



YEPPOON COMMUNITY PRECINCT

Community Needs Assessment

SEPTEMBER 2026

Prepared for
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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“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

1.

INTRODUCTION

CRED Consulting has been engaged to undertake a community infrastructure needs assessment of the facilities encompassing the Yeppoon Community Precinct.

The findings will inform future planning, design, siting and investment decisions for community facilities in Yeppoon.

1.1 BACKGROUND

The Yeppoon Community Precinct encompasses some of Livingstone Shire Council's most used and valued facilities - namely the Yeppoon Library, Yeppoon Community Centre and Community Spaces and Strengthening Family Connections.

These facilities, spaces and services provide support, connection, health and wellbeing, creativity and belonging.

While they are cherished by their users and community, the buildings are at or nearing end of life. They no longer meet contemporary service delivery, workforce or community standards.

Purpose of this assessment

The purpose of this community infrastructure needs assessment is to provide a comprehensive evidence base to inform design, location and service delivery decisions. This ensures that:

- there is a clear understanding of who currently uses these facilities and how
- new facilities are appropriately sized, featured and located to meet current and future demand
- an objective evidence base supports key planning, siting and co-location decisions
- funding applications are backed by a strong evidence-base of community need

- the needs of vulnerable groups and those at risk of disproportionate impact from service changes are considered.

1.2 METHODOLOGY

This assessment draws on a range of indicators and data, including:

- **Background review** - analysis of existing Council strategies, policies and other relevant documentation
- **Community infrastructure analysis** - detailed assessment of the existing facilities in the precinct based on observations from a site inspection, feedback from Council staff, review of asset information and utilisation data
- **Population analysis** - review of population characteristics and demographic projections, to understand likely future users and community needs
- **Community and stakeholder consultation** - this included engagement with facility operators, service providers, users, Council staff and, importantly, the Livingstone community
- **Community infrastructure needs assessment** - application of benchmarks to help inform likely service and spatial requirements for community infrastructure.

1.3 ABOUT COMMUNITY INFRASTRUCTURE IN THE LIVINGSTONE LGA

Defining community infrastructure

Figure 1 summarises the types of community infrastructure considered in this needs analysis.

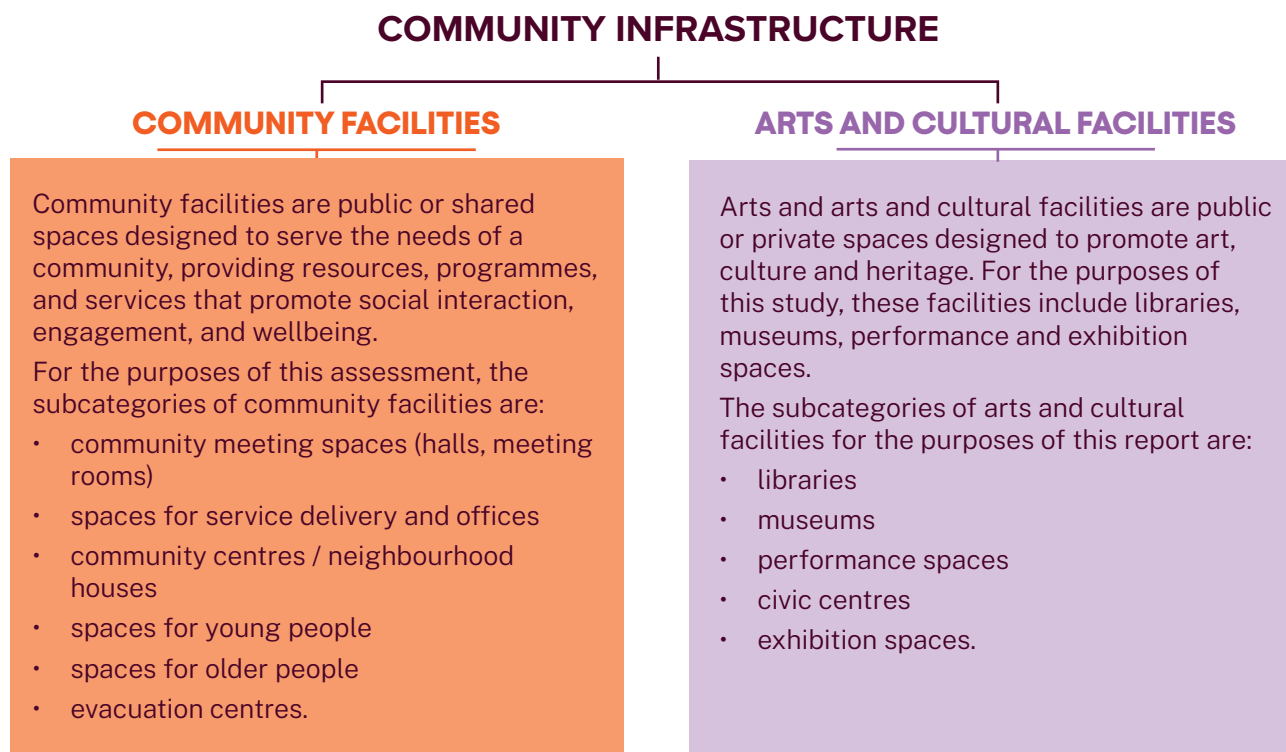


Figure 1 - Community infrastructure included in needs assessment scope

Audit of existing facilities

Figure 2 shows existing community and cultural infrastructure across the Livingstone local government area (LGA).

There are currently 22 facilities servicing the Livingstone population.

Of these, 8 are located in the Yeppoon town centre, within 400metres to 2 kilometres of each other: Yeppoon Community Centre, Strengthening Family Connections, The Hub, Yeppoon Library, Yeppoon Town Hall, Fig Tree Galleries, Livingstone Shire Council Chambers and Shell World Yeppoon (also the Tourist Information Centre).

All of these facilities perform a role servicing the entire Livingstone LGA community, not just the people of Yeppoon.

The remaining 14 facilities are spread across the shire's smaller townships:

- Emu Park (cultural hall, library, art gallery, 2 museums)
- Byfield (library, museum)
- Marlborough (library, museum),
- Joskeleigh (museum)
- St Christopher's Chapel, near Nankin.
- The Caves (community hall)
- Keppel Sands (community hall)
- Cawarral (community hall)

Rockhampton is located approximately 40 kilometres south of Yeppoon. This is a key regional centre for Central Queensland - containing significant health, education and transport facilities and services.

Map key

Map ref	Facility name
1	Yeppoon Community Centre
2	Strengthening Family Connections
3	The Hub (Centre of Excellence for Disaster Management, Innovation and Community Resilience)
4	Emu Park Cultural Hall
5	St Christopher's Chapel
6	Yeppoon Library
7	Yeppoon Town Hall
8	Fig Tree Galleries
9	Livingstone Shire Council Chambers
10	Emu Park Library and Council Customer Service
11	Byfield Library
12	Marlborough Library
13	Shell World - Yeppoon
14	Marlborough Historical Museum
15	Byfield and District Historical Society Museum
16	Emu Park Historical Museum
17	The Gatehouse - Emu Park
18	Joskeleigh South Sea Islander Museum
19	Cawarral School of Arts Community Hall
20	The Caves Community Hall
21	Larcome Memorial Hall
22	Emu Park Art Gallery

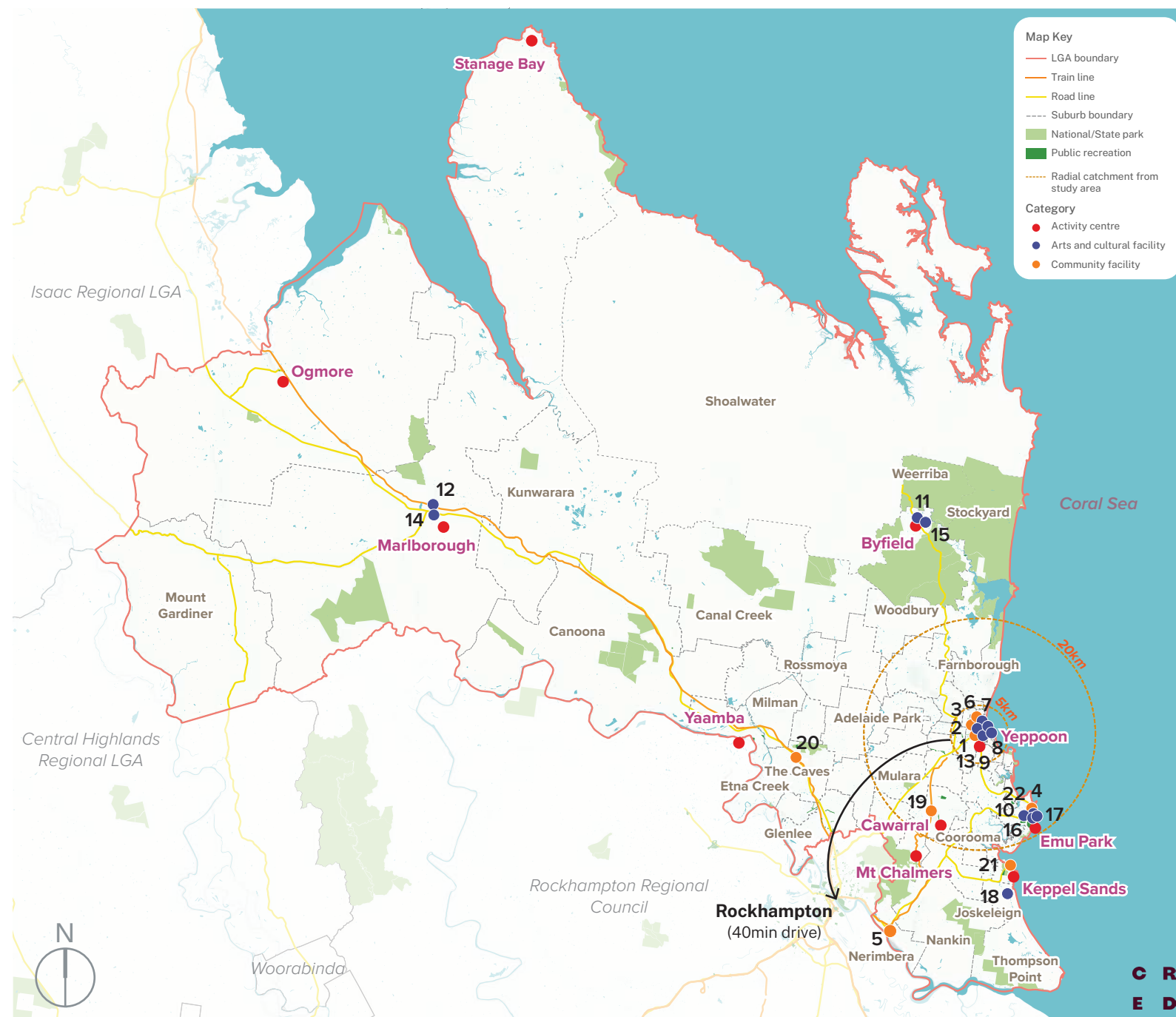


Figure 2 - Existing community infrastructure audit map of Livingstone Shire Council

1.4 ABOUT THE YEPPOON COMMUNITY PRECINCT

The Yeppoon Community Precinct is located at 84 John Street, Yeppoon. Yeppoon is the population and administrative centre of the Livingstone LGA.

The Precinct occupies a site with an overall area of approximately 3,941 sqm with frontages on John Street and William Street. It is centrally located approximately 1km from the Yeppoon CBD and foreshore and 400m from the Keppel Bay Shopping Centre.

The site is within approximately 300m (a 4–5 minute walk) of the Hill Street Interchange, which is served by multiple Translink bus routes, such as the 440 (to Rockhampton) as well as local bus routes such as the 445 and 448.

The Yeppoon Library, Yeppoon Community Centre and Community Spaces and Strengthening Family Connections and Food relief are co-located in separate buildings across the precinct. These facilities are set among mature tropical gardens that are lovingly maintained by volunteers.

Council currently has over 140 volunteers on its books to contribute to different aspects of operating the Precinct, and around 120 community groups using its spaces.

The staff and volunteers are delivering a high quality service and access to spaces and facilities that the community strongly values.

Yeppoon Library

The Yeppoon Library is the main branch of the Livingstone LGA library network. It is sited in a former church building. It provides borrowing of a diverse collection, children's and youth areas, public computer access and seating / study areas. The library delivers regular programming, such as children's story time, and one-off events such as adult author talks.

Yeppoon Community Centre

Yeppoon Community Centre is an important local access point for a broad network of health, family, financial, housing and wellbeing services. It also provides community support through a community pantry and a range of community groups and events.

Community Spaces

Community spaces at the Community Centre are available to hire to individuals, not-for-profit community groups, clubs and associations, government agencies, businesses and not-for-profit visiting outreach services. A dignity-first washroom and free laundry facilities are also available.

The following organisations also have dedicated space on the ground floor of the Community Spaces building:

- **Keppel FM** is a community radio station broadcasting on 91.3 FM. It offers a diverse range of music, local news, interviews, and talk shows, serving the Capricorn Coast region.
- **Capricorn Coast Landcare Group Inc.** is a Yeppoon based not-for-profit, operating since 1987, that partners with the local community, conservation and NRM groups, and Livingstone Shire Council to promote sustainable management of land, water and natural resources on the Capricorn Coast.

Strengthening Family Connections

Strengthening Family Connections is funded by the Department of Child Safety, Seniors and Disability Services to work with children, young people (unborn to 18 years old) and their families on the Capricorn Coast who are in vulnerable situations.

Food relief

Food Relief Capricorn Coast is a non-profit, 100% volunteer-powered organisation that helps feed families on low incomes from the precinct. It supplies basic groceries, meat, fruit and vegetables, bread and toiletries.



Yeppoon Library



Yeppoon Community Centre



Tropical gardens weave throughout the precinct

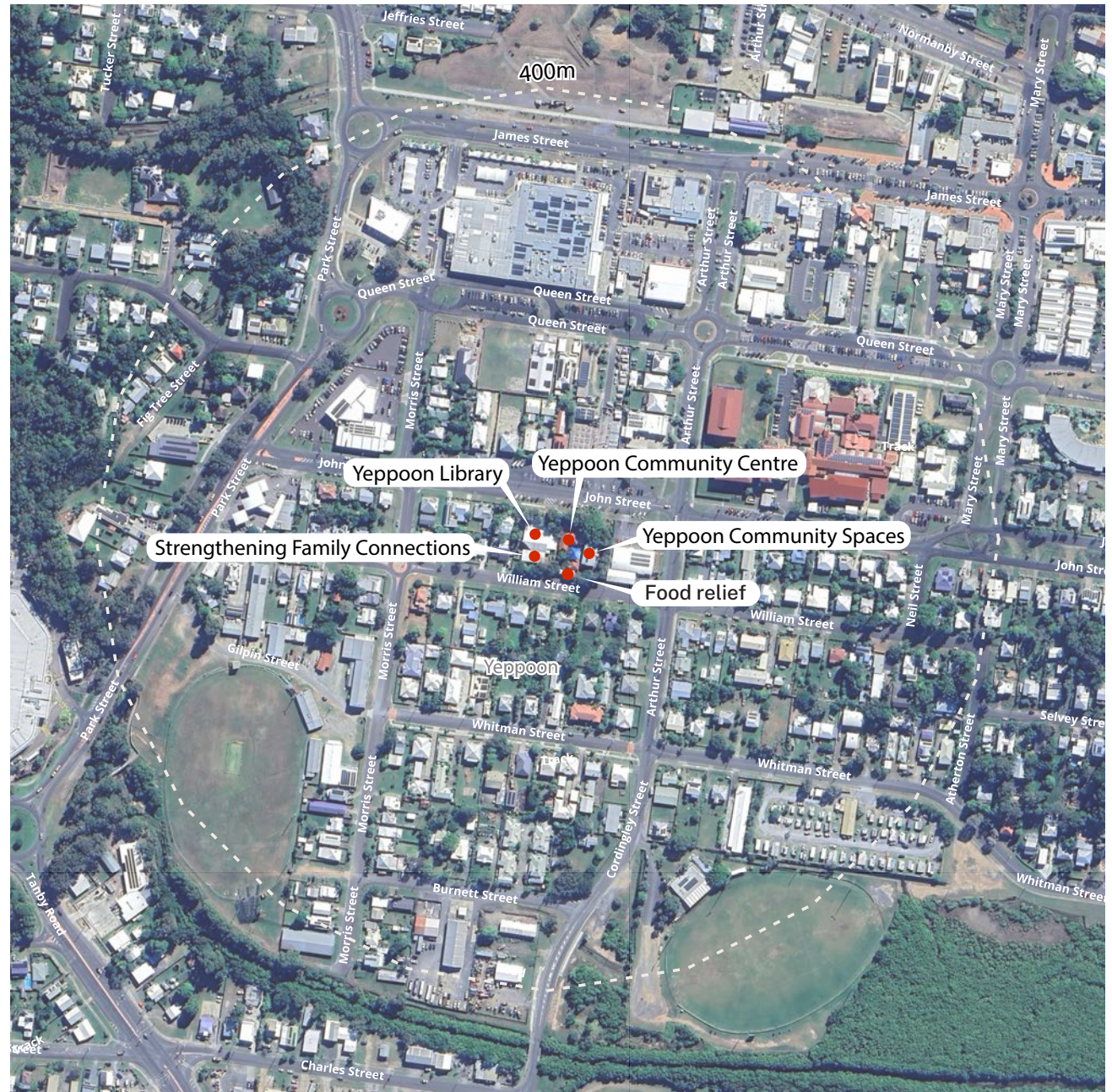


Figure 3 - Yeppoon community precinct

2.

STRATEGIC POLICY CONTEXT

This section provides a summary of the international, national, state and local strategic context. It presents key insights for community infrastructure provision in Yeppoon.

2.1 SUMMARY OF DOCUMENTS REVIEWED

The following strategies, plans and policies were reviewed as part of this assessment.

International

- Sustainable Development Goals, United Nations
- IFLA Strategy 2024–2029, International Federation of Library Associations and Institutions (IFLA)

National

- 2021 Australian Infrastructure Plan
- National Sport and Active Recreation Policy Framework 2011
- Sport Horizon: National Sport Strategy 2024–2034

State and regional

- The Queensland Plan
- State Infrastructure Strategy 2022
- Strategy for Social Infrastructure and Best Practice Guide for Social Infrastructure 2019
- Central and Western Queensland Infrastructure Plan 2023
- Advancing Aboriginal and Torres Strait Islander interests in land use planning: Guidance for local documents 2019
- Healthy Places, Healthy People 2021

Local

- Corporate Plan 2025–2030
- Livingstone Planning Scheme 2018
- Social Infrastructure Planning and Investment Policy
- Inclusive Community Policy
- Placemaking Policy and Guidelines
- Strategic Plan for Arts and Culture
- Blueprint 2030 Livingstone Shire Council Economic Growth and Investment Strategy
- Active Livingstone Strategy
- Livingstone Open Space Framework

A detailed analysis of these documents is contained in Appendix 1.

2.2 KEY FINDINGS

Co-locate services and facilities to maximise value

Multiple strategies, from the Australian Infrastructure Plan to Council's Policy for Social Infrastructure, emphasise bringing together health, education, library and community services in shared, multi-purpose precincts and buildings to drive better outcomes and make better use of public investment.

Design for equity and inclusion

A strong theme across several Council policies relates to ensuring facilities are non-discriminatory, equitable and accessible to all. They include specific emphasis on Aboriginal and Torres Strait Islander communities and vulnerable groups.

Decisions grounded in evidence and community voice

Council strategy and policy sets a clear and consistent expectation that community infrastructure decisions be grounded in genuine community consultation, documented need, and transparent decision-making.

Enable healthy, active lifestyles

Social infrastructure is positioned as central to physical, mental and social wellbeing, with and informal recreation.

Build resilience into every asset

The Australian Infrastructure Plan and Livingstone Open Space Framework both highlight the Capricorn Coast's vulnerability to floods and fires. This means that social infrastructure also often needs to double as, or support, emergency refuges. They need to be designed and sited as hazard-resilient community assets.

Celebrate local identity and culture

The Strategic Plan for Arts and Culture and Placemaking Policy point to infrastructure as a vehicle for celebrating local identity, First Nations culture, and community distinctiveness.

Invest in economic and community prosperity

Blueprint 2030 and the State Infrastructure Strategy link social infrastructure to broader economic outcomes, supporting local jobs, visitor experience, and reducing reliance on Rockhampton for employment and services.

Sustainable, long-term stewardship of existing assets

Recurring across the Livingstone Open Space Framework, Corporate Plan and State Infrastructure Strategy is a "do more with what we have" principle - prioritising renewal, adaptability and return on investment for existing infrastructure before new builds. It also emphasises that social infrastructure needs to keep pace with population growth across the shire.

"Social infrastructure helps to create healthy, happy, thriving communities. It is made up of the facilities, spaces, networks and services that support individual & community health and wellbeing, promote a cohesive society and support economic prosperity."

Australian Infrastructure Plan 2021

3 .

CURRENT AND FORECAST POPULATION

This section summarises the key population and demographic features of the Yeppoon suburb and Livingstone LGA.

Data sources

The information presented in this section is based on population data from the 2016 and 2021 Australian Bureau of Statistics (ABS) Census.

Forecast assumptions are based on the Livingstone Shire Economic and Population Study (Bull & Bear Economics, February 2026).

It is important to note that the 2021 Census data referenced throughout this report is now several years old. The Livingstone LGA has experienced significant population growth in recent years, meaning current demand for community facilities and services is likely higher than 2021 figures suggest. This data should therefore be interpreted as a baseline rather than a current picture of the population and its needs.



3.1 CURRENT COMMUNITY PROFILE

The following outlines key characteristics of the current Yeppoon suburb population including how it has changed over time and how it compares with the Livingstone LGA average.

A growing population

In 2021 there were 7,146 people living in Yeppoon suburb, an increase of 703 since 2016 (6,334).

In 2021 there were 39,877 people living in Livingstone LGA, an increase of 3,126 since 2016 (36,272).

In 2021, the total population of Yeppoon accounted for around 18% of the population of Livingstone LGA.

Ageing population:

The proportion of people aged under 59 declined in Yeppoon between 2016 and 2021, while the proportion of people aged over 59 increased.

The largest age cohort in Yeppoon and Livingstone LGA is 'parents and homebuilders' aged 35-49 years (16.2% and 18.6% respectively in 2021). These trends are shown at Figure 4 overpage.

Growing household size

The average household size was slightly smaller in Yeppoon (2.2 persons in 2021) than Livingstone LGA (2.5 in 2016 and 2021), though it had increased marginally since 2016 (2.1).

Dominance of separate houses

Yeppoon was dominated by separate houses (72.1%), though there was a greater proportion of medium-density (12.9%) and high-density (16.7%) houses than in Livingstone (4.5% and 5.5% respectively).

Increase of family households

The proportion of family households in Yeppoon grew between 2016 (61.2%) and 2021 (63.1%), though remained lower than the Livingstone LGA (74.9% in 2021).

High proportion of lone person households:

In 2021 there was a greater proportion of people in Yeppoon who lived alone (34.5%) compared to the Livingstone LGA (22.7%).

High proportion of people with a need for assistance:

There was a higher proportion of people in Yeppoon (9.3%) who had a need for long-term health condition, than in Livingstone (5.7%). There was also a higher proportion of people who provided unpaid assistance to a person with a disability, health condition, or due to old age in Yeppoon (14.1%) compared to Livingstone (12.4%).

Growing First Nations population

5.6% of the Yeppoon population identified as Aboriginal and/or Torres Strait Islander in 2021, which was a slightly higher proportion than 2016 (5.3%).

Declining overseas-born population

A smaller proportion of Yeppoon's population was born overseas in 2021 (20.9%) compared to the 2016 (22.1%).

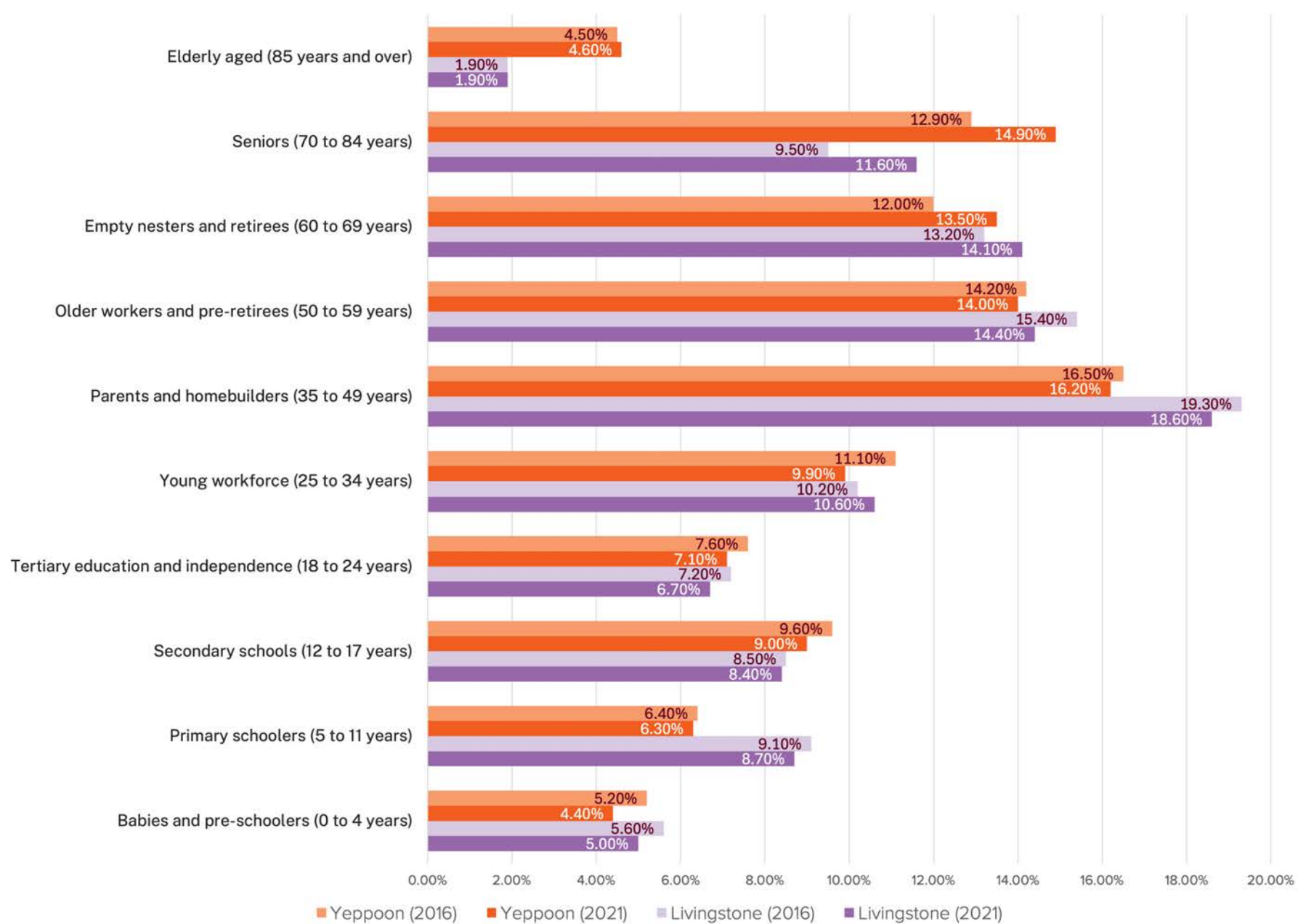
Increase in language diversity

There has been a significant increase in the proportion of households that spoke a language other than English in Yeppoon, being 5.2% in 2021 compared to 1.8% in 2016.

Increasing weekly income

The median weekly household income in Yeppoon increased from \$1,006 in 2016 to \$1,612 in 2021. The median weekly income also increased in Livingstone LGA, though to a lesser extent (\$1,300 in 2016 to \$1,625).

Figure 4 - Overview of service age groups in Yeppoon and Livingstone LGA (Source: ABS 2021)



Higher rates of socio-economic disadvantage

Yeppoon had an overall score of 951 on the SEIFA indexes which is significantly lower than the overall score for Livingstone LGA (1005). This indicates that there are relatively higher rates of socio-economic disadvantage in Yeppoon than the rest of the shire.

Increased need for assistance

In 2021 the proportion of people with a need for assistance with everyday tasks was higher in Yeppoon (9.3%) than the Livingstone LGA (5.7%).

Common health conditions

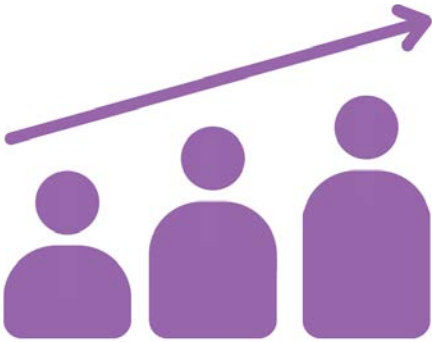
The most common long-term health conditions in Yeppoon were arthritis (13.8%), mental health conditions (10.5%), and asthma (8.7%).

3.2 FUTURE POPULATION GROWTH AND CHANGE

Based on the data and assumptions contained in the Livingstone Shire Economic and Population Study (Bull & Bear Economics, February 2026), the population of Yeppoon is forecast to grow to 12,064 people by 2046.

The population of the Livingstone LGA is projected to reach 68,160 by 2046.

No information on the forecast age profile of residents was available.



Livingstone LGA's population is forecast to grow by

71%

(between 2021 and 2046)

Table 1 - Forecast population assumptions (2021 ABS Census and Bull & Bear Economics, February 2026)

Study areas	2021 residential population	2046 forecast residential population	Change (2021-2046)	
Yeppoon suburb				
Total	7,146	12,064	+ 4,918	69%
Livingstone LGA				
Total	39,877	68,160	+ 28,283	71%

WHAT DOES THIS MEAN FOR COMMUNITY INFRASTRUCTURE PLANNING AND DESIGN?

The population and demographic features of Yeppoon and Livingstone LGA suggest that there is a need for the following types of community infrastructure:

- **Supporting social connection** - there are a high proportion of residents who live alone in Yeppoon. Community infrastructure plays a critical role in reducing isolation through informal gathering spaces, programmes and fostering social connection and civic participation.
- **Aged-friendly facilities and services** - with an ageing population and higher rates of need for assistance. It is important that community infrastructure supports accessible, age-friendly design and space for health, social support and ageing-in-place programmes.
- **Intergenerational spaces and programmes** - Yeppoon's main centre role means people of all ages, backgrounds and life stages access community spaces and services. Facilities should be designed to bring generations together rather than separate them. Shared spaces and programmes that connect older residents, families, young people and children can foster social inclusion, mutual

understanding, and a stronger sense of community. It is also important that community infrastructure has broad appeal with 'something for everyone'.

- **Culturally responsive spaces and programmes** - a growing First Nations population and increasing language diversity highlight the need for culturally safe, inclusive spaces and services that reflect Yeppoon's diversifying community.
- **Mental health and wellbeing support** - mental health conditions are among the most common long-term health issues, highlighting the need for services, programs, and activities that both prevent and respond to mental health challenges.
- **Free and affordable spaces and services** - Yeppoon's lower SEIFA score relative to the LGA points to a need for free or low-cost community spaces, accessible services and free amenities to support residents doing it tough. It is also important that spaces are designed so that vulnerable people feel welcome and safe.
- **Flexible, multi-purpose community space** - given the diversity of needs across age, disability, income and cultural background, and the recent population growth experienced across the LGA, community infrastructure should prioritise adaptable spaces capable of hosting multiple services and community activities.



4.

WHAT WE HEARD

A comprehensive program of community engagement was undertaken as part of the community needs assessment.

Over 600 people contributed their ideas and aspirations for the facilities comprising the Yeppoon Community Precinct, providing a key input to this report.

Refer to the Engagement Summary Report for a detailed summary of all community feedback.

4.1 ENGAGEMENT OBJECTIVES AND APPROACH

The community engagement programme was designed to reach a diverse cross-section of the community through a community survey, pop-ups and interactive displays at each of the community facilities in the Yeppoon Community Precinct.

The objectives of the 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.

Table 2 provides an overview of the engagement activities and their number of participants.

Table 2 - Summary of community engagement activities and participation (Source: CRED Consulting)

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	In person and informal catch up with group members	Wednesday 17 June 2026	17
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 and 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

4.2 SUMMARY OF KEY FINDINGS

The following provides a summary of key findings across all engagement activities. More detailed findings by community facility are provided later in this report.

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.

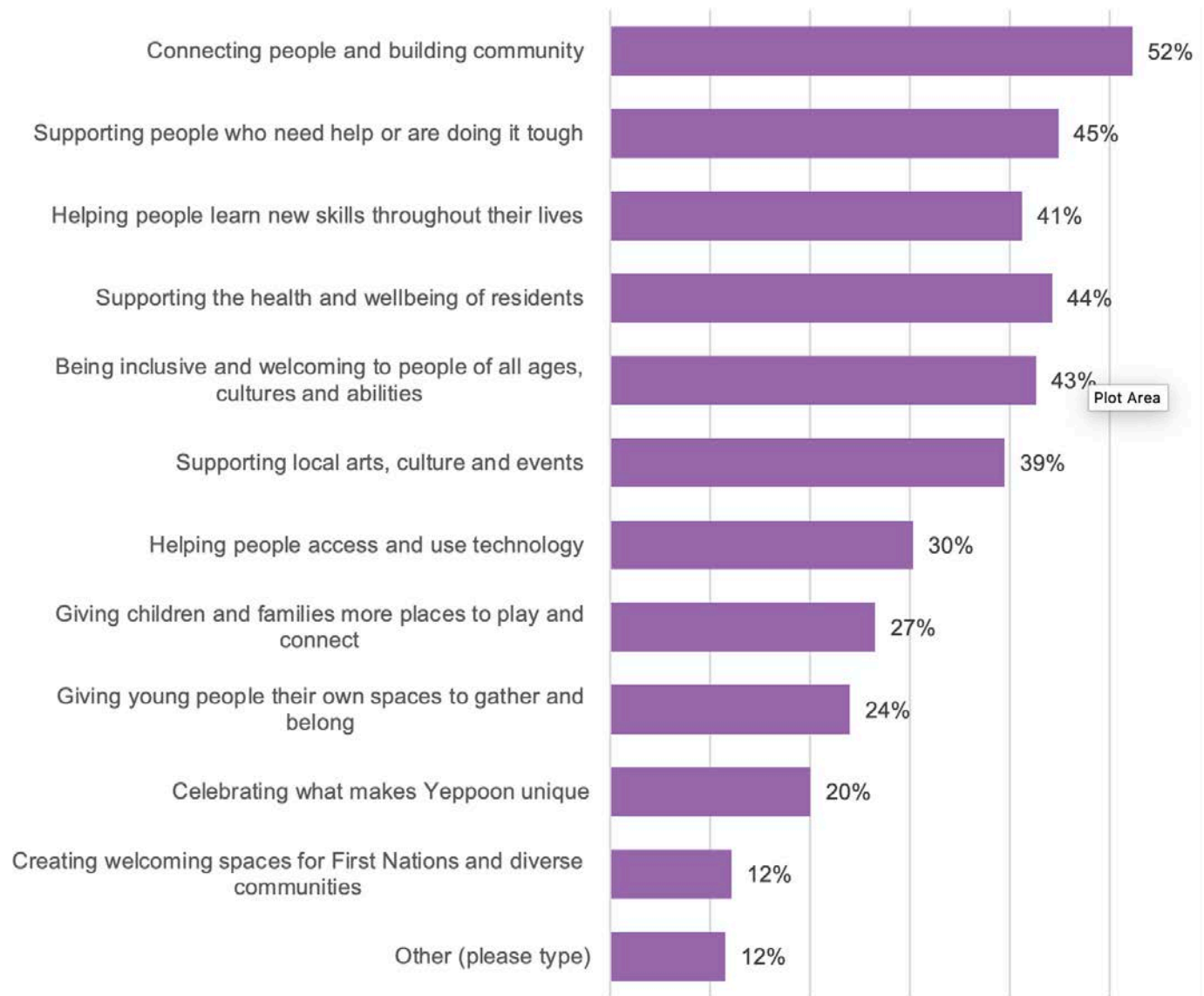
Future community facilities and spaces need to foster connection and be inclusive and accessible

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.

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



The staff and the services provided through the Strengthening Family Connections 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 reduce stress on families who are already having a tough time.



"I 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."



"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. ...connection, friendship, learning and support."

"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."

"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."



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



5 .

KEY DIRECTIONS FOR THE YEPPOON COMMUNITY PRECINCT

This section summarises the key drivers for change shaping the future provision, design and location of community infrastructure at the Yeppoon Community Precinct.

It sets out key directions for community spaces and services, to ensure they keep pace with, and respond to, evolving community needs.

5.1 DRIVERS FOR CHANGE

The following section summarises key findings from the review of existing facilities within the Yeppoon Community Precinct, alongside the strategic context and population trends. Analysis by individual community facility is provided in the sections that follow

The population is growing

The population of Yeppoon and Livingstone LGA is growing. From 2021 to 2046 the population of Yeppoon is forecast to grow from 7,146 people to reach over 12,000. The population of the LGA is forecast to reach 68,160 in this same timeframe.

Existing services and spaces at the Yeppoon Community Precinct are already operating at capacity, meaning this growth will place further pressure on facilities that are already stretched to meet current demand.

Precinct delivers important services

The Yeppoon Community Centre House, Strengthening Family Connections and Yeppoon Library provide core services to the community.

However, changing community needs and funding models mean that the focus and scope of these services can shift over time, so future facilities need to be designed with the flexibility to adapt over time.

Buildings are at the end of their operational life

The Yeppoon Library and Yeppoon Community Centre and Strengthening Family Connections services are all housed in adapted buildings. This means that the facilities were not designed or purpose-built for their current use.

Each is now undersized and not appropriate for the scale, diversity and, at times, complexity of services delivered. This limits the range of activities and programmes delivered, as well as the number of people that can benefit from what is on offer.

Well-used and well-loved facilities

The precinct's facilities are heavily used and genuinely loved and valued by the community. It provides a safe, relaxed and calm environment where there is no wrong door for community members seeking social or support services.

There is strong and growing library membership, high facility visitation and program attendance. This all points to services that 'punch above their weight', even under significant space constraints.

However, this high level of community demand is outpacing the capacity of existing facilities, resulting in facilities frequently being fully booked.

Co-location of services and spaces works well

Facilities at the Yeppoon Community Precinct regularly refer people to each other.

Because they are co-located, staff can directly refer people to different services or activities, share facilities, and make it easier for people to access multiple types of support.

This is a great strength of the existing precinct.

Access to affordable and diverse social support services

The precinct plays a critical role in providing free or low-cost access to social support, community connection and essential services.

This is particularly important given the Yeppoon community has higher-than-average rates of disadvantage and need for assistance.

Challenges with the diversity of users and uses

The community precinct current hosts a variety of different uses and activities, and is used by a variety of people.

We heard that there are some user groups who avoid certain facilities at the precinct

due to safety concerns. For example, some people don't feel safe using toilet facilities because of others congregating nearby.

This highlights the challenges of the existing precinct layout and building design where shared space comes at the cost of some users feeling safe and comfortable.

The precinct is well located and connected

The precinct benefits from access to and from two different streets, a central location that is easy to reach with reliable parking, and easy accessibility by bus. This provides good active, public and private transport options for the community using the precinct.

Gardens are welcoming and highly valued by users and staff

The mature gardens and shaded outdoor areas are consistently identified by staff, users and the community as one of the precinct's best-loved features. They are described as a sanctuary that supports privacy, calm and connection.

5.2 KEY DIRECTIONS

This section sets out the key directions for the future of the Yeppoon community precinct, in response to the drivers for change identified above.

It presents a high-level, precinct-wide response, before detailed needs assessments, design principles and functional briefs are presented by facility in the following sections.

Replace ageing, undersized buildings with fit-for-purpose facilities

The Yeppoon Library, Yeppoon Community Centre and Community Spaces buildings have all reached the end of their operational life and cannot meet current or future demand. Renewal of these buildings, rather than incremental upgrade, is required – recognising that this will require significant investment from Council.

Retain and strengthen the co-location model, with one exception

The Community Centre, Community Spaces, Strengthening Family Connections and Food relief should remain co-located, given their high degree of interdependence and cross-referral.

This assessment recommends that the Library does not need to be co-located with these services, with some users preferring it to be a distinct, separate facility.

Grow capacity to meet current and future demand

The current facilities are frequently at or over capacity today. New buildings should be sized not just for current need, but for population growth to 2046, to ‘future proof’ the Livingstone LGA community.

Support connections to nature and the outdoors

The mature gardens and outdoor spaces are a defining and highly valued feature of the current precinct, offering a strong sense of connection to nature that should be retained and enhanced in any future design.

Future facilities should support this, providing a range of outdoor experiences – from play and contemplation to informal meeting and connection.

Design for safety, legibility and dignity

Future facilities should improve sightlines, wayfinding and passive surveillance, while ensuring privacy and dignity for vulnerable community members accessing sensitive services.

Maintain a central, accessible location

All facilities and services provided from the Yeppoon Community Precinct benefit from access by all transport modes, and reliable parking. It is important that they continue to have a high level of connectivity.

Design for flexibility

Given changing funding models, a growing and changing population, diversifying community needs, and the range of groups and services the precinct supports, new facilities must be adaptable and capable of hosting multiple uses over time.

6 .

YEPPON LIBRARY NEEDS ASSESSMENT

This section presents a needs assessment of the Yeppoon Library, outlining its future spatial and locational requirements.

It draws on an analysis of the existing facility, a review of current service delivery, capacity and usage, findings from community engagement and the application of industry benchmarks.



6.1 EXISTING FACILITY

Yeppoon Library is the central library serving the Livingstone LGA. The library provides a diverse collection, while also delivering events, children's programming, digital lending, public computer use, and large-scale community activity across the year.

Yeppoon Library is the main branch of the Livingstone LGA library network, open 6 days a week.

The facility provides a broader service than other branches in the shire, for example:

- Emu Park Library open six days per week
- Byfield and Marlborough open for approximately 3–6 hours on one day each week
- Mt Chalmers was completely volunteer run and now closed.

Facility overview

The library is located within an older, adapted building, originally constructed as a church rather than as a purpose-built library facility.

The Yeppoon Library building is 560 sqm in size.

The publicly accessible components of the library include:

- Collection area
- Annex
- Children's space
- Youth space
- PC Carousel
- Training space
- Public toilet.

The back-of-house components include:

- Processing / store room
- Staff offices
- Server room
- Staff toilet
- Behind desk.

Yeppoon Library operates 9:00am–5:00pm on weekdays and 9:00am–12:00pm on Saturday.

Five full-time staff work at the facility, including 1 coordinator, 1 librarian, 1 library technician, 1 digital technology officer, and 1 children's library assistant. There are also eight part-time/casual library assistants.

Building condition

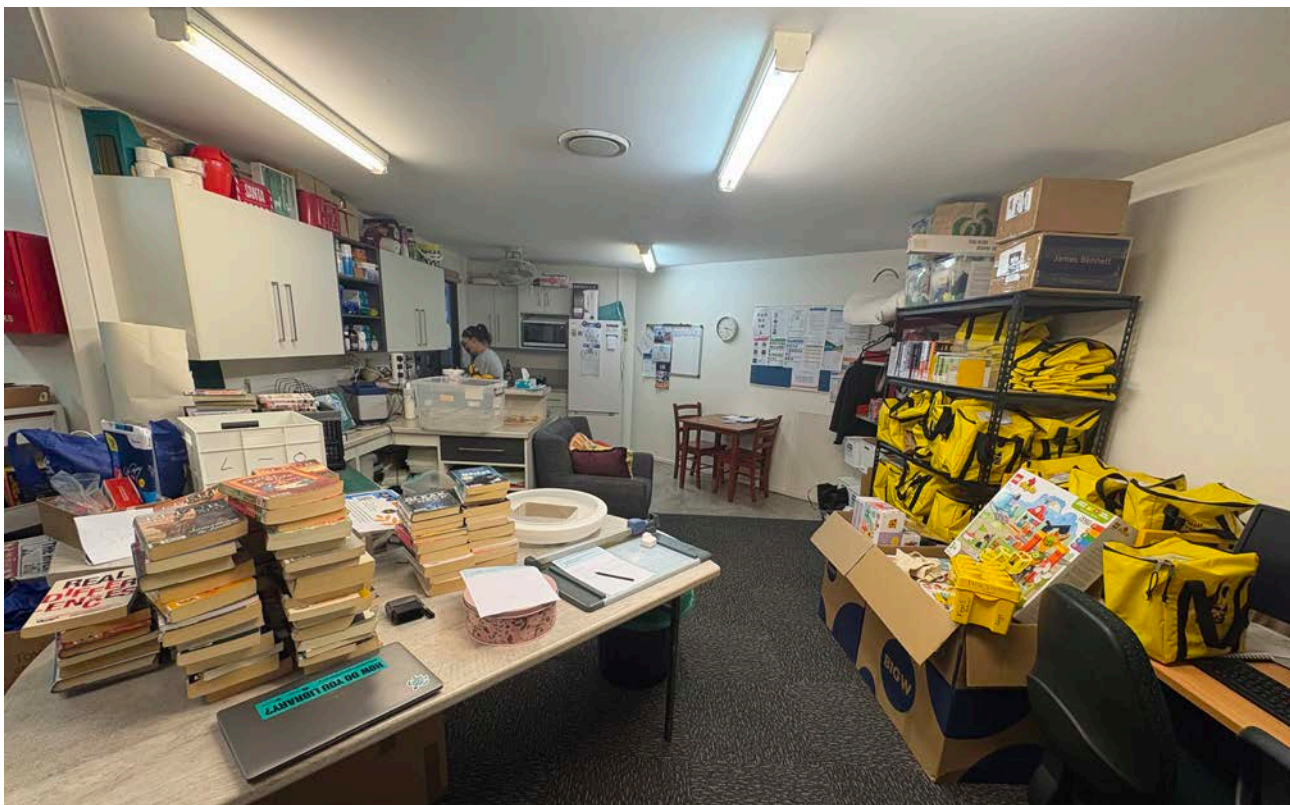
Based on the latest available building assessment (Livingstone Shire Council, July 2022), the Yeppoon Library's services, fittings and finishes only have 4 years of useful life left. The superstructure and substructure have 32 years remaining.

It is also noted that this condition report is several years old. Feedback from Council staff indicates that the facility is considered to be at end of life.

Observations from site visit

Observations from the site visit identified the following:

- The service is not operating from a purpose-built library.
- The facility is undersized for its catchment and role in the library network.
- The children's area is undersized and centrally located – this can create user conflicts.
- Limited floor space restricts programmes and events. This also creates challenges and conflicts in managing different user groups and uses at the same time.
- Natural light is poor throughout.
- Storage is insufficient.
- The front desk is well positioned, allowing staff to greet visitors on arrival.
- A food pantry operates at the front door.
- Current configuration means that public computers and study spaces are inaccessible while events / programmes are occurring.



Staff room



External artwork



Children's area



New book shelving



Water damage to ceiling

Services and programmes

Yeppoon Library offers a range of services, including physical and digital lending, memberships, physical visits, home library services, and learning resources.

The facility also hosts a variety of programmes, events and outreach activities for diverse user groups including families, children, students, seniors and adults. These are delivered both onsite and within the wider community.

These services and programmes include:

- Lending services (physical and digital)
- Membership services
- Library visits
- Home library service
- Public Computers (PCs) service
- Regular programming, such as children’s story time
- One-off events, such as adult author talks.

Capacity and utilisation

Library services and usage

In 2025, Yeppoon Library recorded a door count of 146,791 visits, averaging 400 visits per day. A spike in visitation is experienced during school holidays, events and children’s programming.

Table 3 outlines the utilisation of Yeppoon Library programmes and services as of 31 December 2025 and Table 4 outlines the utilisation data across the Livingstone Shire

Council library network compared to the Queensland average from 2024 – 2025.

The comparison data shows that the Livingstone Library service is above the Queensland average for membership. However, it is below average on lending per capita, physical library visits per capita, and program attendance per capita. It can reasonably be assumed that part of the reason for this below-average performance is the current size, limited capacity, and limited capability of the service’s library facilities.

Table 3 - Yeppoon Library utilisation data (Source: Livingstone Shire Council, 2025)

Category	Measure	2025 Result
Memberships	Total members (31 Dec 2025)	17,404 members
	Net membership growth in 2025	+1,361 members
Physical Lending	Total physical loans (annual sum)	115,415 loans
Digital Lending	Total digital loans (annual sum)	47,257 loans
Total Lending	Combined total lending	162,672 loans
Library Visits	Yeppoon branch visits	146,791 visits
Home Library Service	Deliveries	498 deliveries
Public Computers	Public PC sessions	30,000+ sessions

Table 4 - Livingstone Shire and Queensland library network utilisation data (Source: Queensland Public Libraries Statistical Bulletin 2024-25, State Library of Queensland 2026)

Category	Measure	Livingstone Shire Council	Queensland average
Population used for 2024-25 grant calculation	Total population	41,906	5,437,161
Memberships	Total members (31 Dec 2025)	16,945	1,693,752
	Total members as percent of population (31 Dec 2025)	40.44%	31.15%
	Net membership growth in 2025	+1,225	+274,051
Physical Lending	Total physical loans (annual sum)	118,756	25,154,348
Digital Lending	Total digital loans (annual sum)	168,100	16,483,687
Total Lending	Combined total lending	168,100	41,638,035
	Combined total lending per capita	4.01	7.66
Library Visits	Total physical library visits (annual sum)	102,243	16,935,016
	Total physical library visits (per capita)	2.4	3.11
Program Attendance	Program attendance per capita	0.11	0.28



Current facility and service: Strengths and challenges

The following summarises the key strengths and challenges of the Yeppoon Library, drawing on a review of background information, feedback from staff and stakeholder interviews and on-site observations.

Strengths

- Friendly, helpful and knowledgeable staff
- A warm, welcoming and comfortable atmosphere
- A good central, walkable location with free parking
- A single level layout, with the office near the front, improves sightlines between front-of-house and back-of-house work.
- Garden setting and entry
- New shelving
- The collection size is right for the space
- The range and quality of the book collection, including variety and regularly refreshed stock
- Children's programmes, story time and the raised kids' area is valued by families across generations
- Programmes and events, such as author talks and workshops, are popular. Authors and publishers are increasingly seeking out Yeppoon Library to host them for events
- A quiet, calm space to sit, read or study
- Free access to computers, Wi-Fi and technology help

Challenges

- The building, formerly a Catholic church, is reaching the end of its life and is not fit-for-purpose
- Space limitations which impact ability to provide additional library services aligned with contemporary best practice, such as spaces for events and programmes, makerspaces or purpose designed
- Infrastructure challenges, particularly ageing systems and air-conditioning failures, affecting events
- The single multipurpose events room limits capacity for children's programmes, community hire and school holiday activities happening at the same time
- Space limitations and configuration impact the frequency and type of events and programmes able to be delivered
- Acoustics and a lack of program space constrain delivery, particularly for digital literacy training
- No space is available for maker-style activities. A donated 3D printer had to be declined.
- Storage is a significant and ongoing problem, including kids' equipment currently stored in staff toilets.
- Sliding entry doors pose a safety risk, with children caught in them in the past.

6.2 WHAT WE HEARD

The following provides a snapshot of what we heard from survey participants about what they love and aspirations for the Yeppoon Library.

What you love most about the Yeppoon Library

The responses to this open-ended question reflected the following themes:

- Quality customer service
- Events and programmes
- Physical collection and space
- Quiet, relaxing and welcoming environment for all
- Sense of community
- Central location and accessibility
- Technology access and services.

“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.”

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

Participants prioritised the following top five activities:

- Borrowing books, audiobooks or other resources (64%)
- Programmes, 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%).

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

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

Participants prioritised the following top five activities:

- 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%).

6.3 BENCHMARKING RESULTS

Service performance benchmarks

The following presents Livingstone Shire Council's library service performance against the Queensland Public Library Standards and Guidelines (State Library of Queensland, March 2025) for the 2024-25 reporting year.

Table 5 shows that Livingstone's performance is

- Below the state benchmark for public internet access, staffing (both total and qualified librarian FTE), membership, physical collection, visitation and program attendance.
- However, membership, visitation and program attendance are all showing an improving trend relative to the prior year or two.
- Collection usage per capita and collection age meets the standard.
- Electronic collection expenditure is above the standard.

This data demonstrates that the library service is currently "punching above its weight". Although it falls below the standards in several areas, the community is making the most of what's on offer. It's a library achieving impact on constrained resourcing and in a facility that is not fit-for-purpose.

Table 5 - Livingstone Shire Council library service performance against the Queensland Public Library Standards and Guidelines, 2024-25.

Standard	Measure	Calculation	Benchmark	2024-25 Actual	2024-25 Result
Standard for Operations	Public Internet Access	Internet access devices, expressed against 1 device per 2,500 population	≥ 1.0 (1 device per 2,500 population)	0.84	Below Standard
	Staffing (all staff)	Total staff FTE, expressed against 1 FTE per 3,000 population	≥ 1.0 (1 FTE per 3,000 population)	0.57	Below Standard
	Staffing (qualified librarian)	Qualified librarian FTE, expressed against 1 FTE per 10,000 population	≥ 1.0 (1 FTE per 10,000 population)	0.48	Below Standard
Standard for Collections	Physical Collection Size	Physical collection items divided by population	0.85 to 1.50 items per capita	0.79	Below Standard
	Collection Age	Acquisitions in the past 5 years divided by total physical collection	48% to 55%	54.4%	Meets Standard
	Electronic Collection Expenditure	Electronic collections expenditure as a percentage of total collections expenditure	10% to 25%	31.4%	Above Standard
	Collection Usage	Total collection usage (physical + electronic) divided by population	5.0 to 8.0	5.19	Meets Standard
Standard for Usage	Membership	Library membership as a percentage of population	≥ 44%	40.4%	Below Standard
	Visitation	Physical visits divided by population	≥ 4.8 per capita per annum	2.44	Below Standard
	Program Attendance	Program attendance divided by population	≥ 0.4 per capita per annum	0.11	Below Standard

Library size benchmarks

Two benchmarks have been applied to understand community need for library space. These are:

- **Benchmark 1: Library size benchmarks - floorspace demand based on population size** (Source: State Library of Queensland's Queensland Public Library Standards and Guidelines: Library Building Standard, October 2009)
- **Benchmark 2: Number of branch benchmarks - number of facilities per population** (Source: adapted from Economic Development Queensland, 2015)

Table 6 presents the results from applying benchmark 1. It indicates that:

- There is a current shortfall of library floorspace across the LGA of 1,242 sqm.
- By 2046, this shortfall is estimated to increase to 2,085 sqm if no libraries built or expanded.

Table 7 presents the results from applying benchmark 2. It indicates that:

- Using the upper population threshold (a facility per 70,000 people), the existing library facility (Yeppoon Library) is sufficient to meet demand across the LGA both now and in 2046, with total resident population supporting only 1 facility in 2021

and 1 facility in 2046.

- Using the lower population threshold (a facility per 30,000 people), 1 facility is sufficient to meet demand in 2021, but by 2046 the growing population is projected to support 2 facilities, indicating that the two branches Council already operates is an appropriate number of facilities.

Key findings

- Two libraries are likely to be an adequate number of facilities to meet the current and future population of Livingstone LGA.
- There is a significant existing and future under-provision of library floorspace, indicating that these libraries need to be much larger to cater to demand.

Table 6 - Benchmark 1: Library floorspace results

CURRENT POP (2021 CENSUS)	FUTURE POP (2046)	CURRENT FLOOR-SPACE PROVISION	CURRENT DEMAND (2021)	FUTURE DEMAND (2046)	CURRENT GAP (2021)	FUTURE GAP (2046)
39,877	68,160	755 sqm	1,997 sqm	2,840 sqm	1,242 sqm	2,085 sqm

* Current floorspace provision includes Yeppoon Library 560 sqm and Emu Park Library 195 sqm.

Table 7 - Benchmark 2: Number of libraries

CURRENT POP (2021 CENSUS)	FUTURE POP (2046)	THRESHOLD	CURRENT FACILITY PROVISION	CURRENT DEMAND (2021)	FUTURE DEMAND (2046)	CURRENT GAP (2021)	FUTURE GAP (2046)
39,877	68,160	1:70,000	2	1	1	+1	+1
		1:30,000	2	1	2	+1	0

* Current number of facilities provision includes Yeppoon Library and Emu Park Library.

6.4 NEEDS ASSESSMENT RESULTS

The results of this assessment indicate that a new library building is required to meet the needs of the current and future population.

Analysis of a range of indicators has demonstrated:

- the existing library is highly valued and well-used by the community. Membership, borrowing and attendance have consistently grown over recent years.
- the Yeppoon Library is the main branch in the Livingstone LGA. Demand for the service is increasing with population growth across the shire.
- the existing library service does not meet a number of benchmarks set by the State Library of Queensland. Many areas of under-performance can be attributed to the current limitations of the Yeppoon Library building.
- the existing facility is significantly undersized for the current and future population of Yeppoon and Livingstone LGA.
- the current library building is not fit-for-purpose. There are a range of constraints associated with the size and configuration of the building which limit its functionality and capacity to deliver core library services.

6.5 FUTURE DIRECTIONS

The following provides directions to respond to the identified community needs for the Yeppoon Library.

It outlines the key design principles, locational requirements and presents a high-level functional brief for a new facility.

Locational requirements

The Yeppoon Library would benefit from a central location within the Yeppoon town centre, ensuring it is easily accessible to residents, workers and visitors alike.

Good transport connections, including active travel options such as walking and cycling, public transport, and private vehicle access with adequate parking, are essential to maximise access for the whole community.

A central, well-connected location would also encourage incidental visits and reinforce the library's role as a community hub.

The Yeppoon Library does not need be co-located with the Community Centre or Strengthening Family Connections. Some library users indicating a future preference to be separated from these uses in the future.

Design principles

The following outlines suggested design principles for a new Yeppoon Library building.

A welcoming place for everyone

The library is inclusive - people of all ages, abilities, backgrounds and circumstances feel welcome and comfortable to use the facility.

Our staff are front and centre-ready to welcome, help and connect because personal service and community interaction are at the heart of why people come to the library.

Distinctly Yeppoon, proudly Livingstone

The library celebrates the local identity of Yeppoon, drawing on its coastal setting, reef and pineapple growing heritage.

It also gives a nod to the Capricorn Coast and providing a place and platform for all of Livingstone's residents, creators and visitors a place to connect, create, learn and share.

Comfortably supports a range of activities

The library serves diverse needs without compromise. It can comfortably accommodate a range of different activities - from quiet individual study, to group project collaboration by students, to one-on-one support sessions and large community events.

Power and connectivity are distributed throughout the space, and furniture and fittings are flexible, so it can be easily

reconfigured to suit whatever is happening on the day.

The facility is active and buzzing all day and night.

Accessible beyond staffed hours

The library is designed in a way that allows the community use the facility - browse, borrow and return items and use the library spaces outside standard opening hours.

This extends access to the facility beyond rostered staff time.

Technology enabled for creativity, learning and service

The library provides access to technology that supports creativity and lifelong learning, alongside technology that improves service delivery and user experience.

Staff and user safety

The facility design prioritises the safety and wellbeing of both staff and users, through clear sightlines, well-considered layout, and appropriate security measures.

The library feels secure at all times of use.

Functional brief

Table 8 overpage presents a functional brief for the new library facility.

It is estimated that the ultimate library should have an area of approximately 2,000 sqm to 2,500 sqm.

Table 8 - Functional Brief for Yeppoon Library

Space	Description	Possible uses / activities	Notes
Collection area and event space	- Flexible open space housing the physical collection - Provide capacity for events of up to 200 people	- Browsing and borrowing - Author talks - Exhibitions - Large-scale programmes	- Requires mobile/compact shelving - Adequate power and AV infrastructure - Storage for stackable furniture when converted for events
Foyer	- Welcoming and inclusive foyer/ reception space - Welcome to Country / Acknowledgement of Country - Could include tea/coffee making or a hot/cold water tap	- First point of contact - Orientation and wayfinding - Informal seating and waiting - Self-service returns	- Should support passive surveillance from the front desk - Consider local art or cultural display integration
Dedicated children's area	- Dedicated area for children aged 0–5, including an interactive zone, soft play, engaging theming - Child-sized furniture - Parents' room and pram parking nearby	- Storytime and early literacy programmes - Imaginative and sensory play - Parent/carer supervision	- Acoustic separation from quiet study areas recommended - Durable, easy-clean, and safety-certified materials required
Dedicated youth area	A distinct space for young people and teenagers supporting a range of activities — from study and collaboration to hang-out and play	- Individual and group study - Gaming - Device charging - Casual hangout and socialising	- Includes varied seating types (soft seating, booths, high tables) - Consider proximity to public computers and creative space
Public computers	Public computer terminals for community use, supporting digital access and inclusion	- Internet access - Printing and scanning - Digital literacy support	- Consider a mix of standing and seated terminals - Accessible/assistive technology options -if possible
Smaller bookable rooms (2–4 people)	Multiple small bookable rooms for private calls, small meetings or sensitive conversations	- Telehealth or remote appointments - Job interviews - Tutoring - Small group study; confidential conversations with staff or visiting services	Should be acoustically treated; consider glazing for passive safety while maintaining privacy

Space	Description	Possible uses / activities	Notes
Medium sized bookable rooms (10–20 people)	Only 1–2 required; medium bookable rooms for programmes or events, potentially including a sink to support craft activities	- Community classes and workshops - Community group hire (e.g. U3A) - Craft and maker programmes	- Flexible furniture setup - Ability to have after-hours hire - the design of the library considers the location of bookable rooms, toilets etc required for out of hours use
Outdoor areas	- Landscaped outdoor space - Outdoor furniture and layout to support programmed activities and individual use	- Outdoor storytime and children's programmes - Reading and relaxation - Community events - Informal gathering	- Should include shade, weather-appropriate seating - Planting that reflects local character - Connection between indoor collection/event space
Creative space	Purpose to be determined in collaboration with the community (e.g. podcasting/recording studio, makerspace)	- Recording and content creation - Digital fabrication (3D printing, laser cutting) - Skills workshops	- Generally requires specialist staff to program and operate - Role / type should follow community engagement outcomes
Storage	- Large general storage room required - Climate-controlled local history and records storage, potentially shared with Council records - Multiple storage areas rather than one larger centralised storage room	- Collection overflow and processing - Event equipment storage - Archival and heritage material storage	- Climate control critical for preservation of local history materials - Potential to share a compactus with the Town hall
Staff room	Expanded staff facilities including a larger staff room and workroom, separate kitchen or break room	- Staff breaks and meals - Back-of-house processing and administration - Staff meetings and training	Workroom should be located near collection processing areas
Seating areas	Variety of seating types distributed throughout the library (e.g. booths, group desks, individual desks, armchairs)	- Quiet individual reading and study - Informal group work - Relaxed lounging and browsing	Include a variety of different seating types matched to role/function of different areas, for example - softer seating near collection, task-oriented seating near study/group areas
Parents room	A private, comfortable room for feeding and changing babies and young children	- Change table, arm chair - Somewhere where people can heat up their food	Located close to the children's area and public toilets

Visual summary of the library functional brief



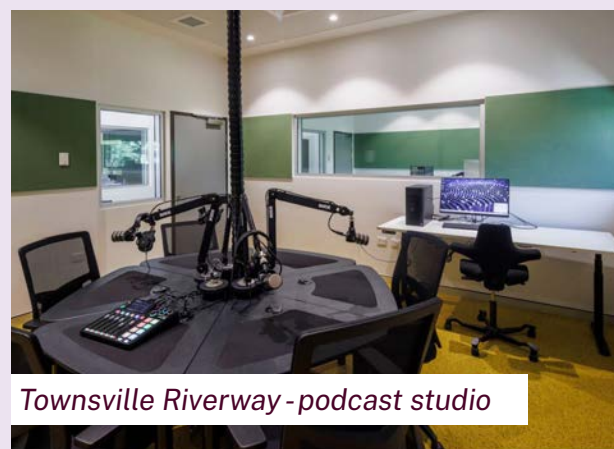
Exemplar images



Design concept for Yeppoon's future Library (supplied by Council)



Yellamundie Civic Place Library and Art Gallery - flexible space and natural light



Townsville Riverway - podcast studio

Other community needs

Engagement with library staff identified an additional need for a dedicated auditorium, comprising tiered fixed seating, screen and audio visual equipment etc that would be suitable for hosting talks, lectures and screenings. This assessment does not conclusively recommend that it be included within the new Yeppoon Library facility, as there is the potential to explore its provision within other future council-owned community infrastructure within the CBD as well.



Hervey Bay - Reflects local identity



Inner West - Programmable outdoor areas

7.

YEPPOON COMMUNITY CENTRE NEEDS ASSESSMENT

This section presents a needs assessment of the Yeppoon Community Centre, including Community Spaces, outlining future spatial and locational requirements.

It draws on an analysis of the existing facility, a review of current service delivery, capacity and usage, findings from community engagement and the application of industry benchmarks.



7.1 EXISTING FACILITY

The Yeppoon Community Centre is the shire's primary community support facility, providing space for visiting services, social work support and community programmes.

The Yeppoon Community Centre was opened in 1991 as a Community Development Centre and was later acquired by Council in 1997.

Over the years, the facility has continued to accommodate an increasing number of tenants, visiting services and community groups, reinforcing its position as a key community support facility.

Facility overview

Yeppoon Community Centre

The Yeppoon Community Centre is approximately 1,146 sqm in size, comprising 309 sqm of internal floorspace and 837 sqm of outdoor community space. It has expanded over time to accommodate a growing number of tenants, visiting services and community groups. Now the building is at its end of life.

The following spaces are provided within the facility:

Publicly accessible internal spaces include:

- 1 x reception
- 3 x visiting services rooms
- 2 x social work support rooms
- 1 x garage space (art room with kitchen facilities with 30pp capacity)
- 1 x toilet

Internal staff spaces:

- 2 x offices
- 1 x staff room with kitchenette

Publicly accessible outdoor spaces include:

- 1 x covered playground
- 1 x garden space
- 1 x food relief donga
- 1 x storage donga

The facility operates weekdays from 9:00am to 4:00pm and is closed on weekends.

It is staffed by four full-time staff (1 social worker, 1 social prescribing link worker, 1 community support worker and 1 coordinator), one part-time community support worker, and up to 10 volunteers at any one time who support a range of tasks, such as gardening, preparing lunches and reception duties.

Building condition

Based on the latest available building assessment (Livingstone Shire Council, July 2022), the Yeppoon Community Centre's services, fittings and finishes only have 2-6 years of useful life left.

The superstructure and substructure have approximately 20 years remaining.

It is also noted that this condition report is several years old. Feedback from Council staff indicates that the facility is considered to be at end of life.

Community Spaces

The Community Spaces offers flexible and accessible spaces for community groups, events and social activities. With an overall building area of approximately 500sqm, the spaces are managed by the Yeppoon Community Centre and are hired and accessed during and outside standard operating hours.

The Community Spaces includes the following:

- 1 x large room with 80 people capacity and flexibility to break into two 40 people capacity rooms
- 1 x small room with 20 people capacity
- 1 x radio station
- 1 x Landcare office
- 1 x dignity washroom, including 1 x shower, 2 x toilet, 2 x washing machines and dryers
- 1 x small storage shed, including some cupboards available in the large room

Other inclusions:

- Accessible out of hours
- Tables and chairs
- Tea and coffee
- Technology (e.g. screens)

Building condition

Based on the latest available building assessment (Livingstone Shire Council, July 2022), the Yeppoon Community Spaces' services, fittings and finishes only have 3-7 years of useful life left. The superstructure and substructure have approximately 26 years remaining. It is also noted that that this condition report is several years old.

Site visit observations

Observations from the site visit identified the following:

Community Centre

- The building is not fit-for-purpose for the range of services it supports
- The building lacks modern technology
- Meeting and consulting rooms are too small, not soundproofed, and limit privacy and comfort for visiting services and clients
- Reception is small and cramped, limiting first impressions and day-to-day workflow
- Storage is limited throughout the facility
- The workspaces and lunch room is too small relative to staff and volunteer numbers
- The centre hosts a fortnightly community lunch that is very popular (over 100 people) but lacks appropriate kitchen, preparation and storage space to support the event
- The Community Centre building feels warm and welcoming
- The community pantry at the entrance is well-located

- The garage meeting space feels temporary but is highly flexible, valued and used in a range of ways to support programmes and storage
- The covered playground is important to families using the centre and is well regarded

Community Space

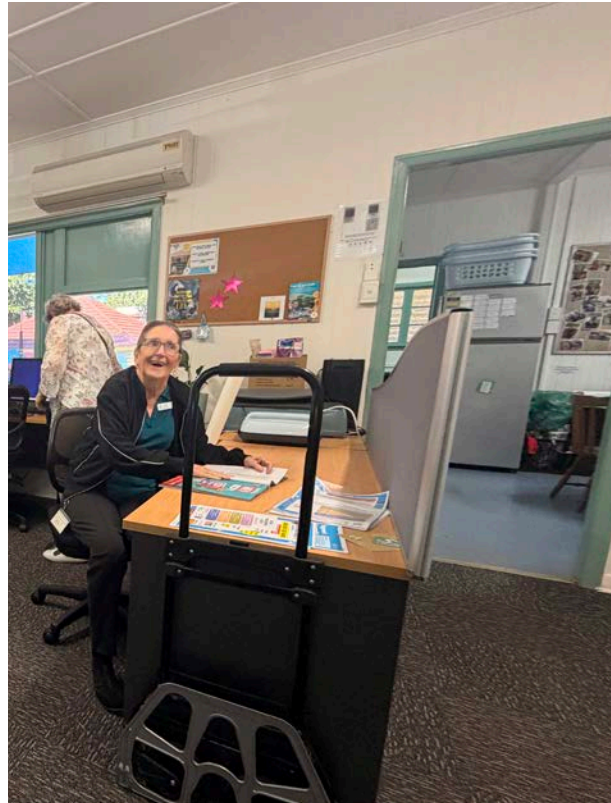
- The largest community meeting room is located upstairs and inaccessible to people with limited mobility; higher-demand downstairs rooms have smaller capacity, and the lift is rickety and feels unsafe to use
- There are safety concerns on site, including poor sightlines to the building entrance
- The dignity washroom and shower have issues with design, location and ventilation. There is demand for additional facilities.
- Young people have redecorated a meeting room, which has worked out well, reflecting the value of user input in design
- The garden spaces are highly valued by users and staff

Observations about the co-location of the Community Centre and the Shared Community Spaces

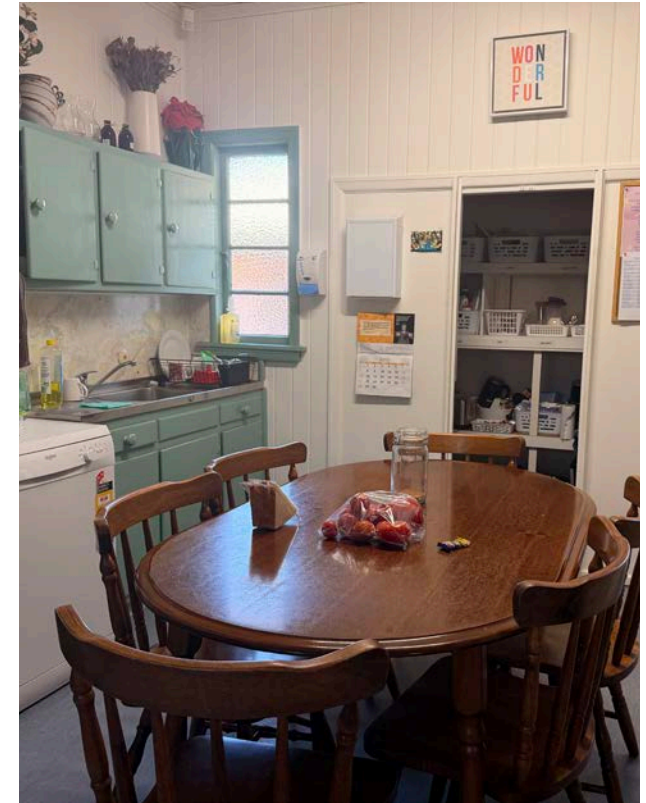
Shared community spaces place vulnerable groups, including families with young children, older residents, library users and people seeking crisis support, in close proximity with limited separation. This has created some safety and accessibility concerns.

Everyday tasks, such as accessing toilets, can require navigating through areas used by people experiencing personal distress, despite most visitors simply seeking support.

The issue is not the people using the services but a facility design and layout not built to accommodate the range of activities and user groups the community relies on today.



Volunteer desk area



Staff kitchen



The garage



Staff office



Clear signage



Community Spaces Building



Dignity washroom



Playground



Youth Room



Youth Room-couch corner

Services and programmes

Yeppoon Community Centre

The facility currently accommodates a range of visiting services operating on weekly, fortnightly and monthly schedules within the three visiting services rooms, as listed below.

These visiting services service clients living across the Livingstone LGA.

- Act For Kids, providing therapy and support services for children and families 1 ½ days per week
- Anglicare Financial Resilience, providing financial counselling ½ day per week
- Anglicare Homelessness, providing housing support services 1 day per week
- Community Corrections, providing support services ½ day per week
- Financial Counselling, providing support services 1 day per week
- A Justice of the Peace is available onsite 2 ½ days per week
- Lives Lived Well, providing support for people struggling with alcohol, drugs or mental health-related concerns 1 day per week
- QuIHN Therapeutic, providing support for people struggling with alcohol and drug concerns ½ day per week
- Salvation Army Emergency Relief, providing financial and practical support 2 hours per week
- Women's Health, providing women with counselling, health and referral support 4 days per week.

On a non-weekly basis, other visiting services that operate include:

- Seniors Relationship Services Elder Abuse Prevention on 1 ½ days per fortnight
- Central Queensland Community Legal Centre (CQCLC) services.

Within the other social work support rooms and art room, Council provides the following spaces, services and programmes:

- Public community hub space
- Activities that build skills and offer lifelong learning opportunities
- Affordable meeting spaces for local computer groups
- Workshops, discussions, displays and social events in areas such as arts and crafts, health and fitness, and personal development activities
- Supportive information and referral pathways
- Consulting rooms for visiting community service providers
- Free community lunches fortnightly
- Opportunities to attend Rockhampton outreach services.



Community Space

The Community Spaces support a wide range of community uses, with many groups holding regular bookings.

The Community Space provide rooms to hire for individuals, not-for-profit community groups, clubs and associations, government agencies, businesses.

These groups place high value on free access to the spaces, which enables the community to come together, connect, learn, socialise, and stay physically and socially active.

User spotlight: Healthy Ageing Capricorn Coast

Healthy Ageing Capricorn Coast has been running for around 22 years, offering low-cost exercise, mahjong, old-time dancing, tai chi and other activities open to all abilities and genders. The group uses Rooms A and B at the Community Centre, with occasional use of the garage, and sessions typically attract 25–36 participants. A small portion of participants are seasonal visitors from interstate and overseas who join in over the winter months.

The group values the low cost of activities, the free venue hire provided by Council, and the central, easy-to-reach location with reliable parking. However, current rooms are becoming too small for demand, some participants have stopped attending due to overcrowding, and the group has occasionally

had to turn people away. The more accessible ground-level room is particularly limited in size, constraining capacity for card-based activities despite strong demand.

Looking ahead, the group would benefit from a larger meeting and activity space with capacity for around 50 people, up from the current capacity of approximately 30, along with additional storage for equipment such as mahjong sets and hand weights. Easy parking and toilet access on the same level as activity rooms is also important, as is maintaining a central location.

User spotlight: U3A

U3A membership has grown substantially, from around 80–90 members five years ago to approximately 180 today, reflecting continued retiree in-migration to the Capricorn Coast, with growth expected to continue.

Programmes are volunteer-run by members and span a wide range of interests, including railway technology, astronomy, music appreciation, writing, book club, cultural connections (film), scrabble, mahjong, mindfulness, ukulele and recorder, with individual activity group sizes ranging from around 10 to 30 participants.

The group values the free room access provided by Council, along with furniture and set-up (including tables), an ageing but

functional AV system, a dedicated computer for tutors, and a projector. Rooms can also be joined to create a larger combined space when needed.

Room C, used partly by members with electric wheelchairs, is on an upper level with no lift, raising evacuation concerns, and numbers in some groups are capped below demand due to room size.

Looking ahead, U3A would benefit from larger, more accessible rooms, ideally on the ground floor, with the flexibility to accommodate groups ranging from around 10 up to 30-plus participants.

A newer AV system is needed, with the current system approximately 15 years old, along with secure, integrated storage for card and board game tables. Continued priority for morning session availability is also important, reflecting the group's older member profile.

Capacity and utilisation

Yeppoon Community Centre

The following table 9 outlines the utilisation of Yeppoon Community Centre programmes and services.

Front desk

In 2025 the Yeppoon Community Centre recorded a total of 8,326 front desk interactions which average to about 694 interactions per month. Key themes of these community interactions include:

- The majority of these interactions occurred through in-person visits (65–75%), followed by phone enquiries (20–30%) and email/message (<10%).
- Adults, particularly female clients account for the primary visitor group to access the front desk, with seniors representing a significant secondary visitor group
- Most queries were made by community members, representing 85–90% of interactions across the year, with a small but consistent share being made up by visiting service staff, representing 5–10% of interactions.
- The most consistent service request and subsequent assistance were for the pantry and emergency relief services, followed by referrals to formal and informal support services, and creating social connections and inclusion.

Social workers

In 2025, the onsite social workers recorded approximately 516 visits in the form of appointments across the year, which assisted a total of approximately 995 people.

Key findings include:

- There was strong, consistent demand throughout the year showing no seasonal changes. This demonstrates that client needs are complex and ongoing, not short-term or one-off
- The highest demand was in February, March and August, with the greatest peak

of people assisted in one month being 145 people in March

- A total of \$22,580 was distributed in financial support to clients via ICARE vouchers, donated gifts, food relief vouchers, and emergency relief bill payments reflecting cost-of-living pressures and end-of-year strain which typically occurs around peak holiday seasons.

Table 9 - Yeppoon Community Centre programmes and services (Source: Livingstone Shire Council)

Month	Front desk: interactions	Social worker: appointments	Social worker: total people assisted	Total financial assistance provided (\$)
January	637	44	60	\$2,647
February	759	82	129	\$3,556
March	783	72	145	\$3,538
April	606	50	79	\$1,562
May	718	35	77	\$980
June	659	43	104	\$1,035
July	735	42	76	\$1,561
August	644	46	110	\$1,116
September	808	37	82	\$1,069
October	693	40	77	\$2,717
November	752	23	54	\$1,798
December	532	2*	2*	\$0*
Annual total	9,326	516	995	\$22,580

Bookings and community use

Table 10 provides a summary of the use and users of the Community Spaces. It shows a high level of community use, with more than 2000 people accessing the space per month.

Key findings include:

- A total of 3,064 activities were held in 2025 and recorded a total of 34,115 attendees.
- Facility usage was consistently strong throughout the year, with every month recording more than 200 activities aside from a seasonal dip in December, while March saw the highest activity levels at 320.
- Female clients accounted for the majority of attendance by gender at 65%, followed by male participants at 34%.
- Seniors represented the primary participant age group, accounting for 22,297 attendees, or 65% of total attendance, followed by adults at 28% and children at just 4%.
- Participants with disability made up 2% of attendance, followed by Aboriginal and/or Torres Strait Islander peoples at 1%, and culturally and linguistically diverse (CALD) people at less than 1%.
- As highlighted in Table 11, Community Groups accounted for the highest number of bookings in 2025 with 1,456 activities and attracting the largest number of attendees at 19,085.

Table 10 - Yeppoon Community Space room user statistics (Source: Livingstone Shire Council)

Month	Numbers		Gender		Age			Identifies as			
	Total number of activities	Total number of attendees	Male	Female	Unspecified	Child (0-17yo)	Adult (18-59yo)	Senior (over 60yo)	Aboriginal and/or Torres Strait Islander peoples	Culturally and linguistically diverse people	People with disability
January	254	2486	1019	1466	1	136	978	556	29	9	54
February	294	2859	885	1974	0	246	685	1928	33	17	77
March	320	2882	831	2050	0	102	762	2018	25	14	60
April	224	2259	702	1551	6	24	595	1640	36	8	41
May	215	2787	863	1924	0	43	769	1975	24	11	69
June	239	3010	981	1985	44	162	874	1974	47	15	118
July	297	3198	1113	2032	53	223	933	2042	29	11	47
August	276	3190	1212	1933	45	147	852	2191	49	19	84
September	263	3353	1252	2094	7	128	851	2374	25	25	94
October	267	2925	1037	1767	121	105	806	2014	33	7	56
November	243	3185	1124	2056	5	126	828	2231	33	10	52
December	172	1981	646	1332	3	80	547	1354	22	11	48
Annual Total	3064	34115	11665	22164	285	1522	9480	22297	385	157	800

Table 11 - Yeppoon Community Space activity bookings by groups (Source: Livingstone Shire Council)

	Permanent Tenants	Community Groups	Community Services	Ad Hoc	Others	TOTAL
Total Activities	446	1456	726	44	392	3064
Total Attendees	1568	19085	3980	731	8751	34115

Current facility and service: Strengths and challenges

The following summarises the key strengths and challenges of the **Yeppoon Community Centre**, drawing on a review of background information, feedback from staff and stakeholder interviews and on-site observations.

Strengths

- Knowledgeable, supportive and approachable staff and volunteers who contribute to a positive user experience and community trust.
- The garden setting, particularly the mature landscape and shaded outdoor areas, is the site's most valued feature, offering a welcoming, private and discreet sanctuary.
- A strong sense of community connection and a warm, non-judgemental atmosphere.
- Provides an essential social support function, offering outreach, information support, and accessible space for community and not-for-profit groups, including affordable and free programmes.
- A key point of access for at-risk and vulnerable community members, providing food relief, laundry and shower access, and social work support.
- A quaint, welcoming and non-clinical feel and close proximity to other community services
- Community lunches, the food pantry and Food relief are valued as activities and services-providing connection and practical support.

Challenges

- The building is not fit-for-purpose, with many rooms being undersized for their function.
- Demand for space and services consistently exceeds the facility's physical capacity.
- Growing demand for free space from NGOs and visiting outreach service providers is outpacing what the facility can accommodate.
- Consulting rooms are always full.
- There is no back/secondary exit, which can compromise the dignity of people entering discreetly (e.g. carrying food parcels).
- Reception is undersized for the volume and mix of visitors, with only one staff member able to attend the desk at a time.
- Indoor space is cramped and cluttered with storage.
- Storage is inadequate, insecure and inconsistent across rooms, with staff and volunteer space particularly tight during fortnightly lunches.
- Noise is difficult to manage across the building, particularly when supporting vulnerable people or facilitating confidential conversations.
- There is no guaranteed private, safe space for staff to sit with distressed community members.
- Security guard coverage 5 days per week, leaving gaps across the rest of the week.

Current facility and service: Strengths and challenges

The following summarises the key strengths and challenges of the **Community Spaces**, drawing on a review of background information, feedback from staff and stakeholder interviews and on-site observations.

Strengths

- Inclusive and welcoming environment, accessible outside standard operating hours
- Gardens and mature trees, repeatedly described as beautiful, peaceful and a place of connection
- Shade sails over the playground have made outdoor play viable and comfortable
- Co-location with a playground and sandpit is a key drawcard, one of the only playgroups in the region with direct access to a playground
- Furniture and set-up-including tables, an AV system, a dedicated computer and a projector -support programmes without members needing to transport equipment
- Activities offered are generally low cost (\$2–\$4), with free venue hire provided by Council, which is highly valued
- A tiered, low cost or free access model applies for unconstituted community groups, not-for-profits and visiting outreach services, with modest fees for government and commercial users

- Offers a venue for broad and consistent range of activities throughout the year.
- The range of activities, groups and programmes on offer -spanning seniors' groups, U3A, playgroup and community classes -is highly valued.

Challenges

- Some groups are unable to expand participation, or have had to turn people away, due to limited room availability and size — particularly evident in Room C (cards) and the more accessible ground-level room, both capped below demand
- Safety concerns for some users accessing meeting rooms at evening due to mix of people that use the precinct
- Existing storage and support spaces are limited for the diverse range of activities operating within the facility
- Need for additional bathroom and washing facilities
- Perceived safety of onsite toilets for community centre users
- Concern regarding where the radio station can be relocated to
- The largest community meeting room is located upstairs with no adjoining toilet facilities. The lift is in poor condition -raising accessibility and evacuation concerns for some users
- The outdoor play area slopes and has ledges, creating a trip hazard for toddlers.

Key challenge:

Design of the Community Centre and the shared Community Spaces is not enabling the services and spaces to meet all their user needs

Shared community spaces place vulnerable groups, including families with young children, older residents, library users and people seeking crisis support, in close proximity with limited separation, creating safety and accessibility concerns.

Everyday tasks, such as accessing toilets, can require navigating through areas used by people experiencing personal distress, despite most visitors simply seeking support.

The issue is not the people using the services but a facility design and layout not built to accommodate the range of activities and user groups the community relies on today.

7.2 WHAT WE HEARD

The following provides a snapshot of what we heard from survey participants about what they love and aspirations for the Yeppoon Community Centre.

What you love most about the Yeppoon Community Centre

The responses reflected the following themes:

- A welcoming and inclusive community hub
- Classes, activities and programmes on offer
- Friendly, helpful staff
- Central location and accessibility
- Access to natural, outdoor spaces
- Access to support services

“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.”

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

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%)
- Programmes, classes and events (e.g. author talks, workshops) (35%).

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

Participants prioritised the following top five activities:

- 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%).

7.3 BENCHMARKING RESULTS

Number of facilities benchmark

The Yeppoon Community Centre is the only community centre in the LGA. Table 12 presents the results of applying the industry benchmark of 1 community centre per 20,000 people (Source: Economic Development Queensland, 2015). It indicates that:

- there is existing demand for an additional community centre, to cater to the LGA's current population size
- by 2046, the population demand for community centres will be 3, resulting in a gap of 2 centres.

Floorspace benchmark

There is approximately 1,340 sqm of community floorspace in Livingstone Shire Council. This includes:

- Community spaces and centre – 770 sqm,
- Emu Park Hall – 330 sqm
- Town Hall meeting/function room – 240 sqm.

Table 13 presents the estimated demand for community floorspace, based on the industry benchmark of 80 sqm per 1,000 people.

The benchmarking assessment indicates that:

- there is a current shortfall of community floorspace across the LGA of 1,850 sqm.
- by 2046, this shortfall is estimated to increase to 4,113 sqm.

Table 12 - Community centre benchmarking (number of facilities)

CURRENT POP (2021 CENSUS)	FUTURE POP (2046)	CURRENT FACILITY PROVISION	CURRENT DEMAND (2021)	FUTURE DEMAND (2046)	CURRENT GAP (2021)	FUTURE GAP (2046)
39,877	68,160	1	2	3	-1	-2

Table 13 - Community floorspace benchmarking (sqm)

CURRENT POP (2021 CENSUS)	FUTURE POP (2046)	CURRENT FACILITY PROVISION	CURRENT DEMAND (2021)	FUTURE DEMAND (2046)	CURRENT GAP (2021)	FUTURE GAP (2046)
39,877	68,160	1,340	3,190	5,453	-1,850	-4,113

7.4 NEEDS ASSESSMENT RESULTS

The results of this assessment indicate that a new community centre building is required to meet the needs of the current and future population.

Analysis of a range of indicators has demonstrated:

- the Yeppoon Community Centre is an important facility –serving an LGA-wide role and supporting some of the most vulnerable people in the community.
- the existing building is significantly undersized, at the end of its operational life and is not fit-for-purpose.
- due to the heritage character of the existing building it is not possible or feasible to improve or expand the existing facility.
- there are accessibility and capacity challenges associated with the existing Community Spaces.

7.5 FUTURE DIRECTIONS

The following provides directions to respond to the identified community needs for the Yeppoon Community Centre and Community Spaces.

It outlines the key design principles, locational requirements and presents a high-level functional brief for a new facility.

Locational requirements

This assessment recommends the continued co-location of the Yeppoon Community Centre, Community Spaces, Strengthening Family Connections and Food relief.

These services already operate with a high degree of interdependence, with significant cross-referral occurring between them.

Continued co-location supports warm handovers between staff, shared use of facilities and resources, and more seamless pathways for families and community members. This allows users to access a broad range of support in one visit, without the added barrier of having to navigate multiple locations.

Design principles

The following outlines suggested design principles for the future Yeppoon Community Centre and Community Spaces.

Supporting dignity and inclusion

The facility is a place for everyone, where all users feel they belong. Separate entrances for the community centre and community spaces manage different types of users appropriately, safeguarding the privacy and dignity of all users, particularly those accessing sensitive or support-related services.

The facility design supports access for diverse abilities and needs.

A welcoming and safe place for everyone

The facility operates on a no wrong door basis: it is for everyone, all the time, whether someone is sitting in the garden with a cup of tea, joining a group or programme, or seeking specialised support during a difficult time.

Clear lines of sight and the ability to manage access to different areas help everyone feel comfortable and supported, at all times of use, no matter why they are there.

The heart of connection

The facility is the heart of the community, a central hub that brings people together, whether they are accessing a service, joining a group, or simply meeting someone new.

Staff and spaces actively connect people to each other and to the support they need. It is everyone's first stop to learn about anything you need in Livingstone community.

Connected to nature

The facility provides quality outdoor spaces for people to enjoy, both informally and through structured programmes and events. A range of settings support contemplation, gathering, connection and learning, with a strong visual connection between indoor and outdoor areas enhancing everyday use and amenity.

Flexible and multi-purpose

The facility comfortably accommodates a diverse range of users, activities and events, through its mix of spaces, fixtures and fittings.

Rooms are sized and fitted out so that multiple activities can run at the same time, easily and seamlessly, without one group impacting another.

Service providers and community groups have access to quality meeting spaces to carry out their work, while the facility supports everything from large community events and celebrations through to private meetings when people are at their most vulnerable.

A great place to work and volunteer

The facility is operationally sound, supporting the different types of staff, volunteers, roles and positions who work within it, as well as the varying needs of different service providers. It is a pleasant and practical place to work, enabling staff and volunteers to deliver a range of support and services effectively.

Functional brief

Table 14 overpage presents a functional brief for the new community centre and shared meeting spaces building.

The ultimate community centre and spaces size should be approx. 2,500–3,000 sqm to cater to demand up to 2046.

The facility should include similar sized garden space of approx. 800 sqm minimum, building on the success of the current facility and garden setting.

Table 14 - Functional Brief for Yeppoon Community Centre

Space	Description	Possible uses / activities	Notes
Reception and entry	- First point of contact, staffed - Positioned to allow quick, discreet identification of anyone needing urgent or crisis support	- Greeting and orientation - Directing users to the right space or service - Initial triage	- Reception desk wide enough for two staff to welcome users simultaneously - Located adjacent to the private support space so someone in crisis can be moved out of the open foyer quickly and with dignity - Supports passive surveillance of the wider foyer
Private support space	- A small, private room directly off reception - Comfortable, non-clinical furnishings	- A place for a staff member to sit with someone in crisis, for example while waiting for an ambulance or DV support to arrive - Confidential conversations immediately after someone arrives distressed	- Must be private, not visible from the open foyer or street - Soundproofing required - Close enough to reception for staff to respond quickly
Bread collection point	A dedicated, clearly signed point for bread collection in the foyer	Grab and go collection of pantry items, bread and other food relief	- Located near the entry for quick, low profile access, but also a touch point for reception staff to interact with people - Should not require people to pass through or linger in the more visible or social parts of the foyer
Outdoor veranda and indoor lounge flexible space	- A generous, undercover outdoor veranda directly off the foyer, functioning as the facility's main casual catch up space, taking advantage of Yeppoon's climate and garden setting - Connects to an indoor informal lounge area that includes books, pamphlets and activities such as colouring in	- Informal social gathering and catch ups - Killing time before or after an appointment - Reading and browsing service information - Keeping children occupied while a parent or carer attends an appointment	- This is where casual, social hang out activity is intended to happen, taking that pressure off the internal foyer and keeping it calmer and more functional - Seperation to reception area - Direct connection to the foyer and gardens - Comfortable, weather appropriate seating suited to both adults and children

Office and staff working area	• Provide private office space for up to 5 staff • Provide shared office space for volunteers and visiting service providers • Shared lunchroom • ICare food pantry	• Staff administration and casework • Volunteer coordination • Hot desking for visiting outreach services	• Should include appropriate storage and secure filing for confidential records • Proximity to reception and consulting rooms • Include standing work stations
Visiting consulting rooms	• Small consulting rooms with capacity for 2–6 people	• One-on-one client support • Small group meetings • Confidential conversations with caseworkers or visiting services	• Soundproofing essential to ensure privacy • Consider glazing for passive safety while maintaining confidentiality • Consideration of discrete alternate entrances or exists, for clients after services if required
Storage room	• Accessible storage space for storing equipment (e.g. marquees, generators), women's health supplies, etc.	• Support disaster recovery function • Storage of goods / materials to support vulnerable community members • Equipment and supplies for events and activities	• Large space, centrally located • Accessible to office areas and meeting spaces
Art room	• Dedicated space for arts and craft activities, with durable, easy-to-clean surfaces and access to natural light	• Painting, pottery and craft workshops • Community art classes and exhibitions • Children's, youth and seniors' creative program	• Should include sink/wet area access, ventilation for materials such as paint or clay • Secure storage for art supplies and works in progress

Space	Description	Possible uses / activities	Notes
Commercial kitchen	1 commercial community kitchen	Spaces that can serve various purposes including, food preparation for events, cooking classes, community meals, nutrition workshops, culinary events and support for local food initiatives.	Ensure kitchen is located off the large community meeting / activity room
Large meeting / activity room	1 large hall that can be divided into two rooms, with hardwood flooring, that opens up onto an outdoor event ready space. - If access to the commercial kitchen is provided via one end of the hall, provide a kitchenette on the other end, so when the hall is partitioned, both spaces have access to kitchen spaces.	Space with a capacity of 200 people for community events / lunches, cultural gatherings, expressions, celebrations and events.	- Incorporate movable partitions or operable walls to divide the room into smaller sections when needed, allowing for multiple simultaneous activities. - Install adjustable lighting and AV fixtures to create different ambiance settings suitable for diverse activities. - Use durable and easy-to-maintain hardwood flooring that can withstand heavy foot traffic and accommodate diverse activities.
Medium meeting / activity rooms	3 medium meeting rooms with hardwood flooring. - Incorporate drains, sinks and wet areas so that these spaces are arts capable.	- Spaces with a capacity of 20–40 people to hold meetings, activities (e.g. dance classes) - Family activities (e.g. playgroup) - One of these rooms is designed in a way that is suitable for young people (the youth room) - Training for small community groups - Support groups - Arts and crafts activities.	- Include built-in storage cabinets or shelving units in to each room to organise equipment, supplies, and materials used during meetings or activities. - Ensure adequate heating, ventilation, and air conditioning (HVAC) systems to maintain a comfortable temperature throughout the year. - Locate adjacent to outdoor spaces and facilitate indoor-outdoor access to expand the capacity of the rooms. - Meeting rooms should include their own toilet facilities, separate to the dignity facilities.

Space	Description	Possible uses / activities	Notes
Dignity hub	3 community toilets and showers (including one fully accessible bathroom) - separate to general public toilets - Microwave and access to hot water	- Ensure adequate ventilation - Provide separate space for dressing - Heating up food and drinks	- Provide in a location with passive surveillance, that also supports the privacy and dignity of users - Co-locate with community clothes washing facilities
Community clothes washing facilities	3 washing machines and dryers	- Ensure adequate ventilation - Provide storage space for laundry baskets, detergents etc	- Provide in a location with passive surveillance, that also supports the privacy and dignity of users - Co-locate with dignity washrooms
Outdoor space and playground	- Outdoor space with a playground, directly accessible from one of the meeting/activity rooms - Incorporates a yarnning circle or informal gathering space designed in consultation with local Traditional Owners	- Supervised outdoor play alongside indoor programmes (e.g. playgroup, family activities) - Informal outdoor gathering - Extension of indoor activities into fine weather	- Direct visual and physical connection to an adjoining meeting room supports supervision and flexible indoor-outdoor use - Consider shade sails or shelter for year-round comfort - Native and bush tucker planting, artwork and wayfinding developed with local Traditional Owners to reflect connection to Country, cultural knowledge and local storytelling
Amenities	- Provide toilets that cater to both indoor capacity and outdoor events, including sufficient stalls and accessible facilities for all users. - Include changing places facilities to accommodate individuals with disabilities, featuring specialised equipment such as adjustable benches and hoists. - Include a comfortable parents room equipped with amenities like seating, baby-changing stations, and privacy screens for nursing mothers. - Include ample storage spaces accessible from both indoor and outdoor areas, and within large meeting rooms. - Consider a mix of standing and seated terminals - Accessible/assistive technology options -if possible - Outdoor community pantry, accessible after hours and not managed by staff		

Community centre & Community spaces functional brief



Exemplar images



Port Douglas Community Centre -community veranda



The Buzz at Yarrabilba - kitchen



Greater Beveridge Community Centre -large hall, divisible into two smaller rooms.



Djerring Flemington Hub -medium meeting rooms

8 ■

STRENGTHENING FAMILY CONNECTIONS NEEDS ASSESSMENT

This section presents a needs assessment of the Strengthening Family Connections facility, outlining future spatial and locational requirements.

It draws on an analysis of the existing facility, a review of current service delivery, capacity and usage, findings from community engagement and the application of industry benchmarks.



8.1 EXISTING FACILITY

Strengthening Family Connections is funded by the Department of Child Safety, Seniors and Disability Services to work with children, young people (unborn to 18 years old) and their families on the Capricorn Coast who are in vulnerable situations.

Strengthening Family Connections (SFC) provides early intervention, prevention and family wellbeing services for vulnerable families.

Facility overview

SFC is approximately 250sqm in size and includes the following spaces:

- 1 x family room with kitchenette and storage. The space is also used for family support work and group sessions
- 3 x offices
- 1 x fenced garden
- 1 x reception
- 1 x toilet

The facility operates on weekdays from 8:00am to 5:30pm, by appointment for specific services only.

It is staffed by 4 full-time staff (2 social workers, 1 coordinator and 1 administration assistant).

Building condition

Based on the latest available building assessment (Livingstone Shire Council, July 2022), the SFC building's services, fittings and finishes only have 2-12 years of useful life left. The superstructure and substructure have approximately 36 years. It is also noted that this condition report is several years old.

Site visit observations

Observations from the site visit identified the following:

- The facility has a discreet location at the rear of the Yeppoon Community Precinct, which provides a discreet and private entrance to the facility.
- The reception area is very small - particularly relative to family groups that access the service
- Meeting rooms have been decorated to feel welcoming, though they would benefit from more natural light
- There is limited storage throughout the facility
- There are no dedicated staff toilets or kitchen
- Space feels warm and inviting - like a lounge room
- New sensory room is a good addition to cater to diverse user needs
- Outdoor area provides good alternative meeting space and opportunity to enjoy the weather

Services and programmes

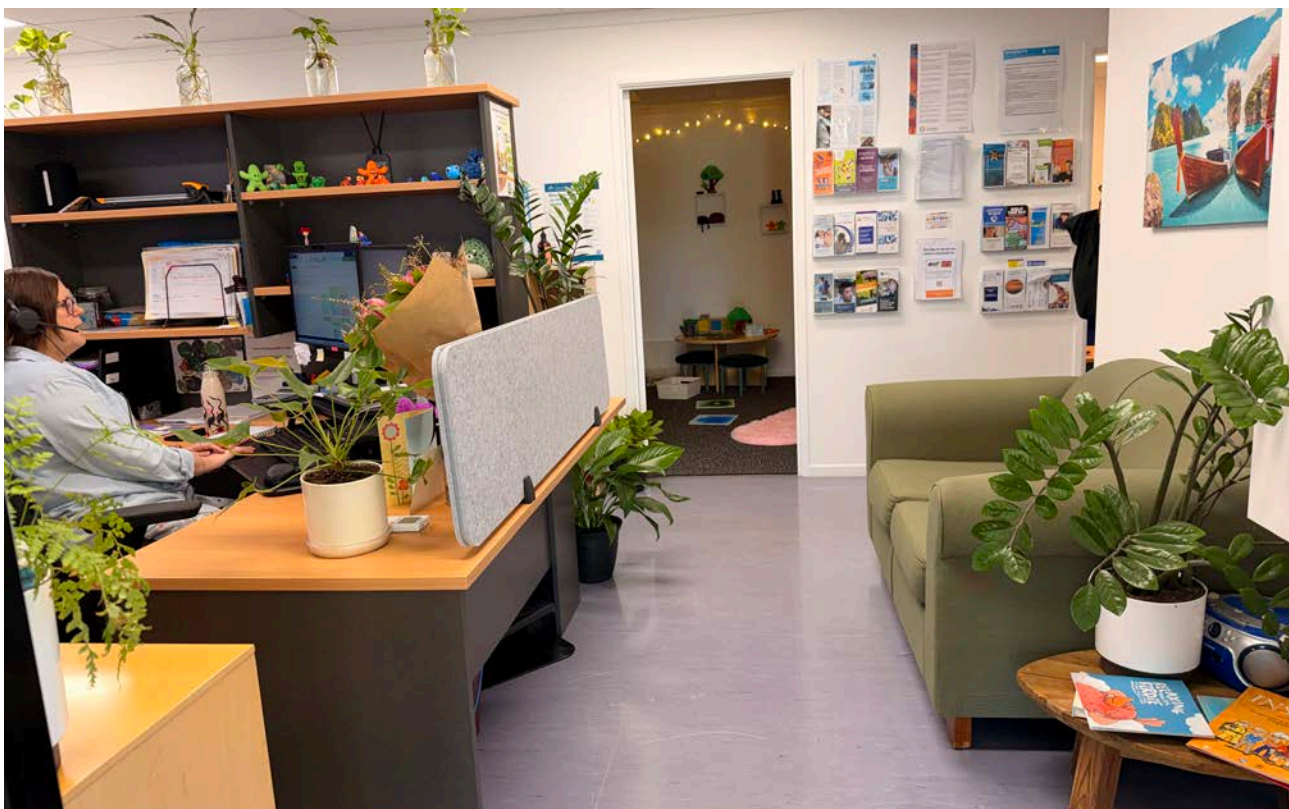
SFC provides support through a holistic framework that aims to improve family resilience and long-term stability. These services and programmes include:

- Case management
- Information and education
- Parenting support
- Referrals to other agencies and support services.

Capacity and utilisation

During 2025, SFC supported up to 120 active clients at one time and delivered approximately 1,000 hours of support services per quarter.

These services can be delivered through one-on-one meetings or family sessions (with up to 6-8 people including the caseworker).



Reception area



Shared kitchen



Meeting / consulting room



Outdoor garden space



Outdoor table and chairs



Mosaic created by the community on building exterior

Current facility and service: Strengths and challenges

The following summarises the key strengths and challenges of the **Strengthening Family Connections** facility, drawing on a review of background information, feedback from staff and stakeholder interviews and on-site observations.

Strengths

- Being co-located with the Community Centre supports informal referrals and shared case management, with an accessible, central location
- Warm, caring and non-judgemental staff
- A warm, home-like feel rather than a clinical one, helping build trust with families
- Separate offices, a sensory room and garden space support one-on-one work and help children / young people settle before appointments
- The new sensory room is popular and meeting an increasing need, having been completed on a small budget
- The mosaic is an important feature of the building's exterior
- Group work, such as anti-bullying and youth programmes, runs well from the family room
- Practical, wraparound support is provided to families, including help accessing services, counselling and everyday activities.

Challenges

- The single family room must be booked in advance and cannot accommodate multiple larger families or bigger group sessions at the same time
- Office spaces are too small for larger families to take part in activity-based work
- The reception area is too small and doesn't work well for families, particularly those with young children and prams
- Only one shared vehicle is available, creating competition for its use among staff
- Storage is insufficient and located within client-facing rooms, limiting access when the family room is being used for client appointments
- The shared kitchen and family space arrangement is not fit-for-purpose
- Staff and community members share a single toilet, with no hot water in the bathroom
- Soundproofing is inadequate for confidential conversations

8.2 WHAT WE HEARD

The following summarises key findings from static displays and a survey administered by the staff at Strengthening Family Connections.

What people love about the Strengthening Family Connections

A safe place of support

- 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.

The staff are highly valued

Participants consistently mentioned the quality of the friendly and helpful staff at the facility.

Suggestions for the future

A new name, and more friendly setting

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.

Privacy is important

Many people indicated that it was important to keep the entry of the building private to maintain security and sense of safety.

Activities people want to see

- Outdoor play area
- Gardening and planting activities
- More group activities
- Parenting support groups
- Women's groups
- Art activities such as canvas painting and crochet.

Ideas for physical improvements

- Water feature
- Allowing animal companion/s
- A door mat, plants, pictures and creations
- Bright colours, comfy furniture and make sure everything 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.

“People here treat me like family”

8.3 BENCHMARKING RESULTS

Number of facilities benchmark

Strengthening Family Connections operates the only community services centre in the LGA.

The number of facilities benchmark applies a provision rate of 1 facility per 30,000 to 70,000 people (Source: adapted from Economic Development Queensland, 2015) to assess whether the LGA's population can support additional community services centres now and by 2046.

Table 15 presents the results from applying the number of facilities benchmark. It indicates that:

- Using the upper population threshold (a facility per 70,000 people), the existing community services centre is sufficient to meet demand across the LGA both now and in 2046, with total resident population supporting only 1 facility in 2021 and 1 facility in 2046.
- Using the lower population threshold (a facility per 30,000 people), 1 facility is sufficient to meet demand in 2021, but by 2046 the growing population is projected to support 2 facilities, indicating a shortfall of 1 facility if no additional community services centre is provided.

Table 15 - Benchmark results: Number of community services centres

CURRENT POP (2021 CENSUS)	FUTURE POP (2046)	THRESHOLD	CURRENT FACILITY PROVISION	CURRENT DEMAND (2021)	FUTURE DEMAND (2046)	CURRENT GAP (2021)	FUTURE GAP (2046)
39,877	68,160	1:70,000	1	1	1	0	0
		1:30,000	1	1	2	0	-1

8.4 NEEDS ASSESSMENT RESULTS

The results of this assessment indicate that a new and expanded building is required to support the Strengthening Family Connections service.

Analysis of a range of indicators has demonstrated:

- the Strengthening Family Connections is an important facility – serving an LGA-wide role, supporting the health, wellbeing and safety of children, young people and families across the shire.
- the existing building is not fit-for-purpose.
- there are accessibility and capacity challenges associated with the existing Community Spaces.
- the service is funded by the Queensland State Government, and its focus and client base can vary as a result.

8.5 FUTURE DIRECTIONS

The following provides directions to respond to the identified community needs for the Strengthening Family Connections facility.

It outlines the key design principles, locational requirements and presents a high-level functional brief for a new facility.

Locational requirements

This assessment recommends the continued co-location of Strengthening Family Connections with the Yeppoon Community Centre, Community Spaces and Food relief.

These services already operate with a high degree of interdependence, with significant cross-referral occurring between them.

Continued co-location supports warm handovers between staff, shared use of facilities and resources, and more seamless pathways for families and community members. This allows users to access a broad range of support in one visit, without the added barrier of having to navigate multiple locations.

The Strengthening Family Connections service should be located in a separate building, or have a distinct access if integrated with the Yeppoon Community Centre.

The facility would ideally be located near schools and connected to public and active transport.

Design principles

The following outlines suggested design principles for the Strengthening Family Connections building.

Engaging and welcoming for children and young people

The building provides spaces that are engaging, age-appropriate and welcoming for children and young people. They feel comfortable, safe and at ease from the moment they arrive.

Flexible for groups of all sizes

The building is capable of hosting both small, intimate sessions and larger group activities, with spaces that can adapt to suit the size and nature of the group being supported.

Diverse ways to engage

The building supports a range of engagement approaches, from sport and physical activity, to craft and creative expression, to gaming and technology-based activities – recognising that different clients connect and open up in different ways.

Feels like home

The building feels warm, welcoming and ‘home-like’ rather than clinical or institutional, helping to build trust and put families and children at ease.

Indoor and outdoor opportunities to connect

The building provides opportunities for families and young people to meet and engage both indoors and outdoors.

Garden and outdoor spaces offer an alternative, informal setting to support conversations, activities and connection.

Functional brief

Table 16 overpage presents a functional brief for the new Strengthening Family Connections building.

The ultimate facility should be approx. 300 sqm, with adjoining fenced outdoor lawn area and garden to cater to demand up to 2046.

Table 16 - Functional Brief for Strengthening Family Connections

Space	Description	Possible uses / activities	Notes
Reception and waiting area	• Separate reception and waiting area • Include space for toys, books etc • Lounge area so groups can comfortably wait for appointments	• First point of contact; waiting for appointments • Informal engagement for children while families check in	• Mix of comfortable seating areas • Non-clinical setting
Offices/ consulting rooms	• Three offices, sized to accommodate up to four people • Includes storage for materials, games etc	• One-on-one and family casework • Counselling • Confidential conversations • Staff administration and case management	• Sized to comfortably fit multiple family members • Must be appropriately soundproofed given the confidential nature of the work • Soundproofing
Family meeting rooms	• Larger, bookable family/meeting rooms, able to accommodate groups of 10–20 people	• Family support sessions • Group work (e.g. anti-bullying, youth programmes)	• Soundproofing essential to ensure privacy • Consider glazing for passive safety while maintaining confidentiality
Sensory room	• Provides low stimulation environment as an alternative to busier communal spaces • Supports children and young people to self-regulate and settle	• Support children to settle before appointments • One-on-one calming or therapeutic activities	• Quiet sensory space • Includes soft furnishings, dimmable lighting, calming textures and colours • Located away from noisy / high-traffic areas • Soundproofing is important
Storage room	• Separate storage and display space for toys, games and resources	• Storage of programme materials and resources • Display of toys/games for use in sessions	• Provided centrally so all staff can access

Space	Description	Possible uses / activities	Notes
Kitchen	• Separate kitchen or kitchenette (microwave, oven, water fountain / zip tap)	• Food preparation for families and groups • Informal engagement over food • Staff use	• Provide separate to shared / client-facing spaces to avoid current conflicts
Outdoor area	• A shaded, functional outdoor area suited to both active play and quieter activities • Garden area should be fenced • Include seating areas	• Active play • Quiet one-on-one conversations • Outdoor individual / family support sessions	• Fencing supports child safety • Shade required for year-round comfort and use
Amenities	• Dedicated staff toilet • Toilet facilities for clients / users		



FOOD RELIEF

The Food relief operates from an outdoor shed on the William St frontage of the Community Precinct.

It is staffed by 20 to 25 volunteers across its Yeppoon and Emu Park operations, with up to 6 volunteers working in the shed at any one time (3 at the back, 1 at the front, and 2 to 3 on service).

A Work for the Dole participant will shortly assist with moving trolleys to clients' cars.

Facility Overview

The existing facility is approximately 48m² (12m x 4m). It is a corrugated metal shed.

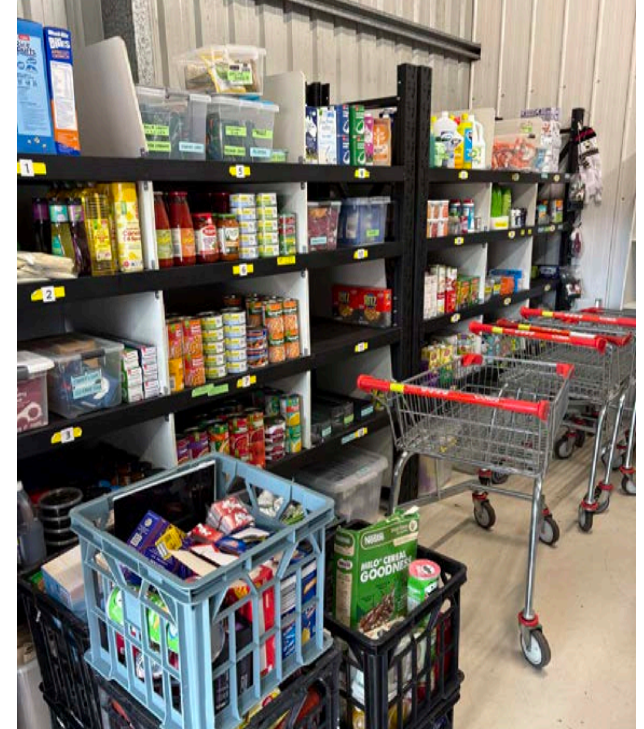
Services and programmes

The Food relief provides food relief to the community, including:

- Food relief and grocery support for registered clients
- A weekly supply of 20 meals to Yeppoon Community Centre for its Friday programme
- Informal referral pathways with Yeppoon Community Centre, including support for clients picking up food vouchers.



Exterior of the building / shed



Pantry section



Workbench area

Capacity and utilisation

Since starting in April 2019, the Food relief has grown to around 2,000 registered clients.

The current facility operates from a shed. This space is not adequately sized or fitted out. The building is narrow, lacks sufficient storage - in particular there is a need for more freezer space, and does not provide enough room for workers to pack boxes. Ventilation and cooling are also inadequate, which is particularly challenging during the summer months.

The service experiences high demand, typically with 10 to 15 people queuing at a time. It requires more volunteers to meet current demand.

What we heard

Food relief staff indicated a high need for increased floor area to keep up with demand.

They suggested that a future facility would need to be double the current length, and an additional 3m in width.

This would result in a shed size of approx. 24m x 7m, with a total GFA of 168 sqm

Current facility and service: Strengths and challenges

The following summarises the key strengths and challenges of the **Food relief** facility, drawing on a review of background information, feedback from staff and stakeholder interviews and on-site observations.

Strengths

- The location, in a high-need area with public and social housing, allows clients to access the service discreetly and with dignity
- Co-location with the Community Centre is described as the single best change to date, supporting warm referrals and a close working relationship
- Current delivery and logistics at the Yeppoon Community Precinct site function well
- The service offers dignity to people who are vulnerable or experiencing hardship

Challenges

- The shed is too small for current demand and needs significant expansion – roughly double the length and an additional three metres in width, according to staff estimates.
- Summer temperatures inside the shed are difficult to manage, and air conditioning isn't possible with the current roller door configuration
- Additional chest and deep freezer capacity is needed, with one planned in the coming months and two considered the eventual requirement
- Pest control is a constant consideration, and the site has experienced serious burglaries in the past, requiring reinforced doors

8.6 NEEDS ASSESSMENT RESULTS

The results of this assessment indicate that a new and expanded building is required for the Food relief.

Analysis of a range of indicators has demonstrated:

- the existing building is undersized for its role and demand in the community
- demand for the service is continuing to grow.

This assessment recommends the continued co-location of Food relief with the Yeppoon Community Centre, Community Spaces and Strengthening Family Connections facility.

The site requires good truck access (for unloading goods), shaded and comfortable waiting areas for clients and would benefit from good active and public transport connections.

Conversations with Food Relief staff have indicated a future demand for a shed that is approx. 24m x 7m, with a total GFA of 168 sqm.



9.

CONCLUSION

This report has aimed to provide a strong, well evidenced foundation for the future planning, design and siting of community facilities in Yeppoon.

The Yeppoon Library, Yeppoon Community Centre, Community Spaces, Strengthening Family Connections and the Food relief are all important places where people come to connect, to learn, to feel supported and to belong.

Through community engagement, we have heard clearly from staff and community members alike that these facilities are cherished, well used and, in many cases, punching well above their weight.

But the buildings themselves are undersized and are at the end of their operational life. They do not meet the needs of the community they currently serve, were never designed for the roles they now play and are not fit-for-purpose.

Every facility in the precinct is working at capacity, and Yeppoon and the wider Livingstone LGA are growing fast, with the population expected to reach over 12,000 people in Yeppoon suburb and around 70,000 people across the LGA by 2046. Without investment, the pressure on these much loved services and spaces will only grow.

This assessment recommends new, fit-for-purpose buildings for the Library, the Community Centre and Community Spaces, and Strengthening Family Connections. Each should be designed around what the community told us matters most: warmth, dignity, flexibility and a strong connection to nature and the outdoors.

It recommends the Yeppoon Community Centre, Community Spaces, Strengthening Family Connections and Food relief continue to be co-located, reflecting how closely these services already work together and the “no wrong door” experience the community values.

While the Yeppoon Library should be delivered as its own distinct facility to suit its different role in the community and patterns of use.

9.1 OPTIONS FOR DELIVERING ON THE IDENTIFIED NEEDS

Delivering the community infrastructure identified in this assessment represents a significant undertaking for Council, regardless of the pathway chosen. The following sets out three broad options for meeting the community's current and future needs, along with the key considerations associated with each.

Council teams are undertaking separate investigation studies and processes to determine how best to accommodate the future community infrastructure needs of the community within Yeppoon.

Option & what it involves	Key considerations
1. Renovate and upgrade in place Retrofitting and upgrading the existing Library, Community Centre, Community Spaces and Strengthening Family Connections buildings	• The buildings' age and condition mean the scale of investment needed to bring them up to a fit-for-purpose standard and meet future community needs is significant and would not be a responsible use of ratepayer funds • It is not possible to extend the facilities to meet future requirements without significantly impacting the surrounding gardens and established trees • The existing building structures and services were not designed for building footprints of the size needed to meet current and future needs • Yeppoon Community Centre is a heritage building, which limits its development potential
2. Redevelop on the current site Demolishing and rebuilding fit-for-purpose facilities on the existing Yeppoon Community Precinct site	• The scale of facility increase needed to meet demand to 2046 means fitting all services back on site would likely require several multi-storey buildings. • Established, highly valued trees and gardens on site would likely be lost or significantly impacted • It would be difficult to achieve the design principles established in the functional brief for all facilities. • Construction would be a large and complex undertaking, requiring services to operate from an interim facility for the duration of construction. • Services would still need to operate from an interim facility for a period before the new facility opens • Services would still need to operate from an interim facility for a period before the new facility opens

Option & what it involves	Key considerations
3. Relocate to a new site Delivering new, fit-for-purpose facilities on a different site, with services operating from an interim facility during the transition	• Allows the new facilities to be purpose-designed • Ability to provide facilities of a size and scale that are future-proofed to meet community demand to 2046 and beyond • Potential to provide garden and community facilities, and to co-locate with other compatible uses such as a playground or active recreation (e.g. courts, fields) • Requires identifying and securing a suitable alternative site, ideally maintaining the central, accessible location the community values • Services would still need to operate from an interim facility for a period before the new facility opens



Appendices

APPENDIX 1: STRATEGIC CONTEXT REVIEW

INTERNATIONAL STRATEGIES

United Nations 2030 Agenda for Sustainable Development

The United Nation's 2030 Sustainable Development Goals recognises that access to high-quality public space (which includes social infrastructure) is critical to social, economic and environmental sustainability.

The New Urban Agenda, a document that provides guidance for achieving the Sustainable Development Goals includes a commitment to:

“Promoting safe, inclusive, accessible, green and quality public spaces, including streets, sidewalks and cycling lanes, squares, waterfront areas, gardens and parks, that are multi-functional areas for social interaction and inclusion, human health and wellbeing, economic exchange, cultural expression and dialogue among a wide diversity of people and cultures, and that are designed and managed to ensure human development and build peaceful, inclusive and participatory societies as well as to promote living together, connectivity and social inclusion.”

Relevance

This demonstrates the important role that social infrastructure plays in contributing towards more sustainable societies at a local and a global scale.

International Federation of Libraries Association Strategy 2024 – 2029

The IFLA is an international federation that promotes, encourages and represents the interests of library and information associations, libraries and information services, librarians and the communities they serve throughout the world. The IFLA Strategy 2024 – 2029 provides a broad framework to support the development of library plans and maximise their contribution to achieve IFLA's vision:

“Our Vision defines the world that we are working to create in future. It provides a reference point across our activities, with our overall success measured in terms of how far we help make this happen. As set in our Strategy, our work is designed to lead to a situation where libraries, their workforce and their associations globally have the capability, contracts, confidence and resilience to realise their potential to drive inclusive, rights-based sustainable development in a fast-evolving world.”

Relevance

This demonstrates how the role of libraries extends beyond books to a place that supports inclusivity, community cohesion and provides a safe space for communities to come together to learn, connect and participate in community life.

NATIONAL STRATEGIES

2021 Australian Infrastructure Plan

The 2021 Australian Infrastructure Plan was the first time the Australian Infrastructure Plan has included social infrastructure acknowledging the critical role these physical spaces and assets play in supporting the nation's wellbeing and making Australia a great place to live.

The Plan's vision for social infrastructure is:

“Quality, accessible, future-focused, multi-purpose and economically valued social infrastructure that supports a strong, healthy and prosperous nation and ongoing quality of life for all Australians.”

Its social infrastructure reform agenda includes:

- Valuing social infrastructure – national consistency
- Uniform access - healthy and prosperous communities
- Embracing technology - optimised delivery
- Education hubs - contemporary learning
- Housing stock - addressing the shortfall (social housing)
- Valuing our culture - enhancing liveability (arts and culture)
- Co-location and precincts - driving better outcomes (collaborative partnerships to create shared, well-used facilities and

enable the co-location of health, education and other social facilities in mixed-use precincts).

Relevance

The Plan emphasises social infrastructure as essential infrastructure. Yeppoon, and Queensland more broadly, is particularly vulnerable to floods and fires, and they need social infrastructure to perform beyond their traditional roles to function as refuges for evacuations, and to access information, community connection, and emergency support.

QUEENSLAND STRATEGIES

The Queensland Plan

The Queensland Plan (2014) is a 30-year vision for Queensland, developed in collaboration with community, and sets the high level direction for the state's future.

Its foundation areas include:

- Education -building life skills and inspiring bright minds
- Community -making connections
- Regions -building thriving communities
- Economy -forging diversity and prosperity
- Health and wellbeing -being healthy and active
- Environment -achieving balance
- People -creating opportunities for everyone
- Infrastructure -being connected
- Governance -balancing all our interests.

Relevance

Social infrastructure should be planned, designed and operated in alignment with the Plan's foundation areas to improve the liveability, health, wellbeing, prosperity and resilience of Queensland and Queenslanders locally and state wide.

State Infrastructure Strategy 2022

The State Infrastructure Strategy 2022 presents a clear vision of the Queensland Government's infrastructure requirements and sets out objectives and priority actions over 20 years.

The four objectives include:

- Encourage jobs, growth and productivity
- Develop regions, places and precincts
- Enhance sustainability and resilience
- Adopt smarter approaches.

The areas that the Queensland Government will focus on in the medium-term to deliver its infrastructure vision and objectives include:

- Renewable energy superpower
- Building a Brisbane 2032 legacy
- Connecting our regions
- Creating liveable communities
- Driving infrastructure performance.

Relevance

The Strategy is relevant to local community infrastructure planning as it promotes place-based infrastructure planning and encourages working closely with industry and the broader community to leverage their local experience and knowledge. It emphasises the importance of providing infrastructure that meets the changing needs of our population and industries.

Strategy for Social Infrastructure and Best Practice Guide for Social Infrastructure

The Queensland Government's Strategy for Social Infrastructure and supporting Best Practice Guide for Social Infrastructure identifies success factors which underpin successful social infrastructure.

The Strategy provides a framework for the planning, design, location and use of the state's social infrastructure. It aims to achieve more integrated, accessible, well-located, multi-functional and cost-effective social infrastructure, which requires state and local governments to:

- Make better use of existing infrastructure to deliver broader services and community benefits
- Use every new infrastructure investment as an opportunity to deliver more integrated outcomes for inclusive communities.

Relevance

The Strategy highlights how local governments can deliver more responsive social services and make better investment of public resources in social infrastructure. The Yeppoon Community Precinct presents an opportunity for place-responsive social infrastructure investment prioritised to ensure the diverse needs of community are adequately met.

Central and Western Queensland Infrastructure Plan 2023

The Central and Western Queensland Infrastructure Plan is a regional infrastructure plan with a long-term 20-year outlook.

It identifies strategic economic and social priorities as well as infrastructure priorities for the region to guide State infrastructure planning and investments, in partnership with other levels of government and industry where possible.

Informed by consultation with regional stakeholders, including Council, the following strategic regional priorities were identified:

- **Healthy growing communities** each with a unique character and lifestyle
- **A resilient and connected region** that continues to adapt to climate change and climate variability and the challenges of remoteness
- **Diversify agriculture, mining and tourism** to remain globally competitive, evolving in response to market and technological drivers
- **Harness the opportunities of decarbonisation** by diversifying into renewable energy, hydrogen and clean manufacturing to become a global exporter of high-value, low-carbon products.

Relevance

The regional plan emphasises that the region's population is among the fastest growing in Australia due to the highly desired lifestyle and economic opportunities available. It is important for future social infrastructure to keep pace with this growth in a strategic and responsive way to maintain the shire's unique character, community and lifestyle.

Other relevant Queensland strategies and documents

In addition, the Queensland Government has prepared the following strategic documents and reports to guide and inform planning and infrastructure delivery:

Advancing Aboriginal and Torres Strait Islander interests in land use planning: Guidance for local documents (2019)

This document provides information that supports local governments in identifying, understanding and advancing First Nations knowledge, culture and tradition when preparing and/or amending planning schemes.

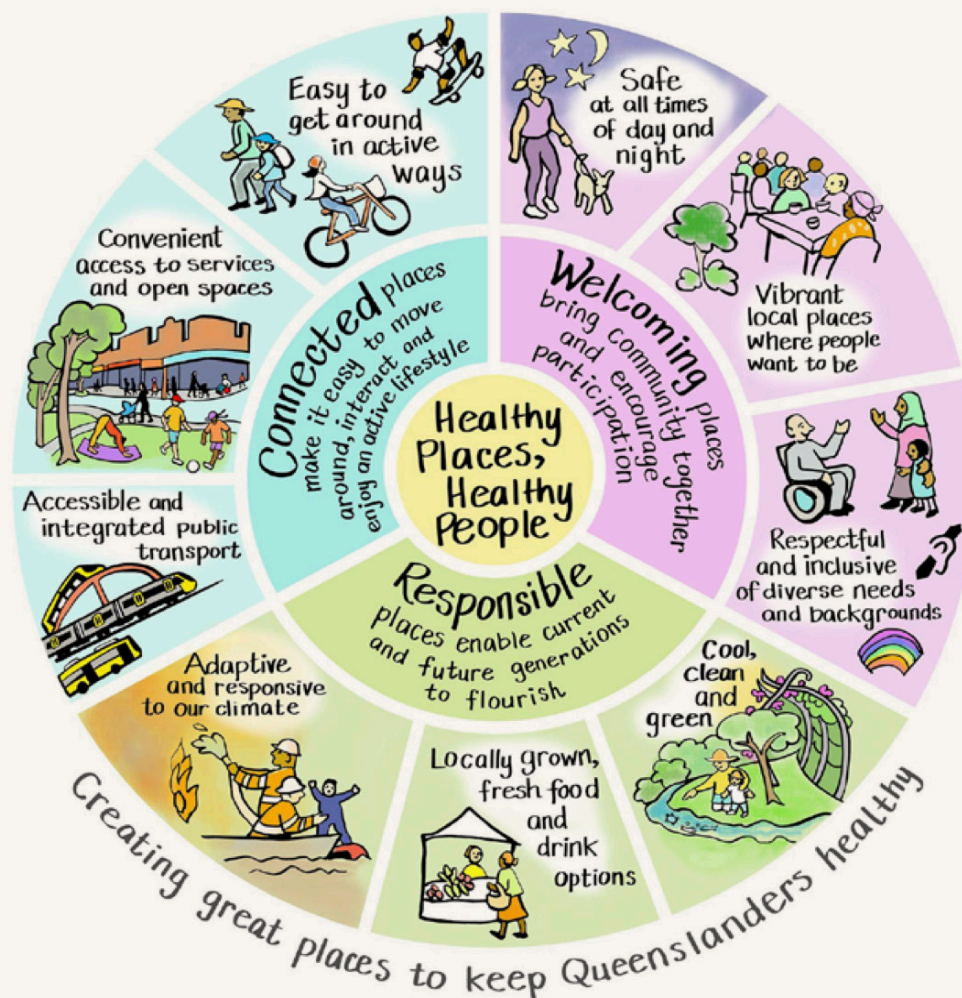
Healthy Places, Healthy People (2021)

The Healthy Places, Healthy People framework, led by Queensland Health and the Office of the Queensland Government Architect, provides a mechanism for Queensland Government agencies to consider and integrate health outcomes into their policies, practices and investment decisions.

The framework is underpinned by three key principles - Connected, Welcoming and Responsible - and brings together nine built and natural environment design attributes that are proven to support better health outcomes.

As the framework is based on a broad definition of health, it recognises the importance of planning for the physical and mental wellbeing of an individual, as well as the social, emotional and cultural wellbeing of the community are all connected.

Figure 6 - Healthy Places, Healthy People Framework. (Illustration by Rachel Apelt, Artbalm)



LIVINGSTONE SHIRE STRATEGIES

Corporate Plan 2025 - 2030

Council's Corporate Plan 2025-2030 is a foundational document. It defines the overall vision for the region, a framework for decision making, policy directions, service planning and delivery. The Plan consolidates Council's Livingstone Community Plan: Towards 2050 and the Community Plan 2020-2030 to streamline the local strategic planning process.

The Plan defines Livingstone Shire's identity as relaxed in spirit, proud and ambitious for what can be achieved and by 2030 Council envisions the community to be a prosperous region for families, business and future generations. The Plan outlines four themes which translate the Council's vision into action and guides strategic planning:

- Diversified and resilient economy
- Natural environment
- Vibrant culture & healthy community
- Transparent, accountable & progressive leadership.

Relevance

The Plan emphasises the need for Livingstone Shire to undertake infrastructure planning and urban design activities to support growth, liveability and sustainability as well as to create vibrant community spaces that promotes community connection.

Livingstone Planning Scheme 2018

The Livingstone Planning Scheme 2018 aims to manage development over a 10-year period and is updated periodically to reflect strategic changes that occur at the local, regional and state level.

In alignment with Council's Operation Plan, community identity and diversity is a key theme within the Scheme. To inform future development of community infrastructure and open spaces, the Scheme includes standards to ensure that new developments:

- Contributes to the creation of a diverse range of safe, functional and vibrant places
- Is characterised by good urban design and meets community needs
- Supports community health and wellbeing through equitable and convenient access to community facilities, places that supply goods, services, employment and opportunities for informal or formal recreation
- Protects unique character values and cultural heritage significance.

The Scheme also provides specific standards for public parks and spaces.

Relevance

Existing and future community facilities and public spaces should be developed in line with the Scheme's strategic directions and standards.

Social Infrastructure Planning and Investment Policy

Council's Social Infrastructure Planning and Investment Policy guides investment, planning and renewal of social infrastructure such as parks, community centres, libraries, parks, social services and sporting facilities. Planning and development of such facilities are required to align with the policy objectives of being equitable, accessible, adaptable, integrated and sustainable. According to the Policy, Council is responsible for being an advocate, leader, facilitator, planner, monitor and funder of the development and delivery of social infrastructure.

The Policy emphasises the need to promote liveability in the Livingstone Shire and establishes principles to ensure social infrastructure planning decisions are transparent, equitable and aligned with community need. It was introduced as a means to build community confidence that Council is delivering outcomes based on local needs.

Relevance

Community infrastructure in Yeppoon should align with the Policy's principles:

- Consult and engage with the community and stakeholders
- Be driven by evidence of need and the benefit to the community

- Provide access to services where it is needed, in a timely way
- Align decisions with Council's role, strategic priorities, policies, frameworks and needs of the community
- Demonstrate fairness and transparency in decision making.

Inclusive Community Policy

Council's Inclusive Community Policy guides the establishment, implementation and strengthening of Council practices to ensure all people in the community have access to and are included in local government programmes, facilities, open spaces, services, resources and information.

The Policy aims to promote social justice, social inclusion as well as identify and reduce barriers to civic and community participation.

Relevance

In terms of community infrastructure, the Policy states that any new infrastructure should be designed and built to enhance safety and deliver non-discriminatory, equitable outcomes. Community infrastructure should be user-friendly to increase social and economic performance as well as reduce public liability and maintenance costs.

Placemaking Policy and Guidelines

Council's Placemaking Policy and Guidelines acknowledges that placemaking is an all-of-council responsibility that is essential for achieving Council and community goals.

The Policy recognises placemaking as "continuous endeavour" that enhances people's experience of the public realm by contributing to a culture of innovation and creativity. The Guideline defines placemaking as:

"The process of activating public spaces by transforming them in ways people relate best to; so being more appealing, surprising, activating and engaging. Typically includes public art, landscaping, lighting, seating, play features, pedestrian pathways and events."

Relevance

The design and management of physical improvements across Yeppoon should be undertaken with consideration of placemaking principles, where appropriate and practicable.

Adopting placemaking principles ensures that Council decision making creates, protects and builds upon the unique and defining characteristics of Yeppoon as a place and community.

Strategic Plan for Arts and Culture 2017-2022

The Strategic Plan for Arts and Culture 2017 – 2022 outlines Council's commitment to promoting cultural diversity and a strong arts and cultural sector in the shire, with arts and cultural activities recognised as integral for enhancing quality of life. It is important to note that while the plan is outdated, the Plan provides insights towards community infrastructure needs.

Council acknowledges that arts and cultural activities can enhance quality of life by breaking down social barriers and celebrating different identities. The Plan is supported by the following strategic objectives:

- Support sustainable investment in programmes and infrastructure
- Enable leadership and collaboration
- Celebrate regional identity and community distinctiveness
- Increase visibility of arts, connecting community through arts, heritage and culture.

The Plan outlines the Council's commitment to delivering hard and soft infrastructure that promotes and embraces cultural diversity, specifically by:

- Investing in creative infrastructure and local artists;
- Providing access to facilities and programmes that build cultural capacity;
- Ensuring infrastructure is appropriate for multi-use such as exhibition and performance spaces;
- Increasing visibility of local artists and creative work across the built environment; and
- Enhancing opportunities for creative exchange, inclusivity and access to Livingstone's diverse communities, including Aboriginal and Torres Strait Islander people.

Relevance

Although the Strategic Plan for Arts and Culture 2017–2022 is now outdated, it still offers useful insight for the Yeppoon Community Precinct-particularly its emphasis on multi-use, flexible spaces and its commitment to celebrating local identity and diverse communities, including Aboriginal and Torres Strait Islander culture.

Blueprint 2030 Livingstone Shire Council Economic Growth and Investment Strategy

The Blueprint 2030 Livingstone Shire Council Economic Growth and Investment Strategy (Blueprint 2030) was developed to help realise Livingstone Shire's economic development objectives and generate a diverse, innovative and vibrant economy. The following industries were identified as Livingstone Shire's Priority Industries which contribute to economic stability and growth in the region:

- Agriculture & food technology
- Modern manufacturing
- Tourism -construction & infrastructure
- Defence & military training
- Energy transition

A key trend identified in the Blueprint 2030 found that there are fewer local jobs than working residents which results in a higher proportion of Shire residents travelling outside the area (such as Rockhampton) for work. As a result, there is a need for a "vibrant local business that responds more positively to both visitor and community needs and preferences, accompanied by improved staff training to deliver exceptional customer service experiences."

Relevance

Blueprint 2030 highlights that Livingstone Shire has fewer local jobs than working residents, driving many to travel outside the area for work. This points to the importance of supporting local employment and business capability and skills development.

Active Livingstone Strategy

The Active Livingstone Strategy is an evidence-based planning document that aims to promote active and healthy living, drive tourism opportunities and economic development. Informed by desktop research and community consultation, the strategy analyses the nature of public spaces in Livingstone Shire including how people use public spaces and existing infrastructure. The Strategy aspires to ensure:

"Livingstone Shire has a broad network that connects places of interest enables resident and visitors to explore places across the shire."

From those who were engaged as part of consultation process, a large proportion were satisfied with the level of activities and facilities available in Livingstone Shire. The following sports and activities were identified as being the most popular in the region (in order of popularity):

- Walking
- Swimming
- Running/jogging
- Gym
- Hiking/Bushwalking

The Strategy also identifies barriers to engaging with recreational activities. In general, barriers to engaging in recreational activities centred around “lack of available infrastructure, streets not being walkable or safe to cycle on, or climatic concerns such as it being too hot or facilities not having enough shade”. Individual circumstances and lifestyle factors were also found to be key barriers, with community members not being able to engage in recreational activities due to time and cost, location and lack of connection to existing facilities.

Relevance

The Strategy also includes a series of recommendations to increase participation and enjoyment of recreation activities. Relevant recommendations that would help inform the community infrastructure planning in Yeppoon are as follows:

- Establishment of a central online resource detailing local recreation options.
- Increasing sporting infrastructure and amenities, specifically the construction of safe, designated cycle pathways and walkways, park equipment, toilet and shower facilities, and fitness equipment.
- Enhancing accessibility and connection of existing infrastructure and improving safety features such as lighting.

Livingstone Open Space Framework

Livingstone Shire Council’s Livingstone Open Space Framework is a strategic document that defines guiding principles and a road map to integrate existing and future open space assets, services and management functions. Principles which underpin the Framework are as follows:

- Deliver an integrated network of open space infrastructure and services
- Consider natural and coastal hazard risk and resilience
- Enhance the health, culture and wellbeing of the community
- Protect, manage and rehabilitate natural features and environmental services
- Create a connected network
- Enhance local identity and character
- Deliver multi-functional and activated spaces that are accessible to all
- Improve service efficiencies and community return on investment for all open space investments.

Relevance

The Livingstone Open Space Framework reinforces the importance of delivering multi-functional, connected and accessible open spaces that respond to community needs and hazard resilience. For the Yeppoon Community Precinct, this points to an opportunity to integrate open space and green infrastructure alongside built facilities, strengthening both liveability and climate resilience.

APPENDIX 2:

DEMOGRAPHIC TABLES

Census category	Yeppoon (2016)	Yeppoon (2021)	Livingstone (2016)	Livingstone (2021)
Population overview				
Total population	6,334	7,146	36,272	39,877
Average household size	2.1	2.2	2.5	2.5
Age overview (service age groups)				
Median age	45	47	42	43
Babies and pre-schoolers (0 to 4 years)	5.2%	4.4%	5.6%	5.0%
Primary schoolers (5 to 11 years)	6.4%	6.3%	9.1%	8.7%
Secondary schoolers (12 to 17 years)	9.6%	9.0%	8.5%	8.4%
Tertiary education and independence (18 to 24 years)	7.6%	7.1%	7.2%	6.7%
Young workforce (25 to 34 years)	11.1%	9.9%	10.2%	10.6%
Parents and homebuilders (35 to 49 years)	16.5%	16.2%	19.3%	18.6%
Older workers and pre-retirees (50 to 59 years)	14.2%	14.0%	15.4%	14.4%
Empty nesters and retirees (60 to 69 years)	12.0%	13.5%	13.2%	14.1%
Seniors (70 to 84 years)	12.9%	14.9%	9.5%	11.6%
Elderly aged (85 years and over)	4.5%	4.6%	1.9%	1.9%
Forecast population 2046 for Livingstone LGA				
Forecast population in 2046 (low scenario)	62,383			
Forecast population in 2046 (medium scenario)	68,120			
Forecast population in 2046 (high scenario)	72,024			
Income				
Median weekly household income	\$1,006	\$1,612	\$1,300	\$1,625
Less than \$650 total household weekly income	37.1%	23.0%	10.1%	15.8%
More than \$3,000 total household weekly income	7.3%	13.1%	14.0%	19.3%

Census category	Yeppoon (2016)	Yeppoon (2021)	Livingstone (2016)	Livingstone (2021)
Occupation and employment				
Most common occupation	Technicians and trades workers (17.0%)	Professionals (18.3%)	Technicians and trades workers (18.2%)	Technicians and trades workers (17.9%)
Second most common occupation	Professionals (16.1%)	Technicians and trades workers (16.2%)	Professionals (15.5%)	Professionals (16.7%)
Third most common occupation	Community and personal service workers (12.8%)	Community and personal service workers (14.2%)	Clerical and administrative workers (12.6%)	Community and personal service workers (12.4%)
Most common industry of employment	Coal mining (7.4%)	Coal mining (7.6%)	Coal mining (7.7%)	Coal mining (8.1%)
Second most common industry of employment	Secondary education (5.0%)	Secondary education (5.0%)	Secondary education (3.3%)	Hospitals (except psychiatric hospitals) (4.0%)
Third most common industry of employment	Local government administration (3.4%)	Hospitals (except psychiatric hospitals) (3.8%)	Hospitals (except psychiatric hospitals) (3.2%)	Secondary education (3.3%)
First Nations community				
Aboriginal and/or Torres Strait Islander	5.3%	5.6%	4.4%	5.4%
Cultural diversity				
Born overseas	22.1%	20.9%	18.8%	20.9%
Most common country of birth other than Australia	England (3.5%)	England (3.2%)	England (2.8%)	England (3.2%)
Households that speak a language other than English	1.8%	5.2%	1.3%	4.3%
Most common language other than English	German (0.5%)	German (0.4%)	German (0.3%)	German (0.4%)

Census category	Yeppoon (2016)	Yeppoon (2021)	Livingstone (2016)	Livingstone (2021)
Health and wellbeing				
Need for long-term health condition	8.2%	9.3%	5.0%	5.7%
Provided unpaid assistance to a person with a disability, health condition, or due to old age	10.1%	14.1%	11.3%	12.4%
Live with a long-term health condition	N/A	38.7%	N/A	32.9%
Most common long-term health condition	N/A	Arthritis (13.8%)	N/A	Arthritis (10.4%)
Second most common health condition	N/A	Mental health condition (including depression or anxiety) (10.5%)	N/A	Mental health condition (8.4%)
Third most common health condition	N/A	Asthma (8.7%)	N/A	Asthma (7.7%)
Household make-up				
Family households	61.2%	63.1%	73.6%	74.9%
Lone person households	35.6%	34.5%	23.8%	22.7%
Group households	3.2%	2.4%	2.6%	2.4%
Housing				
Separate houses	68.1%	72.1%	86.5%	88.4%
Medium density	12.9%	14.1%	3.9%	4.5%
High density	16.7%	11.8%	5.8%	5.5%
Other dwelling	1.6%	1.3%	2.7%	1.1%
SEIFA score and percentile relative to all Australian suburbs/LGAs				

Census category	Yeppoon (2016)	Yeppoon (2021)	Livingstone (2016)	Livingstone (2021)
Index of Relative Socio-economic Disadvantage	941 score and 19th percentile	951 score and 20th percentile	993 score and 63rd percentile	1005 score and 70th percentile
Index of Relative Socio-economic Advantage and Disadvantage (IRSAD)	928 score and 19th percentile	928 score and 21st percentile	974 score and 62nd percentile	970 score and 64th percentile
Index of Economic Resources	940 score and 13th percentile	955 score and 17th percentile	1016 score and 79th percentile	1030 score and 85th percentile
Index of Education and Occupation	931 score and 22nd percentile	913 score and 20th percentile	947 score and 43rd percentile	935 score and 45th percentile
Car ownership				
Average motor vehicles per dwelling	1.6	1.7	2.0	2.1
Households with no motor vehicles	10.1%	8.9%	4.1%	3.3%
Households with 1 motor vehicle	41.8%	38.8%	30.6%	29.3%
Households with 2 motor vehicles	30.2%	32.6%	38.1%	39.5%
Households with 3 or more motor vehicles	13.0%	15.6%	22.5%	25.9%



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