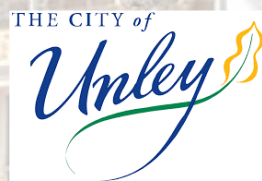


COMMONWEALTH HOME SUPPORT PROGRAM RESEARCH: REPORT

March 2023
Draft report



THE CITY OF UNLEY

Unley
Council Offices
Library
Town Hall

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Executive Summary

Conclusions

Results from the 2022 survey show continuing high levels of service performance from the City of Unley community support programs.

All service areas continue to have very high levels of satisfaction and are rated as very important to people in the community. More than 9 in 10 people felt satisfied and felt the services to be important. Highest satisfaction levels were for the transport service and social services (both 99%).

All service areas this year had very high awareness and improved for all service offerings, with more than 9 in 10 are aware of all service areas.

Usage remained high in almost all service areas, with increases for all services across the board, in particular social and transport services, suggesting that respondents are more willing to interact with others and get out and about in the community after COVID-19 impacts from the previous three years.

Results suggest that utilisation of a Council service is an important factor in ensuring a heightened level of perceived wellbeing amongst the community, with higher ratings of perception that the respondents' wellbeing was very good / good after using the specific service, than before using it.

Why the research was conducted

Background & Objectives

Background

The City of Unley currently provides a range of high-quality home support, home maintenance, home modification, social activities and community transport to approximately 1500 senior residents each year. These services make a vital contribution to the health and wellbeing of seniors in the City of Unley community.

The City of Unley began to actively explore the performance of current services and needs for future services in 2018. **newfocus** was commissioned to undertake a survey of current service users in 2018 to gain baseline measures on the usage, satisfaction with and importance of these CHSP services. This was repeated in 2019, 2020, 2021 and has again been repeated in 2022/2023 to continue to track results over time.

Objectives

- » Understand client satisfaction with current services
- » Understand the importance of the services provided to clients
- » Identify any potential service gaps or areas for improvement in current offerings
- » Identify any trends over time for the above objectives

Methodology and Sampling

Approach



Mail out

A total of 847 surveys were mailed out to residents of the City of Unley council who currently use the CHSP services. 451 were returned, resulting in a response rate of 53%. Note: for individual survey items, this year the maximum response was 451 (53% response rate for any individual question).

Surveys were mostly mailed directly to newfocus research, with some surveys returned to Council and forwarded to newfocus for processing. All data entry was conducted in-house by the newfocus team. As part of ISO:20252, 10% of responses were validated to ensure correct entry of results.

Overall



Surveys Sent

847

Surveys Returned

451

44 more than 2021

Response Rate

53%

Up 1% from 2021

How to read this report

Tables and charts are reported in percentage results. Due to rounding some scores may range from 99% to 101%.

n = value

The n= value in the tables and charts represents the total number of respondents included in the study and the number of respondents that answered a specific question (excluding 'don't know' responses except where noted).

n ~ value

In some cases n~ is used. This represents the average number of respondents across two or more questions.

Summary – Ratings of service areas

	Community services		Home maintenance and modification		Social activities		Transport services	
	2021	2022	2021	2022	2021	2022	2021	2022
Sample usage	67%	96%↑	63%	78%↑	49%	66%↑	31%	52%↑
Awareness	90%	97%↑	90%	94%↑	87%	93%↑	91%	93%↑
Importance	97%	98%↑	96%	97%↑	95%	92%↓	97%	94%↓
Satisfaction	95%	95%	93%	94%↑	98%	99%↑	98%	99%↑

Summary – Best performing individual services

Services with highest awareness



Minor
maintenance
78%



Gardening
support
69%



Gutter
cleaning
68%



Minor
modifications
65%



Window
cleaning
55%

Services with highest reported usage by respondents



Minor
maintenance
49%



Gardening
support
45%



Gutter
cleaning
44%



Minor
modifications
35%



Declutter
service
32%

Community care services

Community Care services provided by the City of Unley include:

- Domestic assistance
- Assistance with shopping
- Respite services

Awareness and usage of these services overall increased from 2021 to 2022.

Usage of community care services increased to highest levels on record, with the most commonly used services remain domestic assistance.

While usage of In-Home respite support decreased slightly, usage of out of home respite support increased to the highest levels on record. Overall, 41% of the total sample used a respite support service.

Importance was rated slightly higher in 2022, with 98% rating the service as moderately to very important for them to have access to.

Overall satisfaction remained stable, with 95% of users being satisfied or very satisfied with the service received. This continues to be a positive result and remains stable with results recorded in 2021.

Respondent wellbeing after receiving the community care services was considerably higher than before receiving the services, with 94% rating their wellbeing very good / good, compared to 70% before receiving the services. This suggests that usage of the community care services is beneficial to the health and wellbeing of the community.

Overall
sample
awareness:

97%

↑7% from 2021

Overall
sample
usage:

95%

↑28% from 2021

Overall
importance
of access:

98%

↑1% from 2021

Overall
satisfaction:

95%

No change
from 2021

Wellbeing
before using
service

70%

Wellbeing
after using
service

94%

Home maintenance and modification services

Home maintenance and modification services provided by City of Unley include:

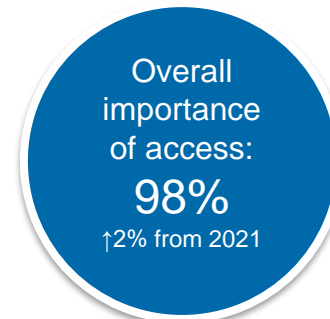
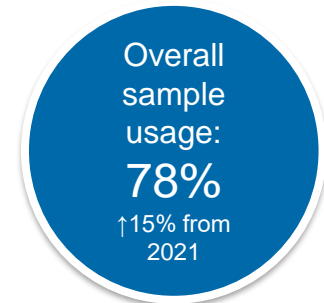
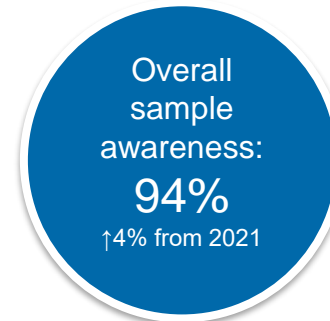
- Minor maintenance jobs
- Health and safety minor modifications
- Gutter cleaning
- Gardening support
- Declutter service
- Key safe/door guard installation
- Periodic window cleaning
- Periodic interior spring cleaning

Home maintenance and modification services continue to have overall high levels of awareness from service recipients, although the awareness of gardening support and gutter clean service was slightly lower than 2021. Minor maintenance jobs service recorded the highest level of awareness and increased compared to 2021.

Usage of all home maintenance and modification services increased in 2022, overall 78% of the sample utilising a home maintenance service. Minor maintenance jobs in and around the home, gardening support and gutter cleaning remain the most used services.

Results for importance of accessing the service and overall satisfaction increased slightly in 2022, with more than 9 in 10 users continuing to be satisfied or very satisfied with the work, with the only areas for concern raised by 5 people and included dissatisfaction with the gutter cleaning, gardening service or window cleaning service.

Much like community services, respondent wellbeing after receiving the home maintenance and modification services was higher than before receiving the services, with 92% rating their wellbeing very good / good, compared to 73% before receiving the services.



Social activity services

Social activities provided by City of Unley include:

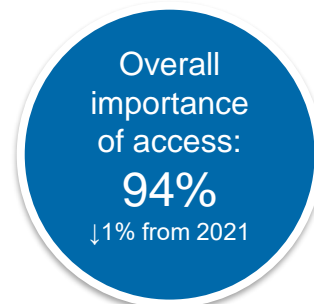
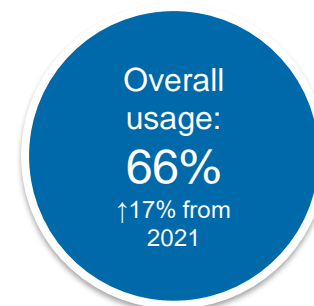
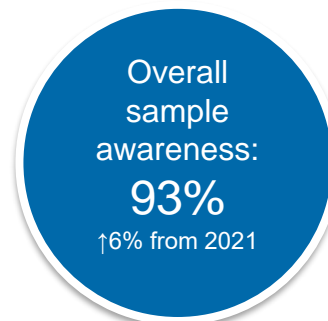
- Social bus trips
- Walking Group
- Buddies at Breakfast
- Balance Classes
- Tai Chi Classes
- Tech Support – In-Home
- Friendly visiting program
- Wellbeing Phone Calls

Awareness of social activity services increased marginally by 6% compared to 2021, with over 9 in 10 service users now aware of at least one social service offered by Council. Social bus trips continues to have the highest awareness, while awareness of Wellbeing Phone Calls remaining much lower at just approximately 1 in 3 aware.

Overall usage had a large increase over this period, with 2 in 3 having used any social activity in the last 12 months. Social bus trips and Buddies at Breakfast remain the top two activities (respectively). The Wellbeing Phone Calls had the lowest usage of any of these services. This is consistent with the usage patterns of previous years.

While overall importance of access decreased slightly, ratings still remain very high at over 9 in 10. Overall satisfaction with the services increased by 1% (99%).

Social activities appear to have a very positive impact on wellbeing, with 97% of those who had used a social activity service rating their wellbeing as very good / good after utilising the service, compared to 78% before using the service.



Transport services

Transport services provided by City of Unley include:

- Community bus
- Community car for transport to appointments

Results for awareness of these services has increased in comparison to previous years. Awareness of the community bus service has increased to 91%, whilst awareness of the community car remains lower, although increased to 77%, in comparison to 62% in 2021.

Overall usage of these services increased to just over 1 in 2, compared to 1 in 3 in previous years. Community bus and community car were both used by just under 1 in 2 respondents within the last 12 months.

Transport services remained important to nearly all who use them, with just 1% not rating as either very important or moderately important.

Satisfaction remained high with the transport services, with 99% of those who had utilised the transport service were satisfied with the service provided.

Much like the other service offerings, wellbeing after using the transport service was higher than before the service was used, with just under 9 in 10 stating their wellbeing was very good / good, after utilisation.

Overall awareness:

93%

↑2% from 2021

Overall usage:

52%

↑21% from 2021

Overall importance of access:

99%

↑2% from 2021

Overall satisfaction:

99%

↑1% from 2021

Wellbeing before using service

57%

Wellbeing after using service

89%

Other results



Just 2% of service users were dissatisfied with the offerings provided. Of those, the complaints were generally regarding work around gardening service, cleaning service or the window cleaning service.

85% provided no suggestions, of those who did, 38% of those stated they were satisfied with the services.

Those who did have a few suggestions for improvement were offered, but generally related to improving the gardening service, cleaning service, follow up on communications and support staff.

Of those who had contact with the City of Unley Community Support and Wellbeing team, 99% were able to have their query resolved straightaway, an increase of 6% on the level recorded in 2021.

Changes in service usage

9% of respondents stated their usage had changed in the last 12 months, a very small proportion. Where changes were noted, the handyman/domestic help services saw the largest change, while others changed their level of use due to perceptions that staff were inept (no service specified) or they just had no need for the service anymore.

Whilst 14% were satisfied with the current service offerings, assistance with gardening, community bus accessibility and certain social support programs were also listed by respondents.

Assistance requirements

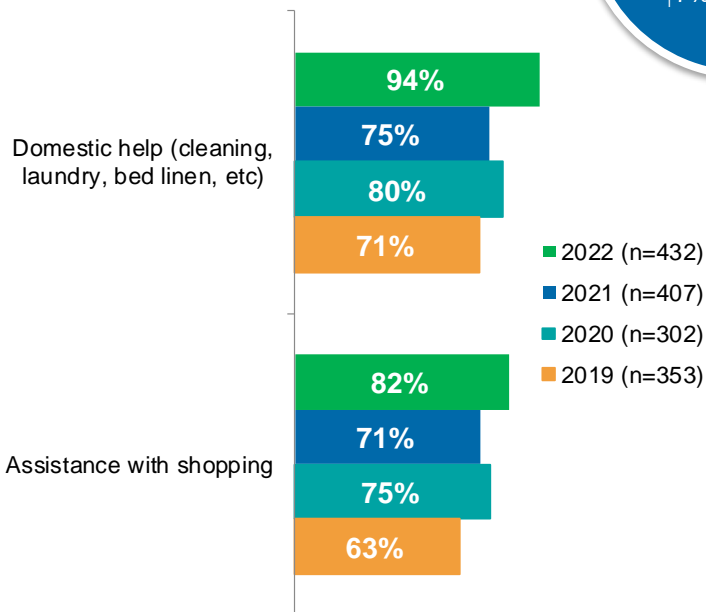
Only 9% of the sample provided a response to the requirement of assistance. Of those 26% of people were satisfied and don't require further assistance.

Top service offerings that customers would like assistance with included gardening help, more access to handyman and domestic service, more access to the community bus and social support.

Community Care Services - Awareness

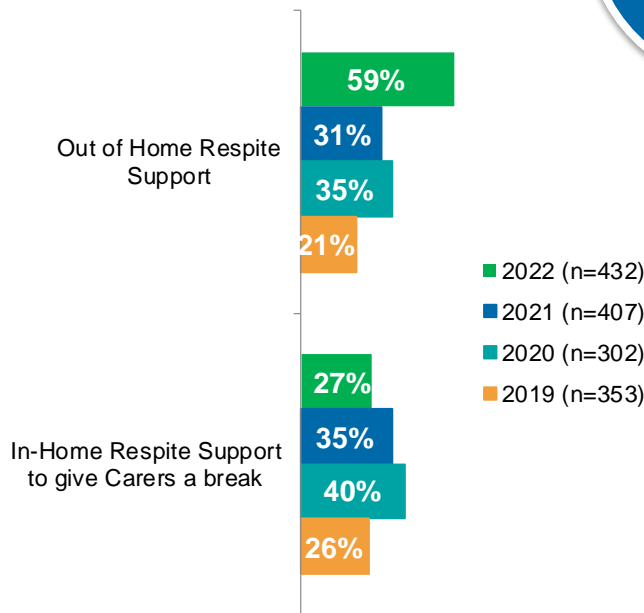
Q1 – Please indicate which of the following Services for Seniors you are aware of that City of Unley currently offers?

Domestic services – % aware of each service over time



Overall sample awareness: **97%**
↑7% from 2021

Respite options – % aware of each service over time

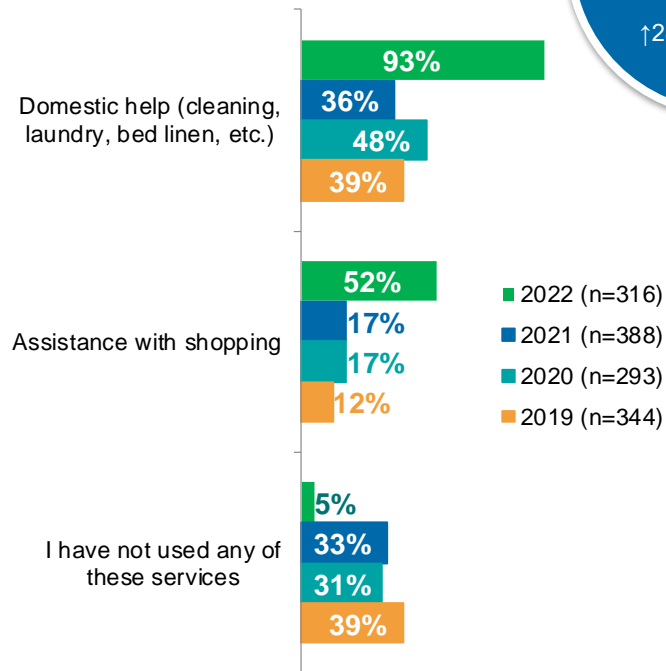


Overall sample awareness: **63%**
↑10% from 2021

Community Care Services – Usage

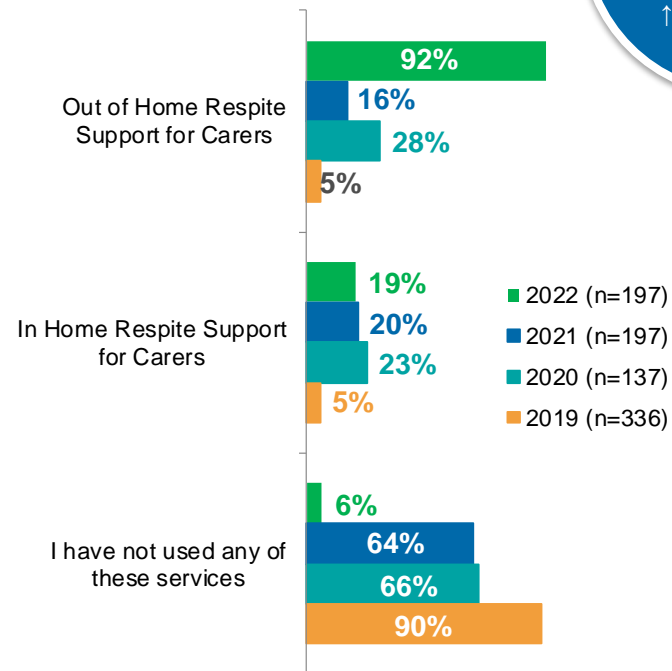
Q2 – Have you used any of the following Services for Seniors within the last 12 months?

Domestic services – % who used in the past 12 months over time



Overall sample usage:
95%
↑28% from 2021

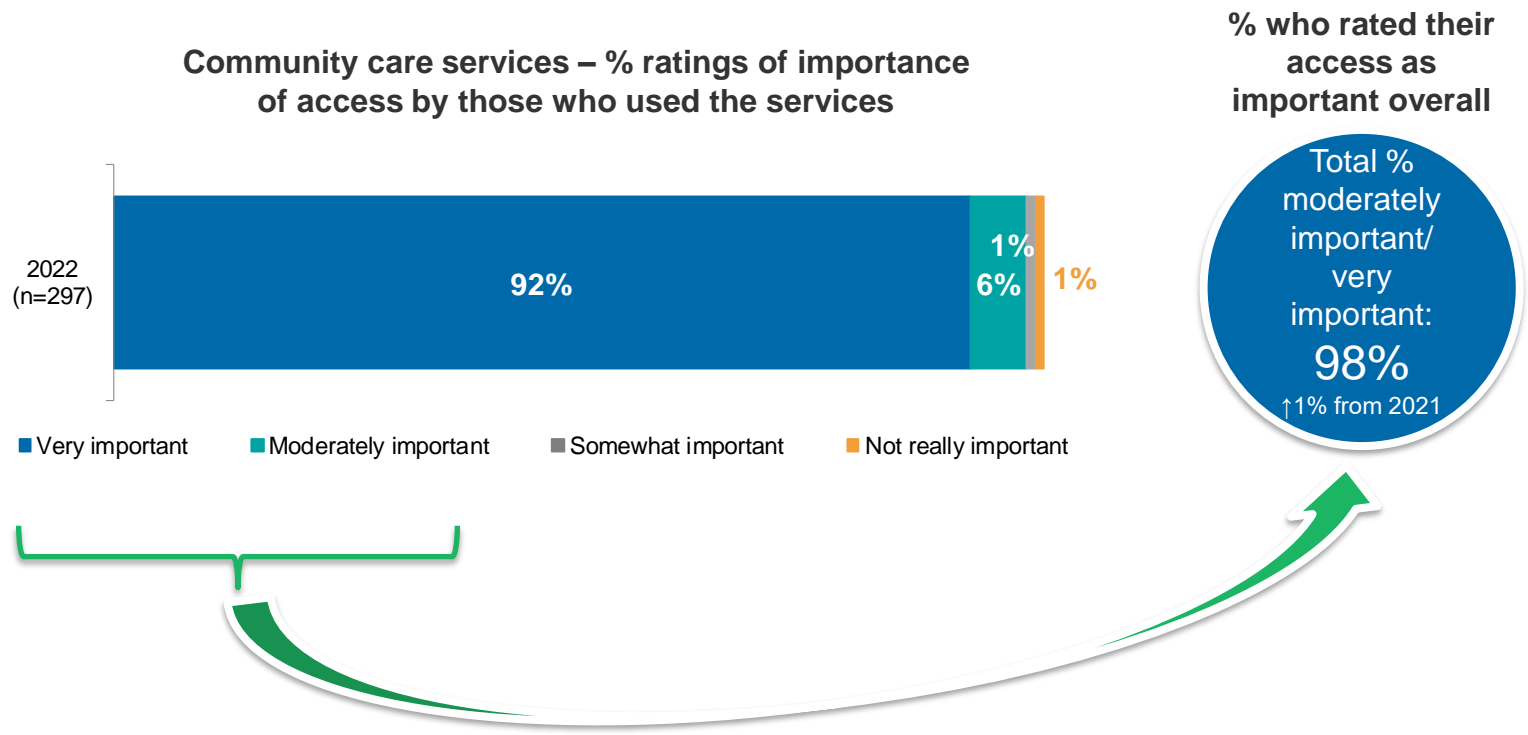
Respite services – % who used in the past 12 months over time



Overall sample usage:
41%
↑7% from 2021

Community care services – Importance

Q4a – How important was it for you to be able to access the Services for Seniors in the past 12 months?



Community care services – Satisfaction

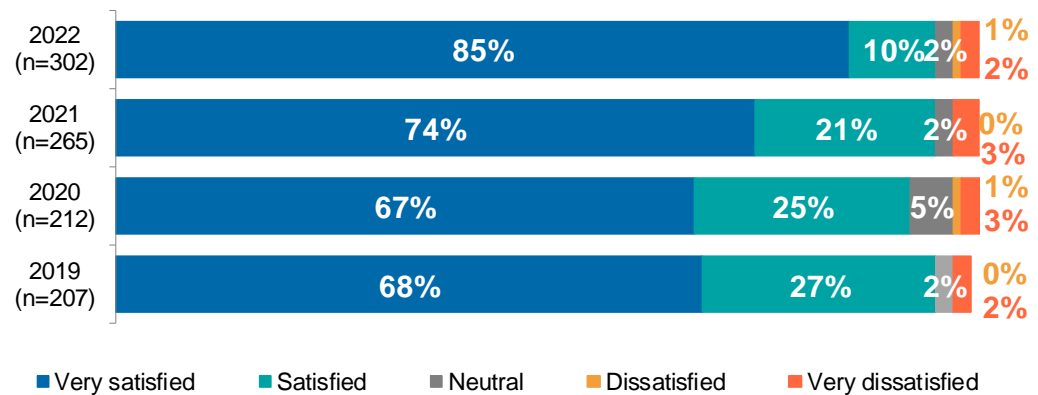
Q3 – Please rate your overall satisfaction with the Services for Seniors currently provided

Q32 – If you were dissatisfied with any of the services that you have used in the past 12 months, what was the service and why were you dissatisfied?

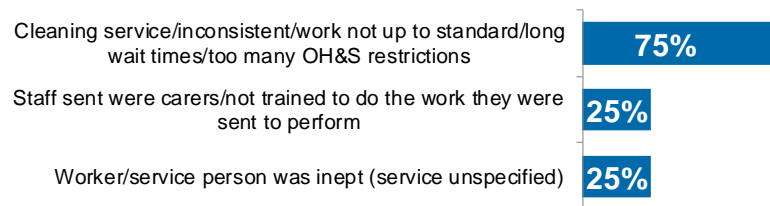
% who were satisfied with community care services overall



Community care services – % ratings of satisfaction by those who used the services (over time)



% responses for why dissatisfied with service



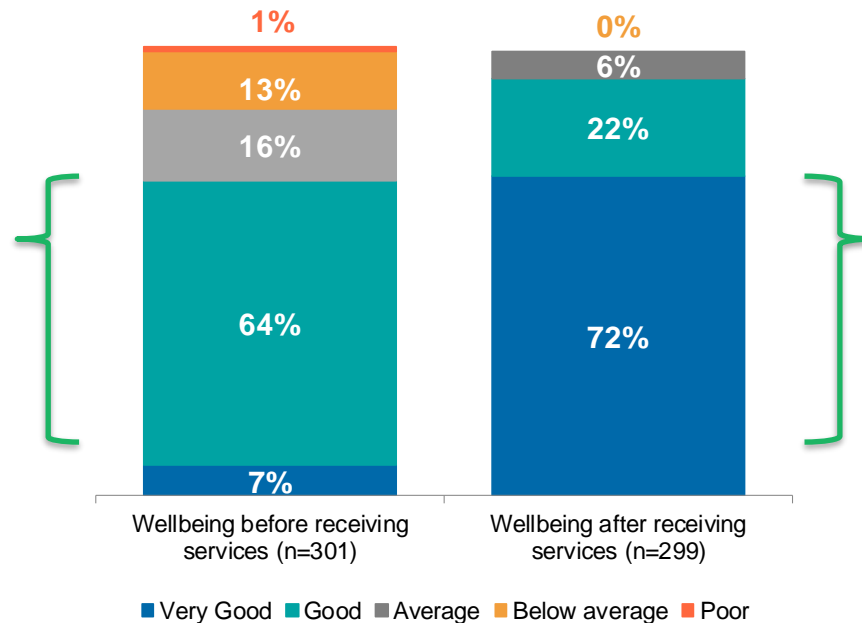
(n=4)

Community care services – Overall wellbeing before and after receiving service

Q1wb – Thinking about your overall wellbeing and how the In-Home Support services you have received in the last 12-months period have helped, can you please rate your wellbeing before receiving the services and your wellbeing after receiving them?

Community care services – % ratings of wellbeing before and after service was received

% who rated their wellbeing as good overall before receiving services



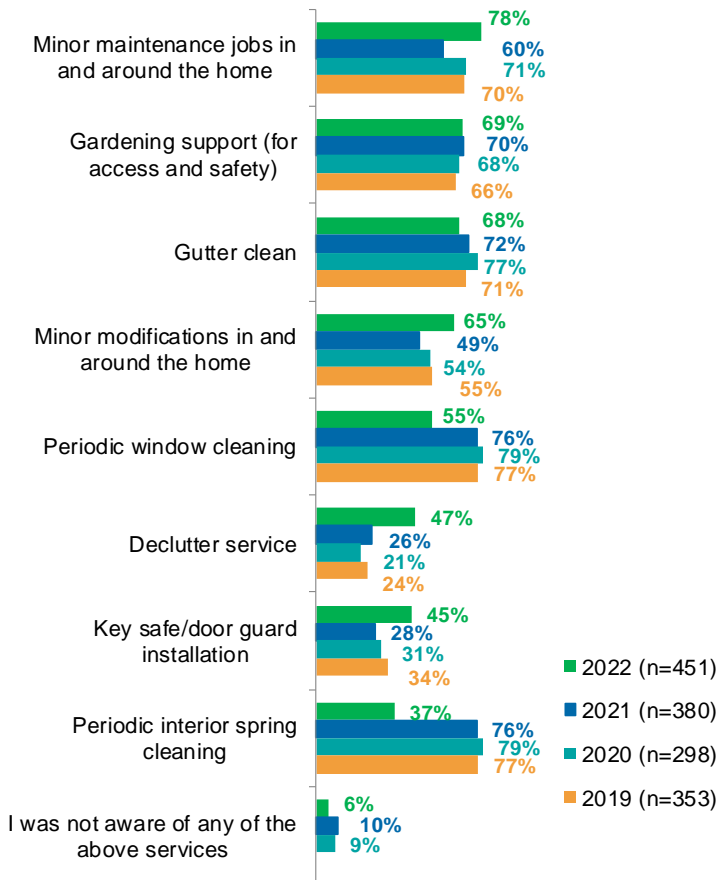
% who rated their wellbeing as good overall after receiving services



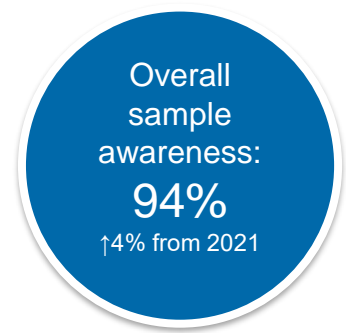
Home maintenance and modifications - Awareness

Q8a – Please indicate which of the following Home Maintenance and Modifications Services you are aware that City of Unley currently offers?

Home maintenance and modifications – % aware of each service over time



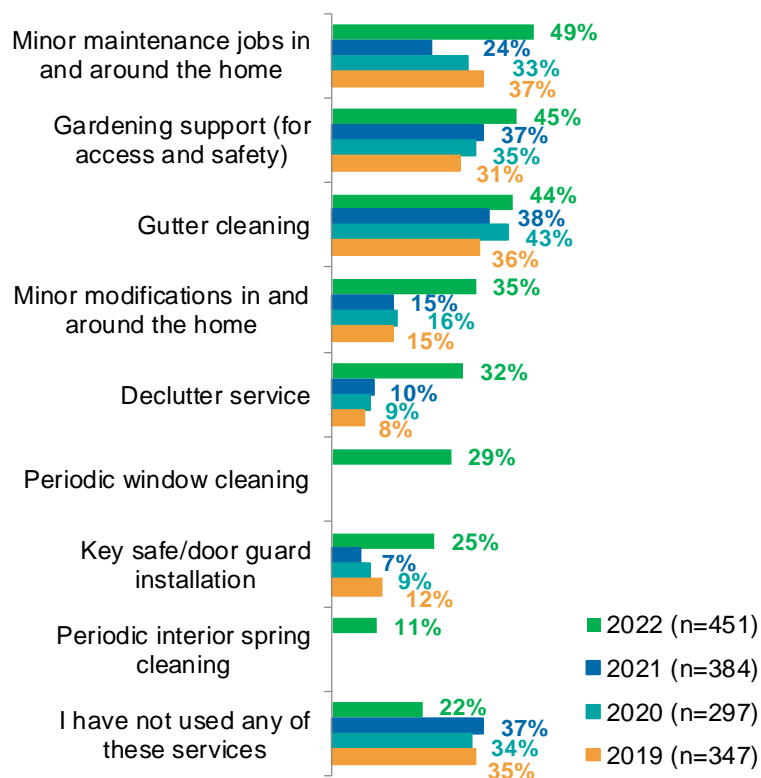
% aware of any home maintenance service



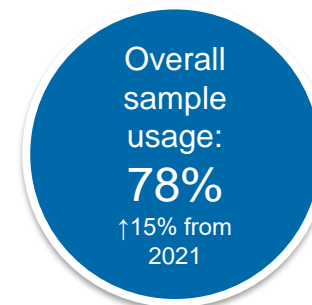
Home maintenance and modifications – Usage

Q8 – Have you used any of the following Home Maintenance and Modification services within the last 12 months?

Home maintenance and modification – % who used in the past 12 months over time



% who used any home maintenance service this year



Periodic window cleaning and Periodic interior spring cleaning only asked in 2023

Home maintenance and modifications – Importance

Q10a – How important was it for you to be able to access the Home Maintenance and Modification Services in the past 12 months?

Home maintenance services – % ratings of importance of access by those who used the services



■ Very important ■ Moderately important ■ Somewhat important ■ Not really important ■ Not at all important

% who rated their access as important overall



Home maintenance and modifications – Satisfaction

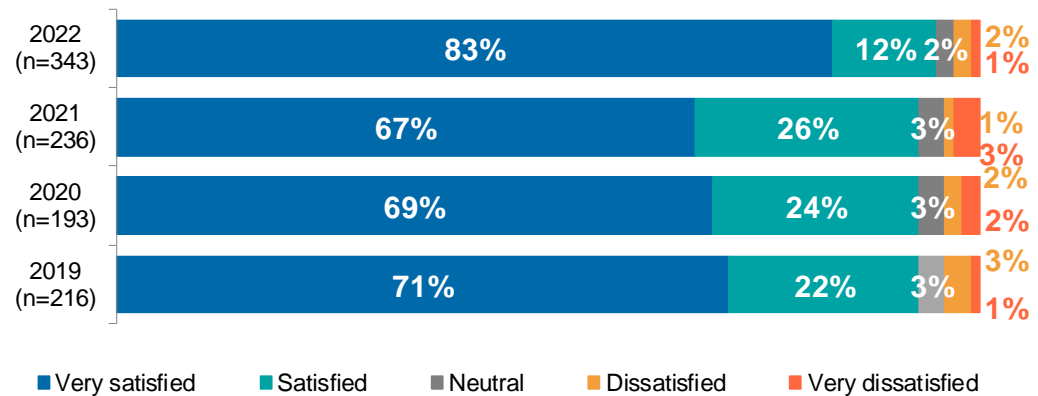
Q9 – Please rate your overall satisfaction with the Home Maintenance and Modifications services currently provided

Q32 – If you were dissatisfied with any of the services that you have used in the past 12 months, what was the service and why were you dissatisfied?

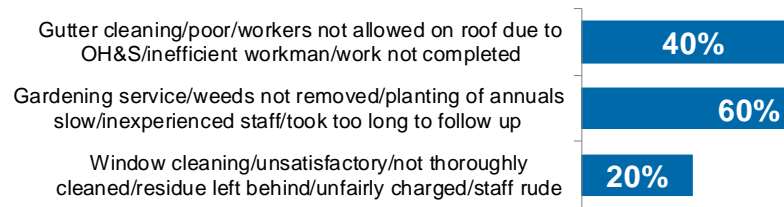
% who were satisfied with home maintenance services overall



Home maintenance services – % ratings of satisfaction by those who used the services



% responses for why dissatisfied with service



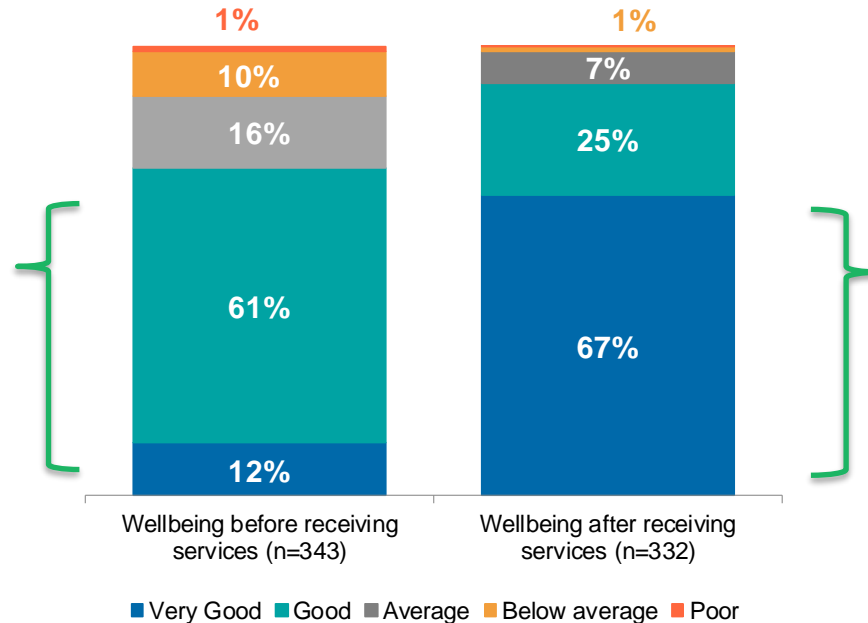
(n=6)

Home and maintenance services – Overall wellbeing before and after receiving service

Q2wb – Thinking about your overall wellbeing and how the Home Maintenance and Modification Services you have received in the last 12-months period have helped, can you please rate your wellbeing before receiving the services and your wellbeing after receiving them?

Home and maintenance services – % ratings of wellbeing before and after service was received

% who rated their wellbeing as good overall before receiving services



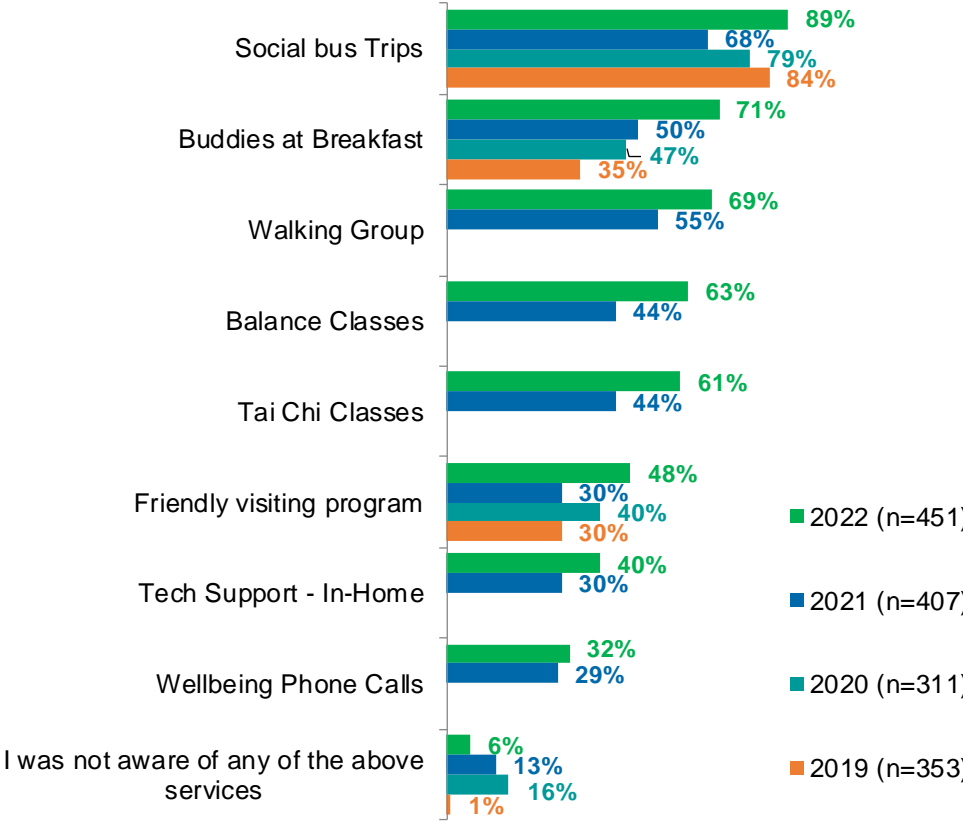
% who rated their wellbeing as good overall after receiving services



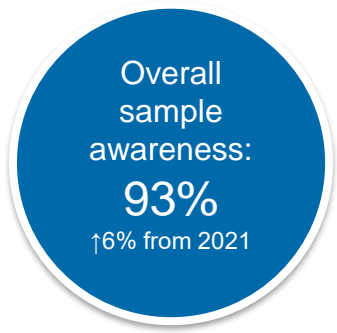
Social activities - Awareness

Q19a – Please indicate which of the following Social Activities you are aware that City of Unley currently offers?

Social activities – % aware of each service over time

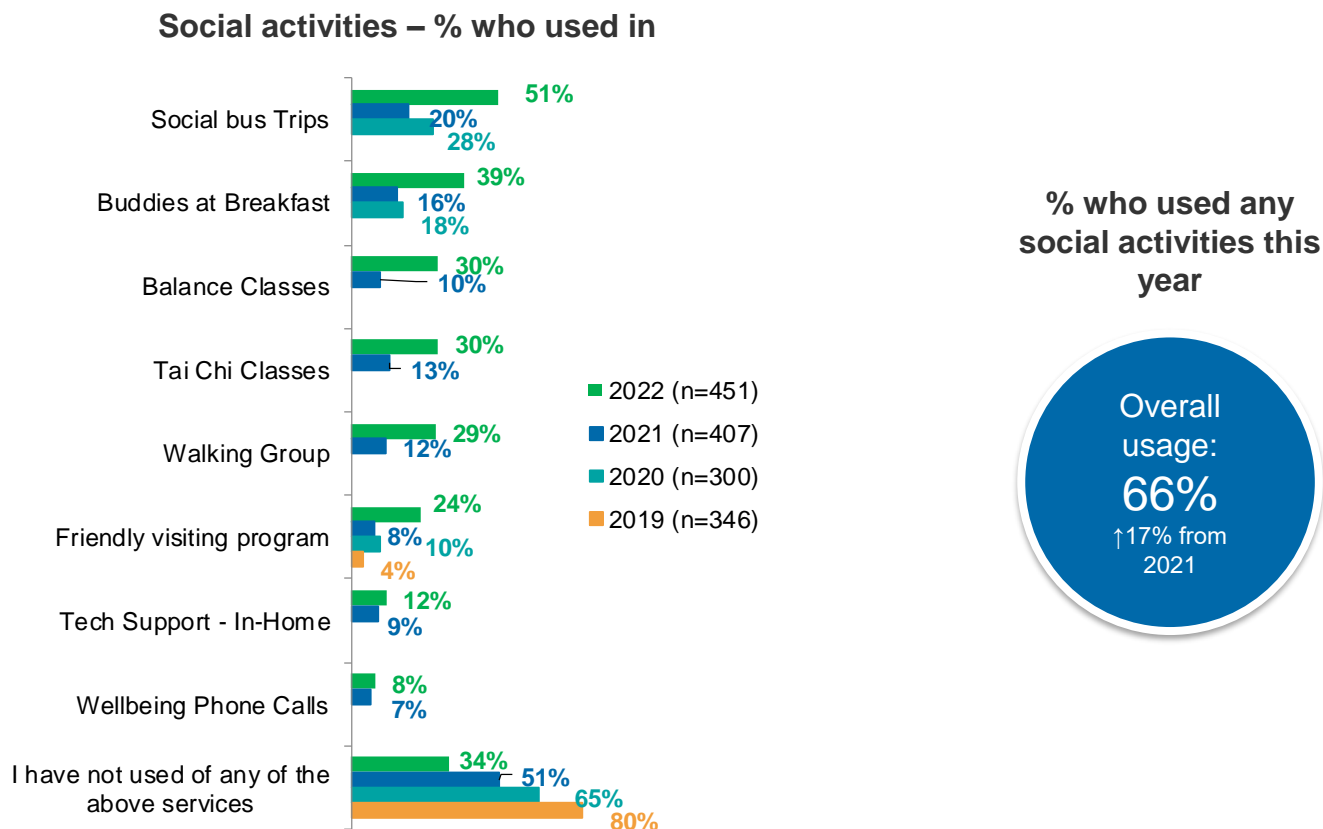


% aware of any social activity service



Social activities – Usage

Q19 – Have you used any of the following Social Activities within the last 12 months?



Social activities – Importance

Q21a – How important was it for you to be able to access the Social Activities in the past 12 months?

Social activities – % ratings of importance of access by those who used the services



■ Very important ■ Moderately important ■ Somewhat important ■ Not really important ■ Not at all important

% who rated their access as important overall

Total % moderately important/very important
94%
↓ 1% from 2021

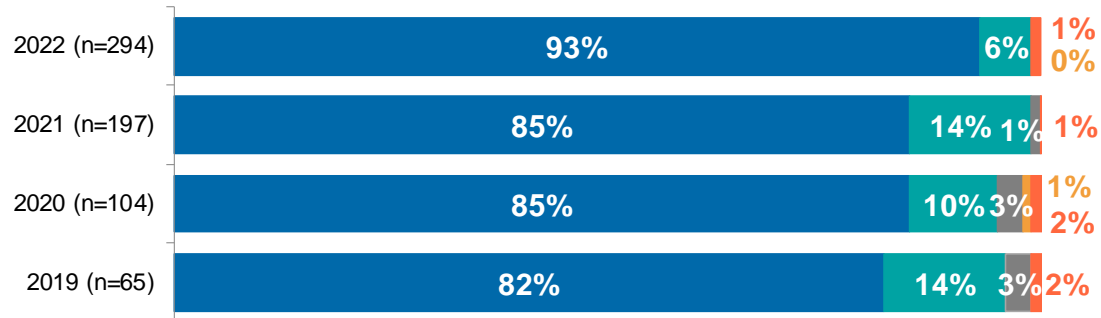
Social activities – Satisfaction

Q20 – Please rate your overall satisfaction with the Social Activities currently provided

Q32 – If you were dissatisfied with any of the services that you have used in the past 12 months, what was the service and why were you dissatisfied?

Social activities services – % ratings of satisfaction by those who used the services

% who were satisfied with social activities services overall



■ Very satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very dissatisfied

% responses for why dissatisfied with service

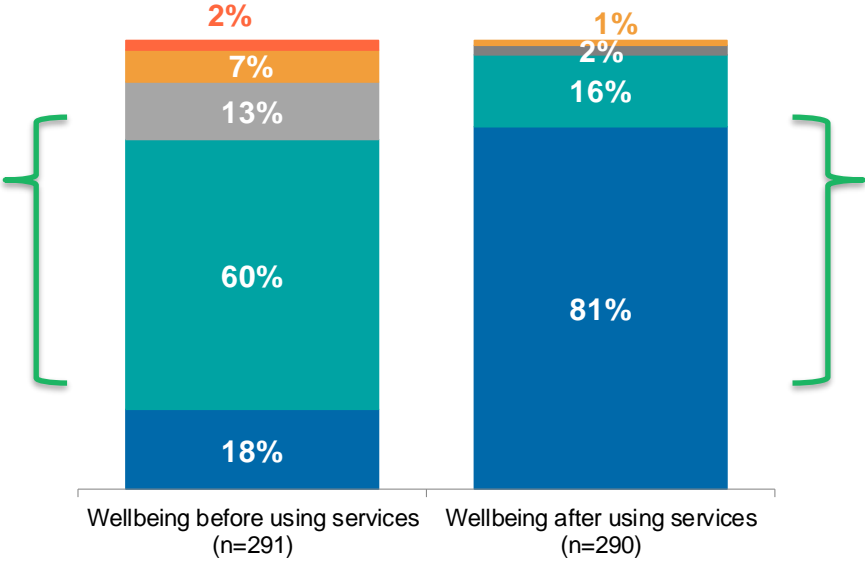
No responses provided for those dissatisfied with this service

Social Activities – Overall wellbeing before and after receiving service

Q3wb – Thinking about your overall wellbeing and how the Social Activities you have used in the last 12-months period have helped, can you please rate your wellbeing before receiving the services and your wellbeing after receiving them?

Social activity services – % ratings of wellbeing before and after service was received

% who rated their wellbeing as good overall before receiving services



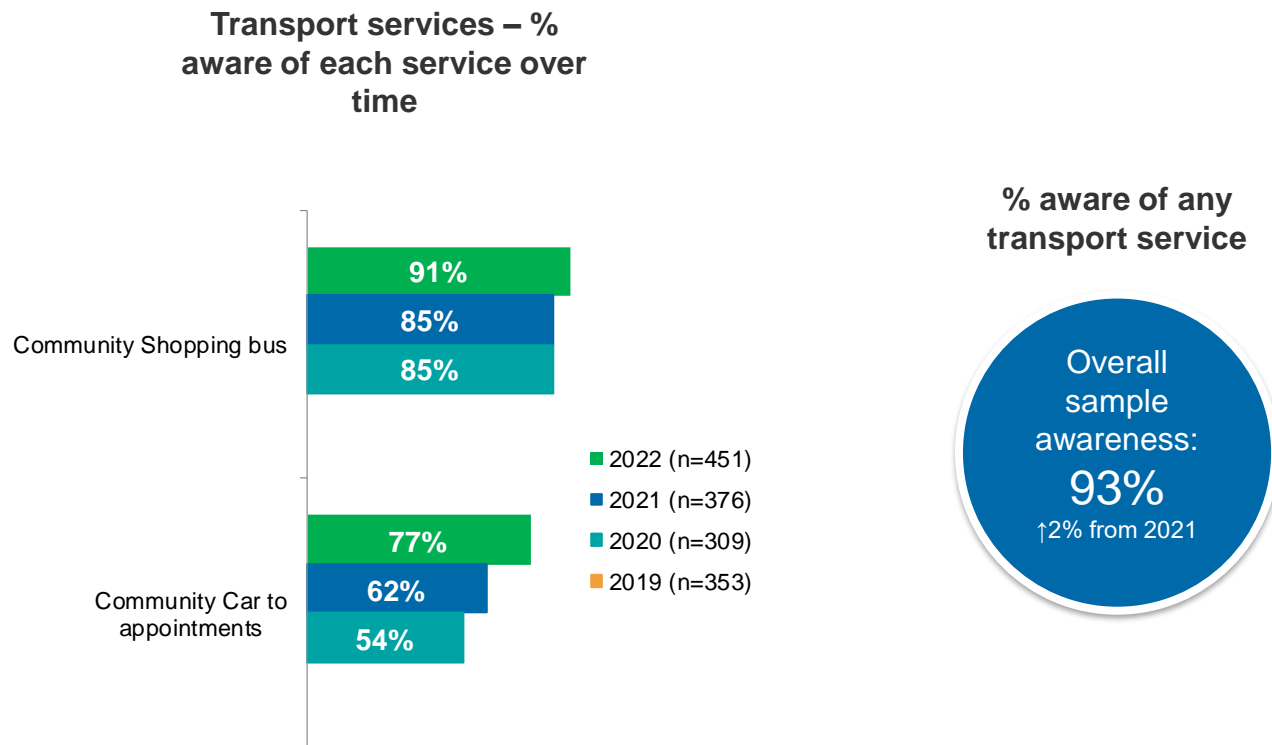
% who rated their wellbeing as good overall after receiving services



■ Very Good ■ Good ■ Average ■ Below average ■ Poor

Transport services - Awareness

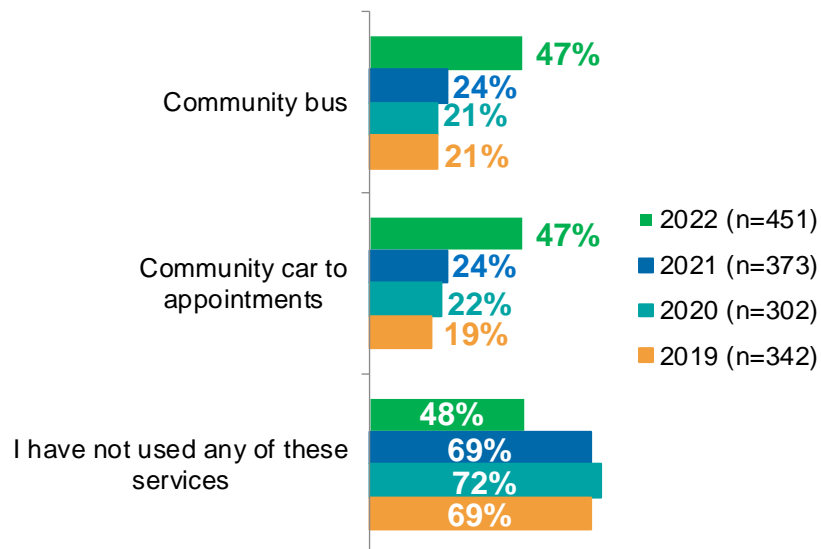
Q25a – Please indicate which of the following Transport Services you are aware that City of Unley currently offers?



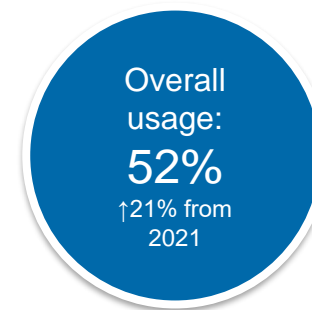
Transport services – Usage

Q25 – Have you used any of the following Transport Services within the last 12 months?

Transport services – % who used in the past 12 months over time



% who used any transport service this year

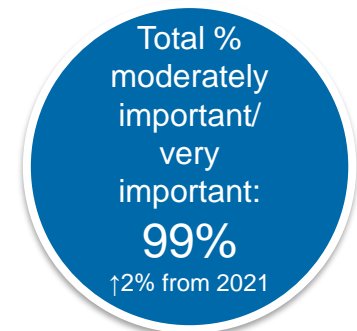
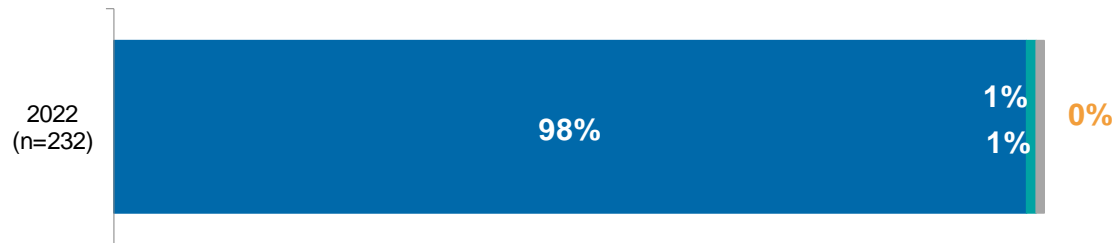


Transport services – Importance

Q27a – How important was it for you to be able to access the Transport Services in the past 12 months?

Transport services – % ratings of importance of access by those who used the services

% who rated their access as important overall



■ Very important ■ Moderately important ■ Somewhat important ■ Not really important ■ Not at all important

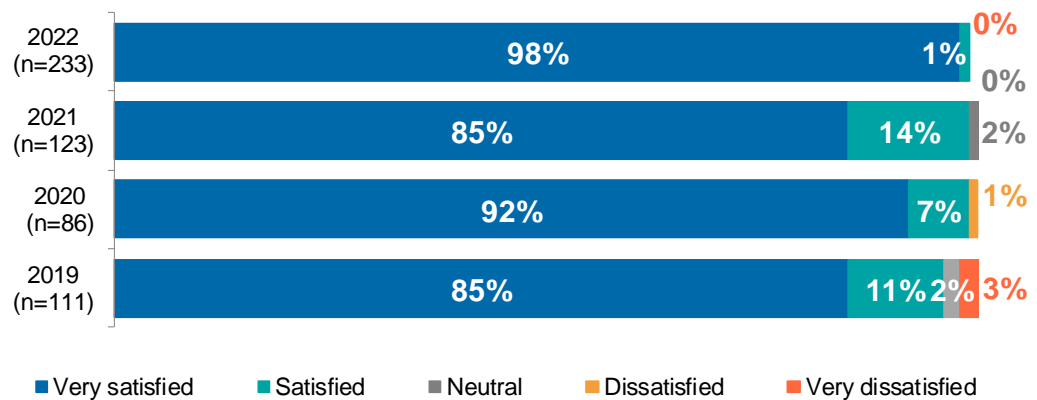
Transport services – Satisfaction

Q26 – Please rate your overall satisfaction with the Transport Services currently provided

% who were satisfied with transport services overall



Transport services – % ratings of satisfaction by those who used the services over time



% responses for why dissatisfied with service

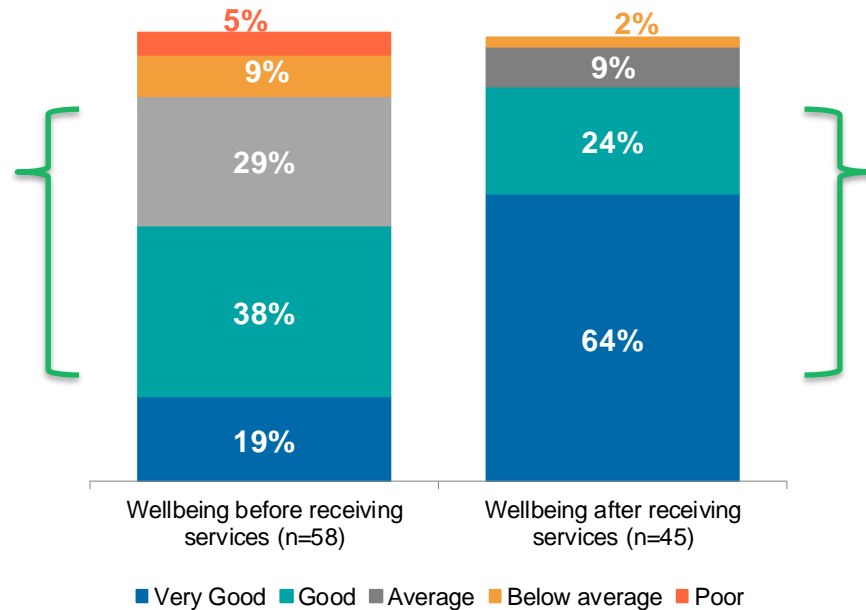
No responses provided for those dissatisfied with this service

Transport Services – Overall wellbeing before and after receiving service

Q4wb – Thinking about your overall wellbeing and how the Transport Services you have used in the last 12-months period have helped, can you please rate your wellbeing before receiving the services and your wellbeing after receiving them?

Transport services – % ratings of wellbeing before and after service was received

% who rated their wellbeing as good overall before receiving services



% who rated their wellbeing as good overall after receiving services



Improvements to services currently offered

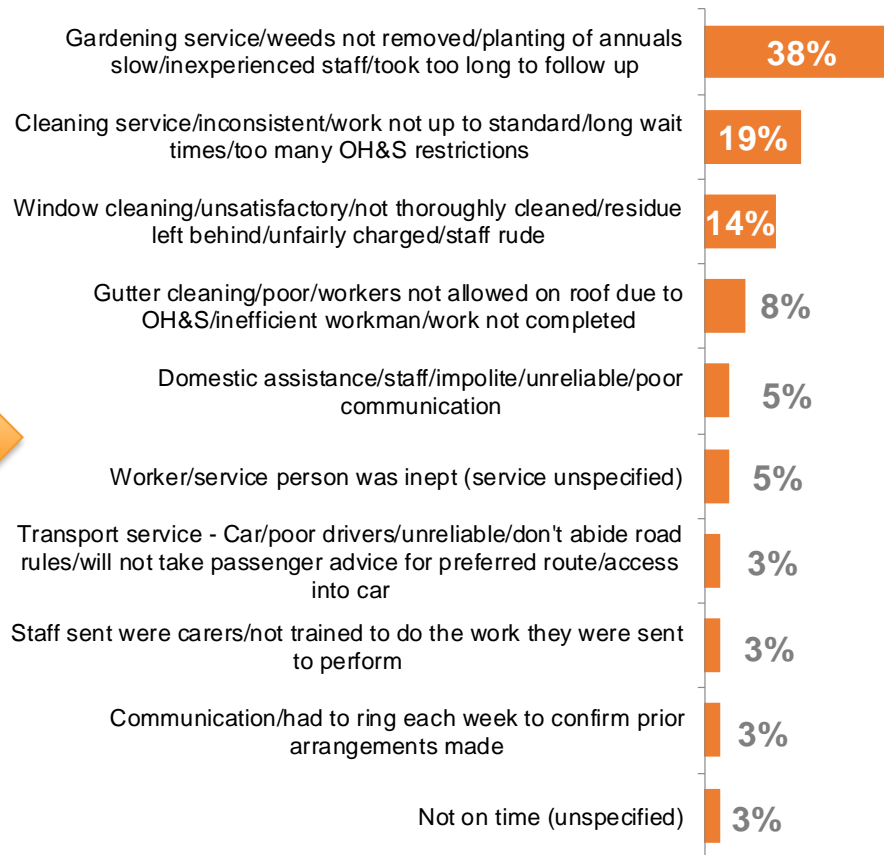
Q32 – If you were dissatisfied with any services that you have used in the past 12 months, what was the service and why were you dissatisfied?

No response provided:
92%
 n=414

Stated dissatisfaction with a service:
8%
 n=37



Overall reasons for any dissatisfaction with services – % response

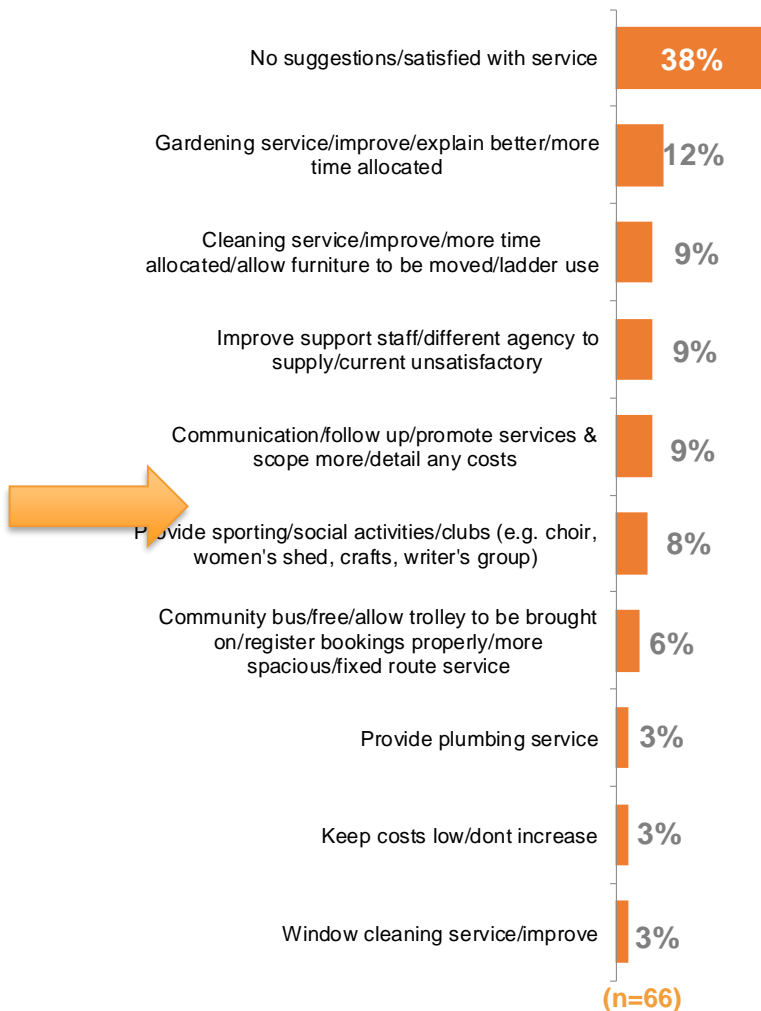
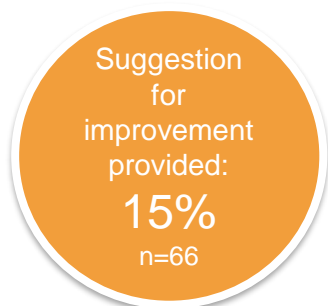


(n=37)

Improvements to services currently offered

Q35 – Do you have any suggestions on how we could improve services currently offered?

Suggested improvements in 2022 – % response



Recent experience

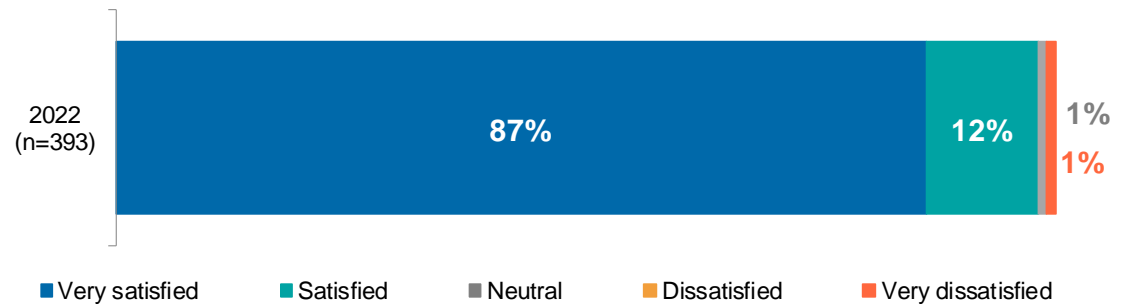
Q36 – Thinking about your most recent experience contacting the City of Unley Community Support and Wellbeing team, how satisfied were you with the service you received?

Q37 - Was the team member able to resolve your query straight away the last time you made contact with us?

% who were satisfied with service received overall



% ratings of satisfaction with service received after contacting the Community Support and Wellbeing team



99% of respondents stated that their query was resolved straightaway

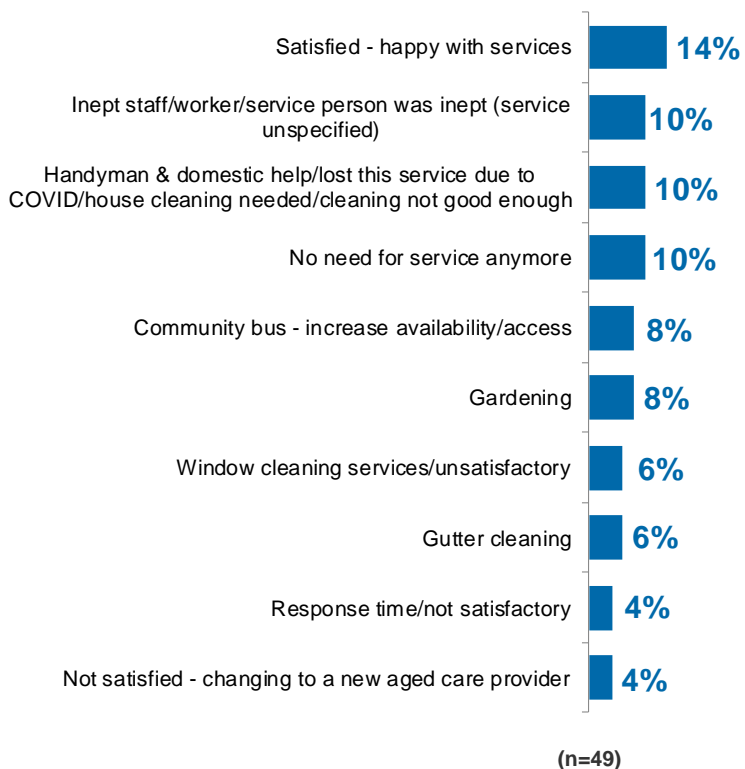
(n=349)

Changes in service usage and assistance requirements

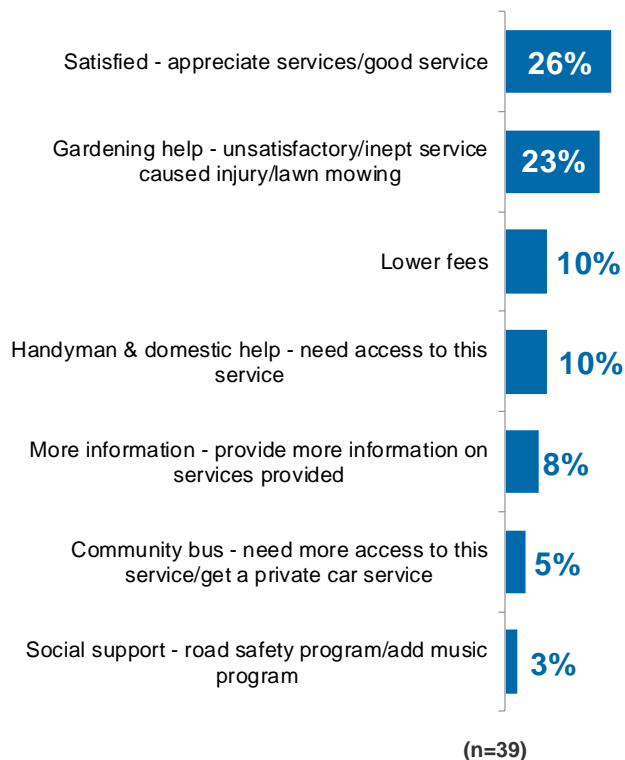
Q38a – If your usage of our services has changed in the last year, could you tell us what/why?

Q39a - Is there anything that is currently missing from our service offering that would assist you to feel more independent, reach a goal you may have or improve your wellbeing?

Change in service usage – % response



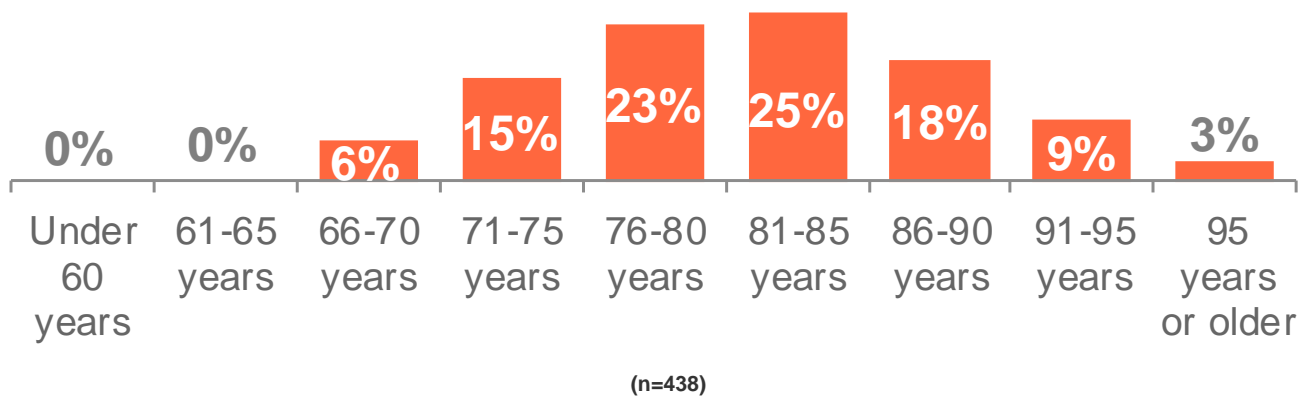
Assistance required – % response



Demographics

Q34a – In which of the following age ranges do you fall?

Age (n response) - 2022



THANK YOU

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