

LIVINGSTONE ACCESS AND INCLUSION CONSULTATION 2019

LIVINGSTONE SHIRE COUNCIL | COMMUNITY PARTNERSHIPS UNIT





Compliance doesn't mean functionality.

Community should be involved from the planning stage.

Diversity is the reality, inclusion is a choice.

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Foreword

Livingstone Shire Council aims to embrace diversity and promote an inclusive, liveable community where everyone feels they belong regardless of ethnicity, religion, gender, sexual orientation, age, physical and/or cognitive abilities, or socio economic status.

Council is committed to act in ways that ensures present and future generations have equality of opportunity to contribute to the social, political, economic and cultural life of the region. Livingstone Shire Council recognises that our diversity is one of our greatest assets — it sparks innovation, creativity and vitality. We welcome a broad range of backgrounds, interests, abilities and beliefs and recognise that our differences are our strengths.

Council supports the principle of valuing all people in order to progress an integrated, accessible and equitable community. This consultation has been designed to provide Council with a deeper understanding of the needs and priorities of the Livingstone community in relation to access and inclusion.

I would like to thank all participants for contributing to this important document and I encourage the community to continue to engage with Council on matters such as these.

Councillor Jan Kelly

Committee Chair: Community Development & Support and Senior Citizens

Jankelly

Terms and Definitions

Definitions guided by the Welcoming Cities Network (2019).

Access

The ability, right, liberty or permission to approach, enter, speak with or use.

Inclusion

The action or state or including or of being included within a group or structure.

Social Inclusion

The act of enabling all groups of people within a society to have a sense of belonging and to be able to participate in community life. This is based on fundamental values of equity, equality, social justice and human rights, as well as the principles of acceptance and embracing diversity.

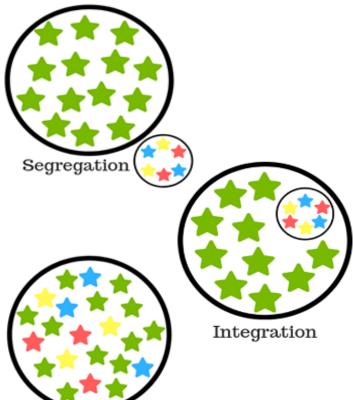
Diversity

Each individual is unique and has differences. Differences can be in race, ethnicity, gender, sexual orientation, socio economic status, age, physical and/or cognitive abilities, religious beliefs, political beliefs or other ideologies.

Social Cohesion

The willingness of members of a society to cooperate with each other in order to survive and prosper. Social cohesion broadly incorporates five domains; belonging; social justice and equity; participation; acceptance and rejection; legitimacy; and worth.





Aims

To understand the needs and priorities of the community in relation to access and inclusion.

To identify how Livingstone Shire can be accessible and inclusive for everyone and how Council can support and/or facilitate this.

To begin the process of gaining Welcoming Cities accreditation. *

* The Welcoming Cities Standard.

In early 2019, Livingstone Shire Council became a member of the Welcoming Cities Network. The mission of Welcoming Cities is; 'supporting local councils and community leaders to leverage the ideas and innovation that come from being welcoming and inclusive'. As a member, Livingstone Shire Council can now access resources and support to further understand the complexity of diversity in the community and facilitate a whole of community approach to inclusion.

The Welcoming Cities Network exists to support local councils and their communities in the advancement of Australia as a welcoming, prosperous and cohesive nation.

The Welcoming Cities Standard is a central element of the Welcoming Cities network.

The Standard establishes the framework for Council to:

- 1 Benchmark their cultural diversity and inclusion policies and practices across the organisation;
- 2 Identify where and how further efforts can be directed; and;
- 3 Assess progress over time.

The vision of Welcoming Cities is:

"A network or welcoming and cohesive cities and regions where everyone can belong and participate in social, cultural, economic and civic life".

More information on the Welcoming Cities Network can be found here – www.welcomingcities.org.au

Inclusion

Population Profile in Livingstone Shire – How diverse is Livingstone Shire?

Data sourced from the Queensland Statisticians Office (2019), and the Australian Bureau of Statistics Census (2016).

Total Estimated Population (June 2017)

37,290 persons in Livingstone.

This in an increase since 2011 of 1,798 people.

Livingstone is predicted to increase to 55,740 people by 2041.

Religious Affiliation

Religious affiliation	Livingstone %	Queensland %	Australia %
No religion, so described	24.6	29.2	29.9
Catholic	24.4	21.7	22.6
Anglican	18.2	15.3	13.3
Not stated	11.9	10.0	9.6
Uniting Church	7.0	5.1	3.7

In Livingstone, Christianity was the largest religious group reported overall (70.3%, this figure excludes not stated responses).

Gender*

Male - 51.3%

Female – 48.7%

This is a very similar to Central Queensland, Queensland, and Australia.

Indigenous Population

People	Livingstone	Central	QLD	Australia
	%	QLD %	%	%
Aboriginal	3.82	5.07	3.16	2.52
Torres Strait	0.25	0.27	0.44	0.13
Islander				
Aboriginal	0.34	0.39	0.35	0.11
and Torres				
Strait				
Islander				
Total	4.41	5.73	3.95	2.76

^{*}The gender data set available did not include response options other than male or female, therefore does not accurately capture those who don't identify as male or female. Further options for gender response options are being considered by the Australian Government for inclusion in the next census period (2020). Sexuality is not considered in the census, therefore there is no data available regarding this identifier.

Age

Age	Livingstone	%	Queensland	%	Australia	%
Median Age	42	-	37	-	38	-
0-4 years	2,035	5.6	296,466	6.3	1,464,779	6.3
5-9 years	2,341	6.5	317,138	6.7	1,502,646	6.4
10-14 years	2,478	6.8	299,097	6.4	1,397,183	6.0
15-19 years	2,345	6.5	296,287	6.3	1,421,595	6.1
20-24 years	1,833	5.1	316,860	6.7	1,566,793	6.7
25-29 years	1,744	4.8	320,753	6.8	1,664,602	7.1
30-34 years	1,973	5.4	325,943	6.9	1,703,847	7.3
35-39 years	2,095	5.8	305,218	6.5	1,561,679	6.7
40-44 years	2,384	6.6	322,901	6.9	1,583,257	6.8
45-49 years	2,532	7.0	322,982	6.9	1,581,455	6.8
50-54 years	2,820	7.8	308,727	6.6	1,523,551	6.5
55-59 years	2,750	7.6	292,198	6.2	1,454,332	6.2
60-64 years	2,547	7.0	260,685	5.5	1,299,397	5.6
65-69 years	2,234	6.2	242,192	5.1	1,188,999	5.1
70-74 years	1,597	4.4	180,406	3.8	887,716	3.8
75-79 years	1,140	3.1	126,084	2.7	652,657	2.8
80-84 years	727	2.0	83,731	1.8	460,549	2.0
85 years and over	694	1.9	85,528	1.8	486,842	2.1

Orange – Livingstone has a higher percentage than Queensland *and* Australia. Blue – Livingstone has a lower percentage than Queensland *and* Australia.

Persons with a profound or severe disability

Persons 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, or communication because of a long term health condition (six months or more), a disability (lasting six months or more), or old age.

Area	%
Livingstone	5.0
Central Queensland	4.8
Queensland	5.2

Growth Rate

Livingstone has an average annual growth rate of 1.6% over five years and is expected to increase to 2.0% over ten years. This is higher than all of Queensland (1.5% and 1.8%, respectively).

Children aged 0 - 14 years make up 18.9% of the population and people aged 65 years and over make up 17.6% of the population.

Livingstone has a higher median age (42) than Central Queensland (36), Queensland (37) and all of Australia (38).

Ancestries

The most common ancestries in Livingstone were Australian 31.3%, English 29.5%, Irish 9.0%, Scottish 7.7% and German 4.7%. *

In Livingstone, 69.2% of people had both parents born in Australia and 11.5% of people had both parents born overseas.

The percentage of persons in Livingstone with a different address five years ago is 39.6%, compared to Central Queensland (41.8%), Queensland (44.1%) and Australia (40.2%).

*Respondents had the option of reporting up to two ancestries on their Census form, and this is captured by the Ancestry Multi Response (ANCP) variable. Therefore, the total responses count will not equal the persons count for this area. Calculated percentages represent a proportion of all responses from people in Livingstone (including those who did not state an ancestry).

To see the diversity of Livingstone Shire's top five most populated suburbs, see Attachment A.

Country of Birth

Country of Birth	Livingstone %	Central QLD %	Queensland %	Australia %
Australia	81.2	80.2	71.1	66.7
England	2.8	1.8	3.8	3.9
New Zealand	2.5	2.5	4.3	2.2
South Africa	0.6	0.7	0.9	0.7
Philippines	0.4	0.7	0.8	1.0
Germany	0.4	-	0.4	0.4
Born in English	6.9	5.9	10.5	-
Speaking Countries				
Born in Non English	3.1	5.1	11.1	_
Speaking Countries				

Languages (other than English)

Language	Livingstone %	Central QLD %	Queensland %	Australia %
German	0.3	0.1	0.4	0.3
Afrikaans	0.2	0.4	0.3	0.2
Japanese	0.1	0.06	0.4	0.2
Spanish	0.1	0.1	0.4	0.6
Tagalog	0.1	0.5	0.4	0.5
English only spoken at home	88.1	86.6	81.2	72.7
Households where a non-	3.9	6.2	13.5	22.2
English language is spoken				

Migration (5 years ago)

Current Area of Residence	Different Address 5 years ago			
	Within Queensland %	Rest of Australia %	Overseas %	
Livingstone	33.78	3.6	1.6	
Central Queensland	34.37	3.8	2.7	
Queensland	33.05	4.9	5.1	
Australia	-	-	6.2	

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Median family income

Area	Less than \$33,800 per year (low income)	\$33,800 to \$77,999 per year	\$78,000 to \$155,999 per year	\$156,000 or more per year %
	%	%	%	
Livingstone	10.1	29.9	30.4	14.0
Central Queensland	10.4	27.7	33.1	15.8
Biloela	8.8	24.8	35.2	18.0
Central Highlands	7.2	21.2	36.2	21.2
Gladstone	10.4	24.4	33.0	19.4
Rockhampton	10.6	31.3	32.3	12.3
Queensland	9.4	30.9	33.4	15.3

Total family income is the sum of the total personal incomes of each family member present in the household on 2016 Census Night. Family income only applies to classifiable families in occupied private dwellings. Low-income families have been defined as families in occupied private dwellings whose family income was less than \$650 per week or less than \$33,800 per year. Median total family income estimates have been calculated by the ABS.

No parent employed

Area	Total families with no paren	
	employed %	
Livingstone	12.5	
Central Queensland	14.5	
Queensland	13.8	

Families with children with no parent employed have been derived from the 2016 Census of Population and Housing data and defined as either one parent families where the parent was either unemployed or not in the labour force or couple families where both parents were either unemployed or not in the labour force. This is based on families with children under 15 years of age.

Personal Income

The median total personal income in Livingstone is

\$32,136 per year, approximately \$2,000 less per year than Central Queensland (\$34,582), Queensland (\$34,320) and Australia (\$34,424).

Low Earning Suburbs

According to the 2018 Australian Tax Office's tax statistics report, the 8th lowest earning suburb in Australia is 4705 which includes the Livingstone Shire localities of Marlborough and Mount Gardiner (average taxable income \$29,223).

Median Rent

The median rent for a three-bedroom house in Livingstone is \$320 per week, compared to \$260 per week in Central Queensland and \$355 per week in all of Queensland.

Unemployment Rate

The Livingstone unemployment rate is 5.2%, which is lower than Central Queensland (6.7%) and Queensland (6.1%).

Top Fields of Study

Livingstone top three fields of study:

- 1 Engineering and Related Technologies (20.2%)
 - 2 Management and Commerce (11.8%)

3 - Health (9.1%).

Central Queensland top three fields of study:

- 1 Engineering and Related Technologies (23%)
 - 2 Management and Commerce (13.1%)

3 - Health (8.3%)

Queensland top three fields of study:

- 1 Management and Commerce (17.5%)
- 2 Engineering and Related Technologies (15.7%)

3 – Society and Culture (10.7%)

Highest level of schooling completed

Area	Did not go to school, or Year 8 or below %	Year 9 or 10 equivalent %	Year 11 or 12 equivalent %	Non-school qualification %
Livingstone	6.4	33.5	47.5	57.5
Central	6.7	32.3	49.9	55.0
Queensland				
Queensland	5.4	26.5	58.9	59.1

Non-school qualification information describes the highest non-school qualification (e.g. bachelor degree, diploma). This information is based on persons aged 15 years and over by place of usual residence.

The Index of Relative Socio-Economic Disadvantage

Socio-Economic Indexes for Areas (SEIFA) is a summary measure of the social and economic conditions of geographic areas across Australia. SEIFA, which comprises a number of indexes, is generated by ABS from the Census of Population and Housing. In 2016 an Index of Relative Socio-Economic Disadvantage was produced, ranking geographical areas in terms of their relative socio-economic disadvantage. The index focuses on low-income earners, relatively lower education attainment, high unemployment and dwellings without motor vehicles.

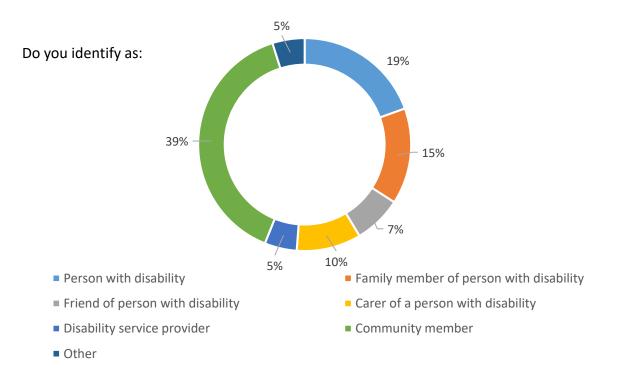
- Livingstone 8% in the *least* disadvantaged quintile 16.5% in the *most* disadvantaged quintile.
- Central Queensland 9.8% in the *least* disadvantaged quintile 26.2% in the *most* disadvantaged quintile.
- Queensland 20% in the *least* disadvantaged quintile 20% in the *most* disadvantaged quintile.

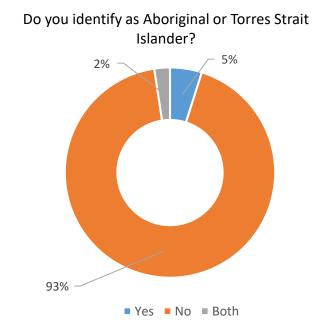
Direct engagement – What do Livingstone residents think about access and inclusion?

The methods used to engage with the community in this consultation were:

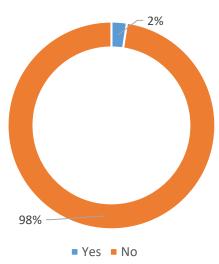
- **Get Involved.** This is Livingstone Shire Council's online engagement platform. A survey was published on this site and promoted as available to complete over a four-month period. For current feedback opportunities, go to https://getinvolved.livingstone.qld.gov.au/.
- **One on One Sessions.** Livingstone Community Development and Engagement Officers facilitated six sessions (in business hours and outside of business hours) where participants could complete the survey and discuss their ideas one on one with officers.
- Social Media. Comments on Livingstone Shire Council's online platforms in response to the consultation promotion have been included.
- **Organisation consultation.** Local organisations were invited to complete the survey and encouraged to suggest their clients complete the survey. Organisations were also given the opportunity to have a Community Development and Engagement Officer lead a discussion with their staff.

Get Involved Online Survey Responses



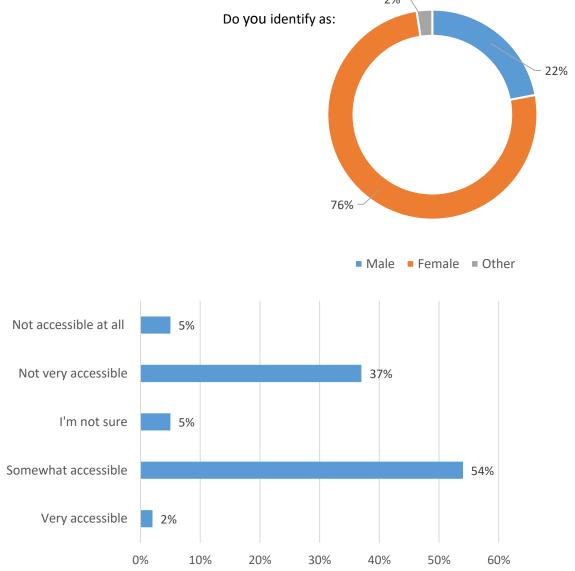


Do you identify as a person from a non-English speaking background?



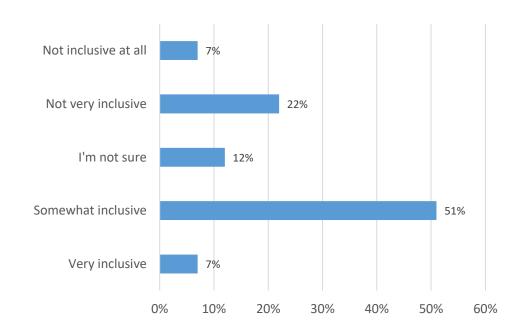
An accessible community is where everyone can use the public facilities including: getting into buildings; using the footpaths safely; enjoying parks and playgrounds; and accessing toilets and change rooms. An accessible community is also one where everybody can find information in a format that is useful to them.

How accessible is your local community?



An inclusive community is one where people feel valued and included; everyone can take part in social events, sporting and cultural activities; and people have the opportunity to work or volunteer.

How inclusive is your local community?



What kinds of access does your community do well?

Top five responses:

- Footpaths (especially the Yeppoon foreshore and Statue Bay)
- Public, Government spaces and buildings (especially new buildings/refurbished buildings)
- Not much
- The lagoon precinct
- Some public toilets

Other: the town hall and town centre car park lifts; Beach Day Out, the community attitude; and variety of social options.

How does your community include you?

Top five responses:

- The variety of facilities, events, activities and volunteer opportunities available (e.g. Beach Day Out, Chair Yoga, The Community Centre, Libraries, Community Groups).
- I don't feel that the community does include me (e.g. 'tokenism at best'; 'surface level compliance only', 'compliant but not functional').
- The community attitude (e.g. 'everyone's heart is in the right place', 'I always feel welcome').
- I include myself.
- Having opportunities to access information and provide feedback.

Other: being employed; Coles having a quiet shopping time; and the lagoon.

Tell us your top three suggestions to improve access and inclusion in your community.

Appropriate Information, Engagement and Consultation - Identified by 56% of respondents.

- Use the experts (people with disability / access limitations, service providers, community group) to increase understanding of access needs and priorities. Consider functionality and practicality, not just compliance. "Involve people with lived experience in decision making. Use the groups with the knowledge (e.g. Capricorn Coast Community Access and Equity Group, Beach Day Out, Senior Citizens Ass., Cap Coast Indigenous Mob etc.) to help design and improve areas/projects BEFORE they begin".
- Listen and implement what feedback/suggestions are provided.
- All events/projects/planning should consider and include people of all abilities and cultures in the process from the beginning.
- Include a diverse array of people in media/promotion.
- Celebrate, share and respect local Aboriginal and Torres Strait Islander culture and history.
- Improve the variety of access to information (e.g. add to the Council website an accessibility function which can change the size of text, colour, and language as well as read aloud the page; ensure customer service can provide required support when needed; pop up info sessions in various locations).

Safe Connected Footpaths - Identified by 24% of respondents.

- Continuous paths of travel with regular seating.
- Appropriate lighting.
- Connections to CBD and services (e.g. Hospital, public toilets, shopping).
- Regular maintenance and upgrades.
- Traffic lights for pedestrian crossings.

 Specific areas mentioned: Hughes Street, Meilland Street, The Pines Estate across the Highway, Burnett Street, Morris Street, Whitman Street, William Street, John Street, Jeffries Street, Power Street, Ben Street, Spring Street, Drain Street, Normanby Street, Lammermoor, Keppel Bay Estate, and Inverness to Rail Trail.

Accessible Changing Places - Identified by 17% of respondents.

- Installation of a public Changing Place (a public toilet facility with full size change tables and hoists).
- Improvements to existing accessible toilets (e.g. include automatic doors).

Improvements to Business and Services - Identified by 17% of respondents.

- Improving access into shops and services and improving access throughout interiors of shops and services.
- Education and incentives for business and services to increase accessibility and employment opportunities for all people.
- Specific areas mentioned: James Street businesses and Shopping Centres.

Improved Beach Access - Identified by 14% of respondents.

Improve beach accessibility for people with disability and/or access limitations.

Specific access points mentioned; Main Beach (current ramp not sufficient), The Causeway Lake, Farnborough Beach, Cooee Bay Beach, Sandy Lane (Zilzie).

For further information regarding the results of the Get Involved Survey, please contact the Livingstone Shire Community Development, Sport and Recreation Team.

Livingstone Community Groups

Capricorn Coast Community Access and Equity Group

Capricorn Coast Indigenous Mob

Capricorn Coast Multicultural Group

Woppaburra Land Trust

Australian South Sea Islander Movement QLD Inc.

Livingstone Community Centre User Group

Lions

Rotary

Probus

Beach Day Out Organising Committee

QCWA

Sailability

Capricorn Community Literacy

Lives Lived Well

Capricorn Coast Healthy Ageing

MS Queensland

Narcotics Anonymous

Ice Affecting Families Capricorn Coast

Grow

There are also a number of social and support groups that welcome all community members for various activities at the Yeppoon Community Centre. Please visit the Community Centre or the Livingstone Shire Council website to find out more.

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Livingstone Shire Council Practices

Livingstone Shire Council has a number of policy, procedure and strategy documents that support an accessible and inclusive shire. There are also a variety of projects, activities and programmes that encourage and celebrate Livingstone's diversity. As a local government body, Livingstone Shire Council is furthermore bound by the *Queensland Anti-Discrimination Act Queensland 1991* and the recently adopted *Human Rights Act Queensland 2019*.

Current	In Development/Ongoing	Events Supported
Inclusive Community Policy	Reconciliation Action Plan	Beach Day Out (annual)
Community Assistance	Community Plan –	NAIDOC Week (annual)
Programmes Policy	Livingstone 2050	
Community Engagement	Corporate Plan 2020-2026	Harmony Day (annual)
Framework		
Corporate Plan 2014-2019		Anti-Poverty Week (annual)
Native Title and Cultural		
Heritage Policy		
Placemaking Guidelines		
Equal Employment		
Opportunity Policy		
Code of Conduct		
Media Policy		
The Community Centre		

Additionally:

- Welcome/Acknowledgement of Country is delivered at the beginning of all meetings and events.
- Cultural protocol documents received from local groups are respected and followed.

Queensland Government Initiatives

All Abilities Queensland – Opportunities for All. State Disability Plan 2017-2020.

Inclusive Tourism – Making your business more accessible and inclusive.

Moving Ahead – A strategic approach to increasing the participation of Aboriginal people and Torres Strait Islander people in Queensland's economy.

Queensland Multicultural Action Plan 2018-19.

Queensland: An age-friendly community.

Queensland Women's Strategy: 2016-21.

Conclusions

Overwhelmingly, the consultation showed that residents are enthusiastic to be involved and / or to have community experts involved in the early stages of planning for projects, activities and programmes especially in regards to access and inclusion concerns. These contributors then want to see that their information/expertise was considered.

In terms of physical accessibility, suitable footpaths were the priority for respondents particularly in high density suburbs close to the CBD. It was also clear that respondents would like to see businesses (particularly on James Street) improve their physical accessibility.

The service providers and agencies engaged prioritised businesses and industry improving their practices especially in diversifying their workforce. Service providers also highlighted their concerns that businesses and industry do not understand the potential positive impacts that the NDIS can have on their operations.

Livingstone Disability Service Providers

Home Support Association

LiveBetter

Community Solutions

APM

Blue Care

Centacare CQ

NDIS – The National Disability Insurance Scheme is now active in Livingstone. The scheme is designed to provide people with disability access to the supports they choose. The scheme takes a lifetime approach, investing in people with disability early to improve their outcomes later in life.

The NDIS local area coordinator is Carers QLD, to find out more, please call 4994 1600 or email rockhamptonLAC@carersqld.com.au

The Capricorn Coast Hospital and Health Service provides a range of hospital and community health services. They also host a variety of support groups (including; The Stroke Support Group). For more information, please contact – 4913 3000.

Recommendations

As well as continuing and improving current practices, it is recommended that Livingstone Shire Council consider the following recommendations.

Consultation Results	Recommendation	Suggested Actions
Appropriate Information, Engagement and Consultation	Develop a method in which community experts (i.e. those with lived experience and / or key community groups) are consulted at the planning/development phase of all projects, activities, programmes and strategies.	 Include access and inclusion consultation/community expert stakeholder engagement as a requirement of the Livingstone Shire Council Project Management Framework. Use the Community Development and Sport and Recreation Team and the Engagement and Events team to facilitate community education and involvement in consultation and engagement processes. Include this consultation as a contribution to the <i>Livingstone 2050: Shaping our Tomorrow</i> whole of community plan.
	Ensure all of Livingstone Shire Council's information is accessible. That is, information that is representative of the community, culturally sensitive and user friendly.	 Diversify promotional / marketing materials to reflect the diversity of Livingstone Shire. Implement accessible features on the Livingstone Shire Council website. Fly the Aboriginal and Torres Strait Islander flags all year round. Explore how customer service points (including libraries and the Community Centre) can improve their cultural safety and accessibility.
Safe Connected Footpaths, Accessible Changing Places, and Improved Beach Access (public amenities).	Commit to the principles of 'access and inclusion', that is every project, activity, programme and strategy is designed to be accessible and inclusive for the whole of community.	 Ensure access and inclusion matters are considered in all future strategy, operational and procedural documents. Include in Council reports, the subject heading of 'access and inclusion' to ensure consideration of these areas when decisions are made. Include access and inclusion consultation/community expert stakeholder engagement as a requirement of the Livingstone Shire Council Project Management Framework. Benchmark current Livingstone Shire Council practices against the Welcoming Cities standard.

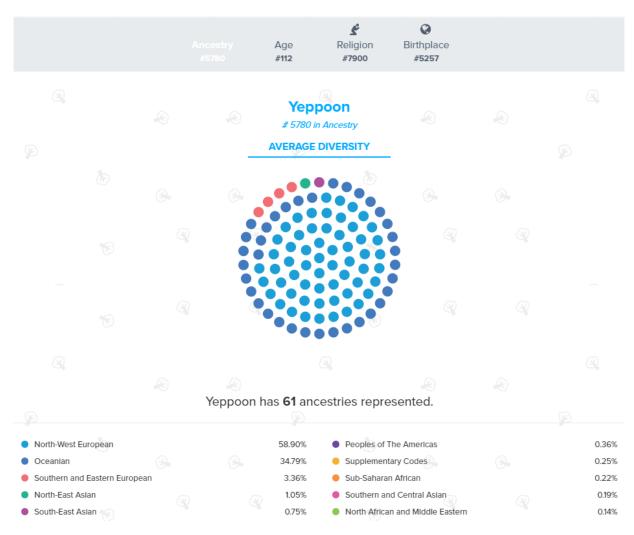
Consultation Results	Recommendation	Suggested Actions
Improvements to Business and Services.	Provide education and awareness regarding the benefits of being accessible, inclusive and welcoming. Support the Livingstone community (residents, businesses, industry and Council) to improve practices in this area.	- Investigate the development of a public resource similar to Mackay and Townsville's Access guides.

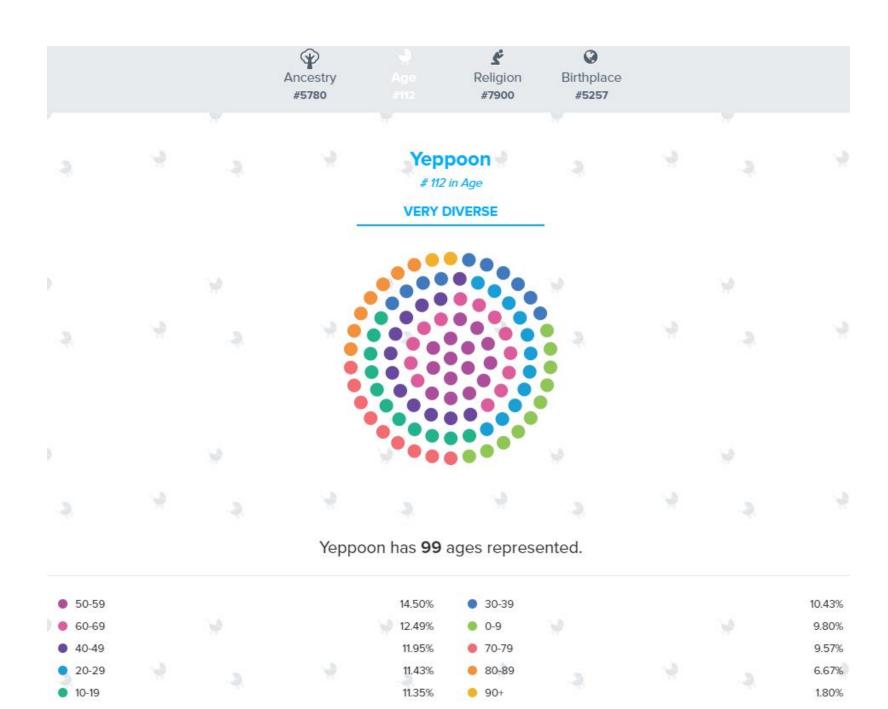
Attachment A.

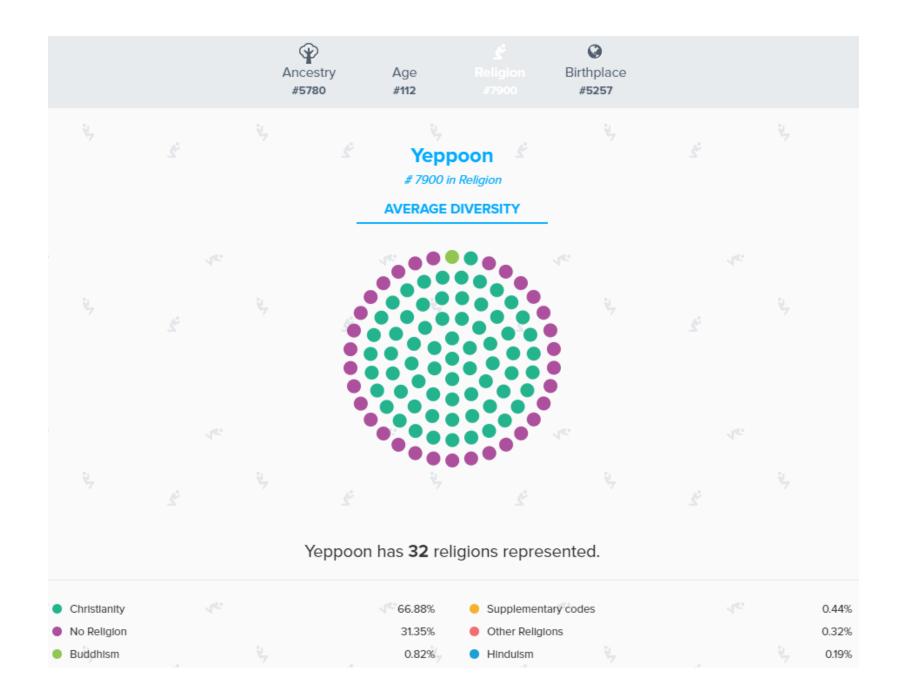
Livingstone's Top Five Most Populated Suburbs and Their Diversity

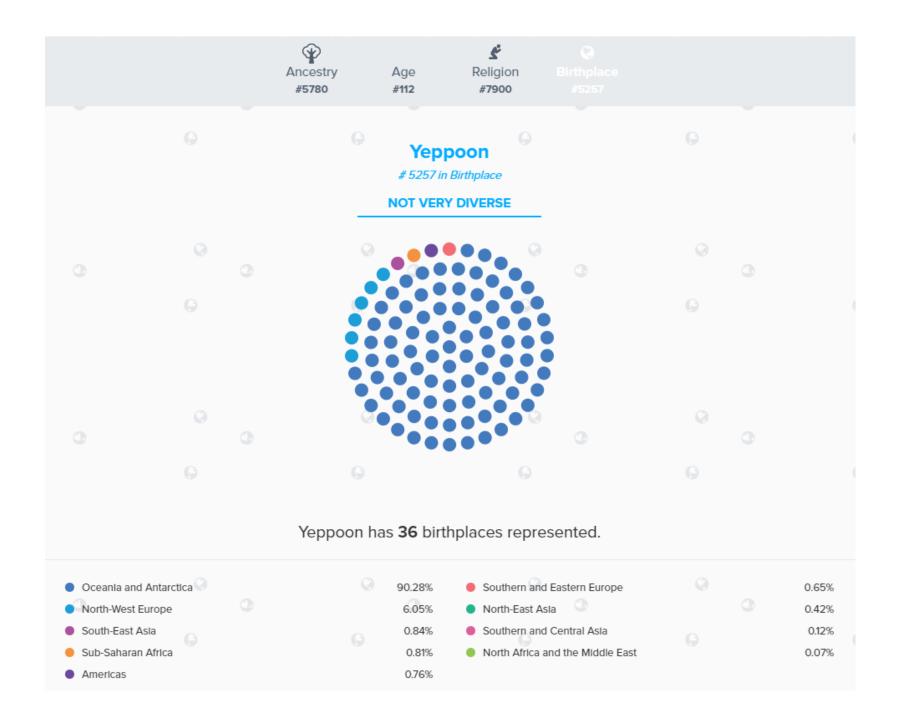
How diverse is my suburb?

1 - Yeppoon - 6,334 residents.

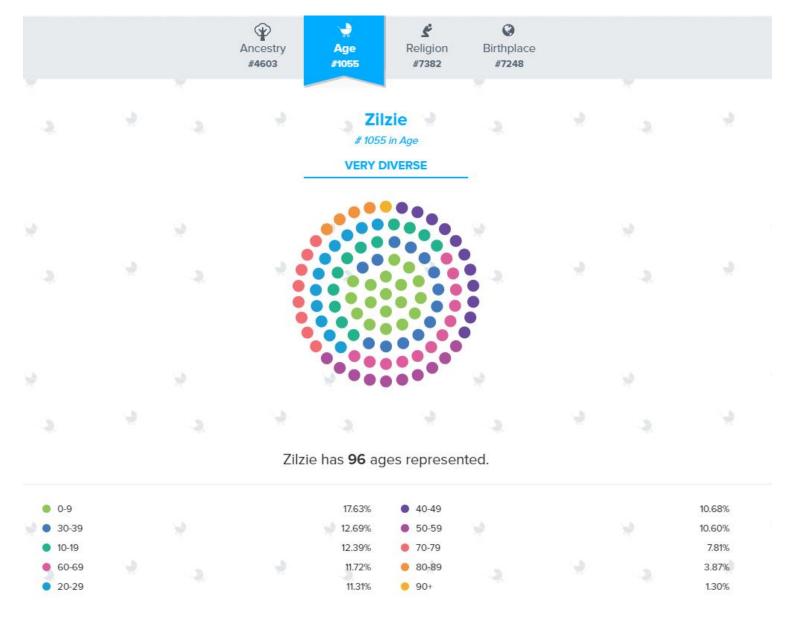


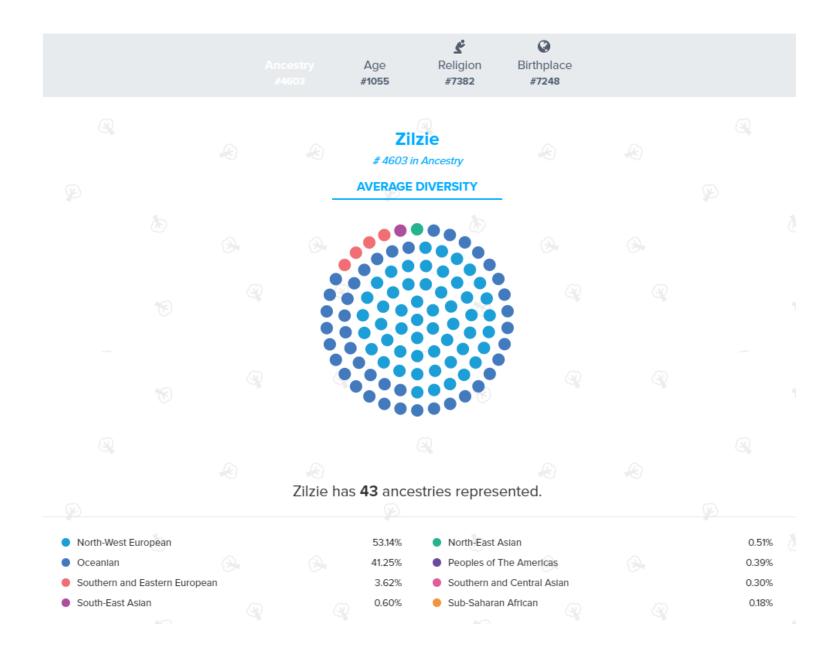


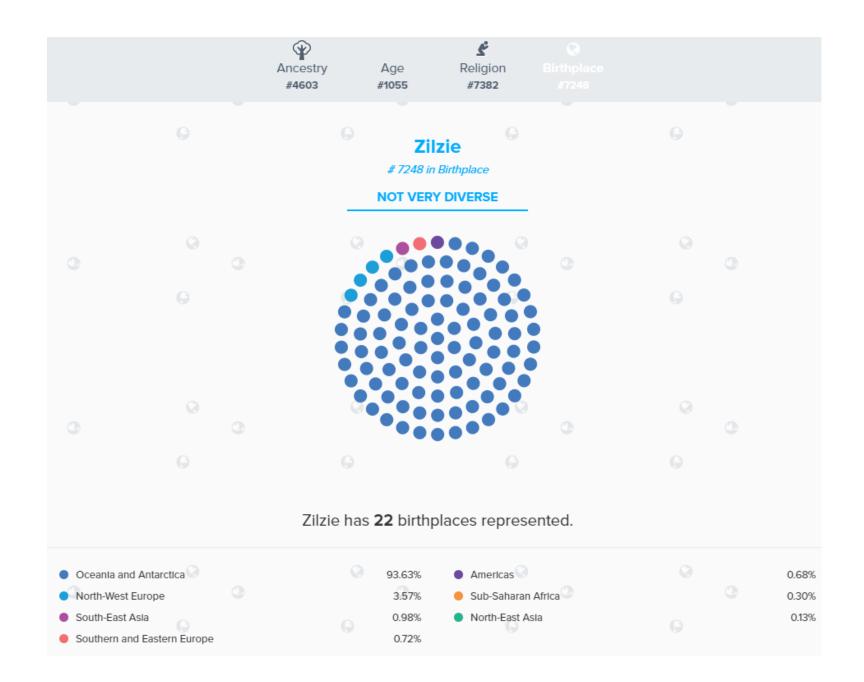




2 - Zilzie - 2,713 residents.

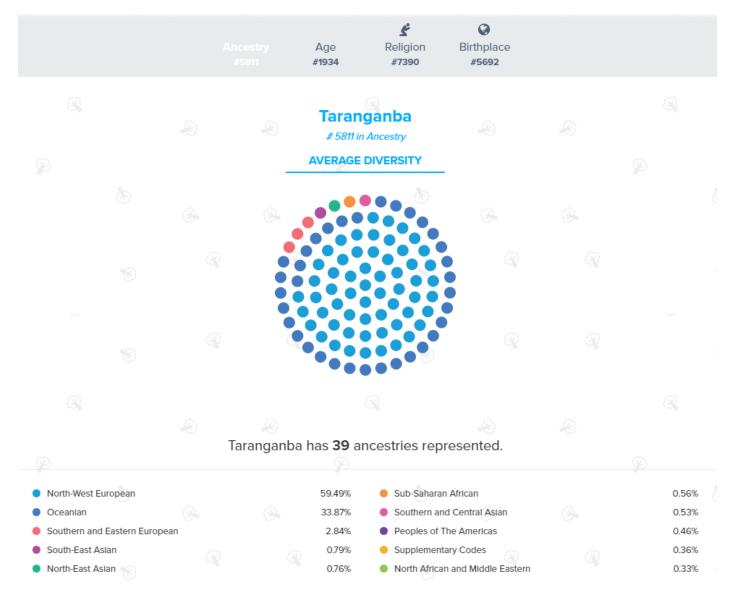


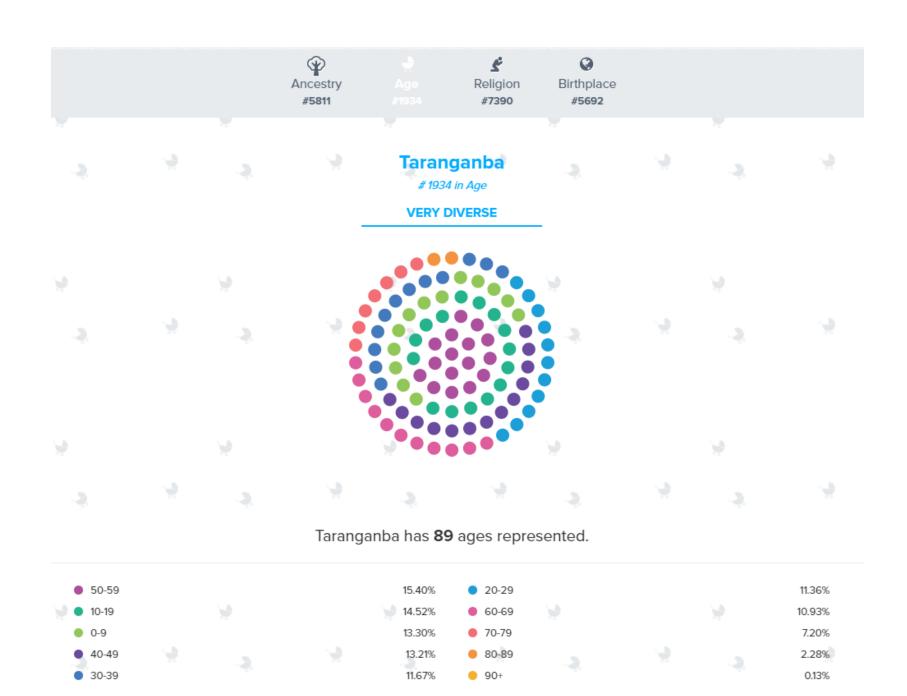


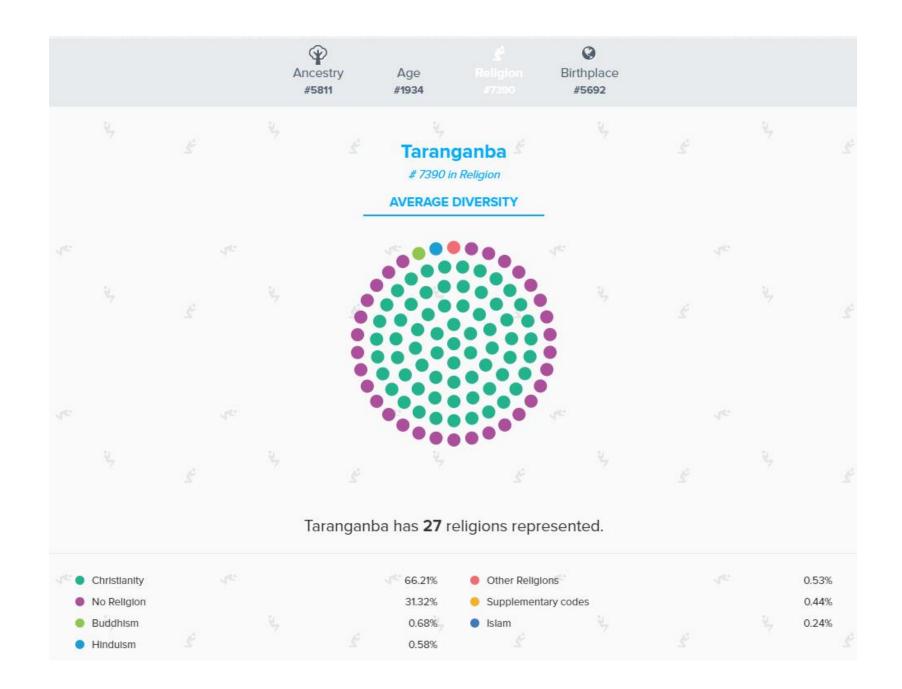


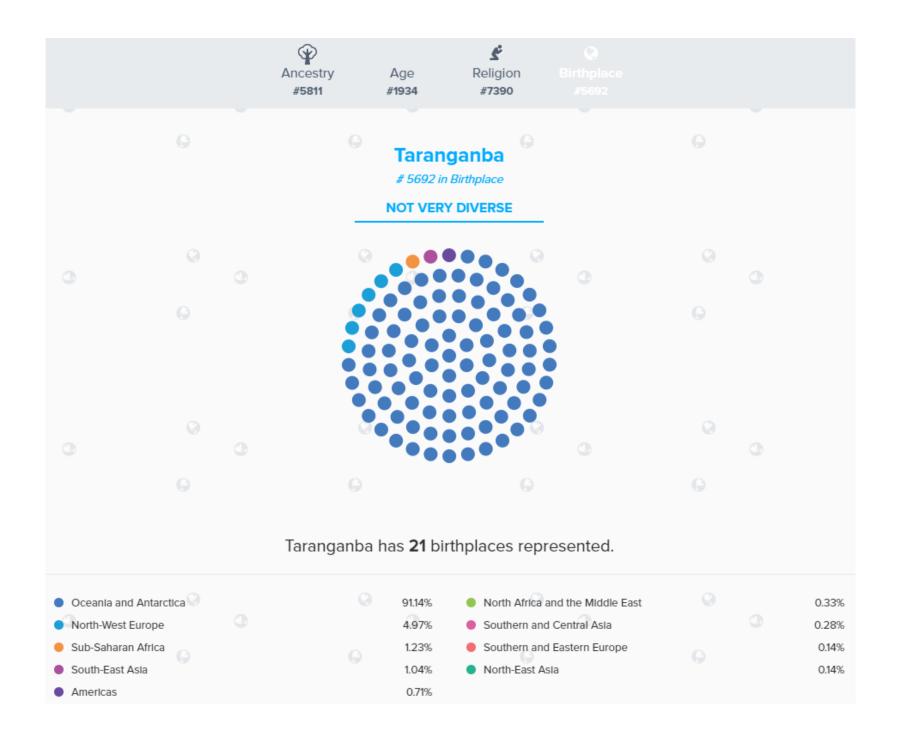


3 – Taranganba – 2,276 residents.

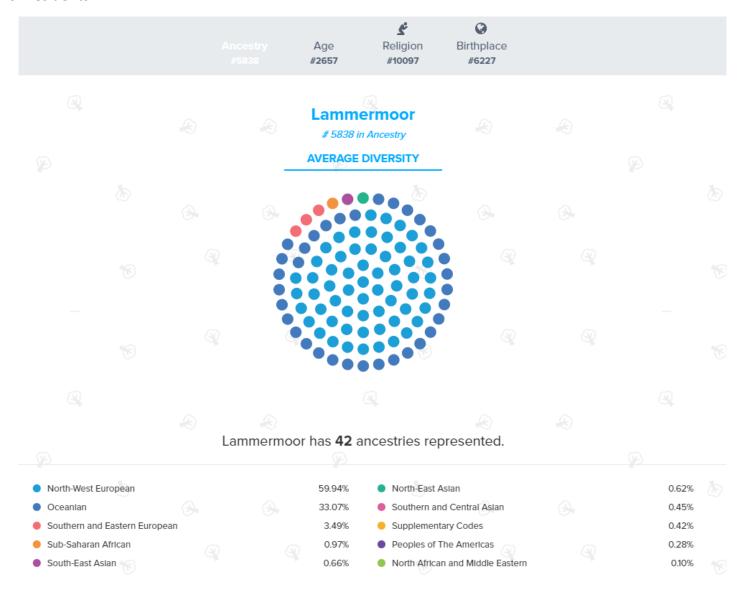


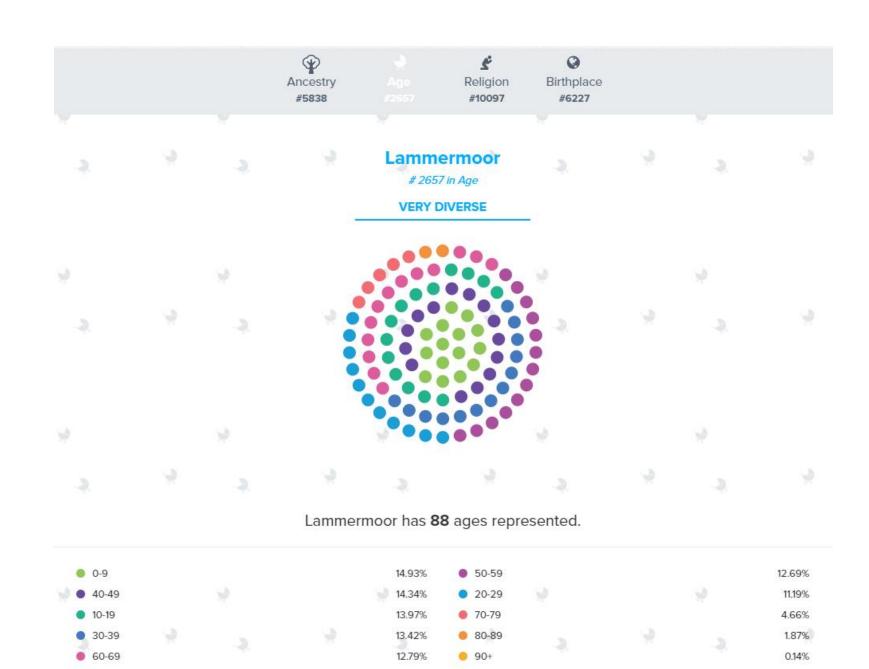


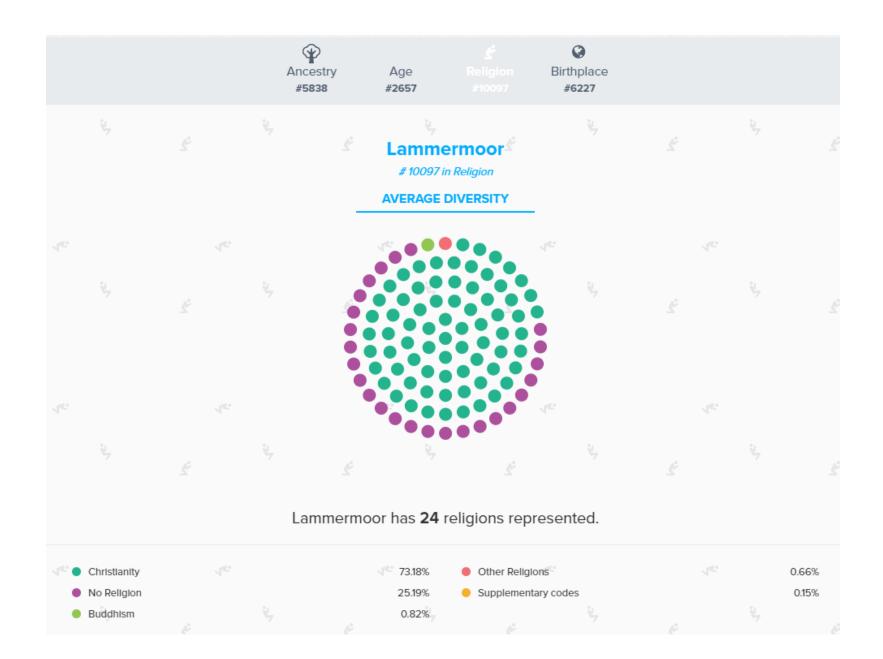


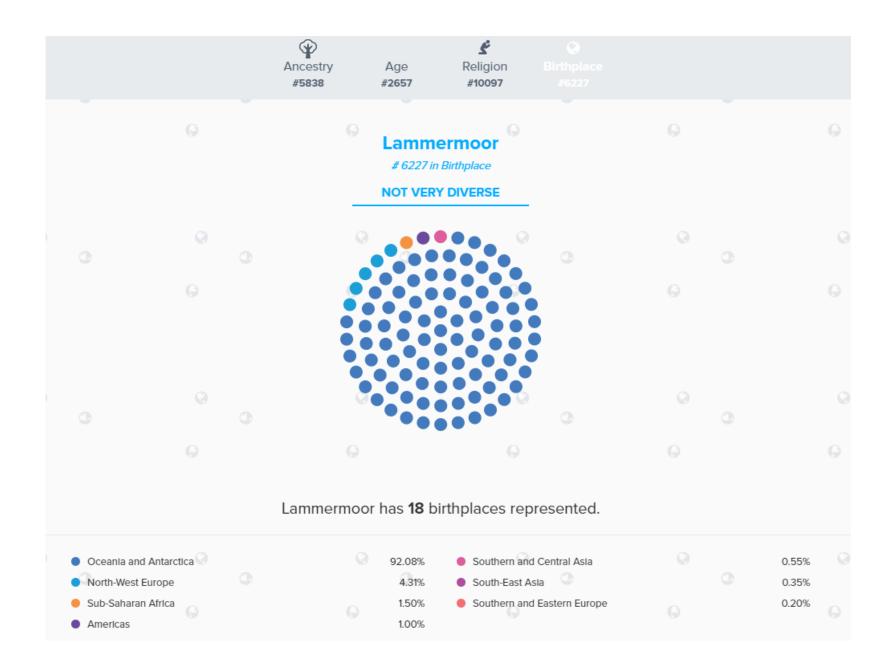


4 – Lammermoor – 2,167 residents.

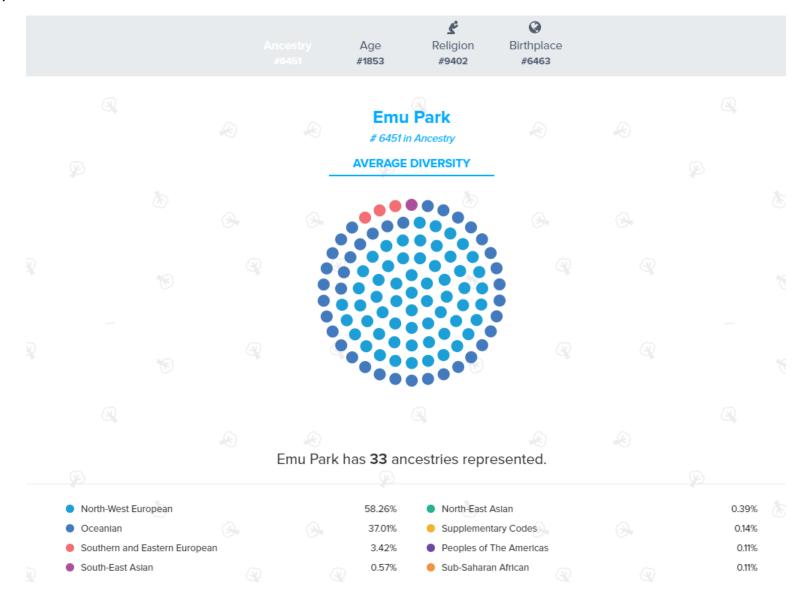


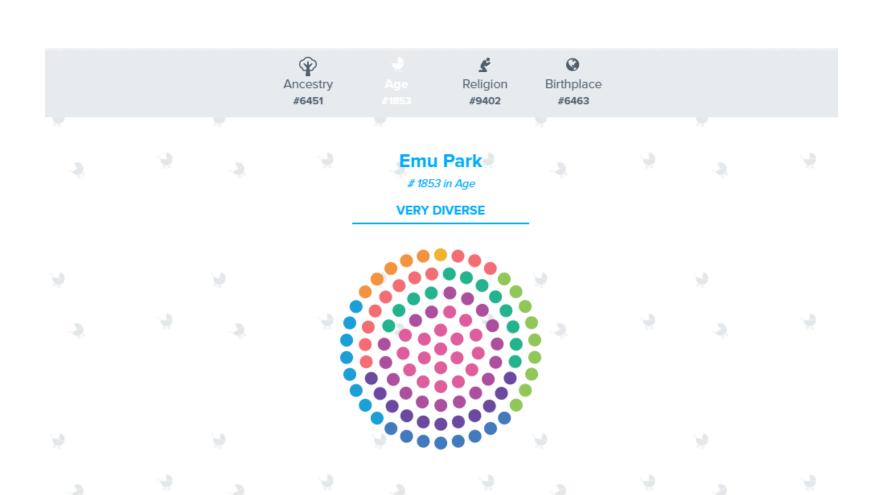


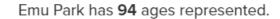




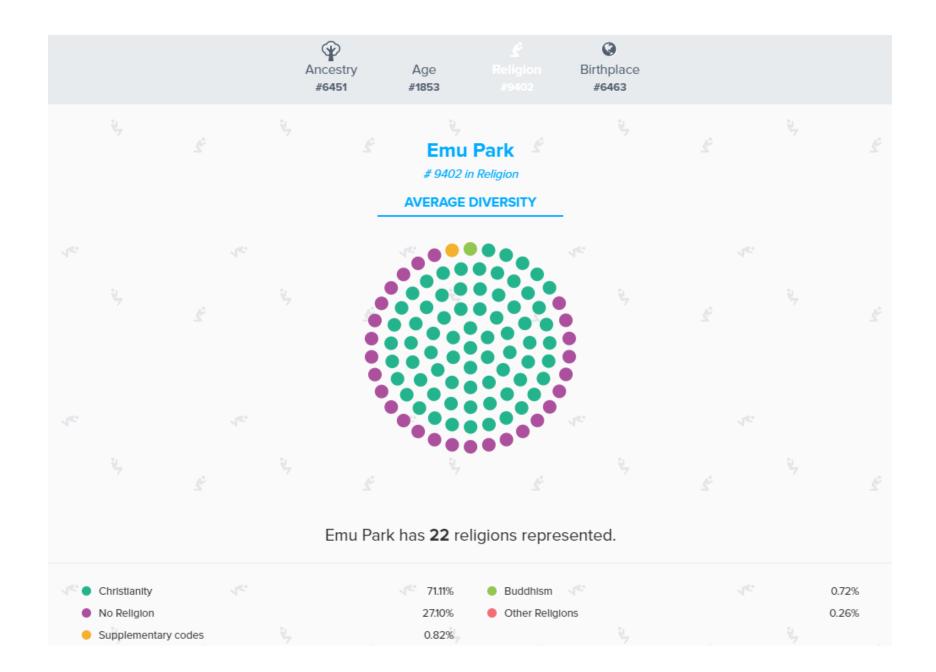
5 - Emu Park - 2,130 residents.

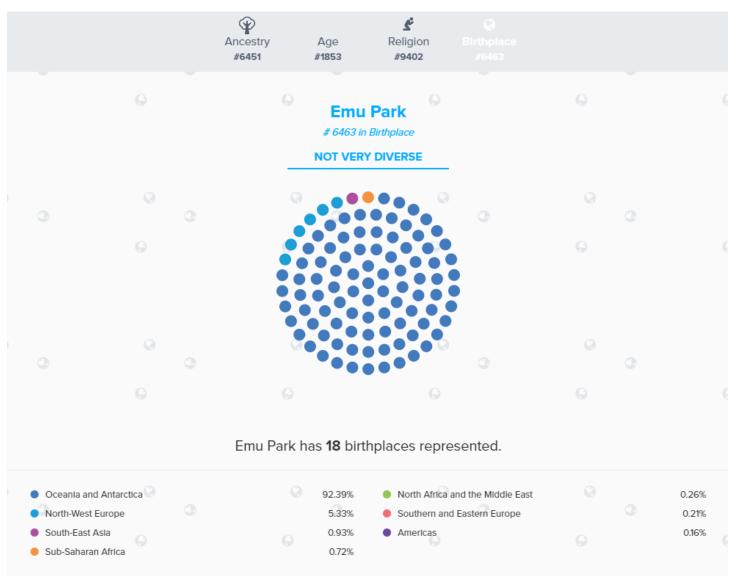












To look up your suburb, or find out more you can go to https://www.sbs.com.au/news/interactive/how-diverse-is-my-suburb.