



Housing Outcomes and Satisfaction Survey

Participant Information Sheet

Survey details

What is the Housing Outcomes and Satisfaction Survey?

The Department of Communities and Justice (DCJ) is conducting this survey to find out if you are happy with the products and services you receive from us and if these contribute to your wellbeing. We will use the information to improve our current services and plan for new services.

Your views are key to driving improvements in the quality of our services. This survey gives you an opportunity to provide feedback about the services you receive and the impact they have on your life. The results from this survey will be an important input into an evaluation of reforms to the NSW social housing system – *Future Directions for Social Housing in NSW*. For more information on the reform visit <https://www.facs.nsw.gov.au/about/reforms/future-directions>

Who can complete the survey?

You can take part in the survey if you:

- are aged 18 years and over and
- receive, or have applied for, housing assistance from us.

Do I have to take part?

The survey is voluntary. Your responses will not be linked to your file and taking part (or not) will not affect any services you receive. It won't impact on any applications you have made for services either. You can choose to skip any questions that you prefer not to answer. You can also choose to stop completing the survey at any time before the end, by closing the web browser or selecting the exit button. The exit button is located at the bottom of every page.

We will only record responses to questions you complete. Metadata for incomplete or withdrawn surveys will also be recorded to monitor and improve the performance of the survey over time. This includes data on access and completion of the survey, e.g. the time spent on the survey and the page a participant exits the survey from.

What information will we collect?

The survey asks about:

- your current situation, health and wellbeing
- how COVID-19 has impacted you
- interactions with your local community
- how satisfied you are with different aspects of your life
- how satisfied you are with the service/s you have received from us.

The survey will take place each year. This means we can track our progress towards our service improvement goals.

What is the prize draw?

Participating in the survey this year gives you a chance to win an iPad if you enter the draw after completing the survey. Ten winners will be selected at random via a prize draw. Each winner will receive one of ten Apple iPad 8th Gen 10.2" WiFi 32GB.

Completing the survey does not guarantee winning an iPad.

Survey process

How do I access the survey?

You can access the survey on a computer, laptop, tablet or smart phone. All you need is an internet connection. It may take around 15 minutes to complete. Thank you for taking the time to share your feedback.

How will we collect information?

This is an online survey. We are using the Data Exchange to deliver the survey and collect responses. The Data Exchange is a data sharing platform that helps government collect and use data to improve the wellbeing of people and families in our communities. The Department of Social Services (DSS) hosts the Data Exchange. You can read more about it on their website: <https://dex.dss.gov.au/>

Your responses will remain confidential (see the Privacy Protection section below).

What do we do with the information we collect?

The Data Exchange de-identifies client data using Statistical Linkage Keys (SLK), an algorithm developed by the Australian Institute of Health and Welfare. The SLK allows two or more records belonging to the same participant to be linked, by using a code that replaces identifying information. Your email address and mobile number will not be stored in the Data Exchange.

When you finish the survey, we group your answers with ones from other people who do the survey. We will link your de-identified survey responses with data about the products and services you have received to help us understand what different people get from the supports on offer.

The only personal information that we link to your survey responses is your:

- gender.

This is information that you shared with us when you applied for housing services.

How will we publish the findings?

We won't use your individual results for anything other than evaluation and service improvement. You will never be identified in any published report, publication or on social media.

Privacy protection

Commonwealth and NSW State privacy laws protect your personal information:

- The Commonwealth *Privacy Act 1988* regulates how federal agencies, such as the DSS, and other organisations collect, hold, use and disclose personal information. 'Personal information' is information in any form that can reasonably identify a person.
- The *Privacy and Personal Information Protection Act 1998 (NSW)* regulates how NSW government agencies collect, hold, use and disclose personal information.

The Department (DCJ) and DSS take privacy seriously. We will only collect, hold, and use your personal information in accordance with the *Privacy Act 1988* and the *Privacy and Personal Information Protection Act 1998 (NSW)*.

How will we maintain confidentiality?

DCJ and DSS will not be able to identify any individual through any data linkage processes. Data linking will be done with a statistical linkage key (SLK). This is an algorithm that creates a code, based on your first and last name, date of birth and gender. This is information you provided when you applied for our housing services. We protect the privacy of your information because we only store the SLK, which replaces your identifying information. For example, John Smith, a male born on 14 February 1971 has an SLK of MIHOH140219711.

We only store your survey responses with your consent. We will keep this information confidential. We will only use the information for evaluation purposes. This includes producing reports designed to help improve the services we deliver to you. DCJ and DSS will only use aggregated and de-identified data for evaluation purposes.

How long will we keep the de-identified records?

In line with the *Archives Act 1983* we will store all the de-identified records in a secure facility for at least seven (7) years.

What your consent means

If you consent to take part in the survey, we will only use your results to evaluate and improve services for you and your community.

Any other proposed use of the survey responses will not be undertaken without seeking additional consent.

Your consent to take part in the survey relates to the information you provide in the survey. This gives the Data Exchange permission to store the de-identified survey results.

You are not consenting to the Data Exchange storing your personal information. The Data Exchange does not store any information that would reasonably link your identity to your results.

Ethics review by Bellberry Human Research Ethics Committee

The Bellberry Human Research Ethics Committee has reviewed and approved this survey in line with the *National Statement on Ethical Conduct in Human Research (2007)* including all updates. This Statement protects the interests of people who agree to participate in human research studies.

If you want to view a copy of the complaint procedure or discuss the survey and your rights as a participant with someone not directly involved, contact the Operations Manager, Bellberry Limited on 08 8361 3222.

Further information

If you have any technical issues, or need help with the survey, please call our helpdesk at the Housing Contact Centre on 1800 422 322 (choose option 2 and then option 3 for General Enquiries).

If taking part in this survey raises any concerns for you and you would like to talk to someone, you may wish to:

- contact Lifeline on 13 11 14, 24 hours a day, seven days a week. Lifeline is non-judgmental, informative and immediately accessible. It is also confidential.
- talk to someone you trust.