



South
Australia

Meals on Wheels SA Social Impact Report

The Power of Meaningful
Customer-Volunteer
Connection

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Prepared by



HUBER
SOCIAL





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Executive Summary

Meals on Wheels (MoW) has long been a household name when it comes to meal delivery, but what is less understood is the contribution the organisation makes to building community and social connection through its volunteer-driven and connection-focused model.

Meals on Wheels South Australia (MoWSA) has partnered with Huber Social to measure the social impact of the service, with a specific focus on understanding the broader benefits of the MoWSA model beyond nutrition. The goal for this process was twofold – obtain evidence that MoWSA has real impact beyond basic meal delivery and better understand the key drivers of the model in order to ensure the service is as effective as possible and resources are focused to have the most impact. There are clear efficiency gains for the way the elderly are supported in Australia if services such as MoWSA are able to assist people to live independently in their homes for longer.

The first measurement, which is considered a pilot and foundation for MoWSA and MoW services across the country to build upon, has resulted in the following key findings:

For Customers:

- **Majority of MoWSA clients have less than one meaningful social connection a day** – only 18.7% of MoWSA clients report having one or more meaningful social connections a day.
- **Connection is key** – of all factors relating to MoWSA service that were examined, how well customers know their volunteers had the strongest relationship with wellbeing. Specifically, knowing your volunteer(s) better was associated with higher wellbeing.
- **Connected customers have the most improved outcomes** – of the 36 factors measured, when compared to customers who do not know their volunteer at all, customers who know their volunteers a little, somewhat, and very well were found to have significant positive improvements in 50%, 86%, and 97% of factors measured, respectively.
- **Length of visit matters, but frequency does not** – visits of two minutes or more were associated with higher wellbeing, while the number of visits per week was not found to have a significant relationship with outcomes.

For Volunteers:

- **MoWSA volunteers have higher wellbeing than other Australians** – when compared with a sample of Australians from a similar demographic group, MoWSA volunteers were found to have 10% higher wellbeing. When compared to volunteers of a similar age group and volunteer time commitment in a different organisation, MoWSA volunteers still report having 5% higher overall wellbeing.
- **Volunteering with MoWSA builds a sense of belonging** – MoWSA volunteers who have been volunteering for at least five years reported significantly higher scores across factors related to their sense of belonging and connection.

The Opportunity

In addition to demonstrating the broader social impact of the MoW model, these findings offer an area of focus for MoWSA – the importance of the relationship between customers and volunteers. While this factor was found to have the strongest relationship with overall wellbeing and program outcomes, it was also an area with clear room for improvement, with 39.7% of customers reporting they didn't know their volunteers very well at all. This represents the biggest opportunity for MoWSA, to increase the wellbeing of their customers and maximise their impact.



Building **Community** and Sustaining **Independence**

Life expectancy in Australia continues to increase, along with our 65 years and older population, which is projected to more than double by 2057.¹ Given these changes in longevity, there is a desire to ensure that these added years of life are 'good years of life', where people are enabled and supported to experience healthy, independent and dignified lives.

However, wellbeing in later life can be threatened by feelings of loneliness and social isolation. The 2021 Royal Commission into Aged Care Quality and Safety found that older people place a higher value on having a sense of belonging and connection with their local community, with in-person interactions particularly valued.²

Meals on Wheels South Australia (MoWSA) supports older Australians and others who may be experiencing challenges to living independently in their homes. Beyond providing nutritious meals, the Meals on Wheels service seeks to address two of the biggest threats to successful ageing – social isolation and loss of independence.

To support its existing evidence base, MoWSA has partnered with Huber Social to measure its social impact for both customers and its volunteers. The aim of this measurement



program was to understand the impact MoWSA has on the overall wellbeing of those delivering and receiving its services, as well as an understanding of which aspects of the MoWSA service model best support the wellbeing of its customers and volunteers.

This report presents the results of the first (pilot) measurement of MoWSA's social impact. It provides key insights into the MoWSA delivery model and identifies opportunities for MoWSA to improve its approach to maximise its impact.

"You like the people who come with the meals and look forward to a chat when they come. [Meals on Wheels SA creates] a real sense of community."

- MoWSA Customer

1. Australian Bureau of Statistics (ABS) 2014. Australian population statistics, 2014. ABS. cat. No. 3105.065.001. Canberra: ABS. online: <https://www.aihw.gov.au/reports/older-people/older-australia-at-a-glance/contents/demographics-of-older-australians/australia-changing-age-and-gender-profile>

2. Pagone G. & Briggs, L., Royal Commission into Aged Care Quality and Safety. Final Report: Care, Dignity and Respect, Volume 1: Summary and recommendations. p.100: Online: <https://agedcare.royalcommission.gov.au/sites/default/files/2021-03/final-report-executive-summary.pdf>



Why Measure Social Impact?

Huber Social was engaged to measure the social impact of MoWSA to demonstrate the impact of the MoWSA program and identify any opportunities to maximise effectiveness and better allocate resources.

1. Measure

To measure the impact of MoWSA, Huber Social measures the shift in overall wellbeing and program outcomes for people who engage with their services - in this case, both customers and volunteers.

Measurement provides a data driven approach for MoWSA to articulate their social impact to internal and external stakeholders.

2. Maximise

Beyond a focus on target outcomes, Huber Social's approach considers the holistic needs of a person to be in the best position to fulfil their potential.

This approach identifies opportunities to refine MoWSA programming (if required) and utilisation of resources to maximise the organisation's impact on customer and volunteer wellbeing.

Why Wellbeing?

Measures overall progress and supports the systematic solving of social issues

Ultimately, the goal of all programs working with people is to put people in the best position to fulfil their potential and achieve wellbeing. It is therefore important to measure wellbeing to ensure that overall, programs are having a positive impact. To measure social impact, Huber Social therefore measures a shift in overall wellbeing and the specific program outcomes that contribute to it.

Taking a wellbeing approach also provides a whole-of-life understanding of a person's needs. Instead of starting with the issue at hand, which tends to focus on the crisis end of a problem and place artificial limitations on the needs of people, strengthening wellbeing supports building a person's capability and opportunity to fulfil their potential, thus working to systematically address social issues.



**For details of how Huber Social measures wellbeing, please refer to Appendix 1, the Huber Social Wellbeing Measurement Framework*



MEALS ON WHEELS SA VISION

**Well-nourished
people thriving in
their communities.**



Meals on Wheels SA

Program Summary

Meals on Wheels South Australia has been supporting the health and wellbeing of older Australians since it was founded in 1953.

The international Meals on Wheels service model seeks to strengthen communities by providing support for people to live independently while maintaining community connection. The service model comprises provision of a prepared, nutrient-dense meal, delivered to the consumer at home or in a congregate setting, predominantly by volunteers. The meal serves as a vehicle for social engagement and interaction, building relationships and enabling monitoring of the consumer's well-being. Unlike other meal delivery services, which simply deliver the meal and leave, contact with a volunteer is built into the MoWSA approach. Through the services provided by its volunteer workforce, Meals on Wheels provides the conditions to live a healthy lifestyle in older age by:

- Delivering nutritional and healthy food to sustain health and wellness;
- Facilitating reliable and trusted social contact; and
- Monitoring and responding to a client's holistic wellbeing needs as part of a 'more than just a meal' service model.

In addition to the meal delivery service, the My W.I.S.E Choice program is also offered. This is a Commonwealth Home Support Program (CHSP) funded program, which offers a range of entry-level home support services that complements the meal delivery service. Services available include social activities based around food, cooking skills and food knowledge, and a restorative approach to shopping and cooking.

This measurement project will focus specifically on the meal delivery service. This pilot measurement seeks to measure and understand the social value which Meals on Wheels South Australia creates beyond the provision of meals. Insights and learning from this pilot project in South Australia will inform service delivery in South Australia and across the country.





Meals on Wheels SA

Impact Thesis

The Meals on Wheels SA Impact Thesis outlines the hypothesised impact it has on customer and volunteer wellbeing. Through measuring each level of impact, Meals on Wheels SA can use a data driven approach to demonstrate what works and what is needed to maximise impact and outcomes.

1. Impact

The overall impact of the Meals on Wheels SA meal service program is to improve people's wellbeing by ensuring they are well-nourished and able to thrive within their communities.



2. Outcomes

Meals on Wheels SA achieves this impact by building capabilities and providing access to opportunities across the following areas for customers and volunteers:

Customers

- Belonging and connection
- Nourishment
- Self-determination
- Holistic wellness
- Life skills
- Resilience
- Access to societal structures and services

Volunteers

- Belonging and connection
 - Purpose
 - Confidence
 - Enjoyment
 - Leadership
 - Life skills
 - Resilience
-



3. Outputs

Meals on Wheels SA delivers the following outputs:

- Meals delivered
 - Customers reached
 - Volunteers engaged
-



4. Activities

The above outputs are achieved through:

- Meal production
 - Meal delivery
 - Wellbeing checks
 - Volunteer recruitment, training and engagement
-



5. Resources

The above activities require:

- Funding
 - Staff
 - Volunteers
 - Facilities
 - Vehicles
-



Measurement Approach

Huber Social and MoWSA worked in collaboration to develop a measurement system that allows the organisation to measure its impact and understand ways to maximise it. The goal was to create a clear articulation of the organisation's social impact and inform program design and delivery.

Huber Social measures impact in terms of subjective wellbeing. To understand what may influence customer and volunteer wellbeing, Huber Social used a co-design approach to identify factors related to personal capabilities and access to opportunities that should be included in measurement as well, thus creating the MoWSA Impact Thesis. For further information on the Huber Social Wellbeing Measurement Framework, see the Appendix.



Tools

Huber Social used a combination of primary and secondary data sources; primary data was collected using self-report surveys. These surveys were developed to measure the key program outcomes identified in the MoWSA Impact Thesis. Where possible, relevant secondary data from MoWSA databases were used.

Distribution

Surveys were piloted by MoWSA staff in October 2021 and distributed to segmented, randomised sample of 3207 customers and all volunteers early in November 2021. Customers were mailed paper-based surveys and provided pre-paid return envelopes, and also provided the option to complete the survey online. Volunteers were asked to complete the survey online.

Due to a technical error in the initial printing and distribution of the paper-based customer surveys, the first version was incomplete. A second round of distribution occurred in mid-November 2021. Of the nearly 500 respondents who completed the first survey, almost 50% completed a second survey, which speaks to the willingness of MoWSA customers to participate in this measurement. Another 500 customers completed their survey in the second round of distribution, for a total of 744 completed responses. Of all MoWSA volunteers, 792 surveys were completed. Both results more than doubled the desired sample size required to achieve statistical confidence as shown below.

Measurement Group	Population Size	Desired Sample	Actual Responses
Customers	6000	362	744
Volunteers	6800	364	792



Measurement

Methodology

For this pilot measurement, several hypotheses were tested to understand the impact of MoWSA on both customers and volunteers.

Customers

The following dimensions of service were considered for customers:

- **Number of visits** – defined by number of meal deliveries on average each week.
- **Location of home** – defined by geographic characteristics of customer’s home (rural/ regional or urban).
- **Living arrangements** – defined by with whom the customer lives (single, couple, with family, with friends, or other).
- **Social engagement** – defined by number of meaningful social interactions a customer has on average each week, apart from MoWSA delivery.
- **Length of visits** – defined by how much time on average a volunteer spends with a customer when delivering a meal. Visits ranged from no time to 10 minutes or more. It should be noted that due to COVID-19 procedures, for many customers their volunteer was required to leave their meals with minimal interaction.
- **Quality of relationship with volunteers** – defined by how well a customer feels they know their volunteer(s), ranging from ‘not at all’ to ‘very well’.
- **Time in program** – defined by the length of time a customer has been receiving their Meals on Wheels service. Customers were categorised into three measurement groups: (1) those who are about to or have just begun receiving meals, (2) those who have been receiving meals for three months, and (3) those who have been receiving meals for a year or more.

Volunteers

The following dimensions of service were considered for volunteers:

- **Time commitment** – defined by the average among of time spent volunteering with MoWSA each month. Volunteers were grouped in three categories: (1) Less than five hours a month, (2) 5-15 hours a month, or (3) 15 or more hours a month.
- **Time in program** – defined by average length of time as a volunteer, in years.





Key Findings:

The Impact of Meals on Wheels SA

1. Majority of MoWSA clients have less than one meaningful social connection a day

Only 18.7% of MoWSA clients report having one or more meaningful social connections a day.

2. Connection is key

Of all factors relating to MoWSA service that were examined, how well customers know their volunteers had the strongest relationship with wellbeing. Specifically, knowing your volunteer better was associated with higher wellbeing.

3. Stronger relationships associated with better outcomes

In addition to being associated with higher wellbeing, scores for MoWSA's target outcomes also increased in line with higher quality relationships between customers and volunteers. Of the 36 factors measured, when compared to customers who do not know their volunteer at all customers who know their volunteers a little, somewhat, and very well were found to have significant positive improvements in 50%, 86%, and 97% of factors measured, respectively.

4. Length of visit matters; number of visits does not

Significant improvements were found in 95% of all factors measured for MoWSA customers whose volunteer visits averaged two minutes or longer. Factors related to access to services and community connection experienced some of the greatest gains.

While it may seem counterintuitive, analysis found that there was no significant difference between customer wellbeing and number of volunteer visits per week. This suggests that it is the quality of connection with volunteers rather than quantity that has the biggest effect.

5. MoWSA volunteers have higher wellbeing than other Australians - including other volunteers

When compared with a sample of Australians with comparable demographic characteristics, MoWSA volunteers were found to have 10% higher wellbeing. Even when compared to non-MoWSA volunteers of a similar age group and volunteer time commitment, MoWSA volunteers still report having 5% higher overall wellbeing.

6. Volunteering with MoWSA builds a sense of belonging

MoWSA volunteers who have been volunteering for at least five years reported significantly higher scores across factors related to their sense of belonging and connection. These results suggest that MoWSA is successful at creating community connection amongst their volunteers.



Meals on Wheels SA Customers

To understand the social impact of MoWSA services, it was first necessary to determine whether MoWSA services have an impact beyond meal provision and nutrition. Does the volunteer-driven service model - which provides opportunities for social connection and regular check-ins - achieve more than simply delivering nutritional meals?

Beyond this primary aim, there were also a number of aspects of the MoWSA service model that were investigated to understand their effect on overall wellbeing.

This measurement project found that MoWSA does offer benefits to its customers beyond access to healthy food and improved nutrition; however, this can vary widely for customers depending on the nature of the service received.

The following section explores the impact of MoWSA services on customer wellbeing and identifies ways in which the service can be optimised and resources best utilised to support customer wellbeing.



Meals on Wheels SA

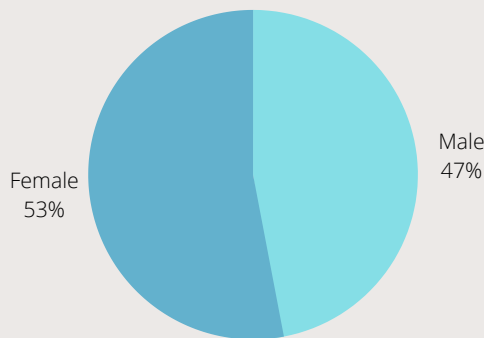
Customer Demographics

The MoWSA Wellbeing Survey received responses from 744 customers of the service. The average age of customer participants was 84 years old. This sample was compared with the MoWSA database to determine if it was representative. It was noted that men are over-represented in the sample, making up only 42% of customers and 47% of respondents. All other demographic factors were consistent with the broader MoWSA population.

Gender

The majority of respondents were female (53%).

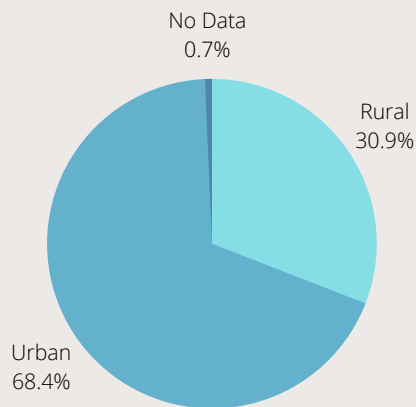
All responses, by gender



Location

Over two thirds (68%) of respondents live in urban areas of South Australia.

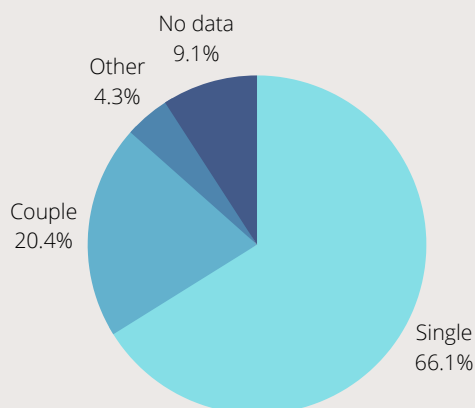
All responses, by location



Household Type

The majority (66%) of customers live on their own. Other household types include family, sole parent, and group accommodations.

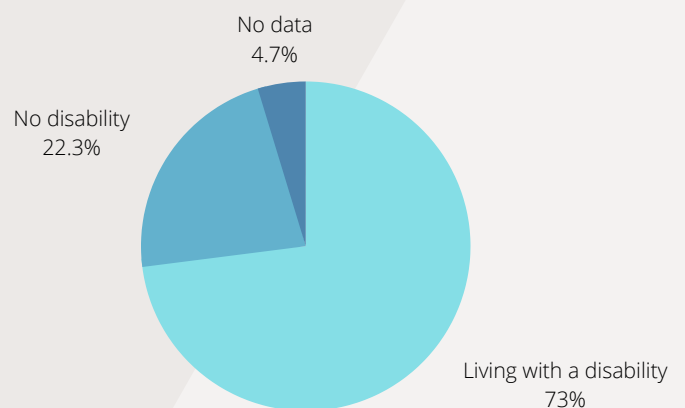
All responses, by household type



Living with a Disability

Almost three quarters (73%) of all respondents are living with a physical, psychiatric, or sensory disability.

All responses, by disability status





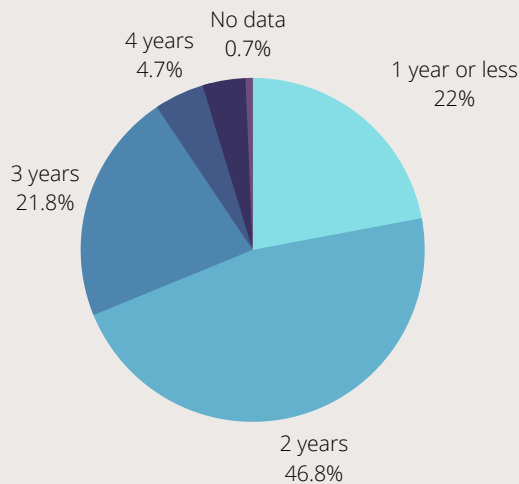
Meals on Wheels SA Service Dimensions

In addition to MoWSA customer demographics, data was collected with respect to various dimensions of their MoWSA service. Out of all respondents, 87% reported that they intended to receive their Meals on Wheels service for the long-term (rather than a short-term need).

Years Receiving Meals

Almost half (47%) of customer respondents have been receiving MoWSA services for two years.

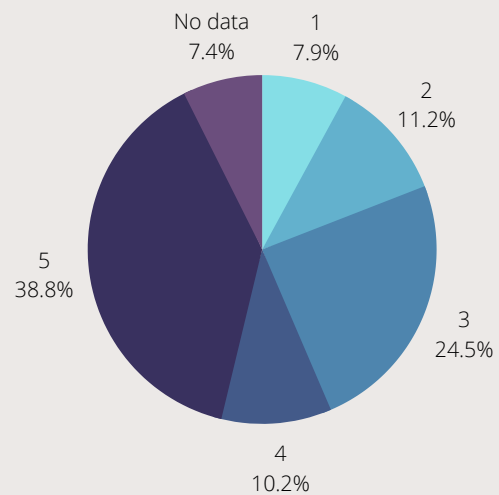
All responses, by years of service



Number of Visits per Week

Most customers receive meal deliveries five days a week (39%).

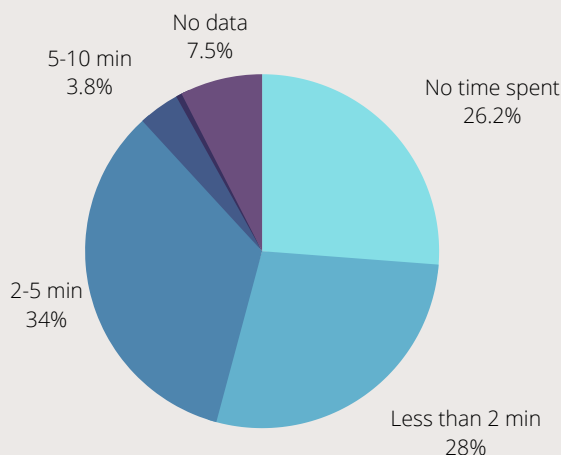
All responses, by visits per week



Duration of Visits

More than half (54%) of customers report that their volunteer visits last for an average of two minutes. It should be noted that due to COVID-19 procedures, for many customers their volunteer was required to leave their meals with minimal interaction.

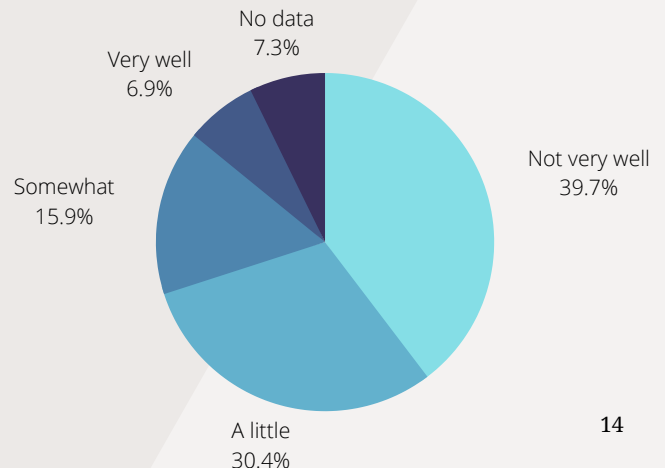
All responses, by duration of visit



Connection with Volunteer

Less than a quarter (23%) of customers report knowing their volunteer well. Again, this data was collected during a time of COVID-19 procedures that reduced the opportunities for volunteers to connect with customers.

All responses, by knowledge of volunteer



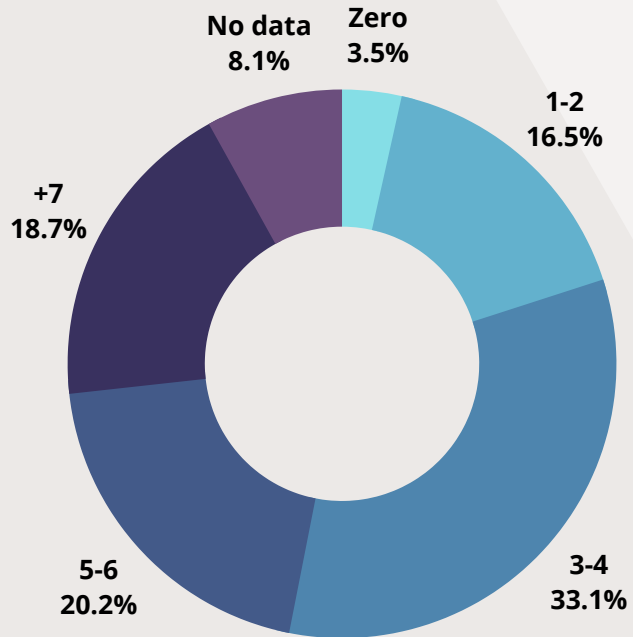


Majority of MoWSA Customers Have **Less Than One Meaningful Social Connection A Day**

To understand their base level of social connection, MoWSA customers were asked how many meaningful social connection they had per week, with examples given of time spent with friends, speaking with family or neighbours, at a club, volunteering, church etc., excluding their MoWSA deliveries.

Only 18.7% of customers responded that they had seven or more meaningful social connections a week, meaning that the vast majority of MoWSA customers have less than one social connection a day, excluding their MoWSA deliveries.

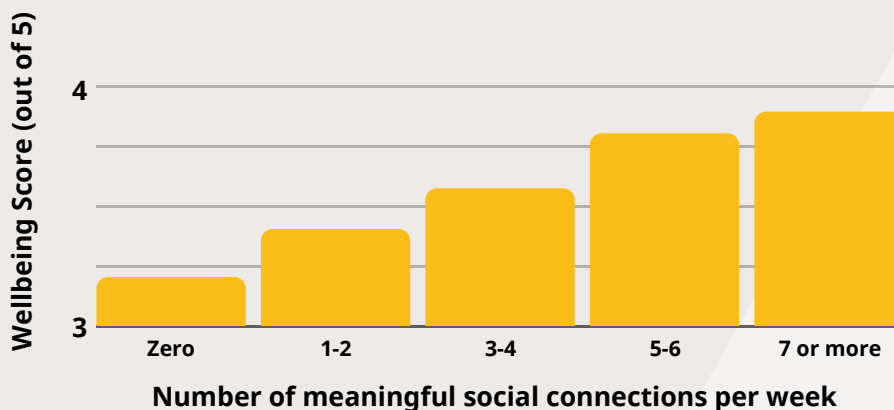
The average number of meaningful social connections (excluding MoWSA visits) reported by MoWSA customers is four per week.



All responses, by number of meaningful social connections per week

Social Connection Linked to Wellbeing

Consistent with a host of research in the field that points to the importance of social connection in the wellbeing of people,¹ analysis found that the number of meaningful social connections in a week had a significant relationship with overall wellbeing, with a higher number of connections associated with higher wellbeing.



1. Holt-Lunstad J, Smith TB, Layton JB (2010) Social Relationships and Mortality Risk: A Meta-analytic Review. *PLoS Med* 7(7): e1000316. <https://doi.org/10.1371/journal.pmed.1000316>

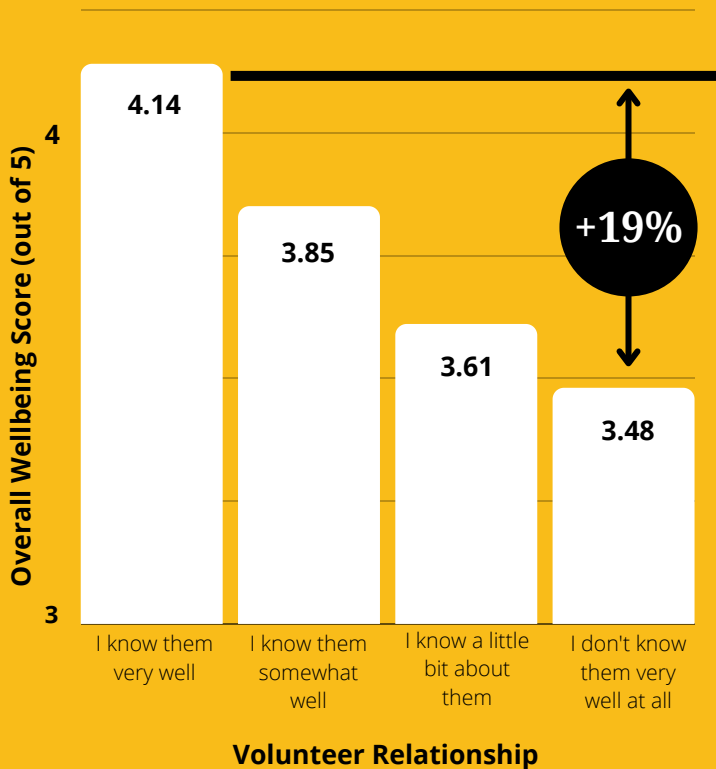


Connection is Key

Of all factors relating to MoWSA service that were examined, quality of relationship with their volunteers had the strongest relationship with customer wellbeing.

Customers knowing their volunteer better was associated with higher wellbeing. On average, the better customers know their volunteers, the higher their wellbeing.

Customer overall wellbeing, by volunteer relationship



Relationship with wellbeing determined via one-way ANOVA test ($F = 11.8, p < 0.01$). Data includes 690 responses, with $n = 51, 118, 226, 295$ respectively for each column.

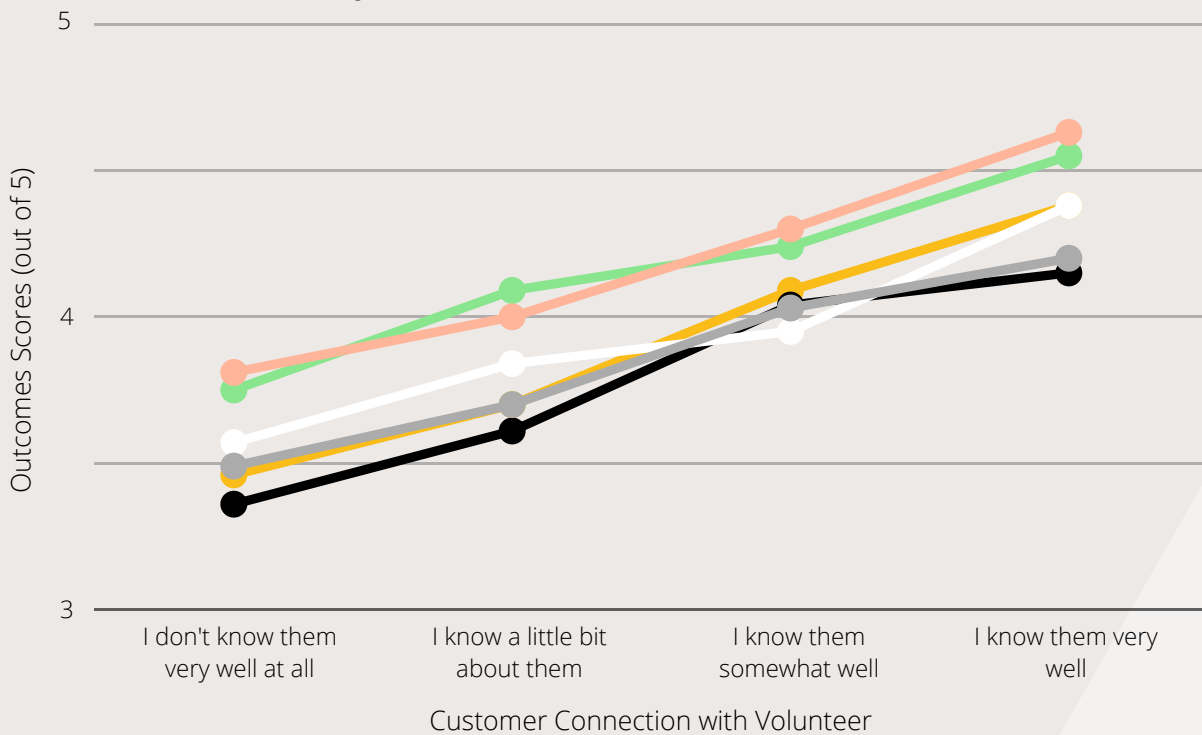


Key Outcomes Improve with Quality of Volunteer Relationship

In addition to being associated with higher wellbeing, scores for MoWSA's target outcomes also increased in line with higher quality relationships between customers and volunteers. Of the 36 factors measured, when compared to customers who do not know their volunteer at all customers who know their volunteers a little, somewhat, and very well were found to have significant positive improvements in 50%, 86%, and 97% of factors measured, respectively. More information about these key program outcome improvements can be found in Appendix 5 on page 46.

The following are some highlights of the significant gains achieved for MoWSA customers:

Key Program Outcomes Scores, by Customer's Connection with Volunteer



Key Outcomes Improvements

- +26%** Feeling part of a community*
- +24%** Finding it easy to share one's thoughts and feelings with other people*
- +23%** Having a sense of purpose in life*
- +21%** Feeling accepted by one's community*
- +21%** Belief that community service providers can help with one's current situation
- +20%** Enjoying life and having fun*

*Denotes a predictor of wellbeing, a factor that has a strong correlation with overall wellbeing. See page 23 for details.



"I was surprised by the very pleasant and happy people bringing meals. So many even have a few minutes to listen when we felt off colour or upset [...] they would even try to find out the help you need or where to find out. I have made some genuine friends."

- MoWSA customer



Length of Visit Matters to Customer Wellbeing

One of the project's aims was to understand whether there is a difference in customers' overall wellbeing based on the duration and frequency of the MoWSA volunteer visits. Responses for visit length ranged from no time at all to more than 10 minutes, and frequency ranged from one to five days per week.

Visit Duration

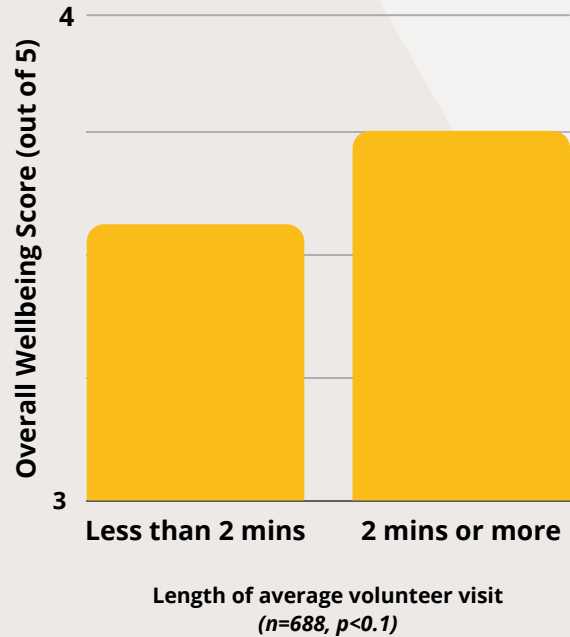
Analysis found that customers whose volunteers spent two minutes or more socialising with them during a meal delivery have 5% higher overall wellbeing compared to customers with volunteer visits under two minutes. Customers with longer visits also reported knowing their volunteer 45% better than customers with shorter visits, which may contribute to their higher wellbeing status.

This information suggests that a minimum of two minutes per volunteer visit is sufficient to have a positive impact on overall wellbeing of customers; more time than that does not necessarily have additional benefits. It should be noted that sample sizes for measurement groups with visits over five minutes were small; additional data collection on this subject will deepen understanding of benefits of longer visit times.

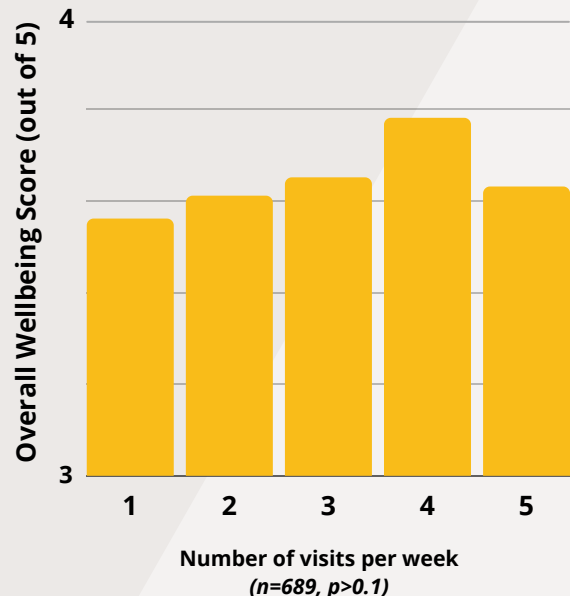
Visit Frequency

Analysis found that there was no significant difference between customer wellbeing and number of volunteer visits per week. This suggests that quality of interaction is more important to customers than frequency of visit. This highlights an opportunity for further investigation.

Overall Wellbeing, by Duration of Visit



Overall Wellbeing, by Frequency of Visit





Longer Visits Improve Access to Services and Community Connection

MoWSA customers with volunteer visits of two minutes or longer scored higher across 95% of all factors when compared to those whose volunteer visits are an average of two minutes or less. Factors related to access to services and community connection experienced some of the greatest gains. Most importantly, customers with longer visits felt more confident that community services providers could help them in their current situation, indicating a high level of trust in MoWSA's ability to support their customers.

Below are some of the largest improvements measured across customers with volunteer visits of two minutes or longer:

Access to Services



Belief in Community Services

+9%

Belief in community services to support one in need



Knowledge of Local Services

+8%

Knowledge of how to access local support services



Access to Financial Services

+8%

Access to local financial support services

Community Connection



Personal Community

+9%

Having a strong community of family and friends*



Community Belonging

+8%

Feeling a sense of belonging with one's community*



Community Acceptance

+7%

Feeling accepted by one's community*

Analysis compared MoWSA customers with volunteer visits of two minutes or less (n=403) to MoWSA customers with volunteer visits of two minutes or more (n=285). All scores reported are statistically significant to level $p < 0.001$, meaning there is a 99% confidence level that the results are not due to chance or error.

**Denotes a predictor of wellbeing, a factor that has a strong correlation with overall wellbeing. See page 23 for details.*



Overall Wellbeing Stays Consistent Over Time Receiving Services

Regardless of whether someone has just begun receiving MoWSA services or whether they have been receiving them for many years, overall wellbeing was found to be consistent among MoWSA customers with respect to time receiving services. It should be noted that for this pilot measurement, baseline data consisted of responses from customers who had already been receiving MoWSA services for at least one month, so the wellbeing of these customers may have already begun to improve thanks to the initial benefits of MoWSA service enrolment. Future measurement with baseline data from customers before they begin receiving services may alter these initial findings.

Despite this, scores were significantly higher for long term MoWSA customers across two key outcomes - holistic wellness and nourishment. Below are the top six factors that were significantly higher among MoWSA customers of over a year:



Physical Health

+14%

Having good health overall*



Meal Enjoyment

+9%

Looking forward to enjoying one's meals each day



Purpose

+9%

Having a sense of purpose in life*



Independent Lifestyle

+8%

Belief in one's ability to live an independent life*



Health Management

+6%

Adjusting one's lifestyle to improve health



Healthy Diet

+5%

Feeling like one has a healthy diet

"I appreciate MoWSA very much. It has helped me and my family to live as independently as possible."

- MoWSA customer

Average overall wellbeing of new MoWSA customers (3.57) and those who have been receiving services for a year or more (3.66) was found to be statistically insignificant ($p > 0.1$). Outcomes analysis compared new MoWSA customers ($n=68$) to long term customers ($n=580$). All differences reported are statistically significant to level $p < 0.05$, meaning there is a 95% confidence level that the results are not due to chance or error.

*Denotes a predictor of wellbeing, a factor that has a strong correlation with overall wellbeing. See page 23 for details.

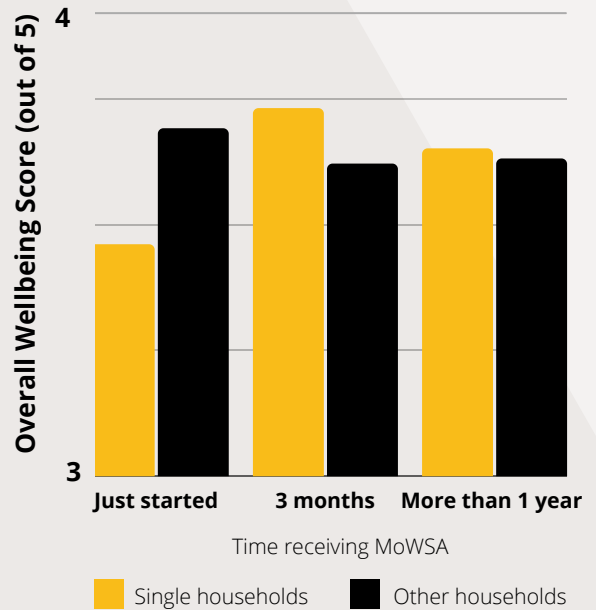


All Households Benefit from Meals on Wheels SA Services

When considering how household composition relates to overall wellbeing, the measurement found no significant difference in overall wellbeing between customers who live on their own and those who live with others, regardless of their time receiving MoWSA services.

However, both types of customers still received important benefits from their MoWSA services, particularly in relation to their own nourishment and nutrition. This support is even more important for single household customers, who may face more challenges living independently than those living with others. This demonstrates that MoWSA is successfully achieving its goal of providing healthy and exciting meals to all customers and improving customer outlook on nutrition and independent living.

Overall Wellbeing, by Household



Independent Living*
+13%

Single households

For those in a single household, after receiving MoWSA services for at least a year customers feel 13% more confident in their ability to live an independent life, which includes their ability to nourish themselves.



Healthy Diet
6%

Multiperson households

For those in a multiperson household, perception of the healthiness of their diet improved 6% after one year of service.



Meal Enjoyment
9%

All customers

For both single and multiperson households, after a year of receiving meals from MoWSA customers are looking forward more to enjoying their daily meals.

Outcomes analysis compared MoWSA customers in single (n=36) and multiperson (n=37) households who began receiving MoWSA services no more than three months earlier to single (n=406) and multiperson (n=174) households with at least one year of services. All differences reported are statistically significant to level p<0.1, meaning there is a 90% confidence level that the results are not due to chance or error.

**Denotes a predictor of wellbeing, a factor that has a strong correlation with overall wellbeing. See page 23 for details.*



Customers in Rural Australia Have **Stronger Sense of Community Connection**

Overall wellbeing was found to be the same among MoWSA customers living in both rural locations and urban areas. However, on average MoWSA customers in rural areas reported higher scores than their metro-based peers across nearly half (44%) of all outcomes measured, in particular with respect to their sense of community connection and support.

Below are the top six factors that MoWSA customers in rural South Australia reported stronger scores with respect to their communities:



Community Connection

+7%

Feeling part of a community*



Belief in Community Services

+6%

Belief in community services to support one in need



Knowledge of Local Services

+6%

Knowledge of how to access local support services



Community Safety

+6%

Feeling safe in one's community*



Personal Community

+5%

Having a strong community of family and friends*



Community Acceptance

+4%

Feeling accepted by one's community*

"It has been essential to my husband and me. [...] We all know the people who deliver the meals so we can chat; country people are the best."

- MoWSA customer, rural location

The difference in average overall wellbeing of MoWSA customers in rural (3.70) and urban (3.62) was found to be statistically insignificant (p>0.1). Outcomes analysis compared MoWSA customers in rural locations (n=223) to urban locations (n=516). All differences reported are statistically significant to level p<0.1, meaning there is a 90% confidence level that the results are not due to chance or error.

**Denotes a predictor of wellbeing, a factor that has a strong correlation with overall wellbeing. See page 23 for details.*



Predictors of Wellbeing for Meals on Wheels SA Customers

In order to assist MoWSA in having the greatest impact upon the wellbeing of its customers, Huber Social has analysed the wellbeing data of all customer respondents to determine which needs have the strongest positive association with high overall wellbeing. These are called predictors of wellbeing. A positive change in these needs is statistically more likely to accompany an increase in overall wellbeing, as compared to needs which do not have a strong association with wellbeing.

Of the 27 factors measured that related to MoWSA's target outcomes for customers, 18 were found to have a moderate or strong relationship with overall wellbeing. This suggests that MoWSA's service is well-aligned to the needs of their customers.

The following are the top five factors which all had a strong association with wellbeing:



Holistic Wellness - Enjoyment

Enjoy life and having fun



Holistic Wellness - Purpose

Feeling one's life has purpose



Holistic Wellness - Self-Acceptance

Liking oneself



Access to Relationships - Personal Community

Having a strong community of friends and family around oneself[^]



Sense of Connection - Community Belonging

Feeling part of a community

The full list of predictors of wellbeing can be found in Appendix 4 on page 44.

When a factor mentioned in the report is a predictor of wellbeing, it will be marked with an asterisk (*). These factors are noteworthy, as they have been identified as having the strongest correlation with the overall wellbeing of MoWSA customers and areas to focus on for maximum impact.

[^]This factor was not part of the MoWSA Impact Thesis but was measured to understand if there are any factors outside of MoWSA's scope that may also be important to customer wellbeing.



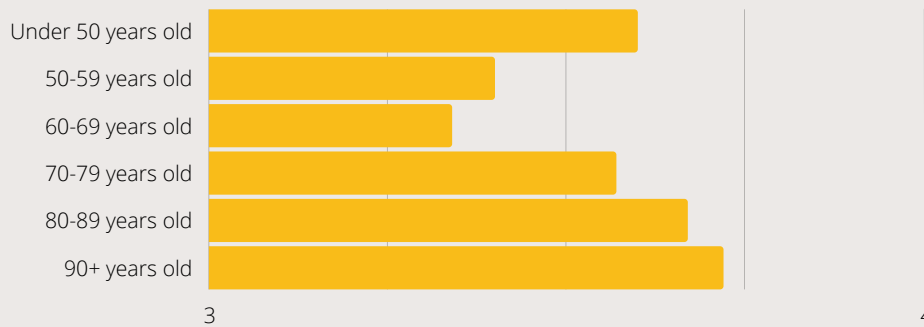
Wellbeing Varies Across Key Customer Characteristics

Across certain demographic factors, significant differences in wellbeing were also detected.* This reinforces the range of wellbeing amongst MoWSA customers, and highlights that not all MoWSA customers have begun their wellbeing journey from the same starting point. Note: There was no significant difference in overall wellbeing by gender, location (rural or urban), expected service length, living arrangement, disability, years receiving meals, or number of volunteer visits.

Age

The project found that overall wellbeing largely increases with customer age, particularly after 70 years old when many people have retired. This finding is consistent with other research.³

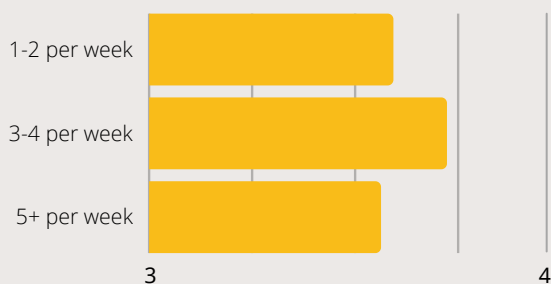
All responses, by age



Meals per Week

Customers who receive 3-4 meals per week had slightly higher wellbeing than those who receive more or less meals.

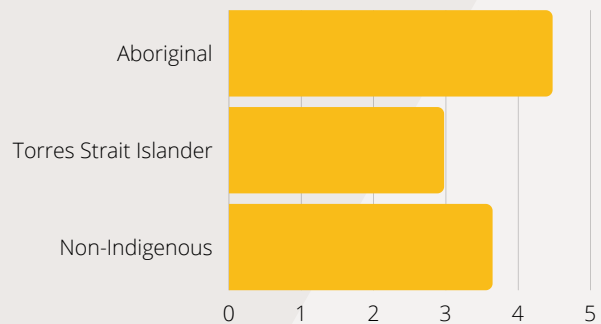
All responses, by number of meals per week



Cultural Heritage

Torres Strait Islander customers were found to have significantly lower wellbeing than Aboriginal and Non-Indigenous customers.[^]

All responses, by cultural heritage



[^]Note that the sample sizes for Aboriginal (n=3) and Torres Strait Islander (n=7) are very small; results should be considered indicative at this stage.

³ Handley, T.E., Lewin, T.J., Butterworth, P. et al. Employment and retirement impacts on health and wellbeing among a sample of rural Australians. BMC Public Health 21, 888 (2021). <https://doi.org/10.1186/s12889-021-10876-9>

*Differences in all wellbeing scores reported are statistically significant (p<0.01).



Customers **Appreciate** Meals on Wheels SA

As well as responding to questions about specific factors relating to the organisation's key outcomes, customers also had the chance to offer open-ended feedback about how MoWSA has improved their wellbeing and what they value most from the service. The responses from customers were overwhelmingly positive and demonstrate that the people MoWSA serve truly appreciate the physical and social benefits offered by the MoWSA approach:

"Meals on Wheels has had a great impact on my life, especially health wise by supplying me with nutritious meals, and the wonderful volunteers who bring much happiness to my life with their bright visits each day."

"We know we have security in having someone call on us for five days of the week, and we know we are getting nutritional meals which we need for our health."

"They have provided nutritious meals which have stabilised my health and put me in touch with many good kind people who make me happy."

"It has made a great impact on my life. You have taken away my anxiety and my health is improving. It gives me something to look forward to each day."

"Meals on Wheels has my heartfelt support. Some people have no other contact with the outside world and would feel terribly isolated without this organisation."



Building Connection Between Customers and Volunteers Should Be the Priority

The findings suggest that meaningful social connection is a need for most MoWSA clients and in turn that the factor most strongly associated with positive outcomes for MoWSA customers is their relationship with their volunteers. The measurement program also found that while there are many customers who are benefiting from their connection with a volunteer, there are still many who feel they don't know their volunteers very well at all.

This offers a clear area of focus for MoWSA in working to make the service as effective as possible. Are there choices that can be made in volunteer recruitment to encourage volunteers who want to connect to join the service? Can additional training be offered to volunteers in how to build relationships with customers? Are services prioritising time for interaction between customers and volunteers into their service model? What impact have necessary COVID precautions had?

Equally, are there ways to proactively identify customers who are at risk of social isolation? Once customers are identified, can they be given a bespoke service that specifically tries to build the amount of meaningful social contact in their lives?

Understanding what customers and volunteers value in a relationship and why connection is made in some instances, but not others are also potential areas for further research and data collection.





Meals on Wheels SA Volunteers

Volunteers make up the core of MoWSA's workforce. In addition to MoWSA's impact on customer wellbeing, the organisation wanted to understand the impact on volunteer wellbeing.

The following section explores the wellbeing of MoWSA volunteers and how volunteer service length and time commitment may be related.



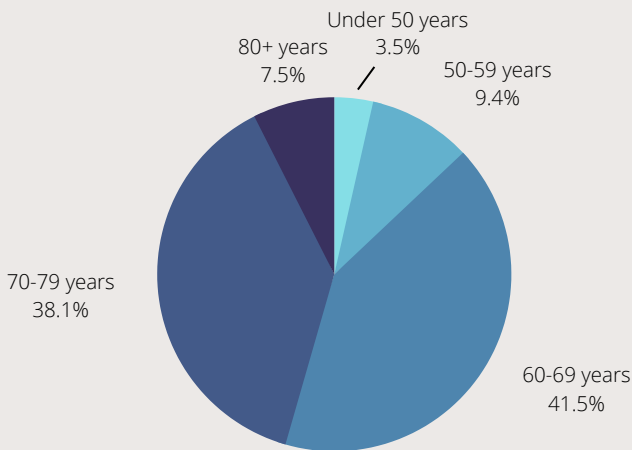
Meals on Wheels SA Volunteer Demographics

Of the roughly 6,800 MoWSA volunteers, there were 792 completed responses. About two-thirds (66%) of volunteer respondents are female, and the majority (78%) are retired. One quarter (25%) of volunteer respondents report at least some cultural ancestry from outside of Australia.

Age

The average age of MoWSA volunteer respondents is 68 years old. Respondent ages ranged from 22 years old to 96 years old.

All responses, by age

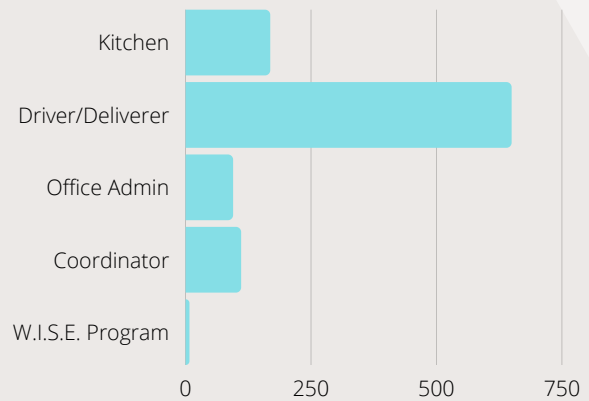


Note: This sample is younger than the MoWSA volunteer workforce. Surveys for volunteers were shared via e-mail and it is likely that some older volunteers did not take part as a result.

Volunteer Role

The majority (82%) of respondents are drivers or deliverers. Only seven respondents have a role with the WISE Program.

All responses, by role

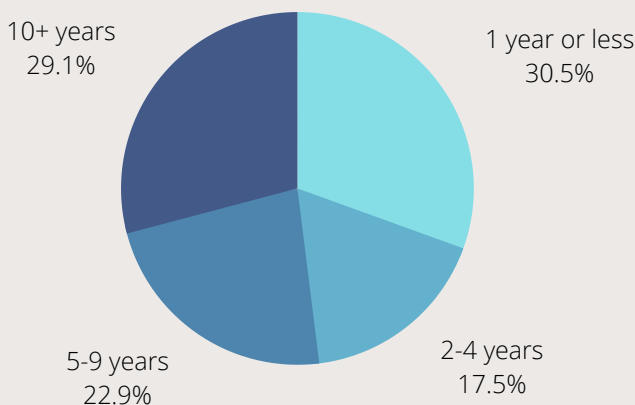


Note: Some volunteers reported having more than one role so there is overlap.

Years of Volunteering

On average, respondents have been volunteering with MoWSA for 7.5 years, with the longest being 48 years.

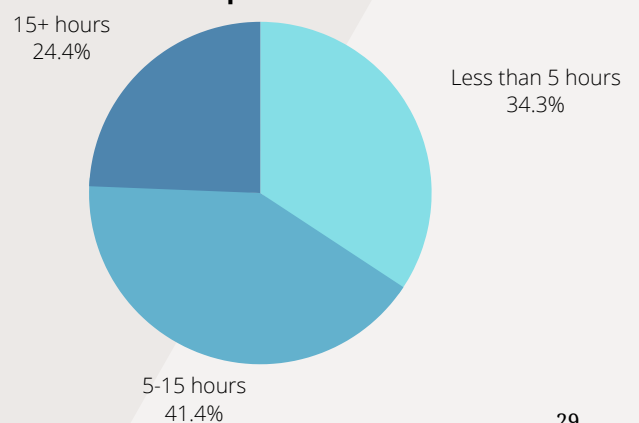
All responses, by years of volunteer service



Time Commitment

Most respondents (41%) spend 5-15 hours per month volunteering with MoWSA.

All responses, by time volunteering per month



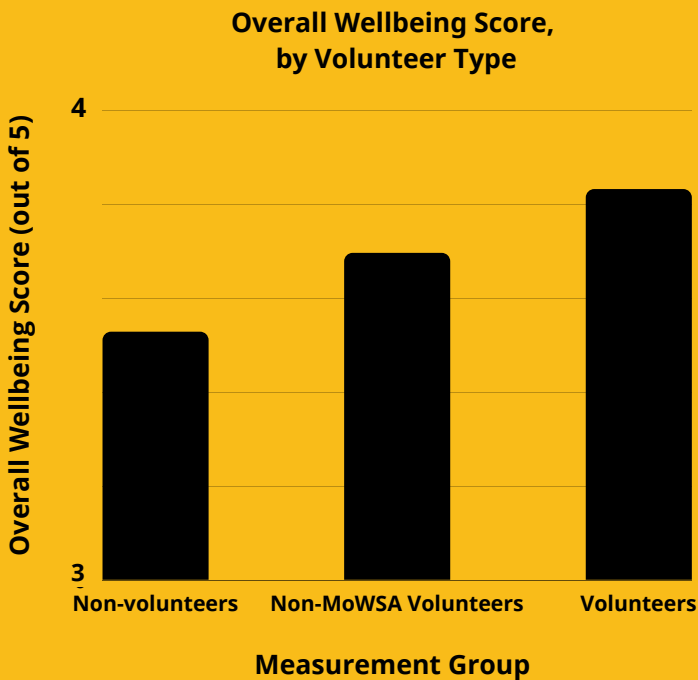


Meals on Wheels SA Volunteers Have Higher Wellbeing Than Other Australians

MoWSA volunteers have consistently provided anecdotal evidence of the benefits they find from working with Meals on Wheels. There is now quantitative data to support this qualitative finding.

When compared with a sample of Australians with comparable demographic characteristics, MoWSA volunteers were found to have 10% higher wellbeing. Even when compared to people of a similar age group who volunteered with a different organisation, MoWSA volunteers still report having 5% higher overall wellbeing.

These findings speak not just to the powerful benefits of volunteering in older age, but to the quality of the experience that MoWSA volunteers have during their time with the organisation.



Wellbeing analysis compared MoWSA volunteers (n=734), volunteers with another organisation (n=260), and non-volunteers (n=41). Data sampled from Huber Social Wellbeing Database can be considered comparable with respect to age only (all responses included >51 years old); excludes location and other key demographics. All shifts reported are statistically significant to level $p < 0.001$, meaning there is a 99% confidence level that the results are not due to chance or error.

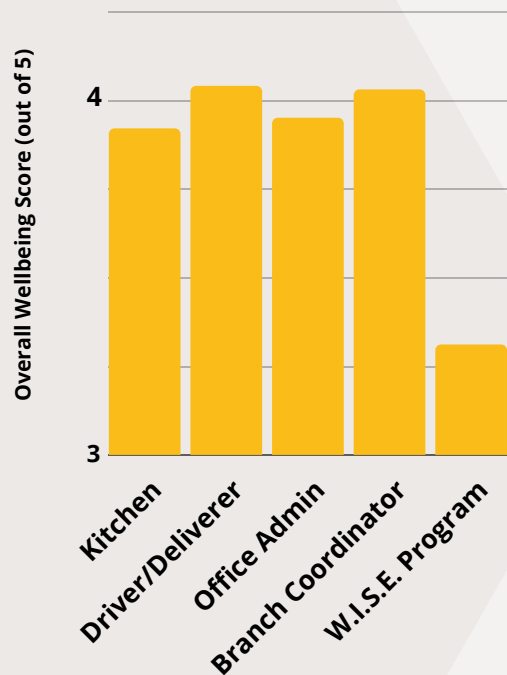


Wellbeing is Highest Among Meals on Wheels SA Drivers and Deliverers

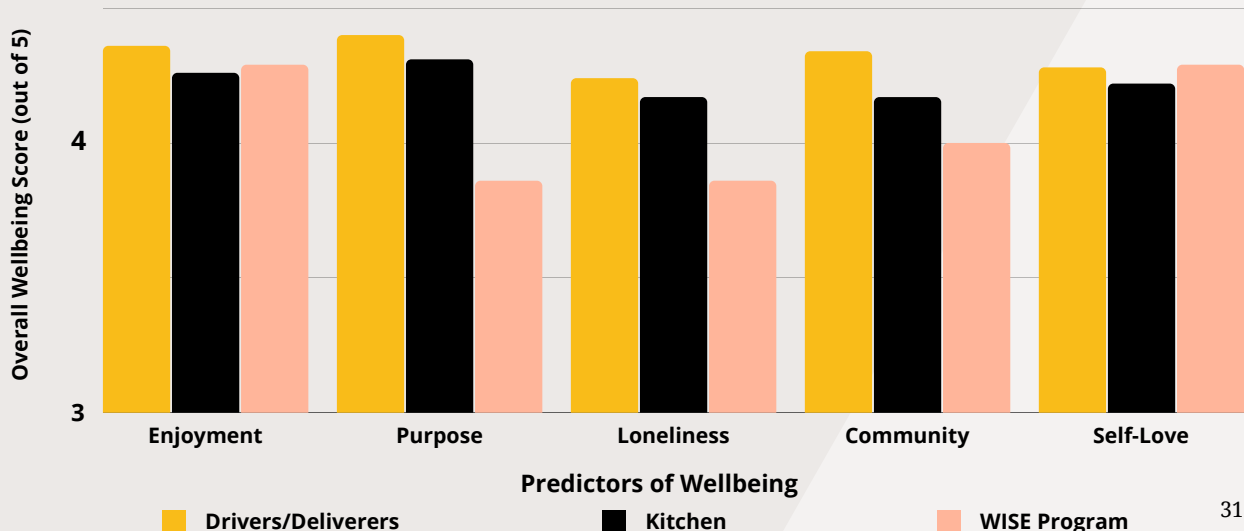
Understanding the difference in overall wellbeing by volunteer role can provide key insights into where MoWSA is achieving its key outcomes and having impact. Across the five volunteer roles, MoWSA Drivers and Deliverers have significantly higher wellbeing (+3%) compared to other roles, while kitchen volunteers have lower wellbeing compared to the other roles (-3%). The lowest scores were from those who indicated they support the WISE Program (-18%) however this was a very small group within the sample (7 responses) and requires further investigation. Office administrators and branch coordinators were not found to have significantly different overall wellbeing

Differences in overall wellbeing amongst volunteers may be motivated by a number of factors both internal and external to MoWSA. However, on average MoWSA Kitchen and W.I.S.E. Program volunteers scored lower across factors that have a significant relationship with overall wellbeing, including sense of purpose, feelings of loneliness, and strength of connection with family and friends. Alternatively, MoWSA Drivers and Deliverers score slightly higher on average across these factors, suggesting that when one's most important needs are addressed, they are in a better position to support and sustain their wellbeing.

Overall Wellbeing, by Volunteer Role



Performance Among Top Five Predictors of Wellbeing for MoWSA Volunteers, by Volunteer Role





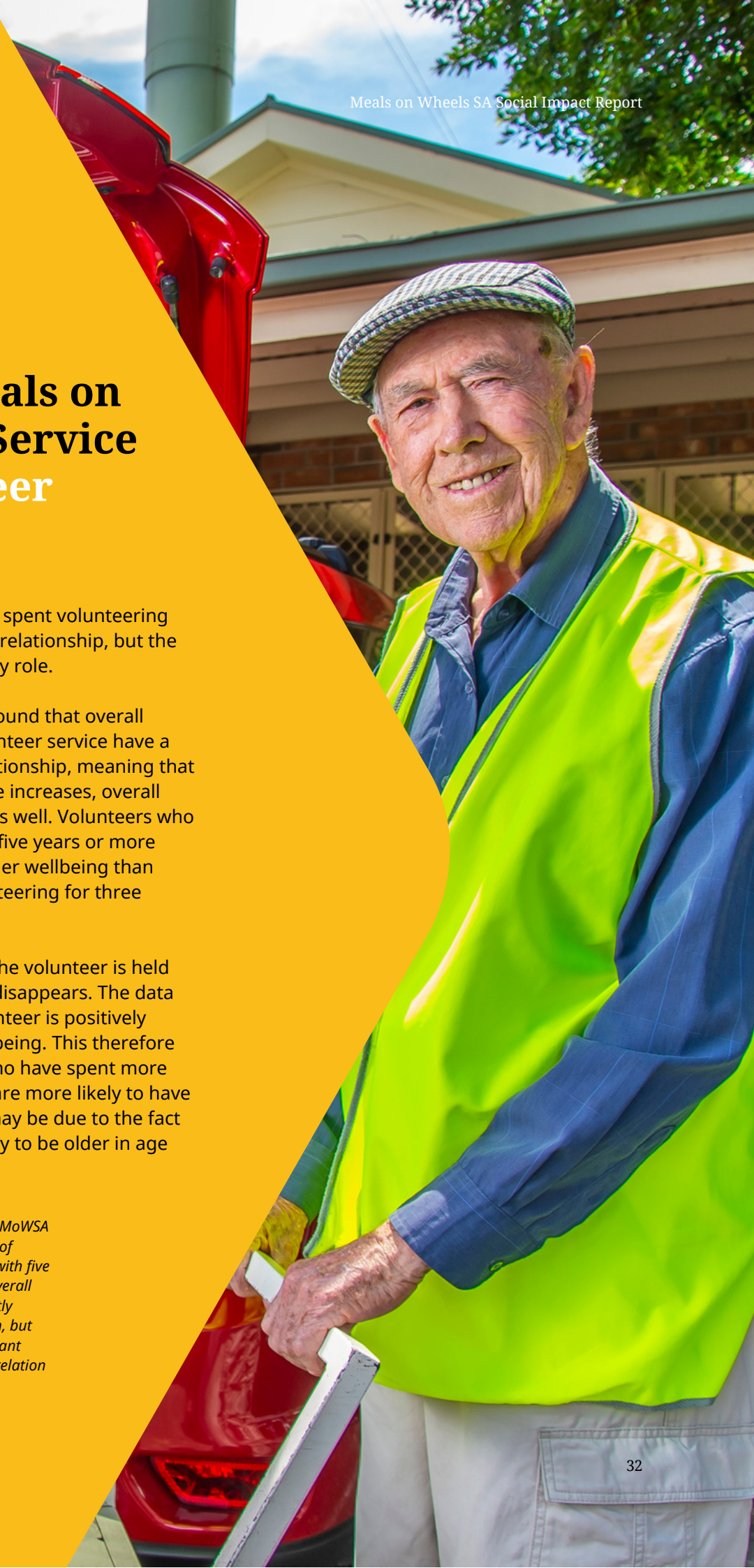
Years of Meals on Wheels SA Service and Volunteer Wellbeing

Overall wellbeing and years spent volunteering with MoWSA have a unique relationship, but the age of volunteers plays a key role.

The measurement project found that overall wellbeing and years of volunteer service have a significant and positive relationship, meaning that as years of volunteer service increases, overall wellbeing is likely to do so as well. Volunteers who have been with MoWSA for five years or more were found to have 6% higher wellbeing than those who have been volunteering for three months or less.

However, when the age of the volunteer is held constant, that relationship disappears. The data also shows that age of volunteer is positively correlated with overall wellbeing. This therefore suggests that volunteers who have spent more time working with MoWSA are more likely to have higher wellbeing, but this may be due to the fact that they are also more likely to be older in age than new volunteers.

Time in program analysis compared MoWSA volunteers with three months or less of service experience (n=44) and those with five years or more experience (n=386). Overall wellbeing was found to be significantly different ($p<0.05$) by time in program, but insignificant when holding age constant ($p>0.1$). There was no significant correlation between years of service and overall wellbeing ($p>0.1$).





Volunteering with Meals on Wheels SA Builds a **Sense of Belonging**

Of the 34 factors measured, MoWSA volunteers who have been volunteering for at least five years reported significantly higher scores across factors related to their sense of belonging and connection. These results suggest that MoWSA is successful at creating a community amongst their volunteers. This is an important finding considering that having a sense of community is a strong predictor of wellbeing for MoWSA volunteers.

The following factors related to belonging are the top five that were significantly higher amongst MoWSA volunteers of five years or more:



Community Connection
+14%

Feeling part of a community



Acceptance
+11%

Feeling accepted by your community*



Words of Affirmation
+11%

Having someone that encourages and praises you*



Personal Community
+11%

Having a strong community of family and friends*



Loneliness
+9%

Feeling less lonely or isolated*

"It has been a wonderful way to connect with other people, both [with] the lady I volunteer with and the people we deliver to."

- MoWSA Volunteer, Driver/Deliverer

Analysis compared MoWSA volunteers who began no more than three months earlier (n= 45) to MoWSA volunteers who had been volunteering for five years or more (n=387). All shifts reported are statistically significant to level p<0.1, meaning there is a 90% confidence level that the results are not due to chance or error. It should be noted that the factor 'loneliness' is reverse scored, meaning an increase in this factor is a positive result, indicating that volunteers are feeling less lonely and isolated and more connected.

*Denotes a predictor of wellbeing, a factor that has a strong correlation with overall wellbeing. See page 36 for details.

A photograph of two women, likely MoWSA volunteers, laughing heartily in a kitchen. They are wearing white hairnets and dark aprons over white shirts. The woman in the foreground is wearing glasses and has her mouth wide open in laughter. The woman behind her is also laughing and has her hands clasped together. The background shows a kitchen setting with framed pictures on the wall and a window with a view of trees.

"[Meals on Wheels SA] has **given me purpose and a positive feeling of giving back to the community."**

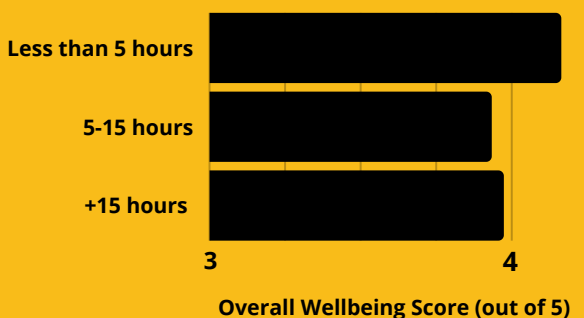
*- MoWSA Volunteer,
Kitchen Staff*



Amount of Time Volunteering Matters to Overall Wellbeing

For MoWSA volunteers, the amount of time spent volunteering each month was found to be an indicator of overall wellbeing status. Volunteers who spend less than 5 hours a month working with MoWSA are more likely to have higher overall wellbeing, while MoWSA volunteers who spend more than 15 hours a month volunteering are more likely to have lower wellbeing.

Overall Wellbeing, by Volunteer Hours per Month



MoWSA may wish to investigate further if there are specific factors that are influencing this result. The data showed that non-drivers did not see this reduction based on increased hours, however there was a much smaller sample group.

Analysis compared MoWSA volunteers who volunteer five hours or less (n= 270), 5-15 hours (n=326), and more than 15 hours per month (n=192). All scores reported are statistically significant to level $p < 0.1$, meaning there is a 90% confidence level that the results are not due to chance or error.





Wellbeing Varies Across Key Volunteer Characteristics

Across certain demographic factors for volunteers, key differences in wellbeing were also detected.* This reinforces the range of wellbeing amongst MoWSA volunteers, and highlights the fact that not all MoWSA volunteers have begun their wellbeing journey from the same starting point.

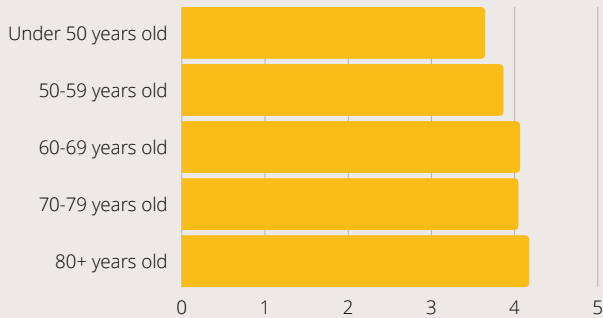
Age

Similar to MoWSA customers, the project found that overall wellbeing of volunteers has a positive correlation with age of volunteers.

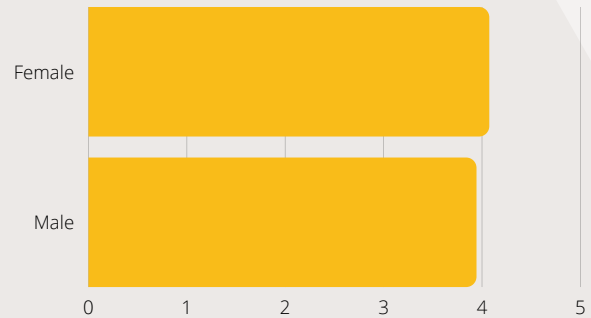
Gender

Female volunteers were found to have slightly (3%) higher overall wellbeing than male volunteers.

All responses, by age



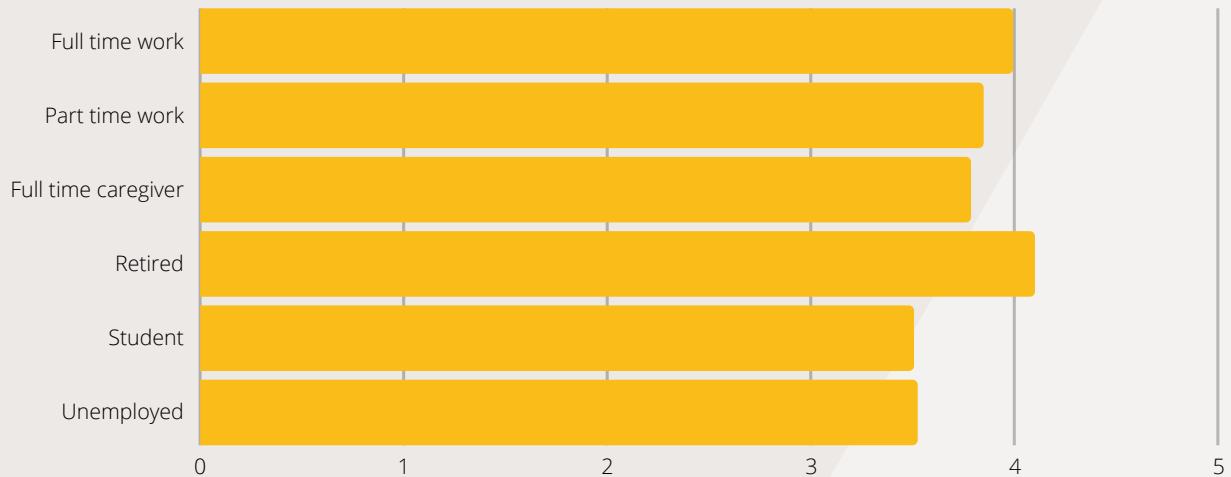
All responses, by gender



Employment Status

As compared to all other volunteers, retired volunteers were found to have significantly high wellbeing; unemployed volunteers were found to have significantly low wellbeing.

All responses, by employment status



*Differences in all wellbeing scores reported are statistically significant (p<0.01).



Predictors of Wellbeing for Meals on Wheels SA Volunteers

In addition to predictors of wellbeing for MoWSA customers, Huber Social performed statistical analysis to identify which factors measured have a significant relationship with overall wellbeing of MoWSA volunteers. A positive change in these factors is statistically more likely to lead to an increase in overall wellbeing, as compared to factors which do not have a strong association with wellbeing.

Of the 34 factors measured, 19 were found to have a moderate to strong relationship with overall wellbeing. Of these, 18 fall within MoWSA outcomes for volunteers. This suggests that MoWSA's service design for volunteers is well structured to address the needs most relevant to their overall wellbeing.

The following are the top five factors which have the strongest association with wellbeing:



Holistic Wellness - Enjoyment

Enjoy life and having fun



Holistic Wellness - Purpose

Feeling one's life has purpose



Holistic Wellness - Loneliness

Feelings of loneliness or isolation



Access to Relationships - Personal Community

Having a strong community of friends and family around oneself



Holistic Wellness - Self-Love

Liking oneself

In general, MoWSA volunteers who feel a greater sense of purpose and connection, like themselves and enjoy life are more likely to have higher wellbeing as compared to other MoWSA volunteers who score lower across these factors. MoWSA may want to consider ways it can continue to encourage its volunteers to feel connected and purposeful in their volunteer work, so as to best support and sustain volunteers' overall wellbeing.

When a factor mentioned in the report is a predictor of wellbeing, it will be marked with an asterisk (*). These factors are noteworthy, as they have been identified as having the strongest correlation with the overall wellbeing of MoWSA volunteers and areas to focus on for maximum impact.

The full list of predictors of wellbeing can be found in Appendix 4 on page 44.



Volunteers **Appreciate** Meals on Wheels SA

As well as responding to questions about specific factors relating to the organisation's target outcomes, volunteers also had the chance to provide open-ended feedback about how MoWSA has had an impact on their wellbeing. The responses from volunteers were overwhelmingly positive and demonstrate that the people MoWSA works with really appreciate the opportunity to make a meaningful difference in MoWSA customers' lives:

"[MoWSA has] introduced me to new people, new cultures and has given me some hope for improving my situation through gaining some self-esteem."

"[MoWSA] has given me good friends around me and a sense of belonging in my area."

"Meals on Wheels to me has highlighted the vulnerabilities of the aged in our community, and also the good in people."

"MoWSA has allowed me to give back to my local community and I feel proud that I am able to help people remain in their homes by providing them a meal that they otherwise could not prepare."

"[MoWSA] has introduced me to a new town and I have met the most wonderful people."

"MoWSA has enabled me to be carrying on being caring and helpful in a different way from my everyday living."

"I enjoy being part of a team that is supporting people in the community."





Opportunities for Further Investigation: The Relationship Between Customers and Volunteers

This pilot measurement found that the quality of the relationship between customers and their volunteers is key to the social impact of MoWSA. Understanding what customers and volunteers value in a relationship and why connection is made in some instances, but not others are therefore opportunities for further research and data collection.

It is likely to yield insights not only into how to improve the wellbeing of customers but also that of volunteers. It is possible that volunteers who build strong relationships with customers have higher wellbeing, which could be the reason driver/deliverers have stronger wellbeing than other roles. It may be possible to create a virtuous cycle where volunteers improve customer wellbeing which in turn improves their own wellbeing.

Inclusion of research into these aspects into the measurement program in the future could therefore help identify enhancements across the whole service delivery model - from staff selection, recruitment, development and management, to scheduling and planning, to customer connection and volunteer matching, to relationships with other complementary in-home service providers, and so on.





Get in Touch



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Appendix

1. The Huber Social Wellbeing Measurement Framework
2. Data Transparency Page
3. Measurement Considerations
4. Predictors of Wellbeing
5. Quality of relationship shifts



1. Huber Social Wellbeing Measurement Framework

To be able to fulfil their potential and achieve wellbeing, each individual needs to have the capability and the opportunity to do so. Everyone has different needs within these categories depending on their context.

When it comes to measuring the social impact of a service, Huber Social measures the 'shift' the service creates in terms of wellbeing and the specific program outcomes achieved to create this. Results are then consolidated at a sector, community and global level.

Longitudinal measurement monitors effectiveness of programs to meet these needs; ensuring resources are directed to have the greatest impact. The vision is a wellbeing measurement system that delivers us the whole picture, to put each of us in the best position to achieve wellbeing and leave no one behind.

The goal for each of us is the same; wellbeing. The part that differs are our individual needs.

The Huber Social Wellbeing Measurement Framework

IMPACT

Wellbeing

To be in the best position to fulfil your potential and live a life of value. The overall goal for all services working with people.

OUTCOMES

Through building Capability

- Resilience
- Life skills
- Wellness - mental, physical and spiritual

OUTCOMES

and providing Opportunity

- Resources
- Self-development
- Societal structures
- Relationships



2. Data Transparency Page

To support understanding of the findings and informed decision-making, Huber Social includes a data transparency page for every measurement project. This makes clear the rigour of evidence and analysis across every stage of the data lifecycle for the project.



Phase	Questions on the Treatment of the Data	Points allocated	Yes or No
Design	Everyone in the intervention included in the measurement	2	N
	OR Survey sample population designed to be representative of group	1	Y
	SAMPLE Sample description: <i>744 surveys were completed by MoWSA customers</i> <i>A sample of 3207 customers were mailed the survey. They were selected based on one of the core measurement categories of 'Time in Program.' This included 824 new customers (receiving meals for less than three months), and 2382 long stay customers (receiving meals for one year or more). Demographic factors were consistent to broader MoWSA population.</i> <i>792 surveys were completed by MoWSA volunteers</i> <i>All MoWSA volunteers with email addresses were sent the survey via email.</i>	N/A	N/A
	BASELINE Control group (independent of the intervention)	3	N
	Group baseline measured (pre-intervention)	2	N
	Baseline inferred from time in intervention (e.g. 1 vs. 3 years)	1	Y
EXCLUSIONS	Details of people specifically excluded from the measurement: N/A	N/A	N/A
Data Collection	Online surveys		Y
	OR hardcopy surveys		Y
	Data collection supervised by Huber Social consultant	1	N
	Translation or guidance provided	N/A	N/A
	Data mining of other sources	1	Y
	DATA SOURCES Data included from previous years/measurements	1	N
Cleaning	CLEANING Partial responses removed or no partial responses	1	Y
	Details of any responses removed: <i>Partial responses removed if missing >50% Satisfaction with Life Scale data and/or >50% of outcomes data. If a customer completed two surveys, data from the second version of the survey was included and first survey data excluded.</i>	N/A	N/A
	Calculated on time in intervention		Y
Analysis	SHIFT MEASUREMENT Calculated on group average	1	Y
	Calculated based on individual scores	2	N
	TEST APPLIED Basic analysis		Y
	Statistical Correlation Test	2	Y
Reporting	REPORTING Multiple Regression or Lasso Regression Test	3	Y
	Client published Outcomes Report (prove)	1	N
	Client received Social Performance Report (improve)	2	Y
	Client published full Social Impact Report	3	Y
RIGOUR SCORE: LOW: 1-9; MED 10-14; HIGH 15-19		MED	14



3. Pilot Measurement Considerations

To show the social impact of MoWSA services, the project used an experimental design based on assessing self-reported changes in customers and volunteers with respect to key service outcomes, comparing data from when a customer or volunteer begins their time with MoWSA and after they have been exposed to the program for a specific period of time.

In the future, customers and volunteers will ideally complete their baseline survey before enrolment with the service, and then complete regular wellbeing check ins for the years that follow. This will enable MoWSA to track individual customer and volunteer progress to better understand any fluctuations in their overall wellbeing.

For the pilot measurement however, rather than waiting multiple years for customers and volunteers to progress through MoWSA involvement, measurement has been undertaken based on a 'length of time exposed' analysis to give an initial indication of the organisation's impact. Customers and volunteers who have been with MoWSA for three months or less were considered as the baseline measurement; results from the baseline groups were compared to customers and volunteers who have been with MoWSA for longer periods of time to determine impact.

While offering initial insights into the impact of the organisation, there are some limitations to this approach.

Indicative baseline

In order to see the full impact of an organisation's work, ideally a pre-service baseline should be captured in measurement, that is, the 'before' surveys should ideally be completed before customers and volunteers begin with MoWSA. In this case, as some customers and volunteers in the baseline group have already been engaged with MoWSA services for up to three months, it's possible that key outcomes have already been affected beyond their 'pre-program' baseline. Huber Social recognises this limitation in its approach and will be able to capture a more accurate baseline in future measurements.

Sampling

In order to have enough data to undertake the 'Time in Program' analysis, sampling of MoWSA customers was targeted to new customers, who have been receiving three months or less, and longer stay customers, who have been receiving meals for one year or more. Exclusion of customers' data who have been receiving meals between three months and a year may have an effect on the project's findings; future measurements will include a representative sample of customer data across all key dimensions of service including years of services received.

For some dimensions of the program, sample sizes were under collected or the category itself represents a small proportion of the total population (i.e. volunteers in the W.I.S.E. Program). In these instances, the statistical results may not be fully representative of the population measured, and findings should be considered indicative at this stage. Additional data collection and further analysis can strengthen the insights gathered for these smaller population.



4. Predictors of Wellbeing

In order to inform how to best support MoWSA customers and volunteers, regression and correlation analyses were performed to identify which of all outcomes measured have a significant relationship with overall wellbeing; these are known as predictors of wellbeing.

The predictors of wellbeing for both MoWSA customers and volunteers can be found listed in the following tables in order of statistical strength. The stronger the relationship between an outcome and overall wellbeing, the more confidence there is that a change in the outcome will correspond with a change in wellbeing.

Relationship strength is based on both the statistical significance (p-value) and beta coefficient value (r^2). All predictors listed are statistically significant to $p < 0.001$ (unless otherwise noted), meaning there is 99% confidence that the relationship identified between the predictive outcome and wellbeing is true, rather than produced due to sampling error or chance. The beta coefficient describes how closely each outcome and wellbeing are likely to move together related to each other.

For the purposes of this project, a strong relationship between an outcome and overall wellbeing is defined as any outcome with a beta coefficient value greater than 0.5; a moderate relationship is between 0.499 and 0.3; a weak relationship less than 0.3. Even though a relationship may be weak, there is still a significant association between the outcome and overall wellbeing.

The following pages present all predictors of wellbeing that have a significant relationship with overall wellbeing, for both MoWSA customers and volunteers.

Table 1. Predictors of Wellbeing for MoWSA Customers

Predictors of Wellbeing	Beta coefficient	P-value
Enjoyment	0.604	p < 0.01
Sense of purpose	0.548	p < 0.01
Self-love	0.533	p < 0.01
Personal community	0.52	p < 0.01
Community belonging	0.501	p < 0.01
Sense of agency	0.494	p < 0.01
Happiness	0.49	p < 0.01
Physical health	0.488	p < 0.01
Community acceptance	0.469	p < 0.01
Independence	0.464	p < 0.01
Access to relationships that offer quality time	0.463	p < 0.01
Being heard and respected by others	0.455	p < 0.01
Relationship skills	0.452	p < 0.01
Hope	0.438	p < 0.01
Community safety	0.437	p < 0.01
Self-belief	0.436	p < 0.01
Passions and interests	0.425	p < 0.01
Communication skills	0.421	p < 0.01
Safe home	0.411	p < 0.01
Access to relationships that offer words of support	0.404	p < 0.01



4. Predictors of Wellbeing

Table 2. Predictors of Wellbeing for MoWSA Volunteers

Predictors of Wellbeing	Beta coefficient	P-value
Enjoyment	0.613	p < 0.01
Sense of purpose	0.556	p < 0.01
Reduced loneliness and isolation	0.514	p < 0.01
Personal community	0.502	p < 0.01
Self-love	0.498	p < 0.01
Relationship skills	0.487	p < 0.01
Hope	0.468	p < 0.01
Access to relationships that offer quality time	0.468	p < 0.01
Access to relationships that offer words of support	0.467	p < 0.01
Being heard and respected by others	0.461	p < 0.01
Self-expression	0.451	p < 0.01
Financial security	0.447	p < 0.01
Access to relationships that offer acts of giving	0.43	p < 0.01
Community acceptance	0.427	p < 0.01
Physical health	0.423	p < 0.01
Communication skills	0.421	p < 0.01
Community safety	0.414	p < 0.01
Daily purpose	0.411	p < 0.01
Problem solving	0.403	p < 0.01





5. Quality of Relationship Shifts

Table 1. Full list of statistically significant shifts for customers who know their volunteer very well when compared to those who do not know their volunteer at all

Outcome	Shift % when customers know volunteer very well	P-value
Community belonging	26%	p < 0.01
Communication skills	24%	p < 0.01
Sense of purpose	23%	p < 0.01
Trust in services	21%	p < 0.01
Sense of belonging	21%	p < 0.01
Enjoyment	20%	p < 0.01
Hope	20%	p < 0.01
Relationship skills	20%	p < 0.01
Knowledge of how to access key social services	19%	p < 0.01
Family relationships	18%	p < 0.01
Access to financial support services	17%	p < 0.01
Confidence in ability to live independently	16%	p < 0.01
Access to environments that promote self-respect	16%	p < 0.01
Self-belief	15%	p < 0.01
Interests and passions	15%	p < 0.01
Self-acceptance	15%	p < 0.01
Access to different types of relationships	14%	p < 0.01
Access to relationships that provide words of support	14%	p < 0.01
Attitude towards food	14%	p < 0.01
Physical health	13%	p < 0.05
Sense of agency	13%	p < 0.01
Health management	13%	p < 0.01
Safe community	13%	p < 0.01
Feelings of happiness	12%	p < 0.01
Feelings of anxiety	12%	p < 0.03
Financial security	12%	p < 0.01
Feelings of anger	12%	p < 0.02
Access to relationships that offer acts of giving	11%	p < 0.01
Access to safe and affordable housing	11%	p < 0.01
Feelings of loneliness	11%	p < 0.10
Coping	11%	p < 0.02
Access to relationships that offer quality time	10%	p < 0.01
Access to a safe home	10%	p < 0.01
Quality of food	9%	p < 0.01
Access to adequate nutrition	5%	p < 0.01

