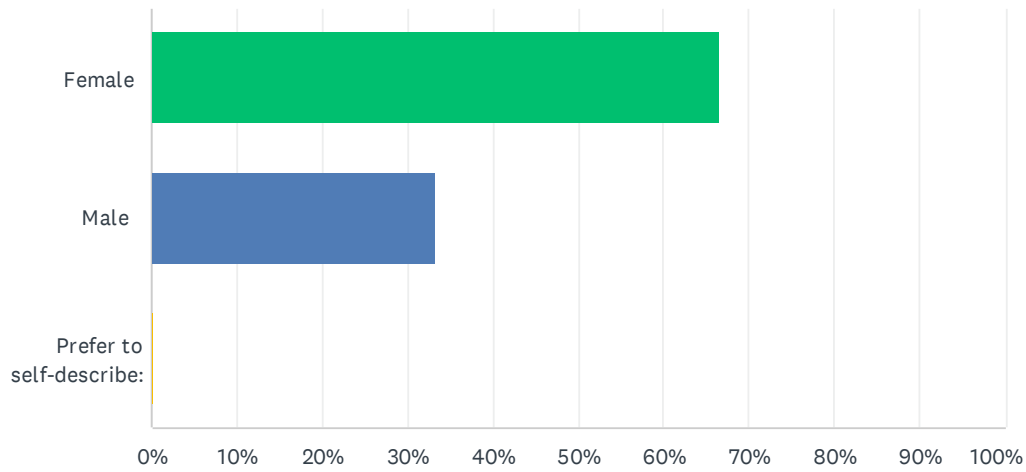


Q1 What is your gender?

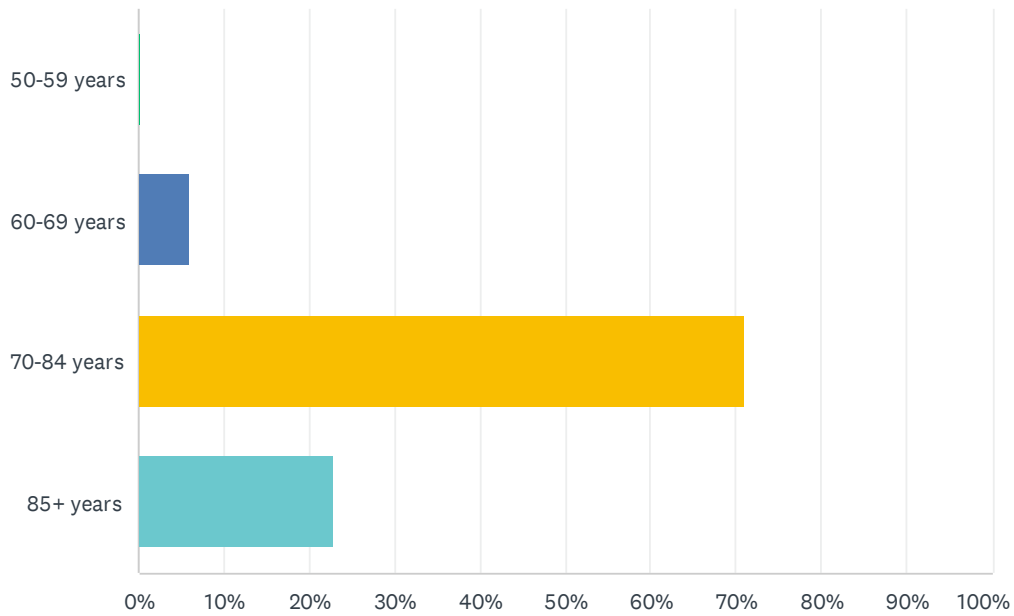
Answered: 602 Skipped: 5



ANSWER CHOICES	RESPONSES
Female	66.61% 401
Male	33.22% 200
Prefer to self-describe:	0.17% 1
TOTAL	602

Q2 What is your age?

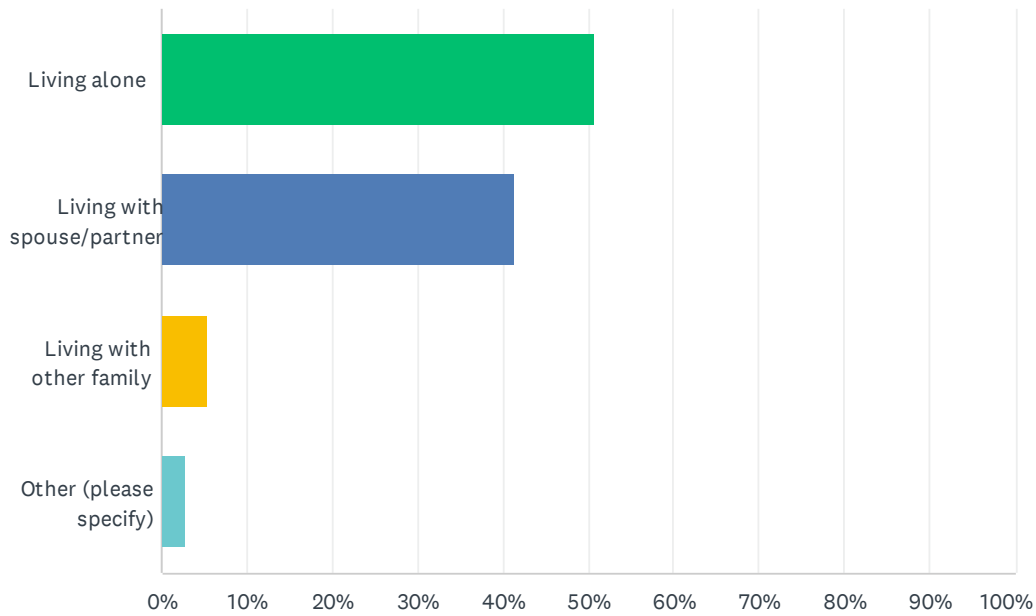
Answered: 602 Skipped: 5



ANSWER CHOICES	RESPONSES
50-59 years	0.17% 1
60-69 years	5.98% 36
70-84 years	71.10% 428
85+ years	22.76% 137
TOTAL	602

Q3 Which of the following best describes your living arrangements?

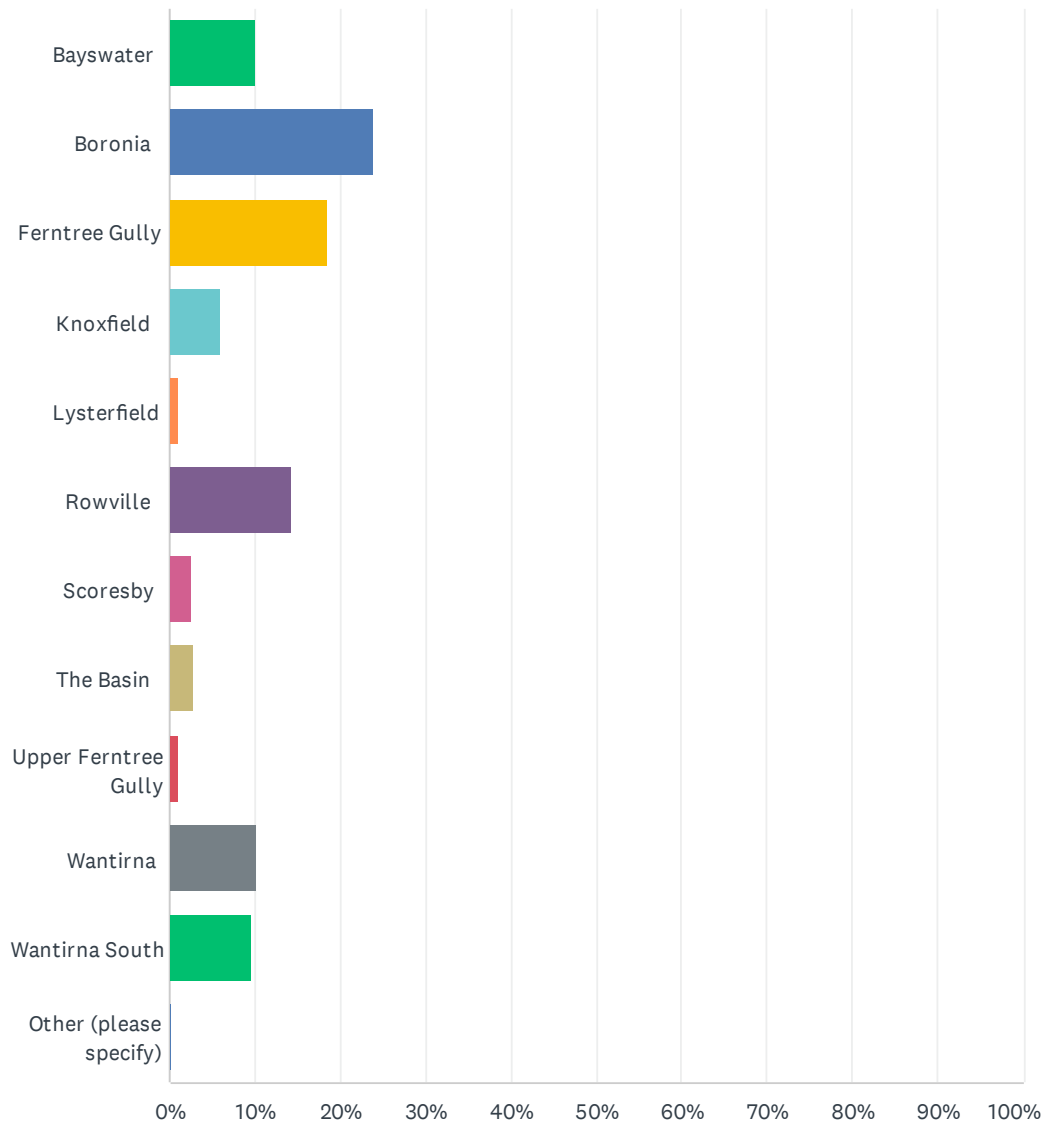
Answered: 596 Skipped: 11



ANSWER CHOICES	RESPONSES	
Living alone	50.67%	302
Living with spouse/partner	41.28%	246
Living with other family	5.37%	32
Other (please specify)	2.68%	16
TOTAL		596

Q4 What suburb do you live in?

Answered: 599 Skipped: 8

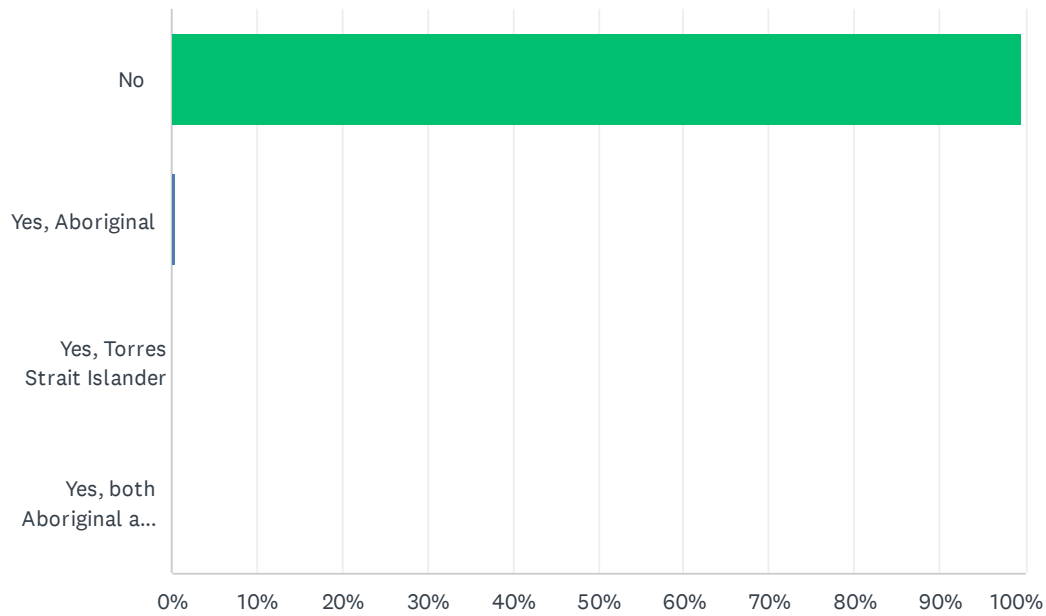


Community Access & Support Services - Client/Participant Survey 2022 - Part A

ANSWER CHOICES	RESPONSES	
Bayswater	10.02%	60
Boronia	23.87%	143
Ferntree Gully	18.53%	111
Knoxfield	6.01%	36
Lysterfield	1.17%	7
Rowville	14.36%	86
Scoresby	2.50%	15
The Basin	2.67%	16
Upper Ferntree Gully	1.00%	6
Wantima	10.18%	61
Wantima South	9.52%	57
Other (please specify)	0.17%	1
TOTAL		599

Q5 Are you Aboriginal or Torres Strait Islander?

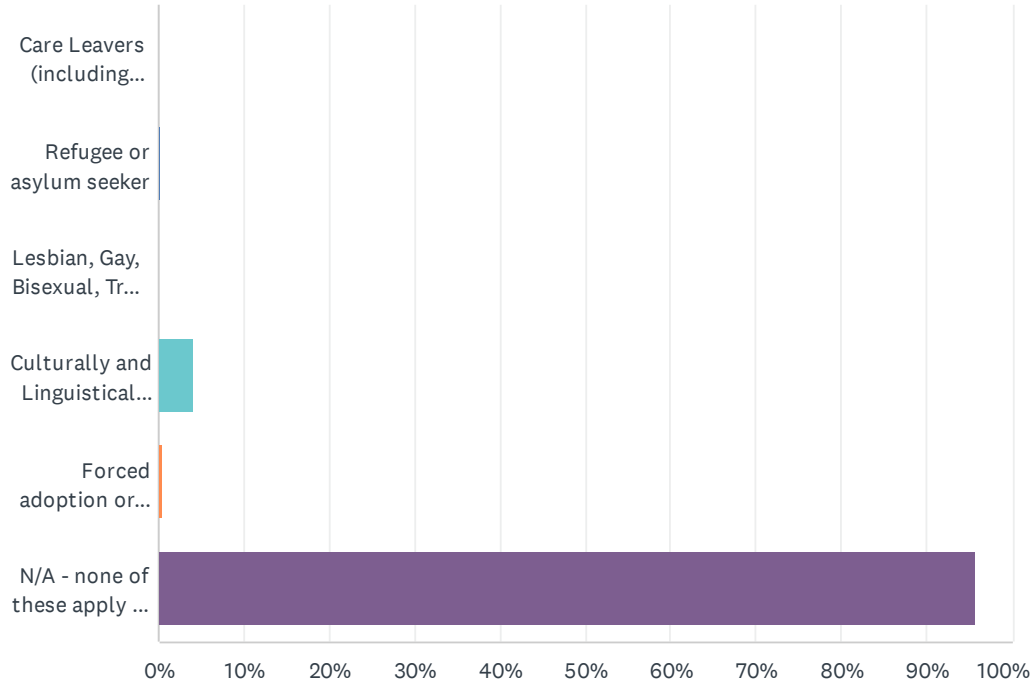
Answered: 600 Skipped: 7



ANSWER CHOICES	RESPONSES	
No	99.50%	597
Yes, Aboriginal	0.50%	3
Yes, Torres Strait Islander	0.00%	0
Yes, both Aboriginal and Torres Strait Islander	0.00%	0
TOTAL		600

Q6 Do you identify as a member of any of these groups? (Please tick as many as are appropriate and tick none if N/A)

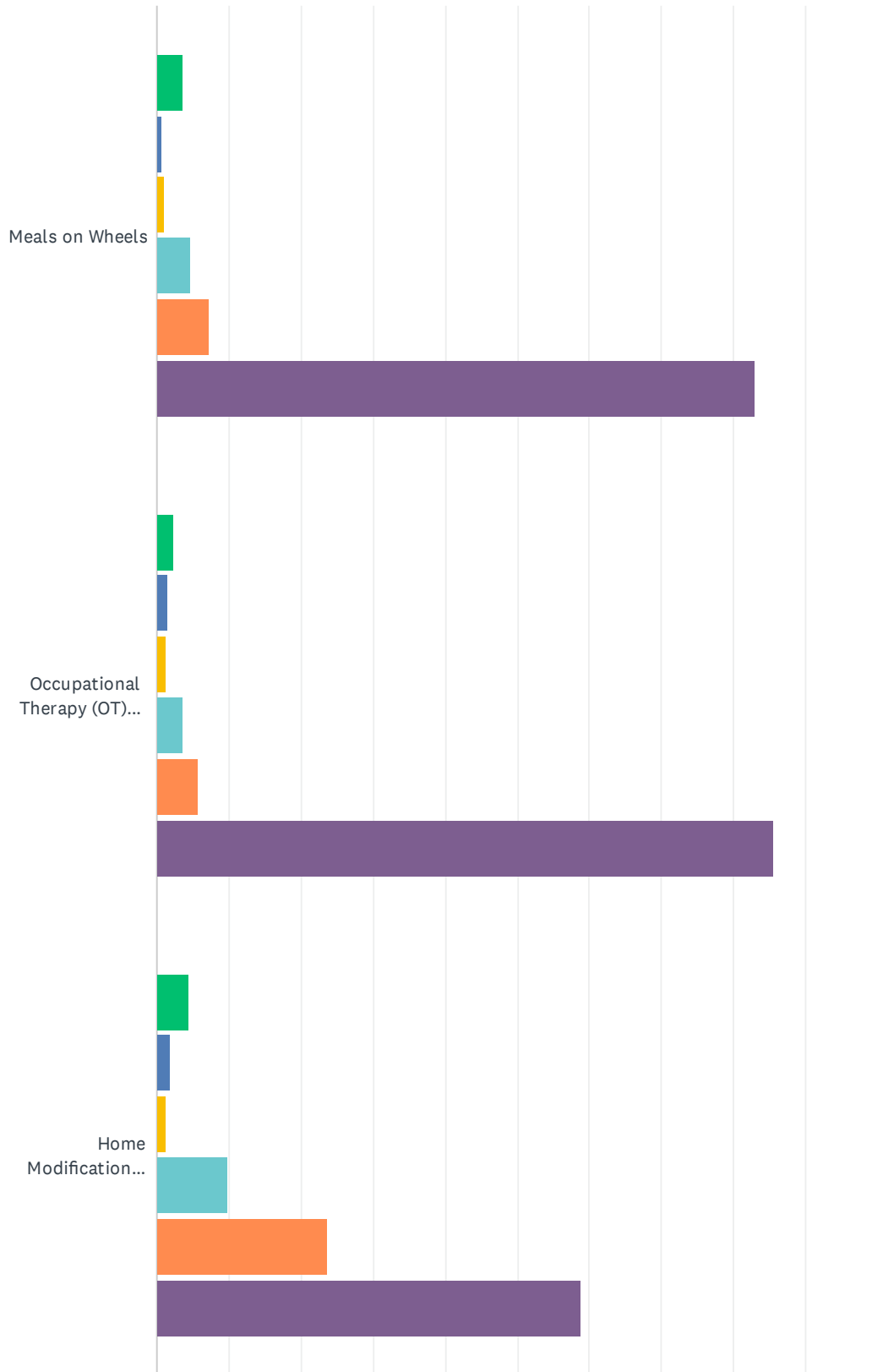
Answered: 576 Skipped: 31



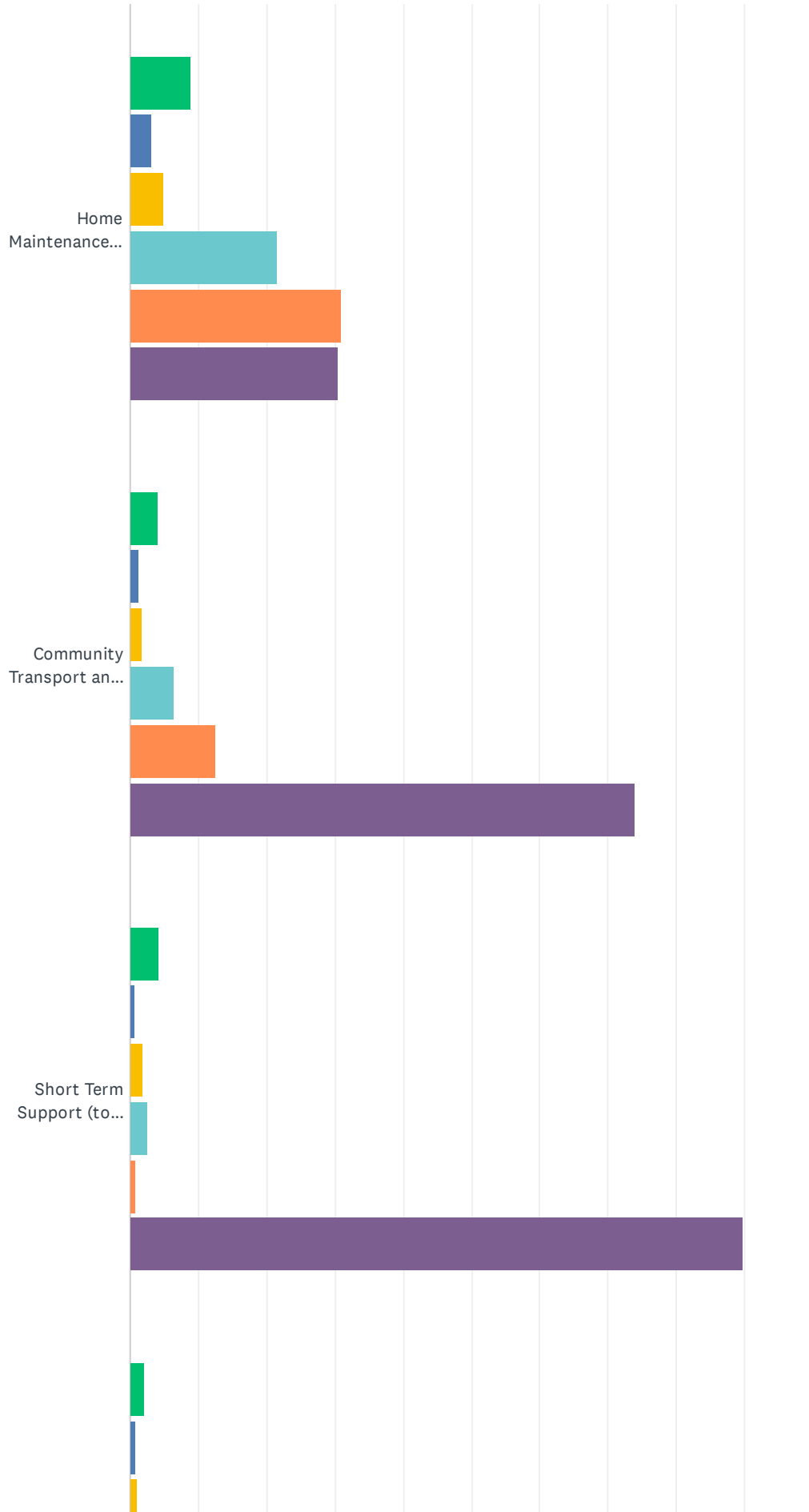
ANSWER CHOICES	RESPONSES	
Care Leavers (including Forgotten Australians, Former Child Migrants and Stolen Generations)	0.00%	0
Refugee or asylum seeker	0.17%	1
Lesbian, Gay, Bisexual, Trans and/or Intersex (LGBTI)	0.00%	0
Culturally and Linguistically Diverse community (including migrants)	3.99%	23
Forced adoption or removal from parents as a child	0.35%	2
N/A - none of these apply to me	95.66%	551
Total Respondents: 576		

Q7 Please rate each of the services/programs/supports you use. (Please tick as many as are appropriate)

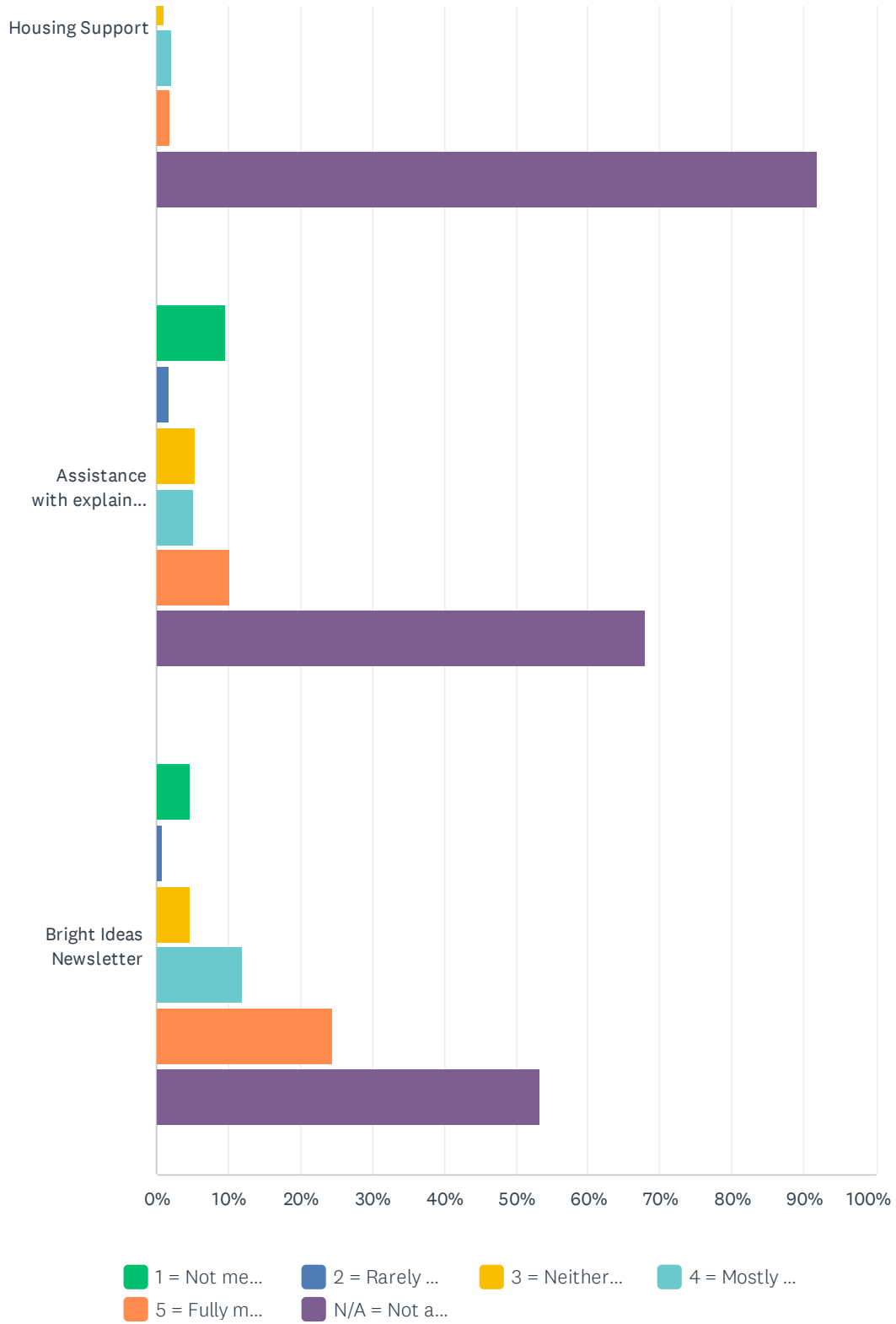
Answered: 576 Skipped: 31



Community Access & Support Services - Client/Participant Survey 2022 - Part A



Community Access & Support Services - Client/Participant Survey 2022 - Part A

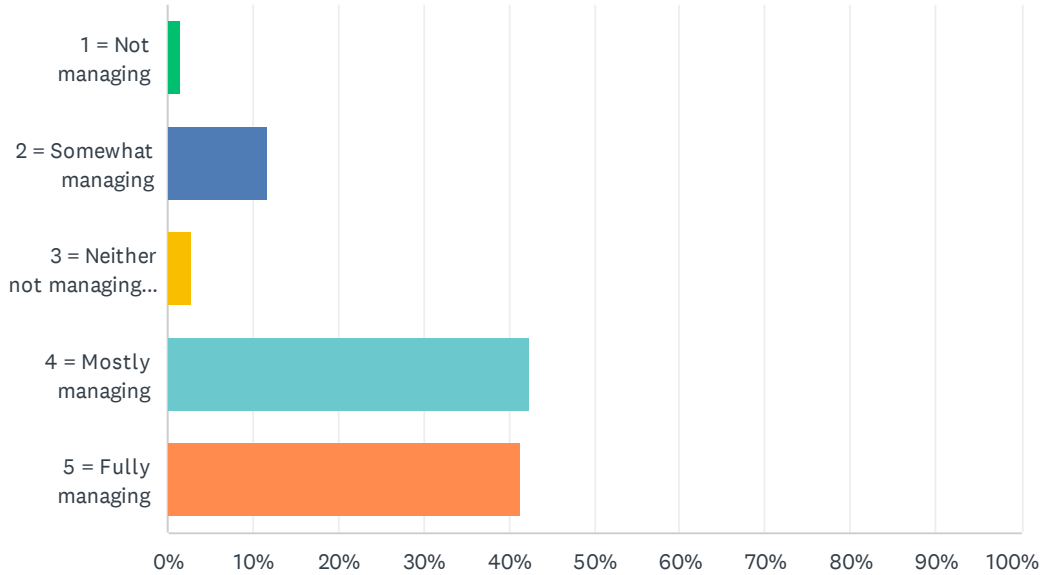


Community Access & Support Services - Client/Participant Survey 2022 - Part A

	1 = NOT MEETING NEEDS	2 = RARELY MEETING NEEDS	3 = NEITHER NOT MEETING OR MEETING NEEDS	4 = MOSTLY MEETING NEEDS	5 = FULLY MEETING NEEDS	N/A = NOT APPLICABLE AS I DON'T USE THIS SERVICE/PROGRAM/SUPPORT
Meals on Wheels	3.58% 18	0.60% 3	0.99% 5	4.77% 24	7.16% 36	82.90% 417
Occupational Therapy (OT) (e.g. education/aids to facilitate daily tasks)	2.26% 11	1.44% 7	1.23% 6	3.70% 18	5.76% 28	85.60% 416
Home Modifications (Based on OT recommendations) - grab rails, banister rails, ramps etc	4.52% 23	1.96% 10	1.18% 6	9.82% 50	23.58% 120	58.94% 300
Home Maintenance (e.g. 'handyperson' service for minor tasks, such as gutter cleaning) & now including an annual Garden Clean Up	8.86% 46	3.28% 17	5.01% 26	21.58% 112	30.83% 160	30.44% 158
Community Transport and Outings (e.g. community shopping bus / Day Outings)	4.06% 21	1.35% 7	1.74% 9	6.38% 33	12.57% 65	73.89% 382
Short Term Support (to link with services for mental health, family difficulties, financial hardship & other issues)	4.20% 21	0.60% 3	2.00% 10	2.60% 13	0.80% 4	89.80% 449
Housing Support	2.15% 10	0.86% 4	1.07% 5	2.15% 10	1.93% 9	91.85% 428
Assistance with explaining the My Aged Care system	9.63% 47	1.64% 8	5.33% 26	5.12% 25	10.25% 50	68.03% 332
Bright Ideas Newsletter	4.67% 23	0.81% 4	4.67% 23	11.99% 59	24.59% 121	53.25% 262

Q8 Overall, how well are you managing your day-to-day tasks in the home ? (e.g. dressing, cooking, shopping and generally doing things for yourself)

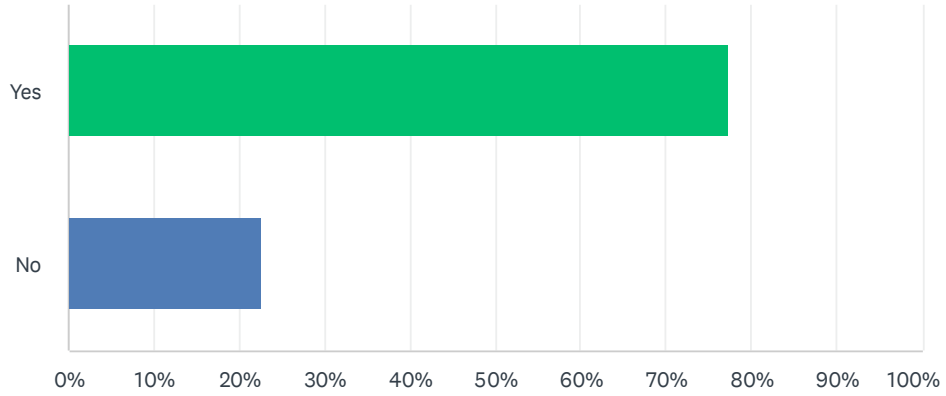
Answered: 595 Skipped: 12



ANSWER CHOICES	RESPONSES
1 = Not managing	1.51% 9
2 = Somewhat managing	11.76% 70
3 = Neither not managing or managing	2.86% 17
4 = Mostly managing	42.52% 253
5 = Fully managing	41.34% 246
TOTAL	595

Q9 If you needed to, do you know how to contact us? (e.g. to change or cancel a service/program booking or to discuss your changing needs)

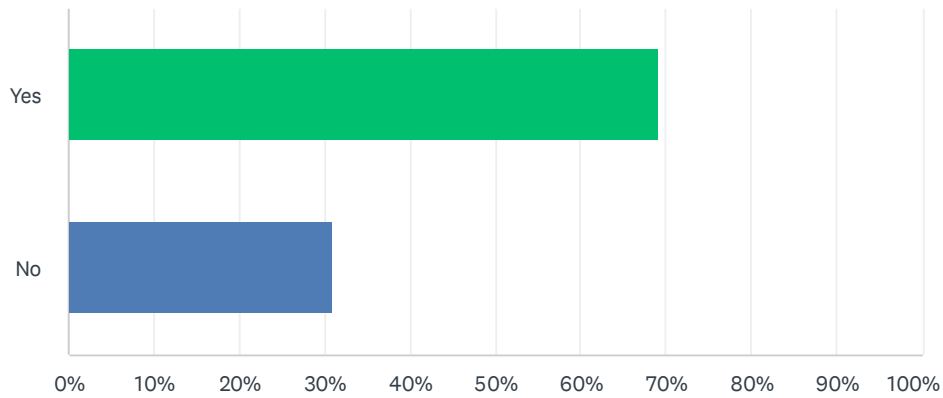
Answered: 582 Skipped: 25



ANSWER CHOICES	RESPONSES	
Yes	77.32%	450
No	22.68%	132
TOTAL		582

Q10 If you needed to, do you know how to make a complaint to Council?

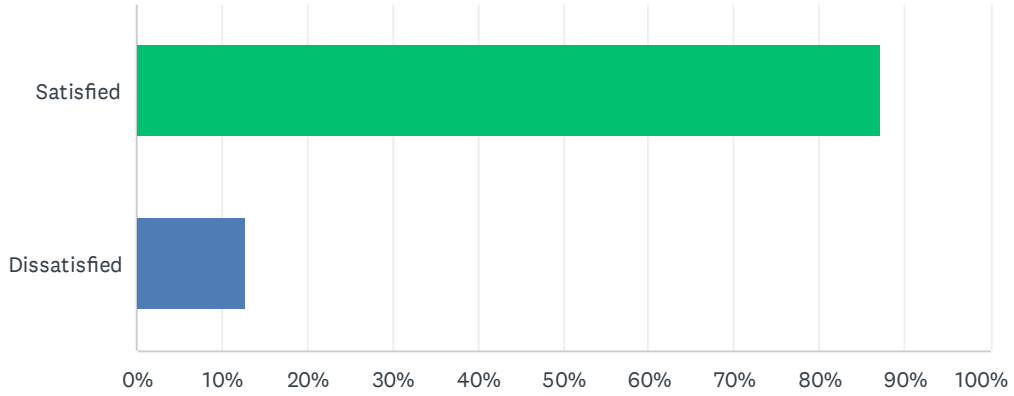
Answered: 580 Skipped: 27



ANSWER CHOICES	RESPONSES	
Yes	69.14%	401
No	30.86%	179
TOTAL		580

Q11 If you provided feedback to the service in the last year, were you satisfied with the follow up to your feedback?

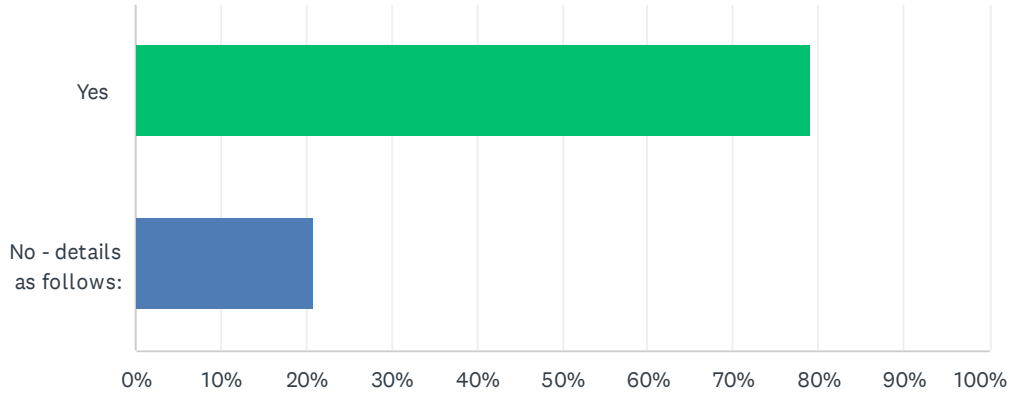
Answered: 295 Skipped: 312



ANSWER CHOICES	RESPONSES	
Satisfied	87.12%	257
Dissatisfied	12.88%	38
TOTAL		295

Q12 Do you feel that your needs and preferences are taken into consideration wherever possible by Council in providing services or programs?

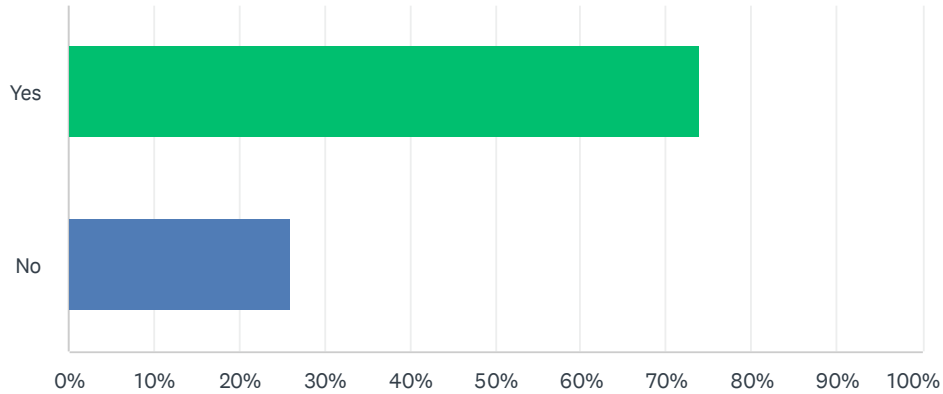
Answered: 516 Skipped: 91



ANSWER CHOICES	RESPONSES	
Yes	79.07%	408
No - details as follows:	20.93%	108
TOTAL		516

Q13 Do you know you can choose to have an Advocate to speak on your behalf with Council? An advocate is a trusted person (family, friend, or professional e.g. State Trustees) that you nominate to speak on your behalf.

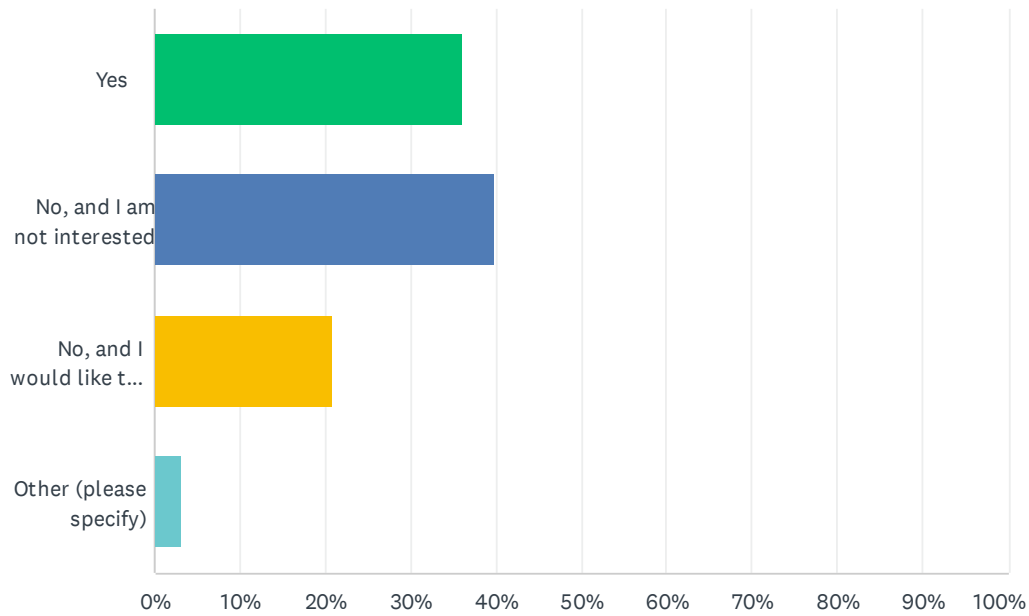
Answered: 560 Skipped: 47



ANSWER CHOICES	RESPONSES	
Yes	73.93%	414
No	26.07%	146
TOTAL		560

Q14 Do you know how to organise an Advocate if you choose to use one?

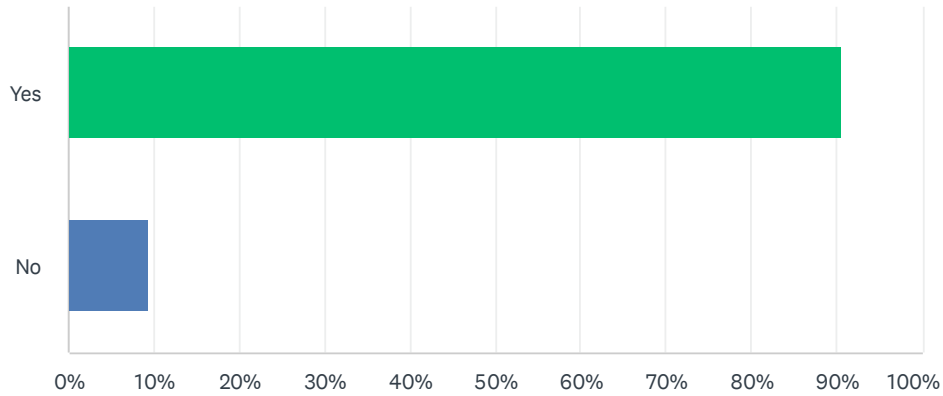
Answered: 575 Skipped: 32



ANSWER CHOICES	RESPONSES	
Yes	36.00%	207
No, and I am not interested	39.83%	229
No, and I would like to know how to organise an advocate (we will provide you with information)	20.87%	120
Other (please specify)	3.30%	19
TOTAL		575

Q15 Do you feel that our service/programs/supports are sensitive to the customs and traditions of your culture?

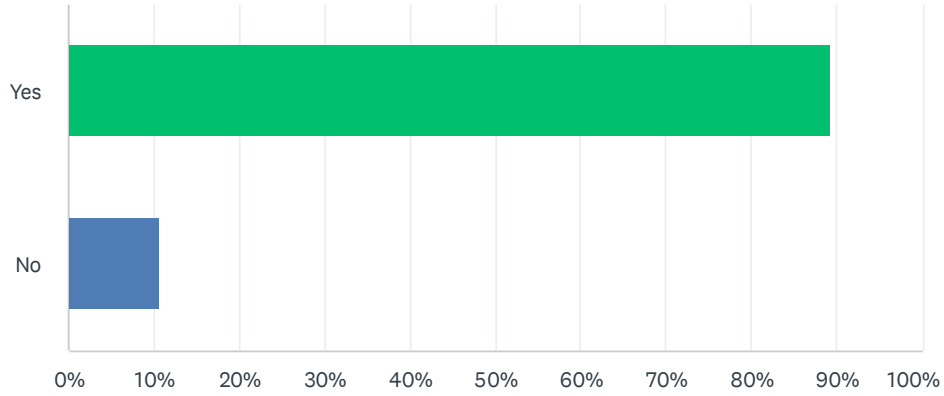
Answered: 493 Skipped: 114



ANSWER CHOICES	RESPONSES	
Yes	90.67%	447
No	9.33%	46
TOTAL		493

Q16 Do you feel that our service/programs that you use helps support you to continue to live independently?

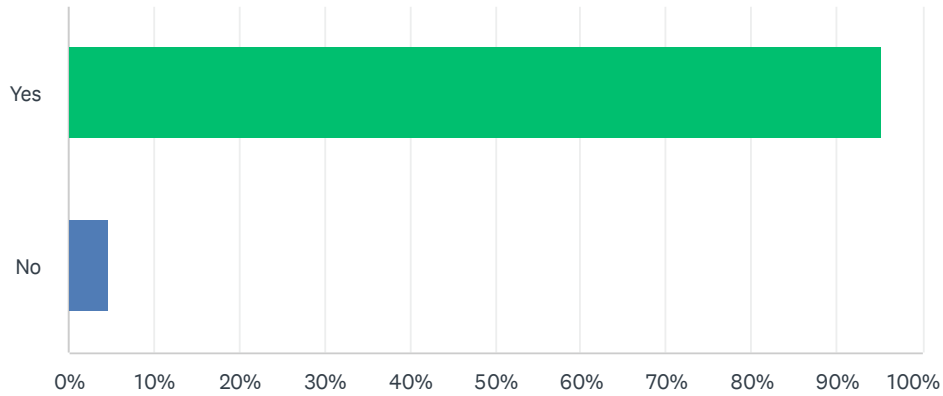
Answered: 516 Skipped: 91



ANSWER CHOICES	RESPONSES	
Yes	89.34%	461
No	10.66%	55
TOTAL		516

Q17 Do you feel that our service/programs/supports are inclusive of your gender identity, sexual orientation and/or biological sex characteristics?

Answered: 453 Skipped: 154



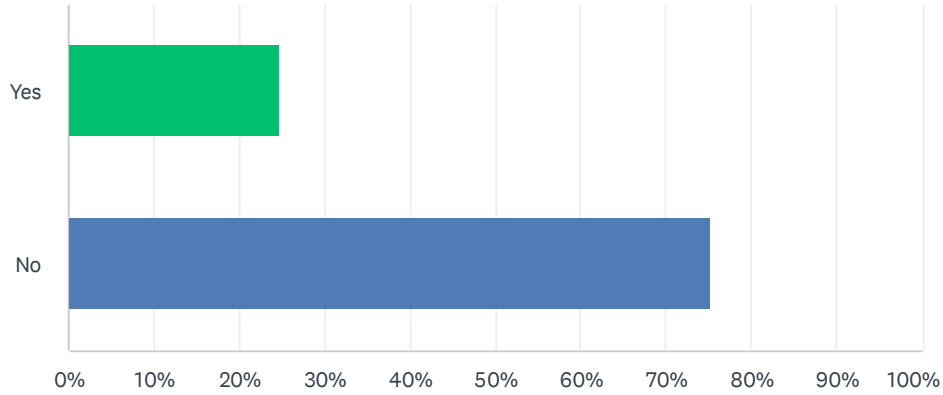
ANSWER CHOICES	RESPONSES	
Yes	95.36%	432
No	4.64%	21
TOTAL		453

Q18 How could we improve the services/programs/supports we currently provide to you?

Answered: 256 Skipped: 351

Q19 Have you ever attended one of Council's Community Transport Day Outings e.g. visit to art galleries, ferry trip, country drives, mystery tour, etc?

Answered: 585 Skipped: 22



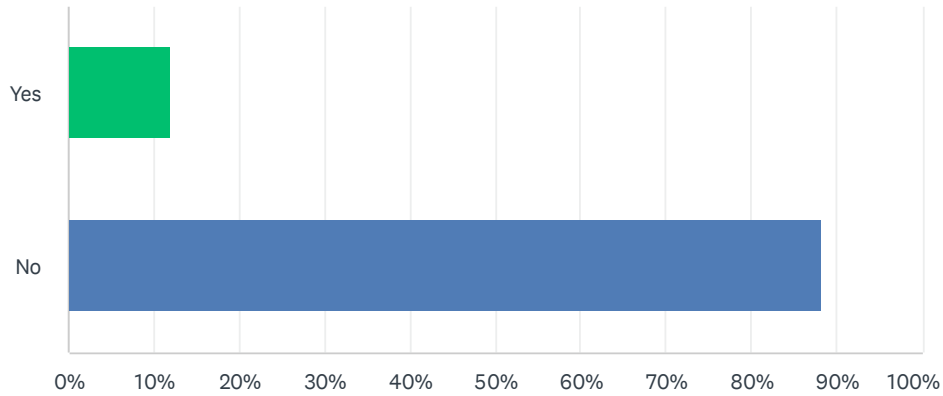
ANSWER CHOICES	RESPONSES	
Yes	24.79%	145
No	75.21%	440
TOTAL		585

Q20 If yes, what suggestions do you have for future Day Outing trips?

Answered: 134 Skipped: 473

Q21 Do you receive Food Services (Meals on Wheels)? (if yes, please also complete Part B of this survey)

Answered: 576 Skipped: 31



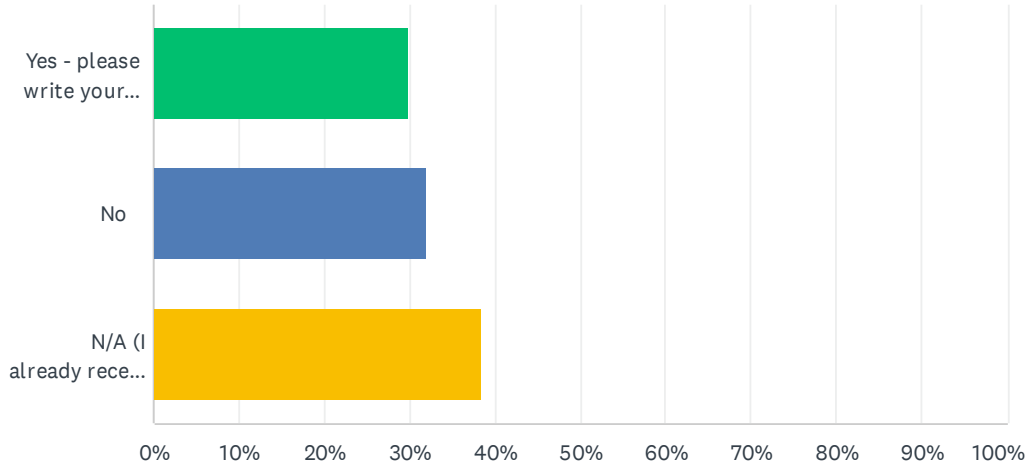
ANSWER CHOICES	RESPONSES	
Yes	11.98%	69
No	88.19%	508
Total Respondents: 576		

Q22 Is there a service for seniors that you need that is not currently provided (to your knowledge) in the City of Knox?

Answered: 234 Skipped: 373

Q23 If you are NOT already receiving our Bright Ideas email newsletter (with helpful information about local seniors' events, activities and workshops), would you like to sign up to receive this newsletter?

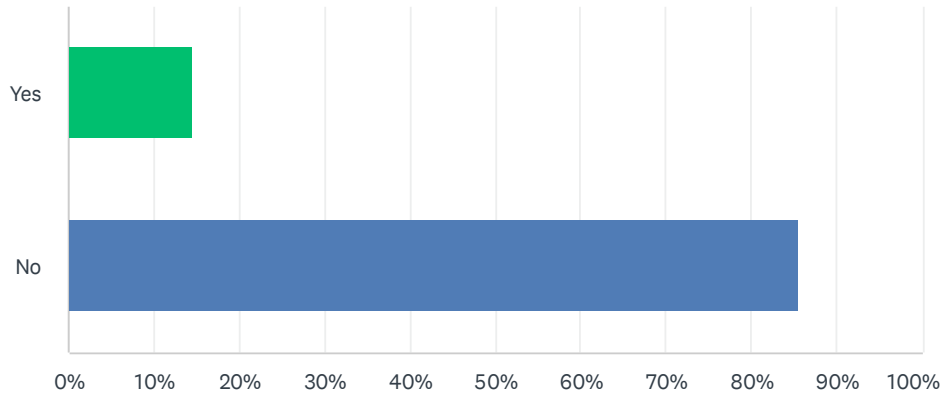
Answered: 533 Skipped: 74



ANSWER CHOICES	RESPONSES	
Yes - please write your email address clearly below, or phone (03) 9298 8828 to discuss.	29.83%	159
No	31.89%	170
N/A (I already receive the Bright Ideas newsletter)	38.27%	204
TOTAL		533

Q24 Are you feeling socially isolated (as a result of COVID-19 or for other reasons)?

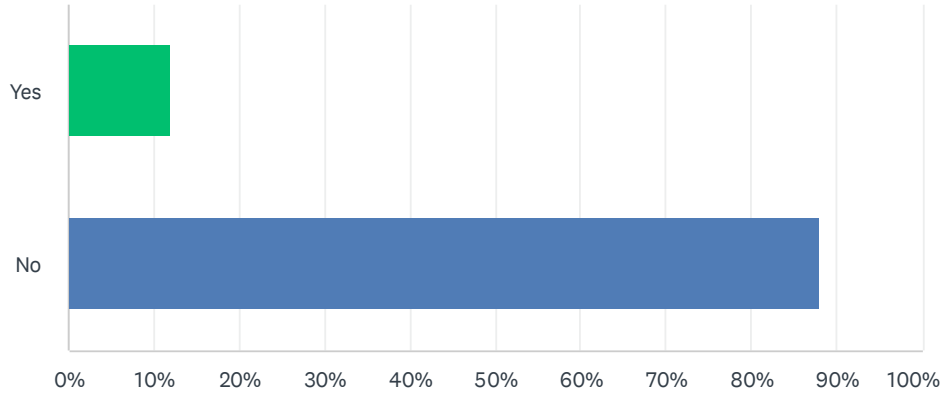
Answered: 559 Skipped: 48



ANSWER CHOICES	RESPONSES	
Yes	14.49%	81
No	85.51%	478
TOTAL		559

Q25 If you answered yes to Q23 (feeling socially isolated) would you like Council to assist you to connect with a senior's group, community organisation or other local social contacts?

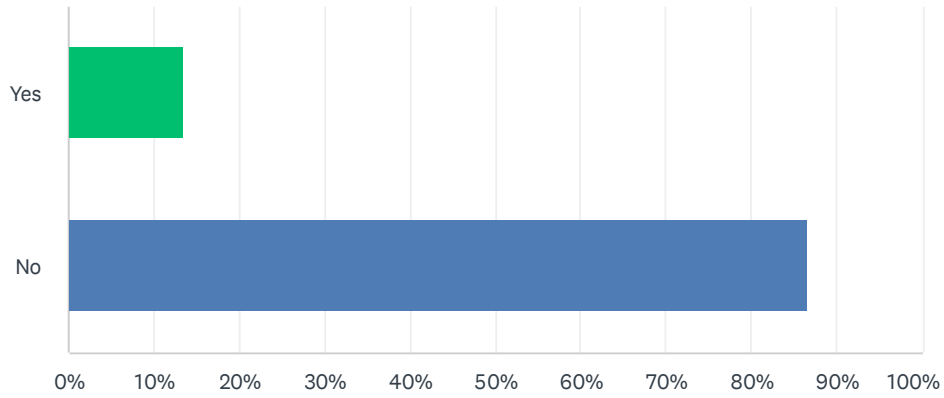
Answered: 359 Skipped: 248



ANSWER CHOICES	RESPONSES	
Yes	11.98%	43
No	88.02%	316
TOTAL		359

Q26 Would you like to discuss any of the feedback you have provided in this survey?

Answered: 532 Skipped: 75



ANSWER CHOICES	RESPONSES	
Yes	13.35%	71
No	86.65%	461
TOTAL		532

Q27 Thank you for completing the survey. If you answered yes to any of the Questions 20 to 25 above, please provide your contact details below and a Council staff member will call you:

Answered: 418 Skipped: 189

ANSWER CHOICES	RESPONSES	
Name	100.00%	418
Company	0.00%	0
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	0.00%	0
Phone Number	0.00%	0

Q28 Any other comments you would like to make?

Answered: 174 Skipped: 433

Q18 How could we improve the services/programs/supports we currently provide to you?

Answered: 256 Skipped: 351

#	RESPONSES	DATE
1	More regular newsletters with information included about services.	3/27/2023 10:07 PM
2	Home help	3/27/2023 10:02 PM
3	Subsidized gym membership for seniors so we can be more actively involved daily for healthy mind & body.	3/27/2023 9:58 PM
4	Follow up communication.	3/27/2023 9:55 PM
5	Having more services as - home care-	3/27/2023 9:52 PM
6	I would love to have someone prune shrubs please?	3/27/2023 9:49 PM
7	I have only asked for assistance once in the last year, for cleaning after a hospital discharge & My Aged Care could not help. Council could not help either.	3/27/2023 9:46 PM
8	Not sure	3/27/2023 9:41 PM
9	Less potato with meals, less carrot more pumpkin with meals	3/27/2023 9:34 PM
10	All good.	3/27/2023 9:29 PM
11	Make sure clients who need the package get it quick smart before there is a disaster & they will need permanent care.	3/27/2023 9:24 PM
12	I need help with my garden.	3/27/2023 9:13 PM
13	Keeping me informed of changes and additions.	3/27/2023 9:11 PM
14	Cleaning boards below cupboards & drawers in kitchen.	3/27/2023 1:07 PM
15	Very satisfied.	3/27/2023 1:04 PM
16	I would like main meal only not a sweet or soup. Prepared to pay the same amount.	3/27/2023 1:00 PM
17	Good and hope continue to provide	3/27/2023 12:57 PM
18	Please give me home care "copy of assessment" please	3/27/2023 12:51 PM
19	Window cleaning. Tree pruning	3/27/2023 12:34 PM
20	I am grateful for anything I receive.	3/27/2023 12:29 PM
21	Blank	3/27/2023 12:21 PM
22	I have just recently put in a request via My Aged Care to access some home help - cleaning in house - so just waiting for Council to contact me regarding this.	3/26/2023 10:25 PM
23	Window cleaning! Cheaper rates for gutter cleaning for townhouses.	3/26/2023 10:14 PM
24	How do I get service?	3/26/2023 10:09 PM
25	Advice on trustworthy trades	3/26/2023 9:55 PM
26	You could extend the home maintenance service to include electricians & plumbers. Having someone who has been checked out by council would relieve anxiety about having strangers in the house	3/26/2023 9:51 PM
27	Fine.	3/26/2023 9:47 PM
28	No view on this.	3/26/2023 9:46 PM

Community Access & Support Services - Client/Participant Survey 2022 - Part A

29	You provide me no services.	3/24/2023 11:38 AM
30	You don't provide any services	3/24/2023 11:35 AM
31	You don't provide for me at the moment.	3/24/2023 11:24 AM
32	As a recent new recipient I don't have any suggestions here yet.	3/24/2023 11:20 AM
33	N/A	3/21/2023 10:30 PM
34	Happy with the support program	3/21/2023 10:10 PM
35	??	3/21/2023 10:04 PM
36	Provide a list of handyman jobs that can be undertaken	3/21/2023 9:58 PM
37	No idea.	3/21/2023 9:53 PM
38	We need do exercise by ourself daily	3/21/2023 9:49 PM
39	N/A	3/21/2023 9:46 PM
40	Not sure as I haven't yet used "My Aged Care" support	3/14/2023 9:44 PM
41	Lawn mowing Gardening	3/14/2023 9:40 PM
42	Group of people now living alone - spouse A.C Facility	3/14/2023 9:31 PM
43	Working ok at present.	3/14/2023 9:29 PM
44	I can do some weeding but I can't prune trees and bushes	3/14/2023 9:27 PM
45	More info	3/14/2023 9:13 PM
46	?	3/14/2023 9:08 PM
47	Currently happy with my level of service ACS need more people as workers short staffed. Include window cleaning.	3/14/2023 8:59 PM
48	Help around the house would be good.	3/14/2023 8:49 PM
49	Support excellent.	3/14/2023 8:45 PM
50	Maybe more regular: we have big gum tree & gutters fill quickly once a year is not enough.	3/14/2023 8:44 PM
51	Would like some feedback via phone call	3/14/2023 8:28 PM
52	Some following up to check people got their service would be good.	3/14/2023 1:28 PM
53	Continue your services. AOK	3/14/2023 1:18 PM
54	No comment	3/14/2023 1:13 PM
55	By periodic contact.	3/14/2023 1:10 PM
56	Follow up an enquiry when you say you will do so, rather than waiting for the client to call back months later.	3/14/2023 1:06 PM
57	Provide a summary of eligible services and costs annually.	3/14/2023 12:50 PM
58	Services we have received have been expensive, prefer most costs appropriate.	3/14/2023 12:44 PM
59	Help to find out how age care could be of service to us.	3/14/2023 12:38 PM
60	Please understand people of my age were not brought up with computers. I am totally lost when I have to reply on websites.	3/14/2023 12:35 PM
61	Meals okay	3/14/2023 12:31 PM
62	With the transport day outings listed below in Q19 is there an option for a person to drive themselves to the meeting place? - If they were having a good day health wise. My health is currently erratic, but I'd love to go on these different outings - however if I booked to go on day outing, woke with a migraine I would be extremely disappointed to cancel at the last minute. This would mean that someone else who really wanted to go would've missed out. This makes me uncomfortable because I hate disappointing people.	3/14/2023 12:18 PM

Community Access & Support Services - Client/Participant Survey 2022 - Part A

63	Please keep up your good service.	3/14/2023 12:03 PM
64	I will need help with the garden in the coming year.	3/9/2023 10:50 PM
65	I have a mower man but am finding it difficult to maintain the garden (weed and pruning) so would appreciate help with that.	3/9/2023 10:42 PM
66	Provide support when needed - not 3 months later or not at all.	3/9/2023 10:38 PM
67	1 extra garden clean up as Q12 - 2 per year	3/9/2023 10:24 PM
68	Need assistance with house cleaning.	3/9/2023 10:16 PM
69	Not sure.	3/9/2023 10:14 PM
70	send out assessors who know what they're doing.	3/9/2023 10:11 PM
71	I don't know	3/9/2023 10:04 PM
72	Contact by phone & explain what's available. I don't really understand it.	3/9/2023 9:59 PM
73	Communicate what you can offer. Provide additional red bin for garden waste and prunings.	3/4/2023 12:52 PM
74	Taxis to doctors, I can't drive anymore and taxis are expensive.	3/4/2023 12:45 PM
75	We only get 2hr of very basic home cleaning service a fortnight. We need more help with gardening and window cleaning pls.	3/4/2023 12:32 PM
76	Gardening	3/4/2023 12:25 PM
77	More communication.	3/4/2023 12:20 PM
78	Need regular gardening - pruning, need windows washed.	3/4/2023 12:18 PM
79	Additional gutter cleaning services which I have requested for me. An annual garden clean up is not enough. At least it should be quarterly.	3/4/2023 12:16 PM
80	By letting us know what we are entitled to. (gardening/spout cleaning). I heard about these things through word of mouth.	3/4/2023 12:09 PM
81	Provide some gardening support.	3/4/2023 12:06 PM
82	For meals on wheels when I can't get to a post office or impossible. Consider direct debit of clients account or invoice third party relative.	3/4/2023 12:03 PM
83	More personal contact, not pieces of paper.	3/4/2023 11:56 AM
84	Satisfactory, so no changes	3/4/2023 11:50 AM
85	Not sure.	3/4/2023 11:46 AM
86	Unable to comment as I have used only your home maintenance service. Used this only twice so far, it was good.	3/4/2023 11:43 AM
87	Some services eg. Home maintenance do not meet our needs given age, we're unable to do normal home maintenance (window cleaning, roof gutters, cleaning ETC.	3/4/2023 11:41 AM
88	N/A	3/4/2023 11:38 AM
89	Window washing.	3/4/2023 11:36 AM
90	Do not know	3/4/2023 11:35 AM
91	Keep in touch - advising not just once updating us	3/3/2023 11:31 AM
92	Consider my disability & offer more services. Also have my case referred to my aged care.	3/3/2023 11:28 AM
93	By keeping in touch.	3/3/2023 11:23 AM
94	Yes, Villa Maria difficult to deal with on phone and do not provide info when sending new cleaner.	3/3/2023 11:21 AM
95	I am new to the aged care service & haven't utilized the various services fully.	3/3/2023 11:05 AM

Community Access & Support Services - Client/Participant Survey 2022 - Part A

96	No need at this time.	3/3/2023 11:02 AM
97	None necessary.	3/3/2023 10:58 AM
98	Look back 30 years	3/3/2023 10:52 AM
99	All ok.	3/3/2023 10:48 AM
100	Back off from being too woke.	3/3/2023 10:46 AM
101	As the council no longer co-ordinates home cleaning - I don't see what you can do for me.	3/3/2023 10:41 AM
102	More options for help Referrals for services not offered.	3/3/2023 10:36 AM
103	None provided - not needed.	3/3/2023 10:34 AM
104	It's okay	3/2/2023 11:02 PM
105	More garden help please. A hard rubbish collection. I don't have a nature strip.	3/2/2023 10:59 PM
106	No services provided yet, increasing stress with inside & outside maintenance IE gardening, spouting clean.	3/2/2023 10:55 PM
107	You need to provide garden & maintenance service, window washing & cleaning as I no longer can do these.	3/2/2023 10:50 PM
108	Solar panel cleaning, single storey home - installed not cleaned since installation.	3/2/2023 10:46 PM
109	Would love it if a lawn mowing service was available.	3/2/2023 10:41 PM
110	I have no complaints.	3/2/2023 10:38 PM
111	I haven't get yet of course if I can get it.	3/2/2023 10:36 PM
112	Happy with it as is.	3/2/2023 10:29 PM
113	Don't supply me with any yet.	3/2/2023 10:24 PM
114	Home cleaning is not up to your past standard.	3/2/2023 10:20 PM
115	I realise the people (men) are not horticulturists but they did not do a good job & didn't completely clean up.	3/2/2023 10:13 PM
116	I have little knowledge of details.	3/2/2023 10:09 PM
117	I hope you can provide more handyman service and charge less. Sometimes we only need a touch of silicone on the roof to prevent leaking from the roof or somewhere need a ladder to change a globe... That worried me much.	3/2/2023 9:55 PM
118	More follow up other than physio & podiatrist nothing else has been provided.	3/2/2023 9:41 PM
119	At this stage I'm happy & satisfied	3/2/2023 8:28 PM
120	Only just started using your service, so not sure.	3/2/2023 8:25 PM
121	Domestic help can sometimes be an issue.	3/2/2023 8:16 PM
122	Not sure	3/2/2023 8:08 PM
123	Help with cleaning - I have a lung disease.	2/18/2023 5:32 PM
124	Am satisfied.	2/18/2023 5:20 PM
125	Nothing.	2/18/2023 5:18 PM
126	Prived provoidia feeling more convingus	2/18/2023 4:58 PM
127	Would love to apply for a garden clean up, mainly tree pruning annually at least *Do manage my grass ok with electric mower	2/18/2023 4:44 PM
128	Have always been helpful.	2/18/2023 4:30 PM
129	Have garden come more often, did a good job when he came.	2/18/2023 4:25 PM
130	I do not know enough to comment.	2/18/2023 4:16 PM

Community Access & Support Services - Client/Participant Survey 2022 - Part A

131	No services yet	2/18/2023 4:13 PM
132	By providing better services to aged care members.	2/18/2023 3:53 PM
133	All ok	2/18/2023 3:50 PM
134	Happy with used programmes.	2/18/2023 3:47 PM
135	With the extra cleaning needs deep clean windows under beds etc.	2/18/2023 3:40 PM
136	Happy with current services.	2/9/2023 9:13 PM
137	?	2/9/2023 9:04 PM
138	Happy with current service	2/9/2023 8:59 PM
139	You should have garden clean up. You should have mowing. Charlie did my garden clean up. He was TERRIFIC, hope I have him again.	2/9/2023 8:42 PM
140	More often.	2/1/2023 10:16 PM
141	Gardening didn't complete full 1hr service.	2/1/2023 10:15 PM
142	I have no further needs at this stage of my life.	2/1/2023 10:13 PM
143	None.	2/1/2023 10:08 PM
144	Accessable, more comprehensive, shorter wait time for services. More services available eg. window cleaning.	2/1/2023 10:07 PM
145	We are very happy thank you.	2/1/2023 10:04 PM
146	Difficult to say, would contact if needed.	2/1/2023 9:59 PM
147	1. More time for home help 2. Gardener	2/1/2023 9:57 PM
148	Happy with the current support.	2/1/2023 9:55 PM
149	Transport to shops.	2/1/2023 9:52 PM
150	?	2/1/2023 9:47 PM
151	A booklet with all the supports listed and explained provided to clients. I was unaware of some of the supports.	2/1/2023 9:43 PM
152	Not deliver & or charge for soup or desserts	2/1/2023 9:30 PM
153	I would like to know when outings are on and if you have to book in	2/1/2023 9:18 PM
154	Group discussions.	2/1/2023 9:14 PM
155	Would like to know more.	2/1/2023 9:10 PM
156	Need assistance to get to places to socialize ie transport - happy to pay.	1/29/2023 9:54 PM
157	?	1/29/2023 9:51 PM
158	Do not know	1/29/2023 9:48 PM
159	More frequently (ongoing)	1/29/2023 9:46 PM
160	Might need more help in future	1/29/2023 9:44 PM
161	Provide me with all information.	1/29/2023 9:39 PM
162	Provide more maintenance, spring leaning - no N/A	1/29/2023 9:37 PM
163	I think you should improve on if the cleaner can't come please let me know a little bit early not 1hr before the set time.	1/29/2023 9:34 PM
164	Having enough staff for home help. making the forms less complicated.	1/29/2023 9:29 PM
165	More subsidized gardening & window cleaning.	1/29/2023 9:19 PM
166	I really don't know what services are available to me	1/28/2023 4:13 PM

Community Access & Support Services - Client/Participant Survey 2022 - Part A

167	Twice a year clean outside of windows Twice a year clean oven Information on yearly garden clean up	1/28/2023 4:04 PM
168	Have gutter and garden clean up services.	1/28/2023 4:02 PM
169	More home maintenance.	1/27/2023 11:34 AM
170	Cleaning eves was very quick, but gardening for has been very slow & they are to attend on Thursday 22/12/22	1/27/2023 11:31 AM
171	Continue garden maintenance (pruning/shaping ect.)	1/27/2023 11:28 AM
172	Happy of what you are doing.	1/27/2023 11:25 AM
173	Soup containers edges are too sharp.	1/27/2023 11:21 AM
174	N/A	1/27/2023 11:19 AM
175	Don't need improvement, best council ever!	1/27/2023 11:13 AM
176	N/A	1/27/2023 11:08 AM
177	Need more help with plumbing problems Need handyman help Need more gardening help - just 91 years so need more help	1/27/2023 11:02 AM
178	Don't provide any	1/27/2023 10:58 AM
179	N/A	1/27/2023 10:56 AM
180	I am really happy with it.	1/27/2023 10:55 AM
181	We hope to get more support in the future.	1/27/2023 10:53 AM
182	We only use the Knox bus tours which we love going on.	1/27/2023 10:48 AM
183	We don't use any at the moment.	1/27/2023 10:45 AM
184	N/A	1/22/2023 4:34 PM
185	More day outings. There are so people many in the age group.	1/22/2023 4:23 PM
186	Provide more gardening help.	1/22/2023 4:17 PM
187	Leave same	1/22/2023 4:11 PM
188	Unsure.	1/22/2023 4:07 PM
189	If possible some monthly garden maintenance would be terrific.	1/22/2023 3:55 PM
190	Service is fine!	1/22/2023 3:37 PM
191	More information.	1/22/2023 3:35 PM
192	Have never had a service offered!	1/22/2023 3:32 PM
193	A gardening service at reduced rate and a window cleaning service would be great.	1/18/2023 9:28 PM
194	Meals on wheels were a life saver last year. Week before I had lentil salad!! I had to throw it out. Now I buy Youfoodz	1/18/2023 9:19 PM
195	N/A at this stage - too early.	1/18/2023 9:13 PM
196	Know more about my aged care	1/18/2023 8:58 PM
197	Regular home help, cleaning etc.	1/18/2023 8:53 PM
198	Home maintenance needs to be given enough time to complete the job and not be limited by 2 or 3 hours.	1/18/2023 8:51 PM
199	I feel the support services are adequate for me at the moment.	1/18/2023 8:38 PM
200	Too soon to say.	1/18/2023 8:36 PM
201	I did not get annual garden clean up. Said would let me know.	1/18/2023 8:32 PM

Community Access & Support Services - Client/Participant Survey 2022 - Part A

202	Need more cleaners, did not get one to help me.	1/18/2023 8:28 PM
203	Allow access to my roof for gutter cleaning.	1/18/2023 8:25 PM
204	Be committed to improve the concerns of house occupants. Change you? Start to	1/17/2023 9:50 PM
205	Quite satisfactory	1/17/2023 9:42 PM
206	Communicate person to person would be good.	1/17/2023 9:32 PM
207	I do not need any support at the moment.	1/17/2023 9:28 PM
208	New to area	1/17/2023 9:26 PM
209	We have had home maintenance gutter cleaning but afterwards our downpipes were all blocked with debris.	1/17/2023 9:21 PM
210	More information on what home services are available re maintenance ? window cleaning ? Gardening	1/17/2023 9:19 PM
211	I have no problems with existing services.	1/17/2023 9:14 PM
212	Happy as is at the moment.	1/17/2023 9:12 PM
213	More info to residents	1/17/2023 9:09 PM
214	Stop Zoom activities, too many people do not have access to internet.	1/17/2023 9:06 PM
215	Yearly garden clean up would help with shurb trimming	1/17/2023 9:03 PM
216	N/A	1/17/2023 9:00 PM
217	Window cleaning would be nice.	1/17/2023 8:56 PM
218	All good.	1/17/2023 8:54 PM
219	Liase with other government departments	1/14/2023 11:24 AM
220	Get more staff still waiting. No services have been organised as yet.	1/14/2023 11:20 AM
221	Still waiting on help with garden.	1/14/2023 11:05 AM
222	I don't receive any help although I have asked for help many times.	1/14/2023 11:01 AM
223	I need more gardening assistance.	1/14/2023 10:58 AM
224	Provide more home cleaning services EG: Window cleaning.	1/14/2023 10:54 AM
225	As previously stated.	1/14/2023 10:41 AM
226	Subsidised lawn mowing would be welcomed.	1/14/2023 10:32 AM
227	As we need to book well in advance I would appreciate an email when booking request is granted with the date and name of trip we will be going on.	1/14/2023 10:30 AM
228	Provide more gutter cleanings per year to properties in bush fire areas with only tank water.	1/14/2023 10:24 AM
229	I would like to have my windows cleaned.	1/14/2023 10:18 AM
230	Window cleaning.	1/14/2023 10:17 AM
231	None	1/14/2023 10:11 AM
232	One to one meeting with someone to explain what is available.	1/14/2023 9:55 AM
233	2x Yearly gutter clean.	1/14/2023 9:53 AM
234	Gardening	1/14/2023 9:49 AM
235	I haven't used any services as yet. Just gutters each year.	1/14/2023 9:40 AM
236	Have more staff. I realise that times are tough and staff hard to get and keep.	1/14/2023 9:34 AM
237	Given that I use so few elements it all works fairly well.	1/13/2023 11:16 AM
238	No need to improve have already been very heklpful.	1/13/2023 11:08 AM

Community Access & Support Services - Client/Participant Survey 2022 - Part A

239	Extra gardening services.	1/13/2023 11:01 AM
240	Introduce support service for window cleaning.	1/13/2023 10:49 AM
241	Clean/sweep the streets more often.	1/13/2023 10:47 AM
242	?	1/13/2023 10:41 AM
243	The meals are somewhat tasteless and bland.	1/13/2023 10:29 AM
244	Provide gutter cleaning more than once a year.	1/13/2023 10:27 AM
245	Having a garden this year to all the hard tasks was great, would like this again.	1/13/2023 10:24 AM
246	For me, no improvement necessary.	1/13/2023 10:22 AM
247	I don't have any so far	1/13/2023 10:20 AM
248	No	1/13/2023 10:15 AM
249	I don't use any apart from bus outing - good!	1/13/2023 10:01 AM
250	?	1/13/2023 9:51 AM
251	Provide at least two gutter cleans per year. One is not enough.	1/13/2023 9:45 AM
252	N/A	1/13/2023 9:35 AM
253	Extend to cover regular garden maintenance	1/13/2023 9:26 AM
254	If you can provide support with cutting the lawn.	1/13/2023 9:18 AM
255	Include garden maintenance	1/12/2023 1:41 PM
256	I have most of what I need now. But I will need more in the future.	1/12/2023 1:37 PM

Q22 Is there a service for seniors that you need that is not currently provided (to your knowledge) in the City of Knoxville?

Answered: 234 Skipped: 373

#	RESPONSES	DATE
1	More leisure & hobby eg learn to play guitar, singing for seniors.	3/27/2023 9:59 PM
2	Gardening. Handymen for maintenance	3/27/2023 9:53 PM
3	No	3/27/2023 9:48 PM
4	N/A	3/27/2023 9:37 PM
5	Garden services omitting lawn mowing.	3/27/2023 9:34 PM
6	No	3/27/2023 9:32 PM
7	Not at the present time.	3/27/2023 9:27 PM
8	Drivers, shoppers, just visit and do activities in house.	3/27/2023 9:26 PM
9	Lawn mowing	3/27/2023 9:18 PM
10	Garden help.	3/27/2023 9:13 PM
11	"Spring cleaning" for bigger jobs inside home. Eg: Interior window cleaning - lamp shades jobs that involve climbing.	3/27/2023 9:12 PM
12	Aged care services	3/27/2023 12:52 PM
13	No	3/27/2023 12:38 PM
14	N/A	3/27/2023 12:29 PM
15	Yes	3/27/2023 12:27 PM
16	Garden	3/26/2023 10:31 PM
17	Can't think of any at the moment.	3/26/2023 10:26 PM
18	Pruning of high shrubs & trees on my property, plus window cleaning?	3/26/2023 10:16 PM
19	Don't know.	3/26/2023 10:09 PM
20	Window cleaning	3/26/2023 10:04 PM
21	See previous.	3/26/2023 9:52 PM
22	No.	3/26/2023 9:48 PM
23	No.	3/26/2023 9:46 PM
24	Transport	3/24/2023 11:31 AM
25	Cleaning out gutters	3/21/2023 10:35 PM
26	No.	3/21/2023 10:30 PM
27	Cleaning windows	3/21/2023 10:29 PM
28	Bus or taxi pick up from home for disabled people?	3/21/2023 10:22 PM
29	More attention for visual impaired people. Transport services.	3/21/2023 10:16 PM
30	No.	3/21/2023 10:11 PM
31	No.	3/21/2023 10:09 PM

Community Access & Support Services - Client/Participant Survey 2022 - Part A

32	No	3/21/2023 10:06 PM
33	Garden maintenance Pruning Lawn mowing	3/21/2023 10:02 PM
34	No	3/21/2023 9:57 PM
35	Help in garden.	3/21/2023 9:54 PM
36	We need exercise equipment for seniors in Kalorama park Rowville	3/21/2023 9:51 PM
37	N/A	3/21/2023 9:47 PM
38	Lawn mowing Gardening	3/14/2023 9:41 PM
39	Extra support, spouse in aged care facility - Like minded seniors	3/14/2023 9:32 PM
40	Gardening, window cleaning, grass cutting.	3/14/2023 9:29 PM
41	Gutter cleaning, window cleaning, some gardening.	3/14/2023 9:14 PM
42	Cleaning windows and gutter rails	3/14/2023 9:10 PM
43	Is there any way library books can be delivering to homes?	3/14/2023 9:07 PM
44	People living alone need more contact.	3/14/2023 9:03 PM
45	Window cleaning	3/14/2023 8:56 PM
46	I would like help & windows cleaned. Getting curtains down so I can wash them	3/14/2023 8:50 PM
47	No.	3/14/2023 8:46 PM
48	Window cleaning	3/14/2023 1:28 PM
49	Not known	3/14/2023 1:19 PM
50	Gardening	3/14/2023 1:16 PM
51	Sharps collection from home.	3/14/2023 1:13 PM
52	Will "new" Knox shopping centre have more seats, benches, side tables, quiet area to be able to rest in between shopping?	3/14/2023 12:53 PM
53	No.	3/14/2023 12:44 PM
54	Window cleaning	3/14/2023 12:40 PM
55	No.	3/14/2023 12:38 PM
56	Not sure.	3/14/2023 12:36 PM
57	Gardening (weeds)	3/14/2023 12:32 PM
58	? no services as yet	3/9/2023 10:51 PM
59	Bright ideas newsletter arrives to me well after many of the events have happened.	3/9/2023 10:43 PM
60	Timely access to home maintenance, house cleaning, pyshiotherapy, occupational therapy especially if it is ongoing.	3/9/2023 10:39 PM
61	Window cleaning.	3/9/2023 10:29 PM
62	In past an internal spring clean ie kitchen, lights, stove & fans!	3/9/2023 10:25 PM
63	Gardening.	3/9/2023 10:14 PM
64	Social worker.	3/9/2023 10:12 PM
65	Gardening	3/9/2023 10:05 PM
66	I am considering joining meals on wheels.	3/4/2023 12:47 PM
67	No.	3/4/2023 12:16 PM
68	Window cleaning. Cleaning light fittings. Helping put out hard rubbish (if required)	3/4/2023 12:12 PM

Community Access & Support Services - Client/Participant Survey 2022 - Part A

69	Window cleaning, gardening.	3/4/2023 12:07 PM
70	No.	3/4/2023 12:00 PM
71	Not aware of what services council offers.	3/4/2023 11:57 AM
72	No.	3/4/2023 11:50 AM
73	GARDEN MAINTENANCE. I find it difficult to do it myself at age 86 plus.	3/4/2023 11:45 AM
74	No.	3/4/2023 11:38 AM
75	I am not sure what can service can seniors be provided	3/3/2023 11:33 AM
76	Spring cleaning.	3/3/2023 11:24 AM
77	Window cleaning Tree cutting - inspection on request if necessary, permit issuing in a council "overlay" area. If permit issued assistance with tree contractor/costs.	3/3/2023 11:11 AM
78	I am not sure of all that is offered.	3/3/2023 11:03 AM
79	Don't know.	3/3/2023 10:58 AM
80	No.	3/3/2023 10:55 AM
81	My age care - house cleaning, gardening.	3/3/2023 10:53 AM
82	Yes, live theatre	3/3/2023 10:50 AM
83	During the first 2 covid years - I received phone calls from council staff - checking to see if I was ok; did I need help; did i understand why we were in lockdown etc. I found those calls to be useful & sometimes they were the only "contact" I had for days/weeks. I still isolate so much as possible. I would appreciate this service to be ongoing.	3/3/2023 10:43 AM
84	Garden maintenance	3/3/2023 10:37 AM
85	Don't know.	3/3/2023 10:35 AM
86	Windows cleaned.	3/2/2023 11:00 PM
87	No.	3/2/2023 10:58 PM
88	Don't know.	3/2/2023 10:53 PM
89	It might be beneficial to advise seniors regarding the shared trail network throughout Knox.	3/2/2023 10:48 PM
90	No.	3/2/2023 10:38 PM
91	Not yet.	3/2/2023 10:37 PM
92	No.	3/2/2023 10:30 PM
93	Basic garden maintenance.	3/2/2023 10:18 PM
94	I don't think so.	3/2/2023 10:14 PM
95	N/A	3/2/2023 10:09 PM
96	I hope you can provide some temporary repairing for house maintenance like a touch of silicone to prevent of leaking from roof or gut and charge less.	3/2/2023 9:58 PM
97	Cleaners.	3/2/2023 9:42 PM
98	Interested in the annual garden clean up and how to avail with services	3/2/2023 8:31 PM
99	A Chiropractor/ Podiatrist	3/2/2023 8:27 PM
100	Garden tidy up once a year would be great.	3/2/2023 8:23 PM
101	We do not know of the services available totally.	3/2/2023 8:19 PM
102	How to use a mobile phone properly - basic tips!	3/2/2023 8:17 PM
103	Regular handyman services/gardening	2/18/2023 5:33 PM

Community Access & Support Services - Client/Participant Survey 2022 - Part A

104	Gardening.	2/18/2023 5:27 PM
105	Window cleaning & gutter	2/18/2023 5:20 PM
106	Volunteer drivers?	2/18/2023 5:19 PM
107	No.	2/18/2023 5:17 PM
108	No service.	2/18/2023 5:12 PM
109	No.	2/18/2023 5:05 PM
110	Gardening (Lawns etc) - Bad back	2/18/2023 5:04 PM
111	Help with shopping other than food shopping EG Refrigerators	2/18/2023 4:53 PM
112	Handymen - Plasterers, tilers, painters, carpenters & tradies who are competent and we can feel safe to have in our homes and won't rip us off or exploit us.	2/18/2023 4:51 PM
113	Gardener & window wash	2/18/2023 4:26 PM
114	Home care, transport, free meals.	2/18/2023 3:54 PM
115	No.	2/18/2023 3:51 PM
116	No	2/18/2023 3:48 PM
117	Yes general maintenance of house and garden.	2/9/2023 9:22 PM
118	Loan of a wheelchair	2/9/2023 9:13 PM
119	Window cleaning Gardening	2/9/2023 9:07 PM
120	Cleaning of my pergola	2/9/2023 9:04 PM
121	Gardening, maintenance.	2/9/2023 9:01 PM
122	Not that I am aware of.	2/9/2023 9:00 PM
123	Affordable technical visits (not phone or zoom) to help us aged pensioners with computers etc.	2/9/2023 8:49 PM
124	Lawn mowing - regular weekly. Window washing - outside regular.	2/9/2023 8:43 PM
125	I am happy with everything.	2/9/2023 8:38 PM
126	Home help.	2/1/2023 10:16 PM
127	No.	2/1/2023 10:13 PM
128	Not sure.	2/1/2023 10:09 PM
129	No.	2/1/2023 9:57 PM
130	No.	2/1/2023 9:54 PM
131	No.	2/1/2023 9:53 PM
132	A full exercise class just for seniors or local walks for seniors. Shared paths are not safe to use for aging residents. IE: Bike riders can be a risk to seniors with hearing impairment or balance issues.	2/1/2023 9:45 PM
133	Carers assistance.	2/1/2023 9:41 PM
134	Not needed yet, thank you.	2/1/2023 9:37 PM
135	NA	2/1/2023 9:31 PM
136	Assistance with garden.	2/1/2023 9:26 PM
137	No.	2/1/2023 9:22 PM
138	Services required dependent on funding and availability	2/1/2023 9:16 PM
139	Need to know more.	2/1/2023 9:11 PM
140	?	1/29/2023 9:52 PM

Community Access & Support Services - Client/Participant Survey 2022 - Part A

141	Cleaning & washing windows.	1/29/2023 9:51 PM
142	Do not know	1/29/2023 9:49 PM
143	Window cleaning & minor gardening & maintenance.	1/29/2023 9:47 PM
144	No.	1/29/2023 9:43 PM
145	? N/Aware	1/29/2023 9:40 PM
146	Maintenance - home, garden	1/29/2023 9:30 PM
147	No.	1/29/2023 9:23 PM
148	Unaware of what services are available.	1/29/2023 9:20 PM
149	I would like to have a gardening service as I find this most difficult to keep up with.	1/28/2023 4:16 PM
150	I would like to apply for someone to mow my lawns once a fortnight thank you.	1/28/2023 4:14 PM
151	Gardening?	1/28/2023 4:10 PM
152	N/A	1/27/2023 11:29 AM
153	No.	1/27/2023 11:27 AM
154	No.	1/27/2023 11:26 AM
155	Can't think of anything.	1/27/2023 11:24 AM
156	Window cleaning	1/27/2023 11:21 AM
157	No need for service.	1/27/2023 11:20 AM
158	Cleaning windows	1/27/2023 11:17 AM
159	House cleaning & gardening.	1/27/2023 11:15 AM
160	No thank you!	1/27/2023 11:13 AM
161	No.	1/27/2023 11:10 AM
162	No.	1/27/2023 11:09 AM
163	No.	1/27/2023 10:56 AM
164	No.	1/27/2023 10:54 AM
165	Not at the moment.	1/27/2023 10:46 AM
166	No.	1/27/2023 10:43 AM
167	No.	1/22/2023 4:34 PM
168	There is no dental treatment. No gardening help. Home maintenance.	1/22/2023 4:32 PM
169	No.	1/22/2023 4:29 PM
170	No.	1/22/2023 4:19 PM
171	Low cost/free transport to community houses/centres.	1/22/2023 4:16 PM
172	No.	1/22/2023 4:13 PM
173	No	1/22/2023 4:11 PM
174	No	1/22/2023 4:08 PM
175	Clean the leaves up every day	1/22/2023 4:05 PM
176	Cleaning windows.	1/22/2023 3:59 PM
177	None.	1/22/2023 3:58 PM
178	No	1/22/2023 3:53 PM

Community Access & Support Services - Client/Participant Survey 2022 - Part A

179	No	1/22/2023 3:45 PM
180	Annual spring cleaning inside & outside.	1/22/2023 3:44 PM
181	Annual spring cleaning inside & outside.	1/22/2023 3:41 PM
182	Please advised of outings.	1/22/2023 3:38 PM
183	Clean windows/ceiling fans (9' ceilings)	1/22/2023 3:36 PM
184	?	1/22/2023 3:33 PM
185	No	1/18/2023 9:03 PM
186	Help with gardens	1/18/2023 9:02 PM
187	Assistance with gardening - EG pruning	1/18/2023 8:44 PM
188	Not sure.	1/18/2023 8:36 PM
189	Annual garden clean up. Make it 2 times a year please.	1/18/2023 8:33 PM
190	Cleaners Gardeners 3 more needed	1/18/2023 8:28 PM
191	Refer 18	1/18/2023 8:26 PM
192	Have not been received anything and have just turned 60 years	1/17/2023 9:54 PM
193	Not sure but I would like to get light'N'Easy meals included in home care package for my carer.	1/17/2023 9:33 PM
194	So far the service has been good.	1/17/2023 9:27 PM
195	No	1/17/2023 9:24 PM
196	Window cleaning & gardening	1/17/2023 9:20 PM
197	Gardening.	1/17/2023 9:17 PM
198	Window cleaning	1/17/2023 9:13 PM
199	I will look for more info on services.	1/17/2023 9:09 PM
200	Gardening, just annual clean up.	1/17/2023 9:04 PM
201	No	1/17/2023 9:02 PM
202	None that I can think of	1/17/2023 9:00 PM
203	Not that I can think of.	1/17/2023 8:57 PM
204	No.	1/14/2023 11:25 AM
205	No.	1/14/2023 11:07 AM
206	One off handyman jobs and gardening.	1/14/2023 11:06 AM
207	Home help.	1/14/2023 11:03 AM
208	Regular gardening assistance.	1/14/2023 10:59 AM
209	?	1/14/2023 10:42 AM
210	Gardening.	1/14/2023 10:39 AM
211	Window cleaning.	1/14/2023 10:35 AM
212	No.	1/14/2023 10:31 AM
213	Window cleaning.	1/14/2023 10:24 AM
214	No.	1/14/2023 10:17 AM
215	No	1/14/2023 10:11 AM
216	Garden service/garden tidy service. Window cleaning service.	1/14/2023 10:09 AM

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217	As mentioned earlier, one to one appointment or talk at library to outline all available services.	1/14/2023 9:56 AM
218	Gardening	1/14/2023 9:49 AM
219	Window cleaning	1/14/2023 9:35 AM
220	No	1/13/2023 11:17 AM
221	Minor house repairs.	1/13/2023 11:15 AM
222	N/A	1/13/2023 11:10 AM
223	Window cleaning & extra gardening services.	1/13/2023 10:50 AM
224	No	1/13/2023 10:48 AM
225	I need my windows cleaned.	1/13/2023 10:30 AM
226	None that I could think of.	1/13/2023 10:25 AM
227	No.	1/13/2023 10:22 AM
228	No.	1/13/2023 10:16 AM
229	Gardening.	1/13/2023 10:06 AM
230	Window cleaning	1/13/2023 9:51 AM
231	Not required	1/13/2023 9:41 AM
232	No	1/13/2023 9:36 AM
233	Regular garden maintenance, mowing/weeding	1/13/2023 9:27 AM
234	Lawn mowing	1/12/2023 1:38 PM

Q28 Any other comments you would like to make?

Answered: 174 Skipped: 433

#	RESPONSES	DATE
1	Many thanks for the help & support we receive. Wishing you all a very happy Christmas and a safe, healthy new year.	3/27/2023 9:50 PM
2	No thank you.	3/27/2023 9:48 PM
3	Now on a home care package. Have appreciated home help in past!	3/27/2023 9:39 PM
4	No thanks.	3/27/2023 9:32 PM
5	No.	3/27/2023 9:27 PM
6	Yes I have quite a few friends who need services that are waiting after their assessment for their package. The time from assessment to package takes too long and some of these people are living in squalor because they can't do anything for themselves and it's just not good enough.	3/27/2023 9:26 PM
7	Knox council does a great comprehensive job :)	3/27/2023 9:18 PM
8	No thank you.	3/27/2023 1:02 PM
9	N/A	3/27/2023 12:57 PM
10	Got so annoyed with candidates at the last election rabbiting on about the basin that i numbered the boxes in the same order as the ID code on a grocery item	3/27/2023 12:38 PM
11	N/A	3/27/2023 12:29 PM
12	Just thank you for any service you have provided for us they are very much appreciated.	3/27/2023 12:26 PM
13	I am sorry I won't be on any more bus trips still getting the parks & garden olinda part Knox problem, part mine	3/26/2023 10:36 PM
14	No.	3/26/2023 10:01 PM
15	I have always found Knox staff to be helpful & efficient.	3/26/2023 9:52 PM
16	None at this time.	3/26/2023 9:46 PM
17	Thank you for your services.	3/24/2023 11:21 AM
18	Rubbish on nature/strip!!	3/21/2023 10:27 PM
19	I appreciate this - thanks. *Scam warnings for seniors: some are v sophisticated.	3/21/2023 10:22 PM
20	More parking for seniors at shops.	3/21/2023 10:16 PM
21	No, happy with what is currently available to me.	3/21/2023 10:11 PM
22	None.	3/21/2023 10:05 PM
23	Bright ideas n/letter by snail mail a lot of activities already held.	3/21/2023 9:59 PM
24	No.	3/21/2023 9:52 PM
25	Install some exercise equipment in Kalorama park Rowville for senior people to keep fit.	3/21/2023 9:51 PM
26	N/A	3/21/2023 9:47 PM
27	No.	3/21/2023 9:43 PM
28	No thank you.	3/14/2023 9:44 PM
29	No thanks.	3/14/2023 9:41 PM

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30	Still think Knox is a good council, pity the government cut funding.	3/14/2023 9:39 PM
31	Not really.	3/14/2023 9:11 PM
32	No	3/14/2023 9:10 PM
33	I have a package with aged care provider	3/14/2023 9:07 PM
34	Could not do without your service. This page is not big enough to express how helpful aged care program has been for me. Aging came with a rush for Brian & me. I was advised by staff at the Angliss to register and did. The Angliss is my preferred hospital. I find my home help with DeDi excellent. His replacement Brent also excellent. I like the boys. I'm a council knocker but Aged Care Support 10 out of 10. Just allow seniors health care card holder a decent discount for rates & dog rego. Many thanks, happy to complete the survey.	3/14/2023 9:03 PM
35	Yes, people are putting out a lot of hard waste and others are putting their rubbish on it as well. and also in Cameron Close old branches and shopping trolleys.	3/14/2023 8:53 PM
36	No much help is available.	3/14/2023 8:50 PM
37	None.	3/14/2023 8:46 PM
38	Knox City Council are doing a great job, getting our money's worth from our rates. Thanks	3/14/2023 1:19 PM
39	Knox council do a GREAT job overall.	3/14/2023 1:07 PM
40	I will have spinal surgery in February 2023, after that a week or so in rehab, and after that I have no idea how I will manage. I may get in touch with you often as I have no family here - just a few close friends. I am a member of U3A/Teach french and attend a few other classes. Thank you for sending me this survey.	3/14/2023 1:00 PM
41	Very helpful with my meals, also the delivery.	3/14/2023 12:55 PM
42	Great job at Mt gate - pods & benches always used/people chat. A real gathering place. Could the concrete topper be curved bench be covered with wooden slats as as the rest please? * In front of Coles.	3/14/2023 12:53 PM
43	Could you please help me to get a power plan please?	3/14/2023 12:48 PM
44	Thank you for all of the services offered.	3/14/2023 12:46 PM
45	Thank you, you are a great council. The best, I have lived here for 49 years, can't fault you!	3/14/2023 12:36 PM
46	Sorry about the writing!	3/14/2023 12:32 PM
47	A community choir would be wonderful, meeting during the day. All inclusive of race, sex, language, ability/disability. Warrnambool have a wonderful community choir and they were on Australia's Got Talent! They're been going & singing for a few years, starting with a small group. A friend of mine involved in it plays the folk guitar. They sing well known, easy to learn songs and the locals love them. I know there are a few small different choirs in the community as I've been looking for one to join, having been a singer in many choirs since my 1st year of high school. There may already be one that I don't know of. Moving to a new suburb after living in an area for 40 years is a challenge. It's like moving cities or towns or states - I did a lot of this as a child. Perhaps (if it's not available in printed large font with photos) a map or orientation game to play to find important civic buildings, shopping centres, nature reserves with excellent walking trails for seniors etc. I use Google maps but I still don't know where the new sports centre being built or extended is. Politicians, newspapers etc assume everyone knows where these places are. If you are driving in a new area your focus is correctly on the road, not buildings or places. Just an idea for a fun activity on the bus for newbies.	3/14/2023 12:28 PM
48	Thanks so much for your continued services. I am ok presently as slowly declining from Pancreatic Cancer diagnosed in July 2021.	3/14/2023 12:06 PM
49	We are happy to live in Bayswater, beautiful AUSTRALIA	3/9/2023 10:51 PM
50	Your guidelines for receiving help are very strict - I could not even get a personal alarm system despite being 92 and living alone in my own home.	3/9/2023 10:43 PM
51	Please look at question 12 and I would really appreciate if someone could look into that.	3/9/2023 10:29 PM
52	Covid has isolated all of us to an extent.	3/9/2023 10:12 PM

Community Access & Support Services - Client/Participant Survey 2022 - Part A

53	Because of falls last year I am not allowed to drive my car so my life and needs have changed. Betty	3/4/2023 12:47 PM
54	Your trips are fantastic thank you. I have advanced muscular degeneration and it would have been nice to have this survey in slightly larger font and a darker type please. The Knox bin collection is particularly good. The only complaint I have with the provisions in Knox are connected with the leisure centre unfortunately compared to whitehorse it is mostly inferior both in availability of services and price. Unfortunately I am 'forced' to go to Genesis because of the great disadvantages.	3/4/2023 12:43 PM
55	Ph. of Uniting Age Well pls.	3/4/2023 12:33 PM
56	N/A	3/4/2023 12:25 PM
57	Gardening/pruning Windows	3/4/2023 12:19 PM
58	If you don't want to have united age well can you choose another organization? (for home help, if necessary) How often can you have a garden clean up? Short term support - what does that involve? (if you happen to need support (home help) - after being in hospital.	3/4/2023 12:12 PM
59	I think Knox council do a very good work for the seniors compared with other councils.	3/4/2023 11:54 AM
60	No.	3/4/2023 11:50 AM
61	Number these pages!	3/4/2023 11:46 AM
62	None.	3/4/2023 11:45 AM
63	I am not sure - rates are going higher & higher.	3/3/2023 11:33 AM
64	I miss the domestic help the council use to provide, Uniting Age Well is useless.	3/3/2023 11:24 AM
65	More info re home maintenance & outings.	3/3/2023 11:22 AM
66	No. Not at this stage.	3/3/2023 11:11 AM
67	I appreciate what services you offer.	3/3/2023 11:03 AM
68	Thank you for inviting us to share with you.	3/3/2023 10:58 AM
69	9-11am delivery time preferred.	3/3/2023 10:56 AM
70	Not yet.	3/3/2023 10:55 AM
71	NO Xmas decorations anywhere. Shame on YOU!	3/3/2023 10:53 AM
72	I would not be surprised to find that a lot of people would like to go to theatres in the city, in other words restaurant & a live theatre.	3/3/2023 10:50 AM
73	I am fortunate to be fully independent at 93. I believe council is outstanding in support for the less fortunate.	3/3/2023 10:35 AM
74	Caring for 82 Y/O spouse " " 84 Y/O blind brother in law. Shopping, clothes washing, getting to doctors appointments. Providing hair/nail care. Travel to Glen Waverley each week to provide care, need care ourselves.	3/2/2023 10:58 PM
75	I have called my aged care and asked for the home help and maintenance package. I'm hoping I can receive the help I need as I live alone and suffer with constant pain arthritis hip & knee pain. There are days I cannot walk at all. So if you can help it would be appreciated. I need help and finally through my doctor got the courage to ask for help and yes please contact me.	3/2/2023 10:53 PM
76	I've heard that there is a home pick up bus. More information on this please as I don't drive far now or any distance.	3/2/2023 10:44 PM
77	No.	3/2/2023 10:39 PM
78	No.	3/2/2023 10:38 PM
79	Thank you for caring.	3/2/2023 10:30 PM
80	Mostly not relevant to my circumstances.	3/2/2023 10:27 PM
81	I believe you did a good job for the budget but for me I can't use your service lots because I	3/2/2023 9:58 PM

Community Access & Support Services - Client/Participant Survey 2022 - Part A

	can't afford the gap payment.	
82	I'm very happy and satisfied with living in Knox area, staff are very helpful.	3/2/2023 8:31 PM
83	Bus trips are good! Would like to go on more.	2/18/2023 5:37 PM
84	No, thanks.	2/18/2023 5:19 PM
85	We live in a retirement village and there is many activities that meet our needs.	2/18/2023 5:17 PM
86	No.	2/18/2023 5:09 PM
87	I need help for garden and cleen a gutter	2/18/2023 4:59 PM
88	I do have alarm OMEPACS I do not drive now I do walk with a walker outside I do walk 1/2 a day I am interested in meals on wheels I do belong to Bridges including day trips and shopping	2/18/2023 4:56 PM
89	Happy with gutter cleaning guys, excellent. Looking for a plasterer/tiler/painter to repair and replace mould spot in ceiling and look at tile problem in bathroom plus new kitchen cupboards and house paint general. Happy to pay for job well done but find it so hard to find suitable person. Our 50+ club members are constantly seeking trustworthy, QUALIFIED, tradies. Is it at all possible to get a listing of reputable workers anywhere?	2/18/2023 4:51 PM
90	Wish to have the garden again, did a good job.	2/18/2023 4:26 PM
91	Need help with Home Maintenance and meals on wheels	2/18/2023 4:13 PM
92	No.	2/18/2023 3:51 PM
93	Happy I live in Knox.	2/18/2023 3:48 PM
94	I appreciate the support I get. It's just those difficult tasks that are a worry for me.	2/18/2023 3:42 PM
95	No.	2/9/2023 9:13 PM
96	Husband assisted with completion due to early Alzheimers.	2/9/2023 9:10 PM
97	Needed advice/support for elderly people when dealinh with property concerns, dealing with builders etc.	2/9/2023 9:07 PM
98	Clean up Boronia of graffiti and beautify surrounds.	2/9/2023 9:01 PM
99	You are doing a great job!	2/9/2023 8:45 PM
100	I wondered if I could get rid of the lawn on my nature strip as my son comes up from Mornington to mow the lawn every 2 weeks. Would that be possible, or put mulch or something else so it is less maintenance.	2/9/2023 8:38 PM
101	Thank you for all your service.	2/1/2023 10:13 PM
102	Fortunately I have not needed many services yet but it's great to know what's available.	2/1/2023 10:11 PM
103	None.	2/1/2023 10:09 PM
104	Can't think of anything at this stage.	2/1/2023 10:07 PM
105	No. Thank you for your services we receive.	2/1/2023 10:05 PM
106	No.	2/1/2023 10:01 PM
107	Thanks for what you do.	2/1/2023 9:59 PM
108	No thanks.	2/1/2023 9:56 PM
109	No.	2/1/2023 9:54 PM
110	No.	2/1/2023 9:53 PM
111	Not at this time thank you.	2/1/2023 9:51 PM
112	Able to look after myself but gardening is very hard for me. Still driving my car.	2/1/2023 9:37 PM
113	No.	2/1/2023 9:35 PM
114	N/A	2/1/2023 9:31 PM

Community Access & Support Services - Client/Participant Survey 2022 - Part A

115	No.	2/1/2023 9:18 PM
116	Action rather than surveys	2/1/2023 9:16 PM
117	Thank you very much for the survey. We have just had our front porch cleaned of moss & really appreciate the service. Thank you very much.	2/1/2023 9:11 PM
118	Please feel free to call Maree, Josies daughter to discuss services she could tap into, especially to help socialize. 0431435857	1/29/2023 9:55 PM
119	No thank you!	1/29/2023 9:52 PM
120	No.	1/29/2023 9:49 PM
121	No.	1/29/2023 9:43 PM
122	Very disappointed with some areas of service. Uniting Age Well - it is a disorganized organization, really hopeless!	1/29/2023 9:38 PM
123	It appears what I need you don't provide.	1/29/2023 9:30 PM
124	N/A	1/27/2023 11:34 AM
125	Great job on lawn mowing	1/27/2023 11:32 AM
126	No.	1/27/2023 11:20 AM
127	We're thankful for the way Knox council cared for the aged. The garden collection is very generous. (extra bins, branches etc)	1/27/2023 11:17 AM
128	No thank you	1/27/2023 11:13 AM
129	N/A	1/27/2023 11:09 AM
130	Anything you have to help keep me in my home forever.	1/27/2023 11:02 AM
131	Not at this stage.	1/27/2023 10:54 AM
132	Thank you for the Knox bus tours it's wonderful to go on one of the outings, I hope you keep it up. Th bus drivers are lovely, very helpful. A PIKE	1/27/2023 10:49 AM
133	Thank you for the bus tours.	1/27/2023 10:46 AM
134	Nil.	1/27/2023 10:43 AM
135	No.	1/22/2023 4:34 PM
136	At this point in time I am not using the service. Thank you	1/22/2023 4:24 PM
137	Everything fine, will contact if I need more.	1/22/2023 4:19 PM
138	No.	1/22/2023 4:11 PM
139	The chap who cleaned my gutters did a fabulous job.	1/22/2023 4:02 PM
140	No thank you, but thank you for all that you do.	1/22/2023 3:53 PM
141	No.	1/22/2023 3:36 PM
142	There's not much you can do I'm afraid but good food is so important for wellbeing and happiness. Thank you I think you are trying but the end product is a fail.	1/18/2023 9:20 PM
143	No.	1/18/2023 9:14 PM
144	1st page with council letterhead and resident mailing details is a complete waste of a page.	1/18/2023 9:06 PM
145	Is there a home help service available for weekly visits? Cleaning etc.	1/18/2023 8:55 PM
146	From the Bright Idea Dec newsletter every one has a Neighbour hood house except Scoresby/Knoxfield, why?	1/18/2023 8:52 PM
147	Not at the moment.	1/18/2023 8:36 PM
148	No, your service is very good thank you.	1/18/2023 8:33 PM

Community Access & Support Services - Client/Participant Survey 2022 - Part A

149	I have been having problems with next doors trees which are growing roots through my backyard and bedroom/no containing wall for 15 years I am physically not able to maintain the property and someone elses trees which council is not helping to remove the trees. Now its bending the fence and is on my side of the property boundary which I am sure that that is illegal. Hopefully the council will consider this and resolve this big problem. Regards Sherrie A Salan	1/17/2023 9:54 PM
150	Very happy with all you provide for the older people.	1/17/2023 9:43 PM
151	I have always found council very helpful and respond to my calls.	1/17/2023 9:41 PM
152	The services I have used have been excellent - OT visit & recommendation for railings - Installation of 2 railings in bathroom (shower) 4 in steeper part of my back garden - gutter cleaning - attention to beeping smoke alarm which i am unable to reach - changing of lightglobe which I also can no longer do. I have greatly appreciated the help i have had with these services. Many thanks and keep up the good work!	1/17/2023 9:39 PM
153	Nothing	1/17/2023 9:33 PM
154	Very impressed with the way the parks gardens and other amenities are looked after compared to other councils I have dealt with.	1/17/2023 9:24 PM
155	No. May need access to gutter cleaning at some stage.	1/17/2023 9:00 PM
156	All good.	1/17/2023 8:55 PM
157	Help with Centrelink, unable to get an aged pension.	1/14/2023 11:25 AM
158	I really enjoy the bus trips.	1/14/2023 11:07 AM
159	I have not received any help with the gardening other than the first one I have phoned the list I was given for home help many times but they just say they can't help me in Bayswater.	1/14/2023 11:03 AM
160	Overall I am happy with the services council provides.	1/14/2023 10:59 AM
161	Window cleaning twice yearly would be good.	1/14/2023 10:51 AM
162	Support programs need to take account of lifestyle so as to compliment, not inhibit.	1/14/2023 10:42 AM
163	My domestic cleaning this year has been appalling - New one every fortnight! I get fortnightly cleaning.	1/14/2023 10:39 AM
164	The services available are very good. It would be great to have window cleaning available.	1/14/2023 10:35 AM
165	Thank you for the survey.	1/14/2023 10:31 AM
166	I have enjoyed the day outings - haven't used anything yet as I am 100% healthy and able to manage - but I know you are there if I need help. Thank you and have a happy christmas and an exciting 2023.	1/14/2023 9:42 AM
167	Thank you for the effort, opportunity to comment.	1/13/2023 11:17 AM
168	No	1/13/2023 11:10 AM
169	Thank you for your survey.	1/13/2023 10:48 AM
170	None, thank you.	1/13/2023 10:25 AM
171	The Knox council does a great job. Thank you.	1/13/2023 10:22 AM
172	Knox council treats its seniors very well. Thank you.	1/13/2023 10:01 AM
173	I'm very happy with everything at the moment.	1/13/2023 9:55 AM
174	At the moment I can manage and do, but would love to have my lawns done even once a month to get edges done and make it easier to do myself.	1/12/2023 1:38 PM