



Hawkesbury City Council

attachment to item 318

Planning for Future Services and Activities of the Hawkesbury District Senior Citizens Centre

date of meeting: 14 June 2005

location: council chambers

time: 5:00 p.m.

Planning for Future Services and Activities of the Hawkesbury District

Senior Citizens Centre

Report on the results of the Survey



Introduction

A survey was sent out to all members of the Hawkesbury District Senior Citizens Centre to collect information about ideas and suggestions for how the Centre can continue to meet the needs of seniors in the Hawkesbury.

The information collected from the survey will be used to assist Council to plan for the services and activities that senior residents currently need. It will also help Council to begin planning for new services and activities to meet the needs of our ageing population.

Over the next thirty years the number of people over seventy will grow from 3,550 to over 10,000 residents. It is important that Council begin to plan now so that they have the services and facilities that will be needed to meet the needs of this growing population of senior residents.

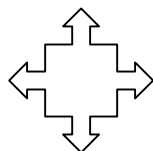
The survey was confidential and didn't ask for any personal information, but asked some general questions about self and personal views/ideas about the Seniors Centre.

The information will be used to identify the kinds of services and facilities that are needed in different areas to meet the current and future needs of senior residents. This will help Council and other organizations to work together to respond to those needs.

Two hundred and sixty one (261) surveys were sent out to members of the Seniors Centre in mid July, with a return date of the first week in August 2005.

One hundred and twenty eight (128) surveys were returned by the due date with five (5) surveys being returned unopened.

The total number of active surveys returned was one hundred and twenty three (123) a 48.05% rate. This is an excellent return for a survey sample.



Part A – You

**Total number
of active
surveys
123**

Q1. How many people live in your household?

- 61 - people live in a 1 person household
- 55 - people live in a 2 person household
- 6 - people live in a 3 or more person household

Q2.What is your gender?

- 30 - males answered this question
- 93 - females answered this question

Q3. How old are you?

- 17 - members are between the ages of 55 & 64
- 39 - members are between the ages of 65 & 74
- 50 - members are between the ages of 75 & 84
- 16 - members were 85 years or older

Q4. Were you born overseas?

- 27 - members were born overseas
- 96 - members were born in Australia

Q5 Do you have a disability?

- 30 - members identified with having a disability
- 90 - members identified with not having a disability
- 3 – members did not answer this question

Part A – You

**Total number
of active
surveys
123**

Q6. In what suburb, town or locality do you live?

22 - suburbs were identified and are ranked from the highest number of members living in an area to the lowest number.

• Richmond	50
• Bligh Park	10
• North Richmond	9
• South Windsor	8
• Wilberforce	7
• Kurrajong	6
• Windsor, Hobartville	5
• Grose Vale, McGraths Hill	3
• Agnes Banks, St Marys, Riverstone	2
• Bowen Mountain, Ebenezer, Freemans Reach, Kurrajong Heights, Kurrmond, Londonderry, Penrith, Wentworth Falls, Yarramundi	1

Two (2) members did not answer this question.

Snapshot

- 50% live in a single person household
- 76% are female
- 72% are aged between 65 & 84 years
- 22% were born overseas
- 24% have a disability
- 41% live in Richmond



Part B the Seniors Centre

Q7. How often do you go to the Seniors Centre?

61 - members attend the centre once per week

15 - members attend twice per week

26 - members attend more than twice per week

2 - members attend once per month

12 - members attend a few times per year

5 - members never attend

2 - members did not answer the question

Q8. Are you a member of any of these groups?

31 – members attend the Activity Group

54 – members attend the Seniors Gym

26 – members attend the Computer Group

12 – members did not answer the question

Q9. If you are a user of the Seniors Centre, what kinds of activities do you participate in at the Centre?

37 – members attend monthly bus trips

11 – members play billiards or pool

24 – members participate in card and board games

25 – members attend the computer group

43 – members attend the Christmas Lunch

33 – members play indoor bowls

Part B the Seniors Centre

7 – members play darts

53 – members participate in the seniors' gym

14 – members play Hoy

Other

3 – members play table tennis

7 – members participate in U3A activities

Snapshot

- 50% of members attend the Centre once per week
- 44% of members participate in the Seniors Gym
- 25% participate in the Activities Group
- 21% participate in the Computer Group
- 35% attend the Christmas Luncheon
- 30% of members attend monthly bus trips

Part C Improving the Seniors Centre

Q10. What can council do to improve or upgrade the Seniors Centre?

43 – members noted the need to **seal the car park**

28 – members noted the need to **upgrade the toilets**

20 – members noted the need to provide **better access to the Centre**

26 – members noted the need to **upgrade the kitchen**

25 – members noted the need for an **outdoor recreational area**

17 - members noted to **leave everything the same**

Other suggestions

17% of members requested improved general maintenance and renew carpet

10% of members requested marked disabled parking spaces & parking stickers

5% of members requested additional activity equipment and furniture

Q11. Are there any new activities or services which you would like to see introduced into the Centre?

20 – members identified a **meals program**

18 – members identified **hairdressing**

17 – members identified **movies**

13 – members identified **financial advice**

19 – members identified **more bus trips**

15 – members identified a **book readers club**

27 – members identified **education classes**

46 – members identified **podiatry**

39 – members identified **art or craft classes**

Part C Improving the Seniors Centre

25 – members identified **more computer training**

8 – members identified **cooking classes**

33 – members identified **hydro-therapy**

33 – members identified **massage/physiotherapy**

31 – members identified the need to **expand the gym program**

Other Suggestions

Mahjong, Dietary Advice, Tai Chi, Croquet lawn (1/2 size if not enough area), advice on health problems, aqua aerobics, gym equipment, afternoon tea dance

1 – member suggested no new activities to compete with present clubs or business

Snapshot

91% of members identified the need for therapy services including hydrotherapy, physiotherapy and podiatry

54% of members identified the need for educational classes including art and craft lessons

35% of members identified the need to seal the car park

25% of members identified the need to expand the gym program and provide gym equipment

20% of members identified the need for more computer training

16% of members identified the need for a meals program

Part D New Facilities

Q12. Do you have any suggestions about the kinds of new facilities that Council should be providing for senior residents?

Members suggested new Seniors Centres in

- Windsor
- South Windsor
- North Richmond.

Q13. Do you think there is a need to expand the Seniors Centre to Provide more space for new activities or services?

63 – members agreed that that existing Seniors Centre needed expansion

28 – members did not agree with an expansion of the existing Seniors Centre

32 – members did not answer this question

Q14. Do you have any comments about the possibility of expanding the Seniors Centre?

Members suggested the inclusion of -

- An Internet Café
- A sick or quiet room
- Enlarge the computer room
- Provide addition space for the gym program and provide equipment
- Provide space for a large TV and lounge setting
- Provide addition quiet room/ space for viewing movies
- Provide a separate room for new widows/widowers to meet

Part D New Facilities

Q15. Would you like to make any other comments about this survey or issues raised in this survey?

Members commented on a number of issues and made the following statements;

- 22% of the members commented on new services and programs

"A day for craft activities & a café bar so people can drop in for a chat"
"Talks on economical nutrition and meals for one"
"Occasional concerts and sing-a-longs"
"Would like some health programs"
"Shorten waiting list for computer training"
"Out-door bowls if enough space"
"More advertising about club activities"
"Place surveys 3 times per year in libraries"
"Ensure Community Transport is available to allow seniors to access the Centre"

- 19% of the members commented on issues regarding the Building

"Improve the air conditioning system"
"Renew the carpet as it is a trip hazard"
"Sign for seniors parking only and parking stickers & marked car spaces"
"Certain times of the year the trees drop large seeds on the paths causing falls"
"Get rid of exotic trees with dangerous roots and seed pods"
Outside garden setting for seniors waiting for transport & to hold BBQ's in the warmer weather
"Brighten up Centre & make it more welcoming for new members & new ideas"
"Floor area unsafe for seniors gym, different levels – gym should have own area & equipment"
"Hydrotherapy pool urgently needed"
"Secure undercover area for motorised scooters"

- 15% of the members commented on the Management of the Centre

"Open Centre every day with a manager present (staff or volunteer) to organise activities"
"More members needed (ads may help)"
All people who pay membership fees should be able to use the Centre and go on the bus trips
"Equal rights to use the centre by all seniors so can enjoy both the Centre & others company"
"Lower the age for membership to 50 and advertise for new members"
The Center is being held back by seniors who have been there for years & don't want changes
"Newly retired & semi-retired seniors need to be welcomed & encouraged"
"Better integration of U3A, Over 50's and others for shared facilities and resources"
"More information about the Centre and activities to be made available"

- A number of members thanked Council for their interest and concern for senior residents.

"A much needed and appreciated Centre"
"The Centre is a terrific concept & I thank Council for having an interest in the Centre"
"Thank you for having a Seniors Gym available"
"I would like to congratulate the computer group and those who organised it. Great"

Part D New Facilities

Snapshot

- 51% of members agreed that the Centre needed to be extended
- 22% of members did not want any changes to the Centre
- 26% of members did not answer the question

Many of the members who did not answer the question noted that they would like to participate in new activities and services if the centre was extended.

There is a need to -

- introduce new activities and programs
- provide parking for seniors in the car park
- provide transport for those who don't drive to attend the Centre
- brighten up the Centre and make it more welcoming
- provide more information about the activities at the Centre
- encourage more membership especially younger members
- share facility & resources with other seniors groups
- open Centre every day & employ a manager/activities co-ord
- ensure equal access to activities and resources

