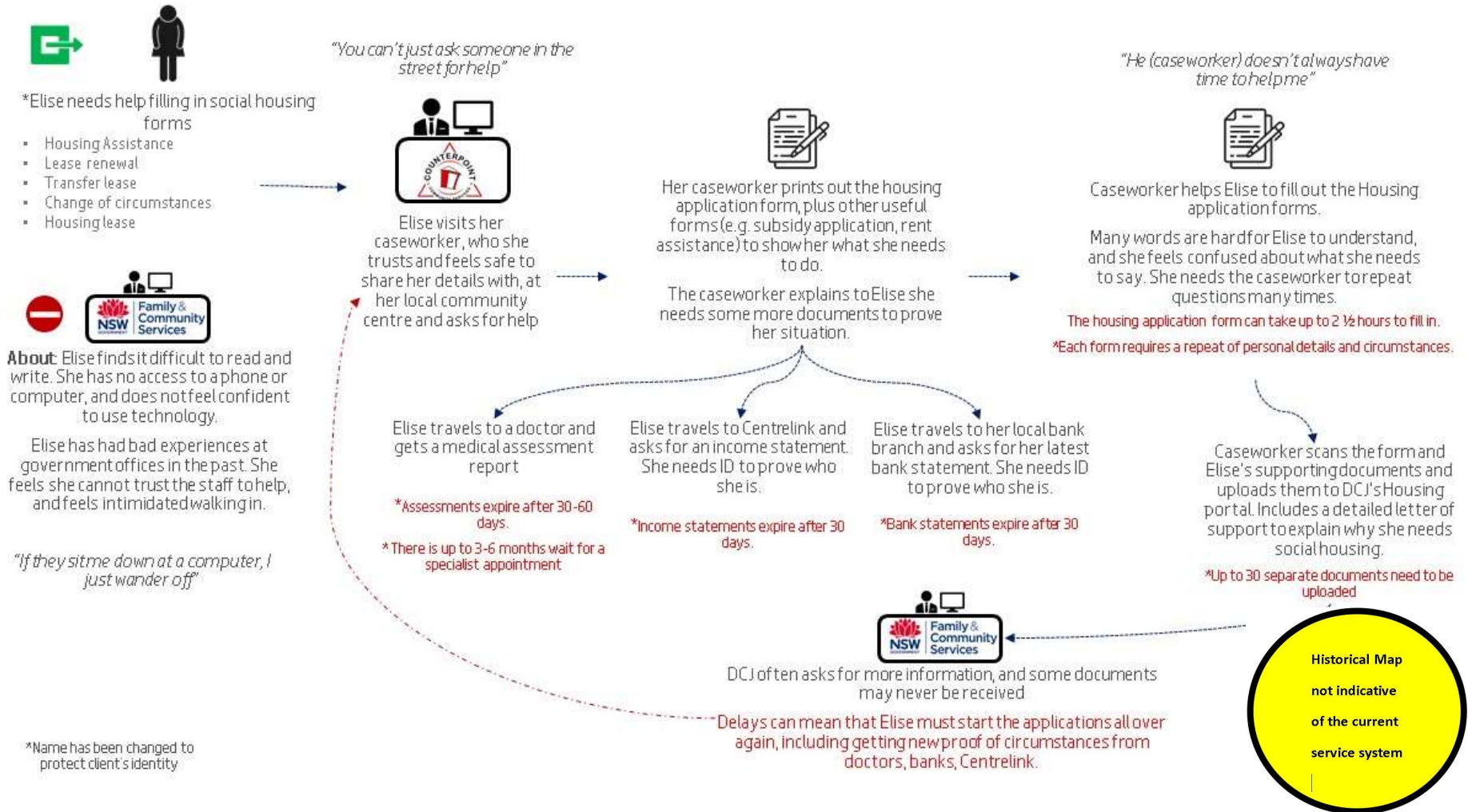


Experience with social housing – Counterpoint client journey map

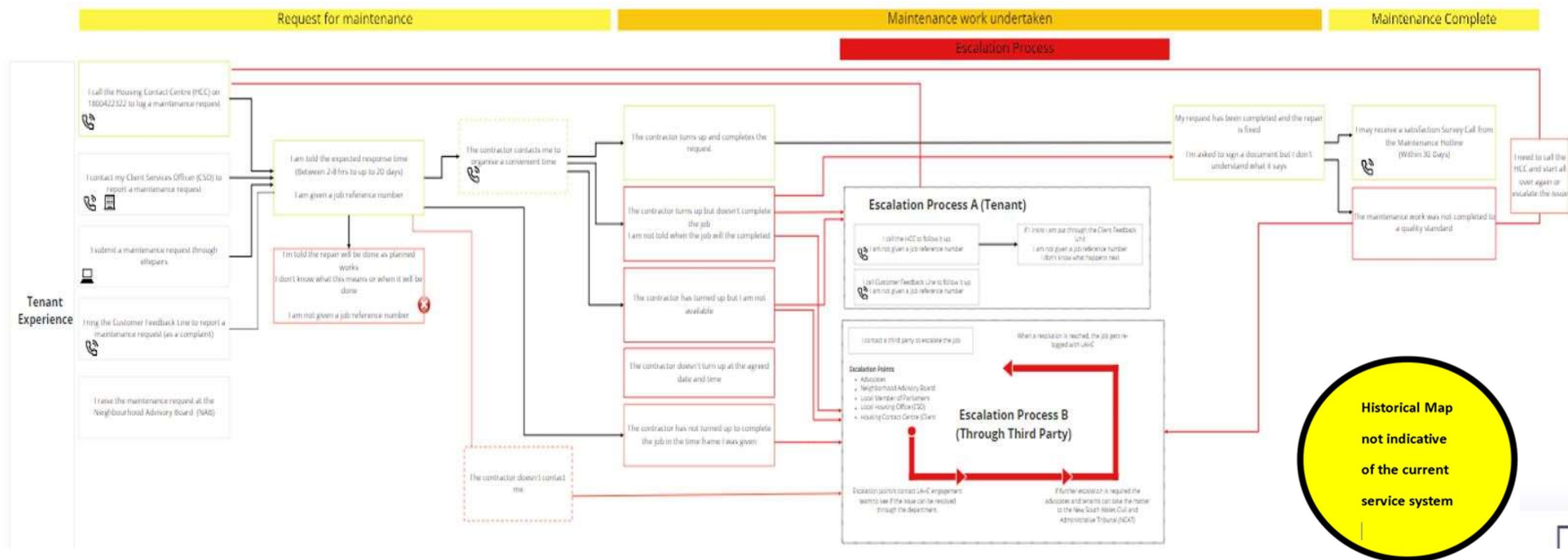


Source: Counterpoint Community Services

A number of changes have been made to the operation of the social housing systems since this map was completed and it no longer correctly maps the system

4 December 2023

Maintenance and repairs in Waterloo- Customer Journey Map



A Complex Customer Journey map

The NSW are introducing major changes to the Maintenance System in 2024 to address the kinds of issues identified in this customer journey map

Source: Produced by NSW Department of Customer Service Customer Experience Unit for the Waterloo Collaborative

4 December 2023

Hoarding and Squalor scenario - based customer journey map

NSW GOVERNMENT
 Department of Customer Service
 Customer Experience Unit - Waterloo Human Services
 Collaborative Group

Journey Map
 This is a scenario-based customer journey map for a Waterloo tenant with complex needs. It is envisaged that additional pathways might be added for this scenario, or additional scenarios created.
 21 April, 2022.

Scenario
 A Waterloo Housing tenant dealing with all of these challenges:

- Living in squalor with a hoarding condition
- With mental health problems requiring support from the Community Mental Health team
- Also with drug &/or alcohol addiction

Suggested next steps

- Targeted tenant interview for a richer understanding and representation of tenant experiences
- Identify additional pain points, system gaps or cracks
- Overlay with additional pathways and service providers
- Create journey maps for additional scenarios
- Identify actionable opportunities for joined-up services

It may be useful to think about opportunities within the frame of customer service principles, e.g.:

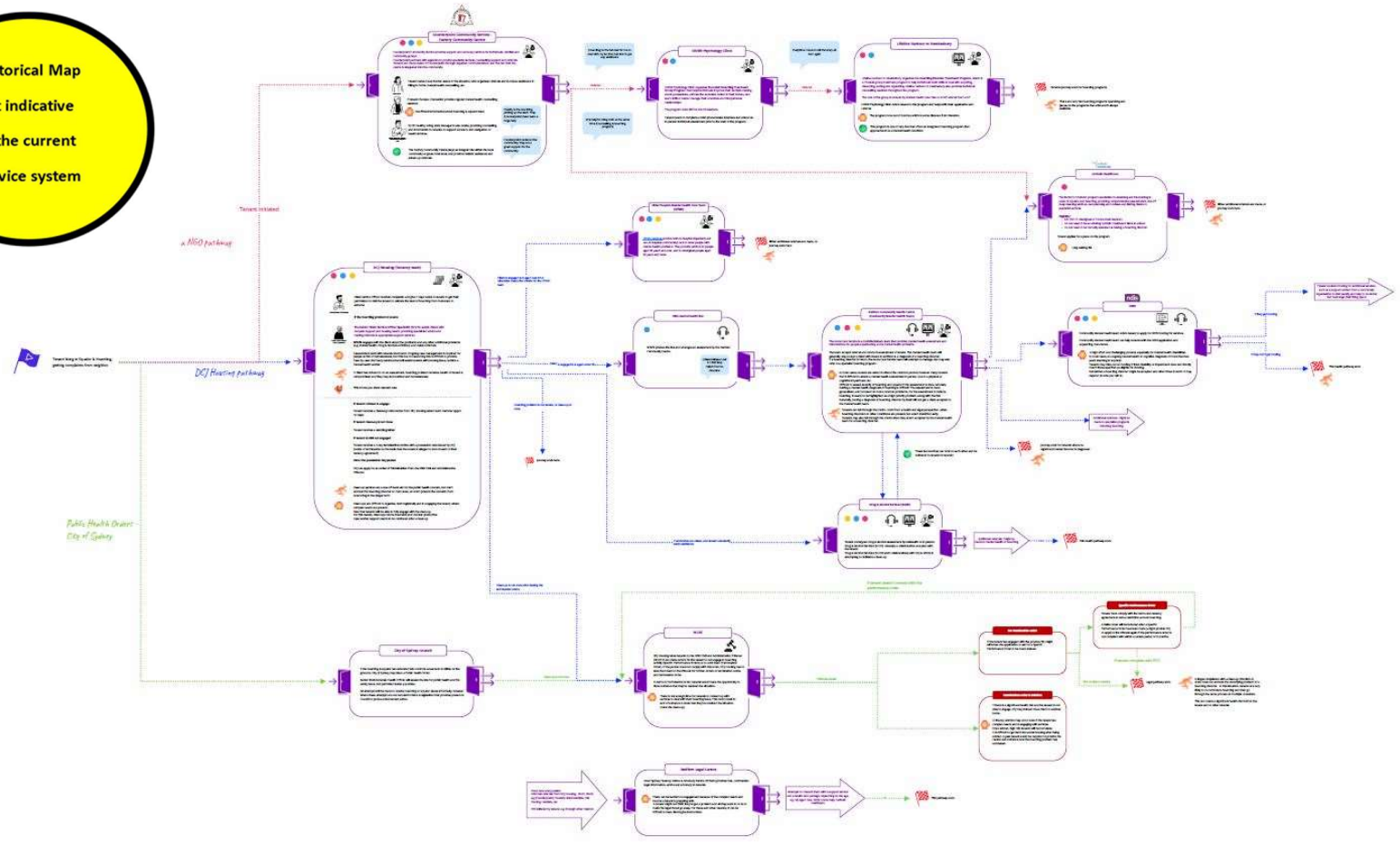
1. Easy to engage
2. Act with empathy
3. Respect my time
4. Explain what to expect
5. Resolve the situation
6. Engage the community

Legend

- Entry to touchpoint
- Exit from touchpoint
- High effort or pain point for client
- Working well (a gain point)
- Client pathway (dotted colour)
- Point where people may fall through the cracks
- Questions
- Multiple languages / translation services
- Online form/application
- Online information
- Call Center or Live Chat
- Face to Face Interaction
- Phone service or referral
- Legal Proceedings
- Tenant question
- Video conferencing
- Data
- Service Provider

Service workers

Historical Map not indicative of the current service system



This is a historical scenario- based customer journey map which includes three customer pathways for a Waterloo tenant with complex needs.

Source: Produced by NSW Department of Customer Service Customer Experience Unit with service providers for the Waterloo Collaborative.