

Agenda 9.05 – December 2024 Member Survey Results

Background

A survey was presented to members in the last quarter edition of *Super People* magazine in 2024. Members had the opportunity to complete a hard copy version of the survey included in the centre pages of *Super People*, or to complete an online version.

Of the 204 responses received, 137 (67%) were completed online and 67 (33%) as physical copies.

A response rate of 204 from a membership of about 2,500 means that results have a 7% margin of error.

The design of some questions will need to be reviewed for future surveys. Some respondents did not answer questions as instructed. This was most noticeable on hard copy responses where some respondents took the opportunity to present responses that were not sought at that point. This has required the data for some question responses to be reinterpreted to provide information that is useful for planning purposes.

1. How long have you been a Grey Power member?

Less than 1 year – 11.4%

1-4 years – 22.8%

5 years and over – 65.8%

This question shows that about two thirds of KCGP's members have been so for at least 5 years.

2. Location of respondents

Ōtaki – 6.4%

Waikanae – 25.6%

Paraparaumu – 23.2%

Paraparaumu Beach – 21.7%

Raumati – 10.8%

Paekakariki – 1.0%

Tawa/ Mana – 1.0%

Porirua – 3.0%

Otaihanga/ Reikorangi/ Horowhenua – 1.5%

This question shows that about 70% of KCGP's members live at Waikanae, Paraparaumu and Paraparaumu Beach.

3. Do you live in a retirement village

16% of respondents live in retirement villages, 84% do not.

Some respondents suggested that retirement village residents should not be a priority for KCGP as their issues should best be dealt with by the Retirement Villages Residents Association.

4a. Priorities for KCGP

Respondents were instructed to rank five priorities for KCGP to address. Few did. Many respondents chose to rank most, if not all of the choices offered, and not always using a 1-5 priority indicator. Some ranked priority items as a 5, rather than as a 1, as instructed.

On that basis, results are presented as total hits for each of the indicated priority areas.

The Top 5 indicated priorities are:

1. Health – 193
2. Government actions impacting seniors – 178
3. Local body matters – 140
4. Transport – 122
5. Digital exclusion – 119

The “Health” and “Transport” categories lack specificity. Comments provided elsewhere in the survey suggest a health priority should be a hospital on the Kāpiti Coast. There may be other concerns in here that require a specific focus to unearth. Similarly for transport matters. An issue that was specifically mentioned on several occasions is competency testing for drivers aged 70 and older. This could be interpreted as a health issue or a transport issue.

4b. Important issues we’ve missed

This was a long text question. The results are attached as an Appendix and provide interesting reading.

There are some issues here that KCGP could move quickly to address.

5. Working with other community agencies and groups

This was a long text question. The results are attached as an Appendix and provide interesting reading.

Age Concern was mentioned by many as was Dementia NZ.

6. Other issues and concerns

This was a long text question. The results are attached as an Appendix and provide interesting reading.

Cost of living concerns were a significant theme.

Some of the responses overlap or flow on from issues raised in 4b.

7a. Grey Power Federation lobbying central government

Similar to the responses to 4a, many respondents did not follow the instructions outlined for answering this question. The levels of interest in each of the five categories were similar, with “Health” being the most preferred.

7b. What issues would you like Grey Power Federation to focus on

This question was not well asked. The choices received similar levels of support.

7c. What issues would you live Grey Power Federation to focus on

This was a long text question. The results are attached as an Appendix and provide interesting reading.

These responses should be forwarded to the Federation for review and action, including those that are less than flattering about the Federation’s effectiveness.

Notwithstanding any interest or enthusiasm from the Federation, there are some issues here that KCGP could move quickly to address.

8a. Awareness and use of KCGP member services

	Discount Guide	Odd job scheme	Office Help Desk	Research resources	National discount offers
Total	174	147	122	87	140
Aware of	78	106	89	75	95
Used	96	41	33	12	45

8b. Awareness and use of KCGP member services

This was a long text question. The results are attached as an Appendix and provide interesting reading.

There are some interesting comments about the Odd Job Scheme and the Discount Guide. There appears to be some confusion about the purpose of the Odd Job Scheme.