

APPENDIX 1 - TECHNICAL APPENDIX

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1. INTRODUCTION

1.1 Background

The National Social Housing Survey (NSHS - formerly the National Survey of Customer Satisfaction with Housing Assistance) has been conducted since 1996. The Housing Ministers' Advisory Committee (HMAC) approved the funding of the first National Social Housing Survey of State Owned and Managed Indigenous Housing (SOMIH) tenants. The survey was conducted for the first time in 2005.

The 2005 SOMIH Survey was undertaken using a face-to-face methodology with a sample of SOMIH tenants in the six states.

The Commonwealth State Housing Agreement (CSHA) is an agreement made between the Commonwealth and all states/territories under the Housing Assistance Act 1996 to provide affordable, appropriate and secure housing for people on low incomes and those who have difficulties accessing home ownership or the private rental market.

The 2005 SOMIH Survey is a valuable source of data for the 2003 CSHA. It examines tenant perspectives and provides information in the following major areas:

- Overall satisfaction
- Strategic service parameters
- Satisfaction with specific items in the home
- Tenant needs including how public housing has helped tenants
- Tenant characteristics e.g. household composition, labour force participation, tenant participation.

The SOMIH Survey provides data for two national performance indicators including Amenity/location of housing stock (P1) and Customer satisfaction (P7). These indicators are two of 11 core national indicators outlined in the CSHA. The data collected in the SOMIH Survey will also be reported against the National Reporting Framework (NRF) for Indigenous Housing. The relevant NRF indicators are NRF35 (Proportion of clients satisfied with the amenity/location of their dwelling) and NRF36 (Proportion of clients satisfied with the quality of services provided).

As is the case for the Public Housing Survey, the SOMIH Survey collects information on a range of broader issues including tenant opinions on other aspects of housing provided, proximity to services, the benefits of living in social housing and tenants' housing aspirations. In addition to the core questionnaire asked, States have been given the option to extend the scope of the questionnaire, to cover issues that are relevant to their jurisdiction.

1.2 Purpose of this appendix

This document is intended to provide a record of the methodology employed in the 2005 SOMIH Survey.

As is the case with the Public Housing Survey, a separate methodology report was prepared prior to fieldwork. This methodology report outlines the proposed approach to the survey and forms one of the deliverables in the Australian Institute of Health and Welfare (AIHW) contract. The methodology report, while similar to this technical appendix, provides the AIHW and Roy Morgan Research with a working document over the life of the project to assist in the formalisation of and adherence to the proposed methodology.

1.3 Management of the consultancy

Day to day management of the SOMIH Survey was the responsibility of the AIHW. A Steering Committee, consisting of members of three State Housing Authorities and the AIHW was established for this project. Separate contracts were put in place between each State and Roy Morgan Research for all State specific modifications to the questionnaire.

Roy Morgan Research was responsible for keeping the AIHW and all members of the Steering Committee fully informed of the progress of the survey throughout the project. Roy Morgan Research was also responsible for all aspects of the survey. This responsibility included activities relating to project management, sample design, questionnaire design, client liaison, and analysis and reporting.

All aspects of the research were conducted 'in-house' at Roy Morgan Research including printing, mail-outs, interviewing, data entry, and analysis and reporting.

2. RESEARCH METHOD

2.1 Overview of the methodology

The research method used for the 2005 SOMIH Survey, in all States was a face-to-face interview. The following protocol was followed in all States for the SOMIH Survey:

- Tenants clustered and sampled.
- 1 800 number established for tenants who had any queries relating to the survey or did not wish to be interviewed.
- Advance letter explaining the purpose of the research mailed to all tenants in the sample.
- Interviewers with workloads in Melbourne and Geelong briefed on fieldwork procedures at Melbourne Head Office by the National Face-to-Face Field Manager and the Project Director.
- Survey material packs including copies of the advance letter, questionnaires, show cards, sample list of tenants to be contacted, appointment forms and referral sheets for maintenance enquiries and interviewing instructions mailed to State Field Managers for distribution to interviewers.
- State Field Managers briefed by National Face-to-Face Field Manager. All interviewers briefed by phone or in person depending on location.
- All questionnaire packs returned to the National Office for auditing and data entry.

2.2 Sampling

2.2.1 Sampling frame

The sampling frame was a list of all tenants in the target clusters. Tenant lists were provided by each local housing authority.

2.2.2 Sampling method

Initial sampling was conducted using a stratified approach. The Australian Standard Geographical Classification (ASGC) was used to identify dwellings in Major Cities, Inner Regional, Outer Regional, Remote and Very Remote locations.

The proportion of dwellings to be sampled from each of these strata for each State was specified in the original brief from the AIHW and is detailed in the following table.

Table 1: Sampling fractions for each state by location.

	NSW	VIC	Qld	WA	SA	Tas
Major Cities	4.0%	11.2%	5.6%	6.7%	8.0%	-
Inner Regional	4.0%	11.7%	5.5%	6.6%	7.9%	29.0%
Outer Regional	3.9%	11.1%	5.7%	6.7%	8.3%	29.7%
Remote	4.0%	20.0%	5.9%	6.6%	7.9%	-
Very Remote	4.2%	-	5.7%	6.7%	7.1%	-

As a result of cost considerations and the need to maximise the number of interviews achieved for the allocated budget, the two regional groups and the two remote groups were combined to minimise travel costs. The number of interviews planned for each is shown in the following table.

Table 2: National sample by state and location

	NSW	VIC	Qld	WA	SA	Tas	Total
Major Cities	69	53	20	46	92	0	280
Inner & Outer Regional	82	91	95	47	40	100	455
Remote & Very Remote	11	0	45	64	20	0	140
Total	162	144	160	157	152	100	875

With the possible exception of metropolitan NSW, housing management practices across the jurisdictions have resulted in high levels of dwelling dispersal, especially in Major Cities. To minimise expenditure on travel, clusters were developed in areas where the number of SOMIH dwellings was 20 or greater. In Major Cities and Inner Regional areas, a cluster was defined as a group of up to five adjoining suburbs. In Outer Regional, Remote and Very Remote areas a cluster was defined as a township with more than 30 SOMIH dwellings. The number of target interviews per cluster ranged from four to 51.

In many cases it was extremely difficult to develop clusters with more than 20 dwellings, especially in Major Cities and Inner Regional locations. For Remote and Outer Regional locations, a greater number of interviews were planned per cluster to minimise travel expenditure.

Ideally, sample clusters would have been selected randomly from the clusters developed. In practice, difficulties associated with clustering the sample into manageable groups and the cost associated with travel across a wide geographical area or to multiple locations necessitated the selection of an efficiency sample of clusters.

Interview clusters were sent to the Steering Committee for approval. Where practicable, suggested cluster substitutions were made based on requests from the jurisdictions. The final clusters and the number of required interviews for each cluster are contained in the following section.

2.2.3 Sampling practice

Tables 3-8 detail the number of tenanted dwellings and the number of interviews required for each of the state-based clusters. As interviewers attempted to make telephone appointments with tenants before door knocking, the number of tenanted dwellings with available telephone numbers is also noted.

New South Wales**Table 3: New South Wales sample by cluster and location**

Location	Cluster	Tenanted dwellings	Tenanted dwellings with phone numbers	Interviews required per cluster
Major Cities	Campbelltown	162	151	11
	Randwick	62	62	10
	Fairfield	77	75	13
	Marrickville	86	85	14
	Lake Macquarie	130	123	21
Inner & Outer Regional	Shoalhaven	134	131	23
	Eurobodalla	62	58	19
	Dubbo	134	121	23
	Orange	102	94	17
Remote & Very Remote	Bourke	32	26	11
	Total	981	926	162

Queensland**Table 4: Queensland sample by cluster and location**

Location	Cluster	Tenanted dwellings	Tenanted dwellings with phone numbers	Interviews required per cluster
Major Cities	Inala	41	38	7
	Ipswich	71	59	13
Inner & Outer Regional	Caboolture	33	32	4
	Rockhampton	206	179	23
	Cairns	288	250	25
	Mackay	160	145	19
	Mareeba	120	84	17
	Thuringowa	128	101	7
Remote & Very Remote	Mount Isa	196	114	20
	Torres	271	201	25
	Total	1514	1203	160

Victoria**Table 5: Victorian sample by cluster and location**

Location	Cluster	Tenanted dwellings	Tenanted dwellings with phone numbers	Interviews required per cluster
Major Cities	Dandenong	52	37	15
	Preston	21	15	9
	Reservoir	37	27	20
	Corio	32	20	9
Inner & Outer Regional	Ballarat	26	16	7
	Bairnsdale	36	18	8
	Echuca	56	31	15
	Mildura	71	39	18
	Shepparton	99	62	35
	Swan Hill	33	17	8
	Total		463	282

Western Australia

Table 6: Western Australia sample by cluster and location

Location	Cluster	Tenanted dwellings	Tenanted dwellings with phone numbers	Interviews required per cluster
Major Cities	Midland	53	43	11
	Gosnells	26	24	16
	Rivervale	121	110	19
Inner & Outer Regional	Kalgoorlie /Boulder	103	70	26
	Bunbury	28	22	6
	Albany	74	56	15
Remote & Very Remote	Carnarvon	83	61	20
	Meekatharra	55	34	9
	Derby	60	42	10
	Broome	160	103	25
	Total	763	565	157

South Australia**Table 7: South Australian sample by cluster and location**

Location	Cluster	Tenanted dwellings	Tenanted dwellings with phone numbers	Interviews required per cluster
Major Cities	Blair Athol	66	57	16
	Clovely Park	40	33	11
	Ingle Farm	52	44	10
	Morphett Vale	36	30	9
	Salisbury	55	47	13
	Parafield Gardens	31	27	8
	Pooraka	22	22	6
	Rosewater	49	44	19
	Inner & Outer Regional	Port Augusta	143	106
Murray Bridge		79	62	13
Remote & Very Remote	Cooper Pedy	44	21	7
	Port Lincoln	89	70	13
	Total	706	563	152

Tasmania

Table 8: Tasmanian sample by cluster and location

	Cluster	Tenanted dwellings	Tenanted dwellings with phone numbers	Interviews required per cluster
Inner & Outer Regional	Bridgewater	20	20	7
	Clarendon Vale	24	21	11
	Devonport	59	55	7
	Glenorchy	65	60	24
	Launceston	94	85	51
	Total	262	241	100

3. FIELDWORK

3.1 Overview

The 2005 SOMIH Survey was converted from self-completion to a face-to-face format based on the modified version of the questionnaire provided by the Steering Committee. Additional questions were included at the request of the Steering Committee to address issues of specific relevance to SOMIH tenants. A questionnaire completion form for the interviewer and cards listing the rating scales for the closed questions were developed and can be found in Section 8.

The fieldwork methodology consisted of:

- A face-to-face survey using a questionnaire and show cards administered by interviewers. To improve the response rate, the following techniques were employed:
 - Advance letters;
 - Telephone appointments with tenants; and
 - A 1800 telephone number to allow tenants to make enquiries and clarify concerns.

3.2 Advance letters

Advance letters were sent to all potential respondents in the specified clusters informing them of the survey approximately one week before the commencement of fieldwork. All letters were mail merged by Roy Morgan Research's Privacy Officer and addressed directly to the tenant. The advance letter contained a toll free 1800 number which could be used by SOMIH tenants to indicate that they did not wish to be contacted further in relation to the survey. Requests to be removed from the sample contact list were logged and are detailed in Section 3.4.

Interviewers were provided with an additional five copies of the letter per cluster. The letter was included as a standard part of the interview pack and was made available to respondents who may not have received or read the letter. Copies of the advance letter for each jurisdiction are contained in Section 7.

3.3 Telephone appointments

To increase the likelihood that a tenant would be at home and available to complete the questionnaire, interviewers were instructed to telephone the SOMIH residents in their cluster to make an appointment to interview them in person. Interview appointments were to be made at a time that was convenient for the respondent (within reason). Attempts to make telephone contact with the respondent included, but were not limited to, calling but not receiving an answer, leaving a message on an answering machine and leaving a message with a person in the household.

Unless specifically requested by the person who is named on the lease, appointments were only to be made with that person. If the interviewer arrived at the address, at the appointment time, and found that the person with whom they made the appointment was not there and was not due back within the next 10 minutes, they then asked if they could interview the spouse/partner of the person named on the lease. The name of this person was collected when the telephone appointment was made by the interviewer.

3.4 Contacts via the 1800 number

A dedicated 1800 number set up to take calls related to the SOMIH Survey was included in the Advance Letters mailed to all tenants in the sample. The 1800 number was forwarded to the Project Manager's direct line and all calls were taken by research management staff. The following table summaries the 1800 number call log of contacts from tenants.

Table 9: Calls from SOMIH tenants to the 1800 number

Reason for contact	Number of calls	Action
Request to be removed from list	20	Interviewer asked to remove tenant from contact list
Request to be interviewed	8	Interviewer informed that tenant would like to participate
Enquiry for more information about survey	2	Project Manager discussed survey with tenant
Request for maintenance	2	Tenant referred to relevant service
No Indigenous person in household	3	Interviewer asked to remove tenant from contact list
Appointment confirmation	1	Interviewer contacted by Field Manager

3.5 Field dates

Table 10: Field dates for the 2005 SOMIH Survey

Event	Date
Advance letter posted to all tenants in sample	1 st July 2005
Fieldwork commenced	18 th July 2005
Fieldwork concluded	12th September 2005

3.6 Fieldwork reporting

Each week interviewers reported to their state offices on key information such as the number of households contacted, appointments made and interviews achieved for each cluster. This data was compiled into a weekly progress report that was distributed to the AIHW and the states. The AIHW received aggregated and disaggregated information for each state. Each jurisdiction received state-specific information by cluster.

3.7 Auditing of interviewers' workloads

Ten per cent of the workload completed by each interviewer was audited. In those cases where the number of interviews in a cluster was less than ten, at least one interview was audited. Auditing practice usually consists of a member of staff in the Field Office recontacting respondents, asking a number of questions on the questionnaire and checking the answers against those obtained on the survey. It was felt that this process could be misinterpreted by Indigenous tenants as querying their original responses so an alternative approach was used. Respondents were asked whether the interviewer turned up at the agreed time, if they identified themselves as a Roy Morgan Research interviewer and whether they were courteous to the respondent and their family.

3.8 Achievement rates

The original clusters were determined from dwelling lists reported by the jurisdictions. More current information from the various administrative databases was provided closer to field work. These up-to-date lists indicated that the number of tenanted dwellings was lower than the available stock numbers resulting in a difference between the number of anticipated dwellings in the sample and the actual number of dwellings in the sample. All interviewers were provided with complete contact lists for their cluster and instructed to make a maximum of ten appointments in the first instance. The outcomes of attempts to contact a household were logged by interviewers on a call record sheet.

Table 11 outlines the number of households where contact with tenants was attempted, contact with tenants was made and an interview with a tenant was achieved. Nationally, interviewers attempted to contact tenants at 57 per cent of the dwellings in the sample. Of those households attempted, contact was made, either face-to-face or on the telephone with 62 per cent of households. When contact was made with a household, an interview was achieved in 54 per cent of cases.

Table 11: National summary of interview achievement rates

Summary of Clusters	Tenanted dwellings	Households attempted	Households contacted	Interviews completed	Attempt rate	Contact rate	Achievement rate
Major Cities	1322	887	554	282	67%	62%	51%
Inner & Outer Regional	2460	1301	815	470	53%	63%	58%
Remote & Very Remote	907	476	286	145	52%	60%	51%
Total	4689	2664	1655	897	57%	62%	54%

Table 12: New South Wales summary of interview achievement rates

Summary of Clusters	Tenanted dwellings	Households attempted	Households contacted	Interviews completed	Attempt rate	Contact rate	Achievement rate
Major Cities	517	348	167	69	67%	48%	41%
Inner & Outer Regional	432	306	165	86	71%	54%	52%
Remote & Very Remote	32	32	20	13	100%	63%	65%
Total	981	686	352	168	70%	51%	48%

Table 13: Victorian summary of interview achievement rates

Summary of Clusters	Tenanted dwellings	Households attempted	Households contacted	Interviews completed	Attempt rate	Contact rate	Achievement rate
Major Cities	142	111	90	54	78%	81%	60%
Inner & Outer Regional	321	224	161	93	70%	72%	58%
Remote & Very Remote	-	-	-	-	-	-	-
Total	463	335	251	147	72%	75%	59%

Table 14: Queensland summary of interview achievement rates

Summary of Clusters	Tenanted dwellings	Households attempted	Households contacted	Interviews completed	Attempt rate	Contact rate	Achievement rate
Major Cities	112	38	21	20	34%	55%	95%
Inner & Outer Regional	935	298	179	102	32%	60%	57%
Remote & Very Remote	467	124	71	45	27%	57%	63%
Total	1514	460	271	167	30%	59%	62%

Table 15: Western Australian summary of interview achievement rates

Summary of Clusters	Tenanted dwellings	Households attempted	Households contacted	Interviews completed	Attempt rate	Contact rate	Achievement rate
Major Cities	200	113	69	46	57%	61%	67%
Inner & Outer Regional	288	127	70	47	44%	55%	67%
Remote & Very Remote	275	243	150	64	88%	62%	43%
Total	763	483	289	157	63%	60%	54%

Table 16: South Australian summary of interview achievement rates

Summary of Clusters	Tenanted dwellings	Households attempted	Households contacted	Interviews completed	Attempt rate	Contact rate	Achievement rate
Major Cities	351	277	207	93	79%	75%	45%
Inner & Outer Regional	222	140	87	41	63%	62%	47%
Remote & Very Remote	133	77	45	23	58%	58%	51%
Total	706	494	339	157	70%	69%	46%

Table 17: Tasmanian summary of interview achievement rates

Summary of Clusters	Tenanted dwellings	Households attempted	Households contacted	Interviews completed	Attempt rate	Contact rate	Achievement rate
Major Cities	-	-	-	-	-	-	-
Inner & Outer Regional	262	206	153	101	79%	74%	66%
Remote & Very Remote	-	-	-	-	-	-	-
Total	262	206	153	101	79%	74%	66%

4. ANALYSIS

4.1 Unique identifier

Each tenant selected to take part was allocated a unique identification number. The unique identifier facilitated the easy identification of tenants in the sample. Additionally, this identifier allowed Roy Morgan Research to match respondents with administrative information supplied in the sample frame.

The unique identifier is constructed as follows:

- Digit 1: State-based identifier
- Digits 2-5: Unique identifier

Designating the State-based identifier as lead digit allows the data to be easily sorted or organised by state. The State-based identifiers used for the SOMIH Survey are the same as those allocated to the States as part of the Public Housing Survey and have been listed in Table 17.

Table 18: State-based questionnaire identifiers

State	Identifier
New South Wales	2
Queensland	4
South Australia	5
Tasmania	6
Victoria	7
Western Australia	8

4.2 Sampling error and statistical significance

Sampling error and clustering

The dispersed nature of SOMIH dwellings in all areas, with the exception of metropolitan NSW, combined with budgetary restrictions has necessitated that the sample be clustered and the clusters selected for efficiency purposes. As a result of this clustering, some degree of sampling error is likely to have occurred.

Sampling error can be simply described as the degree to which the sample differs from the population. This type of error arises because a sample rather than the entire population was surveyed.

Sampling error can arise when a clustered approach to sampling is used for a number of reasons. Cluster sampling in general can produce a larger sampling error than a random sample of the same size because respondents tend to be more similar within clusters which reduces the representativeness of the sample. For example, it is possible that similar responses will be offered by tenants within clusters if they interact with each other or are part of the same family group.

It is also the case that where the incidence of a particular attribute is not distributed evenly or randomly throughout the population, but is noticeably higher in some areas than others, the effect of clustering will normally be to increase the variance of the estimate. Clustering will have the least potential effect on the measure of a low-incidence attribute, where the mean number of persons per cluster possessing that attribute is very small, and the greatest potential effect where estimates are close to half the population.

Non-sampling error

Errors other than those due to sampling may occur in any type of survey and are referred to as non-sampling error. For this survey, non-sampling error could include non-response, questionnaire administration problems, tenants misunderstanding questions, data entry errors and/or errors made in compiling results. It is not possible to quantify the effect of non-sampling error on the results. However, throughout the development and conduct of the survey, every effort was made to minimise non-sampling error. As part of our quality assurance processes, significant effort was devoted to carefully designing and testing the questionnaire, effectively briefing and supporting interviewers in field and efficiently entering and checking all data entry and coding.

Statistical significance

Throughout the SOMIH Survey National Report, the term 'significant' is used only in those cases where the differences between the groups being compared are statistically significant at the .05 level. One-way analysis of variance tests with post-hoc between-group comparisons were used for all questions with rating scales, such as the satisfaction items. The demographic variables examined using these post-hoc tests included:

- age;
- gender;
- presence of children in the household;

- main source of income;
- labour force status; and
- whether the tenant considered themselves to be Aboriginal.

Z-tests and chi-square tests were used for categorical and dichotomous variables. As Roy Morgan Research did not have access to the unit record files for the Public Housing Survey, z-tests were used to determine statistical significance of differences between these two groups of respondents.

4.3 Data weighting

The sampling frame provided by the AIHW was constructed to ensure that the number of tenants to be surveyed in each jurisdiction was proportionally representative of the location of the SOMIH dwellings in each State. As such, the data was not weighted by ASGC location for each state.

The data was weighted to reflect the actual proportion of tenants in each State rather than the sampled populations to provide a meaningful insight into the data at a national level.

Table 19: National weights

	NSW	Vic	Qld	WA	SA	Tas	Total
Population	4081	1260	2812	2325	2584	341	12719
Sample	168	147	167	157	157	101	897
Sample should have been	288	89	198	164	134	24	897
National weights	1.7143	0.6054	1.1856	1.0446	.8535	0.2386	1.0000

4.4 Strategic issues analysis

As part of the reporting for the 2005 Public Housing Survey, the consultant used Structural Equation Modelling (SEM) to assess which of the strategic product or service parameters have the most influence on tenants' overall satisfaction. It was originally anticipated that this analytic approach would also be pursued for the SOMIH Survey.

The information contained in the Technical Appendix accompanying the Public Housing Survey does not reveal the sample size for these analyses nor does it provide an indication of whether the models of 'influence' accurately reflect the data. An inspection of the

models reveals that the sample sizes for each of the drivers are substantially different. For example, while almost all Public Housing tenants made a satisfaction rating in relation to the condition of their home, only around half of this group used the day-to-day maintenance service and provided a satisfaction rating. It is reasonable that tenants who have not used a service are unable to make a satisfaction rating however from an analysis perspective, this means that data is absent or missing for a substantial proportion of tenants.

In relation to the analysis of drivers of satisfaction, there are two possible scenarios for those tenants who have not made a satisfaction rating for day-to-day or emergency maintenance service. The most likely outcome is that those cases (tenants) where data is missing have been deleted from the entire analysis as this is the default setting for statistical packages that support multivariate analyses. Alternatively, there is an option to replace missing data with the mean however it is illogical to impute a satisfaction rating for tenants who have not used the service and we assume that this option was not pursued. As such, it is highly reasonable to conclude that the modelling of the importance of the strategic parameters with regard to overall satisfaction is only being undertaken in relation to those tenants who have used both emergency and day-to-day maintenance services. Based on data from the SOMIH Survey we estimate that this means the model only has the potential to reveal satisfaction drivers for approximately 20 per cent of all tenants who responded to the survey.

Due to limitations of previous analytic approaches and the fact that this is the first time national data has been collected in relation to SOMIH tenants, a series of exploratory analyses were undertaken. These analyses did not require the use of any complex multivariate statistical techniques.

4.5 National indicators

National indicators were calculated for input to the Productivity Commission's Report on Government Services. The derivation of these indicators was based on a ratio of 'needs met' to 'importance' in relation to amenities and location. For further information on the calculation of the performance indicators, please contact the Australian Institute of Health and Welfare.

5. QUESTIONNAIRE

5.1 Overview

One of the primary aims of the SOMIH National Social Housing Survey was to redevelop the Public Housing Survey to ensure that it was relevant and able to be understood by all respondents.

As part of this questionnaire re-design stage, cognitive interviews were conducted with a sample of tenants in Victoria. Specifically, the core survey was cognitively tested to ensure that the conversion of the survey from mail-out to a face-to-face format had been successful.

5.2 Core questionnaire

The 2003 questionnaire was used as the basis for the 2005 survey. The core questionnaire can be found in Section 8.

6. STATE VARIATIONS TO QUESTIONNAIRE

State specific variations to the questionnaire were negotiated with South Australia and Tasmania on the understanding that the extra costs associated with the changes and additions were met by the jurisdictions.

6.1 South Australia

South Australia added a series of agreement statements relating to tenant satisfaction with rent processes and assistance from the Authority's staff and the inclusion of two short, closed questions on the Aboriginal Policy Advisory Forum. To maintain the consistency of the core questionnaire these questions were added to Section K at the conclusion of the survey.

South Australia also split Question 10 (the number of times the tenant has contacted the Department about non-maintenance matters) into face-to-face contact at an office and telephone contact with an office.

Questionnaire items specific to South Australia are shown on the following page.

SECTION D: NON MAINTENANCE SERVICE FROM THE AUTHORITY

ASK EVERYONE

- ➔ **READ OUT:** The following questions are about any contact you have had with the Authority over the last 12 months that wasn't about fixing your home.
- ➔ **IF NECESSARY, SAY:** Examples include things like support, advice, availability of transfers, complaints and disputes.

Q10a. Apart from asking for something to be fixed, how many times have you contacted the Authority in the last 12 months?

WRITE THE NUMBER OF TIMES IN THE BOX. IF THE AUTHORITY HAS NOT BEEN CONTACTED, WRITE '0' IN THE BOX.

IF UNSURE: Your best guess will do

IF '0' GO TO SECTION E

➔ **IF THE AUTHORITY HAS BEEN CONTACTED ASK 10b AND 10c**

CAN'T SAY..... XX GO TO SECTION E

10b. How many times did you contact them by phone?

WRITE THE NUMBER OF PHONE CONTACTS IN THE BOX.

IF THE AUTHORITY HAS NOT BEEN CONTACTED BY PHONE, WRITE '0' IN THE BOX.

IF UNSURE: Your best guess will do

IF '0' ASK 10c

CAN'T SAY..... XX ASK 10c

Q10c. How many times did you contact them in person face-to-face?

WRITE THE NUMBER OF FACE-TO-FACE CONTACTS IN THE BOX.

IF THE AUTHORITY HAS NOT BEEN CONTACTED FACE-TO-FACE, WRITE '0' IN THE BOX.

IF UNSURE: Your best guess will do

IF '0' GO TO SECTION E

CAN'T SAY..... XX GO TO SECTION E

➔ **INTERVIEWER NOTE:** 10b plus 10c do not have to equal 10a. The tenant might have contacted the Authority in other ways (ie via the Internet).

6.2 Tasmania

Tasmania added a series of questions relating to where tenants live and their feelings about their suburb and local community, their ability to meet their financial commitments and difficulties and their preferences in relation to communicating with Housing Tasmania.

Tasmania also requested two minor modifications to the core questionnaire. In relation to the Indigenous status item (Question 38) the wording was altered slightly to accommodate the omission of 'origin' at the end of the question. The question on language spoken at home that had been removed by the Steering Committee to decrease the length of the survey was also reinstated in the Tasmanian version of the questionnaire.

Questionnaire items specific to Tasmania are shown on the following pages.

SECTION K: STATE SPECIFIC QUESTIONS

ASK EVERYONE

Q40. I'm now going to read out some general statements about where you live. Please turn to **Card K (PAUSE)** and tell me how much you agree or disagree with each statement.

Just say the **number**.

CIRCLE ONCE ONLY IN EACH ROW

READ OUT ↓	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/not applicable to me
I like living where I live	1	2	3	4	5	X
I would be sorry if I had to move from here	1	2	3	4	5	X
I generally trust my neighbours to look out for my property	1	2	3	4	5	X
I get involved with most local issues	1	2	3	4	5	X
Other people make it a difficult place to live	1	2	3	4	5	X
I am good friends with people in this neighbourhood	1	2	3	4	5	X
I can get the support I need where I live	1	2	3	4	5	X
I have little to do with other people in my neighbourhood	1	2	3	4	5	X
My neighbours treat me with respect	1	2	3	4	5	X
Children are safe walking around during the day	1	2	3	4	5	X
I usually take part in local events/issues	1	2	3	4	5	X
People around here help each other out	1	2	3	4	5	X
I have to go out of the way to get the support I need	1	2	3	4	5	X
It is safe for me to walk around at night	1	2	3	4	5	X
I have the opportunity to influence things that affect my community	1	2	3	4	5	X

ASK EVERYONE

Q41a. In the last 12 months have you had any money problems or difficulty paying your bills?

- YES 1 **ASK Q41b**
- NO..... 2 **GO TO Q42**
- CAN'T SAY 3 }

Q41b. What sort of problems, if any, did you experience due to financial difficulties?

CIRCLE ALL THAT APPLY

- COULD NOT PAY THE POWER, GAS OR PHONE BILLS ON TIME 1
- COULD NOT AFFORD TO BUY HEALTHY FOOD 2
- WORRIED ABOUT HAVING ENOUGH MONEY TO BUY FOOD 3
- WERE UNABLE TO HEAT MY HOME..... 4
- PAID RENT LATE BECAUSE I RAN OUT OF MONEY 5
- DID NOT SEEK HEALTH CARE WHEN NEEDED..... 6
- DID NOT PURCHASE A PRESCRIPTION ORDERED BY A GP 7
- COULD NOT BUY THINGS THE CHILDREN NEEDED 8
- COULD NOT BUY THINGS I NEEDED 9
- OTHER (PLEASE SPECIFY) _____ 0
- DON'T KNOW X

ASK EVERYONE

Q42. Would you be able to raise \$2,000 in a week for an emergency?

- YES 1
- NO..... 2
- CAN'T SAY 3

ASK EVERYONE

Q43. The next question asks about ways of communicating or getting in touch with the organisation that manages your housing. I'm going to read out some reasons why you might want to get in touch with Aboriginal Housing Services or Housing Tasmania. Please turn to **Card L** and tell me how you would prefer to communicate with them regarding each of the following...

Just say the **number**.

CIRCLE ONCE ONLY IN EACH ROW

READ OUT ▼	By telephone	By visiting a service centre	When they visit your home	By Internet/ email	By letter	Don't know/not applicable to me
Rent review/arrears	1	2	3	4	5	X
Maintenance	1	2	3	4	5	X
Applications eg. transfer	1	2	3	4	5	X
Change in household details	1	2	3	4	5	X
Neighbourhood issues	1	2	3	4	5	X
Tenancy Support	1	2	3	4	5	X
General enquiries	1	2	3	4	5	X

7. ADVANCE LETTERS

7.1 New South Wales advance letter

Dear «Title» «Surname»

2005 National Social Housing Survey for State Owned and Managed Indigenous Housing

The NSW Aboriginal Housing Office is taking part in the National Social Housing Survey for State Owned and Managed Indigenous Housing (SOMIH). The survey collects information about how satisfied SOMIH tenants are with their housing and with the services provided by the NSW Department of Housing. The survey also asks other questions about your housing situation and some of the issues you may face as a SOMIH tenant.

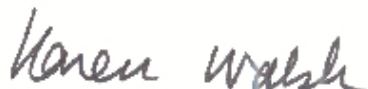
The survey is being carried out by a private market research company, Roy Morgan Research who will be visiting your region to conduct the survey. This will involve a half hour interview with the person, or the spouse of the person who signed the lease for your house.

The survey responses will be put together to provide results for national and state reports. The answers you give to the survey will be confidential. Roy Morgan Research will provide all the data from the survey to the Australian Institute of Health and Welfare and results that are given to the Aboriginal Housing Office will not identify the answers of any individuals and will only be used for research purposes.

In the next month or so, the researchers from Roy Morgan Research may contact you to try and arrange a time for an interview. Not all SOMIH tenants in your region will be included in the survey so you may not be contacted. If you do not want to be included in the survey, or have any queries please call Clare Hourigan or Sonia Whiteley at Roy Morgan Research on 1800 677 248 to ask to be removed from the study.

If you are contacted by the researchers, I encourage you to participate in the survey. Whether you are satisfied or dissatisfied with your housing, your views are important to us. Responses to the survey will help us find out what we do well and how we can improve the services that we provide.

Yours sincerely



Karen Walsh
Director, Strategic Policy and Planning
NSW Aboriginal Housing Office

7.2 Victoria advance letter

Dear «Correspondence_name»

2005 National Social Housing Survey for State Owned and Managed Indigenous Housing

The Office of Housing, within the Department of Human Services, is taking part in the National Social Housing Survey for State owned and Managed Indigenous Housing. The survey collects information on how satisfied tenants are with their housing and with the services provided by the Office of Housing. The survey also asks tenants about their housing situation and some of the issues they may face as a tenant.

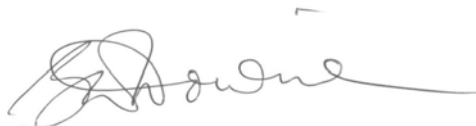
The survey is being carried out by a private market research company, Roy Morgan Research and the Australian Institute of Health and Welfare, who will be visiting your region to conduct the survey. This will involve a half hour interview with the person, or the spouse of the person, who signed the lease for your house.

The answers you give to the survey will be confidential. Results given to the Office of Housing will not identify the answers of any individuals and will be used for research and to improve the service provided to you.

In the next month or so, the researchers from Roy Morgan Research may contact you to arrange a time for an interview. Not all tenants in your region will be included in the survey so you may not be contacted. If you do not want to be included in the survey, or have any queries in relation to this matter, please call Clare Hourigan or Sonia Whiteley at Roy Morgan Research on ☎ 1800 677 248.

If you are contacted by the researchers, I encourage you to participate in the survey. Your views are important to us and will assist us to improve the services we provide.

Yours sincerely



KEN DOWNIE
Director, Strategy and Corporate Finance
Office of Housing

7.3 Queensland advance letter

June 2005

«Name»

«Address»

«Suburb» «State» «Postcode»

Dear «Name»

National survey of Aboriginal and Torres Strait Islander Housing tenants

Aboriginal and Torres Strait Islander Housing is taking part in a national survey of tenants. The survey will collect information about whether you are satisfied with your housing and the service provided by Aboriginal and Torres Strait Islander Housing.

The survey will be carried out by Roy Morgan Research, who will be visiting your region to conduct the survey. This will involve a half hour interview with you or your partner.

The answers you give to the survey will be kept confidential and will only be used to prepare a report for the whole of Queensland. Results given to Aboriginal and Torres Strait Islander Housing will not identify the answers of any individuals.

In the next month or so, the researchers from Roy Morgan Research may contact you to arrange a time for an interview. Not all tenants in your region will be included in the survey so you may not be contacted. If you do not want to be included in the survey, or have any queries, please call Clare Hourigan or Sonia Whiteley at Roy Morgan Research on 1800 677 248.

This survey is very important, because it provides you with the opportunity to have your say. Aboriginal and Torres Strait Islander Housing will use the information in the Queensland report to improve its services to tenants.

Yours sincerely

7.4 Western Australia advance letter

Dear «Title» «Name»

**2005 National Social Housing Survey for State Owned and Managed
Indigenous Housing**

The Department of Housing and Works (DHW) is taking part in the National Social Housing Survey for State Owned and Managed Indigenous Housing (SOMIH). The survey collects information about how satisfied SOMIH tenants are with their housing and with the services provided by DHW. The survey also asks other questions about your housing situation and some of the issues you may face as a SOMIH tenant.

The survey is being carried out by a private market research company, Roy Morgan Research who will be visiting your region to conduct the survey. This will involve a half hour interview with the person, or the spouse of the person who signed the lease for your house.

The survey responses will be put together to provide results for national and state reports. The answers you give to the survey will be confidential. Roy Morgan Research will provide all the data from the survey to the Australian Institute of Health and Welfare and results that are given to DHW will not identify the answers of any individuals and will only be used for research purposes.

In the next month or so, the researchers from Roy Morgan Research may contact you to try and arrange a time for an interview. Not all SOMIH tenants in your region will be included in the survey so you may not be contacted. If you do not want to be included in the survey, or have any queries please call Clare Hourigan or Sonia Whiteley at Roy Morgan Research on 1800 677 248 to ask to be removed from the study.

If you are contacted by the researchers, I encourage you to participate in the survey. Whether you are satisfied or dissatisfied with your housing, your views are important to us. Responses to the survey will help us find out what we do well and how we can improve the services that we provide.

Yours sincerely



Kerry Fijac
Executive Director Regional Services

7.5 South Australia advance letter

Dear «Title» «Surname»

2005 National Social Housing Survey for State Owned and Managed Indigenous Housing

The Aboriginal Housing Authority is taking part in the National Social Housing Survey for State Owned and Managed Indigenous Housing (SOMIH). The survey collects information about how satisfied SOMIH tenants are with their housing and with the services provided by. The Aboriginal Housing Authority survey also asks other questions about your housing situation and some of the issues you may face as a SOMIH tenant.

The survey is being carried out by a private market research company, Roy Morgan Research who will be visiting your region to conduct the survey. This will involve a half hour interview with the person, or the spouse of the person who signed the lease for your house.

The survey responses will be put together to provide results for national and state reports. The answers you give to the survey will be confidential. Roy Morgan Research will provide all the data from the survey to the Australian Institute of Health and Welfare, and results that are given to the Aboriginal Housing Authority will not identify the answers of any individuals, and will only be used for research purposes.

In the next month or so, the researchers from Roy Morgan Research may contact you to try and arrange a time for an interview. Not all SOMIH tenants in your region will be included in the survey so you may not be contacted. If you do not want to be included in the survey, or have any queries, please call Clare Hourigan or Sonia Whiteley at Roy Morgan Research on 1800 677 248 to ask to be removed from the study.

If you are contacted by the researchers, I encourage you to participate in the survey. Whether you are satisfied or dissatisfied with your housing, your views are important to us. Responses to the survey will help us find out what we do well and how we can improve the services that we provide.

Yours sincerely



Nerida Saunders
GENERAL MANAGER
ABORIGINAL HOUSING AUTHORITY

Tasmanian advance letter

Contact : Glenn Shaw
Phone : 6233 8847
Facsimile: 6233 4778
Email : glenn.shaw@dhhs.tas.gov.au

Dear «Principle_tenant_title» «Principle_tenant_surname»

2005 National Aboriginal Housing Survey

Aboriginal Housing Services Tasmania (AHST) is taking part in the National Housing Survey for Aboriginal Housing. There have been previous surveys undertaken to collect information about levels of tenant satisfaction, but not specifically targeted at Aboriginal Housing. Over the last few years survey processes have been improved to capture information about other types of services that people might need, and some of the issues they may face. The survey is being conducted nationally by Roy Morgan Research.

Your name has been chosen at random, along with a number of other Aboriginal Housing Services Tasmania tenants, to take part in the survey. The survey will be done by face to face interviews undertaken by staff employed by Roy Morgan Research, and they will contact you shortly to confirm a date and time for the interview, convenient to you. Not all tenants in your region will be included in the survey so you may not be contacted. If you do not want to be included in the survey, or have any queries in relation to this matter, please call **Clare Hourigan** or **Sonia Whiteley** at Roy Morgan Research on 1800 677 248.

Whether you are satisfied or dissatisfied, we value your opinion. Although you don't have to participate in the survey, we take this opportunity to strongly encourage you to participate. Your responses will help us find out what we do well, and what we can improve on, and are also vital if we are to continue to improve the services we provide, and plan for Aboriginal housing into the future.

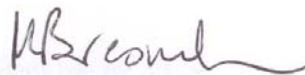
Roy Morgan Research will treat the answers you give in strictest confidence, and results that are given to Aboriginal Housing Services Tasmania will not identify the answers of any individuals or small groups of tenants. To ensure the process is an open and accountable one, you may want to have a copy of the findings so please feel free to contact the Aboriginal Customer Service Officer in your area and a summary of survey results will be provided to you as soon as it is available.

Once again, we encourage you to take part in the survey as the information gathered will enable Aboriginal Housing Services Tasmania to better focus our efforts to continually improving the services we provide, and your views are very important to us.

Yours sincerely



Glenn Shaw
Manager
Aboriginal Housing Services Tasmania



Mercia Bresnehan
Director
Housing Tasmania

8. CORE SURVEY MATERIALS

A copy of the questionnaire and the show cards are attached separately to this document.