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## SGCH 2025 Customer Satisfaction Survey - Participant Information Sheet

### What is the purpose of the survey?

At SGCH, we are committed to delivering great customer service. We know that to do that, we need to listen to our customers' views and act on them. 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?

SGCH has engaged the Community Housing Industry Association NSW (CHIA NSW) to run this survey on our behalf. CHIA NSW can be contacted on (02) 9690 2447.

### 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. You can select the **one** option that best suits you:

1. **Online** - Visit <https://communityhousing.org.au/SGCH25> to complete the survey online or simply scan the QR code below. You will be asked to enter a username and password, which will be on your invitation to participate.



OR

2. **Pen and paper** - Complete and return a paper survey, using reply-paid envelope or at any of SGCH's offices. (If your invitation came by post, it will include a paper survey and reply-paid envelope, or you can ask for a copy at any of SGCH's offices, or by calling 1800 573 370.)

OR

3. **Phone** - Call SGCH on 1800 573 370 to book a time to answer the survey over the phone. You will need to let us know if you need an interpreter for your call, and you will be asked for your username and password (which will be on your invitation to participate) when one of the team calls you.

### 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, support coordination, and complaints. You will also be asked questions about your quality of life to help us understand what needs our customers have and the impact of our services.

### Do I have to take part?

The survey is voluntary - you don't have to take part if you do not want to. If you choose not to participate, it will not affect your tenancy with SGCH. CHIA NSW will not inform SGCH whether or not you have taken part.



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## How do the prize draws work?

There will be a number of prizes, drawn at random by CHIA on behalf of SGCH.

- **Early Bird Prize Draw** - All customers who submit a response by 11th May 2025 will be entered in the early bird prize draw for one of 2 x \$1000 gift cards
- **2nd Prize Draw** - All customers who submit a response between 12<sup>th</sup> May 2025 and the closing date of 25<sup>th</sup> of May 2025 will be entered in the 2nd prize draw to win one of 2 x \$500 gift cards.
- **3<sup>rd</sup> Prize Draw** - All customers who submit a response between 26<sup>th</sup> May 2025 and the closing date of 9<sup>th</sup> of June 2025 will be entered in the 3rd prize draw to win one of 10 x \$100 gift cards.

*Winners will be notified after the Customer Satisfaction Survey closes on 27 June 2025.*

## Are there any risks in participating?

We do not anticipate there being any risks in participating. Participation in this survey is voluntary. Your responses will not affect your tenancy.

## What will happen to the data I provide?

Your survey responses are confidential. CHIA NSW will analyse the data and prepare a series of reports for SGCH based on summarised data, where your responses will be grouped with those of other survey respondents. At the end of the project, CHIA will provide SGCH with anonymised survey data that we can analyse as needed. CHIA will ensure that SGCH is unable to identify any individual from the data they provide us.

## Will my answers be confidential?

All answers are confidential, and no individual's names will be reported in accordance with the [Australian Privacy Principles](#).

Each survey is marked with a unique code to ensure that only one survey is collected per household and to allow CHIA NSW to analyse the data by known customer characteristics, such as region, age group and gender. CHIA or SGCH may use de-identified quotes from your answers in reports or other communications. If CHIA has a strong belief that there is a serious risk of harm or danger to either the participant or another individual or if a serious crime has been committed they may need to break confidentiality.

CHIA NSW's full Privacy Policy is available at <https://www.communityhousing.com.au/privacy-policy/>

## 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 Amanda Anders, SGCH's Manager, Customer Feedback on 1800 573 370 or [feedback@sgch.com.au](mailto:feedback@sgch.com.au)

## How do I provide my consent?

By completing the survey, you consent to participate.

For tenants who were formerly managed by the Department of Communities and Justice, or DCJ, (formerly the Department of Family and Community Services and the Department of Justice), we will be asking your consent to pass on some of your answers confidentially to DCJ. If you consent, you give CHIA NSW permission to share de-identified survey results with DCJ who will use them to evaluate and improve services for the community. No other use of survey responses by DCJ will be undertaken without seeking additional consent.



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You are not consenting to CHIA NSW and DCJ storing your personal information. 'Personal information' is information that is sufficient to reasonably identify a person. The only personal details that will remain associated to your survey responses will be your postcode, month and year of birth (to determine age) and your gender.

### **Translating and Interpreting Service**

If you would like assistance with language interpretation, please contact the Translating and Interpreting Service (TIS) at the cost of a standard call on 131 450.

Translated copies of the survey are available from your local SGCH office or via the online portal.