



Community Member Survey Results

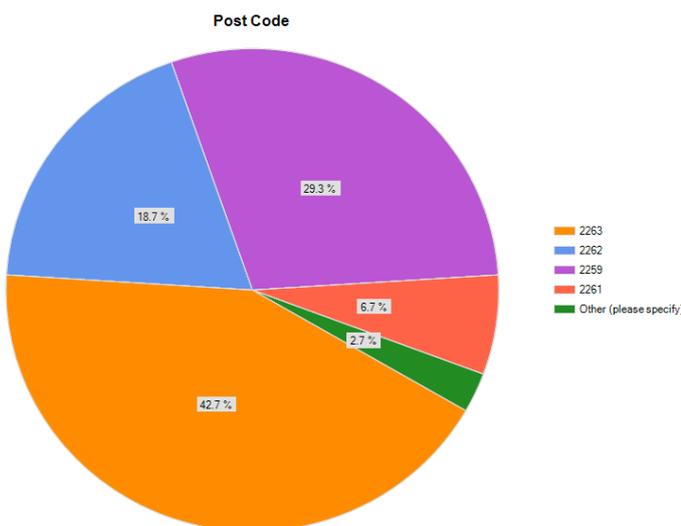
June 2013 – 78 Respondents have completed the survey to date

POST CODE

The largest number of respondents appear to come from our own local community within the 2263 post code area. The next largest group have nominated 2259 as their post code followed by 2262.

We would like to do some more research into the reasons why such a large percentage of people come from outside of our post code area to use our services.

The 2.7% of respondents who nominated other as their post code area, stated that they were from 2258 post code area or had no fixed address.



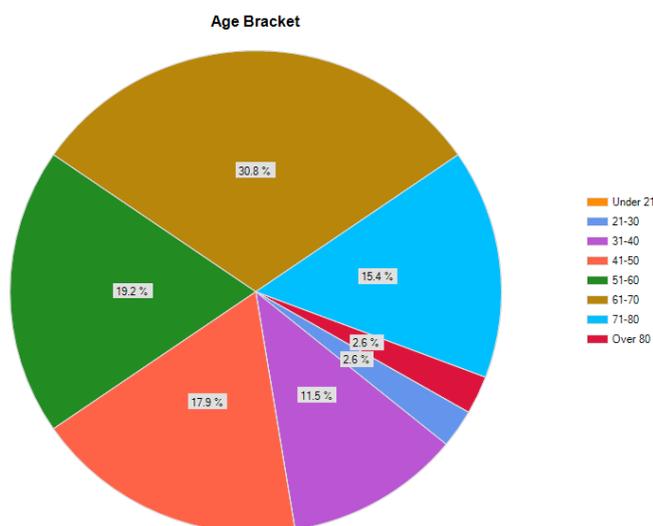
AGE BRACKET

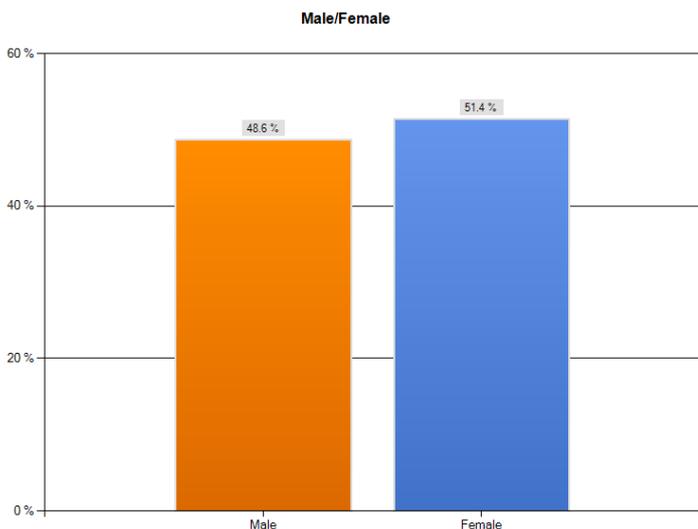
The survey shows that all respondents were over the age of 21 and ranged to over 80 years of age.

The largest group was the 61–70 years age bracket at 30.8%, followed by the 51–60 years age bracket at 19.2% and then 41–50 years.

One of the smaller groups of respondents were from the 31–40 years age bracket, representing those with young families.

We would like to follow up this survey by promoting our services to families with young children in a greater way. We feel that services such as Lakes Food Care could significantly improve the standard of living for young families with single or low incomes.





GENDER

The gender of respondents was split fairly equally with 51.4% indentifying as female and 48.6% indentifying as male.

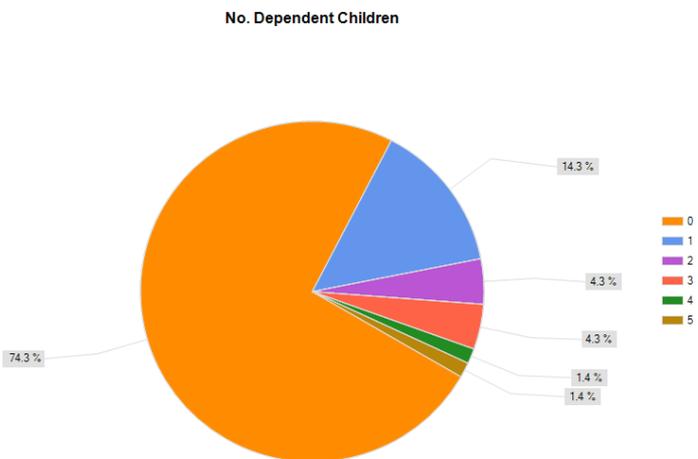
This is a pleasing result as it suggests that our services are reaching both sexes within our community.

DEPENDENT CHILDREN

The survey shows that 74% of respondents have no dependent children. This fits with the earlier age bracket statistics.

The next largest group nominated that they had only one child.

What this shows is that we are, at present, predominantly providing services for families with one child or less. Presumably because of the higher number of people over 50 represented in the survey.



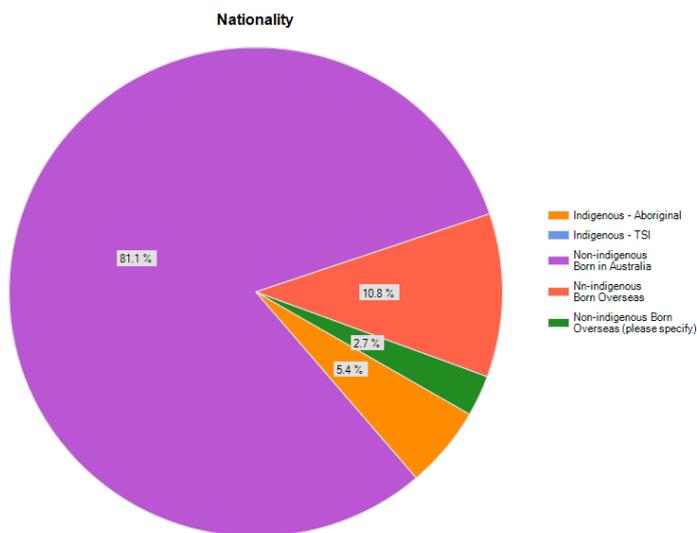
NATIONALITY

A very large proportion of our community members surveyed, identified as Non-Indigenous (Born in Australia). The next largest group with 10.8%, identified as Non-Indigenous (Born Over-seas).

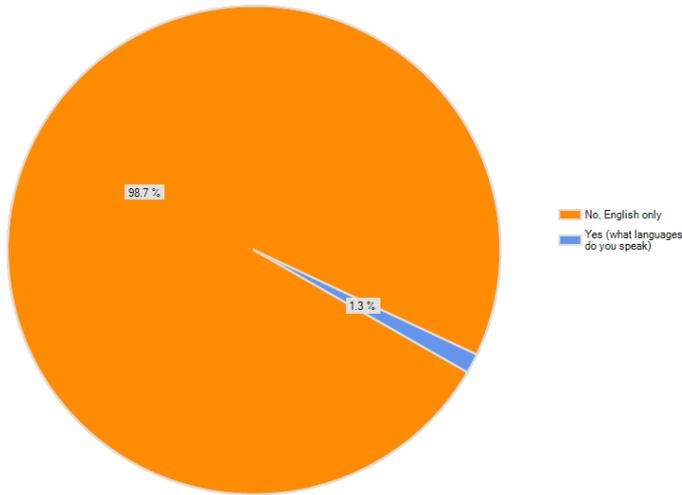
Only 2.7% nominated another country of birth. The 2 countries represented were New Zealand and England.

5.4% identified as Indigenous Aboriginal.

We would like to do more research into the reasons more Indigenous people do not use our services.



Do you speak a language other than English?

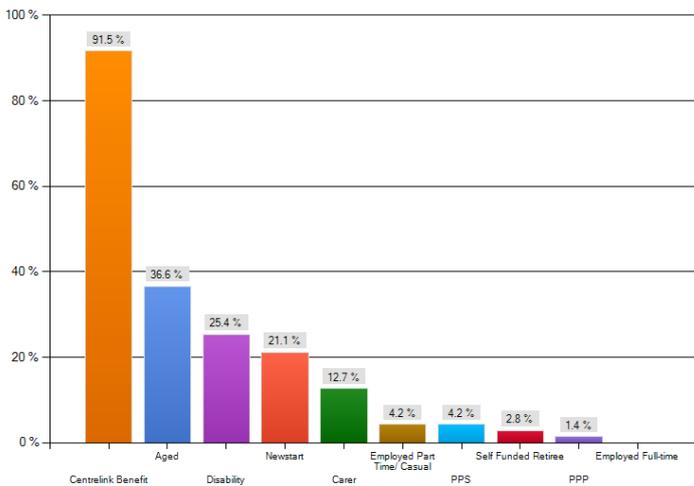


LANGUAGES SPOKEN AT HOME

98.7% nominated English as the only language spoken.

1.3% nominated another language other than English. The language nominated was Japanese.

Your Income



RESPONDENT'S INCOME

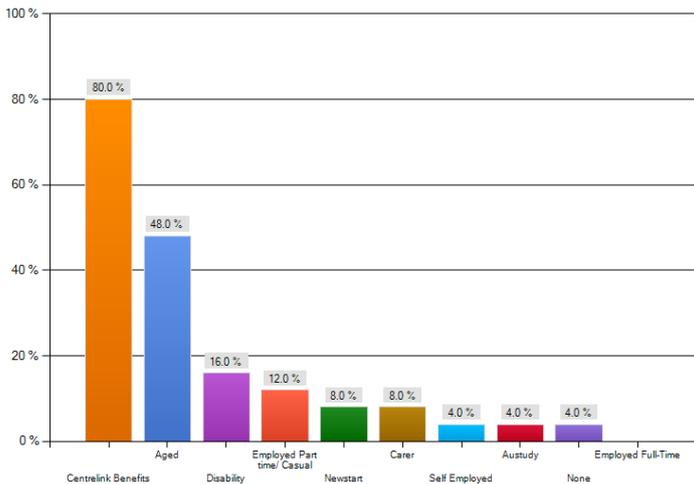
Almost all of respondents nominated their primary source of income as Centrelink benefits.

36.6% nominated Aged Pension as their source of income. 25.4% nominated Disability Pension followed by 21.1% nominating Newstart and 12.7% Carer.

2.8% were self-funded retirees and 4.2% were Employed part-time/casual.

Only 4.2% identified as being in receipt of Parenting Payment Single and 1.4% said they were on Parenting Payment Partnered.

Partners Income?



PARTNER'S INCOME

80% of respondents said their partner was in receipt of Centrelink benefits.

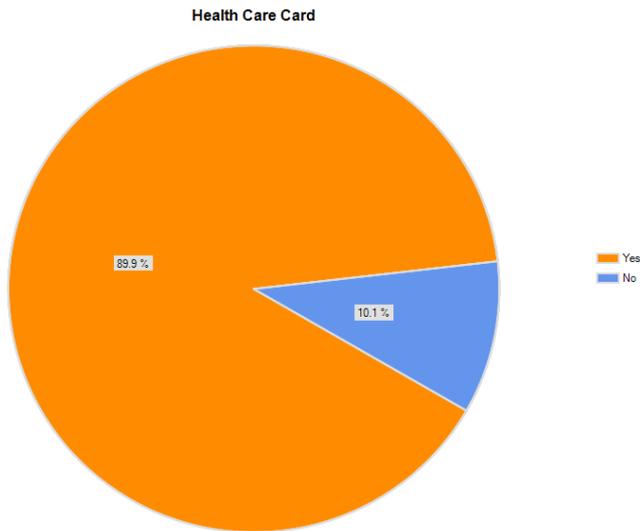
The largest portion nominated Aged Pension at 48%. The next largest was Disability at 16%, followed by Employed part-time/casual at 12%,

Then Newstart and Carer both at 8%, Self-employed, Austudy and No Income shared the lowest percentage at 4%.

None of the respondents nominated Full-time employment, which was to be expected.

HEALTH CARE CARD

89.9% of respondents said they were in possession of a Health Care Card and 10.1% said they were not.



HOUSING

48.6% of respondents said they live in their own home. This is indicative of the large number of our community members who are retired on the Aged Pension.

30% said they are living in Private Rental.

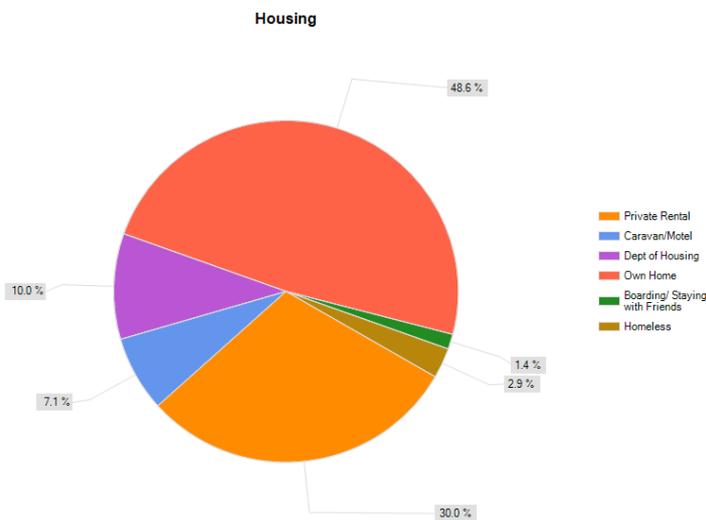
10% nominated Dept. of Housing Accommodation.

7.1% are residing in a caravan park or a motel.

2.9% identified as homeless and 1.4% said they were boarding/staying with friends.

We would be inclined to combine the figures for boarding/staying with friends and caravan/motel with the homeless figures as we recognise that all of these qualify as homeless and are often referred to as the hidden homeless in our community. They total 11.4% of our surveyed community members.

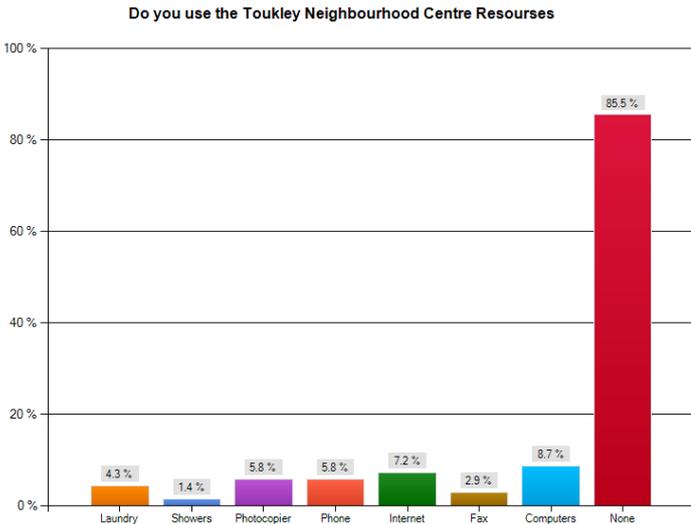
Our next targeted survey will be of our recipients of emergency assistance consisting of food vouchers/parcels, frozen meals, chemist vouchers and fuel vouchers. Perhaps this group of people have been missed in this survey, possibly due to poor literacy skills. Our social worker and volunteers will interview the participants and record their responses.



CENTRE RESOURCES

We have been surprised to note that 85.5% of the community members surveyed said they have never used our centre resources including the phone, fax, photocopier, internet, laundry or showers.

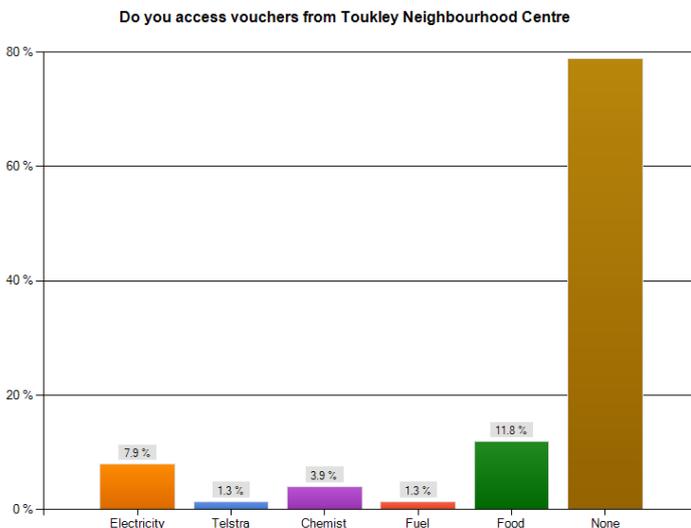
Some respondents said they didn't know these services existed. We will concentrate and advertising campaign through local newsletters and social media to draw attention to these services in the future.



VOUCHERS

Similarly, it surprised us that almost 80% of respondents had not accessed any of our available vouchers.

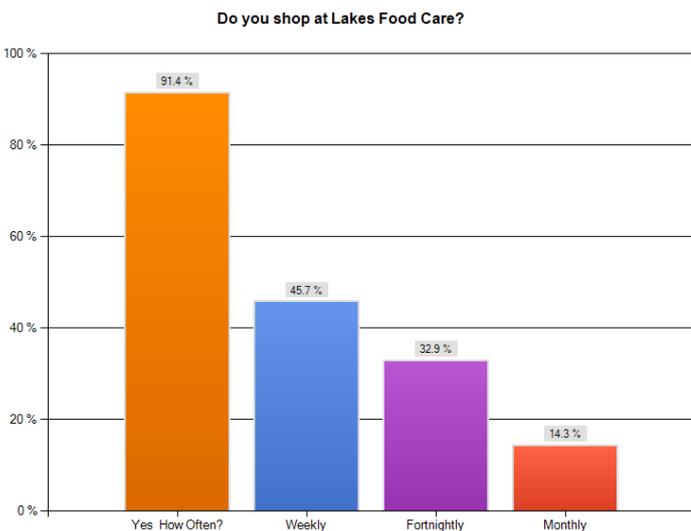
It highlighted that perhaps the recipients of our emergency assistance vouchers have not been surveyed. A conscientious effort will be made to survey these members in the future.



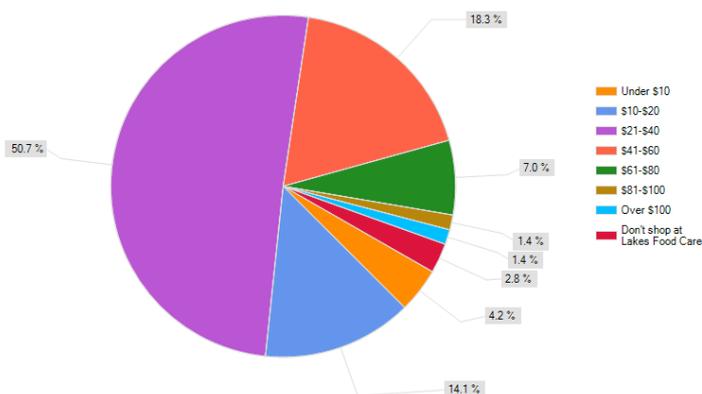
LAKES FOOD CARE

91.4% of the respondents said they shop at Lakes Food Care. This is a pleasing result and would suggest that our efforts to reduce the cost of groceries for our community members is proving a success.

45.7% of respondents said they shop weekly while 32.9% nominated Fortnightly shopping and 14.3% nominated Monthly shopping.



How much do you usually spend at Lakes Food Care?



TYPICAL SPEND AT LAKES FOOD CARE

When asked how much money our community members typically spend at Lakes Food Care, 50.7% said they would spend \$21 - \$40 in one shopping trip.

18.3% said \$41 - \$60.

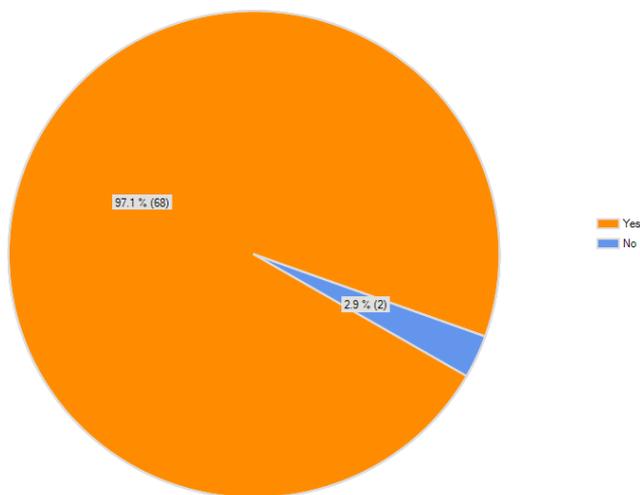
14.1% said \$10 - \$20.

7% said \$61 - \$80.

Only 2.8% nominated over \$81 and 4.2% under \$10.

2.8% said they had never shopped at Lakes Food Care. The reason stated for this; it was their first time using TNC services.

I would recommend Toukley Neighbourhood Centre to a friend



RECOMMENDATIONS

The large majority said they would recommend TNC to a friend.

Suggestions for improvements included:

- Cheaper prices at Lakes Food Care
- Bigger range of everyday items at Lakes Food Care
- A choice of meals at Community Café
- Activities such as Bingo at Community Café

Most people said they were happy with the way TNC already offers services and that they enjoyed visiting TNC and its staff and volunteers.

The staff and management committee will be analysing and addressing all the issues raised in this survey over the coming months.

INVITATION TO COMMENT ON THESE RESULTS

We would like to thank all the participants in the survey for their input and invite you to join the discussions on our facebook page and group. You may also contact us at the office in Heador St Toukley; by phone 02 4396 1555, during opening hours Mon – Fri, 9am – 3pm or via email at admin@tnc.org.au or on our website www.tnc.org.au, to comment on these results.