



# SOCIAL SUSTAINABILITY ENGAGEMENT REPORT



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# INTRODUCTION

Goulburn Mulwaree Council engaged Cred Consulting to work collaboratively with the community and services to develop Council's first Social Sustainability Strategy and Action Plan.

The Strategy and Plan will identify what the social needs and aspirations of the community are, and provide Council with a clear roadmap of how to best respond.

## A little bit about Goulburn Mulwaree

Goulburn Mulwaree Local Government Area (LGA) centres around the proud regional city of Goulburn, strategically situated on the Hume Highway approximately 2 hours from Sydney and 1 hour from Canberra.

Goulburn Mulwaree is home to 30,852 residents (Profile.id 2018 ERP), and covers an area of 3,223km<sup>2</sup>.

Almost over two thirds of residents live in the township of Goulburn, however there are also a series of villages that service local rural communities including Marulan, Middle Arm, Tarago, Tallong, Bungonia and Lake Bathurst.

## Purpose of this Engagement Report

The purpose of this Engagement Report is to present the findings of community engagement conducted to inform Goulburn Mulwaree's first Social Sustainability Strategy and Action Plan over May and June 2019.

This Engagement Report is accompanied by a Background Paper which summarises research and demographic analysis that will also inform the Social Sustainability Strategy and Action Plan.



Figure 1 - Map of Goulburn Mulwaree Council area, showing key towns and villages

# WHAT WE DID

Community and stakeholder engagement to inform the development of Goulburn Mulwaree's Social Sustainability Strategy was completed between May and June 2019. A full overview of completed activities is provided below in Table 1, and includes online surveys, telephone interviews, community and service provider workshops and pop up sessions at the Goulburn Shopping Centre and the Goulburn PCYC.

In total, over 260 people contributed to the community and stakeholder engagement process.

**TABLE 1 - COMMUNITY AND STAKEHOLDER ENGAGEMENT ACTIVITIES OVERVIEW**

Surveys and interview	Details			# responses
Online community survey	Available online via Council's website between 13 May and 14 June 2019.			73
Service providers survey	Available online via Council's website between XX and XX 2019.			18
Pop up board activity	Details			# participants
Goulburn Shopping Centre	Goulburn Mall from 11am - 1pm			84
Goulburn PCYC	Goulburn PCYC from 3.30pm - 4.30pm			12
Workshops	Time	Date	Location	# participants
Goulburn community workshop	7 - 8.30pm	11 June 2019	Goulburn Mulwaree Council Foyer	35
Service providers workshop	2 - 3.30pm	12 June 2019	Goulburn Community Centre	20
Tarago community workshop	6 - 7.30pm	12 June 2019	Tarago Community Hall	12
Marulan community workshop	6 - 7.30pm	13 June 2019	Marulan Community Hall	6

# KEY THEMES FROM ENGAGEMENT

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## THERE IS A PERCEIVED VERY HIGH QUALITY OF LIFE IN GOULBURN MULWAREE

Community engagement participants indicated that they experience a high quality of life living in Goulburn Mulwaree (96% survey respondents). Some of the things that make this a good place to live include friendly people, a strong sense of community and plenty of opportunities to get involved in community life. Location in proximity to major cities Sydney and Canberra, the mountains and the coast were seen to be a key strength for the community. Generally, there was a sense that living in Goulburn Mulwaree is very convenient, with a broad range of services and ease of getting around.

## OUR COMMUNITY GROUPS AND ORGANISATIONS ARE IMPORTANT SOCIAL CONNECTORS

The Goulburn Mulwaree community is active and engaged with a broad range of local community groups and organisations, including strong sporting, cultural and social groups. These groups and organisations are important social connectors that bring our community together through shared interest and experiences, and are catalysts for community resilience and mutual support. Some community engagement participants told us that they think there are opportunities for groups to actively welcome new community members and to leverage off the skills and knowledge of newcomers.

We know that Goulburn Mulwaree has a high proportion of volunteers compared to the average across NSW, however there is a sense that this is declining as our population ages. Community engagement participants highlighted opportunities for intergenerational sharing and for young people to get involved in community life.

## WE HAVE A STRONG SERVICES SECTOR

Community engagement participants think that there is a good range of community services available in Goulburn Mulwaree, and service providers told us that they think their sector is highly collaborative. While the majority of survey respondents indicated no problems with accessing services in their local area, 18% indicated issues with accessing a doctor.

Community engagement participants highlighted a need to ensure services are accessible for everyone in the community, including at an affordable cost (cost was identified as the main barrier to accessing services), at times that are appropriate to community lifestyles, and for those living in rural areas.

## DESIRE FOR IMPROVED PUBLIC TRANSPORT

There was a strong desire for improved public transport connections amongst community engagement participants. This includes public transport connections within Goulburn Mulwaree, including a

need to connect residents of all ages and abilities in villages and rural areas to services, facilities and activities in town. However, the majority of comments related to a need for improved rail connections to Sydney and Canberra to improve access to education and employment opportunities.

## ACCESS TO LOCAL JOBS AND EMPLOYMENT

Community engagement participants would like to see more jobs and employment opportunities available in Goulburn Mulwaree so that people do not have to travel outside the area for work. This was seen as a priority to retain young people in the area and to attract more people to the area to live. Major employers such as the Goulburn Correctional Centre and Veolia were seen to be strengths for our community, however there is a sense that these companies should be encouraged more to hire locally and that there are opportunities for Council to lobby businesses to locate here to increase access to employment.

## OPPORTUNITIES FOR YOUNG PEOPLE

Opportunities for young people emerged as a key theme across all community engagement activities. Community engagement participants indicated that there is a need for more things to do and spaces to hang out for young people living in Goulburn Mulwaree, including in the town as well as in villages and rural areas, where young people may feel isolated and have limited access to services including issues getting around.

A primary focus of conversations was the need for increased tertiary education opportunities in Goulburn Mulwaree so that young people do not have to leave the area to study. This was also seen as an opportunity to provide pathways for young people who cannot afford to leave home. Local training and employment was also identified as an opportunity to retain young people.

## MENTAL HEALTH

Community engagement participants indicated that, while there is a perception that mental health is an increasing challenge for the Goulburn Mulwaree community, there is still significant stigma associated with mental health. Opportunities for social connection were seen as important to providing support and reducing social isolation, particularly for those living in rural areas, for the ageing population, for young parents, and for men, women and young people.

A need for more awareness around men's mental health and wellbeing was a recurring conversation throughout community engagement, with some citing higher rates of suicide amongst men and farmers as key challenges for regional communities. Community engagement participants identified opportunities to educate boys and men about mental health and wellbeing through employers, schools and mentoring programs.

## **SUPPORTING VULNERABLE COMMUNITY MEMBERS**

There was a sense amongst community and stakeholder engagement participants that social issues such as domestic violence and homelessness or couch surfing are very much present in our community but are often hidden under the surface. Community members and service providers indicated a need to support our most vulnerable community members and ensure the provision of appropriate and adequate services. A lack of women's and men's shelters, and social housing that does not meet the local demand in terms of volume and dwelling variety, were seen as key service gaps in the Goulburn Mulwaree area.

## **CLIMATE IMPACTS INCLUDING DROUGHT, FIRES AND FLOODING IMPACT ON OUR COMMUNITY'S WELLBEING**

Community engagement participants informed us that Goulburn Mulwaree, as a regional community, is particularly vulnerable to the impacts of climate including drought, flooding and fires as many in our community work in industries that are climate dependent, including farmers. While there is a sense that our community is strong, supportive and resilient, natural disasters are seen as a significant challenge to our community's social wellbeing, for example impacting on mental health and placing additional stress on families and households.

## **SUPPORTING AND LEARNING FROM OUR OLDER POPULATION**

The Goulburn Mulwaree population is ageing. Community engagement participants indicated a need to support our older population to access appropriate services and support, and to connect them into the community to reduce social isolation.

Goulburn Mulwaree is also increasingly a destination for "tree changers" who have chosen to call this place home later in life. These people bring significant skills and knowledge to our community and are keen to get involved. Providing opportunities for these people to share their skills and realise their ideas and initiatives can support a stronger sense of community and achieve community-led outcomes.

## **OUR PARKS, OPEN SPACES AND PUBLIC DOMAIN**

- Community engagement participants told us that the look, feel and accessibility of our town and villages contributes to a strong sense of community and place in Goulburn Mulwaree.
- People value our heritage character and buildings and want this key strength for our place to be valued and protected.
- Our parks and open spaces are an important asset for our community, with many people accessing them daily for recreation, relaxation and social connection.
- Community engagement participants value our natural environment and want more opportunities to engage with nature in our area. They appreciate nature walks.

# DEFINING SOCIAL SUSTAINABILITY

Throughout the community engagement process, participants were asked to finish the sentence "A socially sustainable Goulburn Mulwaree is a community and place that is..." This purpose of this activity was to understand what social sustainability means to this community within the unique Goulburn Mulwaree context.

The word cloud below shows the words that were used most frequently by community engagement participants across all activities, with larger words being used more frequently.

As is shown in the word cloud, some of the most common words were community (34), people (18), services (15), social (12), activities (10) and safe (10).



Figure 2 - Defining social sustainability in Goulburn Mulwaree

# KEY STRENGTHS AND CHALLENGES

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Across all consultation workshops, community and stakeholders were asked what they see as the key strengths and challenges for social sustainability in Goulburn Mulwaree. Findings across workshops are summarised below.

## KEY STRENGTHS FOR SOCIAL SUSTAINABILITY

- There is a strong sense of community in Goulburn Mulwaree, with many citing the friendly people that live here as a key strength;
- Goulburn Mulwaree's convenient location in proximity to major cities Sydney and Canberra, as well as nearby recreation opportunities at the coast and in the mountains, were seen as a key strength to build upon in the future;
- As a regional service hub, there is a wide range of community services available in Goulburn Mulwaree that support local residents;
- Goulburn Mulwaree residents are active and engaged with a high proportion of people volunteering their time and energy to local community groups and organisations;
- There is a strong sporting community and opportunity in Goulburn Mulwaree, with local sporting clubs cited as being a focal point for social connection;
- Goulburn Mulwaree has highly valued and utilised community facilities including the library and the art gallery;
- Residents in Goulburn Mulwaree enjoy living here because of the relaxed regional lifestyle and atmosphere;
- Living in Goulburn Mulwaree is a relatively affordable place to live compared to major cities such as Sydney and Canberra;
- Goulburn Mulwaree draws strength from a town and a network of villages, each with their own distinct character and strengths;
- Goulburn Mulwaree's natural environment, parks and open spaces are an important asset for our community, with many people accessing them daily for recreation, relaxation and social connection;
- Goulburn Mulwaree is seen to be a relatively safe place to live;
- Goulburn Mulwaree has a strong heritage character and buildings, with community engagement participants wanting this key strength to be valued and protected.

## KEY CHALLENGES FOR SOCIAL SUSTAINABILITY

- While there is a wide range of community services available in Goulburn Mulwaree, community engagement participants told us these are not always accessible to everyone in the community with access to transport, limited opening hours, cost of service and lack of awareness being some barriers;
- Community engagement participants identified a number of service gaps in the area, including a shelter / refuge;
- The impacts of climate, including drought, flooding and fires impact on our community's social wellbeing particularly those living in rural areas;
- There are limited tertiary education and employment opportunities for young people after they leave school, causing many to leave the area;
- Community engagement participants said that there are limited activities for young people in Goulburn Mulwaree, and also a lack of places and spaces to hang out;
- Our population is ageing, with opportunities for older residents to access appropriate services and maintain social connections a priority for community wellbeing;
- While Goulburn Mulwaree was seen to be a relatively affordable place to live compared to major cities, cost of living is still a challenge for many in our community and a lack of affordable housing was seen to be a challenge;
- While Goulburn Mulwaree's location in proximity to Canberra and Sydney was seen to be a strength, there is a strong desire for improved public transport connections to support the community to access services, employment and education without having to move out of the area;
- There are people in the Goulburn Mulwaree community experiencing significant challenges, including people at risk of homelessness or couch surfing and people experiencing domestic violence. However, there is also a sense amongst community engagement participants that these issues can be hidden away under the surface;
- Supporting mental health is an ongoing challenge for our community, however people told us that there is still some stigma and lack of awareness around this issue, particularly amongst men, boys and rural communities;
- While our residents are highly engaged, volunteers are ageing with limited succession planning;
- While there are many community groups in Goulburn Mulwaree, some said that there are opportunities for these groups to actively welcome new residents and the valuable ideas and skills they bring to the community.





# COMMUNITY SURVEY

# ABOUT THE COMMUNITY SURVEY

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## ABOUT THE COMMUNITY SURVEY

The community survey was available online via Council's website between 13 May and 14 June 2019.

The purpose of the community survey was to understand current community perceptions of social and community wellbeing and participation in Goulburn Mulwaree, as well as key social needs and priorities to create a more inclusive and socially sustainable place and community.

## RESPONDENT OVERVIEW

**Total respondents: 73**

### About respondents:

- 92% (67) of respondents live in Goulburn Mulwaree
- 44% (32) of respondents work in Goulburn Mulwaree
- 18% (13) of respondents own a business in Goulburn Mulwaree
- 1% (1) of respondents are a student in Goulburn Mulwaree
- 1% (1) of respondents are visiting Goulburn Mulwaree

### Suburbs

- 22% (16) live in West Goulburn
- 19% (14) live on a rural property
- 14% (10) live in the Goulburn CBD
- 14% (10) live in South Goulburn
- 11% (8) live in North Goulburn
- 4% (3) live in Mary's Mount
- 3% (2) live in Eastgrove
- 1% (1) live in Tarago
- 1% (1) live in Parkesbourne
- 10% (7) indicated "other"

### Age

- 33% (24) of respondents are aged 35 to 49
- 21% (15) of respondents are aged 60 to 69
- 21% (15) of respondents are aged 25 to 34
- 18% (13) of respondents are aged 50 to 59
- 5% (4) of respondents are aged 70 to 84
- 1% (1) of respondents are aged 12 to 17

### Gender

- 66% (48) of respondents were female
- 30% (22) of respondents were male
- 3% (2) of respondents preferred not to say

### Language

- 92% (67) of respondents spoke English only at home
- 8% (6) spoke another language

### Diversity

- 10% (7) identified as a person with a disability
- 8% (6) identified as a carer of a person with a disability
- 5% (4) identified as Aboriginal and/or Torres Strait Islander

### Internet access

- The majority of respondents had access to the internet at home (95%)

# COMMUNITY SURVEY FINDINGS

## PERCEIVED QUALITY OF LIFE

There is a perceived very high quality of life in Goulburn Mulwaree, with 96% of survey respondents rating their quality of life - living, working or studying here - as good, very good or excellent.

Just 1% of respondents rated their quality of life as fair (3%) or very fair (1%).

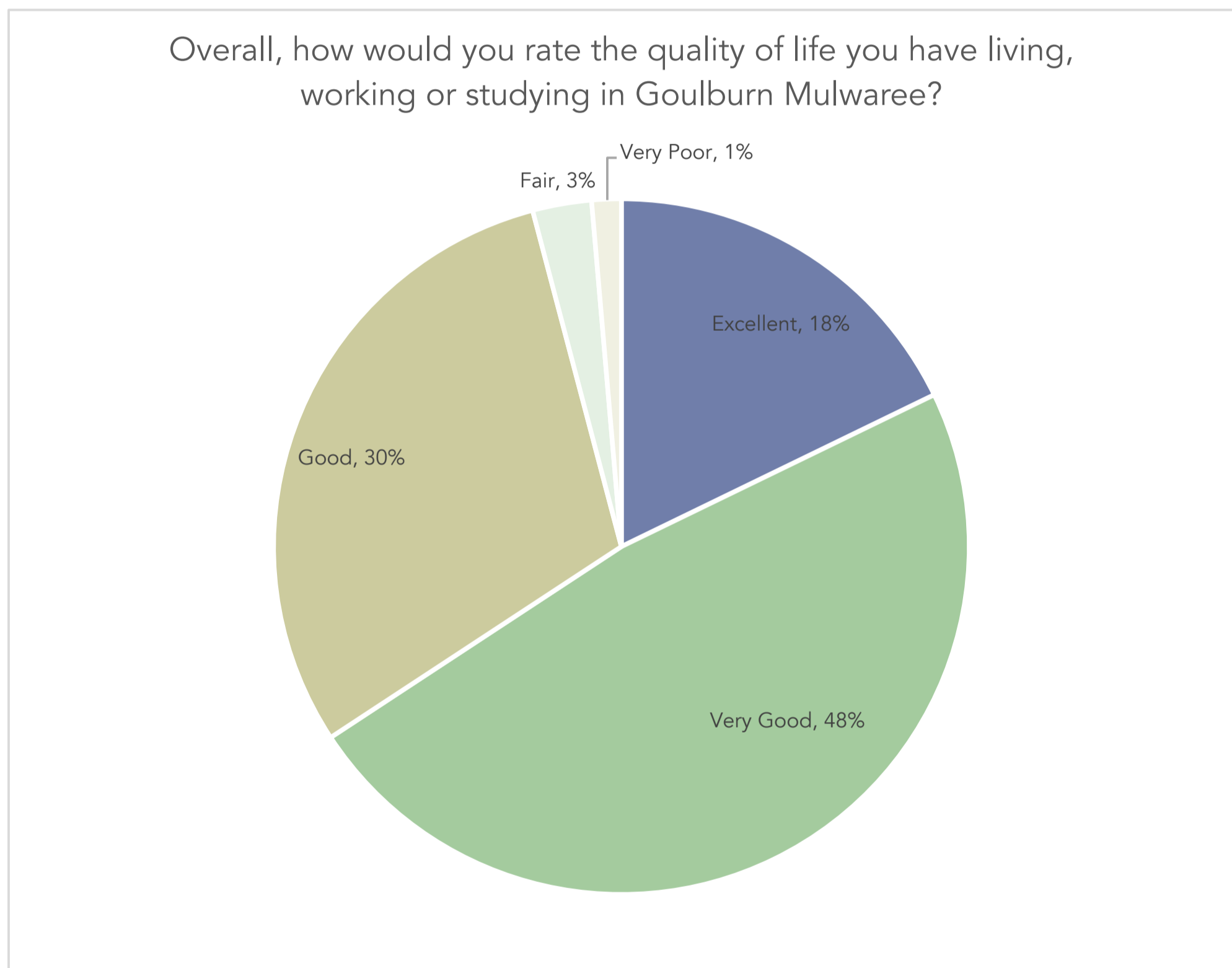


Figure 3 - Quality of life rating

## WHAT MAKES GOULBURN MULWAREE A GREAT PLACE TO LIVE NOW?

Survey respondents highlighted aspects that make Goulburn Mulwaree a great place to live now, including:

- Location, including proximity to Sydney, Canberra, the coast and the mountains (30 comments)
- Access to a wide variety of community services and facilities (27 comments)
- Friendly people and a strong sense of community (22 comments)
- Access to natural and open spaces including for relaxation and recreation purposes (19 comments)
- A range of things to do including community activities, sporting and cultural activities (13 comments)
- Easy to get around, including good roads and sufficient parking (12 comments)
- Strong sense of heritage brings character and place to the town (10 comments).

**TABLE 2 - WHAT MAKES GOULBURN MULWAREE A GREAT PLACE TO LIVE NOW?**

Theme	Individual responses
<p>Location, including proximity to Sydney and Canberra (30 comments)</p>	<ul style="list-style-type: none"> <li>• Location (7)</li> <li>• Central location to major cities</li> <li>• Proximity to larger urban centres</li> <li>• The location with access to Canberra as well as the coast.</li> <li>• Close to the coast, snow fields, and International Airport</li> <li>• Proximity to large cities and coast</li> <li>• Centralised location</li> <li>• Proximity to shopping, sea and freshwater sports</li> <li>• Accessibility to other places such as the Southern Highlands, Sydney and Canberra</li> <li>• It is close to Sydney, Canberra and the coast</li> <li>• Major centres are 1 to 2 hours drive away if required</li> <li>• Good access to Canberra, Sydney and the coast</li> <li>• Great location between Sydney and Canberra</li> <li>• The proximity to Canberra and the coast, and relatively easy access to Sydney</li> <li>• The town is central to Sydney Canberra etc</li> <li>• Central to Sydney/Canberra/coast</li> <li>• It location to Sydney, Canberra, the coast and the snow</li> <li>• Located conveniently between Sydney and Canberra</li> <li>• Central to Canberra &amp; Sydney</li> <li>• Close to Canberra (our capital city) and on the way to everywhere</li> <li>• It's in the middle of any life experiences you desire</li> <li>• Great access to the major cities</li> <li>• Convenient location in relation to major cities</li> <li>• We live close enough to 2 major cities and a stone throw away from the beach. Perfect</li> <li>• It's location in NSW. Being close to the city, the ocean, the nation's capital and the snow</li> </ul>

Theme	Individual responses
<p><b>Access to community services and facilities</b> (27 comments)</p>	<ul style="list-style-type: none"> <li>• Good range of services and close to other centres for other services that aren't available in Goulburn</li> <li>• Plenty of facilities</li> <li>• Sufficient services</li> <li>• We do have everything here</li> <li>• Convenient (everything accessible within 10 minutes drive)</li> <li>• Strong service sector</li> <li>• Many different organisations which people can contribute to</li> <li>• Good health services</li> <li>• We have a great balance of everything we need here, without the chaos of true city living</li> <li>• Goulburn has good basic infrastructure, medical care, library etc.</li> <li>• Convenience</li> <li>• There are good sporting grounds available</li> <li>• All the basic necessities are easily accessible without leaving town. There is a strong business network.</li> <li>• Medical facilities very good</li> <li>• Local facilities are first class. Great library, art gallery</li> <li>• Great services</li> <li>• Facilities</li> <li>• All basic services covered, well-maintained community spaces (Belmore Park, Victoria Park, dog parks, pool)</li> <li>• Good access to sporting facilities (particularly mountain biking)</li> <li>• Local hospital (although insufficient beds to serve community needs) education</li> <li>• Good restaurants</li> <li>• Free WIFI at library</li> <li>• Plenty of schools</li> <li>• Sporting facilities available</li> <li>• There are also a lot of services available in comparison to other country towns</li> <li>• Reliable facilities</li> <li>• Parks</li> <li>• Library</li> <li>• Art gallery</li> <li>• Hume Conservatorium</li> <li>• The library</li> <li>• There are services available locally</li> <li>• Everything is available (shops, services, etc) in a small place with not too much crowding</li> <li>• It is clean and spacious with good facilities for everyone. Sporting facilities need some more attention to attract better competitions and tournaments to Goulburn eg: soccer.</li> </ul>
<p><b>Community</b> (22 comments)</p>	<ul style="list-style-type: none"> <li>• Friendly community (8)</li> <li>• The people and country community</li> <li>• Community</li> <li>• A true community in every sense of the word. I love the familiarity</li> <li>• People</li> <li>• Safe and supportive community, welcoming locals</li> <li>• Sense of 'place' compared to living in Sydney</li> <li>• The people</li> <li>• A focus on community</li> <li>• Kind people,</li> <li>• Friendly town, helpful people, good community</li> <li>• Sense of community</li> <li>• A wide range of diverse community, social and sports groups</li> <li>• Community minded, friendly</li> </ul>

Theme	Individual responses
<p><b>Natural and open spaces</b> (19 comments)</p>	<ul style="list-style-type: none"> <li>Nice parks (2)</li> <li>Good natural resources</li> <li>The scenery</li> <li>Clean air</li> <li>Also the wetlands</li> <li>Beautiful physical assets - like the countryside, historical buildings, river, heritage and sense of belonging</li> <li>Love the river walk can't wait for the pool expansion the parks are good</li> <li>I like the parks even the small ones that allow us to have some trees in our area</li> <li>A great natural environment to live in</li> <li>The Wollondilly walking track is a fantastic recent addition, great to see Goulburn finally opening up &amp; utilising the river</li> <li>Open spaces</li> <li>Good park land. Walk along the river</li> <li>Its walking and cycling tracks, rivers, wet lands, park lands</li> <li>Healthy environment</li> <li>Belmore Park</li> <li>The new river path for cycling and walking is very much appreciated</li> <li>The native surroundings and bush land in walking distance and the many native animals close by</li> </ul>
<p><b>Things to do</b> (13 comments)</p>	<ul style="list-style-type: none"> <li>Great community events and activities</li> <li>Community events</li> <li>Lots of opportunities to get involved via special interest clubs/groups and sporting organisations</li> <li>Vibrant cultural activities including the lieder theatre, regional conservatorium of music, art gallery, the Goulburn club, Goulburn film group, rocky hill musical</li> <li>Good entertainment for diverse demographics.</li> <li>Good mix of community events to be involved in</li> <li>Movies in the park or pool</li> <li>Opportunities in arts, sports, education and community</li> <li>Most of the day to day stuff (eating, clothing) is close but not much entertainment (the cinema needs upgrading)</li> <li>Sporting opportunities are fantastic for kids. The adventure playground is the bees knees. There are some fantastic entertainment / events that have popped up over the past few years which have been really positive - the pictures &amp; popcorn series, comic con, steam punk etc. The concert held recently at the Workers Arena was brilliant and would be great to attract more events like that one. Getting something like "a day on the green" held at a local venue would be a winner (in my opinion) and attract lots of people from surrounding areas - we, along with many Goulburn folk travelled to the ones at Centennial Vineyards in Bowral until they stopped it there.</li> <li>Variety of entertainment, plenty of sports and fitness options</li> <li>Colouring in group</li> <li>Events</li> </ul>
<p><b>Getting around, including roads and parking</b> (12 comments)</p>	<ul style="list-style-type: none"> <li>Good roads (2)</li> <li>The roads in &amp; out of Goulburn</li> <li>Roads are well maintained to travel to/from Canberra</li> <li>Transport</li> <li>Lack of traffic</li> <li>Easy parking</li> <li>Not congested, easy to get around</li> <li>The fact there is no traffic is a dream</li> <li>Easy to get around</li> <li>Ease of access</li> </ul>
<p><b>Heritage</b> (10 comments)</p>	<ul style="list-style-type: none"> <li>Heritage buildings and streetscapes (2)</li> <li>Great characterful town - old historic buildings and heritage is a vital part of the town</li> <li>Heritage</li> <li>"Some" great heritage still left</li> <li>Beautiful physical assets, like the countryside, historical buildings, river, heritage and sense of belonging</li> <li>The history of the town</li> <li>Retained history</li> <li>Rich in heritage</li> <li>Auburn street and the town centre being kept as historical as possible.</li> </ul>
<p><b>Atmosphere</b> (8 comments)</p>	<ul style="list-style-type: none"> <li>Peaceful (2)</li> <li>Small city atmosphere</li> <li>Country atmosphere</li> <li>Country town feel</li> <li>Peace rural lifestyle</li> <li>Quiet town</li> <li>Relaxed</li> </ul>

Theme	Individual responses
<b>Lifestyle</b> (7 comments)	<ul style="list-style-type: none"> <li>• Lifestyle (2)</li> <li>• Rural lifestyle, four distinct seasons</li> <li>• The rural setting of the city with the Cookbundoons as a prominent backdrop</li> <li>• Not over crowded</li> <li>• Rural lifestyle</li> <li>• The laid back ease of it all. No rushing like in cities</li> </ul>
<b>Shopping (7 comments)</b>	<ul style="list-style-type: none"> <li>• Good shops (3)</li> <li>• Good shopping centre (2)</li> <li>• Proximity to shops</li> <li>• The availability of retail outlets and skilled tradespeople</li> <li>• Shopping options available locally</li> </ul>
<b>Council leadership</b> (4 comments)	<ul style="list-style-type: none"> <li>• Council seems to be progressive</li> <li>• Council staff at the council office. The staff at the council office reception and Bourke street office is always extraordinary helpful. Thank you</li> <li>• Council's efforts to listen to resident's concerns and suggestions. Please continue to do so and respond to the suggestions and call to end a major local health concern as explained below</li> <li>• Progressive council and business community</li> </ul>
<b>Town centre (4 comments)</b>	<ul style="list-style-type: none"> <li>• Excellent main street</li> <li>• Town is attractive with its tree lined streets, parks etc</li> <li>• Heritage buildings, wide streets, established trees and generous parks</li> <li>• Trees/plants in the streets</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• The weather (2)</li> <li>• The size of the town is manageable and allows for easy social interactions and social connections (2)</li> <li>• Low crime</li> <li>• It's not a great place to live</li> <li>• It is starting to grow as a regional city</li> </ul>

## WHAT WOULD MAKE GOULBURN MULWAREE AN EVEN BETTER PLACE TO LIVE IN THE FUTURE?

Survey respondents highlighted improvements that would make Goulburn Mulwaree an even better place to live in the future, including:

- Improved public transport options, including within Goulburn Mulwaree as well as to Sydney and Canberra (13 comments)
- More local employment opportunities (11 comments)
- New and improved community events (9 comments)
- New and improved community services (8 comments)
- Planning for community development in Goulburn Mulwaree (8 comments).

**TABLE 3 - WHAT WOULD MAKE GOULBURN MULWAREE AN EVEN BETTER PLACE TO LIVE IN THE FUTURE?**

Theme	Individual responses
<p><b>Improved public transport options within Goulburn Mulwaree and to Sydney/ Canberra</b></p> <p>(13 comments)</p>	<ul style="list-style-type: none"> <li>• Better public transport. Particularly rail to Sydney and Canberra.</li> <li>• Better transport hub with Canberra, the highlands Wollongong and Sydney. I feel it takes way too long to get to these centres by public transport.</li> <li>• The road transport links to the coast from Goulburn need serious attention, ie: repair and widening in some cases.</li> <li>• A commuter return transport service to Canberra civic, train station and hospitals. When looking at the current population growth it would be an extraordinary loss for Goulburn to let the option to run a service like this go. There are already many people commuting daily to work in Canberra and there will be many more in the near future. There are teenagers who would love to study in Canberra or just go there for a visit and shopping. Many Goulburn residents have informed me that they would use a public transport service to work in Canberra if it was running on times to get to and back from work. Commuters, teenagers, growing up children, young families and the elderly would all greatly benefit from such a service. In addition, such a service would add hugely to road safety, support the environment and would save many local families the cost of a second car. Please consider the Goulburn population growth and act upon the need for a proper and well needed commuter service to Canberra.</li> <li>• Please implement a bus service connection stopping at the pool and library with other bus services in auburn street. This would make it possible for people who don't have a car or are unable to drive to be able to use the council services provided (eg: Elderly, young or sick residents). It is also noted that the bus service does not stop at the train station and does not run on time to catch trains to Sydney or Canberra.</li> <li>• Can bus shelters be moved to bus stops that are currently in use? Currently there are many bus shelters in areas where there is no bus service / stops at all. On the other hand, many residents are forced to wait for the local bus in pouring rain or strong sunlight without any shelter. For example, I have seen Goulburn residents who catch the bus from Mary Street to work at Endeavour Industry's. They don't deserve to start their day waiting for the bus in pouring rain or gusty winds. I'm sure anyone will agree.</li> <li>• As the population ages perhaps a widening of the present bus service in some way.</li> <li>• Improved public transport to Sydney/Canberra.</li> <li>• Better train service to Sydney. The timetable is poor. Getting onto existing trains is difficult as often booked out. Weekends services are truly abysmal.</li> <li>• More public transport options both within town and to outlying villages.</li> <li>• Better train service.</li> <li>• Train or public transport to Canberra and Sydney.</li> <li>• Electric interurban trains ie: A vastly improved rail service to Sydney and Canberra.</li> </ul>
<p><b>Stronger economy and employment options</b></p> <p>(11 comments)</p>	<ul style="list-style-type: none"> <li>• More full time jobs (3).</li> <li>• I think it is already heading in the right direction - we just need to continue attracting new businesses and ensure growth is achieved in a controlled manner.</li> <li>• More jobs or better &amp; cheaper access to places that provide employment.</li> <li>• More jobs to encourage people currently on welfare to get jobs and contribute to the economy of Goulburn.</li> <li>• Slightly more types of businesses (eg: More independent supermarket/grocers, more retail). More trades in the area should be encouraged. We sometimes have to get trades from Campelltown/Canberra because people are not available or not willing to come out to a rural property from Goulburn.</li> <li>• More job opportunities for people considering relocating here.</li> <li>• We need more big business.</li> <li>• More job opportunities to bring in more residents and promote growth.</li> </ul>
<p><b>New and improved events</b></p> <p>(9 comments)</p>	<ul style="list-style-type: none"> <li>• More community events eg multicultural literary festivals.</li> <li>• More community events and workshops at the art gallery.</li> <li>• More musical events at the conservatorium.</li> <li>• More community gardens and sustainable/environmental initiatives eg to encourage recycling and permaculture .</li> <li>• A Floriade type festival to encourage local tourism .</li> <li>• A farmers market.</li> <li>• Better advertising of events and improved management of events. I believe the organisation of the 150 years of the railway in Goulburn should be improved. If you are asking people to travel to and perform in Goulburn then the least the committee could do is organise seats on the train.</li> <li>• Good festivals and community events.</li> <li>• Perhaps hosting some larger scale events like miss muddy or colour runs etc would bring some more people to town.</li> </ul>



Theme	Individual responses
<p><b>More and improved services</b> (8 comments)</p>	<ul style="list-style-type: none"> <li>• Attracting more early intervention and specialist services, such as OT's and psychs is desperately needed. The wait lists to get little people in to see them is ridiculous and kids often miss that crucial window of getting the early help that is life changing for them.</li> <li>• A new hospital on a green field site.</li> <li>• Diversified supplier competition for service sector.</li> <li>• Hospital parking.</li> <li>• Improvements to healthcare services (but that's always and everywhere).</li> <li>• Improved health facilities.</li> <li>• And multi-storey car park at hospital.</li> <li>• Goulburn needs more coordinated, person centered services. There is not enough partnerships, program coordination or engagement from services.</li> </ul>
<p><b>More higher education opportunities</b> (6 comments)</p>	<ul style="list-style-type: none"> <li>• More higher education opportunities.</li> <li>• Maybe UoW or another uni could have an outreach campus like moss vale.</li> <li>• More access to higher education institutions (ie: Locally based higher education).</li> <li>• Development of educational offerings at the tertiary level.</li> <li>• More TAFE courses.</li> <li>• Education opportunities. Some families cannot afford to send kids away for further studies and not all online campuses have desired courses. Some further education beyond TAFE would be a massive advantage.</li> </ul>
<p><b>Sustainability and environment</b> (6 comments)</p>	<ul style="list-style-type: none"> <li>• The articulation of a long-term plan/vision in regards to social and environmental sustainability.</li> <li>• Better recycling and composting and incentive to do these - particularly for schools and workplaces. Schools are teaching the next generation, and are failing to implement simple measures like recycling.</li> <li>• Encourage water conservation in town - eg encourage rain water tanks.</li> <li>• Community groups dedicated to environmental protection and sustainability such as Landcare, the Goulburn Group and Wires.</li> <li>• Better management of invasive pest species (feral cats, feral birds).</li> <li>• Better environment controls - eg myna birds, value the natural heritage.</li> <li>• Recycling facilities.</li> </ul>
<p><b>Council leadership</b> (8 comments)</p>	<ul style="list-style-type: none"> <li>• An engaged council committed to cultural development and social supports.</li> <li>• A vision centred leadership focusing on the now and not the past.</li> <li>• A new, forward thinking council.</li> <li>• More community consultation.</li> <li>• A good all embracing plan which includes the villages, zoning and more flexibility on permitted developments. Listen to what the residents tell you and act accordingly.</li> <li>• Council listen to rate payers and stop wasting time on consultants who have no idea.</li> <li>• Acknowledgment of the evolution of Goulburn as a satellite city to nearby Canberra. Council and residents actively working towards attraction of industry and recreational opportunities for Goulburn.</li> <li>• GMC would benefit greatly from having a community development team/department. As local government is the key to effective community and government/policy development.</li> </ul>
<p><b>More and improved facilities</b> (7 comments)</p>	<ul style="list-style-type: none"> <li>• Facilities which support connectivity within the community such as the performing arts centre.</li> <li>• Fully enclosed year round swimming facility, sun shades over all park equipment for children, updating skate park McDermott Drive ( where majority of kids are) indoor kids play areas for winter time.</li> <li>• Get the pool expansion started.</li> <li>• More cultural facilities. Look to Orange and Bathurst as examples - greater cultural infrastructure - museums, cultural tourism, arts, respect for heritage and history.</li> <li>• The new cultural centre will be an added a great addition to the already good live entertainment available.</li> <li>• A world class sports arena.</li> <li>• An entertainment complex including 1,000 and 250 seat theatres.</li> <li>• The proposed aquatic centre and PAC developments are exciting.</li> </ul>
<p><b>Opportunities for young people</b> (5 comments)</p>	<ul style="list-style-type: none"> <li>• Having more to do for youth. After school activities, weekend activities. A youth centre to run activities from</li> <li>• More job and study opportunities for young people.</li> <li>• More job opportunities for younger people who have completed their higher education studies. It appears that many young people, once completing their higher education, generally leave the region or work outside of Goulburn.</li> <li>• More things for kids to do whether free or paid. More job opportunities for kids.</li> <li>• More options for activities for children particularly in the winter months.</li> </ul>
<p><b>Footpaths and roads</b> (5 comments)</p>	<ul style="list-style-type: none"> <li>• Some of the older areas need upgrading as far as their footpath's are concerned it is impossible to walk on the sloped grass path with scrappy trees in south Goulburn the road is the only place for walking.</li> <li>• Foot paths not so broken.</li> <li>• Road and footpath improvements.</li> <li>• Better roads on local streets (2).</li> </ul>
<p><b>Heritage</b> (5 comments)</p>	<ul style="list-style-type: none"> <li>• Better protection of the old buildings and better information about their conservation.</li> <li>• More education about how to manage the old buildings - lead by example - and provide information for people to renovate and respect their old buildings properly. Provide resources for salvaging heritage items currently going to landfill - what a total waste being flushed down the loo!</li> <li>• Better value heritage - ie information for old buildings.</li> <li>• Preserving our brand, heritage is our brand, those buildings, homes and streetscapes are our public art. New buildings in Auburn Street should in the style of our local architecture, not in the mediocrity of transparent boxes. Heritage is what gives Goulburn a comparative advantage.</li> <li>• Goulburn's early history and architectural heritage are its greatest assets. The shopfronts in the main street are appalling and in need of significant improvement. Goulburn needs a main street strategy or placemaking scheme to work with owners to promote the heritage values of the street. New buildings should be designed by architects and must not destroy the heritage values of existing assets.</li> </ul>

Theme	Individual responses
<b>Town centre improvements</b> (4 comments)	<ul style="list-style-type: none"> <li>• Making auburn street a car free zone in the future might be a brilliant idea. Cafes and restaurants could have dining table's outside making auburn street a quiet and relaxing outside shopping, cafe, lunch and dining area. This would most like be popular for tourists, locals and businesses. In addition, it would hopefully also encourage locals to walk and cycle more which would be of great health benefits for the local community and reduce disease related population costs. Concerns for car spaces could be addressed by creating and signage to car spaces behind Auburn Street Shops. Making shops accessible from both sides Auburn Street and car spaces behind the shops would possibly attract more businesses to Auburn Street including a local vegetable and fruit grocery which is currently deeply missed by many residents since the closure of farmer fields. Any business would most likely benefit from having a shopfront in a busy area of the main street and car parking at the back of the shop.</li> <li>• Greater emphasis on restoration and preservation of the "face" of Goulburn, eg. Shopfronts in Auburn St.</li> <li>• Government and Council need to invest more money in to Goulburn. It can become an extension of the Southern Highland's boutique look and feel. Case in point is the main street where the buildings are run down and vacant, probably as a result of being too expensive to rent.</li> <li>• Streetscape improvements.</li> </ul>
<b>Access to natural and open spaces</b> (5 comments)	<ul style="list-style-type: none"> <li>• Better access to natural areas including the rivers and parks.</li> <li>• Public kayaking and canoeing in rivers and dams.</li> <li>• Ice rink in the Victoria Park Pool in Winter - freeze the Olympic Pool to use for ice skating.</li> <li>• Expand the river walk.</li> <li>• More open spaces and planning for open spaces, rather than trying to accommodate them when it is too late. The access to the river, adventure playground and overall investment in the community in recent years is refreshing and something I hope continues.</li> </ul>
<b>Sporting and recreation opportunities</b> (5 comments)	<ul style="list-style-type: none"> <li>• Management of social infrastructure to provide recreational opportunities for residents.</li> <li>• More recreational opportunities for families (outdoor and indoor, natural and managed), tourist activities in rural landscape, promotion and focus on one festival not a dozen or so.</li> <li>• Sporting facilities need some more attention to attract better competitions and tournaments to Goulburn eg: soccer - we have one of the biggest facilities in NSW regional areas and are constantly in the eyes of surrounding areas including Sydney home to NSW. We have a great range of sports men and women with fantastic potential but they are required to move out of town to further their sporting careers. I think we are definitely moving in the right direction to cater for everyone in Goulburn.</li> <li>• More money spent on leisure / sporting facilities.</li> <li>• Utilise Veolia Arena for more diverse uses - it's such a fantastic facility. Consider alternate sports such as volleyball who are always looking for multi-court regional venues for events, or even sports such as handball and badminton.</li> </ul>
<b>Shopping</b> (6 comments)	<ul style="list-style-type: none"> <li>• More variety of shops with a range of fashion available for all demographics (not just ladies fashion and baby clothes).</li> <li>• Upgrade the shopping mall.</li> <li>• More shops open up Supre, Myers, Big W, IGA.</li> <li>• More retail outlets.</li> <li>• Increased retail.</li> <li>• A better shopping scene.</li> <li>• Attracting some more "big businesses" to set up in Goulburn would be ideal, especially with such incredible [job] losses such as the [upcoming closure of] the Coles Distribution Centre.</li> </ul>
<b>Housing</b> (3 comments)	<ul style="list-style-type: none"> <li>• Quality low cost, environmentally friendly, efficient social housing.</li> <li>• A major problem with Goulburn is the cost and type of housing. There needs to be a bigger mix of sizes smaller for singles and elderly, mid size for young couples as well as the family estates. If it were possible to have apartments above the shops in the main street that would be good.</li> <li>• More care &amp; respect of our heritage builds, streetscapes &amp; trees.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• NBN, or any reliable internet is non-existent in the Run-O-Waters areas and being a "work from home" person, this is incredibly frustrating.</li> <li>• Education and enforcement of regulations relating to habits that were once acceptable but are no longer so, eg. smokey chimneys, parking on nature strips. Also I do not understand why Council continues to allow the ugly unrestricted operation of the wrecking yard directly opposite its sporting showpiece, the Veolia Arena.</li> <li>• More rubbish bins in public areas i.e. the new walking track by the river for dog poo bags.</li> <li>• Changes to waste collection services (more green waste during summer in particular).</li> <li>• Community clubs/activities e.g. sporting activities, yoga, spiritual groups, book clubs, mothers groups.</li> <li>• Implementation of social inclusive policies and the strengthening of existing programs that attempt to overcome some of the social and economic inequalities experienced by groups within the city.</li> <li>• Greater recognition and celebration of its indigenous heritage.</li> <li>• There needs to be more advertising around things that are on in the region (or targeted better). Too often I hear of events I would love to have gone to but never heard about them. Suggestion would that the Visitors Information Center be the one stop shop for that. It has some but not all events.</li> <li>• Making more places accessible to wheelchairs</li> <li>• Does the new pool come with a sauna and /or steam room? It would be perfect for the Goulburn community especially in Winter and also supports general health. The room could be used by the public at additional cost to the pool entrance fee. This idea and service is very popular in Sydney pools especially when it's situated in a private area of the pool. Many people are looking for ideas to reduce stress. A sauna and / or steam room in a quiet area of the pool would be very helpful for that.</li> <li>• Please stop adding fluoride to the local drinking water. Fluoride is known to be a neurotoxin and a health risk especially for our children. Goulburn council has been doing a fantastic job with adding filtered water bubblers to the streets and encouraging locals and families to increase their water intake and promote health. Unfortunately, fluoride cannot be filtered out by standard filtration and therefore instead of supporting local health Goulburn council is unknowingly encouraging its population to consume toxins on a daily basis.</li> <li>• The weather is a problem so need shade every where, and air conditioned public spaces for community to go in heatwaves (not just clubs, shopping centre). Intensely hot and cold weather limit people from being outdoors.</li> </ul>

## AGREEMENT STATEMENTS

Survey respondents were asked to indicate whether they agree or disagree with a number of statements related to community and social wellbeing in Goulburn Mulwaree on a scale from strongly agree through to strongly disagree.

As is shown in Figure 2 below, overall, survey respondents agreed with the majority of statements indicating satisfaction with aspects such as opportunities to participate in community life and local decision-making, presence of community groups and support networks and access to housing.

However, some statements received lower levels of agreement including:

- I have adequate job opportunities in Goulburn Mulwaree;
- Quality education is available and accessible;
- My local government is able to help our community face challenges.

This indicates a community desire to improve local access to employment opportunities, quality education and trust in Council leadership.

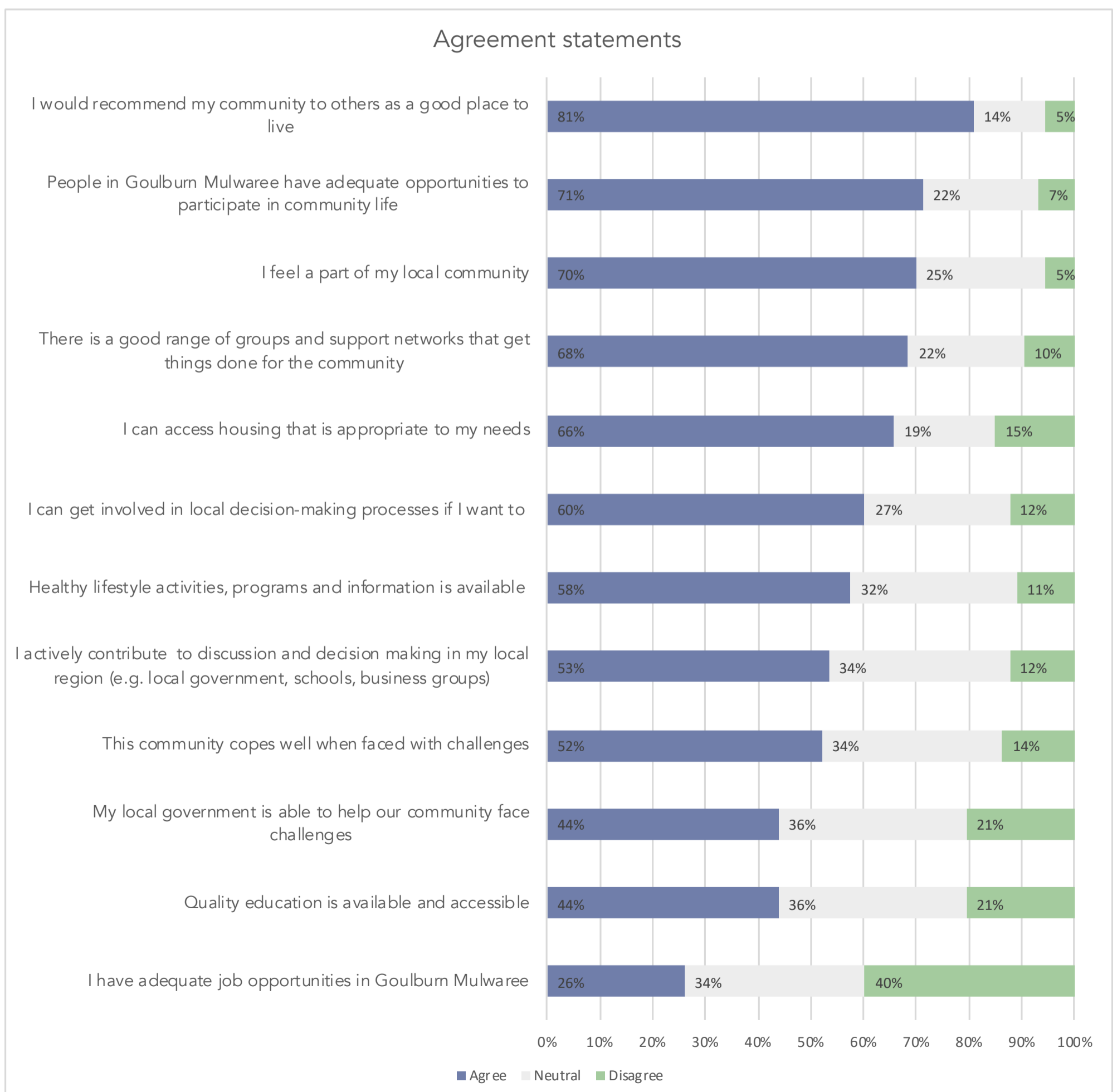


Figure 4 - Agreement statements

## PARTICIPATION IN COMMUNITY LIFE

As is shown in Figure 3 below, survey respondents participated in the following activities most often:

- Visited a local park (78% weekly or monthly)
- Went out to a restaurant, bar or club (71% weekly or monthly)
- Went out with a group of friends (52% weekly or monthly)
- Used the Library (43% weekly or monthly)
- Played in or attended a sporting event (40% weekly or monthly).

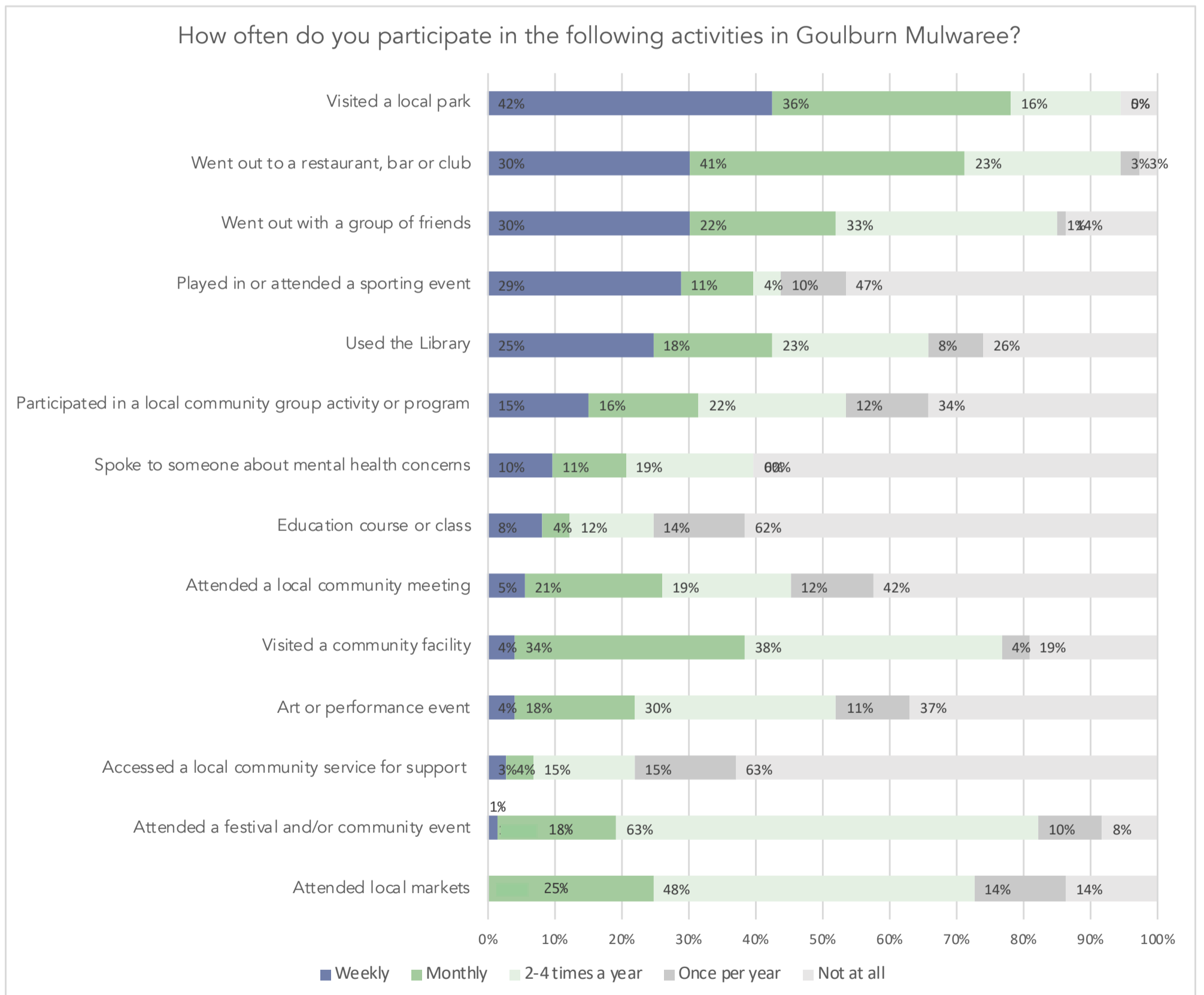


Figure 5 - Participation in activities

## BARRIERS TO PARTICIPATION IN COMMUNITY LIFE

As is shown in Table 5 below, survey respondents were most likely to experience the following barriers to undertaking these types of activities more often in Goulburn Mulwaree:

- Activities I would like to experience are not available (34%)
- Not available at the right times (30%)
- Not enough activities for young people (26%)
- Not enough activities for families (26%)
- I don't have time (26%).

This indicates opportunities to increase activities offering in response to community appetite, including activities available at night and on the weekend and activities for young people and families.

**TABLE 5 - BARRIERS TO MORE FREQUENT PARTICIPATION**

Barrier to more frequent participation	#	%
Activities I would like to experience are not available	25	34%
Not available at the right times	22	30%
Not enough activities for young people	19	26%
Not enough activities for families	19	26%
I don't have time	19	26%
Cost of entry/participation	16	22%
I don't feel that the activities/events are inclusive for me	13	18%
Quality of activity or facility	13	18%
Not enough activities that celebrate our cultural diversity	12	16%
Don't know where to find out about activities/events that are happening	12	16%
Transport not available	12	16%
Other (please specify)	9	12%
Distance from home	8	11%
Not enough activities for older people	7	10%
Poor disability access	7	10%
Feel unwelcome	3	4%

## VOLUNTEERING

The majority of survey respondents (62%) had volunteered as a member of a community organisation or group in the twelve months prior to completing this survey.

Of those who volunteer, the majority volunteer less than 1 hour a week (54%), with:

- 13% (7 people) volunteering approximately 1 hour per week
- 13% (7 people) volunteering approximately 3 hours per week
- 8% (4 people) volunteering approximately 4 hours per week
- 12% (6 people) volunteering approximately 10 hours per week.

As is shown in Table 4 below, survey respondents were most likely to have volunteered as part of a sporting club (33%) or environmental or landcare group (22%).

**TABLE 4 - VOLUNTEERING / TYPE OF GROUP**

Type of group	#	%
Sporting Club	15	33%
Environmental or Landcare group	10	22%
Creative Arts Group	7	16%
Community committee	7	16%
Local action or residents group	7	16%
Service Club	6	13%
Church and/or faith group	5	11%
Support group	4	9%
Emergency Services (ie RFS, SES)	2	4%
Business or advisory committee	1	2%
Scouts/guides	1	2%
Other	16	36%

## ACCESSING SERVICES

As shown in Table 6, while 36% of survey respondents indicated no problems accessing services in their local area in the past twelve months, those who had were mostly likely to have had problems accessing transport (18%) and doctors (18%).

Of those who had problems accessing services, the most common barriers were:

- Cost of service (41%)
- No service in [their] area (37%)
- Poor customer service (34%), and
- Appointment not available at required time (34%).

**TABLE 6 - PROBLEMS ACCESSING SERVICES**

Problems accessing services	#	%
I haven't experience any problems accessing services	26	36%
Transport	13	18%
Doctors	13	18%
Education	9	12%
Community services	9	12%
Arts	9	12%
Specialist medical services	9	12%
Dentists	7	10%
Mental health services	7	10%
Recreation	6	8%
Counselling	5	7%
Centrelink	5	7%
Hospitals	5	7%
Other	5	7%
Childcare	2	3%
Employment services	2	3%
Housing services	2	3%
Disability services	1	1%
Legal services	1	1%

**TABLE 7 - BARRIERS TO ACCESSING SERVICES (N=41)**

Barriers to accessing services	#	%
Cost of service	17	41%
No service in your area	15	37%
Poor customer service	14	34%
Appointment not available at required time	14	34%
Inadequate internet access	8	20%
Transport/distance	8	20%
Other	6	15%
Cannot trust them	4	10%
Health or disability	3	7%
Access issues	3	7%

## INCLUSION

Respondents who indicated they were culturally or linguistically diverse; a person with disability; a carer of a person with disability; or Aboriginal or Torres Strait Islander were asked whether there any specific services and/or facilities that could be provided in Goulburn Mulwaree to improve opportunities for these groups.

### **Are there any specific services and/or facilities that could be provided in Goulburn Mulwaree to improve opportunities for culturally and linguistically diverse people?**

- The only point of entry is the Multicultural Centre - but I'm not into Zumba, would like to find ways to meet other Muslim residents to discuss and understand cultural and religious issues better.
- "Make G a place for Travellers to stop. Could include more facilities for Grey Nomads ie 24 hr parking in town for SC vehicles, open Showground for grey Nomads, turn Pejar Dam into a SC camping site for travellers and locals. It would make a fabulous water recreational area - see how other councils around Oz have done this. CMCA Would probably help with this. "
- Perhaps a central location (other than Facebook) to advise what groups are available, where they are and what they do socially might be helpful.
- Language speaking groups to practice languages, language lessons. Australia (Goulburn more so than Canberra) is falling behind with bilingualism. This disadvantages our youth for career and opportunities down the track, but bilingualism is known to boost brain function in other areas too.

### **Are there any specific services and/or facilities that could be provided in Goulburn Mulwaree to improve opportunities for people with disability?**

- The paths are not mobility friendly, the Main Street slopes so that walkers and manual chairs roll into the gutter, shop fronts have step, signs are all in English, accessible parking should be improved. We need parent parking, more walk ways through the blocks to parking in the CBD. Belmore Park disabled toilet is locked after hours.
- MPRE social groups for young adults

- "Upgrading footpaths and crossings  
Also access with cars parked on nature strips and footpaths (cars and caravans). More responsibility for dog owners - re roaming or escaping dogs - stronger actions required."
- Being able to get into shops would be a start.

### **Are there any specific services and/or facilities that could be provided in Goulburn Mulwaree to improve opportunities for Aboriginal and / or Torres Strait Islander people?**

- I would like to see an acknowledgment of country as the footer of all council correspondence or Email as is done with TAFE OLS Sydney. It could be as simple as: We acknowledge the (insert local tribal community) who lived on and used this land.

# A SOCIALLY SUSTAINABLE GOULBURN MULWAREE IS A COMMUNITY AND PLACE THAT IS.....

The word cloud below shows the words that were used most frequently by survey respondents in finishing the sentence "A socially sustainable Goulburn Mulwaree is a community and place that is..."

The full list of sentences is available overpage in Table 7.



Figure 6 - Survey - defining social sustainability in Goulburn Mulwaree



**TABLE 8 - SURVEY - A SOCIALLY SUSTAINABLE GOULBURN MULWAREE IS A COMMUNITY AND A PLACE THAT IS...**

A socially sustainable Goulburn Mulwaree is a community and place that is...
<ul style="list-style-type: none"> <li>Inclusive of all. Looks after our most vulnerable people.</li> </ul>
<ul style="list-style-type: none"> <li>Inclusive of all. It is a place that provides all the facilities, infrastructure, educational, medical and recreational requirements a person could need without having to leave the community. It is a place that attracts outsiders who then contribute to the local economy via such avenues as shopping, accessing services, attending events etc. It has a point of difference in that it is still a "country town feel", yet has the convenience of a big city. It is a place that is attractive to outsiders to visit, to set up their businesses, or to take that "tree change" they need.</li> </ul>
<ul style="list-style-type: none"> <li>Community driven, inclusive and innovative. A community that is informed and confident to 'participate' in their community and has hope for their future and the future of their children. A community where geography, education, and health are not entrenched social issues but can be celebrated by all.</li> </ul>
<ul style="list-style-type: none"> <li>Capable of addressing the social needs of all levels of the community, without barriers and prejudice. It provides access to services and opportunities to meet the social needs of our diverse and growing community.</li> </ul>
<ul style="list-style-type: none"> <li>Welcoming to everyone and people don't have to leave because everything they need is right here.</li> </ul>
<ul style="list-style-type: none"> <li>Inclusive irrespective of age, economic status.</li> </ul>
<ul style="list-style-type: none"> <li>Prepared to move forward and evolve.</li> </ul>
<ul style="list-style-type: none"> <li>An environmentally sustainable, innovative community that cares about those who have less &amp; offers opportunities for everyone to participate in community &amp; society. A place where there is social housing that is affordable, innovative &amp; within walking distance of the town centre. A place where there are health services for those who need them &amp; transport options for accessing specialised care in larger centres. A place where those with wealth don't get a stronger voice than those without, where everyone's opinion is valued and there is no corruption of favouritism for developer's or big business. A socially sustainable GM is one with a stable population. Bigger does not mean better.</li> </ul>
<ul style="list-style-type: none"> <li>Has services for all people and for all levels of needs and issues. Complex needs and issues are not well supported within the community. There is a lack and shortage of specialist services.</li> </ul>
<ul style="list-style-type: none"> <li>Proactive in committing to programs that focus on children and young adults that are at risk of becoming young offenders and entering NSW overcrowded criminal justice system. A socially sustainable Goulburn Mulwaree would have a larger variety of shops keeping consumers within the region rather than being pushed to go online or to larger centres. There would be more easily accessible programs supported such as smart recovery, AA and similar programs that are easily quashed due to lack of support.</li> </ul>
<ul style="list-style-type: none"> <li>Inclusive of all members of the community, is committed to encouraging diverse participation, supports new ideas and community projects, has a council that supports local community projects, celebrates successes.</li> </ul>
<ul style="list-style-type: none"> <li>I don't believe in sustainability. It is either regenerative or degenerative. The only constant in life is change. What an initiative to buy into that is themed regenerative. Think about it.</li> </ul>
<ul style="list-style-type: none"> <li>Accessible to all people.</li> </ul>
<ul style="list-style-type: none"> <li>A means of achieving a better standard of living , and well being.</li> </ul>
<ul style="list-style-type: none"> <li>We are proud to leave for future generations. But to do so, we need to make environmental changes backed by science.</li> </ul>
<ul style="list-style-type: none"> <li>A place that people visit and then want to move here.</li> </ul>
<ul style="list-style-type: none"> <li>Healthy and active and connected to its natural environment.</li> </ul>
<ul style="list-style-type: none"> <li>A place where people from all walks of life feel connected , are being listened to by their local council, have good representation by local members (which is lacking) having a group of councillors that you feel proud of and who listen to the community (which we only have to a certain extent) have facilities for people from all walks of life (at the moment quite good) i feel the social side of this town and surrounds is reasonably well set up, there would always be room for improvement. Politicians and GMC do need to listen and act , not just do token gestures around the community to get re elected.</li> </ul>
<ul style="list-style-type: none"> <li>"Focused on creating and preserving genuine employment opportunities for all ages, that is apolitical and genuinely sectarian, ie is founded on religious prejudices."</li> </ul>
<ul style="list-style-type: none"> <li>Supportive to progression of regional towns as well as Goulburn and caters for all age groups not just the elderly.</li> </ul>
<ul style="list-style-type: none"> <li>Friendly, accesses shared activities and meeting places, watches out for and cares about the neighborhood.</li> </ul>
<ul style="list-style-type: none"> <li>Safe, welcoming, vibrant and healthy.</li> </ul>
<ul style="list-style-type: none"> <li>Inclusive, non-judgmental, open to new opportunities, supports local business, values it's heritage, values open spaces and good quality housing. Provides a wide range of retail and food options in the CBD.</li> </ul>
<ul style="list-style-type: none"> <li>Promoting the well being of its people through equitable and diversified means. Access to services, events, information and groups is known, available, welcome and given freely, without prejudice.</li> </ul>
<ul style="list-style-type: none"> <li>Open and accessible to all, widely advertised, cost contained for families.</li> </ul>
<ul style="list-style-type: none"> <li>Understanding and supportive of all.</li> </ul>
<ul style="list-style-type: none"> <li>Inclusive, welcoming, supportive, safe, progressive, innovative, people take pride in making all aspects of the community the best they can be.</li> </ul>
<ul style="list-style-type: none"> <li>Larger community supported by transport links.</li> </ul>
<ul style="list-style-type: none"> <li>Participated by all- encourage those on social housing and welfare to be self sufficient and not rely on government.</li> </ul>
<ul style="list-style-type: none"> <li>Open, welcoming, neighbourly and provides good visitor/customer service, fosters and promotes its greatest assets, is quiet, peaceful, respectful.</li> </ul>
<ul style="list-style-type: none"> <li>What can one say?</li> </ul>

## A socially sustainable Goulburn Mulwaree is a community and place that is...

- Inclusive of all cultures and views.  
Considers the needs of people now and into the near future (future planning).  
Being more transparent with citizens about the local government's plans for the future of the region.  
More communication about the job, education, development, sporting opportunities, etc.  
Having a more inclusive decision-making process that involves more extensive consultation with the general public, local business, community/ representative groups on the decisions made for the region (I am aware this already exists, however, it would be great if this continued to ensure more people of the local area participates in larger decisions).
- A growing, contemporary, dynamic, eclectic community .
- I am happy with Goulburn as a whole. I feel we lack in education and feel council at times wants new. Our main st works. Yes, we want tourist and new people residing here but we must remember that we do have an ageing population but also a lot of young families. So parking a distance off the main st is an inconvenience and makes it difficult for the elderly and people with young kids. Instead of just main st parking perhaps we could also look at parking around schools - it's dangerous. The hospital- not enough. If we can't fix the small things, how can we implement the new.
- Growing and with growth we need better transport so people can access work be it in Sydney or Canberra.
- Growth in community events and activities, increase in job opportunities.
- Full of parks and safe play areas for children, a place where development is not impeded by the belief that what we used to have was the best, a place where new growth can take place amongst and alongside the heritage of the past, fake heritage is not heritage at all, a place where personal health and growth can be expressed and listened to, a place with imagination and implementation.
- Listening and acting upon residents input and concerns and is actively supporting health as well as needed services for the community and local residents. Thank you.
- Welcoming and has all facilities available to all, no one stopped from enjoying a event etc because of age, physical, mental ability.
- Providing everybody living in the community a better standard of living.
- Is easy to live in an has institutions that are really responsive to community input and do not just pay lip service.
- Inclusive of all people.
- Resilient in the face of a disaster, resilient in the face of daily living and managed by a decent council.
- Inclusive of all social groups (including isolated individuals). Building social connections by a non-resident is difficult as a long distance to home (Canberra) means a long drive needs to be considered will be at the end of any social engagement. Drinking any alcohol is out of the question and unwillingness of residents to return the social effort (visit Canberra) results in a sense of exclusion (even for a male). I find social media is ineffective in providing a clear concise and up to date schedule of events and posters and flyers are rarely circulated to businesses (where i work) and i only occasionally visit the CBD to get lunch.
- Inclusive to all.
- Has activities families and young people and cost efficient .
- Proud of who we are, accepting of all of us in all our diversity, knows that kindness does matter, and focuses on basic services like good public transport, affordable housing, parks, pool, sporting facilities. Also be proud of being Australian. It is who we are. Don't just paint native trees on concrete, plant them. Stop planting and stop celebrating introduced species like lilacs and roses and magnolias etc. And there's way too much on. Too many festivals and events and rah rah. Something every weekend. I've given up trying to keep up.
- Lives rationally within the limits our environment can sustain. Rather than people to pursue narrow self interests of maximizing wealth and maximizing influence.
- Inclusive with opportunities for everyone.
- "Caters for all, including people with mobility issues, get into shops, going along the main street due to slope is difficult especially when it's wet.  
Crossing streets, lights don't even let you get half way across.  
Footpaths are another thing.  
I have not been able to keep up my two volunteer groups due to access."
- Inviting and accepting, affordable and enjoyable.
- Accessible for a lot of needs living rurally without having to go to a city and taking money out of the town.
- "Council invests in projects/activities that benefit the whole community not just vanity projects that will leave massive debt legacies to the whole community."
- Provides a broader range of activities that are inclusive of a majority group rather than smaller minority or specific groups of people.
- Joins people together for fun and happiness.
- On the way to improvement..  
If the public housing areas could be improved and more jobs on offer for locals. The town needs to work on being a better town for all, being a more beautiful town would also be lovely as it has so much potential. Goulburn needs an image overhaul of not just being a cold place to live, but a beautiful place to live and enjoy.
- Open and welcoming to all cultures, embracing all levels of society to give everyone a voice.
- "Switched on and has venues and activities where people can meet and interact facilitates communication and support".
- Inclusive, welcoming, accessible, creating opportunities, loving the local environment and historical heritage as valuable local assets and doing all we can to respect and make the most of them.
- Open to all people, meaning that all people in the community are welcomed and not judged, that attitudes are non-discriminatory (from the people, not so much those running things). People need to be interested in becoming involved in things and actively seeking community and connection. People need access to events and groups, via ore transport options, particularly in the evenings and to small villages.
- Inclusive and supportive of its residents.

## A socially sustainable Goulburn Mulwaree is a community and place that is...

- Welcoming, accessible and alive. A more vibrant culture and youth actively involved in more facets of the community would be great to see.
- Inclusive and welcoming.
- Inclusive to everybody all of the time. It is about being equal to everybody all of the time and giving the same options and rights to every group.
- Acknowledges, preserves and celebrates its past but is willing to move forward and embrace what is expected of citizens of the 21st century.
- Inclusive and diverse, welcoming and catering to various needs, interests, ages and abilities. Educative and fun, purposeful and bringing meaning to people's lives eg: working to improve our climate and world.
- 1. Inclusive of all people.
  2. Based on policies and programs that engender the well-being of its inhabitants.
  3. Proud of its indigenous heritage.
  4. Mindful of the inequalities causing social dislocation in order to ameliorate continuing social disadvantage.
  5. Centered on development that is environmentally and socially sustainable.
- Economically growth-oriented & governed to be robustly insensitive to down turns. It embraces higher education, the arts & its own service sector.

# PCYC GOULBURN



POP UPS

# ABOUT THE POP UPS

## POP UP OVERVIEW

In total, five pop up board activities were conducted at Goulburn Mall, the PCYC and during the three community workshops.

The pop up board activity asked people to consider a list of statements about life in Goulburn Mulwaree and to indicate whether they agree or disagree that these are social strengths for their community.

In total, 96 people participated across all pop up board activities.



# POP UP ACTIVITY FINDINGS

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## POP UP OVERVIEW

Figure 6 over page shows that the statements with the highest levels of agreement were:

- There are good parks and recreation opportunities;
- Goulburn Mulwaree has strong sporting communities;
- I can get involved in helping out the community if I want to.

This indicates that opportunities for recreation, sporting and volunteering are currently seen as strengths for social sustainability in Goulburn Mulwaree.

The statements that received the lowest levels of agreement were:

- There is good public transport connectivity in Goulburn-Mulwaree;
- Housing is affordable and homelessness is low;
- There are plenty of things for young people to do ;
- I can easily access jobs in the area;
- There are quality tertiary education opportunities in the area.

This indicates that there are opportunities to improve access to public transport, affordable housing, things to do for young people, employment and tertiary education in Goulburn Mulwaree.

## KEY DIFFERENCES ACROSS LOCATIONS

It is difficult to determine differences in pop up board activities findings across different locations due the relatively low number of responses at the Marulan and Tarago community workshops and at the PCYC.

However, key differences from young people at the PCYC include:

- The majority of young people agree there are plenty of things for young people to do. This is perhaps due to the fact that young people who completed the activity are likely involved in activities via the PCYC;
- The majority of young people agree they can get help with mental health if they needed to, with none disagreeing.

Key differences from Marulan and Tarago include:

- All participants in Marulan and Tarago disagree that there are plenty of things for young people to do;
- No participants in Tarago agree and the majority disagree that there are free activities to participate in; that they can easily access a range of community services; and that housing is affordable and homelessness is low.

## Agreement with Goulburn Mulwaree's social strengths

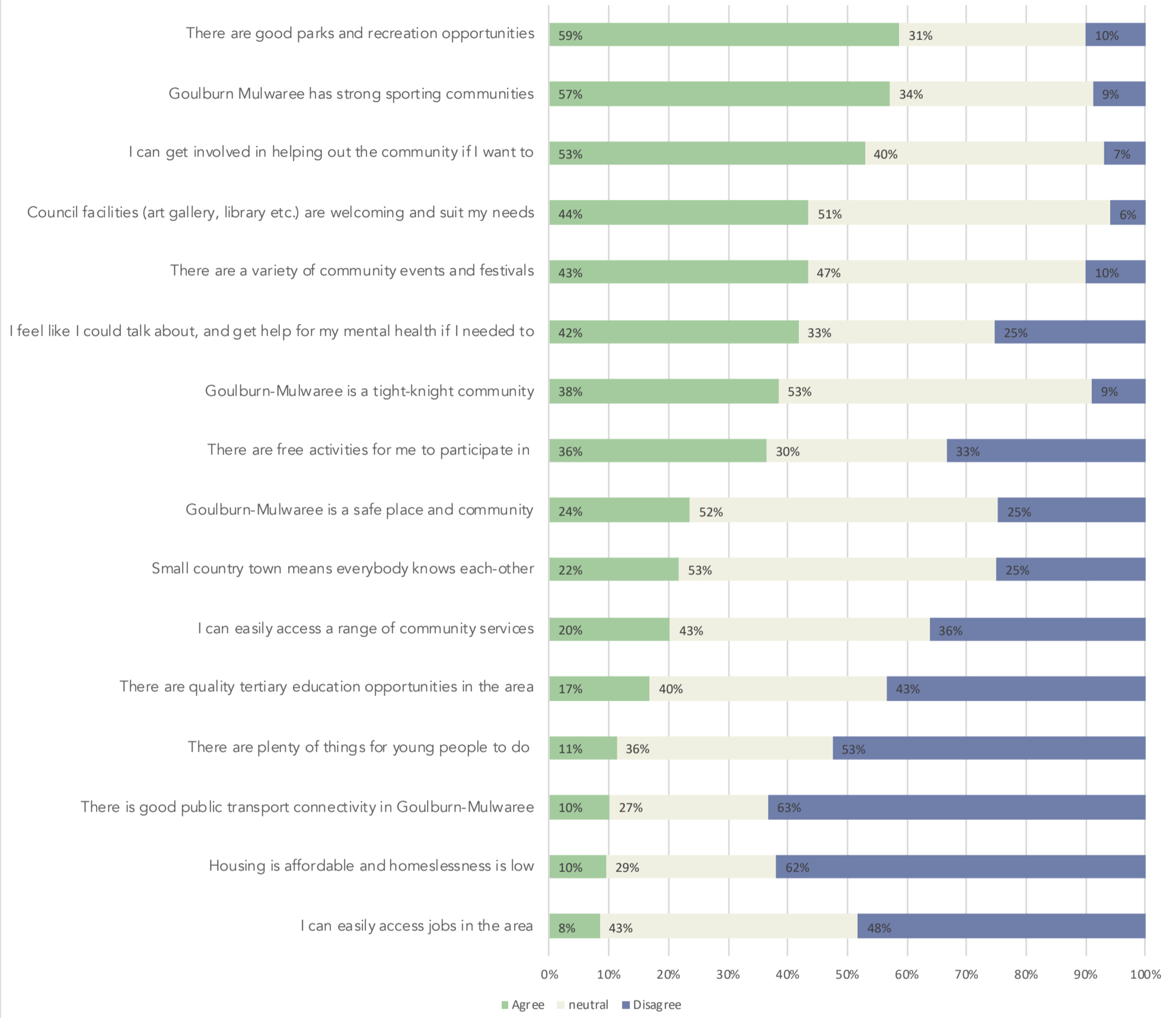


Figure 7 - Pop up findings - agreement with Goulburn Mulwaree's social strengths



# COMMUNITY AND SERVICE PROVIDER WORKSHOPS



# ABOUT THE WORKSHOPS

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## ABOUT THE COMMUNITY WORKSHOPS

Three community workshops were held to inform the development of the Social Sustainability Strategy in June 2019. Workshops took place in Goulburn, Marulan and Tarago with the aim to enable a broad cross-section of the community to attend. In total, approximately 73 people participated in the community workshops.

The purpose of the workshops was to understand what the community thinks are the key strengths, challenges and priorities for social sustainability in Goulburn Mulwaree.

Community workshops included four activities outlined below.

### **Activity 1: Defining social sustainability in Goulburn Mulwaree**

Upon entering, each participant received a speech bubble asking them to write down what social sustainability in Goulburn Mulwaree means to them. Individual responses were then discussed with the whole group.

### **Activity 2: Strengths and challenges for Goulburn Mulwaree**

In small groups, participants wrote down what they think are the key strengths and challenges for social sustainability in Goulburn Mulwaree, followed by a whole of group discussion.

### **Activity 3: Mapping social connectors in Goulburn Mulwaree**

In small groups, participants placed post it notes on large maps of Goulburn Mulwaree to signify key spaces and places for social connection in the area. This was followed by a whole of group discussion around patterns and gaps.

### **Activity 4: Priority social needs for the Goulburn Mulwaree community**

In small groups, and prompted by "discussion cards," participants shared insights, stories and opinions about key social themes in Goulburn Mulwaree.

## ABOUT THE SERVICE PROVIDER WORKSHOP

A service provider workshop was held on 12 June 2019 in Goulburn. The purpose of the workshop was to understand key needs for the Goulburn Mulwaree community, and strengths, challenges and priorities for service delivery.

In total, 21 people participated in the service provider workshop representing the following organisations: NSW Community health; Uniting; NSW Police; Mission Australia; Goulburn Dressage Club / Archery Club; Personal support solutions; Southern Region Business Enterprise Centre; Goulburn Health Service; U3A; Rural Adversity Mental Health Program; Goulburn Touch Football Association; and Goulburn Show.

The service provider workshop included 4 activities outlined below.

### **Activity 1: Defining social sustainability in Goulburn Mulwaree**

Upon entering, each participant received a speech bubble asking them to write down what social sustainability in Goulburn Mulwaree means to them. Individual responses were then discussed with the whole group.

### **Activity 2: What are the key needs of the groups that you service?**

Participants complete individual worksheet and reported back to group.

### **Activity 3: Strengths and challenges for service delivery in Goulburn Mulwaree**

In small groups, participants wrote down what they think are the key strengths and challenges for service delivery in Goulburn Mulwaree, followed by a whole of group discussion.

### **Activity 4: Priority service needs for the Goulburn Mulwaree community**

In small groups, and prompted by "discussion cards," participants shared insights, stories and opinions about key social themes in Goulburn Mulwaree.

# COMMUNITY WORKSHOPS FINDINGS

## WHAT IS SOCIAL SUSTAINABILITY TO YOU?

The word cloud below shows the words that were used most frequently by workshop participants in finishing the sentence "A socially sustainable Goulburn Mulwaree is a community and place that is..."

The full list of sentences is available overpage in Table 9.



Figure 8 - Workshops - Defining social sustainability in Goulburn Mulwaree

**TABLE 9 - COMMUNITY WORKSHOPS - A SOCIALLY SUSTAINABLE GOULBURN MULWAREE IS A COMMUNITY AND A PLACE THAT IS...**

A socially sustainable Goulburn Mulwaree is a community and place that is...
<ul style="list-style-type: none"> <li>Safe and family oriented. The public transport should be easily available and people friendly. Shops should be more family oriented and less big chain stores. Streets should be pretty and climate oriented, flowers and plants. Streets safe for children and families. Services such as health and education should be local and not area as you lose the personal touch and the town becomes the bottom of the pile.</li> </ul>
<ul style="list-style-type: none"> <li>Caters for all ages, inclusive of elderly and the very young; Incorporates sports, arts, social activities; Offers education at all levels - pre-school through the U3A; Encourages individualised skill based learning; Affordable; TAFE.</li> </ul>
<ul style="list-style-type: none"> <li>For the community. Planners should take into account the diverse community presence we have in Goulburn Mulwaree. Where to place important buildings i.e. Conservatorium in the centre of town, community services nearest to the areas most effected. As someone working with a number of services, having a community hub at the showground area does not make sense.</li> </ul>
<ul style="list-style-type: none"> <li>Receptive of innovative ideas to improve the social wellbeing of its citizens; Supportive of initiatives to improve human &amp; social capital; Has identifiable champions for the improvement of social wellbeing of all; Led by a Council the team empowers citizens to decide on by aspect of Council investment in social wellbeing.</li> </ul>
<ul style="list-style-type: none"> <li>Able to maintain the service within Goulburn-Mulwaree. The services need to be accessible to the people that need it. They need to put the buildings of the service where it is easy accessible.</li> </ul>
<ul style="list-style-type: none"> <li>Acknowledge Gundangara &amp; Ngunnawal Traditional custodians -An inclusive community, accepting of newcomers and long-term residents -Opportunity for people from all socio-economic groups - Education and employment opportunities - Hot desk spaces for commuters e.g. Public Service employment in ACT/Sydney.</li> </ul>
<ul style="list-style-type: none"> <li>Self-powered with community solar-wind grid, a sense of achievement and caring. A network across all sectors of the community and diverse/disadvantaged groups that together address the social determinants of access to health care and social services. A community that is proud of all of us and how we care about and for each other.</li> </ul>
<ul style="list-style-type: none"> <li>Inclusive, communicative, consultative, responsive, fun, network, aware. What about a social media presence to broadcast initiatives and or grants etc.</li> </ul>
<ul style="list-style-type: none"> <li>Fully inclusive with lots of information for residents with good consultation and continued growth of facilities as we have seen recently love the participation.</li> </ul>
<ul style="list-style-type: none"> <li>Connected and has many opportunities to connect people/business and groups. Safe and open to call all members including personally, culturally, LGBTQI, and safe for business to emerge and grow. Always engaging with all groups in the community, and documenting trends, challenges and strengths and working board to improve on challenges and promote our strengths well resourced, and links between Canberra and Sydney are encouraged and grown on for the interests of better health, education and better services."</li> </ul>
<ul style="list-style-type: none"> <li>Vibrant, inclusive, diverse, no one gets left behind. Everyone feels welcome.</li> </ul>
<ul style="list-style-type: none"> <li>Friendly, open.</li> </ul>
<ul style="list-style-type: none"> <li>Supportive of volunteer community organisations; Permanent residence for U3A; Supportive of pedestrians &amp; cyclists - vehicle-free area; Coffee shop café in adventure playground; Consider following/European model &amp; use sustainable energy to take Goulburn off-grid; Plan to protect Goulburn with Climate Changes - water security, community gardens, local market gardens, solar and wind farms; Encourage university campus in Goulburn; More marked bushwalking trails; Cycling tracks; Social housing.</li> </ul>
<ul style="list-style-type: none"> <li>Welcoming town - new residence up to date transport services; More shops - not shops; Better TAFE courses (more) community transport services (medical appointments). Take care of historical buildings.</li> </ul>
<ul style="list-style-type: none"> <li>Lucky to have a large number of community organisations to further our community - we have almost all facilities within 65 km radius. I love this small community and we have a dedicated band of workers to progress the community in the fashion we are accustomed to - we don't want our community to progress too fast.</li> </ul>
<ul style="list-style-type: none"> <li>Improved local services visiting doctors, dental, nurses, other services. HACC Buses - transport - Encourage involvement - Aged care - Local activities - Council support for community growth - Development of community facilities - Safer bus stop routes - Safe for all residents - Local police presence.</li> </ul>
<ul style="list-style-type: none"> <li>"Foster &amp; maintains a Healthy environment - Inevitable social services &amp; support - Viable economy - Strong community".</li> </ul>
<ul style="list-style-type: none"> <li>Safe in community minded, proud, tolerant of others, has access to community services, has a accessible and reasonable Council.</li> </ul>
<ul style="list-style-type: none"> <li>Caters for all age demographics, socially, medically, spiritually, economically providing employment opportunities and business opportunities, recreation facilities, safe community, efficient public transport, aged care facilities and equal opportunities.</li> </ul>
<ul style="list-style-type: none"> <li>Has more activities for retired people and seniors. Places to chat and be with other people.</li> </ul>
<ul style="list-style-type: none"> <li>Friendly safe community where people can get involved in a variety of activities if they wish too. Some people do not want to interact. The country area feels they are a little left out of the Council area. We make a lot of our own activities. Through CWA. Show Hall and traffic is horrendous.</li> </ul>
<ul style="list-style-type: none"> <li>Safe, welcoming and easy to get round.</li> </ul>
<ul style="list-style-type: none"> <li>Create an environmentally friendly environment, with extended areas of unproductive land to be allowed a building permanent on different size blocks within 1HA block and within 5km 5HA block say within 10kms 10HA blocks, 20kms 2HA &amp; utilise unproductive land and allow working families a lifestyle without having a major block of land and weed to manage being situated close to Canberra and Coast.</li> </ul>
<ul style="list-style-type: none"> <li>Social for all residents accessible for township. Accessible to highway - tourists. Facilities reference doctors, shopping, dentists - Specialist shops for tourists - Manage - heavy vehicles through township - Maintain village street scape.</li> </ul>
<ul style="list-style-type: none"> <li>Progressive, meets needs of all ages (health, social, housing, education, elderly care, sport, arts &amp; crafts, public transport, shops). - Financially sound - Attractive streets &amp; CBD - Sound town planning both now &amp; future - More involvement in outlying village - More encouragement for businesses - Village plan - better town access.</li> </ul>
<ul style="list-style-type: none"> <li>A sustainable community in which everyone is able to have input into the happenings in our community. In Marulan there needs to be more involvement enabling all citizens to work together to achieve a harmonious community.</li> </ul>
<ul style="list-style-type: none"> <li>Kid friendly activities and locations.</li> </ul>

## STRENGTHS FOR SOCIAL SUSTAINABILITY

Workshop participants highlighted the following aspects of community life as strengths for social sustainability in Goulburn Mulwaree:

- Friendly people and a strong sense of community (21 comments)
- Access to local services (8 comments)
- Location, including proximity to Sydney and Canberra (10 comments)
- Range of community activities and groups to get involved with, including sporting groups (13 comments)
- Local schools (4 comments)
- Train station (2 comments)
- Rural lifestyle and relaxed atmosphere (5 comments)
- Progressive community (2 comments)

Other identified strengths include the water supply at Tarago, recreation facilities and areas, affordable housing, great climate and safe community.

## CHALLENGES FOR SOCIAL SUSTAINABILITY

Workshop participants highlighted the following aspects of community life as challenges for social sustainability in Goulburn Mulwaree:

- Limited access to community services (20 comments), including:
  - Limited number of services;
  - Lack of awareness about availability of and how to access services;
  - Service gaps including a women's refuge;
  - Affordability of existing services;
  - Attraction and retention of mental health staff;
  - Need for more aged care services;
  - Limited opening hours of services;
  - Need for coordination between service providers and groups.
- Limited access to public transport, including within Goulburn Mulwaree and to Sydney and Canberra (16 comments)
- Need for more community involvement and volunteering (10 comments)
- Limited opportunities for young people, including access to high education and employment locally (9 comments)
- Support our ageing population (3 comments)
- Unemployment (3 comments)
- Disability access (2 comments)
- A changing community (2 comments)

Other identified challenges include the impacts of climate, including drought, flooding and fires, drugs and alcohol, communication of what is going on, maintaining current community size, need for more footpaths, need for long-term vision for social sustainability, need for responsive leadership and need for community engagement to be reflective of whole community, not just "loudest voices."

## MAPPING ACTIVITY

Workshop participants highlighted a range of places, spaces and community groups that are important social connectors within Goulburn Mulwaree by placing post it notes on a large map of the area.

Findings from this activity indicate that, overall, sporting and recreation related spaces, places and groups (32 map comments) were seen to be most important focal points for social connections in Goulburn Mulwaree.

Some of the most frequently mentioned places and spaces within Goulburn Mulwaree (more than 1 comment) included:

- Goulburn Community Garden
- Wollondilly Walking Track and Kayaking
- Goulburn Men's Shed
- Goulburn Hockey Complex
- Rocky Hill War Memorial
- PCYC
- Victoria Park
- Lilac City Cinema
- Goulburn Regional Conservatorium of Music
- Greengrocer on Clifford Street
- Terminus Hotel
- Goulburn Workers Club
- Marulan Soccer Fields.

Events within Goulburn Mulwaree included:

- Steampunk Victoriana Fair
- Tallong Apple Fair
- Windellama Country Markets

Community groups and organisations within Goulburn Mulwaree included:

- Goulburn Table Tennis Club
- Lieder Theatre
- Goulburn Landcare FROGS
- Goulburn Cycle Club
- Goulburn & District Branch Sporting Shooters' Association of Australia

## DISCUSSION CARDS

Across all community workshops, the discussion cards that were selected to be discussed most often by participants were:

- Young people (4 discussions)
- Women (3 discussions)
- Mental health and stoicism (3 discussions)
- Jobs (2 discussions)
- First nations (2 discussions)
- Relationships and domestic violence (2 discussions), and
- Goulburn Correctional Centre (2 discussions).

Other discussions focussed on education, governance, children and families, social places and spaces, housing, tree changers, first nations and cultural diversity. High level findings from these discussions have been summarised below.

### Discussion: Young people

- Young people have to leave the area to study, but there are limited public transport options for them to get to education and employment opportunities.
- There is not much for young people to do - there's just the school or the mall.
- Young people need to feel more engaged in their community and have pathways to better futures.
- Young professionals come for a time, but will often leave as there is nowhere for a nice drink (wine bar) if you don't want to just go to a pub.
- Disadvantaged young people can't afford fees for the sporting clubs. Active Kids rebate twice a year has shown an improvement in participation.
- The internet portrays an unrealistic perception of what young people have to be which is a source of pressure.
- A lack of internet access, particularly in the rural areas, makes it difficult for some young people to study at night or on weekends. They may also have only one computer in the household with 3 or 4 kids so only one gets to use this, putting others at a disadvantage.
- Need to support young people get their licenses.
- Local TAFE offers limited programs but expanded offering would keep young people here. Opportunity for Council to lobby and encourage for new campuses in the area.
- Limited access to arts and cultural activities for young people.
- There is a sense that there are two separate groups of young people - the haves, and the have nots.
- Social isolation is an issue for teenagers.
- There are no places for young people with mental health issues to connect with each other.
- Lack of free spaces for young people to go - especially a challenge in winter.
- Findings relating to Tarago specifically:
  - Young people are not catered for in Tarago and have nowhere to hang out;
  - 2 years ago they upgraded the tennis court into a multi-purpose court and that's kind of working;
  - The problem is that if they don't have their licence they can't go

anywhere on their own;

- Junior RFS with cadets is the only real youth group in the area and is a good thing for community ownership;
- Young people are also interested in community arts projects;
- In terms of job opportunities for young people there's only the pub and a service station.

### Discussion: Women

- Women participate in a range of groups and access services including Quota, the Teapot club, CWAs, Lantern, Zonta, Goulburn Touch Club and the Shepherd Centre.
- Women's shelter are underfunded / closed down.
- Perception that Council is unaware of issues relating to domestic violence, homelessness and childcare centres in the area.
- Finding from Tarago: Women who work from home can feel isolated and would like to see a local coffee shop / social enterprise open up.
- Parent who work are often less physically active.
- Parents who work don't have time to attend and volunteer for team sports.

### Discussion: Mental health and stoicism

- Men and mental health:
  - There are significant mental health issues for men, with high suicide rates. There is a need to educate men around health and wellbeing, potentially through big employers;
  - Impacts of climate such as drought increase severity of mental health for men, and increase cases of domestic violence;
  - There is a strong focus on supporting young mothers in Goulburn Mulwaree, but young dads need support too;
  - The Goulburn Rugby Club has an annual men's mental health day and a memorial game annually for a young man who committed suicide. This has helped local young men open up and talk more about what they are feeling;
  - Opportunities for mentoring in high school;
  - Lack of access to services can impact on suicide rates. Men need opportunities to talk about their feelings and opportunities to discuss things more;
  - There is a men's shed in Goulburn – but it is quite closed to new people joining the group.
- Anxiety and depression is a big issue for farmers, with a few recent suicides having been traumatic for the community.
- Mental health is correlated with a range of things – social isolation, ageing population.
- Stoicism around mental health issues is a big factor, along with a lack of social places and spaces to connect.

- There's not much to do, when you leave the pub or the men's shed, you're still going back to an empty house.
- Volunteer community groups help fill the gap with mental health services, however have limited reach in isolated areas with limited public transport.
- There is stigma in the community around mental health issues, however awareness is increasing
- Opportunities through schools to increase mindfulness and mental health awareness.

### **Discussion: Jobs**

- Need for more local apprenticeships.
- There is a lack of jobs in Tarago.
- Coles distribution centre is a loss for local employment
- The best employers in town are farmers and the correctional centre.
- Veolia and the mines have a local job quota however there is a perception that this is not effective, with limited local advertising meaning local people don't know about vacancies. Opportunities for Council to advocate to these major companies for better employment outcomes.
- Increasing trends of "ground parrots" - people who live in Tarago and commute to Canberra for work. This has some social implications as they are often too tired to engage in community life after work.

### **Discussion: Domestic violence and shelters**

- Goulburn has lost women's and men's shelters.
- Crisis accommodation has run out of funding.
- They kept people off the street and provided a place to go
- Homelessness is an issue.
- People need somewhere warm and safe to sleep at night where they can also access services.
- Lack of places for women and children escaping domestic violence.
- Some women's group talked about how they used to take food to the shelters and now have nowhere to put it – opportunity to link in with PCYC.

### **Discussion Goulburn Correctional Centre**

- Is a major employer.
- There is a good relationship between centre and town.

### **Discussion: First Nations**

- Lack of acknowledgment and recognition of First Nations in Goulburn Mulwaree.
- It can be hard to engage with the Land Council. The Land Council protocols were set up by people outside the area.

### **Discussion: Education**

- The Goulburn suspension centre has been lost, now there is nowhere for suspended kids to go and continue to be educated.
- Number of children coming out of physical/mentally abusive homes is increasing, one of the things that has been effective is

the Fit for Life program.

- There is a need for an alternative learning centre or place for kids who don't fit into the traditional school structure.
- With the reduced TAFE campus there is a lack of pathways for 'hands-on' learners, kids have to go to Wollongong.
- Potential opportunity for intergenerational program opportunities, however comes down to resourcing and funding the volunteers and programs.
- Police academy is now a one-stop shop, they use the PCYC but the community can no longer access their facilities. Sometimes there is overflow and a need for student accommodation in town.

### **Discussion: Tree changers**

- Council should be innovative to attract people from the city to visit and live, leveraging our strengths as a community.
- There is a perception that Goulburn is currently a place you stop by – it's not a permanent destination.

### **Discussion: Housing and homelessness**

- Too many empty old houses in Goulburn.
- Homelessness is less evident on streets, however couch surfers and overcrowding are an issue.
- There are homelessness services in the area but there is a lack of social housing.

### **Discussion: social places and spaces**

- Lack of public transport affects ability to have social spaces further out from Goulburn.
- There is a need for a more and a variety of social places needed, including arts and cultural facilities.
- There is a desire for permanent facilities for certain groups (e.g. U3A).

### **Discussion: Children and families**

- Local recreational opportunities for families, create something like Collingwood Children's Farm to attract tourists as well.
- The adventure park in Victoria park is a good initiative and needs a cafe.
- Walking tracks are a recreational opportunity.

# SERVICE PROVIDER WORKSHOP FINDINGS

## WHAT IS SOCIAL SUSTAINABILITY TO YOU?

Table 11 below shows service provider responses when asked to finish the sentence “A socially sustainable Goulburn Mulwaree is a community and place that is...”

Responses included a focus on an friendly, inclusive, resilient, collaborative and progressive community with a range of social facilities and activities and accessible services for all ages and abilities.

**TABLE 10 - SERVICE PROVIDER WORKSHOP - A SOCIALLY SUSTAINABLE GOULBURN MULWAREE IS A COMMUNITY AND A PLACE THAT IS...**

<b>A socially sustainable Goulburn Mulwaree is a community and place that is...</b>
<ul style="list-style-type: none"> <li>Inclusive and resilient - where it's people enjoy physical, mental and social well-being.</li> </ul>
<ul style="list-style-type: none"> <li>Concerned about it's fellow citizens and makes sure that all people have access to service that will increase equity and fairness for all.</li> </ul>
<ul style="list-style-type: none"> <li>Self-sufficient - inclusive neighbourhood:               <ul style="list-style-type: none"> <li>- Equal opportunities &amp; homelessness</li> <li>- Social justice</li> <li>- Encouragement and growth &amp; new endeavours</li> <li>- Welcoming - open to new ideas</li> <li>- Transport improvements.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>Aware of the needs of its aging residents with social and educational activities being made available to help with their mental and physical wellbeing. The buildings that can provide some of these facilities are few and far between so planning for our aging population needs would need to be considered for these extra facilities.</li> </ul>
<ul style="list-style-type: none"> <li>Fosters partnership between existing organisation               <ul style="list-style-type: none"> <li>- More lighting in sporting areas - so that people can exercise at night through winter.</li> <li>- More sporting opportunities for women and joint ages - children to please.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>Inclusive to the entire demographic provides engaging activities (physically and mentally to the wider community).</li> </ul>
<ul style="list-style-type: none"> <li>Engaging for the community and provides a variety of activities and facilities for all the community.</li> </ul>
<ul style="list-style-type: none"> <li>Productive:               <ul style="list-style-type: none"> <li>- Inclusive of all</li> <li>- Open to new ideas &amp; change</li> <li>- Progressive whilst holding the country lifestyle and spirit</li> <li>- Strong community with pride</li> <li>- Better inter-agency linking and partnerships.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>Safe, secure - where people feel safe:               <ul style="list-style-type: none"> <li>- Environmental</li> <li>- Leisure activities and amenities. Promotes services for youth and the elderly.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>Inclusive and easy access to all services by all people:               <ul style="list-style-type: none"> <li>- Acceptance</li> <li>- Respect for people - self, people &amp; environment.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>Accessible to all in the community. Including people living with a disability. E.G. Friendly pavements, friendly crossings:               <ul style="list-style-type: none"> <li>- More accessible parking spots.</li> <li>- Inclusive activities.</li> <li>- Transport connection services.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>A place of choice to live, play, grow, thrive and work.</li> </ul>
<ul style="list-style-type: none"> <li>Provide safe, caring, open areas for youth, aging and in between. Clean parks, cycle tracks, hiking tracks, job opportunities for youth. Activities for youth - that are safe, caring and affordable.</li> <li>Affordable living, plenty of services. Hospital, Doctors, etc.</li> </ul>
<ul style="list-style-type: none"> <li>Safe, friendly environment.</li> </ul>



## STRENGTHS FOR SOCIAL SUSTAINABILITY

Service provider workshop participants identified a number of strengths for social sustainability in Goulburn Mulwaree, including:

- Location, including proximity to Sydney and Canberra (5 comments)
- Strong and resilient community (4 comments)
- Range of active service providers (2 comments).

Other identified strengths include safety; collaboration amongst local services; good climate; relaxed environment; affordable housing and good library.

## CHALLENGES FOR SOCIAL SUSTAINABILITY

Service provider workshop participants identified a number of challenges for social sustainability in Goulburn Mulwaree, including:

- Unemployment (2 comments)
- Lack of affordable services, including education and health (2 comments)
- Need for public transport access to Sydney and Canberra (2 comments)
- Disability access (2 comments)
- Impacts of climate change including drought, fire and flooding, including on mental health (2 comments).

Other identified challenges include access to funding to upgrade existing services; need for more Council services for ageing population; drugs and alcohol abuse.

## TOP SERVICE DELIVERY NEEDS

Service provider workshops were asked to rank service delivery needs in Goulburn Mulwaree, with the following results:

- Housing / homelessness services (6 votes)
- Mental health (6 votes)
- Education services (5 votes)
- Health services (5 votes)
- Employment services (4 votes)
- Disability services (4 votes)
- Sports clubs and teams (3 votes)
- Mentoring services (2 votes)
- Arts and cultural services (2 votes)
- Youth space / drop in (2 votes).

Other service delivery needs that receive one vote include justice services; alcohol and drug services; Indigenous specific services; and disability accessibility.

## SERVICE NEEDS TRENDS AND CHANGES

Service provider workshop participants were asked whether they had witnessed any changes in community needs over the past 5 years, with findings including:

- Increasing ageing population and demand for service provision for this group
- Decrease in home-based community service for elderly and increased need for home-modification
- Increase in homelessness
- Increase in mental health cases and lack of mental health services
- Population growth has led to increase demand
- NDIS has provided choice & control for the individual. Some services have embraced this and flourished. Others have not and have not been as successful. It has provided greater opportunity for variety
- Lack of things to do for young people
- Decrease in members (Goulburn Dressage Club / Archery Club)
- Reduction in members
- Increase in Council investment in infrastructure
- Skills shortages
- Shortage of skills and lack of educational and training to meet industry needs
- Increased pressure on rural community due to drought and fires etc
- Increased levels of obesity in all age groups
- Increased number of people with chronic illness eg: heart problems, diabetes
- Decrease in opportunities for people to engage in physical activity
- Increased cost of participation in sporting activities
- More isolation because of the withdrawal of a number of services
- Increase in domestic and family violence.
- Increase in drug and alcohol abuse
- Increase in sport participation within the community
- Increase in the promotion of women sporting teams
- Increase in unemployment
- Increase in vacant shop fronts with the main street
- Increasing demand for services and less willingness to pay.



# SERVICE PROVIDER SURVEY

# ABOUT THE SERVICE PROVIDERS SURVEY

## ABOUT THE SERVICE PROVIDERS SURVEY

The service providers survey was available online via Council's website between 27 May and 5 July 2019.

The purpose of the service providers survey was to understand current service provider perceptions of social and community wellbeing and participation in Goulburn Mulwaree, as well as key social needs and priorities to create a more inclusive and socially sustainable place and community.

## SERVICE PROVIDERS SURVEY FINDINGS

### Total respondents: 18

#### Representing the following organisations:

- Ability Links
- Communities and Justice
- Goulburn Dressage Club
- Goulburn Touch Football
- Headspace
- Legal Aid NSW
- Matchworks Gen U
- Mission Australia
- NSW Police Force
- PossABLE Advocacy
- Red Cross, Community Visiting Scheme
- Rural Adversity Mental Health Program
- Southern Tablelands Arts
- The Salvation Army Moneycare
- The Smith Family Learning for Life Program
- Trusted Support Coordination
- Uniting.

#### Servicing the following target service groups:

- General community (29%, 5 respondents)
- At risk/disadvantaged/vulnerable groups (24%, 4 respondents)
- People with a disability (18%, 3 respondents)
- Children and families (12%, 2 respondents)
- Rural communities (6%, 1 respondent)
- Seniors (6%, 1 respondent)
- Young People (6%, 1 respondent).

#### Providing the following types of services:

- Mental Health services (28%, 5 respondents)
- Disability services (22%, 4 respondents)
- Legal/Justice services (17%, 3 respondents)
- Education services (17%, 3 respondents)
- Sports clubs and teams (17%, 3 respondents)
- Housing/homelessness services (11%, 2 respondents)
- Mentoring services (11%, 2 respondents)
- LGBTIQ+ services (11%, 2 respondents)
- Arts and cultural services and activities (11%, 2 respondents)
- Employment services (6%, 1 respondent)
- Alcohol and drug services (6%, 1 respondent)
- Indigenous specific services (6%, 1 respondent)
- Multicultural services (6%, 1 respondent)
- Emergency relief services (6%, 1 respondent).

#### Servicing varying numbers of people:

- 4 organisations servicing less than 400 people annually
- 3 organisations servicing 500-1000 people annually
- 4 organisations servicing 1000-1000 people annually
- 3 organisations servicing 10,000+ people annually

#### 6 respondents indicated that volunteers help to run their service

5 respondents said that volunteers help to run their service, with the number ranging from 3 to 20 volunteers. Another respondent indicated that volunteers assist with large scale program activities rather than service delivery.

Respondents indicated that the average number of hours worked by volunteers in the previous week ranged from 2 to 38 hours.

#### Respondents receive funding from:

- NSW Government (54%, 7 respondents)
- Federal Government (31%, 4 respondents)
- Council (8%, 1 respondent)
- Donations (8%, 1 respondent)
- Fundraising (8%, 1 respondent).

#### Respondents think the top service delivery needs in Goulburn Mulwaree are:

- Housing / homelessness services (69%, 9 respondents)
- Mental health services (69%, 9 respondents)
- Alcohol and drug services (39%, 5 respondents)
- Youth space / drop-in services (23%, 3 respondents)
- Emergency relief services (23%, 3 respondents)
- Education services (15%, 2 respondents)
- Health (15%, 2 respondents)
- Arts and cultural services and activities (15%, 2 respondents).