



Northern and Western Homelessness Networks' Consumer Survey 2023

1. Thank you for participating

Every year the Northern and Western Homelessness Networks ask people we are assisting for feedback about experiences of homelessness and of the homelessness system - so that we can improve our services.

What do we want to know?

This year we would like to know about your experiences of the homelessness sector and we would also like to know what you would like us to advocate to the Prime Minister for.

You are best placed to give us this information and what you say is very important to us.

The survey is confidential - we don't ask for your name. Sometimes we do publish 'quotes' from survey responses, but no-one should be recognisable from the quotes.

How long will the survey take?

The survey will take about 15 minutes.

There are 5 sections to the survey:

- **Section 1: Introduction and consent (5 questions)**
- **Section 2: Your experience of the homelessness sector (7 questions)**
- **Section 3: Other ways of contacting homelessness services (3 questions)**
- **Section 4: What would you like us to tell the Prime Minister? (1 question)**
- **Section 5: 'Demographic' information about you (5 questions).**

You don't have to answer all questions, particularly if there are any that you find distressing.

Background

This is the 11th year that we have asked people who access homelessness services about their experiences of homelessness, homelessness services and what we can do better.

Over 1,900 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.

We have also 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.



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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
- 1800 Respect Ph: 1800 727 732
- Safe Steps Ph: 1800 015 188 (24 hour family violence support line)

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, the Consumer Survey Information and 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



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3. Your experience of the homelessness sector

6. People generally come to a homelessness service because they need some help to find housing. Can you share some of the things that have impacted your housing?

(Please tick any reasons that apply)

- Financial difficulty
- Unable to find affordable housing
- Unable to find safe housing
- Can't continue to live with family/other situation
- Experience of sexual violence
- Family/domestic violence
- Violence from someone other than a family member
- Health issues
- Mental health issues
- Lack of family and/or community support
- Employment issues
- Relationship/family breakdown
- Other

7. Research shows that losing your home can create all sorts of additional complications in life. What assistance were you looking for when you came to a homelessness service?

(Please tick any that apply)

- Housing:** assistance to **find** housing
- Housing:** assistance to **keep** housing
- Housing:** information about housing
- Financial:** Financial assistance/material aid (such as food, food vouchers, rent in advance, furniture)
- Financial:** Help with debts
- Financial:** Help to get an income
- Financial:** Meals
- Financial:** Transport or money for transport
- Financial:** Assistance to move/store belongings
- Support:** Support because of family/domestic violence
- Support:** Someone to talk to and explain my problems
- Support:** Emotional support
- Support:** Someone to speak for me to a service/individual
- Help** with legal issues
- Help** with mental health issues
- Help** with immigration issues
- Help** with training/education and/or employment
- Information** about/referrals to local community services
- Help** to access aged care or NDIS/disability assistance
- Help** for children
- Help** for pets
- Other** - if there were other supports that you needed, can you tell us about that?

8. Can you list what the service has assisted you with?

(Please tick any that apply)

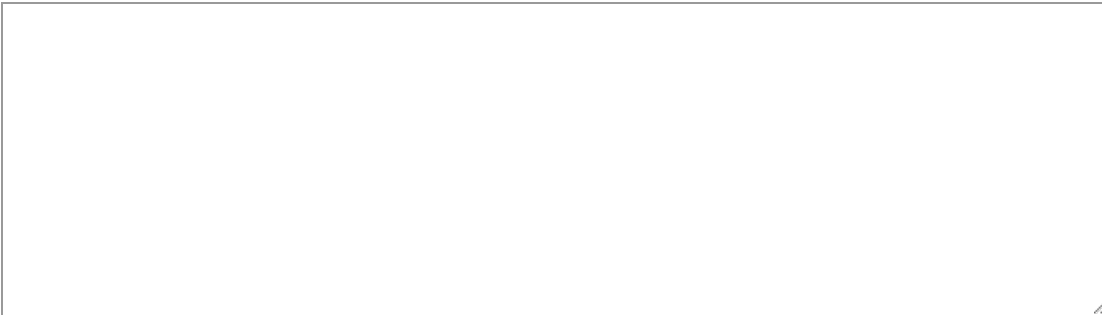
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- Help** for children
- Help** for pets
- Anything else?

9. Are there things that you would like assistance with once you have a house?

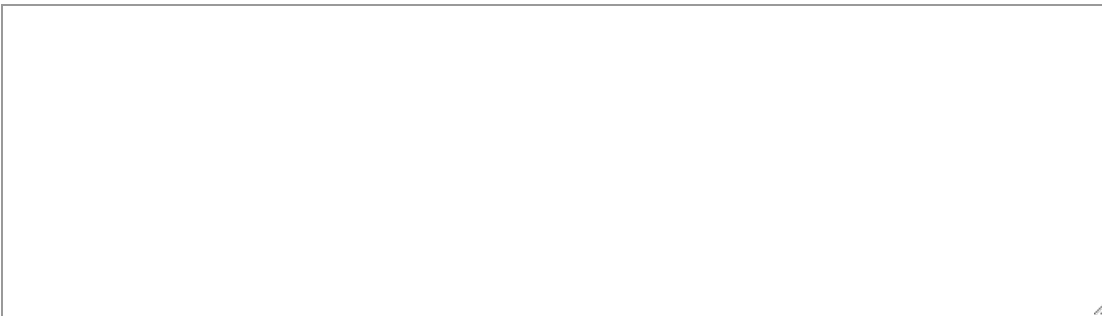
10. We are always trying to improve our services. How can we make the experience of homelessness services better?

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11. How can we improve the service system for children and their carers?

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12. If you have a pet/s, what were their needs and were they met?

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4. Contacting homelessness services

13. What can homelessness services do to make it easier for you to access them and communicate with them?

14. If you wanted to find out information about homelessness services, where would you look for that information?

15. As homelessness services have restricted times and availability, would you like to be able to contact them online in any of the following ways?

Tick any that apply.

- Book an appointment online
- Speak/chat with a worker online
- Send questions through a website
- An online chat function
- Online forms (like referral forms)

Other



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5. What would you like to tell the Prime Minister?

16. Imagine you are now sitting with the Prime Minister of Australia - what would you tell him about the experience of homelessness, or risk of homelessness, and what should he do about it?

17. Is there anything else that you would like to add, that hasn't been covered in this survey?



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6. Demographics

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

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

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

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

Other (please specify)

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

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

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

22. **What is your gender?**

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

Other (please specify)

23. **Do you experience any of the following?**

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

24. **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. We will find the information you have provided incredibly useful and it will help us improve homelessness services.

