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| Public Housing Resident Survey |
| Important Information about the Survey |

# Data collection agency

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## Department of Health and Human Services key contact­

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### Your consent

We are seeking your consent to take part in the Public Housing Resident Survey. Data for this survey is being collected by McNair yellowSquares. The survey will be analysed and developed into a report for the Department of Health and Human Services (the department).

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

Once you understand what the project is about and if you agree to take part, we will be able to commence the survey.

### Purpose and Background

The Department of Health and Human Services is seeking the views and perceptions of people living in public housing across Victoria.

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

You are invited to take part in the survey if you are aged 18 years and over and live in public housing.

### Funding

This project has been funded by the Department of Health and Human Services.

## Procedure

If you agree to participate in this survey, there are a number of ways to get involved. We will be contacting a random sample of residents living in public housing directly. However if you are not contacted directly and wish to participate, you can contact McNair yellowSquares on the toll-free telephone number above or email them directly and request to complete the survey. You can undertake the survey over the telephone or online.

You will be asked a range of questions about your housing, health and wellbeing, safety and security, community participation, your recent experiences during COVID-19 and some questions about you. The information you provide will be anonymous and confidential. The information from this survey will be presented in a report that summarises the data. This means that your answers cannot be identified in any way. Whether you choose to participate in the survey will in no way affect your current or any future tenancies you have with the department.

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

### Benefits

The information collected from the Public Housing Resident Survey will allow the department to have a better understanding of residents’ aspirations and experiences of living in public housing.

### Possible risks

There are no anticipated risks to taking part in this survey. Should you find any of the questions distressing or would like to be referred for help and support, team members from McNair yellowSquares have contact details for a range of agencies to help you.

### Illegal activity

This survey does not include questions about illegal activity. However, if someone discloses information about a serious crime, the researchers are obliged to notify relevant authorities.

### Privacy, confidentiality and disclosure of information

You can be assured that you will not be identified by name in anyway in the reporting of results for publication or internal planning purposes. Any information we collect from you that can identify you will remain confidential. The data will be reported in an aggregate format.

### Participation is voluntary

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

### Ethical guidelines

This study adheres to the Guidelines of the ethical review process of The University of Queensland and the National Statement on Ethical Conduct in Human Research. Whilst you are free to discuss your participation in this study with project staff (contactable on 9096 1920), if you would like to speak to an officer of the University not involved in the study, you may contact the Ethics Coordinators on +617 3365 3924 / +617 3443 1656 or email humanethics@research.uq.edu.au <humanethics@research.uq.edu.au>.

### Complaints

Should you have any concerns about the Public Housing Resident Survey please contact the Social Housing Reform branch on ccc or shr@dhhs.vic.gov.au <shr@dhhs.vic.gov.au>.

### Reimbursement for your costs

You will receive a $10 voucher for your time to complete the 15-minute survey. This voucher will be sent to you by McNair yellowSquares once you have completed the survey.

### Further information

Contact McNair yellowSquares Toll free 1800 669 133, or at the website www.mcnair.com.au or email solutions@mcnair.com.au <solutions@mcnair.com.au>.

To receive this document in another format [email Social Housing Reform unit](http://shr@dhhs.vic.gov.au) <shr@dhhs.vic.gov.au>

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