

LIVING WELL 2021 SURVEY

Results Report

20/08/2021



Survey Results Report

Survey conducted: October – December 2020

**Prepared by: District Council of Tumby Bay,
Living Well Advisory Committee**

Prepared for: Office for Ageing Well – SA Health

The Living Well Survey 2021 was conducted by District Council of Tumby Bay to gauge the liveability of its local government area, from the opinions of local residents on various subjects.

EXECUTIVE SUMMARY

The District Council of Tumby Bay Living Well Survey 2021 was conducted over 3 months in 2020, delivered both online and in paper form.

It asked residents of the local government area about many facets of their life within it, from technology and communications to health requirements, and local facilities to mental health during the COVID pandemic.

The data collected is now available publicly and it is hoped to paint an overall picture of liveability within the district at this time. It is also a great resource and reference to the Council's elected members and staff as opportunities for projects and facility and service upgrades are considered.

SURVEY OBJECTIVES

One of the main objectives of the District Council of Tumby Bay's Living Well project (formerly named Ageing Well), funded during 2020-2021 by the Office for Ageing, was to undertake community engagement to understand residents' priorities and needs in order to "live well" at any age and with any ability.

To this end, the Living Well committee designed a comprehensive survey to collect definitive data that would illustrate what is important to residents in improving quality of life in the district and within the main townships of Tumby Bay and Port Neill.

PARTICIPANTS

Anyone living within the District Council of Tumby Bay local government area were invited to partake in the survey. An impressive 137 survey responses were received during that time.

This was a very satisfactory result, with these responses representing more than 5% of the district's 2,610 population.

METHODOLOGY

The survey was conducted using SurveyMonkey software, generating both an online form (used by 47% of respondents) and a printed/hard copy form (used by 53% of respondents). The hard copy versions collected were manually entered into the SurveyMonkey platform.

DATA COLLECTED

Forms of data collected included:

- *Qualitative*: Qualitative data including participant comments.
- *Quantitative*: Quantitative data including card sort and category ranking metrics as well as general frequency of similar terms used.

RESULTING ACTIONS

1. This report will be submitted to the Office for Ageing Well – SA Health, to the District Council of Tumby Bay, to other relevant local health authorities, to the public.
2. Feedback will be sought from health authorities on the health and health services related data, in context with other similar survey and data sources within the Eyre Peninsula region. Further analysis of health-related data within this survey may then be provided within the Living Well Project Final Report.

MAJOR FINDINGS SUMMARY

Of particular interest are learnings on:

1. The community's experience and apparent resilience during the advent of the COVID19 pandemic;
2. Rates of technological capacity and the need for increasing digital literacy;
3. Definitive data on the high proportion of transport devices such as gophers.

1. Residents are proud, in general, of how their community, including health authorities, residents and business, has adapted to the ever-changing requirements and environment since the COVID19 pandemic began.

In Question 30, 33 respondents (23%) specifically commented that the local community (including health authorities, residents and business) had done a great job to this end.

In Question 31, it was pleasing to note most people said they had coped well with the changes forced by the pandemic, some citing the fortune of the Eyre Peninsula region and it having managed to stay COVID free.

However, there is a definite thread of tension and mental/emotional/psychological burden, as is being well documented across the country and the world. Respondents mentioned the need for psychological support, the mental strain of social isolation, and even tension built between groups/individuals when it is seen/perceived that some flout legal/health directives.

2. There is a need for publicly available education to improve digital literacy.

While it is not an overwhelming majority, it is significant in an age when so many essential, day to day practices now require online or technology driven operations, that 21% responding to Question 15 said they were learning to be more tech savvy or were not tech savvy but would like to be – and that 14% were not and not interested in being tech savvy.

And more alarmingly, 40% of respondents said they needed help with technological devices such as smart phones, tablets, computers and online services.

Question 17 captured that the large majority had access to internet, so this was not necessarily the barrier to digital literacy for most people, but it is more likely there is simply a lack of education.

3. The district has a significant proportion of residents who use gophers and scooters.

If 10% of respondents use gophers and 3% use scooters is applied against its population, there are 339 gophers and scooters being used within the district. This is a significant number of this kind of vehicle and should illustrate the importance of any projects, works and upgrades undertaken by Council or other parties being appropriate to the requirements of such devices.

This data validates the need for the first accessibility audit of the Tumby Bay township's streetscapes and council owned buildings, that was undertaken by the Living Well project. The Living Well project will advocate for further accessibility audits such as one in the Port Neill township.

RESULTS

The results are broken out by category and listed by question.

Question 1 – What is your age?

The majority of respondents were aged 51-75 years of age (39%), with good representation from ages 26-50 (26%) and 76-90 (28%). Only 2% of respondents were under 17, between 18-25, or over 91.

Question 2 – How many people in your household are in these age categories?

In terms of age groups in households, unsurprisingly, people aged 61-64, 65-75, 76-90 and 90+ were not living in households of more than 2. Households of 3, 4 and 5 or more people represented age groups of 26-50, 0-10 and 11-17.

Question 3 – Where do you live?

The majority of respondents live in Tumby Bay (83%), with 7% in Port Neill, 5% living rurally, 2% in Ungarra township, and 2% in Lipson.

Question 4 – Which township do you most use as your service centre, eg. For shopping, school, work, social?

Tumby Bay is the township used by most respondents (93%) as their service centre, and for 7% Port Neill is their service centre.

Communication and Technology

Question 5 – How do you prefer to be communicated with?

Email was the most popular choice of communication method for 50% of respondents, closely followed by letter in the post (40%). Phone calls were best for 31%, 27% preferred a text message, while 15% like to be communicated with via social media, or a visit in person (10%).

Question 6 – How do you access the Tumby Bay Council & Community News?

The free local community newsletter for the district council area is accessed by most respondents at Tumby Bay Foodland (43%), or Neindorf's IGA (21%), while 8% receive it via email. Some respondents commented that they read it via the council website or Facebook page.

Question 7 – What would you like to see more or less of in the Community News?

About 15% of respondents were happy with it as is, while 34% said they would like to see more of various items, including: "positive stories of community spirit", "information about council meetings",

“community news”, “local happenings”, “community service advice”, “local classifieds”, “news for young people”, information on local businesses, events, and activities.

Question 8 – Do you think local businesses and community groups should be able to access paid advertising in the Community News?

Most respondents (85%) said yes, 15% said no.

Comments included:

“Keep it as news”, “not large in your face advertisements”, “we get enough advertising without having it in the Council Newsletter. I would stop reading it because it would be inundated with ads.”

“Free flowing information from community groups and businesses is encouraging for all community members. Businesses support community groups financially in many ways, so a little advertising or news from them in the community news is a way of the whole community thanking them for their support. This would help keep loyalties within the district.”

“As we don’t have a local newspaper, then yes,” “this could assist these groups to get important information out there and to get events advertised,” “good to be able to know of local businesses,” “as a business owner I would put a paid ad in”, “it would assist with the ongoing costs involved in preparing and distributing the Community News.”

Question 9 – Which age groups will benefit from development of these areas in your township?

Most respondents (above 51%) thought development of childcare would most benefit the age group of 26-50, closely followed by age groups of 0-12 and 19-25; and that development of employment would most benefit the age groups of 19-25 (50% respondents), 26-50 (55%) and 51-75 (35%).

Respondents thought development of accessibility would most benefit all ages (76%) and specifically ages 76-90 (25%) and 51-75 (21%).

A majority said all ages would benefit from development of events (82%), infrastructure (85%), public/community transport (75%), and tourism promotion (75%).

Question 10 – On a scale of 1-5, how easy is it for you to get around in your community?

A majority of 52% rated their community as easy to get around with a 5/5, 20% rated their community 4/5, 16% 3/5, 6% 2/5 and 5% rated their community only 1/5.

Question 11 – How do you get around?

Unsurprisingly 88% of respondents said they get around driving a vehicle.

However, it is pleasing from a community health perspective to note 70% of respondents reported they walk to get around and 32% ride a bicycle.

Meanwhile it is interesting data that almost 10% of respondents drive a gopher and 3% a scooter. This is a relatively high proportion of gophers and scooters. Combined, this percentage would equate to 339 gophers/scooters within the council district.

Some respondents offered comments:

“Due to many footpaths in need of repair, it is very hard to walk anywhere”

“Family drive me. Footpaths are no good.”

“Walk with a pram, with small child walking or riding alongside.”

“Hitch a ride – volunteered to Port Lincoln for swimming exercises.”

“Boat/kayak along the coast.”

Question 12 – Do you use public/community transport? Tick as many as applicable

The majority of respondents (73%) don't use any of the services listed in this question including the Red Cross car, the Tumby Bay community bus or Port Neill community bus.

Of those who do use the services, 17% use the Tumby Bay bus, 9% use the Red Cross car, and 4% use the Port Neill bus – which seem to be in fair proportion to the populations in the relative areas.

Just over 6% said they were not aware of these services – which tells us there is work to do in promotion of these services.

Comments included:

“Wouldn't it be great if more car pooling could take place?”

“I have difficulty using steps”

“These services are not offered in Ungarra”

“They must be retained – one day we will all need them!”

Question 13 – What could be improved to make it easier to get around?

Just over 70% of respondents said improved footpath safety would make it easier to get around, closely followed by tracks for bikes/prams/personal vehicles (53%), walking trails (46%), designated pathways for most used routes (44%), and all access parking (28%). Only 23% believed signage would help.

Comments included:

Footpaths –

“All streets should have one paved footpath with no trees,”

“Safer to walk on the street – footpaths are too uneven”

“Footpaths badly need doing”

“Our roads in Port Neill are a disgrace, as well as no footpaths. A good potential sealed walk - would like to see Back Beach roads (all unmade) sealed, along side road past golf course, then right back up to school. Hundreds of people walk, run, push prams. I use it daily and call it Port Neill loop.”

“Do away with pebbled paths. My wife had a fall on a pebbled path and broke her arm.”

Gophers and walkers -

“There is a great need for a ramp or such in front of the post office, one car width with access of gopher next to it. People with walkers alighting from cars would find this very helpful. The gutter from Neindorfs footpath is very steep/deep.”

“Some street crossings seem to be in the wrong spot for people with gophers and walking aids.”

Parking –

“disability parking in front of Post Office, Banksa, West Coast Home Care, Foodland,”

“disabled parking near Post Office and Foodland,”

“disabled car parking in high use areas,”

“placement of disabled parking in front of Foodland in place of ‘first come’ parking. Some residents are experiencing difficulty walking and are forced to park a long way away while able bodied people take up the convenient car parking spaces.”

Strategic development –

“sound forward planning for increase in town population, and seasonal visitor influx.”

“Handicapped parking needed in our CBD at least. Strategic pedestrian crossings in CBD.”

Question 14 – What services do you travel out of Tumby Bay or Port Neill for?

66% per cent travel out of Tumby or Port Neill for professional services (eg legal or business), and 59% for medical or health reasons, 45% for general shopping and 33% for groceries. Smaller percentages of 24% travelled for hardware/industrial needs, 20% for pharmacy.

24% also travelled for other reasons, specified in comments to include: social, specialist medical, social, government departments, banking, swimming lessons, work.

Question 15 – How “tech savvy” are you?

The vast majority of respondents said they were “a confident tech user” – 32%, or “tech savvy but have more to learn” – 33%.

13% said they were learning to be more tech savvy, 8% said they were not tech savvy but would like to be.

14% said they were “not at all tech savvy and not interested.”

Question 16 – Do you need help to use the following (computer, smart phone or tablet, Facebook or social media, online services, shopping online)?

60% of respondents skipped this question, indicating they do not need help with these things. Of the 40% that answered, 63% need help with a smart phone or tablet, 50% with computer and online services, 38% with Facebook or social media, and 31% with shopping online.

Question 17 – How do you connect to the internet?

85% said they had an internet service at their home, 9% did not but said they didn't need it, 6% use the Tumby Bay free wifi service, 2% use free internet at the library, and 3% said they didn't have internet but did need it.

Question 18 – Which social or community activities is your household involved in?

58% are involved in sport, 40% volunteering/emergency services, 34% church, 33% friends groups, 21% fitness groups, 17% women's groups, 16% arts/crafts, 12% playgroup/kids, 11% men's groups, 5% environment groups.

20% were involved in other things, noted in comments to include: health promotion groups, dancing, fishing, boating, watersports.

Question 19 – How important is it for your household to have access to the following health services as close to home as possible?

Most respondents said it was extremely important to have these services close to home: Ambulance (75% of respondents); GP (71%); Aged Care (48%); Mental health services (44%).

The most response in the category of which services were not important to be close was 50% respondents saying it was not important to have Alcohol and Drug Programs close by.

Meanwhile, some other services saw a fair spread in the importance placed on them by respondents – for example, 31% said School Dental was extremely important and 37% said it was not important; and 29% said Disability Support was extremely important while 30% said it was not important.

Comments included: that Dental for all ages should be available locally; Exercise classes by qualified physio/trainer; public swimming pool.

Question 20 – In the past 12 months, where has your household accessed the majority of its health services?

Firstly, the services most respondents said they were unable to access included: Occupational Therapist (29%), Mental Health Related (26%), Disability Support (21%), Podiatrist (19%), and Dietitian (10%).

Services respondents had to travel to Whyalla for included: Eyesight Related (9%) and Mental Health Related (2%).

Services accessed in Port Lincoln were: Dentist (by 85% of respondents), Eyesight (83%), Chiropractor (80%), Hearing (72%), Massage (46%), Disability Support (46%), Mental Health (44%) and Occupational Therapist (38%).

Services accessed in Tumby Bay were: GP (95% of respondents), Gym/Fitness (71%), Dietitian (69%), Yoga/Pilates (61%), Massage (60%), Podiatrist (52%), Physiotherapist (46%).

Perhaps proportionately to population spread, there were much lower rates of respondents reporting they accessed health services in Port Neill (0-1%), but 13% of respondents said they accessed Yoga/Pilates there, 9% accessed Gym/Fitness, 5% accessed Occupational Therapist and 4% Disability Support.

Comments included: Podiatrist is unavailable; Need more Remedial Massage services locally; Aquatic Exercise accessed in Port Lincoln; Some services are accessed online.

Question 21 – Which health services would your household like to be able to access and where?

Unsurprisingly, between 73% and 95% respectively of respondents wanted to access health services of various kinds in Tumby Bay.

10% of respondents wanted to access Yoga/Pilates in Port Neill, Gym/Fitness 8%, Disability Support 4%, Massage 3%, Occupational Therapist 2%.

Comments included:

Swimming Pool Therapy – would council consider a swimming pool in Tumby Bay, as the closest is Cummins or Port Lincoln. A lot of mature age people would benefit from having one in their municipality.

Question 22 – Please rate the importance of accessing the following specialist services as close to home as possible.

Respondents placed most importance on Oncology as close to home as possible with 44% saying this was Extremely Important and Very Important 27%.

Cardiology was Extremely Important to 36% and Very Important to 31%.

Geriatric services was Extremely Important to 27% and Very Important to 30%.

An average of 30% respondents said Ophthalmology (eyesight) services were Moderately, Very and Extremely Important, and an average of 25% for Orthopaedics.

Question 23 – Has your household been unable to access any health services, including specialists, in the past 12 months? If so, please explain which services and why?

Of the 34 respondents who answered yes to this question, 6 (or 17%) said they were unable to access podiatry; 3 COVID related services; 3 mental health and 1 crisis mental health/suicidal help; 2 orthopaedic; 2 paediatrics/child specific; 2 physiotherapy locally.

One respondent each mentioned: sleep specialist; massage; respiratory; ENT (ear, nose, throat); dietitian; geriatric.

Question 24 – In the past 12 months has your household received any health or support services at home?

Of the respondents who had received services at home: 60% had Cleaning services; 36% Gardening; 36% Toe Nail Cutting; 34% Occupational Therapist; 31% Community Nurse; 26% Podiatry and Meals On Wheels; 18% Transport; 11% Personal Care eg Showering and Other.

Question 25 – If your household does not already receive these services, please estimate when it is likely to need them?

The overwhelming majority of respondents were not sure when they would need these services. However, 18% needed help now with Toe Nail Cutting; 14% Gardening and 12% Podiatry. The same services were also anticipated to be needed within 2-5 years by 9-10% of respondents.

Question 26 – Where would your household prefer to access these hospital services?

85% of respondents wanted to access Accident and Emergency Services at Tumby Bay Hospital, 81% Out-Patient and 75% In-Patient.

Only 2% wanted Accident and Emergency at Port Lincoln, 3% In-Patient and 4% Out-Patient.

No respondents recorded wanting to access hospital services at Whyalla, and only 2% for Accident and Emergency at Adelaide, and less than 1% for In or Out Patient Services at Adelaide.

10-20% of respondents said for these services it depended on the situation.

Question 27 – Where do you see gaps in health and support services for our younger residents?

For the 0-12 year age group, respondents said gaps were in services of Counselling (according to 50% of respondents), Mental Health and Fitness (52%).

For 13-18 years of age the gaps were in: Counselling (89%); Suicide Prevention (86%), Mental Health (85%), Diet (77%) and Fitness (74%).

For 19-25 years of age the gaps were in: Mental Health (89%); Suicide Prevention (86%), Counselling (82%), Alcohol and Drug Programs (81%).

Comments included: Programs against obesity for young people; All these fall short for our community's current needs; obstetrics.

Question 28 – Do you see a need for respite services to give a break to people who care for family members or friends? If yes, where?

Respite services were needed at Tumby Bay according to 67% respondents, and at Port Neill – 5%.

Comments include:

Tumby Bay, Port Neill and Port Lincoln need this service – especially in the foster system for those families who do not have immediate family help;

there is a greater need for respite, but very important to access close to home so they can be visited by loved ones;

all areas should be able to access this where needed;

occasional respite care would be welcome for people in the foster care system.

Question 29 – If anyone in your household has a neurological movement disorder eg Parkinsons, where do they have to travel for support?

This question was applicable to 25% of respondents. 11% said they had to travel to Adelaide, 5% other, 4% Tumby Bay, 4% Port Neill, 1% Whyalla.

Question 30 – COVID is here to stay. From your experience this year, how should our local communities adapt and change to better support their residents?

Among the 79 written responses, the majority were:

Overall, good job done by community/authorities/business	33 respondents
Need to promote connection while adhering to rules; Eg. looking after each other especially vulnerable people	9
Better flow of information in local communities	2
Creative response to continue events/projects	2
Provide/promote local vaccination	2
Make more services available in local areas so less travel required	2
Local COVID testing	1
Financial support local community/sporting groups	1

Question 31 – How have you personally coped with everything that has changed in 2020?

Of the 101 responses to this question, 29 said they coped ok, good or fine, 25 said fairly well, very well or easily; 9 said “yes I coped”; 7 said they coped poorly or its been difficult; and 2 said they had adapted.

Other comments: “Need psychological support. Developed an auto-immune condition.”

“Stressed at the beginning but learned to adapt and cope as the EP stayed virtually COVID free.”

“Physically well – garden looks great. Mentally – miss family and social outings and fitness.”

“I get quite angry that some put our community at risk by holding meetings when gatherings were not supposed to be held. Fortunately, we escaped without an outbreak, but it could have been a very different story, especially since many of those who attended chose not to isolate when told to.”

Question 32 – Is COVID likely to affect whether you attend local events and gatherings in future, eg Australia Day, ANZAC Day, markets?

21% of respondents said yes, but a majority of respondents said it depended on the risk at the time (70%).

Question 33 – How important are the following factors in deciding where you will live after you turn 65 or continue to live if you’re already over 65?

The top 5 factors that respondents said were extremely important were: Medical service within 20km (57%); Hospital within 20km (56%); Health of household members (49%); Suitability of Current Home (45%); and Closeness to family/Other Support Networks (44%).

Least important were volunteer commitments and caring for grandchildren or other family members.