



Seniors Social Isolation Prevention Peak

SSI Provider Network: Needs and Opportunities — Survey Findings

Overview

On 16 December 2025, Council on the Ageing (COTA) Queensland distributed a "Needs and Opportunities Survey" (see [Appendix A](#)) to all Queensland Government-funded Seniors Social Isolation (SSI) service providers across the state via [SurveyMonkey](#). The survey aimed to:

- Provide deeper insight into programs and services currently being delivered
- Identify approaches and practices proving effective on the ground
- Highlight strengths, gaps, challenges, and opportunities

All information collected has been **deidentified**. The insights offer a valuable snapshot of the current SSI service landscape in Queensland, showcasing both the network's strengths and the areas where additional support, resources, or collaboration could enhance outcomes.

We will use the survey results to inform our workplan for 2026. The following summary of responses provides a clear picture of the current service landscape and supports evidence-informed planning and decision-making.

Demographics

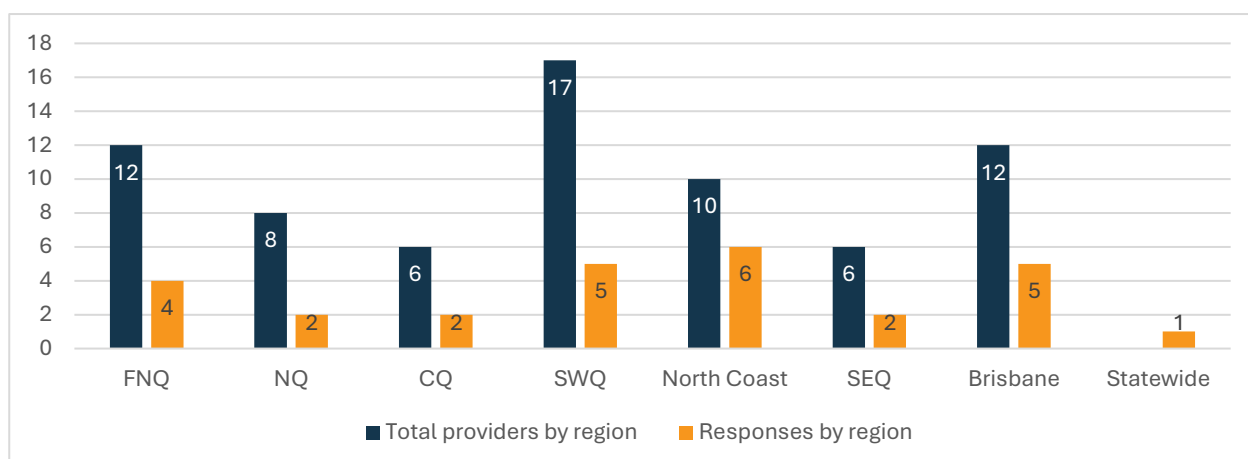
Respondent Overview

Across the state, there are over 65 Queensland Government-funded SSI services in operation (See [Appendix B](#) for visual map). We received **29 survey responses** in total. One was from a non-funded provider and excluded from the analysis, and one was a duplicate submission. This leaves **27 valid responses**, representing all regions. See [Appendix C](#) for a full list of SSI-funded providers who responded to the survey.

Geographical Distribution

The 27 valid responses reflect a broad geographic spread across Queensland. Responses were received from providers in **Far North Queensland (FNQ)** ($n = 4$), **North Queensland (NQ)** ($n = 2$), **Central Queensland (CQ)** ($n = 2$), **South West Queensland (SWQ)** ($n = 5$), the **North Coast** ($n = 6$), **South East Queensland (SEQ)** ($n = 2$), and **Brisbane** ($n = 5$), with one received from Queensland Men's Shed Association (QMSA), who deliver services in FNQ, NQ, CQ, SWQ, and the North Coast. This reflects the diversity of service delivery across urban, regional, and remote areas. Figure 1 below provides a visual summary of responses by region.

Figure 1. Regional Distribution of SSI-Funded Provider Responses (Bar Graph)



Note! The statewide response represents QMSA, who deliver SSI-funded services across various regions.

Client Populations

SSI-funded providers (hereafter referred to as 'providers'), support older Queenslanders aged 60 and over, and Aboriginal and Torres Strait Islander people aged 50 and over. Their services extend to culturally and linguistically diverse (CALD) communities, people with diverse gender identities, and individuals experiencing multiple, intersecting vulnerabilities. Table 1 provides a summary of the number of older people and Elders reached by the providers each month.

Table 1. Number of Older People and Elders Reached by Providers Each Month

Monthly Reach (Number of Participants)	Providers by Monthly Service Reach
0-10	1
11-30	2
31-60	5
61-100	7
100+	12

Service Types

Providers reported on the types of services they deliver. Responses are summarised in Table 2.

Table 2. Service Types Delivered by Providers

Service Type	Number of Providers
Support - Case Management (T314) ^	1
Support - Community Support (T317)	26
Support - Information, Advice and Referral (T325)	19

^ Six providers reported delivering Case Management, but on further review, some of these services are offering warm referrals and support to access services. We will continue to provide guidance and support to all providers in understanding the services funded under the Older People Investment Specifications.



Services, Activities and Communities Supported

Providers were asked about the services and activities they deliver, and the communities they reach. Table 3 summarises the key themes identified from the survey responses.

Table 3. Summary of Services, Activities and Communities Reached

	<p>Collaboration and Partnerships</p> <ul style="list-style-type: none"> Partnerships with community organisations, local councils, health services, and multicultural networks. Coordinated programs and shared resources to extend reach. Volunteer and cross-sector initiatives strengthening social connections.
	<p>Cultural and Inclusive Programs</p> <ul style="list-style-type: none"> Programs tailored for diverse communities, including LGBTIQ+, CALD, First Nations peoples, and older adults living with HIV. Elder social groups, cultural men’s and women’s groups, storytelling, heritage activities, working with an Aboriginal Disability Liaison Officer. Inclusive community events and wellbeing hubs, including "first-stop" settlement and engagement support.
	<p>Health and Wellbeing Services</p> <ul style="list-style-type: none"> Group exercise and fitness programs promoting strength, balance and overall health (e.g., chair yoga, Tai Chi, and Zumba). Mental health and social wellbeing initiatives.
	<p>Information, Advice and Referral</p> <ul style="list-style-type: none"> Educational sessions on topics such as dementia, scams awareness, telehealth, disaster preparedness, financial literacy and resilience. Technology and digital literacy support for online engagement. Workshops and resources for informed decisions and engagement. Service navigation including referrals, advocacy, and connecting older adults to relevant programs and resources.
	<p>Peer and Volunteer Support</p> <ul style="list-style-type: none"> Peer-led groups, mentoring, networks and events supporting older men through life transitions in regional and remote areas. Volunteer programs connecting older adults with practical community support, including aged care, pet care, transport. Community hubs and Men’s Sheds providing safe, welcoming spaces that foster connection, purpose, and intergenerational relationships.
	<p>Social and Recreational Activities</p> <ul style="list-style-type: none"> Group social events: morning teas, coffee clubs, bingo, BBQs, movies, author talks, excursions, and weekly grandparents programs. Physical and recreational programs: tai chi, chair yoga, fitness, indoor bowls, croquet, and gardening. Hobby and interest groups: craft, card games, music, intergenerational storytelling, and educational workshops.




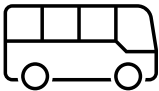



Key Insights

Barriers and Challenges

Providers were asked about barriers or challenges to growing or expanding their programs. Of 27 respondents, 23 answered "Yes", one "No", and three "Maybe". Table 4 summarises the key barriers and challenges providers experience to growing or expanding their programs.

Table 4. Summary of Barriers and Challenges



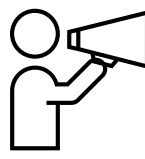
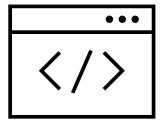

	<p>Engagement and Participation Challenges</p> <ul style="list-style-type: none"> • Older adults may face physical, psychological, or cultural barriers to participation (e.g., apathy, anxiety about attending alone, low confidence, health and mobility issues, and cultural stigma). • Fluctuating attendance and limited motivation, especially among younger older adults, affect program sustainability and event planning. • Creating inclusive and welcoming environments requires additional staff effort and relationship-building.
	<p>Geographical and Population Barriers</p> <ul style="list-style-type: none"> • Engaging rural and geographically dispersed communities increases travel time and limits program reach. • Small or isolated groups, including CALD, LGBTQIA+, and First Nations communities are hard to reach due to low numbers, distance and cultural needs. • Socially isolated older adults are difficult to reach, especially those not connected to community networks or online platforms.
	<p>Staffing, Funding and Resources</p> <ul style="list-style-type: none"> • Increased demand for case management and complex client needs (aged care, elder abuse, housing) increases pressure on staff. • Limited funding restricts staffing, transport, events and program growth, with supplementary funding instability adding to the pressure. • Facility and space capacity are constrained due to funding limitations. • Competing administrative, case management, and program demands, combined with reliance on short-term funding, creates ongoing capacity and sustainability challenges.
	<p>Transportation and Accessibility</p> <ul style="list-style-type: none"> • Limited or unreliable transport prevents many older adults from attending programs or events. • Mobility challenges can make public transport difficult or unsuitable. • Loss of driving independence forces reliance on others for transport.
	<p>Volunteer Recruitment and Retention</p> <ul style="list-style-type: none"> • Difficulty in securing and retaining volunteers to support regular programs and events. • Limited volunteer capacity constrains program delivery, expansion, and supervision, with a need for more younger Committee members. • Reliance on volunteers for transport, event coordination, and one-on-one support increases workload pressures.



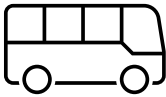

Opportunities and Innovations

Providers were asked about potential opportunities or innovations they would like to pursue, and the additional support that could help achieve these goals. Table 5 summarises responses, highlighting areas for program growth, collaboration, and service enhancement.

Table 5. Summary of Opportunities or Innovations by Theme

	<p>Collaboration and Partnerships</p> <ul style="list-style-type: none"> • Develop Partnerships: Work with community groups, local councils, health services, and other providers to enhance wellbeing and create age-friendly events, facilities and communities. • Network Building: Share resources, strategies, and expertise across organisations to overcome barriers and strengthen service delivery.
	<p>Digital Engagement and Technology</p> <ul style="list-style-type: none"> • Data and Reporting: Explore opportunities for developing tools to manage and report using large data sets and parameters. • Digital Autonomy: Go beyond basic digital literacy to exploring "how to navigate a digital life", through integrating training for telehealth, My Health Record access, online banking, and using wearable devices. • Digital Platforms: Use WhatsApp Groups or similar to maintain connection between events and make info sessions available online. • Technology Loan Library: Enable older adults to trial smart devices through guided hand-on learning before purchasing.
	<p>Information, Communication and Resources</p> <ul style="list-style-type: none"> • Newsletters and Communication: Distribute printed newsletters to reach older adults not using online platforms. • Educational Resources: Deliver information sessions, guides, and online materials to support informed decision-making and engagement. • Support for Carers: Provide resources and programs addressing the social and mental health needs of carers.
	<p>Program Expansion and Diversification</p> <ul style="list-style-type: none"> • Hands-on Experiential Activities: Expand programs to include regular health monitoring, wellness, self-awareness, and interactive learning. • Micro-Clubs and Niche Interest Groups: Offer smaller, interest-based groups (e.g., gardening, heritage cooking, and photography) to reach isolated communities. • Grant Funding and Facilities: Seek funding to develop purpose-built facilities and expand program offerings.
	<p>Social Engagement and Community Building</p> <ul style="list-style-type: none"> • Frequent Social Events: Organise offsite coffee catchups, morning teas, excursions and workshops more frequently to foster connection. • Multicultural and Community Expos: Large-scale events to improve access to information and engagement for multicultural seniors. • Community Campaigns: Initiatives such as the #OldisBeautiful campaign to promote positive ageing and inclusion.

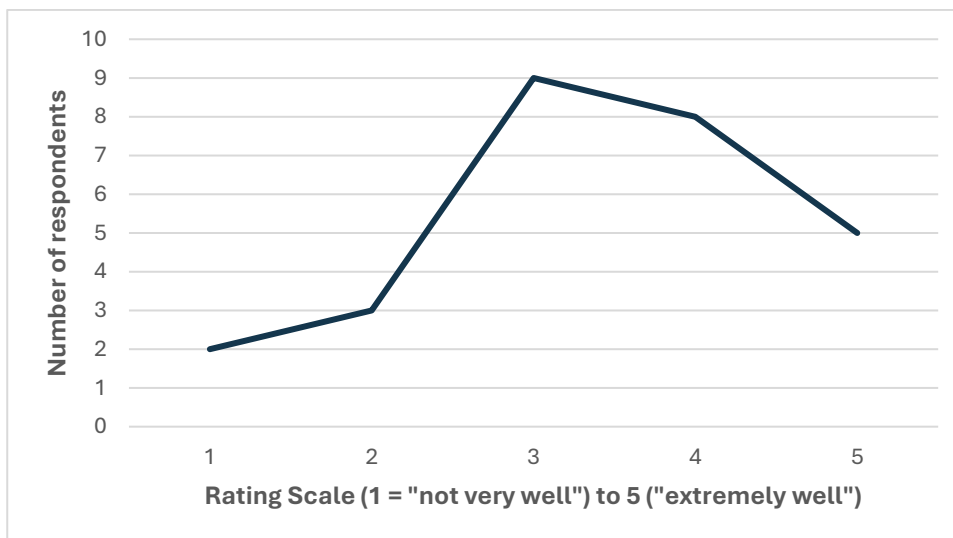


	<p>Transportation Solutions</p> <ul style="list-style-type: none"> • Dedicated Transport: Provide community buses, taxi vouchers, or other transport options to increase participation. • Accessibility Support: Ensure venues and seating are suitable for all ages and abilities to maximise participation. • Outreach to Remote Areas: Facilitate attendance for older adults living in remote, isolated or rural areas to improve attendance.
	<p>Volunteer Engagement and Capacity Building</p> <ul style="list-style-type: none"> • Recruitment and Retention: Develop strategies to attract and retain volunteers, including older men, peer leaders, and mentors. • Training and Capacity Building: Provide training modules for coordinators and volunteers to maintain program quality and safety. • Peer Mentoring and Support: Establish mentor-support systems to address social isolation and mental health challenges for both participants and volunteers, including for older men in regional and remote areas. Volunteering makes people feel part of a group.

Technology and Tools

Providers were asked to rate how effectively the technology and tools they use, such as computers, databases, and reporting systems support the delivery of their programs, on a scale from 1 (“not very well”) to 5 (“extremely well”). From the 27 responses, provider ratings of how well technology and tools support program delivery are shown in Figure 2.

Figure 2. Provider ratings on how well technology and tools support program delivery




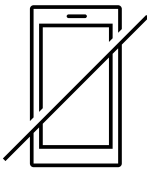




Overall, most providers rated their tools positively (scores 4–5), indicating they generally support program delivery well, while a few rated them lower (scores 1–2), highlighting areas for improvement.



Challenges with Technology

Fourteen respondents shared details about the specific challenges they face with technology. Table 6 summarises the key themes based on their feedback.

Table 6. Summary of Key Challenges with Technology

	<p>Data Management and Reporting</p> <ul style="list-style-type: none"> • Templates: Need expert support to create user-friendly templates for efficient record-keeping and KPI tracking. • CRM and Systems: new systems improve volunteer and participant management but require set-up, training and phased implementation. • Communication Tools: Mailchimp and Microsoft Forms improve outreach and registration, but email delivery issues remain (e.g., spam).
	<p>Digital Inclusion and Resistance</p> <ul style="list-style-type: none"> • Technology Support Needs: Many older adults rely on staff or case managers for tech support and may resist learning new digital skills. • Access and Connectivity: Poor internet coverage and limited device use, particularly in regional areas, restricts program delivery. • Device Limitations: Outdated laptops, devices and hardware impact efficiency and participant engagement.
	<p>Engagement and Accessibility</p> <ul style="list-style-type: none"> • Participant Resistance: Some older adults are reluctant to use technology, relying on basic phones or avoiding online systems. • Remote and Regional Barriers: Travel, distances, poor internet access, and isolation limit programs participation. • Inclusive Engagement: Developing programs that meet the needs of diverse communities requires additional planning and resources.
	<p>Innovative Service Delivery</p> <ul style="list-style-type: none"> • Virtual Engagement: Limited digital skills and connectivity restrict participation in telehealth, video conferencing and online activities. • Sustaining Interest-Based Programs: Targeted programs (e.g., digital literacy, safety online) require ongoing resources and support. • Experiential Learning Needs: Older adults often struggle with lecture-style formats, requiring more staff time for guided, hands-on activities.
	<p>Resource Limitations</p> <ul style="list-style-type: none"> • Limited Digital Tools and Templates: The absence of recommended software, databases and templates for program delivery and data collection increases workloads and inefficiencies. • Marketing Challenges: Limited online engagement as most outreach relies on flyers, word of mouth, and local newspapers. • No Central Database: Difficulty collecting, storing and analysing data for reporting and program evaluation.
	<p>Skills Gaps and Training Needs</p> <ul style="list-style-type: none"> • Staff and Volunteer Expertise: Volunteers with database or tech skills are critical assets, and staff require ongoing training to reduce errors. • Trainer Shortages: Not enough trainers to deliver engaging IT programs. • Varied Abilities: Participants have a wide range of digital literacy, requiring tailored support, while staff struggle to keep up to date with technology.

Capacity and Resource Needs

Knowledge, Skills and Resource Supports

Providers were asked what knowledge, guidance, training, or resources would help their team deliver programs more effectively, with options to **select multiple responses**, as below:

- Program planning and delivery
- Monitoring, evaluation and reporting
- Health and safety/risk management
- Partnerships and community networking
- Digital skills / technology training
- Cultural competency and diversity awareness
- Mental health awareness
- Dementia awareness
- Funding and grant opportunities
- Other

Provider feedback identified supports needed to enhance program delivery, efficiency, and address challenges with technology, data, and participant engagement. See Figure 3.

Figure 3. Summary of Supports Needed to Enhance Service Delivery



Of those who selected "Other", a summary of their responses is provided below.

- **Contract Service Officers:** As staff are based outside the region, this limits relationship-building between the department and local services.
- **Transport Support:** Access to transport or taxi vouchers would help older adults attend classes and allow programs to offer more off-site activities.
- **Technology Guidance:** Recommendations are needed for appropriate digital tools and software rather than additional training, as there is limited time to research options.
- **Interest in Learning:** Providers are eager to receive guidance and support across all areas to improve program delivery.



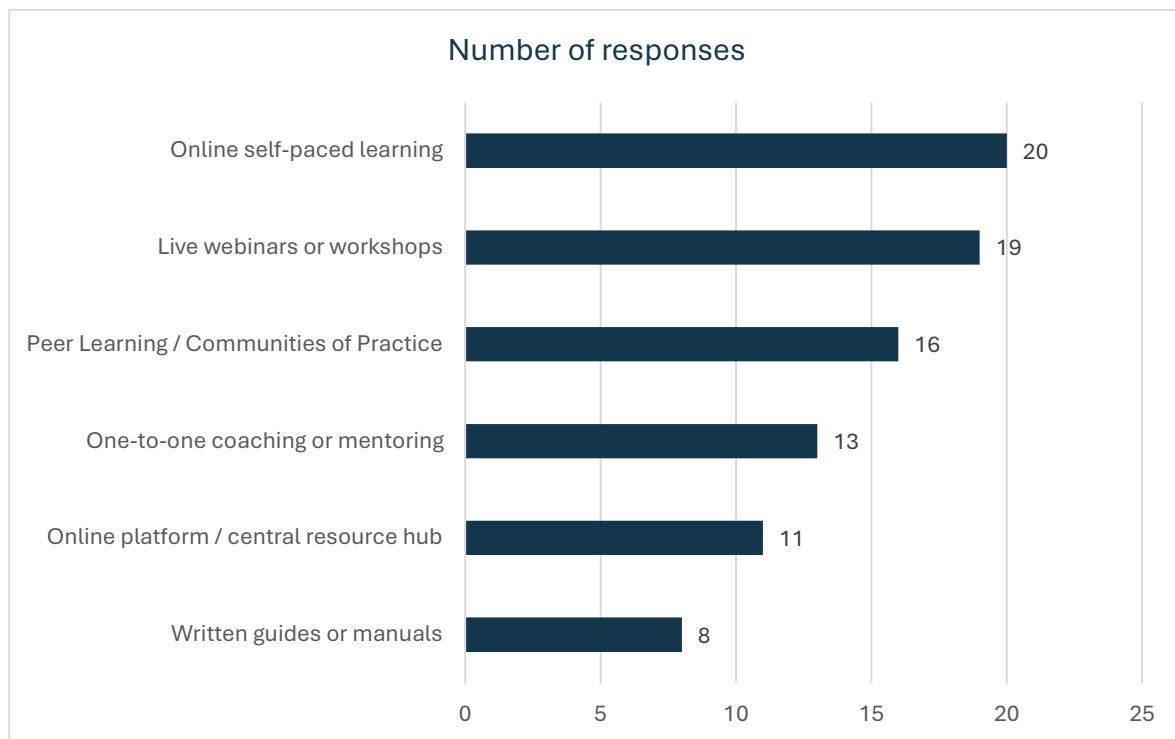
Training Needs

Providers were asked what type of training works best for them, with options to **select multiple responses**, as below:

- Online self-paced learning
- Live webinars or workshops
- Peer Learning / Communities of Practice
- One-to-one coaching or mentoring
- Online platform / central resource hub
- Written guides or manuals

Figure 4 summarises responses, showing how many providers selected each category.

Figure 4. Summary of Provider Preferences by Training Type



The top three selected align with information we've provided in the new online SSIP Hub.



Volunteer Engagement

In response to the question, "does your program currently engage volunteers?", 18 providers answered "Yes", and 9 "No". Providers were then asked to describe volunteer-related challenges and ways additional support could help. Feedback from 21 respondents is summarised in Table 7.

Table 7. Summary of Volunteer-Related Challenges and Support Needs

Theme	Challenges and Support Needs
Availability and Retention	<ul style="list-style-type: none"> • Ongoing difficulty accessing and retaining volunteers, particularly when long-term volunteers step down. • Illness, family commitments, and holidays create coverage gaps. • Volunteer pool is limited, restricting program capacity for activities, one-one-one support, and outreach.
Recruitment Constraints	<ul style="list-style-type: none"> • Low interest in volunteering, particularly in some rural areas. • High competition from multiple community groups. • Challenges attracting younger volunteers, as many programs rely on older adults who are already stretched across roles.
Suitability and Role Fit	<ul style="list-style-type: none"> • Volunteers are not always matched to appropriate roles and unrealistic expectations may impact team cohesion. • High demand for skilled volunteers in specialised areas (e.g., digital mentorship, administrative support). • Ensuring volunteers have the right skills and temperament is critical.
Training and Skills Needs	<ul style="list-style-type: none"> • Digital literacy programs need patient, skilled mentors and volunteer fatigue is a key challenge. • Need structured training, onboarding, and best-practice resources. • Skilled volunteers are needed for administrative-related tasks which offers potential but requires adequate training and support.
Logistical Barriers	<ul style="list-style-type: none"> • Limited access to transport and insured volunteer drivers constrains outreach and participation. • Travel and mobility challenges affect home visits, excursions, and event attendance. • Regional isolation intensifies logistical difficulties.
Organisational Requirements	<ul style="list-style-type: none"> • Compliance requirements (e.g., police checks, vaccinations, accreditation) can discourage older adults from volunteering. • Volunteer availability directly influences program sustainability and service delivery. • Coordinating volunteers alongside program and case management responsibilities adds to staff workloads.
Strategies and Opportunities	<ul style="list-style-type: none"> • Current programs, including advisory committees and library-based initiatives, rely on a small, overstretched volunteer group. • Leverage skilled volunteers for tech, data, and mentoring tasks (e.g., Senior Ambassadors or Peer Mentors) to enhance engagement. • Future needs include targeted campaigns and funded hubs to attract younger volunteers, support for training and accreditation under National Volunteer Standards, and incentives such as tax-free payments to boost participation and retention.

Networks and Collaboration Opportunities

Providers identified the networks, interagency groups and partnerships they participate in. Responses show collaborations, knowledge-sharing opportunities, and areas to strengthen sector connections. Links are included where available; some could not be located.

Table 8. Summary of Networks and Collaborations

Category	Networks and Collaborations
Committees, Networks and Partnerships	<ul style="list-style-type: none"> • Brisbane Central Interagency Network • Charleville Interagency Group • Cooktown, Wujal Wujal & Laura Interagency • Douglas Shire Community Agency Network (CAN) • Fassifern, West Moreton, Scenic Rim, Logan Inter-Agencies • Greater Springfield Regional Connect Network • Healthy Ageing Partnerships (HAP) Northern Network • International Women's Day Planning Committee • Ipswich West Moreton Seniors Services Interagency Network • Kilcoy and Brisbane Valley Inter-Agencies • LGBTI+ Community Ageing Network (CAN) • Mackay Council Interagency Meetings • Mackay Elder Abuse Network • Men's Health Week Planning Committee • Moreton Bay Housing and Homelessness Interagency • Moreton Bay Interagency Network • Wakai Waian Healing (Indigenous) • Queensland Alliance for Mental Health • Project Zero (Central Queensland) • Primary Health Network (PHN) Interagency Group • Queensland Music Trails Implementation Partnerships • Senior's Month Planning Committee • Seniors Week Committee • South West Seniors Games Committee • Sunshine Coast Elder Abuse Network • Wujal Wujal Justice Group (Indigenous) • Youth Coalitions (Intergenerational Projects, e.g., Collinsville)
Government Organisations, including Local Councils	<ul style="list-style-type: none"> • City of Gold Coast Council • Community Police Service • Lockyer Valley Regional Council • Office of Fair Trading • Queensland Fire Department • Services Australia • Southport Library • Southport Community Centre • Toowoomba Regional Council



Category	Networks and Collaborations
Non-Government Organisations (NGOs)	<ul style="list-style-type: none"> • Aged & Community Care Providers Association (ACCPA) • Blue Care • Bolton Clarke • Cancer Council Queensland • Compass • Council on the Ageing (COTA) Queensland - Energy4Seniors • CURA Aged Care • Ethnic Communities Council Queensland (ECCQ) • Footprints Community • Lifelong Supports (Ingham) • Melbar Home Care • Multicultural Communities Council Gold Coast (MCCGC) • National Council of Women Queensland (NCWQ) • Older Persons Advocacy Network (OPAN) • Optimise Health and Wellness • Queensland Country Women's Association (CWA) Groups • Queensland Men's Shed Association (QMSA) • Queensland Mental Health Alliance (QMHA) • Queensland Positive People (QPP) • Remote Area Planning and Development (RAPAD) • Selectability (Mental Wellbeing and Suicide Prevention) • Seniors Enquiry Line (UnitingCare) • Southern Cross Care • STEPS Queensland
Other	<ul style="list-style-type: none"> • 60 and Better Programs • Communities of Practice • Federal and State Government bodies • Local Government Associations (LGAs) • Local Service Clubs • Neighbourhood Centres • Respite centres, dementia teams, nursing services, allied health services, and social workers • Volunteer supported programs



Organisational Showcasing

The following information is mostly deidentified and provides an overview of four different services. Each case highlights approaches and initiatives used by participating organisations.

1 Service Snapshot

This Seniors group has been going for 12 months now, and we have had over 60+ people registered that have come through our classes during this time. We have a core group of 10 each week and some weeks up to 18, depending on the topic or if they can get to class. Most of our seniors have heard about the classes by word of mouth or our hubs social media and we have new faces coming through all the time. I'd love to expand the group by getting us out and about to enjoy and learn more such as Tai Chi in the local park, bird watching in our Botanical gardens, learning drawing of nature, fishing in the river, picnics in the parks, playing fun games etc, but we need transport to get us there.

2 Service Snapshot

We have three services we deliver weekly. We have a weekly morning tea on a Wednesday that has an hour allocated to guest speakers or an activity and then morning tea. Quite often we go on excursions to visit community organisations, local picnic areas and group members homes. We deliver a fitness program that is held every Friday at our local foreshore fitness area and is primarily strength and balance work for over 60s. The other program is chair yoga which is held every Tuesday afternoon. All three programs promote healthy lifestyle options as we often have guest speakers from our local Community health.

3 Service Snapshot

This is a valuable program, our LGBTQI and HIV+ community are mostly from a generation that has experienced brutal discrimination. Isolation has been a maladaptive protective response and opportunities to test this are welcomed. Whilst the program is listed for the general population, our focus is LGBTQI and HIV+ community. The activities and events we have provided have been well received.

4 Service Snapshot

Our Program is a dedicated seniors program featuring Tai Chi, Zumba, digital literacy classes, wellness workshops, and social outings like the "Golden Years Ball." Our existing activities have proven successful, but we recognise the need to innovate our delivery to reach those most isolated. We aim to introduce Interest-Based Micro-Clubs (such as multicultural gardening, photography, or heritage cooking) that cater to niche interests, ensuring that even the most reserved seniors find a point of connection.



Additional Feedback

Twelve providers offered additional feedback, some of which is presented verbatim below. Identifying information has been redacted or replaced with "xxxxxx".

Thank you COTA Qld team for all your support! It is always so valuable and much appreciated.

As this survey is being completed by such a wide range of large and small, geographically diverse services how will the results be collated and used for future development

There is some ambiguity around reporting (e.g., staff hours for prepping/supporting clients for activities. Clarity around this would be helpful.

Our community greatly appreciates the programs we run.

A big thank you for Karen's involvement. Her leadership role in providing consistent communication, organising CoPs and training sessions and relevant resources has been invaluable! She has really helped us make a positive impact in the community. We're also excited about the upcoming online hub and look forward to working with her in the new year.

The program is designed to build community capacity by supporting and establishing social group networks. While there are many seniors' groups in our region, a significant number of older adults either choose not to engage or lack the social skills needed to connect. Our program focuses on addressing these barriers by helping participants develop the confidence and interpersonal skills required to form meaningful connections and actively participate in their community. We do find that many seniors just want to keep coming to the group

Provide funding that the 60 and Better Coordinators to meet in one central location for training and get together. Contract Service Officers to spend more time with programs and see what each program offers and understand each area as they all have different challenges. We don't all fit into 1 basket. Make the results of this survey available to all 60 and Better Coordinators and include them all in shaping the future of the funding.



The Community of Practice that COTA are running with all the peak projects is extremely valuable. In December I connected with staff from one of the other projects after one of the CoP sessions and we had a fantastic discussion sharing resources and talking about solutions to issues we were having. I would be interested in talking more about volunteering and generating ideas about how this could be addressed in communities.

Thank you. This program is very helpful, specifically for the vulnerable seniors with financial struggles.

COTA has been an invaluable partner for us and other senior social isolation service providers, consistently providing guidance, resources, and advocacy that help strengthen capacity and better serve older Australians. Sincere thanks to COTA for their ongoing support, information and collaboration/networking opportunities. Looking forward to an exciting 2026!



Out-of-Scope Insights

Survey Question 8 asked providers whether they receive Commonwealth Home Support Programme (CHSP) funding in addition to their SSI funding. This information helps us connect providers with our [Aged Care Sector Support and Development Team](#).

However, this led some providers to report activities and opportunities that extend beyond the scope of their current SSI Funding (i.e., as part of their wider organisation). While these responses are not included above, they provide useful context and are summarised below.

In total, seven providers reported receiving CHSP funding. Of these, five, together with three additional providers not funded through CHSP, but operating within larger organisations, reported delivering a broader range of services, including aged and home care, allied health, and emergency and financial support, as below:

- **Allied health services:** counselling, GP clinics, care support, and podiatry.
- **Home support services:** domestic assistance, meals, personal care, respite, transport, minor home maintenance.
- **Emergency and financial support:** emergency relief, crisis support, financial aid, and no-interest loans.

They also identified an interest in exploring independent living initiatives, including partnerships across private and public sectors to support older people to live independently

A key learning for future surveys is to clearly frame questions so responses align with the intended program scope and accurately reflect SSI-funded activities.

Next Steps

- **Insights sharing:** A summary of findings will be shared with funders and SSI funded providers to support collective learning and transparency, and evidence-informed decision-making.
- **Priority setting:** Survey insights will inform priority areas for future planning, funding focus and sector collaboration.
- **Ongoing engagement:** Providers may be invited to participate in follow-up discussions, workshops, or communities of practice to further explore emerging issues, share best practice, and co-design solutions.

This concludes the report. Please refer to the Appendices for supplementary information.



Appendix A – Survey Questions

Survey for SSI-Funded Services

No.	Question	Response
1.	Your Organisation	Click or tap here to enter text.
2.	Program Name	Click or tap here to enter text.
3.	Your Name	Click or tap here to enter text.
4.	Your Role	Click or tap here to enter text.
5.	Email address (to ensure we have the correct details)	Click or tap here to enter text.
6	Service Location (if more than one, please list all)	Click or tap here to enter text.

7. Service Type (select all that apply)

- Case Management
- Community Support
- Information, Advice and Referral.

8. Does your organisation also receive CHSP funding. This will help us connect you with any additional support available through our organisation.

- Yes
- No

9. Briefly describe your services, activities, and the communities you work with.

10. On average, how many older people or Elders does your program reach each month?

- 0–10
- 11–30
- 31–60
- 61–100
- 100+

11. Have you identified any challenges or barriers to growing or expanding your programs?

- Yes
- No
- Maybe



12. If yes, please share what they are.

13. What opportunities or innovations would you like to explore and how can we support you to achieve this?

14. How well do the technology and tools you use (like computers, databases, or reporting systems) help you deliver your programs?

Rating: 1 = Not very well, 5 = Extremely well

15. Any additional details about challenges with technology? (if relevant)

16. What knowledge, guidance, training or resources would help your team deliver programs better? (Select all that apply)

- Program planning and delivery
- Monitoring, evaluation and reporting
- Health and safety/risk management
- Partnerships and community networking
- Digital skills / technology training
- Cultural competency and diversity awareness
- Mental health awareness
- Dementia awareness
- Funding and grant opportunities
- Other

17. If Other, provide details



18. What types of training work best for you? (Select all that apply)

- Online self-paced learning
- Live webinars or workshops
- One-on-one coaching or mentoring
- Written guides or manuals
- Peer learning / Communities of Practice
- Online platform/central resource hub

19. Does your program currently engage volunteers?

- Yes
- No

20. What volunteer-related challenges does your service experience, and how could we best support you?

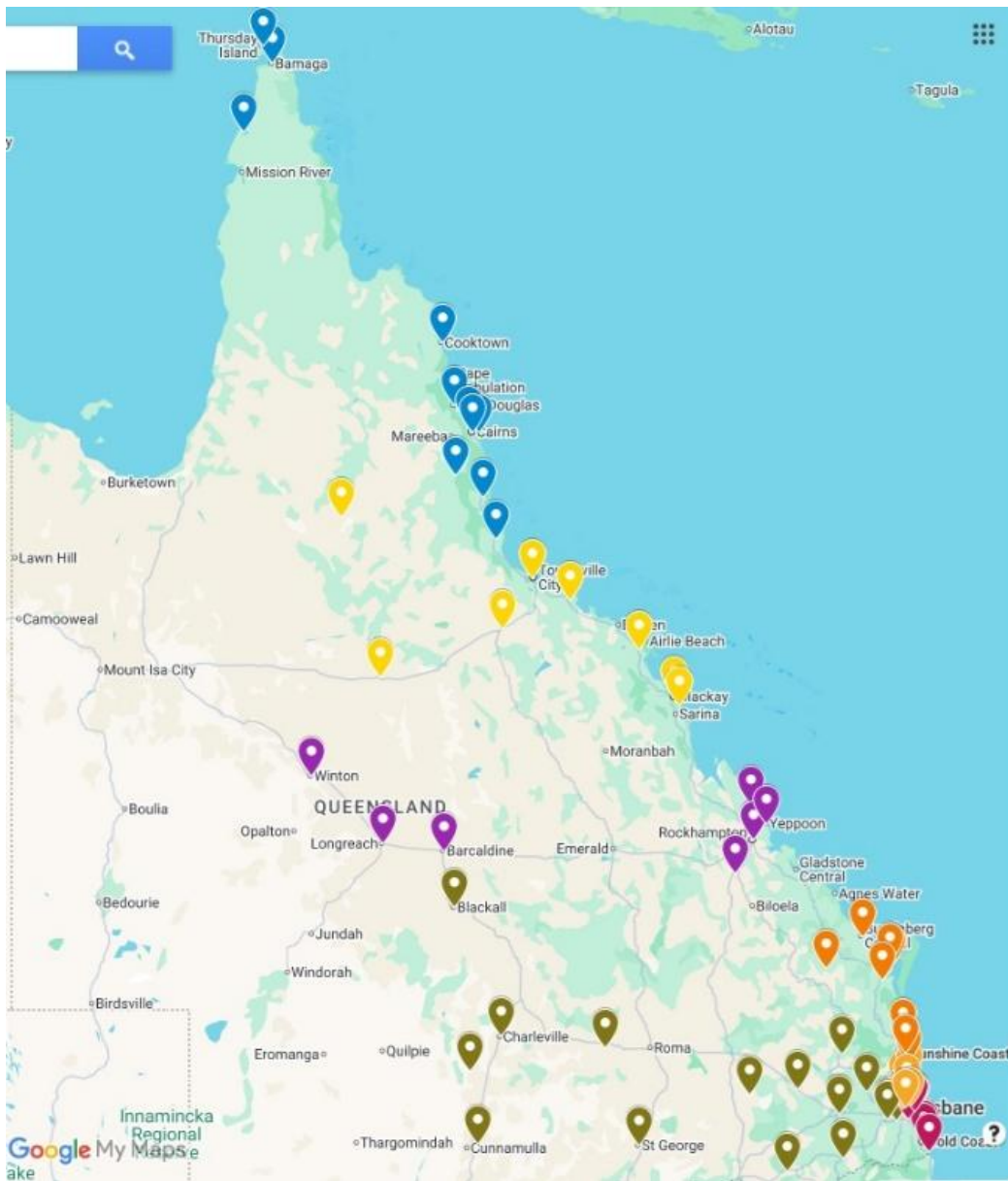
21. Please list any networks, sector or interagency groups, or partnerships your organisation is part of.

22. Any other feedback you want to provide?

End of Survey. Version 1.0 1 December 2025



Appendix B: Visual map of all SSI-funded providers



Region Key

Regions	Number of Providers by Region	Colour Code
FNQ	12	Blue
NQ	8	Yellow
CQ	6	Purple
SWQ	17	Olive Green
North Coast	10	Orange
Brisbane	12	Coral
SEQ	6	Magenta



Appendix C: Survey Respondents by Region

Region	Organisation	Program
FNQ (n = 4)	Cooktown District Community Centre	60s and Better Health Ageing Program
	Hinchinbrook Community Support Centre	Seniors Inclusion
	Northern Peninsula Regional Council	Aged Care and Disability Support Service
	Port Douglas Community Service Network Inc.	Seniors' Adventures
NQ (n = 2)	The Neighbourhood Hub Mackay	Seniors Connect
	Whitsunday Regional Libraries (Whitsunday Regional Council)	Social Seniors Whitsundays
CQ (n = 3)	Barcaldine Regional Council	Barcaldine 60 & Better Program
	Bidgerdii Community Health Services	Elders Social Group
	Wowan/Dululu Community Volunteer Group Inc	Wowan/Dululu Multi-Purpose Centre
SWQ (n = 5)	Somerset Regional Council	Somerset Seniors Connect - In Good Company
	South West Hospital & Health Service (SWHHS)	SWHHS Healthy Ageing
	The Older Men's Network (TOMNET)	Seniors Social Isolation Program
	YMCA	Ipswich Thriving Seniors
North Coast (n = 5)	Caloundra Community Centre	Pets for Life program
	Hervey Bay Sixty & Better Healthy Ageing Program Inc.	Hervey Bay Sixty & Better
	Noosa Council	Seniors Connect
	Relationships Australia Queensland	Senior Social Connection Program (SSCP)
	YMCA of Bundaberg 60 and Better	60 and Better
Brisbane (n = 5)	Encircle Redcliffe Neighbourhood Centre	Older Peoples Action Program (OPAP)
	Older Women's Network (Qld) Inc.	Social Isolation and Loneliness Program
	QPP (Queensland Positive People)	Better Connect+
	The Y Cannon Hill Community Centre	Cannon Hill Community Seniors Club
	Wynnum 60 and Better Programme Inc.	Wynnum 60 and Better Programme Inc.
SEQ (N = 2)	Blue Care Redlands Community #	Older Persons Action Program (OPAP)
	The Migrant Centre Organisation Inc.	Ageing Gracefully
Statewide (N = 1)	Queensland Men's Shed Association	Seniors Social Isolation Program

Organisations highlighted in blue reported also receiving CHSP funding, allowing us to connect them with our [Aged Care Sector Support and Development team](#).

