



Community Services Feedback

Have your say

We are asking residents to have their say on our home based community services from West Wimmera Shire Council. The information collected through this survey will assist us to understand your needs now and into the future.

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 Friday 26 July 2024 to any Council Office, email to council@westwimmera.vic.gov.au or post to PO Box 201 Edenhope Vic 3318.

If completing this on behalf of another person, please ensure responses reflect their current situation. This survey can also be found on Council's website (add link).

1. Where do you reside?

- Edenhope
- Goroke
- Kaniva
- Apsley
- Harrow

2. Do you feel that the services you currently receive are meeting your needs? If not, how could we further support you to meet those needs?

3. Are there things you used to enjoy doing, that you can no longer access? If yes, what sort of things and what would assist you to reengage?

4. Would you attend social support groups such as pop up cafe's, local history tours if they were offered? Do you have any suggestions for social groups?

5. Do staff treat you with respect?

Yes

No

6. Do you get the care and services you need?

Yes

No

7. Do staff know what they are doing?

Yes

No

8. Are you encouraged to do as much as possible for yourself?

Yes

No

9. If you receive meal services, do you like the meal choices or variety of meals offered?

Yes

No

10. Do staff follow up when you raise things with them?

Yes

No

11. Are staff kind and caring?

Yes

No

12. Do you have a say in your services?

Yes

No

13. How likely are you to recommend our aged care services to someone?

Very likely

Likely

Neither likely nor unlikely

Unlikely

Very unlikely

14. What would you say is the best thing about your service?

15. What is one thing you would suggest as an improvement to services?

16. How do you like to receive information about aged care and community services that are available to you?

- Newspaper
- Social media
- Flyers
- Website
- Other (please specify)

17. Has this survey captured your concerns? If not, please provide further information