

Livingstone Shire

**SENIORS NEEDS
ANALYSIS
REVIEW 2018**



LIVINGSTONE SHIRE COUNCIL | COMMUNITY PARTNERSHIPS UNIT





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Foreword

Livingstone Shire Council acknowledges the wealth of knowledge and life skills that exists with our senior individuals and groups. The generosity of our seniors who share both their time and their experience throughout the broader Livingstone communities is also much appreciated.

Residents aged over 60 make up more than 23% of our Shire. This is an increase of almost 3% since 2011. As a Council, Livingstone Shire believes that seniors deserve access to facilities, services, activities and programmes that meet their needs, ensuring our seniors get to enjoy what is often considered the best years of their life.

The 2015 the Livingstone Shire's Senior Needs Analysis was commissioned. Its purpose was to provide Council with key demographic data, related trends, current challenges, potential opportunities, and other critical information about the Shire's senior residents. This needs analysis was a key recommendation identified in the Seniors Session at the 2014 Livingstone Shire Community Summit. The 2018 review of the Seniors Needs Analysis looks at how things have changed, what has progressed, and what more can be done to increase the liveability of the Livingstone Shire and the wellbeing of its senior community.

Council's Community Partnerships Unit which includes the Community Centre, Community Development, and Sport & Recreation, will use this report to assist in planning future programmes and projects. In addition, it is anticipated that this report will become a resource for external service providers and organisations that are providing or considering their capacity to provide, for senior residents within the Livingstone Shire.

On behalf of Council, I would like to take this opportunity to thank the Council officers, volunteers, organisations and most importantly senior residents who have contributed to the development of the 2018 Livingstone Senior Needs Analysis Review.

I and my fellow Councillors are committed to working in partnership with the community and our seniors. We want to ensure the Livingstone Shire continues to be a place where every resident has the opportunity to access the many activities and services available. This will realise Livingstone Shire Council's goal to be the best place to live, work and play.



Councillor Jan Kelly

Portfolio: Community Development & Support and Senior Citizens



Background

The 2015 Livingstone Shire Senior Needs Analysis was commissioned for the purpose of providing Council with key demographic data, trends, challenges, potential opportunities and other critical information about the Shire's senior residents. This needs analysis was a key recommendation as a result of the Seniors Session at the 2014 Livingstone Shire Community Summit.

This 2018 review looks at how things have changed, what has progressed and what more can be done to increase the liveability of the Livingstone Shire and the wellbeing of its senior community.

Currently the Community Partnerships Unit employs three full-time equivalent Community Development and Engagement Officers, one full-time Principal Community Development and Engagement Officer and three Community Centre Staff (one full-time and two part-time).

Rationale

The projected population of Livingstone Shire shows that those residents aged 60 and over will increase from 21% to 32% of residents by the year 2036 (Queensland Statisticians Office 2018).

The 2018 review of the Seniors Needs Analysis centres on demonstrating a updated overview of who this portion of the community is made up of, its wants or needs, and how these have changed and / or progressed since 2015. Council remains proactive in building its evidence base to support programming and resourcing to assist seniors, and guide delivery of focussed projects and activities. This report will form part of the evidence-building process and inform further development of strategic implementation of recommendation and findings across Council.

At the 2014 Livingstone Shire Community Summit, the 'Seniors' and 'Aged Care, Community Health and Disability Services' sessions highlighted a number of issues affecting seniors in Livingstone Shire. One of the key recommendations from the Livingstone Shire Community Summit was to conduct a Seniors Needs Analysis along with subsequent reviews to further explore these issues. This analysis was designed to be reviewed in line with ABS Census cycles.

Aims

- Identify and analyse the current and projected demographics of Livingstone Shire as compared to 2011.
- Identify services/facilities designed to meet 'seniors' needs as compared to 2015.
- Identify the needs of 'seniors' in the Livingstone Shire as compared to 2015.
- Assess the degree of access seniors have to existing services as well as potential barriers that prevent access as compared to 2015.
- Identify potential strategies and actions to meet needs and ensure types of service are appropriate.

Methodology

- Statistical analysis utilising ABS, Queensland Statistician's Office and local services data in comparison to Queensland and 2011 data.
- Critical analysis of local senior services data including discussion and analysis of barriers to service.
- Survey and direct engagement results analysis.

- Examination and discussion of results from senior's feedback.

Evaluation

- Senior residents and service providers are constantly encouraged and given opportunity to provide feedback throughout the entire process. This ongoing feedback will assist in ensuring the direction of the analysis is staying relevant to the 'real' client group.
- The second stage of evaluation will be feedback from the presentation of this report to the Community Partnerships Unit and the Council table for workshop.
- The final stage will be a Feedback session where seniors will be invited to provide feedback on the collated report.



Profile of Seniors in Livingstone Shire

AGE	2011 # in LS	2011 % of LS	2016 # in LS	2016 % of LS	Diff since 2011
60-64	2341	6.59%	2574	7.0%	+0.41%
65-69	1934	5.44%	2234	6.2%	+0.76%
70-74	1367	3.85%	1597	4.4%	+0.55%
75-79	916	2.58%	1140	3.1%	+0.52%
80-84	654	1.84%	727	2.0%	+0.16%
85+	542	1.52%	694	1.9%	+0.38%
Total LS population	35,492 persons		36,272 persons		+780 persons
% Aged 60 and over in LS	21.84%		24.6%		+2.76%

Children aged 0 - 14 years made up 19.1% of the population and people aged 65 years and over made up 17.8% of the population.

Estimated resident population by age, comparison to Queensland 2016

	2016 45-64		Diff since 2011	2016 65+		Diff since 2011
Livingstone	10,652	28.7%	- 0.8%	6,306	17.0%	+1.7%
Queensland	1,196,357	24.7%	+ 0.2%	713,653	14.7%%	+1.1%

Livingstone's population is predicted to increase by 2.2% per year over 25 years compared to Queensland's increase of 1.7% per year over 25 years.

The median age for Livingstone Shire is 42 years and increase of 1.8 years since 2006, compared to QLD which is 36.1 and increase of 1.0 years since 2006.

Projected Populations

AGE	2016	2021	2026	2031	2036
60-64	2,722	3,167	3,500	3,805	4,049
65-69	2,339	2,773	3,267	3,638	3,920
70-74	1,764	2,346	2,807	3,341	3,689
75-79	1,196	1,679	2,274	2,752	3,268
80-84	769	1,044	1,498	2,064	2,505
85+	686	907	1,255	1,829	2,604
Total LS Population	39,377	44,072	49,824	56,405	62,226
% Aged 60 and over in LS	24.06%	27.03%	29.30%	30.89%	32.19%

Those aged between 60 and 70 are projected to remain the largest group of seniors in Livingstone Shire to at least 2036. These residents make up approximately 13% of the total Livingstone Shire population.

Aboriginal and Torres Strait Islander residents

Age	2011		2016		Diff since 2011
	# in LS	% of LS	# in LS	% of LS	
60 - 64	20	0.06%	34	0.09%	+0.03%
65 or above	32	0.09%	66	0.18%	+0.09%

The percentage of Indigenous persons living in Livingstone Shire (as identified through the 2016 census) was 4.4% of the total resident population, this is an increase of 1% since 2011.



Culturally and Linguistically Diverse residents.

In the most recent census 24 Livingstone Shire residents aged over 55 who speak a language other than English, reported speaking English 'not well' or 'not at all'. This is an increase of 10 residents since 2011 in this category.

The majority of residents in Livingstone aged 55 and over who speak a language other than English (n214) reported speaking English 'very well' or well' (89.25%). This is a decrease of 43 residents in this category since 2011.

Employment

Age	Employed, worked full time	Employed, worked part time	Employed, away from work	Employed, hours not stated	Total employed	% of LS	Diff since 2011
55 - 64	1840	870	157	44	2911	8.02%	+1.09%
65 - 74	275	254	24	19	572	1.57%	+0.38%
75 - 84	25	53	3	10	91	0.25%	+0.10%
85+	6	0	0	3	9	0.02%	-0.02%

Almost 12% of those aged over 60 were employed in some capacity during the 2011 census period compared to only 9.86% of those aged over 55 in 2016.

Employed, worked full-time is defined as having worked 35 hours or more in all jobs during the week prior to Census Night.

Employed, away from work comprises employed persons who did not work any hours in the week prior to Census Night.

Child care

Age	Cared for own child/children only	Cared for other child/children only	Cared for own child/children and other child/children	Children cared for total	Diff since 2011
55 – 64	159	779	13	951	+201
65 – 74	20	439	7	466	+172
75 – 84	7	89	0	96	+46
85 +	3	3	0	6	same

Income

Individual weekly income	55 – 64 years	Diff since 2011	65 – 74 years	Diff since 2011	75 – 84 years	Diff since 2011	85 years +	Diff since 2011
Nil or negative	508	+154	143	+68	36	-2	3	-4
\$1 - \$149	205	-148	115	-427	32	-273	5	-36
\$150 - \$299	420		377		142		56	
\$300 - \$399	454	-4	805	+229	507	+115	158	+28
\$400 - \$499	362	+75	646	+610	378	+402	140	+145
\$500 - \$649	342		422		203		64	
\$650 - \$799	374		250		113		22	
\$800-\$999	403	+72	175	+84	61	+25	14	+2
\$1000-\$1249	409	+68	184	+100	43	+27	11	+8
\$1250-\$1499	302	+31	76	+25	18	+8	4	+4
\$1500-\$1749	310	+194	58	+50	12	+7	4	+1
\$1750-\$1999	199		47		4		0	
\$2000 or more	465	+134	106	+48	33	+17	6	+6
Income not stated	551	+128	434	+164	297	+112	200	+54

Income – Pension

Age pension – 4,168 persons (Same rate as QLD)

Carers pension – 973 persons (Same rate as QLD)

Disability support pension – 1,089 persons (This is at a higher rate than QLD by 0.3%)



Livingstone (S) LGA

- 19.1% aged 0–14 years as at 30 June 2017
- 63.2% aged 15–64 years
- 17.8% aged 65+ years

Queensland

- 19.6% aged 0–14 years as at 30 June 2017
- 65.3% aged 15–64 years
- 15.0% aged 65+ years

Livingstone (S) LGA

- Population projected to be 57,042 persons as at 30 June 2036
- Increase of 2.2% per year over 25 years

Queensland

- Population projected to be 6,763,153 persons as at 30 June 2036
- Increase of 1.7% per year over 25 years

Aged Care

The number of aged care operational places in Livingstone as at June 2014 was 280 places.

In 2016 there are 310 places;

6 aged care services

Community Care – 58 places

Residential Aged Care – 252 places

Transition care – 0

Community Care Services

“Community care services provide home base care for older people wanting to remain living independently in their own home improving their quality of life and helping them to remain active and connected to their own communities” (Queensland Statisticians Office 2018, p.23). The figures here include Mainstream Packaged Care places provided by Community Aged Care Package, Extended Aged Care at Home, and Extended Aged Care at Home Dementia services and Flexible Care places provided in a community centre by Multi-Purpose Services, Innovative Care, Consumer Directed Care, and National Aboriginal and Torres Strait Islander Care Services.

Residential Aged Care

“Residential Aged Care provides a range of supported accommodation services for older people who are unable to continue living independently in their own homes” (Queensland Statisticians Office 2018, p.23). The figures here include Mainstream Residential Aged Care places provided by Residential Care Services, and Flexible Care places provided in a residential setting by Multi-Purpose Services, and National Aboriginal and Torres Strait Islander Care Services.

Transition Care

“The Transition Care program provides a package of services to enable older people after a hospital stay to return home rather than prematurely enter residential care. This program also gives older people and their families and carers time to consider long-term care arrangements” (Queensland Statisticians Office 2018, p.23).

Seniors Assets

Livingstone Shire Council

Community Partnerships Unit

Community Development and Engagement Team

As at June 2018, the Community Partnerships unit employs four full time Community Development Officer and Engagement Officers which includes Youth Work, Community Development and Sports and Recreation services (CDEO).

CDEOs support Council's direction by focusing on the implementation of a broad range of strategies to enhance equitable access outcomes to Council services, facilities and public space areas, and the inclusion of all diverse groups in community life. The team also works very closely with community groups and organisations supporting them to increase the capacity and resilience of their organisations and the community.

Sport and Recreation works primarily alongside local sport and recreation clubs and associations to ensure the development of worthwhile opportunities for the local community to engage in structured, and non-structured physical activity. Several local sport and recreation clubs and associations cater directly to senior residents of the Livingstone Shire Council area. Sport and Recreation supports clubs and associations in delivering these opportunities to senior residents wherever possible. All programmes undertaken by Sport and Education Services are open to senior residents.

Community Centre

The Livingstone Shire Council Community Centre Mission Statement:

The Community Centre is a place for the community to access supportive information and to meet, learn and share each other's skills and knowledge. Community Centres are grounded on the principles of enhancing access, equity and equality; fostering participation, inclusion and choice; building community capacity; facilitating partnerships and networks.

The Community Centre organises and supports the major Livingstone Shire Seniors Week activity annually. In 2018 this encompassed 17 separate events and activities across Livingstone Shire.

Not for Profit Community Organisations Supporting Seniors in Livingstone Shire

- *Yeppoon Senior Citizens Association Incorporated*
 - *Capricorn Coast Aged Care Committee*
- *Capricorn Coast Community Access and Equity Committee*
 - *U3A*
 - *Capricorn Healthy Ageing*
 - *Men's Shed*
- *Age of Excellence 'Fitness for Life'*
 - *Steady Steps*

Please see Attachment A and B for further details.

Organisations supporting Seniors in the Livingstone Shire.

- Livingstone Shire Council
- Bluecare
- Capricorn Coast Hospital and Health Service
- Carers QLD
- Centacare Diocese of Rockhampton
- Centrelink
- CQ Home Assist Secure
- LiveBetter (formerly Excelcare)
- OZcare Rockhampton
- Intergrated Living
- Life Without Barriers
- Uniting Care Community
- Public Trustee
- Relationships Australia
- Right at Home CQ
- Suncare Community Services
- UnitingCare Community

Aged Care Facilities and Retirement Villages

- Capricorn Coast Adventist Village
- Blue Care Capricorn Aged Care & Capricorn Gardens Retirement Village
- OakTree Retirement Village
- Bolton Clarke Sunset Ridge Retirement Village and Aged Care

The Community Centre reception provides a point of information and referral for the community. In 2017 those aged 60 and over were the second highest group to access reception at the Community Centre (the highest was adults aged between 25 and 59). Those aged over 60 used the Community Centre reception for 3,557 separate occasions of service in 2017 (this is an increase of 1,747 occasions from 2014 figures).

The Community Centre also hosts a wide variety of community groups (user groups) and visiting services. This is a free service for non-profit community groups and clubs as directed by the Livingstone Shire Council Community Assistance Policy 2014. In 2017, those aged 60 and over were the highest user group of sessions/activities/meetings held at the Community Centre which was 11,378 people aged over 60 (this is about the same as 2014 figures).

The Community Centre is partly funded through the Department of Communities, Child Safety and Disability Services. The centre provides Livingstone residents with a public community hub that is safe, welcoming, vibrant, accessible, available to all and offers:

- General Information and referral assistance;
- Outreach services;
- Enhanced choices;
- Networking and social and social events;
- Participation in programs and activities that build skills;
- Affordable meeting spaces on a permanent or casual basis, and
- Lifelong learning opportunities.

The Centre also provide important linkages, capacity building, educational and partnership opportunities for: Individuals requiring support; Community services providers; Community organisations, clubs and groups, and Community development staff.

In November, The Community Centre launched a new community project called iCare. iCare was created in partnership with the community and is a response to repeated requests from the community (including community organisations) wanting to donate money/goods to directly help people in Livingstone who are 'in need' financially and/or socially. Current mechanisms for donations were found to be Rockhampton centric and Livingstone residents 'missed out' or were faced with barriers to access the support (ie. Transport to Rockhampton, having to wait for goods/support to come from Rockhampton).

iCare developed from many conversations on how direct support for Livingstone residents could be best achieved. It was determined that the most appropriate practical support was to assist with food and fuel costs so the persons existing funds were available to pay bills and other expenses.

Since its inception to date (November 2018), iCare has;

- Received \$9453.05 in donations from community groups and individuals (this does not include the most recent Pinefest Ambassador winner's donation of \$10,000).
- Assisted 122 people/families with vouchers by issuing \$7,305.00 worth of vouchers.

In conjunction with iCare, The Community Centre also provides a community washroom (free washing machine, dryer and shower facilities) and non-perishable food/toiletry packs.

Direct Engagement Feedback

Conversations with Senior Residents

- Where do you find information?
- Is this working for you?
- What makes it hard for you to access information or services?

Existing mechanisms for accessing information and services

- Church
- Club (sport, hobbies, education etcetera.)
- Family/friends
- Workplace
- Public places (e.g. community notice boards)
- Local media
- Community Centre (newsletter, information desk)
- Library
- Online

Barriers preventing senior residents access

Financial

- cost of transport (public and private)
- cost of activities

- concerns regarding *extra* costs (e.g. Income only allows for the essentials)

- cost and understanding of technology

- cost of rates, rent, insurance etcetera

Accessibility

- public transport is; not frequent enough; has limited stops; other users are not accommodating

- pathways/walkways/beach accesses need significant upgrading/modification and need to *link* effectively

Awareness

- how to access information (i.e.; many didn't know they could receive the Community Centre newsletter via post)

- concern that information is being missed as many didn't know how to access information online

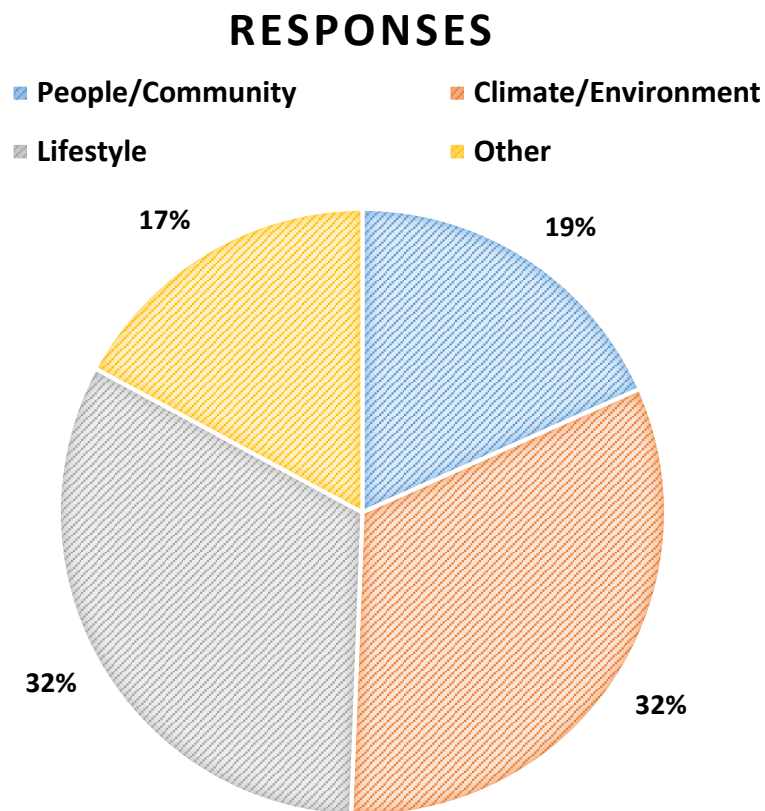
Social

- Fear/anxiety about capacity to participate, fear/anxiety about stigma/discrimination due to age

- Some activities are inappropriate (i.e. "Will Making is patronising")

Senior Resident Survey

What do you like about living in Livingstone Shire?



People/Community includes; friendly, helpful, community spirit.

Climate/Environment includes; beaches, islands, weather.

Lifestyle includes; quiet village atmosphere, small, safe, plenty to do, recreation opportunities, low key development, not a city, relaxed/laidback.

Other includes; Everything, easy to get around, good shops, progressive council, library and Community Centre services.

What age group do you belong to?

Age	Number	% of Respondents
60 - 64	47	28.8%
65 - 69	42	25.8%
70 - 74	36	22.1%
75 - 79	19	11.7%
80 - 84	10	6.1%
85+	11	6.7%%
Total	165	

What is the best way to let residents know what is happening in the community?

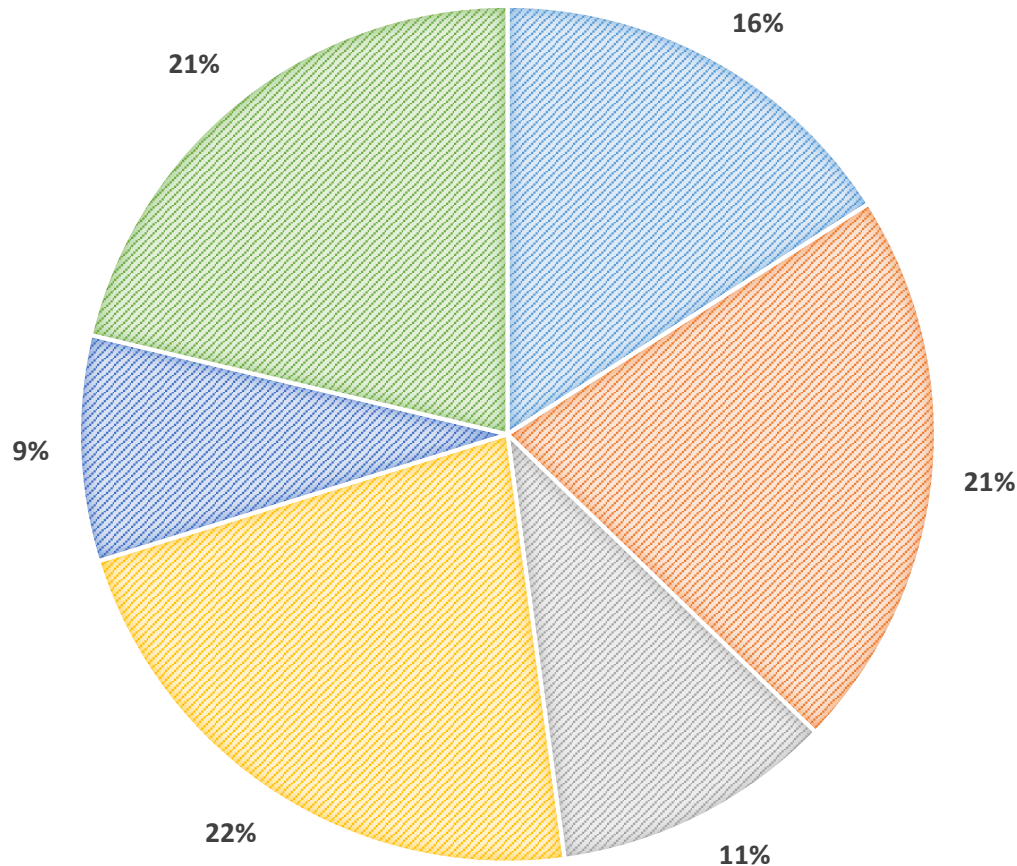
Method	% of Respondents
Email	46.6%
Facebook	45.4%
Newspaper	39.3%
Postal	30.7%
Public Noticeboard	23.3%
Website	21.5%
Other	8.6%

Other; Word of mouth, The Mirror, TV, with rates notice, through community groups, Community Centre Newsletter, regular expos in Shopping Centres.

What would you change about Livingstone Shire?

RESPONSES

- Cost of Living
- Not enough to do
- Increase Services
- Council/Allocation of spending
- Public Transport
- Other



Cost of living includes; High rates, low land valuations, water cost.

Not enough to do includes; GKI and Capricorn Resort need to reopen, no free camping, more dog friendly areas, no cinema, more social activities.

Increase Services includes; housing, employment, support services, social services, specialist medical services.

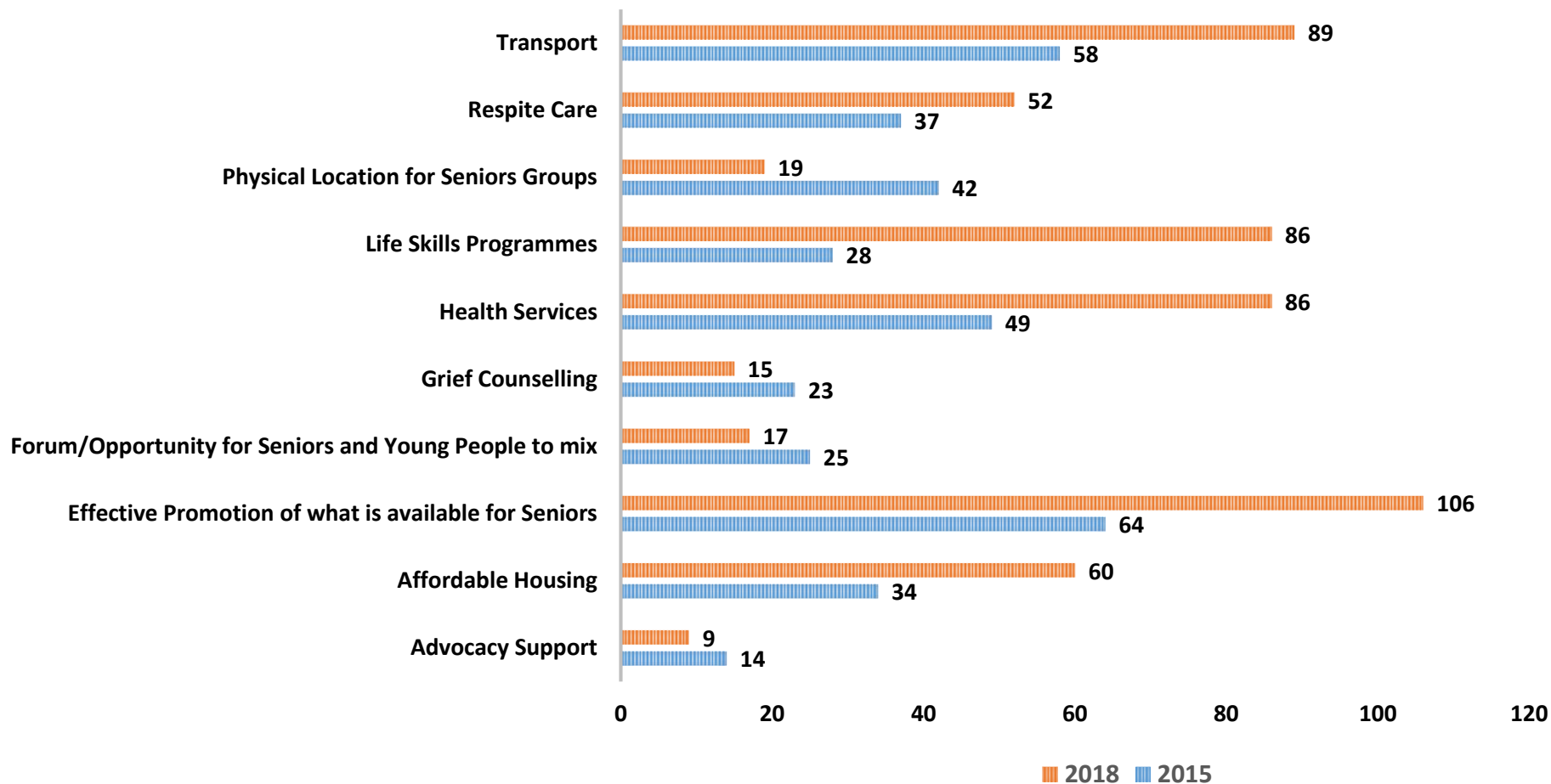
Council/Allocation of spending includes; more attention to rural areas, more attention to roads, too many traffic lights, better beach and shop access for seniors/people with disability, lower council debt, change councillors and Mayor.

Public Transport includes; more connection throughout the shire, more regular service, free seniors bus, no connection to the railway station in Rockhampton.

Other includes; the heat, keep trees, less graffiti, get rid of ugly carpark.

In 2015, a similar survey identified the following gaps in service affecting people aged 60 and over. Do you agree? Please select all that apply.

RESPONSES



Please see Attachment C for complete list of survey responses.

Other reports

PHN Central Queensland, Wide Bay, Sunshine Coast. Health Needs Analysis 2018.

This report builds on the 2015-16 Baseline Needs Assessment for the Central Queensland, Wide Bay, Sunshine Coast Primary Health Network (the PHN).

Key Findings and Implications regarding those aged 65 and above;

- **Life expectancy is increasing but people in the PHN catchment are not necessarily healthier.**

Data show that from 2011-2015, male life expectancy at birth for the PHN catchment reached 80.4 years, while female life expectancy reached 85.0 years. The male and female combined life expectancy at birth estimate for the PHN catchment was 82.6 years, slightly higher than for Queensland overall (82.4 years). While people in the PHN catchment are living longer than ever, they are not necessarily in good health in old age. Despite a trend toward healthier lifestyle choices, the chronic disease burden within the PHN catchment is considerable and expected to increase over the coming decades as the population ages, with major sources of burden being cancer, cardiovascular disease, chronic obstructive pulmonary disease, lung cancer and dementia. Across the PHN catchment, this burden is likely to be greatest in Rockhampton and the coastal strip, with these areas having chronic disease mortality and disability rates significantly above the PHN catchment and state average. The chronic disease burden can be expected to place increasing pressure on health and aged care services within the PHN catchment in the decades to come. Reducing the chronic disease burden across the PHN catchment will require sustained efforts combining health promotion, early detection, chronic disease management and specialist and acute care to treat the more severe health outcomes.

- **Population ageing and the demand for aged care services.** The proportion of people aged 65 and over is increasing due to declining birth rates and increasing longevity. In 2016, one in five people in the PHN catchment were aged 65 years and over, and this is projected to increase to around 262,000 by 2036. Of these, around 15.0% have a severe or profound disability and likely to need some form of supported accommodation, be that their own home, the community or in residential aged care. This combination of an ageing population together with an increasing burden of chronic disability, will increase the demand for services in the home, community care, residential aged care and palliative care sectors. Currently there is a shortage of appropriate care options available in the PHN catchment meet the

National Statistics

From the:

*Australian Government – Institute of Health and Welfare
'Older Australians at a Glance 2018' Report.*

In 2017, approximately 3.8 million people (15% of Australia's total population) were aged 65 and over.

Over 1 in 7 Australians are aged 65 and over (15%).

Around half of older Australians aged 65 and over are women.

3 in 10 older Australians aged 65 and over were born overseas.

In 2016, 1 in 8 older people were engaged in employment, education or training.

In 2017, over 1 in 7 Australians were aged 65 years and over.

In 2014–16, Australian men aged 65 could expect to live another 20 years and women another 22 years

In 2016, 1 in 3 older people were born overseas; the majority of these were born in a non-English speaking country.

By 2057, it is projected there will be 8.8 million older people in Australia (22% of the population); by 2097, 12.8 million people (25%) will be aged 65 and over.

Almost 2 in 10 older Australians report speaking a language other than English.

201,000 older Australians receive a Departments of Veterans' Affairs pension.

National Statistics

From the:

*Australian Government – Institute of Health and Welfare
'Older Australians at a Glance 2018' Report.*

In 2016, there were more than 650,000 Aboriginal and Torres Strait Islander people, accounting for 3% of the total Australian population. Of these:

- 17% (108,000) were aged 50 and older
- 5% (31,000) were aged 65 and over
- less than 1% (0.3%) were aged 85 and over.

The proportions for those aged 65 and over, and 85 and over, are considerably smaller than equivalents for the non-Indigenous population (which were 16% and 2.1%, respectively), reflecting the higher mortality rate and lower life expectancy of Indigenous Australians.

1 in 6 of all homeless people on Census night were aged 55 or over (16% - around 18,6000 people).

1 in 8 older Australians are employed.

3 in 4 older Australians own their own home

expected growth in demand.

Current Health Concerns for those aged 65 or above;

- The LGAs where the proportion of adults who reported alcohol consumption that was risky (lifetime) was highest in Central Highlands (33.5%), Livingstone (27.0%), Banana (25.2%), and Gladstone (25.0%), compared to Queensland (19.8%).
- A high proportion of people 65 years and over in the PHN catchment currently and projected for the future. An increasing number of support services and systems to support older people to continue to live in their own homes will be required.
- Poor health literacy, including the ability to navigate the health system, commonly leads to reduces access to services and poorer health outcomes. There is evidence that aged care reforms are not well understood by older people in the PHN catchment.
- The physical, emotional and economic impact of dementia extends to families and care givers of the individual with dementia. As the number of people aged 65 years and over in the population increases, there will a concomitant increase in the number of people with dementia.
- Ageing is a determinant of health mainly due to increasing chronic disease in older age, and socio-economic factors related to older age. Formal and informal care of older people with chronic conditions is important for better quality of life after a diagnosis of chronic disease. Effective prevention, early detection and management of chronic disease can delay the progression of the disease, reduce the need for high cost hospital-based interventions, improve quality of life in older people.
- Injuries resulting from falls are the major cause of death, hospitalisation and emergency department presentations among persons aged 65 years and over in our community. More than half of all injury deaths in this age group is due to falls. Although the PHN catchment shows similar rates of falls to Queensland, most falls are preventable and falls greatly contribute towards reducing quality of life for the elderly.

PHN Priorities in caring for those over 65;

- Develop locally based solutions;
- Improve service integration and coordination; and
- Workforce development.

Queensland Government: an Age-friendly Community, Strategy and Action Plan 2016

An age-friendly community is where older people are valued, respected and actively engaged in their community. They can stay in touch with people they care about and find the services and support they need. Age-friendly communities are more liveable for everyone.

Aims;

- increase the accessibility and affordability of public transport improve infrastructure for older people and those with limited mobility
- promote the value and contribution of older people to the community
- improve safety in the community
- provide age-appropriate events and activities
- reduce barriers to employment and volunteering.

Please see the bibliography for a link to the complete action plan.

ACOSS and UNSW Sydney: 'Inequality in Australia 2018' Report.

Australians are more likely to be in the lowest 20% of incomes due to their circumstances.

These include:

- people who are unemployed (77% are in the lowest 20% of incomes),
- older people (over 65s, 39%),
- single parents (36%),
- People born overseas in non-English speaking countries (24%) and
- people living in rural, regional or remote parts of South Australia, Tasmania, Victoria or New South Wales (more than 25% in each case).

Most (60%) of the lowest 20% are in households that rely mainly on social security for their income, of which the largest group (51%) receives Age Pensions.

National Statistics

From the:

*Australian Government – Institute of Health and Welfare
'Older Australians at a Glance 2018' Report.*

People in regional and remote communities tend to have poorer health outcomes, shown by higher death rates. The main contributors to these higher rates are coronary heart disease, other circulatory diseases, motor vehicle accidents and chronic obstructive pulmonary disease.

It is likely these contributors are related to a combination of differences in access to services, lifestyle risk factors and the regional/remote environment. For example, when compared with *Major cities*:

- regional and remote areas have lower rates of general practitioner consultation and generally higher rates of hospital admission;
- people from regional and remote areas tend to be more likely to smoke and drink in harmful quantities;
- occupations in regional and remote area are more likely to be physically dangerous; and
- driving in regional and remote areas is more likely to involve risk factors such as long distances, greater speed, isolation, and animals on roads.

2 in 5 older people reported being sufficiently active during the preceding week.

7 in 10 older people are overweight or obese.

1 in 5 Australians aged 65 and over experienced disability in the form of a severe or profound core activity limitation.

National Statistics

From the:

*Australian Government – Institute of Health and Welfare
'Older Australians at a Glance 2018' Report.*

13% of all deaths of Australians aged 65 and over were caused by coronary heart disease.

3 in 10 Medicare claims for unreferral general practitioner attendances were for people aged 65 and over.

1 in 10 Medicare-subsidised services related to mental health were for people aged 65 and over.

1 in 5 emergency department presentations were for people aged 65 and over.

1 in 8 older people were engaged in employment, education or training.

Around 13% of people aged 65 years and over were engaged in employment, education or training.

Around 43% of men and 61% of women aged 65 and over reported reading books 3 or more times a week.

1 in 5 older Australians volunteered their time within the last 12 months.

3 in 4 older Australians had participated in one or more recreational activities away from home in the past 12 months.

9 in 10 older people believe they have someone outside the household in whom they can confide.

The World Health Organisation 'Active Ageing Strategy' 2015.

The World Health Organisation declares 'Active Ageing' as the optimal framework for 'age friendly' localities. 'Active Ageing' is defined as; the process of optimising opportunities for health, participation and security in order to enhance the quality of life of people as they age.

In an 'Age Friendly' community there is a culture of inclusion shared by all ages and abilities.

An age friendly community;

- recognises the diversity among older people;
- respects their decisions and lifestyle choices;
- promotes their inclusion and contribution in all areas of community life; and
- responds to age-related needs and preferences.

Please see the bibliography for links to the full reports referenced in this analysis.

More Information

See Attachment A for a full list (including contact details) of services and community groups.

See Attachment B for full list of programmes and activities and service available to senior residents through the Livingstone Shire Community Centre.

See Attachment C for complete list of survey responses.

Discussion

Demographics

- The Livingstone populations is increasing at a higher rate than Queensland.
- Livingstone has a higher median age than Queensland and this is expected to continue.
- More residents over 60 are in paid employment than in 2014.
- More residents over 60 are caring for children than in 2014.

Health

- People are living longer (but not necessarily healthier).
- A larger percentage of residents over 60 in Livingstone receive the Disability Support Pension than Queensland.
- Since 2014 the Aged Care places in Livingstone have increased by 30.

Community

- The Community Centre has seen an increase in individual users over 65 accessing support and advice.
- Residents over 65 continue to indicate that cost and access (particularly public transport) are the main barriers to community

participation and service use.

- Requests for a physical location for seniors have declined since 2014.
- Residents over 60 remain positive about the lifestyle, community, people and climate in Livingstone.
- Residents over 60 have again indicated that 'effective promotion of activities/opportunities for seniors', housing affordability and an increase in human services are priorities.
- Great Keppel Island revitalisation and the Capricorn Resort reopening are new 'wants' from seniors in Livingstone.

Limitations

- A number of service providers are available to Livingstone residents however they chose not to participate in this needs analysis review. This makes it difficult to get a complete picture of services available to senior residents.

- The total number of participants was 207 (165 surveys + 42 direct engagement) which is less than 5% of those residents aged over 60 living in Livingstone Shire.

- Participants were not asked to specify their ethnicity or disclose if they were a person with a disability therefore these participant figures are unknown.



Conclusions

The largest age group in Livingstone are still those aged between 45 and 64 (28.6% a decrease of 0.9 since 2011) followed by those aged between 25 and 44 (22.9% a decrease of 0.2% since 2011). Currently those aged over 60 make up 24.6% of the Livingstone Shire population (this is an increase of 3.6% since 2011). This is projected to increase to 32.19% by the year 2036. In contrast to the 20 to 30 age bracket data where residents leave the shire, residents aged 60 and over are moving to and staying in Livingstone. The data also shows that a relevant portion of senior residents (almost 5000) are caring for children other than their own which indicates family connections in the Shire.

Life expectancy is increasing, however the burden of chronic disease is considerable and expected to increase alongside the ageing population. The PHN outlines that Rockhampton and Livingstone are likely to bare the greatest burden in this respect with chronic disease mortality and disability rates significantly above the PHN and state averages.

Less than 1% of Capricorn Coast residents aged over 70 are receiving community care/home based support programmes despite 'care at home' being a clear preference from the data. Despite the increase in residents over 60 and projected population growth, age care 'places' have only increase by 30 places. There remains no transition care 'places' available in Livingstone.

The Community Centre is being well used by senior residents in Livingstone Shire, they are the most frequent user group overall. This indicates the Community Centre is effective in promoting its service and supporting non for profit groups and organisations throughout the Shire. Feedback from the surveys and direct engagement indicated that although residents are generally aware of the Community Centre, they are not aware of the depth of service it can provide (e.g. Housing support, referral to specialist services, linkages to community and sporting groups etcetera).

Feedback via surveys and direct engagement indicates that senior residents have an overall positive view of Livingstone Shire, particularly the people, environment and lifestyle. There were a number of comments specifying that the lack of high rises and development were a major factor in sustaining the current preferred lifestyle.

The following areas were highlighted throughout all feedback methods from all participants as in need of attention/improvement which are almost the same as 2015 results;

- Public transport (more frequent, more varied/direct routes, specialist trips to hospital increased, link with railway station);
- Affordable and suitable housing (more options, better support, want to stay at home longer);
- Footpaths, bikeways and roads (upgrading, widening, include public seating, extending to connect effectively with services and commercial precincts);
- Local health services (including specialist services like oncology, mental health, NDIS providers as well as respite places);
- Technology support (particularly relating to Centrelink, MyGov and MyAgedCare platforms);
- Financial support (senior discounts requested on rates and other council charges, cost of living too high);
- Promotion of available services, activities, programmes for seniors (online is not the most effective method to engage this population group); and
- Council decisions (not understanding why particular decisions are made and therefore assuming 'the worst').

Recommendations

2015 Recommendations	2015 Actions	2018 Current Status	2018 Recommendations
<p>Implement a marketing plan with a focus on the 'range of services' that the Community Centre (and more generally Livingstone Shire Council can provide). This needs to be delivered effectively and appropriately to the client group.</p>	<ul style="list-style-type: none"> - Work alongside the Livingstone Shire Council Marketing and Engagement team to develop effective techniques and resources for ensuring the message 'cuts through' to the target group. - Ensure staff is receiving relevant training (website management, newsletter development, newsletter distribution). - Ensure Livingstone Shire Council's information is accessible to senior residents (e.g. Hard copy, large print etcetera). - Continue to promote and develop The Community Centre as a 'hub' of information for all members of the community. 	<ul style="list-style-type: none"> -This has been achieved by producing new brochures, website updates and the continuation of the Community Centre newsletter in partnership with the Communications and Marketing Team. This is ongoing. - The Community Centre has seen a consistent increase in users of their service. 	<ul style="list-style-type: none"> -In the next total Council website review, consideration should be given to alternative viewing options for ease of reading (e.g. Large print, colour contrast change, audible pages etcetera). - Council to consider implementing one round of internal website training per year.
<p>Provide opportunities for senior residents to participate in community. This will assist in seniors' feeling 'included' and also helps ensure that programming is sustainable and successful.</p>	<ul style="list-style-type: none"> -Explore best practice models and examples of inclusive ways to engage senior residents. -Work with senior residents to determine relevant and appropriate activities, events and/or programmes. -Hold a community consultation session discussing the accessibility of footpaths, walkways and bikeways. 	<ul style="list-style-type: none"> - The Community Partnerships Unit have consistently used best practice models and involved senior residents in planning and delivering activities, events and/or programmes as much as possible. Eg. Seniors Week programme, Livingstone Loop sessions, development of promotional materials. - The Community Development and Engagement Team are currently finalising the Access and Inclusion Consultation which incorporates feedback from sessions discussing footpaths, walkways and bikeways. Since 2015, the Lammermoor and Statue Bay works have been completed creating new pathway linkages. 	<ul style="list-style-type: none"> - Continue to include those over 60 in planning and delivering programmes/activities/events via the Community Centre and user groups.

2015 Recommendations	2015 Actions	2018 Current Status	2018 Recommendations
<p>Establish a Livingstone Shire Council 'active ageing' strategy with the aim of creating an 'age friendly' community as recommended by the World Health Organisation.</p>	<ul style="list-style-type: none"> -Explore best practice models and examples of 'active ageing strategies' employed across Australia. -Create a reference group (including members of community and relevant organisations) to support and guide the development of a strategy that is specific to Livingstone Shire. -Continue to work on enhancing relationships and partnerships with relevant stakeholders, service providers and residents to inform this process. 	<p>-A specific reference group has not been established as it was determined that existing groups research, experience and support can be harnessed to provide the relevant information required to guide policy and process (eg. Community Development Taskforce, Capricorn Coast Aged Care Committee, Capricorn Coast Community Access and Equity Committee, Capricorn Coast Interagency Network, PHN Advisory Group etcetera).</p>	<ul style="list-style-type: none"> - The Community Development and Engagement team have a focus on building capacity and resilience in the community and within community groups and clubs. The team has planned multiple community group intensive sessions for 2019 which will facilitate community groups accessing the teams' support as well as learning how to increase their capacity to work in the community/achieve their aims. Many of these groups have members/volunteers/participants over 60 and/or service people over 60. - The Community Partnership Unit continues to utilise existing groups resources to inform Council strategy, policy and procedure.

2015 Recommendations	2015 Actions	2018 Current Status	2018 Recommendations
Advocate for senior residents and their needs.	<ul style="list-style-type: none"> -Provide key information gathered via this needs analysis with external service providers (public transport, health, housing). -Support senior residents, organisations and/or groups in petitioning, lobbying or applying for their needs. -Make the complete Seniors' Needs Analysis available to all of community once complete. -Continue to work on enhancing relationships and partnerships with relevant stakeholders, service providers and residents to support senior's needs in Livingstone Shire. 	-Complete and ongoing.	<ul style="list-style-type: none"> - Continue to advocate for Visiting Services to 'lock in' their scheduling on a permanent basis to enable the Community Centre to advise the community of what is reliably accessible. - Continue to encourage and invite services to use the Community Centre as their 'Livingstone Office'. - Continue to provide information and data to services to prove need in Livingstone for seniors. - Continue to seek opportunities to provide Livingstone resident data and feedback to decision makers/funding bodies particularly relating to aged care and health services.
Continue to work towards the recommendations from the 2014 Livingstone Shire Community Summit.	<p>Beach Access.</p> <ul style="list-style-type: none"> -Undertake an audit of local main beaches to ascertain the best access points and liaise with existing local network forums to consider locational options. 	-Due to Tropical Cyclone Marcia followed by Tropical Cyclone Debbie and flooding events many beach access points in Livingstone Shire have been significantly impacted.	<ul style="list-style-type: none"> -Continue to monitor beach access points and liaise with Department of Environment and community to determine best practice on a case by case basis. This will always be ongoing due to the nature of tidal movement and weather events. -Continue to include representation from those over 60 in stakeholder consultation for minor and major projects.

2015 Recommendations	2015 Actions	2018 Current Status	2018 Recommendations
	<p>Space to meet. -Promote awareness of 'free' spaces for hire/regular use at the Community Centre.</p>	<p>-The Community Centre is currently focussed on promoting the activities, events and programmes available to community members. -The Community Centre continues to host and run an interagency network for Human Service providers in Livingstone Shire where relevant knowledge regarding services is shared. There is an average of 40 services are represented at these meetings (this in an increase of 15 since 2015). -In the 2018 survey, those over 60 did not indicate that 'space to meet' was as high a priority as it was in 2015.</p>	<p>-Ongoing. -Continue to support the Yeppoon Senior Citizens Association Inc in using the Yeppoon Town Hall for meetings and functions (with over 200 members, this is the most suitable space for the group to utilise).</p>
	<p>Connections. -Deliver innovative activities and programmes for senior residents through Livingstone Shire Council's Community Partnership Unit.</p>	<p>-Current Livingstone Shire Council activities and programmes include; Livingstone Loop (outreach service), iCare, Tax Help and Tech Savvy Seniors. Council also supports many other organisations and groups deliver appropriate activities and programmes for seniors.</p>	<p>- Continue to gather and consider the feedback and data regarding those over 60 when engaging with community and delivering activities/programmes to the community.</p>
		<p>- Many comments/feedback from the 2018 survey were in relation to issues that Local Government is not in control over (eg. Public transport, health services).</p>	<p>- Livingstone Shire Council to establish communication methods/resources that identify where local government responsibility lies in comparison to State and Federal Government. This should also describe how best to engage with Council when giving feedback/suggestions.</p>

Acknowledgements

All residents that participated.

Livingstone Shire Council – Community Partnership Unit.

Australian Bureau of Statistics.

Queensland Statisticians Office.

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Australian Council of Social Services and University of New South Wales Sydney 2018, *Inequality in Australia 2018*, viewed September 2018, <https://www.acoss.org.au/wp-content/uploads/2018/07/Inequality-in-Australia-2018.pdf> .

Australian Government – Institute of Health and Welfare 2018, *Older Australians at a Glance 2018 Report*, viewed August 2018, <https://www.aihw.gov.au/reports/older-people/older-australia-at-a-glance/contents/summary> .

Primary Health Network - Central Queensland, Wide Bay, Sunshine Coast 2018, *Health Needs Analysis 2018*, viewed August 2018, <https://www.ourphn.org.au/wp-content/uploads/2017-18-HNA-FOR-PUB-FINAL.pdf> .

Queensland Government – Department of Communities, Disability Services & Seniors 2018, *An Age-friendly Community, Strategy and Action Plan 2016*, viewed August 2018, <https://www.communities.qld.gov.au/seniors/queensland-age-friendly-community/strategy-reporting> .

The World Health Organisation 2018, *Active Ageing Strategy 2015*, viewed August 2018, <http://www.who.int/ageing/publications/en/> .

Attachment A

Local Services and Community Organisations

The following organisations are available to Livingstone residents (please note, some are located outside of Livingstone Shire).

Alzheimers Australia (QLD) gld.rockhampton@alzheimers.org.au

Rockhampton Dementia Support Centre, 238 Richardson Road, Rockhampton 4928 1926

Anti-Discrimination Commission QLD info@adcq.qld.gov.au

Level 1, 209 Bolsover Street, Rockhampton 4933 5104

Offers a free mediation service for people who have been subject to unlawful behaviours under the Queensland Anti-Discrimination Act.

Blue Care Capricorn Coast Community Care and Aged Care <https://www.bluecare.org.au/> customerservice@bluecare.org.au

30 Rockhampton Road, Yeppoon

1300 258 322

Providing Home and Community Care and QLD Community Care services and; nursing, personal care, domestic assistance, social support, in home respite, day respite, DVA VHC, transition care and palliative care.

Referrals accepted from hospital, general practitioners, family members and other agencies.

Capricorn Coast Hospital and Health Service - Community Health - Adult Health <https://www.health.qld.gov.au/services/central-queensland/cap-coast>

8 Hoskyn Drive, Yeppoon

4913 3000

Services include:

24 Hour Emergency Medical Services

Rehabilitation Inpatient Services

Women and Family Health Programs

Obstetric Clinics

Paediatric Clinics

Cardiac rehabilitation programs

Indigenous Health services

Mental Health programs

General Practitioner Clinic

Hospital avoidance and subacute care in the community; including nursing assessments and care management, medical aids provision, carer support, hospital discharge planning and ongoing support groups;

Acute Inpatient Services

Palliative Inpatient Services

Midwifery Services

Child Health Services

School services; immunisation programs

Social work support and counselling services

Allied Health Programs

Alcohol, Tobacco and Other Drugs Service

Radiological Services including USS and CT scanning

- Carers Group • Stroke Support Group
- Parkinson's Group • Prostate cancer Support Group

CentacareCQ yeppoon@centacare.net

Yeppoon

5/15 James Street, Yeppoon

1300 523 985

Services: Counselling, Property Mediation, ACCESSCQ (Employment Assistance Program), FOCCUS (Pre-Marriage Education Program), Family Dispute Resolution.

Rockhampton

16 Bolsolver Street, Rockhampton

[1300 523 985](tel:1300523985) or [1300 783 544](tel:1300783544) (Family Relationship Centre)

rockhampton@centacare.net or frcrockhampton@centacare.net (Family Relationship Centre)

Services; Aged Care, Disability Services, Counselling, Disability & Mental Health Services, Family Relationship Centre, Family Support, Transport, Property Mediation, Home and Yard Maintenance, ACCESSCQ (Employment Assistance Program), FOCCUS (Pre-Marriage Education Program).

CQ Home Assist homeassist@rrc.qld.gov.au

201 Bolsover Street, Rockhampton

07 4936 8522 or 1800 22 33 01

CQ Home Assist Secure is a program jointly funded by State and Federal Governments. It provides services, such as minor maintenance, for older people and people with disabilities who wish to remain living in their own home. CQ Home Assist Secure is a registered provider of services under the National Disability Insurance Scheme (NDIS).

In Central Queensland the program is delivered by Rockhampton Regional Council into the local government areas of Central Queensland including:

Rockhampton, Gladstone, Central Highlands, Livingstone and Banana Shires. A central office is located in Rockhampton.

Services offered include:

- free information and referrals including assessment of home security
- subsidised assistance to eligible clients
- maintenance, repairs and minor modifications
- assistance with the engagement of tradespeople, planning of future work and engagement of contractors

Home Assist Secure services are available for residents aged 60 years and over, people of any age with a disability, or indigenous people over 50 years of age. To receive subsidised assistance for work in your home you must: hold a current Commonwealth Government pensioner concession card or be deemed eligible through a My Aged Care assessment AND be unable to make use of alternative forms of assistance such as Veterans Affairs, family or friends.

Capricorn Citizen Advocacy <https://www.capca.org.au/>

Shop 3/118 George Street, Rockhampton 4922 0299

Capricorn Citizen Advocacy Rockhampton assist those with cognitive or communication disabilities who may rely heavily on others to support them every day, especially if they are segregated from the general community and become isolated.

Carers QLD <https://carersqld.com.au/>

Level 2, 39 East Street, Rockhampton 1800 242 636

Supporting carers. Carers are people who are looking after a child, partner or friend with a physical, intellectual disability, chronic illness, mental health condition or are frail aged.

Coordinated Support Services <http://www.coordinatedsupport.com.au/>

4/33 Archer St, Rockhampton 4152 7404

Specialize in providing reliable, therapeutic & specialist care in the areas of Disability + NDIS, Aged Care, Child + Youth and Training.

Department of Human Services - <https://www.humanservices.gov.au/>

20 Arthur Street Yeppoon

My Gov - 132 307 www.mygov.au

myGov is a secure way to access government services online with one login and one password.

You can link these government services to your myGov account: Australian JobSearch; Australian Taxation Office; Centrelink; Child Support; Department of Veterans' Affairs; HousingVic Online Services; Medicare; My Aged Care; My Health Record; National Disability Insurance Scheme; National Redress.

Basics Card - 1800 057 111

Bereavement - 132 300

Carers - 132 717

Centrelink Employment Services - 132 850

Families - 136 150

Farmers and their Families - 132 316

Financial Information Service - 136 357

Help in an Emergency - 132 850

Income Reporting - 133 276

Indigenous Australians - 1800 136 380

Job Seekers - 132 850

Languages (multilingual) - 131 202

Low Income Health Care Card - 132 490

Older Australians - 132 300

People with Disability - 132 300

Rural and Remote Australians - 132 318

Superannuation - 1300 131 060

Medicare - 132 011

Child Support - 1800 241 272

Life Without Barriers www.lwb.org.au

194-198 Alma Street, Rockhampton 4921 1475

Aged Care Services; Daily Living and Life Tasks; Companionship, Community and Social Support; Personal Care and Mobile Services; Therapeutic and Clinical Care, Cleaning and Household Tasks; Home Modifications, Maintenance and Handyman; Garden Maintenance and Modifications; Respite Care.

*Must be registered with MyAged Care.

Live Better (formally Excelcare) <https://www.qld.livebetter.org.au/>

69 Pattison Street, Emu Park and 12 Fairfax Court, Yeppoon and 155a Alma Street, Rockhampton.

1300 952 273

Services include; aged care; disability support; home & community care; mental health support; allied health services.

Livingstone Shire Council Community Centre <http://www.livingstone.qld.gov.au/463/The-Community-Centre>

80 John Street, Yeppoon 4913 3840

The Community Centre is a place for the community to access supportive information and to meet, learn and share each others skills and knowledge.

The Community Centre is partly funded through the Department of Communities. The centre provides Capricorn Coast residents with a public community hubspace that is safe, welcoming, vibrant, accessible and available to all. Many community organisations utilise the Community Centre. **More information in Attachment B.**

Men's Shed

Members from all walks of life get together for the purpose of friendship, to learn new skills and assist towards community projects.

Yeppoon Men's Shed

Mon, Wed, Fri - 9am – 2pm

Cooee Bay

0474 492 625 www.yeppoonmensshed.org.au

Men's Shed Yeppoon @Blue Care

Tues and Thurs 9am-2.30pm

Yeppoon

4939 1371

Capricorn Coast Men's Shed @ CARV

Yeppoon

4938 3221

Emu Park and District Men's Activity Shed

Emu Park

0417 192 065

Mercy Health & Aged Care Central Queensland Limited <https://www.mercycq.com/mh/home>

Mercy Aged Care Services Administration Office, 75 Ward St, Rockhampton 4999 1400

Mercy Aged Care Services operates residential aged care facilities at Bethany, Leinster Place and McAuley Place, Retirement Villages at The Range Village and Bethany Village as well as community services at Mercy Day Therapy Centre and Mercy Day Respite Centre in Rockhampton.

My Aged Care <https://www.myagedcare.gov.au/>

1800 200 422

Helps with; The types of aged care services available; Your eligibility for services; Service providers in your area; Costs you may need to pay; Quality in aged care; Advocacy services; How to make a complaint.

National Seniors Association

Rockhampton 4933 1568

National Seniors is a membership based, not for profit organisation, representing Australians aged 50 plus.

Ozcare <https://www.ozcare.org.au/>

87 Alma Street, Rockhampton 1800 692 273

Services: Home Care Packages; Occupational Therapy; Personal Care; Physiotherapy; Domestic Assistance; Specialist Dementia Advice; Social Support; Dementia Home Care; Nursing; Immunisation; Allied Health; Keeping Your Housing; Respite Care; Dementia Home Care.

The Public Trustee <http://www.pt.qld.gov.au/>

67 East St, Rockhampton 1300 360 044

Services include; Free will making, deceased estate administration, auctions, financial administration for people with incapacity, enduring power of attorney.

Relationships Australia <http://www.raq.org.au/>

Elder Abuse Prevention and Support Service 1300 063 232

Elder Abuse Prevention and Support Service is a case management service providing assistance to those at risk or experiencing elder abuse through individualised support and referral.

Right At Home (In Home Care and Assistance) <https://www.rightathome.com.au>

Rockhampton 4807 6454

Providing social support, personal care and nursing services.

Rockhampton 60 & Better Program Inc better60inc@optusnet.com.au

60 & Better Rockhampton offer a wide variety of social events and exercise for seniors in our community including Rockhampton, Gracemere, Mt Morgan and the Capricorn Coast.

Suncare Community Services <https://www.suncare.org.au/>

Unit 3, 235-339 Musgrave Street, Rockhampton 1800 786 227

Services include; Social events and activities; Home modifications; Home maintenance; Personal care; Housekeeping assistance; Transport; Home delivered meals; Respite; Domestic.

Yeppoon Meals On Wheels Inc

66 William Street, Yeppoon 4939 2477

Yeppoon Senior Citizens Association Inc.

Meet monthly at the Yeppoon Town Hall 4939 3625

State or National Services

QLD Government Seniors One Stop Shop <https://www.qld.gov.au/seniors>

Seniors Enquiry Line 1300 135 500

Including; legal, finance and concessions (Seniors Card and discounts); home support and housing; health; recreation and staying connected; transport; safety and protection; retirement; education, work and technology; grandparenting.

COTA (Council of the Ageing) www.cotaqld.org.au

1300 738 348

COTA is a national organisation committed to advancing the rights, needs and interests of people as they age in Australia. COTA aims to help create a more just, equitable and caring community in which older people are actively involved and have access to appropriate support, services and care. Includes; research, advocacy, consumer reference network and membership.

Lifeline 24/7 Telephone Crisis Support Line

13 11 14 www.lifeline.org.au

The crisis support line offers experienced counselling to clients over the phone for issues relating to loss and grief, trauma, relationship difficulties, mental and physical wellbeing.

National Dementia Hotline <https://qld.fightdementia.org.au/>

1800 100 500

National Relay Service www.relayservice.com.au

1800 555 660

A phone solution for people who are deaf or have a speech impairment.

Olderworkers www.olderworkers.com.au/

Online job board connecting older workers with age friendly employers.

Queensland Aged and Disability Advocacy (QADA)

1800 878 338 or 3637 6000

Services include; advocacy services for Aged and Disabled, education and information sessions for carers, service providers, organisations, families, public on advocacy and rights and responsibilities (in care facilities and in home care), assist with guardianship and administration matters.

Local Aged Care Facilities and Retirement Villages/Independent Housing

Blue Care Capricorn Gardens Archer Court Community Housing <https://www.bluecare.org.au/>
Yeppoon 1800 990 446

Blue Care Capricorn Gardens Aged Care Facility <https://www.bluecare.org.au/>
Yeppoon 4925 1500

Bolton Clarke, Sunset Ridge Retirement Village <https://www.boltonclarke.com.au/>
Zilzie 1300 857 366

Capricorn Adventist Retirement Village
Yeppoon 4939 2801

Oaktree Retirement Village <https://www.oaktreegroup.com.au/retirement-village/queensland/yeppoon/barmaryee-road/get-in-touch>
Yeppoon 4930 2032

RSL Yeppoon <https://www.rslqld.org/Home>
4939 4933
yeprsl1@bigpond.com

RSL Emu Park <http://www.emuparkrsl.org.au>
4939 6785
emupark@rslqld.org

RSL Capricornia <https://www.rslqld.org/Home>
4928 7608
capricorniarsl@southernphone.com.au

Yeppoon Rotary Birdwood Estate Benevolent Fund
yeppoonrotary@gmail.com

Attachment B The Livingstone Shire Community Centre

Come on in...
BE learning, exploring & sharing

SKILLS

- » Adult literacy support
- » Alternate Learning Space
- » Armchair travel
- » Arts & Culture exhibitions, workshops, events & shows
- » Author events
- » Communication skills
- » Community Centre workshops, events
- » Community Development
- » Lego robotics
- » Livingstone Libraries borrowing
- » Skill sharing opportunities
- » Storytelling for babies & toddlers



Contact us at the **Community Patch**
80-84 John St, Yeppoon

Opening Times 8.30am-5pm Monday to Friday

Community Centre | 4913 3840
Community Development | 4913 3840
Youth | 4913 3840
Arts & Culture | 4913 3857
Sport & Recreation | 4913 3821
Strengthening Family Connections | 4913 3830



Yeppoon Library | 4913 3850
 Opening Times
 9am-5pm Monday-Friday, excluding Wednesday
 9am-7pm Wednesday, 9am-2pm Saturday



Printed on 100% recycled paper

Yeppoon Community Patch

The Yeppoon Community Patch welcomes everyone, from brand new to twilight years and everyone in-between, to those doing it tough or sailing through, a young person in need of support, someone experiencing a change in their life, working towards goals, or even part of a striving community group.

Come on In...



Welcome to the Community Patch

Come on in...
BE supported & encouraged

CONNECT

- » Al-Anon & Alateen
- » Alcoholics Anonymous
- » Community Grants
- » Community Development
- » Groups & clubs striving to reach goals
- » GROW support group
- » ICare
- » ICE Affecting Families Capricorn Coast
- » Narcotics Anonymous
- » Parenting support & linkage
- » Personal hygiene items
- » RADF Grants
- » Shower & laundry options
- » Young Leaders in Livingstone
- » Youth one on one

Come on in...
BE informed & resourceful

CHOICES

- » Community Connections Newsletter
- » Counselling support
- » Domestic violence
- » Emergency relief
- » Families, Youth, Men, Women
- » Financial
- » Housing
- » Indigenous
- » Multicultural
- » New to town
- » Volunteering opportunities

Come on in...
BE active involved & connected

JOIN

- » Art & craft
- » Astronomy
- » Beach Day Out
- » Book Club
- » Bus trips
- » Cards & Mahjong
- » Celebrate Community
- » Coffee & chat
- » Community Radio
- » Competitions
- » Computers
- » Community activities & events
- » Cultural evenings
- » Dancing classes
- » Disability Action Week
- » Donating Opportunities
- » Environmental sustainability
- » Exercises & Tai Chi
- » International Women's Day
- » Kids Library activities
- » Knitting
- » Lego & Minecraft Clubs
- » NAIDOC Week
- » Playgroup
- » Photography
- » Queensland Women's Week
- » Recreation activities
- » School holiday movies & activities
- » Seniors Week
- » Sewing Circle
- » Social History & Philosophy
- » Sporting clubs & groups
- » Wellness at the Coast
- » Writing
- » Youth Week



Monday

Every Monday
Exercises 9 - 10am
Playgroup 9.15 - 11.15am
Mah-jong 1- 4pm
U3A Scrabble 1 - 3.30pm
NA Support Group 7.30 - 9.30pm
1st Monday
U3A Dancing 10.1 - 12pm
2nd Monday
U3A Dancing 10.15 - 12pm
3rd Monday
U3A Book Club 10 - 12pm
4th Monday
U3A Dancing 10.15 - 12pm
5th Monday
U3A Dancing 10.15 - 12pm

Tuesday

Every Tuesday
Computers 9.30 - 11.30am
Cards 1 - 4pm
Literacy Support 1- 4pm
 (Not during school holidays)
U3A Craft Group

Wednesday

Every Wednesday
Age of Excellence -
Exercises 7am – 8am
U3A Mah-jong 9am - 12pm
Line Dancing 1-2.30pm
Drawing Club for Kids 3 - 5pm
Tai Chi 5.30 - 6.30pm
GROW Support 6 - 9.30pm
1st Wednesday
LNP Meeting 7 – 8.30pm
U3ABook Club 6 – 8pm
2nd Wednesday
Ukulele Group 7 – 9pm
3rd Wednesday
ALP Meeting 6 – 8.30pm

Thursday

Every Thursday
Tai Chi 9 – 10.30am
Art 1 – 4.30pm
Parchment Craft 1 – 4pm
Gospel Choir 7 – 9pm (Not during school holidays)
Thursday Fortnightly ICE Support Group 6.30 – 8pm
2nd Thursday
U3A Writing Group 11– 1pm
4th Thursday
U3A Writing Group 11– 1pm

Friday

Every Friday
Age of Excellence - Exercises 7.30 - 8.30am
Craft Group 9am – 12pm
AI-Anon Support Group 12 - 2.30pm
AA Support 7.30 - 9pm
1st Friday
Exercises 8.45 – 9.45am
U3A Music Appreciation 10 – 12pm
2nd Friday
Exercises 8.45 -9.45am
U3A Anything Goes 10am - 12pm
Female Retirees 1.30 - 5pm
3rd Friday
U3A General Meeting 9.30am - 12pm
Leggo Club 3.30 – 4.30pm
Minecraft Club 4.30 – 5.30pm
4th Friday
Exercises 8.45 – 9.45am
U3A Philosophy 10am - 12pm

Saturday

Every Saturday
Painting Group 1 - 4pm
2nd Saturday
Tai Chi 7am – 9am
Every Sunday
Tai Chi 7am – 9am
Living Waters Lutheran 2.30 - 5.30pm
Free Yoga 5 - 6pm
AA Support 7.30 - 9pm
2nd Sunday
Ukulele Group 3 - 5pm

Sunday

Every Sunday
Tai Chi 7am – 9am
Living Waters Lutheran 2.30 - 5.30pm
Free Yoga 5 - 6pm
AA Support 7.30 - 9pm
2nd Sunday
Ukulele Group 3 - 5pm



LIVINGSTONE COMMUNITY CARES

Care Community Project

About the ICare Community Project

The Community Centre found that there were community members, groups and businesses who want to donate money and items to support local men, women and children experiencing significant financial stress.

The ICare Community Project has evolved through community conversations, leading to a desire to encourage shire residents not to give up, and to have a sense of hope and community support when experiencing hardship.

The Community Centre is a central point for accepting donations of money into a specified Council account code designated for ICare.

When there are funds available in this account, fuel or grocery only vouchers are purchased and allocated to people who meet the eligibility criteria.

Through the Community Centre, we also accept donations of items for other programmes connected to the ICare Project including: Share the Dignity, Alternative Learning Spaces, Operation Education, Dignity First Project (laundry and washroom facility) ICare Christmas, and the Yeppoon Salvation Army. We find that the items most helpful for these Programmes include women's and men's personal hygiene products, shampoo, conditioner, deodorant, soap, toothpaste, note pads, pens, pencils, USB sticks, school supplies, A4 reams of paper, and washing powder.

Eligibility criteria includes:

- » Resident of Livingstone Shire
- » Currently receives a Centrelink support payment or in the process of applying for a support payment
- » Is experiencing significant financial distress
- » Has not accessed ICare in the past six months.

Allocation of fuel and/or groceries only vouchers includes:

- » Single person - forty dollars
- » Single person and one child – sixty dollars
- » Single person and 2 children – eighty dollars
- » Family (any more than two children in the household) – one hundred dollars.

The Community Centre is able to connect people accessing ICare to a wide range of other services and support options that can help them including financial counselling and planning, relationship and individual counselling, DV Connect, gambling and drug addiction support and more. The Community Centre can also put people in touch with other services for assistance including housing, social connection, employment, training and more.

The Community Centre organises a quarterly review meeting of the project and welcome people who donate or anyone interested in the project to come along and be involved. For more information please contact the Community Centre.

LIVINGSTONE COMMUNITY CARES

Community Centre | 4913 3840 | 80 John Street, Yeppoon
Monday-Friday | 8.30am-5pm



LIVINGSTONE COMMUNITY CARES

I Care Community Project

The I Care Community Project considers that people who reside in Livingstone are all the same but **unique** and **equal**, and that we are all fortunate to live where we do.

We are the all
same
 in that we
 are **B**orn
 have **L**ife
 seek **E**njoyment
 experience **S**uffering
 feel **S**ad at times
 keep **E**volving
 and **D**ie

Our uniqueness
 is our freedom to
 choose how we
 respond to our
 sameness

We are **equal** because
 we all are:
Human
Unusual
Multicultural
Alive
Normal and Naïve
Struggling with
 something

I Care Community Project began with one conversation and a desire to encourage shire residents not to give up hope and to have a sense of community support when experiencing hardship then another conversation and then many conversations

Attachment C

Survey Responses

What do you like about living in Livingstone?

- Simple and community.
- Relaxed lifestyles.
- The community spirit.
- Weather, nice place to live.
- Small friendly community.
- The endless beaches.
- Not a lot anymore...too many people in Yeppoon. Too many housing estates...Emu Park is nicer than Yeppoon now as it is still quiet.
- Lifestyle.
- Beautiful town and recent improvements are lovely.
- The weather.
- Relaxed lifestyle, beach, quiet.
- My kids grew up here, we have worked here and know many people here.
- Sun and beaches.
- I don't like living in Livingstone Shire, we are the last property on the north of the shire, we get no services and pay nearly double the rates of the property joining us.
- Climate, the beaches, the restaurants and the new lagoon precinct.
- Climate and relaxed atmosphere.
- Close to ocean and also close to country areas. Not too crowded. Great climate.
- Clean streets, safe environment, community consciousness.
- Weather and easy going lifestyle.
- Not a lot, but having built a house and have family nearby, it is what you make it.
- Clean air.
- Progressive, environment, lifestyle.
- Laid back lifestyle, friendliness, opportunities. The islands.
- The Council is doing all it can to ensure a great quality for all residents of all ages.
- The beaches, arts council activities at the Town Hall.
- Climate.
- The easy, quiet lifestyle.
- Relaxed lifestyle, good access to boating and fishing and now more sophisticated dining options.
- The peace and quiet.
- Beautiful coast with a relaxed atmosphere.
- The new foreshore development.
- The beautiful beaches and sense of community.
- Ease of access in and around the town I live in, Yeppoon.
- Easy to drive around and park. Pretty town and gardens. Not too many high rise buildings.
- The people, the beauty of the area, there is always something going on, it is relaxing.
- Great climate and some of the best and safest beaches in Australia. Yeppoon and Emu Park are still villages with a sense of community where everyone pulls together to help others.
- Peaceful most of the time.
- The beach and islands.
- Climate, the environment, the reef. General resources e.g. Queen Street Hall, library, pineapple trail, heaps of children.
- Beautiful scenery and weather, small size with most needs close at hand. Quiet and relatively safe. Lots of activities available if desired.
- Holiday resort atmosphere.
- It is a great place with great facilities and beaches of course.
- I love the slower pace of life here in Byfield, the natural environment, the limited traffic and noise level and the fact that almost all residents want to keep it this way.
- The beautiful scenery, friendly people and an enthusiastic council.
- Most things – it's a slice of paradise...and we have Mayor Ludwig, a man who genuinely cares about this community, and gets things done. Ditto our MP, Brittany Lauga.
- The weather.

- It is where I live.
- Peace, quiet, beaches.
- Well it's not the shire, it's the area and climate. Not too bad, lovely beaches. Shopping a lot better now and just the easiness of the area. We have been here for 30 years and would not live anywhere else.
- Great weather, clean township, lots of things to attend if you know when they are on. Tourism getting more promotion.
- The beach.
- Beautiful beaches. Yeppoon is a nice, neat, little town/small town feel. Good variety of shops. Friendly people.
- The beaches.
- Steps going from the lagoon to the beach.
- Senior activities.
- Everything.
- It's a progressive town. Has a mixture of young and old.
- Friendly and welcoming.
- Parks and events.
- It has everything we need but it is not a city.
- The inclusion of all age groups. The beauty of the place.
- The quiet lifestyle.
- Sun, sea sand. Lots of activities close by. Plenty of shops and not too far to Rocky for more.
- The beach and the community spirit. Also the latest upgrades in the community.
- Beautiful and happy place to live.
- The climate in winter. The treed hills and greenery. The sandy beaches and the bay framed by the undeveloped Keppel Islands. Seeing dolphins feeding along the shore as I walk the long beaches this weekend (true story). The naturalness. Not the rat race like the city nor the Gold Coast or Noosa. I like its uniqueness in being a place you can swim with little worry of stingers or sharks.
- Showgrounds to be kept for sports and other community happenings. Not to be developed as it belongs to the people of Yeppoon and not the

council to be sold off!

- All changes have been for the better to bring tourists here as well as benefitting the residents.
- Coastal environment. Relaxed lifestyle. Potential for large tourism operations eg. Keppel Island.
- Environment. Council support for whole community – willing to support community centre and events like NAIDOC and Beach Day Out. Support around Indigenous issues.
- I love the sea and the relaxed lifestyle.
- Can't think of much I don't like. But then I am a long term local and know the area very well.
- Recreation spaces, cafes and the beach.
- The weather, the area. It is living in paradise.
- The quietness and activities.
- Community, climate, village like.
- Laid back lifestyle. Don't let it become a Sunshine or Gold Coast.
- I just like living on the coast that has proved to be developing the way I like it.
- I have a comfortable (and affordable) home. Strong, pleasant and supportive networks, great things to do, willing listeners!
- Weather mostly. People.
- Beaches, relaxed lifestyle. Mt Archer.
- Progressive council, most needs of seniors are well catered for, open and informative council.
- All the public facilities, the gardens and parks, the wonderful beaches.
- The beaches, fresh air, community activities.
- Beaches. Movies and shows at the shire hall.
- The weather, the beach. The ambiance! Shire support for activities for seniors.
- Weather, community, facilities.

What would you change about Livingstone Shire?

- Reduction of cost in living expenses. Very difficult to manage on a fixed income. Rates are especially becoming prohibitive. More residential options for active seniors. Casual job options for seniors to supplement income.
- Too many sets of traffic lights with poor phasing, use more roundabouts which are safer and more cost effective.
- Rates and water charges.
- The focus on Yeppoon. The constant comment that we are waiting on funding before we can proceed.
- Don't let any more southerners live here. Get rid of all the traffic lights. Halve the coffee shops. Clear out the drug addicts. Make all the beach front grassy again. Get rid of that damn ugly multistorey carpark.
- Lower rates so more people can afford to live here...we are NOT a city!
- All the graffiti artwork spread throughout the area. Not much for adults to do now the children are well catered for.
- Transport.
- Rates affordability. They are too expensive and can't keep up.
- Rates to slow down, they are very expensive. My brother lives on a canal in the heart of the Gold Coast and pays way less than us.
- Yes, we would like to move into Rockhampton Shire.
- More activities for active seniors.
- More festivals featuring local artists. Upgrade but do not dredge the Causeway.
- More money spent on rural roads and matters relating to rural ratepayers not just enhancing tourism potential of main towns.
- Better public transport, more and smaller buses that run between aged care facilities and Yeppoon and Rockhampton on a more frequent basis.
- More dog friendly places.
- How about the Mayor? For a start reduce the rates then a reality check. Capricornia is not the centre of the universe.
- The excessive rates and the Mayor.
- NOTHING.
- School truancy, juvenile crime, homelessness.
- The heat in summer. Direct bus route from Emu Park to Rocky and back. Free camping/caravanning site with dump points for overnight stays.
- More walking/bicycle paths along coastal strip. Make Bangalee beach a safe, care free areas for families and dog walkers. Move traffic north of Iwasaki's. Cinema needed, rates to high.
- Poor government.
- The waste of rate payer's money spent on development that caters for people that do not live here. Start fixing up aged infrastructure such as roads.
- Get GKI revitalisation and Capricorn Resort moving to bring in tourism and build the regional economy.
- The over the top rates and very low land valuations.
- Improve the roads as many are rough and have not been maintained for many years. Reduce council debt thus reducing rates.
- Council could offer more opportunities for meeting people. Rockhampton has a variety of activities through the library, Livingstone should offer a similar program.
- Find more jobs for our youth.
- Ban 4WDs from parking in the drive in parking spaces in the town, it is unsafe to reverse out and not being able to see if any traffic is coming along the street. The big 4WDS block all vies to the vehicle reversing from the space.
- Not very good access to the southern end of Cooee Bay beach and no seating on the northern end. A lot of shops aren't open weekends in town. Need a movie theatre.
- Nothing. Squash courts maybe.
- Much better access for the elderly, the disabled and young families with prams etc. It is almost impossible to access any of the beaches along our coastline if you are elderly or disabled and very few amenities and toilet blocks to service the disabled. We have a fabulous array of local shops which we would all like to support but very few of these shops in the main part of town are accessible if you are in wheelchair, on a mobility scooter or have young children in prams. We are losing a lot of local and tourist \$\$\$.
- Rates prices.

- The spending habits of the council
- The rates structure – more breaks for oldies. Stop building dumb things we don't need like a lagoon on a beach. The rip off of the victims of strata titles. The lack of secondary industry. More fun things for young people to do safely.
- Move the Kraken to the lagoon and let us see the sea and beach view again.
- It is a shame we haven't got all we need here. There is still a lot that we have to go to Rocky for.
- I would like to see Great Keppel Resort and Iwasaki's redeveloped in an eco-sensitive and individual way (not by Tower Holdings!). We need something unique to attract tourists. Youth are our future so keep investing in them, providing ongoing education, helping to generate employment and providing health recreational options. Continue with beautification programmes and creative development, whilst maintaining a 'village' atmosphere.
- As a regular user, I would like to see more frequent maintenance (grading of potholes) of the unmade section of road between Scenic Highway and the Bluff Point picnic area, as many locals and tourists visit the area and I often hear complaints about the potholes.
- Stop using the work 'revitalisation' for new projects! That work is too closely linked with the horrendous Tower debacle of GKI – something the LSC should NOT be associated with. Leave buildings and trees with historical value, alone!! They should be treasured, not given the flick as if of no importance! The Hub is fantastic, but demolishing that lovely old church in the park in town was nothing short of vandalism. Ditto the Norfolk Pines beside KBSC. Stop it!
- Development spending too fast with no reduction in rates.
- Look after the rural areas and not just Yeppoon.
- The cost of rates is moving us out. There are many things for younger people not older people.
- Nothing at the moment.
- Cheaper rates, better beach access, more jobs opportunities for families, better promotion for senior activities.
- Road repairs and don't just put all your money in Yeppoon.
- Clean up rubbish on Rockhampton Yeppoon Road.
- Parking in the main street.
- Rubbish collection for rural properties and/or more vouchers. Provide home assistance program like Rocky has. Better communication from council hotlines after cyclones/they were clueless. More assistance with Ergon after cyclones/require Ergon to put power poles back up on rural properties – we were without power for a month because Ergon refused to help us even though they had men and equipment and were at our property at least four times. Immediate neighbours had their power restored in 7 days!!! Council to mow along our road, usually the neighbours do it.
- I would like a movie theatre. Less money should be spent on water pools for kids and the beachfront in town. There is nothing much for seniors to do hence a movie theatre should be built.
- Bigger and better shops.
- 24 hour Police presence. *
- More help for the aged.
- Need bin collection in Byfield. Need our road made.
- Probably like to see better public transport. The old railway complex turned into a heritage centre, with shops and small cinema.
- The way new buildings are designed. They should be more aesthetically pleasing to the eye, not a big eye-sore like the new council building in the main street. Bring back the charm of Yeppoon by creating soft flowing designs that add to the beauty of Yeppoon. We are not the Gold Coast and would hate to see us go down that road.
- Clean up the foreshore between Mulambin Beach and Kinka. Place more bins around the community. Clean up and beautify the Causeway Lake area.
- Too many new housing estates.
- In a nut shell BETTER CONNECTIVITY, planning for getting around without the need for a car. Better access to services and retails for people who can no longer drive. So...improve connectivity between residences and service/shopping areas. Make it safer for bicycle riders to get out of their estate paths to connect them instead of going nowhere. A classic example is Keppel Bay Estate that is close enough to the Taranganba school and day care for grandparents to walk to drop off or pick up children but it is horrendous and increasingly becoming not safe

and I am just waiting for a fatal accident to happen. Town planning for the ageing population is needed to keep seniors independent, active and healthy. A good example is the strand at Townsville with outdoor gyms (much better than the basic one here) and walkways located in shaded areas (they keep their large trees and build around them).

- I would like the charm of Yeppoon to be kept, none of these buildings that look like they belong at the Gold Coast.
- Stop putting graffiti 'art' everywhere.
- I would make it more user friendly for travelling seniors, eg. Caravanners. Despite being 'RV Friendly' town parking for car/caravan combos is extremely limited. There are no free camp areas close to town and caravan parks are generally full during the Winter migration of Southern nomads.
- Bit more spent rural roads. More support for older people living out of town following events like Cyclones or other disasters.
- The lack of connecting bus service to the tilt train. The bus that does leave here early in the morning does not get to Rocky until after the on board luggage check in has closed and then you have to get a cab to the railway station so you are lucky if you make the train. Bus was probably not well patronised in the past as it was too expensive for older people. Recently I have had some very early morning trips to the station to help out older friends/visitors as my friends do not drive to Rockhampton. I have collected these people from the train. Perhaps LSC could look at running a mini bus for prior bookings at a reasonable cost.
- Limit traffic on the beach front, increase number of water stations from the resort through to the marina.
- Nothing.
- Not much.
- Lower rates and movie theatre.
- I cannot understand why there is a caravan parked at Ross creek, a caravan that travels from Rockhampton to Yeppoon to carry out hairdressing for Yeppoon residents, do they pay any sort of rates to the Livingstone Shire? **
- A stronger and more visible commitment and action to a sustainable and environmentally committed community (and council). More intergenerational activities, opportunities,

communication, building strength and resilience for all.

- Some consideration for older people, people with a disability. Paved areas in the areas where disability and aged housing is. Using Yeppoon hospital/Medicare office instead of driving/travelling to Rockhampton. Having entertainment apart for pubs, clubs, restaurants/coffee shops, i.e. Movie house. Put the seats back in parks (not just waterfront or shopfront) with garbage bins at seats.
- Decent picnic tables to be under cover and updating of public toilets in parks. Recently was taken to Gladstone for the day and was amazed with the beautiful parks with undercover picnic tables painted white, grass maintained, barbeques, bikeways. The foreshore was so inviting but sadly this can't be said for Emu Park, Kinka Beach and Zilzie. Too much money spent in Yeppoon and very little spent elsewhere...improve facilities and the foreshore.
- Local bus service to outer areas more frequently.
- More new facilities for those over 60 years.
- Parking around the lagoon.
- Could do without the 'hub'. Rates too high. Remove derelict empty houses on Farnborough Road. More bike paths and walking tracks.
- Reduce the council debt. Rates too high. Stop building white elephants. Get better productivity from council (especially works). Pool maintenance will send us broke.
- Roads, parking. Passing lanes on Emu Park/Rocky Road. Transport to the train station.

Other gaps? Additional Comments?

- Funding to support healthy living. Health services are generally good, but since closing of Mater I need to go to Rocky for some specialist services. Service rebates increases as the cost of living soars.
- Instead of seeming to always focusing on water parks, playgrounds and sport fields – which are good – how about more safe walking paths in the communities. We have great beaches but not many paths to admire them from. One along Keppel Street in Emu Park would be nice. Most paths are away from the beaches and town centre.

- Rates are way too high. Rent is too expensive. Rural roads are disgraceful. Too many robberies happening. Too many drug addicts. Housing is not affordable. Was better 40 years ago living on the Cap Coast.
- More health services.
- Need things for adults, ie. A cinema.
- More medical on the coast instead of going to Rocky. More bus stops in Zilzie, would like curb and guttering too.
- Bike and walking trails to bridge the gap at the Bluff.
- Affordable housing better transport.
- Mental health care. Decreasing the drug usage and supply and increase ATOD support services. Palliative care facilities/respite away from hospital. More seniors parking. Transport service to Rockhampton medical facilities.
- Fuel costs on the coast are exorbitant. Keep rates and cost of living within reach of average Australians.
- Bring back a Red Cross Blood bank service.
- Poor support for sea going recreation facilities.
- Medicare office with trained staff. The Centrelink office currently in Yeppoon is manned by untrained rude people.
- The bus to the airport doesn't fit flight arrival and departure times.
- I would like the Mayor and Councillors to be totally honest with the costings associated with ongoing developments within the shire. Some word around the town suggests a big bag full of money for the ongoing operational and maintenance costs associated with the Kraken and Lagoon, to name a couple. The money can only come from the ratepayer's pocket, how do you think pensioners are going to cope with significant increases in rates for something they will never access or use?
- Cost of living.
- Thank you for caring!
- The provision of shaded areas for seniors to exercise out of doors. Children are well catered for but not seniors.
- More specialists are needed in Yeppoon – even if they're only here for one day a week, it'd be wonderful for so many people. Even going to Rocky is difficult to impossible, for some, and a trip to Brisbane out of the questions.
- Footpaths in bad condition and non-existent in some areas.
- Connection of public transport with the Airport and plane arrivals and departures plus the railway. Would like to see the Council more proactive on town drainage/flood mitigation both in industrial and resident areas – especially for us along Farnborough Rd area.
- We have such a beautiful cost we need to start looking after our reef.
- I think it is pretty well advertised now.
- More street lighting needed on scenic drive Lammermoor/Statue Bay.
- Town planning needs to incorporate infrastructure and considerations to promote healthy lifestyle. Can you do something about the overly bright lighting along the main beachfront at night? It is far too bright to be aesthetically pleasing and enjoyable when strolling along there. It blinds you because you can't see out on the bay nor can you see the stars that well. I understand lighting is a safety issues but must it be so overpowering? It detracts from appreciating the bay at night.
- Lots to do for children, ie. Lagoon and play parks but nothing for adults.
- There doesn't appear to be any logic applied to the placement of traffic lights in some areas. One that is lacking badly is the Millroy Drive/Yeppoon Road intersection which is extremely dangerous. Our local state member, when asked about it, said there were traffic lights there. Go figure!
- More publicity/awareness about events the help older people connect. Programs or more publicity around existing programs through the library to support older people connect to and successfully use social media platforms.
- Active recreation facilities, also more open areas as all the parks seem to be built on!
- Nothing.
- I would really like some service to return phones calls!! I end up feeling like I am badgering them.
- Road and transport surveys only for what they want to hear. I can't use buses because I can't get on the bloody things.

- Why the Yeppoon hospital have these medical services? Can't get of Yeppoon. There is no bus to the train station (rail link cancelled). Can't get to the station bus to catch the train, can't get back to Yeppoon if arriving by train. Too expensive to catch a cab and you can't book one anyway. For an elderly person on a pension with no family or friends who can drive, Yeppoon is the worst place to be. Can't afford eating out or going out for coffee. Very few services, no entertainment except walking on the beach. The mature people also want a life, that's why they are selling up and moving out.
- There are so many activities in Yeppoon but not a great deal in Emu Park and zero activities in Zilzie. There are days where I am not able to drive to Yeppoon so then I am stuck at home.
- Meeting other people our age 70-80 years.

* The Yeppoon police station *does* operate 24hours with full staffing. The front door is not 'open' 24 hours, however the station is staffed 24 hours. If 000 or Policelink is called to report an issue, the issue is transferred to the local station immediately.

**The hairdressing caravan that is often at Ross Creek is owned and operated by a Livingstone resident/ratepayer. This van does *not* travel from Rockhampton, it travels from Bondoola (a suburb of Livingstone Shire).