

2023 Client Satisfaction Survey Factsheet

- **Register:** 3 – 22 April 2023 via <https://www.surveymonkey.com/r/HNSWCSS2023>
- **Survey open:** 8 May – 23 June 2023
- **Virtual briefing:** 11am – 11:30am, 20 April 2023. Register to attend via <https://events.humanitix.com/virtual-briefing-for-the-client-satisfaction-survey>

What is the Client Satisfaction Survey?

The Client Satisfaction Survey measures satisfaction with services and client outcomes resulting from accessing homelessness services. The survey consists of 38 standard questions covering: demographics, client experience of the service, client satisfaction with current living environment and client outcomes.

Homelessness NSW engages Community Housing Industry Association NSW (CHIA NSW) to administer the survey with services. By registering for the survey, your organisation will receive login details to the online platform for clients to complete the survey.

Why take part in the survey?

- Services receive individualised reports, including benchmarking comparison and historical references. To prevent responses from being individually identifiable, each organisation will only receive an individualised report if they reach the minimum response count of 10.
- Information sharing across the sector for benchmarking and transparency including benchmark overtime.
- Sector level aggregate data used to inform advocacy, learning and development and shape sector support.
- The survey builds on the work undertaken by a reference group to identify common measures of client satisfaction, mapped to align with the Human Services Outcomes Framework domains.
- There is no cost to participate.

How is the data managed and stored?

- It is preferred that all surveys are completed online to support data collection privacy and impartiality. There is an option for paper surveys to be completed if needed.
- Registration data is managed and housed by Homelessness NSW. Homelessness NSW provides this data to CHIA NSW for registered organisations to receive login details to the survey to administer with clients.
- During registration, you will be asked to indicate your understanding and consent that Homelessness NSW will be receiving and storing aggregate survey data.

Confidentiality and consent

CHIA NSW administers the survey and conducts data analysis. Clients completing the survey can be confident that survey data remains confidential, and views can be openly and honestly expressed. Where CHIA NSW shared data with Homelessness NSW, this is for the purpose of sending reports to services. Data is reported only in aggregate form, or in a manner that does not allow individual responses to be identified.

Clients participating in the survey is entirely voluntary. Whether a client agrees to participate or not, won't affect the assistance received from the service. A client can choose to stop the survey at any time or skip any questions they don't want to answer.

The survey provides complaint handling information direct to Homelessness NSW.

Survey Methodology:

- The survey consists of around 30 standard questions covering: demographics, client experience of the service, client satisfaction with their current living environment, and client outcomes.
- The survey is made available online, so it can be completed via an app, downloaded to a tablet, smart phone or computer. Clients can fill in the survey themselves or with the aid of a staff member.
- Participation in the survey is entirely voluntary. Informed consent is sought from each client before asking any questions. No personal identifying information is kept, and only aggregated data is published.