

Yackandandah Health has developed a visionary master plan and recently invested in the Medical Centre and Little Yacks Childcare Centre, with work starting soon on the Care Sanctuary.

This, and the opening last year of our new aged care rooms and apartments, present some exciting opportunities for the community and we would like your input to shape our plans and our communication about Yackandandah Health.

Thank you for taking part in this Survey.

Annette Nuck – CEO

<https://www.surveymonkey.com/r/YHCommunity>

COMMUNITY SURVEY - AWARENESS

1. Before today, were you aware of Yackandandah Health?

(please tick your preference)

- No
- Yes – please tell us how you describe Yackandandah Health?

2. Before today were you aware that Yackandandah Health offers residential aged care, one-bedroom apartments, a Medical Centre with two doctors and a midwifery service, allied health services and a Childcare Centre?

(please tick)

- Yes
- No
- I knew of some of these.

COMMENT: Please tell us which services you were not aware of or would like more information about.

3. **Yackandandah Health is a community owned organisation.
What do you understand this statement to mean?**

4. **Are you aware of any funding Yackandandah Health receives from Government?**

(please tick)

- Yes
 Not sure
 No

If yes, please tell us where you think Yackandandah Health receives funding from.

5. **Did you attend the Community Celebration or international speaker event Yack Health hosted last November?**

(please tick)

- Yes
 No

COMMENT: Please give us your evaluation of the event/s you attended.

- 6. Part of our Master Plan is to develop a small, eco-friendly village on our site. This will provide homes to people of all ages, as part of our intergenerational model of service. We are interested in your thoughts and comments.**

Comment:

COMMUNITY SURVEY – CURRENT SERVICES

- 7. If you are a resident or a family member of a resident at Yack Health, please provide us with any feedback about our residential aged care service or apartments.**

Comment:

- 8. Have you visited our Medical Centre in the past twelve months?**

- Yes
- No

If you answered yes, please provide us with feedback.

9. Have you used any of the following Allied Health services in the past twelve months?

(please tick all that apply)

- Podiatry
- Physiotherapy
- Bowen Therapy
- Chiropractor
- Pathology
- No, I have not used any of these services.

10. If you have used any of these services, please provide us with feedback.

COMMENT:

11. Have you used the Childcare Centre since it re-opened in January?

- Yes
- No

If you answered yes, please ask for the detailed Parent / Guardian Survey Little Yacks is now conducting.

12. If you have a question about any of our services, please ask it here. If you would like a personal response, please include your name and contact details.

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COMMUNITY SURVEY – COMMUNICATION

13. Where do you seek information about Yackandandah Health?

- Newsletter
- Yackity Yak
- Email
- Facebook
- Yackandandah Health Website
- Community Noticeboards
- Mail
- Letterbox Flyer
- Events
- Other (please specify)

14. How do you prefer to receive information about Yackandandah Health?

- Newsletter
- Yackity Yak
- Email
- Facebook
- Yackandandah Health Website
- Community Noticeboards
- Mail
- Letterbox Flyer
- Events
- Other (please specify)

15. If you receive communication from Yackandandah Health, how satisfied are you with the information you receive?

(Please indicate your rating by circling – 1 star being poor & 5 stars being excellent)



Please tell us why you gave this rating.

COMMUNITY SURVEY – WEBSITE

16. Have you visited the Yackandandah Health website in the past twelve months?

- Yes
- No

17. If you answered NO to question 16, please tell us more about why you don't use the website.

(please tick)

- Not aware of it
- Can't find what I need there
- Poor internet coverage
- Don't have a computer / not confident on a computer
- Other *(please specify)*

18. What do you look for on the website?

19. Are you:

- A Yackandandah Health member
- A family member of a resident
- A staff member
- A current volunteer
- A parent of a Little Yack
- A general practice patient
- Other? *(please specify)*

If you answered A Yackandandah Health member to question 19, please complete these two questions regarding membership.

COMMUNITY SURVEY – MEMBERS

20. Members

How long have you been a member of Yackandandah Health?

- Less than one year
- Less than two years
- Two to five years
- Five to ten years
- Ten to twenty years
- More than twenty years

21. Please provide feedback and suggestions on how we can better serve our members.

COMMUNITY SURVEY – ABOUT YOU

22. What is your age?

- Under 18
- 19 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 to 69
- 70 to 79
- 80 plus

23. If you, or someone you know, may be interested in any of Yack Health's Services, would you like to be added to our mail list?

- Yes
- No

If you answered Yes, please provide your name and email address.

Name:

Email:

24. If your contact details have changed since last time we were in touch, please update your details below.

COMMUNITY SURVEY - THANK YOU

Thank you for taking part in this survey.

Your feedback and that of others will be compiled and help inform Yackandandah Health's future plans and communications.

We are offering two prizes for taking part in this survey

- First prize \$50 YCDCo petrol voucher
- Second prize movie tickets for two adults.

If you would like to go into the draw for these, please provide your name and contact details below. Winners will be drawn at random.