

Community Access & Support

Participant Survey Results 2022

In December 2022 we sent a survey to all 2,123 of our valued clients/participants of our active ageing and social inclusion services. Our aim was to hear about what you think we are doing well and where we can better meet your needs.

We are pleased to share the results of the survey with you. These results will be used in guiding and planning our programs and services, and to improve our overall service delivery to you.

Who completed the survey?

607

clients from across all City of Knox suburbs

51%

of respondents identified as living alone

66%

of respondents identified as female

4%

of respondents identified as coming from a culturally and linguistically diverse background

Key results about our service delivery

89%

of respondents told us that our services are supporting them to continue to live independently

95%

of respondents told us that our service is inclusive of their gender identity, sexual orientation and/or biological sex characteristics

91%

of respondents told us that our service is sensitive to the customs and traditions of their culture

“Could not do without your service. This page is not big enough to express how helpful aged care program has been for me. I’m a Council knocker but aged care support is 10 out of 10!”

Wantirna South resident, aged 78 years

“Thanks for the Knox bus tours. It’s wonderful to go on the outings. I hope you keep it up. The bus drivers are lovely and very helpful!”

Bayswater resident, aged 81 years



Complaints process and advocacy

74% of respondents know they can choose to have an Advocate to speak on their behalf with Council

120 respondents asked for information about how to organise an advocate

75% of respondents know how to make a complaint to Council



Social inclusion

An increasing number of clients are living alone and we need to prioritise access to social inclusion programs for them

161 clients wanted to hear about local seniors' events, activities and workshops and have since joined the Knox Bright Ideas Network to receive our monthly newsletter

43 survey respondents were provided with assistance to connect with a seniors' group, community organisation or other local social contacts



Follow up requests and communication

167 clients wanted to receive more information about services and we contacted each and every one of you

A further 75 clients wanted to a call to discuss their survey feedback and we contacted each and every one of you



Feedback and ideas to improve our services

Over 100 respondents took the time to detail their positive experiences of Council's aged care and social inclusion services including the helpfulness of staff and volunteers

120 comments were made relating to ongoing confusion over the national My Aged Care system and their frustration as to the lack of available services or lengthy delays in service delivery by other non-Council service providers

134 respondents gave suggestions for Community Transport Day Outings, with popular suggestions including trips to museums, art galleries, and parks and gardens and especially the Werribee and Cranbourne botanical gardens

Many respondents expressed how happy they are that the Day Outings had recommenced

Next steps based on your feedback



We have heard that you want to:

- have information to demystify the national My Aged Care system and we need to better explain the difference between Council's services and other service providers
- continue to access Community Transport and Day Outings, with a particular interest in outdoor attractions

- obtain feedback on how useful you found Council's new information as to how to organise an advocate if you need one
- better understand how to make a complaint to Council if you need to
- be better connected to relevant information, local events, activities and workshops.

Thank you to all who completed the survey this year. We appreciate your time, the insights you shared and the helpful feedback you provided.

If you have any questions, please call 9298 8000 and ask for Maria ten Hacken.

For further details, you can find the full report of the survey findings at knox.vic.gov.au/healthyaging