

Queen Elizabeth II Seniors Advisory Committee

Meeting Minutes

Meeting Name	Queen Elizabeth II Seniors Advisory Committee	Meeting No.	D-23-079231
Meeting Date	Wednesday 21 June 2023		
Meeting Time	9:05am to 9:45am		
Meeting Location	QEII Seniors & Community Centre		
Attendance by Electronic Means	<i>In accordance with the Local Government (Administration) Regulations 1996 regulation 14C (2) - Attendance has been authorised by the Mayor for Cr Michael Reymond to attend this meeting by electronic means.</i>		
Attendees	Cr Bob Hall (BH)	By Invitation	Fiona Norling (FN) CGG
	Cr Natasha Colliver (NC)	Apologies	Cr Simon Keemink (SK) Fiona Norling (FN) CGG Pavlina Heiderova (PH) CGG
	Cr Michael Reymond (MR)	Leave of Absence	
	Peter Treharne (PT) CGG Betty Clark (BC) Over 50's Gentle Gym Jean Steer (JS) Seniors Recreation Council, Greater Geraldton Branch Lina Mitton (LM) Geraldton & Districts Seniors Action Group Pat Parker (PP) Pensioners Social Club Rosetta Finlay (CGG) Minutes	Distribution	
Purpose of Committee	Refer to Committee Book		

All Committee Members, including external members, are subject to the same rules as a Council Meeting concerning confidentiality, public statements, conflicts of interest and behaviours of members, pursuant to the [Local Government \(Model Code of Conduct\) Regulations 2021](#).

The Presiding Member is to refer to the following Policy, Meeting Procedures and Regulations when chairing a meeting.

[Meeting Procedures Local Law 2011](#)

[Council Policy 4.4. Operation of Advisory Committees](#)

[Council Policy 4.2 Code of Conduct for Council Members, Committee Members and Candidates](#)

1 Welcome & Apologies

The Chair welcomed the members and apologies were noted from:

Cr Simon Keemink (SK)

Fiona Norling (FN) CGG

Pavlina Heiderova (PH) CGG

2 Acknowledgement of Country

I would like to respectfully acknowledge the Yamatji people who are the Traditional Owners and First People of the land on which we meet/stand. I would like to pay my respects to the Elders past, present and future for they hold the memories, the traditions, the culture and hopes of Yamatji people.

3 Disclosure of Interests

Nil

4 Minutes of Previous Meeting

Committee Recommendation:

RECOMMENDED that the minutes of the Queen Elizabeth II Seniors Advisory Committee meeting held on Wednesday 15 March 2023 as previously circulated, be adopted as a true and correct record of proceedings.

MOVED MR, SECONDED NC

CARRIED

Reports to be Received – QEII Seniors & Community Centre Monthly Reports and Attendance Figures March, April, May 2023

The Committee noted the following:

- Additional senior Information sessions held at the centre since January to March include:
 - Carers WA Van visit and carers information session
 - AdvoCare Advocate visit
 - 2 x WA Seniors Card Sessions
 - MyGov session
- World Elder Abuse Awareness Day event was held the 15 June with 25 in attendance.
- Dying to Know Day - To be held on the 9 August in collaboration with Regional Alliance with information sessions on will, advanced health directives and enduring power of attorney.

COMMITTEE DECISION

MOVED MR, SECONDED NC

RECOMMEND that the QEII Seniors & Community Centre Reports and attendance figures March, April, May 2023 be adopted.

CARRIED

5 Centre Fees & Charges

The Committee noted fees and charges are currently under review by Council.

ACTION: Cr Hall and Cr Colliver to provide update at next Advisory Committee meeting

6 Expression of Interest for the Provision of Senior Programs

The Committee noted the closing date is the 28 June 2023 and currently five expressions received.

7 2023 Seniors Week

The Committee noted the 2023 Seniors Week is being held state-wide from Sunday 12 to 19 November 2023.

The Geraldton Seniors Week Committee has commenced meetings with 90% of program events for the Midwest region finalised.

8 General Business

The Committee noted the following:

- The Geraldton & Districts Seniors Action Group has entered into an Everlasting Agreement with the City of Greater Geraldton for a room hire fee reduction.
- The QEII Centre survey has closed with 176 surveys completed. The QEII Seniors & Community Centre Survey (Community Survey Report) was tabled at the meeting.

ACTION: RF to include information in Centre newsletter regarding welcoming feedback

9 Date of next meeting

The next meeting is scheduled for Wednesday, 20 September at the QEII Seniors & Community Centre

10 Close

There being no further business the Chair closed the meeting at 9:45am.

QEI Seniors and Community Centre

Community Survey Report



Table of Contents

1	Background.....	2
1.1	Survey Results at a Glance.....	2
2	Detailed Report.....	2
2.1	Visitation.....	2
2.1.1	Frequency.....	2
2.1.2	Duration.....	3
2.2	Participation.....	3
2.2.1	Rates.....	3
2.2.2	Areas.....	3
2.2.3	Resources Usage.....	4
2.2.4	Level of Satisfaction.....	4
2.3	Feedback on Services, Activities and Resources.....	4
2.3.1	Expectations.....	5
2.3.2	Experiences.....	5
2.4	Communication and Information.....	6
2.5	Demographics.....	7
2.5.1	Ethnicity.....	7
	APPENDICES.....	8
	Appendix 1: Comments regarding services, activities and resources.....	8
	Appendix 2: Comments regarding personal experiences.....	10

1 Background

For more than 16 years, the Department of Communities conducted annual surveys of seniors who visit the Queen Elizabeth II Seniors and Community Centre (QEII). The survey was part of the annual funding agreement between the Department and the City of Greater Geraldton. The purpose of the survey was to gauge the level of satisfaction with the services being provided by the Centre.

In 2020, the annual survey was not conducted due to the COVID-19 pandemic and has not been undertaken since.

To ensure the Centre is still meeting the wants and needs of seniors the City conducted its own survey. The purpose of the survey was to gather feedback from seniors regarding the services, programs and amenities the facility provides.

The survey was open for three months from 5 March 20 12 June 2023. It was promoted to seniors through the monthly newsletter, social media posts, posters displayed in the Centre featuring a link/QR Code to the online survey, and hard copies were placed on a table in the front foyer. 172 surveys were completed in which 134 were in hard copy and 38 were undertaken online.

1.1 Survey Results at a Glance

The average Centre visitor is a female in their 70s, who is born in Australia and does not consider herself to have a disability.

The Centre's current activities and services are supporting seniors' physical health, mental well-being and social interaction and connection with other seniors.

The majority of respondents described their experience with the services and programs the Centre provides as either much better or better than expected.

Nearly all respondents said they were either satisfied or very satisfied with the programming and resources the Centre provides and that they were likely or very likely to recommend the Centre to others.

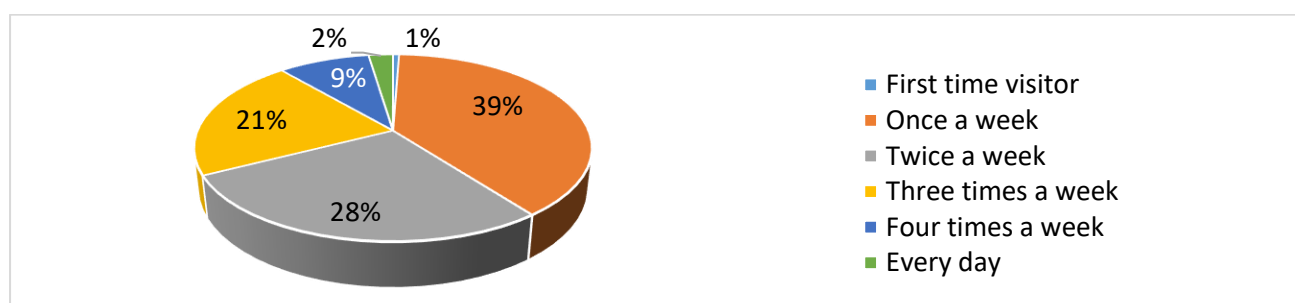
The most popular tool seniors use to keep up to date or use to access information regarding the centre is the QE2 Seniors Scene monthly newsletter.

2 Detailed Report

2.1 Visitation

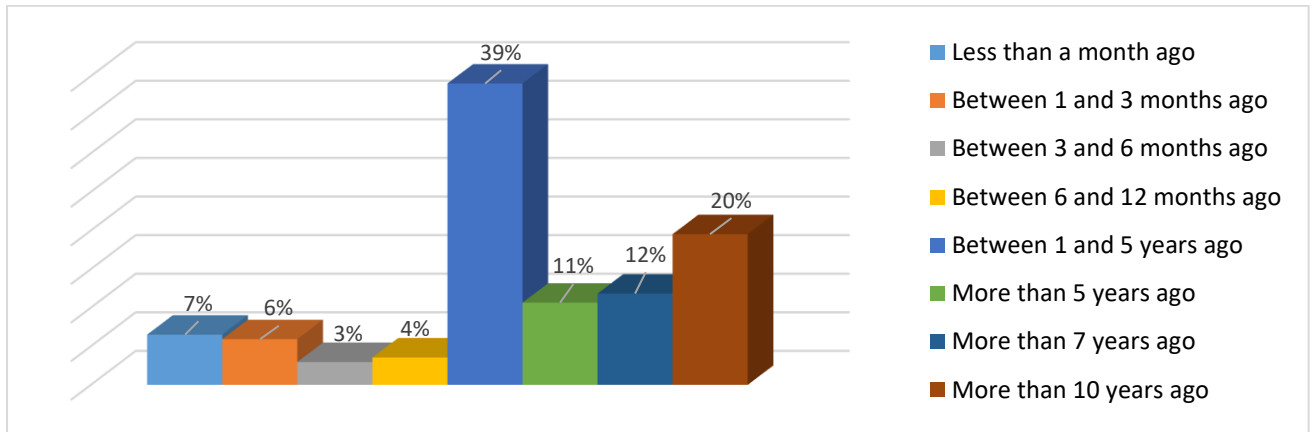
2.1.1 Frequency

The majority of respondents said they visited the centre one or two days a week.



2.1.2 Duration

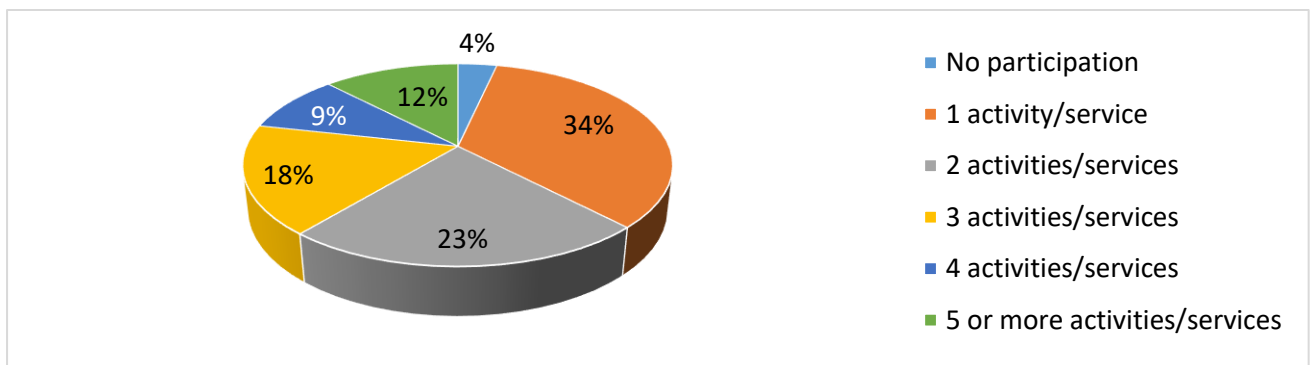
The majority of respondents, 81%, said they have been visiting the centre for more than a year. More than a third stated they began visiting the centre between one and five years ago and nearly 20% said they have been visiting the Centre for more than ten years.



2.2 Participation

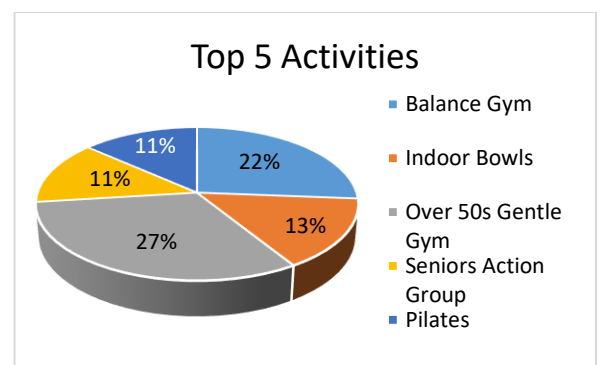
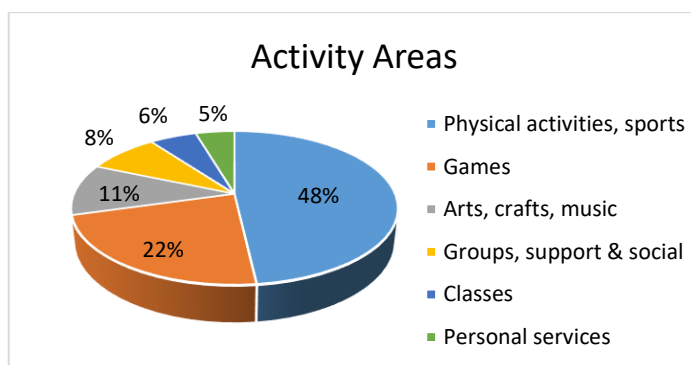
2.2.1 Rates

Currently, there are 38 various services and activities offered at the Centre, in which the majority of respondents, 96%, said they take part in one or more of them.



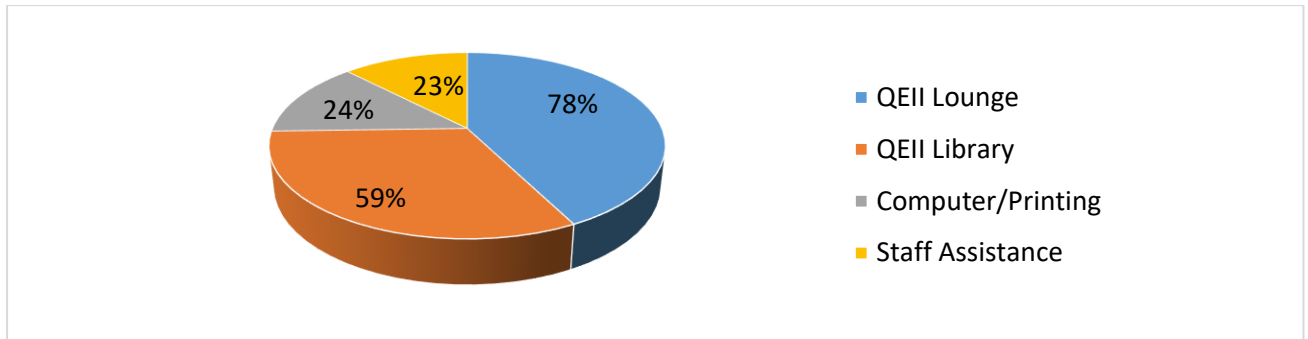
2.2.2 Activity Areas

The 38 services and activities can be divided into six categories including: physical activities and sports; games; arts, craft and music; social and support groups; classes; and personal services. In total, 166 respondents stated they participated 415 times in various services and activities with physical activities and sports being the most popular. Four of the five top five activities are either sports or physical activity related.



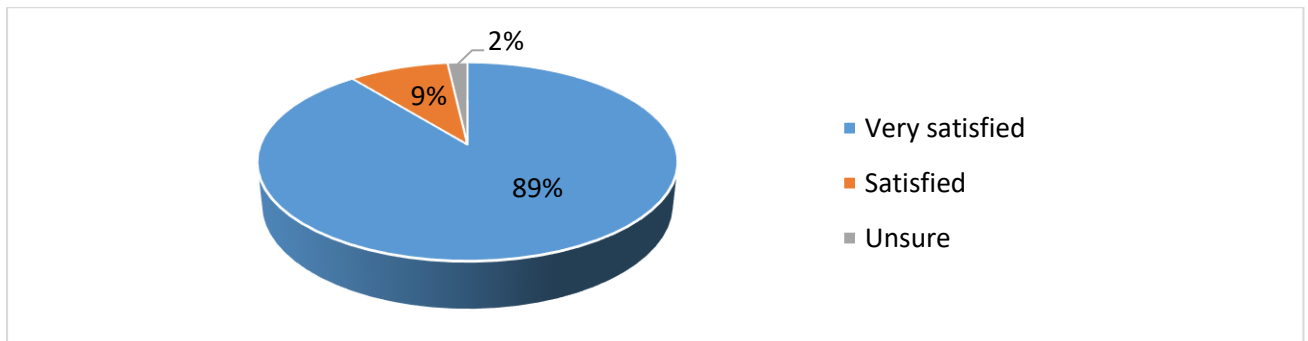
2.2.3 Resources Usage

Of the 115 respondents who said they used Centre resources, the majority said they used the lounge and library the most.



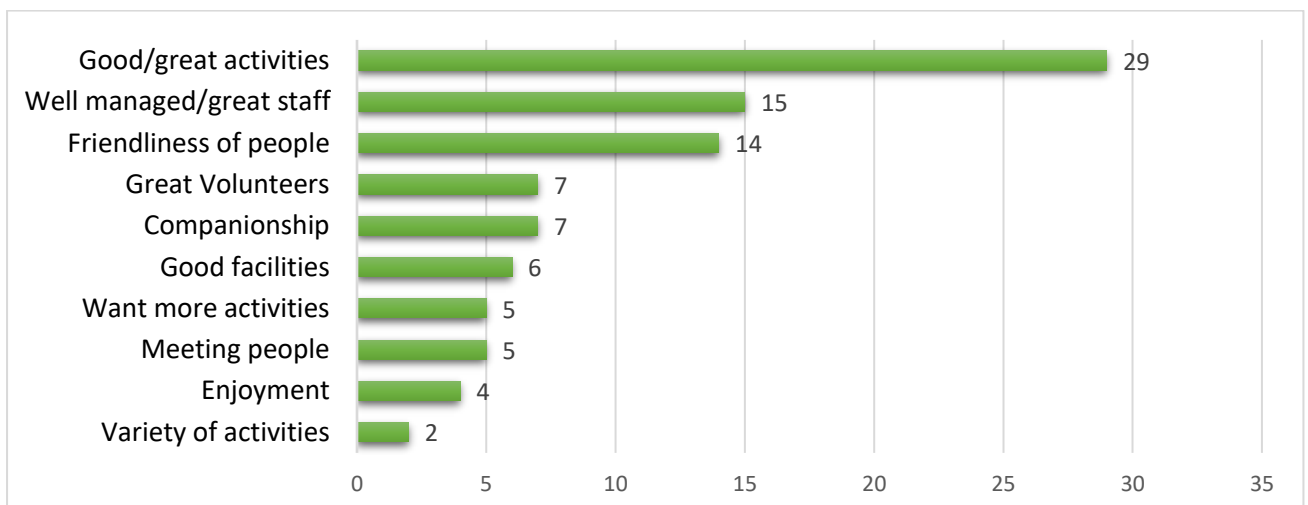
2.2.4 Level of Satisfaction

Of the 167 respondents who rated their level of satisfaction regarding the programming and resources the Centre provided, nearly all of them, 98%, said they were satisfied.



2.3 Feedback on Services, Activities and Resources

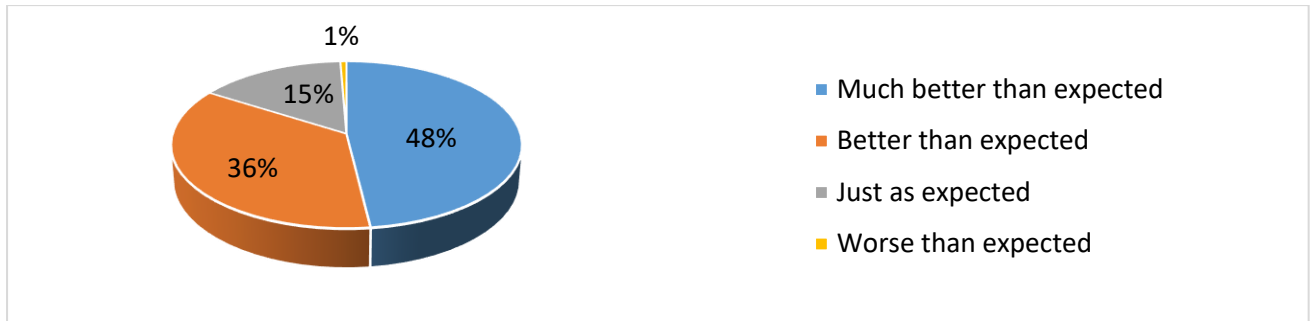
53 comments regarding the activities, classes, groups, services and resources the Centre provides were submitted. The most reoccurring comments have been themed into the following ten categories. The most frequent comment praised the Centre’s activities. The full list of comments is in APPENDIX 1 on page 8.



Number of mentions

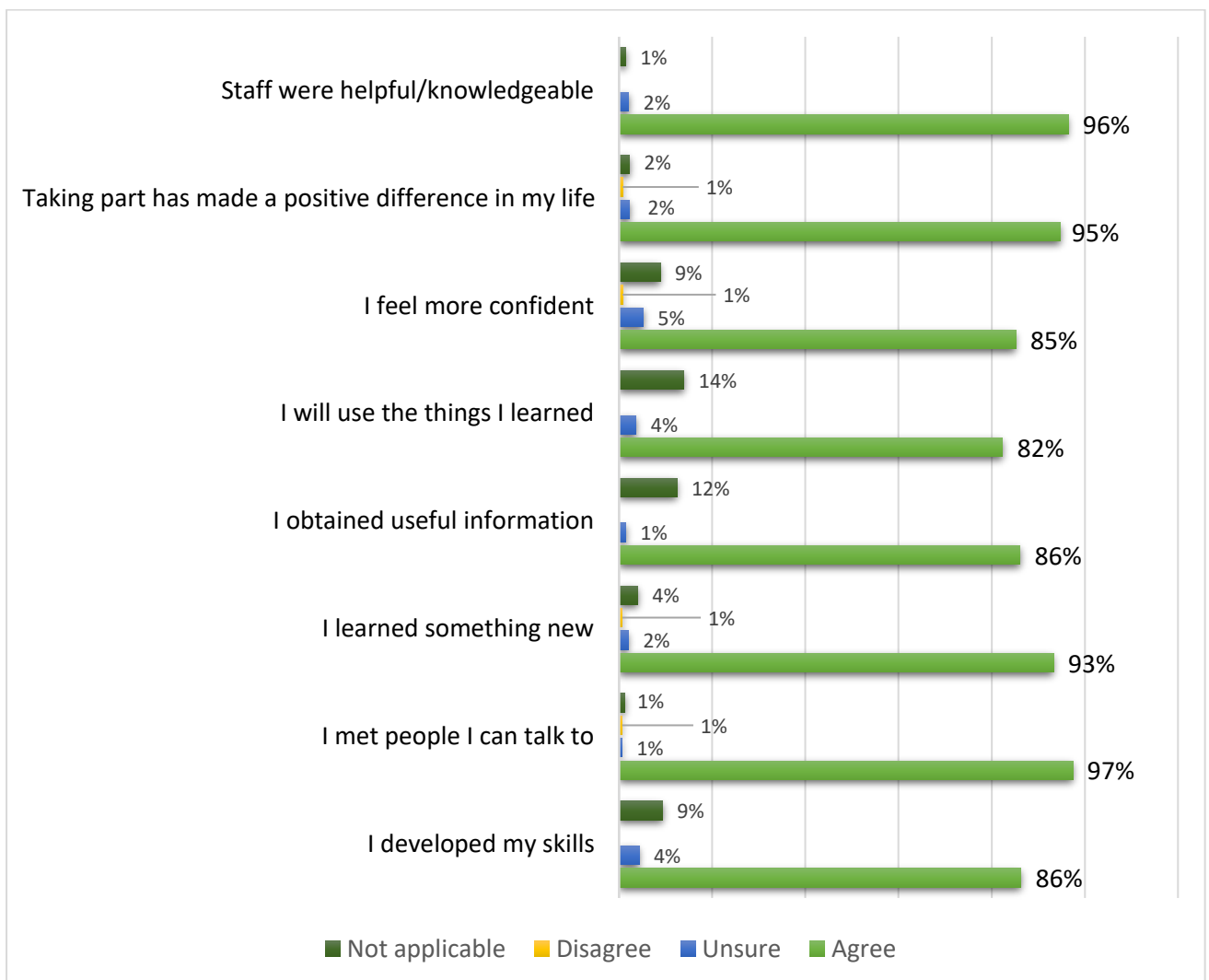
2.3.1 Expectations

Of the 156 respondents who rated their experience regarding the programming and resources the Centre provided, the majority, 84% said it was better than they had expected.

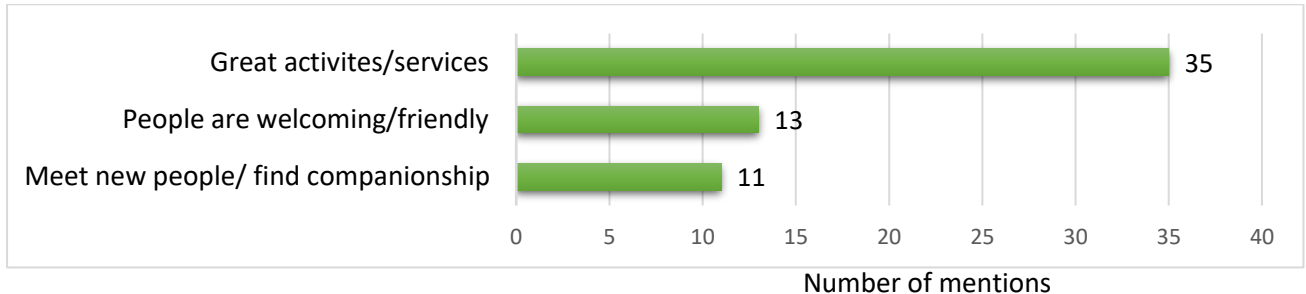


2.3.2 Experiences

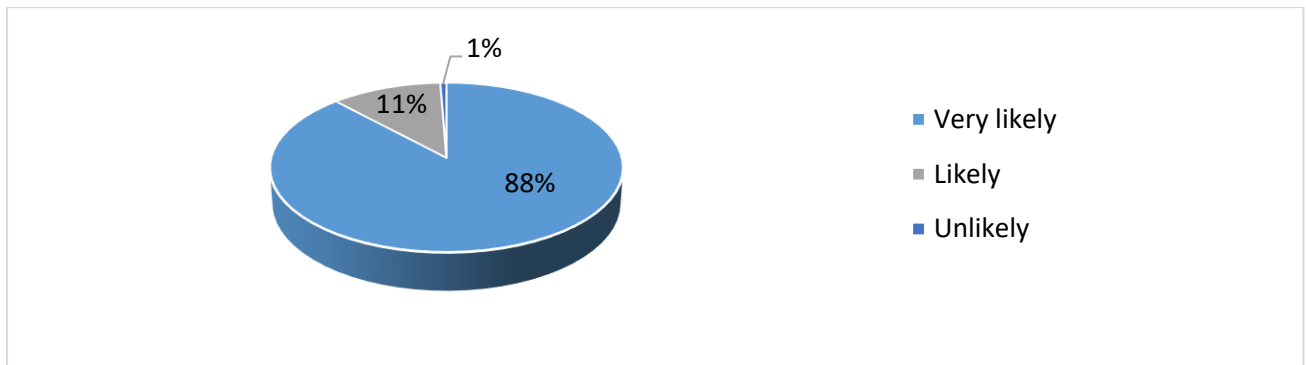
159 respondents provided additional feedback on their personal growth and experiences regarding visiting the centre and taking part in activities and services the facility offers. The majority of respondents, more than 82%, stated they had benefitted mentally and socially from visiting and/or taking part in Centre activities and services.



48 respondents provided comments on their personal experiences at the Centre. Nearly all comments, 94%, were positive and mentioned either the activities and/or services, the people who attend and/or manage the facility or the social benefit experienced by coming to the centre. The full list of comments is in APPENDIX 2 on page 10.

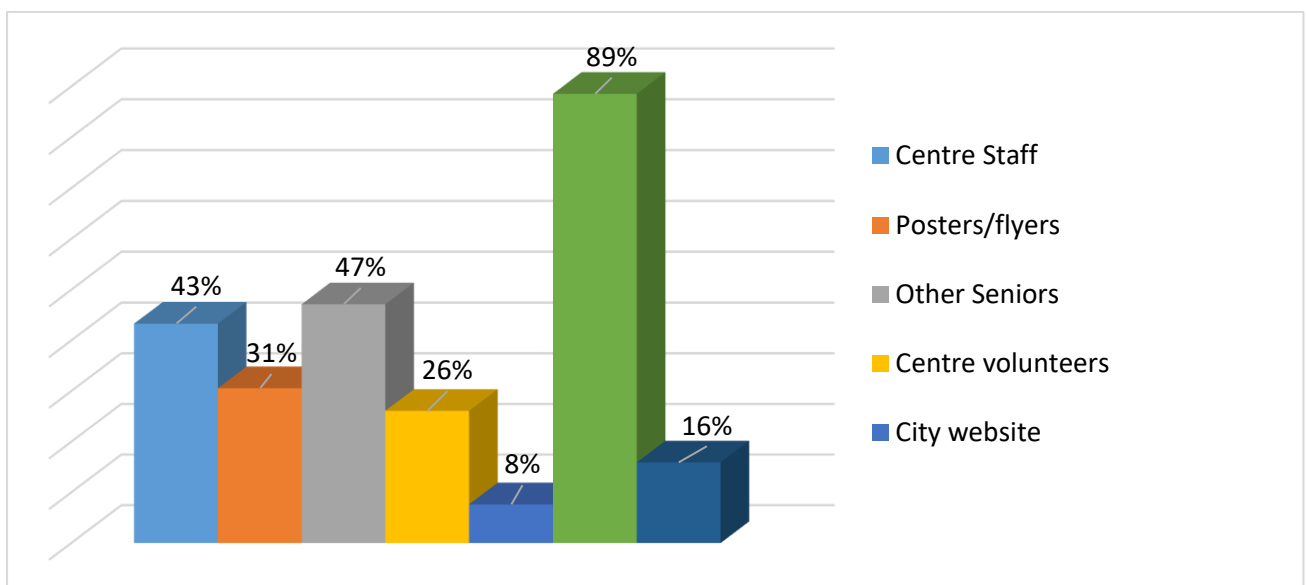


Nearly all respondents, 99%, said they would recommend the services and programs the Centre provides to other seniors.



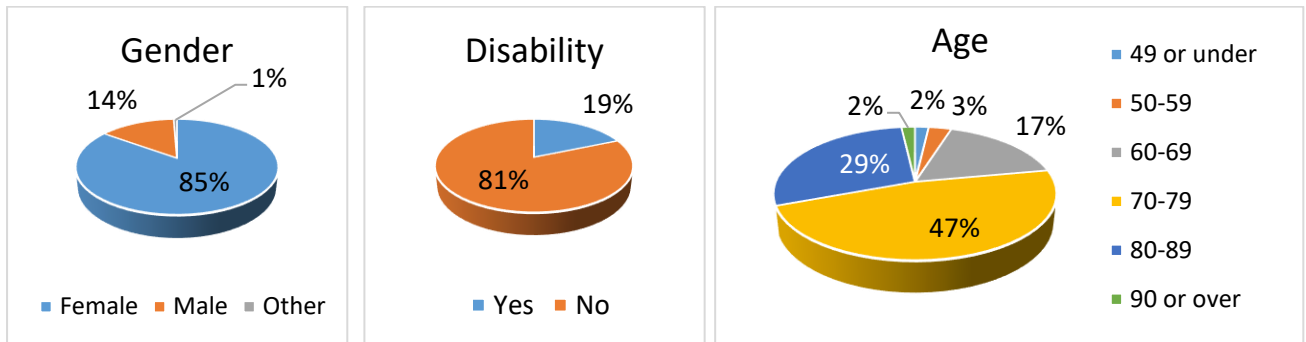
2.4 Communication and Information

The most popular tool seniors use to keep up to date and/or access information regarding the Centre is the monthly newsletter which is distributed in hardcopy and electronically via email.



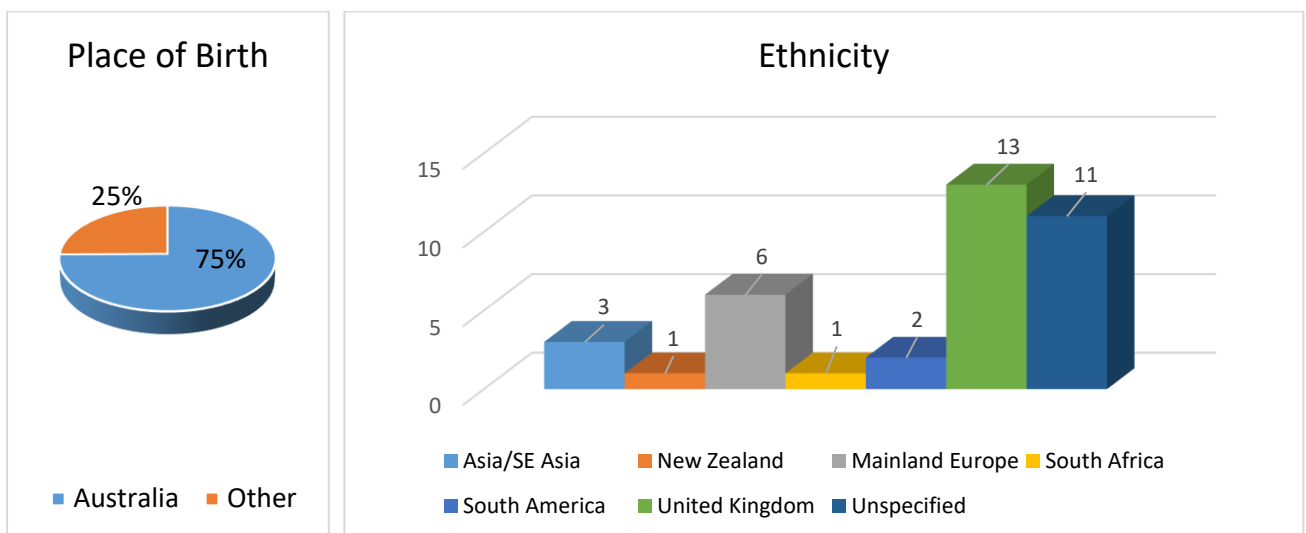
2.5 Demographics

The majority of respondents were female, did not consider themselves to have a disability and were between 70-89 years of age.

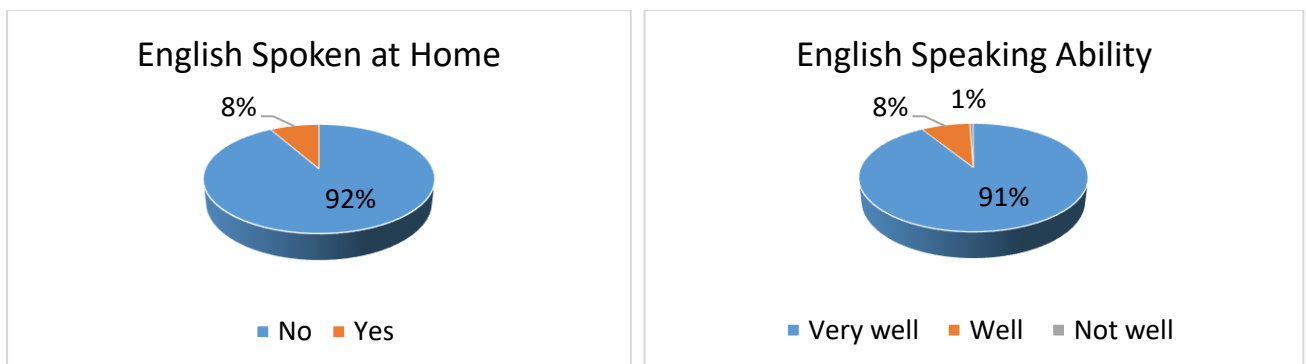


2.5.1 Ethnicity

Of the 147 people who responded to questions regarding ethnicity, the majority, or 75%, said they were born in Australia. Of the 37 respondents who stated they were not born in Australia, more than one third, or 35%, said they were from the United Kingdom whereas 30% did not specify where their country of birth.



Of the 158 people who responded to the questions regarding languages, the majority, 92%, said they only spoke English at home. Foreign languages spoken at home include Filipino, Dutch, Croatian, Macedonian, Danish, Lithuanian, French, Malay, Spanish, Bengali, Hindi and Konkani.



APPENDICES

Appendix 1: Comments regarding services, activities and resources

Volunteers who run gentle gym are fabulous. Credit to them. Love the friendliness and ease of use and joining in the activities. The variety of activities are very good. I'll attend more when I find time! Being retired is very busy. Regular quarterly quizzes and tastes of the world would be good.
Indoor bowls or carpet bowls great game for everyone especially ex-lawn bowlers one of the many activities run by the seniors. Action Group who also host a lunch every second Tuesday once a month. Very friendly atmosphere. Gentle gym is a must to keep us moving, also must get back into art classes for my creative side.
It's a beautiful building. Clean, air conditioned, central with easy parking. I feel a bit guilty that I don't enrol in more things. Maybe in the future?
Love the Seniors City!!! Pilates and Gentle Gym. Would love another Pilates class at 5.30pm?
I enjoy the groups I am in. People are friendly and good company for seniors.
Rosetta is excellent and is always keen to assist and always answers any questions we have.
Rummikub makes for a very friendly, happy afternoon. Well done.
Beryl does a wonderful job. Thanks, Beryl, for the hard work and time you put into the QEII.
Great centre, Rosetta fantastic, she's a gem. Pity some activities have increased price to \$5.
I am very pleased to have the Parkinsons sessions they are most helpful.
The tables used for Mah-jong are 'well worn' and looking a bit untidy. Will soon require maintenance and/or replacement.
Great range of services available. Staff friendly, helpful, always make time to assist with queries. Volunteers friendly, welcoming, committed to the areas they oversee very encouraging in the activities I take part in.
Jim provides his experience and constant encouragement to all it is my favourite time of the week when I can devote 3 hours to painting which I enjoy. I feel I have come a long way in my art.
Lovely and very helpful volunteers/workers. Nice and clean building/ good parking.
I thought it was for seniors over 55. Could you please advise why much younger people are coming into the seniors' club? Friends ask me if they can join.
Gentle gym has been really beneficial to me both physically and socially. Bingo is a good social afternoon, and it is very handy to have access to a computer and printer. The staff are always helpful and friendly
Would be interested in a craft group.
Would like to see pole walking have a second time choice so could do that as well as gentle gym.
Best place ever.
Well run centre, helpful staff, activities, groups friendly, well organised.
Enjoying the exercise classes. Pilates gentle and helping to get muscles moving again. All classes are excellent, and Bingo was fun
None better in WA.
Excellent to have this centre in Geraldton. Well managed and a lot of friend need.
The staff are amazing, know how to help in every way and notify us if there is any problem we should know about. Their sense of humour is a big plus too.
Great art class.
Drink machine
The gentle gym and balancing gym and line dancing I love as they are helping my brain to coordinate with my movements.
This is a fabulous place to help seniors remain in the community and be active with a program for all levels of fitness and/or interests. Everyone is very friendly, and staff are always amicable and helpful. A couple of small things: Would be great to have a filtered water dispenser at the top end for when the main kitchen is closed as the tap water is not very palatable. Also, some type of group SMS would be very beneficial if for some reason the Centre is unavailable i.e., due to an unexpected power cut.
Currently I am satisfied with the services provided HOWEVER the QEII Centre is not large enough for the demands of hire for seniors as well as the general public and the demand is likely to increase in coming years. Can the QEII please be extended - this will mean a feasibility study as well as finances - but it needs to start soon so the Council can keep up with the increased demand that will come. Also, the QEII is a wonderful meeting place for seniors in the community however, CGG does not have a Seniors Strategic Plan for the whole of community - one that takes into account the people in isolation, those without families, those who are not confident enough to attend the QEII and

those without transport and those needing a roof over their head. These issues are not all the responsibility of CGG however, by having a strategic plan Council can show that they recognise that seniors come from all walks of life, they have different needs and by partnering with other organisations the benefit will extend to the wider community.
They are all fun activities
I joined the Monday afternoon table tennis and have found the group welcoming and I very much enjoy the fellowship and of course the games of table tennis.
Indoor bowls. Seniors Lunch meetings. Pensioners lunch meetings.
Volunteers and staff are fantastic. Introduction of Pickleball was a huge success.
Computer room is generally very useful.
The over 50's gym has changed my life. I am fitter, more supple and can breathe with ease. I had a lot of health issues before I started going to the gym. The centre is so well run, very friendly and there is something for everyone. Best in Australia.
This facility for the older Geraldtonians is a credit to the City of Greater Geraldton. It offers companionship for those who live alone and need human contact. Rosetta is approachable, polite, unflappable and very informative in all aspects of her position.
Easy to access. Friendly staff. Catching up with friends.
Hand sanitizer bottles on walls in strategic places i.e., corridors would be nice.
I think that this centre is very well run and has a plethora of activities available.
I attend the weekly Pilates class, which I really enjoy. Yeni is a fantastic instructor, and the classes are always varied and offer challenge. I have met a lot of new people and the price is amazing too. I can't wait to attend other activities once I have more time.
The centre is a great place for people to get to know one another. I have attended information sessions in the past which was helpful.
It is a shame you have some very rude people who go there and spoil it for others
All as good as it gets!
I found the exercise classes, from both a physical and mental health point of view, excellent and well run. The presence of physiotherapists to run the Wednesday classes and offer advice was particularly valuable. Very sad that that no longer happens. Perhaps it can be re-instated in the future when physio shortages in town are overcome? Excellent idea to have workshops and visiting speakers from Perth offering up-to-the-minute advice e.g., Stay On Your Feet, Injury Matters, Legal matters, Commonwealth Health Card, etc. I enjoy the monthly newsletter.
Lady's toilets have a toilet smell liken to a sewerage smell some days
Could we re-introduce Bridge classes again
There are many adventures to find, but health issues have prevented many from attending.
So much help to learn how to use iPhone/iPad.
Although I currently only drink a coffee, read a paper and have a chinwag, I have participated in a number of activities over the years.
Geraldton residents are extremely fortunate to have such an excellent facility with all the programs. Staff go above and beyond to keep people informed and happy
Gentle gym is very well run by wonderful volunteers and much benefit to our aging bodies. Pickle ball is so much fun, and I am making friends my own age and don't have to rely on my family for company. Table tennis is the same plus all the exercise and using of the brain. Zumba is great I've never danced before.
Coffee, and cool rooms!
A great place to come and enjoy other people's company great for physical and mental health. Keep up the great work.

Appendix 2: Comments regarding personal experiences

Great experience.
What a wonderful centre. Geraldton is so lucky.
Nice to meet and talk to different people.
Best centre I have experienced.
Very welcoming.
Indoor bowls are fantastic. People are welcoming.
Love meeting new friends and getting fitter.
Love the centre.
I enjoy and need the company.
Great variety of activities good equipment.
Very satisfactory.
I am concerned about adults (who use free facilities in the wrong way), and the children being allowed to run wild in the lounge room. There is an accident just waiting to happen. QE2 Centre should be for pensioners and seniors to enjoy, without having to propel around children and prams.
Feel very grateful to have such a wonderful Centre in Geraldton.
Very positive.
All experiences have been positive I cannot speak highly enough of what the centre provides
I was welcomed with happy feeling.
No. Just that everyone who volunteers or is a paid worker is always really helpful.
No. I love it.
Best thing ever!!!
All good.
Should have come back earlier! Sure, it will bring back mobility to my life and social interaction.
It's like a second home, as I live alone.
All friendly.
A great asset to the community.
Well organised and very friendly staff and people attending.
Plenty of people there who know more than I do, so it's good to be with groups and join in the activities. The table in the library that has free things that are useful and a place to glance at and maybe take an item home.
Top experience.
Absolutely beautiful.
It would be nice if you sign up to be given more information or orientation of the centre IE where the kitchen is and where the computer rooms are etc...
* Can something be done with the gardens around the QEII please? They are not very welcoming, and the leaves are piling up especially along the steps and path to the Upper Hall. Suggest that the Geisha Girl (purple flower shrub) near the mailbox be cut to approx. 50cm high so that the new branches create a shrub of around a metre and a half and enable the ugly wooden brace to be removed. It will then give the QEII a colourful entry of purple flowers. Thank you
I have met some friendly people there.
More than thirty years ago (recently retired) Alan and I were directing Pedestrians across city road (called Lolly popping). QE11 members crossing told us what they had been doing and suggested we visit the Centre which we did, played Indoor bowls, arts, lunch meetings etc... Met wonderful people. One if the Best things we've done. 
Highly recommend, never ever need to feel lonely. So many services and help for everyone. Love going to QE II.
Thankyou
Always a happy place to be
Friendly and helpful staff and volunteers. Great selection of activities to suit all abilities and interests. Many "no cost" options. Hidden gem within the city for residents. Love sitting with a coffee in pergola area after sessions.
Everyone at this facility is polite, kind, friendly and efficient.
Thanks to the amazing volunteers that are always available for assistance if required. I also really enjoy reading the newsletter. Well done on a fantastic community resource.

Started to come to Centre 11 years ago when I retired. Joined Bowls and exercises at the time and never looked back. Been a SAG committee member for most of that time and enjoy helping organize activities for those who are lonely or don't have the skills to be able to do this.

A wide range of activities offered and always looking to accommodate new activities if the need is there, and the space is available. A very user-friendly and comfortable centre where everyone feels welcome and can always find someone with needed information or to chat to. Seems to cater of people's wants as well as needs as far as information and entertainment is concerned. There is a place here for everyone!

Everyone I've met have been so lovely, positive and helpful

best welcoming staff

I have In the past enjoyed art and exercise classes, felt connected.

The Centre is awesome with all the activities and services available to Seniors who can participate in any of these programmes if they so wish. Geraldton Seniors is so lucky to have such a centre.

As previously stated.

The centre is very well run. It is economical for pensioners. It is clean There are nice sitting areas. I heard someone asking if there is a group of people who might be interested in joint holidays for people who haven't anyone to accompany them on holidays. Thought this would be something the centre could help to arrange.

All good.

Staff and volunteers are friendly inviting and helpful. Look forward to coming and enjoying all the activities on offer for a small fee.