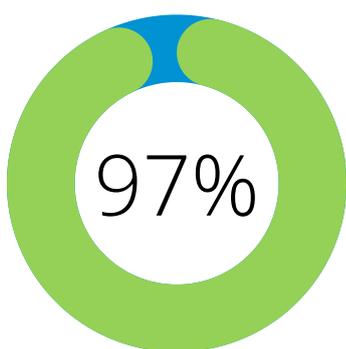
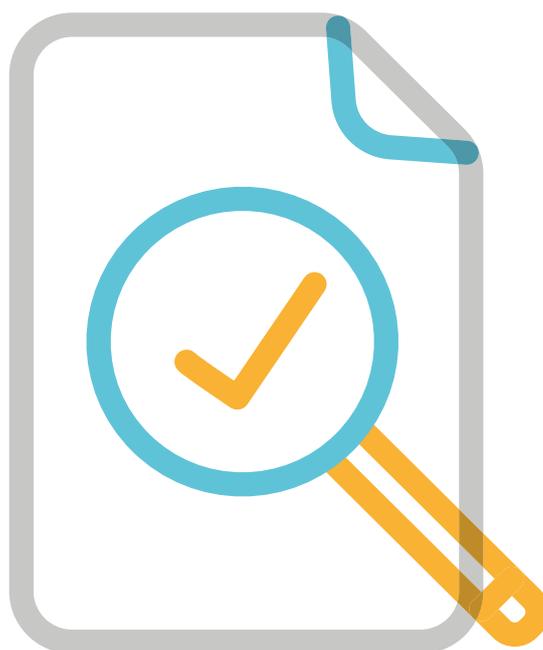


2020 Member Survey.

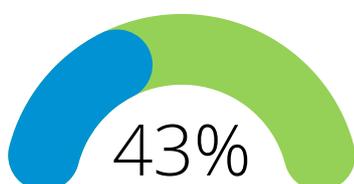
SUMMARY

At a Glance

The survey covers a range of questions, inviting member representatives to reflect on our resources, their involvement with us, and what we could do in the future.



Members who are very satisfied or satisfied with Meaningful Ageing Australia



Members who have already recommended membership to others

Quality of our products and services: rating of excellent and good



Member
Support: 90%

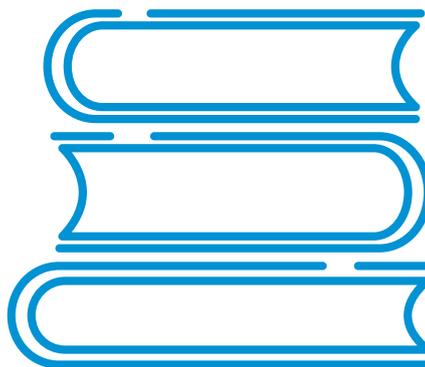


Newsletters:
93%

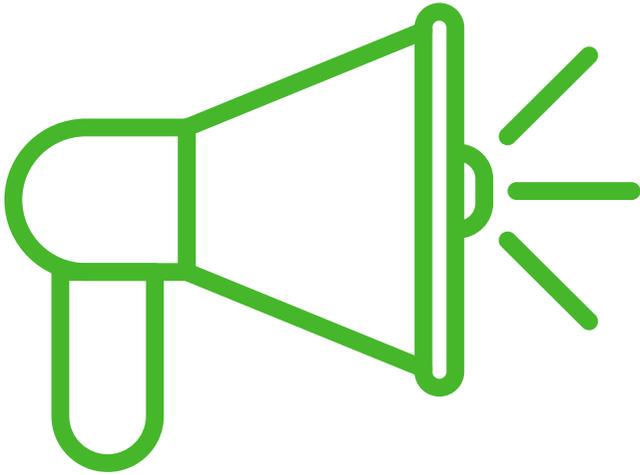


Resources:
96%

Our hard copy resources were rated as **excellent or good by 56%** of our members. 41% had not yet accessed these resources.



Our online resources were rated as **excellent or good by 50%** of our members. 50% had not yet accessed these resources.



Advocacy themes

Lack of time was a key theme to emerge from most responses, but was generally framed around the need to fund the overall work and staffing, including spiritual care and the time needed to do it properly.



Funding generally in the sector.
This ranges from more staff to more time.



Funding specifically for spiritual care.



Enhancing the value and perception of spiritual care.



Training in general, and specifically in spiritual care.



What members say...

"Meaningful Ageing material is helping us as an organisation articulate the focus on spiritual care in a way that is clear, engaging and easy to understand. We have just recently filmed an introduction [on] the Orientation to Spiritual Care for our internal training of staff and volunteers due to roll out in the near future."

"A huge thank you for filling many gaps for us in aged care."

"Keep doing the great work you do. It is so very much appreciated. I am a Spiritual Co-ordinator and work on my own, so your support and resources are so very important to me."

"Thank you for the wonderful work."



2020 Member Survey.

CONCLUSION

This year's survey shows that overall, respondents continue to value and celebrate the work of Meaningful Ageing Australia. Comparisons of all five member surveys reflect that Meaningful Ageing Australia is valued, and that our work is having an impact. We are working in a context that is stretched and stressed, and so we need to be ever vigilant to ensure that what we produce can be relied upon and is fit for purpose.

We have been greatly encouraged by the strong positive feedback. A key theme that continues from previous years is that people are time-poor, and have difficulty getting space to really reflect on how to best use our materials and/or engage their teams. A lack of resourcing generally in aged care also came up again several times.

Our Future Goals

- 1) Identify through research, with our Monash University intern students, ways to increase usage of our resources by members.
- 2) Continue to deliver online member events and meetings, whilst preparing for a COVID normal environment.
- 3) Continue to advocate and advance access to spiritual care training, despite a climate of 'time poverty'.

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