

Queen Elizabeth II Seniors Advisory Committee Meeting Minutes

Meeting Name	Queen Elizabeth II Seniors Advisory Committee	Meeting No.	D-15-57818
Meeting Date	Wednesday 16 September 2015		
Meeting Time	9:00am – 10:05am		
Meeting Location	Queen Elizabeth II Seniors & Community Centre		
Attendees	Cr Bob Hall (chairperson) Beryl Scott (National Seniors Inc) Edna Freeman (Over 50's Gentle Gym Class) Sue Hunter (Piccadilly Dance Club) Christine Mullender (Geraldton & Districts Seniors Action Group) Annie Townshend (Pensioners Social Club) Gae Slade (Friendly Squares Dance Club) Ryan Thompson (Club Development Officer) Rosetta Finlay (QEII Seniors & Community Centre Coordinator) (minute taker)	By Invitation	
		Apologies	Yvonne Lovedee (Coordinator Community Development)
		Distribution	

<p>1. Welcome & Apologies The chair welcomed all to the meeting. Apology was received from Yvonne Lovedee.</p>	
<p>2. Confirmations of Minutes of Previous Meeting Passed by S Hunter and seconded by C Mullender</p>	
<p>3. QEII Monthly Reports and Attendance Figures for July, August 2015 Passed by C Mullender and seconded by B Scott <i>Note:</i> Update on Centre Programs: Balance Gym The City has received a \$5000 Stay on Your Feet grant and has partnered with the Geraldton Health Service physiotherapists to provide a low intensity strength and balance exercise program. A bus is available to pick up/drop off clients. During the trial period senior volunteers will be trained to allow the program to continue after the initial trial period. R Finlay advised the program has been popular with classes filled to capacity.</p>	

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Over 50's Gentle Gym Class

The Over 50's Gentle Gym program has approximately 100 seniors registered. Due to occupational health & safety a maximum of 40 people will be allowed to participate in each class.

R Finlay advised there are currently three classes per week held and is currently investigating the possibility of having an extra session per week to accommodate demand. In the past week six new seniors had been turned away from the program.

Cruise Club – New program

The cruise club offers seniors an opportunity to share experiences in an informal setting and will include visual presentations and information sessions.

4 Office Administration Restructuring

The committee discussed concerns in regards to two staff being located in the main office and the impact on delivering senior services. Issues raised were:

- Confidentiality in the office.
- Accessibility to staff by seniors if a swipe card is installed on the office door.
- Impact on grant funding currently received from the Department of Local Government & Communities to facilitate a Seniors Resource Centre (approximately \$110,000 per annum)
- Serving seniors from the window located at the office was not acceptable.
- Fear of losing the customer service which seniors currently have.
- A clear definition needs to be made in regards to whether the office is to function as an office or a customer service reception area.
- In regards to security an open door means the centre coordinator can deal with issues which arise promptly e.g. B Scott discussed the recent incident she had with the art class teacher and the centre coordinator's assistance in stopping the issue from escalating.

The general consensus by the committee was the office wasn't suitable for two people and the following needed to be addressed:

- Confidentiality was important for both staff in respect to their clients
- Ergonomics (layout presented a security risk as one staff member has their back to the door)
- To reduce the impact on seniors it was suggested the Community Development Coordinator is relocated.

Meet & Greet Volunteers

To minimise disruption to staff R Finlay discussed the possibility of training "meet and greet" senior volunteers who would welcome seniors to the centre and assist with basic questions e.g. programs availability, general seniors information – seniors card etc.

The committee agreed the use of volunteers was a good idea and may also assist with risk management issues and staff security.

A Townshend and B Scott expressed an interest in becoming trained volunteers.

Alternative Area for Seniors Programs

The use of the band hall for seniors' activities was suggested as the premises weren't used during the day. R Thompson advised the City may be currently investigating alternative options as staff security was considered a high priority. Outcome of any further discussions to be advised in due course.

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<p>5 2015 Seniors Week Seniors Week has expanded with 32 events on offer. The Dome, Coffe Nook, Aquarena Cafe, and Two for Shore are also providing a 10% discount to seniors during the week.</p>	
<p>6 Centre Registration All centre users must now complete a centre registration. The form includes details on contacts in case of an emergency. Up to date 370 people have been registered.</p>	
<p>7 Seniors Resource Centre Funding The service agreement between the Department of Local Government & Communities and the City of Greater Geraldton to provide a Seniors Resource Centre has been extended to December 2017.</p>	
<p>8 Customer Perception Survey 2014/15 – QEII Seniors Resource Centre The annual survey was tabled at the meeting.</p>	
<p>9. Other Business</p> <ul style="list-style-type: none"> • QEII Code of Conduct Due to an incident which occurred recently between a National Seniors representative and the QEII Art Class teacher it was requested R Finlay provide a copy of the Code of Conduct to the QEII Art Class teacher. • Antennae Connection in Lower Hall R Finlay has obtained quotes and will also investigate livestreaming to minimise costs. • Positive Ageing Strategic Plan S Hunter questioned why the plan hadn't progressed as it was approximately two years since the initial consultation. R Thompson advised it is currently in the final stages. 	
<p>4. Next Meeting Wednesday 18 November at 9:00am at the QEII Seniors & Community Centre</p>	
<p>5. Close Meeting closed at 9:55am</p>	

QE II SENIORS & COMMUNITY CENTRE REPORT – JULY 2015

QEII SENIORS & COMMUNITY CENTRE

The City of Greater Geraldton receives funds from the Department of Communities to provide a full-time seniors coordination position at the Centre to assist with expanding the range of programs, support and information to seniors living in the City of Greater Geraldton and surrounding regional areas.

SENIOR PROGRAMS ATTENDANCE

Art Class	78
Association for the Blind	28
Bereavement/Loss Group	8
Bingo	25
Bowls	488
Cards	229
Carers Support Group	20
Chess Group	15
Computer lessons/assistance	31
Craft	26
Crochet /Knitters Group	127
Darts	39
ESL Class	100
Fishing Group	0
Foodbank Van	180
Friendship Group	16
Friendly Squares Dance Club	100
Line Dancing	57
Mah-jongg	29
National Seniors	0
New Vogue Dancing	60
Over 50's Gym	496
Pensioners Social Games Afternoon	6
Pensioners Social Club Meeting	51
Piccadilly Dance Club	17
QEII Advisory Committee	10
QEII Discussion Group	18
QEII Gardening Club	6
Rehab Gym	180
Scrabble Group	76
Seniors Online	345
Seniors Action Group Meeting	78
Seniors Recreation Council Inc. (new group)	12
Table Tennis	36
Ukulele Club	80
Walk Group	60
Additional Seniors Events	
Darren West Bowling Tournament	74
Council of the Ageing Housing Information Session	47
Tax Help (July to October)	32
Dementia Friendly City Stakeholders Meeting	5
Seniors Attendance Total	3285

Note: Attendance figures don't include use of lounge room facilities equating to 30 to 40 per day

Seniors Resource Centre

Enquiry	July
Centre program Information	63
Referral to other senior groups in the community	4
Assistance with accessing forms online	3
Referral to senior service providers e.g. HACC	4
Seniors information e.g. seniors card, fuel card	50

Non Senior Booking enquiries – 23

Senior Service Providers:

- Visibility Australia (monthly)
- Broadband for Seniors Kiosk – Australian Government (daily access)
- Carers Morning Tea – Midwest Commonwealth & Carelink Centre (monthly)
- English as a Second Language Classes – Midwest Multicultural Association (weekly)
- Over 50's Gentle Gym – Geraldton Health Service (twice a week)
- Rehabilitation Gym – Geraldton Health Service (twice a week)
- Geraldton Foodbank Fruit & Veg Van (twice a week)
- Grief & Loss Group – St John Palliative Care (monthly)

Seniors Advertising/ Displays

- Distribution of 400 QEII July newsletters and advertised on CGG website
- Distribution of Seniors Housing Information
- Advertising of Seniors Recreation Council of WA Inc
- Advertising of Wills/Information session
- Advertising of Seniors Housing Centre information session
- Advertising of new QEII programs – Canasta & Book Club

QEII Centre News

Stay on Your Feet Grant

The City of Greater Geraldton has secured a \$5000 grant to facilitate a Balance Gym to be run by Physiotherapists from the Day Therapy Unit (Geraldton Health Service) The aim is to run a low intensity strength and balance group which is accessible to frail older persons. To assist in reducing social isolation participants will be provided with transport to and from the centre. During the three month trial senior volunteers will be trained to take ownership and continue the group after the initial trial period.

Regular Centre Community User Groups

- Geraldton Orchid Society
- Sun City Four Square Church
- Aglow International
- Forward in Faith Church
- HMAS Tour Guides

Total for Regular Centre Community Groups = 423

Occasional Community/Commercial Bookings

- Geraldton Port Authority 120
- Wedding 120
- Volunteer Fire Brigade Dinner 60
- GNFL Trivia Night 150

Total for Occasional Community/Commercial Bookings = 873

Total QEII Seniors & Community Centre Attendance = 4581

Rosetta Finlay

QEII Seniors & Community Centre Coordinator

QE II SENIORS & COMMUNITY CENTRE REPORT – AUGUST 2015

QEII SENIORS & COMMUNITY CENTRE

The City of Greater Geraldton receives funds from the Department of Communities to provide a full-time seniors coordination position at the Centre to assist with expanding the range of programs, support and information to seniors living in the City of Greater Geraldton and surrounding regional areas.

SENIOR PROGRAMS ATTENDANCE

Art Class (weekly)	64
Association for the Blind (monthly)	31
Balance Gym (new program) (twice a week)	18
Bereavement/Loss Group (monthly)	12
Bingo (monthly)	30
Bowls (weekly)	636
Cards (weekly)	183
Carers Support Group (monthly)	24
Chess Group (weekly)	16
Computer lessons/assistance (daily)	40
Craft (weekly)	28
Crochet /Knitters Group (weekly)	110
Darts (weekly)	55
ESL Class (weekly)	75
Fishing Group	0
Foodbank Van (twice a week)	160
Friendship Group (monthly)	20
Friendly Squares Dance Club (weekly)	80
Line Dancing (weekly)	48
Mah-jongg (weekly)	25
National Seniors (monthly)	0
New Vogue Dancing (weekly)	56
Over 50's Gym (three sessions a week)	375
Pensioners Social Games Afternoon (monthly)	10
Pensioners Social Club Meeting/ committee (monthly)	58
Piccadilly Dance Club (monthly)	29
QEII Advisory Committee (bi-monthly)	0
QEII Discussion Group (twice a month)	20
QEII Gardening Club (monthly)	10
Rehab Gym (twice a week)	168
Scrabble Group (twice a week)	71
Seniors Online (daily)	300
Seniors Action Group Meeting (monthly)	76
Seniors Recreation Council Inc. (monthly)	25
Table Tennis (weekly)	35
Ukulele Club (weekly)	80
Walk Group (weekly)	72
Additional Seniors Events	
Wills & Information Sessions (two held)	40
Tax Help (July to October)	30
Seniors Week Committee Meetings	10
Stay on Your Feet Grant Meeting	5
Seniors Attendance Total	3125

Note: Attendance figures don't include use of lounge room facilities equating to 30 to 40 per day

Seniors Resource Centre

Enquiry	August
Centre program Information	132
Referral to other senior groups in the community	12
Assistance with accessing forms online	9
Referral to senior service providers e.g. HACC	9
Seniors information e.g. seniors card, fuel card	4

Non Senior Booking enquiries – 16

Senior Service Providers:

- Visibility Australia (monthly)
- Broadband for Seniors Kiosk – Australian Government (daily access)
- Carers Morning Tea – Midwest Commonwealth & Carelink Centre (monthly)
- English as a Second Language Classes – Midwest Multicultural Association (weekly)
- Over 50's Gentle Gym – Geraldton Health Service (twice a week)
- Rehabilitation Gym – Geraldton Health Service (twice a week)
- Geraldton Foodbank Fruit & Veg Van (twice a week)
- Grief & Loss Group – St John Palliative Care (monthly)

Seniors Advertising/ Displays

- Distribution of 400 QEII August newsletters and advertised on CGG website
- Advertising of Wills/Information session
- Advertising of Seniors Housing Centre information session
- Advertising of new QEII programs – Canasta & Book Club
- Advertising of new program – Balance Gym

QEII Centre News

The City of Greater Geraldton has been successful in obtaining a Stay on Your Feet Grant to run a free Balance Gym for three months. The program is run by physiotherapists and volunteers will be trained to take over after the three month trial period. Clients who are socially isolated are provided free bus transport to and from the centre to attend the classes which are held twice weekly.

Regular Centre Community User Groups

- Geraldton Orchid Society
- Sun City Four Square Church
- Aglow International
- Forward in Faith Church
- HMAS Tour Guides

Total for Regular Centre Community Groups = 315

Occasional Community/Commercial Bookings

- Church Meeting 150
- Illuka Meeting 150

Total for Occasional Community/Commercial Bookings = 300

Total QEII Seniors & Community Centre Attendance = 3740

Rosetta Finlay

QEII Seniors & Community Centre Coordinator

Customer Perception Survey 2014/15

QE II Seniors Resource Centre

The Customer Perception Survey is conducted annually by the Department of Local Government and Communities to:

- collect service user feedback,
- evaluate service outcomes, and
- identify areas for further improvement

Key results for your service are presented in the next page and all comments received are presented below.

Comments Section

Comments are presented verbatim with personal identifiers removed.

People who were satisfied

- Such a great variety of activities to suit most people
- A variety of activities, people etc
- Nice friendly place
- Great place for socialising in our age group
- I think some sort of counselling being available would help
- Fulfills various activities and is a total reference point all seniors need
- Variety of activities and times centre open
- Friendship
- Friendly service always, ready to help answer questions
- Very well run
- They have helped my fitness & have met new people
- 1. Excellent support & friendship from senior action group. 2. Good advice & help with my laptop problem
- The facility includes people with disabilities. Has very limited outcomes we really appreciate
- My husband and I love to meet at QEII to meet other seniors to enjoy exercise. Seniors week activities very much appreciated. Our coordinator help with local enquiries
- All groups run smoothly, always someone to help if needed. Brilliant staff coordinator
- Everyone is very helpful
- I live in Perth, and have not found anything to compare with this centre
- I enjoy mixing with the staff and people
- Very friendly

- Many activities - well run. Clean and tidy, v. good staff
- I am a new resident and the centre has provided a great opportunity to meet people
- The facilities are good. The staff are excellent and progress is being made to improve

People who were dissatisfied

- I find it very unsociable place, plus it is as one would say very snobbish, it is only for people who were born and bred in town
- The staff are extremely helpful
- It seem the toilets and furniture get dirtier and dirtier, there is a sign to tell people how high to stack chairs seems only the seniors know how to read. We have had some fall, someone will get hurt

People who had their needs met

- Very well
- There are many people here with major problems that really need some counselling

People who did not have their needs met

- My reason for joining was to meet people in my age bracket but nobody wants to know you unless you were born here
- Broken chair trolleys and tables don't get fixed or cleaned

The biggest difference the service made

- Plenty of activities to get involved in staying motivated
- Companionship, many things
- I was new to the area and needed to make new friends having just lost my husband
- Life changing in a good way
- Meeting people & having a lovely time
- I used to be isolated but after coming to the centre have made many friends - enjoy coming to the knitters class
- Get out of house and meet people. Exercises for brain and body
- More open
- Lots of people to associate with & talk with
- Opportunity to talk with others
- The friendship, etc
- Forming friendships and outings
- I have made many new friends & gained information, seniors info
- Very satisfied. But would like to see seniors week put back to

October as this year it is too close to Melbourne cup & includes Remembrance Day & also close to Xmas. It was only changed from October

- Friendship, new ideas and skills
- Making contact & meeting new people
- It has helped me make new friends
- Improvement in my computer knowledge. Increased social activity.
- Improvement with my indoor bowls
- Something to do every day
- Seeing & talking to a lot of people
- Large group, happy and inclusiveness. Pls try to add cooling programs and other etc
- Meeting with people of my own age. Exercise facilities (indoor bowls), Access to computers. A cuppa with friends
- Belonging to seniors groups and able to meet and talk with many other seniors and learnt new skills
- Meeting people and learning things
- Self esteem, confidence
- I joined the walking club. And the computer service is the best. In fact the very best that I have found
- Please keep QEII
- I live alone & I really enjoy the company
- It's given me an interest
- Something to look forward to
- A life after my husband was killed
- Making new friends and learning new things to do
- My mental and disability have been made more bearable
- Doing something I enjoy and meeting other people

This document was prepared by the Research and Evaluation Unit. For additional copies or previous versions (subject to availability), please email research@dlgc.wa.gov.au

Results based on samples should be interpreted with caution as the results may not be representative of all service users. The estimated error for 44 respondents is $\pm 14.45\%$ (assuming a population of 1000, a result of 50% and a 95% confidence criterion).

Service Code : 40 401

Detailed results for your service are as follows.
Data was collected from October to December 2014.

Percentages may not equal 100% as the following responses are not reported in figures: Neutral, Negative, Not applicable and No response.

What did people think of the service?



Respondents most appreciated:

Information/materials	55%
Ideas/strategies	18%
Opportunity to discuss	21%
Staff	25%
Other	5%

In the 3 months prior to the survey, respondents used the service:

Never	2%
Once or twice	0%
A few times	5%
Many times	93%

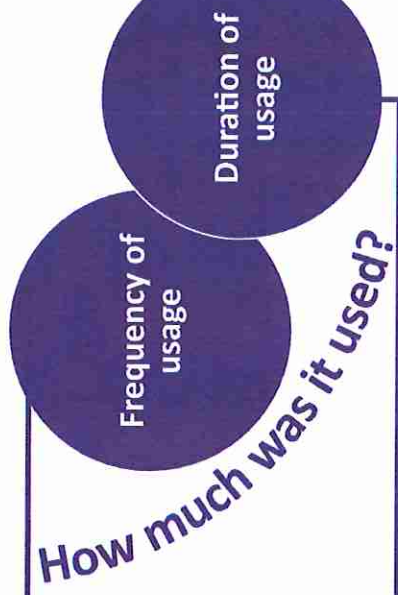
Respondents had used the service for:

Less than 1 month	5%
Between 1 - 3 months	9%
Between 3 - 6 months	0%
Between 6 - 12 months	11%
Between 1 - 5 years	43%
Longer than 5 years	32%

Best Parts of the service

QE II Seniors Resource Centre

	% Agree
Developed social support network	
I met people who I can talk to	98%
I met people who I can ask for help if I need it	88%
Linked to community resources	
I learnt about other helpful services and resources in my community	91%
Wellbeing enhanced	
The service made a good difference to my life	95%
Other outcomes	
I developed my skills	95%
I feel more confident	88%
I obtained useful information	95%
I will continue to use the things that I learnt from the service	91%



How much was it used?

How did the service do?

Respondents

