

TALK ABOUT

WHAT WE HEARD

TALK ABOUT is a way for Darling Downs and West Moreton PHN to ask you about your experience with health care in your community.

A fast-paced healthcare environment like the one we live in now can bring changes to the way our community accesses care. With this in mind, we revisited the 2020 topic: **CARE FOR OLDER AUSTRALIANS**.

From 25 April until 5 June 2022, we asked you to 'talk about' your experiences with services that provide **CARE FOR OLDER AUSTRALIANS** in our region.

We received responses from...



101 carers and community members



31 health professionals



52 community members including hosts were also consulted through kitchen table events.

This is WHAT WE HEARD...

Overall, you gave your experience with **CARE FOR OLDER AUSTRALIANS** services a score of **4.8 out of 10** compared to **5.9 out of 10 in 2020**.

About **7 out of 10** respondents would like service providers to come to you because of mobility and disability issues.

What you thought worked well



You continued to mention you preferred services that:

- are efficient, reassuring, and very caring
- help you make decisions about your health
- make you feel safe and secure at your home.

You continued to acknowledge services for their:

- professionalism and friendliness
- understanding of cultural care needs
- assistance with reminders and follow up appointments
- effective teamwork in reducing waiting time and making services better accessible
- efficient use of telehealth during the COVID-19 lockdown.

What you thought could be done better



You would like to see more:

- community awareness programs for care in the home
- support in social and community activities to keep healthy
- interaction with family, friends, and other older adults.

You also suggested:

- telehealth to continue and after-hours services for remote and rural areas
- more providers of home care services
- more trained health professionals, and pay increase for the aged care workforce
- increase access to mental health services, especially for people with chronic conditions
- more accessible, comfortable, and reliable transport services.

Thank you to everyone who contributed to our survey!
We look forward to hearing from you on our next topics.