Anglicare Australia Emergency Relief & Financial Counselling Client Survey 2019

Consolidated Report

Jeanette Mollenhauer,
Sue King, Liping Yan &
John Bellamy

June 2020

Version Date: 5/6/20

About this Project

The Anglicare Australia Emergency Relief and Financial Counselling Client Survey was originally developed by Anglicare Sydney to identify the profile of people using its Food & Financial Assistance services and to evaluate their service experience, well-being and outcomes. Overall coordination of the project was provided by Anglicare Australia and Anglicare Sydney's Social Policy & Research Unit. Member agencies of Anglicare Australia were invited to take part in this national version of the survey; participating agencies included:

- ac.care, SA
- Anglicare Central Qld
- Anglicare NSW South, NSW West and ACT
- Anglicare North Coast
- Anglicare NT
- Anglicare SA
- Anglicare Sydney
- Samaritans Foundation

Acknowledgements

A project such as this cannot happen without significant contributions along the way:

- Kasy Chambers, Imogen Ebsworth and Ellen Bugge from Anglicare Australia, for their support and assistance with this national project.
- Anglicare Agency representatives for their support and coordination of the survey: Adam Klaproth (Anglicare Central Queensland), Astra Fleetwood (AnglicareSA), Lesley Grant (Anglicare North Coast), Jamie Peck (Samaritans), Meredith Nelson (ac.care), Bonnie Moss (Anglicare NT), Brad Braithwaite, Claire Lloyd-Jones and Shirley Lin (NSW South, NSW West & ACT) and John Bellamy (Anglicare Sydney).
- The managers, staff and clients of the agencies for making the survey happen.
- NCLS Research for electronic scanning and Openbook-Howden for printing of the surveys.
- Liping Yan (Anglicare Sydney) for design and production of the survey dashboards.

Sue King
Manager, Social Policy & Research Unit
Anglicare Sydney

TABLE OF CONTENTS

EXECUTIVE SUMMARY 1

1. INTRODUCTION 5

2. METHODOLOGY 6

2.1 Survey Development and Distribution Process 6

2.2 Sampling, Response Rates and Margins of Error 6

2.3 Reporting 7

3. CLIENT PROFILE 9

3.1 Basic Demographics 9

3.1.1 Gender and Age 9

3.1.2 Country of Birth 10

3.1.3 Indigenous Status 11

3.1.4 Employment Status 11

3.1.5 Household Type 12

3.1.6 Length of Time and Frequency of Usage of Anglicare Services 12

3.2 Reasons for Presentation 13

3.3 Comparison between Initial and Current Situation 14

3.4 Personal Wellbeing 16

3.5 Levels of Efficacy – Decision making 18

3.6 Social Connectedness 19

3.7 Service Experience 20

3.7.1 The Service Relationship 20

3.7.2 Overall Levels of Satisfaction 22

3.8 Net Promoter Score 22

4. CLIENT OUTCOMES 24

5. SERVICE IMPACT 26

6. CLIENT COMMENTS 28

7. DISCUSSION 33

7.1 General Summary and Observations about the Survey Findings 33

7.2 Making the Most of the Results 34

8. CONCLUSION AND RECOMMENDATIONS 36

8.1 Conclusions 36

8.2 Recommendations 37

REFERENCES 38

APPENDIX: NOTE ON LEVELS OF STATISTICAL RELIABILITY 39

EXECUTIVE SUMMARY

The inaugural Anglicare Australia Emergency Relief and Financial Counselling Client Survey ('Anglicare Client Survey') was conducted in late 2019 among clients of Anglicare services across Australia. Over 2000 clients completed survey forms, providing demographic data about the general characteristics of Anglicare's client cohort. The data includes baseline information about clients' primary reasons for presenting at Anglicare services, client wellbeing, satisfaction with service provided by Anglicare, and client outcomes.

CLIENT PROFILE

The demographic profile of each service stream varies widely, reflecting the client target group and the purpose and nature of the service being provided.

Gender: 60% of clients across Australia were female and 40% male. There were more females than males responding to the survey in all agencies, with the proportion ranging from 55% (AnglicareSA) to 66% (Anglicare North Coast, Anglicare Sydney and Anglicare NSW South, NSW West & ACT).

Age: Nationally, the majority of clients (42%) were aged between 35-49 years, with 28% aged 18-34, 24% aged 50-64 and 5% aged 65-79. Only 1% were over 80, and none were under 18.

Cultural Diversity: Overall, 84% of clients were born in Australia, with 9% having been born in non-English-speaking countries and 7% in other English-speaking countries. By agency, Anglicare North Coast and Samaritans (Newcastle) had the highest proportions of Australian-born respondents (both 98%), while the highest proportion of respondents born in non-English-speaking countries was in Anglicare Sydney (18%)

Indigenous Status: Across all agencies, about 20% of clients identified as Aboriginal or Torres Strait Islander, a percentage which is far higher than the population average (3.3%). By agency, Anglicare North Coast had the highest proportion of Aboriginal and Torres Strait Islander respondents (44%).

Employment: Overall, 58% of respondents were unemployed, which was far higher than the official unemployment rate at the end of 2019 (5.1%). Some 14% undertake home duties and 9% had some level of employment. Anglicare Sydney and Anglicare NSW South, NSW West, ACT recorded the highest level of clients in employment (12% each).

Household type: Across all agencies, 37% of clients live alone, followed by 30% who are single parents, 9% couples with children and 7% couples without children. Some 17% were found in 'Other' households. By agency, Anglicare NSW South, NSW West & ACT had the highest rate of people living alone (47%), while Anglicare North Coast had the highest proportion of single parents (37%).

LENGTH OF SERVICE USAGE

Overall, the majority of respondents had only been attending Anglicare agencies for less than one month (33%), with the next largest groupings being those who have attended for two years or more (29%) and for 1-2 years (15%).

REASONS FOR PRESENTATION

The main reasons for presentation varied somewhat between agencies. Across the nation, the top three reasons for presentation were: material wellbeing (46% of respondents), money management (33%) and housing (11%).

SELF-PERCEIVED IMPROVEMENT

Eighty-one percent (81%) of clients overall said they were in crisis/struggling with respect to money management when they initially accessed a service, but this had dropped to 54% for their current situation. In terms of material wellbeing, the percentage in crisis/struggling dropped from 86% to 73%, while in relation to housing, the percentage dropped from 81% to 58%, a reduction of 23%.

PERSONAL WELLBEING

Using the Personal Wellbeing Index (PWI) it was found that, across Australia, clients' PWI scores were significantly lower than the Australian norm.

CONTROL OVER DECISION-MAKING

Sense of control over decision-making was calculated using a score from 0 ('No control at all') to a score of '10' ('Complete control'). The highest average level (7.2) was recorded among ac.care clients, followed by Anglicare Central Queensland (6.9). The lowest level was found among Samaritans and Anglicare NSW South, NSW West & ACT clients (6.0 each).

SOCIAL CONNECTEDNESS

Social connectedness was calculated using a score from 0 ('I am completely isolated socially and often feel lonely') to a score of '10' ('I have completely fulfilling relationships and never feel lonely'). Results show an across-the-board average score of 5.3. However, there is evidence of greater social isolation among clients at certain agencies, particularly those accessing Anglicare North Coast services (4.6). The highest average scores (representing higher perceived levels of social connection) were found at Anglicare Sydney and Anglicare NSW South, NSW West & ACT (both 5.5) followed by ac.care and Anglicare Central Queensland (both 5.4).

SERVICE EXPERIENCE

Very high levels of satisfaction among clients for each of the aspects of their service experience were recorded nationally. Agreement (sum of 'Agree' and 'Tend to Agree') with each statement was highest in relation to clients feeling they had been listened to and understood (96%), being satisfied overall with

the service they had received (94%), staff responding in a timely manner (95%), and confidence in information/advice from staff (93%). The lowest levels of agreement, although still very high, were strong trust relationships (87%).

NET PROMOTER SCORE (NPS)

Calculation of the NPS is based on the question: "How likely would you be to recommend Anglicare to a friend or family member"? Individuals answer on a 0 to 10 scale, with 10 being the highest rating. NPS scores range from -100 to 100. The average NPS for all agencies was 74. The highest NPS of 82 was recorded at Anglicare Central Queensland, followed by 79 at Anglicare North Coast and 77 at Anglicare Sydney. The highest percentage of 'Promoters' was at Anglicare Central Queensland (86%) followed by Anglicare North Coast (85%) and Anglicare Sydney (83%).

OUTCOMES ACROSS ALL AGENCIES

On average, clients were more likely to report improvements in outcomes than deterioration, though this varied markedly depending upon the outcome. The greatest improvements in self-assessed outcomes as being 'excellent' or 'good' were in relation to knowing where to get help (change from 37% prior to coming to Anglicare to 65% now among all clients, or a 28% improvement), a result that is not surprising given that clients have come into contact with a suite of services available at Anglicare agencies. The outcome that registered the smallest improvement was that of being able to deal with an unexpected expense (18% to 26%, or an 8% improvement).

SERVICE IMPACT

Overall, Anglicare services have been most beneficial in clients knowing where to get help (overall 87% felt that Anglicare had made a positive difference, with individual agency results ranging from 78% to 97%), followed by 'money for essential needs' (overall result was 80%, with individual agency results ranging from 64% to 90%).

CLIENT FEEDBACK

Clients could provide comments or suggestions about service improvements. Of the 2078 clients who filled out survey forms, 754 people (36.3% of all respondents) provided comments or suggestions. Using thematic analysis, these responses were categorised as follows:

1. Responses of Gratitude (n=556 or 74% of all responses) – where clients basically expressed their gratitude for the service and/or that is was highly effective and had provided excellent outcomes. These were then sub-divided into:
   a) General expressions of thanks (n= 247)
   b) Expressions of thanks with specific details included (n=309).
2. Suggestions for Improvement (n=81 or 11% of all responses).
3. Unusable (n=117 or 15% of all responses) – where clients made comments about their personal circumstances or did not feel they had been in the service long enough to comment.

CONCLUSIONS

1. The 2019 Anglicare Client Survey has provided comparable statistical profiles of clients and their situations across a range of Anglicare member agencies.
2. The survey paints a compelling picture of some of the key facets of the experience of disadvantage and provides data that can be used for advocacy purposes at a regional or national level.
3. The survey identifies high levels of positive client experience of Anglicare services.
4. The survey results are useful for service evaluation and provide the opportunity for service improvement.
5. The survey is a step towards the development of an 'evaluative culture' at national level.
6. The survey results provide a baseline for participating agencies and could be repeated in the future to assist in continuous improvement and monitoring of trends.

RECOMMENDATIONS

1. Each Agency encourage Program Managers and their staff teams to use **2019 agency service centre dashboards**, for evaluation and service improvement purposes.
2. Agencies consider **participation in a repeat of the Client Survey**, to be conducted by SPRU, along with any other interested agencies, and using a quota sampling approach and similar or identical survey forms.
3. SPRU prepare a **'poster' of key results** from the 2019 survey for service sites, to make clients aware of survey findings.
4. Staff at agency and service centre level take note of their own particular results and use these to **inform decision-making processes** about future service directions and improvements, to better meet the specific needs of clients.

1. INTRODUCTION

This report presents the results of the inaugural Anglicare Australia Emergency Relief and Financial Counselling Client Survey conducted in late 2019 among clients of Anglicare emergency relief and financial counselling services across Australia. Anglicare Australia, based in Canberra, is the national body of which individual agencies are members. These agencies are linked to Anglican church dioceses across Australia. Individual agencies were invited to participate in the Client Survey, and eight agencies took part: AnglicareSA; Anglicare Sydney; Anglicare Central Queensland; Samaritans (Newcastle); ac.care (South Australia); Anglicare North Coast; Anglicare NSW South, NSW West & ACT and Anglicare Northern Territory. Financial counselling services in Anglicare Northern Inland also participated as part of Anglicare Sydney.

The Client Survey enables the voice of the client to be recorded in a comparable and systematic way. Over 2000 clients completed survey forms, providing demographic data about Anglicare's client cohort in these service streams. The data also provide baseline information about clients' primary reasons for presenting at Anglicare services, client wellbeing, satisfaction with service provided by Anglicare, and client outcomes. The survey allows comparison of data for clients in Emergency Relief and Financial Counselling service streams across multiple Anglicare Australia Network members.

The report is intended to complement the statistical dashboards that have been developed by Anglicare Sydney's Social Policy and Research Unit (SPRU) at national, agency and service site levels. The report provides analysis of statistical results and of written responses that were provided to the open-ended question at the end of the survey. The report and dashboards provide stakeholders with evidence to improve program effectiveness and/or inform decisions about future programming. Depending on the outcomes of this pilot survey, it may be possible to conduct the survey in future years, which will enable trends to be mapped against improvements made within the Emergency Relief and Financial Counselling streams.

2. METHODOLOGY

2.1 Survey Development and Distribution Process

The Emergency Relief and Financial Counselling Client Survey is almost identical to Anglicare Sydney's Community Services Annual Client Survey, which commenced in 2017. The survey was originally designed by Anglicare Sydney's Social Policy & Research Unit (SPRU). Representatives of the participating agencies reviewed the survey questions, adopting nearly all items from the Anglicare Sydney survey. Anglicare NSW South, NSW West & ACT added additional questions to their version of the survey.

With the exception of NSW South, NSW West & ACT, the survey was comprised of questions over three pages, covering demographic, client satisfaction, service experience, subjective well-being, client outcomes and service impacts. The client outcomes selected for inclusion in the surveys were identified from previous Program Logic Modelling (PLM) exercises conducted among Anglicare Sydney service stream managers.

Survey forms were generally designed for self-completion by clients. The survey was anonymous; no identifying individual data was obtained from respondents. However, the site where the survey was completed was identified by a code number on the front cover of the survey. Therefore, it is possible to derive statistics for aggregated groups of clients at site level and agency level.

The survey was conducted from the 16th September to the end of October 2019 using distribution by hand (eg. in reception areas, at events, during appointments) to clients of all agencies. An on-line survey was conducted by Anglicare NSW South, NSW West & ACT.

Survey forms were returned progressively from the programs and electronic (scanned) data entry completed by NCLS Research during November 2019. Data cleaning was then undertaken to resolve any data entry and respondent errors, and data sets were finalised.

2.2 Sampling, Response Rates and Margins of Error

The survey was carried out on a quota sampling basis – the number of forms to be collected was pre-set based on estimates of the likely number of clients. Table 1 indicates the Quota (ie, no. of surveys to be collected) that was determined for each agency. A total of 2078 clients responded to the survey from a total of 3,010 surveys sent out (see Table 1), giving an overall response rate of 69%. Response rates across agencies ranged from 15% to 92% of clients completing a survey form. The three agencies with the largest numbers of completed surveys were AnglicareSA (759), Anglicare Sydney (680) and Samaritans (215). However, the agencies with the highest response rates were ac.care (92%), Anglicare Central Queensland (92%) and AnglicareSA (91%).

A margin of error (which establishes the reliability of the results) was calculated for each agency and site, which is a function of both the response rate and the number of survey forms. Errors up to +/- 5%

point to high statistical reliability (assuming a 95% confidence level). By way of example, we can be very confident that for a statistic of, say, 53%, the true figure would be somewhere between 48% and 58% if we had been able to survey every single eligible resident during the survey period. It should be noted that the range within which the true figure lies improves (i.e. becomes narrower) as descriptive statistics approach either 0% or 100%.

Table 1 indicates that, across the agencies, the margins of error were mostly good. Anglicare North Coast and Anglicare NSW South, NSW West & ACT were found to have a high margin of error (marked with red dots in Table 1). These margins-of-error are a function of the low response rates at Agency sites. Consequently, the statistics for these agencies should be treated with caution, especially when making comparisons with the results of other agencies or with future survey results. Due to the low number of surveys completed, results for Anglicare NT are not presented in this report, but are included in the overall results.

Table 1: Quota Samples, Response Rates and Margins of Error

Agency	2019			
	Quota	Surveys Completed	Response Rate	Margin of Error
ac.care (South Australia)	180	165	92%	+/- 2.2
Anglicare Central Queensland	167	153	92%	+/- 2.3
Anglicare North Coast	140	54	39%	+/- 10.5
Anglicare NT*	10	3	30%	+/- 49.9
AnglicareSA	831	759	91%	+/- 1
Anglicare Sydney	944	680	72%	+/- 2
Samaritans (Newcastle)	417	215	52%	+/- 4.7
Anglicare NSW South, NSW West,	321	49	15%	+/- 12.9
All Respondents	3010	2078	69%	+/- 1.2

**: Separate results are not presented for Anglicare NT in this report due to the low number of responses received.*

2.3 Reporting

Data analysis and reporting occurred during March to May 2020. The following outputs were prepared for each level shown:

National Level

- Consolidated report
- National dashboard

Agency Level

- Agency dashboards based on all sites, both in Excel (with data slicers) and pdf

- Comments received through open-ended survey question
- Statistical reliability table

Site Level

- Site level dashboards, split into ER and Financial Counselling streams as required
- Action-Reflection Guidebook (Anglicare Sydney 2018).

This consolidated report provides survey results at the national level with comparative results at Agency level.

3. CLIENT PROFILE

3.1 Basic Demographics

This section of the report describes client profiles for each of the agencies, based on demographic data obtained through the survey. It is important to remember that while average statistics are provided for the whole of Anglicare Australia ('All Respondents'), the demography of each agency's clients can vary from the average.

3.1.1 Gender and Age

In the 2019 Anglicare Australia survey, clients presenting at emergency relief services were asked a series of demographic questions.

Chart 1 shows the gender distribution of respondents, of which 60% were female and 40% male across the nation. There were more females than males responding to the survey in all agencies, with the proportion ranging from 55% (AnglicareSA) to 66% (Anglicare North Coast, Anglicare Sydney and Anglicare NSW South, NSW West & ACT).

Chart 2 shows the age distribution of the clients. The majority of clients (42%) were aged between 35-49 years, with 28% aged 18-34, 24% aged 50-64 and 5% aged 65-79. Only 1% were over 80, and none were aged under 18.

Chart 2 also shows the age group of clients by agency. Anglicare North Coast, Anglicare Sydney and Samaritans had the highest proportion of clients aged 18-34 years (30%). The Samaritans also had the highest proportion aged 35-49 years. Anglicare Central Queensland, Anglicare North Coast and Anglicare NSW South, NSW West & ACT had higher proportions aged 50-64. Anglicare Sydney had the most older age respondents, while Anglicare North Coast had the fewest older age respondents.

Chart 1 - Gender

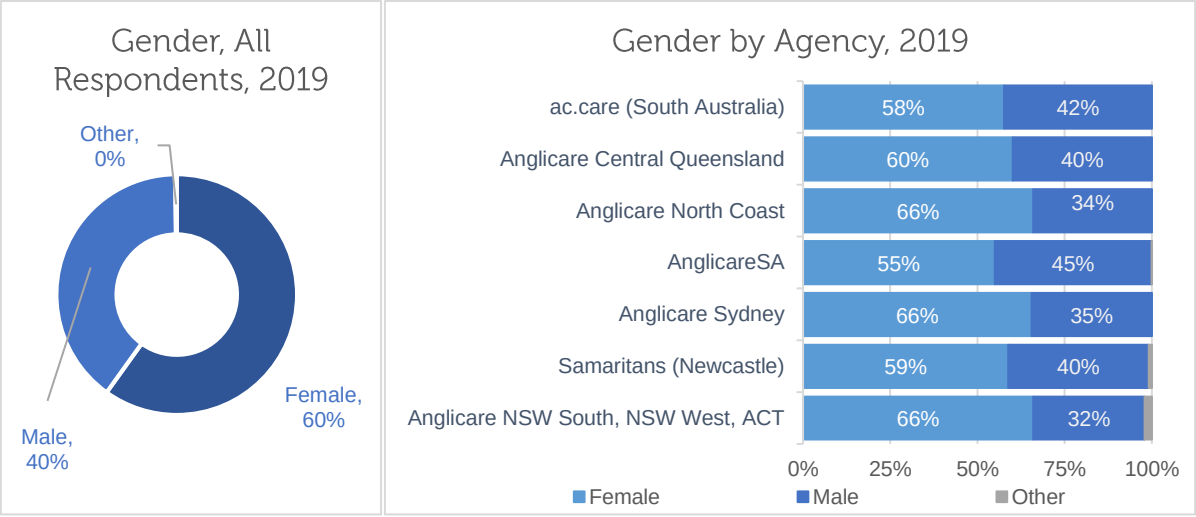
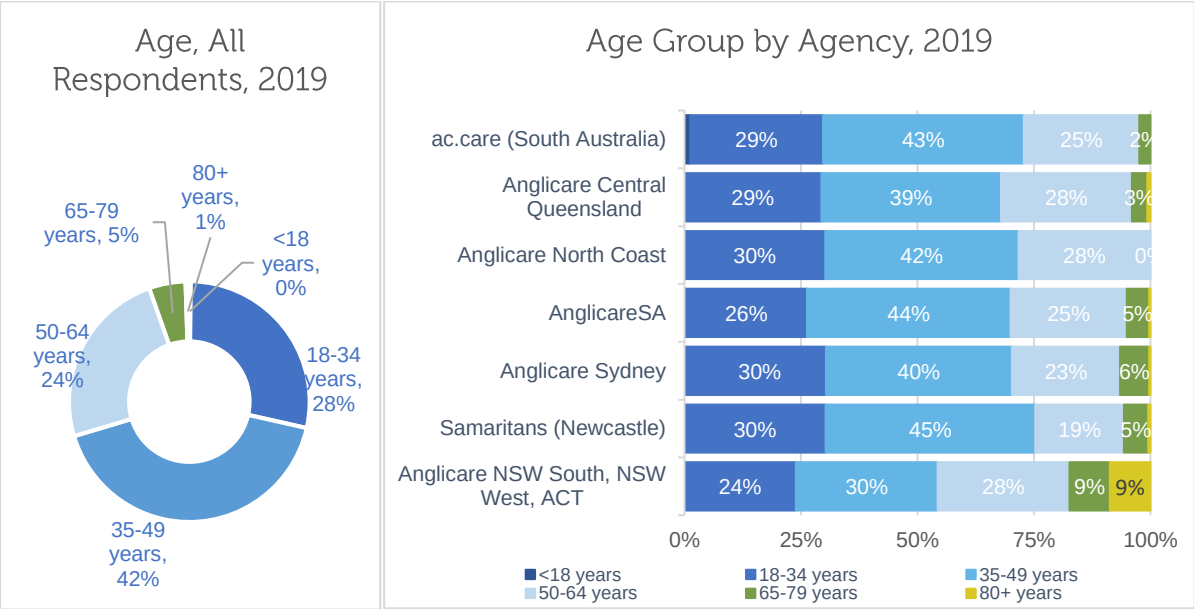


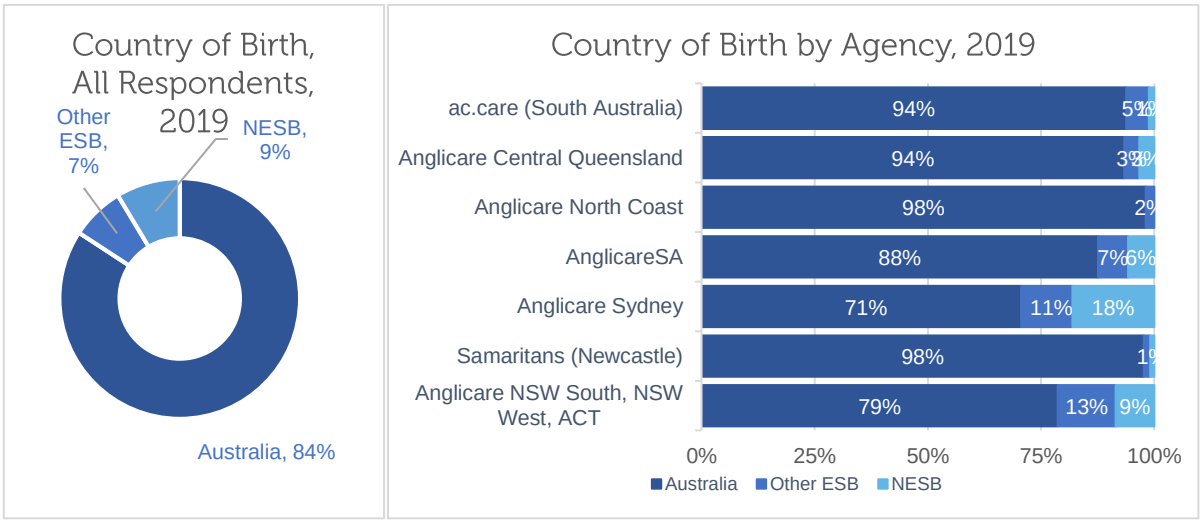
Chart 2 – Age Group



3.1.2 Country of Birth

Respondents were asked whether they had been born in Australia, in another English-speaking country or in a non-English-speaking country (see Chart 3). Overall, 84% of clients were born in Australia, with 9% born in non-English-speaking countries and 7% in other English-speaking countries. By agency, Anglicare North Coast and Samaritans had the most Australian-born respondents (both 98%), followed by ac.care and Anglicare Central Queensland (both 94%). The highest proportion of respondents who were born in non-English-speaking countries was reported at Anglicare Sydney (18%) followed by Anglicare NSW South, NSW West & ACT (9%).

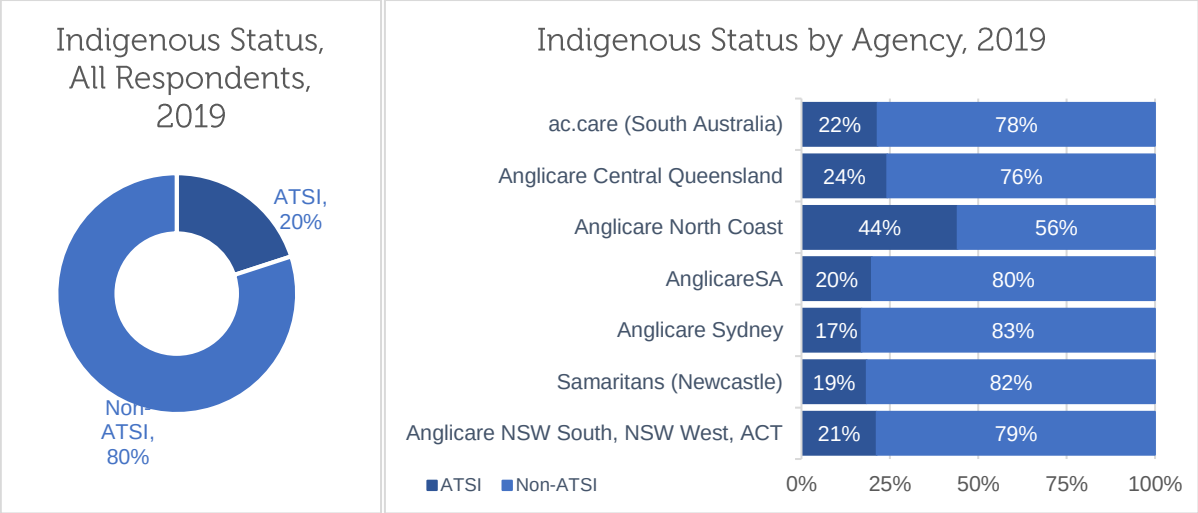
Chart 3 – Country of Birth



3.1.3 Indigenous Status

Clients were asked to indicate whether they were Aboriginal or Torres Strait Islanders (ATSI) (Chart 4). On average, 20% of clients were Aboriginal, a percentage which is far higher than the population average (3.3%). By agency, all had high proportions of Aboriginal and Torres Strait Islander clients. Anglicare North Coast had the highest percentage (44%) followed by Anglicare Central Queensland (24%) and ac.care (22%). Anglicare Sydney recorded the lowest percentage of Aboriginal clients (17%).

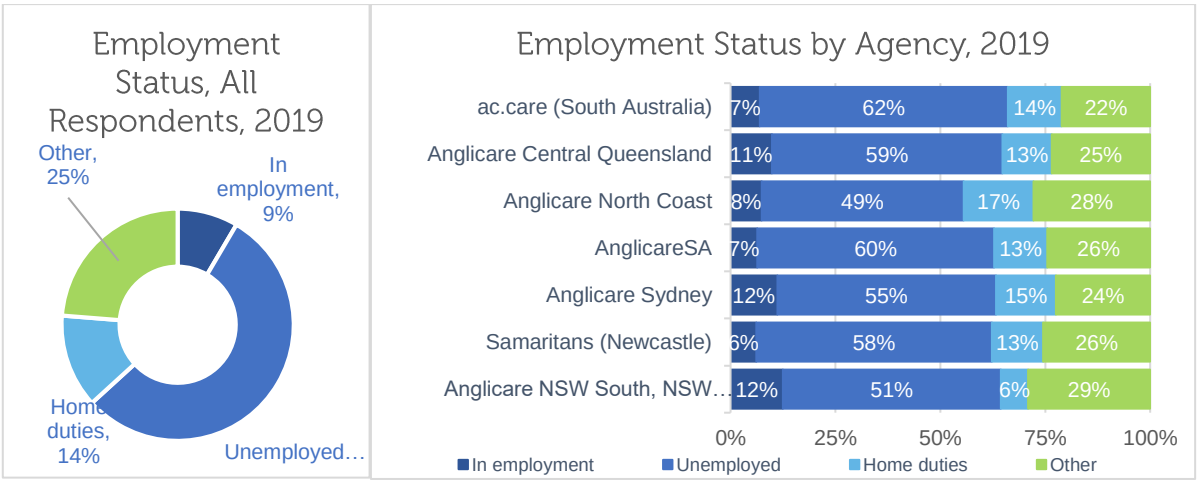
Chart 4- Indigenous Status



3.1.4 Employment Status

Clients were asked to indicate their employment status (Chart 5). Overall, 58% of respondents were unemployed, which was far higher than the official unemployment rate at the end of 2019 (5.1%). Some 14% indicated that they undertake home duties and 9% had some level of employment. 25% ticked the 'other' option but there was no opportunity for further differentiation of this option within the survey. Anglicare Sydney and Anglicare NSW South, NSW West & ACT recorded the highest level of employed clients (12%), while unemployed clients were highest at ac.care (62%) and AnglicareSA (60%).

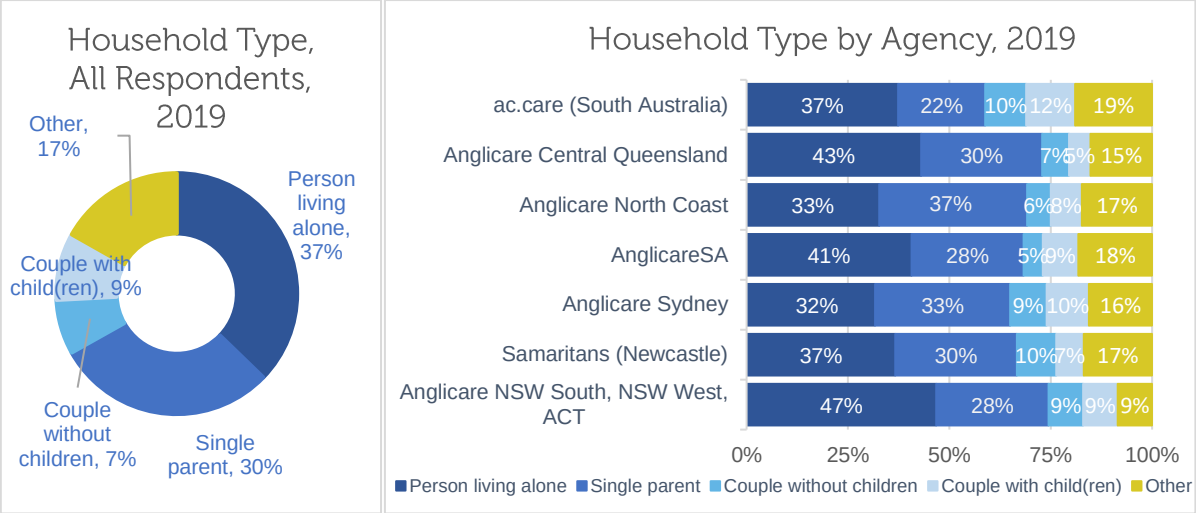
Chart 5 – Employment Status



3.1.5 Household Type

Across all agencies, 37% of clients said that they live alone, followed by 30% who are single parents, 17% in 'other' household types of undetermined nature, 9% couples with children and 7% couples without children (see Chart 6). By agency, Anglicare NSW South, NSW West & ACT had the highest rate of people living alone (47%) followed by Anglicare Central Queensland (43%). Anglicare North Coast (33%) had the lowest rate of people living alone. Anglicare North Coast had the highest proportion of single parents (37%), followed by Anglicare Sydney (33%). ac.care had the lowest proportion of single parents (22%).

Chart 6 – Household Type



3.1.6 Length of Time and Frequency of Usage of Anglicare Services

Chart 7 shows that overall, the majority of respondents had only been attending Anglicare agencies for less than one month (33%), with the next largest group being those who have attended for two years or more (29%) then those who have attended for 1-2 years (15%). By agency, AnglicareSA had the largest proportion of long term (2+years) clients (36%) followed by Samaritans (33%) and Anglicare North Coast (28%). Anglicare Central Queensland had the largest proportion of new (<1 month) clients (50%) followed by Anglicare Sydney (40%).

From Chart 8 it may be seen that across all agencies, attendance 'hardly ever or occasionally' was the most common response (42%) followed by 'first time' (28%) and 'once a month or less' (18%). The highest proportion of first-time attendee responses was received from Anglicare Central Queensland (48%) followed by Anglicare Sydney (34%) and Samaritans (31%). The highest proportion of 'hardly ever or occasionally' was recorded by Samaritans and AnglicareSA (both 48%) followed by Anglicare North Coast (45%). An unusually high proportion (when compared with other agencies) of 'once a month or less' attendees was recorded at Anglicare NSW South, NSW West & ACT (60%), with the next

highest rate being 22% at ac.care. The highest rate of frequent attendance (more than once a week) were at Anglicare NSW South, NSW West & ACT and ac.care (6%).

Chart 7 – Length of Service Use

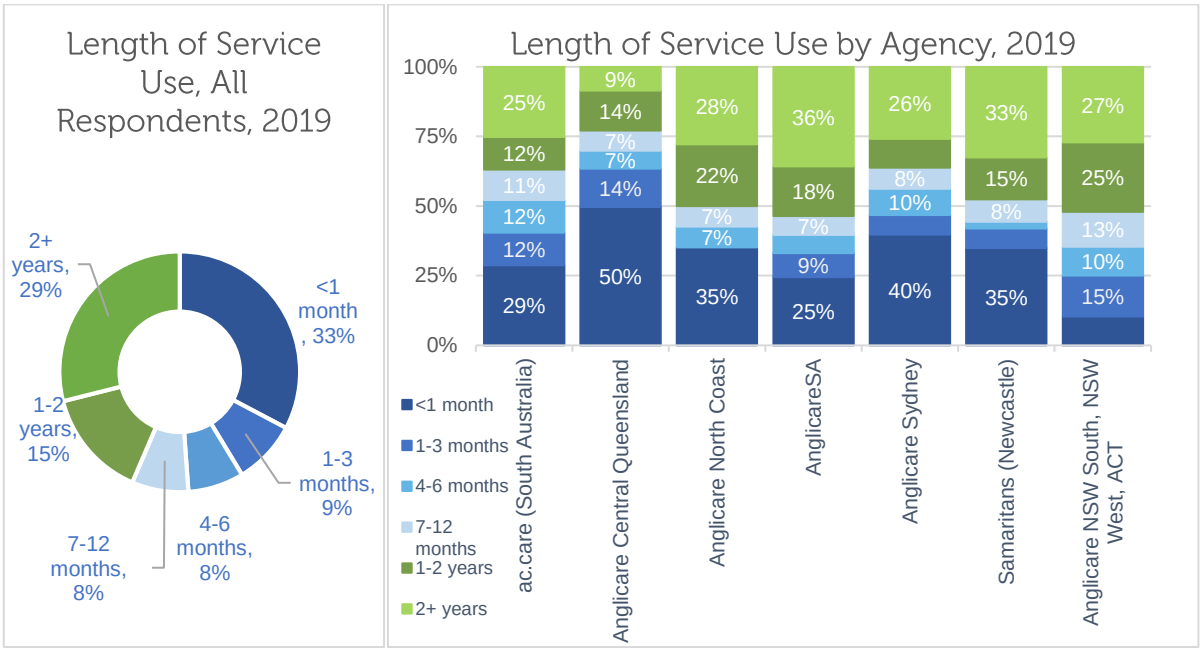
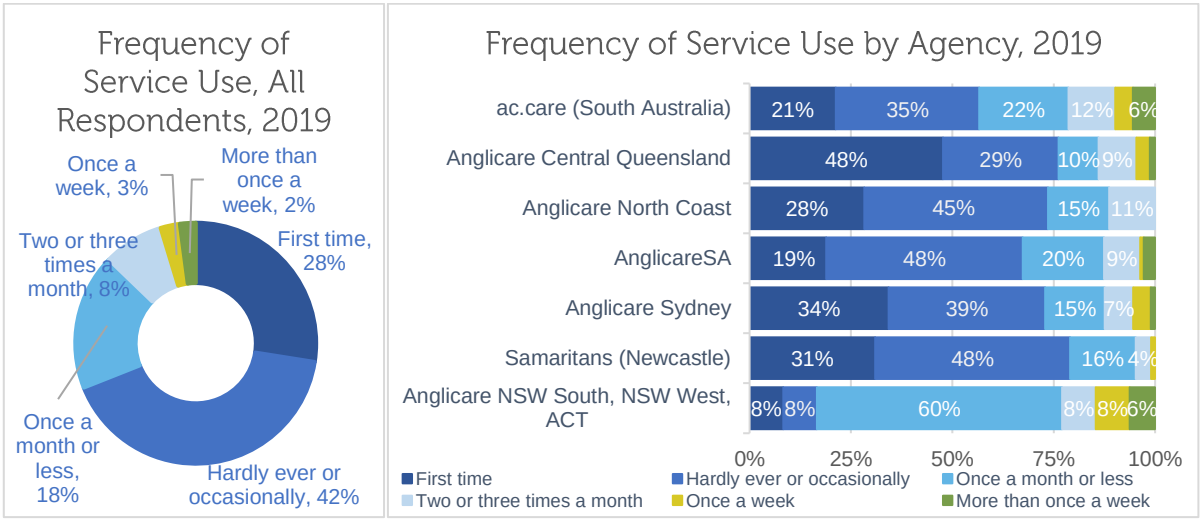


Chart 8 – Frequency of Service Use



3.2 Reasons for Presentation

The question about reasons for client presentation is shown below, along with the response options. As noted, clients were asked to provide only the primary reason for presentation. Across all agencies, the most common reason for clients seeking emergency relief or financial counselling assistance was material wellbeing (46% of respondents). The second most common reason for attendance was money

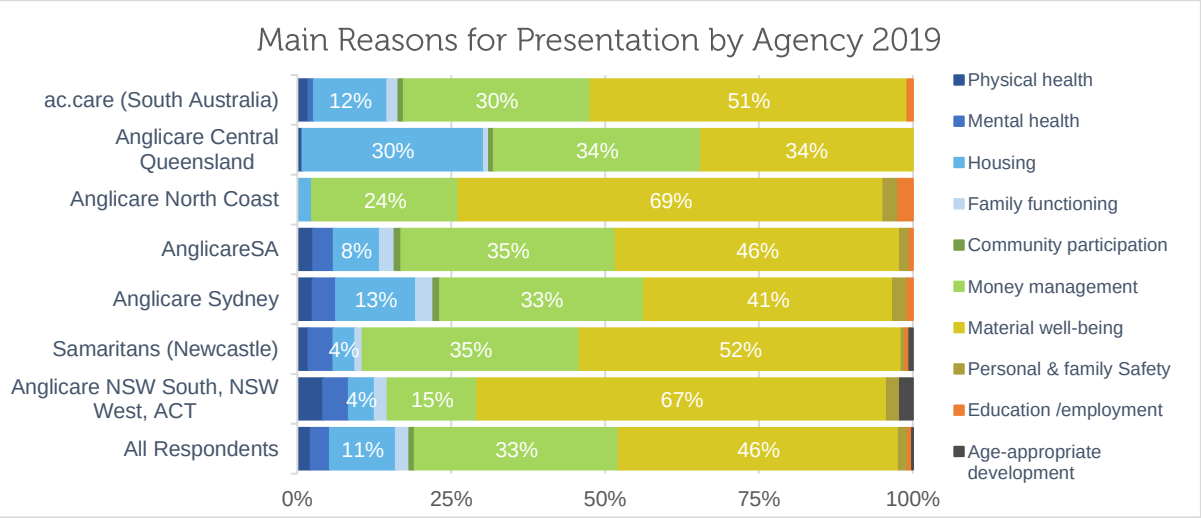
management (33%) followed by housing (11%).These figures indicate that financial and material concerns are, overwhelmingly, the greatest life problems faced by Anglicare clients across the nation.

Anglicare North Coast recorded the most clients who came because of material wellbeing (69%), followed by Anglicare NSW South, NSW West & ACT (67%) and Samaritans (52%). AnglicareSA and Samaritans recorded the most clients who attended due to money management issues (35% each) followed by Anglicare Central Queensland (34%). Housing was of the greatest concern to Anglicare Central Queensland clients (30%) followed by Anglicare Sydney (13%) and ac.care (12%).

Q3. What is the main reason that brought you to use Anglicare's service? Please select one response only

1. Physical health
2. Mental health
3. Housing
4. Family functioning
5. Lack of community participation/networks
6. Money management
7. Material wellbeing
8. Personal & family safety
9. Education/employment
10. Age appropriate development (child/youth)

Chart 9 – Main Reasons for Presentation by Agency



3.3 Comparison between Initial and Current Situation

Chart 10 shows the change in situation by reason for presentation for the three most commonly reported of those reasons: material wellbeing, money management and housing. Across each of these reasons for presentation, clients reported that their situations had improved since attending an Anglicare agency. The biggest rate of improvement was in the area of money management, in which 81% of clients reported being in crisis/struggling before attending Anglicare while 54% are in crisis/struggling now; a

reduction of 27%. In material wellbeing, the area in which most people indicated they had problems before attending Anglicare, the rate dropped from 86% to 73%, a drop of 13%, while in housing, the rate dropped from 81% to 58%, also a reduction of 23%.

The area of material wellbeing is not only the most commonly experienced prior to attendance at Anglicare, it remains the most commonly experienced after attendance at Anglicare, indicating the entrenched nature of the problem and the difficulty in effecting change in this area of clients' lives.

Chart 10: Change in Situation by Reasons for Presentation

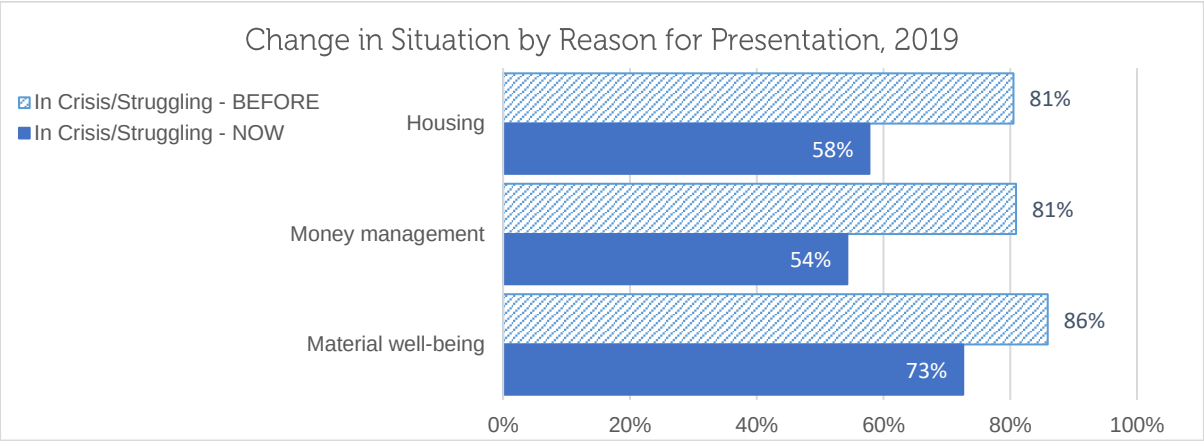
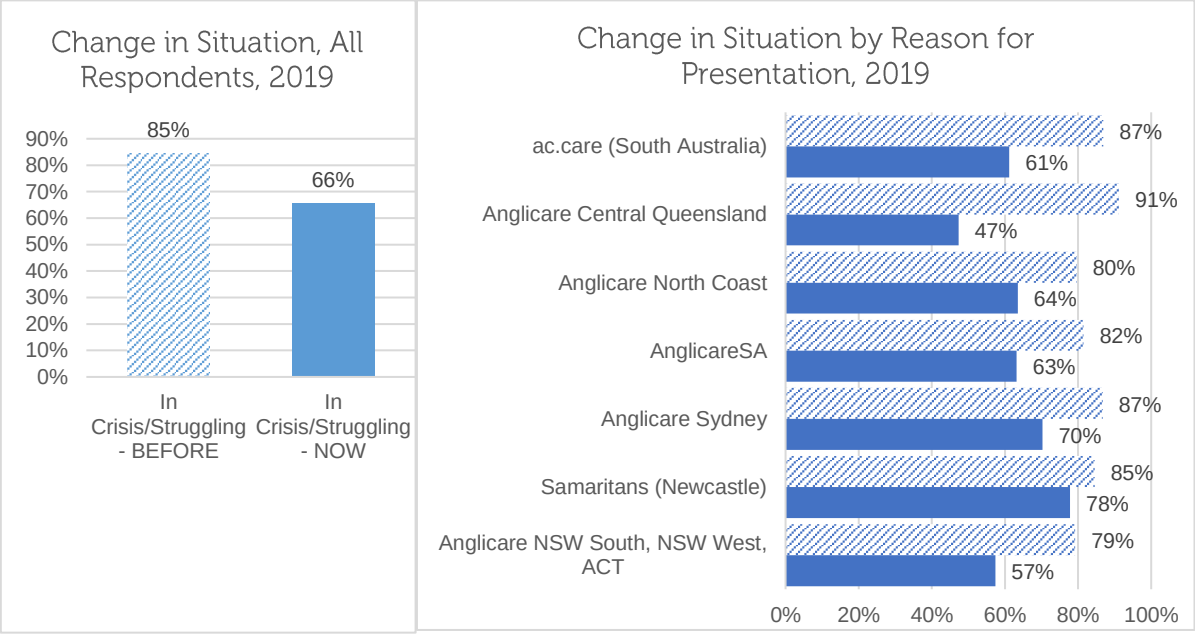


Chart 11 shows that the overall rate of being in crisis/struggling dropped from 85% prior to attendance at Anglicare to 66% after attendance, a reduction of 19%. The greatest change in levels of reported states of being in crisis/struggling was at Anglicare Central Queensland, where a change of 44% was recorded (from 91% to 47%), followed by ac.care with a change of 26% (from 87% to 61%). The lowest rate of change was recorded at Samaritans with a reduction of 7% (from 85% to 78%).

Chart 11: Change in Situation by Agency



3.4 Personal Wellbeing

Subjective wellbeing among clients was measured using the Personal Wellbeing Index (PWI) – Adult.[1] The PWI was developed through Deakin University, Melbourne, as a validated multidimensional measure of subjective wellbeing in general populations.[2] It consists of several questions covering broad domains of satisfaction, on unipolar scales ranging from 0 to 10, anchored at "completely dissatisfied" and "completely satisfied" respectively. The instrument includes a single-item, Global Life Satisfaction (GLS) indicator, which measures a respondent's satisfaction with their "Life as a Whole". It also includes eight separate Life Domain Scales (LDS), shown in Table 2 along with the GLS measure.

The final PWI consists of a single score out of 100, which is the average of scores across seven of the life domains; the PWI does not include the spirituality/religion item, nor the GLS indicator. The reason that the Spirituality/religion item is excluded from the long-running PWI has to do with its more recent development and observed statistical properties compared with other items in the PWI; nevertheless the Spirituality/religion item is considered to be a valid measure contributing to subjective wellbeing in the Australian context and so has been included in our Annual Client Survey.[3] However, in deriving the PWI for Anglicare clients, as shown in Chart 12 below, we have followed the authors of the PWI in excluding the spirituality/religion measure from the PWI, in order to maintain strict comparability with the Australian population PWI[4].

Table 2 shows the PWI, the mean Global Life Satisfaction and the scores in eight Life Domains (out of 100) across clients in each of the agencies. People accessing Anglicare North Coast generally had the lowest average levels of wellbeing across each domain compared with other client groups (red flags), while people accessing ac.care, Anglicare Central Queensland and Anglicare NSW South, NSW West & ACT have the highest levels of wellbeing compared with other client groups (green flags).

[1] International Wellbeing Group (2013), *Personal Wellbeing Index: 5th Edition*. Melbourne: Australian Centre on Quality of Life, Deakin University (http://www.deakin.edu.au/research/acqol/instruments/wellbeing-index/index.php)

[2] Parallel scales have been developed for use with pre-school-aged children, school-aged children and adolescents, and people with intellectual and cognitive disability.

[3] Reference: Tanja Capic, Matthew Fuller-Tyszkiewicz, Robert A. Cummins, Sarah Khor, Ben Richardson, Chris Greenwood, Craig A. Olsson, Delyse Hutchinson, 2018, Australian Unity Wellbeing Index (AUWI), and Cummins, R., Woerner, J., Weinberg, M. & Collard, J. (2012), *Australian Unity Wellbeing Index Survey 27.0. Part A: The Report*, Melbourne: Australian Centre on Quality of Life, Deakin University, pp26-29.

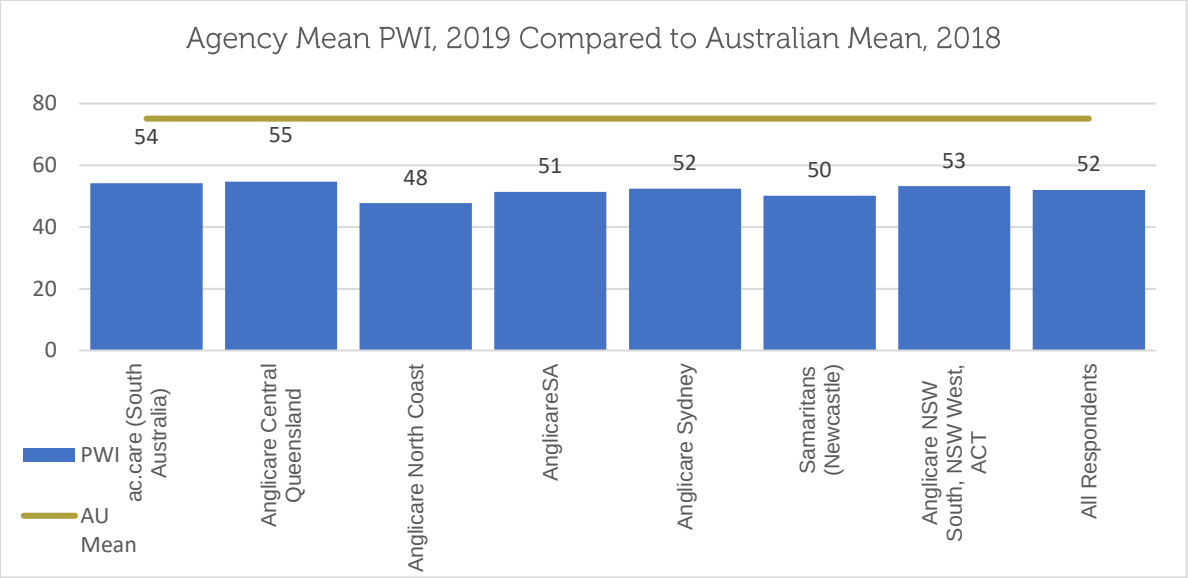
[4] Capic, T., Fuller-Tyszkiewicz, M., Cummins, R. A., Khor, S., Richardson, B., Greenwood, C., Olsson, C., & Hutchinson, D. (2018). Australian Unity Wellbeing Index: Report 35.0, Financial Control. Geelong: Australian Centre on Quality of Life, School of Psychology, Deakin University. http://www.acqol.com.au/projects#reports.

Table 2. PWI Life Domain Scores across Agencies, 2019

Survey Type	PWI	Life as a whole	Standard of living	Health	Achieving	Relationship	Safety	Community	Future security	Spirituality
ac.care (South Australia)	54	55	52	49	49	51	68	53	59	57
Anglicare Central Queensland	55	54	53	51	52	52	66	55	53	62
Anglicare North Coast	48	45	43	47	40	47	65	43	47	47
AnglicareSA	51	52	50	50	48	49	61	50	50	56
Anglicare Sydney	52	53	51	50	48	50	63	53	52	60
Samaritans (Newcastle)	50	49	48	50	44	49	62	51	48	51
Anglicare NSW South, NSW West,	53	54	46	51	48	57	66	52	52	63
All Respondents	52	52	50	50	48	50	63	52	51	57

The mean overall PWI for each agency is shown in Chart 12.[5] The highest agency mean PWI was recorded at Anglicare Central Queensland (55) followed by ac.care (54) and Anglicare NSW South, NSW West & ACT (53). The lowest agency mean PWI was at Anglicare North Coast (48). However, the important learning from this chart is that the mean PWI for those attending all Anglicare agencies is below the general mean for Australia.

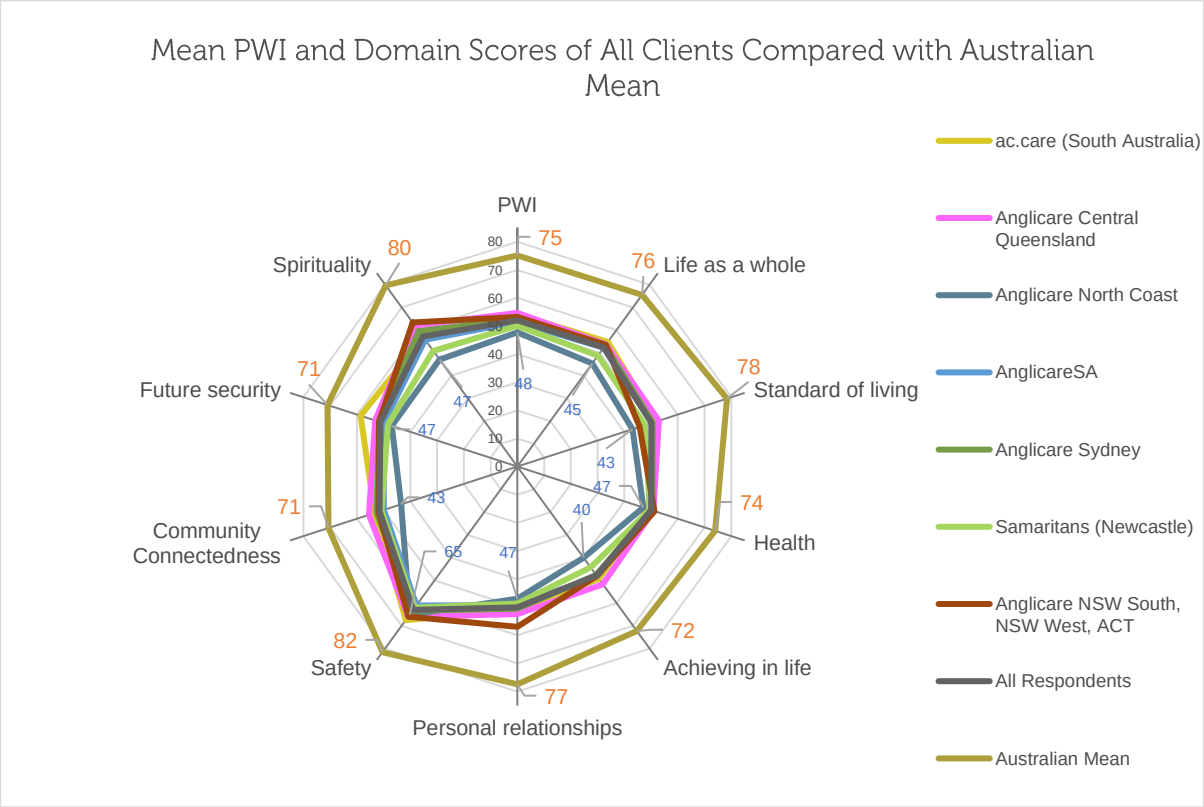
Chart 12 – Personal Wellbeing Index by Agency



[5] Australian means for 2018 sourced from Capic, et al (2018) *Australian Unity Wellbeing Index Survey. Survey 35: Summary Report.* Note that there was no published Australian mean for Spirituality/religion for 2017; the mean shown here was sourced from the 2012 report.

Chart 13 below provides a different pictorial representation (spidergram) of the marked difference in mean PWI and domain scores between Anglicare clients across Australia and the Australian mean.

Chart 13 – Personal Well-being Index. By Agency



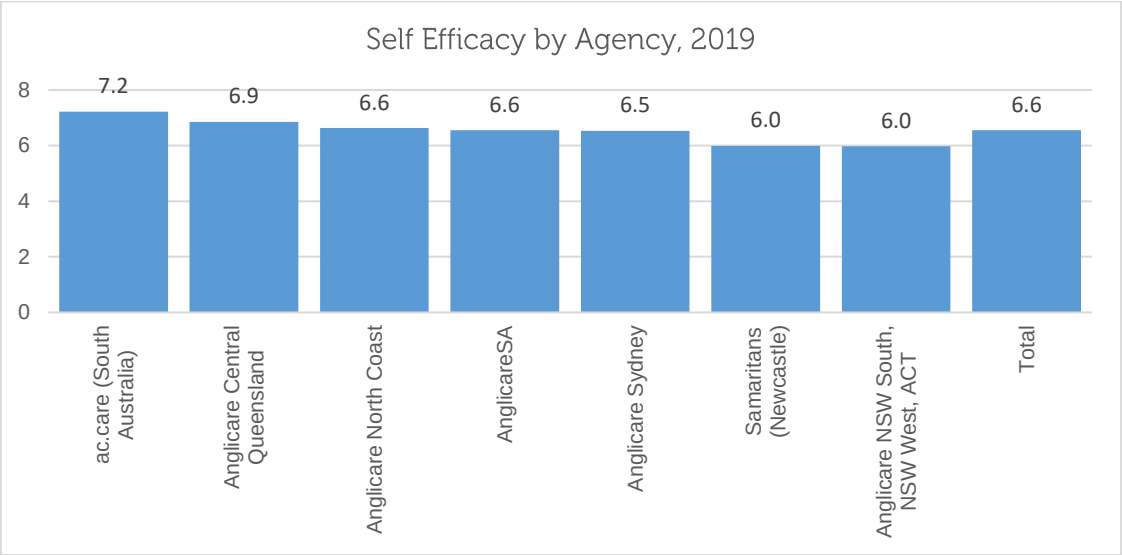
3.5 Levels of Efficacy – Decision making

Clients were asked to indicate the level of control they feel they have over decisions in their lives, on a scale from 0 (no control) to 10 (complete control). People in crisis or struggling with personal circumstances usually have lower levels of efficacy; a key element in developing resilience and sustainability is having a sense of control over one's environment, which can then improve a person's capacity to deal with stressors in life.[6]

Chart 14 shows the level of self-efficacy by agency. The highest level (7.2) of self-efficacy was recorded at ac.care, followed by Anglicare Central Queensland (6.9) and then Anglicare North Coast and AnglicareSA (both 6.6). The lowest level was at both Samaritans and Anglicare NSW South, NSW West & ACT (6.0 each).

[6] Schwarzer R. & Warner L.M. (2013) 'Perceived Self-Efficacy and its Relationship to Resilience', in: Prince-Embury S., Saklofske D. (eds) *Resilience in Children, Adolescents, and Adults*. The Springer Series on Human Exceptionality. Springer, NY; Evangelos C.K. (2006) 'Self Efficacy, Social Support and Wellbeing – the Mediating Role of Optimism', *Personality and Individual Differences*, Vol 40, issue 6, April, pp1281-1290.

Chart 14 – Self Efficacy by Agency

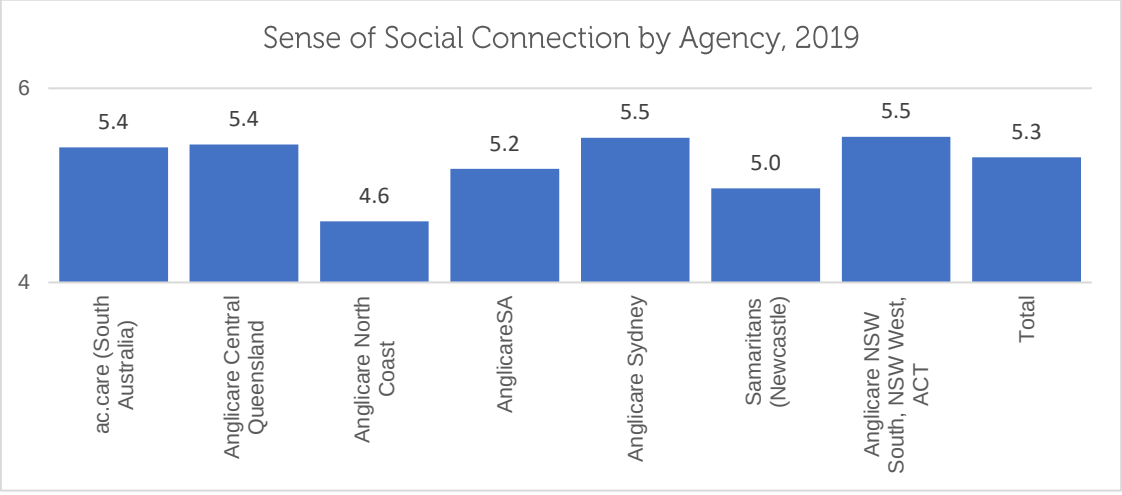


3.6 Social Connectedness

A problem that is frequently identified among people in difficult circumstances or life crises is the lack of social connection with family, friends and community. Social isolation and loneliness can adversely impact physical and mental health, and people's overall sense of wellbeing. Clients were asked to indicate their current level of social connectedness on a scale from '0' ('I am completely isolated socially and often feel lonely') to a score of '10' ('I have completely fulfilling relationships and am never lonely').

Chart 15 indicates an overall average score of 5.3. However, lower social connectedness scores were recorded among clients at some agencies, particularly Anglicare North Coast (4.6). The highest average scores (representing higher levels of social connectedness) were found at Anglicare Sydney and Anglicare NSW South, NSW West & ACT (both 5.5) followed by ac.care and Anglicare Central Queensland (both 5.4).

Chart 15 – Social Connectedness by Agency



3.7 Service Experience

There are two core elements to the client's service experience which are covered here:

1. The service relationship
2. Overall satisfaction with the service

3.7.1 The Service Relationship

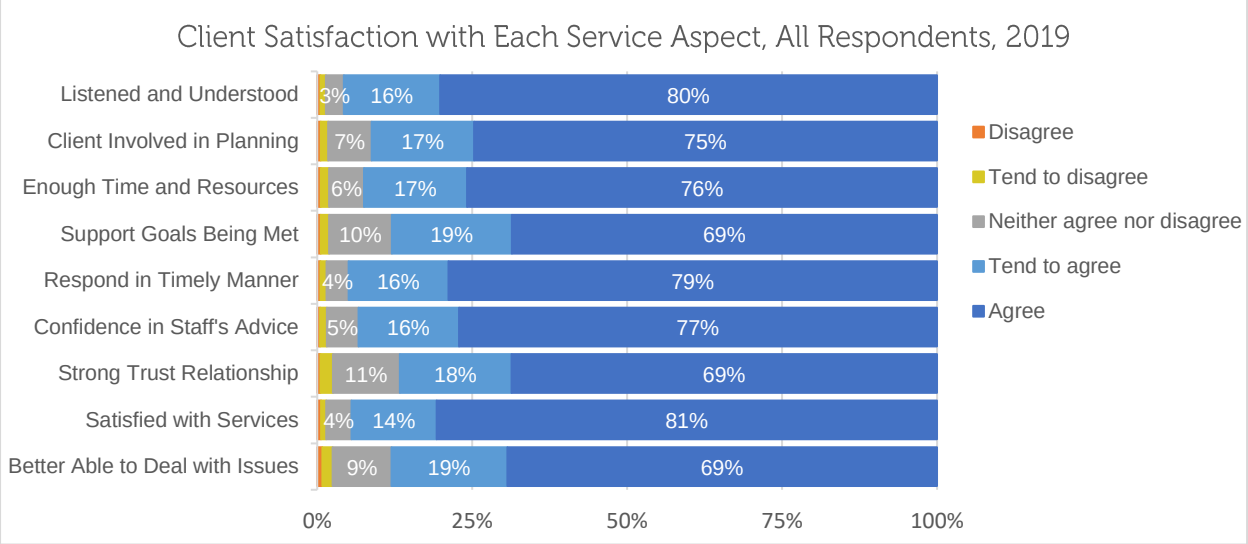
Clients were asked to assess their service experience for each of ten different aspects shown below. These aspects touch on the different stages in many clients' journeys with Anglicare, as well as various qualities exhibited by the service. The list also includes a global measure of service satisfaction which is covered in more detail in the next sub-section.

Q9. Do you agree or disagree with the following statements about Anglicare's service:

a. Anglicare's service listened to me and understood my issues
b. Anglicare staff involve me in planning the support and services I need
c. Anglicare staff give enough time and resources to properly address my needs
d. My support goals set with my Anglicare worker have been or are being met
e. Anglicare staff respond to me in a timely manner
f. I have a lot of confidence in the information/advice that Anglicare staff give me
g. I have established a strong trust relationship with Anglicare staff
h. I am satisfied with the services I have received
i. I am better able to deal with the issues that I sought help with

Chart 16 shows very high levels of satisfaction among clients for each of the aspects of their service experience. Agreement (the sum of 'Agree' and 'Tend to Agree') with each statement was highest in relation to clients feeling they had been listened to and understood (96%), being satisfied overall with the service they had received (95%), staff responding in a timely manner (95%), and confidence in information/advice from staff (93%). The lowest levels of agreement, although still very high, were strong trust relationships (87%), support goals being met (88%) and now being better able to deal with issues (88%).

Chart 16 – Satisfaction with Services



* Calculation of percentages excludes 'doesn't apply' option

It is also helpful to examine each aspect of service experience by agency (Table 3). Although satisfaction across agencies for all aspects was high, with all scores above 78%, there were some variations. The highest scores (green highlights) were scattered across different agencies, including Anglicare Central Queensland, Anglicare North Coast and Anglicare NSW South, NSW West & ACT, each of which scored highest across three items. In a similar fashion, the lowest scores (red highlights) were recorded by clients at different agencies.

Table 3: Percentage of Clients Satisfied with Each Aspect of Service by Agency (Q9a-9i), 2019

	ac.care (South Australia)	Anglicare Central Queensland	Anglicare North Coast	AnglicareSA	Anglicare Sydney	Samaritans (Newcastle)	Anglicare NSW South, NSW West, ACT	All
Listened and Understood	96%	96%	98%	96%	95%	95%	93%	96%
Client Involved in Planning	92%	94%	94%	92%	91%	88%	91%	91%
Enough Time and Resources	94%	95%	94%	93%	91%	90%	91%	92%
Support Goals Being Met	88%	92%	88%	89%	89%	81%	78%	88%
Respond in Timely Manner	96%	94%	98%	95%	94%	95%	100%	95%
Confidence in Staff's Advice	94%	95%	96%	94%	92%	92%	98%	93%
Strong Trust Relationship	86%	88%	88%	89%	86%	78%	98%	87%
Satisfied with Services	96%	97%	98%	95%	93%	94%	91%	94%
Better Able to Deal with Issues	91%	92%	87%	89%	84%	90%	86%	88%

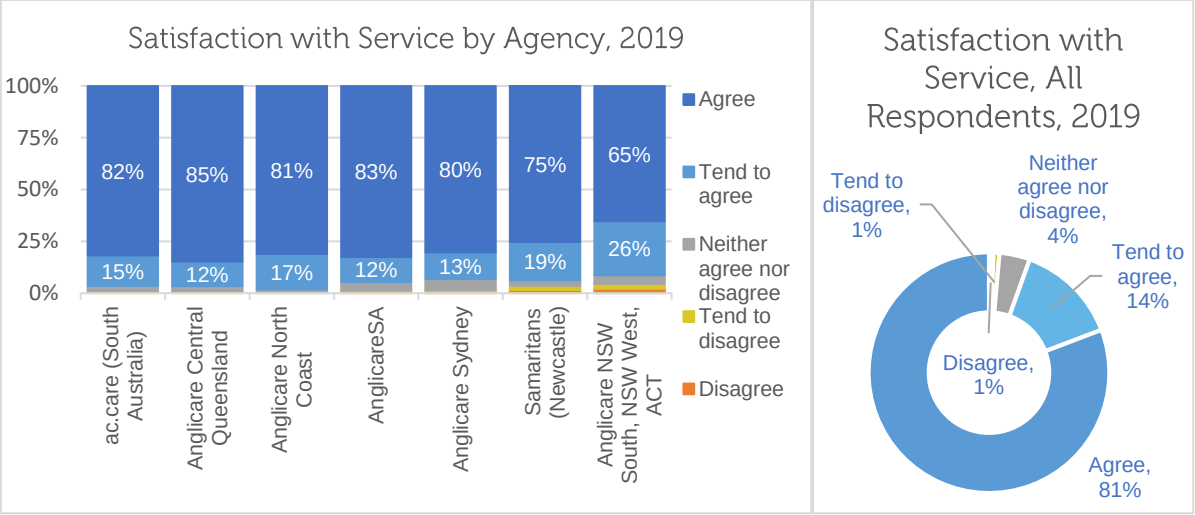
* Calculation of percentages excludes 'doesn't apply' option

3.7.2 Overall Levels of Satisfaction

Respondents were asked to gauge their overall levels of satisfaction with the services provided by their relevant Anglicare agency. There were generally high levels of satisfaction (the sum of 'Agree' and 'Tend to Agree') recorded across the national network (95%).

The variations by agency in overall satisfaction can be seen in Chart 17. The agencies with the highest number of clients who said they either agree or tend to agree that they are satisfied with their Anglicare agency's services were Anglicare North Coast (98%), ac.care and Anglicare Central Queensland (both 97%) followed by AnglicareSA (95%).

Chart 17 – Satisfaction with Services by Agency



3.8 Net Promoter Score

The NPS is a customer satisfaction measurement tool that is widely recognised and increasingly adopted by organisations globally to understand a customer's sentiment and loyalty towards their brand, as well as whether they are more or less likely to promote the company.

Developed by business consultant, Frederick Reichheld, the NPS is a trademarked system, which is based on a single generic question suitable for most industries: "How likely is it that you would recommend [company X] to a friend or colleague?"[7] Individuals answer on a 0 to 10 scale, with 10 being the highest score. Respondents are then divided into three categories based on their answers: Promoters (9-10), Passives (7-8) and Detractors (0-6). Subtract the percentage of Detractors from the percentage of Promoters, and the result is an organisation's Net Promoter Score. NPS scores range from -100 to 100.

In the survey, clients were asked a variation of this question: 'How likely is it that you would recommend Anglicare to a family member or friend?'. Table 4 below provides the NPS for each agency as well as

[7] Reichheld, Frederick F. (2003) 'The One Number You Need to Grow', *Harvard Business Review,* viewed at: https://hbr.org/2003/12/the-one-number-you-need-to-grow

for all respondents. The highest NPS of 82 was recorded at Anglicare Central Queensland, followed by 79 at Anglicare North Coast and 77 at Anglicare Sydney. The highest percentage of 'Promoters' recorded was at Anglicare Central Queensland (86%) followed by Anglicare North Coast (85%) and Anglicare Sydney (83%).

The results recorded in Table 4 show that the vast majority of respondents could be classified as 'Promoters'.

Table 4: Net Promoter Score by Agency

Agency	Promoters	Passives	Detractors	NPS
ac.care (South Australia)	81%	12%	7%	74
Anglicare Central Queensland	86%	10%	4%	82
Anglicare North Coast	85%	9%	6%	79
AnglicareSA	81%	11%	9%	72
Anglicare Sydney	83%	10%	6%	77
Samaritans (Newcastle)	71%	19%	9%	62
Anglicare NSW South, NSW West, AC	79%	15%	6%	72
All Respondents	81%	12%	7%	74

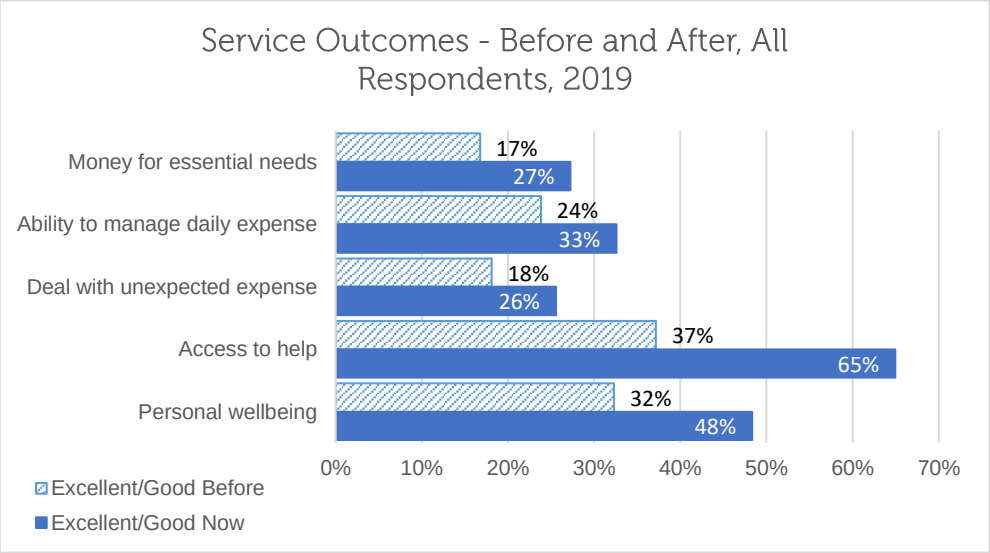
4. CLIENT OUTCOMES

The following section outlines survey results relating to perceived client outcomes. Respondents were asked to rate themselves for each outcome both at the time they first came to Anglicare and in the present. The report provides comparisons between these responses which, at least from the perception of the client, gives an indication of how much the status of each outcome has altered during the time that clients have been attending Anglicare agencies.

From Chart 18, it may be seen that the greatest change in before/after reports of excellent or good status was in the area of access to help, with a change from 37% reporting excellent/good before attending Anglicare to 65% of clients reporting excellent/good after attending Anglicare [28% improvement]. This result is not surprising given the clients have come into contact with the suite of services available at Anglicare agencies.

The next largest change was in the area of personal wellbeing (from 32% to 48% [16% improvement]) followed by money for essential needs (17% to 27% [10 % improvement]). The area that registered the smallest change was that of dealing with an unexpected expense (18% to 26% [8% improvement]).

Chart 18



There are different ways in which 'improvement' can be analysed using the same data. In Chart 19, the same approach was used as was taken in the dashboards: any client registering any kind of positive change in response to these survey questions has been counted in the 'improved situation' category. Chart 19 shows the clients' situations for each outcome as either 'improved', 'maintained' or 'deteriorated'. Overall, across the five outcomes, maintenance of pre-attendance levels was the most commonly reported response. The area of greatest number of 'improved' responses was 'access to help' (48%) followed by 'money for essential needs' and 'personal wellbeing' (37% each). The area with

the largest number of ‘deteriorated’ responses was ‘ability to manage daily expenses’ (14%) followed by ‘money for essential needs’ and ‘deal with unexpected expense’ (12% each).

Chart 19

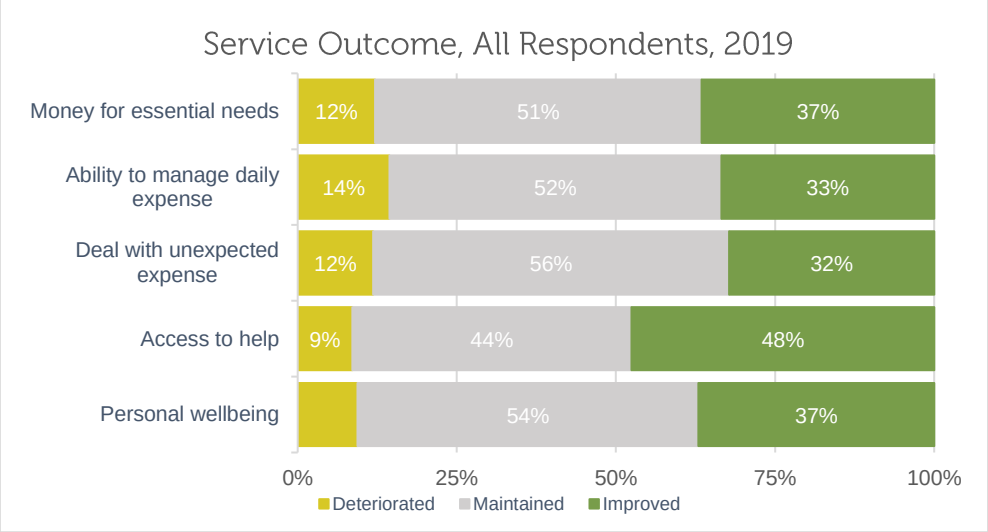


Table 5 presents the data for improved service outcomes at each agency. The highest levels of improvement of any kind in a given outcome are shown in green, and across all five outcomes, Anglicare Central Queensland had the highest levels of reported improvements. The lowest levels of improvement in a given outcome are shown in red, and these are scattered across different agencies.

Table 5: Percentage of Clients with Improved Service Outcomes by Agency, 2019

	ac.care (South Australia)	Anglicare Central Queensland	Anglicare North Coast	AnglicareSA	Anglicare Sydney	Samaritans (Newcastle)	Anglicare NSW South, NSW West, ACT	All
Money for essential needs	52%	**68%**	29%	32%	30%	38%	31%	37%
Ability to manage daily expense	47%	**57%**	**19%**	31%	30%	28%	40%	33%
Deal with unexpected expense	43%	**53%**	24%	30%	29%	30%	**22%**	32%
Access to help	60%	**68%**	49%	**43%**	45%	44%	62%	48%
Personal wellbeing	49%	**55%**	**30%**	36%	32%	33%	43%	37%

It is important to note that while table 5 shows one way of comparing outcomes data by agency, a different picture can emerge if the data is presented differently. For instance, in Table 5, the improvement in ‘access to help’ for AnglicareSA (43%) was smaller than for Anglicare North Coast (49%); however, the excellent/good percentage change for AnglicareSA (21%) is actually higher than that for Anglicare North Coast (18%). In addition, AnglicareSA has started on a relatively higher base of ‘excellent/good’ (from 42% to 64%), compared with Anglicare North Coast (from 34% to 51%).

5. SERVICE IMPACT

Identifying improvement in clients' situations does not prove that the service made a contribution to that improvement. Therefore, clients were also asked what impact Anglicare's service has had on their outcomes. Clients were asked about the impact of Anglicare services on six outcomes. Combining the 'very positive' and 'positive' responses, it can be seen from Chart 20 that Anglicare services at national level have been most beneficial to clients in the area of 'access to help' (87%) followed by 'money for essential needs' (80%), 'personal wellbeing' (77%), 'life as a whole' (76%), 'ability to manage daily expense' (71%) and 'deal with unexpected expense' (64%).

'Mixed or no impact' scores were greatest in the outcomes of 'deal with unexpected expense' (31%), 'ability to manage daily expense' (25%), 'personal wellbeing' and 'life as a whole' (both 20%), 'money for essential needs' (16%) and 'access to help' (11%).

'Negative impact' scores were highest in 'deal with unexpected expense' (6%), 'money for essential needs'/ 'ability to manage daily expense'/ 'life as a whole' (4% each), 'personal wellbeing' (3%) and 'access to help' (2%). As was the case with several previous sections of the report, it is impossible to determine the reasons for these perceived negative impacts without matched qualitative data to provide elucidation. However, it is noteworthy that the rates of reported negative impacts were very small, each one being 5% or smaller.

Chart 20

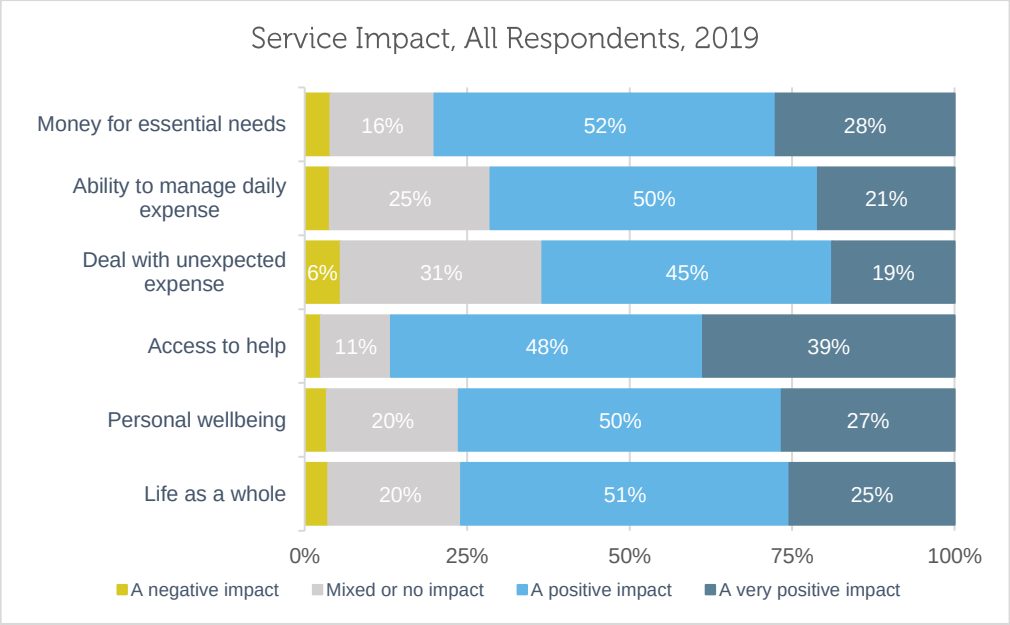


Table 6 provides the percentages of clients at each agency who reported either positive or very positive impacts on these outcomes. The highest result in each outcome is shown in green and ac.care recorded the highest rates of positive impact across five out of six outcomes.

Looking across each row in Table 6, there is considerable variation in the level of positive impact experienced by clients in any outcome, depending on which agency they attended. For example, 64% of clients at Anglicare NSW South, NSW West & ACT reported positive impacts in the outcome of 'money for essential needs' while the percentage at Anglicare Central Queensland was 90%. Looking down each column, there is also variation in the level of positive impact reported across the outcomes among clients at each agency. For example, at ac.care the rates carried from 74% in the outcome of 'deal with unexpected expense' to 97% in the outcome 'access to help'.

Overall, the area in which Anglicare agencies exerted the greatest positive client impact was in 'access to help'. This result is not surprising, given that once a client has entered an Anglicare service centre and has engaged with a staff member, that client has received help in the form of someone to speak with. The area in which Anglicare agencies exerted the least positive impact on clients was in 'deal with unexpected expenses'. Again, this result is not surprising, given that the circumstances of these expenses are unforeseen and therefore are the least likely to be within the help-providing capacity of Anglicare agencies.

Table 6: Percentage of Clients Reporting Positive Service Impacts by Agency, 2019

	ac.care (South Australia)	Anglicare Central Queensland	Anglicare North Coast	AnglicareSA	Anglicare Sydney	Samaritans (Newcastle)	Anglicare NSW South, NSW West, ACT	All
Money for essential needs	89%	90%	86%	79%	76%	85%	64%	80%
Ability to manage daily expense	**80%**	78%	78%	71%	68%	73%	**47%**	71%
Deal with unexpected expense	**74%**	74%	69%	63%	61%	57%	**42%**	63%
Access to help	**97%**	92%	86%	86%	84%	86%	**78%**	87%
Personal wellbeing	**86%**	85%	76%	77%	**71%**	75%	80%	76%
Life as a whole	**85%**	85%	82%	75%	72%	**72%**	73%	76%

6. CLIENT COMMENTS

Of the 2078 clients who filled out survey forms, 754 people (36.3% of all respondents) gave an answer to the open-ended question 'Do you have any comments or suggestions to improve Anglicare's services?'

The breakdown of responses is provided here and Each of the categories in this table is explained in the text below:

Table 7: Written comments by agency and category

Agency	Total number of responses	Positive responses	Suggestions	Unusable responses
AnglicareSA	282	215	31	36
Anglicare Sydney	257	193	27	37
Anglicare Central Queensland	66	53	6	7
Samaritans (Newcastle)	61	41	6	14
ac.care (South Australia)	46	37	3	6
Anglicare North Coast	20	13	2	5
Anglicare NSW South, NSW West & ACT	20	3	6	11
Anglicare Northern Territory	2	1	0	1
NATIONAL TOTAL	754	556	81	117

Agencies will be provided with documents that contain the full list of responses from that agency. Here, some global analysis of the responses is provided.

Responses of gratitude for the services provided by Anglicare were recorded by 556 clients, or 74% of all those who offered a written comment, and these were then divided into two broad categories. Of these positive responses, 247 clients (or 33% of all written answers) offered unqualified expressions of thanks without additional commentary relating to either a specific aspect of Anglicare services or a life domain in which the respondent has been helped by attending an Anglicare service centre. These included answers such as 'Thanks', 'Thank you', 'Good service', 'Excellent service' and 'Great job' along with drawings of hearts and smiling faces.

A further 309 people (41% of all written answers) made complimentary responses that were more extensive in nature. Some people offered enthusiastically positive descriptions about Anglicare services and/or particular staff members, while others focused on the area of life in which they felt Anglicare services had exerted a positive influence. Descriptors such as 'kind', 'compassionate' and 'amazing' featured in many of these responses.

By agency, some of the positive comments were:

Anglicare Sydney:

No, it works very well. I'm grateful for their service...they have provided relevant assistance every time I have accessed their services.

Nothing really to improve. I'm just impressed on how you fixed me. I was sinking and had no way out and it wasn't going to get any better. That's why I sought help.

So far, I have been very satisfied with the service, provided by Anglicare and I feel very comfortable talking with the staff members at Anglicare.

[Staff member] has been fantastic in helping me to organise bills and speaking to companies of my behalf - which has helped my depression. [She] is friendly, reliable and organised.

AnglicareSA:

I feel grateful that Anglicare has supported me to completely change the way life was 12 months ago. I cannot thank Anglicare enough in particular my case worker [name].

I think the Anglicare service providers are doing a great job by supporting people with all different issues in their lives. I would recommend any one to use the service if needed when it comes to supports because it's good to know that people do care and it help with your wellbeing.

[Staff member] has listened to me and helped sort out my power bill. I can't read or write and she always takes time to explain things in a way I can understand. I am very relieved that she sorted my power bill so I don't get nasty calls anymore.

Lovely staff and lots of assistance information supplied to me by the staff. All approachable and friendly as I have anxiety but coped well in this service due to separate room appointment.

Anglicare Central Queensland:

Anglicare have helped me get thru some tuff times and have always sat down and listened to my problems and have given lots of support. Thankyou.

Anglicare staff have been extremely helpful and supportive towards me and have made my life flourish and it is a blessing to be involved with Anglicare

[Staff member] was supportive, happy to listen and make immediate moves to help. Thank you very much.

ac.care:

AC. Care were amazing. They took my situation fully into account and went far beyond their services I would recommend AC Care to any-one I actually now feel a lot calmer and able to continue.

Millicent AC Care staff are welcoming and very supportive. No matter the situation they are there to comfort you, help in any way possible and you always leave feeling less stressed. They are a well-functioning team of ladies. I am a very grateful and thankful client.

When I first came to Anglicare for help I was broken and felt suicidal - within 3 months they have helped me financially - mentally and emotionally and I can now see a light at the end of the tunnel - so no, I don't think they need to improve.

Samaritans:

I appreciate the support of the staff here at Anglicare service - they are easy to talk to listen and do everything they can to make me feel at ease.

I'm not qualified to comment, but I know if it wasn't for the help and assistance I have received from Anglicare I would be hard pressed to get through difficult times in the past!

Lovely staff and lots of assistance information supplied to me by the staff. All approachable and friendly as I have anxiety but coped well in this service due to separate room appointment.

Anglicare North Coast:

I am very happy with my outcome the support I received today was an eye opener when it comes to needing that third party in dealing with electricity people. Anglicare's support helped me get my payment plan up and running again.

I have found that the staff at Anglicare never judged me and always gave me the confidence and help to carry on in life.

Anglicare NSW South, NSW West & ACT:

St John's care is fabulous. Great support and help.

Northern Territory:

Staff very friendly and helpful. Everything was what I needed!

A further 81 responses (11% of all written responses) contained suggestions for improvements to Anglicare service provision. There were some suggestions that were also accompanied by an expression of thanks, but such responses were classified as "suggestions". Some of the ideas put forward by clients related to issues that are external to Anglicare, such as government funding for Anglicare and the need for increases in government allowances. Of the comments that related directly to Anglicare, themes were broadly related to either greater availability of existing services, such as

provision of more food vouchers, or a desire for additional forms of assistance including financial, legal and accommodation services.

Some suggestions were:

AnglicareSA

Extra financial counsellors/resolve unavailability to potential and existing clients due to not having enough staff.

More funding for un-expected circumstances in people's lives, eg loss of job means no Centrelink payments for 6 weeks. Unexpected medical.

More than 2 vouchers a year for foodbank.

Anglicare Sydney

Although I am grateful for everything I receive, one thing that would help a great deal more would be perhaps offering 'school lunch' hampers as minced meat, tinned vegie's and potatoes or pasta are no help with school lunches and schools check their lunch boxes. Thank you.

I think they need to help with bills a bit more, especially when they're not in the wrong.

More services for those whom are not citizen or permanent residents eg New Zealanders.

Anglicare Central Queensland

More accommodation for crisis people.

More activities would be good.

Anglicare NSW South, NSW West & ACT

Allow me to visit St Johns Care more than once a month.

That the centre is open 5 days a week even if I could pop in for a cuppa.

Samaritans

Lake Macquarie council land rates assistance (because Newcastle Council does)

Don't tell people to move

ac.care

Food vouchers change policy/contact appointment booking rang Monday 2pm to book for voucher Tues morning as had urgent medical appointment Tues morning at 11.30am in Adelaide told to ring back 9am Tues to book between 9.30am-12 noon which was extra stress.

Anglicare North Coast

I think Anglicare can help assist more to people through the week not once a fortnight. Can they help with clothing shower needs school clothing etc?

The remaining 117 (15% of all written answers) were classified as unusable for data analysis. Most of this group of responses were ‘No’ or ‘N/A’ although there were some which related to the respondent’s personal circumstances without reference to Anglicare services. Some clients wrote that it was their first visit and they felt unqualified to respond, and other examples were signatures without an accompanying comment.

7. DISCUSSION

7.1 General Summary and Observations about the Survey Findings

The survey demographics show that nationally, most clients (60%) were female, 70% of all clients were aged between 18 and 49 years, 84% were born in Australia, 58% were unemployed and 37% lived alone. While there would naturally be considerable variation in individual client's profiles, these figures provide a description of the typical client who is most likely to attend an Anglicare service centre. Some demographic statistics are easily explained; for example, it is not surprising that Anglicare Sydney, based in the largest urban centre, recorded the highest level of clients who were born in a non-English-speaking country. However, others are harder to interpret without further questions being posed to differentiate the client cohort.

The statistics confirm the main reasons that clients seek emergency relief or financial counselling assistance from Anglicare. The most likely reason that prompted a client to attend an Anglicare centre was material wellbeing, then money management, and then housing; in combination, these reasons accounted for 90% of the survey respondent cohort. The national figure of 90% suggests that agencies need to primarily focus on assisting clients in areas of immediate material need along with longer term financial literacy and money management strategies. The statistics from Anglicare North Coast demonstrate a localised concentration of poverty, with 93% of that agency's clients reporting that they came to Anglicare as a result of either poor material wellbeing (69%) or money management issues (24%). However, across Australia, insufficient levels of government support for Australians in economic disadvantage, particularly the JobSeeker payment (formerly Newstart) has contributed to the entrenchment of this disadvantage and, without change in this form of assistance, there will be a limit to the effects that Anglicare services can action. It remains to be seen whether the Government will follow through in September 2020 on returning levels of the JobSeeker payment back to what they were prior to the coronavirus pandemic.

A further problem that can be identified from the survey data is that the level of infrequent visits to Anglicare agencies was very high, with a national attendance rate of 'hardly ever or occasionally' being the most common response (42%), followed by 'once a month or less' (18%). So, 60% of clients across all agencies attend only sporadically; this is also an area of concern because without clients' regular attendance, the help that can be provided by Anglicare agencies will be limited. Thus, strategies to improve retention and attendance rates need to be developed such as casework, combined with evaluation and monitoring of progress.

Encouraging results emerged in relation to reported changes between clients' initial and current situations; overall, there was a 17% reduction in the percentage of people who reported being in crisis or struggling. In addition, there were very high overall levels of satisfaction with Anglicare services (95%) along with similarly high levels of satisfaction with specific aspects of service provision. Over 93% of clients reported that they felt they had been listened to and understood, that staff responded in a timely

manner, they were satisfied with services received and were confident in information and advice they received from staff.

In relation to client outcomes, the greatest improvement was reported in the outcome of access to help, followed by personal wellbeing. Anglicare services resulted in the most benefit to clients in the area of 'access to help', followed by 'money for essential needs' and 'personal wellbeing'. Individual agencies can study the figures for their client cohorts and use the information to inform any future service provision directions in the areas where lower levels of outcome achievement were recorded. The information contained in Tables 5 (improved service outcomes) and 6 (improved service impacts) should, along with the reports and dashboards that have already been provided to individual agencies, permit each agency to evaluate their strengths in service provision and extend the strategies that have proven successful in those areas to the outcomes that have not resulted in such high rates of positive impacts.

Around a third of all clients who completed survey forms provided qualitative data in the form of written responses. Although this figure is low, useful information can be gathered from the comments that were recorded. A large proportion (approximately three quarters) of clients who chose to offer written responses to the open-ended questions provided expressions of gratitude and while only some of these gave detailed descriptions of the specific ways in which Anglicare has had a positive impact on their lives, encouragement should be drawn from these responses. The suggestions that were offered by clients can also be useful in decision-making processes, especially those that directly related to factors within Anglicare's sphere of influence. It is particularly encouraging to note that no critical comments were offered by clients.

Overall, there is much useful information that can be drawn from the Client Survey results. In particular, the data provided at agency and service centre levels can inform decisions about issues such as specific areas of need in the local population that should be addressed, how to engage and retain clients so that outcome achievement can be maximised, and which outcomes need greater attention in order to maximise the effect of Anglicare services on vulnerable people across Australia.

7.2 Making the Most of the Results

The results of the 2019 Anglicare Client Survey have currently been produced in the following ways, for the primary audiences shown:

- Consolidated Report – for internal stakeholders, with highlights for external advocacy purposes;
- Agency Dashboards – for Senior Executive;
- Individual Service Site Dashboards – for Heads of Practice and Program Managers, staff and coordinators, team leaders and volunteers.

It is considered vital that progress in relation to the use of these tools and dashboards by managers and staff be monitored by agency Senior Management to ensure optimum use of this opportunity and in order to obtain feedback for shaping future surveys.

It is good survey practice to provide feedback to survey participants where possible on survey findings. In this instance, the survey was anonymous, so it is not possible to provide direct feedback to participants. However, a further publication that should be considered is a ‘poster’ of key results to be displayed in program offices and reception areas. That way, at least some of the participants would receive feedback.

8. CONCLUSION AND RECOMMENDATIONS

8.1 Conclusions

A number of broad conclusions arise from this report:

1. **The 2019 Anglicare Client Survey has provided client statistics across a range of issues**: The survey has provided comparable and reliable statistical profiles of clients across Anglicare agencies. Overall, the national statistics had a margin of error less than +/-1.3%. Five agencies recorded a margin of error at or below +/-10%, underlining the reliability of the statistics at these levels. Three other agencies, Anglicare North Coast, Anglicare NT and Anglicare NSW South, NSW West & ACT recorded a margin of error above +/- 10%. The resulting profiles include not only demographics of clients of emergency relief and financial counselling services but also their presenting needs, client experience of and satisfaction with our services, key aspects of client wellbeing and client outcomes. In this respect, this survey enables comparisons to be made between agencies, and now provides a national baseline that enables the monitoring of trends should the surveys be repeated in future years for emergency relief and financial counselling services.
2. **The survey paints a compelling picture of some of the key facets of the experience of disadvantage**: In general terms, the demographic and presenting needs statistics show over-representations of particular groups of people within different agencies, reflecting the variation in the populations served by those different agencies. However, there was also an important factor that was shown to be a common feature of Anglicare emergency relief and financial counselling clients across Australia. Wellbeing statistics such as the PWI show that clients in all agencies have wellbeing scores below or well below national averages across all the domains of wellbeing. These data were supported by the stated primary reasons for attendance at Anglicare agencies, which were material wellbeing, money management and housing. In combination, this information highlights the widespread impact of economic and social disadvantage on the national client base.
3. **The survey identifies high levels of positive client experience of our services and areas for improvement**: The survey has recorded very high levels of positive client experience within most service streams. Across many indicators, at least 85% of clients recorded positive experiences and satisfaction with service received. Nationally, 43% of clients reported that their personal circumstances had improved as a result of accessing Anglicare services, a further 47% reported a maintained level and 10% reported deterioration. These figures are encouraging because they demonstrate that Anglicare services are making a difference in the lives of disadvantaged clients. Areas of improvement are best considered at agency level due to the idiosyncrasies of the local population, and these statistics can inform tailored decision-making processes and future efforts to better meet localised needs.
4. **The survey is a first step in ongoing evaluation and service improvement within agencies**: The National Client Survey was a new survey that was deployed across eight Anglicare agencies. The participation of these agencies represents an important part of the promotion of an ‘evaluative

culture' among staff and services, and towards the more routine use of client surveys. Greater insight would also be achieved through engagement of other Anglicare agencies in future surveys at national level and through repeat surveys among agencies that have already participated, in order to develop and monitor trends. It is hoped that the usefulness of this report and the ancillary materials such as dashboards will serve to promote a higher rate of agency participation in the future.

5. **The survey could be repeated in the future to assist in continuous improvement and the monitoring of trends**: As more agencies make use of the dashboards for continuous improvement purposes, there will be an increasing need to update survey results in order to check the impact of intervening service improvements. The investment made in this survey provides a solid base for monitoring trends into the future and the survey results should encourage staff to continue to put effort into any future survey administration to ensure high quality outputs.

8.2 Recommendations

It is recommended that:

1. Each Agency encourage Program Managers and their staff teams to use **2019 agency service centre dashboards**, for evaluation and service improvement purposes.

2. Agencies consider **participation in a repeat of the Client Survey**, to be conducted by SPRU, along with any other interested agencies, and using a quota sampling approach and similar or identical survey forms.

3. SPRU prepare a **'poster' of key results** from the 2019 survey for service sites, to make clients aware of survey findings.

4. Staff at agency and service centre level take note of their own particular results and use these to **inform decision-making processes** about future service directions and improvements, to better meet the specific needs of clients.

REFERENCES

Capic, T., Hutchinson, D., Fuller-Tyszkiewicz, M., Richardson, B., Hartley-Clark, L., Khor, S., Olsson, C., & Cummins, R. (2017) *Australian Unity Wellbeing Index Survey. Survey 34: Summary Report. The Wellbeing of Australians: Financial Wellbeing,* Melbourne: Australian Centre on Quality of Life, Deakin University.

Cummins, R., Woerner, J., Weinberg, M. & Collard, J. (2012) *Australian Unity Wellbeing Index Survey 27.0. Part A: The Report*, Melbourne: Australian Centre on Quality of Life, Deakin University.

Evangelos C. (2006) 'Self Efficacy, Social Support and Wellbeing – the Mediating Role of Optimism', *Personality and Individual Differences*, Vol 40, Issue 6, April, pp1281-1290.

International Wellbeing Group (2013) *Personal Wellbeing Index: 5th Edition,* Melbourne: Australian
Centre on Quality of Life, Deakin University.
http://www.deakin.edu.au/research/acqol/instruments/wellbeing-index/index.php

King, S., Yan, L., & Mollenhauer, J. (2019) *Out of the Shadows- Building resilience in our community,* Norwest: Social Policy & Research Unit, Anglicare Sydney.

Reichheld, Frederick F. (2003) 'The One Number You Need to Grow', *Harvard Business Review,* https://hbr.org/2003/12/the-one-number-you-need-to-grow

Schwarzer R., Warner L. (2013) 'Perceived Self-Efficacy and its Relationship to Resilience', in Prince-Embury S. & Saklofske D. (eds) *Resilience in Children, Adolescents, and Adults*. The Springer Series on Human Exceptionality, NY: Springer.

APPENDIX: NOTE ON LEVELS OF STATISTICAL RELIABILITY

The statistics in this report have been created at both national and agency levels. Statistics and dashboards were also produced at site level. However, it should be noted that unlike the agency level, the sampling error for different service sites will vary widely.

In conducting a client survey, it would be unusual for every potential respondent to have completed a survey – ie, all clients in a client population. Consequently, a statistic resulting from a survey of a sample of clients is generally not the precise statistic that would be found if every possible client had completed a form, but rather is an approximation of the true figure. How close a reported statistic is to the true figure is expressed as a range; the breadth of this range, known as the margin of error, varies according to the number of survey respondents, the total number of clients of the site (ie all potential respondents) during the survey period, and the strictness of statistical parameters adopted for calculating the margin of error.

Regarding the total number of clients in the survey period, this is shown in table 1 as the quota (number of forms issued). These figures were based on estimates of the likely number of clients which were supplied by Agency coordinators.

Regarding statistical parameters, margins of error were calculated to the 95% confidence interval, based on 50% as the statistic of interest. It should be noted that the latter is the strictest criterion and is thus the 'worst case', with the margin of error decreasing as descriptive statistics approach either 0% or 100%.

For some sites, dashboard outputs have not been provided – either because the sample was so small that individual clients may have been identifiable or the response rate was too low to provide meaningful statistics. Regarding the former, it was decided not to provide dashboards where there were 5 or less respondents at a site, in order to safeguard client confidentiality. Regarding the latter, dashboards have generally not been created where the margin of error exceeded +/-20%.

A 'Statistical Reliability Rating' is displayed on every cost-centre level dashboard and a 'Statistical Reliability Rating' document has been provide at National level and for all agencies. These ratings correspond with the following margins of error:

HIGH = margin of error less than +/-5%.
MEDIUM= margin of error of +/-5% to +/-10%
LOW = margin of error of +/-10% to +/-20%
VERY LOW = margin of error greater than +/-20%