



Five Thirty Program

What is the Five Thirty Program?

North Yarra Community Health provides the Older Persons High Rise Support Program for the residents of 530 Lygon Street Carlton. It is known as the *Five Thirty Program* and provides:

- general support
- social, recreational and health promotion activities
- links with other services
- links with other communities
- home visits
- crisis support.

Why did we have a Doorknock Survey?

In 2008, the Five Thirty staff conducted a door knock survey to:

- engage with all residents, including those who were not using the program
- talk about and build relationships between residents and workers
- identify the needs and wishes of residents
- address gaps in support services and programs.

The Doorknock Survey

There are 130 residents located at 530 Lygon Street high rise flats. Of these 130 residents:

- 60 participated in the survey

- 20 who answered the door did not complete the survey but talked with Five Thirty staff
- 50 residents were contacted though they did not respond to the survey.

Doorknock Summary

Among the 60 residents that completed the survey, 40 were born overseas representing 20 countries, and 20 were born in Australia.

What did you say about services used?

- 16 out of 60 said they use North Yarra Community Health, with mention of access to podiatrists, physiotherapists, pharmacists and dentists.
- Eight out of 60 said that they use or have used Home Help.
- Five of the 60 residents said they used Meals on Wheels. Many residents said that they did not need that kind of service at this time.
- One resident said they used the Royal District Nursing Service.

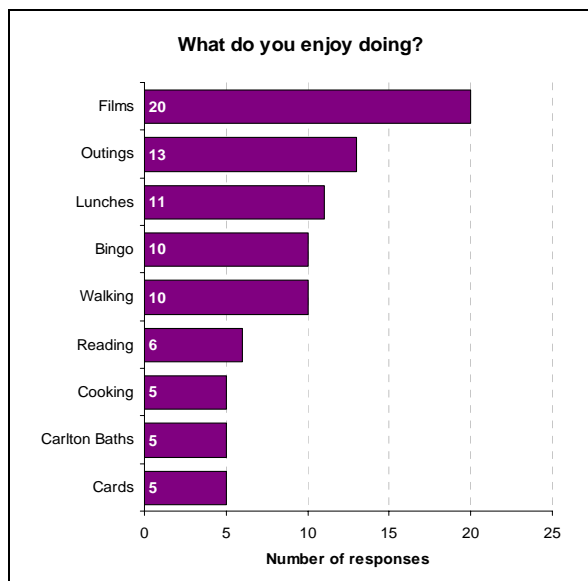
A number of residents stated that they were independent and did not need support services at this stage. Many said they knew about the Five Thirty Program and would access it if needed in the future.

Your interests and activities

The Doorknock Survey asked residents what type of activities they enjoy doing. It gave a list of examples and encouraged them to add their own ideas.

Social gatherings and activities such as films, outings, lunches and bingo received the highest number of responses. Ten residents said that they enjoyed going for walks and were doing this on a daily basis.

When asked about the activities they like, nine residents listed three or more of the four activities at the top of the chart (see below) - that is films, outings, lunches and Bingo. Five residents listed two or more activities from the same list.



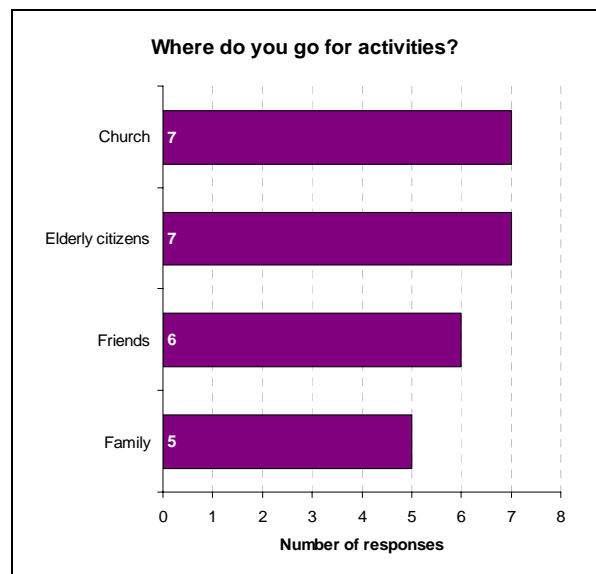
For example, of the 11 people that said they enjoy going out for lunches:

- eight also listed outings
- seven also listed Bingo
- six also listed films.

This shows that there is a group of residents that really like to participate in social activities that allow them to spend time with others.

At the same time, 31 of the 60 residents that responded to the survey did not tick any of the activities listed.

When asked where people socialised they said they went out with family, friends, to church or Senior Citizens clubs.



What happens with these results?

The Doorknock Survey results will be circulated to Five Thirty residents and are available on the North Yarra Community Health website at www.nych.org.au. The valuable information gathered from the doorknock survey is very useful for planning and organising future activities and programs. It is hoped that another doorknock will occur in three years, for NYCH to stay up to date with the wishes and needs of the Five Thirty residents.

If you would like this information translated into your own language please contact Annie or Di at North Yarra Community Health, 530 Program Office, or telephone 9347 4133.