

SPECIALIST HOMELESSNESS SERVICES (SHS) CLIENT SATISFACTION SURVEY: 2023 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).

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, Homelessness NSW 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.

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 8 May and 23 June 2023. 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 Homelessness NSW, so that SHS providers could participate at no cost. In total 34 services took part in the study. Of the 571 clients who were presented the survey brief/information sheet, 547 (96%) 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.

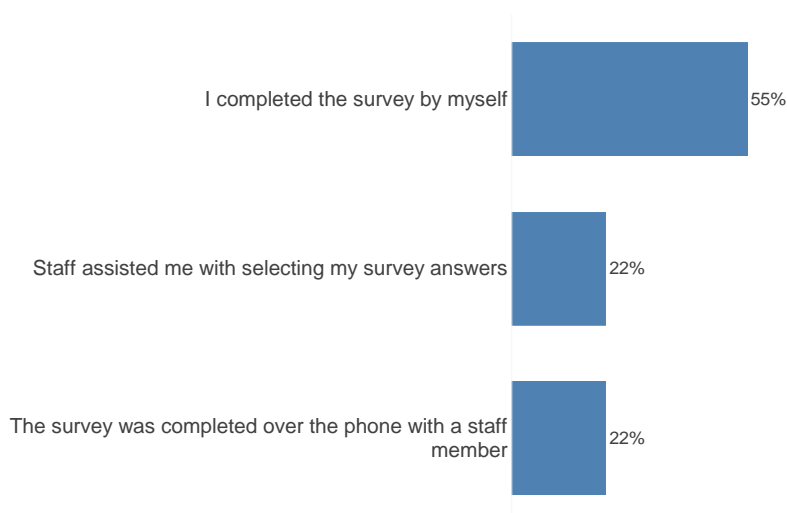
It is a challenge in any given data collection process to quantify the true impact of nonresponse bias on survey results. Accordingly, it is at the discretion of any given researcher/audience to consider survey results with the potential impact of nonresponse bias in mind.

A note on figures in this report

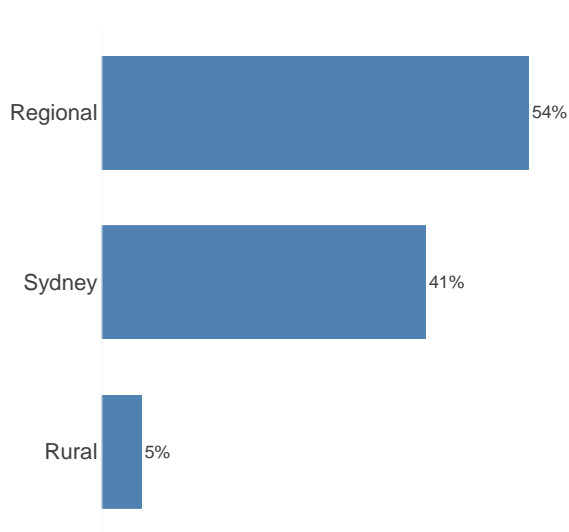
Please note that percentages may not add to 100% due to rounding.

Key descriptives

Method of Completion: Fifty-five percent (55%) completed the survey by themselves, 22% completed the survey over the phone and 22% were assisted by a member of staff.



Participating services by Region: Most organisations were Regional (54%) or based in Sydney (41%). A further 5% were Rural organisations.



Participant demographics: Of the 547 clients who completed this survey, 31% described themselves as having Aboriginal or Torres Strait Island heritage and 92% were Australian citizens. In terms of age groups: 28% were under 25, 18% were 25-34, 20% were 35-44, 15% were 45-54 and 19% of respondents were over 55 years of age.

Fifty-nine (59%) of respondents were female, and 34% of respondents had dependents under the age of 18. Over half (55%) 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 2023 SHS client survey. Where historical data is available, comparisons to 2021 and 2022 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

89% of clients indicated that they were satisfied overall with the services they received. This is a 2%point fall from 2022 and but nevertheless represents a very positive result – with almost 9 in 10 clients are satisfied overall with the services they received.

SATISFACTION WITH ACCOMODATION

There was little change when compared to 2022 with clients continuing to indicate high levels of satisfaction with their accommodation this year:

- 76% were satisfied with their current accommodation overall (up 2% from the 2022 score of 74%).
- 78% were satisfied with the safety of their current accommodation (down 2% from the 2022 score of 80%).
- 76% were satisfied with the cost of their current accommodation (up 2% from 2022).
- 73% were satisfied with the privacy of their current accommodation (down 1% from 2022).
- 63% were satisfied with the security of their accommodation into the future (up 1% from 2022).

CUSTOMER SERVICE

Clients indicated high levels of agreement that they received quality support from staff members this year. There were two statistically significant changes when compared to 2022.

- 98% agreed that staff treated them with respect.
- 87% agreed that staff were sensitive to their ethnic and cultural background (a statistically significant decrease from 90% in 2022).
- 96% agreed that staff have made them feel accepted for who they are.
- 95% agreed that staff understood their needs.
- 92% agreed that they were involved in setting their case plan goals.
- 90% agreed that staff referred them to other services to support their other needs (a significant increase from 87% in 2022).
- 92% agreed that staff told them about their accommodation options.
- 81% agreed that staff explained how to make a complaint about their service.

CHILD SUPPORT

66% of respondents reported that they do not have children under the age of eighteen. Excluding these clients from analysis, 52% reported that the service met all their children's needs, and 34% 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:

- 82% reported that their emotional state has improved since getting assistance from the service, 14% reported that it has stayed the same and 4% reported that it has got worse.
- 55% reported that their financial situation has improved, 39% reported that it has stayed the same and 5% reported that it has got worse.

- 40% reported that their educational opportunities have improved, 58% reported that they have stayed the same and 2% reported that they have got worse.
- 47% reported that their employment opportunities have improved, 52% reported that they have stayed the same and 1% reported that they have got worse.
- 56% reported that their connection with others has improved, 39% reported that it has stayed the same and 5% reported that it has got worse.
- 61% reported that their connection with the community has improved, 36% reported that it has stayed the same and 3% reported that it has got worse.
- 76% reported that their confidence in dealing with changes has improved, 20% reported that it has stayed the same and 4% reported that it has got worse.

WELLBEING INDEX

The average overall PWI score among SHS clients was 61.1 this year, slightly below the 63.3 recorded in 2022. Not unexpectedly, this is below the 2022 norm (66 to 72.1)¹, set by the Australian Unity Wellbeing Index for low-income groups (< \$ 60,000). By way of comparison, CHIA NSW's current benchmark figure for wellbeing score among community housing tenants is 68.2.

When looking at the individual wellbeing areas, the best performing indicator was feeling safe (68.2). The lowest performing Wellbeing area was for life achievement (58.1).

ALIGNMENT WITH HSOF DOMAINS

Key questions mapped to the HSOF and drawn from the Homelessness Outcomes Indicator Databank were included in the survey. These results are presented in full against HSOF domains in the next section (Section 4). Results suggest that the sector is having a significant impact across all seven HSOF domains.

The highest score was for the 'home' domain, recording a positive impact score of 76%.



The sector is also generating positive outcomes even with longer-term trajectory outcomes, such as employment (47%) and educational opportunities (40%).

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 Homelessness NSW 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	47% ↑6	51%
	Impact of service: Financial situation	55% ⇔	
	PWI: Standard of Living	49% ↓2	
	PWI: Future Security	51% ↑1	
Education / skills	Impact of service: Educational opportunities	40% ↑2	40%
Home	Satisfaction: Current accommodation	76% ↑2	76%
Health	PWI: Health	43% ↓3	43%
Safety	PWI: Feeling of safety	63% ↓4	73%
	Satisfaction: Safety of current accommodation	78% ↓2	
	Satisfaction: Privacy of current accommodation	73% ↓1	
	Satisfaction: Cost of current accommodation	76% ↑2	
Social community and	Impact of service: Connection with others (e.g., family or friends)	56% ↑1	53%
	Impact of service: Connection with the community	61% ↑1	
	PWI: Personal relationships	45% ↓1	
	PWI: Feeling part of the community	48% ↓3	
Empowerment	Impact of service: Emotional state	82% ↑1	62%
	Impact of service: Confidence dealing with changes	76% ↑3	
	PWI: What you are achieving in life	42% ↓4	
	PWI how satisfied with life as a whole?	46% ↓2	

↓ = decrease from 2022 results; ↑ = increase from 2022 results; ⇔ = no change from 2022

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

The sector is also generating positive outcomes even with longer-term trajectory outcomes, such as employment (47%) and educational opportunities (40%).

Notes on calculation of scores:

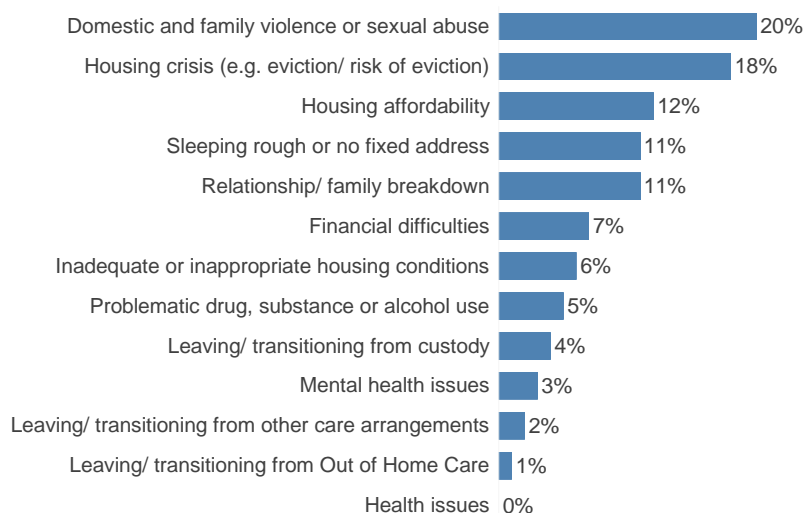
- 1) Domain score reported in the table above is an average of the contributing item scores.
- 2) For the Personal Wellbeing Index (PWI) indicators, a different scoring system is used here to that in the report. In the report (Section 11) a scoring system is applied to this scale. However, in the Human 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 (20%), a housing crisis (e.g., eviction; 18%), and housing affordability (12%).

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 (31% vs 3%).

Males (12%) were significantly more than female clients (3%) to have sought support due to financial difficulties. Males (8%) were also more likely than females (3%) to have sought support due to problematic drug or alcohol use or after leaving or transitioning from custody (7% vs 3%).

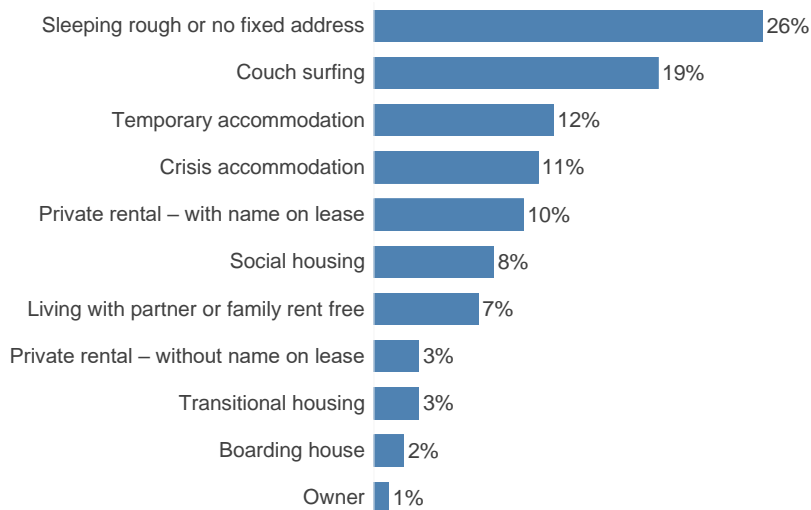
Group comparison by age: The response patterns for different age groups varied. For example, clients in the 16-24 age range primarily sought support for relationship or familial breakdown. Clients in the 25-54 age range primarily sought support for domestic/family violence or sexual abuse, while clients 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	-	7%	5%	3%	7%	13%
Housing affordability	6%	14%	10%	10%	13%	13%
Inadequate or inappropriate housing conditions	9%	7%	6%	4%	7%	7%
Housing crisis	9%	16%	14%	<u>21%</u>	18%	<u>26%</u>
Relationship/ family breakdown	<u>39%</u>	<u>16%</u>	5%	10%	5%	6%
Domestic and family violence or sexual abuse	21%	13%	<u>35%</u>	<u>22%</u>	<u>24%</u>	10%
Sleeping rough or no fixed address	3%	15%	7%	8%	12%	15%
Mental health issues	3%	3%	2%	4%	-	6%
Health issues	-	-	-	-	-	1%
Problematic drug, substance or alcohol use	-	2%	4%	14%	6%	-
Leaving/ transitioning from custody	-	3%	7%	6%	5%	2%
Leaving/ transitioning from Out of Home Care	6%	3%	-	-	-	-
Leaving/ transitioning from other care arrangements	3%	2%	3%	-	2%	2%

HOUSING SITUATION AT POINT OF SEEKING SUPPORT

Over a quarter (26%) were sleeping rough or had no fixed address when they first sought support and a further 19% were couch surfing. Twelve percent (12%) were in temporary accommodation, and 11% were living in crisis accommodation.

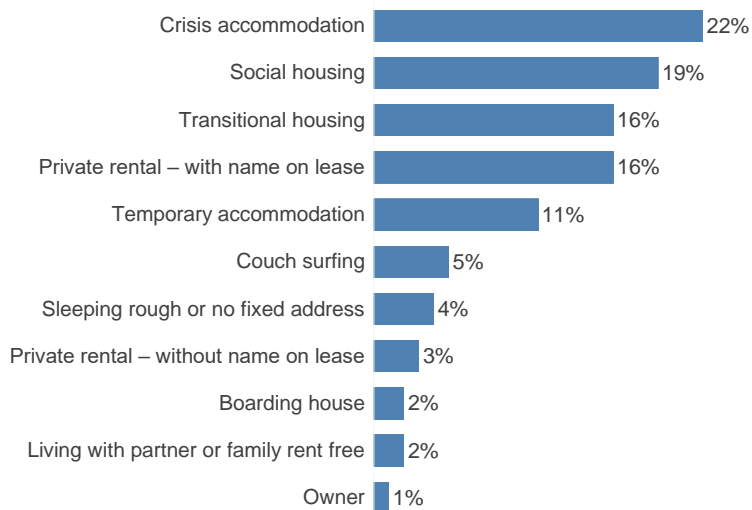
Previous situation



CURRENT SITUATION

Respondents were asked about their current housing situation. Clients reported a wide variety of living arrangements, with 22% in crisis accommodation, 19% in social housing, 16% in transitional housing and a further 16% in private rental – with name on lease.

Current situation



Group comparison by age: Clients aged 16-17 were most likely to live in crisis accommodation (52%). Crisis accommodation also accounted for the current accommodation of 22% of clients aged 18-24, 28% of those aged 25-34 and 21% of those aged 35-44. Social housing is the main source of accommodation for those aged 45-54 (23%) and 55+ (34%).

Age group / Current accommodation	16-17	18-24	25-34	35-44	45-54	55+
Sleeping rough or no fixed address	-	3%	5%	4%	4%	6%
Crisis accommodation	<u>52%</u>	<u>22%</u>	<u>28%</u>	<u>21%</u>	17%	13%
Temporary accommodation	13%	9%	16%	6%	13%	7%
Couch surfing	10%	4%	7%	6%	4%	2%
Living with partner or family rent free	10%	3%	1%	1%	1%	1%
Boarding house	-	1%	-	4%	2%	4%
Transitional housing	6%	<u>26%</u>	14%	19%	14%	9%
Social housing	6%	10%	14%	19%	<u>23%</u>	<u>34%</u>
Private rental – with name on lease	-	20%	11%	14%	17%	20%
Private rental – without name on lease	3%	2%	1%	4%	5%	4%
Owner	-	1%	1%	-	-	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 14% post seeking support, and the proportion of clients sleeping rough fell by 22% post seeking support.

The proportion of clients living in transitional housing increased by 13% post seeking support, the proportion of clients living in social housing increased by 11% and the proportion of clients living in crisis accommodation increased by 11% points.

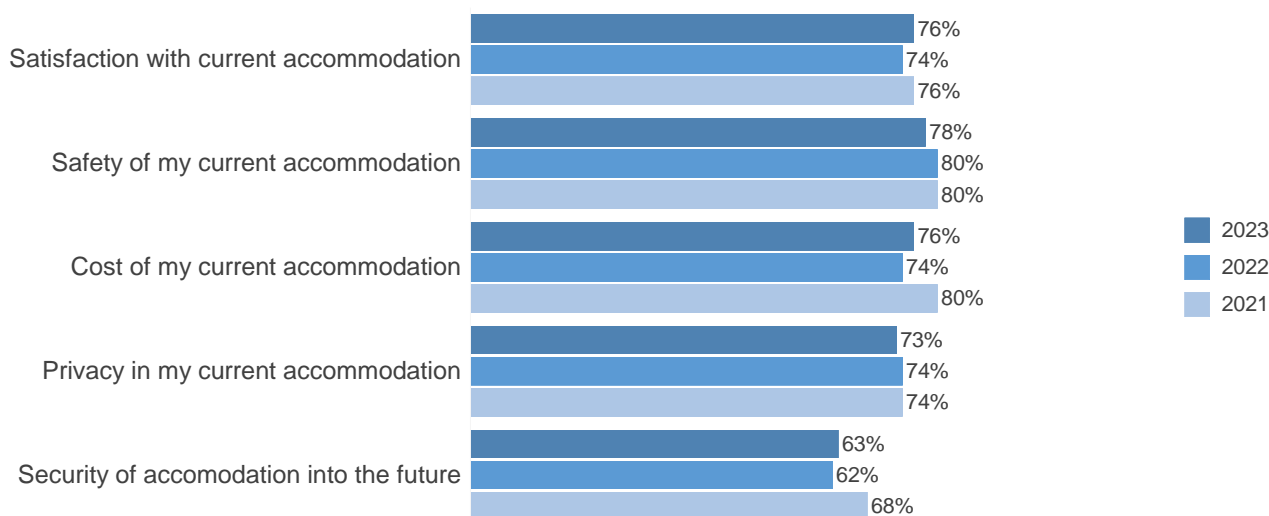
	Previous situation	Current situation	Change
Transitional housing	3%	16%	+13
Social housing	8%	19%	+11
Crisis accommodation	11%	22%	+11
Private rental – with name on lease	10%	16%	+6
Boarding house	2%	2%	0
Private rental – without name on lease	3%	3%	0
Owner	1%	1%	0
Temporary accommodation	12%	11%	-1
Living with partner or family rent free	7%	2%	-5
Couch surfing	19%	5%	-14
Sleeping rough or no fixed address	26%	4%	-22

Section 6: Current Accommodation

Respondents were asked to provide ratings on various aspects of their current accommodation. There were no statistically significant changes when compared to 2022.

- 76% were satisfied with their current accommodation **overall**.
- 78% were satisfied with the **safety** of their current accommodation.
- 76% were satisfied with the **cost** of their current accommodation.
- 73% were satisfied with the **privacy** of their current accommodation.
- 63% were satisfied with the **security** of their accommodation into the future.

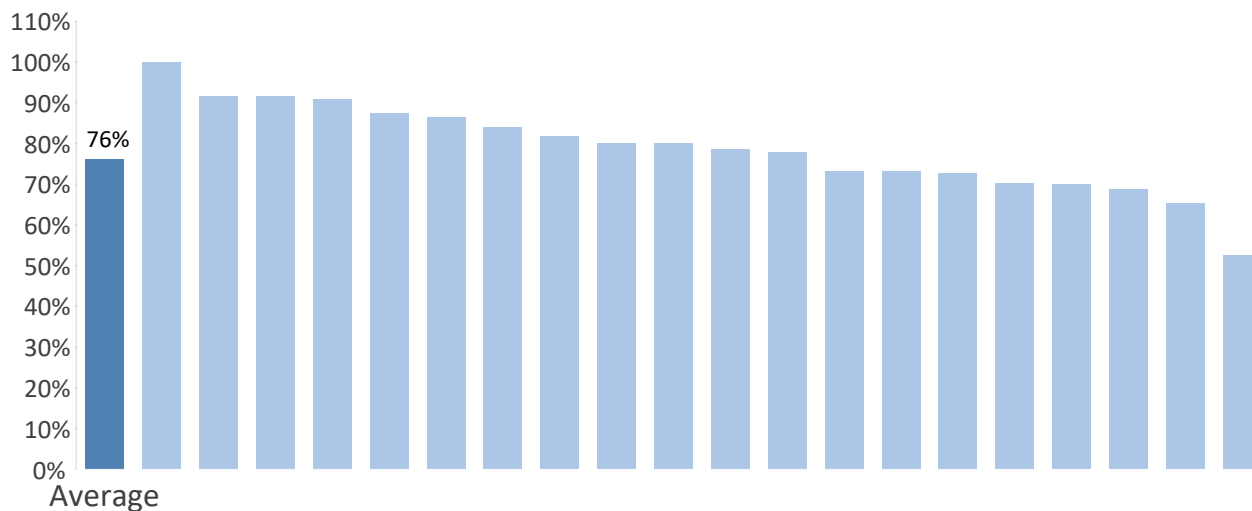
Summary: Current accommodation



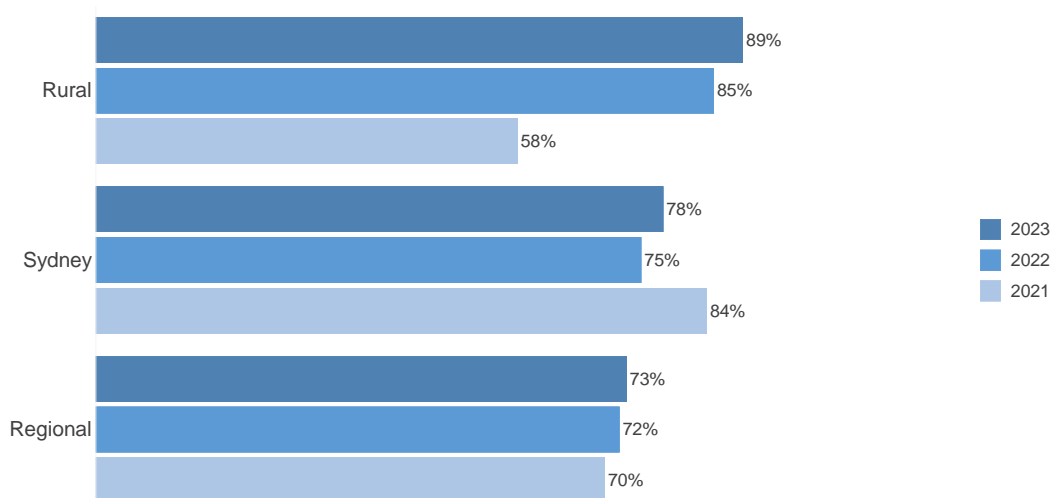
CURRENT ACCOMMODATION: OVERALL SATISFACTION

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average, 76% were satisfied with their current accommodation overall; 15% were dissatisfied, and 9% were neutral. The highest organisational score was 100%, and the lowest was 53%.

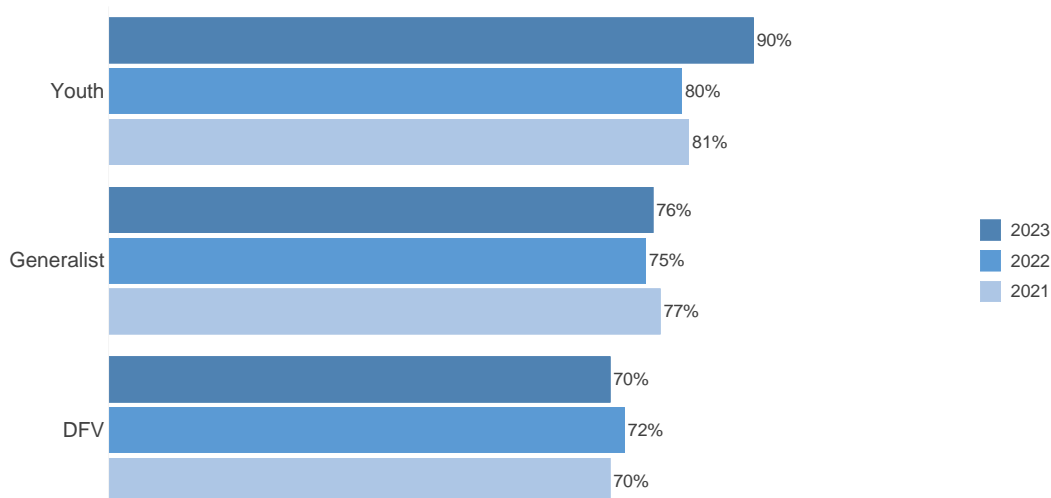
Current accomodation (% Satisfied)



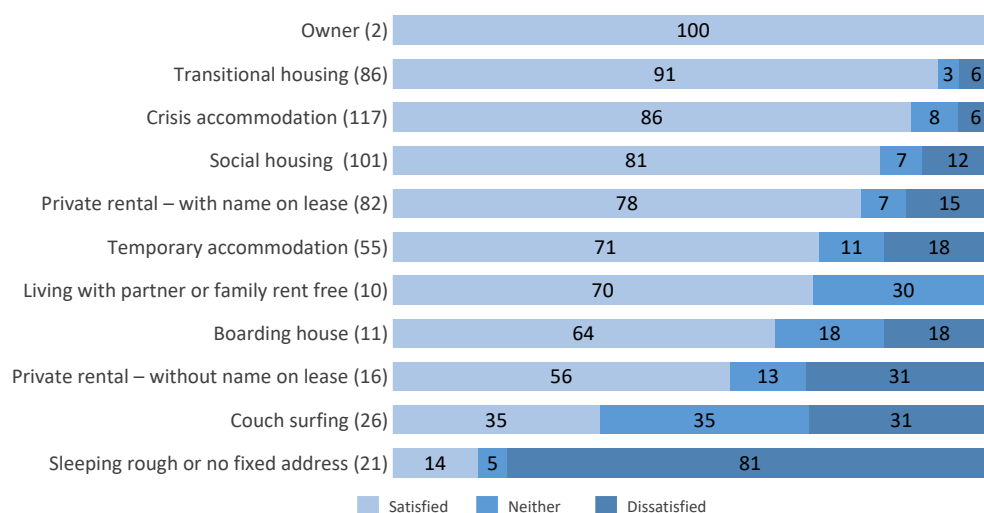
Group comparison by region: There were no statistically significant differences when comparing satisfaction with current accommodation by area. There were no statistically significant year on year changes for individual regions.



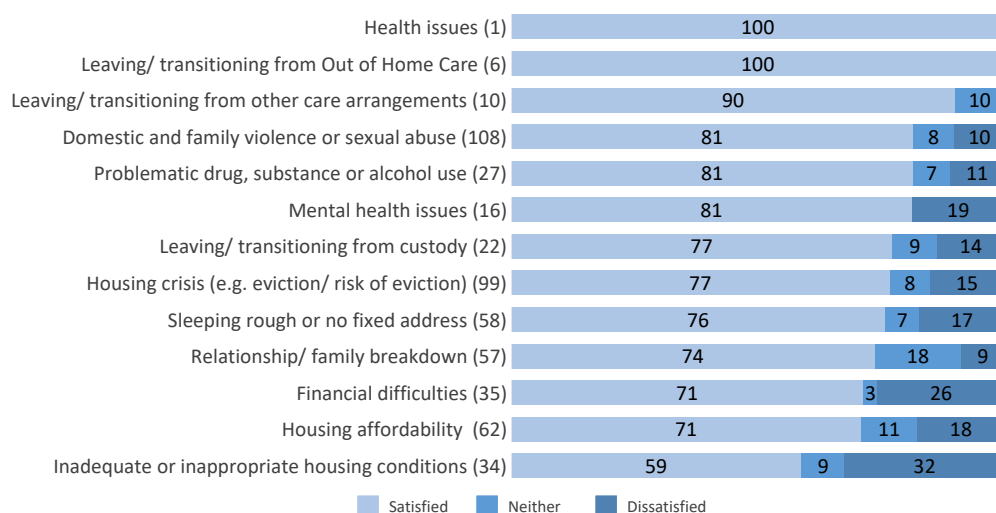
Group comparison by service speciality: Clients receiving support from Youth specialist services were significantly more satisfied with their current accommodation (90%) than clients receiving support from DFV specialist services (70%) and Generalist services (76%). There were no statistically significant differences when comparing individual 2023 service speciality scores to the 2022 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.



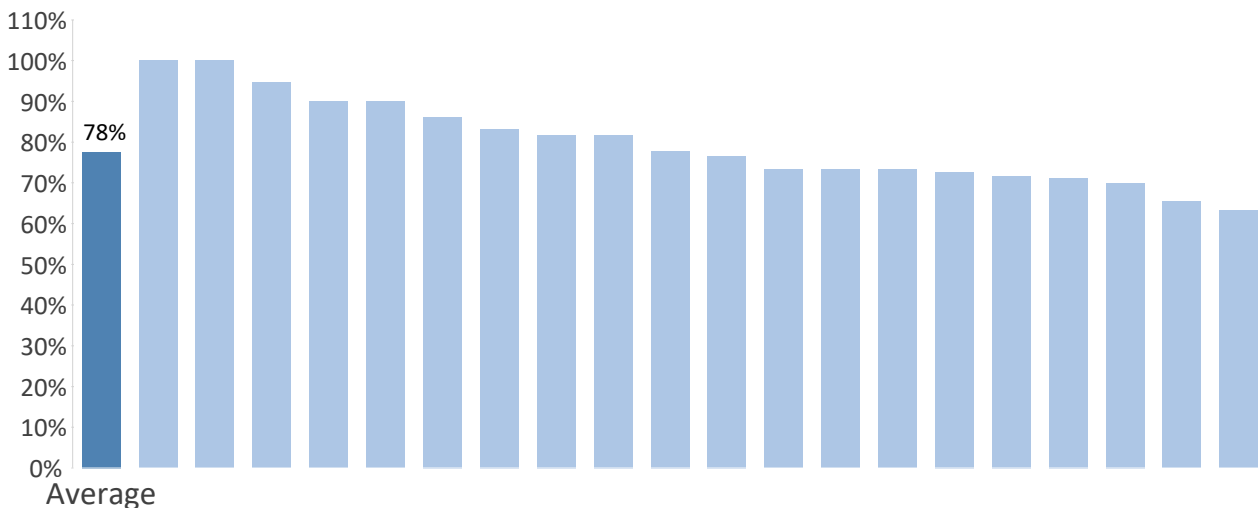
Group comparison by reason for seeking support: There was some variation when comparing satisfaction rates by reason for seeking support. Clients who sought help due to inadequate or inappropriate housing conditions tended to report lower satisfaction with their current accommodation.



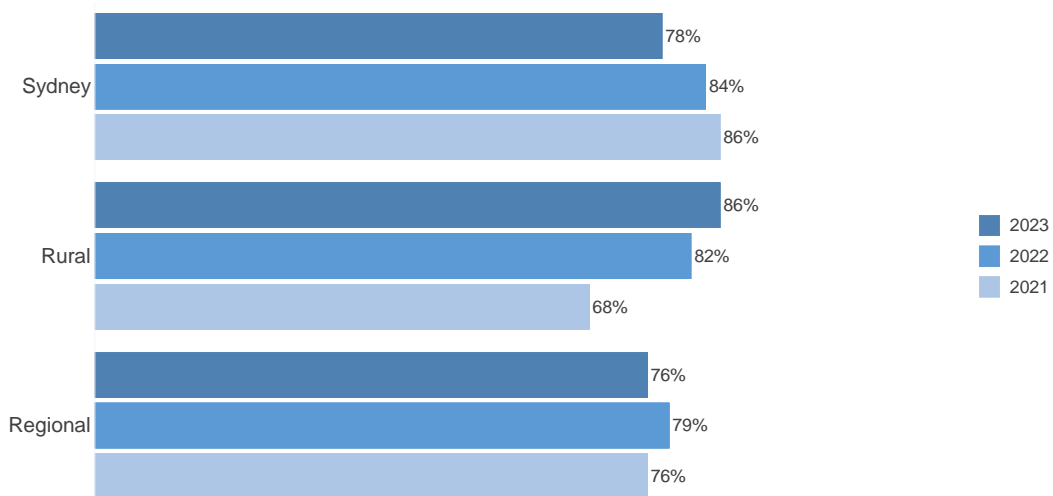
CURRENT ACCOMMODATION: SAFETY

Range and mean: The chart below shows the range of scores for all organisations with at least 10 responses. On average: 78% were satisfied with the safety of their current accommodation; 14% were dissatisfied, and 8% were neutral. The highest organisational score was 100%, and the lowest was 63%.

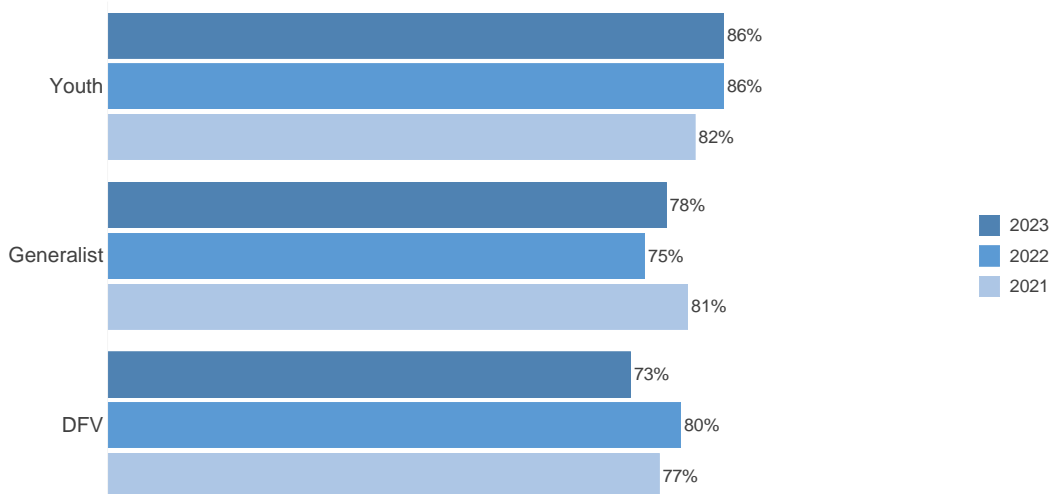
Safety of current accommodation (% Satisfied)



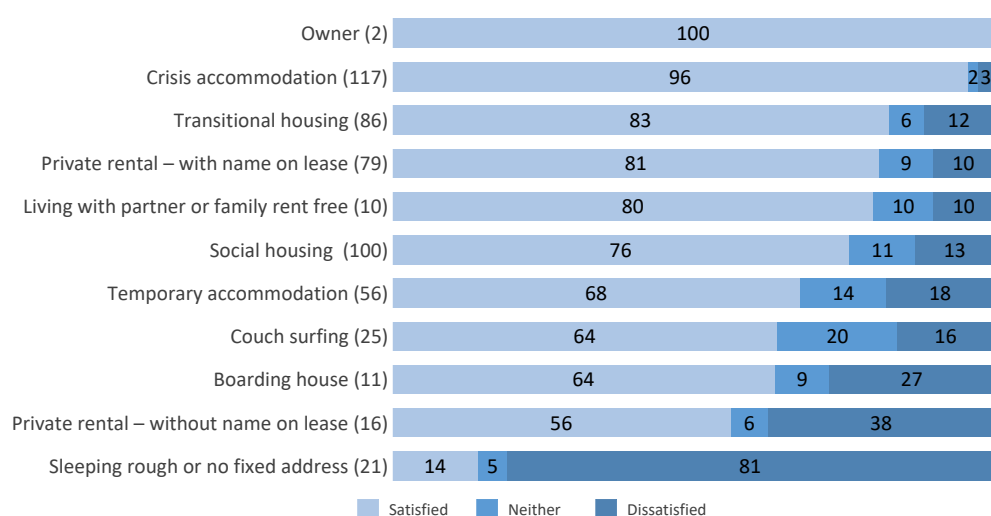
Group comparison by region: There were no statistically significant differences when comparing satisfaction with safety of accommodation by area. There were no statistically significant year on year changes for individual regions.



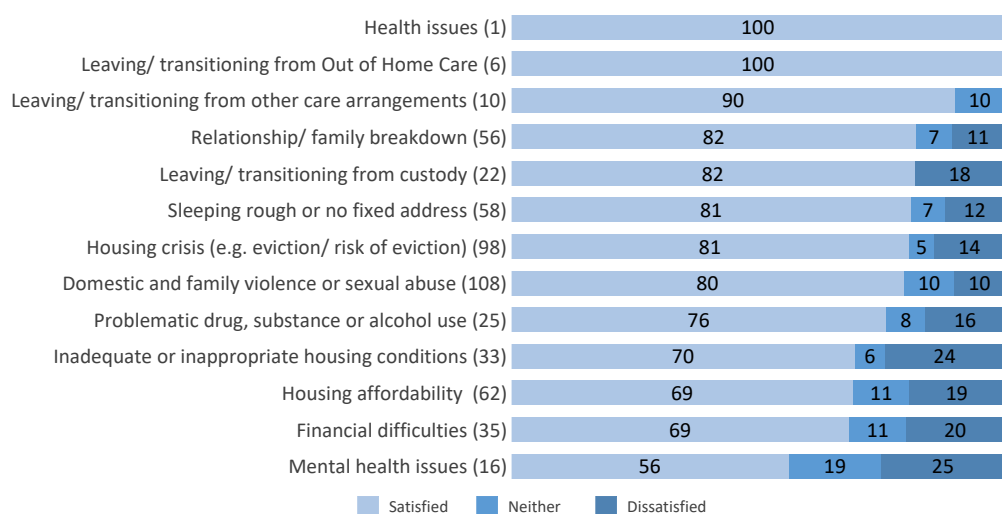
Group comparison by service speciality: Clients receiving support from Youth specialist services were significantly more satisfied with the safety of current accommodation (86%) than clients receiving support from DFV services (73%). There were no statistically significant differences when comparing individual 2023 service speciality scores to the 2022 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 14% of clients sleeping rough reported feeling safe, compared to 96% of clients in crisis accommodation (and 100% of owners – though this is a small sample of 2 respondents).



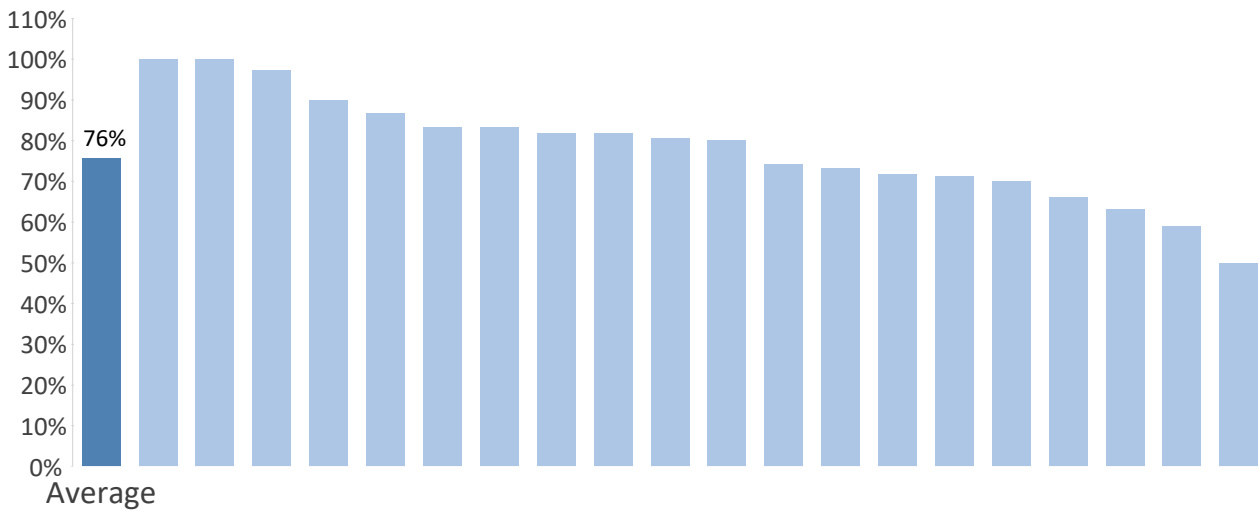
Group comparison by reason for seeking support: There was some variation when comparing satisfaction rates by reason for seeking support – although note the low base sizes for those groups at the top end of the range of satisfaction.



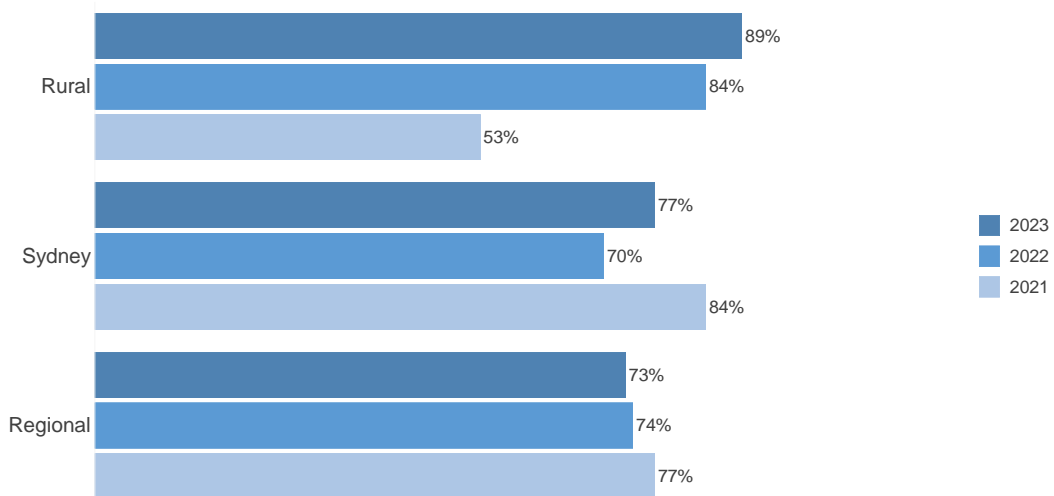
CURRENT ACCOMMODATION: COST

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 76% were satisfied with the cost of their current accommodation, 12% were dissatisfied, and 13% were neutral. The highest organisational score was 100%, and the lowest was 50%.

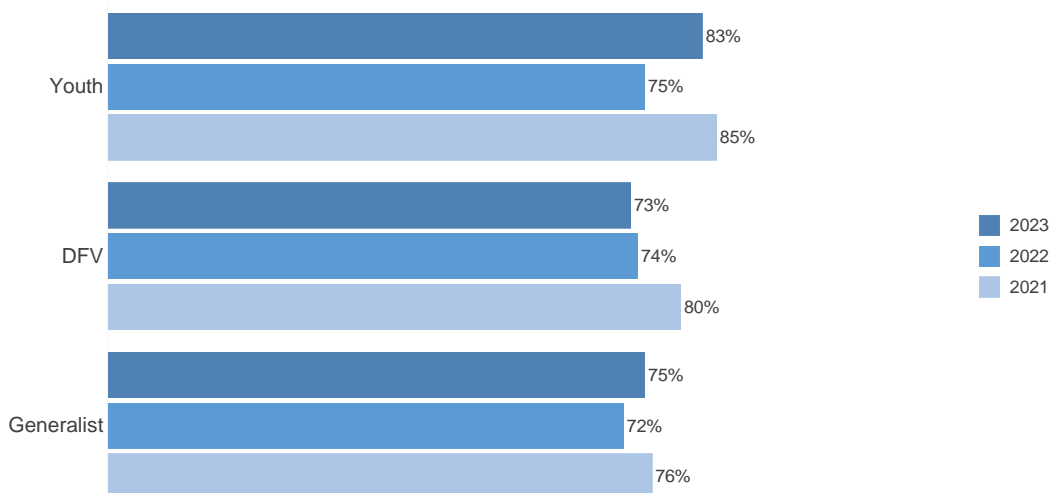
Cost of current accommodation (% Satisfied)



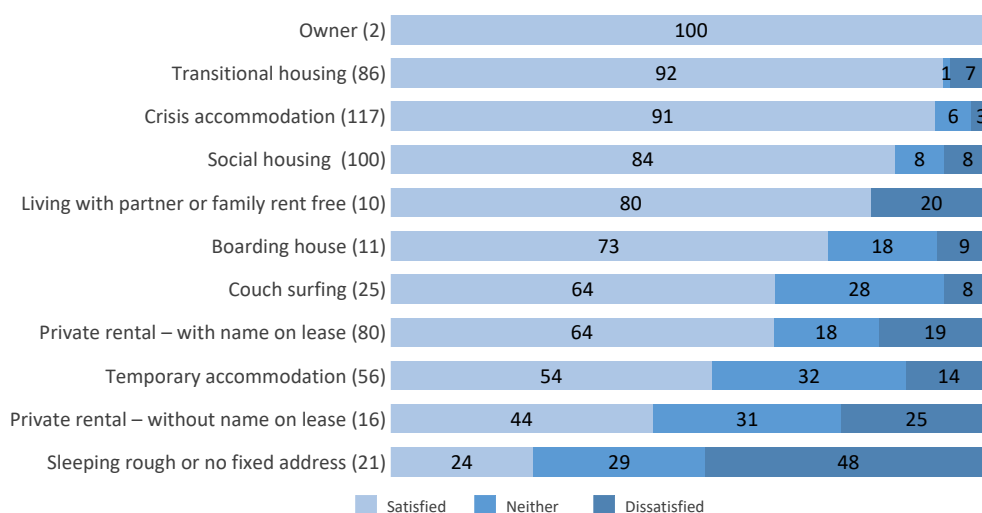
Group comparison by region: There were no statistically significant differences in satisfaction with the cost of accommodation when comparing different areas. There were no statistically significant year on year changes for individual regions.



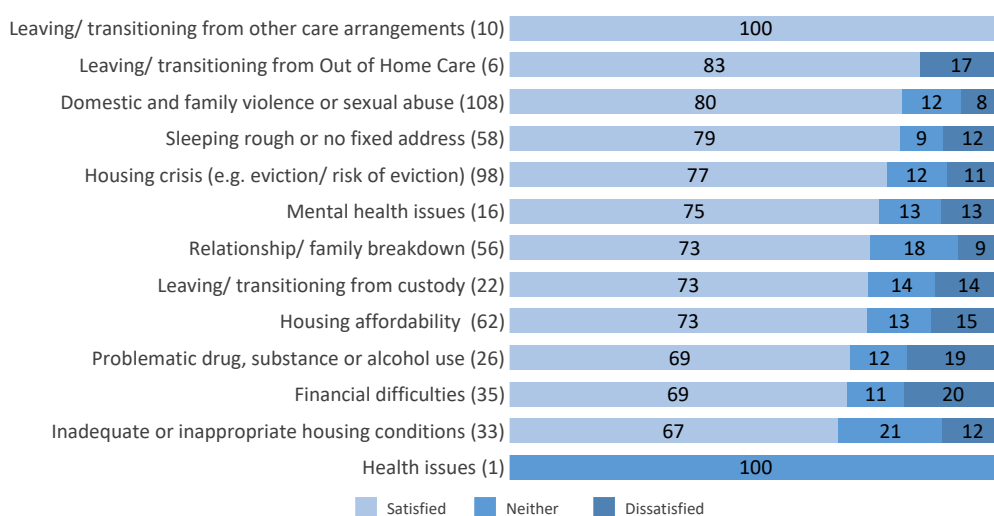
Group comparison by service speciality: There were no statistically significant differences in satisfaction with the cost of accommodation when comparing different specialisms. There were no statistically significant differences when comparing individual 2023 service speciality scores to the 2022 scores.



Group comparison by accommodation type: Clients in transitional housing (92%) and owners (100%, two respondents) were most likely to be satisfied with the cost of their current accommodation. The score was lowest for those sleeping rough (24%).



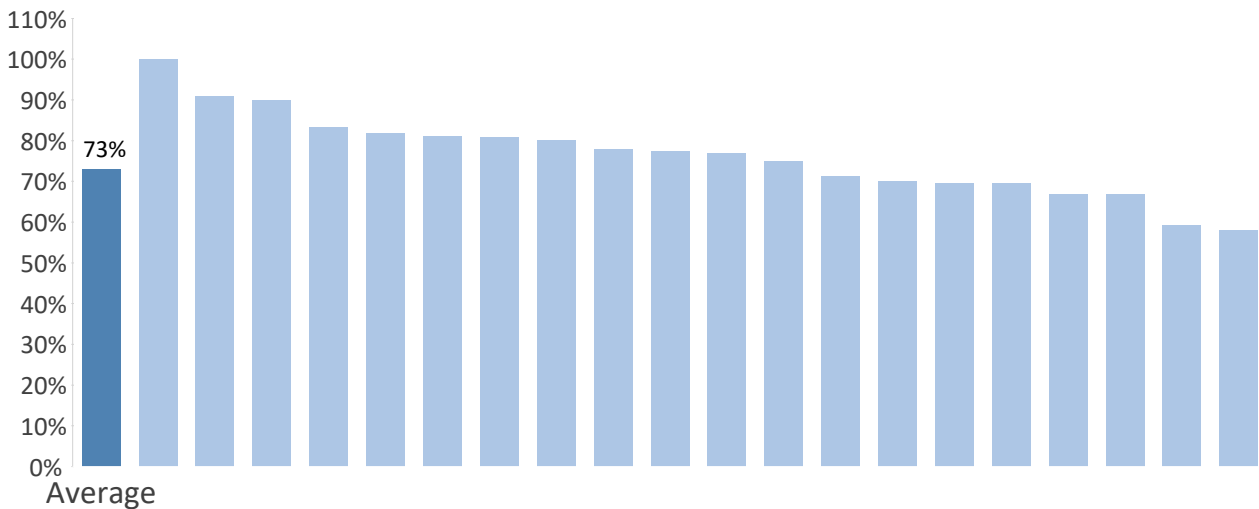
Group comparison by reason for seeking support: Clients who sought help when transitioning from other care arrangements were the most likely to be satisfied with the cost of their current accommodation (100%).



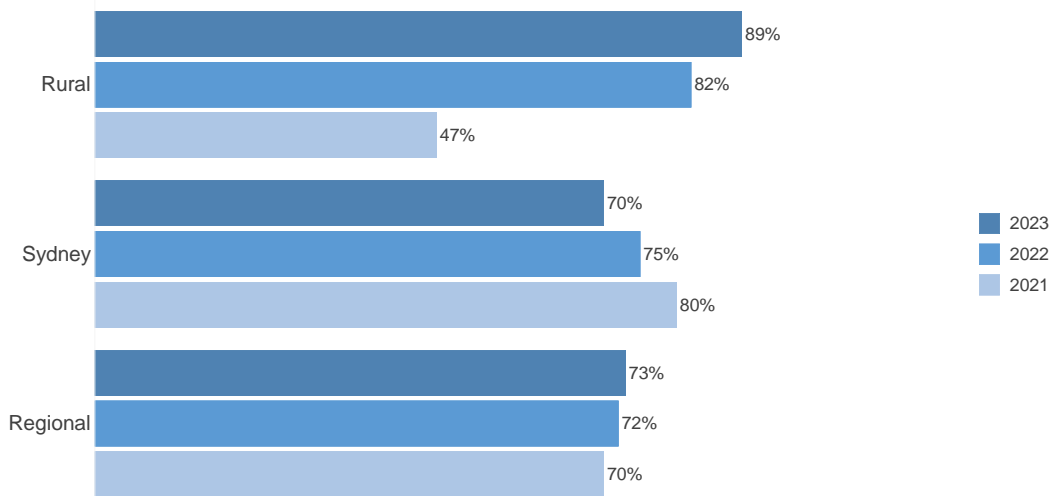
CURRENT ACCOMMODATION: PRIVACY

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 73% were satisfied with the privacy of their current accommodation, 15% were dissatisfied, and 12% were neutral. The highest organisational score was 100%, and the lowest score was 58%.

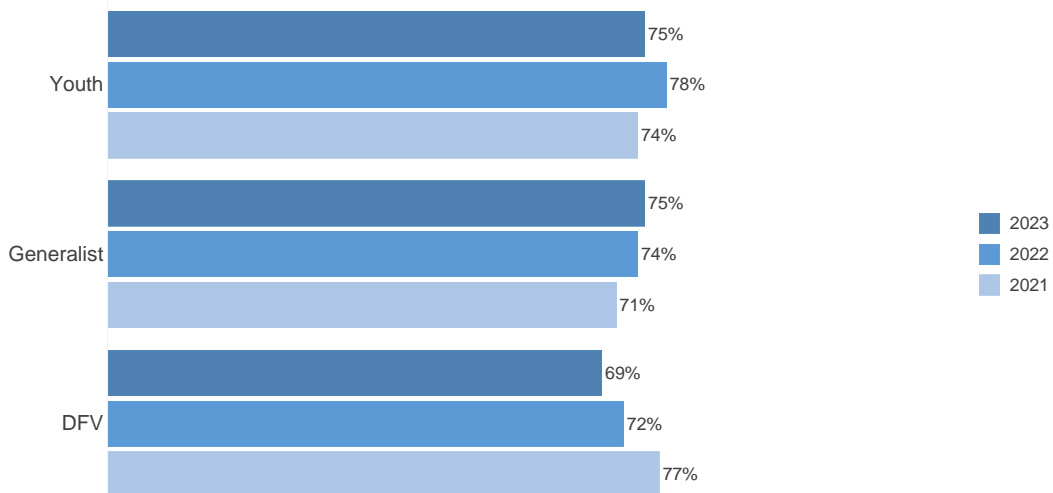
Privacy in current accommodation (% Satisfied)



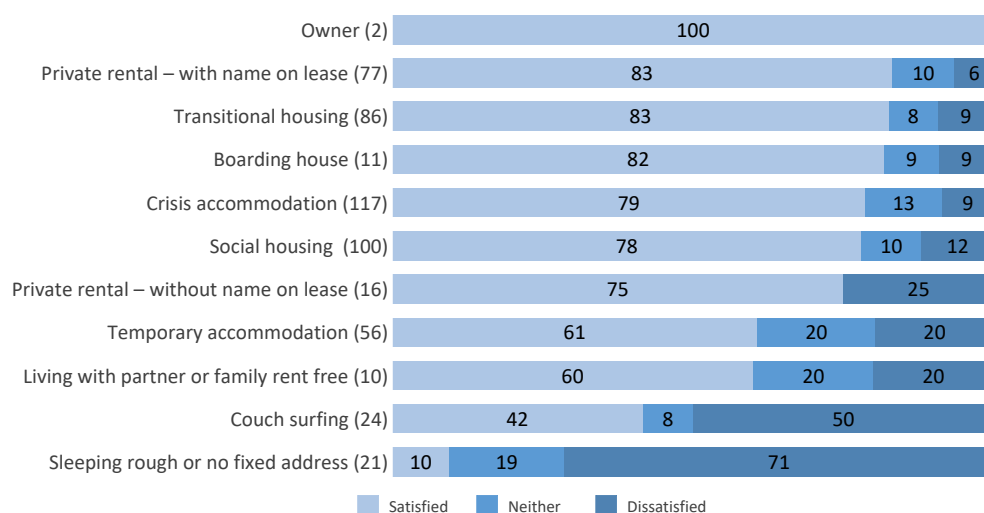
Group comparison by region: Clients in rural areas were significantly more likely to be satisfied with the privacy of accommodation (89%) than those in Sydney (70%). There were no statistically significant year on year changes for individual regions.



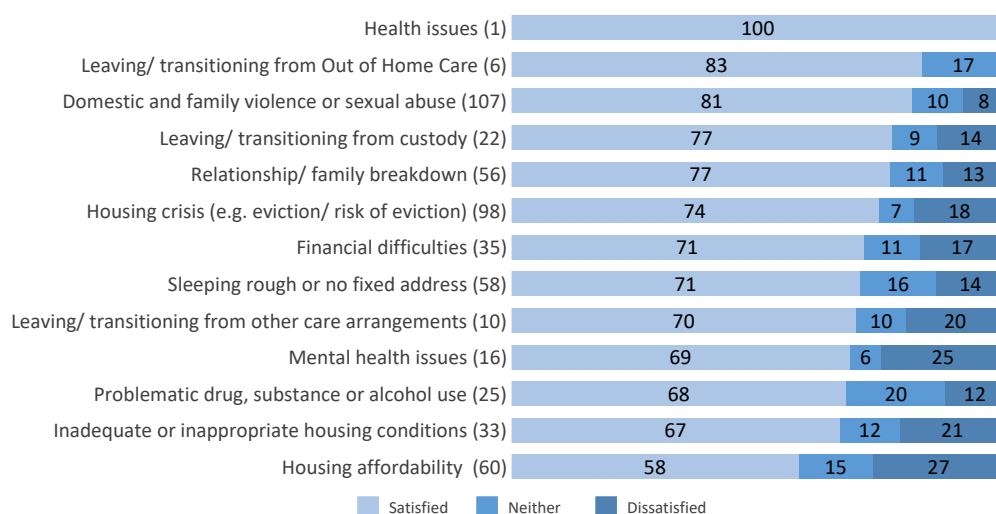
Group comparison by service speciality: There were no statistically significant differences in satisfaction with the privacy of accommodation when comparing different specialisms. There were no statistically significant differences when comparing individual 2023 service speciality scores to the 2022 scores.



Group comparison by accommodation type: In terms of privacy, clients who own their housing were the most satisfied (100%, two respondents), followed by clients in private rental with their name on the lease (83%). The lowest score was for clients sleeping rough (10%).



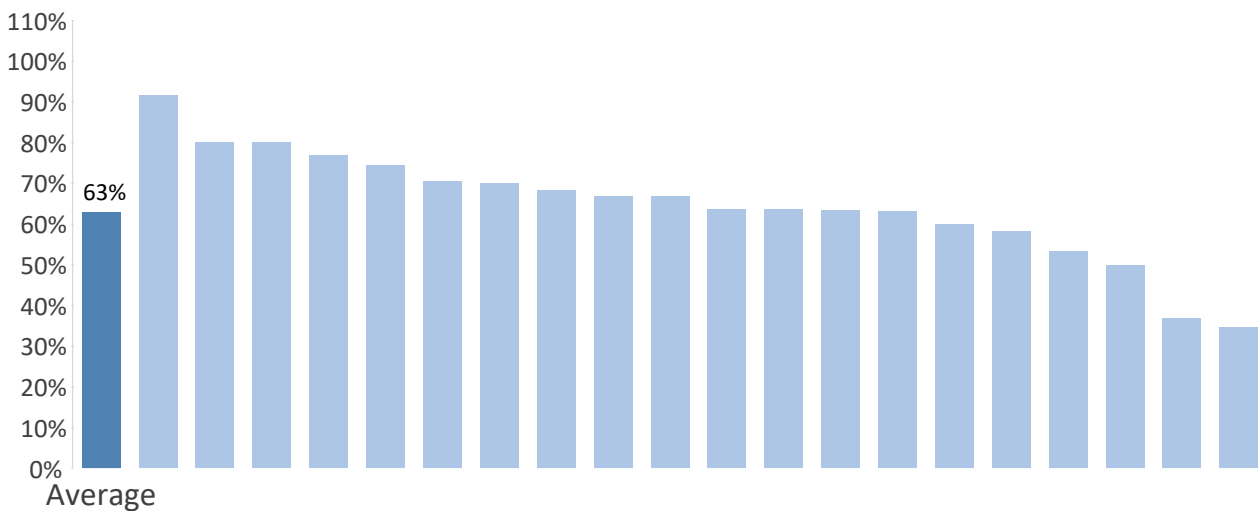
Group comparison by reason for seeking support: There was a wide range in satisfaction with the privacy of the home when comparing clients according to their reason for seeking support.



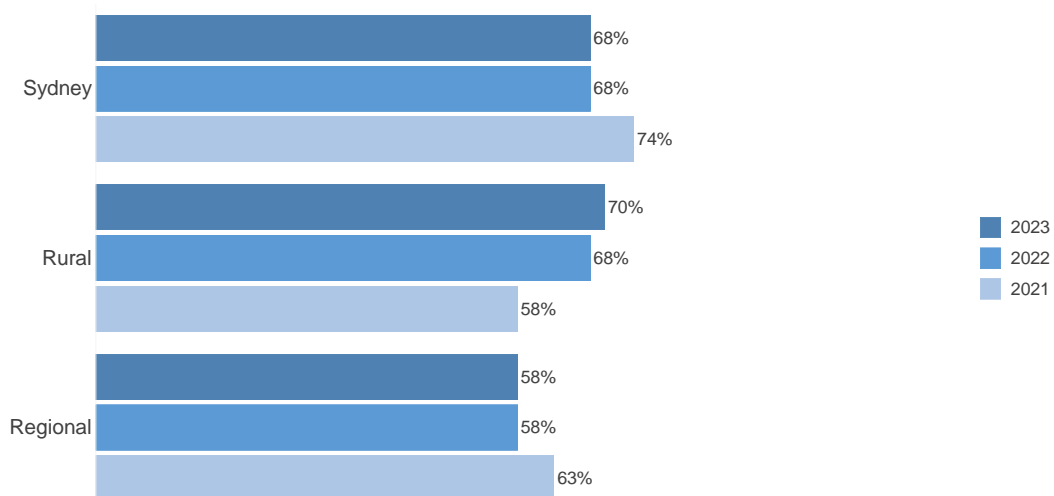
FUTURE ACCOMMODATION SECURITY

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 63% were satisfied with the security of their accommodation into the future 20% were dissatisfied, and 17% were neutral. The highest organisational score was 92%, and the lowest score was 35%.

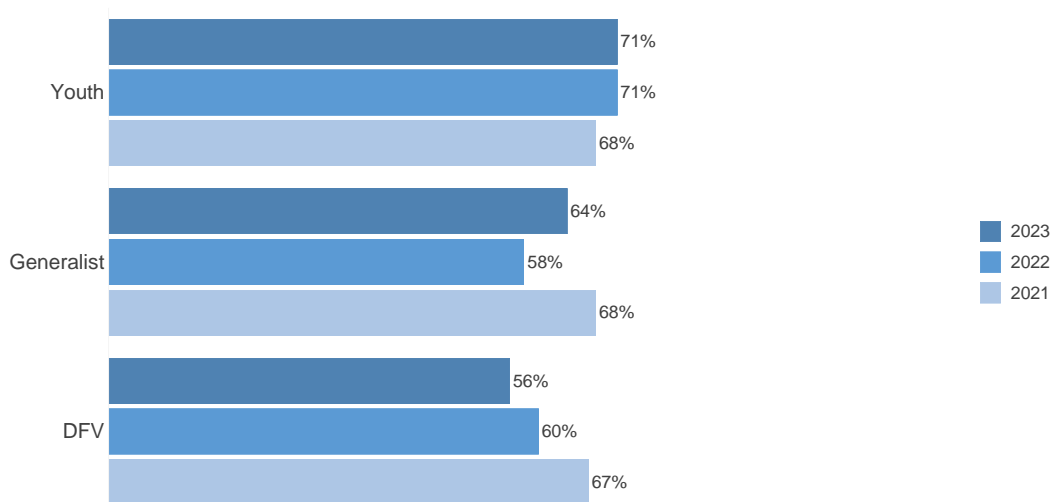
Security of accommodation into the future (% Satisfied)



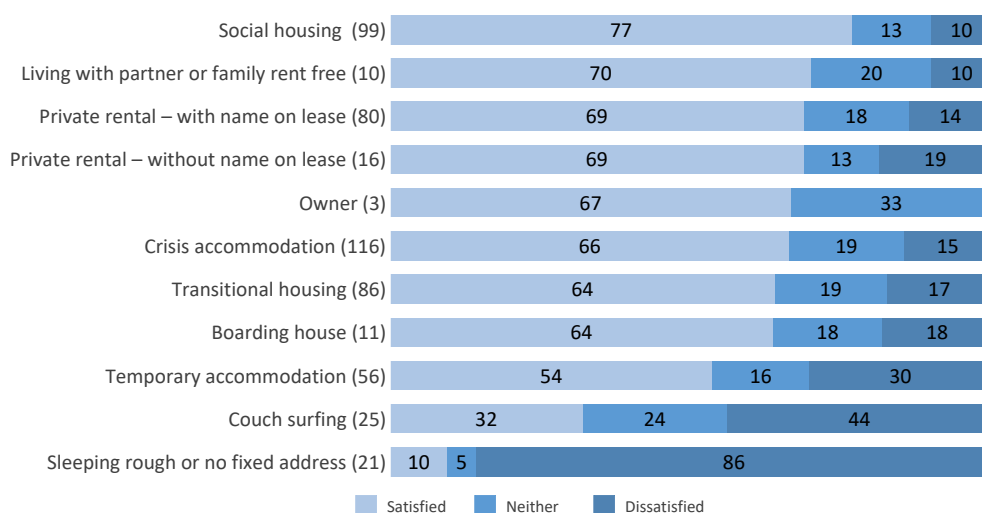
Group comparison by region: Clients in Sydney were significantly more satisfied with the security of their accommodation into the future (68%) than clients in Regional areas (58%). There were no statistically significant year on year changes for individual regions.



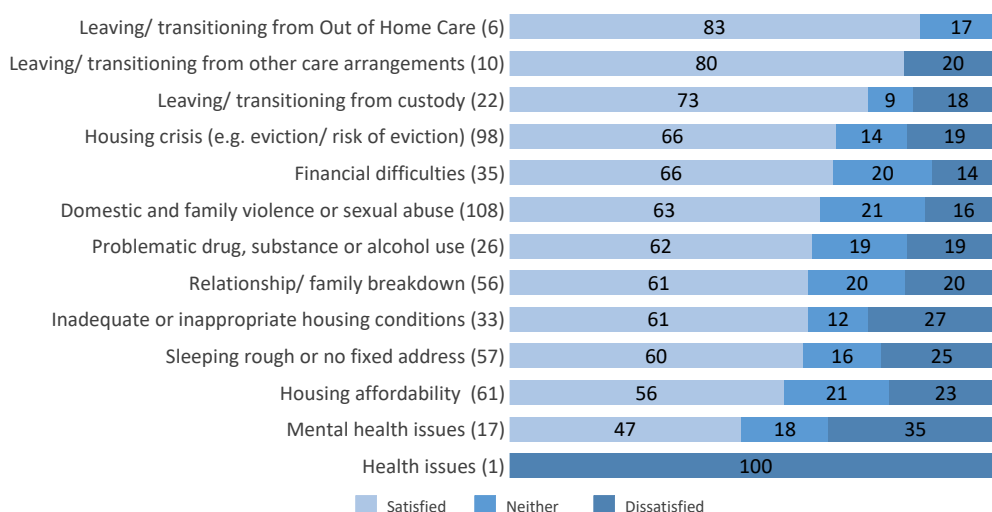
Group comparison by service speciality: Clients receiving support from Youth specialist services were significantly more satisfied with the security of their accommodation into the future (71%) than clients receiving support from DFV services (56%). There were no statistically significant differences when comparing individual 2023 service speciality scores to the 2022 scores.



Group comparison by accommodation type: Clients in social housing were most likely to be satisfied with the security of their accommodation into the future (77%), while clients who are sleeping rough were the least likely to be satisfied (10%).



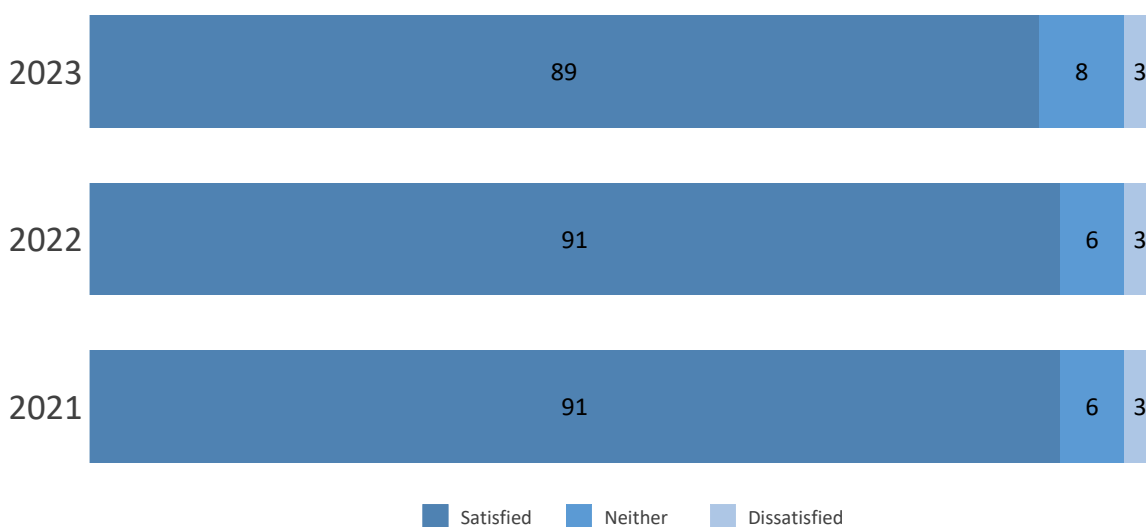
Group comparison by reason for seeking support: Clients transitioning from Out of Home Care were the most likely to be satisfied (83%) with the security of their future accommodation.



Section 7: Overall Satisfaction

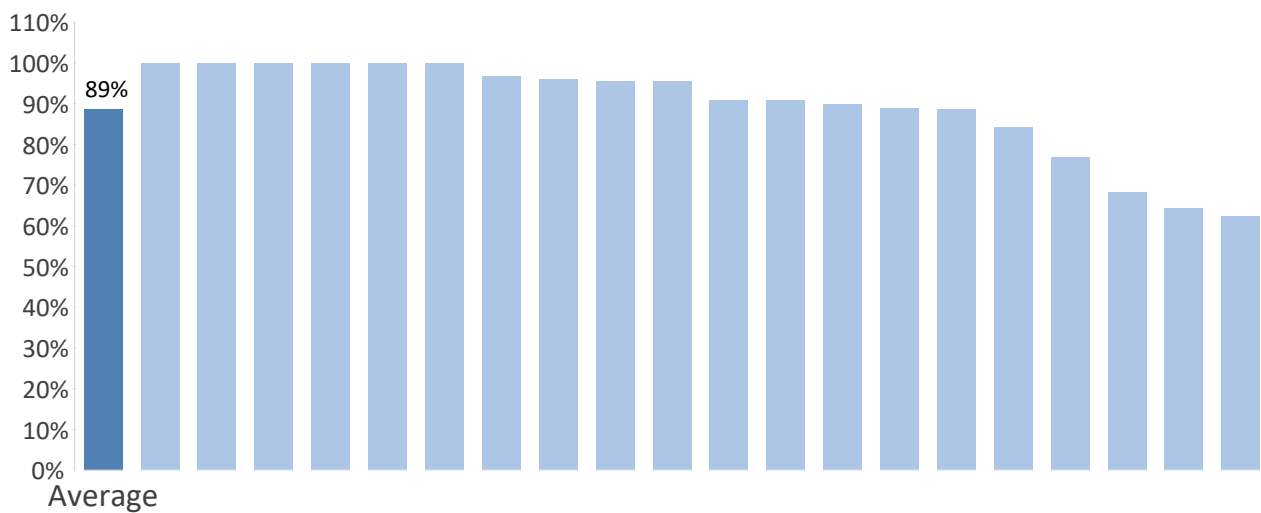
Eighty-nine percent (89%) of clients indicated that they were satisfied overall with the services they received. This is 2% points below the 2022 score (not a statistically significant change) and means that just under 9 in 10 clients are satisfied overall with the services they received.

Overall satisfaction with services provided

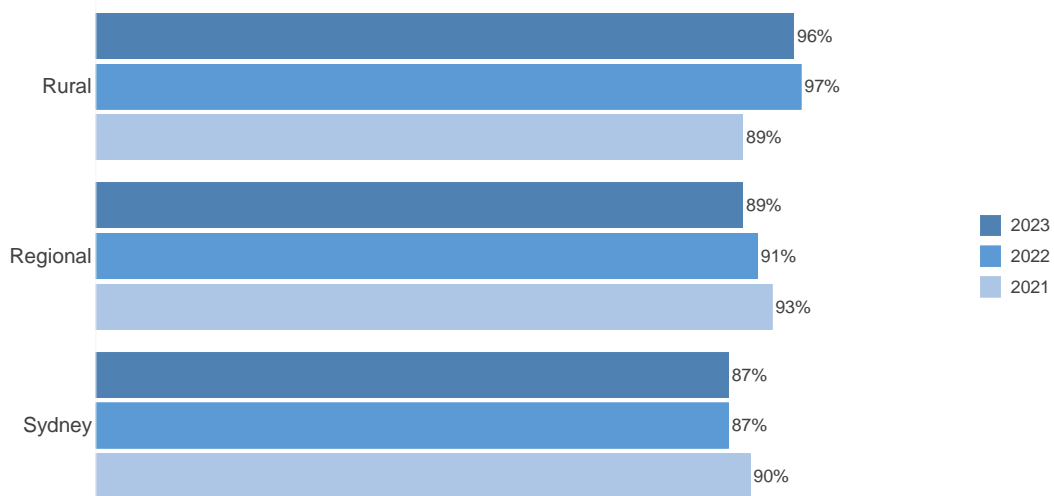


Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 89% were satisfied with services provided overall, 3% were dissatisfied and 8% were neutral. Six organisations received a score of 100%, and the lowest score was 62%.

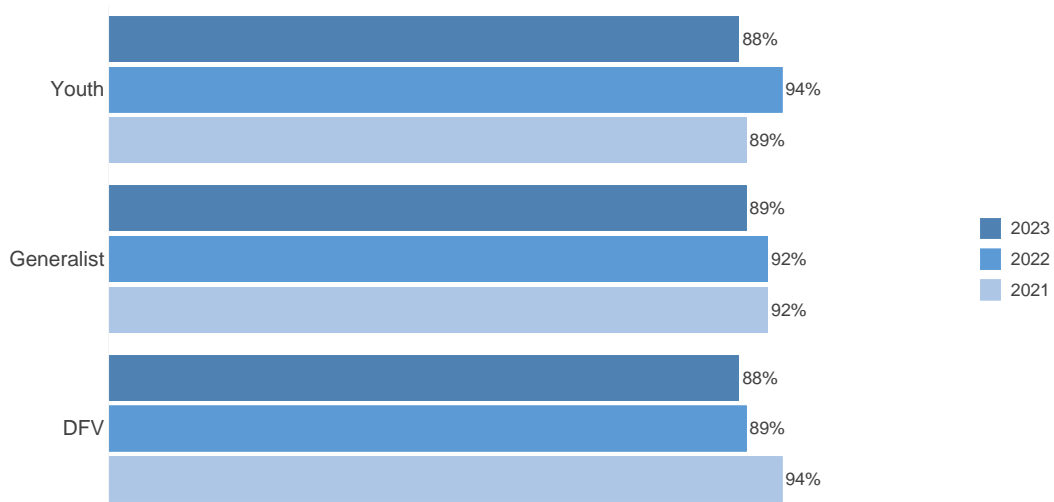
Overall satisfaction services provided (% Satisfied)



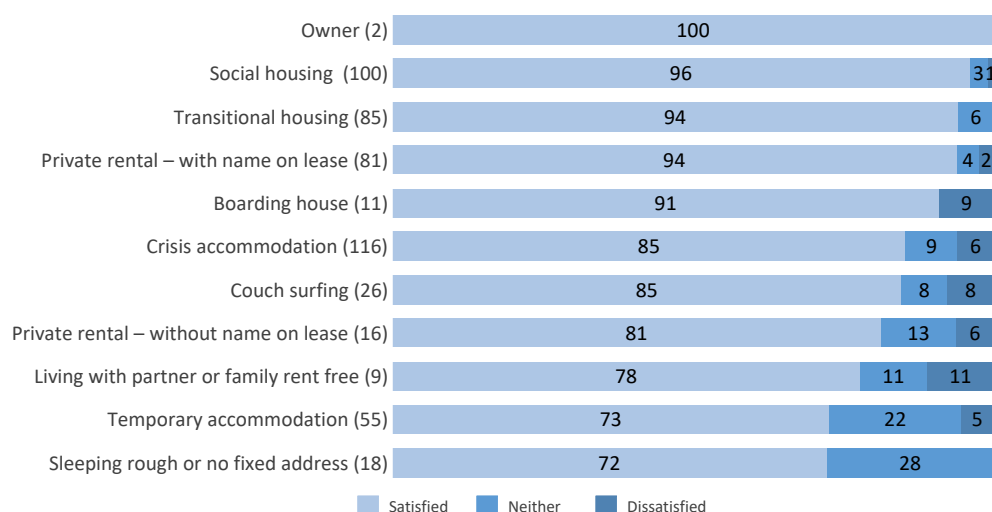
Group comparison by region: There were no statistically significant differences in overall satisfaction when comparing different areas. There were no statistically significant year on year changes for individual regions.



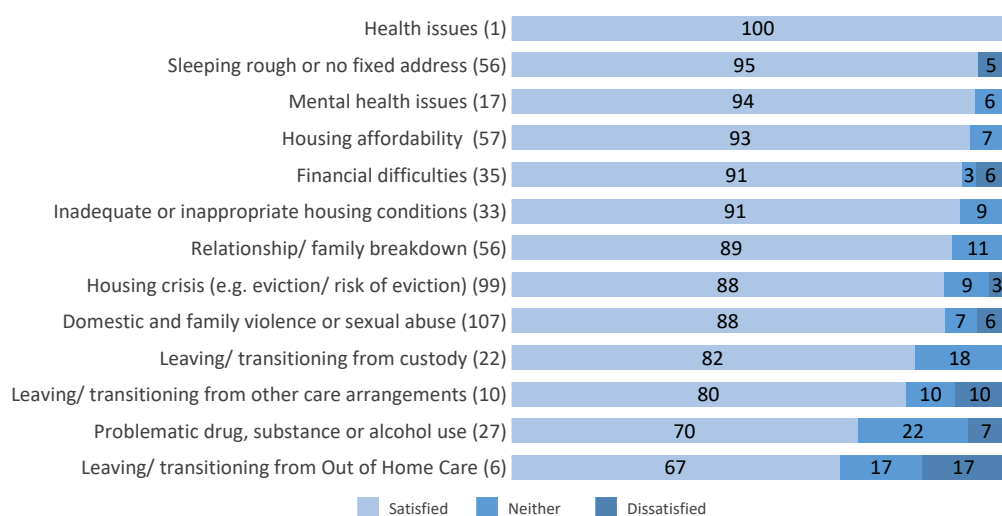
Group comparison by service speciality: There were no statistically significant differences in overall satisfaction when comparing different specialisms. There were no statistically significant differences when comparing individual 2023 service speciality scores to the 2022 scores.



Group comparison by accommodation type: Overall satisfaction with the services provided varied according to the type of accommodation that clients live in. Owners (100%, two respondents) and clients in social housing (96%) reported the highest levels of satisfaction, while clients in temporary accommodation (73%) and those who are sleeping rough (72%) reported the lowest levels of satisfaction.



Group comparison by reason for seeking support: Clients who made contact when transitioning from Out of Home Care were the least satisfied with services they received overall (67%). Note the low base sizes at the extreme ends of the range of scores.



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:

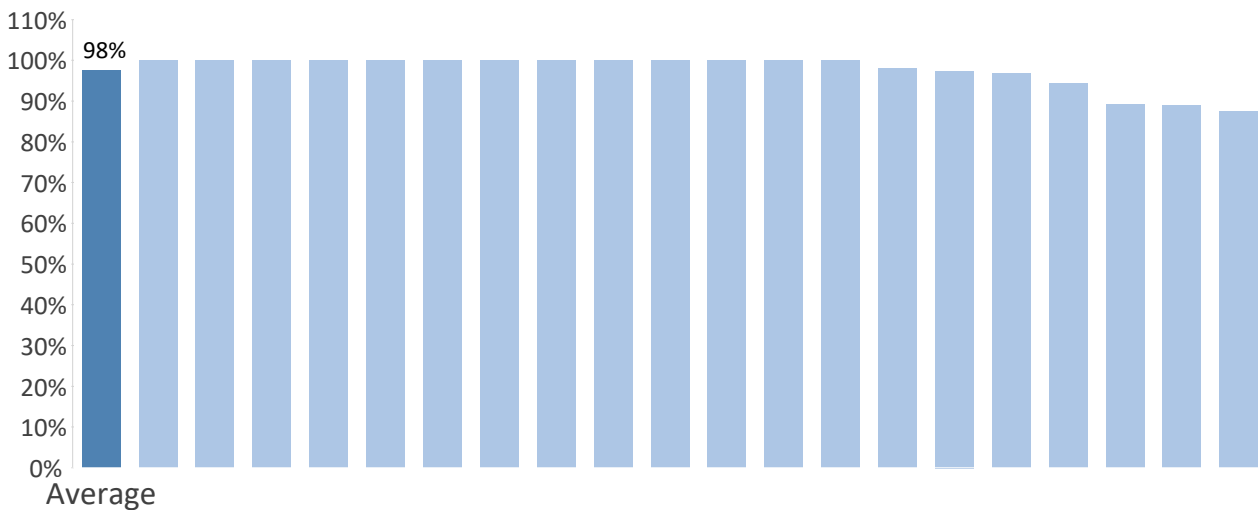
- 98% agreed that staff **treated them with respect**.
- 87% agreed that staff were **sensitive to their ethnic and cultural background**, down a statistically significant 3% points.
- 96% agreed that staff have made them feel **accepted for who they are**.
- 95% agreed that staff **understood their needs**.
- 92% agreed that they were **involved in setting their case plan goals**.
- 90% agreed that **staff referred them to other services** to support their other needs (significant increase from 2022 figure of 87%).
- 92% agreed that staff **told them about their accommodation options**.
- 81% agreed that staff **explained how to make a complaint** about their service.



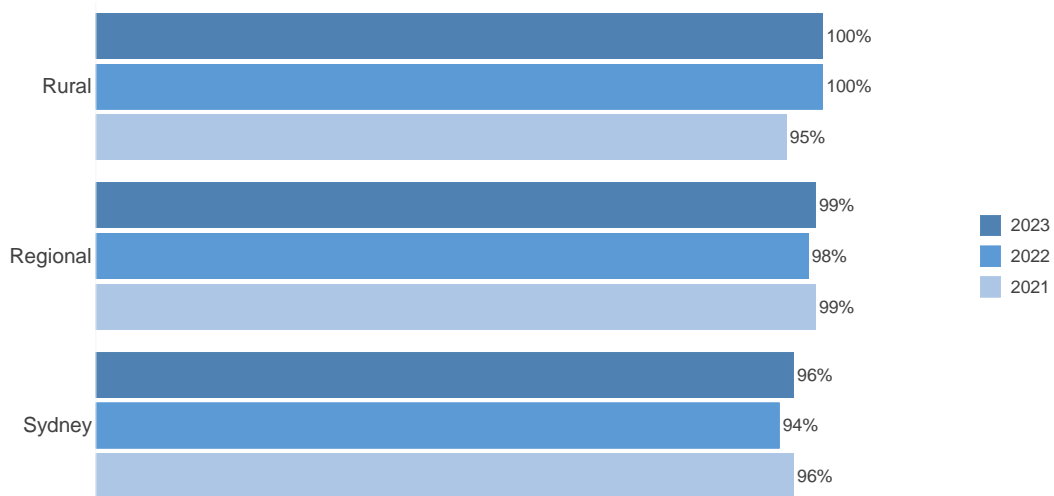
'STAFF TREATED ME WITH RESPECT'

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 98% agreed that staff treated them with respect, 1% disagreed and 1% were neutral. Most organisations scored 100%, and the lowest score was 88%.

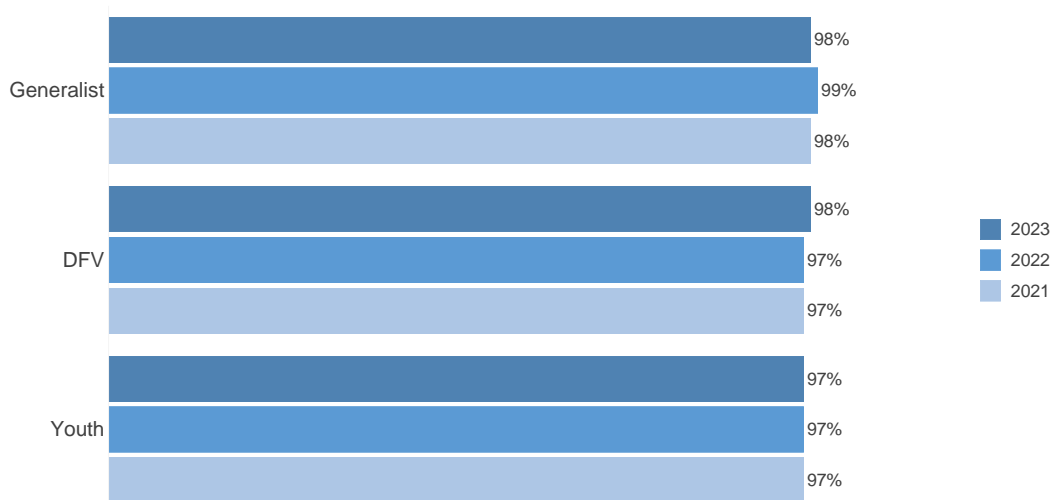
Staff treated me with respect (% Agree)



Group comparison by region: There were no statistically significant differences satisfaction with being treated with respect when comparing different areas. There were no statistically significant year on year changes for individual regions.



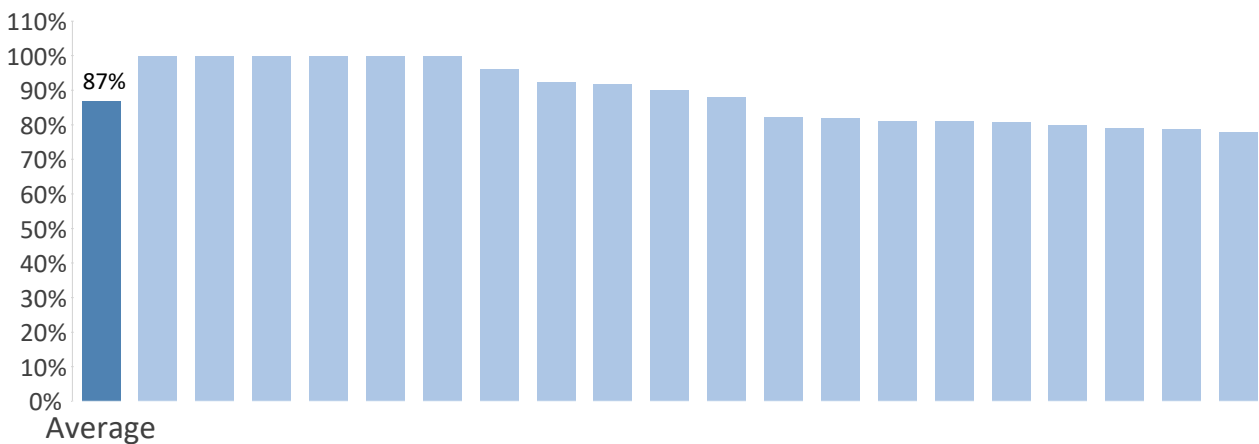
Group comparison by service speciality: There is little variation when comparing these scores for different specialities. There were no statistically significant differences when comparing individual 2023 service speciality scores to the 2022 scores.



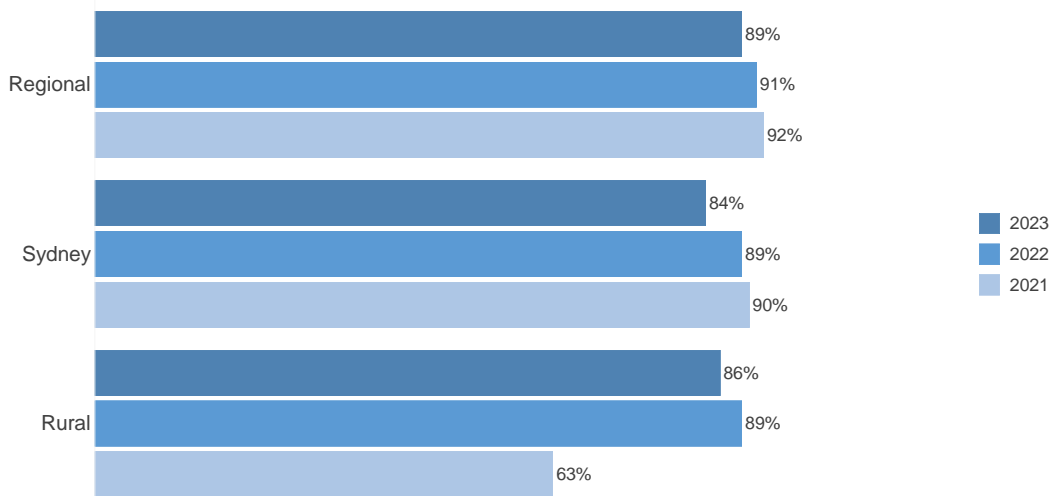
'STAFF HAVE BEEN SENSITIVE TO MY ETHNIC AND CULTURAL BACKGROUND'

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 87% agreed that staff were sensitive to their ethnic and cultural background, 2% disagreed and 11% were neutral. Six organisations scored 100%, with the lowest score recorded at 78%.

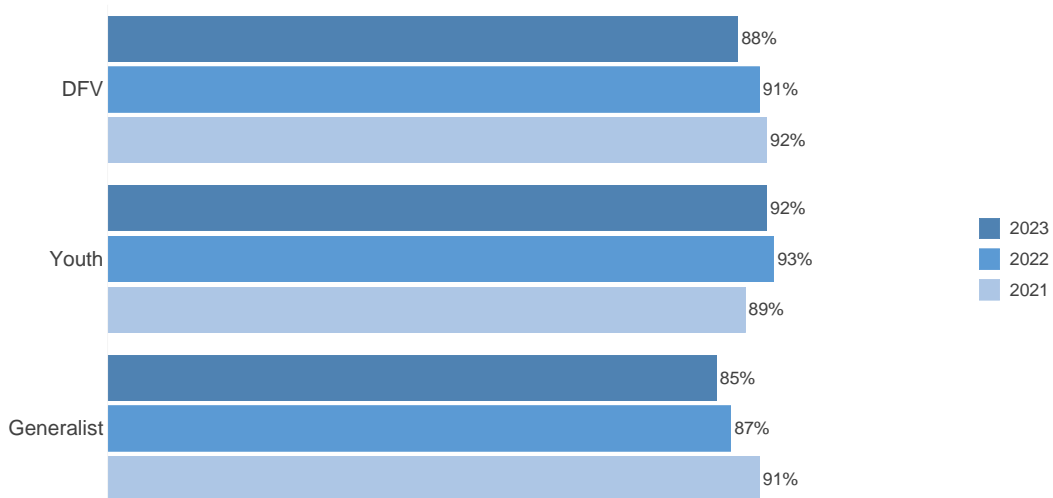
Staff have been sensitive to my ethnic and cultural background (% Agree)



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. There were no statistically significant year on year changes for individual regions.



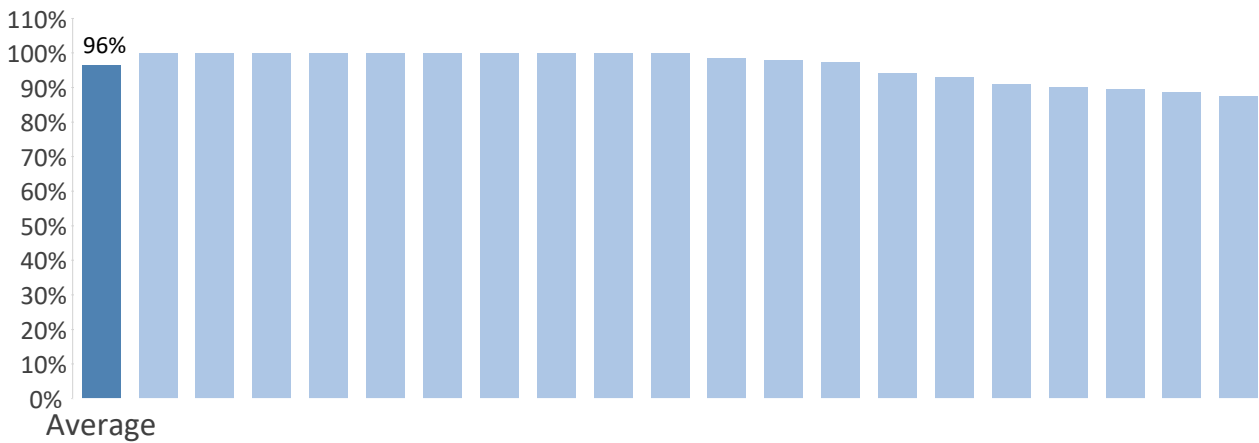
Group comparison by service speciality: There were no significant differences when comparing service specialities. There were no statistically significant differences when comparing individual 2023 service speciality scores to the 2022 scores.



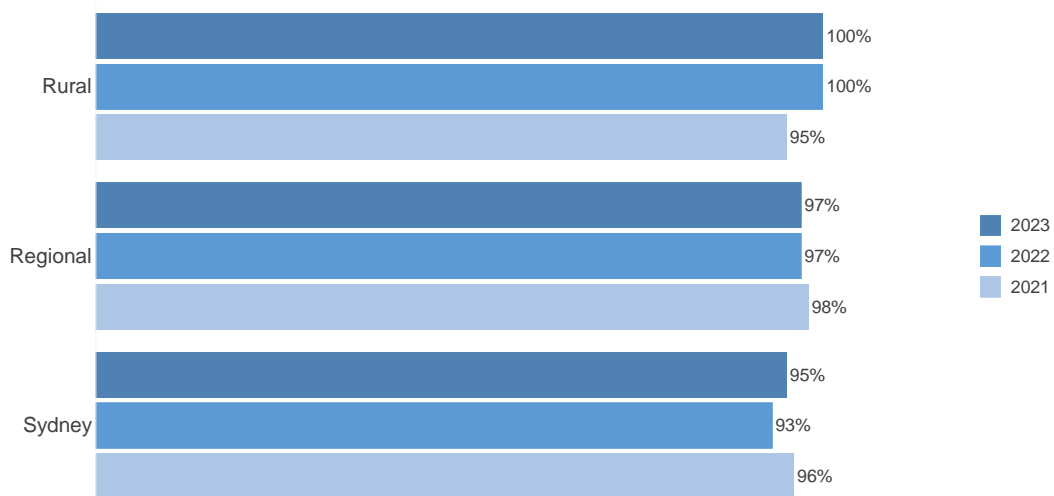
'STAFF MADE ME FEEL ACCEPTED FOR WHO I AM'

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 2% were neutral. Many organisations scored 100%, with the lowest score recorded at 88%.

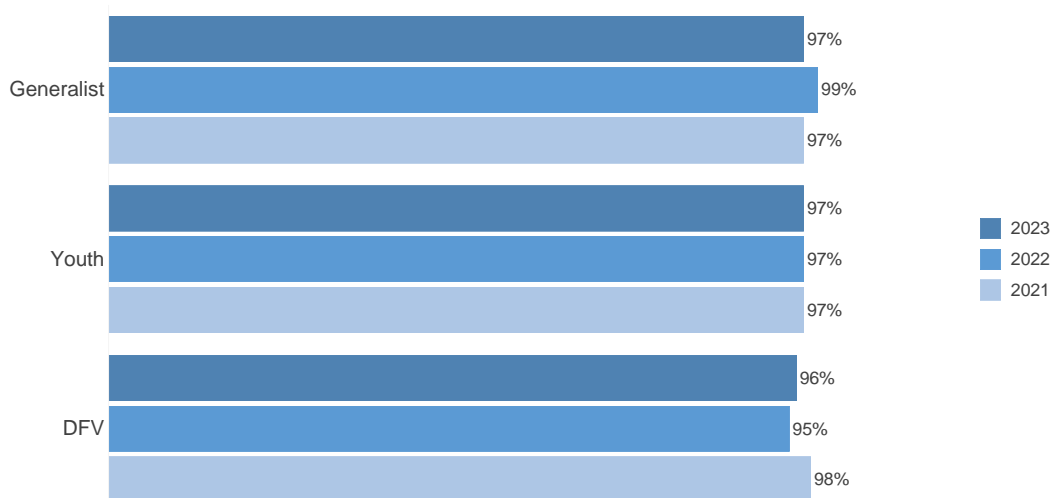
Staff have made me feel accepted for who I am (% Agree)



Group comparison by region: There were no statistically significant differences satisfaction with being made to feel accepted when comparing different areas. There were no statistically significant year on year changes for individual regions.



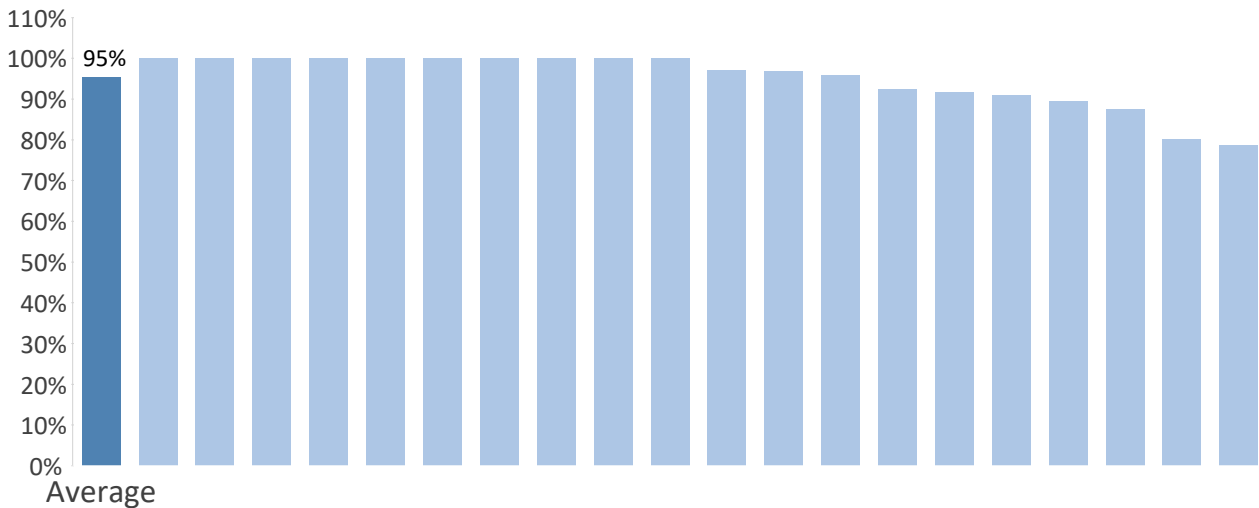
Group comparison by service speciality: There were no significant differences when comparing different specialisms. There were no statistically significant differences when comparing individual 2023 service speciality scores to the 2022 scores.



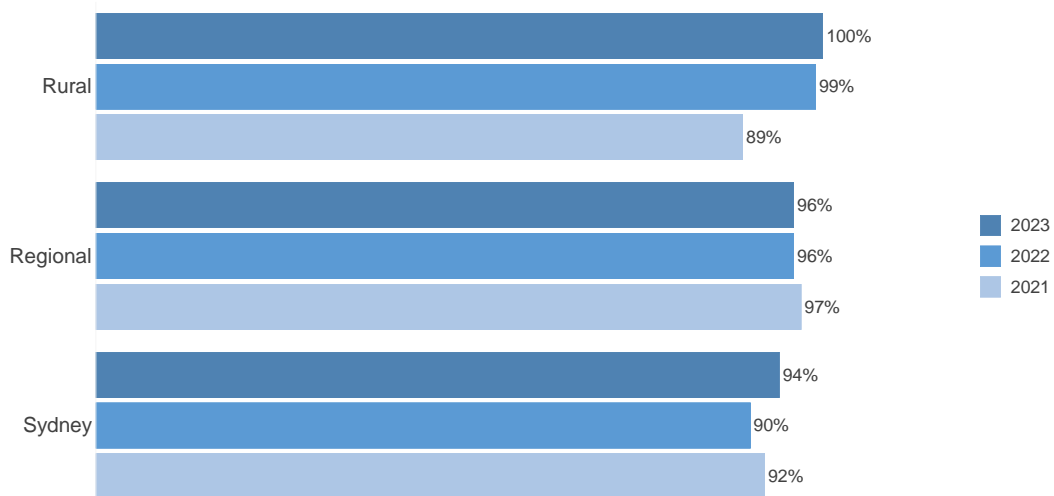
'STAFF UNDERSTOOD MY NEEDS'

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, 3% disagreed and 2% were neutral. Several organisations scored 100% and the lowest score was 79%.

Staff understood my needs (% Agree)



Group comparison by region: There were no statistically significant differences satisfaction with staff understanding client needs when comparing different areas. There were no statistically significant year on year changes for individual regions.



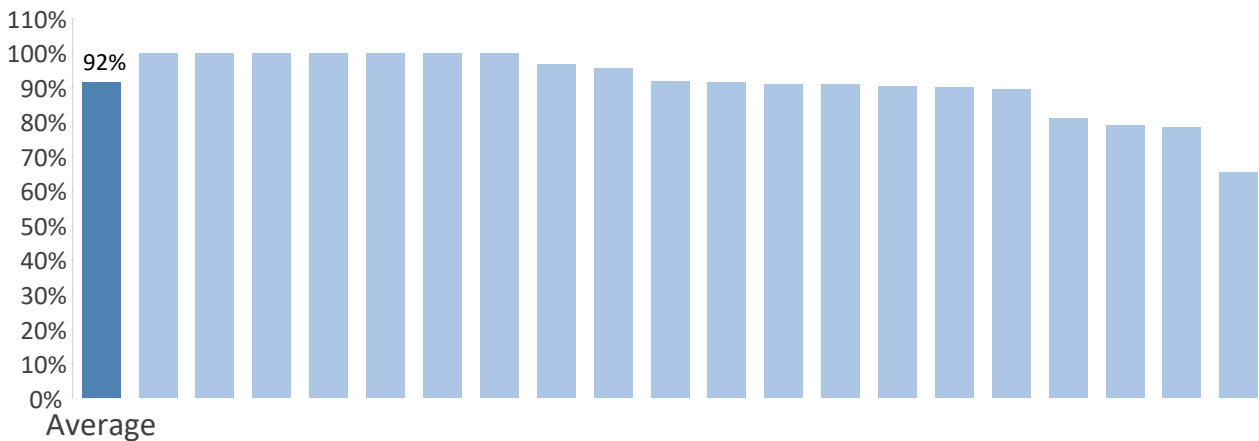
Group comparison by service speciality: Clients of Generalist services were significantly more likely to agree that staff understood needs than clients of DFV services (97% vs 92%). There were no statistically significant differences when comparing individual 2023 service speciality scores to the 2022 scores.



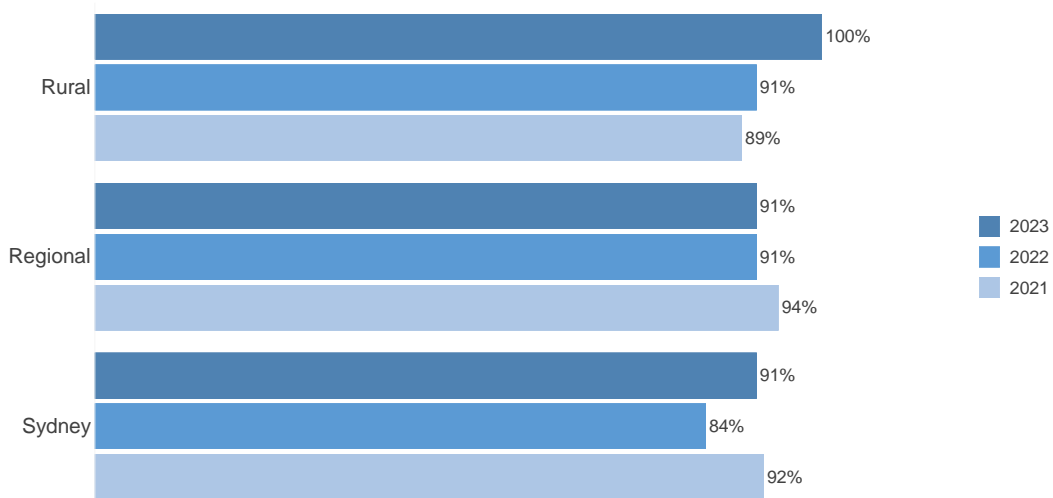
'I HAVE PARTICIPATED IN SETTING MY CASE PLAN GOALS'

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 92% agreed that they have participated in setting their case plan goals, 2% disagreed and 7% were neutral. Seven organisations scored 100% and the lowest score was 65%.

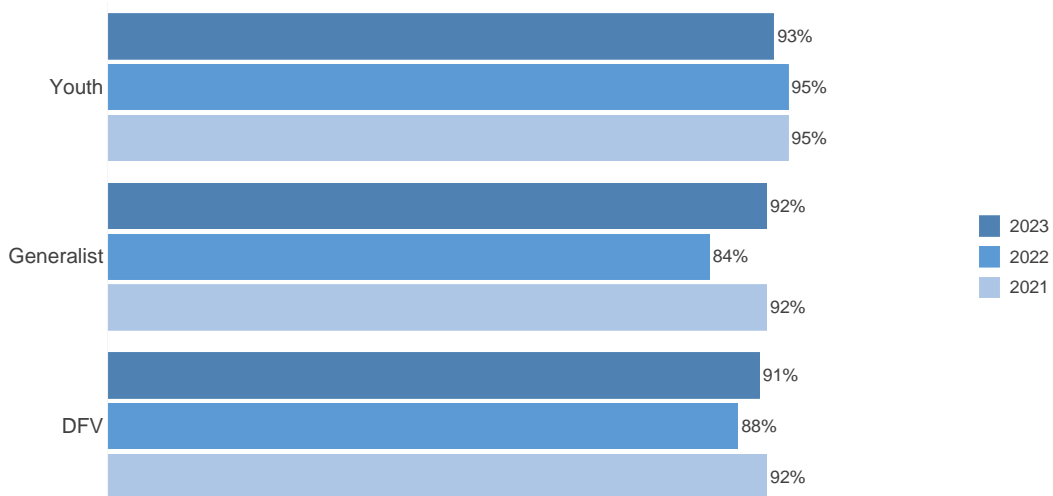
I have participated in setting my case plan goals (% Agree)



Group comparison by region: There were no statistically significant differences the proportion agreeing that they have participated in setting their case plan goals when comparing different areas. Clients in Sydney were significantly more likely to agree that they have participated in setting case plan goals in 2023 (91%) than in 2022 (84%).



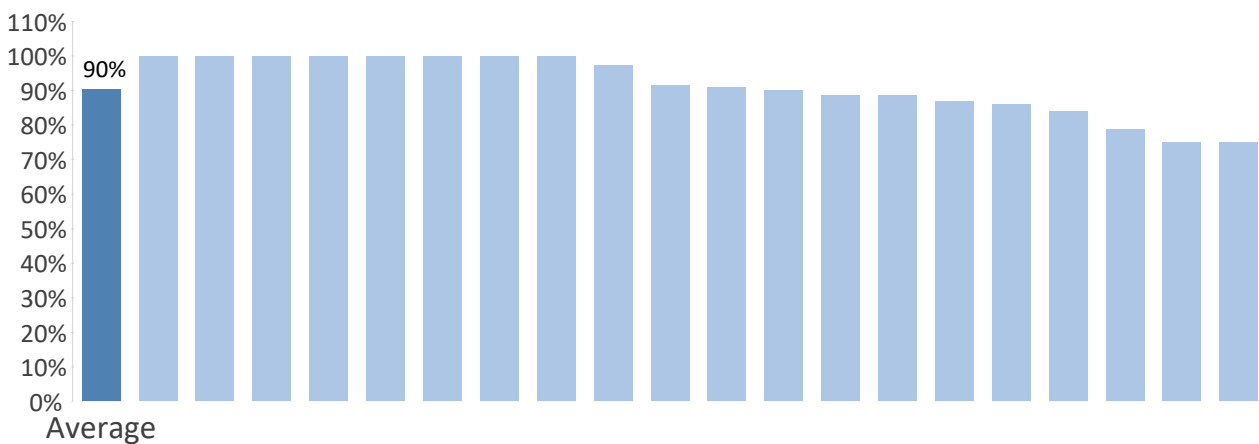
Group comparisons by service speciality: There were no statistically significant differences the proportion agreeing that they have participated in setting their case plan goals when comparing different specialisms. Clients in Generalist organisations were significantly more likely to agree that they have participated in setting case plan goals in 2023 (92%) than in 2022 (84%).



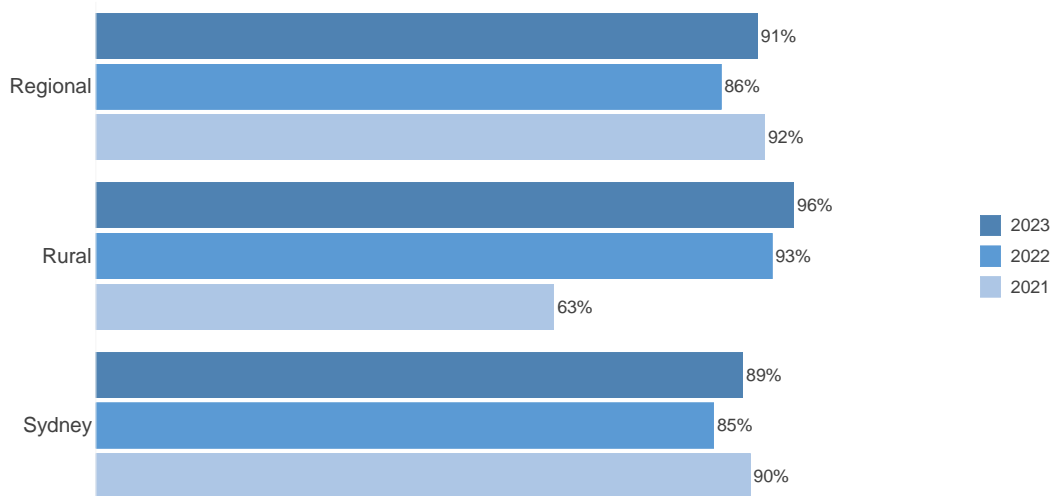
'STAFF REFERRED ME TO OTHER SERVICES TO SUPPORT MY OTHER NEEDS'

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 90% agreed that staff referred them to other services to support their other needs, 2% disagreed and 7% were neutral. Eight organisations scored 100% and the lowest score was 75%.

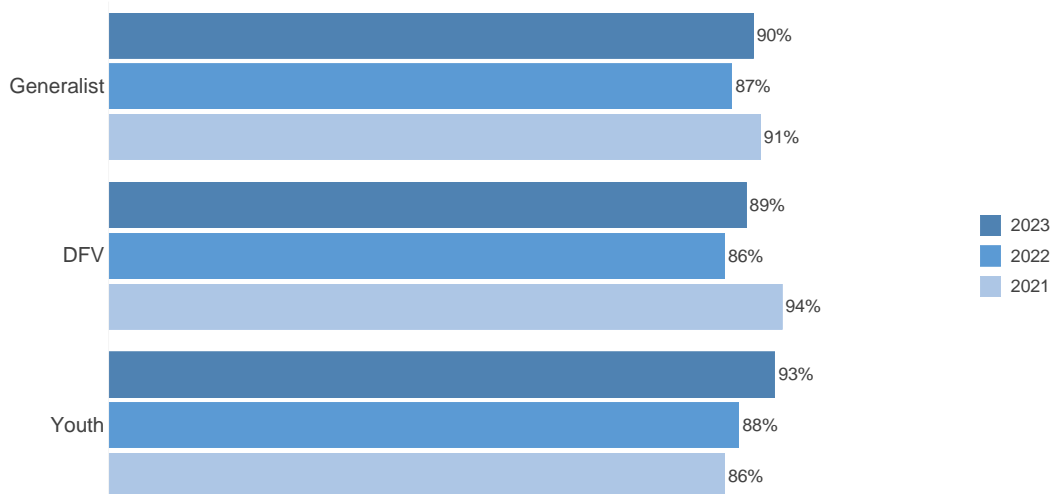
Staff referred me to other services to support my other needs (% Agree)



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. There were no statistically significant year on year changes for individual regions.



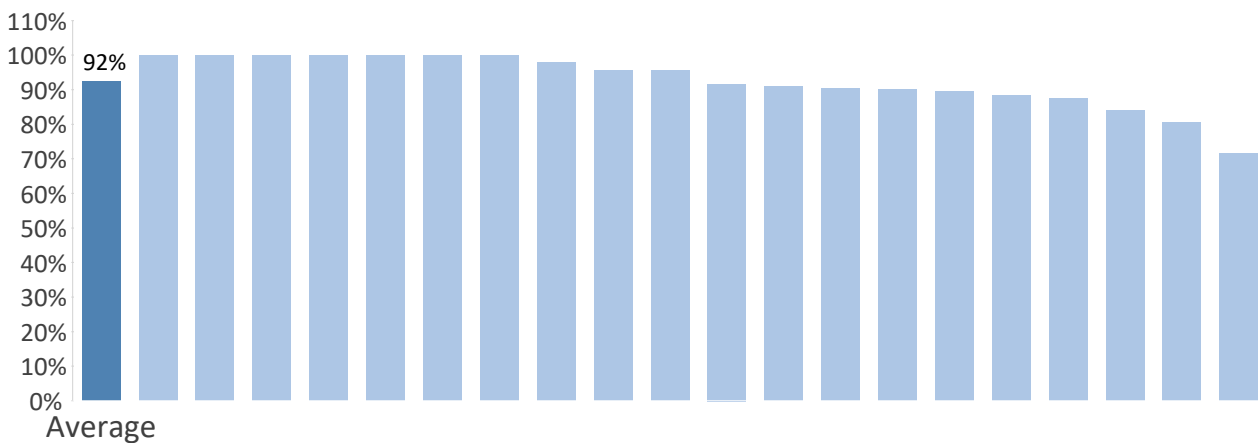
Group comparison by service speciality: There were no statistically significant variations between service specialisms when comparing the proportion who reported that they were referred to external support services. There were no statistically significant differences when comparing individual 2023 service speciality scores to the 2022 scores.



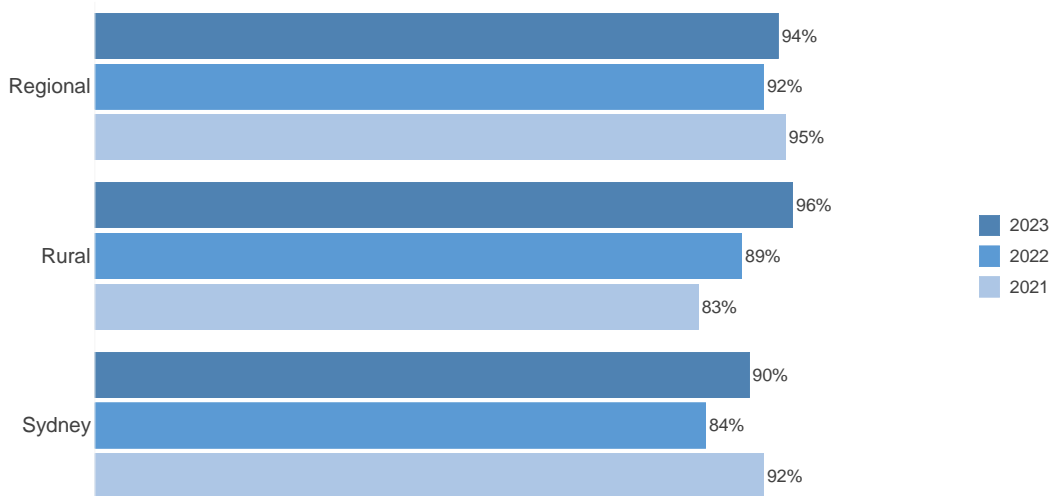
'STAFF TOLD ME ABOUT MY ACCOMMODATION OPTIONS'

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 92% agreed that staff told them about their accommodation options, 2% disagreed and 6% were neutral. Seven organisations scored 100% and the lowest score was 71%.

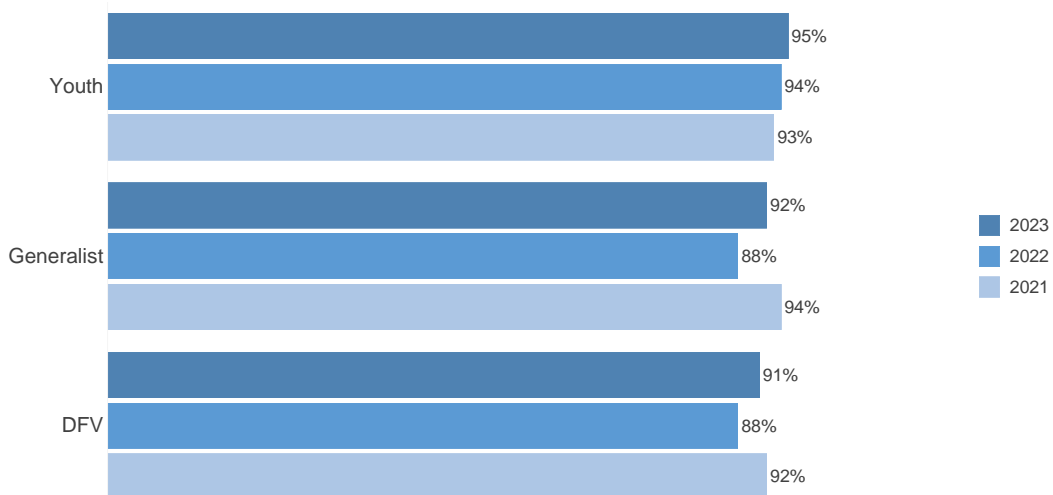
Staff told me about my accommodation options (% Agree)



Group comparison by region: There were no statistically significant differences the proportion agreeing that they were told about their accommodation options when comparing different areas. There were no statistically significant year on year changes for individual regions.



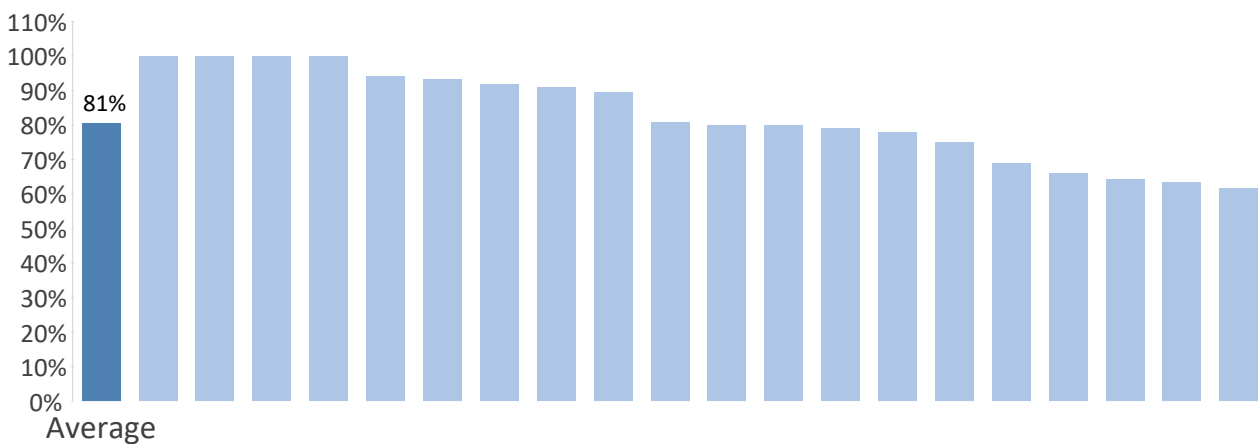
Group comparison by service speciality: There were no statistically significant differences the proportion agreeing that they were told about their accommodation options when comparing different specialisms. There were no statistically significant differences when comparing individual 2023 service speciality scores to the 2022 scores.



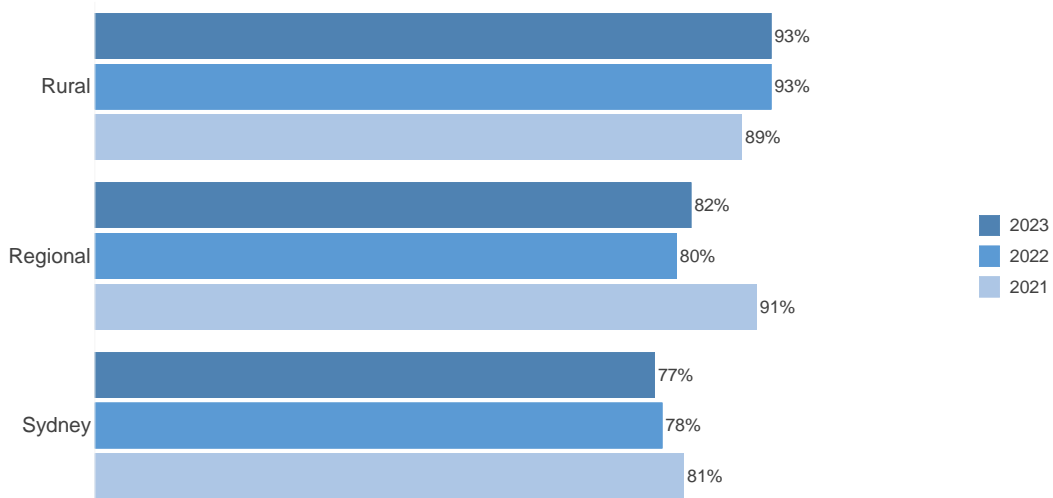
'STAFF EXPLAINED HOW TO MAKE A COMPLAINT AGAINST THIS ORGANISATION'

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, 6% disagreed and 14% were neutral. Four organisations scored 100% and the lowest score was 62%.

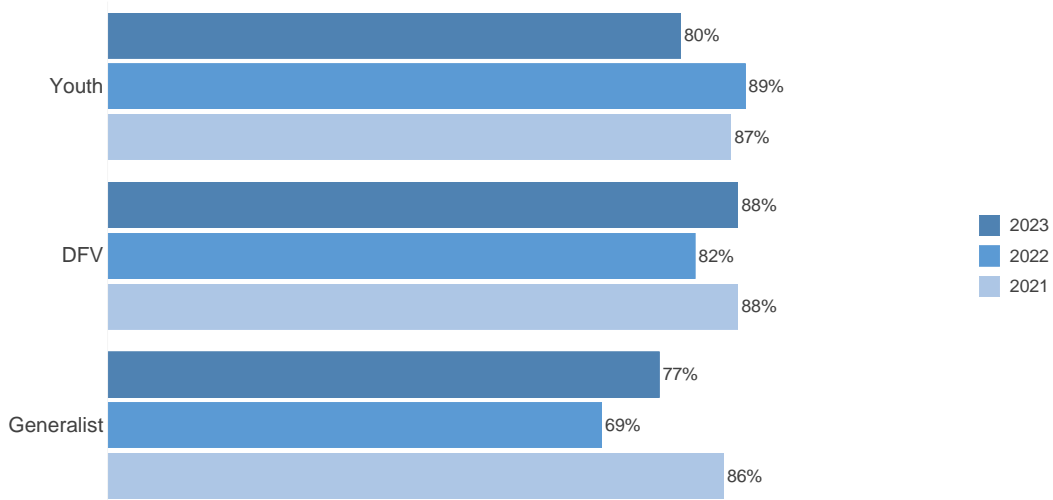
Staff explained how to make a complaint against this organisation (% Agree)



Group comparison by region: There were no statistically significant differences the proportion agreeing that staff explained how to make a complaint when comparing different areas. There were no statistically significant year on year changes for individual regions.



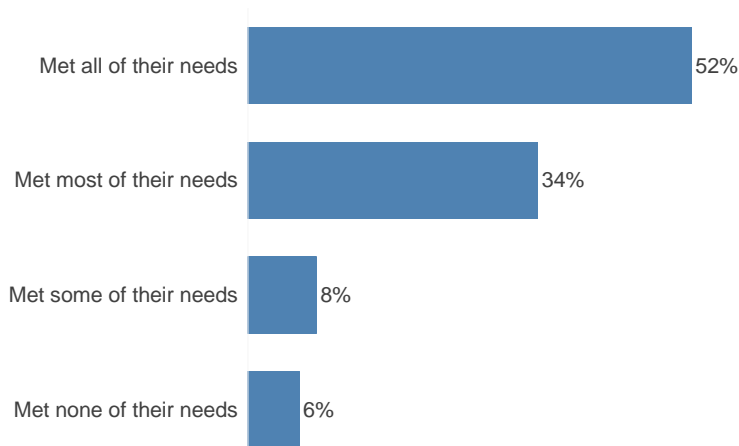
Group comparison by service speciality: Clients of DFV services were significantly more likely to agree that the complaints process was explained to them than clients of Generalist services (88% vs. 77%). The score for Generalist organisations grew significantly from 69% to 77%



Section 9: Child Support

Clients were asked about how their service caters for the needs of children. Sixty-four percent (64%) of respondents reported that they do not have children under the age of eighteen. Excluding these clients from analysis, 52% reported that the service met all their children’s needs, and 34% reported that their service met most of their children’s needs.

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

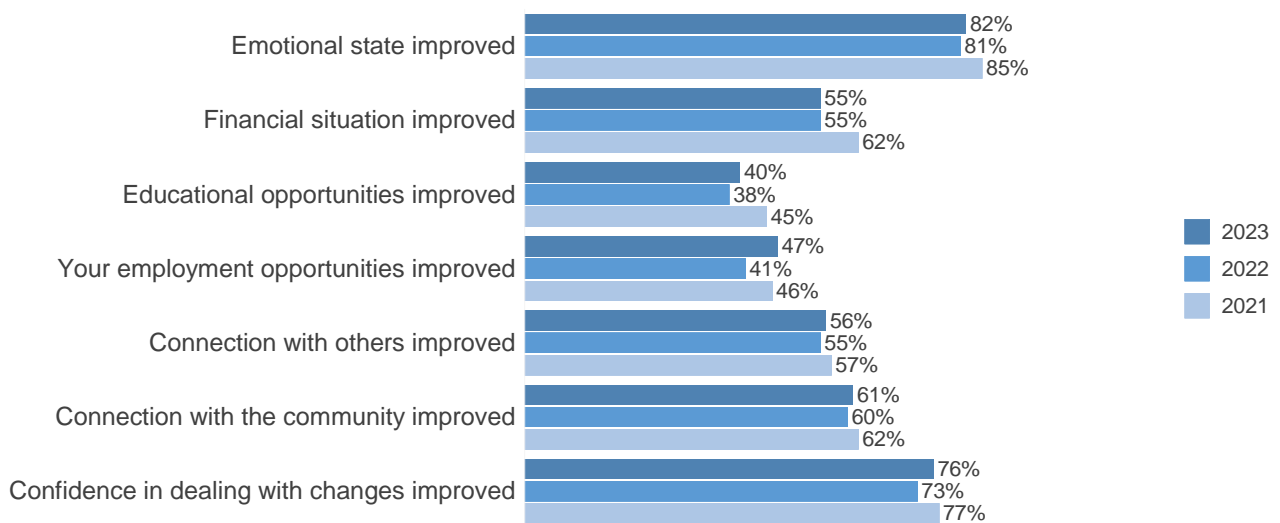


Section 10: Impact of Service

Clients were asked how assistance from their service has affected various aspects of their life. There were no statistically significant changes when compared to 2022. The results show that that SHS are making a positive impact in various ways:

- 82% reported that their **emotional state** has improved since getting assistance from the service, 14% reported that it has stayed the same and 4% reported that it has got worse.
- 55% reported that their **financial situation** has improved, 39% reported that it has stayed the same and 5% reported that it has got worse.
- 40% reported that their **educational opportunities** have improved, 58% reported that they have stayed the same and 2% reported that they have got worse.
- 47% reported that their **employment opportunities** have improved, 52% reported that they have stayed the same and 1% reported that they have got worse.
- 56% reported that **their connection with others** has improved, 39% reported that it has stayed the same and 5% reported that it has got worse.
- 61% reported that their **connection with the community** has improved, 36% reported that it has stayed the same and 3% reported that it has got worse.
- 76% reported that their **confidence in dealing with changes** has improved, 20% reported that it has stayed the same and 4% reported that it has got worse.

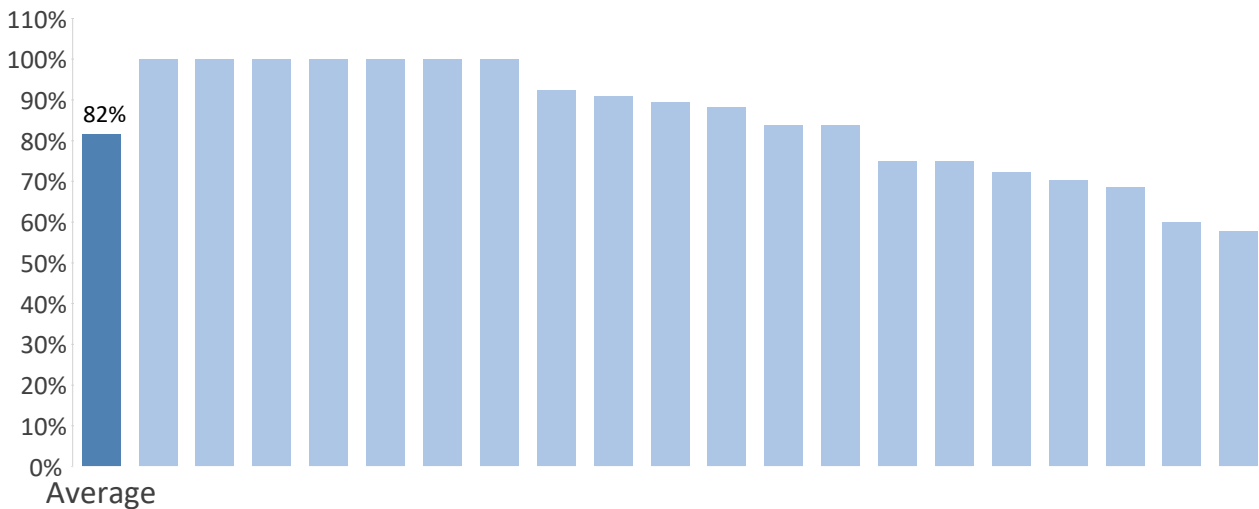
Summary: How things have improved



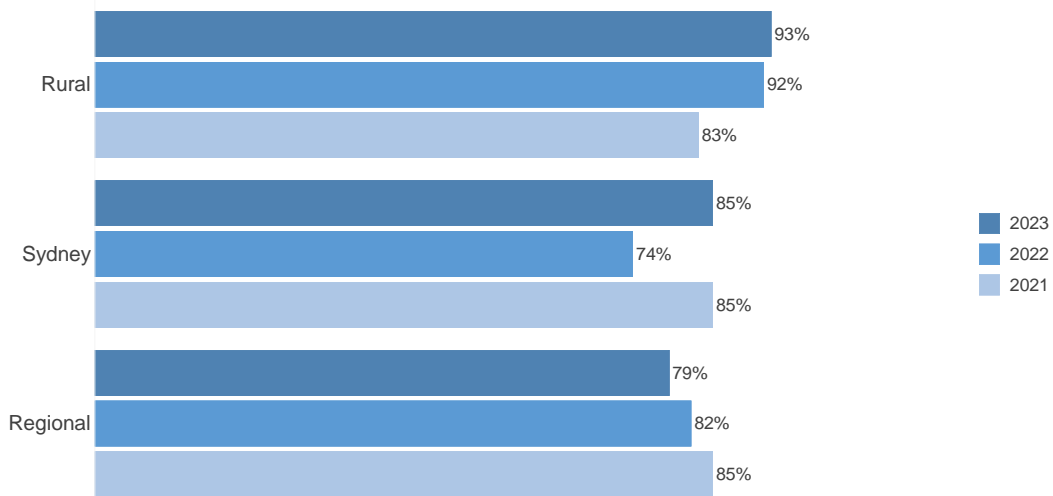
EMOTIONAL STATE IMPROVEMENT

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 82% reported that their emotional state has improved since getting assistance from the service, 14% reported that it had stayed the same and 4% that it had got worse. The highest score was 100% with the lowest scoring 58%.

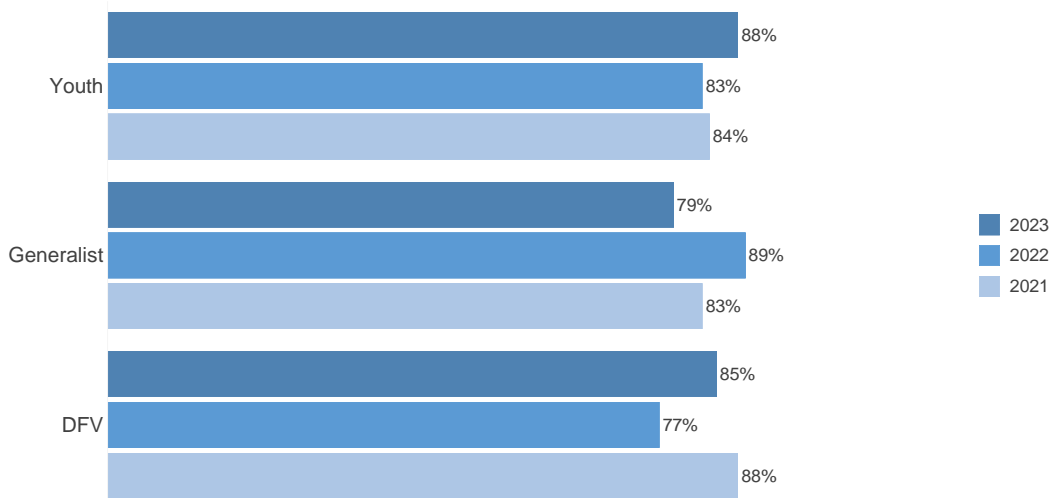
Your emotional state? (% Improved)



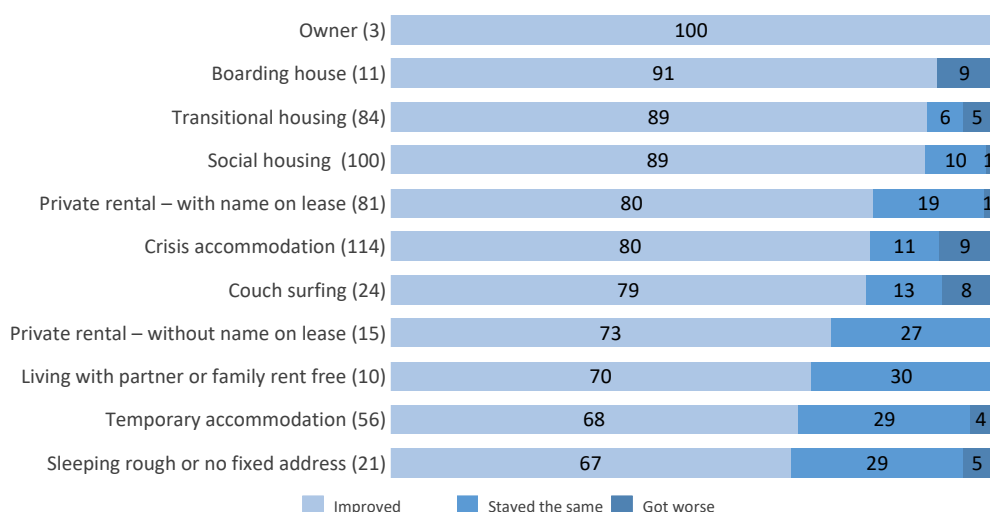
Group comparison by region: There were no statistically significant differences in the proportion of clients who claim that their emotional state has improved when comparing areas. The Sydney score was significantly higher in 2023 (85%) than in 2022 (74%).



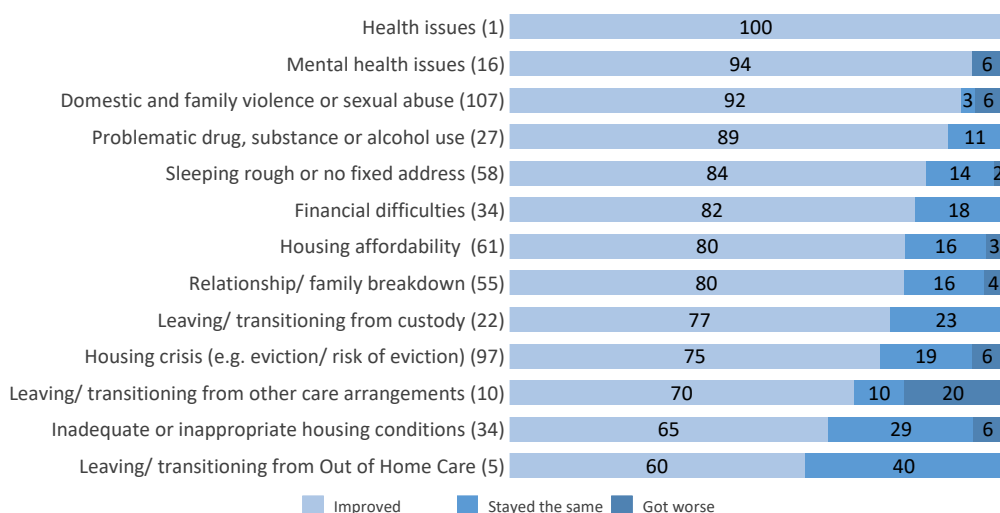
Group comparison by service speciality: There were no statistically significant differences in the proportion of clients who claim that their emotional state has improved when comparing specialisms. The score for Generalist organisations decreased significantly, from 89% in 2022 to 79% in 2023.



Group comparison by accommodation type: There was some variation when comparing accommodation type, with clients who are sleeping rough (67%) and in temporary accommodation (68%) least likely to report that their emotional state had improved while owners (100%, three respondents) and clients in a boarding house (91%) were most likely to report an improvement in their emotional state.



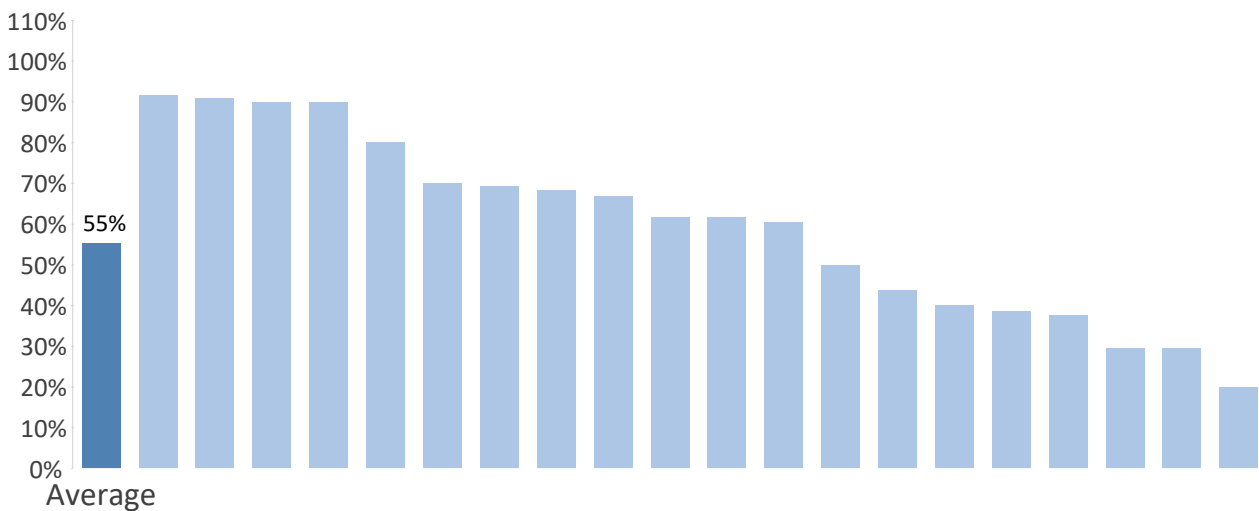
Group comparison by reason for seeking support: When looking at the reasons that clients sought help, scores ranged between 100% to 60%, although note low base sizes for some subgroups.



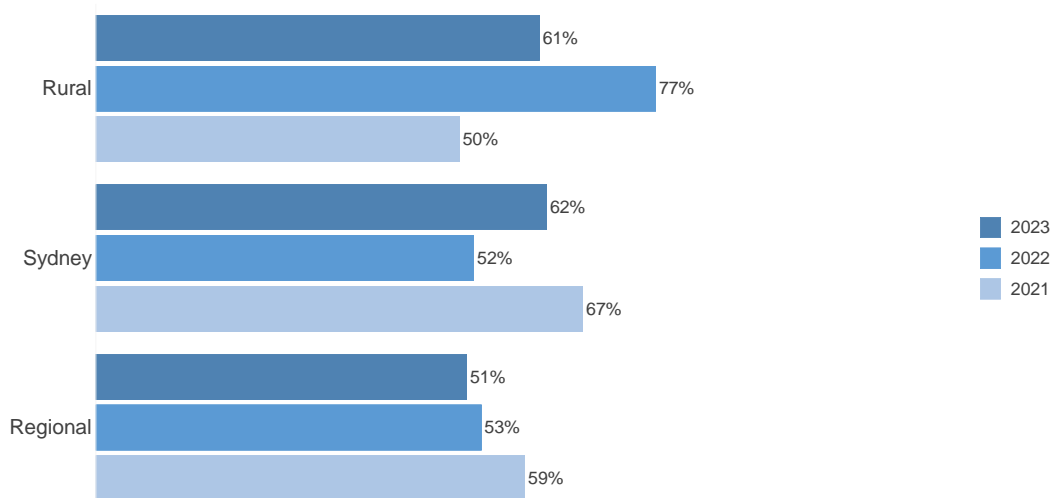
FINANCIAL SITUATION IMPROVEMENT

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, 39% reported that it has stayed the same and 5% reported that it has got worse. The highest score was 92% and the lowest was 20%.

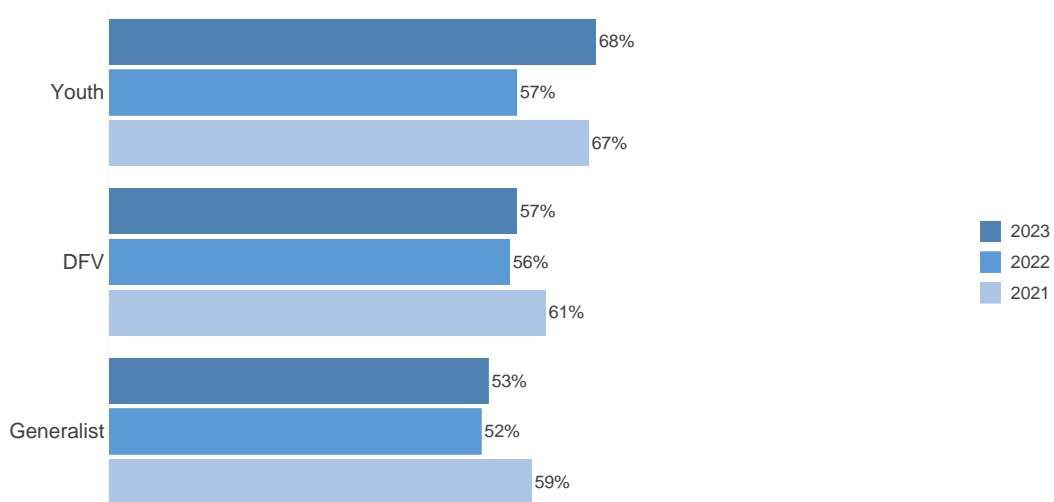
Your financial situation? (% Improved)



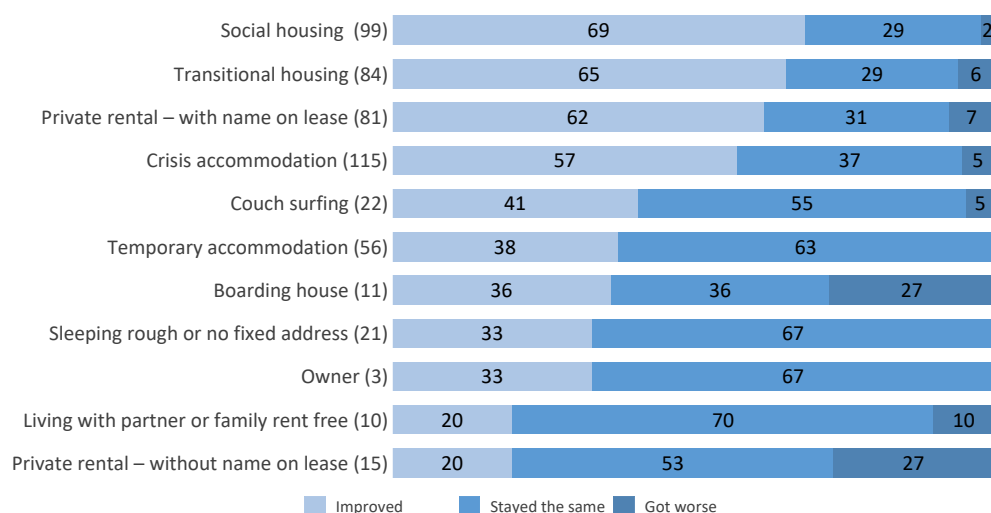
Group comparison by region: Clients in Sydney were significantly more likely to report that their financial situation has improved (62%) than clients in Regional areas (51%). The score for Sydney increased significantly, from 52% in 2022 to 62% in 2023.



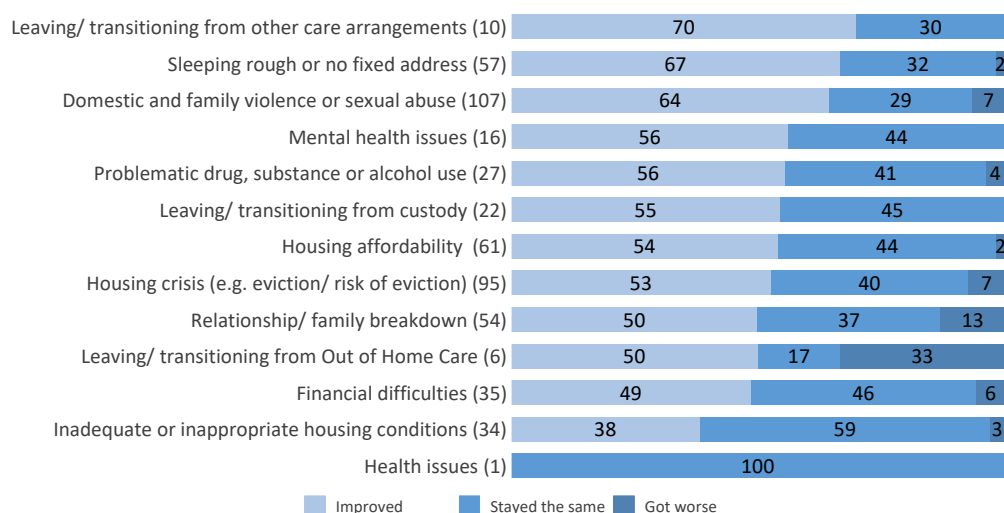
Group comparison by service speciality: Clients of Youth services providers were significantly more likely to report that their financial situation has improved (68%) than clients of Generalist providers (53%). There were no statistically significant differences when comparing individual 2023 service speciality scores to the 2022 scores.



Group comparison by accommodation type: Clients living with a partner or family rent free and those in private rental without their name on the were the least likely to report that their financial situation has improved lease (both 20%), while the score was the highest for clients in social housing (69%).



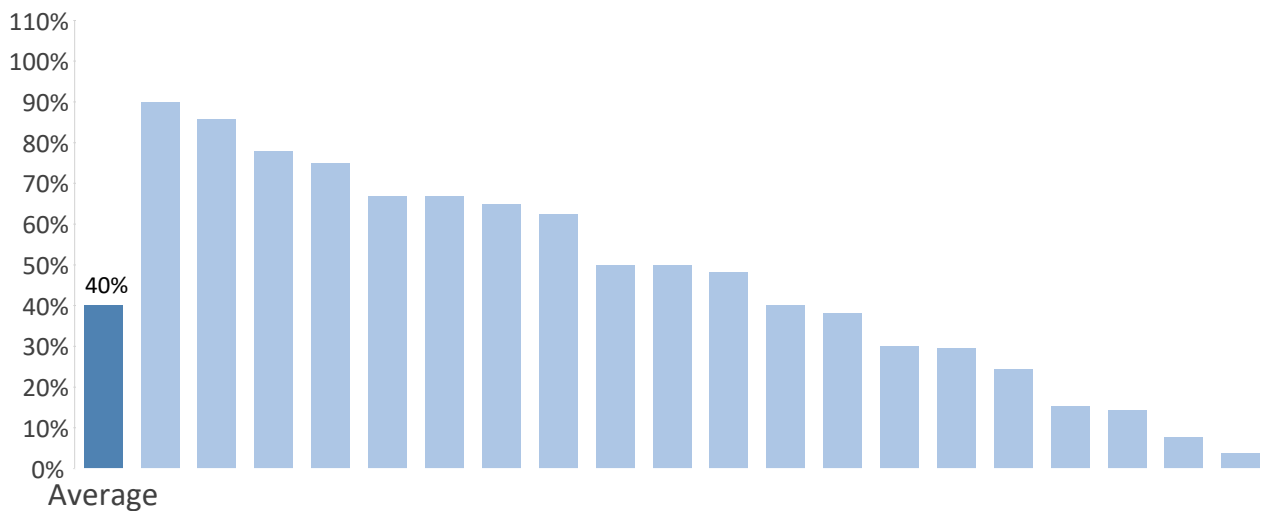
Group comparison by reason for seeking support: Clients who sought help after leaving other care arrangements were the most likely to report that their financial situation has improved (70%). 49% of those who sought support due to financial difficulties reported that their financial situation has improved.



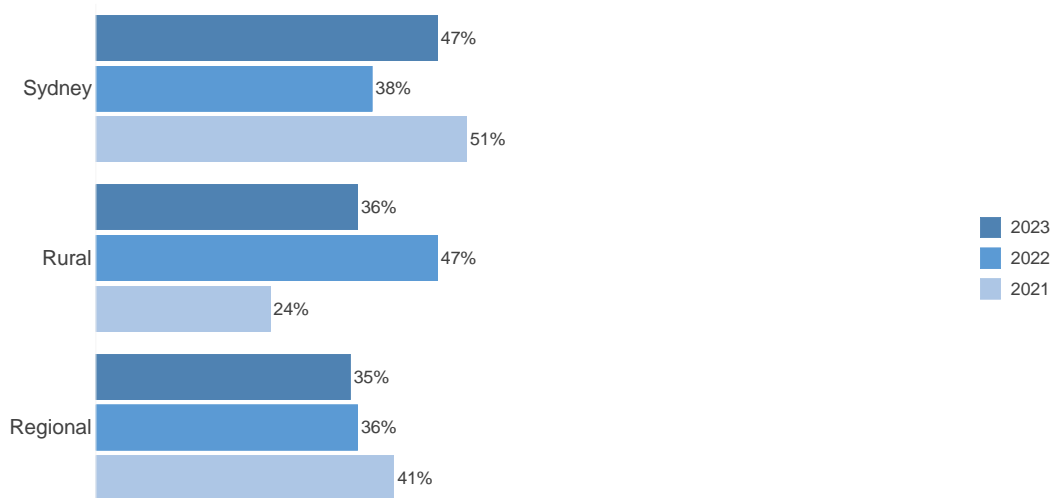
IMPROVEMENT OF EDUCATIONAL OPPORTUNITIES

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 40% reported that their educational opportunities have improved, 58% reported that they have stayed the same and 2% reported that they have got worse. The highest score was 90% and the lowest was 4%.

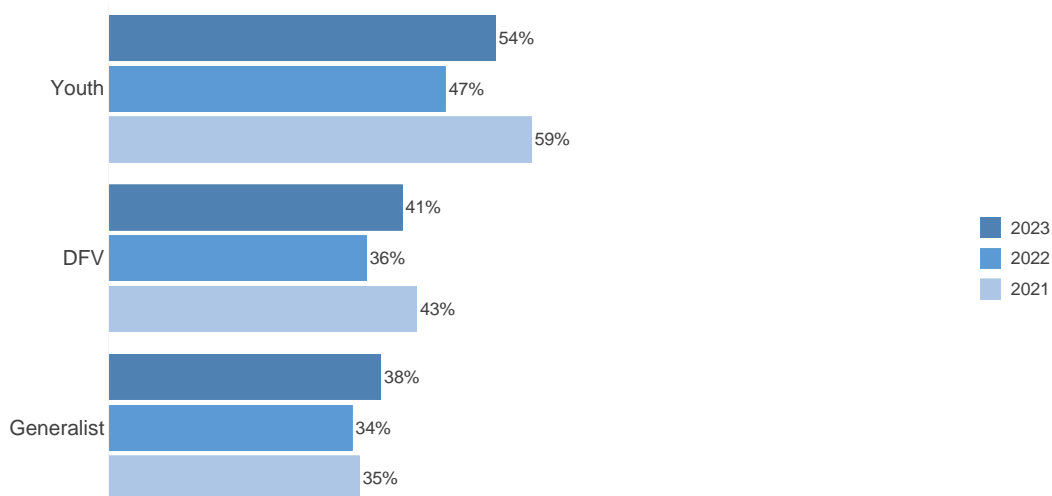
Your educational opportunities? (% Improved)



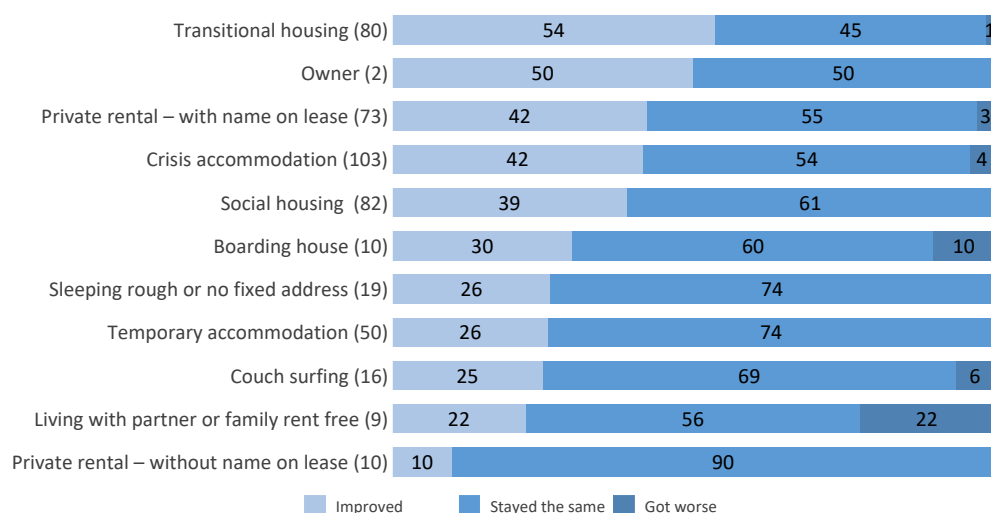
Group comparison by region: Clients in Sydney were significantly more likely than clients in Regional areas to report that their education opportunities have improved (47% vs 35%). There were no statistically significant year on year changes for individual regions.



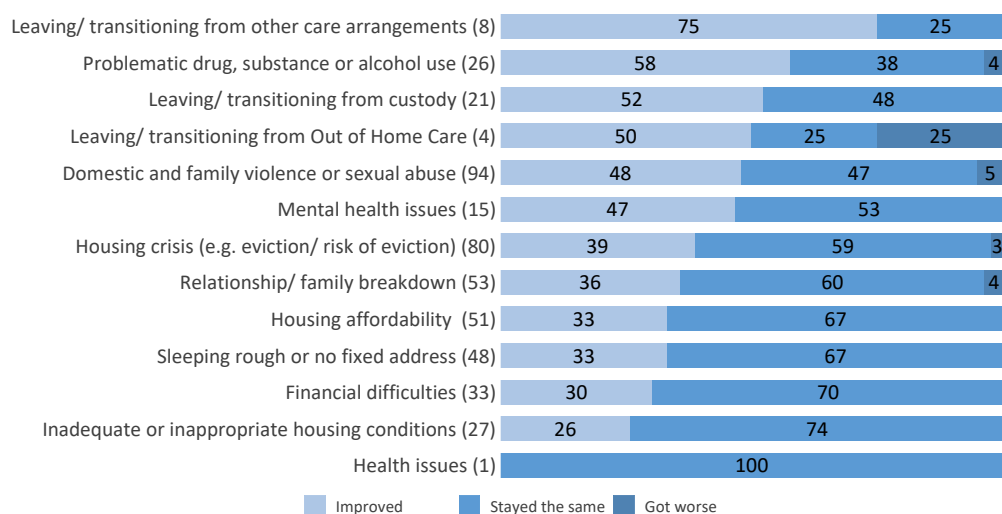
Group comparison by service speciality: Clients in Youth organisations were significantly more likely to report that their educational opportunities have improved (54%) than clients in DFV organisations (38%). There were no statistically significant differences when comparing individual 2023 service speciality scores to the 2022 scores.



Group comparison by accommodation type: Clients who are living in private rental without their name on the lease were the least likely to report that their educational opportunities have got better (10%). The highest score was for clients in transitional housing (54%).



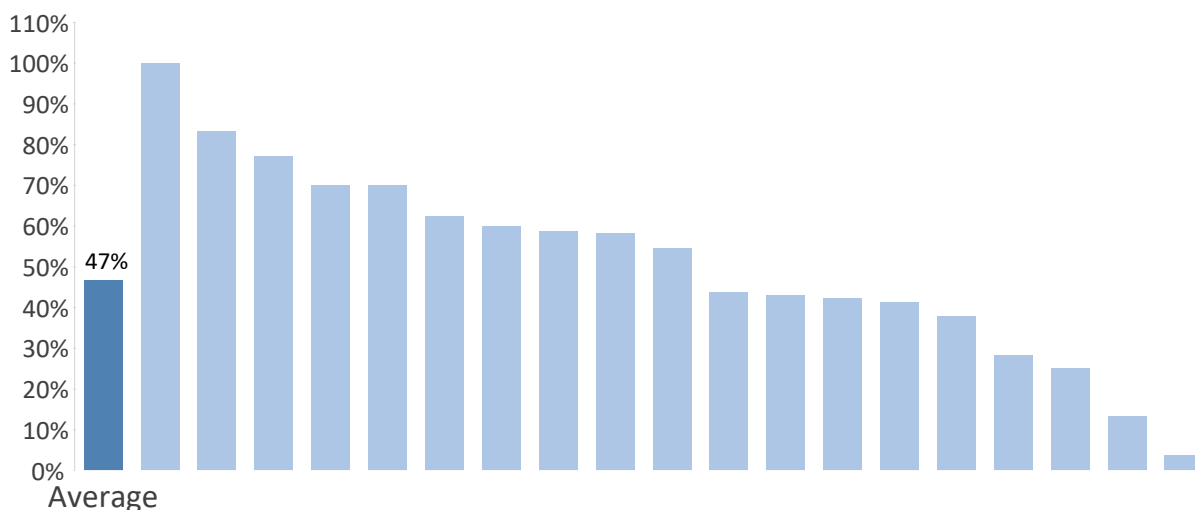
Group comparison by reason for seeking support: Clients who sought help when transitioning from other care arrangement (75%) were the most likely to report that their educational opportunities have improved.



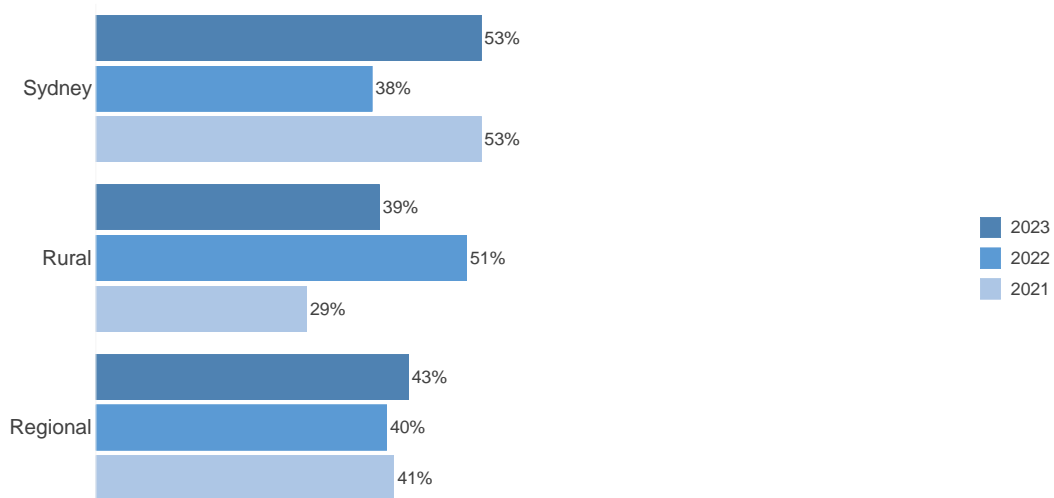
IMPROVEMENT OF EMPLOYMENT OPPORTUNITIES

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 47% reported that their employment opportunities have improved, 52% reported that they have stayed the same and 1% reported that they have got worse. The highest score was 100% with the lowest 0%.

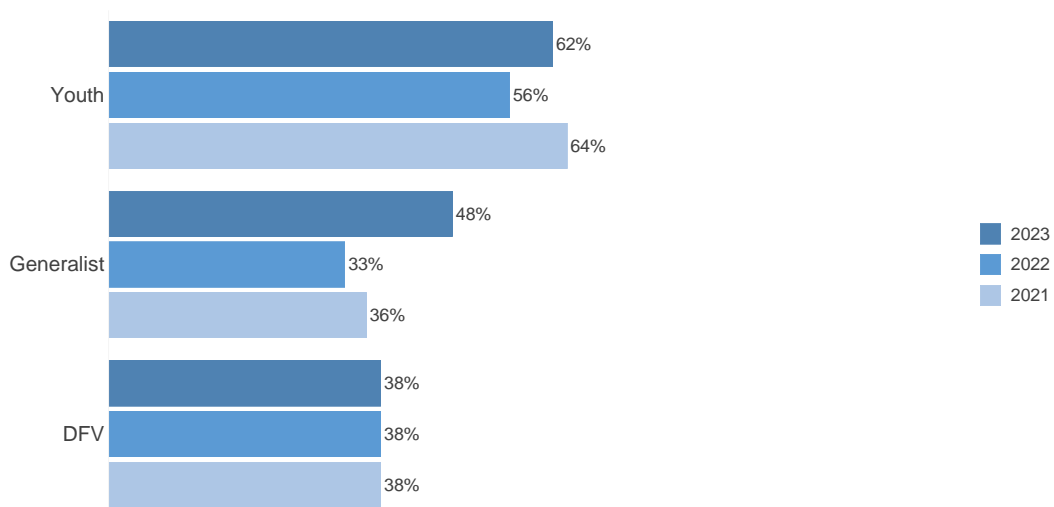
Your employment opportunities? (% Improved)



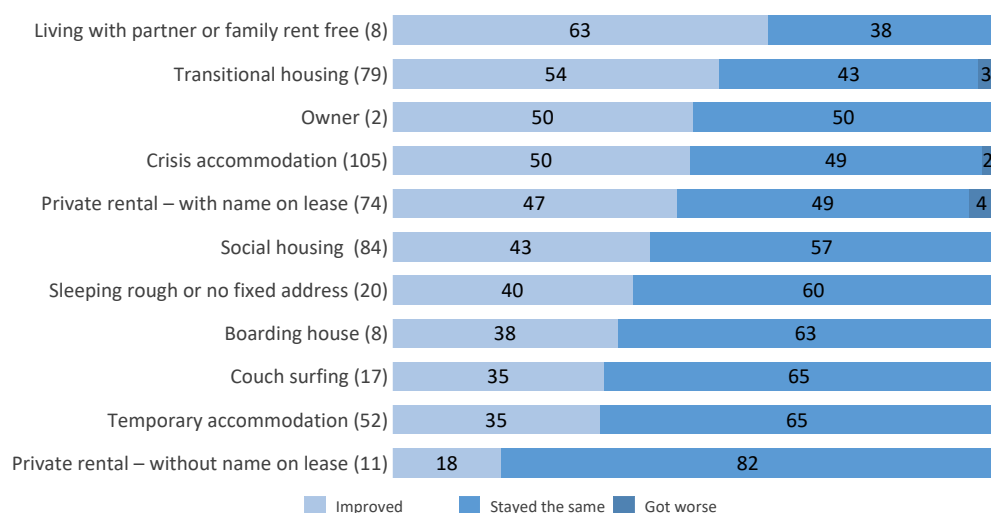
Group comparison by region: Clients in Sydney were significantly more likely than clients in Regional areas to report that their employment opportunities have improved (53% vs 43%). The score for Sydney organisations increased significantly from 38% to 53%.



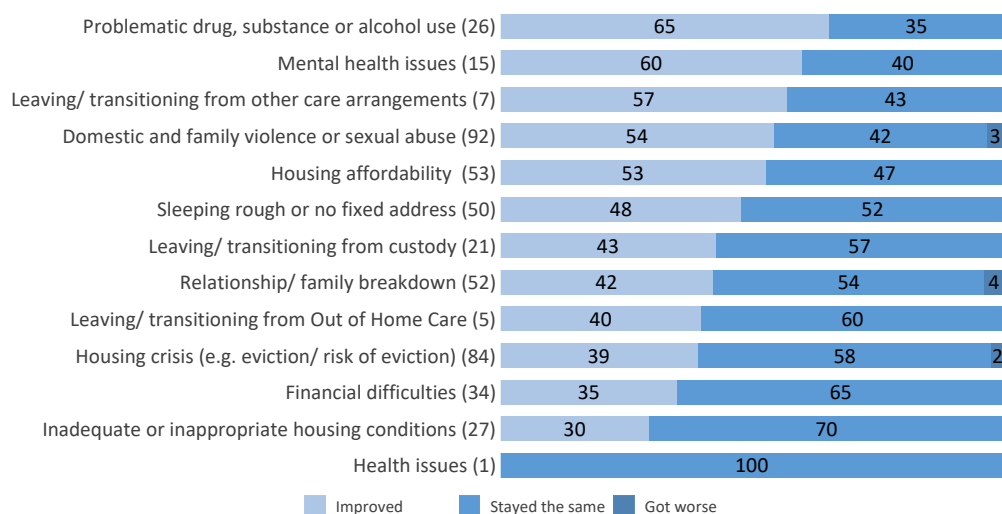
Group comparison by service speciality: Youth specialist organisations (62%) scored significantly above both Generalist organisations (48%) and DFV organisations (38%). The score for Generalist organisations increased from 33% to 48% - a statistically significant increase.



Group comparison by accommodation type: Clients in private rental without their name on the lease were the least likely to report that their employment opportunities have improved (18%). Clients living with a partner or family rent free were the most likely to report that their employment opportunities have improved (63%).



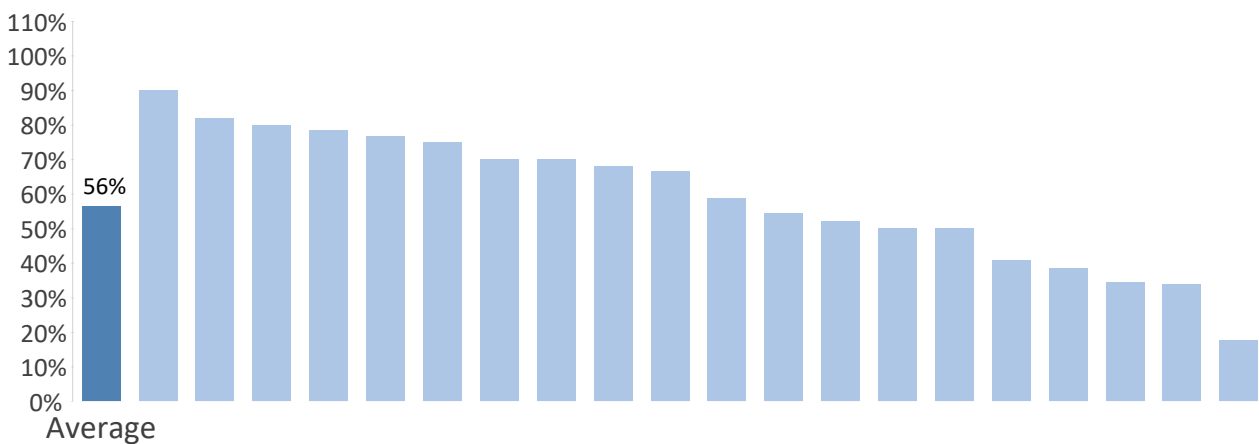
Group comparison by reason for seeking support: Clients who sought help due to drug, substance or alcohol use (65%) were the most likely to report that their employment opportunities have improved.



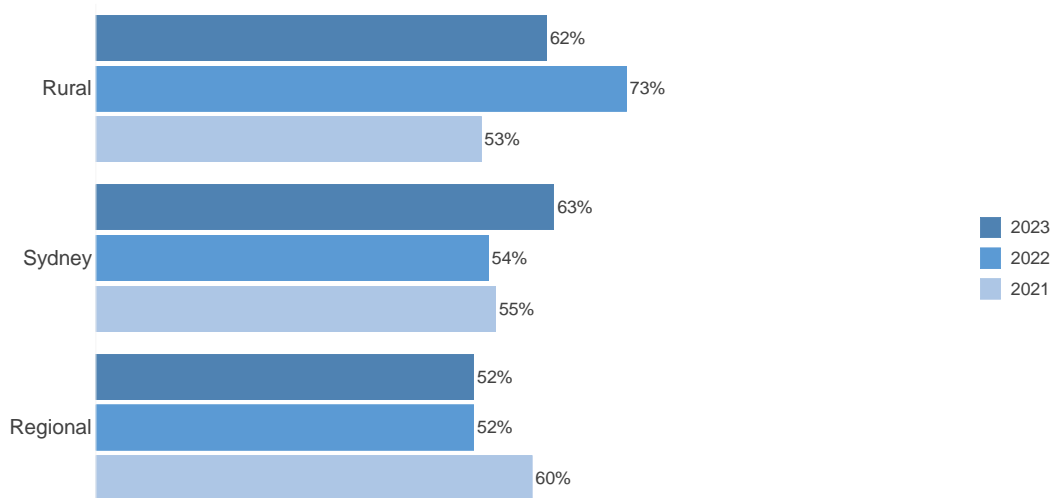
IMPROVEMENT OF CONNECTION WITH OTHERS

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 56% reported that their connection with others has improved, 39% reported that it has stayed the same and 5% reported that it has got worse. The highest score was 90% and the lowest score was 18%.

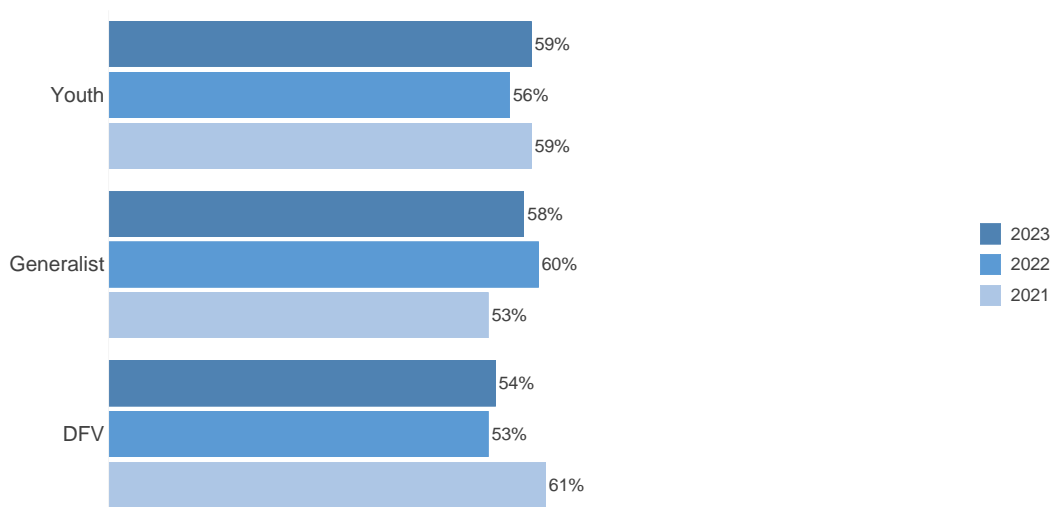
Your connection with others (e.g. family or friends)? (% Improved)



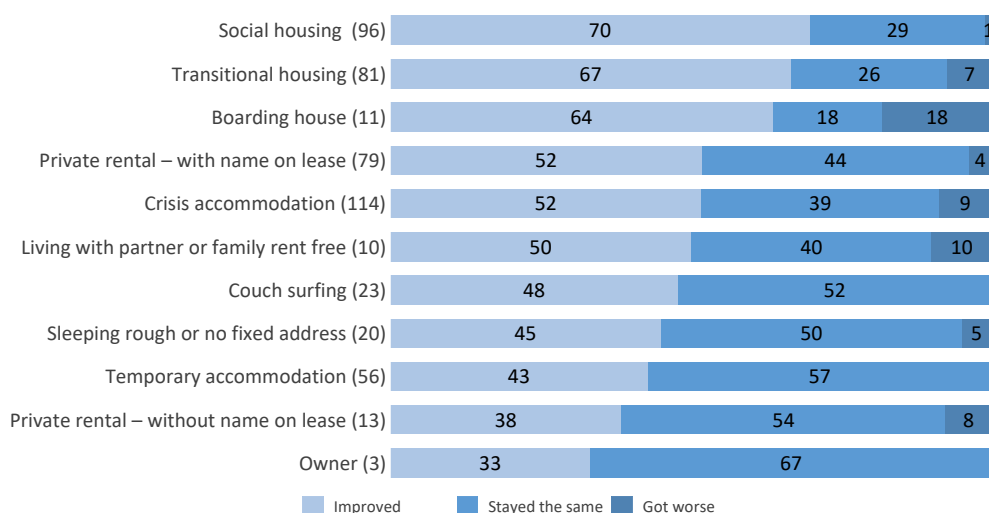
Group comparison by region: Clients living in Sydney were significantly more likely than clients living in Regional areas to report that that their connection with others has improved (63% vs 52%). There were no statistically significant year on year changes for individual regions.



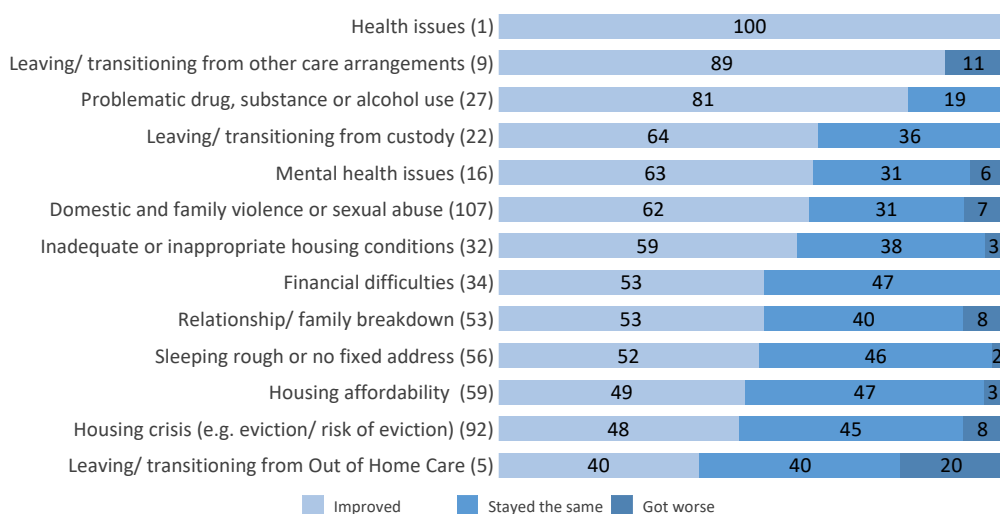
Group comparison by service speciality: There were no statistically significant differences between specialisms. There were no statistically significant differences when comparing individual 2023 service speciality scores to the 2022 scores.



Group comparison by accommodation type: When looking at accommodation type, those in social housing were the most likely to report that their connection with others has improved (70%), while owners (33%, one of three respondents) and those in private rental without their name on the lease (38%) were the least likely to report that their connection with others has improved.



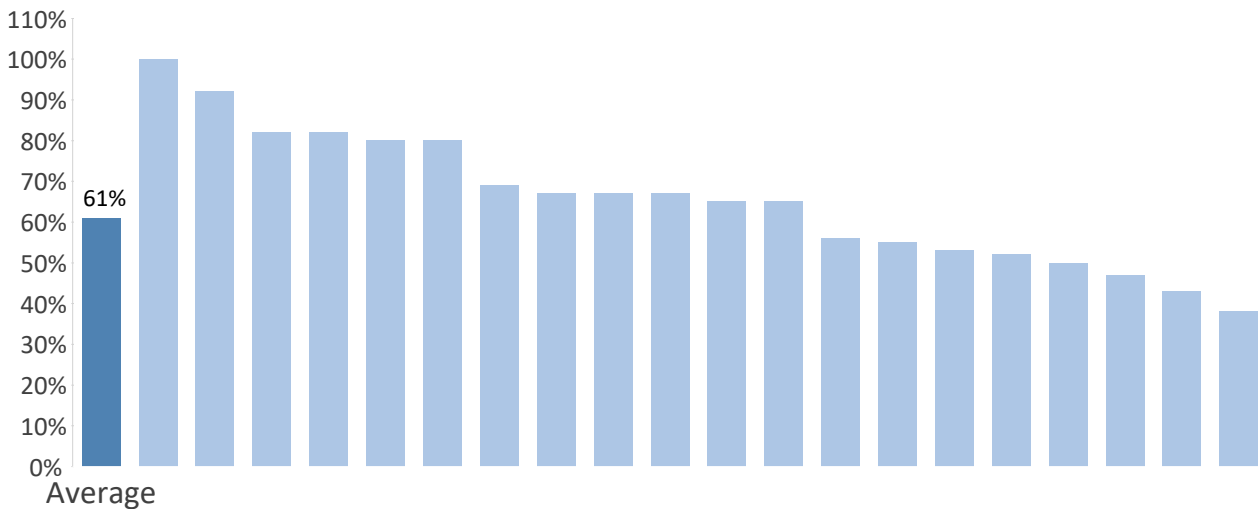
Group comparison by reason for seeking support: There was a wide range of responses when comparing the reasons for seeking support, though note the low base sizes at the extreme ends of the range.



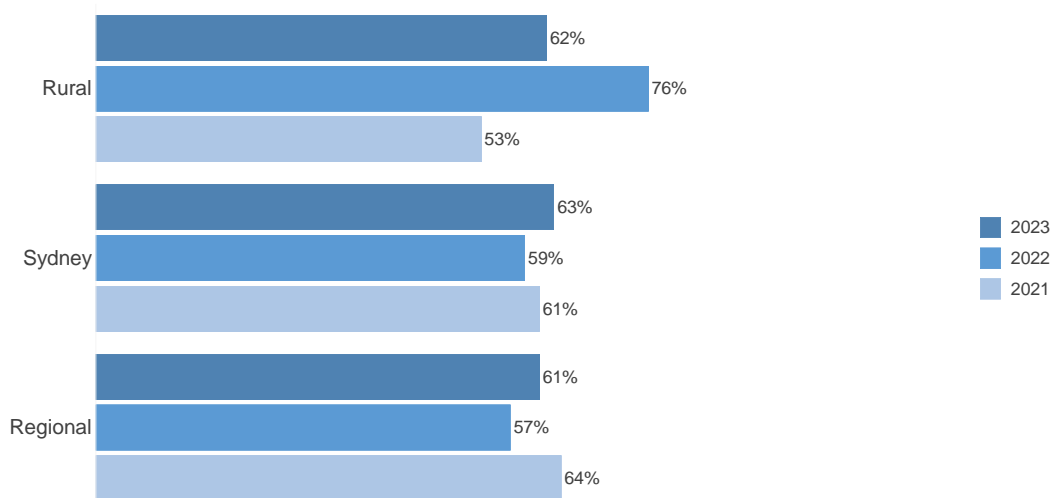
IMPROVEMENT OF COMMUNITY CONNECTION

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 61% reported that their connection with the community has improved, 36% reported that it has stayed the same and 3% reported that it has got worse. The highest score was 100% and the lowest score was 38%.

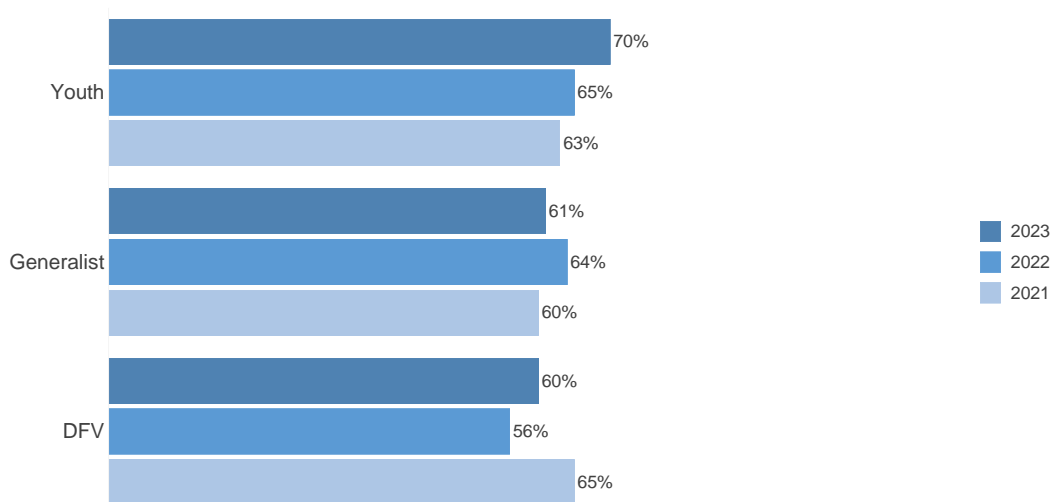
Your connection with the community? (% Improved)



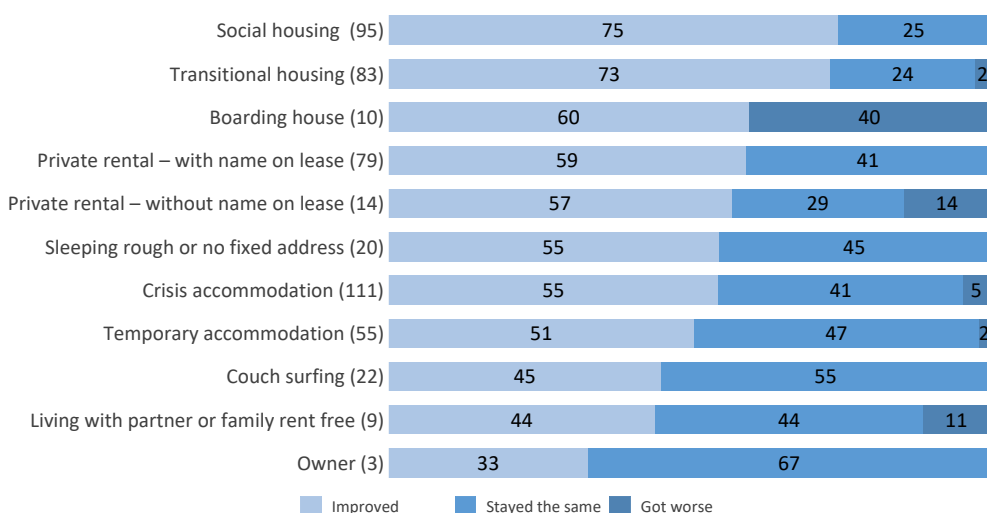
Group comparison by region: There were no statistically significant differences between areas when looking at the proportion reporting that their connection with the community has improved. There were no statistically significant year on year changes for individual regions.



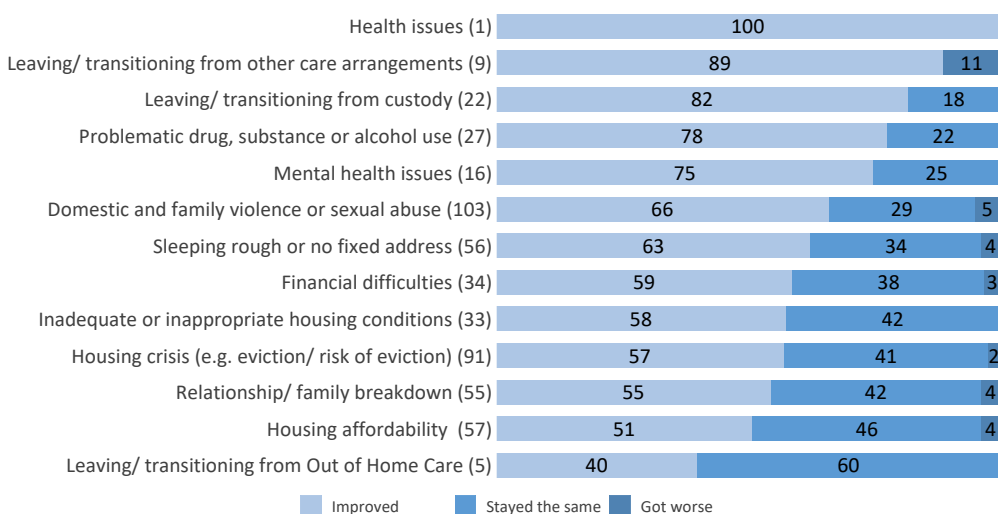
Group comparison by service speciality: There were no statistically significant differences between specialisms when looking at the proportion reporting that their connection with the community has improved. There were no statistically significant differences when comparing individual 2023 service speciality scores to the 2022 scores.



Group comparison by accommodation type: Owners (33%, one of three respondents) and clients living with a partner or family rent free (44%) were the least likely to report that their connection with the community has improved, while clients in social housing were the most likely to report that it has improved (75%).



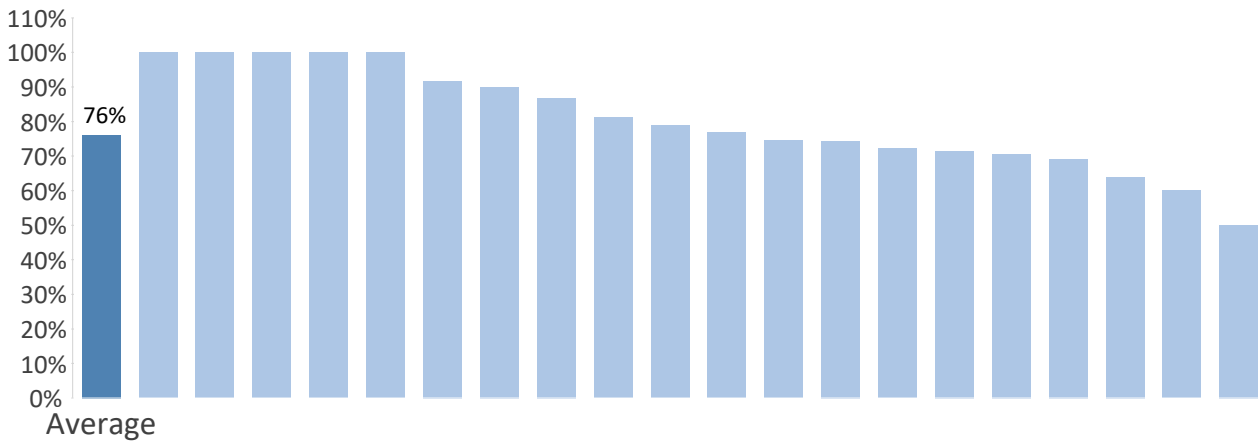
Group comparison by reason for seeking support: There was a wide range of responses when comparing the reasons for seeking support, though note the low base sizes at the extreme ends of the range.



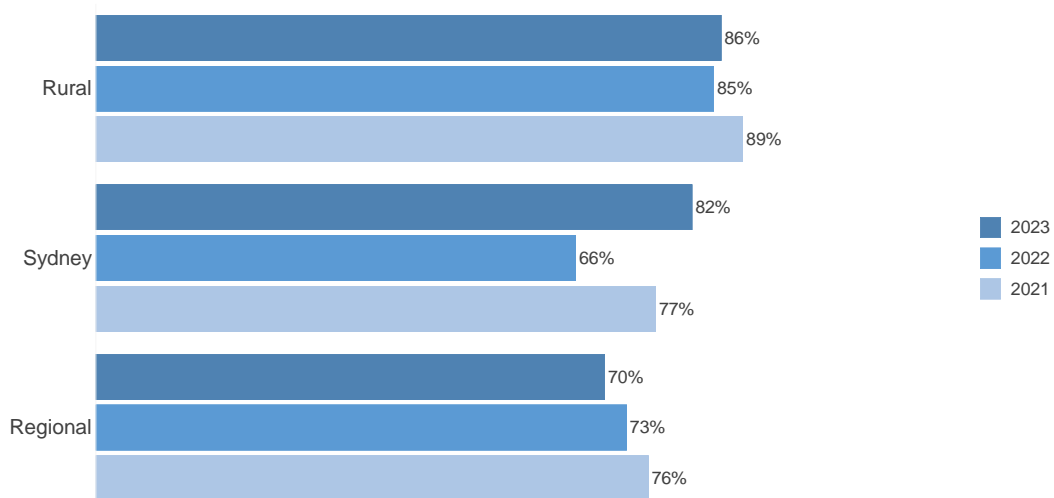
CONFIDENCE IMPROVEMENT IN DEALING WITH CHANGES

The chart below shows the full range of scores for all organisations with at least 10 responses. On average: 76% reported that their confidence in dealing with changes has improved, 20% reported that it has stayed the same and 4% reported that it has got worse. The highest score was 100% and the lowest score was 50%.

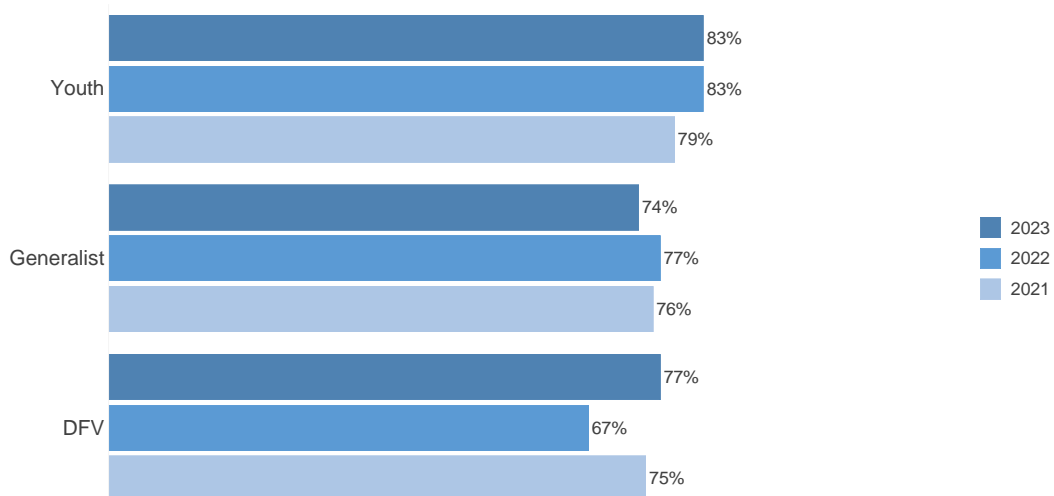
Your confidence in dealing with changes (e.g. challenges or opportunities)? (% Improved)



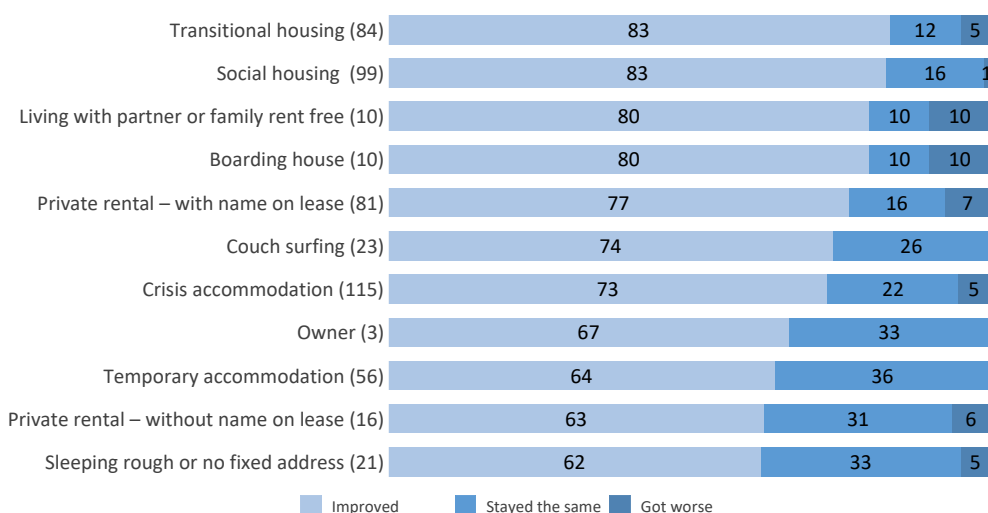
Group comparison by region: Those living in Sydney were significantly more likely than those living in Regional areas to report that their confidence in dealing with changes has improved (82% vs 70%). The score for Sydney increased significantly from 66% in 2022 to 82% in 2023.



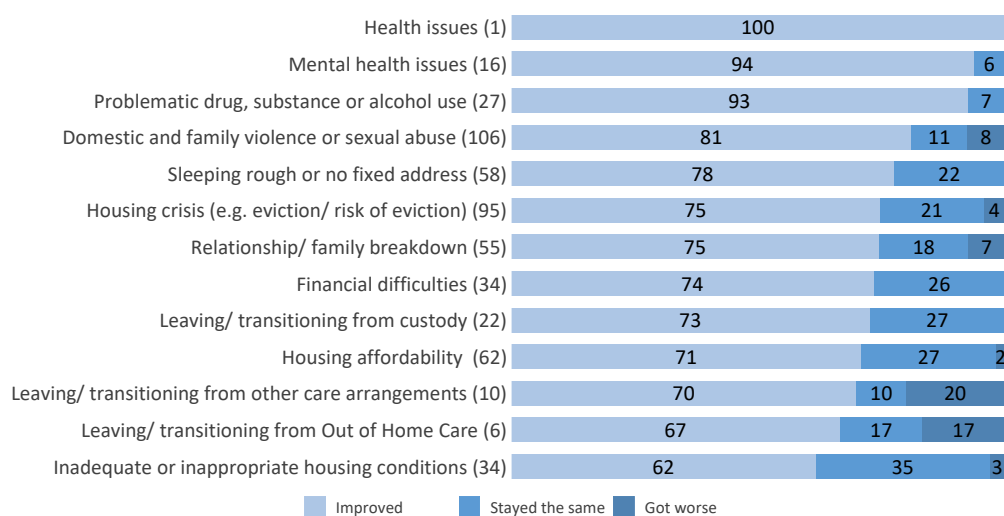
Group comparison by service speciality: There were no statistically significant differences between specialisms when looking at the proportion reporting that their confidence in dealing with changes has improved. When looking at year-on-year change, the score for DFV organisations (67% in 2022 and 77% in 2023) increased significantly.



Group comparison by accommodation type: Clients sleeping rough were the least likely to report that their confidence in dealing with change has improved (62%). The highest score was for those in transitional housing (83%) and social housing (also 83%).



Group comparison by reason for seeking support: Clients who sought help due to inadequate or inappropriate housing conditions were the least likely to report that their confidence in dealing with changes has improved (62%).



Section 11: Wellbeing

PERSONAL WELLBEING INDEX SUMMARY

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.

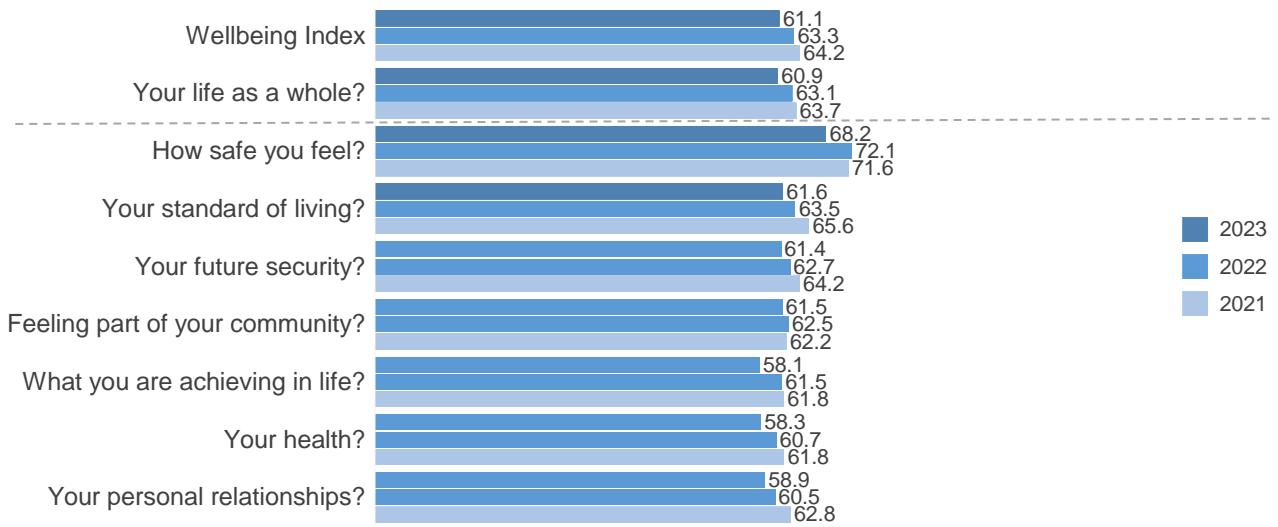
The average overall PWI score among SHS clients was 61.1 this year, slightly below the 63.3 recorded in 2022. Not unexpectedly, this is below the 2022 norm (66 to 72.1)³, set by the Australian Unity Wellbeing Index against low-income groups (< \$ 60,000). By way of comparison, CHIA NSW's current benchmark figure for wellbeing score among community housing tenants is 68.2.

When looking at the individual wellbeing areas, the best performing indicator was feeling safe (68.2). The lowest performing Wellbeing area was for life achievement (58.1).

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](#).

³ Crowe, M., Capic, T., Singh, M., Greenwood, C., Frykberg, G., Khor, S., Cummins, R.A., FullerTyszkiewicz, M., Olsson, C.A., Hutchinson, D., Lycett, K. (2023). Australian Unity Wellbeing Index – Survey 39 Report. Australians' subjective wellbeing in 2022: Climate change, mental distress, mood and social connection. Geelong: Australian Centre on Quality of Life, School of Psychology, Deakin University. <https://www.acqol.com.au/uploads/surveys/survey-039-report.pdf>

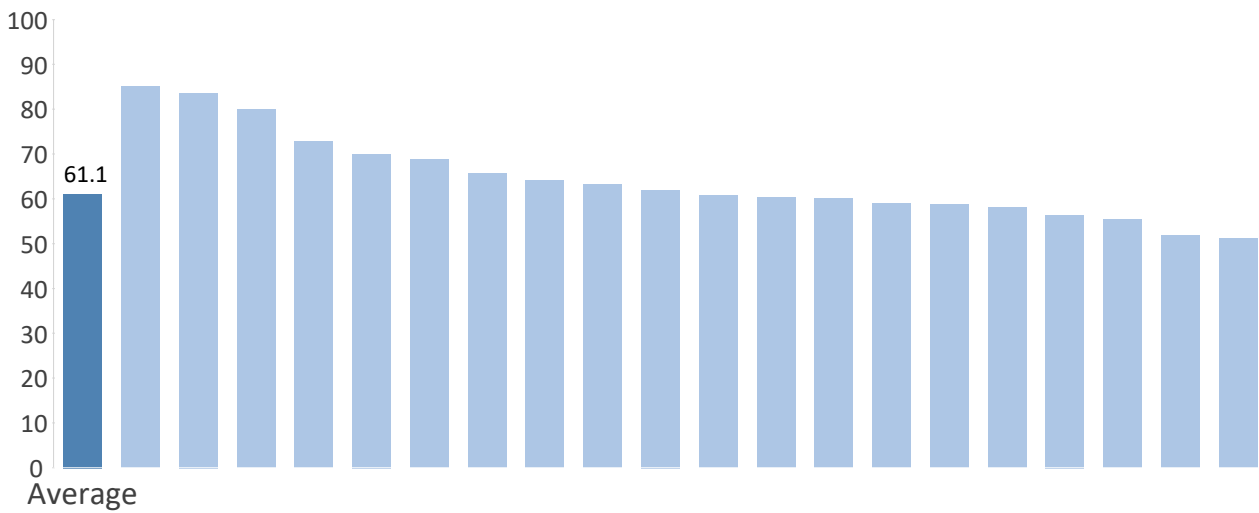
Personal Wellbeing Index



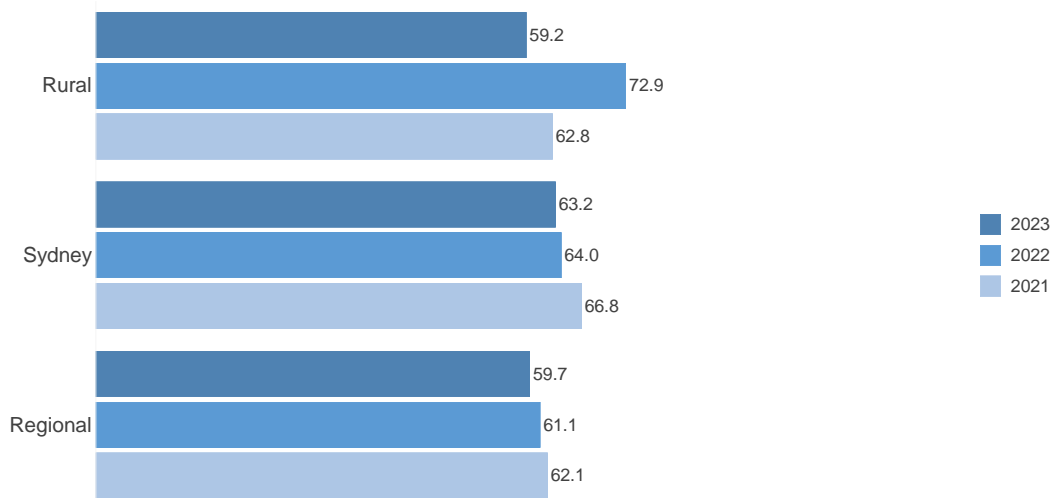
PERSONAL WELLBEING: WELLBEING INDEX

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 61.1. The highest score was 85.0 and the lowest was 51.2.

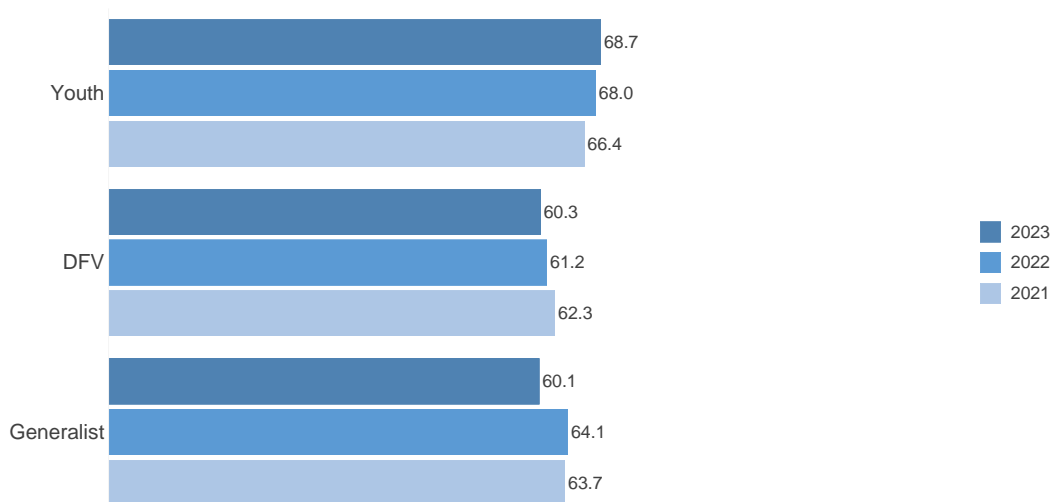
Wellbeing Index



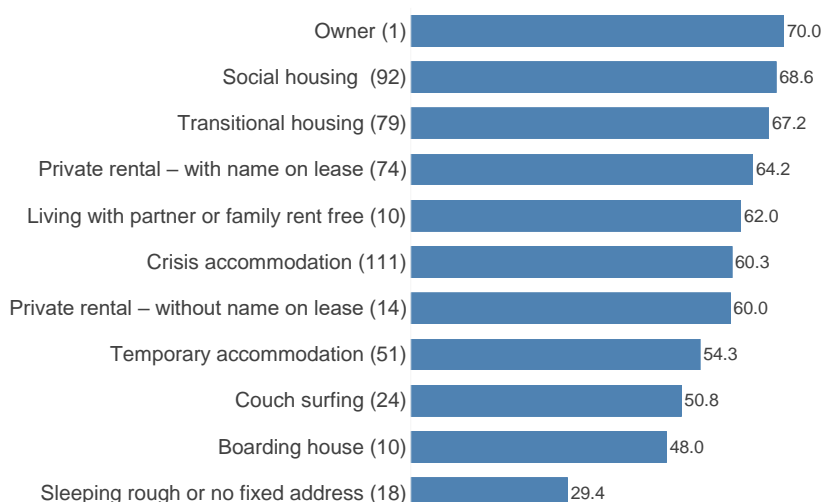
Group comparison by region: In terms of geographic comparisons, clients in the Sydney had the highest mean overall wellbeing score (63.2).



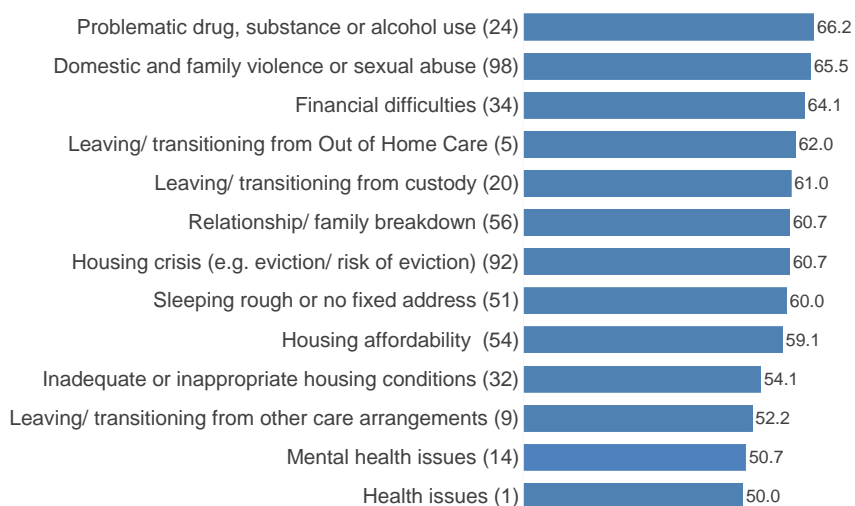
Group comparison by service speciality: Organisations specialising in Youth support scored the highest overall (68.7), with Generalist organisations scoring lowest (60.1).



Group comparison by accommodation type: Clients who own their home (70.0, one respondent) and those in social housing (68.6) have the highest overall wellbeing score, while clients sleeping rough have a score of just 29.4.



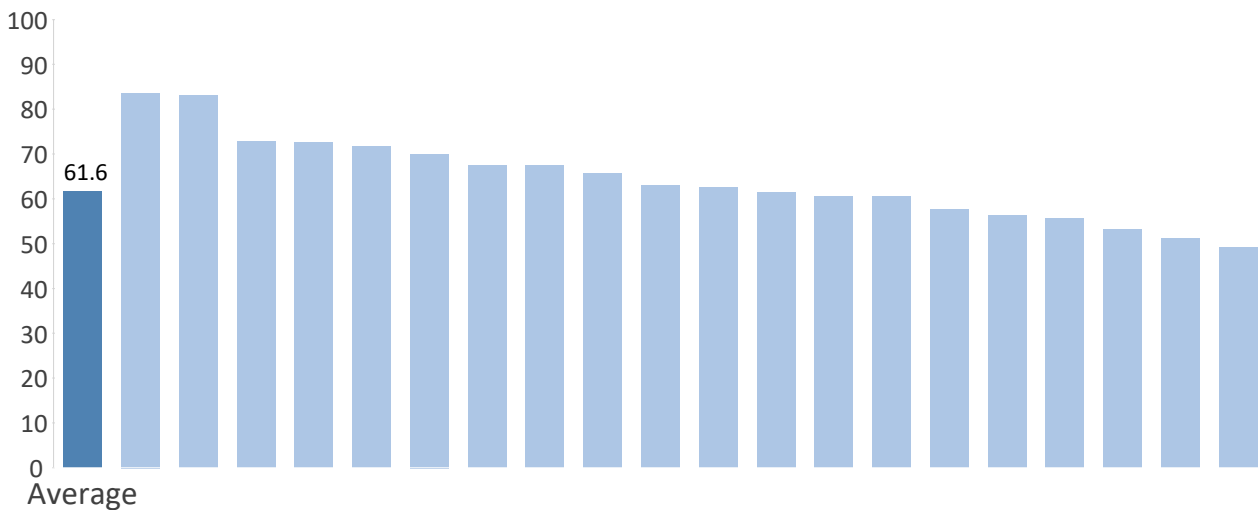
Group comparison by reason for seeking support: Clients sought help due to drug, substance or alcohol use had the highest score (66.2).



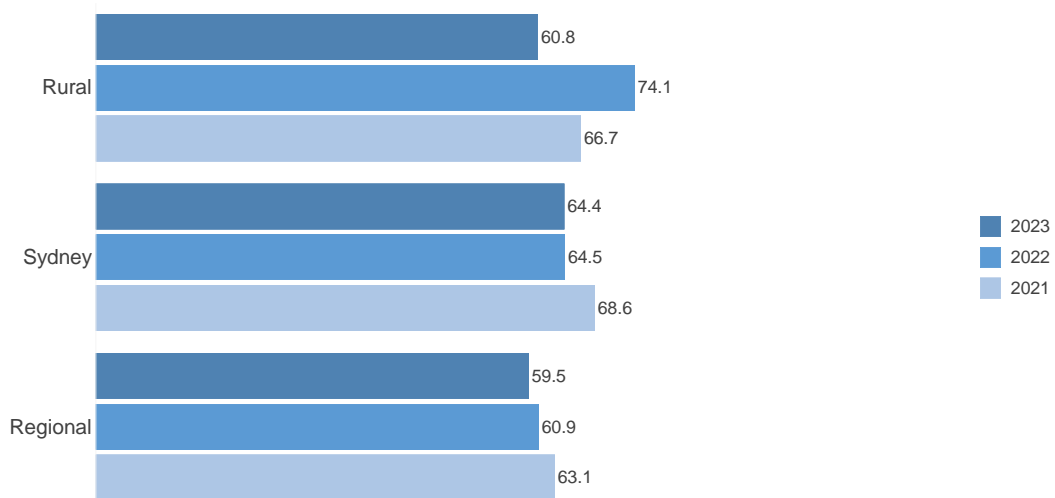
PERSONAL WELLBEING: STANDARD OF LIVING

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 61.6. The highest score was 83.6, and the lowest was 49.2.

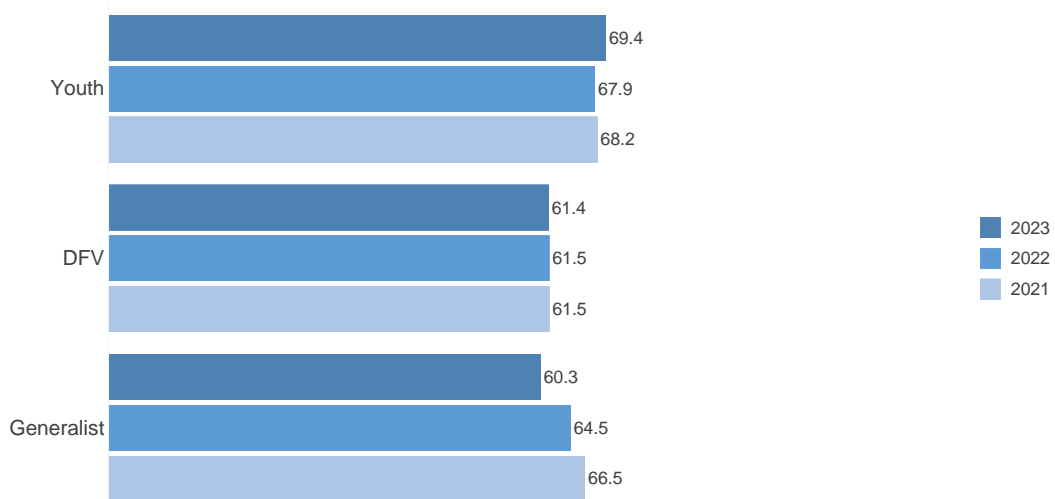
Your standard of living?



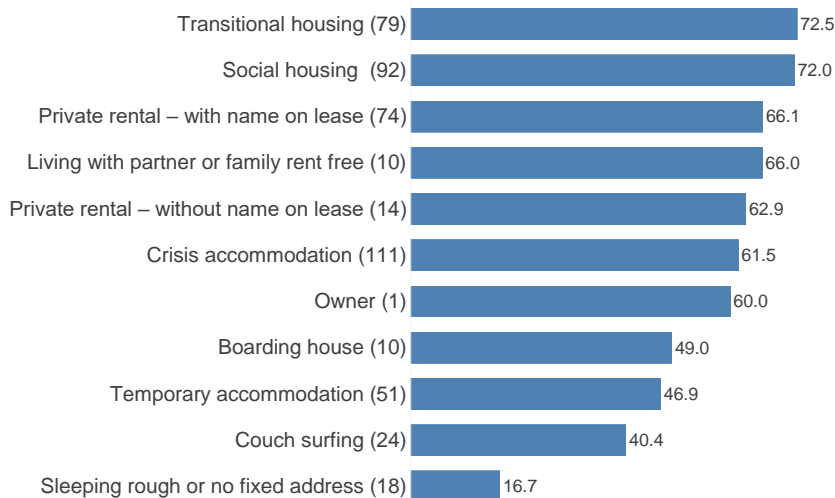
Group comparison by region: In terms of geographic comparisons, clients in Sydney had the highest satisfaction with their standard of living (64.4).



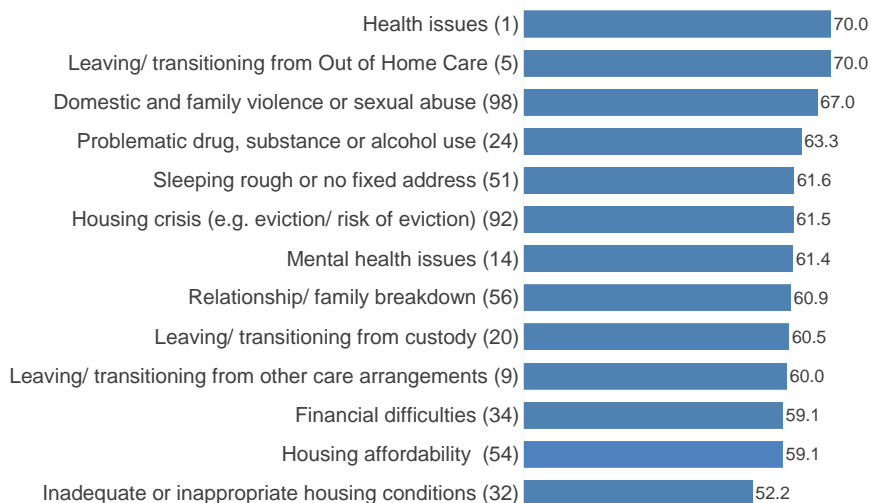
Group comparison by service speciality: Organisations specialising in Youth support scored the highest overall (69.4), with Generalist organisations scoring lowest (60.3).



Group comparison by accommodation type: Clients in transitional housing gave the highest score for their standard of living (72.5). Clients sleeping rough gave the lowest score (16.7).



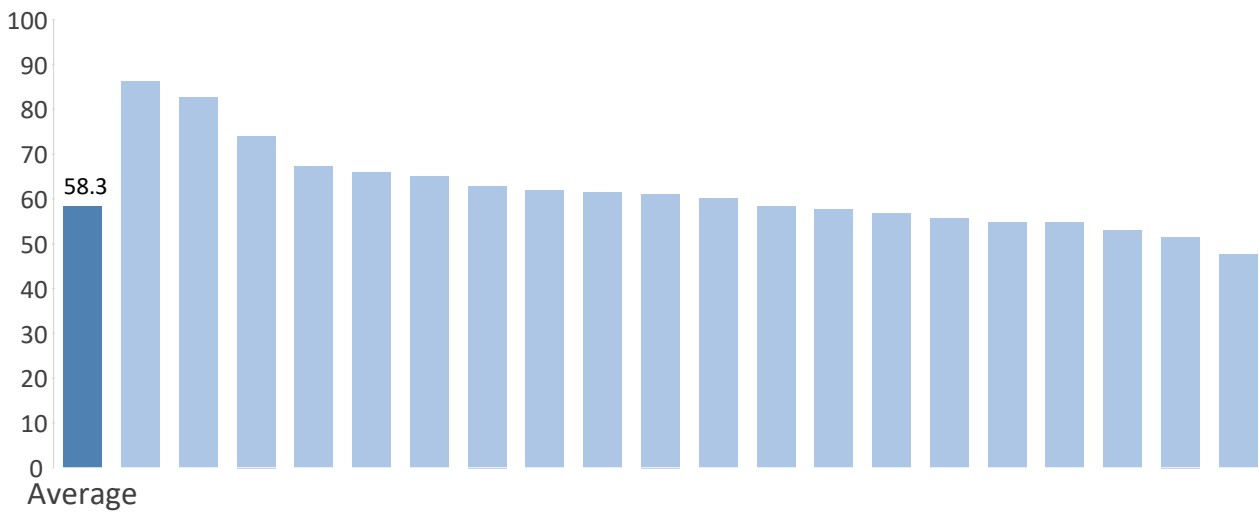
Group comparison by reason for seeking support: The lowest standard of living score (52.2) was from those seeking support when leaving inadequate or inappropriate housing conditions. Note the low base sizes for the highest scoring subgroups.



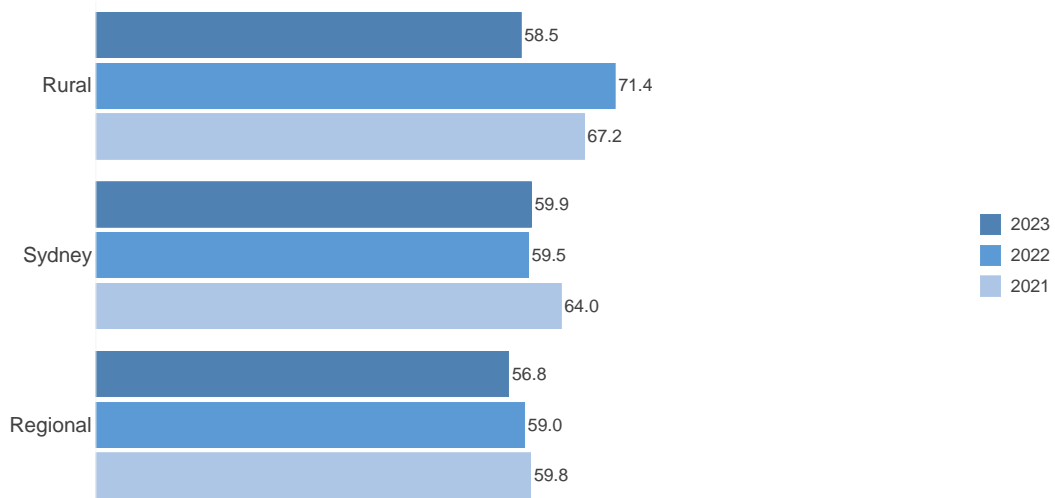
PERSONAL WELLBEING: HEALTH

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 58.3. The highest score was 86.2, and the lowest was 47.6.

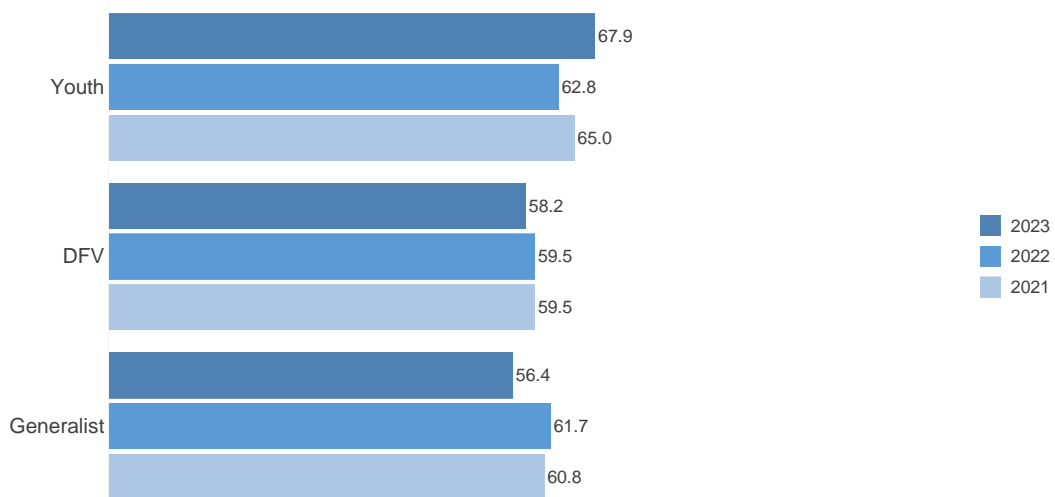
Your health?



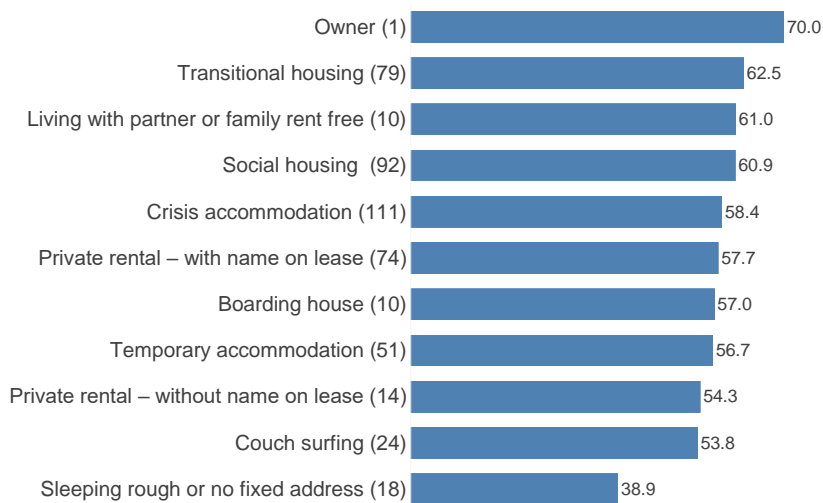
Group comparison by region: In terms of geographic comparisons, clients in Sydney had the highest satisfaction with their health (59.9) while it was lowest for Regional organisations (56.8).



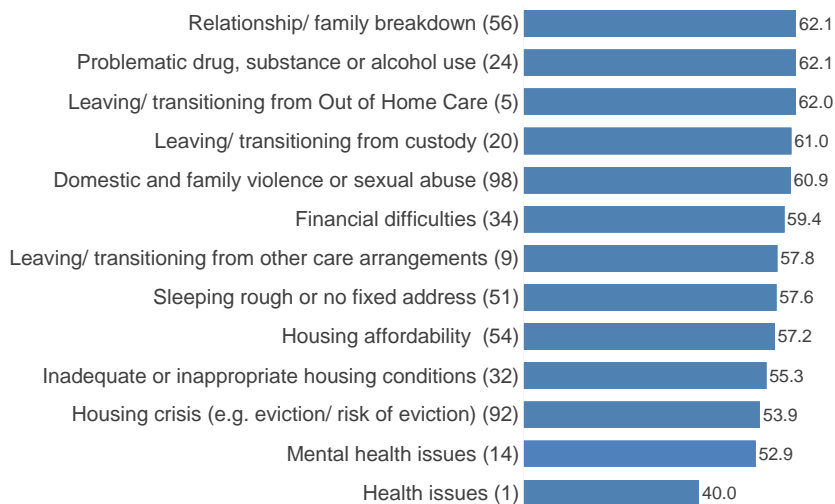
Group comparison by service specialty: Organisations specialising in Youth support scored the highest overall (67.9), with Generalist organisations scoring lowest (56.4).



Group comparison by accommodation type: Clients who sleep rough gave the lowest score for their health (38.9). Clients in transitional housing (62.5) and owners (70.0, one respondent) were the most satisfied with their health.



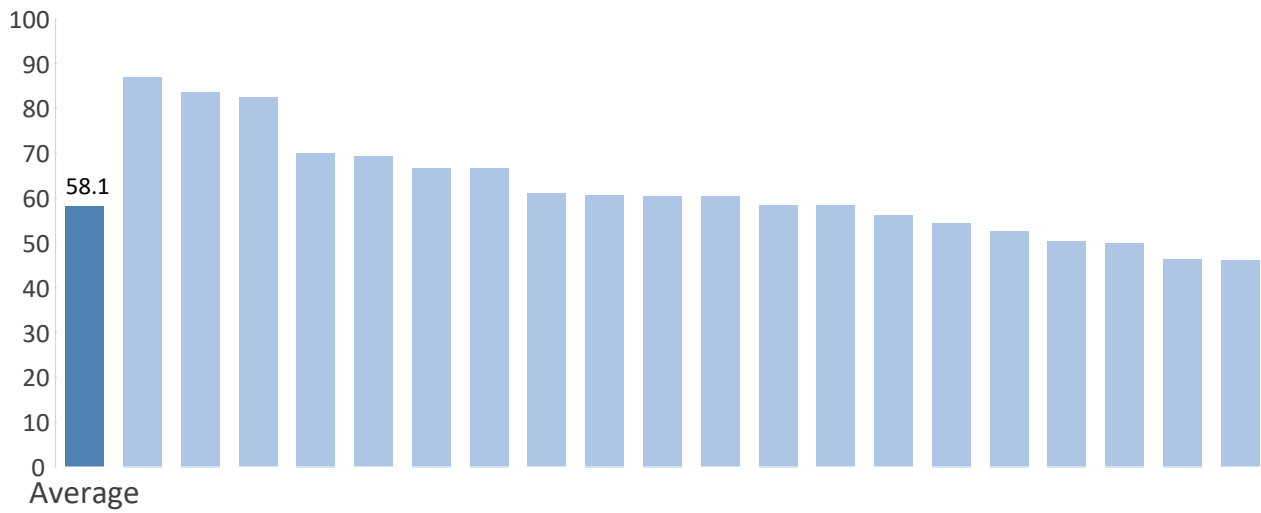
Group comparison by reason for seeking support: A trio of client groups gave a score of around 62 points for satisfaction with their health.



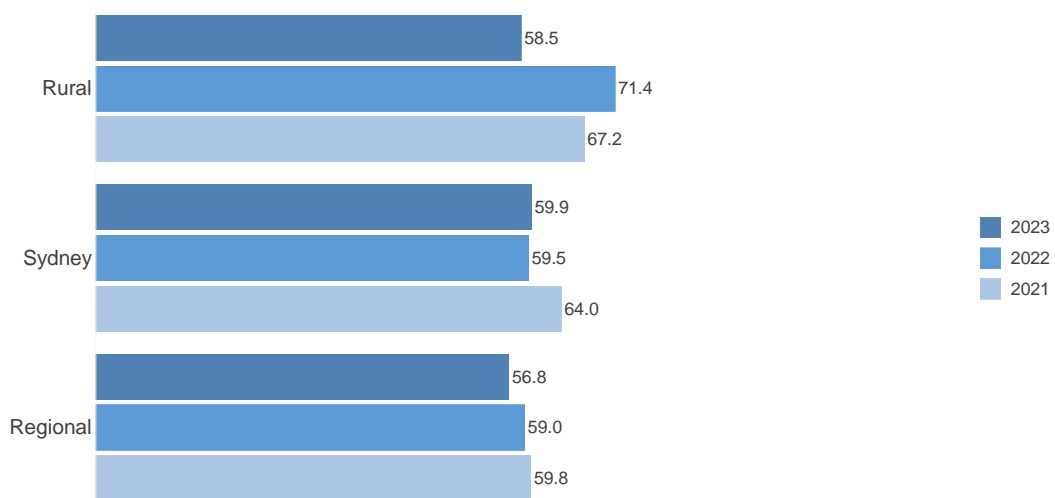
PERSONAL WELLBEING: LIFE ACHIEVEMENT

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. The average score was 58.1. The highest score was 87.0 and the lowest was 46.1.

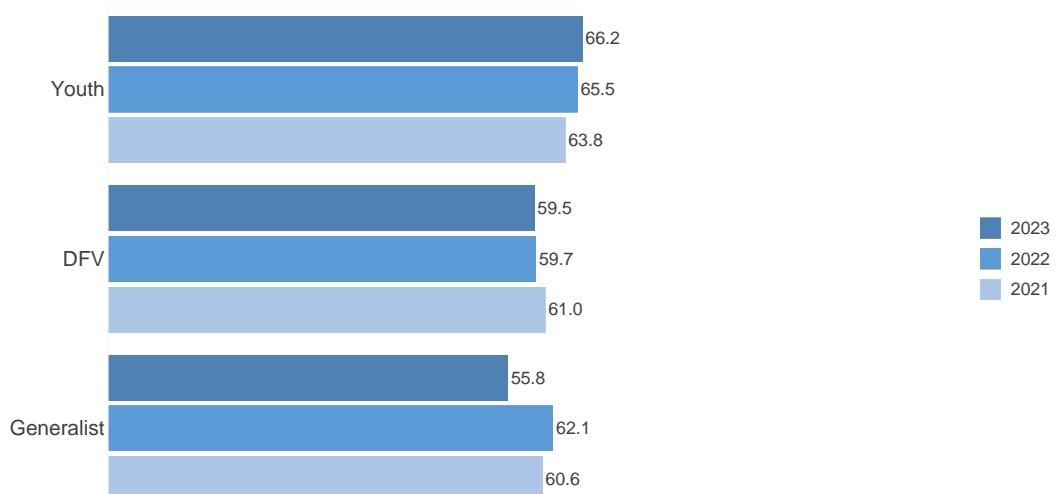
What you are achieving in life?



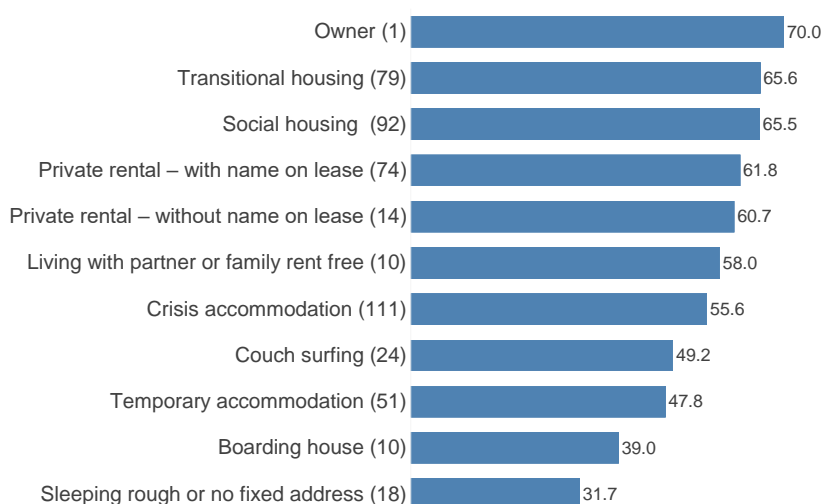
Group comparison by region: In terms of geographic comparisons, clients in Sydney had the highest satisfaction with what they are achieving in life (59.9) while it was lowest for clients seeking support from organisations which service Regional areas (56.8).



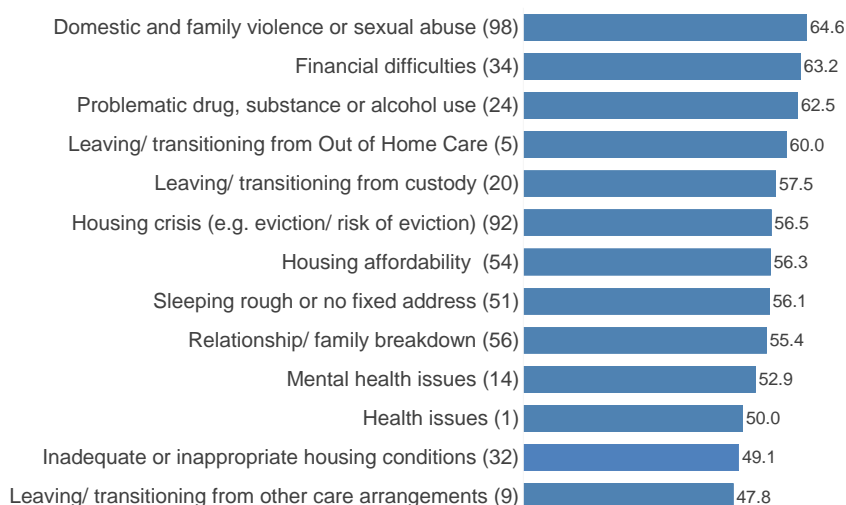
Group comparison by service speciality: Organisations specialising in Youth support scored the highest overall (66.2).



Group comparison by accommodation type: Clients sleeping rough were the least satisfied with what they were achieving in life (31.7), while clients who own their accommodation (70, one respondent), those in transitional housing (65.6) and those in social housing (65.5) scored the highest.



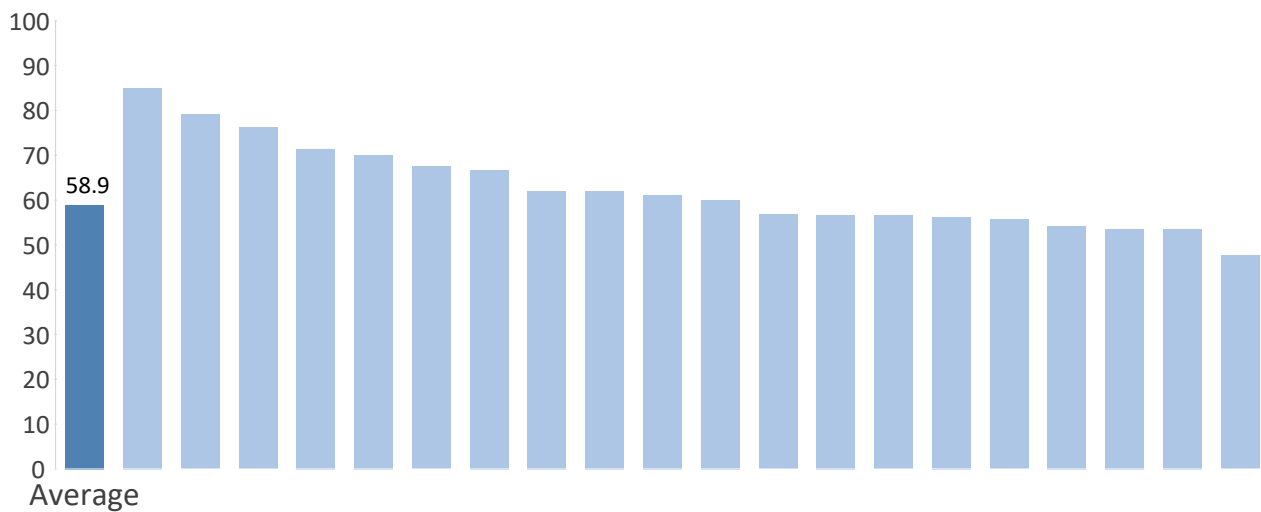
Group comparison by accommodation type: Clients who sought assistance due to domestic violence or sexual abuse were most satisfied with what they were achieving life (64.6), while clients who sought help when leaving other care arrangements returned the lowest score (47.8).



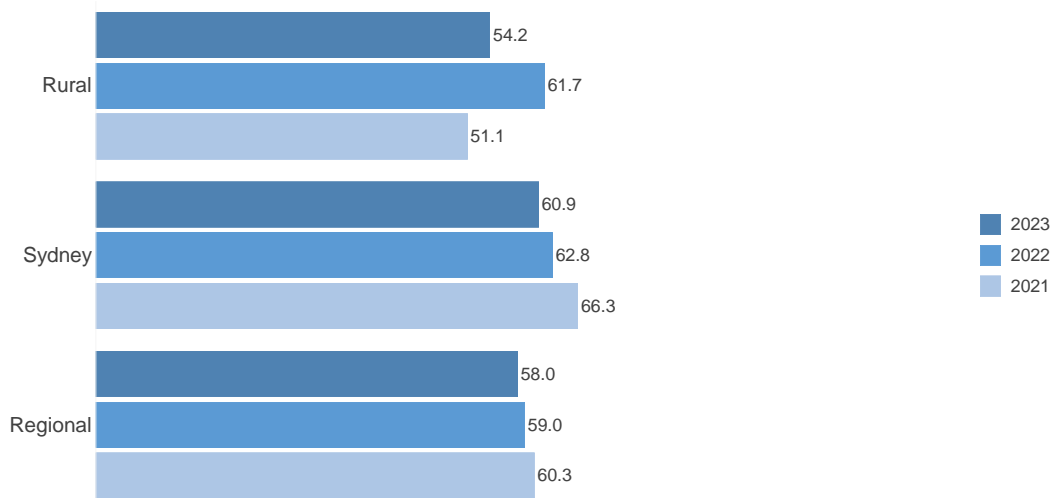
PERSONAL WELLBEING: PERSONAL RELATIONSHIPS

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. The average score was 58.9, the highest score was 85.0, and the lowest was 47.6.

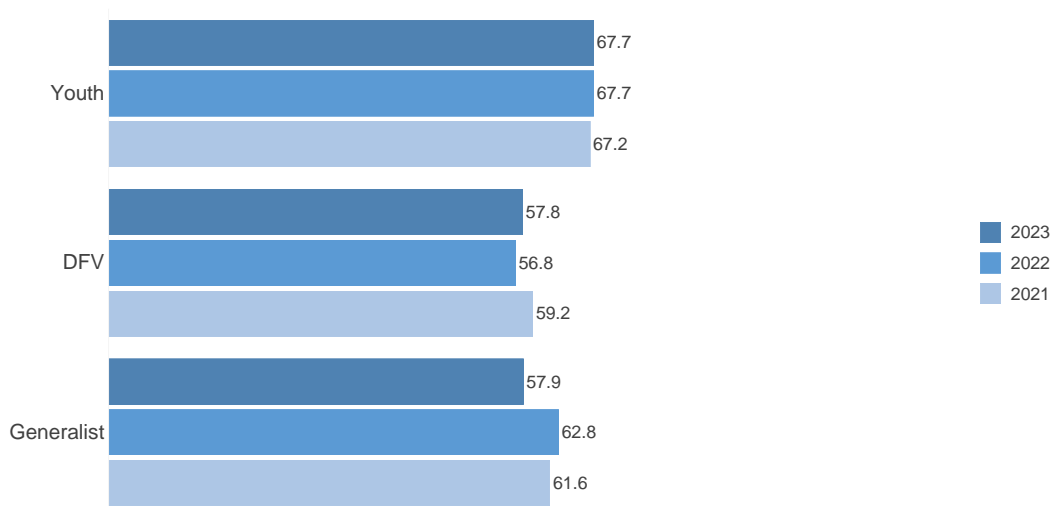
Your personal relationships?



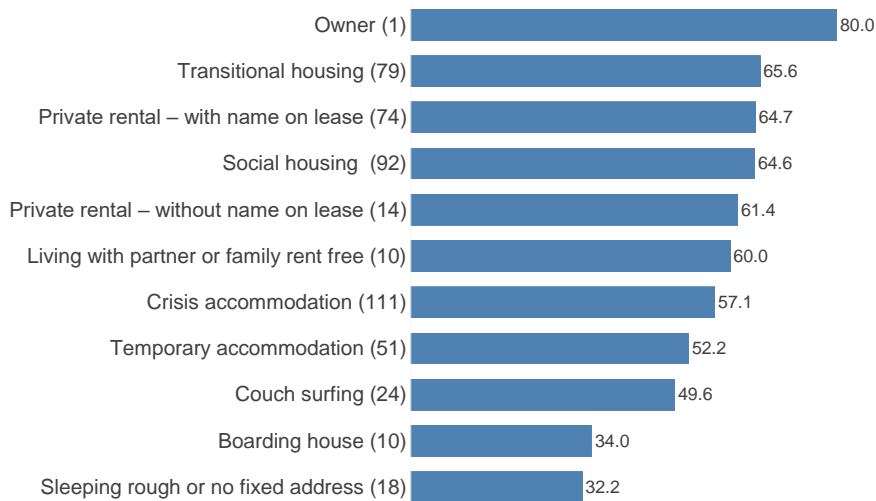
Group comparison by region: Clients of Rural providers were the least satisfied with their personal relationships (54.2), and clients from Sydney were the most satisfied (60.9).



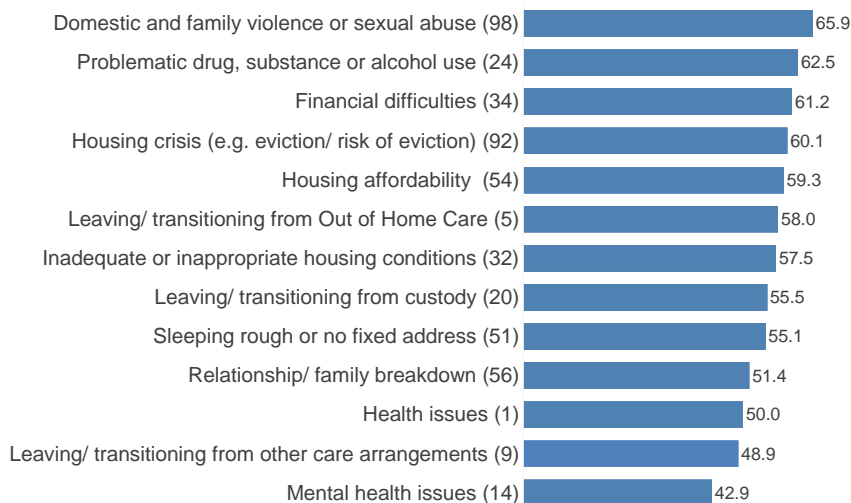
Group comparison by service speciality: Organisations specialising in Youth support scored the highest overall (67.7), with DFV organisations scoring lowest (57.8).



Group comparison by accommodation type: Homeowners (80, one respondent) and those in transitional housing (65.6) scored highest for satisfaction with personal relationships, while clients who sleep rough scored the lowest (32.2).



Group comparison by reason for seeking support: Clients who sought assistance due to domestic violence or sexual abuse were most satisfied with their personal relationships (65.9).

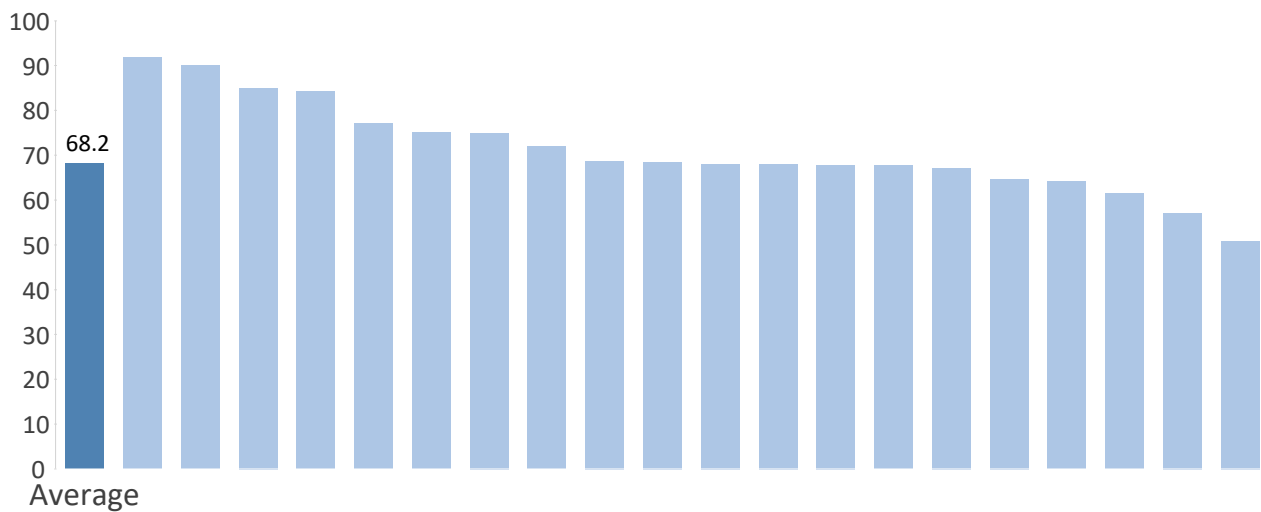


65.9

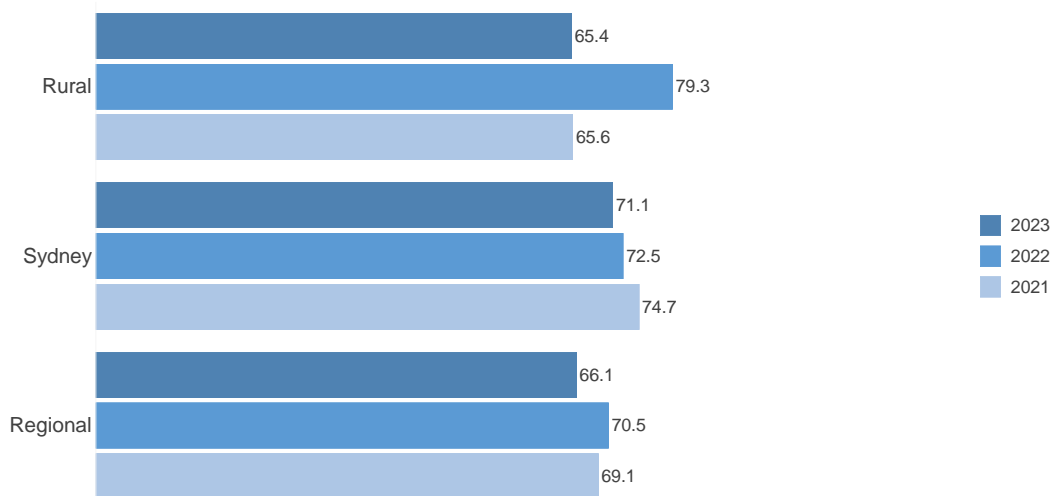
PERSONAL WELLBEING: SENSE OF SAFETY

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. The average score was 68.2. The highest score was 91.8, and the lowest was 50.8.

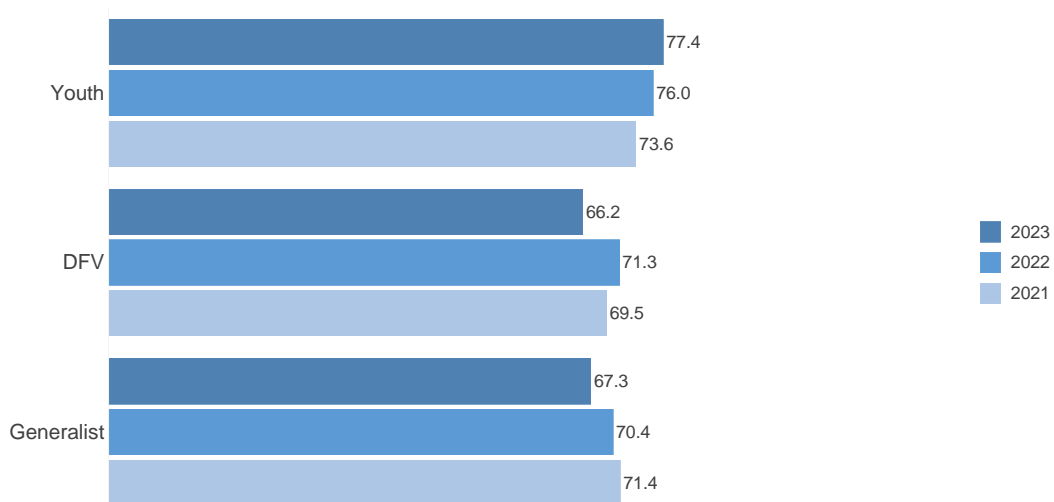
How safe you feel?



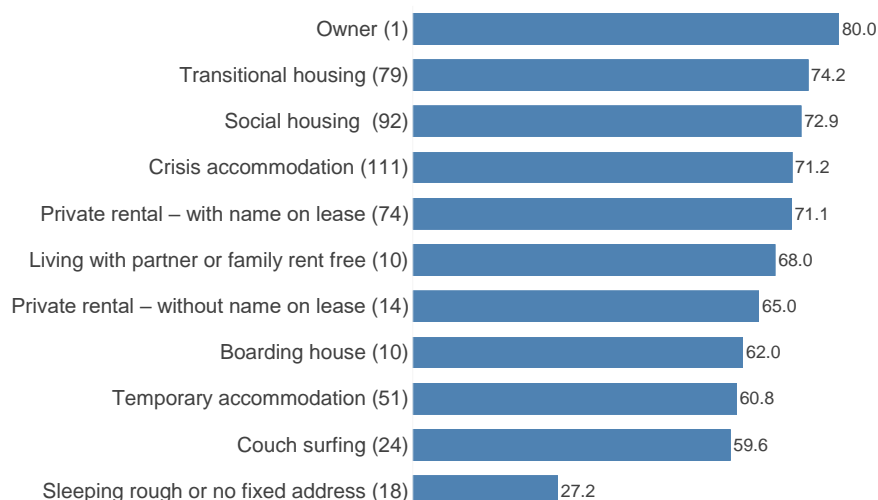
Group comparison by region: In terms of geographic comparisons, clients of Sydney organisations were the most satisfied with how safe they feel (71.1) while clients of Rural organisations were least satisfied (65.4).



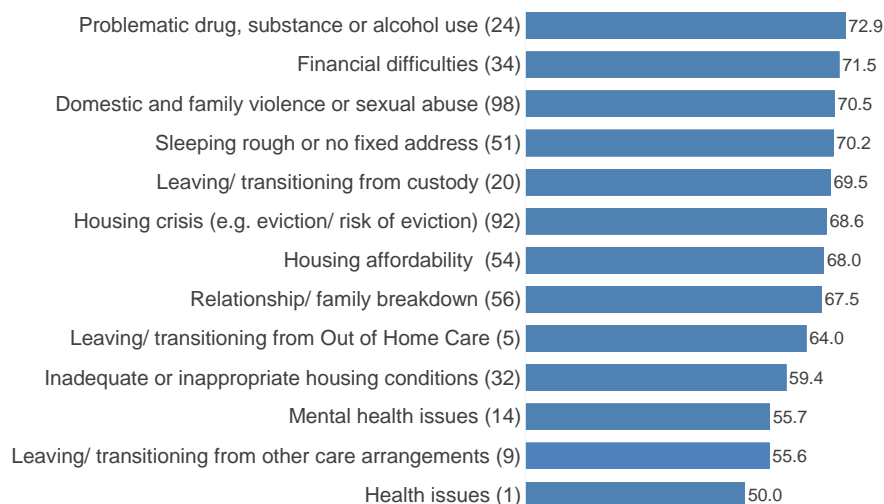
Group comparison by service speciality: Organisations specialising in Youth scored the highest overall (77.4), with DFV organisations scoring lowest (66.2).



Group comparison by accommodation type: Clients who own their home (80.0, one respondent) and those in transitional housing (74.2) were most satisfied with how safe they feel, while clients sleeping rough were the least satisfied (27.2).



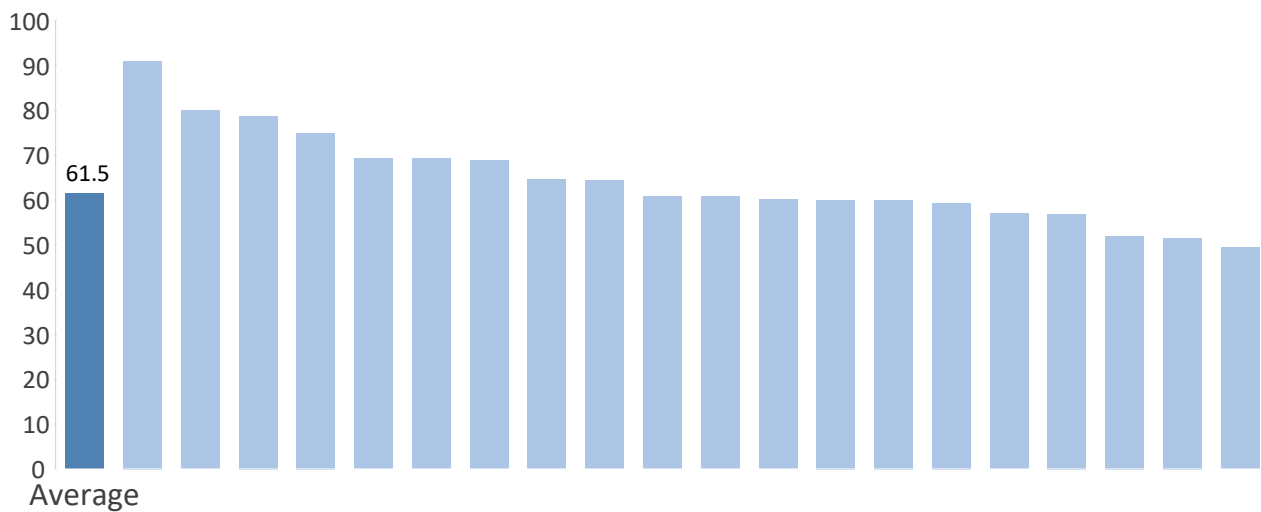
Group comparison by reason for seeking support: Clients who sought help due to drug, substance or alcohol use were the most with how safe they feel (72.9).



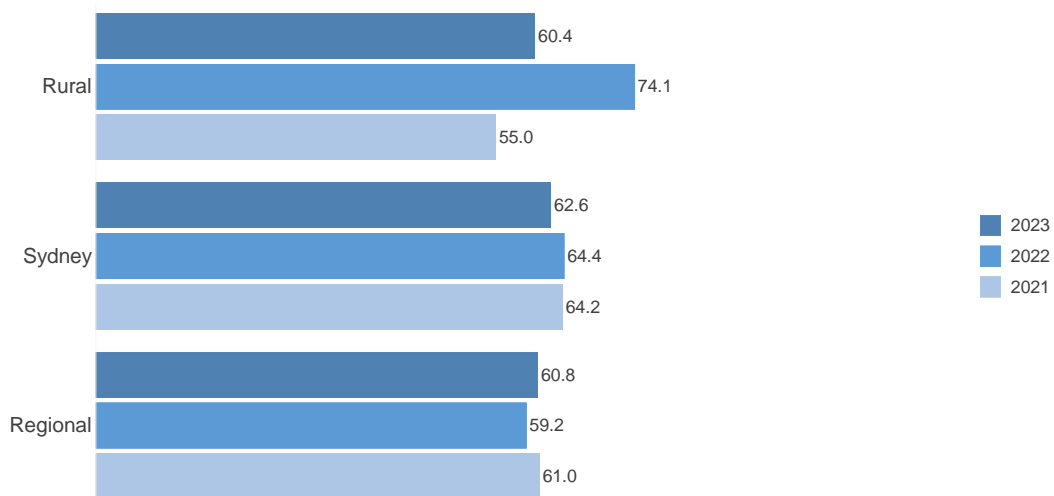
PERSONAL WELLBEING: COMMUNITY CONNECTION

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. The average score was 61.5. The highest score was 91.0, and the lowest was 49.4.

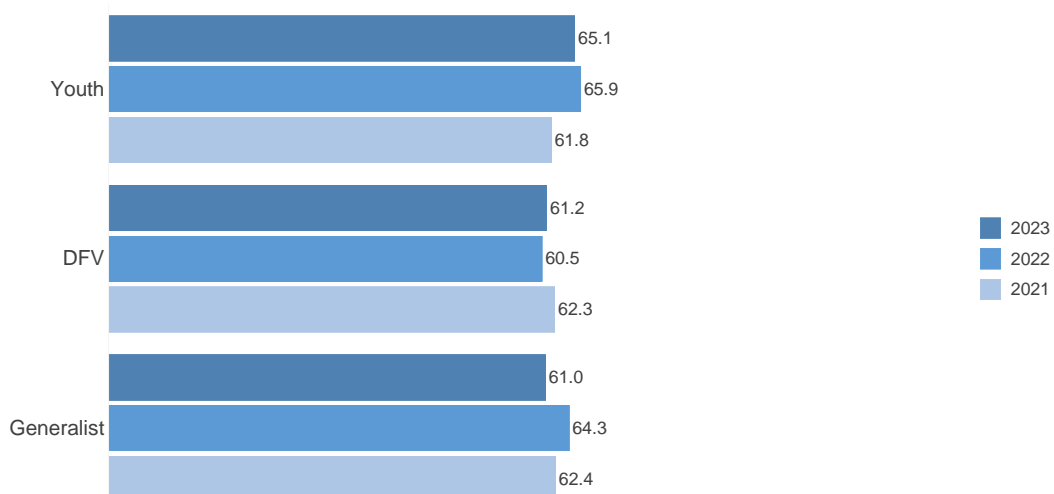
Feeling part of your community?



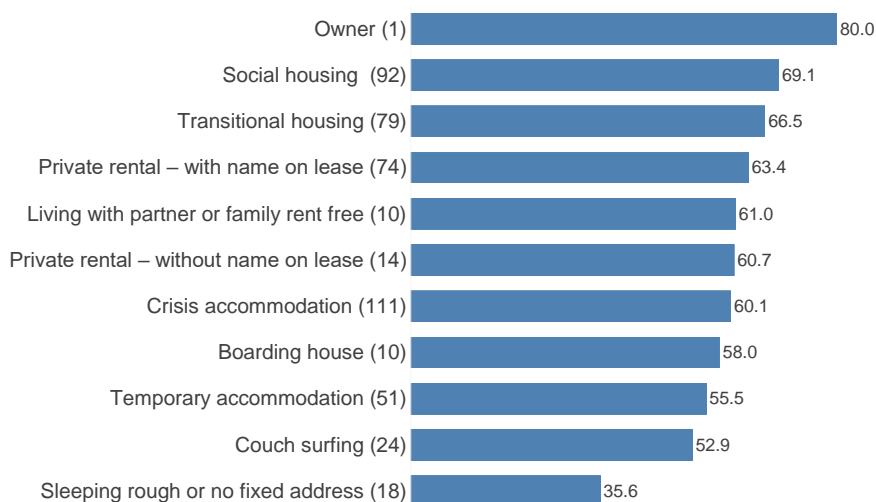
Group comparison by region: In terms of geographic comparisons, clients of Sydney organisations were the most satisfied with feeling part of the community (62.6) while clients of Rural organisations were least satisfied (60.4).



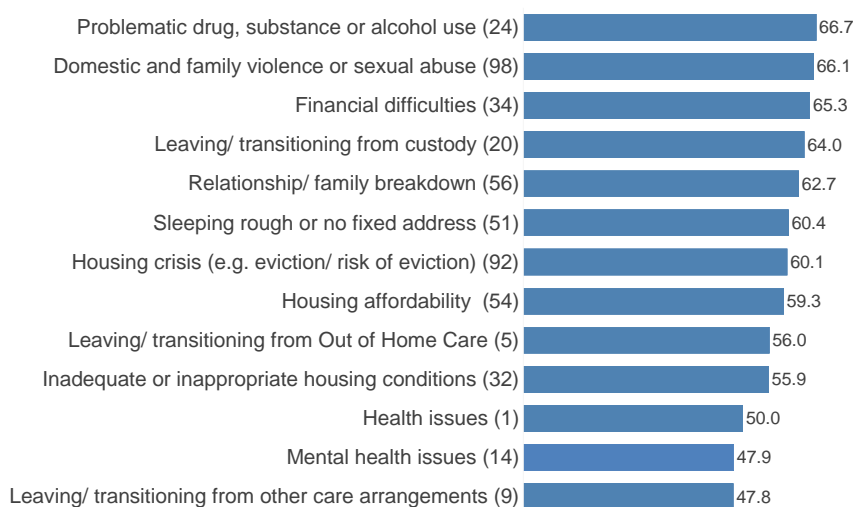
Group comparison by service speciality: Organisations specialising in Youth scored the highest overall (65.1), with Generalist organisations scoring lowest (61.0).



Group comparison by accommodation type: Homeowners (80.0, one respondent) and those in social housing (69.1) were most satisfied with feeling part of the community, while clients sleeping rough (35.6) were the least satisfied with feeling part of their community.



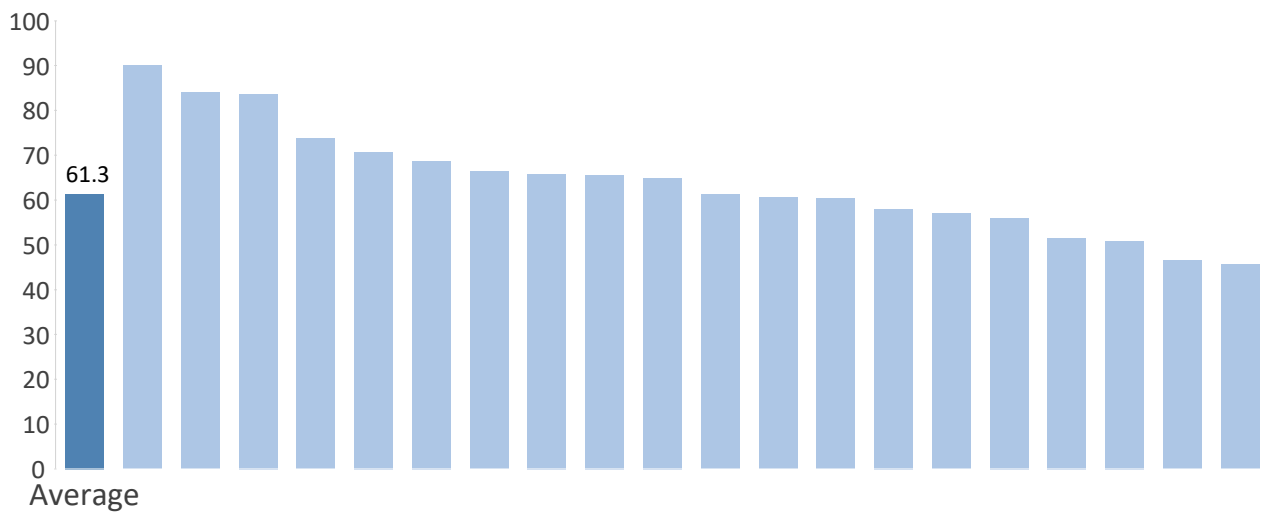
Group comparison by reason for seeking support: Clients who sought assistance due to alcohol, substance or drug use (66.7) or due to domestic violence or sexual abuse (66.1) were the most satisfied with feeling part of their community. Clients who sought assistance when leaving other care arrangements were least satisfied (47.8).



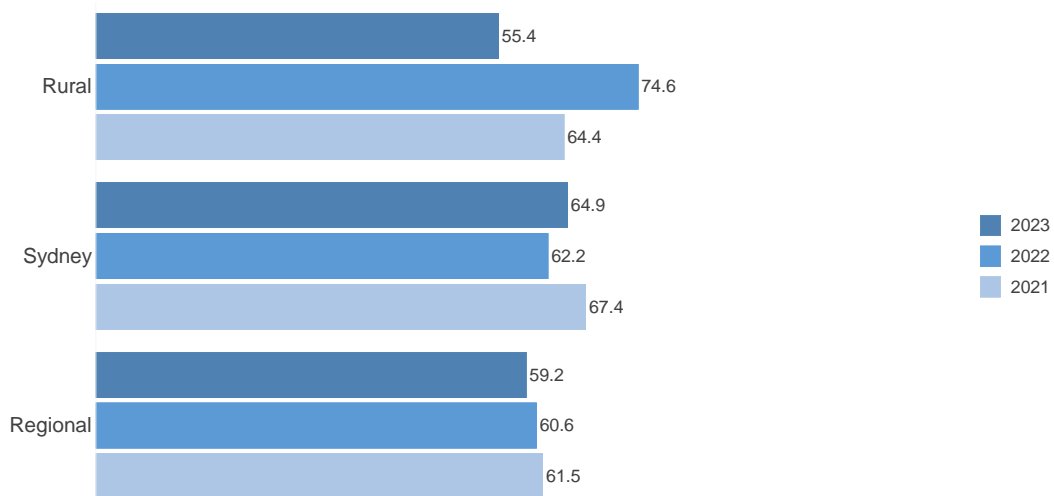
PERSONAL WELLBEING: FUTURE SECURITY

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. The average score was 61.3. The highest score was 90.0 and the lowest was 45.6.

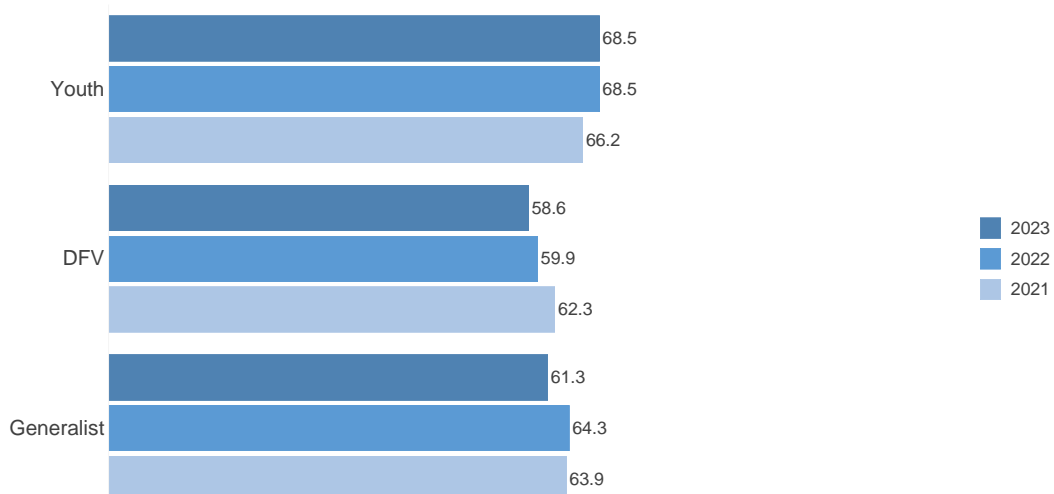
Your future security?



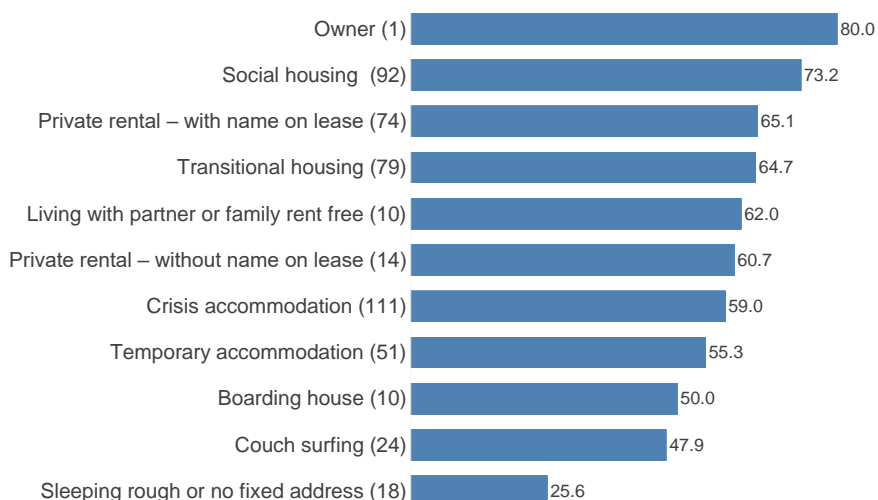
Group comparison by region: Clients accessing services in Sydney were the most satisfied with their future security (64.9) while clients accessing services operating in Rural areas were the least satisfied (55.4).



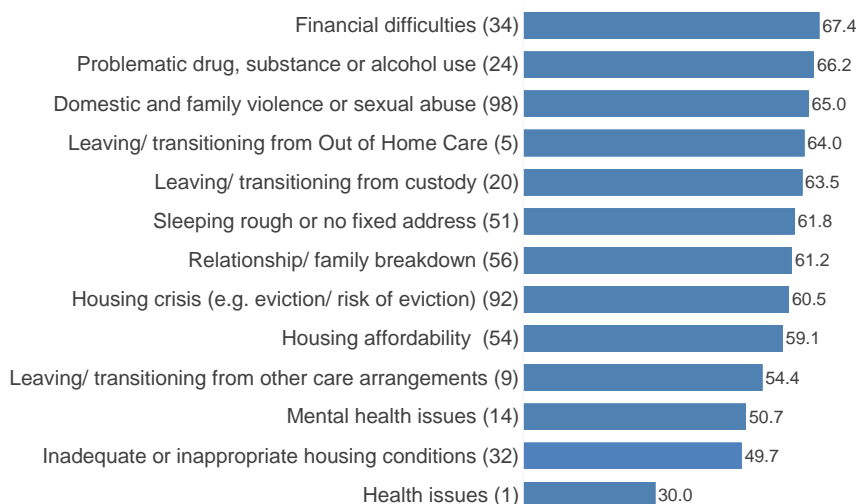
Group comparison by service speciality: Organisations specialising in Youth support scored the highest overall (68.5), with DFV organisations scoring lowest (58.6).



Group comparison by accommodation type: Regarding future security, people sleeping rough were the least positive (25.6). The most positive were clients who own their home (80.0, one respondent) and those in social housing (73.2).



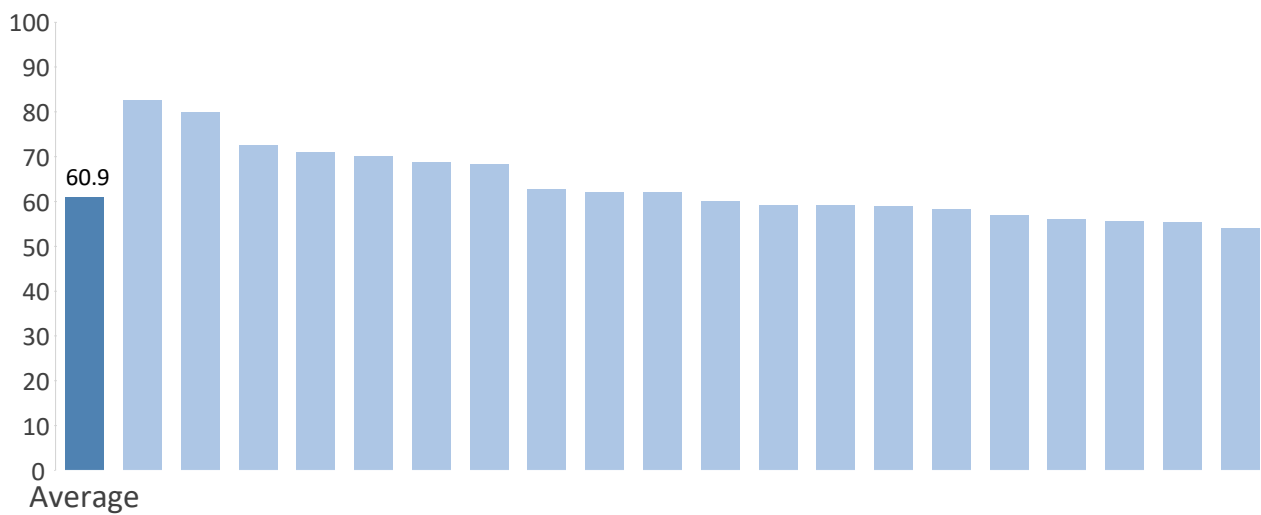
Group comparison by reason for seeking support: Clients who sought assistance due to financial difficulties were the most positive about their future security (67.4).



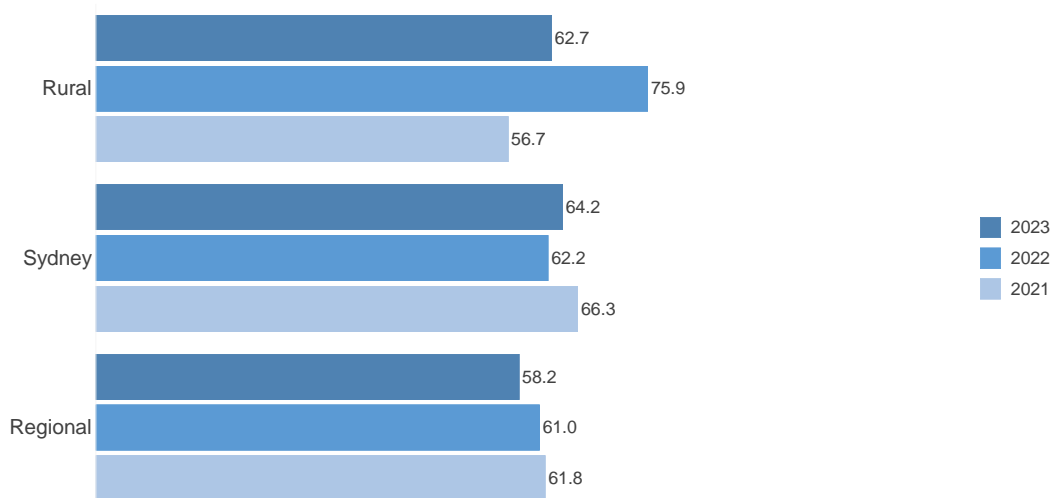
PERSONAL WELLBEING: SATISFACTION WITH LIFE AS A WHOLE

Range and mean: The chart below shows the full range of scores for all organisations with at least 10 responses. The average score was 60.9. The highest score was 82.7, and the lowest was 54.1.

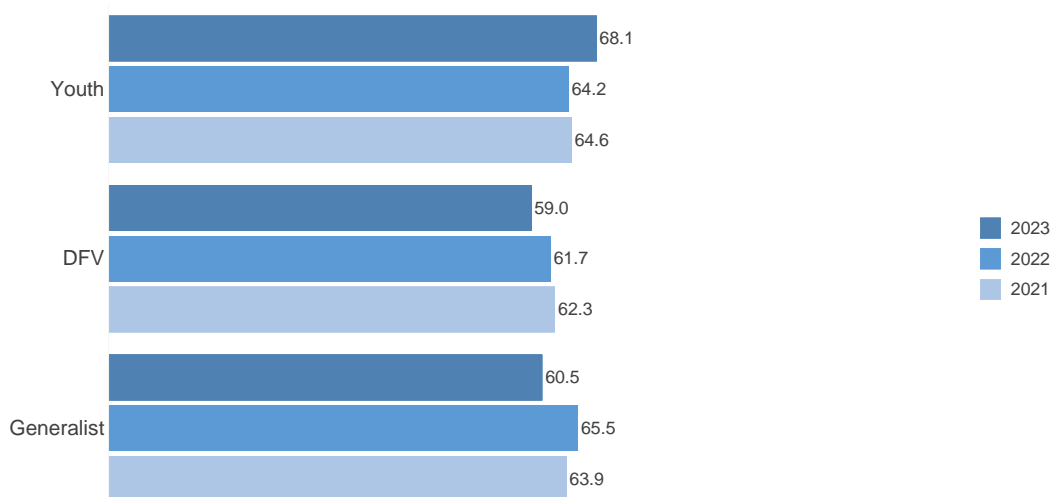
Your life as a whole



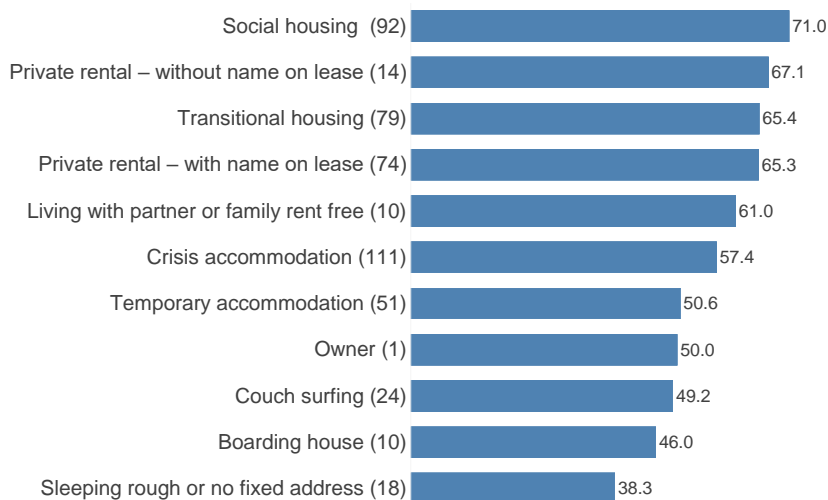
Group comparison by region: In terms of geographic comparisons, clients in Sydney had the highest satisfaction with their life as a whole (64.2) while clients of organisations serving Regional areas were least satisfied with their life as a whole (58.2).



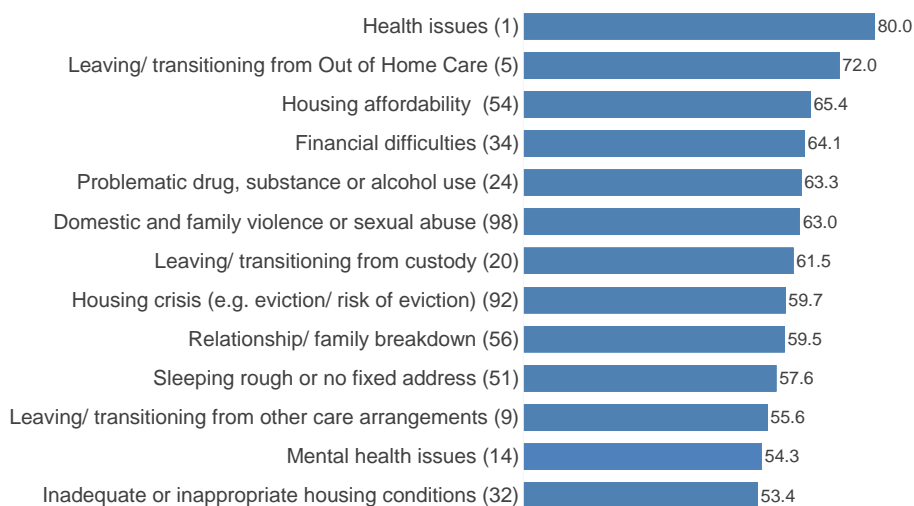
Group comparison by service speciality: Organisations specialising in Youth support scored the highest overall (68.1), with DFV organisations scoring lowest (59.0).



Group comparison by accommodation type: Clients in social housing were most satisfied with their life as a whole (71.0), while clients who sleep rough were the least satisfied (38.3).



Group comparison by reason for seeking support: The highest scores for satisfaction with life were recorded for smaller subgroups. The scores ranged between 53.4 to 80.0.



Section 12: Analysis by Demographic Profile

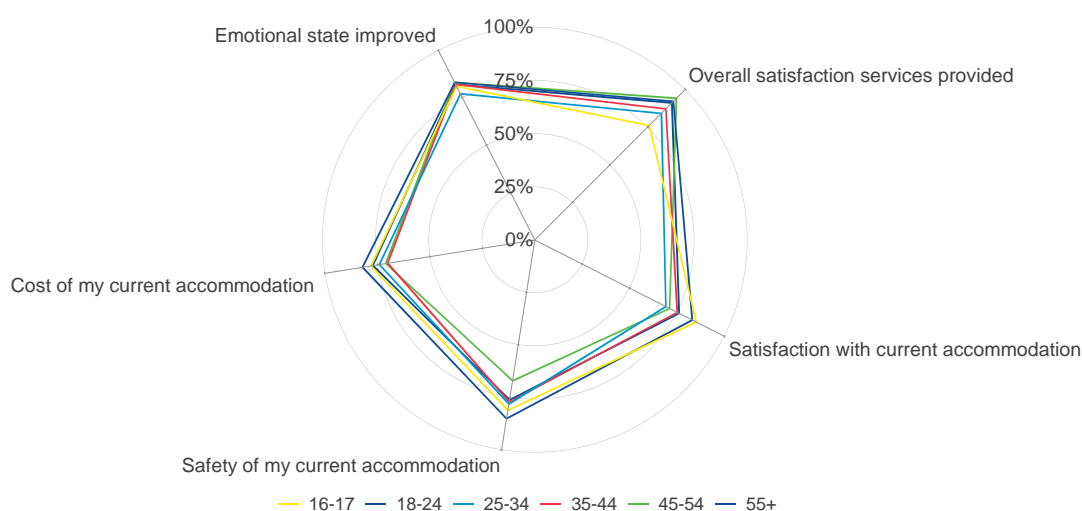
The table below presents the demographic breakdown of participants in the 2023 SHS client survey. In the following sub-sections, results for key indicators are broken down by each demographic variable listed in the table below. Results are compared between demographic subgroups using 'radar charts' and 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	37%
	Woman	59%
	Other/Opt-out	4%
Heritage	Identifying as Aboriginal or Torres Strait Islander	31%
	Not identifying as Aboriginal or Torres Strait Islander	69%
Dependents under 18	One or more	34%
	None	66%
Language	English	89%
	Other	11%
Age group	16-17	6%
	18-24	22%
	25-34	18%
	35-44	20%
	45-54	15%
	55+	19%
Disability	No disability	45%
	Disability	55%
Citizenship	Australian	92%
	Other	8%
Length of relationship with SHS organisation	Less than 1 month	20%
	Less than 3 months	16%
	Less than 6 months	23%
Age group	6 to 12 months	17%
	1 to 2 years	11%
	Over 2 years	12%
Survey completion	Self-completion	55%
	Completed by staff member over the phone	22%
	Assisted completion (with staff member)	22%

SUMMARY OF DIFFERENCES BY AGE GROUP

There were some variations between different age groups, with those aged 18-24 the most satisfied in general.

Differences by Age Group

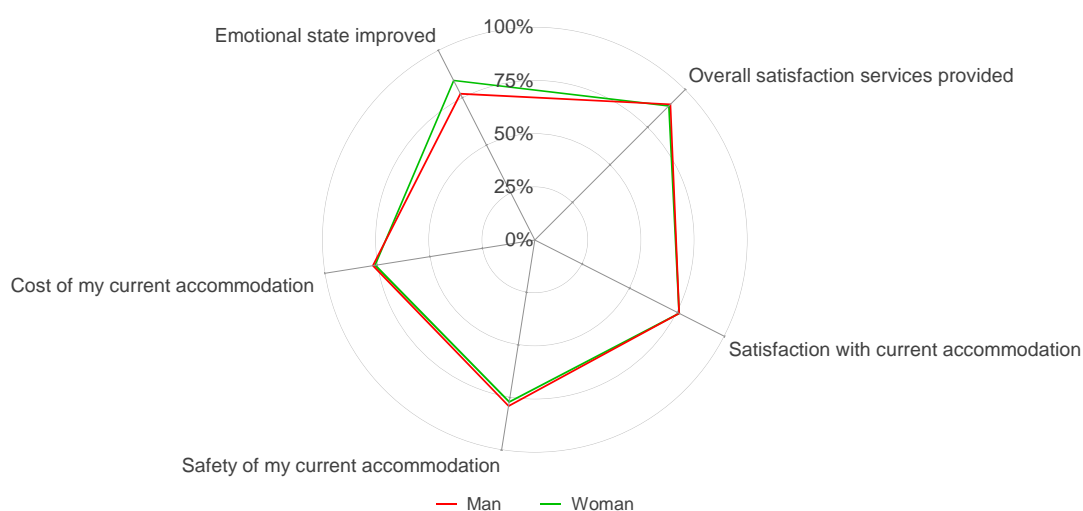


Indicator	Total	A. 16-17	B. 18-24	C. 25-34	D. 35-44	E. 45-54	F. 55+
Satisfaction with services	89% (535)	76% (33) BEF	92% (119) AC	84% (97) BE	87% (102)	94% (81) A	91% (102) A
Satisfaction with accommodation	76% (544)	85% (33)	83% (120) CE	69% (98) B	75% (105)	71% (84) B	76% (103)
Safety of accommodation	78% (539)	81% (32)	85% (120) E	78% (98)	77% (104)	67% (82) B	76% (102)
Cost of accommodation	76% (540)	78% (32)	82% (120) D	74% (98)	70% (104) B	71% (83)	77% (102)
Emotional state has improved	82% (537)	81% (32)	83% (120)	77% (96)	82% (105)	83% (84)	82% (99)

SUMMARY OF DIFFERENCES BY GENDER

Women were significantly more likely than men to report that the assistance has helped to improve their emotional state (84% vs 77%).

Differences by Gender

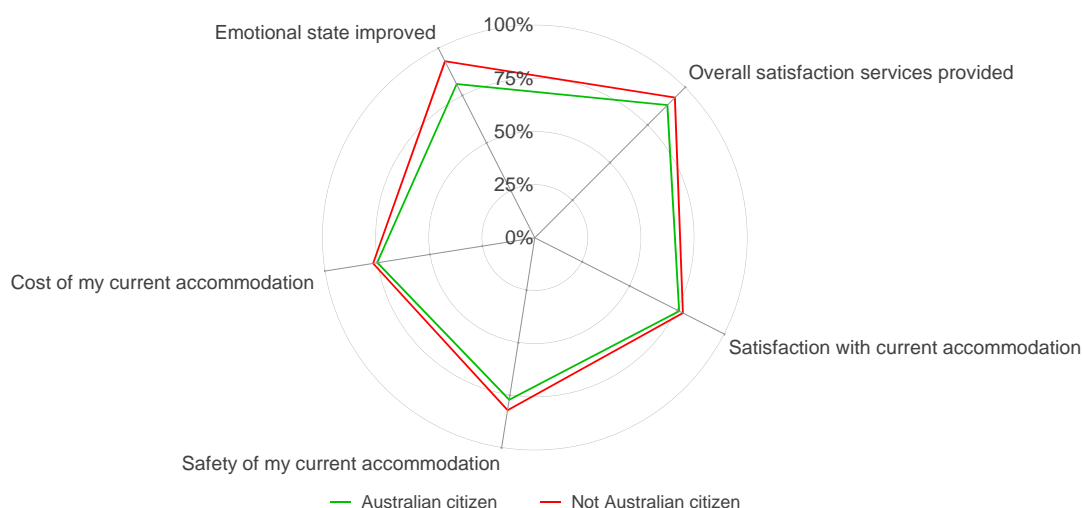


Indicator	Total	A. Man	B. Woman
Satisfaction with services	89% (535)	90% (193)	89% (315)
Satisfaction with accommodation	76% (544)	76% (198)	76% (320)
Safety of accommodation	78% (539)	79% (195)	77% (318)
Cost of accommodation	76% (540)	77% (195)	76% (319)
Emotional state has improved	82% (537)	77% (193) A	84% (317) B

SUMMARY OF DIFFERENCES BY CITIZENSHIP

Those who do not hold Australian citizenship were significantly more likely than those who do hold Australian citizenship to report that the assistance has helped to improve their emotional state (93% vs 81%).

Differences by Citizenship

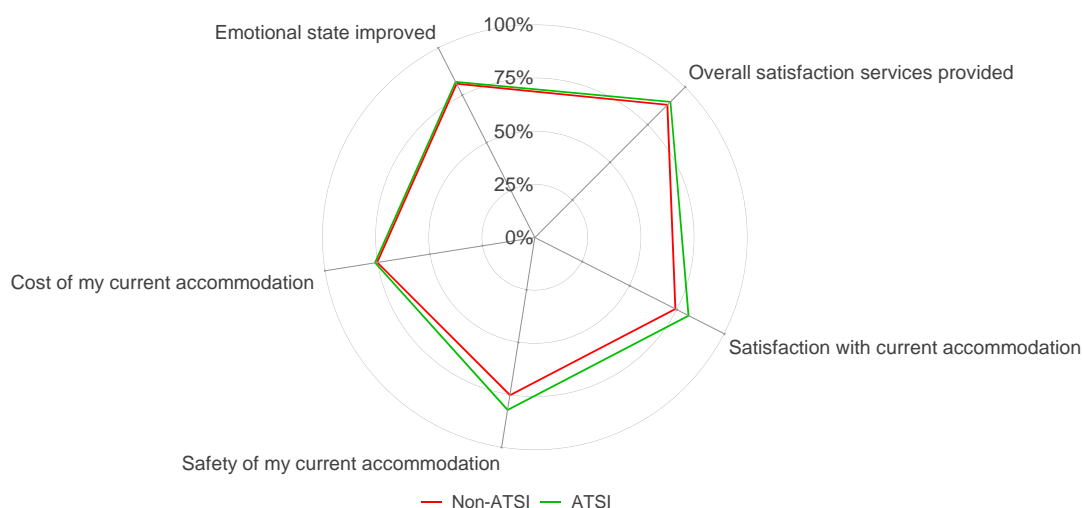


Indicator	Total	A. Australian citizen	B. Not Australian citizen
Satisfaction with services	89% (535)	88% (492)	93% (41)
Satisfaction with accommodation	76% (544)	76% (501)	78% (41)
Safety of accommodation	78% (539)	77% (498)	82% (39)
Cost of accommodation	76% (540)	75% (499)	77% (39)
Emotional state has improved	82% (537)	81% (492) B	93% (43) A

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

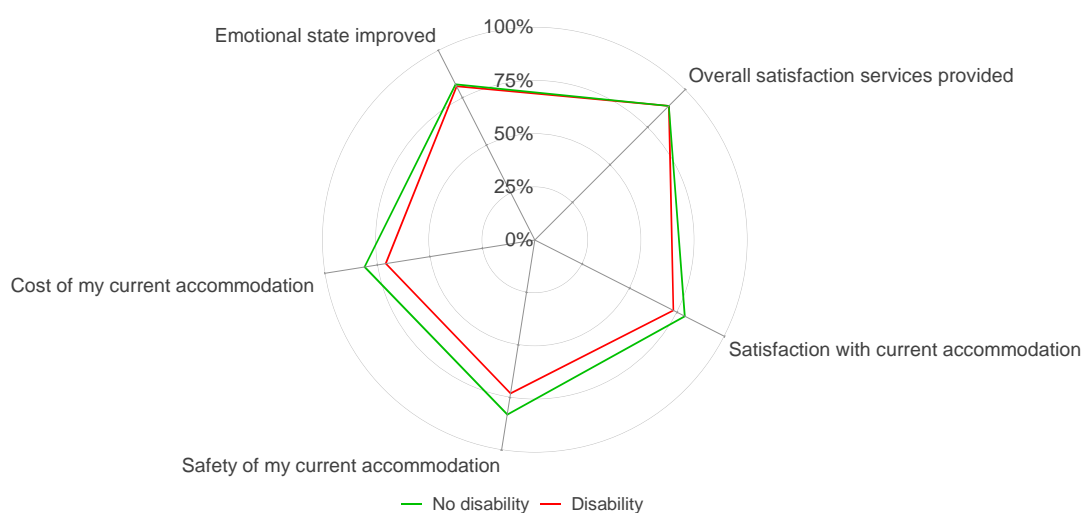


Indicator	Total	A. Not identifying as Aboriginal and/or Torres Strait Islander	B. Identifying as Aboriginal and/or Torres Strait Islander
Satisfaction with services	89% (535)	88% (492)	90% (162)
Satisfaction with accommodation	76% (544)	74% (373)	81% (166)
Safety of accommodation	78% (539)	75% (369)	82% (165)
Cost of accommodation	76% (540)	75% (369)	76% (166)
Emotional state has improved	82% (537)	81% (369)	82% (163)

SUMMARY OF DIFFERENCES BY FUNCTIONAL ABILITY

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

Differences by Disability

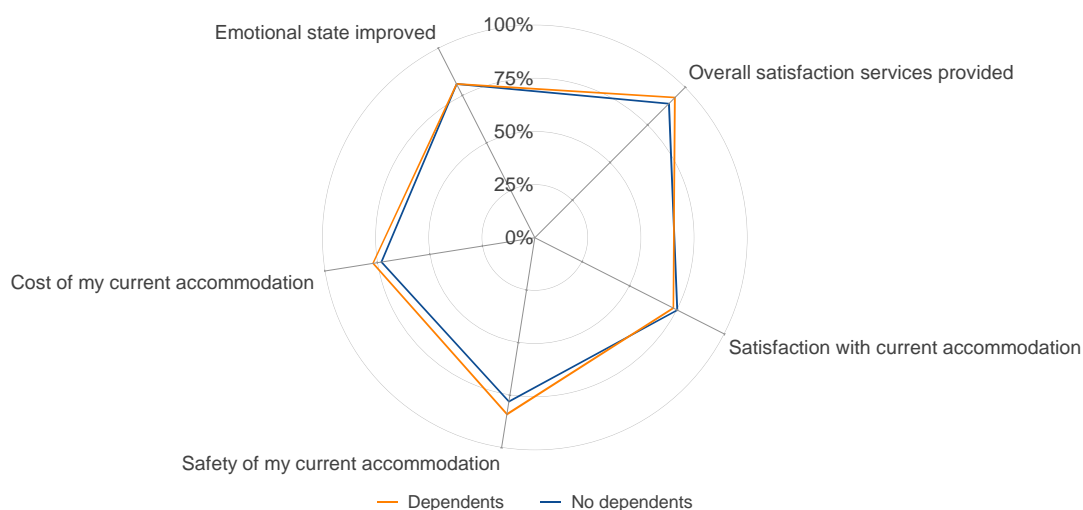


Indicator	Total	A. No disability	B. Disability
Satisfaction with services	89% (535)	89% (238)	89% (289)
Satisfaction with accommodation	76% (544)	79% (240)	73% (296)
Safety of accommodation	78% (539)	83% (239) B	73% (292) A
Cost of accommodation	76% (540)	81% (239) B	71% (293) A
Emotional state has improved	82% (537)	82% (236)	81% (292)

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. They were also more likely to be satisfied with the cost of their accommodation.

Differences by Dependents

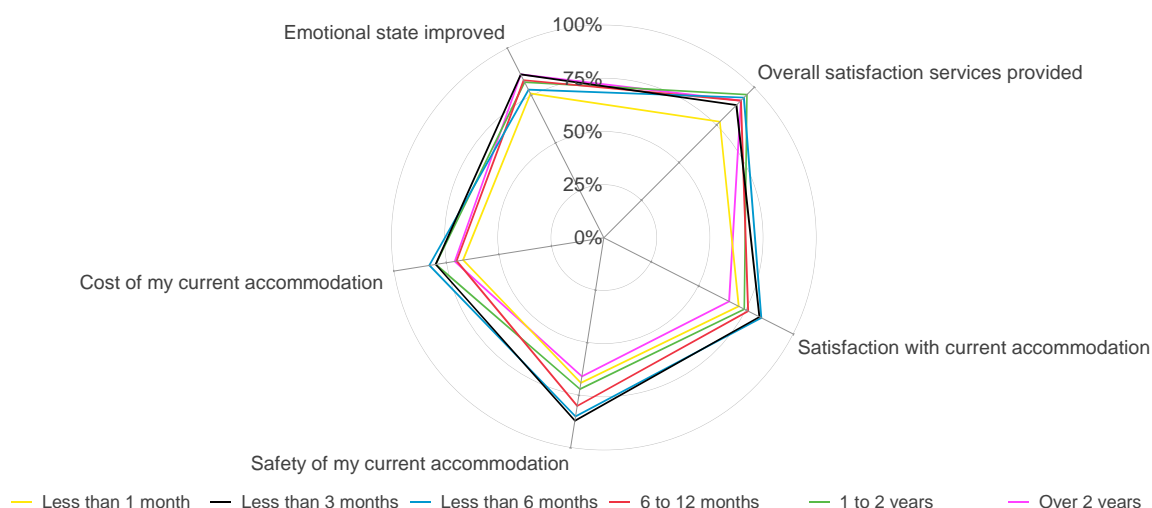


Indicator	Total	A. One or more dependent(s)	B. No dependents
Satisfaction with services	89% (535)	89% (178)	89% (345)
Satisfaction with accommodation	76% (544)	79% (179)	74% (352)
Safety of accommodation	78% (539)	85% (178) B	74% (348) A
Cost of accommodation	76% (540)	84% (179) B	72% (348) A
Emotional state has improved	82% (537)	84% (178)	80% (345)

SUMMARY OF DIFFERENCES BY LENGTH OF CONTACT

In general terms, clients who have had a shorter relationship (less than a month) and – to a lesser extent - those who have had a longer relationship (over two years) were less satisfied with their provider than other clients.

Differences by Length of Contact

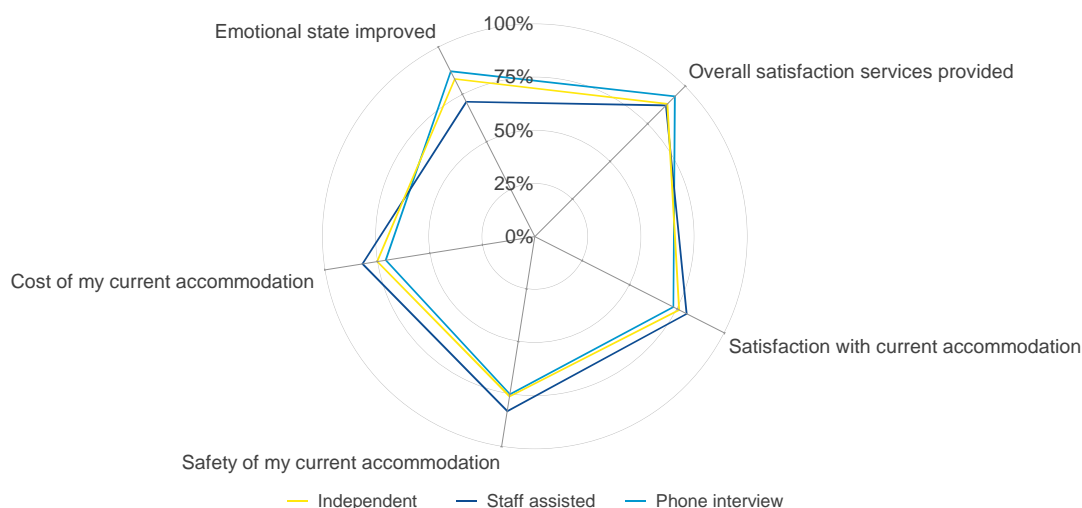


Indicator	Total	A. Less than 1 month	B. Less than 3 months	C. Less than 6 months	D. 6 to 12 months	E. 1-2 years	F. Over 2 years
Satisfaction with services	89% (535)	77% (107) BCDEF	88% (85) A	93% (126) A	91% (88) A	95% (61) A	91% (67) A
Satisfaction with accommodation	76% (544)	71% (110) C	82% (85) F	83% (126) AF	76% (91)	74% (62)	66% (67) BC
Safety of accommodation	78% (539)	69% (110) BC	87% (86) AEF	85% (125) AEF	80% (90) F	72% (61) BC	66% (6) BCD
Cost of accommodation	76% (540)	67% (110) BC	80% (86) A	83% (125) ADF	70% (90) C	80% (61)	71% (65) C
Emotional state has improved	82% (537)	76% (105)	86% (85)	78% (125)	83% (90)	82% (62)	86% (66)

SUMMARY OF DIFFERENCES BY COMPLETION METHOD

Those who completed the survey independently were more satisfied with the cost of their accommodation than those who completed over the phone. Those who received assistance from a member of staff to complete their questionnaire were less likely to report that their emotional state has improved.

Differences by Completion Method

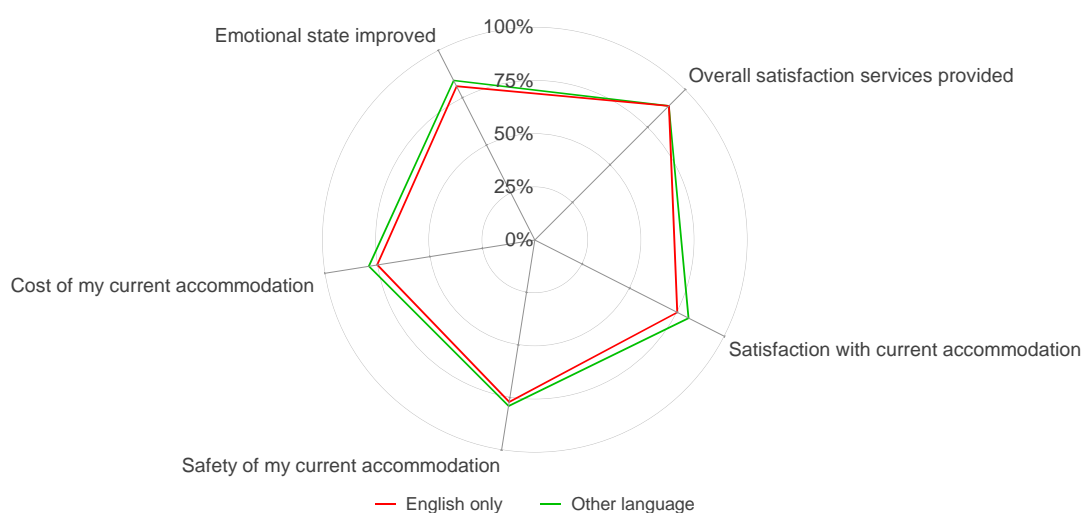


Indicator	Total	A. Completed independently	B. Staff assisted completion	C. Telephone interview
Satisfaction with services	89% (535)	88% (297)	87% (120)	93% (117)
Satisfaction with accommodation	76% (544)	76% (300)	80% (121)	73% (122)
Safety of accommodation	78% (539)	76% (296)	83% (121)	75% (121)
Cost of accommodation	76% (540)	75% (297)	82% (121) C	71% (121) B
Emotional state has improved	82% (537)	83% (296) B	71% (119) AC	87% (121) B

SUMMARY OF DIFFERENCES BY LANGUAGE

There were no statistically significant differences when comparing clients with English as their mother tongue to other clients for these variables.

Differences by Language



Indicator	Total	A. English	B. Other language
Satisfaction with services	89% (535)	89% (467)	89% (56)
Satisfaction with accommodation	76% (544)	75% (474)	81% (58)
Safety of accommodation	78% (539)	77% (470)	79% (57)
Cost of accommodation	76% (540)	75% (471)	79% (57)
Emotional state has improved	82% (537)	81% (468)	84% (58)