

Livingstone Shire Council

2022

# Seniors Needs Analysis



## Foreword

Livingstone Shire is home to almost 14,000 residents aged 55 years and over – comprising more than a third of our population, this age group is the largest and fastest growing group here. This trend is expected to continue, with projections showing just under half of our residents will fall into this age bracket by 2041.

The varied and rich skills and life experiences of senior citizens help make Livingstone Shire the dynamic, welcoming, vibrant community it is. From the volunteers working hard to make our community a better place to grandparents enjoying our beautiful environment with generations of their family, the whole community benefits from the contributions of our senior residents.

This Seniors Needs Analysis combines statistical data, survey responses from senior residents, and information about the services available to older residents to produce realistic, achievable actions that Council will undertake in the next five years. The data and recommendations in this document will help to guide Council's decision making to ensure the wants and needs of our senior citizens is always considered and that Council continues to offer programs, activities, and facilities that support our older residents.

Council values the contributions senior citizens make to our community, and on behalf of Council I would like to thank each and every individual who took the time to complete the survey and tell us what you love about living here, what your concerns are, and what you want to see more of locally.

Livingstone Shire Council wants our region to continue to be a welcoming, vibrant, and connected place for older residents to live, work, and play. Council's goal is to ensure our older residents have access to the services, activities, and facilities that keep them happy, healthy, and connected. The 2022 Seniors Needs Review will support Council in achieving this goal.

Councillor Pat Eastwood

Portfolio holder of Healthy and Inclusive Community

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## Introduction

The first Livingstone Shire Council Seniors Needs Analysis was conducted in 2015 to provide Council with key demographic data and trends, challenges, opportunities, and more relating to senior residents of the Shire. This document was reviewed in 2018 to examine what had changed, where progress had been made, and what else could be done to improve the liveability of Livingstone Shire for senior residents.

Now, in 2022, the Seniors Needs Analysis has been rewritten in its entirety to better reflect the current residents of Livingstone Shire. The 2022 Analysis incorporates the most recent (2021) Census data as well as direct input from local seniors.

Those aged 55 years and over make up more than one third (35.3%) of Livingstone Shire's total population. It is critical that Council programs, projects, and facilities cater to the needs and aspirations of senior citizens and that these needs are considered as a high priority in all Council decision making.

## Aims

The aims of the 2022 Seniors Needs Analysis include:

- Identifying where and how the demographic profile of Livingstone Shire's senior residents has changed since the time of the 2016 Census
- Identifying where and how the demographic profile of Livingstone Shire's senior residents differs from the Central Queensland area and the rest of the state
- Identifying the services, facilities, and supports available to Livingstone Shire's senior residents
- Identify what senior residents value about living in Livingstone Shire
- Identify issues, barriers, and concerns related to senior residents of Livingstone Shire and analyse, where relevant (i.e., where directly comparable data is available), what has changed since the 2018 Seniors Needs Review
- Identify strategies and actions to address concerns and gaps identified by senior residents

Importantly, the intent of this document is to support planning and decision making, however it is not intended to be used in isolation. Holistic planning involves ongoing communication and engagement with the groups and individuals involved, and as such older community members should continue to be engaged in all Council planning.



## Methodology

Four stages were involved in collecting and synthesising information for this analysis, including:

1. Analysis of statistical demographic data supplied by the Australian Bureau of Statistics (as captured in the 2021 Australian Census) and population projections and other data supplied by the Queensland Statistician's Office
2. Review of available services, supports, and facilities
3. Analysis of survey results
4. Synthesis and analysis of data and formulation of actions to address needs identified

## Evaluation

Several evaluation processes will be undertaken at the completion of this report, including:

- Presenting the document to Council for input and support
- Sharing the document with relevant community groups and on Council's website and inviting feedback
- Ongoing opportunities for feedback from the community to ensure the content of the Senior's Needs Analysis is relevant to the target group and meeting intended aims

## Limitations

The survey did have some limitations to engagement as at the time of engagement we were in an active phase of the COVID-19 pandemic and were unable to predict when this would cease. This restricted engagement activities which would typically be utilised to interact with older people and to get broader input into the strategy. This is intended to be addressed through ongoing engagement.

Further, bias is present in all surveys and thus information contained should not be interpreted as representative of the needs of every individual older resident in Livingstone Shire.



# Demographic profile



## Population growth

The population of Livingstone Shire is growing significantly faster than the Central Queensland region (3.3% growth over the same period) or surrounding local government areas:

Population growth of Livingstone Shire and surrounding local governments <sup>i</sup>			
AREA	POPULATION (2016)	POPULATION (2021)	POPULATION CHANGE
Livingstone Shire Council	36, 272	39, 398	8.6% increase
Rockhampton Regional Council	79, 726	81, 968	2.8% increase
Isaac Regional Council	20, 940	22, 046	5.3% increase

Residents aged 55 years and over are expected to make up a significant percentage of Livingstone Shire's population into the future:

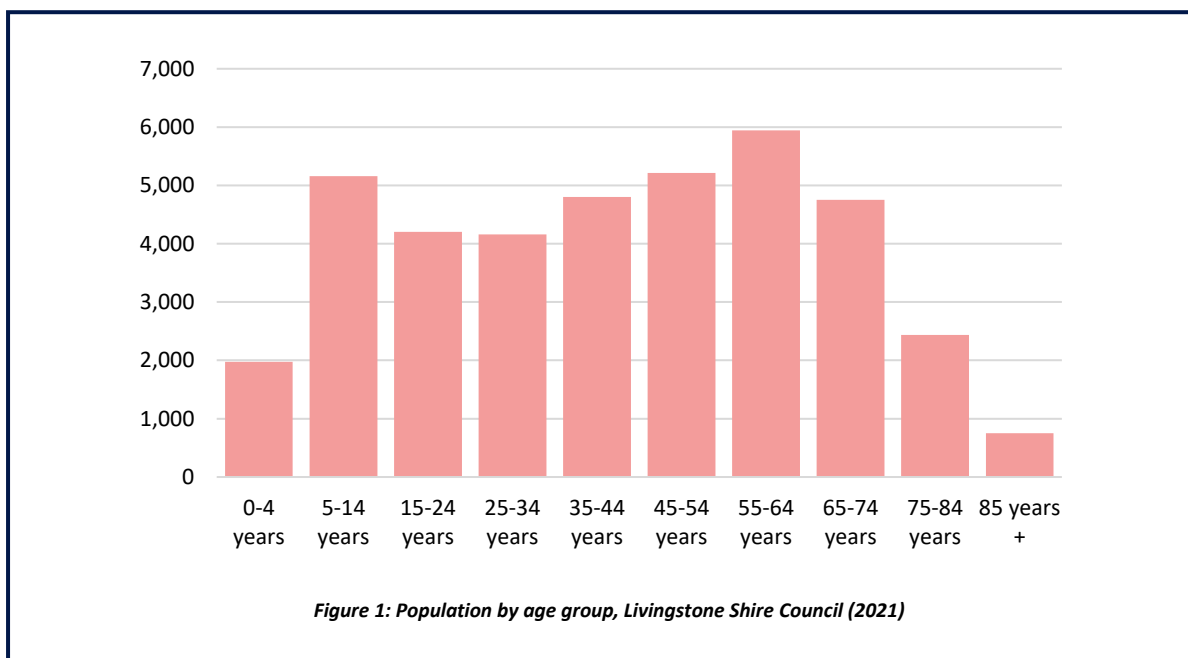
Livingstone Shire population projects <sup>ii</sup>					
AGE GROUP	2021 (actual)	2026 (predicted)	2031 (predicted)	2036 (predicted)	2041 (predicted)
0-24	11,341	11,754	12,442	13,238	13,993
	28.8% of population	28% of population	26.8% of population	25.7% of population	25.1% of population
25-54	14,175	13,370	14,254	15,631	16,613
	36.0% of population	31.8% of population	30.6% of population	30.4% of population	29.8% of population
55-85+	13,883	16,896	19,783	22,552	25,135
	35.2%	40.2%	42.6%	43.9%	45.1%

By 2036, the Livingstone Shire local government area (LGA) is predicted to have the fifth most significant population of residents aged 65+ in Queensland:

Projected share of population aged 65+ by LGA, 2036 <sup>iii</sup>			
RANK	LGA	NUMBER OF RESIDENTS 65+	PERCENTAGE AGED 65+
1	Fraser Coast Regional Council	43,995	35.0%
2	Hinchinbrook Shire Council	3,075	33.2%
3	Southern Downs Regional Council	12,458	32.5%
4	Noosa Shire Council	20,201	31.9%
5	Livingstone Shire Council	16,262	31.6%



The population of Livingstone Shire is slightly older, with a median age of 43 years, than the broader population of Central Queensland (median age 38 years). Livingstone's largest age groups are those aged between 45 and 64:



Every age group from 55 years and up has grown since the 2016 census. The 70-74 year, 75-79 year, and 80-84 year age groups have grown most significantly between 2016 and 2021:

Estimated resident population by age and compared to Queensland					
AGE GROUP	NUMBER OF RESIDENTS IN AGE GROUP IN 2016	PERCENTAGE OF RESIDENTS IN AGE GROUP IN 2016	NUMBER OF RESIDENTS IN AGE GROUP IN 2021	PERCENTAGE OF RESIDENTS IN AGE GROUP IN 2021	CHANGE (2016 – 2021)
55-59	2,750	7.6%	2,981	7.6%	8.4% increase
60-64	2,574	7.0%	2,966	7.5%	15.2% increase
65-69	2,234	6.2%	2,605	6.6%	16.6% increase
70-74	1,597	4.4%	2,149	5.4%	34.6% increase
75-79	1,140	3.1%	1,508	3.8%	32.2% increase
80-84	727	2.0%	930	2.4%	27.9% increase
85+	697	1.9%	749	1.9%	7.5% increase
TOTAL (Livingstone)	11,718	-	13,888	-	18.5% increase
TOTAL (Queensland)	1,266,536	-	1,490,895	-	17.7% increase

## Family and household status<sup>v</sup>

- Most residents aged 55 and over have had at least one child in their lifetime (95.4%)
- Census data indicates about 16% of residents aged 55 and over live alone, with the highest number of residents living alone being in the 65-74 year age group
- 60.6% of residents aged 55 years or older in Livingstone Shire live with a partner (either married or de-facto), with a further 23.4% of residents in this age group living with other family members (including non-dependent children) or in other shared arrangements

## Housing tenure<sup>vi</sup>

Rates of home ownership in Livingstone Shire residents aged over 55 are higher than in Central Queensland or the state overall:

Housing tenure: Livingstone Shire residents aged 55 years and over <sup>vii</sup>			
	LIVINGSTONE SHIRE	CENTRAL QUEENSLAND	QUEENSLAND
OWN OUTRIGHT	56.3%	50.7%	50.7%
OWN WITH MORTGAGE	19.3%	18.2%	20.7%
RENT	11.2%	15.5%	16.1%
OTHER *	13.2%	15.6%	12.5%

\* 'Other' includes purchased under shared equity, occupied rent free, occupied under a life tenure scheme, other, not stated, and not applicable.

## Aboriginal and Torres Strait Islander residents

As at the 2021 census, Aboriginal and Torres Strait Islander residents comprised 5.4% of the total Livingstone population, and 1.8% of the population aged 55 or over:

Aboriginal and/or Torres Strait Islander residents of Livingstone Shire <sup>viii</sup>			
AGE GROUP	LIVINGSTONE SHIRE	CENTRAL QUEENSLAND	QUEENSLAND
WHOLE POPULATION	2,118	16,477	237,303
	5.4% of population	7.2% of population	4.6% of population
55 YEARS +	253	1,897	30,421
	1.8% of population	2.9% of population	2.0% of population

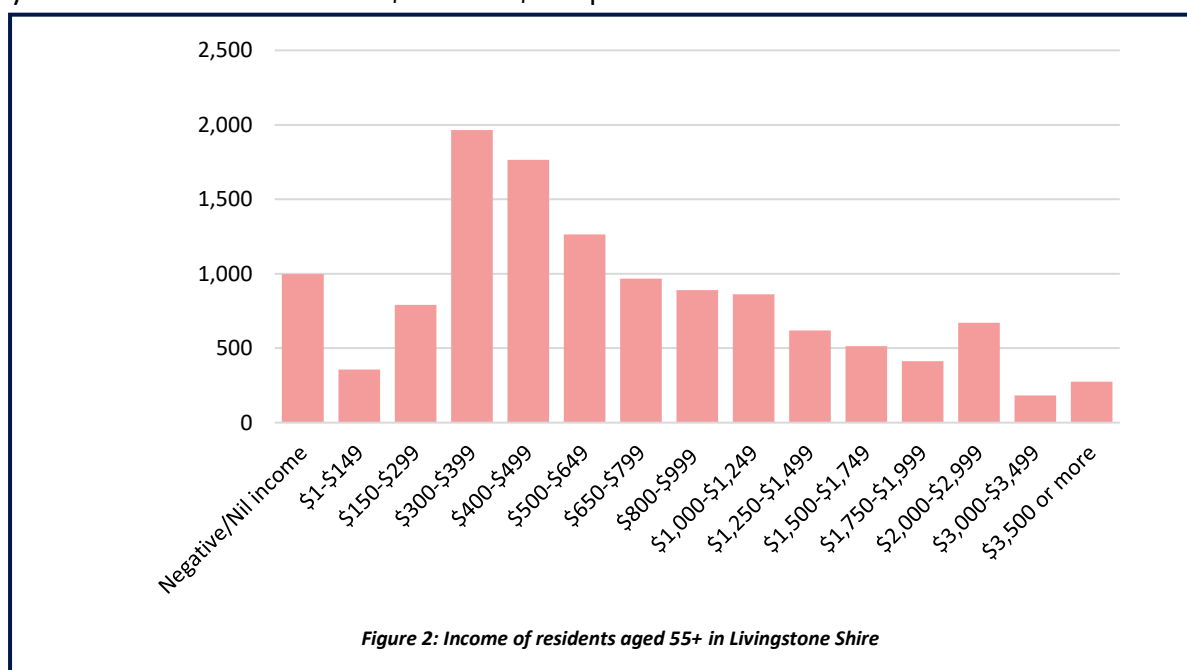
## Cultural diversity

Livingstone Shire is home to a diverse population, including those aged 55 years or over. A higher percentage of residents aged 55 years or older were born overseas than in the general Livingstone population (all ages):

Cultural diversity of residents of Livingstone Shire <sup>ix</sup>		
AGE GROUP	SPEAKS A LANGUAGE OTHER THAN ENGLISH	BORN OVERSEAS
WHOLE POPULATION	1,077	3,992
	2.7% of population	10.1% of population
55 YEARS +	251	2,061
	1.8% of population	14.8% of population

## Income<sup>x</sup>

Personal weekly income for residents of Livingstone Shire suggests most individuals aged 55 years or over make between \$300 and \$650 per week:



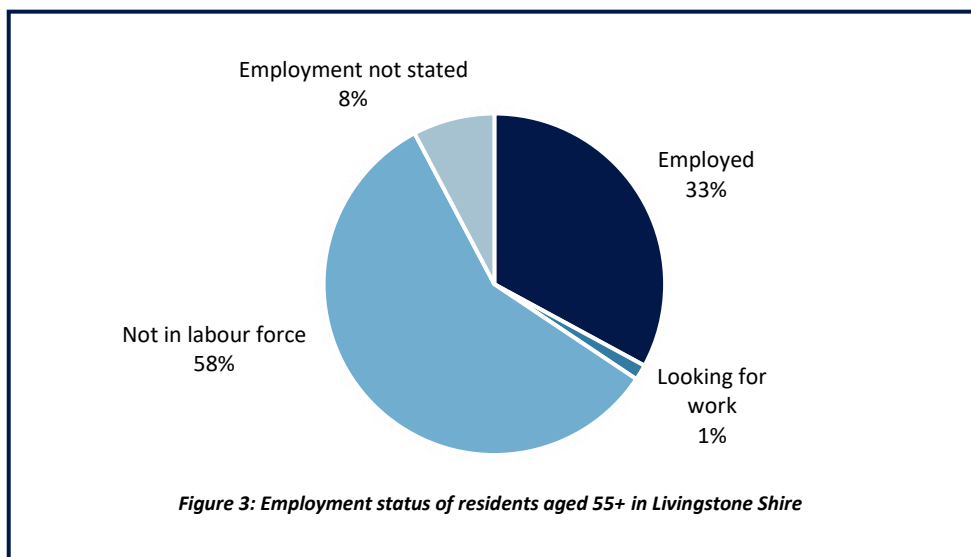
This data also suggests that almost a third (29.6%) of Livingstone Shire resident aged 55 or over are living below the poverty line (personal income of \$426.30 or less<sup>xi</sup>, or under \$400 for the purposes of this report as Census data is categorised in increments of \$100). 4,650 residents of Livingstone Shire are recipients of the age pension (33.5% of residents aged 55 or over).



## Employment, volunteerism, unpaid work, and childcare<sup>xii</sup>

Over half of residents aged 55+ describe themselves as 'not in the labour force'. Importantly, a third of residents in this age bracket are working, including:

- 58.9% of those aged 55-64 years
- 19.8% of those aged 65-74 years
- 4.8% of those aged 75-84 years
- 0.8% of those aged 85 years and over



- Just under one in five (17.3%) Livingstone Shire residents aged 55 years spent time volunteering in a twelve-month period. This is significantly higher than volunteer rates for those aged 15-54 (14.1%).
- Most residents aged 55 years or older (66.7%) participated in unpaid domestic work in an average week. Males were slightly less likely to undertake unpaid domestic work (63.4%) than females (69.7%).
- 14.9% of residents aged 55 and over aided a person with a disability, health condition, or issues associated with old age. This includes 12% of males aged 55 and over, and 17.7% of females aged 55 and over.
- 12.8% of residents aged 55 or over provided unpaid childcare. This includes 15.8% of women aged 55 and older and 9.9% of men in this age group, suggesting women are taking on more childcare (including care of grandchildren) than men.



### Disability and long-term health conditions

11% of residents aged 55 or over require assistance with activities of daily living including self-care, mobility, and communication. This is a higher rate than in the general Livingstone Shire population (5.6% of residents requiring assistance).

Half of Livingstone's residents aged 55 or over (50.1%) reported having at least one long-term or chronic health condition. These conditions included:

- Arthritis (affecting 24.8% of the population)
- Heart disease (affecting 12.4% of the population)
- Diabetes (affecting 10.7% of the population)
- A mental health condition (affecting 8.6% of the population)
- Cancer (affecting 8.3% of the population)

### Defence force service

The number of residents aged 55 years or over in Livingstone Shire who have ever served in Australia's Armed Services is significantly higher (6.1%) than in the local population aged 15-54 years (1.9%).





# Assets and services

## Facilities and services provided by Livingstone Shire Council

### *The Community Centre*

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 hosts a wide variety of community groups (user groups) and visiting services, providing no cost meeting rooms. This is a free service for non-profit community groups and clubs as directed by the Livingstone Shire Council Community Assistance Policy 2014.

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
- Lifelong learning opportunities

The Centre provides important linkages, capacity building, educational and partnership opportunities for:

- Individuals requiring support
- Community services providers
- Community organisations, clubs, and groups



### *What does the Community Centre know?*

Staff and Volunteers working at the centre have a wealth of knowledge about the needs of customers from direct engagement. Those working in the space were asked the below questions:

#### **What is the most frequent request from senior customers?**

- What activities are available (after losing partners, needing company)
- How can we volunteer or donate time or cash to causes?
- Assistance in filling out forms

#### **What do the Community Centre workers already know about seniors through conversations, concerns, and history?**

- They rely heavily on the Community Centre for company and a feeling of belonging to their community
- They love to participate in a group for crafts, art, and many other activities
- Some love to donate time, expertise, or cash

#### **Suggestions for the future**

- There are a lot of skills/knowledge/experiences unharnessed in this very rich community. Maybe a day for all seniors, staff, and volunteers to come together from as many groups as possible and their neighbours and friends. Morning tea provided, games, and more which could include story telling about their lives or about ways that they have learnt to cope with certain situations in life. This could be set up as a bi-monthly get together.
- Dedicated GP and mental health practitioner
- Volunteer run community transport

### *Seniors Month Programming*

Staff at the Community Centre work with the Seniors Month Planning Committee in planning and facilitating a range of activities annually in October for Seniors Month. The Seniors Month Planning Committee consists of 19 seniors, two Community Centre staff and two Councillors. The program attracts external funding from the QLD Government and aims to:

1. Improve community attitudes toward older people and ageing
2. Facilitate community participation including those from Indigenous and culturally and linguistically diverse backgrounds
3. Enhance community connection and intergenerational relationships
4. Enhance social outcomes

In 2022, the Seniors Month program included 13 events and 21 come and try sessions. These were hosted by 19 organisations with over 730 senior attendees in total.

### *Community Development Sport and Recreation Team*

The Community Development Sport and Recreation Team of Livingstone Shire Council employs four full time Community Development Officer and Engagement Officers which includes Youth Work, Community Development and Sports and Recreation services.

The Community Development Sport and Recreation Team supports 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 sporting and community groups and organisations to increase the capacity and resilience of their organisations and the community.

### *Tabone Street Complex*

In 2020 Livingstone Shire Council entered a formal arrangement with CQUniversity to lease the Capricorn Coast TAFE Campus on Tabone Street in Yeppoon for the purpose of providing space for adult and community education for Livingstone Shire residents.

At the time of writing this report, the Yeppoon Senior Citizens group had a long-term booking agreement in place with Council to use the southern wing of the Tabone Street Complex for socialising, music, and workshops.





### *Accessible Beach Service – Emu Park*

In partnership with the Emu Park Surf Lifesaving Club, Livingstone Shire Council provides a beach wheelchair and matting at the Emu Park Main Beach Access. The wheelchair, which is available for free hire from the Emu Park Surf Lifesaving Club, is designed to be pushed along sand and into shallow waters.

### *Not-for-profit organisations and community activities*

Many not-for-profit organisations operate in Livingstone Shire to provide socialisation, support, and learning opportunities specifically for seniors, including:

- Yeppoon Senior Citizens Association
- Capricorn Coast Aged Care Committee
- Capricorn Coast Community Access and Equity Committee
- University of the Third Age (U3A)
- Capricorn Healthy Ageing
- Men's Sheds in Emu Park and Yeppoon
- Cycling Without Age
- Sing 4 Health and Happiness
- GoFar Walking Group
- Probus

There are also varied volunteering opportunities provided by environmental, social, and other groups across Livingstone Shire which attract volunteers of different ages.



### *Organisations and government agencies supporting seniors*

There are many agencies operating in Livingstone Shire to support residents aged 55 and over, including:

- Bluecare
- Capricorn Coast Hospital and Health Centre
- Carers Queensland
- Centacare
- Centrelink
- CQ Home Assist Secure
- LiveBetter
- OzCare
- Integrated Living
- Life Without Barriers
- Uniting Care Community
- Public Trustee
- Relationships Australia
- Right at Home Central Queensland
- Suncare Community Services

### *Aged care facilities and retirement villages*

Aged care and retirement facilities in Livingstone Shire include:

- Bolton Clarke Sunset Ridge (Zilzie)
- QCWA Sunset Lodge Aged Care Facility (Emu Park)
- Blue Care Archer Court Retirement Living (Yeppoon)
- Capricorn Adventist Retirement Village (Yeppoon)
- Blue Care Brolga Court Retirement Living (Yeppoon)
- Oak Tree Retirement Village Capricorn Coast (Yeppoon)

### *Aged care services*

Central Queensland Hospital and Health Service hospitals have reported caring for long-stay patients who would be better suited to home-style supported living, either at home with appropriate support, or in an aged-care facility. Ideally, hospital beds would be reserved for patients who are acutely unwell and require high-level medical and nursing care. The numbers of long-stay patients vary, but this has been recognised by the community and by health services.

The number of aged care operational places in Livingstone Shire as of 30 June 2021 included four aged care services operating with a total of 252 places<sup>xiii</sup>. This data shows 54 less places than 2016, however there have been changes to data collection where home care packages program data are no longer captured in the stocktake and thus the actual change is small.

For the new descriptions of the various care places available, please see Appendix One.

# Seniors needs survey

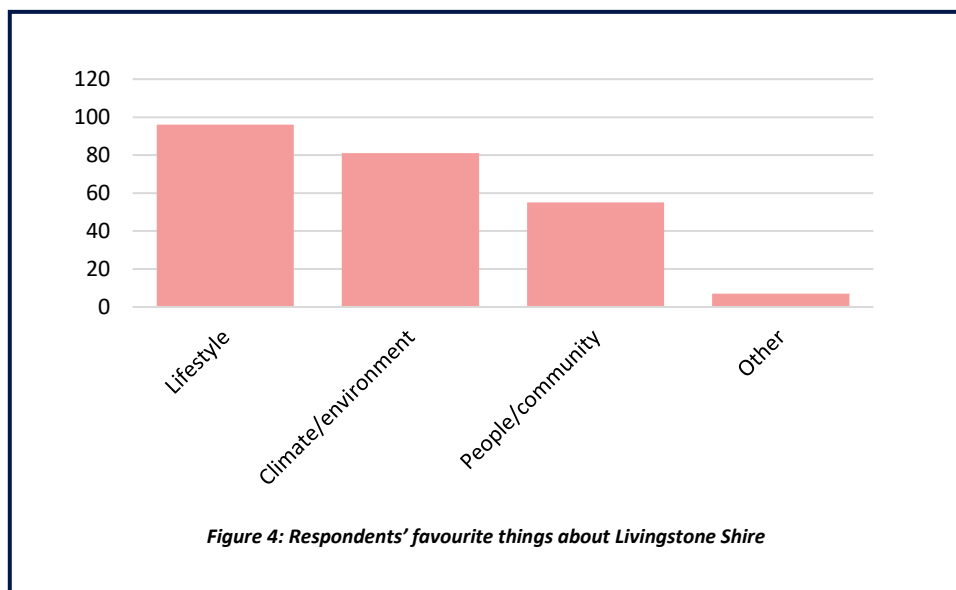




A total of 124 people took part in an online survey over a six-month period from 2021 to 2022. Their responses to a series of questions reveals a great deal of information about what senior residents of Livingstone Shire value, what their concerns are, and what they would like to see happen in the area.

### What do you like best about living in Livingstone Shire?

Most respondents said their favourite thing about living here was the lifestyle:



'Other' responses included:

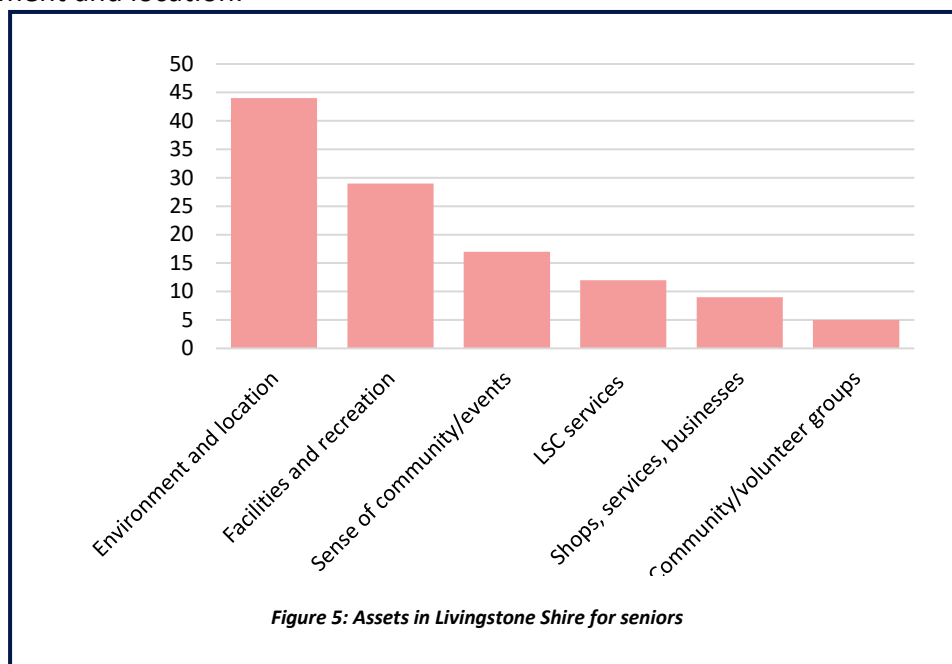
- Library services
- Proximity to the sea and islands
- Yeppoon Lagoon
- Proximity to family

These responses are similar to those gathered in 2018, when top responses included:

- Lifestyle (32%)
- Climate/environment (32%)

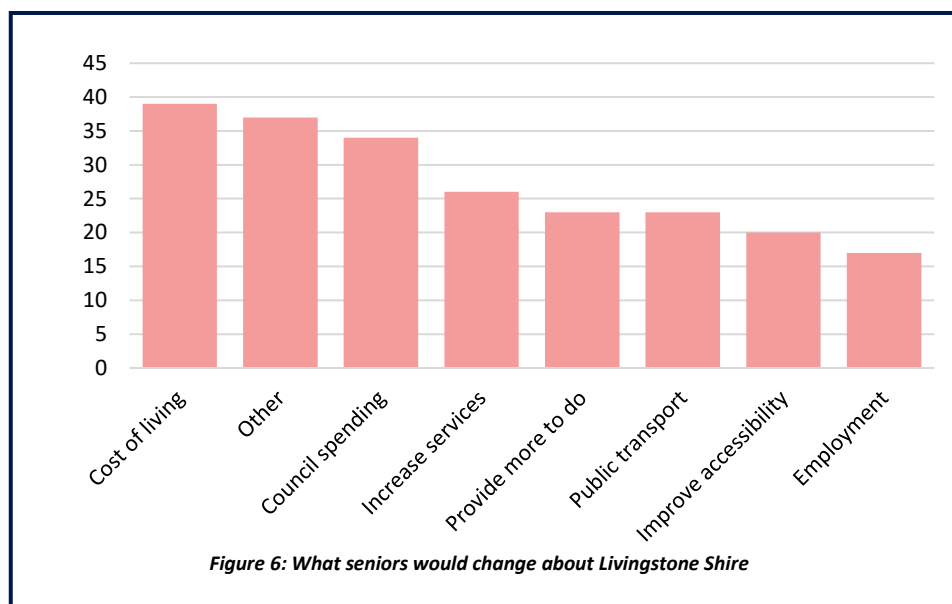
## What is the best asset to the Livingstone Shire community?

Respondents indicated the best asset to Livingstone Shire for seniors was the natural environment and location:



## What would you change about Livingstone Shire?

Respondents' greatest concern was the cost of living:



Respondent's greatest concerns in 2016 were:

- Council spending (22%)
- Lack of things to do (21%)
- Cost of living (16%)

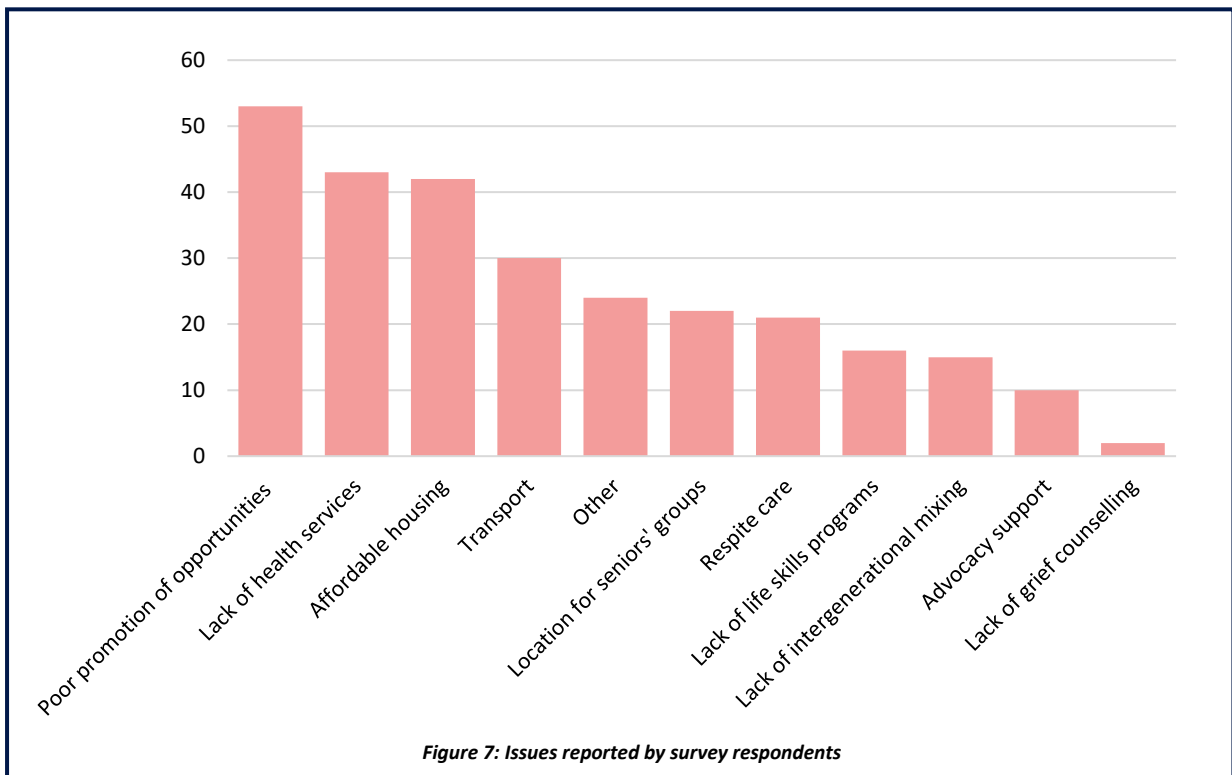
The fact that cost of living now ranks as the greatest concern suggests living expenses are of much greater concern to senior residents now than they were previously.

A high number of respondents (37) provided 'other' responses to this question. Common other responses included:

- Connection to trains and the airport
- Transport to Rockhampton for shows at night
- Lack of environmental policies/poor environmental protection
- Library in centre of Yeppoon
- Locations for senior groups
- A cinema
- More nursing homes
- Affordable housing
- Improved road networks
- Keeping the 'small town' feel of Yeppoon
- Community gardens which are accessible to older people
- More parks and gardens with picnic facilities
- A tenpin bowling alley
- An all ages-sporting facilities in Emu Park

### What is the biggest issue facing those aged 55 years and over in Livingstone Shire?

The biggest issue reported by respondents was a lack of promotion about what is available for those in their age bracket:







There are both similarities and significant differences compared to data collected in 2018, when residents reported the following as the biggest issues facing those in their age bracket:

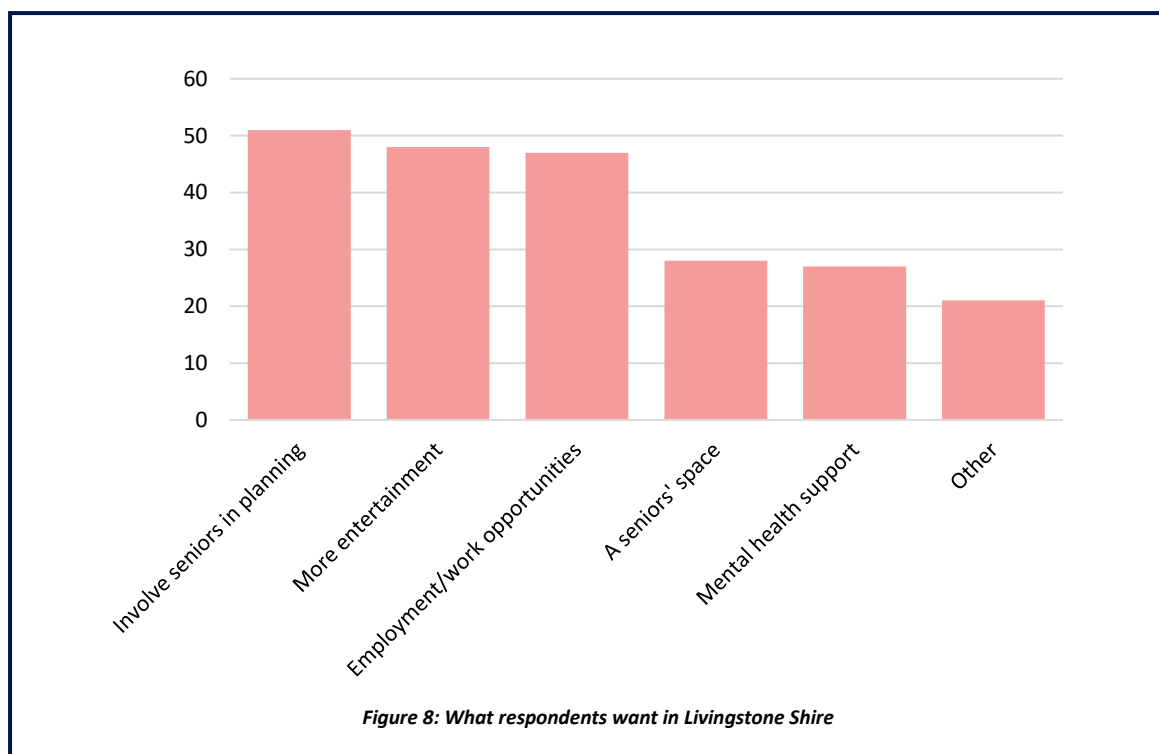
- Poor promotion of what is available for seniors
- Transport
- Health services
- Life skills programs
- Affordable housing

While limited promotion of available services continues to be considered the biggest issue, health services and affordable housing are now more concerning to older residents than they were in 2018. Transport continues to cause issues for older residents, while the need for more life skills program, which ranked as the fourth highest concern for respondents in 2018, is now considered the eighth highest concern.

- Other issues reported included:
  - In-home care and assisted living opportunities
  - Limited housing options
  - Volunteer programs
  - Paid work opportunities
  - Social opportunities
  - Footpaths connecting retirement homes to town centres
  - Wheelchair and walker-friendly tracks
  - IT and digital literacy classes

## What would you like to see in Livingstone Shire for those aged 55 years and over?

Involving seniors in planning, entertainment, and employment and volunteer opportunities were all common responses:



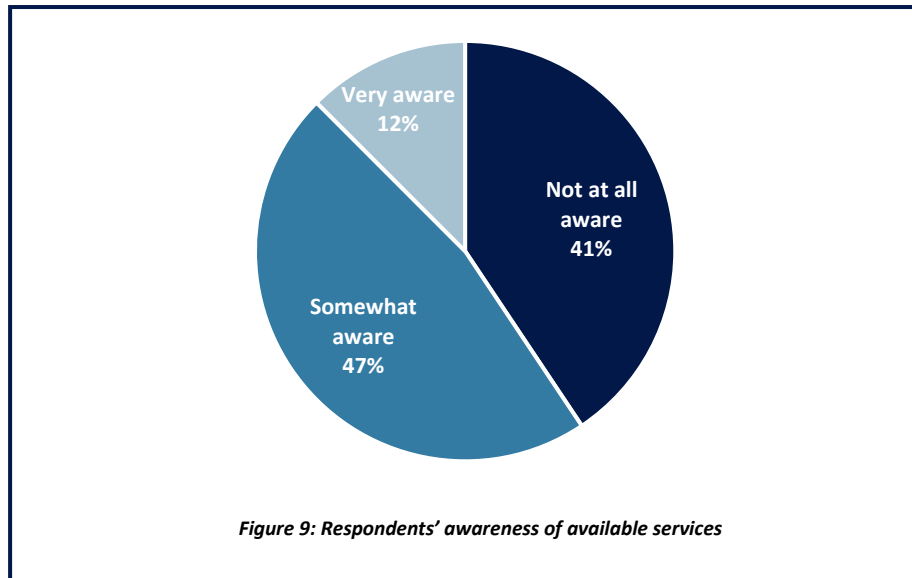
Other responses to this question included:

- Better connection to medical services in Rockhampton and Brisbane
- Opportunities to get to know people of different generations
- Low-cost or free health and wellbeing programs
- A botanic garden and parks to sit in
- Better dementia support
- Activities that appeal to more specific age groups (e.g., 55-65, 65-75, 75-85 years) as the interests and health status of these groups varies widely
- Social dancing classes and groups
- Ways of conveying information that do not involve social media or the internet (e.g., public notice boards)



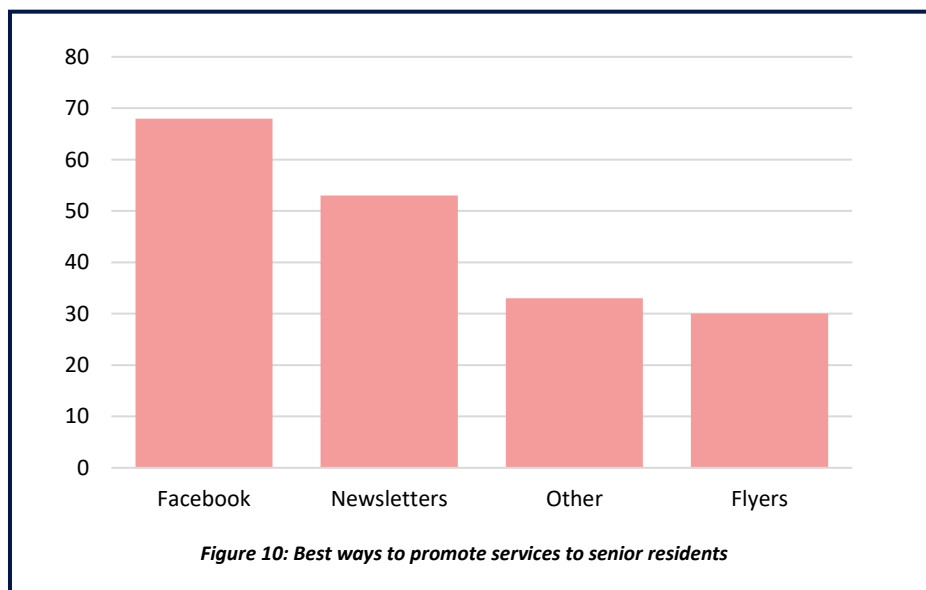
How aware are you of support services available to those aged 55 years and over in Livingstone Shire?

Most respondents indicated they were somewhat aware of services available to those aged 55 years and over in the area. Of some concern is that a significant portion of respondents indicated they were not at all aware of available services:



How can we best reach you to promote services and events?

Respondents preferred Facebook and newsletters as means of finding out about information. It is noteworthy, though, that respondents voiced significant concern about promotion of services and opportunities, which might suggest none of the contact methods listed are sufficient.

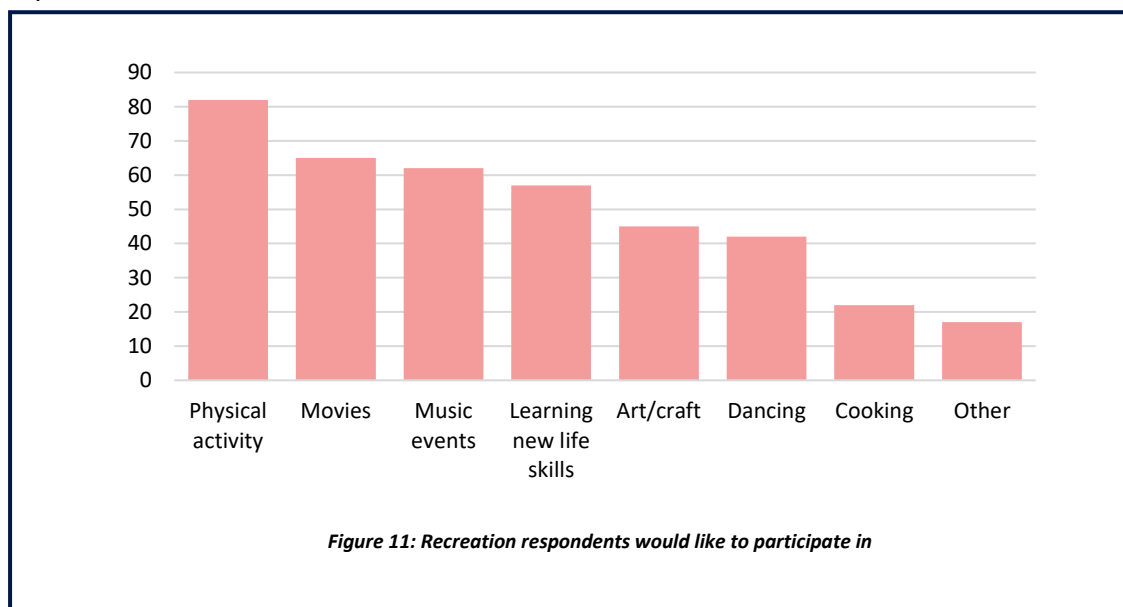


Other suggested methods of communicating with those aged 55 and over included:

- An email subscription list (16 respondents suggested this)
- Information/notice boards
- Utilise existing groups and venues (e.g., U3A, Community Centre, library branches, Spectator newspaper)
- Radio and TV advertising
- A more user-friendly Council website
- Letterbox drops

What kind of recreation would you like to participate in?

Respondents indicated physical activity was the kind of recreation they would most like to participate in:



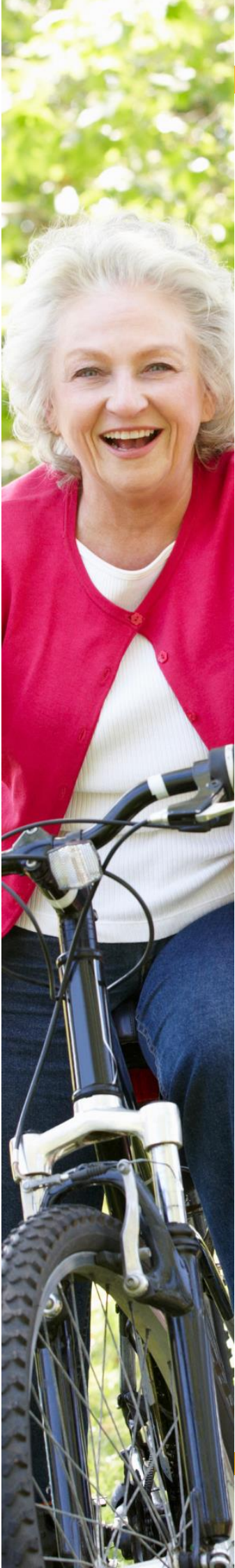
Other types of recreation suggested by residents included:

- Tenpin bowling
- Sporting availabilities outside Yeppoon
- Cultural festivals
- Multi-generational school holiday activities (where grandparents, their children, and grandchildren can participate together) – it is noteworthy that recent surveys conducted among younger residents (aged under 21) also showed strong support for multi-generational activities
- Bushwalking, camping, and kayaking opportunities
- Music and language classes
- Dementia safe programs



# Key findings





The data collected and analysed for the Seniors Needs Analysis reveals some important findings:

### Seniors in Livingstone Shire

- Residents aged over 55 comprise the most significant portion of our population – this population is growing rapidly and will continue to do so both as the current population ages and as more people move to the area. Council needs to consider this growing and increasingly diverse group in all decision making and planning.
- More of Livingstone’s senior residents were born overseas than the general population. This suggests this group could benefit from multicultural themed events and festivals, and that this group likely holds a great deal of knowledge that could benefit the broader community. Classes, workshops, or other opportunities for intergenerational and intercultural learning should be investigated.
- A significant percentage of senior residents of Livingstone, particularly women, spend time caring for others (including children, partners/spouses, and other family members). Planning for events, programs, or activities for seniors should be sensitive to these caring responsibilities and, where possible, should be offered at different days and times to cater to these needs.
- Senior residents love the lifestyle, the climate and environment, and the community feel of Livingstone Shire – these assets should be highlighted and celebrated in all activities in our Shire.
- Almost one fifth of senior residents in Livingstone Shire volunteer, which is a fact worth celebrating. National Volunteer Week and Seniors Week present opportunities to recognise and celebrate the efforts made by senior residents. Additionally, new and diverse volunteering opportunities should be sought out and promoted to senior residents.
- Many service providers, facilities, groups, and activities are available to senior residents, and it is important that these opportunities are highlighted and promoted so all senior residents in Livingstone Shire are aware of them.

### Gaps, barriers, and concerns

- Livingstone’s senior residents are more likely to be under financial strain than the general population, and they have voiced serious concern over the cost of living and lack of affordable housing in the area. Council should continue



advocating to government and not-for-profit groups to allay some of these concerns, and practical initiatives (such as subsidised housing and other benefits), financial literacy and other classes, and increased promotion of existing services (including Centrelink and other social benefits) should be considered.

- Lack of health services remains a serious concern for senior residents, and this is likely to be of even greater concern for residents outside our major centres. Transport to and from health services was also a concern. This suggests Council should continue advocating for improved and more specialised health services, including visiting services, for the area. There is also likely a need to address the lack of health services available in the more remote western suburbs of Livingstone Shire, including Ogmoo and Marlborough. Council should investigate and, where appropriate, advocate for visiting clinics in these areas. Improved transport for medical appointments should also be investigated.
- About one in ten senior residents need assistance with activities of daily living, and almost all residents in this age group report at least one long-term or chronic health condition. Future planning for events and activities, especially those involving physical activity, needs to be sensitive to these issues. Low-strain, social activity is likely to provide more benefit to more senior residents than high intensity exercise. Council should also continue investigating accessibility needs at all facilities including pools and beaches to ensure all people can use and enjoy these facilities.
- Despite services and activities being available locally, survey respondents indicated real concern over how this was promoted. This is validated by the fact that close to 90% of survey respondents were either only somewhat aware, or not at all aware, of available services. Specifically, many respondents were concerned about reliance on websites and social media to promote services, programs, and events as many senior residents do not use these communication channels. Interestingly, despite concerns about the use of social media to promote events, most survey respondents still indicated Facebook was the best way to promote services and events. This dichotomous feedback suggests multiple communication channels need to be employed. Newsletters and an email subscription list were popular alternative suggestions, while notice boards, flyers (particularly at spaces used by seniors





like libraries and the Community Centre), radio advertising, and letterbox drops were also mentioned.

- Senior residents are concerned about transport. Of note, several respondents voiced concern over the lack of connectivity between Yeppoon and the train station and airport in Rockhampton. Additionally, there was concern about the lack of transport to Rockhampton at night, meaning people who do not drive miss out on the shows and entertainment often available in Rockhampton. Footpaths and wheelchair/walker friendly paths from retirement homes into town centres was also noted as a concern. Options for improved transport, including connectivity to train and air travel and options for night-time transport to shows in Rockhampton, should be investigated in collaboration with transport service providers and government agencies.
- Senior residents have voiced concern about a lack of things to do (in addition to poor promotion of events and programs that are on offer). Multiple survey respondents specifically noted a lack of social opportunities or activities that allowed seniors to mix and make new friends, both with other seniors and people from different generations. Council should continue facilitating, supporting, and promoting a range of events and activities and, as discussed, should promote these events using multiple and more appropriate communication strategies (i.e., not solely rely on social media or websites).

#### Aspirations and ideas

- Seniors want to be involved in planning. Council should develop consultative and engagement procedures to ensure seniors are actively involved in planning, particularly where projects have a direct impact on seniors (including events, programs, footpaths, and transport). Specifically, Council's Events and Engagement Team could develop direct consultative methods to ensure Council's entertainment calendar suits the needs and wants of our senior residents.
- Seniors want more employment and work opportunities. Council should continue advocating for age inclusive work opportunities in the area, as well as actively promoting both Council and other organisations who adhere to age inclusive hiring policies. Council should also consider 'upskilling' or other programs to help older residents feel more prepared and confident about seeking or remaining in paid employment. This could include digital literacy or IT classes.



- Survey respondents indicated they wanted more opportunities to participate in physical activity. Several respondents stated they wanted to participate in exercise that allowed them to enjoy our beautiful environment, including organised group walks, hikes, and kayaking. Respondents were also looking for sporting and physical activity outside of Yeppoon. Survey respondents were also keen to have more entertainment options like dancing, movies, music, tenpin bowling, and cultural festivals in the area. Life skills classes, including music, language, cooking, and information technology, were also popular options for recreational activity. Council should investigate these options and, where possible, partner with existing local groups to facilitate or support activities like these for seniors. External funding may also be sought where relevant.
- Several respondents suggested activities should be targeted at more distinct age groups, correctly highlighting that the capabilities and interests of someone aged between 60-65 will be different from someone aged 80-85. Council and all organisations involved in working with seniors should be cognisant of this. More targeted surveying and engagement to determine specific interests and abilities of these more distinct age groups should be considered.

# Focus for the future





The 2022 Seniors Needs Analysis provides clear insights into the aspirations of our seniors and the barriers they face. To address these issues and support our seniors to live full, healthy, balanced lives, the below action plan has been developed.

STRATEGY 1				
Advocacy and inclusion				
ACTION	TIMEFRAME	POTENTIAL FUNDING SOURCE	RESPONSIBLE TEAM	STRATEGIC ALIGNMENT
1.1 Develop an advocacy document (a letter or similar) on behalf of Council to send to local parliamentary members detailing the need for additional and specialised health services in Livingstone, including in outlying/remote areas. Seek and support local champions for these causes to further develop advocacy work.	Short term	Not required	<b>Lead</b> Community Centre <b>Support</b> CDSR	<b>Community Plan</b>  (1.1.2, 4.2.2)
1.2 Develop an advocacy document (a letter or similar) on behalf of Council to send to local parliamentary members detailing the need for improved transport options for local senior residents, including connectivity to town centres, health and other services, and entertainment options in Rockhampton (particularly at night-time). Seek and support local champions for these causes to further develop advocacy work.	Short term	Not required	<b>Lead</b> Community Centre <b>Support</b> CDSR	<b>Community Plan</b>  (1.2.1, 4.2.2)
1.3 Develop an advocacy document (a letter or similar) on behalf of Council to send to local parliamentary members detailing the financial concerns of Livingstone's senior residents, including lack of affordable housing and cost of living, and enquiring about support available for residents in need. Seek and support local champions for these causes to further develop advocacy work.	Short term	Not required	<b>Lead</b> Community Centre <b>Support</b> CDSR	<b>Community Plan</b>  (1.1.1, 1.1.2, 4.2.2)

1.4 Update all relevant Council policies, procedures, and mechanisms to include seniors as stakeholders in any project / program that will impact them. This will include:

- Development assessment procedures
- Project Management Framework
- Engagement Framework

Short term

Not required

**Lead**  
Policy owners

**Community Plan**  
(1.2.1, 1.2.3, 1.3.1, 1.3.3)

**STRATEGY 2**

**Senior-friendly programs and facilities**

ACTION	TIMEFRAME	POTENTIAL FUNDING SOURCE	RESPONSIBLE TEAM	STRATEGIC ALIGNMENT
<p>2.1 Identify, facilitate, and support classes, workshops, and other opportunities for seniors to be involved in intergenerational and cross-cultural learning</p>	<p>Short term</p>	<p>Operational budget State and other grant opportunities</p>	<p><b>Lead</b> Community Centre <b>Support</b> CDSR Events and engagement Library services</p>	<p><b>Community Plan</b> (1.2.1, 1.2.3, 1.3.1, 1.3.3, 2.4.1)</p>
<p>2.2 Develop and share guidelines for planning Seniors programs and events and ensure the below are incorporated:</p> <ul style="list-style-type: none"> <li>• Inclusion of older community members in planning events, workshops etc.</li> <li>• Multiple sessions (different days and times) for events to cater to seniors who have caring responsibilities</li> <li>• The varying abilities and interests of distinct age groups (e.g., ages 65-70, 70-75, 75-80 etc.) rather than targeting 'Seniors more broadly</li> </ul>	<p>Short term</p>	<p>Operational budget State and other grant opportunities</p>	<p><b>Lead</b> Community Centre <b>Support</b> CDSR Events and engagement Library services</p>	<p><b>Community Plan</b> (1.2.1, 1.2.3, 1.3.1, 1.3.3)</p>
<p>2.3 Capitalise on interest in National Volunteer Week, Seniors Week, and other specialised events and celebrations to highlight the contributions seniors make to our community and to provide fun, social activities for seniors as part of celebrations</p>	<p>Ongoing</p>	<p>Operational budget State and other grant opportunities</p>	<p><b>Lead</b> Community Centre <b>Support</b> CDSR Events and engagement Library services</p>	<p><b>Community Plan</b> (1.2.1, 1.2.3, 1.3.1, 1.3.3, 2.4.1)</p>
<p>2.4 Identify, facilitate, and support workshops and classes that support seniors in their search for work opportunities, including:</p> <ul style="list-style-type: none"> <li>• Digital literacy</li> <li>• IT classes</li> </ul>	<p>Short term / ongoing</p>	<p>Operational budget State and other grant opportunities</p>	<p><b>Lead</b> Community Centre <b>Support</b> CDSR Library services</p>	<p><b>Community Plan</b> (1.2.1, 1.2.3, 1.3.1, 1.3.3)</p>

<p>2.5 Identify, facilitate, and support physical activity and similar activities that:</p> <ul style="list-style-type: none"> <li>• Are low-strain and suitable for people with varying levels of health and physical capability (or can be altered to suit the needs of people with varying abilities)</li> <li>• Capitalise on the natural environment of Livingstone Shire (i.e., take place outdoors)</li> <li>• Take place in areas outside of Yeppoon</li> <li>• Offer opportunities for participants to socialise and make friends</li> </ul>	Short term / ongoing	Operational budget State and other grant opportunities	<p><b>Lead</b> CDSR</p> <p><b>Support</b> Community centre</p>	<p><b>Community Plan</b> (1.2.1, 1.2.3, 1.3.1, 1.3.3, 2.4.1)</p> <p><b>Sporting Needs Analysis</b> (2.1, 2.3)</p>
<p>2.6 Identify, facilitate, and support workshops and classes to provide new or improved life skills for seniors, including:</p> <ul style="list-style-type: none"> <li>• Financial literacy</li> <li>• Music</li> <li>• Language</li> <li>• Cooking</li> </ul>	Short term / ongoing	Operational budget State and other grant opportunities	<p><b>Lead</b> Community Centre</p> <p><b>Support</b> CDSR Library services</p>	<p><b>Community Plan</b> (1.2.1, 1.2.3, 1.3.1, 1.3.3)</p>
<p>2.7 Identify, facilitate, and support fun social activities for seniors, including:</p> <ul style="list-style-type: none"> <li>• Dancing</li> <li>• Music</li> <li>• Tenpin bowling</li> <li>• Cultural and other festivals</li> </ul>	Short term / ongoing	Operational budget State and other grant opportunities	<p><b>Lead</b> Community Centre</p> <p><b>Support</b> CDSR Events and engagement</p>	<p><b>Community Plan</b> (1.2.1, 1.2.3, 1.3.1, 1.3.3, 2.4.1)</p>
<p>2.8 Continue developing welcoming and accessible places and spaces for seniors, including:</p> <ul style="list-style-type: none"> <li>• Ensuring all upgrades to pools and other public facilities are accessible (including necessary equipment such as hoists)</li> <li>• Ensure new and upgraded footpaths are wheelchair and walker friendly</li> <li>• Ensure connectivity between aged care facilities and services in town (including shops and medical services) is prioritised in planning</li> </ul>	Short term / ongoing	Operational budget State and other grant opportunities	<p><b>Lead</b> CDSR</p> <p><b>Support</b> Community Centre Facilities Engineering services</p>	<p><b>Community Plan</b> (1.2.1, 1.2.3, 1.3.1, 1.3.3)</p> <p><b>Sporting Needs Analysis</b> (2.4, 6.2)</p>



STRATEGY 3				
Improve communication channels				
ACTION	TIMEFRAME	POTENTIAL FUNDING SOURCE	RESPONSIBLE TEAM	STRATEGIC ALIGNMENT
3.1 Conduct targeted surveys to determine the specific abilities and aspirations of smaller age groups (e.g., 60-65, 65-70, 75-80, etc.) to ensure programming is appropriate and appealing to these groups	Short term	Operational budget	<b>Lead</b> Community Centre <b>Support</b> CDSR Events and engagement	<b>Community Plan</b> (1.2.1, 1.2.3, 1.3.1, 1.3.3, 4.3.3)
3.2 Develop a <i>Seniors Events and Engagement Protocol</i> (or similar) to: <ul style="list-style-type: none"> <li>• Ensure multiple appropriate communication channels are utilised for any engagement targeting seniors (including for feedback, to promote events and services etc.)</li> <li>• Ascertain which types of entertainment seniors would like to participate in</li> <li>• Ensure seniors are given equitable opportunities (i.e., not only involving the internet) to participate in/provide feedback into planning procedures for Council, particularly where projects or programs directly impact them</li> </ul>	Medium term	Operational budget	<b>Lead</b> Events and engagement <b>Support</b> CDSR Community centre Marketing and communications	<b>Community Plan</b> (1.2.1, 1.2.3, 1.3.1, 1.3.3, 4.3.2, 4.3.3)
3.3 Promote work and volunteer opportunities, including: <ul style="list-style-type: none"> <li>• Showcasing age-friendly workplaces and practices in the local area (this might include interviews with older employees) and sharing in a variety of ways (newsletters, flyers etc.)</li> <li>• Highlighting volunteer opportunities that seniors can get involved in locally</li> </ul>	Medium term	Operational budget	<b>Lead</b> Community Centre <b>Support</b> CDSR Disaster management (volunteer management) Marketing and communications	<b>Community Plan</b> (1.2.1, 1.2.3, 1.3.1, 1.3.3)
3.4 Conduct further surveys in 2023 to improve data quality and build on information contained in the <i>Seniors Needs Analysis</i>	Short term	Not required	<b>Lead</b> CDSR <b>Support</b> Events and engagement	<b>Community Plan</b> (1.2.1, 1.2.3, 1.3.1, 1.3.3, 4.3.3)





			Community Centre	
3.5 Update Council's existing Engagement Framework to capture age groups in all surveys conducted by Council to better understand the issues or projects of highest concern for people over 55 years	Short term	Not required	<b>Lead</b> Events and engagement	<b>Community Plan</b> (1.2.1, 1.2.3, 1.3.1, 1.3.3, 4.3.3)



# Conclusion



Older residents make up a significant proportion of Livingstone Shire's population and will continue to do so well into the future. Older people contribute greatly to our community as their rich and varied life experiences, skills, and interests help to support the thriving and active Shire we call home. In an effort to better understand what concerns, goals, and ideas our older residents have, Council officers have developed the 2022 Seniors Needs Analysis. This document is an integral part in ensuring all teams within Council better understand and respond to the older residents of our community to maintain a high quality of life for all our community members.

The diversity of responses in the 2022 Seniors Needs Analysis is reflective of the diversity of our older residents themselves. There is no 'typical' older person, and arguably the most significant takeaway of the document is that older residents want access to a range of facilities, programs, supports, and opportunities for socialisation, mental health, and physical wellbeing. They also want to see information shared better, with less reliance on the internet and social media to promote opportunities within Livingstone Shire.

The primary goal of the 2022 Seniors Needs Analysis is to support planning and decision making, however it is not intended to be used in isolation. Planning for any program, project, or other opportunity that is intended for community participation needs to involve ongoing communication and engagement with the groups and individuals involved. This document should not, therefore, be used as the only tool in a planning or engagement toolkit.

Further, the information contained within this document is imperfect: COVID restrictions and limited engagement opportunities throughout 2021 and 2022 have meant only a small percentage of older people in Livingstone Shire have contributed to the 2022 Seniors Needs Analysis. Additional engagement is required to better capture the feelings, ideas, and concerns of our older residents, and this document will be amended and adapted as this information becomes available. The 2022 Seniors Needs Analysis does, however, represent the best information available to Council at present, and will help Council officers to continue to deliver tailored, high-quality, and enriching opportunities for older residents.



# Appendices



## Appendix one – description of aged care places

**Home care services** Following the Increasing Choices changes on 27 February 2017, places for the Home Care Packages Program are now assigned to consumers and not to services. Correspondingly, places data for the Home Care Packages Program are no longer captured in the stocktake. These figures only include flexible home care places in the: Multi-Purpose Service (MPS) Program, Aged Care Innovative Pool Program and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program.

**Residential care** Residential care provides a range of supported accommodation services for older people who are unable to continue living independently in their own homes. The figures here include flexible residential care places in the: Multi-Purpose Service (MPS) Program, Aged Care Innovative Pool Program and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program.

**Restorative care** Restorative care program provides a package of services to enable older people after a hospital stay to return home rather than prematurely enter residential care. The program also gives older people and their families and carers time to consider long-term care arrangements. These figures include places in the Transition Care Program and the Short-Term Restorative Care Program.



## References

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<sup>i</sup> Australian Government (2022) *Community profiles*. <https://www.abs.gov.au/census/find-census-data/search-by-area>.

<sup>ii</sup> Ibid.

<sup>iii</sup> Queensland Government (2022) *Who are older Queenslanders?* <https://www.dsdsatsip.qld.gov.au/resources/dsdsatsip/seniors/population-fact-sheet.pdf>

<sup>iv</sup> Australian Government (2022) *Community profiles*. <https://www.abs.gov.au/census/find-census-data/search-by-area>.

<sup>v</sup> Ibid.

<sup>vi</sup> Australian Government (2022) *Table Builder*. <https://tablebuilder.abs.gov.au>

<sup>vii</sup> Ibid.

<sup>viii</sup> Ibid.

<sup>ix</sup> Ibid.

<sup>x</sup> Ibid.

<sup>xi</sup> The Smith Family (2022) *What is poverty?* <https://www.thesmithfamily.com.au/poverty-in-australia/what-is>

<sup>xii</sup> Ibid.

<sup>xiii</sup> Queensland Government Statisticians Office (2022)