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COMMUNITY HEALTH AND WELLBEING ASSESSMENT

FINAL REPORT

A planning study supporting the Fraser Coast 2031: Sustainable Growth Strategy Project

Prepared for

GHD

on behalf of

Fraser Coast Regional Council

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PREFACE

This individual planning study report was commissioned by the Fraser Coast Regional Council (Council) as part its Sustainable Growth Strategy project to assist and inform in the development of a new planning scheme for the entire local government area. It is important to understand that while the study report and its recommendations are a significant input, it does not necessarily represent the final integrated policy position of Council. Rather, the information will be used to assist the drafting of elements of the new planning scheme. The integration and balancing of a range of project inputs, community and State government engagement and other information which becomes available to Council will also influence the final policy content of the new planning scheme. Following an initial review by the State, a statutory public consultation process will occur where formal submissions are considered by Council and the State government before the planning scheme is finally adopted.



Executive Summary

Introduction

Briggs & Mortar Pty Ltd was commissioned by the Fraser Coast Regional Council to undertake an analysis of the community health and wellbeing of the Local Government Area (LGA) as part of its broader Sustainable Growth Strategy project. The purpose of this report is to synthesise the available literature on health and wellbeing, including how it can be measured and improved, assess the current health and wellbeing status of the region, and provide recommendations for future improvement and ongoing measurement.

Defining and Measuring Community Health and Wellbeing

“Community Health and Wellbeing” are generally acknowledged as difficult terms to define and measure. The World Health Organization defines health as “a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity”¹. “Wellbeing” is largely a subjective concept, “a state of being for individuals or groups, and one that is often evaluated against a set of socially determined ideals” (Miles, Greer, Kraatz and Kinnear, 2008, p75).

The measurement of community health and wellbeing is even more fraught than its definition. The methods of measuring community wellbeing range from subjective questions in the form of surveys (particularly in assessing the ‘soft’ elements) and statistical data; to professional assessments of urban form and infrastructure provision (assessing the ‘hard’ elements).

There is an increasing amount of research attempting to identify the key elements essential for community health and wellbeing, and a number of guidelines and principles to contribute to this on the Fraser Coast have been developed. The key factors considered in the literature to contribute to community health and wellbeing include:

- Urban design/ health and physical activity;
- Community engagement/ involvement;
- Social capital;
- Life satisfaction;
- Socio-economic status; and
- (Social) sustainability.

As part of this report, a thorough review of the literature on community health and wellbeing was undertaken. The review shows that, whilst a number of indicators for community health and wellbeing have been developed, few are easily obtainable on a recurrent basis.

Assessing Current Community Health and Wellbeing of the Fraser Coast

At the present time, there is no baseline evaluation which fully assesses the community’s current level of community health and wellbeing. Many indicators which could be used to measure health and wellbeing are subjective and would require annual or periodic surveys to establish progression toward achievement.

Currently available indicators of health and wellbeing for the Fraser Coast are summarised below:

¹ Preamble to the Constitution of the World Health Organization as adopted by the International Health Conference, New York, 19-22 June, 1946; signed on 22 July 1946 by the representatives of 61 States (Official Records of the World Health Organization, no. 2, p. 100) and entered into force on 7 April 1948. Accessed www.who.int/about/definition/print.html/



Socio-Economic Disadvantage and Social Capital

- At the 2006 Census, the Wide Bay Burnett region had the greatest level of relative disadvantage of any region in Queensland (Uniting Care Centre for Social Justice, 2010);
- The Fraser Coast had only a slightly lesser level of disadvantage;
- Within the Fraser Coast LGA, remote locations outside of the main centres of Hervey Bay and Maryborough have higher levels of disadvantage, particularly in the catchments of Rural South, Rural South West, and Hinterland Hervey Bay (ABS, 2006).
- The Wide Bay-Burnett region has low levels of social capital compared to other regions in Australia (Bureau of Transport and Regional Economics, 2005), including:
 - a low score measuring frequency of social contact;
 - a higher proportion of people who only get together socially with friends or relatives once a month or less;
 - a higher proportion of people who get together with family and friends less often than once every three months;
 - a lower labour force participation rate compared to the nation, which is due partly to the high proportion of retired people in the region but also attributable to lower labour force participation rates in age groups 25 years and older.

Health

- The major causes of death and illness for the Fraser Coast Health Service District (HSD) are *coronary heart disease (CHD), stroke, chronic obstructive pulmonary disease (COPD), depression and lung cancer.*
- The Fraser Coast HSD had similar rates of age standardised mortality to Queensland as a whole during 2003 to 2007. The Fraser Coast had a slightly higher rate for 'all causes' mortality in females.
- Patterns of hospitalisations in the Fraser Coast Regional Council between 2004 and 2008 follow similar patterns to 2002-5, with the 'all causes' of hospitalisations significantly lower than Queensland, although hospital separation for diabetes are now similar to Queensland. Intentional self harm, all cancers (excluding non melanocytic skin cancer), stroke and coronary heart disease remain higher than Queensland.
- Health determinants of significant impact for the broad population include: *harmful alcohol consumption, smoking, overweight and obesity, poor nutrition, physical inactivity, and risk and protective factors for mental health.*
- For older people, housing, transport and social isolation were notable health determinants, along with socio-economic disadvantage. These health issues will be exacerbated where older people are socioeconomically disadvantaged.
- Health determinants for children (0-14) include: *poor nutrition (both maternal and childhood), overweight and obesity, physical inactivity, sun protection, vaccination and oral health.* Social determinants of health of importance include *family supports, housing, family income and employment, and quality education for children.*
- For young people, health determinants include: *harmful alcohol consumption and use of illicit drugs.* *Education, employment, family relationships and housing* are important social determinants.
- For people who are disadvantaged, health determinants include: *diabetes management, harmful alcohol consumption, overweight and obesity, poor nutrition, physical inactivity, and risk and protective factors for mental health.*



- For Aboriginal and Torres Strait Islander people, health determinants of significant impact include: *poor diabetes management, overweight and obesity, poor nutrition, physical inactivity, harmful alcohol consumption, high blood pressure, poor blood cholesterol management, and risk and protective factors for mental health.* Social determinants of health are of specific importance in this population.

Queensland Health suggested that *sense of control, employment and housing* must be addressed to achieve sustained health improvement in the Fraser Coast HSD. In addition, *environments that support healthy lifestyles must be developed and maintained.*

Disability

- The Fraser Coast Regional Council area had a higher rate of people requiring assistance with a profound or severe disability than Queensland (7.0% of the population compared to 4.0% in Queensland). (ABS, 2006)

Crime and Public Safety

- In 2008-09, the Maryborough Police District (which includes Hervey Bay) had a higher rate of reported offences against the person than Bundaberg and Gympie Police Districts and Queensland. Rates of reported offences against property and 'other offences' were lower (QPS, 2009).

Opportunities to Improve Community Health and Wellbeing

The literature review identified a very wide range of elements and principles which affect and determine overall community health and wellbeing. The review of local values and needs has suggested a significant number of areas in which the community has strengths, a number of issues and needs, and many opportunities.

In order to improve general community health and wellbeing, the following factors should be focused on:

- Enhancement of social infrastructure;
- Fostering of community cohesiveness and individual opportunity;
- Addressing of key health determinants, particularly:
 - development and maintenance of environments that support healthy lifestyles;
 - housing, transport and social isolation for older people;
 - family supports, housing, family income and employment, and quality education for children;
 - education, employment, family relationships and housing for young people, as well as increasing the level of physical activity, improving nutrition, and addressing the growing problem of overweight and obesity in young people;
 - unemployment, transport difficulties, and lack of affordable housing for people suffering social disadvantage, especially in outlying areas;
 - sense of control, housing, employment and transport for indigenous people;
- Ensuring adequate support services and facilities for people with disabilities;
- Working to address crime against the person and property.



Recommendations

Recommendations are grouped into ten health and wellbeing elements and are included below:

Healthy Food

- Preservation of agricultural lands
 - Provide and preserve good agricultural lands
- Support for local food production
 - Recognise and protect important sources of local food production
 - Promote sustainable farming and support for rural areas
 - Promote education to grow fruit, vegetables and herbs
- Access to fresh, nutritious and affordable food
 - Establish fresh produce markets
 - Establish community gardens
 - Enhance access to healthy foods through schools, supermarkets and eating places, including cafés, restaurants and fast food outlets

Healthy, Active Living

- Protection of urban and rural lifestyles
 - Maintain a sense of balance between urban and rural lifestyle
 - Maintain unique village feel and preserve small friendly rural communities
 - Encourage communities which are designed for living
 - Protect and plan for future development
- Access to nature for sport, recreation and reflection purposes
 - Protect and enhance the “green character”, wilderness and biodiversity of the Fraser Coast region
 - Provide unstructured recreation activities in a setting which retains a sense of “wilderness”
 - Provide good quality open space that protects and enhances the environmental, cultural and heritage values of the area
 - Ensure an adequate supply and distribution of open space across the LGA
 - Ensure development proposals have usable on-site open or public space for occupants/ users (possibly on rooftops) and communal areas with a range of facilities to promote activity
 - Promote a healthier environment with green areas throughout the urban environment
 - Utilise green corridors for dual purposes, i.e. environmental preservation, active transport, access to facilities and services, and open space
 - Create accessibility by ensuring that open space is:
 - distributed throughout an area providing equitable access to all users;
 - easily accessible via public transport where appropriate;
 - easily accessible via the walking and cycling network; and
 - connected with the broader open space network.
 - Create usability by ensuring that open space is:
 - of a sufficient size and shape to cater for the intended use of the site;
 - adaptable and maximises the range of possible uses available, ensuring equitable opportunities for all users; and
 - shared with a number of user groups, e.g. schools



- Adequate provision of sport and recreational facilities
 - Provide high quality, affordable sport and recreation opportunities
 - Provide appropriate sporting activities for older people
 - Ensure recreational facilities and open space are safe, well maintained and actively managed
 - Provide safe and attractive children's playgrounds, recreational parks and public spaces with picnic facilities, activity spaces for youth such as basketball hoops, shade, shelter, seating, toilets, drinking fountains etc
- Public/ civic spaces
 - Plan and design civic spaces for socialisation, celebrations and events
 - Develop streetscapes that encourage activity
 - Develop pleasant and welcoming spaces, through landscaping, park furniture (seats, drinking fountains) and lighting
 - Provide public spaces that encourage affordable physical activity and socialisation
- Leisure and entertainment
 - Provide entertainment opportunities for the ageing population and younger people
 - Provide larger civic spaces for community events and outdoor entertainment
 - Provision of smaller civic spaces for social interaction, relaxation, lunchbreaks etc
 - Facilitate leisure and entertainment facilities to meet all demographics and lifestyle choices, e.g. retail, entertainment venues, dining, commercial recreation facilities etc
- Workplaces
 - Plan well-designed and located workplaces which are accessible to public transport, walking and cycling networks
 - Encourage the provision of the infrastructure and facilities which encourage changes in travel behaviour e.g. end of trip facilities
- Schools
 - Develop safe mechanisms to encourage children to walk to school (e.g. walking trains)
 - Encourage and permit community use of recreational facilities in schools

Supportive Social Infrastructure

- Increased provision of community facilities and services
 - Improve and maintain social infrastructure in line with population growth and the need to attract and retain a broad demographic base, including families and young people
 - Equitably distribute social infrastructure within the constraints of geographically dispersed communities and lack of funding (larger populations may sustain a higher order provision)
 - Establish population levels to support new infrastructure
- Accessible community facilities
 - Avoid unsuitably sited facilities that are remote from the communities they serve and difficult to access except by car
 - Avoid settlement patterns that adversely impact on service provision
- Timely community facilities



- Plan for social infrastructure is provided in a timely fashion to meet the requirements of population growth
- Diverse community facilities suited to the demographic base
 - Access to a range of community facilities and services that are flexible to accommodate changing needs
 - Plan to provide a range of community facilities and services targeting specific needs groups such as children, young people and older residents
 - In particular, plan the provision of health/medical facilities and services for an ageing population
 - Colocate community facilities with parks where possible to facilitate clear and direct walking and cycling routes to them
 - Encourage the planning of larger, well-located and designed retail areas and shopping centres as centres for interaction, entertainment and physical activity that are vital, accessible, safe and convenient
 - Promote active, positive ageing (health prevention) including the provision of suitable recreation facilities and services
- Ongoing funding
 - Ensure community facilities are provided with adequate recurrent resourcing and management

Community Identity and Belonging

- Identification with place
 - Need for distinctive, legible, and well-designed urban areas which promote sense of place and community, health and safety, accessibility and social interaction
 - Provide stimulating and attractive routes to and around local landmarks and points of interest
 - Establish innovative community gardening/ greening schemes as a means to beautify the city and local residences
 - Promote high quality building design which contributes to the function and attractiveness of an area
 - Preserve intrinsic character of unique communities and areas
 - Protect coastal townships from further growth pressures
- Town/ Activity centres
 - Establish lively and vibrant town (activity) centres providing a focal point for community activity
 - Plan a network/variety of local destinations within easy walking distance (400m)
 - Create public spaces in CBD areas for people to meet
 - Ensure urban centres are traffic friendly
- Reinforcement of cultural heritage
 - Preserve and enhance places of natural, historic and cultural significance (Indigenous and non-Indigenous)
 - Promote local arts and culture, and provide opportunities for cultural expression
 - Respect and celebrate the cultural values, meanings and beliefs of the community, including indigenous and non-indigenous cultures
 - Protect Indigenous cultural sites and items of significance and develop appropriate strategies to foster greater understanding of Indigenous history and culture



- Build community connections, harmony and pride through arts and cultural heritage development
- Promote public art
- **Diverse and inclusive communities and neighbourhoods**
 - Provide diverse cultural experiences
 - Address the demographic imbalance by attracting more families through promoting the lifestyle, jobs and affordability of the area
 - Attract/retain young people to the region and provide a range of opportunities for young people and their families
 - Value young people and provide opportunities for them to have a say
 - Ensure the elderly are valued and their skills and experience are used
 - Ensure people with disabilities have the same access to facilities, jobs and opportunities as other members of the community
 - Work to overcome social isolation of older, culturally diverse and geographically mobile people within the community
 - Welcome people coming to town with new ideas and opportunities
 - Welcome tourists and visitors and provide positive, friendly experiences for them
 - Plan well designed public spaces where all members of the community regardless of age, ability or income can meet and congregate
 - Avoid planning barriers such as heavily trafficked roads or large commercial uses that divide residential areas
 - Provide walkable neighbourhoods and access to services and facilities that are designed for all users, including users with disabilities
 - Plan for a mix of housing types and densities as well as a mixture of land uses to encourage a diverse population
 - Design footpaths as part of a network with safe road crossings and ensure they are well maintained
 - Provide well located and designed seating with shade if needed, especially in areas with older people and young families
 - Ensure shared cycleways are well marked and safe for cyclists and pedestrians
 - Ensure signs are clearly written and well placed to provide essential information to the public

Community Safety

- **Crime prevention and reduction**
 - Promote a healthy living environment, reducing opportunities for crime, and reducing fear of crime
 - Increase the number of people on the street and in public spaces through mixed land uses
 - Strategically locate urban squares at active transport nodes in activity centres to help ensure the space enjoys a “critical mass” of activity
 - Avoid single use developments such as regional centres that contain only retail and commercial development
 - Provide neighbourhoods with a mix of land uses and a high level of activity on the street
 - Plan/design with CPTED type principles in mind, including those below:
 - Provide opportunities for active and natural surveillance and visibility e.g. active frontages



- Provide well-designed and maintained places and facilities where all members of the community can meet and socialise and increase the likelihood of people feeling safe and secure
- Provide good connections for pedestrians and cyclists between shopping centres/ public transport settings and adjoining neighbourhoods for safe use during the day and after hours use
- Design car parks to maximise natural surveillance and pedestrian visibility and ensure that there is safe and convenient pedestrian access to schools, shops, parks and public transport stops
- Locate parks, play areas and public open spaces so they are visible from adjoining buildings such as houses, streets and schools
- Ensure that routes have good sightlines to entrances and exits with landscaping pruned to ensure that sightlines are clear and opportunities for surveillance enabled
- Provide good lighting of public spaces and routes used at night to improve safety and surveillance and increase usage
- Locate public toilets in high use public areas with good signage
- Maintain infrastructure in good condition to appropriate standards
- Ensure public transport stops are safe through visibility and lighting, sheltered (if appropriate) and well sign posted

Accessibility, Mobility and Communication

- Access to public transport
 - Provision of frequent, reliable and affordable public transport between residential, education, business and employment areas
 - Plan to provide quality transport networks and services to enable people, including older people, to travel by an appropriate choice of modes which are suited to community needs (e.g. public transport, private vehicle, bicycle and walking, scooter)
 - Ensure access to public transport by people in outlying areas
 - Encourage a cultural change to public transport along with increased densities/critical mass
- Promotion of active transport
 - Provision of active walk and cycle ways between residential areas, public transport, childcare, schools, employment areas, business districts, vital facilities and services and sport and recreation opportunities
 - Ensure active transport infrastructure is planned within new growth areas
 - Plan for transit-supportive activities e.g. transit stations in conjunction with land use plans and new development projects.
 - Locate new developments within walking distance of bus stops (400 metres) or train stations (up to 800 metres).
 - Plan and provide an appropriate network of walk and bikeways
 - Ensure walkability (whether a place encourages people to walk) e.g. with weather protection, places to stop and rest, priority over vehicles etc
 - Ensure connectivity at the regional as well as neighbourhood scale
 - Ensure legibility of the environment that promotes way finding and an awareness of relative location.
 - Ensure community infrastructure and facilities are accessible by public transport and have good pedestrian and cycle connections
 - Integrate access and movement networks within the design and funding of mixed use developments
 - Incorporate footpath design solutions to improve access to commercial properties
 - Ensure the timely delivery of walking and cycling paths in new subdivisions



- Ensure gated communities (particularly for older people) are connected to the local walk, scooter and cycle network
- Police bikes on footpaths to increase safety for pedestrians
- Encourage a cultural change along with increased densities/critical mass to support public transport provision
- Consider management of parking demand
- Universal/ accessible design
 - Universal/ accessible design to allow people of various abilities safely and easily move through the streetscape, including legible design such as e.g. signage, landmarks, lighting
 - Provide safe and easy access across streets, including pedestrian crossings on streets and roads with heavy traffic volumes
 - Ensure safe and easy access for all ability levels – footpaths, edge treatment, clear pedestrian entrances and unobstructed travel paths
- Communications
 - Ensure high speed internet connections across the region
 - Ensure reliable and comprehensive phone, radio and TV communications networks are available to all areas
 - Provide internet access in community locations such as neighbourhood centres or libraries

Community Participation and Empowerment

- Community engagement
 - Establish comprehensive good quality community engagement processes that engage people in the planning, design development and management of communities
 - Involve community and residents in planning processes and formulation of community vision, and ensure access to the skills and knowledge needed to play a full part in the community
 - Ensure fair access by all people to information and the ability to participate in decisions that affect them
 - Provide feedback to all participants in consultation and explain why actions were or were not adopted
- Community development/strengthening communities
 - Promote neighbourhoods as the basis of social interaction and community development and foster a range of opportunities and experiences so community members can work, live, relax and shop in their local area
 - Promote greater community connectedness e.g. through active communities, walkable communities, vibrant local centres etc
 - Positively promote ageing in the community
 - Address social isolation amongst older people
 - Celebrate community pride, belonging and creativity
 - Encourage community participation, and a feeling of empowerment.
 - Organise more events and excitement
 - Devise mechanisms to encourage the acceptance of new members of the community
- Social impact
 - Avoid and lessen the adverse effects of development on peoples' way of life, their culture and their community



- Promote the reduction of social disadvantage and equitable access to resources
- Leadership
 - Strengthen the effectiveness of community representation, leadership and influence
 - Promote additional opportunities for members of the community to access elected representatives
 - Regularly check the level of satisfaction of residents with Council services and priorities
 - Build community connections, harmony and pride through positive Council community relations and communications

Appropriate and Affordable Housing

- Housing diversity
 - Provide a mix of accommodation to cater for all lifestyles, including older people and students
 - Establish a balance between low-cost and other housing types
- Affordable housing
 - Facilitate and encourage the provision of social housing in an appropriate and seamless manner
 - Enable supported accommodation to be provided in appropriate locations
- Housing affordability
 - Plan communities that offer fair access for all to services and employment opportunities
 - Minimise the effect of housing strategies and land supply shortages on lack of housing affordability
 - Acknowledge and support homeless people in the community
- Housing for older people
 - Encourage integrated aged care facilities to meet progressive needs
 - Provide for alternative models of housing for older people such as recreational vehicle parks and manufactured home parks etc
- Adaptable and accessible housing
 - Consider the potential for universal design/ adaptable housing

Economic Prosperity and Security

- Ongoing economic growth and development
 - Promote the Fraser Coast as a desirable place to work, invest and do business
 - Promote a diverse, innovative and prosperous region
 - Promote suitable employment and innovative industries in rural areas
 - Promote sustainable development and broader employment opportunities
 - Create self sustaining communities designed for living
- Quality employment and training
 - Ensure the availability of sustainable and appropriate employment opportunities, education and training, including for young people
 - Ensure the provision of local employment proximate to residential areas



- Promote a more diversified economy and broader employment opportunities, particularly higher paid jobs and jobs with good job security
- Provide educational opportunities for lifelong learning
- Work to reduce unemployment – provide more jobs and, as importantly better paid jobs with good job security
- Partnerships involving the community
 - Support collaboration and capacity building within the community
 - Encourage volunteering in the community
 - Help to develop vital civic organisations and activities (new members, new people participating, long term commitment)
 - Promote partnership, resourcing and institutional arrangements that support the development of local organisations and enterprises

Healthy Environment

- Air quality
 - Provide opportunities to use and enjoy the natural environment and to benefit from a healthy natural environment (e.g. clean air and water, biodiversity)
- Water quality and safety
 - Water preservation
 - Promote and reward good environmental practices and safeguard water quality
- Disturbance and health effects associated with noise, odour and light pollution
 - Minimise impacts on the health of residents and workers associated with development and the location of land uses
- Recycling
 - Facilitate the recycling of waste
- Harsh Climate
 - Provide shade in public areas to provide shelter from the sun, rain and wind
 - Ensure drinking water access in many public areas
- Sustainable energy use
 - Include controls which require sustainable energy use
- Natural disasters
 - Implement effective disaster management planning to minimise impacts on the community



Conclusions

“Quality of life” and “lifestyle” appear key reasons that people come to live in the Fraser Coast region. It will be important that the Sustainable Growth Strategy protects and maintains those elements that are considered to contribute to this lifestyle and works to overcome and address current perceived issues and needs.

Not all community health and wellbeing elements can be addressed by or included in a Planning Scheme. However some can be included in other strategies being prepared as part of the Sustainable Growth Strategy. An opportunity is also provided by the fact that a Community Plan is concurrently being prepared by Council, and there is an intention to possibly prepare an amalgamated Social Plan in the future which will consider the softer elements of community health and wellbeing, and in particular, community development initiatives and services. It is well acknowledged that adequately funded community development initiatives are most important in addressing many of these aspects of community health and wellbeing.



1. Introduction

There is an increasing amount of research attempting to identify the key elements essential for community health and wellbeing, and a number of guidelines, principles and indicators have been developed.

Whilst there are clear overlaps, the key factors considered to contribute to community health and wellbeing differ with the various disciplines/ focus at play. These can include:

- Urban design/ health and physical activity;
- Community engagement/ involvement;
- Social capital;
- Life satisfaction;
- Socio-economic status; and
- (Social) sustainability.

A thorough review of up-to-date research, guidelines and indicators of community health and wellbeing was undertaken from these different perspectives, concluding with an overview of the more recent focus on (social) sustainability. This tends to take a more holistic approach considering a broad range of social as well as urban design, economic and environmental elements.

The review shows that, whilst a number of indicators for community health and wellbeing have been developed, few are easily obtainable on a recurrent basis.



2. Community Health and Wellbeing Best Practice Review

2.1 Defining Community Health and Wellbeing

“Community Health and Wellbeing” are generally acknowledged as difficult to define, and particularly in the case of “community wellbeing”, difficult to measure.

Using the broadest possible definition of health in fact encompasses many aspects of community wellbeing. The World Health Organization defines health as “*a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity*”¹. This definition has not been amended since 1948.

“Wellbeing” is largely a subjective concept. *Wellbeing is normatively seen as “a state of being for individuals or groups, and one that is often evaluated against a set of socially determined ideals”* (Miles, Greer, Kraatz and Kinnear, 2008, p75). Previously, Miles et al note that there has been a tendency for wellbeing to be associated with factors such as economic prosperity, market participation or the inevitable outcome of good social policy. Wellbeing has also been associated, particularly in the Australian context, with concepts such as happiness, life satisfaction and social capital.

2.2 Relationship with the Built Environment

A study by Queensland Health (2005) examined the relationship between health and wellbeing and the built environment. It concluded that the built environment impacts on many aspects of the community's wellbeing: it influences where people live and their accessibility to jobs, education and community services; their sense of being valued and belonging; their level of physical activity and social interactions; their access to adequate and affordable housing; and a sense of safety. Anything that affects those determinants can affect community wellbeing.

These factors are explored in a number of recent key studies, the most significant of which are summarised below.

2.2.1 Healthy Spaces and Places: A National Guide to Designing Places for Healthy Living

Healthy Spaces and Places is a national guide for planning, designing and creating sustainable communities that encourage healthy living. It has been prepared by the Australian Local Government Association, the National Heart Foundation and Planning Institute of Australia (<http://www.healthyplaces.org.au>).

Healthy Spaces and Places is a response to the growing body of research connecting individual and community health and wellbeing with the design and structure of towns, cities and regions. The way neighbourhoods and towns are designed affects whether or not it is easy for people to walk, cycle, to participate in active recreation or use public transport, and to interact with neighbours and other community members - activities that are considered to contribute to lifelong health and wellbeing.

¹ Preamble to the Constitution of the World Health Organization as adopted by the International Health Conference, New York, 19-22 June, 1946; signed on 22 July 1946 by the representatives of 61 States (Official Records of the World Health Organization, no. 2, p. 100) and entered into force on 7 April 1948. Accessed www.who.int/about/definition/print.html/



The project also points to the close link between healthy communities and sustainability, saying that healthy urban planning contributes to sustainable outcomes for all by:

- encouraging active transport (walking and cycling) rather than car dependency, thus reducing green house gas emissions (environmental sustainability); and
- encouraging social inclusiveness and safe communities where residents feel part of their local community, engaged and active (social sustainability).

Healthy and sustainable communities are described as well designed and safe, with local facilities (including school, corner store, childcare facilities, medical practice, recreation facilities and community services); streets designed for active transport, walking and cycling; parks and public spaces for people to meet and interact; places for people to experience art and culture; and cycle facilities and public transport.

The Healthy Places and Spaces project is attempting to achieve community health and wellbeing by encouraging active communities through urban design measures. Key design principles for healthy and active communities identified are:

- Active transport;
- Aesthetics;
- Connectivity;
- Environments for all people;
- Mixed density;
- Mixed land use;
- Parks and open space;
- Safety and surveillance;
- Social inclusion; and
- Supporting infrastructure.

Further information on these design principles, as described on the Healthy Spaces and Places website and supporting documentation follows:

Active Transport

Active transport includes non-motorised forms of transport involving physical activity, such as walking and cycling. It also includes public transport for longer distance trips, as public transport trips generally include walking or cycling components as part of the whole journey.

Active transport requires the urban structure to be designed so that walking and cycling trips are convenient, pleasant and safe. In order to make walking and cycling the preferred modes for many people there needs to be:

- high levels of amenity, especially to key destinations such as workplaces, schools and shops;
- mixed land uses and densities to support active transport; and
- choices of destinations.

Encourage by:

- Guiding the structure planning process around the needs of active transport at the regional strategy is built;
- New growth areas that have a variety of destinations (such as schools and shops) within walking or cycling distance, and high residential densities (such as over 30 dwellings per hectare) to support these;



- A movement network with a highly interconnected cycling/walking path network and a coordinated network of streets with bike lanes, pedestrian priority at intersections and pedestrian links from the end of cul de sacs;
- Major public transport nodes or interchanges located within activity centres, and these activity centres located 'on the way' to somewhere else; and
- Bicycle storage facilities at public transport stations to enable users to cycle and then connect with public transport.

Avoid:

- Overpasses that may create additional travel distance and effort;
- Underpasses where visual surveillance will be limited;
- Not properly planning or funding active transport infrastructure within new growth areas;
- Not including active transport considerations in renewal of existing areas; and
- Funding or approving major projects before impact on active transport has been assessed.

Aesthetics

In relation to public spaces and places, aesthetics relates to the attractiveness of an area and in particular the combined effects of various elements such as the quality of the architectural and landscape design, the quality of views and vistas, and the arrangement of elements such as furniture in the public realm.

Encourage by:

- Planting of broad canopy trees along streets to provide shade, improve the visual amenity of the street and create a pleasant environment for pedestrians and cyclists;
- Creation of stimulating and attractive routes by designing walking and cycling routes to, and around, local landmarks and points of interest; and
- Parks and open spaces designed to provide pleasant places for people to sit, meet and talk.

Avoid:

- Development that fails to reinforce the understanding of the place by blocking views and/or removing topography;
- Development that uses mass produced components in a way that does not reinforce the sense of place;
- Development that has minimal people activity such as car parks, service areas, and blank facades fronting streets and pedestrian and cycling routes;
- Spaces with no seating or other elements for sitting;
- Street verges with insufficient space for street tree planting and public furniture; and
- Poorly maintained parks and open space.

Connectivity

Connectivity is the directness of travel between destinations.

Achieve:

- A variety of local destinations within easy walking distance (400 metres is a comfortable walking distance for most people). A grid street layout with spacing of 80-100m provides an optimum network for pedestrian and vehicular needs in most circumstances; and
- Off-road pedestrian and cycle networks in non-grid or curvilinear street layouts.

Encourage:

- Connected pathways, walking and cycling routes that lead to local destinations;



- Routes provided along predictable paths of travel, such as to schools, recreation facilities and shops;
- Well maintained non-slip surfaces for footpaths;
- Gradients that enable safe and convenient use by all users; and
- Improved pedestrian and cyclist safety.

Avoid:

- Gated communities, as they deny public pedestrian and cycling access and reduce the connectivity and permeability of the local network; and
- Delayed delivery of walking and cycling paths in new subdivisions, as transport choices once established can be difficult to change.

Environments for all people

Environments for all people means that neighbourhoods, towns and cities are safe and easily accessible for all members of the community regardless of age, ability or income, with a suitable range of facilities and services that are available to all. The aim is for people to feel connected to, and part of, a community.

Achieve:

- Promote a sense of wellbeing and involvement through interventions and initiatives, such as walking groups for older people, walking school buses and activities and facilities for young people;
- Ensure there are opportunities for all members of the community to interact and that plans and designs acknowledge and are responsive to local communities;
- Ensure there are opportunities for participation by all user groups in planning and decision-making;
- Plan well designed public spaces where people can meet and congregate; and
- Include facilities such as children's' playgrounds, picnic areas, shade, shelter, seating, toilets, drinking fountains, facilities and equipment and activity spaces for youth such as basketball hoops.

Encourage:

- Provision of community infrastructure and facilities that are accessible by public transport and have good pedestrian and cycle connections;
- A range of community services targeting specific needs groups such as children, young people and older residents;
- Local education facilities as well as child care, recreation and community facilities to increase social capital by providing opportunities for residents to connect; and
- Adaptable and flexible buildings so use can change to meet changing community needs and expectations.

Avoid:

- Unsuitably sited facilities that are remote from the communities they serve and difficult to access except by car;
- Provision of community facilities without adequate resourcing and management;
- Barriers that divide residential areas, such as heavily trafficked roads or large commercial uses; and
- Rough surfaces and gradients that make use difficult or impossible for wheeled transport users.



Mixed density

Mixed density refers to residential development that contains a mix of housing types such as single dwellings and multi units and a variety of development forms such as size and height. A mixed density residential development can support:

- Improvements in public transport usage and the integration of transport services;
- Opportunities for increased private investment and business innovation;
- Improving the overall quality of places and encourage sustainable development;
- Development of high-density housing at strategic locations near transit centres;
- Building communities that offer fair access for all to services and employment opportunities;
- Provision of opportunities for walking and cycling; and
- Provision of a range of housing choices.

Achieve:

- Locate higher residential densities near activity centres and along public transport routes to maximise access and convenience to services; and
- Locate medium density development in areas of high amenity, which may coincide with activity centres or neighbourhood park, as well as in close proximity to public transport routes.

Encourage:

- Provision of mixed density residential development within walking distance of:
 - public areas including open space and a variety of places for social interaction;
 - key destinations, such as shops, schools and medical centres; and
 - accessible public transport.
- High quality building design which contributes to the function and attractiveness of an area.

Avoid:

- Mixed density development that is not well integrated or designed especially with public spaces, key destinations and supporting infrastructure.

Mixed land use

Mixed land use involves a range of complementary land uses that are located together in a balanced mix, including residential development, shops, employment, community and recreation facilities and parks and open space. This makes alternative forms of transport to the car, such as public transport, walking and cycling, more viable. Mixed land use can enhance the vitality and perceived security of areas by increasing the number of people on the street and in public spaces. It can also improve the retail and economic development of an area.

Achieve:

- Provide a range of development types and densities (including residential) that allow for a mix of day and night time activities including safety and surveillance considerations;
- Ensure that surrounding transport networks and adjoining development is integrated with the new development; and
- At the more detailed design stage pay attention to lighting, street furniture, signage, footpath treatment and safe road crossings to ensure a safe and convivial space is provided for all users.

Encourage:

- Adequate open space and recreation areas especially for children and their carers; and
- Developments located within walking distance of bus or tram stops (400 metres) or train stations (up to 800 metres).



Avoid:

- Development that is not serviced by or integrated with transport networks or activities required for daily living (supermarket, newsagent);
- Areas with no public open space or play areas to accommodate the needs of children and carers;
- Not integrating access and movement networks within the design and funding of the mixed land development; and
- Single use developments such as regional centres that contain only retail and commercial development.

Parks and open space

Parks and open space vary in size, form and the range of functions that they perform. Public open space is usually categorised into a hierarchy including neighbourhood, district and regional open space and may perform either a passive or active recreation role.

Achieve:

- Providing good quality open space that: protects and enhances the environmental, cultural and heritage values of an area; and
- Ensure parks and open space are safe, well maintained and actively managed.

Encourage:

- Pleasant and welcoming spaces, through landscaping, park furniture (seats, drinking fountains) and lighting;
- Accessibility by ensuring that open space is:
 - distributed throughout an area providing equitable access to all users;
 - easily accessible via public transport where appropriate;
 - easily accessible via the walking and cycling network; and
 - connected with the broader open space network.
- Usability by ensuring that open space is:
 - of a sufficient size and shape to cater for the intended use of the site;
 - adaptable and maximises the range of possible uses available ensuring equitable opportunities for all users; and
 - shared with a number of user groups, e.g. School ovals form a part of the open space network and are available out of school hours for community use, allowing for the efficient use of land.

Avoid:

- Public open space that is an afterthought in the urban structure. It should not be the left over or undevelopable land in a subdivision as this can lead to the provision of unattractive and unusable areas of open space in an unsuitable location that the community will be reluctant to use; and
- Concentrating on the quantity of open space. It is more important to consider the quality, community value and use of the open space and its contribution to creating green spaces in the urban environment.

Safety and surveillance

Perceptions of safety influence the nature and extent that people use spaces and places. Street and place design that aims to reduce crime can enhance the physical, mental and social wellbeing of a community. Public spaces, walking and cycling routes, entrances and exits to buildings and public transport facilities that are designed for safe use can improve perceptions of safety and encourage people to use them and therefore be more physically active.



The provision of well-designed and maintained places and facilities where all members of the community can meet and socialise can also enhance social capital and increase the likelihood of people feeling safe and secure.

Achieve:

- Sightlines – ensure that routes have good sightlines to entrances and exits with landscaping pruned to ensure that sightlines are clear and opportunities for surveillance enabled;
- Lighting - lighting of public spaces and routes used at night can improve safety and surveillance and increase usage;
- Active frontages – design buildings to provide natural surveillance of the street. For example, windows overlooking footpaths, and building entrances facing the street that are easily visible and accessible from the street frontage and other building exits that are lit and have direct links to car parks and footpaths;
- Public open space - locate parks, play areas and public open spaces so they are visible from adjoining buildings such as houses, streets and schools;
- Car parks - design car parks to maximise natural surveillance and pedestrian visibility and ensure that there is safe and convenient pedestrian access; and
- Street crossings - Provide street crossings on busy streets, along direct, preferred routes for pedestrians and cyclists, to schools, shops, parks and public transport stops.

Encourage:

- Neighbourhoods with a mix of land uses and a high level of activity on the street;
- Shopping centres and public transport settings with good connections for pedestrians and cyclists to adjoining neighbourhoods for safe use during the day and after hours use;
- Active surveillance and visibility of public spaces and parks;
- Buildings to have windows that face streets, public spaces and car parking areas; and
- On-street car parking as it helps to calm traffic speeds, supports retail and commercial businesses and provides a buffer between pedestrians and roads.

Avoid:

- Isolated, physically segregated residential developments or 'gated communities' or a 'fortress' approach to neighbourhood and shopping centre design;
- Use of pedestrian underpasses that reduce opportunities for natural surveillance;
- Blank walls and fences, car parks and service areas which separate the fronts of buildings from the street, and excessive widths of garage doors fronting streets;
- Dissection of residential neighbourhoods by heavily trafficked roads; and
- Dense vegetation and shrubs around pedestrian routes.

Social inclusion

Social inclusion refers to a society where all people and communities are given the opportunity to participate fully in political, cultural, civic and economic life.

Cycling, walking and public transport can stimulate social interaction on the streets as well as have health benefits for residents. Suburbs that depend solely on cars for access can isolate people without cars – particularly the young and old. Social isolation and lack of community interaction are associated with poorer health.

Achieve:

- Consult with community, service providers, government agencies and the private sector about the type and level of facilities required in the community to support active living;



- Understand the demographic and cultural composition and needs of existing and future residents; and
- Prepare a plan for the timely delivery of accessible, well integrated and flexible community services and social infrastructure including meeting spaces.

Encourage:

- Activity centres that will respond to the diverse needs of new and existing residents and are well located and integrated into the development in terms of pedestrians, cyclists and public transport;
- An interconnected network of pedestrian paths and on and off street bicycle paths throughout the community providing easy and convenient access to key locations and destinations (especially schools) within the community and adjacent neighbourhoods
- Active and passive surveillance over the public realm;
- Walkable neighbourhoods and access to services and facilities that are designed for all users, including users with disabilities;
- Shared use of facilities such as ovals, community halls and meeting places to ensure a wide range of people can access facilities for active living and social connectedness; and
- A mix of housing types and densities as well as a mixture of land uses to encourage a diverse population.

Avoid:

- Public places that deliberately or inadvertently exclude certain users such as areas that are unsafe to walk;
- Providing facilities that do not meet the needs of the users such as skate board parks in areas where there is an ageing population; and
- Communities that are fenced off or gated by physical or natural means.

Supporting infrastructure

Supporting infrastructure refers to built facilities that encourage regular and safe physical activity such as:

- Walking – footpaths, lighting, water fountains and signage;
- Cycling – bike paths, bike lockers, signage and showers;
- Public Transport – safe shelter and lighting;
- Social interaction – seating, shade, shelter and toilets; and
- Recreation – seating, play equipment and facilities.

Appropriate, well designed and maintained infrastructure that supports active living is critical to support recreation, social interaction and active transport options. Both the public and private sector have a role to play in providing a range of facilities and infrastructure to support better health outcomes for the community.

Achieve:

- Shade provision is important in Australia's climate to provide shelter from the sun, rain and wind. In public areas this should be considered in the context of the use of the facility and the needs of the potential users
- Provide well located and designed seating with shade if needed
- Design footpaths as part of a network with safe road crossings and ensure they are well maintained
- Cycleways should be well marked and safe for cyclists and pedestrians if a shared facility.



- Public transport stops should be safe through visibility and lighting, be sheltered (if appropriate) and be well sign posted

Encourage by:

- Lighting for night time safety, located to light up walkways, meeting places, road crossings, signage, public transport stops and other well used night time areas;
- Public toilets located in high use public areas with good signage;
- Drinking water access is important in many public areas, consideration should be given to providing a water fountain; and
- Signs that are clearly written and well placed to provide essential information to the public.

Avoid:

- Construction in an ad hoc manner with little co-ordination with other infrastructure and development; and
- Infrastructure that is not maintained to appropriate standards.

Principles for development types

Healthy Spaces and Places principles can be applied to a range of development types. Advice on key considerations and practice implications are outlined for the following development types:

- Infill Development;
- Neighbourhood Parks;
- Neighbourhood Planning and Design;
- Regional Recreational Facilities;
- Retirement Accommodation;
- Rural and Regional Development;
- Schools;
- Shopping Precincts;
- Urban Squares; and
- Workplaces.

Of particular interest is the importance of well designed urban squares, described as follows:

Urban squares

Well designed urban squares have a number of benefits ranging from personal and community health to encouraging economic investment. Spaces that offer cultural and social activities will result in enhanced social interaction, community development and foster increased levels of activity within urban squares. Spaces will be more likely to be used if other people are also using that space. Activities such as people meeting, having conversations and passive contacts (observing or listening to other people), will encourage others to linger. These activities can occur spontaneously as people move about within the same space. Design suggestions for urban squares:

- Strategically locating urban squares at active transport nodes in activity centres will help ensure the space enjoys a “critical mass” of activity;
- A strong sense of connection between the urban square and the ground floor of surrounding buildings can be created through verandas, bi-folding doors, windows and direct doorways;
- Locate active (day and night time) uses around or adjacent to urban square to maximize usage;
- Elements such as quality formal (benches) and informal seating (steps) and lighting incorporated into the design can contribute to the squares identity and character; and



- Trees can contribute greatly to the attraction and character of a space by providing shade and good access to winter sun where winters are cool. Subject to careful species selection they can also offer seasonal variety and, allow people to hear birdsong etc.

2.2.2 New South Wales Government: Premier's Council for Active Living

The Premier's Council for Active Living (PCAL) was established in 2004 and aims to build and strengthen the physical and social environments in which communities engage in active living. It comprises senior representatives from across government, industry and the community sector.

The project is similar to the Healthy Places and Spaces project, urban design encouraging physical activity being considered the key to community wellbeing. The PCAL project states that decreasing physical activity does not only impact on the individual but also on society, as illustrated by the following statement:

"The direct and indirect health costs are enormous as are the environmental costs of car dependency, a major contributing factor to our physically inactive population. The social costs are also significant – active communities are more likely to be stronger communities with greater connectedness and participation; inactive communities may be less inclusive and cohesive." (Why Active Living Statement, p.4)

PCAL is proposing key design considerations for urban places in metropolitan, regional and rural areas to positively impact individual and community health and wellbeing in the broadest sense, thereby meeting multiple health, environmental and social objectives. The seven design focus areas are as follows:

- Cities, towns and neighbourhoods;
- Walking and cycling routes;
- Public transport;
- Streets;
- Open Space;
- Retail areas; and
- Workplaces.

The design considerations to a large extent overlap with the Healthy Places and Spaces project and are therefore not repeated.

A brief summary of the design principles for each of these focus areas follows (all information from PCAL website):

Cities, towns and neighbourhoods

The location and design of cities, towns and neighbourhoods can influence the way people travel and therefore support active lifestyles. Best practice planning and design of urban areas must address critical design considerations that will encourage walking, cycling and public transport, particularly for local trips.

A major consideration is the location and design of local destinations (or trip attractors) which are the focus of daily activities, such as work, school, shopping and recreation. Destinations such as food stores, schools, health and community facilities and cafes provide local focal points for people to walk or cycle within their neighbourhoods. Accessible centres (from city centres through to neighbourhood centres and corner shops) provide a focus for a mix of uses and walking, cycling and public transport routes, thus reducing the number of trips required, especially by car.

Local centres also provide public transport nodes, such as rail stations or bus stops, to which people can walk or cycle. The co-location of public transport nodes and a mix of land uses support walkable



centres and neighbourhoods, as well as attracting a range of people of all ages into the community. Community spirit and social networks are encouraged in vibrant, mixed-use centres and in walkable neighbourhoods.

The design objective is to provide diverse, mixed use cities, towns and neighbourhoods which are walkable with integrated activities and facilities clustered in accessible centres and local destinations.

Walking and cycling routes

Walking and cycling are the most sustainable and active forms of transport and should be integral to the design of land uses, neighbourhoods, towns and cities.

Both pedestrians and cyclists need a legible and direct network of paths, off or on-road, and other facilities (such as bicycle parking) at destinations. Both modes of transport require attention to urban and traffic design details, such as footpaths or shared paths, kerb ramps, shade, signage, signal timing, lighting as well as other design features that improve safety, convenience and attractiveness.

The design objective is to provide an accessible and integrated network of walking and cycling routes for safe and convenient travel to local destinations and between key land uses within urban places.

Public transport

Public transport - such as trains, light rail and buses - connects people with places. Using public transport enables people to fit a little more activity into their daily life by walking or cycling to stations and bus stops. It also limits the socially and environmentally negative impacts of car use.

To encourage increased public transport use and thus incidental physical activity, services need to be accessible and reliable, and host environments safe and connective. Planning of public transport services and facilities (such as location of stops and transit-supportive activities) should be considered in conjunction with land use plans and new development projects. This requires consultation between planners, engineers and public transport service providers.

Design objectives are to establish and promote clear and direct walking routes to public transport stops and provide attractive, safe and convenient public transport facilities, environments and services for users.

Streets

A connected and legible street network with attractive frontages reduces local travel distances and encourages people to walk, cycle and use public transport. Such a network provides more direct access to public transport stops and allows more efficient bus operation. Interconnected streets can be opened or closed over time to manage traffic as communities change and develop.

Design objectives are to design connected and legible street networks that provide direct, safe and convenient pedestrian, cycle and public transport access; encourage responsible driving; provide a choice of routes; and provide safe and easy access across streets, including pedestrian crossings on streets and roads with heavy traffic volumes.

Open Space

Easily accessible parks and public open spaces provide places for people to walk and cycle to, in and around. Public open space is increasingly important with the decline in private open space and the reduced capacity to pursue active leisure at home that entails. The contribution of the public domain (streets, civic spaces, commercial areas) should also be considered as part of a diverse open space network.



Parks and open spaces provide active recreation and play as well as social opportunities for children and youth. They also offer pleasant places for older adults to walk to and meet in. The value of parks and open space corridors (such as foreshores and greenways') can be enhanced by the provision of paths and trails.

As parks attract many trips, they should be located with other community facilities where possible and have clear and direct walking and cycling routes to them. This will improve their accessibility and hence their value to the community.

Design objectives are:

- To provide a range of public open spaces within walking distance from dwellings;
- To design open spaces which are flexible, providing the opportunity for a variety of uses and activities to occur (such as community events), and responsive, to the diversity of the surrounding community (i.e. catering for different ages and social groups); and
- To clearly define walking and cycling routes that pass through open spaces and to incorporate these routes into the broader walking and cycling network.

Retail areas

Mixing land uses in and around accessible centres creates opportunities for people to live near shops, public transport and other services, making them more easily reached by walking and cycling, rather than by car. It is therefore important to have well-located and designed retail areas and shopping centres that are vital, accessible, safe and convenient. This can also help foster a sense of community spirit.

Design objectives are:

- To locate retail areas and shopping centres in a network of attractive and vibrant mixed use centres in a hierarchy of sizes and functions, closely aligned to the public transport system;
- To achieve well-located retail areas that are easily reached and accessed by walking and cycling; and
- To provide well-designed facilities in retail areas that foster community spirit and meet the needs of users of all ages and abilities.

Workplaces

Making workplaces more active is a win-win outcome for both employees and employers. Exercise can improve health, reduce stress, injury and sick leave, improve workplace morale and make staff more productive. It can aid in the recruitment and retention of staff. Staff downtime and business travel costs can be lowered as can the costs from delays and unreliability caused by traffic congestion. There are also a number of environmental and climate benefits. For example, cycle parking and end of trip facilities contribute credits towards the Green Star Rating.

Design objectives are:

- To provide well-designed and located workplaces which are accessible to public transport, walking and cycling networks;
- To provide easy access to alternative methods of travel to workplaces so that car trip for commuting and business are minimal;
- To provide the infrastructure and facilities which encourage changes in travel behaviour; and
- To encourage development of a workplace travel plan.



2.2.3 Development and Active Living: Designing Projects for Active Living (2010)

This document, prepared for the Premier's Council for Active Living NSW, provides advice in relation to achieving active living at the development assessment (DA) level in relation to development control planning and the assessment of specific applications for development approval.

The objectives of this document are to specify:

- The 5 key principles of Active Living;
- The types of projects where such matters are relevant and value-adding;
- Relevant matters for consideration, by project type and location, beyond basic DA assessment criteria, and elaborate on some established matters;
- Appropriate submission requirements for applications; and
- Realistic conditions of development consent.

The five key principles of Active Living are identified as:

- Walkability and connectivity;
- Active travel alternatives;
- Legibility;
- Quality public domain; and
- Social inclusion and interaction.

An overview of these principles and how the Development Assessment process can address these, as outlined in this document, follows (it should be noted that the advice is based on the legislative environment of NSW):

Walkability and Connectivity

Walkability is how friendly a place is to pedestrians, whether it invites and encourages people to walk. It is a measure of the ease of access for pedestrians to and from buildings and to key local destinations. Connectivity is also a measure of ease of access, by provision of clear, direct routes, between key destinations, for all travel modes.

All development proposals have a direct interface with public land and should provide for safe and easy access for all ability levels—footpaths, edge treatment, clear pedestrian entrances and unobstructed travel paths. Depending on the scale of proposals, potential destinations and walking and cycling catchments should be identified and contributions made to the network (such as thru-site connections and facilities for the comfort of walkers). Walking routes should be clearly identified/ legible. All activities are physically connected to a range of external destinations. Similarly, for major developments, internal networks should provide ready access and connect with the existing network (and perhaps improve it).

Design considerations for walkability include:

- Weather protection (e.g. shade);
- Places to stop and rest (e.g. seating augmented with amenities such as landscaping, toilets and water bubblers);
- Pedestrian crossings;
- Lighting;
- Clear of obstructions;
- Design which is inclusive of ages and abilities;
- Attractive landscaping;



- The prioritisation of walking and cycling over vehicles; and
- Minimising conflict between pedestrians and cyclists on shared paths.

Design considerations for connectivity include:

- Creating permeable urban blocks through considering block size, length and shape with the aim to increase the number of blocks within a given area. Provide four-way vehicular intersections where appropriate;
- Designing streets which are oriented to give direct access to key destinations (ie centres and public transport stops);
- Creating a continuous, uninterrupted pedestrian network offering a choice of routes to destinations on paths which are flat;
- Ensuring that newly proposed streets and paths align and link to the surrounding network;
- Making walking and cycling trips short and direct - and vehicular trips less so;
- Providing footpaths on both sides of the street. Footpaths should be continuous, level and unobstructed;
- Providing safe, footpath-level linkages across roads. Such crossings also have the benefit of calming traffic speeds;
- Designing legible streets which are clearly signposted; and
- Making connections at the regional as well as neighbourhood scale. For example, aligning mixed use centres within corridors along major public transport routes and regional cycleway networks.

Active travel alternatives

Active Travel Alternatives are modes of transport that involve physical activity, such as walking, cycling and public transport.

Efforts should be made to reduce car reliance and promote the use of public transport, cycling and walking. Depending on the location, nature and scale of proposals, consideration should be given to managing parking demand (e.g. user fees, car sharing allocation), reinforcing public transport facilities (including encouragement of adjoining active uses), promoting car sharing, provision of on-site/ end-of-trip facilities, ensuring local traffic management does not discourage cycling and walking, and signposting services and routes. For major developments, Traffic Management or Workplace Travel Plans may be appropriate. The location of convenience shopping facilities (and workplaces) and community facilities in close proximity to residences reduces car trips and promotes walking. Major developments and significant DAs provide a unique opportunity to establish true mixed-use precincts. In residential areas, compatible activity-based uses (such as playgrounds) can promote vitality and safety and encourage active travel.

Design considerations include:

End of trip facilities

- Conveniently located, safe bicycle parking areas;
- Secure storage areas which protect bicycles against theft and/or damage;
- Lockers or other storage space;
- Hygienic changing rooms and showers for men and women;
- Space for drying clothes and towels; and
- Ironing and hair dryer facilities.

Transport and travel planning (adopted from The NSW Government Planning Guidelines for Walking and Cycling, 2004)

- Manage transport impacts of developments;



- Maximise the use of public transport, walking and cycling;
- Reduce Vehicle Kilometres Travelled (VKT) growth by cars and commercial vehicles generated by the development;
- Reduce car reliance; and
- Minimise the impacts of freight, whilst allowing for efficient freight movement.

Traffic management (adopted from The Roads and Traffic Authority, 2002)

- Limiting traffic speed (including the limiting of carriageway widths, traffic calming devices, changes to speed limits);
- Limiting traffic volume (including addressing road connectivity, traffic flow management, reducing road widths, user charges);
- Pedestrian safety;
- Cyclist safety;
- Bus route provision;
- Parking provision; and
- The link to geometric design - including desired space requirements and required manoeuvring spaces.

Legibility

Legibility is a measure of how well the surrounding environment promotes way finding and an awareness of relative location. Knowledge of the local environment can provide the confidence to walk (or cycle) – the location of facilities and direct routes. Major developments, in their subdivision design, can ensure clarity in the local environment. Significant DAs can signpost local destinations, public transport stops/stations/timetables and direct occupants to walking/cycling routes.

Design considerations include:

- Signage and signposting - including identification, information, directional and regulatory (safety);
- Architecture – the layout of a building or a site, including the logical progression of spaces;
- Landscape architecture (e.g. paving, planting);
- Landmarks – internal and external;
- Lighting; and
- Orientation points – providing consistent clues to assist users with spatial problem-solving.

Quality public domain

Most physical activity takes place in the public domain (on streets, in parks or at the beach). A Quality Public Domain supports Active Living by enabling walking and cycling, and by providing appropriate facilities for exercise and rest. All private developments sit within, and are visible from, the public domain. Consideration of CPTED principles can provide safe walking and cycling environments (day and night). In addition, attractive streetscapes, with appropriate tree planting (and shading) can enhance and encourage the experience. Major developments can require such design, and significant DAs can contribute to overall CPTED strategies and the implementation of public domain plans.

The presence of multi-purpose open space encourages Active Living, facilitating both active and passive use of a place. Attractive destinations can act as a magnet for locals. Major developments can provide well-located and designed local/ regional open space, and community facilities for all ages and ethnicities. Significant DAs can contribute to the provision and upkeep of such facilities and clearly signpost their relative location. Local Council-level Plans of Management (compulsory for all “community land”) should address these issues.



Design considerations include:

Safe and clean environments (adopted from The ACT Crime Prevention and Urban Design Resource Manual, 2000)

- Lighting;
- Natural surveillance and sightlines;
- Signage building design;
- Land use mix (e.g. activation);
- Landscaping;
- Spaces safe from entrapment; and
- Management and maintenance.

Quality Open spaces

- Accessible;
- Adaptable, allowing for a variety of uses, both now and to which it can also be adapted over time;
- Integrated with/ connected to the surrounding network;
- Activated/ integrated with other land uses;
- Safe; and
- Comfortable and engaging, providing a setting for socialisation as well as physical activity.

Welcoming, Activated and Stimulating Places

- Safe during the day and evening;
- Activated;
- Adequately serviced;
- Accessible – both physically, financially and via active forms of transport;
- Connected; and
- Stimulating and enjoyable.

Social interaction and inclusion

Social interaction refers to people meeting together. Physical environments should encourage this by the provision of such opportunities, inclusive of all ages, ethnicities and ability levels. All development proposals interface with the public domain – streets, laneways, open space. Active street frontages in activity areas and openly addressing the street in residential environments can promote social interaction (and safety). All development proposals have some form of on-site open or public space for occupants/ users (possibly on rooftops). In addition, communal areas with a range of facilities can promote activity.

Design considerations include:

On-site public spaces

- Be attractive, with features and landscaping which creates memorable spaces. Microclimate is a key factor in promoting use;
- Be usable, that is of an adequate size that allows a wide scope of activities and uses to occur;
- Be flexible, able to facilitate a range of recreational and social activities. This is particularly important as residents' tastes and composition will change over time. Its design should be appropriate to all ages, including families, elderly and the mobility impaired;
- Provide opportunities for informal socialisation, with particular consideration to the extent and orientation of seating and tables.



- Be conveniently located along key resident movement paths where it is highly visible, that is between the building entry and unit entries. It should be directly accessible to as many dwellings as possible;
- Be located to optimise solar access and minimise overshadowing;
- Be suitably screened to maintain privacy and amenity of units, whilst maintaining casual surveillance of the space; and
- Be low maintenance.

Accessibility (adopted from The Centre for Universal Design 1997)

- Equitable Use - The design is useful and marketable to people with diverse abilities;
- Flexibility in use - The design accommodates a wide range of individual preferences and abilities;
- Simple and Intuitive Use - Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level;
- Perceptible Information - The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities;
- Tolerance for error - The design minimizes hazards and the adverse consequences of accidental or unintended actions;
- Low physical effort - The design can be used efficiently and comfortably and with a minimum of fatigue; and
- Size and space for approach and use - Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

2.3 Community involvement

Community participation and the opportunity to have a say in decisions that affect them are considered basic to wellbeing in several studies.

2.3.1 Building New Communities (2006)

This study by the Parliament of Victoria (2006) set out to investigate how to build stronger communities in the rapidly growing outskirts of urban Melbourne.

The Committee's core finding is that good urban design alone is not enough to build successful new communities in the context of rapid growth and demographic change. Community engagement, including community participation, is identified as a key to strong communities.

It is observed that in Victoria, the emerging community strengthening agenda is focused on achieving better outcomes in health, education, the environment and economic development through encouraging participation and cross-sectoral partnerships.

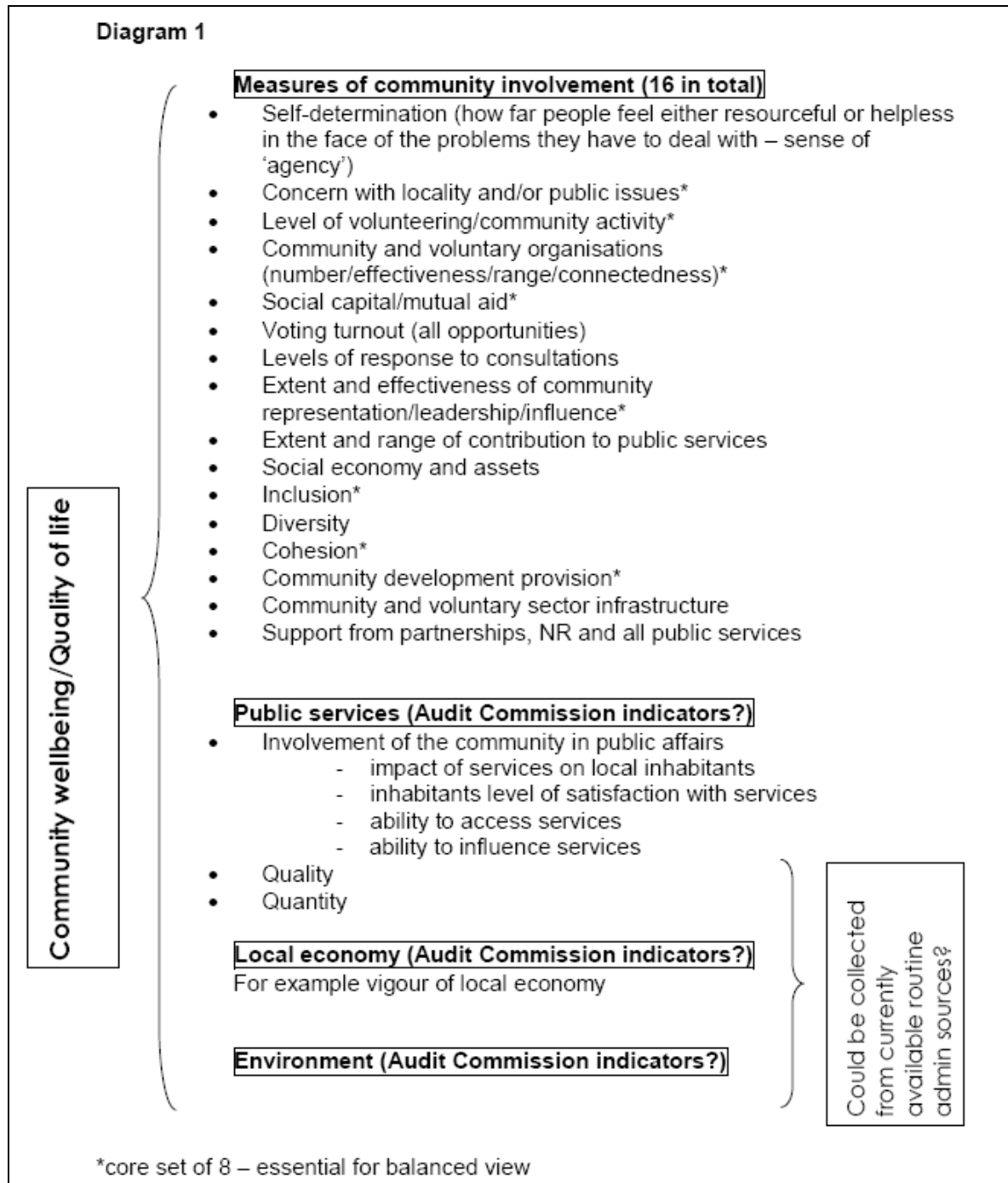
The document contains a list of Community Strength indicators for Local Government Areas (LGAs), adapted from Department for Victorian Communities, Indicators of Community Strength at the Local Government Area level in Victoria, 2005. The indicators are based on subjective questions asked through surveys, and topics include:

- Ability to get help when needed;
- Feelings of safety;
- Feelings of being valued;
- Participation in the community;
- Volunteering; and
- Satisfaction with the neighbourhood.



2.3.2 What is Community Wellbeing? (2003)

Hird (2003), in *What is Community Wellbeing?* proposed a set of indicators for community wellbeing, with community involvement being seen as a key to community wellbeing. Other elements recognised as crucial to create community wellbeing are public service provision, local economy and the environment, as follows (p.3):





2.3.3 Social Capital

There is not one definition of social capital. Bullen (in Paul Bullen Management Alternatives for Human Services, see <http://www.mapl.com.au/A13.htm>) describes it (with reference to the originator, Robert Putnam) as the raw material of civil society. It is created from the myriad of everyday interactions between people. It is not located within the individual person or within the social structure, but in the space between people. It is not the property of the organisation, the market or the state, though all can engage in its production.

Social capital is a 'bottom-up' phenomenon. It originates with people forming social connections and networks based on principles of trust, mutual reciprocity and norms of action. There are a number of past and present attempts at measuring social capital in Australian communities. An overview of such projects is provided by Bullen. This overview shows that most measures of social capital are subjective and measured in the form of questionnaires.

Elements identified as common themes in the growing literature on social capital are as follows:

- Participation in networks;
- Reciprocity;
- Trust;
- Social norms;
- The commons; and
- Pro-activity.

2.3.4 The Social Audit Cookbook (2002)

The Social Audit Cookbook was prepared by Eva Cox (2002) at the University of Technology Sydney, focusing on social capital as a measure of community wellbeing.

The auditing tools developed by Cox are based upon the development of adequate levels of five basic attributes essential to develop social capital:

- **Interest:** People show attention to what is going on outside their immediate circle, can recognise others' needs and express respect for diversity of views and customs;
- **Participation:** There is engagement and interest in working collectively for common purposes;
- **Trust in people:** People are willing to trust in others, whether familiar or unfamiliar;
- **Trust in institutions:** People are prepared to work for change within the democratic process of government, and through the legal system; and
- **Capacity to resolve conflict civilly:** People feel comfortable exploring and accepting the different and new.

Characteristics of a community with high social capital are described as:

- Accepted mechanisms used for conflict resolution between different interest groups;
- Wide variety of community activities (e.g. in various clubs, sports, crafts, the arts, plus informal use of public space for activities);
- Vitality of civic organisations and activities (new members, new people participating, long term commitment);
- High joint use of public spaces by diverse groups (young and old, long term and more recent residents, different activities accepted, e.g. dog walking, football, children playing);
- Observable friendly interactions in public places, streets, shops, etc., such as conversations, smiles, courtesy and eye contact; (Note, however, that there are cultures, including some Aboriginal ones, where eye contact is discouraged.)
- Helpfulness to strangers, responsiveness to needs of others in public spaces;



- Honesty (e.g. lost articles handed in, cars safely left unlocked, goods left in cars);
- Inclusive community activities (e.g. reconciliation meetings, Land Care);
- Feeling safe (children going to school, shops and parks on their own, people walking freely in streets at night, few notices up about theft and security, unlocked entrances, accessible public toilets); and
- Acceptance of new groups of residents and different populations into existing formal and informal groups (integration of different layers of migration, signs of inclusive networks, cross group friendships, respect for difference).

Characteristics of communities with low levels of social capital are described as:

- Obvious levels of overt conflict without resolution (demonstrations and campaigns which involve violent and abusive interactions, gangs, street violence);
- Easy classification of unfamiliar people as “others”, a sense that “it’s their problem”;
- Obvious levels of anger in particular groups based on perceptions of unfairness or feeling threatened which could be expressed in high levels of litigation against local institutions such as local government, public complaints in newspapers, complaints to official ombudsmen or other arbiters, angry letters, stories in media, etc.);
- Hostility toward, or scapegoating of, particular groups (e.g. too many young people on the streets, sole parents are bludgers);
- Lack of civic pride (littering, vandalism, low maintenance of public spaces);
- Lack of interest in civic initiatives (low attendance at public meetings, low voter turnout for local elections, few nominations for political office);
- Little networking at local level with neighbours, few local shops, few connections with others and low use of public places and streets;
- Failure of community activities due to lack of support and participation;
- High levels of physical security (e.g., bars, alarms, security officers, gated communities), exaggerated fear of crime;
- Low levels of use of public spaces, perceived high risks (in parks, streets, public transport, fear of crime out of proportion to actual levels);
- High levels of street offences, harmful and risky behaviours (binge drinking, public order flouting, car burn offs, hassling pedestrians, begging, public hovering);
- High levels of mistrust of any form of development or change, particularly rejection of public amenities, protecting local real estate, police complaints about loitering; and
- Highly stratified communities with little or no mixing of subgroups.

It is recommended quantitative demographic data, such as census data, be used in combination with surveys and other methods of collecting subjective information regarding the following topics:

- Trust;
- Perceptions of inequality and how these have changed over time;
- Civic trust;
- Individualism and co-operation;
- Locus of control;
- Living with other people;
- Support and interdependency;
- Inclusion, exclusion and others;
- Involvement;
- Barriers;



- Types of Participation;
- Formal membership of social groups;
- Political involvement;
- Local media;
- Use of public and local facilities; and
- Social and political attitudes.

2.4 Life Satisfaction/Socio-Economic Status

There appears less work determining the relationship of individual welfare and life satisfaction to community wellbeing.

Ribova (no date), for The Arctic, argues that evaluation of community capacity requires consideration of the following components:

- Physical capital (the physical elements and resources in a community and financial capital);
- Human capital (the skills, education, experiences and general abilities of the residents); and
- Social capital (the ability and willingness of residents to work together for community goals) (Kusel, 1996).

Community capacity has been identified as an important factor influencing community well-being (Kusel and Fortmann 1991, Beckley and Sprenger 1995, Doak, and Kusel, 1996). Doak and Kusel define wellbeing as a function of both socioeconomic status and community capacity. To measure the socioeconomic status of communities they used indicators of housing tenure, poverty, education level, and employment.

Ribova refers to studies by other researchers and argue that communities with high socio-economic status do not necessarily have a high community capacity, highlighting the critical role of social capital. While socioeconomic status reflects the wealth of people in the community, community capacity is about the willingness of these people to share wealth.

2.5 Social Sustainability

Social sustainability can be defined as “*the extent to which social values, social identities, social relationships and social institutions can continue into the future*”. As such, it has an inherent link with a community’s health and wellbeing.

Several communities have undertaken studies to determine the elements which will ensure their sustainability. These are therefore considered below.

2.5.1 City of Greater Geelong (2009)

The City of Greater Geelong has developed a list of elements required to ensure communities are socially sustainable (Shelton, 2009 and Boyce, Donovan and Shelton, 2009). Communities are said to be sustainable when they are vibrant, liveable and resilient. Sustainable communities characteristically maintain and enhance health, wellbeing and quality of life. They satisfy people's social needs and create supportive social environments. Sustainable communities engage social resources sustainably to build strong resilient communities. Sustainable communities do this in a fair and equitable manner, allowing people a say in shaping their future.



Socially sustainable communities ensure:

Access & Equity, including:

- Housing mix and choice, adaptable and diverse;
- Convenient and equitable access to local facilities and services;
- Access to local employment;
- Connectivity with the surrounding district; and
- Physical and social integration of discrete communities.

Health & Wellbeing, including:

- Urban design that creates safe, high quality and attractive environments that promote wellbeing;
- Pedestrian friendly walkable streets;
- Meeting and gathering spaces that encourage social activity and interaction and cultural development ;
- Access to open space, sport and recreation; and
- Access to facilities that use resources efficiently, that are provided in a timely way, and that are flexible enough to accommodate changing needs.

Identity & Expression, including:

- Memorable and distinctive places that give rise to a sense of place and community;
- Opportunities for cultural expression that promote creativity, civic pride and celebration; and
- Recognition and interpretation of natural and cultural histories.

Community life & connection, including:

- Comprehensive good quality processes that engage people in the planning, design development and management of communities;
- Well resourced programs of community development that build social capital; and
- Partnership, resourcing and institutional arrangements that support the development of local organisations and enterprises.

Sustainable resource use, including:

- Community education that promotes sustainability initiatives and practices;;
- Measures and indicators that tell us if we are achieving good social outcomes; and
- Integrated planning that brings together physical, environmental, economic and social values and projects.

This list takes in a number of elements, including housing mix and choice, access to social and recreational activities and infrastructure, urban design, community engagement in planning, civic spaces and social capital.

CASE STUDY: LEOPOLD, VICTORIA

The City of Greater Geelong has been rethinking its approach to promoting increasingly sustainable community outcomes in its communities. One specific case study relates to the peri-urban environment of Leopold.



Leopold is a sprawling, freestanding, relatively low density settlement in the hinterland of the City. Leopold residents' social outcomes reflect their social and environmental circumstances. Typically resident incomes and workforce participation, particularly amongst women, and early retirees, are low; and multiple car ownership rates are high. A quarter of residents self-selected as not exercising sufficiently to meet national physical activity guidelines.

For Leopold, Council was able to confirm a set of principles, and then develop multiple projects each with discrete components to incrementally move to an increasingly sustainable community. The two projects are summarised below.

Leopold Strategic Footpath Network

Many of Leopold's footpaths were older, at the end of their working life and in a relatively poor state of repair. They were generally not provided in the course of the initial subdivision, and have had to be retrofitted later.

Walkability was considered a core characteristic of a socially sustainable community. A formal health impact assessment was undertaken of the strategic footpath project to assess the capacity to promote health and wellbeing.

Leopold Community Hub, Concept Design

The community hub concept was assessed in terms of accessibility and equity and also tested for design bias towards a population subgroup, gender or ability.

The social sustainability objectives required from the design included:

- Providing equity and accessibility for all people;
- Connecting to key activity centres and public transport;
- Integrating multiple functions in order to foster community partnerships and efficient use of resources;
- Showcasing tenets of ecological sustainability; and
- Incorporating Safe Design Principles including surveillance, legibility, lighting and appropriate signage.

Together these projects were designed to deliver a high quality and high amenity footpath network and community hub. The footpath network was designed to change the balance of influences on people's behaviour to encourage more people to walk more often. The community hub was designed to reconcile several whole of community aspirations including delivering amenity for youth, a library, community meeting spaces and Environmental Interpretive Centre, appropriate and connected services to families and children, a business enterprise hub, a town square, potential farmers market space, and amphitheatre, with community gardens bounding environmentally sensitive and educational open space.

(Boyce, Donovan and Shelton, 2009).

2.5.2 Gold Coast City Council: Our Living City (2005)

Our Living City is a sustainability report by Gold Coast City Council (2005), aimed at bringing a range of social, economic and ecological data together from different sources. The purpose is to improve understanding and communication between all levels of government (including Councils), within Councils and with the community on environmental issues to provide a clearer understanding of the opportunities and constraints necessary in moving toward a sustainable city.



CASE STUDY - Gold Coast City Council: Our Living City (2005)

Sustainability is explained as the ability for forms of development to be sustained over the long term, with five key principles:

- Conservation of Biodiversity— conserving ecosystem resilience and services;
- Precautionary Principle— only making decisions with sufficient knowledge of the consequences;
- Inter-generational equity— being fair to those yet to come;
- Intra-generational equity— being fair to those here now; and
- Internalisation of externalities— considering the whole cost including social and environmental.

For the social sustainability element, the following nine attributes and associated objectives are identified, closely adopting the LGAQ's 2001 guidelines:

- **Community participation and social capital** - Willingness to participate in cultural and recreational events has been recognised as a measure of social capital; an intangible element of a community's strength;
- **Community access** - Access to community facilities, goods and services providers and employment opportunities are fundamental components of social well being;
- **Local character, cultural and indigenous heritage** - Places and objects should be conserved and protected to reflect heritage and character of the Gold Coast;
- **Governance and accountability** - Local councils are accountable to the local community, therefore the community has the right to question Council's processes, seek explanations, suggest alternatives or appeal against a decision or action;
- **Hazard mitigation** - The Gold Coast is vulnerable to a range of natural hazards some of which are unavoidable. The risk to property and life can be reduced or mitigated through smart land use planning;
- **Housing choice** - Housing Choice means providing a range of housing types in each area. A measure of this is the matching of number of bedrooms to occupants (under and over-crowding);
- **Human health and safety** - Environmental health is essential for the well-being of the community. Human health can be a direct measure of the impact of the state of the environment on the quality of life. It is essential for resident's well being to have a safe and supportive community. The perception of community safety influences the level of interaction and involvement in community activities;
- **Residential amenity** - Residential amenity is about quality of life. Issues such as noise, pollution, community health and community safety are indicators of residential amenity;
- **Transport services** - The transport system on the Gold Coast is vital to the economy as well as the quality of its resident's lives. The mix and location of land uses influence the distance people travel and the mode of transport they choose.

The findings are reported as follows:

- State (current state);
- Pressure (challenges); and
- Response.

The data is predominantly in the form of statistical data from a range of sources, including ABS and Council (e.g. library membership).

Economic and environmental sustainability elements also contain topics important for community wellbeing, including e.g. access to employment, and water and air quality.



3. Methodology for Measuring Community Health and Wellbeing

The measurement of community health and well-being is even more fraught than its definition. The methods of measuring community wellbeing range from subjective questions in the form of surveys (particularly in assessing the 'soft' elements), statistical data e.g. to assess socio-economic and health status, and professional assessments of urban form and infrastructure provision (assessing the 'hard' elements).

While the 'soft' elements of social capital, community involvement and cultural expression are crucial to community health and wellbeing, they are more difficult to measure. It is however recommended that soft indicators of community health and wellbeing be applied at regular intervals to guide planning and community development initiatives. As Miles, Greer, Kraatz and Kinnear (2008) note, community wellbeing indicators can be a useful tool for helping communities develop a better understanding of where they are in relation to other communities - and how they progress over time.

Miles et al identified three basic approaches commonly used to understand not just economic but also social and environmental community well-being. These are:

- the accounting framework approach - a set of accounts allowing nonmarket factors to be included into consideration;
- the one number approach - construction of one composite indicator from a range of component indicators such as health, wealth and environment; and
- development of a set or suite of clear and concise indications of community well-being.

The first approach appears difficult and limited; the one number approach is currently subject to considerable debate regarding their worth; leaving the use of suites of indicators which are in themselves not straightforward. The following presents a range of indicators and sets of indicators which have been used.

3.1 Indicators of Community Strength at the Local Government Area Level in Victoria (2010)

The Department of Planning and Community Development (2010) has identified four overarching characteristics of strong communities:

- *local area amenity* – “pleasantness”, proximity to shops/facilities, quality infrastructure (roads, schools, open space, broadband, etc);
- *assets* – economic resources, natural resources, human resources (people with skills), etc;
- *networks* – community participation, inclusion of all population groups; and
- *strong governance* – strong leadership and decision-making that ensures the equitable use and development of a community’s amenity, assets and networks.

These characteristics include a wide range of measures including urban design, access to recreation and leisure activities, services and facilities, community activity in the form of community groups, personal community involvement, personal resilience to crisis, safety and ability to have a say.

These overarching characteristics are based upon the following elements (listed according to priority Victorians regard as important for a good community (Survey undertaken by the Department of Victorian Communities in 2003):

- People feel safe and secure;



- Good local facilities and services (shops, childcare, schools, libraries, etc);
- People are friendly, good neighbours, help others;
- It's a pleasant environment, nice streets, well planned, open spaces, no pollution;
- People look after their properties;
- There is easy access to parks, bike tracks and recreational areas;
- There's a wide range of community and support groups (sports clubs, neighbourhood houses, etc);
- The government is responsive to local needs;
- People have opportunities to participate in the decisions made by government;
- There are good work opportunities available locally;
- It's an active community, people do things and get involved in local issues and activities;
- Local business support local initiatives by donating time or money;
- There's a good mix of people of different age group, incomes, cultural backgrounds, etc;
- There are opportunities to volunteer in local groups; and
- The community has a distinct character, it's a 'special place'.

While a large proportion of Victorians reported these characteristics were ideal, a smaller proportion felt they were attributes of the communities in which they lived. The difference between ideal and actual communities is important because research has shown these features of communities have a significant impact on our wellbeing. They can enhance or limit our access to life opportunities such as jobs, education, business opportunities and other meaningful activities. They can encourage or inhibit healthy behaviours such as physical activity and children's outdoor play. They can decrease or increase our exposure to hazards such as air pollution or traffic. They can foster or hamper the connections with others that make us feel part of a place, feel safe and secure, and that build harmony. Studies have also shown they can impact on our self efficacy – or our belief in what we can achieve in our lives – and this impact on the things we decide we will take on, as well as our ability to rise to challenges, and deal with change.

The following indicators are based upon the characteristics of a community that Victorians think are important:

Local area amenity

Residents report their area:

- Has easy access to recreational and leisure facilities;
- Has good facilities and services like shops, childcare, schools, libraries;
- Has opportunities to volunteer in local groups;
- Has a wide range of community and support groups;
- Has an active community, people do things and get involved in local issues/activities; and
- Is a pleasant environment, nice streets, well planned, open spaces (New in 2008).

Networks and strong governance

Ability to get help when needed

- Can get help when needed (social isolation); and
- Can raise money in an emergency (economic disadvantage).

Participation

- Have attended a local community event;
- Are involved in organised sport;



- Are members of organised groups such as sports, church, community groups or professional associations;
- Are members of organised groups that have taken local action;
- Volunteer;
- Are involved in their children's schools; and
- Are on decision making board or committee.

Community attitudes

Residents feel:

- Safe on street after dark;
- Multiculturalism makes life in the area better;
- There are opportunities to have a real say on issues that are important; and
- Valued by society.

3.2 Social Capital Indicators Framework (2005)

The ABS recently developed a Conceptual Framework for statistics on social capital, which proposes a large set of indicators for measuring aspects of social capital. The Australian Government Bureau of Infrastructure, Transport and Regional Economics (BTRE) has adopted the ABS Framework and selected a set of 33 social capital indicators which measure many of the key elements of social capital (as identified in the ABS Framework) and for which regional data is currently available on a consistent and nationwide basis (The Australian Government Bureau of Infrastructure, Transport and Regional Economics, 2005).

The framework breaks the elements of social capital into key areas of interest:

- **Network qualities:** norms (trust, reciprocity, sense of efficacy, cooperation and acceptance of diversity) and **common purpose** (social, civic and economic participation, community support, friendship);
- **Network structure:** network size, network frequency/intensity, density/openness, transience/mobility and power relationships;
- **Network transactions:** sharing support, sharing knowledge, negotiation and applying sanctions; and
- **Network types:** bonding, bridging, linking and isolation.

The data is collected from a range of sources. The two main data sources are the Household, Income and Labour Dynamics in Australia (HILDA) survey and the ABS' General Social Survey (GSS). Other sources of data for the suite-of-indicators were the Australian Electoral Commission, and ABS' Census of Population and Housing, Labour Force Survey (LFS), Survey of Voluntary Work and Survey of Disability, Ageing and Carers.

While the database can be a useful tool for highlighting relevant issues, more in-depth investigation and engagement in the region would be necessary to understand the underlying causes of these behaviours and attitudes, and to identify the best way of addressing social capital weaknesses.



3.3 Australian Bureau of Statistics SEIFA Index

SEIFA stands for Socio-Economic Indexes for Areas and is a suite of four summary measures that have been created from Census information by the Australian Bureau of Statistics (ABS, 2006). Each index summarises a different aspect of the socio-economic conditions in an area, and therefore summarises a different set of social and economic information. For each index, every geographic area in Australia is given a SEIFA number which shows how relatively 'disadvantaged' that area is compared with other areas in Australia.

The four indexes in SEIFA are:

- **Index of Relative Socio-economic Disadvantage:** is derived from Census variables related to disadvantage, such as low income, low educational attainment, unemployment, and dwellings without motor vehicles;
- **Index of Relative Socio-economic Advantage and Disadvantage:** a continuum of advantage (high values) to disadvantage (low values) which is derived from Census variables related to both advantage and disadvantage, like household with low income and people with a tertiary education;
- **Index of Economic Resources:** focuses on Census variables like the income, housing expenditure and assets of households; and
- **Index of Education and Occupation:** includes Census variables relating to the educational and occupational characteristics of communities, like the proportion of people with a higher qualification or those employed in a skilled occupation.

SEIFA uses a broad definition of relative socio-economic disadvantage in terms people's access to material and social resources, and their ability to participate in society.

ABS stresses that the information used to create SEIFA is only related to disadvantage and does not perfectly measure disadvantage. For example, information on low income is used in three of the indexes because it is related to disadvantage; and high income is related to advantage or lack of disadvantage. However, low income does not guarantee disadvantage; it is only an indicator that a household might be disadvantaged. Some low income households may have access to other economic resources such as wealth or support from other households, or their low current income could reflect a temporary situation, such as a business or investment start up. Further, a SEIFA index summarises the characteristics of people and households within an area. A SEIFA score therefore reflects this group of people as a whole; it does not reflect any one person or household within that area.

It should be noted that the SEIFA Indexes are limited to measure relative socio-economic disadvantage in the form of a summary for an area based on qualitative figures. Whilst it is a good indicator for the socio-economic performance of an area, it is not appropriate in itself as a measure of community wellbeing.

3.4 Australian Bureau of Statistics General Social Survey

The 2002 General Social Survey (GSS) was the first survey of this type conducted by the ABS. The GSS is intended to be repeated every 4 years, with much of the content unchanged, to enable changes over time to be measured (Australian Bureau of Statistics, 2006).



The key objectives of the GSS are:

- To collect data from a range of areas of social concern, to allow information to be connected in ways not generally available, for use in developing broad-based social policy; and
- To provide national and state level estimates, recognising state/territory responsibilities in many areas of social concern.

The information collected includes details of health and disability, housing, education, labour force, transport, crime, and indicators of family and community involvement. A number of economic items (income and selected assets, liabilities and financial stress indicators), as well as demographic details, are also included. Three supplementary topics were additionally included in the 2002 GSS, collecting information on the extent of computer and internet access, attendance at cultural and sporting events, and participation in sport or other physical activity.

The purpose and scope of the project is not specifically to measure community wellbeing but to identify relationships between different variables, such as e.g. the complex set of inter-relationships between individuals and their environments that influences health and well-being outcomes, such as financial stress and financial security. Another purpose is to identify the relationships between the strength of peoples' social networks and other areas of well-being.

3.5 Australian Unity Index

Australian Unity (see also Deakin University, 2008) is a national healthcare, financial services and retirement living organisation. Australian Unity, in partnership with the Australian Centre on Quality of Life at Deakin University, regularly measure how satisfied Australians are with their lives and life in Australia. The first survey was undertaken in 2001, and the 20th in 2008.

It investigates satisfaction with economic, environmental and social conditions in Australia, as well as giving ongoing insights into our perceptions of individual wellbeing.

The Australian Unity Wellbeing Index was launched in 2001 as the first comprehensive measure of community wellbeing in Australia. It is a subjective measure that investigates how Australians feel about their life and life in Australia. The Australian Unity Wellbeing Index rates satisfaction with various aspects of life – both personal aspects such as relationships with others and national aspects such as satisfaction with government.

Elements of the Personal Wellbeing Index are satisfaction with:

- Your health;
- Your personal relationships;
- How safe you feel;
- Your standard of living;
- What you are achieving in life;
- Feeling part of the community; and
- Your future security.

Elements of the National Wellbeing Index are satisfaction with:

- Australian social conditions;
- Australian economic situation;
- The state of the Australian environment;
- Australian business;



- National security; and
- Government.

Unlike the other projects identified in this review, this index of community wellbeing only considers satisfaction as addressed by the individual.

3.6 Healthy Urban Development Checklist (2009)

The Healthy Urban Development Checklist (NSW Department of Health, 2009), was prepared to assist health professionals to provide advice on urban development policies, plans and proposals. It was intended to ensure that the advice provided is both comprehensive and consistent.

The checklist is a tool for reviewing and commenting on development plans, but it is intended that it will also be helpful for providing input and advice from the earliest possible phases of the urban planning and development process.

The primary users of the checklist are (initially) intended to be Area Health Service workers who will use the checklist to provide advice on polices/ plans and urban developments.

This checklist is guided by a broad definition of what constitutes health and is aligned with the WHO definition and its emphasis on physical, mental and social wellbeing, i.e. "a state of complete physical, mental and social wellbeing and not merely the absence of disease or infirmity".

The guiding principles/ subject areas are:

- **Healthy Food**
 - Access to fresh, nutritious and affordable food;
 - Preservation of agricultural lands; and
 - Support for local food production.
- **Physical Activity**
 - Encouragement of incidental physical activity;
 - Opportunities for walking, cycling and other forms of active transport; and
 - Access to usable and quality outdoor spaces and recreational facilities.
- **Housing**
 - Provision of housing that supports human and environmental health;
 - Dwelling diversity;
 - Affordable housing; and
 - Adaptability and accessibility of housing.
- **Transport and Physical Connectivity**
 - Availability of public transport services;
 - Reduction of car dependency and encouragement of active transport;
 - Encouragement of infill development and/or integration of new development with existing development; and
 - Telephone and internet connectivity.
- **Quality Employment**
 - Location of jobs to housing and commuting options;
 - Access to a range of quality employment opportunities; and
 - Access to appropriate job training.
- **Community Safety and Security**
 - Crime prevention and sense of security.



- Public Open Space
 - Access to green space and natural areas;
 - Public spaces that are safe, healthy, accessible, attractive and easy to maintain;
 - Quality streetscapes that encourage activity;
 - Sense of cultural identity, sense of place and public art; and
 - Preservation and enhancement of places of natural, historic and cultural significance.
- Social Infrastructure
 - Access to a range of facilities to attract and support a diverse population;
 - Responding to existing (as well as projected) community needs and current gaps in facilities and/or services;
 - Early delivery of social infrastructure;
 - An integrated approach to social infrastructure planning; and
 - Efficiencies in social infrastructure planning and provision.
- Social Cohesion and Social Connectivity
 - Environments that will encourage social interaction and connection among people;
 - Promotion of a sense of community and attachment to place;
 - Local involvement in planning and community life;
 - Social disadvantage and equitable access to resources; and
 - Community severance, division or dislocation.
- Environment and Health
 - Air quality;
 - Water quality and safety;
 - Disturbance and health effects associated with noise, odour and light pollution;
 - Potential for hazards (both natural and manmade); and
 - Vector catchments and the potential for pest borne disease.

This list is incorporating the triple bottom line of environmental, economic and social sustainability and addresses a variety of community wellbeing factors. The focus is on the provision of and access to infrastructure, including social infrastructure, public transport, open space, training and employment, and housing. A focus is also on urban design, including connectivity and safety, and on environment and health.

Each subject area is supported by a number of questions. Many of the questions require an assessment or subjective assessment, however, with the focus being on provision of infrastructure, key urban design features and air/ water/ noise quality, the characteristics could be converted to more objective measures. Each subject area contains urban design considerations.

3.7 Local Government Association of Queensland: Guideline for Integrating Community Wellbeing in Planning Schemes (2001)

In late 2001, the Local Government Association of Queensland (LGAQ) published its state government funded *Guideline for Integrating Community Wellbeing in Planning Schemes*. This Guideline built on previous work undertaken for LGAQ and the state government in relation to social planning, and tried to apply this to the then new *Integrated Planning Act (1997)*. According to the Guideline a range of planning scheme policies can influence community wellbeing (outcomes), including those related to Infrastructure and Services.

Core matters relating to community wellbeing and infrastructure provision include (summarised by Whitsunday Regional Council, 2009):



- **Accessibility** – equitable access to equitable access to community facilities and services, places of work, leisure and community activity;
- **Community impact** – avoiding or reducing the adverse effects of development on people's way of life, their culture, and their community;
- **Community participation** - opportunity to participate fairly in planning process and convenient and fair access to information;
- **Community health and safety** - a healthy living environment with a reduced fear of crime, and reduce opportunities for crime;
- **Community services and facilities** - an adequate range or appropriate and useable community services and facilities (including recreation) to support physical, safety and social needs, and which are equitably distributed;
- **Cultural heritage** - development that is respectful of and reflects the cultural values, meanings and beliefs of the community, including Indigenous and non-Indigenous cultures;
- **Economic vitality and employment** – access to employment opportunities;
- **Groups with particular needs** – the needs of people with particular requirements and interests, including older people, young people, children, and people with disabilities are met;
- **Housing** - Safe, healthy and comfortable residential environments providing appropriate and affordable housing to meet/ match community need;
- **Mobility** – The ability to travel efficiently and safely by an appropriate choice of modes appropriate to the needs of the community;
- **Natural environment** - The opportunity to use and enjoy the natural environment;
- **Sense of community** - A cohesive community with intact character and identity, strong social networks and respected cultural values;
- **Town (activity) centres** - Lively and vibrant town (activity) centres providing a focal point for community activity; and
- **Urban design** - Distinctive, legible, and interesting urban areas that promote safety, accessibility and social interaction (and inclusion).

See Appendix 1 for further detail on indicators and how objectives may be integrated in planning schemes.

3.8 Health, Wellbeing and the Urban Environment (2005)

Health, Wellbeing and the Urban Environment – A summary of known relationships (Queensland Health 2005) was undertaken by Statewide Health Services Planning in response to the anticipated population growth in Queensland's south east corner. The report focuses on health promotion and key determinants of health as well as planning for efficient and effective health services.

Elements of the urban environment which could be influenced by urban planning strategies are investigated to guide decision making for new plans and developments. The report assembles evidence about the links between social and environmental conditions and community health and wellbeing from international and domestic research which is briefly summarised below.

Health was found to be influenced by an array of social, economic, environmental, behavioural and genetic factors, with perhaps the most primary determinant of health being income. Higher incomes allow people to purchase higher quality foods, housing, recreation and health care. A greater sense of control and other psychological benefits may also result. Interestingly, wealth disparity in a community has been found to negatively impact both individuals with low incomes and those on higher incomes. Thus, individual income and income equality in a community are both important elements.



Income has been found to be influenced by a range of factors, notably employment and the cost of housing. Employment brings with it social status and self-esteem, as well as social contact and community participation. An individual's ability to gain employment is also influenced by housing security, education level, social support and accessibility. Housing affordability directly affects how much money is left in the household budget to spend on food, healthcare, education and recreation, while owning your own home, or making affordable repayments to purchase your home, offers a sense of security and control.

Social connectedness, which includes a sense of belonging and participation in the community, is also a key determinant of health and wellbeing. Other key factors included:

- Accessibility to health services and social infrastructure;
- Level of physical activity (greatly influenced by the urban environment);
- Social trends and characteristics (for example, one parent families, ageing and ethnicity);
- Indigenous status;
- Water quality and supply;
- Exposure to pollutants and hazards; and
- Climate change.

The key influences on health and wellbeing, and their relationships to one another, are illustrated in **Diagram 2** below.

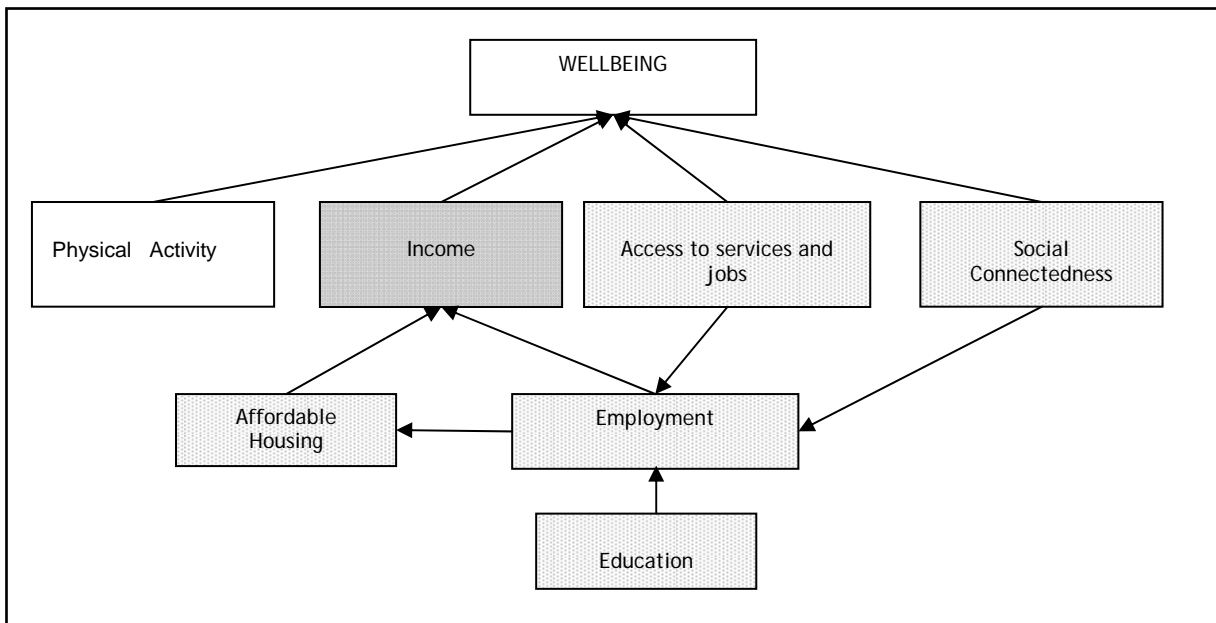


Diagram 2: Key influences on Health and Wellbeing in the Urban Environment

Source: Queensland Health 2005

3.9 Measuring Community Wellbeing: Central Queensland Case Study (2008) – Six-by-six technique

A study was undertaken to develop community wellbeing data at the Local Government area level, and improve the methodology of existing surveys being undertaken by some Local Governments. Following a global review of literature and an assessment of the requirements of local governments in



Queensland, a model to measure wellbeing at the local level was developed. Testing of the model was undertaken in the Emerald Shire of Central Queensland.

The result was the “Six-by-Six” model. A total of 36 indicators were developed, grouped into six dimensions of wellbeing balanced between economic, environmental and social factors. The model therefore also aligns with the common triple bottom line approach to governance.

The model dimensions and indicators are shown below:

1 Wealth and Affordability

- 1.1 Average cost of renting (Office of Economic and Statistical Research)
- 1.2 Housing availability (External Data Source)
- 1.3 Housing activity (price trend) (Office of Economic and Statistical Research)
- 1.4 Personal Income (Australian Bureau of Statistics)
- 1.5 Economic Stress (Office of Economic and Statistical Research)
- 1.6 Income Support (Office of Economic and Statistical Research)

2 Safety and Public Health

- 2.1 Public Health Services (External Data Source)
- 2.2 Crime Against Persons (External Data Source)
- 2.3 Other Offences (External Data Source)
- 2.4 Crime Against Property (External Data Source)
- 2.5 Perceptions of safety and crime (Local Government customer satisfaction survey)
- 2.6 Victim of crime (External Data Source)

3 Personal Health and Fitness

- 3.1 Adult overweight (Local Government customer satisfaction survey)
- 3.2 Adult Physical Activity (Local Government customer satisfaction survey)
- 3.3 Alcohol consumption (Local Government customer satisfaction survey)
- 3.4 General Health Status (Local Government customer satisfaction survey)
- 3.5 Satisfaction with life (Local Government customer satisfaction survey)
- 3.6 Work-life balance (Local Government customer satisfaction survey)

4 Diversity and Learning

- 4.1 Age Distribution (External Data Source)
- 4.2 Education Level (Local Government customer satisfaction survey)
- 4.3 Population Density (External Data Source)
- 4.4 Population growth (External Data Source)
- 4.5 Local Arts and Cultural Activities (External Data Source)
- 4.6 Diversity (Local Government customer satisfaction survey)

5 Community and Governance

- 5.1 Citizen engagement (External Data Source)
- 5.2 Community Governance (Local Government customer satisfaction survey)
- 5.3 Community Connectedness (Local Government customer satisfaction survey)
- 5.4 Personal Connectedness (Local Government customer satisfaction survey)
- 5.5 Community Trust (Local Government customer satisfaction survey)
- 5.6 Community Participation (Local Government customer satisfaction survey)

6 Environment and Infrastructure

- 6.1 Parks and Gardens (External Data Source)
- 6.2 Community and recreation (External Data Source)
- 6.3 Roads and Infrastructure (External Data Source)
- 6.4 Local Development External Data Source
- 6.5 Environmental Issues (Local Government customer satisfaction survey)



6.6 Transport (Local Government customer satisfaction survey)

A survey of approximately 400 households in the Emerald LGA was undertaken. The case study found that:

- the current data collection methodologies used by LGAs were below best-practice standard;
- considerable value could be added to the evaluations by including the community wellness approach; and
- a lack of comparative data for neighbouring LGAs made some of the data relatively meaningless.

3.10 Camden Sustainability Indicators (2005)

Camden Council in New South Wales developed a set of sustainability indicators to measure the area's wellbeing, health and lifestyle. The themes and associated indicators (key and supplementary indicators) are:

- Managing urban growth
 - There are housing choices;
 - We use our resources wisely;
 - We have the best of both worlds.
- Accessibility
 - I can obtain what I need;
 - There are places to play;
 - We leave the car at home;
 - People feel they have enough.
- Environmental systems
 - The water is clean;
 - People breathe clean air;
 - Bushland is abundant;
 - You can hear the sounds of nature;
 - Nothing is wasted.
- Economic and Community development
 - People feel safe;
 - People feel they belong;
 - There is community pride;
 - People are healthy;
 - There is a commitment to learning;
 - There are a variety of local jobs available.
- Governance
 - It is well governed;
 - I have a say in its future.

Data is collected through subjective questions in the form of resident surveys, and other more quantitative sources such as Census data.

A desired trend has been identified for each indicator, and the data is analysed applying the following questions:

- What is the current situation?
- What is the current trend?
- What does this mean for the sustainability of Camden?



The findings are reported in the form of one of the following status given each indicator:

- On-track;
- Off-track;
- Stable;
- Trend not yet available;
- Information not yet available.

Whilst the indicators could be applied for other areas, the desired trends (benchmarks) are identified based upon the specific baseline context of Camden (e.g. an increase in the proportion of residents who are members of community organisations in Camden).

3.11 Sustainable Community Rating, Victoria

The Sustainable Community Rating is a voluntary self-assessment framework in Victoria. The Sustainable Community Rating is the outcome of collaboration between representatives from the development industry, Victorian government and peak bodies. It provides a common language to assist developers in the planning and delivery of sustainability in new residential communities.

It is based on five interrelated objectives:

- Community Wellbeing;
- Environmental Leadership;
- Urban Design Excellence;
- Housing Affordability; and
- Commercial Success

The objectives address the triple bottom line of environmental, economic and social sustainability and include a number of social sustainability factors (across objectives) including community capacity, access to education, training and income, promotion of healthy and active communities, urban design elements such as walkable neighbourhoods, legibility and connectivity, safety and security, amenity, character and identity, as well as housing diversity and affordability. It is recognised that the objectives are inter-related and that sustainable communities require fulfilment of all objectives.

Further detail on the community wellbeing, urban design and housing affordability objectives follows.

3.11.1 Community wellbeing

The Community Wellbeing objective aims to deliver communities that are safe, healthy; have access to services, jobs and learning; foster active local citizenship, and are pleasant places in which to live, work and visit.

The framework identifies five priorities that influence sustained community well-being and these form the priorities used to evaluate and monitor this objective:

- Respond to community needs identifies the likely composition and needs of new communities, and how these will be addressed in a timely way.
- Building community capacity is achieved through community engagement and processes to achieve a strong sense of belonging and identity in a new community.
- Economic benefit is delivered when new developments generate local employment opportunities and ensure access to regional labour markets. Integrated local economic development contributes to long-term community sustainability.



- Healthy and active communities are attained through creating safe environments that offer opportunities for healthy activity, recreation and social interaction. These contribute to overall community well-being.
- Opportunities for lifelong learning are offered through ease of access to education, and training opportunities at different stages of the lifecycle.

3.11.2 Urban design excellence

Urban Design Excellence is best achieved when design thinking concentrates on creating a sense of place within an urban landscape.

This objective identifies nine priorities important to achieving urban design excellence:

- Interpreting place and context means the design should recognise and respond to the distinct features of a place by building on its social, cultural, historical and landscape character.
- The public realm should demonstrate design excellence, and contribute to safe, walkable, well designed and welcoming communities.
- Subdivision design should encourage the integration of infrastructure with house and land, optimise shared open space, and promote access to solar gain for houses and the private open spaces around them.
- Visual character and identity seeks a balance between variety and consistency. The design should reflect an innovative and imaginative use of space, form and materials.
- Legibility and orientation – Land parcels, transport networks, streets and parks should be designed as a coherent whole by the provision of good connections. Legibility enables residents to understand how a place works and helps them to find their way.
- Permeability and connectivity is the degree to which places enable people to move around and through them with ease.
- Safety and security is increased by the introduction of human activity to the public realm with active building frontages onto streets and other public spaces, and enabling surveillance – ‘eyes on the street’ – that increases personal safety and helps prevent crime.
- Varying densities is important to creating healthy communities of differing age and income groups. Medium to higher densities also help to support public transport and a greater variety of community facilities.
- Mixed use offers a range of opportunities and experiences so community members can work, live, relax and shop in their local area.

3.11.3 Affordable housing

Access to affordable and appropriate housing is a critical element in building sustainable and diverse communities.

This objective identifies three priorities that can directly influence housing affordability.

- Affordable and Diverse Housing – The provision of a mix of housing types and tenures widens housing choice and responds to the diverse needs of Victorian households. Accessible and adaptable home design that meets the needs of people of all ages and abilities is also encouraged. Well designed and well located affordable rental housing managed by not for profit Affordable Housing Agencies can assist in meeting the needs of low to moderate income households unable to access home ownership.
- Affordable home purchase – As the cost of housing continues to rise, specific initiatives are needed to reduce the purchase price of housing for moderate-income households. This can be achieved through more efficient subdivision of land and the use of partnerships to deliver homes at a price affordable for moderate income households.



- Affordable Living – The use of environmentally sustainable materials and energy efficient housing design contributes to housing affordability by reducing maintenance costs and ongoing energy charges. Housing located close to public transport, services and employment opportunities helps to minimise the costs and time associated with travel demands, accessing employment and meeting the daily needs of the household.

3.11.4 Measures

Tools in the form of Performance Measurement Tables have been developed to measure the sustainability objectives in master planned communities, urban renewals and provincial development. The tools are currently being road tested.

The Performance Measurement Tables are organised under the priority areas in the objectives, with a number of actions (aspects) and performance measures that are to be rated. The performance measures are relating to the planning of the development and are one-off measures to ensure the development address the objectives and associated priorities. The performance measures are likely to be more suitable for large developments due to their intricate nature, e.g. preparation of demographic and needs analysis, heritage management plans, impact assessments, community development plans etc.

3.12 Community Indicators Victoria

Community Indicators Victoria aims to support the development and use of local community wellbeing indicators in Victoria with the purpose of improving citizen engagement, community planning and policy making. Community Indicators Victoria presents data and reports on the wellbeing of Victorians using an integrated set of community wellbeing indicators. These indicators include a broad range of measures designed to identify and communicate economic, social, environmental, democratic and cultural trends and outcomes. The project is a collaborative project hosted by the McCaughey Centre, School of Population Health, University of Melbourne.

The Community Indicators Victoria framework is based on a set of approximately 80 community wellbeing indicators, covering the broad spectrum of local community life, including social, environmental, economical, democratic and cultural aspects.

The indicators are grouped under five major domains which include:

- Healthy, safe and inclusive communities:
 - Personal health and wellbeing;
 - Community connectedness;
 - Early childhood;
 - Personal and community safety;
 - Lifelong learning; and
 - Service availability.
- Dynamic, resilient local economies:
 - Economic activity;
 - Employment;
 - Income and wealth;
 - Skills; and
 - Work-life balance.
- Sustainable built and natural environments:
 - Open space;
 - Housing;
 - Transport accessibility;



- Sustainable energy use;
- Air quality;
- Water;
- Biodiversity; and
- Waste management.
- Culturally rich and vibrant communities:
 - Arts and cultural activities;
 - Leisure and recreation; and
 - Cultural diversity.
- Democratic and engaged communities:
 - Citizen engagement.

This index takes in a broad range of factors, including a range of social, economic and environmental factors. Physical activity and the design elements promoting it is not addressed as a key element to community wellbeing.

It is acknowledged that a larger number of indicators could potentially have been included in the framework of community wellbeing indicators. In order to be included in the framework, the indicators and measures had to meet the following guidelines:

- Are relevant and valuable to the community;
- Are grounded in theory and have been endorsed by experts on the topic;
- Measure progress towards sustainability and/or community vision;
- Are likely to give information about the future and/or early warning signs of problems;
- Are measurable at the Local Government Area level;
- Can be measured over time to show trends in results;
- Have regular and reliable data sources (e.g. the ABS Census);
- Can be disaggregated by population groups;
- Can be benchmarked against relevant jurisdictions;
- Are methodologically defensible;
- Are unambiguous and resonate with the general population;
- Are applicable to all Victorian Local Government Areas;
- Have been supported by consultation feedback; and
- Are consistent with other key government indicators.

The indicators and measures included in Community Indicators Victoria are designed help to provide a clearer picture of a community and how the community is tracking in key areas.



4. Recommended Community Health and Wellbeing Elements and Principles

The key elements and principles to promote community health and wellbeing have been identified from the above review across a range of disciplines. The key elements and how to measure these vary according to the discipline, with some arguing life satisfaction, social capital or community involvement - these may be called 'soft' elements - being the key; and others arguing urban design or access to services and facilities and appropriate housing – or 'hard' elements - are the key. Socio-economic status and health status are other indicators of wellbeing. It would appear clear that a mixture of these elements is required.

In planning, it is therefore recommended the following elements and principles be considered to promote community health and wellbeing. The interrelationship between planning and health and wellbeing, and social sustainability should further be recognised in other key Council documents including the forthcoming Community Plan.

RECOMMENDED ELEMENTS AND PRINCIPLES TO PROMOTE COMMUNITY HEALTH AND WELLBEING

Healthy Food

- Preservation of agricultural lands
- Support for local food production
 - Education and education to grow fruit, vegetables and herbs
 - Establishment of community gardens
 - Establishments of fresh produce markets
- Access to fresh, nutritious and affordable food
 - Enhanced access to healthy foods through schools, supermarkets and eating places, including cafés, restaurants and fast food outlets

Healthy, Active Living

- Open space and recreation
 - Access to nature for sport, recreation and reflection purposes
 - Adequate provision of sport and recreational facilities
 - Provision of attractive and safe recreational walk and cycle paths with facilities such as shade, seating and drinking fountains
 - Streetscapes that encourage activity
 - Access to safe and attractive children's playgrounds, recreational parks and public spaces with picnic facilities, activity spaces for youth such as basketball hoops, shade, shelter, seating, toilets, drinking fountains etc
- Public/ civic spaces
 - Smaller civic spaces for social interaction, relaxation, lunchbreaks etc
 - Larger civic spaces for community events and outdoor entertainment
- Leisure and entertainment
 - Facilitation of leisure and entertainment services to meet various demographics and lifestyle choices, e.g. retail, entertainment venues, dining, commercial recreation facilities etc

Supportive Social Infrastructure

- Access to a range of community facilities and services that are provided in a timely way, and that are flexible to accommodate changing needs



Community Identity and Belonging

- Identification with place through urban design
 - Stimulating and attractive routes to and around local landmarks and points of interest
 - Environments that will encourage social interaction and connection among people
 - Public art
- Town/ Activity centres
 - Lively and vibrant town (activity) centres providing a focal point for community activity
- Reinforcement of cultural heritage
 - Preservation and enhancement of places of natural, historic and cultural significance (Indigenous and non-Indigenous)
 - Recognition and interpretation of natural and cultural histories
- Diverse and including communities and neighbourhoods
 - A range of opportunities and experiences so community members can work, live, relax and shop in their local area
 - Embracing of cultural diversity
 - Consideration of the needs of people with particular requirements, including older people, young people, children, and people with disabilities

Community Safety

- Crime prevention and reduction
 - Incorporation of measures to prevent and reduce crime and to enhance a sense of security through Crime Prevention Through Environmental Design (CPTED) principles, including lighting, natural surveillance and encouragement of activity

Accessibility, Mobility and Communication

- Access to public transport
 - Provision of frequent, reliable and affordable public transport between residential, education, business and employment areas
- Promotion of active transport³
 - Provision of active walk and cycle ways between residential areas, public transport, childcare, schools, employment areas, business districts, vital facilities and services and sport and recreation opportunities
 - Consideration of safe use of scooters
 - End of trip facilities
 - Where appropriate, planning for higher densities to support a variety of destinations within walking distance
- Universal/ accessible design
 - Design to allow people of various abilities safely and easily move through the streetscape, including legible design such as e.g. signage, landmarks, lighting
- Phone and internet connectivity
 - Provision of high quality telephone and internet connectivity

Community Participation and Empowerment

- Community engagement
 - Effective processes to engage people in the planning, design development and

³ Defined as non-motorised forms of transport involving physical activity, such as walking and cycling. It also includes public transport for longer distance trips, as public transport trips generally include walking or cycling components as part of the whole journey



- management of communities
 - o Fair access to information
- Community development
 - o Well resourced community development programs of that build social capital
 - o Enabling communities to be involved in decisions that affect them
 - o Partnership, resourcing and institutional arrangements that support the development of local organisations and enterprises
- Social impact
 - o Initiatives to minimise and mitigate social impact of development

Appropriate and Affordable Housing

Safe, healthy and comfortable residential environments providing appropriate and affordable housing to meet/ match community need, through:

- Housing diversity
- Affordable housing
- Housing affordability (housing not disadvantaged by unaffordable locations)
- Housing for older people (independent living and high/low care)
- Adaptable and accessible housing

Economic Prosperity and Security

- Ongoing economic growth and development
- Quality employment and training
 - o Access to a range of quality employment opportunities
 - o Access to appropriate job training
- Partnerships involving the community

Healthy Environment

- Air quality
- Water quality and safety
- Disturbance and health effects associated with noise, odour and light pollution
- Recycling

In implementing these elements, the guidelines by the Healthy Spaces and Places project should be considered – with further details being provided through the NSW Premier's Council for Active Living (PCAL). Desired Standards of Service (DSS) are further required to set a benchmark for the provision of social infrastructure, open space, sport and recreation facilities, housing diversity etc.

Transparent community engagement is vital to ensure the above elements meet community needs and aspirations, and to foster social capital.



5. Identified Community Health and Wellbeing Values and Needs in the Fraser Coast Region

Following is a summary of the values and needs associated with community health and wellbeing elements, as identified in previous policies and strategies and in consultation with the community (relating to the development of social planning and other reviewed documents) and more recently Fraser Coast Regional Council Councillors workshop 14 December 2009, individual interviews with Councillors during December 2009, and consultations with service providers undertaken for this study.

5.1 Community Wellbeing Objectives and Aspirations

5.1.1 Corporate Plan

The Fraser Coast Corporate Plan (2009) vision is broken down into four key areas: Natural, Dynamic, Healthy, and Smart. The following vision elements are of high relevance for community health and wellbeing:

Dynamic – A diverse, innovative and prosperous region

Built Environment and Planning

- Plan for self-sustaining communities designed for living;
- Preserve intrinsic character of unique communities.

Healthy – a liveable, healthy and happy community

Heritage and Culture

- Celebrate the region's rich history and diverse heritage;
- Preserve the history of the traditional owners of the land and share and make accessible this history; and
- Provide diverse cultural experiences.

Community Health and Safety

- Ensure equal access to services and facilities;
- Implement effective disaster management planning and response mechanisms; and
- Promote healthy lifestyle choices.

Community Development

- Encourage community participation, and a feeling of empowerment;
- Provide a range of recreational, sporting and learning facilities; and
- Celebrate community pride, belonging and creativity.

Council specifically aims to:

- Increase attendance at community events by 10%;
- Implement the Social Plan; and
- Achieve a 90% satisfaction rating from community groups assisted by Council.

Investments to support this vision element include:

- Implementing the Seafront Oval Master Plan;
- Parks, recreational and community facilities; and
- Extension to the Art Gallery/Library building in Hervey Bay.



5.1.2 Social Plans

The Hervey Bay, Maryborough and Tiaro Social Plans are based on community wellbeing frameworks that have been developed in consultation with the respective communities.

The Social Plan Review (2009) demonstrated that there are more commonalities than differences between the three social plans. All Plans contain similar actions under a number of themes, however, there are also a number of themes/ areas of action that are only covered in one or two of the social plans.

Together, the existing social plans cover most topics in the proposed checklist. Sport and recreation, open space, walk/ cycle and public transport, economic development and environmental sustainability are addressed in more detail through other policies and strategies.

The objectives of the draft Hervey Bay Social Plan were as follows:

Community Participation

"To involve community and residents in planning processes and formulation of community vision, and ensure access to the skills and knowledge needed to play a full part in the community".

Sense of Community

"Promoting community cohesion; acceptance and belonging; character and identity, and community networks and values".

Cultural Heritage and Diversity

"Respecting and reflecting the cultural values meanings and beliefs of the community, including indigenous and non-indigenous cultures".

Arts & Recreation

"Making opportunities for culture, arts and recreation readily available for all".

Community Health and Safety

"Promoting a healthy living environment, reducing opportunities for crime, and reducing fear of crime".

Housing

"Provide affordable and appropriate housing and residential amenity".

Community Services and Facilities

"An adequate range of appropriate and usable community services and facilities (including recreation), which are equitably distributed".

Groups with Particular Needs

"Providing for the needs of people with particular needs, including young people, older people, children and people with disabilities".

Accessibility and Mobility

"Ability to travel efficiently and safely by an appropriate choice of modes, which are suited to community needs (e.g. Public transport, private vehicle, bicycle and walking) and equitable access to community facilities and services, places of work, leisure and community activity".

Community Impact

"Avoiding and lessening the adverse effects of development on peoples' way of life, their culture and their community".



Economic Vitality and Employment

"Adequate access to sustainable and appropriate employment opportunities, education and training".

Urban Design/Town Centres

"Distinctive, legible and well-designed urban areas which promote sense of place and community, health and safety, accessibility and social interaction".

Natural Environment

"The opportunity to use and enjoy the natural environment and to benefit from a healthy natural environment (eg: clean air and water, biodiversity)".

The objectives of the Maryborough Social Plan were as follows:

Active healthy lifestyle

Aim to provide services, facilities and opportunities to support and encourage an active and healthy lifestyle within our community through:

- *Quality health services;*
- *High standard and affordable sport and recreation;*
- *Affordable and available housing;*
- *Public safety and crime prevention;*
- *Quality transport networks and services;*
- *Educational opportunities for lifelong learning.*

Community connections

Aim to build community connections, harmony and pride through:

- *Positive community relations and communications;*
- *Celebrations and events that bring people together;*
- *Fostering community pride;*
- *Arts and cultural heritage development.*

Community vitality

Aim to generate community vitality and sustainable outcomes by supporting:

- *Collaboration and capacity building;*
- *Sustainable development and broader employment opportunities;*
- *Community development;*
- *Partnerships and planning.*

The Tiaro Social Plan did not have clearly identified objectives, but was developed around the framework of:

Sport and Recreation Facilities;

Community Wellbeing:

- Values;
- Health;
- Safety;
- Housing;
- Participation; and
- Individual Areas - (seniors (65+), young people, children and people with a disability).

Community Development;

Access;

Economic Development;

Leadership.



The Fraser Coast Regional Sport, Recreation and Open Strategy 2006-2025 (2006) also contains the following objective in relation to Open Space, Green Corridors and Landscape Amenity:

Protect and enhance the “green character”, wilderness and biodiversity of the Fraser Coast region through the effective management of sport and recreation activities.

- *For residents and visitors it is desirable to maintain a sense of balance between urban and rural lifestyle, and provide unstructured recreation activities in a setting which retains a sense of “wilderness”.*

5.1.3 Consultations with Councillors

Consultation with Councillors in 2009 (workshop 14 December and individual interviews during December) to inform this strategy identified the following themes for a sustainable Fraser Coast region:

- The need for a cohesive Council – towards one Fraser Coast;
- Urban Form and Role of Centres;
- Industry, Tourism and Employment Drivers;
- Rural Futures and Rural Communities;
- Demographics, Population and Housing;
- Infrastructure Services, Social and Public Facilities;
- Accessibility and Transport;
- Environment and Heritage; and
- Health, Wellbeing and Education.

The themes were workshopped to identify challenges, opportunities, strengths and vision elements.

The vision elements most closely related to community health and wellbeing were as follows:

Urban Form and Role of Centres

- Restrict growth to retain coastal village charm;
- Urban centres are traffic friendly;
- Attractively presented towns;
- Revitalisation of Maryborough’s CBD and a city heart is established for Hervey Bay;
- A civic precinct/events centre and other large civic/gathering spaces are provided in Hervey Bay;
- Style of development that reflects character of areas; and
- Bauple/Tiaro are gateway village to Fraser Coast.

Industry, Tourism and Employment Drivers

- More diversified economy, all sorts of jobs at all sorts of levels;
- Reduced unemployment – more jobs and, as importantly better paid jobs with good job security;
- The region is known for its lifelong learning ethos; and
- Meaningful employment – a region that can train and employ young people.

Rural Futures and Rural Communities

- Sustainable farming and support for rural areas; and
- Produce our own foods (essential).

Demographics, Population and Housing

- Integration of the segmentation of our demographic;
- Balanced community – balanced population and demographic;



- Attracting youth to the region and providing a range of opportunities for youth and their families;
- Attracting International students;
- Mix of accommodation to cater for all lifestyles;
- Balance between low-cost and other housing types;
- Affordability;
- Inner city living;
- Manage and change external perceptions of the Fraser Coast as being ONLY for 'retired people';
- Maintain the position in the market for retired people; and
- Managing population growth and where this is directed.

Infrastructure Services, Social and Public Facilities

- Infrastructure reflects needs of community;
- Entertainment for an ageing population; and
- Range of facilities/services to attract and retain a broad demographic base.

Accessibility and Transport

- The region is easily accessible for everyone – connected region; and
- Improved public transport.

Environment and Heritage

- Healthier environment with green areas within and throughout the urban environment;
- Environmental values are identified, valued and protected; and
- Coastal townships are protected from further growth pressures.

Health, Wellbeing and Education

Health, Wellbeing and Education for residents

- Health and wellbeing is a high priority for all levels of government with infrastructure and programmes delivered to ensure this;
- Crime is low and residents feel safe;
- Health services meet the needs of the regional community;
- Fast broadband connections area available to all areas; and
- The region is known for its lifelong learning ethos.

How the Fraser Coast is perceived externally

- Creating excitement – a desire to 'come back';
- Use our location to our advantage;
- Happy and healthy people;
- The Fraser Coast being a great and exciting place to come to; and
- People coming to town with new ideas and opportunities.

The Councillor consultation identified the following elements as important for strong communities on the Fraser Coast Region community:

Strong communities:

- are welcoming communities;
- care about their environment;
- are diverse communities. They value people of all races, creeds and abilities involving them in community life;
- continually try to improve;
- are can-do communities;
- value arts and culture as well as sports;
- value academic excellence;



- care for one another;
- value their young people and provide opportunities for them to have a say;
- value their elderly and use their skills and experience;
- are involved communities;
- welcome new ideas and are innovative;
- work with business and reward good environmental practices and a sense of water preservation.

Key words to be integrated in overarching principles were identified as:

- Clean;
- Vibrant;
- Healthy;
- Safe;
- Attractive built form;
- Happy;
- Natural;
- Green;
- Renewable energy;
- Environment and ecosystems;
- Cultural Heritage;
- Tradition;
- Excitement;
- Adventure;
- Diverse;
- Community connectedness;
- Pride;
- Housing choice and mix;
- Sport; and
- Events.

5.2 Key issues/ challenges

Key policy and strategy documents have identified the following challenges for the Fraser Coast Region and beyond.

The Fraser Coast Region Corporate Plan identifies that:

- The planning framework needs to protect and plan for future development and encourage communities which are designed for living;
- The region's arts, culture and heritage should be supported;
- Public infrastructure needs to be improved and maintained in line with the demographic profile and requirements of the region;
- The Fraser Coast needs to be promoted as a desirable place to work, invest and do business;
- Key strategies should be developed to preserve and protect the environment;
- The safety, wellbeing and inclusiveness of the community needs to be maintained and promoted;
- Connections and networks between people, communities, facilities and services should be encouraged;
- Disaster management planning should be implemented to minimise impacts on the community.



The Fraser Coast Regional Council Economic Development Strategy (2009) identifies the following challenges under the theme of 'Lifestyle, Health and Recreation':

- The EDS indicated that Council should '*strive to provide green space, recreational and sporting facilities that remain attractive to people of all ages*';
- Health and aged care have emerged as major sectors of economic development and the development of existing and new retirement and aged care facilities should be fostered;
- The region is an ideal location for an international standard wellbeing centre or specialist health treatment facility;
- It is recommended that the Council encourage the University of Southern Queensland to expand its health industry training programs;
- High quality sport and recreation facilities may create opportunities for economic development in the region; and
- Development of a motorsport complex is encouraged to facilitate economic development in the region.

The Fraser Coast Social Profile identified:

- Managing the Growth;
- Changing Demographics and Service Delivery;
- Economic Viability;
- Resistance to Change; and
- Communication & Information Dissemination.

Hervey Bay Social Plan identified:

- Urban spread;
- Settlement patterns impact on service provision;
- Lack of work, industry base;
- Information;
- Lack of Extended Family Networks, particularly for new residents;
- Service adequacy vs. Population growth;
- Mobility of population;
- Community Safety issues;
- Lack of community identity/belonging;
- Use of public space; and
- Accessibility, particularly for outlying areas, and people with mobility limitations.

Maryborough Social Plan:

- Decreasing housing affordability;
- Ageing population (social isolation and pressure on health and welfare services);
- Economic dynamics (low income and job security, high unemployment);
- Maryborough as a regional city (increasing demand on services without local population growth to support);
- Community services and facilities (gaps and increased demand, but good coverage of needs);
- Social isolation of older, culturally diverse and geographically mobile people within the community; and
- Retaining a high sense of community.

Fraser Coast Regional Council Councillors identified the following key issues (extract of key issues related to community health and wellbeing):

- Demographics, Population and Housing
 - Need to address the imbalance families/retirees. The demographic needs to swing away from the predominantly aged population by attracting more families through promoting the lifestyle, jobs and affordability of the area; and



- Need to retain and/or attract youth.
- Infrastructure Services, Social and Public Facilities
 - Providing services to the geographically dispersed communities;
 - Lack of funding for infrastructure; and
 - Population levels to support new infrastructure.
- Accessibility and Transport
 - Accessibility, including between Maryborough and Hervey Bay and for rural towns;
 - Mobility for an ageing population; and
 - Public transport requires a cultural change along with increased densities/critical mass.
- Environment and Heritage
 - Need to respect our cultural and Indigenous heritage and remember where we came from.
- Health, Wellbeing and Education
 - Social and welfare issues will continue to escalate unless drug and alcohol problems are addressed, families are supported and people take more responsibility for their own actions;
 - Health/medical facilities for a growing and an ageing population; and
 - More events and excitement.

Consultation undertaken as part of the Social Infrastructure Strategy (see Appendix 2) identified the following needs and issues:

Southern Region

- Very diverse group of people who do not communicate. There is a lack of community spirit and no sense of community. They need something to work on together;
- Need all little villages to prosper and get bigger;
- People move here for cheap land/tree change but need employment;
- Need facilities for stopping in the region;
- A need for research on local endangered animals. Have 3 endangered species;
- There is a lack of community spirit. Diverse groups in one area – nothing uniting them or getting them talking to each other;
- Need improved communication to link people together – newsletters, newspaper. Don't know what Council's doing; and
- Need a network of community centres that Council visits (largely done).

Northern Region

- Torbanlea and Howard do not work entirely together. Overlapping resources for example of schools – two schools (one side of river goes to each). Resources are not coordinated; the towns should be better integrated. No sporting activities in Howard, but there are in Torbanlea;
- Can't do anything without sewerage, the biggest single restriction;
- Healthcare is a priority.

Maryborough

- Need to think beyond the curative services to preventative things;
- Try to incorporate small scale neighbourhood facilities in new outer suburbs to strengthen community cohesion and networks;
- Coordinate models of service provision – identify who does what best and strengthen their capacity. Need for increased community partnerships with government;
- Also need the model of service provision to be based on a local area basis. No major service centre and dispersed population – needs a different servicing model; and



- Need new estates workers and converted sales offices as neighbourhood centres in new communities.

Hervey Bay

- Need incentives/initiatives **not** to drive children to school, for example, walking school buses, bikeways, walkways;
- Need some safe alternatives to cars that are healthy and more active;
- The Safety House program has limited coverage, not working in Maryborough anymore;
- Bikeways/ Walkways need to be wide enough for bikes too. More footpaths along streets; and
- Need to incorporate more CPTED principles.

5.3 Key strengths and opportunities

The following strengths have been identified for the region:

Wide Bay Burnett Regional Plan:

- Relaxed lifestyle; and
- Strong sense of community and identity, based on ability to manage natural resources, settlement pattern and economy.

Fraser Coast Social Profile:

- Knowledge; and
- Collaborative Partnerships.

Hervey Bay Social Plan (community values):

- Participation and Inclusiveness;
- Pride in Community;
- Diversity;
- Protection of the Environment; and
- Safety (including accessibility).

Hervey Bay Social Plan (strengths):

- Liveability (open space, clean, safe, affordable);
- Natural Features;
- Diversity (cultural and tourists);
- People (volunteers, community participation, helpful, friendly, innovative);
- Relaxed Lifestyle;
- Accessibility;
- Walk/bike tracks;
- Good community facilities;
- Lots of activities, particularly for retirees;
- Good range of services; and
- Good informal networks between service providers.

The Tiaro Shire Sports and Recreation Plan and Social Development Plan:

- A quiet lifestyle;
- The natural environment;
- Friendships; and
- A friendly community.

The following opportunities have been identified for the region:



Fraser Coast Social Profile:

- Leadership;
- Planning for Community Infrastructure; and
- Learning Opportunities.

The Councillor consultation identified the following strengths of the region to be preserved and enhanced (extract of key elements related to community health and wellbeing):

- Urban Form and Role of Centres
 - Maryborough: stability; heritage, tradition; and
 - Hervey Bay: a lifestyle choice, variety, outdoor opportunities/beaches.
- Infrastructure Services, Social/ Public Facilities
 - Brolga Theatre;
 - Sporting facilities;
 - Walk and cycle ways;
 - Maryborough Showgrounds and Equestrian Park;
 - Ability to fish from beach and riverbank; and
 - Cemeteries are well planned and pleasant places to visit with artworks, water features and quiet places to reflect.
- Sustainability, Environment and Heritage
 - Indigenous Culture and Heritage.
- Health, Wellbeing and Education
 - Relaxed lifestyle;
 - Council events; and
 - Volunteering spirit.

Key opportunities were identified as follows:

- Demographics, Population and Housing
 - Attracting more International students– student accommodation close to university; and
 - Catering for an ageing and transient population like Recreational Vehicle parks etc – different forms of development and housing.
- Infrastructure Services, Social/ Public Facilities
 - Opportunity for Maryborough Showgrounds and Equestrian Park to be extended and enhanced and bringing even bigger and better events to the region. Appropriate accommodation could also be provided on site;
 - Trail linking Maryborough and Hervey Bay and eventually rural areas;
 - Community centre for Hervey Bay; and
 - Extend the Brolga Theatre.

From the consultations undertaken for the study, the following strengths and opportunities were identified:

- 'Country' can overcome problems of lack of infrastructure with innovative solutions;
- Tiaro is an arty crafty region, could further develop this;
- Promote bike tours around the region. Old coach road behind Tiaro;
- Mary River now well known – needs free camping; and
- Urban design of Howard town centre could be improved. The Chamber of Commerce did a community plan for area - two years ago.

Further, the report 'Good things come in small places' (Fraser Coast Regional Council, 2009) reports priorities for small towns within the Fraser Coast Region based upon community consultation with



these communities. The report 'Good things come in small places' (Fraser Coast Regional Council, 2009) reports the findings of a workshop for small communities on the Fraser Coast in March 2009.

The priorities for the various working groups were identified as follows:

Bauple

1. Create sense of ownership in the town;
2. Create local identity;
3. Retain family/ community spirit; and
4. Regain businesses.

Burrum

1. Regain health of the Burrum River;
2. Retain traditional holiday atmosphere and sense of community;
3. Create youth facilities, incl. pool room, internet access & computer games;
4. Drop keeping controlled development; and
5. Change signage to be more visitor friendly.

Glenwood

1. Retain big swap meet – fundraising;
2. Retain regular community events; social nights, discos & youth activities;
3. Create facilities for chemist/ doctor/ groceries;
4. Change entrance image, which is not signed; and
5. Retain wildlife/ natural areas.

Woocoo

1. Drop negativity and attitude;
2. Create tourist stopovers and free camping;
3. Create BYO drinks café overlooking lake with turtles;
4. Regain services to the community; and
5. Retain "Utopia", "Whoop Whoop", Brooweena, Woocoo, "Teebar".

Mary River

1. Change attitudes to working together;
2. Create culture of sustainability;
 - a. Self-sufficiency;
 - b. Employment;
 - c. Industry;
3. Retain Rattler;
4. Change town planning/ Council relationship; and
5. Create history/ art trail (engaging elderly).

Tiaro

1. Regain historical profile of town/ streetscape;
2. Retain:
 - a. Tiaro Meats;
 - b. Hideaway;
 - c. CSIRO Macadamia Research;
 - d. Freestay Caravan Park;
 - e. Petrie Park;
3. Create positive community attitude;
4. Retain rural/ agricultural/ forestry lifestyles; and
5. Regain centre of community interest.



Howard

1. Drop unacceptable behaviour and negative attitudes;
2. Create infrastructure & implementation thereof, and a town theme based on our strengths;
3. Retain heritage;
4. Create community spirit; and
5. Retain quality of life.



6. Assessment of Current Community Health and Wellbeing in the Fraser Coast Region

The above review has identified a very wide range of elements and principles which affect and determine overall community health and wellbeing. The review of local values and needs has suggested a significant number of areas in which the community has strengths, a number of issues and needs, and many opportunities.

At the present time, as the assessment of community health and wellbeing is new to Fraser Coast, there is no baseline evaluation which assesses the community's current level of community health and wellbeing. As identified in the review, many indicators which could be used are subjective and would require annual or periodic surveys to establish progression toward achievement of community health and wellbeing indicators. Such a set of indicators will be developed in Phase 2 of the study to provide a baseline for future evaluation of progress toward achieving community health and wellbeing objectives.

At the present time, much of the information reviewed above which provides indicators of community health and wellbeing concentrate only on various aspects, principally either morbidity (health) indicators or disadvantage, and/or are only available on a regional basis. Current identified indicators applicable to Fraser Coast are discussed below.

6.1 Level of Social Capital

The BTRE's *Social capital indicators database* was applied to the Wide Bay-Burnett region by the Bureau of Transport and Regional Economics, in their project in 2005. A clear message from this application is that while the database can be used to identify a region's strengths and weaknesses with respect to social capital, more in-depth analysis is needed to understand the underlying reasons why a particular aspect of social capital is particularly strong or weak within a region.

In terms of the social capital indicators, Wide Bay-Burnett has been identified as having three weaknesses:

- Frequency of social contact (a score of 53 compared to the national average of 63, on a summary scale of 0 – 100);
- Only get together socially once a month or less with friends or relatives (31% compared to a national average of 20% of the population); and
- Labour force participation rate of 53% compared to 63% nationally.

Closer examination of the frequency of social contact data shows that both males and females in Wide Bay-Burnett had relatively infrequent social contact. The most informative demographic factor in explaining this result is age. A key factor behind this result is that 25 to 44 year olds in the region tend to have much less frequent social contact than individuals of the same age in Australia as a whole. The high value of the isolation indicator for Wide Bay-Burnett (people get together socially once a month or less with friends or relatives) has implications for the levels of inclusion and support in the region. The proportion of people in the least frequent category of social contact (less often than once every three months) is particularly high in Wide Bay-Burnett at 13%, compared to the national average of 5%. Regional residents in this category also report relatively low satisfaction with family relationships, low support, high levels of loneliness and a low active membership rate.

Wide Bay-Burnett's low labour force participation rate is partly attributable to the high proportion of retired people in the region. While 15 to 24 year olds in Wide Bay-Burnett are participating to roughly the same extent as their counterparts in the rest of Australia, all other age groups are significantly less involved in the labour force than their national counterparts. This suggests that factors other than age



are also contributing to the region's low labour force participation rate. Other potentially relevant factors include:

- Over time, the region's high unemployment rate may have led to unemployed people becoming discouraged jobseekers and exiting the labour force (or the region); and
- The region has a relatively high representation of Disability Support Pensioners (DOTARS 2003) who are outside the labour force.

The cluster analysis found that Wide Bay-Burnett had a higher representation of individuals in clusters 2 and 6 than did Australia. Cluster 2 represents 14% of individuals in the region (compared to 10% nationally), and is characterised by loneliness, limited emotional and financial support, and weak family and community bonds. There is also an above average proportion of 'social capital rich' individuals, with 25% of residents falling into cluster 6, compared to 21% nationally. Cluster 6 is characterised by high levels of support, connectedness and community involvement.

The Wide Bay-Burnett region was ranked 22nd out of the 69 regions on the community involvement summary scale. In terms of the general support summary scale, Wide Bay-Burnett was ranked 54th out of the 69 regions, so that the low level of support was more pronounced than the high level of community involvement.

This application illustrates how the BTRE's *Social capital indicators database* can be used as an exploratory tool for regions to identify any strengths or weaknesses with respect to social capital. One of the Wide Bay-Burnett Sustainable Region's main priorities is to enhance its social infrastructure, including community cohesiveness and individual opportunity. The tool also identified some challenges to cohesiveness and individual opportunity in the region, such as the existence of a significant group of socially isolated individuals in the region.

6.1.1 Level of Socio-economic Disadvantage (SEIFA)

The Socio-Economic Index for Areas (SEIFA) – Index of Relative Socio-Economic Disadvantage is an index prepared by Australian Bureau of Statistics (ABS), which comprises a number of variables related to disadvantage, such as low income, low educational attainment, unemployment, and dwellings without motor vehicles.

SEIFA analyses have been undertaken for Fraser Coast on three levels – for the Wide Bay Burnett Statistical Division by the Uniting Care Centre for Social Justice (2010), for the Fraser Coast LGA as a whole and within the Fraser Coast LGA (as part of the Housing Needs Assessment prepared by Buckley Vann Town Planning Consultants and Briggs & Mortar Pty Ltd for the Sustainable Growth Strategy).

The Disadvantage Scan for the Wide Bay Burnett Statistical Division found that in 2006 the Wide Bay Burnett had the greatest level of relative disadvantage in Queensland, with a SEIFA Index of Relative Socio-Economic Disadvantage score of 940 (with a mean of 1,000). Almost 50% or 120,655 people lived in the lowest quintile CDs in Wide Bay Burnett, expanding to 75% or 193,598 people when combining Quintiles 1 and 2.

Fraser Coast LGA had a SEIFA Index of Relative Socio-Economic Disadvantage score of 942.8, slightly higher (less disadvantaged) than the Region as a whole. 48.9 per cent of the population of Fraser Coast Regional Council Local Government Area (LGA) were in the most disadvantaged quintile. In comparison, by definition, Queensland has 20 per cent of the population in each quintile. Compared with the 20 per cent average across Queensland, 2.7 per cent of the population of Fraser Coast Regional Council LGA were in the least disadvantaged quintile.



Among the 25 SLAs in the Wide Bay Burnett Statistical Division, 17 (almost 70%) were in Quintile 1. Of the 17 SLAs in Quintile 1, the former Hervey Bay Part B was ranked third from the bottom, Tiaro was fifth, and Maryborough was tenth.

Analysis of the SEIFA index within the Fraser Coast LGA confirms a fairly distinct pattern of disadvantage in the more remote locations outside of the main centres of Hervey Bay and Maryborough. This is particularly evident in the catchments of Rural South, Rural South West, and Hinterland Hervey Bay where large portions of these catchments are identified as falling within Quintile 1 (the most disadvantaged quintile).

Areas experiencing the greatest level of social disadvantage (in accordance with the SEIFA index, Quintile 1) included:

Table 1: Highest Levels of Disadvantage

Catchment	State Suburbs particularly affected
Rural South	<ul style="list-style-type: none"> ▪ Glenwood (highest level of disadvantage of the whole FCRC region) ▪ Bauple (second highest level of disadvantage of the whole FCRC region) ▪ Gundiah ▪ Tiaro (close to inclusion in Quintile 2)
Rural South West	<ul style="list-style-type: none"> ▪ Doongul (fourth highest level of disadvantage of the whole FCRC region) ▪ Boompa
Hinterland Hervey Bay	<ul style="list-style-type: none"> ▪ Howard (third highest level of disadvantage of the whole FCRC region) ▪ Aldershot ▪ Pacific Haven ▪ Torbanlea ▪ Burrum Town
Maryborough Coastal	<ul style="list-style-type: none"> ▪ Maaroom ▪ Boonooroo ▪ Tinnanbar ▪ Poona (close to inclusion in Quintile 2)
Hervey Bay Urban	<ul style="list-style-type: none"> ▪ Pialba (most disadvantaged of all the Hervey Bay urban State Suburbs) ▪ Scarness ▪ Torquay ▪ Urangan <p>(all mid-range in Quintile 1)</p>
Maryborough Urban	<ul style="list-style-type: none"> ▪ Granville (ninth highest level of disadvantage) ▪ Maryborough (mid-range in Quintile 1)

By contrast, locations of relatively less disadvantage or 'advantage' are evident in the following State Suburbs:

- Wondunna – (Hervey Bay Urban catchment and Urangan sub-catchment) – Quintile 5;
- Craignish and Dundowran Beach (Coastal Hervey Bay catchment) – Quintile 4 and 5 respectively;
- Bunya Creek and Dundathu (Hinterland Hervey Bay catchment) – Quintile 4;
- Tinana South (Maryborough Urban catchment) – Quintile 4; and
- Oakhurst (Rural South West catchment) – Quintile 4.



These areas are predominantly providing residential accommodation on larger allotments and would be considered as 'lifestyle' areas, particularly Craignish and Dundowran.

Apart from those listed above, the most 'advantaged' parts of Hervey Bay urban area (except for those identified above) included Nikenbah, Kawungan, Urraween, Eli Waters and Point Vernon (all Quintile 2 and 3). The Hervey Bay urban surrounds areas of Sunshine Acres (Quintile 3) and Booral (Quintile 2) are also within this range (in addition to Bunya Creek).

The most 'advantaged' parts of the Maryborough Urban area were Tinana (Quintile 3); Maryborough West, St Helens and Owanyilla (all located in Maryborough Urban surrounds, and all Quintile 3).

It is recognised by the ABS that the 'concept of relative socio-economic disadvantage is neither simple, nor well defined. SEIFA uses a broad definition of relative socio-economic disadvantage in terms of people's access to material and social resources, and their ability to 'participate in society'. Notwithstanding the data limitations, SEIFA provides a useful snapshot of relative disadvantage and can be used in conjunction with qualitative data to better understand locations of disadvantage across the Fraser Coast region.

6.2 Health Status of the Fraser Coast Population

6.2.1 Health Determinants

An important source of comparative information on the health determinants which affect a region's public health was published in 2004 by Queensland Health. The available data covers the Fraser Coast Health Service District (HSD).

It provides a summary of the most important factors influencing the health status of Queenslanders and the areas of potential gain. It brings together indicators of the major behavioural, social, economic and environmental determinants of public health, which remain relevant in the case of Fraser Coast.

The key socio-demographic predictors of health for the Fraser Coast HSD were found to be:

- a higher proportion of older people;
- projected population growth to affect children and young people populations particularly; and
- evidence of socioeconomic disadvantage.

These predictors have particular consequences for the morbidity of the population. Hence some population groups within this HSD have a higher prevalence of some health behaviours than Queensland as a whole. These key health determinants or preventable morbidity factors for Fraser Coast HSD are:

- overweight and obesity;
- physical inactivity;
- tobacco smoking;
- poor diabetes management;
- poor asthma management;
- risk and protective factors for mental health;
- hazardous and harmful alcohol consumption; and
- falls in older people.



6.2.2 Key health indicators and outcomes

In September 2008, health indicators for the Fraser Coast HSD were published by Queensland Health in *Health Indicators: Fraser Coast Health Service District 2007*. Supplemental updated data was also provided from Queensland Health in August 2010 as part of this project. The following section combines these sources of information to present the most recent data available (2004-2008, mortality data from 2003-2007).

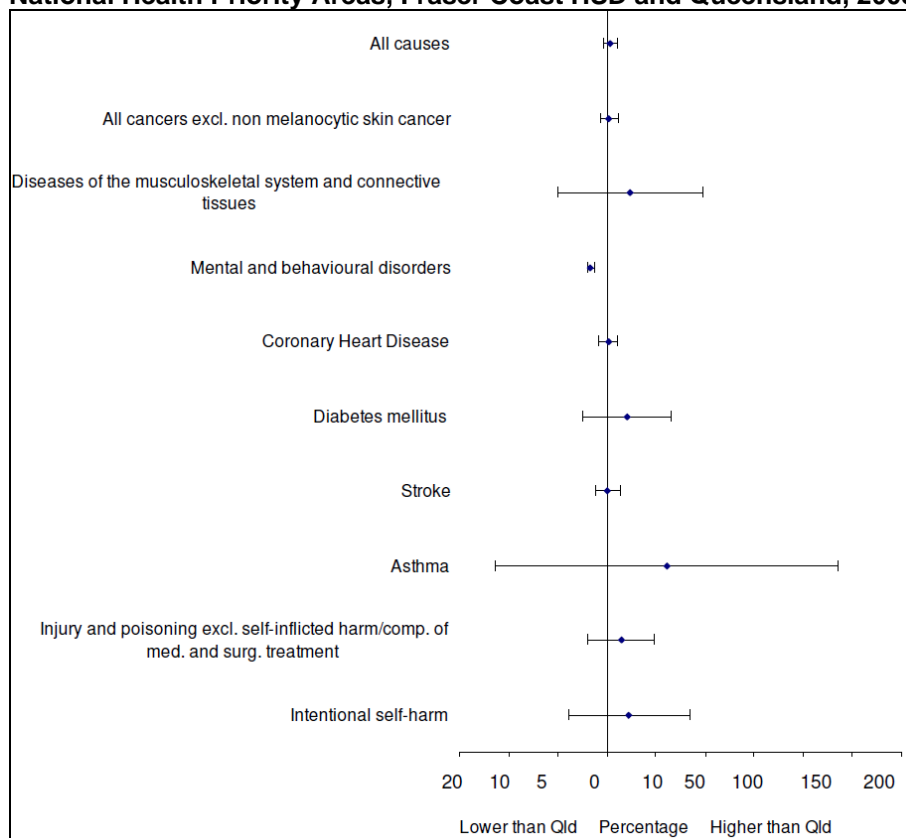
Comparative indicators and outcomes among National Health Priority Areas included the following:

Mortality

Considering the whole population in the Fraser Coast HSD, the major causes of death and illness identified included: *Coronary heart disease (CHD), stroke, chronic obstructive pulmonary disease (COPD), depression and lung cancer.*

The Fraser Coast HSD had similar rates of mortality as Queensland as a whole during 2003 to 2007 (see Figure 1). The Fraser Coast had a slightly higher rate for 'all causes' mortality for females. Conditions for which the mortality rate was higher in the Fraser Coast than Queensland included asthma, diseases of the musculoskeletal system and connective tissues, diabetes, injury and poisoning and intentional self harm.

Figure 1: Comparison of indirect age standardised mortality (a) (95% CI) for 'all causes' and National Health Priority Areas, Fraser Coast HSD and Queensland, 2003-2007



(a) Ratio of the actual number of deaths to the expected number of deaths in the HSD population if the HSD experienced the same age-specific rates as the standard population, expressed as a percentage

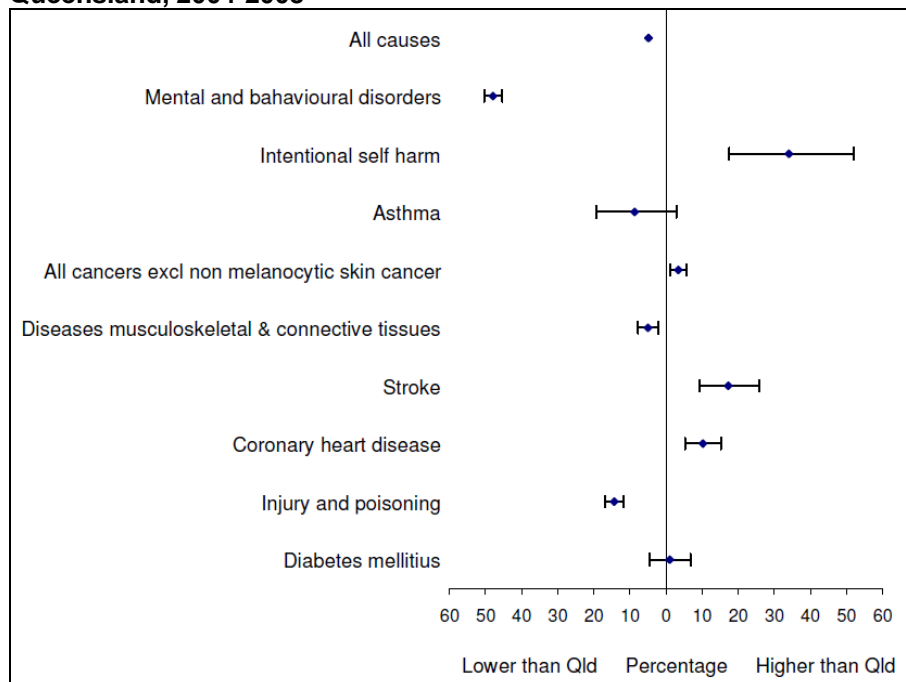
Source: Queensland Health 2010.



Hospital Separations

Patterns of hospitalisations in the Fraser Coast Regional Council between 2004 and 2008 follow similar patterns to 2002-5, with the 'all causes' of hospitalisations significantly lower than Queensland, although hospital separation for diabetes are now similar to Queensland. This increase could be due to changes in care patterns, bed availability, physician practice and other reasons. Intentional self harm, all cancers (excluding non melanocytic skin cancer), stroke and coronary heart disease remain higher than Queensland (see Figure 2).

Figure 1: Comparisons of indirect age standardised hospital separations (a) (95% confidence intervals) for all causes and National Health Priority Areas, Fraser Coast Regional Council and Queensland, 2004-2008



(a) Ratio of the actual number of separations to the expected number of separations in the HSD population if the HSD experienced the same age-specific rates as the standard population, expressed as a percentage.

Source: Queensland Health 2010

Maternal and Infant Health

Maternal mortality rates are an important measure of maternal health, access to medical care, socioeconomic conditions and public health practice. Maternal mortality rates were lower for the Fraser Coast HSD than Queensland, while perinatal and infant mortality rates were generally lower, but with a degree of variability (see **Table 1**).



Table 1: Maternal, perinatal and infant mortality rates for Fraser Coast Regional Council and Queensland, 2004 to 2008

Year	Place of usual residence	Mortality rates per 1,000		
		Maternal (a)	Perinatal (b)	Infant(c)
2004	Fraser Coast Regional Council	0.00	9.9	2.3
	Queensland	0.10	10.9	5.1
2005	Fraser Coast Regional Council	0.00	9.9	4.1
	Queensland	0.09	10.3	4.8
2006	Fraser Coast Regional Council	0.00	11.9	6.6
	Queensland	0.05	11.0	4.9
2007	Fraser Coast Regional Council	0.00	14.9	3.7
	Queensland	0.02	10.5	5.2
	Fraser Coast Regional Council	0.00	9.4	not available
	Queensland	0.05	9.8	not available

(a) Maternal mortality rate =(Mothers with 'died' discharge status/total mothers) per 1,000

(b) Perinatal mortality rate =(Perinatal deaths/total births) per 1,000

(c) Infant Mortality Rate - (Total deaths aged <1 yr / livebirths for specified area) per 1,000

Source: Queensland Health 2010

Birth weight is a key indicator of health status, with many factors contributing. From 2006 there have been a higher percentage of preterm live births in the Fraser Coast compared to Queensland. Smoking during pregnancy has been counted since mid 2005. In the Fraser Coast Regional Council Area, the percentage of non Indigenous women in the Fraser Coast reporting smoking during pregnancy is higher than Queensland. Although the differences are small, 2008 data suggests that Indigenous women who smoked at all during pregnancy were more likely in the Fraser Coast than Indigenous women in Queensland to report not smoking after 20 weeks gestation.

6.2.3 Key health issues and causes for specific groups

The social determinants of health vary for each population group, and will vary between areas of the district. The following information suggests health and wellbeing issues which could be addressed to improve the health of the community.

Higher proportion of older people

The major causes of death and illness for older people will include: *CHD, stroke, Alzheimer and other dementias, COPD, diabetes, and lung and colorectal cancer.*

Health determinants of significant impact in this population will include: *poor diabetes management, overweight and obesity, poor nutrition, physical inactivity, high blood pressure, poor blood cholesterol management, and smoking.*

In addition, falls are of particular concern in this population. Risk and protective factors for mental health are likely to have widespread effects on physical and mental health.

Social determinants of health are of specific importance in this population, particularly *housing, transport and social isolation.* These health issues will be exacerbated where older people are socioeconomically disadvantaged.



Projected growth in population of children

The major causes of death and illness for very young children aged 0-4 years include: *low birth weight, birth trauma and asphyxia, congenital heart disease and sudden infant death syndrome (SIDS).*

The major cause of death and illness for children aged 5-14 years is *asthma*, with additional key conditions of: *attention-deficit hyperactivity disorder, depression and road traffic injury.*

Health determinants of significant impact in this population include: *poor nutrition (both maternal and childhood), overweight and obesity, physical inactivity, sun protection, vaccination and oral health.* The social determinants of health of specific importance to children include *family supports, housing, family income and employment, and quality education for children.*

While the health of children is affected by current lifestyle behaviours, such behaviours will also have considerable impact later in life. There will be substantial long-term gains in health and wellbeing gains by addressing the social and economic environments of children and their families. This will involve consideration of a broad range of environmental, socioeconomic and community capacity factors.

Projected growth in population of young people

The major causes of death and illness for young people will include: *road traffic injury, depression, bipolar affective disorder, heroin dependence and harmful use, and suicide and self-inflicted injury.*

Health determinants of significant impact in this population will include: *harmful alcohol consumption and use of illicit drugs.* In addition, sexual health will be of importance in this population. The social determinants of health of specific importance in this population are *education, employment, family relationships and housing.*

The impact of lifestyle behaviours in youth are often not experienced until later in life. There will be substantial health and wellbeing gains by *increasing the level of physical activity in young people, improving nutrition, and addressing the growing problem of overweight and obesity.*

Higher level of socioeconomic disadvantage in the district

In general, socioeconomically disadvantaged people experience poorer health and shorter life expectancy than more socioeconomically advantaged people, for nearly all disease causes and populations studied.

The major causes of death and illness for populations of high socioeconomic disadvantage compared to those of low socioeconomic disadvantage include higher rates of: *diabetes, intentional and unintentional injuries and mental disorders.*

Health determinants of significant impact in this population include: *diabetes management, harmful alcohol consumption, overweight and obesity, poor nutrition, physical inactivity, and risk and protective factors for mental health.*

Socioeconomic disadvantage is evident in this district, and while the instrument for measuring disadvantage lacks sensitivity in terms of pinpointing individual age groups, it would be expected that all age groups would be affected. The impact of disadvantage in children may be seen in a growing prevalence of physical inactivity, overweight and obesity, poor nutrition and oral health. This pattern is also likely to be seen in young people with the uptake of smoking and hazardous alcohol consumption setting up patterns for long term health burden. Smoking prevalence plus overweight and obesity, lack of fruit and vegetables in the diet, harmful alcohol consumption and insufficient physical activity during



the adult years will combine to produce higher rates of the chronic disease burden of cardiovascular disease, diabetes and cancers.

Socioeconomic disadvantage will be reflected in health determinants such as *unemployment, transport difficulties, lack of affordable housing and a greater reliance on Queensland Health services.*

Indigenous population

Due to the excess burden of disease in Indigenous peoples in Queensland in urban, rural and remote parts of the state, specific health gains can be made through targeted interventions in this district.

Indigenous peoples in this HSD were more likely to live in areas of greater socioeconomic disadvantage than the non-Indigenous population. The major causes of death and illness for Indigenous peoples include: *stroke, CHD, diabetes, suicide, unintentional injury and mental health.*

Health determinants of significant impact in this population include: *poor diabetes management, overweight and obesity, poor nutrition, physical inactivity, harmful alcohol consumption, high blood pressure, poor blood cholesterol management, and risk and protective factors for mental health.* In addition, rates of cervical cancer screening and asthma management are projected to be low in this population.

Social determinants of health are of specific importance in this population, particularly *sense of control, housing, employment and transport.*

6.2.4 Priorities for prevention in Fraser Coast HSD

Addressing the burden of disease in Fraser Coast HSD requires interventions that positively modify the diseases, conditions and health determinants that pose significant preventable burden for the population.

Priority health determinants identified by the report may include those for which prevalence is higher in the HSD than that for Queensland. The report concluded that social determinants of health, particularly *sense of control, employment and housing* must be addressed to achieve sustained health improvement in this HSD. In addition, *environments that support healthy lifestyles must be developed and maintained.*

6.3 Disability

At the time of the 2006 Census, there were 5,909 persons in need of assistance⁴ with a profound or severe disability in the Fraser Coast Regional Council Local Government Area (LGA)⁵. This represented 7.0 per cent of the total persons in the region. In comparison, Queensland had 154,707 persons in need of assistance or 4.0 per cent of the total persons. The Fraser Coast Regional Council LGA represented 3.8 per cent of the total persons in need of assistance in Queensland.

⁴ In need of assistance includes people with a profound disability or severe disability. People with a profound or severe disability are defined as needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication because of a disability, long term health condition (6 months or more) or old age.

⁵ Australian Bureau of Statistics, Census of Population and Housing, 2006, Basic Community Profile - B17



6.4 Crime and Public Safety

The QPS Annual Report 2008-2009 identifies that the Maryborough Police District, which is part of the North Coast Region, covers the Fraser Coast, including Hervey Bay. The QPS Annual Statistical Review 2008-2009, identifies that in this district for that year, 830 offences against the person were reported, and 4,880 offences against property. There were 3,558 other reported offences. This equates to the crime rates per capita shown in the following table⁶. Two other Police Districts, Gympie and Bundaberg, have been included for the purposes of comparison, as well as the Queensland average.

⁶QPS cautions in the interpretation of rates and numbers that comparisons of crime rates between different areas are difficult because of the many factors which differ from community to community and that crime statistics for low-volume offence categories can fluctuate randomly and dramatically from one year to the next. For this reason, only the major categories of crime have been interpreted. It is also noted that transient population groups such as tourists are not factored into the estimated population and can have the effect particularly in high tourism areas of overestimating crime rates.



Table 2: Number of Reported Offences, Maryborough Police District and Comparative Police Districts, 2008-2009

Police District	Reported offences against the person		Reported offences against property		Reported other offences	
	Number	Rate/100,000 pop	Number	Rate/100,000 pop	Number	Rate/100,000 pop
Maryborough*	830	768	4,880	4,517	3,558	3,294
Bundaberg	678	760	3,227	3,284	3,935	4,004
Gympie	595	690	2,242	2,863	4,414	5,630
Queensland	30,974	705	202,803	4,618	167,448	3,813

Source: QPS Annual Statistical Review 2008-2009

*Includes Hervey Bay

The table shows that the Maryborough Police District has:

- A higher rate of reported offences against the person than any of the comparatives.
- A lower rate than the State of reported offences against property, but a significantly higher rate than either Bundaberg or Gympie.
- A lower rate of other reported offences than any of the comparatives⁷.

The above statistics would appear to reflect the nature of the Maryborough Police District population, particularly an older and possibly vulnerable population, with some transient younger people, particularly in coastal areas like Hervey Bay.

The QPS Annual Statistical Review 2008-2009 identifies that for the estimated residential population of the Maryborough Police District, as at 30th of June 2009 (108,027 people), there were 181 police officers and 41 staff members. This equates to a ratio of one officer to every 597 people, higher than the State average of 427 but similar to some other regional police districts, including Bundaberg (614). However of the comparatives, Gympie has a better ratio of 1:505 persons.

⁷ Other offences include drug, liquor, traffic and good order offences.



7. Recommendations for the Sustainable Growth Strategy

The following table summarises the principles from the literature review relevant to the community health and wellbeing elements and objectives that have been identified. The findings of previous Wide Bay Burnett and Fraser Coast documents and recent consultations with Fraser Coast Regional Councillors and consultations undertaken with service providers for this study, have also been used to determine objectives.

The table further suggests which Fraser Coast planning, policy and strategy documents may be the most appropriate to address these needs. Not all community health and wellbeing elements can be addressed by or included in a Planning Scheme. However some can be included in other strategies being prepared as part of the Sustainable Growth Strategy preceding the preparation of the Planning Scheme.

An opportunity is also provided by the fact that a Community Plan is concurrently being prepared by Council, and there is an intention to possibly prepare an amalgamated Social Plan in the future which will consider the softer elements of community health and wellbeing, and in particular, community development initiatives and services. It is well acknowledged that adequately funded community development initiatives are most important in addressing many of these aspects of community health and wellbeing.



Table 3: Objectives Relevant to Community Health and Wellbeing Elements for Fraser Coast

Community Health and Wellbeing Elements	Community Health and Wellbeing Key Principles	Fraser Coast Region Objectives	Where this may be addressed
Healthy Food			
	Preservation of agricultural lands	Provide and preserve good agricultural lands	<ul style="list-style-type: none"> • Wide Bay Burnett Regional Plan • Planning Scheme • Economic Development Strategy
	Support for local food production	Recognise and protect important sources of local food production	<ul style="list-style-type: none"> • Planning Scheme
		Promote sustainable farming and support for rural areas	<ul style="list-style-type: none"> • Planning Scheme • Economic Development Strategy
		Promote education to grow fruit, vegetables and herbs	<ul style="list-style-type: none"> • Social Plan
	Access to fresh, nutritious and affordable food	Establish fresh produce markets	<ul style="list-style-type: none"> • Planning Scheme • Social Infrastructure Strategy
		Establish community gardens	<ul style="list-style-type: none"> • Social Plan
		Enhance access to healthy foods through schools, supermarkets and eating places, including cafés, restaurants and fast food outlets	<ul style="list-style-type: none"> • Social Plan
Healthy, Active Living			
	Protection of urban and rural lifestyles	Maintain a sense of balance between urban and rural lifestyle	<ul style="list-style-type: none"> • Planning Scheme
		Maintain unique village feel and preserve small friendly rural communities	<ul style="list-style-type: none"> • Planning Scheme • Urban Design Guidelines
		Encourage communities which are designed for living	<ul style="list-style-type: none"> • Planning Scheme
		Protect and plan for future development	<ul style="list-style-type: none"> • Planning Scheme



	Access to nature for sport, recreation and reflection purposes	Protect and enhance the “green character”, wilderness and biodiversity of the Fraser Coast region	<ul style="list-style-type: none"> • Planning Scheme • Open Space, Sport and Recreation Strategy • Environmental Strategy
		Provide unstructured recreation activities in a setting which retains a sense of “wilderness”	<ul style="list-style-type: none"> • Open Space, Sport and Recreation Strategy • Environmental Strategy
		Provide good quality open space that protects and enhances the environmental, cultural and heritage values of the area	<ul style="list-style-type: none"> • Planning Scheme • Open Space, Sport and Recreation Strategy • Environmental Strategy
		Ensure an adequate supply and distribution of open space across the LGA	<ul style="list-style-type: none"> • Planning Scheme • Priority Infrastructure Plan
		Ensure development proposals have usable on-site open or public space for occupants/ users (possibly on rooftops) and communal areas with a range of facilities to promote activity	<ul style="list-style-type: none"> • Planning Scheme • Development Assessment
		Promote a healthier environment with green areas throughout the urban environment	<ul style="list-style-type: none"> • Planning Scheme • Open Space, Sport and Recreation Strategy • Environmental Strategy
		Utilise green corridors for dual purposes, i.e. environmental preservation, active transport, access to facilities and services, and open space	<ul style="list-style-type: none"> • Planning Scheme • Open Space, Sport and Recreation Strategy • Environmental Strategy • Social Infrastructure Strategy
		Create accessibility by ensuring that open space is: <ul style="list-style-type: none"> • distributed throughout an area providing equitable access to all users; • easily accessible via public transport where appropriate; • 	<ul style="list-style-type: none"> • Planning Scheme • Open Space, Sport and Recreation Strategy



		<ul style="list-style-type: none"> • easily accessible via the walking and cycling network; and • connected with the broader open space network. 	
		<p>Create usability by ensuring that open space is:</p> <ul style="list-style-type: none"> • of a sufficient size and shape to cater for the intended use of the site; • adaptable and maximises the range of possible uses available, ensuring equitable opportunities for all users; and • shared with a number of user groups, e.g. schools 	<ul style="list-style-type: none"> • Planning Scheme • Open Space, Sport and Recreation Strategy
	Adequate provision of sport and recreational facilities	Provide high quality, affordable sport and recreation opportunities	<ul style="list-style-type: none"> • Planning Scheme • Open Space, Sport and Recreation Strategy • Priority Infrastructure Plan
		Provide appropriate sporting activities for older people	<ul style="list-style-type: none"> • Open Space, Sport and Recreation Strategy
		Ensure recreational facilities and open space are safe, well maintained and actively managed	<ul style="list-style-type: none"> • Planning Scheme • Open Space, Sport and Recreation Strategy • Urban Design Guidelines
		Provide safe and attractive children's playgrounds, recreational parks and public spaces with picnic facilities, activity spaces for youth such as basketball hoops, shade, shelter, seating, toilets, drinking fountains etc	<ul style="list-style-type: none"> • Planning Scheme • Open Space, Sport and Recreation Strategy • Development Assessment
	Public/ civic spaces	Plan and design civic spaces for socialisation, celebrations and events	<ul style="list-style-type: none"> • Planning Scheme • Urban Design Guidelines • Social Infrastructure Strategy



		Develop streetscapes that encourage activity	<ul style="list-style-type: none"> • Planning Scheme • Transport Strategy • Open Space, Sport and Recreation Strategy • Environmental Strategy
		Develop pleasant and welcoming spaces, through landscaping, park furniture (seats, drinking fountains) and lighting	<ul style="list-style-type: none"> • Urban Design Guidelines
		Provide public spaces that encourage affordable physical activity and socialisation	<ul style="list-style-type: none"> • Urban Design Guidelines
	Leisure and entertainment	Provide entertainment opportunities for the ageing population and younger people	<ul style="list-style-type: none"> • Planning Scheme • Economic Development Strategy • Social Infrastructure Strategy • Social Plan
		Provide larger civic spaces for community events and outdoor entertainment	<ul style="list-style-type: none"> • Planning Scheme • Urban Design Guidelines • Social Infrastructure Strategy
		Provision of smaller civic spaces for social interaction, relaxation, lunchbreaks etc	<ul style="list-style-type: none"> • Planning Scheme • Urban Design Guidelines
		Facilitate leisure and entertainment facilities to meet all demographics and lifestyle choices, e.g. retail, entertainment venues, dining, commercial recreation facilities etc	<ul style="list-style-type: none"> • Planning Scheme • Economic Development Strategy • Urban Design Guidelines
	Workplaces	Plan well-designed and located workplaces which are accessible to public transport, walking and cycling networks	<ul style="list-style-type: none"> • Planning Scheme • Development Assessment
		Encourage the provision of the infrastructure and facilities which encourage changes in travel behaviour e.g. end of trip facilities	<ul style="list-style-type: none"> • Planning Scheme • Development Assessment
	Schools	Develop safe mechanisms to encourage children to walk to school (e.g. walking trains)	<ul style="list-style-type: none"> • Social Plan



		Encourage and permit community use of recreational facilities in schools	<ul style="list-style-type: none"> • Social Plan • Open Space, Sport and Recreation Strategy
Supportive Infrastructure	Social		
	Increased provision of community facilities and services	Improve and maintain social infrastructure in line with population growth and the need to attract and retain a broad demographic base, including families and young people	<ul style="list-style-type: none"> • Planning Scheme • Social Infrastructure Strategy • Priority Infrastructure Plan
		Equitably distribute social infrastructure within the constraints of geographically dispersed communities and lack of funding (larger populations may sustain a higher order provision)	<ul style="list-style-type: none"> • Planning Scheme • Social Infrastructure Strategy • Priority Infrastructure Plan
		Establish population levels to support new infrastructure	<ul style="list-style-type: none"> • Planning Scheme • Social Infrastructure Strategy • Priority Infrastructure Plan
	Accessible community facilities	Avoid unsuitably sited facilities that are remote from the communities they serve and difficult to access except by car	<ul style="list-style-type: none"> • Social Infrastructure Strategy
		Avoid settlement patterns that adversely impact on service provision	<ul style="list-style-type: none"> • Planning Scheme • Residential Strategy • Social Infrastructure Strategy
	Timely community facilities	Plan for social infrastructure is provided in a timely fashion to meet the requirements of population growth	<ul style="list-style-type: none"> • Planning Scheme • Social Infrastructure Strategy



	Diverse community facilities suited to the demographic base	Access to a range of community facilities and services that are flexible to accommodate changing needs	<ul style="list-style-type: none"> • Social Infrastructure Strategy • Social Plan
		Plan to provide a range of community facilities and services targeting specific needs groups such as children, young people and older residents	<ul style="list-style-type: none"> • Social Infrastructure Strategy • Social Plan
		In particular, plan the provision of health/medical facilities and services for an ageing population	<ul style="list-style-type: none"> • Social Infrastructure Strategy • Social Plan
		Colocate community facilities with parks where possible to facilitate clear and direct walking and cycling routes to them	<ul style="list-style-type: none"> • Planning Scheme • Open Space, Sport and Recreation Strategy
		Encourage the planning of larger, well-located and designed retail areas and shopping centres as centres for interaction, entertainment and physical activity that are vital, accessible, safe and convenient	<ul style="list-style-type: none"> • Planning Scheme • Economic Development Strategy • Social Infrastructure Strategy
		Promote active, positive ageing (health prevention) including the provision of suitable recreation facilities and services	<ul style="list-style-type: none"> • Social Plan • Open Space, Sport and Recreation Strategy
	Ongoing funding	Ensure community facilities are provided with adequate recurrent resourcing and management	<ul style="list-style-type: none"> • Social Infrastructure Strategy • Corporate Plan
Community Identity and Belonging			
	Identification with place	Need for distinctive, legible, and well-designed urban areas which promote sense of place and community, health and safety, accessibility and social interaction	<ul style="list-style-type: none"> • Planning Scheme • Urban Design Guidelines
		Provide stimulating and attractive routes to and around local landmarks and points of interest	<ul style="list-style-type: none"> • Planning Scheme • Urban Design Guidelines • Transport Strategy



		Establish innovative community gardening/ greening schemes as a means to beautify the city and local residences	<ul style="list-style-type: none"> • Urban Design Guidelines • Social Plan
		Promote high quality building design which contributes to the function and attractiveness of an area	<ul style="list-style-type: none"> • Planning Scheme • Urban Design Guidelines
		Preserve intrinsic character of unique communities and areas	<ul style="list-style-type: none"> • Planning Scheme • Urban Design Guidelines
		Protect coastal townships from further growth pressures	<ul style="list-style-type: none"> • Planning Scheme
	Town/ Activity centres	Establish lively and vibrant town (activity) centres providing a focal point for community activity	<ul style="list-style-type: none"> • Planning Scheme • Urban Design Guidelines
		Plan a network/variety of local destinations within easy walking distance (400m)	<ul style="list-style-type: none"> • Planning Scheme
		Create public spaces in CBD areas for people to meet	<ul style="list-style-type: none"> • Planning Scheme • Open Space, Sport and Recreation Strategy
		Ensure urban centres are traffic friendly	<ul style="list-style-type: none"> • Planning Scheme • Transport Strategy
	Reinforcement of cultural heritage	Preserve and enhance places of natural, historic and cultural significance (Indigenous and non-Indigenous)	<ul style="list-style-type: none"> • Planning Scheme • Cultural Policy/ Strategy
		Promote local arts and culture, and provide opportunities for cultural expression	<ul style="list-style-type: none"> • Social Plan • Social Infrastructure Plan • Cultural Policy/ Strategy
		Respect and celebrate the cultural values, meanings and beliefs of the community, including indigenous and non-indigenous cultures	<ul style="list-style-type: none"> • Social Plan • Cultural Policy/ Strategy



		Protect Indigenous cultural sites and items of significance and develop appropriate strategies to foster greater understanding of Indigenous history and culture	<ul style="list-style-type: none"> • Planning Scheme • Cultural Policy/ Strategy
		Build community connections, harmony and pride through arts and cultural heritage development	<ul style="list-style-type: none"> • Social Plan
		Promote public art	<ul style="list-style-type: none"> • Social Plan
	Diverse and inclusive communities and neighbourhoods	Provide diverse cultural experiences	<ul style="list-style-type: none"> • Social Plan
		Address the demographic imbalance by attracting more families through promoting the lifestyle, jobs and affordability of the area	<ul style="list-style-type: none"> • Social Plan • Economic Development Strategy • Community Plan
		Attract/retain young people to the region and provide a range of opportunities for young people and their families	<ul style="list-style-type: none"> • Social Plan • Economic Development Strategy • Social Infrastructure Strategy
		Value young people and provide opportunities for them to have a say	<ul style="list-style-type: none"> • Social Plan • Community Engagement Guidelines
		Ensure the elderly are valued and their skills and experience are used	<ul style="list-style-type: none"> • Social Plan
		Ensure people with disabilities have the same access to facilities, jobs and opportunities as other members of the community	<ul style="list-style-type: none"> • Social Plan • Economic Development Strategy • Corporate Plan
		Work to overcome social isolation of older, culturally diverse and geographically mobile people within the community	<ul style="list-style-type: none"> • Social Plan



		Welcome people coming to town with new ideas and opportunities	<ul style="list-style-type: none"> • Social Plan • Economic Development Strategy
		Welcome tourists and visitors and provide positive, friendly experiences for them	<ul style="list-style-type: none"> • Community Plan
		Plan well designed public spaces where all members of the community regardless of age, ability or income can meet and congregate	<ul style="list-style-type: none"> • Planning Scheme • Urban Design Guidelines
		Avoid planning barriers such as heavily trafficked roads or large commercial uses that divide residential areas	<ul style="list-style-type: none"> • Planning Scheme
		Provide walkable neighbourhoods and access to services and facilities that are designed for all users, including users with disabilities	<ul style="list-style-type: none"> • Urban Design Guidelines • Corporate Plan
		Plan for a mix of housing types and densities as well as a mixture of land uses to encourage a diverse population	<ul style="list-style-type: none"> • Planning Scheme • Residential Strategy
		Design footpaths as part of a network with safe road crossings and ensure they are well maintained	<ul style="list-style-type: none"> • Urban Design Guidelines • Corporate Plan
		Provide well located and designed seating with shade if needed, especially in areas with older people and young families	<ul style="list-style-type: none"> • Urban Design Guidelines • Corporate Plan
		Ensure shared cycleways are well marked and safe for cyclists and pedestrians	<ul style="list-style-type: none"> • Urban Design Guidelines • Corporate Plan
		Ensure signs are clearly written and well placed to provide essential information to the public	<ul style="list-style-type: none"> • Urban Design Guidelines
Community Safety			
	Crime prevention and reduction	Promote a healthy living environment, reducing opportunities for crime, and reducing fear of crime	<ul style="list-style-type: none"> • Planning Scheme • Social Plan • Urban Design Guidelines



		Increase the number of people on the street and in public spaces through mixed land uses	<ul style="list-style-type: none"> • Planning Scheme • Urban Design Guidelines
		Strategically locate urban squares at active transport nodes in activity centres to help ensure the space enjoys a “critical mass” of activity	<ul style="list-style-type: none"> • Planning Scheme • Urban Design Guidelines • Transport Strategy
		Avoid single use developments such as regional centres that contain only retail and commercial development	<ul style="list-style-type: none"> • Planning Scheme
		Provide neighbourhoods with a mix of land uses and a high level of activity on the street	<ul style="list-style-type: none"> • Planning Scheme
		Plan/design with CPTED type principles in mind, including those below:	<ul style="list-style-type: none"> • Planning Scheme • Urban Design Guidelines
		Provide opportunities for active and natural surveillance and visibility e.g. active frontages	
		Provide well-designed and maintained places and facilities where all members of the community can meet and socialise and increase the likelihood of people feeling safe and secure	
		Provide good connections for pedestrians and cyclists between shopping centres/ public transport settings and adjoining neighbourhoods for safe use during the day and after hours use	
		Design car parks to maximise natural surveillance and pedestrian visibility and ensure that there is safe and convenient pedestrian access to schools, shops, parks and public transport stops	
		Locate parks, play areas and public open spaces so they are visible from adjoining buildings such as houses, streets and schools	



		Ensure that routes have good sightlines to entrances and exits with landscaping pruned to ensure that sightlines are clear and opportunities for surveillance enabled	
		Provide good lighting of public spaces and routes used at night to improve safety and surveillance and increase usage	
		Locate public toilets in high use public areas with good signage	
		Maintain infrastructure in good condition to appropriate standards	
		Ensure public transport stops are safe through visibility and lighting, sheltered (if appropriate) and well sign posted	
Accessibility, Mobility and Communication			
	Access to public transport	Provision of frequent, reliable and affordable public transport between residential, education, business and employment areas	<ul style="list-style-type: none"> • Planning Scheme • Transport Strategy
		Plan to provide quality transport networks and services to enable people, including older people, to travel by an appropriate choice of modes which are suited to community needs (e.g. public transport, private vehicle, bicycle and walking, scooter)	<ul style="list-style-type: none"> • Planning Scheme • Transport Strategy • Social Plan
		Ensure access to public transport by people in outlying areas	<ul style="list-style-type: none"> • Transport Strategy
		Encourage a cultural change to public transport along with increased densities/critical mass	<ul style="list-style-type: none"> • Planning Scheme • Transport Strategy
	Promotion of active transport	Provision of active walk and cycle ways between residential areas, public transport, childcare, schools, employment areas, business districts, vital facilities and services and sport and recreation opportunities	<ul style="list-style-type: none"> • Planning Scheme • Transport Strategy



		Ensure active transport infrastructure is planned within new growth areas	<ul style="list-style-type: none"> • Transport Strategy • Planning Scheme
		Plan for transit-supportive activities e.g. transit stations in conjunction with land use plans and new development projects.	<ul style="list-style-type: none"> • Planning Scheme • Development Assessment
		Locate new developments within walking distance of bus stops (400 metres) or train stations (up to 800 metres).	<ul style="list-style-type: none"> • Transport Strategy • Planning Scheme
		Plan and provide an appropriate network of walk and bikeways	<ul style="list-style-type: none"> • Transport Strategy • Planning Scheme
		Ensure walkability (whether a place encourages people to walk) eg. with weather protection, places to stop and rest, priority over vehicles etc	<ul style="list-style-type: none"> • Urban Design Guidelines
		Ensure connectivity at the regional as well as neighbourhood scale	<ul style="list-style-type: none"> • Planning Scheme • Transport Strategy
		Ensure legibility of the environment that promotes way finding and an awareness of relative location.	<ul style="list-style-type: none"> • Planning Scheme • Development/Subdivision Assessment
		Ensure community infrastructure and facilities are accessible by public transport and have good pedestrian and cycle connections	<ul style="list-style-type: none"> • Planning Scheme • Transport Strategy
		Integrate access and movement networks within the design and funding of mixed use developments	<ul style="list-style-type: none"> • Planning Scheme • Urban Design Guidelines
		Incorporate footpath design solutions to improve access to commercial properties	<ul style="list-style-type: none"> • Planning Scheme
		Ensure the timely delivery of walking and cycling paths in new subdivisions	<ul style="list-style-type: none"> • Corporate Plan
		Ensure gated communities (particularly for older people) are connected to the local walk, scooter and cycle network	<ul style="list-style-type: none"> • Transport Strategy • Planning Scheme



		Police bikes on footpaths to increase safety for pedestrians	<ul style="list-style-type: none"> • Social Plan
		Encourage a cultural change along with increased densities/critical mass to support public transport provision	<ul style="list-style-type: none"> • Planning Scheme • Transport Strategy • Social Plan
		Consider management of parking demand	<ul style="list-style-type: none"> • Planning Scheme • Transport Strategy
	Universal/ accessible design	Universal/ accessible design to allow people of various abilities safely and easily move through the streetscape, including legible design such as e.g. signage, landmarks, lighting	<ul style="list-style-type: none"> • Planning Scheme • Urban Design Guidelines • Transport Strategy • Social Plan
		Provide safe and easy access across streets, including pedestrian crossings on streets and roads with heavy traffic volumes	<ul style="list-style-type: none"> • Planning Scheme • Urban Design Guidelines • Master Plans
		Ensure safe and easy access for all ability levels – footpaths, edge treatment, clear pedestrian entrances and unobstructed travel paths	<ul style="list-style-type: none"> • Urban Design Guidelines
	Communications	Ensure high speed internet connections across the region	<ul style="list-style-type: none"> • Social Infrastructure Strategy
		Ensure reliable and comprehensive phone, radio and TV communications networks are available to all areas	<ul style="list-style-type: none"> • Social Infrastructure Strategy
		Provide internet access in community locations such as neighbourhood centres or libraries	<ul style="list-style-type: none"> • Social Infrastructure Strategy • Social Plan
Community Participation and Empowerment			
	Community engagement	Establish comprehensive good quality community engagement processes that engage people in the planning, design development and management of communities	<ul style="list-style-type: none"> • Planning Scheme • Community Plan • Community Engagement Guidelines



		Involve community and residents in planning processes and formulation of community vision, and ensure access to the skills and knowledge needed to play a full part in the community	<ul style="list-style-type: none"> • Planning Scheme Preparation Process • Community Engagement Guidelines • Community Plan • Social Plan
		Ensure fair access by all people to information and the ability to participate in decisions that affect them	<ul style="list-style-type: none"> • Planning Scheme Preparation Process • Community Engagement Guideline • Community Plan
		Provide feedback to all participants in consultation and explain why actions were or were not adopted	<ul style="list-style-type: none"> • Planning Scheme Preparation Process • Community Engagement Guideline • Community Plan • Social Plan
	Community development/strengthening communities	Promote neighbourhoods as the basis of social interaction and community development and foster a range of opportunities and experiences so community members can work, live, relax and shop in their local area	<ul style="list-style-type: none"> • Planning Scheme • Social Infrastructure Strategy • Social Plan
		Promote greater community connectedness e.g. through active communities, walkable communities, vibrant local centres etc	<ul style="list-style-type: none"> • Planning Scheme • Open Space, Sport and Recreation Strategy • Transport Strategy • Social Plan
		Positively promote ageing in the community	<ul style="list-style-type: none"> • Social Plan
		Address social isolation amongst older people	<ul style="list-style-type: none"> • Social Plan
		Celebrate community pride, belonging and creativity	<ul style="list-style-type: none"> • Social Plan
		Encourage community participation, and a feeling of empowerment.	<ul style="list-style-type: none"> • Social Plan
		Organise more events and excitement	<ul style="list-style-type: none"> • Social Plan



		Devise mechanisms to encourage the acceptance of new members of the community	<ul style="list-style-type: none"> • Social Plan
	Social impact	Avoid and lessen the adverse effects of development on peoples' way of life, their culture and their community	<ul style="list-style-type: none"> • Planning Scheme • Development Assessment
		Promote the reduction of social disadvantage and equitable access to resources	<ul style="list-style-type: none"> • Social Plan • Economic Development Strategy
	Leadership	Strengthen the effectiveness of community representation, leadership and influence	<ul style="list-style-type: none"> • Community Plan
		Promote additional opportunities for members of the community to access elected representatives	<ul style="list-style-type: none"> • Corporate Plan • Community Plan
		Regularly check the level of satisfaction of residents with Council services and priorities	<ul style="list-style-type: none"> • Corporate Plan • Community Plan
		Build community connections, harmony and pride through positive Council community relations and communications	<ul style="list-style-type: none"> • Corporate Plan • Community Plan
Appropriate and Affordable Housing			
	Housing diversity	Provide a mix of accommodation to cater for all lifestyles, including older people and students	<ul style="list-style-type: none"> • Planning Scheme • Housing Needs Assessment • Residential Strategy



		Establish a balance between low-cost and other housing types	<ul style="list-style-type: none"> • Planning Scheme • Housing Needs Assessment • Residential Strategy
	Affordable housing	Facilitate and encourage the provision of social housing in an appropriate and seamless manner	<ul style="list-style-type: none"> • Planning Scheme • Residential Strategy • Social Plan
		Enable supported accommodation to be provided in appropriate locations	<ul style="list-style-type: none"> • Planning Scheme
	Housing affordability	Plan communities that offer fair access for all to services and employment opportunities	<ul style="list-style-type: none"> • Planning Scheme • Economic Development Strategy
		Minimise the effect of housing strategies and land supply shortages on lack of housing affordability	<ul style="list-style-type: none"> • Planning Scheme • Residential Strategy
		Acknowledge and support homeless people in the community	<ul style="list-style-type: none"> • Social Plan
	Housing for older people	Encourage integrated aged care facilities to meet progressive needs	<ul style="list-style-type: none"> • Planning Scheme • Residential Strategy
		Provide for alternative models of housing for older people such as recreational vehicle parks and manufactured home parks etc	<ul style="list-style-type: none"> • Planning Scheme • Residential Strategy
	Adaptable and accessible housing	Consider the potential for universal design/ adaptable housing	<ul style="list-style-type: none"> • Planning Scheme (code) • Residential Strategy
Economic Prosperity and Security			
	Ongoing economic growth and development	Promote the Fraser Coast as a desirable place to work, invest and do business	<ul style="list-style-type: none"> • Economic Development Strategy • Community Plan
		Promote a diverse, innovative and prosperous region	<ul style="list-style-type: none"> • Economic Development Strategy • Social Infrastructure Strategy



		Promote suitable employment and innovative industries in rural areas	<ul style="list-style-type: none"> • Planning Scheme • Economic Development Strategy
		Promote sustainable development and broader employment opportunities	<ul style="list-style-type: none"> • Planning Scheme • Economic Development Strategy
		Create self sustaining communities designed for living	<ul style="list-style-type: none"> • Planning Scheme • Urban Design Guidelines • Economic Development Strategy
	Quality employment and training	Ensure the availability of sustainable and appropriate employment opportunities, education and training, including for young people	<ul style="list-style-type: none"> • Planning Scheme • Economic Development Strategy
		Ensure the provision of local employment proximate to residential areas	<ul style="list-style-type: none"> • Planning Scheme • Economic Development Strategy
		Promote a more diversified economy and broader employment opportunities, particularly higher paid jobs and jobs with good job security	<ul style="list-style-type: none"> • Economic Development Strategy • Community Plan • Corporate Plan
		Provide educational opportunities for lifelong learning	<ul style="list-style-type: none"> • Social Infrastructure Strategy
		Work to reduce unemployment – provide more jobs and, as importantly better paid jobs with good job security	<ul style="list-style-type: none"> • Planning Scheme • Economic Development Strategy
	Partnerships involving the community	Support collaboration and capacity building within the community	<ul style="list-style-type: none"> • Social Plan
		Encourage volunteering in the community	<ul style="list-style-type: none"> • Social Plan



		Help to develop vital civic organisations and activities (new members, new people participating, long term commitment)	<ul style="list-style-type: none"> • Social Plan
		Promote partnership, resourcing and institutional arrangements that support the development of local organisations and enterprises	<ul style="list-style-type: none"> • Social Plan • Social Infrastructure Plan
Healthy Environment			
	Air quality	Provide opportunities to use and enjoy the natural environment and to benefit from a healthy natural environment (e.g. clean air and water, biodiversity)	<ul style="list-style-type: none"> • Planning Scheme • Environmental Strategy • Development Assessment
	Water quality and safety	Value water preservation	<ul style="list-style-type: none"> • Community Plan • Environmental Strategy
		Promote and reward good environmental practices and safeguard water quality	<ul style="list-style-type: none"> • Environmental Strategy • Development Assessment
	Disturbance and health effects associated with noise, odour and light pollution	Minimise impacts on the health of residents and workers associated with development and the location of land uses	<ul style="list-style-type: none"> • Planning Scheme • Environmental Strategy • Development Assessment
	Recycling	Facilitate the recycling of waste	<ul style="list-style-type: none"> • Planning Scheme • Development Assessment
	Harsh Climate	Provide shade in public areas to provide shelter from the sun, rain and wind	<ul style="list-style-type: none"> • Urban Design Guidelines
		Ensure drinking water access in many public areas	<ul style="list-style-type: none"> • Urban Design Guidelines
	Sustainable energy use	Include controls which require sustainable energy use	<ul style="list-style-type: none"> • Planning Scheme
	Natural disasters	Implement effective disaster management planning to minimise impacts on the community	<ul style="list-style-type: none"> • Corporate Plan



8. Evaluation Framework for Health and Wellbeing for the Fraser Coast Region

A range of information and measurement techniques was discussed in Section 6 which provides the basis for monitoring the community health and wellbeing of the Fraser Coast community. These have been derived from reviewing the objectives identified for the Fraser Coast, and those areas in which available assessments suggest the Fraser Coast requires improvement (where known).

Selected indicators cross the various elements and principles of community health and wellbeing. Baseline information has been identified for each indicator, and the source of data used, so that Council will readily be able to carry out regular evaluation.

The period of evaluation for each indicator necessarily varies. This is because some sources of data are available annually, some biannually, some at 5 yearly intervals and some less frequently or regularly. In the latter cases, evaluation should be included as available. Monitoring should nevertheless be carried out annually, and include those indicators available in that particular year.

The following table (**Table 4**) provides a range of indicators which could be used to provide an ongoing assessment of the community health and wellbeing for the Fraser Coast region. The indicators include:

- Data collected during the Census, conducted every five years, and compiled by various organisations including the Department of Communities and the Office of Economic and Statistical Research;
- Council data including applications and approvals, as well as Council mapping and GIS data which could be undertaken annually or every 2 years;
- Primary research including:
 - a resident survey undertaken periodically; and
 - observational surveys and audits of current facilities (for example, community gardens, active transport corridors etc).
- Data from a range of other organisations providing regularly updated information (for example, Queensland Health and the Queensland Police Service) and other less frequently recurring data sources.

Baseline data is as current as is possible in February 2011. The assessment approach follows that adopted in the Camden model, providing 5 semantic indicators of status:

- An improvement over the baseline (for the first evaluation) or subsequent indicator;
- A deterioration over the baseline or subsequent indicator;
- No change from the baseline or subsequent indicator;
- A situation where the trend is not yet available or apparent;
- A lack of information on which to carry out the evaluation.



Table 4: Health and Wellbeing Evaluation Framework

Community Health and Wellbeing Element	Indicators	Baseline 2010	Data Source	Next Evaluation				Assessment				
				1 yr	2 yrs	5 yrs	When Avail-able	Improvement	Deterioration	No change	Trend not yet apparent	Info not yet available
General												
Broad health and wellbeing indicators.	Mortality rates for 'all causes'.	Similar rates of mortality as Queensland during 2003 to 2007, with a slightly higher rate for 'all causes' mortality for females (see Section 6.2): Males 761.7 (cf Qld 795.7) Females 533.2 (cf Qld 502.2)	Queensland Health: Health Indicators Fraser Coast HSD requested data.		✓							
	Maternal, perinatal and infant mortality rates per 1,000.	Maternal mortality rates were lower for the Fraser Coast HSD than Queensland, while perinatal and infant mortality rates were generally lower, but with a degree of variability (2004-2008) (see Section 6.2): Maternal: 0.0 (cf Qld .05) Perinatal: 9.4 (cf Qld 9.8) Infant: N/A (N/A)	Queensland Health: Health Indicators Fraser Coast HSD requested data.		✓							
	Comparison of hospitalisation rates for 'all causes' and	'All causes' of hospitalisations significantly lower than Queensland,	Queensland Health: Health Indicators Fraser Coast HSD requested data.		✓							



Community Health and Wellbeing Element	Indicators	Baseline 2010	Data Source	Next Evaluation				Assessment				
				1 yr	2 yrs	5 yrs	When Avail-able	Improvement	Deterioration	No change	Trend not yet apparent	Info not yet available
	national health priority areas.	although hospital separation for diabetes now similar to Queensland. Intentional self harm, all cancers (excluding non melanocytic skin cancer), stroke and coronary heart disease higher than Queensland (see Figure 2).										
	Index of Relative Socio-Economic Disadvantage	Relative disadvantage level in 2006 of Fraser Coast LGA: 942.8 ⁸ with 48.9% of the population in the most disadvantaged quintile.	Australian Bureau of Statistics: Census of Population and Housing: Socio-Economic Indexes for Areas (SEIFA), Catalogue Number: 2033.0.55.001 Australia - Data only, 2006 ⁹ .			✓						
Healthy Food												
Preservation of agricultural lands	Hectares of good quality agricultural land						✓					

⁸ The ABS does not recommend comparison of SEIFA scores over time due to changes in the number of Collection Districts and necessary changes to research method. It recommends that deciles be used if a comparison over time is required. These figures will also be affected by the change to LGA boundaries in Queensland between the 2006 Census and the 2011 Census and should therefore be used with caution. More information about the calculation of SEIFA indices is available at: [http://www.ausstats.abs.gov.au/Ausstats/subscriber.nsf/0/D729075E079F9FDECA2574170011B088/\\$File/20390_2006.pdf](http://www.ausstats.abs.gov.au/Ausstats/subscriber.nsf/0/D729075E079F9FDECA2574170011B088/$File/20390_2006.pdf)

⁹ Reformed LGAs available from OESR at <http://www.oesr.qld.gov.au/products/qld-regional-database/qld-regional-database/index.php>, and quintile available at <http://statistics.oesr.qld.gov.au/qld-regional-profiles>



Community Health and Wellbeing Element	Indicators	Baseline 2010	Data Source	Next Evaluation				Assessment				
				1 yr	2 yrs	5 yrs	When Avail-able	Improvement	Deterioration	No change	Trend not yet apparent	Info not yet available
Support for local food production	Value of Agricultural Production	Value of agricultural production (2005-06): Vegetables \$2,436,969 Fruit \$9,305,734 Livestock slaughterings \$19,338,390 Eggs produced for human consumption \$1,660,040 Milk \$1,751,744	Australian Bureau of Statistics: Agricultural Commodities, Small Area Data Australia Catalogue Number 7125.0. Small Area Data provided by QRSIS database maintained by the OESR.			✓						



Community Health and Wellbeing Element	Indicators	Baseline 2010	Data Source	Next Evaluation				Assessment					
				1 yr	2 yrs	5 yrs	When Avail-able	Improvement	Deterioration	No change	Trend not yet apparent	Info not yet available	
	Number of active community gardens and fresh food markets.	Currently there are three designated community gardens in Hervey Bay. One is active.	Observational Data.				✓						
Access to fresh, nutritious and affordable food	Food desert mapping ¹⁰ .	Not Available.	Council Data / Observational Data / Queensland Health ¹¹				✓						
Healthy, Active Living													
Protection of urban and rural lifestyles	Proportion of protected land.	Total park and forest estate (National Park, State Forest, Timber Reserve and Forest Reserve) Fraser Coast Regional Council 2010 was 3,413.3 square kilometres, 48.0% of the total LGA.	Queensland Department of Environment and Resource Management, (Queensland Parks and Wildlife Service) In OESR Regional Profiles.		✓								

¹⁰ A food desert is an area where people do not have easy access to healthy, fresh foods. This is a particular issue in low socio-economic status areas and where there are members of the community who have limited mobility. Using GIS, it is possible to measure availability and accessibility of supermarkets within defined areas, in relation to:

- Residential dwellings;
- Walking distance;
- Car ownership;
- Community characteristics, including SEIFA Index of Socio-Economic Disadvantage scores for Collection Districts;
- Travel distance along the road network.

¹¹ Guidelines provided at <http://www.activehealthycommunities.com.au>



Community Health and Wellbeing Element	Indicators	Baseline 2010	Data Source	Next Evaluation				Assessment					
				1 yr	2 yrs	5 yrs	When Avail-able	Improvement	Deterioration	No change	Trend not yet apparent	Info not yet available	
Access to nature for sport, recreation and reflection purposes	Hectares of open space per 1000/population.		Urban Open Space Strategy, JWCS, 2011. Updated annually through Analysis of Approvals Data and Population Estimates (ABS).	✓									
Adequate provision of sport and recreational facilities	Recommended levels of provision of land for Recreation, Sport, Indoor Sport / Recreation and Linear Parks (ha/1000 population)		Urban Open Space Strategy, JWCS, Desired Standards of Service, May 2010				✓						
Public/ civic spaces	Proportion of budget spent on improvements to streetscape, landscaping, park furniture and lighting in public spaces.		Council Data.	✓									
Encouragement of active transport and healthy, physical leisure activities.	Length of cycleways (on-road/off-road).		Council Data.	✓									
	Length of footpath network.		Council Data.	✓									
	Method of travel to work: reduction in one method of travel (car, as driver).	In 2006, 62.0% of respondents travelled to work in a car as driver.	Australian Bureau of Statistics: Census of Population and Housing, 2006 Catalogue Number 2001.0 Basic Community Profile – Table B45			✓							



Community Health and Wellbeing Element	Indicators	Baseline 2010	Data Source	Next Evaluation				Assessment				
				1 yr	2 yrs	5 yrs	When Avail-able	Improvement	Deterioration	No change	Trend not yet apparent	Info not yet available
Supportive Social Infrastructure												
Increased provision of community facilities and services	Proportion of capital works program regarding community facilities completed.		Council Data. Part of the Fraser Coast Regional Council Corporate Plan 2009-2013.			✓						
	Fully integrated library service, galleries, museums and multicultural programs. (90% of budget programs implemented)		Council Data. Part of the Fraser Coast Regional Council Corporate Plan 2009-2013.			✓						
Community Identity and Belonging												
Identification with place	Public perception of community identity.	Not Available.	Resident Survey.				✓					
Town/ Activity centres	Number of community activities/events/ festivals held.		Council Data	✓								
Reinforcement of cultural heritage	Proportion of budget spent on public art/indigenous culture		Council Data.	✓								



Community Health and Wellbeing Element	Indicators	Baseline 2010	Data Source	Next Evaluation				Assessment					
				1 yr	2 yrs	5 yrs	When Avail-able	Improvement	Deterioration	No change	Trend not yet apparent	Info not yet available	
	Support of Broilga Theatre annual arts program (target 90% of program achieved).		Council Data. Part of the Fraser Coast Regional Council Corporate Plan 2009-2013.			✓							
Diverse and inclusive communities and neighbourhoods	Proportion of people aged 20-29 years.	In 2006, only 8.6% of the resident population (Usual Place of Residence) was in the 20-29 year age group.	Australian Bureau of Statistics, Census of Population and Housing, 2006, Basic Community Profile – Table B04			✓							
	Support to community organisations to deliver community services and events. (target 90% satisfaction of groups assisted by Council)	Not Available.	Survey. Part of the Fraser Coast Regional Council Corporate Plan 2009-2013.			✓							
Community Safety													
Crime prevention and reduction	Perceptions of safety and crime.	Not Available	Resident Survey.				✓						
	Offences Against the Person	In 2009/10, the Maryborough Region reported 833 offences against the person (740 offences per 100,00	Queensland Police Service (2009 – 2010) Annual Statistical Review: Maryborough Region	✓									



Community Health and Wellbeing Element	Indicators	Baseline 2010	Data Source	Next Evaluation				Assessment					
				1 yr	2 yrs	5 yrs	When Avail-able	Improvement	Deterioration	No change	Trend not yet apparent	Info not yet available	
		population)											
	Other Offences	In 2009/10, the Maryborough Region reported 3,902 offences classified as 'other offences'. (3,465 offences per 100,00 population)	Queensland Police Service (2009 – 2010) Annual Statistical Review: Maryborough Region	✓									
	Crime Against Property	In 2009/10, the Maryborough Region reported 5,047 offences as crime against property. (4,481 offences per 100,00 population)	Queensland Police Service (2009 – 2010) Annual Statistical Review: Maryborough Region	✓									
Accessibility, Mobility and Communication													
Access to public transport	Perception of public transport / reason for not using public transport.	Not Available	Resident Survey				✓						
	Kilometres of public transport bus routes		Audit		✓								
Promotion of active transport	Walking and Cycling PedShed analysis.	Not Available	Council Data / Queensland Health ¹²				✓						

¹² Guidelines provided at <http://www.activehealthycommunities.com.au/content/walking-and-cycling-pedshed-analysis>



Community Health and Wellbeing Element	Indicators	Baseline 2010	Data Source	Next Evaluation				Assessment					
				1 yr	2 yrs	5 yrs	When Avail-able	Improvement	Deterioration	No change	Trend not yet apparent	Info not yet available	
	Kilometres of public footpath		Audit		✓								
Universal/ accessible design	Number of approvals in last year for dwellings meeting adaptable and accessible housing requirements.		Analysis of approvals data.	✓									
Communication: High Quality telephone and internet connectivity.	Proportion of dwellings with an internet connection.	In 2006, 52.7% of Fraser Coast dwellings had an internet connection.	Australian Bureau of Statistics: Census of Population and Housing, 2006, Basic Community Profile – Table B35 in OESR Regional Profiles			✓							
	Proportion of dwellings with broadband internet connection.	In 2006, 29.5% of dwellings had a broadband internet connection.	Australian Bureau of Statistics: Census of Population and Housing, 2006, Basic Community Profile – Table B35 in OESR Regional Profiles			✓							
Community Participation and Empowerment													
Community engagement	Perception of Council engagement with community and community participation.	Not Available	Resident Survey.				✓						



Community Health and Wellbeing Element	Indicators	Baseline 2010	Data Source	Next Evaluation				Assessment					
				1 yr	2 yrs	5 yrs	When Avail-able	Improvement	Deterioration	No change	Trend not yet apparent	Info not yet available	
Community development/ strengthening communities	Community participation at regional and community events (target 10% increase)		Council Data. Observational Data. Part of the Fraser Coast Regional Council Corporate Plan 2009-2013.			✓							
	Perception of level of social capital in community (e.g. could they call on a neighbour for help, do they feel safe in their home at night, etc).	Not Available	Resident Survey.				✓						
	Volunteering in previous 12 months.	In 2006, 19.2% of the Fraser Coast population over 15 years of age had volunteered in the previous 12 months.	Australia Bureau of Statistics: Census of Population and Housing, 2006, Basic Community Profile – Table B18			✓							
Leadership	Satisfaction with Council leadership (target 70% satisfaction)	Not Available	Resident Survey. Part of the Fraser Coast Regional Council Corporate Plan 2009-2013.				✓						
Appropriate and Affordable Housing													



Community Health and Wellbeing Element	Indicators	Baseline 2010	Data Source	Next Evaluation				Assessment					
				1 yr	2 yrs	5 yrs	When Avail-able	Improvement	Deterioration	No change	Trend not yet apparent	Info not yet available	
Housing diversity	Proportion of detached houses ¹³ .	In 2006, 87.6% of occupied private dwellings were detached houses.	Australian Bureau of Statistics, Census of Population and Housing, 2006, Basic Community Profile – Table B31			✓							
	Diversity of rental costs.	In 2007, the difference between the 10th percentile rental cost, and the 90th percentile rental cost ranged between \$80-\$95, compared to \$90-110 for the Wide Bay Burnett and \$190-\$220 for Queensland.	Residential Tenancies Authority rental bonds data, June 2007 in Department of Communities Housing Analysis – Table 16.				✓						
	Proportion of small dwellings.	In 2006, 23.6% of occupied private dwellings had 0-2 bedrooms.	Australian Bureau of Statistics, Census of Population and Housing, 2006, Expanded Community Profile - X29, X30 and X31 in Department of Communities Housing Analysis.			✓							
Affordable Housing	Number of new social housing dwellings.	Not available.	Council Data/Department of Communities.		✓								

¹³ As a proportion of all occupied private dwellings excluding 'Visitors only' and 'Other not classifiable' households.



Community Health and Wellbeing Element	Indicators	Baseline 2010	Data Source	Next Evaluation				Assessment					
				1 yr	2 yrs	5 yrs	When Avail-able	Improvement	Deterioration	No change	Trend not yet apparent	Info not yet available	
Housing Affordability	Proportion of <i>purchasers</i> in housing stress (that is, the proportion of total purchasers spending over 40% of their income on loan repayments).	In 2006, 13.8% of households purchasing their home were in housing stress, compared to 12.9% for Queensland.	Australian Bureau of Statistics, Census of Population and Housing, 2006 in Department of Communities Housing Analysis – Table 17A.			✓							
	Purchase affordability for <i>first home buyers</i> , that is, current housing loan repayments ¹⁴ as a percentage of median household	In 2007, 62% of median household income (all households) was required to make loan repayments.	Queensland Department of Natural Resources Sales database and Australian Bureau of Statistics, 2006 Census Time Series Profiles in Department of Communities Housing Analysis – Table 17.			✓							

¹⁴ The Department of Housing calculates current housing loan repayments using indicator lending rates published in the Reserve Bank Bulletin with 5% deposit and 25 year term on a house in the 40th percentile of house prices. The Department of Housing uses the 40th percentile house price as the best representation of the median price paid by first home buyers.



Community Health and Wellbeing Element	Indicators	Baseline 2010	Data Source	Next Evaluation				Assessment					
				1 yr	2 yrs	5 yrs	When Avail-able	Improvement	Deterioration	No change	Trend not yet apparent	Info not yet available	
	income. Proportion of very low and low income households in rental stress (that is, households spending over 30% of their income on rent as a proportion of very low and low income households). ¹⁵	In 2006, 27% of very low and low income households were in rental stress, compared to 35% in Queensland.	Department of Family & Community Services, Housing Dataset in Department of Communities Housing Analysis – Table 14.			✓							
Housing for older people	Number of approvals for developments incorporating innovative care opportunities for older people.	Not Available	Analysis of approvals data.		✓								

¹⁵ This statistic is based on Centrelink data and therefore only very low and low income households receiving Centrelink benefits are included.



Community Health and Wellbeing Element	Indicators	Baseline 2010	Data Source	Next Evaluation				Assessment				
				1 yr	2 yrs	5 yrs	When Avail-able	Improvement	Deterioration	No change	Trend not yet apparent	Info not yet available
	Number of aged care providers ¹⁶ .	At June 30 2009, there were 28 aged care providers operating in the Fraser Coast Regional Council area.	Australian Government Department of Health and Ageing. Data on approved service providers and aged care places. ¹⁷		✓							
	Number of aged care places, of various types.	At June 30 2009, there were 1,190 total aged care places in the Fraser Coast Regional Council area, including 269 in community care ¹⁸ , 921 in residential care ¹⁹ and 0 in transition care ²⁰ .	Australian Government Department of Health and Ageing. Data on approved service providers and aged care places.	✓								
Adaptable and accessible housing	Number of approvals for dwellings meeting minimum adaptable and accessible housing	Not Available	Analysis of approvals data.		✓							

¹⁶ Aged-care services subsidised by the Australian Government under the Aged Care Act 1997. Based on the location of the service, rather than the region in which the service is delivered.

¹⁷ Available online at: <http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-rescare-aac-stats.htm>

¹⁸ Community care provides a package of services to assist older people to remain living in their own homes.

¹⁹ Residential care provides services through aged-care homes.

²⁰ Transition care provides a package of services to enable older people after a hospital stay to return home rather than prematurely enter residential care.



Community Health and Wellbeing Element	Indicators	Baseline 2010	Data Source	Next Evaluation				Assessment					
				1 yr	2 yrs	5 yrs	When Avail-able	Improvement	Deterioration	No change	Trend not yet apparent	Info not yet available	
	requirements of ULDA ²¹ .												
Economic Prosperity and Security													
Ongoing economic growth and development	Gross Regional Product.	The Fraser Coast produced an estimated \$3.03 billion in Gross Regional Product (GRP) in 2007-08.	Fraser Coast Regional Council (2009) Economic Profile.	✓									
	Average Annual Personal Income.	In 2007/08 average annual personal income was \$32,495.	Australian Bureau of Statistics, Estimates of Personal Income for Small Areas (Cat no. 6524.0.55.002) in OESR Regional Profiles.			✓							
	Business counts by turnover.	\$0 to less than \$100k 2,590 businesses \$100k to less than \$500k 2,062 \$500k to less than \$1M 489 \$1M or more 552 Total 5,692 businesses	Australian Bureau of Statistics, Counts of Australian Businesses, including Entries and Exits, June 2003 to Jun 2007 (8165.0) in OESR Regional Profiles.				✓						

²¹ Lesser requirement than Australian Standard.



Community Health and Wellbeing Element	Indicators	Baseline 2010	Data Source	Next Evaluation				Assessment					
				1 yr	2 yrs	5 yrs	When Avail-able	Improvement	Deterioration	No change	Trend not yet apparent	Info not yet available	
Quality employment and training	Unemployment rate.	At September 2010, the unemployment rate was 7.7% for the Fraser Coast Regional Council area.	Australian Government: Department of Education, Employment and Workplace Relations (2010) Small area labour markets ²² .	✓									
	Labour Force Participation Rate.	In 2006, 47.5% of the Fraser Coast population over 15 years of age was part of the labour force.	Australia Bureau of Statistics: Census of Population and Housing, 2006, Basic Community Profile – Table 36.			✓							
	Vocational Education and Training Students ²³ .	In 2009, there were 6,994 vocational education and training students in the Fraser Coast Regional Council area.	National Centre for Vocational Education Research (NCVER) in OESR Regional Profiles.		✓								
	Proportion of population over 15 years of age, with highest level of education being a Certificate or above.	In 2006, 31.6% of residents over 15 years had a Certificate or above.	2001.0 Australian Bureau of Statistics, Census of Population and Housing, 2006, Basic Community Profile – B39b			✓							

²² Available online at <http://www.workplace.gov.au/workplace/Publications/LabourMarketAnalysis/SmallAreaLabourMarkets-Australia>

²³ Based on the location of the student, not the location of the educational institute.



Community Health and Wellbeing Element	Indicators	Baseline 2010	Data Source	Next Evaluation				Assessment					
				1 yr	2 yrs	5 yrs	When Avail-able	Improvement	Deterioration	No change	Trend not yet apparent	Info not yet available	
Partnerships involving the community	Number of businesses assisted to establish or expand in the region. At least 10 per year between 2009 and 2013.		Council Data Part of the Fraser Coast Regional Council Corporate Plan 2009-2013.			✓							
Healthy Environment													
Air and water quality	Improvement in air and water quality tests.	Not Available.	Air and water testing.				✓						
	Reduction in Council's carbon dioxide emissions by 5% between 2009 and 2013.		Council Data. Part of the Fraser Coast Regional Council Corporate Plan 2009-2013.			✓							
	Efficient management of water resources, including water storage, water used per person per day, rain water tanks.		Council Data.		✓								
Disturbance and health effects associated with noise, odour and light pollution	Perception of health effects associated with noise, odour and light pollution.	Not Available.	Resident Survey.				✓						



Community Health and Wellbeing Element	Indicators	Baseline 2010	Data Source	Next Evaluation				Assessment					
				1 yr	2 yrs	5 yrs	When Avail-able	Improvement	Deterioration	No change	Trend not yet apparent	Info not yet available	
Recycling	Tonnes of collected domestic recycling. 10% increase in recycling and 2% reduction in waste between 2009-2013.		Council Data / Data provided by Council Contractor. Part of the Fraser Coast Regional Council Corporate Plan 2009-2013.	✓									
Harsh Climate	Number of playgrounds available with shade covers.		Council Data.	✓									
Sustainable energy use	Energy use decreased over the past year.	Not Available.	Resident Survey.				✓						
	Respondents with solar panels installed.	Not Available.	Resident Survey.				✓						
Natural disasters	Implementation of awareness campaigns in peak disaster periods.		Council Data. Part of the Fraser Coast Regional Council Corporate Plan 2009-2013.				✓						
	Number of initiatives implemented that address issues of public safety.		Council Data. Part of the Fraser Coast Regional Council Corporate Plan 2009-2013.				✓						



9. Conclusion

The literature review identified a very wide range of elements and principles which affect and determine overall community health and wellbeing. The review of local values and needs has suggested a significant number of areas in which the community has strengths, a number of issues and needs, and many opportunities.

“Quality of life” and “lifestyle” appear key reasons that people come to live in the Fraser Coast region. It will be important that the Sustainable Growth Strategy protects and maintains those elements that are considered to contribute to this lifestyle and works to overcome and address current perceived issues and needs.

The review of available indicators suggests that there are several areas which should be focussed on, in order to improve general community health and wellbeing:

- Enhancement of social infrastructure;
- Fostering of community cohesiveness and individual opportunity;
- Addressing of key health determinants, particularly
 - development and maintenance of environments that support healthy lifestyles;
 - housing, transport and social isolation for older people;
 - family supports, housing, family income and employment, and quality education for children;
 - education, employment, family relationships and housing for young people, as well as increasing the level of physical activity, improving nutrition, and addressing the growing problem of overweight and obesity in young people.
 - unemployment, transport difficulties, and lack of affordable housing for people suffering social disadvantage, especially in outlying areas;
 - sense of control, housing, employment and transport for indigenous people;
- Ensuring adequate support services and facilities for people with disabilities;
- Working to address crime against the person and property.

A strategy to address specific key aspects of community and wellbeing arising from the above will be developed in Phase 2 of the Sustainable Growth Strategy Study. It is recommended that the set of indicators developed in Section 7 are used to regularly monitor future evaluation of progress toward achieving community health and wellbeing objectives.



APPENDICES



Appendix 1: Core matters relating to community wellbeing and infrastructure provision

(Source: Local Government Association of Queensland: Guideline for Integrating Community Wellbeing in Planning Schemes (2001))

Planning matter	Outcome	Other matters that impact on outcome	Examples of Planning Response
Accessibility	equitable access to community facilities and services, places of work, leisure and community activity	location of residential and leisure areas and workplaces distribution of infrastructure cost of accessing services and facilities energy efficiency safety disability access	location of centres, employment nodes and community services and facilities on transport network collocation of services and facilities location of housing maximise access to public transport equitable distribution of community services and facilities urban space design to promote universal access and user safety
Community impact	avoiding or reducing the adverse effects of development on people's way of life, their culture, and their community	infrastructure provision areas and places of cultural significance effects of significant land use change	planning policy to guide assessment of impacts requirements for development that alters demand for services, and impacts on lifestyle, accessibility, or health and safety arrangements to monitor and manage cumulative effects of change (e.g. loss of caravan parks)
Community participation	opportunity to participate fairly in planning process and convenient and fair access to information		processes that exceed public notification requirements, particularly where significant social impacts are likely
Community health & safety	a healthy living environment with a reduced fear of crime, and reduce opportunities for crime	water, air quality and access to natural environment location and compatibility of land uses safety and convenience of routes and systems linking places	urban design that promotes safety, comfort and belonging safe and legible links between activity nodes opportunities for people to engage in physical activity land use strategies that separate incompatible and cluster compatible and related activities



Community services & facilities	an adequate range or appropriate and useable community services and facilities (including recreation) to support physical, safety and social needs, and which are equitably distributed.	location and density of housing location of transport infrastructure location of town centre/s and other commercial areas	Community Services & Facilities Plan, including need, development intentions, location and design requirements for facilities, designation/s for infrastructure Infrastructure Charges Plan Benchmark Development Sequence Circumstances where negotiated agreements for provision might be sought
Planning matter	outcome	other matters that impact on outcome	examples of Planning Response
Cultural heritage	development that is respectful of and reflects the cultural values, meanings and beliefs of the community, including Indigenous and non-Indigenous cultures	resources/ areas of ecological significance effects of land use and development on areas or places of cultural significance	register to protect places of cultural significance, including places of celebration and public activity, landscape features and/ or natural resources that have cultural significance allocation of space, urban design and place naming based on community cultural plans maintain access to cultural places and features highlighted in community cultural plans
Economic vitality & employment	access to employment opportunities	relative location of residential and employment centres appropriate and affordable movement system access to educational/ skill development opportunities	economic development strategy linked to infrastructure plans and provisions integrate location of education facilities and transport services with residential location of labour pool appropriate location of housing to enable access to employment and training opportunities
Groups with particular needs	The needs of people with particular requirements and interests, including older people, young people, children, and people with disabilities are met.	Location and design of movement systems Location and design of services and facilities Location and design of activity centres	Accessibility requirements for infrastructure planning Residential street and neighbourhood design promoting social use Pedestrian/ cycle network planning Guidelines for the location, design, and management of commercial (activity) centres and sports and recreation precincts



Housing	Safe, healthy and comfortable residential environments providing appropriate and affordable housing to meet/ match community need	Location of incompatible land uses and development Cost of infrastructure provision	Requirements for inclusion of and/or location and design of specialised housing, including social housing Requirements / targets for mix of housing types Joint venture housing development
Mobility	The ability to travel efficiently and safely by an appropriate choice of modes appropriate to the needs of the community.	Location of uses (housing, employment, services) Local transport plans	Integrated transport choices Direct safe and convenient footpaths and cycle paths Transit oriented development
Natural environment	The opportunity to use and enjoy the natural environment	Effects of land use and development on natural areas and on air/ water quality Accessibility from residential areas to natural areas	Open space plans that promote linkages Movement systems that promote linkages to natural areas Land and catchment care plans/ programs
Sense of community	A cohesive community with intact character and identity, strong social networks and respected cultural values.	Relative location of residential and leisure areas and workplaces Access to services and facilities Impact of land use and development on existing community fabric Protection of places, sites and landscapes of significance	Managing social impacts of development on features, places Design for buildings, streets and public domains Designation of land for community infrastructure Promoting choice of housing Provide space for social interaction and celebration Provide linkages between land uses to promote cohesion Cultural heritage and character precincts
Town (activity) centres	Lively and vibrant town (activity) centres providing a focal point for community activity	Integration with movement system Coordination with services and facilities	Linkages by movement system between key activity areas, workplaces and residential areas Collocation of community services and facilities in centres Master planning of key centres Manage interface with surrounding areas Reinforcing economic viability



<p>Urban design</p>	<p>Distinctive, legible, and interesting urban areas that promote safety, accessibility and social interaction (and inclusion)</p>	<p>Relative location of residential and leisure areas and workplaces Access to services and facilities Impact of land use and development on important features Movement system planning and design</p>	<p>Design legible street/ movement system and site layouts Landscaping, signage and lighting design Integration between public and private space Application of CPTED principles</p>
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Appendix 2: Meeting Notes

MEETING	DATE	ATTENDEES
Northern Service Providers Meeting	Howard 26 March 2010 1-2.30pm	Mal Chard – Community Centre Kathy Forgan-Flynn – C&K Kindergarten Debra Moore - FCRC Jeff Jenkins – FCRC Apology: Community Nurse
Hervey Bay Interagency Meeting	Hervey Bay 13 April 2010 9-10.30am	Fiona Payne - Seniors Legal and Support Services Karen Chatfield - Bayconnect Jodie Willmott - Reconnect and Youthcare Kerri Long - Community Connect Pastor Graham Huth - Uniting Church Debra Moore - FCRC
Maryborough Interagency Meeting	Maryborough 26 March 2010 9-11am	Gayle Minniecon - Lifeline Fraser Coast Jane Jones - Lifeline Fraser District Dani Runnalls - Carers Queensland Maurine Gibson - Qld Alliance/ Office for Women Kevin Roe - Powerhouse Community Centre Josie Roe - Powerhouse Community Centre Gary Slik - Wide Bay Volunteers Cherie McGregor - FCRC
Southern Key Community Representatives Meeting	Bauple 12 April 2010 6-7.30pm	Ralph Wood - Glenwood Progress Association Debbie Briske - Bauple Recreation Committee Mark and Yolande Brommet - Macadamia House Darryl Stewart - Tiaro & District Chamber of Commerce Wendy Devine - Gootchi QCWA Katrina Hain - Gootchi QCWA Kerri Bartlet - Glenwood News Cherie McGregor – FCRC Cr Linda Harris - FCRC



**Northern Service Providers Meeting
26 March 2010
Burrum & District Community Centre, Howard**

Attendees:

Mal Chard – Community Centre
Kathy Forgan-Flynn– C&K Kindergarten
Debra Moore - FCRC
Jeff Jenkins – FCRC
Sharyn Briggs – Briggs & Mortar Pty Ltd, Consultant
Apology: Community Nurse

Catchment Area:

The Howard catchment area was identified as stretching from:
Howard, Burrum Heads/Toogoom, Torbanlea, Duckinwilla, Takura (some areas).
It is known locally as the 'Burrum District'.

Existing Facilities and Services:

People come to Howard for:

- Kindergarten (government funded). Next ones are in Maryborough and Hervey Bay. No new ones planned in area (5 days/week)
- One private childcare centre (stand alone) (long day care).
- Day Respite: Burrum Heads, Toogoom, Pacific Haven, Takura, Torbanlea
 - Two buses for collection.
 - New aged respite building being built up the road, to open in October.
 - Approximately 40 clients (2 or 3 days / week).
 - Bring Maryborough clients out once per month on a Saturday for disabled clients.
 - Also a disabled service every Saturday – mainly collect from Maryborough.
- Community Centre – used for community events plus:
 - Breastscreen;
 - Pap Smear;
 - Child Health nurse (adult at Tiaro);
 - Optometrist.
- Library
- IGA supermarket
- Emergency Services
 - Police (4 police officers)
 - Rural Fire brigade (no urban, all volunteer. For house fires nearest fire brigade is Maryborough)
 - SES
 - Ambulance station (3 officers)
- There is an application in for an extension to the Community Centre for mental health services and other health services. Would like mental health services in Howard. Like to be able to treat some people here, not have to go to town.
- Town attractions:
 - Museum;
 - Van Cootens (old fashioned haberdashery shop);
 - Markets (200 stalls, once a month);
 - Proposed mine will have big impact. Will employ 5,000 people for 25 years. Once running could attract a large number of people. Will be a big influence in this area – more infrastructure especially sewerage will be required (currently no sewerage).



- Looking at development of 600 homes in the area (linked to proposed mine).
- Higher Level Services:
 - Older people go to Maryborough, younger people go to Hervey Bay.
 - Shopping for weekly services either in Hervey Bay or Maryborough depending on connections.
 - Clothing – either Hervey Bay or Maryborough
 - Travel time: 25 minutes to Maryborough, 45 minutes to Hervey Bay

Existing Social Infrastructure Needs of Community:

- Currently identified needs:
 - Footpaths;
 - Curb and channel;
 - Full-time doctor (couple of days a week presently);
 - Full-time veterinarian;
 - Blood bank to visit;
 - QML/Pathologist;
 - Bank (maybe community bank?);
 - High school desperately needed:
 - Travel 40 minutes to Childers, Maryborough or private schools in Hervey Bay;
 - Primary school:
 - Torbanlea busting;
 - Howard growing really well;
 - Community Centre:
 - Need to expand community centre (next closest in Hervey Bay and Maryborough);
 - Kindergarten just gone up to 5 days – but fighting state funding to get it – pre-prep curriculum with trained teacher.
- There is an increase in young families in the area. Number of fathers work in the mines. Young families moving to beach areas.
- Expansion plans for hall (community centre):
 - Three extra health rooms;
 - Admin office;
 - Increase to hall area to house Burrum River News;
 - More meeting areas;
 - Seeking a grant with DEEWR (economic stimulus - to create employment) – awaiting outcome. Grant is for around \$1 million but would have to go green. \$750,000 for building itself.
- Two paid staff at community centre:
 - 1 admin
 - 1 coordinator
- If community on Centrelink must travel to Maryborough or Hervey Bay – need an agency.
- Problem with transport. People can catch the school bus (Wide Bay Transit Services) if needed but no regular service. The school bus can leave students behind if full.
- Wide Bay Transit serves Burrum Heads/Toogoom a couple of times a week
- Population increase would increase services.
- Bluecare do travel here for clients.
- No soccer grounds (Master Plan in 2006 for Torbanlea - Torbanlea Recreation Reserve)



Community Issues:

- No adolescent services and nothing to do here, therefore crime is a problem. Council does bring some youth activities out (Sue Lawler). Used to have blue light disco but fell over. Do have a skate park. Youth services have fallen over.
- Need some vacation care. Did have it at one time, but had problems with funding it, so had to close.
- No land to sell, waiting on a new development of 600 lots. This would greatly bolster the town. Housing – not many selling at the moment. The mine is starting to explore in April.
- Council has 400 lots at Burrum Town but no services at all.

What would make the Howard area a better place to live:

- Torbanlea and Howard do not work entirely together. Overlapping resources for example of schools – two schools (one side of river goes to each). Resources are not coordinated; the towns should be better integrated. No sporting activities in Howard, but there are in Torbanlea.
- **Can't do anything** without sewerage:
 - Biggest single restriction;
 - No accommodation due to restrictions with sewerage;
 - Two rooms in the pub only.
- Healthcare is a priority too:
 - No public child psychologist in region;
 - No adult community health out here;
 - There is a rural outreach worker from Maryborough who visits the centre but by appointment only.
- Urban design of the town centre. The Chamber of Commerce did a community plan for area - two years ago. *Obtain from Council.*

ACTIONS ARISING:

- Jeff Jenkins to follow up with actions sheets
- Ask Cherie Mc Gregor
 - Minutes of community forum (with Councillors)
 - Minutes of Jeff's meeting at Tiaro
- Consultation Plan
 - Need to plan 3 months ahead and put in Burrum River News by 15th of the month before.
- **Want feedback.**



**Hervey Bay Interagency Meeting
13th April 2010
Sport and Leisure Park**

Attendees:

Fiona Payne - Seniors Legal and Support Services
Karen Chatfield - Bayconnect
Jodie Willmott - Reconnect and Youthcare
Kerri Long - Community Connect
Pastor Graham Huth - Uniting Church
Debra Moore - FCRC
Sharyn Briggs – Briggs & Mortar Pty Ltd, Consultant

General Discussion

- We *did* cope with growth over last 20 years.
- Don't want growth and development to destroy the lifestyle we have.

Social Infrastructure Needs

- Mobility access is a problem - especially in rented premises and older facilities and buildings.
- Mobility corridor still has a gap at the western end and needs pedestrian crossings and better links into residential areas (can't get onto it) and to key community facilities. Also no toilets along it.
- New Community Centre in Hervey Bay desperately needed. RCAC funding proposed. See www.ourcommunitycentre.com.au
- There is a lack of community meeting space generally. Council has some available –
 - Urgan Community Centre – (leased to Hervey Bay Community Centre) often fully booked;
 - Hervey Bay Sport and Leisure Centre upstairs meeting room; and
 - Memorial Hall in Main Street, but Memorial Hall is often well utilised with community activities and it is hard to find bookings.
- Church interested in putting a community centre at Torquay, which would provide something at this end of town.
- Also at Point Vernon Council is planning to convert a Telstra building to a community centre but no big spaces in it. Will be used for aged meetings, HACC services etc.
- There is an important coffee shop used by the community on the Esplanade at Point Vernon. Needs disability access improved to it.
- A lot of people going out to Craignish/Toogoom – only meeting place is Toogoom – no transport.
- Need to engage private sector more to create equitable (disabled) access for everyone.
- Back to corner store concept would be good.
- 'Akarra Gardens' at Dundowran would be a good place for private community facilities.
- The Kango service needs to be further rolled out around the Bay. The RSL bus services are important for older people to access town. Pialba Place bus picks up people on a Thursday. However generally it is hard to get around.
- A youth driven/ friendly space is needed in Hervey Bay. Nothing in Maryborough either.
- The 24-30 year olds leave because there is nothing to do. The university is only an annex – don't have all courses and no student accommodation.
- Direct morning/business flights to Sydney urgently need to be restarted – to improve on attracting and accessing professional services as well as cultural access.



- Need first point of contact for new residents/young families – an Early Years Centre.
- Better road link to Bundaberg in the north and Poona/ River Heads/ Fraser Island to the south.

Housing Needs

- No lack of rental properties – it is the price.
- No accessible housing for older people.
- Older single people discriminated against in the housing market.
- Homelessness and lack of accommodation for younger people is an issue. For 16-21 year olds, there is a shelter, but no safe housing for younger children, 12-16 years of age. Must be supported accommodation, something like Youth Care – and more transitional housing when they leave shelter/ supported accommodation.
- Lack of public housing, but must be assimilated.
- Need to consider a scheme linking underutilised houses of older people. For example, three or four older people could live in one house; or a younger person with an older person.
- Do we need more of a mixed community?
- More support needed for ex-prisoners, especially housing and life skills support. Transitional housing needed. Also, there is a lack of ongoing support for JDC young offenders.
- Most aged facilities could be anywhere – not well linked into community.
- Need a new program for community rent schemes.

Community Health and Wellbeing

- Need incentives/initiatives **not** to drive children to school, for example, walking school buses, bikeways, walkways (Council did run a pilot Active Transport program at Pialba).
- Need some safe alternatives to cars that are healthy and more active.
- The Safety House program has limited coverage, not working in Maryborough anymore.
- Bikeways/ Walkways need to be wide enough for bikes too. More footpaths along streets.
- Need to incorporate more CPTED principles – did well at Torquay along Esplanade – also needed with some paths and toilet blocks.

ACTIONS ARISING:

- **Circulate notes for comment**



**Maryborough Interagency Meeting
26th March 2010
Maryborough Community Centre**

Attendees:

Gayle Minniecon - Lifeline Fraser Coast
Jane Jones - Lifeline Fraser District
Dani Runnalls - Carers Queensland
Maurine Gibson - Qld Alliance/ Office for Women
Kevin Roe - Powerhouse Community Centre
Josie Roe - Powerhouse Community Centre
Gary Slik - Wide Bay Volunteers
Cherie McGregor – FCRC
Sharyn Briggs, Briggs & Mortar Pty Ltd, Consultant

Social Infrastructure Needs

Maryborough

- Jobs on coast but poorly serviced.
- All services are strained now.
- Some boundary difficulties - Aldershot should be in Maryborough service centre.
- No parking in Maryborough, in particular not enough disabled parking (for example, in front of the library) and disabled access sometimes poorly planned and located (for example, steep gutters, no access to the building they want to use).
- Footpaths uneven and unsuitable for walkers/scooters.
- Challenges for Maryborough – many buildings available for the community but many inaccessible for people with disabilities (but very compact city centre is an advantage).
- Need to think about layout of service centres.
- Ageing of population in Maryborough will accentuate mobility/accessibility needs. Also young families with prams.
- Need bikeway access too, in fact a complete alternative system such as the Kango in Hervey Bay required. Very successful but not extended to other areas – could also happen in Maryborough (a door to door service).
- Not encouraged/can't build CBDs with lots of parking. Better to put parking in a multi-storey with Kango from that.
- Health related transport needs create huge issues and problems – consider same model as Tin Can Bay (volunteer).
- No regular transport in from Aldershot (fortnightly service). Difficult for clients – unsuitable for social housing (must be near education, shops and transport). Need semi-rural environment for some children with behavioural problems but can't put them out there.
- Social housing needs to increase with population growth. Area is seen as relatively affordable, for example, compared to Sunshine Coast. However, wages are lower and not affordable because there is no transport.
- The Department of Communities is investigating some trial one-stop-shops for services – for older people and children (putting services together)
- Many people of disadvantage seek to live in cheaper areas around Howard – need to emphasise service role of Howard.
- Many people forced intra-region up the coast to Fraser Coast from the Sunshine Coast to find cheaper living; also inter-region moves out from Hervey Bay to rural areas.
- Transport to Brisbane is an issue for meetings, medical purposes.
- Maryborough hospital will become vital as growth occurs, also airport
- Closure of rail link to Maryborough a real loss.



- Clients at Howard / Torbanlea cannot get to work – one bus a day. Digging themselves into socio-economic cycle when move out there. Some prison families need mini-bus services to these areas.
- Creates an argument for decentralised service centres – but need to be serviced by schools, recreation facilities etc. No town water at Aldershot.
- Suggest share health services between Hervey Bay and Maryborough with each specialising in different things and a shuttle bus between them.
- Bus services often not viable to places like Toogoom.
- Howard children go to Childers for high school which has community impacts. It would be better if they went where parents worked, for example, Maryborough.
- Early Years Centres needed – like to see a resource centre with childcare but also support services, that is, soft entry.
- Cannot provide enough services to children with autistic disorders.
- Council has no childhood development worker.
- Nothing for young people to do in Maryborough. Always conflict between youth and other residents in public spaces. There is a need for legitimate spaces for young people.
- Huge need for aged respite. Also inflexible, sometimes inappropriate placements (for example, into dementia units).
- Need for respite for younger disabled people.

Hervey Bay (specific comments)

- Hervey Bay services are located all over the place – if on a budget, high cost to access – need a one stop shop to access them all by target group (for example, youth service ‘hub’, and HACC service hub).
- Hervey Bay Neighbourhood Centre – an old highset house (inaccessible) now full, won’t house the cross section of services.
- The Kango is marvellous – three more on hold - need one to Eli Waters badly.
- Possibility of Uniting Church creating a new centre on Boat Harbour Drive.
- Hervey Bay PCYC booked out for vacation care – nowhere to take children.

Community Health and Wellbeing

- Think beyond the curative services to preventative things.
- Try to incorporate small scale neighbourhood facilities in new outer suburbs to strengthen community cohesion and networks.
- Coordinate models of service provision – identify who does what best and strengthen their capacity. Need for increased community partnerships with government.
- Also need the model of service provision to be based on a local area basis. No major service centre and dispersed population – needs a different servicing model. Greenfields models don’t work here
 - different from isolated communities that will never justify a service centre.
 - Service providers will not service outlying areas – no funds.
- See “Better Bold” project
- Need new estates workers and converted sales offices as neighbourhood centres in new communities. Gives a venue for workers and a contact point for residents, for example, River Heads, Eli Waters etc.

ACTIONS ARISING:

- **Circulate notes for comment**



**Southern Community Representatives Meeting
12th April 2010
QCWA Bauple**

Attendance:

Ralph Wood, Glenwood Progress Association; Cr Linda Harris Fraser Coast Regional Council; Debbie Briske, Bauple Recreation Committee; Marc and Yolande Brommet, Macadamia House; Darryl Stewart, Tiaro & District Chamber of Commerce; Wendy Devine, Gootchi QCWA; Katrina Hain, Gootchi QCWA; Kerri Bartlet, Glenwood News.

Cherie McGregor Community Development Officer Fraser Coast Regional Council as scribe and meeting organiser.

Sharyn Briggs, Briggs & Mortar, Pty Ltd, Consultant

Existing Social Infrastructure Needs:

- Discussion on whether the region should be called 'southern hinterland' or 'southern rural' or 'Fraser Coast Country'. For and againsts raised for each, particularly noted that Tinnanbar, Poona etc. are coastal, not hinterland. Not resolved.
- There is a need for a community pool which could be shared by the five towns in the area, particularly the schools.
- Need for an environmental corridor through region (koala habitat).
- A priority social infrastructure need is health services – specialist medical services at Maryborough Hospital and Medical Centre in Tiaro. Funding application has been made for a Medical Centre at Tiaro – Council has dedicated \$100,000 and sought another grant. Need transport to Maryborough to access visiting medical specialists.
- Need to develop the area – not put everything in Hervey Bay.
- Want to make the area part of the Shire, not left out. Need a vision for the whole area, not for Glenwood or Tiaro or Bauple.
- Lot of isolation – women especially not connecting out here.
- Lack of engagement/representation for Woocoo, Tinninbar, Poona etc.
- Lot of locals don't support local business – do all shopping in large centres when there for another reason.
- There is no employment so must go to Gympie or Maryborough. Employment is critical.
- People shop in Gympie or Maryborough or if seeking higher order goods then might go to Hervey Bay. However noted that patterns are changing – people are now buying online if they have internet access.
- A relatively low proportion of population (reported 27%) has access to the internet – some can only get dial up, some will have to go to satellite, some can't afford it. Bauple and Tiaro have ADSL but only in town. Internet access is cost prohibitive for people on fixed incomes.
- Pockets of community can't get basics of life - some poor/no mobile coverage, and some areas can't get TV reception or internet.
- Electricity often down. Telephone often down, including public phones. Money goes into 'luxury' items like streetscaping in Hervey Bay, but no basic facilities for country people. They feel there are the haves and have nots.
- There has been a push for a medical centre to be established in Tiaro for years supported by AMA Wide Bay Division of Practice. There isn't a medical centre between Maryborough and Gympie and many doctors in Maryborough have closed books. The doctor in Tiaro gets patients from Curra, Gundiah, & Glenwood.
- Would possibly need pharmacy to go with it – debated.



- Ambulance facility needed for a long time, possibly preferred in Glenwood as half way between Maryborough and Gympie (noted police are in Tiaro). Land has been identified for Ambulance there. There is also a dedicated area of land for SES with radio aerial infrastructure and room for a helipad.
- Every small community has rural fire services. \$24 fire levy in outer regions.
- Community is fractured by Mary River Bridge closure (temporary) and emergency services can't get across river.
- In regard to education, the northern part of the region goes to Maryborough; Southern (Glenwood) to Gympie. A high top not seen as highly desirable in terms of quality compared to Maryborough (reported that Dept Education needs 600-1000 kids to justify a high top). Long bus trips for children. Private school bus services this area. As long as can maintain transport infrastructure then reasonably well served. Recognised there are not enough numbers for high schools in smaller communities. Better facilities in Maryborough than there would be if a high top was established in the area.
- No public transport – public transport to get into Gympie, Maryborough or Hervey Bay is an issue. Tiaro Council tried to get subsidies and got permission for people to use school bus network, but this is limited. Still available if want to utilise. A Greyhound service along the highway can be accessed (but is costly). Kango service in Hervey Bay seen as desirable in this area – but was not funded.
- Blue Nurses and MOW provide services to the area for older people, probably needs greater promotion. St John's Ambulance provides some transport into town. A lot of older people move into Maryborough near transport/services/support.
- Need to decentralise services – create employment in small communities. Services that support aged people in their homes could be one option for older people retiring here.

Future Social Infrastructure Needs

- A hub could be useful. Tiaro logically the place. Already library at Tiaro, community centre, Australia Post and an aged care facility.
- Not enough parking in Tiaro – so people don't stop.
- With trial of community mail hubs, things are changing, may not even need a post office at Bauple any more in the future.
- No sewerage at Tiaro. Water supply scheme sporadic.
- Should information centre be moved to Glenwood as the 'gateway'? Glenwood is the first town entering Fraser Coast from the south.
- Will need a larger community centre at Glenwood – 1,700 lots there. Need office space, for example, for legal service.
- Need employment – but need the basic infrastructure (water, sewerage, electricity and communications) first.
- Council has identified industrial areas but no services and same price as Maryborough so have not taken off. This is not the solution.
- Ecotourism/biosphere/environmental oriented industries recommended – the region to specialise in these areas and each town to have a specific focus. There is a flora and fauna reserve in Bauple. Bauple is between state forests and national parks. Part of Great Sandy Biosphere. Links to natural assets. All need infrastructure and promotion.
- Train goes through but does not stop in this region.
- Need to embrace and develop the Canterwood Industrial Estate (Tiaro).



Community Health and Wellbeing

- Very diverse group of people who do not communicate. There is a lack of community spirit and no sense of community. They need something to work on together.
- Need all little villages to prosper and get bigger.
- People move here for cheap land/tree change but need employment.
- Need facilities for stopping in region. Mary River now well known – needs free camping.
- A need for research on local endangered animals. Have 3 endangered species.
- Promote bike tours around the region. Old coach road behind Tiaro.
- Tiaro is an arty crafty region, could further develop this.
- There is a lack of community spirit. Diverse groups in one area – nothing uniting them or getting them talking to each other.
- Need improved communication to link people together – newsletters, newspaper. Don't know what Council's doing.
- Need a network of community centres that Council visits (largely done).
- 'Country' can overcome problems of lack of infrastructure with innovative solutions.

Comments after meeting or received by email:

- Need for cemetery in Bauple?
- Need sealed roads in Glenwood.
- A child minding facility is badly needed. As discussed, many people live in our region and drive to any of the major centres for work, and that, increasingly, involves both parents/partners. The most suitable location would be Tiaro as it is the only town with any infrastructure to speak of and is a drive by pick up and drop off point on the Highway. This was recognised in an offer by a commercial company in the child minding business a few years ago, to build a centre in Tiaro at no cost to Council (Tiaro Shire Council) but the offer was not taken up and the whole district has suffered for it.

ACTIONS ARISING:

- **Would like notes circulated for comment**



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