National SAAP client satisfaction survey

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# National SAAP client satisfaction survey

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| 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> |

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| Collection and usage attributes | |
| Frequency: | One-off survey |
| Source and reference attributes | |
| Data custodian: | Department of Families, Housing, Community Services and Indigenous Affairs |