

MERCY CONNECT 2019 PARTICIPANT SURVEY

WHO PARTICIPATED

41% OF PARTICIPANTS

31 MALES

19 FEMALES

6 PARTICIPANTS WHO IDENTIFY
AS ABORIGINAL OR TORRES
STRAIT ISLANDER

35 PARTICIPANTS WHO LIVE IN
MERCY CONNECT GROUP HOMES

14 PARTICIPANTS WHO RECEIVE
DROP IN SUPPORT

23 FAMILIES

0 PROXY RESPONSES



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THE STUDY

The 2019 Mercy Connect Participant Satisfaction Survey has given the participants who we service a voice. This is the first study of its kind for Mercy Connect and the disability community as a whole, with the entire survey recorded from the view and in the words of the participant. The findings of this study highlight the experiences of participants covering a range of quality of life outcomes relevant to their lives.



RESULTS

- 72.3% Of Mercy Connect participants said they felt 'ok' or 'great' overall about where they lived.
- 82.9% Of Mercy Connect participants said they felt 'ok' or 'great' about the level of safety in their home.
- 12.7% Of Mercy Connect participants gave a response of 'bad' to the level of safety in their home. Of these, 66.6% were those who received drop in support.
- 67.3% Of Mercy Connect participants said they would like to live with the same amount or less people.
- 76.0% Of Mercy Connect participants said they felt 'ok' or 'great' about how much contact they currently had with their families. 80% of participants surveyed said they would like the same amount or more contact with their families in the future.
- 84.7% Of Mercy Connect participants said they felt 'ok' or 'great' about how much choice they had. When filtered, 76.9% of outreach participants felt 'great' about their level of choice, compared to only 37.5% of people who reside in group homes.
- 95.0% Of family members said they would recommend Mercy Connect to others looking for services provided by us.

WHAT DO MERCY CONNECT PARTICIPANTS WANT



When asked qualitative questions throughout the survey, these were the most common answers given:



- A pet
- A pool
- A quiet room to relax in
- Their own home
- Chickens
- To live on a farm
- To go on a holiday
- More staff hours
- For family to come and visit
- A shed
- A garden of their own
- Spending more time with friends



Compassion



Hospitality



Respect



Innovation



Teamwork



Accountability