

AGED CARE SERVICES IN WYNDHAM

COMMUNITY ENGAGEMENT REPORT



JANUARY 2024

PROJECT BACKGROUND:

In the upcoming years as part of the implementation of major Reforms to Australia's Aged Care system, the Commonwealth Government will introduce changes to the regulation and funding of Aged Care services across Australia.

These changes are designed to influence the sector by creating a more competitive and customer focused market, that will result in more customer choices and improved affordability of the service.

The emerging market has prompted Councils across Victoria to review their role supporting their senior residents to ensure that they have the best possible access to services and supports.

As part of the review, between the 28 of November 2023 to the 7 of January 2024, Council engaged with the community to understand their aspirations about the future of this service. Details on the methodology are outlined below and findings are described below.

METHODOLOGY:

The below table outlines the method and technique used to engage with the community.

Community engagement activities / tools	
Method / technique	Stakeholders engaged
Project page on The Loop	1,009 page views 730 total visitors
Online Survey	186 contributions
Seniors Festival engagement	160 surveys distributed
Pop ups	10 Pop ups in Community Centres <ul style="list-style-type: none"> Point Cook Community Centre (Monday 4th of December) Manor Lakes Community Centre (Tuesday 5th of December) Hoppers Crossing Library (Wednesday 6th of December) Tarneit Community Centre (Thursday 7th of) Manor Lakes Community Centre (Monday 11th of December) Tarneit Community Centre (Tuesday 12th of December) Encore Events (Tuesday 12 of December) The Grange Community Centre (Wednesday 13 of December) Point Cook Community Centre (Wednesday 13 of December) Arndel Park (Thursday 14 of December).
Social Media Adds	3 paid social media campaigns <ul style="list-style-type: none"> 27 of November 15 of December 4th of January

Survey distribution across 23 community centres (1,200 printed surveys)	<p>Distribution of consultation flyers across 23 Community Centres</p> <ul style="list-style-type: none"> • The Grange Community Centre • Central Park Community Centre • Wyndham Community & Education Centre • Point Cook Community Learning Centre • Featherbrook Community Centre • Jamieson Way Community Centre • Saltwater Community Centre • Tarneit Community Learning Centre • Bembit Bag-Rook Community Centre • Penrose Promenade Community Centre • Dianella Community Centre • Arndell Park Community Centre • Mainview Blvd Family Learning Centre • Koomail Tardy Community Centre • Quantin Binnah Community Centre • Wyndham Park Community Centre • Iramoo Community Centre • Wunggurrwil Dhurrung Centre • Birnbial Family Centre • Manor Lakes Community Learning Centre • Waton street Cultural Centre • Civic Centre • Encore
Distribution across Wyndham Disability Service Networks	Email distribution of flyers to 34 Aged Care service providers from the Wyndham Disability Service Network.
Survey Distributions to Council clients	Email to 716 Active Council Clients
Survey Distributions to Community Connections and Care Services - Staff	Email to 63 staff providing Community Connections and Care Services for their information and circulation across clients

Communications / marketing activities

Method / technique	Stakeholders engaged
Online promotion (Facebook and LinkedIn)	<p>Facebook Post - 27/11/23 – We'd like to know the kinds of aged care services our residents value now and will look forward to in the future. It's part of planning to respond to the Federal Government's Aged Care Reforms that are expected to be introduced mid-next year. We'd like everyone's feedback – particularly those using Council and other aged care services, and from carers. Share your feedback by 7 January at: https://theloop.wyndham.vic.gov.au/aged-care-services-wyndham</p> <p>Engagements: 24 Link Clicks: 14 Reach: 1,053</p>

Facebook Post - 15/12/23 – Remember to share your feedback - we'd like to know the kinds of aged care services our residents value now and will look forward to in the future. It's part of planning to respond to the Federal Government's Aged Care Reforms that are expected to be introduced mid-next year. We'd like everyone's feedback – particularly those using Council and other aged care services, and from carers. Share your feedback by 7 January at:
<https://theloop.wyndham.vic.gov.au/aged-care-services-wyndham>

Engagements: 14

Link Clicks: 12

Reach: 1,127

Facebook Post - 04/01/24 – Last days to share your feedback - we'd like to know the kinds of aged care services our residents value now and will look forward to in the future. It's part of planning to respond to the Federal Government's Aged Care Reforms that are expected to be introduced mid-next year. We'd like everyone's feedback – particularly those using Council and other aged care services, and from carers. Share your feedback by 7 January at:
<https://theloop.wyndham.vic.gov.au/aged-care-services-wyndham>

Engagements: 18

Link Clicks: 15

Reach: 1,159

WHO WE HEARD FROM:

The below tables highlight who we heard from in our community via The Loop during our engagement process.

Age Group

Under 18	18-24	25-34	35-54	55-64
1.08%	1.08%	6.99%	16.67%	18.28%
65-74	75-84	85+		
22.04%	21.51%	12.37%		

Suburb

Cocoroc	Eynesbury	Hoppers Crossing	Laverton	Laverton North
		16.7%		
Little River	Mambourin	Manor Lakes	Mount Cottrell	Point Cook
0.54%		4.8%		14.5%
Tarneit	Truganina	Werribee	Werribee South	Williams Landing
13.9%	5.38%	23.6%	3.7%	0.54%
Wyndham Vale	Outside of Wyndham			
11.3%	4.8%			

Do you speak a language other than English at home?

Yes	No
88.3%	11.7%

SUMMARY OF FEEDBACK:

Through the process, Council officers engaged with the community using both a formal survey and informal discussions, please find an overview of this feedback below.

Conversations

From conversations with senior residents many stated that the Aged Care system can be confusing. Some residents expressed their disappointment with the outcome of their Aged Care Assessments, as they were expecting to qualify for additional services that were not approved by the Commonwealth Government.

Seniors Visitors to the municipality (Parents of Wyndham residents) who were visiting for long periods valued opportunities to interact with community groups at Wyndham Community Centres.

Survey Results

Council's role

This section of the survey was responded to by the wider community.

- Most respondents (79%) did not have a preferred provider for Aged Care services their priority was that the provider should be able to meet their needs.
- When asked about the types of things they considered when picking a service provider, affordability, and proximity to home were the key drivers.
- Community groups and/not for profit organisations are perceived to be more affordable and capable to adapt to the diversity of cultural backgrounds of the Wyndham community.
- When asked about what Council's priorities should be, the top 3 priorities were:
 - Help Senior residents (and carers) understand the system. (30.21%)
 - Support Aged Care Service providers to expand their services across Wyndham (28%)
 - Provide services to residents that do not have access to services (19.8%)

Council Services (Community Connectors, Seniors Expo, Seniors Festival)

This section of the survey was responded to by any person older than 65 years old

- Most respondents did not know about the Senior's Expo, the Senior's Festival and the Ageing Well Community Connector services.
- Residents accessing the Senior's Festival are satisfied with the service.
- Seniors' Expo was highly rated and many hope that Council can expand its frequency.
- The need for transport to these events was highlighted by some community members as the reason they could not attend the event.

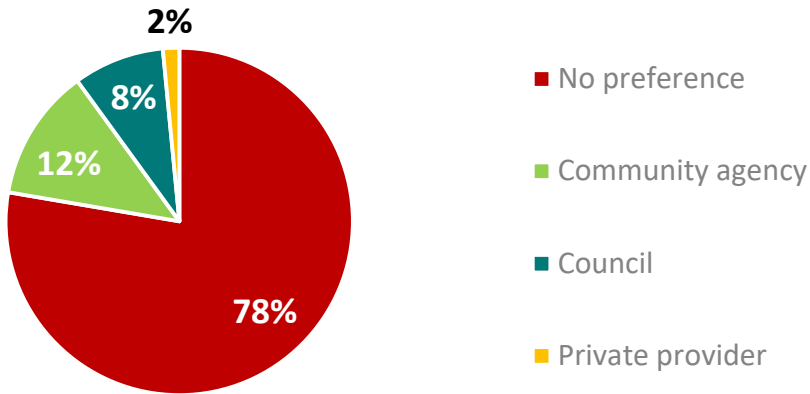
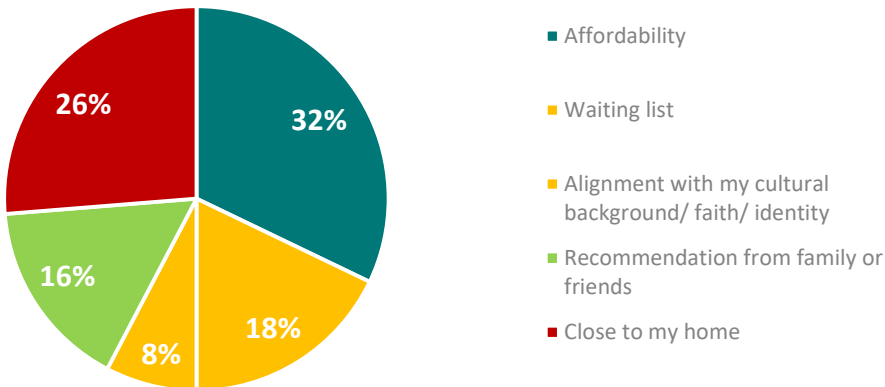
Commonwealth Home Support Program (CHSP) and Home and Community Care for young People (HACC PYP) Services.

This section of the survey was responded to by residents accessing CHSP or HACC PYP funded services provided by Council or other organizations, most of them were Council clients.

- Most respondents (71%) did not have a preference about who delivers the Aged Care services that they access, as long as they meet their needs.
- Most of those who have a preference indicated Council as the preferred provider, and indicated that the quality of Council Services was superior to other providers.
- In some cases, Council clients were slightly more satisfied than non-Council clients.
- Many services providers are selected because they are the only providers that clients know about.

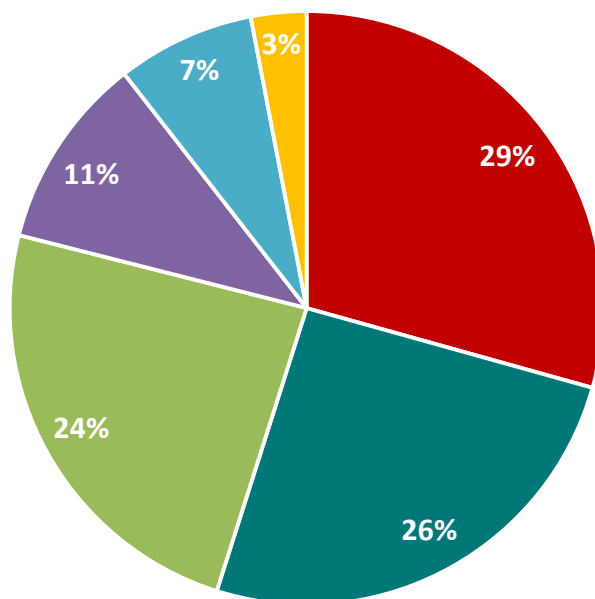
More detailed information about survey responses is outlined below:

Council role survey responses

We asked	You said			
Does it matter to you who provides services	<p>Who should be the provider of aged care services in Wyndham?</p>  <p>■ No preference ■ Community agency ■ Council ■ Private provider</p>			
What is important to you when selecting a provider?	<p>What is important?</p>  <p>■ Affordability ■ Waiting list ■ Alignment with my cultural background/ faith/ identity ■ Recommendation from family or friends ■ Close to my home</p>			
If it's important, which type of agency and why?		Community Agency	Council	Private provider
	Response time	3.7%	7.4%	3.7%
	Cost	33.3%	22.2%	0.0%
	Cultural background	22.2%	3.7%	3.7%
	Total	59.3%	33.3%	7.4%

What do you think should be Councils role in the future

What do you think council priorities should be in the future

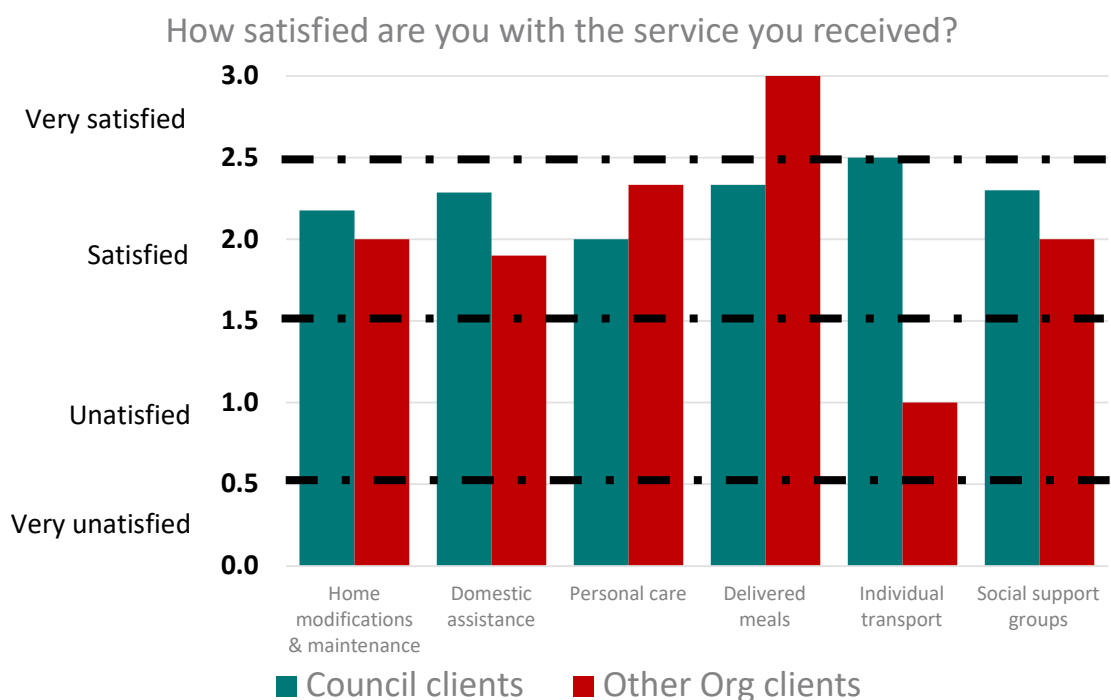


- Help older residents understand the aged care system and help them connect to services
- Support Aged Care Service providers to expand their services across Wyndham
- Provide services to residents that do not have access to services
- Represent residents views to lobby the Federal Government for better aged care funding
- Create awareness of the challenges that older residents face in the community
- Deliver infrastructure for senior groups across the municipality eg Senior exercise park

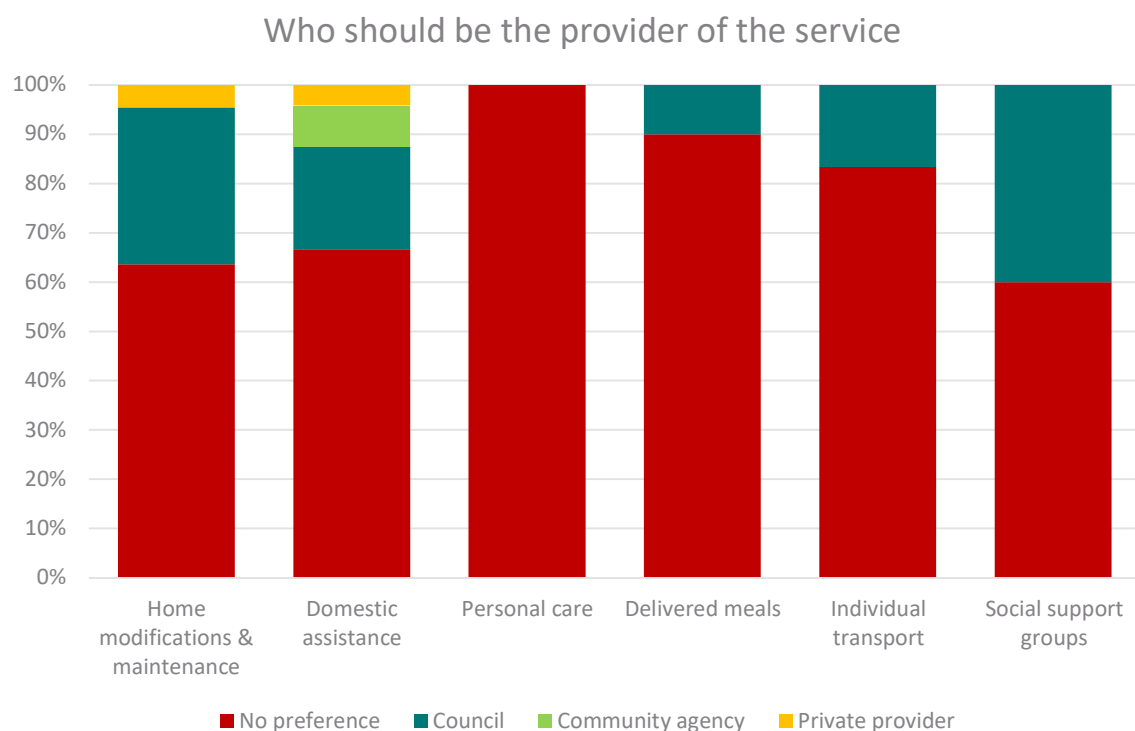
CHSP and HACCP PYP users responses



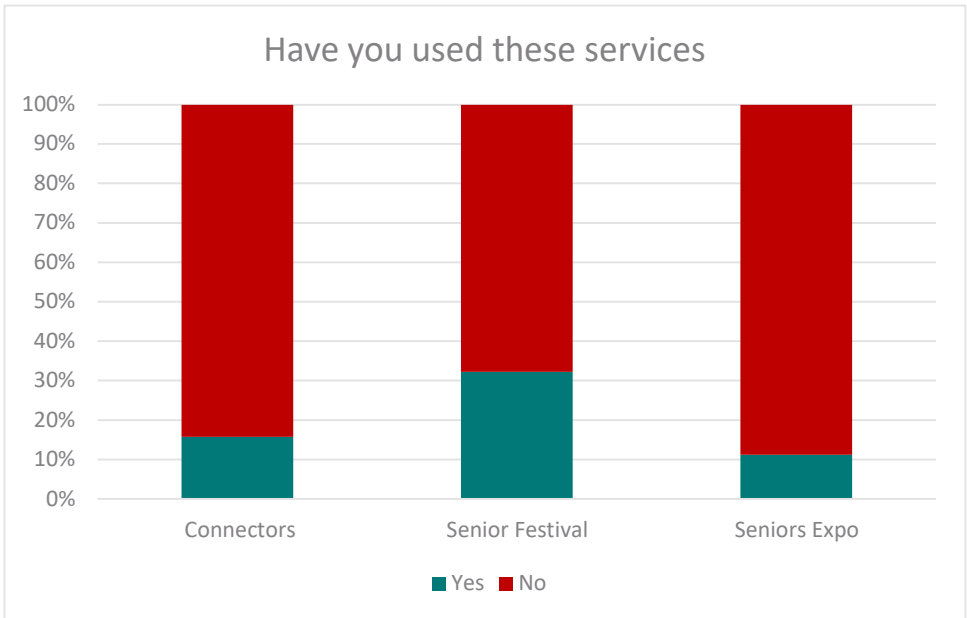
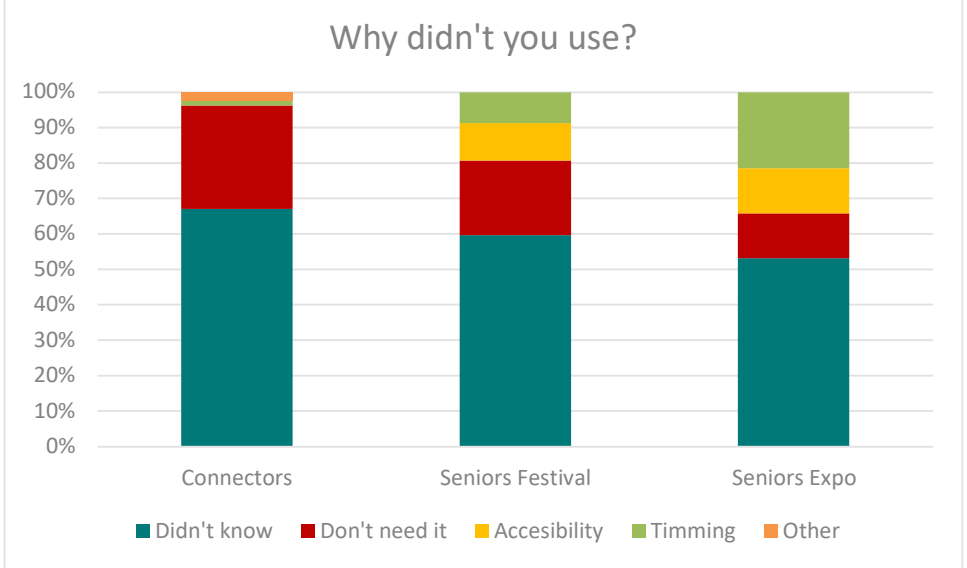
How satisfied are you with the service you received?



Does it matter to you which type of agency delivers a service for you?

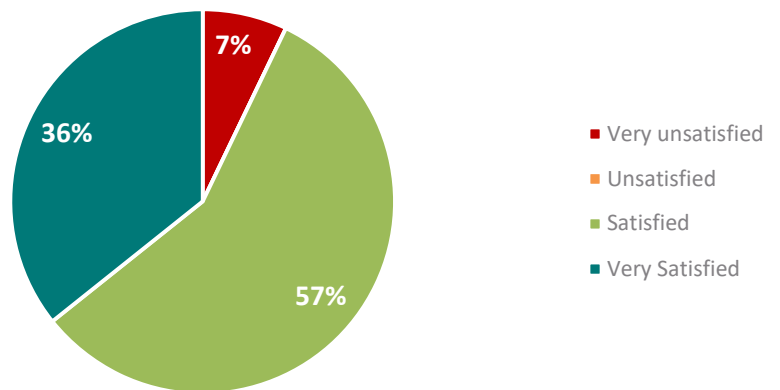


Residents aged 65 and over, about Council designed services.

We asked	You said																								
Participation in Councils services	<div>Have you used these services</div>  <table><thead><tr><th>Service</th><th>Yes (%)</th><th>No (%)</th></tr></thead><tbody><tr><td>Connectors</td><td>15</td><td>85</td></tr><tr><td>Senior Festival</td><td>32</td><td>68</td></tr><tr><td>Seniors Expo</td><td>10</td><td>90</td></tr></tbody></table> <p>■ Yes ■ No</p>	Service	Yes (%)	No (%)	Connectors	15	85	Senior Festival	32	68	Seniors Expo	10	90												
Service	Yes (%)	No (%)																							
Connectors	15	85																							
Senior Festival	32	68																							
Seniors Expo	10	90																							
Why didn't use these services	<div>Why didn't you use?</div>  <table><thead><tr><th>Service</th><th>Didn't know (%)</th><th>Don't need it (%)</th><th>Accessibility (%)</th><th>Timing (%)</th><th>Other (%)</th></tr></thead><tbody><tr><td>Connectors</td><td>65</td><td>25</td><td>0</td><td>0</td><td>10</td></tr><tr><td>Seniors Festival</td><td>58</td><td>20</td><td>10</td><td>12</td><td>0</td></tr><tr><td>Seniors Expo</td><td>52</td><td>12</td><td>10</td><td>26</td><td>0</td></tr></tbody></table> <p>■ Didn't know ■ Don't need it ■ Accessibility ■ Timing ■ Other</p>	Service	Didn't know (%)	Don't need it (%)	Accessibility (%)	Timing (%)	Other (%)	Connectors	65	25	0	0	10	Seniors Festival	58	20	10	12	0	Seniors Expo	52	12	10	26	0
Service	Didn't know (%)	Don't need it (%)	Accessibility (%)	Timing (%)	Other (%)																				
Connectors	65	25	0	0	10																				
Seniors Festival	58	20	10	12	0																				
Seniors Expo	52	12	10	26	0																				

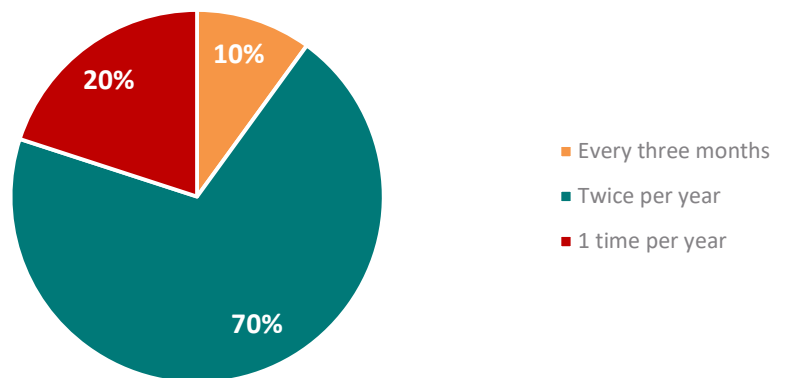
Seniors Festival

Seniors Festival satisfaction



Seniors Expo

Seniors Expo frequency



NEXT STEPS:

Council will use the feedback provided by this consultation to inform the implementation of Council's revised role in Aged Care services.

STAGES OF THE PROJECT

