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Executive Summary

1. There was strong engagement with the Mapleton and District community. The survey was made available over a six-week period, advertised by flyers, in the local Pop Up News, by several Community Groups, email to MADCA members, and via Mapleton Facebook site.
2. The response rate was reasonable and sufficient for significant trends to be observed
3. Some of the responses were possibly impacted by a proposed development active at the time of the survey. This is apparent in the open comments received.
4. There is a very high percentage (>90%) of those surveyed that supported some kind of later-in-life residential community.
5. The preference was for a community that supports independent living (>80%) with the ability to also support aged care (>60%).
6. A selection of occupier owned housing options providing 2 & 3 bedroom, quality, low maintenance homes with privacy, open spaces and gardens and good access to community facilities would satisfy the key desires of the majority of respondents.
7. Privacy, affordability, density/size, open spaces, and access to additional services are the most prevalent concerns when considering residency.
8. This report is to be made widely available for community, council and potential developer use.

“Yes. So this is not only about us, it’s for the future. Let’s be forward thinking and have something that will serve the town well. Let it be attractive, in harmony and useful.”

Quote from a respondent

Background

The Mapleton and District Community Association (MADCA) is a not for profit community organisation that has in its constitution, the following objectives:

1. To provide a forum for residents and ratepayers of Mapleton and District to express their opinion on any matter affecting the Community.
2. To act in the interest of residents and ratepayers in dealing with various levels of Government, other parties and organizations.
3. To foster the balanced development of Mapleton and surrounding areas.
4. To promote the social, cultural, sporting and economic welfare of the Community
5. To be non-political and non-sectarian.

The need for a retirement facility in Mapleton has been on the agenda since around 1995. MADCA has been supportive of the establishment of a retirement facility in some form and has advocated to the Maroochy Shire Council and the Sunshine Coast Regional Council for such a facility to be included in the Town Plan.

In 2017 the South East Queensland Plan identified a parcel of land on the corner of 2 Ringwood Lane and 81 Flaxton Road as a suitable site for a retirement facility. The Sunshine Coast Regional Council (SCRC) adopted this suggestion and the land was zoned Community Use: Retirement Living/Residential Care in 2018.

In March 2020 a development application was lodged with the SCRC for a Material Change of Use – Retirement Facility under the Manufactured Homes Act. This application resulted in a diverse range of opinions in the community. MADCA approached the developer to clarify many aspects of the proposal in order to improve the communication between the developer and the community.

The developer (IRBS properties) indicated to MADCA on 31 May 2020 that they were withdrawing from the development application as *“we weren’t able to achieve the level of certainty required (in these uncertain times) to proceed with the process”*.

From the sometimes animated informal community discussions that ensued over the proposed re-zoning and development, MADCA determined that a more structured consultation process might assist. MADCA proceeded to do this consultation through a survey of the community to determine:

1. What level of support there was in the community for a facility that caters for people in retirement
2. If there was support, what type of facility was preferred
3. What features should be included in the dwellings and the complex

Methodology

A sub-committee of the MADCA Management Committee was formed to develop this consultative process. Membership of the sub-committee was:

| | |
|----------------|--------------------------------|
| Peter Hulme | President MADCA |
| Max Standage | Vice-President MADCA |
| Bernice Davis | Secretary MADCA |
| Peter Gamgee | Committee member & lead author |
| Victoria Simon | Committee member |

This sub-committee reported to the overall Management Committee at key stages of the process. The process used is as follows:

- The development of a paper based survey (Annex1)
- The development of a workshop plan using Microsoft PowerPoint (Annex 2)
- Engaging with various community organisations inviting them to participate in a face to face workshop during the week beginning 13 July 2020
- Issuing a wider invitation to MADCA members and the general community to participate in workshops during the fortnight beginning 20 July 2020.
- Inviting those community members who had not participated in a workshop the opportunity to complete an on-line survey using Survey Monkey. This strategy closed on 21 August 2020.

To ensure consistency, each workshop used the PowerPoint presentation and either the President or the Vice President conducted all workshops with an additional MADCA member in attendance.

Respondents were asked to provide names and phone numbers so that a check could be made that no duplication has occurred. All responses were de-identified and this report contains no information that identifies any particular respondent.

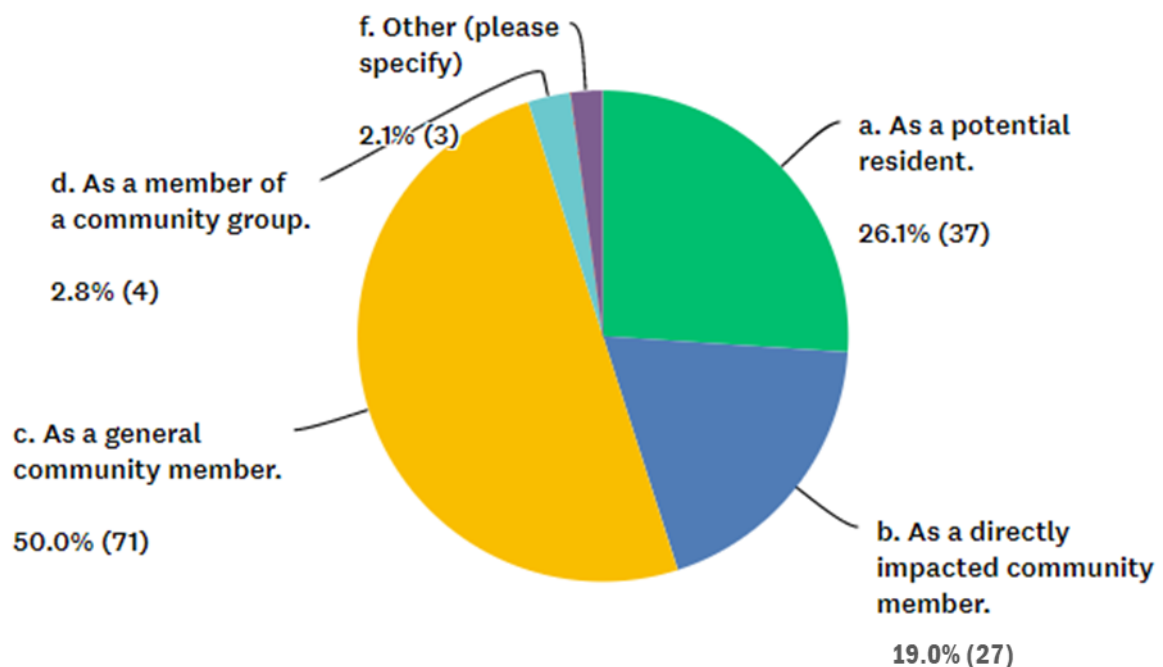
All responses were entered onto Survey Monkey so that the two types of data (paper and on-line) were aggregated to allow analysis

Results and discussion

Question 1 – In what capacity are you completing this survey? (142 respondents)

The majority of respondents were general community members. One quarter were people who considered they could become a potential resident. There was a significant response (19%) from those who considered themselves to be directly impacted.

There were 100 paper surveys completed and 42 surveys conducted on-line through Survey Monkey after discounting 2 duplicates.



Conclusions:

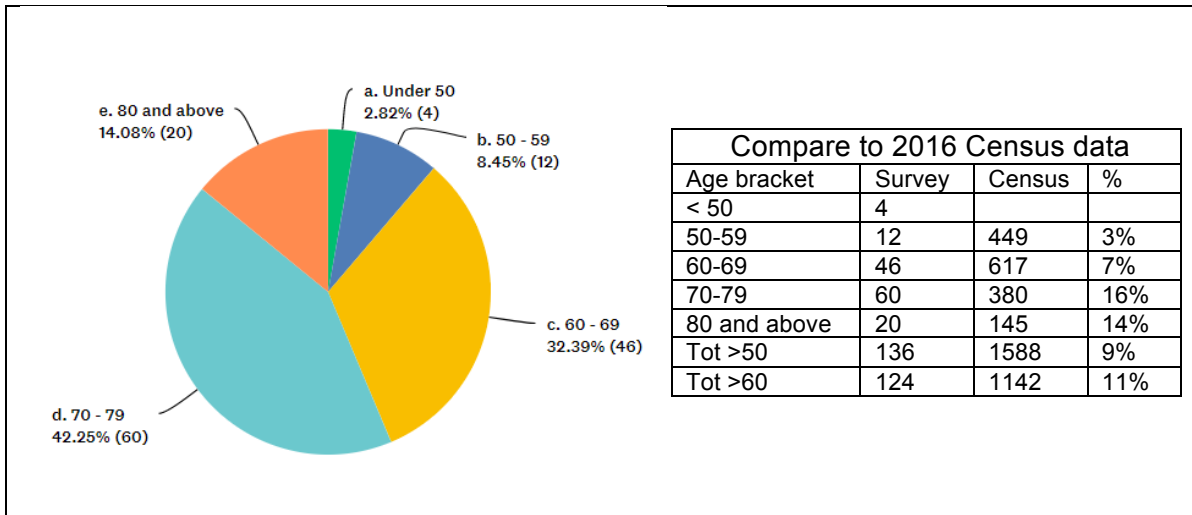
1. There is high demand within the community by people who consider themselves as potential residents – the survey of ~10% of population identified 36 potential residents.
2. The survey did not collect any inputs from business representatives.
3. The response by “directly impacted” is likely to be a consequence of a specific proposal that was active at the time of survey.

“ I think we need somewhere for people who currently live in the area to move to that is easy to look after and they don't have to leave the area (friends, clubs, support networks etc they already have here). It needs to be a facility that keeps the Mapleton feel of space, a 'country community style'”

Quote from a respondent

Question 2 – Which age group do you belong to? (142 respondents)

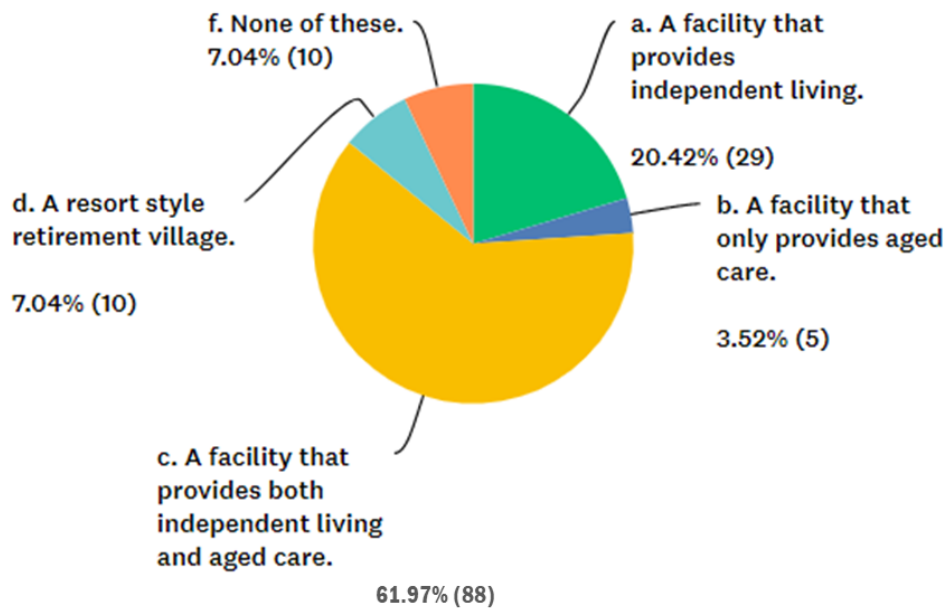
Nearly 90% of respondents are aged over 60 with the majority (42%) between 70 and 79.



Conclusion:

There was a reasonable response rate by those of the community who are most concerned with later-in-life residential options, being 70 and above – with this group representing about 15% of the community in that age bracket.

Question 3 – What type of facility do you support being developed? (142 respondents)
Greater than 90% of respondents were in favour of some form of later-in-life facility. The majority chose Independent Living plus Aged Care (61.97%).

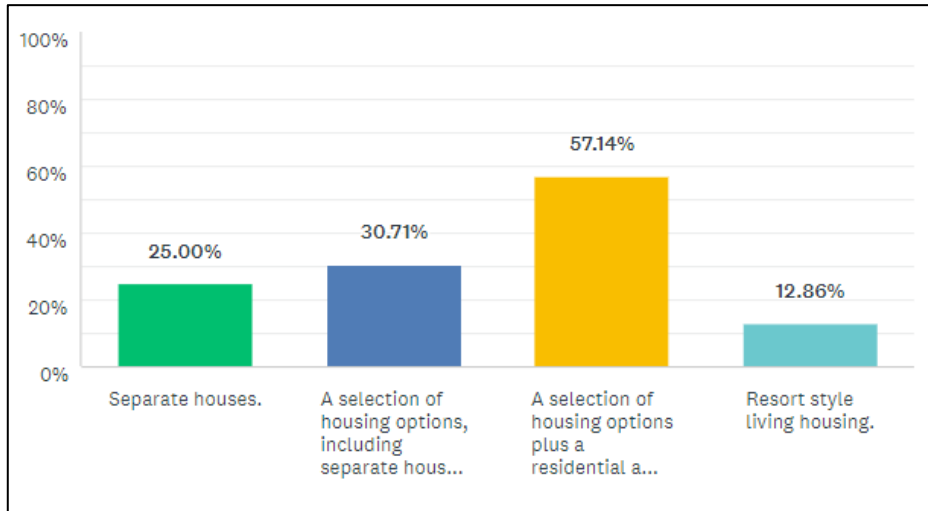


Conclusion

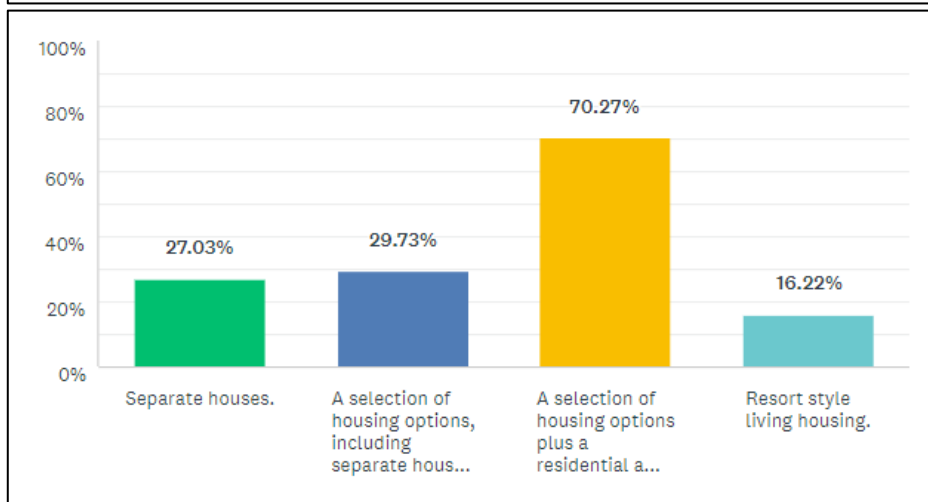
1. The majority of the community support a later in life facility being established in the district
2. The highest demand is for Independent Living, with associated Aged Care
3. There is low demand for resort style retirement or purely Aged Care

Question 5 – What type of accommodation would appeal most to you? (140 respondents)

More than half of the respondents indicated they would prefer a variety of housing options that included aged care with Resort Style housing of interest to very few.



All respondents

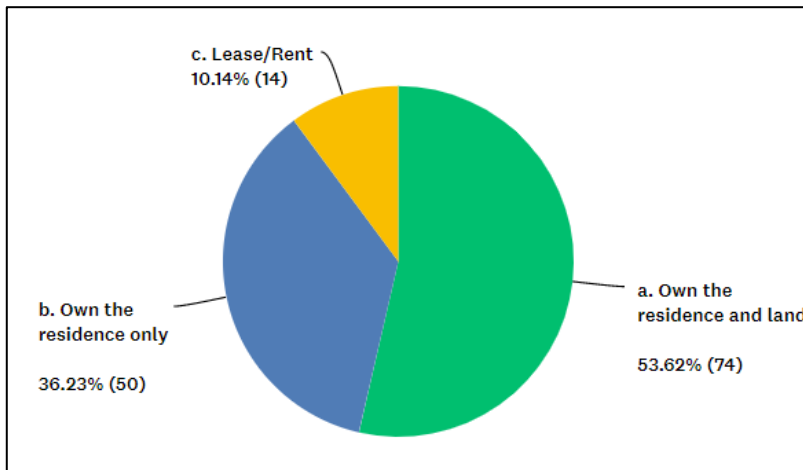


Response as potential residents

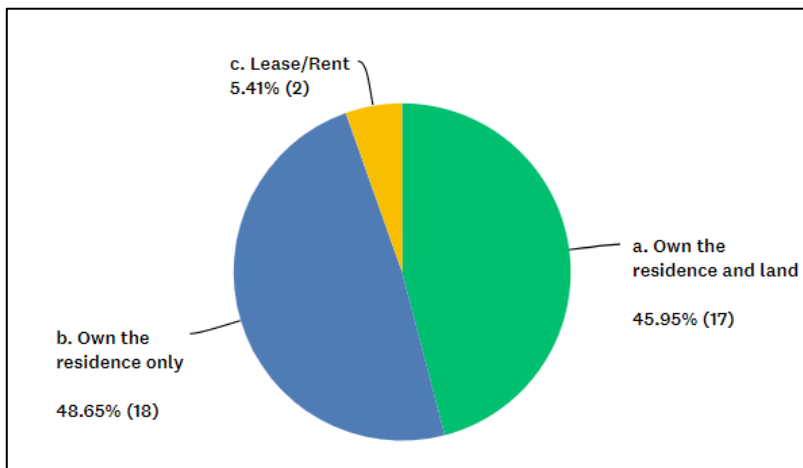
Conclusions:

1. There is high demand for a range of housing options including aged care.
2. A significantly higher per cent (13% more) of respondents as potential residents preferred the selection of housing options including aged care.
3. Resort style housing is not popular.

Question 6 – What ownership model would appeal most to you? (138 respondents)



All respondents

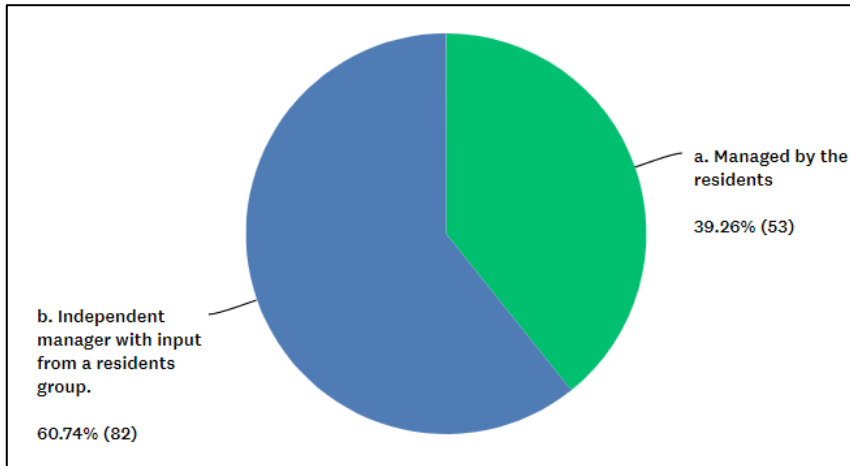


Response as potential residents

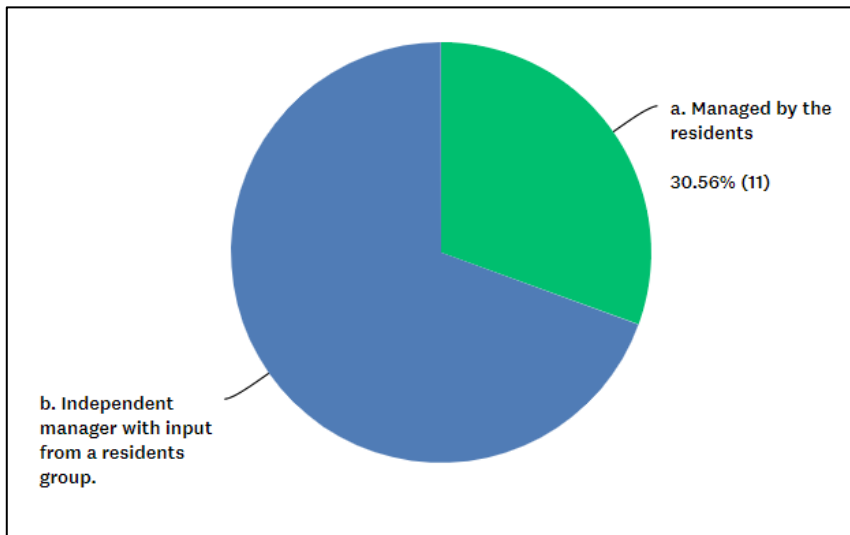
Conclusions

1. The preferred ownership was split between owning both the land and residence and owning just the residence
2. Ownership is preferred over rent or lease models especially by those who responded as potential residents

Question 7 – What is your preferred management model? (135 respondents)



All respondents



Response as potential residents

Conclusion

The majority of respondents preferred an independent manager, more so with those who responded as potential residents

Question 8 – What communal facilities and services are important to you in a retirement or seniors residential facility? (138 respondents)



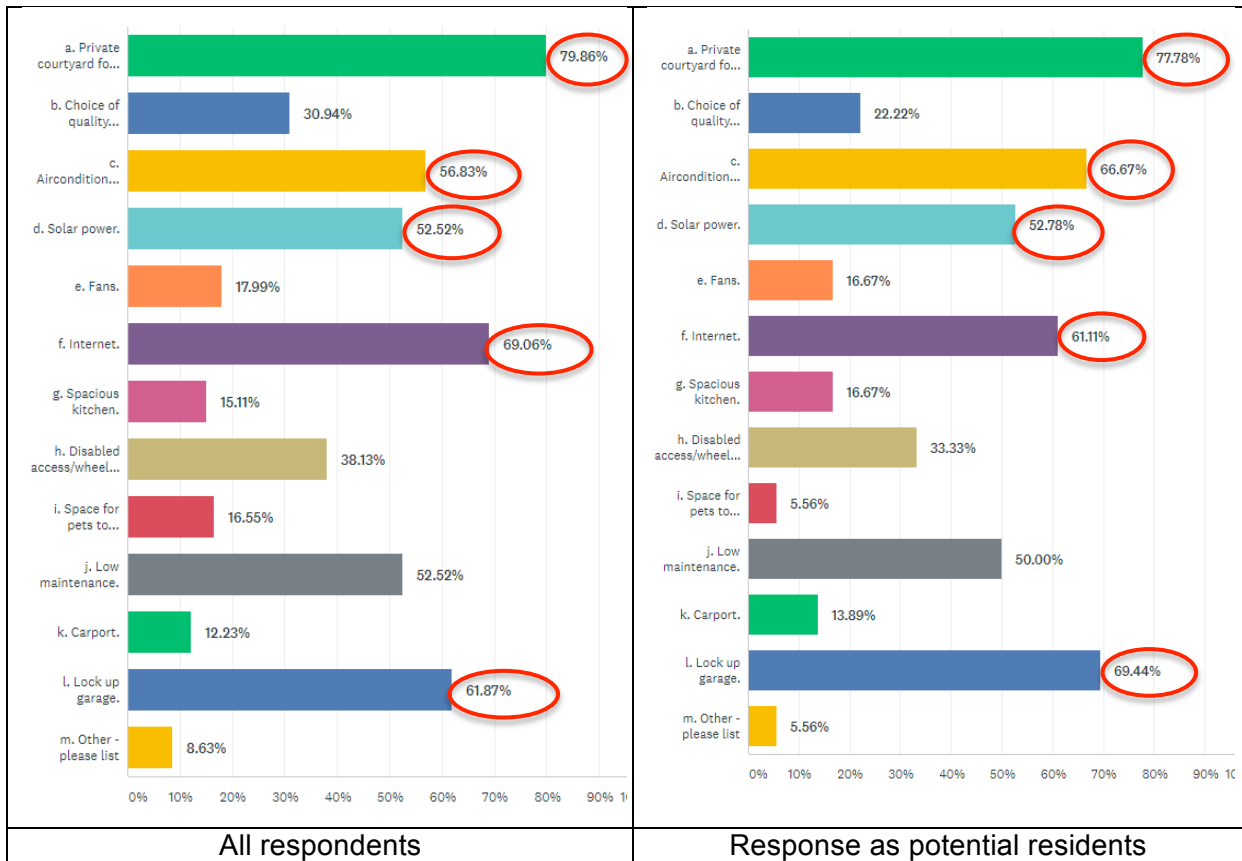
Conclusions

5 most relevant: Walkability to local services, private bus, residents social centre, parking, and onsite nursing. Potential residents also thought that access to housekeeping was important as well.

“That it is a fit for purpose ie it is not a housing development dressed up to look like a retirement facility”

Quote from a respondent

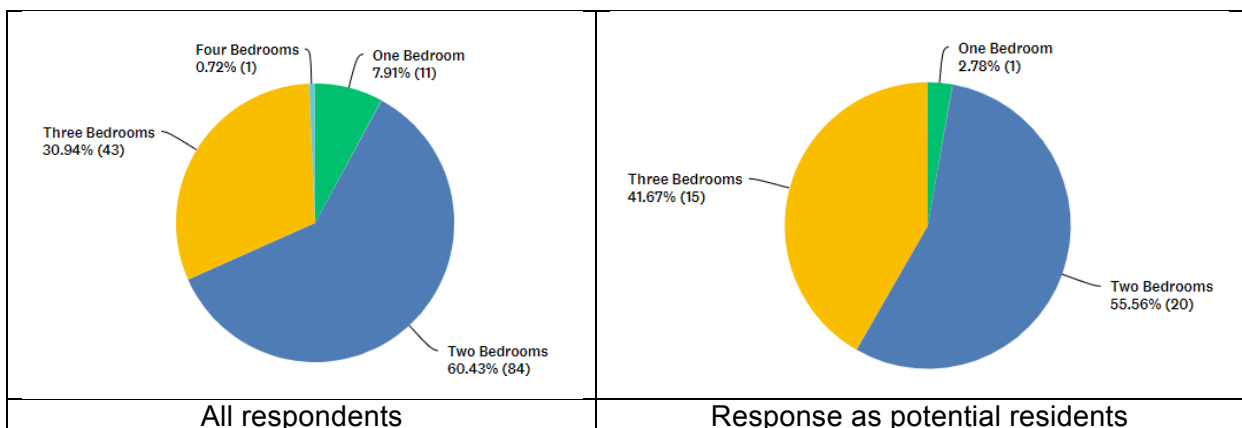
Question 9 – What are the most important features to be included in your individual residence? (139 respondents)



Conclusions

5 most prevalent features: Private Courtyard, Lock up garage, Airconditioning, Internet, Solar Power

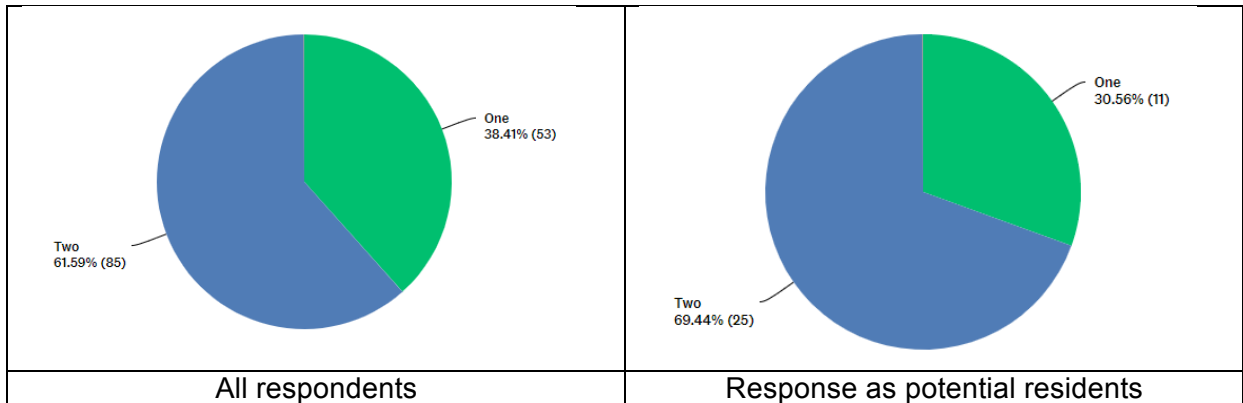
Question 10 – How many bedrooms would you want? (139 respondents)



Conclusions

Most respondents indicated 2 bedrooms with a significant number seeking 3 bedrooms. Respondents who were potential residents showed greater interest in 3 bedrooms than the general community.

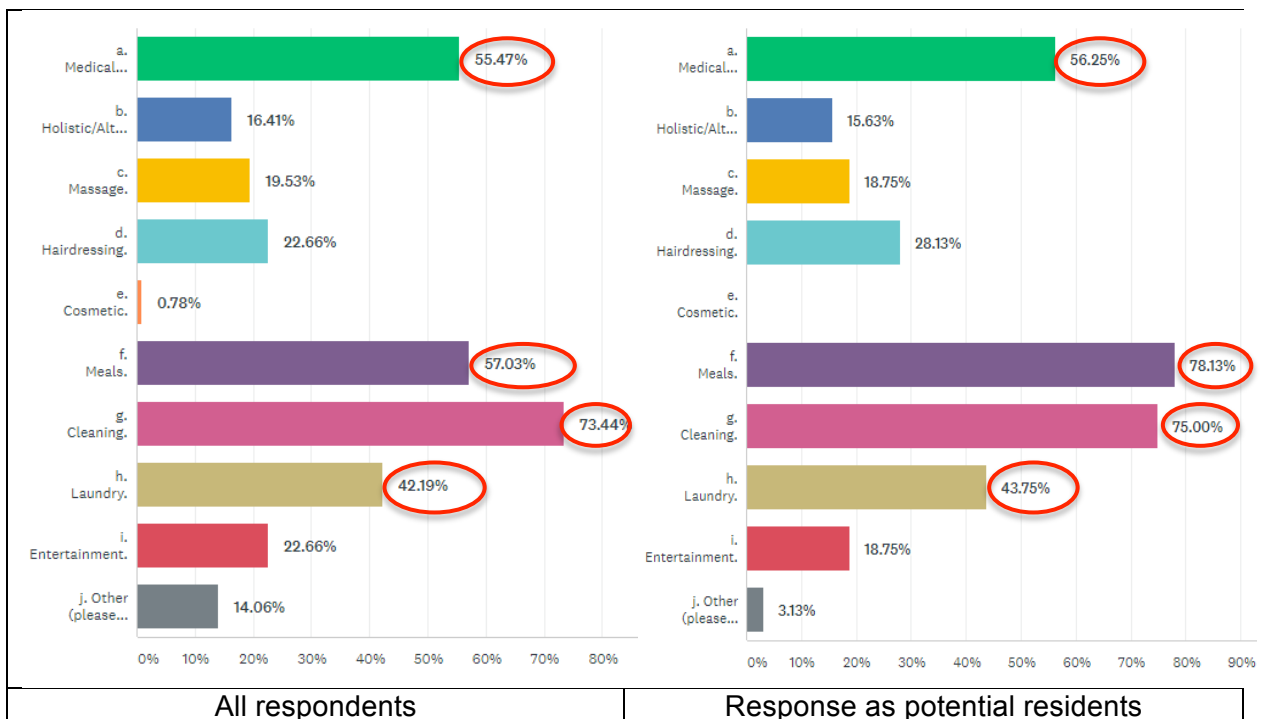
Question 11 – How many bathrooms would you want? (138 respondents)



Conclusions

More than 60% of respondents sought two bathrooms, rising to nearly 70% for those responding as potential residents.

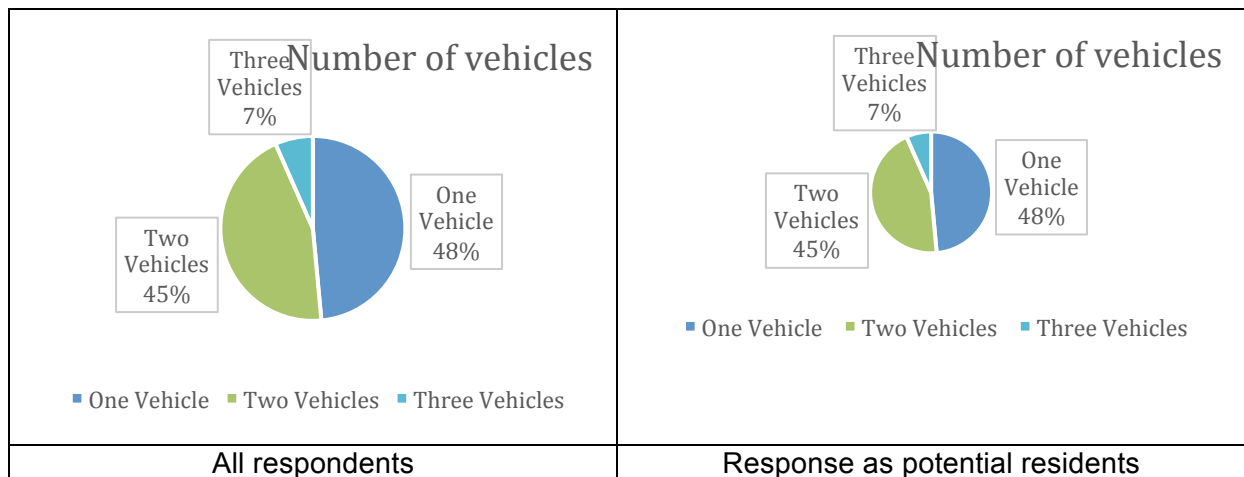
Question 12 – What additional user pays services would you like to have available onsite? (128 respondents, 36 respondents as potential residents)



Conclusion

4 most prevalent services: Cleaning, meals, medical, and laundry. Meals and cleaning were sought by more than 75% of those who responded as potential residents.

Question 13 – How many vehicles (cars, boats, caravans, trailers) would you require secure accommodation for onsite? (138 respondents)



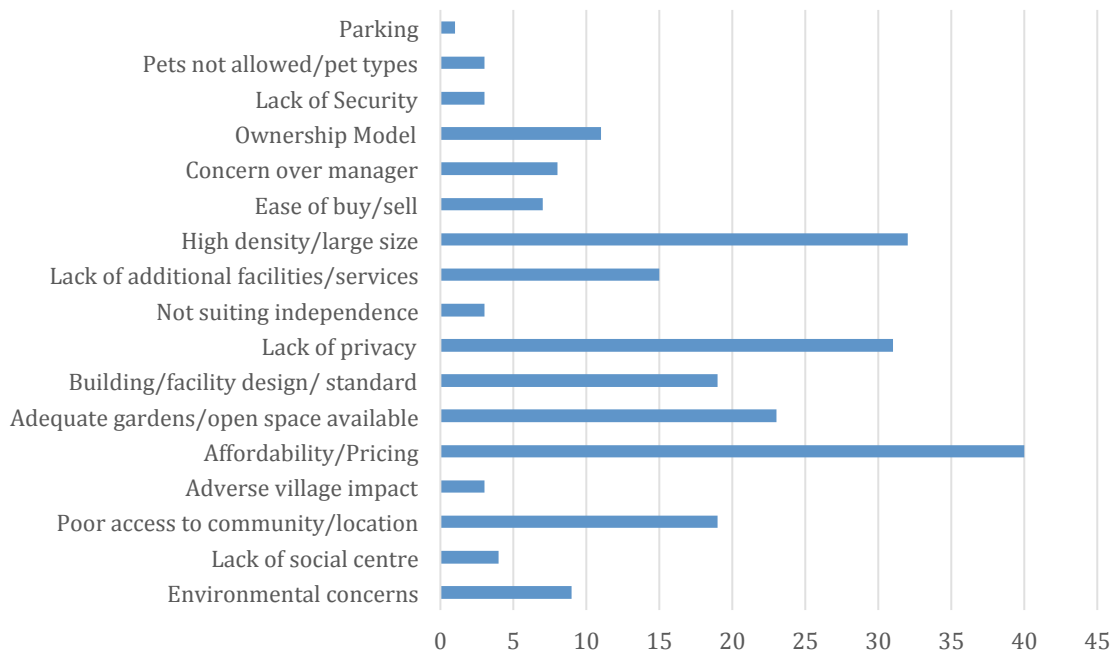
Conclusion

The average number of vehicle spaces needed for residents was 1.6 per residence based on the full survey, and 1.5 per residence for potential residents. Vehicles included car, motor home, caravan, trailer, boat.

Question 14 – What are deal breakers for you when considering the purchase of a residence in a retirement or seniors living residential facility? (128 respondents, 33 respondents as potential residents)

Respondents were asked to provide open comments on those matters that they would consider as “Deal Breakers” – i.e. must be considered when contemplating selection of a later-in-life facility. Those comments were attributed to a set of common concerns. The graph below represents the count of comments per area of concern.

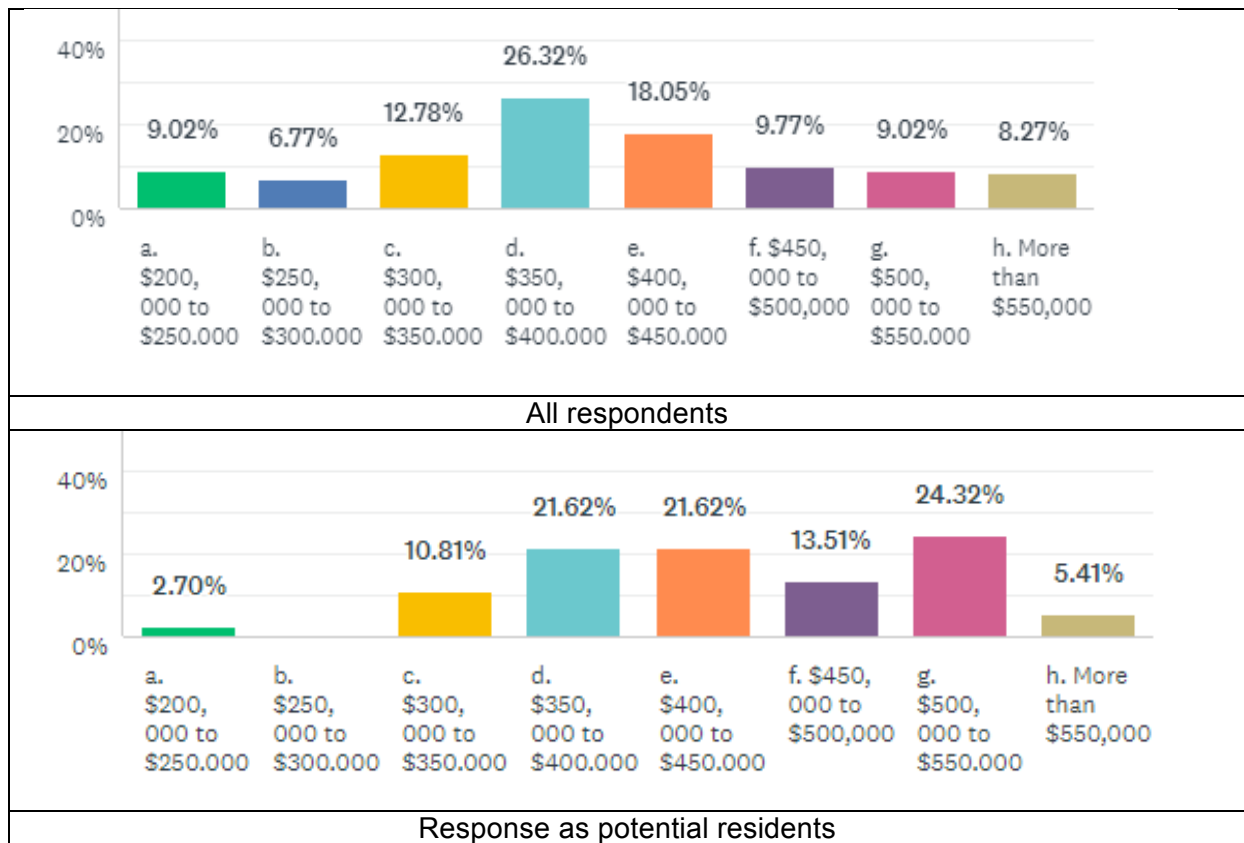
Deal Breakers - all respondents



Conclusions

The concerns most likely to prevent people from considering residency include affordability / pricing, density / size, lack of privacy, garden / open space, building / design standard, and community access.

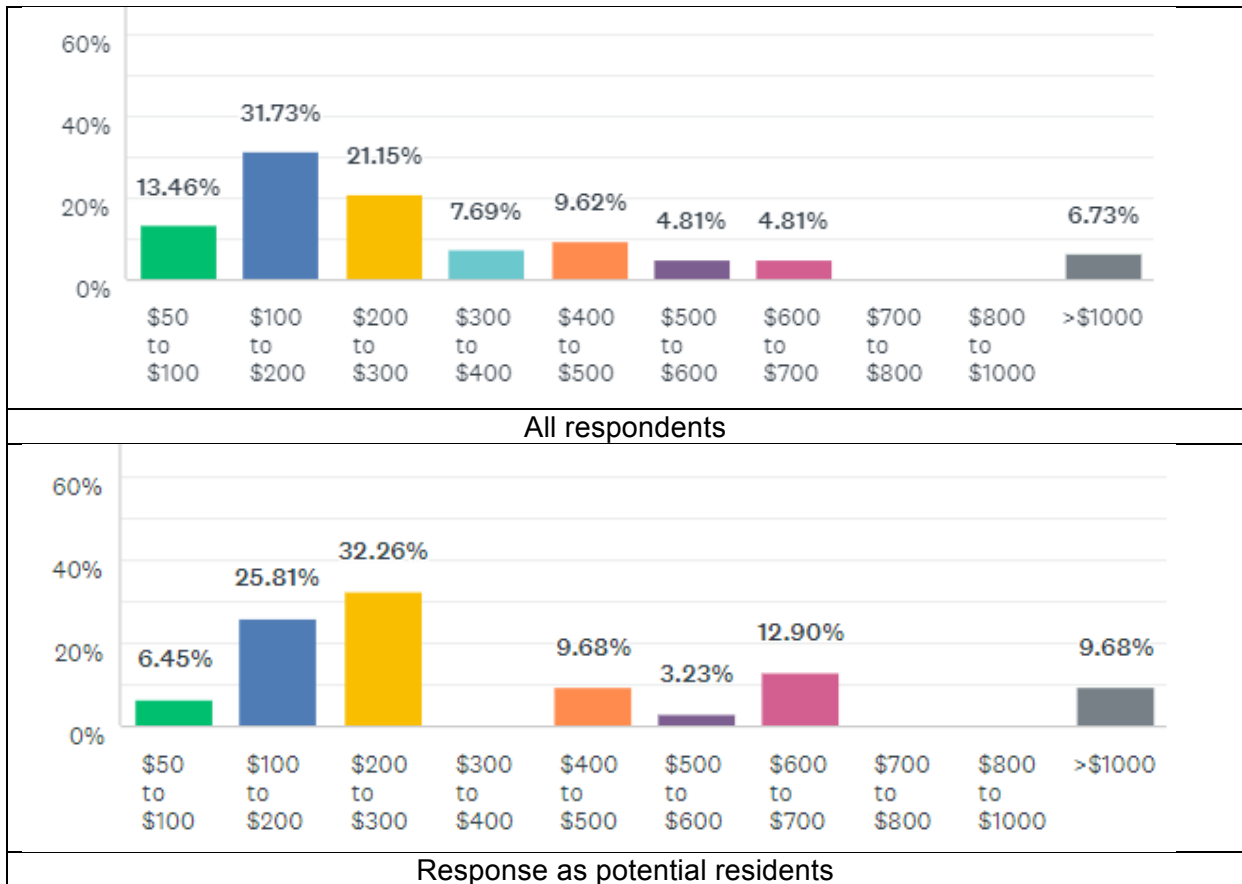
Question 15 – How much would you expect to pay for a house / unit in the facility that had what you wanted? (133 respondents, 37 respondents as potential residents)



Conclusions

Most respondents (>70%) expected to pay more than \$350,000 with those “Potential Residents” (75%) expecting to pay more.

Question 16 – How much per month would you expect to pay for the provision of communal facilities? (104 respondents, 31 respondents as potential residents)



Conclusions

Most respondents (>50%) expected to pay between \$100 and \$300 per month for additional community services.

Summary

In this report we attempt to answer questions on

- The degree of community support for a later in life residential facility,
- What the majority of people would like in that facility
- What the majority of people would not like.

Degree of community support

- There is a very high percentage (>90%) of those surveyed that supported some kind of later-in-life residential community.
- The preference was for a community that supports independent living (>80%) with the ability to also support aged care (>60%).
- There is little support for a facility that provides solely for aged care or a resort style over 50's lifestyle facility
- There is high demand within the community by people who consider themselves as potential residents – the survey of ~10% of population identified 36 potential residents.
- There is no clear picture of how aged care would be incorporated into any development. There is a continuum of aged care services ranging from in-home care (least intrusive) to residential care to cater for people with high support needs (eg dementia) (highly intrusive). Further work with the community is required to determine what type of aged care facility is supported together with an understanding of the infrastructure needs for any facilities sought. Whether MADCA undertakes this work is a decision of the membership of MADCA.

What the facility would look like

- A variety of housing options that includes aged care.
- A selection of occupier owned housing options providing 2 and 3 bedroom, quality, low maintenance homes with privacy, open spaces and gardens and good access to community facilities would satisfy the key desires of the majority of respondents
- Privacy, affordability, density/size, open spaces, and access to additional services, including community are the most prevalent concerns when considering residency
- There was support for a range of user pays services such as meals, cleaning, and laundry services
- The facility would be integrated within the Mapleton community

Facility should not contain

- Resort Style housing was of interest to very few
- An aged care only facility

MADCA hopes that this report may be a useful document to potential developers and owners of suitability sized parcels of land when contemplating the provision of a facility that caters for older people.

ANNEX 1

Survey Instrument



MAPLETON AND DISTRICT RETIREMENT VILLAGE SURVEY

NAME & CONTACT NUMBER:

.....
(This information will be kept confidential to the survey compilers. It is needed to ensure there is no duplication)

1. In what capacity are you completing this survey? (Tick ONLY ONE.)

- a. As a potential resident.
- b. As a directly impacted community member.
- c. As a general community member.
- d. As a member of a community group.
- e. As a local business owner.
- f. Other – please state

2. Which age group do you belong to?

- a. Under 50
- b. 50 – 59
- c. 60 – 69
- d. 70 – 79
- e. 80 and above

3. What type of facility do you support being developed? (Please tick ONLY ONE.)

- a. A facility that provides independent living
- b. A facility that only provides aged care.
- c. A facility that provides both independent living and aged care.
- d. A resort style retirement village.
- e. Other – please state
- f. None of these.

4. What are the 3 most important reasons for you to consider when moving into a retirement or seniors residential facility?

-
-
-

5. What type of accommodation would appeal most to you? (Tick any number.)

- a. Separate houses.
- b. A selection of housing options, including separate houses, duplexes and studio rooms.
- c. A selection of housing options plus a residential aged care facility.
- d. Resort style living housing.

6. What ownership model would appeal most to you? (Tick ONLY ONE.)

- a. Own the residence and land
- b. Own the residence only
- c. Lease

7. What is your preferred management model?

- a. Managed by residents
- b. Independent manager with input from resident's group

8. What communal facilities and services are important to you in a retirement or seniors residential facility? (Tick any number of boxes.)

- a. "Gated" or secured community.
- b. Open community.
- c. On site security.
- d. Organized residents' social activities.
- e. Residents' café.
- f. Hobby and craft facilities.
- g. Residents' social centre.
- h. Residents' sporting facilities.
- i. Residents' central outdoor entertainment and BBQ facilities.
- j. On site library and education facilities.
- k. On site nursing, medical, paramedical facilities.
- l. Private bus for access to shopping, medical and entertainment.
- m. Access to housekeeping, laundry and meals services.
- n. Parking for cars, boats and recreational vehicles.
- o. Walkability to local amenities.

9. What are the most important features to be included in your individual residence? (Tick your top 5 choices.)

- a. Private courtyard for gardening and entertainment.
- b. Choice of quality inclusions, materials and colour schemes.
- c. Air-conditioning.
- d. Solar power.
- e. Fans.
- f. Internet.
- g. Spacious kitchen.
- h. Disabled access/wheel chair friendly.

- i. Space for pets to exercise.
- j. Low maintenance.
- k. Carport
- l. Lock up garage
- m. Other

10. How many bedrooms would you want?

- 1 bedroom
- 2 bedrooms
- 3 bedrooms
- 4 bedrooms

11. How many bathrooms would you want

- 1 bathroom
- 2 bathrooms

12. What additional user-pays services would you like to have available onsite?
(Please tick any number of boxes.)

- a. Medical (Doctor) & Nursing.
- b. Holistic/Alternate Health.
- c. Massage.
- d. Hairdressing.
- e. Cosmetic.
- f. Meals.
- g. Cleaning.
- h. Laundry.
- i. Entertainment.
- j. Other.....

13. How many vehicles (cars, boats, caravans, trailers) would you require secure accommodation for onsite?

- 1 Vehicle
- 2 Vehicles
- 3 Vehicles

14. What are deal-breakers for you when considering the purchase of a residence in a retirement or senior's living residential facility?

15. How much would you expect to pay for a house/unit in the facility that had what you wanted?

- a. \$200,000 to \$250,000
- b. \$250,000 to \$300,000
- c. \$300,000 to \$350,000
- d. \$350,000 to \$400,000
- e. \$400,000 to \$450,000
- f. \$450,000 to \$500,000
- g. \$500,000 to \$550,000
- h. More than \$550,000

16. How much per month would you expect to pay for the provision of communal facilities?

- \$50 - \$100
- \$100 - \$200
- \$200 - \$300
- \$300 - \$400
- \$400 - \$500
- \$500 - \$600
- \$600 - \$700
- \$700 - \$800
- \$800 - \$1000
- >\$1000

17. Any other question(s) you would like to ask?

ANNEX 2

Workshop PowerPoint presentation