

# 2022



## ANNUAL PERFORMANCE & OUTCOMES REPORT

**Social & Affordable Housing Fund**  
(SAHF) Phase 1



29<sup>th</sup> July 2022

Marcus Devenish  
Director Social and Affordable Housing Fund  
Strategy, Policy and Commissioning  
Department of Communities and Justice  
L4, 2 Cavill Ave, ASHFIELD NSW 2131

Via: CHIMES

Dear Marcus,

**Ref: SVDPH SAHF Annual Performance and Outcomes Report for FY 2021-2022**

In accordance with Schedule 18 Sections 6.3 and 6.6 of the SVDPH SAHF Services Agreement and on behalf of the Board of Directors of St Vincent de Paul Housing, we submit the FY 2021-2022 Annual Performance and Outcomes Report.

2021/22 has been a busy, challenging and yet satisfying year for the program with the full 502 dwellings being operational for 12 months or more and all included in the Annual Tenant Satisfaction Survey for the first time. All this was achieved during the ongoing challenges of both the COVID-19 pandemic and the unprecedent rains affecting the east coast sites in particular.

Key achievements for the year include:

- 12 months or more of occupation for all 502 dwelling tenants
- Cardiff site included in the Annual Tenant Satisfaction Services
- High Tenant Satisfaction Survey results with all four Service Quality KPI's achieved
- Supported tenants through the challenges of COVID-19 and Unprecedented rains

In addition to assisting the tenants at Cardiff to settle into their new homes and support all during the additional pressures of firstly the COVID-19 pandemic and then the unprecedented and extended rains, 2021/22 has been a year of learning, reviewing and refining systems and procedures and constant improvement. We would like to acknowledge the collaborative assistance of DCJ and in particular its contract representatives throughout this challenging and yet rewarding year as we together provided stable homes and a brighter future to 502 families.

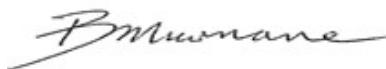
Looking ahead, we see 2022/23 as a year of further consolidation and constant improvement as we focus on efficient and effective service delivery with a focus on supporting our tenants to strive for and achieve their goals and personal wellbeing. In tandem with that will be a focus on constant improvement and efficiency in all aspects of service performance delivery and reporting.

We trust the information provided is sufficient for your requirements and would be pleased to provide any clarification or further information you may require.

Yours faithfully,



Arthur Chapman  
SVDPH SAHF Contract Representative



Brian Murnane  
CEO Amelie Housing

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**St Vincent de Paul Housing**  
NSW  
*good works*

# SAHF KPI's and Performance Incidents

**Table 1: KPI's and Performance Incidents**

KPI	KPI Description	SVDPH Results	Comments	Performance Incidents
201	Tenant Satisfaction with Maintenance Services	75%	Meets current NRSCH required threshold	NIL
202	Tenant Satisfaction with the condition of the dwelling	92%	Exceeds current NRSCH required threshold	NIL
203	Tenant satisfaction with the overall quality of the Tenancy Management Services	89%	Exceeds current NRSCH required threshold	NIL
204	Tenant Satisfaction with the overall quality of the Tailored Support Coordination Services	88%	Exceeds current NRSCH required threshold	NIL
301	An Annual Transition Readiness Assessment has been conducted for each tenant	All Annual Transition Readiness Assessments have been conducted in line with the contractual requirements outlined in the SAHF Services Agreement	System procedures were reviewed and amended to ensure compliance. Transition Readiness Assessments now occur concurrently with Tenant Rent and Income reviews	NIL
302	An annual Tenant Rent and Income review has been conducted for each tenant as a minimum	All Annual Rent and Income Reviews have been conducted in line with the contractual requirements outlined in the SAHF Services Agreement	System procedures were reviewed and amended to ensure compliance. Social Housing Rent subsidy reviews occur bi-annually, and Affordable Housing Income reviews annually	NIL
306	Employee checks are conducted for all employees and volunteers of ServiceCo and Subcontractors (who are not exempt) providing Tailored Support Coordination Services prior to being engaged	Completed for all employees and volunteers	St Vincent de Paul Society HR section manages this function is a condition of employment that all employees are appointed after advertisement, recommendation by selection panel, and employment and referee checks.	NIL
307	All Tailored Support Coordination Services employees and volunteers of ServiceCo and Subcontractors (who are not exempt) have had a Working with Children Check that is not more than five years old	Completed for all employees and volunteers	St Vincent de Paul Society HR section manages this function is a condition of employment that all employees are appointed after confirmation of WWCC.	NIL
308	All Tailored Support Coordination Services employees and volunteers of ServiceCo and Subcontractors (who are not exempt) have had a National Police Check that is not more than four years old	Completed for all employees and volunteers	St Vincent de Paul Society HR section manages this function is a condition of employment that all employees are appointed after completion of a National Police Check.	NIL
402	ServiceCo provides an accurately completed Annual Performance Report on time	Completed and submitted on time.	NIL	NIL
404	ServiceCo provides and accurately completed Annual Data Report on time	Completed and submitted on time.	NIL	NIL
405	ServiceCo provides an accurately completed Annual Outcomes Report on time	Completed and submitted on time.	NIL	NIL



# Consolidated Summary & Reconciliation of each Quarterly Performance Reports

## Year End 30 June 2022

**Table 2 - Consolidated Quarterly Performance Service Provision**

### KPI 101 Tenancy Target Turnaround Times

QTR 1	QTR 2	QTR 3	QTR 4
C0211901144464 (11 Merrylands)	C0101598101 (8 Campbelltown)	C0102800744602 (7 Campbelltown)	D0103850344720 (503 Penrith)
C0211907744466 (77 Merrylands)	O0141011585 (405 Olive St Albury)	C0102802044554 (20 Campbelltown)	J01160G0244659 (G02 Jordan Springs)
H0104511244463 (112 Hovell St Alby)	S0101011583 (105 Cardiff)	C0102802444554 (24 Campbelltown)	J01160G0244693 (G02 Jordan Springs)
J0116010244413 (102 Jordan Springs)		D0103841044540 (410 Penrith)	S0107040244673 (402 Cardiff)
		D0208000044551 (8 Dempsey Pl Albury)	

Details of the individual cases can be found in the QPR reports for each quarter. Although SVDPH does its best to adhere to the Tenancy Target Turnaround Times there are on occasion issues beyond our control that extend the turnaround time to what would normally be expected.

An example of a normal turnaround, is one where the tenant gives notice of their intention to vacate at a particular time, we hold an initial end of tenancy inspection to confirm any cleaning or repairs which are then scheduled and hold a final end of tenancy inspection at vacate and handing over of keys. Any further repairs and cleaning then commence.

An abnormal example, commonly encountered, is one where we find out the tenant has vacated, leaving the key in the locked letterbox or not left at all. The unit is accessed and often found in a very poor state requiring substantial cleaning and repairs which are only then scheduled with the relevant trades thus extending the turnaround time. This can be further exacerbated if the tenant leaves personal items in the unit which have to be dealt with under terms set out in the Tenancy Act.

#### Explanatory note for external readers.

The codes and numbers on this and the next page relate to the number of performance incidents required to be reported on for the year such as in the table above where the turnaround time for re-letting a vacated unit exceeded the specified maximum time. Each incident has supporting reasons explained in other reports.

# Service Activity Compliance

## KPI 303 Tenancy Needs Assessment

**Table 2 - Consolidated Quarterly Performance**

QTR 1	QTR 2	QTR 3	QTR 4
W0273202303 (202 Katoomba)	W02731567303 (202 Katoomba)	C0102801944603 (8 Campbelltown)	W0100501344650 (13 Lilyfield)
W0275102303 (102 Katoomba)		D0103830644593 (503 Penrith)	

Details of the individual cases can be found in the QPR reports for each quarter.

### Service Provision

#### KPI 304 Tenant Support Services Plan

QTR 1	QTR 2	QTR 3	QTR 4
NIL	W02731567304 (202 Katoomba)	Nil	Nil

#### KPI 305 Tenant Needs Re-assessment

QTR 1	QTR 2	QTR 3	QTR 4
Nil	Nil	Nil	524 completed on time

#### KPI 309 End of Tenancy Report

QTR 1	QTR 2	QTR 3	QTR 4
22 completed on time	20 completed on time	21 completed on time	13 completed on time

### Service Reporting Compliance

#### KPI 401 Quarterly Performance Report

QTR 1	QTR 2	QTR 3	QTR 4
SCA-04415	Nil	Nil	Nil

#### KPI 403 Quarterly Data Report

QTR 1	QTR 2	QTR 3	QTR 4
SCA-04416	Nil	Nil	Nil

The above incidents involved a Submit button not being pressed. Checks are now in place.

**Table 3 - Performance Incidents over successive operating years**

Repeat Performance Incidents	Unique Incident # Date of Incident	Commentary
In two consecutive Operating Years any two or more Service Quality Performance Incidents in each Operating Year	Nil	Dedicated focus on Maintenance including appointing key staff
In two consecutive Operating Years any Quarterly Reporting Compliance Failures in Three consecutive Operating Quarters	Nil	This would generate special focus to identify the key issues and implement a solution
In two consecutive Operating Years the same Annual Reporting Compliance failure on two occasions	Nil	This would generate special focus to identify the key issues and implement a solution
In two consecutive Operating Year the same Annual Service Activity Compliance Failure on two occasions	Nil	This would generate special focus to identify the key issues and implement a solution
In two consecutive Operating Years the same Quarterly Service Activity Reporting Compliance Failure on Three occasions	Nil	This would generate special focus to identify the key issues and implement a solution
In three Consecutive Operating Quarters a Service Reporting Failure of KPI 403 (Quarterly Data Report)	Nil	Constant review and improvement particularly between SCIS and SDM systems

SVDPH is pleased to report No Repeat Performance Incidents were incurred in the 2022 reporting year. In order to achieve this, SVDPH undertook reviews of previous performance incidents to identify the root causes, whether they be system inadequacies or unforeseeable events and implement strategies, as part of a constant improvement ethos, to endure compliance.

## 4.1 Tenant Satisfaction Survey Summary

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All four Service Quality KPIs relating to the Annual Tenant Satisfaction Survey were achieved by SVdPH.

The Community Housing Industry Association NSW (CHIA NSW) were engaged to facilitate the implementation, analysis and reporting for the SVdPH SAHF Annual Tenant Survey.

The SAHF Annual Tenant Satisfaction Survey was conducted by CHIA NSW on behalf of Amélie Housing, St Vincent de Paul NSW (SVdPNSW) and SVdPH between 7 March 2022 and 8 April 2022.

A census approach was used, and all 633 SAHF Tenants and Household Members aged 16 years or older managed by SVdPH were invited to participate in the SAHF Annual Tenant Satisfaction Survey. A postal questionnaire was delivered to all households with a cover letter providing recipients with the alternative option of completing the survey online.

CHIA NSW received a total of 417 valid survey responses by the closing date of 8 April 2022 (206 online, 211 postal). This gives an overall response rate of 66%, comfortably above the NRSCH threshold (25%) and CHIA NSW's industry average of 36%. It also surpasses last year's response rate by 2% points.

Participant feedback from the previous year's survey where tenants expressed confusion regarding the names of the various entities of SVdPH, Amelie Housing and SVDP(NSW) and the Tailored Support Coordination Support Plan were incorporated into this year's report which contributed to the strong increase in overall satisfaction in Tailored Support Coordination (up from 79% to 88%).

## 4.2 Sites surveyed

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- All SVdPH SAHF sites were included in the 21/22FY SAHF Annual Tenant Satisfaction Survey
- Sturt Road, Cardiff is the only additional site included in the 21/22FY SAHF Annual Tenant Satisfaction Survey that was not included in the 20/21FY SAHF Annual Tenant Satisfaction Survey



## 4.3 Survey Information

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SVdPH met all NRSCH thresholds (set at 75%) this year including overall satisfaction with housing services exceeding the target by 16% points at 91%. More directly to the Services Agreement, SVdPH achieved all four Key SAHF KPI thresholds (75%) with strong increases in each over the previous year's results. This included Satisfaction with Maintenance Services despite two key staff positions being vacant across the lead-up and survey period.

Key SAHF KPI Thresholds (75%):

- Tenancy Management: 89% (up from 84%)
- Condition of Dwelling: 92% (up from 87%)
- Tailored Support Cdn: 88% (up from 79%)
- Repairs & Maintenance: 75% (up from 67%)

SVdPH also surpassed the CHIA NSW benchmark for fourteen of seventeen measured indicators. Response rate was 30% points above the CHIA NSW benchmark of 36%, while satisfaction with complaints handling, quality of life improvement, and property condition surpassed the benchmark by 9% points each. The three indicators below benchmark were: appeal knowledge (3% points below benchmark of 46%), repairs and maintenance satisfaction (3% points below benchmark of 78%) and quality of repair (6% points below benchmark of 79%).

When compared to 2021 data, 2022 results are on an overall upward trend. All but one measured key indicator (tenants' satisfaction with their ability to influence Amélie/Vinnies's decision-making; down 1% point) have recorded an increase. Six statistically significant increases were recorded: Complaints knowledge (up 9% points); repairs and maintenance, appeal knowledge, tenant involvement (up 8% points each); information provision (up 6% points) and satisfaction with condition of home (up 5% points).



**The headline achievement of the 2022 tenant survey is high levels of satisfaction**

## 4.4 KPI Results

**Table 3 - Annual Tenant Survey KPI Results**

Service Quality KPI	Result
201 Tenant Satisfaction with Maintenance Services	75% (up from 67%)
202 Tenant Satisfaction with Condition of Dwelling	92% (up from 87%)
203 Tenant satisfaction with the overall quality of the Tenancy Management Services	89% (up from 84%)
204 Tenant Satisfaction with the overall quality of the Tailored Support Coordination Services	88% (up from 79%)

SVdPH has achieved all four of the Service Quality KPIs, satisfaction with Maintenance Services (75%), satisfaction with condition of dwelling (92%), satisfaction with overall quality of Tenancy Management Services (89%) and, overall satisfaction with quality of Tailored Support Coordination Services (88%).

SVdPH improved performance against all four Service Quality KPIs compared to last year's Tenant Survey results.

Tenant Satisfaction with Maintenance Services improved by 8% compared to the previous year's Tenant Survey results. This was despite two key Maintenance Officer rolls being vacant across the lead-up and during the survey period. Tenant Satisfaction with Condition of Dwelling improved by 5% compared to the previous year's Tenant Survey results, attributed in part to the increase in Maintenance satisfaction.

Tenant satisfaction with the overall quality of the Tenancy Management Services improved by 5% compared to the previous year's survey results.

Tenant Satisfaction with the overall quality of the Tailored Support Coordination Services improved by 9% compared to the previous year's Tenant Survey results, in part attributed to the incorporation of tenant feedback requiring clearer identification of TSC service.



## 4.5 201 Satisfaction with Maintenance Services

SVdPH achieved the Service Quality KPI for Tenant Satisfaction with Maintenance Services achieving 75% overall satisfaction amongst Tenants who responded to the 21/22FY SAHF Annual Tenant Satisfaction Survey.

In response to the results of the 20/21FY Annual Tenant Satisfaction Survey, SVdPH implemented several performance improvement strategies within the operating year to improve tenant satisfaction with Maintenance Services. These strategies included the recruitment of key Maintenance position staff, improved responsiveness to customer enquiries, increased cohesion between Maintenance, Tenancy Management and Tailored Support Coordination teams and greater responsiveness to tenant feedback and complaints. Some Maintenance systems were also improved to create a better customer experience including the ability for tenants to log maintenance requests online. SVdPH forecasts this result will further improve now the defect liability period for all SVdPH SAHF sites have concluded.

Whilst SVdPH is pleased to achieve the Service Quality KPI of 75% tenant satisfaction with Maintenance Services, SVdPH will continue to focus on service improvement and customer service strategies to further improve this result. These improvement strategies are elaborated on below.

**Table 4 - Satisfaction with Maintenance Services Results per SAHF Location**

SAHF Location	Satisfaction with Maintenance Services Result
Albury*	62% (down from 71%)
Burraneer	74% (up from 68%)
Campbelltown	82% (up from 52%)
Dubbo	80% (up from 68%)
Katoomba	76% (up from 69%)
Lilyfield	78% (down from 94%)
Hunter**	71% (down from 83%)
Great Western Sydney***	78% (up from 69%)

\* Albury incorporates: Dempsey Place and Hovell Street, Albury

\*\* Hunter incorporates: Maitland and Cardiff which was reported on for the first time

\*\*\* Greater Western Sydney incorporates: Merrylands, Penrith and Jordan Springs

## 4.5 201 Satisfaction with Maintenance Services Continued

Table 4 provides a breakdown of tenant satisfaction with maintenance services by SVdPH SAHF location. Five of the eight SAHF locations identified in Table 4 exceeded 75% tenant satisfaction with Maintenance Services. Three of the eight SAHF locations identified in Table 4 did not achieve 75% tenant satisfaction with Maintenance Services.

Albury (62%) is the SVdPH SAHF location that recorded the lowest tenant satisfaction with Maintenance Services. Since the commencement of the program, both SVdPH sites in Albury have experienced ongoing issues with waste and the improper use of the bin areas, not only by some of our tenants but also illegal use of the area by people in non-SVdPH housing developments near to the site. Tenants who use the bin areas correctly have fed back their dissatisfaction with the condition of the bin areas and waste around the premises. The key subcontractor delivering Maintenance Services, Amélie Housing utilises a local asset management company to provide the on-site services including waste management and cleaning. In a multi-phased approach to address the issue, Amelie has worked with the Contractor to improve monitoring, servicing and cleaning, with local police re the outside illegal use, and with the tenants by providing waste management material and information on recycling and reducing waste in the home. These initiatives are all showing good effect with satisfaction levels expected to rise to normal levels.

The Hunter (71%) region also fell below 75% tenant satisfaction with Maintenance Services. SVdPH believe the defect liability period and delays in addressing defects due to COVID-19 restrictions may have influenced this result. Several tenants at Sturt Road Cardiff reported dissatisfaction with the delays in defects being addressed. Sturt Road, Cardiff in the Hunter region also experienced issues relating to multiple lift outages and outages relating to the mobility lift due to heavy rains. These outages impacted on the ability of some tenants to move freely around the complex which may have led to dissatisfaction. Mitigating actions were implemented and the defect rectification phase, also delayed by heavy rains, was completed.

Burraneer (74%) fell below 75% by 1%. At the time of the SAHF Annual Tenant Satisfaction Survey, several dwellings at Burraneer experienced issues with multiple storms and spot-flooding due to the unprecedented weather events that resulted in significant flooding across the East Coast of NSW, with the Georges River basin one of the heaviest affected. Although being addressed, these issues would have influenced tenant satisfaction. Satisfaction is expected to return to pre-storm levels once works are completed and weather patterns stabilise.



## 4.6 202 Satisfaction with Condition of Dwelling

SVdPH achieved the Service Quality KPI for Tenant Satisfaction with Condition of Dwelling achieving 92% overall satisfaction amongst Tenants who responded to the 21/22FY SAHF Annual Tenant Satisfaction Survey.

**Table 5 - Satisfaction with Condition of Dwelling x location**

Location	Condition of Dwelling satisfaction score
Albury	88% (down from 97%)
Burraneer	95% (down from 100%)
Campbelltown	82% (up from 57%)
Dubbo	100% (same as last year)
Katoomba	95% (same as last year)
Lilyfield	100% (same as last year)
Hunter	92% (down from 100%)
Greater Western Sydney	91% (up from 86%)

Table 5 provides a breakdown of tenant satisfaction with condition of dwelling by SVdPH SAHF location. All SVdPH SAHF locations exceeded the Service Quality KPI for tenant satisfaction with condition of dwelling. Two SAHF locations achieved 100% tenant satisfaction with the Condition of Dwelling. All are very high numbers with normal variation.

## 4.7 203 Satisfaction with overall quality of Tenancy Management Services

SVdPH achieved the Service Quality KPI for Tenant Satisfaction with Tenancy Management Services achieving 89% overall satisfaction amongst Tenants who responded to the 21/22FY SAHF Annual Tenant Satisfaction Survey. This was up from 84% the previous year.

**Table 6 - Satisfaction with quality of Tenancy Management Services per location**

SAHF Location	Satisfaction with Tenancy Management Services
Albury	81% (up from 72%)
Burraneer	87% (down from 71%)
Campbelltown	72% (down from 78%)
Dubbo	92% (down from 96%)
Katoomba	75% (down from 85%)
Lilyfield	83% (down from 88%)
Hunter	94% (up from 83%)
Greater Western Sydney	92% (up from 86.5%)

Table 6 provides a breakdown of tenant satisfaction with Tenancy Management Services by SVdPH SAHF location. Seven of the eight SAHF locations met or exceeded the Service Quality KPI for tenant satisfaction with Tenancy Management Services. Six locations exceeded 80% tenant satisfaction with Tenancy Management Services and of these six locations, three exceeded 90% tenant satisfaction with Tenancy Management Services. The key subcontractor, Amélie Housing, employs an ethos of constant improvement to achieve high standards of Tenancy Management and customer service excellence across the portfolio.

Chamberlain Street, Campbelltown (72%) fell 3% below the 75% benchmark for tenant satisfaction with Tenancy Management Services. Amélie Housing has been working on a site regeneration strategy for the past two years to address anti-social behaviour and crime at Chamberlain Street, Campbelltown that resulted from the initial tenancy selections and the impact of COVID on the staff to inspect units and interact with tenants in person.

Conditions at the site have improved significantly and it is envisaged that this result will improve in future operating years. The other factor which may have influenced this result relates to a significant tenancy management issue that was occurring at the site during the time the survey was in the market. This issue has since been resolved and tenants have reported at the most recent tenant block meeting that they feel a greater sense of security, safety and community at Chamberlain Street, Campbelltown.

## 4.8 204 Satisfaction with overall quality of Tailored Support Coordination Services

SVDPH achieved the Service Quality KPI for Tenant Satisfaction with Tailored Support Coordination Services achieving 88% overall satisfaction amongst Tenants who responded to the 21/22FY SAHF Annual Tenant Satisfaction Survey.

**Table 7 - Satisfaction with overall quality of Tailored Support Coordination Services**

Location	Tailored Support Coordination satisfaction score
Albury	94% (up from 72%)
Burraneer	95% (up from 82%)
Campbelltown	78% (up from 77%)
Dubbo	100% (up from 96%)
Katoomba	84% (up from 74%)
Lilyfield	94% (up from 88%)
Maitland	86% (up from 75%)
Greater Western Sydney	86% (up from 73%)

- Table 7 provides a breakdown of tenant satisfaction with Tailored Support Coordination Services by SVdPH SAHF location. All SAHF locations exceeded the Service Quality KPI for tenant satisfaction with Tailored Support Coordination Services.
- Seven locations exceeded 80% tenant satisfaction with Tailored Support Coordination Services and of these seven locations, four exceeded 90% tenant satisfaction with Tailored Support Coordination Services. As per last year, Dubbo continues to achieve high standards of Tailored Support and customer service excellence, scoring a perfect 100% in this year's survey. Tailored Support staff have visited this regional site regularly to address medical and support needs, which have contributed to continued high scores.
- Burraneer (95%) and Albury (94%) were two other sites achieving high quality of Tailored Support Coordination Services. Both sites have tenant engagement activities run on a weekly basis, which significantly impacts positive tenant well-being and neighbourhood engagement.
- Chamberlain Street, Campbelltown (78%), was the lowest performing site, but was still 3% above the 75% benchmark for tenant satisfaction with Tailored Support Coordination Services. SVdPH have recently implemented a site engagement strategy, which has led to more tenant engagement and significant reductions in anti-social behaviour. Conditions at the site have improved significantly and it is envisaged that this result will improve in future operating years. The other factor which may have influenced this result relates to a significant number of complex needs clients, housed at Chamberlain Street, Campbelltown. SVdPH have worked closely with Amélie Housing in ensuring some of these tenants, who are too high needs for high density living, have transitioned out appropriately into more supported accommodation.

## 4.9 Further Analysis of SAHF Annual Tenant Satisfaction Survey

SVdPH exceeded the CHIA NSW sector benchmark for fourteen of the seventeen measured indicators. SVdPH did not achieve the CHIA NSW sector benchmark for three of the seventeen measured indicators.

**Table 8 - CHIA NSW Benchmark Comparisons**

Performance Indicator	CHIA NSW Benchmark	SVdPH SAHF 21/22	Difference
Response rate	36%	66%	+30
Complaints handling	49%	58%	+9
Quality of life	75%	84%	+9
Property Condition	83%	92%	+9
Overall Satisfaction	83%	91%	+8
Listening and acting on tenants' views	71%	78%	+7
Tenant involvement	74%	80%	+6
Value for money	85%	90%	+5
Communications	82%	86%	+4
Tenants' rights upheld	83%	87%	+4
Information provision	84%	88%	+4
Neighbourhood	83%	86%	+3
Ability to influence provider's decision-making	60%	62%	+2
Complaints acknowledgement	70%	72%	+2
Appeal knowledge	46%	43%	-3
Repairs and maintenance	78%	75%	-3
Repair quality	79%	73%	-6

Table 8 provides a breakdown of the CHIA NSW sector benchmarks against SVdPH performance in the 21/22FY Annual Tenant Satisfaction Survey. In addition to increasing the overall number of survey participants, (including Cardiff for the first time), SVdPH achieved a response rate of 66%, which is 30% above the CHIA NSW sector benchmark and 2% above the response rate for the 20/21FY Annual Tenant Satisfaction Survey. SVdPH comfortably exceeded the CHIA NSW sector benchmark for complaints handling achieving 58%, which is 9% higher than the CHIA NSW sector benchmark. The key subcontractor, Amélie Housing, placed significant emphasis on complaints management during the operating year, focusing on acknowledging complaints as they are received and providing written responses with the outcomes of any investigation.

SVdPH achieved below the CHIA NSW sector benchmark for appeal knowledge (43%), repairs and maintenance (75%) and repair quality (73%). In response to this, the key subcontractor, Amélie Housing, has commenced increasing the information that is available to tenants regarding appeals processes in key communications to tenants like the tenant newsletter, the Amélie Housing website, letters to tenants and at face-to-face tenant block meetings. Repairs and maintenance will continue to be focused on in the upcoming operating year. SVdPH envisage improved performance in each of these areas.

## 4.9 Further Analysis of SAHF Annual Tenant Satisfaction Survey Continued

**Table 9 - Historical Comparisons**

Indicator	SVdPH 20/21	SVdPH SAHF 21/22	Comparison
Complaints handling	48%	58%	+10
Complaints Knowledge	63%	72%	+9
Repairs and maintenance	67%	75%	+8
Appeal knowledge	35%	43%	+8
Tenant involvement	72%	80%	+8
Information provision	82%	88%	+6
Listening and acting on tenants' views	72%	78%	+6
Property condition	87%	92%	+5
Neighbourhood	81%	86%	+5
Communications	82%	86%	+4
Repair quality	70%	73%	+3
Overall satisfaction	88%	91%	+3
Quality of life	82%	84%	+2
Value for money for rent	89%	90%	+1
Tenant rights upheld	86%	87%	+1
Influence decision making	63%	62%	-1

Table 9 compares the results of the 21/22FY SAHF Annual Tenant Satisfaction Survey with the 20/21FY SAHF Annual Tenant Satisfaction Survey Results for key CHIA NSW benchmarked indicators.

When compared to 20/21FY data, 21/22FY results are on an overall upward trend. All but one measured indicator (tenants' satisfaction with their ability to influence Amélie/Vinnies's decision-making; down 1% point) have recorded an increase. Six statistically significant increases were recorded: Complaints knowledge (up 9% points); repairs and maintenance, appeal knowledge, tenant involvement (up 8% points each); information provision (up 6% points) and satisfaction with condition of home (up 5% points). The largest year-on-year increase in satisfaction was for complaints handling (a 10%-point increase).

## 4.9 Further Analysis of SAHF Annual Tenant Satisfaction Survey Continued

**Table 10 - Personal Wellbeing Index (PWI) - CHIA NSW Benchmark Comparisons**

PWI Domain	CHIA NSW Benchmark	SVdPH	Difference
Future security	67.34	75.31	<b>+7.97</b>
Personal safety	74.37	81.75	<b>+7.38</b>
Standard of living	73.86	80.03	<b>+6.17</b>
Personal Wellbeing Index	68.48	74.07	<b>+5.59</b>
Personal relationships	68.48	73.28	<b>+4.80</b>
Personal health	62.39	66.61	<b>+4.22</b>
Achieving in life	65.59	69.12	<b>+3.53</b>
Personal connectiveness	67.46	70.54	<b>+3.08</b>
Life as a whole	71.01	73.84	<b>+2.83</b>

Table 10 compares the CHIA NSW sector benchmark for PWI domains against SVdPH performance. SVdPH SAHF tenants recorded higher scores against all CHIA NSW sector benchmarks for all PWI domains. SVdPH tenants reported feeling a greater sense of security, higher standards of living, increased positive personal relationships and a greater outlook on life. SVdPH credits this result largely to the Tailored Support Coordination aspect of the program and the ability for SVdPH to not only provide high quality Tenancy Management Services, but also person-centered support facilitation.



## 4.10 Proposed strategies to improve Tenant Satisfaction

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Whilst the overall Annual Tenant Satisfaction results are pleasing and on an upward trend, SVdPH will continue to implement strategies to further improve tenant satisfaction across Housing Services, Support Services and Maintenance Services. SVdPH will commence by targeting the three areas that fell below the CHIA NSW sector benchmarks as identified in table 8 – CHIA NSW Benchmark Comparison. The areas that fell below the CHIA NSW sector benchmarks were information regarding appeals processes, repair quality and overall satisfaction with Maintenance Services.

To ensure these areas are improved, SVdPH will continue to operate within a portfolio-based structure ensuring that each core business area, Housing Services, Repairs & Maintenance Services and Support Services, work together to achieve positive outcomes for tenants and the three organisations involved with the SVdPH SAHF program. A more detailed breakdown of improvement strategies is identified below for each of the three service streams.



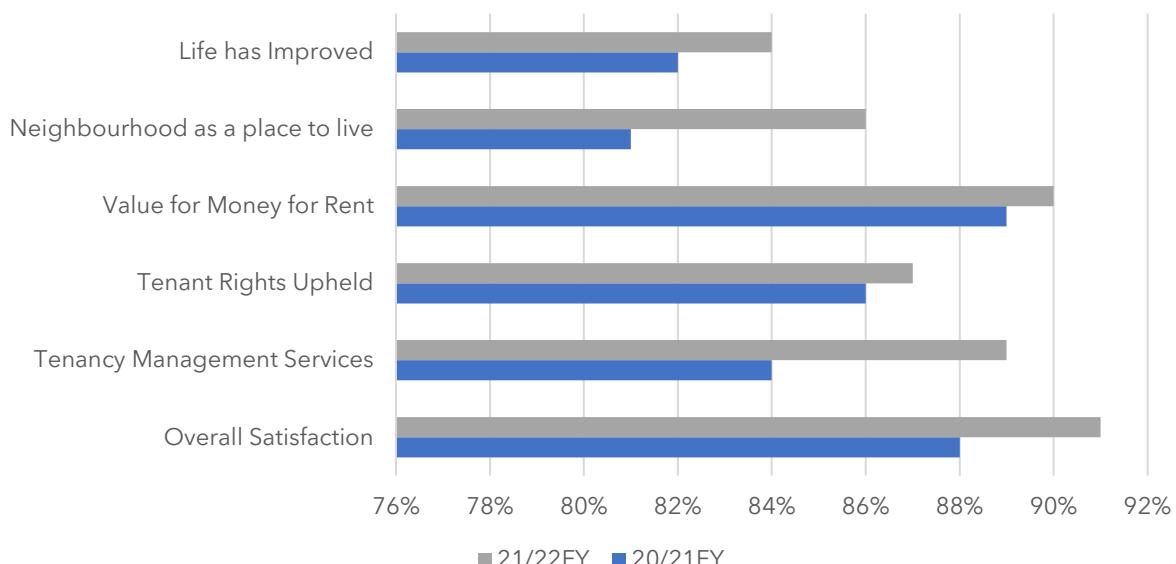
## 4.10.1 Housing Services

The key subcontractor delivering Housing Services, Amélie Housing, achieved 91% overall tenant satisfaction with Amélie Housing's Housing Services. This exceeded the target by 16%. Amélie Housing also achieved 89% overall tenant satisfaction with Tenancy Management Services, 87% tenant satisfaction with tenant's rights being upheld, 90% tenant satisfaction with the value for money that tenants pay for rent, 86% tenant satisfaction with the neighbourhood as a place to live and 84% of tenants reported that their life has improved since living in an Amélie Housing managed home. Amélie Housing improved its performance for each performance indicator for Housing Services when compared to the previous year's results.

Whilst overall performance in the Housing Services space is pleasing, Amélie Housing is committed to focusing on further strategies to maintain and further improve tenant satisfaction with Housing Services, particularly for the areas that did not meet the CHIA NSW sector benchmark. The key focus areas for improvement will be ensuring tenants have greater information about how to make an appeal. Amélie Housing will achieve this by providing appeal process information on letters to tenants, the Amélie Housing website and by discussing the appeals process at tenant block meetings. Amélie Housing will also work closely with SVdPNSW to ensure tenants have appropriate access to advocacy support and other services to navigate appeals and tribunal processes.

Chamberlain Street, Campbelltown (72%) is the only SAHF location that fell below 75% tenant satisfaction with Tenancy Management Services. Amélie Housing will continue to implement improvement strategies for this location with the aim to exceed 75% tenant satisfaction with Tenancy Management Services. Improvement strategies will include managing anti-social behaviour in line with the Residential Tenancies Act and tribunal processes, ensuring client complaints and feedback are recorded, responded to, and investigated within reasonable timeframes, working collaboratively with SVdPNSW to ensure high needs tenants receive appropriate wrap-around supports to sustain their tenancies and ensuring the continuation of tenant block meetings and community building activities.

**Graph 1 - Housing Services Historical Comparison**



## 4.10.2 Support Services

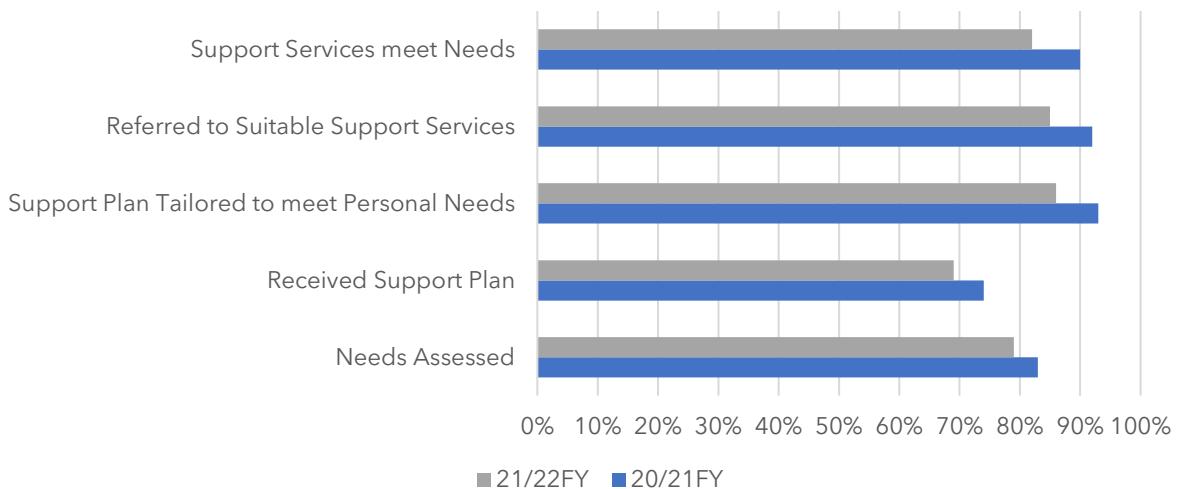
The key subcontractor delivering Support Services, SVdPNSW, achieved 88% overall tenant satisfaction with overall quality of the Tailored Support Coordination services, which exceeded the target benchmark by 13%. SVdPNSW also achieved 82% overall tenant satisfaction in identifying tenant needs and developing a support plan, 83% tenant satisfaction in following up to review progress of a support plan, whilst 86% of tenants agreed that their support plan was tailored to meet personal needs and goals.

Whilst 99% of tenants within the program have an active support plan, which is reviewed regularly, SVdPNSW only achieved 69% overall tenant satisfaction relating to having received a support plan over the past 12 months. SVdPNSW achieved over 79% overall tenant satisfaction for all other support service plan questions, which was a slight decrease when compared to the previous year's result.

Whilst overall performance in the Tailored Support Coordination space is very pleasing, SVdPNSW is committed to focussing on further strategies to maintain and further improve tenant satisfaction with Tailored Support Coordination, particularly in ensuring tenants are aware of them receiving a support plan. Like last year, overall tenant satisfaction relating to having received a support plan over the past 12 months was the lowest scoring satisfaction level at 69%.

This has been a key focus area for improvement in ensuring tenants are aware of having a support plan. Strategies this year included changing the wording of the survey question from 'Amélie Housing Support Services Plan' to 'SVdPNSW Support Plan', as this wording confused many tenants. SVdPNSW will also be ensuring tenants have greater knowledge and information about their support plans and the importance of the document, by reviewing the plan during every monthly catch-up.

### Graph 2 - Support Services Historical Comparison



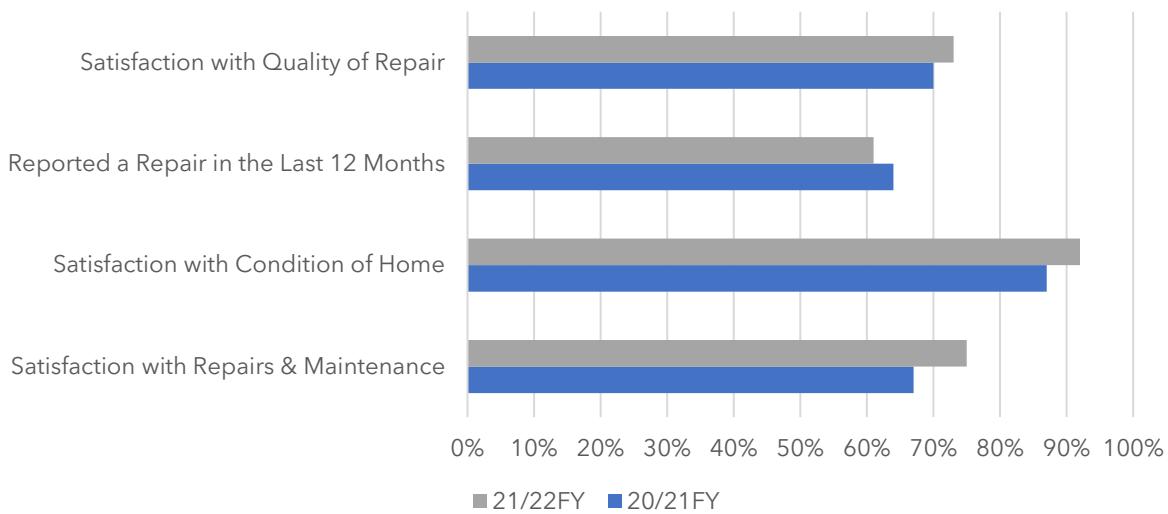
## 4.10.3 Repairs and Maintenance Services

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The key subcontractor delivering Repairs and Maintenance Services, Amélie Housing, achieved 75% overall tenant satisfaction with Repairs and Maintenance Services. This is a statistically significant 8%-point increase from last year, which makes SVdPH on par with the NRSCH threshold of 75%. 92% of tenants reported overall satisfaction with the condition of their home. This is also a statistically significant increase compared to 20/21FY (up 5% points). 61% of tenants had reported a repair to Amélie Housing in the last 12 months. Among these respondents, 73% were satisfied with the quality of the repair. This is up 3% from last year's results. SVdPH recorded increased tenant satisfaction for three of the four indicators for Repairs and Maintenance Services when compared to last year's results. The only indicator that did not increase was the percentage of tenants who reported a repair during the operating year.

The COVID-19 pandemic and associated public health restrictions impacted normal Repairs and Maintenance Services operations during the operating year. Public health restrictions impeded the ability of Amélie Housing to view dwellings, assess repair quality and detect tenant damage. As a result of this, Amélie Housing observed several tenancies with significant property damage. The extent of these damages may have been reduced if Amélie Housing had greater access to SAHF dwellings during the operating year. In response to this, Amélie Housing will focus on increasing inspections and access to dwellings in the upcoming operating year. Increased property viewings will assist Amélie Housing to review contractor work and repair quality and mitigate tenant damage. Mitigating tenant damage should also reduce the number of 'Untenantable' end of tenancies, subsequently reducing vacancy turnaround timeframes. Amélie Housing will also focus on strengthening cohesion across Repairs & Maintenance Services, Housing Services and Support Services to ensure a seamless customer experience. Repairs and Maintenance staff have already commenced attending tenant block meetings to establish strong relationships with tenants and to better understand the issues that are important to tenants in their communities.

**Graph 3 - Repairs and Maintenance Services Historical Comparison**



## 5. Results of the Condition Survey carried out within the operating year

SVdPH completed three conditions surveys during the operating year. Condition surveys were completed for Stage 1 - Dubbo, Stage 5 - Penrith and Stage 7 - Olive Street, Albury (Dempsey Place) with the latter two delayed due to the effects of COVID and the unprecedented rains. The following Condition Survey Schedule is provided as evidence that all Dwellings within the SVdPH SAHF portfolio will be surveyed within three operating years from the date for service readiness. All Surveys are undertaken accordance with the Housing Assets Performance Outcomes in the National Regulatory Code Evidence Guidelines.

**Table 11 - SVDPH SAHF Condition Survey schedule**

Project	Date for Service Readiness	Last Date for Condition Survey (3 years)	Scheduled Date for Condition Survey
Stage 1 - Dubbo	26/09/2018	22/10/2021	14-Sep-21
Stage 5 - Penrith	30/11/2018	29/11/2021	Nov-21
Stage 7 - Olive St, Albury	3/12/2018	2/12/2021	Nov-21
Stage 10 - Campbelltown	28/08/2019	27/08/2022	Aug-22
Stage 8 - Hovell St, Albury	26/02/2020	25/02/2023	Feb-23
Stage 4 - Merrylands	26/02/2020	25/02/2023	Feb-23
Stage 2 - Lilyfield	15/07/2020	14/07 2023	Jun-23
Stage 3 - Burraneer	17/07/2020	16/07/2023	Jul-23
Stage 9 - Jordan Springs	29/07/2020	28/07/2023	Jul-23
Stage 11 - Maitland	29/07/2020	28/07/2023	Jul-23
Stage 6 - Katoomba	12/08/2020	11/08/2023	Aug-23
Stage 12 - Cardiff	27/11/2020	26/11/2023	Nov-23

# OUTCOMES REPORT 22



**St Vincent de Paul Housing**  
NSW  
*good works*

OUTCOME DOMAIN	STABILITY
Outcome Description	<b>1.1 Permanency - individuals have a home for the duration of their need</b>
Reporting Period	<b>2021-2022</b>
Results, achievements for the Reporting Period	<p><b>1.1.1 Individuals exit housing positively</b></p> <ul style="list-style-type: none"> <li>▪ During the Operating Year 66 Tenants transitioned out of SVDPH SAHF tenancies</li> <li>▪ Of the 66 Tenants who transitioned out of SVDPH SAHF tenancies, 46 were considered positive exits</li> <li>▪ Of the 46 positive exits, 6 transitioned due to employment, 28 transitioned for family reasons, 5 moved inter-state or overseas, 4 transitioned into supported accommodation and 1 transitioned due to home ownership.</li> <li>▪ Of the 66 Tenants who transitioned out of SVDPH SAHF tenancies, 14 were considered negative exits</li> <li>▪ Of the 14 negative exits, 2 were abandoned properties, 1 were due to incarceration, 1 tenant was evicted due to malicious damage to the dwelling, 2 tenants were evicted due to rent arrears, 1 tenant was evicted due to an unauthorised dangerous dog, 2 tenant relinquished their tenancy due to maintenance concerns, 2 tenants did not have their Affordable Housing leases renewed, 1 tenant moved into transitional housing and 2 tenants had unknown exits.</li> <li>▪ Of the 66 Tenants who transitioned out of SVDPH SAHF tenancies, 6 were considered neutral exits. Of the 6 neutral exits 5 related to tenant deaths and 1 tenant moved to another Community Housing Provider for family reasons.</li> </ul> <p><b>1.1.2 Individuals exit into housing sustainably</b></p> <ul style="list-style-type: none"> <li>▪ 0 Tenants returned for Housing Assistance following their departure from the program.</li> </ul> <p><b>1.1.3 Individuals are supported to sustain stable housing that is affordable, safe and secure</b></p> <ul style="list-style-type: none"> <li>▪ 79.6% (494) of all people supported by SAHF have sustained their Tenancies for 12 months or longer</li> <li>▪ 10.6% (66) of all people supported by SAHF have sustained their Tenancies for 6 months - 12 months</li> <li>▪ 100% of Tenants surveyed in the SAHF Annual Tenant Survey reported overall satisfaction with Safety and Security within their home meeting their needs</li> <li>▪ 99 % of Tenants surveyed in the SAHF Annual Tenant Survey reported overall satisfaction with Safety and Security outside of their home</li> </ul> <p><b>1.1.4 Stable housing for individuals who were homeless or at risk of homelessness</b></p> <ul style="list-style-type: none"> <li>▪ 122 out of 125 people that were homeless at intake when entering the program have been supported to sustain their Tenancies for 12 months or longer (98%).</li> <li>▪ 230 of 233 people who had a history of homelessness prior to entering the program have been supported to sustain their Tenancies for 12 months or longer (99%).</li> </ul>

**Results,  
achievements  
for the  
Reporting  
Period**

**1.1.5 Individuals are satisfied with the appropriateness and location of their dwelling**

- 93% of Tenants surveyed in the SVDPH SAHF Annual Tenant Survey reported overall satisfaction with access to shops and banking facilities
- 81% of Tenants surveyed in the SVDPH SAHF Annual Tenant Survey reported overall satisfaction with access to public transport
- 95% of Tenants surveyed in the SVPF SAHF Annual Tenant Survey reported overall satisfaction with access to medical services and hospitals
- 45% of Tenants surveyed in the SVPF SAHF Annual Tenant Survey reported overall satisfaction with access education services and training facilities
- 55% of Tenants surveyed in the SVPF SAHF Annual Tenant Survey reported overall satisfaction with access to employment services
- 30% of Tenants surveyed in the SVPF SAHF Annual Tenant Survey reported overall satisfaction with access to childcare services
- 80% of Tenants surveyed in the SVPF SAHF Annual Tenant Survey reported overall satisfaction with access parks and recreational services

**1.1.6 Individuals are satisfied with the adequacy of dwelling modifications and the response to any disability modifications made to ServiceCo**

- In the Operating Year, SVDPH delivered 17 disability modifications to Tenants
- 67% of Tenants surveyed in the SVDPH SAHF Annual Survey reported overall satisfaction with the dwelling's disability modifications
- 69% of Tenants surveyed in the SVDPH SAHF Annual Survey reported overall satisfaction with responses to disability modification requests

**1.1.7 Individuals do not negatively exit or request transfers as a result of dissatisfaction with dwelling features, location or support services**

- 2 Tenants who exited their SAHF tenancies during the Operating Year exited due to dissatisfaction with services provided by SVDPH
- Of the 2 negative exits, 2 tenants exited due to dissatisfaction with the management of a maintenance issue
- 3 SVDPH SAHF Tenants have requested transfers due to dissatisfaction with their dwelling or the services provided by SVDPH

**1.1.8 Individuals are relocated or transferred to a new dwelling located in the same LGA or school catchment as previous dwelling**

- 0 Tenants transferred from one SAHF property to another within the same LGA (Penrith to Jordan Springs).

**1.1.9 Avoidance of under-occupancy and overcrowding**

- 1 SAHF Tenancy are considered under-occupied.
- 0 SAHF Tenancies are considered overcrowded/partly overcrowded.

**Future Performance**

- Continued focus on supporting people with histories of homelessness to sustain tenancies via the provision of a holistic housing support model that is led by the Tailored Support Coordination Team.
- Explore opportunities to engage with registered training organisations and employment services to support tenants positive transition from Social Housing to Affordable Housing and Affordable Housing to private accommodation.

**Outstanding Issues**

NIL

**Proposed Solutions/actions to rectify**

NIL

OUTCOME DOMAIN	STABILITY
<b>Outcome Description</b>	<b>1.2 Support Services - individuals have access to Support Services that meet their needs</b>
<b>Reporting Period</b>	<b>2021-2022</b>
<b>Results, achievements for the Reporting Period</b>	<p><b>1.2.1 Individuals report the support services they currently access meet their needs</b></p> <ul style="list-style-type: none"> <li>▪ 82% of Tenants surveyed in the SVDPH SAHF Annual Survey reported overall satisfaction that the support services they currently access meet their needs</li> </ul> <p><b>1.2.2 Individuals are satisfied with ServiceCo's performance facilitating access to support services</b></p> <ul style="list-style-type: none"> <li>▪ 85% of Tenants surveyed in the SVDPH SAHF Annual Survey reported overall satisfaction that referrals were made to suitable support services</li> <li>▪ 82% of Tenants surveyed in the SVDPH SAHF Annual Survey reported overall satisfaction with the process to develop a support plan</li> <li>▪ 83% of Tenants surveyed in the SVDPH SAHF Annual Survey reported overall satisfaction with the process of periodic review of support plan</li> </ul>
<b>Future Performance</b>	<ul style="list-style-type: none"> <li>▪ The Tailored Support Coordination team will focus on undertaking increased face to face assessments and Support Plan reviews.</li> <li>▪ SVDPH will focus on stakeholder engagement within local communities to develop formal and informal partnerships with support services to increase referral efficiency and tailor supports to meet diverse Tenant needs.</li> </ul>

Outstanding Issues	Proposed Solutions/actions to rectify
NIL	NIL

**Individuals are supported to sustain stable housing that is affordable, safe and secure**



OUTCOME DOMAIN	STABILITY
<b>Outcome Description</b>	<b>1.3 Social Wellbeing - individuals participate and are included in their community</b>
<b>Reporting Period</b>	<b>2021-2022</b>
<b>Results, achievements for the Reporting Period</b>	<p><b>1.3.1 Individuals have strong support networks</b></p> <ul style="list-style-type: none"> <li>▪ 82% of Tenants surveyed in the SVDPH SAHF Annual Survey reported overall satisfaction that access to community and support services meets needs</li> </ul> <p><b>1.3.2 Individuals participate in community activities</b></p> <ul style="list-style-type: none"> <li>▪ 64% of Tenants surveyed in the SVDPH SAHF Annual Survey reported overall satisfaction that they had opportunities to participate in community activities</li> <li>▪ The average PWI score of all Tenants surveyed in the SVDPH SAHF Annual Survey for the question relating to feeling part of the community was 70.54 out of 100</li> </ul>
<b>Future Performance</b>	<ul style="list-style-type: none"> <li>▪ SVDPH will focus on increasing the frequency of Tenant engagement meetings held at SAHF sites.</li> <li>▪ SVDPH will promote the use of communal areas to external services and community groups to create greater access to support networks for Tenants.</li> <li>▪ SVDPH will continue to strengthen engagement with local Vinnies Conferences to link Tenants with community networks.</li> </ul>
<b>Outstanding Issues</b>	<b>Proposed Solutions/actions to rectify</b>
NIL	<ul style="list-style-type: none"> <li>▪ NIL</li> </ul>

**I feel at home, its like a big family...**



OUTCOME DOMAIN	STABILITY
<b>Outcome Description</b>	<b>1.4 Physical Wellbeing - individuals are safe at home and in the community</b>
<b>Reporting Period</b>	<b>2021-2022</b>
<b>Results, achievements for the Reporting Period</b>	<p><b>1.4.1 Individuals feel safe and secure in their homes and in the community</b></p> <ul style="list-style-type: none"> <li>▪ 100% of Tenants surveyed in the SVDPH SAHF Annual Survey reported overall satisfaction that safety and security within the home meets their needs</li> <li>▪ 99% of Tenants surveyed in the SAHF Annual Tenant Survey reported overall satisfaction with Safety and Security outside of their home</li> <li>▪ The average PWI score of all Tenants surveyed in the SVDPH SAHF Annual Survey for the question relating to how safe you feel was 81.75 out of 100</li> </ul>
<b>Future Performance</b>	<p><b>1.4.2 Individuals do not experience violence and antisocial behaviour (especially school aged children or young people who may be at risk of significant harm)</b></p> <ul style="list-style-type: none"> <li>▪ 1 Tenant was evicted from their tenancy due to ongoing significant breaches of the Residential Tenancies Act</li> <li>▪ During the operating year, SAHF staff completed 30 child protection reports</li> <li>▪ During the operating year, SAHF staff lodged 49 critical incidents. Of these 49 critical incidents, 9 were related to domestic and family violence</li> </ul> <p>▪ SVDPH has engaged in a memorandum of understanding with NSW Police that allows the sharing of information relating to SAHF properties. SVDPH will continue to utilise this to deal with illegal activity and significant anti-social behaviour.</p> <p>▪ The operational team will engage in ongoing training and professional development relating to Child Safety and Domestic Violence.</p> <p>▪ SVDPH will continue to utilise the Safeguarding Team protocol to report and manage child protection concerns.</p> <p>▪ SVDPH will liaise with DCJ to fulfill mandatory reporting obligations.</p> <p>▪ SVDPH will seek feedback from Tenants regarding proposed strategies to improve the sense of safety and security within SAHF complexes.</p>

#### Outstanding Issues

NIL

#### Proposed Solutions/actions to rectify

NIL

**Individuals are supported to sustain stable housing that is affordable, safe and secure**



OUTCOME DOMAIN	ECONOMIC INDEPENDENCE
Outcome Description	<b>2.1 Economic Independence - individuals are able to improve their economic conditions through employment</b>
Reporting Period	<b>2021-2022</b>
<b>Results, achievements for the Reporting Period</b>	<p><b>2.1.1 Individuals in, or seeking employment, have higher median weekly income</b></p> <ul style="list-style-type: none"> <li>The median rent of SAHF households where at least one member of the household earns wages is higher than the median rent of SAHF households that have no members earning wages.</li> </ul> <p><b>2.1.2 Unemployed or underemployed individuals achieve a Partial or Pathway Employment Outcome or Full Employment outcome</b></p> <ul style="list-style-type: none"> <li>209 SAHF Tenants during their Initial Assessment with Tailored Support Coordination identified as unemployed or underemployed.</li> <li>Of the 209 Tenants who identified as unemployed during their Initial Assessment, 126 (60%) Tenants have since achieved part-time employment or full-time employment. Tailored Support Coordination Officers often worked with the tenant offering both emotional and practical support to assist them achieve their employment goals.</li> </ul> <p><b>2.1.3 Unemployed or underemployed individuals are actively seeking work and meet any employment services mutual obligation requirements</b></p> <ul style="list-style-type: none"> <li>209 SAHF Tenants identified as unemployed or underemployed.</li> <li>Of the 209 Tenants who identified as unemployed or underemployed, 69 Tenants (33%) have identified that their goal is to find or continue employment</li> <li>Of the 69 tenants that have identified their goal is to find or continue employment, 63 (91%) have made progress on that goal</li> </ul> <p><b>2.1.4 Individuals are able to manage their finances in a way that avoids rental arrears</b></p> <ul style="list-style-type: none"> <li>Of the 502 SVdPH SAHF Tenancies, 52 Tenancies (10%) are currently experiencing rent arrears.</li> <li>Reduce rent arrears amongst SAHF Tenants by utilising robust rent arrears management processes and supporting Tenants to manage their finances</li> <li>Support Tenants to access employment services to improve their economic independence</li> <li>Focus on supporting Tenants who are employed to sustain their employment</li> </ul>
	<b>Outstanding Issues</b>
	<b>Proposed Solutions/actions to rectify</b>
	Rent Arrears

OUTCOME DOMAIN	ECONOMIC INDEPENDENCE
Outcome Description	<b>2.2 Learning and Education - individuals have access to education</b>
Reporting Period	<b>2021-2022</b>
Results, achievements for the Reporting Period	<b>2.2.1 Improved education outcomes of school agreed children and young people</b>
	<ul style="list-style-type: none"> <li>SVDPH does not have access to the NAPLAN results of children residing in SAHF properties</li> </ul>
	<b>2.2.2 School aged children and young people are enrolled in and satisfactorily attend school</b>
	<ul style="list-style-type: none"> <li>There are 88 school aged children (7-16 years of age) within the SVDPH SAHF Program.</li> <li>68 of the 88 school aged children are listed as being enrolled in school.</li> </ul>
	<b>2.2.3 School aged children and young people complete Year 10 and go on to complete Year 12</b>
	<ul style="list-style-type: none"> <li>There are 9 school aged children (17-19 years of age) within the SVDPH SAHF Program.</li> <li>Of the 9 school aged children (17-19 years of age), 7 identified as continuing to study in school.</li> </ul>
Future Performance	<b>2.2.4 Individuals enrol in further education or training (including university, TAFE, vocational training, or equivalents)</b>
	<ul style="list-style-type: none"> <li>Of the 912 active SAHF Tenants, 81 have enrolled in study types (training, university, vocational training, TAFE)</li> </ul>
Outstanding Issues	<b>2.2.5 Individuals complete further education or training (including university, TAFE, vocational training, or equivalents)</b>
	<ul style="list-style-type: none"> <li>Of the 912 active SAHF Tenants, 78 have identified having a goal of TAFE/Vocational course or University completion or enrolment</li> <li>Of the 78Tenants who have identified having a goal of TAFE/Vocational course or University completion, 16 have successfully completed a TAFE/Vocational course or University course.</li> </ul>
Proposed Solutions/actions to rectify	Engage with youth training and employment organisation to support Young People to gain employment and education opportunities.
	Explore opportunities to partner with registered training organisations and TAFE to link Tenants with employability skills.
Outstanding Issues	Proposed Solutions/actions to rectify
SVDPH currently does not have access to the NAPLAN results of children who are housed within the SAHF program.	NIL

OUTCOME DOMAIN	ECONOMIC INDEPENDENCE
Outcome Description	<b>2.3 Personal Wellbeing - individuals are empowered to make choices and have control over their lives</b>
Reporting Period	<b>2021-2022</b>
Results, achievements for the Reporting Period	<b>2.3.1 Individuals progress towards a positive outlook on life</b> <ul style="list-style-type: none"> <li>85% of Tenants surveyed in the SVDPH SAHF Annual Survey reported overall satisfaction with their outlook on life</li> </ul>
	<b>2.3.2 Individuals progress towards choosing how they live their lives</b> <ul style="list-style-type: none"> <li>89% of Tenants surveyed in the SVDPH SAHF Annual Tenant Satisfaction Survey reported overall satisfaction with how they choose to live their lives.</li> </ul>
	<b>2.3.3 Individuals progress towards having comfort about the balance between what they do for themselves and what they rely on other for</b> <ul style="list-style-type: none"> <li>83% of Tenants surveyed in the SVDPH SAHF Annual Tenant Satisfaction Survey reported feeling comfortable about the balance between what they do for themselves and what they rely on others for.</li> </ul>
Future Performance	Continue to provide support to Tenants to promote a positive outlook on life via connections to community groups, mental health services and activities that will increase a Tenant's sense of wellbeing.
Outstanding Issues	Proposed Solutions/actions to rectify
NIL	NIL





**St Vincent de Paul Housing**  
NSW  
*good works*

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