

Participant Information Sheet

Victorian Public Housing Renter Survey 2025

This Information Sheet tells you about the research project and explains what it means if you choose to participate.

What is the research about?

About the Public Housing Renter Survey

The Public Housing Renter Survey is the largest survey of public housing renters in a single Australian state. It also ran in 2022, 2020, and 2019, with over 9,000 participants in total.

Homes Victoria is committed to listening to renters. The survey provides information to help Homes Victoria improve public housing services and better meet the needs of people living in public housing.

The survey gives renters in public housing an opportunity to have their say about their home and housing services.

The survey will include around 3,500 renters aged 18 and over who are living in public housing across Victoria. A random group of renters will be contacted to participate based on age, gender and location.

What is involved?

This survey should take around 15 minutes to complete. You can complete the survey online by following the link provided in your invitation. You can also complete via a telephone interview.

The survey will ask about:

- The suitability and stability of your housing
- How safe and secure you feel in your community
- Your involvement in and connection with the community you live in

The survey is not a way to request maintenance on your home or seek another form of assistance from Homes Victoria.

If you require assistance from Homes Victoria, you can contact them directly on 13 11 72 or by visiting <https://www.dffh.vic.gov.au/contact-us>.

About taking part in the survey

Participation is voluntary, this means that you:

- Do not have to complete the survey
- Can stop the survey at any time for any reason
- Can choose not to answer any question
- Can choose not to take part in the research after you have finished the survey. You will need to contact us by 31 December 2025 by email or telephone if you want your responses deleted. (rentersurvey@srcentre.com.au / 1800 023 040)

Your decision to participate is **anonymous**.

- Homes Victoria will not know who participated in the survey.
- Your personal details will be removed before the survey results are provided to Homes Victoria.
- Participating will not in any way affect the housing and community services you receive.

The results of the 2025 survey will be published on the Homes Victoria website. No individual results will be published.

The **survey is confidential**. Your responses will be anonymous in line with the [DFFH Privacy Policy](#). The Social Research Centre will collect your survey responses.

More detailed information on how we protect your privacy and how the data is used is provided below.

Who is doing this research?

The Social Research Centre is conducting the survey on behalf of Homes Victoria.

The Social Research Centre is an independent Australian social research organisation owned by the Australian National University. You can find out more about us here: www.srcentre.com.au.

Why am I being asked to participate in this project?

You are invited to take part in this research because you live in public housing provided by Homes Victoria. It is your choice if you take part in the survey or not.

If you don't want to take part:

- You don't have to do anything – just ignore any reminders we send you.
- If you don't want us to send you reminders, you can contact us at rentersurvey@srcentre.com.au, or call 1800 023 040 and your name will be added to a 'do not contact' list for 2025, 2026 and 2027.

Will I be paid for taking part?

Yes – you will receive a \$10 gift card when you finish the survey as a thank you for taking part in the research.

It is okay to skip a few questions if you do not wish to answer them. You are still eligible for the gift voucher when you finish the survey.

You will be asked how you prefer to receive your gift card. We prefer to send an e-gift voucher via email to save paper, time and postage costs. You also can receive a gift card via post if you do not use email.

What about my privacy?

Your personal information is protected by the [DFFH Privacy Policy](#).

All information you provide is **confidential** and only used for this research project.

- Your name and personal details will not be shared outside the research team.
- Your responses to the survey will be stored separately from your name and personal details.
- If you choose to opt out of the survey, you will be added to the 'do not contact' list for 2025, 2026 and 2027.

Information used in reporting will be **deidentified**

- This means your name and any information specific to you will not be used.
- All survey answers are combined and analysed as a group.
- The survey data will be checked to make sure the responses have no identifying information.

The Social Research Centre will:

- Store your information on password-protected and restricted access files.
- Destroy all personal data associated with the project within 30 days of the project ending.

The Social Research Centre fully complies with the Australian Privacy Principles and all applicable privacy legislation.

The Social Research Centre's Privacy Policy is at srcentre.com.au/privacy and explains;

- How we secure your data
- How you can make a privacy-related complaint
- How you access and correct your information
- The general circumstances under which your information may be disclosed to overseas recipients

What information will be collected?

Homes Victoria provided contact details to invite you to participate in this research. This included your name, address, mobile phone, and email and other information such as your gender to help us randomly select people from different groups.

You will be asked questions about your home and housing services. The survey will also collect and confirm your contact details so the \$10 gift card can be sent to you directly.

You may or may not be contacted to participate in future these surveys.

Are there any risks?

Your safety is very important to us. The risks involved in this research are very low and mainly relate to the time it takes to take do the survey.

If, during the survey, the researcher learns about an immediate risk to you or someone else, they must report it to someone who can help. They do not need your permission to do this, but will let you know if they need to contact any support services on your behalf.

Queries and concerns

If you have any queries or concerns about the research, or if you have any complaints about any aspect of the project or the way it is being conducted, please contact rentersurvey@srcentre.com.au, or call 1800 023 040. All complaints will be treated confidentially. Your details will be kept private.

This project has Human Research Ethics Committee (HREC) approval from the Department of Health and Department of Families, Fairness and Housing Human Research Ethics Committee (ERM118706: 23/09/2025) who can be contacted at research.ethics@health.vic.gov.au

Participant Consent Form

Title	Victorian Public Housing Renter Survey 2025
Project Sponsor	Homes Victoria
Project Manager	Simran Kothiyal, Project Manager, Social Research Centre

Declaration by Participant

I have read the Information Sheet for Participants or had the Information Sheet explained to me.

I understand the purposes, procedures and risks of the research described in the project.

I have had an opportunity to ask questions, and I am satisfied with the answers I have received.

I freely agree to participate in this research as described.

I understand that I can withdraw from the research without needing to provide a reason anytime until the end of data processing (by 31 December 2025).

I will receive a \$10 gift card for completing the research.

I understand that my personal information is subject to privacy protection, details are in our collection statement at www.srcentre.com.au/rentersurvey/info.