

## Consumer Services Survey Aged Care and Community Services

We are asking residents to have their say on the availability of home based community services in the Snowy Monaro region. The information collected through this survey will assist all providers to understand your needs now and into the future. We understand that there is an unmet need in the area of home based services, inclusive of support and transportation for people with disability and the aged. Your feedback is important so we can understand where the gaps exist.

## Participation in this survey can be anonymous. **If you are completing a hard copy of this survey please return by COB Friday 02 September 2022 to any Council Office**, email to

council@snowymonaro.nsw.gov.au or post to PO Box 714 Cooma NSW 2630. If completing this on behalf of another person, please ensure responses reflect their current situation. This survey can also be found on Council's 'Your Say Snowy Monaro' website.

Name (optional)			
Where do you reside (town)?			
How old are you?	19-30 years	65-76 years	
	31-45 years	77-89 years	
	46-55 years	90+ years	
	56-64 years		
What is the age	19-30 years	65-76 years	
range of the person you are completing this survey for?	31-45 years	77-89 years	
	46-55 years	90+ years	
	56-64 years		
Are you (please tick)	Male F	emale Prefer not to say	
	Aboriginal or Torres Strait	From a non-English speaking	
	Islander	background	
What is your employment status?	Employed full-time	Employed part time / casual	
employment status:	Not employed	Retired / pensioner	
	Student full time / part time	e Other	
Are you completing	Aged care		
this related to aged care, disability or	Disability		
other?	Other		

Question 1	Please tell us about your most regular trip, <b>other</b> than travelling for work or education:					
	<ul><li>a) What is the town or major centre you travel to or visit the most, other than going to work (e.g. Jindabyne, Cooma or Canberra)?</li><li>b) How often do you make your most regular trip that is not for work?</li></ul>					
	c) Why do you make your most regular trip, other than work?					
	Shopping	Health appointment	Social/cultural event			
		Personal errands	Visit family/friends	Sport/Exercise		
	Other					
Question 2	Are there trips you would like to make, but can't because of lack of transport?					
	Yes	No	No			
Question 3	Which of these reasons would you like to use transport for, but can't? (tick all that apply)					
	Shopping	Health appointment	Social/cultural event			
	Personal errands	Visit family/friends	Sport/exercise			
	Other					
Question 4	If you answered Yes to Question 3, which services were you needing to access?					
	Home Care Package	Social Supp	Social Support Individual			
	Domestic Assistance	Meals on V	Meals on Wheels			
	Home Modifications	Communit	Community Transport			
	Centre Based Respite	Personal C	Personal Care			
	Occasional Overnight Res	spite Home Maii	Home Maintenance			
	Flexible Respite	Social Sup	Social Support Group			
	Other					
Question 5	Have you ever used Community Transport services provided by Council?					
	Yes	No	No			
Question 6	If 'yes' what was the purpose of your Community Transport trip?					
	Shopping	Social or re	Social or recreational outings			
	Medical services/appoint	ments Other				

Question 7	Are you currently receiving any services in the Snowy Monaro region? (tick all that apply)				
	Home Care	Package		Social Support Individual	
	Domestic Assistance Home Modifications Centre Based Respite Occasional Overnight Respite Flexible Respite			Meals on Wheels	
				Community Transport	
				Personal Care Home Maintenance	
			<u>)</u>		
				Social Support Group	
	Other				
Question 8	Do you feel that the services you currently receive are meeting your needs?				
	No	Somewhat	Yes	l am not receiving services	
	Please describe w	/hy you chose this	rating:		
Question 9	Have you tried to	access services in	the past but	have not been able to secure a	
Question 9	Have you tried to provider for home		the past, but	have not been able to secure a	
Question 9				have not been able to secure a No	
Question 9	provider for home	e based support?		No	
Question 9	provider for home Yes	e based support?	vou on a waitli	No	
Question 9	provider for home Yes If 'Yes' who have y	e based support?	vou on a waitli	No st?	
	provider for home Yes If 'Yes' who have y Yes	e based support? /ou tried and are y	vou on a waitli	No st?	
	provider for home Yes If 'Yes' who have y Yes Provider name:	e based support? /ou tried and are y	you on a waitli e'?	No st?	
	provider for home Yes If 'Yes' who have y Yes Provider name: Are you familiar w Yes	e based support? you tried and are y vith 'My Aged Care	you on a waitli a'?	No st? No	
	provider for home Yes If 'Yes' who have y Yes Provider name: Are you familiar w	e based support? you tried and are y vith 'My Aged Care	you on a waitli a'?	No st? No	
	provider for home Yes If 'Yes' who have y Yes Provider name: Are you familiar w Yes	e based support? you tried and are y vith 'My Aged Care	vou on a waitli e'? ation as to ho	No st? No	
	provider for home Yes If 'Yes' who have y Yes Provider name: Are you familiar w Yes If 'No' would you l	e based support? you tried and are y vith 'My Aged Care ike further inform gistered with 'My A	vou on a waitli e'? ation as to ho	No st? No	
	provider for home Yes If 'Yes' who have y Yes Provider name: Are you familiar w Yes If 'No' would you I If 'Yes' are you reg Yes	e based support? you tried and are y vith 'My Aged Care ike further inform gistered with 'My A	vou on a waitli e'? ation as to ho Aged Care'? No	No No No w to access?	
Question 9 Question 10	provider for home Yes If 'Yes' who have y Yes Provider name: Are you familiar w Yes If 'No' would you I If 'Yes' are you reg	e based support? you tried and are y vith 'My Aged Care ike further inform gistered with 'My A	you on a waitli e'? ation as to ho Aged Care'? No ged Care'?	No No No w to access?	

	If 'Yes', what provider are you on the waitlist for?			
	Provider name:			
Question 11	In planning ahead, are your responses in the survey reflective of your current or anticipated need?			
	Are you in need of services:			
	Now	9-12 months		
	1-4 months	12 months onwards		
	4-9 months			
Question 12	12 Do you have access and support to get onto the Internet?			
	Yes	No		
	If 'Yes' do you require assistance to access 'My Aged Care'?			
	If 'No' would you like assistance to register with 'My Aged Care'?			
	Yes	No		
Question 13		enjoy doing, that you can no longer access? If yes, would assist you to reengage?		
Question 14How do you like to receive information al that are available to you?		ormation about aged care and community services		
	Newspaper	Radio		
	Online	Presentations to groups I attend		
	Flyers	(U3A, Probus, Lions, etc)		
	Other			
Question 15	Has this survey captured your concerns? If not, please provide further informa			

Thank you for taking the time to complete this survey!