

Specialist Homelessness Services (SHS)
2023 Sector Client Survey

Information Booklet for SHS

29 March 2023

Prepared by Community Housing Industry Association NSW (CHIA NSW)
on behalf of Homelessness NSW

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Section 1: Why take part in a client satisfaction and outcomes survey?

- Receive individualised reports for your service to inform continuous quality improvement
- Information sharing across the sector for benchmarking and transparency including benchmark over time
- Link to outcomes – collect data on sector's impact
- Advocacy work; use data to demonstrate impact and performance to Government
- Sector led – developed by the sector and under sector control
- Independent, external and reliable
- No cost for services to take part

Section 2: How does it work?

Surveys can be completed **ONLINE** and or via **PEN-AND-PAPER**.

ONLINE

- You can administer the survey either via a tablet device or PC/desktop.



To access the survey:

Scan the QR code on the left or enter

www.communityhousing.org.au/SHS2023

into your browser.

***Note for previously participating SHS:**

You will no longer be required to download or use an app for tablet-administered surveys.

Surveys will be browser-based.

- You will be taken to a login page:



SHS Sector 2023 Client Satisfaction Survey

Please enter your username:

Please enter your password:

Next 

- Your organisation will be assigned a Username and Password. You will use the same login details for each survey you conduct. This ensures all responses uniquely received for your organisation can be kept separate from others for individual reporting.

For testing purposes and to preview the survey, please use the following test logins:

USERNAME (CASE-SENSITIVE)

PASSWORD

testshs1

0000

PEN-AND-PAPER SURVEYS



- [Click here](#) to download a paper copy of the survey.
- Option to provide client with a safe space/room to complete the survey without interference.
- Provide a collection point or drop-box for clients to leave their completed surveys.
 - Option to provide client with sealable envelope for drop-off to increase sense of anonymity.
- Periodically (**recommended: weekly**), staff will need to:
 - log in to survey platform (via app or computer) using assigned login details, and
 - manually input survey responses/data
 - we recommend inputting responses in batches of 10

*Note: Paper copies of the survey should be provided to the client as a last option. To ensure anonymity of client responses, the web-based survey should be prioritised.

Section 3: How do I take part?

- Register your organisation at communityhousing.org.au/RegisterSHS by **28th April 2023 (Friday)**. There is no cost to participate.
- Homelessness NSW will send you your organisation's login details for the survey (see page 5 above for how login details are used)
- 2023 survey will be implemented sector wide from **8th May 2023 to 23rd June 2023**.
- CHIA NSW will analyse data/results and provide you the individualised report for your service in late July 2023 (see Section 4 next for details on Report Features).

Important to note

- To prevent responses from being individually identifiable, each organisation will only receive an individualised report if they reach the **minimum response count of 10**.
- During registration, you will be asked to indicate your understanding and consent that HNSW will be receiving and storing your aggregated data. CHIA NSW will provide a separate report to Homelessness NSW which presents the sector wide aggregate results.

Section 4: Report features

Individualised smart report

INTRODUCTION

This report provides the findings of the independent client satisfaction survey for [redacted]. The survey was conducted by the Community Housing Industry Association (the Association) on behalf of Homelessness Industry Partnership - a partnership between Domestic Violence NSW, Yfoundations and Homelessness NSW.

The aims of this survey are to:

- Establish levels of well-being of service users and their experiences.
- Benchmark the results for each service provider.
- Inform future service delivery improvements.

METHODOLOGY

In total, 56 services took part in the study. This headline report contains the key information about the results for [redacted] and it compares these results to the aggregated data set collected by Homelessness Industry Partnership.

The survey was implemented sector wide between March and April 2019. The survey was available online, and also administered via an app, downloaded to a tablet or smart phone. Clients could fill in the survey themselves or with the aid of a staff member.

Participation in the survey was entirely voluntary and the survey sought a client's informed consent before asking any questions. The total number of responses from [redacted] in 2019 was 27. All scores in the commentary of this report refer to [redacted] unless otherwise stated.

The questionnaire contained the following sections:

1. Service Experience
2. Current situation
3. Impact of service
4. About you (user profile)

Benchmarking with sector average and top/bottom performing areas




BENCHMARKING

The table below compares the scores received for to the client aggregated dataset for the key indicators.




	This Organisation	Benchmark	Difference
Connection with others improved	85%	65%	20
Staff explained how to make a complaint against this organisation	100%	83%	17
Confidence in dealing with changes improved	93%	80%	13
Emotional state improved	96%	84%	12
Safety of my current accommodation	96%	85%	11
Satisfaction with current accommodation	93%	82%	11
Connection with the community improved	78%	68%	10
Cost of my current accommodation	89%	80%	9
Staff understood my needs	100%	97%	3
Staff treated me with respect	100%	99%	1
Overall satisfaction services provided	96%	95%	1
Privacy in my current accommodation	81%	81%	0
Staff referred me to other services to support my other needs	89%	90%	-1
I have participated in setting my case plan goals	78%	93%	-15
Educational opportunities improved	33%	51%	-18
Financial situation improved	48%	66%	-18
Staff told me about my accommodation options	74%	94%	-20
Your employment opportunities improved	26%	47%	-21
Staff sensitive to ethnic and cultural background	67%	92%	-25

TOP AND BOTTOM PERFORMING AREAS

We have identified the top three scoring items for

-  Staff treated me with respect (100% Positive)
-  Staff understood my needs (100% Positive)
-  Staff explained how to make a complaint against this organisation (100% Positive)

and alongside them the items with the lowest scores.

-  Your employment opportunities improved (26% Positive)
-  Educational opportunities improved (33% Positive)
-  Financial situation improved (48% Positive)

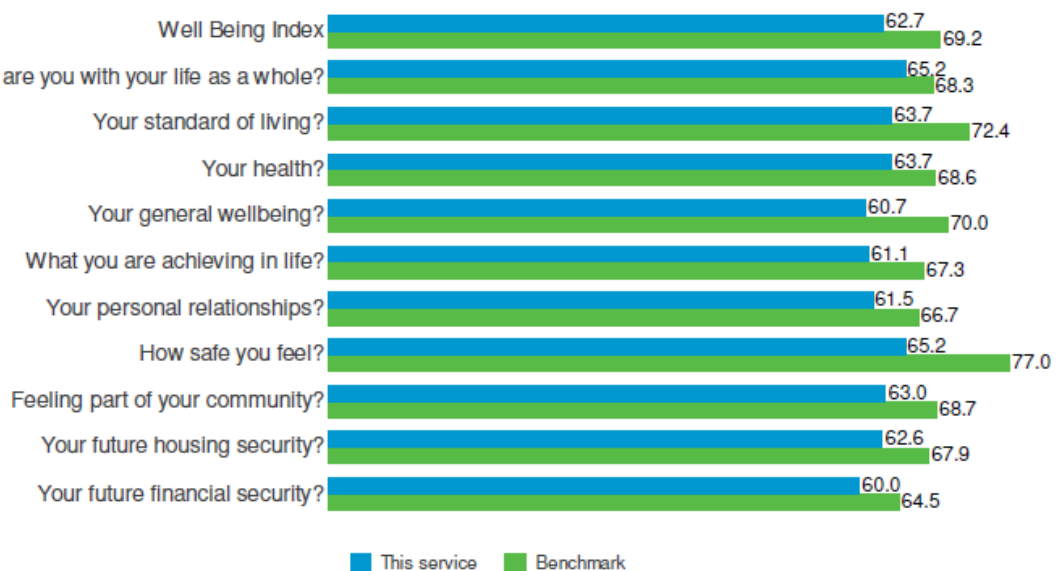
Benchmarking with sector average for Personal Wellbeing

WELLBEING INDEX

At the end of questionnaire residents were asked to respond to different 11 point rating scale questions which when taken together make up a 'Personal Wellbeing Index' and when looked at independently give a perspective on various issues including sense of personal safety, life satisfaction and health. These questions are scored on a scale of 0 to 100, where 100 is the highest rating. The chart below plots the results to the individual questions as well as the overall Personal Wellbeing Index score.

The overall wellbeing index gives a score of 62.7 compared to benchmark score of 69.2. In terms of the scores for the individual variables:

- "How safe you feel?" scored highest (65.2), followed by "How satisfied are you with your life as a whole?" (65.2) and "Your standard of living?" (63.7).
- "Your general wellbeing?" scored lowest (60.7), followed by "What you are achieving in life?" (61.1).



Charted results for service provision indicators



Charted results for social impact of your service

IMPACT OF THE SHS SERVICE

In this section we look at how support and assistance from [redacted] has had an impact on the lives of service users. Respondents were asked whether various aspects of their quality of life had improved or deteriorated as a consequence of their involvement with [redacted].

96% said that their emotional state had improved



49% said that their financial situation had improved



33% said that their educational opportunities had improved



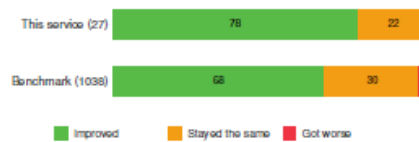
26% said that their employment opportunities had improved



85% said that their connection with others (e.g. friends and family) had improved



78% said that their connection with the community had improved



93% said that confidence in dealing with changes had improved



Section 5: Contact points for enquiries

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