

Consumer Feedback Survey 2025/26

We want to know how to make the homelessness system work better for you.

Please complete this survey and provide your thoughts. We value your feedback.

Introduction



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

What do we want to know? This year we would like to know about your experiences of the homelessness sector and how we can improve our services to you. You are best placed to give us this information and what you say is very important to us.

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

The survey will take about 7 minutes.

- First we ask whether you consent to participate in this survey.
- Then there are five questions about your experience of the homelessness system and about how helpful 9 specific types of assistance would be/have been to you.
- Then we ask you to tell us how you most like to contact homelessness services.
- Finally, we ask a few questions about you to help us understand the experience of different people. All this information is anonymous - we won't be able to identify you from the information that you give us.

Consent



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

If you are happy to participate but feel distressed at any point during the survey, you can let your worker know, contact Sarah Langmore from the Consumer Participation Working Group (0407 832 169) or contact one of these organisations:

- Lifeline Ph: 13 11 14
- Beyond Blue Ph: 1300 224 636
- Seniors Information Victoria Ph: 1300 135 090
- Suicide Helpline Ph: 1300 651 251
- Homelessness Advocacy Service Ph: 1800 066 256
- 1800 Respect Ph: 1800 727 732
- Safe Steps Ph: 1800 015 188 (24 hour family violence support line)

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Do you need an interpreter to complete this survey?

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

☐ Yes

☐ No

2

What is the main language you speak?

3

Has your worker given you, or read to you, the *Participant Information and Consent Form*?

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

☐ Yes

☐ No

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

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

☐ Yes

☐ No

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Are you happy to continue with the survey?

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

☐ Yes

☐ No

Your experience of the homelessness service system



On this page we ask you in what ways the homelessness service system has been helpful or unhelpful to you and then how helpful 9 specific types of assistance have been/would be to you.

People come to homelessness services for assistance to find housing. Melbourne is experiencing a terrible housing crisis and it is not always possible to find housing.

Homelessness services try to provide a range of assistance.

What homelessness support is important to you?

Mark the ones that are most important to you, with 5 stars being the most important and 1 star being the least important.

6

Material aid (food vouchers, MYKI cards, phone cards)



7

Information/resources (about options, community services etc)



8

Accommodation



9

Emotional support/Someone to talk to about what is happening in your life



10

Referral to other services (health, legal, mental health, Alcohol & Other Drug, NDIS)



11

Support to find housing



12

Financial assistance (money for rent arrears, bills etc)



13

Help with legal issues/fines



14

Support with family violence



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We want to know how to make the homelessness system work better for you.

What contact with homelessness services has been helpful/unhelpful for you, and why?

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What things can homelessness services do better?

E.g.: communicate better, share information, listen, care/empathise, do not ask repeat information, more information about options, be more understanding, respond faster, provide more realistic information about options

Homelessness is very stressful and traumatic, which can affect people's mental health.

If this is your experience, how can homelessness services support you and your mental health better?

How do you like to contact homelessness services?



Homelessness services do not receive enough funding to be open all the time, so we are trying to find some ways you can contact us after hours.

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Can you tell us what your preferred method/s of contact with homelessness services?

Mark the number of stars with 5 stars being your most preferred method/s and 1 star being your least preferred.

Face to face in an office - you come to a homelessness service



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Face to face away from the office - we go to you



20

Phone call



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Getting information from a website



22

Talking with a 'chat bot' on a website, that can answer some of your questions



23

Speaking to a worker through a chat function on a website



24

Text messages



25

Email



26

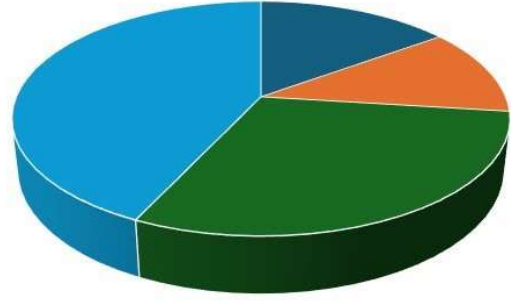
Filling in a form online to give information to someone who can contact you back



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Online through Teams, Zoom, Facetime





Demographics

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What is your age?

- ☐ 16 - 24 years old
- ☐ 25 - 34 years old
- ☐ 35 - 44 years old
- ☐ 45 - 54 years old
- ☐ 55 - 64 years old
- ☐ 65 years +

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What sort of living arrangement are you in?

- ☐ Lone/single person
- ☐ With a partner
- ☐ With children
- ☐ With a partner and children
- ☐ Other

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What country were you born in?

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Are you Aboriginal and/or Torres Strait Islander?

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

What is your gender?

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

Do you experience any of the following?

- ☐ Intellectual disability
- ☐ Physical disability
- ☐ Mental health issues
- ☐ Sight/visual issues
- ☐ Hearing issues

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

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

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Thank you so much for your time and your information.

Do you have any additional comments or feedback for us?

Thank You!

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