



Homes North

**2021 Report – SHMT Cohort Housing Outcomes
and Satisfaction Survey**

PREPARED BY COMMUNITY HOUSING INDUSTRY ASSOCIATION NSW (CHIA NSW)

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Section 1: Introduction

This headline report provides the findings of the independent tenant satisfaction survey conducted by the Community Housing Industry Association NSW (CHIA NSW) on behalf of Homes North, in the period of 31st May and 7th July 2021.

The aims of this survey were to:

- Understand the experiences of Social Housing Management Transfer (SHMT) tenants to inform future service delivery improvements.
- Benchmark 2021 performance against Homes North's SHMT cohort results from the previous year.
- Benchmark performance levels against CHIA NSW's primary tenant satisfaction benchmarking group and SHMT-only tenant satisfaction benchmarking group.
- Collect data for SHMT compliance with the Department of Communities and Justice (DCJ).

Section 2: Methodology

The DCJ's Housing Outcomes and Satisfaction Survey was administered to Homes North's SHMT cohort. The survey is comprised of demographic questions, five housing indicators, and the Personal Wellbeing Index.

All 1579 SHMT households managed by Homes North were invited to participate in the survey using a postal questionnaire. The postal questionnaire was delivered to tenants with a cover letter providing tenants with the option to complete the survey online.

To encourage survey participation,

- Homes North provided a prize draw of six \$100 gift cards.
- CHIA NSW sent SMS prompts to tenants on behalf of Homes North on 9th, 23rd, and 30th June.

The NRSCH sets standards which define whether a returned tenant survey is counted as valid¹. Namely, the overall satisfaction question should be complete for a survey response to be considered valid. By the closing date of 7 July, CHIA NSW received a total of 644 valid questionnaires (497 online, 147 postal), giving an overall response rate of 41%. This response rate is well above the industry average for CHIA NSW's primary benchmarking group (35%), as well as that for CHIA NSW's SHMT-only benchmarking group (25%).

Statistical reliability

The margin of error is the range of accuracy for a question. The confidence level indicates how sure we can be of a result. For this survey, the margin of error for a figure of 50% is +/- 2.97 at the 95% confidence level.

To elaborate on what a margin of error of +/- 2.97 implies: If 50% of tenants pick 'yes' to a yes/no question, we can be 95% certain that if the question had been asked to all tenants, between 47.03% (50 - 2.97) and 52.97% (50 + 2.97) would have picked that answer (assuming a representative sample completed the survey).

Of note, the margin of error differs for each question; it is dependent on the number of responses received, as well as the spread (variability) of responses for each question. By way of example, if 90% of tenants pick 'yes' to a yes/no question, then the margin of error would be smaller at +/- 1.78.

¹ NRSCH (2014) *Registration Return Guide* (1.4.3: Numbers of surveys returned)

Further, where sub-group numbers are small (comprise of few tenants), the margin of error is larger and results should be interpreted with more caution. In contrast, when analysing the results using a base of all tenants, Homes North can have a higher degree of confidence that the views of the interviewed sample are representative of the bigger tenant population.

Statistical significance

Statistical significance is the likelihood that a relationship between two or more variables is caused by something other than chance.

Data in this survey has been z-tested for statistical significance at the 95% confidence interval. Undertaking the z-test confirms that the occurrence of a particular effect (e.g. if differences in satisfaction are observed between different programs/regions) did not occur by chance alone. In other words, if a result is statistically significant, we can be 95% sure that this has not happened by chance.

Any statistically significant effects or differences have been identified within the report.

Section 3: Headline Findings

- Year-on-year increases were observed in four of five measured housing indicators for Homes North's SHMT cohort: Listening to and acting on tenants' views, overall tenant satisfaction, quality of life improvement, and neighbourhood satisfaction.
- Homes North's SHMT cohort reported higher levels of satisfaction across all personal wellbeing indicators this year relative to last year.
- Homes North is performing above peers who are also integrating SHMT tenants: Benchmarking comparisons are very positive when Homes North's SHMT cohort is referenced with CHIA NSW's SHMT-only benchmarking group.
- While not detailed within the scope of this headline report, segmented analyses show that Homes North's SHMT tenants who identify as Aboriginal and/or Torres Strait Islander (ATSI) were more likely to indicate that the quality of their life has improved since being a tenant of Homes North compared to SHMT tenants who do not identify as ATSI. Tenants who identify as ATSI were also reported higher levels of satisfaction across several wellbeing indicators. For a full breakdown of results by Region and ATSI status, please refer to the data tables supplied with this report.

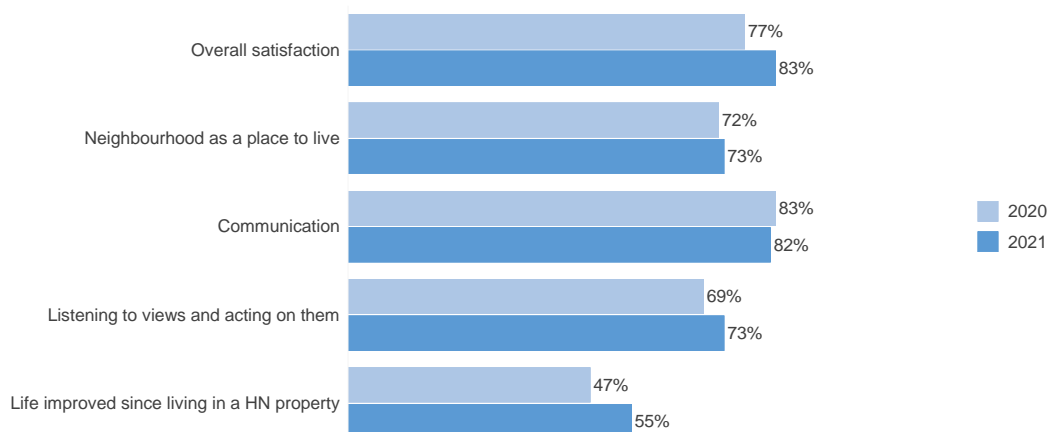
Section 4: Housing Indicators - Historical Comparisons

The chart/table below compares the 2021 and 2020 scores for housing indicators recorded for Homes North’s SHMT cohort. Two statistically significant changes were observed:

- There was an 8% point increase in the proportion indicating that their quality of life has improved since becoming a tenant of Homes North (now 55%).
- 6% more SHMT tenants were satisfied with the overall services provided by Homes North compared to 77% in 2020.

The indicators listening to/acting on tenants’ views and neighbourhood satisfaction are also on an increasing trend (+4 and +1 respectively). Satisfaction with communications has decreased slightly by 1% point.

Housing Services: Historical Benchmarking



Indicator	Homes North SHMT 2020	Homes North SHMT 2021	Change
Quality of life	47%	55%	+8*
Overall satisfaction	77%	83%	+6*
Listening and acting on tenants’ views	69%	73%	+4
Neighbourhood	72%	73%	+1
Communications	83%	82%	-1

*Statistically significant

Section 5: Housing Indicators - Benchmark Comparisons

Comparisons to CHIA NSW's primary benchmarking group

CHIA NSW's tenant satisfaction benchmarking group is an expanding reference group with 42 unique community housing providers currently participating. There are currently 27 sets of data from NSW based CHPs and 16 sets of data from national or interstate CHPs – 1 each from ACT, NT, and Queensland; 2 from Western Australia, 4 from Victoria, and 2 national CHPs; 5 from South Australia. The CHPs in the benchmarking group are generally larger organisations with 24 tier one CHPs, 16 tier two CHPs, and 2 tier three CHPs included. CHIA NSW's benchmarking tool allows comparisons by tier.

The data shown in the benchmarking comparison is based on the most recent six-monthly update of data, dating from July 2014 to June 2021. Twelve sets of data have been updated since the last benchmarking release (November 2020) as new and existing members ran their surveys.

When compared to figures from CHIA NSW's primary benchmarking group, Homes North SHMT cohort was slightly above benchmark for tenants' satisfaction that their views are listened to and acted upon (2% points above). Communications satisfaction is matched with the benchmark at 82%. The other three measured indicators are below the benchmark. Although quality of life improvement is the indicator furthest below the benchmark, it should be noted that this indicator has also recorded a statistically significant 8% point increase from last year.

Indicator	Current CHIA NSW benchmark	Homes North SHMT 2021	Difference
Listening and acting on tenants' views	71%	73%	+2
Communications	82%	82%	0
Overall satisfaction	84%	83%	-1
Neighbourhood	84%	73%	-9
Quality of life	74%	55%	-19

Comparisons to CHIA NSW's SHMT-only benchmarking group

On the reasoning that SHMT tenants may represent a different population compared to tenants traditionally in the community housing system, CHIA NSW has developed a separate benchmarking system which isolates data from SHMT tenants only.

The data shown in the benchmarking comparison is based on the latest set of tenant satisfaction data available from each participating SHMT provider (range 2020 to 2021). There are currently 9 providers in CHIA NSW's SHMT benchmarking club.

Comparisons to SHMT-only figures are more positive relative to comparisons to primary benchmarking figures. As shown below, Homes North outperforms the SHMT-only reference group for three indicators: Listening and acting on tenants' views, overall tenant satisfaction, and communications. While quality of life was below the primary benchmark figure, there is no difference when compared to the SHMT-only benchmark figure. Homes North's SHMT tenants are slightly less satisfied with their neighbourhood as a place to live relative to other SHMT counterparts.

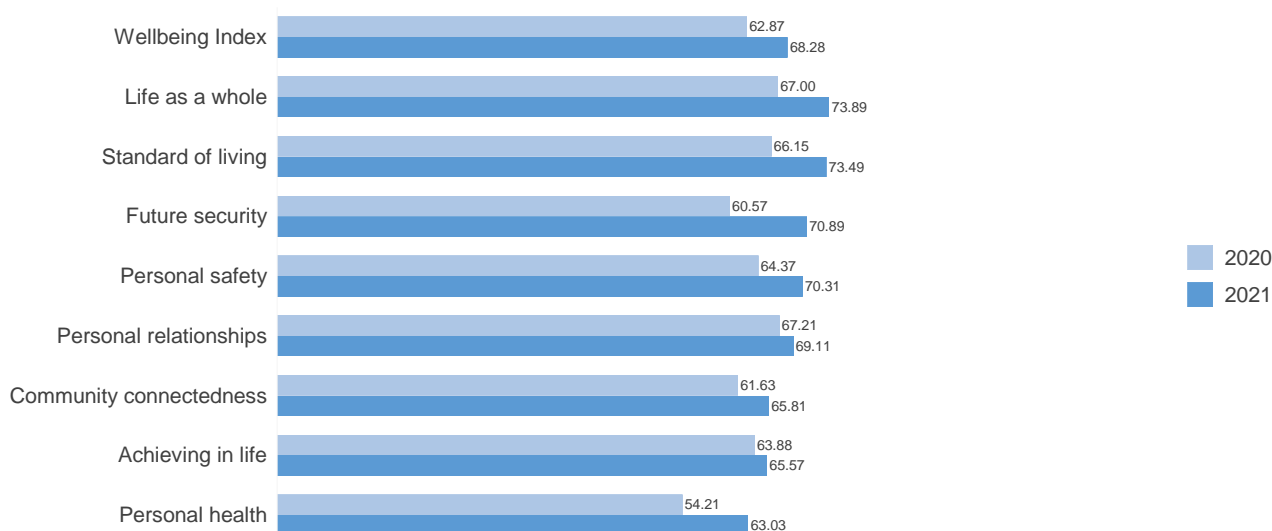
Indicator	Current CHIA NSW SHMT-Only Benchmark	Homes North SHMT 2021	Difference
Listening and acting on tenants' views	62%	73%	+11%
Overall satisfaction	73%	83%	+10%
Communications	74%	82%	+8%
Quality of life	55%	55%	0
Neighbourhood	76%	73%	-3%

Section 6: Wellbeing Indicators - Historical Comparisons

DCJ’s Housing Outcomes and Satisfaction Survey also includes the Personal Wellbeing Index, a collection of 11-point rating scale questions. When grouped together, these questions make up the ‘Personal Wellbeing Index’ (PWI). However, these questions can also be considered independently to give a perspective on various aspects of well-being including sense of personal safety, life satisfaction, and health. These questions are scored on a scale of 0 to 100, where 100 is the highest rating. For scoring information, please see the [PWI manual](#).

Results are very positive compared to last year. Wellbeing has improved across all indicators for Homes North’s SHMT cohort, with particularly notable increases in satisfaction with future security, personal health and standard of living.

PWI: Historical Benchmarking



Indicator	Homes North SHMT 2020	Homes North SHMT 2021	Difference
Personal Wellbeing Index	62.87	68.28	+5.41
(PWI) Future security	60.57	70.89	+10.32
(PWI) Personal health	54.21	63.03	+8.82
(PWI) Standard of living	66.15	73.49	+7.34
(PWI) Life as a whole	67.00	73.89	+6.89
(PWI) Personal safety	64.37	70.31	+5.94
(PWI) Community connectedness	61.63	65.81	+4.18
(PWI) Personal relationships	67.21	69.11	+1.90
(PWI) Achieving in life	63.88	65.57	+1.69

Section 7: Wellbeing Indicators - Benchmark Comparisons

Comparisons to CHIA NSW's primary benchmarking group

The chart below plots the results to the individual questions as well as the overall Personal Wellbeing Index score in comparison to figures based on CHIA NSW's primary benchmarking group.

Compared to CHIA NSW's primary benchmarking group, Homes North's SHMT tenants are more satisfied with their future security, life as a whole, personal health, and personal relationships.

The overall measure of personal wellbeing for Homes North is just slightly short of the benchmark (-0.17), as is satisfaction with life achievement (-0.06) and standard of living (-0.86). Homes North's SHMT tenants are less satisfied with community connectedness and their sense of personal safety relative to the primary benchmarking group.

Indicator	CHIA NSW Benchmark	Homes North SHMT 2021	Difference
Personal Wellbeing Index	68.45	68.28	-0.17
(PWI) Future security	67.64	70.89	+3.25
(PWI) Life as a whole	70.87	73.89	+3.02
(PWI) Personal health	62.47	63.03	+0.56
(PWI) Personal relationships	68.62	69.11	+0.49
(PWI) Achieving in life	65.63	65.57	-0.06
(PWI) Standard of living	74.35	73.49	-0.86
(PWI) Community connectedness	67.95	65.81	-2.14
(PWI) Personal safety	74.45	70.31	-4.14

Comparisons to CHIA NSW's SHMT-only benchmarking group

The chart below plots the results to the individual questions as well as the overall Personal Wellbeing Index score in comparison to figures based on CHIA NSW's SHMT-only benchmarking group.

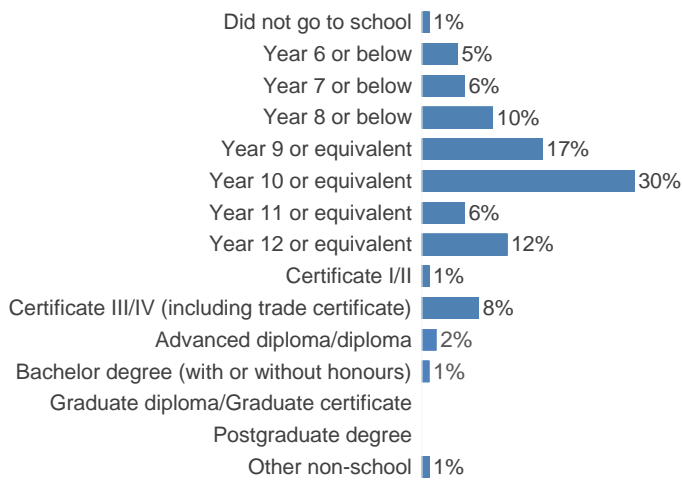
Comparisons to SHMT-only figures are very positive relative to comparisons to primary benchmarking figures. Homes North's SHMT tenants are more satisfied across all wellbeing indicators relative to their SHMT counterparts, particularly for future security (+7.36), personal health (+5.35) and life as a whole (+4.29).

Indicator	CHIA NSW SHMT-only Benchmark	Homes North SHMT 2021	Difference
Personal Wellbeing Index	64.58	68.28	+3.70
(PWI) Future security	63.53	70.89	+7.36
(PWI) Personal health	57.68	63.03	+5.35
(PWI) Life as a whole	69.60	73.89	+4.29
(PWI) Personal safety	66.47	70.31	+3.84
(PWI) Standard of living	69.95	73.49	+3.54
(PWI) Community connectedness	62.79	65.81	+3.02
(PWI) Personal relationships	66.47	69.11	+2.64
(PWI) Achieving in life	64.46	65.57	+1.11

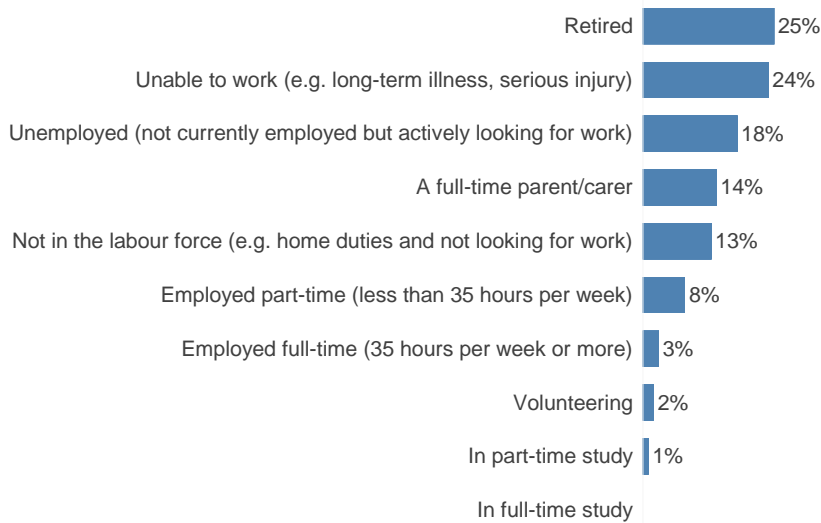
Section 8: Demographic Profile

DCJ's Housing Outcomes and Satisfaction Survey collects information on a range of demographic information. Respondents' demographic profiles are summarised below.

Education



Employment



Other

Demographic variable	Subgroup	Total
Region (from tenant database)	Armidale	16%
	Narrabri	8%
	Tamworth	52%
	Inverell	8%
	Moree	12%
	Quirindi	2%
	Wee Waa	2%
Ancestry	Aboriginal or Torres Strait Islander	48%
	Not Aboriginal or Torres Strait Islander	52%
Country of birth	Australia	95%
	Other	5%
Language	English	99%
	Other	1%