

# Community Access & Support

## Participant survey results 2025

In February 2025 we sent a survey to all 1,627 of our valued clients of our Commonwealth Home Support Program services. Our aim was to hear what you think we are doing well and where we can better meet your needs.

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

Who completed the survey?			
631	51%	64%	4%
clients from across Knox	of respondents identified as living alone	of respondents identified as female	of respondents identified as coming from a culturally or linguistically diverse background

Key results about our service delivery		
88%	92%	87%
of respondents told us that our services are supporting them to continue to live independently	of respondents told us that our service is inclusive of their gender identity, sexual orientation and/or biological sex characteristics	of respondents told us that our service is sensitive to the customs and traditions of their culture

I am extremely happy with the meals delivered to me. Also, those who deliver them are very pleasant folk, always ready for a little chat.

**Wantirna resident**  
**aged 93 years**

I commend you all for the service you provide to and for the elderly.

**Boronia resident,**  
**aged 94 years**



## Your rating of the services you use

	Very poor	Poor	Satisfactory	Good	Very good
Meals on wheels	1%	7%	17%	22%	53%
Occupational therapy	1%	3%	12%	25%	59%
Home modifications	3%	5%	12%	19%	61%
Home maintenance	4%	7%	15%	24%	50%



## Complaints process and advocacy

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

83 respondents asked for information about how to organise an advocate

79% of respondents know how to make a complaint to council



## Social inclusion

49 respondents said they are feeling socially isolated

170 respondents have joined the Bright Ideas Network to receive our monthly newsletter

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



## Follow up requests and communication

96 respondents wanted to receive more information about services and we contacted them all.

43 respondents wanted a call to discuss their survey feedback and we contacted them all.



## Feedback and ideas to improve our services

320 respondents took the time to provide feedback on how Council could improve the service.

Respondents told us that they would like:

- more information about the services we provide
- to be able to access gutter cleaning more than once a year
- to have a shorter waiting time for our services
- to have greater choice and variety of the delivered meals

## Next steps based on your feedback



We have heard your feedback and we are :

- Reviewing the information we provide to you about our services
- Monitoring our waiting times for our services

- Reviewing the home maintenance services we deliver to support you to continue to live independently in your home
- Seeing if we can provide more variety of meals

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

If you have any questions, please call 9298 7373.