



RANDWICK SOCIAL STUDY 2021

AUGUST 2021

**Community
belonging in
the City of
Randwick**



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Acknowledgement of Country

We acknowledge the Gadigal and Bidjigal peoples who traditionally occupied the Sydney coast. We acknowledge Aboriginal or Torres Strait Islander people living in the Randwick City area and around Australia and pay respect to Elders past, present and emerging.



INTRODUCTION

Introduction

1.1 Study purpose

The primary purpose of the Randwick Social Study was to provide Randwick City Council (Council) with an understanding of the current and future social needs of the Randwick community to develop strategies which will continue to build a 'sense of community'.

The Study relates to the Randwick City area. Randwick City is located in the south-eastern suburbs of Sydney, and is bounded by Kensington and Clovelly in the north, Maroubra and Matraville in the west and Little Bay and La Perouse in the south.

Research objectives

The Randwick Social Study was designed to:

- » Identify community needs in the Randwick City area and potential gaps or differences across localities
- » Give a voice to vulnerable groups and those who are hard to reach
- » Provide a sense check of where Council is at in terms of service provision and identify priorities for improvement
- » Consider the implications of COVID-19 and social trends.

The Study considered:

- » Existing and future community needs in Randwick – with social needs encompassing emotional, physical, cultural and practical – across home and public life, work, study and relationships
- » Current levels of social service provision, any gaps and further opportunities that Council and its partners could support.

What do we mean by social needs?

'Social needs' are likely to mean different things to different people. They can be emotional, physical, cultural and practical. They relate to people's experiences of home life, public life, work and study, health and wellbeing, friendships and other connections. This Study focuses on community experiences of Randwick, of the social services, spaces and supports that people use now and

Key research questions

Randwick now:

- » What are the existing community needs?
- » How are existing services, facilities and spaces addressing these needs?
- » Who are the service providers operating in Randwick and how are these services meeting community needs and expectations?
- » Are there gaps in existing service provision?
- » Who are the vulnerable groups within the community?
- » What are the key issues and challenges?
- » How has COVID-19 impacted community experiences and perspectives of the above?

Future Randwick:

- » What are the likely future needs of the community?
- » How could existing and future needs be addressed – what are opportunities?
- » What are the priorities to be addressed within the short, medium and longer term?

1.2 Methodology

The Randwick Social Study was informed by a desktop review and key insights identified through primary research.

The primary research involved a variety of methods including a community survey, Instagram poll, mini groups, service provider forum and individual interviews, to ensure the Study reflected the diversity of voices in the Randwick City community.

Qualitative research was undertaken in the form of interviews and mini groups, particularly focused on those underrepresented in the community survey, including vulnerable groups such as youth, socio-economically disadvantaged people, people with disabilities, and multicultural community members.

What we did: Overview of research and engagement activities

Activity	Reach and participation
Desktop review	<p>The desktop review involved:</p> <ul style="list-style-type: none"> » Demographic analysis » Review of relevant contextual information including policies and recent engagement reports » Social services audit. <p>For further details see Appendix A.</p>
Randwick Social Study Community Survey – an online survey made available to all members of the community on Council’s Have Your Say website for a period of three weeks. This was widely promoted by Council – see details below.	<p>771 completed responses including:</p> <ul style="list-style-type: none"> » 663 community members » 85 service providers » 23 service providers who were also community members. <p>For details of the participant profile see Appendix B.</p>
Instagram poll – open to all members of the community who had access to the Randwick Council Instagram page	<p>1,480 total views</p> <p>338 responses</p> <ul style="list-style-type: none"> » 30% members of the community aged 25-34 years and 70% aged 35+ » 67% women and 33% men
Depth interviews – involving members of the community and other key stakeholders	<p>Total of 8 interviews with community members and service providers</p>
Mini group sessions – involving key stakeholders	<p>42 participants across 4 sessions with:</p> <ul style="list-style-type: none"> » Members of Council’s community development team » Members of the community who visit Lexington Hub, Maroubra » Representatives of Weave Youth and Community Services, Randwick » Members of the community who expressed interest (in response to the community survey)
Service provider forum – involving representatives of services who operate in the Randwick City area	<p>28 participants from diverse areas of service provision including:</p> <ul style="list-style-type: none"> » Youth services » Family and domestic violence services » Aged services

Activity	Reach and participation
	<ul style="list-style-type: none">» Disability support» In home support» Health including mental health services» Cultural and linguistically diverse services» Drugs and alcohol support.

Promoting participation

Participation in the Randwick Social Study was widely promoted by Council's team using all available channels, including:

- » Council's Have Your Say page and online community panel
- » Randwick eNews weekly newsletter
- » Local facilities including libraries and childcare centres
- » Liaison with stakeholder groups and networks
- » Emails, flyers and social media.

Collecting feedback

For details of the data collection materials including the community survey and an overview of discussion guides see Appendix C.

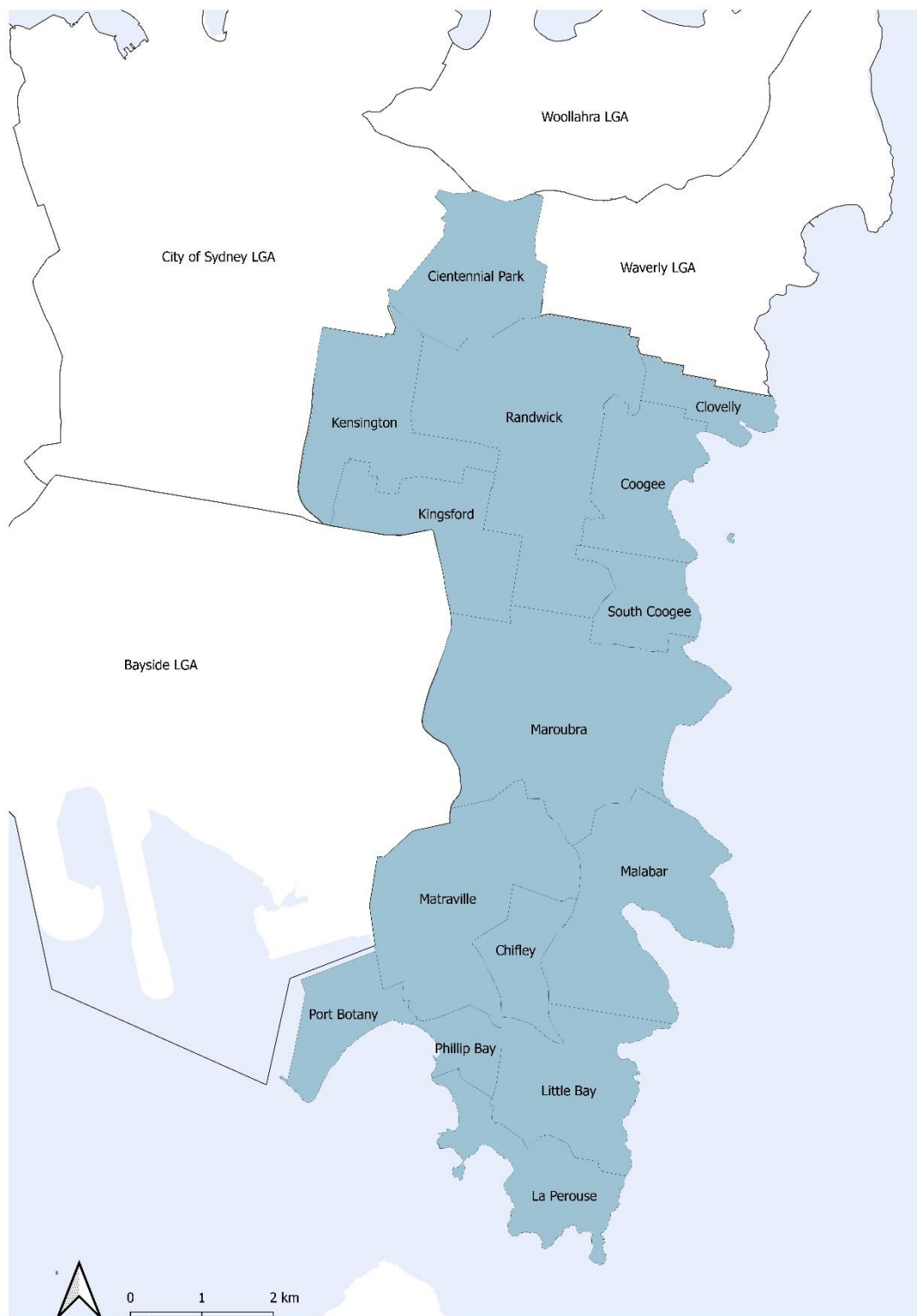
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STUDY CONTEXT

2 Study context

2.1 Who is the Randwick City community?

Figure 1 Randwick City area



Randwick City community: An overview

A profile of the Randwick community is presented here, based on data published by the Australian Bureau of Statistics (ABS), profile.id, and South Eastern Sydney Local Health District (SESLHD)¹.

Compared to Greater Sydney, the Randwick City area is characterised by:

- » A relatively **young population** (median age of 34), younger than Greater Sydney (36), however a smaller proportion of people aged under 18.
- » A **larger proportion of young adults** aged 18-24, driven in part by the University of NSW campus in Kensington.
- » **Smaller proportions of families** and **higher proportions of lone person households**, as well as **larger proportions of medium and high-density housing**.
- » A **higher median weekly household income**, as well as **higher mortgage/rent payments**, noting larger proportion of households renting.

Advantage and disadvantage in Randwick City

Socio-Economic Indexes for Areas (SEIFA)

SEIFA uses ABS Census data relating to income, employment status, literacy, English language proficiency, living conditions and a range of other measures to calculate a measure of socioeconomic conditions. SEIFA indexes include the Index of Relative Socio-economic Disadvantage (IRSD) and Index of Relative Socio-economic Advantage and Disadvantage (IRSAD).

While Randwick City as a whole experiences lower levels of disadvantage compared to Greater Sydney, certain pockets within the local area are disproportionately disadvantaged. These include: Chifley, La Perouse - Philip Bay, South Coogee, Kingsford, Kensington and Matraville. Areas shown in red in Figure 2 below include the bright red strip at Bilga Crescent Malabar and pockets in South Coogee and Maroubra, representing areas with high levels of disadvantage. It is important to note that the highest level of disadvantage is located right next to the highest level of advantage in Coogee.

Areas of disadvantage in Randwick City are characterised by lower income households, higher unemployment, lower levels of educational attainment, housing stress and higher proportions of ATSI residents, residents born overseas and residents with a lower proficiency in English.

Generally, communities living in the social housing estates within Randwick City experienced higher relative socio-economic disadvantage – represented by a low score of 600 on the IRSAD index (where 1,000 is considered an average score).

Randwick is a highly multicultural area with new arrivals considered a particularly vulnerable group, often because of the circumstances leading to their migration to Australia. Unemployment is particularly high in these communities. There is also a high proportion of international students who may experience income pressure, labour exploitation, accommodation issues and social exclusion.

Vulnerable groups

The following vulnerable groups have been identified in Randwick City:

- » **Aboriginal and Torres Strait Islander community members**
Approximately 1.5% of all residents are Aboriginal and/or Torres Strait Islanders. However, it is widely believed that the actual proportion of Aboriginal community members in Randwick City is higher than shown in the Census. The Aboriginal community mainly resides in La Perouse, Phillip Bay, Malabar, Chifley and Matraville.

¹ South Eastern Sydney Local Health District, Vulnerable and priority populations in South Eastern Sydney Local Health District, 2018

SESLHD findings: Aboriginal people may experience more disadvantage than other population groups, with higher likelihood of low income, homelessness, carer responsibilities, and hospitalisation particularly for chronic disease. The two main Aboriginal groups in the Eastern Suburbs of Sydney include the Bidjigal and Gadigal people.

» **People with disability**

Approximately **3.5% of all residents have a disability that requires carer assistance**. However according to the Randwick Disability Inclusion Action Plan 2017-2021 (DIAP), approximately 10% of residents living in the Eastern Suburbs region (Woollahra, Randwick, Waverley) are estimated to live with a disability.

SESLHD findings: 40% of people with disability in the SESLHD are living with a moderate, severe or profound disability and a significant proportion (37%) of people with disability are aged between 55 and 74 years old. While all people with a profound disability are receiving the assistance they require, some 11% of people with a severe disability, and 34% of people with a moderate disability are not receiving assistance when it is needed.

Carers' self-reported physical and mental health and overall wellbeing may be lower than that of other community members. They are also more likely to experience financial stress, and many carers are themselves people with their own vulnerabilities: people aged 15-25 or over 85, Aboriginal carers, people who speak English as a second language, people with a disability.

» **People from culturally and linguistically diverse backgrounds**

Approximately **41% of Randwick City residents are born overseas** mainly in China, UK and Ireland. In addition 32% of the population in the Randwick City area speaks a language other than English at home – with 7.2% speaking Mandarin.

SESLHD findings: cultural and linguistic diversity may lead to different understandings of health and health care options, sometimes compromising health outcomes.

» **Social housing tenants**

There is a **greater proportion of social housing tenants** in Randwick City (6.4%) compared to NSW (4.6%), with the main pockets (up to 31%) in South Coogee, Malabar, La Perouse, Chifley, Matraville and Maroubra.

SESLHD findings: nearly 20% of the homeless population identified on Census night lives in the SESLHD, including Randwick and Botany Bay. This includes people living in supported accommodation or severely overcrowded accommodation.

» **Lower income households**

The proportion of households earning less than \$750 a week in Randwick City is similar to that in Greater Sydney. However, there is a greater economic divide with a slightly larger proportion of households in Randwick City who earn less than \$300 a week, as well as a larger proportion who earn more than \$3,000 a week. Pockets of lower income households reside around Maroubra, Chifley and Coogee. Student housing located around the University of NSW is also an area with a concentration of low income households.

SESLHD findings: low incomes are often associated with poorer health outcomes, lower educational attainment and underemployment.

» **People living in housing stress**

Areas with higher proportions of households experiencing housing stress are located around the University of NSW where there is a concentration of student housing. The student population may also experience income pressure, labour exploitation, accommodation issues and social exclusion.

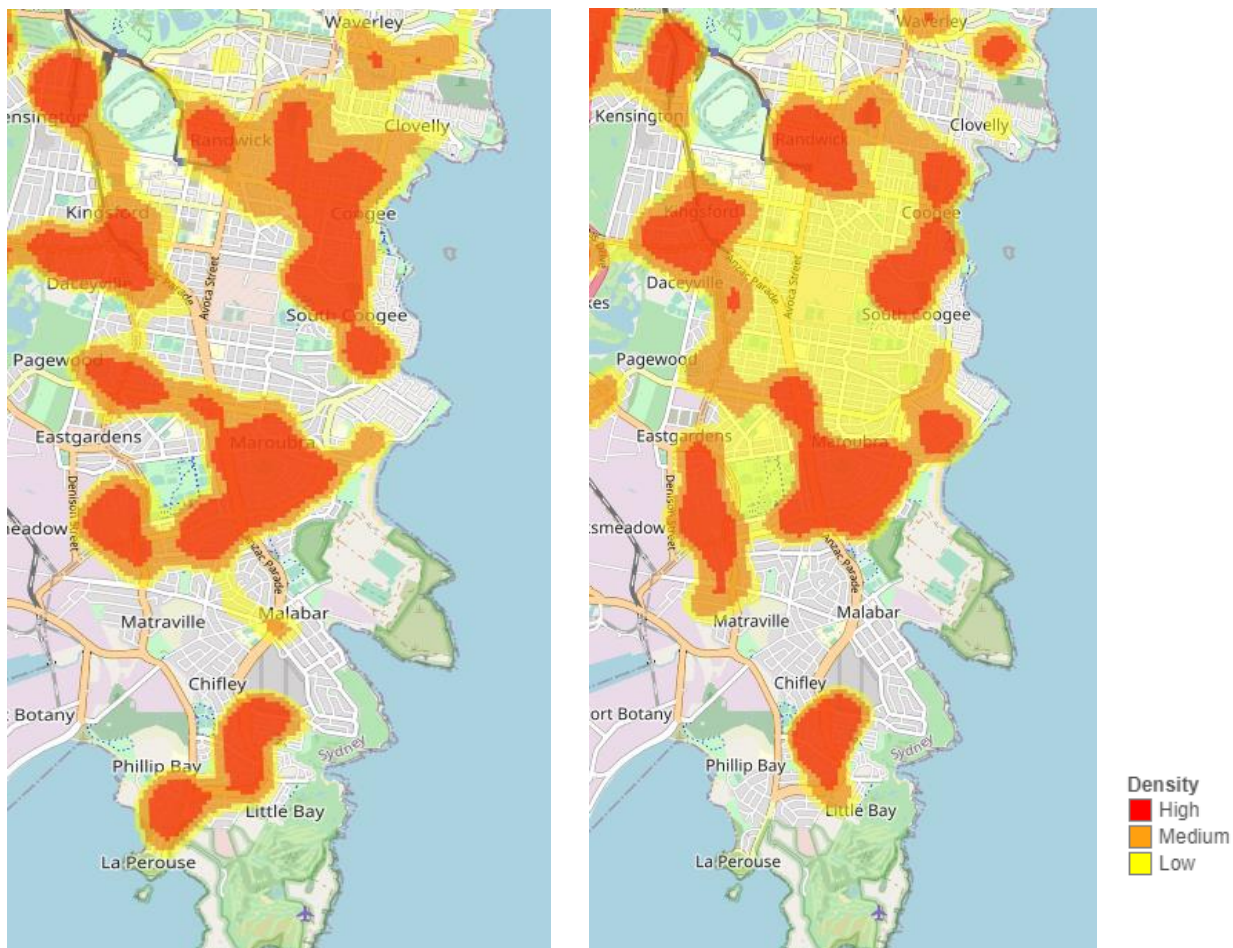
» **People who are unemployed and disengaged youth**

There was a **peak in unemployment between March and June 2020** in Randwick. Unemployment has risen since the start of the COVID-19 pandemic and as of quarter 4 in 2020, had reached 5.7%, up from 4% at the same time in 2019. It is also noted that there are **higher levels of disengaged youth** (i.e. aged 15-24) not employed or in education in South Coogee, Chifley, Malabar and Maroubra.

» People experiencing Domestic Violence

The Domestic Violence Network, which is made up of key service providers in Randwick City and surrounding local areas reported an **increase of between 100%-150% in Domestic Violence referrals in September 2020** when compared to same time in 2019. A comparison between 2019 and 2020, using NSW Bureau of Crime Statistic and Research (BOCSAR) data also shows an increase in domestic assault.

Figure 2 Domestic assault hotspots: October 2018 to September 2019 (left) and October 2019-September 2020 (right)



Source: NSW Bureau of Crime Statistic and Research (BOCSAR)

2.2 Randwick in the future

Population change and priority issues

The Randwick population was estimated at 154,265 in 2020, and is forecast to grow to 180,150 people by 2036², with a 23% increase in couples households, 22% increase in family households (with children) and 31% increase in lone person households.

In terms of priority areas, Council's Local Strategic Planning Statement (LSPS) identifies the need to continue to improve housing choice, deliver adequate and equitable social infrastructure that responds to needs and promote healthy lifestyles.

The NSW Premier's Priorities also highlight relevant initiatives for this Study:

² Randwick Council's Local Strategic Planning Statement

- » Protecting our most vulnerable children
- » Reducing domestic violence reoffending
- » Towards zero suicides (mental health).

In addition, the NSW Government's *Living Well in Focus 2020-2024* and SESLHD's *Journey to Excellence Strategy 2018-2021* identify similar key priorities to:

- » Strengthen community wellbeing and health including mental health
- » Support the wellbeing of workforce
- » Promote access to high quality healthcare at home or close to home.

Opportunities for the future

With future population growth, existing needs will remain and likely increase if they are not addressed. The strategic focus on a 30-minute city, described in Randwick's LSPS and reinforced in a post-COVID-19 context, also means that proximity to services, affordability and equity of access should be a focus for Council and service providers. Lifestyles have changed, with working from home and hybrid forms of working likely to continue in the long term. The increased focus on home has implications for making the home a safe place for all. It also highlights the importance of social connections to ensure people do not feel isolated in their homes.

The trend towards online and digital communications and service provision points to the importance of access to digital resources and digital literacy.

Natural lifecycles also mean that:

- » As children and young people age, those without adequate access to social supports and services in their early years may experience increased challenges and more complex issues as they enter their adult lives
- » With an increase in the ageing population, and more people living and working for longer, the ability to age in place and lead a healthy and connected life will become increasingly important, with implications for health service providers as well as other types of services.

2.3 What social issues are identified in current policy and previous engagement?

The Randwick Social Study has considered a range of social issues highlighted by relevant policy, plans and consultations conducted with the local community.

Policy and planning context

The Eastern City District Plan identifies the following social Priorities:

- » Planning Priority E3: Providing services and social infrastructure to meet people's changing needs
- » Planning Priority E4: Fostering healthy, creative, culturally rich and socially connected communities.

Vision 2040, Randwick's Local Strategic Planning Statement (LSPS) recognises that social services, along with programs, resources and more broadly social infrastructure "support an inclusive community and cultural development", by supporting the diverse social, cultural and welfare needs of the community. It identifies the following action:

- » "Partner with the State Government and community service providers to ensure that adequate social services are available to meet the needs of future residents and workers – ongoing"

Identifying what these community needs are, existing and future, is therefore an important step for Council.

Outcomes of previous consultation activities

The Randwick community and local stakeholders have been active participants in shaping the future of the area through a number of recent consultation and engagement processes including the Disability and Inclusion Action Plan (DIAP), Open Space and Recreation Needs Study, Arts and Culture Study, Housing Strategy and Randwick Integrated Transport Study. The Randwick Social Study builds on 'what we've heard' through these processes.

A wide range of social needs and issues have been identified through these previous consultations. These include:

- » Improved **accessibility** around the Council area, with increased, improved and safer active networks, accessible parking and community transport, and better support to access public transport. We understand that there are a number of initiatives in place to improve this (light rail, new bus routes, bicycle network).
- » **Better housing** to meet the needs of people with affordability or mobility issues, and more support to make home modifications
- » **Improved and more accessible in-home support services.** The DIAP identifies the following measures to support this:
 - > Provide information sessions to help people with disability and carers to navigate access to NDIS and link residents to local support services both formal and informal
 - > Increase the number of drop off and pick up points for Community transport, due to the impact of light rail (e.g. longer distances between stops than the previous bus network)
 - > Improve information on Council's website about the location of accessible parking
- » **Better access to open and natural areas and green spaces plus recreation opportunities,** including formal sports and play opportunities but also more casual opportunities for sport participation, walking and cycling opportunities and more diverse play spaces
- » **Improving community information** about available services – including for people with literacy or cognitive difficulties
- » **Supporting education, employment and training** including opportunities for young people, elderly people and people with disability
- » **Addressing social isolation and improving access to home support services** for elderly people and people with disability, including people with less visible or invisible disabilities
- » **Giving young people the best start in life** through services, programs and case management, to develop skills or provide early intervention
- » **Addressing affordable rental and social housing and homelessness** issues, through services, support facilities and partnerships with public and non-public organisations
- » **Addressing the needs of local Aboriginal people and communities** through services and programs and promoting inclusion in the community.
- » A range of arts and cultural opportunities, including small community events, with music, dance, theatre performances; museums, galleries and arts markets, studios or makers' spaces

2.4 What are the relevant social sustainability and wellbeing trends?

What is social sustainability? What is wellbeing?

The central themes in the social sustainability literature are social equity, inclusion, health and wellbeing and access to opportunities. The social dimensions of sustainability are often described of in terms of social capital, integration, cohesion and wellbeing.

Social sustainability can be defined by **physical and non-physical factors**.

Physical factors include:

- » Quality and affordable housing
- » Access to local services, facilities, transport, employment and open space
- » Local environmental quality and amenity
- » Walkable design
- » An attractive public realm.

Non-physical factors include:

- » Community engagement and participation in community life
- » Health and wellbeing
- » Quality of life
- » Social inclusion
- » Social capital
- » Safety
- » Social interaction
- » Sense of community.

Recent research also recognises that these physical and non-physical factors are 'determinants of health' (World Health Organisation and all contribute to health and wellbeing. The 'determinants of health' addresses the context in which people live including their housing, their neighbourhood, the natural environment, the social environment, their capacity to move around, and their access to services. This approach further emphasises the holistic nature of wellbeing, which includes physical, mental and social wellbeing.

Equity and inclusion are other important principles when thinking of social sustainability, ensuring equal opportunities and that no one is disadvantaged because of their gender, age, cultural background or socio-economic status.

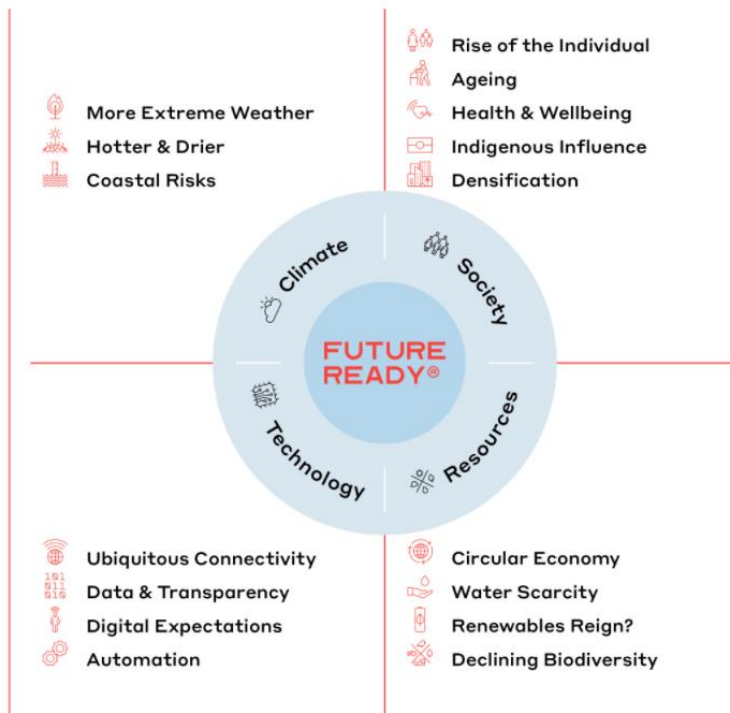
Mega trends

CSIRO has identified a series of mega trends that will have significant environmental, economic and social implications. This includes the following trends that are relevant to this study:

- » **Ageing population** and implications for health care, social services and retirement, as well as the labour market.
- » **Virtual tools and technology**, with services delivered online, as well as online retail, teleworking, digital media.
- » Rising expectations for **fast and personalised services**, due to digital transformation, mass consumption and income growth, as well as immediacy of needs, though some still have basic expectations, particularly from more vulnerable or lower income groups. This is reflected in the gig economy also associated with the rise in number of students.
- » **Extreme weather and resilience**. With significant changes in climate, extreme weather events such as cyclones, strong storms, intense rainfall, heatwaves, droughts and catastrophic bushfires, are becoming more frequent and severe. The adaptive capacity of people will be tested.
- » **Renewable energy future**, with wind and solar power generation represent a huge unrealised opportunity.

These trends are also reflected in WSP's Future Ready global initiative, which recognises the implications of change shown in Figure 3.

Figure 3 Future Ready Trends



Source: WSP

Social impacts of COVID-19

The COVID-19 pandemic has had significant impacts on the lives of many people around the globe. Within the Randwick LGA the impacts of the pandemic and related restrictions have been widely felt. Many residents are facing new and exacerbated challenges that highlight the importance of appropriate and coordinated responses by Council and local service providers.

Importantly, individuals often belong to multiple groups and face **multilayered and interconnected challenges**. The pandemic has impacted the health and wellbeing of individuals and communities through:

- » Increased social isolation
- » Rising unemployment and under employment
- » Increased financial stressors
- » Significant lifestyle changes such as working from home and increasing work-life tensions
- » A reduction in access to key services
- » Increased mental health challenges across people in all age groups (such as anxiety and depression)
- » Potential increased use of alcohol and drugs³
- » Increased family and domestic violence
- » Increased xenophobia in multicultural communities
- » Increased homelessness
- » Increased loneliness particularly among older people
- » Decreased use of public transport; it is noted that public transport use by the Randwick community declined dramatically in the early stages of the pandemic but returned to pre-COVID-19 levels as related restrictions eased (*Randwick Integrated Transport Study*).

³ <https://www.aihw.gov.au/reports/alcohol/alcohol-tobacco-other-drugs-australia/contents/impact-of-covid-19-on-alcohol-and-other-drug-use>

What does this mean for Randwick City?

Key trends that play a role in the consideration of social needs in Randwick include:

- » Declining housing affordability and rates of home ownership
- » Increasing demand for affordable and social housing
- » Rising income inequality
- » Rise in smaller households
- » Young people living longer at home
- » Rising cost of higher education
- » People living and working longer and ageing in place
- » Higher density living
- » Increased demand for public open space
- » Demand for multipurpose and flexible community facilities and spaces
- » New ways of working
- » Increased focus on third spaces such as libraries and cafes.

Potential considerations to address the impacts of the pandemic include:

- » Increasing the availability and promotion of family violence support services through different channels and multiple languages
- » Increasing the availability and promotion of mental health care
- » Increasing access to public space and parklands and promotion of physical activity
- » Applying a 'gender lens' to all response and recovery activities, considering how proposed activities may impact women and men differently
- » Providing support and resources for groups of all kinds, including people experiencing disadvantage/related services and support groups, friendship, playgroups, sporting, faith-based, cultural, common interest and activity groups
- » Providing support for small businesses, with access to information, mental health supports, mentoring and navigation of government programs and grants.

The trends and considerations identified above were used to inform the research and engagement with members of the community and service providers, and have been used to shape the key themes and strategic directions discussed in this report.

3

STUDY FINDINGS

3 Study findings

RANDWICK SOCIAL STUDY

Most significant social needs & Issues to be addressed In Randwick City identified by community



1 Lack of affordable housing (44%)



2 Lack of adequate public transport connections (39%)



3 Lack of community connection (35%)

Identified by service providers

- ① Lack of affordable housing (55%)
- ② Social isolation (27%)
- ③ Lack of opportunities for young people (25%)

Most critical Issue to be addressed identified by community and service providers

#1 Family and domestic violence

Personal wellbeing Index score for Randwick City



74.9

WHERE 70+ suggests 'NORMAL' wellbeing

71% Likely to experience 'normal' wellbeing

Whereas...

24% likely to experience wellbeing challenges

5% may have very low personal wellbeing / strong likelihood of depression

Most commonly accessed services & supports within last 12 months

1



Library / library programs (42%)

2



Physical health services & supports (39%)

3



Food / essential items (28%)

4



Mental health services & supports (17%) ^

5



Council programs (15%)

^ Of these, 53% accessed mental health services & supports outside Randwick City

80%



Would recommend Randwick City as a good place to live, work or study

Whereas...

54%



Feel like my social needs are being met (23% do not)

54%



Feel like part of my local community (22% do not)

37%



Value more support from Council or local service providers to meet their day to day needs (30% would not)

RANDWICK SOCIAL STUDY



Connection is the energy that exists between people when they feel seen, heard and valued, when they can give and receive without judgement, and when they derive sustenance and strength from relationships." (Dr Brene Brown)

This quote reflects the intrinsic value of conducting the Randwick Social Study.

It highlights the importance of relationships and community connections – as the heart of what helps people feel a sense of belonging and being part of the community.

Recent changes for the worse through Covid-19

Lower levels of community satisfaction with...



30%



MENTAL HEALTH

28%



HEALTH (GENERAL)

28%



FINANCIAL SITUATION

27%



FUTURE SECURITY

26%



WHAT THEY'RE ACHIEVING IN LIFE

This summary presents select results from the Randwick Social Study online community survey (n=771). Key results from the Randwick Social Study Instagram poll* are also shown (n=291-338).



Parts of the Randwick municipality still have a nice sense of community, however as I have lived in the [area] all my life I do feel that life has become more hectic and people, including many neighbours, are less likely to assist each other or even see each other. The area has become more crowded and people are more stressed."



I have lived in different parts of the community and see different needs and expectations of people vary quite a lot in this diverse location. I enjoy the diversity but often feel some of the people in my community need more support accessing services to create better outcomes for themselves and their families."

Randwick Social Study Instagram poll*

92%

Would recommend Randwick City as a good place to live, work or study

58%

Feel like part of my local community

82%

Satisfied with quality of life

71%

Feel they are in good physical health

70%

Feel they are in good mental health

The Study findings identified through the research are presented under three key themes:

- » Theme 1: Access and equity in Randwick City
- » Theme 2: Wellbeing and safety in Randwick City
- » Theme 3: Community connections and cohesion in Randwick City.

The findings are based on available existing data and the audit of social services, community survey, mini groups and service provider forum.

3.1 Theme 1: Access and equity in Randwick City

Social services in Randwick City

Social services are not evenly distributed across Randwick City.

Key hubs or clusters include:

- » Tertiary education cluster: Randwick City is home to a range of tertiary education providers including the University of New South Wales and TAFE campuses. UNSW contains the UNSW Business School, Law School, School of Aviation, School of Civil and Environmental Engineering as well as ARC NSW providing a range of wellbeing, social clubs, sport, and legal and advocacy. The TAFE campuses in Randwick offer study in variety of vocational pathways and have a particular focus on English language supporting migrant students.
- » Medical cluster: Adjacent to the Kensington UNSW campus is the Randwick health and innovation precinct which brings together a mix of education, research and healthcare organisations across all age groups. The Prince of Wales Hospital (incorporating Royal Hospital for Women and Children's Hospital) offers a range of services including aged care and rehabilitation, allied health, community services, emergency and intensive care, medical and surgical services, mental health support, cancer services and research and tests and scans
- » Maroubra Junction, with a range of health and disability services, multipurpose services, police and library
- » South of Maroubra Junction, with several services located along Anzac Highway, including community facilities, multipurpose and disability services.

Council community facilities (e.g. libraries, Hub@Lexo) are located throughout the Randwick City area, providing a range of valuable services and programs. It is also noted that:

- » Libraries are important connectors for people, and play an important role in service provision via a range of programs and activities for members of the community
- » Some of the community facilities in Randwick City are not easily accessible for all, with some located in areas with challenging topography. Some members of the community may also find it difficult to navigate and access Council facilities due to difficult booking systems, lack of availability, cost or even awareness that these spaces exist.

What does this mean for Randwick City?

Mapping of existing services suggests that:

- » The southern parts of the LGA are underserved compared to the north, particularly in terms of health services, noting the Randwick health and innovation precinct in the north of the LGA
- » Some areas that appear to be underprovided include suburbs such as Matraville, Malabar, Chifley, Coogee, South Coogee and Maroubra, which are also areas that are more socially disadvantaged. By comparison the majority of services are located within the northern parts of the LGA which are more socially advantaged.
- » Areas that are underprovided in services are also those that are less accessible by public transport, further limiting access.

- » There are limited youth facilities in the Randwick City area overall. The only large-scale youth facility is the PCYC located in Daceyville, which provides sports and recreation activities to all and support programs focused on youth (e.g. driving education programs, out of school hours care, and other cultural, education and leadership programs).
- » Some mental health services and family and domestic violence support services are available, however, may not be adequate to address increasing need in the community. Family and domestic violence services are often provided as part of multipurpose services and programs, though a few dedicated services exist, including:
 - Bayside Women's shelter, located in Mascot but services Randwick LGA
 - The Killara Refuge (St Vincent de Paul Society)
 - The Deli Women and Children's Centre.⁴

Social services and supports: what's missing today?

It was recognised during the research that many services operate in Randwick that deliver valued social support. However there are unmet social needs for services, activities and programs including:

- » Youth spaces and programs
- » Fit for purpose and accessible community facilities
- » Health services including mental health
- » Food security
- » Prevention and early intervention
- » Multicultural programs
- » Affordable housing
- » Efficient communication
- » In-home services

"Support for singles. Support for migrants. Support for micro business owners."

"I have created many networks of support and seen the opportunities available to us if you look for them."

"YOTS met a need and stopped some children going down the wrong path".

Services for the less able – the elderly are limited.

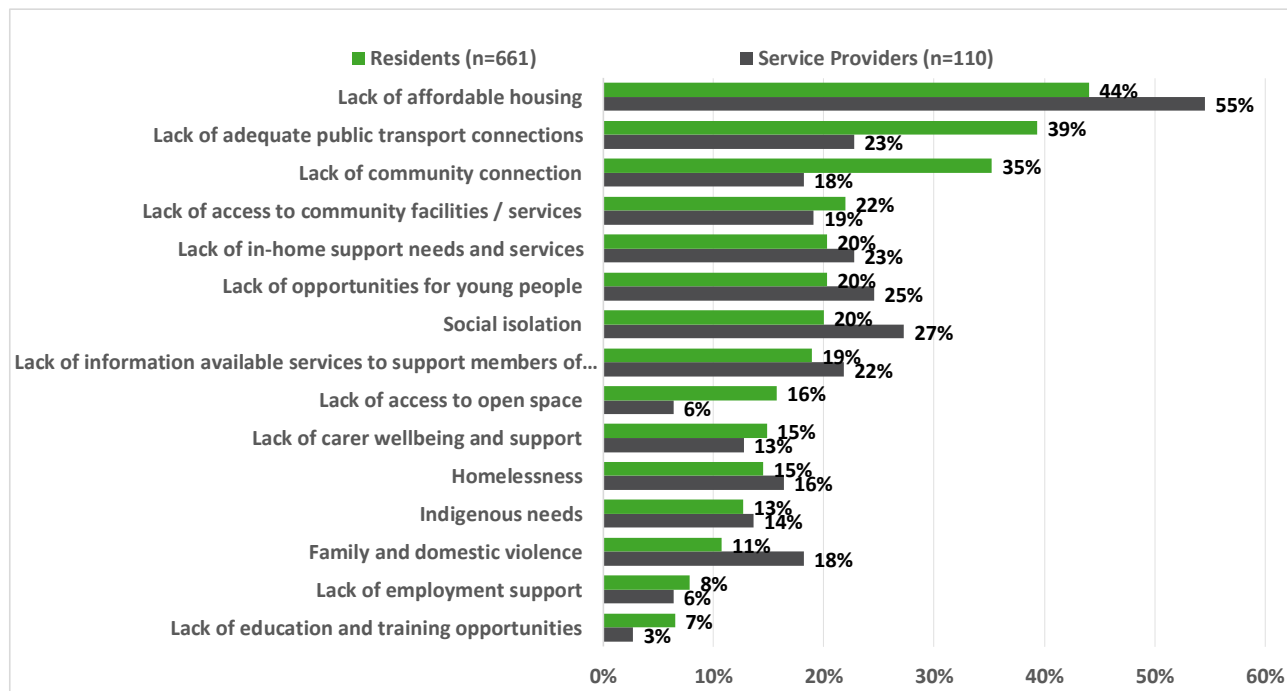
"I can get everything I need in the Randwick City area except disability support workers and domestic support, affordable housing and bulk billing doctors."

"Transport to venues is challenging. Not everyone has a computer. Libraries are a safe, non-threatening place to begin."

⁴ The above services are not shown on the audit map due to their confidential location.

Social needs and issues in Randwick City

What do you see as the most significant social needs and issues to be addressed in Randwick City for you and your household? Please select up to five of the most significant needs and issues.
Community and service providers (n=771)



Members of the community commonly identified the most significant social needs and issues to be addressed in Randwick City *for themselves and their households* as: lack of affordable housing (44%), lack of adequate public transport connections (39%) and lack of community connection (35%).

Around one in five community members identified lack of access to community facilities / services (22%), lack of in-home support needs and services (22%), lack of opportunities for young people (20%), social isolation (20%) and lack of information about available services (19%) as the most significant social needs and issues to be addressed.

More than one in ten community members highlighted: lack of access to open space (16%), lack of carer wellbeing and support (15%), homelessness (15%), Indigenous needs (13%) and family and domestic violence (11%). Further to this, lack of employment support (8%) and lack of education and training opportunities (7%) were identified by smaller numbers of community members.

It is acknowledged that lower response rates around issues such as lack of education and training opportunities, family and domestic violence or Indigenous needs may mask existing yet unreported or underreported issues, particularly with only 8% of survey respondents being aged under 35, and only 4% from the Aboriginal and Torres Strait Islander community.

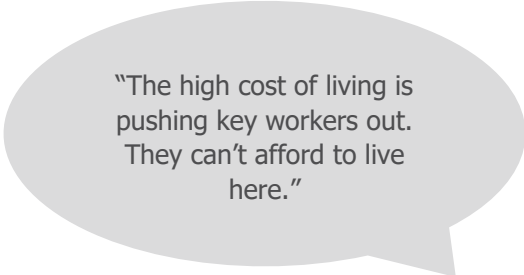
Service provider responses generally reflected community perspectives – however with *stronger emphasis* on the following social needs and issues to be addressed in Randwick City: lack of affordable housing (55%), lack of in-home support needs and services (23%), lack of opportunities for young people (25%), social isolation (27%), lack of information about available services (18%), homelessness (16%), Indigenous needs (14%) and family and domestic violence (18%).

Further to this, analysis of the survey results also shows statistically significant differences between people who live in more affluent suburbs and less affluent suburbs within the Randwick City area. As many as 84% of people in more affluent suburbs 'would recommend Randwick as a good place to live, work or study' – compared with 73% of people in less affluent suburbs (the latter being -11% lower).

What does this mean for Randwick City?

The research suggests that Council could play a role in helping to address many of these issues in collaboration with the community, agencies, service providers and other partners. The highest priority issues to be addressed (i.e. top three identified by community members and top three identified by service providers) were:

1. Lack of affordable housing – for instance, through advocacy with Land and Housing Corporation (LAHC)
2. Lack of adequate public transport connections – involving liaison with Transport for NSW (TfNSW) and community transport providers



"The high cost of living is pushing key workers out. They can't afford to live here."

Feedback from mini groups and stakeholder interviews reinforced the need to consider the impact of the lack of housing affordability highlighted in responses to the community survey. Participants discussed the growing number of 'silent strugglers' impacted by the high costs of living in the Randwick City area, with a particular focus on housing costs. Members of the community experiencing housing stress were described as having their attention focused on meeting basic needs such as household food and bills, often with anxiety shared amongst all household members.

Users of the Hub@Lexo identified a range of needs relating to maintenance of social housing and surrounding infrastructure such as footpaths and plumbing that remain unmet.

Public transport was one of the most widely remarked upon issues throughout the engagement process. While some areas are supported by a good transport network, feedback indicated that some parts of the Randwick City area and some groups in particular have difficulty accessing public transport. Residents in the southern parts of the LGA, particularly those that are not serviced by the light rail may be further impacted by limited bus services. Older residents or those whose mobility is limited may be further impacted, for example by being unable to easily access care and core needs such as grocery shops. Individuals living in disadvantaged pockets in the south of the LGA and those who are less mobile are also less likely to have access to a private vehicle further impacting their ability to travel through the Randwick area.

Further to *identifying* the most significant issues to be addressed, survey respondents were also asked about *how critical* it is for these issues to be addressed – in order to support a clear understanding of community priorities.

As shown here, the issue identified as being most critical to address overall was family and domestic violence (with a mean score of 5.8 among community members and 5.57 for service providers, where 6 is most critical). This is explored further in the following theme 'Wellbeing and safety'.

Homelessness (5.51), lack of public transport connections (5.44), Indigenous needs (5.40), lack of affordable housing (5.39), lack of opportunities for young people (5.13) and lack of in-home support needs and services (5.13), were also identified by community members as most critical – with scores above 5 out of 6 (where 6 is most critical). In-home services are further explored in the following theme 'Wellbeing and safety'.

Service providers also identified family and domestic violence as the highest priority issue to be addressed (5.50) (see breakout box above). Indigenous needs (5.45), lack of opportunities for young people (5.42), lack of carer wellbeing and support (5.33) were also identified by service providers as most critical needs.


What does this mean for Randwick City?

Further high priority areas for consideration and potential action by Council and partners include homelessness and lack of affordable housing, lack of public transport connections, and Indigenous needs. Opportunities for young people, and carer wellbeing and support are also sought as high priorities.

Needs of the Aboriginal and Torres Strait community:

Feedback from service providers on the needs for Aboriginal and Torres Strait Islander people in Randwick was varied. Consideration should be given to cultural barriers to accessing services and support such as for individuals suffering from domestic violence who may be less likely to seek help due to bad experiences or general distrust. Service providers suggested support for Aboriginal and Torres Strait Islander people should be targeted and specific including training to provide culturally sensitive support and support for ATSI people to connect to culture.

Some youth providers reported the importance of engaging children and teenagers with their culture, via programs that also connect them with role models.



"Children want to connect with their Aboriginal culture."

Further responses are shown below. It is worth noting that none of the issues highlighted was regarded as not critical.

Please tell us more about the needs and issues you selected above? Community only (n=355)

Survey participants identified the significant social needs and issues impacting sense of belonging in Randwick City as:

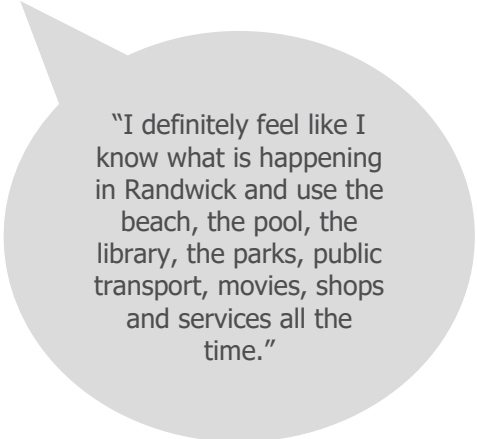
- » Lack of affordable and quality housing – impacting many members of the community, including key workers, young people, women
- » Poor pedestrian, cycle and public transport connections
- » Need for community facilities, activities and events to bring people together
- » Impacts of COVID-19 – including unemployment and mental health impacts
- » Urban density and congestion
- » Lack of quality public space including parks and streets.

Use of social services and supports

Over the last 12 months the most commonly accessed services within Randwick City were the library service and programs (38%), physical health services and support (31%), food and essential items (25%) and Council programs (15%).

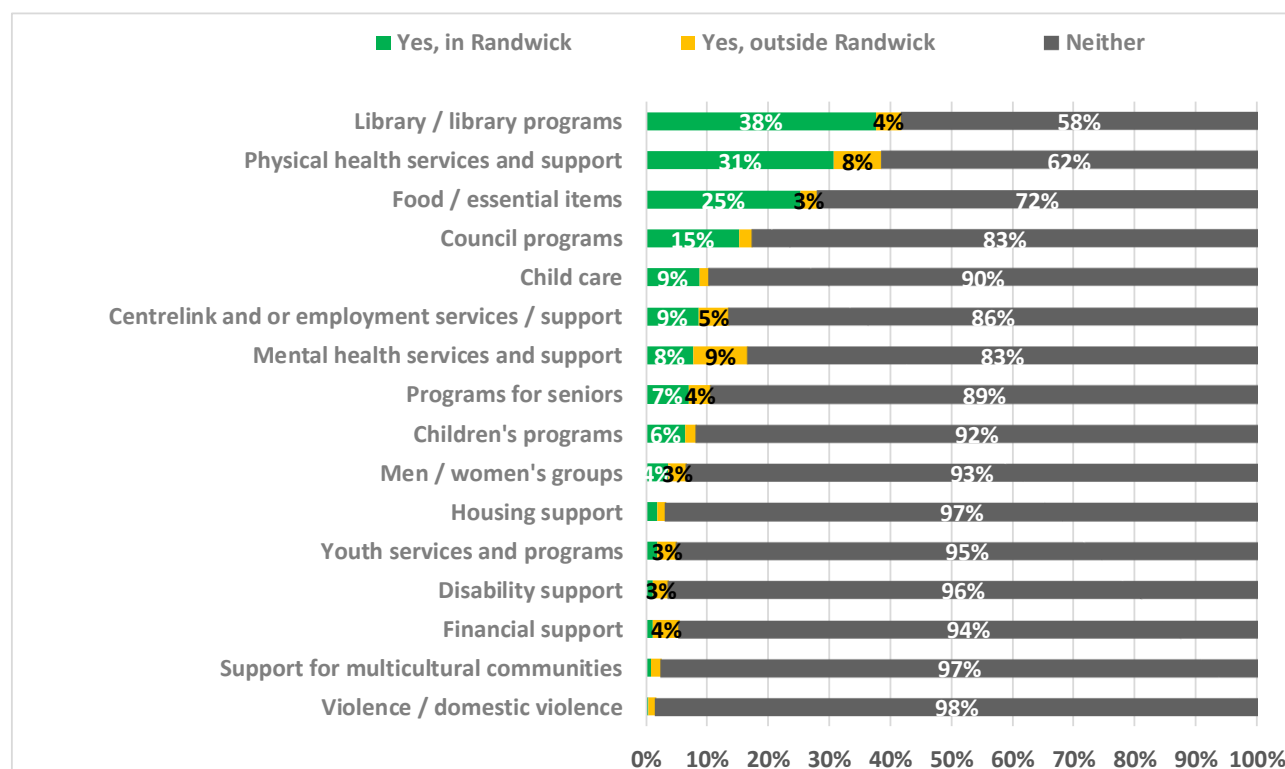
Importantly, the services used most frequently outside the Randwick City area were mental health services and support (9%), physical health services/support (8%) and Centrelink (5%).

Services reported as being the least used include violence/domestic violence and support for multicultural communities, noting that this may reflect either underreported issues or communities that had less access to the survey.



"I definitely feel like I know what is happening in Randwick and use the beach, the pool, the library, the parks, public transport, movies, shops and services all the time."

In the last 12 months, have you accessed any of the following services in Randwick City or another location? Please select all that apply – Community only (n=689)



As identified through the qualitative research, the diversity of the Randwick community means that issues and needs are in turn, extremely diverse, depending on each individual's situation. Ensuring that services are not provided in silos, can help to provide more holistic support for community members in the myriad of ways that are needed.

Access and equity and COVID-19

Changes for the worse

Getting around in general, and accessing services specifically, has become more difficult for some with COVID-19:

- » Some are concerned about getting infected
- » During lockdown, some, and particularly elderly people, could not walk and stand in lines at supermarkets
- » Some children have developed poor sleep patterns, others did not have access to computers to engage digitally and are falling behind academically.

For services, this may create challenges too, as the reliance of some families on services becomes greater, while providers' resources and funding remain the same or are reduced.

Changes for the better

Some people reported that it is easier to access medical services, as appointments are more available.

What does this mean for Randwick City?

The research suggests that given their high levels of visitation by the community, libraries in Randwick may provide an important opportunity to further connect with community in relation to broader services and supports. The data also suggests there is a need for mental health services to be provided within the Randwick City area, given the high proportion of people who travel out of area to access these services, and the increased incidence of mental health issues identified in the Randwick Social Study (that is, self-reported by community members and highlighted by service providers).

Gaps in social services and supports

It was reinforced during qualitative research that survey participants wanted to see a range of **further social services and support networks in the Randwick City area** to support themselves and their households including:⁵

- » Affordable housing options and more social housing. Housing affordability is an ongoing issue and is being compounded by other impacts like overcrowding and increased demand on local infrastructure (such as parking, electricity in the home).
- » Facilities such as the Hub@Lexo provide place based services where the community feels comfortable accessing support. But there is a need for more social services and programs – such as in-home support, childcare, leadership on respect for women, support for small businesses.
- » Mental health services are lacking, particularly given the spike in incidence of mental health for young people. Health services need to be comfortable and local. Some people are experiencing mental health challenges for the first time, including lots of people who are not disadvantaged
- » Public transport improvements and community transport options – such as upgrades to pedestrian and cycle paths, late night shuttle bus
- » Greater recognition of Aboriginal culture and stories
- » More responsive approach to issues management within Council and agencies
- » There are important gaps in terms of youth services, as well as a space – or multiple spaces – dedicated to youth. There are no such spaces, particularly in the southern areas of Randwick, where youth can safely meet and play.
- » Some services have recently closed due to funding cuts, and there are significant gaps, particularly in relation to youth. Youth Off The Streets was often mentioned as an extremely important provider specialising in teenager years, with now ceased operations.
- » There should be more emphasis on prevention across service delivery in general
- » In home services are lacking and are sometimes under the responsibility of individuals who struggle to navigate the system due to age, digital divide, disrupted services through COVID-19, language barriers and general lack of awareness, or sometimes inadequacy of homes.
- » There is a lack of cultural and creative spaces and services
- » There is a lack of awareness about services which has serious implications. For example, the Home Modification Service offered by Council is often only discovered at the point that a resident is in hospital as a result of a fall. Greater awareness and resulting modification to the home could potentially prevent these injuries.
- » Libraries play an important role in the community, to access computers, programs or activities. Use of libraries was limited during COVID-19 restrictions, and some of these restrictions remain

"More outdoor green space. More cultural activities and community involvement."

"More housing. More support for youth, elderly and disabled people."

"[It] would be good to see more by way of cultural programs...community music, arts etc."

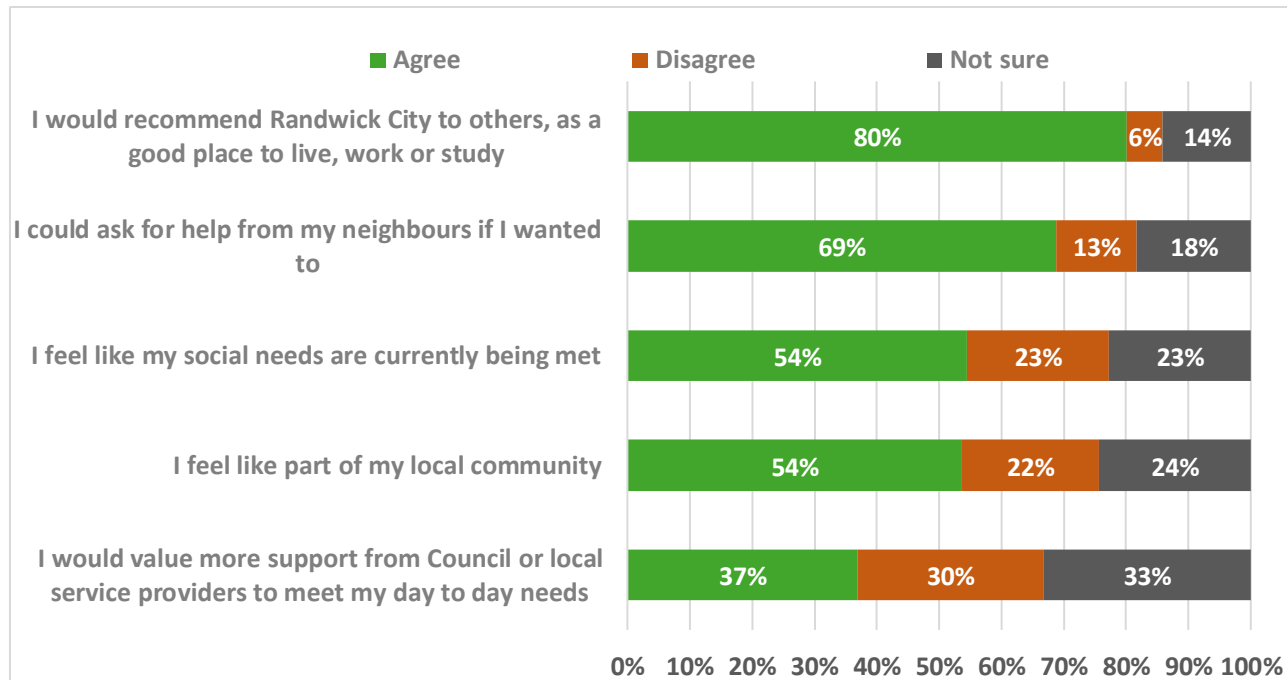
⁵ Are there any other social services or support networks that you think should be provided in the Randwick City area to support you and your household, or other members of the community? Community only (n=201)

- » There are significant open space and natural areas in Randwick that provide recreation and socialising opportunities. However, there are also areas that were reported as being underprovided, such as Kensington or Kingsford.

As many as eight in ten members of the community (80%) agreed that they would recommend Randwick City to others as a good place to live work or study. Just over half (54%) reported that their social needs are currently being met. However close to a quarter did not feel this way (23%) and the same number were not sure (23%).

More than one in three community members who took part in the survey (37%) reported that they would value more support from Council or local service providers to meet their day to day needs. While another 30% did not agree and 33% were not sure.

Please share your feedback on the following... – Community only (n=609-618)



Analysis of the survey results shows statistically significant differences between people who live in more affluent suburbs and less affluent suburbs within the Randwick City area. Just over a third (34%) of people in more affluent suburbs identified a 'lack of adequate public transport connections' compared with 49% of people in less affluent suburbs (the latter being +15% higher).

What does this mean for Randwick City?

There are excellent existing service providers that accomplish a lot and should be recognised for their work. However, more funding and resources would allow them to expand their activities, or in some cases, even just continue to operate.

There are also excellent Council facilities, including community centres such as Hub@Lexo and recreation facilities, however there are areas where Council facilities are underprovided, difficult to book, or not accessible to all due to cost, availability or physical accessibility constraints.

Support needs to be easy for all to access. In addition, greater awareness of existing services including those provided by Council would support increased access.

Mental health is interrelated with all other issues and needs. While it can be due to a range of cognitive or non-physical health needs, it was also often described as being particularly linked with a lack of social connection, it may also be associated with a range of issues that are different for everyone, i.e. lack of safety at home, financial issues, food security.

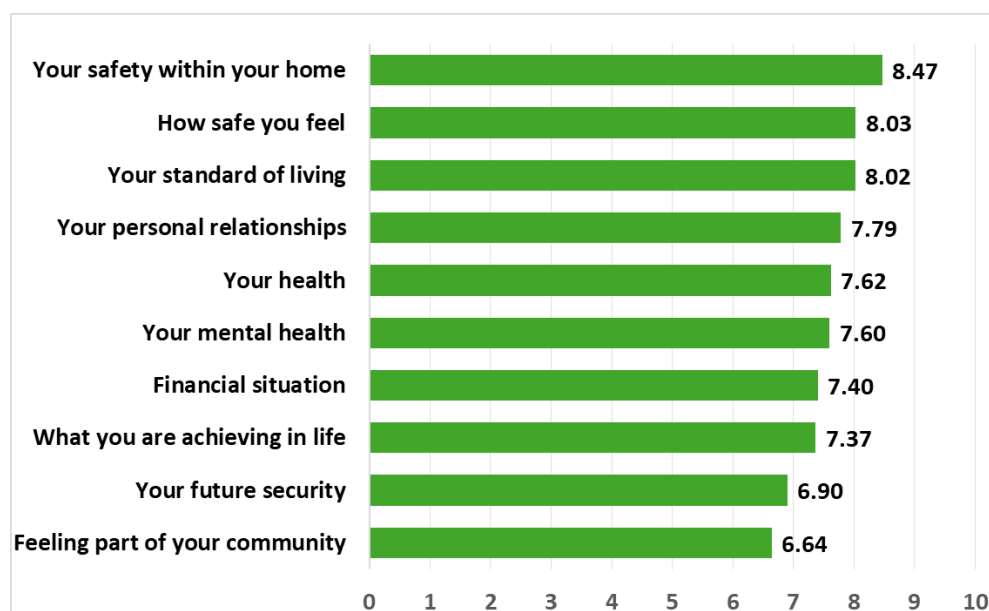
3.2 Theme 2: Wellbeing and safety in Randwick City

Personal wellbeing

The survey was designed to obtain feedback on seven domains which comprise the established **Personal Wellbeing Index (PWI)**: how safe you feel, your personal relationships, your health, your standard of living, financial situation, your future security and what you are achieving in life.⁶ Members of the community (including resident service providers) were invited to share their self reported personal wellbeing in response to a number of factors.

The survey also sought feedback on **three further indicators of wellbeing**: your mental health, feeling part of your community and your safety within the home. These factors were included in the Randwick Social Study survey in order to test community perceptions in the context of significant events including the 2020 bushfires and COVID-19 pandemic, and a reported increase in issues such as loneliness, anxiety and domestic violence. *The survey could be repeated over time to measure potential future change using the information presented in this report as a baseline.*

Thinking about your personal wellbeing, how satisfied are you with ...? [On a scale of 0-10 where 0=no satisfaction at all and 10=entirely satisfied] Community (including resident service providers) (n=689)



As shown above, survey participants were most satisfied with their safety within the home, their safety more generally and their standard of living – with each of these factors attracting a mean score or average of more than 8.0 out of 10, where 10 is entirely satisfied.

The factors that attracted the lowest levels of satisfaction were 'feeling part of your community' and 'your future security' – both rating between 6 and 7 out of 10, where 10 is entirely satisfied.

Interestingly, respondents reported similar levels of satisfaction with their general and mental health – rated as 7.62 and 7.6 out of 10, where 10 is entirely satisfied. However, they were more satisfied with their personal relationships (7.79) than with feeling part of the community (6.64).

"The more you get involved in surf clubs or sports clubs the more you feel you belong".

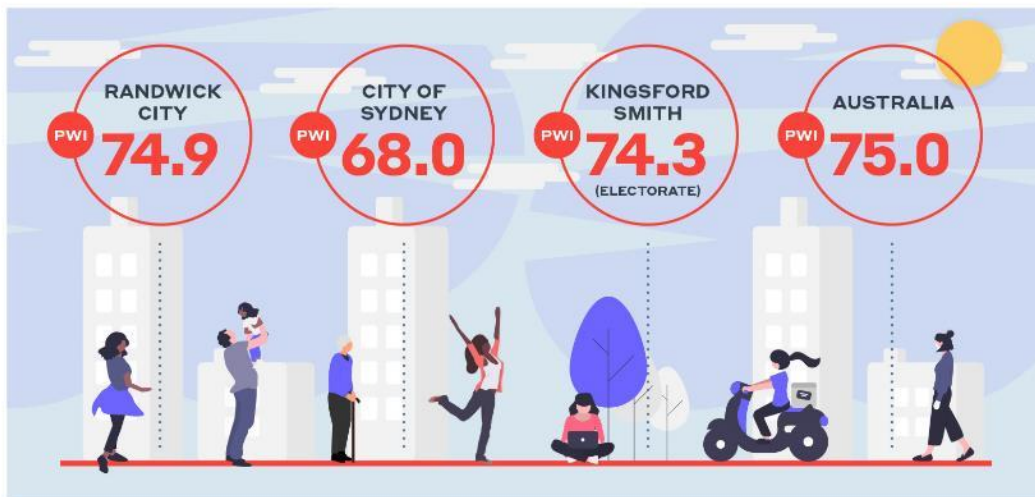
⁶ The Personal Wellbeing Index (PWI) is a validated tool that is commonly used to measure self reported wellbeing in adults. It is used to measure measuring subjective wellbeing across seven key domains. For further information please see <http://www.acqol.com.au/instruments>

What does this mean for Randwick City?

The results indicate that Council and partners could play an important role assisting people (particularly those who are experiencing financial hardship) who may be experiencing concerns about their future security.

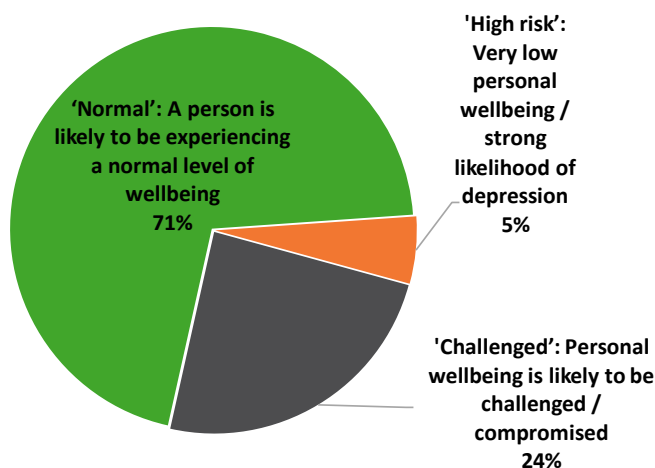
Personal wellbeing scores

Analysis of all survey responses – including resident service providers – indicates an **overall PWI score for the community in Randwick City of 74.9**. This is relatively consistent with the average score for Australia and the Kingsford-Smith area but is significantly higher than the PWI score for the City of Sydney⁷ (see below).



The survey research showed that close to three quarters of all survey respondents (71%) are likely to experience a 'normal' level of personal wellbeing (with a score of 70+). By comparison, 24% of participants are likely to experience challenges to their personal wellbeing (a score of 51-69). Another 5% of survey participants may have very low personal wellbeing with a strong likelihood of depression.

Overview of Personal Wellbeing Index (PWI) scores – Community (including resident service providers) (n=689)



⁷ Australian Unity Wellbeing Index (2016) – PWI score Kingsford Smith; City of Sydney Community Wellbeing Indicators 2019 – PWI score City of Sydney; Mission Australia, Impact Measurement and Client Wellbeing (2015) – PWI score Australia

There are **significant statistical differences between people with a 'normal' level of wellbeing (PWI of 70+) and those with wellbeing challenges (i.e. PWI score of 69 or less)**. People with a challenged or low PWI score were significantly more likely to report a lower level of satisfaction with all factors on the PWI index and the three additional factors tested as part of the study.

Survey participants with a PWI score of 69 or less were:

- » Significantly **more** likely than those with a 'normal' level of wellbeing to access mental health services in the Randwick City area (12% vs 6%) and outside the local area (16% vs 6). They were also significantly more likely to access financial support outside the Randwick City area than people with a 'normal' level of wellbeing (10% vs 2%).
- » Significantly **more** likely than those with a 'normal' level of wellbeing to live in a single parent with children (13% vs 5%) or single person (33% vs 18%) household. There were no other significant differences between these groups in terms of age, gender, Aboriginality or other demographic variables.
- » Significantly **less** likely to feel like their social needs are currently being met and to feel like part of their local community – than people with normal levels of personal wellbeing. In addition, they are significantly more likely to value more support from Council or local service providers to meet their day to day needs.


The qualitative research sought to reach members of the community who were likely to experience lower levels of personal wellbeing and who may be considered as more vulnerable. This included mini groups and interviews with residents and service providers located in or near social housing estates, as well as youth service providers working with disadvantaged groups.

Mini group participants identified that personal wellbeing was likely more compromised in areas with lower incomes, poorer public transport, particularly for less mobile residents such as older people and people with disability. In this situation, poor access to facilities, services and the wider community can compound existing issues, through increased isolation and mental health challenges.

What does this mean for Randwick City?

The data suggests that Council and partners could play an important role supporting the close to 30% of community members in Randwick City who have a lower than 'normal' level of personal wellbeing. Council and partners can also play a role supporting the wider community to maintain the 'normal' levels of personal wellbeing demonstrated in the study. Importantly, the generally robust levels of personal wellbeing highlight the important role that some members of the Randwick community can play in supporting other members of the community – for instance through everyday activities as well as initiatives like volunteering.

Importantly, the PWI has been adapted and validated to be applied with several specific population groups, including children or persons with a cognitive disability. There would be value in exploring these different PWI scales, and partner with relevant providers, such as schools for example, to provide a deeper understanding of wellbeing levels amongst these groups.



"I feel part of the community because of my friends, my participation in sport, my dog (initiation of lots of communications) and where I live".

Relationship between children's wellbeing and school: Qualitative research identified that lower school attendance could be explained by multiple factors: self esteem, boredom, anxiety and/or issues with drug and alcohol (child and/or member(s) of the household), children caring for a member of their household, gaming and associated poor sleeping behaviours, social media, rise in domestic violence. During COVID-19 restrictions, a lack of engagement and technology (e.g. individual laptops, Internet) also contributed to dropping attendance rates. Schools provide counselling services, however, this is often limited due to lack of resources and funding. Some children benefit from existing programs, for example Kool Kidz, however this is also limited for similar reasons.

"Some kids are told to leave schools if they are not good enough. Then they don't finish high school".

Personal wellbeing and COVID-19

In addition to being asked about their current levels of satisfaction with multiple dimensions of life, community members were also asked about their *levels of satisfaction pre COVID-19*, in order to test any potential change over time in terms of satisfaction levels and potential impacts of the pandemic. This question was framed around COVID-19 because the pandemic has had direct impact on service provision (e.g. many services have had to stop operating or to modify operations to comply with restrictions). However it is noted that other significant events occurred, for example the 2020 bushfires, which likely had considerable impacts on communities.

On the whole, the majority of respondents felt the same now as they did pre-COVID-19 about many aspects of their lives. However, there were some notable shifts identified in the wellbeing of the Randwick community throughout COVID-19, mainly indicating changes for the worse.

The service provider forum identified that some community members have been resilient through COVID-19 because they are already 'doing in tough'. There are different perceptions of 'struggling', all valid, but reflecting different individual realities. 'Doing it tough' may mean to some that a home or food is difficult to secure, while for others, this may represent other aspects of life. Food security is a serious issue for many families in Randwick, and this was exacerbated by COVID-19. This is also a reality for students, and it is estimated by some service providers that one in five students skips at least a meal a week.

Changes for the worse

More than a quarter of survey respondents felt better pre-Covid than they do now in terms of satisfaction with their: mental health (30%), (general) health (28%), financial situation (28%), future security (27%) and with what they are achieving in life (26%).

Further to this, around one in five felt better pre-Covid than they do now about: their standard of living (22%), personal relationships (21%) and feeling part of their community (21%).

More than one in ten respondents (12%) felt safer pre-Covid. And another 6% felt safer in their home pre-Covid.

Survey participants with a PWI score of 69 or less were **significantly more likely than those with a 'normal' level of wellbeing to report feeling better pre-Covid**. The survey suggests that the challenges of Covid have been felt more acutely by this group.

Changes for the better

On the upside, some survey participants reported improvements in relation to a number of aspects of life. Most notably these were satisfaction with their: (general) health (10%), and with what they are achieving in life (9%).

Some people reported that rents have gone down in some place, with direct benefits for those communities.

What does this mean for Randwick City?

The research suggests that Council and partners could play an important role supporting the community back to pre-COVID-19 levels of satisfaction in relation to people's: mental health, general health, financial situation, feeling part of community, general safety and safety within the home – with improvements in these areas likely to positively impact the way they feel about their future security and what they are achieving in life. For some, going back to pre-COVID-19 levels of satisfaction will not be sufficient, and Council and partners should also seek to provide long term services to improve quality of life and access to basic needs such as food security.

Family and domestic violence

Family and domestic violence (FDV) was frequently described as an increasing issue in the Randwick City area, while likely still often under reported.

It is recognised that existing place based services currently provide good support however responses from service providers highlighted a general lack of service provision compared to the scale of the issue, a lack of awareness by generalist service providers around identifying and promptly reporting FDV to specialist providers, and a lack of in-language services and bilingual workers as some of the key challenges to tackling FDV in the Randwick City area. Cultural nuances, distrust in services and underreporting are creating further difficulty in responding to cases of FDV in the community. COVID-19 has increased the need for support due to more enforced time at home and has compounded challenges accessing support due physical and financial barriers to accessing services. Victims of FDV often need a place of trust, in a known area, and there is a lack of such places providing appropriate support.

Qualitative research has identified that domestic violence may emerge in households experiencing difficult financial situations, which has increased since the emergence of COVID-19, or poor mental health.

In addition, young people are often overlooked as 'secondary' victims of FDV and are not receiving appropriate support which may result in behavioural issues, and sometimes in intergenerational violence and long-term trauma. Identifying FDV is critical, as well as providing adequate long term support and therapy, for victims as well as perpetrators.

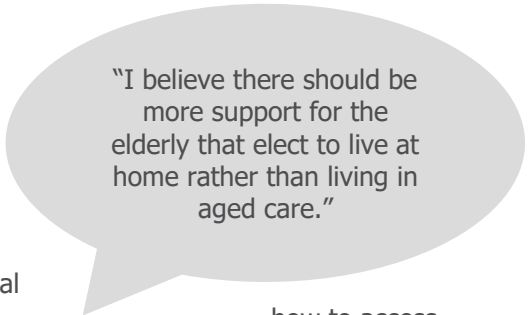
What does this mean for Randwick City?

The research suggests that while many members of the community do not feel their own personal wellbeing is affected by family and domestic violence, this is recognised as a critical issue to be addressed within the Randwick community – in order to improve the lives of the people who are affected (with responses to the previous question indicating that this represents a significant issue for 11% of survey respondents).

In-home services and carers' wellbeing

In the qualitative research service providers outlined a range of challenges for residents of the Randwick City area in accessing in home support. Feedback highlighted limited or reduced internet access and digital literacy impacting residents' ability to reach service providers.

A lack of Culturally and Linguistically Diverse (CALD) specific in-home services means these communities face further challenges due to cultural and language barriers which limit their interest in and understanding of existing services.



"I believe there should be more support for the elderly that elect to live at home rather than living in aged care."

how to access

What does this mean for Randwick City?

Current funding channels are inadequate for the need across the community, particularly from state levels. Additional funding could usefully be targeted at increasing training opportunities for new and existing service providers and supporting overburdened support workers and resource intensive administrative processes that create bottle necks for new clients.

3.3 Theme 3: Community connections and cohesion

Community belonging in Randwick

As previously discussed in this report, 'feeling part of your community' attracted the lowest levels of satisfaction in the community survey, making this an important area of focus for Council. Survey participants had very mixed experiences and feelings of community belonging within Randwick City.⁸ Some enjoyed a strong sense of belonging – often supported by strong relationships with neighbours, friends and family, participation in local groups and activities, and volunteering. Being involved in local schools, clubs and dog walking were linked to a sense of belonging in the community.

But not everyone felt this way. For other members of the community, sense of belonging was limited – or stronger within their immediate networks such as family, friends or at work.

Social and economic disadvantage, a growing population and increased visitation to Randwick City, people being time poor, lack of community information, and limited community activities and events were all identified as factors impacting sense of belonging. Responses suggest that a strong sense of belonging within the Randwick community may be easier for some to achieve than others, for instance depending on personal and household income, access to housing, suburb or street of residence, level of mobility and capacity to engage in and enjoy community life.

The qualitative research found that users of Lexington Hub were supportive of a closer relationship with Council including more regular communication and opportunities for engagement. An increased focus on engaging with the community through this service and others may help to address perceptions that the community is not being listened to and would also offer ongoing insights into community needs.

"Volunteering plays a big part in giving me a sense of purpose and making me feel part of the Randwick community!"

"I have had to make the connections. Perhaps a council representative well versed in what's on, and how to access it, could approach the shyer community members."

"Most of our connections are with other migrants, it's hard to connect with people who are from the area"

"I don't have a sense of community belonging. I would love to be an integral part of my community but wouldn't know where to start."

"I feel like I belong to the community but feel there could be more social activities offered for the over 60's."

⁸ Overall how would describe your sense of community belonging? (n=386)

What does this mean for Randwick City?

The data suggests that Council and partners could play a role in supporting members of the community across a number of dimensions of social life to help people to feel more connected within the community. There is an opportunity to provide targeted support to the people and communities in greatest need – and bringing the rest of the community along this journey – to support more equitable access to services and supports and a more inclusive experience of community life across the Randwick City community. This will involve targeted initiatives and ongoing monitoring and evaluation of progress towards positive outcomes.


Opportunities may also exist for members of the Randwick community with higher levels of personal wellbeing and advantage to support those with lower levels of personal wellbeing and who are experiencing disadvantage – through activities and initiatives that bring people together.

The research has identified social isolation and lack of community connection as some of the most significant issues. In addition:

- » More than two thirds of community survey participants (69%) reported that they could ask for help from neighbours, while 13% disagreed with this statement.
- » Similarly, another 54% of community members agreed “I feel like part of my local community”, whereas 22% did not agree, and another 24% were not sure.
- » Survey participants with a PWI score of 69 or less were also significantly **less** likely to feel like their social needs are currently being met and to feel like part of their local community

The research identified a number of gaps that exist in Randwick City:

- » Opportunities for social connections
- » Volunteering opportunities
- » Digital literacy and connectivity
- » Community spaces, activities and events where people can participate – such as community gardens, community arts space, programs for seniors and children, volunteer opportunities, recreation facilities and programs, dog walking areas
- » Generally, more events would enable communities to come together on more occasions, as well as outdoor activities such as markets.



“I volunteer at my kids’ school and swim in the ocean regularly so I feel part of the community.”

The *Draft NSW Public Spaces Charter* (October 2020) defines sets out 10 principles for public space in NSW. It identifies ‘Sociability’ as one of the key qualities of successful public places: ‘Am I able to connect?’. (along with three other qualities including Accessibility (am I able to get there?); People can engage in activities (am I able to play and participate?); Comfort (am I able to stay?)). Elements that support ‘Sociability’ include: the availability of shops, cafes or other retail/commercial activities nearby, the telling of cultural and historic significance of the place, evidence of volunteerism, general welcoming atmosphere to people of all backgrounds and abilities, cultural and performance activations.

What does this mean for Randwick City?

The research suggests that actions to address loneliness may also help to address some of the social needs that exist within the Randwick City community in relation to people’s personal satisfaction with their: mental health, general health, personal relationships and feeling part of community. There is an opportunity to provide more services, programs – and spaces to run these – to improve social connections. Well designed spaces that encourage casual interactions are also another opportunity for Council to play a role in building community connections and resilience.

Community resilience describes the collective ability of a community to deal with stressors and efficiently resume the rhythms of daily life through cooperation following shocks. The qualitative research suggests that loneliness has been a particular issue for older people who were required to remain isolated over the COVID-19 period more frequently than the rest of the population and who may already face challenges in connection with their community such as having poor mobility.

Service providers identified issues such as housing affordability as having exacerbated isolation in elderly people whose families may have moved out of Randwick due to high living costs.

Similarly, CALD migrants often felt alienated in an entirely new environment and had trouble making connections with local residents. Service provider feedback highlighted that individuals from CALD backgrounds were often unable or uncomfortable accessing community services such as library programs due to language barriers. These impacts have been heightened by COVID-19. However, these communities are often highly resilient and have found ways to connect with multicultural services through innovative means such as broadcasts and group events on social media. International students may not be as resilient, and may be subject to housing stress, isolation, in addition to study stress and other anxieties triggered by potential cultural differences.

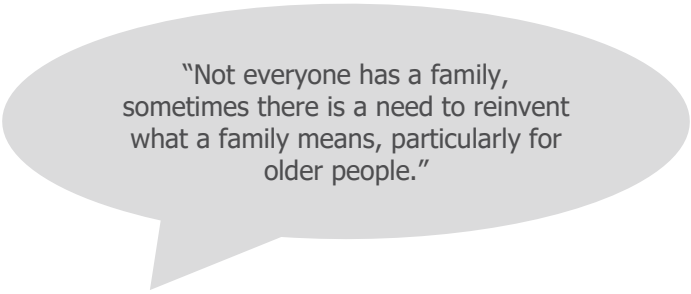
Research by the Torrens Resilience Institute⁹ found that, particularly in the event of a severe emergency or disaster, communities will prove resilient when members of the population are connected to one another and work together even under stress. Community resilience can therefore be enhanced by:

- » Building and maintaining partnerships between government, community sectors, and organisations
- » Empowering local action through increased social capital and civic activity
- » Strengthening existing social infrastructure, networks, and assets.

As identified by the Mental Health of NSW's Strategic Plan *Living Well in Focus 2020-2024*, there is also a need to consider the cultural profile of communities, to ensure that information is provided languages other than English where required.

Community connections and COVID-19

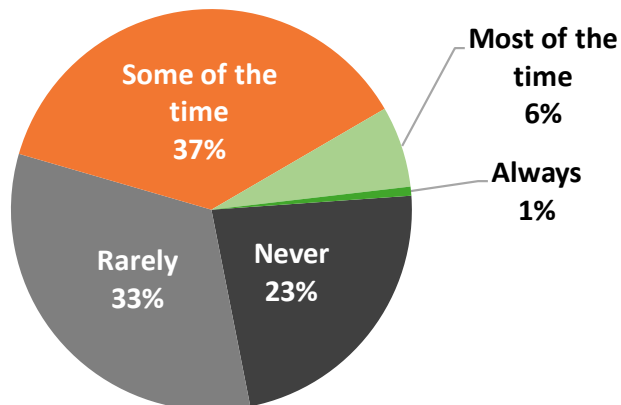
Feelings of loneliness were common among survey participants – with more than three quarters (77%) feeling lonely since the introduction of COVID-19 restrictions. While one in three people felt lonely rarely (33%), more than four in ten respondents (44%) experienced higher levels of loneliness. More than a third experienced loneliness some of the time (37%) and another 7% felt lonely most of the time (6%) or always (1%).



"Not everyone has a family, sometimes there is a need to reinvent what a family means, particularly for older people."

⁹ Torrens Resilience Institute, Developing a model and the tools to measure community resilience, October 2012

Since COVID-19 restrictions were introduced, how often have you felt lonely? Community only
(n=687)



Analysis of the survey results shows **statistically significant differences between people with a 'normal' level of wellbeing (PWI of 70+) and those with wellbeing challenges** (i.e. PWI score of 69 or less) as shown below. People with lower than 'normal' levels of self reported personal wellbeing were significantly more likely to experience feelings of loneliness – than people with normal levels of personal wellbeing.

Changes for the worse

Findings from focus groups indicated that silent stressors have impacted lots of people during COVID-19, people may not have noticed because there was a gradual onset but they may be lonely and disconnected. This, along with difficulties finding work, has contributed to a sense of helplessness and isolation for people in the Randwick area.

It was reported that, in social housing estates for example, social isolation worsened during restrictions, as residents could not visit one another or go out as much. For some, this also meant restricted access to the internet, and increased isolation, as some households do not afford the Internet or computers at home.

Changes for the better

On the upside, some community survey participants reported improvements in relation to a number of aspects of life. Most notably these were satisfaction with their: feeling part of their local community (10%).

Qualitative feedback from service providers highlighted some of the positive outcomes of the COVID-19 situation. In some cases, service providers were able to improve their connection to the clients and families they worked with and forge new connections necessitated by the changes. Some service providers received innovative suggestions from the communities they worked with who came up with new online approaches to service delivery that have remained as restrictions have eased.

Some people also reported that social connections have improved.

What does this mean for Randwick City?

The research suggests that Council and partners could play an important role supporting the community back to pre-COVID-19 levels of satisfaction in relation to people's personal relationships.

Lack of community connection has been identified as a key issue and this could be addressed through a range of initiatives, activities, events and partnerships. This could include supporting the Randwick community through coordinated communications, as well as supporting the delivery of community events and activities. Such initiatives could help address a range of issues, including social isolation and lack of opportunities for young people, as well as targeted support through specific programs and services.

"I am lucky to live on a street where we all know each other."

4

**STRATEGIC DIRECTIONS,
FOCUS AREAS AND INITIATIVES**

4 Strategic directions, focus areas and initiatives

RANDWICK SOCIAL STUDY

The findings of the Social Study are presented under three overarching themes.

Based on these themes, a series of strategic directions are proposed to support Randwick City as a socially sustainable community where people feel a sense of belonging and being part of the community.



THEME 1

Access and equity

STRATEGIC DIRECTION 1

Improve equity of access to enhance and develop our social service delivery



THEME 2

Wellbeing and safety

STRATEGIC DIRECTION 2

Improve wellbeing and safety within and outside the home



THEME 3

Community connections and cohesion

STRATEGIC DIRECTION 3

Enable a connected and resilient community

With a prime location in Sydney's Eastern Suburbs, close to famous landmarks, and home to many high-income households, Randwick can appear to be, at first glance, a relatively affluent area. Averages and medians however hide the range of experiences and levels of advantage and disadvantage, realities of social housing estates, older population and disengaged youth.

The Randwick Social Study aims to **provide a baseline** of social needs in the Randwick City area utilising the latest available data. Future data collection through community and service provider surveys and liaison will allow for monitoring of social needs over time.

While 2020 was a difficult year, starting with bushfires, flooding and COVID-19 restrictions that triggered a range of new issues for many, some individuals and households continue to experience the same issues as they have been facing for years. Getting 'back to normal' or even to 'a new normal' means different things for a range of community groups, and there is no **"one key issue"** to pinpoint for the whole Council area, rather, Randwick is a diverse community, with diverse social issues and needs.

While Randwick City is a **place of diversity**, the research also suggests that Randwick can be a **place of division**: geographical divisions exist with some areas underprovided in terms of services and supports including public transport and open space; there is a digital divide associated with access to technology and digital literacy across age and income groups; with Randwick City there are a number of socio-economically disadvantaged areas where peoples' life experiences and opportunities differ dramatically from those living elsewhere.

4.1 Strategic directions

The strategic directions, focus areas and actions are based on the Study findings – resulting from the desktop research and fieldwork, as discussed in this report under the key themes:

Theme 1: Access and equity – There are unmet needs for social services, activities and programs, as well as a need to support people to return to pre-COVID-19 levels in relation to people's: mental health, general health, financial situation, personal relationships, feeling part of community, general safety and safety within the home.

Theme 2: Wellbeing and safety – In addition to health and absence of disease, wellbeing is a holistic representation of a person's physical, mental, social health, within and outside the home.

Theme 3: Community connections and cohesion – Loneliness has been an issue for many, which has been exacerbated during COVID-19. Community connections are key to supporting sense of belonging and resilience.

Based on these themes, the following strategic directions are proposed to support Randwick City as a socially sustainable community where people feel a sense of belonging and being part of the community:

Strategic Direction 1: Improve equity of access to enhance and develop our social service delivery

Strategic Direction 2: Improve wellbeing and safety within and outside the home

Strategic Direction 3: Enable a connected and resilient community.

These strategic directions are underpinned by a series of focus areas and initiatives to respond to the current and future social needs and challenges of Randwick City's community to 2031. Initiatives were identified during the research, with input from Council's community development team.

The strategic directions for the Randwick Social Study are a basis for development by Council of the Randwick Social Inclusion and Diversity Strategy as well as other strategic and social initiatives.

Strategic Direction 1:

Improve equity of access to enhance and develop our social service delivery

Many services operate in the Randwick City area and provide much valued support to the Randwick community, as identified in the research.

However, there are unmet social needs for services, activities, and programs, as well as a need to support people to return to pre-Covid levels in relation to their mental health, general health, financial situation, personal relationships, feeling part of community, general safety and safety within the home. Some community members may also not be able to access services due to disability, limited mobility or concern about going out, particularly in the context of COVID-19.

While existing services provide valuable support, there is a need to enhance the breadth and depth of service delivery and to ensure that all residents have access to services, including those who are most vulnerable or may need specific services at particular stages of life (youth, families, seniors, people with disabilities, Aboriginal communities, multicultural communities, community members experiencing family and domestic violence).

Key focus area	Key initiatives	Key responsibility and partners	Timeframes to action
1.1 Fostering strong relationships with service providers and leveraging existing resources	1. Run 1-2 service provider forums annually to stay connected with service delivery, social needs, and challenges	Council and service providers	Short term
	2. Deepen engagement with Aboriginal and Torres Strait Islander community members to understand the issues most relevant to addressing the needs of this community	Council	Short-medium term
	3. Provide funding opportunities for service providers through Council's community grants funding programs	Council	Short term
	4. Review the frameworks for sector specific interagency meetings to improve connections and impact	Council, State /Federal Government, service providers	Short-medium term
1.2 Improving access to and use of community spaces and facilities	5. Review Councils booking system for Council facilities to investigate a more streamlined approach	Council	Short-medium term
	6. Increase the availability for Council venues to be used for pop-up and outreach service provisions	Council	Short-medium term
	7. Review library facilities, services and programs across the City along with population projections to determine future needs	Council	Short-medium term
	8. Review workforce strategy to encourage the employment of bi-lingual workers and language aids	Council, service providers	Short-medium term
	9. Investigate opportunities to partner with crown land, UNSW, local colleges and other agencies, to see where underutilised land and buildings can be used for community purposes (e.g. scout halls)	State Government	Medium-long term

	10. Review opportunities for community activities/events that bring the community together in specific areas which target demographic and social needs	Council	Short term
	11. Advocate to State Government for the provision of spaces within social housing estates which services providers could use for pop-up/outreach and casework services.	State Government, Council	Medium-long term
1.3 Supporting youth to thrive	12. Provide youth space(s) / facility(ies), including by dedicating an existing or new Council facility to youth, in partnership with local service providers	Council, service providers	Short-medium term
	13. Make existing Council facilities available for local service providers to provide pop-up services to youth in locations where young people are	Council, service providers	Short term
	14. Strengthen partnerships with tertiary institutions including TAFE and University of NSW via research partnerships, on-campus activities and community events, training and work experience, identification of role models/mentors to support opportunities for young people	Council, educational institutions	Medium term
	15. Review model and re-establish a youth panel funded and/or hosted by Council to provide young people with a voice	Council	Short term
	16. Review opportunities within the workforce strategy to encourage employment for a young demographic, which may include traineeships	Council, local businesses	Medium term
	17. Continue partnerships with service providers such as Souths Cares which provide programs to support school engagement and attendance	Council, schools, Department of Education, youth service providers	Medium term

Strategic Direction 2: Improve wellbeing and safety within and outside the home

People within Randwick City have diverse experiences of this place. Some report higher levels of personal wellbeing and have the social and financial resources to respond to life's challenges more than others. The experience of COVID-19 suggests that people want to be able to access high quality public spaces close to home and work, where they can relax and recharge in a healthy environment. This may be particularly important for people in higher density areas.

Access to everyday needs including safe and appropriate housing (which is a topic already addressed in Council's Housing and Affordable Housing Strategies), food and transport were identified as fundamental aspects of a socially sustainable Randwick. For some vulnerable groups, supporting basic needs also means relieving pressures and potentially addressing factors contributing to other issues such as Family and Domestic Violence (FDV) or mental health. Access to free and low cost activities and events, opportunities for learning, access to technology and initiatives to connect people to jobs and support local businesses were also identified as important for the future of Randwick.

In-home and outreach services are essential to target those who can't leave their home, but this puts an additional strain on services, requiring additional funding and resources.

Key focus area	Key initiatives	Key responsibility and partners	Timeframes to action
2.1 Responding to a rise in Family and Domestic Violence (FDV)	18. Support and work with partners to develop FDV awareness campaigns including elder abuse	Council, DV network	Short-medium term
	19. Advocate to state/federal government to provide information about FDV – including where to get help before this becomes an issue	Council, DV network	Medium term
	20. Seek funding for the delivery of consent and bystander programs within schools and the community	Council, DV network, schools	Short-medium term
	21. Advocate for funding and support for policy reforms and DV service providers to match the demand	Council, DV network	Short-medium term
2.2 Improving access to in-home support services	22. Advocate for increased provision of in-home services to those experiencing challenges, who may not be able to or feel comfortable accessing GP clinics or other services	Council	Short-medium term
2.3 Support physical activity for all	23. Advocate for the expansion of the Active Kids voucher program to younger children, elderly people and other vulnerable groups	Council, service providers, State Government	Short-medium term
	24. Partner with NSW health to encourage participation in sport and recreation for physical and mental health	Council	Short-medium term
2.4 Improving physical and mental health and wellbeing	25. Advocate in workforce strategy for the regular training in mental health first aid training	Council, State Government, service providers	Short-medium term
	26. Advocate for mental health programs amongst youth and including international students, by strengthening partnership with providers/ educational organisations	Council, service providers	Short-medium term

	27. Advocate for medical professionals to attend community centres	Council, service providers	Short-medium term
2.5 Supporting basic needs	28. Seek funding for and explore opportunities to support food assistance via a collaboration with service providers	Council, service providers, community	Short term
	29. Advocate to State Government for improvements to social housing maintenance	State Government	Short-medium term
	30. Review opportunities to expand Council's affordable and transitional housing program	Council	Short- medium term
	31. Advocate for the expansion of community transport across the LGA through service funding, grants and/or taxi voucher programs	Council, service providers	Short- medium term
	32. Advocate for the expansion of community transport options across the LGA and across to surrounding LGAs	State Government	Long term
	33. Advocate to expand the gas and electricity assistance program to other service providers/locations	Council, service providers, State Government	Short-medium term

Strategic Direction 3: Enable a connected and resilient community

Supporting community wellbeing, health and resilience is also associated with connections. The research indicates that while the majority of community members would recommend Randwick City as a good place to live, work or study, a quarter feel like their social needs are not being met and a similar proportion do not feel like part of their local community. Some are far more connected than others. Enhanced connectedness and greater resilience will enable people in Randwick to thrive in good times and support one another in difficult times.

Digital connectivity is increasingly important as access to services and supports – from health to education – as well as a growing number of jobs and social opportunities move online. A digital divide has been identified which may impact vulnerable community members access to vital services and opportunities more than others. Service providers have adapted through the experience of COVID-19. However some may fall behind due to digital inequities and the need to upskill staff. Understanding what services are available – both in the physical and digital world – and how to access them is critical.

Opportunities for social connection are important and valued by members of the community – through social and cultural activities and events, indoor facilities and outdoor public spaces – including streets and centres, neighbourhoods, parks and beaches. A connected and resilient Randwick should include opportunities for older people and people experiencing social isolation to come together. Intergenerational connections and those that bring people together across socio-economic and cultural groups would be beneficial; and high quality public spaces and community facilities, as well as programs and events play an important role in supporting community connections and ongoing resilience in Randwick.

Key focus area	Key initiatives	Key responsibility and partners	Timeframes to action
3.1 Supporting community through coordinated inclusive communications	34. Investigate the establishment of an interactive portal on Council's website that enables people to search/filter by service type – to provide the community with a one stop solution to find and access social services and support	Council and service providers	Med-long term
	35. Explore opportunities to provide community members with updated activities and events across the LGA	Council	Short term
	36. Collaborate with social service providers to provide information to multicultural communities including new migrants and international students	Council	Short-medium term
3.2 Growing digital access and connections	37. Support access to online services and improve digital literacy within the community including by providing digital literacy training, leveraging off existing services and libraries, and partnering with institutions in Randwick (e.g. University, TAFE) that can provide spaces for training / access to learning opportunities (such as micro-credentials)	Council, State Government, service providers	Short-medium term
	38. Advocate for Wi-Fi in disadvantaged areas	Council, State Government, service providers	Short term
3.3 Supporting community-initiated	39. Explore the opportunity to increase and encourage volunteering through existing council programs and the creation of new ones (e.g.	Council, service providers	Short term

activities and resilience building	support bilingual volunteer programs, skill sharing programs)		
	40. Consider more neighbourhood level community events and activities that focus on building local connections – including in person COVID-19 safe initiatives and online initiatives (e.g. liaison with social housing providers)	Council	Short term
	41. Consider more neighbourhood level community events and activities that focus on building local connections – including in person COVID-19 safe initiatives and online initiatives (e.g. liaison with social housing providers)	Council	Short term

4.2 Next steps

The information in this report provides a baseline for consideration by Council in preparation of strategies to continue to build a 'sense of community' in Randwick. Further to this Social Study it is noted that:

1. Future community surveys and related research can be used to monitor change over time. For instance, to review the impacts of implemented recommendations and measure community benefit.
2. Council's online resident panel may provide additional insights into specific social needs and issues.
3. The Personal Wellbeing Index (PWI) tool can be adapted to children and people with cognitive disabilities. This may be conducted in partnership with schools and service providers.
4. Additional research is recommended particularly in relation to COVID-19 and vulnerable groups, including to explore youth disengagement and identified opportunities to support young people in Randwick.
5. Engaging with the local Aboriginal community has been a limitation of this Study and further Aboriginal led engagement will be important to understand the issues and opportunities to support Aboriginal community members in Randwick.

5 References

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WSP Future Ready Key Trends and Point of View Statements

Appendices

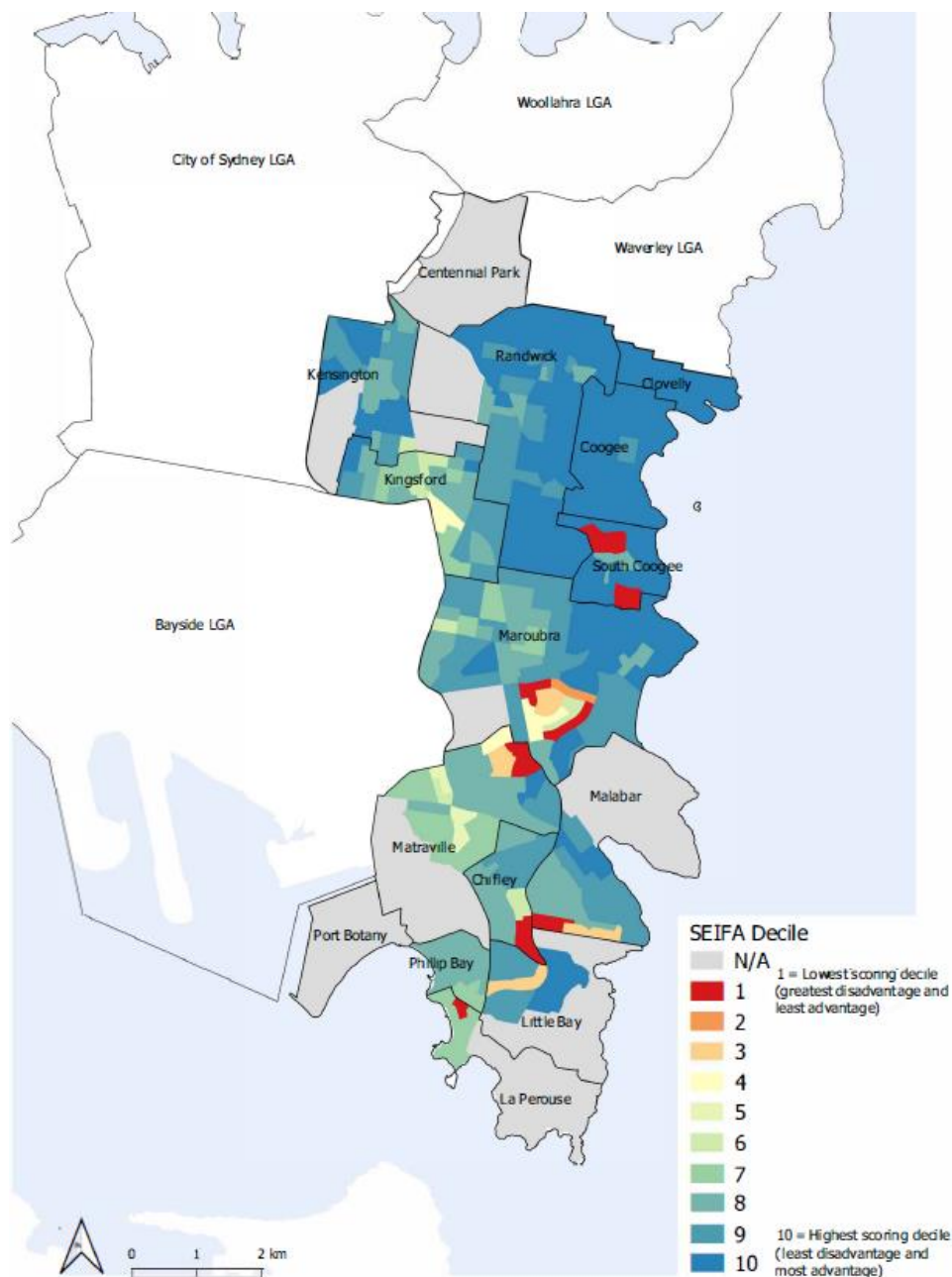
- A Desktop review
- B Randwick Social Study Community survey: Participant profile
- C Engagement tools
- D Audit of services
- E Detailed findings

A Desktop review

Index of Relative Socio-economic Advantage and Disadvantage (IRSAD)

The Index of Relative Socio-economic Advantage and Disadvantage (IRSAD) summarises variables that indicate either relative *advantage or disadvantage*. This index contains indicators of disadvantage as well as indicators of advantage (e.g. professional occupations, high income, higher education levels, larger houses). Each area is attributed a score on the index, then ordered from lowest to highest score, then divided in ten equal sized groups (deciles). The lowest ten percent of areas (Decile 1) or **most disadvantaged and least advantage areas are shown in red** in Figure 7 below. The highest ten percent of areas or **most advantaged and least disadvantaged are shown in blue**.

Figure 4 Index of Relative Socio-economic Advantage and Disadvantage, 2016



B Randwick Social Study

Community survey: Participant profile

Who responded?

- » 771 people responded to the survey of which nearly 92% live in the Randwick City area.
- » 21% work in the area, 5% are employees of Randwick City Council and 4% study in the area.
- » 14% of respondents are service providers in the Randwick City area.



Where do respondents live?

- » 22% of respondents live in Randwick (suburb), followed by 19% in Maroubra, 11% in Coogee and 6% in Kingsford.
- » Other suburbs represented include (in descending order) Matraville, South Coogee, Malabar, Clovelly, Kensington, Little Bay, Coogee Beach, Maroubra Junction, Chifley, La Perouse/Philip Bay and Pagewood.
- » No respondents live in Centennial Park or Port Botany. And 12% of respondents did not specify



How old are respondents?

- » More than 50% of respondents are older than 55, however, **only 23% of the Randwick City population is aged over 55 (ABS 2016).**
- » Over 65's make up 23% of respondents.
- » Under 35's make up 8% of respondents, however, **under 35s make up more than 50% of the Randwick City population (ABS 2016).**



How diverse are respondents? (Diversity - gender, cultural)

- » 70% of respondents were female, 28% male and 1% non-binary whereas **there is almost an even split between males and females across the LGA.**
- » 4% of community respondents identified as Aboriginal and or Torres Strait Islander peoples, **over and above the 1.5% of the Randwick City population reported in the 2016 Census. (NB: this is often underreported).**
- » 16% of respondents spoke a language other than English at home, and a diversity of languages were spoken.

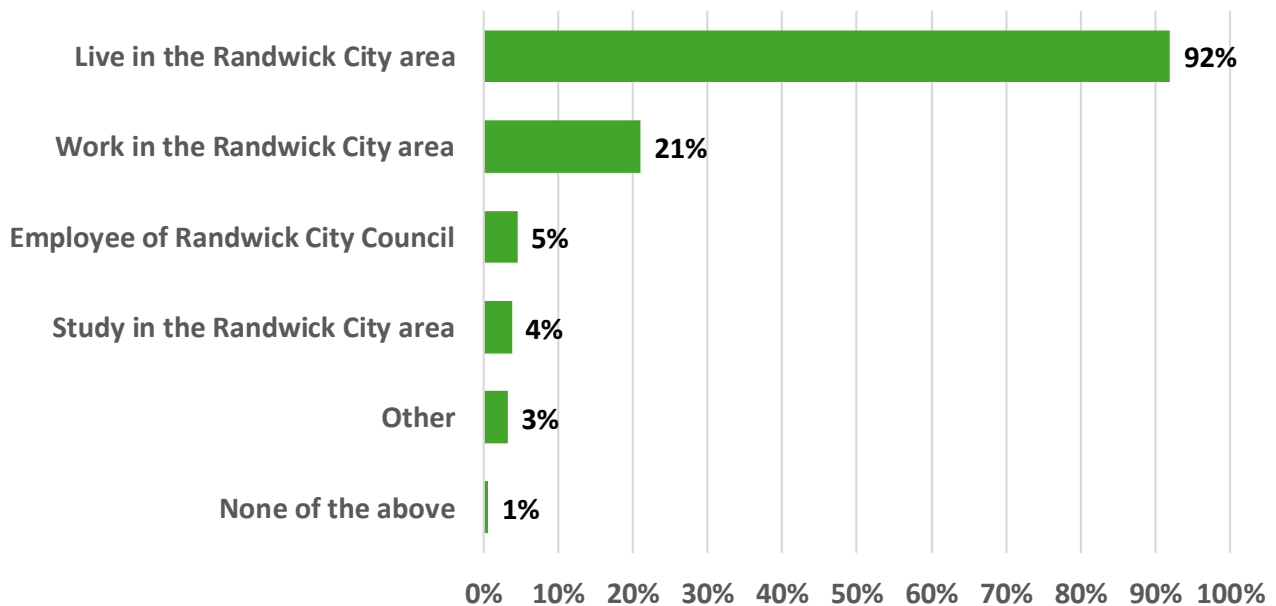


How do respondents live? Household type / family composition

- » Couples with children are the largest group represented making up 35% of all survey respondents.
- » 31% of respondents are couples without children and 7% are single parents.
- » A small group of respondents also identify as a couple living with adult children
- » 24% of respondents are single persons which roughly corresponds with the **26% of residents of the Randwick City area that live in lone households (ABS 2016).**
- » 3% of respondents are part of a group household, which **11% of households in the Randwick City area are group households (ABS 2016).**

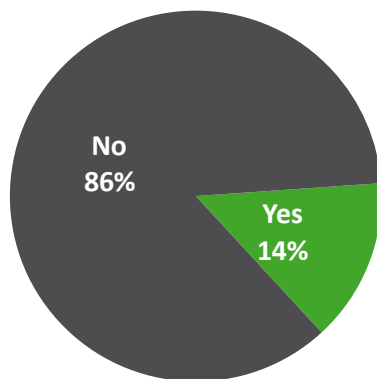
Participant profile

Question 1: Which of the following best describes you? – Community and service providers (n=771)



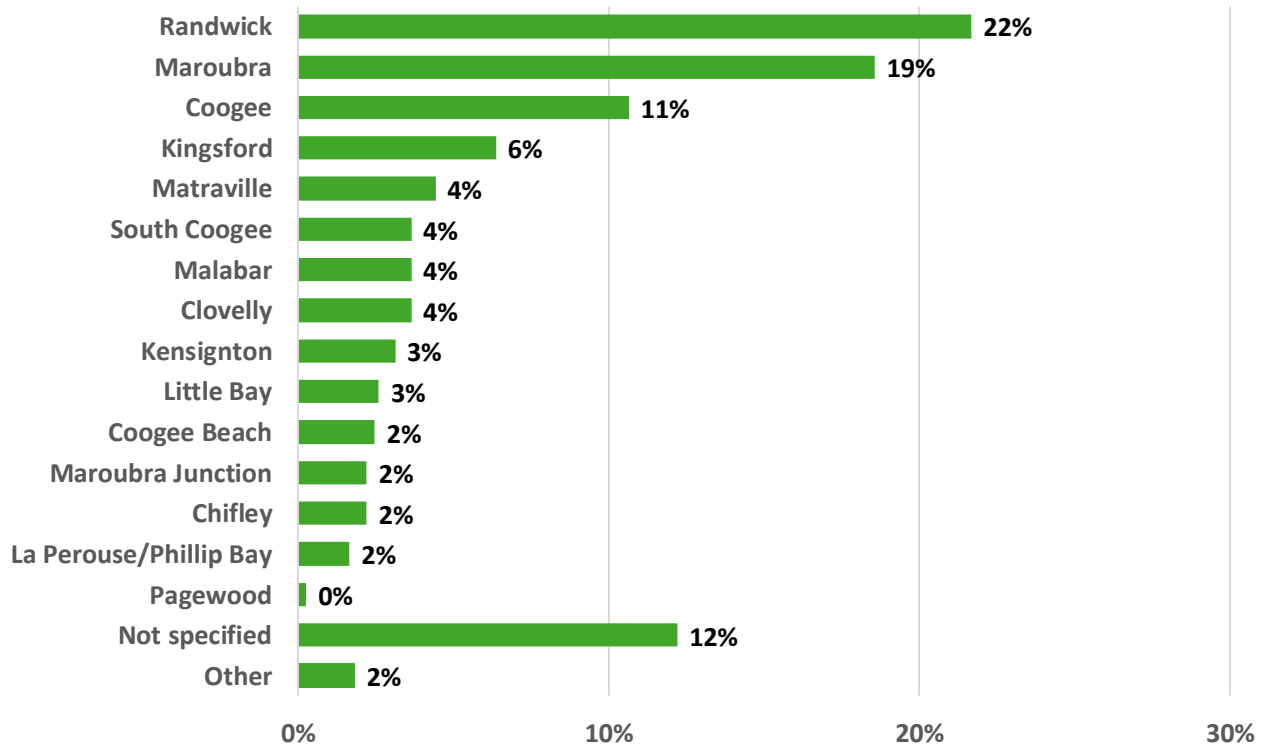
More than nine out of ten survey participants (92%) lived in the Randwick City area. Another 26% worked in Randwick (including 5% who worked at Randwick City Council). And 4% were studying in the Randwick City area.

Question 2: Do you or your organisation provide social services in the Randwick City area? If yes, you'll be directed to service provider specific questions – Community and service providers. (n=771)



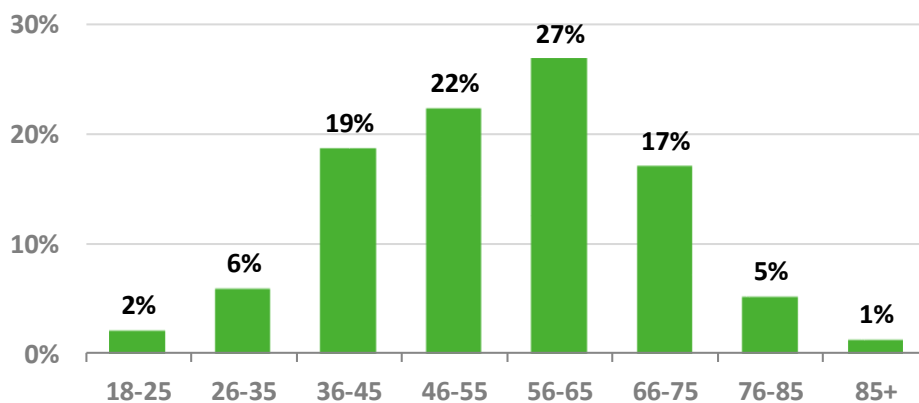
A total of 771 participants completed the community survey. Of these, the majority (86%) were members of the Randwick City community. More than one in ten participants (14%) were service providers – including 3% who also lived in the Randwick City area.

Question 3: Which suburb do you live in? – Community and service providers (n=771)

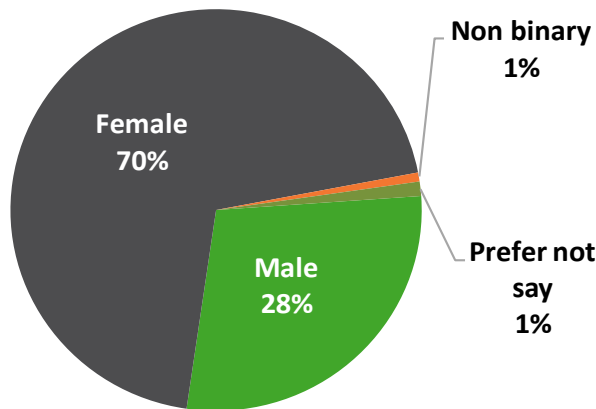


Participants lived in a range of suburbs across the Randwick City area, as shown here. The majority of survey participants came from the suburbs of Randwick, Maroubra and Coogee.

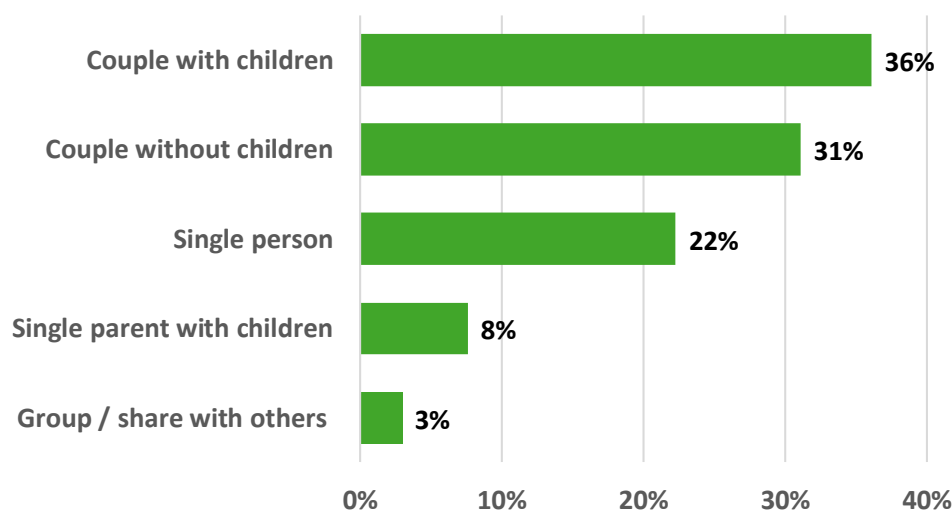
Question 4: What is your age? Community only (n=689)



Less than one in ten people who responded to the survey was aged 18-35 years of age (8%), while this age group makes up just over 50% of the Randwick City population. More than two thirds of participants (68%) were aged 36-65 years. And 23% were over 65 years of age. The low proportion of young people who took part in the survey is noted and commonly occurs in survey research.

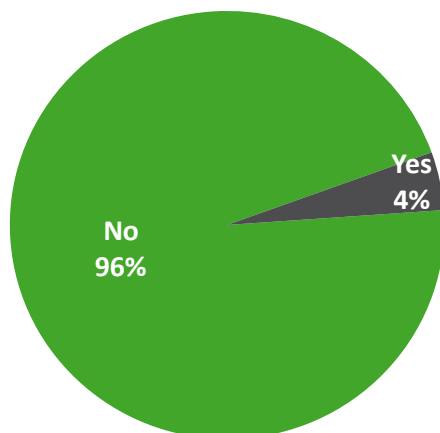
Question 5: Do you identify as...? Community only (n=690)

More than two thirds of survey respondents were women (70%), whereas this group represents approximately 50% of the population in Randwick City. Another 28% of survey participants were men. And a further 2% identified as non binary or preferred not to respond. The high proportion of female respondents is noted and commonly occurs in survey research.

Question 16: Which of the following best describes your household? Community only (n=579)

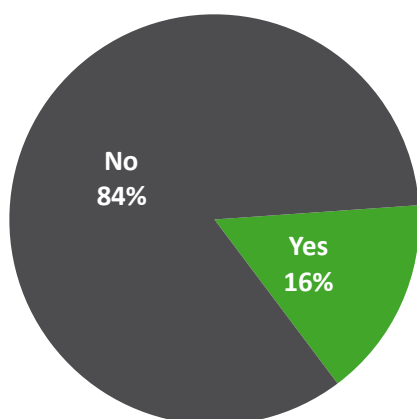
Just over a third of survey respondents were couples with children (36%). And another 31% were couples without children. More than one in five (22%) was single. While 8% were single parents and 3% lived in a group household. This is broadly consistent with the Randwick City household profile in which family households account for 63% of all households. Of these, 45% are couples with children, 38% are couples without children and 14% are single parent households. Roughly 26% of households are lone person households, while 11% are group households.

Question 17: Do you identify as being of Aboriginal and Torres Strait Islander origin? Community only (n=614)



Some 4% of survey participants identified as being of Aboriginal and or Torres Strait Islander origin, a higher proportion of the Randwick City population than reported in the Census (1.5%).

Question 18: Do you speak a language other than English at home? Community only (n=618)



A total of 16% of survey respondents spoke a language other than English at home. This is lower than the overall proportion (36%) within the Randwick City population.

C Engagement tools

C-1 Standard discussion guide



Randwick Social Study

What is the Study about?

Randwick City Council is currently undertaking a Social Study to understand how well the needs of the Randwick City community are being met. The study seeks to understand community wellbeing, access to services and facilities, and the impacts of the COVID-19 pandemic.

Community feedback will be used to inform Council's future community planning processes.

A community survey is currently open to Randwick community members and service providers. A variety of workshops and discussions will be held to capture the voices that represent the diverse community living in the Randwick City area.

Some of the key themes identified in the survey and background research are:

- » Lack of affordable housing
- » Lack of opportunities for young people
- » Lack of in-home support and services
- » Social isolation and lack of connection to the community
- » Impacts of COVID-19 including on people's mental health, finances and relationships
- » Lack of access to existing services and facilities

Council is keen to hear from people with diverse needs and experiences. We're keen to understand how people from all backgrounds, locations and living situations feel about a variety of social issues.

For more information

This research is being conducted by Elton Consulting on behalf of Randwick City Council. If you have any queries, please contact Kiriti Mortha at Kiriti.mortha@randwick.nsw.gov.au.

Standard discussion guide [note this discussion guide was adapted to each stakeholder or group]

As part of the Randwick Social Study we'd like to hear from you about your needs and experiences about life in the Randwick local area. At the heart of the study, a focus is on making Randwick a place where all members of the community feel a sense of belonging.

For interviews: We'd like to ask you five questions which should take about 15 minutes of your time. If there are any questions you'd prefer not to answer, that's fine. All the information you provide will be treated as confidential. We can just move on to the next one. Are you okay to take part in a short interview now? [proceed following verbal consent]

For mini-group: We'd like to ask you a few questions as a group which should take about 30-60 minutes. There are no wrong answers. We're really keen to hear from everyone what you really think. So the only real ground rules are – could you please switch your phone to silent – and could we just speak one at a time so that everyone can have a say? If there's anything you'd like to add at any time, please feel free to jot it down on a post it note. All the information you provide will be treated as confidential. Are you okay to take part in the discussion now? [proceed following verbal consent]

Could you please tell me...?

Do you have any social needs that are not currently being met? (E.g. in home support, lack of employment / learning opportunities, lack of access to community facilities/services, opportunities for young people)

Have your needs changed through Covid-19? (E.g. social isolation / loneliness, financial security, physical/mental health, situation at home / work, managing kids)

What services and supports would help you meet those needs? (E.g. facilities or programs to support physical health, council programs, programs for seniors, child care, community events and activities)

What services and supports you are currently receiving that are helping to give you a sense of belonging in your community?

What would improve your current situation in terms of:

Physical and mental health

Financial situation

Connection to community

Security and safety in the community and at home

Your standard of living

Is there anything else you'd like to add – for us to share with Council about how to help make Randwick a place where you and other members of your household and community feel a sense of belonging?

C-2 Survey tool

See overleaf.

Welcome,

You are invited to take part in this Randwick City Council survey.

We're keen to understand what shape we're in now as a community in Randwick City . This survey seeks your feedback on existing and future social needs, and the services and programs that are most important to support a thriving community. We are also interested to hear how you have been affected by what has been a particularly challenging period for communities around the world.

If you live, work or study in the Randwick City area or deliver social services locally, please share your feedback by completing this short survey by Thursday 8 April.

This survey is being conducted by Randwick City Council in line with our [privacy policy](#). Your views are strictly confidential and will be reported only as part of the general findings of the survey. You will NOT be identified in the data or results, as survey responses will not be linked to contact details. Your feedback will be used to inform the Randwick Social Study which is being undertaken with the assistance of Elton Consulting, as well as Council's other strategic plans and community development programs. Unless specified as the suburb, references to Randwick City in the survey refer to the Randwick local government area as a whole. Please click [here](#) to see a map of the Randwick City boundary.

If this survey raises any concerns for you, or if you are currently experiencing difficulties in your life, you may wish to contact Council or a local service provider [here](#).

The survey starts here.

About you

Thank you for participating in the Randwick Social Study Community Survey. The first few questions focus on you and your relationship with the local area.

* 1. Which of the following best describes you? Please select all that apply.

- | | |
|--|--|
| <input type="checkbox"/> Live in the Randwick City area | <input type="checkbox"/> Employee of Randwick City Council |
| <input type="checkbox"/> Work in the Randwick City area | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Study in the Randwick City area | |
| <input type="checkbox"/> Other (please describe) | |

2. Do you or your organisation provide social services in the Randwick City area? If yes, you'll be directed to service provider specific questions.

- ☐ Yes
- ☐ No

About you

3. Which suburb do you live in?

Other (please specify)

4. What is your age?

☐ Under 16

☐ 16-17

☐ 18-25

☐ 26-35

☐ 36-45

☐ 46-55

☐ 56-65

☐ 66-75

☐ 76-85

☐ 85+

5. Do you identify as...?

☐ Male

☐ Female

☐ Non binary

☐ Prefer not say

Your personal wellbeing

The next few questions focus on you and how you feel about your personal circumstances.

6. Thinking about your personal wellbeing, how satisfied are you with ...? [On a scale of 0-10 where 0=no satisfaction at all and 10=entirely satisfied]

	0	1	2	3	4	5	6	7	8	9	10
Your standard of living	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What you are achieving in life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your personal relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How safe you feel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling part of your community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your future security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your mental health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your safety within your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. How does this compare with your level of satisfaction just over 12 months ago (pre-COVID- 19)?

	Felt the same pre-Covid	Felt better pre-Covid	Felt worse pre-Covid	Not sure / Can't recall
Your standard of living	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What you are achieving in life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your personal relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How safe you feel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling part of your community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your future security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your mental health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your safety within your own home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Since COVID-19 restrictions were introduced, how often have you felt lonely?

Never	Rarely	Some of the time	Most of the time	Always
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Your thoughts on social issues in Randwick

The next few questions are about the social issues and challenges facing people in the Randwick City area. This includes issues that you see as being important for yourself as well as the people around you.

*** 9. What do you see as the most significant social needs and issues to be addressed in Randwick City for you and your household?** Please select up to five of the most significant needs and issues.

- ☐ Lack of opportunities for young people
- ☐ Lack of carer wellbeing and support
- ☐ Lack of affordable housing
- ☐ Family and domestic violence
- ☐ Lack of in-home support needs and services
- ☐ Indigenous needs
- ☐ Homelessness
- ☐ Lack of education and training opportunities
- ☐ Lack of employment support
- ☐ Social isolation
- ☐ Lack of community connection
- ☐ Lack of information available services to support members of the community
- ☐ Lack of access to open space
- ☐ Lack of access to community facilities / services
- ☐ Lack of adequate public transport connections

Your thoughts on social issues in Randwick

10. How critical is it for each of these significant issues to be addressed? On a scale of 1-5 where 1=least critical and 5=most critical

	Not critical	1	2	3	4	5
Lack of opportunities for young people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of carer wellbeing and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of affordable housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family and domestic violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of in-home support needs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indigenous needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homelessness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of education and training opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of employment support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social isolation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of community connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of information available services to support members of the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of access to open space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of access to community facilities / services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of adequate public transport connections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

11. Please tell us more about the needs and issues you selected above?

12. In the last 12 months, have you accessed any of the following services in Randwick City or another location? Please select all that apply.

	Yes, in Randwick	Yes, outside Randwick
Youth services and programs	<input type="radio"/>	<input type="radio"/>
Physical health services and support	<input type="radio"/>	<input type="radio"/>
Mental health services and support	<input type="radio"/>	<input type="radio"/>
Council programs	<input type="radio"/>	<input type="radio"/>
Housing support	<input type="radio"/>	<input type="radio"/>
Centrelink and or employment services / support	<input type="radio"/>	<input type="radio"/>
Financial support	<input type="radio"/>	<input type="radio"/>
Programs for seniors	<input type="radio"/>	<input type="radio"/>
Men / women's groups	<input type="radio"/>	<input type="radio"/>
Disability support	<input type="radio"/>	<input type="radio"/>
Violence / domestic violence	<input type="radio"/>	<input type="radio"/>
Support for multicultural communities	<input type="radio"/>	<input type="radio"/>
Child care	<input type="radio"/>	<input type="radio"/>
Library / library programs	<input type="radio"/>	<input type="radio"/>
Children's programs	<input type="radio"/>	<input type="radio"/>
Food / essential items	<input type="radio"/>	<input type="radio"/>

Other (please describe)

13. Are there any other social services or support networks that you think should be provided in the Randwick City area to support you and your household, or other members of the community?

Last few questions

You're getting close to the end of the survey. We have a few last questions for you about your experiences in Randwick...

14. Please share your feedback on the following...

	Agree	Disagree	Not sure
I could ask for help from my neighbours if I wanted to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel like part of my local community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel like my social needs are currently being met	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend Randwick City to others, as a good place to live, work or study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would value more support from Council or local service providers to meet my day to day needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Overall how would describe your sense of community belonging?

About you (cont.)

16. Which of the following best describes your household? Please select one only.

- ☐ Couple without children
- ☐ Couple with children
- ☐ Single parent with children
- ☐ Single person
- ☐ Group / share with others (e.g. student accommodation, shared house)

Other (please describe)

17. Do you identify as being of Aboriginal and Torres Strait Islander origin?

- ☐ No
- ☐ Yes

*** 18. Do you speak a language other than English at home?**

- ☐ No
- ☐ Yes. Language/s include:

Service provider questions

The next few questions are about the social issues and challenges facing people in Randwick City. This includes issues that you see as being important for your client groups as well as the wider community.

* 19. What do you see as the most significant social needs and issues to be addressed in Randwick City for you and your household? Please select up to five of the most significant needs and issues.

- ☐ Lack of opportunities for young people
- ☐ Lack of carer wellbeing and support
- ☐ Lack of affordable housing
- ☐ Family and domestic violence
- ☐ Lack of in-home support needs and services
- ☐ Indigenous needs
- ☐ Homelessness
- ☐ Lack of education and training opportunities
- ☐ Lack of employment support
- ☐ Social isolation
- ☐ Lack of community connection
- ☐ Lack of information available services to support members of the community
- ☐ Lack of access to open space
- ☐ Lack of access to community facilities / services
- ☐ Lack of adequate public transport connections

Service provider questions (cont.)

20. How critical is it for each of these significant issues to be addressed? On a scale of 1-5 where 1=least critical and 5=most critical

	Not critical	1	2	3	4	5
Lack of opportunities for young people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of carer wellbeing and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of affordable housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family and domestic violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of in-home support needs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indigenous needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homelessness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of education and training opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of employment support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social isolation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of community connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of information available services to support members of the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of access to open space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of access to community facilities / services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of adequate public transport connections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

21. Please tell us more about the issues/s you selected above.

22. What are the challenges or opportunities to meet social needs in Randwick?

23. What is the name of your organisation?

24. What services does your organisation provide?

25. Which socio-economic or target group/s do you provide services to?

26. Which facilities / spaces do you use in the Randwick City area?

27. Are you also a community member in the Randwick City area?

☐ Yes

☐ No

Service providers and community members

28. Thank you for your feedback as a local service provider, if you would also like to share further feedback from your experiences living, studying or visiting the Randwick City area, we invite you to complete some additional questions. Please choose 'continue' to answer additional questions or 'finish now' if you would like to finish the survey now.

☐ Continue

☐ Finish now

About you

29. Which suburb do you live in?

Other (please specify)

30. What is your age?

- | | |
|--------------------------------|-----------------------------|
| <input type="radio"/> Under 16 | <input type="radio"/> 46-55 |
| <input type="radio"/> 16-17 | <input type="radio"/> 56-65 |
| <input type="radio"/> 18-25 | <input type="radio"/> 66-75 |
| <input type="radio"/> 26-35 | <input type="radio"/> 76-85 |
| <input type="radio"/> 36-45 | <input type="radio"/> 85+ |

31. Do you identify as...?

- ☐ Male
- ☐ Female
- ☐ Non binary
- ☐ Prefer not say

Your personal wellbeing

The next few questions focus on you and how you feel about your personal circumstances.

32. Thinking about your personal wellbeing, how satisfied are you with ...? [On a scale of 0-10 where 0=no satisfaction at all and 10=entirely satisfied]

	0	1	2	3	4	5	6	7	8	9	10
Your standard of living	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What you are achieving in life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your personal relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How safe you feel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling part of your community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your future security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your mental health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your safety within your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

33. How does this compare with your level of satisfaction just over 12 months ago (pre-COVID- 19)?

	Felt the same pre-Covid	Felt better pre-Covid	Felt worse pre-Covid	Not sure / Can't recall
Your standard of living	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What you are achieving in life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your personal relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How safe you feel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling part of your community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your future security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your mental health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your safety within your own home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

34. Since COVID-19 restrictions were introduced, how often have you felt lonely?

Never	Rarely	Some of the time	Most of the time	Always
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Last few questions

You're getting close to the end of the survey. We have a few last questions for you about your experiences in Randwick...

35. In the last 12 months, have you accessed any of the following services in Randwick City or another location? Please select all that apply.

	Yes, in Randwick	Yes, outside Randwick
Youth services and programs	<input type="radio"/>	<input type="radio"/>
Physical health services and support	<input type="radio"/>	<input type="radio"/>
Mental health services and support	<input type="radio"/>	<input type="radio"/>
Council programs	<input type="radio"/>	<input type="radio"/>
Housing support	<input type="radio"/>	<input type="radio"/>
Centrelink and or employment services / support	<input type="radio"/>	<input type="radio"/>
Financial support	<input type="radio"/>	<input type="radio"/>
Programs for seniors	<input type="radio"/>	<input type="radio"/>
Men / women's groups	<input type="radio"/>	<input type="radio"/>
Disability support	<input type="radio"/>	<input type="radio"/>
Violence / domestic violence	<input type="radio"/>	<input type="radio"/>
Support for multicultural communities	<input type="radio"/>	<input type="radio"/>
Child care	<input type="radio"/>	<input type="radio"/>
Library / library programs	<input type="radio"/>	<input type="radio"/>
Children's programs	<input type="radio"/>	<input type="radio"/>
Food / essential items	<input type="radio"/>	<input type="radio"/>

Other (please describe)

36. Please share your feedback on the following...

	Agree	Disagree	Not sure
I could ask for help from my neighbours if I wanted to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel like part of my local community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel like my social needs are currently being met	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend Randwick City to others, as a good place to live, work or study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would value more support from Council or local service providers to meet my day to day needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

37. Overall how would describe your sense of community belonging?

About you (cont.)

38. Which of the following best describes your household? Please select one only.

- ☐ Couple without children
- ☐ Couple with children
- ☐ Single parent with children
- ☐ Single person
- ☐ Group / share with others (e.g. student accommodation, shared house)

Other (please describe)

39. Do you identify as being of Aboriginal and Torres Strait Islander origin?

- ☐ No
- ☐ Yes

40. Do you speak a language other than English at home?

- ☐ No
- ☐ Yes. Language/s include:

Thank you

Thank you for completing this survey.

We'd love to hear more about your experiences and ideas. To share your thoughts in a friendly small group discussion, please express your interest by emailing kiriti.mortha@randwick.nsw.gov.au

Please note, spaces for the community focus groups are limited.

D Audit of services

An audit of social services operating in the Randwick City area was conducted based on the following sources of information:

- » Database of services that operate in Randwick City from Council and additional desktop research
- » Review of the community walk service provider map¹⁰
- » Data provided by service providers who participated in the Randwick Social Study survey and qualitative research.

The findings of the audit are provided below, and should be read in conjunction with:

- » The map provided in this appendix, which shows a visual representation of services based on the category of services that they provide
- » The below table, which provides an analysis of service categories by key client type.

	Men	Women	Youth, children and families	Seniors	Tertiary students	General	CALD	Aboriginal and Torres Strait Islanders
Health	The Men's Table	Jarrah House	Randwick Early Childhood Health Centre	Older Persons' Mental Health Service/Deme ntia Advisory Service - City of Sydney and Eastern Sydney/Annab el House		Aftercare - Eastern Suburbs/Flourish Australia/Lifeline Wesley Mission/RUOK/Lifeline Wesley Mission/Black Dog Institute/Headspace/Princ e of Wales Hospital (including Women's and Children's Hospitals and Black Dog Institute) (SESLHD)/the Maroubra Centre (SESLHD)		Aboriginal Patient Liaison Officer at NSW Health, Prince of Wales, SESLHD/Malabar Midwives/Aboriginal Community Health Centre
Housing			South East Sydney Outreach			St Laurence House/Department of Communities and Justice		

¹⁰ https://www.communitywalk.com/sydney/inner_sydney_community_services/map/1528111

	Men	Women	Youth, children and families	Seniors	Tertiary students	General	CALD	Aboriginal and Torres Strait Islanders
Multipurpose services and other			PCYC Daceyville/ WEAVE Youth & Community Services / Kool Kidz Club/ WAYS Youth & Family/Noffs Foundation/La Perouse Youth Haven/ Centre 360	Jewish Care	Arc UNSW	Wesley Mission/Catholic Community Services/Junction Neighbourhood Centre- Bondi Junction/Junction Neighbourhood Centre - Maroubra/Salvation Army Maroubra/ Benevolent Society	Ethnic Community Services-Co- operative	Nunyara Community Offender Support Program Centre (COSP)/ La Perouse Youth Haven/ Guriwal Aboriginal Respite Program/La Perouse Local Aboriginal Land Council (LALC)
Legal/employment			Youth Law Australia			Kingsford Legal Centre		
Education			Schools/ Bowe n College		UNSW TAFE	University of the Third Age (U3A)		Gujaga Foundation/ Matraville Clontarf Academy/ Aboriginal Education Officers – Matraville Sports High, Soldiers Settlement, Malabar Public, La Perouse Public, South Sydney High School
Social/cultural				The Coast Centre for Seniors		South Eastern Community Connect/South Maroubra Surf Club		
Domestic violence		The Deli Women's and Children's Centre / Women's Domestic Court Advocacy Service/ Bayside Women's				Victims Services		

	Men	Women	Youth, children and families	Seniors	Tertiary students	General	CALD	Aboriginal and Torres Strait Islanders
		shelter/ Killara Refuge/ Staying Home Leaving Violence (JNC)/ Jewish Care						
Transport						Randwick Waverley Community Transport Group		
Multicultural							Sydney Multicultural Community Services	
Advocacy						Botany Rotary Club/Inner Sydney Voice/Moving Forward Together/Courage to care		
Disability						Holdsworth Community/La Trobe, NDIS Local Area Coordination Service/ Northcott Hillsdale (formerly Creative Inc)/Breakthru (Eastern Respite)/Spinal Cord Injuries Australia		
Police						Randwick Police Station/ Eastern Beach Police Area Command		

Key Stakeholders and Social Service Providers

Social services are delivered by diverse stakeholders to support the Randwick city community, as discussed below.

Federal Government

- » The National Disability Insurance Scheme (NDIS)
- » Commonwealth Home Support Program which aims to support more older people to live independently in their communities for longer
- » Aged Pension, Family Support Benefits and Youth Unemployment Benefits
- » Funding of services including health care, disability and other types of programs.

NSW State Government

- » Department of Communities and Justice (DCJ)/ Land and Housing Corporation (LAHC): Social housing management and maintenance, tenant relocation and funded programs for families, children, migrant families and people experiencing homelessness
- » NSW Health/ South Eastern Sydney Local Health District (SESLHD): Manage nine hospitals and deliver health care across a range of community based services, including Prince of Wales Hospital (including Women's and Children's Hospitals and Black Dog Institute) and Randwick Early Childhood Health Centre
- » Education: schools, including Bowen College that provides education for young people who are either disengaged or at risk of becoming disengaged from mainstream education
- » Police/Eastern Beaches Police Area Command.

Non-Government Social Service providers

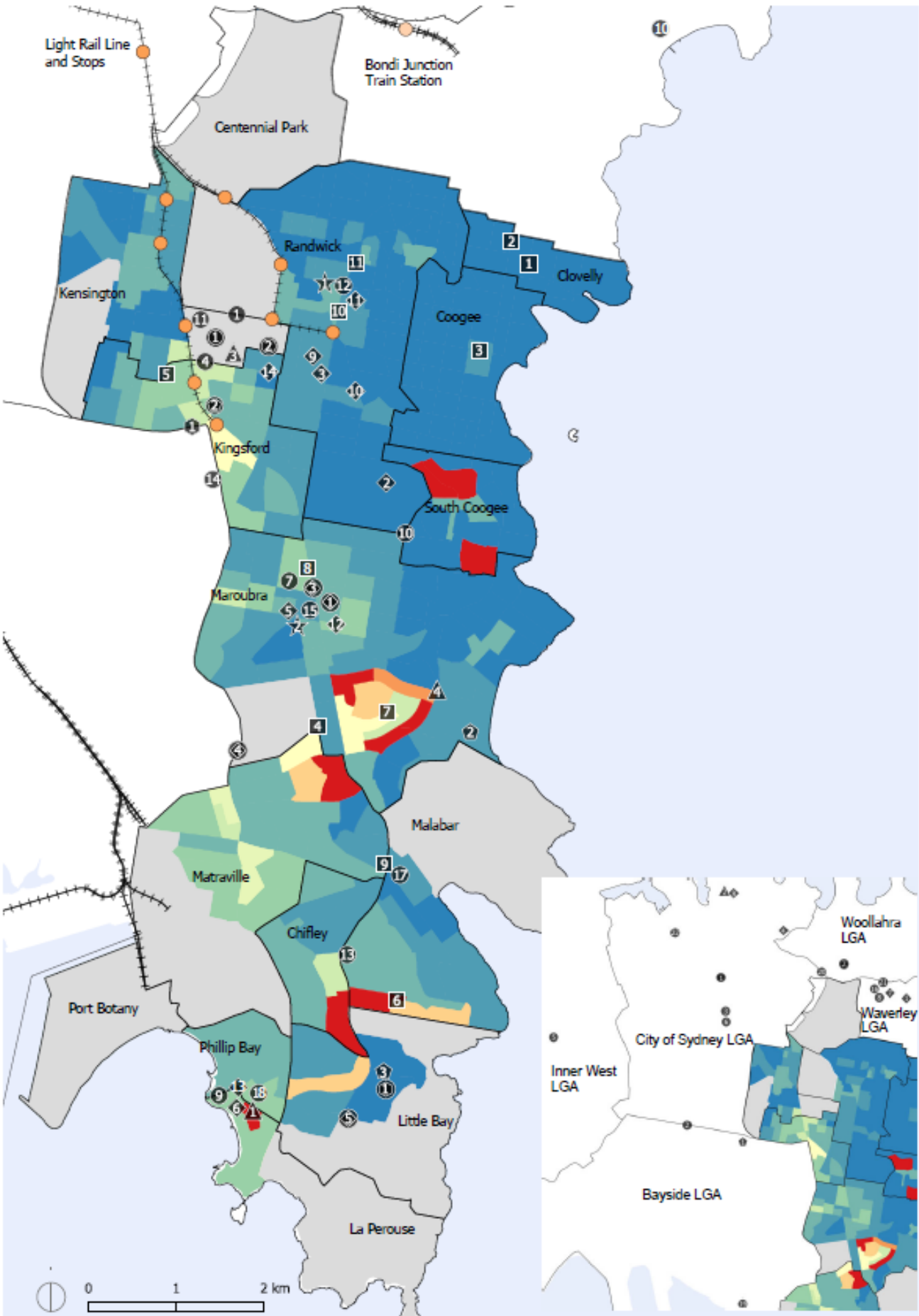
Approximately 70 service providers, including not for profit and community groups, operate in Randwick across multiple aspects of social services provision.

- » The majority of services are focused on **health** including healthy ageing and disability; these are mostly located in the northern parts of the LGA
- » Out of those services that provide **mental health** services, nearly half provide telephone/online services only (4 out of 10), and only 3 are located in the LGA
- » The majority of service providers do not focus on specific demographic groups and provide services to multiple groups, particularly providing health and disability support, and are known as community service providers
- » Some services respond to **basic needs** such as access to food, collecting food from supermarkets or via OzHarvest and dropping it at people's homes or community centres. COVID-19 has increased some households' reliance on food assistance programs
- » Gas and electricity assistance is also provided directly by some centres that are allocated vouchers via NSW State Government
- » Only a small number of services **are focused on supports and activities for children and teenagers** (Noffs Foundation, PCYC, WAYS, WEAVE, Youth Law Australia, Youth Haven La Pouse) noting that Youth off the Streets closed in 2020 due to lack of funding
- » Senior-focused services focus on health, and not necessarily on other types of services to support people as they age
- » Multicultural services support in various aspects of life, sometimes in a language other than English
- » Services **supporting** Aboriginal communities are mostly located in La Pouse, and include:

- Clontarf Academy, based at Matraville Sports High School, supporting education, discipline, life skills, self-esteem and employment prospects of young Aboriginal and Torres Strait Islanders
- La Perouse Local Aboriginal Land Council, providing support services (Strengthening our Mob), services for social housing tenants, services for youth (Youth Haven) and co-located with La Perouse Health Centre providing a range of health services and domestic violence support
- On-site support and liaison officers from Health NSW/ SE, SESLHD, Prince of Wales Hospital, including specific services for Aboriginal women and children
- Malabar Midwives
- Aboriginal Liaison Officer at Eastern Beaches Police Area Command
- Aboriginal Education Officers based in public schools including Matraville Sports High, Soldiers Settlement, Malabar Public, La Perouse Public, South Sydney High School
- Aboriginal staff at Weave including as part of the Kool Kids Program
- Dedicated staff within multipurpose services such as Centre 360.

Randwick City Council Social/Community Services

- » Project and programs coordination, particularly around national/International days/weeks
- » Information and referral
- » General promotion about what is available
- » Facilitating networks
- » Funding and grants
- » Advocacy
- » Policy, research, social and strategic planning
- » Coordination with other Councils
- » Home Maintenance and Modification Service
- » A range of families and children's programs, youth programs and projects, school holiday activities, which are operated out of a range of Council facilities including the Des Renford Leisure Centre, and Council's libraries
- » Community Garden and sustainability programs.



Legend

SEIFA Decile

- N/A 1 = Lowest scoring decile (greatest disadvantage and least advantage)
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9 10 = Highest scoring decile (least disadvantage and most advantage)
- 10
- Suburb boundary
- Surrounding LGAs

Community Transport

- 1 Randwick Waverley Community Transport Group

Community Facilities

- 1 Burnie Park Community Centre
- 2 Clovelly Senior Citizens Centre
- 3 Coogee Senior Citizen Centre
- 4 Des Renford Leisure Centre
- 5 Kensington Park Community Centre
- 6 Kookoora Community Centre
- 7 Lexington Hub
- 8 Lionel Bowen Library
- 9 Malabar Community Library
- 10 Margaret Martin Library
- 11 Randwick Town Hall

Disability

- 1 Breakthru (Eastern Respite)
- 2 Holdsworth Community
- 3 La Trobe, NDIS Local Area Coordination Service
- 4 Northcott Hillsdale (formerly Creative Inc)
- 5 Spinal Cord Injuries Australia
- 6 Windgap Foundation

Education

- 1 Gajaga Foundation
- 2 University of the Third Age (U3A)
- 3 UNSW
- 4 Bowen College

Police

- 2 Eastern Beaches Police Area Command
- 1 Randwick Police Station

Social / Cultural

- 1 South Eastern Community Connect
- 2 South Maroubra Surf Club
- 3 The Coast Centre for Seniors

Health

- 1 Aftercare - Eastern Suburbs
- 2 Annabel House
- 3 Black Dog Institute
- 4 Dementia Advisory Service - City of Sydney and Eastern Sydney
- 5 Flourish Australia
- 6 Gufwal Aboriginal Respite Program
- 7 Headspace

Legal / Employment

- 1 Kingsford Legal Centre
- 2 Youth Law Australia

Multicultural Services

- 1 Sydney Multicultural Community Services

Multipurpose Services

- 1 Arc UNSW
- 2 Botany Rotary Club
- 3 Catholic Community Services
- 4 Courage to care
- 5 Ethnic Community Services-Co-operative
- 6 Inner Sydney Voice
- 7 Junction Neighbourhood Centre
- 8 Junction Neighbourhood Centre
- 9 La Perouse Youth Haven
- 10 Bondi Beach Cottage
- 11 Moving Forward Together
- 12 Noffs Foundation
- 13 Nunyara Community Offender Support Program Centre (COSPP)
- 14 PCYC Daceyville
- 15 Salvation Army Maroubra
- 16 WAYS Youth & Family
- 17 WEAVE Youth and Community Services / Kool Kidz Club
- 18 La Perouse Land Council
- 19 Clontarf Academy
- 20 Centre 360 | St Francis Social Services
- 21 JewishCare
- 22 Benevolent society

Housing

- 1 Department of Communities and Justice
- 2 St Laurence House

Audit of social services – Detailed data

Figure 5 Services by type

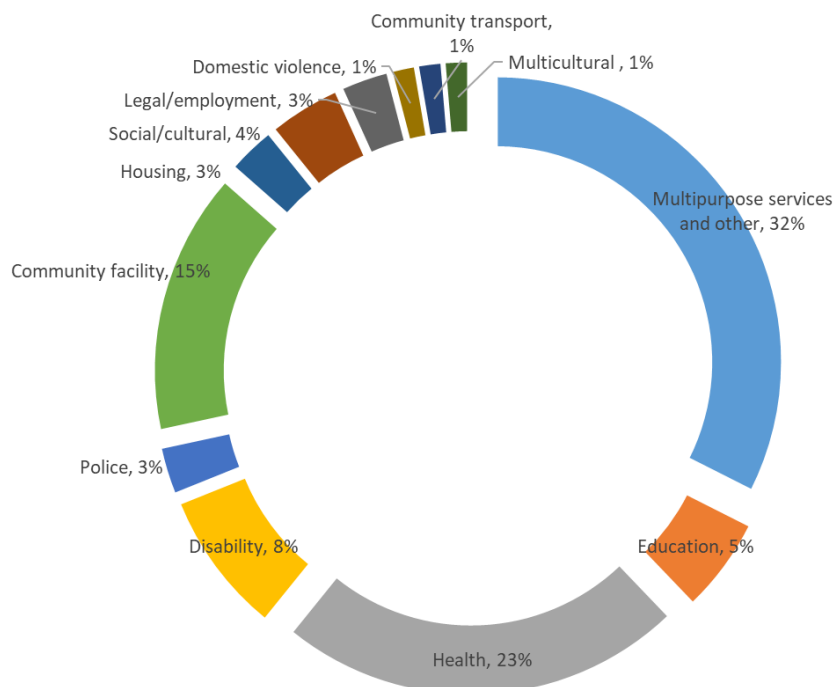
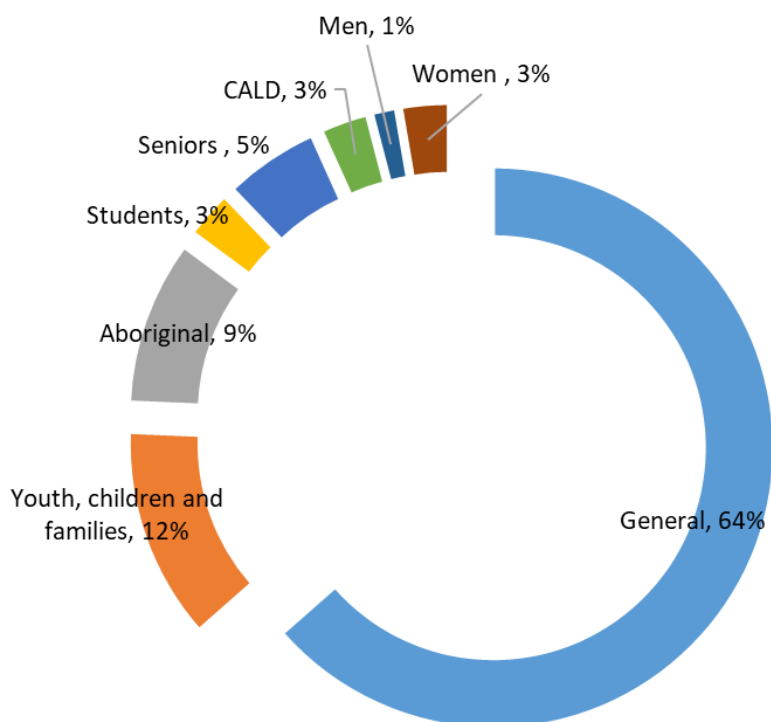


Figure 6 Services by client type



12% of all services in Randwick City target **youth, children and families**, while under 35s make up more than 50% of the Randwick City population

5% of all services in Randwick City target **seniors**, while over 55s make up 23% of the Randwick City population

3% of all services in Randwick City target people from **culturally and linguistically diverse** backgrounds, while 41% of the Randwick City population was born overseas and 32% speak a language other than English at home

Further to the services shown on the map, it is also noted that:

- » Several services do not disclose their location for confidentiality or safety reasons, for example services that support people experiencing family and domestic violence
- » Several services operate in Randwick providing support by phone and do not have a physical presence
- » The map identifies the primary location of services with drop-in areas or shop fronts but does not show outreach services. For example, the Lexington Hub is regularly visited by multiple service providers (e.g. DCJ, GP, specialist services providing various legal or employment advice).
- » Several services operate off-premises, for example community transport providers and some community centres provide pick-up and drop-off services.
- » Approximately seven services provide in-home services, including the Local Area Coordination Service for the NDIS (not for profit).
- » This audit has not considered religious institutions however it is noted that these may also play an important role in service provision, as identified during the qualitative research.

Community members

Everyone has a responsibility in looking after one another. Volunteering opportunities exist in Randwick to enable individuals to take action in their community.

Public transport in Randwick Council

The closest train station to the Randwick City area is located in Bondi Junction.
The new light rail connects Randwick Junction and Kingsford to Central station.

The majority of the Randwick City area is serviced by bus. Bus services connect the LGA to the City, Kingsford-Smith airport, Bondi Junction, Mascot, Eastgardens, Green Square and the inner west.

The new light rail does not cater to the southern parts of the LGA. Issues exist particularly around east to west connections that are currently not met by bus or light rail options.

This may further constrain access to services, particularly for those households that do not own a car and/or those who live in the southern parts of the LGA.

E Detailed findings

E-1 Service provider forum

Significance of issue	Gaps in services and support	What's working	Opportunities for improvement
Social Isolation and Community Connection			
<ul style="list-style-type: none"> » Size of the LGA makes physical connection difficult (public / active transport) » Diversity of demographics <ul style="list-style-type: none"> > Transient population – hospital staff, young people, new arrivals and refugee community > Social housing, population with high, diverse and conflicting needs. Dysfunction, often related to drug and alcohol problems » 	<ul style="list-style-type: none"> » Lack of service providers working to encourage social interaction » Loss of local newspaper » Lack of bilingual staff and materials translated into relevant languages at venues » Lack of generic case work – early intervention and prevention is under funded 	<ul style="list-style-type: none"> » Organisations have the intent to implement effective programs but do not have the resources or always the solution » Council has been supportive through forums like this and grant programs, also through bringing organisations together » COVID-19 promoted interagency work by building partnerships » There are a good range of government and non government organisations » Lexington hub <ul style="list-style-type: none"> > Working well – investment in social housing is helping > Health, DJC and council are working well together through Hub@Lexo > The hub works as a focal point for the community > Supports placed based initiatives » Light rail has been great 	<p>Council newspaper could fill gap from loss of local newspaper</p> <p>Bringing back interagency meetings would likely improve coordination of services</p> <p>Support for a social plan focusing on welfare issues with a holistic approach</p> <p>Improve communication and transport for the whole community – likely to improve wellbeing across the board</p>
Family and Domestic Violence			
<ul style="list-style-type: none"> » High proportion of CALD communities, cultural nuances, definitions can be difference 	<ul style="list-style-type: none"> » Housing – crisis, transitional, affordable » Lack of services for older people in FDV 	<ul style="list-style-type: none"> » Referral pathways work well as do 'soft entry' programs » Outreach activities happening at Hub@Lexo work well 	<ul style="list-style-type: none"> » More community consultation through » Council investment in bilingual volunteer programs would help

Significance of issue	Gaps in services and support	What's working	Opportunities for improvement
<ul style="list-style-type: none"> » Distrust of services / no reporting, barriers to accessing services » Reluctance to access services » Lack of training in consent » Mix of socio-economic groups » Stats show Randwick has the highest incidence of FDV in eastern suburbs » Invisible ageism » Elder abuse a significant issue 	<ul style="list-style-type: none"> » Small number of service providers compared to size of community and need » Lack of awareness around identifying and reporting to DV providers from generalist services » No ability to go to people in need » Venues especially during COVID-19 were physically and financially hard to access » Lack of in-language services / bilingual workers » Lack of services that support temporary visa holders » Pet shelter and hairdressers are often first responders 	<ul style="list-style-type: none"> » to reach the community » Relationships with Police are good, however consideration needs to be given to challenges such as cultural barriers for ATSI women 	<ul style="list-style-type: none"> » More transitional / affordable housing in the area » More outreach hubs » Promotion / awareness through Council » Operational funding from Council once COVID-19 funding ends » More collaborative projects between organisations – Council could support this » Set up of reporting portal » More elder abuse training in community
Opportunities for Young People			
<ul style="list-style-type: none"> » Young people should include ages 10-35 – i.e. those between children's services and family services » High proportion of young people in the LGA » The young demographic is highly transient and doesn't connect to the community / services often 	<ul style="list-style-type: none"> » There is a lack of resources – services and connections to the community exist through current organisations but they are not supported financially » DCJ/state funding is channeled to 'FIFO' service providers rather than local providers » Not enough mental health support – » No direct support for young people from Council » There are no youth specific spaces 	<ul style="list-style-type: none"> » Place based services in many cases have decades old relationships with communities and foster strong levels of trust. They can stop intergenerational trauma. These orgs exist but are not funded adequately » Supporting place based organisations is cost effective for government » Very localized services and spaces have and do work well » Case management and mentoring is the most effective method but is being phased out 	<ul style="list-style-type: none"> » Support for ATSI young people should focus on identity rather than diagnosing specific issues/illnesses » Creating youth spaces encourage young people to open up » Council funded services » First / last mile, community funded transport is effective » Continue to build connections with schools

Significance of issue	Gaps in services and support	What's working	Opportunities for improvement
		» Schools / uni providing good support (UNSW/Arc)	
Mental Wellbeing			
<ul style="list-style-type: none"> » High proportion of international students » Unintended housing stress » Connected to social isolation and poor transport connections » Entrenched in social housing tenants but not exclusively a SH problem » Intergenerational impacts of poor mental wellbeing 	<ul style="list-style-type: none"> » Efforts are not preventative » People who are unable to access NDIS fall behind » Poor visibility of what's available – lack of information » Not enough mental health first aid » Lack of support for older people who may be experiencing elder abuse » Lack of support for ATSI people to connect to culture 	<ul style="list-style-type: none"> » Interagency collaboration is working well » Good facilities such as libraries, community groups » Public transport services are good but limited » Not many beds left in Eastern Suburbs » Weave programs are good connectors and have been 'transformational' particularly with local elders » Kooloorra at little bay has also been an effective service 	<ul style="list-style-type: none"> » Funding towards prevention / early intervention » Council is doing a good job – state govt needs to improve » Holistic support to keep families safe – e.g. affordable/social housing » Provide clear information on services and programs available on Council's website » More affordable and accessible Council facilities
In Home Support and Services			
<ul style="list-style-type: none"> » Increasingly aging population » Randwick has a culturally diverse community, but the system is catered to white middle class people – harder to navigate if you are outside of this demographic 	<ul style="list-style-type: none"> » Digital divide creating challenges for connecting to services » Responsibility of the individual to navigate service means people miss out – when this falls to staff there aren't enough resources meaning resourcing is allocated away from where it is needed most » Competitive tendering damages partnership opportunities » CALD services » No funding to cover training for in home support 	<ul style="list-style-type: none"> » Organisations are doing their best with limited resources » There are a large number of committed providers providing over and above what they are funded » Organisations are values drive / passionate 	<ul style="list-style-type: none"> » Need to focus on being a dementia friendly community » Opportunities for Council to connect services » Collation for services and information would be useful » Council could be a first point of contact » Advocacy at a political level

Significance of issue	Gaps in services and support	What's working	Opportunities for improvement
	<ul style="list-style-type: none"> » Hesitance by clients to be identified and put into a database » Impacts of COVID-19 on disrupting services » Preventative measures are not as attractive for funding but they take the pressure off services » Far fewer CALD communities access these services 		

Cost of Living			
<ul style="list-style-type: none"> » Cost of living creates a social divide which goes against cohesive communities » Basic housing needs » Means no capacity to deal with unexpected costs such as medical costs (often ongoing and hard to access) » Food security » Underemployment and casualization of the workforce are compounding cost of living » Leads to a lack of agency which has knock on effects on wellbeing etc. 	<ul style="list-style-type: none"> » Affordable healthcare including mental health » First thousand days – head start (?) <p>Affordable housing – social housing and DV support</p>	<ul style="list-style-type: none"> » Case management for individuals / housing » Other side of Sydney is managing well » Maroubra Hub@Lexo 	<ul style="list-style-type: none"> » Integrated collaborative approaches to services decrease costs » Need to address cause not just offering easy solutions » Support for fundraising » Council approval for services, access to areas

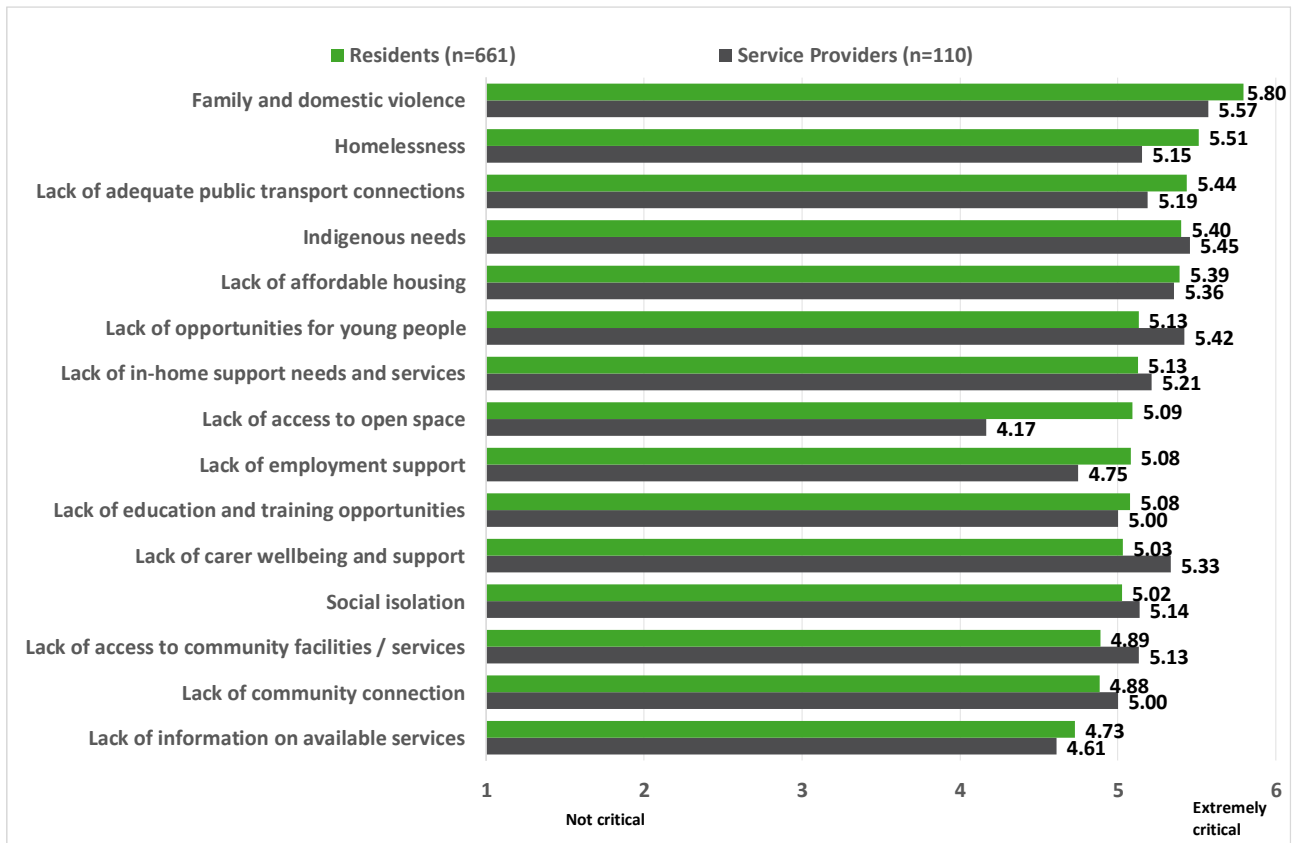
Figure 7 Services provided by participants in the service provider forum

E-2 Community Survey - Detailed results

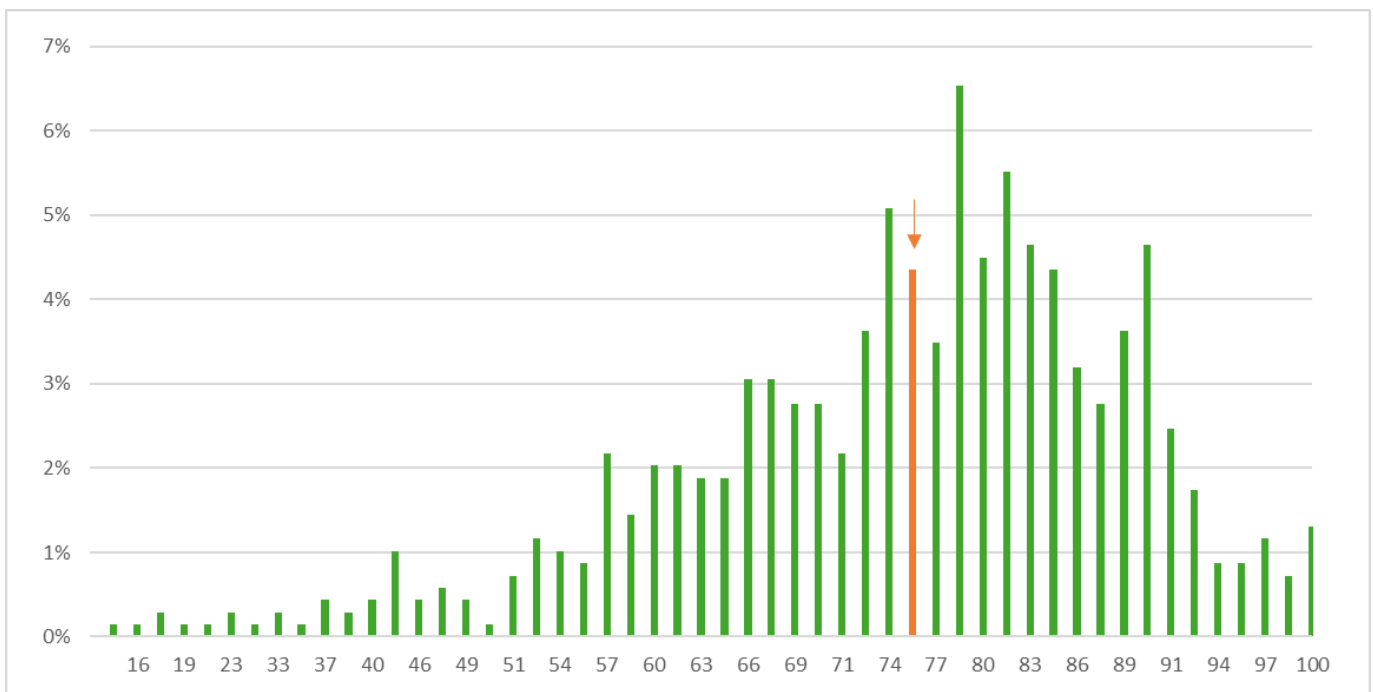
Most significant social needs and issues – PWI 70+ vs 69 or less

	PWI of 70+	PWI of 69 or less	Difference
Lack of community connection	30%	48%	+18%
Social isolation	15%	32%	+17%
Lack of information available on services to support members of the community	25%	16%	-9%
Lack of access to open space	21%	13%	-8%
Lack of access to community facilities / services	28%	19%	-9%

How critical is it for each of these significant issues to be addressed? On a scale of 1-5 where 1=least critical and 5=most critical. Community and service providers (n=771)

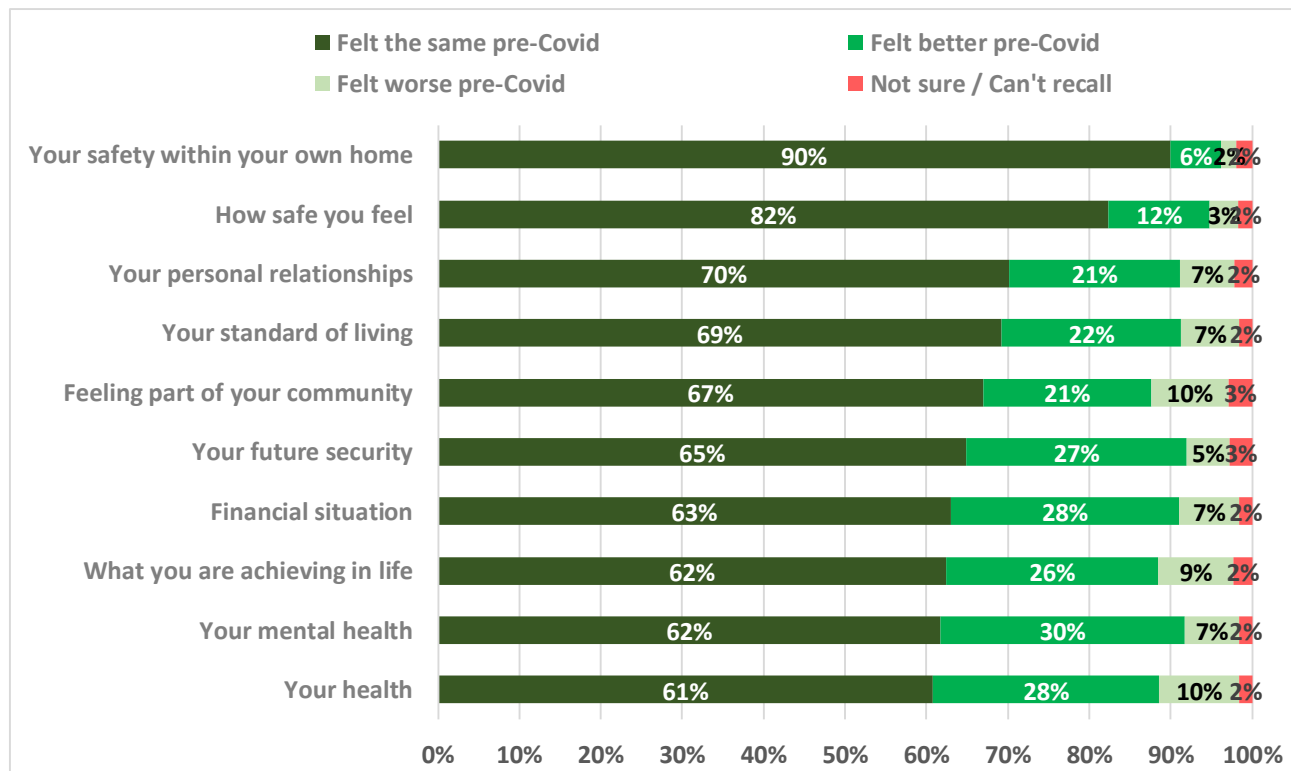


Distribution of Personal Wellbeing Index (PWI) scores – Community (including resident service providers) (n=689)



	PWI of 70+	PWI of 69 or less	Difference
Your standard of living	8.7	6.4	2.3
Your health	8.2	6.2	2
What you are achieving in life	8.1	5.6	2.5
Your personal relationships	8.5	6.0	2.5
How safe you feel	8.7	6.5	2.2
Feeling part of your community	7.4	4.7	2.7
Your future security	7.8	4.8	3
Your mental health	8.3	5.8	2.5
Your safety within your home	9.0	7.1	1.9
Financial situation	8.2	5.6	2.6

**How does this compare with your level of satisfaction just over 12 months ago (pre-COVID-19)?
Community only (n=683-689)**



Agreement with the following statements – PWI 70+ vs PWI 69 or less

	<u>PWI of 70+</u>	<u>PWI of 69 or less</u>	<u>Difference</u>
Feel like my social needs are currently being met	68%	23%	-45%
Feel like part of my local community	64%	30%	-34%
Could ask for help from my neighbours if I wanted to	77%	49%	-28%
Would value more support from Council or local service providers to meet my day to day needs	29%	54%	+25%
Would recommend Randwick City to others as a good place to live, work or study	87%	64%	-23%

A frequency histogram of all PWI scores is shown above - based on the seven domains – showing a spread of PWI scores from under 16 to 100. As shown here the majority of scores are clustered around 70+ which indicates a 'normal' level of personal wellbeing.

Feelings of loneliness – PWI 70+ vs 69 or less

	<u>PWI of 70+</u>	<u>PWI of 69 or less</u>	<u>Difference</u>
Never feel lonely	29%	8%	-21%
Rarely feel lonely	37%	22%	-15%
Sometimes feel lonely	32%	49%	+17%
Mostly feel lonely	2%	18%	+16%
Always feel lonely	0%	2%	+2%

	<u>PWI of 70+</u>	<u>PWI of 69 or less</u>	<u>Difference</u>
Your standard of living	17%	34%	17%
Your health	23%	40%	17%
What you are achieving in life	23%	33%	10%
Your personal relationships	19%	26%	7%
How safe you feel	11%	17%	6%
Feeling part of your community	18%	27%	9%
Your future security	24%	34%	10%
Your mental health	24%	43%	19%
Your safety within your home	4%	12%	8%
Financial situation	23%	40%	17%

RANDWICK SOCIAL STUDY 2021

**Community belonging
in the City of Randwick**

