

Housing Choices Australia 2025 Resident Satisfaction Survey Participant Information Sheet

What is the purpose of the survey?

This survey is a way for us to ask you about your needs and your experiences with us. The findings are used to help us prioritise and improve our services. We also use the summarised findings to report to our partners and regulatory bodies.

Who is conducting this project?

Housing Choices Australia (**we, us and our**) has engaged the Community Housing Industry Association NSW (CHIA NSW) to run this survey on our behalf. We have provided personal information about you and your household including your name, address, email and telephone number to CHIA NSW in order for them to run this survey on our behalf. For more information about how CHIA NSW collects, uses, discloses and stores personal information, you can refer to the:

- CHIA NSW Tenant Satisfaction Survey Collection Notice – which relates specifically to this survey (<https://communityhousing.org.au/surveycollectionnotice>) and
- CHIA NSW Privacy Policy – which provides general information about its management of personal information. <https://communityhousing.org.au/privacy-policy/>

How do I participate?

Customers will be sent an SMS, email or letter inviting them to take part. You can then choose between one of three options to complete the survey. If you need assistance filling out the survey, please contact us on 1300 312 447.

What questions will I be asked?

The survey will ask you how you feel about different services we provide, including tenancy management, repairs and maintenance and complaints. You will also be asked questions about your quality of life to help us understand what needs our tenants have and the impact of our services.

Do I have to take part?

No, participation is voluntary and won't affect your tenancy. CHIA NSW will not inform Housing Choices Australia whether you took part or not.

How do the prize draws work?

There will be prizes drawn at random by CHIA NSW on behalf of Housing Choices Australia and only prize winner names and contact details are shared with Housing Choices Australia. The prizes include:

- **Early bird prize draw:** All customers who submit a response by **Monday 8 December** will be entered in the early bird prize draw to win a **\$750 gift card**.
- **Main prize draw:** All customers who submit a response by the closing date of **Monday 22 December** will be entered in the main prize draw to win **1 of 20 \$100 gift cards**.

What will happen to the data I provide?

Your responses will be provided to Housing Choices Australia anonymously and will not identify you personally to Housing Choices Australia. CHIA NSW will analyse the data from your responses and provide Housing Choices Australia with de-identified and aggregated data in reports.

CHIA NSW will also use information collected from your responses to create, publish and share aggregated or de-identified information and insights, which do not identify you personally, about the community housing sector including by comparing Housing Choices Australia's performance with other Community Housing Providers.

Will my answers be anonymous?

Responses are provided to Housing Choices Australia anonymously, and no names will be reported to Housing Choices. However, CHIA NSW will receive your responses matched with your name and other personal information meaning CHIA NSW can identify you personally.

Each survey has a unique code to ensure one response per household and to analyse data by customer characteristics. Non-identifiable quotes may be used in reports provided to Housing Choices Australia and shared with our partners or regulatory bodies or published publicly by Housing Choices Australia or CHIA NSW.

What happens to my information and survey response?

CHIA NSW retains survey responses in digital form for ongoing research and reporting. Personally, identifying information is held for up to six months only and is then permanently deleted. During this time, tenants will only be contacted about matters directly related to the survey. All paper surveys are securely destroyed within six months of survey closure.

What if I have a complaint or concern?

If you are unhappy about any aspect of the process, or would like to make a complaint, you can contact Housing Choices Australia on 1300 312 447.

By participating in this questionnaire:

- I understand that I am being asked to provide consent to participate in this survey;
- I have read the Participant Information Sheet, or it has been provided to me in a language that I understand;
- I provide my consent for the information collected about me to be used for the purposes outlined in this Information Sheet;
- I provide my consent to the collection, use and disclosure of my personal information by CHIA NSW as set out in its Tenant Satisfaction Collection Notice
- I understand that, if necessary, I can ask questions of Housing Choices Australia; and
- I freely agree to participate in this research study as described and understand that this survey is not mandatory, and my decision to or to not participate will not impact my tenancy.