

1 March 2022



The Queensland Human Rights Commission  
City East Post Shop  
PO Box 15565  
City East QLD 4002

**BY EMAIL** – [adareview@qhrc.qld.gov.au](mailto:adareview@qhrc.qld.gov.au)

Dear Sir/Madam,

**Submission to the Review of Queensland's *Anti-Discrimination Act 1991***

The Urban Development Institute of Australia Queensland (the Institute) is appreciative of the opportunity to provide a submission to the Review of Queensland's *Anti-Discrimination Act 1991* (AD Act).

The Institute proudly represents its members, who are responsible for the delivery of more than 30,000 homes of all types in Queensland, annually. The Institute is proud to be the peak body representing the large and diverse property industry and has a long history of providing advice to government on a range of topics related to property development.

The Institute makes submission in relation to question 51 in the AD Act review discussion paper and provides information to assist the Queensland Human Rights Commission (QHRC) and reference group with knowledge of older persons, housing choices, and residential park living provided under the *Manufactured Homes (Residential Parks) Act 2003*. The Institute also seeks clarity for exemptions for over 50s specific housing. To that end a report, consent form, and expert advisor's report are attached.

The Institute supports the Commissioner's view expressed in the Discussion Paper that discrimination is harmful. It impacts people's health, wellbeing, and their sense of belonging in all areas of life. It can also have visible and invisible social and economic impacts on our families, communities, and society. The Institute is also supportive that the review should seek a system that better supports all of us to create a culture of belonging.

It is the Institute's view that change to permit older people to choose residential parks specifically as an over 50s housing option will support their ageing in place and enable them to address their concerns in the wider community, of isolation, fears of intimidation, personal crime, and noise. It can also address the fear held by some present residential park home owners that their housing choice is unprotected and may be subject to negative change at some stage.

A residential park is not suited for all older persons but it is extremely well suited for many. Homeowners indicate they did not buy just a house but that they bought a home with friends, activities and a lifestyle that is positive and supports their overall well-being. We ask the Commission to support this choice.

The residential park sector of older home owners is one that has developed over the years due to older persons' housing choices. As with other housing preferences, it is being backed by Institute members actively catering to and curating this relatively niche housing demand.

Residential parks provide benefits to home owners in terms of a safer and more secure environment than they may have faced if isolated in their existing home, and provides a retirement orientated financial security, friends of similar age, activities, and a lifestyle that is positive and supports their overall well-being. Home owners are creating a comfortable and maintenance-free environment for themselves after a lifetime of work.

They remain connected and are supported by the wider community, but some feel that with a lack of certainty around obtaining an exemption to retain their residential park for over 50s, their lifestyle is at risk and discriminated against compared to retirement villages which have the exemption.

The Institute recommends a streamlined, more certain exemption process to lawfully market and operate residential parks on an age-exclusive basis, i.e. to discriminate on the basis of being more than 50 years of age. This would involve either:

- A choice for each residential park to operate in this manner permanently
- Alternatively, improvement to the present exemption processes in the AD Act to:
  - enable an exemption for more than the present five years and perhaps up to 20 years, if not permanently
  - provide set criteria and less costly processes for exemption acceptance.

Residential parks are a specific housing market solution that together with retirement villages house 6.5 percent of Queensland's over 65 population in 2016. With around 1.6 million Queenslanders aged over 50 years, residential parks represent a small but valued housing option to park home owners.

Residential parks are a valid and in demand housing option that provides benefits to home owners, and additional benefits in freeing up family homes for new families to use as home owners downsize the family home for the residential park lifestyle.

Residential parks are a feature of the modern housing landscape, perhaps not well understood broadly, but for which home owners seek recognition that it is for older persons, to provide them with a greater sense of security around their housing choice.

Thank you for considering this submission and the engagement that your department provides. If you have any questions in relation to this letter, please contact [REDACTED]

Yours sincerely,

**Urban Development Institute of Australia Queensland**

A handwritten signature in black ink, appearing to read 'Kirsty Chessher-Brown', with a long horizontal flourish extending to the right.

Kirsty Chessher-Brown  
**Chief Executive Officer**

**Attachments**

Submission Consent Form  
UDIA Queensland report  
Expert Advice report  
Expert Advisor's CV

## UDIA QUEENSLAND SUBMISSION – REVIEW OF ANTI-DISCRIMINATION ACT

### Introduction

The Urban Development Institute of Australia Queensland (**Institute**) wishes to provide assistance to the Queensland Human Rights Commission (**QHRC**) in regard to the specific circumstances of manufactured home residential parks (**residential parks**) in Queensland. We bring specific knowledge of housing choices of older people, and experience of residential parks and of their operation and creation. We attach a report from an expert in this field with direct experience in older persons' housing arrangements to assist the QHRC and reference group relevant to the review of the *Anti-Discrimination Act 1991* (Qld) (**AD Act**). This advice concludes in a recommendation for improved exemptions to allow some residential parks to exclusively serve persons over 50 years.

The Institute supports the Commissioner's view expressed in the Discussion Paper that discrimination is harmful. It impacts people's health, wellbeing, and their sense of belonging in all areas of life. It can also have visible and invisible social and economic impacts on our families, communities, and society. The Institute is also supportive that the review should seek a system that better supports all of us to create a culture of belonging.

It is the Institute's view that change to permit older people to choose residential parks specifically as an over 50s housing option will support their ageing in place and enable them to address their concerns in the wider community, of isolation, fears of intimidation, personal crime, and noise. It can also address the fear held by some present residential park home owners that their housing choice is unprotected and may be subject to negative change at some stage.

A residential park is not suited for all older persons but it is extremely well suited for many. Home owners indicate they did not buy just a house but that they bought a home with friends, activities and a lifestyle that is positive and supports their overall well-being. We ask the Commission to support this choice.

### Residential parks industry in Queensland

A residential park is an area of land that includes individual sites available for rent under a site agreement, upon which a manufactured home is positioned.

The *Manufactured Homes (Residential Parks) Act 2003* (Qld) (**MHRP Act**) defines a 'manufactured home' as a structure that has the character of a dwelling house, is designed to be moved from one position to another and is not permanently attached to the land. A manufactured home does not include a converted caravan.

A residential park also offers services and facilities for the personal comfort, convenience, or enjoyment of residents, which can include things such as a bus service, communal recreation hall, swimming pool, gymnasium and bowling green, amongst many others.

According to the Residential Parks (Manufactured Homes) Register published by the Department of Communities, Housing and Digital Economy, there are 213 manufactured home parks in Queensland, accommodating 23,519 manufactured home sites. The local government areas which accommodate the largest number of manufactured home sites are:

- City of Gold Coast (4,104 manufactured home sites)
- Logan City Council (3,969 manufactured home sites)

- Sunshine Coast Regional Council (3,828 manufactured home sites)
- Moreton Bay Regional Council (3,317 manufactured home sites)
- Fraser Coast Regional Council (2,078 manufactured home sites).

There are two principal types of manufactured home parks in Queensland, namely:

- Mixed-use: where the park may have a mixture of manufactured homes, as well as caravan sites, tents and holiday cabins, which offer short and long-term accommodation
- Purpose-built: where the park is made up of manufactured homes exclusively and are often tailored specifically to meet the needs of the over-50s age group.

The Residential Parks (Manufactured Homes) Register identifies that whilst mixed-use facilities represent over half of all residential parks in Queensland, most manufactured home sites are contained within purpose-built parks.

*Table 1: Distribution of Manufactured Home Residential Park Facilities in Queensland by Type, 2021*

	<b>No of residential parks</b>	<b>Number of registered home sites in residential parks</b>
Mixed-use	110	3,136
Purpose-built	103	20,383
Total	213	23,519

A review of manufactured home site registrations by year highlights that most residential parks are purpose-built and there have been no mixed-use parks delivered since 2018. This is suggestive of an increasing shift towards providing purpose-built residential parks tailored for a specific segment of the community.

*Table 2: Number of Home Site Registrations by Year, 2011-2021*

	<b>Mixed-use</b>	<b>Purpose-built</b>	<b>Total</b>
2011	1,312	8,636	9,948
2012	1,127	3,168	4,295
2013	1	133	134
2014	0	431	431
2015	174	920	1,094
2016	126	497	623
2017	337	1,001	1,338
2018	59	1,227	1,286
2019	0	220	220
2020	0	2,136	2,136
2021	0	2,014	2,014
Total (2011-21)	3,136	20,383	23,519

A review of data from the 2016 Census of Population and Housing, in conjunction with registers of manufactured homes and retirement village schemes maintained by the Department of Communities, Housing and Digital Economy suggests that residents in manufactured home parks are typically of the view that they reside in a retirement village.

In 2016, the Residential Parks (Manufactured Homes) Register identifies 16,525 manufactured home sites in Queensland, comprising 2,740 mixed-use manufactured home sites and 13,785 purpose-built manufactured home sites. However, the 2016 Census identified only 1,954 dwellings were described as manufactured home sites.

Similarly, in 2016, there were 29,545 dwellings registered under a Retirement Village scheme in Queensland. However, the 2016 Census reports 43,677 dwellings were described as retirement village dwellings in Queensland.

Whilst discrepancies between Census data and register data is to be expected, the underreporting of manufactured home park dwellings and corresponding overreporting of retirement village dwellings is indicative of persons within purpose built manufactured homes typically of the view that they reside within a retirement village.

This confusion can be explained by the fact that several manufactured home parks for seniors are named 'retirement villages' or 'seniors villages', with the built form within these facilities sometimes looking and feeling similar to typical horizontal retirement villages.

Table 3: Comparison between Registers and Census Data, Queensland, 2016

	<b>Residential parks</b>	<b>Retirement Village</b>
Number of Dwellings, 2016 Register Data	16,525	29,545
Number of Dwellings, 2016 Census	1,954	43,677
Difference	14,571	-14,132

**Residential parks and age in brief**

Residential parks are very attractive to retiree home owners aged 50 years and over; and to meet this market demand they are being developed and curated for this age group. While the various benefits of residential park living are discussed in further detail below, some of the benefits that home owners experience by choosing the lifestyle that residential parks provide and that attract retiree home owners aged 50 years and over, include:

- the resort lifestyle provided by the park's facilities and amenities
- the security of tenure provided by the MHRP Act
- the sense of age supportive community and the social aspect of shared access to the park's age relevant facilities and amenities
- the ability for a home owner to sell their home at any time and enjoy 100% of their capital gain on their home as, unlike retirement villages, no capital replacement or exit fees are payable
- the independence of owning their own separate home, providing for a greater sense of personal control over their home and assets
- the security and safety that comes with living in a purpose built, age-appropriate community.

Importantly, residential parks are typically designed and constructed to cater for home owners that are aged 50 years and over. Typically:

- Homes are specifically designed to take into consideration the quality of life and use of space specifically for persons who are aged 50 years and over. For example – the majority of homes are single storey and have large garages so that they can be customised depending upon the age of the home owner

- Residential parks are advertised as being specifically designed for over 50's living
- For people aged 50 years and over who often have a fixed incomes that need to last many years into the future, purchasing a home and having a set weekly site rent that absorbs many of the ongoing traditional costs of housing and living is an attractive and affordable alternative. Home owners are in some cases able to qualify for rental assistance towards the payment of site rent
- Residential parks aim to promote equality of opportunity and serve the interests of the community and are designed to promote the social, economic, health, and other needs of persons aged 50 years and over who reside there. In this regard, the facilities, services, and location of residential parks are all specially designed to promote the interests of persons aged 50 years and over who reside there
- Residential parks aim to improve the worth of older persons in the community by providing age-appropriate accommodation and services within an excellent quality facility that operates as a lifestyle resort, with activities and events specifically designed to improve the health and lifestyle of home owners residing there who are all at least 50 years of age and over
- Residential parks provide a quality lifestyle village for persons aged 50 years and over, which is in line with the Government's Aged Care Reform<sup>1</sup> that encourages (and supports) people to reside in their own homes for as long as possible and to be more independent in the community
- Residential parks allow home owners to downsize from their family home and move into age-appropriate accommodation, which thereby frees up larger residential properties in suburbia for younger families.

### Residential parks and the legislation

Despite the manner in which residential parks have evolved and now operate in Queensland, no legislated exemption exists (such as Section 26 of the *Retirement Villages Act 1999* (Qld)) that allows park owners to discriminate on the basis of age.

The only way that this is presently possible in Queensland is to seek an exemption under the AD Act in the Queensland Civil and Administrative Tribunal (**QCAT**) (or under the Commonwealth *Age Discrimination Act*). Only a temporary exemption, if granted, is available for up to five years.

The process to secure an exemption can be slow, expensive, and uncertain. The current process is as follows:

- lodge an application and all supporting evidence and material – including expert evidence going to certain matters;
- QCAT will refer the application to the QHRC;
- QHRC will respond to the application and outline its position in response to the application;
- If necessary, the applicant responds to the QHRC's response/submissions on the application – including, potentially, by producing further evidence; and
- QCAT issues its decision.

As noted above, the AD Act requires QCAT to notify the QHRC of any exemption application and, as a matter of course, the QHRC has been routinely opposing applications of this kind since (at least) late 2015. In the face of that opposition, the task of obtaining an exemption is automatically

<sup>1</sup> <https://www.health.gov.au/initiatives-and-programs/aged-care-reforms/five-pillars-to-support-aged-care-reform#home-care>

harder, which in practical terms thereby increases the cost, expense, and uncertainty of such an application.

Feedback from members indicates that applications in QCAT take approximately one year or more to receive a final decision; and cost approximately \$50,000 plus GST or more in legal fees and the costs of expert evidence. That estimate assumes that the application takes a standard course, is heard on the papers, and does not require the taking of oral evidence or an in-person hearing. However, depending on the matter, further or varied expert evidence might also be required which will increase those costs.

The absence of a reliable exemption mechanism means that a park owner's present commercial risks of developing a residential park meeting the housing wishes of retirees for retirement living (when that may not be able to be legitimately protected) are not insignificant.

The temporary nature of current exemptions means, regardless, that if a park owner wants to maintain an existing exemption, they will have to seek to renew it every five years and, again, a positive outcome is not guaranteed. Presumably, the QHRC will continue to oppose fresh exemption applications as they are made.

The fact that the park owner must go to such lengths every five years is a serious impost that is disproportionate to the benefits and protections that are sought to be achieved by the AD Act.

As was stated in *Burleigh Town Village Pty Ltd* [2017] QCAT 161 (emphasis added):

*"[26] The Commission says that, in the absence of clear legislative policy to the contrary, the manufactured home park model of affordable housing should be available to all age groups and not become exclusive to people aged 50 and over. It says that temporary exemptions should not be used for a permanent arrangement, or to circumvent existing legislation or government policy.*

*[27] It is not my task to comment on legislative policy. I agree that a series of temporary exemptions is not ideal. It does not provide certainty for the operators or the residents. I agree that the manufactured home park of retirement living does not offer the same protection as a retirement village but I acknowledge that this form of retirement may come at a lower cost to the residents.*

*[28] For that reason, each application for an exemption must be carefully examined to determine whether there is merit in supporting an exemption where an alternative model is available. Manufactured home park owners should not expect that the development, advertising, sale and operation of an age-limited park will necessarily result in an automatic grant of an exemption.*

*[29] The problem of appropriate affordable housing for older Australians is likely to be more acute as the Baby Boomer cohort ages. **There is a need for another legislative solution.**"*

It is inevitable that the significant time, delay, and costs involved in seeking an exemption will simply be passed on to home owners via increased home sale prices and/or higher site rent.

There is nothing that prevents a park owner from developing a residential park that, by design, will appeal to older and retired people, and focussing their marketing activity on that cohort. The practical outcomes of that approach seem to result in parks becoming relatively (if not entirely) age-exclusive by default, because younger cohorts have little interest in them. Home owners that choose to live in a residential park typically also support an exemption being mandated to ensure that what they bought into and expected remains the case. Despite that, a very restrictive and



burdensome process is required to seek to obtain an exemption, which is not guaranteed and if obtained will only be in place for a temporary period of five years.

The most recent QCAT decision<sup>2</sup> suggests that the owners and operators of new parks or parks seeking an exemption for the first time will find it very difficult to persuade QCAT that an exemption should be granted. Owners and operators of parks with existing exemptions face better prospects, although if the law remains unchanged that advantage could of course diminish over time.

For the above reasons, the current process is unnecessarily hampering the growth of the residential park industry as a housing option for the older community in Queensland.

Home owners will also benefit as it will help retain the value of their homes because it protects the characteristics of the home owners group from disruption, and consequently preserves the retirement lifestyle that they originally bought into and expect to be provided. Home owners will also avoid having to endure higher home prices and/or site rents due to the costly and burdensome exemption process every five years.

### **Institute submission**

This submission specifically addresses question 51 in the AD Act review discussion paper.

The Institute seeks that there should be a simpler and/or more certain exemption process to lawfully market and operate residential parks on an age-exclusive basis i.e., to discriminate on the basis of being more than 50 years of age.

The Institute points to the exemption provided within the *Retirement Villages Act 1999* which has the following provision:

*26 Certain age restrictions on residence not unlawful*

*Despite the Anti-Discrimination Act 1991, it is not unlawful for a scheme operator to discriminate on the basis of age if the discrimination merely limits residence in a retirement village to older members of the community and retired persons.*

The Institute seeks that the ability for the residential park owner to elect to cater exclusively to the older community, would be a choice and not mandatory, and would allow for the residential park to operate in this manner permanently.

Alternatively, the QHRC may wish to recommend improvement to the present exemption process in the AD Act for residential parks for greater certainty of exemption, if not permanence at this stage. But, from the industry's perspective, permanent exemptions are the preferred outcome for certainty to all. This can be by a legislated ability to obtain an exemption for up to 20 years, for example subject to meeting more set criteria.

A provision in the AD Act that allows for exemptions for residential parks could, in addition, include criteria as the legislature considers appropriate for exemption or renewal to be assessed by way of, say, external independent assessment by certain experts (for example, specialists in the relevant built environment and psychology or a combination of both) – and perhaps an ability for it to be reviewed at particular timeframes.

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<sup>2</sup> *Terrace-Haven Pty Ltd* [2022] QCAT 23 at [63] to [65].

The ability to obtain an exemption for a greater period than five years (for example, 10 to 20 years), if not permanently, given the time and effort that is required to obtain it, is important.

Why residential parks should have this exemption is supported by the analysis below.

### **The practical benefits, for older and retired persons, of residential park housing**

When faced with the decision to downsize and enter more appropriate housing, retired and older persons often reach the position of having to choose between purchasing a home in a residential park or enter a retirement village.

In light of the growth of the residential parks industry in recent years, more older and retired persons have decided to enter a residential park due to their benefits and points of difference compared with retirement villages. These key benefits and points of difference make the residential park model very attractive.

Typically:

- The home owner purchases and owns the home. Under Section 138 of the *Duties Act 2001* (Qld), the transfer of a manufactured home is exempt from stamp duty – resulting in significant savings for home owners
- The home owner enters into a site agreement with the park owner to position the manufactured home on the site. Site agreements are relatively more simple compared with retirement village contracts
- Site agreements cannot be for a fixed term and have no fixed end date or termination date.<sup>3</sup> Site agreements are indefinite or perpetual agreements<sup>4</sup> and therefore afford home owners significant security of tenure
- Under the site agreement, the home owner pays a weekly site rent, which is adjusted annually by mechanisms set out in the site agreement
- The payment of site rent covers the use and maintenance of all common areas and communal facilities, security, and resort management. Home owners are also not required to pay council land rates as these are included in the site rent
- Home owners are responsible for utility services such as electricity, telephone, water, sewerage, and gas, as well as home and contents insurance and pest control, including the ongoing maintenance of the manufactured home. However, there are no administration or sinking fund fees to be paid as are required to be paid in a standard strata or gated estate development
- There are no exit fees or deferred management fees if the home owner were to decide to subsequently sell their manufactured home – unlike retirement villages where such fees are prevalent. Indeed, when a home owner sells their home, any capital gain that is achieved is the home owner's to keep
- Home owners who qualify for Government paid payments and pensions (for example, through Centrelink or Veterans Affairs) are in most cases also able to qualify for Commonwealth Rent Assistance payments towards the payment of site rent – unlike retirement villages where rent assistance is not available
- For people aged 50 years and over who often have fixed incomes that need to last many years into the future, purchasing a home and having a set weekly site rent that absorbs many of the ongoing traditional costs of housing and living is an attractive and affordable alternative. This means that home owners have easily ascertainable costs of living and are

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<sup>3</sup> Sections 26, 32 and 36(4)-(5) of the MHRP Act.

<sup>4</sup> *Palmpoint Pty Ltd v The Residents of Bribe Pines Island Village & Ors* [2007] QDC 130 at [13]; *Haraba Pty Ltd v Castles* [2007] QCA 206 at [3].

able to manage their ageing or retirement lifestyles based on the certainty surrounding what their ongoing residential costs will be

- For park owners who want to develop a residential park aimed at retirees and retirement living, the majority of homes are generally:
  - architecturally designed specifically for persons who are 50 years of age and over
  - comprise 2 or 3 bedrooms, ensuite and guest bathroom, open plan living areas, high standard of finishings and fittings and a garage or carport
  - single storey and allow home owners to age in place
  - designed to be relocatable as per the MHRP Act but look as much like a “normal” home as possible
- By “downsizing” from their family home, home owners achieve a reduced home maintenance burden
- Residential parks contain a wide range of facilities and services appropriate for persons who are aged 50 years and over, the use of which is included in the site rent. such as indicated in the table below: Typical residential park features for home owners includes:
  - Country club or community centre, which provides a range of recreational, lifestyle and learning facilities that home owners and their visitors can use as an extension of their own home so as to establish a sense of community
  - Dining areas
  - Lounges, games room, and sports bar
  - Male and female change rooms and showers
  - Bowling green
  - Stage for live music or performing arts and dance floor
  - Library and Cinema
  - Tennis court and Pickleball court
  - Indoor or outdoor pool
  - Art and craft room
  - Workshop
  - Indoor or outdoor spa
  - Gymnasium and Sauna
  - Golf driving net or simulator
  - Golf putting green
  - Community gardens
  - Meeting rooms
  - Commercial kitchen
  - Community bus
  - Fire pit
  - Caravan, boat, and trailer storage
  - Visitor parking
- External health and personal care providers often attend to provide their services, such as personal trainers, massage therapists, and hairdressers
- There are numerous social and community benefits
- Home owners are actively involved in establishing clubs, groups, and other regular activities they are interested in participating in and encouraging new residents to become involved in – for example, dancing, bridge, computer technology group, aerobics, sewing, knitting and craft, card games, yoga, etc
- Park owners also promote and assist home owners in organising both internal and external social activities – such as concerts, dinners, trivia nights, sporting events, Melbourne Cup, Christmas Day, etc. These are aimed at establishing a sense of social and community inclusion of liked minded people over 50 years of age, some of which may not have friends and family either at all or close by

- Most residential parks are secure, gated communities with integrated main gate intercoms, secure access, CCTV security cameras and related measures. As home owners are owner occupiers, this provides a safe residential option for persons who live alone or are particularly vulnerable because of their age.

As may be evident from the above, residential parks offer the following key positive points of difference to retirement villages:

- home owners in residential parks are primarily motivated to move into them by location and financial reasons, followed by a desire to live in a secure community setting; whereas people entering retirement villages are often motivated by deteriorating health;
- manufactured homes are more affordable than retirement village units; and
- home owners in residential parks can qualify for Commonwealth Rent Assistance to pay site rent, which is not widely available to retirement village residents.<sup>5</sup>

Many such home owners would have deliberately chosen to live in a residential park rather than in a retirement village on account of some or all of these points of difference, particularly those that go to affordability. There is some evidence of this in the report by the Queensland Department of Housing and Public Works dated December 2014 entitled “Manufactured Homes Survey 2013: Report on Findings (**MH Survey Report**)”<sup>6</sup>. According to the MH Survey Report, in order of priority according to responses to the survey on which the Report was based, Queenslanders choose to live in a residential park for reasons including:

- no exit fee (which would be payable upon the sale of a unit in a retirement village)
- more affordable
- site agreements in residential parks are preferred to retirement village contracts
- the potential for capital gain
- better facilities.

When respondents were asked to name what they liked most about living in a residential park, the most common responses were the social/community aspects of residential park living (56.4% of respondents) and the physical security/safety aspects (51% of respondents) (page 70/71).

This survey also makes mention that respondents chose a manufactured home park over a retirement village either because there are no exit fees, or because living in a residential park is more affordable (page 11).

### **Housing statistics specific to older people can assist to free up other segments of the housing market for other demographics**

The Australian Bureau of Statistics (ABS) 2016 Census of Population and Housing published a housing suitability indicator, which compares the number of bedrooms required in a dwelling against the actual number of bedrooms provided in a dwelling. The number of bedrooms required in a dwelling is based on a range of household demographic indicators such as the number of usual residents, their relationship to one another, age, and gender.

The housing suitability indicator published by the ABS is based on the Canadian National Occupancy Standard (CNOS). The CNOS identifies a dwelling as underutilised when it contains two or more bedrooms surplus to the needs of the household occupying it. Whilst this measure should be interpreted with some caution for the population as a whole (for example a young couple in a four bedroom dwelling would be classed as residing in a underutilised dwelling, although their

<sup>5</sup> All of which are referenced in Productivity Commission 2015, Housing Decisions of Older Australians, Commission Research Paper, Canberra, December 2015 (**PC Report**) at page 97.

<sup>6</sup> Department of Housing and Public Works dated December 2014 entitled “Manufactured Homes Survey 2013: Report on Findings

intent might be to have children in the future, hence the additional spare bedrooms), it represents a meaningful measure for the older population, particularly those of retirement age (65+ years).

In 2016, there were 375,965 persons aged 65 years and over in Queensland living in dwellings that were classified as underutilised (i.e., with two or more bedrooms spare), representing 48.7% of the 65 years and over population. This is indicative of a significant and growing segment of the community that may require options to downsize, which include residential parks, specifically designed for older Australians.

From the latest reported Census data (2016) 1,579,551 people in Queensland were 50 years or over representing 33.6 percent of the population. The majority lived in private dwellings and 66 percent of 50 years plus group were owner occupiers. They represent a significant proportion of the heads of households, owners, and decision makers of the state's dwellings.

With older renters this is near 792,000 Queensland dwellings, and these households are the potential pool of homes that could be the market for residential parks. Refining this number further, 71 percent of dwellings owned outright in Queensland are owned by 50 years plus people. This is around 460,000 dwellings that could be available for younger families to occupy or to contribute to the private rental market should they move to new accommodation.

This is a major group of our community and are a group that cannot and should not be categorised simply as just older or aged and have their housing choices limited. They are as diverse as any other age group in characteristics and preferences and seek to make choices of accommodation to meet their wishes.

The majority will likely continue in detached housing, lesser numbers in attached housing types, and in 2016, 6.5 percent of the Queensland 65 years and over population were living in retirement villages and residential parks (with residential parks comprising the smaller proportion). The older group overall are significantly but in a small way choosing residential parks. This choice however, presently has a significant artificial restriction (lack of exemption) hampering some from making this choice.

Drawing from members of the Institute active in creating and managing residential parks we provide the additional information:

- Around 60 percent of home owners draw from within 10 kilometres of the park, with 20 percent from further afield, for example Gold coast home owners might come from Brisbane, and 15 percent from elsewhere including rural and remote areas
- The average time spent as a home owner is estimated at 10-15 years with moves to higher care housing options from their late 70s
- Home owners are drawn to a residential park to downsize to:
  - reduce the need for home maintenance tasks that can be costly, dangerous, and time consuming
  - achieve accommodation suited to their lifestyle
  - liberate some finances from their existing home for a more comfortable retirement
- In some respects they can be early adopters or ahead of the curve, in responding to their life stage, changing circumstances and mobility by moving to accommodation better suited to them.

In regard to the proximity that new home owners are drawn from, this demonstrates that home owners remain connected to their communities, family ties, and responsibilities. As well as picking

up other new activities in the community in addition to on site activities, some of the wider community activities home owners have been involved in, include:

- Grandchildren minding
- Employment
- Anzac day ceremonies
- Classes
- Coordinated trips
- Volunteering in the community
- Community centre activities
- Shopping
- Visiting family and friends
- Seeing entertainments
- Library visits
- Tourism
- Jury duty
- Local charity/fund raising activities

It is noted that during holiday periods there is an influx of grandchildren visiting and being cared for by their grandparents.

The Institute points to the United States of America experience in which it is estimated around 10 percent of the over 55 years population live in retirement communities and age-restricted housing estates. This suggests that even with possible resident age limits in Queensland, the sector will remain a small element of the overall Queensland housing picture.

Some modern Queensland residential parks are somewhat exclusory in their practical operation, with older persons self-selecting the parks and younger persons demonstrating less comfort in residing there with them. In the wider context of the housing choices available to the community, choices are already mediated by many factors, such as the desire to be located near family or work, affordability, housing types, or the services available. In this context, residential parks (being a very small segment of housing types) if restricted to the around 1,600,000 (33 percent) of Queensland's population that are aged over 50 years is considered inconsequential.

### **Government policy relating to the establishment of age friendly communities, the encouragement of active ageing and ageing in place**

Residential park living sits comfortably within National and Queensland government policies relevant to older people. This is addressed in part in the attached report, but we include here in brief reference to the Queensland Housing Strategy 2017-2027<sup>7</sup>.

Within the Queensland Housing Strategy, areas of action for supporting seniors are:

- *Older people living in retirement villages and residential parks will have better protection through legislative reforms. Older people living in public housing will be supported to age in their homes through increased accessibility and adaptability of their dwellings.*
- *Seniors will have enhanced housing support by implementing service improvements to address the issues raised by the Advisory Taskforce on Residential Transition for Ageing Queenslanders*

Areas of action for fairness for all:

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<sup>7</sup> <https://www.chde.qld.gov.au/about/strategy/housing/about>

- *Consumers will be protected and empowered, and the retirement village and residential park industries will be supported to supply quality services with confidence.*
- *People living in the private rental market will have better consumer protection and housing stability through legislative and policy reforms.*

## **Residential parks are specifically designed to cater to the housing needs of an older demographic**

### **Physical features of a residential park that allow ageing in place**

Modern residential parks are specifically designed for over 50's who are seeking them, but on average, home owners are aged between 69 and 73 years. Providing a housing option desired by this age group is not limited to the construction of the village and its buildings but is also inherent in the activities as offered and the marketing of the product.

Regarding construction of residential parks, typically the buildings and civil works will be designed for elderly persons and persons who may have a disability. This includes on grade roads and pathways for ease of access and egress. Roads in a village are also pedestrian and wheelchair friendly with a maximum speed limit of 10 KPH. Transition from the roads to pathways and building access points is on grade with no trip or hazard points.

All internal access areas/doorways are level and wide enough for wheelchair access. Latches and gates for pool areas are at wheelchair height. Adequate rails and grip points are provided in toilets, showers and pool areas and wheelchair access ramps or lifting apparatus is provided for access to pools. Pools are generally heated for aqua aerobics. Additional supports are in walls for retrofitting handles and supports. In two-storey homes staircase walls are strengthened to allow for retrofitting of stair lift assist devices. This allows residents to age in place.

Most homes for the general population do not have these features and accordingly ageing in place in an existing home is much more difficult and costly to achieve.

It is arguable that these construction methods are not totally age specific, but they do tend to align with a purpose built design for older persons. Quite simply it can be seen on inspection that the villages are built for seniors and not for the differing tastes of the younger generations.

Residential parks also provide activities and marketing which differentiate the product as being for the elderly. Modern villages are providing not only a housing choice but a lifestyle choice and the facilities and activities as offered, identify these properties as being earmarked for the seniors market.

Typically, clubhouses include libraries, sewing and craft rooms, activities areas for snooker and darts, card playing areas, internal bowls mats, lounges for quiet contemplation, dance floors and stages for village productions and shows. Villages also have a few multi-purpose rooms for visiting medical professionals and hairdressers. Most village owners have a schedule of activities including aqua-aerobics, Zumba, Tai chi, gentle exercise and other less aggressive exercise programs. More recently developments have included pickle ball courts and lawn bowls has been a favourite in villages for many years. Whenever a park owner invites talent to perform in the village; this is age specific.

These facilities and activities are not directed at a younger clientele but are attractive and sought by the senior age group. The below excerpt provides some background to the history of the sector.

### Holiday / Tourist Accommodation

Establishment of caravan park in the 1950/60's developed for holiday and tourist accommodation in scenic locations



### Long-term Residency

Evolution of the mixed-use caravan park in the 1970/80s. Increasing mix of long-term residency and acceptance as long-term affordable housing option.



### Manufactured Home Estates

Growth in dedicated MHEs since the 1990s responding to increasing population ageing and need for affordable housing alternatives providing resort style facilities.



8

A review of residential park websites show that the entire concept is targeted towards older persons. Images of older persons are most prominent in the pages and video clips of the marketing material. Commentary regarding park facilities is also around activities that are age specific.

In a few cases younger persons have resided in residential parks such as where the home owner has passed away and the beneficiaries of the Will have no home and ask to become a resident. This has caused an upset for some home owners who have felt threatened by this. Mostly in this case, younger persons sell and buy elsewhere in the short term. There have been experiences in parks where someone even under the age of 60 years has moved in but has not stayed. There are also very few if any instances, where persons younger than 50 years of age have asked for a contract to buy a home. The marketing is now aimed at the over 50's market and without exception that is where the buyers are coming from.

It is a reasonable point that the legislative framework needs to be specific on an age barrier to avoid any confusion for potential purchasers and potential need to sell in the near term. To date the method of marketing and the concept leaves little doubt as to who the intended market is. Whilst it has not occurred in the past, it would be unfortunate if persons under 50 bought into a residential park when the majority of home owners are in a different age bracket with differing ideas on facilities, amenities, and activities. Arguably, the modern village is not designed or run for a younger clientele and allowing them purchase, does nobody any service.

### **Other features of a development that address the social and welfare needs of an ageing population - which make an exemption necessary or desirable from a social perspective**

A report from a specific expert in the area has been obtained to assist this submission and is attached. An excerpt includes:

*Consideration of this unique insight into the challenges and limitations of the current legislation and its impact on the health and well-being of this older cohort, has the capacity to enhance the quality of life for this group of stakeholders both now and into the future. Thereby, ensuring that their rights to choose an age specified housing option is upheld and relevant exemptions are permitted as in the Retirement Village Legislation.*

<sup>8</sup> Manufactured Home Estates Australian market overview, Colliers International 2014



The report also points to the importance that residential parks provide in terms of safety and security, and fellowship to home owners. Also, their concerns for their life if age restrictions were not possible, such as their past experience of intimidation by younger people.

## Summary / Conclusion

The Institute has provided here information to assist the QHRC and reference group with knowledge of older persons, housing choices, and residential park living. The residential park sector of older home owners is one that has developed over the years from older persons' housing choices. As with other housing preferences, it is being supported by the provision of housing for a specific market.

Residential parks provide benefits to home owners in terms of a safer and more secure environment than they may have faced if isolated in their existing home, and provides a retirement orientated financial security, friends of similar age, activities, and a lifestyle that is positive and supports their overall well-being. Home owners are creating a comfortable and maintenance-free environment for themselves after a lifetime of work.

They remain connected and are supported by the wider community, but some feel that with a lack of certainty around obtaining an exemption to retain their residential park for over 50s, their lifestyle is at risk and discriminated against compared to retirement villages which have the exemption.

The Institute recommends a streamlined, more certain exemption process to lawfully market and operate residential parks on an age-exclusive basis, i.e., to discriminate on the basis of being more than 50 years of age. This would involve either:

- A choice for each residential park to operate in this manner permanently
- Alternatively, improvement to the present exemption processes in the AD Act to:
  - enable an exemption for more than the present five years and perhaps up to 20 years, if not permanently
  - provide set criteria and less costly processes for exemption acceptance.

Residential parks are a specific housing market solution that together with retirement villages house 6.5 percent of Queensland's over 65 population in 2016. With around 1.6 million Queenslanders aged over 50 years, residential parks represent a small but valued housing option to park home owners.

Residential parks are a valid and in demand housing option that provides benefits to home owners, and additional benefits in freeing up family homes for new families to use as home owners downsize the family home for the residential park lifestyle.

Residential parks are a feature of the modern housing landscape, perhaps not well understood broadly, but for which home owners seek recognition that it is for older persons, to provide them with a greater sense of security around their housing choice.

**REPORT**  
**PREPARED FOR UDIA QUEENSLAND**  
**SENIORS LIVING AND RESIDENTIAL CARE COMMITTEE**

**IN RELATION TO THE**

**REVIEW OF THE QUEENSLAND *ANTI-DISCRIMINATION ACT 1991***

**FEBRUARY 2022**

**PREPARED BY:**

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**UDIA QUEENSLAND**  
**SENIORS LIVING AND RESIDENTIAL CARE COMMITTEE**  
**21 FEBRUARY 2022**

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**PURPOSE OF REPORT**

This report will provide material and opinion that will inform a proposed submission to the current Review of the *Anti-Discrimination Act, 1991* by the UDIA Queensland Seniors Living and Residential Care Committee. As an attachment to the submission, it will draw on the many years of experience I have in the area of Residential Home Parks and seek to enhance the knowledge base of the relevant decision makers including members of the Review Reference Group.

**DECLARATION OF EXPERTISE**

This report is informed by over 30 years of experience and knowledge gained from working with older people in many communities across Queensland and Australia. In relation to the content of the proposed submission, this includes the following:

- addressing the health needs of residents/homeowners using a community development approach;
- advocating for homeowners in disputes with park owners and local government;
- conducting homeowner satisfaction surveys;
- establishing home owner groups;
- conducting research on the health and well-being impacts of moving into a manufactured home in a residential park.

As an academic at Griffith University this included:

- conducting research, writing articles and presenting at conferences on the housing needs and choices of older people, particularly Manufactured Homes and Residential Parks. (See attached CV for details)
- Completing a Masters of Arts research project – When is a home not a home – The implications for older people of moving to a Relocatable (Manufactured) Home Park. Conferred QUT 2001.

As a consultant, I have continued to work with park developers, park owners, individual home owners, home owners' associations, community organisations and Governments on a range of relevant projects. Including:

- member of the Attorney Generals **Ministerial Stakeholders Group for the review of the *Manufactured Homes (Residential) Parks Act***.
- Conducting an Evaluation of the State Governments - ***Right Where you Live Information Strategy*** – for Council on the Ageing Queensland.
- Providing Expert Reports for individual applications by park owners for exemptions under the current *Anti-Discrimination Act 1991*. (See attached CV for more detailed information)

## **SETTING THE SCENE – KEY POINTS**

Australia's population is ageing and will continue to do so for the next 20 years or so. It is expected that by 2036, a quarter of the Queensland population will be over 65 years of age. In the past, figures such as these would have suggested the need for significant growth in aged care facilities and the like to service the expected frailty of that cohort. Today and in the future, as well as living longer, the over 65 year-old population will still be working, more healthier, more active and contributing to their families and local communities in ways not seen previously (Buys, 2016).

That said, older people in the future will still have many of the same basic needs. As identified by the World Health Organisation, adopting an Age Friendly approach ensures that older people have access to appropriate housing choices; access to transport; community support and health services; outdoor spaces etc. (WHO, 2007). In the 21<sup>st</sup> Century, age friendly communities will need to provide opportunities for employment, social participation and social inclusion in a respectful environment. Access to communication and information in a range of formats to encourage connectedness with their communities, families and friends is paramount. An analysis of just how Residential Home Parks in Queensland provide an age friendly option will be discussed later in this report.

In the past, older people have often been seen as a homogenous group who, once they reached a certain age, all had the same needs, the same wants and therefore required minimal options in most areas of their lives. This made it easy for planners and developers. Limited choice in housing type, location, adaptability, etc were offered. I would strongly argue that this has been an example of discrimination on the basis of age. This approach is no longer appropriate. Older people expect to access a vast range of products and services that are available generally to the wider community together with those that do enhance their quality of life as they age (Neville, Napier, Adams, Shannon & Wright St. Clair, 2020). They will expect to participate fully in community life and be consulted when significant changes are considered.

Older people today (in this case people over 50) will mostly be working; may live alone by choice; many will own their own home but many will also be renting. Some will have partners and close families, others will not. Some will be financially independent and will be able therefore to have access to a wide range of opportunities and choices as they age. Others will rely on government support in the areas of financial matters, health and well-being and as a result have limited choices and opportunities across all aspects of their lives as they age (Ong, Wood, Cigdem & Salazar, 2010). It is therefore vital that social planners, developers, governments and all stakeholders recognise the need to approach this diversity in a non-discriminatory way.

It is in the area of housing that this diversity is most evident. The choice of where one lives as one ages can be quite challenging and at times distressing. However, as reported by the Residential Transition for Ageing Queenslanders Taskforce (2016), "..... some older people may like to live in intergenerational communities and others prefer to live in "*Seniors Only*" communities. A spectrum of housing options and choices needs to exist in the community to cater for the diversity" p34. (Dept Seniors, Disability Services and Aboriginal & Torres Strait Partnerships, 2016).

Residential Home Parks have developed as one housing option. Also known as Manufactured Homes, this option has growing appeal for people looking to downsize their traditional family home and who seek a lifestyle that has the flexibility to adapt to their changing needs for the rest of their lives. Housing designs which incorporate universal design features such as accessibility e.g. one level entrances, wider doors and hallways; adaptability; social participation; personalisation; and cultural appropriateness are now standard and are responsible for the growing popularity of this particular housing choice (Dept Seniors, Disability Services and Aboriginal & Torres Strait Partnerships, 2016).

As well as housing designs that support the needs of people as they age, Residential Home Parks respond to on-going concerns of loneliness and social isolation in today's society which is described regularly in the daily headlines and news broadcasts as being of epidemic proportions (Kung, Kunz & Shields, 2021). No matter which particular life stage people find themselves in, their quality of life is enhanced through engagement with people of similar ages, similar life experiences and similar expectations (Kung et al). This is particularly so for older people. They seek to engage with individuals of similar ages and life experiences in order to enhance their day to day lives (Hancock, Winterton, Wilding & Blackberry, 2019). This is a point that has been brought home to me, time and time again in the many surveys/consultations and conversations I have conducted with homeowners and prospective homeowners.

Whilst this has at times been defined negatively as older people wanting to isolate themselves from the wider community, my research indicates that it is in fact older people wanting to make the most of this time in their lives when they are not inhibited by time and location constraints brought on by work and the demands of young families. Many have indicated that their neighbourhoods no longer provide them with opportunities to use their time well. Younger individuals and families do not usually have the time to participate in the type of activities desired by older people. Housing developments that include multi-age groups often perpetuate the experiences of older people in their current suburbs.

*"There is never ever anyone around during the day. Everybody seems to be at work and children are at school and on the week-ends they are too busy with children's activities or household chores. It is very lonely."*

In a similar vein, communities that were originally designed for families and young people do not always have the facilities, services or leisure activities that are attractive to older people as they age. Older people do not always feel safe when out and about if they are worried about children on bikes, scooters, skateboards etc or dealing with high volume traffic areas. Similarly, many of the facilities in newly-gentrified suburbs that previously were meeting places frequented by groups of older people, have now been re-designed to meet the needs of younger people and families now living in those suburbs. Thus, limiting opportunities for older individuals of similar age and time of life to socially engage in their own suburbs. Older people who live in non-aged specific housing developments also report these concerns (children on bikes, scooters etc) and that this causes a degree of anxiety and fear (Biogonnesse & Chaudhury, 2020). An example of this re-defining of resources for older people is a Seniors Centre previously known as Bulimba and Districts Seniors Centre which opened 5 days a week and offered classes, activities, social groups etc for older people. Now called the Bulimba Community Centre, activities for Seniors (older people) are only offered on one day a week. Activities for other age groups take priority across the other days of the week.

<https://www.bulimbacommunitycentre.com.au/>

Quality of life means different things to different people at different ages. It therefore seems quite legitimate for older people to seek a housing option that enhances their current needs and aspirations just as other sectors of society do and to associate with individuals with similar interests.

## **IMPACT OF PERMITTING AN EXEMPTION TO THE ANTI-DISCRIMINATION ACT 1991 FOR RESIDENTIAL HOME PARKS**

As previously stated, I have many years of experience in the Residential Home Parks sector. In recent times, much of this work has included surveying and interviewing many current and prospective homeowners within parks throughout Queensland about their experiences. At times, the results of this work have been used by clients to support an application for an Exemption under the *Anti-*

*Discrimination Act 1991*. The following represents a compilation of the findings from these projects and from homeowner discussions generally.

## **1. MAKING THE DECISION**

Choosing to live in a Residential Home Park is a complex decision for most individuals but one that is taken very seriously. Frequently this entails visits to multiple developments (both aged specific and otherwise). It requires reading and understanding advertising material, contracts, attending presentations and open days etc. Perhaps making as many as 50 inspections across Australia. Individuals therefore get to know what it is they are looking for and when they have found it. For example, "It just had the right feel about it." "I knew it was just what we were looking for. It's just right for us". When pressed for further information, the predominate deciding factor expressed by older people is that it is a community of similarly aged people with similar life experiences.

Comments such as:

- *I met someone who served with me in the army.*
- *There was a lady there who took up weights and went to the gym for the first time and she is older than me.*
- *They have a great Men's Shed there. I've always wanted to learn to do woodwork.*
- *All the ladies knit and crochet for the local hospital.*
- *They are really involved with the local school and help out in the classes.*
- *There is a guy there who collects MG cars. I have a collection of one but we had so much to chat about.*
- *Do you know that I can receive in-home care from services such as Flexicare if I feel ill and I can also remain in my home whilst I recover.*

These responses certainly reflect that they (homeowners), feel they are not buying just a house but they are getting a home with friends, activities and a lifestyle that is positive and supports their overall well-being.

## **2. WHAT MAKES IT WORK**

Based on my research, homeowners in Residential Home Parks are often very clear what makes them satisfied with their decision to move to a Park. In addition to the issues above, *Safety and Security* is an important factor. In one survey, the issue of safety and security was discussed at length. It was significant that many homeowners disclosed that they felt "so much safer" than they did in their previous home/suburb. Robberies, bag snatching and damage to cars had frequently been experienced by the participants prior to moving to a Park. Park neighbourhoods were also quieter, with no "hoons" living close by. This was often used as an example when homeowners expressed concern about what Park life would be like if age restrictions were not possible.

***Ensuring older people feel safe and secure in their home environment is an important consideration for the review of the legislation.***

Over the years, a number of participants have provided graphic examples of how a younger non-resident family member has attempted to intimidate and harass a homeowner/homeowners both emotionally and physically. Despite police involvement and legal restraints, it has been the exemptions granted to those parks that has protected the individuals and other park residents. Mixed aged Parks have greater potential for this type of intimidation to occur if older people are seen to be weaker or in a vulnerable position.

***This seems to be an important consideration for the Review Reference Group when reviewing the legislation and allowing exemptions for Residential Home Parks.***

Affordability of the Residential Home Park as an option is also an important factor older people give when sharing their reasons for making their particular relocation decisions. Prior to the current situation of the real estate market in Australia, the majority of older people had limited resources except their current home with which to negotiate their relocation to more appropriate housing. The equity in their home meant that they could often purchase a new or near new, low maintenance home in a well-developed park that was adaptable to their future needs, cover any on-going fees and costs and have a small reserve to cover any unexpected expenses. The capacity to downsize in the open real estate market did not present the same option due to cost and lack of suitability for ageing in place. *It should be noted that on most occasions an older person relocating to a more appropriate age-friendly home in an age specific park releases more family-orientated housing into the market, often in locations close to schools, churches and playgrounds.*

***This appears to be a positive outcome for all members of the community and an important consideration for allowing exemptions under the Age Discrimination Act 1991 for Residential Homes.***

In conclusion, this report has sought to contribute to the Review of the *Anti-Discrimination Act 1991* and to further inform members of the Reference Group of key factors impacting older people. Beginning with an overview of the diverse nature and experiences of older people, particularly their housing needs. Evidence relating to age specific communities such as Residential Home Parks in the context of the World Health Organisation Age-Friendly communities decree is included. The report also compares and contrasts the real-life housing experiences of older people in Residential Home Parks with the Queensland Housing Strategy 2017-2017 and the Residential Transition for Older Queenslanders Report (2016). Finally, using data from a number of personally conducted research projects, the homeowners perspective on a number of key concerns is presented.

Consideration of this unique insight into the challenges and limitations of the current legislation and its impact on the health and well-being of this older cohort, has the capacity to enhance the quality of life for this group of stakeholders both now and into the future. Thereby, ensuring that their rights to choose an age specified housing option is upheld and relevant exemptions are permitted as is the case in the Retirement Village Legislation.

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Solutions for Positive Ageing***

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<https://extranet.who.int/agefriendlyworld/about-us/>



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**Present Appointments:**

Position Title: Principal Consultant

Solutions for Positive Ageing – Planning and Advocating for the needs of individual older people and their families

Position Title: Adjunct Senior Lecturer

School of Human Services and Social Work

Group: Health

Campus: Logan and Gold Coast

Commencement Date: December 2016 – Ongoing

Position Title: President

Flexicare Inc. Not for profit organisation delivering care services to older residents on the Southside of Brisbane

Commencement Date: 2013- Current

**Consultancy Projects:**

Completed a range of projects with a variety of organisations (both profit and non-profit) including:

**Manufactured Home Industry:**

Preparation of Expert Advice Reports for cases before QCAT especially response to submission by the Anti- Discrimination Commissioner.

Establishing Residents/Homeowners Committees:

Resident/Homeowners Satisfaction Surveys:

Facilitating the Resident/homeowners Vision for their Community

**Community Organisations:**

**Council of the Ageing (Qld)** – Evaluation Right Where you live Project

**Rural Lifestyle Options Association** – Employment options for people with disability in the Beaudesert area

**Spinal Injury Association:** Understanding the lived experience of people with Post Polio Syndrome.

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## **Employment History**

Position Title: Program Director/Course Convenor  
School of Human Services and Social Work  
Group: Health  
Campus: Logan and Gold Coast  
Commencement Date: August 2004 – 2016

Position Title: Lecturer  
Organisation: Griffith University  
Commencement Date: 2000  
End Date: 2004  
Development of Bachelor of Human Services – Studies in Ageing

Position Title: Managing Director/Consultant  
Organisation: Solutions for Positive Ageing Pty Ltd  
Commencement Date: 1999  
End Date: 2004

Position Title: Casual Lecturer/Tutor  
Organisation: Queensland University of Technology  
Commencement Date: 1999  
End Date: 2001

Position Title: Assistant Director  
Organisation: Council on the Ageing Queensland  
Commencement Date: 1996  
End Date: 1999

Position Title: Part-Time Lecturer  
Organisation: Queensland Institute of Technology  
Commencement Date: 1996  
End Date: 1996

Position Title: Seniors Infolink Development Officer  
Organisation: Council on the Ageing Queensland  
Commencement Date: 1995  
End Date: 1996

Position Title: Project Officer  
Organisation: Queensland Park Residents Lifestyle Project  
Commencement Date: July 1995  
End Date: Sept 1995

Position Title: Community Development Worker  
Organisation: New Community Living Program  
Commencement Date: July 1994  
End Date: July 1995

Position Title: Diversional Therapist/Welfare Officer – Part time  
Organisation: Freemasons Homes  
Commencement Date: 1988  
End Date: 1994

Position Title: Recreation Officer – Part time  
Organisation: Redcliffe Hospital  
Commencement Date: Feb. 1993  
End Date: May. 1993

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Position Title: Company Director  
Organisation: number of family owned businesses  
Commencement Date: 1971

## **Qualifications**

Name of Qualification: Doctor of Philosophy  
Institution: Queensland University of Technology  
Year Awarded: 2011

Name of Qualification: Certificate in Research Higher Degree Supervision  
Institution: Griffith University  
Year awarded: 2004

Name of Qualification: Cert IV in Assessment and Workplace Training  
Institution: Griffith University  
Year Awarded: 2002

Name of Qualification: Master of Arts (Research)  
Institution: Queensland University of Technology  
Year Awarded: 2001

Name of Qualification: Bachelor of Social Science – Major Aged Services  
Institution: Queensland University of Technology  
Year Awarded: 1993

## **Academic Distinctions and Awards**

Name of Award: Australia Day Award  
Citation: For services provided to Flexicare Inc. and to the community particularly older people  
Institution: Moreton Electorate  
Awarded: 2016

Name of Award: Deans Commendation – Outstanding Thesis  
Institution: QUT  
Awarded: 2011

Name of Award: ALTC Citations – Outstanding Contributions to Student Learning  
Institution: Australian Learning and Teaching Council  
Year Awarded: 2010

Name of Award: Fellow  
Institution: Australian Association of Gerontology  
Year Awarded: 2002

## **Research**

### **PHD**

**Topic:** Exploring the Relationships Grandparents have with their grandchild when the grandchild has a disability – Completed December 2010. Conferred: March 2011. Graduated: July 2011.

### **Masters of Arts (Research:)**

**Topic:** When is a Home not a home: The implications for older people of moving to a Relocatable Home Park. Completed 2001.

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## Conference Presentations/Publications

2016. The Lived experience of people with Post Polio syndrome in Queensland. Australasian-Pacific Post Polio Conference. Sydney.

2012. What should I do now? Exploring family roles and relationships when a child has a disability- the grandparent's perspective. IASSID World Congress. Halifax Nova Scotia CA.

2011. Over 50's Resorts -A Housing Choice for Active Ageing or an Exercise in Denial. VII European Congress of Gerontology & Geriatrics, Bologna, Italy 14 - 17 April, 2011.

2011. Getting the Balance Right: Preparing Human Service students for practice in low socio-economic communities. 9th International Conference on Practice Learning and Field Education in Health and Social Work. Bournemouth U.K. 11-13 April, 2011.

2009, "'Well you just get on with it " - Examining the impact of grandparenting a child with a disability', in *XIXth IAGG World Congress of Gerontology and Geriatrics*, Société Française de Gériatrie et Gériologie, France.

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2003, 'Coping with Change: Comparing the Retirement Housing Decisions of Older People.', in *Social Change in the 21st Century Conference Proceedings*, Centre for Social Change Research, School of Humanities and Human Services, Brisbane, Australia.

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2000, 'The Role of Reciprocity in the self reported health status of older residents of relocatable home parks', in *Australasian Journal on Ageing Volume 19.4 Supplement Nov 2000*, Council on the Ageing (Australia), Melbourne.

## Teaching Roles

2016. Program Adviser - Research Higher Degree Programs

2016. Program Adviser – Graduate Certificate in Human Services

2015 Program Director - Bachelor of Human – Gold Coast and On-Line

2015 Program Director – Graduate Certificate in Human Services

School of Human Services and Social Work – Honours Advisor

2021HSV Health Ageing and Disability – convene and teach

3024HSV Contemporary Issues in Ageing – convene and teach

2031HSV Working in Organisations – convene and teach

1010HSV Life Span Development – 1 lecture

2012HSV Case Management – 1 lecture

7028HSV Policy and Practice in an Ageing Society (Course development- On-line engagement)

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7008HSV Working in Organisations (Course Development- On-line engagement)  
7009HSV Health Ageing and Disability (Course Development – On-line Engagement)

## Teaching Grants

2005 Investigating the Impact of Commontime – Griffith University – Retention Funds.

## Teaching Publications:

Woodbridge S., Osmond, J. (2009) Transition and retention in human: An exploratory study of the first year. *Journal of The Australian and New Zealand Student Services Association*. No. 33. pp 4-26.

## Publications

### Book Chapter:

The Role of Grandparents. In Goff, B.N & Springer, N (Eds). *Families and Disabilities: A Guide for Helping Professionals*. Published 2018. Taylor & Francis. ISBN: 978-1-138-67246-8 (pbk).

## Journals

### PHD

Authors: Woodbridge, S, (Griffith University). Buys, L., (QUT). Miller, E., (QUT).

Date: 2011

Title: "My Grandchild has a disability": Impact on grandparenting identity, roles and relationships.

Journal Name: *Journal of Aging Studies*

Citation Information. Woodbridge, S., Buys, L., Miller, E., (2011). My grandchild has a disability: Impact on grandparenting identity, roles and relationships. *Journal of Aging Studies*. 25. pp 355-363.

Authors: Miller, E., (QUT) Buys, L., (QUT). Woodbridge, S. (Griffith University).

Date: 2012

Title: Impact of disability on families: A grandparent's perspective.

Journal Name: *Journal of Intellectual Disability Research*

Miller, E., Buys, L., Woodbridge, S., (2012). Impact of Disability on families: grandparents' perspective. *Journal of Intellectual Disability Research*. Vol 56. Part 1. pp 102-110

Authors: Sandra Woodbridge (Griffith University) Assoc Prof Laurie Buys (QUT), Dr Evonne Miller (QUT)

Date: 2009

Title: Grandparenting a child with a disability- An Emotional Roller Coaster

Journal Name: *Australasian Journal on Ageing*.

Citation Information: Woodbridge S., Buys, L., Miller, E., (2009). Grandparenting a child with a disability: An emotional rollercoaster. *Australasian Journal on Ageing*. 28 (1), 37-40.

Author: Sandra Woodbridge

Date: 2008

Title: Sustaining Families in the 21<sup>st</sup> Century the role of Grandparents

Journal Name: *International Journal of Environmental, Cultural, Economic and Social Sustainability*

Citation Information: Woodbridge, S., (2008). Sustaining Families in the 21<sup>st</sup> Century the Role of Grandparents. *International Journal of Environmental, Cultural, Economic and Social Sustainability*. Volume 4, Issue 2, pp 61-68.

## Teaching and Learning

Authors: Stephen Lane, Sandra Woodbridge

Date: 2005

Title: Working in Organisations: A case study of a Text Based Simulative Construct.

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Journal Name: Referred Papers 2<sup>nd</sup> Annual Conference League of Worlds, International Conference on Online Simulation Role Playing and Virtual worlds

Citation Information: Lane, S., Woodbridge, S., (2005) "Working in Organisations: A case Study of a Text Based Simulative Construct." Referred Papers 2<sup>nd</sup> Annual Conference on Online Simulation role Playing and Virtual Worlds. League of Worlds, International Conference on Exploring Virtuality (Eds) Melbourne.

Authors: Ms Diane Selzer, Ms Sandra Woodbridge

Date: 2004

Title: Collaborative Learning: Building Bridges to Lifelong Learning.

Journal Name: Lifelong Learning: whose responsibility and what is your contribution . Referred Papers 3<sup>rd</sup> International Life Long Learning Conference

Citation Information: Selzer, D., Woodbridge, S., (2004). "Collaborative Learning: Building Bridges to Lifelong Learning". In Lifelong Learning: whose responsibility and what is your contribution . Referred Papers 3<sup>rd</sup> International Life Long Learning Conference, Yeppoon, 2004. (Eds) Danaher, P.A., McPherson, C., Nouwens, F., Orr, D.,

## **Retirement Housing**

Authors: Ms Sandra Woodbridge

Title: Coping with change: comparing the retirement housing decisions of older people.

Citation Information: Woodbridge, S., (2003). "Coping with change: comparing the retirement housing decisions of older people". In Social Change in the 21<sup>st</sup> Century Referred Papers , Centre for Social Change Research Conference, Brisbane 2003. (Eds)

## **Professional Memberships**

Organisation: Australian Community Workers Association

Position Held: Member Education Advisory Group  
Journal Editorial Committee- ongoing

Organisation: Australian Association of Gerontology Qld Division

Position Held: President 2002-2005  
Committee Member/Member 1999-2017

Organisation: Australian Association of Gerontology (National)

Position Held: Education Reference Group Member - ongoing

Organisation: Older People Speaker Out

Position Held: Member

Organisation: Council on the Ageing Queensland

Position Held: Member

## **Service**

### **Community**

Organisation: Flexicare Inc.

Position Held: President 2013- Current  
Committee Member 2003 – ongoing

### **Griffith University 2000-2017**

School of Human Services Honours Advisor

Member of the Health Group Honours Program Committee

Member Griffith Work Integrated Learning (GWIL) Working Party,

Member Inter-professional Learning in Aged Care Project

Member School of Human Services School Committee

University supervisor to students on placements in both Semester 1 and Semester 2

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Attended 2 Graduation Ceremonies per year  
Griffith University Open Day each year  
Tertiary Expo.

**Community Representations**

Member Australian Government Support at Home Program Classification Working Group (CWG)  
2020 on-going

Member of the Qld Attorney Generals Ministerial Stakeholders Group for the review of the  
Manufactured Homes (Residential) Legislation

Member Aged and Community Workforce Strategy Group – Health and Community Services  
Workforce Council

Older People Speak Out – Grandparenting Forum - Strategic Alliance Group.

Invited Speaker: Positive Ageing Seminar – Grandparenting: A Magical mystery journey.

Invited Speaker: Council on the Ageing Queensland – Inclusive Ageing Conference

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