



Consumer Survey 2022: Northern & Western Homelessness Networks

1. Thank you for participating

Every year the Northern and Western Homelessness Networks ask for feedback about experiences of homelessness and of the homelessness system - so that we can respond better.

What do we want to know?

This year we would like to know about your experiences of crisis accommodation like hotels and rooming houses.

What you say is important to us.

The survey is confidential - we don't ask for your name. Sometimes we do publish 'quotes' from survey responses.

How long will the survey take?

The survey will take about 15 minutes. There are 11 sections to the survey:

- **Section 1: Introduction**
- **Section 2: Consent**
- **Section 3: Which crisis accommodation you have stayed in.**
- **Section 4: Decisions about crisis accommodation.**

Sections 5 - 9: Each section is about a different type of accommodation so only answer those questions if you have stayed in them:

- **Section 5: Hotels/motels**
- **Section 6: Serviced apartments**
- **Section 7: Rooming houses/boarding houses**
- **Section 8: Hostels/backpackers/airbnb**
- **Section 9: Caravan parks**
- **Section 10: Support**
- **Section 11: 'Demographic' information about you**

Background

This is the 10th year that we have asked people who use homelessness services about their experiences of homelessness, homelessness services and what we can do better.

Over 1,800 people have taken part in our surveys over time and many changes have been made as a result.

The biggest one is the 'More Houses for People' campaign: hundreds of signed postcards from people experiencing homelessness sent to the Premier of Victoria and Prime Minister of Australia, asking them to fix the housing crisis.

Over the last year we have been campaigning about crisis accommodation. We are working to try to get better quality accommodation, based on what people with lived experience of homelessness have said about what sort of accommodation would be best.

We are also educating the Victorian community about how to end homelessness.



Consumer Survey 2022: Northern & Western Homelessness Networks

2. Consent

On this page we ask you whether you consent to participate in this survey.

If you are happy to participate but feel distressed at any point during the survey, you can let your worker know, contact Meredith Gorman from the Consumer Participation Working Group (0424 112 445) or contact one of these organisations:

- **Lifeline Ph: 13 11 14**
- **Beyond Blue Ph: 1300 224 636**
- **Seniors Information Victoria Ph: 1300 135 090**
- **Suicide Helpline Ph: 1300 651 251**
- **Homelessness Advocacy Service Ph: 1800 066 256**

1. Do you need an interpreter to complete this survey?

If you do, please ask your worker to arrange one for you. If you do, what language?

- Yes
- No
- If yes, which language do you need an interpreter for?

2. What is the main language you speak?

3. Has your worker given you, or read to you, a Consumer Survey Consent Statement?

Please tick 'yes' if you have seen the statement and 'no' if you have not.

- Yes
- No

4. Have you had a chance to ask any questions about the survey?

If not, please ask your worker for a further explanation or ring the Western Homelessness Networker on 0407 832 169.

- Yes
- No

5. Are you happy to continue with the survey?

If not, thank you for your time and best wishes.

- Yes
- No



Consumer Survey 2022: Northern & Western Homelessness Networks

3. Your experience of crisis accommodation

We are interested to know what sorts of crisis accommodation you have stayed in and what the facilities are like.

6. Have you stayed in any of the following crisis accommodation when you have had nowhere else to live?

If so, please tick every type of accommodation you have stayed in and whether you were referred by a homelessness service or found the accommodation yourself.

	Referred by a homelessness service	Found the accommodation myself
Hotel/motel	<input type="radio"/>	<input type="radio"/>
Serviced apartment	<input type="radio"/>	<input type="radio"/>
Rooming house/boarding house	<input type="radio"/>	<input type="radio"/>
Backpackers/hostel/airbnb	<input type="radio"/>	<input type="radio"/>
Caravan park	<input type="radio"/>	<input type="radio"/>

7. Were you given enough information about the accommodation when it was booked, and did the standard of the accommodation meet your expectations?

- Yes, I was given enough information
- No, I was not given enough information
- Yes, the standard of accommodation met my expectations
- No, the accommodation didn't meet my expectations

Can you tell us more about that?

8. Did you stay in any emergency accommodation away from the area that you want to live in/have connections with?

- Yes
- No

What was that like?

9. Did you stay in any of these accommodations with children?

- Hotel/motel
- Service apartment
- Rooming house/boarding house
- Backpackers/hotel/airbnb
- Caravan park

If you did, what was that like?



NWHNs
NORTHERN & WESTERN
HOMELESSNESS NETWORKS

Consumer Survey 2022: Northern & Western Homelessness Networks

4. Decisions about crisis accommodation

We are interested in your advice about decisions we have to make about crisis accommodation.

10. If the only available accommodation is potentially unsafe, should homelessness services still book it?

- Yes
- No

11. Thinking about your experience in crisis accommodation, is a bed that does not meet your basic needs, better than no bed at all?

- Yes
- No
- Please tell us more about that if you would like to.



Consumer Survey 2022: Northern & Western Homelessness Networks

5. Hotels/motels

Please answer the following questions if you have stayed in hotels/motels as crisis accommodation

12. Some descriptions of crisis accommodation are below.

Could you please tick whether or not they apply to the hotel/motel you stayed in?

	Yes	No
Dirty	<input type="radio"/>	<input type="radio"/>
Clean	<input type="radio"/>	<input type="radio"/>
Over crowded	<input type="radio"/>	<input type="radio"/>
Not crowded	<input type="radio"/>	<input type="radio"/>
Stressful	<input type="radio"/>	<input type="radio"/>
Supportive	<input type="radio"/>	<input type="radio"/>
Safe	<input type="radio"/>	<input type="radio"/>
Not safe	<input type="radio"/>	<input type="radio"/>
Secure (for belongings)	<input type="radio"/>	<input type="radio"/>
Insecure	<input type="radio"/>	<input type="radio"/>

Could you say anything more about what was good or bad about each accommodation you have stayed in?

13. Please tick yes/no to show whether or not you had the following amenities in the hotel/motel.

	Yes	No
Own kitchen	<input type="radio"/>	<input type="radio"/>
Shared kitchen	<input type="radio"/>	<input type="radio"/>
Own bathroom	<input type="radio"/>	<input type="radio"/>
Shared bathroom	<input type="radio"/>	<input type="radio"/>
Kettle	<input type="radio"/>	<input type="radio"/>
Microwave	<input type="radio"/>	<input type="radio"/>
TV	<input type="radio"/>	<input type="radio"/>
Own fridge	<input type="radio"/>	<input type="radio"/>
Shared fridge	<input type="radio"/>	<input type="radio"/>
Oven	<input type="radio"/>	<input type="radio"/>
Lounge room	<input type="radio"/>	<input type="radio"/>

Please describe what impact, if any, these amenities (or lack of) have had on your stay/s?

14. What other amenities did you have in the hotel/motel?

	Yes	No
Security staff	<input type="radio"/>	<input type="radio"/>
Lock on the door	<input type="radio"/>	<input type="radio"/>
Lock on the windows	<input type="radio"/>	<input type="radio"/>
Lock on the bathroom door	<input type="radio"/>	<input type="radio"/>
Lock on the toilet door	<input type="radio"/>	<input type="radio"/>
Cleaner	<input type="radio"/>	<input type="radio"/>
Lockable cupboards for food	<input type="radio"/>	<input type="radio"/>
Parking	<input type="radio"/>	<input type="radio"/>
Disability access	<input type="radio"/>	<input type="radio"/>

Please describe what impact, if any, these amenities (or lack of) have had on your stay/s?

15. How safe did you feel in the hotel/motel?

Terrified	<input type="radio"/>
Worried	<input type="radio"/>
OK	<input type="radio"/>
Not bad	<input type="radio"/>
Safe	<input type="radio"/>

16. Would you like to tell us any more about that?

17. What was the main reason you left the hotel/motel?

- The homelessness organisation stopped paying
- It was too expensive
- I found better accommodation/housing
- I didn't feel safe
- I didn't like the accommodation
- Other



NWHNs
NORTHERN & WESTERN
HOMELESSNESS NETWORKS

Consumer Survey 2022: Northern & Western Homelessness Networks

6. Serviced apartments

Please answer the following questions if you have stayed in a serviced apartment as crisis accommodation

18. Some descriptions of crisis accommodation are below.

Could you please whether or not describe your experience of the serviced apartment?

	Yes	No
Dirty	<input type="radio"/>	<input type="radio"/>
Clean	<input type="radio"/>	<input type="radio"/>
Over crowded	<input type="radio"/>	<input type="radio"/>
Not crowded	<input type="radio"/>	<input type="radio"/>
Stressful	<input type="radio"/>	<input type="radio"/>
Supportive	<input type="radio"/>	<input type="radio"/>
Safe	<input type="radio"/>	<input type="radio"/>
Not safe	<input type="radio"/>	<input type="radio"/>
Secure (for belongings)	<input type="radio"/>	<input type="radio"/>
Insecure	<input type="radio"/>	<input type="radio"/>

Could you say anything more about what was good or bad about each accommodation you have stayed in?

19. Please tick yes/no to show whether or not you had the following amenities in the serviced apartment.

	Yes	No
Own kitchen	<input type="radio"/>	<input type="radio"/>
Shared kitchen	<input type="radio"/>	<input type="radio"/>
Own bathroom	<input type="radio"/>	<input type="radio"/>
Shared bathroom	<input type="radio"/>	<input type="radio"/>
Kettle	<input type="radio"/>	<input type="radio"/>
Microwave	<input type="radio"/>	<input type="radio"/>
TV	<input type="radio"/>	<input type="radio"/>
Own fridge	<input type="radio"/>	<input type="radio"/>
Shared fridge	<input type="radio"/>	<input type="radio"/>
Oven	<input type="radio"/>	<input type="radio"/>
Lounge room	<input type="radio"/>	<input type="radio"/>

Please describe what impact, if any, these amenities (or lack of) have had on your stay/s?

20. What other amenities did you have in the serviced apartment?

	Yes	No
Security staff	<input type="radio"/>	<input type="radio"/>
Lock on the door	<input type="radio"/>	<input type="radio"/>
Lock on the windows	<input type="radio"/>	<input type="radio"/>
Lock on the bathroom door	<input type="radio"/>	<input type="radio"/>
Lock on the toilet door	<input type="radio"/>	<input type="radio"/>
Cleaner	<input type="radio"/>	<input type="radio"/>
Lockable cupboards for food	<input type="radio"/>	<input type="radio"/>
Parking	<input type="radio"/>	<input type="radio"/>
Disability access	<input type="radio"/>	<input type="radio"/>

Please describe what impact, if any, these amenities (or lack of) have had on your stay/s?

21. How safe did you feel in the serviced apartment?

Terrified	<input type="radio"/>
Worried	<input type="radio"/>
OK	<input type="radio"/>
Not bad	<input type="radio"/>
Safe	<input type="radio"/>

22. Would you like to tell us any more about that?

23. What was the main reason you left the serviced apartment?

- The homelessness organisation stopped paying
- It was too expensive
- I found better accommodation/housing
- I didn't feel safe
- I didn't like the accommodation
- Other



Consumer Survey 2022: Northern & Western Homelessness Networks

7. Rooming houses/boarding houses

Please answer the following questions if you have stayed in a rooming house or boarding house as crisis accommodation

24. Some descriptions of crisis accommodation are below.

Could you tick whether or not they describe the rooming house/boarding house you stayed in?

	Yes	No
Dirty	<input type="radio"/>	<input type="radio"/>
Clean	<input type="radio"/>	<input type="radio"/>
Over crowded	<input type="radio"/>	<input type="radio"/>
Not crowded	<input type="radio"/>	<input type="radio"/>
Stressful	<input type="radio"/>	<input type="radio"/>
Supportive	<input type="radio"/>	<input type="radio"/>
Safe	<input type="radio"/>	<input type="radio"/>
Not safe	<input type="radio"/>	<input type="radio"/>
Secure (for belongings)	<input type="radio"/>	<input type="radio"/>
Insecure	<input type="radio"/>	<input type="radio"/>

Could you say anything more about what was good or bad about each accommodation you have stayed in?

25. Please tick yes/no to show whether or not you had the following amenities in the rooming house/boarding house

	Yes	No
Own kitchen	<input type="radio"/>	<input type="radio"/>
Shared kitchen	<input type="radio"/>	<input type="radio"/>
Own bathroom	<input type="radio"/>	<input type="radio"/>
Shared bathroom	<input type="radio"/>	<input type="radio"/>
Kettle	<input type="radio"/>	<input type="radio"/>
Microwave	<input type="radio"/>	<input type="radio"/>
TV	<input type="radio"/>	<input type="radio"/>
Own fridge	<input type="radio"/>	<input type="radio"/>
Shared fridge	<input type="radio"/>	<input type="radio"/>
Oven	<input type="radio"/>	<input type="radio"/>
Lounge room	<input type="radio"/>	<input type="radio"/>

Please describe what impact, if any, these amenities (or lack of) have had on your stay/s?

26. What other amenities did you have in the rooming house/boarding house?

	Yes	No
Security staff	<input type="radio"/>	<input type="radio"/>
Lock on the door	<input type="radio"/>	<input type="radio"/>
Lock on the windows	<input type="radio"/>	<input type="radio"/>
Lock on the bathroom door	<input type="radio"/>	<input type="radio"/>
Lock on the toilet door	<input type="radio"/>	<input type="radio"/>
Cleaner	<input type="radio"/>	<input type="radio"/>
Lockable cupboards for food	<input type="radio"/>	<input type="radio"/>
Parking	<input type="radio"/>	<input type="radio"/>
Disability access	<input type="radio"/>	<input type="radio"/>

Please describe what impact, if any, these amenities (or lack of) have had on your stay/s?

27. How safe did you feel in the rooming house/boarding house?

Terrified	<input type="radio"/>
Worried	<input type="radio"/>
OK	<input type="radio"/>
Not bad	<input type="radio"/>
Safe	<input type="radio"/>

28. Would you like to tell us any more about that?

29. What was the main reason you left the rooming house/boarding house?

- The homelessness organisation stopped paying
- It was too expensive
- I found better accommodation/housing
- I didn't feel safe
- I didn't like the accommodation
- Other



Consumer Survey 2022: Northern & Western Homelessness Networks

8. Hostels/backpackers/airbnb

Please answer the following questions if you have stayed in a hostel/backpackers/airbnb as crisis accommodation.

30. Some descriptions of crisis accommodation are below.

Could you tick whether or not they apply to the hostel/backpackers/airbnb you stayed in?

	Yes	No
Dirty	<input type="radio"/>	<input type="radio"/>
Clean	<input type="radio"/>	<input type="radio"/>
Over crowded	<input type="radio"/>	<input type="radio"/>
Not crowded	<input type="radio"/>	<input type="radio"/>
Stressful	<input type="radio"/>	<input type="radio"/>
Supportive	<input type="radio"/>	<input type="radio"/>
Safe	<input type="radio"/>	<input type="radio"/>
Not safe	<input type="radio"/>	<input type="radio"/>
Secure (for belongings)	<input type="radio"/>	<input type="radio"/>
Insecure	<input type="radio"/>	<input type="radio"/>

Could you say anything more about what was good or bad about each accommodation you have stayed in?

31. Please tick yes/no to show whether or not you had the following amenities in the hostel/backpackers/airbnb.

	Yes	No
Own kitchen	<input type="radio"/>	<input type="radio"/>
Shared kitchen	<input type="radio"/>	<input type="radio"/>
Own bathroom	<input type="radio"/>	<input type="radio"/>
Shared bathroom	<input type="radio"/>	<input type="radio"/>
Kettle	<input type="radio"/>	<input type="radio"/>
Microwave	<input type="radio"/>	<input type="radio"/>
TV	<input type="radio"/>	<input type="radio"/>
Own fridge	<input type="radio"/>	<input type="radio"/>
Shared fridge	<input type="radio"/>	<input type="radio"/>
Oven	<input type="radio"/>	<input type="radio"/>
Lounge room	<input type="radio"/>	<input type="radio"/>

Please describe what impact, if any, these amenities (or lack of) have had on your stay/s?

32. What other amenities did you have in the hostel/backpackers/airbnb?

	Yes	No
Security staff	<input type="radio"/>	<input type="radio"/>
Lock on the door	<input type="radio"/>	<input type="radio"/>
Lock on the windows	<input type="radio"/>	<input type="radio"/>
Lock on the bathroom door	<input type="radio"/>	<input type="radio"/>
Lock on the toilet door	<input type="radio"/>	<input type="radio"/>
Cleaner	<input type="radio"/>	<input type="radio"/>
Lockable cupboards for food	<input type="radio"/>	<input type="radio"/>
Parking	<input type="radio"/>	<input type="radio"/>
Disability access	<input type="radio"/>	<input type="radio"/>

Please describe what impact, if any, these amenities (or lack of) have had on your stay/s?

33. How safe did you feel in the hostel/backpackers/airbnb?

Terrified	<input type="radio"/>
Worried	<input type="radio"/>
OK	<input type="radio"/>
Not bad	<input type="radio"/>
Safe	<input type="radio"/>

34. Would you like to tell us any more about that?

35. What was the main reason you left the hostel/backpackers/airbnb?

- The homelessness organisation stopped paying
- It was too expensive
- I found better accommodation/housing
- I didn't feel safe
- I didn't like the accommodation
- Other



NWHNs
NORTHERN & WESTERN
HOMELESSNESS NETWORKS

Consumer Survey 2022: Northern & Western Homelessness Networks

9. Caravan parks

Please answer the following questions if you have stayed in a caravan park as crisis accommodation.

36. Some descriptions of crisis accommodation are below.

Could you tick whether or not they apply to the caravan park you stayed in?

	Yes	No
Dirty	<input type="radio"/>	<input type="radio"/>
Clean	<input type="radio"/>	<input type="radio"/>
Over crowded	<input type="radio"/>	<input type="radio"/>
Not crowded	<input type="radio"/>	<input type="radio"/>
Stressful	<input type="radio"/>	<input type="radio"/>
Supportive	<input type="radio"/>	<input type="radio"/>
Safe	<input type="radio"/>	<input type="radio"/>
Not safe	<input type="radio"/>	<input type="radio"/>
Secure (for belongings)	<input type="radio"/>	<input type="radio"/>
Insecure	<input type="radio"/>	<input type="radio"/>

Could you say anything more about what was good or bad about each accommodation you have stayed in?

37. Please tick yes/no to show whether or not you had the following amenities in the caravan park.

	Yes	No
Own kitchen	<input type="radio"/>	<input type="radio"/>
Shared kitchen	<input type="radio"/>	<input type="radio"/>
Own bathroom	<input type="radio"/>	<input type="radio"/>
Shared bathroom	<input type="radio"/>	<input type="radio"/>
Kettle	<input type="radio"/>	<input type="radio"/>
Microwave	<input type="radio"/>	<input type="radio"/>
TV	<input type="radio"/>	<input type="radio"/>
Own fridge	<input type="radio"/>	<input type="radio"/>
Shared fridge	<input type="radio"/>	<input type="radio"/>
Oven	<input type="radio"/>	<input type="radio"/>
Lounge room	<input type="radio"/>	<input type="radio"/>

Please describe what impact, if any, these amenities (or lack of) have had on your stay/s?

38. What other amenities did you have in the caravan park?

	Yes	No
Security staff	<input type="radio"/>	<input type="radio"/>
Lock on the door	<input type="radio"/>	<input type="radio"/>
Lock on the windows	<input type="radio"/>	<input type="radio"/>
Lock on the bathroom door	<input type="radio"/>	<input type="radio"/>
Lock on the toilet door	<input type="radio"/>	<input type="radio"/>
Cleaner	<input type="radio"/>	<input type="radio"/>
Lockable cupboards for food	<input type="radio"/>	<input type="radio"/>
Parking	<input type="radio"/>	<input type="radio"/>
Disability access	<input type="radio"/>	<input type="radio"/>

Please describe what impact, if any, these amenities (or lack of) have had on your stay/s?

39. How safe did you feel in the caravan park?

Terrified	<input type="radio"/>
Worried	<input type="radio"/>
OK	<input type="radio"/>
Not bad	<input type="radio"/>
Safe	<input type="radio"/>

40. Would you like to tell us any more about that?

41. What was the main reason you left the caravan park?

- The homelessness organisation stopped paying
- It was too expensive
- I found better accommodation/housing
- I didn't feel safe
- I didn't like the accommodation
- Other



NWHNs
NORTHERN & WESTERN
HOMELESSNESS NETWORKS

Consumer Survey 2022: Northern & Western Homelessness Networks

10. Support in crisis accommodation

We are interested to know whether anyone was supporting you while you were in crisis accommodation and what you think crisis accommodation should be like.

42. Were you receiving case management support from a worker while you were in the accommodation?

Yes

No

43. If you had a case management worker, how did they help you?

44. If you didn't have a case management worker, would you have wanted one?

Yes

No

45. If you had to stay in crisis accommodation again, how would you like it to be?



NWHNs
NORTHERN & WESTERN
HOMELESSNESS NETWORKS

Consumer Survey 2022: Northern & Western Homelessness Networks

11. Demographics

We would like to know a little bit more about you so that we can better understand your experience.

46. **What is your age in years?**

47. **What sort of living arrangement are you in?**

- Lone/single person
- Single person with child/children
- Couple
- Couple with children
- Other

Other (please specify)

48. **What country were you born in?**

49. **Are you an Aboriginal or Torres Strait Islander person?**

- Yes, Aboriginal descent
- Yes, Torres Strait Islander descent
- Yes, both
- No, neither

50. **What is your gender?**

- Female
- Male
- Non binary
- Intersex
- Prefer not to say

Other (please specify)

51. Do you experience any of the following?

- Intellectual disability
- Physical disability
- Mental health issues
- Vision/sight impairment
- Hearing impairment

52. Do you identify as lesbian, gay, bisexual, queer, asexual or questioning?

- Yes
- No
- Prefer not to say
- Other (please specify)

That is the end of the survey. Thank you so much for your time.

