

National SAAP client satisfaction survey

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National SAAP client satisfaction survey

Identifying and definitional attributes

Item type: Data Source

METEOR identifier: 471380

Description: The inaugural SAAP client satisfaction survey was conducted in November 2003 to obtain information on client satisfaction from SAAP clients at the national level for performance information and service delivery purposes.

The survey consisted of 12 questions on client satisfaction with aspects of service provision and was implemented using a reverse call centre technique that allowed SAAP clients to initiate the phone call to the call centre. All SAAP agencies were invited to participate in the study. Over the four week period of the survey, 1000 clients from 205 agencies participated in the survey.

Link to data source: http://www.facs.gov.au/sa/housing/pubs/homelessness/saap_er_publications/national_client_survey/Pages/default.aspx

Collection and usage attributes

Frequency: One-off survey

Source and reference attributes

Data custodian: Department of Families, Housing, Community Services and Indigenous Affairs