

YEPPOON COMMUNITY NEEDS ASSESSMENT ENGAGEMENT SUMMARY REPORT

**SEPTEMBER 2026
LIVINGSTONE SHIRE
COUNCIL**

We pay our respects to the Traditional Custodians, Ancestors, and Elders past, present, and emerging. Our team is proud to live, learn and thrive in the place we now call Australia. We recognise that sovereignty was never ceded. Always was, Always Will Be Aboriginal Land. As embedded in our values, we are committed to building connected, healthy, and resilient communities and creating purposeful outcomes that reflect our deep appreciation for the peoples and cultures that make us who we are and shape where we are going - together as one.

CRED CONSULTING ACKNOWLEDGES THE TRADITIONAL CUSTODIANS OF THE LANDS ON WHICH WE LIVE AND OPERATE.

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1. INTRODUCTION

1.1 BACKGROUND

Livingstone Shire Council (Council) and its community recognise Yeppoon Community Precinct (the Precinct) as the heart of the community. The key community facilities in this Precinct include the Yeppoon Library, Livingstone Community Centre, Shared Community Spaces and Strengthening Family Connections (SFC).

These important community facilities are at or approaching end of the life and operating at full capacity. A Community Infrastructure Needs Assessment is being undertaken by CRED Consulting for this important precinct, providing the evidence base to inform future asset planning, design, siting, and service delivery decisions.

A comprehensive program of community engagement was undertaken as part of the Community Infrastructure Needs Assessment. This report presents the process, provides an overview of participants and presents its key findings.

1.2 PURPOSE OF ENGAGEMENT

The objectives of engagement program were to:

- Identify what facilities and services the community values, what is missing, and what improvements are needed to support a vibrant precinct.
- Ensure the voices of a broad range of residents, users, businesses and service providers are heard, including hard-to-reach and vulnerable groups.
- Gather community and stakeholder feedback on the functionality, accessibility and adequacy of existing facilities to inform relocation and improvement decisions.
- Work with service providers and agencies to explore co-location, shared use and partnerships that maximise the value of future facility investment.
- Demonstrate that community input genuinely shapes outcomes, strengthening confidence in the planning process and support for future facility decisions.

1.3 ENGAGEMENT PROGRAM

The community engagement program was conducted from Monday 15 June 2026 to Sunday 19 July 2026 through Council's Get Involved Platform. It was designed to reach a diverse cross-section of the community through a community survey, pop-ups and interactive voting displays at each of the community facilities in the Yeppoon Community Precinct.

Table 1 summarises the engagement program, including the approximate number of participants per activity.

Table 1 - Overview of engagement program

ENGAGEMENT ACTIVITY	COHORT	LOCATION	DATE AND TIME	APPROX NO.
Community survey	Broad community and existing facility/service users	Online via Get Involved; Hard copies available at facilities	Monday 15 June 2026 to Sunday 19 July 2026	633
Yeppoon Community Heart Consultation				
Youth Action Group meeting	Young people	The Hub and Youth Room at Community Centre	Wednesday 17 June 2026	15
Beats at the Bowl Youth Event	Young people, broad community and existing facility/service users	Emu Park	Wednesday 1 July 2026	300
Emu Park Markets	Broad community and existing facility/service users	Emu Park	Sunday 21 June 2026 Sunday 5 July 2026	100
Capricorn Coast NAIDOC	Aboriginal and Torres Strait Islander peoples and the broader community	Yeppoon Foreshore	Friday 3 July 2026	60
Fig Tree Markets (Yeppoon)	Broad community and existing facility/service users	Merv Anderson Park	Sunday 5 July 2026	140
Other engagement activities				
SFC Survey	Existing facility/service users	SFC	April 2026	17
Voting	Existing facility/service users	Yeppoon Library	April 2026	454

2. SUMMARY OF KEY FINDINGS

This section provides a summary of key findings across all engagement activities.

People love the Yeppoon Community Precinct and the people who work there

The Yeppoon Community Precinct was described as unique and welcoming. It's a special place that fosters connection and provides support to people in good times and in times of need. The surrounding tropical gardens reflect the local identity and create an inviting atmosphere. Participants also spoke warmly of the friendly, caring and committed staff across the facilities, who nurture a genuinely inclusive environment.

An accessible location is important

The central and accessible location of the Yeppoon Community Precinct is highly valued. Participants acknowledged its good active and public transport connections. Many would like to see the Precinct stay where it is, with suggestions to enhance the existing facilities. While others were open to a new location, but emphasised that it must be in walkable distance to the town centre, and developed alongside accessible footpaths to enable safe movement to the community facilities.

The offering of events, programmes and activities are highly valued

Participants value the variety of events, programmes and activities on offer at Yeppoon Library, Community Centre and Community Spaces and Strengthening Family Connections which help build connections, forge new friendships, provide support and foster learning.

Looking ahead, participants want a greater range of offerings at different times and days, to reduce barriers to access. They'd also like more skill-building and creative activities. Support services that strengthen health, wellbeing and social connection were another priority.

There are opportunities to better promote services and facilities

Many survey participants also shared they were unaware of some of the facilities, services and events offered at the Yeppoon Community Precinct.

This lack of awareness indicates an opportunity to increase promotion and advertising of its offerings to the community.

Future community facilities and spaces need to foster connection and be inclusive and accessible

Across all engagement activities, participants said its important that community facilities are welcoming, inclusive and accessible spaces. Spaces should be designed to welcome people of all ages, backgrounds, abilities and sexualities, so everyone feels safe and like they belong.

An outdoor focussed precinct

Looking to the future participants want to be able to continue enjoying the outdoors to socialise, recreate or just be. They also called for quality, well-maintained facilities such as seating, shade, toilets and pathways, to support everyday use.



Photo 1 - Project information board in front of Yeppoon Community Centre (Source: CRED Consulting)

3. COMMUNITY SURVEY

3.1 ABOUT THE COMMUNITY SURVEY

A community survey was available from Monday 15 June 2026 to Sunday 19 July 2026 via Council's Get Involved Platform and hard copies which were distributed at facilities in the Yeppoon Community Precinct.

The purpose of the community survey was to understand current use, values and barriers to accessing the facilities and services.

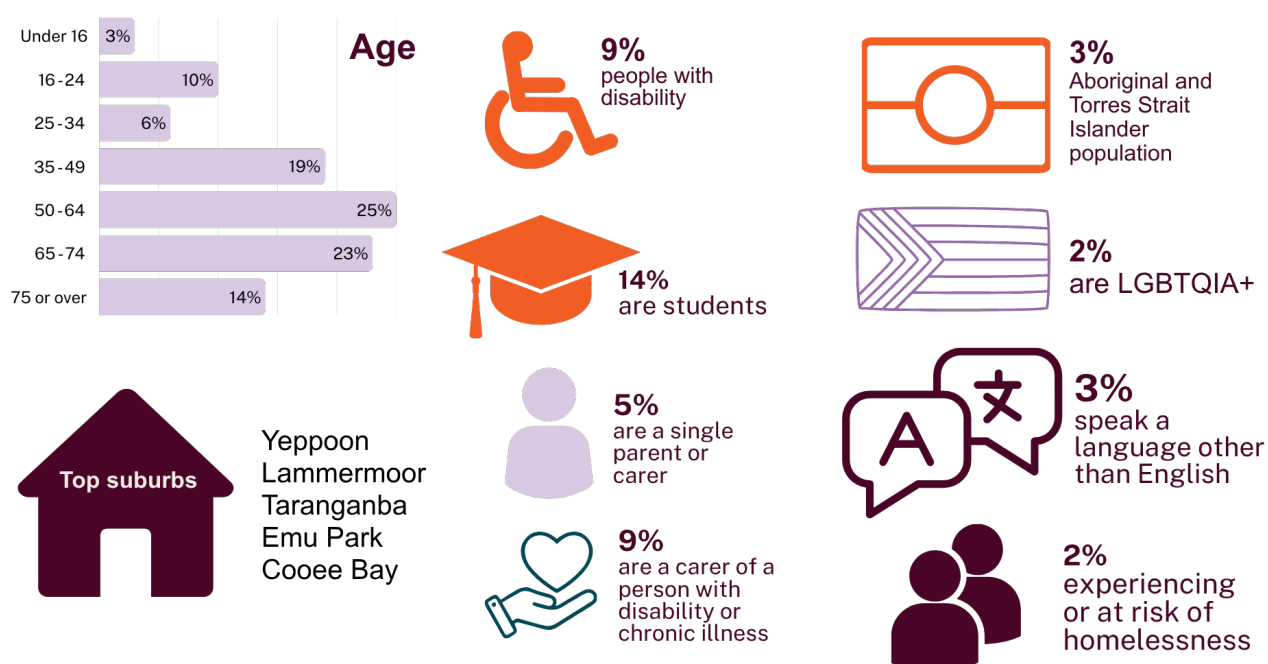
In total, there were 633 survey responses.

See Appendix 1 for the community survey copy.

3.2 PARTICIPANT PROFILE

Figure 1 shows a demographic snapshot of survey participants.

Figure 1 - Snapshot of survey participant demographics



3.3 KEY INSIGHTS

There existing community facilities, and the supportive people who work there, are highly valued

Survey participants highly valued the Yeppoon Library, Yeppoon Community Centre and Strengthening Family Connections. Across all facilities, participants consistently mentioned their love for the friendly staff and appreciation for the Precinct's central and accessible location and welcoming environment, alongside the variety of events and programs offered and access to beautiful natural surrounds. They expressed that the community facilities help the community feel connected and supported during their times of need.

Many participants indicated they want to see the Precinct retained in its current location with existing facilities upgraded and refurbished. Other participants supported the development of a new Precinct; however, they emphasised the new location must be central and accessible by active and public transport and that the Precinct's welcoming and unique character must be retained.

Access to the community facilities is challenged by a lack of awareness and scheduling of events and programs

While 47% of survey participants indicated nothing stops them from using the community facilities in the Precinct, 22% of participants shared their lack of awareness of what's offered and 13% of participants noted the times that events and programs run do not suit them.

There was a desire for Council to improve promotions of events, activities and programs offered as well as the services themselves. The lack of awareness of Strengthening Family Connections. was evident in nearly 50% of participants indicating they did not know about the service when asked what they loved about it.

Outcomes for future community spaces are grounded in connection, support, health and wellbeing, inclusion and a sense of belonging.

Survey participants prioritised the following top five outcomes for future community spaces:

- Connecting people and building community (52%)
- Supporting people who need help or are doing it tough (44%)
- Helping people learn new skills through their lives (41%)
- Supporting the health and wellbeing of residents (45%)
- Being inclusive and welcoming to people of all ages, cultures and abilities (43%).

Other outcomes they mentioned were related to environmental protection, community benefit, active transport, accessibility and support for vulnerable community members.

Key priorities for activities and things to do for each facility

Across the facilities, survey participants prioritised programs, classes and events and outdoor or casual spaces for them to connect with people and enjoy their natural surrounds.

Table 2 provides an overview of prioritised activities, spaces and features for a future library, community centre and community meeting spaces.

Table 2 - Overview of priorities for future community facilities

FACILITY	CATEGORY	PRIORITIES
Future library	Activities and things to do	• Borrowing books, audiobooks or other resources (64%) • Programs, classes and events (e.g. author talks, workshops) (38%) • A place to sit, relax and enjoy the surrounds (36%) • Studying, working or using free computers and Wi-Fi (35%) • Scanning, printing, photocopying facilities (28%)
	Spaces and features	• Outdoor seating and social space (36%) • Printing/photocopying/scanning self-service (35%) • Comfortable reading areas (35%) • Casual social space (coffee, conversation) (31%) • Technology-enabled space (Wi-Fi, AV equipment) (30%).
Future Community Centre and spaces	Activities and things to do	• Gaining new knowledge or skills (38%) • Attending community groups or meetings (37%) • Exercise, hobbies or recreation (38%) • Taking part in arts, cultural or creative activities (33%) • Programs, classes and events (e.g. author talks, workshops) (35%).
	Spaces and features	• Garden spaces (42%) • Outdoor seating and social space (37%) • Casual social space (coffee, conversation) (32%) • Laundry and shower facilities (32%) • Child and family-friendly space (26%).

Participants also shared the following opportunities for the existing and future community precinct and facilities:

- Improved and well-maintained spaces
- More programs and activities for all ages
- Upgraded amenities
- Improved accessibility, parking and safety measures
- Extended library opening hours
- More and improved access to support services.

3.4 WHAT WE HEARD

3.4.1 Current use of facilities

Survey question: Which community facilities in the Yeppoon Community Precinct do you currently use, and how often?

Survey participants were asked to select which community facilities in the Yeppoon Community Precinct people currently use and how often they visit.

As shown in Table 3:

- 27% of survey participants visit Yeppoon Library **monthly**, followed by 22% of participants visiting weekly or 23% of participants visiting a few times a year.
- 23% of survey participants visit Yeppoon Community Centre **weekly**, followed by 21% of the participants visiting rarely and 20% of participants never having visited.
- 26% of survey participants **never** visit Yeppoon Community Centre spaces, followed by 21% of participants visiting weekly or 17% rarely visiting.

Table 3 – Which community facilities in the Yeppoon Community Precinct do you currently use, and how often? (554 responses)

FACILITY	MOST DAYS	WEEKLY	MONTHLY	A FEW TIMES A YEAR	RARELY	NEVER	DON'T KNOW WHAT IT IS
Yeppoon Library	4%	22%	27%	23%	13%	11%	0%
Yeppoon Community Centre	5%	23%	10%	16%	21%	20%	5%
Community Centre spaces – A, B, C and Garage or Visiting Services Rooms	3%	21%	9%	14%	17%	26%	9%

Participants were also given the opportunity to share other facilities they use. 162 people answered this question.

Feedback from participants included a variety of facilities and spaces, including:

- Emu Park Library
- Yeppoon Town Hall

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- Fig Tree Gallery and Emu Park Community Gallery
- natural and open spaces (e.g. beach, lagoon, Jack's Paddock, community gardens, outdoor spaces)
- Vinnies
- laundry facilities, and
- recreational facilities, sport spaces and playspaces (e.g. skate park, Yeppoon Showgrounds, pickleball courts, basketball courts, playgrounds).

Participants also commented their current use of the facilities, including food relief services, free food events held at the Yeppoon Community Centre and meetings and amenities. A couple of participants noted they also volunteer at the Community Centre and community gardens.

Survey question: Tell us what you love most about the Yeppoon Library.

Survey participants were asked to share what they love most about the Yeppoon Library via an open-ended question. 561 people answered this question.

Their responses have been summarised under the key themes below.

Quality customer service

Participants appreciated library staff members for their friendly and helpful service, commending staff for creating a welcoming environment and going above and beyond. Staff were commended for their professionalism and extensive knowledge, alongside their support with any questions and technology help.

"Absolutely love the staff at Yeppoon. I've been to a lot of libraries in multiple Australian cities, as I work remotely and travel often. Hands down, Yeppoon staff are the friendliest, most knowledgeable, and most proactive staff I've met in Australia."

COMMUNITY SURVEY PARTICIPANT

"The staff bring life to place and the events. You can see the love they have for what they do. From the Storytime or library lovers day events, they think of ways to make the library a fun and welcoming place. With more space and more staff they could offer a bigger range of diverse events and programs to connect and upskill the community."

COMMUNITY SURVEY PARTICIPANT

"I love the staff, they are super nice and always willing to help. They all know my son's name and that is so special."

COMMUNITY SURVEY PARTICIPANT

"The friendly, welcoming and accommodating assistance the staff give to everyone that uses their services. How they go out of their way to find books, audio CDs etc to those that can't get to the library personally."

COMMUNITY SURVEY PARTICIPANT

Events and programs

Survey participants expressed their love for the broad range of events and programs offered by Yeppoon Library, particularly for children and broader community. Some participants highlighted the social events and activities hosted create stronger connections within the community.

Some of the events, activities and programs mentioned included:

- mums and bubs activities
- games (e.g. Nintendo Switch)
- author talks and signings at night
- book launches
- school holiday activities (e.g. reading programs)
- competitions and playgroups for children
- First 5 Forever, and
- Books and Bubbles events.

"I also adore the under 5's program that the library delivers. That is how I was able to make other mum friends in the area and I wouldn't be who I am today without it."

COMMUNITY SURVEY PARTICIPANT

"Also, the Books and Bubbles events highlighting authors of different genres not only help authors boost sales but meet with present and future readers. Also, a great social event for those that don't get out much."

COMMUNITY SURVEY PARTICIPANT

Physical collection and space

Participants valued their free access to physical collection, particularly the variety of books, audiobooks, magazines and DVDs or CDs. Many participants appreciated the generous volume of items they can borrow, access to new releases when requested and email notifications which update them when reserved books are available for pick-up. Some participants also shared they liked other collections available at Yeppoon Library, including Borrowbox, the toy library and cake tin hire.

Participants also valued the new, organised layout of the library and physical collection displays.

"The cake tins and games for kids are also really helpful. Love that you can borrow a large number of books too."

COMMUNITY SURVEY PARTICIPANT

"It's a place where anyone can borrow a book or other reading material to build new skills, expand their knowledge or get lost in a fictional world at no cost."

COMMUNITY SURVEY PARTICIPANT

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Quiet, relaxing and welcoming environment for all

Survey participants spoke about their appreciation for the library's peaceful, inviting and welcoming environment – from quiet, clean spaces to read and work to the natural surrounds of trees and open, shaded spaces. They also appreciate the staff members who work hard to create a welcoming and safe environment for all.

Participants also appreciated how they can access free books, toys, events and computers as library members or non-library members.

“The Library coordinator is doing a fantastic job with the team to create an environment that is welcoming to everyone in the community.”

COMMUNITY SURVEY PARTICIPANT

“We haven't accessed many of the events but I like that there are free events on offer to suit a range of people.”

COMMUNITY SURVEY PARTICIPANT

“I love that it's an outing to take my young child, particularly on hot or rainy days. With her having sensory sensitivities it is a nice quiet environment to visit.”

COMMUNITY SURVEY PARTICIPANT

Sense of community

Participants shared Yeppoon Library as a valuable place where people can make new friends and connect with other people, contributing to a strong sense of community. Many participants recognised the important role libraries play in sharing knowledge and strengthening social cohesion and connection for people of all ages.

“The community feel and how it is a great spot for all persons in the community to be able to access without judgement.”

COMMUNITY SURVEY PARTICIPANT

“The fact it's there for people who need it. I know libraries are starting to be considered unimportant with changes in society, however they play a crucial role in social knowledge and cohesion.”

COMMUNITY SURVEY PARTICIPANT

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Central location and accessibility

The library's central location and co-location with other facilities, like Strengthening Family Connections, were highly valued by participants. They also liked how the library is in walkable distance to Main Street and schools and available nearby parking.

“The service to the community right in the centre of town. The co-location with other important services.”

COMMUNITY SURVEY PARTICIPANT

“It is close to schools so the children can use it.”

COMMUNITY SURVEY PARTICIPANT

Technology access and services

Some survey participants mentioned they like their access to free Wi-Fi, low-cost printing and scanning services and computers at the library, particularly for library members who do not have computers or internet at home.

“As someone resistant to technology, I have always used the library for all my printing or more technical things that can be done on my phone. I appreciate a quiet space out of my home that I can visit. And I absolutely love just being around books.”

COMMUNITY SURVEY PARTICIPANT

“The working space was so useful when I moved to Yeppoon and didn't have a home office or internet yet. I came in a couple of days a week.”

COMMUNITY SURVEY PARTICIPANT

Other values

Participants also shared their love for the beautiful outdoor spaces, mature trees, wildlife and gardens surrounding the library. They also loved the library's historical identity and community noticeboard which displays what's on.

“Surrounded by beautiful established trees and gardens, and conveniently located within walking distance of local shops and services, it offers a welcoming and peaceful place that is much more than just a library.”

COMMUNITY SURVEY PARTICIPANT

“The building, the trees, the central location and the historic vibe.”

COMMUNITY SURVEY PARTICIPANT

Survey question: Tell us what you love most about the Yeppoon Community Centre.

Participants were asked to share what they love most about the Yeppoon Community Centre via an open-ended question. 534 people answered this question.

Their responses have been summarised under the key themes below.

A welcoming and inclusive community hub

Participants expressed their love for the Community Centre as a welcoming and inclusive hub for all community members to come together to connect. They recognised the centre as a safe place that promotes social connections, reduces social isolation and strengthens Yeppoon's sense of community through its people, services, spaces and activities.

Many participants, both current users and non-users, spoke about the centre's cosy, warm and inviting atmosphere, praising how well it supports young people and vulnerable community members.

Participants also noted they would like to see the building upgraded to accommodate future population growth, while retaining its heritage feel.

"The Yeppoon Community Centre is much more than a building – it is a welcoming and inclusive place where people from all walks of life come together. It has a warm, relaxed atmosphere that encourages connection, friendship, learning, and support."

COMMUNITY SURVEY PARTICIPANT

"I LOVE seeing all the community members, interesting characters, and life that it brings to my neighbourhood. For events, food bank, etc. It is heartwarming to have this beautiful facility with it's character and history in this area."

COMMUNITY SURVEY PARTICIPANT

Classes, activities and programs on offer

Participants indicated they loved the free or affordable range of classes, activities and programs which meet community interests, cater to all ages and bring people together. Some of the activities mentioned included:

- holiday programs
- children's events
- University of Third Age (U3A) activities
- iCARE program
- Queensland Injectors Health Network Group programs
- line dancing and mindfulness events
- youth groups, and
- regular lunches.

"I am in the U3A writers group and the Community makes good use of the U3A activities on offer at the centre."

COMMUNITY SURVEY PARTICIPANT

Friendly, helpful staff

Participants highly appreciated the friendly, helpful and qualified staff who make visitors feel comfortable, accepted and a sense of belonging. Many participants also expressed that they could rely on staff members to share knowledge and support people in need.

“It makes me feel safe and accepted, knowing that friendly staff who have my back are not far away no matter the issue I might be having.”

COMMUNITY SURVEY PARTICIPANT

“The beautiful staff. I love that I can direct anyone facing any kind of hardship to the centre and know they will get help and be directed to where they can best suit their needs.”

COMMUNITY SURVEY PARTICIPANT

Central location and accessibility

Participants valued the Community Centre’s central location, walking distance to shops, schools and Main Street and access to available parking and public transport nearby. They also spoke about how the co-location of services can provide comfort to visitors and enables people to access information, outreach services and referrals in one convenient location.

However, participants raised concerns about accessibility with stairs being a barrier for people with mobility issues.

“That there is a central hub for people to access community services information, outreach services and referral.”

COMMUNITY SURVEY PARTICIPANT

“The location is super convenient and accessible, being located close to the shopping centre and to main street, as well as being easy to reach via bus.”

COMMUNITY SURVEY PARTICIPANT

Access to natural, outdoor spaces

Participants expressed their love for the natural surrounds, providing people with a sense of peace and relaxation. Participants particularly loved the shady, mature trees, surrounding gardens, flora and fauna and outdoor seating areas.

“I LOVE the look of this area. Those big trees create a natural space of welcome, peace and connection to nature.”

COMMUNITY SURVEY PARTICIPANT

“Gardens surrounding it. Warm, homely feel. Please don't build a concrete block in place of this.”

COMMUNITY SURVEY PARTICIPANT

Access to support services

Many participants consistently mentioned the Community Centre's valuable services to support people in need, particularly valuing the sense of privacy and safety. They identified the Dignity First Washroom, food relief shed, Justice of the Peace and counselling services as key services and amenities helping vulnerable community members.

Participants would like to see the Community Centre become a short stay facility for people experiencing homelessness, alongside improved advertising of services to raise levels of awareness.

I appreciate that the community centre provides so much support to those in the community that need it most. The Livingstone population probably have no idea the impact the community centre has to the many people who need that extra support. Such a small centre for so many in need. They do an amazing job.

COMMUNITY SURVEY PARTICIPANT

Other values

Participants shared other values for the Community Centre, including:

- opportunities for young people and older people to connect at events (e.g. iCare events)
- free or low-cost meeting rooms and spaces for hire for community groups to host events, meet regularly and offer opportunities to learn new skills
- private meeting rooms to ensure confidentiality, and
- programs for older people.

"Provides meeting rooms and spaces with facilities for many community groups with easy parking and access."

COMMUNITY SURVEY PARTICIPANT

"The spaces for groups to use makes a huge difference to my life. I'm involved in a choir that rehearses there, several U3A groups, and a religious organisation that books the spaces from time to time.

COMMUNITY SURVEY PARTICIPANT

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Survey question: Tell us what you love most about Strengthening Family Connections.

Participants were asked to share what they love most about SFC via an open-ended question. 448 people answered this question.

Most participants shared their lack of awareness about SFC, or they have never used SFC before (248 comments). However, responses from participants who are aware of SFC have been summarised under the key themes below.

Free support services and friendly, caring staff

Many participants appreciated the support services available at SFC, particularly the counselling services offered to young people and families. Participants particularly identified how SFC enables families to build stronger ties and overcome challenges through holistic, wrap-around support.

Participants praised SFC's staff, such as the social workers and counsellors, for being friendly, approachable and understanding. They also emphasised the staff at SFC are central to creating the service's welcoming and supportive atmosphere.

Other aspects particularly valued included the support groups for parents of children with disability.

The staff and the services provided through the Strengthening Families Connections program offer invaluable support to the community at no cost. With Yeppoon lacking many essential support services, this program is integral to our community, helping families access support, build connections, and reduces stress on families who are already having a tough time.

COMMUNITY SURVEY PARTICIPANT

Stronger community connections

Many participants valued SFC for its integral role in locally supporting people in need through its support services and bringing the community together. Some participants, including people who also aren't users of the SFC, emphasised the need for SFC to remain in operation for the community to access in their time of need.

I have never personally needed this service but am aware of its excellent staff and their wide recognition as an essential service for our community.

COMMUNITY SURVEY PARTICIPANT

Natural spaces and inviting atmosphere

Participants expressed their love for the mature trees and gardens surrounding SFC and the service's welcoming atmosphere and client-oriented focus

The atmosphere is always empathetic, supportive and client oriented.

COMMUNITY SURVEY PARTICIPANT

Other values

Participants shared other values for SFC, including the service's convenient and central location.



Photo 3 - Free bread at the Yeppoon Community Centre (Source: CRED Consulting)

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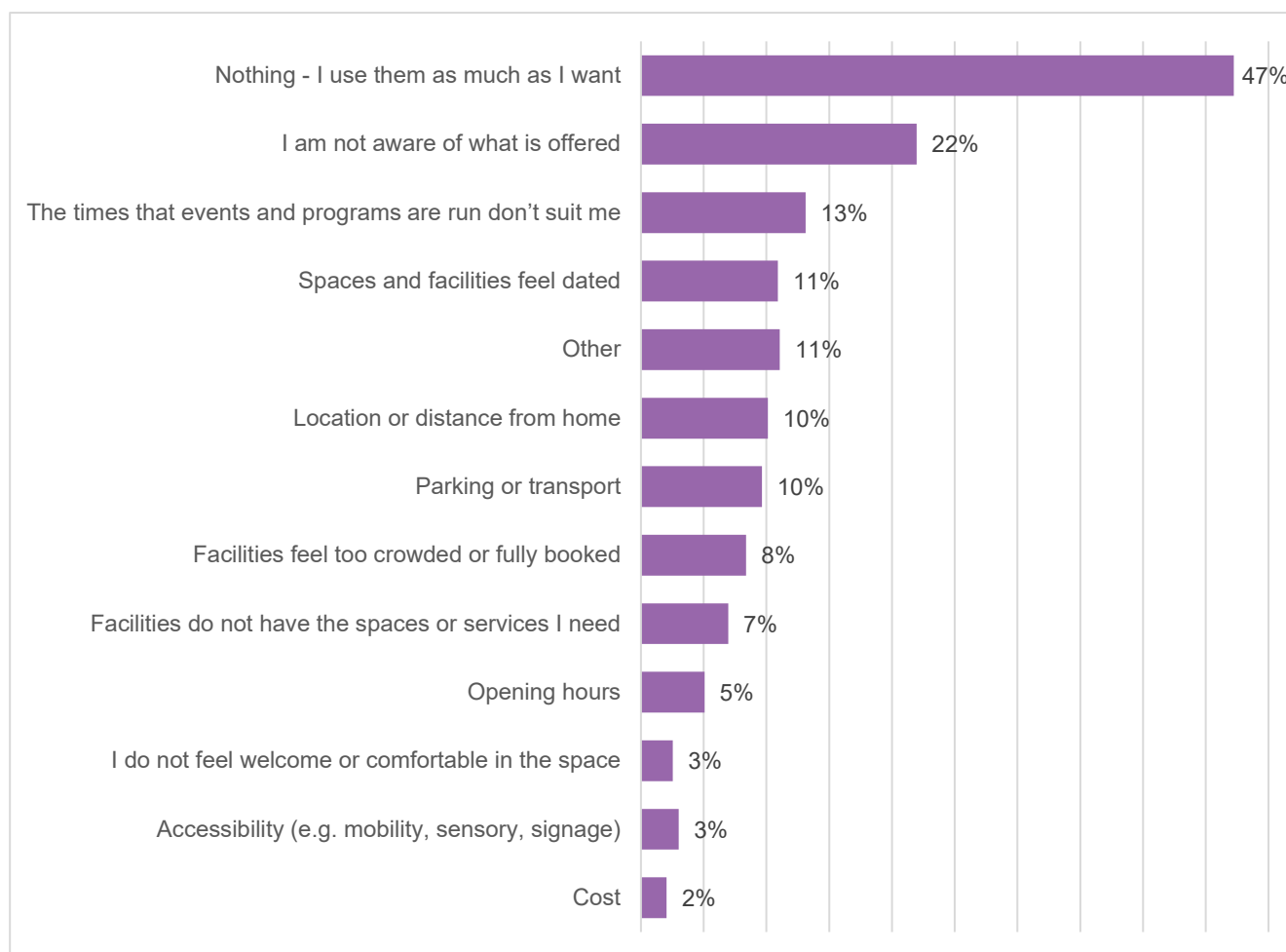
Survey question: What stops you from using community facilities in the Yeppoon Community Precinct more often?

Participants were asked what prevents them from using community facilities in the Yeppoon Community Precinct more often. They were provided with a list of options and were asked to select up to three options.

As shown in Figure 2, the top three responses were:

- Nothing – I use them as much as I want (47%)
- I am not aware of what is offered (22%), and
- The times that events and programs are run don't suit me (13%).

Figure 2 – What stops you from using community facilities in the Yeppoon Community Precinct more often? (633 responses)



Participants were also given the opportunity to share other barriers. In their responses, some participants shared general comments about their selected options.

They indicated they experience time conflicts due to work and other commitments and limited advertising or promotion of what's on at the facilities. Some participants also noted they do not have a reason to use SFC.

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Other participants indicated the following barriers:

- Difficult booking process and limited booking availability
- Disconnect between facilities
- Accessibility for people with mobility issues
- Safety concerns, particularly for children
- Feelings of unwelcome and judgement when accessing spaces
- Unfulfilled request for an e-book series (lack of complete series).

Participants also made the following suggestions:

- Consult with Elder Aunty Sally on the proposed changes
- Extend library opening hours on the weekend
- Provide more welcoming spaces to run programs and ensure privacy of vulnerable community members
- Offer more things to do and enclosed play areas for children
- Provide supporting infrastructure to ensure the community are comfortable when facilities are overcrowded e.g. lockers, charging ports, undercover areas.

“Sometimes difficult to know what is on when just advertised on Facebook.”

COMMUNITY SURVEY PARTICIPANT

“I work full time so hours don’t suit and lack time to use.”

COMMUNITY SURVEY PARTICIPANT

“Needs more space for staff to run programs and to give privacy to homeless or domestic violence victims - or space for engagement.”

COMMUNITY SURVEY PARTICIPANT

“As our community grows more space, volunteers and support workers will be needed. The new space needs to continue to have that warm community feeling.”

COMMUNITY SURVEY PARTICIPANT

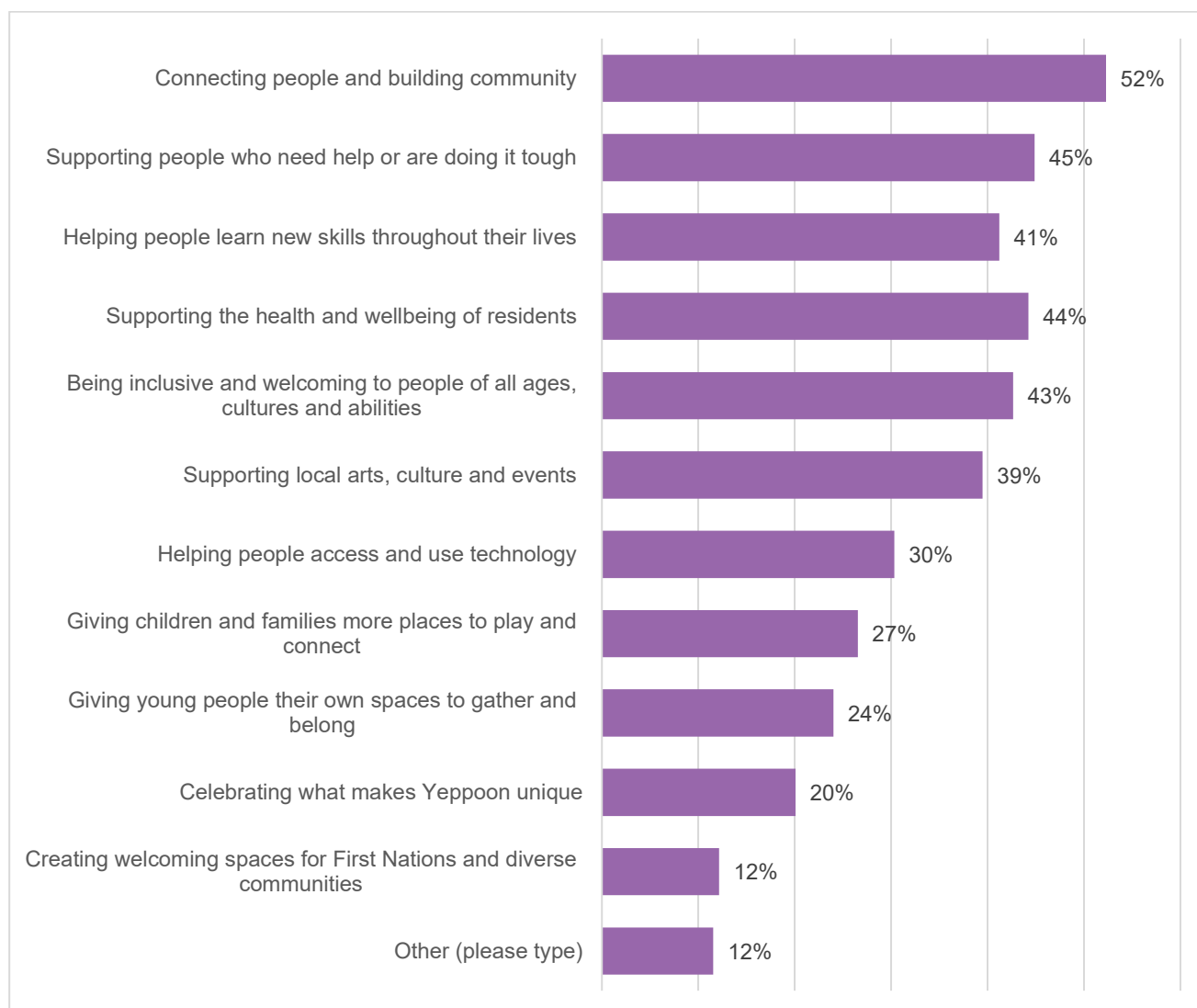
Survey question: What outcomes would you most like to see future community spaces in the Yeppoon Community Precinct deliver?

Participants were asked to select what outcomes they would like to see future community spaces deliver in the Yeppoon Community Precinct. They were provided with a list of options and asked to select up to three options.

As shown in Figure 3, participants prioritised the following top five outcomes:

- Connecting people and building community (52%)
- Supporting people who need help or are doing it tough (45%)
- Helping people learn new skills through their lives (41%)
- Supporting the health and wellbeing of residents (44%)
- Being inclusive and welcoming to people of all ages, cultures and abilities (43%).

Figure 3 - What outcomes would you most like to see future community spaces in the Yeppoon Community Precinct deliver? (633 responses)



NB: Percentages do not add up to 100% as participants could select up to three responses.

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Participants were also provided with the opportunity to share other outcomes they would like to see. In their responses, some participants shared their general support for all the outcomes listed, noting the current facilities already deliver these key outcomes.

Other participants indicated their desire to see the following outcomes:

- Protecting the natural environment
- Retaining land in the Central Business District (CBD) for community benefit
- Providing more active transport and public transport links connecting Yeppoon to neighbouring towns
- Improving accessibility for people with disability (e.g. more parking spaces for people with disability)
- Supporting walkable connections
- Giving older people more things to do
- Helping carers to support older people
- Giving the community more and larger spaces to play sport (e.g. basketball, badminton)
- Creating safe spaces for vulnerable community members (e.g. youth centre, domestic violence shelter, homeless shelters).

Participants shared the following ideas to deliver the listed and additional outcomes:

- Expand current food packages to include \$5, \$10 and \$20 packages
- Provide more intergenerational activities and events
- Provide a kitchenette and quiet spaces in a library
- Establish a facility or spaces to support charities and community groups
- Provide homework help support for students
- Provide co-working spaces for digital nomads and creatives
- Provide spaces for arts and craft workshops.

“Keeping our mature green spaces, especially those with mature trees to assist with lowering temperature.”

COMMUNITY SURVEY PARTICIPANT

“Community land in the CBD precinct is NOT sold, rather retained for all residents to benefit from. Short term benefit only is achieved from selling such valuable inner town assets.”

COMMUNITY SURVEY PARTICIPANT

“More intergenerational activities & events to encourage & empower people to socially connect, reducing isolation.

COMMUNITY SURVEY PARTICIPANT

3.4.2 Future priorities

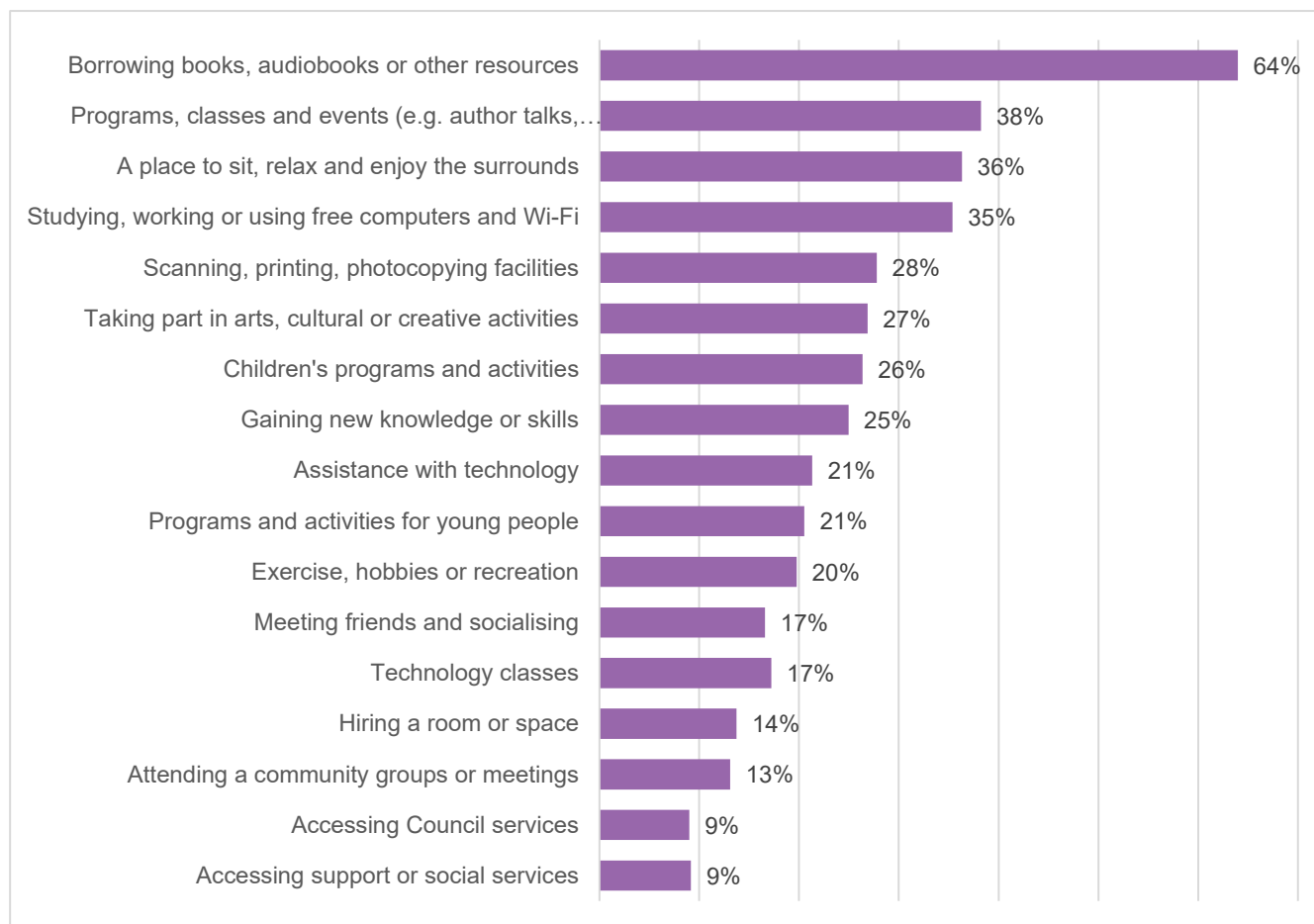
Survey question: What types of activities and things would you like to be able to do in a future library in Yeppoon?

Survey participants were asked what type of activities and things they would like to do in a future library in Yeppoon. They were provided with a list of options and asked to select up to five options.

As shown in Figure 4, participants prioritised the following top five activities:

- Borrowing books, audiobooks or other resources (64%)
- Programs, classes and events (e.g. author talks, workshops) (38%)
- A place to sit, relax and enjoy the surrounds (36%)
- Studying, working or using free computers and Wi-Fi (35%)
- Scanning, printing, photocopying facilities (28%).

Figure 4 - What types of activities and things would you like to be able to do in future library in Yeppoon? (633 responses)



NB: Percentages do not add up to 100% as participants could select up to five responses.

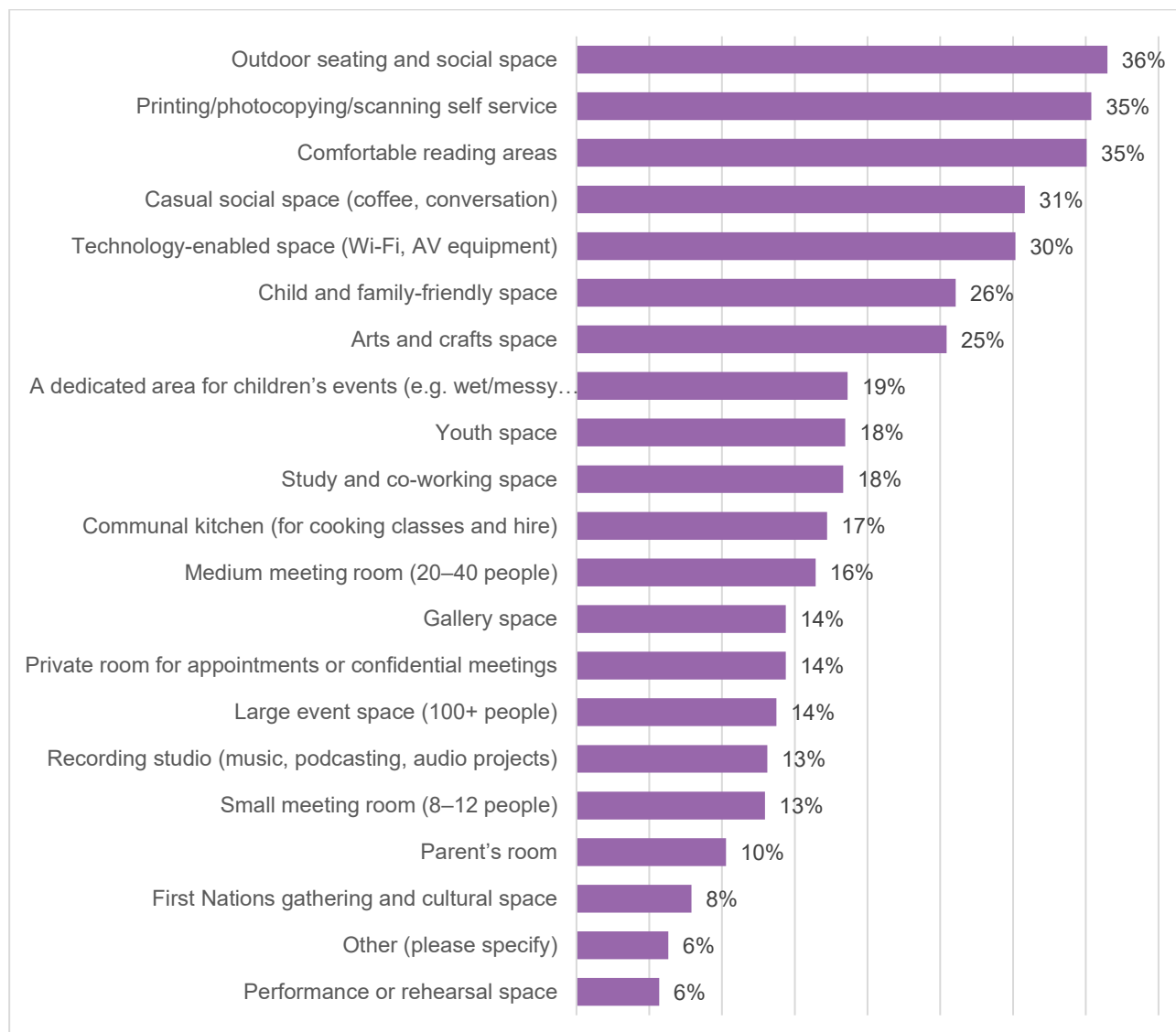
Survey question: What spaces and features would you most like to see in a future library in Yeppoon?

Survey participants were asked what spaces and features they would like to see in a future library in Yeppoon. There were provided with a list of options and asked to select up to five options.

As shown in Figure 5, participants prioritised the following top five spaces and features:

- Outdoor seating and social space (36%)
- Printing/photocopying/scanning self-service (35%)
- Comfortable reading areas (35%)
- Casual social space (coffee, conversation) (31%)
- Technology-enabled space (Wi-Fi, AV equipment) (30%).

Figure 5 – What spaces and features would you most like to see in a future library in Yeppoon? (633 responses)



NB: Percentages do not add up to 100% as participants could select up to five responses.

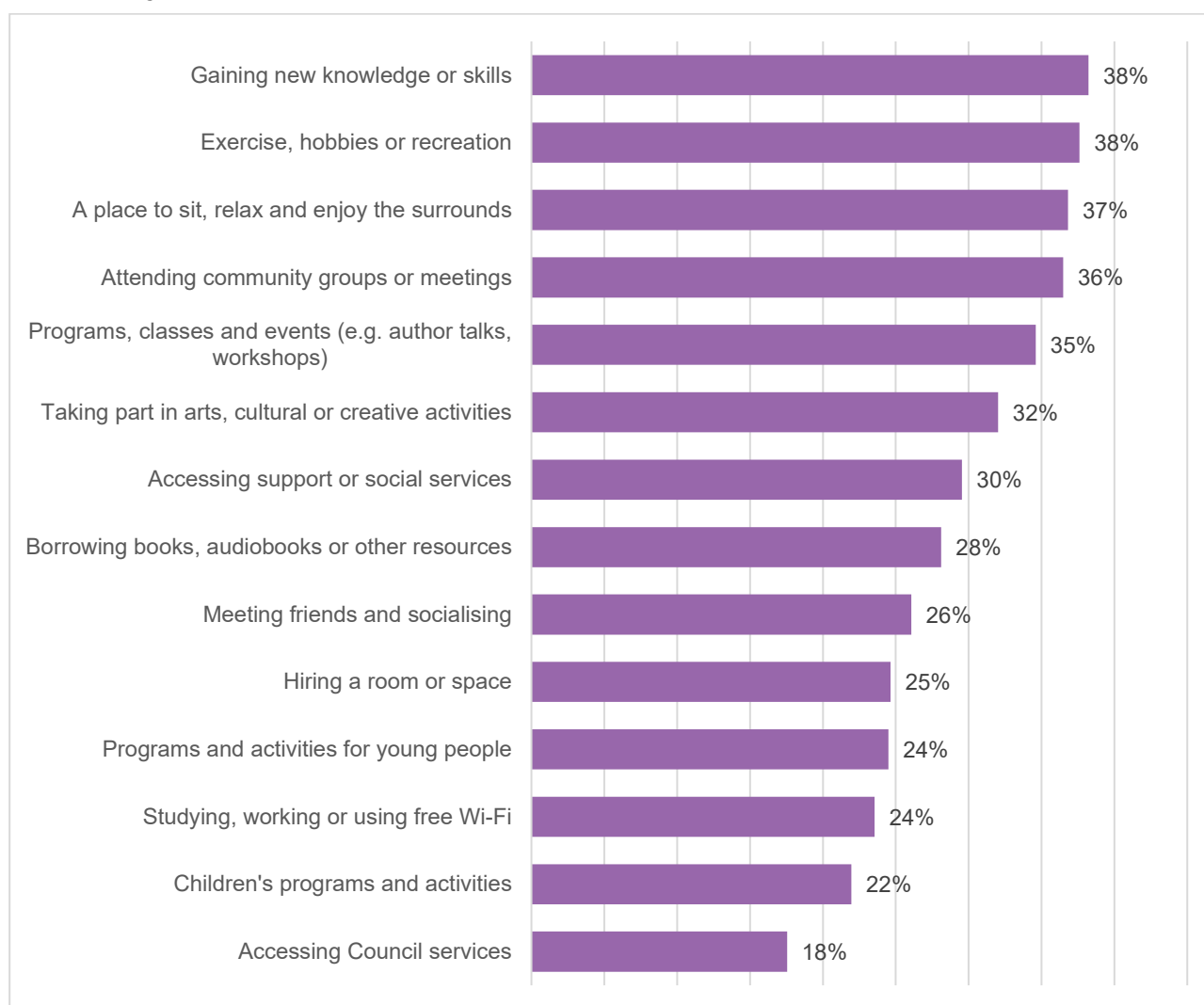
Survey question: What types of activities and things would you like to be able to do in a future Community Centre and spaces in Yeppoon?

Survey participants were asked what types of activities and things they would like to do in a future Community Centre and spaces in Yeppoon. They were provided with a list of options and asked to select up to five options.

As shown in Figure 6, participants prioritised the following top five activities:

- Gaining new knowledge or skills (38%)
- Exercise, hobbies or recreation (38%)
- A place to sit, relax and enjoy the surrounds (37%)
- Attending community groups or meetings (36%)
- Programs, classes and events (e.g. author talks, workshops) (35%).

Figure 6 - What types of activities and things would you like to be able to do in a future Community Centre and spaces in Yeppoon? (633 responses)



NB: Percentages do not add up to 100% as participants could select up to five responses.

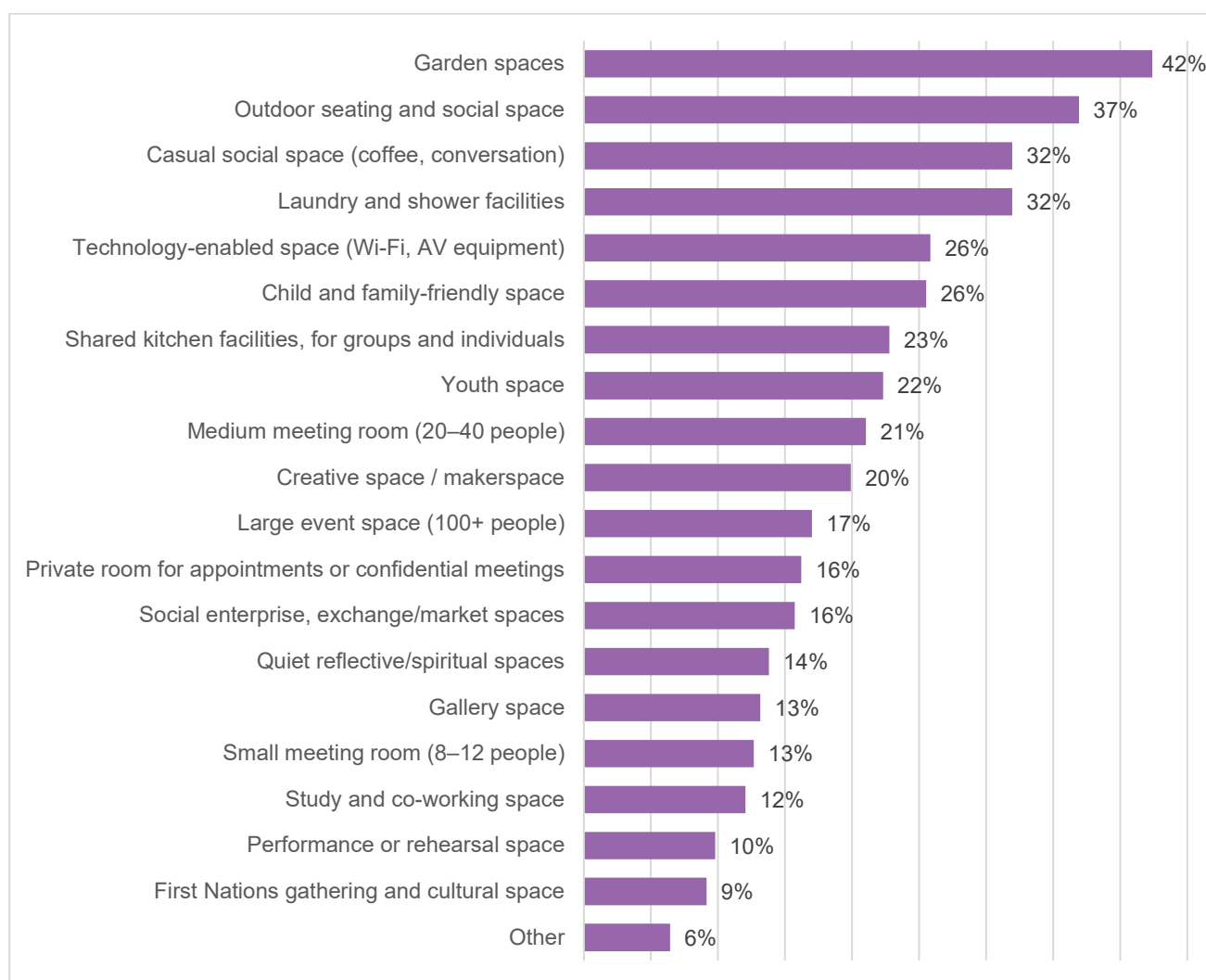
Survey question: What spaces and features would you most like to see in a future Community Centre and spaces in Yeppoon?

Participants were asked to indicate spaces and features they would like to see in a future Community Centre and spaces in Yeppoon. They were provided with a list and asked to select up to five responses.

As shown in Figure 7, participants prioritised the following top five spaces and features:

- Garden spaces (42%)
- Outdoor seating and social space (37%)
- Casual social space (coffee, conversation) (33%)
- Laundry and shower facilities (32%)
- Technology-enabled space (Wi-Fi, AV equipment) (26%)

Figure 7 - What spaces and features would you most like to see in a future Community Centre and spaces in Yeppoon? (633 responses)



NB: Percentages do not add up to 100% as participants could select up to five responses.

3.4.3 General feedback

Survey question: Is there anything else you would like to tell us relating to Yeppoon's future community precinct or our existing community facilities?

Participants were asked to share general feedback relating to Yeppoon's future community precinct or existing community facilities via an open-ended question. 307 participants answered this question.

Their responses have been summarised under the key themes below.

Love for the existing community precinct

Participants expressed their love for the existing community facilities and the friendly staff members and volunteers who make visitors feel respected and welcomed. They consistently highlighted community spaces play an important role in enhancing social cohesion and connection. They expressed their gratitude for the services delivered at the facilities in supporting vulnerable community members.

Some participants also highlighted the current out-dated look of the facilities and would like to see them upgraded and modernised.

"The staff, volunteers and visitors create a friendly environment where everyone is treated with respect and compassion."

COMMUNITY SURVEY PARTICIPANT

"Our library is so outdated in terms of space, aesthetics and technology as is the community centre."

COMMUNITY SURVEY PARTICIPANT

Differing views on the retention of the existing facilities and development of new

Many participants emphasised that the facilities should be retained and opposed the sale and demolition of the precinct. Participants spoke about the precinct's value due to its central, accessible and walkable location and its identity as a community hub and place for respite.

Alongside its central location, participants also highly valued the open, natural surrounds, mature trees and gardens and want to see them protected and retained. Instead of selling, participants suggested focusing on renovation or upgrades of existing facilities to accommodate anticipated growth and ensure rates are effectively used. Participants who agreed that the facilities are outdated noted they would like to see rooms, programs and services expanded to accommodate greater capacity of people.

Other participants who were supportive of the development of new facilities emphasised that they should be conveniently located in the city centre, surrounded by green space, trees and adequate seating and connected to public transport, community services and shops. Participants wanted to see the precinct's welcoming and community-first energy protected and retained if the facilities were to relocate. A participant suggested relocating the facilities to underutilised spaces, such as the Showgrounds and Town Hall.

Some participants also wanted to see the facilities remain co-located, while other participants would like to see the community centre remain and the library moved elsewhere.

The Community Centre and library should remain in the current location due to its accessibility, outdoor and garden spaces. A facility upgrade would be great to accommodate the growing needs.

COMMUNITY SURVEY PARTICIPANT

“If any development of new facilities is to take place one of the most important things is the green space.”

COMMUNITY SURVEY PARTICIPANT

“Don't sell the land. Keep the library and the community centre my parents use it every week for activities. It's a beautiful space with the trees and gardens. My kids love the library.”

COMMUNITY SURVEY PARTICIPANT

“With the growth of these facilities there will be further opportunities for new jobs to be created, as all facilities will achieve more patronage. Location needs to be in the city centre. Good on you all, and I'm looking to attending the new library and other facilities.

COMMUNITY SURVEY PARTICIPANT

“Honor the history of the space. If it has to move, then bring the vibe with it. Share spaces must be the model.”

COMMUNITY SURVEY PARTICIPANT

It is important that a new precinct does not lose the welcoming staff and the warmth and feel of the centre. It really is the heart of the Yeppoon Community.

COMMUNITY SURVEY PARTICIPANT

3.4.4 Ideas for future and existing community precinct

Participants shared ideas for a future community precinct and community facilities. Their ideas have been grouped under key themes below.

Enhanced and well-maintained spaces

Overall, participants indicated they would like to see existing and future community facilities enhanced to meet community needs and interests to become a multipurpose space for all.

Some key suggestions included:

- Expanded library spaces to accommodate more physical collections, workshops, programs and events
- More quiet areas for work, study and reading and sensory-friendly spaces
- Maker spaces
- More rooms to hire at an affordable cost with supporting infrastructure (e.g. audiovisual equipment, Wi-Fi, moveable furniture)

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- More storage facilities for community groups
- Improved integration of the Capricorn Coast Toy Library
- Shaded outdoor spaces for people to gather and socialise
- Soundproofed office spaces for volunteers and service providers to speak with clients confidentially.

“A new community centre should provide spaces for groups, clubs to continue to meet with the possibility of storage for equipment.”

COMMUNITY SURVEY PARTICIPANT

“A bigger and more modern library would allow for author talks, workshops, kids programs, learning sessions and maybe community events.”

COMMUNITY SURVEY PARTICIPANT

“I would like to spend a day at the library with my children but have options for them to go outside when needing a space they can be louder.”

COMMUNITY SURVEY PARTICIPANT

“Office space available for hire for volunteers such as JP in the Community, Correctional Services, Counselling Services, etc. These offices should be able to seat up to 5 people and be in an area where confidentiality can be maintained.

COMMUNITY SURVEY PARTICIPANT

More programs and activities

Participants would like to see more programs and activities offered to the community for free or at a low cost. They would like to see more events or activities catered towards families, young people and older people. A participant also suggested co-designing programming with the community to ensure facilities are relevant and well-used.

Participants called for more activities that connect people together and enhance life skills, including:

- First Nations and multicultural events
- coffee chats and monthly social group meetings
- digital literacy workshops
- music studios or performance spaces
- volunteering opportunities
- technology support
- language learning classes (e.g. English teaching help), and
- artist-in-residence programs.

“We have such a wide range of cultural groups in our community and free community sessions led by volunteers would be wonderful; costs of events can prohibit attendance for many families.

COMMUNITY SURVEY PARTICIPANT

Upgraded amenities

Participants would like to see more and improved amenities, such as more shower areas, toilets and laundry and kitchen facilities. Participants would also like a café near the gardens.

“Perhaps a cafe and indoor play centre for revenue raising.”

COMMUNITY SURVEY PARTICIPANT

“Maybe have 2 shower areas with a dry area to get change with hooks and benches to put your stuff on, have to take clients there for a shower and this is needed in them

COMMUNITY SURVEY PARTICIPANT

Improved accessibility, parking and safety measures

Accessibility for people with disability was identified as a key need for any future community precinct or facility. They highlighted providing disability parking spaces, pram-friendly access parking and requested for facilities to be ground level.

There was also calls for accessible footpaths to enable safe movement to the facilities, particularly for wheelchair users, and bike parking.

Participants called for improvements to parking at the current facility, with some expressing concerns over their safety and the safety of children due to busy roads. They also wanted to see improved safety measures to address anti-social behaviour (e.g. security guards, passive surveillance)

“Adequate parking spaces and disability/parent friendly access parking with shady trees.”

COMMUNITY SURVEY PARTICIPANT

“All community service buildings must be near central in town with easy access by those with limited mobility (i.e., because of age, disability, low socioeconomic status (no car or bike, unable to afford transport for a fee), easily able to be walked to or travelled to by mobility scooter.”

COMMUNITY SURVEY PARTICIPANT

Extended library opening hours

Participants would like to see library hours extended to enable people who work full-time to also access and enjoy the facilities, alongside for opening hours on the weekend.

Some participants would like to see the Capricorn Coast Toy Library also available for longer to enable busy families to borrow them.

“The opening hours prohibit access during the Work week for 9-5 employees. It would be wonderful to have library access hours open later and close later at least one day a week.”

COMMUNITY SURVEY PARTICIPANT

More support services and activities

Participants spoke about continuing and providing more initiatives and resources to support vulnerable community members and Council staff, including:

- continued access to the community pantry
- improved access to Council support and assistance
- more support for staff safety
- more social workers
- more mental health support (e.g. resources, men's mental health meetings)
- Social Prescribing trial to be made permanent, and
- integrated child health clinic and other allied health services.

Other ideas

Participants shared other ideas for a future community precinct and community facilities, including:

- consulting with First Nations people on culturally safe spaces
- providing bigger recreational spaces (e.g. skate park, playground)
- extending borrowing time for library books
- investing in the broader Livingstone Shire area, including Emu Park library and Rockyview
- holding more markets, and
- improving promotion or advertising of community facilities and services.



Photo 4 - Community garden (Source: CRED Consulting)

4. POP-UPS AND STATIC BOARDS

4.1 ABOUT THE POP-UPS AND STATIC BOARDS

Five community pop-ups were held at events and places where the community of Yeppoon come together during June and July 2026. The pop-ups sought to reach people that live, work and visit the precinct who may not otherwise participate in other engagement activities. The pop-ups were undertaken at a range of different times and locations, as listed below, to encourage broad participation across the community:

- Youth Action Group meeting on Wednesday 17 June 2026, 4-5pm
- Beats at the Bowl Youth Event on Wednesday 1 July 2026, 2pm – 5pm
- Emu Park Markets on Sunday 21 June 2026, 8am – 12pm
- Fig Tree Markets on Sunday 5 July 2026, 8am – 12pm
- Capricorn Coast NAIDOC event on Friday 3 July 2026, 10am – 1pm

Participants were prompted by interactive consultation (static) boards, with the following questions:

- What do you love about this facility?
- What is an idea you have, big or small, for our future libraries?
- What is an idea you have, big or small, for our future community centre?
- What is an idea you have, big or small, for our future community spaces?
- What is an idea you have, big or small, for our future Strengthening Family Connections?

For three of the engagement events, participants were invited to vote on what spaces they would like to see at the future library and community centre. For the future community centre, participants were also asked to vote on potential activities.

See Appendix 2 for pop-up boards.



Photo 5 - Pop-up boards at Strengthening Family Connections (Source: CRED Consulting)

4.2 KEY INSIGHTS

Yeppoon's community services and friendly staff are highly valued by pop-up and static board participants

Positive feedback was received regarding the strengths of the Yeppoon Library, Community Centre and SFC, including what participants value about their local facilities. For all three services, participants mentioned the kindness of staff members and volunteers, who are always willing to help.

Pop-up and static board participants love the range of services and activities, but also want more

Participants valued being able to access a wide range of services, activities, community events and programs across all facilities. That said, many suggested there was room to further expand this provision.

Welcoming facilities in a beautiful garden setting

The Community Centre was recognised as a welcoming and inclusive space for people to connect. Whilst for the Yeppoon Library, participants love being able to access a variety of resources, such as books and DVDs. The ambience of gardens and outdoor spaces and gardens contributed to what participants love about all three facilities, with several ideas shared focusing on enhancing outdoor spaces and gardens.

Pop-up and static board participants called for more activities and inclusive spaces

Participants want to see local facilities increase spaces for sports and recreation as well as quality, accessible amenities and infrastructure. Calls for more skill-building activities, inclusive initiatives, spaces that build connection, arts and culture offerings were made by participants.

Participants noted it was important that community facilities are inclusive, for everyone, including LGBTQIA+ communities and people with disability.

4.3 WHAT WE HEARD

4.3.1 Strengths and values

Yeppoon Library

Participants expressed their appreciation for the friendly and kind staff members who are eager to help library visitors. The library's nostalgic and peaceful atmosphere were also valued by participants, particularly families and children.

Participants value access to the library's physical collection of books and DVDs and features, such as the kid's area, quiet reading nooks, new shelving and desks. Participants also valued the surrounding gardens which enhances the library's ambience.

We heard participants loved also the community events and programs, such as NAIDOC Week celebrations, First 5 Forever and school holiday activities.

"It's got a very nice 90s feel to it, which makes it stand out from the hip and modern buildings in Yeppoon."

POP-UP PARTICIPANT

"Quiet reading nooks for the hermits and writing desks for the writers."

STATIC DISPLAY PARTICIPANT

"Eagerness of staff to be of assistance. I appreciate all services provided."

POP-UP PARTICIPANT

"From a Sunny Coast visitor, your library is beautiful. Great NAIDOC celebration."

STATIC DISPLAY PARTICIPANT

Yeppoon Community Centre

Participants shared their love for the Community Centre as a welcoming and inclusive space for people to meet and connect with one another. They also valued the friendly staff and volunteers, events and activities (e.g. Friday lunches, art exhibitions), and outdoor spaces.

“The warm feeling you get when you walk through the door, helps when you feel so empty and alone, you all make the day feel better.”

POP-UP PARTICIPANT

“I love the Yeppoon Community Centre because it is a very inclusive and friendly space for people. It also has an amazing garden.”

POP-UP PARTICIPANT

Strengthening Family Connections

Participants shared valued the friendly and helpful staff at SFC. They also appreciated their access to a range of services in one place and activities (e.g. art workshops).

“To be able to access so many services in one place.”

POP-UP PARTICIPANT

“People here treat me like family.”

POP-UP PARTICIPANT

“I have a lot of great days.”

POP UP PARTICIPANT

4.3.2 Future ideas

Yeppoon Library

For the future library, participants provided 73 unique ideas for activities, spaces and resources. Participants would like to see the library grow its selection of books, audiobooks, DVDs and braille resources. Suggestions were also made to increase the library’s capability for education and work use, such as:

- more computers, seats and printers
- better study spaces, and
- self-serve coffee machine.

There was also interest in increasing education opportunities, such as career education, language classes and tutoring. One participant expressed that they would like to see more cultural stories.

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Recommendations for activities highlighted the need to increase options for young people in general but also increasing offerings during the school holidays. Several ideas emphasised the need for the future library to have a games room with:

- board and card games
- toys
- a puzzle that anyone can contribute to
- a big screen for gaming, and
- PC, Nintendo and Xbox games for hire.

Increasing opportunities for physical recreation was a key theme amongst participants' ideas with suggestions made for the future library to have a playground, yoga classes, basketball hoops, a dancing room and sports equipment vending machines.

In terms of spaces, participants indicated that they would like to see more space, LGBTQAI+ representation and more accessible areas for people with disability. The following suggestions were made for future spaces at the future library:

- Art gallery space and/or room
- Podcast and/or recording room
- Multifunctional room at Emu Park
- cozy reading nooks
- courtyard reading space
- outdoor reading space, and
- a craft room.

"Dedicated creative zones that community members can use – 3D printers, cri-cut, sewing machines, laser cutters under hire or booking arrangements."

POP-UP PARTICIPANT

The idea of a craft room was supported by several participants, with multiple suggestions made to incorporate creative and maker spaces, with sewing machines, 3D printers, spaces for colouring, craft and screen printing.

Several creative ideas were shared for the future library, including:

- slide lounge area
- a fidget space
- chill zone with bean bags
- an herb garden
- dogs at the library to read to
- sports equipment vending machines
- choose your chair area
- meerkat enclosure, and
- LEGO Club each Sunday 9am-12pm.

There were also suggestions that focused on enabling community reciprocity, such as a book exchange/free book cart, toy library, more street libraries and a social enterprise café.

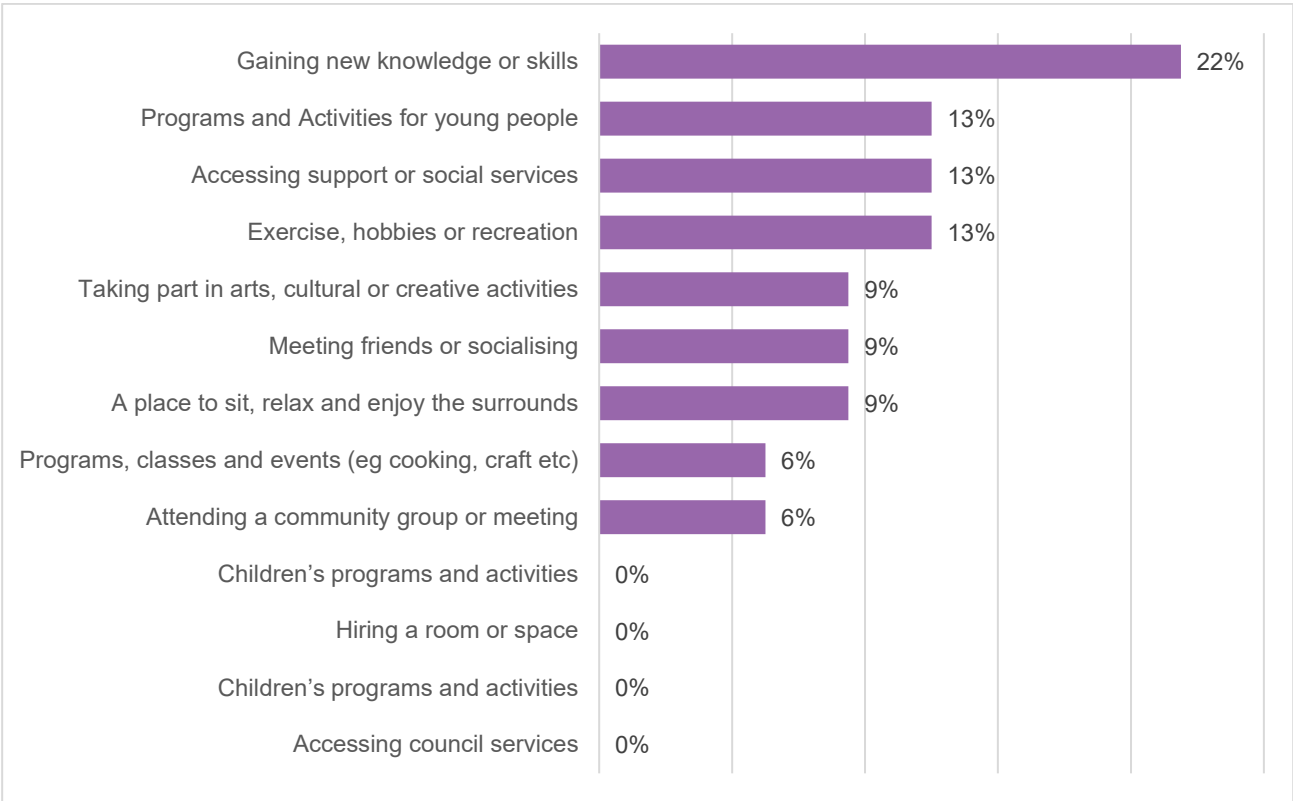
The Community Centre

Participants were asked to vote on and share ideas for the future community centre, including what future activities and spaces they would like to see.

As shown in Figure 6, participants indicated the top four activities they would like to see in a future Community Centre:

- Gaining new knowledge or skills (22%)
- Programs and activities for young people (13%)
- Accessing support or social services (13%)
- Exercise, hobby or recreational activities (13%).

Figure 8 – Results from future community centre activity voting



More detailed responses were also collected, which are summarised under the following key themes.

Spaces and programs for young people

Participants would like to see more spaces, activities and events catered towards young people's needs and interests. Some suggestions included developing a youth hub and providing chill zones, recreational spaces, art workshops and outdoor movie nights.

Ensuring the wellbeing and livelihood of young people was also a key priority, with calls for:

- a sexual health clinic
- access to information services for young people
- more support groups and,

- opportunities to build life skills.

“More things for teens – outdoor movies.”

POP UP PARTICIPANT

“More youth information services on important topics.”

POP UP PARTICIPANT

“Lessons on how to cook better on a budget.”

POP UP PARTICIPANT

More skill-building activities

Participants would like to see skill-building activities offered at a future community centre. Some suggestions included:

- after-school and school holiday activities
- cooking and baking classes
- first aid courses
- vehicle maintenance workshops (e.g. changing tyres)
- sewing circles, and
- general life skill and budgeting courses.

Arts and culture offerings

Participants would like to see more creative activities and technologies, including:

- art workshops and programs
- arts and craft spaces
- self-publishing program for creative writing and printing, and
- 3D printing.

“Art programs – badge making.”

POP UP PARTICIPANT

Inclusive initiatives and spaces that build connections

Participants would like to see activities, services and initiatives that connect the community together and offer support. They suggested various ideas, such as:

- family playgroups
- after-hours support

- emergency accommodation help
- First 5 Forever available on weekends
- monthly meetups for new residents, and
- access to healthy, pre-cooked meals for families.

“Security – important to feel safe.”

POP UP PARTICIPANT

Participants also indicated community centre spaces must provide safe, inclusive spaces for LGTQIA+ communities and families. They also highlighted the centre should feel welcoming and inclusive in its design.

Spaces for sports and recreation

Participants would like to see more sport and recreational spaces, such as basketball courts and playgrounds, supported by well-maintained pathways, amenities and seating.

Other ideas participants expressed a desire for more opportunities for outdoor recreation, including canoeing, hiking and orienteering. Other spaces participants would like to see included an outdoor maintenance space and interactive gardens.

“Outdoor fixit space (mini men's shed).”

POP UP PARTICIPANT

Quality amenities and facilities

Participants wanted to see a future community centre equipped with accessible amenities and facilities, including laundry rooms, bathrooms with period product machines and kitchen facilities. They also specified a need for storage facilities, recycling bins and white boards.

“Bigger laundry and bathrooms.”

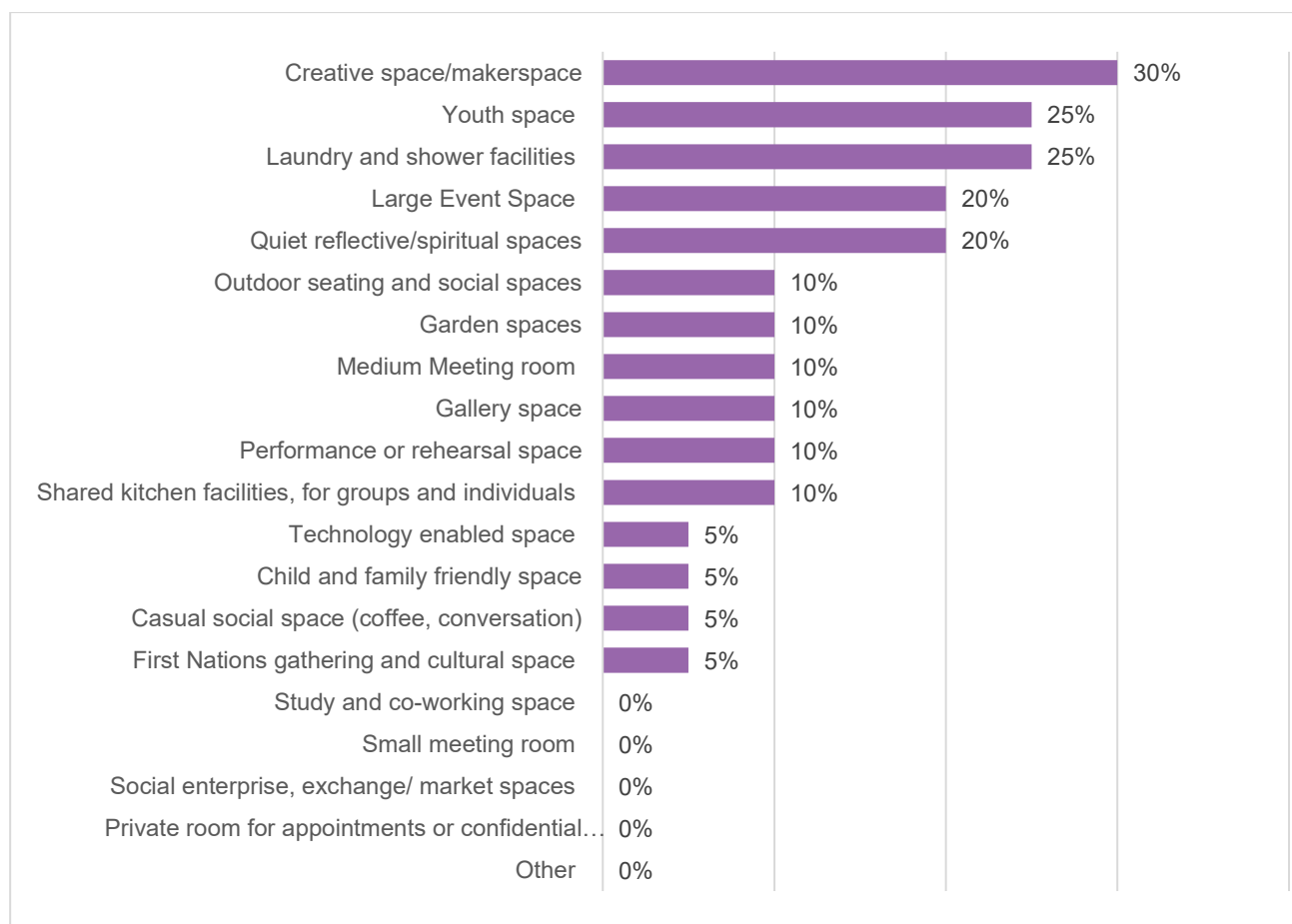
POP UP PARTICIPANT

Future community spaces

As shown in Figure 9, static-board participants indicated the following top five community spaces they would like to see:

- Creative space/makerspace (30%)
- Youth spaces (25%)
- Laundry and shower facilities (25%)
- Large event spaces (20%)
- Quiet reflective/spiritual spaces (20%).

Figure 9 – Future community spaces reporting



Participants would like to see the following community spaces in the future:

- Recreational spaces, including basketball courts, outdoor gyms, pump tracks and a skate park (similar to Rockhampton)
- Social gatherings and events, such as social gardening or scrapbooking days
- Creative spaces, including makerspaces and spaces for young people
- Larger spaces to accommodate for bigger groups
- Integrated laundry, bathroom and kitchen facilities.

Future Strengthening Family Connections

Participants were asked to share any ideas they may have for the future of SFC. Suggestions were made for the space to be less intimidating and have a less formal name. Relating to this, some participants recommended making the space brighter, incorporating more colour and softness.

A suggestion was also made for more staff to be employed at SFC, with one person wanting an SFC in Emu Park. Whilst another participant felt that the SFC needs more advertising, to raise general awareness and that it is a free service.

YEPPON COMMUNITY NEEDS ASSESSMENT

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Additional recommendations centred on bringing the market to the village, increasing attendance at community events, growing opportunities for group work, community workshops and creative gatherings. Some participants shared specific ideas, such as allowing more time in the home for parents to encourage more time for community participation. One participant put forward an idea to bring pets to the SFC.

Participants also shared ideas for infrastructure and facilities, specifically:

- more spaces for play
- netball courts
- playgrounds with swings, a merry-go-round and slides
- basketball courts, and
- windows.



Photo 6 – Physical collections in the Yeppoon Library (Source: CRED Consulting)

5. OTHER ENGAGEMENT ACTIVITIES

5.1 ABOUT THE OTHER ENGAGEMENT ACTIVITIES

SFC facilitated a survey and voting box activity in April 2024 to help shape the future of the facility. As part of the SFC Survey participants were asked the following topics:

- The nature of their engagement at SFC, specifically how often they visit and whether they enjoy it
- What activities they would like more of
- New SFC building ideas, including what would help make SFC feel safer and more welcoming
- What should SFC be like in 10 years and their dream for SFC.

5.2 WHAT WE HEARD

5.2.1 SFC survey

A total of 17 surveys were collected from current clients of SFC, including parents and children.

For the young people who were surveyed, majority attend SFC fortnightly (80%) with the remainder (20%) attending weekly. All participants acknowledged the important role of the service and staff, noting how they have helped them and their family:

- Safe place. Create a place to talk about what I want to talk about
- Centrally located, close to other resources
- Having a safe space to discuss my concerns/mental wellbeing within a private space
- Strategies to implement at home or within community settings
- A safe space to talk freely.

Ideas for new activities

Clients and their families were also asked to what activities they would like more of at SFC. A variety of responses were collected, with some participants favouring the idea of an outdoor play area, gardening and planting activities. Suggestions were made for more group activities, parenting support groups, women's groups, including opportunities for outings and activities. Some suggested more art activities such as canvas painting and crochet.

New building ideas

A range of ideas for the new SFC building were shared. This included:

- The importance of keeping the entry of the building private to maintain security and sense of safety.
- Provide more location options for appointments to accommodate for people with different needs, for example gardens to allow for people to relax, take in the surrounds and open up more.
- Increasing the amenity of outdoor areas - garden with a table for art, a greenhouse and communal outdoor areas.

- Provide privacy, a safe environment, Is child-friendly, has outdoor facilities, group rooms, parking and appropriate disability access.

Welcoming and inclusive spaces

For some participants, SFC is already a welcoming and inclusive space. Participants made the following recommendations to make it even more welcoming and inclusive:

- Water feature
- Allowing animal companion/s
- A door mat, plants, pictures and creations
- Bright colours, comfy furniture and make sure very thing is tidy and functioning well
- Cool mat, comfy chairs, variety of drinks and food,
- Secured outdoor camera that can be tracked
- Creative art space
- Sensory room.

SFC in 10 years

By 2036, participants shared that they would like SFC to see grow in order to meet community needs. For some participants, they like how SFC is now and would like it to remain the same.

Other ideas included:

- a mural that has been painted by clients.
- gaming room
- more group programs.

“The same it is amazing”

SURVEY PARTICIPANT

What would make you come more often?

Participants felt that more activities, increased food options, a café or social enterprise would incentivise more people to visit SFC. One participant expressed that it would be beneficial to increase appointment availability.

Some participants expressed that like SFC the way that it is as the service meets all of their needs.

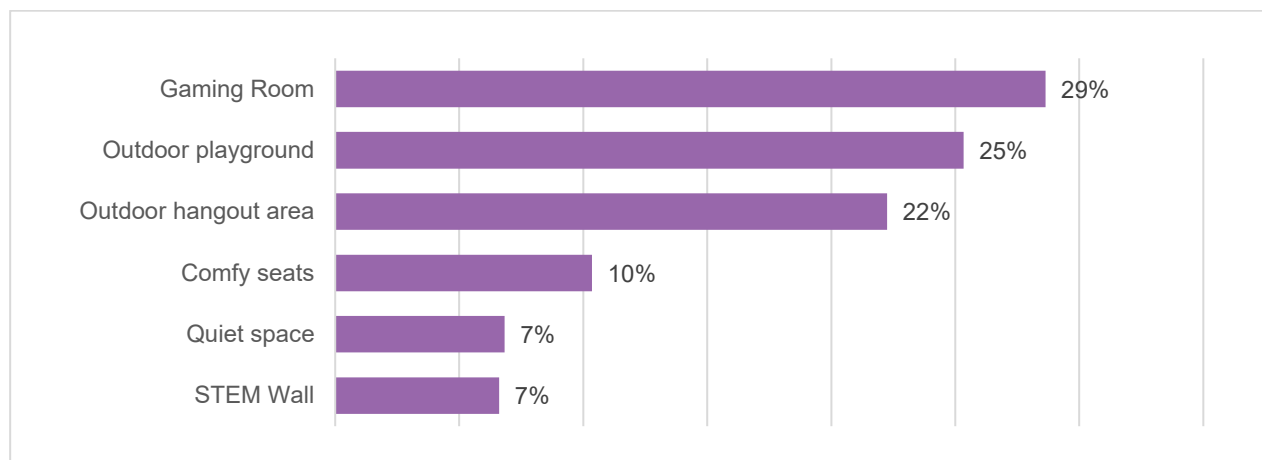
5.2.2 Voting Boxes activity

Library visitors had the opportunity to place a voting token in wooden boxes labelled with different ideas for a future library. There was a total of 454 votes cast.

As shown in Figure 10, the top three inclusions participants would like to see were:

- Gaming room (29%)
- Outdoor playground (25%), and
- Outdoor hangout area (22%).

Figure 10 Voting boxes results



APPENDICES

APPENDIX 1: COMMUNITY SURVEY COPY

Planning for the future of our community facilities in Yeppoon

About the project

Yeppoon Community Precinct is the heart of our community. It's home to some of our most-used community facilities: the Yeppoon Library, Livingstone Community Centre and Strengthening Family Connections. Together, these places serve more than 1,000 people every single day. But these buildings are getting old and are already running at full capacity. That means they're struggling to keep up with the needs of our growing community.

That's why we're asking for your help! We're carrying out an assessment to find out what spaces and facilities our community needs - now and in the years ahead. We want to hear from residents, local groups, service providers, and community organisations.

Your feedback will help us understand what you love about these facilities, what is working well, and what types of spaces, services and programs might be needed in the future. This survey takes about 5-10 minutes to complete.

About you

These questions help us understand who has taken part in the survey.

Q1. Which suburb do you live in?

Drop list of all suburbs + Other

Q2. Which age group do you belong to?

- Under 16
- 16–24
- 25–34
- 35–49
- 50–64
- 65–74
- 75 or over
- Prefer not to say

Q3. Do you identify as Aboriginal and / or Torres Strait Islander?

- Aboriginal
- Torres Strait Islander
- Both Aboriginal and Torres Strait Islander
- No

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- Prefer not to say

Q4. Do any of the following apply to you? Tick all that apply.

- Person with disability
- Speak a language other than English at home
- LGBTIQA+
- Carer of a person with disability or chronic illness
- Single parent or carer
- Experiencing or at risk of homelessness
- None of the above
- Prefer not to say

How you use the facilities today

Q5. Which community facilities in the Yeppoon Community Precinct do you currently use, and how often?

Facility	Most days	Weekly	Monthly	A few times a year	Rarely	Never	Don't know what that is
Yeppoon Library	☐	☐	☐	☐	☐	☐	☐
Yeppoon Community Centre	☐	☐	☐	☐	☐	☐	☐
Community Centre Spaces – Room A, B, C and Garage or Visiting Services Rooms	☐	☐	☐	☐	☐	☐	☐
Other (open text)	☐	☐	☐	☐	☐	☐	☐

Q6. Tell us what you love most about the community facilities in the Yeppoon Community Precinct. (Think about the atmosphere, the look and feel, activities on offer, the range of services, or the staff)

- Yeppoon Library _____
- Yeppoon Community Centre _____
- Strengthening Family Support _____

Q7. What stops you from using community facilities in the Yeppoon Community Precinct more often?

Select up to three. (randomise list)

- Nothing - I use them as much as I want
- Location or distance from home
- Parking or transport
- Cost
- Accessibility (e.g. mobility, sensory, signage)
- Opening hours
- I am not aware of what is offered
- Facilities do not have the spaces or services I need
- Spaces and facilities feel dated
- The times that events and programs are run don't suit me
- Facilities feel too crowded or fully booked
- I do not feel welcome or comfortable in the space
- Other (please specify)

Your priorities for the future

Q8. What outcomes would you most like to see future community spaces in the Yeppoon Community Precinct deliver?

Select up to three. (randomise list)

- Connecting people and building community
- Supporting the health and wellbeing of residents
- Creating welcoming spaces for First Nations and diverse communities
- Being inclusive and welcoming to people of all ages, cultures and abilities
- Supporting local arts, culture and events
- Helping people access and use technology
- Giving children and families more places to play and connect
- Giving young people their own spaces to gather and belong
- Helping people learn new skills throughout their lives
- Supporting people who need help or are doing it tough
- Celebrating what makes Yeppoon unique
- Other (please type)

Yeppoon Library

Now let's talk about Yeppoon Library.

(Survey logic: only show this set of questions to people who have visited the community centre and spaces before, linked to Q4).

Q9. What types of activities and things would you like to be able to do in future library in Yeppoon?

Select up to five. (randomise list)

- Accessing support or social services
- Accessing Council services
- Attending a community groups or meetings
- Hiring a room or space
- Technology classes
- Meeting friends and socialising
- Exercise, hobbies or recreation
- Programs and activities for young people
- Assistance with technology
- Gaining new knowledge or skills
- Children's programs and activities
- Taking part in arts, cultural or creative activities
- Scanning, printing, photocopying facilities
- Studying, working or using free computers and Wi-Fi
- A place to sit, relax and enjoy the surrounds
- Programs, classes and events (e.g. author talks, workshops)
- Borrowing books, audiobooks or other resources

Q10. What spaces and features would you most like to see in a future library in Yeppoon?

Select up to five. (randomise list)

- Performance or rehearsal space
- Other (please specify)
- First Nations gathering and cultural space
- Parent's room
- Small meeting room (8–12 people)
- Recording studio (music, podcasting, audio projects)
- Large event space (100+ people)
- Private room for appointments or confidential meetings

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- Gallery space
- Medium meeting room (20–40 people)
- Communal kitchen (for cooking classes and hire)
- Study and co-working space
- Youth space
- A dedicated area for children's events (e.g. wet/messy play area)
- Arts and crafts space
- Child and family-friendly space
- Technology-enabled space (Wi-Fi, AV equipment)
- Casual social space (coffee, conversation)
- Comfortable reading areas
- Printing/photocopying/scanning self service
- Outdoor seating and social space
- Other (please specify)

Yeppoon Community centre and spaces

Now let's talk about the Yeppoon Community centre and spaces.

(survey logic: only show this set of questions to people who have visited the community centre and spaces before, linked to Q4).

Q11. What types of activities and things would you like to be able to do in a future community centre and spaces in Yeppoon?

Select up to five. (randomise list)

- Accessing Council services
- Children's programs and activities
- Studying, working or using free Wi-Fi
- Programs and activities for young people
- Hiring a room or space
- Meeting friends and socialising
- Borrowing books, audiobooks or other resources
- Accessing support or social services
- Taking part in arts, cultural or creative activities
- Programs, classes and events (e.g. author talks, workshops)
- Attending community groups or meetings
- A place to sit, relax and enjoy the surrounds

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- Exercise, hobbies or recreation
- Gaining new knowledge or skills

Q12. What spaces and features would you most like to see in a future community centre and spaces in Yeppoon?

Select up to five. *(randomise list)*

- First Nations gathering and cultural space
- Performance or rehearsal space
- Study and co-working space
- Small meeting room (8–12 people)
- Gallery space
- Quiet reflective/spiritual spaces
- Social enterprise, exchange/market spaces
- Private room for appointments or confidential meetings
- Large event space (100+ people)
- Creative space / makerspace
- Medium meeting room (20–40 people)
- Youth space
- Shared kitchen facilities, for groups and individuals
- Child and family-friendly space
- Technology-enabled space (Wi-Fi, AV equipment)
- Laundry and shower facilities
- Casual social space (coffee, conversation)
- Outdoor seating and social space
- Garden spaces
- Other (please specify)

Q13. Is there anything else you would like to tell us?

Q14. Would you like to stay informed about this project?

- Yes — please send me project updates by email
- No thanks

If yes, please provide your email address (optional):

APPENDIX 2: POP-UP CONSULTATION BOARDS

[Insert PDFs once EOR is approved by Council]



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