

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

## Annual Consumer System Survey

# Access Points 2015

See [Appendix 1 – Access Point List](#)



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## What is the Annual Consumer System Survey?

In July 2011 the North and West Local Area Service Network (N & W LASN) agreed to undertake annual consumer surveys in order to better understand consumer experiences of the regional homelessness service system over time, and to generate practice responses accordingly. The primary purpose of the LASN Annual Consumer System Survey is to gauge the experience of all consumers of the N & W LASN and help to improve service system responsiveness to consumers by producing data about the efficacy of direct provision of assistance to consumers and coordinated service system arrangements.

The Annual Consumer System Surveys have a number of secondary purposes which include:

- To examine the responsiveness of the service system,
- To assess the impact of a coordinated service system,
- To provide a consumer perspective on needs and the appropriateness of responses to needs.

The survey is designed, overseen, analysed and reported upon by the North and West LASN Consumer Feedback Working Group. The Anglicare Victoria Research Ethics Committee provided ethics clearance.

## Who was surveyed?

The 2015 survey took place over a 4 week period during September 2015 across most homelessness funded programs run by N & W LASN member agencies, and was also run in November 2012 and 2013 and September 2014. Each funded program was asked to offer the opportunity to participate to a minimum of five consumers, randomly chosen during the period. Each service program also committed to providing an interpreter to assist consumers to complete surveys as necessary.

Using the prescribed set of questions, consumers were offered two methods for completing the survey:

1. Completed by consumers or their advocate directly into Survey Monkey (the preferred option)
2. Completed by consumers in hard copy form and posted to the Researcher for entry

## Confidentiality and consent

All participants in the survey were anonymous and no identifying information was recorded.

## N & W LASN and Program Types

The N & W LASN Homeless service system is made up of two types of services: Access Points and Support Providers

### Access Points

An Access Point is a crisis housing service. It is where people who are homeless are asked to go. It is the 'front door' into what is called the Homeless Service System. There are a small number of these in each Department of Human Services (DHS) region. In this survey there were **6 Access Point services**.

### Support Providers

A Support Provider helps someone who is homeless or at risk of homelessness to get or keep housing. There are many services which provide support to homeless people in each DHS region. There are also many different types of these services and some work only with some types of people, for example young people or women and children. In this survey, **114 support programs** were asked to offer consumers the opportunity to participate.

See [Appendix 1](#) for a list of all Access Points Services.

## Responses

A total of 179 individuals commenced the survey, however not all respondents answered every question. As a result response rates varied from question to question.

Service Types	# of Programs 2015	Surveys commenced 2015	# of Programs 2014	Surveys commenced 2014	# of Programs 2013	Surveys commenced 2013	# of Programs 2012	Surveys commenced 2012
Access Points	6	42	6	38	7	43	9	54
Support Providers	114	137	114	137	120	137	129	168

## Responses by program type

The N & W LASN has a great diversity of program types. To assist quality improvement and to ensure that where possible similar programs were compared, the programs were subdivided along two dimensions: Service Type and Funded Target Group. This resulted in the following classifications and numbers of program per category.

Dimension 1 - Service Type	Dimension 2 – Funded Target Group
Access points = 1	Singles = 01
Crisis accommodation = 2	Families = 02
Crisis support = 3	Youth = 03
Homeless Person Support Service (HPSS) = 4	Family Violence = 04
Transition support = 5	Aboriginal = 05
	Culturally and Linguistically Diverse (CALD) = 06
	Cross Target = 07

## Survey Tools

There were two survey tools – one for Access Point Consumers, one for Support Provider Consumers. Questions 1, 5 – 12, 20 – 22 are common to both support providers and access points, these include:

- Demography
- Services working together
- Rights

## Access Point Survey Tool

Q's 13 – 19 asked of Access Point Consumers only.

	Number of programs in this category	# of surveys commenced	Survey commencement rate per program type
103 Access point – Youth	1	7	7
107 Access point – Cross Target	5	35	7
201 Crisis Accommodation – Singles	2	8	4
203 Crisis Accommodation – Youth	8	1	0.1
204 Crisis Accommodation – Family Violence	5	5	1
205 Crisis Accommodation – Aboriginal	3	0	0
301 Crisis Support – Singles	2	2	1
302 Crisis Support – Families	2	5	3
303 Crisis Support – Youth	2	4	2
304 Crisis Support – Family Violence	1	2	2
307 Crisis Support – Cross Target	2	6	3
401 HPSS Support – Singles	1	5	5
407 HPSS Support – Cross Target	3	5	2
501 Transition Support – Singles	11	5	0
502 Transition Support – Families	9	19	2
503 Transition Support – Youth	34	28	1
504 Transition Support – Family Violence	6	0	0
505 Transition Support – Aboriginal	5	1	0.2
507 Transition Support – Cross Target	18	41	2
	<b>120</b>	<b>179</b>	

### **Access Point Data Analysis**

The Consumer Feedback Working Group held a data forum at the Elizabeth Street Common Ground site in December 2015. The forum allowed a group of three consumers, two homelessness networkers, and eight practitioners and managers to discuss the survey data. The goal of the forum was to identify the key findings and what consumers and the LASN needed to know about the results. In particular, what quality improvement activities could the LASN undertake as part of its planning for 2015 as a result of the surveys? A summary of this analysis follows.

### **Survey participation by programs**

The total number of surveys completed by Access Point Providers increased this year compared to 2014, from 38 to 42 respondents. This rate is close to the figure for 2013 (43) but below the peak of 2012 (54). The survey commencement rate among Access Point has also risen slightly to seven per provider. This is more than the five surveys per program requested by the survey designers.

**There were two questions common to both access point and support respondents:**

- [Q. 20 'How could services work better to help people experiencing homelessness?'](#)
- [Q. 22 'Do you think the homeless service system is too complicated?'](#)

### **Q. 20 'How could services work better to help people experiencing homelessness?'**

Among Access Point respondents, 22 addressed this question in 2015, up from 19 in 2014, 22 in 2013 and 40 in 2012. The complete list of responses received by Access Points is contained in [Appendix 2.](#)

The responses received were qualitative in nature and ranged from several words indicating that the person did not know, all the way up to very long, deeply considered and highly sophisticated pieces of feedback

To make sense of the data we undertook a thematic analysis, with each response allocated to a list of themes developed over the preceding three surveys. As with last year there were 32 themes considered, however responses were only received for 19 of these. Responses could include a range of themes. Apart from responses categorised 'Other', the highest scoring themes from previous surveys were the same: 'Good as it is', 'More housing', 'Better communication', 'Services working better together' and 'Services sharing information'.

The thematic analysis showed that of the 89 people who chose to answer this question, almost a quarter were happy with the service. For example,

- *Already a excellent job I am happy with service, it helps people. they understand ur propiem*
- *I think you guys are doing a great job! Thank you for all your help.*
- *Not sure, happy with the service I am receiving*

For Access Point providers, the scores reflected a similar pattern, however 'happy with it' and 'more housing' replaced 'other' as the highest scores, 'and 'more crisis accommodations' was a theme that only came up in Access Point Surveys.

As stated earlier, responses categorised 'other' were overall top this year and third most frequent in Access Point surveys. Here is a selection,

1. *People have lots of issues need holistic response. I got the help I needed when I needed it.*
2. *I think they are doing the best they can. There are so many people unemployed, they could employ these people to help others short term. There could be big church accomodation centres that people can go and be guaranteed somewhere to sleep for the night. There isn't enough affordable housing and there should be more big crisis centres where you dont need applications for. Too many rules for these things. People who have been using drugs and have done well to stop using should be made a priority because most probably the people who may be able to support them are in fact users and will lead to them going back to using behaviours. I think there should be extra support for women who are sex workers, especially when they don't want to go back to their industry. There is more to it then what people think. Example: Being manipulated or stood over by people in the criminal world that need money and drugs and seek to take advantage of sex workers to take their earnings. There are limited workers available and I am currently waiting for a worker to help with my housing. (additional themes, 'more housing', 'more crisis accommodation', 'more workers')*
3. *They do the best they can with what they have*
4. *More priority for people with young kids*
5. *Make it so you can call to make an appointment. Having to do 2 trips home and back with 4 kids is ridiculous.*

These themes, along with the overall results, were considered by participants at the Data Forum, and a series of key learnings and quality improvement recommendations have been made. These recommendations are contained at the [end of this analysis section](#). The Consumer Feedback Working Group (CFWG) believes the LASN should consider these for inclusion in their overall work plans for 2016.

#### **Q. 22 Do you think the homeless service system is too complicated?**

This question was first asked in 2013 and an ideal answer would be 'No' or at the very least increases in this response over the years. Overall, the picture is more complicated with 'Yes' (down 5%) and 'No' (down 9%) both falling relative to 2014. 'Unsure' on the other hand was up 11% from 2013, but down 1% from last year.

For Access Points, the same pattern is evident, however; 'Yes' fell more than within the overall LASN (down 11% from 2013) and 'No' fell less (down 2% from 2013, but up 14% from 2014). 'Unsure' had also risen 11% from 2013 but fallen 1% from 2014 and now makes up nearly 1 in 5 responses. 'Did not answer' has also increased slightly.

For Access Point providers these results are a slight improvement on 2014 but with 19% of survey respondents still saying the homelessness service system is too complicated there is room for improvement. Based on this year's results, forum participants feel there is more work to do in explaining the coordinated homelessness service system.

Another question which was worded differently in both surveys but addressed the same theme, was [Question 21: Do you think the amount of information you were asked to provide was okay?](#) Among Access Point respondents, only 1 person felt that it was not okay. The vast majority (88%) said 'Yes' and those who were 'Unsure' increased slightly to 10%. This is a result that continues to be positive.

### **Access Point only questions**

There were seven questions that were asked only of Access Point providers. These were questions 13 to 19:

- **Q. 13:** How did you find out about the Access Point service you used?
- **Q. 14:** Was it hard or easy to find out about this Access Point?
- **Q. 15:** What were you looking for when you came to this service?
- **Q. 16:** Did you get what you were looking for?
- **Q. 17:** If you didn't get what you wanted, were you told why?
- **Q. 18:** What was this explanation?
- **Q. 19:** Which of these was most useful? Please tick any that apply

#### [\*\*Q. 13: How did you find out about the Access Point service you used?\*\*](#)

The largest response remained 'word of mouth' however it had hovered around 50% for the preceding three years and fell to 30% in 2015. Finding out about Access Points via the Internet fell this year, replaced in second place by a large increase in services not listed, such as the Salvation Army and Disability and Employment Services. On the negative side, the number of people who found out about Access Point services from a GP and the 'Poster and 1800 number' remain at zero. The number of sources by which participants found out about the Access Point service decreased from 25 in 2014 to 22 in 2015, but are up from 18 in 2012.

#### [\*\*Q. 14: Was it hard or easy to find out about this access point?\*\*](#)

Overall, 97% of respondents found it either 'easy' (39%) or 'neither hard or easy' (58%) to find out about this access point. This a good result however is comes with a significant fall in 'easy' (down 24% on 2014) and a large rise in 'neither hard or easy' up 26%. This represents an improvement opportunity.

**Q. 15: What were you looking for when you came to this service?**

Reasons related to housing are, as expected, the major responses that respondents were looking for when they came to the service. 'Housing', 'Crisis accommodation', 'help with public housing applications', 'information about my housing choices' and 'help with paying rent' are primary reasons and have remained so across all 4 surveys, generally in that order. The important role of IAP workers in helping people cope with crisis is highlighted by the continuing presence of 'someone to talk to and explain my problems' among the top 3 answers.

**Q. 16: Did you get what you were looking for?**

The major service responses consumers sought and which they received were 'someone to talk to and explain my problems' (79% down from a high of 93% in 2013) and 'information and about my housing choices' (78%, down from a high of 90% in 2013). Respondents receiving housing is at its lowest percentage since this question was first asked (61%, down 6% since 2013).

The 'yes I got it' scores are slightly higher for the top two categories and down for the rest. More people reported not getting housing (26%) in 2015 compared to 2014 (14%) suggesting that the possible issue with positive selection bias highlighted in last year's survey was at least partially addressed.

**Q. 17: If you didn't get what you wanted, were you told why?**

All survey respondents were told why they did not receive what they wanted (100%). This is an important and appreciated part of the communication process and a large improvement on last year (up 36%)

**Q. 18: What was this explanation?**

As with previous years the response was usually the lack of housing.

**Q. 19: Which of these was most useful?**

When asked to choose from a range of service options that were most useful, the same range of services identified in Q. 16 stood out and almost all were 'Very useful' or 'Useful'.

The most highly rated were 'Someone to talk to and explain my problems' (97%), 'Information about my housing choices' (96%), 'Someone to speak for me' (93%), 'Help with paying rent' (89%), 'Accommodation' (84%), 'Referral to a support service' (82%), and 'Help with public housing applications' (79%).

When we look at just the 'most useful' dimension, 'Help with my public housing application' is the most highly valued (79%, up 15% on 2014)



### Customer Service Questions

There are a number of questions which can be said to broadly relate to high quality 'customer service'; these relate to being treated [respectfully](#), having [rights](#) explained and being provided with [interpreters](#) when needed. These results, in common with past years, showed that the coordinated service system is very good at meeting these fundamental requirements of a service response. The Access Point Results were particularly impressive in these areas:

- 88% of respondents said they were treated respectfully and 7% (3 consumers) said they were not
  - slip back from 2014's very high result but slightly better than the LASN as a whole)
- 81% of respondents said they had their rights explained by their service and 10% (4 consumers) said they had not
  - also a decline on 2014 and slightly worse than the LASN as a whole
- 100% of all respondents who needed an interpreter received one 'only' sometimes (this is discussed below)

While these results are a slight decline on 2014, they have been consistently high across the 4 years the survey has been run. Forum participants reflected positively upon the generally high scores in these key indicators of quality 'customer service' provision and suggested that these series of questions could be asked on alternate years to allow for the exploration of other areas of interest to the LASN.

**Interpreters:** [Q. 1 Do you need an interpreter to complete this survey?](#) and [Q. 25 If you needed an interpreter was one offered?](#)

In 2015 there was only one Access Point respondent who required an interpreter and their response was that they were offered an interpreter 'sometimes'. This is the first time that a person requiring an interpreter has not been offered one 'always' in the 4 years of the surveys. It is hoped that this is an aberrant result (though it was also replicated among the Support Providers) and the use of interpreters is also an improvement theme.

### Demography

There are several interesting findings to note within the [Gender](#), [Age](#) and [County of Birth](#) of respondents. In the 2015 Access Point survey there were more female than male participants and for the first time the largest age group was 18-14 at 38%. In addition, the gap between those born in Australia and those born overseas has narrowed to the point where it is now 57% to 43%.

## **Themes from 2015 Surveys and Quality Improvement Recommendations**

### **1. Consumers having to tell their story again (and again...)**

The forum participants felt that there were enough strands of evidence to suggest that better communication between Access Point and Support Provider services remains an area of improvement. The group discussed a number of ways that this could be encouraged:

Systems continue to be reviewed to ensure that they best support the objectives of a coordinated service system. This includes building all IAP assessment fields within any Support Provider assessment form and agreeing to protocols which ensure that;

- We always ask questions for a purpose
- We do We are person centred and guided by the client. In some cases being able to discuss an experience is important and workers need to be sensitive to this.
- We share the assessment with the client and check that it is correct
- LASN to advocate with Victorian DHHS and AIHW for information sharing (data sharing to improve service responses) to be switched on between Access Points and Support Providers via SHIP (transfer data file)

Support workers and IAP workers need to considered themselves part of a coordinated service system. This would involve IAP workers committing to undertaking a thorough assessment, appropriate to need and Support workers committing to reading the IAP assessment and not repeating questions already asked unless enough time has passed that we need to clarify some fields.

The LASN must continue to provide guidance and training to all staff including providing examples of good assessments. The CFWG also feels its time to Its's time to provide annual training for all workers on their place within the coordinated service system

### **2. Interpreter Services**

Forum participants were concerned about anecdotal evidence of a time limit and its impact upon consumers from a CALD background. Has this impacted upon the offer we make of interpreter services to consumers? There can be no arbitrarily imposed time limit when it comes to the accurate communication of consumer needs.

### **3. Improving service responses for families**

The Forum encourages the LASN to be proactive and creative in responding to families in crisis and to anticipate the impact of service requirements and follow-up on them. For example, follow-up could be by phone or via outreach workers and the possible co-location of child care facilities within Access Points should also be considered. Wherever possible, children should not participate in adult meetings.

#### **4. People waiting for support must be provided with follow up**

A consistent theme across all four years of the surveys has been that people referred for support wait in crisis after their initial appointment without any follow-up to keep them informed of the progress of that referral. Providing some type of follow-up support has many advantages for the consumer, the primary one being the alleviation of anxiety and the nurturing of hope. It also has advantages for services which can reassess needs and check if the person needs to remain on the prioritization list. The Forum encourages the LASN to consistently develop this type of service offer across all access points.

#### **5. The coordinated service system is still confusing for consumers and needs to be explained more simply**

This needs to be an ongoing endeavour and ideally would involve consumers in the design of communication materials and delivery of information. The LASN should consider further promotion to health providers such as GP's, Community health centres and Hospitals.

#### **6. Consumer representatives in waiting rooms**

The Forum was made aware of upcoming efforts to develop consumer led 'meet and greet' service offers and that this has in fact been trailed by VincentCare in the recent past. There are many elements of the survey which support this innovation, not least of which is the need to better explain the system to consumers in crisis and the fact that word of mouth from other consumers is the most important way of doing that.

Consumers in waiting rooms can welcome people to access points, explain the system and make clear what they should expect. They can tell consumers in crisis about local services and participate in assessments if needed. They could also be employed to collect information on behalf of services. This also provides a valuable pathway into employment for consumers with lived experiences of homelessness.

#### **7. Continue to focus on providing a respectful service**

The two LASN's do this very well but cannot forget how important it is to ensure that consumers are treated respectfully, know their rights and that we offer interpreters to all consumers who are likely to need them. Given the consistently high results, the CFWG suggests that we assess this aspect of the coordinated service system every three years instead of annually.

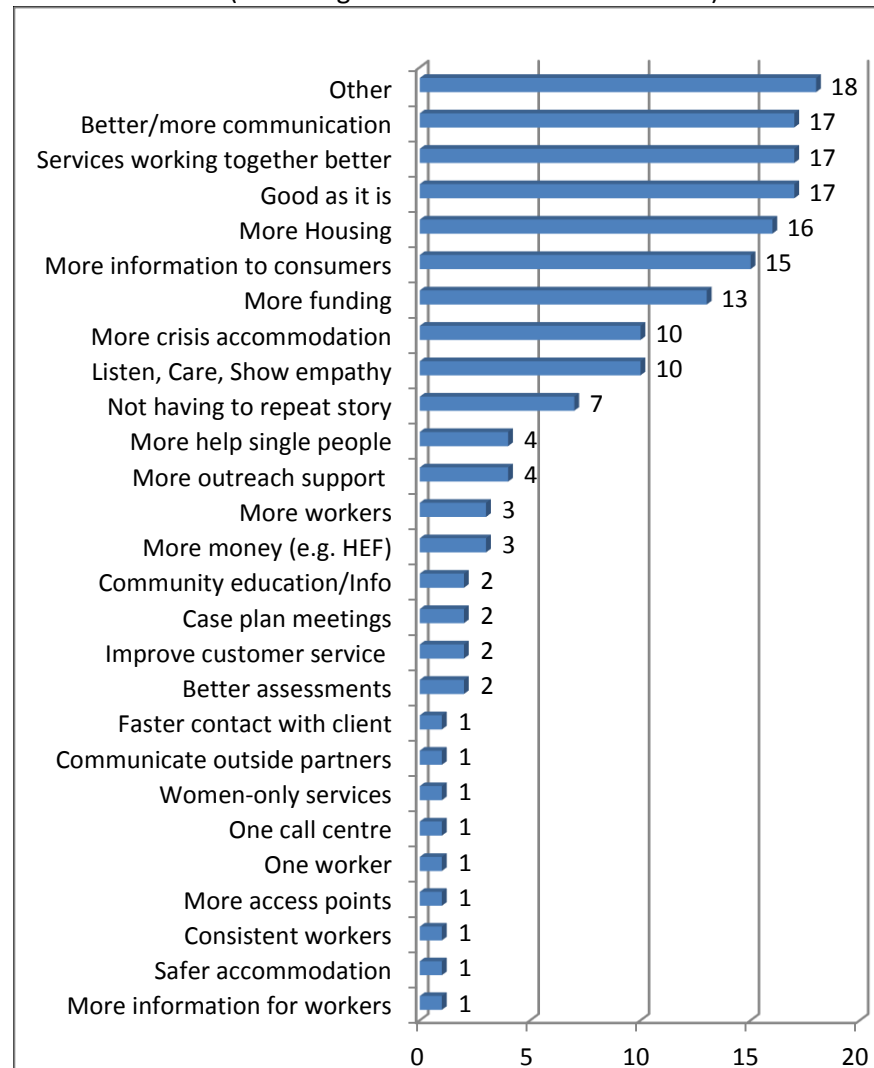
#### **8. Update the survey**

The forum reflected that several questions were no longer relevant or badly worded and that the questions should be revamped. The CFWG will meet in February to work on the survey and modify or replace some questions and response options

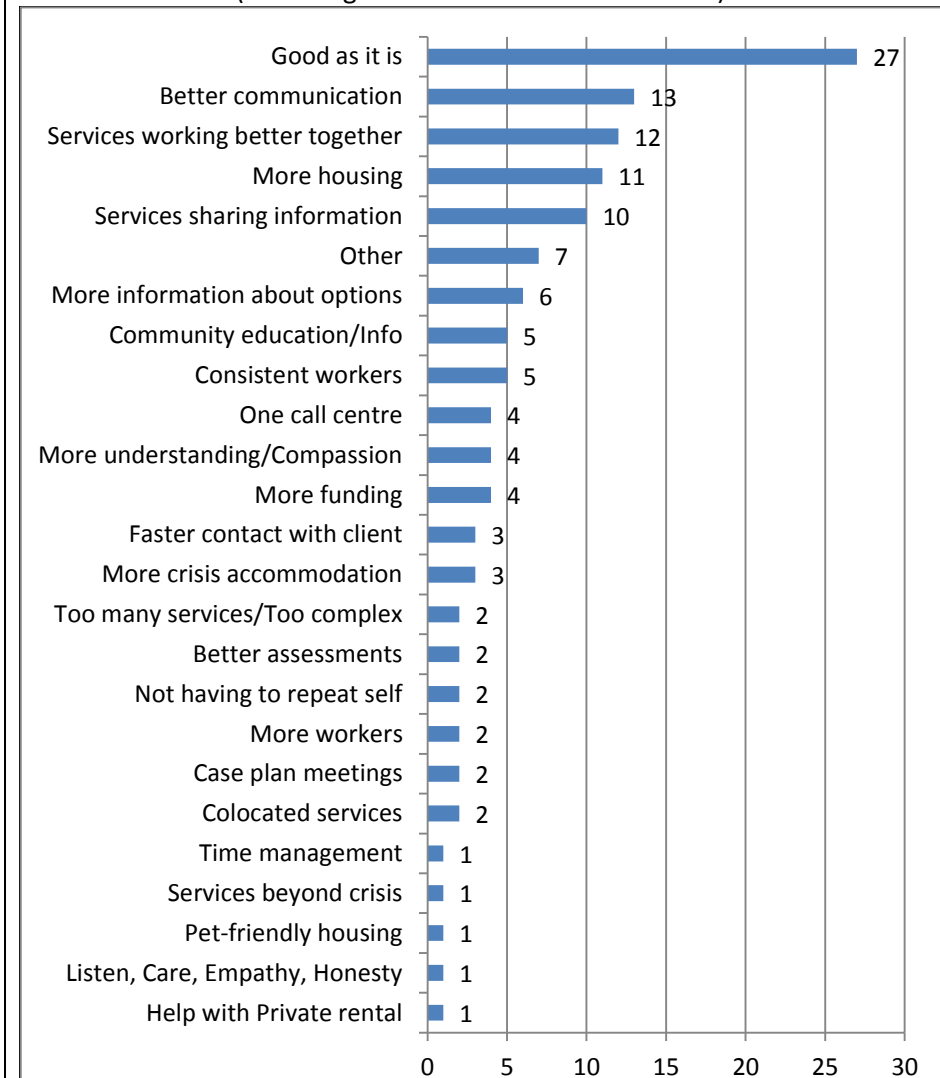
## QUESTIONS ASKED OF BOTH ACCESS POINT AND SUPPORT PROVIDER SERVICES

### Q. 20 How could services work together better to help people experiencing homelessness?

**2012 Entire LASN** (Excluding 'No answer' and 'Don't know')

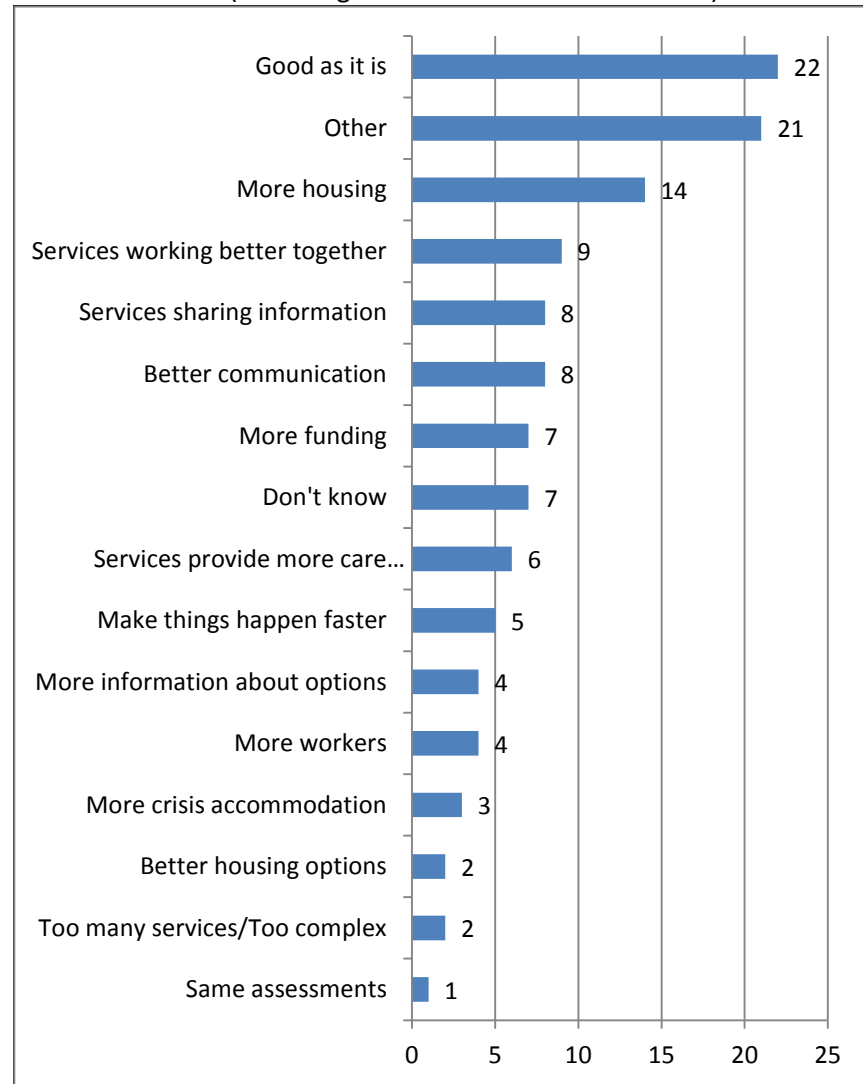


**2013 Entire LASN** (Excluding 'No answer' and 'Don't know')

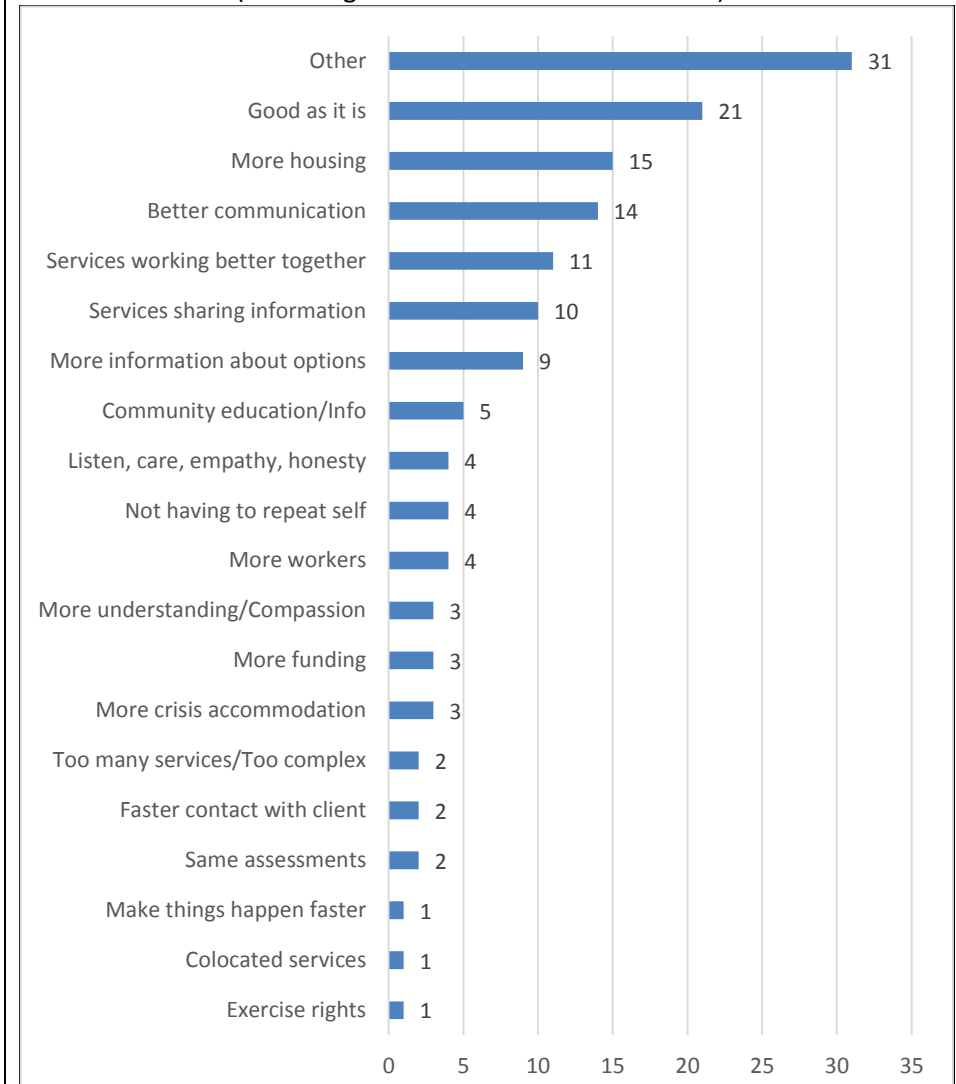


**Q. 20 How could services work together better to help people experiencing homelessness?** [See Appendix 2 for all Access Point Responses](#)

**2014 Entire LASN** (Excluding 'No answer' and 'Don't know')

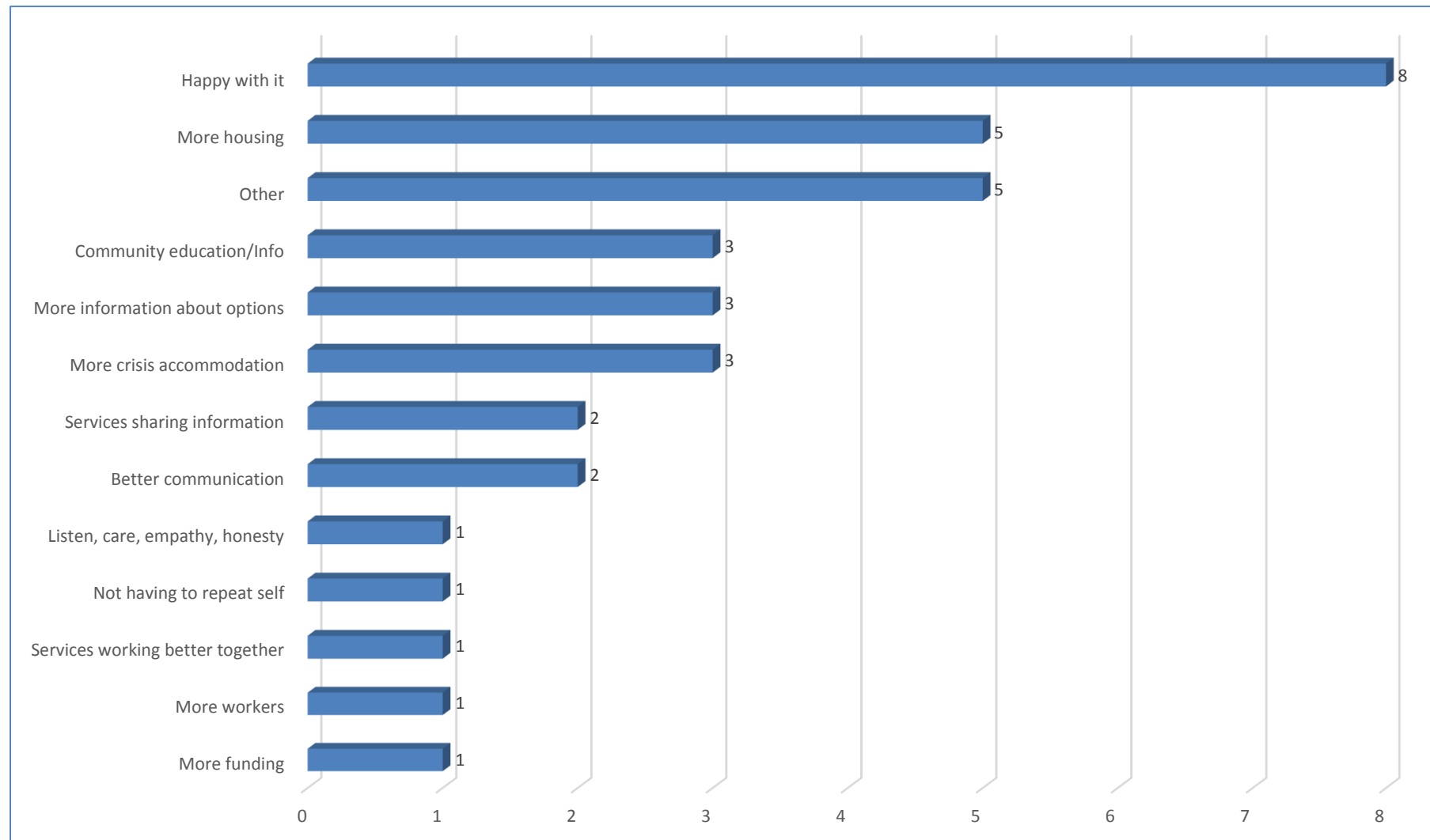


**2015 Entire LASN** (Excluding 'No answer' and 'Don't know')



**Q. 20 How could services work together better to help people experiencing homelessness?**

**2015 Access Point Only Results** (Excluding 'No answer' and 'Don't know')



**Q. 20 How could services work together better to help people experiencing homelessness?**

2012 Entire LASN - Selected quotes	2013 Entire LASN - Selected quotes	2014 Entire LASN - Selected quotes	2015 Entire LASN - Selected quotes
<ul style="list-style-type: none"> <li>organise case management to have a central worker to navigate the system</li> <li>By using the same assessment across services</li> <li>If centrelink and all services worked together it would be easier to help the homeless</li> <li>I found 1 person very abrupt and not helpful at all in assisting me or giving me further information. I was a matter of me ringing back 2 business days later and speaking to someone with a much better and helpful attitude. All other staff members were great.</li> <li>No rooming houses. More crisis accommodation for families with animals &amp; affordable. Services need to work as one to get housing &amp; support for people.</li> <li>In emergency share house accommodation people should keep to themselves because I've been bashed by other people, my own personal things have been stolen from housemates and dealing with people that are on drugs 24/7. People need to be aware of these things that can</li> </ul>	<ul style="list-style-type: none"> <li>explaining well, good and friendly people. well understand your company procedure</li> <li>i love to see the work the services you are giving to us as families. Thank you for your good work.</li> <li>More home should be built</li> <li>it would be nice to get 1 support worker, not different people all the time</li> <li>One stop shop - it is very hard to get to some places and make appointments on time. Need ONE place to fix then go</li> <li>posters at train stations to advertise the service</li> <li>so far, from what I have noticed, they are already well linked</li> <li>Help support them to manage their rent and financial matters first in private rental. If public is not suitable.</li> <li>More clarification regarding access points. Appointments at Access Points (YCH) need to be easier to make and more available. More IAP workers needed.</li> <li>The workers communicated</li> </ul>	<ul style="list-style-type: none"> <li>Victoria needs more public housing</li> <li>More public housing and emergency housing</li> <li>Nothing else to mention except that I was helped extensively. However, it's not easy with so many people on the wait list and not enough housing stock for a large family needing 4 bedrooms and no housing stock readily becoming available. I went onto the housing list (general) in 2006.</li> <li>They need to find appropriate accommodation - family and kids - language barrier, and if you end up in a shared situation price should be looked at as for just a room you share with your kids it way too much</li> <li>Service to be available any time of the day to see the workers. (as the customer has to line up early before 9am to get to a limited spot available for the appointment for the day). Thanks</li> <li>Providing the homeless with information about what their choices are, what options they have and what you can do to help them.</li> </ul>	<ul style="list-style-type: none"> <li>Services need funding IMO, not your fault, just a few ppl! (people) to help...greedy landlords who own dozens of homes etc. General comments after Q12: YCH in middle Footscray experiences and opinions, purely subjective,... 1. YCH in middle Footscray has been good. Not yet had negative experience Only thing is, seems a bit under staffed, and ppl working there prob. deserve * more resources * more bonuses - maybe govt bail out for \$ 2. YCH in Footscray (Barkly street) not as good. I appear to be in the way of their lunch break/coffee break/cig break etc. etc. etc.</li> <li>From my experience I think it's okay re referral, etc. But I think it's hard for some when not enough housing, I know some get put in hotels, better to build more housing. Money better spent for the long term.</li> <li>They could be better coordinated eg Salvo Care (Kew) sent me back to Vincent Care (Glenroy) to do something there that in the year 2015 could have been done in</li> </ul>

<p><i>happend in the emergancy shared house accommodation.</i></p> <ul style="list-style-type: none"> <li>• <i>Have a system where we dont have to repeat ourselves .See us as a person not a number.</i></li> <li>• <i>more caring..less assuming,..gather more intel from thhe homelessness,,,,,(try and live as a homelessness)),,experiencing the living</i></li> <li>• <i>Feels that workers should provide more information regarding what accomodations and resources are available to them. Had to strongly push to get information such as list of accomodations which wasnt offered to her from the start. Would have appreciated if they explained what accomodations were on the list. Need more funding for more accomodation options especially for families.</i></li> <li>• <i>A more unified system so that I am always given the correct information, so I'm not getting a different answer from each person.</i></li> <li>• <i>Share more information about next step in accommodation. Dont know much about services even though I get place at</i></li> </ul>	<p><i>well but there is not enough crisis accommodation specially for families.</i></p> <ul style="list-style-type: none"> <li>• <i>Homeless service system may perhaps be too complicated for clients with an intellectual disability or drug problem.</i></li> <li>• <i>communication and understanding my issues</i></li> <li>• <i>More funding. I was never referred to a support service by Homeground or north east housing or any other place I've been to.</i></li> <li>• <i>All services should have a regular care team meetings with the client</i></li> <li>• <i>I think that at the moment you guys are doing so much work and its really good. Me, my worker and my housing provider could have sat down and talked together when I had some problems early on in my tenancy.</i></li> <li>• <i>It would be better if I didn't have to repeat myself to my support worker when I have just told everything to Yarra (The access point)</i></li> <li>• <i>Everyone has a nurse for themselves to help with medical appointments</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>By communicating more often to come to a conclusion. The homeless service system is not too complicated but I do think that when someone is homeless and has children - help should be given ASAP. Because in my case, I was thinking suicidal in relation to my kids and I - living in a care was not appropriate with 3 kids. Thank you.</i></li> <li>• <i>Do their job properly, have more empathy. Put yourselves in my shoes. This time around the homelessness service system is not too complicated</i></li> <li>• <i>I didn't have much idea what I was doing before - service has brought me out of the fog. The homeless service system is too complicated, but with someone helping me it is a lot clearer. It was daunting in the beginning.</i></li> <li>• <i>Our support worker has been amazing, they have been helpful, encouraging, helped link us with other supports, understood our situation and given us room to maintain our independence through this difficult period.</i></li> <li>• <i>services should be linked to each other to enable staff access to client files. The first support</i></li> </ul>	<p><i>Kew if minor changes to policy were effected. This would have saved me three quarters of a day on public transport tooing and froing.</i></p> <ul style="list-style-type: none"> <li>• <i>There is not enough housing for people. Homeless people can't wait for 6-7 years to be able to get roof over there head</i></li> <li>• <i>more housing for young single people - some young people cannot do shared living</i></li> <li>• <i>I believe its more about funding and more housing availability. Communication between services is ok, (depending on individuals)</i></li> <li>• <i>\More communication between/with THM providers and person Would be happy to keep assessment in relating to SARS forms in file, so don't have to keep producing same docs time and again</i></li> <li>• <i>too much information shared - Communicate better so one set of information is shared with the services instead of repeating all the time. - I was treated respectfully by this service, but some other services did not treat me respectfully.</i></li> <li>• <i>Better integration using internet perhaps. Mygov is a great</i></li> </ul>
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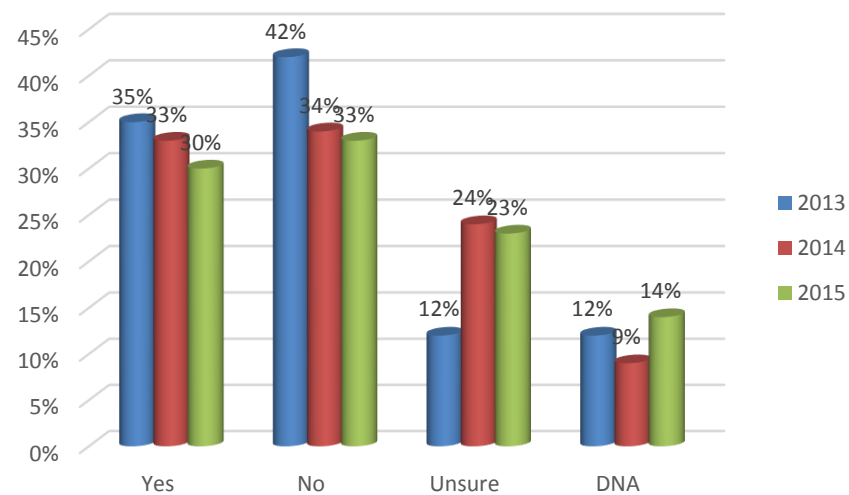


<p><i>homeless accommodation.</i></p> <ul style="list-style-type: none"> <li>• <i>Support service has to communicate well with access point to provide better support and accurate information to the client needs</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Joint meetings where a plan is written up for my care over the next year</i></li> </ul>	<p><i>worker after making contacting with other support services can provide a code like pin number to allow other supports to access a client file and familiarise themselves with the clients situation prior to a scheduled appointment with the client. Having a centralised web access to these services and clients would enable workers to provide better support links for their clients and allow more time spent on helping the client and arranging services prior to the appointment and allow more time to discuss options rather than history and repeating it time and time again</i></p>	<p><i>example: Medicare/Centrelink ATO - linked up and give better more accurate results and information</i></p> <ul style="list-style-type: none"> <li>• <i>I think people should be made aware of homelessness services as they are hard to find.</i></li> <li>• <i>I believe there needs to be more housing accommodation available as people need to get out of in very high risk situations, anything can happen whilst awaiting.</i></li> <li>• <i>Current service asked more questions. Access point didn't really ask much. Showed that lack of interest, didn't want to help, didn't give a shit..</i></li> </ul>
<p><b>Key improvement themes 2012</b></p> <ul style="list-style-type: none"> <li>• Services working together better</li> <li>• More housing</li> <li>• Better communication</li> <li>• More information about options</li> </ul>	<p><b>Key improvement themes 2013</b></p> <ul style="list-style-type: none"> <li>• Better communication</li> <li>• Services working together better</li> <li>• More housing</li> <li>• Services sharing information</li> <li>• More information about options</li> <li>• More community education options</li> </ul>	<p><b>Key improvement themes 2014</b></p> <ul style="list-style-type: none"> <li>• More housing</li> <li>• Services working better together</li> <li>• Services sharing information</li> <li>• Better communication</li> <li>• More funding</li> <li>• Services to provide more care empathy and understanding</li> <li>• Make things happen faster</li> <li>• More information about options</li> </ul>	<p><b>Key improvement themes 2015</b></p> <ul style="list-style-type: none"> <li>• More housing</li> <li>• Services working better together</li> <li>• Services sharing information</li> <li>• Better communication</li> <li>• More information about options</li> </ul>

**Q. 22 Do you think the homeless service system is too complicated?**

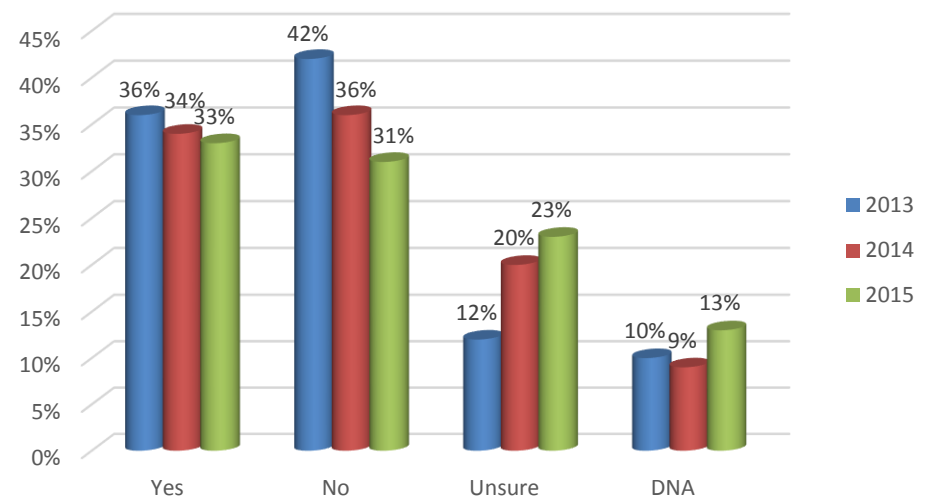
**Entire LASN (N = 179)**

Do you think the homeless service system is too complicated?								
	2012	%	2013	%	2014	%	2015	%
Yes			63	35%	58	33%	53	30%
No			75	42%	59	34%	59	33%
Unsure			21	12%	42	24%	42	23%
DNA			21	12%	16	9%	25	14%
			180		175		179	



**All Support providers (n = 137)**

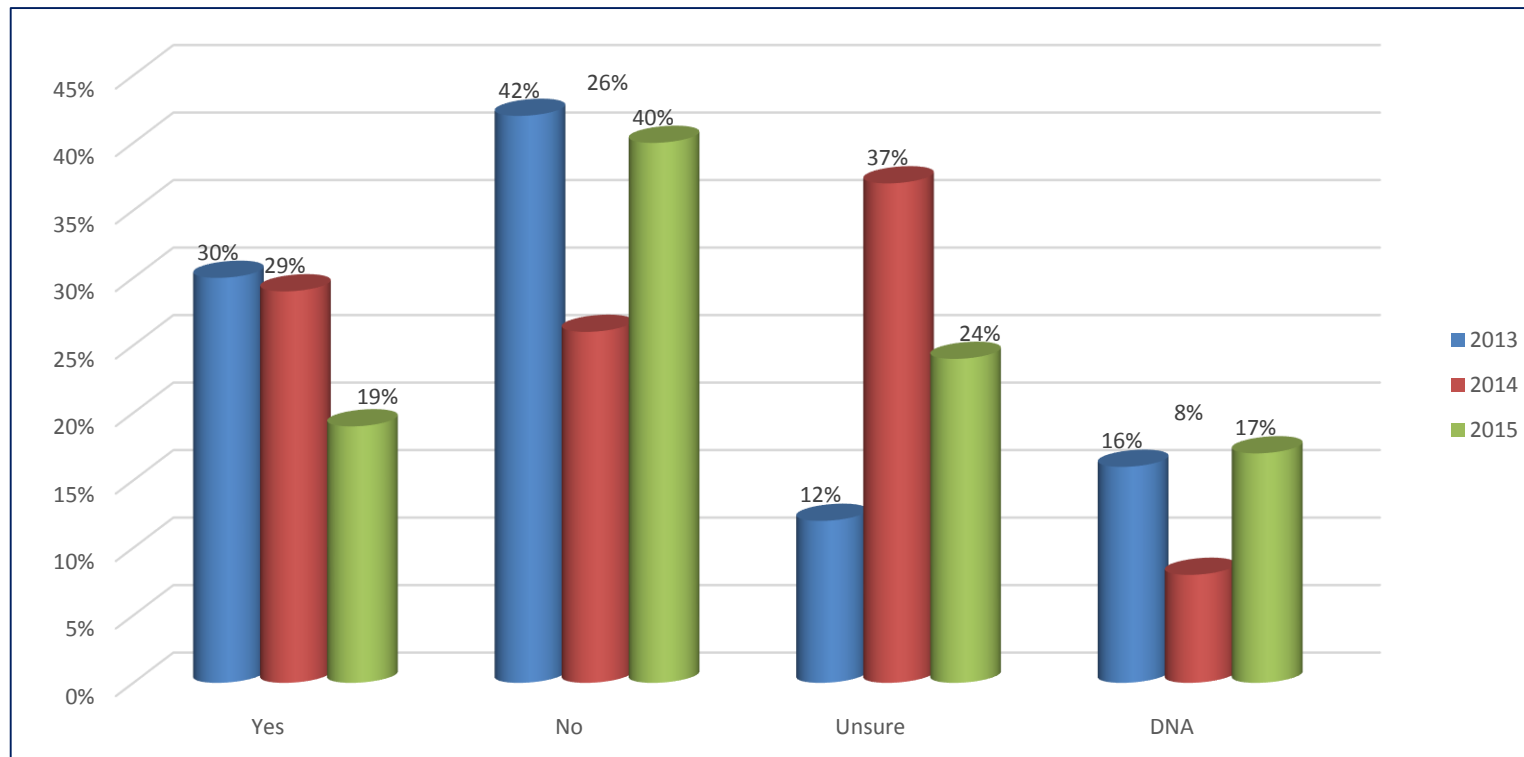
Do you think the homeless service system is too complicated?								
	2012	%	2013	%	2014	%	2015	%
Yes			50	36%	47	34%	<b>45</b>	33%
No			57	42%	49	36%	<b>42</b>	31%
Unsure			16	12%	28	20%	<b>32</b>	23%
DNA			14	10%	13	9%	<b>18</b>	13%
			137		137		<b>137</b>	



**Q. 22 Do you think the homeless service system is too complicated?**

**All Access Points (n = 42)**

Do you think the homeless service system is too complicated?								
	2012	%	2013	%	2014	%	2015	%
Yes			13	30%	11	29%	8	19%
No			18	42%	10	26%	17	40%
Unsure			5	12%	14	37%	10	24%
DNA			7	16%	3	8%	7	17%
			43		38		42	

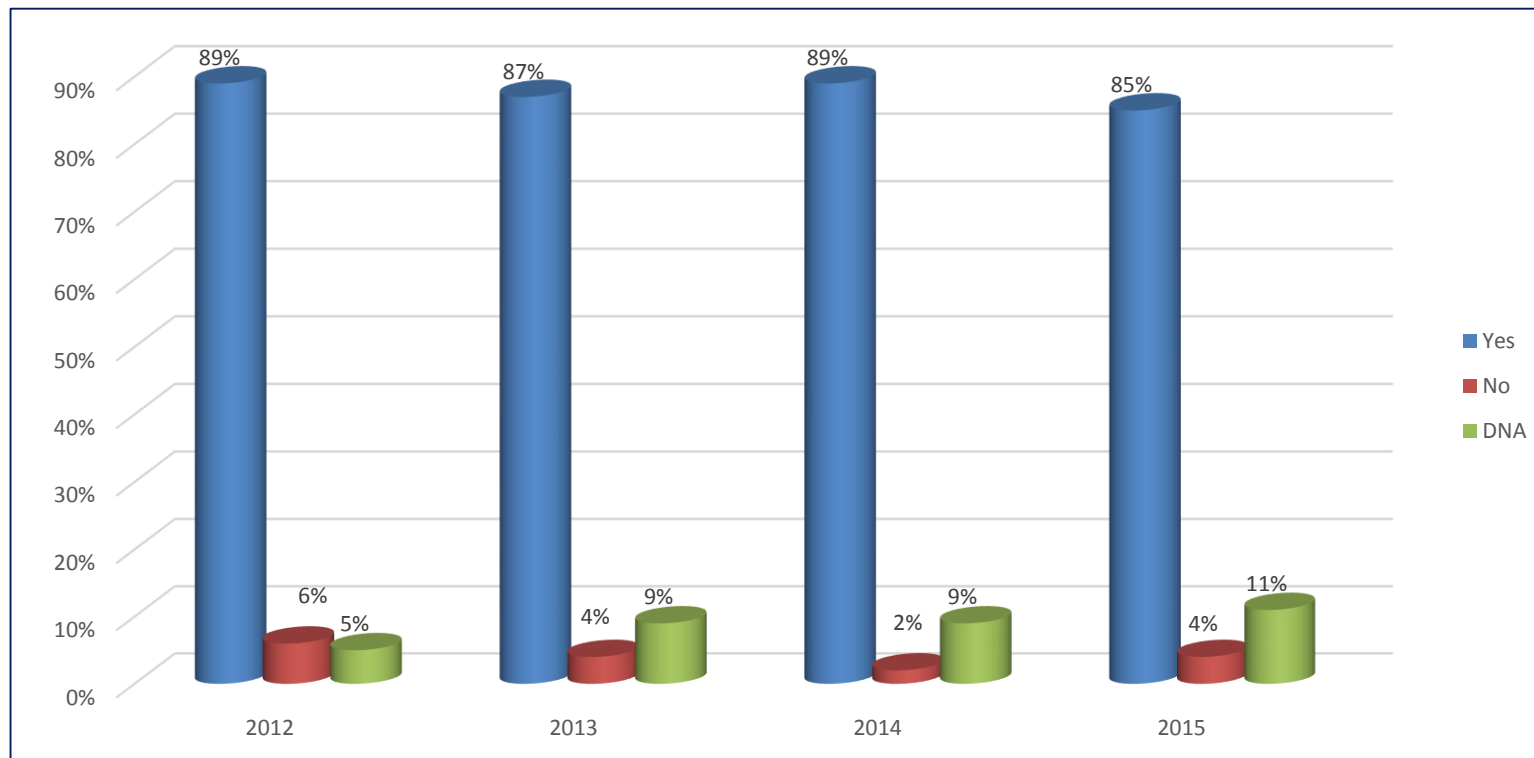


**Q. 21 Do you think the amount of information you were asked to provide was okay?**

**All Support providers (n = 137)**

**Are you happy with the amount of information you had to provide to get the level of service you have received?**

	2012	%	2013	%	2014	%	2015	%
Yes	127	89%	119	87%	122	89%	116	85%
No	8	6%	5	4%	3	2%	6	4%
DNA	7	5%	13	9%	12	9%	15	11%
	142		137		137		137	

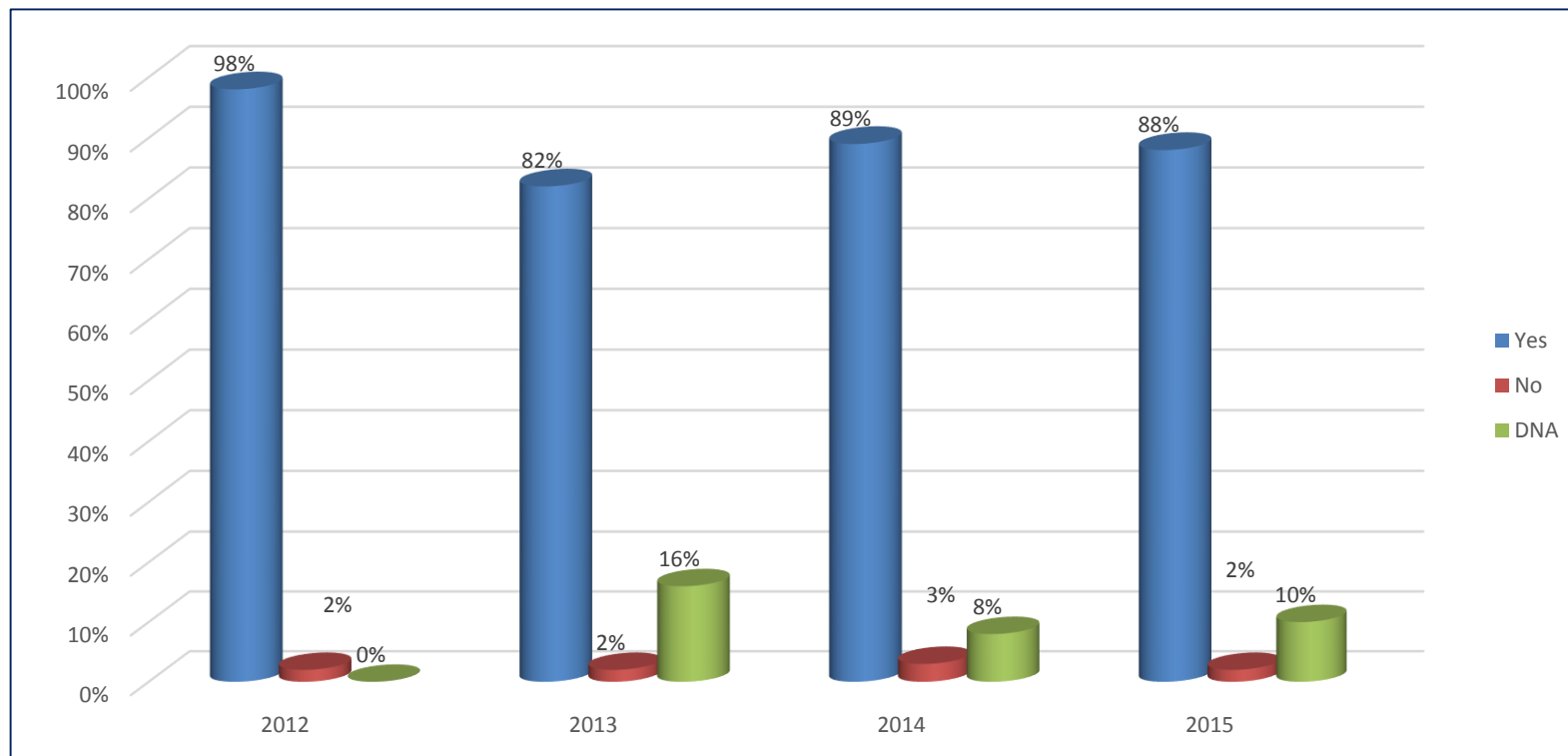


**Q. 21 Do you think the amount of information you were asked to provide was okay?**

**All Access Points (n = 42)**

**Do you think the amount of information you were asked to provide was okay?**

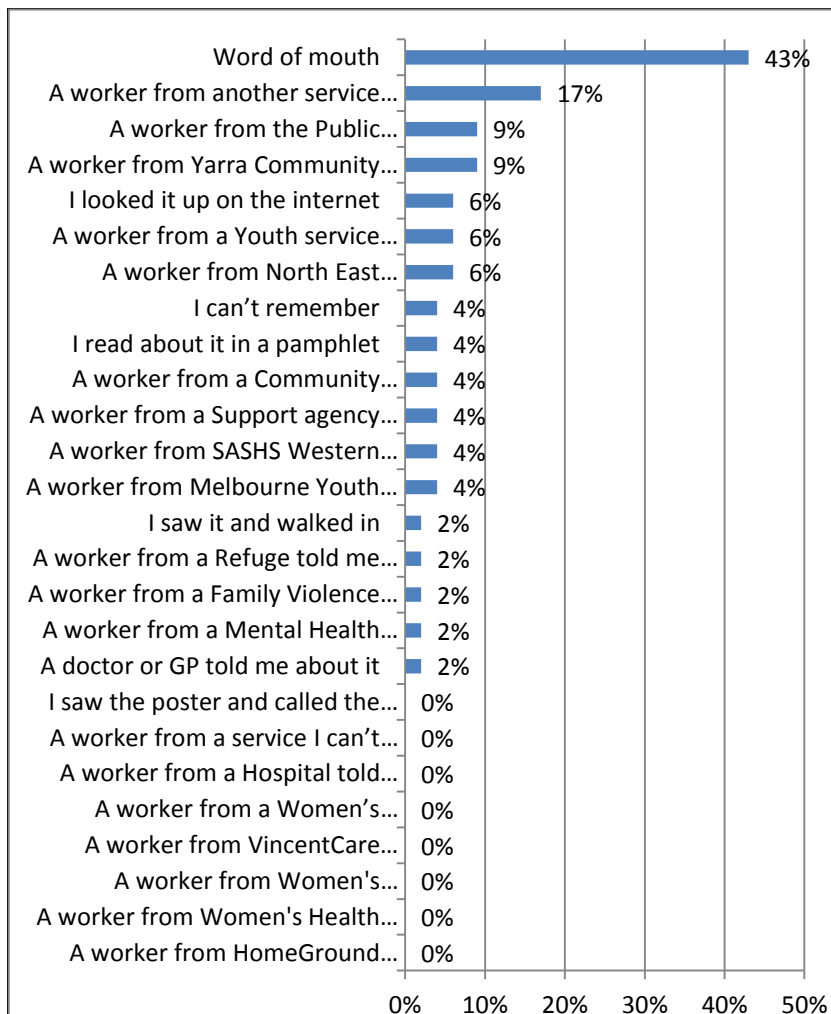
	2012	%	2013	%	2014	%	2015	%
Yes	53	98%	35	82%	34	89%	37	88%
No	1	2%	1	2%	1	3%	1	2%
DNA	0		7	16%	3	8%	4	10%
	54		43		38		42	



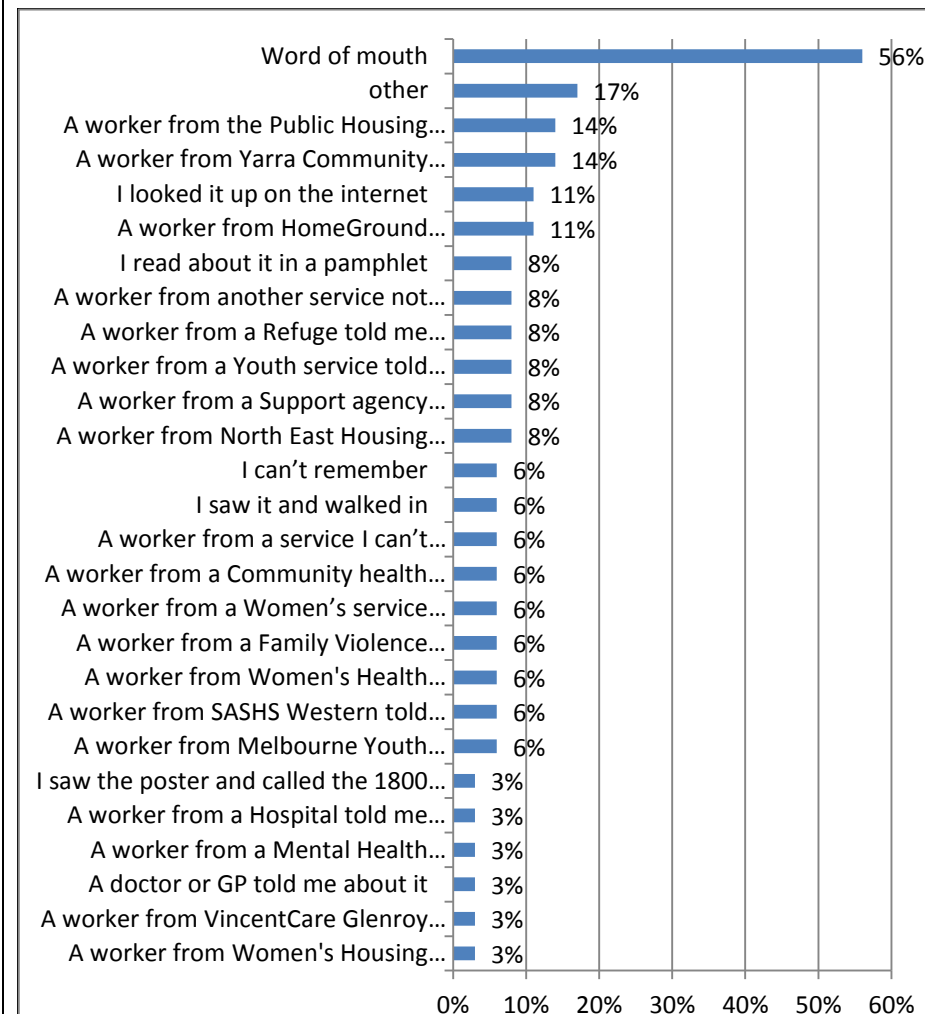
# QUESTIONS ONLY ASKED OF ACCESS POINTS

## Q. 13 How did you find out about the Access Point service you used?

All Access Points 2012 (n = 54) Please tick at least one response

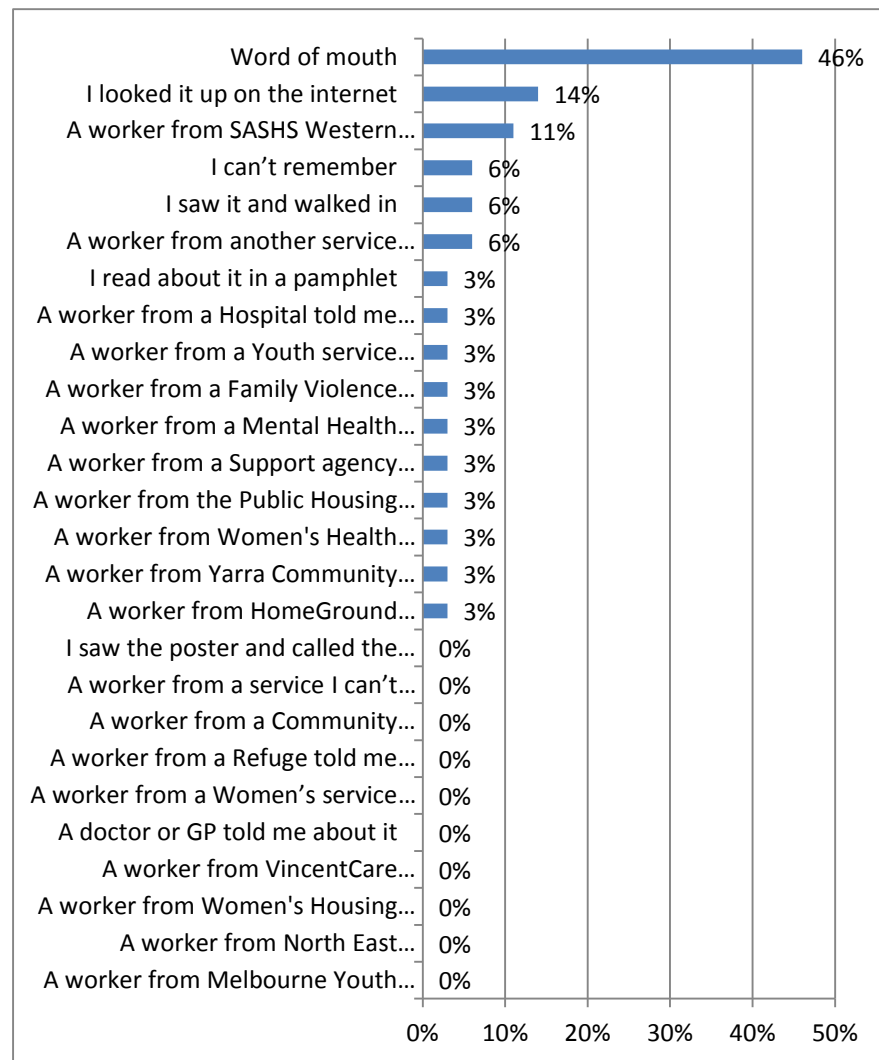


All Access Points 2013 (n = 36) Please tick at least one response

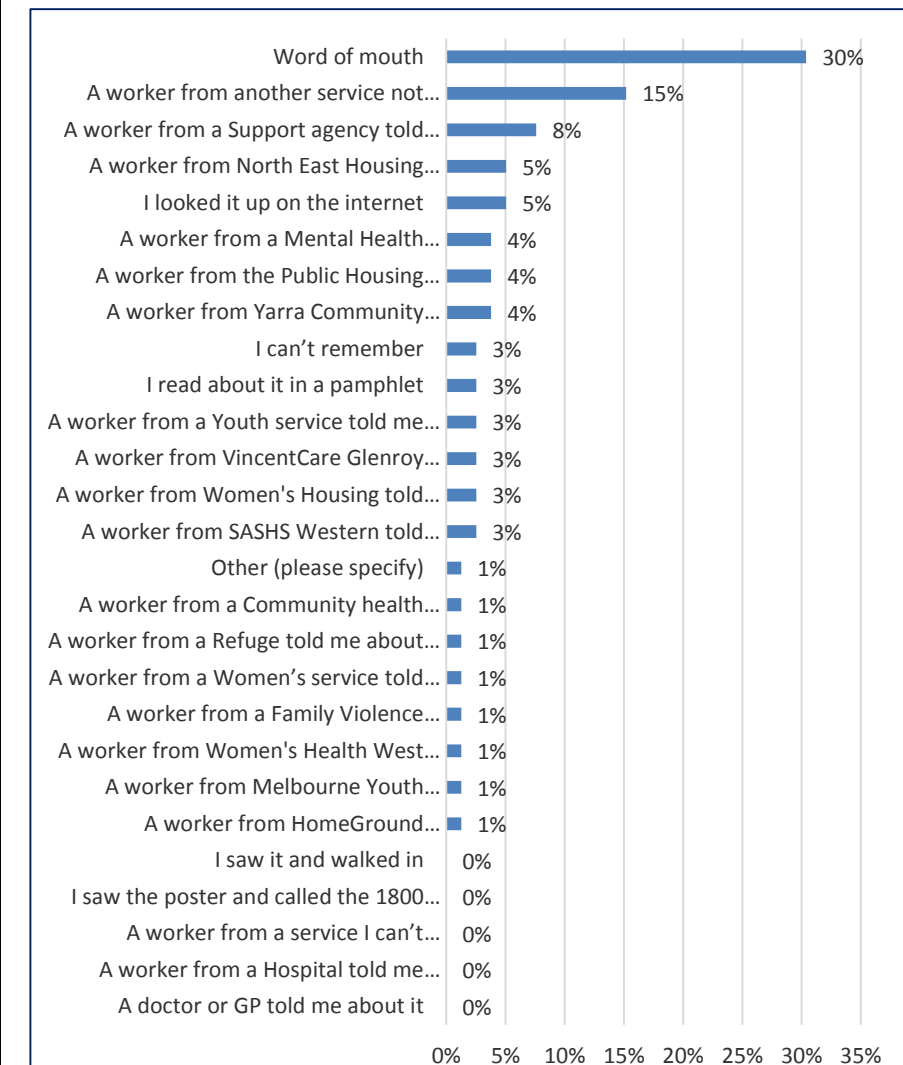


**Q. 13 How did you find out about the Access Point service you used?**

**All Access Points 2014 (n = 38) Please tick at least one response**



**All Access Points 2015 (n = 42) Please tick at least one response**

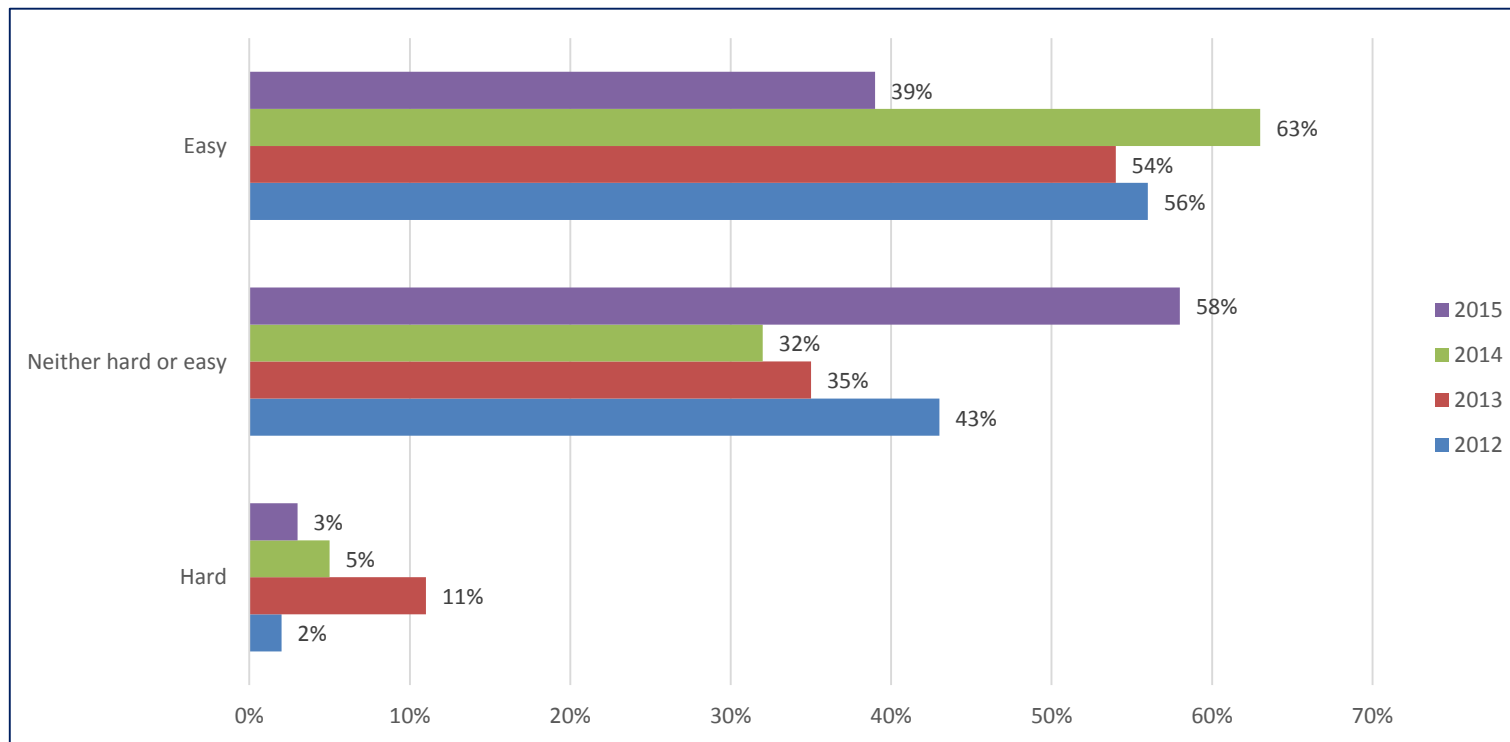


**QUESTIONS ONLY ASKED OF ACCESS POINTS**

**Q. 14 Was it hard or easy to find out about this access point?**

**All Access Points (n = 42)**

Was it hard or easy to find out about this access point?								
	2012	%	2013	%	2014	%	2015	%
Hard	1	2%	4	11%	2	5%	1	3%
Neither hard or easy	23	43%	13	35%	12	32%	22	58%
Easy	30	56%	20	54%	24	63%	15	39%
	54		37		38		42	



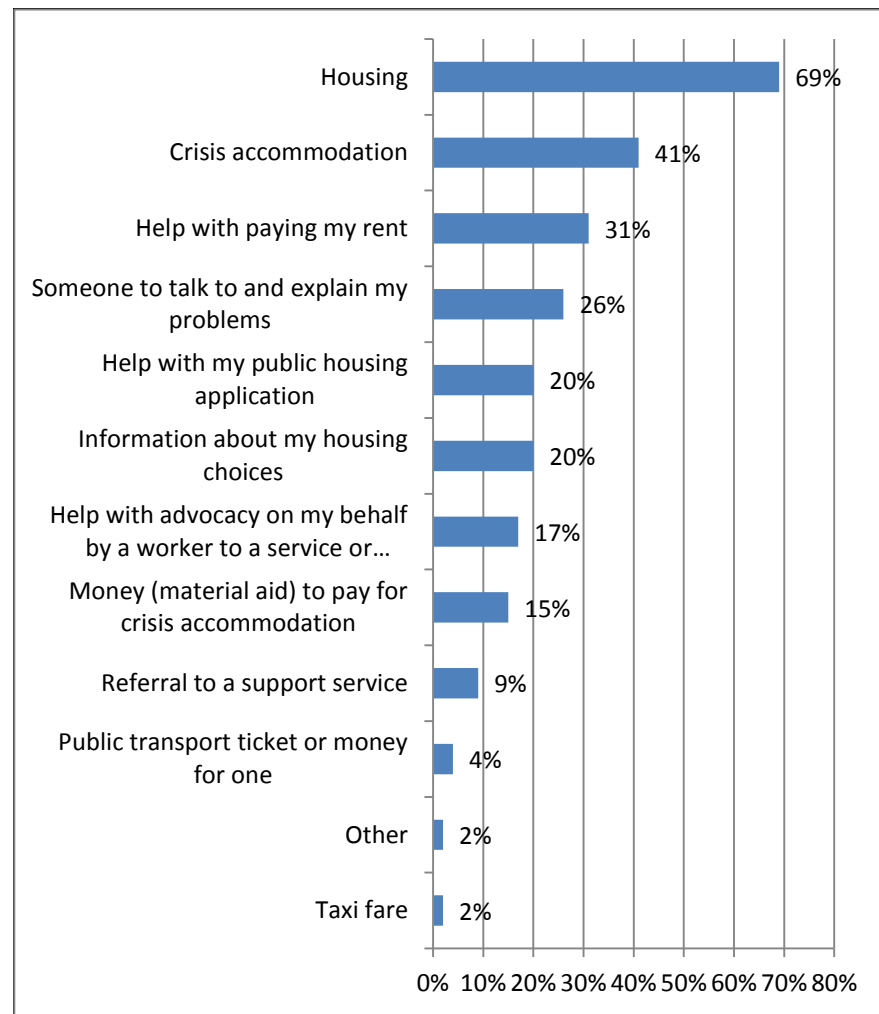




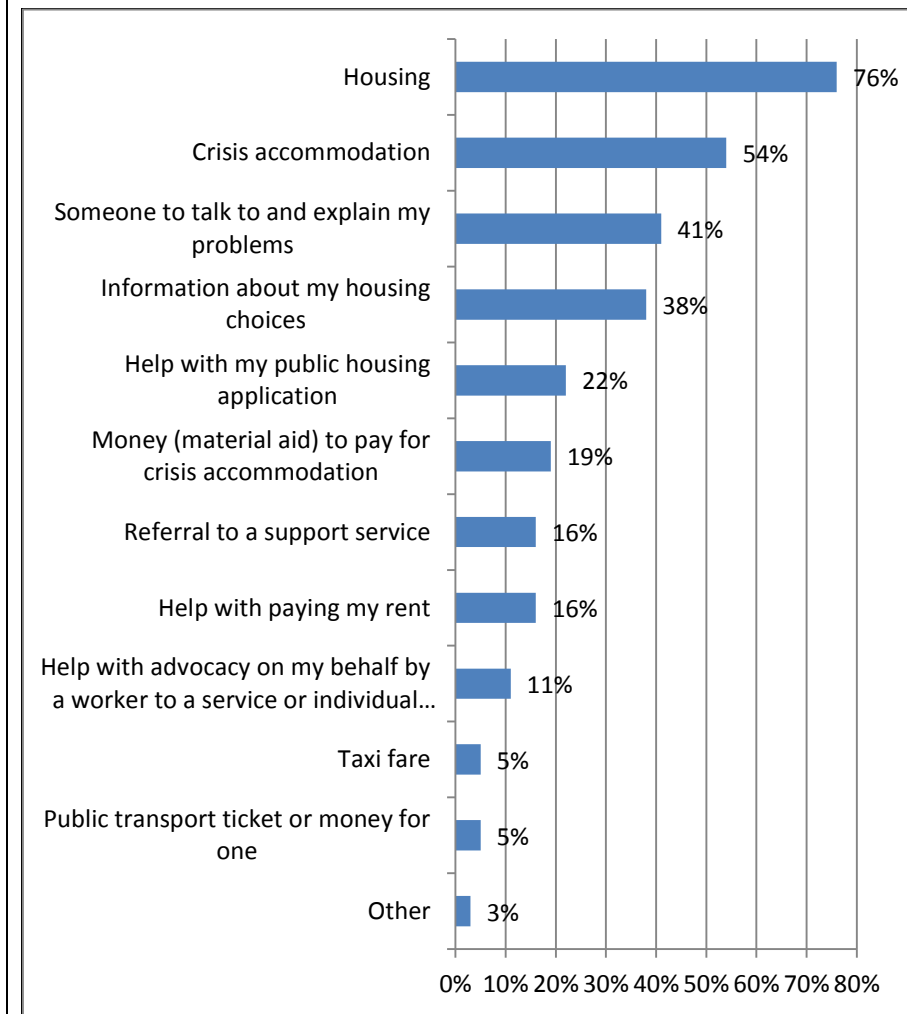
# QUESTIONS ONLY ASKED OF ACCESS POINTS

Q. 15 What were you looking for when you came to this service?

All Access Points 2012 (n = 54) Please tick any that apply



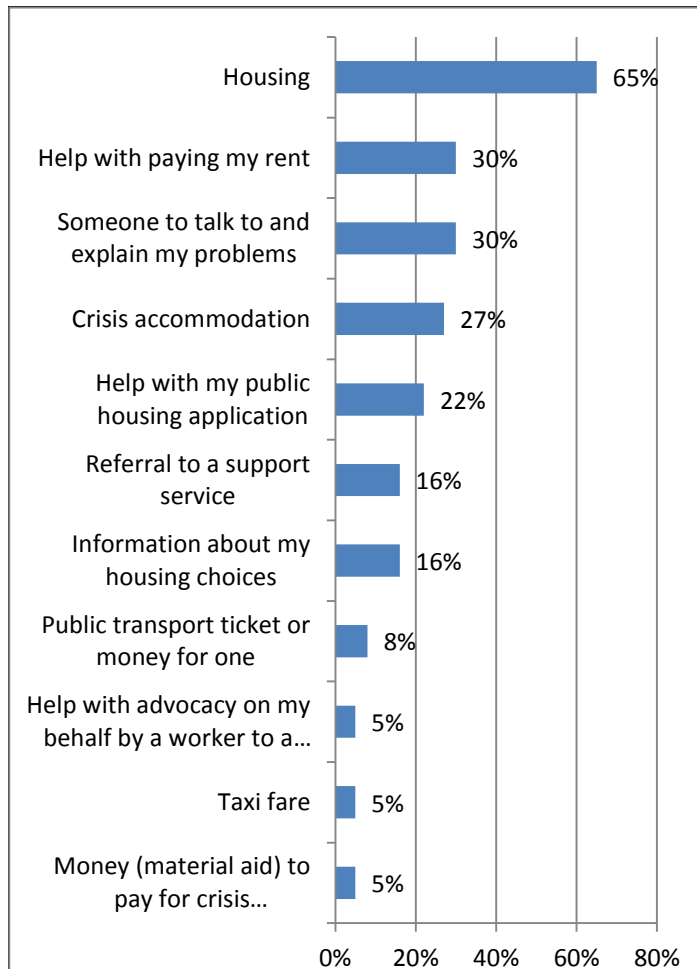
All Access Points 2013 (n = 37) Please tick any that apply



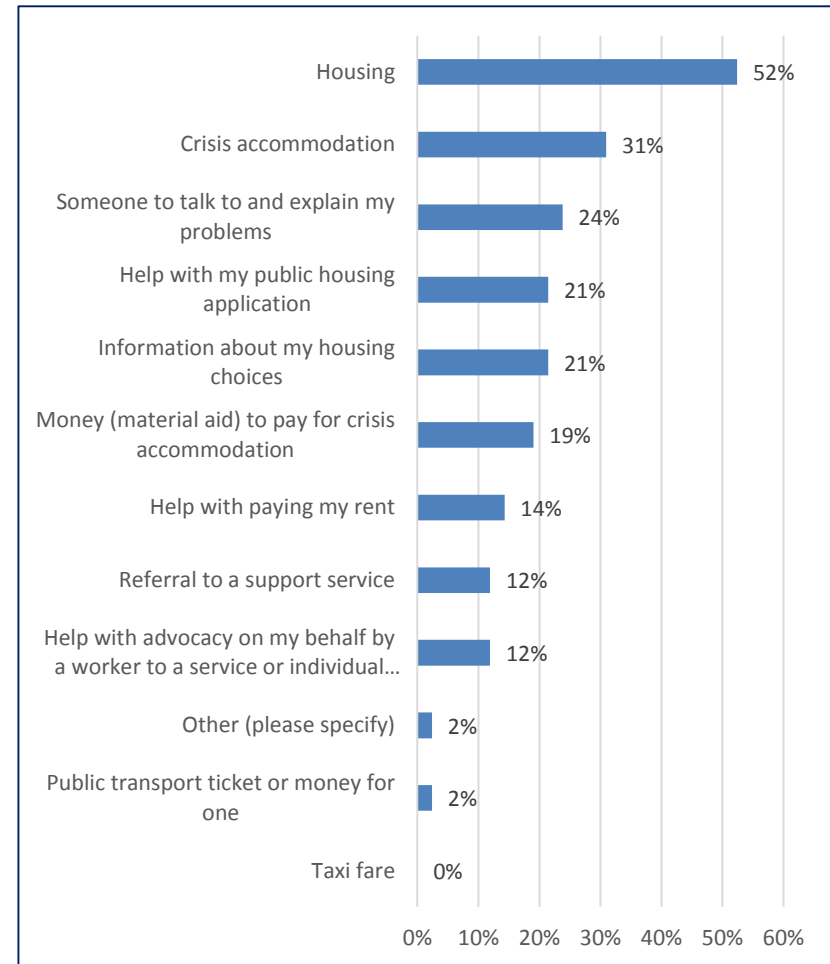
# QUESTIONS ONLY ASKED OF ACCESS POINTS

Q. 15 What were you looking for when you came to this service?

All Access Points 2014 (n = 38) Please tick any that apply



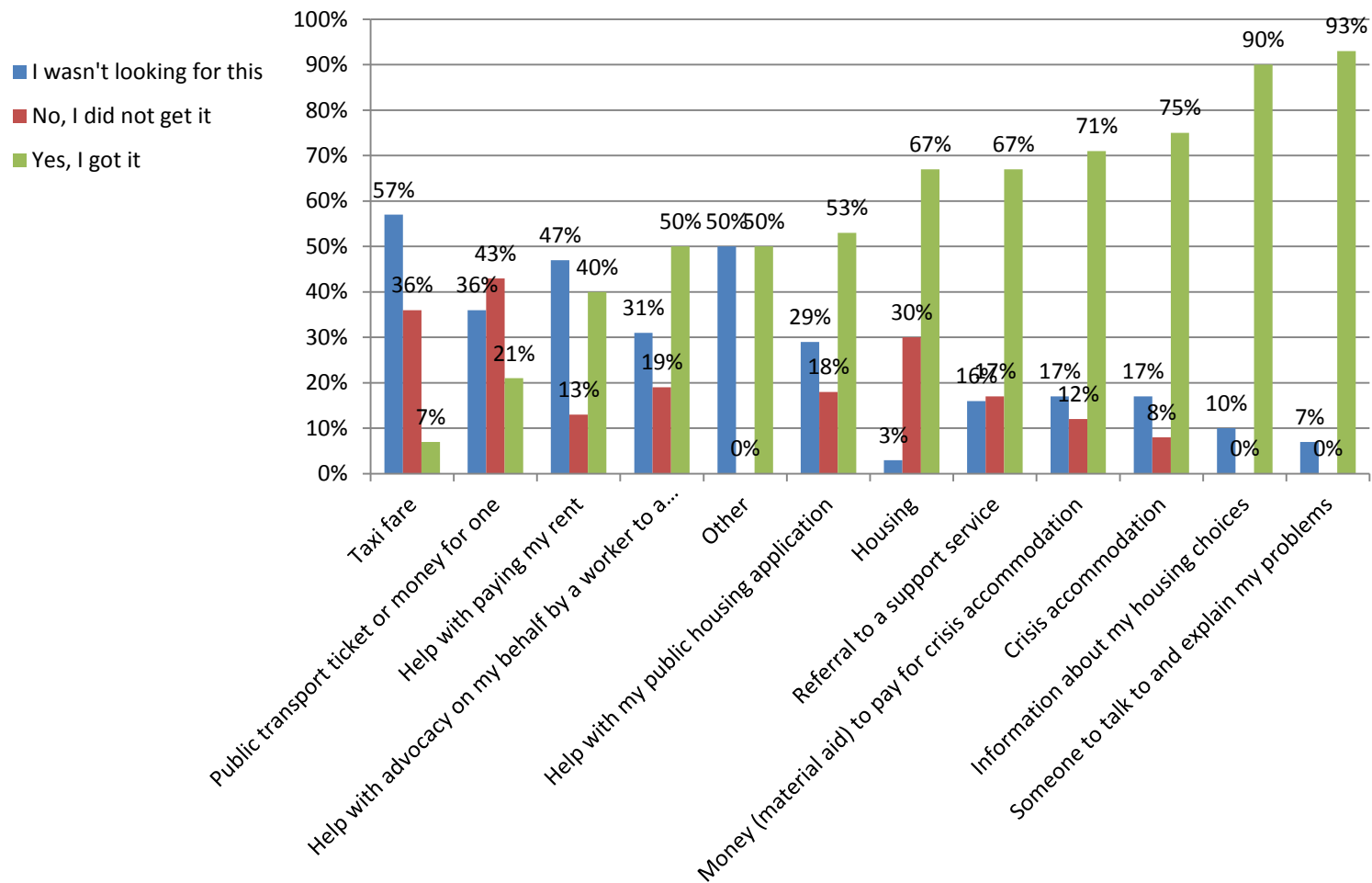
All Access Points 2015 (n = 42) Please tick any that apply



**QUESTIONS ONLY ASKED OF ACCESS POINTS**

**Q. 16 Did you get what you were looking for?**

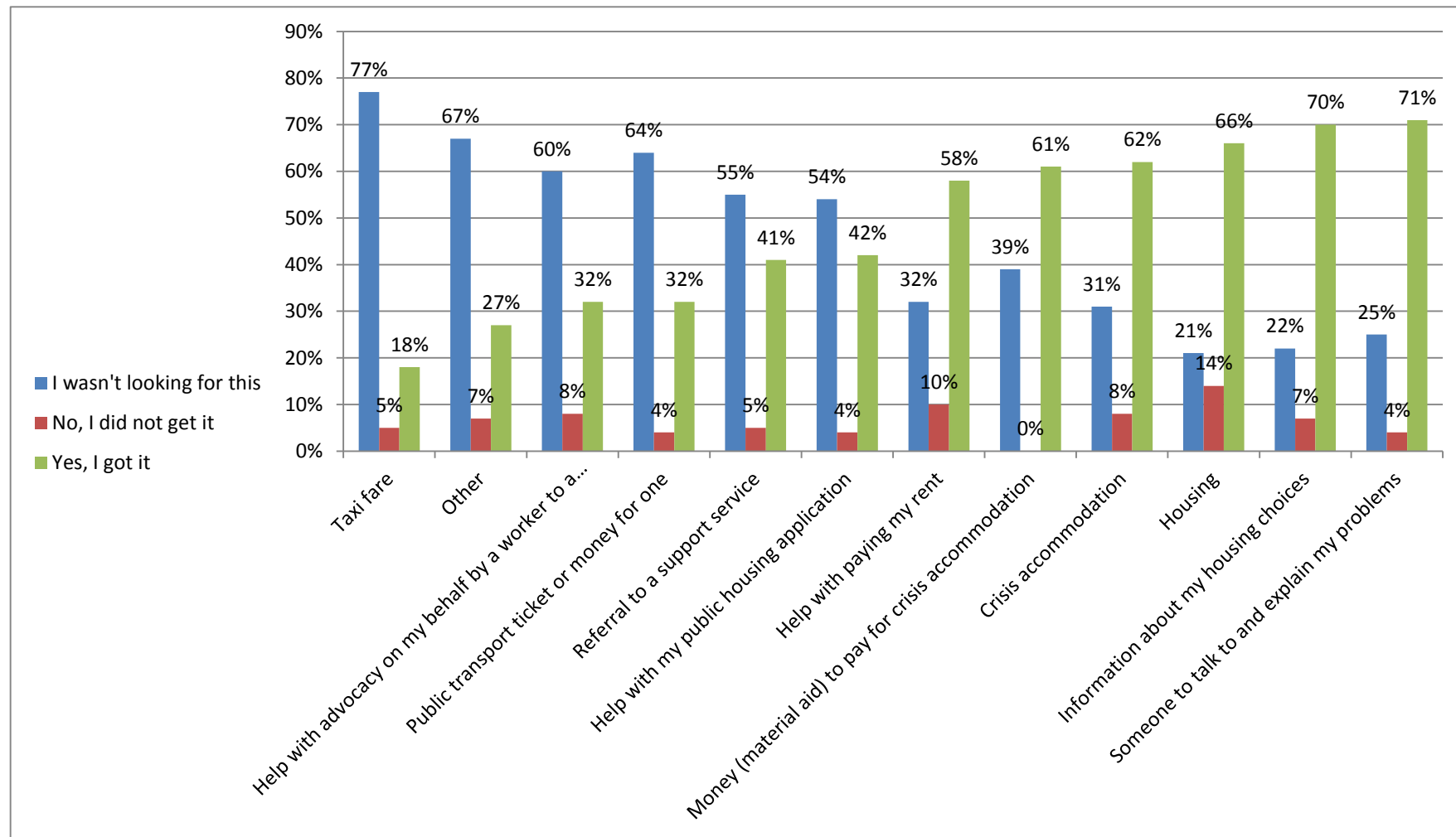
**All Access Points 2013 (n = 36)**



QUESTIONS ONLY ASKED OF ACCESS POINTS

Q. 16 Did you get what you were looking for?

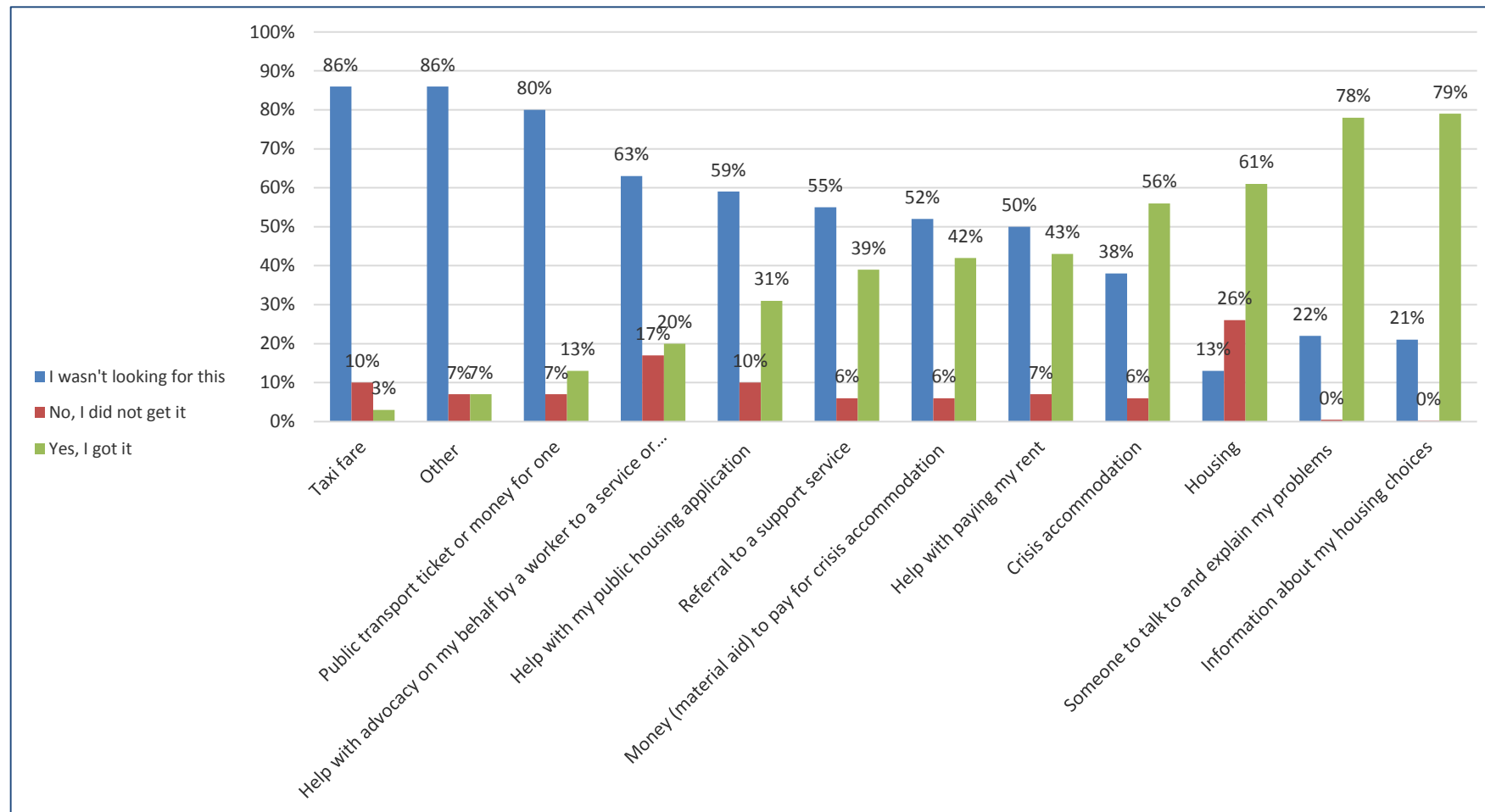
All Access Points 2014 (n = 38)



**QUESTIONS ONLY ASKED OF ACCESS POINTS**

**Q. 16 Did you get what you were looking for?**

**All Access Points 2015 (n = 42)**

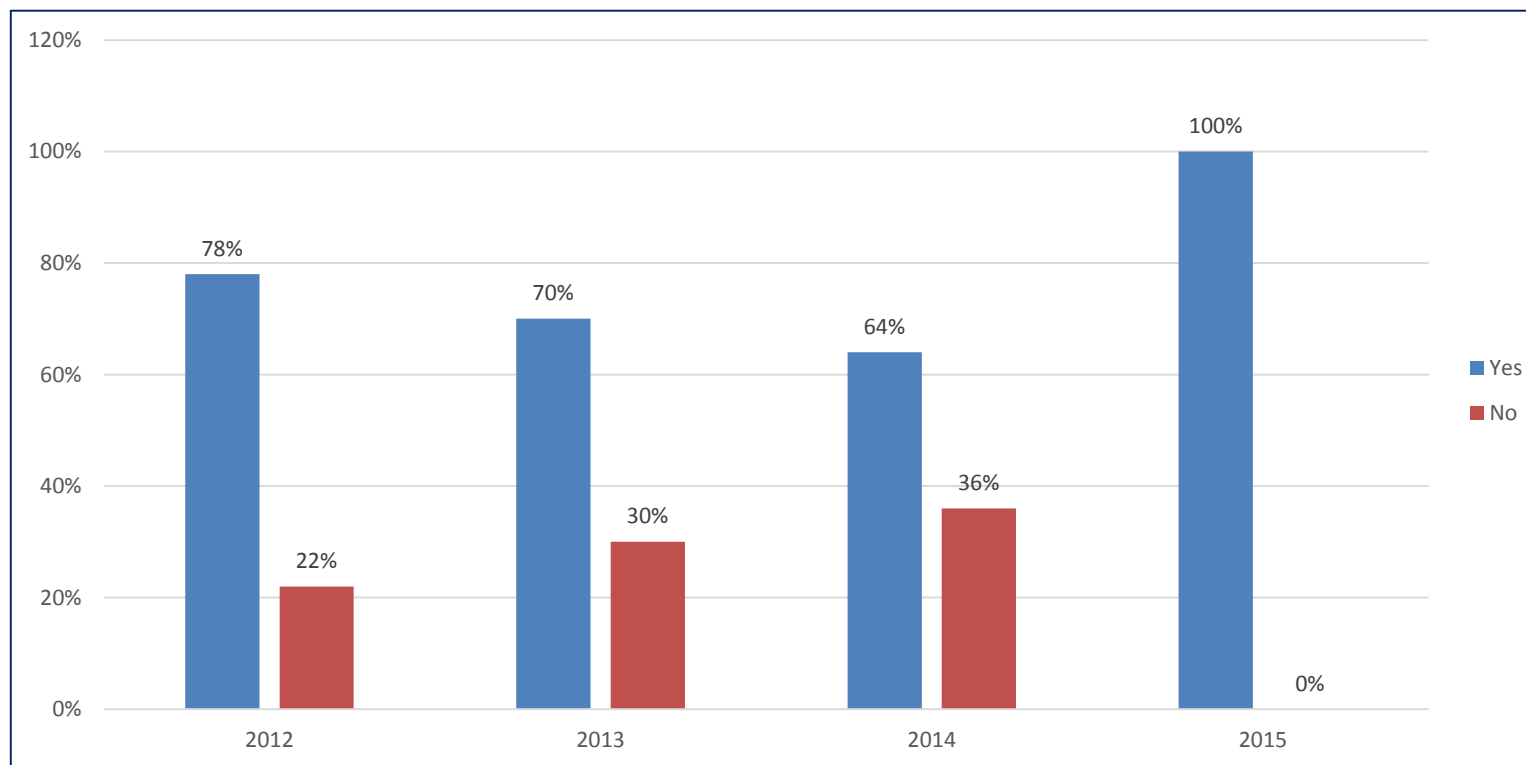


**QUESTIONS ONLY ASKED OF ACCESS POINTS**

**Q. 17 If you didn't get what you wanted, were you told why?**

**All Access Points (n = 42)**

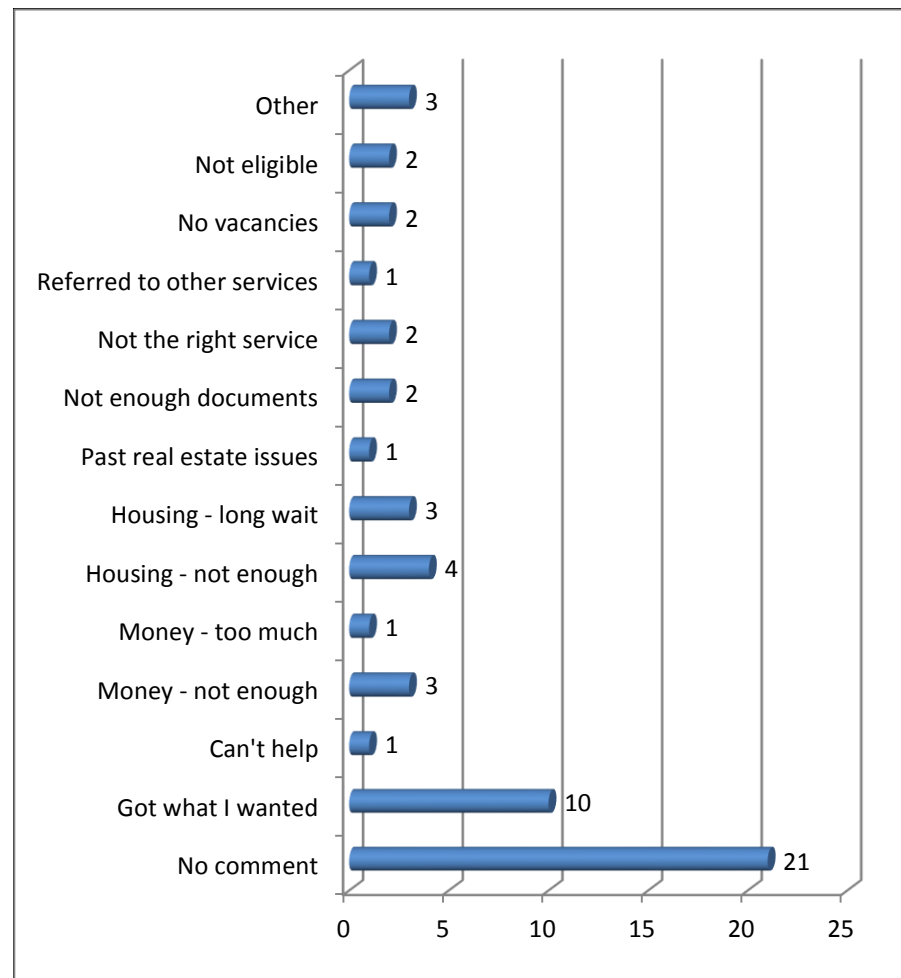
If you didn't get what you wanted, were you told why?								
	2012	%	2013	%	2014	%	2015	%
I got what I wanted	NA	NA	21		24		28	
Yes	42	78%	7	70%	7	64%	10	100%
No	12	22%	3	30%	4	36%	0	%
	54		31		35		42	



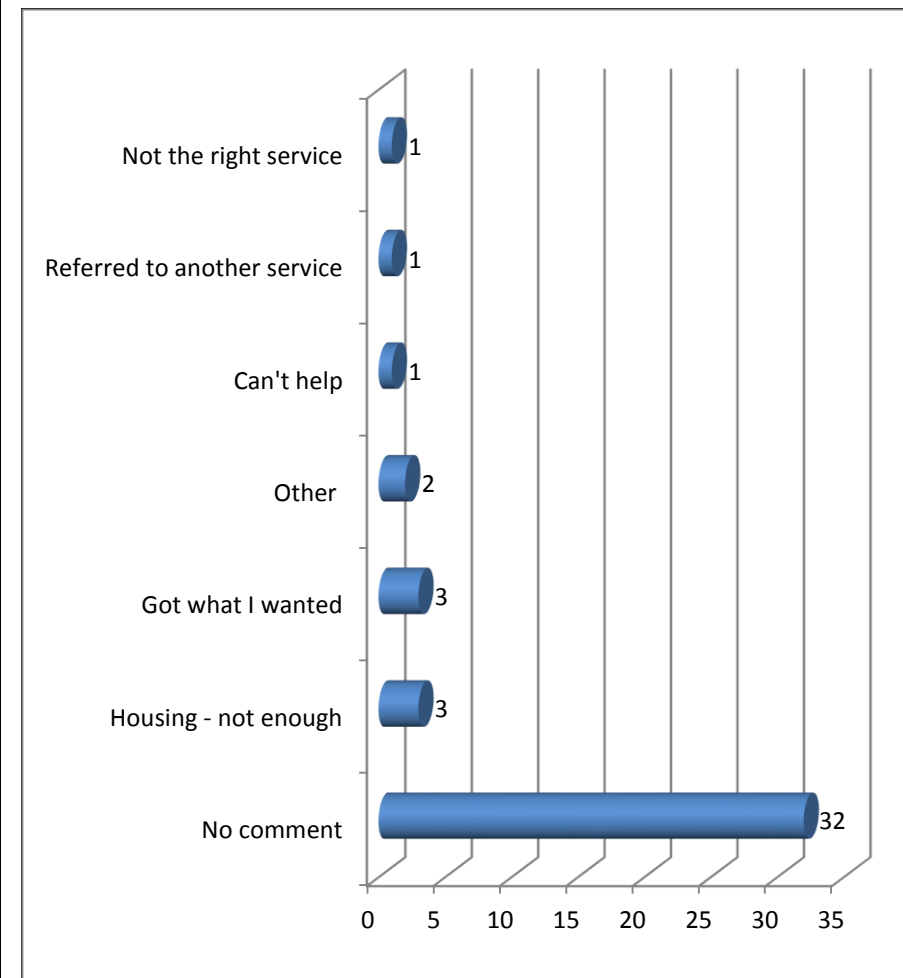
# QUESTIONS ONLY ASKED OF ACCESS POINTS

## Q. 18 What was this explanation?

All Access Points 2012 (n = 54)



All Access Points 2013 (n = 43)

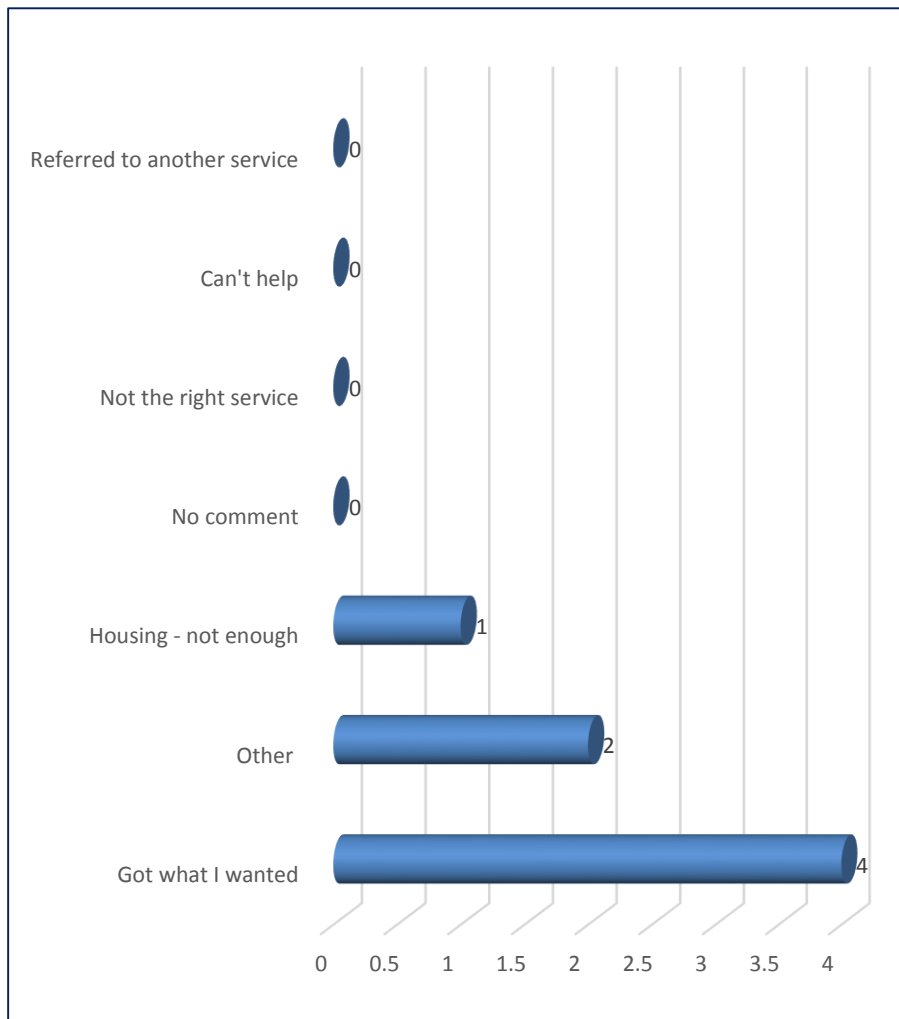




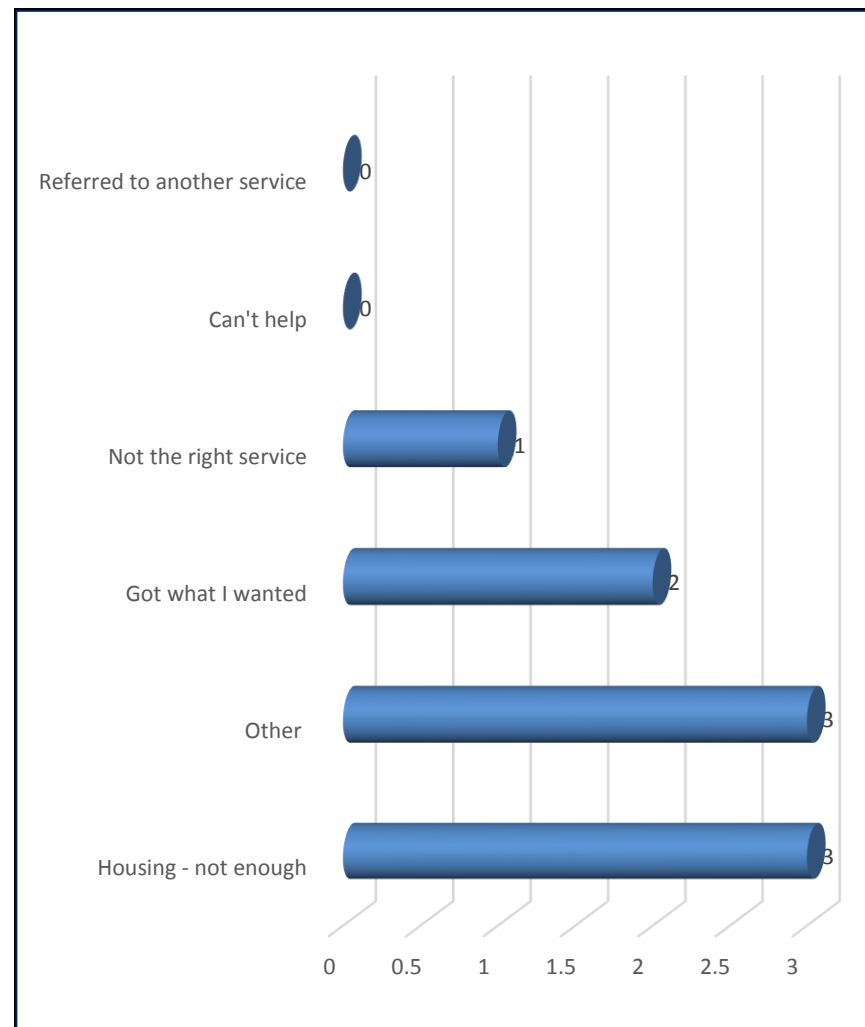
**QUESTIONS ONLY ASKED OF ACCESS POINTS**

**Q. 18 (If you didn't get what you wanted, were you told why?) What was this explanation?**

**All Access Points 2014 (n = 38)**



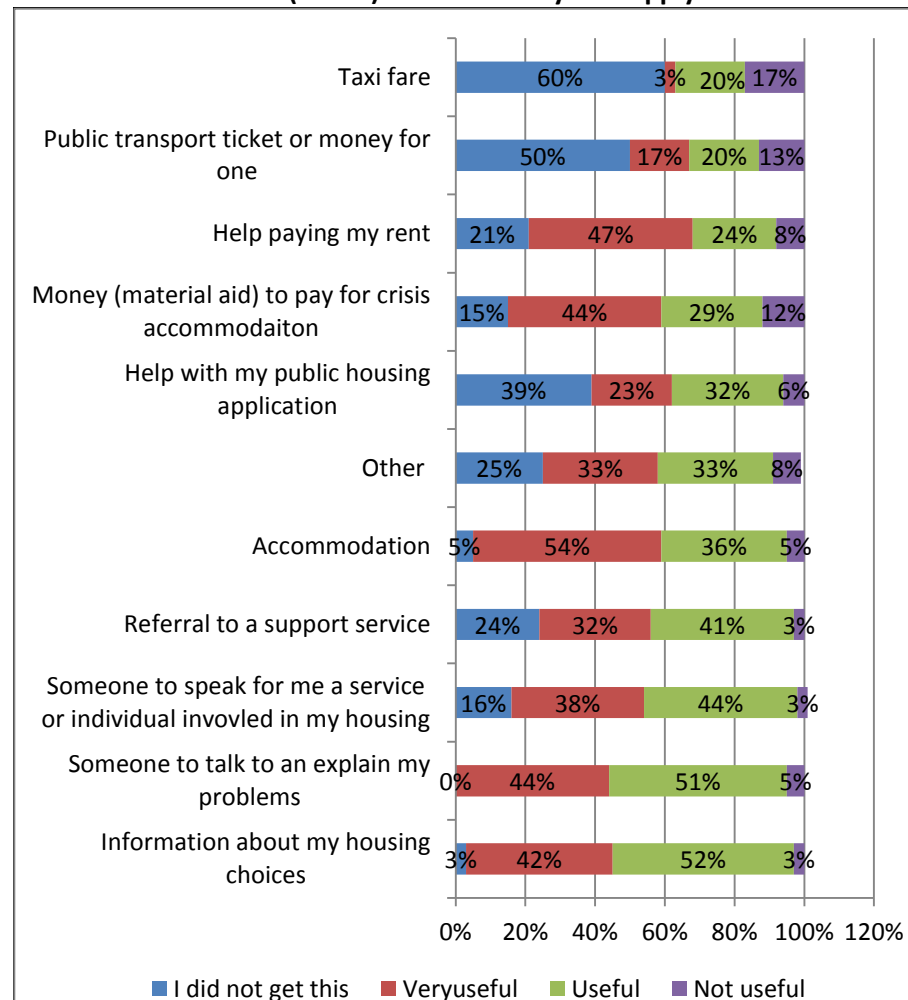
**All Access Points 2015 (n = 42)**



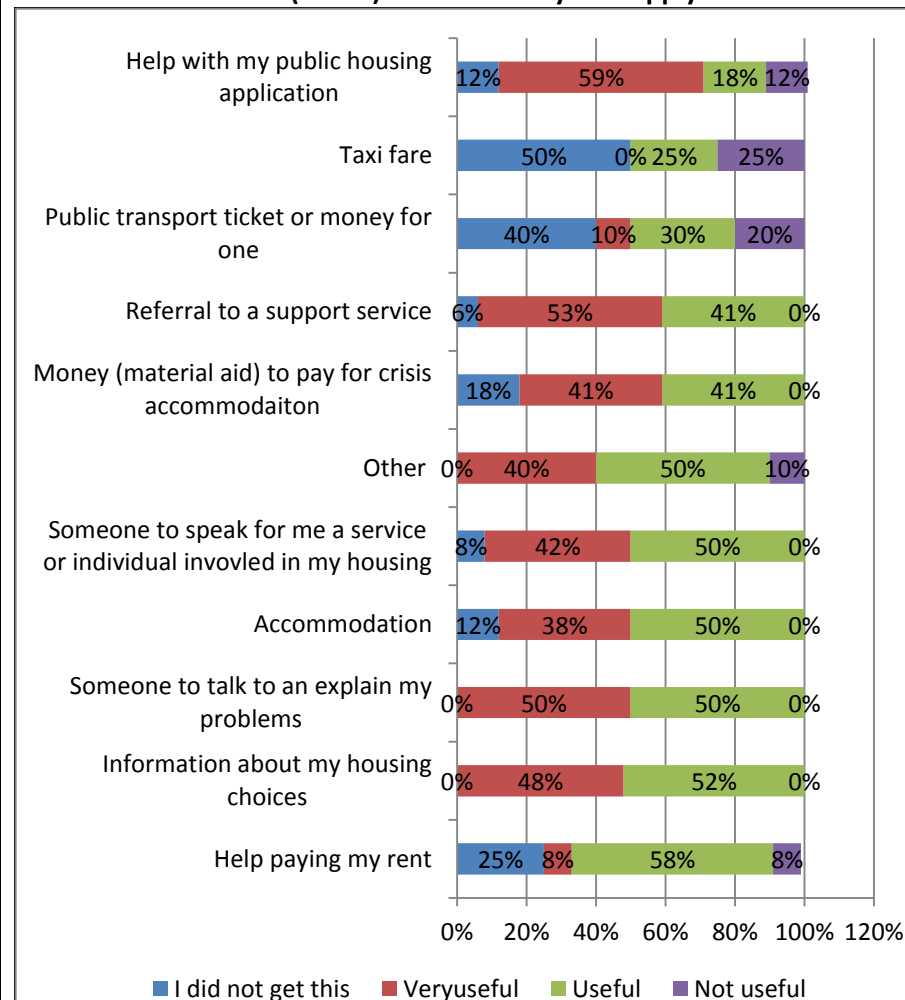
## QUESTIONS ONLY ASKED OF ACCESS POINTS

### Q. 19 Which of these was most useful?

All Access Points 2012 (n = 54) Please tick any that apply



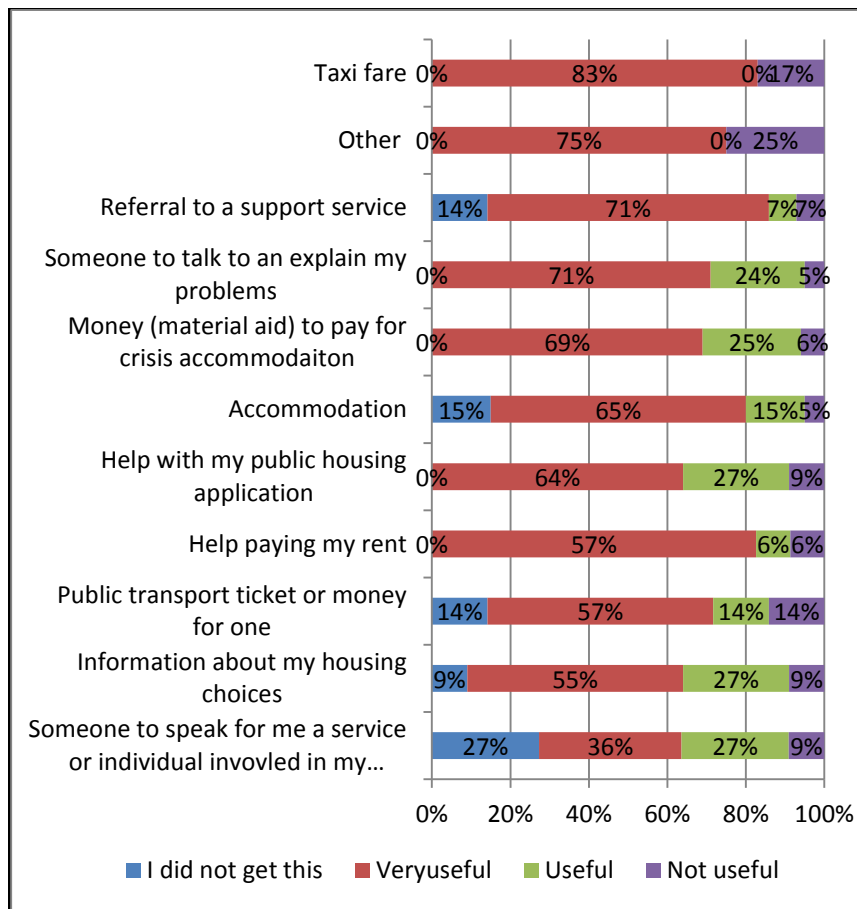
All Access Points 2013 (n = 35) Please tick any that apply



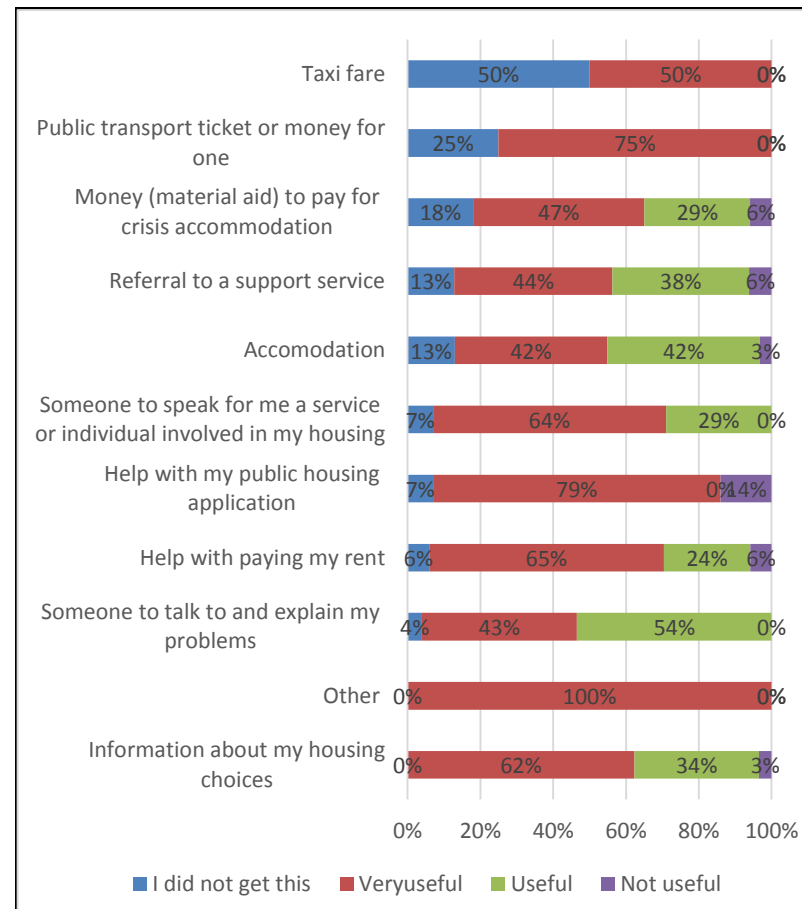
# QUESTIONS ONLY ASKED OF ACCESS POINTS

## Q. 19 Which of these was most useful?

All Access Points 2014 (n = 38) Please tick any that apply



All Access Points 2015 (n = 42) Please tick any that apply

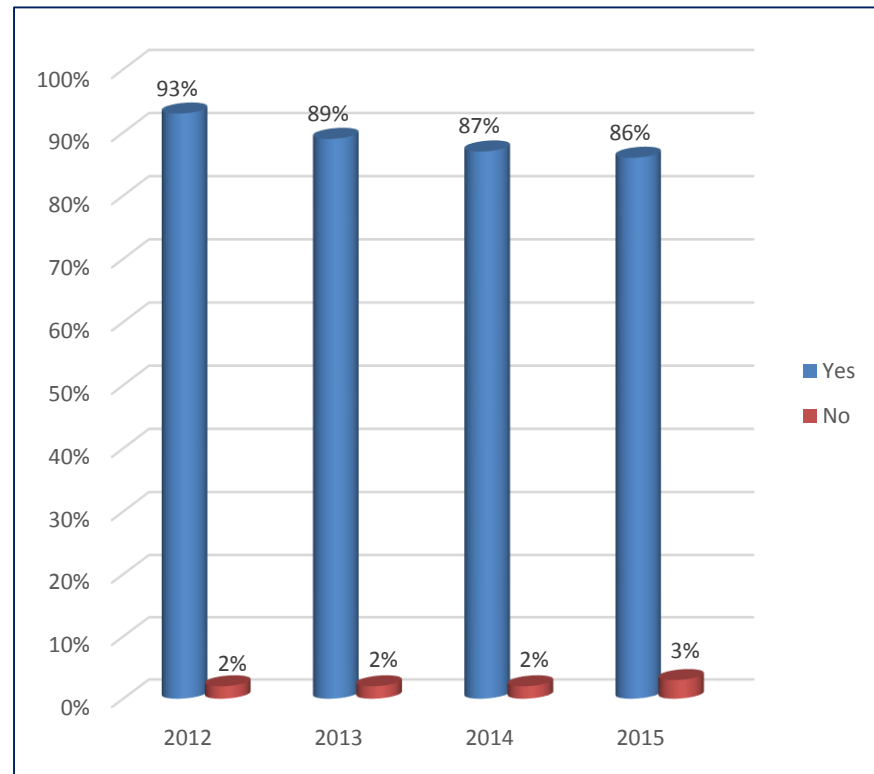


## CUSTOMER SERVICE: RESPECT, RIGHTS AND INTERPRETERS

### Q. 23 Do you feel you were treated respectfully by this service?

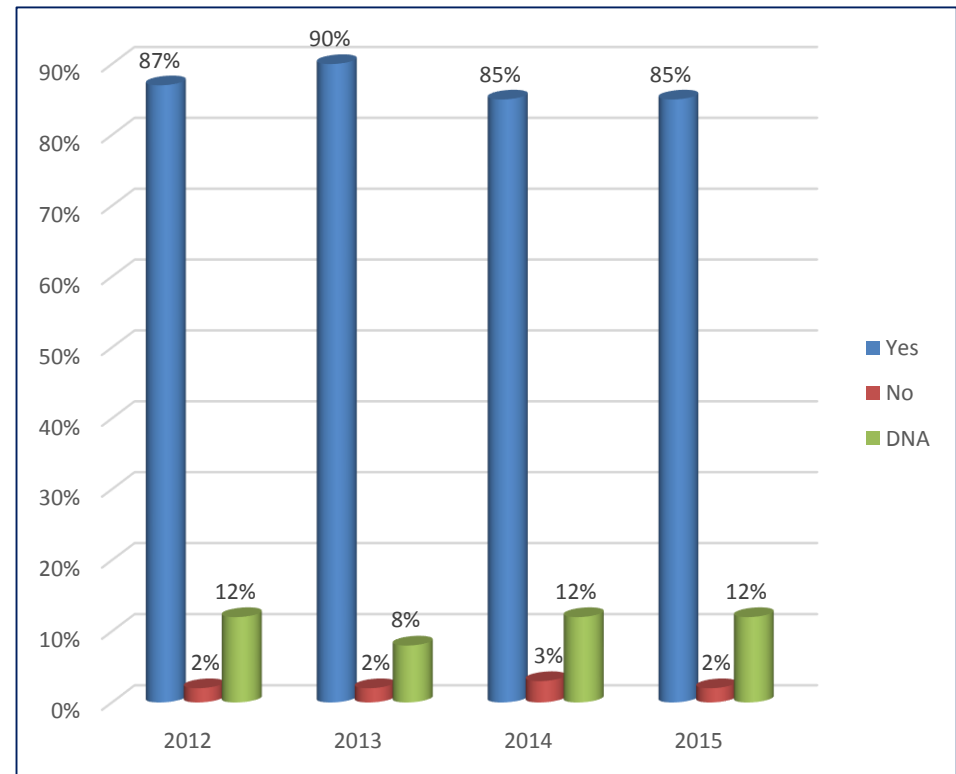
Entire LASN (N = 179)

Do you feel you were treated respectfully by this service?								
	2012	%	2013	%	2014	%	2015	%
Yes	207	93%	160	89%	153	87%	154	86%
No	5	2%	3	2%	4	2%	6	3%
DNA	10	5%	17	9%	18	10%	19	11%
	222		180		175		179	



All Support providers (n = 137)

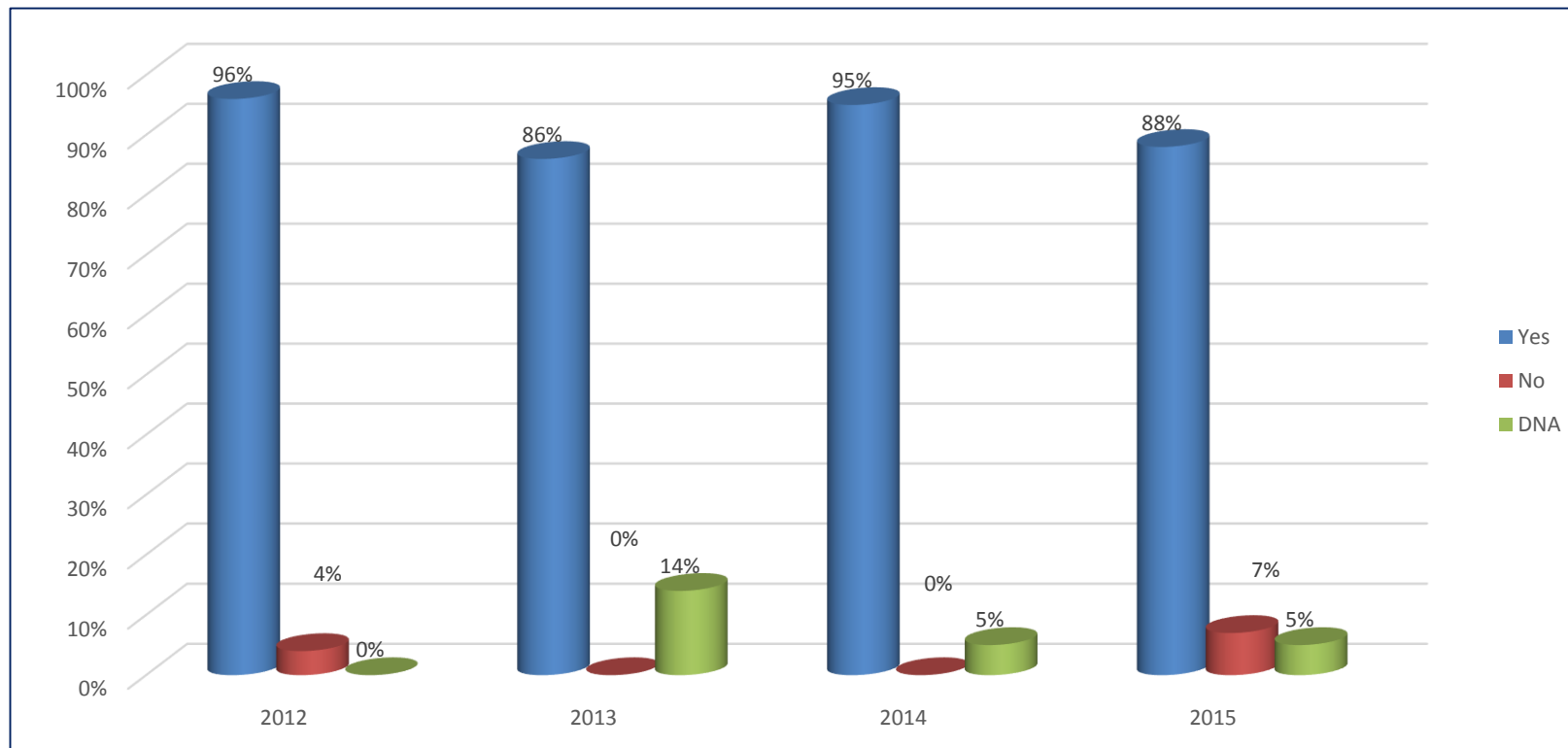
Do you feel you were treated respectfully by this service?								
	2012	%	2013	%	2014	%	2015	%
Yes	155	87%	123	90%	117	85%	117	85%
No	3	2%	3	2%	4	3%	3	2%
DNA	10	12%	11	8%	16	12%	17	12%
	168		137		137		137	



**Q. 23 Do you feel you were treated respectfully by this service?**

**All Access Points (n = 42)**

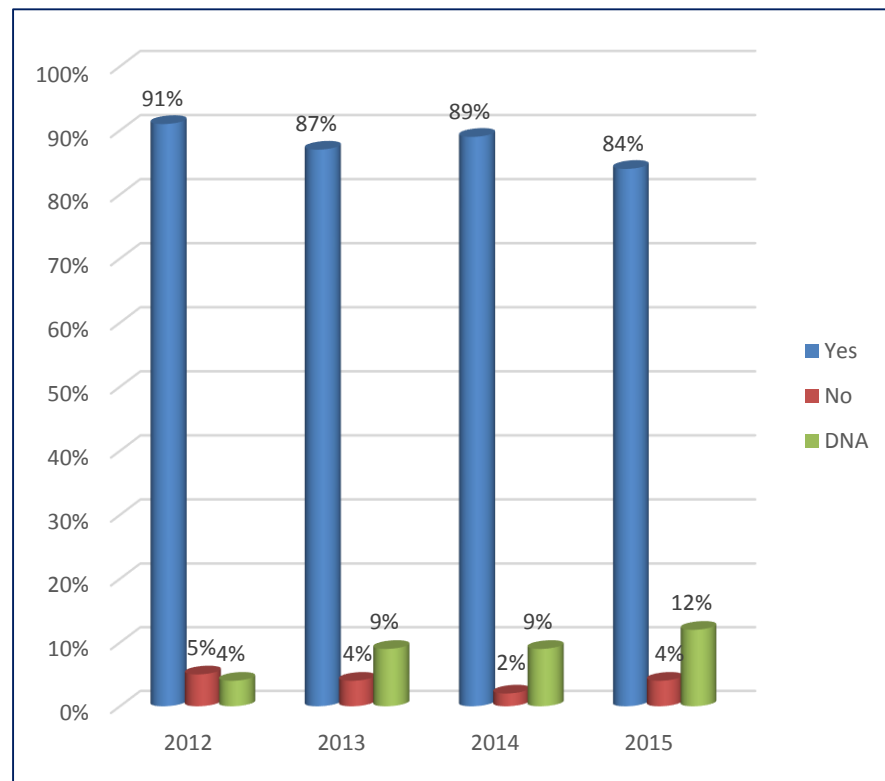
Do you feel you were treated respectfully by this service?								
	2012	%	2013	%	2014	%	2015	%
Yes	52	96%	37	86%	36	95%	37	88%
No	2	4%	0	0%	0	0%	3	7%
DNA	0	0%	6	14%	2	5%	2	5%
	54		43		38		42	



**Q. 24 Were your rights explained to you by this service?**

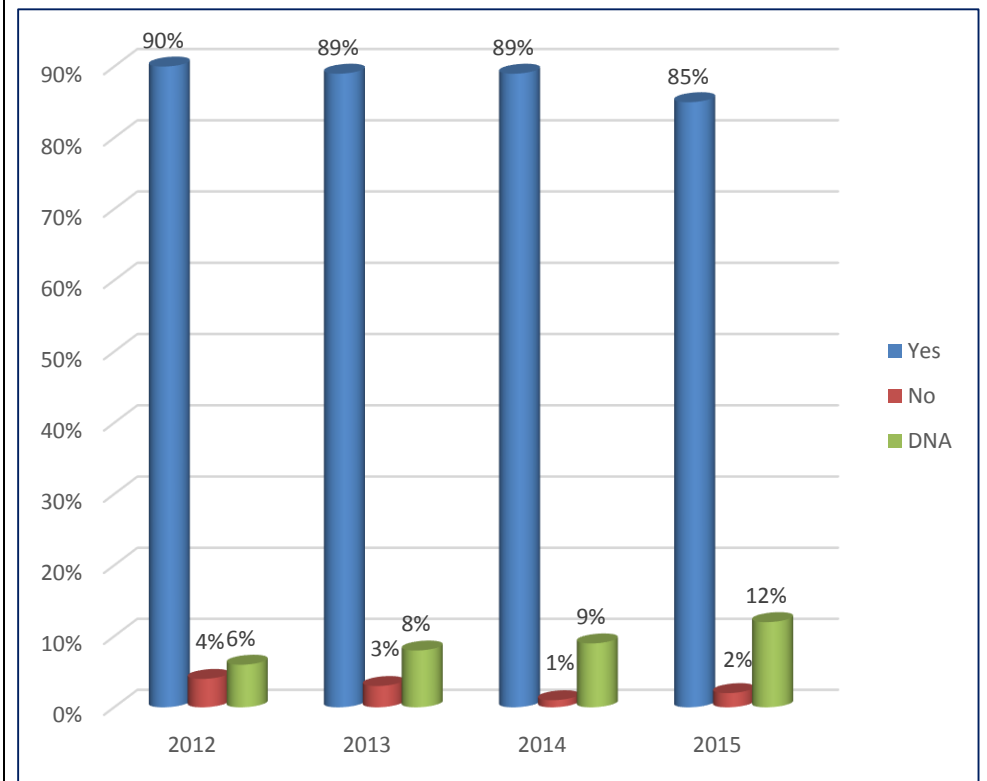
**Entire LASN (N = 179)**

Were your rights explained to you by this service?								
2012		%	2013	%	2014	%	2015	%
Yes	201	91%	156	87%	156	89%	151	84%
No	11	5%	7	4%	4	2%	7	4%
DNA	10	4%	17	9%	14	9%	21	12%
	222		180		175		179	



**All Support providers (n = 137)**

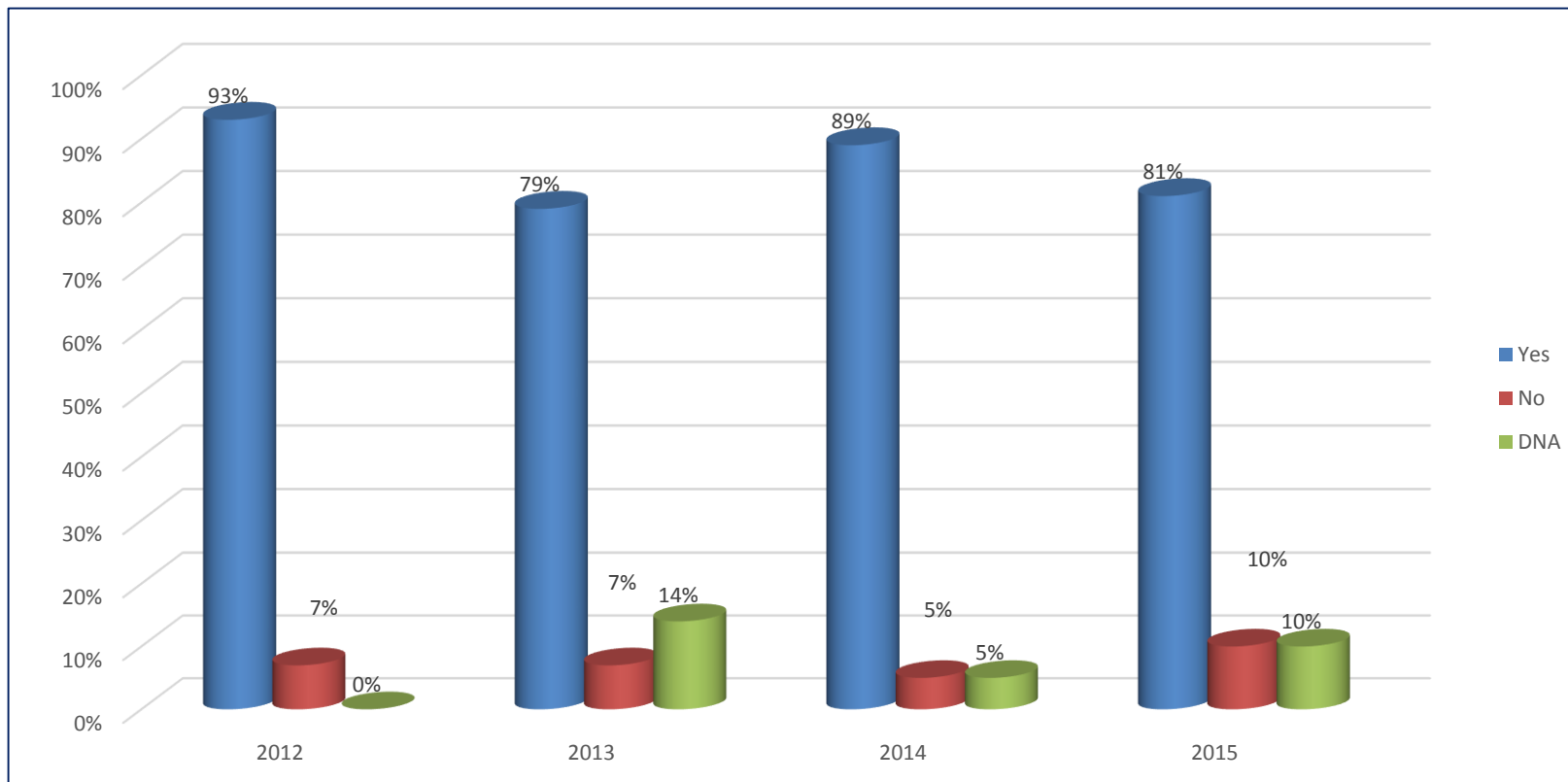
Were your rights explained to you by this service?								
2012		%	2013	%	2014	%	2015	%
Yes	151	90%	122	89%	122	89%	117	85%
No	7	4%	4	3%	2	1%	3	2%
DNA	10	6%	11	8%	13	9%	17	12%
	168		137		137		137	



**Q. 23 Were your rights explained to you by this service?**

**All Access Points (n = 42)**

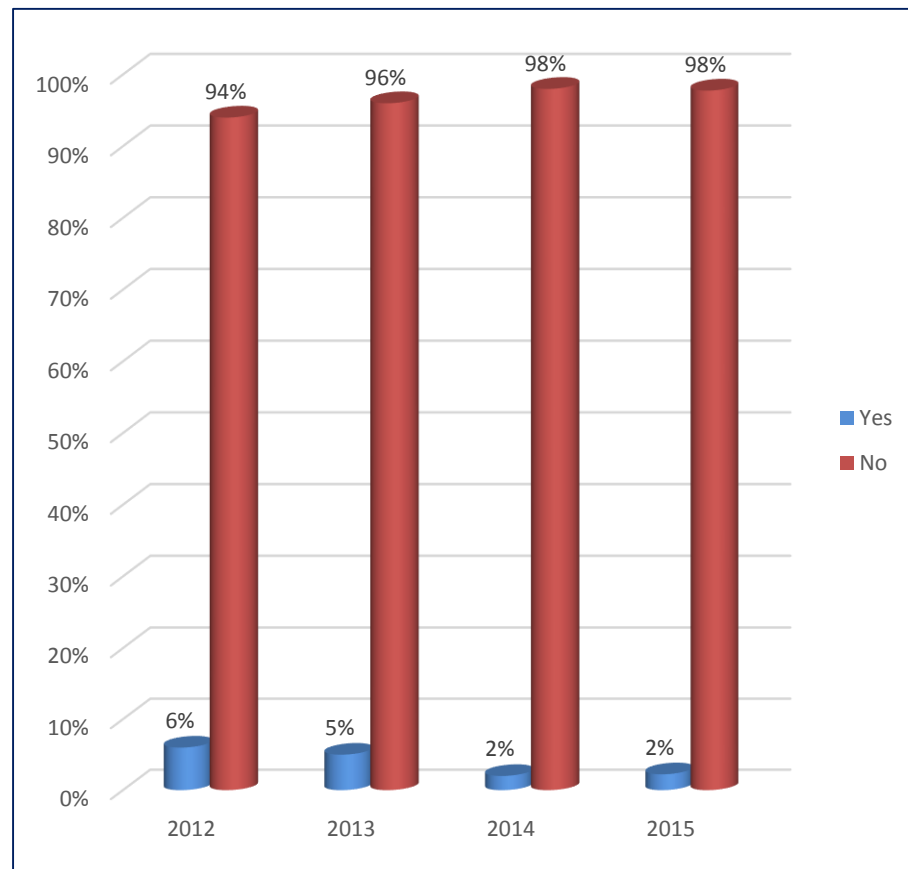
Were your rights explained to you by this service?								
2012		%	2013	%	2014	%	2015	%
Yes	50	93%	34	79%	34	89%	34	81%
No	4	7%	3	7%	2	5%	4	10%
DNA	0	0%	6	14%	2	5%	4	10%
	54		43		38		42	



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

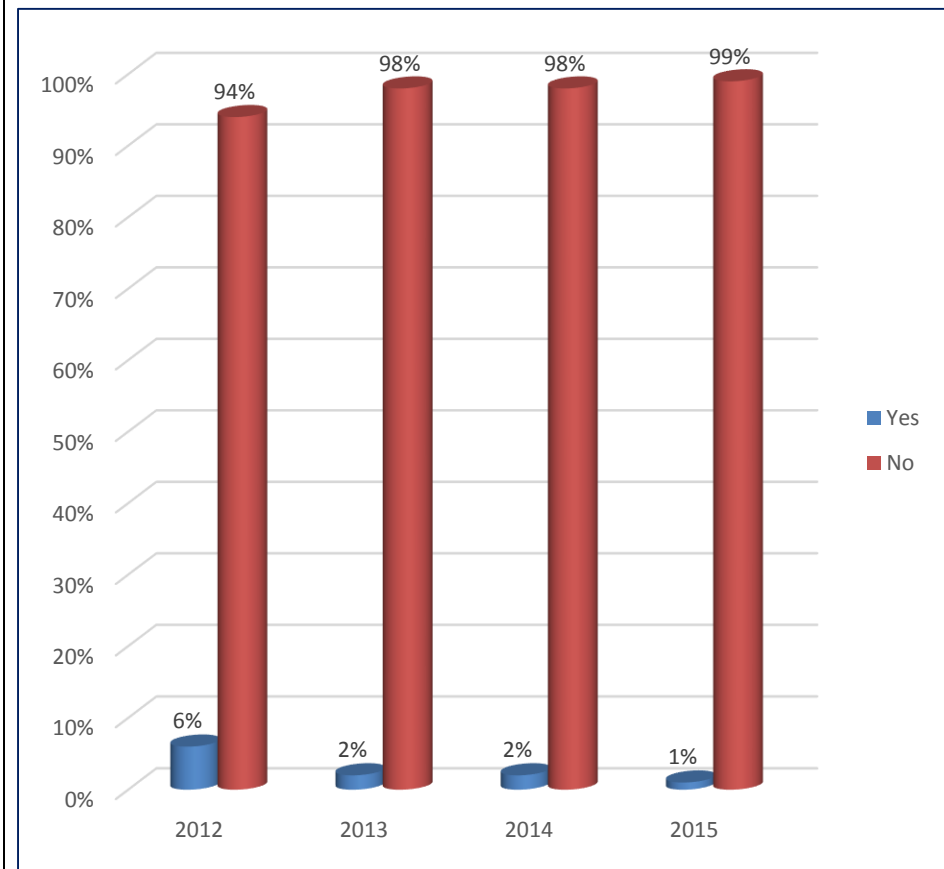
**Entire LASN (N = 179)**

Do you need an interpreter?								
2012		%	2013	%	2014	%	2015	%
Yes	13	6%	8	5%	3	2%	3	2%
No	220	94%	169	96%	171	98%	176	98%



**All Support providers (n = 137)**

Do you need an interpreter?								
2012		%	2013	%	2014	%	2015	%
Yes	11	6%	3	2%	3	2%	2	1%
No	168	94%	133	98%	134	98%	135	99%

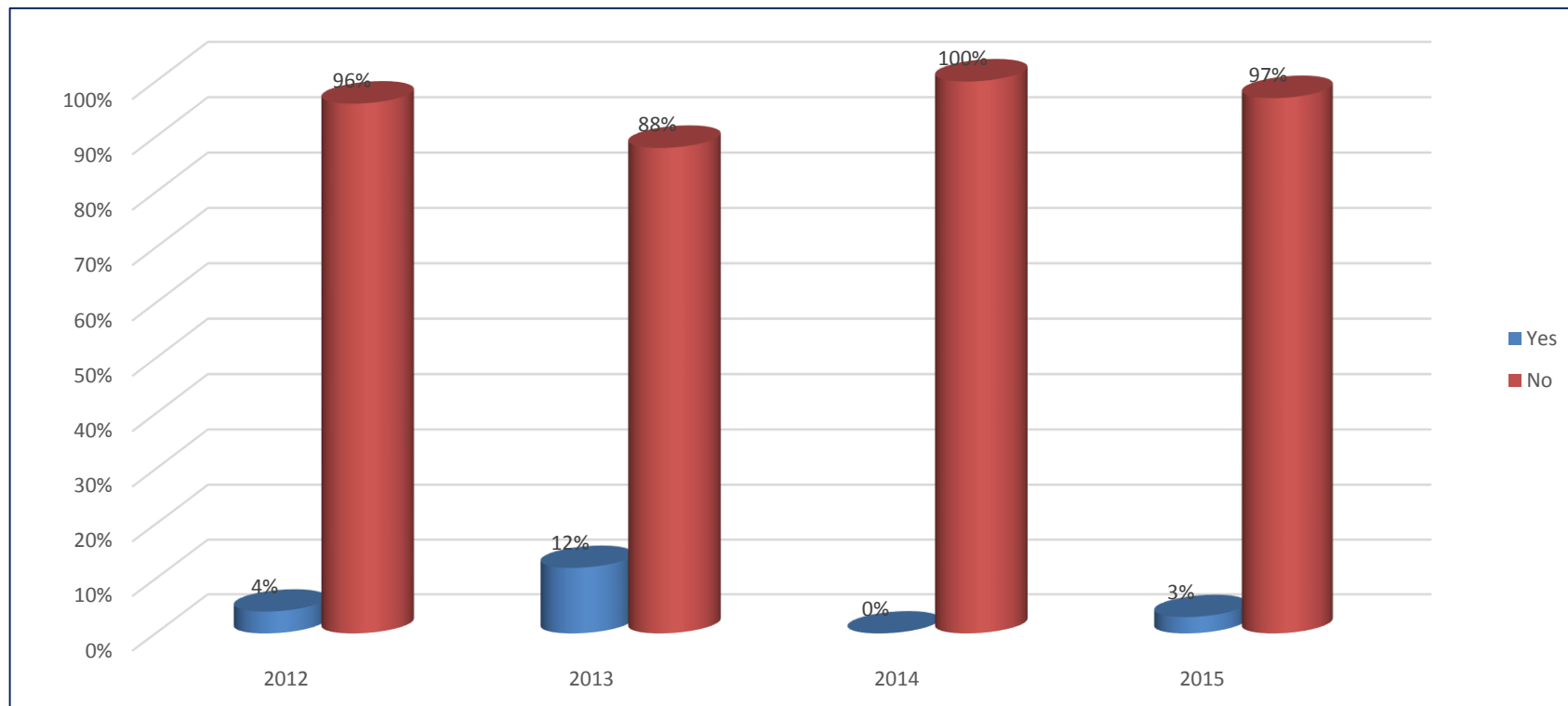




**Q. 1 Do you need an interpreter to complete this survey?**

**All Access Points (n = 42)**

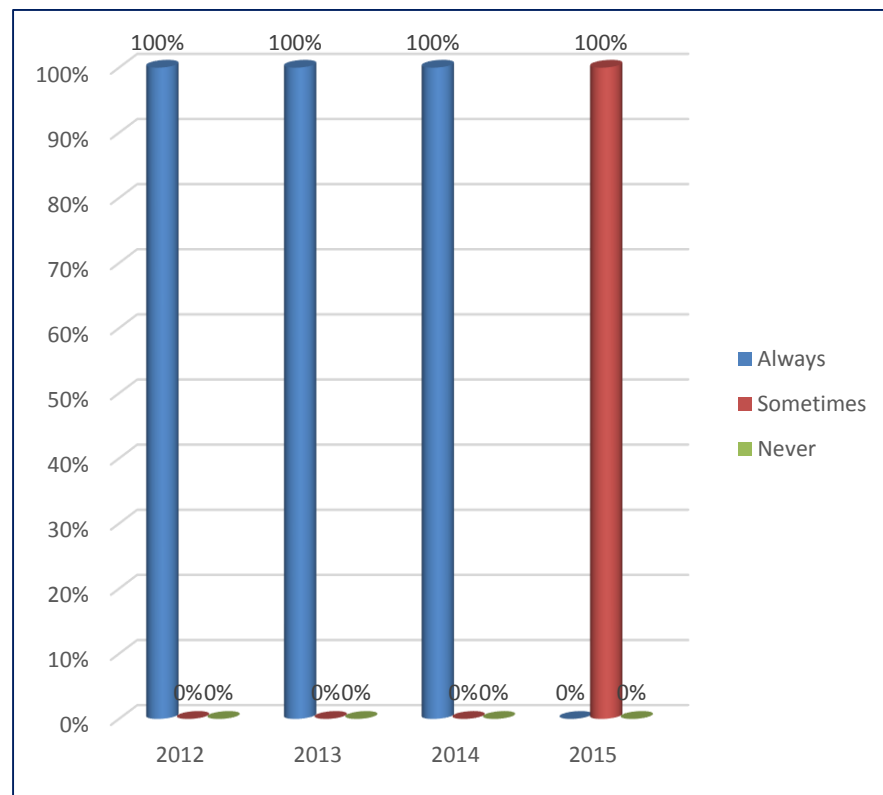
Do you need an interpreter?								
2012		%	2013	%	2014	%	2015	%
Yes	2	4%	5	12%	0	0%	1	3%
No	52	96%	37	88%	37	100%	41	97%



**Q. 25 If you needed an interpreter was one offered?**

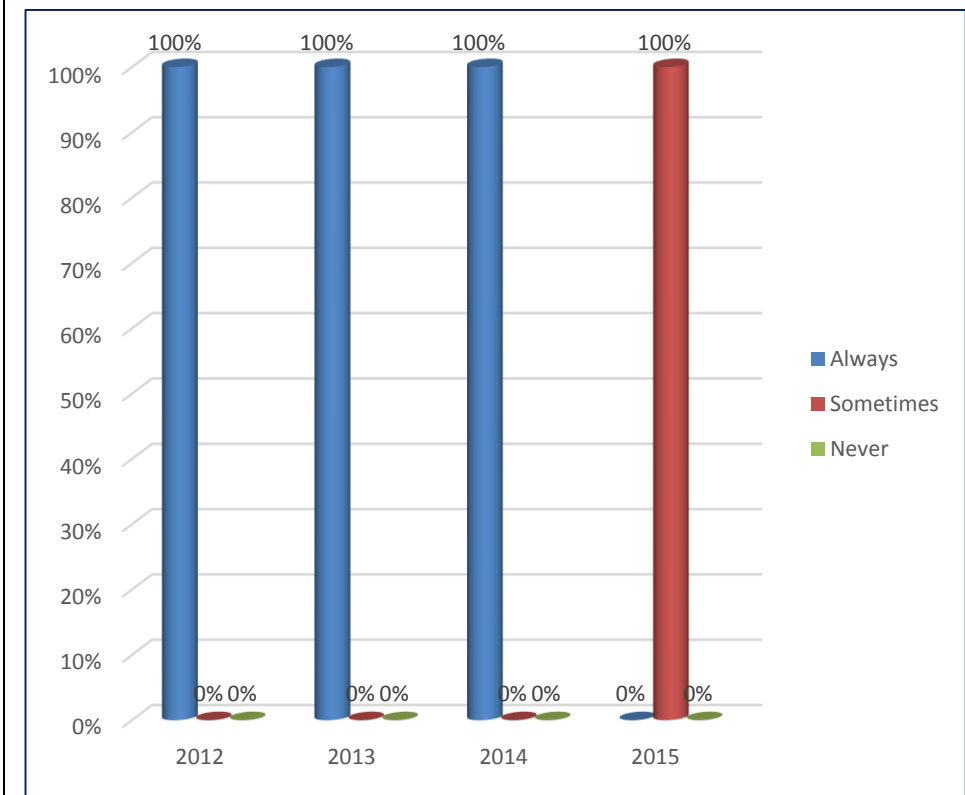
**Entire LASN (N = 174)**

If you needed an interpreter was one offered?								
	2012	%	2013	%	2014	%	2015	%
Always	9	100%	5	100%	3	100%	0	0%
Sometimes	0	0%	0	0%	0	0%	2	100%
Never	0	0%	0	30%	0	0%	0	0%
	9		5		0		2	



**All Support Providers (n = 137)**

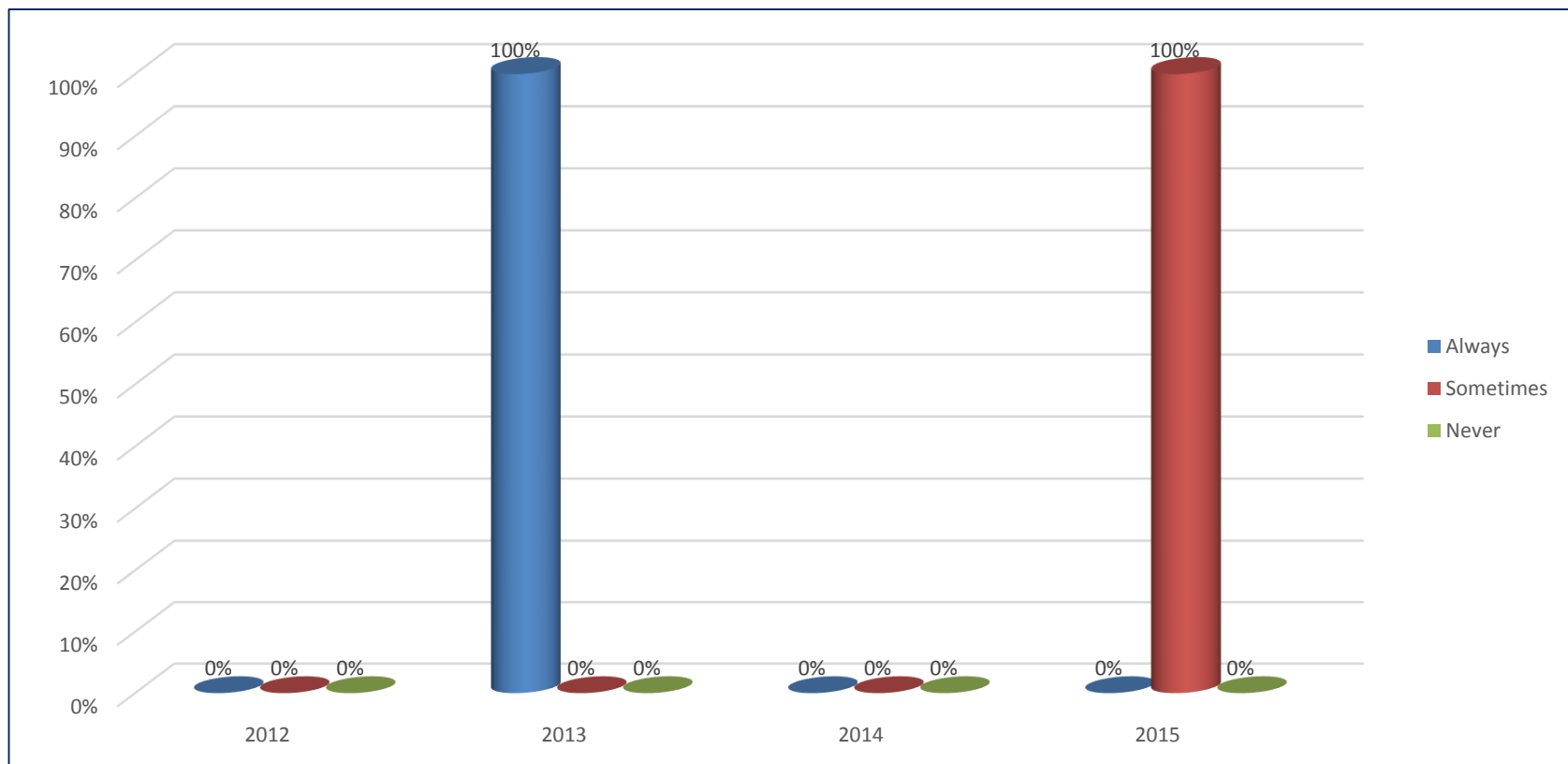
If you needed an interpreter was one offered?								
	2012	%	2013	%	2014	%	2015	%
Always	9	100%	3	100%	3	100%	0	0%
Sometimes	0	0%	0	0%	0	0%	1	100%
Never	0	0%	0	30%	0	0%	0	0%
	9		3		3		1	



**Q. 25 If you needed an interpreter was one offered?**

**All Access Points (n = 37)**

If you needed an interpreter was one offered?								
	2012	%	2013	%	2014	%	2015	%
Always	0	N/A	2	100%	0	N/A	0	0%
Sometimes	0	N/A	0	0%	0	N/A	1	100%
Never	0	N/A	0	0%	0	N/A	0	0%
	0		2		0		1	

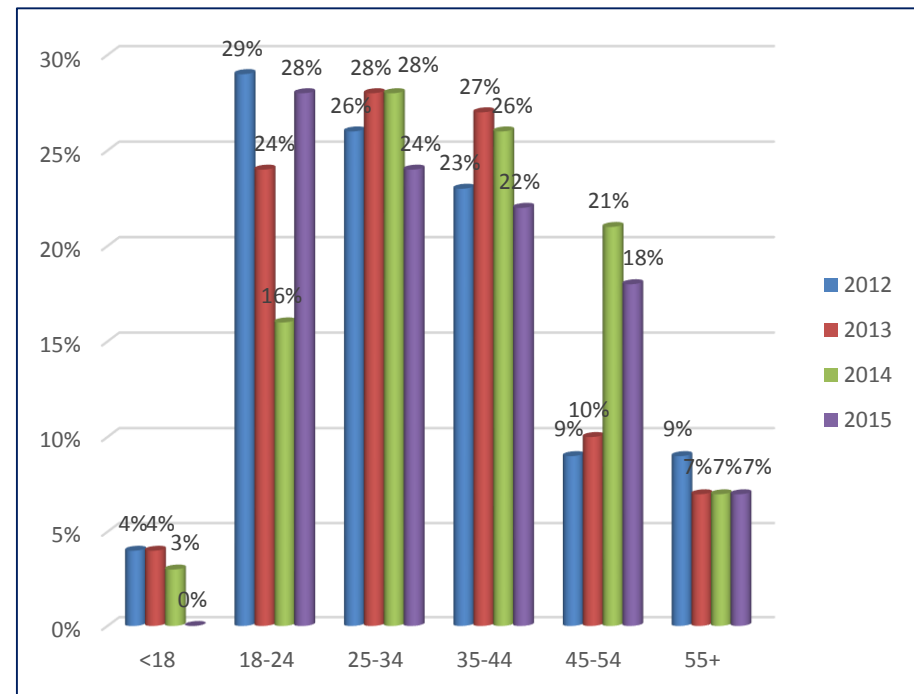


## DEMOGRAPHY

### Q. 5 What is your age in years?

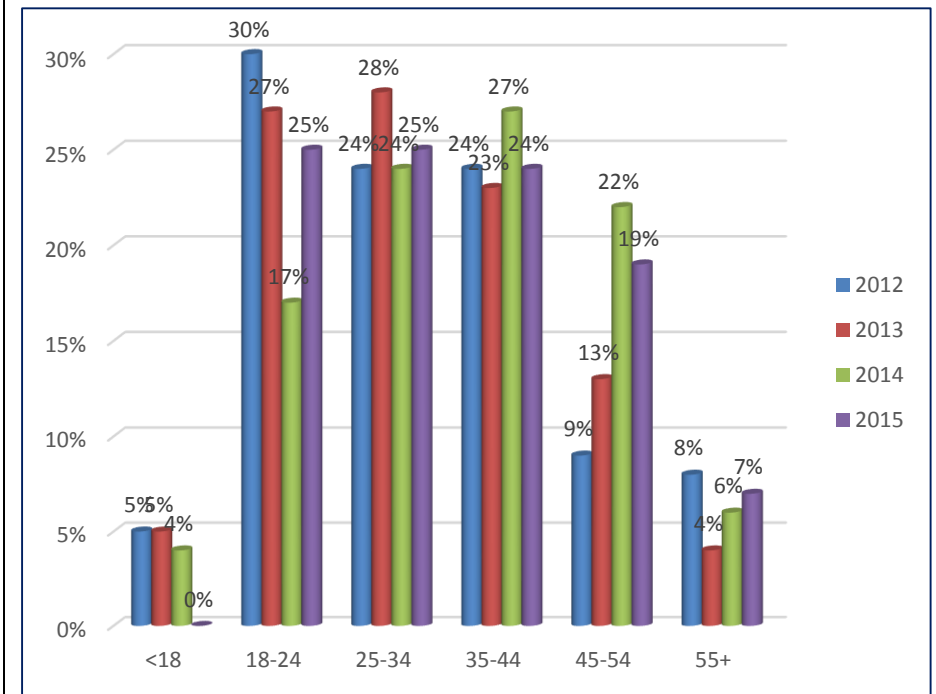
Entire LASN (N = 153)

What is your age (in years)?											
2012			2013			2014			2015		
		%			%			%			%
<18	9	4	<18	6	4	<18	5	3	<18	0	0
18-24	65	29	18-24	38	24	18-24	24	16	18-24	43	28
25-34	58	26	25-34	43	28	25-34	42	28	25-34	37	24
35-44	51	23	35-44	42	27	35-44	39	26	35-44	34	22
45-54	20	9	45-54	16	10	45-54	32	21	45-54	28	18
55+	19	9	55+	11	7	55+	10	7	55+	11	7
	222			156			152			153	



All Support providers (n = 116)

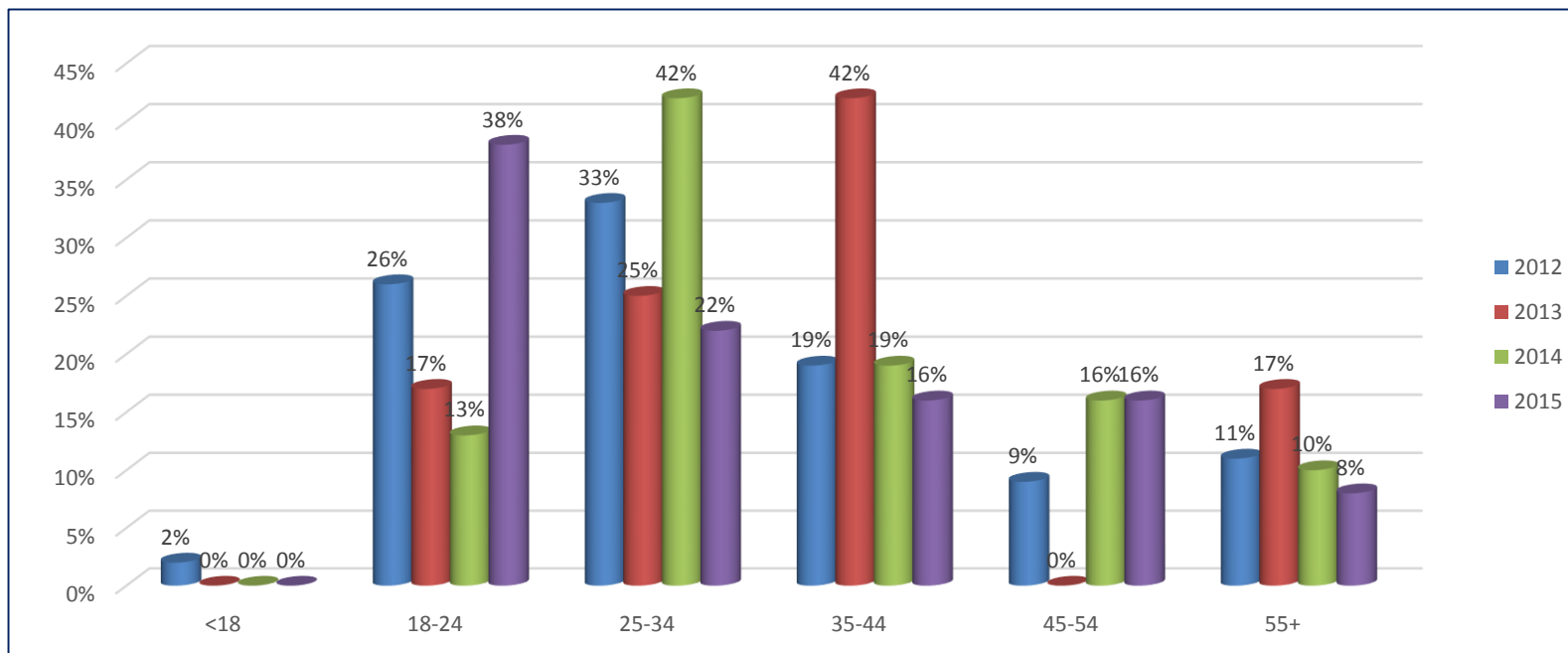
What is your age (in years)?											
2012			2013			2014			2015		
		%			%			%			%
<18	8	5	<18	6	5	<18	5	4	<18	0	0
18-24	51	30	18-24	32	27	18-24	20	17	18-24	29	25
25-34	40	24	25-34	34	28	25-34	29	24	25-34	29	25
35-44	41	24	35-44	27	23	35-44	33	27	35-44	28	24
45-54	15	9	45-54	16	13	45-54	27	22	45-54	22	19
55+	13	8	55+	5	4	55+	7	6	55+	8	7
	168			120			121			116	



### Q. 5 What is your age in years?

All Access Points (n = 37)

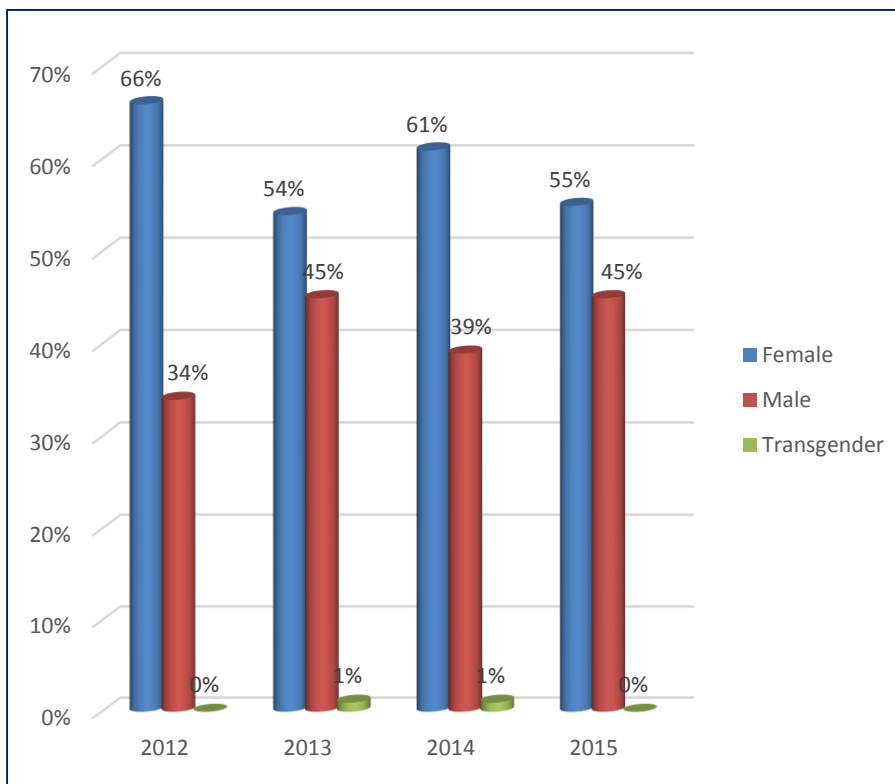
What is your age (in years)?											
2012			2013			2014			2015		
		%			%			%			%
<18	1	2%	<18	0	0%	<18	0	0%	<18	0	0
18-24	14	26%	18-24	6	17%	18-24	4	13%	<b>18-24</b>	<b>14</b>	<b>38%</b>
<b>25-34</b>	<b>18</b>	<b>33%</b>	25-34	9	25%	<b>25-34</b>	<b>13</b>	<b>42%</b>	25-34	8	22%
35-44	10	19%	<b>35-44</b>	<b>15</b>	<b>42%</b>	35-44	6	19%	35-44	6	16%
45-54	5	9%	45-54	0	0%	45-54	5	16%	45-54	6	16%
55+	6	11%	55+	6	17%	55+	3	10%	55+	3	8%
	54			36			31			37	



### Q. 6 What is your Gender?

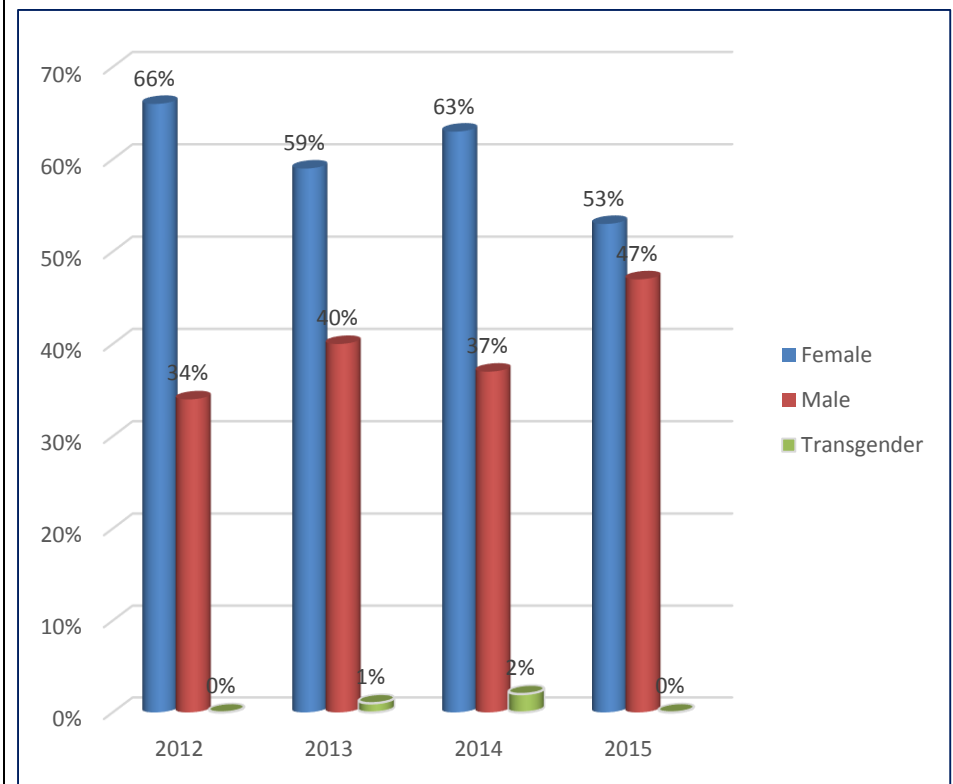
Entire LASN (N = 159)

What is your gender?								
	2012	%	2013	%	2014	%	2015	%
Female	146	66%	90	54%	98	61%	87	55%
Male	76	34%	75	45%	63	39%	72	45%
Transgender	1	0%	2	1%	2	1%	0	0%
	222		167		161		159	



All Support providers (n = 119)

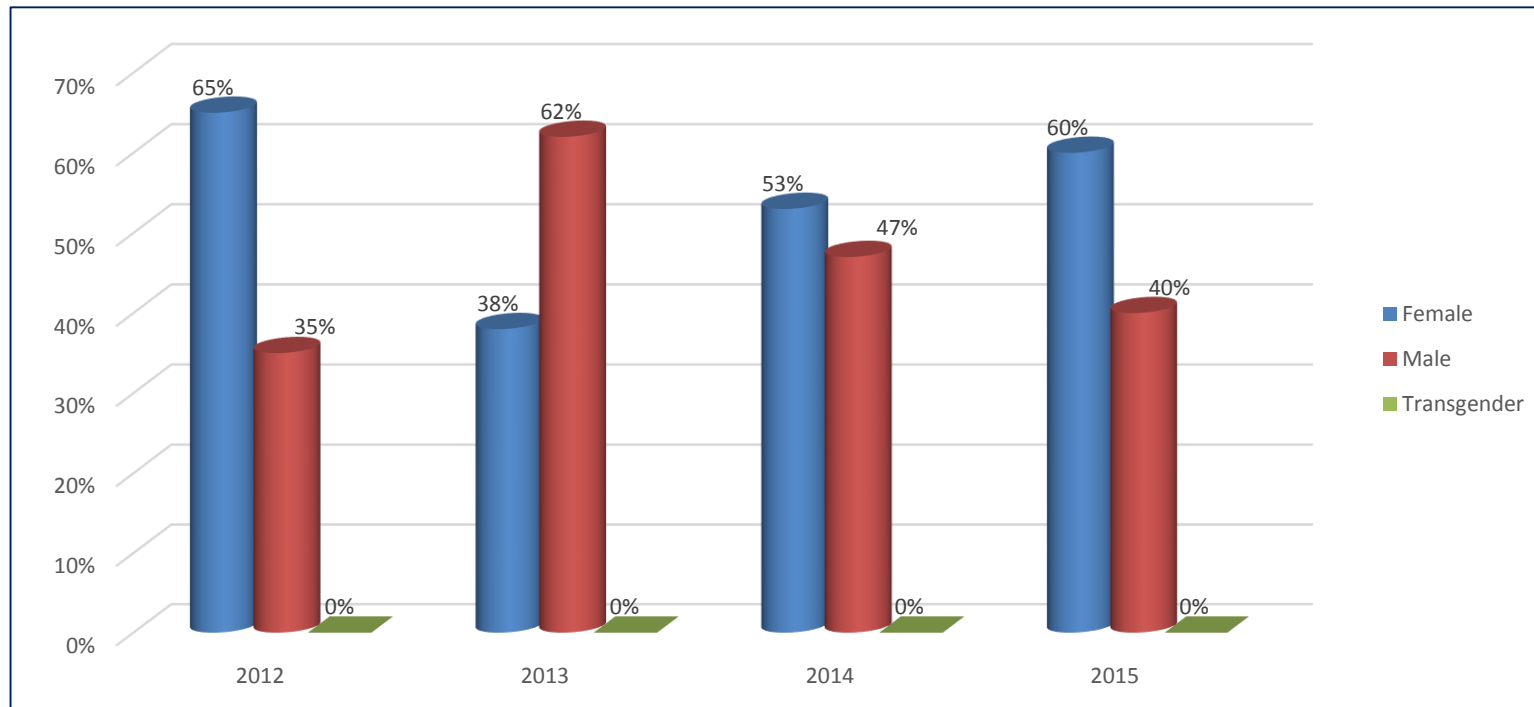
What is your gender?								
	2012	%	2013	%	2014	%	2015	%
Female	111	66%	75	59%	79	63%	63	53%
Male	57	34%	51	40%	46	37%	56	47%
Transgender	1	0%	2	1%	2	2%	0	0%
	168		128		127		119	



# Q. 6 What is your Gender?

All Access Points (n = 40)

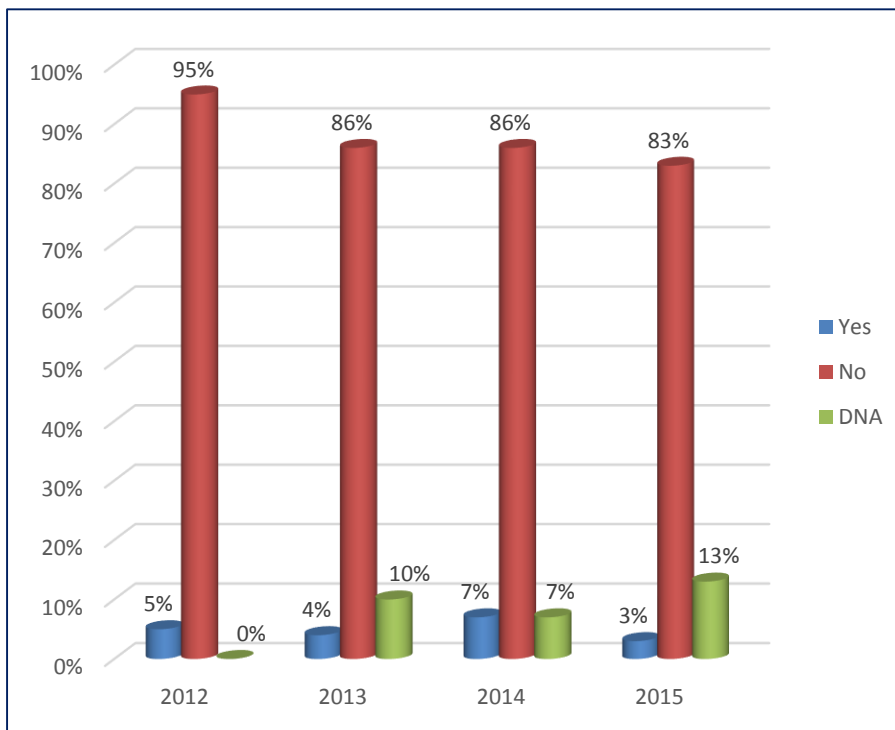
What is your gender?								
	2012	%	2013	%	2014	%	2015	%
Female	35	65%	15	38%	19	53%	24	60%
Male	19	35%	24	62%	17	47%	16	40%
Transgender	0	0%	0	0%	0	0%	0	0%
	54		39		36		40	



### Q. 7 Do you identify as Gay, Lesbian, Bisexual or Intersex?

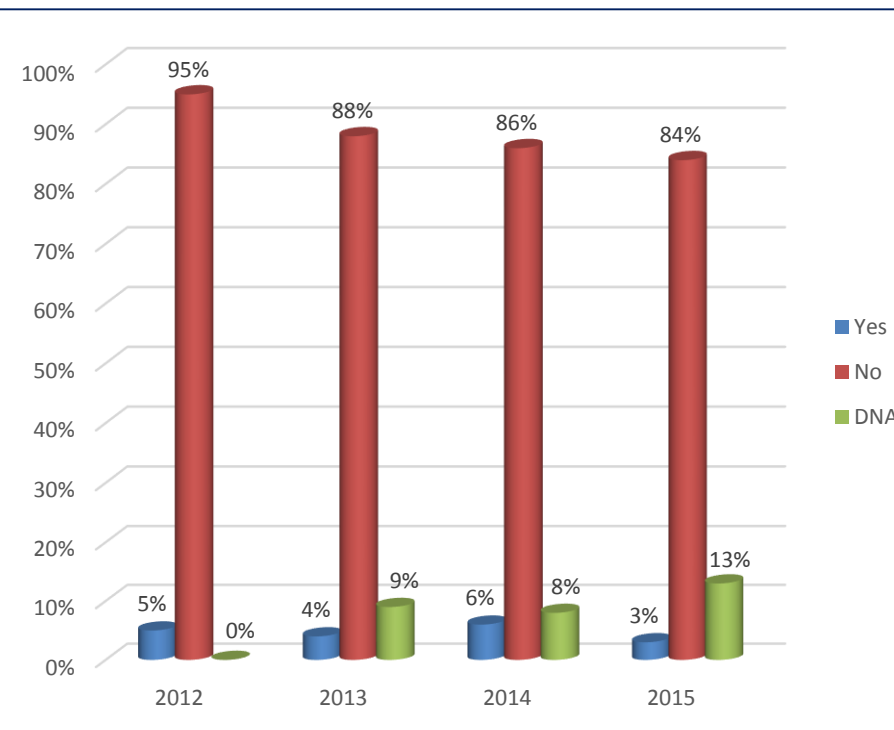
Entire LASN (N = 179)

Do you identify as Gay, Lesbian, Bi-sexual or Intersex?								
	2012	%	2013	%	2014	%	2015	%
Yes	11	5%	8	4%	12	7%	6	3%
No	211	95%	154	86%	150	86%	149	83%
DNA	1	0%	18	10%	13	7%	24	13%
	222		180		175		179	



All Support providers (n = 137)

Do you identify as Gay, Lesbian, Bi-sexual or Intersex?								
	2012	%	2013	%	2014	%	2015	%
Yes	8	5%	5	4%	8	6%	4	3%
No	160	95%	120	88%	118	86%	115	84%
DNA	0	0%	12	9%	11	8%	18	13%
	168		137		137		137	

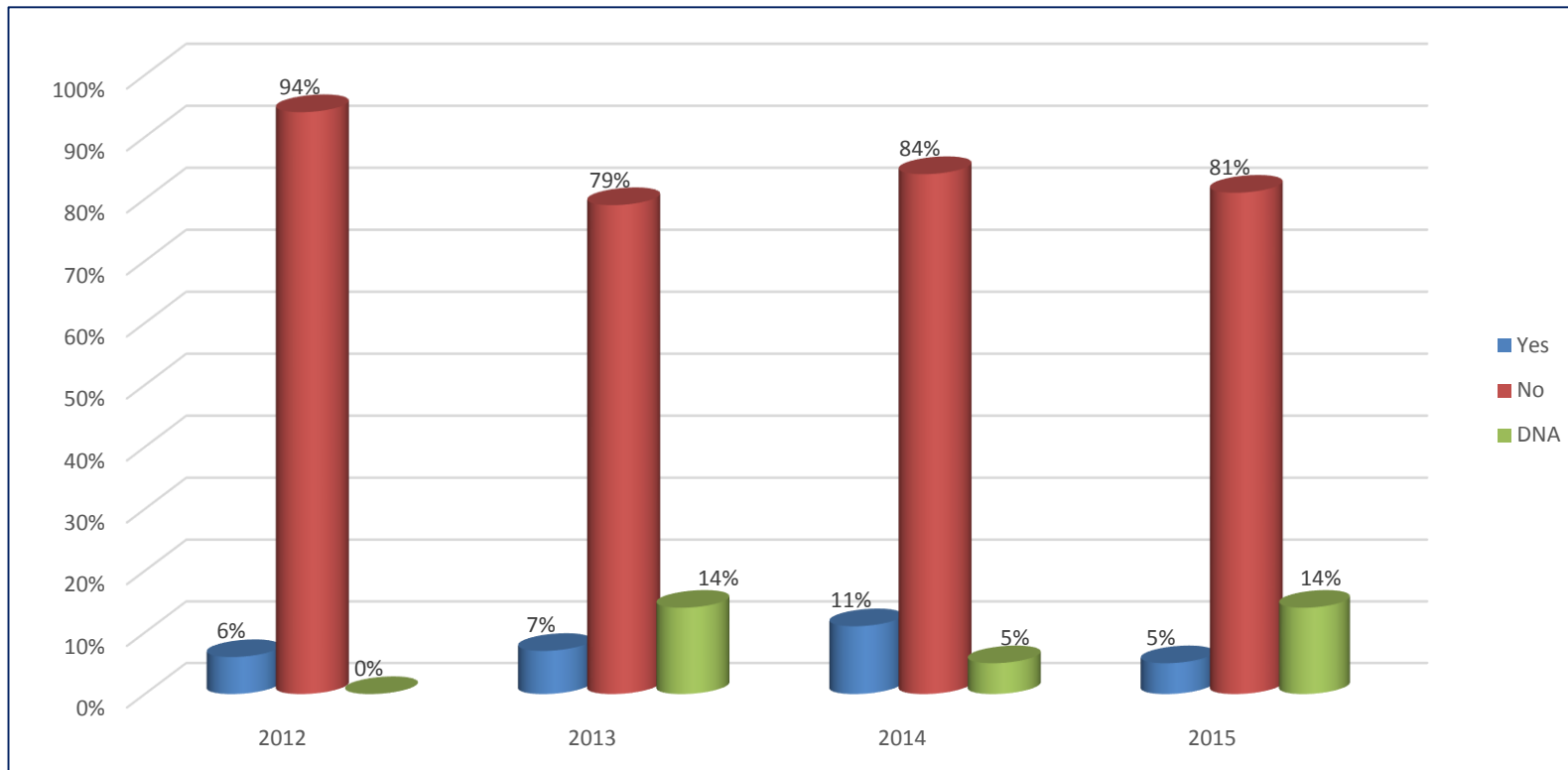




**Q. 7 Do you identify as Gay, Lesbian, Bisexual or Intersex?**

**All Access Points (n = 42)**

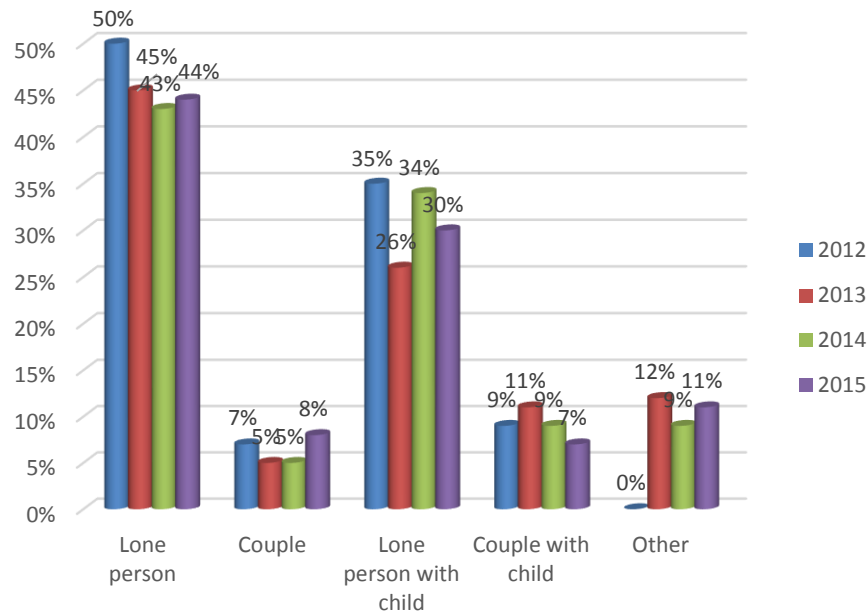
Do you identify as Gay, Lesbian, Bi-sexual or Intersex?								
	2012	%	2013	%	2014	%	2015	%
Yes	3	6%	3	7%	4	11%	2	5%
No	51	94%	34	79%	32	84%	34	81%
DNA	0	0%	6	14%	2	5%	6	14%
	48		43		38		42	



**Q. 8 What sort of living arrangement (family type) best describes you?**

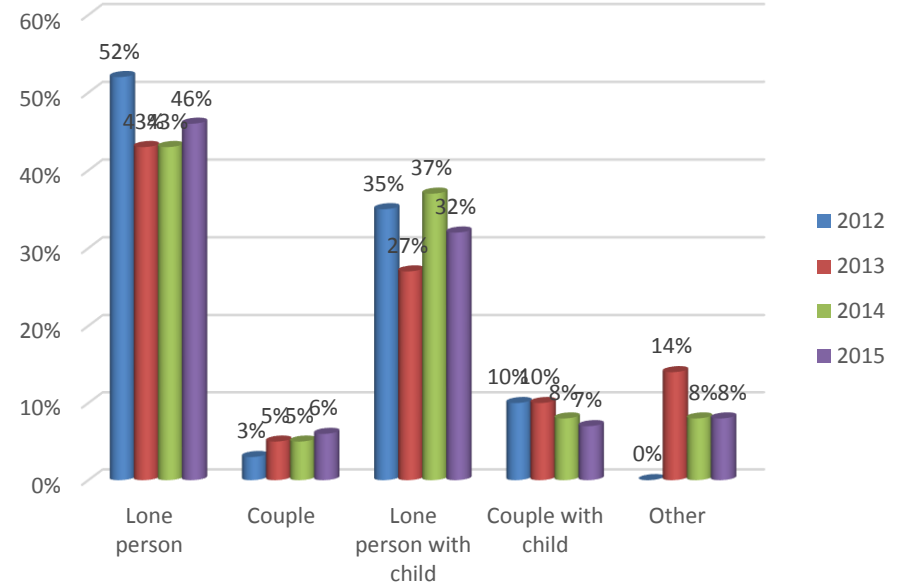
**Entire LASN (N = 161)**

What sort of living arrangement (family type) best describes you?								
	2012	%	2013	%	2014	%	2015	%
Lone person	110	50%	74	45%	72	43%	71	44%
Couple	15	7%	9	5%	8	5%	13	8%
Lone person with child	78	35%	43	26%	56	34%	48	30%
Couple with child	19	9%	18	11%	15	9%	12	7%
Other			20	12%	15	9%	17	11%
	222		164		166		161	



**All Support providers (n = 121)**

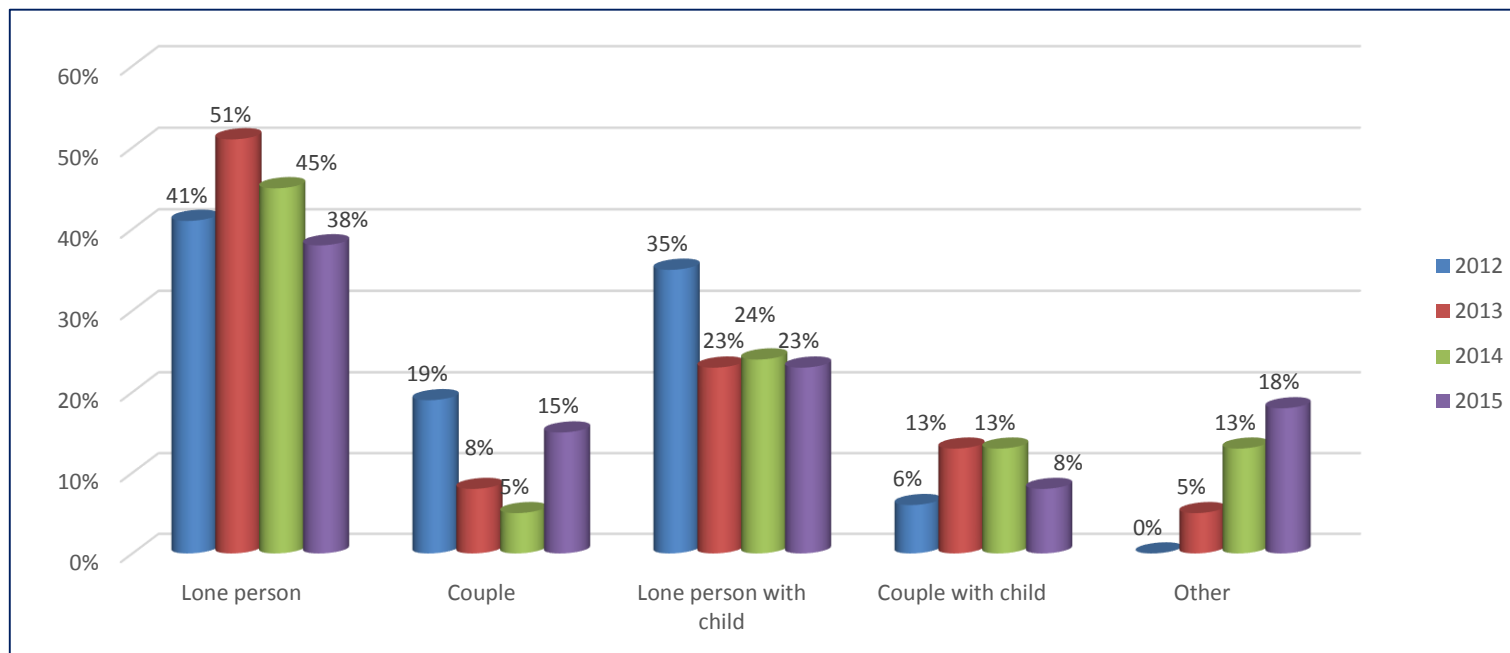
What sort of living arrangement (family type) best describes you?								
	2012	%	2013	%	2014	%	2015	%
Lone person	88	52%	54	43%	55	43%	56	46%
Couple	5	3%	6	5%	6	5%	7	6%
Lone person with child	59	35%	34	27%	47	37%	39	32%
Couple with child	16	10%	13	10%	10	8%	9	7%
Other			18	14%	10	8%	10	8%
	168		125		128		121	



**Q. 8 What sort of living arrangement (family type) best describes you?**

**All Access Points (n = 40)**

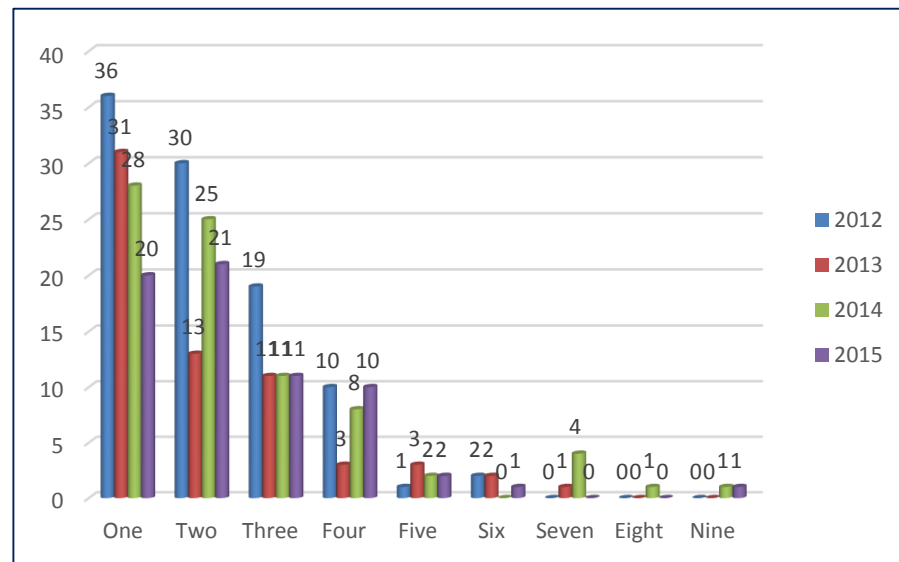
What sort of living arrangement (family type) best describes you?								
	2012	%	2013	%	2014	%	2015	%
Lone person	22	41%	20	51%	17	45%	15	38%
Couple	10	19%	3	8%	2	5%	6	15%
Lone person with child	19	35%	9	23%	9	24%	9	23%
Couple with child	3	6%	5	13%	5	13%	3	8%
Other			2	5%	5	13%	7	18%
	54		39		38		40	



**Q. 9 If you care for children, how many are in your care?**

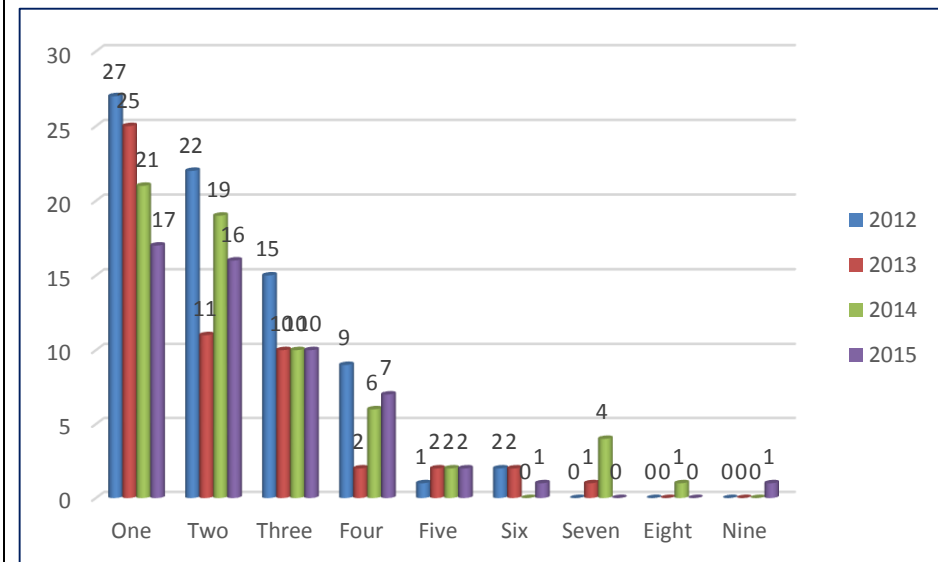
**Entire LASN**

If you care for children, how many are in your care?				
	2012	2013	2014	2015
One	36	31	28	20
Two	30	13	25	21
Three	19	11	11	11
Four	10	3	8	10
Five	1	3	2	2
Six	2	2	0	1
Seven	0	1	4	0
Eight	0	0	1	0
Nine	0	0	1	1
<b># family units</b>	<b>98</b>	<b>64</b>	<b>80</b>	<b>66</b>



**All Support providers**

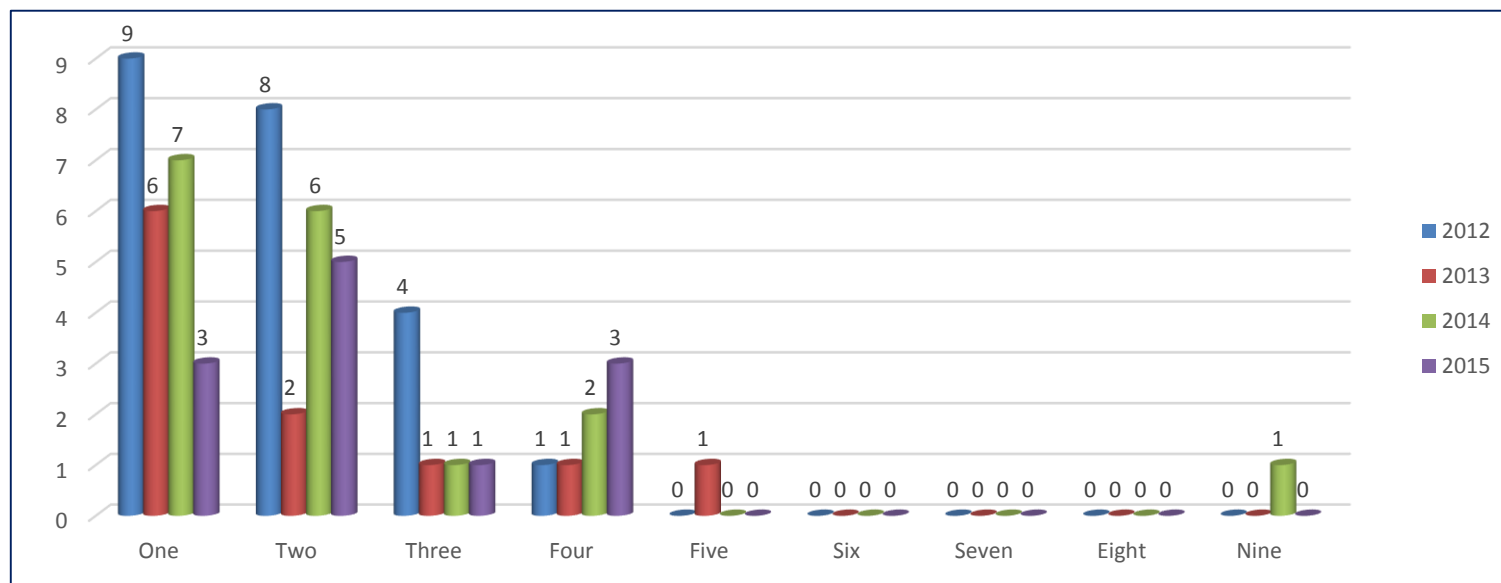
If you care for children, how many are in your care?				
	2012	2013	2014	2015
One	27	25	21	17
Two	22	11	19	16
Three	15	10	10	10
Four	9	2	6	7
Five	1	2	2	2
Six	2	2	0	1
Seven	0	1	4	0
Eight	0	0	1	0
Nine	0	0	0	1
<b># family units</b>	<b>76</b>	<b>53</b>	<b>63</b>	<b>54</b>



**Q. 9 If you care for children, how many are in your care?**

**All Access Points**

If you care for children, how many are in your care?				
	2012	2013	2014	2015
One	9	6	7	3
Two	8	4	6	5
Three	4	1	1	1
Four	1	1	2	3
Five	0	1	0	0
Six	0	0	0	0
Seven	0	0	0	0
Eight	0	0	0	0
Nine	0	0	1	0
<b># family units</b>	22	13	17	12





**Q. 10 What is your country of birth?**
**Entire LASN (N = 156)**

What is your country of birth?								
	2012	%	2013	%	2014	%	2015	%
Australia	143	64	107	67	118	72	103	66
Other countries	79 (30)	36	53 (20)	33	45 (25)	28	53 (28)	34
	222		160		163		156	

**Other COB (top 10 >1)**

2012		2013		2014		2015	
Sudan	9	NZ	8	NZ	7	NZ	8
Somalia	5	Somalia	8	Sudan	6	UK	6
Vietnam	5	Ethiopia	7	Somalia	4	Lebanon	4
Ethiopia	3	Vietnam	6	Ethiopia	3	Sudan	3
Lebanon	3	India	4	Lebanon	3	Greece	2
Congo	2	Sudan	3	Iraq	2	India	2
Kenya	2	Iraq	2	Vietnam	2	Indonesia	2
Sudan S	2	Lebanon	2			Iran	2
Thailand	2	Turkey	2			Philippines	2
Samoa	2					Somalia	2

**All Support providers (n = 126)**

What is your country of birth?								
	2012	%	2013	%	2014	%	2015	%
Australia	108	64	84	69	92	73	82	69
Other countries	60 (32)	36	38 (17)	31	34 (20)	27	37 (23)	31
	168		122		126		119	

**Other COB (top 10 >1)**

2012		2013		2014		2015	
Sudan	9	Ethiopia	6	NZ	4	UK	5
Somalia	5	NZ	6	Sudan	6	NZ	4
Vietnam	5	Somalia	5	Ethiopia	3	Lebanon	3
Ethiopia	3	India	3	Somalia	3	Sudan	3
Lebanon	3	Sudan	3	Lebanon	3	Indonesia	2
Congo	2	Vietnam	3	Iraq	2	Iran	2
Kenya	2	Turkey	2	Vietnam	2	Somalia	2
Sudan S	2					Vietnam	2
Thailand	2						
Samoa	2						

**All Access Points (n = 37)**

What is your country of birth?								
	2012	%	2013	%	2014	%	2015	%
Australia	35	65	23	61	26	70	21	57
Other countries	19 (17)	35	15 (10)	39	11 (8)	30	16 (12)	43
	54		38		37		37	

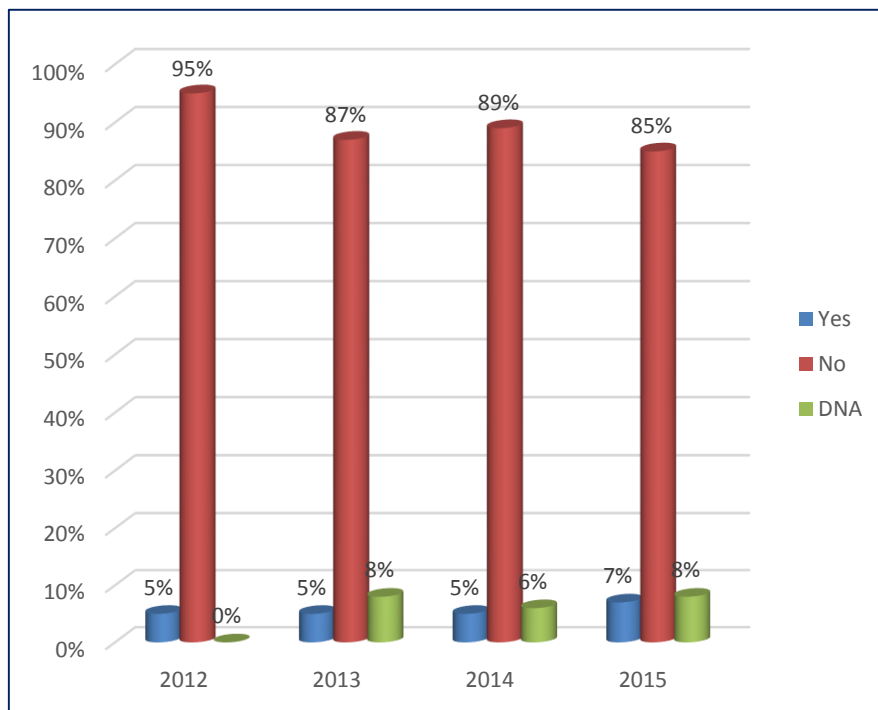
**Other COB (top 10 >1)**

2012		2013		2014		2015	
Philippines	2	Somalia	3	NZ	3	NZ	4
Sierra Leone	2	Vietnam	3	Sudan	2	India	2
		NZ	2				

**Q. 11 Are you an Aboriginal or Torres Strait Islander person?**

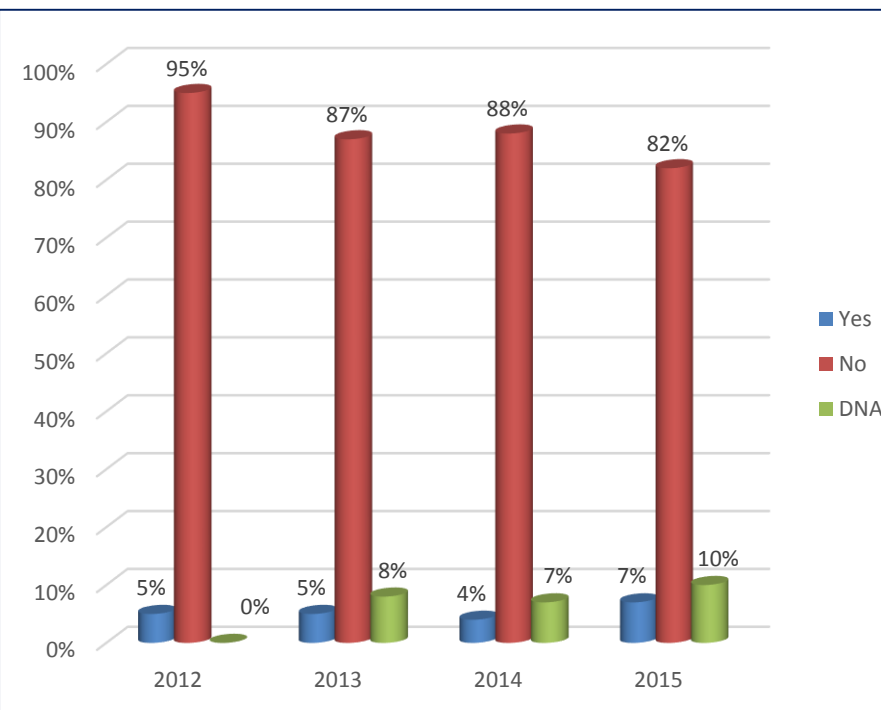
Entire LASN (N = 179)

Are you an Aboriginal or Torres Strait Islander person?								
	2012	%	2013	%	2014	%	2015	%
Yes (all Aboriginal descent)	10	5%	9	5%	8	5%	12	7%
No	212	95%	156	87%	156	89%	153	85%
DNA	0	0%	15	8%	11	6%	14	8%
	222		180		175		179	



All Support providers (n = 137)

Are you an Aboriginal or Torres Strait Islander person?								
	2012	%	2013	%	2014	%	2015	%
Yes (all Aboriginal descent)	8	5%	7	5%	6	4%	10	7%
No	160	95%	119	87%	121	88%	113	82%
DNA	0	0%	11	8%	10	7%	14	10%
	168		137		137		137	

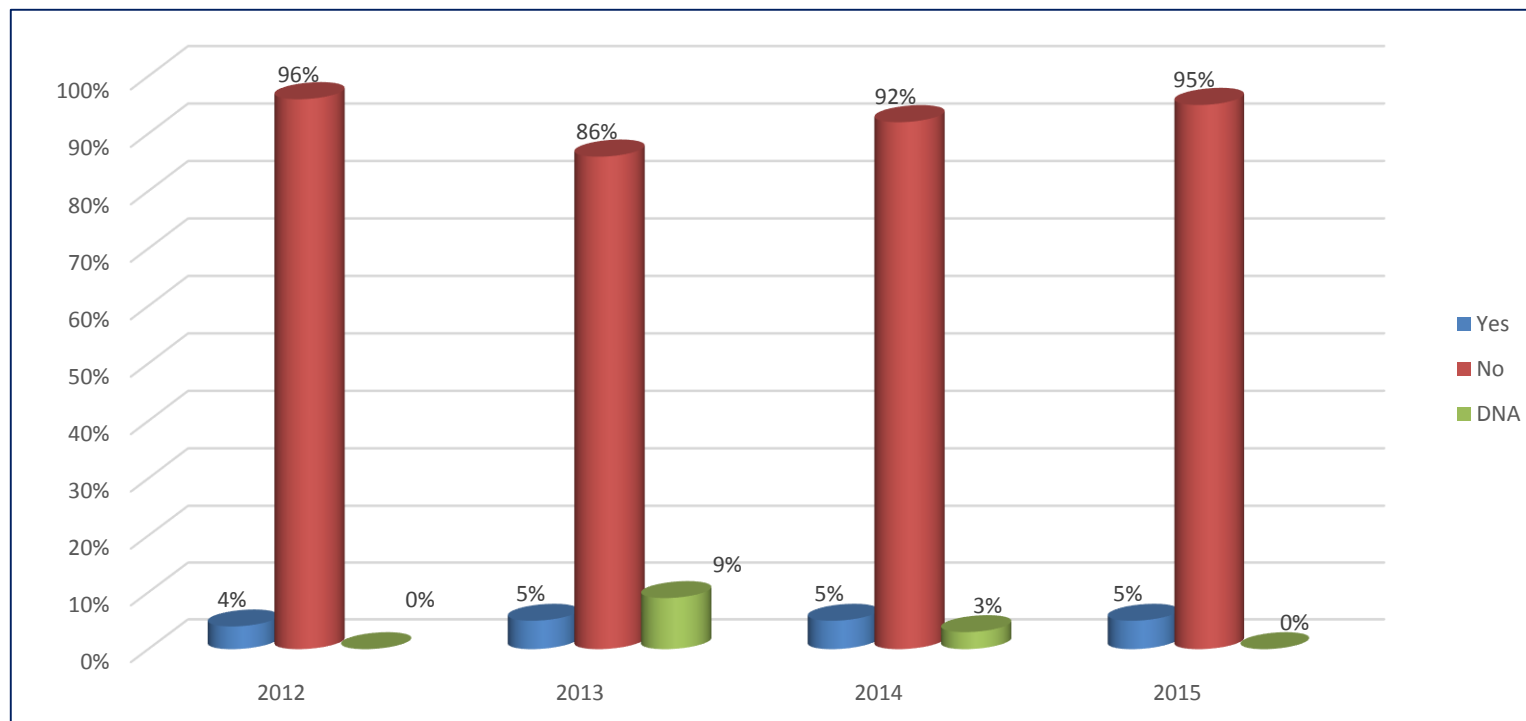




**Q. 11 Are you an Aboriginal or Torres Strait Islander person?**

**All Access Points (n = 42)**

Are you an Aboriginal or Torres Strait Islander person?								
	2012	%	2013	%	2014	%	2015	%
Yes (all Aboriginal descent)	2	4%	2	5%	2	5%	2	5%
No	52	96%	37	86%	35	92%	40	95%
DNA	0	0%	4	9%	1	3%	0	0%
	54		43		38		42	



**Q. 12 What is your preferred language?**

**Entire LASN (N = 154)**

What is your preferred language?								
	2012	%	2013	%	2014	%	2015	%
English	192	86	143	88	144	89	138	90
Other language	30 (18)	14	19 (9)	12	17 (13)	11	16 (10)	10
	222		162		161		154	

**Other preferred languages (Top 5) >1**

	2012		2013		2014		2015
Arabic	6	Vietnamese	4	Somali	3	Arabic	5
Somali	4	Oromo	3	Dinka	3	Persian	4
Vietnamese	3	Somali	3			Turkish	3
Tigrinya	2	Amharic	2			Vietnamese	3
French	2	Arabic	2				

**All Support providers (n = 113)**

What is your preferred language?								
	2012	%	2013	%	2014	%	2015	%
English	142	85	112	90	111	88	101	90
Other language	26 (18)	15	13 (9)	10	15	11	12 (8)	10
	16		125		126		113	

**Other preferred languages (Top 5) >1**

	2012		2013		2014		2015
Arabic	6	Somali	3	Somali	3	Arabic	3
Somali	4	Amharic	2	Dinka	3	Persian	2
Vietnamese	3	Oromo	2			Turkish	2
Tigrinya	2						
French	2						

**All Access Points (n = 41)**

What is your preferred language?								
	2012	%	2013	%	2014	%	2015	%
English	50	93	31	84	33	94	37	90
Other language	4 (4)	7	6 (4)	16	2 (2)	6	4 (4)	10
	54		37		35		41	

**Other preferred languages (Top 5) >1**

	2012		2013		2014		2015
Cak Arie	1	Vietnamese	3	Samoan	1		
Nuer	1	Arabic	1	Tigrinya	1		
Shanga Za-Swahili	1	Oromo	1				
Tamil	1	Somalian/Swahili	1				
Cakarie	1	Vietnamese	3				

**Appendix 1: Participating programs and auspice agencies****Access Points – 6 agencies**

	<b>Agency name</b>	<b>Auspice</b>
1	Access Point Service – Launch Housing	Launch Housing
2	Access Point Service – Haven Home Safe	Haven Home Safe Metro
3	Access Point Service – SASHS	Salvation Army Social Housing Services
4	Access Point Service – VincentCare	VincentCare Housing Services
5	Access Point Service – YCH	Yarra Community Housing Ltd
6	Access Point Service – Melbourne Youth Support Service	Melbourne Citymission Inc.

**Appendix 2: Access Point Comments – Q 20. How could services work together better to help people experiencing homelessness?**

	<b>2012 n = 40</b>		<b>2013 n = 22</b>		<b>2014 n = 19</b>		<b>2015 n = 22</b>
1	Survey more and it needs to be in the public more so people know how much of a problem it is	1	supportive	1	Fund the services better so outcomes can be quickly resolved as there is way more demand than help available.	1	Communicate so I can get housed easily and don't have to keep telling my story to strangers. Safe housing where I don't have to share with other people. I have one child, he is with DHHS. Not enough safe crisis accommodation where I can have my child with me. Need public housing because private rental is too hard.
2	Australian government needs to set up something to help victims of abuse	2	very friendly, helpful, supportive and listening to problems	2	I am Groot	2	N/A - Excellent service and MOSS excellent service
3	Send out pamphlets to clients to promote services (PRAP) More provision of private rental programs	3	explaining well, good and friendly people. well understand your company procedure	3	I am happy with service, it helps people. they understand ur propiem	3	Already a excellent job
4	More advertising of service	4	they are doing a great job	4	I believe God is our provider with everything, what you give them, it will help them and their kids and God will bless yous	4	More priority for people with young kids
5	Government needs to step in and help more, and workers and clients need to work more persistently to achieve common goals	5	i love to see the work the services you are giving to us as families. Thank you for your good work.	5	I have to say the services I've attended (SASHS) have helped me in every way that I came here for there service for. Very happy.	5	From my experience I think its okay re referral, etc. But I think its hard for some when not enough housing, I know some get put in hotels, better to build more housing. Money

							better spent for the long term.
6	Government more funding to services to help more clients. More funding for clients for different needs.	6	work together to help get aid faster	6	In preston I find a kind ledy, in st Kilda is was the opposite	6	At least try to listen them and their problems
7	Just to find a safe place to stay and low rate accommodation	7	so far, from what i have noticed, they are already well linked	7	Maybe more community living could help like single mums or dads	7	Services need funding IMO, not your fault, just a few pp! (people) to help...greedy landlords you who own dozens of homes etc. General comments after Q12: YCH in middle Footscray experiences and opinions, purely subjective,... 1. YCH in middle Footscray has been good. Not yet had negative experience Only thing is, seems a bit under staffed, and pp! working there prob. deserve * more resources * more bonuses - maybe govt bail out for \$ 2. YCH in Footscray (Barkly street) not as good. I appear to be in the way of their lunch break/coffee break/cig break etc. etc. etc. Re: Q 23: Only dealt with twice, once really and got GREAT help via worker - Patrick, maybe he

						has a lepricorn (sic) that helps him huh? Ha! re Q 24: 50:50 Yes/No
8	If centrelink and all services worked together it would be easier to help the homeless	8	helping others to better form of living. it brings harmony	8	More funding	8 Make it so you can call to make an appointment. Having to do 2 trips home and back with 4 kids is ridiculous. Q22: Yep (too complicated), all they do is put you in a motel and expect you to pay \$700 a week! With 4 kids, on the dole? Overall comment (on front): treat people with respect.
9	Don't judge a book by its cover	9	i think homelessness is a disease for some people, but for people who want help it is there if u reach out	9	More public housing and emergency housing	9 I am fairly satisfied, as yet.
10	I found 1 person very abrupt and not helpful at all in assisting me or giving me further information. I was a matter of me ringing back 2 business days later and speaking to someone with a much better and helpful attitude. All other staff members were great.	10	Homeground is doing good job now (i like the work homeground doing and i think is very good)	10	Need more resources, more government funding	10 They do the best they can with what the get.
11	it very pleasure	11	working together would be good	11	Neilnvodnvo	11 Fro Q. 24: My rights were explained to me but I'm not happy for that.
12	I have found in past, too many workers and stops people persuing	12	Same social worker at each/most appointments	12	only help those who desurve it	12 Better promotion of services, it wasn't easy to find out

	their needs as takes too long and have to repeat everything.						about frontyard, not hard but not easy.
13	I can't say everyones situation is different	13	it would be nice to get 1 support worker, not different people all the time	13	Pay more attention to young people, especially families. Understand more what young people are going through.	13	Something not entirely controllable in the number of available bed spaces/places for emergency/crisis housing, other than that, just more awareness into how it can affect people and more information surrounding it in general...homelessness is kind of scary when it's new/not experienced.
14	very helpful, got immediate response to give us tempoarary accommodation	14	More housing available options for young people accessing this service as it would be more useful.	14	Providing the homeless with information about what their choices are, what options they have and what yous can do to help them.	14	A little more information to do with the specific subject if more information is needed.
15	I have been in a share house for 9 months now and we cannot save for private rental as the rental we are paying is \$400 per week	15	More transitional housing available	15	Roclmeusa	15	They could be better coordinated eg Salvo Care (Kew) sent me back to Vincent Care (Glenroy) to do something there that in the year 2015 could have been done in Kew if minor changes to policy were effected. This would have saved me three quarters of a day on public transport tooing and froing.
16	Listen and care	16	don't know	16	They helped me	16	I think they are doing the best they can. There are so many

						<p>people unemployed, they could employ these people to help others short term. There could be big church accomodation centres that people can go and be guaranteed somewhere to sleep for the night. There isn't enough affordable housing and there should be more big crisis centres where you dont need applications for. Too many rules for these things. People who have been using drugs and have done well to stop using should be made a priority because most probably the people who may be able to support them are in fact users and will lead to them going back to using behaviours. I think there should be extra support for women who are sex workers, especially when they don't want to go back to their industry. There is more to it then what people think. Example: Being manipulated or stood over by people in the criminal world that need money and drugs and seek to</p>
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							take advantage of sex workers to take their earnings. There are limited workers available and I am currently waiting for a worker to help with my housing.
17	Having houses	17	More home shoud be built	17	Service to be available any time of the day to see the workers. (as the customer has to line up early before 9amto get to a limited spot available for the appointment for the day). Thanks.	17	There is not enough housing for people. Homeless people can't wait for 6-7 years to be able to get roof over there head
18	Provide outreach work	18	there are so many homeless familys out there it is not funny and myself and my son being one of thoes familys now understand just how bad the situation is and how little resources and accomidation there is avalible.	18	This service could not be any better. Sue from Glenroy is straight down the line, fast and efficient. She shows empathy and professional manner, thank you.	18	I have had a good experience with this service. It has taken 3 and half month to get housing but it is good to get something.
19	Dunno	19	You should advertise your service in Vietnamese media like newspaper.	19	Treat everybody as equals = all I do is love	19	Thanks
20	Its a pretty effective service as it.	20	posters at train stations to advertise the service	20		20	The public housing wait list are too long, it may take many years to get a place. I see people who are not sick like me and they get house. I also cannot share with others, long time ago I exprienced problem. people pinch food and people fight.
21	I don't know	21	just geting help	21		21	I think you guys are doing a great job! Thank you for all

							your help.
22	have cheaper options, or more money and better places to stay for cheap	22	One stop shop - it is very hard to get to some places and make appointments on time. Need ONE place to fix then go	22		22	I am unsure I am not homeless just got behind in rent. The service as very helpful and the staff were very good.
23	i think the services in homelessness are very helpfull and they dont muck around in helping you find accomadation.						
24	Copy what WHL do, show kindness, empathy and listen to me. Client advised that speaking to us had helped her. She mentioned that we are not like other places she's had to call becasue we are warm and show empathy. Speaking to us has helped her immensely.						
25	Listen to people like WHL do. More awareness of the service, didn't even know about WHL thru Centrelink						
26	Went to NE housing and basically was given a list of referrals for shelters and sent on her way. NE didn't help her when had had to leave the place she was in. Advised that the rent was too much but didn't offer assistance. She felt like she had to sign a lease and move in even though she doesn't think she						

	can afford to live there. She felt like she was put in a corner. She didn't want to leave her cat. Shelters didn't accommodate for an animal and because of her brain injury she wasn't able to call around and get help.					
27	Treating us with respect and understanding like women's housing does.					
28	I've had a good experience					
29	Putting a network together and word out for homeless people in the street and helping anyone that has been homeless or experiencing homelessness.					
30	? Family type is actually siblings					
31	More crisis accommodation					
32	Support - talk too					
33	Work together					
34	Share information between services					
35	More options					
36	to help with her funding					
37	Not sure					
38	If they had access to more emergency accommodation to provide to individuals in need.					
39	Immediate access to affordable					

	housing						
40	i dont knou						