

We asked you and this is what you told us

During November 2012, 222 people from across the region participated in the first North West Local Area Service Network (LASN) Annual Consumer System Survey

- ◉ 54 people came from Access Point Services
- ◉ 168 people came from Support Services

◉ This is what consumers said about the service system

- Almost half of all consumers found out about the Access Points by word of mouth
- Only 2% of consumers said it was hard to find out about the access point
- When it came to the access points, most consumers came for housing
- When it came to getting support, most consumers waited 3 weeks for their support worker to call them but this varied from service to service.

◉ What we do well:

- 93% of consumers said they felt they were treated with respect by their service
- 91% of consumers said they had their rights explained to them by their service
- 90% of consumers found accommodation the most useful service provided by the Access Point
- 95% of consumers found information about housing choices to be the most useful service provided by the Access Points.
- 94% of consumers were happy with the information they had to provide to get the service they got
- Many of the consumers said the services were working well, but that we need more housing.

◉ How can we improve the homeless service system?

- ◉ *"Try and reduce the stress so as people are not having to travel all around Melbourne accessing help. Better sharing of information and not having big gaps in between referrals"*
- ◉ *"To be able to tell me how long it will take to get my own housing"*
- ◉ *"Share more information about next step in accommodation. Don't know much about services even though I get place at homeless accommodation"*
- ◉ *"A more unified system so that I am always given the correct information, so I'm not getting a different answer from each person"*
- ◉ *"Provide more housing in a faster way".*

◉ What we can do better:

- For 26% of consumers we were not able to provide housing, crisis accommodation, and money.
- Only 63% of consumers who needed an interpreter were always offered one
- Keep improving how we communicate so you don't have to tell your story again and again.

◉ This is what we are doing about what consumers said:

1. The LASN has an annual work plan
2. As a direct result of your feedback we will recommend that the LASN:
 - argue for more housing and let you know what we are advocating for;
 - partner with consumers in arguing for more housing;
 - make better connections with services outside the homeless service system who could point people who come to them in the right direction. Examples included GP's, Centrelink and Real Estate Agents;
 - better educate the community about the difficulties homeless people face and the lack of housing, including providing homelessness information packages for schools.

◉ Want to know more?

If you want to know more about the detail of these surveys, ask your worker to look them up for you on the NW Homeless Network Website: <http://www.nwhn.net.au/Opening-Doors-the-NW-Local-Area-Service-Network/Client-Participation.aspx>

We'll be running surveys again in a years' time to see if we did better and how consumers (you) feel about the work we do!

Thank You!