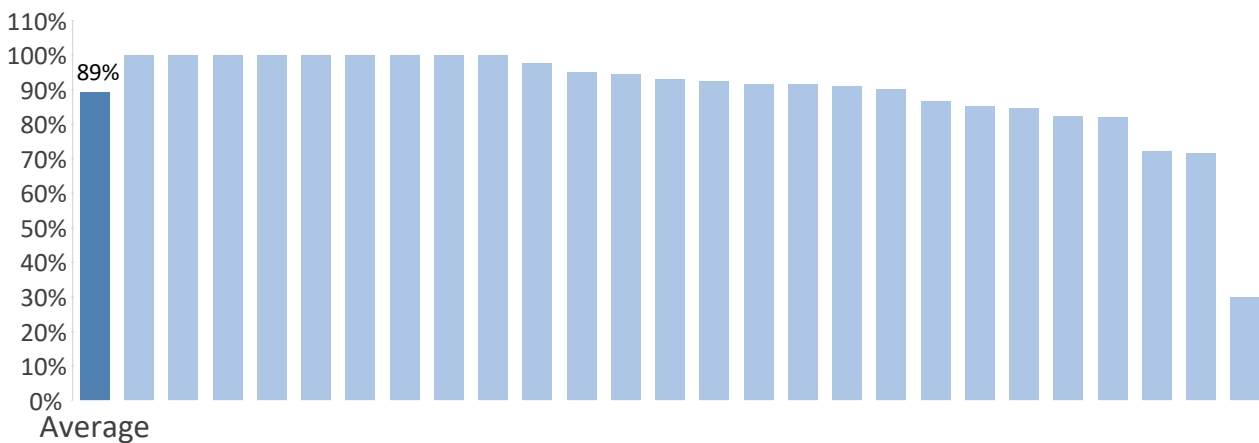
Group comparison by service speciality: There were no statistically significant variations between service specialisms when comparing the proportion who reported that they were referred to external support services. However, the score for DFV organisations recorded a statistically significant fall (down from 94% in 2021 to 86% in 2022).



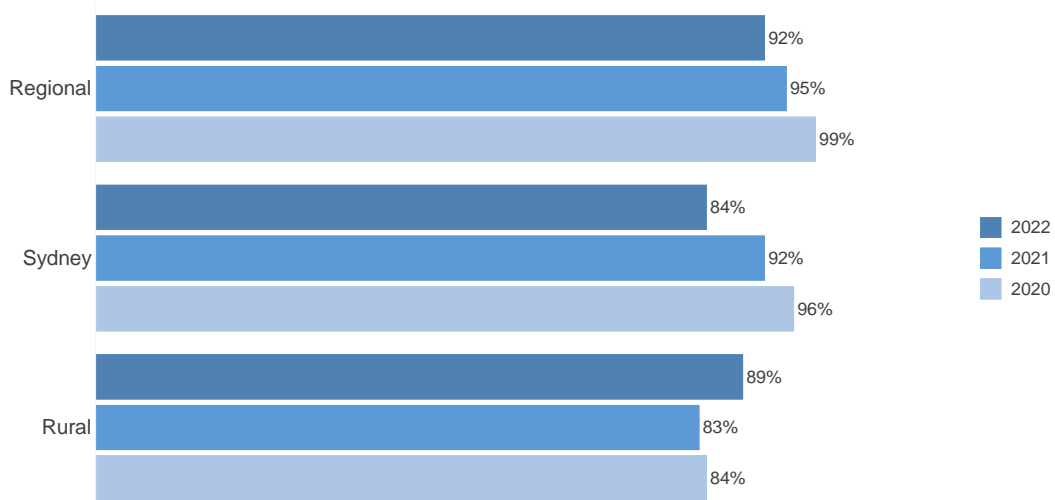
'STAFF TOLD ME ABOUT MY ACCOMMODATION OPTIONS'

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 89% agreed that staff told them about their accommodation options, 3% disagreed and 8% were neutral. Nine organisations scored 100% and the lowest score was 30%.

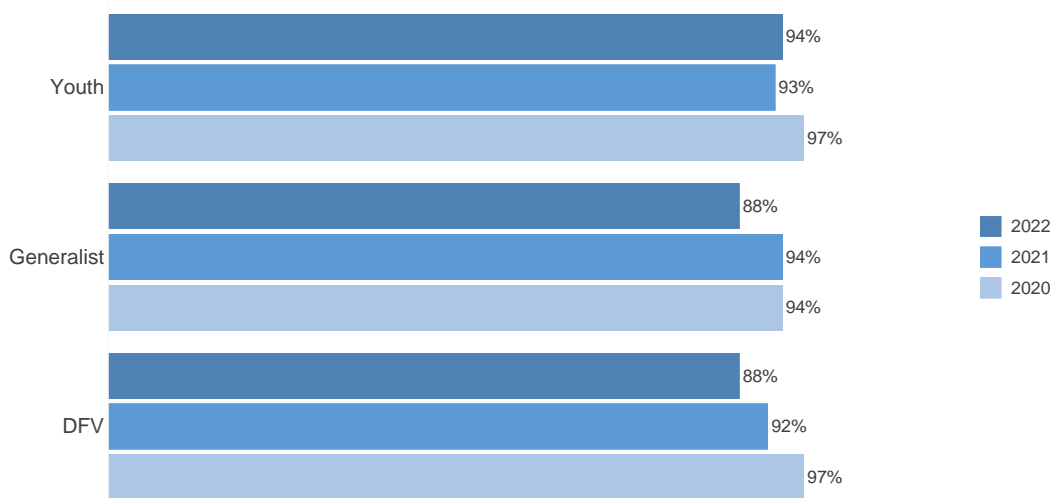
Staff told me about my accommodation options (% Agree)



Group comparison by region: Clients in Sydney were significantly less likely to agree that staff told them about accommodation options (84%) than clients in Regional areas (92%). The score for Sydney recorded a statistically significant decrease from 92% in 2021 to 84% this year.



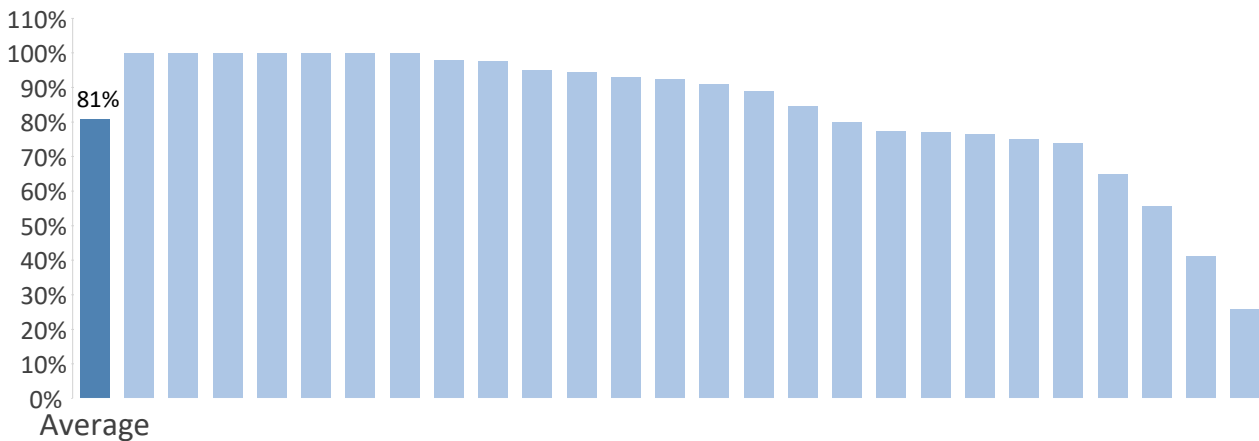
Group comparison by service speciality: When looking at the proportion of clients reporting that they were told about their accommodation options, there were no statistically significant differences when comparing service specialisms. However, clients in Generalist organisations were significantly less likely to report that they had been told about their accommodation options in 2022 (88%) than in 2021 (94%).



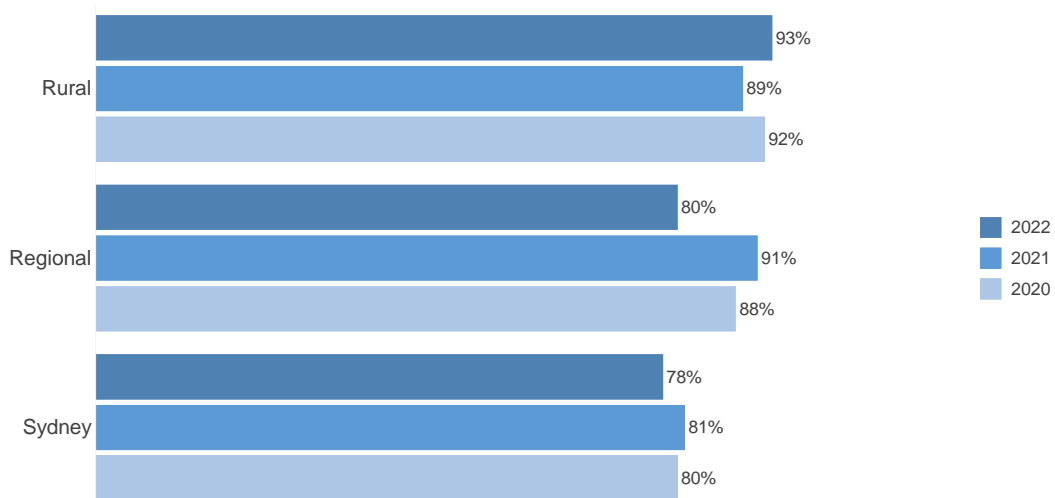
'STAFF EXPLAINED HOW TO MAKE A COMPLAINT AGAINST THIS ORGANISATION'

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 81% agreed that staff explained how to make a complaint against the organisation, 5% disagreed and 14% were neutral. Seven organisations scored 100% and the lowest score was 26%.

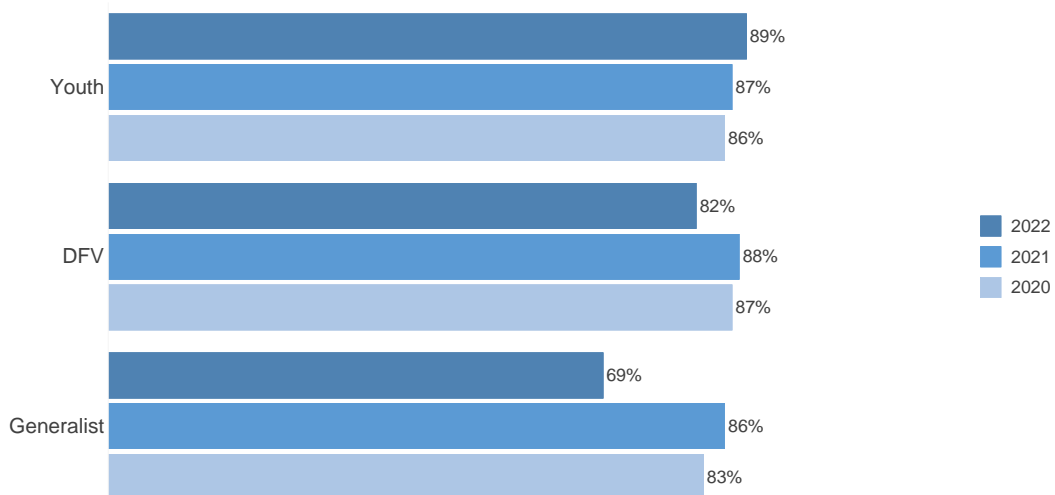
Staff explained how to make a complaint against this organisation (% Agree)



Group comparison by region: Rural clients were significantly more likely to agree that staff explained how to make a complaint (93%) than clients in Sydney (78%) and Regional areas (80%). The score for Regional areas recorded a statistically significant decrease, from 91% to 80%.



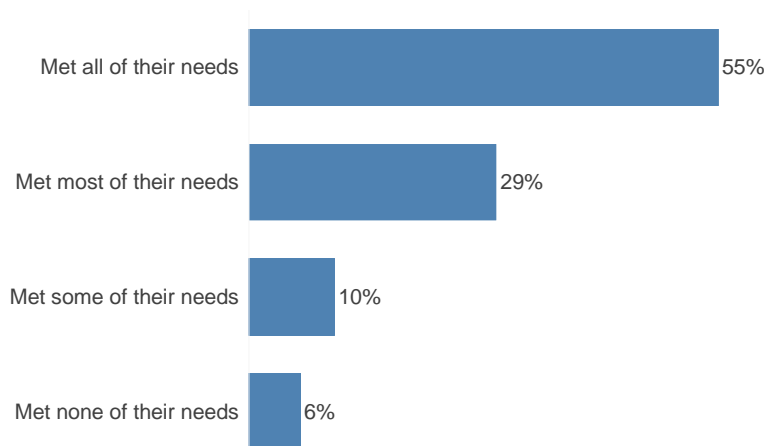
Group comparison by service speciality: The scores for Youth specialist organisations (89%) and DFV organisations (82%) were significantly higher than that recorded by Generalist organisations (69%). The score DFV organisations fell from 88% to 82% and the score for Generalist organisations fell from 86% to 69% - both are statistically significant falls.



Section 9: Child Support

Clients were asked about how their service caters for the needs of children. Sixty-six percent (66%) of respondents reported that they do not have children under the age of eighteen. Excluding these clients from analysis, 55% reported that the service met all their children’s needs, and 29% reported that their service met most of their children’s needs.

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

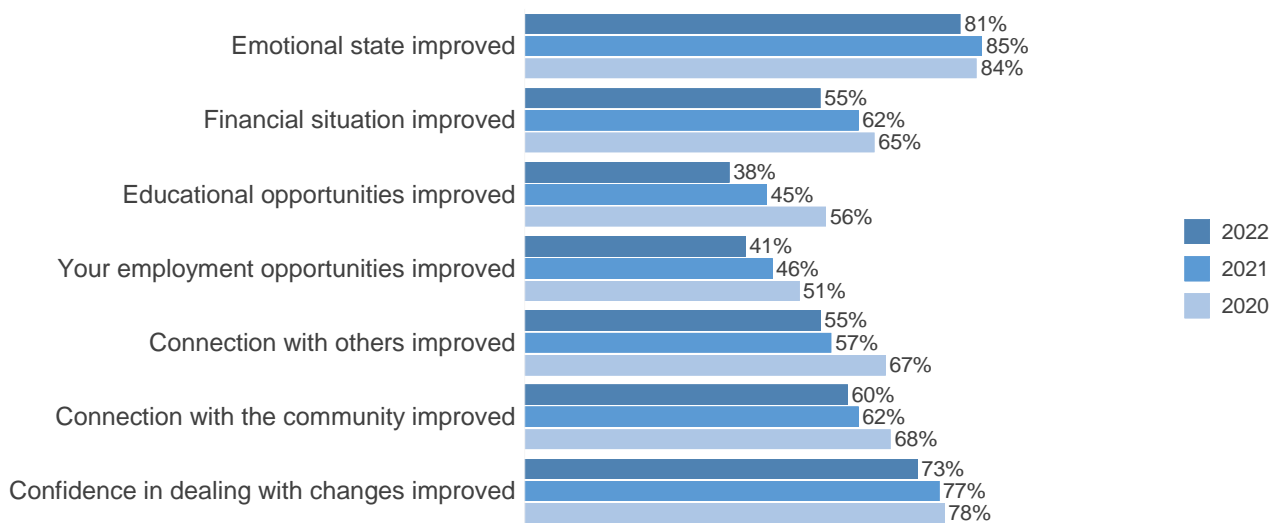


Section 10: Impact of Service

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:

- 81% reported that their **emotional state** has improved since getting assistance from the service, (significantly below the 85% recorded in 2021), 15% reported that it has stayed the same and 4% reported that it has got worse.
- 55% reported that their **financial situation** has improved, (significantly below the 62% recorded in 2021), 37% reported that it has stayed the same and 7% reported that it has got worse.
- 38% reported that their **educational opportunities** have improved (significantly below the 45% recorded in 2021), 60% reported that they have stayed the same and 2% reported that they have got worse.
- 41% reported that their **employment opportunities** have improved, 57% reported that they have stayed the same and 2% reported that they have got worse.
- 55% reported that **their connection with others** has improved, 40% reported that it has stayed the same and 5% reported that it has got worse.
- 60% reported that their **connection with the community** has improved, 38% reported that it has stayed the same and 3% reported that it has got worse.
- 73% reported that their **confidence in dealing with changes** has improved, 25% reported that it has stayed the same and 2% reported that it has got worse.

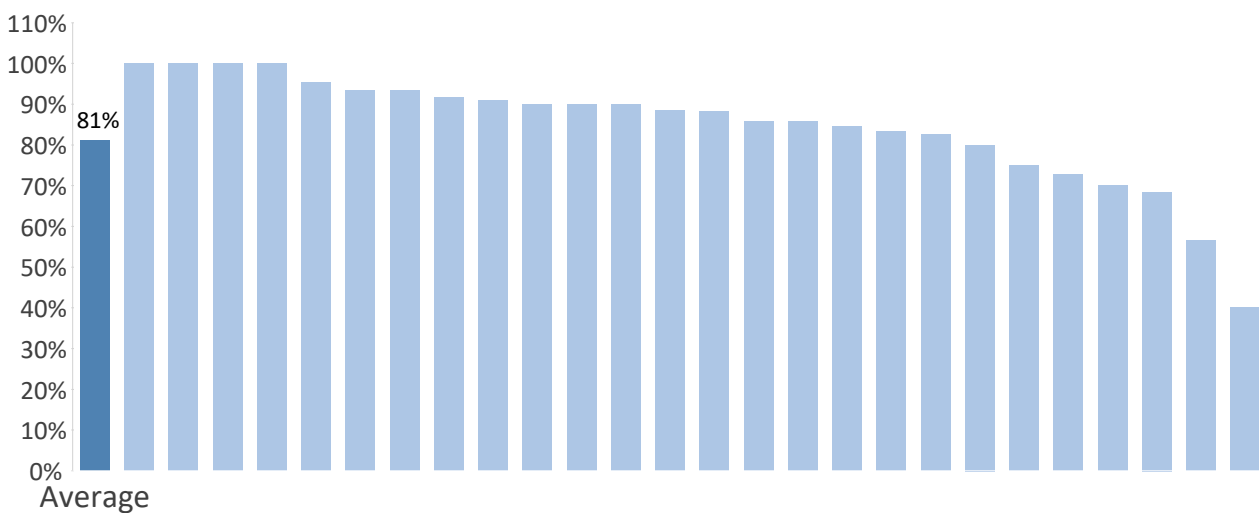
Summary: How things have improved



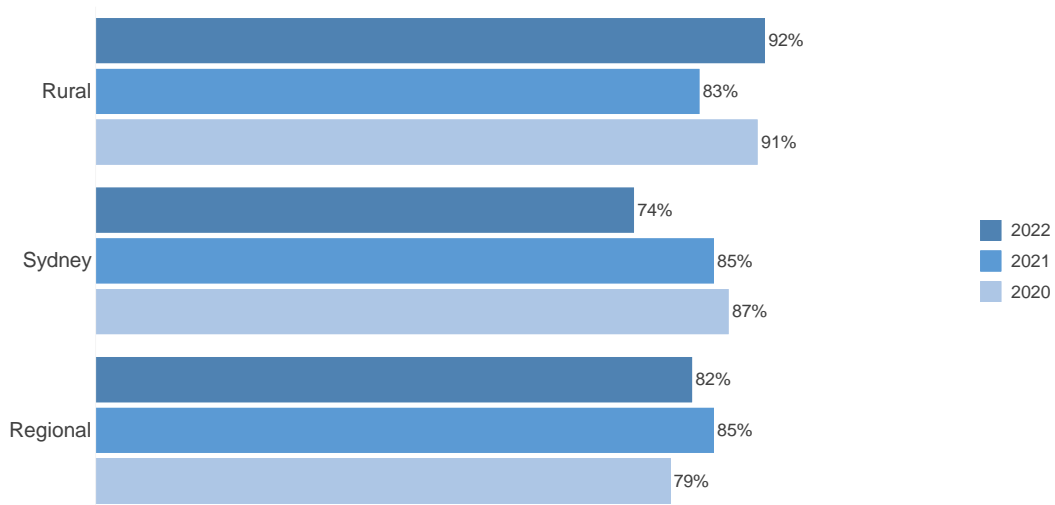
EMOTIONAL STATE IMPROVEMENT

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 81% reported that their emotional state has improved since getting assistance from the service, 15% reported that it had stayed the same and 4% that it had got worse. The highest score was 100% with the lowest scoring 40%.

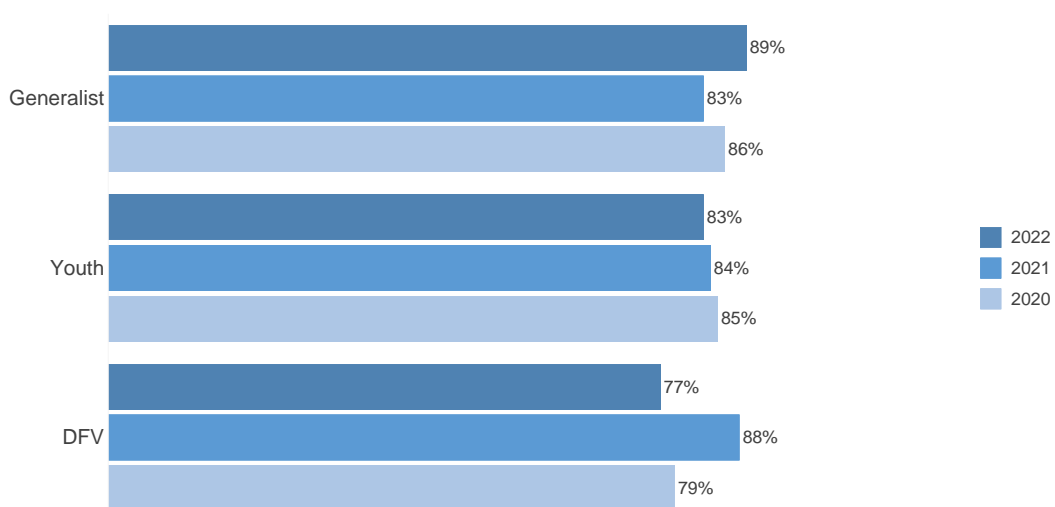
Your emotional state? (% Improved)



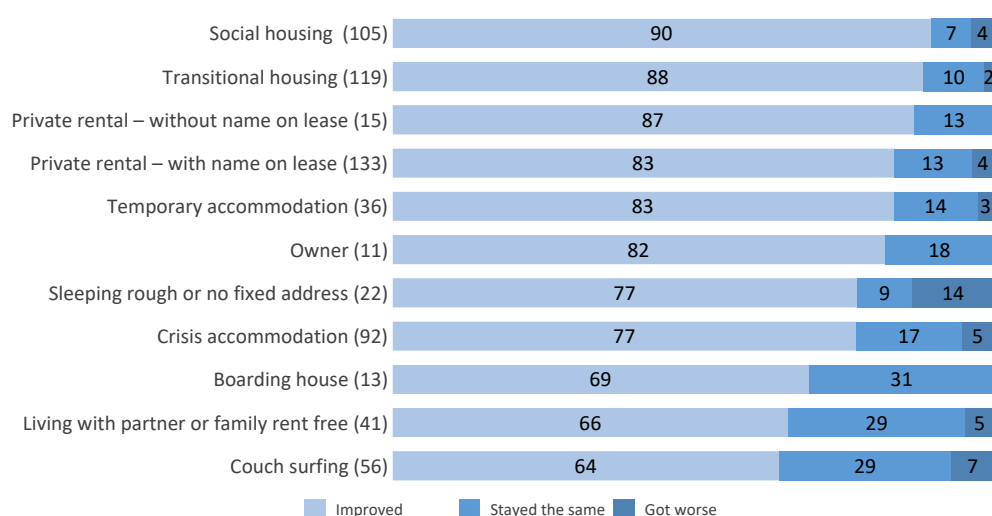
Group comparison by region: Clients in Rural areas (92%) were significantly more likely than those in Sydney (74%) and Regional areas (82%) to report that their emotional state has improved. The score in Regional areas (82%) was also significantly higher than that for Sydney (74%). The Sydney score was significantly lower than in 2021.



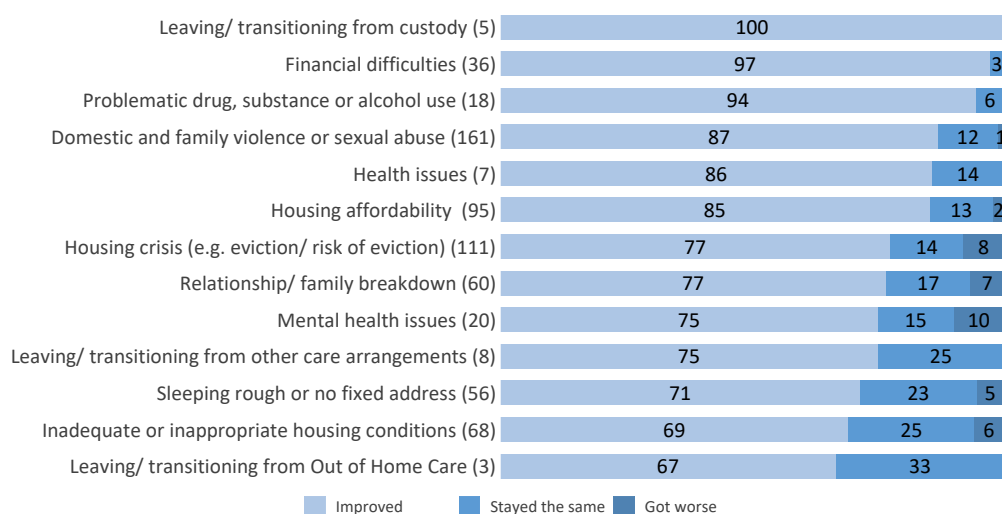
Group comparison by service speciality: Clients of Generalist organisations were significantly more likely than DFV clients to report that their emotional state has improved (89% vs 77%). Furthermore, the score for DFV organisations decreased significantly, from 88% in 2021 to 77% in 2022.



Group comparison by accommodation type: There was some variation when comparing accommodation type, with clients who are couch surfing least likely to report that their emotional state had improved (64%) while clients in social housing (90%) were most likely to report an improvement in their emotional state.



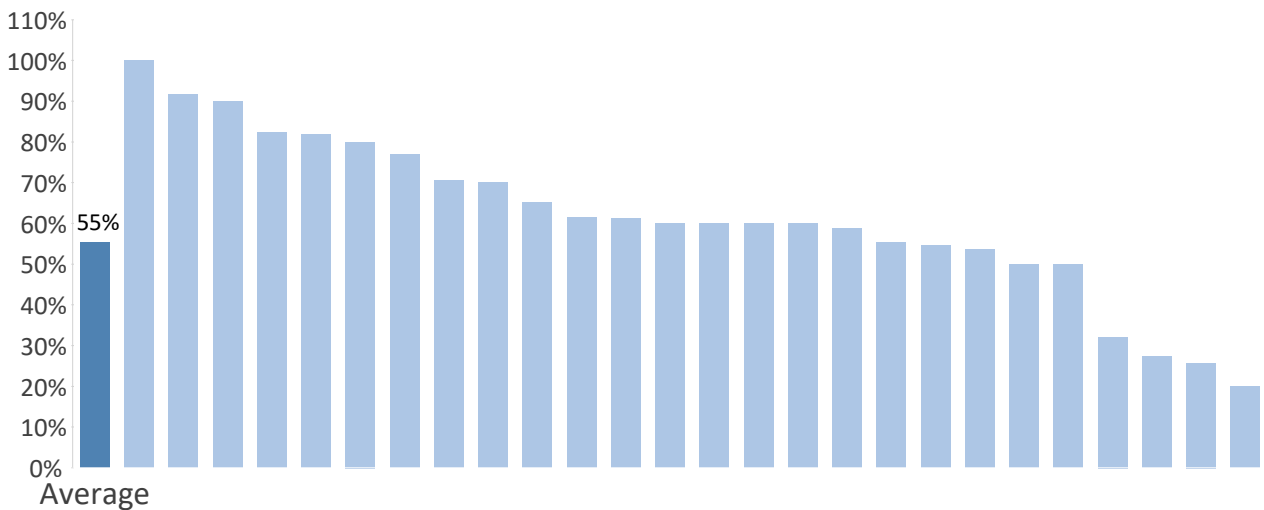
Group comparison by reason for seeking support: When looking at the reasons that clients sought help, scores ranged between 100% to 67%, although note low base sizes for some subgroups.



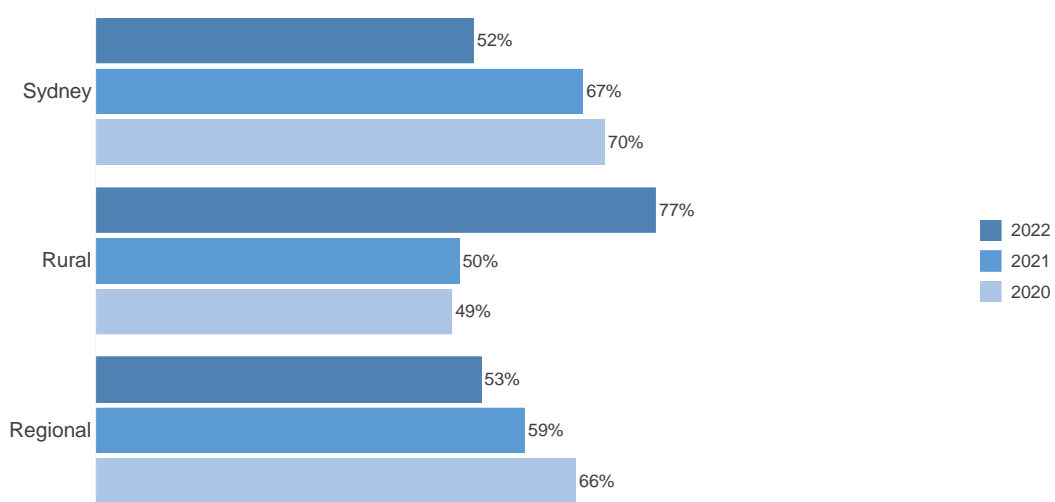
FINANCIAL SITUATION IMPROVEMENT

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 55% reported that their financial situation has improved, 37% reported that it has stayed the same and 7% reported that it has got worse. The highest score was 100% and the lowest was 20%.

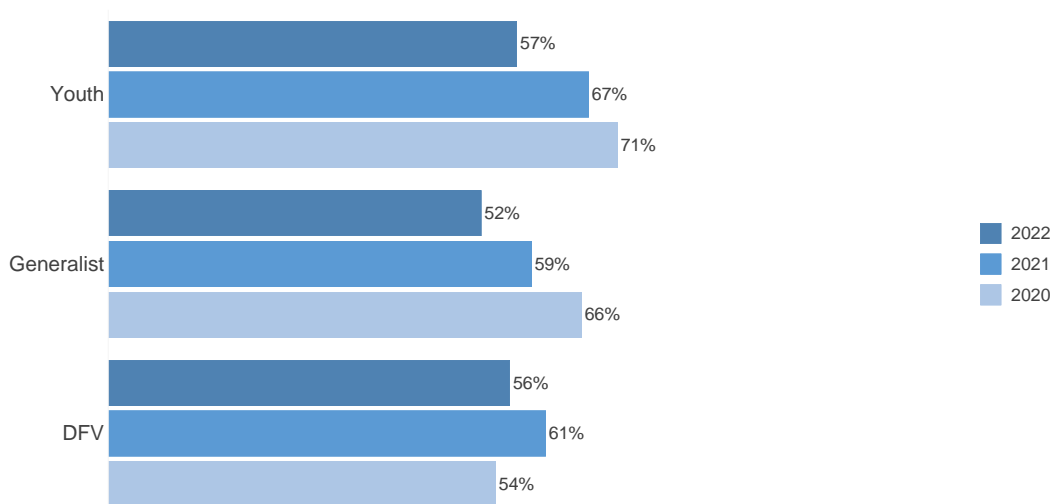
Your financial situation? (% Improved)



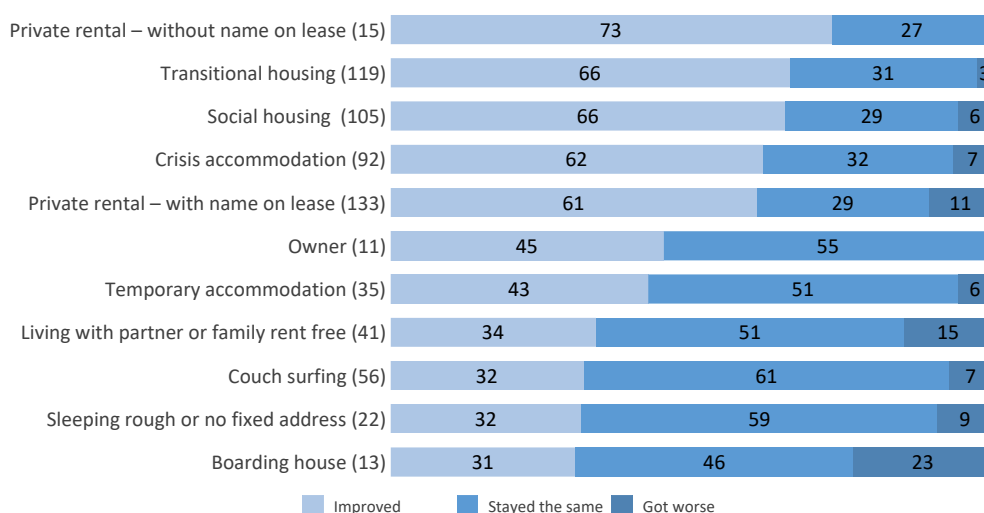
Group comparison by region: Clients in Rural areas were significantly more likely to report that their financial situation has improved (77%) than clients in Regional areas (53%) and Sydney (52%). The score for Rural areas increased significantly, while the score for Sydney recorded a statistically significant fall.



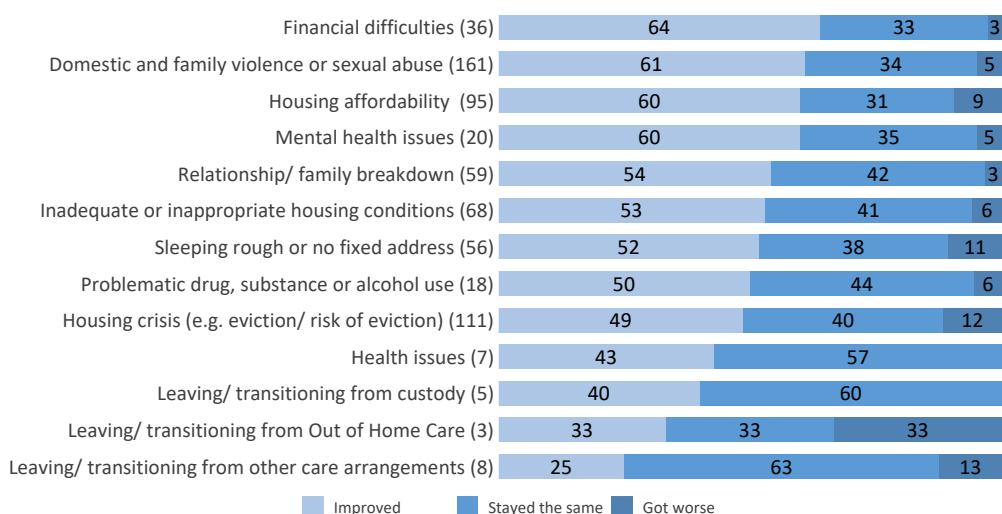
Group comparison by service speciality: There were no statistically significant variations between service specialisms when comparing the proportion reporting that their financial situation has improved, although the score for Youth organisations fell significantly (from 67% to 57%).



Group comparison by accommodation type: Clients who are sleeping rough (32%) or in a boarding house (31%) were the least likely to report that their financial situation has improved, while the score was the highest for clients in private housing – without name on lease, (73%).



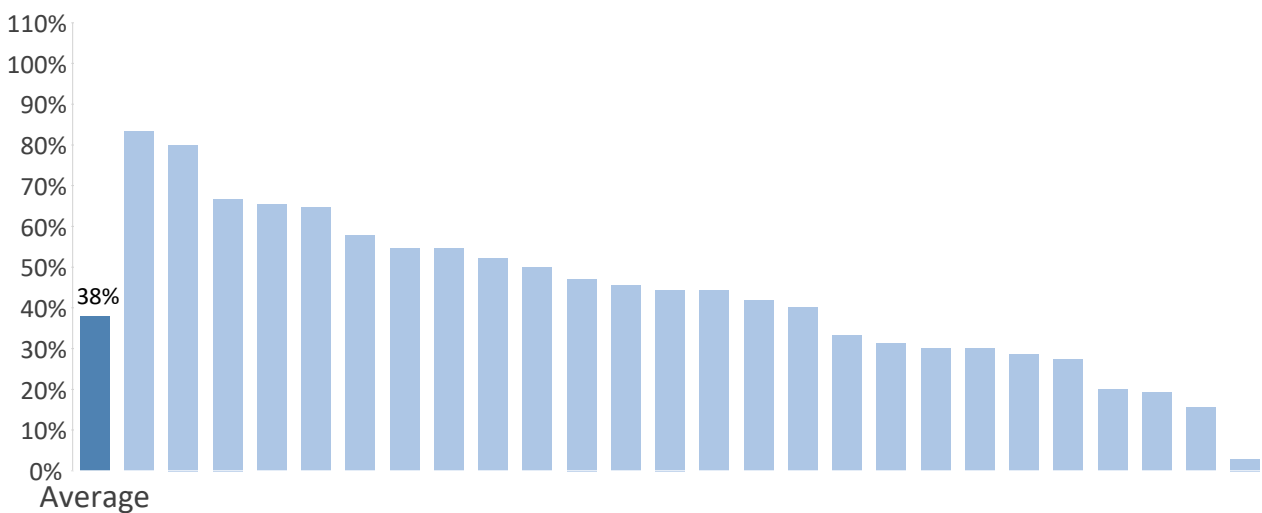
Group comparison by reason for seeking support: Clients who sought help after leaving other care arrangements were the least likely to report that their financial situation has improved (25%) while 64% of clients who sought help due to financial difficulties reported that their financial situation has improved.



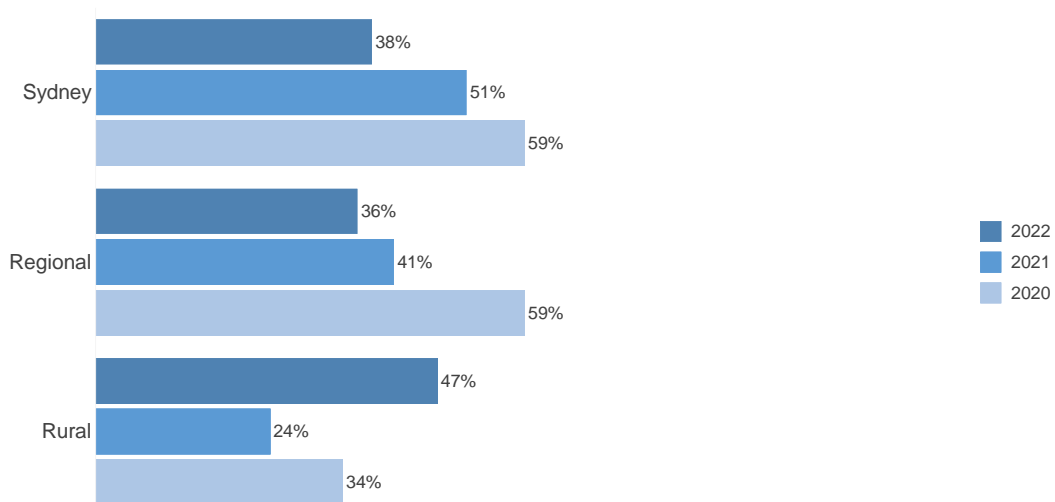
IMPROVEMENT OF EDUCATIONAL OPPORTUNITIES

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 38% reported that their educational opportunities have improved, 60% reported that they have stayed the same and 2% reported that they have got worse. The highest score was 83% and the lowest was 3%.

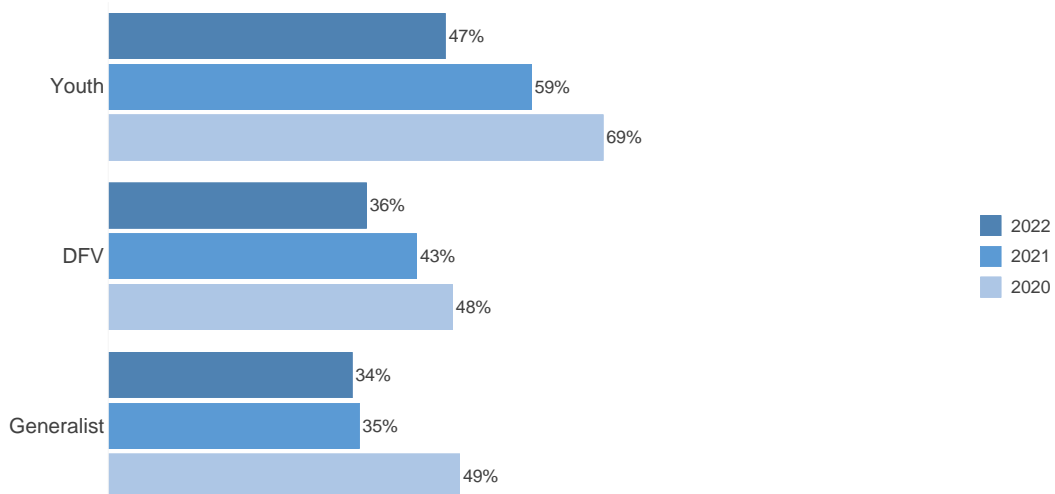
Your educational opportunities? (% Improved)



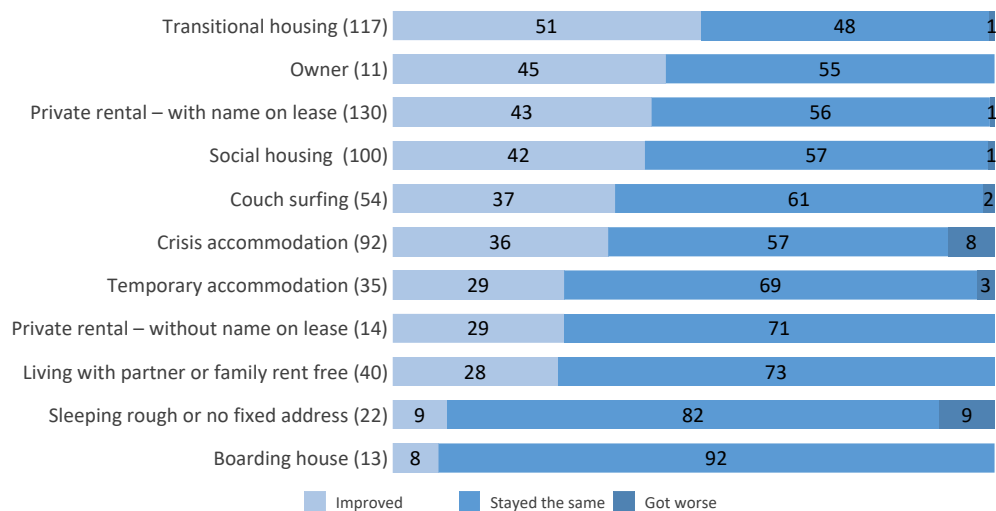
Group comparison by region: There were no statistically significant differences when comparing the scores for regions in terms of improved access to educational opportunities in 2022. The score for Sydney recorded a statistically significant decrease from 51% in 2021 to 38% in 2022.



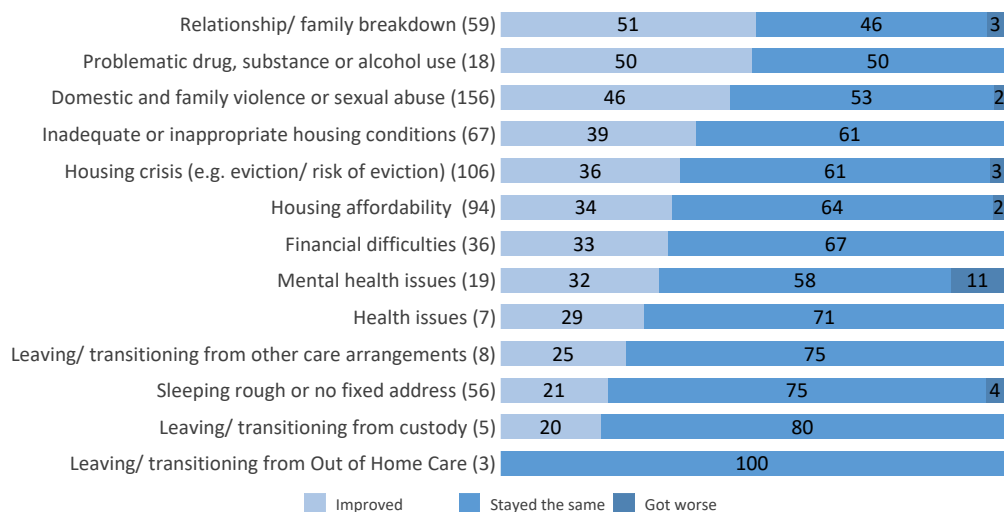
Group comparison by service speciality: Clients in Youth organisations were significantly more likely to report that their educational opportunities have improved (47%) than clients in DFV (36%) and Generalist (34%) organisations. This despite the fact that the score Youth organisations recorded a statistically significant decrease from 59% in 2021 to 47% in 2022.



Group comparison by accommodation type: Clients who are living in a boarding house (8%) were the least likely to report that their educational opportunities have got better. The highest score was for clients in transitional housing (51%).



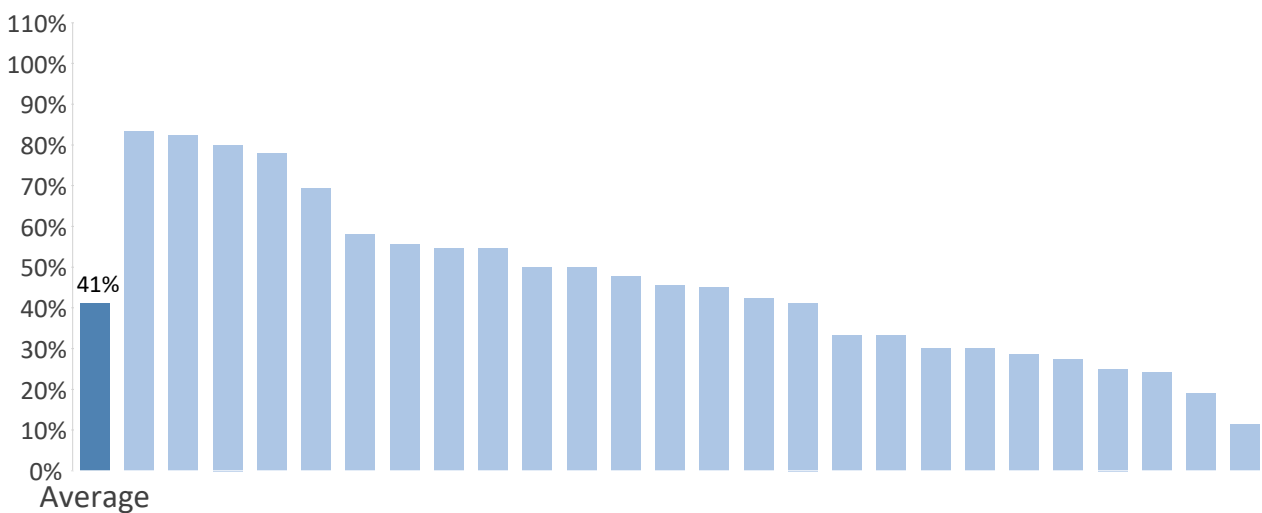
Group comparison by reason for seeking support: Clients who sought help after relationship or family breakdown (51%) were the most likely to report that their educational opportunities have improved.



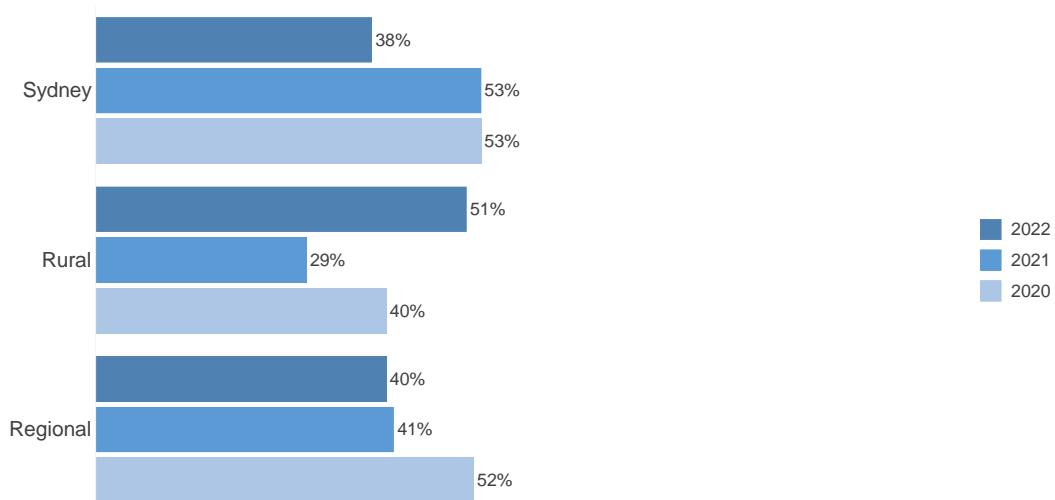
IMPROVEMENT OF EMPLOYMENT OPPORTUNITIES

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 41% reported that their employment opportunities have improved, 57% reported that they have stayed the same and 2% reported that they have got worse. The highest score was 83% with the lowest 11%.

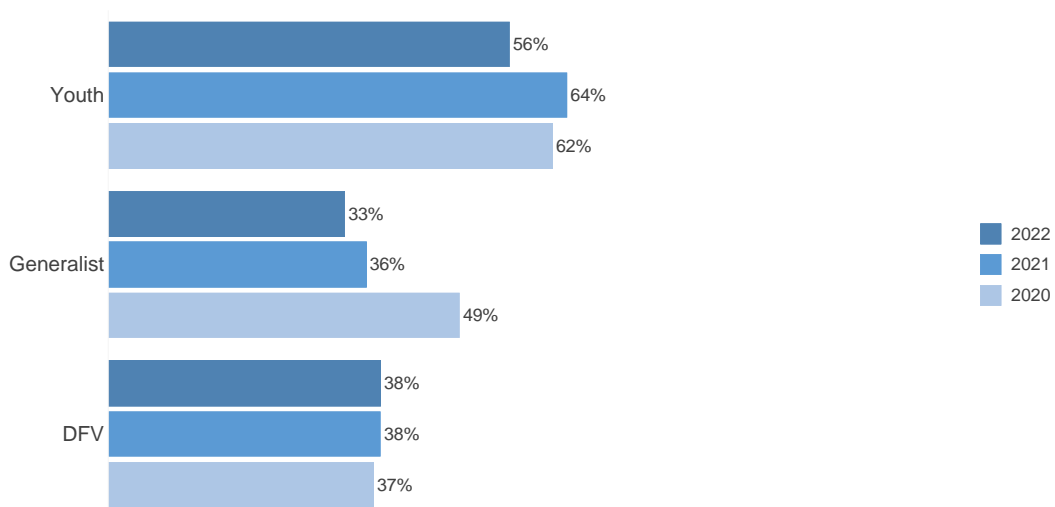
Your employment opportunities? (% Improved)



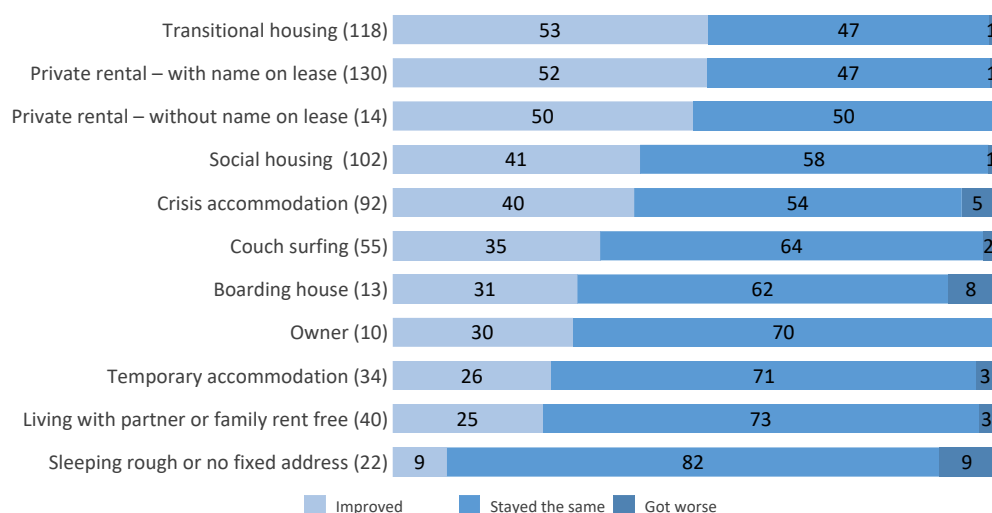
Group comparison by region: There were no statistically significant differences when comparing the scores for different regions in terms of improved employment opportunities. The score for Sydney organisations fell significantly from 53% to 38%.



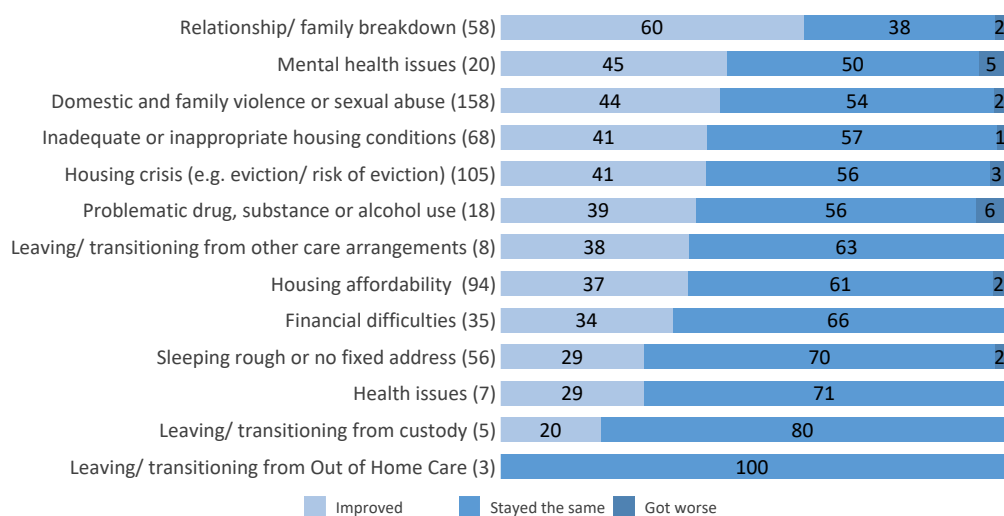
Group comparison by service speciality: Youth specialist organisations (56%) scored significantly above both Generalist organisations (33%) and DFV organisations (38%). There were no statistically significant year-on-year changes by service specialism.



Group comparison by accommodation type: Clients sleeping rough (9%) were the least likely to report that their employment opportunities have improved. Clients in transitional housing were the most likely to report that their employment opportunities have improved (53%).



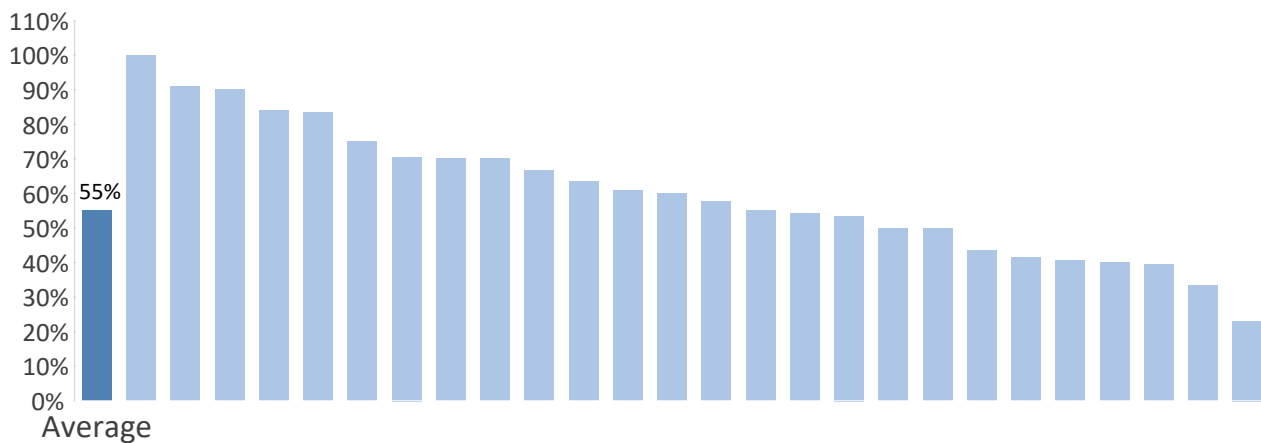
Group comparison by reason for seeking support: Clients who sought help after relationship or family breakdown (60%) were the most likely to report that their employment opportunities have improved.



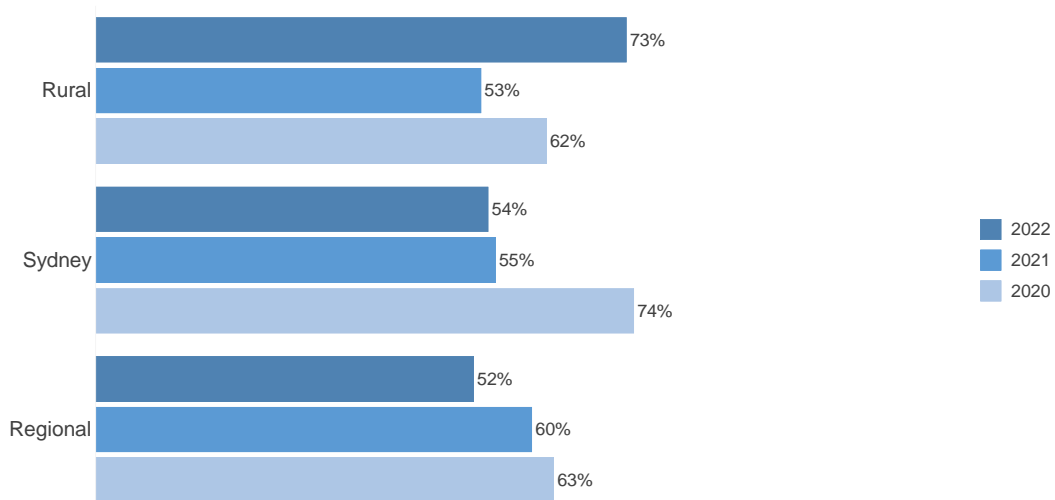
IMPROVEMENT OF CONNECTION WITH OTHERS

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 55% reported that their connection with others has improved, 40% reported that it has stayed the same and 5% reported that it has got worse. The highest score was 100% and the lowest score was 23%.

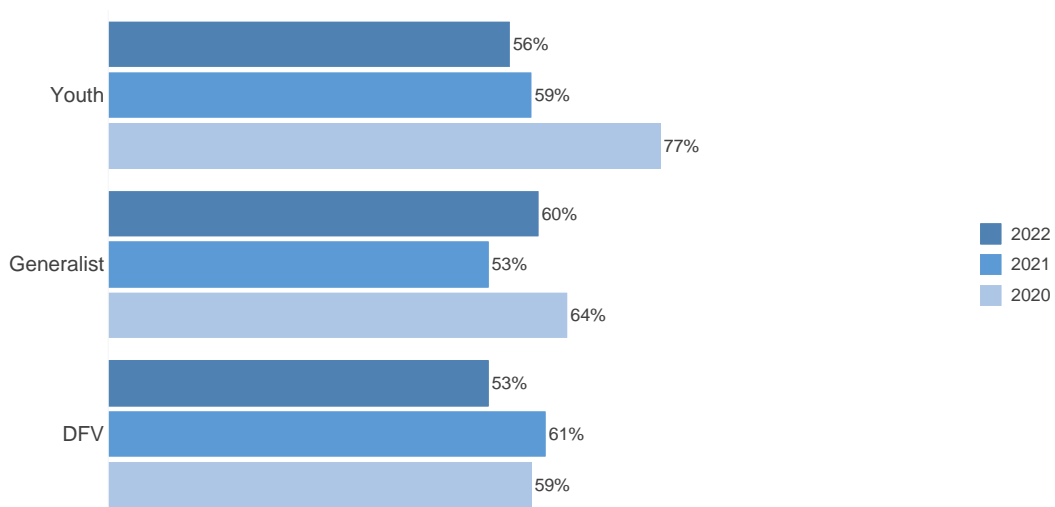
Your connection with others (e.g. family or friends)? (% Improved)



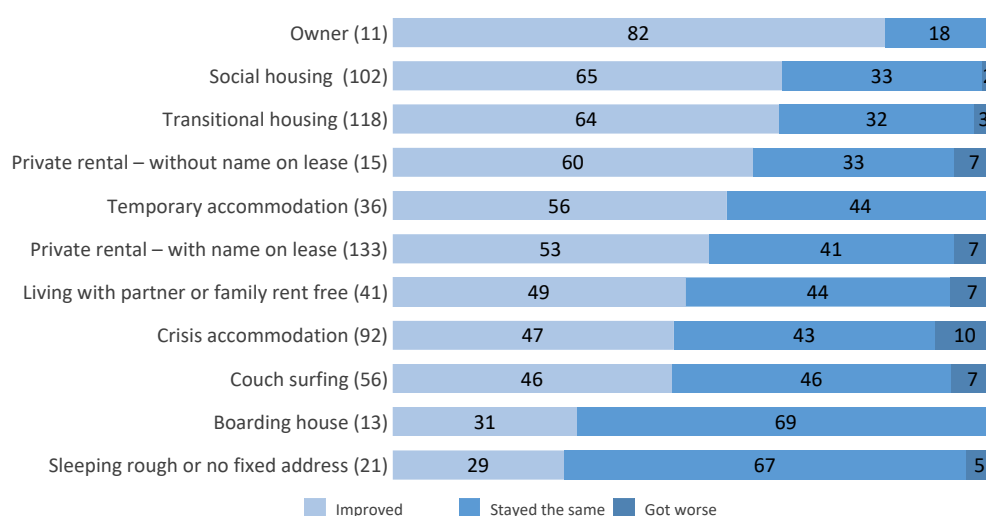
Group comparison by region: Clients living in Rural areas were significantly more likely than those living in other areas to report that their connection with others has improved. The score for Regional organisations recorded a statistically significant decrease from 60% (2021) to 52% (2022).



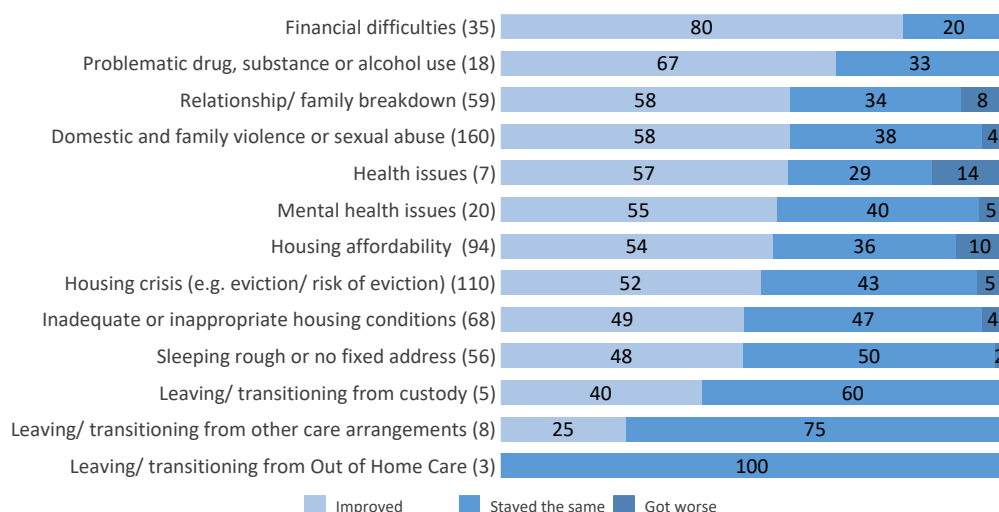
Group comparison by service speciality: There were no statistically significant differences between specialisms. When looking at year-on-year change, the score for DFV organisations fell significantly (from 61% to 53%).



Group comparison by accommodation type: When looking at accommodation type, home owners were the most likely to report that their connection with others has improved (82%), clients sleeping rough were the least likely to report that their connection with others has improved (29%).



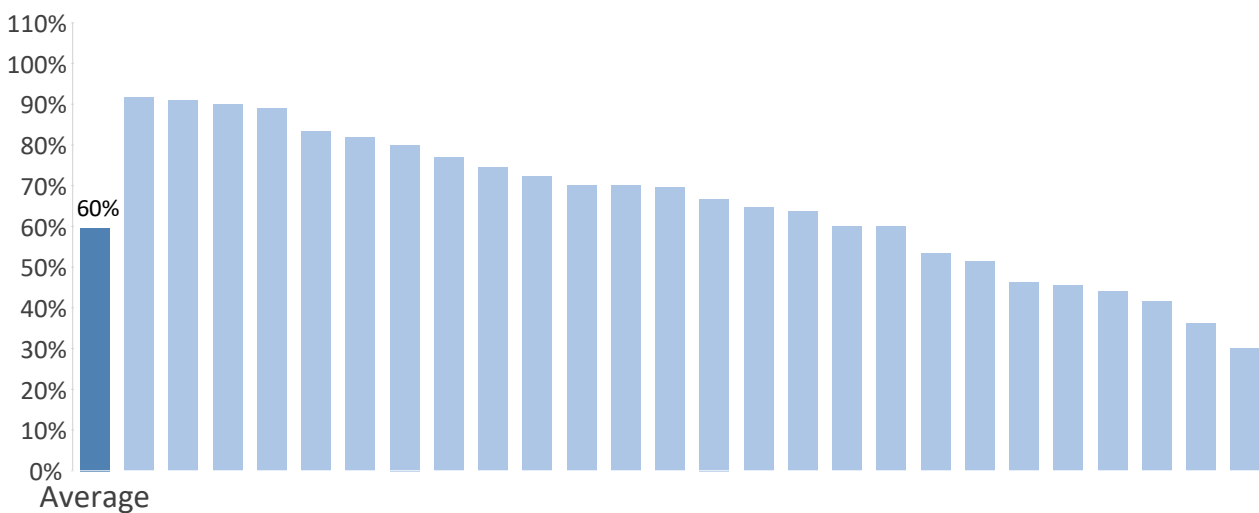
Group comparison by reason for seeking support: Clients who sought help due to financial difficulties were the most likely to report that their connection with others has improved (80%).



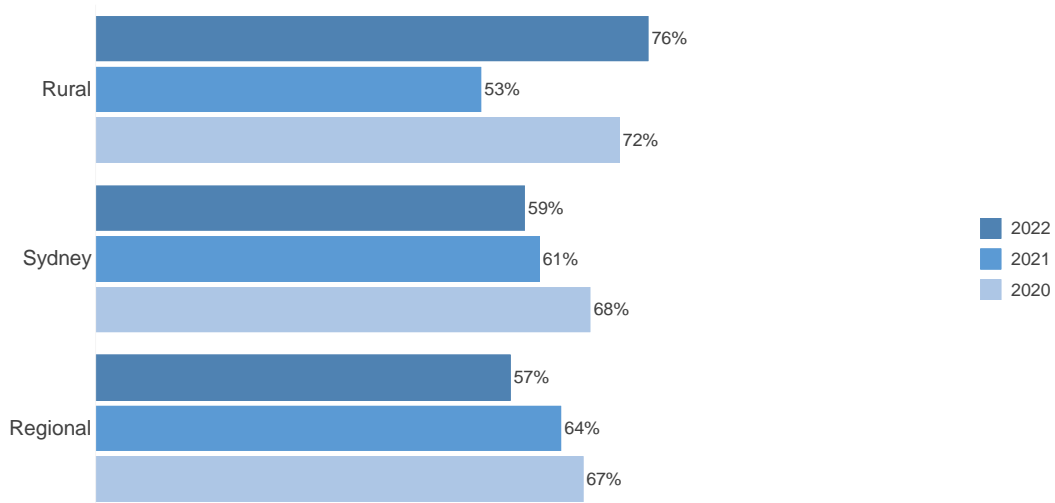
IMPROVEMENT OF COMMUNITY CONNECTION

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 60% reported that their connection with the community has improved, 38% reported that it has stayed the same and 3% reported that it has got worse. The highest score was 92% and the lowest score was 30%.

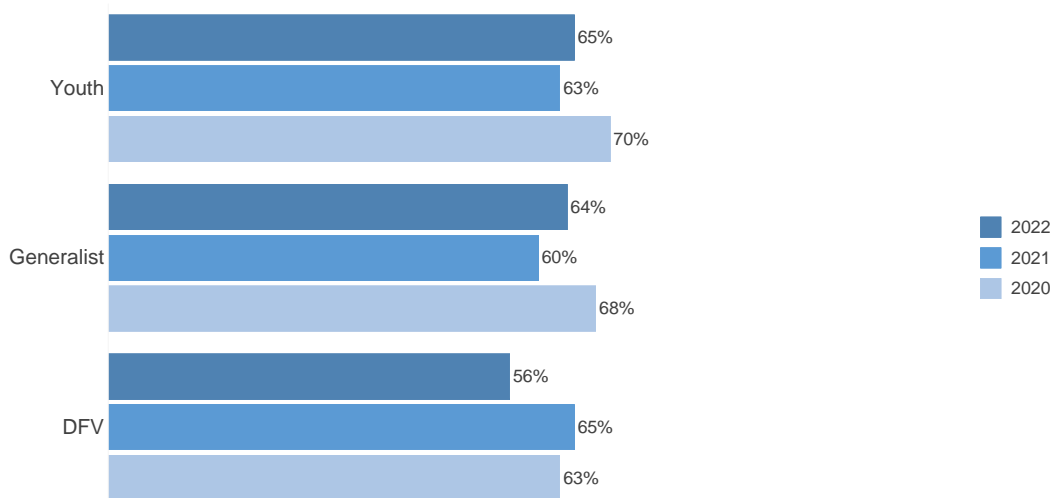
Your connection with the community? (% Improved)



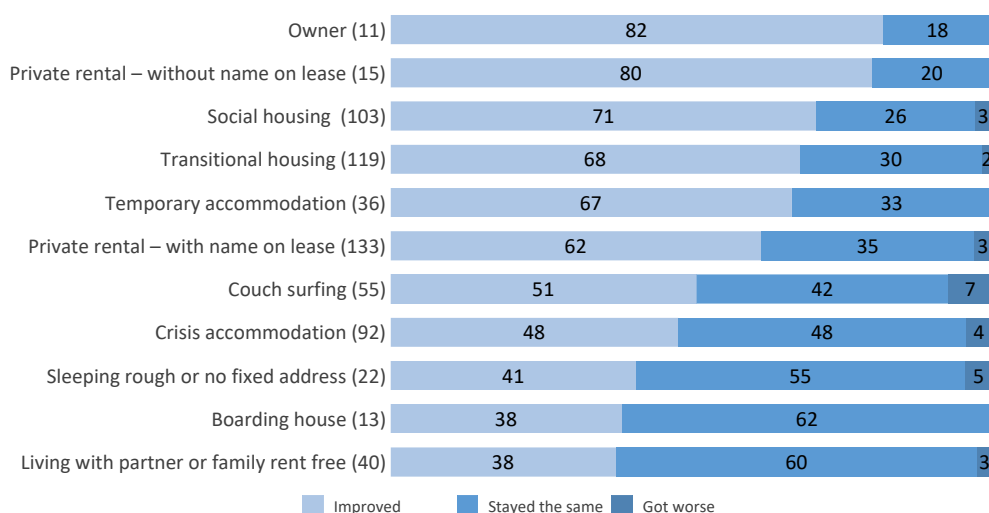
Group comparison by region: Those living in Rural areas were significantly more likely than those living in other areas to report that their connection with the community has improved. The score in Rural areas was significantly higher in 2022 than in 2021, while for Regional areas the score was significantly lower.



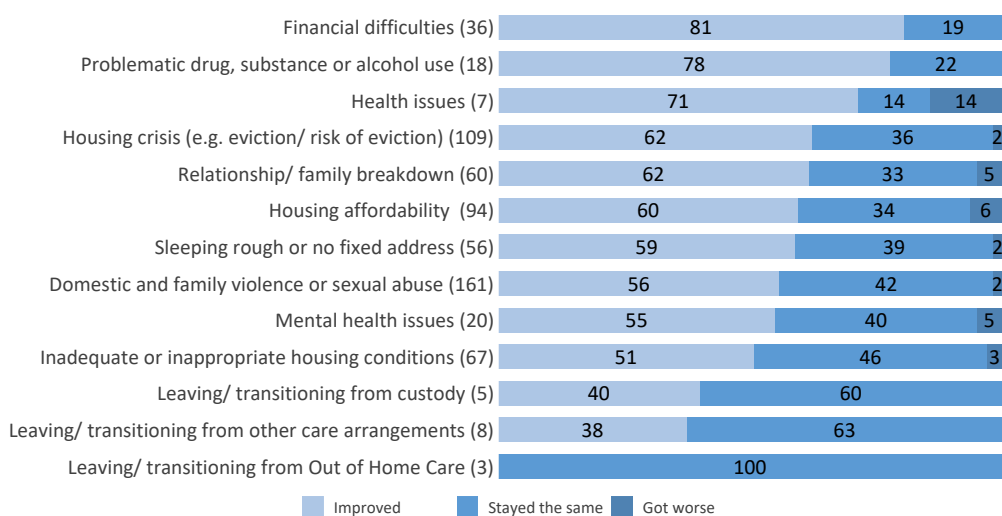
Group comparison by service speciality: There were no statistically significant differences between specialisms when looking at the proportion reporting that their connection with the community has improved. When looking at year-on-year change, the score for DFV organisations (65% in 2021 and 56% in 2022) fell significantly.



Group comparison by accommodation type: Clients living with a partner or family rent free were the least likely to report that their connection with the community has improved (38%), while clients who own their home were the most likely to report that it has improved (82%).



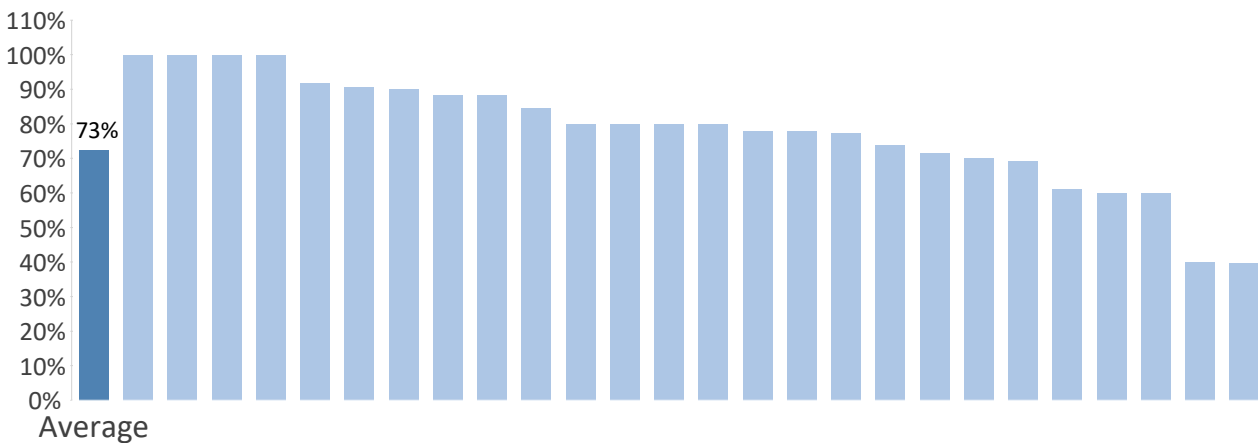
Group comparison by reason for seeking support: When comparing the different reasons that clients sought assistance, clients who sought help due to financial difficulties were the most likely to report that their connection with the community has improved (81%).



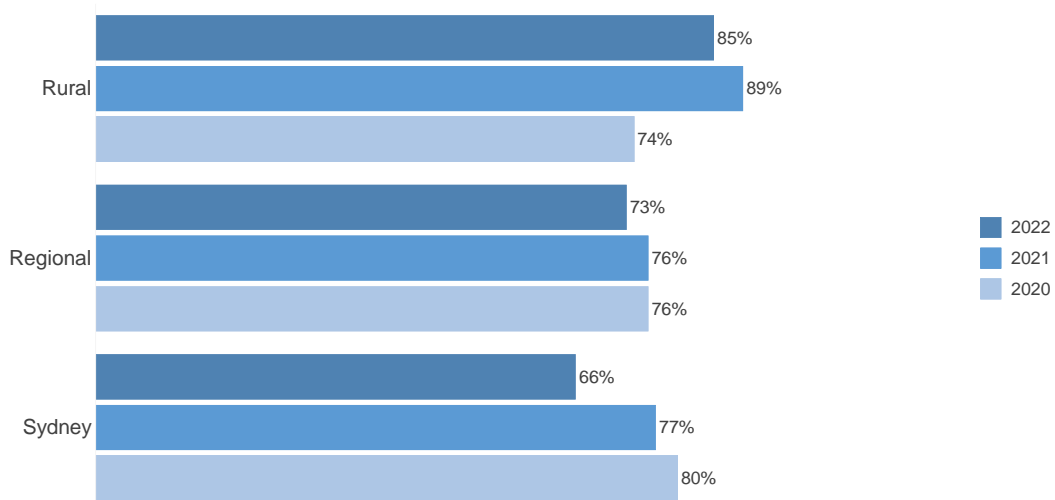
CONFIDENCE IMPROVEMENT IN DEALING WITH CHANGES

The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 73% reported that their confidence in dealing with changes has improved, 25% reported that it has stayed the same and 2% reported that it has got worse. The highest score was 100% and the lowest score was 40%.

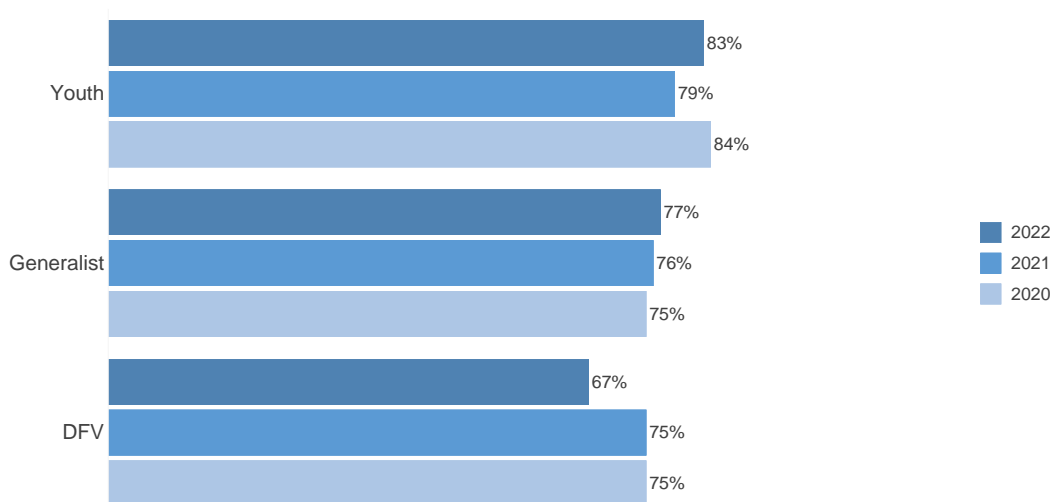
Your confidence in dealing with changes (e.g. challenges or opportunities)? (% Improved)



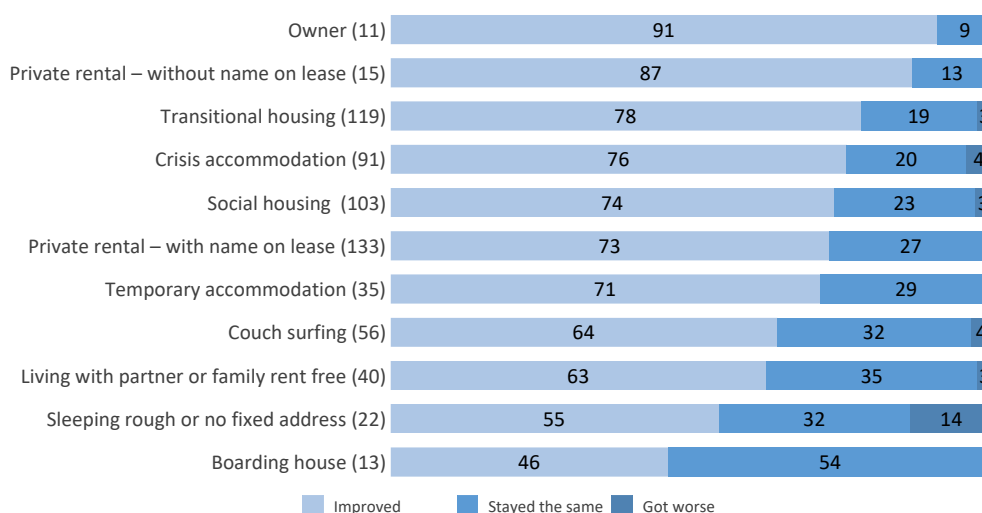
Group comparison by region: Those living in Rural areas were significantly more likely than those living in other areas to report that their confidence in dealing with changes has improved. The score for Sydney fell significantly from 77% in 2021 to 66% in 2022.



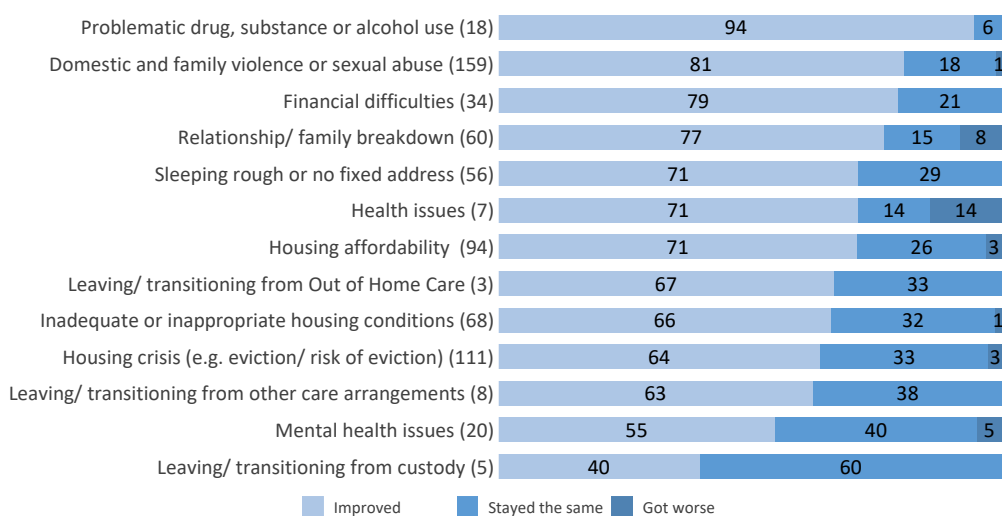
Group comparison by service speciality: Clients in Youth organisations were significantly more likely than those in DFV organisations to report that their confidence in dealing with changes has improved. In turn, the score for Generalist organisations was also significantly higher than that for DFV organisations. When looking at year-on-year change, the score for DFV organisations (75% in 2021 and 67% in 2022) fell significantly.



Group comparison by accommodation type: Clients living in a boarding house were the least likely to report that their confidence in dealing with change has improved (46%). The highest score was for those who own their own home (91%)



Group comparison by reason for seeking support: Clients who sought help for problematic drug or substance use were the most likely to report that their confidence in dealing with changes has improved (94%).



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.

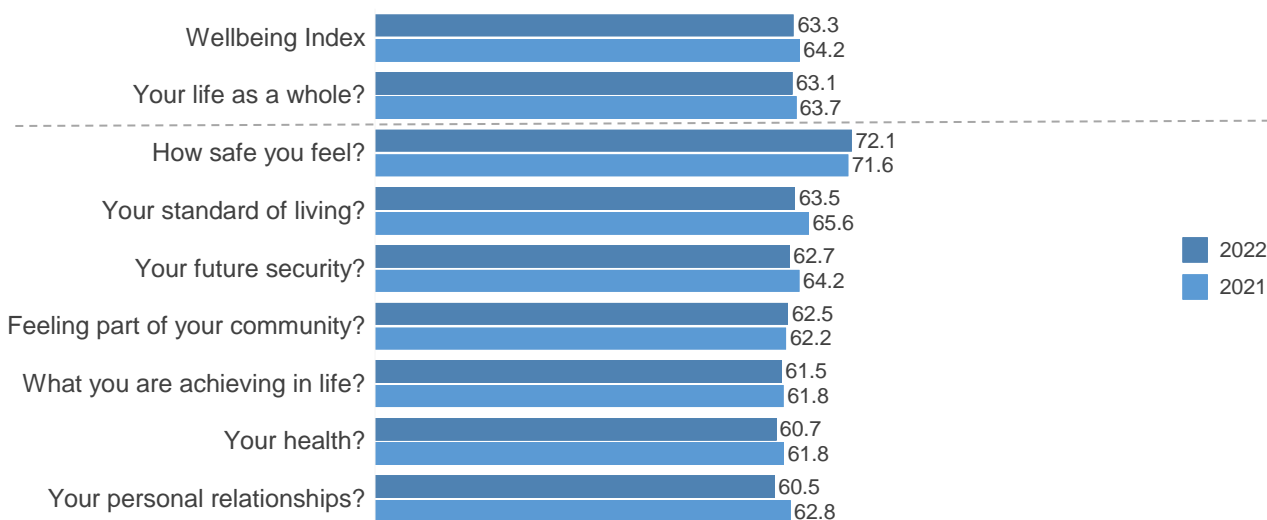
These questions are scored on a scale of 0 to 100, where 100 is the highest rating. The chart below shows the results to the individual questions, as well as the overall Personal Wellbeing Index score (averaged across seven items). The question 'How satisfied are you with your life as a whole?' is not included in the Personal Wellbeing Index calculation, and is used as a data validity check (please see the PWI manual for more information)².

The average overall PWI score among SHS clients was 63.3 this year, slightly below the 64.2 recorded in 2021. 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 68.4.

When looking at the individual wellbeing areas, the best performing indicators were feeling safe (72.1) followed by standard of living (63.5). The lowest performing Wellbeing area was for personal relationships (60.5).

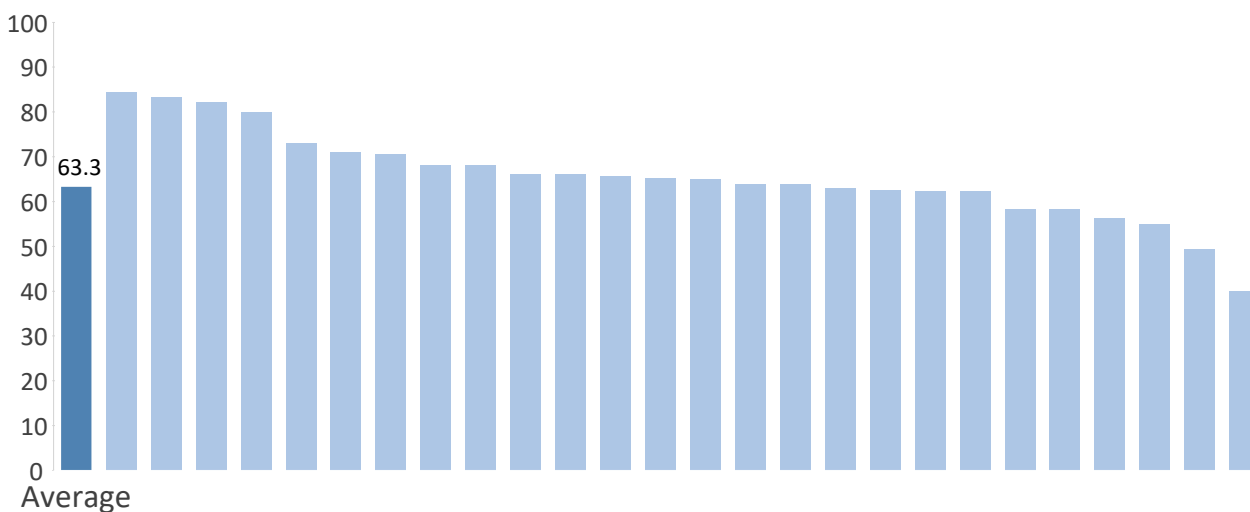
² The question 'How satisfied are you with your life as a whole?' is not included in the Personal Wellbeing Index calculation and is used as a validity check on the data. The score of 63.1 supports the validity of the overall Personal Wellbeing Index figure of 63.3 (scores should be similar). For more information, please see the [PWI manual](#).

Personal Wellbeing Index

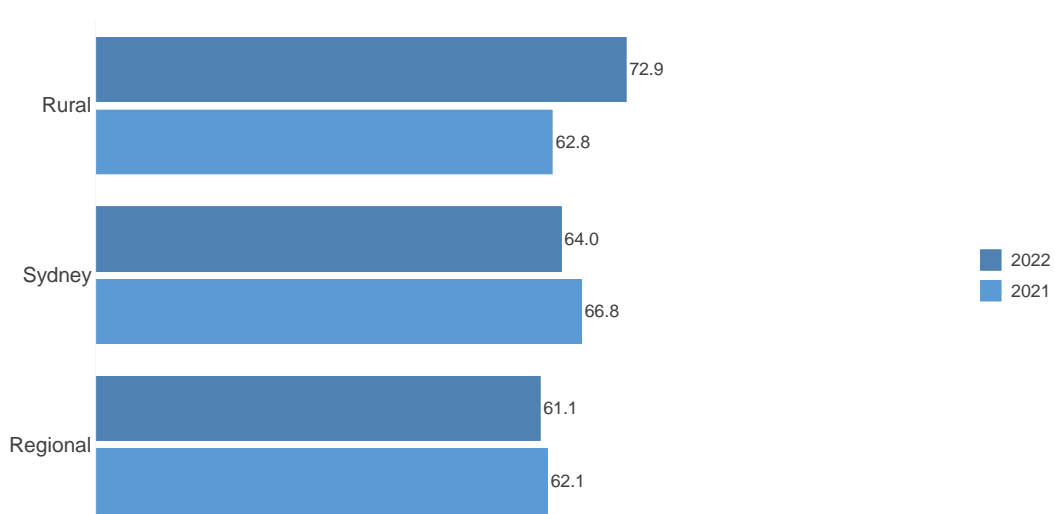


Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. The average overall wellbeing score was 63.3. The highest score was 84.5 and the lowest was 40.0.

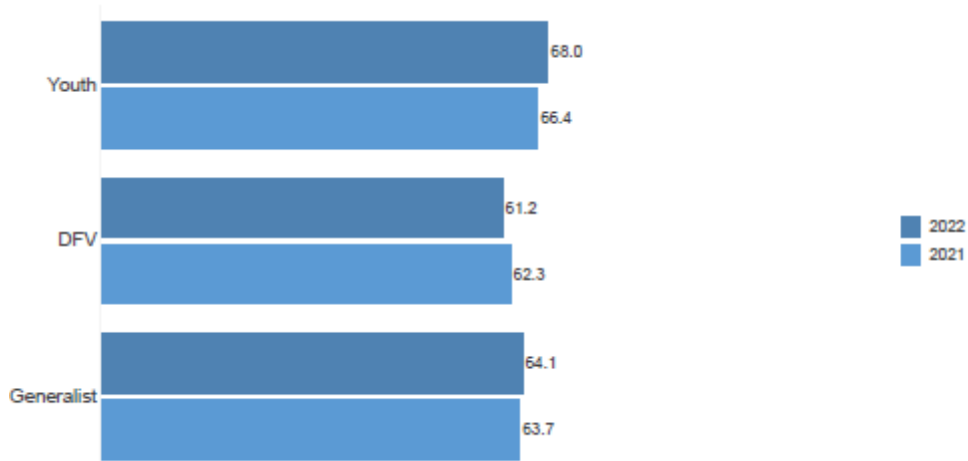
Wellbeing Index



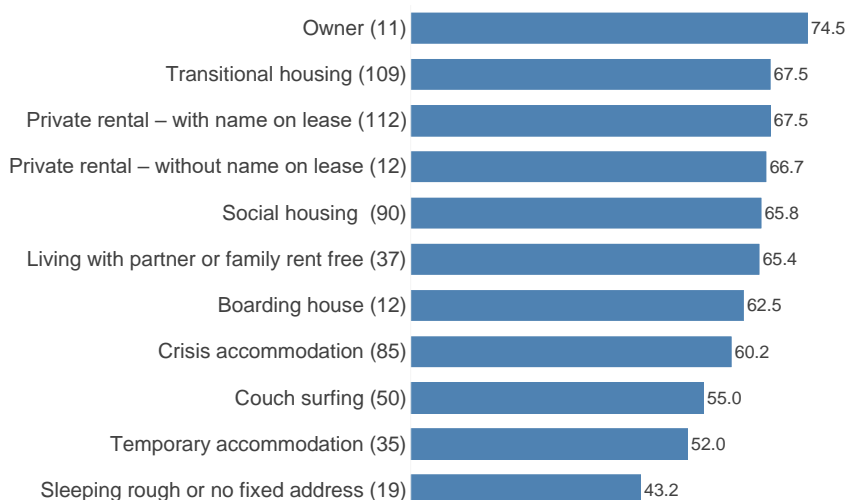
Group comparison by region: In terms of geographic comparisons, clients in the Rural region had the highest mean overall wellbeing score (72.9).



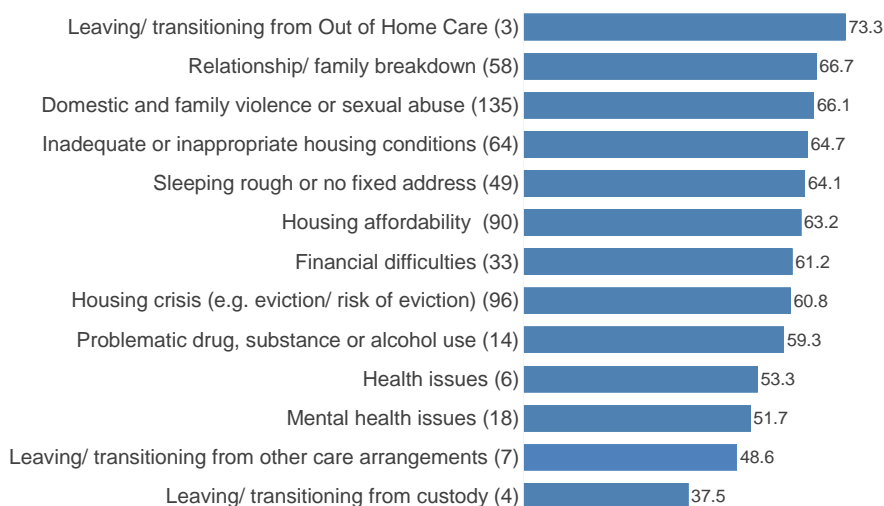
Group comparison by service speciality: Organisations specialising in Youth support scored the highest overall (68.0), with DFV organisations scoring lowest (61.2).



Group comparison by accommodation type: Clients who own their home have the highest overall wellbeing score (74.5), while clients sleeping rough have a score of just 43.2.



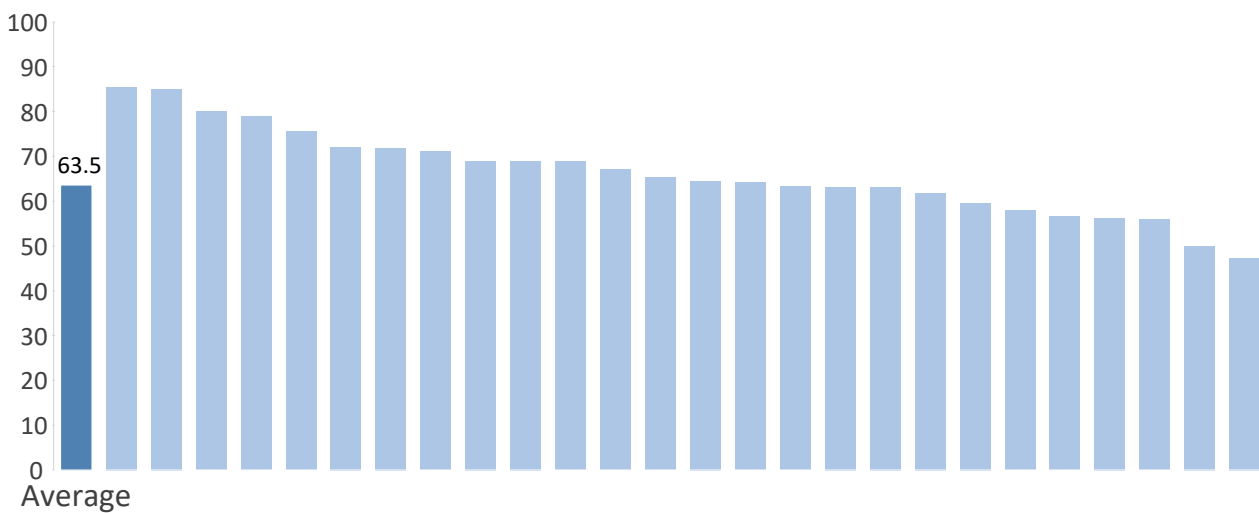
Group comparison by reason for seeking support: Clients who have recently left Out of Home Care have the highest score (73.3), while clients who are transitioning from custody had the lowest score (37.5).



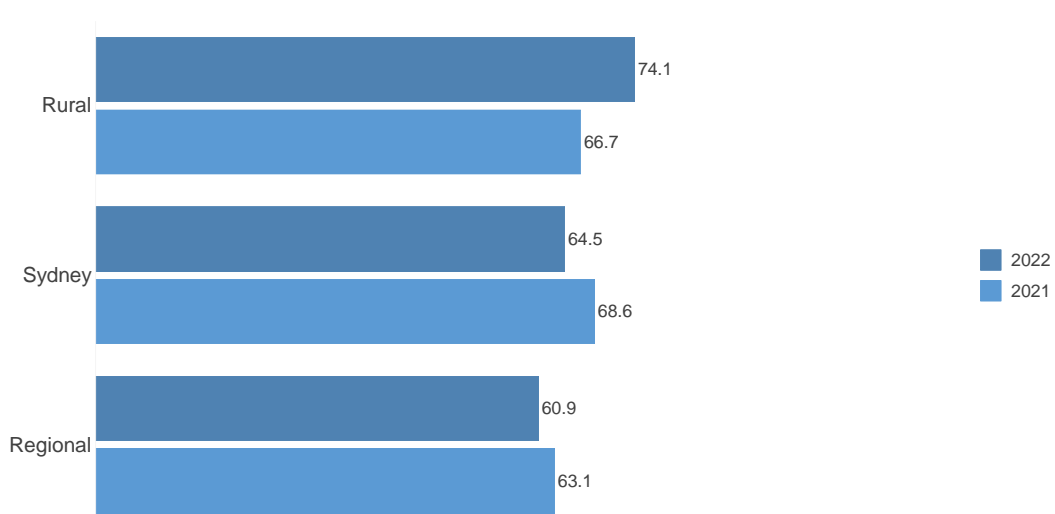
PERSONAL WELLBEING: STANDARD OF LIVING

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 63.5. The highest score was 85.5, and the lowest was 47.3.

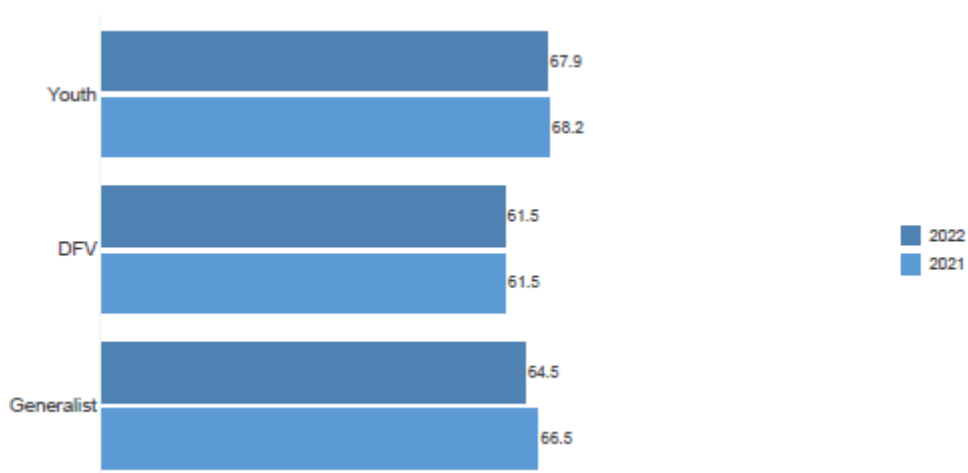
Your standard of living?



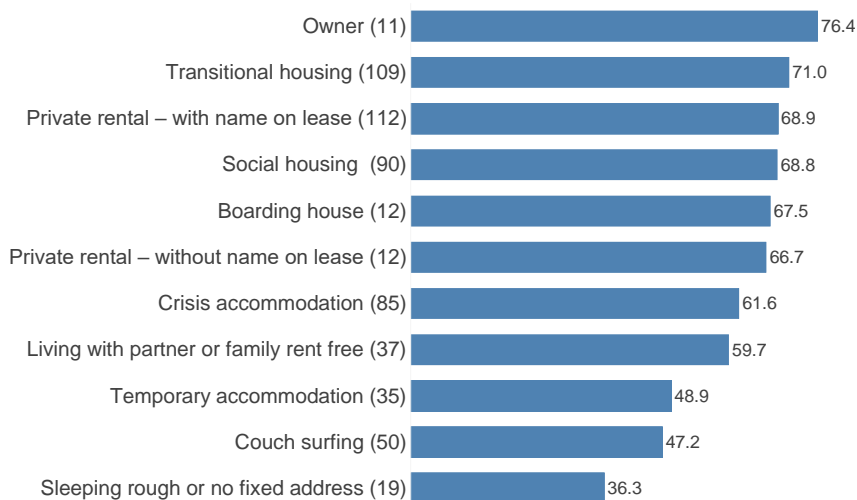
Group comparison by region: In terms of geographic comparisons, clients in Rural organisations had the highest satisfaction with their standard of living (74.1).



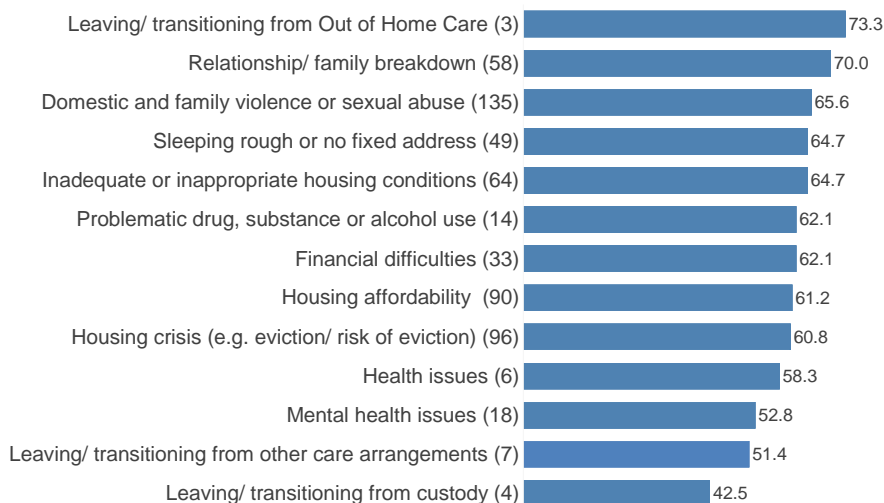
Group comparison by service speciality: Organisations specialising in Youth support scored the highest overall (67.9), with DFV organisations scoring lowest (61.5).



Group comparison by accommodation type: Clients who own their home gave the highest score for their standard of living (76.4). Clients sleeping rough gave the lowest score (36.3).



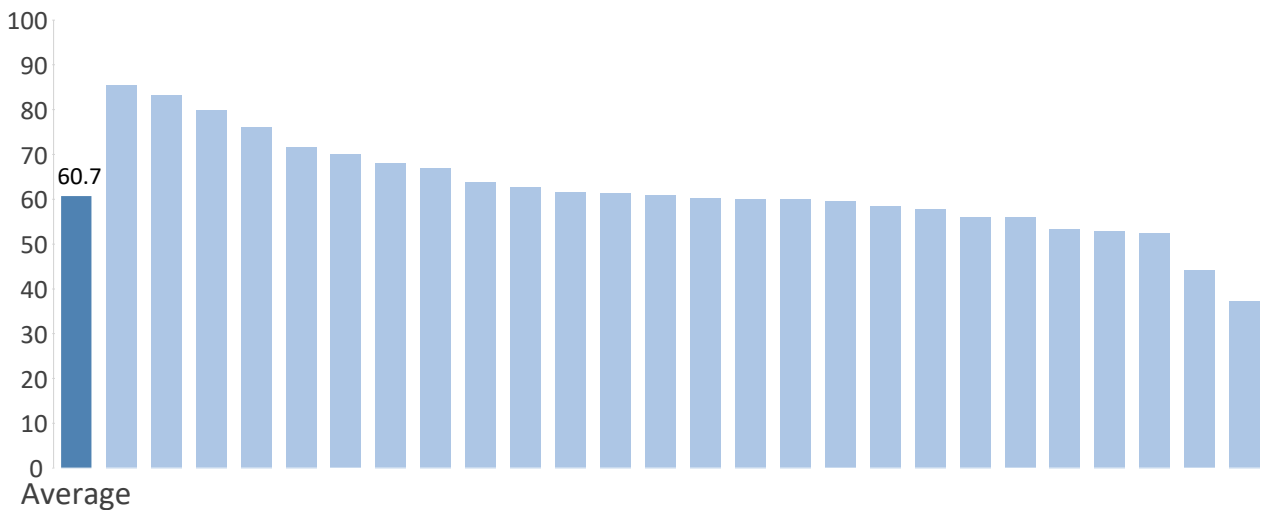
Group comparison by reason for seeking support: Clients who sought help after leaving Out of Home Care had the highest standard of living score (73.3) while it was lowest for clients who sought help after leaving custody (42.5).



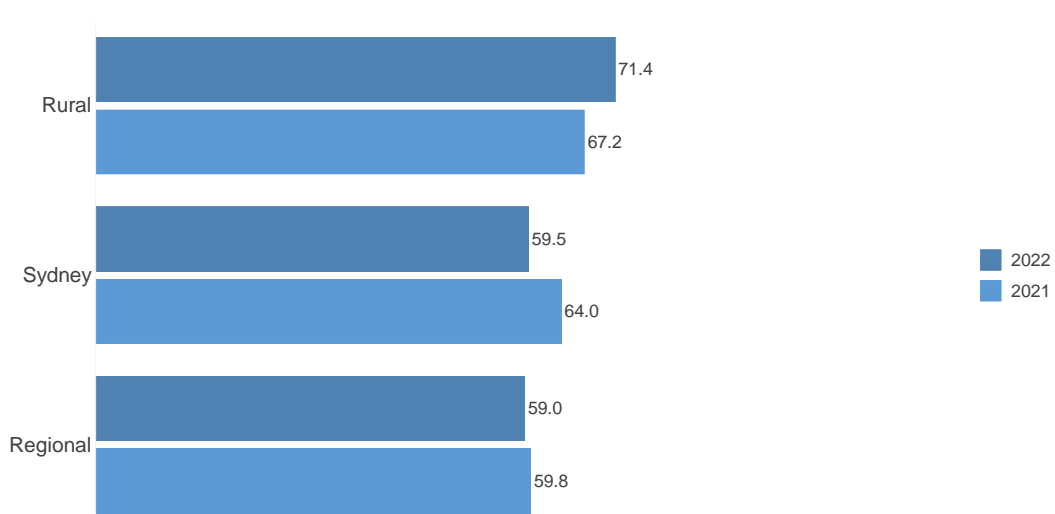
PERSONAL WELLBEING: HEALTH

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 60.7. The highest score was 85.6, and the lowest was 37.3.

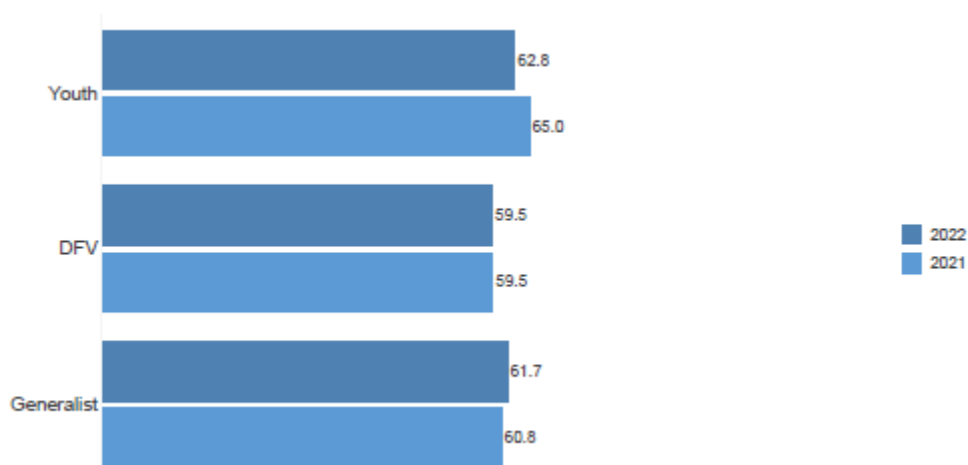
Your health?



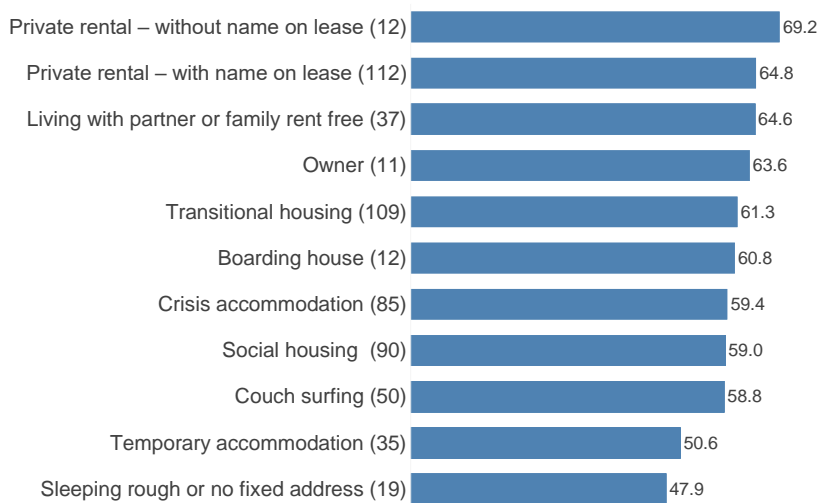
Group comparison by region: In terms of geographic comparisons, clients in Rural areas had the highest satisfaction with their health (71.4) while it was lowest for Regional organisations (59.0).



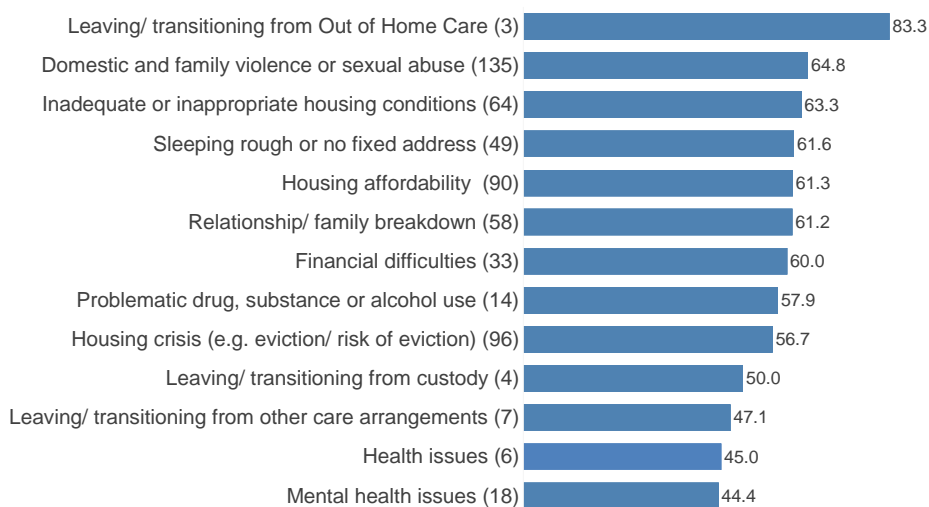
Group comparison by service specialty: Organisations specialising in Youth support scored the highest overall (62.8), with DFV organisations scoring lowest (59.5).



Group comparison by accommodation type: Clients who sleep rough gave the lowest score for their health (47.9). Clients in private rental without their name on lease (69.2) were the most satisfied with their health.



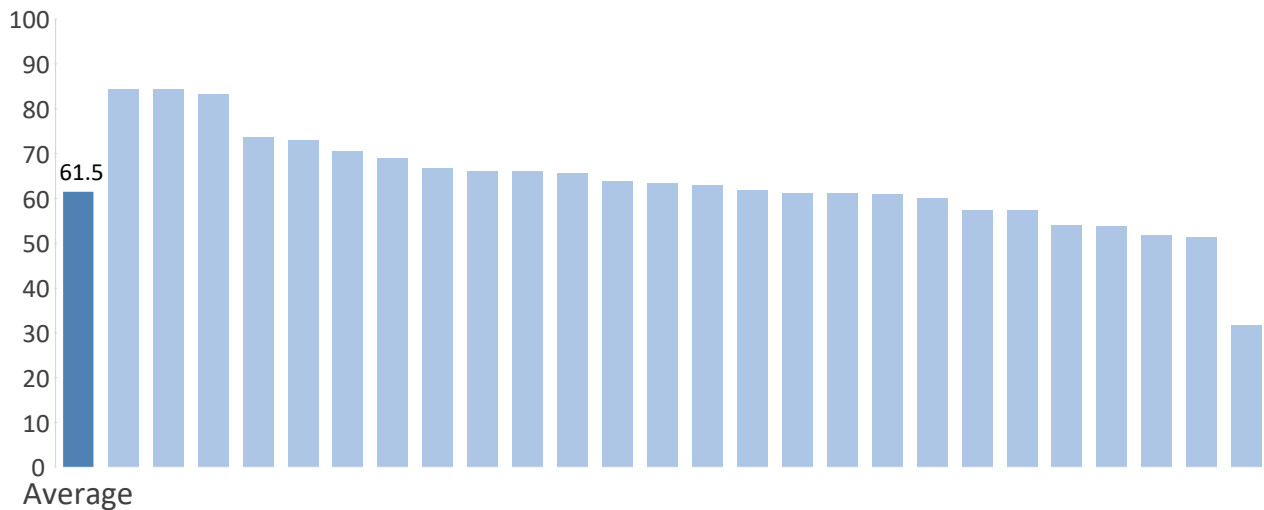
Group comparison by reason for seeking support: Clients who sought support due to mental health issues gave the lowest satisfaction score for their health (44.4). The score was highest for clients who sought help when leaving Out of Home Care (83.3).



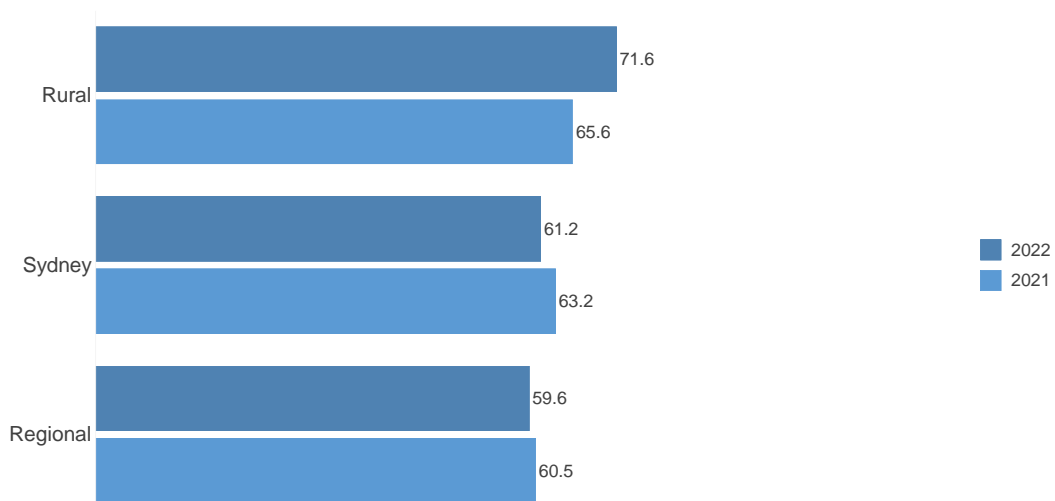
PERSONAL WELLBEING: LIFE ACHIEVEMENT

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. The average score was 61.5. The highest score was 84.5 and the lowest was 31.8.

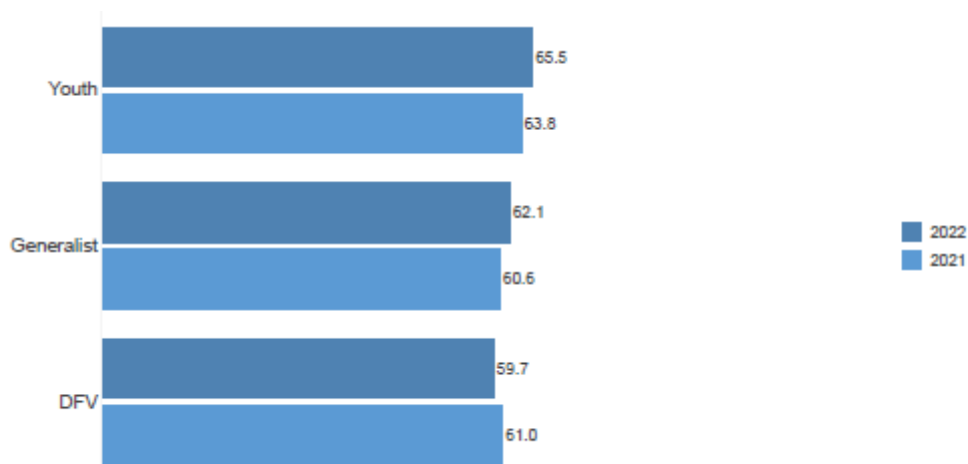
What you are achieving in life?



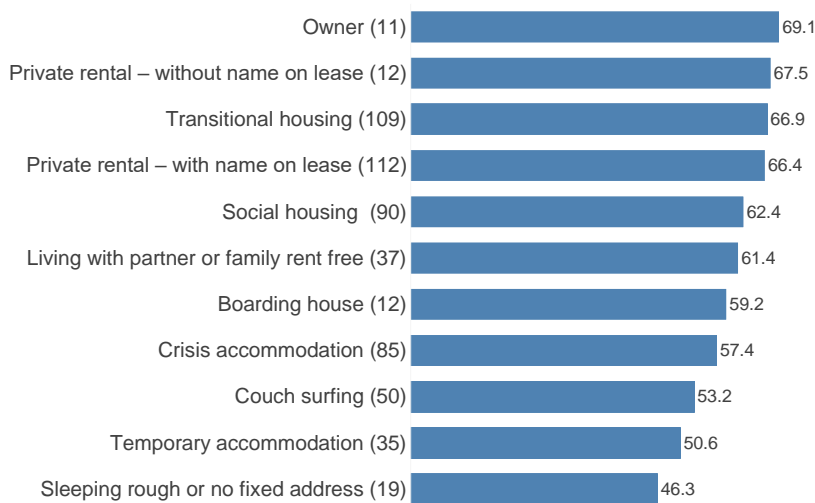
Group comparison by region: In terms of geographic comparisons, clients in Rural areas had the highest satisfaction with what they are achieving in life (71.6) while it was lowest for clients seeking support from organisations which service Regional areas (59.6).



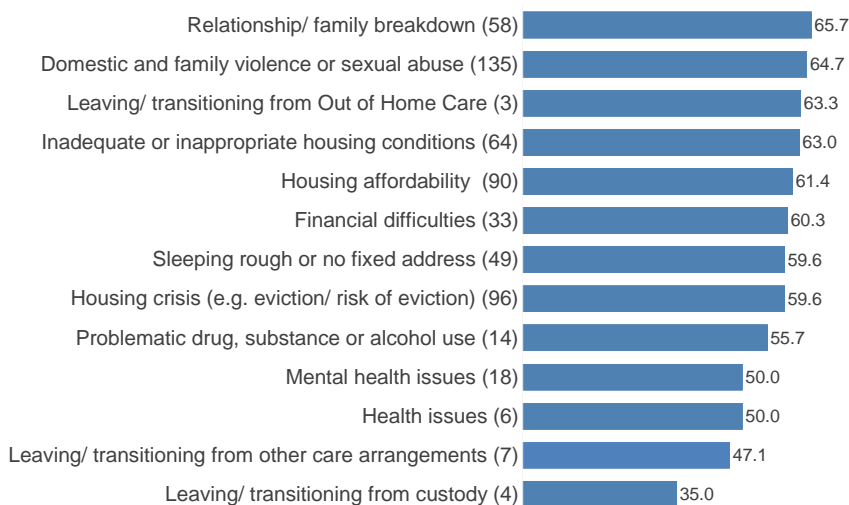
Group comparison by service speciality: Organisations specialising in Youth support scored the highest overall (65.5).



Group comparison by accommodation type: Clients sleeping rough were the least satisfied with what they were achieving in life (46.3), while clients who own their accommodation scored the highest at 69.1.



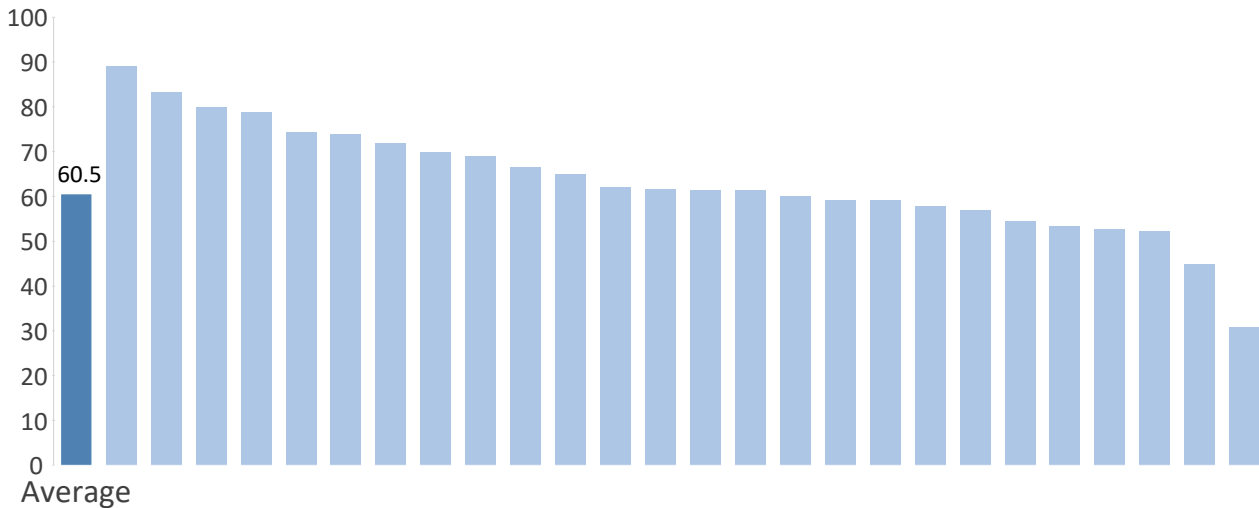
Group comparison by accommodation type: Clients who sought assistance due to relationship or family breakdown were most satisfied with what they were achieving life (65.7), while clients who sought help when leaving custody returned the lowest score (35.0).



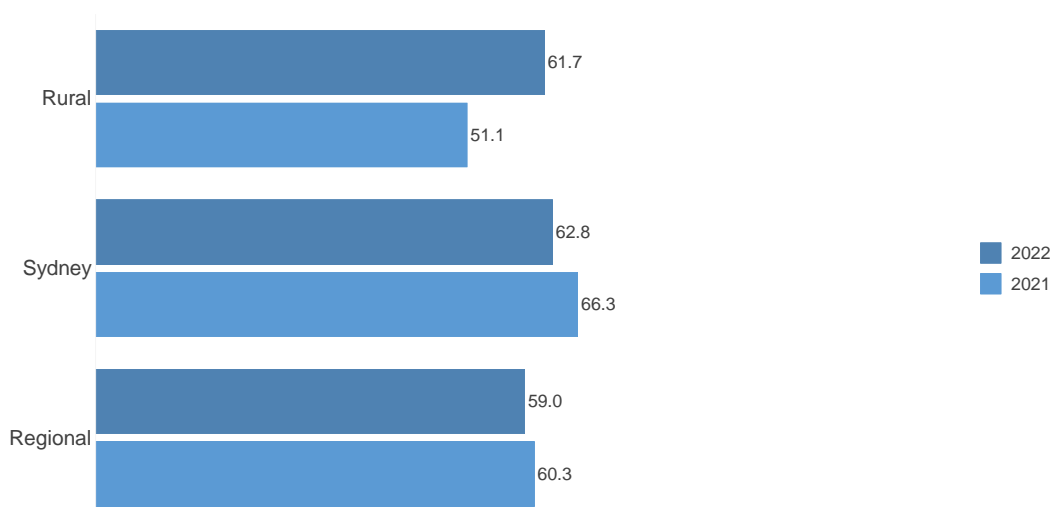
PERSONAL WELLBEING: PERSONAL RELATIONSHIPS

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. The average score was 60.5, the highest score was 89.1, and the lowest was 30.9.

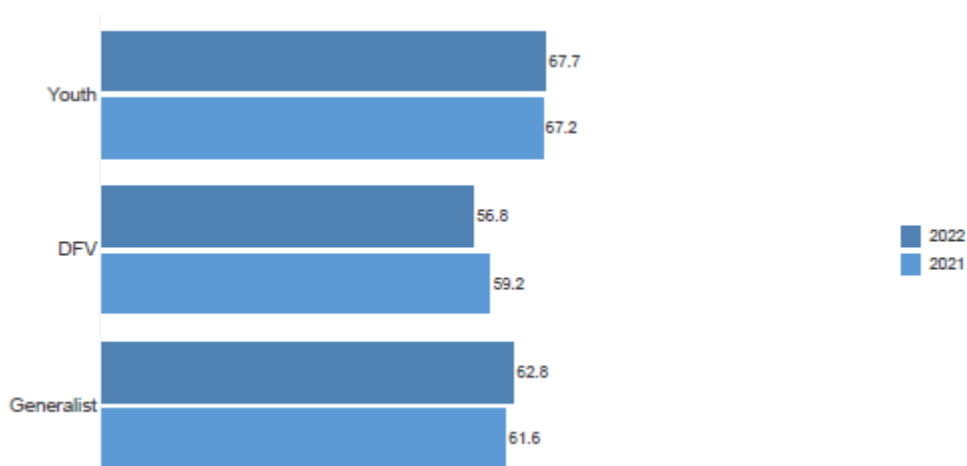
Your personal relationships?



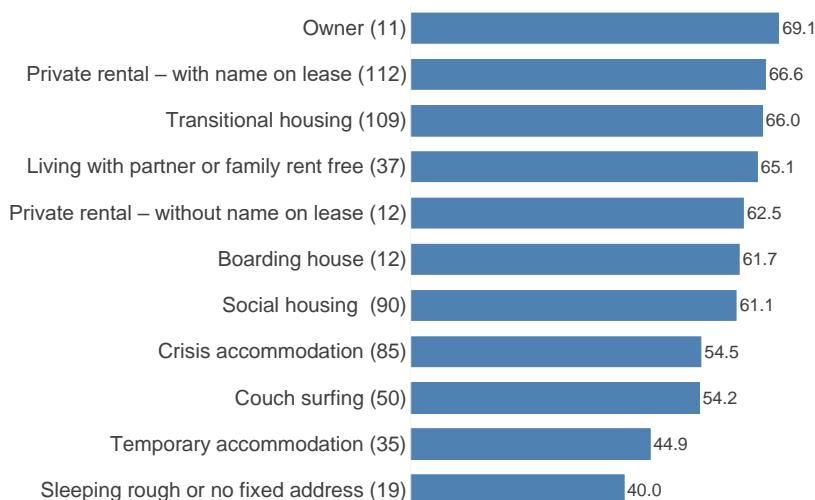
Group comparison by region: Clients of Regional providers were the least satisfied with their personal relationships (59.0), and clients from Sydney were the most satisfied (62.8).



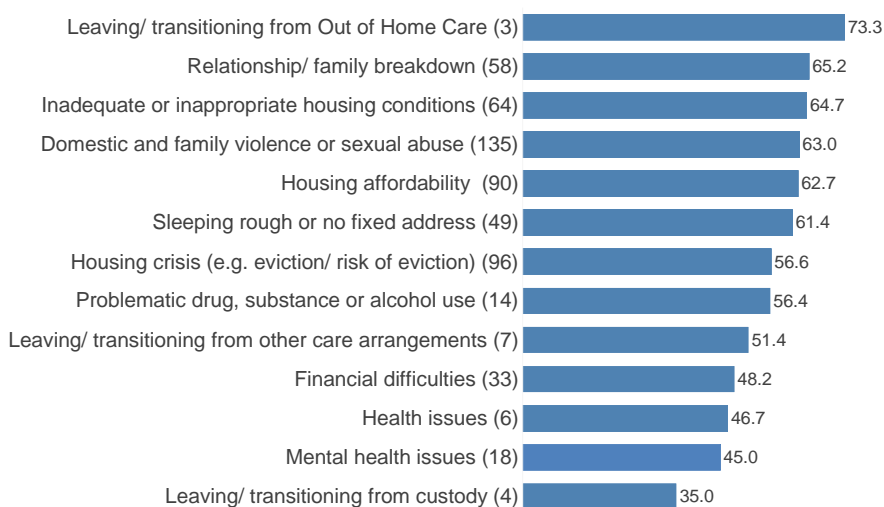
Group comparison by service speciality: Organisations specialising in Youth support scored the highest overall (67.7), with DFV organisations scoring lowest (56.8).



Group comparison by accommodation type: Homeowners (69.1) scored highest for satisfaction with personal relationships, while clients who sleep rough scored the lowest (40.0).



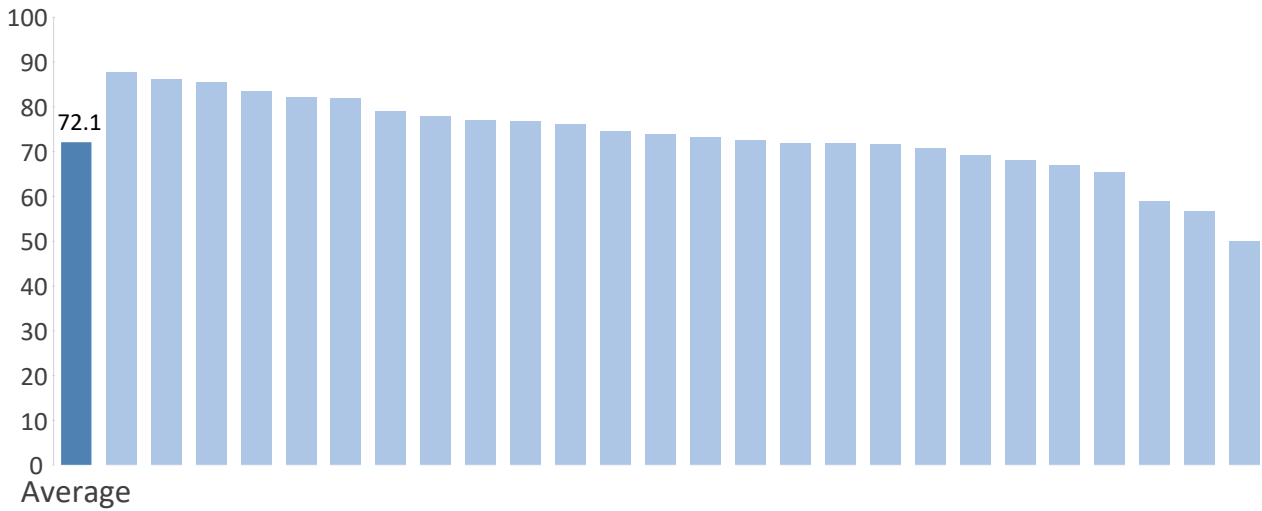
Group comparison by reason for seeking support: Clients who sought assistance after leaving Out of Home Care were most satisfied with their personal relationships (73.3). Clients who sought assistance when leaving custody least satisfied (35.0).



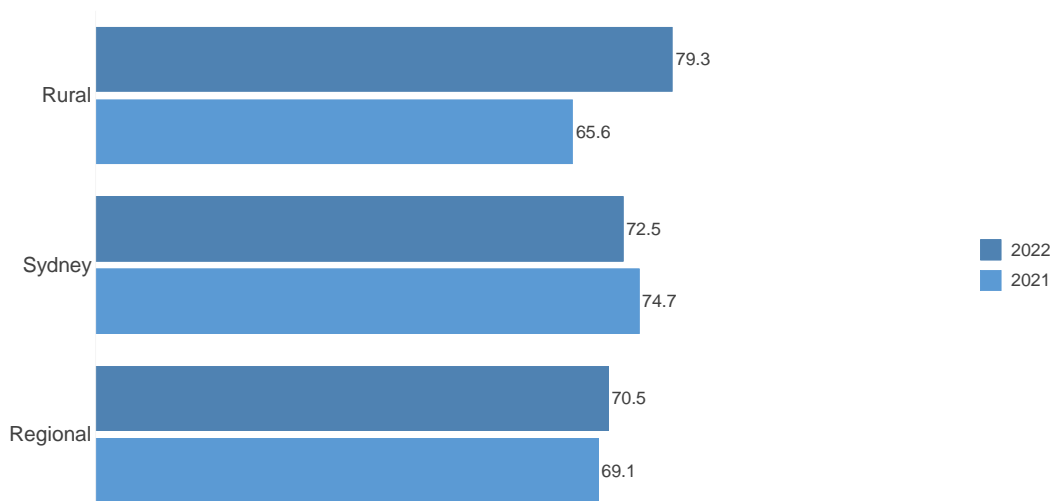
PERSONAL WELLBEING: SENSE OF SAFETY

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. The average score was 72.1. The highest score was 87.8, and the lowest was 50.0.

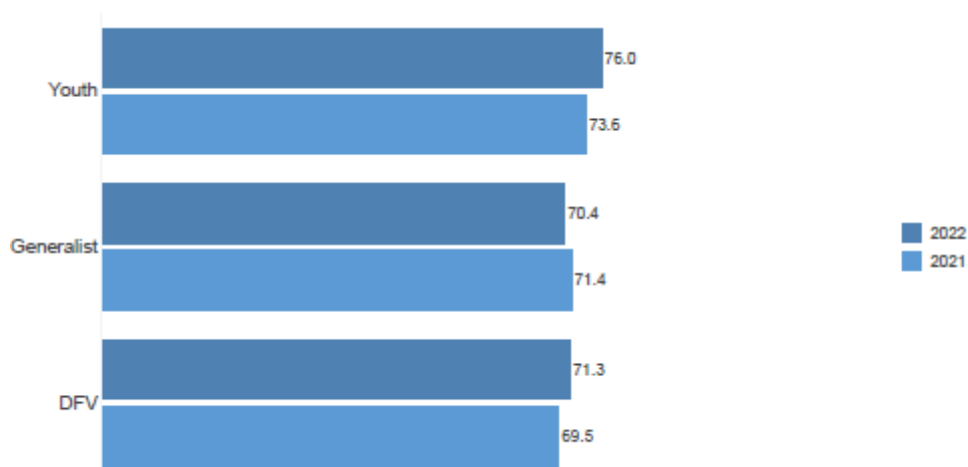
How safe you feel?



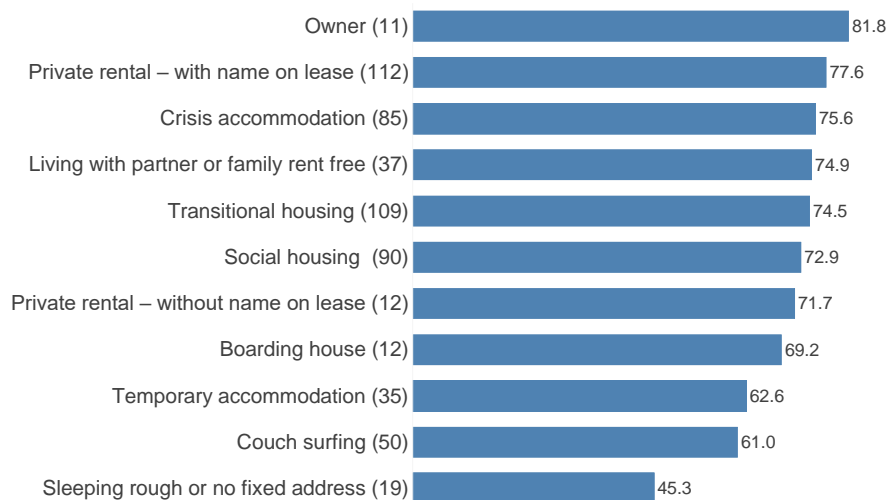
Group comparison by region: In terms of geographic comparisons, clients of Rural organisations were the most satisfied with how safe they feel (79.3) while clients of Regional organisations were least satisfied (70.5).



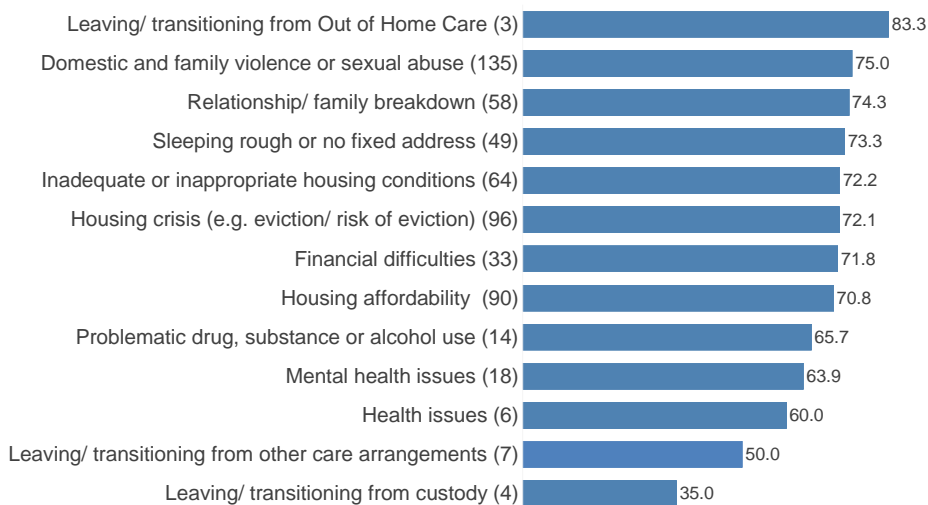
Group comparison by service speciality: Organisations specialising in Youth scored the highest overall (76.0), with Generalist organisations scoring lowest (70.4).



Group comparison by accommodation type: Clients who own their home were most satisfied with how safe they feel (81.8), while clients sleeping rough were the least satisfied (45.3).



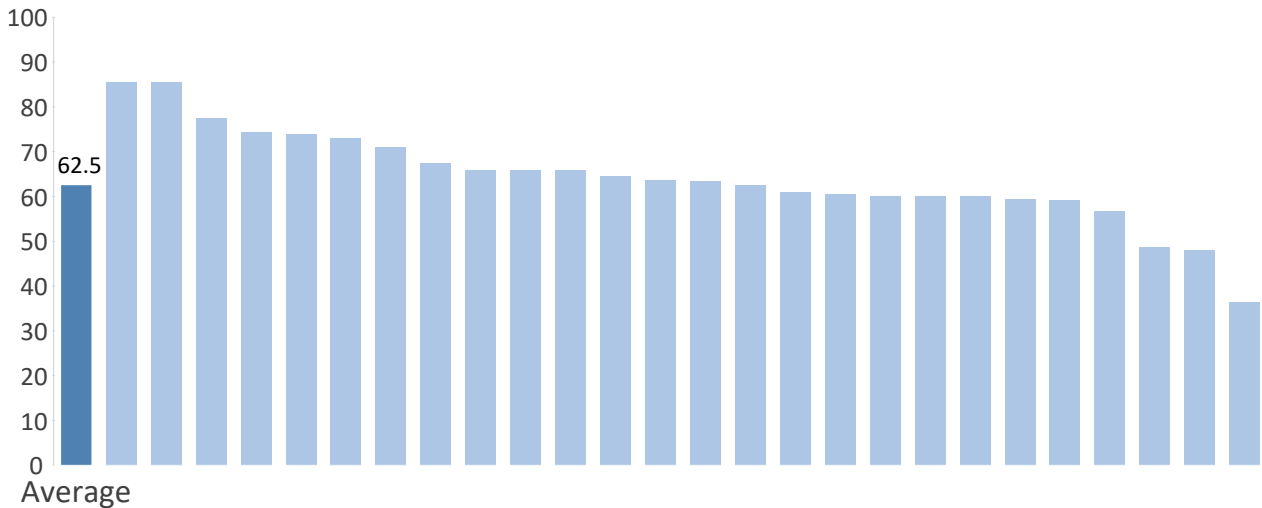
Group comparison by reason for seeking support: Clients who sought help when they were transitioning from Out of Home Care were the most with how safe they feel (83.3), while clients who sought help when leaving custody were the least satisfied (35.0).



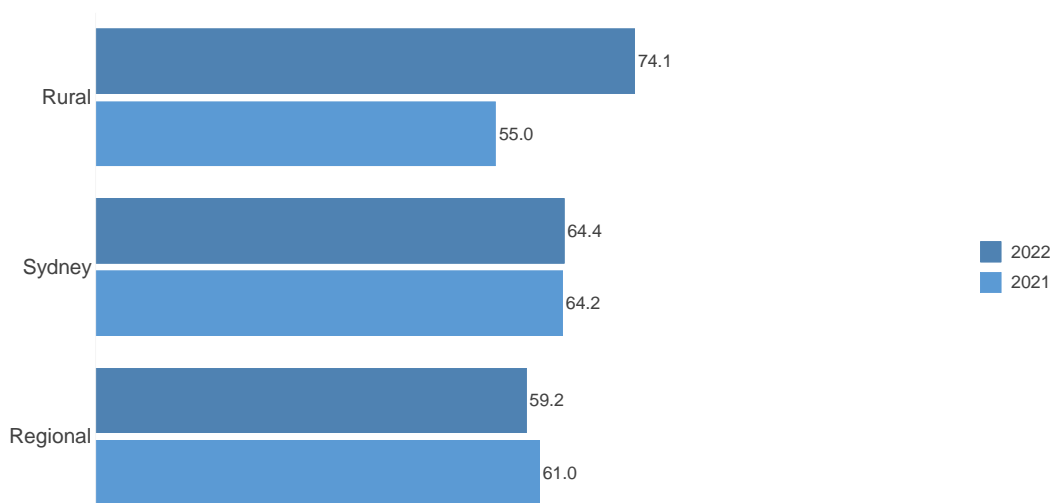
PERSONAL WELLBEING: COMMUNITY CONNECTION

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. The average score was 62.5. The highest score was 85.6, and the lowest was 36.4.

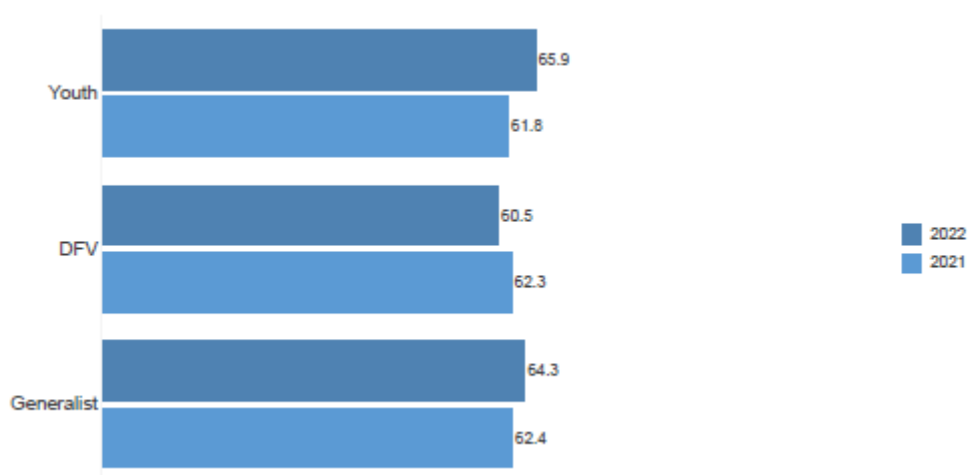
Feeling part of your community?



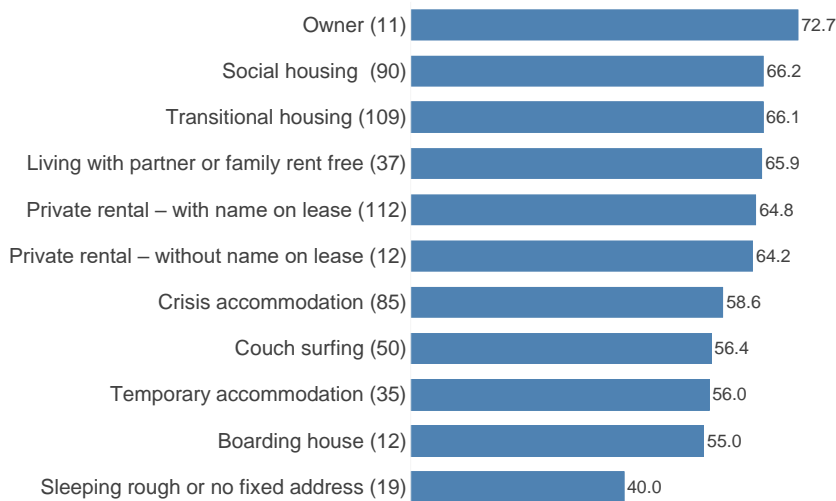
Group comparison by region: In terms of geographic comparisons there was some variation. Clients accessing Rural services were the most satisfied with feeling part of their community (74.1), while clients accessing services in Regional areas were the least satisfied (59.2).



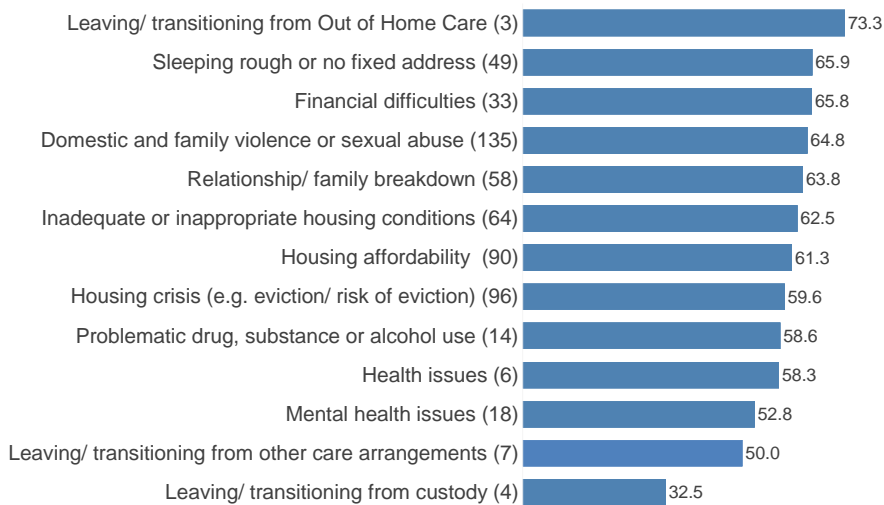
Group comparison by service speciality: Organisations specialising in Youth scored the highest overall (65.9), with DFV organisations scoring lowest (60.5).



Group comparison by accommodation type: Homeowners (72.7) were most satisfied with feeling part of the community, while clients sleeping rough (40.0) were the least satisfied with feeling part of their community.



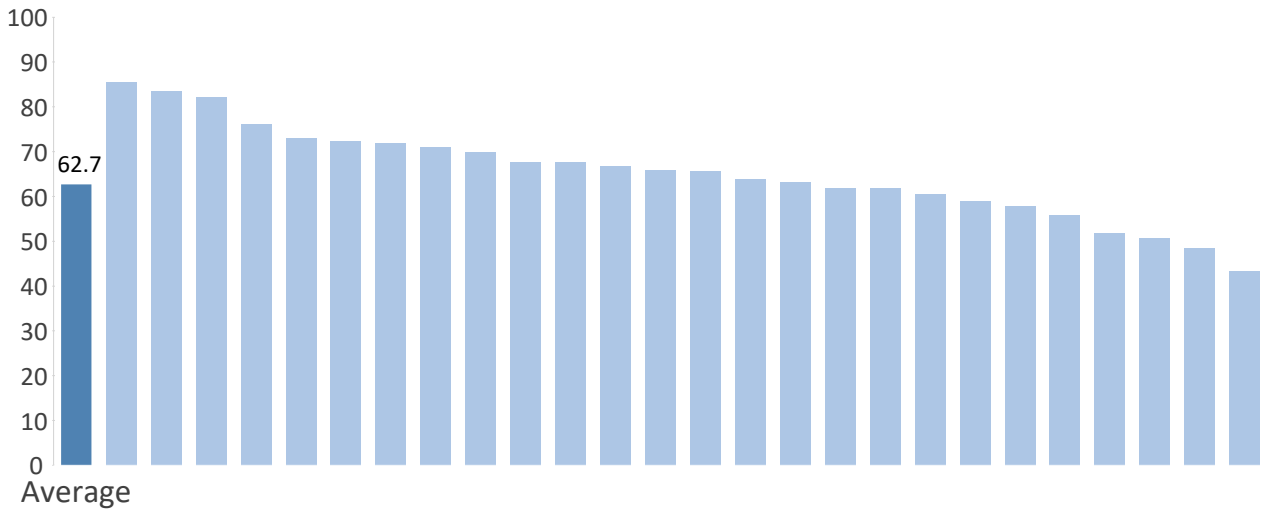
Group comparison by reason for seeking support: Clients who sought assistance after leaving Out of Home Care were the most satisfied with feeling part of their community (73.3), while clients who sought assistance when leaving custody were least satisfied (32.5).



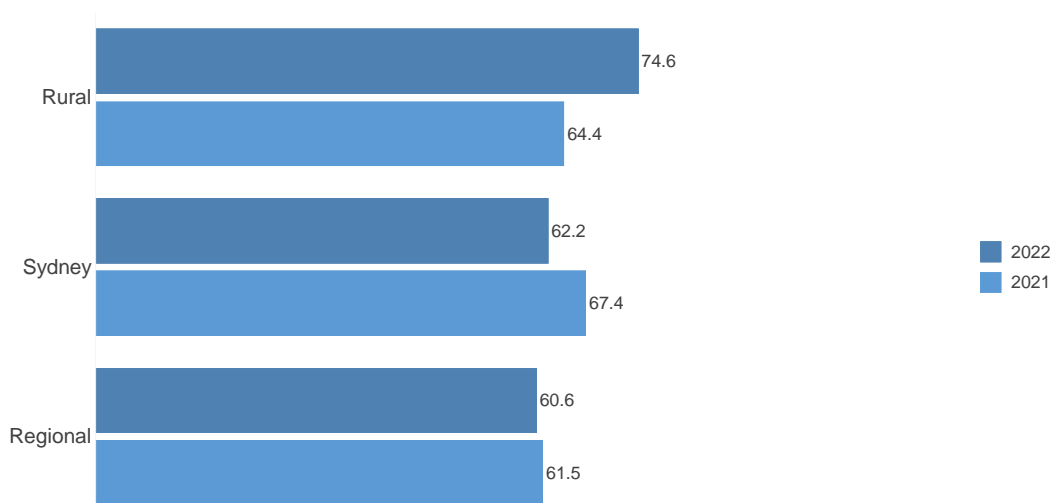
PERSONAL WELLBEING: FUTURE SECURITY

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. The average score was 62.7. The highest score was 85.6 and the lowest was 43.3.

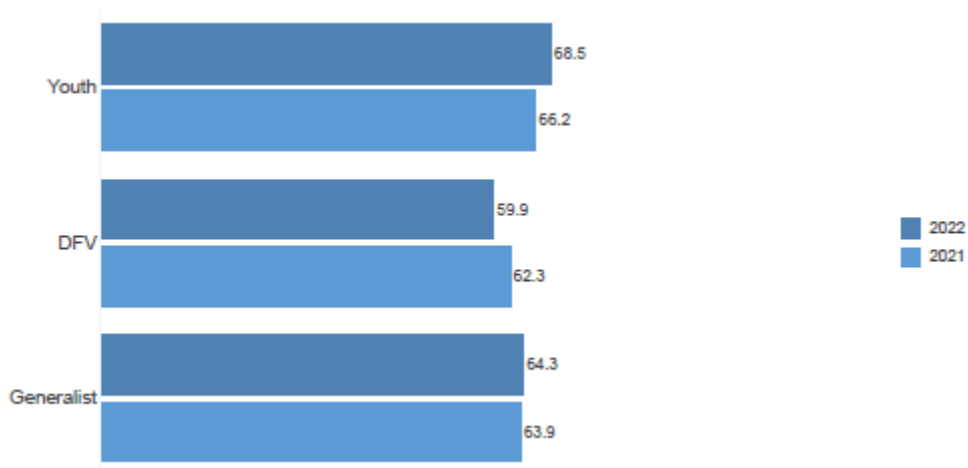
Your future security?



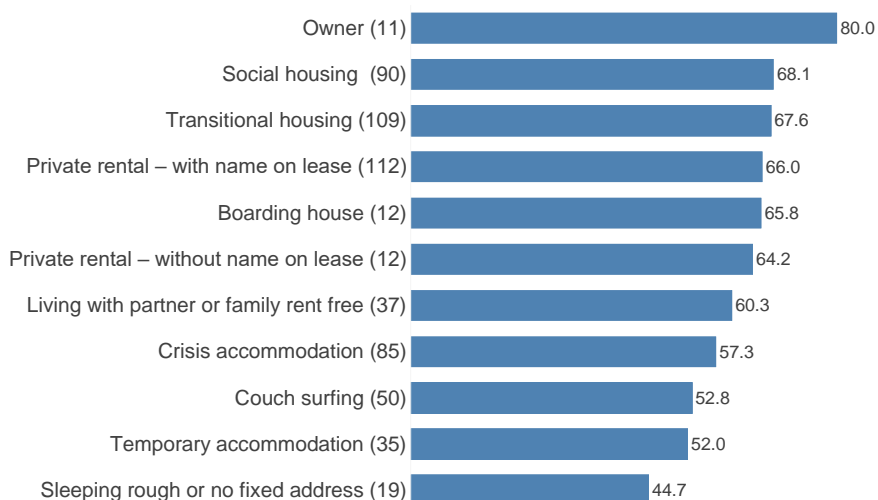
Group comparison by region: Clients accessing services in Rural areas were the most satisfied with their future security (74.6) while clients accessing services operating in Regional areas were the least satisfied (60.6).



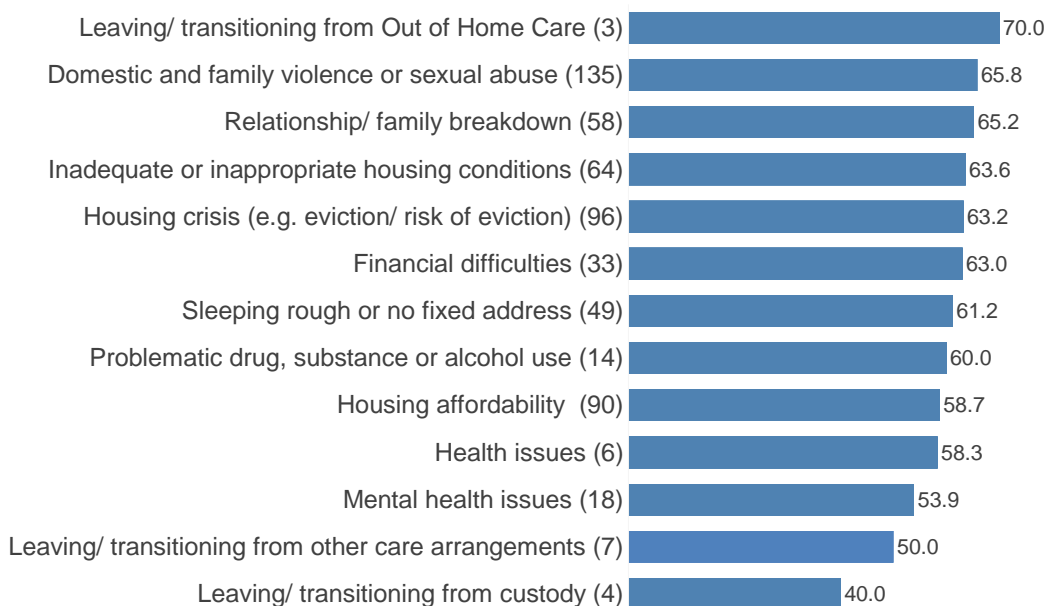
Group comparison by service speciality: Organisations specialising in Youth support scored the highest overall (68.5), with DFV organisations scoring lowest (59.9).



Group comparison by accommodation type: Regarding future security, people sleeping rough were the least positive (44.7). The most positive were clients who own their home (80.0).



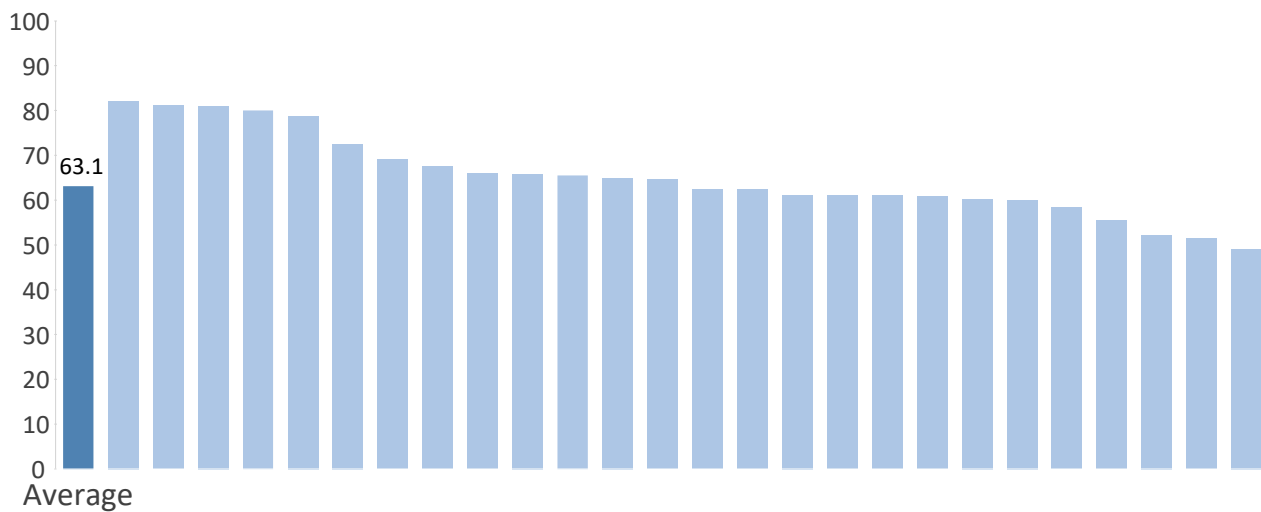
Group comparison by reason for seeking support: Clients who sought assistance after leaving Out of Home Care were the most positive about their future security (70.0). Clients who sought assistance when leaving custody were the least positive (40.0).



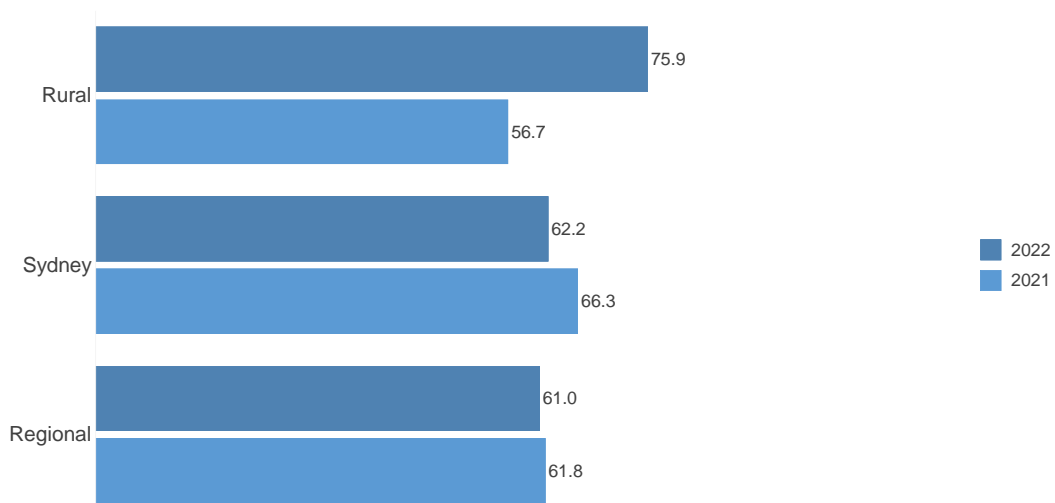
PERSONAL WELLBEING: SATISFACTION WITH LIFE AS A WHOLE

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. The average score was 63.1. The highest score was 82.2, and the lowest was 49.1.

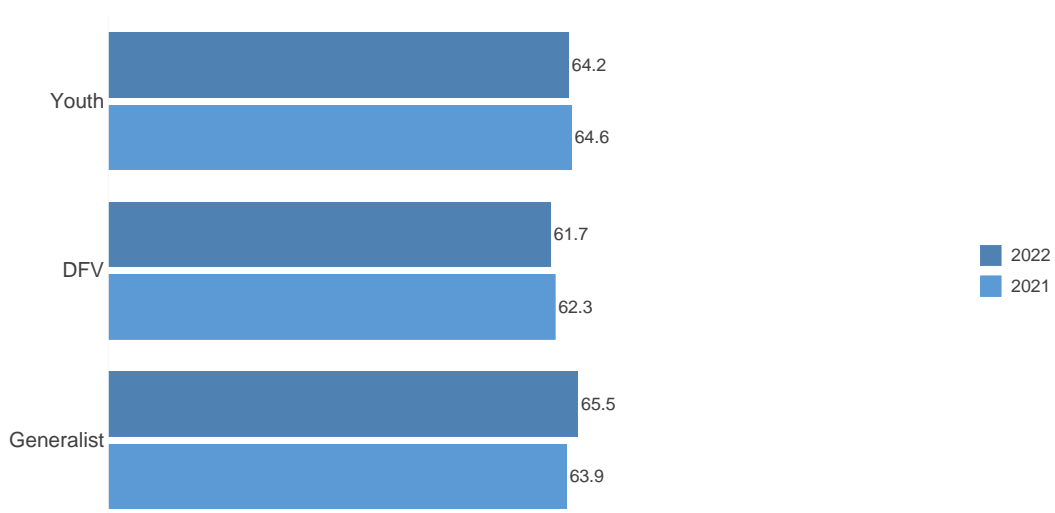
Your life as a whole



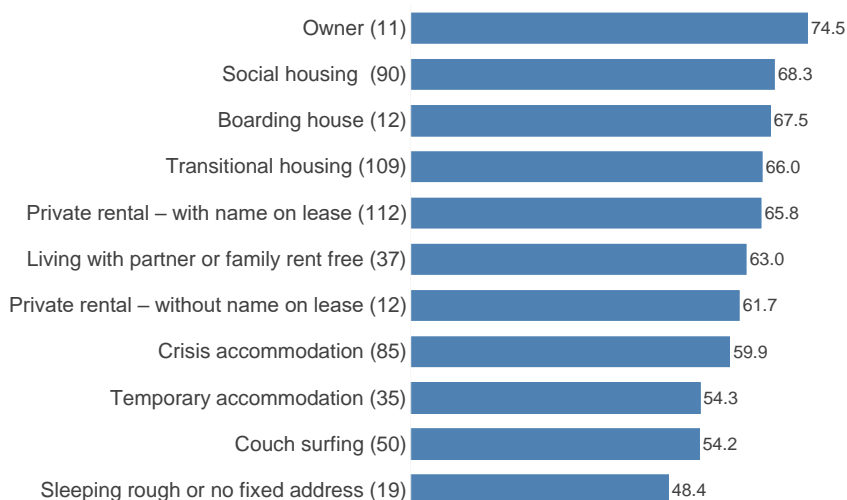
Group comparison by region: In terms of geographic comparisons there was some variation; clients in Rural areas had the highest satisfaction with their life as a whole (75.9). Clients of organisations serving Regional areas were least satisfied with their life as a whole (61.0).



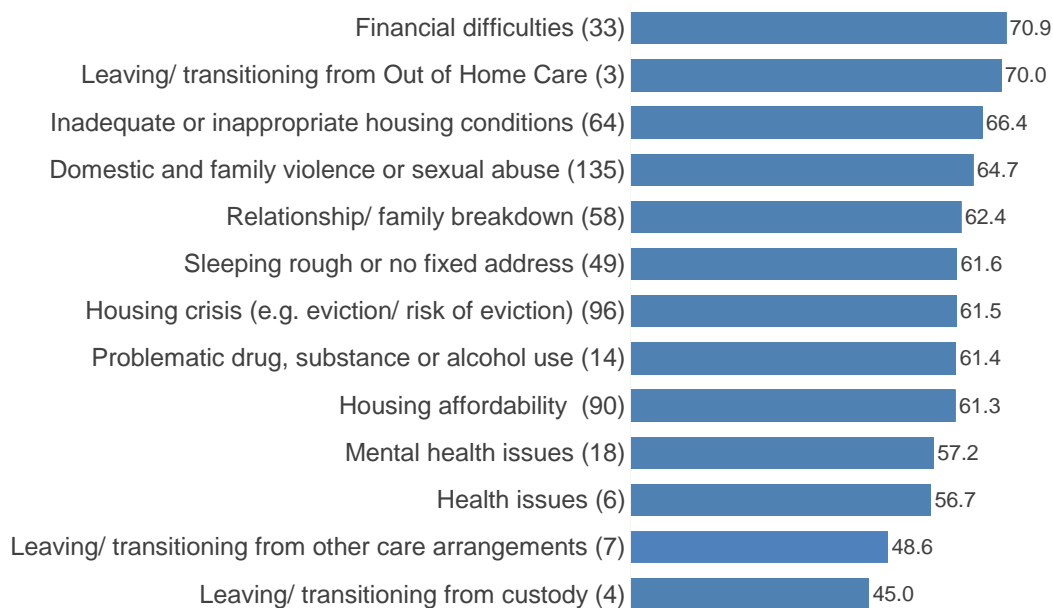
Group comparison by service speciality: There was little variation when comparing the results of organisations based on service speciality (range 61.7 to 65.5).



Group comparison by accommodation type: Clients who own their home were most satisfied with their life as a whole (74.5), while clients who sleep rough were the least satisfied (48.4).



Group comparison by reason for seeking support: Clients who sought help due to financial difficulties most satisfied with their life as a whole (70.9). Clients who sought help after leaving custody were the least satisfied (45.0).



Section 12: Analysis by Demographic Profile

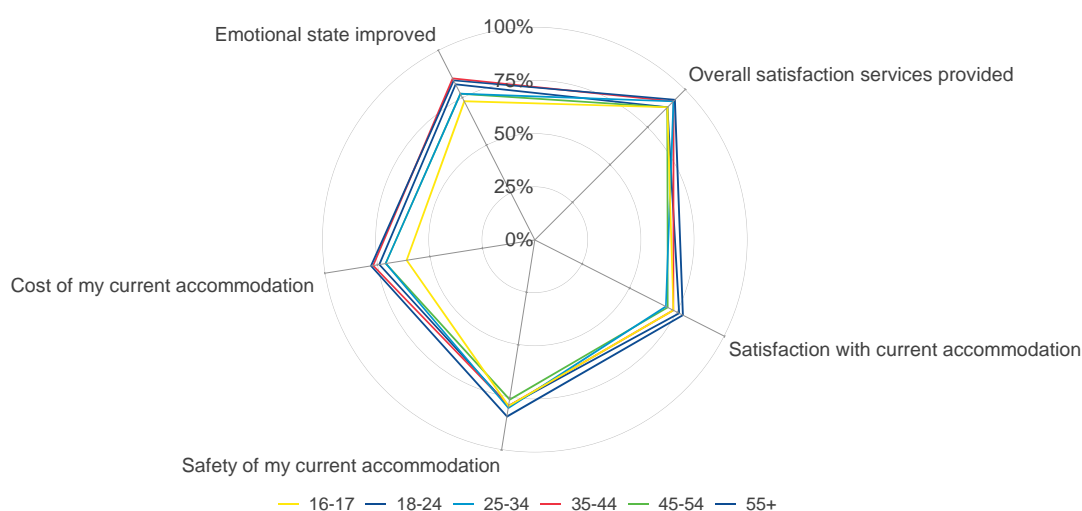
The table below presents the demographic breakdown of participants in the 2022 SHS client survey. In the following sub-sections, results for key indicators are broken down by each demographic variable listed in the table below. Results are compared between demographic subgroups using 'radar charts' and 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	26%
	Woman	72%
	Other/Opt-out	3%
Heritage	Identifying as Aboriginal or Torres Strait Islander	25%
	Not identifying as Aboriginal or Torres Strait Islander	75%
Dependents under 18	One or more	34%
	None	66%
Language	English	89%
	Other	11%
Age group	16-17	5%
	18-24	31%
	25-34	17%
	35-44	16%
	45-54	16%
	55+	16%
Disability	No disability	50%
	Disability	50%
Citizenship	Australian	93%
	Other	7%
Length of relationship with SHS organisation	Less than 1 month	13%
	Less than 3 months	14%
	Less than 6 months	19%
	6 to 12 months	21%
	1 to 2 years	15%
	Over 2 years	17%
Survey completion	Self-completion	45%
	Completed by staff member over the phone	16%
	Assisted completion (with staff member)	39%

SUMMARY OF DIFFERENCES BY AGE GROUP

Clients aged 18-24 were significantly more likely than those aged 16-17 to be satisfied with the cost of their accommodation (78% vs 61%).

Differences by Age Group

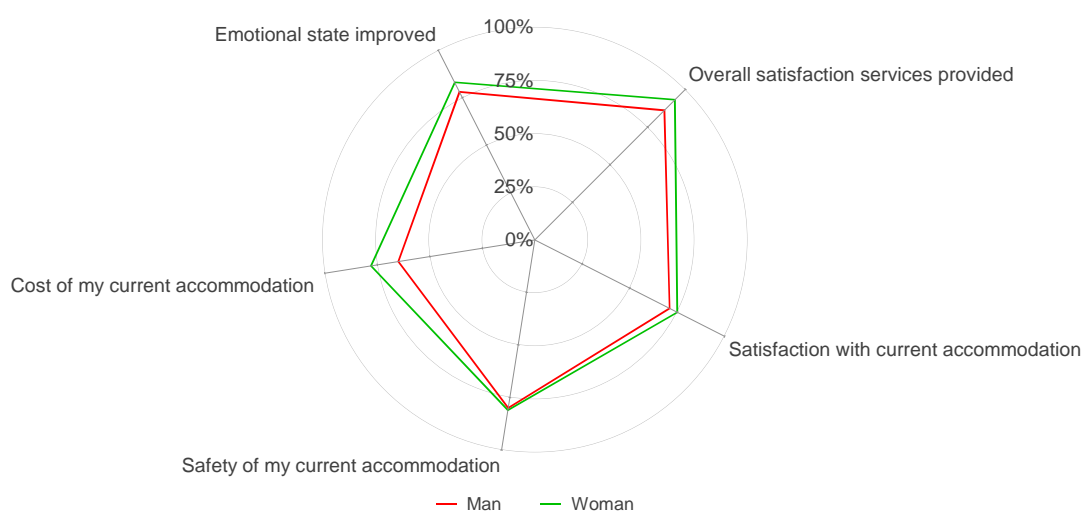


Indicator	Total	A. 16-17	B. 18-24	C. 25-34	D. 35-44	E. 45-54	F. 55+
Satisfaction with services	91% (655)	88% (32)	93% (197)	92% (108)	92% (106)	88% (105)	88% (106)
Satisfaction with accommodation	74% (664)	73% (33)	78% (203)	69% (108)	73% (106)	70% (107)	76% (106)
Safety of accommodation	80% (661)	79% (33)	84% (200)	80% (110)	79% (107)	76% (107)	79% (105)
Cost of accommodation	74% (660)	61% (33) B	78% (200) A	71% (109)	77% (105)	71% (106)	74% (106)
Emotional state has improved	81% (660)	73% (33)	84% (201)	77% (110)	85% (106)	77% (103)	82% (106)

SUMMARY OF DIFFERENCES BY GENDER

Women were significantly more satisfied than men when for two indicators: overall satisfaction with services provided (93% vs 86%) and satisfaction with cost of accommodation (78% vs 65%).

Differences by Gender

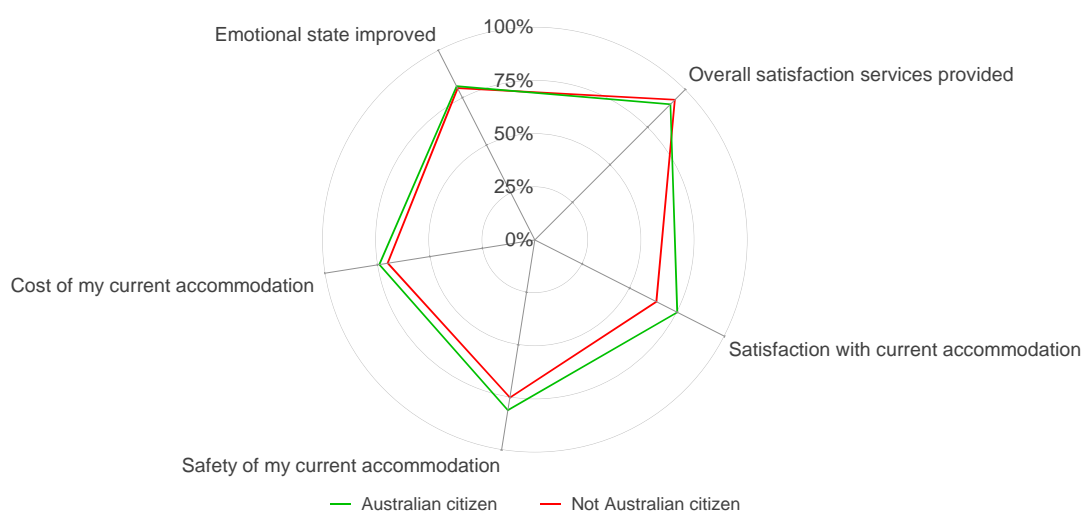


Indicator	Total	A. Man	B. Woman
Satisfaction with services	91% (655)	86% (168) B	93% (465) A
Satisfaction with accommodation	74% (664)	71% (169)	75% (472)
Safety of accommodation	80% (661)	80% (169)	81% (469)
Cost of accommodation	74% (660)	65% (169) B	78% (468) A
Emotional state has improved	81% (660)	78% (168)	83% (469)

SUMMARY OF DIFFERENCES BY CITIZENSHIP

There were no statistically significant differences when comparing the responses of Australian citizens to those who are not Australian citizens for these variables.

Differences by Citizenship

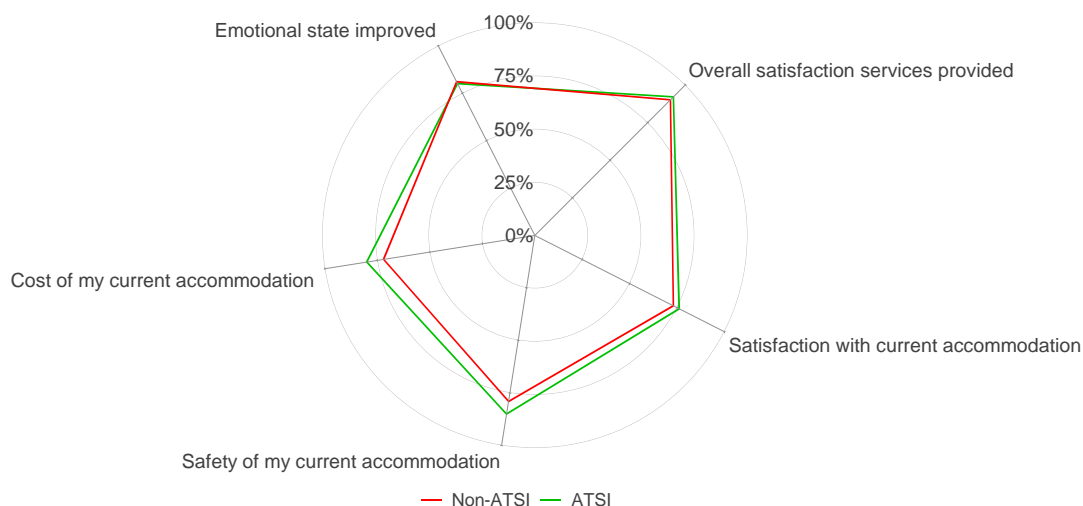


Indicator	Total	A. Australian citizen	B. Not Australian citizen
Satisfaction with services	91% (655)	90% (605)	93% (45)
Satisfaction with accommodation	74% (664)	75% (614)	64% (45)
Safety of accommodation	80% (661)	81% (612)	75% (44)
Cost of accommodation	74% (660)	74% (612)	70% (44)
Emotional state has improved	81% (660)	81% (610)	80% (45)

SUMMARY OF DIFFERENCES BY HERITAGE

Clients who identified as Aboriginal and/or Torres Strait Islander were generally slightly more satisfied compared to clients who identified with other backgrounds, though none of the differences were statistically significant.

Differences by Heritage

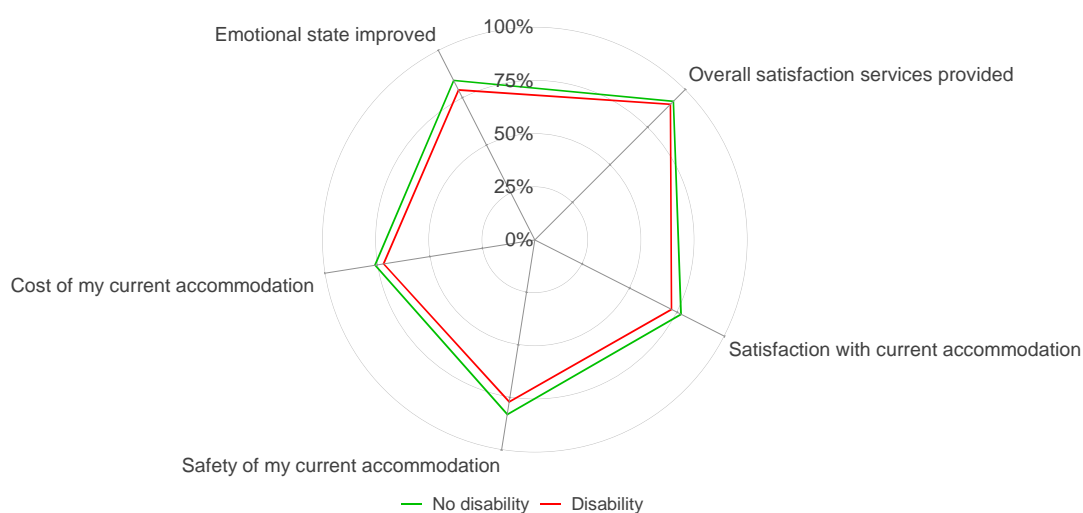


Indicator	Total	A. Not identifying as Aboriginal and/or Torres Strait Islander	B. Identifying as Aboriginal and/or Torres Strait Islander
Satisfaction with services	91% (655)	90% (491)	92% (163)
Satisfaction with accommodation	74% (664)	73% (500)	76% (163)
Safety of accommodation	80% (661)	79% (496)	85% (164)
Cost of accommodation	74% (660)	72% (496)	80% (163)
Emotional state has improved	81% (660)	81% (496)	80% (163)

SUMMARY OF DIFFERENCES BY FUNCTIONAL ABILITY

Clients living without a disability were significantly more to be satisfied with the safety of their accommodation.

Differences by Disability

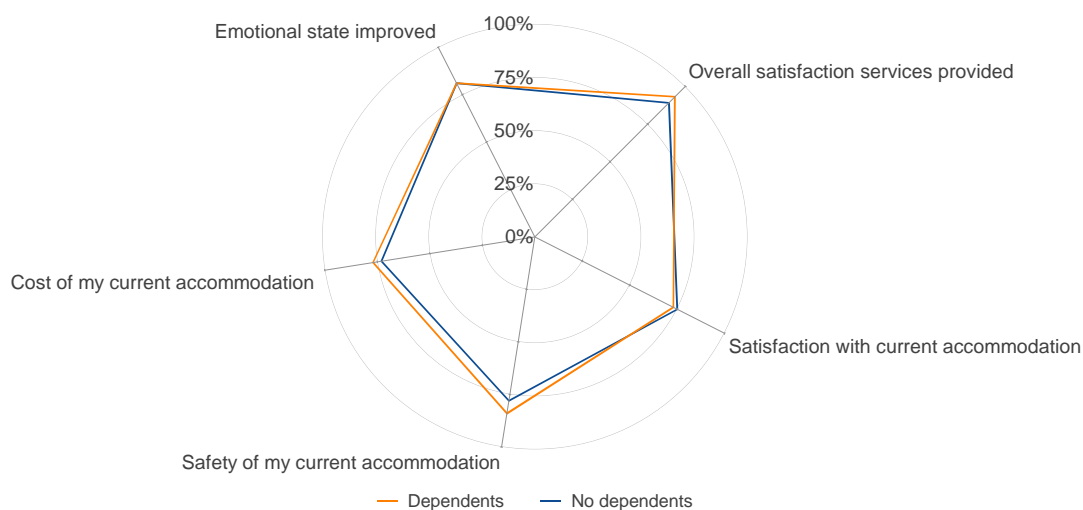


Indicator	Total	A. No disability	B. Disability
Satisfaction with services	91% (655)	92% (324)	90% (326)
Satisfaction with accommodation	74% (664)	77% (330)	72% (329)
Safety of accommodation	80% (661)	83% (327) B	77% (3) A
Cost of accommodation	74% (660)	76% (328)	72% (327)
Emotional state has improved	81% (660)	84% (329)	79% (326)

SUMMARY OF DIFFERENCES BY DEPENDENTS

Clients with one or more dependents under the age of 18 were more likely to be satisfied with the safety of their current accommodation than clients without any dependents under the age of 18.

Differences by Dependents

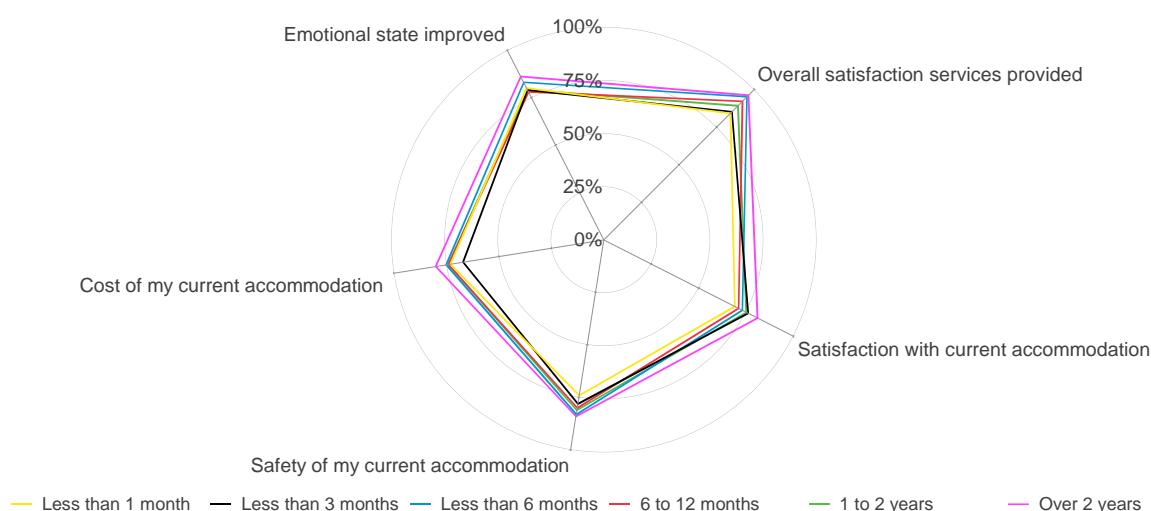


Indicator	Total	A. One or more dependent(s)	B. No dependents
Satisfaction with services	91% (655)	93% (215)	89% (418)
Satisfaction with accommodation	74% (664)	73% (219)	75% (422)
Safety of accommodation	80% (661)	84% (219) B	78% (419) A
Cost of accommodation	74% (660)	77% (218)	73% (419)
Emotional state has improved	81% (660)	81% (220)	81% (418)

SUMMARY OF DIFFERENCES BY LENGTH OF CONTACT

In general terms, clients who have had a shorter relationship with their provider were less satisfied with services overall than clients with a more established relationship.

Differences by Length of Contact

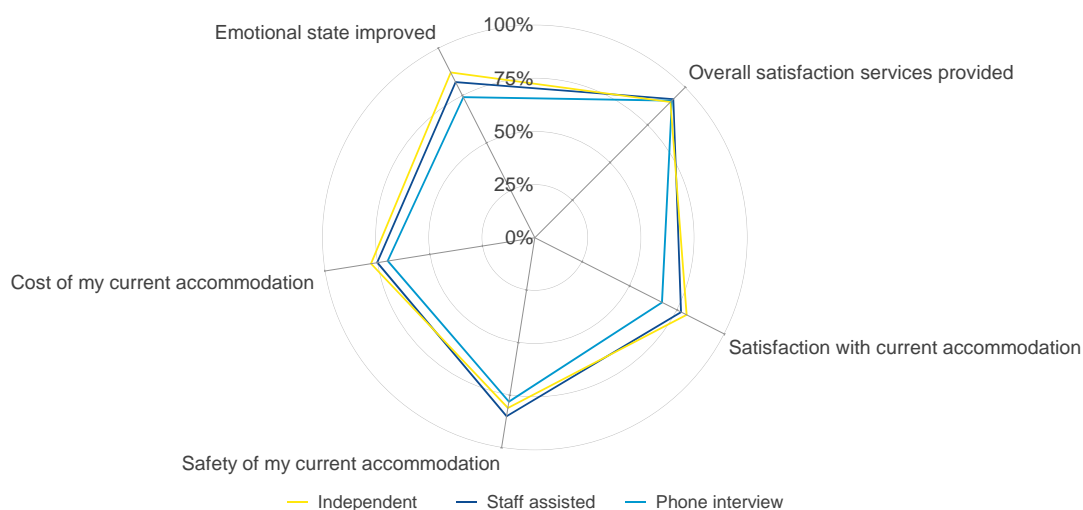


Indicator	Total	A. Less than 1 month	B. Less than 3 months	C. Less than 6 months	D. 6 to 12 months	E. 1-2 years	F. Over 2 years
Satisfaction with services	91% (655)	84% (85) CF	85% (94) CF	95% (126) AB	92% (137)	89% (101)	96% (112) AB
Satisfaction with accommodation	74% (664)	69% (87)	76% (94)	73% (128)	71% (139)	75% (102)	81% (113)
Safety of accommodation	80% (661)	74% (86)	78% (94)	83% (126)	80% (138)	81% (103)	84% (113)
Cost of accommodation	74% (660)	73% (86)	67% (94) F	75% (125)	74% (138)	74% (103)	80% (1139) B
Emotional state has improved	81% (660)	80% (86)	79% (92)	83% (127)	78% (139)	79% (102)	86% (113)

SUMMARY OF DIFFERENCES BY COMPLETION METHOD

Those who completed the survey independently were more satisfied than those who completed over the phone for three variables: Satisfaction with accommodation, satisfaction with cost of accommodation, and proportion reporting that their emotional state has improved.

Differences by Completion Method

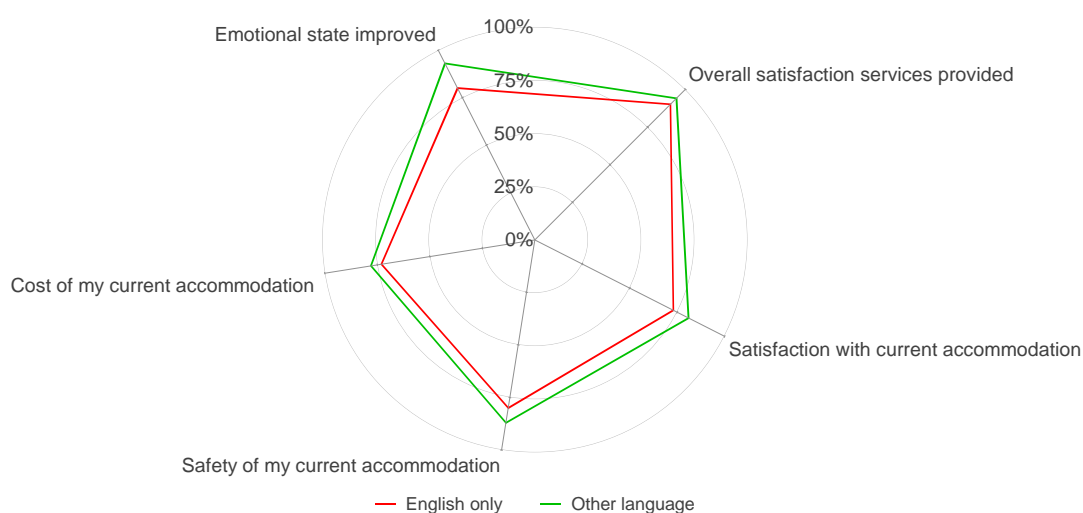


Indicator	Total	A. Completed independently	B. Staff assisted completion	C. Telephone interview
Satisfaction with services	91% (655)	90% (290)	92% (102)	91% (258)
Satisfaction with accommodation	74% (664)	80% (297) C	77% (103)	67% (258) A
Safety of accommodation	80% (661)	81% (295)	85% (102)	78% (259)
Cost of accommodation	74% (660)	78% (296) C	75% (102)	70% (257) A
Emotional state has improved	81% (660)	87% (295) C	82% (101)	74% (258) A

SUMMARY OF DIFFERENCES BY LANGUAGE

Those clients who have a different mother tongue were significantly more likely to report that their emotional state has improved than those with English as their mother tongue.

Differences by Language



Indicator	Total	A. English	B. Other language
Satisfaction with services	91% (655)	90% (576)	94% (66)
Satisfaction with accommodation	74% (664)	73% (580)	81% (69)
Safety of accommodation	80% (661)	80% (578)	87% (68)
Cost of accommodation	74% (660)	73% (576)	78% (69)
Emotional state has improved	81% (660)	80% (578) B	93% (68) A