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| Frequently Asked Questions |
| 2022 Victorian Public Housing Resident Survey |
| OFFICIAL |

# What is the survey about?

Homes Victoria is seeking the views and opinions of people living in public housing across Victoria. The survey will ask residents of public housing what they think about their housing, housing services, feelings of safety and security, and connection to their neighbourhood.

# Why is Homes Victoria surveying people living in public housing?

The information collected through the Victorian Public Housing Resident Survey will help Homes Victoria have a better understanding of resident’s needs, aspirations and experiences. Homes Victoria will use the information to plan better services and work with the community to improve issues that are most important to them.

# Do I have to do the survey?

No. Completing the survey is voluntary. If public housing residents choose not to complete the survey, it will not affect their housing or housing services in any way. Homes Victoria will not know whether you have participated or not.

# Who is Roy Morgan?

Roy Morgan is an Australian research company who is separate to Homes Victoria. They have teams of researchers and interviewers who conduct surveys across Australia. They are conducting the survey on behalf of Homes Victoria.

# Why does Roy Morgan have my contact details?

Homes Victoria has provided the contact details of residents to Roy Morgan strictly for the purposes of conducting the survey. There are strict rules in place that protect your private information. Any contact details held by Roy Morgan will be destroyed at the end of the survey.

# What’s involved if I decide to do the survey?

An interviewer from Roy Morgan will be in contact with public housing residents to ask if they would like to complete the survey. If you decide that you would like to participate, you can do the survey over the telephone or online.

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.

You can withdraw from the survey at any stage, even if you decide to take part and later change your mind.

# Will all residents have the opportunity to be involved?

No. Interviewers from Roy Morgan will be contacting a random group of residents of public housing to ask if they would like to be involved. Those who are contacted have been randomly chosen based on their age, gender and the area in Victoria which they live. This is because Homes Victoria would like to hear the voices of residents from all ages, genders and people across Metropolitan and regional Victoria.

# Is participation in the survey anonymous?

Yes. Homes Victoria will never see any data that identifies an individual. You will not be identified by name in anyway, including in internal reports or documents.

# Will I get paid for doing the survey?

Yes. You will receive a $10 supermarket voucher to thank you for your time. This voucher will be sent to you by Roy Morgan once you have completed the survey.

# Who can I complain to if I am not happy with the survey or being contacted?

If you are worried about how your information is being used, unhappy with the survey or unhappy that you have been contacted, please contact the Social Housing Reform unit by emailing [shr@homes.vic.gov.au](mailto:shr@homes.vic.gov.au).

# How do I see the results of the survey?

Homes Victoria will be releasing the results of [the survey](https://www.housing.vic.gov.au/about/housing-news/2020-victorian-public-housing-resident-survey) <https://www.housing.vic.gov.au/about/housing-news/2020-victorian-public-housing-resident-survey> in late 2022 on the Housing website. This is also where you can see the results of our 2020 survey, where Homes Victoria heard from over 3,500 public housing residents.

To receive this document in another format, email [SHR](mailto:shr@homes.vic.gov.au) <shr@homes.vic.gov.au>.

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Available at [2022 Victorian Public Housing Resident Survey](https://www.housing.vic.gov.au/about/housing-news/2022-victorian-public-housing-resident-survey) <https://www.housing.vic.gov.au/about/housing-news/2022-victorian-public-housing-resident-survey>