

Omeo District Health Community Health Survey 2015 Report

For Staff, Executives, Board of Management and Stakeholders

**Compiled by:
Lou-anne Mooney
Health Promotion Worker
Omeo District Health
November 2015**

Acknowledgements:

Thanks to Gemma Rendell for her contribution and assistance with the 2015 Community Health Survey while on student placement at Omeo District Health.

<u>Contents</u>	<u>Page</u>
Introduction	3
Aims, Objectives and Methodology	3
Results	4- 12
- Health and Wellbeing	
- Services	
Discussion	13
Conclusion and Recommendations	14
Dissemination of Report	15
<u>Appendices</u>	16-29
A. Community Health Survey	
B. Qualitative Results	

Introduction

Omeo District Health is committed to providing services that promote health and wellbeing for the Omeo Region community. As part of its ongoing strategic directions a community health survey will be conducted on a 2 yearly basis.

This community health survey aims to provide Omeo District Health with local community based information and feedback to assist with the review of current health services, and guide the planning and implementation of future programs and services.

Objectives

- To determine the health conditions and behaviours impacting on the Omeo district community.
- To determine what health and lifestyle factors are important to the Omeo district community.
- Establish the extent to which community health activities and/or services are working well for the Omeo district community.
- To determine opportunities for development or improvement in program and/or service delivery.

Methodology

Sample

The Omeo District Health Community Health Survey was sent out to all of the 573 households in the Omeo region, targeting the population of 1472 residents with an aim of achieving 10% of the surveys back (57 surveys).

Data Collection Tools

The survey will involve the distribution of the survey via:

- Paper based questionnaires.
Distributed via the Australia post system using post box and road side mail box drops.
- Online surveys using Survey Monkey;
Survey promoted using newssheet notices, ODH website and link on paper based surveys.
- Street stall intercept surveying in Omeo and Swifts Creek.
Conducted 1 morning and late afternoon in both Swifts Creek and Omeo located outside local 'hot spots' including the general store and bakery.

Procedure

Omeo District Health Community Healthy Survey was conducted during the month of June-July 2015.

The Community Health Survey questionnaire involved the collection of basic demographic data and presented a series of closed and open ended questions for comment including:

- How would you rate your current health?
- What current conditions, if any, effect your/or your families health and wellbeing?
- What current behaviours, if any, influence your/or your families health and wellbeing?
- What health and lifestyle factors are important to you?
- What would help to improve your health?
- What services at Omeo District Health do you use?

- What health activities and/or services are working well for you and/or your family provided by Omeo District Health?
- What 'other' activities and/or services are working well for you and/or your family?
- What do you feel is lacking in terms of health services, programs, activities and/or resources in the community?
- What could Omeo District Health do to improve health services in the district?
- Does Omeo District Health cater for your cultural needs adequately?
- Please indicate your level of satisfaction with the services provided by Omeo District Health.
- Any final comments?

All surveys were collected and entered into Survey Monkey. Quantitative data was analysed using survey monkey. All qualitative data underwent a thematic analysis undertaken by the ODH Health Workers. Common themes were tabled using Microsoft Excel.

Results

N= 102

Demographics

Q1. Postcode

N= 100. Skipped= 2

The response rate from 3895 and 3898 communities were well represented both representing 22% of the proportion of households within the identified postal area.

3896 represented only 15% of households within the identified postal area with the postal area of 3900 having the least response rate with only 6% of households within the identified postal area represented in the survey.

Q2. Gender

N= 98. Skipped= 4

2/3rds of the respondents were female (66%) and a 1/3rd male (34%).

Q3. Age

N= 100. Skipped= 2

Overall responses from all age groups were represented in the survey. The largest response rate came from those aged 35-54years (30%). When combined responses also showed a large response rate from people aged 65 and over (32%)

Q4. What best describes you?

N= 100. Skipped= 2

The majority of respondents identified as Australian (93%). 3 respondents represented non-English speaking backgrounds. No response was received from anyone identifying as Aboriginal or Torres Strait Islander. Based on the proportion of population based on the 2011 census these response rates are as reasonably expected.

Q5. Number of persons in your household?

N= 99. Skipped= 3

Overall 17.8% of households were represented in the survey.

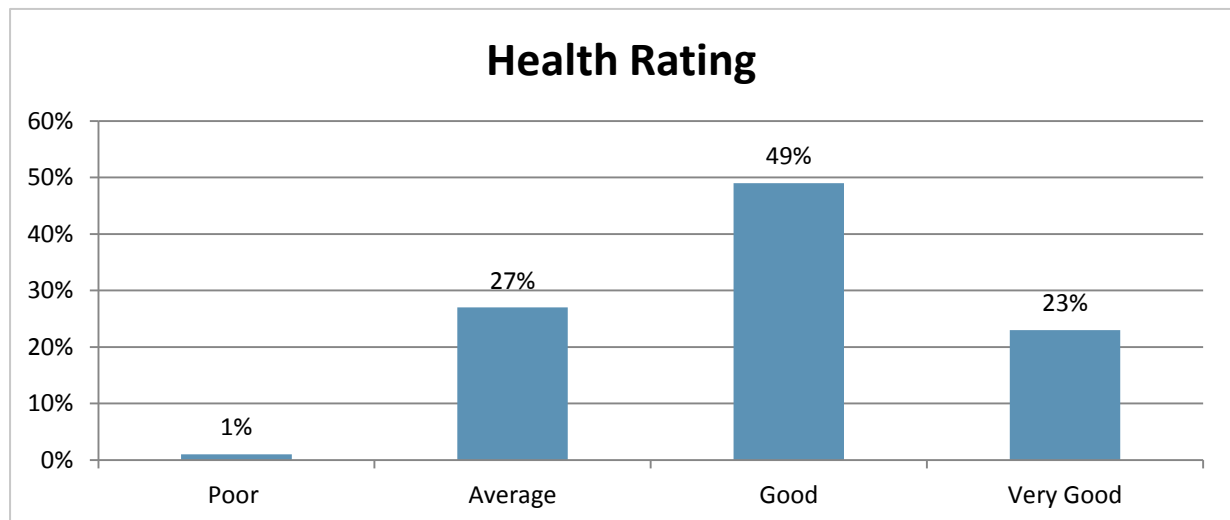
The response rate was highest from 2 person households followed by 1 person households.

In total this equates to representing >217 individuals (15%) of the Omeo Region population.

Health and Wellbeing

Q6. How would you rate your current health?

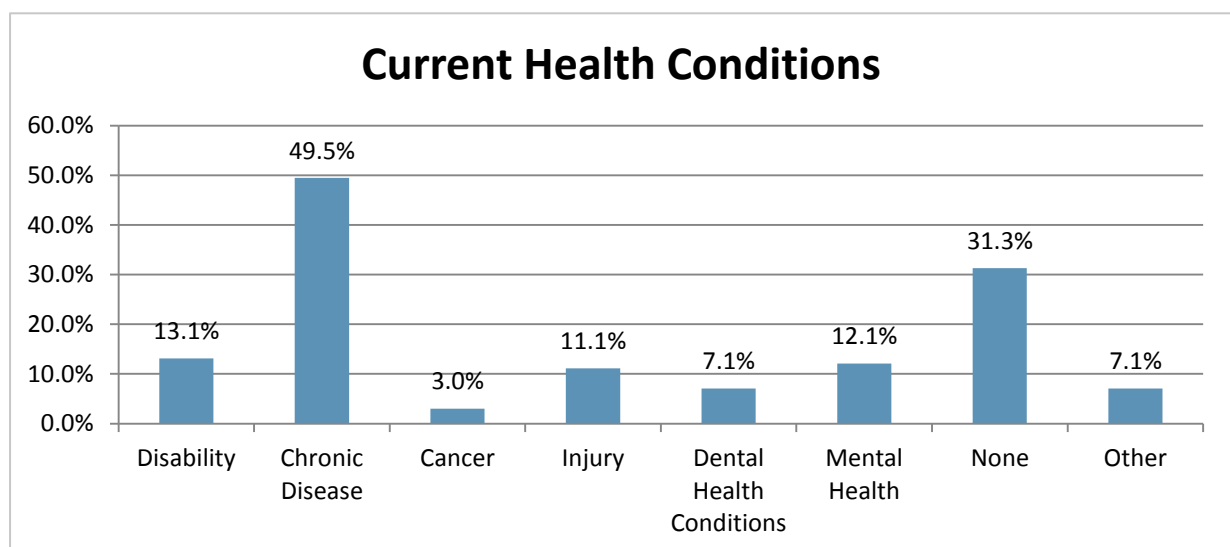
N= 100. Skipped= 2



The respondents rated their current health as 'average to good' with a self-rating of 2.94 out of 4 (1= Poor, 4= Very Good). 49% of respondents reported their current health as 'good'.

Q7. What current conditions, if any, affect your and/or your family's health and wellbeing?

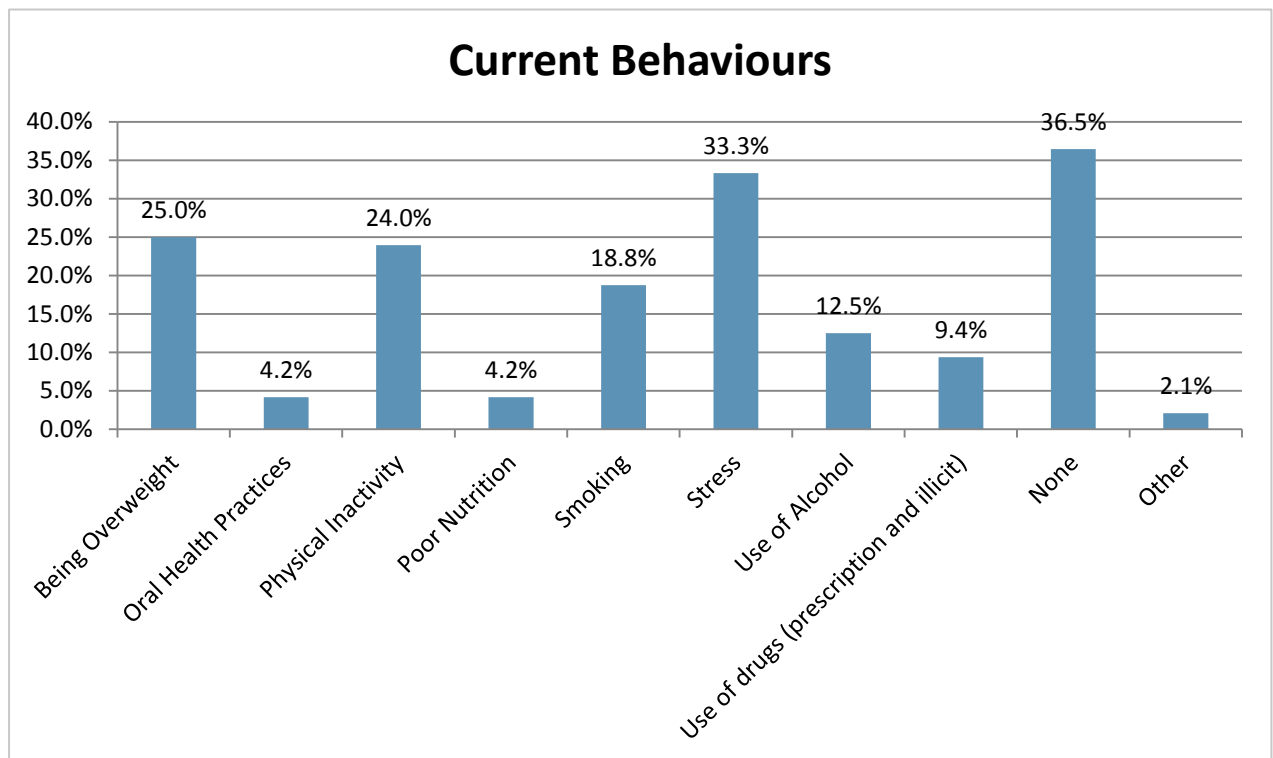
N= 99. Skipped=3



Respondents indicated that almost half of households were affected by chronic disease (49.5%). Other conditions affecting the health and wellbeing of respondents and their households included: disability (13%), mental health (12%), injury (11%) and dental health conditions (7%).

Q8. What current behaviours, if any, affect your and/or your family's health and wellbeing?

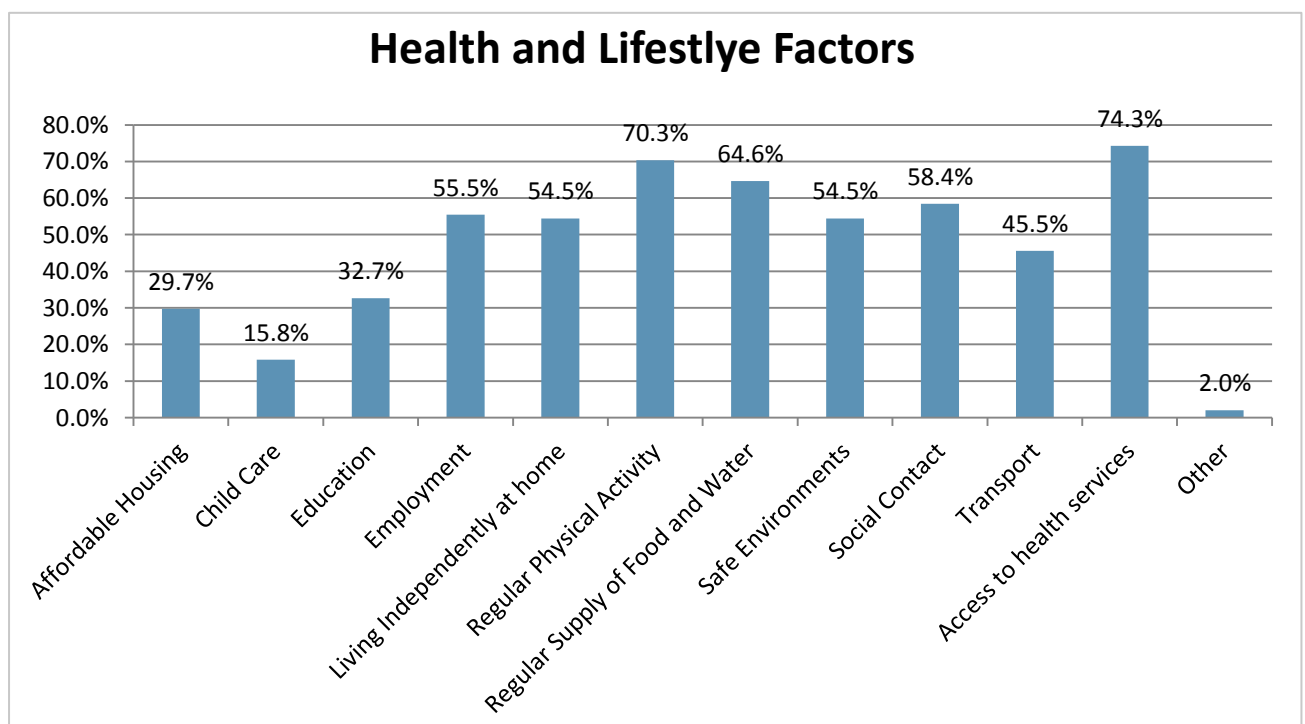
N= 96.Skipped= 6



A third (33.3%) of respondents reported that stress was the most current behaviours impacting on households. This was followed by being overweight (25%), physical inactivity (24%) and smoking (19%).

Q9. What health and lifestyle factors are important to you?

N= 101. Skipped= 1

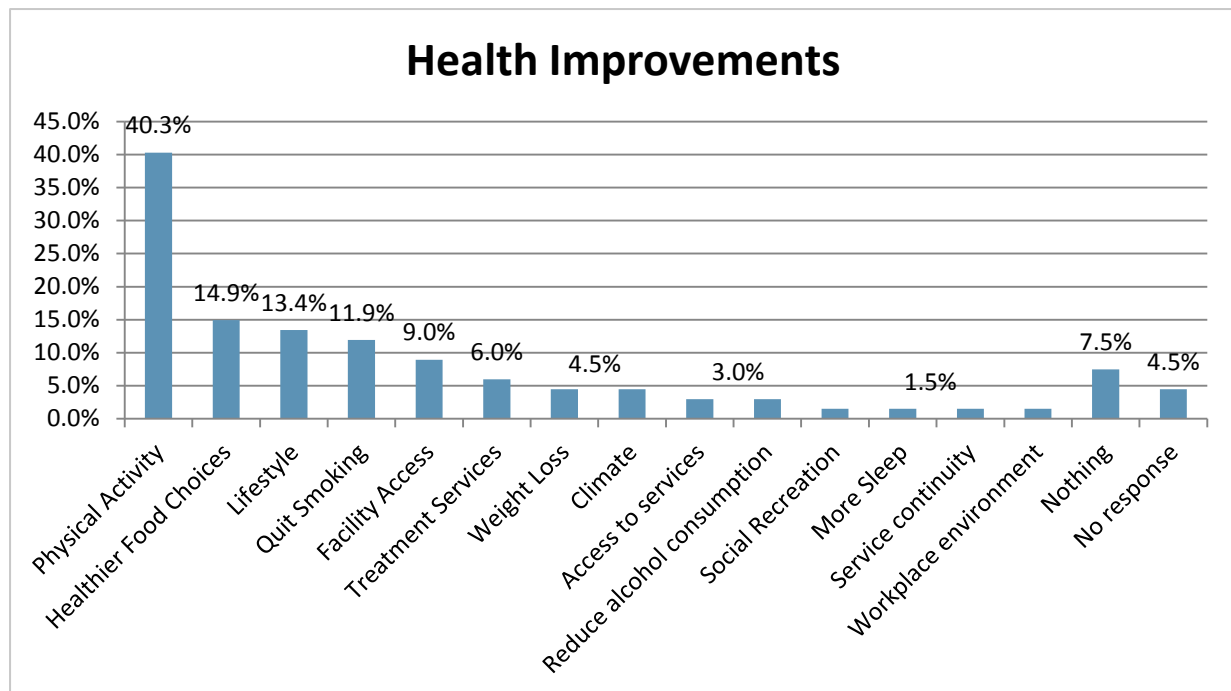


Respondents indicated that access to health services (74%) and regular physical activity (70%) were the most important health and lifestyle factors for them and their household.

Regular supply of food and water (64%), social contact (58%) and employment (55%), living independently at home (54%) and safe environments (54%) were also of high importance.

Q10. What would help to improve your health?

N= 67. Skipped= 35



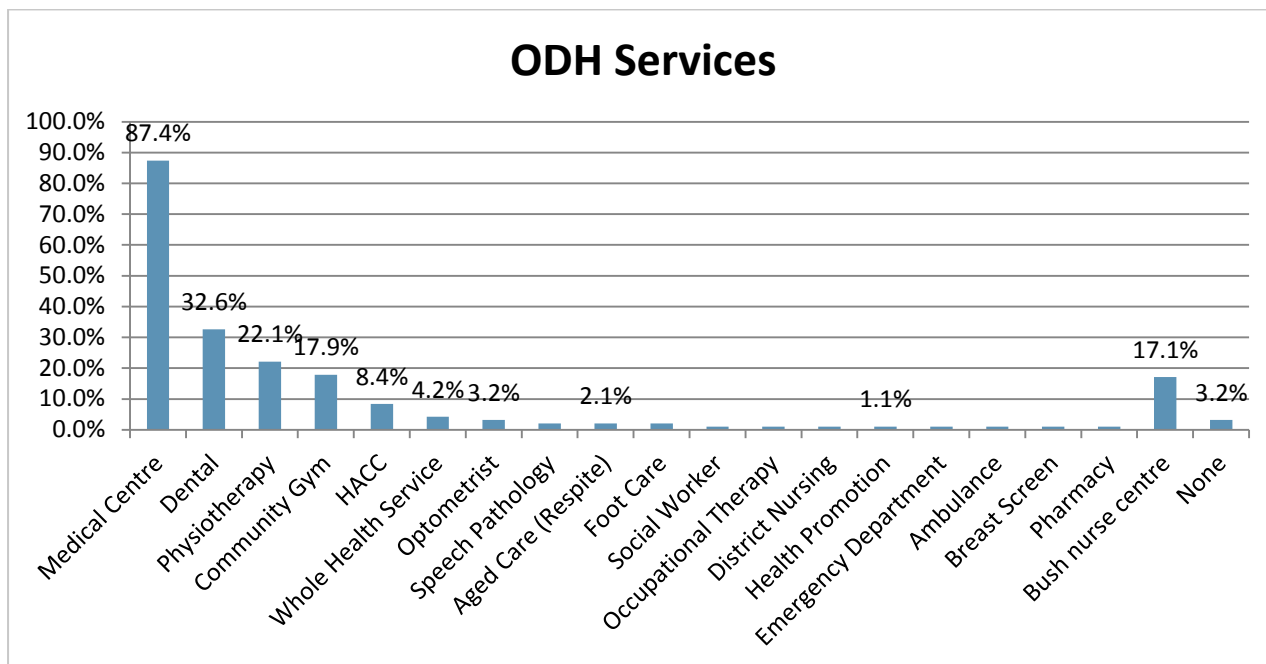
40% of respondents highlighted that being more physically active, the provision of opportunities and facilities that support them to be active would most help to improve their health (e.g. exercising more, having classes and variety of sporting options and facilities such as heated indoor pool and more accessible gym hours).

Making healthy food choices and having access to fresh and or organic produce (15%), lifestyle factors such as time, work life balance, managing stress and taking a holiday (13%), quit smoking (12%), access to treatment services such as massage and injury and illness management services. (6%)

Services

Q11. What services at Omeo District Health do you use?

N= 95. Skipped= 7



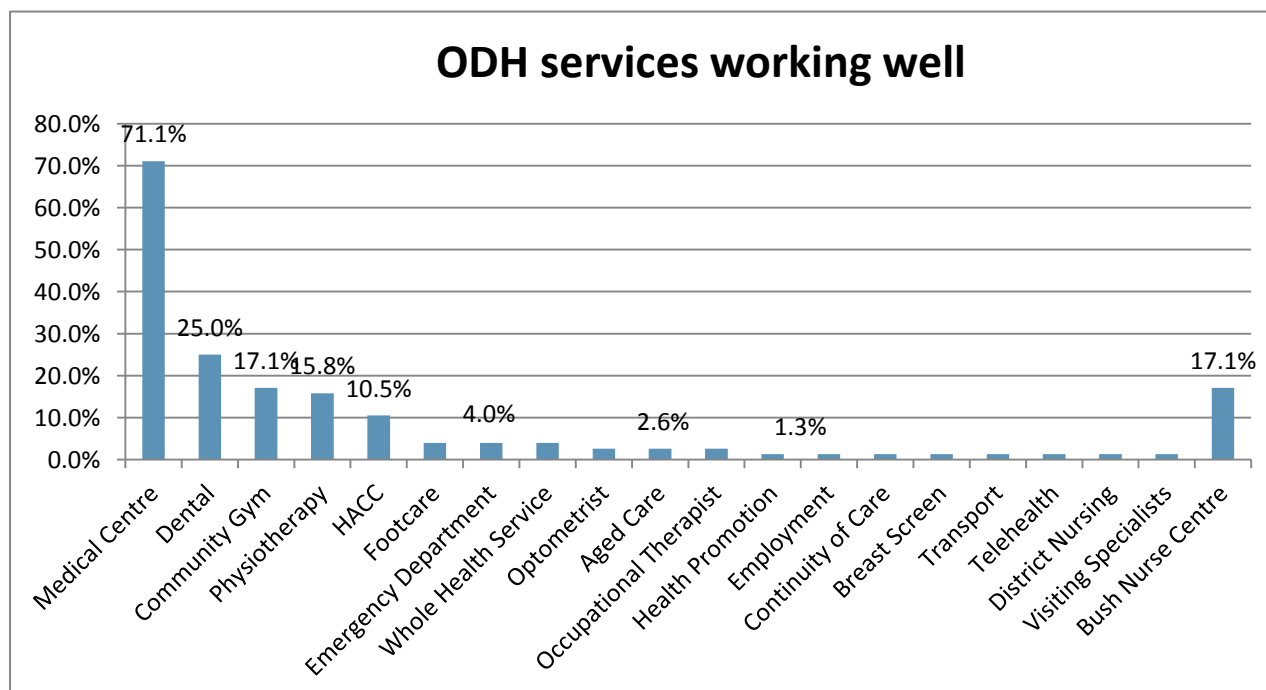
87% of respondents reported that services of the Omeo Medical Centre were the most commonly used services. This included GP's, practice nurse and pathology.

*Note that responses for the Swifts Creek and Ensay Bush Nurse Centre GP outreach clinics were acknowledged as part of the medical services.

Dental services (33%), physiotherapy (22%), community gym (18%) and home and community care (8%) incl. maintenance and planned activity group were also in the top 5 of services utilised by respondents.

Q12. What activities and/or services are working well for your and or your family provided by Omeo District Health?

N= 76. Skipped= 26



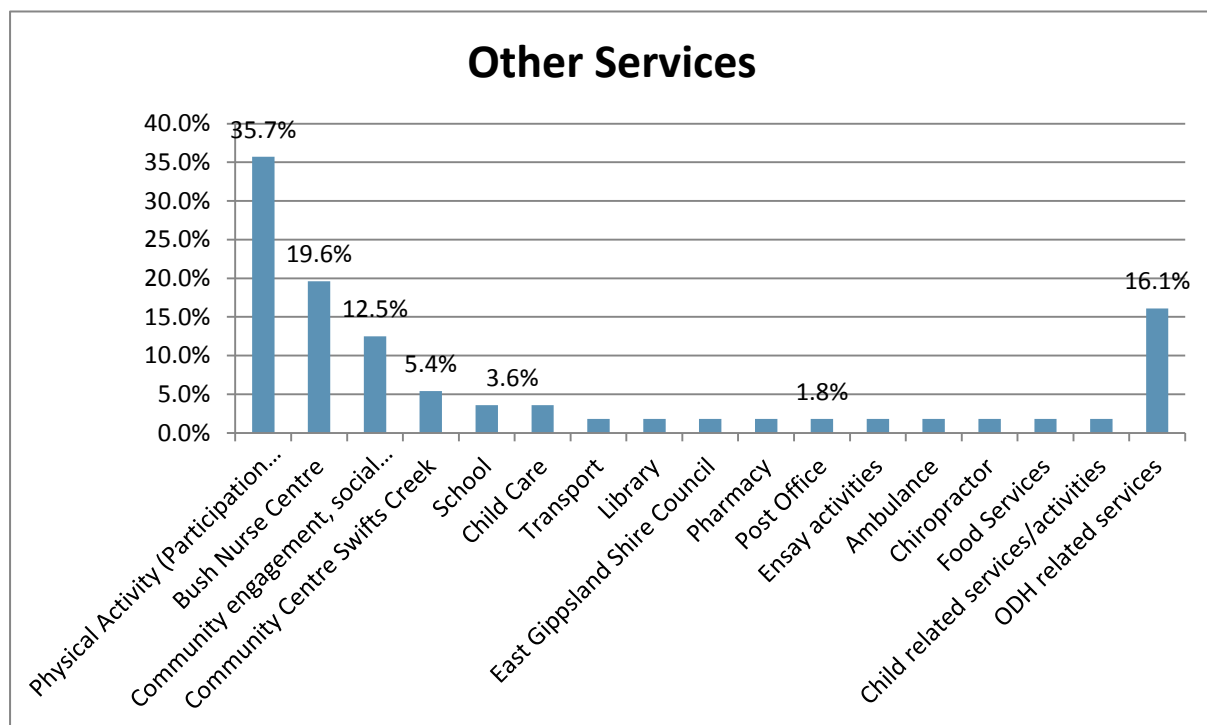
71% of respondents reported that services provided by the Omeo District Health Medical Clinic were found to be working well for them and or their family. This included GP's, practice nurse, pathology and after hours surgery.

Note that the Swifts Creek and Ensay Bush Nurse Centre and the GP outreach clinics associated with these sites were recognised as part of the medical services.

Also reported as working well included dental services (25%), community gym (17%), physiotherapy (16%) and home and community care services including maintenance and planned activity group (10%).

Q13.What other activities and or services are working well for you and your family?

N= 56. Skipped= 46

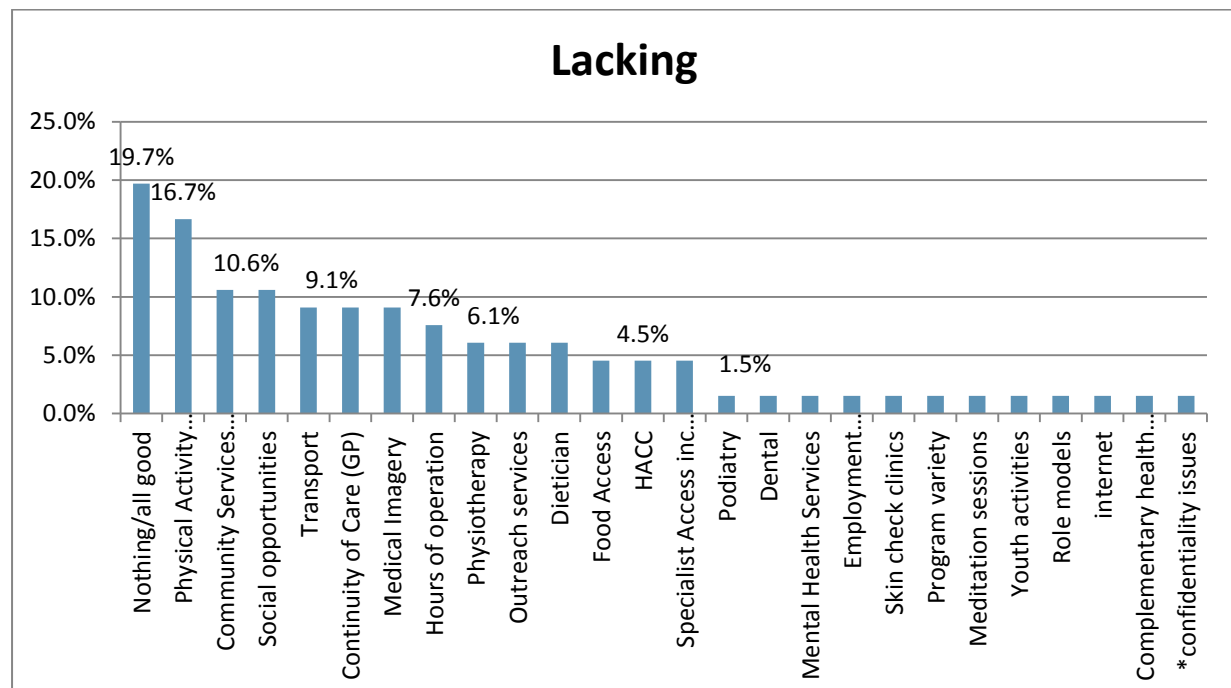


The top 3 activities and/or services identified as working well for respondents included physical activity participation and facilities including sporting clubs, walking and yoga (36%), Bush Nurse Centres (20%), and community engagement activities including social gatherings, leisure and recreation activities such as ladies day lunch, craft groups and community committee involvement. (12.5%)

Note ODH related services included medical centre (4%), dental (4%) men's shed (2%), aged care (2%), physiotherapy (2%), HACC (2%), health promotion (2%).

Q14. What do you feel is lacking, in terms of health services, programs, activities and or resources in our community?

N=66. Skipped= 36



While 20% of respondents commented that nothing was lacking, feedback indicated that respondents were looking for more ways to be physically active (17%). This included such things as having a variety of sporting options, boot camp, yoga, tai chi, bowls, group fitness classes, water activities and more options of young people.

In addition to this respondents felt that community services and facilities (11%) were also lacking including funding to support community services, larger community centre, a heated/indoor aquatic facility, gym facilities and walking track and footpath maintenance.

Equally lacking were activities or events that promote social get-together's for the community (11%).

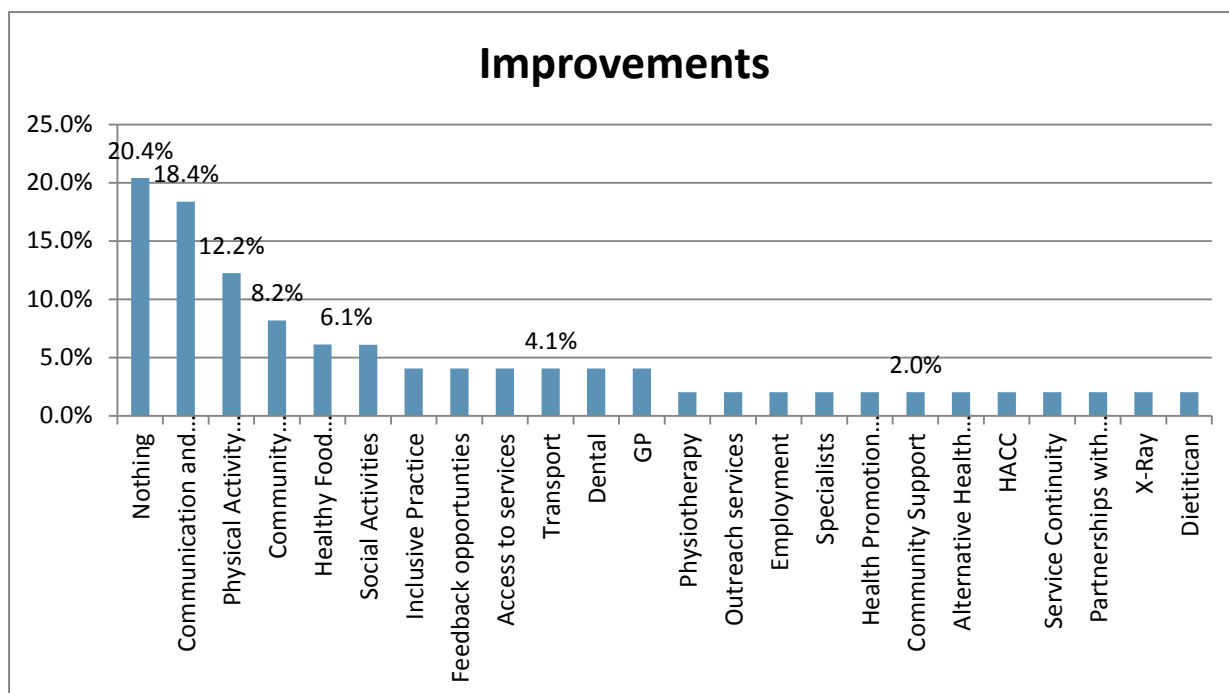
Lack of transport options (9%) were also highlighted particularly related to the need for volunteer driver program and public transport options.

Continuity of GP care (9%) was also raised as an area lacking where respondents felt that they would benefit from a regular doctor vs. variety and being able to develop a relationship with one GP.

Medical imagery services (9%) were also raised as a service that was lacking, particularly x-ray and ultrasound.

Q15. What could Omeo District Health do to improve services or activities in our community?

N= 49. Skipped= 53

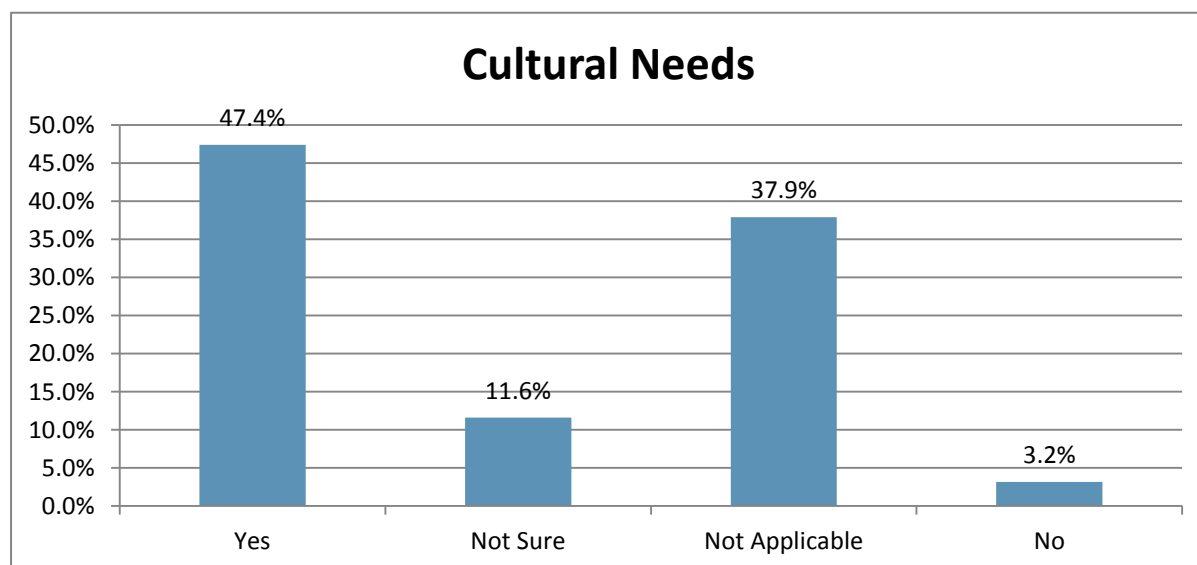


While 20% of respondents felt that ODH did not need to improve services or activities in the region and 8% of responses providing positive feedback to the organisation of those things that could be improved respondents felt ODH could improve on communication and publicity of services and programs (18%).

Additionally other opportunities included supporting or providing physical activity opportunities such as exercise classes (12%), providing advocacy for community infrastructure improvements (e.g. pool, walking tracks and community facilities etc.) and sourcing funding for community activities (8%).

Q16. Does Omeo District Health cater for your cultural needs adequately?

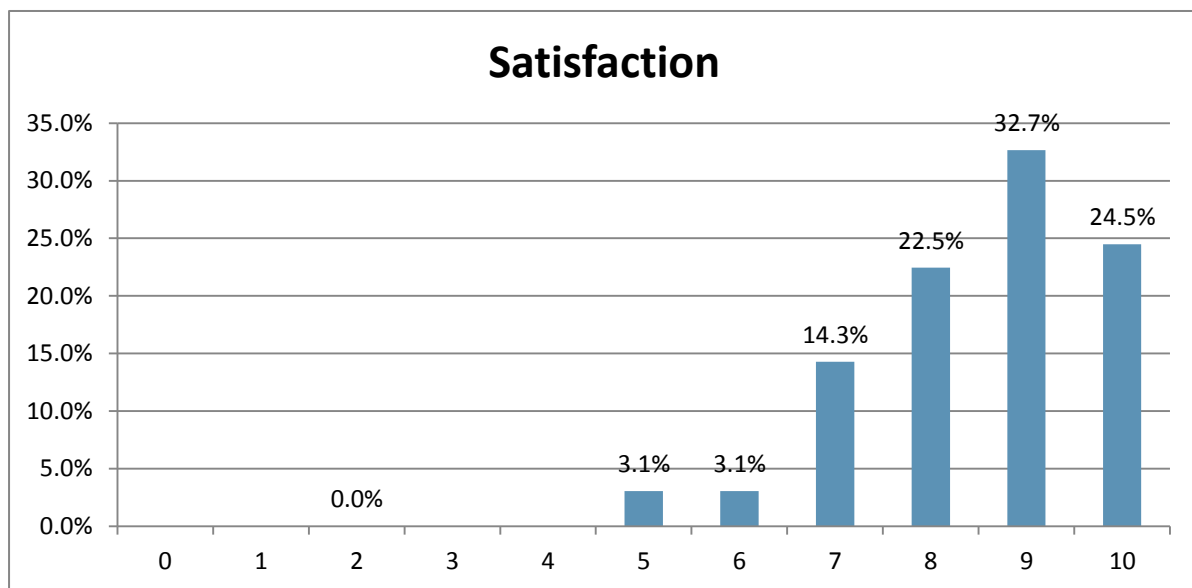
N= 95. Skipped=7.



Almost half of respondents (47%) agreed that ODH catered for their cultural needs adequately. 38% felt this was not applicable to them with 12% unsure and 3% no.

Q17. Please indicate your level of satisfaction with the services provided by Omeo District Health.

N= 98. Skipped= 4.



Overall respondents indicated that they were mostly satisfied with the services provided by ODH rating 8.52/10 on an 11 point scale (0= Extremely dissatisfied, 10= Extremely satisfied). Over 50% rated their satisfaction with services between 9-10.

Q18. Any final comments?

N=35. Skipped 67

Overall respondents indicated positive feedback towards Omeo District Health.

Comments included:

'ODH is a great service. Important for the community to have access to the services it provides.'

'Everyone is friendly and helpful'

'Age care facility is of a very high standard... it is reassuring to know that our gaining population can enjoy such a please lifestyle and facility'

'Very good staff. Medical practice is excellent. Physio great. Gym program and access to gym has been great.'

'Keep up the good work,'

Comments that reflected dissatisfaction or suggestions for improvement (17%) included items such as a bus more suited for older/disabled population, outreach dietician service visits, a psychologist for adults, men's health information sessions, review of food menu at ODH (for residents and staff) and GP access on weekends.

Discussion

Health and Wellbeing

The community health survey 2015 has provided ODH with an overview of the community's health and wellbeing, with a focus on conditions that impact on health as well as lifestyle behaviours that may contribute to poor health outcomes.

In general the community rated their health as average to good (Q6) indicating that the largest influence on health is chronic disease (Q7) and the lifestyle factors recognised as contributing to health outcomes include stress, obesity and physical inactivity (Q8).

The community health survey also looked at determining what health and lifestyle factors members of the community felt were important to them. This helps to understand what the community values and how best to guide the work of Omeo District Health in line with these values.

Of these factors, access to health services and regular physical activity was recognised by the community as having high value in relation to their overall health outcomes. These were followed by regular supply of food and water, social contact and employment (Q9).

The community recognise that making changes to lifestyle behaviours would most improve individual health and wellbeing with a large proportion indicating that physical activity- being more active and having access to opportunities and infrastructure that supports physical activity would greatly improve their health (Q10).

Having an understanding of these local determinants of health help Omeo District Health identify opportunities to strengthen current practice to support better health outcomes for the Omeo region community and ensure that programs and services are tailored appropriately to address these key factors.

A focus on health promotion, prevention and chronic disease management is well supported by this report. It highlights the importance of continuing to strengthen programs such as the Community Gym and strengthening programs and practice around Chronic Disease Management.

Services

The Community Health Survey 2015 provides Omeo District Health with an overview of the types of services that people are using in the community, those provided by Omeo District Health as well as other services or activities. The survey identified those services and/or activities that are working well for the community as well as gaps and identified opportunities for improvement.

The survey also provides feedback on how well Omeo District Health caters for cultural diversity needs and how satisfied the community are on a whole with the services that Omeo District Health provide.

The results for this survey show that overall there is a breadth of services being utilised including those that ODH provide as well as other community based services and activities.

Overall the Omeo Medical Centre and associated practice (General Practitioner, Practice Nurse and Outreach Clinics at Swifts Creek and Ensay Bush Nurse Centres) was noted as the most commonly used service in the community (Q 11).

This survey indicates that a broad range of services and activities are working well for respondents. The Omeo Medical Centre and its associated practices (GP, Practice Nurse and Outreach clinics at Swifts Creek and Ensay) have been reported as working well for the majority of the community. Other services highlighted as working well included the ODH dental services, community gym, physiotherapy and home and community care services (Q12). Participation in and community facilities that support physical activity (sporting clubs, walking and yoga) and the local bush nurse centres (Q13) were also highlighted.

The community health survey identified that in general there were no significant service gaps reported, however, in regards to services to improve health, most commonly the community were looking for more ways to be physically active (Q14). Improving communication and publicity of services and programs was also identified as an area that could be strengthened (Q15).

Generally Omeo District Health is seen as adequately catering for the community's cultural needs (Q16). Overall the survey indicated a high level of satisfaction with ODH services currently provided (Q17).

Consistently the survey recognises a great emphasis on the need to continue to improve service continuity, publicity, prevention and management of chronic disease as well as the promotion of opportunities and improvements to environments that support people to be more active.

Conclusion and Recommendations

In summary, to continue improving the health and wellbeing of the community the following recommendations have been made:

Clinical

- Review and build on work with EGPCP and current Assessment of Chronic Illness Care (ACIC) plan for ODH (Q7). The ACIC addresses the basic elements for improving chronic illness care at the community, organization, practice and patient level (Improving chronic illness care, 2015.) and is based on the Wagner chronic care model.
- Ensure secondary prevention services (chronic disease management and diabetes education) are maintained and optimal to reduce the prevalence of lifestyle related disease as well as appropriate management and treatment for current conditions (Q7).
- Strengthen chronic disease management and risk identification activities e.g. community health screening, health information sessions to promote awareness of chronic diseases and impact on health (Q7).
- Explore options related to continuity of care practice through involvement of Practice Nurse and Medical Reception (Q14).
- Promote ODH visiting services particularly promotion of dietician and psychology services (Q8).

Community Health

- Ensure primary prevention services (health promotion) are maintained and optimal to reduce the prevalence of lifestyle related disease (Q7).
- Continue to broadly promote physical activity opportunities building on current recognised activity. e.g. walking events, Heart Foundation Walking, Community Walktober Challenge/Active April Challenge and 10,000 Steps, Community Gym memberships and connecting to Sporting Clubs and events, (Q8) (Q14) (Q15).
- Continue to promote healthy food options and encourage healthy eating behaviours (Q8).

- Explore and promote Quit programs for community such as QUIT services and information; utilising opportunities to have discussions with clients re smoking; offering nicotine replacement therapy onsite to clients (Q8).
- Encourage and support change in health behaviours through education and awareness activities, creating supportive environments, health promoting practice in early childhood, schools and workplaces (Q10).

General

- Improve the current publicity of Omeo District Health through targeted use of community media platforms e.g. service brochures, service column in Omeo Newsheet, websites, community flyer with service dates, continue production of health matters (Q15).
- Explore impact of chronic disease among the population including chronic disease prevalence at local level- refer to DHHS statistics and medical centre presentations over 2 years timeframe. (Q7)
- Need to explore further regarding the factors contributing to stress and anxiety (Q8).
- Explore alternative options for transport (Q14).

Action Plan

In consultation with Omeo District Health staff and executive, a 2 year action plan will be formulated to address the recommendations of the survey.

Limitations

Reach- Postal Survey distribution posed some limitation on reach of survey collection. Surveys were delivered to post boxes and road side mail boxes across region care of the local postal system. Some families share mail boxes so may have only received one survey per box. Some localities reported not receiving the survey at all.

Limitation (Q 16): wording of question needs to be reviewed as understanding of 'culture' varied amongst respondents. Suggestion to include inclusiveness and specific to identity e.g. CALD, Rural, GLBTQI, Dementia, ATSI etc.

Dissemination of Report

An 'Executive Summary' will be distributed to the following:

- Community;
- Community Services (Bush Nurse Centres, CWA, CFA, AV, Lions Club, Neighbourhood Houses);
- Staff;
- Management and Executives;
- Board of Management;
- Key Stakeholders (East Gippsland Primary Care Partnership (EGPCP), Gippsland Primary Health Network (PHN), East Gippsland Shire Council (EGSC)).

Reference:

Improving chronic illness care. 2015. *Improving chronic illness care*. [ONLINE] Available at: http://www.improvingchroniccare.org/index.php?p=Terms_of_Use&s=316. [Accessed 16 December 15].

Appendices

A. Community Health Survey



Omeo District Health Community Health Survey 2015

Dear valued community member,

Omeo District Health is currently undertaking its Community Health Survey and invites you to participate by completing the following questionnaire.

Your feedback would be greatly appreciated.

The Community Health Survey is designed to help us at Omeo District Health to understand what the current health needs of our community are and how to best meet these through the provision of services, programs, activities and resources. It is also used as a guide in reviewing current services and for planning future services in the local region.

Information you provide will remain anonymous.

The Community Health Survey consists of 18 questions and will take approximately 5-10 minutes to complete. We would appreciate if all questions could be completed.

If you have any questions regarding this survey please contact:

Omeo District Health | Ph: (03) 5159 0100 | Email: reception@omeohs.com.au

SURVEY RETURNS

Please return your completed survey **by Friday 10th July 2015** to Omeo District Health.

Via:

- **Post: PO Box 42, Omeo 3898**
- **Fax: (03) 5159 0194**
- **Email: health.promotion@omeohs.com.au**

Alternatively complete online via the link found at: <http://odh.net.au> (Home page- 'What's On')

Paper based surveys can be dropped off in allocated collection boxes at the following locations:

Ensay

- ❖ Ensay Bush Nurse Centre
- ❖ Ensay Post Office

Swifts Creek

- ❖ Swifts Creek Bush Nurse Centre
- ❖ Swifts Creek Post Office
- ❖ Community Centre Swifts Creek

Omeo

- ❖ Omeo District Health Reception
- ❖ Omeo Medical Centre
- ❖ Omeo Post Office
- ❖ East Gippsland Shire Council Business Centre, Omeo

Benambra

- ❖ Benambra Post Office
- ❖ Benambra Neighbourhood House

Omeo District Health Community Health Survey 2015



Demographics

Postcode: ☐ 3895 ☐ 3896 ☐ 3898 ☐ 3900

Gender: ☐ Male ☐ Female ☐ Unspecified

How old are you? (Please tick one)

☐ < 14 ☐ 15-24 ☐ 25-34 ☐ 35-54 ☐ 55-64 ☐ 65-74 ☐ >75

What best describes you? (Please tick one)

- | | |
|---|---|
| <input type="checkbox"/> Australian | <input type="checkbox"/> Dutch |
| <input type="checkbox"/> Aboriginal or Torres Strait Islander | <input type="checkbox"/> German |
| <input type="checkbox"/> English | <input type="checkbox"/> Scottish |
| <input type="checkbox"/> New Zealander | <input type="checkbox"/> Other, please specify..... |

Number of persons in your household? (Please tick one)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ >5

Your Health and Wellbeing

1. How would you rate your current health? (Please tick one)

☐ Poor ☐ Average ☐ Good ☐ Very Good

**2. What current conditions, if any, effect your /or your families health and wellbeing?
(Please tick all that apply)**

- | | |
|--|--|
| <input type="checkbox"/> Disability | <input type="checkbox"/> Injury |
| <input type="checkbox"/> Chronic disease (including heart disease,
high blood pressure, stroke, diabetes,
obesity, arthritis, asthma and other lung
conditions) | <input type="checkbox"/> Dental health conditions |
| <input type="checkbox"/> Cancer | <input type="checkbox"/> Mental Health (Including identified
Depression and/or Anxiety) |
| | <input type="checkbox"/> Other (please specify)..... |
| | <input type="checkbox"/> None |

**3. What current behaviours, if any, influence your/or your families health and wellbeing?
(Please tick all that apply)**

- | | |
|--|--|
| <input type="checkbox"/> Being overweight | <input type="checkbox"/> Stress |
| <input type="checkbox"/> Oral health practices | <input type="checkbox"/> Use of alcohol |
| <input type="checkbox"/> Physical inactivity | <input type="checkbox"/> Use of drugs (prescription and illicit) |
| <input type="checkbox"/> Poor nutrition | <input type="checkbox"/> Other (please specify)..... |
| <input type="checkbox"/> Smoking | <input type="checkbox"/> None |

4. What health and lifestyle factors are important to you? (Please tick all relevant)

- | | |
|---|--|
| <input type="checkbox"/> Affordable housing | <input type="checkbox"/> Safe environments |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Social contact |
| <input type="checkbox"/> Education | <input type="checkbox"/> Transport |
| <input type="checkbox"/> Employment | <input type="checkbox"/> Access to health services |
| <input type="checkbox"/> Living independently at home | <input type="checkbox"/> Other (please specify)..... |
| <input type="checkbox"/> Regular physical activity | |
| <input type="checkbox"/> Regular supply of food and water | |

5. What would help to improve your health?

Health Services

6. What services at Omeo District Health do you use? (Please list)

7. What activities and/or services are working well for you and/or your family provided by Omeo District Health?

8. What *other* activities and/or services are working well for you and/ or your family?

9. What do you feel is lacking, in terms of health services, programs, activities and/or resources, in our community?

10. What could Omeo District Health do to improve activities and/or services in our community?

11. Does Omeo District Health cater for your cultural needs adequately?

☐ Yes ☐ Not Sure ☐ Not Applicable ☐ No (If no, please provide comment below)

12. Please indicate your level of satisfaction with the services provide by Omeo District Health?
(Please circle number indicating level of satisfaction)

Extremely Dissatisfied 0 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied

13. Any final comments:

End of survey.

Thank you for participating in this survey 😊



Community Health Survey 2015

B. Qualitative Results.

Question 10. What would help to improve your health?

- Reduce alcohol, exercise more
- More physical activity- better fitness- should do more
- Not smoking
- Quit smoking
- Eat less chocolate
- Eating healthier
- Few more holidays
- I am requiring massages. ODH is looking after me very well and this should be occurring
- Warmer weather
- Training more often and eating better
- n/a
- Lose weight and stop smoking
- Smoking
- Adequate heating
- Fitness
- Longer hours
- More to do locally. Smoking.
- Not needing to work in air conditioned environment
- Stopped drinking and smoking
- Being healthier
- More sleep
- Stopping smoking
- More physical activity
- Eating better food. More exercise.
- More access to health services.
- Exercise
- Give up the potato chips. Eat more fruit.
- Access to healthy fresh produce locally. More time/better balance of work and life.
- We are very well catered for by pleasant helpful staff.
- Regular exercise
- Change of lifestyle (less work)
- Bus trip to BRAC to attend daytime gentle swimming session 4 my lumbar and neck back prolapse problems
- Continued provision of high quality health services in the local area.
- Recovering from present injury
- Having more opportunity to purchase healthy and cost efficient foods and socialise in a 'cafe' style environment.
- For a doctor to listen to what I'm saying and do what I ask
- Less stress
- Good
- ?
- Lose weight!
- Local gym being open in the middle of the day
- Indoor swimming being available
- Exercise
- Exercise
- To become a non-smoker

- Exercise
- Regular physical activity
- A cure for MS
- Somebody else cooks for us
- Continued support
- Free chin tucks for all women aged 65+
- 20 years younger
- Greater access to appropriate physical activity
- All in good health
- Exercise
- More availability of organic fruit and veg. Fitness Classes.
- More physical activity
- Nothing
- I'm happy with my health.
- Warm weather
- Weight loss and some physical activity.
- Free Gym Membership, Organic food supply
- Family team effort
- More time to exercise
- Regular exercise classes offered after hours (or access to 'boot camp' or group incentive exercise classes) access to a pool.
- Better access to healthy foods a greater

Question 11. What services at Omeo District Health do you use?

- Clinic, physio, pathology
- Dental, medical- practice nurse
- None
- Medical centre
- GP
- Doctor
- Medical Centre, Community Gym
- Physio, Gym
- Doctor
- The gym, doctors
- Dental
- Medical centre
- Doctor, physio
- GP, Pharmacy, speech therapist
- Doctor, Blood Test
- GP, Physio
- Dental
- Everything
- Medical
- Gym
- Drs, Dentist, Eyes
- All
- Doctor, Physio, Practice Nurse, Dentist
- Doctor- occasionally
- Medical Centre
- Dentist

- Dentist, Doctors
- Gym classes
- Dentist
- Dentist, Doctors
- Doctor, Physio
- Bush Nurse. Omeo Dentist
- Doctor
- SC Bush Nurse Centre, inc. Doctor. Dentist
- GP (@ bush nurse centre). HACC, maintenance.
- GP, Community Gym, Physio
- Medical centre
- Doctor, Gentle Exercise Class Swifts Creek, Physio, Homecare, planned activity group.
- Home care, Dentist, Breast Screen
- Mainly doctors
- Doctor
- Doctors and Dentist
- Dentist, Doctors, Bush Nurses, Physio
- Doctor, Ambulance
- Ensay Bush Nurse and weekly doctors' visits to centre
- Ensay bush nurse centre, Dental service- Omeo
- Doctors access, bush nurse, physiotherapy,
- Doctor, Physio
- Doctor
- Doctor
- Home care services
- Home Help, PAG, Physio
- Visiting doctor/bush nurse
- Physio, Drs Clinic
- Medical centre
- ODH, GP Services, Dentist SCBNC
- Medical centre, dental
- Drs, Dentist
- Doctors, Optometrist
- Medical centre
- Doctor
- Medical centre, physio
- Home help, Exercise, Dentist, Medical, OT support
- Dental, Physio, Medical, Gym
- Doctors, respite, District nurse, Speech therapist, HACC, Maintenance- rails etc. Exercises. Blood Tests, Dentist.
- Dental and medical
- Dentist, Doctor, toenail lady
- Swifts Creek and Omeo
- Gym, physio, doctors, practice nurse, just toes, information nights (when these happen)
- Medical, Gym
- Omeo Medical Centre- GP, Dentist
- Locum service at Ensay bush nurse
- Gym, Doctor, Dentist
- Nil
- Physiotherapy

- Omeo Medical Centre
- Omeo Medical Centre, Dental Unit
- Gym, doctor, dental, parents use homecare and PAG
- Doctor, Have used dentist and physiotherapist
- Doctors
- Oldies exercise class at Swifts Creek
- Omeo Hospital, Medical Centre
- Medical practitioner, dentist
- Locum Doctor
- Medical Centre, Emergency department, Pathology
- Doctor
- Medical, Blood Tests
- DR, Dentist
- Doctor
- Dentist physio doctor
- Doctor, Respite
- Medical clinic
- None
- Community Gym Physio Doctors Counsellor
- G.P Physiotherapist Gym

Question 12. What activities and/or services are working for you and/or your family provided by Omeo District Health?

- Clinic
- GP, programs such as 10,000 steps
- Mrs is a nurse
- Medical centre
- Eye care, CP
- GP
- Everything
- Gym- working well
- Employment, support gum (lovely place to be)
- Gym and doctors
- Dental, Medical Services
- As Above (Doctor, physio)
- New resident- don't know yet Doctors, Emergency department
- Gym
- Doctor, Physio, Practice Nurse, Dentist, AH Surgery on W/E Doctor/Bush Nurse Medical Centre None
- Dentist
- The dentist and the doctor
- Dentist, GP
- As above (dentist, doctors)
- Physio- saves me going to Bairnsdale as above (bush nurse, Omeo Dentist)
- N/A
- All that I use. (SC Bush Nurse Centre, inc. Doctor. Dentist)
- As above (GP (@ bush nurse centre). HACC, maintenance.)
- GP, Community Gym, Physio
- Dentist, medical centre PAG. All of the above (Doctor, Gentle Exercise Class Swifts Creek, Physio, Homecare, planned activity group.)

- Homecare, Breast Screen
- Services of Drs and hospital care if we needed it.
- Doctors clinic at Ensay. The community would benefit from more hours by the doctor on a Tuesday morning.
- Same as above (Dentist, Doctors, Bush Nurses, Physio)
- Doctor availability at Ensay Bush Nurse Centre
- As above (Ensay Bush Nurse and weekly doctors visits to centre)
- All services I have needed to access to date.
- As above (Doctors access, bush nurse, physiotherapy, optometrist)
- Doctor, Physio
- Doctor
- As per above (Home care services
- Have been very helpful
- Visiting doctor/bush nurse
- Gym
- SCBNC GP
- Medical centre
- N/A
- Doctor, aged care facility, emergency facilities
- Medical centre, physio- once in
- All of the above (Home help, Exercise, Dentist, Medical, OT support
- PAG, Bus
- Both of the above- dental and medical
- Dentist, Toenail lady
- Don't have any activities
- Gym, physio, doctors,/medical practice, just toes
- Gentle Exercise Class
- GP, Dentist
- As above (locum service at Ensay bush nurse)
- As above (gym, doctor, and dentist)
- -
- Physiotherapy
- Medical Centre
- Omeo Medical Centre, Dental Unit
- All of the above (gym, doctor, dental, parents use homecare and PAG)
- Doctors
- As above (medical practitioner, dentist)
- All the above (Medical Centre, Emergency department, Pathology)
- Doctor
- As above (DR Dentist)
- Doctor
- PAG, Respite, District Nurse, Exercise class, OT, HACC, Blood testing, Telelink with Specialist Docs, Visiting
- Specialists, Just Toes
- Medical clinic and access to physio
- None
- Access to medical staff is good
- All

Question 13. What other activities and/or services are working well for you and/or your family?

- N/A
- None
- Football, golf club
- School, netball, DP town committee
- Netball/Footy club
- None
- General community and all it supplies
- Football club, community
- Sporting- Football
- New resident- don't know yet
- Pool
- Omeo Bus Service, Library at Shire offices, Shire Offices information, Men's Shed
- Bush Nurse
- Chemist, Community Centre, PO
- N
- Football club
- Childcare, football and netball, schooling
- Bush Nurse
- Community centre, bush nurse centre
- Bush Nurse, footy/netball club, gym, pool
- Football club, swimming pool
- Community Centre Swifts Creek
- Swifts Creek Bush Nurse Centre
- Football/Netball Club, Swifts Creek Bush Nurse Centre
- Nursing home looking after parent in-laws 26 Social Gatherings locally
- Great to see ladies day at Ensay and a walking group too.
- Provision of Ambulance Service. Services provided by Ensay BNC and Swifts Creek BNC
- Community activities- e.g. craft group, garden club
- Dr Appointment
- Doctor, Physio, Dentist
- Yoga
- Football
- Chiropractor
- Dentist
- N/A
- Veg delivery
- Reg homecare services
- N/A
- Have none
- Yoga
- N/A
- Childcare
- Being involved in the community
- -
- Child-related groups i.e. kinder gym, Monday playgroup.
- Nil
- Bush Nurse
- Swifts Creek Bush Nurse- Fantastic
- N/A

- Ensay and Swifts Creek Bush Nurse
- Walking, football
- Walktober, Health info sessions
- None
- Bush Nursing Centre's
- N/A

Question 14. What do you feel is lacking, in terms of health services, programs, activities and/or resources, in our community?

- Regular doctor, regular physio, diagnostics e.g. X-Ray, ultrasound
- Think very good. nothing lacking
- Nothing really
- Need more social get togethers that aren't pub or football related.
- X-rays etc. at hospital
- More support to elderly/disabled people living at home
- Volunteer driver program- assist the most in need.
- Nothing
- New resident- don't know yet
- Hours of operation. Access to medication.
- Bowls Club- Bingo
- Having the same doctor most of the time would be great
- Nil
- More physiotherapy hours
- Money for bush nurse
- Bigger community centre
- None
- More boot camp, yoga and meditation classes
- More social activities for the community, and more employment opportunities.
- More after hours gym classes
- X-Ray
- theatre workshops
- More youth based activities. more community interactive activities, swimming pool (heated)
- Heated swimming pool. gym
- Sporting options other than footy/netball
- Pre-natal care obstetrics/gynaecology. Greater range of activities (only football netball and gym). Well maintained walking tracks/paths. Access to quality fresh produce.
- Transport for older people
- Transport
- Podiatry
- Not enough held in Ensay. Cannot always afford (or am in too much pain) to travel to Omeo or Swifts Creek.
- A comprehensive range of services I provided across the district.
- 1. Access to a GP after hours. Only option is Bairnsdale emergency. 2. Good to be able to develop a relationship with one GP. At the moment a variety of GPs service Ensay
- Ask me when I'm older and more decrepit
- Role models, healthy and cost effective food options
- Community Group Craft
- Doing a good job
- Water activities physical activities for young people e.g. dance, gym, cricket, soccer
- Indoor pool, Tai Chi, More yoga

- Nothing
- Lack if an indoor heated swimming pool, x-ray facilities
- Volunteer drivers, doctor avail all weekends, mental health, more physio
- Public transport and better internet
- People need to pull together and support what is going on.
- Public transport (a perennial problem here)
A regular doctor, public transport/hospital services to help elderly stay at home, transport to appointments
- None
- Exercise programs aimed at my level (active, older people)
- N/A
- Dental services
- Easy access to specialist services an ongoing issue- more telehealth options?
- Psychologist
- Classes in outlying towns I.e., Dinner plain, Benambra etc.
- Nothing
- More youth programs
- Permanent Doctor, x-rays
- Consistency of services i.e. Dietician, Physio, Speech Pathology
- I think Omeo is really well provided for.
- Home help
- Cooking classes, dance classes, nutrition classes, sustainability classes
- Teleconference with specialists and other services would like to see more in-reach from external services, access to dietician and other services teleconference
- Events to bring communities together
- Group exercise for the working community
- A larger health service where people don't know all your personal stuff and gossip
- Dietitian Alternative therapies
- Skin clinic for regular skin cancer checks.

Question 15. What could Omeo District Health do to improve activities and/or services in our community?

- Campaigns
- Open door policy- welcome people to volunteer and drop by to chat to residents
- More young people's activities
- Do quite a good job really
- Nothing
- Nothing
- New resident- don't know yet
- More classes etc. in Omeo
- Provide more physio hours
- Open bigger community centre
- Help the community to organise some of the things above (more social activities for the community and more employment opportunities).
- More surveys
- Theatre workshops
- Make them a bit more available and affordable
- Advocate for specialised service visits. Work with key agencies to make/improve foot and physical activity environment.

- Provide transport to Omeo for activities/ or programmes. Transport for appointment down the line.
- If unable to drive to Omeo, unable to see movie if I wanted to. More dental health required.
- Extend them down to Ensay
- Health Education programs- women's/men's health prog. Specific healthy heart, cancer etc. Continue to review its current resource/service provision to ensure it relevance to all community groups.
- I think ODH does an excellent job.
- Try to facilitate a community food garden?? Organise healthy breakfasts for school students.
- Provide funding for local Tai Chi and yoga
- More dental days
- Put in a heated pool for exercise. Water aerobics all year round.
- Be represented at community events i.e. markets, funerals, footy
- N/A
- Stick a cracker up there rear.
- Covered everything
- I would like to see a re-introduction of Omeo Health News? Of previous years- making ODH more inclusive.
- Need to be more open and transparent about eligibility for services- community needs more info on what's available.
- Don't know
- Increase hours at gym in Swifts Creek
- N/A
- Doing a good job
- Locum service does not provide diabetes, chronic disease management (CDM) services.
- Continue to maintain current levels of service
- -
- Keep seeking alternative health practitioners i.e. acupuncture, dietician, Chinese medicine.
- Create a 'ladies group' based on similar principles as the 'men's shed'.
- Nothing
- Over 65's have HACC services, aim at 50-65 year olds
- Permanent Doctor x-rays
- Consistency
- Run the classes above- (Cooking classes, dance classes, nutrition classes, sustainability classes)
- Improve relationships with BNC and external providers
- Keep up the promotion
- Healthy eating and cooking classes
- Have staff come from different places not just the district
- N/A

Question 18. Any final comments.

- No thanks :)
- One of the luckiest small towns around.
- The support and social interaction that I have received since being employed at ODH is wonderful.
- Everyone is friendly and helpful
- They do a good job and we need it.
- None
- Don't use the services that much.

- No
- Nope :)
- I'm very happy with ODH and SC bush nurse centre
- Wonderful service to the community
- ODH is a great service. Important for the community to have access to the services it provides.
- Ideally- a bus more suited for use of older/disabled passengers sorely needed.
- Can we have a psychologist for adults? I would like to visit a dietician in Ensay. Keep up the great service ODH.
- Age care facility is of a very high standard- excellent feedback. It is reassuring to know that our aging population can enjoy such a pleasant lifestyle and facility.
- The personnel at Ensay Bush Nurse Centre do an excellent job and provide a really caring service.
- Our access to and quality of doctors is first class (poss best in Aust)
- Have always found everyone more than helpful and caring
- No comment at all!!
- (Health- poor to average)
- Our bush nurses do an excellent job!!
- Keep up the good work
- (Household up to 6)
- I am satisfied with the services provided by ODH and the support and assistance I received from the staff I interact with. Thank you. (Name withheld)
- Yes, I feel satisfied with the care and treatment I received from the staff at ODH earlier this year and at the end of...All staff really cared and were wonderful. (Name withheld).
- Very good staff, medical practice is excellent, physio great. Gym program and access to gym has been great.
- (A male also completed)
- (From 3893- Tambo Crossing Post Code)
- Could be time for more talks on men's health issues.
- Great range of services. Homecare, PAG a blessing for older folk.
- Considering we are remote the service is excellent. Except when there is no GP on the weekend.
- For a small community, Omeo is very fortunate to have the facilities provided for by Omeo District Health.
- Improve what is fed to patients and staff
- Thanks for continually trying to improve.
- Greatly appreciate ODH and the staff