



Your organisation is invited to participate in the SHS Sector Client Satisfaction Survey 2020

SHS providers across NSW are invited to participate in the *SHS Sector Client Satisfaction Survey 2020*. This survey will measure satisfaction with services and client outcomes from accessing SHS services.

This will be the third consecutive year of the survey. The results of previous surveys demonstrated the excellent work of employees across the SHS sector. This third year will provide us with an important timeseries across three years and an exciting opportunity to showcase the outcomes of SHSs.

Survey method

The 2020 survey will be identical to the 2019 survey. The survey consists of around 30 standard questions for clients. Survey questions cover demographics of clients, issues concerning client experience of the service, client satisfaction with their current living environment, and client outcomes. It takes 5-10 minutes to complete.

The survey will be available online, administered via an app, downloaded to a tablet, smart phone or computer.

Clients can fill in the survey themselves or with the aid of a staff member.

Participation in the survey is entirely voluntary. The survey seeks a client's informed consent before asking any questions.

No personal identifying data will be kept and only aggregated data will be published.

SECTION 1: SERVICE

Do you agree or disagree with the following?

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
Staff treated me with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff have been sensitive to my ethnic and cultural background	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff understood my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was involved in developing my case plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff referred me to other services to support my other needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff told me about my accommodation options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff explained how to make a complaint against this organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In general, I am satisfied with the services I'm getting from this organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Who runs the survey

The Industry Partnership have contracted CHIA (Community Housing Industry Association) NSW to run the survey. CHIA NSW give participating organisations a unique number for their surveys. This identifying number will allow survey results to be automatically uploaded and analysed by CHIA NSW. CHIA NSW will track results to this unique number from each registration. SHS providers can register to receive these results as an individual site, service programs or organisation.

Outcomes

The allocation of unique numbers for surveys allows CHIA NSW to provide SHS providers with individual SMART reports confidential to each service, where at least 10 surveys have been completed per provider.

Aggregated data of sector wide results is also available to the SHS sector in May 2020.

Example SMART report:

The table below compares the scores received for UCH Parks to the whole of UCH for the key indicators.

Item	This region	UCH	Gap
Overall, how satisfied are you with the services provided by UCH?	83%	85%	-2
How satisfied are you that your rights as a tenant are upheld by UCH?	86%	85%	3
How satisfied are you with the value for money for the rent you pay?	87%	81%	6
How satisfied are you with the contact and service provided by your support worker?	92%	89%	3
How satisfied are you about how your complaint was dealt with?	41%	48%	-7
How satisfied were you with the information pack you received when you first moved into your home?	93%	91%	2
How satisfied were you with the condition of your home when you first moved in?	88%	88%	0
How satisfied are you with the design of your property?	80%	80%	0
In relation to your last repair, how satisfied were you with the response for the repairs?	90%	72%	18
How satisfied are you with the repairs and maintenance services that UCH provides?	87%	73%	14
Overall, how satisfied are you with your neighbourhood as a place to live?	86%	83%	3
How satisfied were you with the outcome of your communication?	80%	71%	9
How satisfied are you with the way UCH provides you with information?	80%	80%	0
Overall, how satisfied are you with communication with UCH?	70%	81%	-11
How satisfied are you with the way UCH involves tenants?	70%	75%	-5
How satisfied are you that UCH listens to tenants' views and acts on them? How satisfied are you that tenants are able to influence UCH's decision-making?	69%	69%	0
How much, if at all, has your life improved since living in a UCH property?	57%	57%	0

TOP AND BOTTOM PERFORMING AREAS

We have identified the top three scoring items for UCH Parks, and alongside them the poorest scoring items.

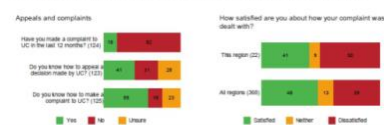
How satisfied were you with the information pack you received when you first moved into your home? (93% Positive)	How satisfied are you about how your complaint was dealt with? (41% Positive)
How satisfied are you with the contact and service provided by your support worker? (92% Positive)	How satisfied are you that tenants are able to influence UCH's decision-making? (57% Positive)
How satisfied are you with the design of your property? (82% Positive)	How satisfied were you with the outcome of your communication? (80% Positive)

COMPLAINTS AND APPEALS

Community housing tenants have the right to appeal certain decisions made by community housing landlords. In order to ensure that tenants' rights are upheld, and that procedural fairness and natural justice is maintained, it is essential that the appeals process is clear, fair, effective and well publicised.

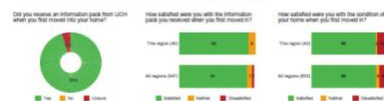
It is also important that a tenant can complain effectively if they feel that an aspect of the service is not operating properly. Complaints play an important role in highlighting problems in service delivery. If a community housing organisation does not know about problems in the service delivery it can never address the issue to ensure that the service is working well. The National Community Housing Standards recommend best practice standards relating to both complaints and appeals.

- 41% said that they know how to appeal a decision made by UCH (compared with 43% UCH wide).
- 50% said that they know how to make a complaint to UCH, and 23% said they were "unsure" (compared with 65% who and 19% UCH wide).
- 18% said that they had made a complaint to UCH (compared with 24% UCH wide).
- Of those who had made a complaint, 41% said that they were satisfied with how the complaint was handled.



RECENT TENANTS (Less than 2 years)

- 47% (45 respondents) said that they were housed by UCH in the last 2 years. Of these...
- 56% said that they received an information pack from UCH (of these, 92% said they were satisfied with the pack)
 - 88% were satisfied with the condition of their home when they first moved in



Timing

Key dates:

SHSs register for the survey: Monday 3 February - Friday 28 February 2020

CHIA NSW webinar for assistance with running surveys: Tuesday 3 March 1.30pm

Clients complete surveys: Monday 9 March - Friday 17 April

Results delivered: May 2020

To participate

To participate in the *SHS Client Satisfaction Survey 2020*, please register at the Survey Monkey form <https://www.surveymonkey.com/r/SZJ7NBD> from 3 February to 28 February 2020. There is no cost to participate.

For more information, please contact the Industry Partnership:

sectorsupport@homelessnessnsw.org.au or IP Project Officer Feiyi Zhang on 8354 7607