

North and West Local Area Service Network (N & W LASN)

Annual Consumer System Survey
2017

Consumer Experiences of Crisis Accommodations



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Results – Participation

163 consumers commenced the survey

Table 1: LASN Participation

Program types	# Surveys started	# Programs	Average per program type
Access Points: Youth, Adult, Ozanam House	38	7	5
Support Providers	125	94	1
Totals	163	101 (check)	

Results - Summary statistics

Table 2: Gender

	#	% of those answering
Female	76	50%
Male	75	49%
Prefer not to specify	0	0
Trans	1	1%
Total	151	100%
Did not give an answer	12	7% of the total sample (163)

Table 3: Do you identify as LGBTIQ (Lesbian, Gay, Bisexual, Transgender, Intersex, and Queer)?

	#	% of those answering
Yes	16	11%
No	132	89%
Total	148	100%
Did not give an answer	15	9% of the total sample (163)

Table 4: Disability

	#	% those with disability (128)
Intellectual	7	5%
Physical	26	20%
Mental Health	66	52%
Vision	10	8%
Cognitive	4	3%
Hearing	9	7%
Other	6	5%
Total	128	100%
Two or more	29	23%
Total who report a disability	85	52%
Total who report no disability	78	48%

Table 5: Living arrangement

	#	% of those answering	Male	Male %	Female	Female %
Lone person	73	48%	55	73%	13	17%
Couple	10	7%	5	7%	3	4%
Lone person with children under 18	47	31%	6	8%	45	59%
Couple with children under 18	14	9%	3	4%	12	16%
Other	9	6%	6	8%	3	4%
Total	153	100%	75		76	
Did not give an answer	10	6% of the total sample (163)	0	5%		

Table 6: ATSI status

	#	% of those answering
No, Neither	140	93%
Yes, Aboriginal descent	7	5%
Yes, Torres Strait Islander descent	1	1%
Yes, both	2	1%
Total	150	100%
Did not give an answer	13	8% of the total sample (163)

Table 7: Country of Birth

	#	% of those answering	% of Other countries
Australia	85	64%	
Other Countries	64	36%	
Africa	28		44%
Asia	14		22%
Pacific	10		16%
Europe	9		14%
Americas	3		5%
Total	146	100%	100%
Did not give an answer	14	9% of the total sample (163)	

Table 8: Age Distribution of Participants: Genders Combined

Genders Combined	#	% of those answering
<18	5	3%
18-24	31	21%
25-34	32	21%
35-44	34	23%
45-54	31	21%
55+	17	11%
Total	150	100%
Did not give an answer	13	8%
		% of the total sample (163)

Figure 1: Age Distribution of Participants: combined genders

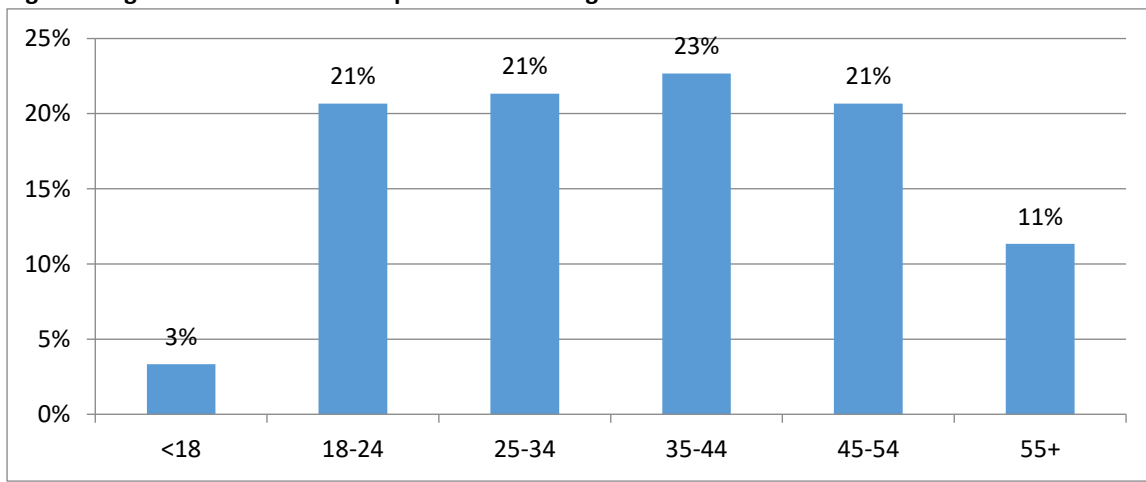


Table 9: Age Distribution of Participants: Females

Female	#	% of those answering
<18	2	3%
18-24	21	28%
25-34	19	25%
35-44	18	24%
45-54	9	12%
55+	6	8%
Total	75	100%

Table 10: Age Distribution of Participants: Males

Male	#	% of those answering
<18	3	4%
18-24	10	13%
25-34	13	17%
35-44	16	21%
45-54	22	29%
55+	11	15%
Total	75	100%

Figure 2: Age Distribution of Participants: Females

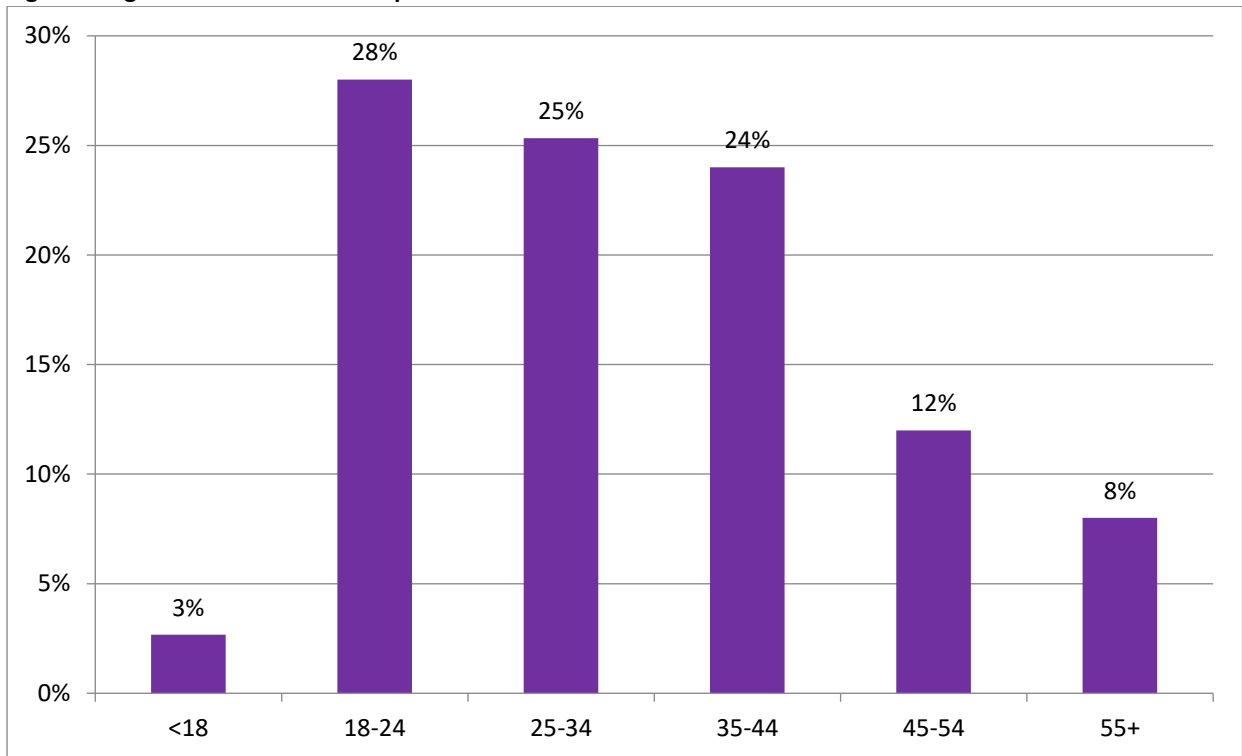
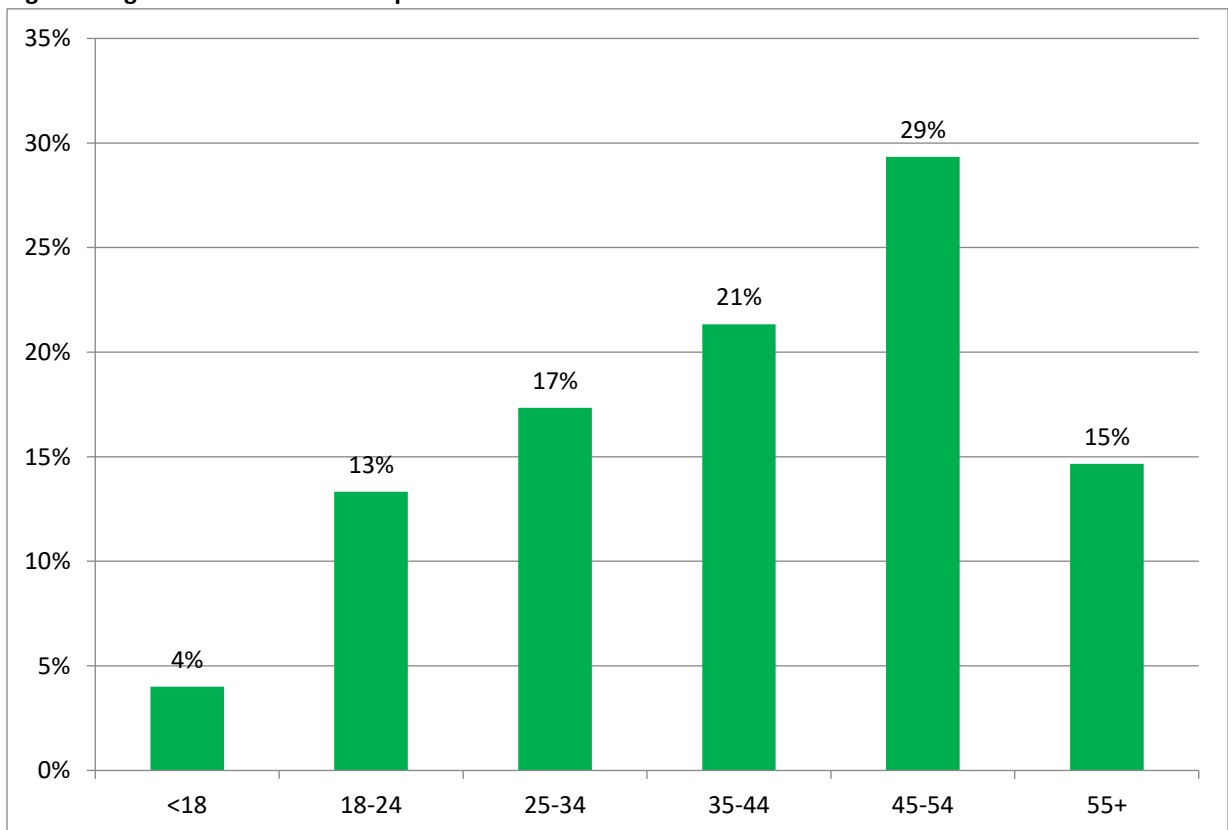


Figure 3: Age Distribution of Participants: Males



Results

5. If you have ever stayed in any of the following, how long were you there? If it was more than once, please try and add up the time into months or years.

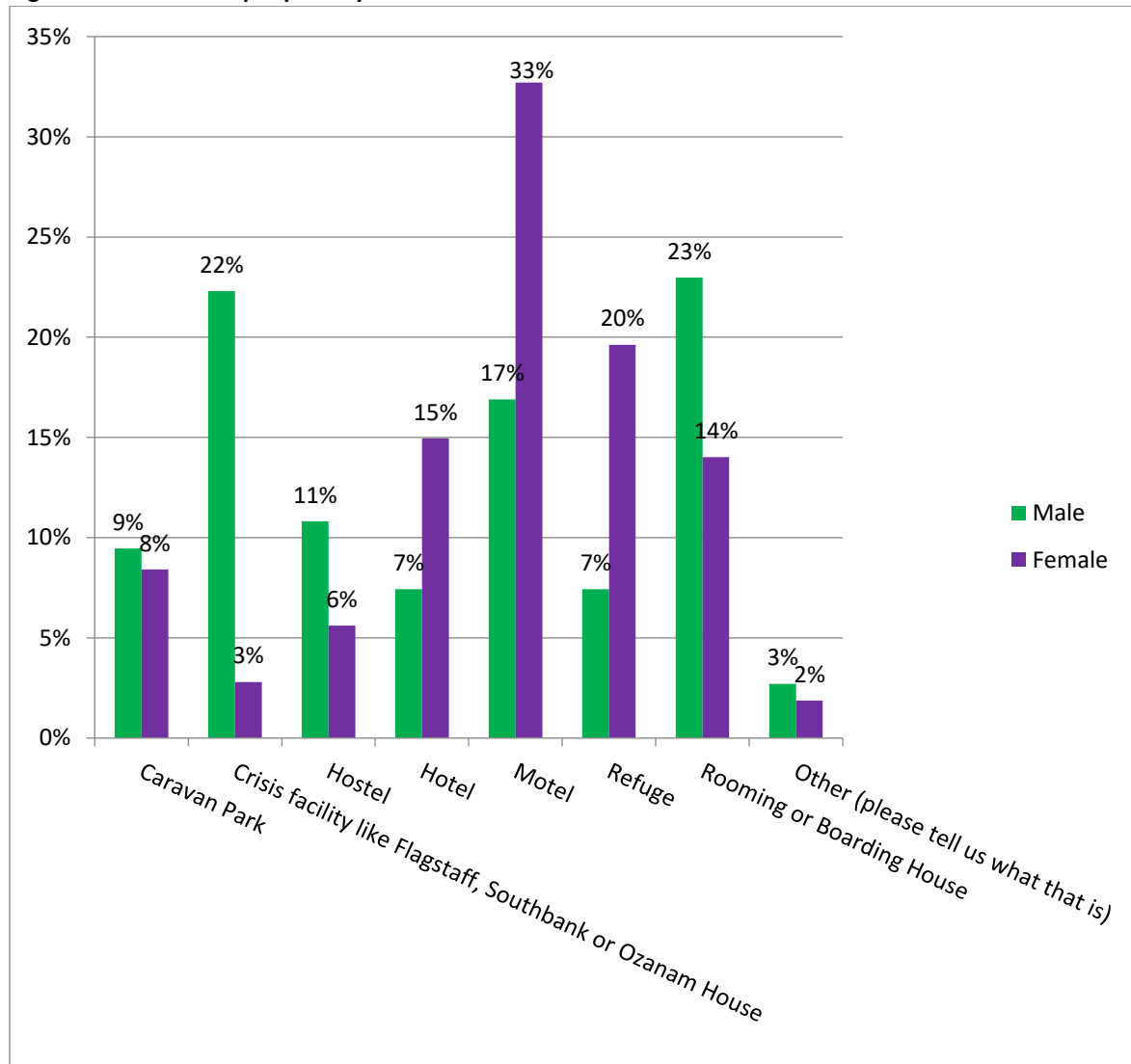
Table 11: How long did people stay there?

	Range
Caravan Park	Days to 3 years
Crisis facility like Flagstaff, Southbank or Ozanam House	1 night to 5 years
Hostel	Several days to 18 months
Hotel	1 night to 3 months
Motel	1 night to 4 months
Refuge	Several days to 5 months
Rooming or Boarding House	One month to many years (up to 10)
Other (please tell us what that is)	Air BnB – 2 days Quinn House – 2 months

Table 12: Where have people stayed (many with multiple stays)

	Male	Female
Caravan Park	14	9
Crisis facility like Flagstaff, Southbank or Ozanam House	33	3
Hostel	16	6
Hotel	11	16
Motel	25	35
Refuge	11	21
Rooming or Boarding House	34	15
Other (please tell us what that is)	4	2

Figure 4: Where have people stayed



6. How much did it cost you per week?

Table 13: Expenditure on crisis accommodation

	Males - Range	Females - Range
Caravan Park	\$110 - \$350 per week	\$370 - \$700 per week
Crisis facility like Flagstaff, Southbank or Ozanam House	\$120 - \$200 per week	No payment usually
Hostel	\$15 - \$240 per week	No payment, then range from \$75 per F/N to \$300 - \$500 per week
Hotel	\$80- \$1000 per week	\$370 up to \$1300 per week
Motel	\$190 - \$1300 per week	\$175 to \$1600 per week
Refuge	\$50 - \$100 per week or 25% income	Around \$125 pw or 25% of income per week
Rooming or Boarding House	\$100 - \$365 per week	\$170 - \$300 per week

7. Were there workers (not just a landlord or Manager) to offer you support on-site?

Table 14: Support on site

	Yes	No	Sometimes
Caravan Park	13% (5)	87% (34)	0% (0)
Crisis facility like Flagstaff, Southbank or Ozanam House	66% (36)	30% (16)	4% (2)
Hostel	23% (9)	75% (30)	2% (1)
Hotel	17% (7)	83% (35)	0% (0)
Motel	29% (20)	68% (47)	3% (2)
Refuge	71% (34)	27% (13)	2% (1)
Rooming or Boarding House	29% (19)	66% (43)	5% (3)

8. Some of the descriptions people used in last year's survey to describe these places are listed below. Please tick if any of them apply to you and to the type of place you stayed.

Table 15: Descriptions of crisis accommodations

	Crisis facility like Flagstaff, Southbank or Ozanam House	Hostel	Hotel	Motel	Refuge (e.g. Family Violence or Young People)	Rooming or boarding house	Caravan Park	Total Respondents
Supportive	39%	4%	5%	11%	39%	9%	4%	76
Difficult or stressful	12%	20%	19%	37%	11%	40%	16%	90
Dirty	6%	16%	15%	30%	3%	44%	15%	79
Unhealthy	9%	18%	12%	34%	5%	39%	14%	77
Overcrowded	11%	20%	11%	23%	11%	39%	18%	56
Expensive	11%	15%	19%	37%	5%	45%	14%	84
Didn't have the facilities or the amenities I need like kitchens, toilet, laundry or bathrooms	5%	11%	21%	48%	0%	26%	21%	61
I felt discriminated against	16%	24%	13%	24%	5%	47%	8%	38

Safety

16. If you have ever stayed in any of these places, how safe did you feel? (Score out of 100)

0 = I was terrified (0%), 1 = Unsafe (25%), 2 = It was okay (50%), 3 = Safe (75%), 4 = I felt very safe (100%)

Table 16: Perceptions of safety by accommodation type

	Average score Overall	Average score Males	Average score Females	Trans score (1 respondent)
Caravan Park	34%	33%	41%	NA
Crisis facility like Flagstaff, Southbank or Ozanam House	66%	66%	97%	80%
Hostel	36%	37%	34%	50%
Hotel	46%	54%	39%	94%
Motel	48%	49%	47%	51%
Refuge	72%	67%	81%	100%
Rooming or Boarding House	33%	34%	35%	100%

Thematic Analysis

Theme 1: Discrimination

9. If you have ever felt discriminated against in any of these places, can you please tell us more about that experience?

Major themes for Female respondents

- Safety and its absence
- Sense of exclusion/not being prioritised/being unwelcome (poor treatment)
- Racism or homophobia
- Feeling stressed/tense
- Feeling exploited

Female	Answer	Theme
1	after 2 months Haven Home Safe linked us in with MOSS for case management	Not discrimination
2	Being a single parent in need of help with a 4 year old who has gone through trauma due to DV	Single parent Trauma Family violence
3	Discrimination against my skin being white of color	Skin colour 'White'
4	felt unsafe	Unsafe
5	Hotel was really dirty, did not have any amenities. staff were unhelpful. would not stay there again.	Not discrimination
6	I feel that the manager (Karen) didn't like myself and my family then proceeded to pick on my children.	Not liked by Manager Children picked on
7	Police matter. Threatened to be stabbed by Aboriginals.	Police and safety Unsafe, violence Aboriginal people
8	security guards at the casino kept telling client to stop sleeping in her car and get out of the car park.	Sleeping in the car at casino was not welcomed
9	some workers would show favouritism and would bend rules for other clients which made me feel unsafe.	Workers bending rules for others Unsafe
10	The Australians were favoured in many cases mainly because they understand the language and they were controlling the places - very stressful	Favouritism due to language Australian Control and exclusion Stress
11	The landlord at the RH caused much trouble. she would open tenants rooms and go through personal belongings stealing valuables. the landlord played tenants off against each other causing trouble. The house was dirty and unkempt. i have never felt so used and abused in my whole life.	Not described as discrimination Landlord caused trouble Privacy invaded Theft Dirty premises Feeling used and abused
12	The man was jewish and hated non jews	Judaism

		Feeling hated
13	Told I was ineligible for refuge as I was not escaping a violence relationship due to being with Jess. I am often referred to as a boy and accused of being a drug dealer. Felt uncomfortable and received weird looks when together with Jess, feeling it was due to being in a same sex relationship.	Same sex relationship Exclusion from refuges Referred to as a boy Accused of being a drug dealer
14	When staying at rooming house with family a lot of tension	Tension for family

Major themes for Male respondents

- Threats and violence (safety)
- Drugs
- Racism
- Homophobia
- Treatment by workers and service role
- Issues of eligibility/prioritisation of others/exclusion

1	advocating for other residents	Standing up for others
2	after 2 months Haven Home Safe linked us in with MOSS for case management	Not discrimination
3	As I was a single father with 3 children and a victim of DV. I felt that the worker's message that I was male I should be able to cope with DV and 3 children. DV is for women so it should be easier for men. Men are stronger and because DV in men is rare then it should be easier. This is the message I felt the workers were giving me.	Male victim of family violence Males should be able to cope Workers give this message
4	Bashed for drugs	Violence Drugs
5	bit of homophobia - sorted out quickly	Homophobia Resolved
6	drugs	Drugs
7	Felt like no-one cared	No one cares
8	Flagstaff rude to me. Others OK.	Rudeness from SHS crisis accommodation (Flagstaff)
9	Harassed for money, felt threatened	Threatened Asked for money
10	Having a butcher knife put to my throat at Flagstaff. I've had nothing but good experiences at Ozanam House.	Threatened with violence and death at SHS crisis accommodation (Flagstaff) Good experiences (Ozanam)
11	I've been treated great and have seen the best of humanity in the past few days :)	Not discrimination
12	Kept on waiting list while other people got access when I was first	Others get access even though I'm first

13	People called me "Indian", smelly My food is smelly. No freedom. Can't cook my own food. People (owner) had access to my room.	Indian as pejorative Called smelly Food called smelly and denied cooking Owner accesses room
14	People living at the rooming house were bossy.	Bossy
15	STAND OVER TACTICS BY SOME FELLOW TENANTS	Stood over by other tenants
16	the land lord (lady) drinking often and very aggressive behaviour while drinking plus allowed to forced confrontation between the residents. to much noise during evening. toilets and shower kept in ok condition	Aggression from landlord (female) Alcohol (drugs)
17	Treated less than human	Less than human treatment
18	Treatment from occupants I shared with.	Treatment
19	was discriminate against because of race	Racism (Indian)
20	you feel dirty and low and worthless when the place is dirty and no one is cleaning the place Should supply cleaning products ovens that work	No discrimination

Theme 2: Positive aspects of crisis accommodations

17. What was good about these places?

Major themes for Female respondents

- Safety and security
- Shelter (roof over head)
- Privacy
- Support including good workers
- Appropriate for children
- Nothing
- Affordable
- Space

#	Responses	Themes
1	A roof	Shelter (roof)
2	boarding house in Laverton was cheap but very dirty	Cheap
3	Close to public transport Close to city	Proximity (City, Public Transport)
4	felt comfortable. no problem with anyone and it was a good experience (catchment).	Comfortable No problems
5	friendly staff	Staff friendly
6	Friendships created	Friends
7	had a shower - Haven gave me and my son's a double room	Amenity (shower) Space
8	Had own room + space somewhere safe to stay	Space Privacy Safety
9	Having a roof over our heads	Shelter (roof)
10	having somewhere to stay	Somewhere to stay
11	Hostels: curfews was not happy at time. Roof over head at right time but good safe. bed at night	Safe Shelter (roof) Bed
12	hotel supportive, cabin and refuge nothing good	Supportive hotel
13	Hotel: Had my own room with card access Backpackers: nothing Refuge Food is good and staff cook	Own room Security Good food and cooks at refuge
14	I had a roof over my children's and I head	Shelter (roof)
15	I was feeling a bit safe	Safety
16	I was in an independent room with my children which gave me security	Security for family
17	I was left alone. No-one bothered me.	Privacy Not bothered
18	I was lucky to stay with family - overcrowded but safe	
19	I'd rather pitch a tent up north somewhere than take my child there	Not good

20	It was close to the city and close to public transport. I liked the social aspects.	Proximity (City, Public Transport) Social/community
21	It was good	
22	It was safe	Safe
23	It wasnt	Not good
24	Its good to have piece of mind that there are people to support those who are homeless	Peace of mind
25	met some good people with sense of community	Community
26	Motel - Nothing Refuge - Supportive	Support
27	Motel-Provided shelter/ bed Boarding/Rooming- provided food, shelter & support	Shelter Support Food
28	motels are good, no sharing especially when you have anxiety	
29	N/A	
30	No - too many drugs Too stressful - felt suicidal	Stressful Suicidal – mental health Drug use
31	Nothing	Nothing
32	Nothing	Nothing
33	Nothing	Nothing
34	nothing good	Nothing
35	Only we weren't sleeping rough, squashed on small double bed and hit head on bunk above	No sleeping rough - shelter
36	place of my own "own bit of space" Lived under bridges	Own space - shelter
37	Place to sleep	Place to sleep - shelter
38	Refuge - always had support present; especially when pregnant. Cheap.	Support Financially better
39	refuge (it has a bed)	Bed - shelter
40	Refuge- Happy, supported, everything I needed, good staff.	Support Good staff
41	Refuge was safe and supportive	Safe Support
42	roof for me and my kids	Shelter (roof) Care for kids
43	Roof over my head	Shelter (roof)
44	Rooming house - nothing	Nothing
45	Safe	Safety
46	Safe (refuge)	Safety
47	Shelter/bed/bathroom - for new child But hated it. Some supplies provided.	Shelter (roof) Care for kids
48	Somewhere to sleep and stay together. The motel had shower and bathroom so a roof over our head.	Sleep Togetherness Shelter (roof)
49	Somewhere to stay A safe roof	Shelter (roof)

50	Staff are here 24/7 Helpful, facilities & support from staff internet access	Support Staff Facilities including internet
51	Structure (chore/curfews) Comfortable - own space Locks on doors	Own space Security
52	supportive, workers are kind	Support Good workers
53	Supportive. Helped me change. Clients were great.	Support
54	that i had a roof over my head atleast	Shelter (roof)
55	The cleaner was very nice was working there for 20 years	
56	The motel where I stayed already had a history. I couldn't refuse as my son and I had no other choices. Roof over our heads felt very unsafe.	Shelter (roof) Unsafe
57	The workers. I had my own house, I felt safe	Workers Safety
58	They were dirty and not well kept	
59	very good support	Support

Major themes for Male respondents

- Shelter (roof)
- Safety & security
- Support (onsite)
- Privacy
- Facilities – bed, showers, meals
- Nothing

#	Responses	Themes
1	A bed to stay	Shelter
2	a refuge from the world outside	Safety
3	A roof over my head	Shelter (roof)
4	A roof over my head	Shelter (roof)
5	Amazing people so kind and caring an have the biggest haret :)	Kind and caring people
6	Being a male with three children the only positive places were hotels where I paid good money to stay in a neat, secure and friendly place.	Safety & security Friendliness Family/children
7	Being able to interact with other people	Interactions with others/community
8	Good experience - found me a THM	Support
9	Good place to sleep/shower	Facilities
10	Good support and people around Feel confident	Support
11	good utilities and showers	Facilities
12	Great Support Range activities safe environment	Support Safety
13	Having a roof for shelter	Shelter (roof)

14	I have not been in any of these places yet	Nothing
15	I liked Flagstaff	
16	Insight, clarity, understanding	Support
17	IT GAVE ME A START AT ABSTINENCE AND SOMEWHERE WARM. THIS SOMETIMES HAD FOOD.	Support Utilities
18	LOCATION	Location
19	no	Nothing
20	not bad place	Good
21	Nothing	Nothing
22	nothing	Nothing
23	Nothing	Nothing
24	Nothing	Nothing
25	Nothing	Nothing
26	Nothing	Nothing
27	Nothing	Nothing
28	nothing good where you sent me. the system is flawed. u you put me up in a motel @ \$120/nt when i could have gone to backpackers which was very clean, very safe and easy going with loads of interaction. Had free breakfast . i have been from pillar to post and treated like second clas citizen. I preferred sleeping on the streets compared to where you good people sent me.	Bad Facilities
29	Ozanam House has 24 hr security and support services. Experience has been good.	Support Security
30	ozanam- meals/ privacy, television, supportive staff	Support Meals - utilities Privacy
31	Ozanam- supportive with health, grief, accom	Support
32	ozanam: sense of security/safety, but at the same time it can seem a bit tense	Security/safety Tense
33	place to stay	Shelter
34	Privacy more or less	Privacy
35	Q. 16 Safety - Air BnB was 3 Air BnB is flexible, has multiple payment methods, and set high standards for rooms	Safety Good rooms
36	Quinn House - great place to get clean, organise affairs, re-integrate	Support
37	Safe and supportive	Safety Support
38	Salvos was good for somewhere sheltered & food provided. Clients however are unpredictable& prone to violence/abusive behaviour	Shelter Food - utilities Safety
39	Shelter- actually is given me temporary	Shelter
40	Somewhere out of the cold to sleep	Shelter
41	Southbank- ok as got along with staff	Support

42	staff help	Support
43	Staff were friendly and understanding. Had a locked room.	Support Safety Privacy
44	Support	Support
45	Support at Flagstaff meals at Flagstaff	Support
46	Support Service Meal service activities	Support
47	Support workers	Support
48	supportive	Support
49	The staff and the support at Oz House and my case worker at Flagstaff was amazing.	Support
50	THEY ARE REALLY HELPFUL WHEN YOU ARE HOMELESS BECAUSE OF THESE KIND OF PLACES YOU GET A PLACE TO STAY	Support Place to stay (shelter)
51	TIME OUT	Shelter
52	Very good and supportive from manager and clients	Support
53	westgarth hostel- the pool table	Utilities
54	Worker support. Food.	Support

Theme 3: What would you change?

18. What would you change about that accommodation or that experience?

Major themes for Female respondents

- Improve facilities – kitchen, bed, showers, meals
- Improve safety & security
- Increase autonomy
- Better support & staff
- Improve cleanliness
- Greater space & privacy
- Greater affordability
- Greater appropriateness for children

#	Responses	Themes
1	a cleaning house	Cleanliness
2	access to actual kitchen facilities less chaos/crisis	Facilities Better environment
3	bag checks, room check, cameras in communal areas	Safety & security
4	Being able to contribute & make rules- especially when staying in boarding house with partners family, they would boss me around and tell me what to do	Autonomy
5	Better access for new mum - stairs were difficult.	Accessibility Children
6	better facility, better healthy enviroment	Better environment
7	clean it and get rid of the dangeris people	Bad
8	Cleaner Cooking facilities	Facilities
9	Cleanliness and help	Cleanliness Support
10	Cleanliness, no bed bugs, safety, female only sections	Cleanliness Support Safety & security
11	Cooking facilities	Facilities
12	dont know based on research halfway house for ppl who leave prisons, prostitutes, parties next door, drug users. I was terrified	Safety
13	don't put people into dodgy hotels	Safety
14	everything	Good
15	everything - bigger room, bigger bed, cooking facilities in room not in common area	Facilities
16	have more privacy and to too much crowded	Privacy & space
17	Hotel nothing Backpackers; to have your own room and not share with trangers Refuge: later curfew	Privacy & space Autonomy – curfew
18	hotel to have a kitchen to cook food in	Facilities
19	I just wouldn't go	No
20	I would definitely have a kitchen.	Facilities

21	I would get proper locks on the doors. I had a male person trying to open my room, had police knocking on my door looking for somebody at 4am	Safety
22	Inconsistent staffing When staff favoured clients and allowed them to break the rules	Issues with staff
23	It's OK	Ok
24	make it clean, private, cheaper	Cleanliness Safety Privacy Affordability
25	make it more affordable for those with families in desperate need of a place to stay	Affordability
26	make them safe environment for children	Safety Children
27	More cleanliness, protection from bed bugs.	Cleanliness
28	More cooking facilities Cleaner Security Privacy	Facilities Cleanliness Security Privacy
29	more facilities improved cleanliness	Cleanliness
30	More security onsite	Safety
31	More space	Space
32	more support staff on the weekend, especially female staff.	Support
33	more support, kitchen etc	Support Facilities
34	Motel - would not have stayed there	No
35	N/A	Nothing
36	N/A - extremely pleased	Good
37	Never go there	No
38	No support-start support again with S.G	Support
39	Not go there	No
40	not to have kids in a rooming house	Children – safety
41	nothing	Nothing
42	nothing	Nothing
43	nothing	Nothing
44	Nothing (refuge)	Nothing
45	nothing it is good	Good
46	Possibly support workers to have a talk with when feeling down	Support
47	Price would be cheaper. Safety and security need to be improved - perpetrator found location of property	Affordability Safety & security
48	Quite clinical	Clinical
49	Refuge: More Freedom	Autonomy

50	Security should be looked at and advise ahead of the drug issues and risk incurred	Security
51	Separate rooms - not mixing drug people with other people	Privacy
52	The cost + cooking	Affordability Facilities
53	we don't have cooking facilities we have to buy food and its expensive	Facilities Affordability
54	When in car i was terrified all the time and couldn't sleep. only lived on 2 minute noodles in hotel and couldn't cook properly. no oven or facility to do this.	Facilities
55	who i hung around with	

Major themes for Male respondents

- Greater safety & security
- Greater affordability
- More support & better staff
- Better facilities
- Issues with other residents – drugs, overcrowding
- Increase length of stay

#	Responses	Themes
1	2nd motel too bad to put families. very unsafe. need better crisis options	Appropriateness for children Safety
2	A different place to go that that cost less money, or a place with staff on site. If you're paying half the cost, you should get more choice in motel, but I don't think you can be picky or choosy when you're on the streets. The Palms is manageable for a single person, but not a family. There is nothing to cook with or dishes, and it is hard to afford food as well. It would be really helpful if the housing place could let people know where they can get food while they are waiting to find out what to do, and so they have some resources.	Affordability Appropriateness for children Facilities Support
3	Activities regularly	Facilities
4	Ask quick help	Support
5	At the hostel I would ask there to provide more security and support services	Safety & security Support
6	Be able to stay longer	Timeframes for stay
7	Better facilities, there was broken furniture and the house was run down	Facilities
8	Better people in the house who are responsible and kind.	Other residents
9	Better run/facilitated groups	Facilities
10	change breakfast and lunch	Facilities
11	cheaper, get rid of junkiwes. clean them up	Affordability Other residents

12	COOKING FACILITY	Facilities
13	cost	Affordability
14	Curfew Visitor policy CCTV Rent Communal Kitchen	Facilities Safety & security Affordability
15	everything needs cleaning products provided	Cleanliness
16	everything - bigger room, bigger bed, cooking facilities in room not in common area	Facilities
17	Everything is perfect	Good
18	fewer drugs	Other residents
19	get long term housing	
20	Get rid of rooming houses- not a productive environment	
21	Hard to tell - not much experience to say the least	Affordability
22	Hostel: Make it less overcrowded. There were 6 people in one room. Refuge: TV's in the bedroom, doesn't have	Other residents Facilities
23	Hotels were great. If anything there should be a subsidy. Initially when I went to VincentCare in Glenroy the IA&P worker said because I was homeless with no income, they could not help me. I slept in my car with my three children for nearly 2 weeks.	Affordability Children
24	I AM FEELING ALL GOOD THAY ARE DOING THEIR BEST	Good
25	I don't know	Nothing
26	I don't know what to say	Nothing
27	I dont like the manager as I dont think she is good at her job because she cant undertsnd or work with young people,	Issues with staff/support
28	I would make it more affordable	Affordability
29	I WOULD OFFER SMALLER THINGS TO ENCOURAGE HOMELY FEEL (SAFETY) BREAD MILK ETC.	Safety Facilities
30	It was difficult sharing facilities with people that had complex mental health and addiction problems.	Facilities Other residents
31	make rooms bigger improve security	Facilities Security
32	Matching people on suitability, e.g. drug pushers vs non-users/recovering more security	Other residents
33	More support	Support
34	More workers. Longer stays.	Support Timeframes
35	No	No
36	no	No
37	No curfew	Curfew
38	Non	No
39	not putting everyone randomly in one room recommend putting drug users/ addicts seperately from non- drug users. others pressuring me to take drugs, when i refused i would be harrassed and called a 'pussy' and othe rude/ inappropriate things	Other residents
40	Not run properly by the owners. Tenants are running wild.	Other residents Staff issues

41	not sure because i think everything is good here.	Nothing
42	Nothing	Nothing
43	nothing	Nothing
44	Nothing	Nothing
45	Nothing	Nothing
46	Nothing - good experience	Nothing
47	Nothing at all	Nothing
48	Nothing at Oz House. Everthing at Flagstaff - security camera.	Security
49	Nothing that I can think of	Nothing
50	OVERCROWDED CONDITIONS LACK OF ORDER LACK OF MUTUAL RESPECT	Other residents
51	owners cheaper rates	Affordability
52	ozanam: ,more say for residents as our meetings to voice concerns are not taken seriously	Autonomy
53	price	Affordability
54	Program for rehabilitation felt a bit light on.	Support
55	Security(officers) on site to expel problem clients/repeat offenders	Security Support
56	taking too long to find ongoing accom	
57	The food - to be a little healthier/tastier.	Facilities
58	the landlord attitude towards tenants	Landlord
59	The price	Affordability
60	To get my own place	
61	too expensive and no one checks where they send us	Affordability
62	whole system about chasing money, nothing good about it	Affordability

Theme 4: Main reasons for leaving crisis accommodation

19. Why did you leave and what was the main reason you left?

Major themes for Female respondents

- Sourced/offered other accommodation/other options (27)
- Affordability (9)
- Issues with safety and security (9)
- Uncleanliness (7)
- Bad environment for children/not appropriate (5)
- Restrictions - Eligibility/funding/temporary/breaching rules (2)

#	Responses	Themes
1	because it was putrid	Cleanliness
2	Bed bugs	Cleanliness
3	Bed bugs	Cleanliness
4	curfew - hostel Rooming house forced out	Rules - curfew
5	Discrimination - aggressive No respect - very dirty accom Abusive - mentally	Discrimination Cleanliness Safety
6	Discrimination Unworthy living conditions Unsafe/assaulted	Discrimination Cleanliness Safety
7	Finally found somewhere else.	Other option
8	finally got emergency transitional housing	Other option
9	Find private rental	Other option
10	first motel I got kicked out because of my daughters trauma second motel I couldn't afford	Affordability Bad environment for children Rules
11	found a flat to rent	Other option
12	found accommodation	Other option
13	found accommodation privately	Other option
14	Found private rental accommodation	Other option
15	Got a house	Other option
16	Got into transitional housing	Other option
17	Have Home Safe found us a transitional house	Other option
18	Hotel Too expensive Backpackers; Too expensive and I didn't feel safe sharing with strangers in the room REfuge: I am still here	Affordability Safety
19	Hotel was only booked for 1 or 2 days and Haven would say that they can't pay for any longer. MOSS paid for a week.	Affordability
20	Housing not clean for my baby	Cleanliness Bad environment for children
21	i can't be there no more	
22	I got a house - THM	Other option
23	i got a social worker to help me	Other option

24	I got a transitional place	Other option
25	I got a transitional property	Other option
26	I left because I got offered a transitional housing through VincentCare	Other option
27	I moved in to private rental	Other option
28	I was offered a house with VincentCare Home Direct Program	Other option
29	It was unsafe. There were many drug addicts present. Constantly asked for drugs.	Safety
30	MOSS helped me move into community housing	Other option
31	Motel - only paid for weekend	Affordability
32	Motel is not a good place to raise your children because of the atmosphere of other people who lives there. Can't afford it and we also found a property.	Affordability Other option Safety Bad environment for children
33	Moved to a rooming house	Other option
34	moving to housing	Other option
35	N/A	Nothing
36	neighbour spoke to me, asked me to leave for myself and my son, offered me board in room temporarily due to concerns for my safety	Other option Safety Bad environment for children
37	No more funding	Affordability
38	Not comfortable environment for my children	Bad environment for children
39	Over stayed - not eligible - another refuge - motel	Eligibility - affordability
40	really dirty, couldn't even have a shower	Cleanliness
41	refuge was short term only	Eligibility – short term
42	Rooming house felt scared unsafe	Unsafe
43	rooming/boarding- staying with partners family too much drama/headache when staying with a friend, i left because i found a home for me and my son	Other option
44	Secured rental property	Other option
45	Still in refuge	
46	Still in the motel :)	
47	still in the refuge	
48	Still staying in the motel	
49	still there	
50	Sunshine closed	
51	to move to transitional housing	Other option
52	Too expensive	Affordability
53	Too many violent fights. No privacy. Police continue to be present 24 hours, 7 days a week. My first experience of emergency accommodation - to me it was hell	Safety
54	unable to self-fund the cost	Affordability
55	Unsafe and scary so I left. I also felt suicidal. When I complained nothing was done.	Unsafe
56	Was about to have a baby and returned to W.A.	Bad environment for children

		Other option
57	was sick of cleaning up piss, shit off the walls	Cleanliness
58	we left to go to Coburg Disability unit, but left there after 2 months as we couldn't afford to stay	Affordability Other option

Major themes for Male respondents

- Sourced/offered other accommodation (21)
- Unaffordable (10)
- Issues with safety and security (10)
- Restrictions - Eligibility/timeframes/funding/broke rules (7)
- Issues with other residents (6)

#	Responses	Themes
1	Abusive relationship	Family violence
2	Am still at the refuge	-
3	Because there was no room for me	Restrictions
4	Couldn't handle living with the others in that environment, went back living on the streets	Other residents
5	criminal people I wont live with crims been around them too long	Other residents
6	Didnt attend meetings/had to leave	Restrictions
7	End of stay at Quinn House	Restrictions
8	First refuge 18 months ago I left when I got thm accomodation.Second refuge (now) I dont want to leave but there is no room in a longer stay bed so I have to go to access point tomorrow again.	Other accom Restrictions
9	Found more permanent accommodation in community housing.	Other accom
10	Got ministry house for long term housing.	Other accom
11	Got my own place	Other accom
12	Got offered THM	Other accom
13	Greener pastures	Other accom
14	Hostel: Found Crisis accommodation Refuge: Still at refuge	Other accom
15	I FELT UNSAFE	Safety
16	I AM LEAVING CAUSE MY PEERS RIDICULE ME AND GIVE ME FILTHY STARES. ALSO IT IS NOT WORKING FOR ME HERE I AM IN A COMMUNITY OF STRAIGHT EX CRIMINAL TYPE THAT THRIVE ON IT	Other residents
17	I am still staying in the refuge	-
18	I didn't feel comfortable living there and wanted my own space.	Safety
19	I don't like sharing with a lot of people so I sleep outside	Other residents
20	I found a place when I was at Ozanam House	Other accom
21	I got in to temporary accommodation - THM	Other accom
22	I had to leave Flagstaff because I had a knife to my throat. I'm still at Oz .	Safety

23	I LEF FROM HOSTEL BECAUSE ITS DIRT AND UNSAFE	Safety
24	I left the rooming house because it was too expensive	Affordability
25	improve food quality	Facilities
26	IVO relating to area caused me to move rooming houses	Family violence
27	just come out of jail	Exiting institution
28	money	Affordability
29	moved rooming house, Sunbury Gardens	Other accom
30	moved to a rooming house after my time was up	Other accom Eligibility
31	My support service (MOSS) found me a house	Other accom
32	N/A	Nothing
33	NA still in the place	-
34	Not feeling safe	Safety
35	Not sure i think because it was a few nights an i didnt have money to stay at crisis and going to sidny	Affordability
36	Not sustainable, unable to self fund.	Affordability
37	other people	Other residents
38	outreach worker found a better option form me and my family	Other accom
39	received support from services	Other accom
40	Recovery of my addiction	
41	return to family	Other accom
42	safer on the streets	Safety
43	safety and abused	Safety
44	service fees due	Affordability
45	SLM boarning house: Expense and the regular rental increases	Affordability Other accom
46	Southbank - THM accom Other exp- not good outcome	Other accom
47	still at the refuge	-
48	still here	-
49	STILL IN CRISIS ACCOM	-
50	still in crisis accom	-
51	Still there	-
52	Temporary accommodation	Other accom
53	THM	Other accom
54	Time	Eligibility
55	Time to leave.	Eligibility
56	to dear	Affordability
57	too expensive and not safe and dirty	Affordability Safety Cleanliness
58	Too expensive. I had no income and no money. I would have stayed longer if I had the money.	Affordability
59	too many drugs & very dirty	Cleanliness Other residents
60	Too many scumbags(dealers, meth heads etc). Sexual Predators	Other residents Safety

61	violence, harassed for money, no security, threatened.	Other residents Safety
62	Was offered transitional housing.	Other accom
63	we left to go to Coburg Disability unit, but left there after 2 months as we couldn't afford to stay	Affordability Other accom
64	Went to hospital	Institution
65	Went to RLAD	Other accom

Theme 5: What does ideal emergency or crisis accommodation look like?

20. What would your ideal sort of emergency or crisis accommodation be like?

Major themes for Female respondents

- Homely
- Spacious and private
- Good facilities – kitchen
- Safe & secure
- Clean
- Appropriate for children
- Supported

#	Responses	Themes
1	a home	Permanence Homely
2	A hotel	Hotel
3	A proper home for myself and my children	Appropriate for children Homely
4	anything with a roof over my head	Shelter
5	Atmosphere to be safe for people with young families.	Safety Appropriate for children Homely
6	cheap with better kitchen facilities	Affordable Facilities
7	Clean, private and safe	Cleanliness Safety Privacy
8	clean, safe	Cleanliness Safety
9	cleaning house	Cleanliness Permanence
10	crisis facility	
11	crisis or transitional housing	
12	demographically somewhere you could cook, cant live off take-aways Somewhere you feel safe, escaping DV. Preferred to stay in a car rather than a motel, a motel in Coburg was very bad.	Facilities Safety Accessibility
13	Flat on your own Family	Permanence Appropriate for children Privacy & space
14	Hostel Setup with worker support Own space	Support Space
15	House or flat	Permanence
16	I don't know	
17	I spouse motels	Motels
18	I would like 2 bedrooms for my family and cooking facilities to be able to cook for my children	Permanence Facilities Appropriate for children

19	I wouldn't change anything, every emergency accommodation should be like this	Nothing
20	it is good at the refuge	Nothing
21	Just to feel safe and comfortable	Safety Homely
22	like the hotel we have just stayed in	Hotel
23	more like a refuge model especially with kids	Refuge Appropriate for children
24	More secure and no bar	Security
25	more welcoming and if they could have different facilities like for pregnant women's	Welcoming Homely
26	N/A	Nothing
27	no	Nothing
28	Noe of the above	Nothing
29	not overcrowded- safe feel like a home away from home for my kids to feel safe	Safety Appropriate for children Homely
30	own living space	Space
31	private space	Space
32	Probably a cabin with a self contained kitchen/room more like a home	Homely Facilities
33	Quiet, more THMs, safe, clean, cheaper	Safety Cleanliness Affordability
34	Refuge model. Onsite support Cheaper rent. Rural location. Higher level of security/gates	Support Affordability Safety
35	Respectful staff and clean safe environment	Safety Cleanliness Support
36	Rooming house with support and regular cleanliness	Support Cleanliness
37	Rooms that lock Clean, mutual amenities	Cleanliness Safety Facilities
38	safe and functional	Safety
39	Safe, clean, ideal for single mums and their children to stay in	Safety Cleanliness Appropriate for children
40	Safe, drug free and suitable facilities and clean, monitored by security.	Safety Facilities Cleanliness Appropriate for children
41	Social workers available 24 hour surveillance Manager on property daily Better cleaners	Support Cleanliness
42	somewhere clean and safe	Cleanliness Safety

43	Somewhere I felt comfortable and safe. Better suited for families.	Safety Appropriate for children
44	somewhere more private with things to do	Privacy
45	Somewhere safe, clean Have cooking facilities	Safety Facilities Cleanliness
46	Southbank - locked digit door	Safety
47	the coburg disability unit felt like a small home, more homely	Homely
48	the motel room was ok	
49	To feel safe and have proper amenities	Safety Facilities
50	To have you own that feels like home where the staff welcome you and with the freedom to come and go	Support Autonomy
51	Warm, safe, utilities	Safety Facilities Homely
52	Women's refuge	

Major themes for Male respondents

- Own space and private
- Safe & secure
- Supported
- Less restrictive (on accessing crisis accom, on length of stay, gender specific)
- Affordable

#	Responses	Themes
1	24 hr admissions available onsite security at night	Support Safety
2	24/7 help available	Support
3	A nice, accommodating place to be and no-one to bother you. That would be the nicest thing	Privacy
4	A place that offers private accommodation (rooms) and facilities or programs to assist break the cycle of homelessness.	Privacy Facilities Support
5	A place to get sleep	Shelter
6	A single room with en suite that I could stay with my 3 children. Staffed 24/hours day. Like a hotel.	Appropriate for children Support
7	ABILITY TO COOK OWN MEALS	Facilities
8	ACCORDING TO ME IT SHOULD BE SUPPORTIVE, SAFE, CLEAN, AND REASONABLE IN RENT	Support Safety Cleanliness Affordable
9	Better and Beautiful. Swimming pool, gym, good large kitchen like a hostel where you can lock away your things.	Facilities Security
10	clean secure affordable	Cleanliness Security

		Safety Affordability
11	clean and safe.	Cleanliness Safety
12	clean. Descent to live with	Cleanliness
13	comfortable and safe	Safety
14	easy to get into, safe, supportive, help to find more accommodation	Safety Support Less restrictions
15	financial situation Dad in & out of jail	Affordable
16	flat something not sharing	Privacy
17	free	Affordable
18	Home	Homely
19	I am happy with the refuge	
20	I don't know. It's hard to know but when you're in that position you don't know what any of the places will be like. It would be good to have a system that's easier to work out where to go, and you don't get sent from place to place trying to get help.	Coordinated system Information Choice
21	I don't really know. Perhaps by yourself, safe and staff on board.	Safety Support Privacy
22	Launch Housing Southbank	Support
23	longer term options	
24	more support, treating people nicely and respectfully	Support Other residents
25	Motel rooms- being private alone	Privacy
26	my own space and not sharing	Privacy Space
27	Nice and safe	Safety
28	Not sure	
29	ok with how it is	
30	own bathroom better food	Facilities Privacy
31	Oz House	Support
32	Oz House	Support
33	Ozanam House	Support
34	Ozanam House, very supportive, took good care of me	Support
35	Quinn House	Support
36	room in a house to rent	
37	Safe and reliable	Safety
38	Safe and secure	Safety & security
39	safe and secure affordable and clean	Safety & security Cleanliness
40	SAFE AND SECURE ENVIRONMET	Safety & security
41	safe, clean,well priced accom	Safety & security Affordable
42	Safe, guarded, easy to access, available	Safety

		Accessible Less restrictions
43	Safe, reasonably priced, access to services	Less restrictions
44	safe, self contained space with support workers on site	Safety Privacy and space Support
45	Safe. Free.	Safety Affordable
46	See Q 18	
47	Self contained unit	Privacy and space
48	Similar to Ozanam but with greater security + support + less drugs/alcohol	Security Support Other residents
49	single dwellings where you not sharing with addicts & criminals	Privacy Other residents
50	somewhere clean, where you can feel safe.	Cleanliness Safety
51	SOMEWHERE I CAN PAY RENT IN A HOUSE OUT OF CITY BUT IN INNER SUBURBS	
52	Somewhere where support and some-one to talk to is available. Somewhere that was more than two or three nights at a time is necessary, otherwise the stress of not knowing what to do or where to go continues.	Support Less restrictions
53	Super workers to have around. More beds so I could stay at Hope St. Help with money if client doesnt have any income.	Support Less restrictions Affordability
54	Support onsite 24/7	Support
55	Supported, long	Support Less restrictions
56	the coburg disability unit felt like a small home, more homely	Homely
57	The same sort I was with because there wonderful people	Support
58	To have more freedom. No curfew. I want to be treated like an adult. Why need curfew? I'm not a kid.	Autonomy
59	UTOPIAN	
60	visitors or not gender specific	Less restrictions
61	was not so good...too many drug taking people. Dirty and dangerous for my family	Other residents Cleanliness Safety
62	With people you know. Around family.	Community
63	Your own room, safe, no drugs etc	Privacy Safety Other residents

Theme 6: What sort of long term housing do you want?

21. What sort of long-term housing do you want?

Major themes for Female respondents

- Appropriate for children
- Safe and secure
- Affordable
- Permanent/stable
- Clean

#	Responses	Themes
1	3 bedroom unit Need a 3 bedroom unit to bring my kids home	Space Appropriate for children
2	a safe one	Safety
3	Affordable To rent my own home or have a mortgage	Affordable
4	affordable and safe for the children	Affordable Safe Appropriate for children
5	affordable and secure housing	Affordable Security
6	Affordable housing and long term	Affordable Permanent
7	affordable, ministry of housing government house.	Affordable Permanent
8	Anything affordable I can share with my friend	Affordable
9	Anything affordable that will work for me and my daughter	Affordable Appropriate for children
10	Anything clean	Cleanliness
11	As above	Cleanliness Safety
12	Cheap/reasonable clean sustainable	Cleanliness Affordable Permanent
13	Close to city, close to transport, communal	Accessibility
14	Community housing now-been here for 2 weeks, 2 BR apartment in the city, love it.	Permanent Space Accessibility Affordable
15	Currently living in shared housing	
16	Forever - but not with that woman (Diggers Rest) Private rental	Permanent
17	House for my children to be safe and happy	Safety Appropriate for children
18	housing	Permanent
19	housing commission	Permanent Affordable

20	I'm lucky enough to stay in transitional housing until housed	Permanent
21	just a nice easonable accomadation to live in while i work on myself and issues	
22	ministry house	Permanent Affordable
23	Ministry of Housing	Permanent Affordable
24	my own place	Permanent
25	my own safe place	Permanent Safety
26	no moving again, structure!	Permanent
27	No nights, a backyard and frontyard, no busy roads	Space Privacy
28	Office of Housing	Permanent Affordable
29	Office of housing	Permanent Affordable
30	Office of Housing property	Permanent Affordable
31	Office of Housing property	Permanent Affordable
32	Office of Housing then private rental	Permanent Affordable
33	Office of housing, currently in a transitional property.	Permanent Affordable
34	Permanent	Permanent
35	Private rental	Stable Space
36	Private rental	Stable Space
37	Private rental	Stable Space
38	private rental	Stable Space
39	Private Rental	Stable Space
40	Private rental - Housing	Stable Space
41	Private rental and government house	Permanent Affordable
42	Private rental house, 3 bedroom family home close to most amenities	Stable Space
43	Private rental or community housing	Permanent Affordable
44	private rental or public housing	Permanent Affordable
45	Public and community housing.	Permanent Affordable
46	Public housing	Permanent Affordable

47	Public housing	Permanent Affordable
48	Public Housing	Permanent Affordable
49	public housing	Permanent Affordable
50	public housing or aboriginal housing: MOSS has done applications	Permanent Affordable
51	Rental house	Stable Space
52	Rental that is affordable like housing.	Permanent Affordable
53	safe private rental that is affordable	Safety Affordable
54	Small house for me	Privacy
55	something stable and safe	Permanent Safe
56	this home we have just moved into. it is safe, clean, homely.	Safety Cleanliness Homely
57	To have a house where myself and 3 children have a stable home	Appropriate for children Permanent
58	Transitional housing	Permanent Affordable
59	transitional or a house	Permanent Affordable
60	transitional/commission house	Permanent Affordable

Major themes for Male respondents

- Affordable
- Permanent/stable
- Safe and secure
- Privacy and space – “self-contained”
- Wanting ownership of space/comfortability/homely
- Clean

#	Responses	Themes
1	1 bedroom apartment Sober share house	Privacy Space Other residents
2	a house	Permanent
3	affordability and sustainability- would like private rental but too expensive for me at this moment	Affordable Permanent
4	Affordable Public Housing	Affordable Permanent

5	anything: i bedroom apartment would do, failing that, a room.	
6	apartment	Stability
7	apartment or private room	Stability
8	As private rental is too expensive, Government housing would be achievable.	Affordable Permanent
9	flat/house	Permanent
10	Home	Permanent Homely
11	House	Permanent
12	House with essentials e.g bed, shower	Permanent
13	house, on my own	Privacy Permanent
14	I would like to live with family	
15	In a supportive environment	Support
16	in OoH	Affordable Permanent
17	in OoH now	Affordable Permanent
18	long term would love public housing	Affordable Permanent
19	Not sure yet.	
20	O would like to live in a unit	
21	one or two bedroom apartment or house	Space
22	One where it is home (simply)	Homely
23	OoH	Affordable Permanent
24	OoH	Affordable Permanent
25	OoH	Affordable Permanent
26	OoH	Affordable Permanent
27	OOH	Affordable Permanent
28	OoH Long term	Affordable Permanent
29	OoH.	Affordable Permanent
30	Own home	Permanent Ownership
31	OWN UNIT	Permanent Ownership
32	own unit	Permanent Ownership
33	Own unit	Permanent Ownership
34	Permanent - OoH	Affordable Permanent

35	Permanent, secure housing	Permanent Security
36	Private house	Ownership Privacy
37	Private rental	Ownership Privacy
38	private rental by myself	Privacy
39	private rental, or public/community housing.	Permanent Affordable
40	Public	Affordable
41	public housng	Permanent
42	public housing	Affordable
43	public housing	Permanent
44	Public Housing	Affordable
45	public housing	Permanent
46	Public housing	Affordable
47	Public housing	Permanent
48	Public Housing Cheaper and Safe	Affordable
49	Public housing would be ideal.	Permanent
50	Public or community housing, or private rental if that becomes a more viable option.	Affordable Permanent
51	RENTAL OR ROOM IN SHARE HOUSE	
52	renting a house in sidny	
53	Safe	Safety
54	safe and clean	Safety Cleanliness
55	safe and economical	Safety Affordable
56	Safe, clean and affordable	Safety Clean Affordable
57	self contained not to share the bathroom and kitchen	Privacy
58	Self Contained Unit or Drug free shared house	Privacy
59	SELF-CONTAINED, 1 BEDROOM OR ROOMING HOUSE BUT I WANT SAFE, GOOD AND CLEAN PLACE	Safety Cleanliness
60	Somewhere for me and my daughter to flourish.	Appropriate for children
61	Stable	Permanent
62	stable and safe sober living	Permanent Safety
63	stable House with a garden and clean kitchen. Houseplants A dog	Space Facilities Permanent
64	STABLE, SECURE, SPACIOUS	Permanent

		Security Space
65	this home we have just moved into. it is safe, clean, homely.	Safety Clean Homely
66	THM	Permanent
67	To secure long term , not to have it only for a short stay	Permanent
68	Townhouse, double story, secure locks	Space Security
69	Unit by myself	Privacy
70	Unit or flat.	Privacy

Theme 7: Staying in places with shared rooms and facilities

Have you ever stayed in a place where you had to share rooms and facilities like kitchens and bathrooms with others?

Q. 22 What was your experience of that place?

Female major themes

- Hard/Bad/Terrible/Horrible (violence and rape)
- Unsafe
- Unclean/Lack of care
- Not appropriate for children
- Some good (refuges mentioned as good)
- Difficult to cook and can't store food

#	Responses	Themes
1	Alright, but hard at times so I shared with another girl that I got along with.	Hard sometimes
2	always shared a hotel room with her 2 children.	Sharing with children
3	Backpackers: Bad because I didnt feel safe so I didnt use the shared facilities as I didnt want to be there. Refuge: Not bad because there is less people and have own room.	Backpackers: Unsafe, didn't use facilities Refuge: better with less people and own room
4	Boarding house	
5	City West Motel was the best place ever stayed. They gave me support, felt safe, very kind people. If you are vulnerable, best place to go. Every night they patrol the premises.	City West is good: safe, supportive, good people Recommended
6	Difficult a little Kitchen stuff/food went missing	Hard sometimes Theft
7	Dreadful. Intimidating. Racist.	Dreadful Unsafe Racism
8	Everything was good: clean and comfortable	Good Clean Comfort
9	Great - Regina Coeli	Refuge: Great
10	hard to cook, waiting our turn to cook in busy shared cooking facility, hard to store food	Difficult to cook Difficult to store food
11	I am happy sharing facilities however as a women I think there should separate facilities and areas	Need separate facilities and areas for women
12	i couldn't have a privacy of my self	No privacy
13	I had a good experience at the place i was staying at (Catchment refuge)	Refuge: Good
14	I had to stay in a rooming house in Heidelberg - horrible experience	Rooming house: Bad
15	N/A	

16	NA	
17	no	
18	No	
19	no	
20	no	
21	no	
22	no	
23	no	
24	No experience	
25	not sharing rooms, i share common areas & bathroom	
26	ok	OK
27	Okay	OK
28	Refuge (catchment & marg tucker) okay as you started to make friends and share experiences.	Refuges: okay once make friends
29	Rooming house - disgusting	Rooming house: Bad
30	Rooming house - terrible	Rooming house: Bad
31	Shared facilities but no a room	
32	Sunshine Hostel 1 year	
33	Terrible	Terrible
34	terrible, not suitable for kids	Terrible Not appropriate for children
35	This was difficult. Kitchens and bathrooms were unclean. Cigarette smoke and drugs cause many problems. People were not being responsible for their mess.	Difficult Unclean Drugs and smoke Lack of care and responsibility
36	Unhygienic and hard to share with someone who was not clean and respectful (poo on the door handles)	Unclean Disrespectful
37	Very good. Very clean.	Good Clean
38	walking on eggshells who is going to steal from me, unsafe, stressed	Unsafe Stressful
39	We just stayed in our room. We didn't want to make noise or be loud or upset anyone.	Unsafe Stay in room
40	With Neighbour shared bed with my son. Uncle had ABI- bathroom shared. It was fine- Uncle was aggressive before medication but got on eventually.	Sharing with children
41	yes - a long time ago I was in a refuge - I was raped	Unsafe Violence Rape

42	Yes - it was bad	Bad
43	Yes - refuge. First three were lighthouses - that was really annoying	Refuge: lighthouses annoying
44	Yes - Refuge. shared bathrooms, kitchen, living space	
45	yes I wasn't feeling safe I couldn't get what I wanted	Unsafe Couldn't get what wanted
46	Yes in refuges and share houses. They were overcrowded which made it impossible to use amenities.	Overcrowded Hard to use facilities
47	yes in the refuge it was clean and good we shared recipes	Refuge: good, clean, sharing
48	yes it was awful	Awful
49	Yes many years ago when I was on my own I was with Hanover in Southbank. It was a very scary experience but I had no choice.	Southbank: Unsafe No choice
50	Yes, due to not wanting to reside in hotel/motel/refuge i have moved back in with perpetrator due to a shortage of housing that is affordable, safe and secure for children. Children's safety is paramount. to move in to boarding/rooming house is not safe for children. Perpetrator would not allow children to reside in that type of accommodation. This may result in CPS and court systems.	Unsafe Unsecure Not appropriate for children Lack of choice Had to stay in violent situation Impact on family
51	Yes, tolerable	Tolerable
52	Yes, very clean (motel -formerly Formula 1, Fawkner)	Motel: Clean
53	yes, very uncomfortable and the child would not eat for 2 weeks.	Uncomfortable Not appropriate for children Negative impact on child

Male major themes

- Difficult/Bad/Terrible/Shit
- Unclean
- Overcrowded
- Unsafe
- Okay
- Community
- Great or good (refuges usually)
- Poor facilities (not working, unclean)
- Difficult to cook and can't store food

1	As good a place as any	Good as any
2	Beautiful because everyone keeps everything clean	Beautiful because clean
3	Don't mind sharing.	Okay to share
4	Educative	Learning

5	fine	Okay
6	Floors need more cleaning, need own fridge	Need cleaning Need facilities
7	Good	Good
8	hard to cook, waiting our turn to cook in busy shared cooking facility, hard to store food	Difficult to cook Difficult to store food
9	HORRIBLE	Horrible
10	Horrible. Lots of trouble with other residents getting drunk. Lack of amenities and very dirty ie. fridge	Horrible Drugs and alcohol Unclean Lack of amenity
11	I USE TO LIVE IN HOSTEL THERE WERE ROOM SO YOU HAVE TO SHARE EVERYTHING I HAD VERY BAD EXPERIENCE WITH THAT REGARDING CLEANING, PEOPLE DONT CARE STAFF DONT CARE.	Hostel: had to share everything Bad Lack of care Unclean
12	IN BOARNING HOUSE= 3 BUNKS IN ONE ROOM THAT = 6 MEN PER ROOM KITCHEN OFTEN DIRTY. NO ONE CLEANED	Sharing rooms Overcrowded Unclean
13	It was difficult because lots of people don't respect share facilities	Difficult Lack of respect of shared facility
14	it was dirty	Unclean
15	It was good because you communicate with other people from different cultures.	Good – different cultures
16	It was good if everyone was clean.	Good – clean
17	It was ok	Okay
18	IT WAS OK AT TIMES AND STRESSFUL OTHER TIMES WHEN WORKING. I DO STILL ENJOY HAVING PEOPLE I CAN TALK WITH DAILY JUST ABOUT EVERYDAY STUFF NOT PROBLEM LIFE I FIND TALKING TO PEOPLE A POSITIVE THING BECAUSE IT IS RELAXING INTERESTING AND PEACEFUL I FIND I CAN BE HAPPIER HAVING TALKED TO SOMEONE DAILY OR EVERY COUPLE OF DAYS THAN BOTTLING UP AND BEING ALONE	Okay Stressful Community was good
19	kitchens and bathroom are no safe	Unsafe in shared facility
20	limited access to cooking facilities	Difficult to cook
21	lots of noise	Noisy
22	Many share houses. OK if people are tidy, considerate	Okay if people care
23	N/A	
24	N/A - still staying here (Catchment Refuge) and having a good experience.	Refuge: good
25	Nah	

26	Negative	
27	Never share a bedroom Yes shared a bathroom and its putrid	Sharing facilities: unclean
28	no	
29	no	
30	no	
31	no	
32	No	
33	No issues	
34	no one cleans places are dirty & smell too many people in one room. prison is better.	Unclean Overcrowded Prison better
35	No.	
36	None so far	
37	not a bad place	Okay
38	not good	
39	Not good- difficult to share in overcrowding	Difficult Overcrowding
40	Not so good	Not good
41	Not used.	
42	ok not flash but serviceable	Okay
43	Ozanam House- showers were a nightmare and wouldn't fix, toilets always blocked. Rooming House-common kitchen always alarms going off or no power, or dirty tv room, bad design, built wrong	Ozanam: facilities don't work Rooming house: dirty, noisy, no power, Badly designed and built
44	People are untidy and don't really respect the next person so things can be untidy and unclean	Unclean Untidy
45	Quinn House - it was great	Quin house: great
46	scary	Unsafe
47	Shared male bathroom and kitchen and living spaces in mixed gender refuge. It is good because everything is clean and I like sharing with other young people.	Refuge: shared spaces and mixed genders works well and all is clean
48	Sharing accommodation in bushfire. Emergency conditions.	
49	Shit	Bad
50	sometimes cleanliness is annoying	Unclean
51	supportive	Supportive

52	terrible/ too many people, dirty, expensive, bad landlord	Terrible
53	This was the most horrible experience. Because there was no place for a male victim of domestic violence and 3 children we ended up in a place where ex-prisoners, addicts, street people stayed. Obviously I left straight away and stayed in my vehicle.	Horrible Not appropriate for children Violence Drugs Street people Car is better
54	Too many drugs and peoples issues	Drugs People with issues
55	Very bad	Bad
56	Very dirty Low facilities	Unclean Poor facilities
57	What you would expect. Some people are messier than others & still don't know how to clean up after themselves	Unclean People don't clean up
58	Yes crisis accommodation. Good experience at Ozanam.	Ozanam: good experience
59	Yes it was OK. Kept to myself.	Okay
60	yes- refuge felt discriminated against, overcrowded and dirty	Refuge: overcrowded, dirty Discriminated against
61	Yes the experience was great (refuge). Working and living as a collective allowed a friendly environment.	Refuge: great Community
62	Yes, no space. Can't cook my own food. No where safe to store my food.	Difficult to cook Cant store food
63	Yes, Scary, other tenants were abusive.	Unsafe Abusive tenants
64	Yes. OK	Ok
65	Yes. Was OK	Ok

Question 23. If you had a choice...

If you had the choice would you prefer your own self-contained space (even if it was very small) or would you prefer living with others with support on site? An example of a self-contained space would be something like a studio with your own kitchen, bathroom and entrance and a lockable door

Table 17: If you had a choice which of these would you live in?

	Living in my own contained space	Living with others with support on-site	No response
Both Genders	123 (85%)	22 (15%)	18
Male (% males)	57 (78%)	16 (22%)	2 (4%)
Female (% females)	64 (89%)	8 (11%)	4 (5%)

Figure 5: If you had a choice which of these would you live in?

