



Tuart Times Survey 2017

The Tuart Times Survey was posted out to 990 participants with the January edition of *The Tuart Times* and a reply paid envelope.

142 survey forms were returned with feedback being overwhelmingly positive.

Part One

The first set of questions related to *The Tuart Times* newsletter and how important it was to participants in terms of positive outcomes such as social connection; staying informed about Redress and complaints processes; and learning more about aged care and other services and supports in the community.

The first question asked how important *The Tuart Times* newsletter was overall. 102 respondents (72%) said it was 'Very Important' and 39 (27%) said it was 'Important'. The one remaining respondent indicated that it was 'Not Important'.

Participants were then asked to rate the elements of the Newsletter in terms of importance. Over 92% of respondents rated each of the following elements as either 'Very Important' or 'Important':

- *Feeling connected (97.18%)*
- *Hearing about other people and what they're doing (93.57%)*
- *Finding out what events and activities happen at Tuart Place (92.81%)*
- *Staying informed about the Royal Commission, redress schemes and other complaints processes (96.45%)*
- *Seeing photos of people, places and events (97.14%)*
- *Providing information about aged care and other services and support in the community (94.16%)*

The three elements that were marked highest for being 'Very Important' were *Staying informed about the Royal Commission, redress schemes and other complaints processes (70%)*; *Providing information about aged care and other services and support in the community (70%)* and *Feeling connected (61%)*

'Very Important' scores for the other elements were: *Finding out what events and activities happen at Tuart Place (55%)*; *Seeing photos of people, places and events (56%)* and *Hearing about other people and what they're doing (50%)*



72 people wrote comments in the space provided after the question: *Do you have any suggestions or comments about The Tuart Times newsletter?* Over two-thirds of these noted the great work done at Tuart Place and/or expressed thanks for the newsletter or the service in general. *"I find the Tuart Times most informative. Keep up the good work."* *"It's my lifeline; I would love to come one day if I can make it."* *"Thank you for the great newsletter, it really makes me feel connected."* *"It is a valuable method of bringing care leavers to find and share social and educational events."* *"I love the good work you do. I feel a part of it. I feel connected. Thank you."* *"I think you do a great job and you help people feel better about themselves."* A few specific suggestions were received *"more historic photos – family reunions,"* *"maybe some jokes to make us laugh,"* *"it would be great if it came out more often, say every 3 month."* *"...go digital."* One negative comment was received about the newsletter.

Part Two

Two further questions were asked, which related to a new Outreach Phone Contact Service that we would like to implement. The rationale being that there are participants who cannot visit Tuart Place to access face-to-face services due to geographical location, age or ill health who would appreciate receiving support via the phone. Although we currently provide some phone contact, our resources mean that this is fairly limited.

After an explanatory sentence, people were asked: *Do you think it's important that Tuart Place provides a Phone Contact Service.* 116 (94%) out of 123 respondents answered 'Yes'.

They were then asked: *Would you be interested in using a Phone Contact Service?* An optional space was provided for contact details. 64 people (60%) indicated that they would be interested and 56 left contact details.