

Background

In April 2021, 2040 surveys were sent to older people who access Salisbury Home and Community Services. These services are provided through Salisbury Home Assist and The Social Participation and Diversity Team who run our three Seniors Centres.

The survey covered services including: domestic assistance, minor home maintenance and modifications, transport support, shopping support, social support for individuals and groups and meals (centre based and frozen take away).

THANK YOU to the **913** people who took the time to complete the survey.

Your feedback is extremely valuable to us. It helps us understand what is working well and what we can do to improve our processes and services in the future. See a summary of the survey feedback below.

Customer Survey 2021 – Feedback Summary



2040

surveys distributed



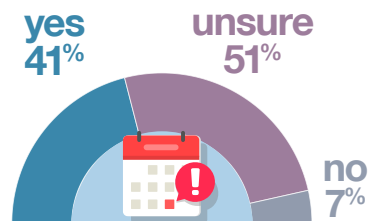
913

surveys returned



45%

return rate



% of respondents who said services are reviewed or updated at least once a year



99%

said they are treated with dignity and respect by workers



99%

said their workers are skilled and confident



99%

said their cultural preferences are respected



99%

said the information on services is easy to understand



98%

said they were comfortable providing feedback



98%

said that services are delivered at home or at a Seniors Centre on time



96%

said they have a say in the services provided

Areas for improvement

Some people said they would like:

- some services provided more often and/or for a longer time
- information about the different range services
- a simpler way to access services for older people. They found the process of registering with My Aged Care, having an external assessment and then have to access an available local service quite challenging.

(Note: please always speak back with your Seniors Centre or Home Assist contact if you have any questions or concerns).

Being treated with dignity and respect

THANK YOU to the **470** people who described what being treated with dignity and respect means to them.

Key messages included:

- that older people are the experts in their own lives with the full capacity to choose and plan what they require
- being heard and respected is critical to feeling valued
- it is important to individual wellbeing.

Quotes from people about what being treated with dignity and respect means to them:

It means everything to me and my wellbeing.

It means I am recognised as capable and valued.

It means I do know what I'm talking about and having my voice heard.

Interacting with friendly staff and people improves my wellbeing and sense of belonging.

I know if I need help there's someone I can call on and trust.

They take into consideration what my aims are for the job being undertaken.



94%

said they would recommend Salisbury Home and Community Services to family or friends.

Your feedback is always valued and appreciated. No need to wait until you receive a survey. Compliments, Comments and Complaints can be given in person, by phone or in writing and any time. **If unsure how to do this please call Leslie on 8406 8328.**

What we will do next

We will continue to examine the feedback to identify the specific actions we can take to improve people's experience of our services. We also want to make sure any improvements are sustainable.