

SURVEY RESULTS and SOLUTIONS

Out of all of the Members who paid their subscriptions on or before the 30th June this year 1690 made the effort to complete and return our survey with the majority taking the extra time to add additional personal Suggestions, Compliments or Complaints and we sincerely thank you all for your participation, it has been a very worthwhile exercise.

Committee Members Prue Matthews and Deana Quissy took many hours to **read every response** and collate in such a fashion that the issues can be addressed and the actual survey results can be analysed to assist the Committee in making future decisions.

Of the complaints received a fair portion were historical but there was a familiar theme and were sufficient in numbers for Committee and Management to take seriously and address accordingly and apart from the actual survey results the many constructive criticisms or suggestions received have proven to be extremely valuable and will also assist with our future planning.

Of the 1690 responses 52.4% were male and 47.6% female but they were predominately from our older Members. 89.5% were over the age of 56 with 72.9% of those over the age of 65. To attract a larger response from those under 50, which is approximately 50% of our Membership, our next survey will also be available to complete and return online.

In the weeks ahead, survey results will be published in our weekly newsletter along with any action that Committee or Management will or have taken and the many suggestions and constructive criticisms made will be broken down into common categories and the results will also be published in our newsletter in a similar fashion.

Lee Davis
CEO