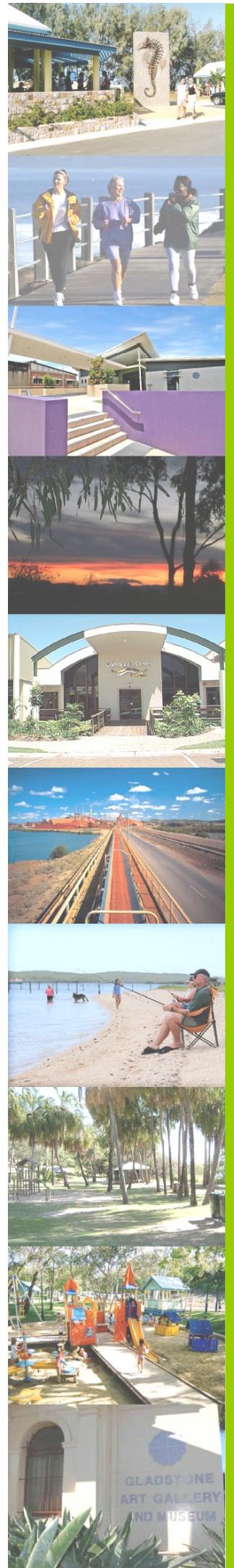




# NEEDS ASSESSMENT

## Gladstone Region Social Infrastructure Strategic Plan Draft Summary of Preliminary Findings of Needs Assessment

**DRAFT FOR CONSULTATION AND DISCUSSION PURPOSES ONLY – 17 NOVEMBER 2009**



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## INTRODUCTION

The Stage 4 work of the SIS Plan process is to:

- Identify 'gaps' between the existing provision of social infrastructure and the requirements identified in the (benchmarking) model.
- Confirm needs for the future provision of social infrastructure.

This has involved a needs assessment process which synthesises all outputs of the study to date, including:

- The outputs of the Benchmarking Model – as above.
- The community facilities audit – (which details existing facilities, their location and areas/catchments they service).
- The Proforma distributed to State Government and community agencies – (gathering information and expressed views relating to existing facilities and services).
- The community profile – characteristics of which might influence the provision of facilities (and variation from the rates of benchmarking).
- Literature Review – the findings of previous studies and analyses.
- Consultation – expressed views about community facility and service needs.

***This document has been released for further stakeholder comment and community consultation. Hence some findings and observations may still be tentative. They will be confirmed and more definite recommendations drawn subsequent to the current November consultation program. They should not be considered indicative of government or service providers intentions or policies, nor should they create any expectation that they will occur.***

Subsequent to needs being validated through this current consultation process, a set of priorities and associated costings and *possible* funding sources will be identified in an Action Plan (to be delivered as part of Stage 5 work).

Benchmarking is only one input to the above process. Benchmarks for the provision of facilities are indicative only and should not lead to the expectation that a comparative rate of provision will be attained. Benchmarks have not been applied to services. The application of comparative rates of provision to services is less developed than for facilities. Few service providers use published standards in relation to the planning of services, and, in many circumstances, the process of developing comparative rates of provision for services is itself not appropriate.

This needs assessment is undertaken by social infrastructure category (according to the agreed scope of this project) and all the above factors are taken into account before establishing need.

The following outlines a preliminary summary of the findings of the needs assessment, by infrastructure category. It is a preliminary and draft summary of findings initially to be used for the purpose of further consultation with the community. Findings on sport and recreation will be further reviewed and finalised in the light of a separate Council funded Open Space and Recreation Plan Amalgamation project (being undertaken by Amarna) running concurrently with the SISP.

This document is supported by the full, extensive preliminary needs assessment document which is available for information and review upon request (noting this document is in the order of 300 pages).

## 1.0 HEALTH AND WELLBEING

### 1.1 Hospital Services

- The provision of a medium sized general public hospital in Gladstone (in accordance with the terminology of the Queensland Statewide Health Services Plan 2007-2012) and the provision of clinical services generally at the current level (under the Services Capability Classification 2004) would appear in line with population numbers to 2031.
- Considerable growth in services and ongoing redevelopment and improvement of facilities is occurring all the time within the parameters of this classification framework including redevelopment of the Community Health Centre, a new Child and Youth Mental Health Service Facility, a new Oral Health Facility and Staff Accommodation Building and expansion of the mental health team from five to 28 workers.
- There is a heavy dependence on the provision of beds and higher level clinical services for the GRC in Rockhampton. However Rockhampton Hospital is a main referral hospital, and is located an hour and a half away, unlike Bundaberg for instance, where the referral hospital is in Brisbane, 350km away.
- A major part of the problem appears to be the difficulty of travelling to Rockhampton for the day, particularly for more disadvantaged patients.
- Rockhampton will not maintain its relative size dominance over Gladstone as GRC doubles to 2031.
- Regardless of where they are provided, by 2031, a large increase in beds will be required to serve the residents of GRC.
- The emergence of Gladstone LGA as the same size as the current Rockhampton, will warrant a significantly larger hospital and associated higher service levels.
- There is an argument that the State government should support and cater to the needs of industry, including those for the health and well-being of workers.
- The existence of Gladstone as the industrial hearth of Queensland may warrant some higher order services, for example, Accident and Emergency, and Intensive Care.
- There is also the argument mounted by the community that the investment contributed to the state by Gladstone should be returned to the city in at least some measure.
- Queensland Health should give consideration to whether a hub and spoke model remains appropriate, or whether an 'integrated multi-campus' or combined hub and spoke and integrated multi-campus' model of service delivery will better meet future needs.

### 1.2 Community Health

- There will be a need for a regional health precinct (larger than the current community health centre) at Gladstone by 2031.

- Based on benchmarks, a community health centre should be planned to be provided at Boyne Island / Tannum Sands by 2021, and a small centre at Calliope by 2031.
- A small community facility should be considered at Turkey Beach (see under Community Centres) which could be sessionally used for services by Discovery Coast Community Health Services.
- There is a need for certainty of ongoing permanent funding for the Discovery Coast Community Health Services and the future growth of the service.
- Support should be given for the development of a Children's and Family Centre which provides soft entry to integrated and mobile preventative, treatment and referral services (see under Children and Families).
- Industry should contribute further to supporting families who accompany workers, including assistance with accessing the provision of community based services.
- Industry should consider the holistic health and well-being of employees, and services which can be introduced to target identified key determinants of male health in Gladstone Health Service District (for example, smoking, alcohol consumption, mental health etc.).

### 1.3 Allied Health

- The forthcoming CQ Health Services Plan should develop strategies for attracting and retaining staff in Gladstone, particularly speech therapists, occupational therapists, physiotherapists, psychologists and counsellors.
- Strategies should be developed in liaison with TAFE and Central Queensland University to train allied health professionals in short supply in Gladstone.
- There is a need generally to expand and make counselling services more available, including sexual assault counselling for children (other than those under a child protection order) and sexual perpetrator's counselling.

### 1.4 Medical Practitioners and Specialists

- The number of specialists in Gladstone appears to be about half the national average; however there are a number of visiting specialists, and higher level services are expected to be provided in Rockhampton under the health hierarchy.
- Nevertheless:
  - additional specialists currently required appear to include a further public gynaecologist/obstetrician; a psychiatrist, another paediatrician and fulltime ear, nose and throat services;
  - there is significant call for more acute oncology services and renal dialysis services – where travel to Rockhampton is particularly onerous for patients, and also some secure inpatient mental health beds for emergency situations.
- The proposed GP SuperClinic is highly needed – the number of GPs appears currently adequate, however after hours, weekend and bulkbilling services are not satisfactory, placing pressure on the emergency department of the hospital, and there are locational issues, particularly Agnes Water.

- Telehealth arrangements should be considered to service outlying communities in GRC within the roll-out of these services by QH.

## 2.0 EDUCATION, EMPLOYMENT AND TRAINING

### 2.1 Primary Schools

- The strict application of benchmarks for schools applies only to greenfields areas where there is no capacity for surrounding schools to absorb growth. Hence detailed analysis of school needs should be undertaken by qualified staff in the Department of Education.
- The number of schools provided compares favourably with the anticipated number based on the benchmarking undertaken. This is largely due to the provision of many small village schools in rural areas. However, benchmarks also confirm that the current provision in urban areas appears adequate.
- There are a number of existing primary schools across the Gladstone region that could, based on enrolments, potentially accommodate the future population growth of the region until 2031.
- However, the location of existing primary schools is not consistent with the expected provision of population growth in the region, which will result in pressure on some existing schools in the urban areas. In particular newer areas of outer Gladstone, Boyne Island Tannum Sands, Agnes Water and Calliope are likely to experience significant demands for primary schools.
- While ideally primary schools should be located at the geographic centre of the population catchment, the funding of new schools is subject to State government priorities.
- It is recommended that Education Queensland undertake detailed planning into the adequacy of existing school facilities to accommodate the future population growth of the urban areas in the Gladstone region to 2031, particularly the possible need for:
  - a new primary school to serve the outer ring suburbs of Gladstone;
  - a new primary school in the Calliope catchment;
  - a new primary school or schools in the Boyne Island/Tannum Sands catchment; and
  - expansion of the existing primary school in Agnes Water.
- It is acknowledged that many existing primary school facilities have capacity for increasing enrolments and/ or expansion and that the continued establishment/ increased capacity of private schooling facilities will also assist in accommodating future demand.

### 2.2 High Schools

- The number of high schools compares favourably with that anticipated by benchmarks, again due to the provision of at least two very small high schools (to year 10) in outlying areas.
- Consultation has indicated demand for a high school in the Agnes Water catchment (notwithstanding Education Queensland's recent announcement ruling out a high school in this area).
- While the total number of high schools appears adequate, as with primary schools, the location of existing high schools is not consistent with expected population growth.

- The high school needs of Gladstone and Surrounds may be able to be met by existing schools, subject to review of capacity by Education Queensland.
- None of the rural centres have populations that typically would support a high school. However Agnes Water will experience significant population growth over the next 20 years.
- A high school will be close to being required in the Calliope catchment by 2031.
- Education Queensland should undertake detailed planning into the adequacy of existing high school facilities to accommodate future population growth, particularly the possible need for:
  - expansion of Tannum Sands State High School;
  - provision of high school education to year 12 to serve the Agnes Water catchment; and
  - a high school in Calliope.
- Again it is acknowledged that many existing high school facilities have capacity for increasing enrolments and/ or expansion and that the continued establishment/ increased capacity of private schooling facilities will also assist in accommodating future demand.

### 2.3 TAFE – Central Queensland Institute of TAFE

- High level facilities for TAFE (and CQ University) are seen as essential social infrastructure to support the long term development of industry in Gladstone.
- Dept Education and Training recognises that higher demands for infrastructure and staffing will occur throughout the State in uneven patterns.
- The industrial growth of Gladstone would appear to provide a particular challenge to the provision of TAFE facilities and services. Central Queensland Institute of TAFE recognises that dynamic partnerships with industry are crucial to the success of the Institute.
- Accommodation of additional skills programs will place additional pressure on the existing TAFE facility and may require the need for additional TAFE facilities.
- The existing TAFE facility in Gladstone should be upgraded to a district level campus in recognition of the high level and broad range of skills demanded by industry (such as construction or non-university run allied health courses), and the position of a Director for Gladstone TAFE should be reinstated.
- A new smaller level TAFE facility should be considered within the Boyne Island/ Tannum Sands/ Benaraby/ Wurdong Heights catchment in the longer term.
- Additional ‘satellite’ vocational training/ adult education centres could be considered in existing community centres in Boyne Island/ Tannum Sands and Calliope, and in the longer term as technology develops, potentially in other smaller communities including Agnes Water and Miriam Vale.
- Services offered should be expanded to include the types of skills that could meet identified local needs where it is hard to attract and retain non local staff, particularly in the non-university accredited allied health area.

- Both disability and children's carer qualifications available at Gladstone TAFE should be upgraded to diploma level.
- Courses in construction should be offered to meet future needs for skilled workforce.
- Opportunities for females, particularly young girls, should be reinforced.

## 2.4 University – CQU

- Without the industrial development that has occurred in Gladstone, a city of its current size would not typically accommodate a university facility such as that which is provided.
- CQU has advised that overall the facilities are sufficient for current service delivery and users, except for a new Centre for Environmental Management that is required to meet the growing needs of this research centre.
- To further consolidate the university's role in the Gladstone region and provide for meaningful and relevant learning opportunities, more support and greater partnerships with industry will be required.
- Investment is required by industry into research and learning facilities for the university which will support industry in a synergistic relationship, particularly the key components of the Pathways Project being the Careers Centre, Centre for Professional Development and Green Careers, along with the new School of Industrial Engineering and Material Sciences.
- Opportunities need to be provided for more marketable shorter formats of some courses, for example, engineering, which might be more attractive to young people and encourage them to reach their full potential.
- The University should continue to identify and meet local needs where it is hard to attract and retain non local staff, particularly in the university accredited allied health areas such as speech therapy, occupational therapy, and physiotherapy. Additional support to CQU to set-up and roll-out these programs will be required.

## 2.5 Education and Employment Training Services

- A large number of employment and training services existing in the Gladstone region with linkages between schools, industry, TAFE and CQU. A number of these training services are supported by industry already.
- A project referred to as 'Clever Recruiting Gladstone', funded by the Rio Tinto Alcan Community Fund, has provided a new model for delivery of Vocational and Education Training from 2010. The recommendations from the final report are currently being acted upon by DETA and the relevant training bodies.
- The new model proposes a 'Gladstone Region Vocational Education and Training Centre' be established in a new building at Gladstone State High School. This building will provide a 'one stop shop' for school-based apprenticeships and is currently referred to as the Gladstone Region Vocational Education and Training Centre (VET Centre).

- Industry funding in the order of \$280,000 per year for five years is already locked in based on commitments from four industries. Other industry partners are currently being sought to assist with funding and programs.
- Education Queensland and Industry Partnership (EQIP) Gladstone has recently been launched and provides the funding and administrative mechanism to roll out the key vocational programs for high school students and the recommendations of the Clever Recruiting study.
- Key needs for education and school-based training available for youth from the Clever Recruiting study include continued support for the Gladstone VET Centre and new VET model to coordinate the existing education and training programs available (which will fall under EQIP Gladstone), and for this to be broad enough to cover all youth and adult training. In particular key recommendations include:
  - EQIP Gladstone, the new service delivery model that provides a common administrative arrangement for high-school VET programs, services and pathways be fostered;
  - a model similar to EQIP Gladstone for a coordinated and collaborative VET delivery model (that extends beyond the scope of EQIP) be developed and which could be rolled out through the new centralised VET facility;
  - a consolidated funding plan be developed as part of a future business plan to provide a clear picture of program funding;
  - a five year strategic plan be developed as part of the new model with succession planning strategies;
  - continued funding through EQIP Gladstone of a Project Officer to oversee and coordinate all aspects of the Gladstone Region Vocational Education and Training Centre.
- Other key recommendations include:
  - provision of transport and a coordinated and flexible timetable for all training facilities;
  - a task force comprising industry, school and higher education representatives to consider strategies to address gender in employment issues;
  - schools to continue to work with CQU, other providers in the higher education sector and career advisory groups to ensure informed student career choices and a balance of trade-related and tertiary options;
  - a common selection process for students attending off campus courses and that recruitment processes are clearly described and publicly available;
  - a gap analysis be conducted in 2009 to identify key skills shortage areas that need to be part of any new model for VET delivery;
  - training programs for adults and young people, including utilising TAFE and training options with secondary schools and development of a more balanced education approach focussing on a broad range of career opportunities, not only trades;
  - more/better employment and training opportunities for women;
  - matching of appropriate facilities and services to meet growing skill demands;

- requiring the skilling-up of local workers;
  - TAFE and higher education training in social and community services to equip workers to meet the growing social service needs (for example, child care, aged care and disability);
  - access to adult education facilities/ services in the Rural South East catchment and provision of appropriate delivery arrangements, or better travel options (refer to Public Transport section);
  - targeting of areas of employment that are growing and that need support such as construction.
- A coordinated framework that combines EQIP Gladstone, any other coordinating VET model, and the CQU Pathways Project along with other employment and training services should be established to ensure continued strategic operation and funding of these training programs and services and ensure greater collaboration between all education/ training providers, and long term partnerships with industry.
  - There is a need for educational training to encourage disengaged young people into work.
  - Training to build the capacity of workers already in the area should occur to retain and increase the area's social capital.

## 3.0 CHILDREN'S AND FAMILY FACILITIES AND SERVICES

### 3.1 Preschools / Kindergartens

- There are currently seven (7) preschools/ kindergartens in the Gladstone Regional Council area – five (5) in Gladstone, one (1) in Calliope and one (1) in Tannum Sands. The total maximum capacity of these centres is 174 places.
- The analysis of centres indicated a slight current under provision of centres, with additional centres being required in the longer term. However, the size of the centres in Gladstone was also found to be below the State average, therefore, the need for places was found to be higher than the benchmarking suggests.
- It is also highly possible that high rates of demand for kindergarten places are experienced in GRC as a result of the special characteristics of the workforce and high labour force participation rates.
- Current community demand for a kindergarten in Boyne Island Tannum Sands is evidenced by a petition to the State Government for a second kindergarten at Tannum Sands. The waiting list at Tannum Sands is approximately 110 children for only 40 places.
- The literature review and consultation confirms a lack of kindergarten vacancies in Gladstone and long waiting periods. While overall benchmarking in Gladstone suggests an adequate number of centres, the provision is very centralised, and several new outer suburbs are of a size which may support the development of a kindergarten.
- Up to approximately 7 additional kindergarten facilities will be required in future to 2031, with several additional centres being required in the longer term in Calliope and Boyne Island/ Tannum Sands, a larger or additional centre in Agnes Water and possibly centres in the Rural West and Miriam Vale.
- The Federal Government has made a decision to establish an early learning and care centre in the Gladstone region (as one of 260 nationwide locations) Although funding will not be provided for this centre to become a hub for child care services (that is, to include other services and not just a long day care centre) funding could be explored by other means to fulfil this need.

### 3.2 Long Day Care Centres

- There are currently eleven (11) child care centres across the Gladstone Regional Council area – seven (7) in Gladstone and Surrounds, one (1) in Agnes Water, one (1) in Calliope and two (2) in Boyne Island - Tannum Sands. The total maximum capacity of these centres is 867 places.
- Benchmarking indicates that there is currently a slight under provision of long day child care centres, but that the number of centres will need to double in order to meet future need.
- Analysis of the number of child care places also confirmed that the GRC area appears to have a current shortage of long day care places.

- The 'care for kids' website shows there is a lack of child care centre vacancies in approximately half the centres in Gladstone and no vacancies at Agnes Water.
- Particular gaps appear to exist in:
  - nursery places;
  - places for 4 year olds;
  - flexible 24 hour child care to cater for shift workers.
- Other significant areas of need identified through consultation include child care facilities in Benaraby.
- The current pattern of long day care is well distributed through the new suburbs of Gladstone and surrounds and larger outer lying settlements. The Rural South East – Miriam Vale and the Rural West also have populations which would warrant a long day care centre – however the dispersment of the population is such that this is unlikely to be justified.
- Like kindergarten places, it is also highly possible that high rates of demand for long day care places (in particular) are experienced in GRC as a result of the special characteristics of the workforce and high labour force participation rates. This could be expected to increase into the future with increasing industrial development.
- Specific areas of future need by 2031 include the newer outer suburban locations of Gladstone (3 centres), Agnes Water – Seventeen Seventy (1 centre), Boyne Island-Tannum Sands (4-5 centres) and Calliope (3 centres).

### 3.3 Targeted Children's Services

- Analysis of Outside of School Hours Care indicates a significant shortfall of places in Gladstone compared with State averages. This finding has been confirmed through consultation suggesting a gap in services at Calliope and Boyne Island / Tannum Sands in particular.
- It is understood that Family Day Care places are in short supply due to a shortage of available carers in the GRC area.
- There is a strong need for family orientated activities across the region as well as opportunities for mothers to connect with other mothers.
- It has been identified that there is a high rate of children coming into protective care, and child related incidents have been identified as being a significant issue in the Gladstone region [Awaiting child notifications data]
- The lack of early intervention services has been repeatedly identified as a critical need, as well as services to respond to issues such as the high demand for protective care. A greater number of services or program support for child needs (including intervention and protection) have been shown to result in a noticeable decrease in youth related issues later on.
- There is seen to be a strong need and strong support for a Children's and Family Centre which provides soft entry to integrated and mobile preventative, treatment and referral services.

### 3.4 Family Support Services

- A lack of family support networks for newcomers has been identified.
- Domestic violence and child related incidents are reported to be a significant issue in the region compared to other areas of the State. Accordingly there is seen to be a need to establish prevention and early intervention programs and a perpetrators program in Gladstone .
- Family support services and drug and alcohol counselling were also seen to be lacking in Agnes Water.
- Focus group participants indicated that the financial downturn is contributing to increases in basic welfare issues while high rents have created a new working poor. The result is an increased need for welfare and family support services.
- The need has been identified to provide support to families on issues such as parenting skills, child development, budgeting and household management.
- Despite ongoing lobbying, there has been no Legal Aid Office or a Community Legal Centre established in Gladstone. A submission by GRC for Legal Aid Services documents the history of the community's efforts to establish legal service in Gladstone back to 1992. Council currently auspices some free legal services.
- A high incidence of domestic violence, financial downturn, loss of employment and gambling problems are contributing to an increased need for financial counselling services.
- Some work practices are not seen to promote family time and wellbeing.
- The proposed Children's and Family Centre would also provide soft entry to basic parenting and life skills, and referral services for early intervention.
- Consideration needs to be given to the provision of Work-Based Child Care Centres associated with major developments, or work based places at existing centres, which are also linked to the Children's and Family Centre.

## 4.0 YOUTH FACILITIES AND SERVICES

### 4.1 Youth Facilities

- Overall, there is a growing demand for the development of youth friendly areas to assist in the integration, education and social development of youth and provide support for parents and families.
- Benchmarking indicates that two more additional youth centres will be needed in the Gladstone region by 2031.
- The model suggests these are likely to be required in:
  - the outer ring catchments of Gladstone and surrounds by 2031;
  - Boyne Island/Tannum Sands by 2021.
- Calliope will also be close to requiring a youth centre by 2031.
- However Gladstone PCYC is not well-used by young people and needs to be revitalised/ expanded to provide a 'youth hub' with appropriate funded programs and activities. Consultation with users should be undertaken to determine appropriate refocussing, expansion and increased resourcing to enable this centre to play a major district (and regional) role.
- Consideration should also be given to establishing a small dedicated youth space in Agnes Water.
- Additional facilities for youth such as facilities at Tannum Sands (along the beach) and at the Kin Kora shopping centre (such as a drop in facility) should also be considered.
- Further consideration needs to be given to making Gladstone CBD an attractive and appropriate place for young people.
- A food court was suggested at Kin Kora Shopping Centre as a legitimate place for young people.
- Appropriate public transport arrangements (for example, a youth bus) need to be provided to enable access to these facilities by youth from throughout the region.

### 4.2 Skate Parks

- Based on benchmarking, the number of skate parks would appear slightly under-provided at the present time, and will require further increase into the future. In particular, the following priorities have been identified:
  - a skate park is required in either the Kin Kora/ Sun Valley or Telina South Trees catchment by 2011 (possibly at Kin Kora);
  - an additional skate park will be required in Boyne Island/Tannum Sands by 2021.
- The literature review and consultation also identified the following skate park needs:
  - there is support to develop a new skate ramp at Memorial Park in Gladstone; and
  - the Agnes Water skate park needs enlargement.

- There is general community support for a skate bowl/park to be established in Miriam Vale to provide recreational opportunities for young people.

### 4.3 Youth Services and Programs

- Overall, a need has been identified for the improved coordination of youth services, more equal distribution of services and better public transport to access facilities.
- There is also a view that there are many services/programs geared toward disengaged youth and whilst this needs to continue, there is a high importance for programs and activities that prevent youth from becoming disengaged and which may be geared to the typical everyday youth.
- Identified future needs for youth services and programs based on information from the literature review, focus group sessions and other interviews/discussions are:
  - a Youth Policy and implementation officer for the whole Gladstone region to provide a coordinated approach to youth programs and services;
  - more coordinated information about youth activities and services to be made available in appropriate forums such as MySpace, Facebook, Twitter and YouTube, or other websites;
  - additional youth services activities and programs including recreational and cultural programs;
  - publicity of programs and events offered by Council that appeal to young people, for example, at art gallery, library etc.;
  - additional prevention programs and services to prevent disengagement and antisocial youth behaviour;
  - more affordable and accessible entertainment options for young people;
  - more general and specialist counselling services for young people;
  - rehabilitation and diversion facilities for young people affected by drug and alcohol, chronic and self-harm;
  - youth development grants;
  - increased youth homelessness resources/ programs and a youth support worker to help young people in the housing market;
  - education programs that inform young people of the effects of drugs and alcohol;
  - programs on social skills, personal development, emotional intelligence, resiliency, confidence;
  - programs on life skills – particularly financial and renting skills;
  - targeted activities for specific age groups based at key 'youth hubs';
  - youth involved in decision-making around activities and programs;
  - additional financial support and funding for youth programs and youth groups.
- A coordinated approach to funding for the above programs is required, and the need to establish greater industry partnerships for youth programs and services outside of the education and training programs that industry currently supports, is seen as necessary.

- Additional funding is required by the PCYC to manage programs and acquire new staff. This needs to be non-dependent on its own financial viability, so that it does not need to introduce uses which may be incompatible with the core function of the PCYC for young people.
- The Agnes Water Youth Group needs to be funded to ensure its sustainability.

## 5.0 DISABILITY FACILITIES AND SERVICES

### 5.1 Overnight Respite Care

- There are only two providers of overnight respite care for people with disabilities (Mainstay and Endeavour Foundation) and Mainstay (the only 7 day/ week respite service in Gladstone) has a waiting period of up to three months for new registrations before being able to access the service.
- Outcomes of consultation suggest that the provision of respite care is not meeting current demand and that no additional services have been established to keep up with population growth and increases in the number of people with disabilities in recent years. Additional respite is seen as the most significant need among the disability community.
- A particular need was identified through consultation for respite for clients with high care behaviours and for ageing carers.
- To address this need for additional respite, focus group participants suggested there is a requirement for:
  - a second specialised 24 hour purpose-built respite facility;
  - more staff training and retention of suitably qualified staff; and
  - adequate funding support.
- Additional respite accommodation is a key need that should be addressed in the immediate future. This could be delivered through a new respite facility and/ or provision of extra capacity at existing centres (that is, Mainstay and Endeavour Foundation). There may be some opportunity to co-locate a respite centre with transitional care.

### 5.2 Facilities - Housing for People with Disabilities

- Housing for people with disabilities is identified as a key need in the GRC area. There is only one identified provider of residential care in the GRC area for people with disabilities, which has provision for six clients and one emergency unit (The Endeavour Foundation).
- Limited accommodation is available in residential aged care facilities, and this is considered inappropriate for young people.
- Residential accommodation (including 24 hour accommodation support) is needed for clients whose parent/ carer is ageing and no longer able to care for a person with a disability. In some instances, the parent/ s are needing residential aged care for themselves and therefore need to find residential accommodation for the person with the disability also.
- Other housing needs identified through consultation include:
  - transitional care (post acute hospital stays) which is lacking, especially for people with acquired brain injuries, spinal injuries and strokes; and
  - housing in the general housing market incorporating universal housing design (with the ability to cater for people with disabilities and older people).

- Additional purpose-built residential facilities/ group homes are needed. Funding should be sought through the DSQ accommodation support.
- Development of a Council policy on adaptable housing is recommended, which encourages the use of universal design in a proportion of dwellings in multi-unit development and in all residential buildings for older people.

### 5.3 Education for People with Disabilities

- Two schools in the region cater for children with disabilities (one special school and one special education unit).
- Some children with disabilities attending mainstream schools have been reported as disruptive to other students, however, inclusive education is now the preferred State government policy. Accordingly, it is unlikely that additional special schools will be built.
- Additional support would therefore appear to be required to be better directed into special programs and services to assist children with disabilities in mainstream schools.

### 5.4 Disabled Access

- A review of disability access for Council owned facilities is currently being undertaken.
- Consultation indicated that access for disabled people needs to be improved in all areas, including footpaths, road crossings, recreation paths, gradients, lifts, community facilities and buses. Paths and doorway widths should be designed to accommodate mothers with prams and people on crutches as this is wider than what is required for people in wheelchairs.
- There is also a reported need for more disabled public toilets in the GRC area.
- Completion of the disability audit and development of a strategy/ action plan should be a priority for Council to ensure the upgrading of existing public facilities and provision of any new facilities to improve access for people with disabilities. State agencies also need to prioritise and implement actions under their Disability Action Plans.
- Strengthening of the planning requirements in respect of disability access is recommended as part of any future review of the planning scheme/s and particular attention to conditions of approval.

### 5.5 Training and Employment

- Employment services for people with disabilities are provided through three main providers in the GRC area.
- According to the feedback from service providers, the key areas of need are:
  - lack of staff available to provide on-the-job support to help people maintain positions once employment has been secured;
  - lack of funding to help people obtain additional skills (for example, to obtain a forklift licence and other skills).

- Greater industry involvement is suggested in providing training through apprenticeships, work experience, on the job training and other training programs for people with disabilities.
- Opportunities for collaboration between Central Queensland TAFE and industry should be investigated to provide training courses for people with disabilities.

## 5.6 Centre Based Day Care

- There are three providers of centre based day care that are available for people with disabilities, which are the Endeavour Foundation, Cerebral Palsy League Adult Day Service and the Port Curtis Day Respite Association. The Endeavour Foundation and the Cerebral Palsy League Adult Day Service do not operate on the weekend and the Port Curtis Day Respite Association is not disability specific.
- A need exists for additional day care places and particularly a service that is available over the weekend for people with disabilities.
- An immediate need exists to locate an appropriate building for the Cerebral Palsy League Adult Day Service. The service is currently looking for a suitable building to relocate to but have not been able to secure funding at this stage.
- Additional day care services should be considered, potentially in association with the DSQ Community Services Hub facility in South Gladstone.
- Out of Hours School Care and Vacation Care are also needed for families of children with disabilities who work.

## 5.7 Home and Community Care and In-Home Services

- The main gaps identified are:
  - additional drop-in services (such as the services funded by DSQ and provided by the Endeavour Foundation) to support people with disabilities who are themselves ageing and who no longer want to attend day care services;
  - transport services, particularly in remote areas where there is generally no other means of transport than private vehicle. The inability to provide transport for medical appointments is also seen as a major concern;
  - transitional support services provided in home so that clients do not have to be relocated twice; and
  - recruitment and retention of suitably qualified staff in the community sector.
- A need for additional support to assist people with challenging behaviours through Intensive Behaviour Support Teams (IBSTs) has also been identified.

## 5.8 Wheelchair Accessible Transport

- Wheelchair accessible transport in Gladstone includes the Calliope HACC Taxi Transport Service, Discovery Coast Community Care HACC Transport and the Port Curtis Day Respite Centre community bus.
- Expansion of HACC taxi transport services to Gladstone and Surrounds, Boyne Island/Tannum Sands and Agnes Water is seen as highly desirable.
- Public buses are wheelchair accessible, however, an improved bus design would enable easier access and discussion might be pursued with local bus providers to discuss the needs of people with disabilities, and how they can better be met.
- Consultation with service providers suggested wheelchair accessible community transport is not meeting current demand and that an issue for clients is the inability to get around the city after travelling into Gladstone on HACC transport.

## 5.9 Health Services for People with Disabilities

- There appears to be a significant gap in mental health services in Gladstone for clients with disabilities who currently have to travel to Rockhampton to access acute mental health beds. In the southern part of the region, including Miriam Vale and Agnes Water, the Bundaberg Hospital has community mental health programs for adult, aged psychiatry and child and youth, as well as an inpatient program.
- A need for mental health services including inpatient beds and a mental health support worker has been identified. It is anticipated that the new Community Services Hub being developed in South Gladstone may have a mental health support worker for people with disabilities. Short term provision of a small number of inpatient mental health beds has been identified for the consideration of QH (see Health and Wellbeing section), and the potential for an inpatient mental health unit in long term strategic planning for Gladstone Hospital.

## 6.0 AGED PERSONS FACILITIES AND SERVICES

### 6.1 Aged Persons Facilities - Day Care Respite Centres

- Benchmarking suggests there could be expected to be several more aged day care centres/ day respite centres or senior citizen's centres across the GRC area, however, the disbursement of the population does not warrant a need for additional current centres with the exception of Agnes Waters.
- As population increases and the population ages, additional centres could also be expected in Boyne Island/ Tannum Sands and possibly Calliope and the Rural West.
- An aged care study undertaken in 2000 found that two additional day care centres would be required by the year 2016 at Boyne Island/ Tannum Sands and Agnes Water/ Seventeen Seventy, which is generally consistent with the benchmarking findings.
- While there are two aged centres in Gladstone, there is only one centre currently providing day respite, and a 'desperate need' for day care centre respite was reported.
- Options should be investigated for the expansion of Port Curtis Day Respite Centre to increase the provision of day care services in Gladstone in the short term. In addition, a new facility should be provided in conjunction with an aged residential care facility in the longer term.
- In smaller communities, the future need for day respite should be met through the use of multipurpose community centres/rural transaction centres where possible, including Calliope and Mt Larcom.
- The provision of a new day care centre in Boyne Tannum by 2021 would appear warranted.

### 6.2 Aged Persons Services

- The provision of the majority of services for older persons is through the joint Commonwealth, State and Territory Home and Community Care (HACC) programme. Per capita support for HACC services in the Central HACC Region is slightly higher than the average for the State, which is expected to continue over the life of the plan. Due to the geographic extent of the region and the projected ageing of the population, a higher rate of per capita funding is considered necessary.
- The key areas of growth identified in the Triennial HACC Plan are Counselling/ Support, Information and Advocacy, and Allied Health. These service types have not been traditionally funded in the region and therefore a significant amount of funding will be required to meet State equity targets.
- Social Support and Allied Health Care will receive a 50 per cent funding increase while Home Maintenance and Modifications will receive a 60 per cent increase under the plan.
- While overall funding is increasing by 35 per cent in the Central Queensland (CQ) region, much of this is being directed to bring Queensland up to the per capita funding levels provided in other States. Furthermore, in CQ, significant funds are being invested into Counselling/ Support, Information and Advocacy over basic HACC services.

- Outcomes of consultation suggest that HACC services in the region are generally strained for the elderly and people with disabilities.
- Community consultation and Community Care Access Point data identify the following particular areas of need:
  - Domestic Assistance;
  - Social Support;
  - Allied Health Care;
  - Personal Care.
- Concern was raised during consultation that the recruitment, retention and training of staff is a key issue. Contributing to the problem is the higher wages awarded to government employees that Non-Government Organisations (NGOs) are not able to compete with, although it is understood there have been recent moves toward regularisation of wages for government and NGO employees in the community sector.
- The need for more allied health staff is of particular note and liaison needs to occur with Central Queensland TAFE to consider options to provide on-campus courses at the Gladstone TAFE in Certificates Three and Four in Aged Care Work, and with Community Solutions to investigate the possible expansion of the Aged Care and Disability Certificate Three.
- There appears to be a lack of awareness among older people around how to access help. The trial Access Point Demonstration Project (called 'Community Care Access Point') or modified should be continued to assist in improving awareness and access to HACC services in the CQ region following the outcomes of the project evaluation currently being undertaken.
- Promotion of opportunities in the aged care industry and relevant courses should occur through information sessions at local high schools.

### 6.3 Aged Persons Services - Community Transport

- Consultation with the providers of community transport services indicates that the key areas of need in relation to community transport include:
  - expansion of the existing HACC taxi transport service to areas outside of Calliope including additional funding to cover the increasing taxi costs and client load associated with the current service;
  - additional services to transport people from Boyne/ Tannum into Gladstone to access activities at the Senior Citizens Centre;
  - community transport to Rockhampton so that people are able to travel to specialist appointments;
  - transport generally (public and community) in the rural areas of Gladstone; and
  - transport for people who are discharged from hospital late at night and do not have access to private transport.

- It would appear highly desirable that the Calliope HACC taxi transport service is expanded to the whole GRC area.
- Consideration should be given to the potential for Council to purchase and operate a community bus which can also be used at night and weekends for youth activities.
- Investigation should be made of funding opportunities for medical transport through the Patient Travel Subsidy Scheme.
- Investigation should be made of innovative schemes for community based transport options that respond to the specific transport needs of the community, for example, medical transport services based on the Murgon example whereby car yard vehicles are used in exchange for promoting the business; or the use of private cars of older people who can no longer drive by HACC carers.
- There is a need for improved promotion of existing HACC buses to increase utilisation of existing services.
- Support should be given to proposed changes by QH in relation to changes to HACC funding for transport to medical facilities and doctors.
- Additional services are required to expand the extent and frequency of existing community transport services.

## 7.0 COMMUNITY FACILITIES AND SERVICES

### 7.1 Facilities

- Current provision of meeting rooms appears mostly adequate to meet need, other than in Turkey Beach and Baffle Creek. Meeting rooms will also need to keep pace with growth in Calliope.
- There is a need for other types of basic meeting places, including men's sheds, group picnic sheds and shelters.
- There is a large supply of halls which will be sufficient until 2031. Most Council halls are of adequate size and condition for current use, however a programme supporting ongoing maintenance, repairs and upgrading to all halls will be required. In some cases long-term renewal of older style halls in key locations may be required.
- There is a very centric distribution of meeting rooms and halls in Gladstone and surrounds - with the need to begin to create separate neighbourhood foci in new suburbs.
- Permanent performance capabilities, possibly through refurbishment of the RSL hall at Calliope, will be required.
- There is an adequate current or proposed distribution of district level multipurpose community centres across the region, which appear to be located in all relevant outlying settlements.
- The current level of provision in Gladstone is less adequate and development of a one-stop community/ neighbourhood centre at a centralised location in Gladstone such as Kin Kora would appear warranted as the population grows.
- In the future, a second smaller community centre may be required in the growth areas of Tannum Sands.
- An RTC should be investigated in the Boyne Valley, possibly co-located with other community facilities in Ubobo.
- There is an adequate current provision of religious facilities, with the need for more such facilities planned in the future to meet population growth in new areas.

### 7.2 Services

- There is a need to further capacity build local organisations and services to provide key community services in Gladstone rather than outreach from Rockhampton.
- Council should/ continue to focus its efforts in community services on facilitation, advocacy, development and promotion wherever possible, and should continue to seek other community organisations to take on face-to-face roles.
- Activities and initiatives which capacity build, increase self-sufficiency and foster social interaction will become increasingly important as the community grows, for example, community gardens, dog parks and a coffee shop and possibly bookshop at Gladstone library.

- Funding should be provided to continue the Communities for Children (C4C) program initiatives in Gladstone, now auspiced by Council.

## 8.0 CULTURAL FACILITIES AND SERVICES

### 8.1 Libraries

- The number and distribution of branch libraries appears appropriate for the current population.
- The Gladstone Library is a new facility and should be able to support future regional population.
- The overall provision of floorspace will fall below State Library standards as the population grows (currently above standards) indicating expansion in some branches may be required.
- The provision of services to the Rural West, particularly the Boyne Valley, requires further consideration.
- Alternatively, a mobile service could be considered which could service the Boyne Valley, and could also service areas such as Lowmead, Baffle Creek, and new outer suburbs of Gladstone.
- The Boyne Island Tannum Sands library will require substantial increase in size to meet future needs, and may or may not be able to be accommodated on the existing site.
- The Calliope Library will require a substantial increase in size, potentially on the existing site.
- Ongoing review of opening hours should occur, particularly in Gladstone and Boyne Island Tannum Sands to ensure access to library services by shift workers.
- Existing branch library facilities, library stock and technological equipment will need ongoing upgrading to remain relevant, to continue to act as a 'community hub' and to adequately serve their future catchments.

### 8.2 Performing Arts

- Upgrading of the existing Entertainment Centre to serve long-term needs is appropriate.
- Several further smaller performing arts spaces could be anticipated long-term, including possible inclusion of performance facilities in an arts development space (see below) in Gladstone, development of the function room in the Boyne Island Tannum Sands community centre to provide performance space and provision of performance facilities in a suitable hall in Calliope.
- Council, in consultation with the community, should consider the desirability of an outdoor amphitheatre at Agnes Water.
- A cultural and artistic precinct (such as an amphitheatre or water park/ sculpture park) could be considered as part of the proposed Kin Kora Community Centre Complex.

### 8.3 Other Cultural Facilities

- Expansion of the Regional Art Gallery and Museum will be warranted to serve future populations.
- An Arts Development Space including rehearsal space, exhibition space, wet and dry workshop space should be incorporated in the above, or elsewhere in the CBD.

- Provision of a dedicated outreach gallery space in Boyne Island Tannum Sands community centre is desirable.
- Assistance should be given to local initiatives to provide gallery/ museum exhibitions and outreach in smaller communities.

## 9.0 MULTICULTURAL FACILITIES AND SERVICES

- Gladstone has a large number of migrants from a range of different nationalities, the top five emerging migrant groups being South African, Indonesian, Indian, Philippine and Iranian.
- The majority of migrants entering Gladstone are '457 Visa holders' which is a temporary visa that is based on sponsorship from an employer for the worker and family dependents over a specified time period between three months and four years, with the majority of temporary visas being for four years.
- The proportion of migrants entering Gladstone has grown significantly since 2006 and is projected to continue to grow particularly given that future industry is likely to be gas-related which will require skills from migrants (particularly from the middle east) who are likely to be on temporary (employer sponsored) visas.

### 9.1 Multicultural Facilities

- There is currently no specific migrant or multicultural centre in the Gladstone region, although the Gladstone Multicultural Association Incorporated (GMAI) will soon be located as part of the Neighbourhood Centre through the existing partnership with Council (as part of the process to have GMAI become an Accredited Service Provider under the Department of Communities).
- A gap/ need has been identified in the literature review for a Multicultural Resources Centre in Gladstone and for this to serve as a 'one stop shop' for multicultural matters including the base for GMAI from which to provide services; a registration counter to register details of newly arrived residents, including those on a temporary visa; and to provide a hub for multicultural activities with some areas to facilitate ethnic needs such as areas for pray and the like.
- It is suggested that this centre could become a 'pod' forming part of the proposed Kin Kora Community Centre complex.
- A need also exists to facilitate the establishment of specific support networks for different cultural groups.

### 9.2 Multicultural Services and Programs

- Multicultural services are currently provided by the Gladstone Multicultural Association Inc. (GMAI) and the Local Areas Multicultural Partnerships (LAMP) Program. The Gladstone Intercultural Reference Forum provides an opportunity for a range of people from Council, State government, industry and the community to gather and discuss multicultural issues. This forum, along with the LAMP and GMAI also seek to implement the Gladstone Regional Council Multicultural Strategy 2007.
- Consultation has identified the following multicultural services and programs needs:
  - 457 visa holders are considered citizens to the effect of tax but not for access to public services, and accordingly the visa holders and their family dependents do not have any government support and no access to public health services. It is also unclear as to the level of support that employers/ industry are providing with respect to health and the like for the temporary visa holders;

- there is currently a gap with respect to information available on migrants with temporary visas, so that there is little understanding of where they come from, how long they will be in Australia, and what needs they may have;
  - there is a need for skills recognition initiatives for migrants and particularly for the spouses of migrants on 457 visas, who may have previous qualifications that need to be recognized in the Australian context;
  - the Multicultural Strategy requires updating and it needs to ensure that all services and programs capture the entire Gladstone Regional Council area;
  - there is a need for funding and implementation of the long term ‘harder’ recommendations in the Multicultural Strategy through a multi-level and partnership approach;
  - there is a need for further staffing to support multicultural initiatives (particularly an education liaison officer, and a settlement support worker) and to implement the Multicultural Strategy.
- Other opportunities identified include:
    - local programs to address multicultural issues in schools;
    - more multicultural / cultural diversity training within industry and within the broader community;
    - more coordinated industry sponsorship of multicultural events and programs through industry groups and the Intercultural Reference Forum;
    - ensuring the integration of multicultural values in child care centres, schools and industry;
    - formalising arrangements for interpreters, at least for the top five languages in Gladstone, and providing a directory/network that is easily accessible;
    - up-skilling/education programs for spouses of 457 visa holders to either provide them with ESL training or provide them with the opportunity to validate their existing skills in an Australian context.

## 10.0 INDIGENOUS FACILITIES AND SERVICES

### 10.1 Indigenous Housing

- There is one ATSI housing provider in Gladstone (GAICS), managing approximately 34 houses. In September 2009, there were an estimated 20-30 people on the waiting list for ATSI housing while only two or three properties become available each year. Thus, there is an undersupply of ATSI housing in Gladstone which on current trends (supply and demand) is likely to continue into the future.
- Indigenous groups in housing need have been identified as:
  - people with high needs are not able to access GAICS housing and have difficulty accessing public housing which is also limited in supply;
  - people who are employed and unable to access GAICS housing or private rental housing (due to unfair treatment in the private market and lack of adequate supply).
- Given the discrimination experienced in the private housing sector and its limited affordability, the demand for ATSI housing should be provided as social housing, or procured in the private market but secured for Indigenous occupation.
- Investment might be made by industry in the provision of housing for Indigenous people through the purchase of properties to be leased to Indigenous employees (or the broader Indigenous community). There may also be opportunities for industry to receive tax benefits of up to \$8,000 under the National Rental Affordability Scheme.
- An increase in the supply of public housing and supported accommodation stock in the GRC area should occur to accommodate Indigenous housing needs.
- Community sector organisations could have greater involvement in ATSI housing provision by renting private dwellings and making them available for rent by Indigenous people.
- Application of the Queensland Government's Rent Connect Program could be made for housing Indigenous people in Gladstone. This program assists people struggling to find secure tenancies in the private rental market and provides a government backed tenancy guarantee against unpaid rent or property damage.

### 10.2 Indigenous Facilities and Services

- The primary provider of health care services for Indigenous people, Nhulundu Wooribah, has indicated a need for additional GPs and a larger facility to cope with current demand.
- A 'Murri Centre' is proposed by Nhulundu Wooribah at Police Creek, where Indigenous service providers can be co-located. Proposed activities include office and meeting spaces for Indigenous organisations, relocation of Nhulundu Wooribah Health Services, Indigenous art gallery and artists workshop, a living museum focussing on local Indigenous culture, a restaurant, business hub and incubator, commercial offices and reception.
- Training and employment services can be better provided through a collaborative and integrated approach whereby agencies work together and available funding is pooled.

- Improved engagement with local Indigenous people is perceived as being needed across the board.
- Further investigation of potential use of the 420ha site at Calliope owned by Gehgre, which is currently underutilised.

## 11.0 RECREATIONAL/SPORTING FACILITIES AND SERVICES

### 11.1 Children's Playgrounds

- The number of playgrounds is slightly below that anticipated by benchmarks at the current time. The benchmarking supports the need for additional facilities in outer areas of Gladstone, particularly Clinton, New Auckland, Telina and Glen Eden. In addition, the benchmarking points to a significant need for play facilities in Boyne Island/Tannum Sands as well as Calliope.
- The future provision of playgrounds will need to double to meet the needs to 2031. It will be important that the provision of these is timely to meet the needs of new families in growth areas.
- The highest increase in playgrounds will need to occur in Boyne Island/Tannum Sands and Calliope. The Rural West also benchmarks as potentially requiring four to five playgrounds by 2031. Council should provide these in response to requests from individual communities.
- There is a need for an ongoing program to improve the quality of existing playground facilities across the region, particularly in Gladstone and Surrounds, but also in outlying centres, including the provision of modern equipment, shade, shelters and water.
- Priority Infrastructure Plans should be prepared at the earliest opportunity to ensure that playgrounds can be provided as soon as new residential development occurs.
- There is a need for improved pedestrian linkages between key destinations and existing playground facilities, and this should become part of the prioritisation of walkways and cycleways.

### 11.2 Ovals/Sportsgrounds

- Standards suggests a slight over supply of sporting land in the order of 12.4 hectares in Gladstone at 2006 but that an estimated further 21 hectares of sporting land will be needed by 2026 based on current provision rates.
- Benchmarking suggests that the overall number of ovals/sportsgrounds compares favourably with benchmarks although many of these tend to be small and local in nature. There are however many issues related to the standard and level of facilities available.
- In addition, consultation feedback has indicated there are limited opportunities for major sporting competitions.
- Benchmarking suggests a further 16-18 sports fields will be required across the region by 2031, with future facilities anticipated to be needed in Kin Kora/Sun Valley, Telina/Glen Eden, New Auckland/Kirkwood, Boyne Island/ Tannum Sands and Calliope; and possibly an additional field at Agnes Water and one in the Rural West.
- Alternative opportunities (to Ash Pond 7) should be identified, evaluated and costed for a high standard multi-field sporting complex in Gladstone to be built in stages over the next 20 years to serve the whole region.
- As part of the above, all sporting codes, including smaller codes, should be consulted to determine needs to 2031 which can best be accommodated in a master plan for such complex.

- Should it be determined that this complex will not proceed at any location, then the amalgamated Open Space and Recreation Study will need to review the recommendations relating to existing grounds and fields accordingly.
- A schedule of capital upgrades to maintain and improve existing sporting facilities will need to be developed in accordance with the recommendations in the various sport and recreation studies.

### 11.3 Courts

- Based on the benchmarking figures, there is a substantial existing need for basketball facilities within the Gladstone. Consideration should be given to the expansion of the PCYC or the Basketball Stadium to accommodate future indoor basketball activities; alternatively this use could be incorporated into a high standard multi-field sporting complex in Gladstone.
- Basketball courts should be provided under a Priority Infrastructure Plan in outer areas of Gladstone, Boyne Island/Tannum Sands and Calliope.
- Approximately 10 additional future netball courts are likely to be required in Agnes Water, Calliope, Miriam Vale and Rural West.
- The overall provision of tennis courts appears adequate into the future; however some additional tennis courts may be required by 2031 for Agnes Water; Boyne Island/Tannum Sands; and Calliope.
- Opportunities should be sought for funding to upgrade the existing tennis courts at Rigby Park.
- Tennis courts and netball courts should be provided to accompany growth under a Priority Infrastructure Plan in Calliope.
- All needs based on benchmarking should be subject to consultation. In particular, needs in outlying and rural catchments should be subject to community interest.

### 11.4 Multipurpose Leisure Centre / Aquatic Centre and Swimming Pool

- Currently there are no multipurpose leisure/aquatic centres in the Gladstone region, however, the benchmarking findings suggest that a small facility of this kind could be supported. Accordingly, the proposed upgrade should be undertaken to the facilities at the Gladstone Aquatic Centre, to increase the family fun orientation of the centre.
- A 'Strand' type facility with pools could be considered in any foreshore development in the longer term (see Recreational Parks).
- A public swimming pool should be provided at Boyne Island/Tannum Sands within the next five years, ahead of benchmarked population.

### 11.5 Indoor Sports Centres

- There are currently no high standard, multipurpose indoor sports centres in the GRC area (PCYC is the only similar facility). According to benchmarking, there will be a need for such a facility within the local government area by 2031.

- Investigation should be made of the potential for short term expansion of the PCYC/ Basketball Stadium to accommodate the specific needs of a variety of indoor and specialised sports. This should occur within the context of the Master Plan being prepared for Memorial Park as a whole.
- The feasibility of an indoor sports centre within a multi-sporting complex should be investigated.

## 11.6 Recreational Parks

- Previous recreation and open space studies show that there is an undersupply of suitably developed (with the right facilities, access, etc) recreation land in Gladstone and Surrounds. It was estimated that 33 hectares of additional recreational land would be needed by 2026 but that many of the demands for recreational land could be met adequately through the upgrade, enhancement and development of existing open space.
- The literature also identified disparities in the quality and state of open space / recreation facilities and particular deficiencies in older suburbs and new residential developments.
- The main deficiencies in terms of open space / recreation park provision over the short to medium term were reported in the study as:
  - district active recreation, which should meet the minimum standard of 10 hectares;
  - active neighbourhood parks in emerging urban areas that are not well serviced (for example, Glen Eden and New Auckland).
- In the Boyne/Tannum area, some of the key issues from previous studies included the need for dredging of the Boyne River; insufficient pontoon access for Boyne River to allow for easy and safe access; and the need for health and fitness facilities, particularly to meet the needs of shift workers.
- The Public Open Space and Recreation Plan prepared for the former Miriam Vale Shire showed that the total supply of recreational parkland was generally adequate. However, there was a need for upgrades to existing recreation parkland, planning for shore and water based recreation along the Baffle Creek corridor, and facilities for young people across the former Council area and particularly at Rosedale.
- There is a need seen for Council to develop a rolling program of recreational park improvements in accordance with the recommendations in the various sport and recreation studies.
- In particular, appropriate locations should be determined for:
  - the development of district active recreation spaces;
  - active neighbourhood parks in emerging urban areas that are not well serviced;
  - additional district parks and large local parks at Agnes Water / 1770 (if required).
- Council should consider the concept of extending or reinforcing Gladstone's greenbelt as a means of managing and separating the future development of Gladstone, Boyne Island/Tannum Sands and Calliope, in order to retain their distinct identities.

- The opportunities for a second botanic gardens should be investigated in the GRC area or expansion of the existing gardens to accommodate the needs of the 2031 population. The land for this will need to be identified and reserved at an early stage.
- Recreational facilities for young people need to be improved in outer Gladstone, Calliope (as the population grows), growth areas of Tannum Sands and the former Miriam Vale Shire.
- Support should be given to the proposed redevelopment of the Barney Point Reserve to provide world-class facilities, and funding contributions from industry should be considered.
- The opportunity should be further investigated to connect the CBD waterfront development with the Barney Point Redevelopment and provide extensive waterfront parkland and possibly 'Strand' type pool and walking facilities.
- Opportunities to optimise use of sport and recreation facilities in school grounds need to be pursued with the support of Council, particularly in rural locations.

### 11.7 Bikeways/Pedestrian Recreation Trails

- In the Gladstone area, the main facility is the Round Gladstone Trail. The trail is a great asset and improvements need to be made to signage and access, and better awareness including promotional material and maps.
- There is a substantial demand for walking and cycling facilities across the former Miriam Vale Shire area and investment in additional trails is considered necessary.
- Additional trails around Gladstone are required linking points of interest, tourist attractions and scenic areas.
- Improvements to existing trails should be made through the provision of facilities such as water, toilets, signage, views/lookouts and bike parking facilities.
- New trails will be required in the longer term to respond to growing demand for outdoor recreation in association with activities such as bush walking, boating and camping, and should be identified and protected.
- Consideration may need to be given to a regional facility location for trail bikes.

### 11.8 BMX Track

- The benchmarking suggests that the current provision of BMX tracks is adequate to meet current need, however, another track may be required by 2031.
- To respond to community demand, Council could consider provision for a BMX in the medium term in the Boyne Island/Tannum Sands area.
- A BMX jump could be considered in the Boyne Valley with community interest.

## 11.9 Dog Parks

- An audit of existing facilities identified that there are currently three dedicated off leash areas in the GRC area, only one of which is in Gladstone and 2 in Boyne Island/Tannum Sands. Benchmarking indicates that the current provision of dog parks is very low across the GRC area.
- Dog parks are considered important to the social development of the area where a high proportion of residents are newcomers to the region.
- Up to 5 future dog park facilities need to be identified across the region.

## 12.0 PUBLIC TRANSPORT

### 12.1 Public Transport

- There appears to have been no specific accessibility study undertaken since the Gladstone Integrated Regional Transport Plan (GIRTP) in 2000. This appears a gap in terms of informing strategic planning in the region.
- A public transport study was undertaken recently (2008) on behalf of the GAPDL. This study and consultation indicates substantial gaps in the availability, scheduling and accessibility of public transport services across the region, including:
  - a lack of frequent services and services on weekends, particularly no services between Boyne Island/ Tannum Sands and Gladstone;
  - no bus services between Gladstone and Calliope except for school services;
  - limited transport between Agnes Water/ Seventeen Seventy and Miriam Vale and limited transport between Miriam Vale and Gladstone;
  - poor public transport access between Gladstone and Rockhampton, which significantly limits access to Rockhampton as the regional centre serving Gladstone;
  - a lack of transport for young people, particularly accessing training opportunities from school or shopping centres or leisure opportunities etc. after school and on weekends;
  - a lack of transport for the elderly to access services;
  - a lack of transport for sporting competitions;
  - elevated transport costs due to the distances being travelled.
- Opportunities identified include:
  - there is a need for State Government inter-departmental consideration of the issue of access between Gladstone and Rockhampton and its effect on access to regional services, in particular higher order and specialist health services;
  - overall, bus services (such as shuttles) that are more frequent and operate on weekends and service a range of priority groups, are needed;
  - improved access between the railway station and key areas within the Gladstone urban area; and from the airport to key centres throughout the region is required;
  - short term management and long term upgrade of the Kin Kora interchange is required.
- Gladstone Integrated Regional Transport Plan and the GAPDL study could be used as a base and be updated to:
  - review the status of all previous recommendations and implementation actions of the GIRTP and GAPDL study;

- develop and implement an updated accessibility strategy that covers the entire Gladstone Regional Council area;
- utilise the existing Gladstone Region Transport Advisory Committee to oversee the review of the IRTP and implementation of recommendations.
- A strategic road network study and priority action plan is about to be undertaken for GRC which will need to:
  - identify key upgrades within Gladstone and Surrounds necessary for the functioning and access of communities to key facilities and services. The upgrading of the Kin Kora roundabout should be the highest priority action under this plan;
  - identify future priorities in terms of road upgrades, duplications and ring roads which will be necessary to support the population projections identified to 2031, especially between Gladstone and Boyne Island Tannum Sands; and between Gladstone and Calliope; and between Calliope and Boyne Island Tannum Sands.

## 12.2 Walking and Cycling

Overall needs are to:

- 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 (for example, PCYC).
- Improve pedestrian and cyclist connections from new developments to established areas and key destinations (for example, schools, open space, grounds and shopping centres).
- Encourage cycling to employment centres.

Specific improvements identified across the Gladstone region from open space studies include:

- Improve pedestrian connections at Spinnaker Park to Blain Drive/ Marina boardwalk and along waterway/open space corridors (for example, Police Creek, western side of Callemondah Lake).
- Increase pathway maintenance and conduct upgrades (that is, provision of lighting, signage, end-of-trip elements such as drinking water, seating and parking facilities, widening paths).
- Undertake a major upgrade to Hanson Road and Glenlyon Road to create longer circuits.
- Improve the Phillip Street and Dawson Highway intersection for pedestrians and cyclists.
- Upgrade the Tranquillity Walk at the Lions Park in Miriam Vale.
- Improve the Heritage Pathway between Agnes Water and Seventeen Seventy.
- Create walking circuits via the local street network and new foreshore walking trails in Turkey Beach.
- Provide a fitness walking circuit in Bororen at the Bororen Sports and Recreation ground.

- Continue to expand the existing bikeway/ walkway network in Boyne Island/ Tannum Sands and light additional areas of these pathways.

## 13.0 POLICE AND EMERGENCY FACILITIES AND SERVICES

### 13.1 Police Stations

- Current provision compares favourably to the anticipated number of stations from the benchmarking process.
- Police services are represented in all settlements of appropriate threshold size, and two under that size.
- The majority of the existing facilities are considered adequate by the service.
- An upgrade has been requested for the Gladstone Police Station – and there will need to be consideration in the future of the ability to expand and possibly relocate Gladstone Police Station to another more accessible/appropriate site.
- New facilities have also been requested for the Gladstone Water Police.
- An election commitment was made for a new police station at Calliope. The planned rebuilding of the Calliope Police Station should take account of the future population size of Calliope.
- There may be a need to expand Tannum Sands police station given the projected population increase in Boyne Island and Tannum Sands.
- A need for increased police presence in Baffle Creek has also been identified through the literature review. QPS will need to monitor and consider the ability to satisfactorily police small communities such as Baffle Creek from existing stations.
- There may also be an additional requirement for emergency response by QPS from the proposed expansion of major industry - the cumulative impact of these in terms of facility needs has not been able to be assessed with the information available (for example, in ESs) within this study.

### 13.2 Police/Justice Services

- The rate of offences per 100,000 people in Gladstone is less than the State average.
- The police staffing ratio (one officer to every 450 people) is only very slightly higher than the state average of 435, and a better ratio than some other similar regional police districts, including Gympie and Rockhampton. QPS has reported that staffing levels are adequate, but they aspire to providing a high level of service, including through community and industry partnerships.
- Staffing levels at Agnes Water, particularly in peak tourist periods may require review.
- There appears a need to further develop programs and concentrate community policing and education efforts around the types of offences which are higher than average, including domestic violence offences, traffic offences and alcohol and drug-related (street crime) offences.
- Industry may be able to be involved in education programs in this regard.

### 13.3 Justice Facilities

- The existing courts require minor refurbishment to improve the existing facilities.

- Expansion of the existing courthouse may be required in the medium to longer term.

### 13.4 Fire Stations and Rural Fire Brigade Sheds

- The addition of the proposed Fire Station at Agnes Water will complete the current provision of stations in all centres of an appropriate threshold in the Gladstone Regional Council area.
- Expansion of the existing Gladstone Fire Station may be required to meet projected population needs by 2031.
- Upgrading of the Boyne Island Tannum Sands Fire Station from auxiliary to a full time manned station should be investigated in the future, particularly given the growth projected in this area.
- The following is required with respect to rural fire stations
  - the need for a Rural Fire Station in Mt Larcom should be monitored as growth occurs;
  - an ablution facility is required at the Lowmead station;
  - upgraded facilities are required at Turkey Beach;
  - upgraded facilities are required at Miriam Vale (the shared Colosseum facility); and
  - improvements to Mt Morris/Beecher station are required.

### 13.5 Ambulance Stations

- Benchmarking would suggest that ambulance services are currently represented in all settlements of appropriate threshold size, and two under that size.
- QAS has not indicated the need for further stations. Overall, the modelling indicates that there should be sufficient ambulance stations in the Gladstone region up to 2031.
- Expansion (or relocation) of the existing Gladstone Ambulance Station may need to be considered to meet projected needs by 2031. An assessment of site and condition has not been undertaken to determine the potential for this to occur.
- Further consideration also needs to be given to the cumulative impact of major industry in terms of facility needs for QAS.
- Consideration of future levels of ambulance provision at Agnes Water may be required with growth.

### 13.6 SES Facilities and Services

- All SES facilities service the whole Gladstone Regional Council area. All SES facilities are purpose-built facilities for volunteer emergency services activities.
- The Gladstone State Emergency Service Unit has advised that an increase in volunteer numbers is always welcome.
- The Gladstone SES Unit has also provided details of specific needs for each SES facility:

- The Gladstone, Mt Larcom and Agnes Water SES facilities are adequate at present for current usage and there are no plans to develop or extend;
- The Calliope SES facility has space limitations but is functional, and there are plans to extend the facility or construct an additional building to house vehicles and this is subject to funding assistance;
- The Tannum Sands SES facility is outgrown with an expansion or relocation necessary, and decisions on this are subject to funding assistance and land availability;
- The Miriam Vale SES facility is insufficient in meeting demands of community and staff and a refurbishment is required. Any upgrade will be subject to funding assistance; and
- Some minor internal modification to the Rosedale and Baffle Creek SES facilities is being considered.

## 14.0 HOUSING

### 14.1 Social and Supported Accommodation

- Considerable housing needs have been identified:
  - there are an estimated 962 social (public and community) housing dwellings in the GRC area, the majority (860) being provided in the former Gladstone LGA;
  - there are 659 applicants on the CQ social housing register (February 2009);
  - half of the applicants registered in the Gladstone locality were classified as 'very high' need;
  - in terms of duration on the social housing register – 48.9 per cent are less than six months and 6.3 per cent are longer than four years. The longest wait is in Calliope where 54 per cent wait two or more years for an allocation;
  - low income households without high needs are finding it harder to access social housing as the supply of housing is not keeping pace with demand;
  - three quarters of registered applicants were from lone person households (higher than the 48 per cent in Queensland).
- Considerable investment is being made in social and supported accommodation in Gladstone:
  - an additional 137 social dwellings are to be built under the economic stimulus plan in Central Queensland (the number to be located in Gladstone is unknown);
  - DOCs are developing 42 one-bedroom units for public housing to be managed by a community organisation;
  - \$400,000 State government investment over three years to the GRC for crisis accommodation and associated support services was announced on the 24th of July.
- A significant further increase is required in the supply of public and community housing so that people on low incomes and with low social needs can access the One Housing System. At present these people can have a long wait time to access suitable housing adding to the social pressures on them.
- There is a need for transitional housing so that people in crisis and boarding housing can progress successfully to secure long term housing. At present many progress from crisis housing back to homelessness.
- There is a need for increased crisis housing suitable for extended families, Indigenous people, single men and young people.
- Increases in housing stock also require commensurate increases in social support services to support people in maintaining successful tenancies.
- An efficient and reliable public transport network is needed to provide access to housing in Boyne Island, Agnes Water, Tannun Sands, Calliope, Miriam Vale, Boyne Valley as well as outer suburbs within the Gladstone urban area.

- There is a need for a rental support service to assist people who find it difficult to secure a tenancy due to discrimination, high demand for properties and competitiveness for private rentals to access private rental housing in Gladstone (similar to the Rent Connect Officer program currently being trialled in Rockhampton by the State Government).
- There appears greater scope for industry involvement in housing provision, particularly where contributing to an influx of workers and their families. Financial incentives may be available to developers under the National Rental Affordability Scheme up to \$8000 for each dwelling rented at 20 per cent below the market rate.

## 14.2 Aged Persons Accommodation

- There is a need for a significant increase in affordable and appropriate residential facilities for older people in Gladstone, Miriam Vale, Mt Larcom, Agnes Waters and Calliope, including residential care beds.
- Specific needs include:
  - the provision of dementia care facilities in Gladstone City;
  - the provision of greater housing choice, including smaller housing and low set housing;
  - the provision of universally designed housing to support reduced mobility;
  - a strong need for additional residential aged care beds, particularly low care beds. The current shortfall of low care residential beds is in the order of 50 beds.
- Benchmarking of aged care places indicates that these needs will only increase over time. By 2026, the number of older people aged 70 and over will have trebled. Based on the current Commonwealth targets, the following additional places will be required over this period:
  - 230 high care beds;
  - 332 low care beds; and
  - 149 aged care packages.
- The Gladstone Retirement Village Committee proposal is an important opportunity to increase the supply of appropriate housing for older people and with the possibility of building the community's capacity to develop additional community based, affordable and appropriate housing supply over time.
- Industry seeking good corporate citizenship should be encouraged to direct their funds into increasing housing stock rather than providing subsidies on existing housing stock or ad hoc funding to individual aged care agencies. A more strategic approach would allow investment in housing that is needed, at the same time freeing up standard housing stock that is currently tenanted by older people.
- Any expansion of the public housing stock should include smaller (two-bedroom) dwellings suitable for occupation by older people (that is, providing ground floor access and incorporating universal design principles).

- In the next review of its planning scheme, the Gladstone Regional Council should investigate the capacity of the scheme to support the provision of integrated (tri care) accommodation for older people, taking into account the ability to develop flexible forms of housing (including higher density forms and lower density campus style 'villages') in a variety of accessible locations that can be appropriately serviced; and the inclusion of universal design principles in the development of portion of the general housing stock.

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