

Subiaco's support services get the thumbs up

The City of Subiaco has upgraded its fortnightly shopping bus services to better cater to people in wheelchairs and wheelie walkers (rolling walking frames), in response to feedback from a recent survey of its Home and Community Care (HACC) clients.

Of the two buses the city uses for the service, one bus now has wheelchair access and the other bus has been re-fitted to accommodate up to four wheelie walkers to assist with the mobility of its shopping bus service clientele.

The survey, which was conducted in April, sought feedback from the city's HACC clients and carers about the support services they receive, the ways the city delivers these services and responsiveness and communication by city staff.

Of the surveys returned, 89 per cent of respondents indicated they were either 'satisfied' or 'very satisfied' with the services they receive.

Other questions in the survey related to the punctuality of support staff (85 per cent satisfied or very satisfied), level of communication and information received (90 per cent respondents satisfied or very satisfied), and level of responsiveness to concerns raised (80 per cent satisfied or very satisfied).

CEO Stephen Tindale said: "The city is very pleased with the results of the survey and delighted to receive such positive feedback from respondents regarding the quality of services."

While the results indicate clients are generally very happy with the current level of service, the city has also used feedback provided to identify gaps in service delivery and improvement opportunities, and will implement a number of enhancements to its services over the coming months.

Mr Tindale continued: "The City of Subiaco is committed to providing excellent community services to our clients and carers and we greatly value the feedback we have received from our community, both positive and constructive, as it gives us the opportunity to review and continuously improve our services."



In addition, a number of new services suggested by survey respondents are being considered by the city, including dog walking, transport to events and exercise classes, seasonal home maintenance such as gutter cleaning, and the introduction of a 'gourmet' option to the Meals on Wheels menu.

The Home and Community Care (HACC) program is available to seniors, people with a disability, and their carers, to assist people to live independently in their own home. Services provided are varied and include domestic assistance, personal care, Meals on Wheels, social support and shopping, gardening and respite for carers.

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Notes to Editor

The City of Subiaco is recognised as a local government leader in a range of areas such as environmental and social initiatives, and long-term planning for the future. It is located in the inner metropolitan area of Perth and includes the suburbs of Subiaco, Daglish and parts of Nedlands, Shenton Park, Crawley and Jolimont. A major centre for employment with a diverse and growing business sector, the city provides important services including waste collection, town planning and public recreation facilities, to more than 19 000 residents. The city aims to maintain its vibrant sense of community and enhance the lives and well-being of everyone who lives, visits and works in Subiaco. For more information about the City of Subiaco, visit **www.subiaco.wa.gov.au**