

**Question on Notice
No. 336
Asked on 02 May 2013**

MRS MILLER ASKED THE MINISTER FOR HOUSING AND PUBLIC WORKS (MR MANDER)—

QUESTION:

With reference to information provided in response to Question on Notice No. 117 of 2013, will the Minister (a) outline the purpose of the Project TAAS (Q) – Tenancy Advice and Assistance Qld Client Satisfaction’ and the Home Assist Secure – Home Assist Secure Client Satisfaction Survey 2012; (b) outline the results of these surveys and (c) make a commitment to release the survey results to the public?

ANSWER:

Project TAAS (Q) - Tenancy Advice and Advocacy Qld Client Satisfaction and the Home Assist Secure – Home Assist Secure Client Satisfaction Survey 2012 were market research projects to measure client satisfaction with the range of services provided by the service providers for these programs.

A client satisfaction measure associated with these programs is required every three years to meet Service Delivery Statement reporting requirements (part of annual Budget reporting).

Both surveys were mailed out to recent clients who assessed aspects of service on a five point satisfaction scale.

Project TAAS (Q) – Tenancy Advice and Assistance Qld Client Satisfaction Survey

In relation to Project TAAS(Q), 605 clients completed surveys in April 2012 and 69 per cent of those clients were very satisfied and 25 per cent were satisfied with the services provided.

Aspects of service rated by clients included ease of finding out about the TAAS(Q) service, ease of contact with the service, staff follow up and staff knowledge and expertise. The Tenant Advice and Advocacy Service Qld Client Satisfaction survey report is published on the Department of Housing and Public Works website at

<http://www.hpw.qld.gov.au/SiteCollectionDocuments/HASOverallReport.pdf>

Home Assist Secure – Home Assist Secure Client Satisfaction Survey

In relation to the Home Assist Secure – Home Assist Secure Client Satisfaction, 5519 clients completed surveys in April 2012 and 79 per cent of those clients were very satisfied and 20 percent were satisfied with the services provided.

Aspects of service rated by clients included staff service quality, staff knowledge and expertise, timeliness of service and quality of contractors and their workmanship. The Home Assist Secure survey report is published on the Department of Housing and Public Works website at

<http://www.hpw.qld.gov.au/SiteCollectionDocuments/TAASQOverallReport.pdf>