

Public Housing Resident Survey 2020

Frequently asked questions

What is the survey about?

The Department of Health and Human Services is seeking the views and perceptions of people living in public housing across Victoria. This will include questions about their health, feelings of safety and security, satisfaction with their home and public housing services, sense of community and involvement in community activities. The survey will also explore the recent experiences of residents during COVID-19.

Why are you surveying people in public housing?

The information collected from the Public Housing Resident Survey 2020 will allow the department to have a better understanding of tenant's aspirations, needs and experiences. We'll use these insights to plan better services in the future and engage with the community on issues that matter most to them.

Who is doing the survey?

The department has engaged McNair yellowSquares, a market survey company with previous experience in surveys of public housing residents to undertake the work on our behalf.

You can also check the website at www.mcnair.com.au.

What locations are you undertaking the survey?

McNair yellowSquares will be surveying residents state-wide, however a higher sample rate will be sought at specific metropolitan Melbourne sites including:

- South Melbourne (Park Towers and Emerald Hill)
- North Richmond
- Flemington
- North Melbourne.

The findings from these four key sites will support community engagement activities on site at North Melbourne and Flemington post COVID-19 lockdown, and the implementation of the place-based approaches at South Melbourne and North Richmond.

Is the survey compulsory?

No. Participation in the survey is voluntary.

However, the more we hear from public housing tenants about their health, social and safety needs, the better the State Government can provide target programs and supports to improve your community.

I live at one of the five key sites and have already provided my views on what I think about things?

The department understands that there has been other engagement activities at North Richmond, South Melbourne, Flemington and North Melbourne involving people living on the estate and the broader community. We encourage your continued participation and value the time given by people as it will enable us to provide targeted responses to feedback provided by public housing tenants.

The department has not previously consulted me. Why don't you just fix the problems in my home?

Surveys like this provide us with better understanding of the diverse views of residents, helping us plan policy responses for the future.

This survey will not be asking or responding to specific maintenance requests. If you have a maintenance inquiry or anti-social behaviour, please contact your local housing office or the Housing Call Centre • **Call 13 11 72.**

Is participation in the survey anonymous?

Yes. All results will be combined by McNair yellowSquares so they cannot be used to identify individuals. You can be assured that you will not be identified by name in anyway in the reporting of results for publication or for internal planning purposes.

A Plain Language Statement provides details about the Public Housing Resident Survey. Its purpose is to explain to you clearly about the survey so that you can make a fully informed decision about whether you will participate.

Only once you agree to take part, we will be able to commence the survey.

Will my data be protected?

Data privacy is a top priority and any contact details you provide will be destroyed at the end of the survey.

A privacy impact assessment has been completed by the department as required under the Privacy Act.

Will not participating in the survey affect my rent or tenancy?

No. Not participating in this survey will have no impact on your tenancy. The survey is completely voluntary and the department will not know whether you have agreed to do the survey or not.

Whether you choose to participate in the survey will in no way affect your current or any future tenancies you have with the department.

What's involved if I decide to do the survey?

If you agree to participate in this survey, there are a number of ways to get involved. You can undertake the survey:

- 1) Over the telephone
- 2) Online

Contact McNair yellowSquares on a toll-free telephone number at 1800 669 133 or email solutions@mcnair.com.au and request to complete the survey.

The survey will take no more than 15 minutes to complete. If you want to complete the survey in a language other than English, you can request an interpreter if you receive a phone call from McNair yellowSquares.

Participation in this survey is voluntary.

If you decide to take part and later change your mind, you are free to withdraw from the survey at any stage. Any information obtained from you to date will be destroyed. Your decision whether to take part or not to take part, or to take part and then withdraw will not affect your tenancy in anyway.

Who do I complain to if I'm not happy with the survey or being interviewed?

Should you have any concerns about the Public Housing Resident Survey please contact the Social Housing Reform branch at shr@dhhs.vic.gov.au.

Do I get paid for doing the survey?

You will receive a \$10 supermarket voucher for your time to complete the 15-minute survey.

This voucher will be sent to you by McNair yellowSquares once you have completed the survey. In line with the department's policy, the voucher cannot be used to purchase alcohol or cigarettes.

Will you be releasing the results of the survey?

The department will provide a summary of the survey results in early 2021 on the departmental website (www.dhhs.vic.gov.au).

The Victorian Public Tenants Association can also keep you informed of the release of the survey on 1800 015 510 or www.vpta.org.au.