

BACKGROUND REPORT

Gladstone Region Social Infrastructure Strategic Plan

22 MAY 2009

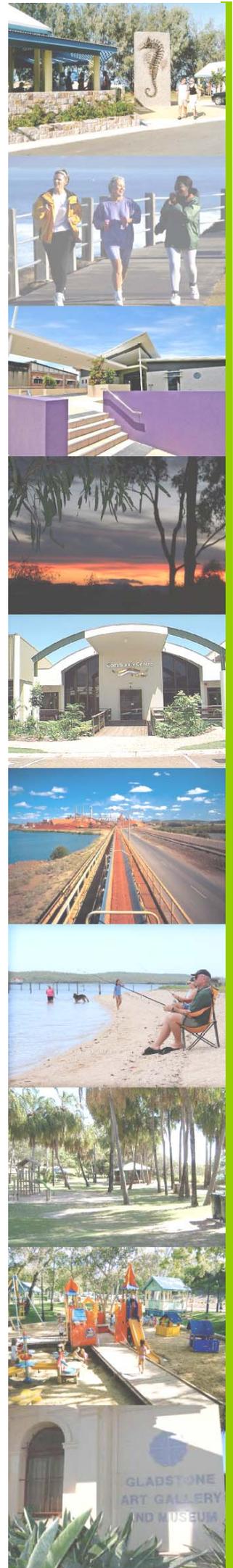


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1.0 INTRODUCTION

Buckley Vann Town Planning Consultants, Briggs & Mortar Pty Ltd and Andrea Young Planning Consultants have been commissioned by the Department of Infrastructure and Planning to prepare a Social Infrastructure Strategic Plan (SIS Plan) for the Gladstone region. This region has been defined as the Gladstone Regional Council Area, which includes the former Gladstone City and Miriam Vale and Calliope Shires.

This report presents a review of background information associated with social infrastructure provision in the Gladstone region. As such the summary of findings relies fully on findings from a wide range of previous publicly available studies, projects and reports. These findings will be further evaluated through the work of the consultants in future stages of the SIS Plan Project.

In particular, the currency of previous findings and recommendations will need to be reviewed, and the continuing appropriateness of recommendations assessed.

1.1 Project Overview

A brief was issued on 29 October 2008 by the Department of Infrastructure and Planning for the preparation of a Social Infrastructure Strategic Plan for the Gladstone Regional Council area. This was responded to by the project team in a proposal document dated 19 November 2008.

The objective of the SIS Plan is to *'inform and guide future planning activities and investment decisions for strategic social infrastructure in the region'* (Invitation to Offer DIP-0766-08, October 2008). The final SIS Plan is expected to be delivered in December 2009.

The plan is intended to be regularly updated and based upon a comprehensive review of existing data and planning information, an audit of existing social infrastructure, anticipated impacts of major project developments, identified gaps now and across the medium and long term horizon, with strategies to address these gaps.

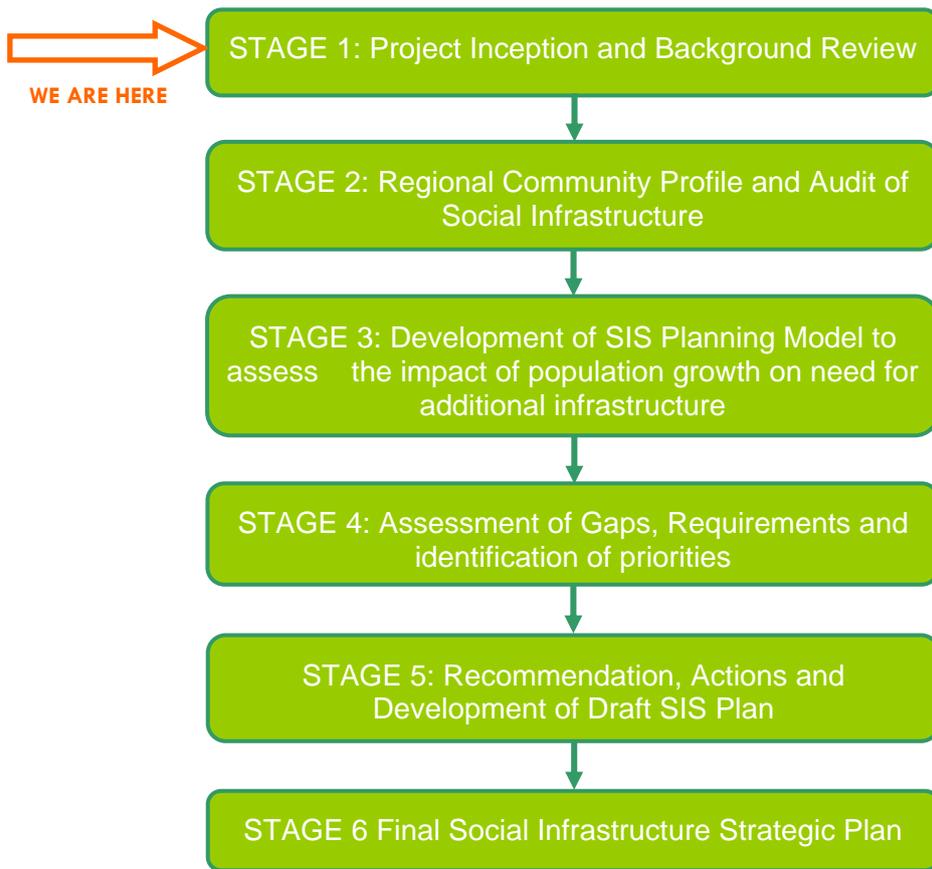
The project team has proposed a flexible and interrogative ('what if?') SIS Plan to assist in guiding future expenditure in line with identified priorities for social infrastructure, and to also allow the flexibility for various growth scenarios to be achieved. The approach is also intended to provide capacity building in the local community to be able to review and monitor the plan in line with the growth scenario achieved. It is a project aim that a coordinating structure is left in place to stimulate the continuation of a follow-up or ongoing social infrastructure working group. In turn this will catalyse the community development outcome of the SIS Plan.

It is also anticipated that the SIS Plan will better inform any contributions to the regional social infrastructure capital base by current and future private sector industrial proponents considering the Gladstone region as a location to site a major project development, and additionally, will provide a platform for local government and the community sector to advocate for funding for required community facilities and services. It will further allow the Council and State Government, and other providers, to better prioritise scarce social infrastructure funds in line with identified priorities.

1.2 Methodology Overview

The project methodology acknowledges that emerging issues and opportunities may influence the most appropriate way in which to address certain elements of the brief, as the project progresses. These may emerge through the developing understanding of key issues, feedback from stakeholder engagement, or modelling results.

The methodology is proposed in a staged approach, with a total of six (6) stages as follows:



1.3 Purpose of the Report

This report documents the findings of Stage 1 of the Project. The purpose of the report is to obtain an understanding of the key issues, challenges and opportunities for the Gladstone region with respect to the impacts of growth and development on social infrastructure, based on a review of background information.

It contains the following sections:

- context of community values and aspirations for Gladstone and its future, and a summary of implications for the SIS Plan;
- literature review of all relevant background information to derive social impacts of growth and social infrastructure needs; and
- summary of next steps.

2.0 SUMMARY OF KEY FINDINGS

This section summarises the key findings of the literature review, specifically in relation to:

- Existing social impacts of growth;
- Potential future impacts of growth (and economic slowdown, if known);
- Social infrastructure needs (for Gladstone Region, and the former Gladstone City, Miriam Vale and Calliope Shires).

Again it should be noted that these findings will be further confirmed through future stages of the Project.

2.1 Social Impacts of Growth and Development

Existing and potential future social impacts of major industrial development and related growth, identified in the literature review are presented in the table below.

Social Impact	Existing	Predicted Future
Demographic Change	<ul style="list-style-type: none"> • People moving into the region include young single workers and workers with young families, leading to impacts such as: <ul style="list-style-type: none"> ○ Increased demand for low cost housing ○ Increased pressure on employment and welfare services if people are unable to find jobs ○ Possible increased use of drug and alcohol, and related safety and crime issues. • Moreover, the growth has brought about an increase in the proportion of new residents, especially young families, who have no or very limited support networks. 	<ul style="list-style-type: none"> • There is a potential continuing impact on future demand for community facilities and services, bearing in mind the transient nature of the region's workforce.
Cultural Diversity	<ul style="list-style-type: none"> • Major industrial and infrastructure developments in the region have resulted in the influx of skilled workers from Non English Speaking Backgrounds, impacting on the need for settlement and multicultural services in the region. 	<ul style="list-style-type: none"> • Continued internationalisation of the workforce, which will result in continued pressure on schools to provide for Non English Speaking students and other services to support new families.
Socio-Economic Disadvantage	<ul style="list-style-type: none"> • There is unequal distribution of the region's industrial growth, gains negatively impacting on low socio-economic groups and decreasing their standards of living. • Small townships may not experience equal benefits from major industrial and infrastructure growth compared 	<ul style="list-style-type: none"> • There is potential for a deepening of socio-economic disadvantage, particularly in smaller coastal and rural communities if the social infrastructure gaps remain unaddressed. • There is also the possibility of creation of a divide between the 'haves' and the 'have nots'.

Social Impact	Existing	Predicted Future
	<p>to larger urban centres, although some have positively benefited from growth.</p> <ul style="list-style-type: none"> • Some lower socio-economic residents have been forced to outer and remote areas to find affordable housing. 	
Community Values and Lifestyle	<ul style="list-style-type: none"> • The region's growth has impacted on local community values and residents' lifestyle patterns. Identified effects include: <ul style="list-style-type: none"> ○ New residential development and its impact on established communities. ○ New development placing pressure on existing recreational and leisure resources ○ Increased shift work employment lessening people's time spent with their families and participation in community activities ○ A shift in volunteering due to difficulties in regular attendance. 	<ul style="list-style-type: none"> • There is a potential impact on future demand for community facilities and services, and a need for increased community development initiatives. • Whilst the community is generally in support of industrial growth within the region, it will be important to ensure that the lifestyle opportunities in the region are not compromised.
Ageing Population	<ul style="list-style-type: none"> • There is an ageing of the existing population and an increase in the number of older people wishing to retire in the region. This is made difficult by: <ul style="list-style-type: none"> ○ The impacts of development on the private housing market (see below) ○ Substantial under-supply in retirement units, aged care beds and respite centres, forcing some individuals to move out of the region to seek suitable accommodation. This prevents people from 'aging in place' ○ Limited current provision of health and related services to cater for the ageing population. Home care services are stretched across the region ○ An increasing number of elderly people in hostels as they are unable to find suitable nursing home beds, reducing hostel places for 	<ul style="list-style-type: none"> • Future impacts identified include: <ul style="list-style-type: none"> ○ A potential increase in the number of resource-industry workers retiring in the area in the future ○ Potential impacts on demographic composition of townships if older people are forced to remote areas or to leave the region. ○ A potential increase in elderly residents living in housing unsuitable for their living/health needs ○ Pressure on existing health and social services that already struggle to meet demand ○ Impacts on unemployment as there will be less people participating in the labour market ○ An evident opportunity to establish an aged care sector in the region and generate new

Social Impact	Existing	Predicted Future
	<p>the non-frail</p> <ul style="list-style-type: none"> ○ The continuing increases in the cost of living, including accommodation. 	<p>employment in aged care.</p>
Housing	<ul style="list-style-type: none"> ● The housing market has been impacted by major projects occurring in the region, including the shortage of suitable and affordable accommodation for both the construction and operational workforce associated with various projects. ● Existing residents have incurred rising house and rental prices which may prove unaffordable. 	<ul style="list-style-type: none"> ● There will be continued pressure on housing stock, particularly from the potential cumulative impacts of industrial projects. ● Potential long term surplus supply in housing has been forecast in EISs, particularly in relation to the post-construction phase of the various projects. ● This could result in the expansion of housing options within the region, catering for the wider population's housing needs.
Social Infrastructure (overview)	<ul style="list-style-type: none"> ● Parts of the region already experience shortfalls and backlogs in social infrastructure arising from previous major projects. ● The cumulative effects of the various industrial projects are exerting pressures on available social services. ● The increase in the number of people moving into the area has impacted on the ability of local people to access existing facilities and services. ● These effects are more prominent in smaller communities which do not have the capacity to cope with the additional demand. ● Services are not always available in outlying areas where difficulties exist in operating financially viable facilities and where public transport links to Gladstone are limited. ● The region's growth has increased demands for services in a number of different areas, including : <ul style="list-style-type: none"> ○ Health/medical services ○ Mental health ○ Children's services, including child care and child protection ○ Youth development 	<ul style="list-style-type: none"> ● There will continue to be increased demand for social infrastructure and pressure on existing community facilities and services as the region continues to grow and develop. ● There will be demand for social infrastructure to cope with downturns as well as boom times (e.g. financial counselling, unemployment services, family breakdown).

Social Impact	Existing	Predicted Future
	<ul style="list-style-type: none"> ○ Family support (including Domestic Violence) ○ Affordable and crisis housing ○ Counselling ○ Disability support ○ Migration/settlement support 	

2.2 Social Infrastructure Needs

Based on the findings of the literature review, the following specific social infrastructure needs were identified. Not all may remain appropriate or current. Key findings will be validated through the study.

2.2.1 Gladstone Region

- Affordable housing especially low cost housing options for young people, low-income households and older people;
- Accommodation for temporary workforce;
- Training programs for adults and young people, including utilising TAFE and training options within secondary schools and developing a more balanced education approach focussing on a broad range of careers not only trades;
- Employment and training opportunities for women and young people;
- Improved coordination of youth services, more equal distribution of services and better transport to access facilities;
- Additional youth services, activities and facilities;
- Youth homelessness resources/programs;
- Access to disability support, including independent lifestyle support, education and training opportunities, employment and enterprise options and identification of children at risk of coming into care;
- General and specialist counselling services for people of all ages;
- Recurrent funding for children's and family services;
- An Early Years Centre for integrated early childhood and family services;
- Additional child care services and those suited to a range of working hours;
- Early intervention and prevention services for children aged 0-15 years and families;
- Child and family-friendly areas;
- Support services for families including in-home assistance;
- Culturally appropriate services for the Indigenous and multicultural communities, including a cultural development program;
- A formal welcoming program for newcomers and regular orientation programs;
- Mechanisms and family-friendly events to celebrate regional diversity at key public spaces such as Millennium Esplanade, Gladstone Marina, and Agnes Water;
- Improved sports facilities including better maintenance of existing facilities and a multi-purpose sports facility/complex;
- Rehabilitation and diversion facilities for drug and alcohol, and suicide prevention services;
- Due to the ageing of the population, demand for one and two-bedroom units and aged care facilities, including:
 - additional residential aged care beds
 - independent living units
 - additional places for community care packages
 - 2 new respite centres;
- Bulkbilling doctors;
- Medical specialists, including a paediatrician;
- Improved lighting on walking and cycling paths;

- Public transport services (improved or new), in particular links between:
 - Rockhampton and Gladstone
 - Boyne Island and Gladstone
 - Agnes Water and 1770
 - Agnes Water and Gladstone
 - Baffle Creek to Agnes Water
 - Turkey Beach to Agnes Water
 - School and training campuses;
- Transport for young people (and others) to work/educational institutions;
- Limited transport for the elderly to access services and limited home support;
- Improved arrangements for policing of indigenous population and better police engagement with community groups and youth; and
- Indigenous welfare/social justice organisations.

3.2.2 Gladstone Regional Council Area

3.2.2.1 Former Gladstone City

- Targeted youth facilities (proposed site for a facility on the old Port Authority Building and another recommended facility at an existing shopping centre);
- Skating and other recreational facilities for young people co-located with new and existing parks;
- Improved play and recreation facilities for children, and family-oriented recreation activities;
- Expansion of the existing PCYC to accommodate future indoor activities;
- Community Legal Centre/Legal Aid Office;
- Improved park amenities and facilities (e.g. shade, lighting, play equipment, shade, toilets, etc), including key signature destinations, and foreshore and harbour parks;
- Aged care facilities, including:
 - new residential aged care beds
 - new retirement village units;
- A Multicultural Resource Centre;
- Improvement and expansion of the walk/cycle network;
- Regional approaches to hard to locate recreation activities;
- Maintenance and upgrades of Council's sport and recreation facilities and support of community groups operating from them;
- Redevelopment of Gladstone Aquatic Centre;
- Sound planning and partnership management of Ash Pond 7 as a major sport and recreation space;
- Investigation of the expansion of PCYC or basketball stadium to accommodate future indoor activities;
- Promotion and information about the types of parks, sport and recreation facilities and attractions of Gladstone; and
- Lifestyle and individual recreation opportunities for shift workers and families.

3.2.2.2 Former Miriam Vale Shire

- Art galleries for Miriam Vale and Agnes Water/1770/Captain Creek;
- Multi-purpose arts development facility for events, expos and arts/cultural programs;
- Community hall for Turkey Beach;
- Multipurpose central community centre for Agnes Water/1770/Captain Creek;
- Emergency accommodation;
- High school;
- Adult education and training facility (TAFE or a similar facility);
- Youth facilities, services and programs (including a youth space at Turkey Beach);

- Aged care facilities, specifically:
 - new residential aged care beds possibly in Agnes Water/1770
 - a new respite centre in Agnes Water/1770 (may be co-located with the residential aged care beds)
 - new retirement village units
 - expanded HACC services;
- Health services including specialist mental health services;
- Crisis support and counselling;
- Additional sport and recreation facilities in coastal communities, including a swimming and Leisure Centre for Agnes Water/1770/Captain Creek, extra parkland, additional beach access and a pathway from Agnes Water's to 1770;
- Greater police presence in Baffle Creek;
- Improved beach access at Agnes Water's and Workman's Beach and development/redevelopment of the foreshore and facilities;
- Local and district open space and recreational facilities e.g. courts for tennis, netball and basketball;
- Sport and recreation facilities for young people, seniors and women;
- A safe swimming area and sports ground at Turkey Beach; and
- A picnic/play area at Lowmead.

3.2.2.3 Former Calliope Shire

- Disability support services;
- Insufficient playgrounds (e.g. Benaraby/Wurdong) and parks (e.g. Boyne/Tannum Sands);
- Lack of entertainment and recreational facilities for children and young people (suggestions made for a playground at the marina and a 50m community pool at a different site);
- Youth facilities, services and programs especially in employment and training, education and health (drug and alcohol abuse, and self-harm);
- Aged care facilities, specifically:
 - 58 new residential aged care beds in Boyne Island/Tannum Sands
 - A new respite centre in Boyne Island/Tannum Sands
 - 120 new retirement village units;
- Support services for seniors, including services to respond to elder abuse, support services for carers, social isolation and accommodation, especially for women;
- The provision of suitable aquatic facility at Tannum Sands;
- Improved river access, including difficulties in negotiating the Boyne River, the need for dredging and insufficient pontoons;
- Lack of transport services to transport people to sporting competitions;
- Improved lighting on bikeways and walkways;
- The need for health and fitness facilities;
- Need for a swimming pool and improvements to existing Council-owned parks; and
- Additional playing field development /expansion of existing capacity.

The need for increasing recurrent funding for social and volunteer services was noted for all areas within the region. Similarly, a need for developing stronger partnerships between government and community organisations was highlighted for all communities, to address existing gaps in social infrastructure provision and to maximise the use of available resources.

3.0 CONTEXT OF COMMUNITY VALUES AND ASPIRATIONS

A community visioning project was undertaken for Gladstone in 2008 which provides an understanding of the goals and aspirations of the Gladstone community. The Vision 2028 project which is outlined in the Futureeye report (reviewed in detail later in this report) provides a 'context' for identifying social needs and providing strategic social infrastructure to meet these needs within the region. The community's vision, key community goals and aspirations are summarised below.

3.1 2028 Gladstone Region Vision Statement

The Vision Statement developed by the Vision 2028 process is:

'The Gladstone region will be recognised, nationally and internationally, as a sustainable 'region of choice' for achieving the best integration of large industry and commerce, environmental protection and community wellbeing. We will be renowned for balance: a friendly, clean and vibrant place in which to work, live and raise a family.'

We will achieve this vision by:

- *Providing the opportunity for everyone in our urban and rural communities to participate fully in the life of the region;*
- *Acknowledging the indigenous caretakers of our region and the continued custodianship and spiritual connections to our land;*
- *Valuing our diversity: celebrating our cultural and natural diversity, and protecting them so they can be enjoyed by residents and tourists; and*
- *Aspiring to be a region that retains, develops and provides safe environments for its people across all generations (young and old), creates and manages a sustainable economy, and maintains its unique lifestyle by ensuring we grow in a smart way.'*

The vision also stressed that

'We want our new regional Council and other levels of government to work in partnership, with each other, and with us, so we can have the predominant say over how and where government resources are allocated within the wider region to meet local and regional needs. Our regional voice will be prominently established.'

3.2 Relevant Long Term Community Goals

The relevant long term goals outlined for achieving this vision which are related to the provision of social infrastructure or likely need for social infrastructure, include the following:

- To grow smartly; in a controlled measured way, including:
 - Having facilities for all people and generations, and proactively planning the infrastructure that growth will require (social support and human services as well as roads, rail, ports and other physical infrastructure – i.e. “soft” and “hard” infrastructure. Proactive planning should address growing issues of social disadvantage and inequality; and
 - Maintaining and growing smaller communities around the greater Gladstone city area, such as Miriam Vale, Agnes Water and Mark Larcom;
- To promote 'work/life balance' and social inclusiveness of the region as a great place to raise a family;
- To ensure that there is affordable housing and appropriate facilities and services for all people who want to live or retire in the Gladstone region;
- To become more resilient through strengthening essential local services (such as health), building a tight-knit community and enhancing the capacity to be more self-sufficient....whilst becoming a global economic connected '21st-century region';

- To be thinking and acting regionally while maintaining the local feel and unique identities of particular towns and places. This includes... planning for the whole Gladstone region - considering its interlocking parts, developing areas for specific purposes and... exercising a regional voice; and
- To ensure effective regional governance is developed, including:
 - Setting parameters for environmentally and socially responsible development; and
 - Using local partnerships to design and deliver local services such as public transport, medical services and community 'hubs' that provide a full range of services as the region grows.

3.3 Community Aspirations

The following summarises the general aspirations outlined in the report (section 3.1.2):

- That growth will be managed in a different way ('smart growth') to maintain the relaxed, outdoor sporty lifestyle and minimise/avoid the negative social and environmental consequences of rapid growth – the challenge is to combine growth and aspirations effectively;
- Shift from being a good place to work, and generally also to live, to 'a good place to work, live and raise a family';
- To become more inclusive, and a multicultural region;
- More local empowerment so residents and government have greater opportunity to be the 'masters of their own destiny';
- To evolve and extend the role of the Central Queensland University (CQU) in the Gladstone regional community as a provider of quality research and learning opportunities through creative partnerships.

Aspirations expressed by Taskforce included:

- To build opportunities and structures that support children and young people in the region and allow them to have access to a variety of quality education opportunities...as well as create support for families and community-friendly spaces;
- To see more proactive planning of "soft" and "hard" and infrastructure, which keeps pace with population and industrial growth and brings the region into the 21st century to offer a modern lifestyle;
- To develop greater recognition of the power of partnerships and move (toward) government, industry and community organisations jointly address(ing) regional problems;
- To see more effective industry and community collaboration..;
- To see the region working for everybody and all generations, and not just those with "high paying industry jobs" by ensuring future growth is guided by careful planning that anticipates the likely social consequences;
- To ensure a more integrated, "joined up" approach, is taken to planning so that complex social problems can be better addressed in the region;
- Growth which involves commensurate investment in social support services and environmental health; and
- To become environmentally sustainable.

3.4 Summary of Possible Implications for the SIS Plan

Several themes emerge from the Vision 2028 project and it is seen as appropriate that the SIS Plan consider the recommendations of the Futureye report in relation to the manner in which social infrastructure is provided and delivered. This includes:

- The negative and sometimes unanticipated social consequences of rapid growth (and their resultant impact on social infrastructure) need to be mitigated and avoided in future development;

- Investment in social infrastructure needs to be commensurate with growth and development;
- Social infrastructure should reinforce the local feel and unique identities of particular towns and places, while providing a coherent regional network of facilities and services;
- In providing social infrastructure there needs to be an emphasis on enhancing Gladstone as 'a good place to work, live and raise a family';
- There is a need for social infrastructure which supports the development of children, young people and the family, as the core unit of the community;
- Social infrastructure needs to provide for all aspects of the diversity of the region, including culture, income and age;
- Social infrastructure should be planned and provided through partnerships and collaborative arrangements between government, industry, educational and community organisations;
- Local residents and government need to be empowered to design and deliver self-sufficient local services as the region grows.

It is also appropriate to note that a finding of the Vision 2028 project was *the strong view that government and industry need to contribute more to the community, investing in essential infrastructure and helping ensure the lifestyle attractions remain.*

Gladstone Regional Council is undertaking actions to implement the Vision 2028 Action Plan, including the employment of a dedicated implementation officer, the establishment of an online Gladstone Regional Consultative Panel and an annual validation forum. Co-ordination will be required between the two projects.

4.0 LITERATURE REVIEW

Australian Bureau of Statistics (unknown). *Basic Community Profile 1996: Miriam Vale Shire.* Canberra: Australian Bureau of Statistics

This is a document containing all tables from ABS' 1996 Basic Community Profile. The data is relevant to this current project only for historical trends.

Australian Centre on Ageing (2008). *What is an Age-Friendly Community?* Brisbane: The University of Queensland

This presentation identifies the following issues that are of relevance to the current project:

- The World Health Organisation's Age-Friendly Cities Project aims to produce a practical guide to stimulate and guide advocacy, community development and policy change to make cities more age-friendly;
- Numerous cities from around the world participated in the Age-Friendly Cities Project;
- The project identified five tips for making regions and communities age-friendly:
 - work with the community through collaborative and multidisciplinary processes
 - engage older people and build their capacity to participate
 - provide basic needs such as housing, health care and social networks
 - use the Australian Local Government Population Ageing Plan 2004-2008 and its online tool box of 12 practical strategies
 - use the World Health Organisation's Age-Friendly Checklist
 - engage in research and utilise research evidence to support health and wellbeing of older people;
- Built and social environments can facilitate or hinder the realisation of age-friendly cities. The environmental predictors to consider are housing, safety, community infrastructure, open space, respect and social inclusion, communication, civic participation, health services, transport and social participation.

Australian Local Government Association (2004) *Australian Local Government Population Ageing Action Plan 2004-2008*. Deakin: Australian Local Government Association

This Action Plan has been developed in order for local governments to building their capacity to respond and plan for the ageing population. The plan complements other national ageing strategies such as the National Strategy for an Ageing Australia.

Local governments on the east coast of Queensland are already experiencing a high proportion of older residents (e.g. Bribie Island). Key areas identified in the Action Plan include:

- Building awareness;
- Encouraging local government action;
- Fostering partnerships;
- Improving information access;
- Monitoring and evaluation.

Australian Research Alliance for Children and Youth (2008), *Sustainability of Services for Young Children and Their Families: What Works?* Prepared by Patricia Rodgers and Bob Williams, Royal Melbourne Institute of Technology

The Australian Research Alliance for Children and Youth asserts that by working together rather than working in isolation, we are more likely to uncover solutions to the problems affecting children and young people.

The report promotes the view that sustained benefit from a project such as the Children for Communities (C4C) project funded under the Australian Government's Stronger Families and Community Strategy 2004-2009, does not always involve continuing project activities. Other types of sustainability can be important instead or as well, including:

- Sustained capacity of families;
- Sustained capacity of organisations;
- Sustained idea or service model.

It is often however necessary to have some ongoing activities to ensure that the capacity that has been built through the project is developed and maintained or information communicated and used. Strategies that C4C projects have enacted to increase the likelihood of sustainability include:

- Identifying organisations that could support activities in future;
- Developing networks and partnerships;
- Supporting skills development.

Examples of capacity achieved by other C4C projects include:

- Development of institutional capital - networking established around activities and also including contribution to local government planning processes including examples such as an amalgamated Council working party;
- Community events including Council organised Community Fun Days which cultivate interaction between parent and child.

Recruiting, training and retaining skilled staff in remote areas were seen as huge problems that appear unresolvable to some communities. Projects with diverse funding sources were seen as more likely to sustain activities, as well as those that start planning for sustainability early, projects that effectively communicate their achievements, projects with internal and external champions, projects with a greater sense of community ownership and projects in line with the current policy and funding priorities.

Blaze Consulting (2004). *Agnes Water – 1770 Security Improvement Scoping Study*. Brisbane: Blaze Consulting

The purpose of this study was to investigate the community safety and security issues in Agnes Water/1770 and to identify strategies for addressing these issues. The study involved consultation with service providers and user groups, and an audit of 1770 caravan park/shops area and Agnes Water Town Centre.

The following major safety and security issues were identified by the study:

- Lack of distinct and safe roadways, bike and pedestrian paths throughout Agnes Water and linking the townships of Agnes Water and 1770;
- Poor street lighting throughout the area;
- Increased alcohol consumption in the community and its risks to personal and property safety;
- Due to lack of local recreational activities, young people are involved in crime and anti-social behaviour;
- Lack of awareness by tourists of personal and property safety risks;
- Impacts of development encroaching on community/public space and associated displacement effects.

The study provides a number of recommendations relating to physical infrastructure, skills development, community projects and partnership.

C4EO (2008). *Improving Development Outcomes for Children through Effective Practice in Integrating Early Years Services*. London: C4EO.=

This is a scoping study on best practice in early years services in Great Britain..

Central Queensland Volunteering (2005). *Regional Capacity Building through Volunteering in the Central Queensland Region*. Gladstone: Central Queensland Volunteering.=

The Central Queensland Volunteering (CQV) is the only volunteering resource and referral service in Central Queensland, established in 2001/2002 through external funding including grants from Comalco. Centrelink and Job Network clients constitute almost half of the CQV's volunteer base. CQV is a program of the Boyne Tannum Community Advancement Association (BTCAA) which was incorporated in 1991 and has been a driving force behind major community projects including the Bindaree Lodge Aged Care Facility and the Island Sands Neighbourhood Centre.

Key issues noted by CQV include:

- The highest proportion of migrants to coastal Queensland is people aged between 20 and 29 years and as such the unemployment rate is higher than the state's average;
- There is no recurrent funding for CQV and there needs to be a greater recognition of volunteers and the associated resources they require;
- There is a need for a collaborative partnership within and between the volunteer sector and Federal and State Governments. This partnership should promote and recognise volunteering, identify areas which impede volunteering, develop communication protocols between the volunteer and public sectors, and establish policies and practices consistent across the state.

Coleman, D., Hibbins, R. and Plowman, B (1995). *Gladstone Shift Worker Recreation Study*. Brisbane: Centre for Leisure Research, Griffith University

Gladstone has a high proportion of shift workers and the focus of this study is how shift work affects people's participation in recreation. Questionnaire based interviews and in-depth interviews were carried out with families with shift workers as part of this study. The study's key findings are:

- Activities that shift workers most frequently engaged in were fishing, team sports, dining out, having a relaxing drink, visiting friends or relatives;
- Jogging, walking or running, picnicking/barbequing, driving for pleasure, single/small team sports, going to the beach, lake, forest, river, dam, camping and partying were also activities attended by shift workers fairly frequently;
- Most of the activities attended by shift workers were organised in club rooms or club halls, followed by people's homes;
- Recreational activities were predominantly organised by shift workers themselves, their family or their friends;
- Shift workers' family members were likely to frequently participate in team sports and visiting friends or relatives, and they were likely to participate in activities that involve the whole family;
- Many shift workers had modified their recreational activity plans due to their nature of their employment. Modifications were prevalent in scouting and church group activities. Shift worker's family members also noted that they had modified their recreational plans;
- Activities that take place in club or sport parks/halls, clubrooms, gyms and community halls were more likely to be impacted by shift work compared to those that take place in national parks, at home and on local streets;
- Some shift workers were able to take part in recreational activities because they had days off during the week;
- Shift workers indicated that they were not able to participate in team and individual sporting activities because of shift work;
- Longer shifts (12 hours) take a toll on shift workers' fitness and health levels;
- Children of shift workers need to remain quiet when their parents are sleeping (during the day/weekends) and shift working parents may be limited in their ability to attend school activities because of their work (e.g. performances);
- It is difficult for shift working families to get together.

The study found that shift workers are not prevented by their work in participating in recreational activities as adjustments and modifications are often made to their recreational plans. There is no strong demand for recreational, sporting or cultural activities associated with shift work.

Connell Hatch (2006). *Wiggins Island Coal Terminal Environmental Impact Statement*. Brisbane: Connell Hatch THIS WHOLE SECTION

This is an Environmental Impact Statement (EIS) prepared on behalf of the Central Queensland Ports Authority (CQPA) and Queensland Rail for the Wiggins Island Coal Terminal Project. The project involved the construction of a greenfield coal terminal by CQPA and concurrently rail infrastructure by Queensland Rail to connect the new terminal with existing rail networks. The project was declared a significant project pursuant to Section 26 of the *State Development and Public Works Organisation Act 1971 (Qld)*. The construction timeframe for this project is similar to that of the Gladstone Pacific Nickel Project, for which an EIS is being processed separately.

The main findings of the EIS include:

- There will be minimal impact on existing land uses;
- Seven private land owners and one grazing lessee will be directly impacted, based on existing concept design;
- The majority of land required for the project is owned by State and Local Governments;

- The project impacts on Hanson Road, which will be dealt with by the provision of a two lane roundabout for access to the coal terminal. Whilst dependent on the timing of the development stages, the project may bring forward the timing of several intersection upgrades;
- Potential construction noise and vibration will be mitigated by the Construction Noise and Vibration Control Plan;
- No impact has been identified for Indigenous and European cultural heritage sites;
- The estimated peak construction workforce of 650 in Stage 1 of construction is expected to be provided with adequate temporary accommodation in Gladstone;
- Whilst visual amenity impacts are likely, given the existing industry infrastructure in the area, the proposed coal terminal is likely to be consistent with the nearby industry and port functions.

In terms of potential social impacts, the EIS defines the study area to include the Local Government Authorities of Gladstone City and Calliope Shire, both being identified as areas of primary impact. The 2001 Census data is used for the assessment of current socio-economic environment and reference is made to existing Council documents.

The EIS noted that Gladstone City Council's draft Corporate Plan 2005-2010 articulated its vision statement for the city as: "Gladstone will be the city of choice for lifestyle and opportunity". Underpinning this vision is the industrial drivers, which attract people to the city by choice (rather than by necessity) and to ensure that facilities and social networks are present to create a lifestyle for residents that would be of envy to those who visit the area.

Council has also adopted a Cultural and Quality of Life Policy (2004) which acknowledges the role it plays in planning and provision of services to meet the needs of the local community. Along with this document, community satisfaction surveys carried out by Gladstone City and Calliope Shire Councils were reviewed which indicated (inter alia):

For Gladstone City Council area:

- Low satisfaction levels with some services of high importance including road maintenance and traffic management, town planning and community health;
- High importance and high satisfaction with sewerage, water supply, drainage and flood mitigation and waste management;
- Moderate importance and high satisfaction with libraries, sport and recreation facilities, parks, playgrounds and public amenities, and economic development/local employment;
- Low satisfaction and least importance with shopping centres and public transport.

Gladstone Retail Study (2005) showed that most respondents (82%) were satisfied with Gladstone's suburban shopping centre but that 80% of respondents believed the city centre shops and services to be unsatisfactory. Comments on how the retail experience within Gladstone could be improved included greater variety, increased competition, increased entertainment facilities for children, teenagers and young persons and a wider choice of restaurants and cafes which are open at night.

For Calliope Shire:

- High satisfaction with community services such as libraries, parks and public toilets;
- Concern with environmental problems;
- The cost of water charges;
- Water and sewerage are recognised as the most critical local government service and facility while the number of sporting facilities was viewed as not very important;
- Funding for road works and noxious weed control were seen to be inadequate; and
- A high level of satisfaction with the appearance and development of urban centres (74.5%).

Of particular concern were the needs of specific groups, including:

- The elderly
 - Lack of and difficulty of access to events and activities;
 - Limited transport, medical facilities, retirement accommodation and support services (e.g. nursing and in-home care).
- Children and young people
 - Insufficient playgrounds (e.g. Benaraby/Wurdong) and parks (e.g. Boyne/Tannum Sands);
 - Lack of entertainment and recreational facilities for children and young people (suggestions made for a playground at the marina and a 50m community pool at a different site);
 - Alternative recreation facilities for young people who are not into sport.

Transport was identified as a common issue for all age groups. The Calliope community expressed a need for a swimming pool and improvements to existing Council-owned parks. Moreover, there is a general perception that residents in the rural areas are more likely to be negatively impacted by social change resulting from the various industrial and infrastructure development projects.

The Queensland Government Department of Housing's Gladstone and Calliope Housing Action Plan (2005) addresses the implications of industrial and infrastructure growth on the housing market in the region. A total of 677 dwellings were enumerated State/Territory Housing at the time of the 2001 Census. The action plan identifies the need for road upgrades to cope with the population growth in smaller outer centres such as Mount Larcom, Miriam Vale, Raglan, Boyne Island, Tannum Sands and Banaraby. The action plan also identifies concerns regarding the capacity of the private sector to supply housing, which is dependent on the availability of skilled building workforce and the timeliness of housing approvals. No major limitations in infrastructure are identified to restrict ongoing development. The potential oversupply in dwellings is also noted.

A list of caravan parks in the study area, including their location and capacity are provided on pages 29 and 30 of Section 18 (Social Environment) of the EIS report.

Possible social impacts include the following (not all are directly related to the project):

- There will be a need for increased recreation and sporting opportunities to cater for people undertaking shift work;
- There will be a need for improved access to open space and cycling and walking networks;
- There will be minimal demand placed on the accommodation stock as the project seeks to employ most of its workforce from the local community;
- The increase in demand resulting from industrial growth will provide greater viability to develop new community facilities and services, increase consumer choice and potentially reduce the leakage from Gladstone-Calliope area;
- There will be greater employment opportunities for local residents, potentially reducing the unemployment rate;
- There is likely to be little impact on population as the project is estimated to result in 215 new workers, up to 199 households and a total population increase of 497 people (including workers and their dependents).

The EIS concludes that the impact of the project on the local community is likely to be minimal and the project is expected to generate economic benefits for Gladstone and Central Queensland. It acknowledged that some mitigation measures were identified; however the cumulative impacts of industrial development in the region and other initiatives were considered to require a much higher level of social impact management beyond the capability

of any one agency or proponent. It was considered that the actual cumulative impacts of major industrial projects would be dependent on the timing of construction, which can be dependent on many factors.

To address the social impacts identified, in particular the potential impact on housing availability and affordability, was considered to “depend on the ability of local people, business, industry and government to think and act strategically and holistically, to communicate and anticipate change, and to make informed decisions” (p 18-50). Notwithstanding this, measures to mitigate potential impacts proposed included monitoring of housing availability, measures to provide assistance to workers in securing short-term and permanent housing and opportunities for the project proponents to provide direct intervention in housing supply in the region through state housing agencies.

It was considered difficult to determine the impact on the future provision of social services, as it is dependent on any overlap between the actual construction of projects being developed, the proportion of employees being from the local workforce, and the proportion of construction and/or operational work settling in the Gladstone region with family. However to assist government agencies to identify and future needs a monitoring program was recommended to be implemented, together with an integrated group to collaboratively and regularly review community needs which could incorporate agencies to represent health and education. It was considered that the project has the potential to generate some demand for additional social infrastructure and general community services and facilities which may provide benefits in terms of providing greater viability to develop new services and facilities, provide greater choice and potentially reduce leakage from the Gladstone-Calliope area.

Earthcheck (2008). Gladstone Region Public Transport & Signage Study: Options Paper. Gladstone: Earthcheck

The Gladstone Regional Transport Advisory Committee (GRTAC) established to identify and address transport issues in the region. The GRTAC conducted a study into supply and demand for transport services with a particular focus on priority groups (general community accessing Rockhampton, school students travelling between campuses, residents travelling from Boyne Island/Tannum Sands to Gladstone CBD, employees of BSL, Yarwun, NRG and QAL, backpackers and business travellers). Transport issues raised for these priority groups include:

- Access to nearby Rockhampton for medical services, shopping and other purposes can be difficult and costly;
- Poor public transport connections between Rockhampton and Gladstone (long waiting times for connection services and badly scheduled services);
- The Rockhampton Airport services cities that the Gladstone Airport does not and therefore it is sometimes economical for visitors to fly out of Rockhampton;
- Limited public transport services available between school and training campuses (Australian Technical Centre and Exodus Tutorial Centre in Gladstone) and consequently parents and schools must arrange private transport between campuses;
- There is no night public transport services between Boyne Island and Gladstone and existing day services do not allow workers to get to work on time;
- Very little interest and use of public transport by workers employed in industrial plants (e.g. Yarwun, Boyne Smelter, NRG Powerstation, etc) with private vehicle being the main mode of transport;
- Limited transport options for backpackers and travellers especially between Gladstone and Agnes Water;
- Shortage of taxis during peak times, which affect business travellers.

Eaton Place (undated). Hummock Hill. Unknown publisher

This is a development proposal by Eaton Place for an integrated tourism and residential development on Hummock Hill Island, 30 km southeast of Gladstone (situated in the former

Miriam Vale Shire). The uninhabited island is 13 km long, 3 km wide with a total area of 2,150 ha of which 341 ha (12%) fall within the development footprint. The Island is separated from the mainland by Boyne Creek and historically the island has been used for human settlement, and by cattle and timber industries.

The proposed development will ultimately cater for 2,300 tourists and 1,600 residents, with a range of resort style hotels, holiday units, camping grounds and residential housing being offered to cater for a broad range of people. The development will consist of a town centre based around retail and educational services (including an educational centre supporting environmental research and linking residents to external university courses). The development is expected to be completed in stages over a 15 year timeframe. The nearest townships to Hummock Hill Island are Turkey Beach (a small community of 130 permanent residents) and Bororen on the Bruce Highway.

The proposed development was declared a significant project under the State Development and Public Works Organisation Act 1971, triggering the preparation of an Environmental Impact Statement (EIS). A draft Terms of Reference for the EIS was released in December 2006 and a final Terms of Reference followed in June 2007.

Key comments received through the EIS consultation process include:

- Potential impacts on flora, fauna and surrounding ecosystems;
- Increased demand for utility services to the island, such as water, power, telecommunication and waste;
- Skill shortages and availability of housing associated with the construction stage;
- Increased traffic on local roads and potential access issues;
- Potential impacts on current usage of recreational and open space, community facilities and local employment;
- Project benefits for the local economy and tourism, and increased access to Hummock Island.

The EIS includes a chapter on Social Environment, which identifies the following potential impacts and mitigation strategies to reduce negative and enhance positive impacts:

- Negative impacts of the development on the local housing market and the potential concern for operational staff of the development not being able to find appropriate and affordable accommodation. The development of an accommodation management strategy is suggested to manage the housing-related impacts of the project;
- The construction phase of the project will also increase demand for temporary accommodation. Consultation with accommodation providers is suggested to mitigate any negative impacts;
- The construction of the development will increase the workforce population moving into the area and the subsequent demand for community services and facilities. The current community facilities and services provision will not meet the needs of the future population and new facilities will be needed, including a primary school, a neighbourhood centre/hall, a sport and recreation reserve, an access point for family health, income support and home care services, a child care centre and links to district and regional facilities. New facilities need to be designed with the needs of people with disabilities and the elderly in mind;
- The development will increase the need for public transport. Consultation with Queensland Transport and private and community bus operators is suggested to identify a suitable transport service for the island.

Futureye (2008). Gladstone Regional Vision 2028 Final Project Report – Final Report Version 2.0 20 August 2008. Melbourne: Futureye Pty Ltd

The Futureye report is based on the outcomes of the Gladstone Region 2028 Vision Project which was funded by the Rio Tinto Alcan Community Fund.

The Vision 2028 project was based on in-depth community consultation (surveys and a series of workshops throughout the region) which stimulated forward-thinking in the community and delivered a range of outputs that can be drawn upon to inform regional planning and assisting to position the regional community to become engaged in future decisions and processes.

A key result of the project was the identification of a proposed Community Consultation Group which would operate in partnership with the Gladstone Regional Council to undertake the work necessary to achieve the Vision and in accordance with the Community Action Plan (also part of this project). This group would provide a workable community-based mechanism to continue the implementation of the Vision 2028 project.

The Futureye report includes an overview of the project that was undertaken, outlines community aspirations (see Section 2), presents the Vision and Community Action Plan that were developed and contains a detailed Community Profile. The report also outlines notes from specific workshops that were undertaken throughout the project which provide additional detail on a range of matters, which are relevant to the current and future provision of social infrastructure.

Key Project Findings, Outcomes

The following outlines the key project findings/views/concerns for the Gladstone region:

- People value the sense of community and friendliness, and the lifestyle associated with the region's natural assets;
- Although the Gladstone region is going through dramatic changes the majority of residents were optimistic about its prospects;
- Strong views about how the current period is managed and acknowledge that outcomes can be varied depending on how the region and government respond to community concerns whilst accommodating rapid growth;
- Ripple effects are being felt now as a result of past developments and events;
- Changing attitudes to growth, which is generally considered 'good' however some people think there is too much growth and are concerned about social and environmental impacts (including lack of support for newly arrived people);
- Concern that the community is not given sufficient opportunities to contribute to decision-making and regional planning matters and that this project (Vision 2028) is the starting point for continued engagement – though low confidence that the community will be 'listened to';
- Concern that economic objectives and drivers will be priorities over ensuring community wellbeing and responsibly managing the environment;
- Concerns expressed about declining affordability and liveability due to negative social consequences of rapid growth;
- Growing divide in the community on environmental issues;
- Less faith in the Environmental Impact Study (EIS) process;
- Strong view that government and industry need to contribute more to the community, investing in essential infrastructure and helping ensure the lifestyle attractions remain; and
- Community expressed little trust in the processes used by the State government in the establishment of industry.

Community Profile

Appendix 1 of the report contains the Community Profile. The profile describes the Gladstone region and the three former local government areas (Gladstone City, Miriam Vale Shire, and Calliope Shire), the population size and key demographics.

Key demographic trends and concerns relevant to social issues/social infrastructure are as follows:

- Similar population growth rate to that of the Queensland average;
- Accelerated growth is forecast for the next two decades;
- Relatively new community with one third of the population having lived in Gladstone region for 10 years or less;
- Just over 1 in 10 Gladstone region residents were born overseas (which is less than the Australian average);
- Community health satisfaction survey conducted in 2005 found that the community placed high importance on community health issues and that these issues were among those which the community is least satisfied with;
- Central Queensland has the third highest incidence of child protection notification reports and within the CQ region, the Gladstone region had the third highest rate out of seven sub-regions within CQ;
- Concern regarding potential health implications associated with industrial development and pollution;
- Public transport facilities are not well developed or readily accessible; and
- Employment opportunities are greater in the former Gladstone City and Calliope Shire areas, whereas opportunities are fewer in the former Miriam Vale Shire area.

Responses to the Gladstone 2028 Community Visioning Survey are outlined in detail within the Community Profile, and key items of note are summarised as follows:

- What the Gladstone community hopes will never change in the region – majority identified the community spirit, friendliness and lifestyle followed by access to the waterfront and harbour with Gladstone City people in particular mentioning industry and job opportunities;
- Most important social and economic issues currently facing the area – housing and accommodation followed by health/health services, physical infrastructure and youth issues;
- Perceptions of industrial growth and importance of industry – general support for industry with majority of the belief that industry is very important;
- Opportunities on the horizon for Gladstone region out to 2028 – majority of respondents identified ‘more jobs’ followed by ‘industrial growth’.

Key challenges and issues for the Gladstone region that have been identified are outlined below:

- Affordability and increased cost of living– housing costs, rentals, inequity of salaries, fuel prices;
- Recognition of indigenous heritage;
- Transient population;
- Childcare – lack of childcare services available;
- Youth services – growing demand for the development of child and family friendly areas to assist in the integration, education and social development of youth and provide support for parents and families;
- Youth activities/facilities – minimal entertainment options for youth;
- Youth homelessness – needs to be addressed through resources/programs;
- Accessibility – in particular a lack of public transport;
- Health services – lack of specialists within Gladstone which results in residents travelling outside of Gladstone (to Brisbane or Rockhampton) for health services;
- Mental health support – particularly support for families;
- Sports facilities – issues with poor quality fields, the need for ongoing maintenance of these and the need for a multi-sports complex;
- Policing – issues with policing of indigenous population, working toward police engagement with community groups and youth;

- Aged care – growing area of need;
- Education – education system skewed toward trades and needs a more balanced approach;
- Training facilities – need appropriate facilities to meet growing skill demands – TAFE is underutilised for this purpose; and
- Agnes Water/1770 – limited employment opportunities and many families with high school age children are leaving due to lack of high school.

Taskforce Report – Young Futures

Appendix 2a of the report outlines the findings from the Taskforce session on Young Futures.

Key issues raised include:

- Timing of services - Gladstone industry has a 7 day 24 hour work week culture with 9-5 and 8-4 5 day per week services;
- People have less time to devote to their children;
- Need to focus on continued professional development by university and TAFE in a flexible format;
- Increased focus on on-line education;
- No opportunity for youth to be actively engaged in decision-making;
- PCYC – considered to be a youth space but it was designed by adults, managed and organised by adults without youth engagement;
- Need to build pre-school level literacy through community support programs; and
- Availability for suitable accommodation for young people during transitional years post high school.

A Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis was undertaken for youth issues specific to the Gladstone region, which is summarised as follows:

- Strengths and Opportunities:
 - excellent and innovative education and training delivering a range of programs to young people;
 - low youth unemployment;
 - communities 4 Children and the Triple P Positive Parenting Program;
 - sports-minded communities assisted by excellent natural features;
 - strengthening linkages and programs across education/training providers;
 - provision of youth spaces throughout the region;
 - partnerships across the community to facilitate programs that support young people and families;
- Weaknesses and Threats:
 - resourcing within schools;
 - lack of engagement of young people;
 - adult-driven activities for young people;
 - lack of engagement by families with the Communities 4 Children initiative;
 - high rate of child protection cases;
 - lack of local mental health responses to young people;
 - poor sports facilities and funds required for young people to access sport;
 - lack of extended family support;
 - issues around influence on young people’s career expectations;
 - growing number of young people with a sense of hopelessness;
 - use of drugs, particularly alcohol;
 - earlier disengagement from learning and difficulties associated with re-engagement;

- disintegration of family units;
- widening between the haves and the have nots;
- 12 hour shifts impede community engagement and sport participation.

Taskforce Report – Infrastructure

Appendix 2b of the report outlines the findings from the Taskforce session on Infrastructure which included both social (soft) infrastructure and physical (hard) infrastructure. The key issues raised were mainly focussed on physical infrastructure.

Needs that are relevant to social infrastructure that have been identified include corporate conference/training facilities and public transport facilities.

Taskforce Report – Partnerships

Appendix 2c of the report contains notes from the Taskforce session on Partnerships. The key theme raised is that partnerships achieve outcomes and provide the ability for parties to work collectively across sectors to appropriately respond to issues.

The following was raised with respect to the role of partnerships and opportunities for partnerships in providing for social infrastructure within the Gladstone context:

- Collaboration of groups to jointly provide a range of services is required;
- There is a culture in Gladstone of people wanting to work together on solving problems;
- There are already some strong partnerships in place such as the Social Service Interagency Networks that work together to find solutions to emerging issues;
- Location/centralisation of government departments in Rockhampton means that partnerships are important particularly to 'fill the gaps' for areas typically catered for by government funding;
- Private companies/industry are supportive of partnerships – an example is industry sponsorship of Gladstone Schools Engineering Skills Centre and Business and Information Technology Skills Centre for training of students to be job-ready and be able to enter TAFE;
- The Gladstone Area Industry Network (GAIN) is considered to be 'crucial' and indicated that it could take on a strong leadership role in the community;
- An option could/should be to establish an ongoing Community Reference Group to provide input into the Council on implementation of the community vision; and
- Training in Partnerships should be delivered across sectors within the Region.

The following outlines situations that have inhibited partnerships:

- Reliance on government grants rather than permanent funding has continued to hamper true partnerships within the social and human services sector;
- Lack of knowledge and capacity of community players by industry/government; and
- Highly competitive funding rounds.

Taskforce Report – Sustainable Equity

Appendix 2d of the report contains notes from a Taskforce session on Sustainable Equity – achieving a fair go for all in the Gladstone region. Key notes are:

- Rapid growth which is generating a lack of housing with five year wait for public housing, and an increase in rental prices with accommodation below \$300 difficult to find;
- Core low socio-economic minority that do not benefit from the prosperity of the region and whose living standards are decreasing;
- Inability of Gladstone to retain newly arrived residents;

- Older sector of the community – having to leave Gladstone due to lack of accommodation, retirement villages or other services;
- Need for a diversity of housing options which can cater to all needs – think outside the box particularly with respect to the transient population;
- Lack of support services for the skilled workforces being attracted from other countries for industry and their dependants;
- Concerns that the fly in / fly out workforce will mean that the local population and local economy will not benefit sufficiently as industry grows;
- Isolation of workers particularly from outside Gladstone and where the families are not living in Gladstone;
- Lack of understanding of cultural differences and waiting for families to arrive from overseas for migrating workers;
- The need to consider families – single incomes, pensioners, young people, people with mental illnesses;
- Addressing the needs of indigenous groups;
- Skilling-up local workers;
- Having employment and opportunities available for all people such as providing part-time work for people with a mental illness or disability;
- Many people are ‘caught up’ in providing for their families and ‘getting by’;
- Large youth drug problem in Gladstone;
- Currently over-capacity for the number of children in care;
- No program to ‘get people out of ruts’;
- Need to update community services, bigger hospital, improved schooling program and support for those isolated to improve and ensure social inclusion;
- Diversity in services delivery is essential to ensure the diversity of the population is catered for – no one size fits all;
- Effective planning and workable partnerships to ensure no overlaps/doubling up on services;
- More affordable and accessible tuition; and
- A new training plan – embed training options into secondary school.

Scenario Workshop Notes

Appendix 3 of the report contains notes from the ‘Scenarios Workshop’ that was held to stimulate creative forward-thinking for the public community visioning workshop.

Key social infrastructure issues raised at the outset include:

- Lack of social infrastructure in place for anticipated growth;
- Declining affordability – food, fuel, housing; and
- Lack of services and infrastructure in Agnes Water.

The scenarios that were considered included a number of options such as ‘High Growth Gladstone’, ‘Glitter Gladstone’, ‘Gritty Gladstone’, and ‘Eco Gladstone’. These scenarios assisted in considering the likely issues and impacts that would arise in each scenario in order to determine a plausible future scenario and then establish a vision for the region.

Community Action Plan 2008-2012 for the Gladstone Region

Appendix 4 of the report contains the Community Action Plan document. The Community Action Plan sets out the framework to make the 2028 Vision a ‘practical reality’ through a number of key objectives and priority actions.

The Actions of relevance to the provision of social infrastructure include the following:

- Offer recognition of prior learning to existing workshop to assist them into further study and qualifications – offer careers not just qualifications (CQU);

- Explore a cultural development program;
- Establish a Multicultural Resource Centre (MRC) in Gladstone;
- Presentation by the 2028 Visioning Committee and Council to the Central Queensland Regional Development Australia to build a case for social and soft infrastructure investment;
- Consider the future housing needs for increased working population;
- Offer TAFE and higher education training in social and community services to equip workers to meet growing social service needs (e.g. child care, aged care and disability workers);
- Implement regular interaction between business, education and training to facilitate the development and retention of a skilled and professional workforce;
- Explore potential for greater networking within schools by cultural organisations and individuals;
- Integrate cross-cultural training within schools, businesses and university;
- Formal welcoming program (Welcome Wagon) for newcomers and regulation orientation programs;
- Life history projects in curriculum at university (linked to MRC if established);
- Gather information on current and future social events to understand what people want to see in the region and what is needed to help them become more involved in local cultural events;
- Mechanisms and events to celebrate regional diversity – designed around different age groups and cultural groups;
- Develop marketing and careers pathway guidance for young artists;
- Establish an ongoing community consultation mechanism that gives the public a role in overseeing implementation of the vision;
- Suggested ‘Community Conversations’ at CQU with guest speakers to provoke discussion on topical events;
- Establish a standing committee in consultation with social service providers and networks to review output of SIS Plan; and
- Encourage and promote family-friendly activities in public spaces such as Millennium Esplanade, Gladstone Marina and Agnes Water.

Gammage, Philip (undated). *Issues in the Integration of Early Childhood Provision: an idea whose time has come? Practical Research Notes. Unknown source*

This article focuses on the contemporary issues in early childhood services. A number of factors drive these issues, including the conflicting value systems emanating from the post-modern and transient societies, recent research on early brain development, decline in birth rates and the greater emancipation of women, high divorce rates, efficient contraception and the continuing effects of poverty and crime. Considering these factors, policy makers are focusing on early years of life and there is a greater focus on the integration of care and education for children aged 0 to 8 years.

Gladstone Area Promotion and Development Ltd and Gladstone Communities for Children (2007) Gladstone Communities for Children Initiative - Community Strategic Plan and Service Delivery Plan 2008-2009

The C4C initiative sits under the Australian Government's Stronger Families and Communities Strategy 2004-2009 and was one of 45 community sites funded around Australia to develop and implement a strategic and sustainable whole of community approach to early childhood development, in consultation with local stakeholders (referred to as the Facilitating Partners Model).

The vision of the Gladstone Communities for Children Initiative is “living, growing together for stronger families and stronger futures.”

The primary strategic outcome of the initiative of the Gladstone Communities for Children Consortium and Committee is to achieve cultural and systemic transformation within the early childhood sector. This sector in the Gladstone region was seen to lack the coordination and integration, necessitating the need for community capacity building and parent and community empowerment.

The Strategic Plan was prepared by the facilitating partners to identify strategic initiatives for the final two years of the Gladstone-Calliope project. The initiative has a strong sustainability focus, in line with the requirements of the program, with government and non-government agencies, businesses, industries, parents, children and the local community. Partnerships involving financial and in kind support and knowledge are to be sought in order to improve local involvement, thus improving chances of sustainability after the life of the initiative funding. A coordinated approach across the sectors is also planned to produce efficiencies between agencies.

Four key strategies were developed:

- Provide leadership and seek to achieve excellence in integration, learning and evaluation of the service sector involved with 0-5 year old children and their families;
- Promote Gladstone as a community which values 0-5 children, particularly their development in the critical early years;
- Support the alignment of all community, government, non-government business partners to the vision of the Gladstone Communities for Children's Strategic Plan for a holistic, sustainable approach to the development and well-being of children aged 0-5 years;
- Develop and enhance responses to the needs of children aged 0-5 years and their families that are not currently available or are not adequately met.

This document is supported by a detailed service delivery plan.

Gladstone Area Promotion and Development Ltd and CQ University (20th November 2008) The Gladstone Communities for Children Initiative - Strengths and Ways Forward (slide presentation)

The Gladstone C4C initiative was funded for 3.5 to 4 years, with the Gladstone Area Promotion and Development Ltd (GAPDL) as the local facilitator. GAPDL developed and implemented a number of initiatives in which community partners were involved to promote the sector as an integrated network of services to 0-5year olds and their families, e.g.

- Gladstone Communities for Children Forum;
- Gladstone Region Early Childhood Network;
- Resource and Advisory Service.

Most programs developed concluded at the end of 2007. Some key priorities for sustaining benefits to families, community, organisations and their activities included:

- Developing a magnet environment to attract the specialists in caring for children 0-8. e.g. allied health, paediatrician;
- A whole of sector approach to professional development;
- Developing wraparound services with a soft entry approach e.g. a mall booth/shopfront in tandem with Queensland Health;
- Building community and industry support for an Early Years Centre;
- Networking adults through maintenance of a database and website, and facilitation of the Early Childhood Network by Gladstone Regional Council;
- Improving accessibility of services by migrants/new residents through linking of programs and community groups.

Gladstone City Council (1996). *Youth Needs Study*. Gladstone: Gladstone City Council

A needs analysis of young people in Gladstone was conducted by Gladstone City Council's Youth Development Officer between July and December 1996. The needs analysis defined youth as those aged between 12 and 25 years although the main focus was on those in the schooling age (12-18 years). A total of 283 young people participated in the survey, representing a cross section of those who were attending school/university, working full/part time and those seeking work. The needs analysis identified the following needs of young people in Gladstone City:

- Additional information and assistance is needed to assist young people find part-time employment (for those who are currently attending school);
- The need for existing recreational and entertainment facilities to be more youth friendly, in terms of price (discounts) and publicity;
- The need for a targeted youth facility (the Port Authority building being used by the Mission to Seamen at the time of the needs analysis being conducted was proposed as a possible site);
- The publicity of programs and events offered by Council (i.e. Art Gallery, Entertainment Centre, Library, etc) that appeal to young people need to be improved;
- The need for a dedicated youth space at the local shopping centre;
- Increase youth representation on the Multi-Activity Sports Centre Committee to ensure the input of young people;
- The need for a committee to be established to address transport issues in the city;
- Improve coordination between youth services and encourage information sharing;
- The need for education programs that inform young people of the effects of drug and alcohol;
- The need for Council to seek funding to address the needs of young people in Gladstone City.

The survey findings indicated that the main activities young people would be involved in included shopping, going to the movies, concerts and under-age clubs and participating in sports. However, almost half of the survey respondents said that they were unable to take part in these activities as these activities were not offered in Gladstone and similarly, transport was an issue for accessing activities available outside of the city. In another question, it was identified that having nothing to do in Gladstone was a major concern for young people in the community. Other major concerns identified by young people included the use of drugs and alcohol, employment opportunities and local entertainment.

Gladstone Communities for Children (2009). *Gladstone Early Childhood Directory 2009*. Gladstone: Gladstone Communities for Children

This is a directory of early childhood providers and services in Gladstone. Relevant details have been incorporated into the Needs Assessment Report.

Gladstone Ministerial Forum (2008). *Key Issues*. Unknown source

The key issues identified at the Gladstone Ministerial Forum held on 8 December 2008 include:

- There is a high rate of children coming into protective care;
- There is no early intervention service in the region;
- Programs are required to provide in-home support to families;
- There is a high number of people from Non English Speaking Backgrounds moving into the area who need support to integrate into the community;
- There is very little support for young people under 15 years of age;
- Services are needed for Grade 4 – 7 students to prevent disengagement;
- Limited training options at TAFE available for young people;
- There is a need for a coordinator to develop and manage the volunteering sector.

Gladstone Regional Council (2008). *Report to Council: Need for a Retirement Village.* Gladstone: Gladstone Regional Council

In March 2008 Council initiated a survey to ascertain whether an idea of a self-funded retirement village would be supported by the older residents in Gladstone City. A total of 681 survey responses were received, indicating an overwhelming support for a such facility to be established in the area. Previously, there was a general assumption that older residents wanted to move out of Gladstone to retire in more established retirement locations such as Hervey Bay and Sunshine Coast. However, the survey found that people are moving out of Gladstone not because of choice but because of the lack of self-funded retirement villages.

Gladstone Regional Council (2009). *Community Services Directory.* Gladstone: Gladstone Regional Council

This is a directory of community groups, services and facilities available in the Gladstone Region. Relevant details have been incorporated into the Needs Assessment Report.

Gladstone Regional Council (2008). *Gladstone Regional Council Community Advisory Service's Input into Gladstone Region 2028.* Gladstone: Gladstone Regional Council

This document presents Gladstone Regional Council Community Advisory Service's input into the "Creating and Securing Sustainable Equity" theme of the Gladstone Region 2028 visioning process. Issues affecting the Gladstone Region as identified in the document include:

- Impact of existing growth on low socio-economic groups who are not benefiting from the region's prosperity and subsequently they are being affected by decreasing living standards;
- Disability access standards need to be reviewed and audited for existing facilities, and plan new infrastructure;
- Lack of accommodation for seniors, particularly as the city has become attractive for retirement living but is not able to offer housing for older people;
- Diversity of affordable housing options needed to meet the demand driven by industrial growth and to cater for the transient future population;
- Planning and development of major centres requires local knowledge, taking into account the natural attributes of the locality (e.g. what would work in a Brisbane suburb needs to be adapted and be community-driven);
- Lack of support for skilled workforce and their dependents who are moving into the region.

Forming an effective partnership between all levels of government and non government sector to deliver and diversify services is identified as being one of the challenges for the region. This partnership model of service delivery is thought to be costly in the short term however socially and financially beneficial in the long term as the services will be accessible to more people.

Gladstone Growth Management Initiative (undated). *Assessment of Residential Land Capacity.* Unknown publisher

This document is a project/consultancy brief for the residential land capacity assessment undertaken for the Gladstone City and Calliope Shire local government areas. It contains no assessment findings.

Grant Thornton (2008). *Aged Care Survey: Summary Findings.* Brisbane: Grant Thornton

This report examines the changing trends in the age care industry in Australia. Of the total aged care service providers surveyed, 22% were from Queensland. This report presents the

survey findings at the national level and no state-specific data is presented. The key findings include:

- Major influences on the design of modern aged care facilities are consumer demand for privacy, dignity and comprehensive care;
- Single bedroom and extensive services and amenities are preferred as residential care demand moves toward high levels of care;
- Aged care service providers' average earnings in 2008 was \$2,934 per bed per annum (before interest, taxation, depreciation and amortisation) which is lower than the average earnings from the previous year. Modern high care facilities with single bedrooms reported the worst result in terms of average annual earnings compared to older facilities with shared rooms;
- The main impediments to redevelopment of aged care facilities are the increasing costs of construction and low returns;
- The viability of the aged care industry is threatened by regulatory and pricing framework, which restrain incentives for investing in modern aged care facilities.

Home and Community Care Queensland (2008). *Triennial Plan 2008-2011*. Brisbane: Home and Community Care Queensland

The Queensland Home and Community Care Triennial Plan has been developed to meet the requirements of the Commonwealth Government's Home and Community Care Agreement 2007.

Over the years, there has been a high level of program growth in Queensland yet the per capita funding in Queensland is comparatively low to other states. It is anticipated that by the end of the plan, Queensland's per capita funding will be on par with the rest of Australia. The primary focus of the HACC program in Queensland is on the delivery of basic support and services to those who are eligible for the program. The implementation of the plan will result in \$61.3 m of new funds targeted to the purchase of service types of Centre-based Day Care, Domestic Assistance, Personal Care, Social Support and Transport.

There is an opportunity to increase capacity of the community care service delivery network in population growth hotspots. One of these hotspots includes the Central Region (Rockhampton, Wide Bay/Fraser Coast and rural hinterland areas of the Burnett region) where key areas of growth in HACC services include Counselling/Support, Information and Advocacy, and Allied Health. Historically, these service types had not been purchased in this region and will require a huge investment to ensure that the region reaches the state equity target.

Lifeline Coral Coast Capricorn (2008). *Making Places*. Miriam Vale: Lifeline Coral Coast Capricorn

This report presents the findings of the needs assessment study undertaken by Lifeline Coral Coast Capricorn for the Shire of Miriam Vale. Various consultation techniques were used to identify the needs of the community and the key issues/concerns raised through the consultation included:

- There are no adult education facilities in the shire and adults who wish to undertake tertiary studies must opt to study externally or travel outside of the shire. This is time consuming and costly;
- There are limited job opportunities for residents and whilst some residents were interested in upskilling, they were unable to do so because there is no adult education facilities nearby;
- Lack of transport to and from sporting and recreation venues, and a general lack of recreational facilities were identified as the main barriers for residents to engage in such activities;

- Although various community services were available in the shire, not many respondents said that they had used the services;
- Lack of activities for young people and programs to address youth needs;
- Lack of medical services (mental health services in particular) and police services.

Local Government Association of Queensland (2008). *What Makes a Welcome? Strengthening Queensland's Regional and Rural Communities through Skilled Migration*. Brisbane: Local Government Association of Queensland

Queensland is attracting increasing numbers of skilled migrants who are settling in regional and rural communities. In response, the Local Government Association of Queensland commissioned a study to investigate the implications of skilled migration for the state's rural and regional councils as well as the communities' acceptance of and wellbeing of newly arrived migrants and their families. The study identified the following key findings:

- Local communities studied saw the arrival of skilled migrants as a positive opportunity for their communities;
- Skilled migrants interviewed reported high levels of satisfaction with life in rural and regional areas;
- Various settlement issues were faced by newly arrived migrants including experiences of intolerance and racism;
- Councils, state government departments and communities were called upon to deliver a range of services and engagement opportunities for newly arrived migrants such as English language tuition, employment services, addressing isolation, legal assistance, providing housing and household support. These services are particularly important in rural and regional areas due to the lack of established settlement infrastructure available in these areas;
- Lack of information available to Councils and community organisations to assist them in supporting skilled migrants and their families.

Market Facts (2005). *Research Report of a Benchmark Community Satisfaction Survey for Gladstone City Council*. Birkdale: Market Facts

This report presents the findings of Council's own benchmark study which assessed the level of community satisfaction with Council's operations and performance. A sample of 300 respondents took part in a telephone questionnaire for this study. The findings indicate that Council's current performance is meeting residents' expectations. Low satisfaction levels were expressed in the area of "Customer Service and Communication" and "Managing the Shire/City". Other areas for improvement included "Consulting the community", "Revenue-raising", "Responding to community", "Parking facilities" and "Environmental controls". Generally, areas in which Council was considered doing well were "Libraries and other information access", "Sewerage", "Sporting and recreational facilities", "Parks, playgrounds and public amenities", "Water supply" and "Quality and performance of outdoor workers".

Miriam Vale Shire Council (2004). *Community Plan*. Miriam Vale: Miriam Vale Shire Council

The Community Plan articulates the following vision for Miriam Vale Shire:

'Our vision for the Miriam Vale Shire is that it will be a self-reliant community providing a choice of work, education, transport, lifestyle and recreational opportunities.

Miriam Vale Shire will build on the talents, interests and ethnic treasures that its people bring to our way of life. Respect for individual, family and group diversity is encouraged. We value an inclusive community that upholds individual's right to safety and security for themselves, their family and their possessions.

As a community we value and respect our natural resources. The preservation of our natural capital, biodiversity and ecological integrity – fresh water, clean air, healthy ecosystems,

fauna, bush land, productive soil, rain forest and pristine coast line – is fundamental to the values of the people of our Shire.

Economic growth and development that upholds ecological sustainability and protects our natural assets, is a welcome partner within our community. However, development of our Shire must meet the needs of the present generation without compromising the ability of future generations to live in the environment we now enjoy.

A community united will continue to achieve our goals. Many residents, past and present, have given their time and talents to raise awareness of our growing needs, and continue to do so. We thank those who have assisted in the growth of our Shire and their acquisition of the many facilities we now enjoy. The community has been the major driving force in gaining a number of services and facilities that are now accepted and rightfully expected; community centres, sporting grounds/facilities, health services, ambulance, police, fire brigades, volunteer marine rescue, SES, schools, churches, tourism/development, social/cultural events.

As a community we wish to be remembered as the generation that has upheld and preserved the natural splendour of our Shire to ensure a holistic, economical, environmental and socially sustainable future.’ Source: Miriam Vale Community Plan (2004), p.4.

According to the Community Plan, the main communities of interest within the shire include: Agnes Water, 1770, Captain Creek, Bororen, Miriam Vale, Turkey Beach, Baffle Creek/Rules Beach/Deepwater, Lowmead, Berajondo and Rosedale.

The Community Plan provides a list of community facilities in the shire and this information has been included in the relevant sections of the Needs Assessment Report.

Key community needs emerging from the community consultation associated with the development of the Community Plan include:

- A strong need for community groups to work together cohesively and develop links throughout the shire. The majority of participants who took in the consultation identified opportunities for Council and communities to work together in planning for community needs through formal consultation programs and informal community gatherings;
- A community hall needed at Turkey Beach to develop community spirit and a need for a needs analysis to be undertaken to identify opportunities for greater community involvement;
- A central community centre needed at Agnes Water/1770/Captain Creek;
- A need for more family oriented projects in Baffle Creek;
- A need for more employment opportunities for the local young people;
- A need to protect and maintain the shire’s natural environment, whilst at the same time promoting eco-tourism to support the local economies;
- A need for better promotion of the shire and its diverse communities through signage and marketing;
- A need for regular public transport to Gladstone and Bundaberg for residents in Agnes Water/1770 and Miriam Vale;
- A general community support for a skate bowl to be established to provide recreational opportunities for young people;
- Crisis support and emergency accommodation needed in the shire;
- A need for more facilities and services for families;
- A need for a high school and a swimming pool & leisure centre in Agnes Water/1770/Captain Creek;
- A need for health and social services for older people and aged care accommodation. HACC services need to be expanded;
- A need for more police presence in Baffle Creek;

- The shire has no TAFE facility and therefore a need was identified for TAFE courses to be delivered locally across the shire, including after hour TAFE programs run using existing school facilities;
- A need for art galleries identified for Miriam Vale and Agnes Water/1770/Captain Creek;
- The Arts and Craft Group expressed a need for a multi-purpose cultural facility to run events, expos and programs.

National Institute of Economic and Industry Research (2006). *The North Coast sub-region of the Wide Bay-Burnett Region: Demographic and Economic Change – A Perspective and Prospective Analysis*. Clifton Hill: National Institute of Economic and Industry Research

This study found that there is a positive correlation between ageing population and unemployment rates. The rate of population growth in the Wide Bay-Burnett Region has had the effect of accelerating the rate of ageing in the migration because migration has doubled uniformly across the adult age range. The region is identified as being trapped in the vicious cycle of ageing. The study summarises that the Wide Bay-Burnett Region is characterised by low household income, high unemployment rates (particularly among lone person and couples without children households) and high dependency on government social benefits. The South Coast is more likely to be disadvantaged in this respect than the North Coast.

The main factors behind the region's cycle of ageing are that the region:

- Has a relatively low productivity with low costs of living;
- Has a relatively attractive sea change/tree change environment;
- Has low capacity for local skill formation;
- The inflow of semi and unskilled working age migrants equate to the growth in the net number of employment opportunities for semi and unskilled workers;
- Has a high level of migrants aged 55 years and over, indicating a relatively small proportion of people participating in the labour market.

The study indicates that increasing productivity is the core driver in lifting the region's economic performance. This involves reducing the rate of ageing, closing the gap in real average household income relative to Brisbane, and increasing the flow of skilled workers to the region.

Office of Economic and Statistical Research (2004). *Queensland Regional Profiles: Wide Bay-Burnett Statistical Division*. Brisbane: Office of Economic and Statistical Research

The Wide Bay-Burnett Statistical Division comprises of 22 local government areas and it has a total population of 244,537 (as at 2003) which accounts for 6.4 % of the state's population. Miriam Vale LGA is within the Wide Bay-Burnett Statistical Division (Gladstone and Calliope lie outside).

Based on the 2001 Census, key socio-demographic findings for the Wide Bay-Burnett Statistical Division relevant to the provision of social infrastructure include:

- An older population compared to Queensland;
- Lower individual and household income compared to the state average;
- Retail, wholesale trade and accommodation were the main industries of employment;
- Clerical, sales and service workers were the main occupations.

Osleach (2002). *Gladstone Growth Management Initiative Gladstone Development Region Task 1 and 2 Report: Direct and Indirect Workforce Requirements Predictive Computer Model for Industry Development*. Brisbane: Osleach Pty Ltd

The Gladstone Growth Management Initiative (GGMI) is aimed at anticipating and planning for the impacts of and maximising the opportunity and benefits of development associated

with the major industrial plants in the Gladstone Region. In doing so, the GGMI involves four defined areas of investigation:

- Task 1: An assessment of the construction and operational workforces;
- Task 2: An assessment of the indirect workforces;
- Task 3: An estimate of the direct and indirect workforce structure/skills mix;
- Task 4: An estimate of the workforces' accommodation requirements.

This report deals with the findings of Tasks 1 and 2:

- Most businesses in the Gladstone Development Region have a concept plan in place, outlining how they will respond to the renewed activity resulting from the development of industrial plants. They anticipate labour shortages as a result of competition in wages and from new businesses entering the market;
- An analysis is being carried out to determine opportunities for businesses in the Gladstone Development Region to deliver goods and services to major industries.

Figure below presents the outputs of the modelling conducted to assess the impacts of industrial plant developments on direct and indirect workforce in the Gladstone Development Region.

Project	Proponent	Capital Expenditure (\$M)	Construction			Operations		
			Maximum Direct Employment	Direct: Flow-on Employment	Indirect: Flow-on Employment	Direct Employment	Direct: Flow-on Employment	Indirect: Flow-on Employment
Aluminium Smelter	Aldoga Aluminium Smelter P/L	3,400	3,500	456	655	900	418	391
Alumina Refinery – Stage 1	Comalco Aluminium P/L	1,540	1,380	152	196	425	242	221
Alumina Refinery – Stage 2	-	1,000	960	118	171	150	84	106
Stuart Oil Shale – Stage 2	Southern Pacific Petroleum	500	700	86	134	130	56	76
Ferro Chrome Plant – Stage 1	Tata P/L	200	200	19	36	100	17	38
Ferro Chrome Plant – Stage 2	-	150	180	15	30	80	13	33
Carbon Calcining Plant – Stage 1	Astral Calcining Corp. Ltd	180	230	15	27	55	26	39
Carbon Calcining Plant – Stage 2	-	120	190	11	22	64	26	45
2 nd Aluminium Smelter – Stage 1	Not Known	3,500	3,500	458	653	750	345	347
2 nd Aluminium Smelter – Stage 2	-	3,500	3,000	369	555	600	275	300
Chemical Manufacturing – Stage 1	L G Chemicals Pty Ltd	250	300	10	18	70	13	15
Chemical Manufacturing – Stage 2	-	250	300	8	14	50	9	5
Light Metals Plant – Stage 1	Teksid S.p.A.	270	550	101	172	360	50	145
Light Metals Plant – Stage 2	-	250	450	72	113	320	39	118
Light Meals Plant – Stage 3	-	250	450	72	113	320	39	116
Aluminium Smelter Expansion	Boyne Smelters Ltd	750	650	64	94	100	45	75
Alumina Refinery Upgrade	Queensland Alumina Ltd	170	250	10	14	0	0	0
Alumina Refinery Expansion	-	450	400	36	58	70	39	52

Source: Osleach (2002), p.6

Project Partnership and Sinclair Knight Merz (2000). Gladstone Region Aged Care Study. East Brisbane: Project Partnership

The Gladstone Region, encompassing Gladstone, Miriam Vale and Calliope, has a young population with only 4% of the population being 65 years and over, compared to 7.6% for Queensland. The rapid population growth in the region since 1965 has resulted in substantial attention being paid to the aged care sector. Based on the population projections, the following aged care facilities are needed by 2016:

- Residential aged care beds (221 places);
- Independent living units (between 220 and 480 units);
- Community care packages (13 places);
- Respite care facilities (2 new facilities).

The total capital expenditure for the above new facilities is projected to be \$62.2 million, creating 191.4 new jobs in the region.

Specific recommendations in relation to the future planning and provision of aged care facilities include:

- Calliope:
 - develop a further 58 residential aged care beds in Boyne Island/Tannum Sands (this is in addition to the 20 beds presently moving to construction at Bindaree Lodge);
 - develop a day respite centre in Boyne Island/Tannum Sands;
 - develop 120 retirement village units;
- Gladstone:
 - develop 108 residential aged care beds;
 - develop 210 retirement village units;
- Miriam Vale:
 - develop 55 residential aged care beds possibly in the Agnes Water/1770 area;
 - develop a day respite centre in Agnes Water/1770 and possibly co-located with the residential aged care beds;
 - develop 50 retirement village units.

The projections for the aged population in the Gladstone Region are as follows:

Table 3.2

YEAR	CALLIOPE				GLADSTONE				MIRIAM VALE				REGION			
	65-69 Years	70-79 Years	>80 Years	Total	65-69 Years	70-79 Years	>80 Years	Total	65-69 Years	70-79 Years	>80 Years	Total	65-69 Years	70-79 Years	>80 Years	Total
2001	430	559	190	1,179	677	940	376	1,993	171	191	60	422	1,282	1,690	626	3,598
2006	585	633	255	1,473	929	1,084	474	2,487	282	257	84	623	1,796	1,974	813	4,583
2011	740	768	318	1,826	1,140	1,343	625	3,108	372	400	116	888	2,252	2,511	1,059	5,822
2016	1,030	1,023	370	2,423	1,456	1,766	734	3,956	460	573	161	1,194	2,946	3,362	1,265	7,753

Source: Project Partnership and Sinclair Knight Merz (2000), p.9

Based on the above projections, the study utilised two methods to test the adequacy of current residential aged care places in Gladstone (one being the Commonwealth Government's ratio of places per 1,000 people over 70 years of age and the other being the data from "Older Australia at a Glance" published by the Commonwealth Department of Health and Aged Care in 1999). The following table shows the calculations using the two methods:

		Estimates – In Care			Commonwealth > 70 Benchmark			Actual/ Projection		
		65-79	>80	Total	L Care	H Care	Total	L Care	H Care	Total
Calliope	1996	17.86	32.06	49.91	28.70	22.96	51.66	0	82	82
	2001	21.99	38.37	60.36	37.45	29.96	67.41	40	82	122
Gladstone	1996	31.58	56.84	88.42	51.15	40.92	92.07	42	0	42
	2001	36.39	77.24	113.64	65.80	52.64	118.44	42	10	52
Miriam Vale	1996	5.81	7.18	13.00	9.00	7.20	16.20	0	0	0
	2001	7.85	11.53	19.38	12.55	10.04	22.59	12	8	20
Region	1996	55.25	96.07	151.32	88.85	71.08	159.93	42	82	124
	2001	86.23	127.15	193.38	115.80	92.64	208.44	94	100	194

Source: Project Partnership and Sinclair Knight Merz (2000), p.10

Anecdotal evidence suggests that existing residential aged care facilities are inadequate whilst home care services are stretched but generally coping to meet demand. As the Gladstone region has a younger demographic profile compared to the state, the region's aged care industry is underrepresented and undersold.

Specific issues in relation to the aged care industry in Gladstone include:

- The location of Alchera Park outside the main population centre has created difficulties for older people but the potential higher demand for aged care facilities in future along with the integrated transport plan being prepared will address this issue;
- There are opportunities to develop retirement villages in the region as user-funded retirement villages do not exist in the region;
- There are various organisations providing care and support to the elderly however their sustainability and the ability to meet future demand is in question as they are currently very narrowly focused and they are supported by a single individual or a small group of individuals;
- Aged care services for rural areas of Calliope are limited;
- Future planning for aged care facilities and services need to focus on Gladstone City, Boyne Island/Tannum Sands and Agnes Water/1770;
- The region is an attractive location for retirees and there are substantial opportunities for the aged care industry to develop and generate additional employment for the region.

Queensland Government Department of Environment (1998). *Protected Areas in the Agnes Water/1770 Area: Management Plan*. Brisbane: Department of Environment

This document contains coastal management plans for Eurimbula and Deepwater National Parks, Eurimbula and Deepwater Resources Reserves, Joseph Banks and Broadwater Conservation Parks and Mouth of Baffle Creek Conservation Park 2.

The purpose of the management of the protected areas of Agnes Water/1770 is to ensure the conservation, visitor use, cultural heritage and mineral resources of the areas. The protected areas have significance to Indigenous people and the local community.

No further information relevant to social infrastructure needs in the region was found in this document.

Queensland Government Department of Families, Youth and Community Care (2002). *Draft Place Planning Document*. Brisbane: Department of Families, Youth and Community Care

Key issues highlighted in this document include:

- The growth of industrial development leads to an influx of workers and an increase in the local economy;
- Lack of employment opportunities for women in the industrial sectors;
- There is a gap in counselling services for males and children aged 15 years and under;
- There is no Court Support Worker and no 24 hour Crisis Line for face to face response to domestic violence;
- Lack of domestic violence prevention strategies and no perpetrator program;
- There is no rehabilitation facility for drug and alcohol, and no diversion facility;
- Lack of employment and enterprise options;
- More preventative and support services for families;
- The need for resident access to bulk billing doctors;
- There is no hostel/shelter for single men, support accommodation for older women and accommodation for young people;
- Lack of access to disability support and suitably skilled carers;

- General lack of Indigenous services and human service workers who are trained in cross-cultural service delivery;
- Support needs to be given to elderly residents in the Aboriginal community who care for their families and extended families;
- Lack of prevention and early intervention programs for young people, and the need for a culturally appropriate Community Justice Program;
- There is a need for a coordinated approach to human service delivery in Gladstone and exchange of information and uniform data collection.

Queensland Government Department of Families (2001). *Draft Place Plan: Calliope and Gladstone*. Brisbane: Department of Families

The Draft Place Plan for Calliope and Gladstone highlight the following key issues:

- Lack of accessible and affordable public transport services;
- Some centres do not have access to public transport, no same day transport systems and limited inter and intra-transport systems;
- Bus timetables for outlying centres and Gladstone are limited and there is no weekend public bus system;
- Job growth creates increased disposable income that leads to higher usage of illegal drugs. This is also linked to increased property theft and property damage, which has increased costs to community;
- An influx of unemployed people looking for work in major industries and the subsequent demand for low cost housing (impacting on welfare services);
- Only one area of Calliope is affected by major development, whilst other areas are experiencing limited population growth;
- Young people are disadvantaged within the community;
- Some farming communities are indirectly affected by industrial development;
- Demand for land and water generated by new industries will impact on rural communities;
- Industry driven pollution affect the health of children and families;
- Low employment opportunities for women due to the nature of new industries.

Specific issues for various target groups include:

- Children, families and individuals:
 - of the 5,928 families in Gladstone Shire, 1,543 are living below the poverty line. In Calliope, 890 families out of a total of 3,054 families are living below the poverty line;
 - access to private bulk billing doctors is a major issue for low income individuals and families;
 - lack of affordable and available housing for low income earners;
 - lack of employment opportunities for women in major industries;
 - limited extended family support networks for families (especially for families in Boyne Island/Tannum Sands);
 - rural property owners are affected by drought, reduction in available ground water and the effects of the downturn in international markets;
 - limited re-current funding for children and family services;
 - lack of transport between Calliope and Gladstone.
- Older people:
 - lack of accommodation for older women;
 - lack of adequate support for older carers;
 - lack of support services to respond to elder abuse;
 - difficulties identifying older people who live in social isolation;
 - cost of and access to transport within and between communities.

- People with a disability:
 - lack of access to support;
 - need for independent lifestyle support;
 - lack of education and training opportunities;
 - need for employment and enterprise option;
 - need for identification of children at risk of coming into care.
-
- Young people:
 - inadequate facilities to address drug and alcohol abuse issues with young people who are intoxicated to the point of self-harm;
 - no diversion facilities for young people coming out of the effects of chronic or other drug abuse activities;
 - lack of coordination of youth services and unequal distribution of youth services across the region;
 - lack of employment and training opportunities;
 - lack of transport to transport young people to work/educational institutions;
 - lack of suitable prevention programs;
 - lack of resources available for young offenders to undertake community service orders in other places.
- People from Indigenous and multicultural backgrounds
 - no specific indigenous welfare/social justice organisations in the region;
 - presence of established NESB communities within the region.

Queensland Government Department of State Development (2002). *Gladstone Growth Management Initiative Workforce and Population Estimates for Major Projects under Investigation in Gladstone and Calliope*. Brisbane: Department of State Development

The Queensland Government Department of State Development committed to undertaking a Gladstone Growth Management Initiative in 2001 to identify and plan for the potential impacts and opportunities arising from the population growth fuelled by the development of major industrial plants in Gladstone and Calliope areas.

The document presents the workforce and population estimates for Gladstone and Calliope which have been developed on the assumptions that all 15 industrial plant projects would go ahead and that there is no constraint to the supply of labour.

Queensland Government The Office of the Coordinator General (2009). *Coordinator-General's Report: Gladstone Nickel Project*. Brisbane: The Office of the Coordinator General

This report evaluates the Environmental Impact Statement (EIS) prepared for the Gladstone Nickel Project. The proponent of the project is Gladstone Pacific Nickel (GPNL), which was formed in 2003. The project involves the construction of a major long life nickel and cobalt refinery within the Gladstone State Development Area. The refinery would produce metal products for export, to meet the growing global demand for stainless steel. The project incorporates a 180 km pipeline which would transport the ore from Marlborough to the refinery.

Potential socio-economic impacts are anticipated in relation to construction worker accommodation, local business and ongoing impacts on social services in Gladstone and Rockhampton. The Coordinator General's response to these possible impacts is particularly concerned with the provision of suitable accommodation for the construction workforce, which is expected to reach 2,600 workers at the peak of the construction phase. GPNL has developed an Accommodation Strategy, which entails the provision of new housing infrastructure, including:

- Direct financial support to the Community Rent Scheme through Anglicare (\$20 per week for 68 units of accommodation for each of the two peak years of construction, a total commitment of up to \$142,000);
- The provision of new cabins at the Lake Awoonga Caravan Park;
- Construction of a workers' village to accommodate GPNL's construction workforce, primarily workers who are single or unaccompanied. Whilst GPNL is committed to providing this, it prefers that the village be owned and operated by a third party and potentially shared with other Gladstone major project proponents. Once the workers' village is no longer required, it could be made available for low cost housing in the long term.

The Coordinator-General recognises that the cumulative impact of construction workforces of major projects in the region during the proposed period of construction of the Gladstone Nickel Project is likely to be great and the community's expectation for all tiers of government to work closely with industry to address housing and social infrastructure needs. Moreover, the Coordinator-General notes that low income households are impacted the most during phases in which rental accommodation availability is tightening and rents rising. With these issues in mind, the Coordinator-General considers that GPNL's commitment to improving affordable housing stock in Gladstone, as demonstrated in the EIS, was low. The report recommends that GPNL support the development of specialist single persons' accommodation in Gladstone in accordance with the conditions set by the Coordinator-General, which include:

- Before the commencement of each phase of construction, GPNL is required to provide specialist accommodation in Gladstone City for at least 75% of its construction workforce;
- Within 18 months of commencement of operation of the refinery, GPNL must present a report, detailing the review of the outcomes of its Stage 1 construction accommodation strategy and provide recommendations for the next stage of construction.

GPNL has committed to provide bus services for its workers between the accommodation camp/s and the construction worksites. The location and design of the workers' village are subject to separate approvals under the *Integrated Planning Act 1997*.

In relation to social infrastructure, the report identified the following:

- Little attention is given in the EIS or SEIS of the capacity of the Gladstone hospital and emergency services to cope with large scale industrial accidents;
- Schools in Gladstone appear to have the capacity to accommodate for the estimated peak in demand for school places directly and indirectly resulting from the project (295 students in 2009 for Stage 1 and 250 students in 2014 for Stage 2);
- It is recommended that an ongoing skills enhancement program be provided in the form of specific in-plant training and more generalised skill instructions at off-site locations. In addition an apprenticeship and/or training program need to be provided;
- GPNL's discussions with local government have indicated sufficient capacity of sporting and recreational facilities to meet the expected population increase resulting from the project.

The report concludes that the identified socio-economic impacts, especially the issue of worker accommodation can be effectively mitigated if the proposed measures and conditions are adhered to. One of the conditions requires GPNL to set up a Gladstone Social Impact Mitigation Fund to address the socio-economic impacts, with GPNL making financial contributions to the fund at different stages of the project and in proportion to their annual revenue (see below):

- *'At the date of financial close on commitment to construct Stage 1 of the Project, GPNL will contribute AUD \$3M to the G-SIMF and a further AUD \$3M on each of the second and third anniversaries of the date of financial close (a total of AUD \$9M).*

- Thereafter, GPNL will contribute AUD \$500,000 per year to the G-SIMF provided that the earnings of the GNP after taxation, depreciation and amortisation allowances exceed \$500,000 in that year.
- The size of GPNL's contributions to the G-SIMF are nominally based on 0.15% of the total capital cost of Stage 1 and 2 of the Project expended in the Gladstone Region (for the \$9M starting contribution) and 0.08% of the forecast annual operating expenditure of Stage 1 of the Project (for the subsequent \$500,000/yr contribution). Contributions for Stage 2 of the Project have been incorporated in this contribution.
- The G-SIMF would initially be held in trust by the GEIDB while an appropriate structure is established to manage the Fund and allocate money to particular projects or programs.
- The G-SIMF may be transferred to another entity or a new entity may be created for its management.
- A management structure for the G-SIMF that allows for both a decision making body dominated by corporate contributors and community representatives and an advisory body dominated by government representatives.
- Membership of the G-SIMF decision body could include a senior representative of:
 - GPNL;
 - GEIDB or a GEIDB nominee;
 - other future corporate contributors to the Fund (above a minimum threshold to be determined);
 - the Gladstone Regional Council;
 - at least two prominent independent representatives of the Gladstone regional community.
- Membership of the G-SIMF advisory body could include:
 - the Departments of Communities; Housing; Education Training and the Arts; Tourism, Regional Development and Industry; Child Safety; and Emergency Services;
 - Queensland Health;
 - Disability Services Queensland;
 - GEIDB (if not present on the decision body);
 - at least one community services organisation representative from the non-government sector.
- While GPNL prefers that chairmanship of the G-SIMF decision body be a contributing corporate member, I suggest that chairmanship should be drawn from either the Gladstone Regional Council or a suitably qualified community representative.
- While the scope of projects or programs to be supported by the G-SIMF are yet to be determined, I consider that the Fund should:
 - be directed towards the mitigation of cumulative social impacts created by the establishment of major industrial projects in the Gladstone and neighbouring regions;
 - be allocated at a sufficient scale to achieve measurable project results within a three-year period rather than be widely dispersed over a large number of small projects;
 - not generally be made available for the conduct of studies, technical research or environmental monitoring, as these would be funded from other sources;
 - not replace core funding of other Queensland Government programs;
 - not be made available as sponsorships of sporting or recreational clubs or environmental groups;
 - not contribute to large infrastructure projects that are traditionally funded by the governments such as school or hospital building programs and main roads;

- seek opportunities, where appropriate, to attract other public and private funding sources.
- Examples of projects or programs that GPNL and I consider may be suitable candidates for G-SIMF support include (not in priority order):
 - upgrading of capacity or facilities or the provision of new services at the Gladstone Hospital or other medical centres in the region, including support for the recruitment of medical specialists and other practitioners;
 - improvement in the capacity or standard of childcare facilities in the region;
 - improvement in the capacity or standard of facilities or support services for the elderly or people with disabilities or their carers in the region;
 - enhancement of education, training, apprenticeship and other skills programs aimed at enhancing the size and quality of the pool of people qualified to work in Gladstone's industrial enterprises;
 - rental support schemes for low-income individuals or families;
 - the provision or maintenance of affordable housing.
- It is envisaged that allocation of money from the G-SIMF will be made at regular intervals and be made at least partly in response to its advertised calls for submissions for funding.

The GEIDB and the Gladstone Regional Council have initiated a social infrastructure audit of the Gladstone Region that, together with a reference group of relevant regional stakeholders, and community consultation, will identify social infrastructure priorities or improvements required to services associated to social infrastructure. This reference group will:

- undertake an audit to identify the current gaps in social infrastructure in the region;
- create a model to study the effects of industry on social infrastructure;
- provide guidance on funding priorities for social infrastructure spending.

In establishing the G-SIMF, I am aware that this may create at least the perception of a precedent in terms of both:

- the requirement for other proponents of major new industrial projects to contribute at a similar scale to the Fund;
- communities in other industrial centres in Queensland having raised expectations of benefiting from similar initiatives.

My assessment of the EIS for the GNP and the recommendations and outcomes that emerge from that assessment must be seen as particular to the GNP. While I view the proposed rapid industrial expansion of Gladstone and the cumulative social impacts arising from that expansion as a special case, the joint G-SIMF proposal by GPNL and I is not inconsistent with the Queensland Government's new 'Sustainable Resource Communities Policy'. I further consider that it is appropriate to encourage:

- proponents of other major new industrial projects in Gladstone to consider making contributions of a similar magnitude to the G-SIMF (on a proportion of capital and operational expenditure basis) as that agreed by GPNL;
- proponents of existing major industrial projects in Gladstone to contribute to the G-SIMF (although on a modified and reduced basis relative to GPNL's contribution);
- the voluntary adoption of a model akin to the G-SIMF in other regions where significant cumulative social impacts of major industrial projects may be reasonably foreseen.'

Source: Queensland Government The Office of Coordinator-General (2009), p.103

Queensland Government The Office of the Coordinator General (2008). Coordinator-General's Report: Wiggins Island Coal Terminal Project. Brisbane: The Office of the Coordinator General

The Coordinator-General's report assesses the EIS prepared for the Wiggins Island Coal Terminal Project (WICTP) by the proponents, Central Queensland Port Authority (CQPA) and Queensland Rail. The project seeks to develop a new coal export terminal, rail infrastructure and related support infrastructure in the Port of Gladstone area to cater for the increasing demand in coal exports.

The expected peak construction and operation workforce for each major stage of the project is as follows:

- Stage 1 – 500 construction workforce and 130 CQPA operational personnel;
- Stage 2 – 600 construction workforce and 225 CQPA operational personnel;
- Stage 3 – 480 construction workforce and 300 CQPA operational personnel.

Local community impacts were anticipated as minimal. A potential increased demand for community facilities and services was identified in the EIS, although it was considered that increased demand may increase the range of retail, community facilities and services, and sporting facilities for the use of the local community.

The possible impacts of the project on housing as identified in the report include:

- An increase in housing and the cost of living;
- Low income earners may have difficulty finding affordable housing, however this may be alleviated if more land is opened up for residential development;
- Impact of population growth on smaller towns surrounding Gladstone and related land zoning issues;
- Capacity of development industry to meet the housing demand (including the sourcing of relevant building workforce) and capacity of local government to provide building approvals in a timely manner;
- Potential oversupply of dwellings after construction has ended;
- An increase in viability for developers to build multi-unit developments, expanding housing choice in the region;
- Better matching of people's housing needs with housing type, resulting from above.

The EIS outlines a proposal to develop an Accommodation Management Strategy via the Accommodation Working Group, however no commitment to such an arrangement has been issued by the State Government at the time of the report being written. Therefore the proponent is responsible to mitigate the negative impacts associated with the project in the following ways:

- Develop and implement a Community Consultation Management Plan;
- Continue liaison with State and Local Government agencies and other project proponents;
- Specifically target the employment of local and regionally located professionals and technical, skilled and semi-skilled workers where possible, and provide relevant training;
- Share resources and promote ongoing employment opportunities;
- Preassemble construction materials offsite where possible, away from the Gladstone area to reduce the number of workers at the site;
- If necessary, construct a workforce village to accommodate construction workers;
- Encourage single workers to share accommodation to decrease the overall demand for dwelling units.

The Coordinator-General is satisfied that the identified impacts are likely to be minor and can be adequately managed through the implementation of the stated mitigation measures.

Queensland Government The Office of the Coordinator General (2007). *Coordinator-General's Report: Central Queensland Gas Pipeline Project*. Brisbane: The Office of the Coordinator General

This report evaluates the EIS prepared for the proposed high pressure gas transmission pipeline in Central Queensland from Moranbah to Gladstone. The proponent, Enertrade, is a Government Owned Corporation and it has the rights to the generated output from several privately owned power stations, owns one power station and two gas pipelines.

The proposed pipeline is approximately 450 km in length and 300-450 mm in diameter, running along a 30m wide easement from the compressor station at Moranbah to Gladstone through local government areas of Belyando, Broadsound, Duinga, Fitzroy, Calliope and Gladstone.

The construction of the pipeline will involve up to 250 persons at peak time with crews working cycles of 26 days on and 9 days off, on a fly-in fly-out basis. Onsite accommodation will be provided in the form of self-contained construction worker camps with bus links to the worksite. The anticipated construction period is eight months.

The report identifies the following issues in relation to workforce accommodation:

- The pipeline may worsen the current long term and cumulative impact on the Moranbah community in relation to accommodation and infrastructure;
- Concerns have been raised by local authorities regarding food preparation standards in the workers' village, as well as the supply of services such as water and sewerage;
- The location of the workers' camp is to be decided in close consultation with local authorities;
- The project is likely to have a minimal impact on social infrastructure due to the employment of the fly-in fly-out workforce and the short term nature of the pipeline work cycle program.

Whilst the project has been approved on the basis that the specific conditions are adhered to, the proposal for the low pressure lateral pipeline has been refused on the basis that adequate information has not been provided.

Queensland Government Department of Tourism, Regional Development and Industry (2008). *Rockhampton and Gladstone Regional Profile*. Brisbane: Department of Tourism, Regional Development and Industry

This is one of five profiles prepared for high growth areas by the Queensland Government. The profile provides a general demographic snapshot of the Rockhampton and Gladstone Region. Key demographic characteristics/indicators include:

- The region has a population of 165,405 (as at 30 June 2007) and the average annual population growth for the June 2002 to June 2007 period was 2.3%, compared to 2.4% for Queensland;
- Compared to the state, the region has a greater proportion of people aged 0-14 years (22.2% for the region and 20.4% for Queensland);
- The population of people aged 15 years is expected to remain constant whilst the population of people aged 65 years and over is expected to increase from 12% in 2006 to 18% in 2026;
- The region has a higher proportion of Indigenous people (4.5%) compared to Queensland (3.3%) at the time of the 2006 Census;
- The region's extensive mineral and chemical industries contribute to its economic growth, with flow on impacts on retail and construction industries;
- Between 2001 and 2006, employment in Rockhampton and Gladstone grew by 14% compared with Queensland's 17%;
- Job vacancies were prevalent in occupations such as labourers, factory and machine operators, food/hospitality/tourism workers, and retail sales workers;
- Manufacturing and retail trade are the two main industries of employment in the region;

- Median rents in the region for a 3 bedroom dwelling was lower for the region compared to Queensland;
- The region experienced very low vacancy rates for rental housing;
- Between December quarter 2002 and 2008, median house prices in the region grew faster than that of Queensland. The median house price in Gladstone increased by 134% in this period;
- In Gladstone, the median house price for a detached dwelling was \$370,000 and for a unit/townhouse was \$283,500 in 2007;
- There is a high demand for housing in Gladstone, Fitzroy and Calliope as a result of major infrastructure and industrial projects;
- Due to the ageing of the population, there is expected to be demand for one and two bedroom units and aged care facilities in the future.

The profile identifies an opportunity for the region to develop itself as the primary service centre for the Southern Bowen Basin, taking advantage of the available infrastructure. The profile also includes a brief description of various State Government projects proposed/committed to in the region.

Reengagement Working Group (2007). Meeting Minutes December 2008. Gladstone: Reengagement Working Group

The following issues were identified at the meeting of the Re-engagement Working Group on 1 December 2008:

- Disengagement from the school system prominent among students in Grades 6, 7 and 8;
- Incidences of female students in Grade 9 leaving home to move in with older men;
- Data required on students disengaging at the primary school level in order to assist students make the transition from primary to secondary schooling;
- Career mentoring programs needed to encourage interaction between students and businesses (and their employees);
- Parents need to be engaged in schools;
- Alternative programs needed for suspended students to keep them engaged in the education system.

Ross Planning (2006). Gladstone City Council Walk-Cycle Network Improvement Plan. Manly: Ross Planning

The Walk-Cycle Network Improvement Plan recommends general upgrade and maintenance of the existing pedestrian and cycle links in Gladstone, as well as specific recommendations such as improvements in planning and design of infrastructure networks, future network expansions, safety, promotion and information, and partnership in delivery and implementation.

Key issues/suggestions include:

- Prioritise connections of Spinnaker Park to Blain Drive/Marina boardwalk and along waterway/open space corridors (e.g. Police Creek, western side of Callemondah Lake);
- Increase pathway maintenance and conduct upgrades (i.e. provision of lighting, signage, end-of-trip elements such as drinking water, seating and parking facilities, widening paths);
- Major upgrade to Hanson Road and Glenlyon Road to create longer circuits;
- Improve Phillip Street and Dawson Highway intersection for pedestrians and cyclists as it is dangerous and dysfunctional (Shopping Centre precinct);
- Include designated bike lane in Kirkwood Drive extension;
- Greater involvement of users in planning the pedestrian and cycle networks;
- Increase promotion of existing networks and awareness of activity programs that use the network;
- Identify a location for the development of a bike play and training facility (e.g. PCYC);
- Improve connections from new developments to established areas and key destinations (e.g. schools, open space, grounds and shopping centres);
- Encourage cycling to employment centres;
- Encourage safe use of paths by developing local laws;
- Ensure that planning scheme policies and codes are adhered to by developers and Council should evaluate whether these requirements are achieving quality outcomes for users;
- Improving paths to and from employment centres for workers including improved lighting and reduced points of vehicle/bike conflicts;
- Encourage employers to support commuter uses of pedestrian/cycle paths;
- The following improvements were suggested in relation to schools:
 - Gladstone Central State School: upgrade path along Auckland Street with links to Tank Street, Toolooa Street and the Mall;
 - Gladstone State High School: improve main route along Dawson Highway and establish a new path along the railway line leading to Breslin Street and Palm Drive;
 - Kin Kora State School: improve path along Sun Valley Road from Phillip Street and links to Hibiscus Avenue next to the school and into Illawarra Street;
 - Toolooa State High School: improve paths on Toolooa Street, Phillip Street and Gladstone-Benaraby Road.

Ross Planning (2006). *Gladstone City Council Open Space and Recreation Plan*. Manly: Ross Planning

Prior to Ross Planning's commission to prepare an Open Space and Recreation Plan for Gladstone City, Council did not updated/developed a Recreation Plan since 1994. The main issues/suggestions being considered in the plan prepared by Ross Planning include:

- Shift work is prevalent in Gladstone and with variable hours, it is generally difficult for people to participate in formal sport, recreation or fitness programs. Along with this, the trend for lifestyle and individual activities will result in people looking for recreational opportunities that they can participate alone or in small groups;
- The need to develop master plans to improve presentation of key signature destinations such as Memorial and Rigby Parks, and foreshore and harbour parks;
- The need for redeveloping the Gladstone Aquatic Centre as a modern family friendly venue;
- Sound planning and partnership management of the proposed Ash Pond 7 (major sport and recreation space);
- Gladstone has a high population of young people however play and recreational facilities for children and young people are poorly distributed, lack diversity and are of a low quality;
- Actions are needed to improve and expand the walk-cycle network in Gladstone;

- Regional approaches are needed to plan for hard-to-locate activities such as motor sports, four wheel driving, trail biking and mountain biking;
- Council needs to invest in maintenance and upgrades of its sport and recreational facilities, and support community groups that operate from those facilities;
- Council needs to promote and inform residents and visitors about the types of parks, sport and recreational facilities, and attractions Gladstone has on offer;
- Council's Sport and Recreation Officer could have a greater involvement in open space planning, community facility leasing and the implementation of relevant sport and recreational plans.

Various short, medium, long term and ongoing recommendations are provided in the plan, in relation to:

- Maintenance and improvement of existing facilities and programs:
 - undertake a study to determine the long term future of the Gladstone Showgrounds;
 - develop and implement asset management plans for sporting parks, skate and youth related facilities, playground and recreation parks, walk-and-cycle networks, and Round Gladstone Trail;
 - prepare master plans for: Barney Point, Friend and Price Regent Park Foreshore; James Cook and Matthew Flinders Parks, and Auckland Lookout Harbour; Memorial Park; and Rigby Park;
 - undertake a feasibility study, master plan and business plan for the Gladstone Aquatic Centre;
 - implement recommendations identified in the Play Opportunity Assessment Report and the Walk-Cycle Network Report;
 - work with the stakeholders of the Racecourse to identify future vision and uses;
 - prioritise support and assistance to sporting clubs;
 - develop a schedule of capital and maintenance upgrades to Council's sport and recreation facilities.
- New facilities and programs:
 - construct new skate ramp at Memorial Park;
 - investigate the development of a new youth facility at Clinton (potentially near existing skate facility), Telina (Pluto Play Park), New Auckland (Sandpiper Park), Gladstone (Carramar park) and emerging urban development areas of New Auckland, Glen Eden and Kirkwood South;
 - facilitate the development of family-oriented recreational activities;
 - investigate the expansion of the PCYC or the expansion of the Basketball Stadium to accommodate future indoor activities;
 - consider the employment of a shared grants officer with Calliope Shire Council in order to maximise opportunities for obtaining external funding;
 - thoroughly plan and manage the Ash Pond 7;
 - prepare a regional response to hard-to-locate activities.
- Open space, recreation and sports park planning:
 - review current open space provision levels and operational management of open space facilities;
 - determine whether Palm Drive should be retained for long term sporting purposes;
 - develop a range of strategies to monitor, protect and enhance privately owned and managed sporting parks;
 - assess development applications to ensure that the sport and recreational functions of existing land are not reduced;
 - in light of other recommendations, consider the purchase or negotiate long term access to Blain Park to supplement the city's need for active recreation land.
- Viability of sport and recreation groups:

- facilitate education and training programs for local sport and recreation groups;
 - pilot an annual forum for sport and recreation groups and facilitate regular management forums;
 - assist and support key sports to develop and implement facility asset management plans, especially for Gladstone and District Tennis, Gladstone Amateur Basketball, Gladstone Kart Club and Gladstone Touch.
- Management arrangements and policies:
 - improve the effectiveness and involvement of Council's Sports and Recreation Officer;
 - review Council's lease/use agreement policies with a view to encourage sustainable facility management models and clarify operational roles and responsibilities;
 - consolidate Council's donation, grants and loan assistance programs into a single financial support package;
 - develop a Recreation Activity and Events Policy;
 - improve planning and communication with schools to ensure maximum community use of school facilities for sporting and recreational activities.
 - Information and awareness:
 - develop a promotion and awareness raising campaign for sporting opportunities in Gladstone;
 - liaise with Sport and Recreation Queensland to improve assistance to sporting clubs.
 - expand Council's information services to better promote sport and recreational programs.

Ross Planning (2006). Gladstone City Council Play Opportunity Assessment. Manly: Ross Planning

This study found that the quality of play experiences in Gladstone was of concern and the legacy of poor parkland provision was evident. There was a variance in the provision, age and condition of play equipment across the city.

Areas of deficiency (i.e. communities that are not within a 500m walking distance to existing play equipment) include:

- Gladstone – east and west of Glenlyon Road;
- South Gladstone – northern section;
- Kin Kora – central northern section;
- Clinton – small areas of older residences;
- New Auckland – east (Kaleentha Park has capacity to rectify deficiency);
- New Auckland – southwest;
- Telina – southern sections;
- Glen Eden – areas of new development estates.

Links between playgrounds/play experiences and key destination venues for young people are missing in Gladstone. For example, sporting fields and community facilities attractive to children and young people (e.g. PCYC) have no complementary/supporting playgrounds or play experiences.

Key recommendations proposed include:

- Develop and adopt a play space strategy;
- Categorise parks and play spaces;
- Develop asset plans for all parks with playgrounds;
- Develop a range of promotion products for parks, targeting residents and tourists;
- Undertake minor improvement works for:
 - Maroona Park

- Toonee Park
- Cassy Lives Park
- Beaumont Park
- Ben Lexen Park
- Clinton Park
- Lions Park
- Kooyong Park
- Reg Tanna Park;
- Develop master plans for parks within the vicinity of Barney Point (as part of a Barney Point Foreshore Master Plan) and James Cook Park and the adjacent Victoria Park (as part of a James Cook Park Harbour Foreshore Master Plan redevelopment);
- Develop concept plans for:
 - Carramar Park
 - Derribong Park
 - Toolooa Park
 - Illora Park
 - Martern Park
 - Pluto Play Park
 - Toolooa Park
 - Kaleentha Park (new);
- Develop themed play space design for the following parks and promote them as environmental parks:
 - Toondoon Gardens (Isle of Eden)
 - Goonanaga Park (Byllee for Black Duck)
 - Toonee Park
 - Clinton Park
 - Illora Park
 - Reg Tanna Park
 - Tingalee Park (may need review);
- Undertake a review of the need, location, appropriateness and appeal of the following parks and identify removal, relocation, renewal (if necessary):
 - Archer Street Park
 - Fairway Park
 - Glen Eden Park
 - Illora Park
 - Lamington Heights Park
 - Lorikeet Park;
- Address areas of deficiency, lack of diversity and appropriateness of play experience. This may involve acquiring open space, developing partnerships and identifying parks suitable for a range of play experiences for:
 - Gladstone – collocation with existing destination parks (e.g. Memorial Park)
 - Clinton – provision of a high standard of path connections to other areas
 - Kin Kora – opportunity to develop district level play experience within Phillip Street open space
 - South Gladstone – review demographics/population for future provision or improve access to existing
 - New Auckland – Emmadale to proposed Kirkwood Road extension;
 - Telina – southern point
 - Glen Eden – especially connecting developed and new areas such as Billabong Estate.

Sinclair Knight Merz (2002). *Gladstone Growth Management Initiative: Residential Land Study, Supplementary Report Infrastructure*. Brisbane: Sinclair Knight Merz

This supplementary report deals with indicative costs for water, sewerage, road and stormwater infrastructure and it does not contain relevant information on social infrastructure needs.

Soriano, Grace, Clark, Haley and Wise, Sarah (June 2008) Promising Practice Profiles Final Report, Australian Institute of Family Studies

This report was prepared for the Department of Families, Housing, Community Services and Indigenous Affairs as part of the National Evaluation Consortium (Social Policy Research Centre, University of New South Wales and the Australian Institute of Family Studies) for the Australian government's Stronger Families and Communities Strategy 2004-2009. It aimed to identify "what works" and associated processes in community development, early childhood development and early intervention service provision across Communities for Children (C4C), Invest to Grow (ItG) and Local Answers (LA).

Findings of particular relevance include that:

- Neutral, non-stigmatising venues such as schools, child-care centres, neighbourhood centres, health centres, toy libraries and even parks, cafes and football clubs, can create a welcoming, comfortable and safe environment that can facilitate parent engagement;
- Attaching targeted services to other universally available services, such as schools, maternal and child health centres, libraries and health clinics, has also been effective when working with hard to reach populations;
- Universal services are in many cases used as soft entry points of first contact, where parents can access support to more specialised services. Playgroups in particular can be used to encourage families to accept more focused services to address developmental delays etc;
- In some instances universal services such as schools, child-care centres and health clinics are active partners. Schools have emerged as a vital venue and partner for a considerable number of programs and activities;
- "Community hubs" and co-located services are effective service models for meeting the needs of families within multiple and complex needs, and services benefit as well;
- The needs of families and children living in rural and remote areas are addressed through outreach services by using multimedia technologies, providing transport, implementing a "hub and spoke" approach and through the establishment of learning hubs to deliver more specialised services;
- For culturally and linguistically diverse, and indigenous families in particular, free child-care services, assistance with transport, use of bilingual workers or interpreters and incorporating a meal into the program are key to client engagement and retention.

Strategic Leisure (2005). Calliope Shire Council Boyne Island/Tannum Sands Sport & Recreation Facility Needs Study. Capalaba: Strategic Leisure

The aim of this study was to prepare a Sport and Recreation Concept Plan that meets the sports and recreational needs of residents in Boyne Island/Tannum Sands over a 10 year planning horizon. At the time of the study, the population of Boyne Island/Tannum Sands was 8,500 (2003 figures) with the rate of growth experienced in the last decade expected to slow over the next decade. The predominant family type is couples with children (under 15 years). The area has a high proportion of young people aged 0-14 years than the state average and a lower proportion of people aged 65 years and over. A large proportion of the workforce is shift workers.

Key trends and issues identified include:

- Approximately 80% of sport and recreation providers identify shift work, availability of coaches/instructors and difficulty in attracting and retaining volunteers as the top three issues having a 'great' or 'some' impact on their organisation;
- Cost of maintaining facilities is also identified as an issue impacting on local sport and recreation providers;
- Residents highly value existing walk and cycle paths, beaches and waterways. They are especially speak highly of Millennium Esplanade and Canoe Point, two initiatives of Council;
- The most commonly cited community need was the provision of a suitable aquatic facility as the current pool at Tannum Sands Primary School was thought to be unsatisfactory. The Tannum Sands Civic Precinct Concept Plan (proposed for a location adjacent to the Tannum Sands Shopping Centre) has provisions for a 25 m indoor swimming pool;
- Poor state of change rooms and amenities at the BITS Club;
- Difficulties in negotiating the Boyne River and the need for dredging;
- Cost and time involved in travelling to Gladstone to access sporting and recreational facilities;
- Difficulties associated with shared use facilities;
- Lack of transport services to transport people to sporting competitions;
- Perception that the Tannum Sands State High School's indoor performance centre has stringent terms of use;
- Limited lighting available on bikeways and walkways;
- Insufficient pontoon access for Boyne River;
- The need for health and fitness facilities;
- Shortage of volunteers to run sporting clubs.

Dennis Park has the capacity for additional playing field development which allows for the future needs of several sporting clubs to be met (e.g. rugby league, touch football, hockey and soccer). The carrying capacity of BITS sporting venues may be increased via the installation of lights to the AFL field and the development of new change rooms. However, as the BITS sporting grounds has no capacity for expansion, should demand exceed the current projections, additional fields will need to be provided elsewhere to cater for the population increase.

Council has 57 ha of land on freehold title east of the Boyne River and west of Pacific ranch Estate. The site has over 300ha allocated for the development of a sewerage treatment plant. Park of this land is considered by Council to be a possible site for the development of a future sport and recreation precinct.

Whilst the above site has been considered, Council supports a developer funded \$80m project to establish a new clubhouse, 18 hole golf course, hotel complex, convention centre and residential precinct on the BITS Club site and adjoining lands.

Strategic Leisure (2008). *Miriam Vale Shire Public Open Space and Recreation Plan: Part A Background Research and Stakeholder Consultation; and Miriam Vale Shire Public Open Space and Recreation Plan: Part B Implementation Plan (Final Draft)*. Capalaba: Strategic Leisure

The purpose of the Miriam Vale Shire public open space study was to "determine the most suitable uses of open space and provide direction for the development of sport and recreation within the Miriam Vale Shire."

Major observations of the study were that:

- Outdoor settings are the main facility type, catering for field sports and informal recreation, with major facilities located in Miriam Vale and Agnes Water;

- Provision of multi-use sportsground precincts is the dominant model for most communities (except Turkey Beach);
- Different levels of service for parks are evident between communities;
- Parks have a rest stop function in highway towns;
- The small population base has a limited capacity to support specialised or commercial facilities e.g. gymnasiums, indoor centres. Major facilities are located in the regional centres of Bundaberg and Gladstone. These facilities are well used by Shire residents;
- Shortfall in sports courts for tennis, netball and basketball;
- There are no public swimming pools in the Shire;
- Limited provisions for the specific sport and recreation needs of young people;
- Local waterways, beaches and environmental reserves are very popular for nature-based recreation;
- About 18km of pathway have been constructed within major townships.

Key issues/gaps identified in the consultation process for this study included:

- Outdoor settings are the main family type catering for field sports and informal recreation. Major facilities are found in the townships of Miriam Vale and Agnes Water;
- Provision of multi-use sports precincts is the common model of provision in communities (except for Turkey Beach);
- Parks are provided for differently within communities across the shire and parks located in highway towns provide resting stops for long distance drivers;
- As the communities in the shire are relatively small, it has limited capacity to support specialised or commercial facilities (e.g. gymnasium);
- Undersupply of courts for tennis, netball and basketball;
- No public swimming pools exist in the shire – the community expressed a need for a public swimming pool;
- Limited provision of sport and recreational facilities for young people;
- Local waterways, beaches and environmental reserves are popular for nature-based recreation;
- Approximately 18 km of pathways have been constructed in major townships;
- The community identified a need for existing facilities to be upgraded to include appropriate amenities (e.g. shade, clubhouse, public toilets);
- Provide additional facilities in coastal communities of Agnes Water and 1770 including:
 - an extra parkland
 - a public swimming pool
 - additional beach access to ease pressure on Tom Jeffery Memorial Park
 - ongoing development of pathway link between Agnes Water and 1770
 - resolve a permanent location for the surf life saving club;
- Identify new ways of building the capacity of sporting and recreational groups to address declining volunteers and membership issues;
- Provide lighting for sporting facilities to allow night time uses of these facilities;
- Consider alternative uses of underutilised facilities;
- Address sporting needs of young people, seniors and women;
- There is an evident need for a youth space, a community hall, a safe swimming area and a sportsground at Turkey Beach and a picnic/play area at Lowmead.

The report suggests that the regional/district/local hierarchy of provision be adopted for open space and recreational facilities in the shire. Based on the population projections, the report identifies a need for the provision of 2 additional district parks and 2 additional large local parks.

Master plans are recommended for major sport and recreation reserves:

- Springs Recreation Reserve, Agnes Water;
- Discovery Coast Sport & Recreation Grounds, Agnes Water;

- Miriam Vale Showgrounds;
- Daniel Street Park Reserve, Turkey Beach;
- Baffle Creek – waterside park and foreshore access.

There are also recommendations for particular recreation facilities in each community, including:

Agnes Water and 1770:

- Implement the 1770 Foreshore Redevelopment Plan;
- Upgrade of Tom Jeffery Memorial Park as the major park node for residents and visitors, and establish new park nodes to disperse high use in foreshore areas;
- New feasibility study and concept planning for a public swimming pool in Agnes Water;
- Plan for the completed construction and operation of Agnes Water SLSC clubhouse on Surf Club Avenue. Establish a new foreshore park next to the clubhouse.

Miriam Vale:

- Upgrade of Larson Oval to Township Sports Park standard, including improvements to support facilities, shade, youth space and pedestrian accessibility;
- Continued improvements to the Lions Park – Blomfield Street Park corridor, including Tranquillity Walk;
- Upgrade the showgrounds to provide an equestrian precinct, with capacity for camping, events and amenities.

Turkey Beach:

- Long term development of the Daniels Street reserve as a Village Park, including community hall, active youth node, picnic and play facilities, and sports court;
- Creation of walking circuits via the local street network and new foreshore walking trails.

Lowmead:

- Upgrade Lowmead Park to a Village Park standard including picnic and play facilities, seating, shade, parking, lighting and district map;
- Upgrade public toilets at the Lowmead Hall.

Rosedale:

- Upgrade the standard of support facilities at Rosedale Showgrounds (sportsground), including public toilets, shade and water supply;
- Convert the old tennis court into an active youth space with basketball half-court, seating and shade.

Bororen:

- Upgrade the Bororen Sports & Recreation Grounds to a Village Park standard, including shade over play equipment and fitness walking circuit.

Rural Area / Rest of Shire:

- Upgrade the Flat Rock Picnic Area;
- Master planning for shore- and water-based recreation along the Baffle Creek corridor, including foreshore paths, canoe trail opportunities, and additional boat launching points;
- Long term planning for future demand for beach access in the Rules Beach area;
- Convert Captain Creek sportsgrounds into an equestrian precinct;
- Establish a new local park to service the Foreshores community.

Unknown Author (2004). *Wide Bay Integrated Transport Plan: Implementation Report.* Unknown publisher

This is the second annual report on the implementation plan of the Wide Bay Integrated Transport Plan. The emerging issues affecting transport in the Wide Bay Region include:

- The impact of the sugar industry deregulation on roads, especially heavier cane traffic on some roads that were not used to transport cane previously;
- The impact of Queensland Industrial Minerals Ltd's project on transport infrastructure to and from the Port of Bundaberg;
- The review of the Wide Bay 2020 Regional Management Framework and its outcomes in relation to transport.

The report includes the progress status of various actions, which are grouped into the following broader strategies:

- Promote best practice land use and transport planning in local government planning schemes;
- Appropriately consider and manage potential transport impacts arising from development and other land use planning initiatives;
- Ensure that tourist development planning appropriately considers potential impacts on the transport system and supports alternative modes of transport;
- Plan and manage the Bruce Highway as the principal corridor serving the Wide Bay region;
- Identify and manage key regional roads and road corridors to support regional development in Wide Bay;
- Manage heavy vehicle and road freight movement to ensure efficiency and safety and to minimise community and infrastructure impacts.

The last section of the report presents the recommended capital program projects and their status.

Unknown Author (2008). *A Strategy Map for Agnes Water/1770*. Unknown publisher

The vision established for the Agnes Water/1770 area for 2028 by the Discovery Coast Tourism and Commerce is: “a vibrant Agnes Water/1770 that enriches the lifestyle of the local and surrounding communities, generates business growth and profitability, creates jobs and stimulates growth of the region’s economy, protect our culture and our magnificent natural environment namely the Southern Great Barrier Reef, beaches and national parks, and is a leading tourism destination which delights visitors with enjoyable and existing experiences.”

Key priorities include:

- Upgrade current Town Plan;
- Ensure that future development does not allow high rise buildings;
- Limit number of units as unit intensive development will be detrimental to the area’s character;
- Address water, waste and sewerage infrastructure for the area;
- Provide adequate footpaths, lighting and parking in the CBD;
- Improve beach access at Agnes Water and Workman’s Beach;
- Develop/redevelop foreshore and facilities;
- Address demands for social infrastructure such as a high school, a retirement village and multipurpose community centre/sports & leisure centre;
- Improve road linkages especially from Baffle Creek to Agnes Water and Turkey Beach/Gladstone to Agnes Water;
- Build strong partnerships within the community.

Unknown Author (2007). *Excerpt from Legal Aid Services Submission*. Unknown publisher

Despite ongoing requests and lobbying, Gladstone has never had either a Legal Aid Office or a Community Legal Centre. This excerpt from the Legal Aid Services submission details the history of the community’s efforts to establish a legal aid services in Gladstone, dating back to as early as 1992. Problems with inconsistency in services (e.g. part time outreach staff, video-link services, etc) have failed to provide Gladstone residents with permanent legal aid services yet the demand continued to increase.

In 2006/2007, Gladstone City Council applied for \$75,000 in funding to operate a Community Legal Advice Program for one year. The application was partly successful in obtaining \$25,000 through the Department of Justice and Attorney General and Council agreed to scale down its program scope (namely reducing the solicitor role from full time to part time). However, the position failed to attract suitable candidates and from 2008 a local legal firm began delivering the Community Legal Advice Program through a sub-contract arrangement. Under this arrangement, Council provides office space and related administrative support (e.g. telephone, fax, computer, etc) whilst the sub-contractor makes a solicitor available for 8 hours a week.

An application for further funding to extend the services by 6 months was lodged by Council to the Department of Justice and Attorney General and the result was sufficient funding to allow for the program to continue by an extra 12 months until June 2008.

Unknown Author (undated, approx 2001). *Excerpt from Prevention and Early Intervention Submission*. Unknown publisher

This document is an excerpt from submissions for Child Support Worker and Family Outreach Support Service. The following key issues highlight the reasons for the submissions:

- The need for a specialist Child Support Worker has been identified by welfare organisations and social research documents for sometime. Accessible local counselling services for children and young people under 15 years required to address issues of sexual abuse and violence;
- The Department of Families receive 35 notifications of children at risk on a monthly basis and they have problems locating counselling services for their clients;
- Gladstone and Calliope areas have a high population of young people;
- The Family Support Worker currently provides full time counselling services however the average waiting time is 2-3 weeks and 20% of appointments are for children under the age of 15 years. Demand for child counselling services is expected to increase as community's awareness of this service increases;
- 472 requests for emergency relief reported in the Gladstone and Calliope areas in 85 had come from people who had been living in the city for less than a week, 114 less than a month, 116 less than 6 months and 82 less than a year;
- According to the Department of Families' Place Planning document, 27% of the area's families are living below the poverty line. The same document identifies that families in the area are experiencing stress resulting from lack of public transport, limited support networks and welfare services and housing affordability;
- From January to September 2001, 180 domestic violence orders were made to the Gladstone Police District's Magistrates Court;
- According to the Gladstone Domestic Violence Network, 1 in 5 women in the area experience domestic violence.

Unknown Author (undated, approx 2003). Excerpt from Financial Counselling Submission. Unknown publisher

The absence of a face to face financially counselling service in Gladstone has prompted a need for such service in the area. The main reasons for this include:

- An increasing demand for financial counselling and a high preference for face to face services (rather than telephone services currently operating out of Rockhampton);
- Public transport options are limited and unaffordable for clients based in Gladstone;
- Services operating out of Rockhampton have a history of inconsistency in delivery and are not received well by Gladstone residents;
- Gambling Help Gladstone reported a loss of \$957,823 in Gladstone and \$626,383 in Calliope a month due to gambling and associated problems (2003 data);
- High incidences of domestic violence;
- Unemployed and unskilled people often migrate to the area and when they do not find work, they are unable to find affordable housing and pay for their living costs;
- Young people, unemployed and non working parents are being disadvantaged by the industrial growth as they have limited access to transport and housing;
- Higher housing costs in Gladstone are forcing people to move out to Calliope and Mt Larcom, which in turn increases people's transport costs;
- The current industrial growth is luring people to leave their families and support networks behind;
- Welfare agencies are dealing with second and third generations of families who are enduring the same or worsening cycles of poverty;
- Some families have been so badly affected that they have been excluded from services because of their ongoing inability to manage finances.

Woodman, L. and Chiffolleau, G (2002). The Likely Impacts of the GGMI Predicted Growth on the Operations of Gladstone City Council. Unknown publisher

Gaps in preparing students for the workforce discussed at the forum included:

- Students need further development in handwriting and spelling;

- Greater exposure of students to mock interviews, aptitude tests and social skills to get them 'job ready';
- More information about training and educational opportunities for parents and students;
- More support and assistance for high school students regarding study and training options, apprenticeship programs, career choices, etc.

Woolcock, G., Renton, D. and Cavaye, J (2004). *What Makes Communities Tick?* Brisbane: Local Government Association of Queensland and University of Queensland Boilerhouse

The aim of the research was to demystify the concept of social capital and identify the important implications for local government in Queensland. A number of key findings emerged throughout the course of the research, these being:

- Leadership – strong leadership is important in promoting social capital. Where executive officers and elected members were working collaboratively to address social capital issues, there was evidence of active and skilled community leadership;
- Communication – clearly articulating the role local government takes in relation to building of social capital is important and closely linked to leadership;
- Learning – councils can learn from experiences of other councils and evidence has shown that progressive steps have been taken when learnings are shared between councils;
- Measurement – it is beneficial for councils to collect more social data on their communities, bearing in mind that it is just as important to maintain and manage the data collected;
- Collaborative partnerships – there is surprisingly little cross-over between the various tiers of government in promoting social capital when in fact there are many similar programs being delivered. There is an opportunity for local government to facilitate cross-government partnerships to maximise the use of available resources and to gain the trust and confidence of the constituencies.

In response to the above findings, the research recommends:

- Councils to establish a community vision by consulting the local community and ensuring that the vision is reflected in all Council corporate, operational and budgetary documentation;
- Review local government policies to assess the extent to which they are enhancing or inhibiting levels of social capital;
- Councils should adequately resource initiatives that achieve their social capital objectives and in doing so, each funded policy or project should explicitly state their intended social capital outcomes;
- Councils should clearly articulate a process for engaging with their constituent communities;
- Include and prioritise social capital objectives/community engagement processes in the key performance indicators for relevant council officers;
- Ensure that the social capital objectives/community engagement processes align with the recommendations from the Inventory of Community Consultation Practices in SEQ Councils
- LGAQ should develop specific social capital measurement tools;
- Develop a social capital questionnaire appropriate for longitudinal repetition and comparability in Queensland;
- Councils need to work closely together with LGAQ and State Government to collect community data;
- Enhance learning opportunities for local government personnel and LGAQ to maintain the social capital webpage;
- Use the LGAQ site as a resource hub for showcasing case studies and projects on social capital;
- Use the LGAQ Annual Conference as the primary forum for presentations on social capital;
- LGAQ should include social capital information in training packages for new councillors;
- Include recent social capital research in councillor updates and at all conference presentations;
- CSRC to work closely with LGAQ in developing a social capital research and practice training module for local government and community stakeholders;
- LGAQ should strengthen and formalise partnerships with key state government agencies and research institutions.

5.0 NEXT STEPS

The literature review and key findings documented in this report help understand and identify the issues, challenges and opportunities for the Gladstone region in terms of social infrastructure. The next stages of the project will validate and/or build upon these conclusions and findings and contribute towards the development of the Gladstone Region Social Profile.

This report represents the formal completion of the Stage 1 literature review and background investigations. However further reports and Environmental Impact Statements for industrial proposals in the Gladstone region will be reviewed on an ongoing basis as they come to hand.

The next stages of the project therefore, will include:

- Undertaking a demographic analysis of the Gladstone region community in order to prepare a Community Profile and using this data to determine the need for and use of community facilities and services.
- Preparing a Social Infrastructure Audit to describe and quantify existing social infrastructure available in the region, this will also include the distribution of proforma to community service providers and conduct a series of workshops with key local, state and federal (if applicable) and non-government service providers.
- Beginning an analysis of community needs as they relate to social infrastructure.

Opportunities for further targeted and wider community consultation and engagement will also occur in the coming stages and this will provide an opportunity to further validate and strengthen the findings of this report.

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